

# INVOICING GUIDE

***Comprehensive information and instructions for the invoicing process for Non-Group suppliers working with Michelin entities in the following European countries: France, United Kingdom, Spain, Italy, and Hungary.\****

*\*Please note: Due to a change in the invoicing process effective June 30, a separate invoicing guide applies to Romania, Germany, Belgium, Netherlands, Switzerland, Poland, Sweden, Finland, Norway, and Denmark.*



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## 1. INVOICE SUBMISSION METHODS

This section outlines the available methods for submitting invoices to Michelin. Invoices can be submitted via the Tradeshift platform or email, depending on whether you have a Tradeshift account. See the details below for each option.

- **Tradeshift** platform – for suppliers with an active Tradeshift account:
  - Self-service -> WebUI (Web User Interface) – PO Flip / Manual creation
  - System integration -> EDI (Electronic Data Interchange) – PO / Invoice direct integration
- **Email** – for suppliers without a Tradeshift account, invoices should be sent via email:

SUBMISSION ADDRESS	IMPORTANT!
<a href="mailto:invoice.europe@michelin.com">invoice.europe@michelin.com</a>	<p><b><u>Sending rules:</u></b></p> <ul style="list-style-type: none"><li>▪ In PDF format only, not zipped</li><li>▪ No more than 100 characters for the name of the PDF, including the file extension</li><li>▪ 1 invoice = 1 pdf document</li></ul> <p><b><u>Recommendations:</u></b></p> <ul style="list-style-type: none"><li>▪ Maximum 5 attachments per e-mail</li><li>▪ Maximum 5 MB per e-mail</li></ul>
<p><b>Notifications:</b></p> <p>Each time you send us an invoice by e-mail, you will receive the <b>following notifications</b> from the following email address: <a href="mailto:michelinpdf_prod@conduent.com">michelinpdf_prod@conduent.com</a>:</p> <ul style="list-style-type: none"><li>▪ <b>an acknowledgment of receipt</b></li><li>▪ <b>a success notification of integration</b> into our systems</li><li>▪ <b>or a rejection notification</b> if the above sending rules were not respected. In this case, you should <b>resend your invoice to us by email, according to the above rules.</b></li></ul> <p><b><u>Note:</u> If you use a "NO REPLY" mailbox, you will not be able to receive these notifications.</b></p>	

- **Local Compliance Platforms** – Domestic suppliers in countries with specific e-invoicing regulations must submit invoices through the designated local invoicing systems, in accordance with local requirements.

**No longer permitted:** sending your invoices by post. You can contact your current Purchasing contact at Michelin **if any questions on the topic.**

**Regardless of the transmission channel used, all invoices must comply with the standard invoicing guidelines, as detailed in the next chapter, to ensure proper processing.**

## 2. PREPARATION OF YOUR INVOICES and MICHELIN BILLING ADDRESSES

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

- The name of the Michelin billing entity, correctly worded
  - The Michelin address, correctly worded
  - Michelin's intra-community VAT number
- } **see table below**

Country	Billing address	VAT Nr	Country	Billing address	VAT nr
<b>UK</b>	<b>Michelin Tyre Plc</b> Campbell Road Stoke-on-Trent, ST4 4EY United Kingdom	GB278345231 IE9941008S	<b>Spain</b>	<b>Michelin España Portugal, S.A.</b> Glorieta de Bibendum, 1 47009 VALLADOLID ESPANA	ESA20003570 PT980286212
<b>France</b>	<b>Manufacture Française des Pneumatiques Michelin</b> Place des Carmes Déchaux 63040 CLERMONT FERRAND CEDEX 9, France	FR33855200507	<b>Hungary</b>	<b>Michelin Hungária</b> Abroncsgyártó Kft. 4400 Nyíregyháza, Bottyán János u. 15. HUNGARIA	HU11246062 CZ680678942 SK4020117706 SI99679337
<b>France</b>	<b>Société du Caoutchouc Synthétique MICHELIN</b> Rue Edouard Michelin, 33530 BASSENS France	FR20328525746	<b>Italy</b>	<b>Spa Michelin Italiana</b> Corso Romania, 546 10156 Torino, ITALIA	IT00570070011

- The specific word indicating "Invoice" or "Credit"
- The company name and full address of your company
- The intra-community VAT number for European suppliers
- An invoice number
- The date of invoice
- The number of the Michelin purchase order when the supply of the goods or services is subject to issuing a purchase order
- In case of an invoice without a purchase order, the ident and name of the contact - or the Michelin Function-Account - authorized to approve this document
- An invoice amount with or without VAT

- The description, quantity and unit price per item of the supplied goods or services
- The delivery address
- The name and contact details (email, telephone) of your receivables' manager
- If you issue a credit note following the cancellation of an invoice, you must include the reference of the cancelled invoice at the origin of the credit note.

## INVALID INVOICES

Invoices sent to Michelin which do not comply with the specifications mentioned above, will be **considered invalid**.

**Invalid invoices will be sent back to you by e-mail (except for Italy, for which a credit note is requested to be sent).**

**The notice of rejection** will clearly indicate which invoice is rejected and the reason for the rejection.

**To obtain the payment for your invoice**, you will then need to **send us a corrected invoice**, and containing the missing information indicated on the rejection notice, **according to the list above**.

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

Official Michelin purchase orders are sent by email from our purchasing software.

To obtain the payment for your invoices, you must include the following information:

- Michelin's purchase order number
- If you supply goods and services to Michelin under multiple purchase orders, we recommend you issue one invoice per purchase order, to facilitate its processing
- Detail per item, quantities, amounts, line numbers
- The invoice must be expressed in the currency used in the purchase order and include the correct VAT rates and corresponding subtotals

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

It is sometimes possible to provide goods or services without any official purchase order.

In this case, a prior agreement must have been given by our purchasing department or the internal customer.

You must indicate the identifier (\*) and the name of the Michelin contact or the Function Account communicated by Michelin.

(\*) The Identifier is composed of 7 characters, the first of which is alphabetical and the 2<sup>nd</sup> alpha or numeric; example: FM00000 or F000000 or E00000.

## 5. CREATING AND UPDATING YOUR SUPPLIER PROFILE

You need to **make sure that the information below is up to date.**

**As soon as there is a change in your following data, please inform your Michelin contact person immediately:**

- Company name
- Postal address
- Bank reference (attach a RIB for France)
- Email address to send the purchasing order
- Phone number
- Contact details
- Email address (for payment notices); preferably a generic email address.

## 6. SUPPORT CONTACT DETAILS

### ACCOUNTING DEPARTMENT

**For any additional information, or assistance** regarding your Michelin supplier profile, your invoices, or the payment status, you can contact our accounting department **by email**, at: [ap.eu@michelin.com](mailto:ap.eu@michelin.com) **or by phone** number **+48 42 291 7071**, from Monday to Friday, from 09h00 am to 16h00 pm.

**You are then assigned an incident number-** [example: RITM1223452]-from the following address: [michelin@service-now.com](mailto:michelin@service-now.com). **It is essential you keep this ticket/incident number.**

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

If you don't get any answer, or if the answer isn't clear to you, **you can escalate to your usual Michelin contact with your incident number.**

**Only for Tradeshift suppliers:** for any information related to your Tradeshift account please contact: [compte-fonction.michelin-purchasing@michelin.com](mailto:compte-fonction.michelin-purchasing@michelin.com)

**THANK YOU FOR YOUR ATTENTION!**