

Using Michelin Services Platform to Process Michelin Orders

- Guidelines

This document provides instructions for processing claims for Michelin NAFA customers.

Pre-orders

NAFA customers can fill out required information ahead of time and schedule an appointment for service. Your team needs to monitor email throughout the day for these pre-orders.

Follow instructions on page 7 to find Pending Provider Approval requests. Follow instructions on page 8 to approve the request and process the pre-order.

Walk-in customers

Follow instructions on page 2 to process claims for walk-in NAFA customers.

- Account Number

Michelin NAFA: #46448

- Required information for POS

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

 - DR number (*delivery receipt number obtained from Michelin Services Platform*)
 - In the POS, enter this number into the P.O. # field.
 - Driver Name
 - Unit #



- 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) Go to the Michelin Service Platform and complete the claim process.
 - 4) In the POS, enter DR number, Driver Name, and Unit # and finalize the transaction.

- Log in


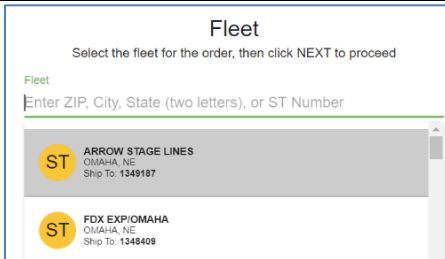
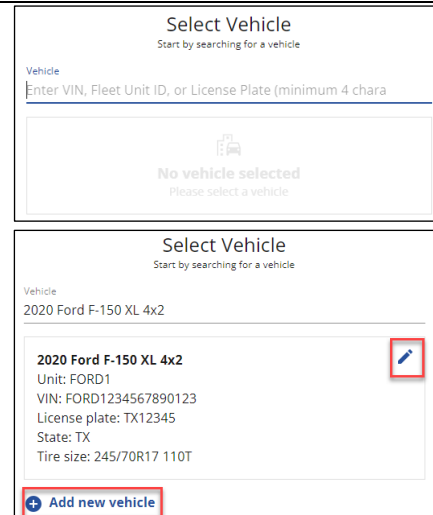
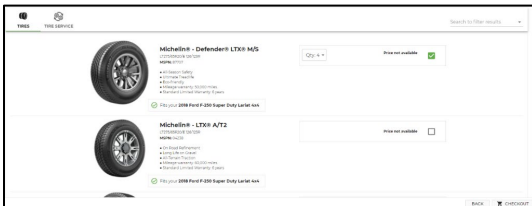
URL: <https://urban.production.misp-solutions.com>

Email address: (your store or manager email address)

Password: Michelin123!

Creating a walk-in claim

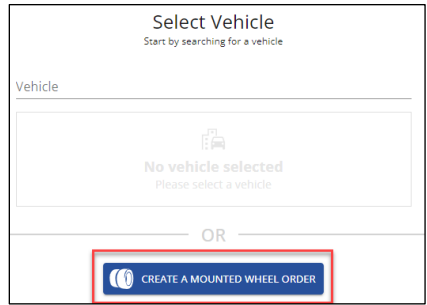
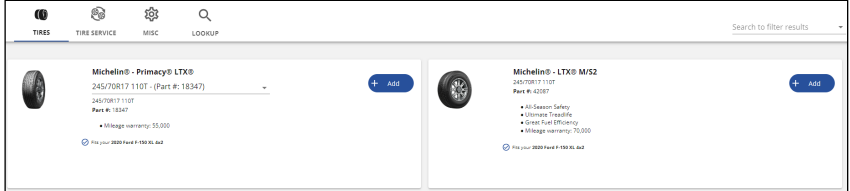

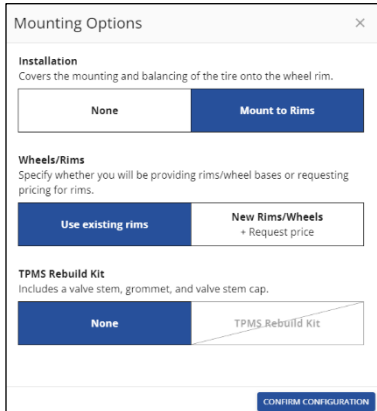
After you have logged in, follow these steps to use Maestro Urban Fleet to create a claim for a Walk-in Michelin Fleet customer:

| Step | Action | | | | | | |
|---|---|--------|----------|--|--|---|--|
| 1 | <p>Select the + button in the lower right corner to start a new order.</p>  | | | | | | |
| 2 | <p>Enter one of these to look up the fleet customer:</p> <ul style="list-style-type: none"> Company name Zip code City State abbreviation Ship To (ST) Number <p>Verify and select the Fleet customer from the list and select Next.</p> <p>If the tires are to be mounted onto a vehicle, continue to Step 3a. If the tires are to be loose tires or wheel assemblies, go to Step 3b</p>  | | | | | | |
| 3a | <p>Enter one of these to look up the vehicle (at least 4 characters):</p> <ul style="list-style-type: none"> VIN Fleet Unit ID License Plate\ <p>Verify and select the vehicle from the list and select Next.</p>  <table border="1"> <thead> <tr> <th>If ...</th><th>Then ...</th></tr> </thead> <tbody> <tr> <td>Vehicle information or tire size shown is not correct,</td><td>you may edit the vehicle by selecting the pencil icon.</td></tr> <tr> <td>No vehicle is found, and the fleet has authorized DT/AT to do so,</td><td>you may add the vehicle. When adding a vehicle, if the vehicle model is not available from the dropdown, continue with only the vehicle make and enter tire size and remaining required vehicle identification information.</td></tr> </tbody> </table> | If ... | Then ... | Vehicle information or tire size shown is not correct, | you may edit the vehicle by selecting the pencil icon. | No vehicle is found, and the fleet has authorized DT/AT to do so, | you may add the vehicle. When adding a vehicle, if the vehicle model is not available from the dropdown, continue with only the vehicle make and enter tire size and remaining required vehicle identification information. |
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| 4a | <p>Select products from the Tires & Parts list, select quantity needed, and select CHECKOUT.</p> <p>Go to Step 5.</p>  | | | | | | |

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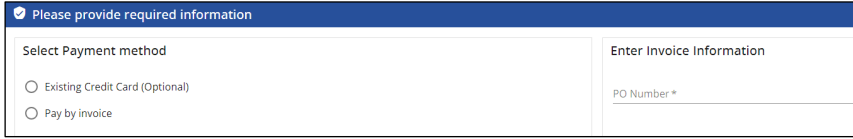
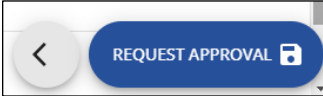
Creating a walk-in claim

| Step | Action |
|---------------------------|--|
| 3b Loose tires | <p>For loose tires or mounted wheel assemblies, select the option for Create a Mounted Wheel Order.</p>  |
| 4b Loose tires | <p>On the next screen, search for tires by either Tires Size or MSPN.</p>  <p>Select the desired quantity (maximum of 24). Add selected tires to the cart. After tires are added to the cart, confirm the mounting options for the tires. If everything is correct, check out.</p> <p>To change the configuration, select Edit:</p> <ul style="list-style-type: none"> For a loose tire order, select None under Installation. For mounting on existing rims, select Use existing rims. <div style="display: flex; justify-content: space-around;">   </div> |

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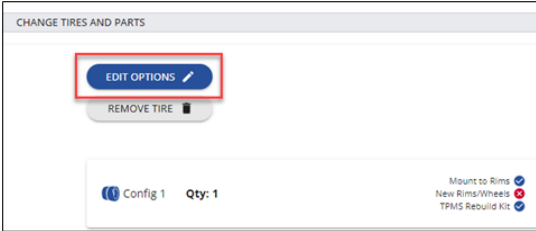
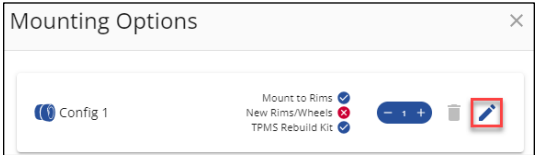
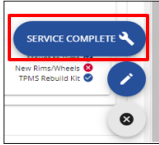
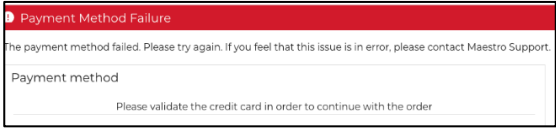
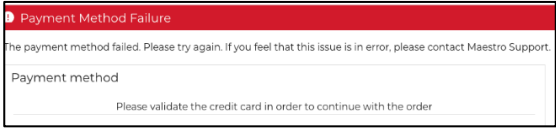
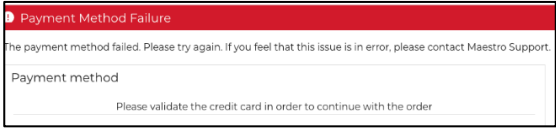
Creating a walk-in claim

| | |
|---|--|
| 5 | <p>Select Payment method and complete required information. If the information is not available, you may select the option to “Add required information later”. A payment method must be entered before the order can be completed.</p>  <p>Note: A PO Number is required for all orders to complete the order. The PO Number can be entered here or on the next screen.</p> <p>Note: The credit card must be registered with Michelin before it can be used. The fleet can register a credit card through www.michelinb2b.com or by calling Michelin Inside Sales at (855) 623-3997.</p> |
| 6 | <p>Review the order for accuracy, then scroll to the bottom and select Request Approval.</p>  <ul style="list-style-type: none"> • If the order value is above the auto-approval limits, the order status will move to Pending Customer Admin Approval. <ul style="list-style-type: none"> ○ The Fleet Admin will be required to login to the Urban Fleet Order platform to approve the order. ○ If the Customer feels that this requirement is in error, please contact services.help@michelin.com. • If the order is within the auto-approval limits, the order status will move to Pending Service Completion. <p>Once the order is in Pending Service Completion status, the work can be performed, and the order completed.</p> |

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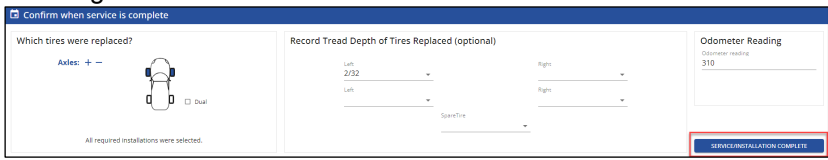

Creating a walk-in claim

| 7 | <p>For loose tire or mounted wheel assembly orders, once status is in Pending Service Completion, any installation charges or TPMS rebuild kits may be removed as needed:</p> <ol style="list-style-type: none"> 1) From the order screen, select EDIT ORDER in the lower right. 2) Select Edit Options.  <ol style="list-style-type: none"> 3) Select the pencil to edit the configuration to remove mounting and TPMS.  <ol style="list-style-type: none"> 4) Select Save. | | | | | | | | | | |
|---|--|--------|----------|--|--|---------------------------------|--|--------------------------------|---|---|---|
| 8 | <p>From the Order dashboard, select this order, then select SERVICE COMPLETE to change the order status to In Progress.</p>  <p>Note: Once the order is moved to In Progress, it cannot be edited or cancelled. To cancel an order in In Progress status, email services.help@michelin.com with store Location, Order Number to be cancelled and Reason for cancellation.</p> <table border="1"> <thead> <tr> <th>If ...</th><th>Then ...</th></tr> </thead> <tbody> <tr> <td>If the customer has a credit card as the payment method,</td><td>During this step the credit card will be preauthorized for the purchase.</td></tr> <tr> <td>If the credit card is approved,</td><td>the status will move to In Progress.</td></tr> <tr> <td>If the preauthorization fails,</td><td> <p>You will receive a Payment Method Failure message.</p>  <p>You may attempt to retry the same credit card or enter a different credit card by selecting Validate Credit Card again, enter the required information and select Retry with New Payment information.</p> </td></tr> <tr> <td>The fleet is not able to provide valid credit card payment information,</td><td>You may select Decline & Cancel Order before any work is complete.</td></tr> </tbody> </table> | If ... | Then ... | If the customer has a credit card as the payment method, | During this step the credit card will be preauthorized for the purchase. | If the credit card is approved, | the status will move to In Progress . | If the preauthorization fails, | <p>You will receive a Payment Method Failure message.</p>  <p>You may attempt to retry the same credit card or enter a different credit card by selecting Validate Credit Card again, enter the required information and select Retry with New Payment information.</p> | The fleet is not able to provide valid credit card payment information, | You may select Decline & Cancel Order before any work is complete. |
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Creating a walk-in claim

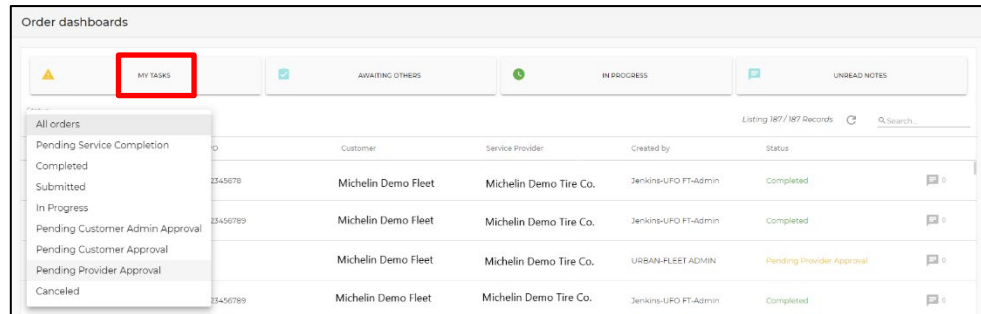
| | |
|----|--|
| 9 | <p>You must fill in the tires replaced, recorded tread depth, and the odometer reading (higher than the previously noted mileage) before finalizing the order.</p>  <p>When ready to complete the order, select INSTALLATION COMPLETE to submit the required information to Michelin for invoicing. The order status will update to Completed.</p> |
| 10 | <p>If an error “SDS status: rejected” appears, the order has been submitted to Michelin for further processing, and the order will move to Submitted status.</p>  <p>There is no further action required from the store.</p> |

Pending Provider Approval requests

NAFA customers can fill out their personal, vehicle, product, and payment information ahead of time and schedule an appointment for service. You will receive an email notification for each NAFA pre-order. Monitor incoming email throughout the day for these pre-orders and process them as soon as they come in. The emails will come from no-reply@misp-solutions.com.

From the Order Dashboard, identify orders with **Pending Provider Approval** status. These require your approval.

Select **Pending Provider Approval** from the Status dropdown or select **MY TASKS** at the top to filter to only show orders that are **Pending Provider Approval**.


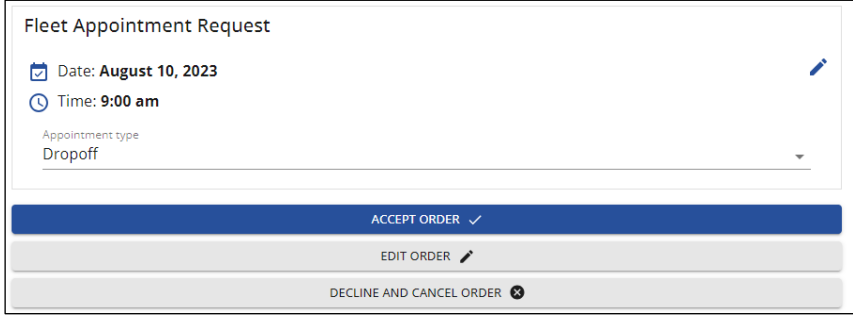




Order status definitions:

| Status | Action Required |
|--|--|
| Pending Provider Approval | You need to approve, edit, or decline order |
| Pending Customer Admin Approval | Waiting on Fleet Admin approval |
| Pending Customer Approval | Waiting on Fleet approval for any edits to order |
| Pending Service Completion | Payment information from fleet is required before order can be completed |
| In Progress | You can complete service |
| Submitted | Order is complete and invoice is being processed |
| Completed | Order is complete and invoice processed |
| Canceled | Order is declined by Discount Tire or canceled by Fleet |

Processing a fleet pre-order

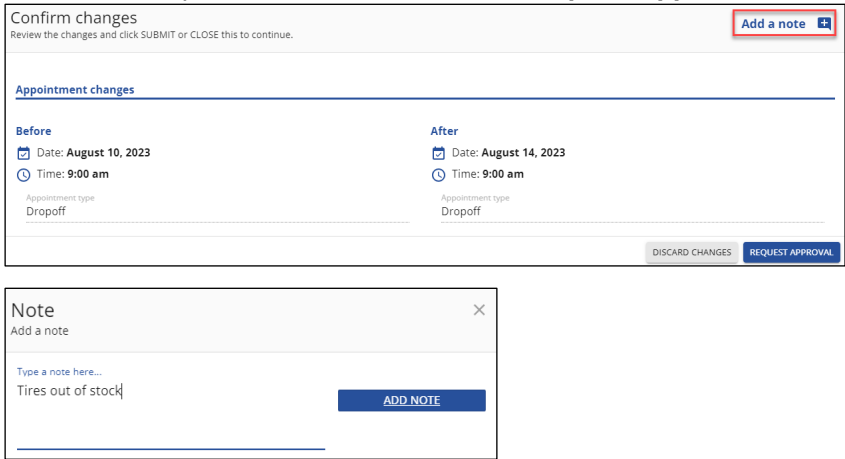
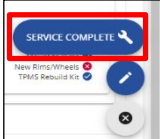
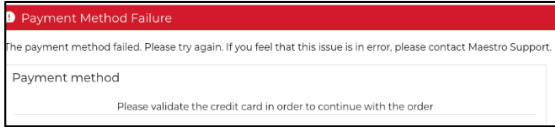
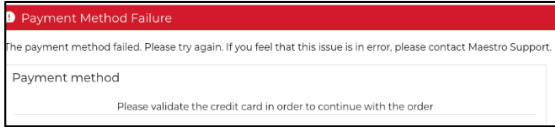
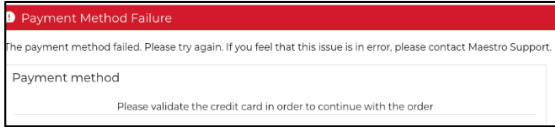
Follow these steps to approve, cancel, or edit a Pending Provider Approval request:

| Step | Action |
|------|---|
| 1 | <p>Select the desired order to initiate the approval process.</p>  |
| 2 | <p>On the order screen, review the details of the order, and choose one of the following options:</p>  <p>ACCEPT: When the order is accepted, the order status will change to Pending Service Completion.</p> <p>EDIT: When the order is edited, it will change status to Pending Customer Approval, and may also be routed through Pending Customer Admin Approval depending on the limits of the fleet requestor and the nature of the edits.</p> <p>CANCEL: When the order is canceled, the order status will change to Canceled, and the order will be closed.</p> |
| 3 | <p>If the tires will not be available, there are three options for editing the order.</p> <ol style="list-style-type: none"> 1) Change the appointment time to when the desired tires will be available.  2) Change the tire fitment to offer the customer tires that are available at the requested appointment time.  3) Change the appointment date/time AND the tire fitment. |

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Process a fleet pre-order

| Step | Action | | | | | | | | | | |
|---|---|--------|----------|--|--|---------------------------------|--|--------------------------------|--|---|---|
| 4 | <p>Once the edit is complete, select Update Changes for Approval.</p> <p>On the confirmation screen, you may put a note on the order to explain the need for the change to communicate with the fleet. Once the note is complete, select Add Notes and Request Approval.</p>  <p>The screenshot shows a 'Confirm changes' screen with a header 'Review the changes and click SUBMIT or CLOSE this to continue.' Below this is a section titled 'Appointment changes' with a table comparing 'Before' and 'After' details. The 'Before' details are: Date: August 10, 2023, Time: 9:00 am, Appointment type: Dropoff. The 'After' details are: Date: August 14, 2023, Time: 9:00 am, Appointment type: Dropoff. At the bottom right of this section are buttons for 'DISCARD CHANGES' and 'REQUEST APPROVAL'. Below the appointment changes is a 'Note' section with a text input field containing 'Tires out of stock' and an 'ADD NOTE' button.</p> | | | | | | | | | | |
| 5 | <p>When the customer arrives for service:</p> <p>Identify and select the customer's order from the Pending Service Completion list on the Order Dashboard.</p> <p>Select SERVICE COMPLETE button to change the order status to In Progress.</p> <p>Note: Once the order is moved to In Progress, it cannot be edited or cancelled. To cancel an order in In Progress status, email services.help@michelin.com with Store location, order number to be cancelled and reason for cancellation.</p>  <table border="1"> <thead> <tr> <th>If ...</th><th>Then ...</th></tr> </thead> <tbody> <tr> <td>If the customer has a credit card as the payment method,</td><td>During this step the credit card will be preauthorized for the purchase.</td></tr> <tr> <td>If the credit card is approved,</td><td>the status will move to In Progress.</td></tr> <tr> <td>If the preauthorization fails,</td><td> <p>You will receive a Payment Method Failure message.</p>  <p>The screenshot shows a red header 'Payment Method Failure' with the text: 'The payment method failed. Please try again. If you feel that this issue is in error, please contact Maestro Support.' Below this is a text input field for 'Payment method' and a button 'Please validate the credit card in order to continue with the order'.</p> <p>You may attempt to retry the same credit card or enter a different credit card by selecting Validate Credit Card again, enter the required information and select Retry with New Payment information.</p> </td></tr> <tr> <td>The fleet is not able to provide valid credit card payment information,</td><td>You may select Decline & Cancel Order before any work is complete.</td></tr> </tbody> </table> | If ... | Then ... | If the customer has a credit card as the payment method, | During this step the credit card will be preauthorized for the purchase. | If the credit card is approved, | the status will move to In Progress . | If the preauthorization fails, | <p>You will receive a Payment Method Failure message.</p>  <p>The screenshot shows a red header 'Payment Method Failure' with the text: 'The payment method failed. Please try again. If you feel that this issue is in error, please contact Maestro Support.' Below this is a text input field for 'Payment method' and a button 'Please validate the credit card in order to continue with the order'.</p> <p>You may attempt to retry the same credit card or enter a different credit card by selecting Validate Credit Card again, enter the required information and select Retry with New Payment information.</p> | The fleet is not able to provide valid credit card payment information, | You may select Decline & Cancel Order before any work is complete. |
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Process a pre-fleet order

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|---|---|
| 6 | <p>You must fill in the tires replaced, recorded tread depth, and the odometer reading (higher than the previously noted mileage) to finalize the order.</p> <p>When ready to complete the order, select INSTALLATION COMPLETE to submit the required information to Michelin for invoicing. The order status will update to Completed.</p> |
| 7 | <p>If an error “SDS status: rejected” appears, the order has been submitted to Michelin for further process, and the order will move to Submitted status. There is no further action required from the store.</p> <div><div>SDS Error</div><div>The order couldn't be completed due an error from SDS</div></div> |

Contact

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