

EOLIS

User Manual – Customers

Welcome to Euler Hermes Online Service EOLIS.

With EOLIS you benefit from an online decision making tool that allows you to manage your credit insurance policies and customer risk pro-actively in real time.

Save time with EOLIS interactive services:

- Manage your outstanding customer receivables
- Manage your credit limits
- Receive an automatic evaluation of your needs for cover and credit limits
- Notify Euler Hermes of an overdue
- Declare the realized Turnover

This user manual will guide you through the many features EOLIS offers.

With kind regards,

Your Euler Hermes Multinational Business EOLIS Online Support team
(suporteolis.ro@eulerhermes.com)

Visit our secured EOLIS website: <https://eolis.eulerhermes.com/ro>

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1 Introduction

1.1 About EOLIS

EOLIS is the Euler Hermes Online Information Service for clients and brokers. Accessible on the Internet, EOLIS enables clients to manage their policy, and monitor their buyers' financial situation in real time.

Through EOLIS, you can:

- Make credit limit requests and receive on-line answers
- Notify overdues, and collection order,
- Stay in contact with our support team.

This manual gives you an overview of the possibilities EOLIS is offering. Access to some services may depend on the program you have taken out.

1.2 Requirements

EOLIS is designed for Internet Explorer / Netscape Navigator, versions 5.5 and above.

1.3 EOLIS and pop-up blockers

Most people do not know that they have one or more pop-up blockers on their computer, because these programs are often anonymously included with other programs and even Windows updates that they download. While pop-up blockers are very useful to prevent annoying (advertisement) screens to open up while surfing the Internet, most pop-up blockers also interfere with wanted pop-ups.

For that reason, they need to be turned off while you are using EOLIS.

EOLIS does not work when a pop-up blocker is activated.

See next page for instructions how to disable pop-up blockers for the most common ones



Go to <Tools> in the Explorer toolbar and select <Pop-up Blocker>. Select <Turn Off Pop-up Blocker>.



The Google Toolbar is an add-on for Internet Explorer. If you have it, click on the <Blocking Pop-up> button and it will change to <Pop ups Okay>.



Click on the Yahoo toolbar's pop-up blocker icon option arrow . Delete the mark in front of <Enable Pop-up blocker> or select <Always allow Pop-Ups from> and select the EOLIS webpage from the list <Sources of recently Blocked Pop-ups> and click on <Allow>.



Click the <Content> button in Firefox toolbar and uncheck <Block pop-up windows> or click <Exceptions> and enter the address of the EOLIS website <https://eolis.eulerhermes.com/wp> and click <Allow>.



AOL9 has a pop-up blocker that must be disabled before EOLIS will work properly (even though you are using Internet Explorer). Sign into your AOL account and go to a webpage. Click once on <Blocking Pop-ups> at bottom-right corner of screen and choose <Set Pop-up Control Preferences>. Uncheck box labeled <Suppress pop-ups from Web sites I visit using AOL ® software>. Click <Save> to save your change. Minimize AOL's browser and use Internet Explorer to access EOLIS.



The McAfee Internet Security Suite has a pop-up blocker and it is part of <Privacy Services>. It needs to be off while you are using EOLIS.



Open your Norton program by double clicking the icon in your system tray at the bottom right of your screen. Turn off the pop-up blocker by clicking on <Ad Blocking>, then the yellow <Turn Off box>.

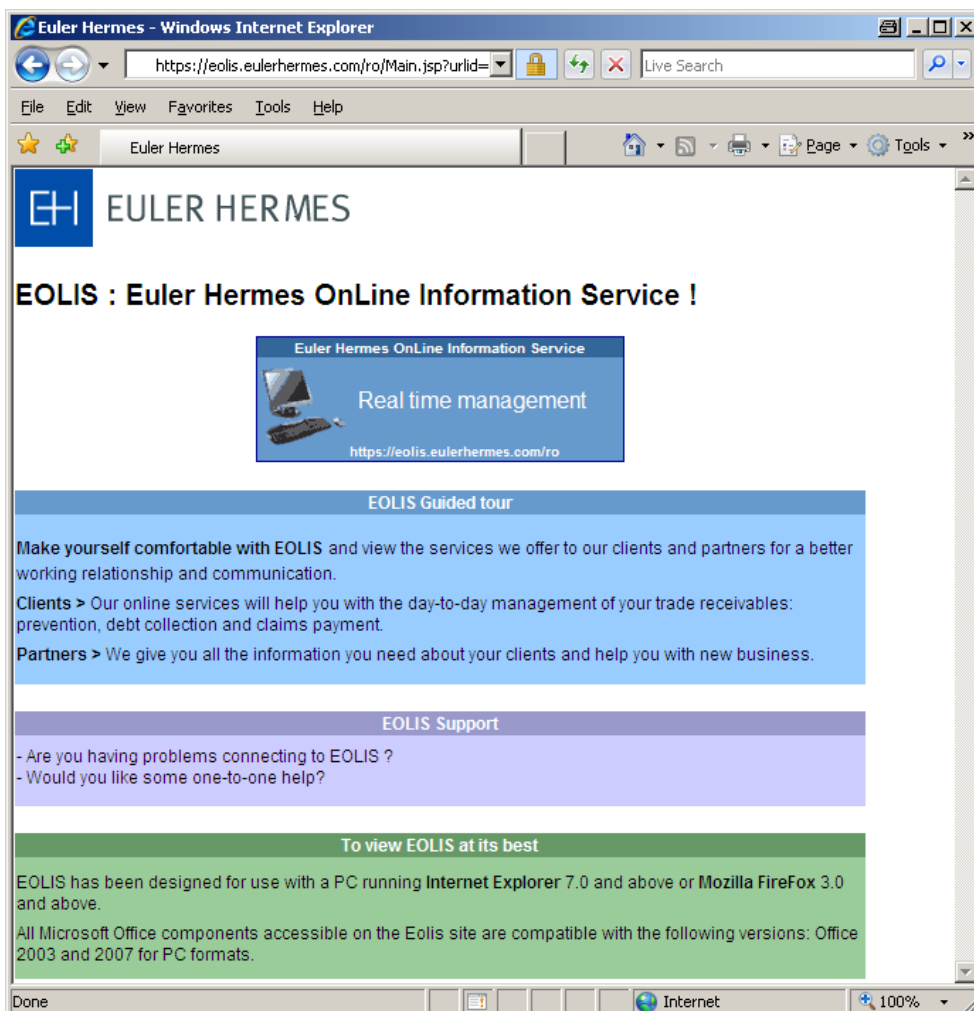
The names of actual companies and products mentioned herein may be the trademarks of their respective owners.

2 Accessing EOLIS

You can access EOLIS from any computer with an Internet connection and a standard browser by visiting: <https://eolis.eulerhermes.com/ro>



Note that this is a secure website; hence, access is https, not http. The Euler Hermes website opens with a support page. This page will remain at the background for the duration of your EOLIS session.



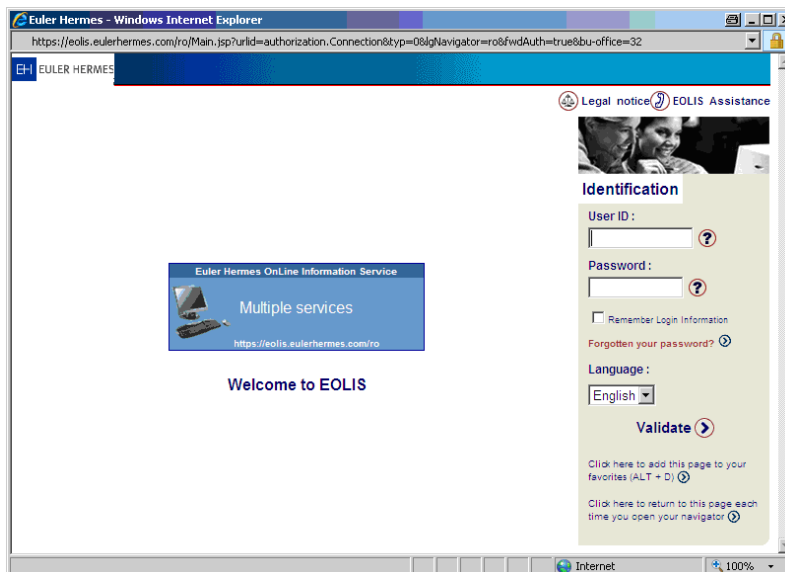
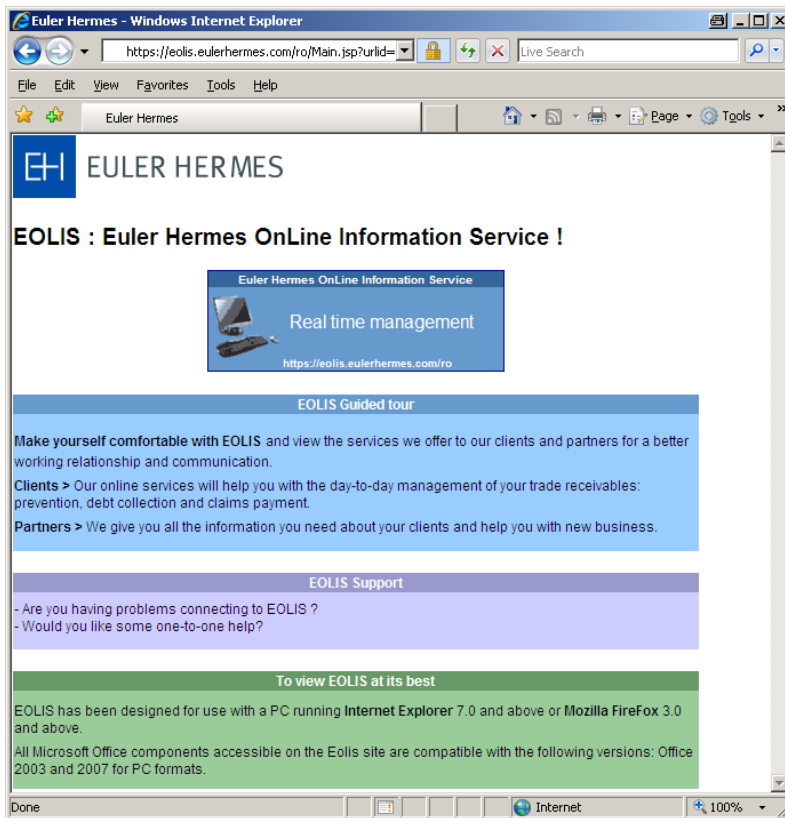
Do you require personal assistance, or are you having problems connecting to EOLIS?

Please contact the Euler Hermes Online Support team at:

suporteolis.ro@eulerhermes.com

To start working with EOLIS, wait a few seconds or click the central blue box <Personal Login>.

A new window will open that contains a welcome message and an Identification box.



You will receive a personal User ID and a Password to access the system.



Please note that your User ID and Password are strictly confidential. Do not disclose your UserID and Password to anyone.
Enter your User ID and Password.

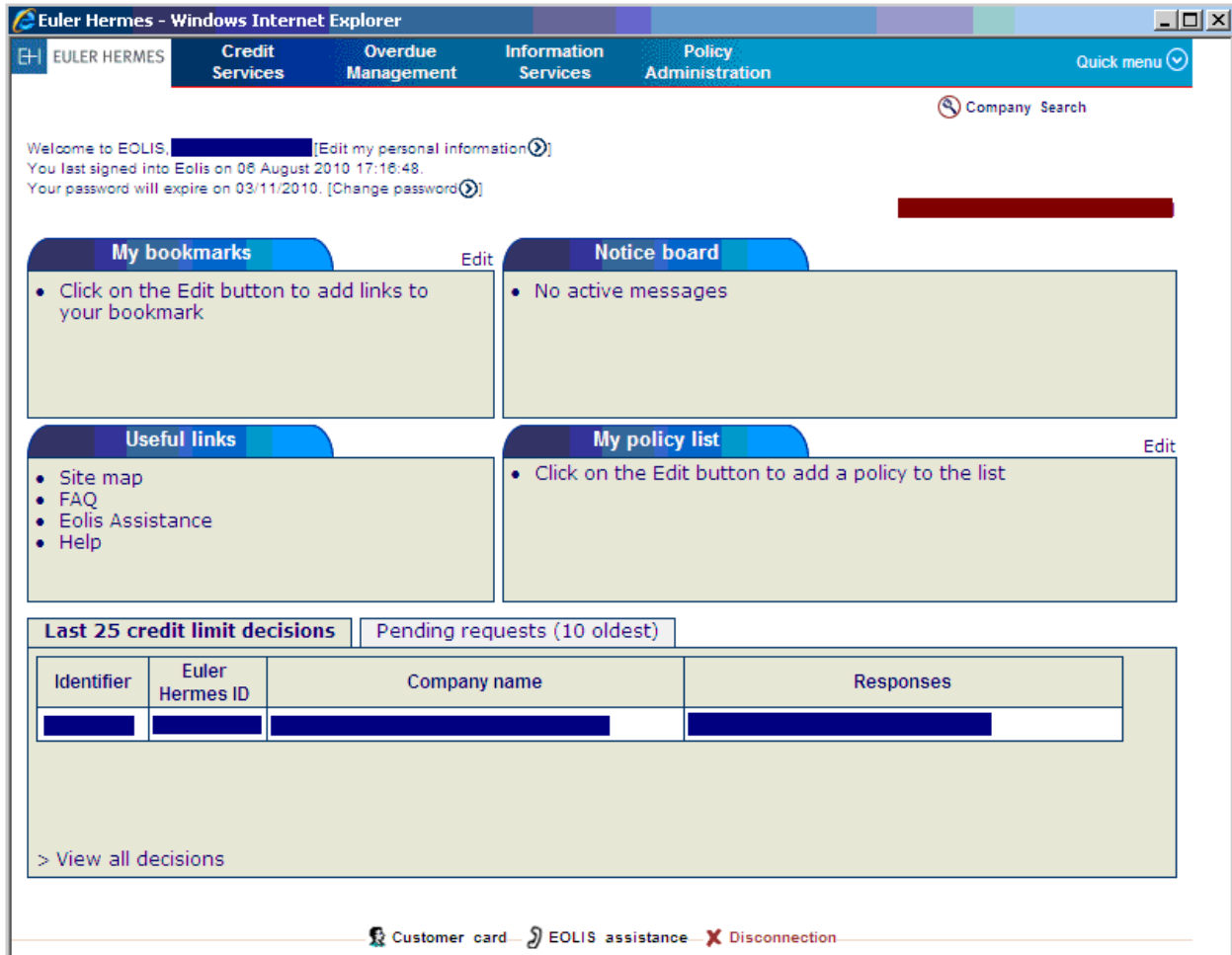
On the first login attempt, you will be prompted to change your password. The password must have 8 digits alphanumeric with minimum one number and one capital letter and one lower case letter. The user ID is 8 digits numeric. New users need to confirm acceptance of the legal notice.

You can change your password by clicking on <Change password> and follow instructions. Use a random combination of letters in your password, and avoid using single names or words that can be found in a dictionary.

EOLIS is available in multiple languages. Choose the language in which you want to enter EOLIS. Click <Validate> to access EOLIS.

To make EOLIS your start page, or add it to your Favourites, select one of the options beneath <Validate>.

3 Main MENU



3.1 My bookmarks

In this box, you can add direct links to pages you visit frequently by clicking <Edit>. When you have added a link to my bookmarks, you can go directly to the page by clicking the link.

3.2 Notice board

In this box, you can view the latest news and announcements of Euler Hermes.

3.3 Useful links

This box contains direct links to pages that provides additional information and assistance.

3.4 My policy list

By clicking <Edit> in this box, you can add a policy to your list.

Click number to view a policy. When you have added a policy to my policy list, you can quickly switch between these policies by simply clicking the policy.

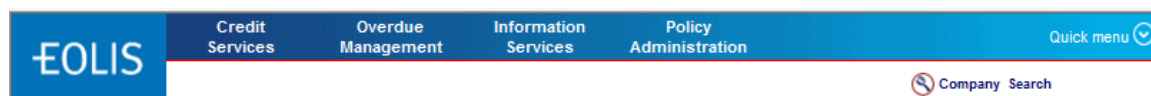
3.5 Last credit limit decisions / Pending requests

In the bottom section you can see an overview of the last 25 credit limit decisions, or an overview of the pending credit limit requests (10 oldest). Click <View all decisions> or <View all pending requests> to see a complete overview.

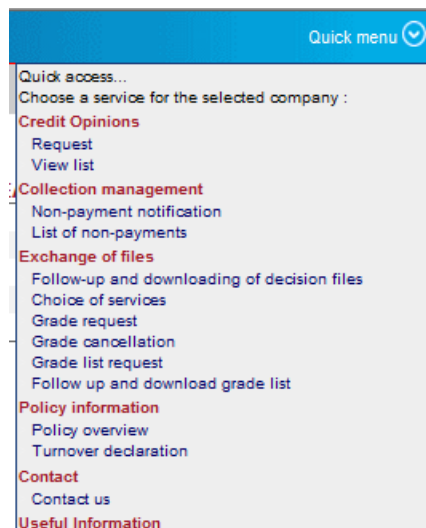
4 Navigating in EOLIS

There are several ways to navigate in EOLIS:

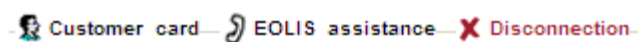
4.1. The menu in the <Navigation Bar> (at the top of the page):



4.2. The Quick Menu



4.3. The bar located at the bottom of the window:



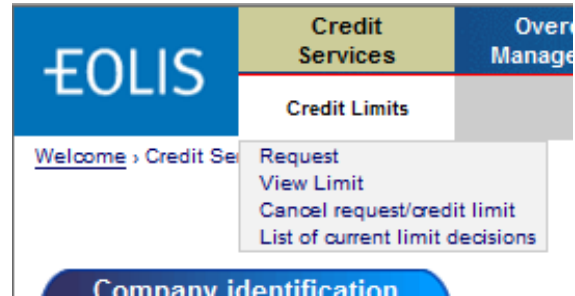
4.4. The action buttons on each window:

The <action buttons> (see example below) are context sensitive.



5 Credit Services

Credit Limits



In the submenu <Credit Limits> you can choose the following options:

- Request a limit
- View Limit
- Cancel request / credit limit
- List of current limit decisions

5.1 Selection Criteria

You are able to select different criterias to have an overview about your customers. You can list your customers on your display or download a list of customers.

A screenshot of the 'Selection criteria' form in the EOLIS application. The form is titled 'Selection criteria' and includes a note: 'Dates must be entered in dd/mm/yyyy format'. It features several sections:

- Country:** A dropdown menu set to 'All countries'.
- Current limits:** A section with radio buttons for 'All the decisions', 'Buyer Business Name', 'Euler ID', 'Customer reference', 'Current limits', 'Amounts', 'with conditions only', and 'Expired limits'. The 'Current limits' and 'Amounts' options include input fields for 'requested', 'between', and 'and' values.
- Pending requests:** A section with radio buttons for 'all pending requests' and 'Request confirmation id'.
- Sort criteria:** A dropdown menu set to 'Descending decision date'.

At the bottom of the form, there are 'View' and 'Download' buttons.

5.2 Company Identification

First, you need to select a buyer. Via the <Company Identification> window, you have direct access to the buyer information in our global database.

The screenshot shows the 'Company identification' form within the Euler Hermes web application. The browser title is 'Euler Hermes - Windows Internet Explorer'. The navigation menu includes 'Credit Services', 'Overdue Management', 'Information Services', and 'Policy Administration'. The breadcrumb trail is 'Welcome > Credit Services > Credit Limits > Request'. The form is titled 'Company identification' and includes a 'Company Search' button. It features three search methods: 'Search by identifier' (selected), 'Search Criteria', and 'Search by phone number'. The 'Search by identifier' section has fields for '* Euler ID' and 'OR * Identifier' (set to 'VAT for Romania'). The 'Search Criteria' section includes fields for 'Company/Business Name', 'Street Number', 'Street Name', 'Post/Zip Code', 'Town', and 'State/Region/County'. The 'Search by phone number' section has a 'Phone number' field. The form includes 'Continue' and 'Clear' buttons at the bottom. A footer contains links for 'Customer card', 'EOLIS assistance', and 'Disconnection'.

You can search for a buyer by identifier (Euler ID or national identifier), by search criteria (companyname / address) or by phone number. The easiest way to find a company is by entering the Euler ID or national identifier. If searching by search criteria, at least specify the company name, the postal code (or department) and the city to reduce the response time.

Please refer to your policy guide for a complete list of national identifiers (i.e. the national identifier for France is the SIREN number, that for The Netherlands is the KvK number, etc.). The Euler ID is the Euler Hermes internal identification for the buyer.

Company information can be asked for in every window by clicking <Company Search> in the upper right corner, or by clicking <Customer Card> in the bottom menu bar.

5.3 Limit Request

The first tab shows basic details for the customer identified.

The second tab involves the credit limit request. If there is already a limit for the buyer, the latest decision is shown here.

Amount:

In order to process your request, please enter an amount. The amount should be numeric and SHOULD NOT INCLUDE DECIMALS, SPACES or CURRENCY SYMBOLS. This is the maximum outstanding amount that you can have on the company concerned during the year. If you need a higher limit, the new total amount needs to be filled in here.

For example, you have a limit of € 50,000 but you need a limit of € 75,000. You then fill in 75000 at <Amount>.

Payment Condition

Only if the payment condition is different from the standard period in the policy, you will have to fill in the payment condition you want to apply.

For example, the maximum payment condition for the country in which your debtor is located, is 60 days. However, you want a payment condition for 90 days. You will then fill in "90" days.

Reference

Fill in the reference number of your customer. For example, the reference number could be the debtor number.

Add a comment

If you have extra information about your customer or about the limit request, you can click on <Add a comment>.

Once you insert a different credit period or a comment, your request will be referred to a Risk Underwriter for manual decision; therefore, no automatic decision will be possible.

When the limit request is completed, click <Continue> and you will be asked to confirm your request. Check if you have filled in the correct amount for a limit request on the right debtor.

The screenshot displays the Euler Hermes web application interface within a Windows Internet Explorer browser window. The page title is "Euler Hermes - Windows Internet Explorer". The navigation menu includes "EULER HERMES", "Credit Services", "Overdue Management", "Information Services", and "Policy Administration". A "Quick menu" icon is visible in the top right corner. The breadcrumb trail reads "Welcome > Credit Services > Credit Limits > Request".

The main content area is divided into two sections:

- Buyer Details:** This section contains several fields, some of which are redacted with black bars. The visible fields are: TVARO, Euler ID, Type of Company, Buyer Name, Registered office, and SIC Activity.
- Credit Limit Request:** This section displays the current request details:
 - Latest decision: Limit not found
 - Limit request: [input field]
 - Amount: 10,000.00 EUR
 - Credit period: 0 days
 - Your customer reference: [input field]
 - Comment: no comment entered

At the bottom of the form, there are two buttons: "Confirm" (with a right-pointing arrow) and "Modify" (with a left-pointing arrow). The footer of the page includes "Customer card", "EOLIS assistance", and "Disconnection" (with a red X icon).

The response to your limit request will be instantaneous unless further investigation is required. In all cases, the notification of the limit decision will be sent to you by mail or fax.

The most common decisions are:

- Agreement
- Restrictive answer
- Already agreed
- Maintain
- Refusal
- Unable to cover

Examples of other decisions about your limit request:

- your limit request is under consideration with one of our underwriters;
- the buyer is unknown and you are being asked to provide additional information in order to identify the buyer.

5.4 View Credit Limit

Find the company through <Company Search> and check if this is the company, you are looking for. The limit can be cancelled or printed. You can find a historical overview of the requests, limits and cancellations of the company concerned by clicking on <History>.

5.5 Cancel Request / Credit Limit

You can cancel a limit by selecting <Cancel> in the menu. Subsequently, you will search for the right company and click on <cancel both credit limit and pending request> or <cancel pending request>.

When you cancel a credit limit, coverage is terminated. When you cancel the pending request, the request is terminated.

Euler Hermes - Windows Internet Explorer

Euler HERMES Credit Services Overdue Management Information Services Policy Administration Quick menu

Credit Limits Company Search

Welcome > Credit Services > Credit Limits > View Limit

Buyer Details

TVARO : Euler ID : Type of Company :

Buyer Name :
Registered office :
SIC Activity :

If the details above are not for the required buyer, [click here](#) to select the correct buyer.

Credit limit enquiry null confidential

Current credit limit :

Latest decision : Policy status change

Permanent Limit : 100,000 RON Date : 01/04/2011 Reduce limit

Your customer reference : Update your customer reference

Decisions displayed on the screen are not binding for null.
Only those confirmed by regular mail are official.

Cancel Print New request History Back

5.6 List of current credit limits

This service shows you the latest credit limit position for customers on which you have requested credit limits from us. First, indicate in the <Selection criteria> window what you want your selection to look like.

You can request a list with all current credit limits. It is possible to select on country, limit amounts, pending credit limit requests, et cetera. At <Sort criteria> you can choose how you want the selection to be shown.

Selection criteria

Dates must be entered in dd/mm/yyyy format.

Country:

Current limits

All the decisions

Buyer Business Name:

Euler ID:

Customer reference:

Current limits: requested between and

Amounts: requested between EUR and EUR

with conditions only temporary limits only

Expired limits

Pending requests

all pending requests

Request confirmation id:

Sort criteria

Descending decision date

View
Download

Euler Hermes - Windows Internet Explorer

EULER HERMES

Credit Services Overdue Management Information Services Policy Administration Quick menu

Credit Limits

Company Search

Welcome > Credit Services > Credit Limits > List of current limit decisions

List of current limits

Buyers				Requests		Responses			
Identifier	Euler ID	Company name	Country	Customer reference	Date	Amount	Date	Amount	Decision
			ROMANIA		17/11/2011	500.000 RON	22/11/2011	250.000 RON	...
			ROMANIA (RO)		24/01/2011	230.000 RON	01/04/2011	0 RON	refusal
			ROMANIA (RO)		25/01/2011	230.000 RON	01/04/2011	100.000 RON	restrictive answer
			ROMANIA (RO)		25/01/2011	230.000 RON	01/04/2011	230.000 RON	agreement
			ROMANIA (RO)		25/01/2011	230.000 RON	01/04/2011	100.000 RON	restrictive answer
			ROMANIA (RO)		24/02/2011	230.000 RON	01/04/2011	230.000 RON	agreement

Result: 53 customer(s) matching your selection Page 1 / 1

Download options: [.csv format](#) | [.xls format](#)

Click on the company name to see credit limit.
Access the page directly by clicking on the page number.

New search
Print

The purpose of this service is to present to you the last decision of Euler Hermes concerning your customers. The position date displayed is the date of the last update. This list is an administrative service. The positions which are displayed have no legal effect and are not binding on null. Only the standard, specific conditions and the endorsements of your contract as well as the answers of null to your credit limit request determine the effective range of our cover. The null decisions present a strictly confidential character forbidding all communication to third under some form that this be.

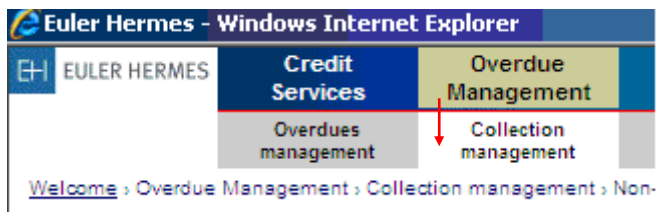
Customer card
 EOLIS assistance
 Disconnection

In the <list of current credit limits>, click on the company name to see the credit limit.

6 Overdue Management

At <Overdue Management> you can manage possible overdues this way:

- Non-payment notification or Collection order – creation – 6.1
- View them – 6.2



6.1 Non-payment notification (Collection Order)

The screenshot shows a web browser window titled "Euler Hermes - Windows Internet Explorer". The application has a blue header with navigation tabs: "EULER HERMES", "Credit Services", "Overdue Management", "Information Services", and "Policy Administration". A "Quick menu" icon is in the top right. Below the header, there are sub-tabs for "Overdues management" and "Collection management". A "Company Search" icon is also present. A breadcrumb trail reads: "Welcome > Overdue Management > Collection management > Non-payment notification > List of non-payments".

The main content area is titled "Company identification". It contains the following fields and options:

- A note: "* mandatory".
- "Select a country:" with a dropdown menu set to "ROMANIA".
- Instruction: "Select only one of the radio button options shown below."
- Radio button: "Search by identifier" (selected).
- Fields: "* Euler ID:" (text input), "OR * Identifier:" (dropdown menu set to "VAT for Romania"), and a text input field.
- Link: "Help on identifier" with a question mark icon.
- Radio button: "Search Criteria" (unselected).
- Fields: "* Company/Business Name:" (text input), "Street Number:" (text input), "Street Name:" (text input), "Post/Zip Code:" (text input), "Town:" (text input), and "State/Region/County:" (dropdown menu).
- Radio button: "Search by phone number" (unselected).
- Field: "Phone number:" (text input).
- A note: "* mandatory".

At the bottom of the form are two buttons: "Continue" with a right arrow icon and "Clear" with an X icon.

At the very bottom of the page, there are three icons with text: a person icon for "Customer card", a telephone icon for "EOLIS assistance", and a red X icon for "Disconnection".

Welcome : Overdue Management : Collection management : Non-payment notification

Buyer Details

TVARO : [redacted] Euler ID : [redacted] Type of Company : [redacted]

Buyer Name : [redacted]

Registered office : [redacted]

SIC Activity : [redacted]

If the details above are not for the required buyer, click [here](#) to select the correct buyer.

Non-payment notification

Non-payment type:

Collected by:

Insured contact information:

Insured contact name: [redacted] Insured E-Mail: [redacted]

Insured tel n°: [] Insured reference: []

Buyer contact information:

Buyer contact name: [] Buyer E-Mail: []

Buyer tel n°: [] Buyer Fax n°: []

Buyer mobile n°: [] Language:

Non payment notification details:

Is the invoicing or the delivery address different from the above address? Yes: No:

Buyer's bank: []

Is Buyer insolvent? Yes: No:

Buyer's liability already declared to receiver/administrator/liquidator? (Attach copies)

Is the debt disputed? Yes: No:

Unpaid cheque/Bill of Exchange? Yes: No:

Type of guarantee:

Additional comments: []

Invoices/credit notes/partial payments

No invoice details entered

[Add Invoice/Credit note/Partial payment](#)

[Upload invoices](#)

[Template](#)

If you have a number of invoices/credit notes/partial payments to enter, you may prefer to create a file for uploading, using the macro provided, by clicking on the 'Template' link. Once this file is created, please click on the link "Upload invoices" to attach the list of invoices.


Attachments

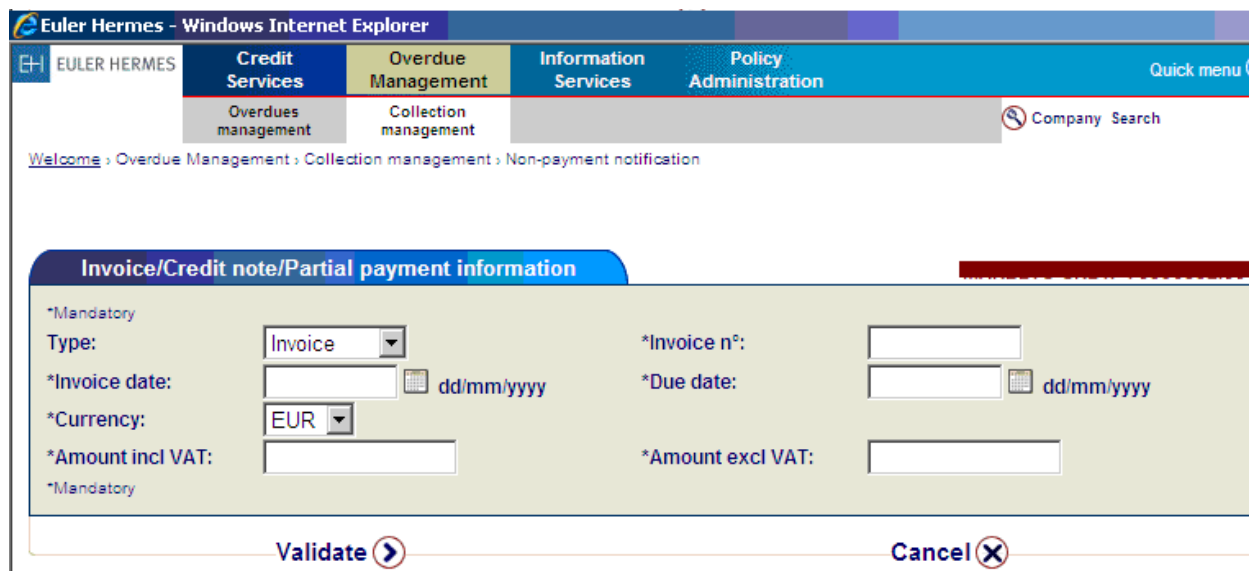
To attach a document, select a document type then click on the "Browse" button to select a file and click on the "Attach" button.

Document type:

File path: []

No documents currently attached

With this feature, you must enter (pressing ) all issued but unpaid invoices (number, issue date, maturity date, value including decimals), in relation with the respective buyer.



Invoice/Credit note/Partial payment information

*Mandatory

Type: *Invoice n°:

*Invoice date: dd/mm/yyyy *Due date: dd/mm/yyyy

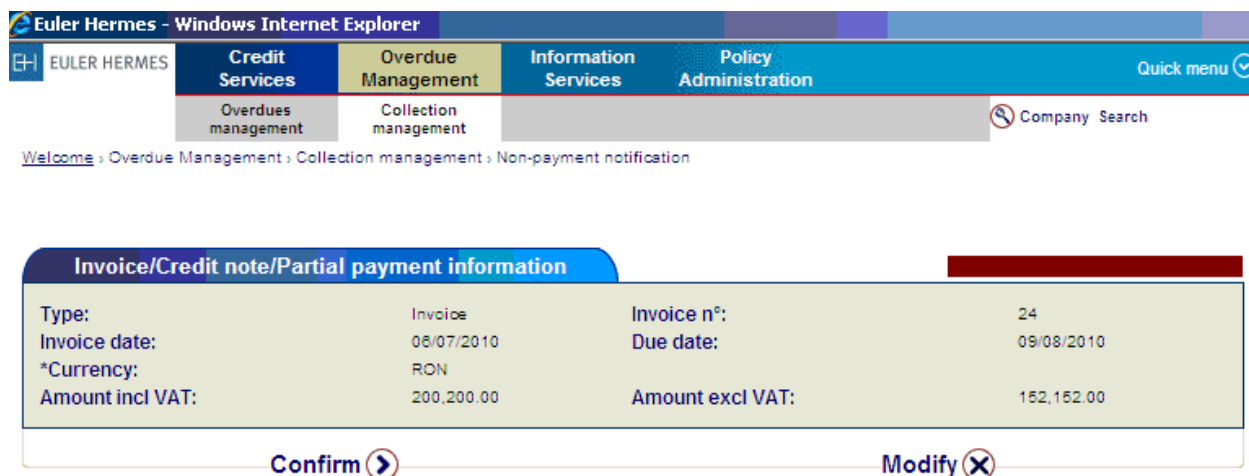
*Currency:

*Amount incl VAT: *Amount excl VAT:

*Mandatory

Validate **Cancel**

After you filled all fields, press <validate> in order to be registered the respective invoice.



Invoice/Credit note/Partial payment information

Type:	Invoice	Invoice n°:	24
Invoice date:	08/07/2010	Due date:	09/08/2010
*Currency:	RON		
Amount incl VAT:	200,200.00	Amount excl VAT:	152,152.00

Confirm **Modify**

You have the option to confirm or modify the entered information and then press <confirm>.

You can repeat this operation in order to enter all invoices, one by one.

After completing these operations, to load this non-payment notification or collection order you must press <Validate> button then confirm by pressing <Confirm>, and then "ok"

Euler Hermes - Windows Internet Explorer

EULER HERMES Credit Services Overdue Management Information Services Policy Administration Quick menu

Overdues management Collection management Company Search

Welcome > Overdue Management > Collection management > Non-payment notification

Buyer Details

TVARO : [redacted] Euler ID : [redacted] Type of Company : SRL
 Buyer Name : [redacted]
 Registered office : [redacted]
 SIC Activity : [redacted]

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

Non-payment notification

Non-payment type:
 Collected by:

Insured contact information:
 Insured contact name: [redacted] Insured E-Mail: [redacted]
 Insured tel n°: [redacted] Insured reference: [redacted]

Buyer contact information:
 Buyer contact name: [redacted] Buyer E-Mail: [redacted]
 Buyer tel n°: [redacted] Buyer Fax n°: [redacted]
 Buyer mobile n°: [redacted] Language:

Non payment notification details:
 Is the invoicing or the delivery address different from the above address? Yes: No:
 Buyer's bank: [redacted]
 Is Buyer insolvent? Yes: No:
 Buyer's liability already declared to receiver/administrator/liquidator? (Attach copies)
 Is the debt disputed? Yes: No:
 Unpaid cheque/Bill of Exchange? Yes: No:
 Type of guarantee:

Additional comments: [redacted]

Invoices/credit notes/partial payments

		Number/Original invoice number	Document type	Currency	Amount incl VAT	Amount excl VAT	Invoice date/Original invoice date	Due date	Credit note issued date	Recovery date
Delete	Update	24	INVOICE	RON	200,200.00	152,152.00	06/07/2010	09/08/2010		

[Add Invoice/Credit note/Partial payment](#)
[Upload invoices](#) [Template](#)

If you have a number of invoices/credit notes/partial payments to enter, you may prefer to create a file for uploading, using the macro provided, by clicking on the 'Template' link. Once this file is created, please click on the link "Upload invoices" to attach the list of invoices.

Attachments
 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:
 File path: [redacted]

Customer card EOLIS assistance Disconnection

After confirmation (confirm) will appear a window through which EOLIS informs you that your Non-payment notification (or Collection order) was successfully registered in the system.

As a next step you must send an e-mail to roclaimsandcollectionsupport@eulerhermes.com with an attachment of invoices mentioned in EOLIS.

Euler Hermes - Windows Internet Explorer

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

Overdues management | Collection management | Company Search

Welcome > Overdue Management > Collection management > Non-payment notification

Buyer Details

TVARO : [REDACTED] Euler ID : [REDACTED] Type of Company : SRL
 Buyer Name : [REDACTED]
 Registered office : [REDACTED]
 SIC Activity : [REDACTED]

Non-payment notification

Your request has been submitted with success and you may expect news from us shortly.

Non-payment type: Collection

6.2 Viewing of Non-payments (or Collection orders)

Euler Hermes - Windows Internet Explorer

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

Overdues management | Collection management | Company Search

Welcome > Overdue Management > Collection management > Non-payment notification > List of non-payments

Selection Criteria

Collection

File type: [Dropdown]
 Status: All [Dropdown]
 Collected by: All [Dropdown]
 Collection file identifier: Year: [Text] (yyyy) File number [Text]
 Buyer: All [identify a debtor](#)
 Opening Date: From [Text] To [Text] dd/mm/yyyy

Sort by

Descending file number [Dropdown]

Download options

Separator for csv file: [Dropdown]

View [Icon] Download in .csv format [Icon] Download in .xls format [Icon]

Once you have chosen to <List of Non-Payments> you can click the button <view> to view a list of Collection Orders placed up to now, OR search a specific collection order by filling in the fields as in the following picture :

The screenshot shows the Euler Hermes web application interface. At the top, there is a navigation bar with the following tabs: **EULER HERMES**, **Credit Services**, **Overdue Management** (selected), **Information Services**, and **Policy Administration**. A **Quick menu** icon is visible on the right. Below the navigation bar, there are sub-menus for **Overdues management** and **Collection management**. A **Company Search** icon is also present. The breadcrumb trail reads: **Welcome > Overdue Management > Colle**. A dropdown menu is open under **Colle**, showing options: **Non-payment notification** and **List of non-payments**. The main content area is titled **Selection Criteria** and contains the following fields:

- Collection** (Section Header)
- File type:**
- Status:**
- Collected by:**
- Collection file identifier:** Year: (yyyy) File number
- Buyer:** All [identify a debtor](#)
- Opening Date:** From To dd/mm/yyyy
- Sort by:**
- Download options:** Separator for csv file:

At the bottom of the form, there are three buttons: **View** (with a right arrow icon), **Download in .csv format** (with a document icon), and **Download in .xls format** (with a document icon).

To be able to access the details referring to the actions made for collection (in case the collection procedure begins) of this debt, you must press the number of the collection <file no.>

Euler Hermes - Windows Internet Explorer

EULER HERMES

Credit Services

Overdue Management

Information Services

Policy Administration

Quick menu

Overdues management

Collection management

Company Search

Welcome > Overdue Management > Collection management > List of non-payments

List of non-payments

Buyer			Status				Amounts		
File n°	Your customer reference	Buyer name	Opening Date	Type of Intervention	Collected by	Status of Debt Collection	Amount declared	Amount of recoveries	Amount outstanding
450		[REDACTED] S.R.L. VAT-[REDACTED]	18/03/2010		Euler Hermes	running	95,680.47 RON	0.00 RON	95,680.47 RON

1 record found.

Page 1/1

Download options: .csv format | .xls format

Separator for csv file: :

Access the page directly by clicking on the page number.
Click on a file number to view more details.

[New search](#)

Welcome > Overdue Management > Collection management > List of non-payments

Buyer Details

TVARO : [redacted] Euler ID : [redacted] Type of Company : - Other - Unknown

Buyer Name: [redacted]

Registered office: [redacted]

SIC Activity : [redacted]

Non-payment details

General

File n°:	450	File status:	running
Your customer reference		Sub status:	
Phase:	amicably		

Collection

Total of invoices:	95,680.47 RON	Interest charge to buyer:	
Costs charged to buyer:		Total debt:	95,680.47 RON
Amount collected:		Amount collected after indemnification:	
Amount outstanding	95,680.47 RON		

Claim

Insured debt:	80,000.00 RON	Reason not/party insured:	Invoice prior to agreed credit limit
Insured collection costs:		Indemnification date:	25/07/2010
Covered percentage:	90,00	Claim status	
Indemnification amount:		Claim amount paid:	
Recovery after indemnification:			

[Detail of collection costs](#)

Progress details

No information currently available.

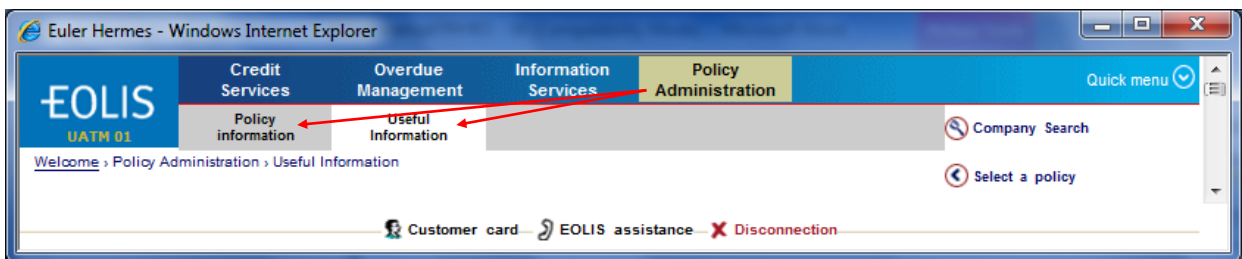
[Back](#) [Print](#)

Here you can find information regarding the actions made for collecting the debt by EH. Therefore you can follow the evolution of the collection process pressing <progres details>.

7 Policy Administration

This section <Policy Administration> allows you to choose the following submenus:

- 7.1 <Policy Information> for Turnover Declaration,
- 7.2 <Useful information> for useful documents.



7.1 Turnover Declaration

This section <Policy Information> allows you to report to us the realized Turnover of the policy year ended, pressing the button <Turnover Declaration>.

Here you must enter the Turnover realized with the covered buyers (for which you had a Credit Limit on the entire policy year or a temporary one) then you must press the button <Continue> from the bottom of the page.

The screenshot shows the EOLIS web application interface. The navigation menu includes 'Credit Services', 'Overdue Management', 'Information Services', and 'Policy Administration'. The 'Policy Administration' menu is expanded, showing 'Policy information' (circled in red) and 'Useful Information'. The breadcrumb trail is 'Welcome > Policy Administration > Turnover declaration > Turnover declaration'. The main content area is titled 'Turnover' and includes a 'Status Turnover declaration' section with a deadline of 15/11/2014. The insurance period is 15/09/2013 - 14/09/2014, and the policy currency is RON. There are input fields for 'Total turnover', 'Total insured turnover', and 'Total excluded turnover'. A table lists turnover by country, with 'ROMANIA' having a 'Turnover amount' of 123456789 (circled in red) and a 'Payment term' of 030 days. At the bottom, there is an 'Excluded turnover :(RON)' table and a 'Continue' button (circled in red).

Country	Turnover amount	Payment term	Amount of insured turnover	Amount of not insured turnover	
ROMANIA	123456789				RON
		030 days			

Excluded turnover :(RON)						
Total	Intercompany	Others	Non covered countries	Government/Private	0-Limits	Cash

[Continue](#)

Then the system will display the entered information asking you to confirm or to go back for a change.

The screenshot shows the EOLIS UATM 01 web application interface. The main content area displays the following information:

Turnover Your broker name : [REDACTED]

Insurance period : 15/09/2013 - 14/09/2014 Policy currency RON

Currency : **RON**

Total turnover : 123456789 Total insured turnover : 123456789 Total excluded turnover : 0

Countries	Turnover amount	Payment term	Amount of insured turnover	Amount of not insured turnover	Currency :
ROMANIA	123456789	030 days	123456789	0	RON

Excluded turnover :(RON)

Total	Intercompany	Others	Non covered countries	Government/Private	0-Limits	Cash
0						

At the bottom of the form, there are two buttons: **Back** (with a crossed-out icon) and **Confirm** (with a right-pointing arrow icon). The **Confirm** button is circled in red.

Footer: Customer card | EOLIS assistance | Disconnection



After confirmation the system will display the declaration as validated, and possibility to print. At this stage the statement is already sent in our systems.

The screenshot shows the Euler Hermes web application interface. The main content area displays a 'Turnover' declaration that has been validated. The 'Declaration validated' text is circled in red. Below this, the insurance period is 15/09/2013 - 14/09/2014, and the policy currency is RON. The total turnover is 123,456,789 RON, with a total insured turnover of 123,456,789 and a total excluded turnover of 0. A table lists the turnover for Romania with a payment term of 030 days. Another table shows that the excluded turnover is 0 across all categories. A 'Print' button with a printer icon is circled in red at the bottom of the main content area. The interface includes a navigation menu at the top with options like 'Credit Services', 'Overdue Management', 'Information Services', and 'Policy Administration'. A footer contains links for 'Customer card', 'EOLIS assistance', and 'Disconnection'.

Turnover

Your broker name : [REDACTED]

Declaration validated

Insurance period : 15/09/2013 - 14/09/2014 Policy currency **RON**

Currency : **RON**
Total turnover : **123,456,789** Total insured turnover : **123,456,789** Total excluded turnover : **0**

Countries	Turnover amount	Payment term	Amount of insured turnover	Amount of not insured turnover	Currency :
ROMANIA	123456789	030 days	123456789	0	RON

Excluded turnover :

Total	Intercompany	Others	Non covered countries	Government/Private	0-Limits	Cash
0						

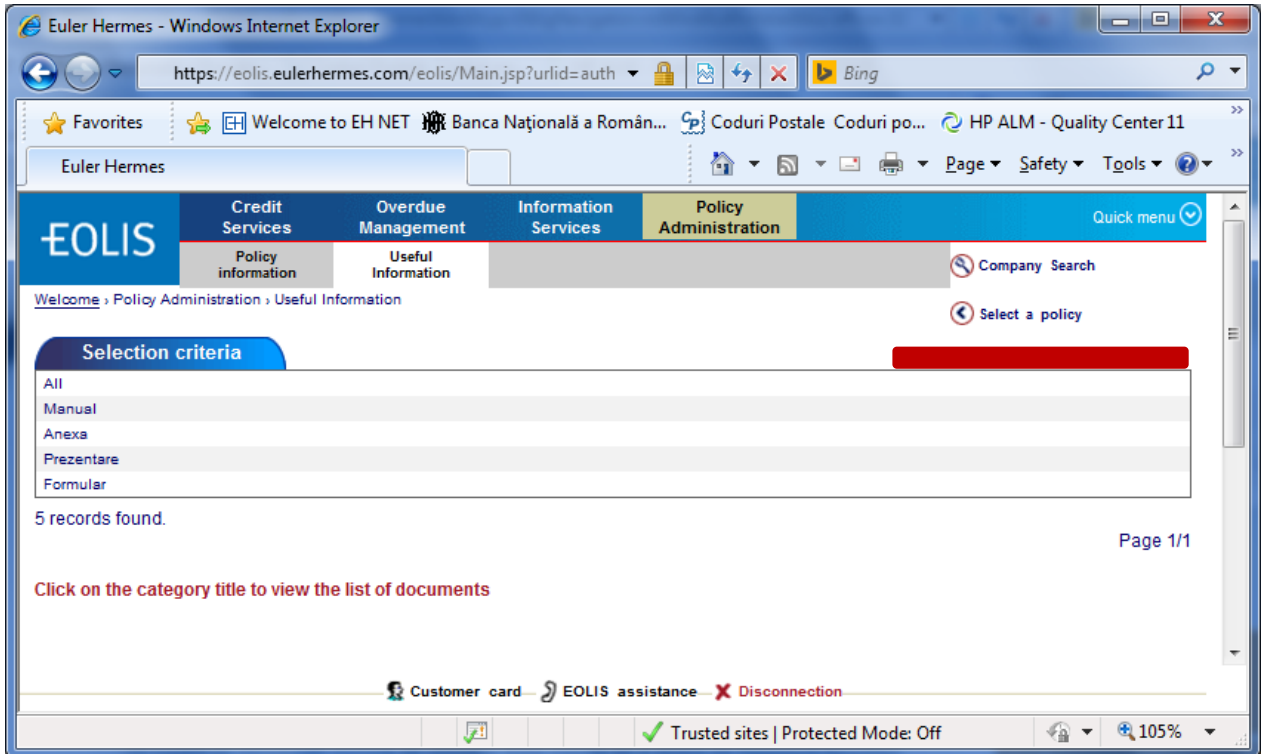
Print

Main menu

Customer card EOLIS assistance ~~Disconnection~~

- 7.2 Useful documents from the section „Useful Information”.

This section <Policy Information> allows you to view and download various documents posted by Euler Hermes: EOLIS Manual, forms, Annexes etc.



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