Allianz 🕕

ALLIANZ TRADE ONLINE: Customer Platform Quick Start Guide

The Allianz Trade Online Information Service is our brand new customer platform that was developed to help you easily manage and administer your credit insurance policy with Allianz Trade. Due to the amount of functionality included in the system, we have developed this quick start guide to help you become more familiar with the customer platform.

If there is an aspect of the customer platform that is not addressed in this quick start guide, please contact your servicing team by phone or by email using the contact information listed in the Key Contacts section with any questions, including login or other technical issues.

Access the Customer Platform

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Allianz

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Before you first log in, an email is sent to you with your password.

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Enter the website address https://online.allianz-trade.com. Chrome & Firefox offer the best experience.

Use your individual login (your email address) and password. The "Remember me…" checkbox will save your credentials for the future. Once you are fully logged in to the platform for the first time, it's a good idea to add Allianz Trade online to your favorites.



An introduction with the virtual assistant

Click the "Help" toggle at any point to display the help tour.

The help takes the form of a guide to the application's functions over a number of steps. Recommended for 1st time users!



Contact us

Click on the envelope icon to contact your support team for assistance.

You can send a new message by clicking on the "Create a new message" button.

You can also view your message history and see the status of your various requests.

Allianz (II) Allianz Trade			0	⊐ A 🖥 III ® EN ¥ 😣
② Dashboard	Cont	act us	1	
(Risk services	Contact	IS		
Non-payment		Create a new message	Contact us Subject	Supported files (up to 20Mb per File).
 Policy Administration 		ппе	Teele Policy Policy	Drag and drap files here or Browse
	1	Country	How can we help you? Title	
		Add country SI to policy 5 6	Comment Please write your message here	
		Add country	Policy / Administrative	OPEN Nov 23.2021
«		Add country	Policy / Supervision	OPEN Nov 2, 2021

2 Getting Started

Overview of the menu icons

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		?	Ų	1		EN	8
Welcome Ethan	My policies			1			~
Credit limit Claim				E	xisting	Pending	View all
	_						

Click on your own name to view your account information, and also to log off.

Click on the globe icon to access the Allianz Trade Online website for temporary access to certain features.

Click on the bell icon to see all the notifications sent on the platform.

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Ethan Taylor	-EOLIS [2]
My profile	
Preferred policy	
LOGOUT	
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Risk Services

Managing current credit limits

Note: Risk Services section was formerly called the Manage section in prior versions of the platform

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② Dashboard	Risk services	(Hover over EHID for ar	the option				
() Risk services	Credit limit		to click to c	ору	± Do	wnload .	1. Upload	+ Request
Non-payment								
Policy overview	Existing limits (17) 🛛 Pending r	equests				[Filters 🔠 🛛
Policy Administration	Customer name Q Customer Credit limit status Date range	r reference Q Cou	intry	Q Identi	fier	•	Sort b	/ Date (DESC) v
	CUSTOMER NAME	GRADE EHID	COUNTRY	CUSTOMER REFERENCE	DECISION DATE	LAST UPDATE DATE	PRIMARY AMOUNT	TOTAL STAT
	Terget Realing Incorporated	N/A 3	US		Mar 2, 2022	Mar 2, 2022	\$0	No Cover 🗸
	determine	8 100000	1 US	580	Jan 13, 2022	Jan 13, 2022	\$0	No Cover 🗸
	Public by Sanford	7	O US	1171	Jul 7, 2021	Jul 7, 2021	\$25,000	Partial Cover 🗸
~	CAP Similar of the definition for	5 301 1001	US	1183	Jun 8, 2021	Jun 8, 2021	\$400,000	Full Cover 🗸

Viewing your credit limit requests

You can see your current cover and requests being processed (awaiting a response from our underwriters).

If you have multiple types of cover, they will be displayed in different tabs.

 requests for cover on "named buyer" available in the "Credit Limit" tab

You can see your current cover and requests being processed displayed as either a table or a list.

Sorting and filtering current credit limits

There are a number of search filters to help you find your credit limit requests more quickly:

- Registered name or Allianz Trade ID;
- Buyer reference number;
- Country;
- Decision type: Full cover, Partial cover, or No cover
- Period: used to find cover where there has been a change over a given period;
- Cover type: CAP or CAP+ supplemental cover (if features on policy).

Cover can be sorted by date or amount.



								1 U		
Credit limit							± ⊑	Download	1 Upload + Req	uest
✓ Existing limits (24) 8 Pendi	ng requests	-					 ▲ Start downl request □ Go to downl 	oad oad list	럃 Filters 🛛	8
CUSTOMER NAME	GRADE	EHID	COUNTRY	CUSTOMER REFERENCE	DECISION DATE	LAST UPDATE DATE	PRIMARY AMOUNT	TOTAL STATUS	TOTAL AMOUNT	:
Contraction (Contraction)	6	30000 173	US		Jan 6, 2022	Jan 6, 2022	\$150,000	Full Cover	\$150,000	~
	7	20100290	US		Jul 10, 2020	Jul 10, 2020	\$11,000	Partial Coverage	\$11,000	~

To access your coverage list in an Excel file, click on "download" then "start download request." In many cases the report will automatically generate. If you have a large volume of limits, you can opt to be notified by email when the report download has completed. Once you click "Yes, download" you will be prompted to navigate to your download list where you can access in .xslx or .csv format. You also have access to previously requested reports.



Data download / upload Data download / upload Download Upload 🚺 In this list you will find your recent download requests. Please note that after 30 days your files will no longer be available. All (15) Completed (14) Ongoing Failed (1) SERVICE EXPIRATION DATE STATUS ID DOWNLOAD DATE .xslx format 03/22/2022 3:10 PM 8-credit-limit Credit limit 04/21/2022 .csv format

2	Risk Services
	Managing current credit limits

Allianz (II) Allianz Trade								0 🗅 () [²	🗰 🛞 EN 🗸	8
Dashboard	✓ Existing limits (26) 🛛 Pend	ding requests (3)]							st Filters 🔠	8
Risk services Non-payment Policy overview	CUSTOMER NAME	GRADE	EHID	COUNTRY	CUSTOMER REFERENCE	DECISION DATE	LAST UPDATE DATE	PRIMARY TO AMOUNT TO	DTAL STATUS	TOTAL AMOUNT	:
Policy Administration	TARGET CORPORTION	1	1072-20	US		Feb 28, 2022	Feb 28, 2022	\$50,000	Full Cover	\$50,000	~
	AmericanTheresearchelinger	en LLC 6	111100073	US		Jan 26, 2022	Jan 26, 2022	\$30,000	Full Cover	\$30,000	~
	Freedoor Secting Company	6		US		Jan 6, 2022	Jan 6, 2022	\$150,000	Full Cover	\$150,000	~
	DC, Inc.	7		US		Jul 10, 2020	Jul 10, 2020	\$11,000 Pa	rtial Coverage	\$11,000	>
	Charles	5		CA		Jul 10, 2020	Jul 10, 2020	\$82,500 Pa	rtial Coverage	\$82,500	~
Credit limit								🛓 Download	1 Uploa	d + Reque	st
Currowronnung	course requests (3)	0010	CUSTOMER		DECISION	LAST UPDATE	PRIMARY		•	Filters	-
CUSIOMER NAME	GRADE EHID	COUNTRY	REFERENCE	1	DATE	DATE	AMOUNT	IUIAL SIAIUS	101	AL AMOUNT	:
TARGET CORPORATION	1 1073-100	US			Feb 28, 2022	Feb 28, 2022	\$50,000	Full Cover		\$50,000	^
SOOD NECKLET MALL SOULD SIGN								Decision: Agree	i .	\$50,000 Primary amount	

Displaying the credit limit overview

You can see your buyers' Allianz Trade grades, for an instant assessment of their financial strength

Click on the arrows on the right for quick access to an initial level of information about your credit limits. Clicking on the row for a given buyer takes you to that buyer's page.

Displaying buyer data

You can display the main information about your buyer by clicking on "More information", including:

- the business registration (e.g. DUNS) number
- the company's status



Viewing credit limit details

Displaying credit limit details:

- the amount;
- request, response and amendment dates.

When cover is declined (refusal), the reason will be given.

The "Request history" section provides you with information about the history of your credit limit requests, as a table or graph.

Displaying buyer grade history

You can view the buyer grade history in the buyer details section.

Your request		Our decision	
Total requested	\$50,000 (USD)	Total accepted	\$50,000 (USD)
		Decision	Agreed
Request confirmation ID	1195524794		
Request date	Feb 28, 2022	Decision date	Feb 28, 2022
		Lost update date	Feb 28, 2022
Requested amount	\$50,000 (USD)	Decision amount	\$50,000 (USD)
		Permitted Limits Notification	n 🛃





Sorting and filtering requests

Click in "Pending" to see the list of all current requests that Allianz Trade is processing. The current status of the request is shown (4 stages).

A filter can be used to display requests based on the stage they have reached.

Credit limit can be sorted by:

- decision date;
- update date;
- the amount.

Displaying detailed information

Selecting a request in progress offers options to delete or amend it.

⁷ Existing limits (26) ustomer name (ending status V	8 Pending re	equests (3)	Q Country		Q Identifier		Date ronge *	✓ Requ Requ Requ Requ Requ	est date (desce lest date (ascen lested amount (lested amount (nding) ding) descending <u>)</u> ascending)
CUSTOMER NAME	EHID	COUNTRY	CUSTOMER REFERENCE	COMMENT	REQUEST DATE	STATUS				REQUESTED AMOUNT
Erin's company		US			Feb 11, 2022	Requested	Identifying the buyer	Gathering Information	Assessing the credit risk	\$40,000
JEM SOM COMPANY LLC	30877639	US			Jan 26, 2022	⊘ Requested	Identifying the buyer	Gathering information	Assessing the credit risk	\$50,000
Amazon Tours & Cruises In	c 30074054	US			Jan 25, 2022	Requested	Identifying the buyer	Gothering	Assessing the credit risk	\$1,200,000

Sort by Date (DESC)





Identifying your buyer using the new search engine.

New search criteria have been added:

- you can enter your buyer's address and opt to extend the search geographically if the buyer is not found;
- you can search using a company identifier such as a DUNS number;
- you can fine-tune the results to list only active businesses.

You can display those companies you have recently viewed.

Identifying your buyer using the new search engine.

MORE RESULTS

The search engine now includes trading names as well as the official legal names.

You can display all the secondary establishments connected to the business. It is not possible to submit limit requests on such establishments. The main office will automatically be suggested when the request is made.

EASIER TO USE

The search module and the results are displayed on the same page simultaneously, making it easier to read.

Find my customer

← Risk services > Customer search With a name and address With an identifier Country Company name United States Company name Search Q Recently viewed companies You don't have any recently viewed companies

ony name		
npany name	More criteria -	
Postcode / ZIP	City	State / Province
Postcode / ZI	City	State / Province 🗸
	Postcode / ZIP Postcode / ZIP	Postcode / ZIP Cty Postcode / ZI City



Identifying your buyer using the new search engine.

Select your buyer from the list of suggestions.

Click on the down arrow found at the top right to see more details.

Click on "CHOOSE" to move on to the next step.



Buyer not found.

If you cannot find your buyer, you can:

- try a different search;
- create the business yourself, by clicking on "Add customer".



ALLIANZ TRADE ONLIN	E:	
3 Risk Se Making a new credit lin	TVICES mit request	
	My policies:	For my company:
Setting the request amount		
Choose the policy on which you want — the credit limit request to be made.	Set cover.	Request a credit limit
Enter the desired amount.	Amount	Currency
You can add a buyer reference (25 characters maximum).	max 15 digits	Advanced Criteria V
A number of additional criteria can be used to fine-tune the request (see next screen).		CONFIRM
Fine-tuning your request	A Would you like to specify an expir	ation date on this credit limit?
	Select an expiration date	
cover to expire.	02/02/2022	
Request a temporary increase on the limit for a given period.	03/03/2022	201
Enter any other information of use to the underwriters in making their decision (expect a slightly longer	Do you want to add a temporary o	amount on this credit limit?
response time in these cases).	Amount	Select an expiration date
	max 15 digits	03/03/2022
	Do you need extended payment to	erms for this customer?
		New payment terms
	Your current maximum open cre 60 days	edit terms endorsed are: 0 days

Euler Hermes North America Insurance Company and its affiliated debt collection company are part of the Allianz group and market their products and services using the 'Allianz Trade' trademark.



Viewing the response.

After a credit limit request, you can see Allianz Trade's response as a limit amount, together with the Allianz Trade buyer grade (at the top left of the screen) which will be kept updated throughout the cover period.

Allianz Trade's response is automatically added to the list of current cover under the "Risk Services" menu.

If Allianz Trade's response is "request in progress", then it will appear under "Pending requests".

If your request requires a more indepth investigation, you can add further comments to the request.

An indication of the average response time for requests of this type is given.



Add a comment / document



Customers with CAP/CAP+ have the option to request cover on the buyer directly from the screen showing their underlying limit



4 EZ Cover

In Risk Services section you will see different tabs along the top. The option you are currently viewing will appear in bold and underlined.

When under the EZ Cover tab all EZ Cover Buyers are listed newest to oldest. Along the top bar you will see "Filters". Click "Sort by" to change the view by decision date or EZ Cover amount. You can also click the arrow on the right side to view more details for each policy.

Please note that the request date will reflect the migration date (applicable for migrated users' first year of platform usage only)

Allianz (II) Allianz Trade				3 2	j ¢ ि ⅲ ⊕ ⊧∨ 🔗
② Dashboard	Risk services			My policies	T SIGTEMS, LLC
Non-payment Policy overview Policy Administration	Risk services			ٹ	Download 1 Upload + Request
	VExisting EZ Cover (783)	requests (4)			😤 Filters 🔠 🖪
	CUSTOMER NAME	GRADE EHID	COUNTRY CUSTOMER REFER	ENCE DECISION DATE RENEWAL SITUATION	STATUS AMOUNT
	C. C. Starter (J. 1997) Start, L.C.	4 11.111.3	US	Mor 1, 2022	Cover \$50,000 v
		3	US 130201	Feb 28, 2022	Cover \$50,000 ~
Existing EZ Cover (783)	Pending requests (4)				로 Filters 🖽 🗄
ustomer name Q ~	Customer reference Q Country	Q (Ident	fier v	EZ Cover status 👻 🛛 Date range 👻	Sort by Date (DESC) ^
CUSTOMER NAME	GRADE EHID	COUNTRY CUSTON	IER REFERENCE DECISION D	NATE RENEWAL SITUATION	 Decision date (descending) Decision date (ascending)
Putific Highway Soley (10	4 1 3	US	Mar 1, 2022		EZ Cover amount (descending)
2 man a series Provinced states DUN: 130536274				Expiration date Mar 1, 2023	
Ura Coperation	3 311112	US 130201	Feb 28, 2022		Cover \$50,000 ^
C United states				Expiration date Feb 28, 2023	Status: Answered

4 EZ Cover

To refresh the grade or Cancel the EZ Cover Limit

you will need to click on the buyer name to open that current limit. Once in the buyer's details you will see 2 options, New Request or Cancel. Click on the necessary item to proceed.

GRADE 4 From EZ Cover	PACIFIC HIGHWAY	SALES, LLC	AA1 More details Y
For F EZ Cover Cover Status: Answered	Decision date Mar 1, 2022	ustomer reference: 🖸 Create Expiration date Mar 1, 2023	EZ Cover amount \$50,000 (USD)
You will see the following screen where you can update the reference number if needed or just click "Yes, Confirm" to proceed.	Request Cancel	Report an overdue Subn You will receive the following box were you will click "Yes, cancel" or "No, maintain".	Are you sure you want to cancel your EZ Cover? Please note that this will have an impact on your cover for this buyer. Ves, cancel No, maintain

5 Overdue Reporting

Overdue reporting is located under the Non-payment feature:

Allianz (III) Allianz Trade				?		Ċ	<mark>اي</mark>		🌐 EN 🗸	8
 Dashboard Risk services 	Non-pay	vment	My policies	RPM ERI	EIGHT S	YSTEN	is, llc			~
🔄 Non-payment	Non-payment									
Policy overviewPolicy administration	Overdue	Claim						- Decla	re a non-pay	ment
Choose the Overdu		select Declare a	non-payment: —							
Policy overview	П	 I already have cover on t Only policies with claim write permi My policies 	he debtor ssion are available in this section.							
		 Debtor name or reference Euler Hermes ID I don't have cover on the 	Debtor name Debtor name debtor yet / I don't know	Debtor refere	eference			Sear	:h	

5 Overdue Reporting



Please provide here any information regarding any measure or action already taken.

5 Overdue Reporting

All Overdue reporting submitted will be available within the portal under the Overdue tab:

Allianz (II) Allianz Trade		(?)	🖾 4 🛐 🏭 🏶 en 🗸 🔕
Dashboard Risk services	Non-payment	My policies	REIGHT SYSTEMS, LLC
Non-payment Policy overview	Non-payment		
E Policy administration	Overdue Claim	dues (10)	+ Declare a non-payment
	Overdue ID	Report date	Overdue amount
	197878014	17 May 2022	\$15,000 (USD) >
«			



1. Select "Non-payment" on left menu

Allianz (1) Allianz Trade			?		4 🖫		🌐 EN 🗸	8
Dashboard Risk services	Non-payment My	ly policies	RPM FR	EIGHT S'	YSTEMS, LL	(N°:	1)	*
Non-payment	Non-payment							
🗠 Policy overview								
Policy Administration								
	Overdue Claim				+ D	eclare a no	on-payment	
	✓ Submitted (6) ✓ Drafts (0)						\uparrow	
	FH ID 122000				For RECEIPT	Policy f	rt: 15, 11 0 √1511,071	
	Claim status Claim number Pending loss settlement CLOSCOS418 Dec. 20, 2021				\$97,622	otal gross amo	D)	

Click to start a new claim filing.



2. Search by debtor name or Allianz Trade ID and then click "choose". Search for debtors if you are unsure whether there is coverage or if you have Discretionary Limit coverage.

Find my debtor			
Non-payment > Debtor search			
> I already have cover on t	he debtor		
 Only policies with claim write perm My policies 	ission are available in this section.		
	Debtor name	Debtor reference	
Debtor name or reterence Euler Hermes ID	Debtor name	Debtor reference	Search
✓ I don't have cover on the	debtor yet / I don't know		

1	don't have cover on the deb	tor yet / I don't know	
	With a name and address	With an identifier	
C	iountry	Company name	
	United States 🗸 🗸	Company name	More criteria 🛩



3. Follow the remaining steps to input all claim details.

1 Debtor info	2 Debt amour	t >	(3) Documents	>	(4) Contact info	>	(5) Review & Submit
Cover option							
Credit limit status Full Cover Decision: Agreed	Decis Apr	ion date 27, 2021					Credit limit amount \$150,000 (USD)
Claim							
Claim reason							
Protracted Default	~						
Additional information							
Disputed claim	\otimes	Indicate that indicate dispu comment sec	there is a dispute on this clain uted amount per invoice, prov tion and attach respective do	n. If selected ide details in icuments.	please		
Guarantees	\otimes	Select if there debtor e.g. re please provid	e is any security that can be er tention of title, bank guarante de details in comment section	nforced agair ee, etc. If sele and attach	ist the cted		
Preferential payment	\otimes	respective do	cuments.				
Claim reference (optional)							



4. Invoice entry

Invoice date	Due date	Payment Terms	Currency	Net amount	Tax amount		
mm/dd/yyyy	mm/dd/yyyy	O days	\$ USD 🗸	max 15 digits	max 15 digits		
Supelu dete ()							
supply date (j)	Invoice reference						
mm/dd/yyyy	optional					Gross amo	ount \$0 (US
		+ Add a credit no	ote + Add a p	artial payment			



5. Certain documents are required

Allianz (1) Allianz Trade		⑦ ⊠ A 🗟 III @ EN ¥ 🞗
 Dashboard Risk services Non-payment 	Euler Hermes ID: DUN: DUN: DENVER, UNITED STATES A1 More details v	
Policy overview	For F	
Policy Administration	✓ Debtar info > ✓ Debt amount > ③ Docum To submit your claim, these documents are mandatory:	rents > (Contract info > (Review & Submit
	Invoices Statement of account Please note that we may require additional documents that are not in the list after initial assessment.	Drag and drop files here or Browse
	a Delete draft	Previous



6. Verify everything is correct, then review & submit your claim.

	Individ	lual entry Grouped inv	oices CSV uplo	ad	
Invoice Change deb	ot type				
Invoice date	Due date	Currency	Net amount	Tax amount	
03/08/2022	03/08/2022	\$ USD	20000	150	
Supply date (j	Invoice reference				
03/10/2022	dfdfd			Gross	mount \$20 150



7. View claim submission information summary.

Once a claim has been submitted you can check the status by clicking on the debtor to see which stage is highlighted.

Allianz (II) Allianz Trade		? ⊠ 수 🗟 ⅲ ⊕ ≋∨ 🔗
 Dashboard Risk services 	Non-payment	My policies
Non-payment	Non-payment	
policy administration	Multi-ballay selection is currently not available for Claim services. Your selection may be limited to an extension	insion with Claim service.
	Overdue Claim	+ Declare a non-payment
	✓ Submitted (8)	
		For RP 1000 Policy N* 5127691
	Claim status Documentation awaiting Validation CLUS003608 Feb 16, 2022	\$10,000 (USD)
		For RF Policy N* 5127691
~~	Claim status Documentation awaiting Validation	\$10,000 (USD)



Policy Overvie	W								(Click	to po	y
View all invoices ir of the customer pl	n the "policy overviev atform.	v" section							i	nvoic electr	ces ronico	ally
Allianz (II) Allianz Trade						?		Ų	E.	 e	₿ FN 🗸	8
 Dashboard Risk services Non-payment 	Invoicing			View all				Go	to cbill		View all	
🗠 Policy overview	INVOICE NUMBER	TYPE	INVOICE DATE	INVOICE AMOUNT	CONTRACT NAME		POLICY	NUMBE	R			
Policy Administration	USL0056555	Fees	Mar 10, 2022	\$40							R	
	USL0055434	Fees	Mar 1, 2022	\$40							Ð	
	USL0052158	Fees	Feb 3, 2022	\$40								
	USL0052214	Fees	Feb 3, 2022	\$55							Ð	
	USL0045187	Fees	Dec 1, 2021	\$40								
	U5L0041837	Геез	Nov 3, 2021	\$40							Ð	
	U5L0038592	Fees	Oct 2, 2021	\$80								
	USL0031884	Fees	Aug 3, 2021	\$40							B	

Click document icon to view a copy of the invoice.

8 Policy Administration

Quickly and easily manage your Sales Declaration in the "Policy Administration" tab.

Check the status of your turnover declaration quickly and easily within the platform.

Allianz (II) Allianz Trade					0		Ċ	<u>-</u> R	⊕ en ~	8
② Dashboard	Policy administrati	on								
() Risk services	Policy administration									
Non-payment		My policies	F	FD (N* 5129442)	~					
Policy overview			I I van van er man er v							
📱 Policy Administration	1									
仓	F. Policy N ⁴ , 5129442	C								~
	Turnover declaration									
	POLICY NAME	POLICY NUMBER	FREQUENCY	DECLARATION PERIOD	SUBMISS	ION DATE		STATUS		
	FRENDEL KITCHENS UNITED	5129442	Annually	08/01/2020 07/31/2021				Done	•	
								\uparrow		

Once your sales declaration is submitted, you will see the status update to "done".