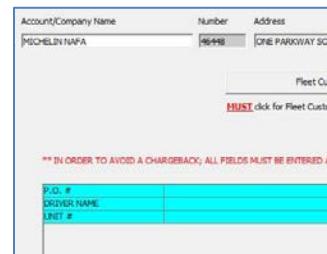


Processing Claims for Michelin National Fleet Accounts

Purpose	This document provides instructions for processing claims for Michelin NAFA customers participating in the pilot program. These stores will use the BIB NET website to submit claims for Michelin NAFA purchases and service.
	IMPORTANT: Do not follow this BIB NET claims process for NO CHARGE invoices. Use the Michelin NAFA Account number but stay in the POS and finalize the invoice.

Account number	Michelin NAFA: #46448
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Required information for POS	<p>Capture the following information in the POS for ALL Michelin NAFA transactions:</p> <ul style="list-style-type: none"> DR number (<i>delivery receipt number obtained during claims process in BIB NET</i>) In the POS, enter this number into the PO # field. Driver name Unit number
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The screenshot shows a portion of the BIB NET claim submission interface. It displays the account information for 'MICHELIN NAFA' with account number '46448' and address 'ONE PARKWAY SOL'. A note below says 'MUST click for Fleet Customer'. A red box highlights the note. At the bottom, there is a note: '** IN ORDER TO AVOID A CHARGEBACK; ALL FIELDS MUST BE ENTERED ACCORDING TO THE BIB NET FLEET CUSTOMER INSTRUCTIONS'.

Tips for Success	<p>Follow these tips to ensure your claims are submitted successfully in the BIB NET portal and not rejected:</p> <ol style="list-style-type: none"> 1) Do not use the Chrome browser. Internet Explorer is recommended. Ensure that any popup blockers have been disabled for this website. 2) Only complete required (bolded) fields. 3) Save frequently. 4) Read the comments in the Rates and Rules field (POS) and the Customer Special Instructions field (BIB NET) to ensure that you have all required information for this fleet customer. 5) If an additional product purchase is required after the claim is submitted, you MUST add the product to the original claim and phone the fleet customer number listed on the claim screen to get authorization for the additional cost.
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Flow of tasks

- 1) Collect required information during VTV, including Driver name and Unit #.
- 2) In the POS, look up the Michelin NAFA account and determine product and services. For more info about Michelin National Accounts, read the Rates and Rules information on the Customer Requirements screen.
- 3) In the IE browser, go to the KC Fleet page to generate a DR number. Then, go to the Michelin B2B-BIB NET portal and submit the claim.
- 4) In the POS, enter DR number, Driver name, and Unit # and finalize the transaction.

Detailed instructions for processing the claim in the Michelin B2B-BIB NET portal are explained in the following sections.

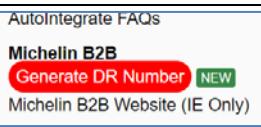
**BIB NET
tasks to
process a
claim**

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**Generating a
DR number**

Every claim needs a unique 7-digit DR (Delivery Receipt) number. After the claim is submitted, you will also need to enter this DR number into the PO # field in the POS so that the invoice can be matched up to the claim.

Follow these steps to generate a **DR number** for the claim:

Step	Action
1	Open the Internet Explorer browser and go to  the Fleet page on the KC.
2	In the Helpful Links section, select Generate DR Number . 
3	In the popup box, select Copy to Clipboard . 
4	Select Michelin B2B Website button to go to the Michelin website and complete the claim process.

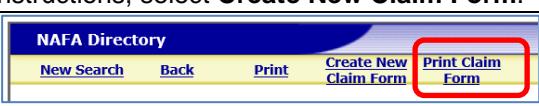
Creating a new claim

After you have generated the DR number and logged into BIB NET, follow these steps to create a new claim:

Step	Action
1	Select EBUSINESS > Process Claims from the menu at the top.
2	Select National Account from the menu on the left.
3	<p>Type the customer's Fleet Ship To #. The customer should be able to provide you with this number. If they do not have it, follow the instructions given on the next page to look it up.</p> <p>Note: If the customer has been in the store recently, you may be able to select it from the Recently Used National Accounts dropdown list instead.</p> 
4	Paste the 7-digit DR number into the DR Form Number field. <i>(right-click, then select paste or CTRL-V keyboard shortcut)</i>
5	If the products are being installed, select No from the National Account Stock Order dropdown. Select Yes for carryouts only.
6	Select Continue at the top of the screen.

**Looking up
customer
Fleet Ship To
#**

If your customer cannot provide their Fleet Ship To #, you can look it up in the BIB NETI. Follow these steps to look up the **Fleet Ship To #** for your customer:

Step	Action
1	Select TOOLS & SERVICES > National Account Directory from the menu at the top. 
2	Enter the Account Name or other known information into one of the fields, then select Search . 
3	Select desired link from the Search Results. 
4	Select the desired account from the table. 
5	Important: Verify that you have the correct account.  After you have verified that you have the correct account and reviewed the information for requirements and Special Instructions, select Create New Claim Form .
6	Select Print Claim Form .  A new tab will open with the Fleet Ship To # you need to process the claim. You can copy the Fleet Ship To # you need from this screen and paste them into the claim. Note: Do not fill out this form. Just use it for reference. 

Filling out the claim and submitting

After you have created the new claim, verify that the pre-filled information is correct and review the **Special Instructions** for this account. Follow these steps to fill out the claim:

Step	Action
1	<p>Scroll down and fill out only the required fields. These fields are bolded.</p> <p>DR Form Number DR0043759 Date Delivered(MMDDYY):* <input type="text"/></p> <p>Associate Dealer Number <input type="text"/> Associate Dealer Name: <input type="text"/></p> <p>Michelin ONCall Case # <input type="text"/></p> <p>Servicing Location:* Dealer Location <input type="button" value="▼"/></p> <p>Taxing:* 2. Tires picked up from dealer <input type="button" value="▼"/> Dealer Work Order # <input type="text"/></p> <p>Zip Code, State <input type="text"/> <input type="button" value="Select City"/></p> <p>Coupon # <input type="text"/> PO/Coupon Authorized By <input type="text"/></p> <p>Vehicle/Unit #: <input type="text"/> National Account P.O. #: <input type="text"/></p> <p>Received By : Driver Name <input type="text"/> Fleet/Credit Card Member Name <input type="text"/></p> <p>Credit Card# <input type="text"/> Credit Card Expr Date <input type="text"/> MM <input type="text"/> CCYY <input type="text"/></p> <p>National Account P.O. #: If the customer does not provide this, phone the number listed in the Special Instructions section to get this number.</p>
2	<p>Scroll back to the top and select Save. The screen will flicker/flash to indicate that the information is saved.</p> <p>Select Details to go to the Details screen.</p> <p>Note: If nothing happens, review your work and be sure to complete all required fields.</p>
3	<p>On the Details screen:</p> <ol style="list-style-type: none"> Enter Qty, MSPN, and Price for the products and services then scroll to the top and select Save.. <p>Additional detail fields will display for products, but unless the fields are bolded, you do not need to complete them.</p> <p>Use the Service Codes listed below for our services.</p> <p></p>
	<p>You are required to fill in a price for products and services that don't have one, but you may not change a price if the system provides one.</p>
4	After filling in all the products and services, select Continue .
5	<p>Review the claim carefully. Follow the instructions at the top to make corrections.</p> <p>If it is complete and accurate, select Submit.</p> <p></p>

IMPORTANT: You are **NOT** required to wait for Michelin approval. As soon as the claim is filled out and submitted, you may go back to the POS and complete the transaction for this customer.

Looking up MSPN

You can usually find the MSPN for tires on the product tag. If this is not available, follow these steps from the Details screen to look up the MSPN:

Step	Action
1	Select Product Search . 
2	Fill out the fields, then select Search at the top. 
3	Continue to fill out the fields as required and select Search . On the final screen, select Select . The MSPN will populate on the Details screen.

Service Codes

Use these Service Codes:

For this DT Article...	Use this Michelin Service Code
80075 State Required Tire Fee \$2.00	No service code required.
80224 Waste Tire Disposal Fee	S0379 Scrap Tire Disposal Parts and Labor Key in \$2.75 per tire
80219 Installation & Life of Tire	Choose appropriate service code: S2045 Tire Installation-With Purchase-In Store. Key in your rate per tire S0506 LT-Metric Tire Wheel Balance (\$12 per tire predetermined rate) S0183 P-Metric Tire Wheel Balance (\$11 per tire predetermined rate)
45969 TPMS RBK Valve Kit	No service code required.
Various TPMS articles Tire Pressure Monitoring System Sensor Replacement	S0221 TPMS Sensor Key in the cost

Michelin pilot discount:

During the pilot, also key in **G8140** and **-\$15** per tire on the DR Claim so Michelin will credit the National Account customer for purchasing tires from Discount Tire.

If required, click **N** in the comments field to enter a comment.

<input type="checkbox"/>	1	G8140		ERROR! Comments required for this part CASING(S) PURCHASED BY DLR	15.00	\$0.00	
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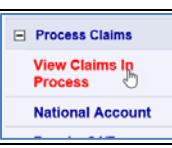
Looking up Service List Codes

If you know the Michelin service codes you need (see section above that lists them), you can quickly key them into the DR Claim. Otherwise, follow these steps from the Details screen to select service codes from the Service List:

Step	Action
1	Select Service List . 
2	Select appropriate option from the list. 
3	Check the appropriate codes and select Submit Selections at the top. You will need to enter the price for service codes that do not have a price. You cannot change the price for codes that have a price.

Viewing the claim

Follow these steps to view the status of a claim.

Step	Action
1	Select View Claims in Process from the menu on the left. 
2	Select fields to search on, then select Search . Note: If you are not sure of the Status, select "All" from the dropdown list. 

Contact

Contact the Fleet Team at 866-895-8032 with any questions or concerns.