



AUDI AG

85045 Ingolstadt
Deutschland

Frequently Asked Questions (FAQ)

Q: How do I get the contact form to send inquiries?

A: If you are already registered on our finance portal, you can find the contact form as follows:
Information – Business Units – Finance – AUDI AG – Contact

A: If you are not registered on our financial portal, please send an email to accounting-services@audi.de. Here you will receive an automatic reply with the form.

Q: What are the payment terms of AUDI AG?

A: The standard payment period is 30 days after receipt of the invoice by AUDI AG (scan date / date of electronic receipt of invoice).

Q: Where can I view my open items?

A: You can view an overview of all open invoices and their processing status on the finance application under "Postings" by clicking on the respective document number.

Q: What is the current processing status of my invoice?

A: You can find the current processing status of your invoice on the finance application under "Postings" by clicking on the respective document number.

Q: When will my invoice be paid?

A: In principle, your invoice will be paid within the agreed payment term. If there is a delay, there can be several reasons. An example can be the lack of approval in the department or a price check. You can view an overview of all open invoices and their processing status on the finance application under "Transactions" by clicking on the respective document number.

Q: How can I view remittance advices?

A: Payment advice notes or payment overviews can be accessed via the VW Finance Portal (FIN) in the "Payments" tab.

Q: Which invoice receipt channel is most effective?

A: To clarify this question, please contact: accounting-services@audi.de



Q: How do I determine the responsible accounting clerk?

A: Please send all accounting inquiries exclusively to accounting-services-@audi.de

Q: How do I change my bank details?

A: To change your bank details, please send a written request on your letterhead by e-mail to: lieferantenstamm@audi.de

Q: What do I have to do if my company name (address / VAT ID etc.) changes?

A: Changes to company data are made centrally via the Supplier Master Team lieferantenstamm@volkswagen.de

We hope that the information we provide will help you in your daily business with AUDI AG. Please support us in optimising existing processes in the interest of both sides. If you are missing any information, please feel free to contact the contact persons mentioned above.