

Account Payable Contact Center Process

Overview and general information



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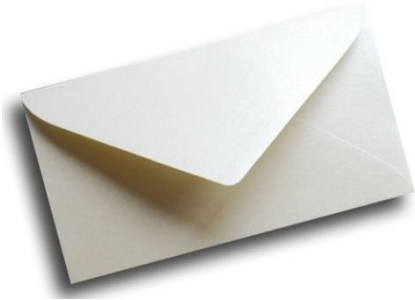
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Overview - Post

Once a request for service or goods has been sent from Volvo to the supplier, the invoice needs to be sent to the Accounts Payable department either by **EDI/WebEDI** or **post** (depending on Your agreement with Volvo). Around five working days after issuing the invoice it will be visible in the VVI portal (click [here](#) for more information on VVI). If an invoice is missing on the portal, You can raise a request through the Contact Center, directly from VVI or through the Contact Center webform: www.volvogroup.com/vbscc



*If You are interested in sending invoices electronically
You can always call our Contact Center to find out
what solutions we can offer to you.



Overview - EDI

Types of EDI system

- ✓ EDI/Global EDI - suitable for high volume of invoices.
- ✓ WebEDI - free of charge, suitable for small business / volumes.

Basic information regarding EDI connection:

- To be able to send invoices through EDI, the Supplier needs to contact the responsible buyer who can request for a connection.
- Please observe that only **invoices** can be transmitted by EDI system.
- It is important to choose the correct Parma/Supplier ID which is mentioned on the order. If You are not sure which Parma/Supplier ID You have in our system, You can always ask Your buyer or call our Contact Center.
- **Credit notes** (always need to refer to some invoice) and invoices referring to **tooling orders** cannot be sent via EDI. Certain types of **correction invoices** and **VOR** (Vehicle On Road invoices) can also be sent via regular post. If You are not sure if the document should be sent via EDI, You can always reach out to our EDI Support for assistance.
- **Interest invoices** with all mandatory details should be sent by regular post to the correct address.
- **Reminders** can also be sent by post to the address mentioned on the purchase order.

Request EDI access

If You already have EDI connection and want to expand it to additional Volvo entities, You can use the following link and fill in the request form:

EDI NAP invoice implementation requests

Please observe that this link can only be used in case of non automotive product invoices.

Types of issues

Types of issues our Contact Center team can support You with:

- ✓ Update of bank details,
- ✓ Incorrect payment (wrong currency, wrong bank account, double payment),
- ✓ Payment specification,
- ✓ Deductions copies,
- ✓ Rejected invoices,
- ✓ VVI access,
- ✓ Unpaid overdue invoices (blocked, missing, waiting for approval),
- ✓ Statement of account,
- ✓ Open item list,
- ✓ Balance confirmation.



Please observe that You can create a case either through VVI, or on our [website](#) or by calling our Contact Center team. If you have not received a response, or if Your ticket has been closed, please provide us with the previous ticket number to check the status and to avoid duplication.

General information about invoices

- An order number or a reference should **always** be mentioned on the invoice. If the reference is missing the invoice will be rejected. If You want to find out which e-mail address is used for sending rejection reason You can call our Contact Center team.
- Before the case is created, kindly check the invoice status in VVI.
- Please do not forget to write both Yours and Volvo's VAT number on the invoice.
- If you are not sure what kind of information is required to register the invoice in our main system You can always ask Your contact person in Volvo, check the purchase order or call our Contact Center team.

[Click here for mandatory information to be mentioned on all invoices](#)

MANDATORY

Invoice rejection

Please observe that lack of necessary information could lead to delays in payment.

- If an invoice is sent to the wrong address or if necessary information (e.g. purchase order number or workflow reference) is missing, the invoice will be returned with specified reason.
- Rejected invoices are not registered in Volvo's system and therefore no credit invoice is required.
- Payment terms will always be calculated from the arrival date of correct invoice.
- Valid purchase order number or workflow reference should always be provided by the responsible buyer.



Payment terms

Payment terms for each Volvo company should be agreed upon between the Supplier and the responsible buyer.

- **Payment term starting with “B”** - credit period based upon receipt of invoice, paid next coming Thursday.

Example: payment term B090 – 90 days counting from the day when the invoice is received

- **Payment term starting with “E”** - free delivery month based on receipt of invoice + X calendar months of credit, paid next coming Thursday.

Example: payment term E090 – 90 days counting from the last day of the month when the invoice is received

- **Payment term starting with “C”** - credit period based upon invoice date, paid next coming Thursday.

Example: payment term C090 – 90 days counting from the invoice date

Payment calendar

Payments are executed once a week, on **Thursdays**, however please observe that some deviations due to bank holidays may occur.

The complete Payment Calendar for each year can be found on the Supplier Portal.

Click [here](#) to access the current Payment Calendar.



View of the main portals used by Suppliers

VVI portal (*Viewing Vendor Invoices*)

This tool allows Suppliers to view their account in real time. You can see the invoice status, when the invoice will be paid, view Your remittance information and create cases with our Accounts Payable Contact Center.

If You do not have acces to VVI portal You can call our Contact Center and our agents can create an account for You.

Information required to create the account:

- ✓ **Supplier's Parma number (partner supplier number)**
- ✓ **Supplier's company name**
- ✓ **Supplier's first and last name**
- ✓ **Supplier's e-mail and phone number**

Go to [our homepage](#) for more information/instructions about VVI.

**If You are not sure who in Your company has access to VVI,
please contact cmsservices@volvo.com.*

VVI portal (*Viewing Vendor Invoices*)

WELCOME TO THE VOLVO GROUP SUPPLIER PORTAL

Enter your credentials

password

LOGIN

[Forgot your password?](#)

[Change language](#)

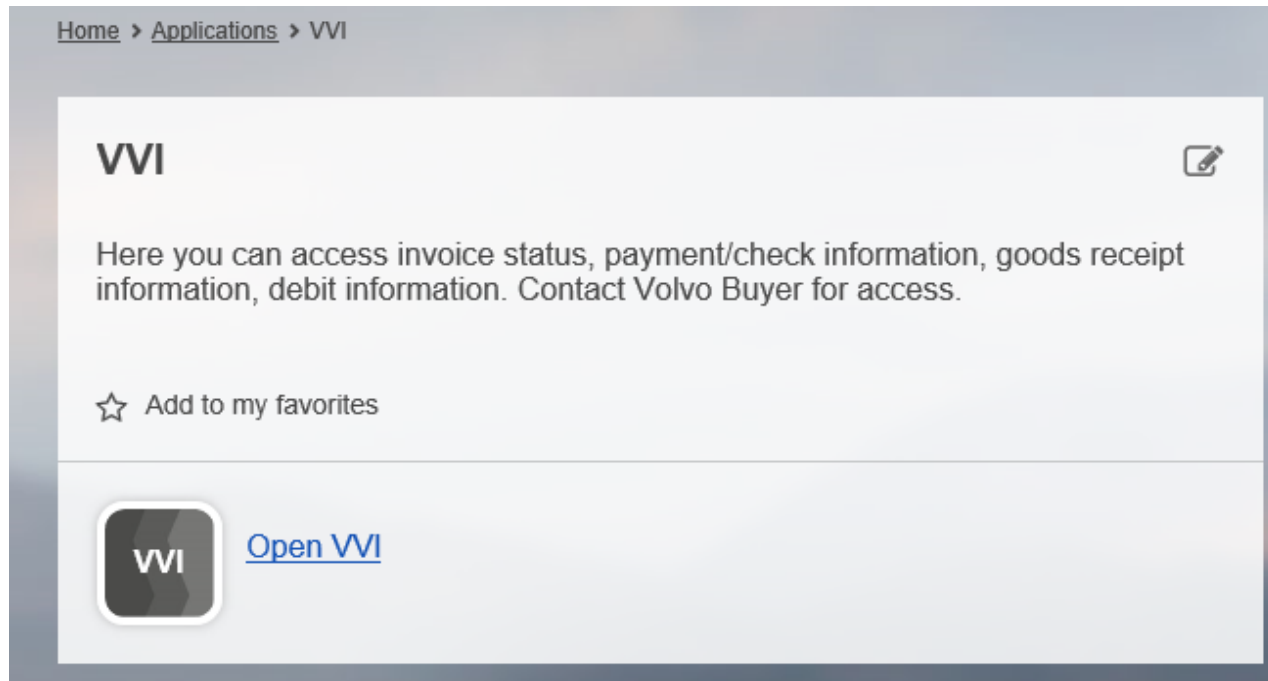
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VVI portal (*Viewing Vendor Invoices*)

Press *application* in the upper options and then choose VVI.

If you do not see the below screen it means you do not have the access and need to turn to Contact Center to get it.



VVI portal homepage



Welcome to Viewing Vendor Invoices

Our strategy is to ensure that you receive accurate, real-time information that can be downloaded at your convenience.

On this website you will have the ability to retrieve information such as:

- Invoice status
- Payment / check information
- Debit information
- Remittance advice
- Debit memo copies

VM is the preferred vendor inquiry method. Before you begin to use the application, please read the instruction on how to use the tool posted in Frequently Asked Question section. Below is a presentation that you may find helpful as well:

[VM presentation](#)

VVI is now available in other languages - Japanese, Portuguese, French and Chinese. Thai and Spanish coming soon. Russian expected in 2017.

From the home page, select change language (upper left hand corner). Select the language you would like from the drop down menu. Once saved, this will remain

Links

[Change Language](#)

[Download Adobe Reader](#)

» Click here to download the free Adobe reader application in order to browse PDF documents



Contact

In case of problems or questions, please use the link below:

[Contact Center – Purchase to Pay](#)

How to search for an invoice in VVI

enter Your supplier number

select the region which the invoice belongs to
(customer country)

Invoice Status

Vendor Number *	<input type="text"/>	<input type="button" value="Audit"/>	Enter vendor number
Country *	<input type="text" value="Sweden"/>	<input type="button" value="v"/>	Select country name
Company Name *	<input type="text" value="VOLVO PENTA AB (SE4)"/>	<input type="button" value="v"/>	Select company name
Invoice Date	<input type="text"/> to <input type="text"/>	<input type="button" value="c"/>	Enter date range (M/D/YYYY) or use calendar
Invoice Number	<input type="text"/>	<input type="button" value="x"/>	Enter Your invoice number or leave blank to view all documents
Invoice Amount	<input type="text"/>		Enter invoice amount or leave blank to view all documents
Invoice Status	<input type="text" value="All"/>	<input type="button" value="v"/>	Invoice Status
Document Category	<input type="text" value="All"/>	<input type="button" value="v"/>	Select document category
Supplier Reference #	<input type="text"/>		ASN for self-billed suppliers only
(* Required)		<input type="button" value="Search"/>	

select the correct Volvo entity
as per the purchase order

add invoice number

Blocked invoices

If an invoice is blocked in VVI, You can easily find the reason by following the steps mentioned below:

VIEWING VENDOR INVOICES

VOLVO

Home
Search
Invoices
Payments
Indirect PO Search
Goods Receipts
Supplier Information
FAQ
Documentation

Invoice Status

Vendor Name: Volvo Lastvagnar AB
Company Name: Volvo Lastvagnar AB
SCF:

Vendor Number: SE26
Company Code: SE26

Invoices Page size: 10

Invoice Number	Supplier Reference #	Invoice Date (DD-MM-YYYY)	Invoice Amount	Currency	Invoice Status	Payment Number	Payment Date (DD-MM-YYYY)
	8024294	08-05-2018	154.00	SEK	Blocked		

click on the magnifying glass

Scroll right to see the reason:

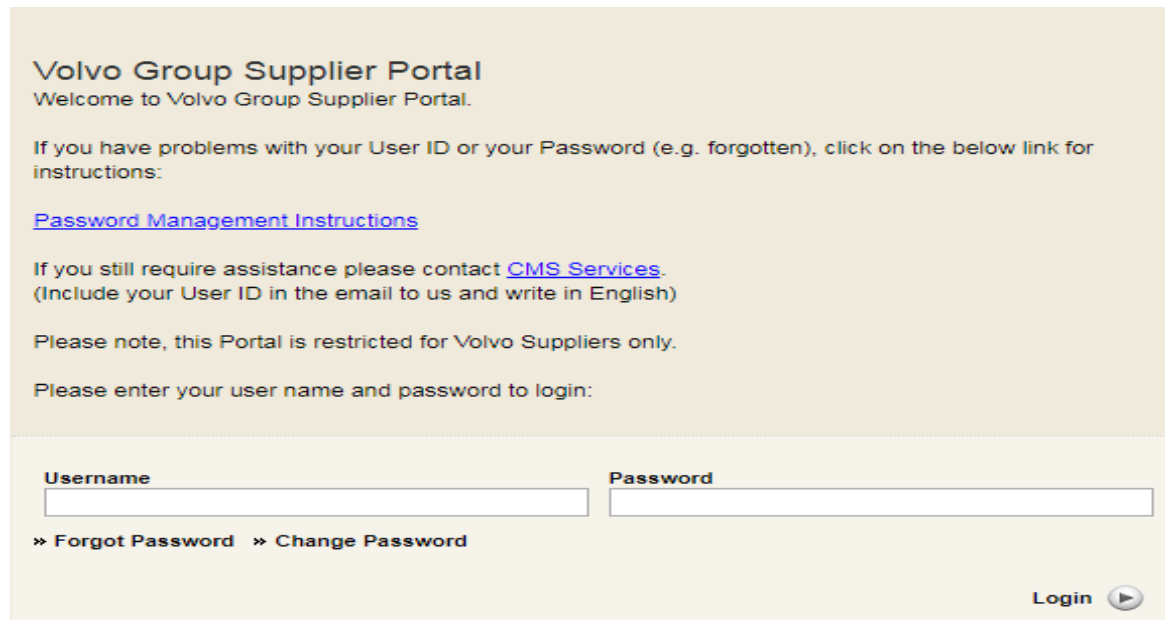
Delivery Note	Quantity Received	Description	Unit Price	UoM	Buyer Code	Date Shipped	Date Received	Net Amount	Block Reasons
82655965	88.000	CONTROL UNIT, VECU-BBM 24V	64.93	PC	0462	06-07-2018	19-07-2018	5,713.84	Price

View of the main portals used by Suppliers

WebEDI

WebEDI is a great choice for small and medium-sized companies looking to exchange electronic business documents.

To access WebEDI, open Your internet browser and log into VVI portal first.



The screenshot shows the Volvo Group Supplier Portal login page. The page has a light beige background. At the top, it says "Volvo Group Supplier Portal" and "Welcome to Volvo Group Supplier Portal." Below that, there is a link for "Password Management Instructions" and another link for "CMS Services." There is also a note that the portal is restricted for Volvo Suppliers only. At the bottom, there are two input fields for "Username" and "Password," and a "Login" button with a play icon. There are also links for "Forgot Password" and "Change Password."

Volvo Group Supplier Portal
Welcome to Volvo Group Supplier Portal.

If you have problems with your User ID or your Password (e.g. forgotten), click on the below link for instructions:

[Password Management Instructions](#)


If you still require assistance please contact [CMS Services](#).
(Include your User ID in the email to us and write in English)

Please note, this Portal is restricted for Volvo Suppliers only.

Please enter your user name and password to login:

Username Password

» [Forgot Password](#) » [Change Password](#)

Login 

WebEDI manual

WELCOME TO THE VOLVO GROUP SUPPLIER PORTAL

Enter your credentials

[Forgot your password?](#)
[Change language](#)

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WebEDI manual

Once you have logged into the supplier portal, press *my business*.

You will find the manual when scrolling down:



The Volvo Group Supplier Portal is the common online collaboration platform for the Volvo Group and its supplier.

On the left you can see a list of the applications you need to access, to handle your daily business with the Volvo Group.

Please contact buyer to get access.

In the below table, listed few applications and its functionalities.

Application	Scope	Link to Manual
WebEDI	<ul style="list-style-type: none">▪ Delivery Schedules▪ Despatches▪ Invoices	WebEDI Instruction Manual

Useful contacts

Contact Center homepage

www.volvogroup.com/VBSCC

VVI

VVI portal - <http://supplierportal.volvo.com>

VVI username/password reset - cmsservices@volvo.com

EDI/WebEDI

Technical issues - support.edi@volvo.com

WebEDI username/password reset - cmsservices@volvo.com

Other requests/questions - Support.SupplierPortal@volvo.com

Prime Revenue (*Supply Chain Financing* questions)

support@primerevenue.com

