VOLVO

TIS HELP

FOR INDEPENDENT OPERATORS

Contact
helpdoc@volvocars.com

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VOLVO

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1 INTRODUCTION

To be able to perform service and repairs in a professional, correct and timely way you need accurate technical information. Volvo Cars Technical Information Shop (TIS) provides this information together with owner's information and VIDA subscriptions. TIS is available in 15 different languages in most markets.

The URL to TIS is http://tis.volvocars.biz/tis.

1.1 TIE

TIE (Technical Information Exchange) is mentioned in several cases throughout this help document. It is a Volvo Cars system that handles discrepancy reports, certain account set ups and communications between dealerships/Independent operators, sales companies and Volvo Car Customer Service. For more important information *see chapter 1.6 Helpdesk/support on page 4*.

Use TIE in those cases that it is required.

It is only possible to access TIE when you have a valid VIDA subscription. Log in with your VIDA login credentials.

The URL to TIE is https://tie.smcp.volvocars.biz/.

NOTE

If you are an independent operator with no connection to TIE, use the Contact us link at the bottom of the page.

1.2 Account set up in TIS

Long-term independent operators (non-authorized Volvo cars dealers) should be registered by a sales company. Short-term independent operators can register themselves, *see chapter 2.2 Self-registration for independent operators on page 5*.

For problems regarding login and password, *see chapter 1.6 Helpdesk/support on page 4*.

1.3 VAT number (EU only)

A VAT number is mandatory in order to make purchases in TIS. VAT number is registered via the **Profile** page. For further information and instructions, *see chapter 6 Profile on page 16*.

NOTE

Only enter VAT number if you are registered for EEA value added tax and have a current VAT number.

1.4 Business license number (China only)

A business license number is an alphanumeric combination of alphabetic and numeric characters. It contains 18 or 15 characters. A business license number is mandatory in order to make purchases in TIS. Business license number is registered via the **Profile** page in TIS. For further information and instructions, *see chapter 6 Profile on page 16*.

1.5 Access levels

TIS has different access levels for different users. It is possible to register as either an independent operator or as a private user. To register as a non-authorized dealer/independent operator, a valid VAT number/business license number must be entered during the registration process.

The access levels are described below.

1.5.1 Non-authorised dealer/independent operator

A non-authorised dealer/independent operator is able to:

- Use self-registration at first log in.
- Order publications.
- Order VIDA subscriptions (applies in EU and EFTA countries and China only and only for users with a valid VAT number/business license number).
- Pay with a credit card.

1.5.2 End customer

An end customer is able to:

- Use self-registration at first log in.
- Order publications.
- Pay with a credit card.

1.6 Helpdesk/support

Contact channels for support issues are dependent on user type.

End customers and independent operators who does not have access to TIE should always contact the TIS Helpdesk. All contact information is accessed by clicking Contact us, at the footer in TIS. Support is only provided in English and the communication channel is email.

If TIE is accessible, use appropriate TIE template. Please make sure all your TIE reports contain:

- Your name.
- TIS user ID.
- Email address.
- The partner ID of your company.

Your inquiry cannot be processed without this information.

2 LOGIN

TIS is accessed via the login page (http://tis.volvocars.biz/tis).

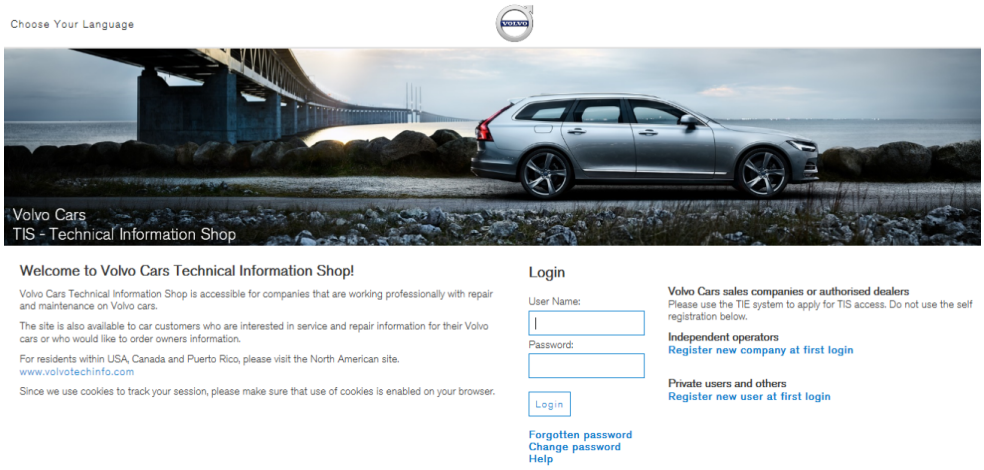

Fig. 1 TIS login page

When logged in, TIS displays the Search products page, *see chapter 4 Search products on page 9*.

2.1 Choose your language

To change language, click Choose your language in the upper left corner and select the preferred TIS language in the dropdown menu. You can also change the language in the Profile; *see chapter 6.1 Profile options on page 16*.

2.2 Self-registration for independent operators

If you are an independent operator (non-authorised Volvo dealer), click Register new company at first login on TIS login page to register as a new user.

On the Register new company page, enter the correct information in the boxes. All information with an asterisk (*) is mandatory. The user name should be between 5 and 10 characters and only contain letters and numbers. The user name and email address must be unique. Read and accept the Volvo Cars terms and conditions and then click Register.

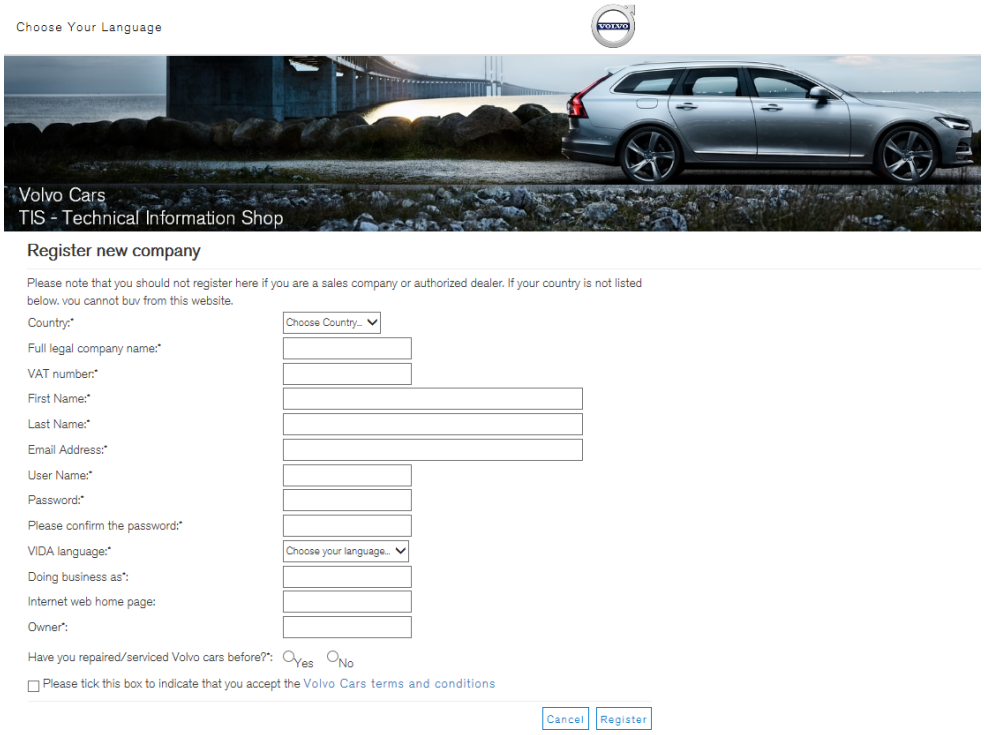

Fig. 2 Self-registration for independent operators

When the company has been successfully registered, you will automatically be redirected to the VIDA address page. Enter your VIDA address, click Save and then click Back to go to the Profile page.

2.3 Self-registration for end user

If you are an end customer, click Register new user at first login on TIS login page to register as a new user.

On the Register new user page, enter the correct information in the boxes. All information with an asterisk (*) is mandatory. The user name should be between 5 and 10 characters and only contain letters and numbers. The user name and email address must be unique. Read and accept the Volvo Cars terms and conditions and then click Register.

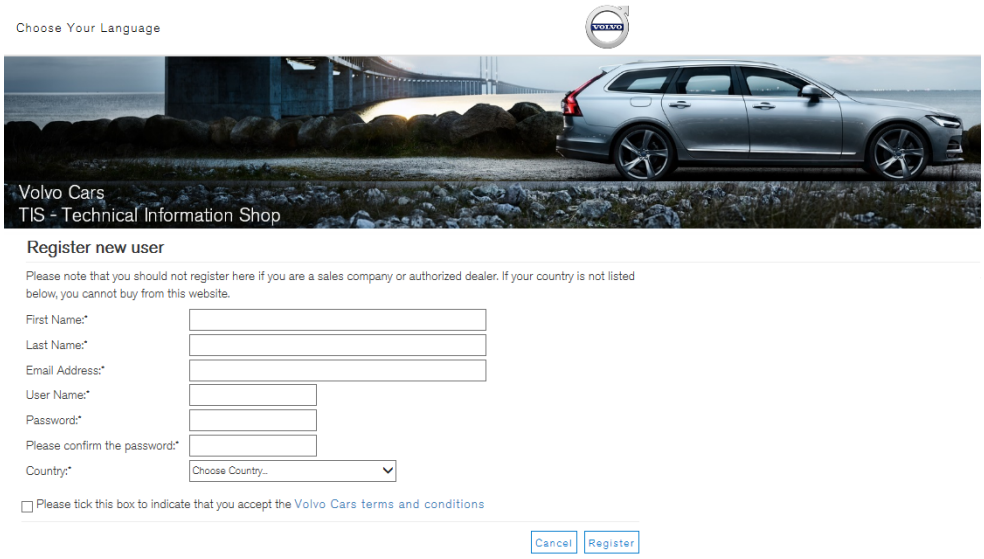

Fig. 3 Self-registration for end user

When the user has been successfully registered, you will automatically be redirected to the **Search products** page.

2.4 Forgotten username and/or password

If you do not remember your username and/or password:

1. Click Forgotten password on the login page.
2. Fill in your email address. Use the email address you have registered in TIS.
3. Click Remind me.

   → Your user name and password will be sent to your email.

2.5 Change password

It is possible to change a password on the login page. Click Change password and fill in the fields before you login.

The password can also be changed on the **Profile** page in TIS, *see chapter 6 Profile on page 16*.

The password must contain at least six letters or numbers. We recommend that you use both uppercase and lowercase letters.

3 GENERAL INFORMATION IN THE WINDOW

All the pages in TIS contain a bar at the top and black field at the bottom.

Fig. 4 The top bar

The top bar contains the main features:

- Search Products is the page where the products and subscriptions can be found.
- Product Information contains specific information about products and subscriptions is available.
- Basket is the page where orders can be administrated.

In the middle of the top bar is the logo for Volvo cars, which can be used to go to the global home page.

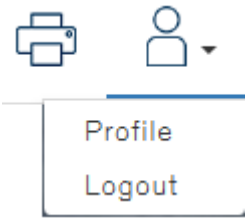

Fig. 5 Symbols for printing, profile and logging out.

To view or manage the user profile or to log out, go to the icon in the upper right corner of the top bar. For more information about Profile, *see chapter 6 Profile on page 16*. Next to the left is the Print icon.

After logging out, any item in the basket will be saved.

At the bottom of all the pages in TIS, you will find the following links:

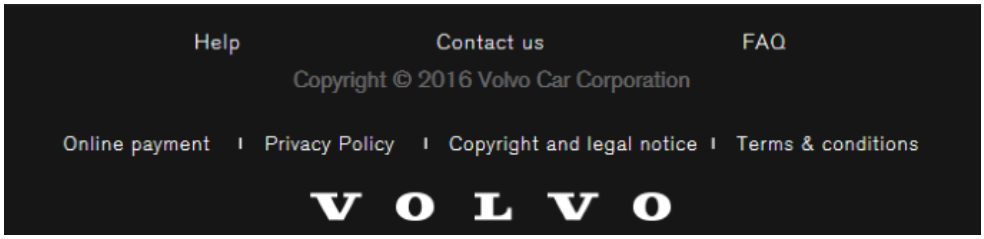

Fig. 6 The black field with links to documents

Help – Link to the Help documentation.
Contact us – Displays contact information.
FAQ – Frequently asked questions.
Online payment – Information about credit card transactions.
Privacy Policy – Information about Volvo Cars collecting information.
Copyright and legal notice – Information about copyrights and legal notice.
Terms & conditions – Information about general terms and conditions.

4 SEARCH PRODUCTS

On the Search products page, it is possible to search for available Volvo Cars information products to purchase.

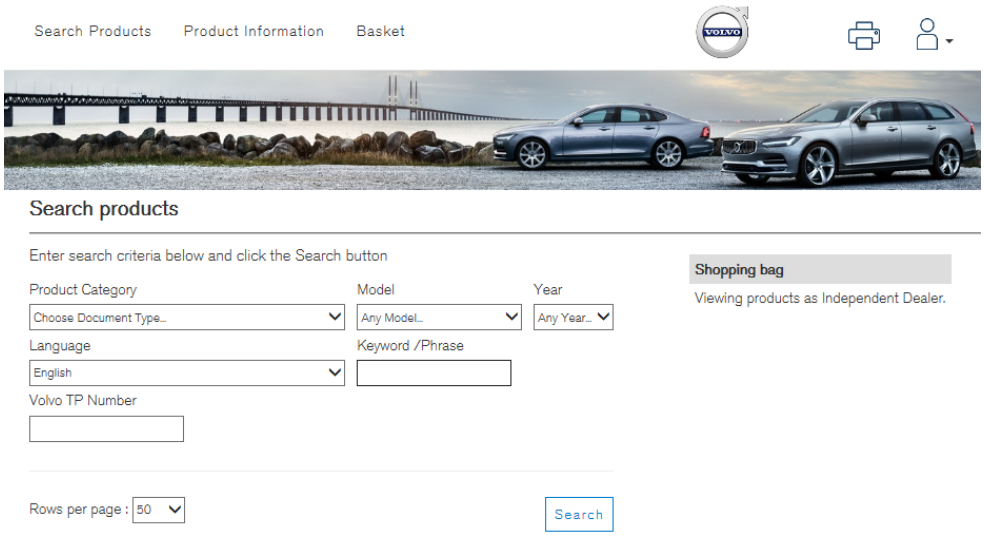

Fig. 7 The Search products page

To search for a product use the drop-down menus to choose product category, car model etc. At least one search criteria must be entered to perform a search.

The number of items in the basket is shown in the Shopping bag information box on the middle of the page.

4.1 The search results

The search result is shown in a list. If there are many results, the list will be on several pages.

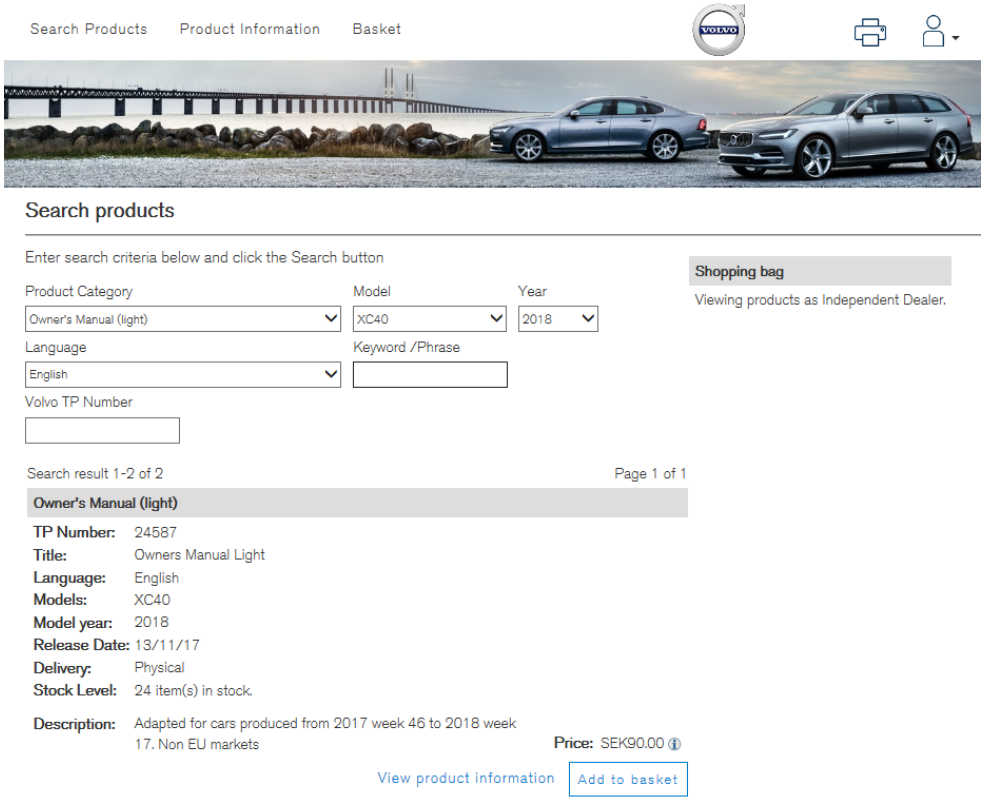

Fig. 8 Search results

TP-number is a unique number for each publication. The number is usually found on the reverse side of the publication.

Release Date shows the date when the product was released.

For more specific details about any product, click View product information.

Add a product to basket

When the correct product is located, add it to the basket by clicking Add to basket. The product is now placed in the basket. An extra item can be added by clicking Add to basket once more. Extra items can also be added to the basket by changing digit in the Quantity field on the Basket page, *see chapter 5 Basket on page 11*.

NOTE

After adding products to the basket from one search result, another search can be performed to find and add other products.

When all of the products that you would like to purchase have been placed in the basket, continue to the Basket page.

You can either manage the order in the Shopping bag on the Search product page, or reach the Basket from the top bar.

5 BASKET

In the basket, it is possible to:

- Change quantity of the items. Click Recalculate to view the total purchase amount. This confirms the change and gives the new total purchase amount.
- Remove products.
- Empty the basket.
- Proceed to checkout.

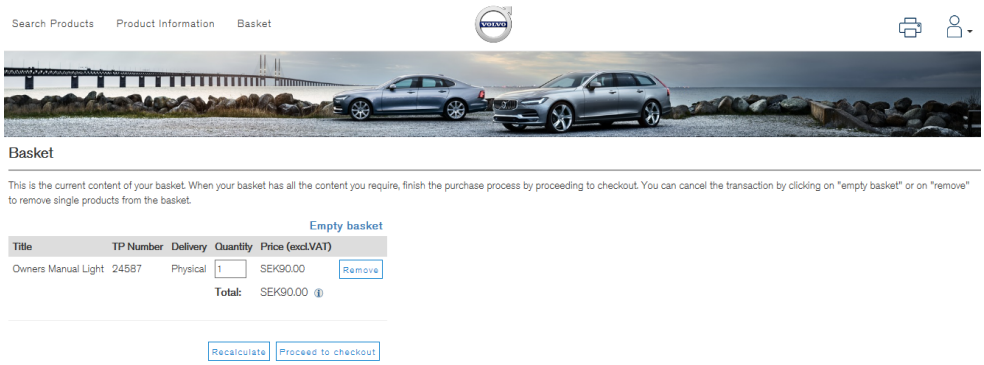

Fig. 9 Basket

NOTE

If you order VIDA, you must confirm that you have read and agreed to the VIDA license agreement before you can proceed to checkout.

Currency

If you hold the cursor over the information symbol ⓘ, you will get the conversion of the product's price in 11 different currencies.

The actual currency that you will pay in will be shown in the basket. The currency that is used is fixed and cannot be changed.

5.1 Purchase

5.1.1 Check out

When you have put everything you need in the basket, click Proceed to checkout.

5.1.2 Delivery address and shipping options

Choose which address you would like to have the products delivered to. You can use an existing delivery address by ticking the checkbox next to the address or add a new delivery address, if necessary, by clicking Add address. If adding a new address, all information with an asterisk (*) is mandatory.

Depending on product, different freight methods can be chosen. Your available freight methods, including charges and estimated delivery time for each freight method are displayed. Select a freight method by marking the preferred alternative.

If the order weighs more than 26 kg, you will be contacted to arrange the optimal freight method. This freight will be billed separately.

Use the Notes area to write any comments or notes to be included with the order. These notes are purely for your own use, no messages or comments can be sent to Volvo Cars. This field may be left blank.

Continue by clicking Proceed.

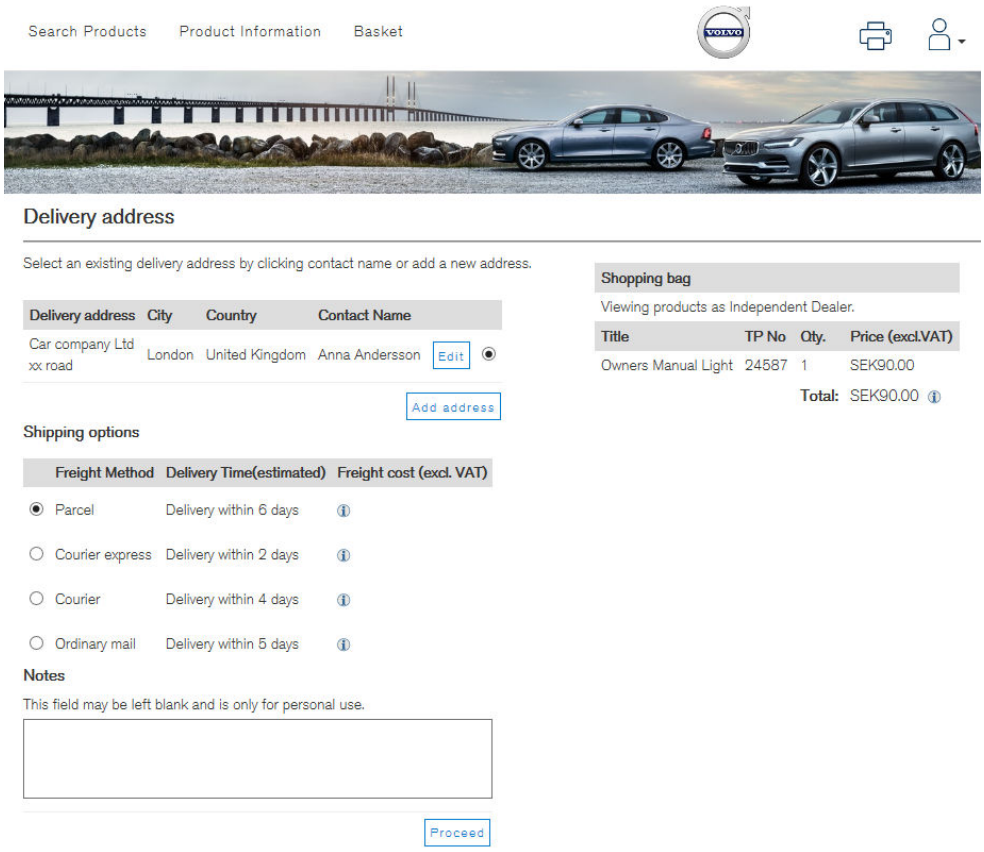

Fig. 10 Basket

5.1.3 Order overview

The final step of the purchase process is displayed. Please review all the information about your purchase. When everything is correct, click Confirm order.

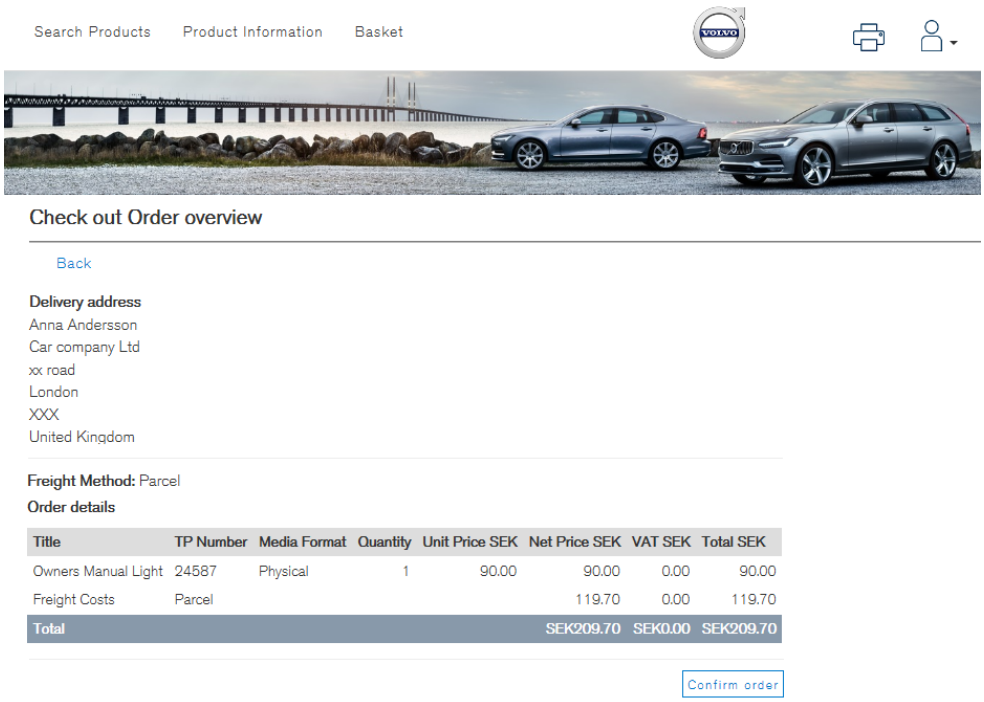

Fig. 11 Order overview

5.1.4 Payment by credit card

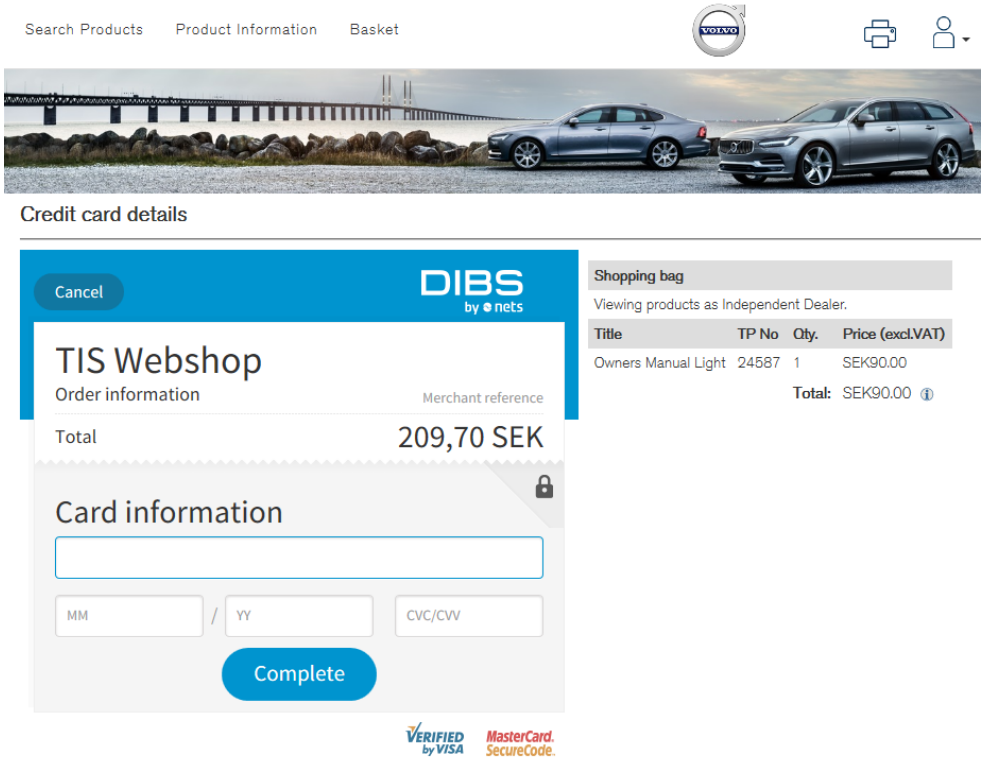

Fig. 12 Credit card details

To pay the order, enter the following credit card details:

1. **Credit Card Number** - Enter the 16-digit number on the credit card. Enter it with only digits, no spaces or other characters. The credit card number is on the front of the card.

   NOTE

   Enter the credit card number without spaces or other characters.

2. **Expiry Date** - The information about the expiration date (month and year) is on the front of the credit card. This date may also be called "Good thru" or "Valid thru" on the credit card.
3. **Security Code** - This is **not** your PIN code! Your Security Code is a 3-digit number found on the back of your card, often written on the right-hand side over the signature strip, see the figure below.

Fig. 13 Credit card number and security code

4. Click Proceed when all details are filled in.

   → A billing overview page will display.
5. Click Proceed to continue.

5.1.5 Order confirmation

The order is now completed. The information products that have been ordered will be delivered in accordance with your choice of delivery method. Your purchase ID is shown in the middle of the page. It is possible to generate a printer-friendly copy.

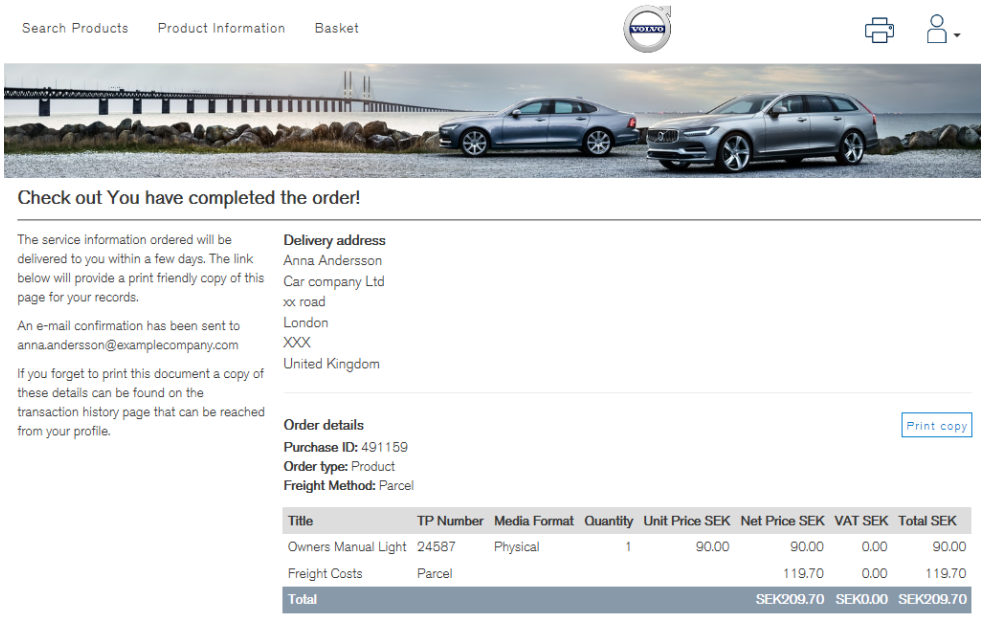

Fig. 14 Order completed

An order confirmation will be sent to you by email. It is not possible to reply to the order confirmation address. For information about contacts, *see chapter 1.6 Helpdesk/support on page 4*.

If you would like to place another order, click Search products in the top bar and redo the ordering procedure as described from *chapter 4 Search products on page 9*.

5.1.6 Order details for VIDA

When VIDA has been ordered, there will be a key code on the invoice. The key code provides information about the order:

- The first letter indicates the order type: N (New), U (Upgrade) or R (Renewal).
- The second letter and one to three digits indicate the duration of VIDA subscription: H1, D1, D30, D90 or D365.
- The next four letters are VIDA, indicating that VIDA has been ordered.
- The next number indicates the actual number of licenses ordered.
- The rest of the key code indicates which packages have been ordered. D (Diagnostic Workflow) +SW (Software Download).

ND30VIDA2DSW is an example of a key code. It is explained below.

N	D30	VIDA	2	DSW
This is a new order.	The duration of the VIDA subscription is 30 days.	VIDA ordered.	2 licenses ordered.	This order includes the packages D and SW (see explanation above).

If you hold the cursor over the information symbol ⓘ, you will get information about the VIDA subscription ordered.

6 PROFILE

To go to the Profile page use the icon in the upper-right corner in the top bar. Here you can view and edit user's name, email address etc.

Click the Update user button after editing.

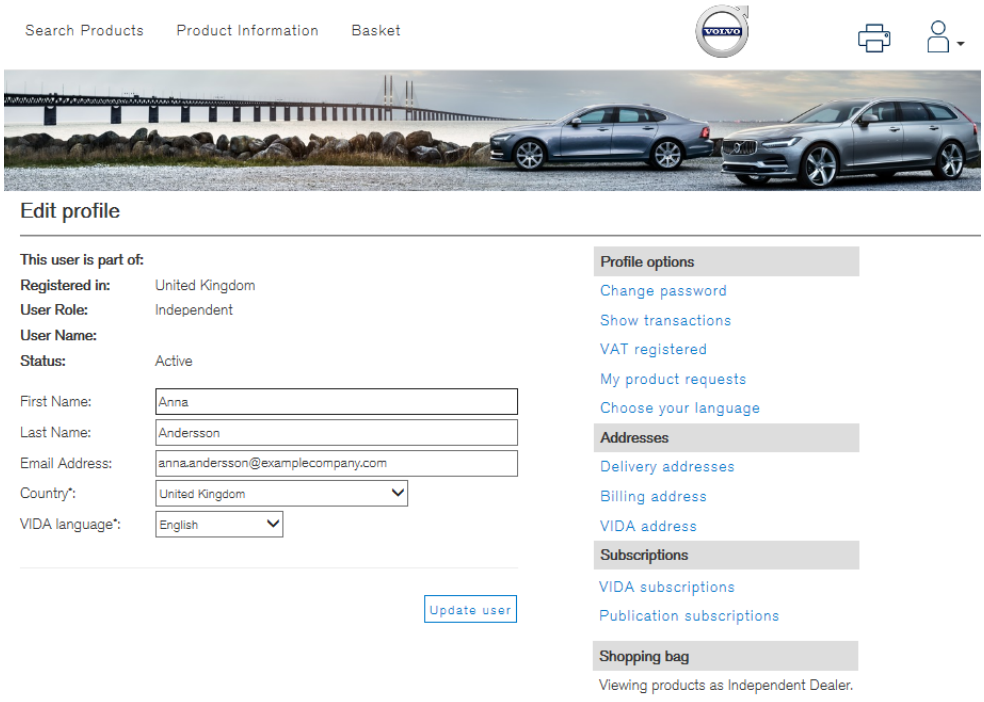

Fig. 15 Profile page

On the right-hand menu, you can manage/view Profile options, Addresses, Subscriptions and Shopping bag.

6.1 Profile options

- Click Change password to change login password. For more information about passwords, *see chapter 2.5 Change password on page 7*.
- Click Show transactions to check all completed transactions in TIS.
- Click VAT registered/Business license number to edit your number. Enter the number with only capital letters and numbers, with no spaces or other characters.
- Click My product requests to list products that you have previously expressed an interest in and that are not yet in stock. You will receive an email when your requested information product is available for purchase.
- Click Choose your language and select preferred TIS language by clicking a flag.

NOTE

Only enter VAT number if you are registered for EEA value added tax and have a current VAT number (EU only).

Addresses

- Click Delivery addresses to change the product delivery address. You must provide a delivery address because of the sales taxes in different countries.
- Click Billing address to add or change any details of the billing address.
- VIDA address - this information is transferred from TIS to VIDA Admin. It is not possible to edit the VIDA address in TIS, it must be done in VIDA Admin.

  It is not possible to order VIDA without a VIDA address.

NOTE

The menu item VIDA address is only shown after a VAT number/business license number has been entered.

6.2 VIDA subscriptions

Click VIDA subscriptions to show your VIDA subscriptions. Those who are authorized to buy and modify VIDA can upgrade VIDA subscriptions here.

NOTE

A VIDA subscription is only shown when it has been purchased and activated according to the subscription's welcome email.

6.3 Shopping bag

Shopping bag displays the user's product access level. It also shows the content of the shopping bag and things related to it, such as quantity and price.

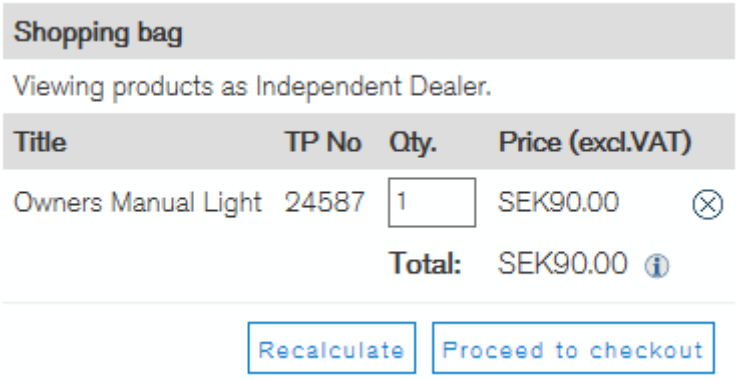

Fig. 16 Shopping bag

7 PRODUCT INFORMATION

The Product information page provides descriptions, specifications and other related information about the different product categories.

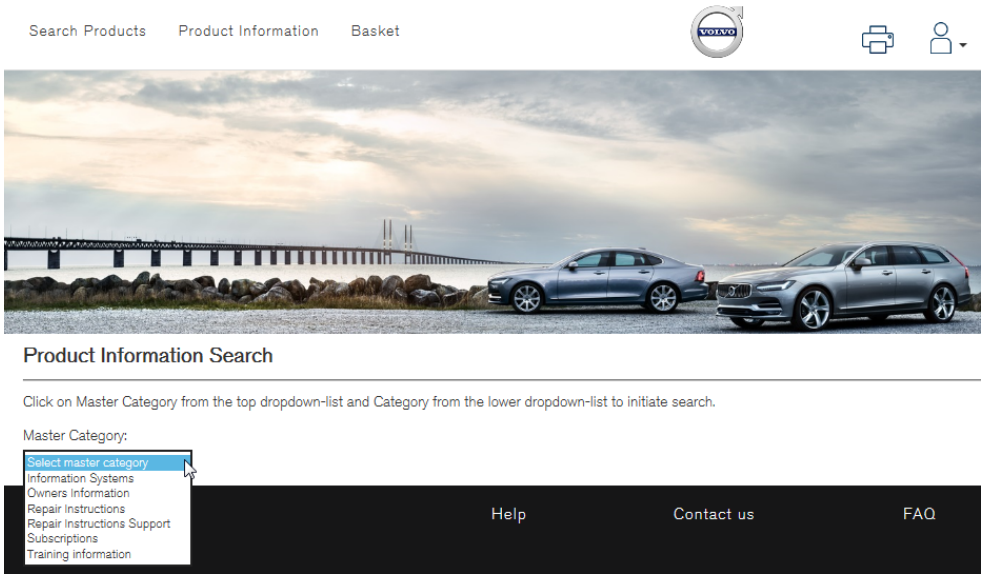

Fig. 17 Product Information page

Any questions about the information on this page are handled via TIE.
For further information, *see chapter 1.6 Helpdesk/support on page 4*.

8 TYPE CASE DESCRIPTIONS

8.1 Order an owner's manual

1. Start with a search on the Search products page.

   Choose:

   - Owner's Manual in the Product Category
   - Model
   - Language for the publication, etc.

2. Click Search when you have entered as many search criteria as possible.

   → The search result is shown in a list.

3. Click Add to basket for the owner's manual you would like to order.

   If the owner's manual is out of stock, click Product request to be informed when the item is available again.

4. Go to the basket by clicking Basket in the top bar, or stay on the current page to manage the order in the shopping bag to the right.

5. If you would like to order extra copies, change the number in the Quantity box.

6. Click Proceed to checkout if you do not plan to order anything else.

7. Choose delivery address by ticking the checkbox next to the address or add a new address.

8. Choose preferred shipping option by marking the preferred alternative, and then click Proceed.

9. Review all the information about your purchase. When everything is correct click Confirm order.

10. Fill in your credit card details, *see chapter 5.1.4 Payment by credit card on page 13* and click Proceed.

11. The order is now completed. An order confirmation will be sent to you by email. It is also possible to generate a printer friendly copy of the order.

12. Click Logout to end the session or go back to the Search products page and repeat this procedure if you would like to place another order.

8.2 Order VIDA

To order VIDA, you must first enter a VIDA address, *see chapter 6 Profile on page 16*.

NOTE

The menu item VIDA address is only shown after a VAT number/business license number has been entered.

1. Go to the Search products page and select VIDA in the Product Category, or enter VIDA in the field for Keyword /Phrase.

2. Click Search.

   → The search results are shown in a list.

3. Click Configure subscription.

4. Choose VIDA in the drop down list and click Start.

5.
   - Add the number of licenses required.
   - Choose a duration for the subscription.
   - Under Optional packages, select VIDA and click Add.
   - Proceed by clicking Calculate price.

   → You can see the total price of the VIDA subscription that you have chosen.
6. Click Proceed.

   → An overview the selected product is displayed.
7. Click Add to basket.
8. Go to the Basket.

   → You can see the total price for this invoice period.
9. Click and read the VIDA license agreement before clicking Proceed to checkout.

Continue in the same way as for ordering an owner's manual, *see chapter 8.1 Order an owner's manual on page 19* step 7.

When VIDA has been ordered, there will be a key code on the invoice. The key code provides information about the order, *see chapter 5.1.6 Order details for VIDA on page 15*.

8.3 Update a VIDA subscription

1. Log in to TIS.
2. Open the **Profile** page.
3. Click VIDA subscriptions in the **Subscriptions** menu category.
4. Click Edit.
5. Edit the subscription. To extend the subscription select duration from the drop down menu.

   NOTE

   A VIDA subscription is only shown when it has been purchased and activated according to the subscription's welcome email.
6. To continue, click Calculate Price.

   → You can see the total price of the VIDA subscription upgrade that you have chosen.

Continue in the same way as for order VIDA, *see chapter 8.2 Order VIDA on page 19* step 6.

8.4 Find a transaction

1. Go to Profile to find information about transactions.
2. Enter the dates, invoice number (you have to add "00" before the number) or other search criteria. Choose the transaction status you want to search in. Click Search.

   → The results are shown in a list. View the transaction by clicking its number in the Transaction No. column. The information for the transaction is shown.

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