Supplier Relationship Management FAQ

Welcome to the Veolia Waste, Water and Energy (UK and Ireland) SRM FAQ (Frequently Asked Questions). This has been compiled from feedback from our partners and we hope that it will help you over any 'speed bumps' you may encounter in the initial registration process. If you are still having a problem, additional assistance may be obtained by calling Veolia's Supply Chain team on 0203 567 2360 or sending an email to 'uki.PROACTIS-UK@veolia.com'. Please describe the issue fully and ideally include a screenshot in your email if you are able to.

Question	Answer
Question: I copied and pasted the link you sent but all it did was take me to the Proactis home page. What do I do now?	**Answer**: The simplest way to achieve this is to type the following link into your web address bar 'https://www.proactisplaza.com/SupplierPortal/?cid=veoliaplc' then type the access code you will have been sent into the 'Access Code' box in the section marked ' Have you been invited' and click 'Go'. Please under no circumstances use the 'Sign Up' section as this is for suppliers who have not been invited.
Question: I have tried both the link and the access code to get into your system but when I highlight the link it shows as blocked. I'm not sure if it's how our system is set up. What do I do?	**Answer**: First, ensure that you are using Internet Explorer version 9 or above. Proactis is also compatible with the latest versions of Safari, Foxfire and Chrome. If you are getting a message referring to anything 'blocked' you may need to check your browser/security settings on your PC or possibly the settings on your company Internet firewall to ensure that the portal web site is allowed for access. For this you will probably need the assistance of your own IT support team as we are not in a position to give you guidance on your internal network configuration.
Question: I have three separate businesses who each trade with you but have only received an invitation to register one. What about the others?	**Answer**: Please register the business for which we have sent you an invitation and advise us of the other businesses. We will send you registration details for the others in due course. Please ensure that these are separate legal trading entities (e.g. have a separate Company Registration Number).
Question: I am trying to complete the first page but it won't let me get to page 2. There is a red asterisk by the Sort Code field. What do I do now?	**Answer:** A '*' by the side of an entry box means that the information entered is either mandatory but missing or is present but in an incorrect format. Please re-enter and save again. Bank sort codes should be entered as 6 digits e.g. '601036' without any dashes or spaces. Bank account codes should be entered as 8 digits e.g. 01431819. Any non-conforming entry will likely result in a red asterisk identifying the field and an inability to save your entries. Please note that bank details are required in all cases.
Question: I am not a UK supplier and am not paid by your BACS system – do I still need to enter bank details? In any case my bank information will not fit into your boxes.	**Answer**: Yes. Bank details are a mandatory entry – You will need to enter 999999 for the sort code and 99999999 for the bank code, and enter your appropriate bank details into the 'International Bank Account' field and the 'Swift code' field.
Question: I am not CIS registered – do I still need to enter bank details?	**Answer**: Yes. The bank details are a requirement for all of our suppliers who which to receive payment by BACS. A later release of the portal will lay this out more logically such that bank details do not appear to be associated with CIS registration details.

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Question	Answer
Question: I have entered my company turnover but every time I get a red star by it and I can't save my information. How do I complete this?	**Answer:** Are you perhaps entering your turnover as e.g. £3.67? The currency symbol (in this case the '£' sign) is not required. This is also true for other international currency symbols e.g. '$', €, etc. Please remember that this box is in millions so for a turnover of e.g. 4,300,015 please enter 4.3 and for a turnover of e.g. 652,319 please enter 0.652.
Question: I keep getting a '*' by my address and can't save. What is wrong? I am in London.	**Answer:** You will need to enter London in both Town and County (whichever entry box the asterisk is against). This may also apply to other cities that are their own 'counties' e.g. Bristol, Glasgow. Correct address details (especially post code) and email details are vital to trading relationship between yourselves and Veolia (UK).
Question: I am entering our address details but I continue to get a red asterisk '*' by the Post Code box and cannot move forward. What do I do now?	**Answer**: It could be that you have a special individual post code assigned to you that is not on the regular databases or you have a rare post codes which for some reason never appears in the postcode databases. If this is the case in the first instance please contact Royal Mail for guidance and if that doesn't resolve the issue contact us as detailed at the beginning of this FAQ.
Question: I'm not happy agreeing to the Terms & Conditions without my legal team approving them – I already have T&C's in place with Veolia – why am I being asked to agree again?	**Answer**: The terms you refer to are for your use of the web site provided and hosted by our partner of choice, Proactis. They are solely intended to protect the web site and content and they do not relate or refer in any way to the Veolia Group – General Conditions of Supply which guide the trading relationship between yourself and Veolia UK and Ireland. You will not be changed for using this system.
Question: I have registered but cannot now get into the system to correct some of the information. How do I do this?	**Answer:** Please log in to the portal using the information contained in the email you will have been sent by the system when you registered. The website link is 'https://www.proactisplaza.com/SupplierPortal/?cid=veoliaplc', the user name is usually your email address, and the password will be the one you set. All of this information will be in the email you will have received after completing registration. If this does not work please use the link detailed above and follow the 'lost password' procedure. If that still does not work please contact us and we can reset your password for you.
Question: I have registered and can log into the system but can't see where I correct your reference information. How do I do this?	**Answer:** Go direct to the home page and login. There are two areas where you can amend your data, you will first need to click on your username in the top right-hand corner. Click on "Your Business". Here you will be able to amend your Company Reg, Address, What you sell, User Details and your Document Library. You can then go into the 'Customer information 'section. Click on the 'Show me' icon for 'Veolia' and then click the 'Edit'. In the 'Additional Data' tab you will see the reference fields which will be available for amendment, you will need to click the 'Save' button once complete
Question: I have received an email inviting me to complete a Trading Relationship. Once I have logged in I'm unable to find this request	**Answer:** Once you have logged in to the system you will need to click on 'Customer Requests', you will then need to click on the Blue arrow next to 'Veolia' and then click 'Respond'. At any point during this process you can save your response but this will not be sent back to Veolia until you have click 'Submit'

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Question: I had started to complete my Trading Relationship but I had to save this and come out of it. How do I get back to my answers?	**Answer:** Once you have logged in to the system you will need to click on 'Customer Requests', you will then need to click on the Blue arrow next to 'Veolia' and then click 'Respond'. All your previous answers will be saved and you can continue to complete your response
Question: I'm trying to upload documents in my Trading Relationship but I'm unable to.	**Answer**: Your document will need to be less than 3MB in size and must be saved in one of the following formats: Doc, Docx, PDF, JPG, JPeg
Question: I've received an email to advise one of my documents has expired. What do I need to do?	**Answer:** You will need to login to Proactis and upload a new in date document. Click on your username in the top right-hand corner. Then click on "Your Business". If you then click on the 'Document' tab you will then be able to add your new document.

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