VEOLIA SUBCONTRACTOR HUB

User Guide v1.1

March 2018

SUB CONTRACTOR HUB

- Manage your compliance documents
- Manage the services you provide
- Upload invoices
- Upload weight tickets

Veolia Subcontractor Hub

1.   Introduction

This document is intended to provide assistance in using the Veolia Subcontractor Hub. It should help guide you through the process of logging in and using the different features in the system.

2.   Logging In

The URL for the Veolia Subcontractor Hub is https://subcontractorhub.veolia.co.uk.

You will receive an onboarding invitation Email from the Veolia Sub Contractor team. Follow the instructions in the Email. Click the link provided and you will be asked to create a password. Having created a password, login to the website as follows.

To log in, enter your Email address in the box provided along with your password then click the LOG IN button.

If you have forgotten your password at any time you can click the Reset your password link and you will be asked to enter your registered Email address to be sent a new password.

3.   First Login

The first time you login to the Subcontractor Hub you will be asked to go through a series of pages and check the data and confirm your acceptance. This will be the data setup by the Veolia Sub Contractor team prior to sending your invitation to join the site. It is important that you check the information and correct anything that's not right. There is a useful video that will take you through the process of registration on Youtube at the following URL: https://youtu.be/dJCmpjJuA-E

3.1 Company Information

Check all the information is correct, click the 'Accept Company Information' checkbox and then click ACCEPT AND CONTINUE.

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3.2 Contacts

Check that the additional contact details in the system are correct. If you wish to add another contact, click the '+' button. You can assign a contact to a certain job role such as Sales, Purchasing, Duty of Care (Doc). In the future notifications about actions needed on the hub will be sent to those departmental contacts as well as the primary contact. When you are happy click the 'Accept Contact Information' checkbox and then click ACCEPT AND CONTINUE.

3.3 Compliance

You can view the Compliance documents that have been uploaded to the hub by clicking the download icon on the right of each document line. You can add a new document by selecting the Compliance Type, choosing a file from your computer that is in PDF format, entering it's Expiry Date, adding any additional information, then clicking Upload. The document will then be sent to the Veolia Sub Contractor team for review.

To accept the documents, check the 'Check to Accept' checkbox to the left of each document line, then click ACCEPT AND CONTINUE.

Check To Accept	Public Liablity Insurance (PLI)	Expiry Date	Additional Information	Action
☐	Public and Employers Liability insurance 14th November 2018.pdf	14/11/2018		⬇

Check To Accept	Waste Carriers Licence (WCL)	Expiry Date	Additional Information	Action
☐	Waste Carriers Licence EXP 09.05.2019.pdf	09/05/2019		⬇

Click the checkboxes for each compliance document to accept the compliance information before clicking Accept and Continue

BACK   ACCEPT AND CONTINUE

3.4 Service Coverage

This page shows the postcodes that you have indicated you provide services in. Similar to previous screens you can check to select individual lines or click the checkbox in the header to select all lines, then click the ACCEPT AND CONTINUE button at the bottom. You can add additional postcodes in the box provided (you only need to add the first section of a postcode such SO19 or AB2) at the top and click Save. You can delete any postcodes that are not applicable by clicking the Delete icon on the relevant line. You can advise Veolia of the location of your depots by clicking the Manage Depot button. You will then be presented with a screen where you can add a depot name, address and postcode of the depot. This helps Veolia establish where suppliers depots are in relation to their customers.

Post Code

[   ]   SAVE

Enter new postcode area such as PO or postcode sector such as SO19

MANAGE DEPOT

☐ Check To Accept	PostCode	Action
☐	PE30	✏ Edit 🗑 Delete

Click the checkboxes for each postcode to accept the postcode information before clicking Accept and Continue

BACK   ACCEPT AND CONTINUE

3.5 Price Matrix

This page will show the price matrix (rate card) or multiple rate cards if you have more than one (for example different prices applying in different areas of the country, or for specific customers.

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The first step is to view each price matrix by click the Price Matrix link on the appropriate line as shown below:

You will now see the price matrix. You select individual lines on the price matrix or select all by clicking the checkbox in the header, then click the dropdown under bulk operation, select Accept Selected, then click SUBMIT. Then click Back to return to the page above, then click ACCEPT to progress to the next section of the registration process. You can add a line to the price matrix by clicking the Add Price Matrix button. You will then be prompted to complete a form to add a new line, click Submit when complete.

Managing Rate Card Exceptions

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It is possible to exclude certain waste types from certain postcodes. For example you may offer glass collection services in the postcode area SO,but not in the postcode area PO. To create an exception, click the MANAGE EXCEPTION button.

You will see all the postcodes you provide services in and the waste types based on your rates cards. To deselect a particular waste type from a particular postcode, find the appropriate postcode, then untick the checkbox for the appropriate waste type on that line. In the example below, glass and green waste have been deselected from the postcode area PO.

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After accepting the ratecard and clicking the back button, repeat the process if there are more than one price matrixes. Finally click the ACCEPT button to progress to the next stage.

Now click PROCEED TO TERMS & CONDITIONS.

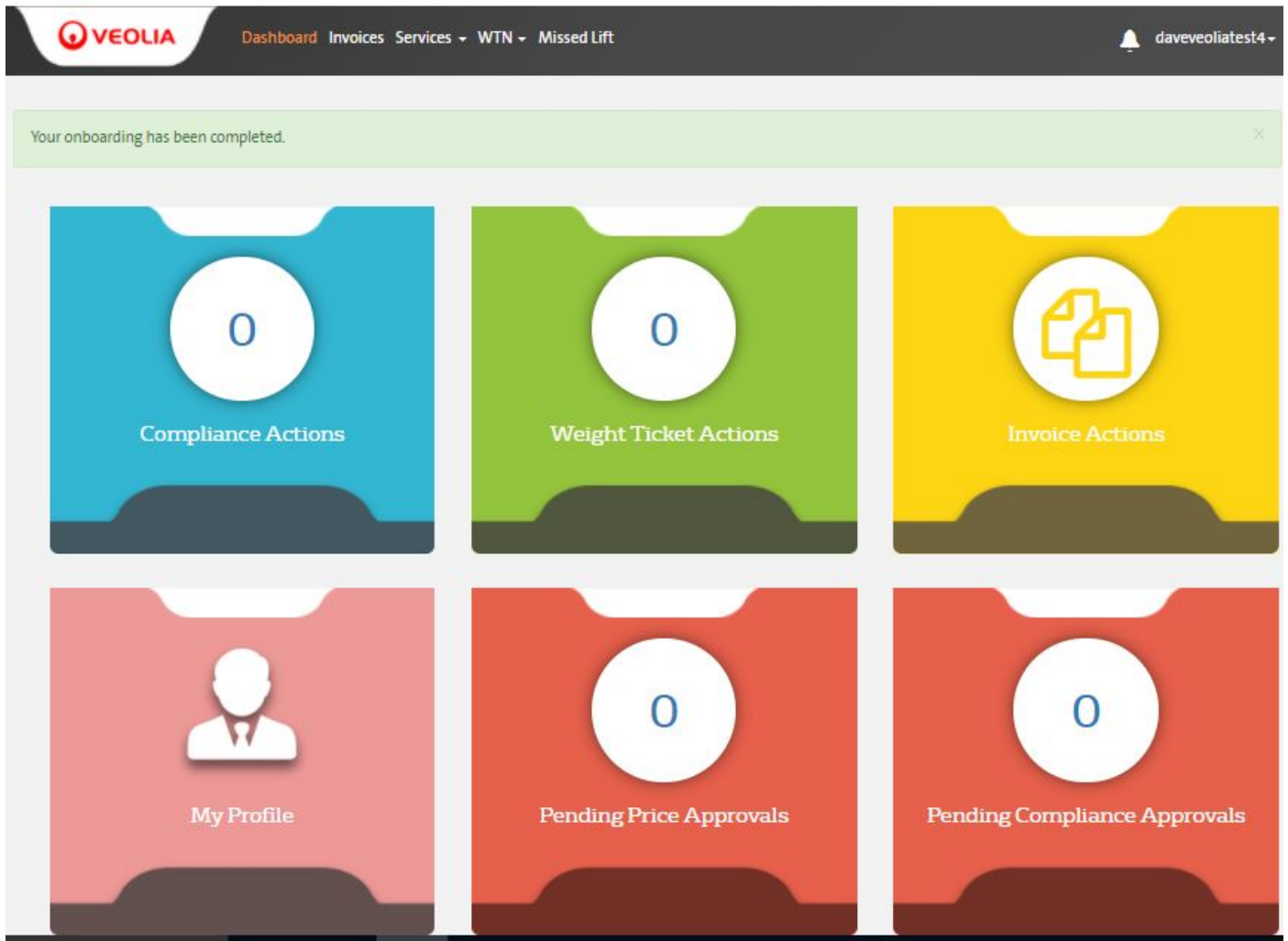You will now be prompted to read the website Terms & Conditions and Privacy Policy and click the checkbox before clicking 'I ACCEPT' to complete the registration process.
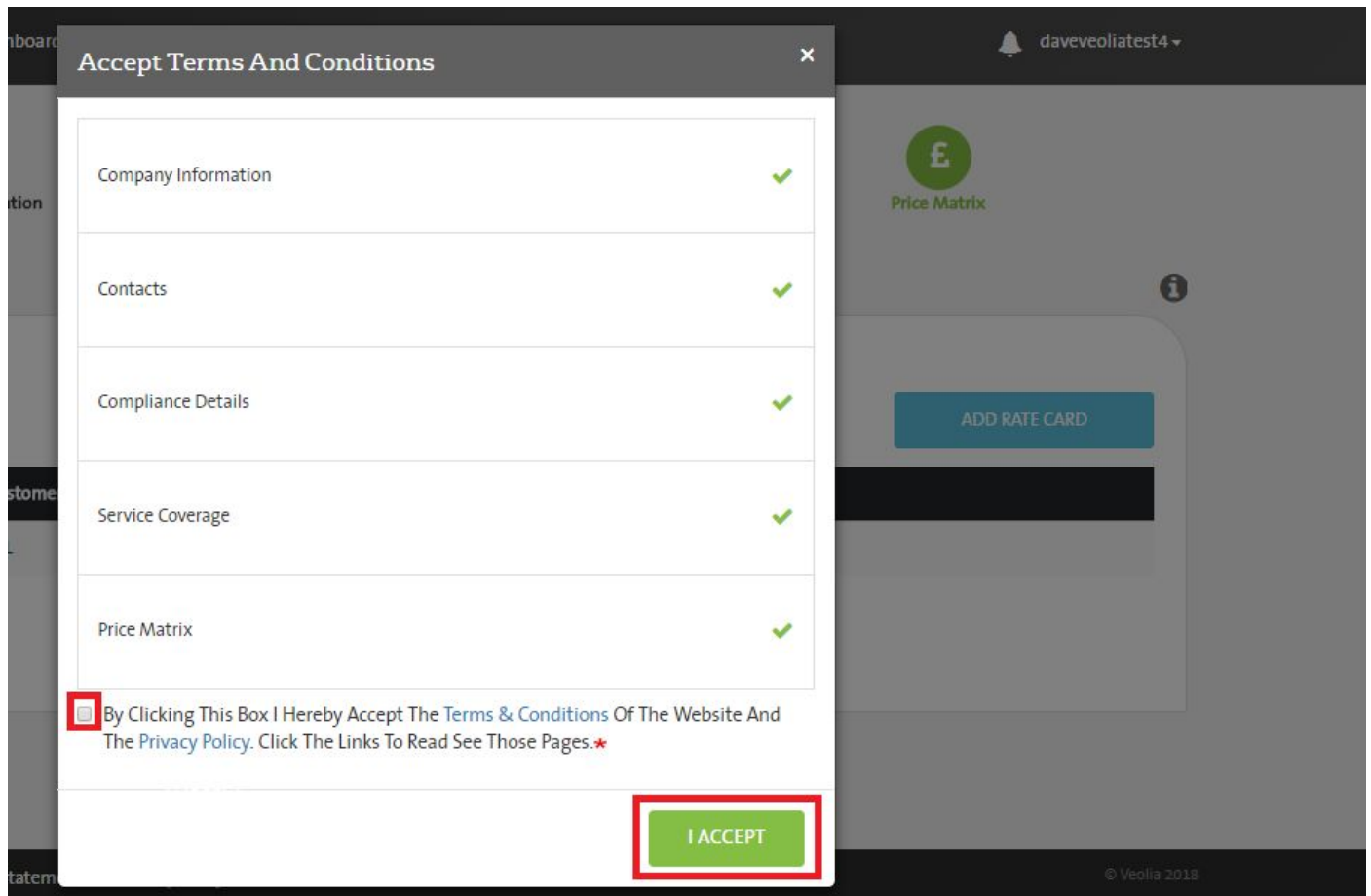
4.   Dashboard

Once you have completed the registration process, you will be taken to the Dashboard page and you can use all the features of the system available to you.

This page will show you if you have any actions that need addressing such as expiring or expired compliance documents, missing weight tickets and any pending approvals. Pending approvals are where you are waiting for the Veolia admin team to review updated prices and newly uploaded compliance documents for example. If you see a number in any of the boxes, click on it and it will take you to the appropriate page for action.

You can also navigate to the to the other pages you have access to such as Invoices, Services, WTN and Missed Lift. These pages will be described in more detail below.
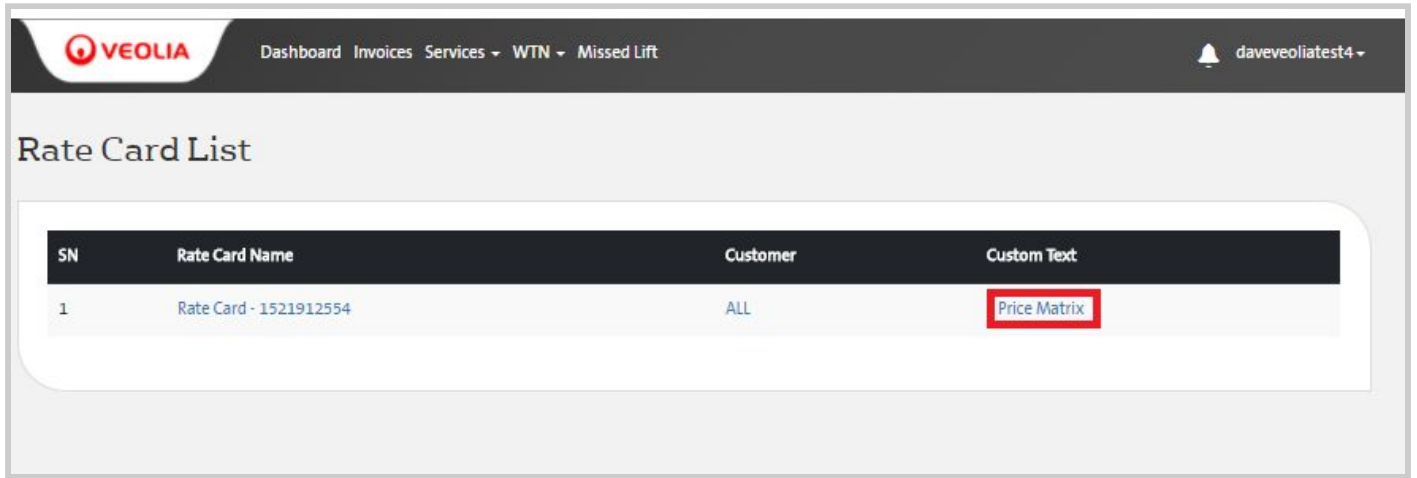
5.   Services

5.1 Rate Card

From the Services menu you select 'Rate Card'. This page shows the rate cards for all the services you provide to Veolia. There may be multiple rate cards as you may have different prices

for different regions of the country, or for specific customers. To view a rate card, click on the 'Price Matrix' link on the line of the rate card you want to view.

You will now see the details of that rate card. Prices are generally reviewed and updated once a year in Jan/Feb. During this period the rates can be modified via the Rate Card section under 'My Profile' as described earlier in the registration process. As the rate card process is quite complicated due to the many options that can be applied there will be a short video available soon that will demonstrate how to complete this process.

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5.2 Weight Tickets

This page will present you with any weight tickets that need updating. Enter the in Kilos (kg) for each line and then click Update to submit them.

5.3 Postcodes

This page shows all the postcodes that you have advised Veolia that you provide services in. We use this information in our smart search when looking for a subcontractor to provide a service in a particular area, so it's important that the data is correct and up to date. If you provide services in a new area, be sure to update the postcodes here so that you will come up in our search for potential suppliers to assist us with a service request.

Like the Rate Card page described earlier, postcodes can be modified and added to via the 'My Profile' page. Refer to the Services Coverage section.
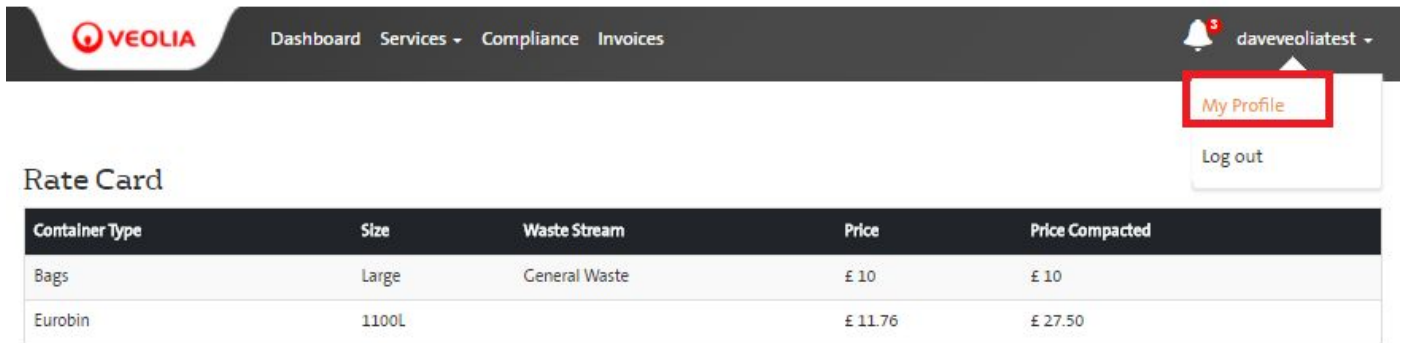

On this page you can edit postcodes, delete them and add new ones via the box provided at the top of the table. Any changes will go to the Veolia admin team for review. You only need to add

the first part of a postcode such as 'SO' or to be more precise you can add the postcode area such as 'SO19'.

6. Compliance

One of the most important features of the system is to help you manage your compliance documents. This page will show all the compliance documents you have recorded and their expiry dates. You can access this page via the My Profile link under your Username.

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Then select Compliance Details. You will see all the compliance documents that are uploaded to the system. You can see the Expiry data. You will receive an Email notification one month before your document is due to expire and another notification once it has expired. You can add your new compliance documents in the section at the top of the page. Select the compliance type, upload the document, enter it's expiry date then click UPLOAD.

7.   Invoices

In the Subcontractor Hub there is the option to upload invoices. When you upload an invoice it will be automatically forwarded to our Accounts Payable department for onward processing. You would then have easy access to any invoices uploaded from within the Subcontractor Hub. In the future we hope to be able to show the status of those invoices, such as being processed, approved for payment, paid etc.

To upload an invoice, click on the Add Invoice button. You then complete the form shown below with the invoices details and click SAVE.

You will see any invoices you have uploaded on the Invoices page. You can view an invoice by clicking the eye icon and download by clicking the download icon.

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8. WTN

Under the WTN main menu option you will see My WTN and WTN Schedule.

8.1 My WTN

The My WTN page will simply show you the Waste Transfer Note that is applicable to all the services you provide for Veolia. You have the option to view the Waste Transfer Note.

8.2 WTN Schedule

The WTN Schedule page show all the sites that you are contracted to collect from on Veolia's behalf. If you have a lot of services you can search by Site Name or Site Postcode in the search boxes provided.

9.   Missed Lift

The missed lift section allows you to report any lifts you have missed to Veolia. This is extremely useful for our admin team so they can make arrangements to reschedule the collection. It will also assist with invoice reconciliation. To report a missed lift, first click the ADD MISSED LIFT button.
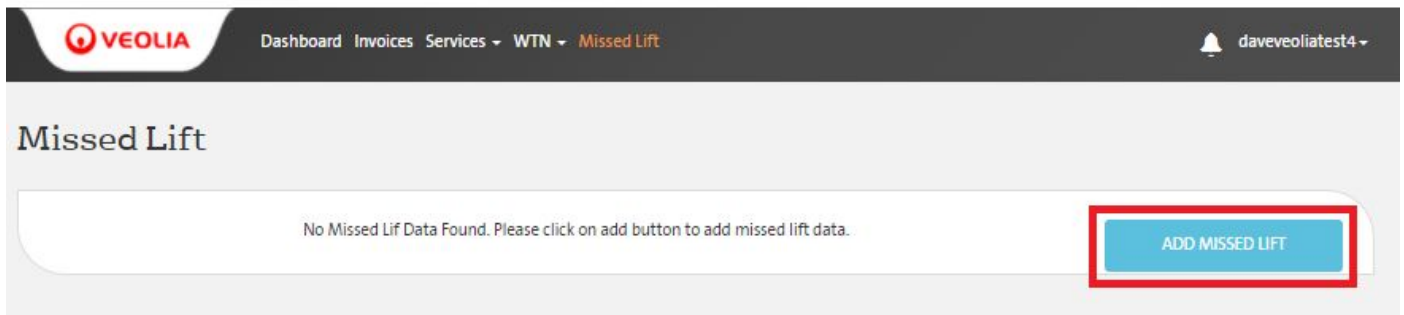
Now you can complete the form with details of the missed lift. First select the site where the lift was missed from the dropdown. The select the reason for the missed lift. In the Subject field enter 'Missed Lift'. Then enter some details in the Description field. Finally select the date of the missed lift and click SAVE.

You will now have a record of any missed lifts that you have informed Veolia about in your Missed Lift page.

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10. My Profile

The My Profile page is accessed via the drop down menu under your name, top right of the screen.
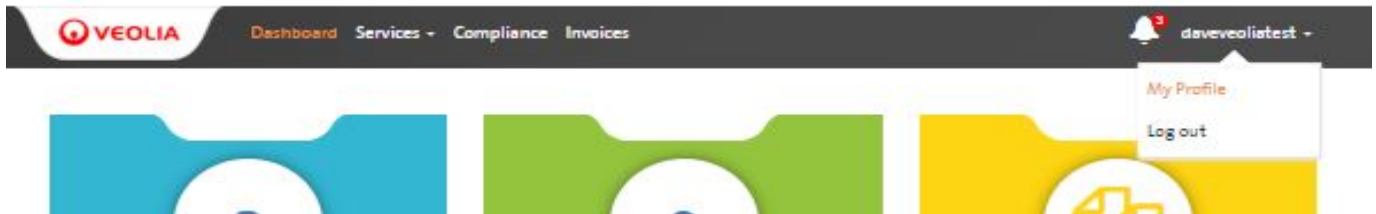
Here you will find the pages containing the data stored about your company, such as company information, contact details and telephone number. In addition you can also see the compliance, pricing and service coverage information held. You may edit certain information and any changes made, once saved, will be sent to Veolia for review. In this section you can also change your account password. To make any changes, first click the EDIT button at the bottom of the relevant screen.

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Ⓥ VEOLIA   Dashboard   Services ▾   Compliance   Invoices   🔔³ daveveoliatest ▾

ⓘ Company Information	**📞** Contacts	**◉** Compliance Details	**£** Price Matrix	**⚙** Services Coverage

Company Name★

DB Waste

Vendor Number★

1274474747

Password

Password strength:

Mobile★

07803613638

Operational Restrictions

Secondary Email Address

Registered Company Name

DB Waste

Email Address★

daveveoliatest@gmail.com

Current Password

Confirm Password

Passwords match:

Payment Terms

Blanket PO

WIMS ID★

12345

[EDIT]

11. Notifications

From time to time you will receive notifications from the Subcontractor Hub. These will be sent to the account owners Email address and can also be viewed via the notifications bell icon at the top of the screen.
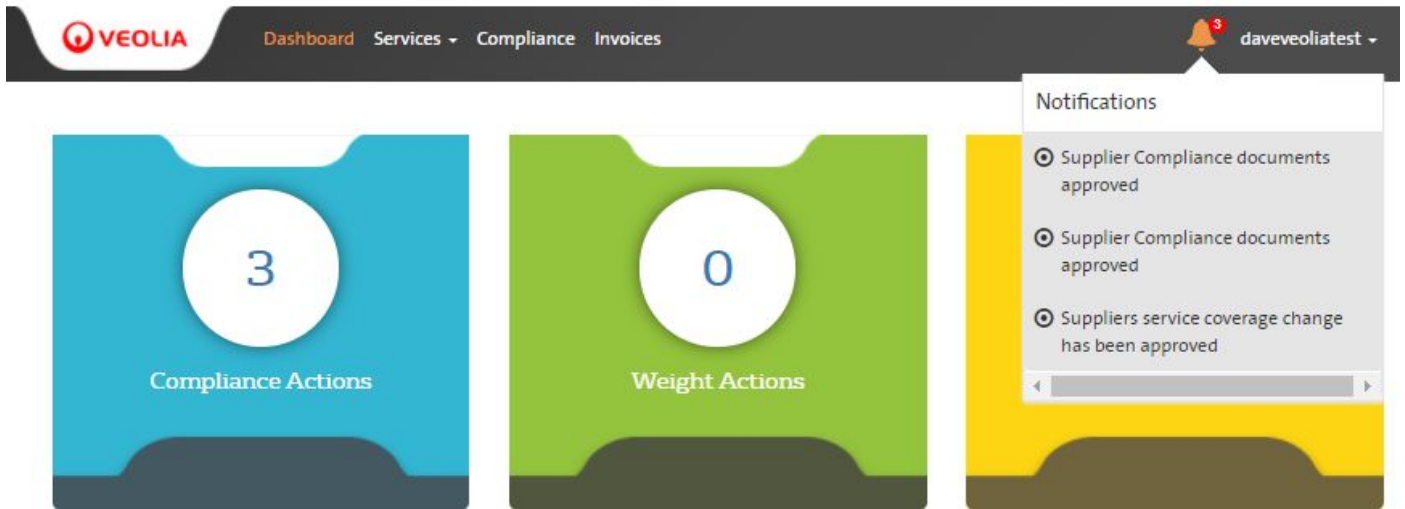
These notifications will advise you what action has been taken by Veolia such as approving compliance documents and service coverage changes. They will also advise you if compliance documents have expired or if weight ticket information needs to be uploaded, for example.

12. Service Requests via Email

In April we will be releasing an update to the Subcontractor Hub and you will start to receive service request via Email to your primary Email address in the system. Our admin team will be able to generate an Email template detailing the job we would like performed and you will have the option to respond to that request within the Email received. In the Email you will see two links, 'Approve' and 'Deny'. If you are able to accept the job click 'Approve' if you are unable to, then click 'Deny'.

Service Request from Veolia UK - Reference Number 02631813

Supplier Hub <uk.veolia.waste.subcontract-compliance.mailbox@veolia.com>
to me ▾

Dear Veolia Manchester Depot,

Please can you assist us with a customer we have located in postcode area XX11.

The service required is as follows:

Waste Stream : General Waste
Container Type : Eurobin
Size : 660L
Reference Number :02631813

Please confirm your acceptance by email.

Approve Deny

Regards,

After clicking 'Approve' an Email reply template will open and you can add comments between the brackets [] as indicated.

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Approval Response – Reference Number:02631813

supplierhub2017@gmail.com, Bcc: workflow@bslveolia.co.uk

Approval Response – Reference Number:02631813

Instructions:
1. To add comments, type them between the brackets in the comments section below.
2. Please do not remove or modify any other text
3. Send the email to complete your action

*Comments=[]

*Reference Number=[02631813 MzI0]

*status=[A]

Similarly if you click 'Deny' you have an opportunity to add comments between the brackets [] in the Email reply template that appears.