

Euler Hermes Norge

# GET STARTED WITH EOLIS SIMPLICITY



A company of **Allianz** 

 EULER HERMES

## 1. First time you log on

First time you log on EOLIS, you will need the password provided to you along your unique 8 digit user ID.

Upon logging in, you will be asked to create your own custom password. Your password need to contain the following elements:

- Must be at least 8 characters.
- Must be a combination of uppercase (A-Z) and lowercase (a-z) letters and numbers (0-9).
- It must not consist of your first and last name.
- It must be different from the previous password.

For additional protection, your password in only valid for 90 days - you will automatically be prompted to change at that time.

Once you have changed your password, you will enter EOLIS. Remember to read the text in the message box that appears.

It is important that you subsequently go to the top and select **Edit my personal information** and fill in the fields. Note that in the **Surname** field you MUST write in capital letters.

The screenshot displays the EOLIS user interface. At the top, there is a navigation bar with tabs for 'Credit Services', 'Overdue Management', 'Information Services', and 'Policy Administration', along with a 'Quick menu' icon. Below the navigation bar, a welcome message reads: 'Welcome to EOLIS, Test1 Testese' followed by a red-bordered button labeled '[Edit my personal information]'. Below this, it states 'You last signed into Eolis on 12 August 2020, 16:56:36' and 'Your password will expire on 04/11/2020. [Change password]'. To the right, there are links for 'Company Search' and 'Select a policy', and a red notification: 'Testfirma 1 KOB - Insured credit information n° : 013453'. The main content area is divided into four sections: 'My bookmarks' (with an 'Edit' button) containing links for 'Payment incident', 'Overdue declaration', and 'Credit Limits - Cancel request/credit limit'; 'Notice board' (with an 'Edit' button) showing 'No active messages'; 'Useful links' (with an 'Edit' button) containing 'FAQ', 'CVR', and 'News from Euler Hermes Denmark, filial af Euler Hermes Europe SA, Beldien'; and 'My policy list' (with an 'Edit' button) containing 'Click on the Edit button to add a policy to the list' and two entries: '013655.CAP - Testfirma 1' and '013453 - Testfirma 1'.

### Notice!

Remember to allow pop-ups before you logon to EOLIS.

## 2. Apply for cover on a new debtor

Click on "Credit Services".

The screenshot shows the EOLIS web application interface. The top navigation bar includes 'Credit Services' (highlighted with a red box), 'Overdue Management', 'Information Services', and 'Policy Administration'. Below the navigation bar, the 'Company Identification' form is displayed. The form has a header with 'Company Identification' and 'Testfirma 1 KOB - Insured credit information n° : 013453'. The form contains several sections: a mandatory country selection (DENMARK), a search method selection (radio buttons for 'Search by identifier', 'Search Criteria', and 'Search by phone number'), and address fields (Company/Business Name, Street Number, Post/Zip Code, Street Name, Town, and Phone number). At the bottom of the form, there are 'Continue' and 'Clear' buttons.

Fill in the search fields and press "Continue"

Select the correct debtor from the result list by clicking on the Company/Business Name.

The screenshot shows the EOLIS web application interface displaying search results. The top navigation bar is the same as in the previous screenshot. Below the navigation bar, the 'Company search results' page is displayed. The page has a header with 'Company search results' and '4 records found.' Below the header, there is a table with the following columns: Identifier, Euler ID, Company/Business Name, and Address. The table contains four rows of data. The first row has 'Abc T' in the 'Company/Business Name' column, which is circled in red. Below the table, there are download options: 'Download options: csv | Excel'. At the bottom of the page, there is a 'Not found' button and a 'New Search' button.

If the correct debtor is not on the list, click on "Not found" at the bottom.

EOLIS	Credit Services	Overdue Management	Information Services	Policy Administration	Quick menu
Welcome > Credit Services > Credit Limits > Request	Credit Limits	Grade	Company Search		Select a policy
<b>Credit Limit Request</b>	Testfirma 1 KOB - Insured credit information n° : 013453				
<p>No companies could be found for the search criteria entered. However, you can still log your request by clicking Continue. A search will be carried out using the information entered and an answer will be communicated to you as soon as possible. Otherwise you can click New Search to refine your search criteria.</p>					
Continue		Back		New Search	

Click on "Continue".

Fill in all the information you have about the debtor - fields marked with \* are mandatory. Click on "Continue" and your request will be sent to us.

EOLIS	Credit Services	Overdue Management	Information Services	Policy Administration	Quick menu
Welcome > Credit Services > Credit Limits > Request	Credit Limits	Grade	Company Search		Select a policy
<b>Additional information</b>	Testfirma 1 KOB - Insured credit information n° : 013453				
* The field "Town" or the field "Post Code" has to be filled					
Company/Business Name :	Bygma A/S				
Country of Buyer :	DENMARK				
National ID :	CVR (Denmark)	<input type="text"/>			
Additional Name 1 :	<input type="text"/> (i.e. Full names of the proprietor(s) or partners, or an alternative trading name for the buyer)				
Additional Name 2 :	<input type="text"/>				
Street Number :	<input type="text"/>				
Street Name :	<input type="text"/>				
Additional Line :	<input type="text"/>				
* Town :	<input type="text"/>				
* Post Code :	<input type="text"/>				
Phone Number :	<input type="text"/>				
* The field "Town" or the field "Post Code" has to be filled					
Continue			New Search		

Enter your reference number (optional) and press "Continue".

Euler Hermes - Windows Internet Explorer

**EOS**  
UATHM 02

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

Company Search  
Select a policy

Welcome > Credit Services > Grade > Request

**Buyer Details**

TVADK: 27 Euler ID: 00 Type of Company: Sole trader  
Buyer Name: Abc  
Registered office: Isg  
SIC Activity: Sec

If the details above are not for the required buyer, click here to select the correct buyer.

**Grade request**

You have requested grade with monitoring on the above buyer.

Your customer reference:

[Back](#) [Continue](#)

If the information is correct then press "Confirm".

Euler Hermes - Windows Internet Explorer

**EOS**  
UATHM 02

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

Company Search  
Select a policy

Welcome > Credit Services > Grade > Request

**Buyer Details**

TVADK: 27 Euler ID: 004 Type of Company: Sole trader  
Buyer Name: Abc  
Registered office: Isg  
SIC Activity: Sec

If the details above are not for the required buyer, click here to select the correct buyer.

**Grade confirmation**

Request: Grade with monitoring

Your customer reference: 12345

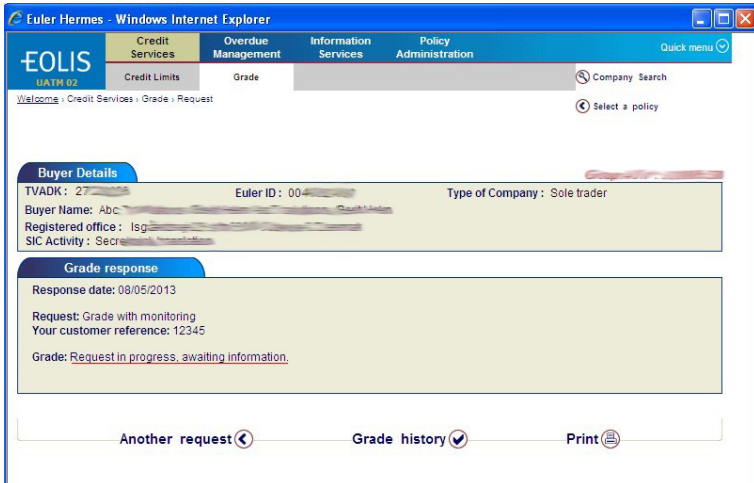
If the information above is correct, please click on the 'Confirm' button.  
Otherwise, click on the 'Modify' button to change your request.

[Modify](#) [Confirm](#)

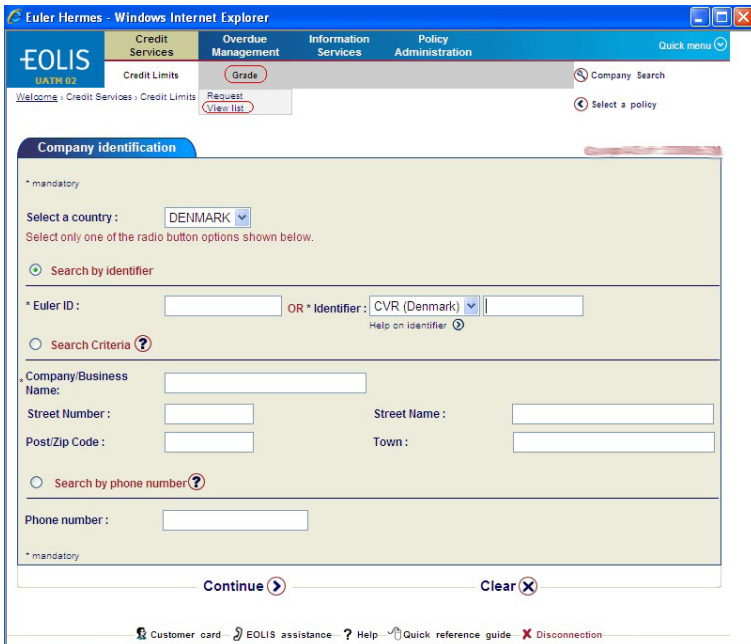
Customer card | EOS assistance | Help | Quick reference guide | Disconnection

The result of the request is shown.

The result can either be the valid grade for the buyer or your request will be handled by an underwriter, like below.



For viewing buyers with monitoring - use menu "Credit Services", Sub menu "Grade" and choose "View list".



Enter your selection criteria for the list or use the default criterias and press "View".

**Euler Hermes - Windows Internet Explorer**

**EO LIS** UATHM 02

Credit Services | Overdue Management | Information Services | Policy Administration

Welcome > Credit Services > Grade > View list

**Selection criteria**

**Grade enquiry**

Buyer:  All  
 Buyer name   
 Euler ID   
 Customer reference:

Type of response:  Grade with monitoring

Status: All

Country: All

Decision date: From  To  (dd/mm/yyyy)

Sort by: Response date descending

**View** | Download in .csv format | Download in .xls format

If you want to see details of the grade decision for a specific buyer, click on the Company Name of the buyer.

**Euler Hermes - Windows Internet Explorer**

**EO LIS** UATHM 02

Credit Services | Overdue Management | Information Services | Policy Administration

Welcome > Credit Services > Grade > View list

**List of grade requests**

Identifier	Euler ID	Company name	Country	Reference	Grade	Status	Buyer status	Cancel
33	89	Abc	Denmark	123456	08	answered	Active	Cancel
25	40	ABC	Denmark	TEST CP	08	answered	Active	Cancel
27	40	Abc	Denmark	12345		In Progress	Active	Cancel
13	87	A B C	Denmark	123456		In Progress	Active	Cancel

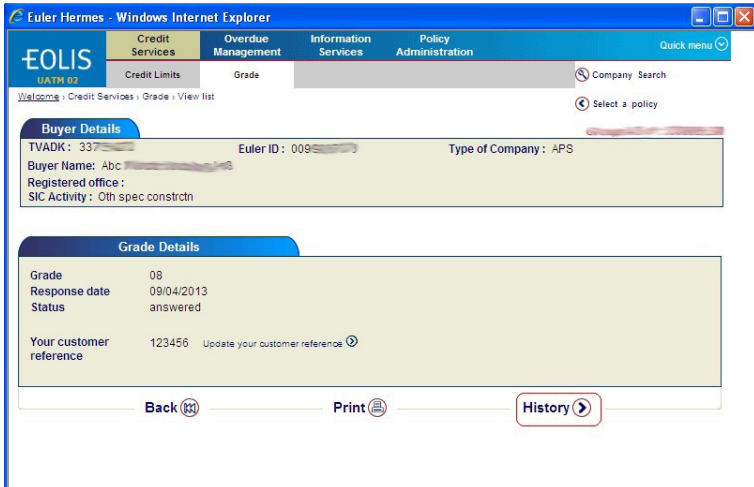
4 records found.

Download options: csv | Excel

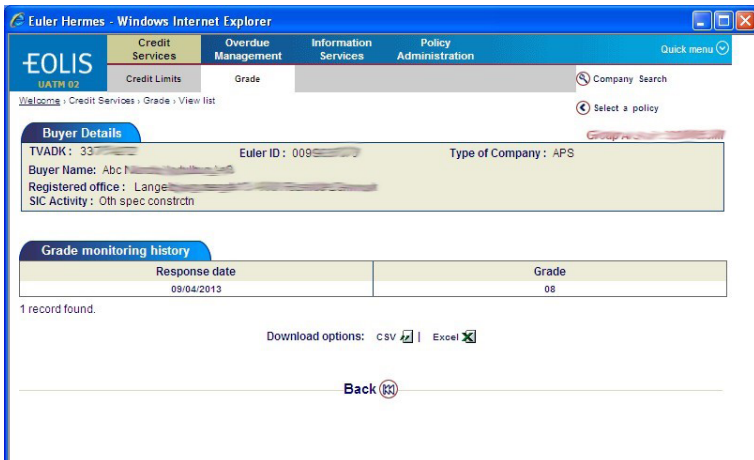
NB : Click on the 'Company name' to view the 'GI-GR Details'.  
 To cancel a 'grade monitoring' on a buyer, click on the corresponding 'Cancel' button.  
 \* : the grade is under examination  
 Reason for buyer status closed is displayed in tooltip on mouse over on the buyer status

**New search** | **Chart**

You can also see decision history for a specific buyer by pressing "History".



If several decisions exist for the buyer, then the Policy response date and response grade is shown for each decision.





You can also see a chart of the current grade statistics for all your buyers by pressing "Chart".

The screenshot shows the Euler Hermes web application interface. At the top, there is a navigation bar with tabs for 'Credit Services', 'Overdue Management', 'Information Services', and 'Policy Administration'. The 'Credit Services' tab is active, and the 'Grade' sub-tab is selected. Below the navigation bar, there is a search bar and a 'Select a policy' dropdown. The main content area displays a table titled 'List of grade requests' with the following data:

Identifier	Euler ID	Company name	Country	Reference	Grade	Status	Buyer status	Cancel
33	99	Abc	Denmark	123456	08	answered	Active	Cancel
25	40	ABC	Denmark	TEST_CP	08	answered	Active	Cancel
27	40	Abc	Denmark	12345		In Progress	Active	Cancel
12	87	A B C	Denmark	123456		In Progress	Active	Cancel

Below the table, it indicates '4 records found.' and 'Page 1/1'. There are download options for 'CSV' and 'Excel'. A note at the bottom states: 'NB : Click on the 'Company name' to view the 'GI-GR Details'. To cancel a 'grade monitoring' on a buyer, click on the corresponding 'Cancel' button. \*: the grade is under examination Reason for buyer status closed is displayed in tooltip on mouse over on the buyer status'. At the bottom right, there is a 'Chart' button with a right-pointing arrow.