

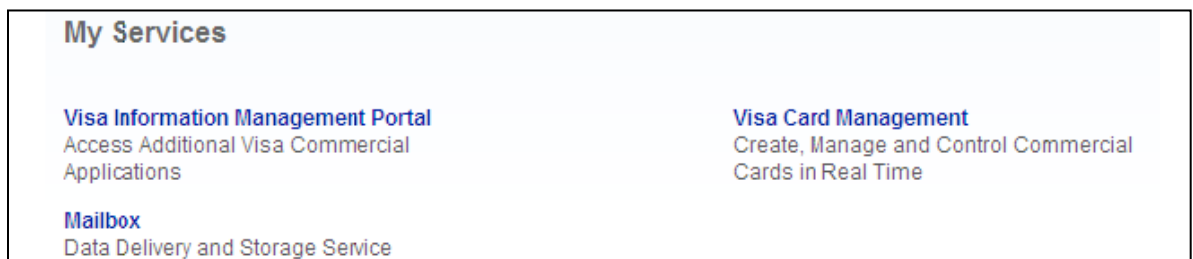


VOL MAILBOX

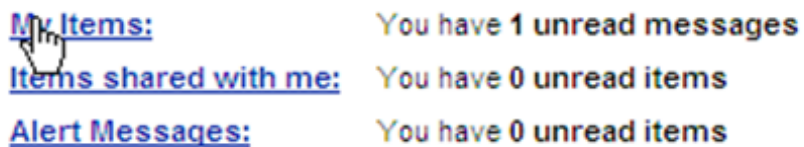
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ACCESSING AND DOWNLOADING VOL USER GUIDES

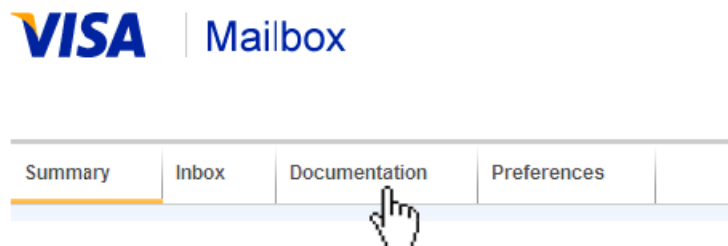
- 1 To access the VOL Mailbox, log in to Visa Online. The Mailbox is available under the main login page, under the My Services section.



- 2 Click on the Mailbox link. Once inside the Mailbox, you can go to My Items to view user guides available for download.



- 3 To review and download VOL user guides, click on Documentation on the toolbar in the Mailbox.



- 4 Find the desired user guide (they are in alphabetical order), and then click on either the View icon  to view the PDF, or the download icon  to save it to your computer. For the Card Management service, you should reference the Card_Management_Users_Guide_TS1 document.

File Name	Description	Service	Options
Card_Management_Users_Guide_FDR.pdf	Card_Management_Users_Guide_FDR	Card Management	 
Card_Management_Users_Guide_TS1.pdf	Card_Management_Users_Guide_TS1	Card Management	 
Card_Management_Users_Guide_TS2.pdf	Card_Management_Users_Guide_TS2	Card Management	 
VEM Admin Documentation.pdf	VEM Admin Documentation		 
VPA Guide.pdf	Visa Payables Automation Guide	Visa Payables Automation	 

- 5 When downloading, you will be prompted to Open or Save the document.

