

# ***INVOICING GUIDE FOR SUPPLIERS***



***THIS GUIDE PROVIDES ALL THE STEPS, AND THE ESSENTIAL DETAILS NEEDED TO PREPARE AND SUBMIT YOUR INVOICES***

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## 1. TRANSMISSION MODES AND MICHELIN BILLING ADDRESS

Your invoices must be sent exclusively by email.

Michelin Suisse SA no longer accepts invoices sent by post.

For any inquiries or questions, please get in touch with your usual Michelin contact.

To ensure a quick processing of your invoices, **please follow the guidelines below.**

Transmission modes	Email address	Sending rules
by E-mail	<a href="mailto:Michelin.Invoice.Europe@pdf.basware.com">Michelin.Invoice.Europe@pdf.basware.com</a>	<p>✓ <b>Mandatory Requirements</b></p> <ul style="list-style-type: none"> <li>Invoices must be submitted in <b>PDF format</b>, version <b>1.4 or newer</b></li> <li><b>One invoice per PDF</b> file - do not group multiple invoices into a single PDF</li> <li><b>File name</b> must not exceed <b>100 characters</b>, including the .pdf extension</li> <li><b>Password-protected or encrypted PDFs</b> are <b>not accepted</b></li> <li>PDF files must <b>not contain ZIPs</b>, and <b>cannot be scanned images</b> with protection</li> </ul> <p>💡 <b>Recommended for Optimal Processing</b></p> <ul style="list-style-type: none"> <li>One email can include <b>multiple PDF invoices</b>, with a <b>total size (body + attachments) up to 30 MB</b></li> <li>Limit the number of attachments to <b>avoid errors in delivery</b></li> <li>Other documents (e.g. supporting files) will be considered <b>attachments to the invoice</b>, if sent along with the PDF and if the <b>invoice number is included in their file name</b></li> </ul>

### Notifications:

- From [no-reply@pdf.basware.com](mailto:no-reply@pdf.basware.com) you will receive an **automatic receipt notice** confirming the **PDF invoice was integrated into Basware and assigned a BUM ID** (a unique Basware identifier for the received document; acknowledgment only, not processing).
- From [michelinpdf\\_prod@conduent.com](mailto:michelinpdf_prod@conduent.com) a **rejection notification** if the sending rules are not respected. Please resend the invoice in accordance with the sending rules.

### Notes:

- NO notifications will be sent to a "NO REPLY" mailbox**
- Invoices sent to the wrong email address will not be accepted & processed.**

## 2. PREPARING YOUR INVOICES FOR MICHELIN

When preparing your invoices / credit notes, please make sure they contain the following information:

- Name of the Michelin billing entity, correctly worded
- Michelin's address, correctly worded
- Michelin's VAT number

} see below:

Country	Billing address	VAT No.
Switzerland	MICHELIN SUISSE SA Rte Jo Siffert 36 CH-1762 Givisiez	CHE-105.962.912 TVA

- Indicate if "Invoice" or "Credit note"
- Invoice number
- For invoice or credit note **corrections or cancellation**, please **add the reference to the original invoice number**
- Your company's name and full address
- Your company's VAT number
- Invoice number, **without underscore** (e.g. INV\_XXX), as this will lead to payment rejection by our bank
- Date of invoice
- **Michelin's purchase order number (PO)**, if any
- For invoices without a purchase order, include the **Michelin identifier** and **name of the Michelin contact**, or the **Michelin Function-Account**, authorized to approve the document
- Invoice amount: with or without VAT
- **For any VAT amount**: it is recommended to contain a maximum of 2 decimals.  
Example: if the VAT calculated is CHF 10.016, it should be displayed as CHF 10.01 on the invoice
- Description, quantity and unit price per item of the supplied goods or services
- Invoice currency
- Your company's bank information
- [QR code](#) including the IBAN and reference number
- Delivery address if different from the billing address
- Name and contact details (email, telephone) of your Accounts receivable (AR) manager

### INVALID INVOICES

Invoices not complying with the above specifications will be **considered invalid and sent back via email**.

**Rejection notice** will clearly indicate the rejected invoice and the reason for the rejection.

**To receive payment**, please **send a revised invoice** with a **new number** and ensure it includes any missing information indicated on the rejection notice.

### **3. SPECIAL INSTRUCTIONS FOR INVOICES WITH A PURCHASE ORDER**

Official Michelin purchase orders are sent by email by our ERP system.

To ensure payment of your invoices, **the following information must be included:**

- **The final invoice must reflect the quotation and purchase order**
- **Michelin's purchase order number**
- If you supply goods and services to Michelin under multiple purchase orders, we recommend issuing one invoice per purchase order, to facilitate processing.
- **If your PO has multiple lines, your invoice should reflect the same lines to ensure easy matching**
- Detail per item, quantities, amounts, and line numbers

**Important:** the invoice must be expressed in the currency used in the purchase order and include the correct VAT rates and corresponding subtotals, with a maximum of 2 decimals.

### **4. SPECIAL INSTRUCTIONS FOR INVOICES WITHOUT A PURCHASE ORDER**

For exceptional cases, it is possible to provide goods or services without any official purchase order. However, **prior agreement must be obtained from our purchasing department.**

Please specify the **Michelin identifier (\*)** and the **name of the Michelin contact** or the **Michelin Function Account** communicated by Michelin.

(\*) The Identifier is composed of 7 characters, the first being alphabetical followed by an alphanumeric character (e.g. WH12345 or W123456).

**Important:** Invoice must include the correct VAT rates and corresponding subtotals.

### **5. CREATING AND UPDATING YOUR SUPPLIER PROFILE**

Please **ensure the following information** is up to date and **notify your Michelin contact person immediately if there are any changes:**

- Company name
- Postal address
- IBAN: preferably **one IBAN**
- Email address to sending purchase order
- Phone number
- Contact details
- Email address for payment notices: preferably a **generic email address**

If you do not recall your Michelin's contact name, please send an email to: [ap.eu@michelin.com](mailto:ap.eu@michelin.com)

## 6. PAYMENT PROCESS FOR YOUR INVOICES

To optimize its cash management, the Michelin Group has established a "payment on behalf of" process ("POBO process"), under which Compagnie Financière Michelin Suisse SA ("CFMS"), the Group's treasury company, will make supplier payments on behalf of other affiliates in the Group.

CFMS is a company domiciled in Switzerland and wholly owned by the Michelin Group, whose role is to make payments on behalf of participating affiliates under an intragroup service agreement.

Under this POBO process, any payment executed by CFMS, as the paying agent of MSSA, is irrevocably deemed to have been made on behalf of MSSA.

Any contractual relationship with MSSA shall remain exclusively with MSSA for whom payment is made. CFMS is only a service provider and does not become a party to the contracts. Under no circumstances may you consider CFMS to be a substitute for MSSA as your debtor or consider that you have any additional rights or remedies because of this payment service provided by CFMS.

On our payment order, COMPAGNIE FINANCIERE MICHELIN SUISSE SA will be visible as the paying entity and MICHELIN SUISSE SA will be visible as Ultimate Debtor. This information will also be visible on the payment notice you will receive by e-mail (if you have requested to receive such notices).

For all questions related to payments, please use the contact details provided in this guide.

## 7. TRACK YOUR INVOICE STATUS

- You will have the possibility to track the status of your submitted invoices using the following open link: [Invoice status check](#). Please note that only invoices processed in Basware will be available.
- To ensure data privacy, following search criteria are mandatory: Invoice number, Invoice date & Invoice Gross total.

## 8. CONTACTING OUR ACCOUNTING DEPARTMENT

**For additional information or assistance** regarding your Michelin supplier profile, invoices, or payment status, contact our accounting department **by email** at: [ap.eu@michelin.com](mailto:ap.eu@michelin.com), or **by phone** at **+48 42 291 7071**, Monday to Friday, from 09:00 am to 04:00 pm.

You will receive an **incident number** (e.g. RITM1223452) from [michelin@service-now.com](mailto:michelin@service-now.com)

**It is important to keep this ticket / incident number.**

**Important:** for any exchange regarding your request, use the **"Reply"** function on the email received from [michelin@service-now.com](mailto:michelin@service-now.com)

If no response is received or if the answer is unclear, **escalate the issue to your usual Michelin contact using the incident number.**

**THANK YOU FOR YOUR CAREFUL CONSIDERATION AND COOPERATION!**