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GENERAL QUESTIONS

What is V-Connect?

V-Connect is our customer portal, which simplifies communication. The web application provides a personal login for each customer. The stock can be viewed and downloaded online. Further functions such as ordering samples and delivery orders are possible via V-Connect.

How do I register a V-Connect account?

V-Connect is already available for all customers with stock at our locations in Bremen, Antwerp, Genoa and Bury St Edmunds. Further locations are constantly following. For setting up a new account, please contact v-connect@vollers.com.

What is my username?

Your username is your e-mail address.

How do I invite more colleagues to V-Connect?

There is one admin for each company account. You can see this admin in the settings at "Users". The admin is able to invite other people to V-Connect at "Users".

<https://v-connect.vollers.com/UserAccounts>

Which browser should I use?

To ensure V-Connect works properly, you can use either Chrome, Firefox, Safari or Edge. Internet Explorer is not supported.

How do I reset my password?

If you have forgotten your password, you can reset it. To do so, click on "Forgotten password" in the login mask to reset your password.

QUESTION REGARDING THE STOCK

Is the stock up to date?

The stock refreshes every 10 minutes and synchronizes with our ERP system. The last time the stock was synchronized, you can see on the time stamp in the stock overview on the bottom right.

How do I download the stock?

To download the stock as an excel sheet, just click on the button "Download" in the stock overview. The excel sheet is unfiltered in any case.



How can I see the stock for a date from the past?

This function is not available online. Please contact your contact person in the respective Vollers office.

What should I do if the stock is wrong?

If you notice any errors in the stock overview, please report them directly to your contact person in the respective Vollers office.

DELIVERY ADDRESSES AND RECIPIENTS

Where do I see all delivery addresses?

In the settings you can see the list of all your addresses in "Delivery Addresses".

<https://v-connect.vollers.com/DeliveryAddresses>

Where do these addresses come from, can everyone see them?

The addresses in your list come from all orders ever created by your company. Only your company account has these addresses in the list and no other company can view your address list.

How do I add a new delivery address?

Please contact your contact person in the respective Vollers office. We will create the new address as soon as possible and then it will be available for you online.

How do I change an address?

Please contact your contact person in the respective Vollers office. We will change the address as soon as possible and then it will be available for you online.

QUESTION REGARDING THE DELIVERY ORDERS

What is the difference between delivery orders FCA and delivery orders DAP?

- FCA:** With FCA (Free Carrier) Incoterm, the seller bears all costs and risks until the goods are loaded onto the agreed carrier. Thereafter, the buyer bears the costs and risks associated with the delivery of the goods. Vollers will not issue an invoice for the transport to you as the V-Connect user and order giver.
- DAP:** With DAP (Delivered At Place) Incoterm, the seller bears all costs and risks up to the agreed place of destination. Vollers will issue the transport invoice to you as the V-Connect user and order giver.

How do I enter a recipient?

Type the first few letters in the recipient field and a dropdown list of matching recipients will appear.

How do I add a new recipient?

Please contact your contact person in the respective Vollers office. We will create the new address as soon as possible and then it will be available for you online.

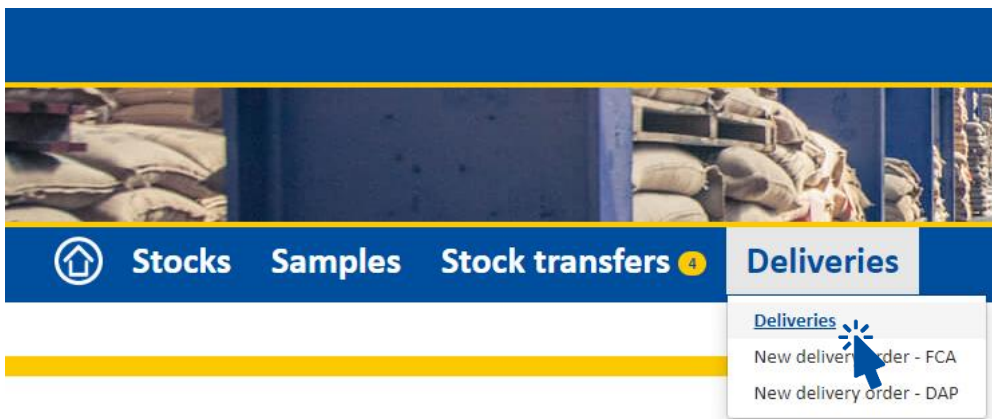
Why is a recipient missing in the dropdown list?

In the settings you can see the list of all your addresses in "Delivery Addresses". Should the address be missing there, please contact your contact person in the respective Vollers office.

<https://v-connect.vollers.com/DeliveryAddresses>

Can we review all orders once processed?

All created delivery orders can be found in the main menu at "Deliveries".



How do I cancel or change a submitted order?

After you have clicked on the "Submit order" button, the order can no longer be changed or cancelled online. However, it is of course possible to contact your contact person in the respective Vollers office to have changes made.

The order is urgent, what should I do?

If the default date is too late, send out the order with this date and ask your contact person in the respective Vollers office if an earlier date is possible. The date will be changed for you if organizationally possible.