

*PURCHASING  
DIRECTION*

*HOW TO MANAGE ACCESS  
ON THE HUBWOO PLATFORM ?*



# 1. HOW TO CONNECT TO THE PLATFORM

Internet address: <https://portal.hubwoo.com/>



IS YOUR COMPANY ON THE BUSINESS NETWORK YET?

- 1 Join Now - Free
- 2 Complete your Profile
- 3 Market your Products and Services

In 2013 40% of suppliers identified will be through a Business Network

Source: Aberdeen Group Study  
March 2012

Enter your user name and Password

Click on «Login»

This will lead you to the Home page.

Note the language can be changed any time by selecting User Name > Edit My User Profile > Primary Language.

User Name

# 2. HOW TO UPLOAD AN INVOICE

The mandatory fields of the supplier profile must be completed before being able to upload the first invoice in pdf format to the platform.

Click on « Finance », and then click « Invoice & Payment »Status

This will lead you to the Invoice & Payment status page.

Invoice & Payment Status

Upload Invoices

The **Upload Invoices** button will allow you load your pdf invoice.

Main invoicing process principles\* of Michelin:

- When issuing your invoice, make sure that all mandatory information appear on your invoice
- All invoices are to be uploaded on the Hubwoo file-sharing platform within 2 days maximum after the date of issue.

\* See the supplier's invoicing guide on the supplier portal of our Michelin Purchasing website: <https://purchasing.michelin.com/en/hubwoo-documentation/>


### 3. WHAT ARE THE MANDATORY FIELDS TO BE COMPLETED


Firstly, you are required to choose the Buyer. This is the name of the **Michelin entity** that you wish to invoice.

If the Michelin company entity that you wish to invoice is not available in the list, please contact: [compte-fonction.michelin-purchasing@michelin.com](mailto:compte-fonction.michelin-purchasing@michelin.com)

If you have a single login for several companies, you need to choose the Supplier in an additional field « Select Supplier ». It is the issuing company of the invoice.



**Invoice Upload**


Select Supplier:  

Select Buyer:  

Buyer Company Link: [Michelin Purchasing site](#)

Select the Buyer

File Name	Invoice Number	Document Type	PO Number	Original Invoice Number	Issue date	Total Amount without VAT	Currency
<input type="button" value="Browse..."/>	<input type="text"/>	Invoice	<input type="text"/>	<input type="text"/>	12-Oct-16	<input type="text"/>	EUR 
<input type="button" value="Browse..."/>	<input type="text"/>	Invoice	<input type="text"/>	<input type="text"/>	12-Oct-16	<input type="text"/>	EUR 

Once all the fields have been filled in and checked, the uploaded invoice will be transmitted to our Michelin Account Payable department by clicking  

This action will definitively record your documents on the platform.  
The invoice and data input in the fields **CANNOT be modified.**

The message below confirms that your invoice is successfully sent to Michelin.

**Invoice Upload** 

**Invoices invoice number have been successfully sent.**

**The invoice uploaded is considered as the original and should not be transmitted again by another way.**

## 4. FIELDS DEFINITION

<b>File name</b>	The name of the invoice file uploaded in PDF format.
<b>Invoice number</b>	The unique number that is systematically assigned to each invoice.
<b>Document type</b>	Invoice by default. To be changed in case of a Credit Note.
<b>Po number</b>	The <b>Purchase Order Number</b> indicated on the Purchase Order (4090000001 for example) <b>OR the reference (ID)</b> given by Michelin in case of an Invoice without a Michelin Purchase order (D000001 for example). In case of an invoice with some purchase orders, please indicate only the first PO.
<b>Original invoice number</b>	To be entered only if the Document Type is a Credit Note.
<b>Issue date</b>	The Invoice date: the date on which the invoice is issued.
<b>Total amount without VAT</b>	The total amount before tax with « . » as decimal separator (example: 1000.00 for one thousand) in the EN version.
<b>Currency</b>	Euro by default. You can change this setting by changing your profile.

## 5. HOW TO FIND AN INVOICE UPLOADED

From the « Invoice & Payment status » page, you can search your document by filling in the invoice number field, then by clicking on « Find ».

Then, click on the invoice number

Invoice No	Seller Name	Buyer Name	PO No	Issue Date	Total Amount	Currency	Status
<a href="#">invoice number</a>	409-SUP	Michelin MFPM (FR)	F111111	12-Oct-2016	1.00	EUR	Sent

In the invoice details page, you can either open or save the file by clicking on the link available in the Attachments area at the bottom left.

Invoice Details: invoice number

Actions: [Return](#) [PDF](#) [Send E-mail](#) [Internal Notes](#) [Status History](#)

**Header Info**

Invoice No: **invoice number** Buyer Name: **Michelin MFPM (FR) - Logistic** Seller Name: **409-SUP**  
Issue Date: **12-Oct-2016** Buyer Ident: **409\_LOG** Seller Ident: **HWBF32684**  
Currency: **EUR** Status: **Sent**  
Payment Date: PO No: **F111111**

**Attachments 1**

Nº	Purpose	Title	File Name	Description
1			<a href="#">Invoice TEST2.pdf</a>	

Original invoice file loaded

## 6. HOW TO VISUALIZE YOUR INVOICES STATUS

From the Invoice & Payment status page, you can search your document by filling in the invoice number field, then by clicking on « Find ».

Invoice status

Invoice No	Seller Name	Buyer Name	PO No	Issue Date	Total Amount	Currency	Status
<a href="#">invoice number</a>	409-SUP	Michelin MFPM (FR)	F111111	12-Oct-2016	1.00	EUR	Sent

The status of your invoices in the portal can be :

- « **Sent** »: The invoice is sent and available for treatment in the accounting department of Michelin.
- « **Rejected** »: The invoice is rejected for non-respect of mandatory data. In this situation, it will be asked to you to upload a new corrected invoice with a **new invoice number**.
- « **Others** »: The invoice is waiting for validation. Michelin does necessary to unblock situation. This status is always with reason of blocking. Those reasons are:
  - **“Others: Qty Rec”**: Quantity billed exceeds quantity received.
  - **“Others: Supplier Site on Hold”**: Supplier account is blocked.
  - **“Others: Line Variance”**: Invoice line amount is not equal to the invoice amount.
  - **“Others: Max Ship amount”**: Variance between invoice and shipment amount exceeds limit.
  - **“Others: Price”**: Invoice prices exceeds purchase order price.
  - **“Others: MICH\_AWAITING\_APPROVAL”**: Invoice waiting for approval.
- « **Accepted** »: The invoice is ready for payment (waiting due date) or paid.

The details of the status are available by clicking on  and then on “Status history”.

## 7. EMAIL NOTIFICATIONS

Each time your invoice’s status changes, in order to keep you informed about evolution of your invoice, you receive a notification by email. You can manage/deactivate this notification by following way:

Click on “**Edit My User Profile**”, then click on “**Manage Alerts**” and click on the pen to manage way to be notified or click on the bin to stop notification.

## 5. TROUBLE SHOOTING

Questions	Action before ask more help	Contact if it necessary												
I cannot upload an invoice	<ul style="list-style-type: none"> <li>- Verify if invoice is a PDF format</li> <li>- Verify that all mandatory cells marker with * are filled</li> <li>- Consult documentation:  <a href="https://purchasing.michelin.com/fr/hubwoo-documentation/">https://purchasing.michelin.com/fr/hubwoo-documentation/</a> </li> </ul>	<p style="text-align: center;"><a href="mailto:Customercare@proactis.com">Customercare@proactis.com</a> or  <a href="#">Call Customer care at:</a></p> <table border="0"> <thead> <tr> <th style="text-align: left;">Country</th> <th style="text-align: left;">Phone number</th> </tr> </thead> <tbody> <tr> <td>English</td> <td>+44 2033188633</td> </tr> <tr> <td>French</td> <td>+33 1 53 25 55 91</td> </tr> <tr> <td>German</td> <td>+49 69257380481</td> </tr> <tr> <td>Italian</td> <td>+39 0240708174</td> </tr> <tr> <td>Spanish</td> <td>+34 911876756</td> </tr> </tbody> </table> <p style="text-align: center;"><a href="#">Click here to have more phone numbers</a></p>	Country	Phone number	English	+44 2033188633	French	+33 1 53 25 55 91	German	+49 69257380481	Italian	+39 0240708174	Spanish	+34 911876756
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I am not able to connect to the platform	Check the internet link : <a href="https://portal.hubwoo.com">https://portal.hubwoo.com</a>													
I cannot find the Michelin's Entity which I want to invoice	Ask for request	<a href="https://purchasing.michelin.com/en/hubwoo-sign-up/">https://purchasing.michelin.com/en/hubwoo-sign-up/</a>												
Invoice payment processing	Please contact us via mail	<a href="mailto:Michelin_AP_EU@maileu.custhelp.com">Michelin_AP_EU@maileu.custhelp.com</a>												