

Welcome to the Veolia Environmental Services (UK) plc 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 procurement on 01902 794600 or sending an email to 'procurement@veolia.co.uk'. Please describe the issue fully and ideally include a screenshot in your email if you are able to.

<p><b>Question:</b> I received your initial email but I have not received an invitation to register. Why not?</p>	<p><b>Answer:</b> You may have already registered with another organisation or you may have given us an incorrect email address. Please check the email you gave us. If you think you may already be registered log in to Proactis (<a href="https://www.proactisplaza.com/?cid=veoliaplac">https://www.proactisplaza.com/?cid=veoliaplac</a>) and check to see if Veolia Environmental Services appears in your customer information tab.</p>
<p><b>Question:</b> I entered a product classification then pressed the 'NEXT' button and I got an error message about 'not unique ID'. What does this mean?</p>	<p><b>Answer:</b> We are aware of a technical issue in this area caused by an occasional slow server response which will be resolved by our hosting partners in due course. This can cause the error if you accidentally press the 'NEXT' button more than once while there is a small delay writing your details to the database. If you do encounter this message then your supplier details will have been updated and you will be able to log in using your Organisation ID, username = 'admin' and password = 'NEWUSER' (in upper case). You can then complete your details.</p>
<p><b>Question:</b> I entered a product classification then pressed the back button and I got an error message about 'not unique ID'. What does this mean?</p>	<p><b>Answer:</b> We are aware of a technical issue in this area which will be resolved by our hosting partners in due course, meantime please repeat the registration process avoiding using the 'Back' button on your keyboard in this area. Please also see the previous question/answer.</p>
<p><b>Question:</b> I have three separate businesses who each trade with you but have only received an invitation to register one. What about the others?</p>	<p><b>Answer:</b> If you would 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 legally separate trading entities (e.g. have a separate Company Registration Number).</p>
<p><b>Question:</b> I have registered but can not now get into the system to correct some of the information. How do I do this?</p>	<p><b>Answer:</b> 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 web site link is '<a href="https://www.proactisplaza.com/SupplierPortal/?cid=veoliaplac">https://www.proactisplaza.com/SupplierPortal/?cid=veoliaplac</a>', the Organisation ID is the one we will have sent you unless you have changed it (we advise against this) e.g. 08B01319, the login is usually 'ADMIN' unless you have changed it (we also advise against this) and the password will be the one you set. All of this information will be in the mail 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.</p>

<p><b>Question:</b> I have registered and can log into the system but can't see where I correct your reference information. How do I do this?</p>	<p><b>Answer:</b> Go direct to the home page and login and access the Administration area. Go to "Maintain your Organisation Details". Then go to the 'Customer information' Tab. Click on the 'pencil' icon for 'Veolia' and then click the 'References' tab. The reference fields will be available for amendment</p>
<p><b>Question:</b> 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?</p>	<p><b>Answer:</b> The simplest way to achieve this is to type the following link into your web browser 'https://www.proactisplaza.com/SupplierPortal/?cid=veoliaplac' then type the access code you will have been sent into the 'Access Code' box in the section marked 'Invited' and click 'Login'. <b>Please under no circumstances</b> use the 'Register/Register Now' section this is for suppliers who have not been invited.</p>
<p><b>Question:</b> 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?</p>	<p><b>Answer:</b> 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' <b>without</b> 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, not just for CIS registered suppliers.</p>
<p><b>Question:</b> 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.</p>	<p><b>Answer:</b> 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.</p>
<p><b>Question:</b> I keep getting a '*' by my address and can't save. What is wrong? I am in London.</p>	<p><b>Answer:</b> 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 VES (UK).</p>
<p><b>Question:</b> 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 its how our system is set up. What do I do?</p>	<p><b>Answer:</b> First, ensure that you are using Internet Explorer version 6 or greater (regretfully the portal is not yet qualified for another browser such as Firefox) and that you can access other web sites without problems. 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 simply not in a position to give you guidance on your internal network configuration.</p>

<p><b>Question:</b> I am trying to log in as ADMIN but I keep getting a 'User Not Recognised' error message. What do I do now?</p>	<p><b>Answer:</b> Did you change the name from ADMIN to something else during registration? If so – you need to use that user ID to log in. By the way – we advise against changing this name and recommend that you reserve it instead solely for administrative use.</p>
<p><b>Question:</b> I'm not happy agreeing to the Terms &amp; Conditions without my legal team approving them – I already have T&amp;C's in place with Veolia – why am I being asked to agree again?</p>	<p><b>Answer:</b> 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 T&amp;C's which guide the trading relationship between yourself and VES (UK).</p>
<p><b>Question:</b> I am not CIS registered – do I still need to enter bank details?</p>	<p><b>Answer:</b> Yes. The bank details are a requirement for all of our suppliers who wish 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.</p>
<p><b>Question:</b> 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.</p>	<p><b>Answer:</b> Yes. Bank details are a mandatory entry – please just enter 999999 for the sort code and 99999999 for the bank code. If your proper bank details are required you may email or fax them to us.</p>
<p><b>Question:</b> I am entering our address details but no matter what I do I get a red asterisk '*' by the Post Code box and cannot move forward. What do I do now?</p>	<p><b>Answer:</b> It could be that you have a special individual post code assigned to you that is not on the regular databases or you have one of those rare post codes which for some reason just never appears in the postcode databases. Can you be found with it on a Satellite Navigation system or do you have to give an alternate? If you do, you can normally use the alternate. If not, 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.</p>