

Contacts

Who do I contact if I have an inquiry or concern about my account?

The Vendor may contact the Accounts Payable Help Desk at (866) 895-4729 Option 3 or by email at apquestions@goodyear.com.

What is the preferred way to contact Accounts Payable?

The Vendor may contact the Accounts Payable Help Desk at (866) 895-4729 Option 3, or by email at apquestions@goodyear.com.

Who can I contact if I am not getting paid for invoices that are submitted by EDI?

Please contact your EDI specialist for any rejection notices. The Vendor may also contact the Accounts Payable Help Desk at (866) 895-4729 Option 3 or by email at apquestions@goodyear.com, to verify if the invoice has been scheduled for payment.

How can I contact the Goodyear Buying Center?

The Vendor may contact The Goodyear Buying Center at (800) 593-3840, or by email at gbcpoa@goodyear.com.

Who do I contact for questions regarding invoices on Chemical Purchase Orders?

The Vendor may contact the Accounts Payable Help Desk at (866) 895-4729 Option 3, or by email at apquestions@goodyear.com.

Who do I contact for questions regarding Invoices on Latin American Purchase Orders?

The Vendor may contact the Goodyear Buyer listed on the Purchase Order.

Who do I contact regarding issues with VMI Invoices?

Vendor Managed Inventory issues may be directed to the Purchasing Agent at the plant.

General Questions

Can we submit invoices by email?

For submission of current invoices, please follow the purchase order instructions and email invoices to na_supplierinvoices@goodyear.com (if it is an invoice for a North American GY Tire plant), na_chemicalinvoices@goodyear.com (if it is an invoice for GY Chemical) or digitalinvoice@goodyear.com.mx (if it is an invoice from a Mexican vendor for the GY San Luis Potosi Tire plant). Please note that each invoice should be sent as individual PDF's (with all backup in the same PDF as the invoice it is for) for our system to accept them.

How can I get my remittance on an Excel Spreadsheet?

All remittances are now being generated using both .XLS and .XLSX formats. If not, please contact apquestions@goodyear.com.

What are noncompliance fees? Why did I not receive notification?

Non-Compliance fees are incurred for failing to bill to Purchase Order Instructions located at the bottom of the Purchase Order. Most commonly, this is a result of failing to list a valid Purchase Order Number on the invoice. A copy of the Non-Compliance fee is mailed to the remit address listed on the vendor's account. Please refer to your Purchase Order for all the details.

Where can I get a current Goodyear W-9 form?

Please contact apquestions@goodyear.com for assistance.

Where can I get a Goodyear Tax Direct Pay Certificate?

Should you need a Tax Direct Pay Certificate, please follow the [Purchase Order instructions](#) and go to <http://supplier.goodyear.com>.

When you visit this site - you will be prompted to log in. It is NOT necessary for you to log in to obtain the direct pay certificates. Please scroll down to the bottom of the page and under the section titled General Information, please click on the line "Purchase Order Instructions and Information. Also, you need to pay close attention to your purchase orders. The purchase order will tell you if tax is to be charged.

Where do I send Proof of Delivery (POD)?

Proof of Delivery (POD) needs to be submitted to the plant receiving department.

From Goodyear Retail: What do I do when a payment is made to the wrong Vendor?

The invoice needs to be credited for the incorrect vendor, and then reprocessed to the correct vendor.

Who is the approver of my invoice?

The Vendor may contact the Accounts Payable Help Desk at (866) 895-4729 Option 3 or by email at apquestions@goodyear.com, and the approver will be provided.

What is the time frame for signature approval?

All approvals should be completed within 60 days. If the invoice is not approved within 60 days, it is reversed and sent back to the vendor. The vendor should then contact their buyer.

Why is there a \$50.00 deduction on my Check/ACH?

This is because the invoice received was not in compliance to the Purchase Order instructions and was charged a \$50 Non-Compliance (NC) fee.

Most commonly, invoices fail to provide a valid Goodyear Purchase Order number, missing PO number & PO is not for billing company.

Why are the invoice numbers on the remittance different from my invoice numbers on ERS Purchase Orders?

ERS invoices are automatically generated when the Goods Receipt has been entered at the Plant. The invoice is then given a reference number, if a packing slip number is provided, the plant uses that. Please do not submit invoices against an ERS Purchase Order.

Purchase Order Questions

How can I get a copy of my Purchase Order?

The Vendor may contact the Goodyear Buying Center at (800) 593-3840, or by email at gbcpoa@goodyear.com.

I do not need tax on my invoice, but the purchase order says I do, how can I resolve this issue?

The Vendor may contact your Goodyear Buyer listed on the Purchase Order and have the Tax Requirement updated on the PO number or submit the invoice with Tax.

I need to have tax on my invoice, but the purchase order says I do not, how can I resolve this?

The Vendor may contact your Goodyear Buyer listed on the Purchase Order and have the Tax Requirement updated on the PO number or submit the invoice without Tax. Should the Vendor need a Tax Direct Pay Certificate, please follow the Purchase Order instructions and go to <http://supplier.goodyear.com>, and follow the link to [Purchase Order instructions](#).

What are Incoterms and what do they mean?

Incoterms determine the pricing conditions for shipping of materials. This will determine if freight charges can be invoiced.

What is a consignment purchase order and how does that differ from other purchase orders?

Consignment Orders are Inventory held at the plant but remain the property of the Vendor. When material is used, the plant issues an invoice for the product to be paid for.

Purchase Order Terms

What are the payment terms and how are they calculated?

Payments are calculated from the date the invoice is received in Akron. For example, Net Prox 90 invoices are due 90 days from the 1st day of the month following the Invoice date. For invoices dated in January, a payment will be due 90 days from February 1st. Payments are then made on the 1st payment method (Check or ACH) following the invoice due date. Please refer to the details listed on the Purchase Order.

Why are my payment terms not the same as what I have in my system, and how can I get them changed?

Payment Terms are determined by the Purchase Order which has been agreed upon between the buyer and the seller. The Vendor may contact the Goodyear Buyer listed on the Purchase Order to resolve issues with Terms on the Purchase Order.

Invoice Questions about Payments/Credits/Past Dues

Why is my invoice blocked and how can I resolve the issue?

Invoices could be blocked due to discrepancy of Price, Quantity or pending approval. Invoices that have been "R" blocked, have been blocked for Price or Quantity. Price blocks can be for Price/unit and/or budget and should be addressed to your Goodyear Buyer listed on the Purchase Order. Quantity blocks need Proof of Delivery (POD) forwarded to the plant to update the Goods Receipt (GR) requirement and release the invoice for payment.

POD can be submitted to apquestions@goodyear.com, and will be forwarded to the plant for review. Invoices "S" blocked are pending Signature approval. If your invoice is past due and still blocked, please contact the Accounts Payable Help Desk at (866) 895-4729 Option 3 or by email at apquestions@goodyear.com.

What do I do when a credit has been taken twice on my account?

The Vendor may contact the Accounts Payable Help Desk at (866) 895-4729 Option 3 or by email at apquestions@goodyear.com.

My invoice was short paid by the amount of shipping, how can I get shipping paid?

The freight terms listed on your Purchase Order does not allow for the billing of Freight charges. The Vendor may contact the Buyer listed on the Purchase Order to update the Incoterms. Once this issue has been resolved, the Vendor may contact apquestions@goodyear.com for payment on the balance due.

Why am I receiving remittance details, but I am not the person that should receive this?

Remittances are sent to the email listed on the Vendor Master account. The Vendor may contact the Accounts Payable Help Desk at (866) 895-4729 Option 3 or by email at apquestions@goodyear.com and have this removed or updated to the correct email address.

I did not get notified that there was an issue with my invoice, how can I get notified? (For "R" blocks)

There are no notifications for invoices being blocked. These issues are to be reviewed timely at the plant to ensure payments are made according to the Purchase Order terms. The Vendor may contact their plant contact or apquestions@goodyear.com for more details.

I did not receive my check, what should I do?

The Vendor may contact the Accounts Payable Help Desk at (866) 895-4729 Option 3 or by email at apquestions@goodyear.com.

I billed an invoice incorrectly, what should I do?

The Vendor may contact the Accounts Payable Help Desk at (866) 895-4729 Option 3 or by email at apquestions@goodyear.com. This invoice in question will need to be credited to remove the original incorrect invoice and resubmitted for payment once resolved.

When are Checks paid and ACHs deposited? (Why are they not on the due date?)

Payments are made twice a month and paid on the first Check/ACH run on or after the invoice due date. Most commonly, Checks are cut on the 15th and the last day of the month.

Vendor Changes (address/banking)

I need to change my address, phone number, or email, what should I do?

The Vendor may contact the Accounts Payable Help Desk at (866) 895-4729 Option 3 or by email at apquestions@goodyear.com.

Vendors need to send in a W-9 with their current address.

I need to change my banking information, what do I need to do?

The Vendor may contact the Accounts Payable Help Desk at (866) 895-4729 Option 3 or by email at apquestions@goodyear.com.

Please [follow this link](#) and fill out an ACH and W-9 form, and return them to apquestions@goodyear.com for updating your information.

I would like to get paid by ACH, how do I go about getting this accomplished?

The Vendor may contact the Accounts Payable Help Desk at (866) 895-4729 Option 3 or by email at apquestions@goodyear.com.

Please [follow this link](#) and fill out an ACH and W-9 form, and return them to apquestions@goodyear.com for updating your information.