

*PURCHASING  
DIRECTION*

*FREQUENTLY ASKED QUESTIONS  
E-INVOICE SOLUTION*



# 1. Registration of your profile

To use email solution, you need first to be registered on the HUBWOO platform.

## How do I register my profile?

If you don't have an active account on the Hubwoo platform, you will have to register. Please contact the following email address in order to receive an invitation to connect on the Hubwoo platform: <https://purchasing.michelin.com/en/e-mail-sign-up/> .

If your account is already active, you can access the HUBWOO platform by clicking on the following link: <https://portal.hubwoo.com/auth/login> .

## Do I need to complete at 100% my profile on Hubwoo platform?

You just need to fill the mandatory fields (postal code, street, street number, VAT number etc.) marked with \* on your profile.

# 2. What are the requirements to use email solution ?

- a) Your profile should be in status accepted on the HUBWOO platform for each entity you will bill Michelin, otherwise, it won't work properly. When you will send invoices, they will be blocked.
- b) Your invoices must be written in either FRENCH, ENGLISH, GERMAN or SPANISH.
- c) You must have the correct Ref/PO BOX on the invoice that you will send by email.
- d) Supplier name and the address (postal code, street, street number, VAT number) written on the invoice must be the same as the supplier name and address you mentioned when you registered your profile on the Hubwoo platform.
- e) 1 PDF = 1 Invoice.

## Who can send invoices by email to Michelin?

**ONLY** suppliers can send invoices by email to Michelin.

# 3. How to edit my invoices ?

## I would like to send my PDF invoices by email. Which language should I use?

Your invoices should be set up in English, French, German or Spanish language only (by using keywords as Invoice / Invoice Date / Order number / Total amount).

## Are there any requirements to edit my invoices before sending them by email?

Yes, there are specific requirements, as indicated below :

- The mention "Invoice"
- An invoice number
- The date of the invoice
- An invoiced amount, either with or without VAT
- Your company's name and full Address
- The intra-community VAT number, for European Suppliers
- The name and contact details (email address and phone number)
- The description and quantity per item of the goods or services supplied
- The delivery address
- The name of the Michelin invoicing entity (with ref./po box)
- Michelin purchase order number, if the supply of goods or services is related to it
- If it is a non-purchase order invoice : put Michelin contact name ID or the Compte-Fonction (example: F269542 or FM02568) which will approve this non-purchase order invoice.
- If you edit a credit note further to a purchase order cancellation, you must

mention the number of the original canceled invoice concerned by this credit note.

- Do not highlight information or use a low contrast.

### **Is there any MANDATORY information to put on my invoices before sending them by email?**

Yes, it is mandatory to put on your invoices the following data :

- **Invoice number**,
- your **company's name**,
- **full address**,
- **VAT number**,
- **Michelin PO** number or **Non-PO ref** for a Non-PO invoice (Michelin ID contact or Compte-fonction)
- the address of the Michelin entity that you bill with the **PO Box/ Ref**.

If you forget one of this mandatory information, your invoices will be rejected.

### **Can I send my invoices in another format than PDF?**

No, the platform only accepts pdf format (no word, excel, zip, txt or any other format).

### **Can I send more than 1 invoice by email?**

Yes, you can send multiple invoices by email, just remember to send only one invoice by pdf file (1 invoice = 1 pdf file).

### **Should I send a duplicate paper invoice by post in addition to the invoice sent by email ?**

No, you should not send a duplicate of the invoice by post too, only the original invoice by email.

### **Do I need to do anything before sending the invoice by email?**

Yes, you must accept the invitation for the Hubwoo platform (which comes from [connections@proactis.com](mailto:connections@proactis.com)) and complete the mandatory fields (postal code, street, street number, VAT number) marked with \* on your profile.

### **Where can I send my invoices for Michelin by email?**

You can send your invoices in pdf format, via email, at [invoice.europe@michelin.com](mailto:invoice.europe@michelin.com) .

## 4. Track the processing of my invoices

Once you have sent your invoices by email, you can track the status of your invoices by logging into the HUBWOO platform

### Where do I find the link for the HUBWOO platform and user guides ?

You must click on this link: <https://purchasing.michelin.com/en/supplier-access/> and follow the steps below:



For any additional information please contact Compte-Fonction Michelin-Purchasing [compte-fonction.michelin-purchasing@michelin.com](mailto:compte-fonction.michelin-purchasing@michelin.com) .

### How can I track the status of my invoice sent by email?

You can see the status of your invoice via Hubwoo platform in tab Finance (Invoice & Payment Status). If you have any questions about the payment of your invoices, please contact our account department : [michelin\\_ap\\_eu@maileu.custhelp.com](mailto:michelin_ap_eu@maileu.custhelp.com) .

## 5. Michelin contacts

### Which Michelin company can I bill by email ?

You can bill all Michelin companies below :

Michelin company name	Client site (Hubwoo)
MICHELIN REIFENWERKE AG & CO. KOMMANDITGESELLSCHAFT AUF AKTIEN	Michelin MRW (DE)
MICHELIN TYRE PUBLIC LIMITED COMPANY	Michelin MTPLC (GB)
MICHELIN BELUX S.A.	Michelin MBSA (BE)
MICHELIN ESPANA PORTUGAL S.A.	Michelin MEPSA (ES)
MANUFACTURE FRANCAISE DES PNEUMATIQUES MICHELIN	Michelin MFPM (FR)
MICHELIN POLSKA S.A.	Michelin M.POLSKA (PL)
SOCIETA PER AZIONI MICHELIN ITALIANA	Michelin SAMI (IT)

MICHELIN NEDERLAND N.V.	Michelin MNNV (NL)
SIMOREP ET CIE - SOCIETE DU CAOUTCHOUC SYNTHETIQUE MICHELIN	Michelin CSM (FR)
MICHELIN GUMMI COMPAGNI A S	Michelin MGC (DK)
OY SUOMEN MICHELIN AB	Michelin OSM (FI)
NORSK MICHELIN GUMMI A S	Michelin NMG (NO)
MICHELIN ROMANIA S.A.	Michelin MRSA (RO)
MICHELIN NORDIC (NORWAY) AB	Michelin MNAB (NO)
MICHELIN NORDIC (FINLAND) AB	Michelin MNAB (FI)
MICHELIN NORDIC (DENMARK) AB	Michelin MNAB (DK)
MICHELIN NORDIC (SWEDEN) AB	Michelin MNAB (SE)
MICHELIN HUNGARIA TYRE MANUFACTURE LTD	Michelin MHU (HU)

**Which are the addresses of Michelin entities (with Ref /PO BOX) ?**

**EXCLUDING RAW MATERIALS**

**MANUFACTURE FRANCAISE DES PNEUMATIQUES MICHELIN**

Ref 54  
 PLACE DES CARMES-DECHAUX  
 63000 CLERMONT-FERRAND  
 France  
 Numéro TVA : FR33855200507

**SIMOREP ET CIE – SOCIETE DU CAOUTCHOUC SYNTHETIQUE MICHELIN**

Ref 380  
 Rue Edouard Michelin,  
 33530 Bassens  
 FRANCE  
 VAT Number : FR20 328525746

**MICHELIN REIFENWERKE AG & CO. KGaA**

Ref 13  
 MICHELINSTRASSE 4,  
 76185 KARLSRUHE  
 GERMANY  
 VAT Number : DE811131903

**MICHELIN TYRE PUBLIC LIMITED COMPANY**

Ref 14  
 Campbell Rd,  
 Stoke-on-Trent ST4 4EY  
 UK  
 VAT Number : GB278345231

**RAW MATERIALS**

**MANUFACTURE FRANCAISE DES PNEUMATIQUES MICHELIN**

Ref 130  
 PLACE DES CARMES-DECHAUX  
 63000 CLERMONT-FERRAND  
 France  
 Numéro TVA : FR33855200507

**SIMOREP ET CIE – SOCIETE DU CAOUTCHOUC SYNTHETIQUE MICHELIN**

Ref 381  
 Rue Edouard Michelin,  
 33530 Bassens  
 FRANCE  
 VAT Number : FR20 328525746

**MICHELIN REIFENWERKE AG & CO. KGaA**

Ref 110  
 MICHELINSTRASSE 4,  
 76185 KARLSRUHE  
 GERMANY  
 VAT Number : DE811131903

**MICHELIN TYRE PUBLIC LIMITED COMPANY**

Ref 118  
 Campbell Rd,  
 Stoke-on-Trent ST4 4EY  
 UK  
 VAT Number : GB278345231

**EXCLUDING RAW MATERIALS****MICHELIN ESPANA PORTUGAL S.A.**

Ref 44  
AVENIDA DE LOS ENCUARTES, 19  
28760 TRES CANTOS  
MADRID  
SPAIN  
VAT Number : ESA20003570

**Michelin Polska S.A.**

Ref 189  
Władysława Leonharda 9,  
10-454 Olsztyn  
POLAND  
VAT Number : PL7390203825

**SOCIETA PER AZIONI MICHELIN  
ITALIANA**

Ref 57  
CORSO ROMANIA NUM 546 ,  
10156 TORINO  
ITALIA  
VAT Number : IT00570070011

**MICHELIN ROMANIA S.A.**

Ref 186  
GLOBAL CITY BUSINESS PARK, SOSEAU  
BUCURESTI-NORD NR.10, CLADIREA O1,  
ETAJ 3 VOLUNTARI, ILFOV  
ROMANIA  
VAT Number : RO13663684

**MICHELIN HUNGARIA TYRE  
MANUFACTURE LTD**

Ref 296  
BOTTYAN JANOS U.15,  
4401 NYIREGYHAZA  
VAT Number : HU11246062

**RAW MATERIALS****MICHELIN ESPANA PORTUGAL S.A.**

Ref 127  
AVENIDA DE LOS ENCUARTES, 19  
28760 TRES CANTOS  
MADRID  
SPAIN  
VAT Number : ESA20003570

**Michelin Polska S.A.**

Ref 190  
Władysława Leonharda 9,  
10-454 Olsztyn  
POLAND  
VAT Number : PL7390203825

**SOCIETA PER AZIONI MICHELIN  
ITALIANA**

Ref 131  
CORSO ROMANIA NUM 546 ,  
10156 TORINO  
ITALIA  
VAT Number : IT00570070011

**MICHELIN ROMANIA S.A.**

Ref 187  
GLOBAL CITY BUSINESS PARK, SOSEAU  
BUCURESTI-NORD NR.10, CLADIREA O1,  
ETAJ 3 VOLUNTARI, ILFOV  
ROMANIA  
VAT Number : RO13663684

**MICHELIN HUNGARIA TYRE  
MANUFACTURE LTD.**

Ref 297  
BOTTYAN JANOS U.15,  
4401 NYIREGYHAZA  
VAT Number : HU11246062

**EXCLUDING RAW MATERIALS**

**MICHELIN BELUX S.A.**

Ref 21  
BRUSSELESTEENWEG 494/1,  
1731 ZELLIK  
BELGIUM  
VAT Number : BE0400906146

**Michelin Gummi Compagni AS  
(Denmark).**

Ref 136  
C/O Ernst & Young AB  
Att: Alexandra Von Szelle  
Jakobsbergsgatan 24  
103 99 Stockholm  
Sweden

**OY Suomen Michelin AB (Finland)**

Ref 128  
C/O Ernst & Young AB  
Att: Alexandra Von Szelle  
Jakobsbergsgatan 24  
103 99 Stockholm  
Sweden

**Michelin Nordic (Finland) AB**

Ref 75  
C/O Ernst & Young AB  
Att: Alexandra Von Szelle  
Jakobsbergsgatan 24  
103 99 Stockholm  
Sweden

**Michelin Nordic (Sweden) AB**

Ref 92  
C/O Ernst & Young AB  
Att: Alexandra Von Szelle  
Jakobsbergsgatan 24  
103 99 Stockholm  
Sweden  
VAT Number : SE556025526601

**MICHELIN NEDERLAND NV**

Ref 60  
EUROPALAAN 30  
5232BC 'S-HERTOGENBOSCH  
NETHERLANDS  
VAT Number : NL001518197B01

**Norsk Michelin Gummi AS (Denmark)**

Ref 102  
C/O Ernst & Young AB  
Att: Alexandra Von Szelle  
Jakobsbergsgatan 24  
103 99 Stockholm  
Sweden

**Michelin Nordic (Norway) AB**

Ref 72  
C/O Ernst & Young AB  
Att: Alexandra Von Szelle  
Jakobsbergsgatan 24  
103 99 Stockholm  
Sweden

**Michelin Nordic (Denmark) AB**

Ref 84  
C/O Ernst & Young AB  
Att: Alexandra Von Szelle  
Jakobsbergsgatan 24  
103 99 Stockholm  
Sweden