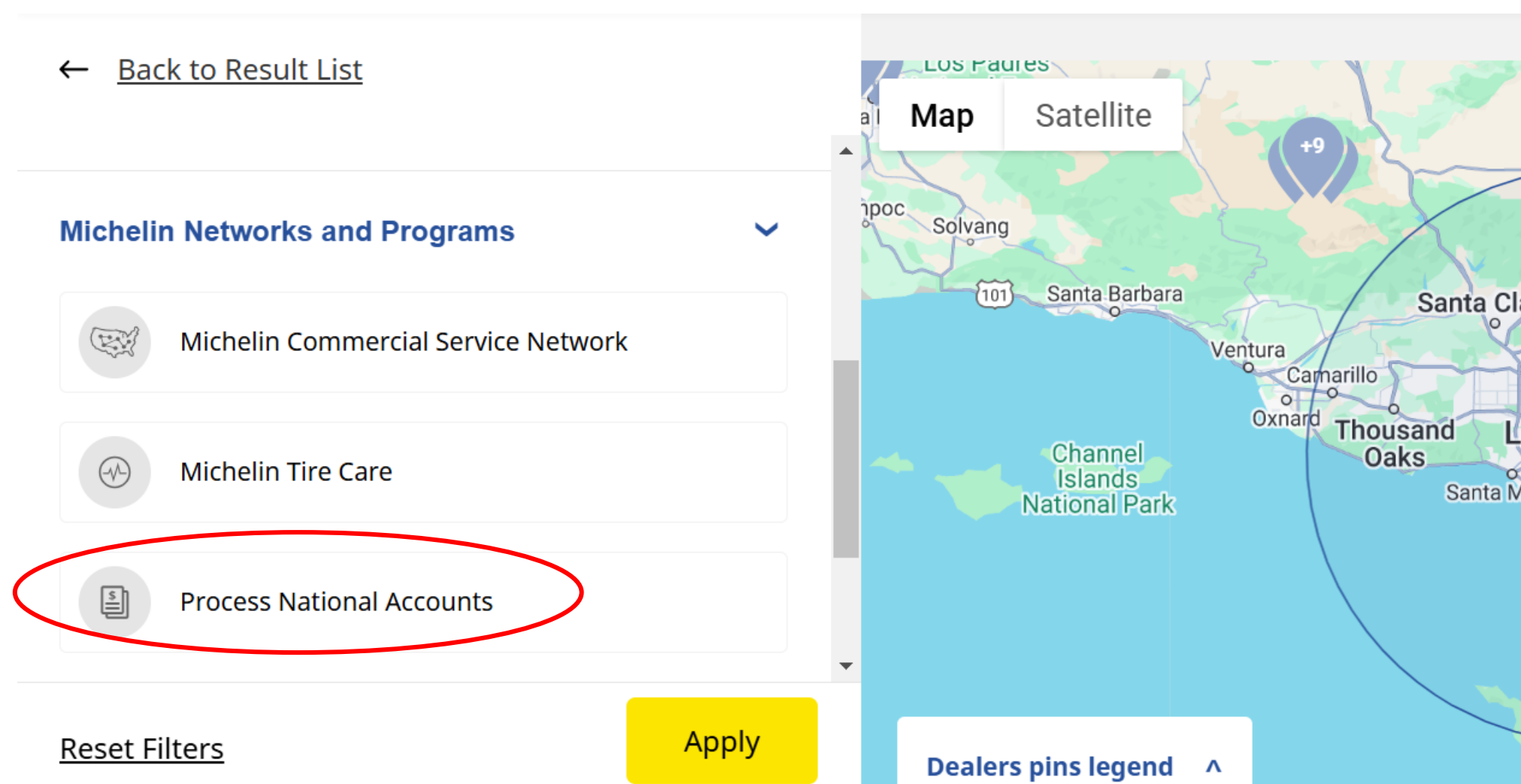
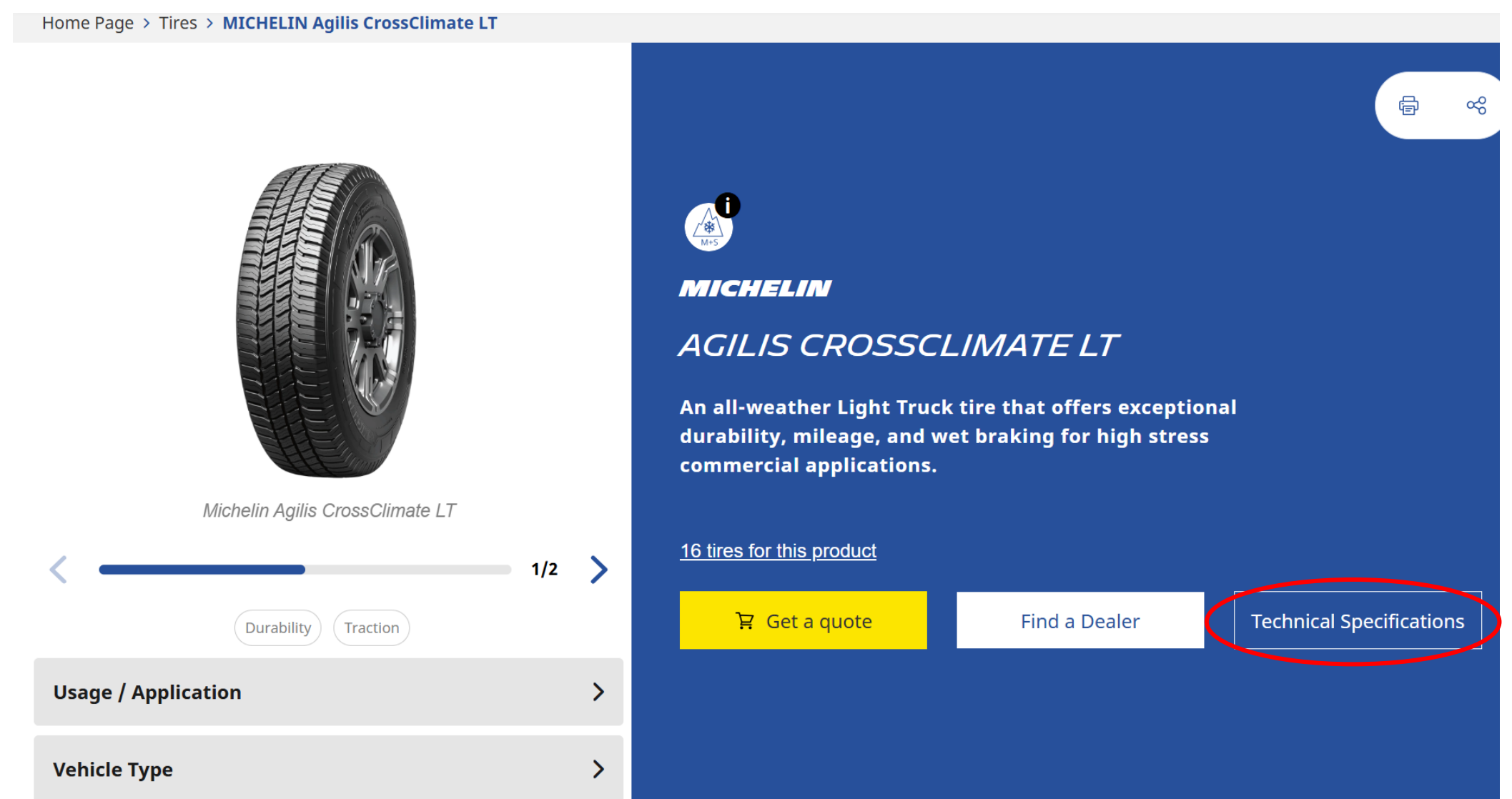


HOW TO MAKE PURCHASES USING YOUR MICHELIN ASSOCIATION ACCOUNT

This guide will provide you with all the steps you need to follow to make a purchase using the account shared by all Family RV Association members, along with answers to frequently asked questions.

STEP 1: IDENTIFY THE TIRE YOU NEED

You can find the right size in your vehicle's manual or on the driver's side door. After determining the size, visit <https://business.michelinman.com/> and use the **Tire Selector** tool to browse available tires in that size and their specifications. Under the tab "Technical Specifications" you will find the tire code (**MSPN**) at the bottom. You can use it to identify the tire and check pricing later.



STEP 2: FIND A PARTICIPANT DEALER NEARBY

Once you've identified the right tire, use the **Dealer Locator** tool on <https://business.michelinman.com/>.

Enter your address or zip code to find a nearby store. Be sure to use the filter "**Process National Accounts**" to ensure the dealers shown are able to submit your purchase through our platform. Here you can also find the address and contact information for each store.

NOTE: Smaller RV Tires are in our Light Truck catalog, please visit <https://www.michelinman.com/> for the same tools to find tire information and participant dealers.

STEP 3: MAKE YOUR APPOINTMENT

Contact the dealer you've selected to confirm they have the tires you need in stock. Ensure they can also provide the necessary services. Remember you can either pay for services directly to the store or include them on the same invoice as the tires. If the store doesn't have the tire that you need in stock, they are the ones that would order them through their supply chain at no cost.





Call **888-532-6435** and select **Option 1** to register your credit card. While on the phone, ask the Michelin Customer Rep what is your discount. Alternatively, you can check the price on [FRVA's website](#). Dealers will not know what your final cost will be. Your payment will be processed through Michelin's system. Remember the discount applies only on the tires, it does not cover mounting, installation or any other fees



To complete your purchase, the vendor will need the following information:

- **Account Number:** Family RV Association Account Number is 1326516 (it will still show the previous name, “Family Motor Coaching, Inc.”)
- **Card Information:** First and last four digits, expiration date, and name as it was registered
- **Purchase Order:** Your current Family RV Association Membership number. It usually starts with the letter F and is followed by at least 5 figits (e.g, *F654321*.)

Verify the tires that you receive match with the item number (MSPN) that you had quoted. You can also find the size and model on the sidewall of the tire. Please note that once the tires have been installed, they cannot be returned without store approval.



The store will submit your purchase information through our system within 10 days. Your card will be billed accordingly when they finish submitting your purchase. Michelin's system will send a copy of the invoice to the Family RV Association the day after the purchase is billed. You can request a copy of the invoice from them, or you can contact our team at 888-532-6435 or at michelin.adv@michelin.com, with your billing information so we can generate a copy of your invoice.

CUSTOMER P.O. NUMBER		P.O. DATE	SHIP DATE	DOCUMENT DATE	CROSS REFERENCE	CARRIER RECEIPT NUMBER	CARRIER
E363594			060	07/12/24	DR0116493		
P.O. RELEASE NUMBER		TERMS	ORDER NUMBER	ORDER DATE	CARRIER CITY & STATE		
		NET 10	D0163655	07/12/24			

UNITS	DESCRIPTION	BRAND/PRODUCT CODE	B O N	UNIT PRICE	LEGEND / DISCOUNT		NET UNIT PRICE	UNIT F.E.T.	TOTAL EXTENDED AMOUNT
					CODES	AMOUNT			
PAID BY CREDIT CARD - INFORMATION ONLY									
1	11R22.5 X2E2 LRG CUST PO LINE NO: 0	M 78390	Y	690.00 E	75.90-	614.10	25.23		639.33
1	11R22.5 X2E2 LRG CUST PO LINE NO: 0	M 78390	Y	690.00 E	75.90-	614.10	25.23		639.33
	FLORIDA NEW TIRE FEE	G2627							2.00
	FLORIDA STATE TAX .06000	E1872							76.84
	ORANGE COUNTY TAX .00500	A0748							6.40
	TAX AUTH FL 34787								
BONUS TOTAL									1,228.20

FREQUENTLY ASKED QUESTIONS

- **How much is the discount I receive?** The discount is not a fixed percentage, it varies depending on the tire you purchase. On average, there is a 5% to 20% discount based on our list price.
- **Can I purchase tires for my car?** Yes, your account also includes preferential pricing on Passenger and Light Truck tires. The information of tires and dealers available can be found in <https://www.michelinman.com/>. Follow the same steps 1 and 2 on the guide. Make sure to use the filter on for “Service National Account/Fleet” to make sure you get accurate information on participant dealers.
- **Can I have the tires shipped to me?** No, unfortunately there is no direct shipping under your account. All your purchases need to be done with a participant store, since they have access to submit your purchase to our platform.
- **Can I order tires with a specific manufacturing date?** No, this is not possible in our current process as not all tire dealers get them shipped directly from us. However, all of our tires are guaranteed to be in perfect condition and are covered by our warranty from the date of purchase.
- **Are the prices the same at the store?** No, prices are setup directly to your account and are not visible for vendors. We recommend you check both the prices on your account and at the store to make sure you get the best offer possible.
- **How often do prices change?** While they typically change at the start of each year, there could be additional adjustments throughout the year. We recommend you always verify the price of the tires before making your purchase to make sure you’ll get an accurate quote.
- **Is there a discount on the services?** No, unfortunately we are only able to offer a discount on the tires. However, you do have the option to pay the store directly for the services or have them included on the same invoice as the tires to be paid with your credit card.
- **If I already paid the store, can I get a credit for the difference on the prices?** No, since the discount is applied when your purchase is submitted through our system. Due to our policies, we can’t request dealers to cancel a direct sale made at their store.
- **What can I do if the store is having issues submitting my purchase?** Provide your account, credit card and contact information and have them contact our Customer Support Team for assistance at 888-532-6435 or at michelin.adv@michelin.com. They have up to 10 days to submit your purchase to our system so you don’t have to remain in the store after providing all your billing information.

