

Euler Hermes Online Information Service (EOLIS)

A Step-by-Step Guide for
How to Use EOLIS

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A Step-by-Step Guide for How to Use EOLIS

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The Euler Hermes Online Information Service, EOLIS, was developed to help you easily manage and administer your credit insurance policy with Euler Hermes. Due to the amount of functionality included in the system, we have developed this user guide to help you become more familiar with EOLIS.

If there is an aspect of EOLIS that is not addressed in this user guide, please contact your servicing team by phone or by email with any questions, including login or other technical issues. You may also refer to the [EOLIS Tutorial Video](#) for step-by-step instructions on how to complete most tasks in EOLIS.

How-to Login

- To access EOLIS, please visit www.eolis.eulerhermes.com
- If you haven't received your user ID and password, please contact your servicing team. For verification purposes, please have available:
 - Your Euler Hermes policy number
 - The inception date of your policy
 - Postal code
- Your user ID and password are assigned by the system and will be emailed or relayed over the phone. For security purposes, we may need to verify additional information before giving you your login credentials.
- Upon logging in, you will be asked to create your own custom password. Your password will need to contain certain elements as listed on the "Change Your Password" screen.
- For additional protection, your password is only valid for 90 days – you will be automatically prompted to change at that time.
- You will be required to fill in some basic personal information for communication purposes.

Login Page Functions and Tips

Add to Favorites

When you access EOLIS for the first time, we recommend that you select the link which reads "Click here to add this page to your favorites." EOLIS will now be bookmarked on your computer for easy access in the future. For additional ease of use, you can also save your user ID by checking the "Remember Login Information" box. For security purposes, your password cannot be bookmarked.

Pop-up Settings

If you have trouble accessing EOLIS, it is possible that your internet settings are preventing the website from loading properly. The EOLIS homepage is generated by way of a pop-up window. Therefore, if you have a pop-up blocker, you will need to alter those settings to properly access EOLIS. In most cases, your pop-up blocker will alert you and allow you to "Always accept pop-ups from this site".

DID YOU KNOW?

When the back button is not available, you can navigate to a previous page by hitting the “Backspace” button on your keyboard!

I Forgot My Password

To recover your password, simply click on “Forgotten password?” on the login page and follow the instructions. You will receive a confirmation email with your password to the email address on file or to the one you specify. If the email address you enter does not match the one in your profile, an email will be sent to both addresses.

Language Preference

EOLIS is available in English, Spanish, and Canadian French. Click “Remember login information” and we’ll save your user ID and language preference to your computer.

Screen Resolution

EOLIS has been optimized to work with a screen resolution of 1024x768 pixels. Other resolutions may result in buttons at the bottom of the page being obscured from view. If this happens, please maximize the screen or change your screen resolution accordingly (On your PC: Go to START, control panel, and then display settings).

Navigating EOLIS

Main Menu

1. **Credit Services, Overdue Management, Information Services, and Policy Administration:**
These are primary access points to policy functions by category. Clicking on any of these four items will open a drop-down of a submenu that will allow access to specific functions.
2. **Quick Menu:** One-stop access to all EOLIS functions – **RECOMMENDED FOR EASIEST NAVIGATION**
3. **Security Information Display:**
 - a. User identifier with link to edit personal information
 - b. Last login date/time
 - c. Date that current password will expire with link to change at any time
4. **Company Search:** Allows user to search for a buyer and, if applicable, easily manage multiple policies.
5. **Policy Identifier:** Displays information relating to the policy you are currently working on, including the policy registration (usually a company name), type of policy, and policy number.

Welcome Page

Welcome to EOLIS, **Test ACCOUNT**. [Edit my personal information]

You last signed into Eolis on February 05 2016 20:26:33.
Your password will expire on 05/04/2016. [Change password]

SYSTEMS TEST (WWW SITE) TEST INC DOM_POLICY n°: 7777777
Your broker : A D DAVIS INC

My bookmarks Edit

- Credit Limits - View a Credit Limit
- Credit Limits - Cancel credit limit
- EZ Cover - Request
- EZ Cover - View List

Notice board Edit

- **Test Account Reminder: Please don't submit Credit Limit Requests over \$4000**
- Documents unavailable Sunday 2/7
- There are 4730 EZ Cover Credit Limits expiring in the next two months

Useful links

- Site map
- Economic Research
- Help
- FAQ
- Access EH SmartView
- EH SmartView user guide link

My policy list Edit

- Click on the Edit button to add a policy to the list
- ✓ 7777777 - SYSTEMS TEST (WWW SITE) TEST INC

Last 25 Credit Limit Decisions (< 30 Days) Pending requests (10 oldest)

Identifier	Euler Hermes ID	Company name	Responses
794760889	0088253850	ASTRA OIL COMPANY LLC	02/03/2016 1,000 USD agreement
030678494	0004859609	DEDICATED COMPUTING LLC	02/01/2016 0 USD Full cancellation
825531932	0104535018	ACE PROPANE LLC	02/01/2016 0 USD Full cancellation
793142753	0104539849	ACCESSORIES PLUS	02/01/2016 0 USD Full cancellation

> View all limits

You last signed into Eolis on February 05 2016 20:26:33.
Your password will expire on 05/04/2016. [Change password]

SYSTEMS TEST (WWW SITE) TEST INC DOM_POLICY n°: 7777777
Your broker : A D DAVIS INC

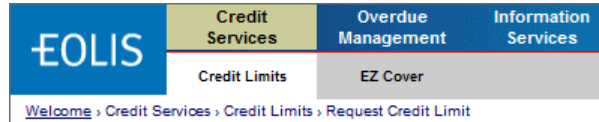
The Welcome Page is the nerve center of your EOLIS interface. Here you will find quick links to common and/or frequently used functions.

1. **My Bookmarks:** You may add up to six commonly used tasks to a list of bookmarks (i.e.: Coverage requests, Past Due Reports, etc.). Simply select the “Edit” button and choose from the list of available functions.
2. **Notice Board:** If there is a message which requires your attention, it will be posted here. Urgent messages will pop-up when you initially log on to the system.
3. **Useful Links:** Quick access to a site map of EOLIS, Frequently Asked Questions (FAQ), Assistance (contact us by email or phone), and [this] user guide.
4. **My Policy List:** Most users only have one policy to manage. However, for those with multiple policies, we’ve created easy access to the five most used policies. Select the “Edit” button in order to add or remove a policy to the list. *Note: this list is static and completely controlled by the user. When your policy expires and a new policy is put in force, you will need to remove the old policy from the list and add the new one with the “edit” function.*
5. **List of Credit Limit Decisions:** For your convenience, we display the last 25 credit limit decisions and the ten oldest requests that are still pending in our system in real time. Simply click on the applicable tab to view. Additionally, if your total number of limits exceeds what’s displayed on the screen, simply click on “View all limits” to pull the entire list.

HINT! You may return to the Welcome Screen at any time by clicking on the “Welcome” link at the top left corner of the screen. This is also called a “Breadcrumb” because it leads you back to where you started!

6. Other Welcome Page Functions:

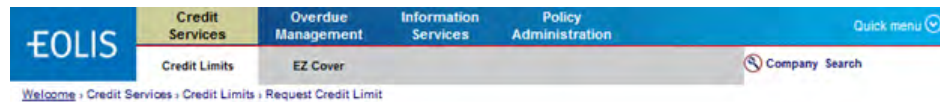
- **Selected Company Detail:** If you already have a buyer in the “queue,” this link will show the basic information regarding that buyer
- **EOLIS Assistance:** Send a formatted electronic message or call us.
- **Sign Out:** Click here to end your EOLIS session.



Credit Management Services

Under the “Credit Limits” sub-heading, you have the following options (click on link to fast forward):

- **Request:** Submit a new buyer for coverage
- **View Limit:** View/search for a covered named buyer
- **Cancel Request/Credit Limit:** Cancel a current or pending credit limit request
- **List of Current Limit Decisions:** View all decisions related to your credit limit requests



Request a New Limit

Click on the “Request Credit Limit” from the Main or Quick Menu. You will need to identify your buyer by one of the following methods:

1. Euler ID or DUNS number
2. Company name (& address)
3. Company phone number

If searching by name, please note that providing more complete information yields better results (fields with an * are mandatory). *If you cannot find the company on our system, please select “Not Found.”* The next page will prompt you to enter all relevant information and take you through the remainder of the process.

Requested Amount	➔	Enter amount of desired coverage
Terms of Sale	➔	Optional; enter a value in this box only if the terms for this particular buyer are GREATER than your policy’s standard terms of sale. For terms of sale less than or equal to your policy’s standard terms, leave blank.
Add a Comment	➔	Optional; enter any pertinent information that will help the underwriter make a decision. We understand that most requests are urgent and promise to always answer your requests as quickly as possible. Entering comments that are not critical will delay the decision (i.e.: “Please rush”, “Order pending”, “New Customer”, etc.).
Your Customer Reference	➔	This refers to a reference number, ID, or other code that you use internally to identify the buyer.
Past Dues/Outstandings	➔	Coverage may be contingent upon any past dues that exist at the time of a Credit Limit Request. Therefore, it is imperative that you notify us if any exist. Click on the “Declare Past Dues” button at the bottom of the page and follow the instructions.

Important! It is critical to be sure that your Euler Hermes credit limit is in place on the correct legal entity to avoid complications with claims processing that may include rejection of your claim.

Change an Existing Limit

To Increase a Limit:

From the Welcome Screen, go to “Last 25 Credit Limit Decisions” and click “View all Limits.” By default, the limits are sorted by date – Click on “Company Name” to sort alphabetically. Select the buyer and their detail screen will appear. Next, select “Increase Limit,” and once the following screen appears enter the applicable information and hit “Continue.”

Credit Limit Request

Latest decision : Agreement : 15,000 USD
 Permanent Limit : 15,000 USD Date : 12/09/2008
 Request pending : 25,000 USD Date : 12/09/2008

Limit request :

Amount : USD

Standard credit period as in your policy : 60 days
 Credit period if not within those mentioned above : days Add a comment

Your customer reference :

If you enter a credit period longer than your standard credit period and / or if you add a comment, your request will be referred to an UW for a decision.
 If you have Outstandings / Past dues on this buyer, select 'Declare past dues' otherwise select 'Continue'.

Declare past dues Continue

To Cancel or Reduce a Limit:

From the Welcome Screen, go to “Last 25 Credit Limit Decisions” and click “View all Limits.” By default, the limits are sorted by date – Click on “Company Name” to sort alphabetically. Select the buyer and their detail screen will appear. Here, you will find access to both functions. See illustration below.

Credit limit enquiry Euler Hermes confidential

Current credit limit :

Latest decision : Agreement : 15,000 USD
 Permanent Limit : 15,000 USD Date : 12/09/2008 [Reduce limit](#) Click here to REDUCE coverage

Request confirmation id : 84350239
 Your customer reference : Update your customer reference

Credit limit request pending

Latest request : 12/09/2008 Awaiting decision
 Amount : 25,000 USD
 Your customer reference :
 Request confirmation id : 84358474
 Comment : no comment entered

Coverage is subject to the terms and conditions of your policy, including prompt payment

Cancel Print New request History Back

↑
Click here to CANCEL coverage
↑
Click here to INCREASE coverage

Credit Limit Reports

This process allows you to generate a customized credit limit report, using a number of filters. By default, “All the decisions” is selected which provides a full list of all credit limit requests, regardless of the decision (agreement, withdrawal, etc.). You can “view” the list on screen or “download to excel”.

EOLIS Credit Services Overdue Management Information Services Policy Administration Quick menu

Credit Limits EZ Cover Company Search

Welcome > Credit Services > Credit Limits > View List of Current Limit Decisions

SYSTEMS TEST (WWW SITE) TEST INC DOM_POLICY n° : 7777777
Your broker : A D DAVIS INC

Selection criteria

Dates must be entered in mm/dd/yyyy format

List: Current limits

Country: All countries

Search criteria

All the decisions All decisions without cancelled

Buyer/Business Name :

Euler ID :

Customer reference :

Decision Type :

Current limits : requested between and

Amounts : requested between USD and USD

with conditions only temporary limits only

Expired limits

Sort criteria

Descending decision date

View Download in .csv format Download in .xls format

Overdue Management

“Overdue Management” is the phrase that we use to describe all functions relating to those buyers who fail to pay you on time. By clicking on “Overdue Management” at the top of the screen, you will activate three sub-menus, which include:

- **Past Due Report:** File and view your monthly Past Due Reports
- **Claims Management:** File new claims and view existing claims
- **Collections Management:** File new placements and view details for Insured and uninsured claims

EOLIS Credit Services Overdue Management Information Services Policy Administration Quick menu

Collections Past Due Report Claims management Company Search

Welcome > Overdue Management > Claims management > Report a Claim > Report a Claim > View List of Claims

Past Due Reporting (PDR)

- **Declaration:** If you are reporting a buyer past due, you must first identify the buyer (see Figure 1 below) by selecting one of the following:
 - **New Buyer:** perform a search to identify a buyer with discretionary coverage (that is, not “named” to your policy)
 - **Previous Past Due Buyers:** pulls a list of buyers related to prior past due reports
 - **Buyer from List of Current Limit Decisions:** Report a buyer

The screenshot shows the EOLIS web interface. The top navigation bar includes 'EOLIS', 'Credit Services', 'Overdue Management', 'Information Services', and 'Policy Administration'. Below this, there are sub-navigation links for 'Collections', 'Past Due Report', and 'Claims management'. A 'Quick menu' icon is on the right. The breadcrumb trail reads: 'Welcome > Overdue Management > Past Due Report > Report Past Dues'. The main content area is titled 'Selection criteria' and contains the following text: 'I would like to report past dues on a....(for the current period 01/2016)'. There are four radio button options: 'New buyer (Discretionary coverage)' (selected), 'Previous past due buyer', 'Buyer from the list of current limit decisions', and 'EZ Cover'. At the bottom right of the form is a 'Continue' button with a right-pointing arrow. In the top right corner of the form area, there is red text: 'SYSTEMS TEST (WWW SITE) TEST INC DOM_POLICY n°: 7777777' and 'Your broker: A D DAVIS INC'.

If you cannot find the company in our system, you may confirm the buyer is ‘Not Found’ and provide as much detail as possible – address, phone, etc. Even though the buyer is not “confirmed” you can still proceed with the report.

Once you identify your buyer, you will need to provide a number of details including the overdue and total amounts, the oldest due date, terms of sale, any relevant comments relating to the past due, etc. (see below, figure 2). At least one “Amount xx days past due” field must be populated or an error will occur.

The screenshot shows the 'Past due declaration' form. At the top, it says 'You are declaring this buyer past due for the 01/2016 period (Please omit decimal places)'. Below this, there is a '* mandatory' label. The form contains several fields: 'Declaration date:' with the value '02/05/2016 (mm/dd/yyyy)', '* Reason:' with a dropdown menu, and 'Currency:' with a dropdown menu set to 'USD'. There are four input fields for amounts: '* Total amount owed:', 'Amount 60 days past due:', 'Amount 90 days past due:', and 'Amount 120 days past due:'. There is also a field for '* Terms of sale:'. At the bottom, there is a large text area for 'Comments (up to 90 characters):'. A '* mandatory' label is at the bottom left of the form. At the bottom right of the form is a 'Confirm' button with a right-pointing arrow.

View List of Past Dues

Here, you can view reports from previous declaration periods (months). The current month and year is shown by default. To change, simply enter the month and year (mm/yyyy) or click on the calendar icon. A calendar with the current month and year will appear - click on the left and right arrows to find the correct month then click anywhere on the calendar to select that month. Select "Continue" to find the applicable report.

Claims Management

A separate, detailed guide for how to file a claim is provided on page 11. [Click here to view.](#)

Collections Management

Collections is an integral service and the collections process will begin after you submit a claim as above. You may also view the status of all cases related to the current policy that you are navigating. In addition to the status, you also have access to individual collectors' notes, describing their attempts to contact and interactions with debtors and the disposition thereof. To inquire about collections services for uninsured buyers, contact your servicing team.

Policy Administration

Sales Reporting

Whether your policy requires you to declare sales turnover monthly, quarterly or once a year, this task can be accomplished easily and quickly here. Simply choose the relevant period and fill in the appropriate amount. Past reports may be viewed here, as well.

Invoice Report

EOLIS allows you to access all invoices for your policy, whether they are open or paid. You can also export a summary of these invoices to Excel.

Documents

For your convenience, all of your policy documents are stored on EOLIS and may be viewed, downloaded or printed. Also, we have assembled other "frequently used" or common forms, publications, country reports, and more!

Contact Management

The contacts section of EOLIS allows you to easily identify your policy servicing team and also allows you to review who has access to your policy through EOLIS. If you would like to revoke a particular user's access to your policy, please send a request to your servicing team, by phone or email.



Filing a Claim in EOLIS: A Step-by-Step Guide

As your credit risk management partner, Euler Hermes understands that a smooth and efficient claims process is integral to your company's cash flow continuity and bottom line success. We have taken your feedback about your claims experience and made several improvements to serve you better. Central to these improvements is an enhanced EOLIS claims filing experience and a phase-out of the paper claims form. Filing a claim in EOLIS is easier than ever, and your use of the system ensures we can begin processing your claim quicker and provide better communication about your claims status as it moves through the process. This guide provides easy, step-by-step instructions on filing and amending a claim in EOLIS. As always, do not hesitate to contact your servicing team if you require any assistance.

1

Login to EOLIS by visiting www.eolis.eulerhermes.com

Once logged in, you will arrive at your home screen.

home screen

2

Navigate to the claim filing function in one of two ways:

- For option one, using the top navigation bar, click “Overdue Management,” then click “report a claim.”
- For option two, click on “Quick menu” in the upper right corner to reveal a menu of options. On the menu, look for the “Claims Management” section and select “Report a claim.”

DID YOU KNOW?

Thanks to our new small claims process, for claims of \$10,000 and below, you are only required to submit two substantiation documents – a statement of account (A/R Aging), and the oldest invoice involved in the claim, saving you significant time and effort.




Please note the information in the pop-up. To save time, ensure you have all the required documents prior to proceeding.

Message Details

Before proceeding with claim filing, please ensure you have and can upload the following documentation:

- A/R aging
- Purchase Orders
- Invoices
- Proof of delivery
- DCL qualifiers (if applicable)
- Securities or Guarantees (if applicable)
- Retention of Title (if applicable)
- Record of dispute (if applicable)

Before proceeding, please also note that EOLIS is programmed to time out after fifteen minutes on each page. This feature is in place for security purposes and we apologize for any inconvenience it may cause.

In light of this security feature, **we strongly recommend that you plan to complete the entire claim filing process when you have uninterrupted time at your computer to avoid loss of progress.** You will be allowed as much time as you need to complete the process, but you must be present to request more time at the end of each time out period.

3

In the “Report a Claim” section, you have three options. You can:

- A. File a claim on a buyer from your list of current limit decisions
- B. File a claim on a new buyer
- C. File additional documentation on an existing claim in the system

A. File a claim on a buyer from your list of current limit decisions

A1

To use your list of credit limit decisions to choose a buyer, click the radio button next to “Buyer from the list of current limit decisions” and click “Continue.”

The screenshot shows the EOLIS web application interface. The top navigation bar includes 'Credit Services', 'Overdue Management', 'Information Services', and 'Policy Administration'. The 'Overdue Management' section is active, showing 'Collections' and 'Past Due Report'. The breadcrumb trail is 'Welcome > Overdue Management > Claims management > Report a Claim'. The main content area is titled 'Selection criteria' and contains the text 'Please select a buyer :'. There are three radio button options: 'New Buyer', 'Buyer from the list of current limit decisions' (which is selected), and 'Additional filing on a claim number'. A 'Continue' button with a right-pointing arrow is located at the bottom right of the selection area. A red arrow points to the 'Continue' button.

A2

The resulting screen will display all credit limit decisions submitted during your active policy period, including limits rolled over from previous policy years as well as cancelled and declined requests. You can sort this list by clicking on any of the column headings. For example, you can click “Date” to sort from newest to oldest CLR.

Select the correct buyer by clicking on the company name.

EOLIS UATR 01 | Credit Services | Overdue Management | Information Services | Policy Administration | Quick menu

Welcome > Credit Services > Credit Limits > View List of Current Limit Decisions

Euler Hermes North America Insurance Company confidential information as of : 09/29/2015
SYSTEMS TEST (WWW SITE) TEST INC DOM_POLICY n° : 7777777
 Your broker : A D DAVIS INC

List of current limits

Buyers				Requests		Responses			
Identifier	Euler ID	Company name	Country	Customer reference	Date	Amount	Date	Amount	Decision
250921439	0102632194	1398291 ALBERTA LTD	CANADA (CA)				04/01/2014	0 USD	Rollback due to pol xfer
149089836	0080439491	152 SEAFOOD RESTAURANT	US		03/07/2013	4,000 USD	03/07/2013	0 USD	Unable to cover
247371930	0106713422	1562577 ONTARIO INC	CANADA (CA)	Shelagh			04/01/2014	0 USD	Rollback due to pol xfer
205253482	0094998486	1562711 ONTARIO LTD	CANADA (CA)	DBR Transport			04/01/2014	0 USD	Rollback due to pol xfer
	0080589850	1565385 ONTARIO INC	CANADA (CA)	Error Sheet P002318	02/09/2005	0 USD	02/09/2005	0 USD	Full cancellation
203163670	0103921852	1693117 ONTARIO LTD	CANADA (CA)	N K Freight Systems			04/01/2014	0 USD	Rollback due to pol xfer
248270386	0107239634	2000438 ONTARIO INC	CANADA (CA)	Barbara			04/01/2014	0 USD	Rollback due to pol xfer

A3

When you are ready to proceed, enter all available information about your contact information and your buyer’s contact information, noting the minimum mandatory fields marked with asterisks.

EOLIS UATR 02 | Credit Services | Overdue Management | Information Services | Policy Administration | Quick menu

Welcome > Overdue Management > Claims management > Report a Claim

Buyer Details

SYSTEMS TEST (WWW SITE) TEST INC DOM_POLICY n° : 7777777
 Your broker : A D DAVIS INC

DUN : 828026943 | Euler ID : 0111125127 | Type of Company : COMPANY LEGAL FORM

Buyer Name : TEST

Registered Address : TEST NEW YORK, New York 10023 United States

SIC Description : Unk trade sector activity

Claim declaration

* mandatory

Your contact information :

* First Name [] * Fax []

* Last Name [] * Phone []

Title [] * Email []

Address : 100 E. PRATT STREET

Buyer contact :

* First Name [] Fax []

* Last Name [] * Phone []

DBA/Trade Name [] Cell Phone []

* Title [] Email []

A4

Next, under “claim detail,” select the following from the drop down menus:

- Non-payment reason
- Type of coverage
- Currency

Claim detail :

* Non-payment Reason: Past Due

Type of coverage: Insolvency

Currency: Political Risk

Your buyer number: Past Due

Repudiation

Note: The “your buyer number” field is provided for your convenience if you wish to denote an internal accounting identifier. It is not required by Euler Hermes and you may leave it blank if you wish.

A5

Under the invoices section, you have two options.

You may select the number of invoices from the “invoice number” drop-down menu and enter in the required information for each individual invoice in the fields below.

Alternatively, Euler Hermes would be happy to enter your invoice data for you – simply select “+15” from the “Invoice number” drop-down menu and only enter your total claim amount in the resulting field.

Note that you do not need to have 15 or greater invoices to select this option and **either way, invoice documentation will be required to process your claim.**

**IMPORTANT**

Invoices :

Invoice number : 1-15

+ 15

In order to add an invoice, please fill in all the following fields and click on the “Add invoice” button.

*Invoice Date (mm/dd/yyyy)	*Ship Date (mm/dd/yyyy)	*Terms - Numeric Value Only (COD must be entered as zero '0')	*Amount ?	Taxes ?	Other Charges	*Total Invoice Amount ?
			0.00	0.00	0.00	0.00

Add invoice

No invoice

If you choose “+15,” simply add the total dollar amount of your claim.

Invoices :

Invoice number : +15

Please ensure that all invoices are forwarded to the Claims Department by fax or mail.

Amount of claim : 0.00 USD

Note: If you choose to manually add each invoice, note that by hovering your mouse over each question mark provides more information on each field to help guide you.

Invoices :

Invoice number : 1-15

In order to add an invoice, please fill in all the following fields and click on the "Add invoice" button.

*Invoice Date (mm/dd/yyyy)	*Ship Date (mm/dd/yyyy)	*Terms - Numeric Value Only (COD must be entered as zero '0')	*Amount	Taxes	Other Charges	*Total Invoice Amount
<input type="text"/>	<input type="text"/>	<input type="text"/>	0.00	EOLIS The amount of tax charged to the buyer.		0.00

A6

Under the "Special Instructions" section, please advise Euler Hermes as to whether the claim is disputed.

If your claim is disputed, we will require documentation, which you can upload in the "Other" category in the "Attachments" section below.

The "Your comment" field is your open-text opportunity during the initial filing process to provide any additional information you feel may be helpful for Euler Hermes as we process your claim. Don't worry about being exhaustive here – you can always contact the claims department after filing with additional pertinent information.

Special Instructions

Is your debt disputed? Yes: No: (Attach copy)

Your comment

* mandatory

A7

In the "Attachments" section, please upload all required documentation to support your claim.

This is a critical step, as Euler Hermes cannot proceed with processing your claim until we have received all required supporting documentation.

To begin, select each document type, one at a time, beginning with invoices. While the system allows you to upload only one file at a time, for your convenience, you may choose to consolidate all similar files into a single attachment – for example, a single document with multiple invoices.

You are also welcome to consolidate all required documents together into a single mixed file – simply choose the "Other Documentation" type on the menu. Please bear in mind that **the maximum file size per document is 10MB.**

Attachments

If files are not uploaded, please ensure that all supporting documents are forwarded by email, Fax or mail. To attach a document, select a document type then click on the "Browse" button to select a file and click on the "Attach" button.

Document type : Invoices

File path :

Attach

attached

Validate

BaCl



IMPORTANT

A8

Once you have selected the correct document type, click the “Browse” button to navigate to the location on your computer where your file is saved. Select the document, click “Open,” and then click “Attach.” Repeat this process for each required supporting document type.

Special Instructions

Is your debt disputed?

Your comment

* mandatory

Attachments

If files are not uploaded, please
a document type then click on the “Browse” button to select a file and click on the “Attach” button. To attach a document, select

Document type : Invoices

File path : Browse...

Attach

No documents currently attached

Back Validate

When you are finished uploading all documents, click “Validate.”

Attachments

Document name	Attachment date	Document type
Test.docx	09/28/2015 20:51:28	Invoices

Modify Validate

A9

This page is your final validation screen, allowing you to verify all entered information.

Click "Modify" or press the Backspace key on your computer to correct any incorrect information.

Once you have verified all information, please check the box indicating your agreement to provide all supporting documentation within 30 days, if you have not already uploaded it. Upon analysis of your documentation, a claims representative will contact you if there is missing information. Once complete, click "Validate."

Please note that there is an option to upload additional documents to existing claims in EOLIS. See section C, below.

Buyer Details		
DUN : 828026943	Euler ID : 0111125127	SYSTEMS TEST (WWW SITE) TEST INC DOM_POLICY n° : 7777777 Your broker : A D DAVIS INC
Buyer Name : TEST	Type of Company : COMPANY LEGAL FORM	
Registered Address : TEST NEW YORK, New York 10023 United States		
SIC Description : Unk trade sector activity		

Claim declaration									
* mandatory									
Your claim is not finalized until a claim number has been generated.									
Your contact information :									
* First Name	Bob	* Fax	1234567890						
* Last Name	Smith	* Phone	2345678901						
Title	Accounts Receivable	* Email	bobsmith@test.com						
Address	100 E. PRATT STREET								
Buyer contact :									
* First Name	Sarah	Fax							
* Last Name	Jones	* Phone	4567890123						
DBA/Trade Name		Cell Phone							
* Title	Accounts Payable	Email							
Claim detail :									
* Non-payment Reason	Past Due								
Type of coverage	Named								
Currency:	USD								
Your buyer number									
Invoices :									
No invoice									
Amount of claim :	10,000.00 USD								
Special Instructions									
Is your debt disputed?	No								
Your comment									
* mandatory									
<input checked="" type="checkbox"/> I agree to supply the supporting documentation within 30 days of this filing. I understand that if I do not provide the documentation, Euler Hermes reserves the right to withdraw this claim.									
Attachments									
<table border="1"> <thead> <tr> <th>Document name</th> <th>Attachment date</th> <th>Document type</th> </tr> </thead> <tbody> <tr> <td>Test.docx</td> <td>09/28/2015 20:51:28</td> <td>Invoices</td> </tr> </tbody> </table>				Document name	Attachment date	Document type	Test.docx	09/28/2015 20:51:28	Invoices
Document name	Attachment date	Document type							
Test.docx	09/28/2015 20:51:28	Invoices							
← Modify		Validate →							

A10

Your claim information will be retained within EOLIS for future reference, but if you require a paper record, you may print this sheet by clicking “Print with coversheet.”

Attachments

Document name	Attachment date	Document type
Test.docx	09/28/2015 20:51:28	Invoices

I agree to supply the supporting documentation within 30 days of this filing. I understand that if I do not provide the documentation, Euler Hermes reserves the right to withdraw this claim.

Print with coversheet

[Selected Company Detail](#) | [EOLIS assistance](#) | [Sign Out](#)

B. File a claim on a new buyer

B1

Now let's return to the beginning of the process to examine the second option to find a buyer. To proceed with filing a claim on a new buyer, select the radio button next to “New Buyer” and click “Continue.”

EOLIS

Credit Services

Overdue Management

Information Services

Policy Administration

Quick menu

UATR 02

Collections

Past Due Report

Claims management

Company Search

Welcome > Overdue Management > Claims management > Report a Claim

SYSTEMS TEST (WWW SITE) TEST INC DOM_POLICY n° : 7777777
 Your broker : A D DAVIS INC

Selection criteria

Please select a buyer :

- New Buyer**
- Buyer from the list of current limit decisions
- Additional filing on a claim number

Continue

B2**You will now need to identify the buyer.**

First, select the buyer's country. Next, select the radio button for the search method you prefer to use. You can search by:

1. A unique identification number – this often yields the most accurate results if available.
2. Geographic location – the minimum information required is the company name and state, but the results may be more accurate with additional information
3. Phone number

Fill in the required search criteria and click "Continue."

EOLIS
IIATR 02

Credit Services **Overdue Management** Information Services Policy Administration Quick menu

Collections Past Due Report Claims management Company Search

Welcome > Overdue Management > Claims management > Report a Claim

Company Identification SYSTEMS TEST (WWW SITE) TEST INC DOM_POLICY n° : 7777777
Your broker : A D DAVIS INC

* mandatory

Select a country : UNITED STATES

Select only one of the radio button options shown below.

Search by Identifier

* Euler ID : OR * Identifier : DUNS number
Help on identifier

Search Criteria ?

Company/Business Name: Street Name :
Street Number : Town :
Post/Zip Code : State :

Search by phone number ?

Phone number :

* mandatory

Continue > Clear X

Selected Company Detail EOLIS assistance Sign Out

B3

Select the correct buyer by clicking on the company name. Then click “Continue” and proceed with the Claim Declaration in the same manner as described in sections A3 – A10.

EOLIS UATR 02

Credit Services | Overdue Management | Information Services | Policy Administration

Collections | Past Due Report | Claims management | Company Search

Welcome > Overdue Management > Claims management > Report a Claim

Company search results SYSTEMS TEST (WWW SITE) TEST INC DOM_POLICY n° : 7777777
Your broker : A D DAVIS INC

Identifier	Euler ID	Company/Business Name	Address
828026943	0111125127	TEST	TEST NEW YORK 10023
161832485		TEST CORP	325 8TH ST BROOKLYN 11215
824592551		TEST	123 TEST NEW YORK 10001
143644537		OMALLEY, DEIRDRE COURT REPAIR	4801 39TH AVE APT 111 LONG ISLAND CITY 11104
100398502		UTICA CITY SCHOOL DISTRICT	1151 ALBAN Y ST UTICA 13501
108995002		TEST CO	38 GLEN HE AD RD GLEN HEAD 11545
190150354		TEST INC	49 HFL EN S T BINGHAMTON 13905
170913771		DRUG TEST CO	864 BEECH DR NISKAYUNA 12309
036052834		TEST DATA TEST DATA TEST DATA	321 MAIN S T ONEIDA 13421
047878923		APP TEST	120 E 23RD ST NEW YORK 10010
798725149	0030065728	AH ELECTRONIC TEST EQUIPMENT REPAIR CENT	374 ISLIP AVE STE 201 ISLIP 11751
929205554		QA IDD TEST BROOKLYN	11020 FLAT LANDS AVE BROOKLYN 11207
034236570		JUSTIN CHADDOCK	30 ROOSEVE LT AVE BATAVIA 14020
061439111		TEST A	55 WOODGAT E DR LANGASTER 14006
160173196		TEST ANN M	323 DOVE S T DUNKIRK 14040
063515143		TEST LIFE	2455 MCDON ALD AVE BROOKLYN 11223
068810228		TEST TREST	16349 CHUR CH ST HOLLEY 14470
014077597		TEST PREPS	94 EXETER RD WILLIAMSVILLE 14221
029244487		TEST ROGER L	401 BEARTO WN RD PAINTED POST 14870
011117670	0031643798	TEST FORCE CORP	18427 TUDO R RD JAMAICA 11432
879489586		TEST CETC	3 FTTP TES T SYOSSET 11773
021913233		TEST CETCTEST	3196 CHAFF EE AVE BRONX 10465
016607965		TEST TEK	209 VANIDA DR CAMILLUS 13031
957240976		TEST CLIENT	3753 62ND ST WOODSIDE 11377
608788027		TEST PREPARATION	143 W 29TH ST NEW YORK 10001

25 records found.

Download options: CSV | Excel

Page 1/1

C. File additional documentation on an existing claim in the system

C1

Once you have submitted a claim, you can upload additional supporting documents by clicking the corresponding radio button and entering in the claim number. Click “Continue.”

EOLIS UATR 01

Credit Services | Overdue Management | Information Services | Policy Administration

Collections | Past Due Report | Claims management | Company Search

Welcome > Overdue Management > Claims management > Report a Claim

Selection criteria SYSTEMS TEST (WWW SITE) TEST INC DOM_POLICY n° : 7777777
Your broker : A D DAVIS INC

Please select a buyer :

- New Buyer
- Buyer from the list of current limit decisions
- Additional filing on a claim number

Continue >

C2

Your claim information will be displayed on this screen. At the bottom of the screen, click the “Update Attachments” link.

Invoices :

No invoice

Amount of claim : 10,000.00 USD

Special Instructions

Is your debt disputed? No

Your comment

* mandatory



[Back to list](#)
[Update attachments](#)

Follow the same procedure as described in section A7 – A8 above to categorize and upload supporting documentation for your claim. When complete, click “Send Attachments.”

EOLIS Quick menu

Credit Services **Overdue Management** **Information Services** **Policy Administration**

UATR Q1 Collections Past Due Report Claims management Company Search

Welcome > Overdue Management > Claims management > Report a Claim

SYSTEMS TEST (WWW SITE) TEST INC DOM_POLICY n° : 7777777
Your broker : A D DAVIS INC

Buyer Details

Euler ID : **Type of Company :**

Buyer Name : TEST
Registered Address : TEST 10023 NEW YORK, NY
SIC Description :


Additional filing on existing claim

Claim number : 000397226

In order to complete your claim filling, please attach the following required document :
Statement of account or A/R Aging, Invoices, Purchase Orders and Proof of Delivery
If appropriate please also attach :
DCL Qualifiers, Securities or Guarantees, Explanation of Dispute


Attachments

If files are not uploaded, please ensure that all supporting documents are forwarded by email, Fax or mail. To attach a document, select a document type then click on the "Browse" button to select a file and click on the "Attach" button.

Document type : **Attach** 

File path : **Browse...**

Document name	Attachment date	Document type
Test.docx	09/05/2017 22:04:45	Other Documentation



[Back](#)
[Send attachments](#)

Selected Company Detail EOLIS assistance Sign Out

Please contact your servicing team if you require any assistance.