HOW TO LOG A COLLECTION CASE

1 Connect to our **online portal** using your user name and password

2 Access Collections **Online** under the Overdue Management tab

3 Select the "filing tray" image on the lefthand side of the screen and click on 'Create case'

4 Enter your contract data, add your own reference and any comments

5 Search your customer either by Euler ID, name and address or company registration number

6 Enter the debt details including reason for collection, interest and costs, and upload any invoices to the case

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→ **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.

Any questions?
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