

# How to log a collection case



- ➔ **What does "Buyer details" mean?**  
These are the details of your customer.
- ➔ **Should "Gross Amount" include VAT? Yes.**
- ➔ **What does "Document Number" mean?**  
This means the Invoice Number.
- ➔ **Which "Business Type" should I select?**  
If none relate to the type of work you do, you can leave it blank.

## What's next

Check our guide [What happens when you place a debt for collection](#) to know what happens next.

You can access the case 24/7 on Collections online for case updates, log any payments you have received from the customer and send us a message.



**Customer Line**  
UK 0844 893 0000  
Ireland 01 525 5555  
[customerline@allianz-trade.com](mailto:customerline@allianz-trade.com)

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