

VVI – Viewing Vendor Invoices

This tool allows you to see your account with Volvo. We ask that you use this site first before contacting us directly.

Here are some tips to help you with your account:

- If an invoice is not showing on VVI and you are an EDI supplier, you should resend the invoice to us. We only accept paper invoices for EDI suppliers when the invoice is a year or older.
- If you send us paper invoices, please allow us time to receive and process the invoice.
- If an invoice is blocked, please allow us time to do the necessary work to resolve it.
 - If the blocked invoice is due within 20 days, please create a case with the contact center (see link on the right hand side of the page)
 - If the invoice is blocked for quantity, please include a POD when creating the case.
 - Click on the magnifying glass to see the block reason
 - Scroll to the left; it should say price or quantity
 - Price blocks will be resolved by your buyer
- If an invoice is showing as in process, this means we have received the invoice before the goods have arrived.
 - This happens a lot with EDI suppliers. We want you to know we have your invoice and it will be processed as soon as the shipment arrives.
 - It could also mean that the ASN on the goods receipt does not match the ASN sent on your invoice. It is important that the ASNs are the same on both so the invoice will match as posted when the goods arrive.

Please use this website first before contacting us through the global contact center.

If you are new to this site and need help navigating, please see the VVI presentation on the lower right hand side of the page. You can also use the FAQ or documents sections to help you.

Do you have a suggestion on how to improve VVI? Please create a case. We would love to hear your ideas.