

**Herzlich willkommen.**

Die Lieferantenplattform des Volkswagen Konzerns.



**VW Group [Supply.com](https://www.vwgroupsupply.com)**

*Where we integrate with our suppliers.*

**User Manual**

**Volkswagen Order Overview**

**Orders with reply**

(Version: October 2009)

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## 1 Special features of SAP orders with reply

With the introduction of SAP, the order reply option has been added to the bandwidth of online communications on the Group Business Platform at VWGroupSupply.com. As a result you are able to accept the order, or change or reject it as necessary.

**!** *Please note that a reply is expected for all orders that are labelled "(answer needed)"!*

The order reply is sent for the entire order. An order only becomes legally valid when you have responded to it.

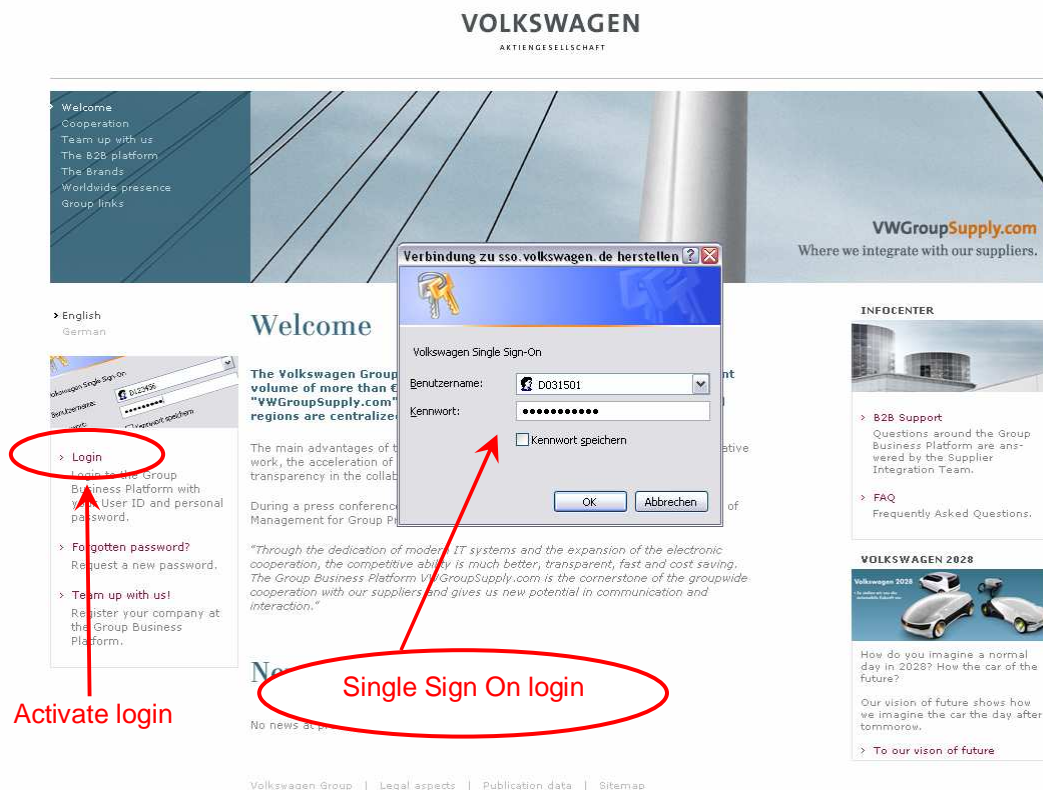
Your order reply is transmitted straight to the responsible person, and he/she can for his/her part react directly to it. Depending on the type of order or the type of change, he/she may be the person requesting the item, or the purchaser.

In addition to which a system known as change notification is used; i.e. an order is only sent in its complete form the first time. After that only the changes are sent, which relate to preceding versions.

## 2 Getting started – the Group Business Platform

In order to get to the order overview it is necessary to enter via the Group Business Platform. We will now show you how to get there step by step.

The homepage of Volkswagen's Group Business Platform can be found at [www.vwgroupsupply.com](http://www.vwgroupsupply.com)



**Illustration 1: Single Sign On**

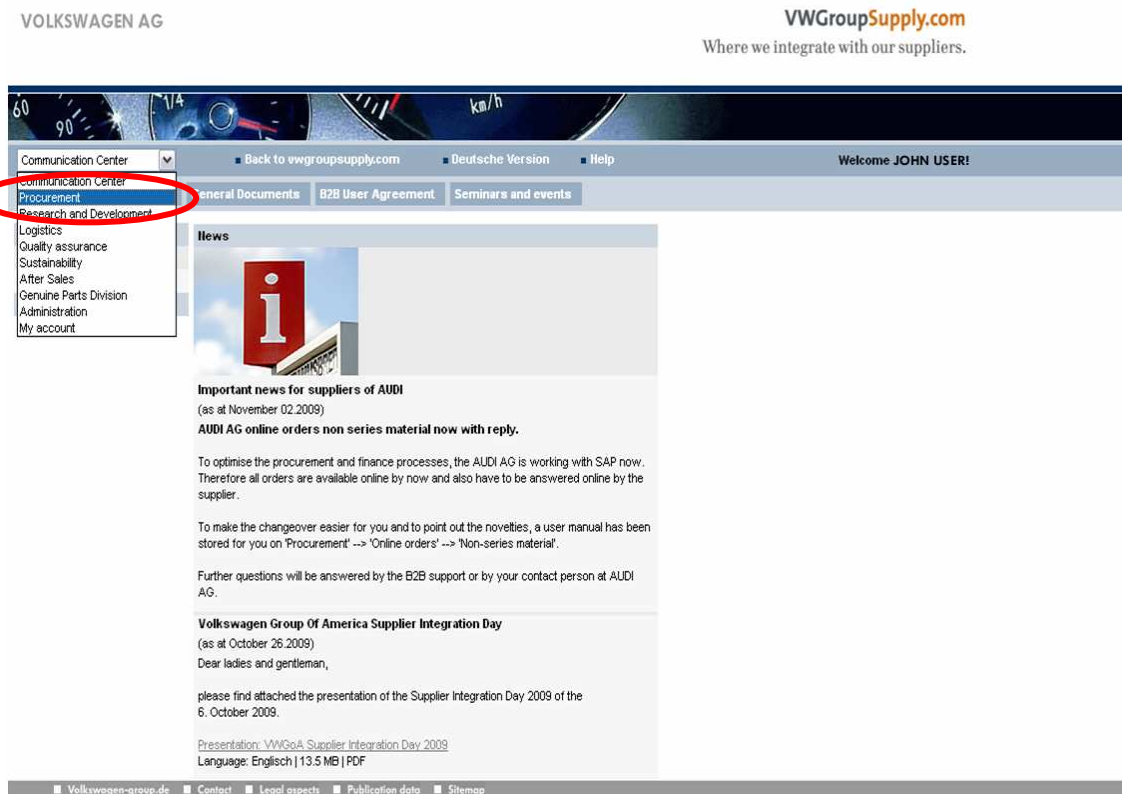
First go to Login in the menu bar on the left.

Please enter your user name and the password that goes with it. If you are not yet a partner of the Group Business Platform or if you have any more general questions about the platform, please contact our B2B support desk by calling +49 - 53 61 - 93 30 99 or by e-mail to [b2bteam@VWGroupSupply.com](mailto:b2bteam@VWGroupSupply.com).

The Single Sign On login process means that you get the right to use all the areas and applications on the Group Business Platform that are of relevance to you, without having to log in again for every single area.

### 3 Navigation

After successfully logging in you will be taken to the homepage of the Group Business Platform. Please select "Procurement" from the drop-down menu.



**Illustration 2: Entering the Procurement area**

You will be taken to a new page, where you should click on the "Online orders" tab.

## 4 Online orders area

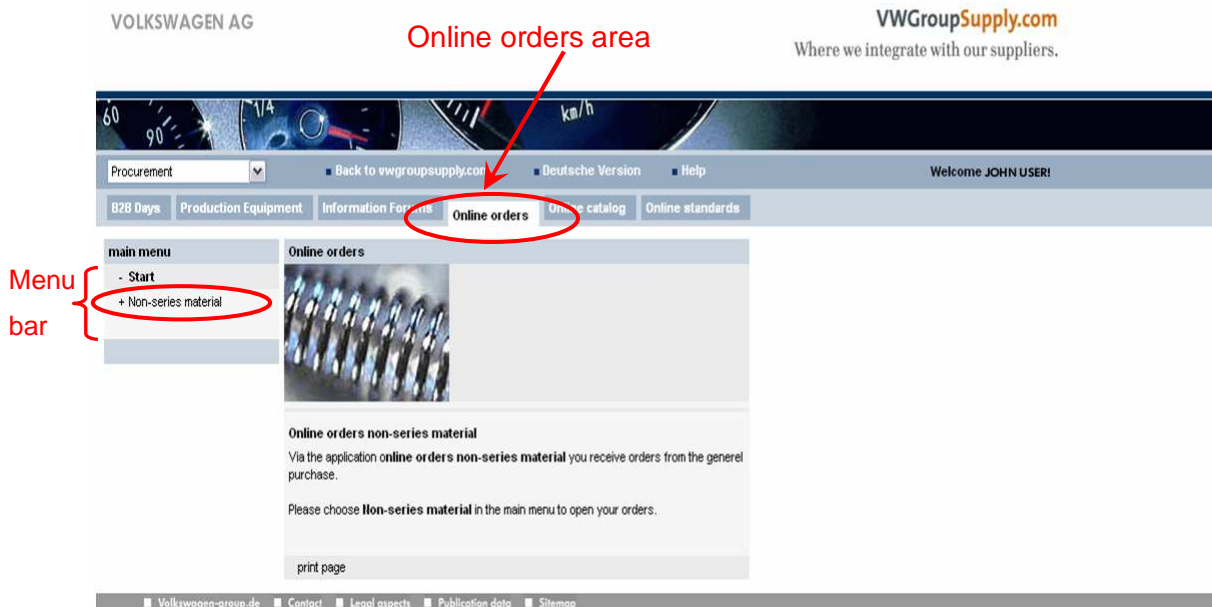


Illustration 3: Online orders area

You are now in the "Online orders" area. Click on "Non-series material" in the menu bar on the left to move on to the next page:

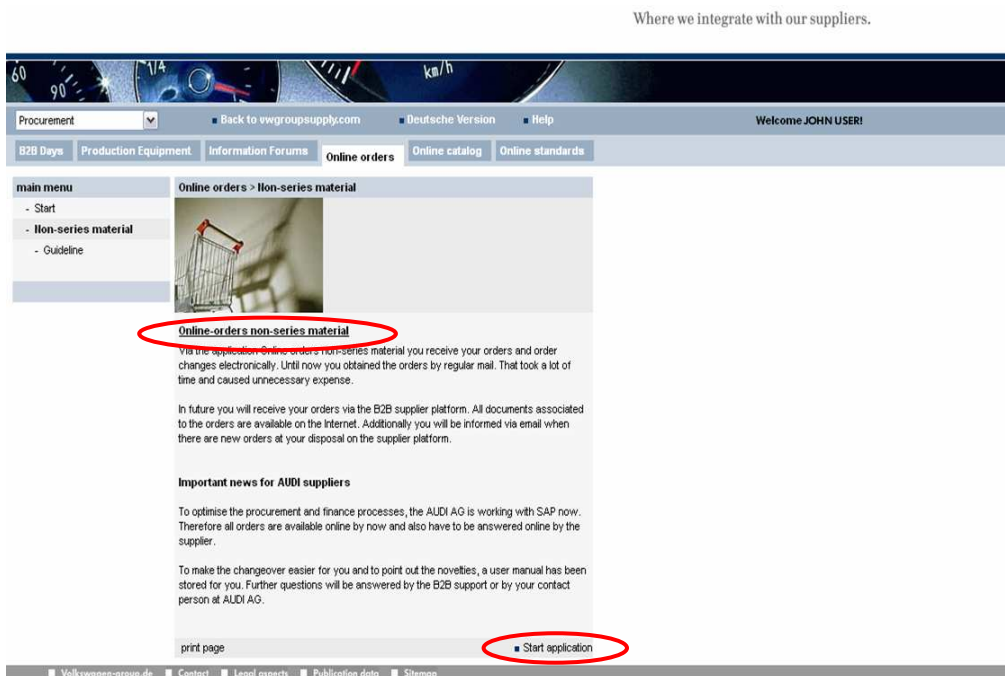


Illustration 4: Button for overview of orders

When you click on "Start application" or on the header, the application will open with your order overview. You do not need to log in again for this.

## 5 Order overview

The orders are arranged chronologically by date. To see all the orders for one day, please select the date.

The screenshot displays the 'Orders' overview page for 2009/10/22. The page is titled 'Orders' and includes a navigation bar with 'VW Group Supply.com' and 'USER Test-Company'. The main content area shows a list of orders for the selected date, 2009/10/22. The orders are categorized by brand and type. A table on the left shows a summary of orders by date, with 2009/10/22 highlighted. Red callouts highlight the 'Current status of the order' and 'Click on + to show the details of the order'.

Date	Total	Errors
2009/11/06	Total: 1	Errors: 0
2009/11/05	Total: 13	Errors: 0
2009/11/04	Total: 18	Errors: 0
2009/11/03	Total: 18	Errors: 0
2009/11/02	Total: 14	Errors: 0
2009/10/30	Total: 13	Errors: 0
2009/10/29	Total: 19	Errors: 0
2009/10/28	Total: 5	Errors: 0
2009/10/27	Total: 15	Errors: 0
2009/10/26	Total: 14	Errors: 0
2009/10/23	Total: 2	Errors: 0
2009/10/22	Total: 16	Errors: 0
2009/10/21	Total: 7	Errors: 0
2009/10/20	Total: 10	Errors: 0
2009/10/19	Total: 12	Errors: 0
2009/10/16	Total: 14	Errors: 0
2009/10/15	Total: 11	Errors: 0
2009/10/14	Total: 8	Errors: 0

Illustration 5: Overview of the orders on one day

As soon as you have selected a date you will get an overview of all the orders on that day, along with their current status. The symbols indicating the individual statuses are explained on page 14.

To greater clarity and ease of use, the orders are displayed by brand and subdivided according to order types within the brands. When you click on the plus sign in front of the order, the transaction opens up and you are given more information (the link to edit the order, the order as a PDF file, plus other documents as required, as well as the log data). The view changes as shown below:

Illustration 6: Detailed information in the daily overview

For every transaction there is always an order PDF containing all the information. This is also the legally binding document in case of any uncertainty. The online version does not include all the information; for example there are no terms and conditions of payment or Incoterms. Please open the 'Attached orders' folder by clicking on the plus sign. If you then click on the document inside the folder, the order opens as a PDF document.

Before editing the order reply you should always first look at the associated order PDF.

Click on the 'View order' link to go to the order reply.



## 5.1 Order reply at header level

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Orders JOHN USER Test-Company

Order: 5700002157  
Order submitted on: 2009-10-22  
To DUHS: 999999999

Export cXML Save Send Back

**Audi**

Order Reply  
Please fill out the form below. Please check the items that you do not accept, and correct the values. You may enter a comment in the description.

Response type  accepted  partly accepted  rejected

Retry Export cXML Save Send Back

Illustration 7: Accepting an order at header level

At header level you can accept or reject the complete order without any changes. To accept the order, click on the 'Accepted' button and 'Send'; to reject the order click on 'Rejected' and then 'Send'.

VOLKSWAGEN AG

VW Group Supply.com  
Where we integrate with our suppliers.

Orders JOHN USER Test-Company

Order: 5700002157  
Order submitted on: 2009-10-22  
To DUHS: 999999999

Export cXML Save Send Back

**Audi**

Order Reply  
Please fill out the form below. Please check the items that you do not accept, and correct the values. You may enter a comment in the description.

Response type  accepted  partly accepted  rejected

Your comment

Comment box

Retry Export cXML Save Send Back

Illustration 8: Rejecting an order at header level

When rejecting an order it is obligatory to enter a comment. The comment box is automatically displayed when you select 'rejected'.

**!** *If the rejection of an offer is accepted by the person requesting the item or the purchaser, you will receive an order cancellation which then has to be confirmed again!*

## 5.2 Order reply at item level


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---

Orders JOHN USER Test-Company

Export cXML Save Send Back

Order: 5700005144  
 Order submitted on: 2009-10-27  
 To DUHS: 999999999



**Order Reply**  
 Please fill out the form below. Please check the items that you do not accept, and correct the values. You may enter a comment in the description.  
 Response type  accepted  **partly accepted**  rejected  
 Your comment

#	Part #	Qty	Quantity	Description	Delivery date	Unit Price	Ext. Price
1	12345	10.0	ST	For example take this one!	28.10.2009	1.50 EUR	15.00 EUR
Position: <input checked="" type="radio"/> accepted <input type="radio"/> changed <input type="radio"/> rejected Status: <span style="color: red;">!</span> Comment on quantity: <input type="text" value="10"/> Comment on delivery date: <input type="text" value="10/28/2009"/> Comment on price: <input type="text" value="€ 50"/> Comment: <input type="text"/>							
2	67890	10.0	ST	Or just take the other one!	28.10.2009	1.65 EUR	16.50 EUR
Position: <input checked="" type="radio"/> accepted <input type="radio"/> changed <input type="radio"/> rejected Status: <span style="color: red;">!</span> Comment on quantity: <input type="text" value="10"/> Comment on delivery date: <input type="text" value="10/28/2009"/> Comment on price: <input type="text" value="€ 65"/> Comment: <input type="text"/>							
<b>Grand-total:</b>							<b>31.50 EUR</b>

Retry Export cXML Save Send Back

Illustration 9: Item overview display

If you want to edit individual items, select the 'changed' button on the overview page. The item overview will then be displayed, in which you have the same options as at header level (accept, change, reject).

Order: 5700002734  
 Order submitted on: 2009-10-22  
 To DUNS: 999999999

Order Reply  
 Please fill out the form below. Please check the items that you do not accept, and correct the values. You may enter a comment in the description.  
 Response type  accepted  partly accepted  rejected  
 Your comment

#	Part #	Qty	Quantity	Description	Delivery date	Unit Price	Ext. Price
1	12345	10.0	ST	Just take this as an example.	23.10.2009	1.68 EUR	16.80 EUR
Position: <input checked="" type="radio"/> accepted <input type="radio"/> changed <input type="radio"/> rejected							
Status: <input type="radio"/> Comment on quantity: <input type="text"/> Comment on delivery date: <input type="text"/>							
Comment on price: <input type="text"/> Comment: <input type="text"/>							
2	67890	2.0	PAK	To show you how it could look like.	23.10.2009	0.66 EUR	1.32 EUR
Position: <input type="radio"/> accepted <input checked="" type="radio"/> changed <input type="radio"/> rejected							
Status: <input type="radio"/> Comment on quantity: <input type="text"/> Comment on delivery date: <input type="text"/>							
Comment on price: <input type="text"/> Comment: <input type="text"/>							
3	98765	10.0	ST	Buy me!	23.10.2009	0.94 EUR	9.40 EUR
Position: <input type="radio"/> accepted <input type="radio"/> changed <input checked="" type="radio"/> rejected							
Status: <input type="radio"/> Comment on quantity: <input type="text"/> Comment on delivery date: <input type="text"/>							
Comment on price: <input type="text"/> Comment: <input type="text"/>							
Grand-total:							27.52 EUR

Illustration 1: Editing options at item level

By clicking on the buttons you can select whether you want to accept, change or reject each individual item. Changes are in principle only possible for the following data: delivery date, price, quantity and comments.

If you make a change to an item or if you reject the item, please enter a comment relating to it at item level.

Please note that you can only enter a comment if you made a change to an item.

**! In the case of a change, when the change is accepted by the person requesting the item / the purchaser, there will always be an order change, which then has to be confirmed again!**

### 5.3 Changing orders

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The screenshot displays the 'Orders' overview interface. On the left, there are filters for search, filter, and sort order. The main area shows a list of purchase orders. The order 5700002281 is circled in red, with a red arrow pointing to the version number '1.01' at the end of its ID, labeled 'Version number of the order change'. Another red arrow points to the 'Attached orders' link below it, labeled 'Link to preceding order'. The left sidebar shows a summary table of orders by date, with the 2009/10/22 entry highlighted in orange.

Date	Total	Errors
2009/11/06	1	0
2009/11/05	13	0
2009/11/04	18	0
2009/11/03	18	0
2009/11/02	14	0
2009/10/30	13	0
2009/10/29	19	0
2009/10/28	5	0
2009/10/27	15	0
2009/10/26	14	0
2009/10/23	2	0
2009/10/22	16	0
2009/10/21	7	0
2009/10/20	10	0
2009/10/19	12	0
2009/10/16	14	0
2009/10/15	11	0
2009/10/14	8	0
2009/10/13	12	0
2009/10/12	13	0
2009/10/09	18	0

Illustration 11: Changing orders in the order overview

An order change can be recognised by the version number at the end of the order number, separated by a slash. This number is assigned in ascending order, without any gaps. You can also click on "Preceding order" to view to the preceding order(s).

As a rule, when an order is changed, only the changed items are transmitted. A header change is a special case (e.g. terms and conditions of payment): In this case there are no items, so you can only accept or reject this change at header level.

### **5.3.1 Changes to orders that have not yet been edited.**

Should a change or a cancellation be sent relating to an order before it has been edited by you in the Order Hub, the items in question can only be edited in the latest version. The items are blocked for editing in the preceding version.

## **5.4 Cancellation**

If the purchasing department cancels all the items in an order change, an order change is sent without any items. If an answer is needed, you can only accept or reject the cancellation at header level. If no reply to the order is expected, you do not need to do anything.

## **5.5 Reminders, automatic acceptance or cancellation**

If an order has not been read within 3 days of it becoming available in the Order Hub, an e-mail reminder is sent to all those with user rights, asking them to read the order.

If there has still been no reply to an order 14 days after it was read, an e-mail is sent, asking for the order to be processed. If an order that has been read is then not answered within 14 days, it is automatically viewed as having been completely accepted.

Any orders that have not been read and answered after 6 months will be automatically cancelled and deleted from the platform. The users with rights will also be notified of this by e-mail.

Furthermore, the responsible purchaser will also be informed if there is no reply to the order after 28 days.







## **5.6 Other documents relating to an order**

You may be provided with more documents relating to the order. In this case another folder, "Attached documents", will be displayed. The process for opening these attachments is the same as for the orders: Open the "Attached documents" folder by clicking on the plus sign and then click on the enclosed documents to display them.









## 6 Explanation of the status symbols

In the case of both the order overview and the order items, you can see at a glance the status of the orders / items at any time. The symbols are also explained when you move the cursor over them. There are the following symbols for displaying the status of an order.

### 6.1 Status icons in the order overview

-  New order / change of order: The individuals defined by you (as set out in user management (UMS)) have been informed by e-mail of the new order. The order has not yet been read.
-  Has been read, answer needed: Confirmation that the order has been viewed by the supplier inside the platform. Though the order still has to be answered.
-  Accepted: Confirmation that the order has been accepted by the supplier inside the platform.
-  Changed: The order has been partially accepted by the supplier inside the platform.
-  Rejected: The order has been viewed and rejected by the supplier inside the platform.
-  Error: An error occurred when transmitting the order.

## 6.2 Status icons at item level

-  = Item has been read by the supplier but not yet answered
-  = New item has been accepted by the supplier
-  = The update of an item in an order change has been accepted by the supplier
-  = Cancellation of the item has been accepted by the supplier
-  = Item has been cancelled by SRM without requiring a reply
-  = Open item has been updated by SRM
-  = Item has been rejected by the supplier
-  = Item has been changed by the supplier

## 7 User Management System UMS

The User Management System (UMS) is the application on the Group Business Platform with which the User and his/her various roles and rights can be administered. This is carried out inside your company by the administrator nominated by you, known as the "Company Admin". The Company Admin has the following rights:

- creating additional users,
- updating personal details,
- resetting users' passwords,
- deleting one or more users
- disabling / enabling a user or a group
- assigning or withdrawing roles for individuals or groups

### 7.1 Settings in the UMS for online orders, non series

The distribution of roles to individual employees is important for your company. Using a screenshot we would like to illustrate the roles specifically for the area of "Online orders, non-series".



The screenshot shows the User Management (UMS) interface. At the top, it says 'User Management (UMS)' and 'Logged in as: Alex Administrator (D031500)'. Below this are tabs for 'UMS', 'User Search', and 'Personal Data'. The 'User Search' tab is active, showing a search page with fields for 'DUNS Number', 'User ID', 'First Name', 'Last Name', and 'User Status'. There are also sections for 'Select required roles' and 'Display roles'. A table below lists users with columns for 'Cost center/Supplier', 'User', 'Configuration', 'E-Mail Audi', 'E-Mail catalog', 'E-Mail SEAT', 'E-Mail VW', 'Read', and 'Write'. A red oval highlights the 'Company Admin' role in the 'E-Mail VW' column for the 'Administrator Alex' user. Another red oval highlights the 'Role descriptions' text in the 'Select required roles' section.

Cost center/Supplier	User	Configuration	E-Mail Audi	E-Mail catalog	E-Mail SEAT	E-Mail VW	Read	Write
Test-Company 99999999		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	John D031501	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Alex D031500	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Mike D031503	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Susan D031502	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Illustration 12: User Management (UMS)

The individual labelled with an **A** is the Company Admin. This person can create users and assign roles.

Now we would like to explain individually all the roles that are important for the Order Hub:

### e-mail catalogue

With this role the user gets the catalogue orders sent to him/her by e-mail. In the attachment he/she will find the order as PDF and XML files. This role can be assigned to any number of individuals defined by you inside your company.

### e-mail VW

With this role the user is informed by e-mail that there are new orders from Volkswagen AG (e.g. AZ orders) ready to download from the Group Business Platform. This may include any number of individuals defined by you inside your company.

### e-mail Audi

With this role the user is informed by e-mail that there are new orders from AUDI AG ready to download and edit from the Group Business Platform. This may include any number of individuals defined by you inside your company.

### e-mail Seat

With this role the user is informed by e-mail that there are new orders from Seat AG and VW Navarra ready to download and edit from the Group Business Platform. This may include any number of individuals defined by you inside your company.

**(NB: This role has not yet been enabled. As soon as it has you will be explicitly informed about it)**

### Read

The user can view and print out all the orders in the order overview, but cannot edit them. He/she gets *NO* information by e-mail!

### Write

In addition to the read rights, this user can carry out additional actions (e.g. edit orders) He/she gets *NO* information by e-mail!

### cXML

Should you be interested in CXML transmission, please get in touch with the catalogue team of B2B support, by calling +49 - 53 61 - 93 30 99 or by sending an e-mail to [b2bteam@VWGroupSupply.com](mailto:b2bteam@VWGroupSupply.com).

Should you have any more questions about the UMS, please contact our B2B support team directly (see next page).

## 8 Contacts

Contact persons and responsibilities

### **Volkswagen Group:**

#### Questions about orders

Please direct these to the person placing the order in each case. You will find the contact details in the original order PDF file.

*Please direct any questions concerning the answering of orders to [benefit.lieferanten@audi.de](mailto:benefit.lieferanten@audi.de) or to your contact person at AUDI AG.*

*Further questions concerning the Group Business Platform, the handling of Online Orders (Non series material) or rights and roles will be answered by the B2B support.*

#### Group Business Platform

B2B Support      Tel.: +49-(53 61)-93 30 99 (international)  
e-mail: [b2bteam@VWGroupSupply.com](mailto:b2bteam@VWGroupSupply.com)

## 9 Glossary

Term	Meaning
AZ	Auftrag Zentral (Central Order)
cXML	<u>Commerce Extensible Markup Language</u>
DO number	Catalogue order number (Direct Order)
DUNS no.	<a href="#">Data Universal Numbering System</a>
eCl@ss	<u>Institution zur Klassifizierung von Artikeln</u> (Institute for the classification of articles)
Order Hub	Order overview on the Group Business Platform
Single Sign On	One-time authentication of a user
UMS	User Management System
URL	Uniform Resource Locator
XML	Extensible Markup Language

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