VOLKSWAGEN BANK

UNITED KINGDOM BRANCH

USER GUIDE

CONTENTS

WELCOME TO THE VOLKSWAGEN BANK USER GUIDE

We've been working with our network partners for over 60 years, helping you to succeed. As investors in your business we want to continue to work together to make life a little easier for you. That's why we've created this one-stop guide helping you with everything you need to know about the services we provide.

You can use the hyperlinks on this page to navigate quickly to the relevant sections. Each topic should answer anything you need to know however if you'd still like to speak to someone we have included some useful contact details on the following page.

01 | CONTACT DETAILS- VOLKSWAGEN BANK AND VWFS

DEPARTMENT DETAILS	CONTACT NUMBER	EMAIL ADDRESS / WEBSITE LINK
VOLKSWAGEN BANK UK All your wholesale and banking facilities	0845 120 9931	bsoperationsteam@vwbank.co.uk
CUSTOMER RESOLUTIONS Retail customer queries	0800 912 3560	retailcustomerresolutions@vwfs.co.uk
FLEET CUSTOMER RESOLUTIONS Fleet customer queries	0800 912 3570	fleet.satisfaction@vwfs.co.uk
VOLKSWAGEN FINANCIAL SERVICES (HELPDESK) General enquiries regarding Volkswagen Financial Services	0370 124 4412	N/A
VWFS FLEET AND PUBLIC SECTOR Queries relating to support terms, order and transfer of vehicles, pricing and options	0330 100 8908	VWFS Fleet fleet.administration@vwfs.co.uk Public Sector publicsector@vwfs.co.uk publicsectorquotes@vwfs.co.uk
VOLKSWAGEN FINANCIAL SERVICES (NEW BUSINESS) Proposals and enquiries	0330 100 8975	payout.queries@vwfs.co.uk
VOLKSWAGEN FINANCIAL SERVICES (COLLECTIONS AND RECOVERIES) Card payments, direct debits or third party payments	Collection 0800 912 3558 Recoveries 0800 912 3559	recoveries.mailbox@vwfs.co.uk
VOLKSWAGEN FINANCIAL SERVICES (MAINTENANCE) Fixed Cost Maintenance or free servicing campaigns	0344 579 0231	maintenance@vwfs.co.uk
VOLKSWAGEN GROUP SERVICES For Volkswagen Group Services	0800 333 666	n/a

02 | ABOUT CAR POOL STATUS

FEATURES

- The car pool status tab allows authorised users to transfer used vehicles within their group, which means if you transfer a vehicle from one Company to another the funding follows the vehicle.
- View status allows you to view any vehicles that have a pending transfer i.e. vehicles that have been transferred out but have yet to be accepted by the receiving Company.
- You can now decide whether to reject the transfer in or release the transfer in for processing. If you choose to release the transfer you can choose which used car product you transfer the vehicle into from those available.

BENEFITS

- Ease of stock vehicle transfers between sites
- Supports cash flow (no CAP funding valuation adjustments)
- No charges for processing
- Dealers control the process
- Enables accurate accounting for stocking charges at dealership level
- Supports your Used Car stocking policies (ageing controls)

02 | CAR POOL STATUS - HOW TO

Please see below for the transferring out and in processes.

TRANSFER OUT

For Retailers transferring a vehicle out of their stock.

01	Log in to Volkswagen Bank Portal
02	Select **Dealer Funding** from the left-hand column
03	Click the **Car Pool Status** tab
04	Select **Transfer Out**
05	If **Used Cars** is not highlighted, click to select
06	Enter either the Chassis or Retailer number to search vehicles
07	Click **Continue**
08	If searching by Retailer, you will see a list of used cars available on Used Car Funding
09	Select which vehicles to **Transfer Out** by clicking the box on the left. Select multiple boxes to transfer multiple vehicles
10	Choose which Retailer to transfer the vehicle to and click **Continue**
11	Click **Execute Transaction** to complete transfer
12	A green tick will appear to the right of the vehicle details – the receiving Retailer must then accept the transfer

TRANSFER IN

For Retailers transferring a vehicle in to their stock.

01	Log in to Volkswagen Bank Portal
02	Select **Dealer Funding** from the left-hand column
03	Click the **Car Pool Status** tab
04	Select **Transfer In**
05	Click **Used Cars**
06	Choose your Retailer number
07	A list of vehicles available to Transfer In from other sites (within your group) will appear
08	Click the box to the left of the Chassis to select the vehicle
09	Choose to **Release** or **Reject** the vehicle in the **Action** drop-down box
10	Once selected, choose the Dealer Funding Product (currently only available on Used Vehicle Funding)
11	If you have chosen **Release**, click **Continue** and then Execute **Transaction**
12	A green tick will indicate when the vehicle has been released onto your funding

Call 0845 120 9931 Option 3 to speak to a member of the Banking Services team or alternatively email **bsoperationsteam@vwbank.co.uk**

03 | ABOUT DEALER FUNDING INBOX

FEATURES

The Inbox tab allows you to access, view and print all invoices and documents relevant to your vehicle transactions. You have the flexibility to select documents within a given time frame or by individual chassis.

Documents available in the Inbox are:

- Floor stock reports
- Month end charges invoices
- Invoices and documents relating to used vehicles
- Hire Purchase agreements for demonstrator vehicles

BENEFITS

- The documents are available to view and download in a PDF format, creating a hassle free paperless way of obtaining your invoices
- Assists with month end/quarterly charges reconciliation
- Storage tool which enables you to access these documents as you require them without having to receive multiple invoices/statements

Please note:

Documents relevant to consignment notes and/or new vehicle invoices must be obtained via Volkswagen Group EDM (Electronic Data Management System).

Please see below how to view and download documents from the inbox.

VIEW DOCUMENTS Document viewing tool

01 Log in to Volkswagen Bank Portal

02 Select **Dealer Funding** from the left-hand column

03 Click the **Inbox tab**

04 Enter a date range to search documents

05 Select **Company No** from the drop down. This will allow you to search by one specific Retailer or by **All** Retailers that you have access to

06 Click **Continue**

07 You may wish to filter the documents by selecting from the options in the **Document Type** drop down

08 Click a document you wish to view under the **Subject** header to open

09 The document will open in PDF form, and is available to save and print

10 Clicking **Back** will take you to the main **Inbox** screen to start a new search

Call 0845 120 9931 Option 3 to speak to a member of the Banking Services team or alternatively email **bsoperationsteam@vwbank.co.uk**

04 | ABOUT REDEMPTION

FEATURES

Administration rights for the Redemption tab is restricted to users with authorised access. Within this tab you are able to create vehicle redemptions and view redemption history.

The Redemption tab is available for Used Cars and Special Purchase Cars (demonstrator vehicles).

You can create redemptions on a specific vehicle or multiple vehicles in any one transaction.

BENEFITS

- Administration of vehicle settlements
- Instant reflection within your available credit facilities
- Vehicle history available
- Enables you to view all current financed vehicles

Call 0845 120 9931 Option 3 to speak to a member of the Banking Services team or alternatively email **bsoperationsteam@vwbank.co.uk**

04 | REDEMPTION - HOW TO

Please see below how to create vehicle redemptions, and view redemption history.

CREATE REDEMPTION

For vehicle settlements

01 Log in to Volkswagen Bank Portal

02 Select **Dealer Funding** from the left-hand column

03 Click the **Redemption** tab

04 Click **Create Redemption**

05 Select **Used Cars** or **SP Cars**

06 If you have a specific chassis number to search by, enter this in the **Chassis Number** field or simply select **Company No** from drop down to view all vehicles that are available for redemption. This will allow you to search by one specific Retailer or by **All** Retailers that you have access to

07 Select the vehicle for redemption using the selection box. You may select multiple vehicles for redemption by using these selection boxes

08 Click **Continue with Selected Vehicles**

09 A confirmation screen will display the vehicle/s details that have been selected for redemption and will show a green tick

10 If this selection is correct, click **Execute Redemption**. Alternatively, select **Back**

11 The redemption is now complete and will display a confirmation of the vehicle/s including the **Effective Amount Charged**

VIEW REDEMPTION HISTORY

History of vehicle settlements

01 Log in to Volkswagen Bank Portal

02 Select **Dealer Funding** from the left-hand column

03 Click the **Redemption** tab

04 Click **Redemption History**

05 Enter a date range to search the redemption history

06 Select **Company No** from the drop down

07 Click **Continue**

08 Any vehicle redemptions created within the date range and company number specified are displayed

Call 0845 120 9931 Option 3 to speak to a member of the Banking Services team or alternatively email **bsoperationsteam@vwbank.co.uk**

05 | ABOUT STOCK OVERVIEW

FEATURES

The Stock Overview tab is available to all users and allows you to view current stock on products where your company utilises Dealer Funding.

Stock Overview is available for New Cars, Used Cars and Special Purchase cars (demonstrator vehicles).

BENEFITS

- Stock Overview allows you to see all vehicles currently on stocking with Volkswagen Bank
- Underlined vehicle details allow you to view available finance documents which enables you to manage and administer your stocking requirements
- For ease of reconciliation, you are able to export all current stocking reports

Call 0845 120 9931 Option 3 to speak to a member of the Banking Services team or alternatively email **bsoperationsteam@vwbank.co.uk**

05 | STOCK OVERVIEW - HOW TO

Please see below how to view and export current stock overview information.

STOCK OVERVIEW Stock management tool

01 Log in to Volkswagen Bank Portal

02 Select **Dealer Funding** from the left-hand column

03 Click the **Stock Overview** tab

04 Select **New cars**, **Used Cars** or **SP Cars** to view current stock for that product

05 If you have a specific chassis number to search by, enter this in the **Chassis Number** field or leave it blank to view all stock for a product

06 Select **Company No** from the drop down. This will allow you to search by one specific Retailer or by **ALL** Retailers that you have access to

07 Click **Continue**

08 Click **Export** to create a CSV file of the Stock Overview

09 Clicking **Back** will take you to the main **Stock Overview** screen to start a new search

Call 0845 120 9931 Option 3 to speak to a member of the Banking Services team or alternatively email **bsoperationsteam@vwbank.co.uk**

06 | ABOUT DAILY TRANSACTION REPORT

FEATURES

The Daily Transaction Report tab is available for all registered users of Dealer Funding, and you can run reports across all our vehicle products i.e. New, Used and Special Purchase (demonstrator) vehicles.

Once you have run the report, you are able to export it into an Excel document.

BENEFITS

- Key report to perform daily reconciliations
- Details of all transactions relating to your netting account
- This report can be run on a single date or a specified date range
- Excellent report for stock management

Call 0845 120 9931 Option 3 to speak to a member of the Banking Services team or alternatively email **bsoperationsteam@vwbank.co.uk**

06 | DAILY TRANSACTION REPORT - HOW TO

Please see below how to run and export a daily transaction report.

RUN DAILY TRANSACTION REPORT

01 Log in to Volkswagen Bank Portal

02 Select **Dealer Funding** from the left-hand column

03 Click **Daily Transaction Report** tab

04 Select either **New Cars**, **Used Cars** or **SP Cars**

05 Enter the reporting period that you wish to view transactions for

06 Select **Company No** from drop down to view all transactions that are available for the specified time period under your selected product. This will allow you to search by one specific Retailer or by **All** Retailers that you have access to

07 Click **Continue** to view all available transactions

08 Click **Export** to create a CSV file

09 Click **BACK** to take you to the main **Daily Transaction Report** screen to start a new search

07 | ABOUT UPDATE REGISTRATION NUMBER

FEATURES

The Update Registration Number tab allows you to amend a registration against a Used or Special Purchase (demonstrator) funded vehicle. This function is available for authorised users of Dealer Funding.

Potential reasons for a registration update: the current registration is tagged to an incorrect chassis number, the registration was unknown at the time of funding, cherished plates/changes.

BENEFITS

- This allows you to amend cherished plates to ensure your Used and Special Purchase stock are kept in line with the DVLA
- A registration update will instantly reflect the amendment against the vehicle
- Ensuring correct detailing of stock

07 | UPDATE REGISTRATION NUMBER - HOW TO

Please see below how to run and export a daily transaction report.

UPDATE REG NUMBER

01	Log in to Volkswagen Bank Portal
02	Select **Dealer Funding** from the left-hand column
03	Click **Update Reg Number** tab
04	Select **Used Cars** or **SP Cars**
05	If you have a specific chassis number to search by, enter this in the **Chassis Number** field or simply select **Company No** from drop down to view all vehicles that are available for registration update. This will allow you to search by one specific Retailer or by **All** Retailers that you have access to
06	Click **Continue**
07	Select the radio button next to the vehicle that is required for a registration update and click **Continue**
08	Enter the new registration number in the box provided and click **Continue**
09	To apply the new registration number to the vehicle, click **Update Registration Number**
10	A confirmation message will be display to show that the registration has been updated successfully

08 | ABOUT VEHICLE FINANCE HISTORY

FEATURES

The Vehicle Finance History tab is available for all registered users of Dealer Funding, and allows you to view the finance history for New, Used and Special Purchase (demonstrator) vehicles.

BENEFITS

- Enables you to track the life cycle of vehicle movements
- Details all product specification
- Includes transaction dates and finance amount

Call 0845 120 9931 Option 3 to speak to a member of the Banking Services team or alternatively email **bsoperationsteam@vwbank.co.uk**

08 | VEHICLE FINANCE HISTORY - HOW TO

Please see below how to view the vehicle finance history.

VIEW VEHICLE FINANCE HISTORY

01	Log in to Volkswagen Bank Portal
02	Select **Dealer Funding** from the left-hand column
03	Click **Vehicle Finance History** tab
04	Select **New Cars**, **Used Cars** or **SP Cars**
05	If you have a specific chassis number to search by, enter this in the **Chassis Number** field or simply select **Company No** from drop down to view all vehicles with available finance history. This will allow you to search by one specific Retailer or by All Retailers that you have access to
06	Click **Continue**
07	Select the radio button next to the vehicle/s that you require the finance history for and click **Get History**
08	Here you can view the finance history for any vehicle/s you have selected
09	Click **Back** to take you to the main **Vehicle Finance History** screen to start a new search

Call 0845 120 9931 Option 3 to speak to a member of the Banking Services team or alternatively email **bsoperationsteam@vwbank.co.uk**

09 | ABOUT FINANCIAL PRODUCT INFORMATION

FEATURES

The Financial Product Information tab is available to all users and is grouped by product category of either New, Used or Special Purchase (demonstrator) vehicles.

BENEFITS

- Supporting you in maintaining stock control
- Up to date and correct limit amounts displayed when refreshed in this tab that are split into New, Used and Special Purchase
- Data is viewable per site allowing easy and simple viewing

Call 0845 120 9931 Option 3 to speak to a member of the Banking Services team or alternatively email **bsoperationsteam@vwbank.co.uk**

09 | FINANCIAL PRODUCT INFORMATION - HOW TO

Please see below how to view the financial product information.

VIEW FINANCIAL PRODUCT INFORMATION

01 Log in to Volkswagen Bank Portal

02 Select **Dealer Funding** from the left-hand column

03 Click the **Financial Product Information** tab

04 Select **Company No** from drop down to view the financial product information for all products that you are utilising in dealer funding. This will allow you to search by one specific Retailer or by **All** Retailers that you have access to

05 Click **Continue**

06 Here you can view the financial product information for New, Used and/or Special Purchase products including the credit limit for each product, the amount of limit utilised and the amount of credit left available against each product

07 Clicking **Back** will take you to the main **Financial Product Information** screen to search under a different **Company No**

Call 0845 120 9931 Option 3 to speak to a member of the Banking Services team or alternatively email **bsoperationsteam@vwbank.co.uk**

10 | ABOUT DUE FOR ADOPTION

FEATURES

The Due for Adoption tab is viewable to all users and allows you to check Special Purchase (demonstrator) and Used vehicles that are due to adopt within the next 11 days.

The system updates the vehicles that are due for adoption in this tab overnight so that every day the data is refreshed and up to date.

You can either use this function to view all vehicles due for adoption, alternatively you can select and follow the extension process to search and extend all current funded vehicles.

BENEFITS

- Authorised users have the ability to administer extensions directly from this tab
- Supports your cash flow by helping to reduce the number of vehicles that adopt
- The early notification of adoption allows you to maintain stock levels

Call 0845 120 9931 Option 3 to speak to a member of the Banking Services team or alternatively email **bsoperationsteam@vwbank.co.uk**

10 | DUE FOR ADOPTION - HOW TO

Please see below how to view vehicles that are due for adoption within the next 11 days.

VIEW DUE FOR ADOPTION VEHICLES

01 Log in to Volkswagen Bank Portal

02 Select **Dealer Funding** from the left-hand column

03 Click the **Due For Adoption** tab

04 Select either **SP Cars** or **Used Cars** to view all vehicles that are due to adopt within the next 11 days on that product

05 If you wish to extend any vehicle and your company are not opted in for automatic extension, click in the selection box next to the necessary vehicle/s and click **Continue** to extend the funding

Call 0845 120 9931 Option 3 to speak to a member of the Banking Services team or alternatively email **bsoperationsteam@vwbank.co.uk**

11 | ABOUT EXTENSIONS

FEATURES

The Extension tab is available for authorised users to be able to create an extension on vehicle funding.

Within this tab you can also monitor vehicle extension history details.

BENEFITS

- Allows you to monitor your stock and supports cash flow
- This tab removes the manual process of having to refinance a vehicle or waiting for it to adopt
- Creating an extension on a Used vehicle will provide an additional 120 days funding
- For further information on Special Purchase (demonstrator) vehicles, please find relevant updated articles on The Hub www.hub.vwg.co.uk under each brand

11 | EXTENSIONS - HOW TO

Please see below how to create an extension, view vehicles due for settlement within the next 5 days and view extension history.

CREATE EXTENSION

01 Log in to Volkswagen Bank Portal

02 Select **Dealer Funding** from the left-hand column

03 Click the **Extension** tab, select car type (**new, used or SP**) and select **Create Extension**

04 If you have a specific chassis number to search by, enter this in the **Chassis Number** field or leave it blank to view all vehicles available for extension

05 Select **Company No** from the drop down. This will allow you to search by one specific Retailer or by **all** Retailers that you have access to

06 Select the relevant product from the **DF Product To Extend to** drop down

07 Click **Continue**

08 Select the vehicle/s that you wish to extend then click **Continue**.

09 You will need to select **accept** or **decline** from the **Offer** column and select **Execute Extension**

10 Clicking **Back** will take you to the main **Extension** screen to start a new search

VIEW DUE FOR SETTLEMENT

01 Log in to Volkswagen Bank Portal

02 Select **Dealer Funding** from the left-hand column

03 Click the **Extension** tab, select car type (**new, used or SP**) and select **Due For Settlement**

04 If you have a specific chassis number to search by, enter this in the **Chassis Number** field or simply select **Company No** from drop down to view all vehicles that are available for redemption. This will allow you to search by one specific Retailer or by **all** Retailers that you have access to

05 Select the relevant product from the **DF Product To Extend** to drop down

06 Click **Continue**

07 Select the vehicle/s that you wish to extend and click **Continue**

08 You will need to select **accept** or **decline** from the **Offer** column and select **Execute Extension**

09 Clicking **back** will take you to the main **Due For Settlement** screen to start a new search

Call 0845 120 9931 Option 3 to speak to a member of the Banking Services team or alternatively email **bsoperationsteam@vwbank.co.uk**

Cont.

VIEW EXTENSION HISTORY

01 Log in to Volkswagen Bank Portal

02 Select **Dealer Funding** from the left-hand column

03 Click the **Extension** tab, select car type (**new, used or sp**) and select **History**

04 Enter the date range to be searched within, and select the **Company No** from drop down. This will allow you to search by one specific Retailer or by **all** Retailers that you have access to

05 Click **Continue**

06 Here you will be able to view the extension history for the date range and **Company No** entered in the search

07 Clicking **Back** will take you to the main **History** screen to start a new search

12 | ABOUT USED VEHICLE FINANCING

FEATURES

The Finance tab allows authorised users to create finance for Used Vehicle funding or view the status of funding requests.

This tab offers an efficient and simple process to put Used Vehicles onto Volkswagen Bank funding.

BENEFITS

- This tab allows you to create a funding request manually or by uploading a pre-loaded file
- You can request funding for single or multiple vehicles in one transaction
- Used car funding in the finance tab allows you to fund any vehicle from any brand

Call 0845 120 9931 Option 3 to speak to a member of the Banking Services team or alternatively email **bsoperationsteam@vwbank.co.uk**

12 | USED VEHICLE FINANCING - HOW TO

Please see below how to create finance and view requests.

VIEW REQUESTS

01 Log in to Volkswagen Bank Portal

02 Select **Dealer Funding** from the left-hand column

03 Click the **Finance tab**

04 Select **Company No** from the drop down and click **Continue**.

05 Select car type (**new, used or sp**) then

06 Click **View Requests**

07 Here you can view requests that were submitted within the last 14 days. The yellow circle under the **Status** column signifies a request that is still pending with Volkswagen Bank. A green tick under the **Status** column indicates the funding request has been successfully processed

08 Clicking **Back** will take you to the main **Finance** screen to search under a different **Company No**

Call 0845 120 9931 Option 3 to speak to a member of the Banking Services team or alternatively email **bsoperationsteam@vwbank.co.uk**

Cont.

CREATE FINANCE - IMPORTING VEHICLES FROM A FILE

01 Log in to Volkswagen Bank Portal

02 Select **Dealer Funding** from the left-hand column

03 Click the **Finance** tab

04 Select **Company No** from the drop down and click **Continue**

05 Select car type (**new, used or SP**)

06 Click **Create Finance**

07 If you do not have an existing vehicle template, click **Download template** and save as type CSV. Please note, If you have the CAP ID for the vehicle, please enter this as a 6 digit code in the template. The first digit indicates if the vehicle is a Motor Vehicle i.e. 1 or a Light Commercial Vehicle i.e. 2. If you have a completed template ready to upload, ensure this has been saved as a CSV (otherwise the file contents will not be uploaded). For details of how to fill the template, please Click **Help** from the **Finance** tab in BBO.

08 Click **Browse** to locate the file and Click **Open**

09 Click **Continue** to view all vehicles that have been uploaded from the file

10 Click **Apply** to progress with all selected vehicle/s

11 Select vehicle/s required for funding and click **Continue With Selected Vehicles**

12 If the details are correct, click **Confirm** and this will be sent to Volkswagen Bank and your request can be viewed In **View Requests**

Call 0845 120 9931 Option 3 to speak to a member of the Banking Services team or alternatively email **bsoperationsteam@vwbank.co.uk**

Cont.

CREATE FINANCE - MANUALLY REQUEST FUNDING

01 Log in to Volkswagen Bank Portal

02 Select **Dealer Funding** from the left-hand column

03 Click the **Finance** tab

04 Select **Company No** from the drop down and click **Continue**

05 Select car type (**new, used or sp**)

06 Click **Create Finance**

07 Click **Manual Input**

08 If you have the CAP ID for the vehicle, enter this together with the Reg. no., Chassis number and First reg. date

When entering the CAP ID for the vehicle, please enter this as a 7 digit code. The first 2 digits indicate if the vehicle is a Motor Vehicle i.e. 01 or a Light Commercial Vehicle i.e. 02.

Following adding the CAP ID, click **Find** to search for the vehicle details. A successful search will populate the vehicle details within the dropdown menu items on the screen.

If you do not have the CAP ID you will need to enter the Reg. no. and Chassis number then click **Search vehicle**. A successful search will populate the first registration date and will also populate the vehicle details within the dropdown menu items on the screen.

09 Click **Apply** to progress with this vehicle (or click **Add** to add further vehicles manually)

10 Enter the exact **Mileage**, **Colour** and **Acquisition Amount** for each vehicle in the corresponding fields then select the applicable **DF product**

11 Select vehicle/s required for funding and click **Continue With Selected Vehicles**

12 If the details are correct, click **Confirm** and this will be sent to Volkswagen Bank and your request can be viewed in **View Requests**

Call 0845 120 9931 Option 3 to speak to a member of the Banking Services team or alternatively email **bsoperationsteam@vwbank.co.uk**

13 | OTHER USEFUL CONTACTS - GROUP SALES SUPPORT

GROUP SALES SUPPORT	CONTACT NUMBER
VOLKSWAGEN CUSTOMER SERVICES	0800 333 666
VOLKSWAGEN COMMERCIAL VEHICLES CUSTOMER SERVICES	0800 912 3560
ŠKODA CUSTOMER SERVICES	03330 037 504
SEAT CUSTOMER SERVICES	08085 222 222
AUDI CUSTOMER SERVICES	0800 699 888