

# VOLKSWAGEN

AKTIENGESELLSCHAFT



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## OVERVIEW

What is Group Retail Portal?



## OVERVIEW

What is Group Retail Portal?

- Group Retail Portal is a **web-based application** and the new **integration platform** for wholesale and retail applications in all markets. It increases efficiency through all sales and after sales business processes and will replace Dealer Portal.
- Group Retail Portal provides a **modern** and **user-friendly** portal frontend. Users in dealerships will get secure access to all **integrated applications**. Being an integration platform, Group Retail Portal allows the integration of **external applications** and offers easy integration of **local web-applications** through standard APIs.
- A key feature is the **Single-Sign-On/Off** module, that includes a **user self-administration**. The new **Roles and Rights administration** concept based on business roles is in line with Volkswagen Group IT-Security guidelines.





## OVERVIEW

### Frequently Asked Questions (FAQ): Group Retail Portal Usage

- What does **market** mean?  
The market is the country in which the user is working e.g. Germany, Italy etc..
- What is a **working context**?  
A working context is the organization (Importer, Partner, Third Party) the user works for.
- What is the difference between an **Importer**, a **Partner** and a **Third Party Organization**?  
An Importer is the organization which is responsible for a certain market/area. They are importing cars from the manufacturer and sell them to their Partners within their market. A Partner is a company that is doing Sales/After Sales. All Partners directly relate to one importer. A Third Party Organization is a company outside the Volkswagen Group which is working for an Importer. The Wholesale Admin of the Importer is able to create a Third Party for onboarding of external users.
- What does **Single-Sign-On/Off module** mean?  
Single Sign On describes the single login with one user name and one password to the Group Retail Portal. The user is able to switch between all of his contexts and applications without repeatedly logging off and logging in with several user names and passwords.
- What does **KVPS** mean?  
The KVPS (Konzern-Vertriebs-Partner-Stammdaten) is a system that provides and saves the core data of each Importer and Partner that have contracts with the Volkswagen Group. All the Importer and Dealer data in the Group Retail Portal is provided by KVPS and updated every day.
- What is a **BID**?  
The BID is the unique 3-digit number for an importer in KVPS.
- What is a **Partnerkey**?  
The Partnerkey is the unique 5-digit number for the Partner in KVPS.
- When do I need **more than one working context**?  
The requirement for more than one working context is necessary when a user is working for a multi-brand importer or Partner.
- What is a **Managing Director**? Which **tasks** does he have?  
The Managing Director is responsible for the Organization he is assigned to. The role has the responsibility to name the initial Local Admin of his Organization to the OEM Org Admin. Moreover, he has administration rights to administrate his Organization in emergencies. Therefore he has access to "User Management" and "Organization Management".
- With who can I speak **in case of any problems or questions**?  
For users: Please contact your Local Admin or Managing Director or Helpdesk. You will find your local admin under "My organization".
- What is the **Dealer Portal**?  
Currently, the Dealer Portal provides access to many Sales and After Sales applications for Importers and Partners within the Volkswagen Group. The Group Retail Portal will replace the Dealer Portal.
- With **which device** can I work in Group Retail Portal?  
For working with all functions of the Group Retail Portal working on a large device like a computer or laptop is the best. You can also use a tablet to work with it. While using the smartphone some functions may be disabled.

## OVERVIEW

### Frequently Asked Questions (FAQ): Group Retail Portal Usage

- What is **TOTP**?

TOTP is a strong authentication security standard. That function is necessary for users without PKI card or SecurID to authenticate their selves strongly, for getting access to applications that require strong authentication as a security standard. The admin has to trigger the process for a user, so that the user can use TOTP.

- What is a **Recertification** and why is that needed?

The administrator has to recertify every user once a year (recertification date for your region is set during initial rollout of Group Retail Portal). The administrator will receive 3 notifications prior to the yearly recertification date.

If a user is not recertified within one year, he will be removed from the context. The recertification request is also triggered after a user changed his profile data (e.g. email address). Nevertheless, it is sufficient to recertify the user during yearly recertification cycle.

- What is a **Global User ID** and why it is needed?

The Global User ID is a unique User Id for Group Retail Portal. You need that GUID to be able to associate your Dealer Portals accounts with your Group Retail Portal accounts in order to access Dealer Portal applications. The GUID is related to the user and not to the working context. The GUID is also a pre-condition for initiating TOTP and is needed to access particular applications such as WLTP Prognosistool.

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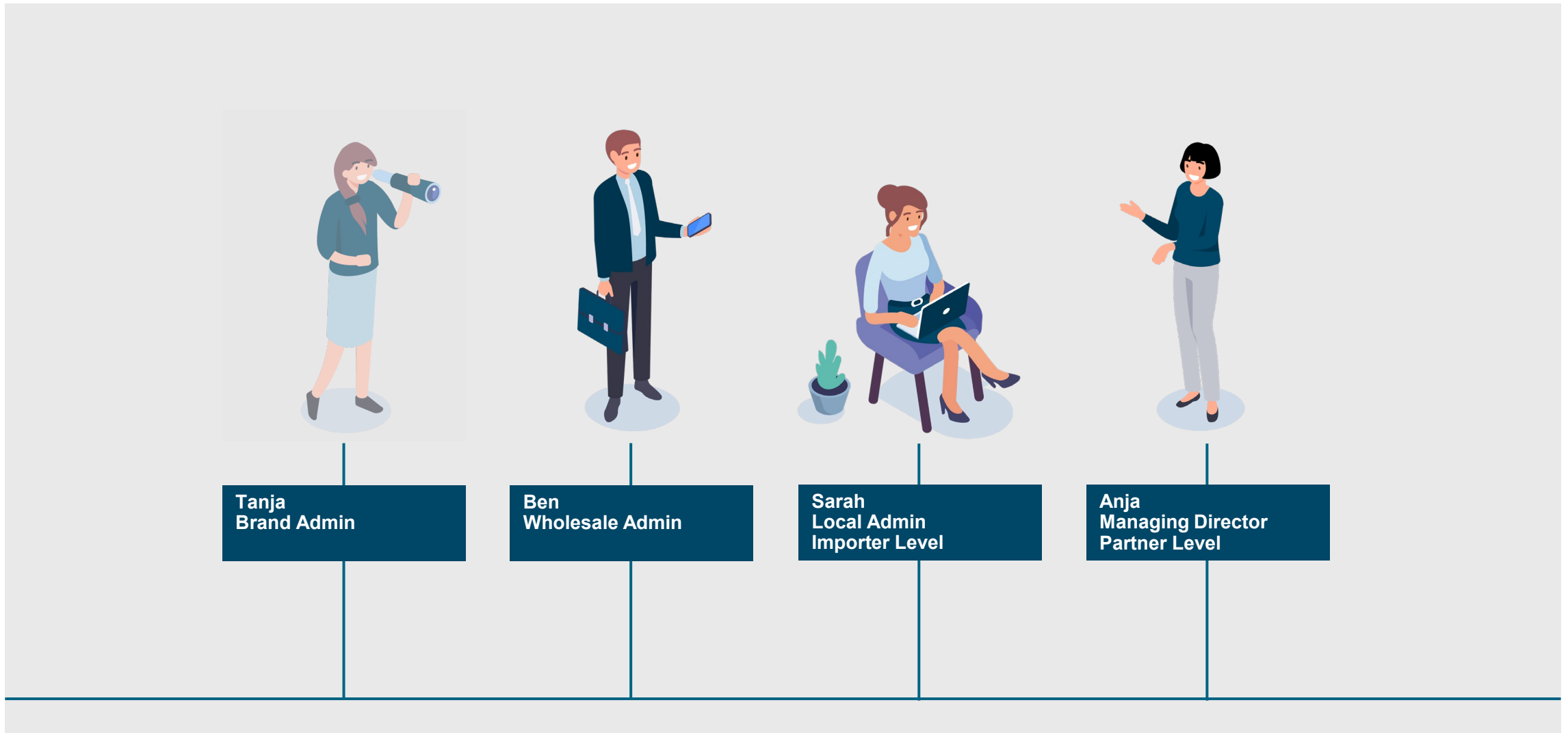
HELP VIDEO GUIDES

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USER & ROLE RECERTIFICATION

## USER & ADMIN TYPES

Importer



## USER & ADMIN TYPES

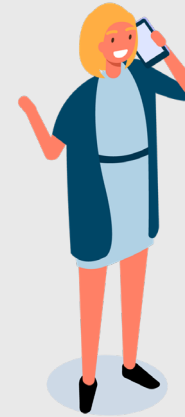
Partner & Third Party



**Lukas**  
Third Party Managing  
Director



**Paul**  
Sales Local Admin  
Partner Level



**Laura**  
After Sales Local  
Admin Partner Level

## USER & ADMIN TYPES

User





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USER & ROLE RECERTIFICATION



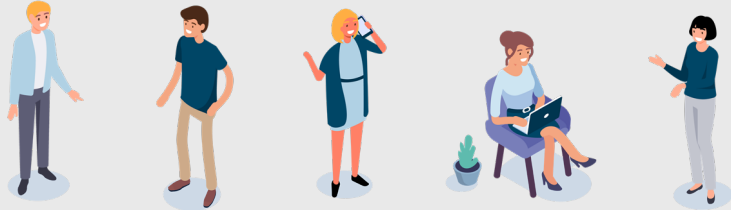
### User Tim, Markus & Yannick

- Register in GRP
- Confirm the registration mail
- Confirm the declaration of data protection
- Request the corresponding working context for the organization you are working for
- Agree to the terms of use
- After your administrator approved your request, please log out and login
- Associate your Dealer Portal account with your GRP account
- Check if all your needed applications are showing in your home screen
- Bookmark your favourite applications
- Edit your user account, change language or password, if needed
- Enable TOTP to authenticate yourself strongly to getting access to applications that require strong authentication



### Wholesale Admin Ben

- Register in GRP
- Confirm the registration mail
- Confirm the declaration of data protection
- After being assigned Wholesale admin during rollout by manufacturer, log into GRP and agree to the terms of use
- Check if you see User Management, Organization Management, Role Management and Application Management
- Check if all your Partners are listed in Application Access Management
- Activate all relevant applications for your market and assign the right roles to the applications
- Onboard your users and create Global User IDs for all Users in your context
- Enable TOTP for all relevant Users in your context
- Associate your Dealer Portal account with your GRP account
- Check if all your needed applications are showing in your home screen
- Bookmark your favourite applications
- Edit your user account, change language or password, if needed
- Enable TOTP to authenticate yourself strongly to getting access to applications that require strong authentication



### Managing Directors & Local Admins

- Register in GRP
- Confirm the registration mail
- Confirm the declaration of data protection
- Request the corresponding working context for the organization you are working for
- Agree to the terms of use
- After your administrator approved your request and assigned to you the role local admin / managing director, please log out and login
- Check if you see User Management
- Onboard your users and create Global User IDs for all Users in your context
- Enable TOTP for all relevant Users in your context
- Associate your Dealer Portal account with your GRP account
- Check if all your needed applications are showing in your home screen
- Bookmark your favourite applications
- Edit your user account, change language or password, if needed
- Enable TOTP to authenticate yourself strongly to getting access to applications that require strong authentication

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Here you have the possibility to select your local importer access for the GRP before logging in.

By selecting your context, you will be shown the applicable local legal documents.

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Group Retail Portal

Change Importer

Welcome to Group Retail Portal

Password with 2FA

Certificate

SecurID

Fido2

Username ⓘ

Password

LOGIN

Create a new Account (QA)

Forgot Password? (QA)

Imprint · Terms of Use · Privacy Policy · Help · Help - Video Guides · Data Classification: Public · Contact · Cookie Policy · Third Party License Notices

Volkswagen AG

You can find the Imprint, Terms of Use, Privacy, the Help and Contact in the footer.

If changes are made to these, you will always see the latest version by clicking on them.

Group Retail Portal

Change Importer

Welcome to Group Retail Portal

Password with 2FA

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## REGISTRATION

Via email address (1/5)

Click here to start the registration.

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Group Retail Portal Change Importer

Welcome to Group Retail Portal

Password with 2FA Certificate SecurID Fido2

Username ⓘ

Password

LOGIN

Create a new Account (QA) Forgot Password? (QA)

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Volkswagen AG

### Open Group Retail Portal

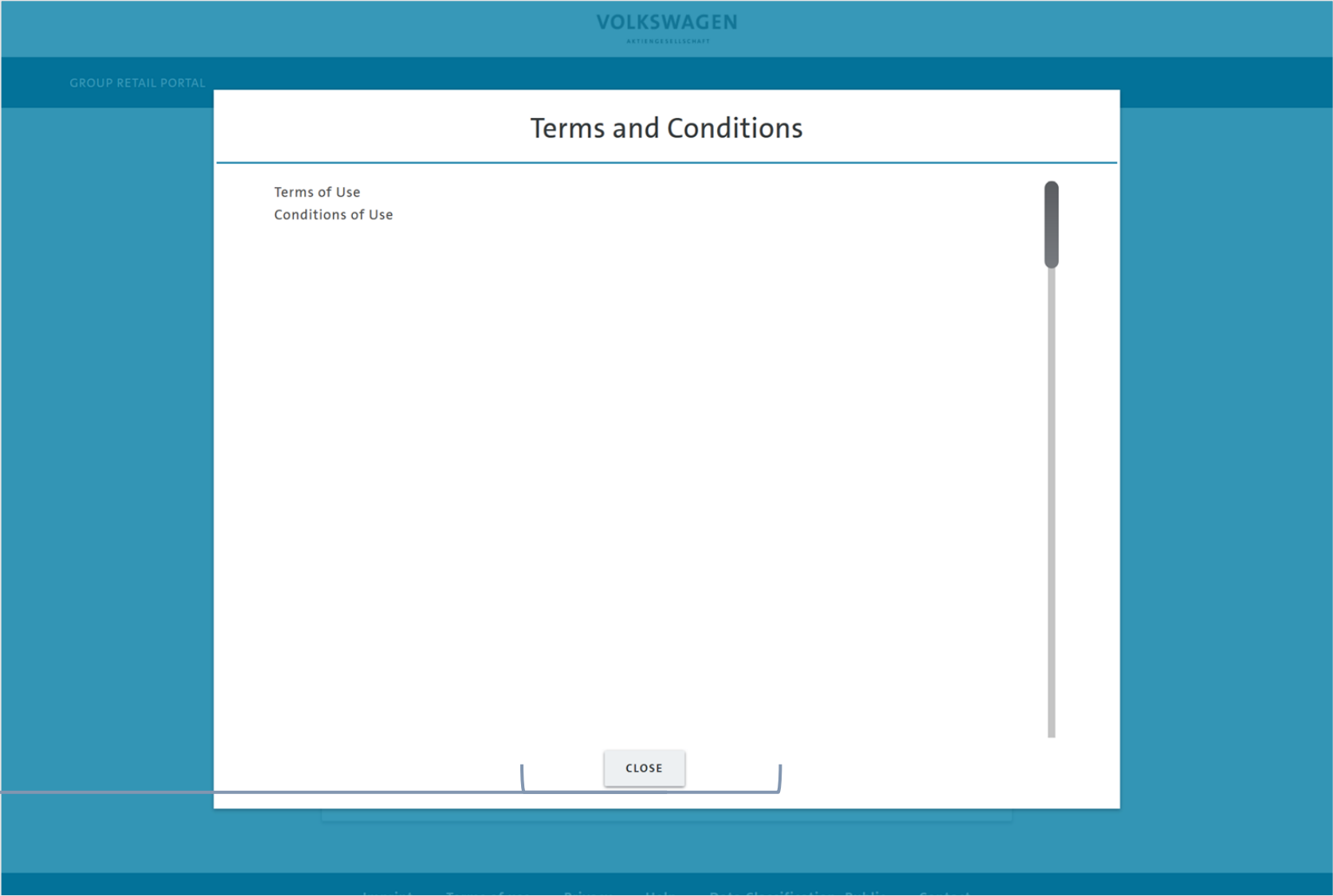
Each market receives a PRELIVE-Instance and a Productive-Instance. Group Retail Portal can be accessed by Internet and CPN.

Internet PreLive: <https://grp-prelive.global.volkswagenag.com>

This version is available to you for training and test purposes e.g. for onboarding new users in the GRP.

Internet PROD: <https://grp.global.volkswagenag.com> / CPN Prod: <https://grp.cpn.vwq>

LIVE-environment of GRP. Access to all available applications.



Click „Close“.



## REGISTRATION

Via email address (4/5)

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AKTIEGESSELLSCHAFT

Group Retail Portal

**You are a new member in Group Retail Portal** ✓

You will then receive an email to confirm your subscription. Please click the link in your confirmation email to finish your registration.

### Steps after successful registration

1. The user will receive an email with a verification link after successful registration. This link is only valid for 24 hours. If the link is expired, you can still follow the link to trigger a new confirmation email that is sent to you again.
2. By clicking on the verification link, the user ensures that he registered with the correct email address in Group Retail Portal.

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Group Retail Portal

Change Importer

### Email address successfully confirmed

Your account has been successfully verified. Please note: Before you can access the GRP, the local admin of your requested context must confirm your request.

If the local admin denies your request, your account will be deleted immediately.

Additionally you will need a 2FA method (TOTP, Certificate, SecurID) to access the GRP. If Certificate or SecurID is not available for you, please finish the TOTP process within 24 hours, which will be triggered for you as soon as the context request has been confirmed. After these 24 hours, the TOTP process can be triggered by your responsible admin again.

[Login](#)

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version: 5.62.0/22

### Steps after successful registration

1. After you click the link in the confirmation email, you will be redirected to this page.
2. The approval of the registration depends on your local administrator. As the last step to a successful registration, the responsible local admin must accept the users request in User Management of the respective working context.
3. The registration was successful. Return to the Group Retail Portal login page and log in with your credentials. Login is only possible with two-factor authentication such as TOTP, certificate or Secur ID. Logging in with e-mail and password, without two-factor authentication, is no longer possible.

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Group Retail Portal
Change Importer

### Welcome to Group Retail Portal

[Password with 2FA](#)
[Certificate](#)
[SecurID](#)
[Fido2](#)

Username ⓘ

Password

LOGIN

[Create a new Account \(QA\)](#)
[Forgot Password? \(QA\)](#)

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Volkswagen AG

## Password / Certificate / Secure ID

The Group Retail Portal provides three opportunities to log in:

Login via **Global User ID / email address** and password (see page 26)

Login via **Certificate** (see page 27)

Login via **Secure ID** (see page 28)

## LOGIN

With email address / Global User ID  
and password

Volkswagen AG

Group Retail Portal

Change Importer

Welcome to Group Retail Portal

Password with 2FA

Certificate

SecurID

Fido2

Username ⓘ

Password

LOGIN

Create a new Account (QA)

Forgot Password? (QA)

Choose „Password with 2FA“ to log in with your User ID or email address and your password with 2FA.

Type in your Global User ID or email address.

Click here to log in.

Password

Please note, to set a new password a minimum of **12 characters** is required.

The password is valid for 365 days.

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## LOGIN

With PKI-Card

Choose „Certificate“ to log in with PKI-Card.

Enter your PKI-Card in the slot provided and click on „Certificate Login“.

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AKTIENGESellschaft

Group Retail Portal

**Welcome to Group Retail Portal**

Passwort mit 2FA   Certificate   SecurID

**CERTLOGIN**

**Certificate**

If you own a “PKI-Card”, you can also use the Certificate Login.

Please note that you have to be registered with the same email address in the Group Retail Portal and on the PKI-Card.

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## LOGIN

With RSA-Token

Choose „SecureID“ to log in with RSA-Token.

Type in your **Global User ID**, the related password and the current Token.

Click „Secured Login“ to log in.

The screenshot shows the Volkswagen Group Retail Portal login interface. At the top, the Volkswagen logo and 'ARTIENGESELLSCHAFT' are displayed. Below this is a dark blue header with 'Group Retail Portal'. The main content area features a white box titled 'Welcome to Group Retail Portal'. Inside this box, there are three tabs: 'Passwort mit 2FA', 'Certificate', and 'SecurID'. The 'SecurID' tab is selected. Below the tabs are three input fields labeled 'UserID', 'PIN', and 'Token'. At the bottom right of the white box is a dark blue button labeled 'SECURID LOGIN'. Three blue lines with brackets point from the left-side instructions to the 'SecurID' tab, the input fields, and the 'SECURID LOGIN' button respectively.

VOLKSWAGEN  
ARTIENGESELLSCHAFT

Group Retail Portal

Welcome to Group Retail Portal

Passwort mit 2FA Certificate SecurID

UserID

PIN

Token

SECURID LOGIN

**Windows Account association**

In order to Login with Secur ID you need to associate your Windows Account with your GRP Account

→ Please follow the manual on page 54.

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## LOGIN

Forgot or wrong password 1/2

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Group Retail Portal

Change Importer

Willkommen im Group Retail Portal

Passwort mit 2FA

Zertifikat

SecurID

Fido2

Berufliche Email/Nutzername ⓘ

Password

LOGIN

Neuen Nutzer registrieren (QA)

Passwort vergessen? (QA)

Impressum · Nutzungsbedingungen · Datenschutzerklärung · Hilfe · Hilfe - Videohandbücher

- FYI**
1. In case of entering the wrong password more than five times, your account will be locked for at least 3 minutes.
  2. An administrator cannot reset the password. You need to use the "Forgot my password?" functionality for recovery.

Volkswagen

## LOGIN

Forgot or wrong password 2/2

Type in your username  
(Global User ID or email  
address).

Click here to cancel or  
submit.

VOLKSWAGEN  
AKTIENGESSELLSCHAFT


GROUP RETAIL PORTAL

### Forgot your password?

Enter and confirmed your email address or your username. You will receive an email with a link to reset your password.

Username \*

☐ I'm not a robot

  
reCAPTCHA  
Privacy - Terms

CANCEL

SUBMIT

[Help for login?](#)

[Imprint](#) · [Terms of use](#) · [Privacy](#)

### FYI

1. Please enter your registered email address or your associated Global User ID.
2. After submission, you will receive an email with a link that allows to create a new password.

# LOGIN

## Request context 1/4

Choose market and insert the KVPS partner or importer key to search for the importer or dealership you are working for. If you want to request the context of an organization not listed in KVPS, please enter your organization's DUNS key.

Click "Search".

**Overview**

**Request a working context**  
Please enter the contract key for the organization (KVPS key or D-U-N-S number), you want to be assigned to. The contract key can be either an importers BID (3 characters), or in case of a partnership context the Partnerkey (5 characters). In case of a D-U-N-S number please insert the 9-digit D-U-N-S number.

**Please validate your working context:**

☐ I belong to a third-party organization

Country Code \* 1

Brand \* 1

BID / Partnerkey \* 1

Please complete the captcha \*

**SEARCH**

Name ↕	Status ↕
Key - Partner	✓
VW GROUP - Volkswagen Group	✓
Mercedes - Mercedes-Benz	✓
Mercedes - all Mercedes-Benz	✓
Mercedes - Commercial/Personal Importers	✓

### KVPS and DUNS Information

1. A context is uniquely identified by its KVPS contract number. For more details about DUNS number, see page 5 please.
2. Context examples (format/ length):  
Wholesale : <countrycode>+<BID>+<brandkey> = FRAXxxV Partner : <countrycode>+<BID>+<brandkey> = FRAXxxxxV
3. Please note the context request is **limited to maximum eight** different working contexts.

## LOGIN

### Request context 2/4

Validate here whether you are requesting the correct context.

Click here to request the context.

The screenshot shows the Volkswagen portal interface. At the top, there is a navigation bar with the VW logo, the text 'No working context', and the user name 'Andreas Cichon'. Below this is a menu with links: Home, User Management, Role Management, Applications Management, Organization Management, and Help - Video Guides. The main content area is titled 'Request a working context' and contains a form with the following fields: 'Organization type \*' (dropdown menu with 'Importer' selected), 'Country' (dropdown menu with 'GBR' selected), 'Contract key' (text input with '230' entered), and 'Brand \*' (dropdown menu with 'Volkswagen (V)' selected). A 'SEARCH' button is located to the right of the form. Below the form is a table with columns 'Name' and 'Status', which is currently empty and displays the message 'No data available in table'. At the bottom of the page, there is a footer with links: Imprint, Terms of use, Privacy, Help, Data Classification; Intern, and Contact. The Volkswagen logo and the text 'VOLKSWAGEN KUNDENSCHNITTSTELLE' are also present in the footer.

Do you want to request this working context?

Großbritannien; Volkswagen Group UK Ltd.

CANCEL REQUEST



You have a context overview which shows you associated and pending requests.

The status icon shows you if your request is pending or associated. You can also get a tooltip while hovering over the icon.

DEUGRPV - Group Retail Portal Importeur

Home
Help - Video Guides

Overview

### Request a working context

Please enter the contract key for the organization (KVPS k either an importers BID (3 characters), or in case of a part number please insert the 9-digit D-U-N-S number.

Organization type \*

Importer

Country Code \*

AGO

BID / Partnerkey \*

Brand \*

Volkswagen (V)

SEARCH

Name	Status
DEU182V - Deutschland; Region Mitte	
DEUGRPA - Deutschland; Group Retail Portal	
DEUGRPC - Deutschland; Group Retail Portal	
DEUGRPN - Deutschland; Group Retail Portal	
DEUGRPS - Deutschland; Group Retail Portal	
DEUGRPV - Deutschland; Group Retail Portal	

Showing 1 to 6 of 6 entries


### Context request: Process

After your administrator approved your request, please log out and login again to see the changes.

**Note:** Administrators receive a notification email that a user has requested a working context. The administrator needs to process the request.

**The context request will remain pending until your administrator approves.**

The administrator approved your request. You are now associated with your requested context.

 DEUGRPV - Group Retail Portal Importeur ▼

Test User ▼

[Home](#) [Help - Video Guides](#)

Overview

### Request a working context

Please enter the contract key for the organization (KVPS key or D-U-N-S number), you want to be assigned to. The contract key can be either an importers BID (3 characters), or in case of a partnership context the partner Partnerkey (5 characters). In case of a D-U-N-S number please insert the 9-digit D-U-N-S number.

Organization type \*  
Importer ▼

Country Code \* i  
AGO ▼

BID / Partnerkey \* i

Brand \* i  
Volkswagen (V) ▼

SEARCH

Name	
DEUGRPA - Deutschland; Group Retail Portal	<div>Accepted.</div> <span>✓</span>
DEUGRPC - Deutschland; Group Retail Portal	<span>✓</span>
DEUGRPN - Deutschland; Group Retail Portal	<span>✓</span>
DEUGRPS - Deutschland; Group Retail Portal	<span>✓</span>
DEUGRPV - Deutschland; Group Retail Portal	<span>✓</span>

Showing 1 to 5 of 5 entries

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## START PAGE

### Overview - Applicationsmanager 1/2

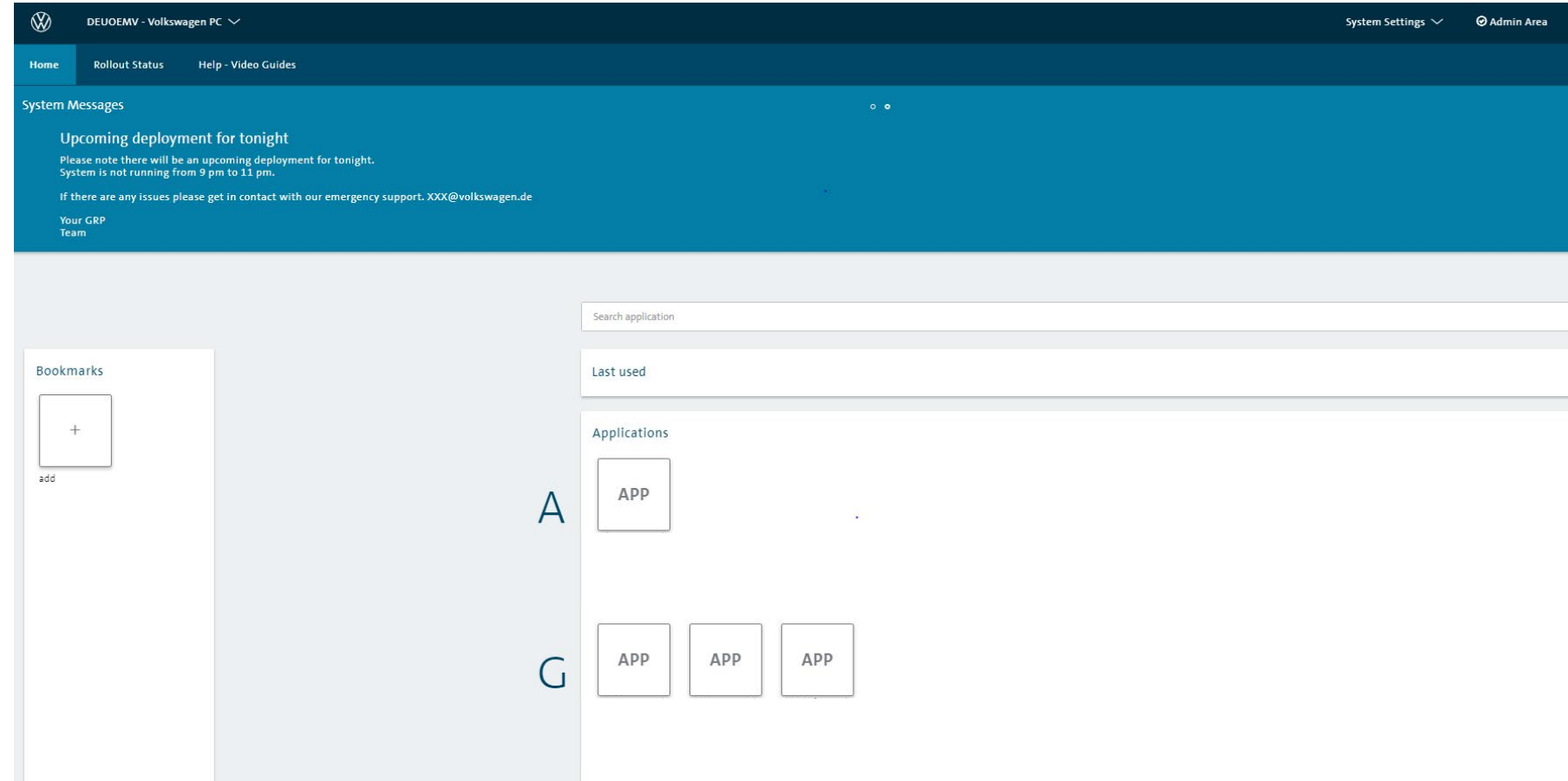
On the start page you can see on the top the latest GRP System News.

In the main area you will see all applications you have permission to work with.

You can easily bookmark the applications you will most work with.

Moreover there is an area for last used applications and an alphabetical order.

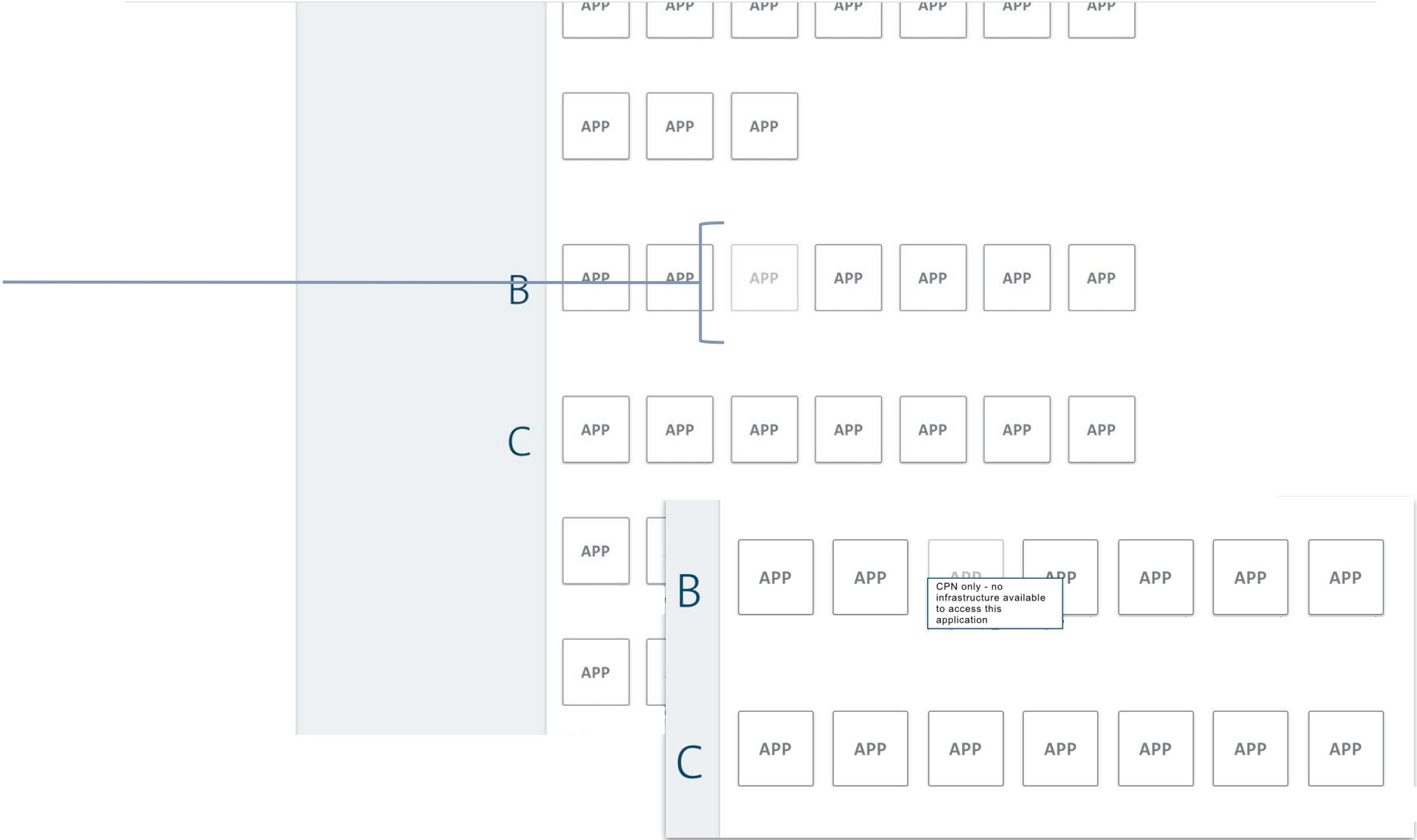
In case of having many applications you can use the search function.



On the startpage you also can see which applications are CPN only applications. The icon next to the App name shows your access.

If you have access, the icon is green.

If you don't have access, the icon is red and the application is greyed out.



## START PAGE

Overview – Navigation bar

The context you are currently assigned to.

“My Profile” section offers the following options:

- My Account (edit your profile)
- Account Association
- My Organizations
- Request a working context
- Change Password
- Change Language
- Logout

DEUGRPV - Group Retail Portal Importeur

Test User

Home Help - Video Guides

Search application

Last used FOLDING IN

Applications

APP APP APP APP APP APP APP

APP APP APP APP APP APP APP

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version: 5.0.3.1

**VOLKSWAGEN**  
AKTIENGESELLSCHAFT

## START PAGE

Overview – Switch context (1/3)

Click to switch context.

DEUGRPV - Group Retail Portal Importeur

Test User

Switch working context

☒ VW AG ☒ Volkswagen AG NFZ ☒ AUDI AG ☒ SKODA ☒ SEAT

VW AG VOLKSWAGEN AG NFZ AUDI AG SEAT

A

APP APP APP APP APP APP APP

APP APP APP APP APP APP APP

APP APP APP

### Change context

If you want to work in another context/organization, you can click on the triangle in the upper left corner and choose another context. If you are only assigned to one context, the function is not available.

You can only work within the chosen context.

## START PAGE

### Overview – Switch context (2/3)

There are two ways to find the right context:

1. Using the marking field, so the other contexts will be hide.

The screenshot displays the 'DEUGRPV - Group Retail Portal Importeur' interface. At the top, a dark blue header bar contains the title and a 'Test User' profile. Below this, a teal bar indicates the 'Working context'. A search bar with a magnifying glass icon is positioned to the left of a row of context selection buttons. These buttons include 'VW AG', 'Volkswagen AG NFZ', 'AUDI AG' (which is selected with a checkmark and circled in red), 'SKODA', and 'SEAT'. A line from the text '1. Using the marking field...' points to the 'AUDI AG' button. Below the context bar, a large light blue sidebar on the left features a large letter 'A'. The main content area, titled 'Applications', contains a grid of 13 white buttons, each labeled 'APP', arranged in three rows (7 in the first row, 6 in the second, and 4 in the third).

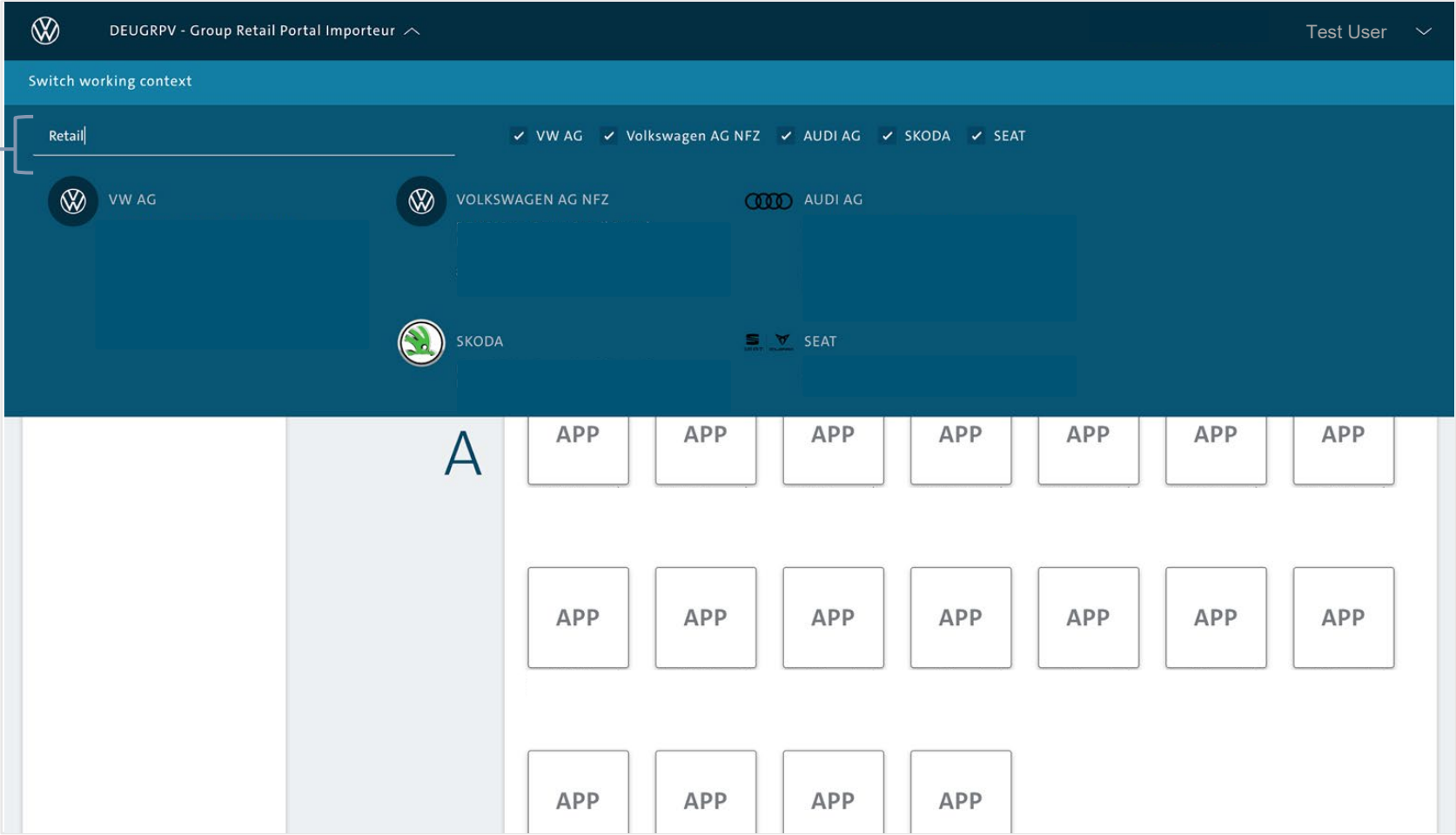


START PAGE

Overview – Switch context (3/3)

There are two ways to find the right context:

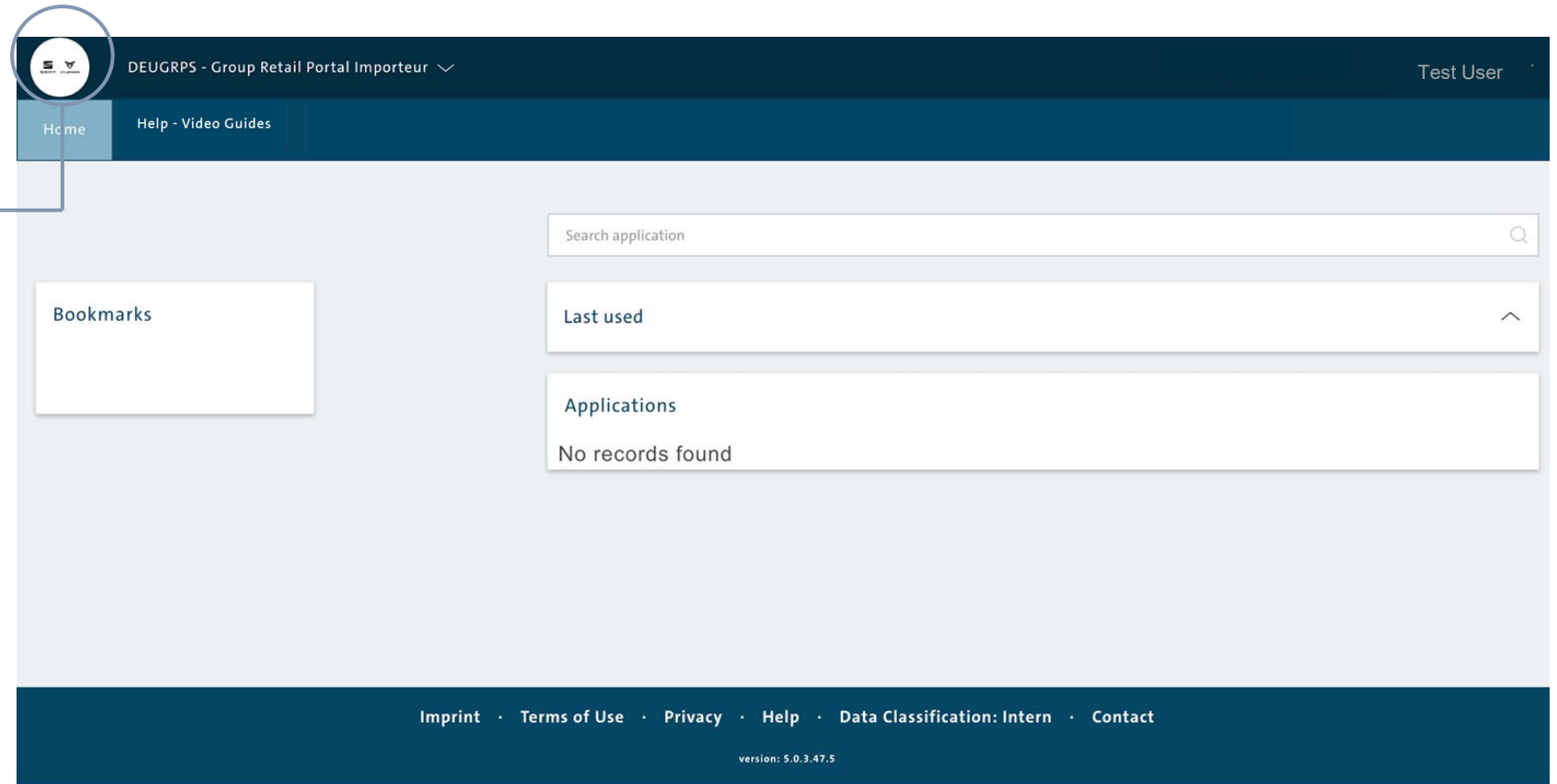
- 2. Enter a term in the search box.



## START PAGE

Overview – Seat Context

The context you are currently assigned to. You can have a quick look in which context you are, because every brand uses their own logo and colours.



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AKTIENGESELLSCHAFT

## START PAGE

Overview – Skoda Context

The context you are currently assigned to. You can have a quick look in which context you are, because every brand uses their own logo and colours.

DEUGRPC - Deutschland; Group Retail Portal

Test User

Home Help - Video Guides

Search application

Bookmarks

Last used

Applications

No records found

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version: 5.0.3.1

**VOLKSWAGEN**  
AKTIENGESELLSCHAFT

## START PAGE

Overview – Audi Context

The context you are currently assigned to. You can have a quick look in which context you are, because every brand uses their own logo and colours.

The screenshot displays the DEUGRPA - Deutschland; Group Retail Portal interface. The header is dark blue and contains the Audi logo, the text "DEUGRPA - Deutschland; Group Retail Portal" with a dropdown arrow, and a user profile "Test User" with a dropdown arrow. Below the header is a navigation bar with "Home" and "Help - Video Guides" links. The main content area is light blue and features a search bar labeled "Search application" with a magnifying glass icon. Below the search bar are two sections: "Bookmarks" and "Last used". The "Last used" section shows "Applications" and "No records found". The footer is dark blue and contains links for "Imprint", "Terms of use", "Privacy", "Help", "Data Classification: Intern", and "Contact". Below these links is the version number "version: 5.0.3.1". At the bottom of the page is the Volkswagen logo and the text "VW VOLKSWAGEN AKTIENGESELLSCHAFT".

## Übersicht Benutzermodul

If you have the role of FIRST LEVEL SUPPORT, you are able to use the user search under the menu item User Module.



User Module

Here you can search for the user by email address or the GUID in the GRP.

User Identifier \*

SEARCH USER

\* Email or Global User ID field is mandatory

**User Research**

The user module allows you to search for users in the GRP regardless of your context. For this you need the email address of the user registered in the GRP or his GUID. In this way you can easily determine whether the user is already registered in the GRP, has a GUID and which contexts he is assigned.

**Please note that you are only entitled to this function, if you have the role of First Level Support.**

- I INTRODUCTION
- II TRAINING DOCUMENTS – USER
  - REGISTRATION
  - LOGIN
  - START PAGE
  - MY PROFILE
  - TOTP
- III TRAINING DOCUMENTS – ADMINISTRATOR
- IV HELP VIDEO GUIDES
- V USER & ROLE RECERTIFICATION

## MY PROFILE

My account - Edit profile 1/3

[Click here to edit your profile.](#)

These are the profile settings. Here you can adjust your personal data and you can see your Global User ID (GUID).

Save your changes.

User Management

User Module

Role Management

Applications Management

Organization Management

Recertification Management

Rollout Status

Help - Video Guides

My Account

Account Association

My Organizations

Request Working Context

Change Password

Change Language

Logout

User Profile

Edit Profile

Global User ID

First Name \*

Surname \*

Email \*

Time Zone \*

CHANGE

SAVE

Delete Account

By deleting your account all of your data will be permanently gone, you will not be able to log in anymore

DELETE

\* First Name field is mandatory  
\* Surname field is mandatory  
\* Email field is mandatory  
\* Time Zone field is mandatory

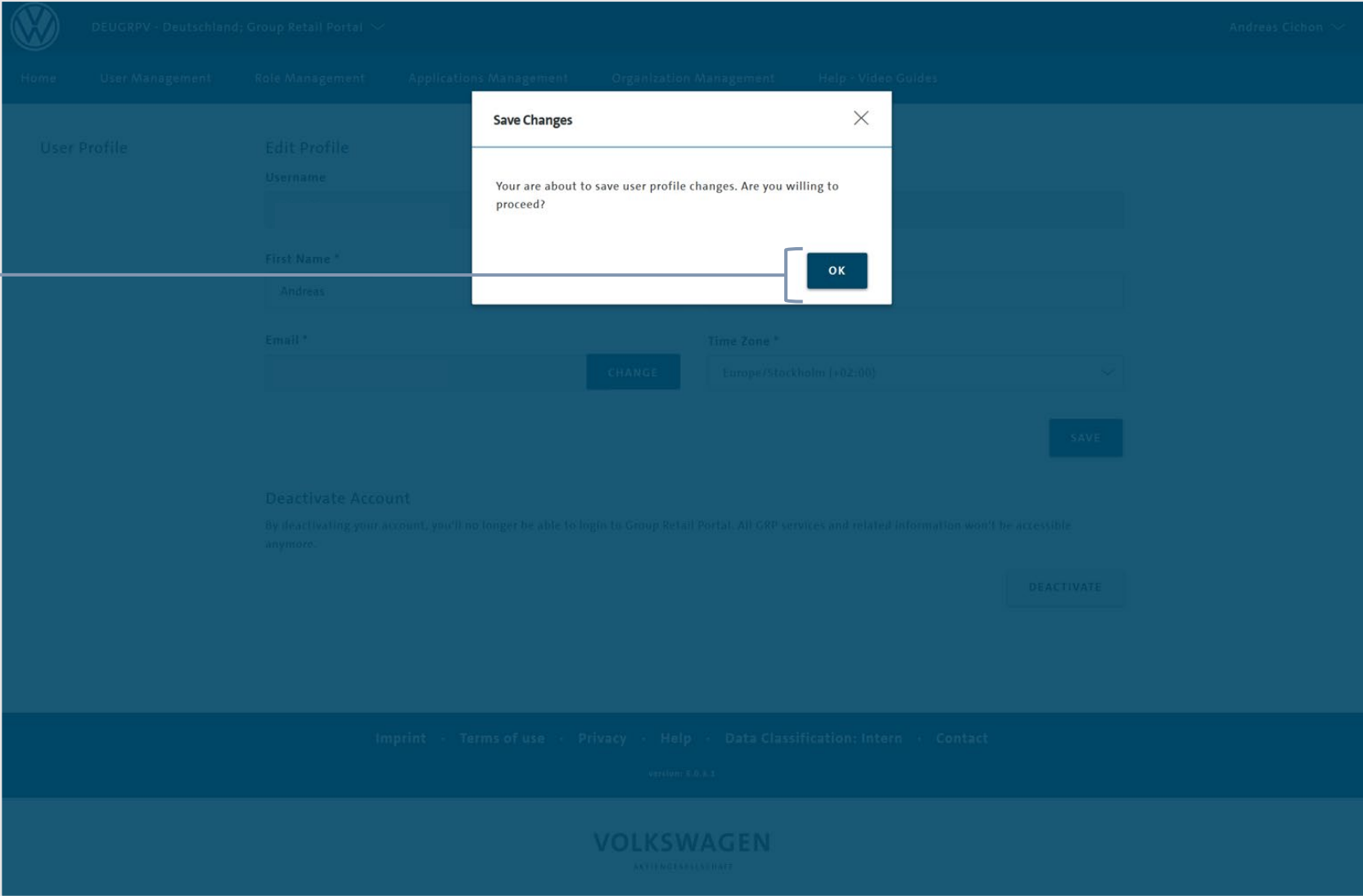





MY PROFILE

My account - Edit profile 3/3

Save your changes.





DEUGRPV - Group Retail Portal Importeur

Test User

Home

Help - Video Guides

User Profile

Edit Profile

Global User ID

First Name \*

Surname \*

Email \*

CHANGE

Time Zone \*

Pacific/Apia (+14:00)

SAVE

Deactivate Account

By deactivating your account, you'll no longer be able to login to Group Retail Portal. All GRP services and related information won't be accessible anymore.

DEACTIVATE

Click here if you want to deactivate your account.

- \* First Name field is mandatory
- \* Surname field is mandatory
- \* Email field is mandatory
- \* Time Zone field is mandatory

**Note:**

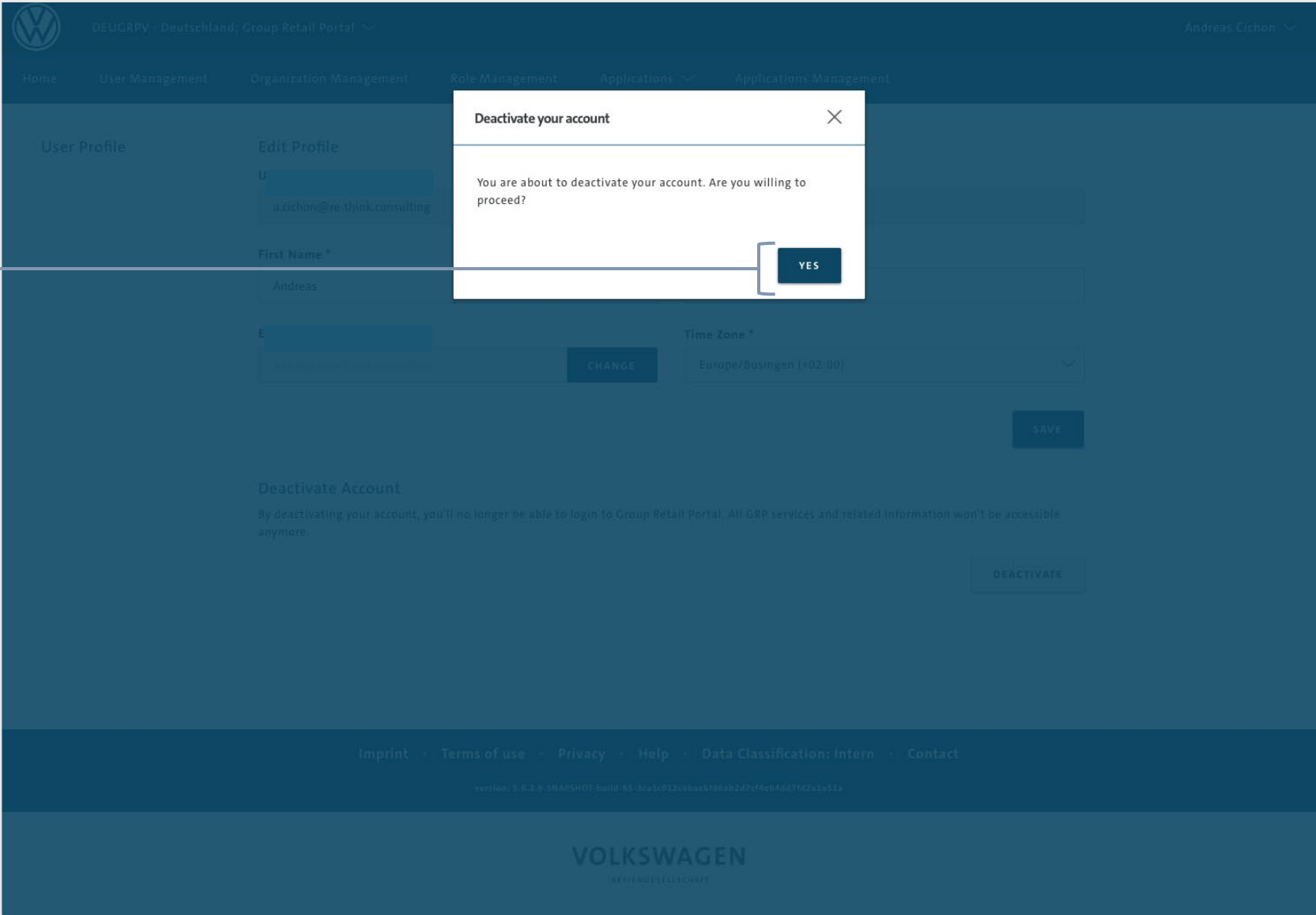
Your User data is automatically deleted entirely (except anonymous log data), as soon as you clicks on “Deactivate”. You’ll receive an email notification and will be redirected to the login page.

It’s possible to register again, after the deletion is complete.

MY PROFILE

My account – Deactivate Account 2/2

Confirm the deactivation.



# MY PROFILE

My account - User accounts  
- Add account 1/6

Click "Account Association".

My account - User accounts

1/6

1/6

My account - User accounts

1/6

My account - User accounts

1/6

User Management

User Module

Role Management

Applications Management

Organization Management

Recertification Management

Rollout Status

Help - Video Guides

My Account

Account Association

My Organizations

Request Working Context

Change Password

Change Language

Logout

User Profile

Account to User Volkswagen Group

Account Type

DEALERPORTAL

Global User ID \*

Password \*

ACCOUNT ASSOCIATION

Check User Account connections in all contexts

Global User ID	GRP Contexts	User Account Connections	Login	Status	Type
No records found					

## Account association

To add a Dealer Portal link to the Group Retail Portal, you have to associate your accounts to the Group Retail Portal first. In the Dealer Portal you have one User ID for each context. In the GRP you only have one User ID for all contexts. To benefit from this feature you have to associate your Dealer Portal account with the corresponding context in the Group Retail Portal.

-- e.g.: Choose the VW context in the Group Retail Portal to associate a Dealer Portal ID with VW context.

After the successful association you can open Dealer Portal Applications by choosing them on the tab "Application" in the header of the Group Retail Portal.

**FYI:** To get access to this feature, you need to have a Global User ID. Contact your administrator for a request.

## MY PROFILE

My account - User accounts  
- Add account 2/6

To associate an account, first choose the corresponding context in Group Retail Portal to your Dealer Portal account.

Choose an account type (e.g. Dealer Portal).

Windows account- or SAD-association are also possible to choose.

Third Parties are also able to associate their accounts.

DEUGRPV - Group Retail Portal Importeur

Test User

Home Help - Video Guides

User Profile Add Account to User Group Retail Portal Importeur

Account Type

DEALERPORTAL

DEALERPORTAL

B2BUMS

HRSERA

VWWINDOWSACCOUNT

SALESPERSONNR

ACCOUNT ASSOCIATION

Check User Account connections in all contexts

Global User ID	GRP Contexts	User Account Connections	Login	Status
No records found.				



10 ← < (1 of 1) > →


Imprint · Terms of Use · Privacy · Help · Data Classification: Intern · Contact

version: 5.0.3.47.5

## MY PROFILE

My account - User accounts  
- Add account 3/6

 DEUGRPV - Group Retail Portal Importeur 


Test User 

[Home](#) [Help - Video Guides](#)

User Profile

Add Account to User Group Retail Portal Importeur

Account Type

DEALERPORTAL 





Global User ID \*

Password \*

ACCOUNT ASSOCIATION

Check User Account connections in all contexts

Global User ID	GRP Contexts	User Account Connections	Login	Status
No records found.				

10   (1 of 1)  

Imprint · Terms of Use · Privacy

version: 5.0.3.47.5

Type in the belonging login data.

Click "Account Association".

Your account association is done. It will be checked by internal systems. The display will remain in this status.

### Note:

If you choose the Dealer Portal as your Account Type, you can also type in the DP credentials instead of the Global User ID.

## MY PROFILE

My account - User accounts  
- Add account 4/6

If you choose VW Windowsaccount you can associate your Windows Account with your GRP account in order to Login with Secur ID.

DEUGRPV - Group Retail Portal Importeur

Test User

Home Help - Video Guides

User Profile

Add Account to User Group Retail Portal Importeur

Account Type

DEALERPORTAL
DEALERPORTAL
B2BUMS
HRSERA
VWWINDOWSACCOUNT
SALESPERSONNR

ACCOUNT ASSOCIATION

Check User Account connections in all contexts

Global User ID	GRP Contexts
No records found.	

Imprint · Terms of use

### Windows Account association and disassociation:

After you selected "VW Windows Account", you have to fill in your "Login" and "E-Mail" Data. Then click on "Associate Account".

You will receive an E-Mail notification with a confirmation link. The Link is valid for 24 hours. Click on the confirmation link. Back in the GRP click on the Login Button to get back to the Login Screen.

If your association was successful you can log in with the Windows account (and GRP Password). Your account association is displayed under the "associated accounts" table in the Status column. There is also a clickable function saying: disassociate.

If you click on "disassociate", there is a pop up showing "Do you want to proceed to disassociate the account". As soon as you confirm the account association and the entry in the table view are removed immediately. A displayed banner shows your access.

MY PROFILE

My account - User accounts  
- Add account 5/6

If you choose Sales Person Number in GRP it will be transferred to applications, so that this information can be used by the application.

DEUGRPV - Group Retail Portal Importeur

Test User

Home

Help - Video Guides

User Profile

Add Account to User Group Retail Portal Importeur

Account Type

DEALERPORTAL

DEALERPORTAL

B2BUMS

HRSERA

VWWINDOWSACCOUNT

SALESPERSONNR

ACCOUNT ASSOCIATION

Check User Account connections in all contexts

Global User ID	GRP Contexts	User Account Connections	Login	Status
No records found.				

10 < > (1 of 1)

Imprint

Terms of Use

Sales Number association:

First you associates a new account type by clicking "SALESPERSONNR". Then you opens an application that needs the Sales Person Number. Your Sales Person Number is transferred to this application.

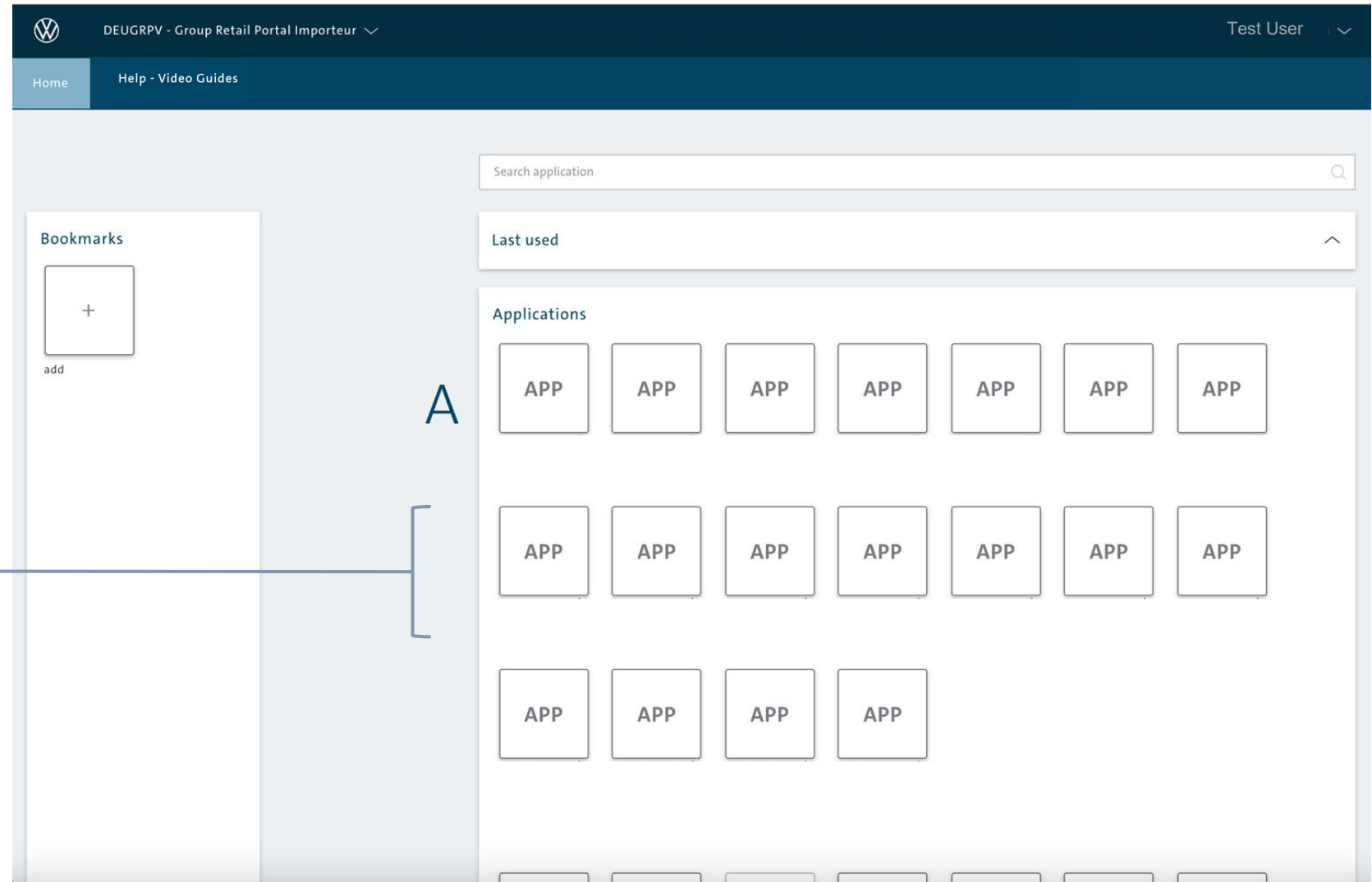
Your Number is transferred to any SAML and any OPENID applications.



## MY PROFILE

My account - User accounts  
- Add account 6/6

After the successful association, you can open an Application by choosing it on the tab „Home“ in the header of the Group Retail Portal.



## MY PROFILE

My account – My Organizations 1/2

Click "My Organizations".

The screenshot shows the 'My Organizations' page in a Volkswagen system. The page has a dark blue header with the Volkswagen logo and navigation links. The main content area is divided into sections. The 'My Organizations' section at the top has a dropdown menu showing 'Volkswagen PC'. Below this, there is a checkbox for 'Set as Default Organization' and a button 'REMOVE FROM SELECTED CONTEXT'. The 'Detailed Information' section contains fields for Organization Name, Assigned Roles, Organization type, Organization Key, Address, Postal Code, City, and Country. The 'Administrators' section at the bottom contains a table with columns for Full Name and Email address.

Full Name	Email address
Kristian Kötter	kristian.koetter@volkswagen.de
Kristian Kötter	kristian.koetter@volkswagen.de
Kristian Kötter	kristian.koetter@volkswagen.de

### My Organizations

In this menu you get a overview over all of your organizations.

Also you can set a particular working context, application or page of the GRP as default.

MY PROFILE

My account – My Organizations 2/2

Choose your organization from this menu to get access to further information and settings.

Click here, to remove yourself from the selected organization.

You can set a organization as default, to always start your work with this organization already selected.

To make your work in the GRP even more efficient, you can also select a Application or Page to start with.

Here you can see detailed information about your organization, like the adress or the roles you are assigned with in this context.

DEUGRPV - Group Retail Portal Importeur

Test User

Home

Help - Video Guides

User Profile

My Organizations

My Organizations

DEUGRPV - Group Retail Portal Importeur

☒ Set as Default Organization

REMOVE FROM SELECTED CONTEXT

Set Default Application/Page

No default app

Detailed Information

Organization Name

Assigned Roles

Organization type

Organization Key

Address

Postal Code

City

Country

Group Retail Portal Importeur

Wholesale Administrator

Importer

DEUGRPV

Local Administrator Users



Full Name


Email address

Marco Weiland

Alexander Naumann



 DEUGRPV - Group Retail Portal Importeur 


Test User 



[Home](#) [Help - Video Guides](#)


Overview



### Request a working context

Please enter the contract key for the organization (KVPS key or D-U-N-S number), you want to be assigned to. The contract key can be either an importers BID (3 characters), or in case of a partnership context the partner Partnerkey (5 characters). In case of a D-U-N-S number please insert the 9-digit D-U-N-S number.


Organization type \*  
Importer 

Country Code \*   
AGO 









BID / Partnerkey \* 

Brand \*   
Volkswagen (V) 

Click "Search".



SEARCH

Name	Status
DEU182A - AUDI Vertriebsbetreuungs Gesellschaft mbH	
DEUGRPA - Group Retail Portal Importeur	
DEUGRPC - Group Retail Portal Importeur	
DEUGRPN - Group Retail Portal Importeur	
DEUGRPS - Group Retail Portal Importeur	
DEUGRPV - Group Retail Portal Importeur	
NLD211V - Pon's Automobielhandel B.V.	
SWE222V - Volkswagen Group Sverige AB	

04.04.2025

Department: K-AVO-L/R

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## MY PROFILE

Request a context 3/4

Check here, if this is the KVPS / DUNS context you want to request.

Click "Request working context" to submit.

The screenshot shows the 'Request a working context' dialog box in the Volkswagen Group Retail Portal. The dialog box is titled 'Do you want to request this working context?' and contains the text 'Großbritannien; Volkswagen Group UK Ltd.' Below the text are two buttons: 'CANCEL' and 'REQUEST'. The background shows a list of contexts with columns for 'Name' and 'Status'. The list includes entries for 'DEUGRPA - Deutschland; Group Retail Portal', 'DEUGRPC - Deutschland; Group Retail Portal', 'DEUGRPN - Deutschland; Group Retail Portal', 'DEUGRPS - Deutschland; Group Retail Portal', 'DEUGRPV - Deutschland; Group Retail Portal', 'NLD211V - Niederlande; Pon's', 'DEU06789V - Group Retail Portal Dealer', and '888888881-DEUGRPN - 12345test'. A search bar is visible at the bottom right of the list.


Name	Status
DEUGRPA - Deutschland; Group Retail Portal	✓
DEUGRPC - Deutschland; Group Retail Portal	✓
DEUGRPN - Deutschland; Group Retail Portal	✓
DEUGRPS - Deutschland; Group Retail Portal	✓
DEUGRPV - Deutschland; Group Retail Portal	✓
NLD211V - Niederlande; Pon's	
DEU06789V - Group Retail Portal Dealer	
888888881-DEUGRPN - 12345test	

Showing 1 to 8 of 8 entries

### Request Context

You can only work within the requested context, when your request was accepted by an administrator of the context. You will be informed via email about the confirmation.

When your request was accepted by an administrator of the context you can see the status change from pending to successful.



DEUGRPV - Group Retail Portal Importeur

Help - Video Guides

System SettingsTest User

Home

Overview

Request a working context

Please enter the contract key for the organization (KVPS key or D-U-N-S number), you want to be assigned to. The contract key can be either an importers BID (3 characters), or in case of a partnership context the partner Partnerkey (5 characters). In case of a D-U-N-S number please insert the 9-digit D-U-N-S number.

Organization type \*

Country Code \*

BID / Partnerkey \*

Brand \*

Importer

AGO

Volkswagen (V)

SEARCH

Name	
DEU182A - AUDI Vertriebsbetreuungs Gesellschaft mbH	✓
DEUGRPA - Group Retail Portal Importeur	✓
DEUGRPC - Group Retail Portal Importeur	✓
DEUGRPN - Group Retail Portal Importeur	✓
DEUGRPS - Group Retail Portal Importeur	✓
DEUGRPV - Group Retail Portal Importeur	✓
GBR210V - Volkswagen Group United Kingdom Ltd.	⌚
NLD211V - Pon's Automobielhandel B.V.	✓

## MY PROFILE

## Change password 1/2

Change your password,  
according to the password  
policies.

You can hide or show your  
chosen password.

Click “Change password”.

W

WV100000 - Group Rollout Model: Requester

Group Rollout Model: Requester

Home

User Module

Rollout Status

Help - Video Guides

My Account

Account Association

My Organizations

Request Working Context

Change Password

Change Language

Logout

Change password

Edit Password

The password contains at least 12 characters and contains at least one character of the following categories: **lower case letter** (a-z, ß, ü, ö, ä), **upper case letter** (A-Z, Ü, Ö, Ä), **number** (0-9), **special character** ( @%+/'!\$%^&:;(){}[]~"-\_ ) and contains **at most three successive identical characters**. Password is not among of the previous 5 passwords.

Current Password \*

New Password \*

Confirm new Password \*

CHANGE PASSWORD



You will receive a confirmation that the process was successful.

Password successfully changed!

[Home](#)[Help - Video Guides](#)

Change password

Edit Password

The password contains at least 10 characters and contains at least one character of the following categories: **lower case letter** (a-z,ß,ü,ö,ä), **upper case letter** (A-Z,Ü,Ö,Ä), **number** (0-9), **special character** ( @%+\'!#\$%^&\*.(){}[]~`-\_. ) and contains **at most three successive identical characters**. Password is not among of the previous 5 passwords.

Current Password \*

••••••••••

New Password \*

Confirm new Password \*

CHANGE PASSWORD

[Imprint](#)[Terms of use](#)[Privacy](#)[Help](#)[Data Classification: Intern](#)[Contact](#)

version: 5.0.3.1


VOLKSWAGEN

AKTIENGESELLSCHAFT

04.04.2025

Department: K-AVO-L/R

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My Profile - Change Rollout Status

▼

My Organizations

My Account

My Settings

My Notifications

My Alerts

Home

User Module

Rollout Status

Help - Video Guides

User Profile

Change Language

Language

English - (en) ▼

Click "Change language".

My Account

Account Association

My Organizations

Request Working Context

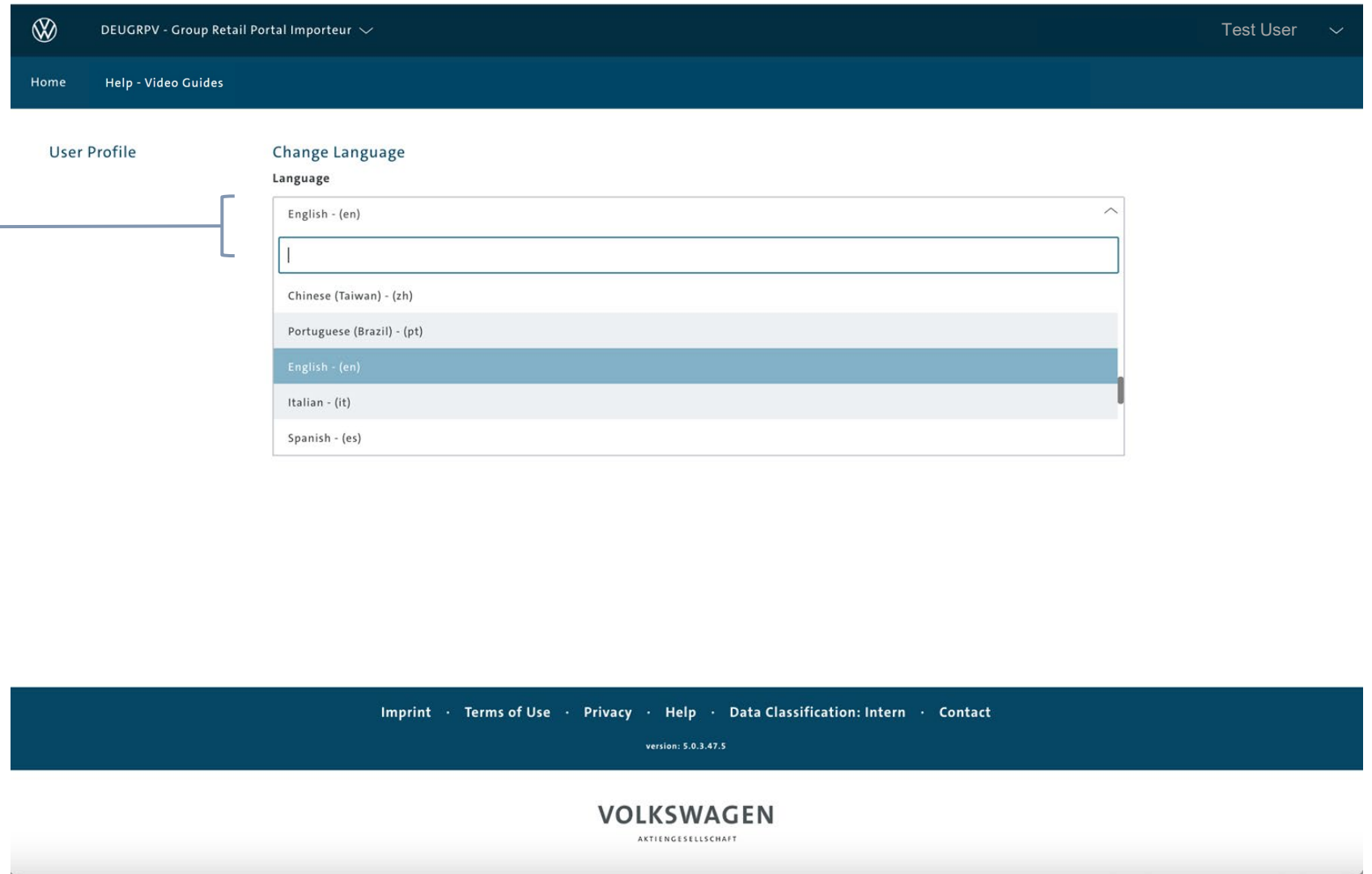
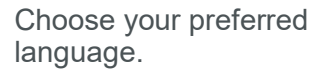
Change Password

Change Language

Logout

## MY PROFILE

Change language 2/2



- I INTRODUCTION
- II TRAINING DOCUMENTS – USER
  - REGISTRATION
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## TOTP

Activation of the function  
(One-time process) 1/4

Please follow the steps described  
in the e-mail to activate the TOTP  
for you.

Note: The link is only valid for a  
limited period of four hours.



Dear Patrick Kross,

Welcome to the process of activating your TOTP. The following step-by-step instructions will help you to rapidly qualify for strong authentication in GRP. Before proceeding with step 1, please make sure that you are currently logged out from GRP!

Step 1:

To guide you through the process we have prepared a TOT: .....

[https://www.group-retail-portal.de/strong-authentication/activation/step1](#)

Activation is only possible within the next 24 hours using these links.

Step 2:

Please follow the link below:

[https://www.group-retail-portal.de/strong-authentication/activation/step2](#)

Please do not use another or saved link to access GRP because you will not be able to

Step 3:

Please log into Group Retail Portal using your username (email address) and password

### Activation of TOTP function:

- This feature is necessary so that users without a PKI card or SecurID can strongly authenticate themselves to gain access to applications that require strong authentication as a security standard
- Please note that the links you find in your email refer to the instance (PRELIVE / PROD) where the process was triggered
- Please note that this is only an excerpt of your email.

## TOTP

Activation of the function  
(One-time process) 2/4

Volkswagen AG

Group Retail Portal

[Change Importer](#)

After you clicked on the link under “Step 1” in your email to activate TOTP, use your email address and password to login to GRP.

Click here to proceed.

### Welcome to Group Retail Portal

[Password with 2FA](#)[Certificate](#)[SecurID](#)[Fido2](#)

**Username** ⓘ

**Password**

LOGIN

[Create a new Account \(QA\)](#)[Forgot Password? \(QA\)](#)

[Imprint](#) · [Terms of Use](#) · [Privacy Policy](#) · [Help](#) · [Help - Video Guides](#) · [Data Classification: Public](#) · [Contact](#) · [Cookie Policy](#) · [Third Party License Notices](#)

Volkswagen AG

## TOTP

Activation of the function  
(One-time process) 3/4

Type in the 6-digit code you  
find in the email, you  
received.

Click “submit”.

You can generate a new  
one-time password.

Group Retail Portal

**VOLKSWAGEN**  
AKTIENGESSELLSCHAFT

### TOTP One-Time Password Login

Enter the one-time password you received via E-Mail c.schmidt@mundus.digital

One-Time Password: 3308-

Click on the Regenerate button to get a new one-time password value delivered.

**SUBMIT**

**REGENERATE**

[Imprint](#) · [Terms of Use](#) · [Privacy](#) · [Help](#)

### Installation of TOTP function:

- You will receive a second email. Within the email you will find a 6-digit code which you have to type in here. This code is valid for 25 minutes.
- If you have lost the first email, you can regenerate the one-time password by clicking on “Regenerate”. You will receive another email with a new code included.

## TOTP

Activation of the function  
(One-time process) 4/4

Please scan the QR code  
with your Authenticator  
application (e.g. Google  
Authenticator or Microsoft  
Authenticator) with your  
Smartphone/Tablet.

Please click on Show QR-  
Code to display the QR  
code.

### One-Time Password (OTP) QR Code

When you are using a **smartphone/tablet**, please download an authenticator application in your Play Store/App Store (Google Authenticator or Microsoft Authenticator) and scan the QR code you find below.

When you are using a **laptop/computer**, please download an authenticator software (like GRP Auth, you will find the download link in the initial e-mail) and type in the QR code manually (capital letters).

After scanning/typing in the QR code, a 6-digits code will be generated by your authenticator app (the code refreshes every 30 seconds automatically).

Please use this code for the TOTP login.

**SHOW QR-CODE**

Before clicking on continue, please be sure to download an appropriate authenticator.

**RESET OTP** **CONTINUE**


### One-Time Password (OTP) QR Code

When you are using a **smartphone/tablet**, please download an authenticator application in your Play Store/App Store (Google Authenticator or Microsoft Authenticator) and scan the QR code you find below.

When you are using a **laptop/computer**, please download an authenticator software (like GRP Auth, you will find the download link in the initial e-mail) and type in the QR code manually (capital letters).

After scanning/typing in the QR code, a 6-digits code will be generated by your authenticator app (the code refreshes every 30 seconds automatically).

Please use this code for the TOTP login.



XYAMRPGYYQ26PYCQ

Before clicking on continue, please be sure to download an appropriate authenticator.

**RESET OTP** **CONTINUE**

[Imprint](#) · [Terms of Use](#) · [Privacy](#) · [Help](#) · [Help - Video Guides](#) · [Data Classification: Public](#) · [Contact](#)

Click “Continue” for the next  
step.



## TOTP

### Confirmation of TOTP onboarding

After you have clicked on "Next" in the GRP after receiving the QR code, you will be redirected to this page.

Please enter the current one-time password displayed in the Authenticator application/software and click "Verify".

You will be redirected to the GRP home page and are strongly authenticated. A green success banner appears: "TOTP process successful". You have now successfully activated the TOTP function.

In the future, you will only have to authenticate yourself once by entering the six-digit code for the duration of the GRP session.

The screenshot shows the 'Group Retail Portal' header in dark blue. Below it, the 'VOLKSWAGEN' logo is centered. The main content area is light blue and contains a white box titled 'TOTP One-Time Password Login'. Inside this box, there is a prompt 'Enter the one-time password (OTP).', a label 'One-Time Password:' followed by a text input field with a vertical cursor, and a dark blue 'VERIFY' button. A blue line from the text on the left points to the input field. At the bottom of the page, a dark blue footer contains links: 'Imprint · Terms of Use · Privacy · Help · P...'. A blue callout box on the right contains the text 'Password entry' and a warning about account blocking.

Group Retail Portal

**TOTP One-Time Password Login**

Enter the one-time password (OTP).

One-Time Password:

VERIFY

Imprint · Terms of Use · Privacy · Help · P...

**Password entry**

If the password is entered incorrectly five times, the account will be blocked for 10 minutes. The password can then be entered again.

- I INTRODUCTION
- II TRAINING DOCUMENTS – USER
- III TRAINING DOCUMENTS – ADMINISTRATOR**
  - OVERVIEW
  - USER MANAGEMENT - Admins (all level)
  - ROLE MANAGEMENT - Wholesale Admin
  - APPLICATION MANAGEMENT - Wholesale Admin
  - ORGANIZATION MANAGEMENT - Wholesale Admin
  - LEGAL DOCUMENTS - Wholesale Admin
  - ROLLOUT MAP - Wholesale Admin / Managing Director
- IV HELP VIDEO GUIDES
- V USER & ROLE RECERTIFICATION



#### **Wholesale Admin Ben**

Wholesale Admin Ben owns all top admin rights. He can define roles, manage applications and customize the whole market and the Group Retail Portal.

The Wholesale Admin Ben can work in the User Management, Role Management, Organization Management and Application Management.



#### **Local Admin Importer Level Sarah**

As a Local Admin Importer Level, Sarah can use User Management to assign or decline users to their respective context. Sarah can add users from the Group Retail Portal to their current context and give them a role. In addition, she can create the Global User ID and give a user Admin Rights for being a Local Admin Importer Level.



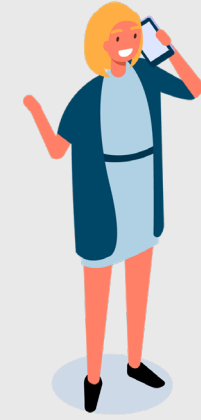
#### **Managing Director Partner Level & Third Party Level**

As Managing Director, Anja and Lukas have Local Admin rights. As a Managing Director Partner Level Anja has rights in Sales and After Sales. Anja can assign Local Admin Partner Level rights in Sales and After Sales. Lukas has Third Party rights. Anja and Lukas can use the User Management.



#### **Sales Local Admin Partner Level Paul**

Paul is a Local Admin Partner Level for Sales and can use User Management. Since Paul is a Local Admin Partner Level for Sales, he can assign or decline Sales roles in User Management and Admin Rights for Sales.



#### **After Sales Local Admin Partner Level Laura**

As a Local Admin Partner Level in After Sales, Laura can use the User Management. Since Laura is Local Admin Partner Level for the After Sales area, she can assign or decline After Sales roles in User Management and Admin Rights for the After Sales area.



### User Management

Every admin can work with the User Management. As an admin, you can accept or decline pending user requests for your context. You can also actively add a user to your current working context. You can assign roles to users, create their Global User IDs, give them Admin Rights and activate TOTP. As a Sales Local Admin on Partner Level, you can assign users to Sales roles and Sales Admin Rights. As an After Sales Local Admin on Partner Level, you can assign users to an After Sales role and After Sales Admin Rights. As a Managing Director you can assign users to Sales and After Sales roles and Admin Rights.



### Role Management

Only Wholesale Admins can access the Role Management. In Role Management you assign applications to roles because we have role-based access rights in GRP. You can also create local roles for your local applications. Changes will be taken for all Partners and Organizations connected to your Importer.



### Application Management

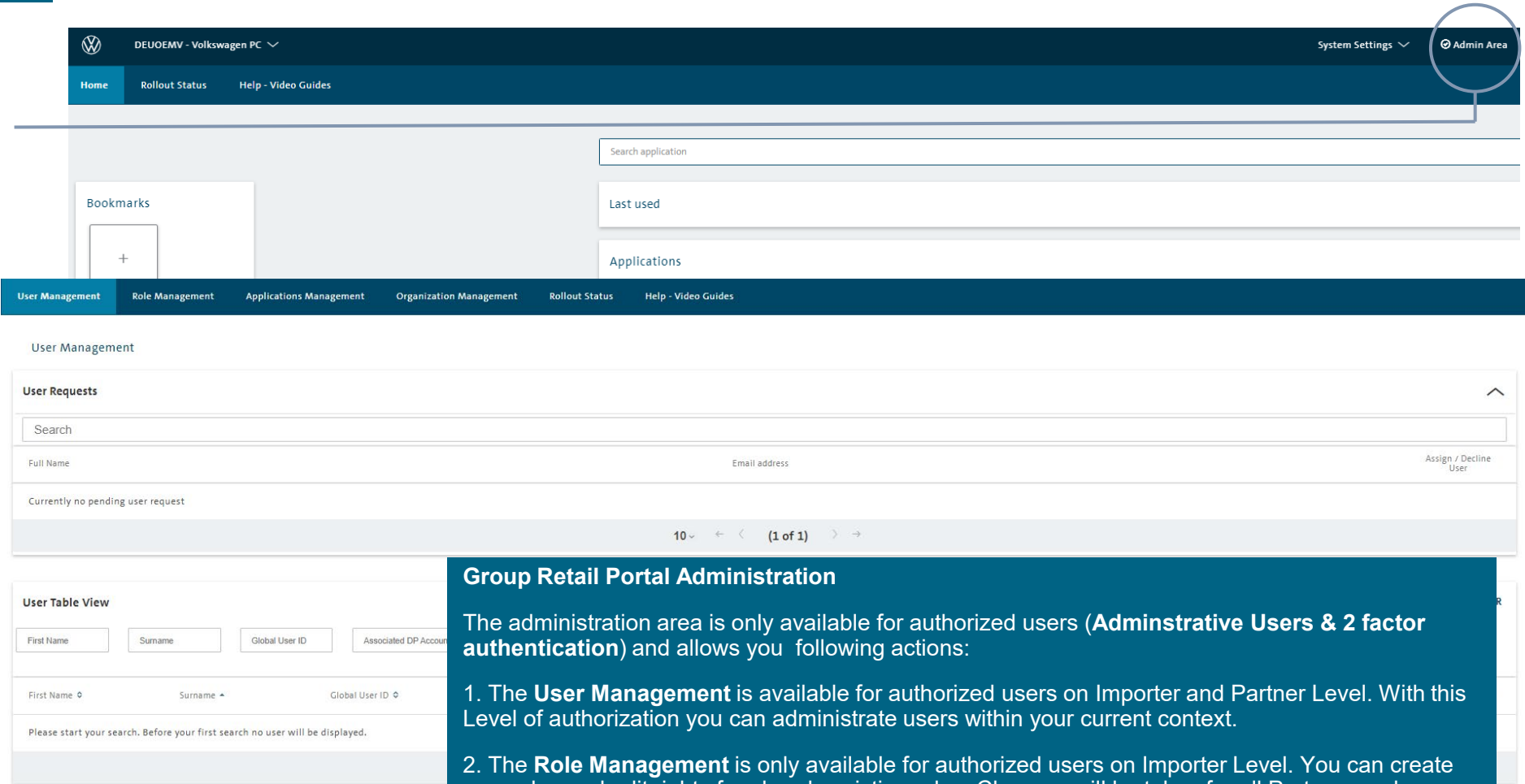
Only Wholesale Admins can access the Application Management. The Wholesale Admin is able to activate and deactivate applications for all connected Partners and Organizations.



### Organization Management

Only Wholesale Admins can access the Organization Management. The Wholesale Admin can assign or delete a Managing Director for a Partner or Third Party Organization. The Wholesale Admin is able to create and administrate Third Party Organizations.

Click here to go to the administration area. As a wholesale admin you have access to User Management, Role Management, Application Management and Organization Management. All other admins will see their Application Manager and the User Management.



### Group Retail Portal Administration

The administration area is only available for authorized users (**Administrative Users & 2 factor authentication**) and allows you following actions:

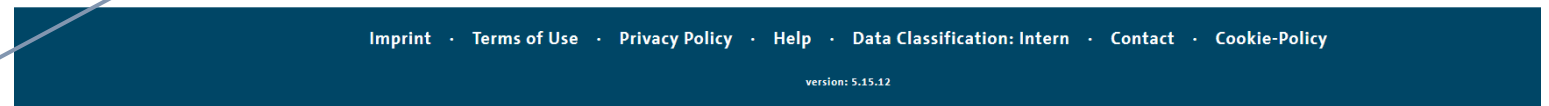
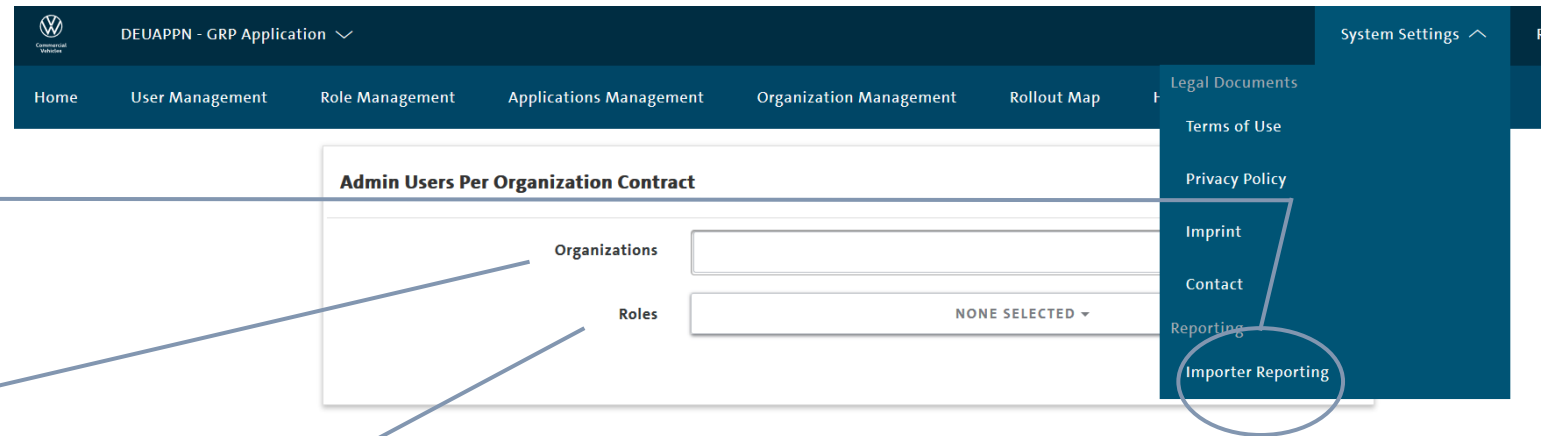
1. The **User Management** is available for authorized users on Importer and Partner Level. With this Level of authorization you can administrate users within your current context.
2. The **Role Management** is only available for authorized users on Importer Level. You can create new roles and edit rights for already existing roles. Changes will be taken for all Partners and Organizations connected to the Importer.
3. The **Application Management** is only available for authorized users on Importer Level. You can administrate applications for all connected Partners and Organizations.
4. The **Organization Management** is only available for authorized users on Importer Level. You can assign a Managing Director for a dealership or create and administrate Third Party Organizations. If required, you can assign more than one **Managing Directors** per organization (no limit).

Click on System Settings to get to the Importer Reporting.

In order to query the administrative roles, the Wholesale Admin has to select his own importer organization (eg. DEUGRPV) or any of the child organizations (Partner / Third Party Organization) that belong to his importer.

The Wholesale Admin selects the role/s he wants to query. Multiple roles can be selected by mouseover.

The system displays all users with the selected role in the selected BID or PartnerID / DUNS Number. If the Wholesale Admin selects a BID, the excel includes all child organizations and the users with the selected administrative roles as well.



#### Importer Query:

The importer reporting functionality gives the Wholesale Admin the option to generate an excel file with the administrative users and their roles for the importer context of the Wholesale Admin and/or the Partner and Third Party Organizations that belong to the importer. The query can only be executed for the currently selected importer context.

DEUAPPN - GRP Application

System Settings

Home User Management Role Management Applications Management Organization Management Rollout Map Help - Video Guides

### Admin Users Per Organization Contract

Organizations: 000000001-DEUAPPN

Roles: WHOLESALE ADMINISTRATOR

Click here to export the Excel sheet.

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version: 5.15.12

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#### Displayed Data:

If the user runs the query, the GRP creates an excel export with the following results:

First Column: BID / PartnerNo/ DUNS No

Second column: Brand of contract

Third column: name of contract

Fourth column: Name of User

Fifth column: Surname of user

Sixth column: email address of the user

Seventh column: Role name (Wholesale, Local Admin, Sales Local Admin or After Sale Local Admin)

- I INTRODUCTION
- II TRAINING DOCUMENTS – USER
- III TRAINING DOCUMENTS – ADMINISTRATOR**
  - OVERVIEW
  - USER MANAGEMENT - Admins (all level)
  - ROLE MANAGEMENT - Wholesale Admin
  - APPLICATION MANAGEMENT - Wholesale Admin
  - ORGANIZATION MANAGEMENT - Wholesale Admin
  - LEGAL DOCUMENTS - Wholesale Admin
  - ROLLOUT MAP - Wholesale Admin / Managing Director
- IV HELP VIDEO GUIDES
- V USER & ROLE RECERTIFICATION



# USER MANAGEMENT

## Overview

Click here to access User Management.

### Users Table View

1. In the Users Table View, you manage users, remove users from your context, assign roles and generate a Global User ID.
2. The filter function tool on the left side of the screen will be very useful when you have a lot of users assigned to one context.

Please start the user search to get an overview of the users of the context.

Depending on the entering, you will receive a list with all users with the same name, the user with the specific full name or, in the case of an empty search an overview with all users of the context.

The screenshot displays the 'User Management' section of a web application. At the top, a dark blue navigation bar contains links: Home, User Management (highlighted), Role Management, Applications Management, Organization Management, Rollout Map, and Help - Video Guides. Below the navigation bar, the 'User Management' title is shown. The main content area is divided into two sections. The top section, 'User Requests', features a search bar. The bottom section, 'User Table View', includes a filter tool with input fields for First Name, Surname, Global User ID, Associated DP Account, and Email, along with a 'Select roles' dropdown and a 'SEARCH' button. Below the filter tool is a table with columns: First Name, Surname, Global User ID, Associated DP Account, User Role, Request Global User ID, TOTP, and Edit Role. The table is currently empty, displaying a message: 'Please start your search. Before your first search no user will be displayed.' At the bottom of the table, there is a pagination bar showing '10' and '(1 of 1)'.

### User Management

Each context has his own User Management. This means that you can only administrate users within this context (e.g. Dealer 12345V). This also applies to wholesalers. A Wholesale Administrator is not able to administer users on Partner Level (Expectation: Assign Managing Director).

#### User Management Functions:

- Administer users of this context (Assign roles, Recertification, Global User ID)
- Add user / Answer user requests for this context

## USER MANAGEMENT

## Overview

DEUGRPV - Group Retail Portal Importeur

System Settings

Test User

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Applications Management

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Rollout Map

Help - Video Guides

User Management

User Requests

User Table View

ADD USER

First Name	Surname	Global User ID	Associated DP Account	Request Global User ID	TOTP	Edit Role
				Dé	<div></div>	<div></div>
				Dé	<div></div>	<div></div>
				Dé	<div></div>	<div></div>
				Dé	<div></div>	<div></div>
				Do	<div></div>	<div></div>
				Dé	<div></div>	<div></div>
				Dé	<div></div>	<div></div>
				Dé	<div></div>	<div></div>
				Dé	<div></div>	<div></div>
				Do	<div></div>	<div></div>

Results for Users Table View by starting the search function without entering a specific name, email or GUID.

## USER MANAGEMENT

User Requests 1/4  
example Sales Partner Level



### User Request

The user Tim requests a working context.



### Pending Requests

Sales Local Admin Partner Level Paul receives an Email. He has to open the User Management to see all pending requests in his current context.



### Manage User Request

Admin Paul can assign or decline Tim to his current context.

## USER MANAGEMENT

User Requests 2/4  
example Sales Partner Level



Click here to see all pending user requests.



Click the check mark to add the user to the context.

Click the cross to exclude the user from the context.

The assignment of roles is mandatory.

Users who have registered after the new registration procedure will be automatically deleted from the GRP in case of rejection.

 DEUGRPV - Group Retail Portal Importeur 

System Settings  Test User 

Home

User Management

Role Management

Applications Management

Organization Management











Recertification Management


Rollout Map



Help - Video Guides

User Management

User Requests

Full Name	Email address	Assign / Decline User
		 
		 
		 
		 
		 

10 

(1 of 10)

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Manage User Requests

1. The “User Requests” page shows a list of all pending user requests for the current context.

2. You can either approve or reject the pending request.

## USER MANAGEMENT

User Requests 3/4  
example Sales Partner Level



### User role

User Tim is Service Manager. Admin Paul has to assign the Service Manager role to user Tim.



### Admin Rights

If necessary Admin Paul can assign Tim to Admin Rights.



### Global User ID

User Tim needs a Global User ID, Admin Paul can create one for him.

## USER MANAGEMENT

User Requests 4/4  
example Sales Partner Level

After approving a user request, the user will be notified about the approval via email.

Choose a role for the new user and assign administration rights if necessary. You can also create a Global User ID in that step.

If the field is grayed out, you don't have the authority to assign this role.

Click „Save“ to save the roles and rights for the user.

The screenshot displays the 'User Management' interface for 'DEUGRPV - Group Retail Portal Importeur'. The top navigation bar includes links for Home, User Management (active), Role Management, Applications Management, Organization Management, Recertification Management, Rollout Map, and Help - Video Guides. The right side of the header shows 'System Settings' and 'Test User'. Below the header, the 'User Management' section is visible, with a 'User Requests' dropdown menu. The main area is titled 'User Table View' and contains a table with columns: First Name, Surname, Global User ID, Associated DP Account, Email, User Role, Request Global User ID, Re-certification, TOTP, and Edit Role. A modal window is open for role assignment, divided into two panes: 'Assign/Un-assign Admin roles to user' and 'Assign/Un-assign Non Admin roles to user'. The 'Admin roles' pane shows 'Wholesale Administrator' (disabled), 'Managing Director' (disabled), and 'Local Administrator' (checked). The 'Non Admin roles' pane shows 'Account Manager', 'After Sales Manager', 'After Sales Service Person', 'Author', and 'Brand Manager', each with a right arrow button. A 'Remove User' section on the right has a checkbox 'Remove this user from context'. At the bottom right of the modal are 'CANCEL' and 'SAVE' buttons. The background table shows a user with 'First Name: aa' and 'Surname: Merouan'.

# USER MANAGEMENT

## Users Table View 1/2

Click the filter icon to see the roles.

Choose a role / roles to filter users by role.

The screenshot displays the 'User Management' section of a system. At the top, a dark blue navigation bar contains the VW logo, the text 'DEUGRPV - Group Retail Portal Importeur', and links for 'System Settings' and 'Test User'. Below this, a lighter blue bar features navigation tabs: 'Home', 'User Management' (selected), 'Role Management', 'Applications Management', 'Organization Management', 'Rollout Map', and 'Help - Video Guides'. The main content area is titled 'User Management' and includes a 'User Requests' section with a dropdown arrow. The 'User Table View' is the primary focus, showing a table of users. A filter icon (funnel) is located in the top right corner of the table view, next to an 'ADD USER' button. A blue overlay panel is open, listing roles with checkboxes: 'Wholesale Administrator', 'Account Manager', 'Brand Manager', 'Complaint Manager', 'Fleet Manager', and 'Marketing Manager'. A 'more' link is visible at the bottom of the list. Blue lines with arrows point from the text annotations to the filter icon and the role selection list.

### Users Table View

1. In the Users Table View, you manage users, remove users from your context, assign roles and generate a Global User ID.
2. The filter function tool on the right side of the screen will be very useful when you have a lot of users assigned to one context.

# USER MANAGEMENT

## Users Table View 2/2

Search users or roles by using the search function.

DEU100V - Volkswagen Vertriebs- betreuungsgesellschaft mbH Q...

System Settings

Test User

Home

User Management

Role Management

Applications Management

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User Management

User Requests

User Table View

ADD USER

First Name

Surname

Global User ID

Associated DP Account

Email

User Role

Request Global User ID

TOTP

Edit Role

Andreas

Cichon

a.cichon@re-think.consulting

Wholesale Administrator

Assign/Un-assign Admin roles to user

☒ Wholesale Administrator

☐ Managing Director

☐ Local Administrator

Assign/Un-assign Non Admin roles to user

Account Manager

After Sales Manager

After Sales Service Person

Author

Brand Manager

Business Analyst

Remove User

☐ Remove this user from context

CANCEL

SAVE

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## USER MANAGEMENT

Remove user 1/3  
example Sales Partner Level



### Remove user

Service Manager Tim wants to be removed from the current context.



### Admin Paul

Admin Paul can remove Tim from the context while working in the Users Table View editing Tims role.



### Confirmation

Paul has to confirm removing Tim from the current context.

# USER MANAGEMENT

Remove user 2/3

DEU100V - Volkswagen Vertriebs- betreuungsgesellschaft mbH Q...

System Settings

Test User

Home

User Management

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Help - Video Guides

User Management

User Requests

User Table View

ADD USER

First Name	Surname	Global User ID	Associated DP Account	Email	User Role	Request Global User ID	TOTP	Edit Role
deje	meme			dejeb89873@johnderasia.com	Local Administrator, Wholesale Administrator			
fo	Nare				Local Administrator			

Assign/Un-assign Admin roles to user

☐ Wholesale Administrator

☐ Managing Director

☒ Local Administrator

Assign/Un-assign Non Admin roles to user

Account Manager

After Sales Manager

After Sales Service Person

Author

Brand Manager

Business Analyst

Remove User

☒ Remove this user from context

CANCEL

SAVE

To remove user from current context, edit the user in User Table View and click on “Remove user from Context”.

## Users Table View

Users that actually have the role Wholesale admin, cannot remove themselves or other users with the role Wholesale Admin under "remove user form this context".

# USER MANAGEMENT

Remove user 3/3

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User Management

User Requests

User Table View

Q

▼

ADD USER

First Name	Surname	Global User ID	Associated DP Account	Email	User Role	Request Global User ID	TOTP	Edit Role
deje	meme			dejeb89873@johnderasia.com	Local Administrator, Wholesale Administrator			
fo	Nare				Local Administrator			

Assign/Un-assign Admin roles to user

☐ Wholesale Administrator

☐ Managing Director

☒ Local Administrator

Assign/Un-assign Non Admin roles to user

Account Manager

After Sales Manager

After Sales Service Person

Author

Brand Manager

Business Analyst

Remove User

☒ Remove this user from context

CANCEL

SAVE

Click „Save“ to confirm.

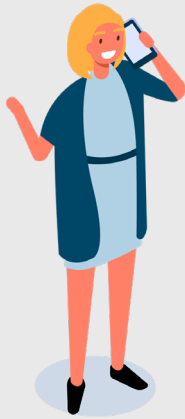
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## USER MANAGEMENT

Add user 1/4  
example After Sales Partner Level



### Add user

After Sales Local Admin Partner Level Laura wants to add the user Markus actively, who is Logistic Manager to her current context.



### User Markus

User Markus already is registered in Group Retail Portal.



### User role

Laura has to assign Markus to his role as Logistic Manager. She also creates his Global User ID and could assign him to Admin Rights.

## USER MANAGEMENT

Add user 2/4

The screenshot displays the 'User Management' section of a system. At the top, there is a navigation bar with the VW logo, the text 'DEUGRPV - Group Retail Portal Importeur', and links for 'System Settings' and 'Test User'. Below this is a secondary navigation bar with links for 'Home', 'User Management' (which is highlighted), 'Role Management', 'Applications Management', 'Organization Management', 'Rollout Map', and 'Help - Video Guides'. The main content area is titled 'User Management' and contains a 'User Requests' dropdown menu. Below this is a 'User Table View' section. In the top right corner of this section, there are search and filter icons, and a button labeled 'ADD USER' which is highlighted with a blue box. A blue line points from the text 'Click here to add a user to your current context.' to this button. The 'ADD USER' button initiates a process flow shown as a horizontal line with three steps: '1 Enter User Name', 'Select Role', and 'Success'. The first step is active. Below the flow, there is a form with a 'Username \*' label and a text input field. A blue line points from the text 'Fill in the Username and click "next".' to this input field. To the right of the input field is a dark blue 'NEXT' button. Below the input field is a light blue 'BACK' button. At the bottom of the form, there is a red error message: '\* Username field is mandatory'.

### Add Users actively

1. The administrator can add users actively without a context request from a user. For that the user must be registered in Group Retail Portal already.
2. To add a user to one of your other contexts you need to change the context first.

## USER MANAGEMENT

Add user 3/4

Choose a role for the new user and assign Administration Rights if necessary. Then click “Save”.

GUID is automatically generated in the system for each user, triggered by the context acceptance.

User Table View

Enter User Name Select Role Success

Assign/Un-assign Admin roles to user

- ☐ Wholesale Administrator
- ☐ Managing Director
- ☐ Local Administrator

Assign/Un-assign Non Admin roles to user

091121\_deugrpv\_local\_role

Account Manager

After Sales Manager

After Sales Service Person

AllAppsRole

Allie Anne

Global User ID

The GUID is already generated for this user

ADD USER

BACK

### GUID creation/ GUID is missing

- If the user does not have a GUID, the GUID creation is automatically triggered.
- If a GUID exists for the user, no further processes are triggered within the GRP
- If the GUID creation is not successful, the User with access to Organization Management eg. Group Admin, OEM Org Admin or Wholesale Admin can re-trigger the process in Organization Management via a "Generate GUID" button.

# USER MANAGEMENT

Add user 4/4

The user has been added successfully to the current context.

DEUGRPV - Group Retail Portal Importeur

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User Management

User Requests

User Table View

Q

ADD USER

Enter User Name

Select Role

Success

BACK

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version: 5.0.3.1

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04.04.2025

Department: K-AVO-L/R

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# USER MANAGEMENT

Activating the TOTP process

You can activate the TOTP process for the user by clicking on the OTP button for the respective user. GUID generation is required first. The user then receives an e-mail with further instructions.

W

DEUGRPV - Group Retail Portal Importeur

System Settings

Test User

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User Requests

User Table View

Q

ADD USER

First Name	Surname	Global User ID	Associated DP Account	Email	User Role	Request Global User ID	TOTP	Edit Role
					Wholesale Administrator			
					Group Manager, Wholesale Administrator			
					Wholesale Administrator			
					Account Manager, Brand Manager, Fleet Manager, and 4 more			
					After Sales Manager, Local Administrator, Wholesale Administrator			
					Wholesale Administrator			
					First Level Support, Local Administrator, Wholesale Administrator			
					Local Administrator, Wholesale Administrator			
					Wholesale Administrator			

TOTP Mail for Admins and new registration is automatically triggered.



## USER MANAGEMENT

## Re-Initiate TOTP Process

[illegible]

**Notification:**

If a user has not yet proceeded with the TOTP process, the OTP button turns red again after four hours so that it can be re-triggered.

If a green TOTP button turns orange, it turns green again after four hours.

## USER MANAGEMENT

Deactivation/Activation of E-mail notification regarding context request

Regarding your Admin role you always get the notification mails of the user request of contextes.

You are able to *deactivate* or *activate* this mail support in the main menu „MY account“ at any time.

DEUOEMV - Volkswagen PC

System Settings

Home

User Management

Role Management

Applications Management

Organization Management

Rollout Status

Help - Video Guides

User Profile

Edit Profile

Global User ID

First Name \*

Surname \*

Email \*

CHANGE

Time Zone \*

Europe/Berlin (+02:00)

Activate/deactivate context request notification mails

☒ Enable

☐ Disable

SAVE

Delete Account

By deleting your account all of your data will be permanently gone, you will not be able to log in anymore

DELETE

\* First Name field is mandatory

\* Surname field is mandatory

\* Email field is mandatory

\* Time Zone field is mandatory

- I INTRODUCTION
- II TRAINING DOCUMENTS – USER
- III TRAINING DOCUMENTS – ADMINISTRATOR**
  - OVERVIEW
  - USER MANAGEMENT - Admins (All Level)
  - ROLE MANAGEMENT - Wholesale Admin**
  - APPLICATION MANAGEMENT - Wholesale Admin
  - ORGANIZATION MANAGEMENT - Wholesale Admin
  - LEGAL DOCUMENTS - Wholesale Admin
  - ROLLOUT MAP - Wholesale Admin / Managing Director
- IV HELP VIDEO GUIDES
- V USER & ROLE RECERTIFICATION

# ROLE MANAGEMENT

Choose an Organization

Click here to access Role Management.

The results of the role management can be exported as an Excel file.

This function allows you to identify the roles to be configured in the role management / application view very simply and to filter them as required

Choose an Organization you want to edit roles for.

The screenshot shows the 'Role Management' application interface. At the top, there is a navigation bar with the logo and the text 'DEUGRPV - Group Retail Portal Importeur'. Below this is a menu bar with options: 'User Management', 'Role Management' (highlighted), 'Applications Management', 'Organization Management', 'Rollout Status', and 'Help - Video Guides'. A sub-menu is open under 'Role Management', showing 'Role Management' and 'Application View'. The main content area is titled 'role view' and contains a table of roles. The table has columns: 'Business Role ID', 'Name', 'Level Types', 'Organization Subtypes', 'Role Group', 'Description', 'Configured', and 'Edit Role'. There is an 'EXPORT' button in the top right corner. Annotations include: a line from the text 'Click here to access Role Management.' pointing to the 'Role Management' menu item; a line from 'The results of the role management can be exported as an Excel file.' pointing to the 'EXPORT' button; a line from 'This function allows you to identify the roles to be configured in the role management / application view very simply and to filter them as required' pointing to the table; and a line from 'Choose an Organization you want to edit roles for.' pointing to the 'Organization Subtypes' column. A blue box at the bottom contains text about role management functions and a warning about the 'Configured' status.

Business Role ID	Name	Level Types	Organization Subtypes	Role Group	Description	Configured	Edit Role
0	First Level Support	Operating	Importer	Common	The first level support has access to the user module and can search for users and see working contexts and roles of the user.	YES	
1	Company Representative (form. MD)	Using	Dealer	Common	The "Company Representative (form. MD)" is appointed by the legal representative of the company (e.g. managing director). The Company Representative (form. MD) represents a company in the GRP.	YES	
1	Company Representative (form. MD)	Using	Contact Center	Common	The "Company Representative (form. MD)" is appointed by the legal representative of the company (e.g. managing director). The Company Representative (form. MD) represents a company in the GRP.	YES	
1	Company Representative (form. MD)	Using	Marketing Agency	Common	The "Company Representative (form. MD)" is appointed by the legal representative of the company (e.g. managing director). The Company Representative (form. MD) represents a company in the GRP.	YES	
1	Company Representative				The "Company Representative (form. MD)" is appointed by the legal representative of the company (e.g. managing director). The Company Representative (form. MD) represents a company in the GRP.	YES	

## Role Management

Role Management is only available for administrators and entitled users on Importer Level. They have to manage roles for all contexts, which are connected to the Wholesale Organization. The roles must be configured in the GRP using the application authorizations.

### Role Management Functions:

- Assign applications to roles
- Configuration of roles within the "Edit role" function
- Add local roles

Please ensure that there are no more roles in your role administration that are not configured, i.e. display set to "No". The role configuration Display must be set to "Yes".

# ROLE MANAGEMENT

Edit roles 1/2

DEUGRPV - Group Retail Portal Importeur

System Settings

Admin Area

Test User

User Management

User Module

Role Management

Applications Management

Organization Management

Rollout Status

Help - Video Guides

Role Management

Application View

Role Management

Role View

Business Role ID

Name

Level Types

Organization S

0

First Level Support

Operating

Importer

Role Permissions

☐ B

☐ C

☐ C

☐ C

☐ E

☒ Ii

☐ A

☐ B

Role Group

Common

Description

The first level support has access to the user module and can search for users and see working contexts and roles of the user.

Name Key

entity.role.first\_level\_support

Description Key

entity.role.first\_level\_support.description

CANCEL

SAVE

Role Management / Application Management

In the Group Retail Portal it is not possible to assign a specific application to a specific user!

1. In the Group Retail Portal you can decide which roles can access which applications.

2. You can adjust the access rights to applications for each role individually. These rights will only be valid for Dealerships / Third Party Organizations associated with your Organization.

3. To authorize a user for a certain application you have to assign the right role to his User ID.

4. The configuration must then be saved, the green tick with "YES" confirms a successful setting.

Select the applications that should be accessible for the chosen role.

You can only select the applications that are supposed to grant access to the application. This settings are made on Group level.

Click here to save your settings.

# ROLE MANAGEMENT

Edit roles 2/2

You can have a look on more information by using the tooltip.

W

DEUGRPV - Group Retail Portal Importeur

System Settings

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Role Management

Application View

Role Management

Role View

Business Role ID

Name

Level Types

Organization Subtypes

Role Group

Description

Configured

Edit Role

Select Level Types

Select Organization Subtypes

Select configured

0	First Level Support	Operating	Importer	Common	<div>The first level support has access to the user module and can search for users and see working contexts and roles of the user.</div>	YES	
1	Company Representative (form. MD)	Using	Dealer	Common	<div>The "Company Representative (form. MD)" is appointed by the legal representative of the company (e.g. managing director). The Company Representative (form. MD) represents a company in the GRP.</div>	YES	
1	Company Representative (form. MD)	Using	Contact Center	Common	<div>The "Company Representative (form. MD)" is appointed by the legal representative of the company (e.g. managing director). The Company Representative (form. MD) represents a company in the GRP.</div>	YES	
1	Company Representative (form. MD)	Using	Marketing Agency	Common	<div>The "Company Representative (form. MD)" is appointed by the legal representative of the company (e.g. managing director). The Company Representative (form. MD) represents a company in the GRP.</div>	YES	
1	Company Representative (form. MD)	Using					

Editing Roles

1.You are only able to see applications that are available for your region.

2.You can adjust the access rights to applications for each role individually.

FYI: These rights will only be valid for Partnerships / Third Party Organizations associated with your Organization.

FYI: For some applications you also have to select the permissions within the application.

## ROLE MANAGEMENT

Application View 1/2

You will find the new submenu "Application View" in the role management.

The Admin clicks on the "Application View" menu subitem.

Here, the roles of the applications can be assigned in a separate Application View in Role Management to facilitate role management.

In the "Application View", the Admin can see the list of all activated applications for his context.

DEUGRPV - Group Retail Portal Importeur

System Settings
Admin Area
Test User

User Management
Role Management
Applications Management
Organization Management
Rollout Status
Help - Video Guides

Role Management
Application View

### Role Management

#### Role View

Select Level Types
Select Organization Subtypes

Select configured

Business Role ID	Name	Level Types	Organization Subtypes	Role Group	Description	Configured	
0	First Level Support	Operating	Importer	Common	1 The first level support has access to the user module and can search for users and see working contexts and roles of the user.	YES	⌵
1	Company Representative (form. MD)	Using	Dealer	Common	1 The "Company Representative (form. MD)" is appointed by the legal representative of the company (e.g. managing director). The Company Representative (form. MD) represents a company in the GRP.	YES	⌵
1	Company Representative (form. MD)	Using	Contact Center	Common	1 The "Company Representative (form. MD)" is appointed by the legal representative of the company (e.g. managing director). The Company Representative (form. MD) represents a company in the GRP.	YES	⌵
1	Company Representative (form. MD)	Using	Marketing Agency	Common	1 The "Company Representative (form. MD)" is appointed by the legal representative of the company (e.g. managing director). The Company Representative (form. MD) represents a company in the GRP.	YES	⌵
1	Company Representative (form. MD)	Using	Finance Center	Common	1 The "Company Representative (form. MD)" is appointed by the legal representative of the company (e.g. managing director). The Company Representative (form. MD) represents a company in the GRP.	YES	⌵
					1 The "Company Representative (form. MD)" is appointed by the legal		

# ROLE MANAGEMENT

Application View 2/2

The Admin with authorization for role management selects an application and can mark the roles for which the application should be visible.

The role configuration is also displayed via the application view and can be checked here.

Application View for each Role ⓘ

Search application

A

Ai

Ai

Bi

Bi

Cl

Activate/Deactivate Application permission for Roles

☐ Show not configured roles only

Deactivated Roles

Brand Manager (4, Importer | Common) ✓

Complaint Manager (5, Importer | Common) ✓

After Sales Manager (13, Importer | After Sales) ✓

Service Manager (16, Importer | After Sales) ✓

...

Activated Roles

Company Representative (form. MD) (1, Importer | Common) ✓

Wholesale Administrator (2, Importer | Common) ✓

Quality Assurance Manager (11, Importer | Common) ✓

After Sales Service Person (17, Importer | After Sales) ✓

...

→

→i

←

←i

SAVE



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- II TRAINING DOCUMENTS – USER
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  - OVERVIEW
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  - ROLE MANAGEMENT - Wholesale Admin
  - APPLICATION MANAGEMENT - Wholesale Admin**
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Click here to access Application Management.

The screenshot displays the Volkswagen DEUGRPN - Group Retail Portal Importeur interface. The top navigation bar includes links for Home, User Management, Role Management, Applications Management (highlighted with a red circle), Organization Management, Rollout Map, and Help - Video Guides. Below this, a secondary navigation bar lists Applications Management, Partner Management, Third Party Management, and Independent Partner Management. A red line connects the 'Applications Management' link in the secondary bar to the 'Applications Management' text on the left. The main content area shows the 'Activate/Deactivate Applications' window, which has two input fields for 'Deactivated Applications' and 'Activated Applications'. Between these fields are four buttons: a right arrow, a left arrow, a double left arrow, and a double right arrow. A 'SAVE' button is located at the bottom right of the window. The footer contains links for Imprint, Terms of Use, Privacy, Help, Data Classification: Intern, and Contact, along with the Volkswagen logo and the text 'VOLKSWAGEN AKTIENGESELLSCHAFT' and 'version: 5.0.3.46.12'.

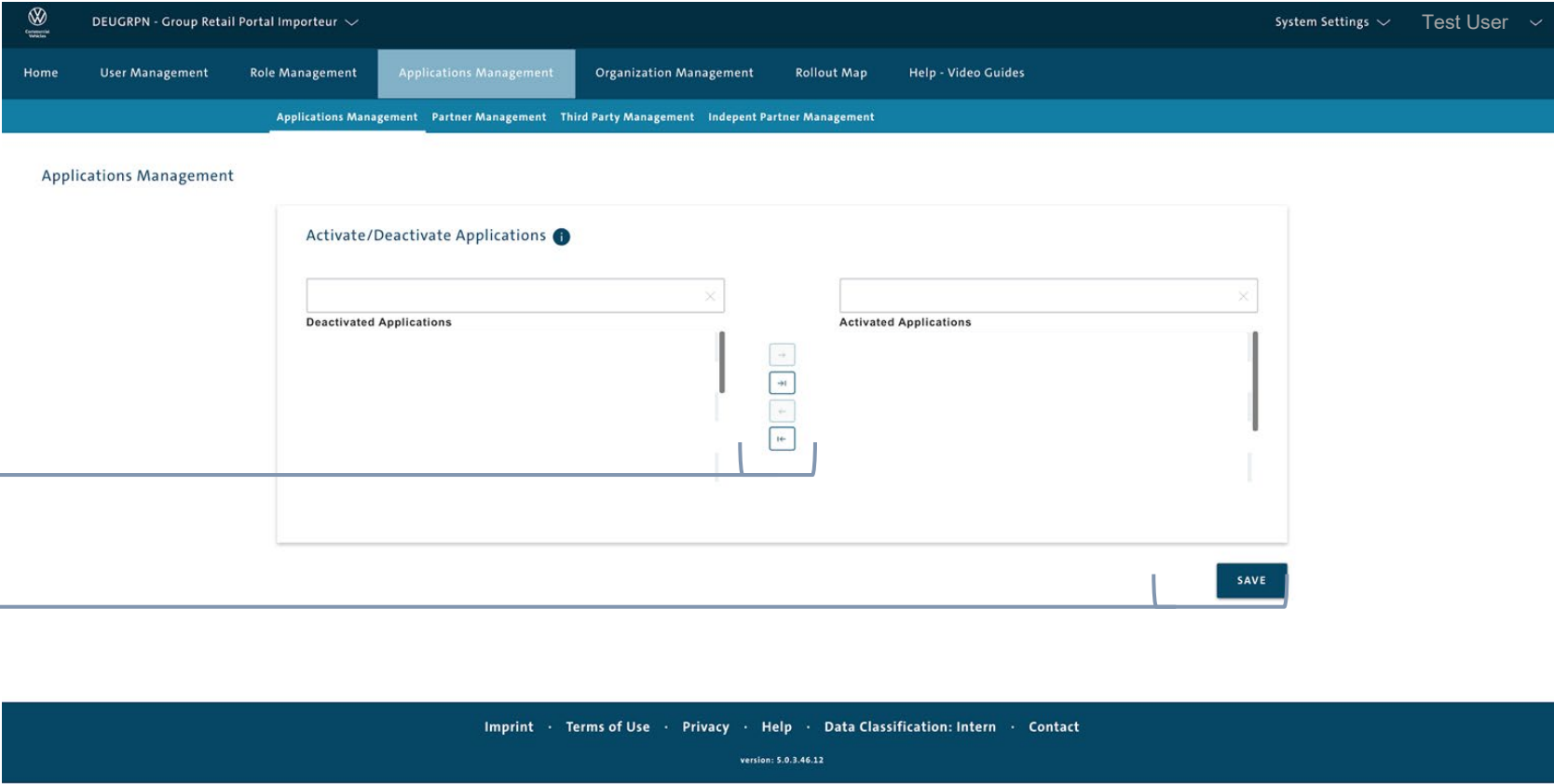
Application Management is only available for administrators and entitled users on Importer Level. They have to manage applications for all contexts, which are connected to the Wholesale Organization.

Application Management Functions:

Activate or deactivate applications

# APPLICATION MANAGEMENT

Add / Remove application



You activate or deactivate applications by clicking on the arrows.

After activating or deactivating applications you have to save your changes.

# APPLICATION MANAGEMENT

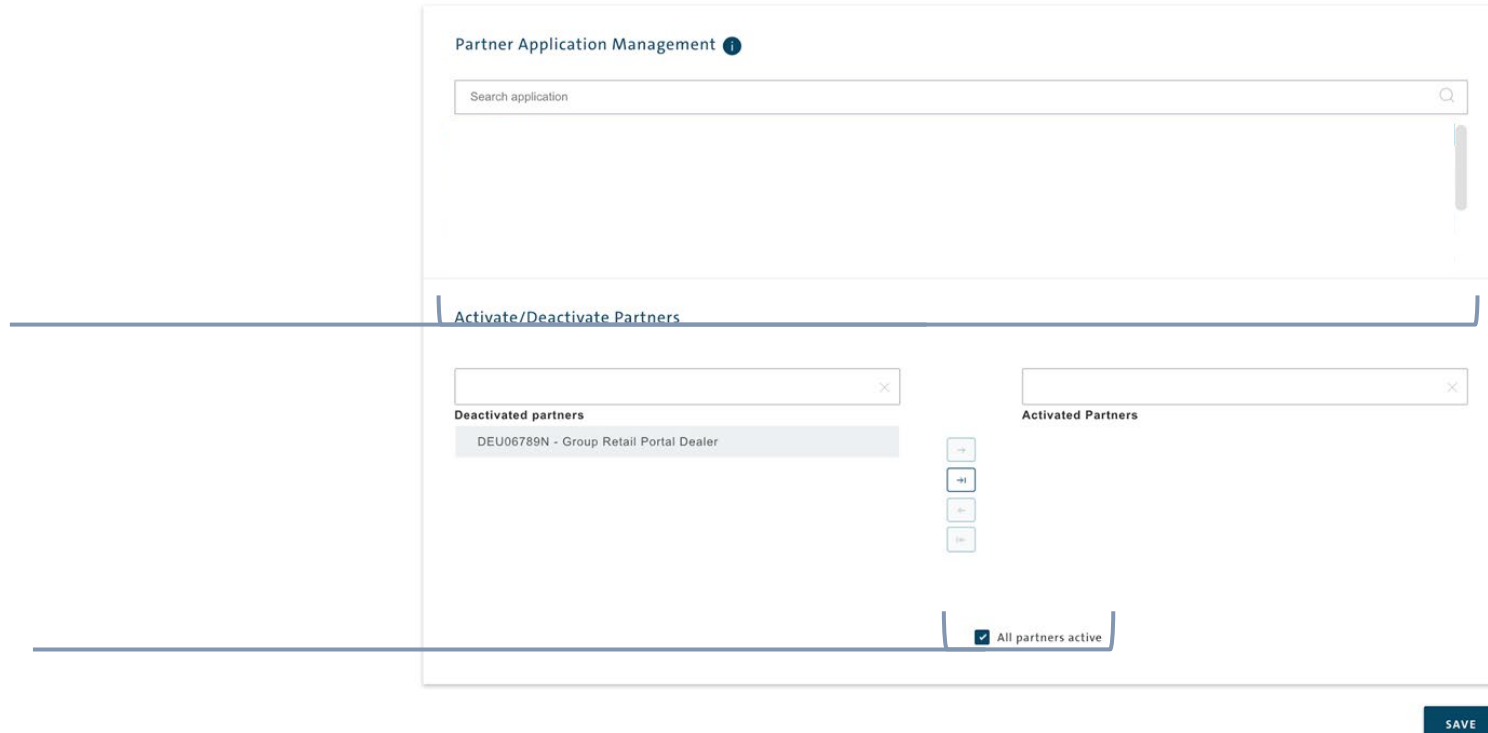
## Application Access Management



### Partner Management

Select here the application you want to administrate.

Select certain Partners or select "All Partners" and click on the arrow to the left to deactivate the selected application for them (in that case) or activate deactivated partners by choosing them in the middle window and use the arrow to the right.



Application Access Management is only available for administrators and entitled users on Importer Level. They are able to give certain Partners the access rights to selected applications.

Select here the application you want to administrate.

Select certain Third Party Organization or select "All Third Party Organizations" and click on the arrow to the left to deactivate the selected application for them (in that case) or activate deactivated Third Party Organizations by choosing them in the middle window and use the arrow to the right.

The screenshot shows the 'Third Party Application Management' interface. At the top, there is a dark blue header with the Volkswagen logo, the text 'DEUGRPN - Group Retail Portal Importeur', and links for 'System Settings' and 'Test User'. Below this is a navigation bar with tabs: 'Home', 'User Management', 'Role Management', 'Applications Management' (highlighted), 'Organization Management', 'Rollout Map', and 'Help - Video Guides'. A secondary navigation bar below the tabs lists 'Applications Management', 'Partner Management', 'Third Party Management' (highlighted), and 'Indepent Partner Management'. The main content area is titled 'Third Party Management' and contains a section 'Third Party Application Management'. This section has a search bar labeled 'Search application'. Below the search bar is a section titled 'Activate/Deactivate Third Party Organizations'. It features two input fields: 'Deactivated Third Party Organizations' and 'Activated Third Party Organizations'. Between these fields are four buttons: a left arrow, a right arrow, a left arrow with a plus sign, and a right arrow with a plus sign. At the bottom of this section, there is a checkbox labeled 'All Third Party Organizations active' which is checked. A 'SAVE' button is located at the bottom right of the interface.

# APPLICATION MANAGEMENT

## Independend Partner Management

The screenshot displays the DEUGRPN - Group Retail Portal Importeur interface. The top navigation bar includes links for Home, User Management, Role Management, Applications Management (highlighted), Organization Management, Rollout Map, and Help - Video Guides. Below this, a secondary navigation bar shows Applications Management, Partner Management, Third Party Management, and Independent Partner Management (highlighted). The main content area is titled 'Indepent Partner Management' and contains a sub-section 'Indepent Partner Application Management'. This sub-section features a search bar labeled 'Search application'. Below the search bar, there is a section titled 'Activate/Deactivate Indepent Partners'. This section includes two input fields: 'Deactivated Indepent Partners' and 'Activated Indepent Partners'. Between these fields are four directional arrow buttons (left, right, double left, double right). At the bottom of this section, there is a checkbox labeled 'All Indepent Partners active' which is currently checked. A 'SAVE' button is located at the bottom right of the main content area.

Select here the application you want to administrate.

Select certain Independend Partners or select "All Independend Partners" and click on the arrow to the left to deactivate the selected application for them (in that case) or activate deactivated partners by choosing them in the middle window and use the arrow to the right.

If **new Independend Partners** where added / imported from the KVPS, they are automatically on the list of activated deactivated Indepent Partners, depending on the checkbox for "all Indepent Partners".

# APPLICATION MANAGEMENT

## Independent Partner Management

DEUGRPN - Group Retail Portal Importeur

System Settings Test User

Home User Management Role Management Applications Management Organization Management Rollout Map Help - Video Guides

Applications Management Partner Management Third Party Management Indepent Partner Management

Indepent Partner Management

Indepent Partner Application Management

Search application

Activate/Deactivate Indepent Partners

Deactivated Indepent Partners

Activated Indepent Partners

All Indepent Partners active

SAVE

Select here the application you want to administrate.

Select certain Independent Partners or select "All Independent Partners" and click on the arrow to the left to deactivate the selected application for them (in that case) or activate deactivated partners by choosing them in the middle window and use the arrow to the right.

If **new Independent Partners** where added / imported from the KVPS, they are automatically on the list of activated deactivated Indepent Partners, depending on the checkbox for "all Indepent Partners".

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## ORGANIZATION MANAGEMENT

Organization table View/ Search function

Click here to access Organization Management. „Search mask“ is displayed.

Now you can (but does not have to) define following search parameters to limit the amount of organizations displayed:

- Organization key
- Organization type
- Partner types / Organization Subtypes
- Name

User click on "Search".  
Search results are displayed

The screenshot displays the 'Organization Management' section of a web application. The top navigation bar includes links for Home, User Management, Role Management, Applications Management, Organization Management (highlighted with a red circle), Rollout Map, and Help - Video Guides. Below this, a sub-navigation bar shows 'Organization Management', 'Assign Administrative Roles', and 'Create Third Party Organization'. The main content area is titled 'Organization Management' and contains the 'Organization Table View'. This view includes a search mask with fields for 'Organization Key', 'SELECT ORGANIZATION TYPES', 'SELECT ORGANIZATION SUBTYPES', and 'Name', along with a 'SEARCH' button and an 'EXPORT' link. Below the search mask is a table with columns: 'Organization Key', 'Organization type', 'Partner Types / Organization Subtypes', 'Name', and 'Parent Organization Key'. The table currently displays a message: 'Please start your search. Before your first search no organization will be displayed.' At the bottom of the page, there is a footer with links for Imprint, Terms of Use, Privacy Policy, Help, Data Classification: Intern, Contact, and Cookie-Policy.

### Organization Management

Organization Management is only available for administrators and entitled users on Importer Level. They have to manage Organizations for all contexts, which are connected to the Wholesale Organization.

#### Organization Management Functions:

- Assign Managing Director / Local Administrator for a Dealership
- Manage Third Party Organizations
- Create Third Party Organizations

# ORGANIZATION MANAGEMENT

Assign Managing Director / Local Administrator 1/6

DEUGRPV - Group Retail Portal Importeur

System Settings

Test User

Home

User Management

Role Management

Applications Management

Organization Management

Rollout Map

Help - Video Guides

Organization Management

Assign Administrative Roles

Create Third Party Organization

Organization Management

Organization Table View

Organization Key

Organization type

Partner Types / Organization Subtypes

Name

Parent Organization Key

DEU06789V	Partner	Dealer	Group Retail Portal Dealer	DEUGRPV
000	Third Party	Finance Center	VW Welt_Test	DEUGRPV
001	Third Party	Marketing Agency	КТ Петик	DEUGRPV
006	Third Party	Marketing Agency	지훈 전자	DEUGRPV
006	Third Party	Contact Center	許 Group	DEUGRPV
009	Third Party	Finance Center	新井情報株式会社	DEUGRPV
010	Third Party	Contact Center	FACT OEM	DEUGRPV
010	Third Party	Admin Context VSC/1	BWD OEM	DEUGRPV
010	Third Party	Contact Center	CASIS OEM	DEUGRPV
010	Third Party	Admin Context Elsa DCP	1100	DEUGRPV

10

(1 of 54)

Double click here to edit an organization. A new window will open.

ORGANIZATION MANAGEMENT

Assign Managing Director / Local Administrator 2/6

DEUGRPV - Group Retail Portal Importeur

System Settings

Test User

Home

User Management

Role Management

Applications Management

Organization Management

Rollout Map

Help - Video Guides

Organization Management

Assign Administrative Roles

Create Third Party Organization

Edit Organization



You can assign new administrators here.

Click here, to remove an administrator from the organization.

Organization Name

VW Welt\_Test

Organization Key \*

000000000-DEUGRPV

Organization Types \*

Third Party

Organization Subtypes \*

Finance Center

Market

Germany

Assigned Administrative Roles

ASSIGN ADMINISTRATIVE ROLES

Name	Role	Email	delete
	Local Administrator / Managing Director		⊗
	Managing Director		⊗
	Local Administrator	ie	⊗
feste user	Local Administrator		⊗
	Local Administrator		⊗

## ORGANIZATION MANAGEMENT

Assign Managing Director / Local Administrator 3/6

Click here to assign a new administrator to an organization.

DEUGRPV - Group Retail Portal Importeur

System Settings Test User

Home User Management Role Management Applications Management Organization Management Rollout Map Help - Video Guides

Organization Management Assign Administrative Roles Create Third Party Organization

Identify organization

Organization type \* Country Code \* BID / Partnerkey \* Brand \*

Partner DEU Volkswagen (V)

NEXT

BACK

\* Organization type field is mandatory  
\* Organization Key field is mandatory

Imprint · Terms of Use · Privacy · Help · Data Classification: Intern · Contact

version: 5.0.3.47.5

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AKTIENGESELLSCHAFT

## ORGANIZATION MANAGEMENT

Assign Managing Director / Local Administrator 4/6

Fill in the KVPS Partnerkey or the DUNS number of the Third Party Organization you want the Managing Director assign for.

Click "Next".

The screenshot shows the 'Identify organization' form within the 'Organization Management' section of the 'DEUGRPV - Group Retail Portal Importeur' system. The form includes the following fields:

- Organization type \***: A dropdown menu with 'Partner' selected.
- Country Code \***: A dropdown menu with 'DEU' selected.
- BID / Partnerkey \***: An empty text input field.
- Brand \***: A dropdown menu with 'Volkswagen (V)' selected.

Navigation buttons include 'NEXT' (dark blue) and 'BACK' (light grey). Information icons (i) are present next to the 'Country Code' and 'BID / Partnerkey' fields.

\* Organization type field is mandatory  
\* Organization Key field is mandatory

### Initialize contexts (Dealerships)

Before any enduser can request a context, there must be a Managing Director assigned to that context.

[Imprint](#) · [Terms of Use](#) · [Privacy](#) · [Help](#) · [Data Classification: Intern](#) · [Contact](#)

version: 5.0.3.47.5

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## ORGANIZATION MANAGEMENT

Assign Managing Director / Local Administrator 5/6

Please double check, if you have selected the correct KVPS key / Third Party Organization.

Fill in the Username of the user you would like to assign as Managing Director to the selected context.  
Click „NEXT“.

DEUGRPV - Group Retail Portal Importeur

System Settings Test

Home User Management Role Management Applications Management Organization Management Rollout Map Help - Video Guides

Organization Management Assign Administrative Roles Create Third Party Organization

Identify organization

Organization Key	Organization Name	Address
DEU06789V	Group Retail Portal Dealer	

Username \*

paul.smith@vw-autohaus.de

NEXT

BACK

\* Username field is mandatory

Imprint · Terms of Use · Privacy · Help · Data Classification: Intern · Contact

version: 5.0.3.47.5

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## ORGANIZATION MANAGEMENT

Assign Managing Director / Local Administrator 6/6

 DEUGRPV - Group Retail Portal Importeur

System Settings Test User

[Home](#) [User Management](#) [Role Management](#) [Applications Management](#) [Organization Management](#) [Rollout Map](#) [Help - Video Guides](#)

[Organization Management](#) [Assign Administrative Roles](#) [Create Third Party Organization](#)

Confirm

Organization Key	Organization Name	Address
DEU06789V	Group Retail Portal Dealer	

Username \*

NEXT

First Name \*

Surname \*

ASSIGN LOCAL ADMINISTRATOR

ASSIGN SALES LOCAL ADMINISTRATOR

ASSIGN AFTERSALES LOCAL ADMINISTRATOR

ASSIGN MANAGING DIRECTOR

\* First Name field is mandatory

\* Surname field is mandatory

BACK

Click here to assign the Managing Director or a Local Administrator to the chosen context.

### Assign Managing Director

You are only allowed to assign two Managing Directors to each Partner context. If there are already two Managing Directors, it is not possible to assign one more.

### I INTRODUCTION

### II TRAINING DOCUMENTS – USER

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#### OVERVIEW

USER MANAGEMENT - Admins (All Level)

ROLE MANAGEMENT - Wholesale Admin

APPLICATION MANAGEMENT - Wholesale Admin

ORGANIZATION MANAGEMENT – Assigning roles without registration

LEGAL DOCUMENTS - Wholesale Admin

ROLLOUT MAP - Wholesale Admin / Managing Director

### IV HELP VIDEO GUIDES

### V USER & ROLE RECERTIFICATION



## ORGANIZATION MANAGEMENT

Assign Managing Director / Local Administrator without registration 1/4

The screenshot shows the top navigation bar of the DEUOEMV - Volkswagen PC system. The VW logo is on the left, followed by the text "DEUOEMV - Volkswagen PC" and a dropdown arrow. On the right, there are links for "System Settings" and "Admin Area". Below this is a main menu with "User Management", "Role Management", "Applications Management", "Organization Management" (highlighted), "Rollout Status", and "Help - Video Guides". A secondary menu below "Organization Management" includes "Organization Management", "Assign Administrative Roles", and "Manage Third Party Subtypes".

Identify organization

Organization Key	Organization Name	Address
DEL	Group Retail Portal Importeur	Alemannenhof 2 , Langenhagen, Germany

Enter the email address of the admin/managing director you want to assign to the context.

Email \*

NEXT

BACK

The message appears that the user does not yet exist in the GRP. Click Create.

The dialog box has a title bar "You are about to add a new User" with a close button (X). The main text reads: "The User doesn't exist. Do you want to create a new User?". At the bottom, there are two buttons: "CANCEL" and "CREATE".

## ORGANIZATION MANAGEMENT

Assign Managing Director / Local Administrator without registration 2/4

User Management	Role Management	Applications Management	Organization Management	Rollout Status	Help - Video Guides
Organization Management   Assign Administrative Roles   Manage Third Party Subtypes					

Identify organization

Organization Key	Organization Name	Address
DEUGRPV	Group Retail Portal Importeur	

Create the user with name and last name.

Email \*

46n\_37s9xiqv1amy@byom.de

First Name \*

Surname \*

Dialing Code \*

Germany +49

Mobile Phone Number \*

Confirm Mobile Phone Number \*

Here please enter the user's mobile phone number. This receives an initial password by SMS. He will also receive an e-mail with a confirmation link. If he follows this, he will be asked for the initial password in the SMS.

A maximum of three SMS can be sent per user.

ASSIGN WHOLESALE ADMINISTRATOR

ASSIGN MANAGING DIRECTOR

BACK

### SMS dispatch depending on country

If your country does NOT support sending SMS, you will automatically receive the initial password in the confirmation e-mail.

Assign Managing Director / Local  
Administrator without registration 3/4

A confirmation banner is  
displayed that the user has  
successfully added.  
The user has to be confirm the  
registration within 9 days.

Confirmation link with initial password has been sent to the added user. Please note, that the confirmation has to be done by the user within 9 days.

User Management

Role Management

Applications Management

Organization Management

Rollout Status

Help - Video Guides

Organization Management

Assign Administrative Roles

Manage Third Party Subtypes

Organization Management

Organization Table View

EXPORT

Organization Key

SELECT LEVEL TYPES

SELECT ORGANIZATION TYPES

SELECT ORGANIZATION SUBTYPES

Name

SEARCH

Organization Key	Level Type	Organization type	Partner Types / Organization Subtypes	Name	Parent Organization Key
Please start your search. Before your first search no organization will be displayed.					

10

<

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(1 of 1)

<

>

## ORGANIZATION MANAGEMENT

Assign Managing Director / Local Administrator without registration 4/4

Example of the confirmation mail incl. the validation link. Copy the link in the mail into your browser, the password change function will open. Please note, the link is only available for total of 3 times of trying to access.

As soon as the user has confirmed the registration by e-mail and/or SMS, he will be asked to change the initial password.

Sender: groupretailportal-qa@global.volkswagenag.com

HTML  Text 

Dear Tester Test,

An Admin started the Group Retail Portal registration process for you. After clicking the confirmation link, you will receive a SMS with the initial password.

The SMS can be retriggered by clicking the link again (two times maximum).

Please verify your email address by clicking the link below:

<https://grp-qa.global.volkswagenag.com/web/public/2faConfirmationLink?token=a4a5e122-9863-4f71-8a86-69661ec8cc89>

You must verify your email address within 9 days, otherwise the registration will not be finished.

If you can not click on the link, please copy the link-address and paste it manually into your browser.

**Please be aware that the link is only available for total 3 times of trying to access. Your user data will be deleted from GRP after the fourth time clicking the confirmation link. If you do not receive your initial password after 3 times via SMS. We suggest to delete your account by clicking the link again (fourth time) so your responsible admin can be notified and start your registration process within GRP again.**

Your Group Retail Portal team

© Volkswagen AG.

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Group Retail Portal

Change password

Edit Password

The password contains at least 12 characters and contains at least one character of the following categories: lower case letter (a-z,ß,ü,ö,ä), upper case letter (A-Z,Ü,Ö,Ä), number (0-9), special character ( @%+/'!#5^?:.0[]{}~"-\_., ) and contains at most three successive identical characters. Password is not among of the previous 5 passwords.

Current Password \*

New Password \*

Confirm new Password \*

CHANGE PASSWORD

## ORGANIZATION MANAGEMENT

## Edit an organization / Local Administrator 1/2

DEUGRPV - Group Retail Portal Importeur

System SettingsTest User

HomeUser ManagementRole ManagementApplications ManagementOrganization ManagementRollout MapHelp - Video Guides

Organization ManagementAssign Administrative RolesCreate Third Party Organization

Organization Management

Organization Table View

EXPORT

Organization Key	Organization type	Partner Types / Organization Subtypes	Name	Parent Organization Key
DEU06789V	Partner	Dealer	Group Retail Portal Dealer	DEUGRPV
000	Third Party	Finance Center	VW Welt_Test	DEUGRPV
001	Third Party	Marketing Agency	KT Петик	DEUGRPV
006	Third Party	Marketing Agency	지훈 전자	DEUGRPV
006	Third Party	Contact Center	許 Group	DEUGRPV
009	Third Party	Finance Center	新井情報株式会社	DEUGRPV
010	Third Party	Contact Center	FACT OEM	DEUGRPV
010	Third Party	Admin Context VSC/1	BWD OEM	DEUGRPV
010	Third Party	Contact Center	CASIS OEM	DEUGRPV
010	Third Party	Admin Context Elsa DCP	1100	DEUGRPV

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Double click here to edit an organization. A new window will open.

ORGANIZATION MANAGEMENT

Edit an organization / Local Administrator 2/2

In this section you can add important contact information for an organization.

Click “save” to save your changes.

Partner

Organization Subtypes \*

Dealer

Market

Germany

Contact Type

PHONE

Contact Info \*

Address Type

MAIN

Street/Number \*

Postal Code \*

City \*

State

Country

Germany

CLOSE

SAVE

Managing Director / Local Administrator		⊗
Managing Director		⊗
After-sales Local Administrator / Local Administrator		⊗
Local Administrator		⊗
After-sales Local Administrator / Local Administrator		⊗
Local Administrator		⊗
Local Administrator		⊗
After-sales Local Administrator / Sales Local Administrator / Local Administrator		⊗
Local Administrator		⊗
After-sales Local Administrator / Sales Local Administrator		⊗
Sales Local Administrator / Local Administrator		⊗
Local Administrator		⊗
Local Administrator		⊗
Sales Local Administrator		⊗
Local Administrator		⊗
Local Administrator		⊗

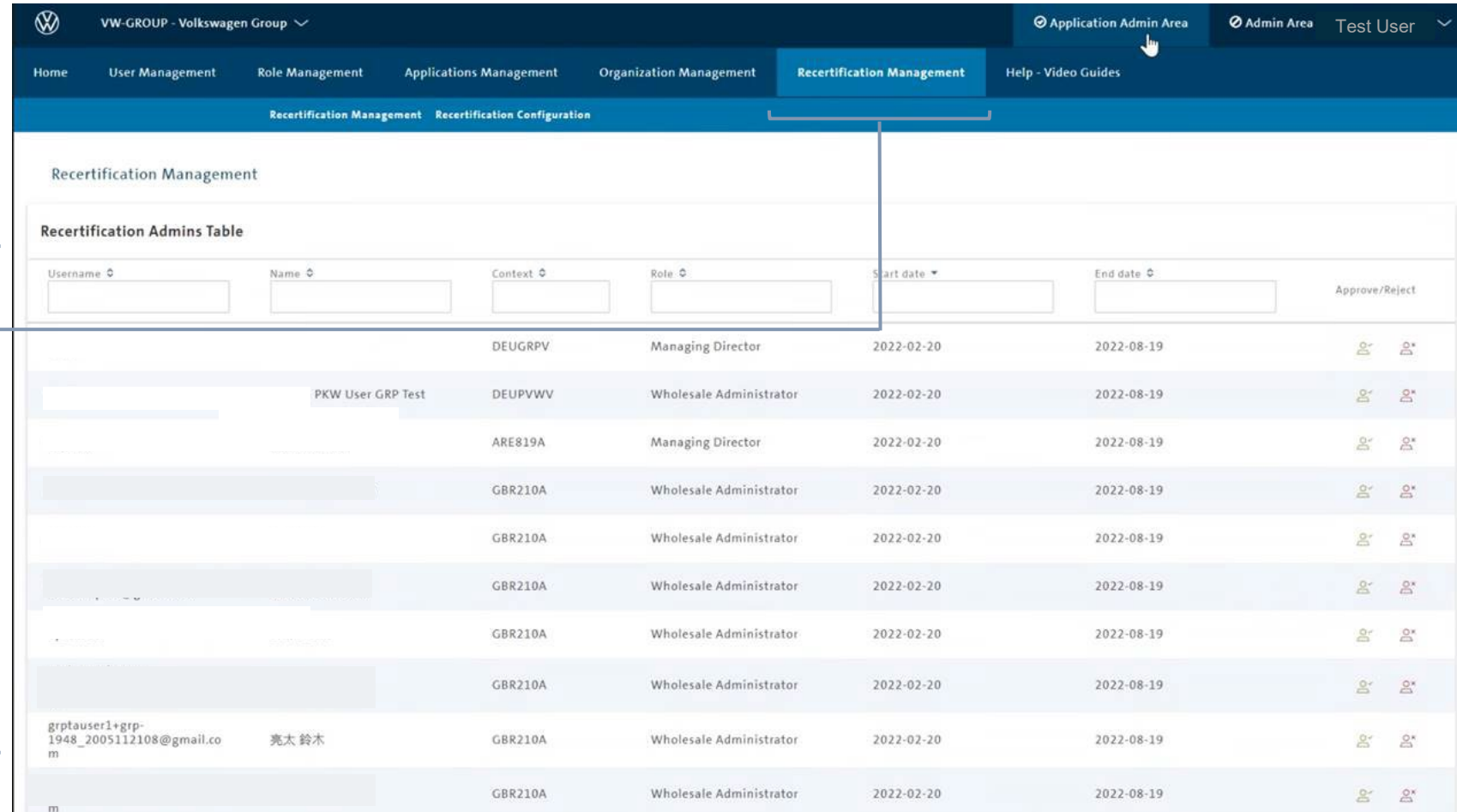
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  - ORGANIZATION MANAGEMENT - Wholesale Admin
  - RECERTIFICATION PROCESS**
  - LEGAL DOCUMENTS - Wholesale Admin
- IV ROLLOUT MAP - Wholesale Admin / Managing Director
- HELP VIDEO GUIDES
- V USER & ROLE RECERTIFICATION





















# RECERTIFICATION PROCESS

## Recertification Management

In this section you have to recertificate user. By entering the Recertification Management you get an Overview of Users which need to recertfiicate.

The Table view will keep you informed about the deadline of this job.



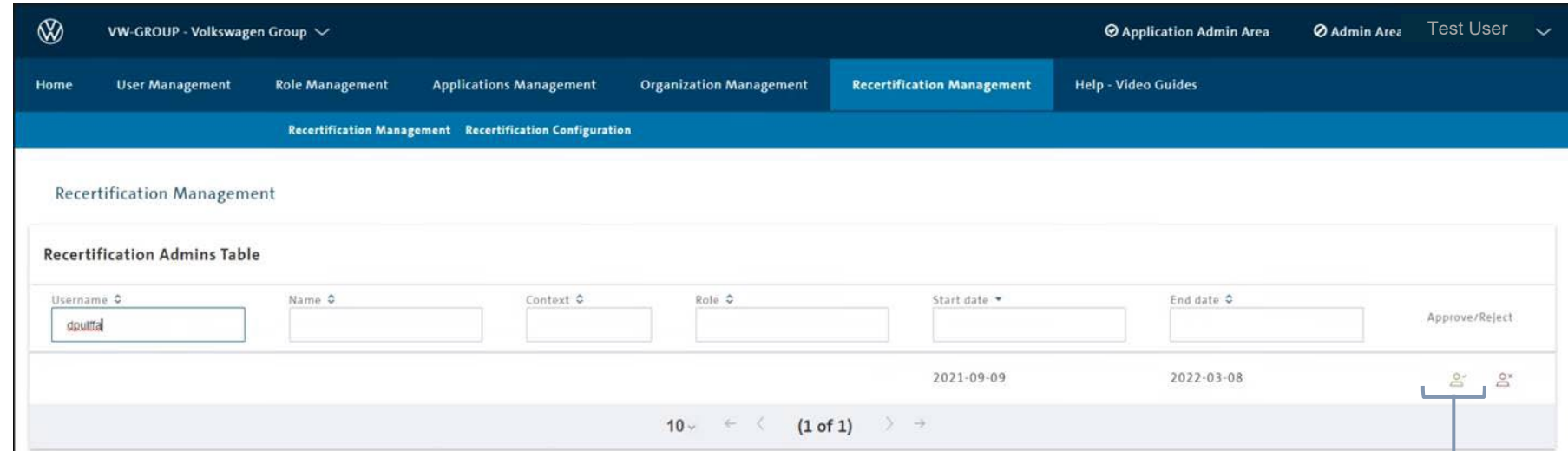
Username	Name	Context	Role	Start date	End date	Approve/Reject
		DEUGRPV	Managing Director	2022-02-20	2022-08-19	 
	PKW User GRP Test	DEUPVVV	Wholesale Administrator	2022-02-20	2022-08-19	 
		ARE819A	Managing Director	2022-02-20	2022-08-19	 
		GBR210A	Wholesale Administrator	2022-02-20	2022-08-19	 
		GBR210A	Wholesale Administrator	2022-02-20	2022-08-19	 
		GBR210A	Wholesale Administrator	2022-02-20	2022-08-19	 
		GBR210A	Wholesale Administrator	2022-02-20	2022-08-19	 
		GBR210A	Wholesale Administrator	2022-02-20	2022-08-19	 
grptouser1+grp-1948_2005112108@gmail.com	亮太 鈴木	GBR210A	Wholesale Administrator	2022-02-20	2022-08-19	 
m		GBR210A	Wholesale Administrator	2022-02-20	2022-08-19	 



# RECERTIFICATION PROCESS

## Recertification Approval

If you have approved the user, please click on the green icon. User will still remain in the working context.



The screenshot shows the 'Recertification Management' interface. At the top, there's a navigation bar with 'VW-GROUP - Volkswagen Group' and 'Application Admin Area'. Below it, a menu bar includes 'Home', 'User Management', 'Role Management', 'Applications Management', 'Organization Management', 'Recertification Management' (highlighted), and 'Help - Video Guides'. The main content area is titled 'Recertification Management' and contains a 'Recertification Admins Table'. The table has columns for 'Username', 'Name', 'Context', 'Role', 'Start date', 'End date', and 'Approve/Reject'. A single row is visible with the username 'dpulita', start date '2021-09-09', and end date '2022-03-08'. The 'Approve/Reject' column contains a green icon. A blue line points from the text on the left to this icon.

Username	Name	Context	Role	Start date	End date	Approve/Reject
dpulita				2021-09-09	2022-03-08	

After approval you will get the confirmation of a successful recertification.



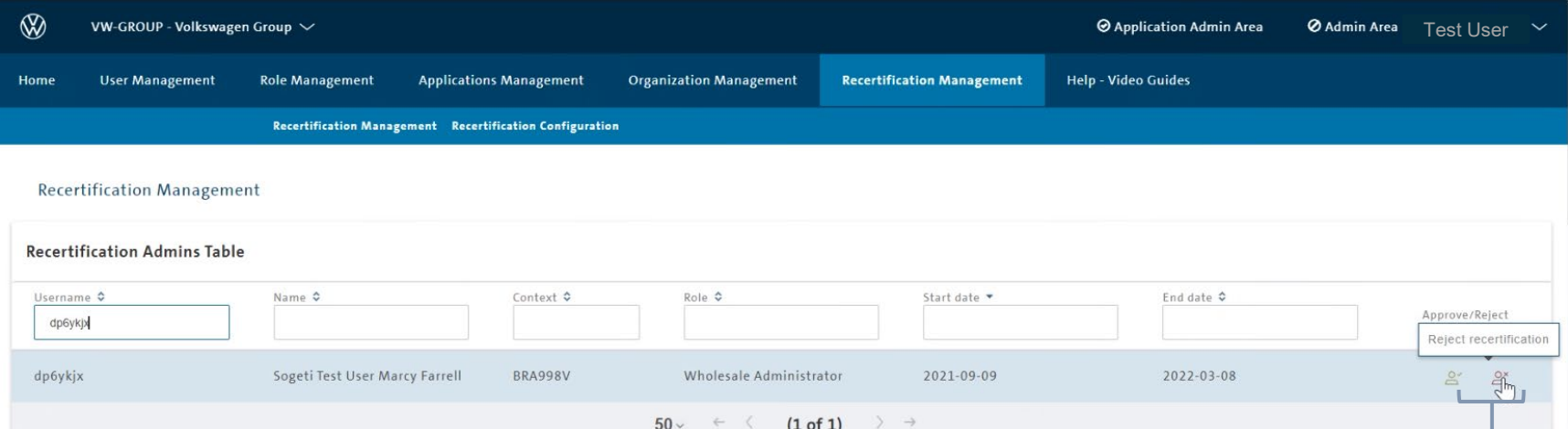
The screenshot shows a green confirmation message box with a white exclamation mark icon and the text: 'Application Owner ejaz.ahamed@sogeti.com was successfully re-certified'. Below the message, a table is partially visible with columns for ID, Name, Context, Role, Start date, and End date. The first row shows '467', 'Applikation - O1DC\_01', 'dpxmxmin', 'Application Owner2', '2022-02-20', and '2022-08-19'.

ID	Name	Context	Role	Start date	End date
467	Applikation - O1DC_01	dpxmxmin	Application Owner2	2022-02-20	2022-08-19

# RECERTIFICATION PROCESS

## Recertification Rejection

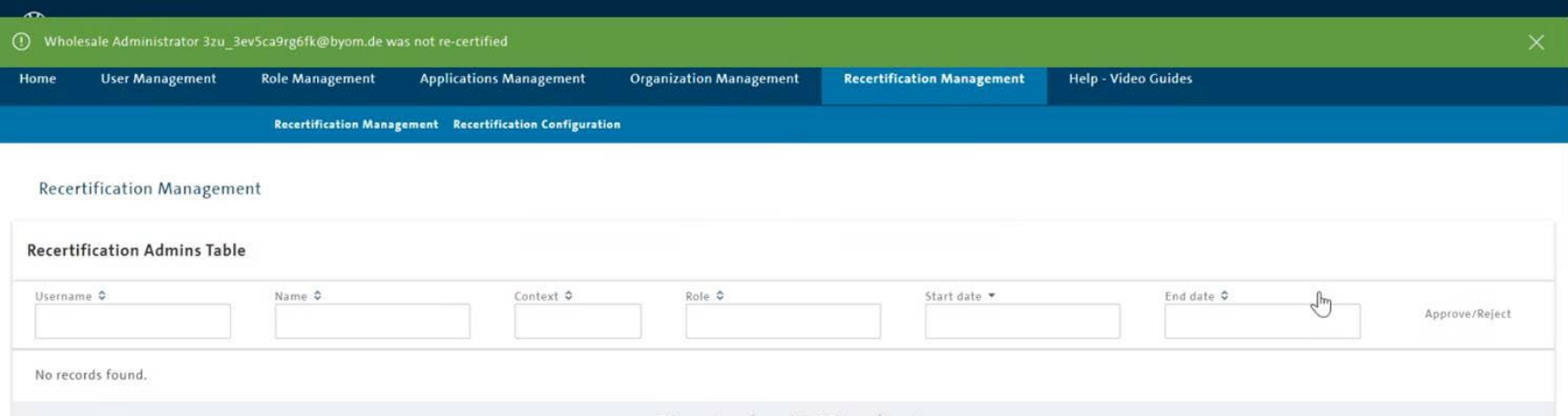
If you won't give approval for a user, choose the red icon to reject the recertification.



The screenshot shows the 'Recertification Management' interface. At the top, there's a navigation bar with 'VW-GROUP - Volkswagen Group' and 'Application Admin Area'. Below it, a menu bar includes 'Home', 'User Management', 'Role Management', 'Applications Management', 'Organization Management', 'Recertification Management', and 'Help - Video Guides'. The 'Recertification Management' section is active, showing a 'Recertification Admins Table'. The table has columns for Username, Name, Context, Role, Start date, and End date. A row is visible for 'dp6ykjx' with role 'Wholesale Administrator'. To the right of the table is an 'Approve/Reject' button. A red icon is highlighted, and a tooltip shows 'Reject recertification'.

Username	Name	Context	Role	Start date	End date	Approve/Reject
dp6ykjx	Sogeti Test User Marcy Farrell	BRA998V	Wholesale Administrator	2021-09-09	2022-03-08	

After rejection you will get the confirmation of a successful rejection. User is not re-certified.



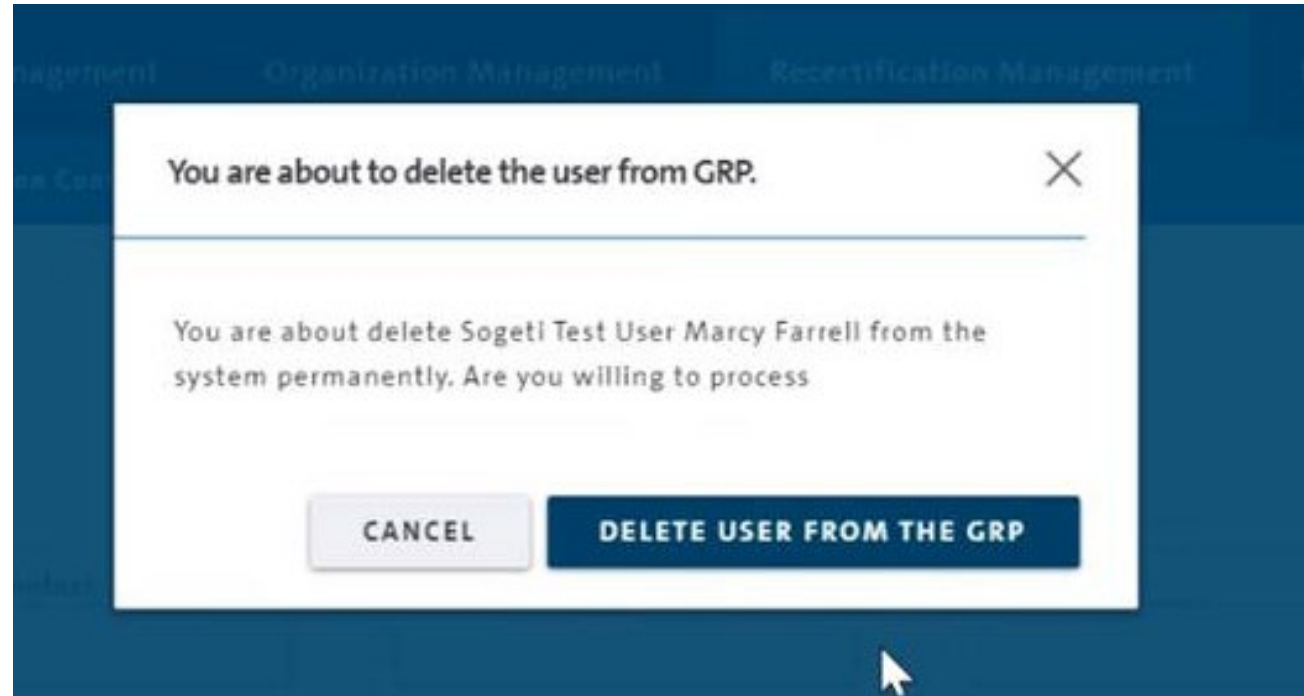
The screenshot shows the 'Recertification Management' interface after a rejection. A green banner at the top displays a message: 'Wholesale Administrator 3zu\_3ev5ca9rg6fk@byom.de was not re-certified'. The 'Recertification Admins Table' is now empty, showing 'No records found.'.

Username	Name	Context	Role	Start date	End date	Approve/Reject
No records found.						

## RECERTIFICATION PROCESS

### Recertification Rejection

After rejection, user will be deleted from GRP. Please click the Button "Delete user from GRP to finalize the rejection process.



### Rejection of a User

The rejection is just for the mentioned context. If the User is a member of different working contexts, he will stay in GRP for those ones. Each context has its own recertification process.

## RECERTIFICATION PROCESS

### Recertification Rejection

After successful rejection, user won't be able to login again.

## Welcome to Group Retail Portal

Password

Certificate

SecurID

Username ⓘ

Password

Authentication failed: Your username or password was invalid.

LOGIN

Create a new Account (QA)

Forgot Password? (QA)

- I INTRODUCTION
- II TRAINING DOCUMENTS – USER
- III TRAINING DOCUMENTS – ADMINISTRATOR**
  - OVERVIEW
  - USER MANAGEMENT - Admins (All Level)
  - ROLE MANAGEMENT - Wholesale Admin
  - APPLICATION MANAGEMENT - Wholesale Admin
  - ORGANIZATION MANAGEMENT - Wholesale Admin
  - LEGAL DOCUMENTS - Wholesale Admin / Managing Director**
  - ROLLOUT MAP - Wholesale Admin / Managing Director
- IV HELP VIDEO GUIDES
- V USER & ROLE RECERTIFICATION



# LEGAL DOCUMENTS

System Settings / Legal Documents  
at Administrator 1/9

Click „ADD“ to create a new document.

DEUGRPV - Group Retail Portal Importeur

System Settings

Test User

Home

User Management

Role Management

Applications Management

Organization Management

Rollout Map

Help - Video Guides

Terms of Use

ADD

Name	Language	Country Market	
toU	en-US	GBL	▼

Imprint · Terms of Use · Privacy · Help · Data Classification: Intern · Contact

version: 5.0.3.47.5

VOLKSWAGEN

AKTIENGESellschaft

# LEGAL DOCUMENTS

System Settings / Legal Documents  
for Administrator 2/9

Choose the language your document is written in.

Enter the correct title of your legal document.

Optional: leave a comment, if necessary.

Indicate from when the document is valid.

Indicates whether the approval to the selected document is mandatory or not. The ToU are always mandatory.

The relevant document can be opened and uploaded from the files using the upload function. This only applies to files in PDF format.

Click „UPLOAD“ to save your information and upload your document.

New version

Choose Language \*

be

Title \*

TEST von PK

Comments

Markets \*

GBL

Valid date \*

28/05/2024

Mandatory Approval

☐ Is Mandatory Approval

Upload PDF File \*

+ Select document (pdf only)

CANCEL

UPLOAD

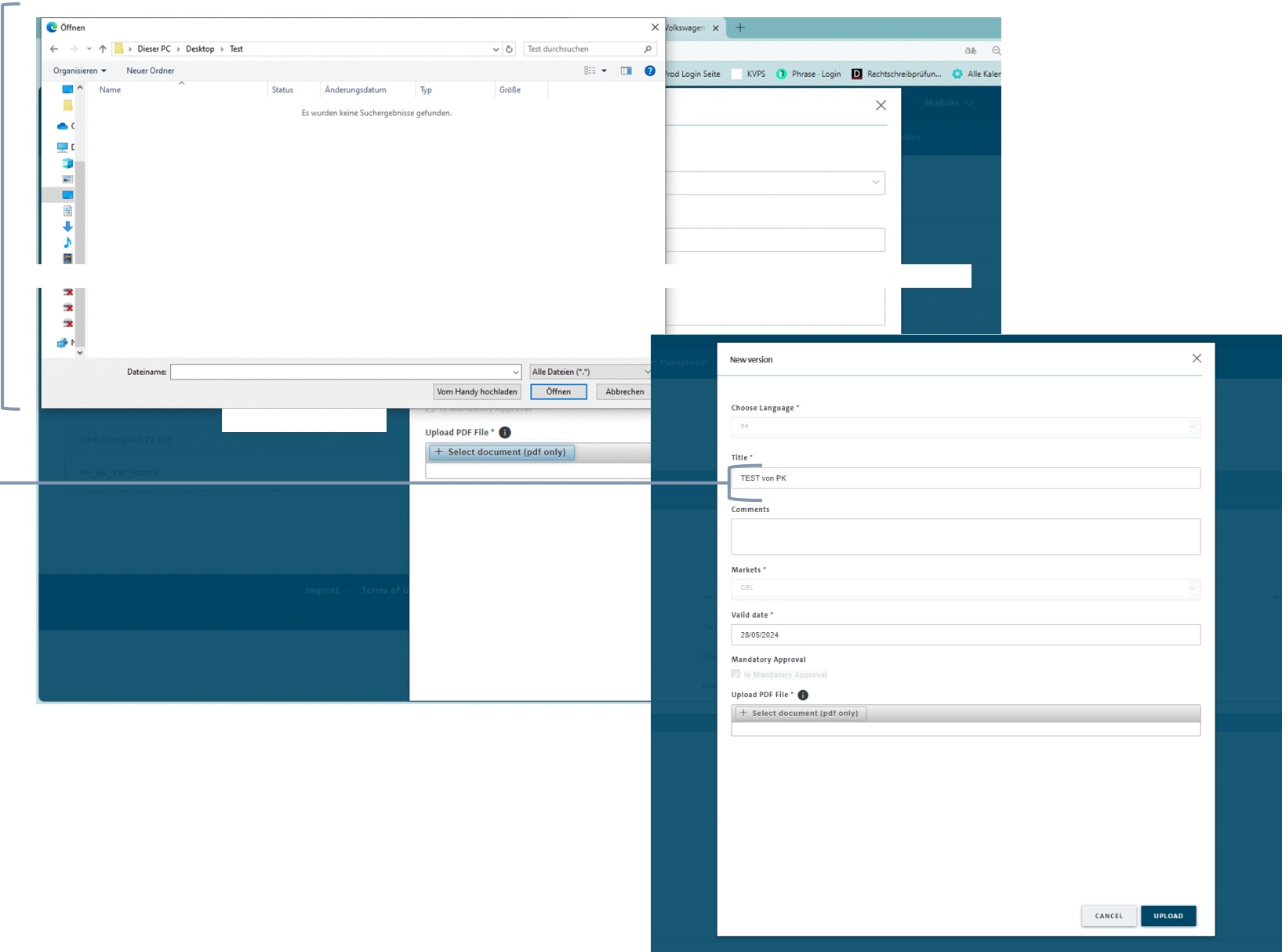


LEGAL DOCUMENTS

System Settings / Legal Documents  
at Administrator 1/9

As soon as the new window opens,  
the document can be selected and  
uploaded accordingly.

The new document is added.



DEUOEMV - Volkswagen PC

Application Admin Area

Group Retail Portal

i18n

Modules

System Settings

Admin Area

Test User

User Management

User Module

Role Management

Applications Management

Organization Management

Recertification Management

Rollout Status

Help - Video Guides

Privacy Policy

ADD

Name

Language

Test

be

Document History

UPLOAD NEW DOCUMENT

Title	Language	Valid date	Upload Date	Upload User	Mandatory Approval	Comments	version
Test	be	Tue May 28 02:00:00 CEST 2024	Tue May 28 16:14:07 CEST 2024	dphv6oz	false		1.0.0

DPP - DEUOEMV

en

Testing LLD

en-GB

[MT]-LR-test3

fr

The new document has been uploaded and can be viewed in the overview. Further documents can be added.

04.04.2025

Department: K-AVO-L/R

136

LEGAL DOCUMENTS

System Settings / Legal Documents  
at Administrator 3/9

Your document appears in the  
following column.

If you need to upload a new  
version, click here.

New legal document saved successfully.

New legal document saved successfully.

Terms of Use

ADD

Name	Language
English DPP test	en

Imprint · Terms of Use · Privacy · Help · Data Classification: Intern · Contact

version: 5.0.3.44.5

VOLKSWAGEN

**Footer**

The documents become available in the footer on the day of the selected valid date.

## LEGAL DOCUMENTS

System Settings / Legal Documents  
at Administrator 5/9

Go back to „System Settings“ and  
choose the next legal document to  
upload your file.

DEUGRPV - Group Retail Portal Importeur

System Settings ^ Test User

Legal Documents

- Terms of Use
- Data Privacy Policy
- Imprint
- Contact

Home User Management Role Management Applications Management Organization Management Rollout Map Help - Video

Search application

Last used

Bookmarks

+  
add

Applications

APP APP APP APP APP APP APP

APP APP APP APP APP APP APP

APP APP APP APP

**System Settings Legal Documents**

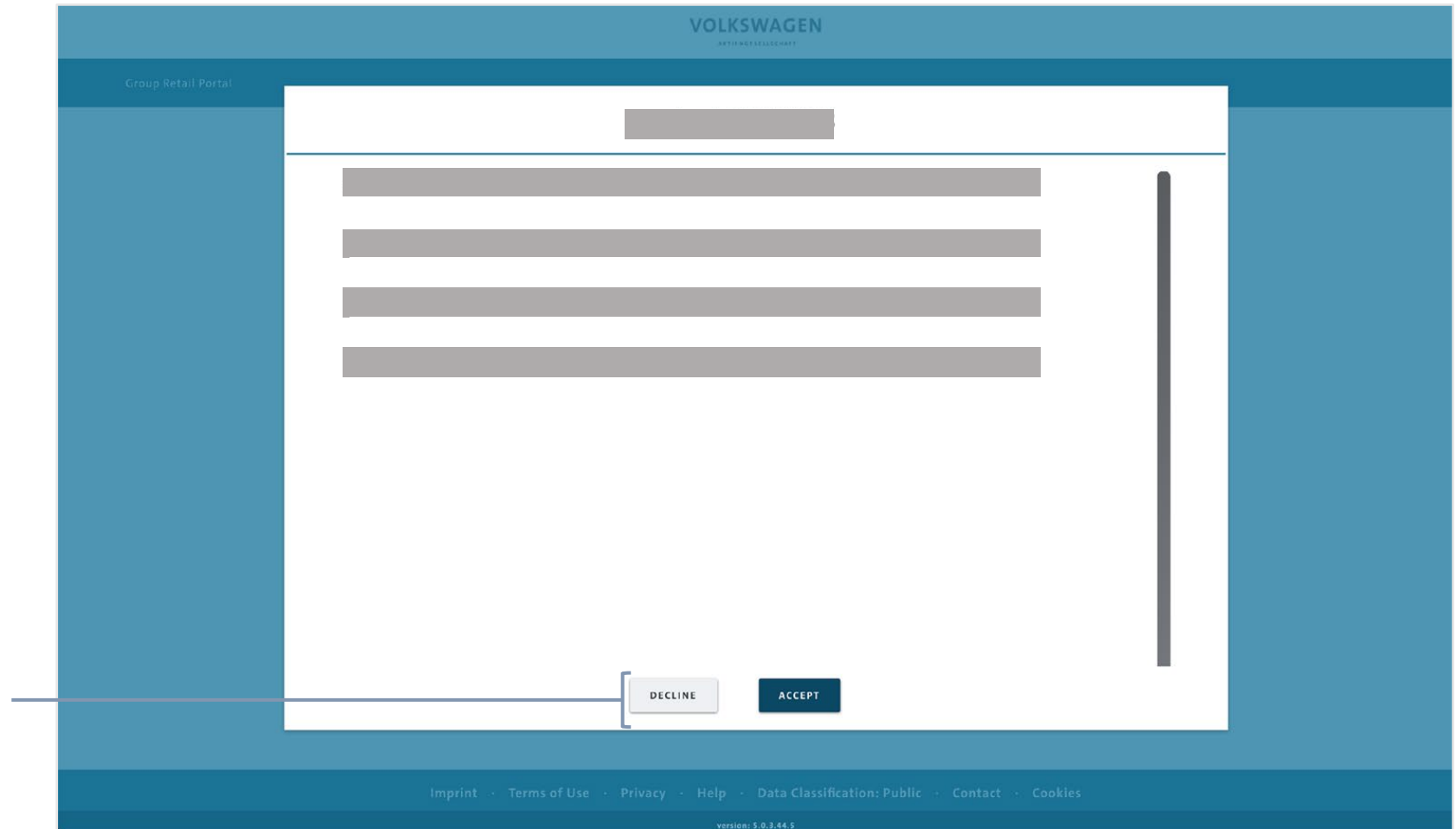
Repeat this steps for all legal documents:  
Terms of Use, Data Privacy Policy, Imprint  
and Contact.

https://grp-prelive.global.volkswagenag.com/web/module/home#

## LEGAL DOCUMENTS

System Settings / Legal Documents  
at Administrator 6/9

After every new upload of the Terms of Use or Data Privacy, the users of your market have to accept the new Terms of Use and confirm to have seen the new Privacy Policy. Otherwise they won't be able to access that context.



# LEGAL DOCUMENTS

System Settings / Legal Documents  
at Administrator 7/9

After you have uploaded a new version, the GRP provides a version history to the authorized user (Wholesale Admin / MD of the Importer) for each sub-navigation option.

To see the version history, go to the last modified document under „System Settings“ and click on the arrow.

DEU100V - Volkswagen Vertriebs- betreuungsgesellschaft mbH Qualitätsm...

System Settings

Test User

Home

User Management

Role Management

Applications Management

Organization Management

Rollout Map

Help - Video Guides

Terms of Use

ADD

Name	Language	Country Market
English DPP test	en	GBL

Imprint

Terms of Use

Privacy

Help

Data Classification: Intern

Contact

version: 5.0.3.47.2

VOLKSWAGEN

AKTIEGESELLSCHAFT

04.04.2025

Department: K-AVO-L/R

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- I INTRODUCTION
- II TRAINING DOCUMENTS – USER
- III TRAINING DOCUMENTS – ADMINISTRATOR**

### OVERVIEW

USER MANAGEMENT - Admins (All Level)

ROLE MANAGEMENT - Wholesale Admin

APPLICATION MANAGEMENT - Wholesale Admin

ORGANIZATION MANAGEMENT - Wholesale Admin

LEGAL DOCUMENTS - Wholesale Admin / Managing Director

**ROLLOUT Status - Wholesale Admin / Managing Director**

- IV HELP VIDEO GUIDES

- V USER & ROLE RECERTIFICATION

# Rollout Status

Rollout Status at Administrator 1/2

Click on the field Rollout Status. The market status is shown for different brand contextes. The Market status is grouped by BID.

You can also export an Excel file.  
Export includes Dealer, Number of active users, number of account associations, TOTP and Admins.

HomeRollout StatusHelp - Video Guides

EXPORT

Importer Key	Active Partners	Valid Partners	Percentage
DEU	61	1156	61 / 1156 (5%)

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version: 5.23.17

Volkswagen AG Region Mitte

Rollout Status

The Dealers are grouped by active (has active users) and valid (has no active users). For each dealer the following KPI is shown:

The total amount of users

Amount of people with Account Association

Amount of people with TOTP



- I INTRODUCTION
- II TRAINING DOCUMENTS – USER
- III TRAINING DOCUMENTS – ADMINISTRATOR
- IV HELP VIDEO GUIDES & FAQ**
- V USER & ROLE RECERTIFICATION

## HELP – Video Guides

Video Guide Page for Users and Administrators 1/3

Here, click Help - Video Manuals for the videos. Before you log in for the first time, you will receive an initial introduction and help with registration.

VOLKSWAGEN  
ARTIENGESELLSCHAFT

Group Retail Portal

Welcome to Group Retail Portal

Password Certificate SecurID

Username ⓘ

Password

LOGIN

Create a new Account Forgot Password?

Imprint · Terms of Use · Privacy · Help · **Help - Video Guides** · Data Classification

VOLKSWAGEN  
ARTIENGESELLSCHAFT

Group Retail Portal

Hilfe - Videohandbücher

Benutzervideos

**Einführung** >

Benutzer Einführung

Das Group Retail Portal

Der Zugang zu vertraulichen Daten muss laut

**The video manuals will introduce you to the GRP in an interactive way.**

These are divided into different areas. Each of these sections deals with other functionalities of the GRP, as well as the specific roles.

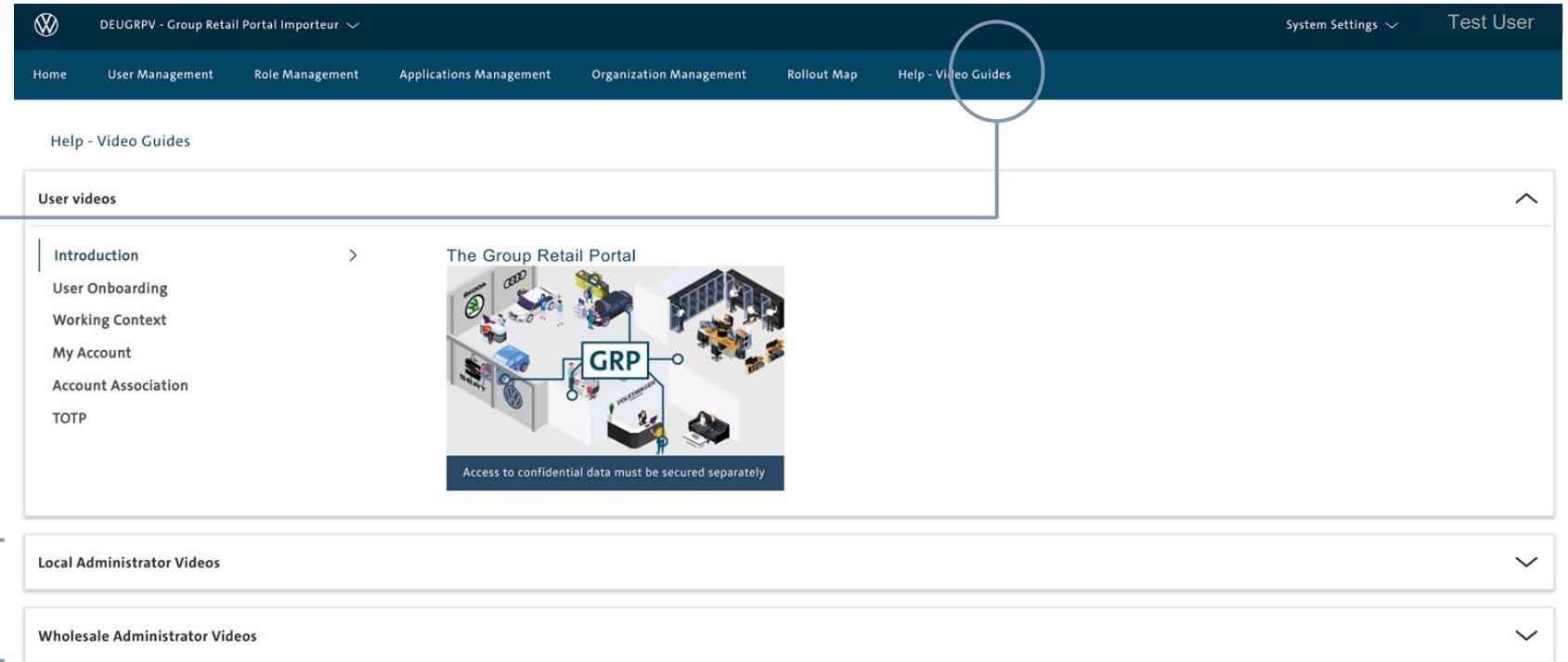
In combination with this training manual, the video manual will support you in using the GRP 5 and provide you with valuable information.

## HELP – Video Guides

Video Guide Page for Users and Administrators 2/3

To access the videos, click Help - Video Guides on the menu

As Managing Director / Local Admin on dealer level and Third Party Level, you will also see the "local administrator videos" and "Wholesale Administrator Videos" in addition to the user videos. Click on the arrow to open the respective menu.



### The Help – Video Guides will help you understand the GRP in an interactive way

The Video Guides are divided in different sections.

Each path covers different functionalities and explains the GRP for the particular user-type.

In combination with the Trainings Manual it will provide you with all the information you will need to master the GRP 5.

## HELP – Video Guides

Video Guide Page for Users and Administrators 3/3

Click the play button  
to start a video.

The screenshot displays the 'Help - Video Guides' page of the DEUGRPV - Group Retail Portal Importeur. The page features a dark blue header with navigation links: Home, User Management, Role Management, Applications Management, Organization Management, Rollout Map, and Help - Video Guides. The main content area is titled 'Help - Video Guides' and includes a sidebar with 'User videos' (Introduction, User Onboarding, Working Context, My Account, Account Association, TOTP) and 'Local Administrator Videos'. A video player is prominently displayed, showing a thumbnail for 'The Group Retail Portal' by re-think Innovations GmbH. The video player interface includes a play button, a progress bar, and a Vimeo logo. The footer contains links for Imprint, Terms of Use, Privacy, Help, Data Classification: Intern, and Contact, along with the version number 5.0.3.48.11.

As an admin click on the FAQ menu sub-item to be able to upload the FAQ file.

The screenshot displays the DEUGRPV - Group Retail Portal Importeur interface. The top navigation bar includes the VW logo, the title "DEUGRPV - Group Retail Portal Importeur", and a "Test User" dropdown. The main navigation menu contains links for Home, User Management, Role Management, Applications Management, Organization Management, and Recertification Management. A dropdown menu is open, showing sub-items: Legal Documents, Terms of Use, Privacy Policy, Imprint, Contact, FAQ (highlighted), Reporting, and Importer Reporting. The main content area features a "Search application" bar, a "Bookmarks" section with an "add" button, a "Last used" section with an "APP" card, and an "Applications" section with four "APP" cards. A large blue letter "A" is overlaid on the bottom right of the main content area.

**Voraussetzung für das Hochladen der FAQ-Dateien, ist die Berechtigung für den Upload "Lokale Rechtsdokumente".**

The admin with local permission for legal documents clicks on the "add" button (image 1) and the upload pop-up window appears (image 2)

HomeUser ManagementRole ManagementApplications ManagementOrganization ManagementRecertification ManagementRollout StatusHelp - Video Guides

FAQADD

Name	Language	Country Market	
291121_DEUGRPV_FAQ_Title	en	GBL	▼

Upload new DocumentX

Choose Language

en▼

Title

Comments

Valid date

+ Choose File

ADD

The FAQ's are now visible and accessible for all users of this organization in the footer.  
Click on this button to open the FAQ file.

[Imprint](#)

[Terms of Use](#)

[Privacy Policy](#)

[Help](#)

[FAQ](#)

[Data Classification: Intern](#)

[Contact](#)

[Cookie-Policy](#)

version: 5.22.3

Group Retail Portal Importeur

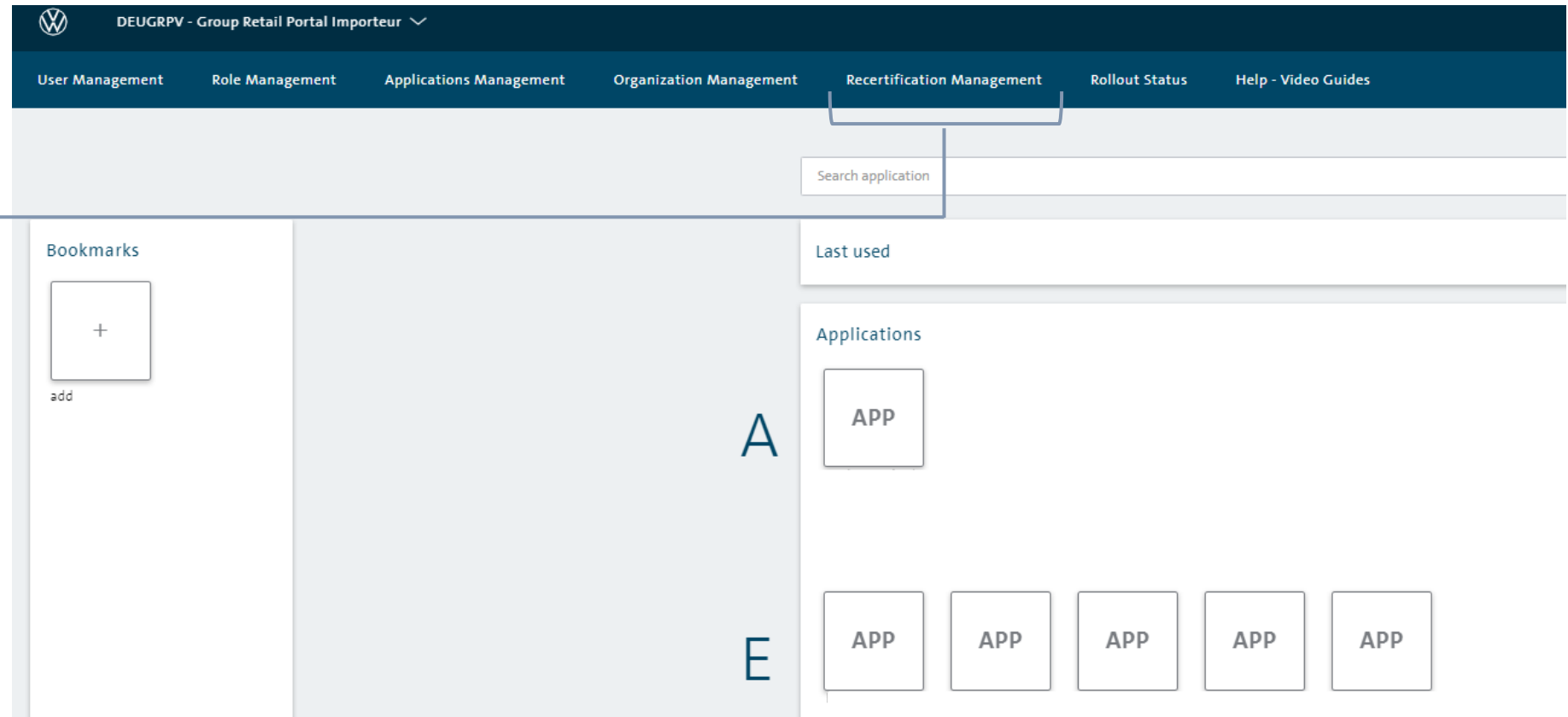
- I INTRODUCTION
- II TRAINING DOCUMENTS – USER
- III TRAINING DOCUMENTS – ADMINISTRATOR
- V USER & ROLE RECERTIFICATION**



## User & Role Recertification

### Recertification Menue

You find the column for recertification in your amdin area to access the recertification management.



#### Recertification Management

All admins and non-admin users have to be recertified by their responsible admin. This depends on each level. .  
For admins each role has to be recertified separately, non-admin roles of a user can be recertified as a whole via recertifying the user.

#### What happens if end of recertification period is reached?

If the end of the recertification period is reached and the user or admin has not been recertified, the user will be removed from this context. In the case that the admin or user does not have another role in any other context, the user will be deleted completely from the GRP.

## Recertification

Your action will be confirmed by a success banner.

## What needs to be done?

The Wholesale Admin has to recertify the Local Admin of his importer --> The Local Admin is responsible for the recertification of the non-admin users on Importer Level.

The Wholesale Admin is not able to recertify admins or users if he's not recertified by the Group Contract Admin.

The Managing Director has to recertify the Local Admins (incl. Sales Local Admin and Aftersales Local Admin) of his partner. The Local Admins are responsible for the recertification of the non-admin users of his organization.