



# 如何提出 索賠

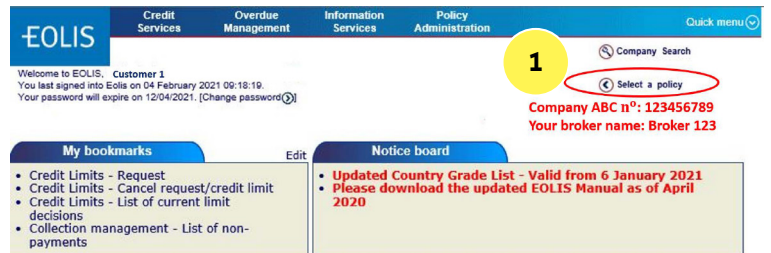
# 提出索賠

逐步介紹如何透過我們的 Eolis 平台向裕利安宜告知索賠事宜

## 第 1 步

選擇您的保單

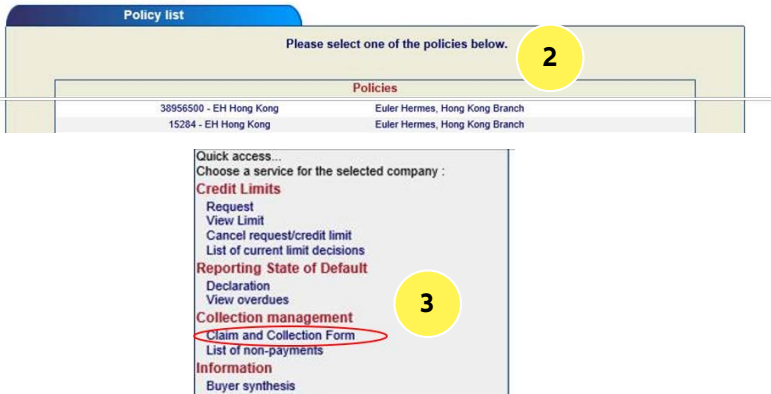
登入之後就可以在螢幕右上角找到這項功能



## 第 2 步

轉往 Eolis 快速連結

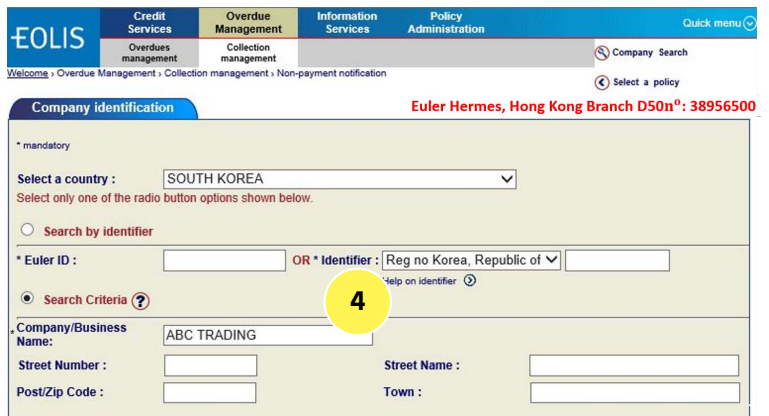
快速連結位於螢幕的右上角



## 第 3 步

選擇索賠及催收表

「索賠及催收」位於「催收管理」下



## 第 4 步

確認您的債務人

選擇國家或地區，然後輸入您的債務人名稱，據此在資料庫內檢索

Company search results		Euler Hermes, Hong Kong Branch D50n <sup>0</sup> : 38956500	
Identifier	Euler ID	Company/Business Name	Address
6xxxxxxx	010xxxxxxx	Company DEF	Street 123
6xxxxxxx	010xxxxxxx	Company GHI	Street 321
6xxxxxxx	010xxxxxxx	Company JKL	Street 213

\*您針對特定債務人所能適用的自定限額，乃是根據您的信用管理程序、本公司系統內的買方級別，以及您的貿易經驗

### 第 5 步 輸入聯絡詳情

若需快速追蹤，請輸入您及債務人的資料

### 第 6 步 輸入未付款詳情

請輸入所有必要的相關詳情，以利評估您債務人逾期付款的根本原因

### 第 7 步 新增請款單資料

輸入買方的所有未付款\*請款單、信用票據及其他相關項目

### 第 8 步 上傳附件

檢附請款單及所有必備文件

**Claim and Collection Form**

Non-payment type:  **5**  
 Collected by:

**Insured contact information:**  
 Insured contact name:   
 Insured tel n°:   
 Insured E-Mail:   
 Insured reference:

**Buyer contact information:**  
 Buyer contact name:   
 Buyer tel n°:  **6**  
 Buyer mobile n°:   
 Buyer E-Mail:   
 Buyer Fax n°:   
 Language:

**Claim and Collection Details**  
 Is the invoicing or the delivery address different from the above address? Yes:  No:   
 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:   
 Any goods can be returned? Yes:  No:   
 Protracted default Yes:  No:   
 Administrative issue Yes:  No:   
 Political risk Yes:  No:   
 Other reason for Claim and Collection Yes:  No:   
 Any running repayment plan Yes:  No:   
 Additional comments:

**7**

**Invoice/Credit note/Partial payment information**

\*Mandatory  
 Type:   
 Invoice date:  dd/mm/yyyy  
 Currency:   
 Amount incl VAT:   
 Invoice n°:   
 Due date:  dd/mm/yyyy  
 Amount excl VAT:  **8**

Validate  Cancel

**Invoice/Credit note/Partial payment information**

\*Mandatory  
 Type:   
 Original invoice date:  dd/mm/yyyy  
 Credit note issued date:  dd/mm/yyyy  
 Currency:   
 Amount incl VAT:   
 Original invoice number:   
 Due date:  dd/mm/yyyy  
 Amount excl VAT:

Validate  Cancel

**Invoice/Credit note/Partial payment information**

\*Mandatory  
 Type:   
 Original invoice date:  dd/mm/yyyy  
 Currency:   
 Amount incl VAT:   
 Bank statement:   
 Original invoice number:   
 Payment date:  dd/mm/yyyy

Validate  Cancel

\* 若是涉及大量未付款請款單，系統將允許您輸入總金額，以及請款單以及時間最早之請款單到期日

## 第 9 步 預覽及提交

審核您所輸入的資訊，然後按下「確認」，以提交索賠及催收表

## 第 10 步 完成！

索賠及催收資料會顯示在您的未付款列表內，並由我們進行後續認收

**Invoices/credit notes/partial payments/Recoveries**

		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	0002020298	Credit notes	EUR	50,000.00	50,000.00	01/09/2020	30/09/2020	15/12/2020	

Add Invoice/Credit note/Partial payment/Recovery

If you have a number of invoices/credit notes/partial payments/Recoveries 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.

Upload invoices    Template

**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.  
**In accordance with Policy GTC Article 2.07, please kindly provide us with the mandatory and relevant documents as required.**

Document type : Invoice copy  
 File path :     Attach

No documents currently attached

If you click on the Save button, then your data and attachments you seized will be saved during 7 days.

**Buyer contact information:**

Buyer contact name: **Ben Tan**      Buyer E-Mail: Ben.tan@abc.com  
 Buyer tel n°:      Buyer Fax n°:  
 Buyer mobile n°:      Language: English

**Non payment notification details:**

Is the invoicing or the delivery address different from the above address? No    Buyer's bank  
 Is Buyer insolvent? No  
 Buyer's liability already declared to receiver/administrator/liquidator? No  
 Is the debt disputed? No  
 Unpaid cheque/Bill of Exchange? No  
 Type of guarantee: Assignment of debt  
 Additional comments:

**Non payment total amounts**

Currency	Total amount incl VAT	Total amount excl VAT
EUR	-50,000.00	-50,000.00

**Attachments**

Document name	Attachment date	Document type
Company ABC		

If you click on the Save button, then your data and attachments you seized will be saved during 7 days.

To be validated    Update    Cancel    Confirm