



## “New VAPs Component”

### How do I get onto the new VAPs system?

Please send a mail to [vaps@signio.co.za](mailto:vaps@signio.co.za).

### Not all of my VAPs are showing on Signio?

If one or more are not displaying please send a mail to [vaps@signio.co.za](mailto:vaps@signio.co.za) with the comprehensive detail of the product.

### Why is my regulated products not showing i.e. Credit Life, Shortfall, Warranty etc.?

For your regulated products to display a FSP license number must be linked to your dealership. To get the FSP number linked please send detail to [vaps@signio.co.za](mailto:vaps@signio.co.za)

### Why is my extra fee not pulling through?

Dependent on your product set-up it will allow the “Extra Fee” field on the component to be editable or needs to be captured.

### Why is the incorrect product option pulling through to the schedule?

Please make sure the correct product option is selected at application on the dropdown box section.

### Why does the signed VAPs not change to Deal Returned?

In the new VAPs system “Deal Returned” is replaced with “Signed”. This means your VAPs are completed and delivered to the supplier.

### How do I cancel my VAPs before I sign?

Under the Signio column click on Contract Ready, scroll down to the VAPs, remove the VAP you don't want and click on Save.

### How do I cancel my VAP after the VAPs have been completed?

The cancellation must be done with the supplier if however you want to sign a new VAP. Please use the “After Market” functionality for this.

### I cannot create a split invoice on Signio?

An invoice can only be created if your product is listed with Debella, VAPS Consultancy or Innovation as the administrator. Please send us the product name, supplier name and split invoice administrator details to [vaps@signio.co.za](mailto:vaps@signio.co.za)

### My split invoice doesn't display in Supporting Docs.?

The reason might be that the invoice has failed to send to the IGF provider i.e. Debella, Vaps Cons. etc. Please contact our Support for further investigation.

### Why do I get an error message when trying to sign my VAPs?

Please contact support in order for them to fix accordingly. If this has been fixed the problem will not persist with the product again.