

Vendors using Microsoft Internet Explorer - Version 8, 9 or 10

- If the color of the boxes is grey and/or you cannot type in the information, the vendor will need to locate their URL address line (usually near the top of the browser page) and click on the broken document (compatibility mode).
- To find out what version the vendor is using
 - On the Tool Bar, click on Help, click on About Internet Explorer. This will bring up a box showing which version is installed
- The vendor should contact their IT department before installing a new version of Internet Explorer

Vendors using Microsoft Internet Explorer - Version 11

- It may be that your computer upgraded to IE version 11 recently. While you are in True Value's VOL website:
 - Go into Tools and then Compatibility Mode.
 - Click on the VOL URL address - it should display in the box, if you are in True Value's website when you go into Tools0
 - If you don't have the tool bar with File, Edit, View, Tools, please click the ALT key and it will appear.
 - Then you can click on Tools and go to compatibility mode. Click on Add to update the True Value Company website.

If the above two solutions do not work:

- Confirm you are not trying to access VOL through Firefox, Mozilla, Safari, Google Chrome or a MAC computer. True Value's website cannot be viewed with these browsers.
- Confirm Java is installed on your computer
- Is the Security status not high enough on the computer?
- Microsoft cannot display the page
- Try another computer in the office. If you are able to access E-invoice/E-ASN from another computer, it might be the software on the previous computer that is keeping you from accessing VOL.
 - Contact your IT Department for assistance if the above five scenarios does not resolve the issue.