

## Processing Claims for Michelin National Fleet Accounts

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### 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.

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### Account number

Michelin NAFA: #46448

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### Required information for POS

Capture the following information in the POS for **ALL** Michelin NAFA transactions:

- DR number (*delivery receipt number obtained during claims process in BIB NET*)  
In the POS, enter this number into the PO # field.
- Driver name
- Unit number



The screenshot shows a web form with the following elements:

- Fields for "Account/Company Name", "Number", and "Address".
- A "Fleet Cust" field with a red note: "MUST click for Fleet Customer".
- A red warning message: "\*\*\* IN ORDER TO AVOID A CHARGEBACK, ALL FIELDS MUST BE ENTERED ACCURATELY \*\*\*".
- A table with 3 columns: "P.O. #", "DRIVER NAME", and "UNIT #".

### Tips for Success

Follow these tips to ensure your claims are submitted successfully in the BIB NET portal and not rejected:

- 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.


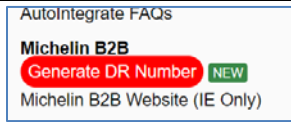

**BIB NET  
tasks to  
process a  
claim**

Generating a DR Number (KC Fleet page)	<a href="#">2</a>
Creating a new claim	<a href="#">3</a>
Filling out the claim and submitting	<a href="#">5</a>
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Service Codes	<a href="#">6</a>
Looking up Service List Codes	<a href="#">7</a>
Viewing the claim	<a href="#">7</a>

**Generating a  
DR number**

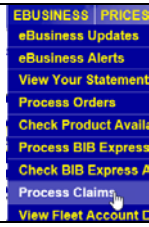
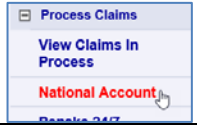
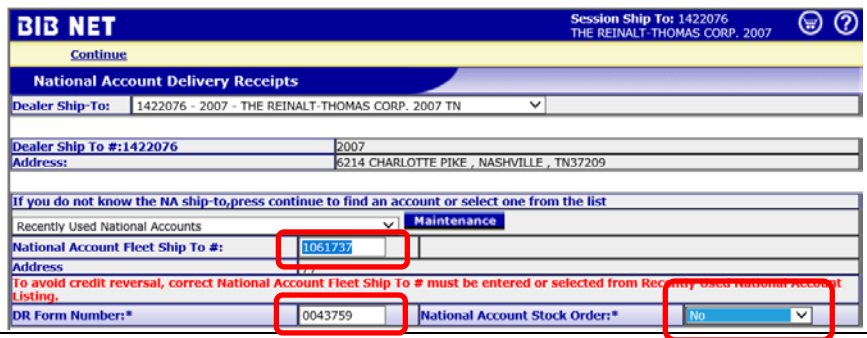
Every claim needs a unique 7-digit DR (Delivery Receipt) number. After the claim is submitted, you will also need to enter this DR number into the PO # field in the POS so that the invoice can be matched up to the claim.

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 <b>Generate DR Number</b> . 
3	In the popup box, select <b>Copy to Clipboard</b> . 
4	Select <b>Michelin B2B Website</b> button to go to the Michelin website and complete the claim process.


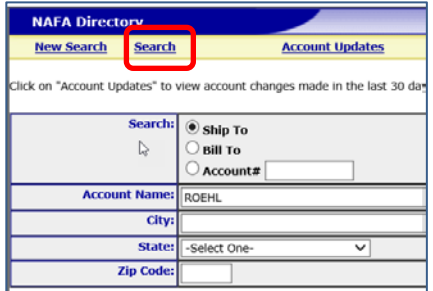

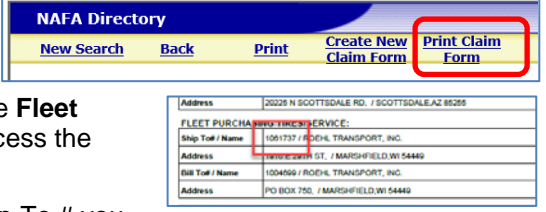
## Creating a new claim

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

Step	Action
1	<p>Select <b>EBUSINESS &gt; Process Claims</b> from the menu at the top.</p> 
2	<p>Select <b>National Account</b> from the menu on the left.</p> 
3	<p>Type the customer's <b>Fleet Ship To #</b>. 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><b>Note:</b> 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	<p>Paste the 7-digit DR number into the DR Form Number field.</p> <p><i>(right-click, then select <b>paste</b> or CTRL-V keyboard shortcut)</i></p>
5	<p>If the products are being installed, select <b>No</b> from the National Account Stock Order dropdown. Select <b>Yes</b> for carryouts only.</p>
6	<p>Select <b>Continue</b> at the top of the screen.</p>


## 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	<p>Select <b>TOOLS &amp; SERVICES &gt; National Account Directory</b> from the menu at the top.</p> 				
2	<p>Enter the Account Name or other known information into one of the fields, then select <b>Search</b>.</p> 				
3	<p>Select desired link from the Search Results.</p> <p>Search Results: (Click on the Account name to see all Ship-To's).</p> <p><a href="#">ROEHL TRANSPORT, INC.</a></p>				
4	<p>Select the desired account from the table.</p> <table border="1"> <thead> <tr> <th>Ship To Account Name</th><th>Ship To</th></tr> </thead> <tbody> <tr> <td>ROEHL TRANSPORT, INC.</td><td>1916 MARSHFIELD, WI</td></tr> </tbody> </table>	Ship To Account Name	Ship To	ROEHL TRANSPORT, INC.	1916 MARSHFIELD, WI
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5	<p><b>Important:</b> Verify that you have the correct account.</p> <p>After you have verified that you have the correct account and reviewed the information for requirements and Special Instructions, select <b>Create New Claim Form</b>.</p> 				
6	<p>Select <b>Print Claim Form</b>.</p> <p>A new tab will open with the <b>Fleet Ship To #</b> you need to process the claim.</p> <p>You can copy the Fleet Ship To # you need from this screen and paste them into the claim.</p> <p><b>Note:</b> Do not fill out this form. Just use it for reference.</p> 				

## 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> <table border="1"> <tr> <td><b>DR Form Number</b></td><td>DR0043759</td><td><b>Date Delivered(MMDDYY):*</b></td><td></td></tr> <tr> <td><b>Associate Dealer Number</b></td><td></td><td><b>Associate Dealer Name:</b></td><td></td></tr> <tr> <td><b>Michelin ONCall Case #</b></td><td></td><td></td><td></td></tr> <tr> <td><b>Servicing Location:*</b></td><td>Dealer Location</td><td></td><td></td></tr> <tr> <td><b>Taxing:*</b></td><td>2. Tires picked up from dealer</td><td><b>Dealer Work Order #</b></td><td></td></tr> <tr> <td><b>Zip Code, State</b></td><td></td><td></td><td></td></tr> <tr> <td><b>Coupon #</b></td><td></td><td><b>PO/Coupon Authorized By</b></td><td></td></tr> <tr> <td><b>Vehicle/Unit #:*</b></td><td></td><td><b>National Account P.O. #:*</b></td><td></td></tr> <tr> <td><b>Received By:*</b></td><td>Driver Name</td><td><b>Fleet/Credit Card Member Name</b></td><td></td></tr> <tr> <td><b>Credit Card#</b> <small>(Let's last 4 digits)</small></td><td></td><td><b>Credit Card Expr Date</b></td><td>MM CCYY</td></tr> </table> <p><b>National Account P.O. #:</b> If the customer does not provide this, phone the number listed in the Special Instructions section to get this number.</p>	<b>DR Form Number</b>	DR0043759	<b>Date Delivered(MMDDYY):*</b>		<b>Associate Dealer Number</b>		<b>Associate Dealer Name:</b>		<b>Michelin ONCall Case #</b>				<b>Servicing Location:*</b>	Dealer Location			<b>Taxing:*</b>	2. Tires picked up from dealer	<b>Dealer Work Order #</b>		<b>Zip Code, State</b>				<b>Coupon #</b>		<b>PO/Coupon Authorized By</b>		<b>Vehicle/Unit #:*</b>		<b>National Account P.O. #:*</b>		<b>Received By:*</b>	Driver Name	<b>Fleet/Credit Card Member Name</b>		<b>Credit Card#</b> <small>(Let's last 4 digits)</small>		<b>Credit Card Expr Date</b>	MM CCYY								
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2	<p>Scroll back to the top and select <b>Save</b>. The screen will flicker/flash to indicate that the information is saved.</p> <p>Select <b>Details</b> to go to the Details screen.</p> <p><b>Note:</b> 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"> <li>Enter <b>Qty</b>, <b>MSPN</b>, and <b>Price</b> for the products and services then scroll to the top and select <b>Save</b>.</li> </ol> <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> <table border="1"> <thead> <tr> <th>Sel</th><th>Qty</th><th>MSPN</th><th>RELMSPN</th><th>Description</th><th>Price</th><th>Ext. Price</th><th>C</th></tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td><td>1</td><td>05485</td><td></td><td>LT245/75R16120R COMMTAA52RLEGO</td><td>137.25</td><td>\$137.25</td><td>[N]</td></tr> <tr> <td></td><td colspan="7"> <b>Whl:</b> Select <b>Rmvl Rsn:</b> Select <b>Tire Disp:</b> Select <b>RTD:</b> </td></tr> <tr> <td><input type="checkbox"/></td><td>1</td><td>S0379</td><td></td><td>SCRAP TIRE DISPOSAL FEE</td><td>2.75</td><td>\$2.75</td><td>[N]</td></tr> <tr> <td><input type="checkbox"/></td><td>1</td><td>S2045</td><td></td><td>PASS TIRE INSTL W/PUR IN STORE</td><td>22.00</td><td>\$22.00</td><td>[N]</td></tr> <tr> <td><input type="checkbox"/></td><td>1</td><td>G8140</td><td></td><td>CASING(S) PURCHASED BY DLR</td><td>-15.00</td><td>\$-15.00</td><td>[Y]</td></tr> </tbody> </table> <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>	Sel	Qty	MSPN	RELMSPN	Description	Price	Ext. Price	C	<input type="checkbox"/>	1	05485		LT245/75R16120R COMMTAA52RLEGO	137.25	\$137.25	[N]		<b>Whl:</b> Select <b>Rmvl Rsn:</b> Select <b>Tire Disp:</b> Select <b>RTD:</b>							<input type="checkbox"/>	1	S0379		SCRAP TIRE DISPOSAL FEE	2.75	\$2.75	[N]	<input type="checkbox"/>	1	S2045		PASS TIRE INSTL W/PUR IN STORE	22.00	\$22.00	[N]	<input type="checkbox"/>	1	G8140		CASING(S) PURCHASED BY DLR	-15.00	\$-15.00	[Y]
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5	<p>Review the claim carefully. Follow the instructions at the top to make corrections.</p> <p>If it is complete and accurate, select <b>Submit</b>.</p> <div>  <p><b>Dealer Copy</b></p> <p>080043759 02/04/2021</p> <p>Michelin North America P.O. Box 20001, Greenville, SC 29600-9001</p> <p>Dealer Ship To #: 1422076 Name: THE REINALT THOMAS CORP. 2007 City/State/Zip: NASHVILLE, TN 37209 Address: 6214 CHARLOTTE PIKE</p> <p>Next Ship To #: 1561737 Name: SCSA TRANSPORT, INC. City/State/Zip: HUNTSVILLE, AL 35899 Address: 1701 E 20TH ST</p> <p>Associate Dealer #: Name:</p> <p>Working Order: N Servicing Location: Dealer Location Landing: 2. Tires picked up from dealer</p> <p>Vehicle/Unit #: 12345 Mail Acct P.O. #: 123456 Received By: DRIVER NAME</p> <table border="1"> <thead> <tr> <th>Line</th><th>Qty</th><th>Price</th><th>Description</th><th>Price</th><th>Ext. Price</th><th>C</th></tr> </thead> <tbody> <tr> <td>1</td><td>1</td><td>05485</td><td>LT245/75R16120R COMMTAA52RLEGO</td><td>137.25</td><td>\$137.25</td><td>N</td></tr> <tr> <td>2</td><td>1</td><td>S0379</td><td>SCRAP TIRE DISPOSAL FEE</td><td>2.75</td><td>\$2.75</td><td>N</td></tr> <tr> <td>3</td><td>1</td><td>S2045</td><td>PASS TIRE INSTL W/PUR IN STORE</td><td>22.00</td><td>\$22.00</td><td>N</td></tr> <tr> <td>4</td><td>1</td><td>G8140</td><td>CASING(S) PURCHASED BY DLR</td><td>-15.00</td><td>\$-15.00</td><td>Y</td></tr> </tbody> </table> <p>Comments: Review Information</p> </div>	Line	Qty	Price	Description	Price	Ext. Price	C	1	1	05485	LT245/75R16120R COMMTAA52RLEGO	137.25	\$137.25	N	2	1	S0379	SCRAP TIRE DISPOSAL FEE	2.75	\$2.75	N	3	1	S2045	PASS TIRE INSTL W/PUR IN STORE	22.00	\$22.00	N	4	1	G8140	CASING(S) PURCHASED BY DLR	-15.00	\$-15.00	Y													
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**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 <b>Product Search</b> . 
2	Fill out the fields, then select <b>Search</b> at the top. 
3	Continue to fill out the fields as required and select <b>Search</b> . On the final screen, select <b>Select</b> . The MSPN will populate on the Details screen.

## Service Codes

Use these Service Codes:

For this DT Article...	Use this Michelin Service Code
<b>80075</b> State Required Tire Fee \$2.00	No service code required.
<b>80224</b> Waste Tire Disposal Fee	<b>S0379</b> Scrap Tire Disposal Parts and Labor Key in \$2.75 per tire
<b>80219</b> Installation & Life of Tire	<b>Choose appropriate service code:</b> <b>S2045</b> Tire Installation-With Purchase-In Store. Key in your rate per tire <b>S0506</b> LT-Metric Tire Wheel Balance (\$12 per tire predetermined rate) <b>S0183</b> P-Metric Tire Wheel Balance (\$11 per tire predetermined rate)
<b>45969</b> TPMS RBK Valve Kit	No service code required.
<b>Various TPMS articles</b> Tire Pressure Monitoring System Sensor Replacement	<b>S0221</b> 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"/>	<input type="text" value="1"/>	<input type="text" value="G8140"/>	<input type="text" value=""/>	ERROR! Comments required for this part CASING(S) PURCHASED BY DLR	<input type="text" value="15.00"/>	<input type="text" value="\$0.00"/>	<input type="button" value="N"/>
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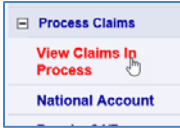
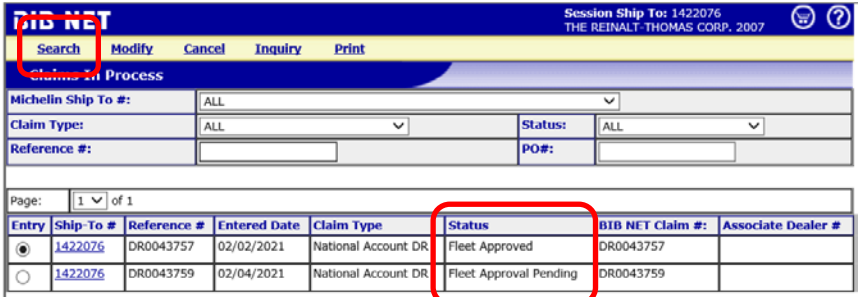
## Looking up Service List Codes

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 <b>Service List</b> . 
2	Select appropriate option from the list. 
3	Check the appropriate codes and select <b>Submit Selections</b> 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 <b>View Claims in Process</b> from the menu on the left. 
2	Select fields to search on, then select <b>Search</b> . <b>Note:</b> 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.