VOLKSWAGEN BANK

UNITED KINGDOM BRANCH

USER GUIDE

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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.

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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).

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

03 | DEALER FUNDING INBOX - HOW TO

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

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

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

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

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

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

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 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 check box next to the vehicle/s that you wish to extend. If you are creating an extension on a **Used Car**, you will need to select **accept** or **decline** from the **Offer** column

09 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 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 Here you can view vehicles that are due for settlement within the next 5 days. Select the check box next to the vehicle/s that you wish to extend and select **Execute Extension**

08 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 and select **Extension 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 **Extension 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**

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

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 Click **View Requests**

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 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**

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	Click **Create Finance**
05	Select **Company No** from the drop down
06	The **DF Product** drop down will automatically display the used car product for the site selected
07	Click **Continue**
08	Click **Import Vehicles** and OK if no other vehicle details are on this screen
09	You can now import a vehicle file from your computer by using the **Browse** function
10	Click **Continue** to view all vehicles that have been uploaded from the file and click **Apply**
11	Click **Identify Vehicle(s)**
12	The system will populate the remaining vehicle details including the make and model and a green tick should appear next to the vehicle tick box. If the system does not source this information, a screen will appear for you to choose the vehicle details from the drop down boxes, then click **Apply**
13	Select vehicle/s required for funding and click **Continue With Selected Vehicles**
14	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 Click **Create Finance**

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

06 The **DF Product** drop down will automatically display the used car product for the site selected

07 Click **Continue**

08 You can request used car funding for single or multiple vehicles at the same time. Enter the **registration number** and **chassis number** for all vehicles required into the corresponding fields

09 Enter the exact mileage for each vehicle in the **Mileage** field and the exterior vehicle colour in the **Colour** field

10 Enter the vehicle value including any **VAT** in the **Acquisition Amount** field, and select the **VAT Qual** box if the vehicle qualifies for **VAT**

11 Click **Identify Vehicle(s)**

12 The system will populate the remaining vehicle details including the make and model and a green tick should appear next to the vehicle tick box. If the system does not source this information, a screen will appear for you to choose the vehicle details from the drop down boxes, then click **Apply**

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

14 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