



HOW TO FILE A CLAIMS AND COLLECTION

A company of **Allianz** 

 EULER HERMES

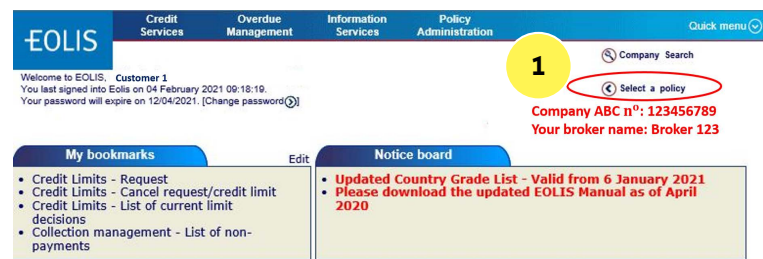
FILING IN A CLAIMS AND COLLECTION

A step-by-step introduction to notifying Euler Hermes about claims and collection through our Eolis platform.

STEP 1

Select your policy

The function is found in the top right of the screen after login



STEP 2

Go to the Eolis quick menu

The quick menu is found in the top right of the screen



STEP 3

Select Claim and Collection Form

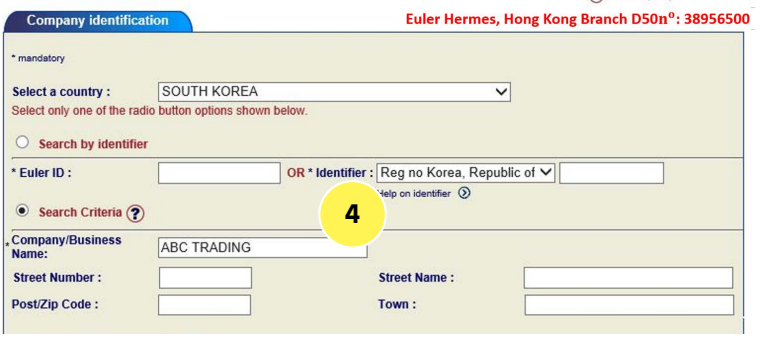
Claim and Collection is found under Collection Management



STEP 4

Identify your debtor

Select the country and enter the name of your debtor to search the database



Company search results Euler Hermes, Hong Kong Branch D50n^o: 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

*A Discretionary Limit that you can apply on a debtor, based on your credit management procedures, the buyer grade in our system, and your trade experience

STEP 5

Collection action

Your policy with us has inclusive collection, and Euler Hermes will be the collector by default

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: 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:
 Any goods can be returned? Yes: No: **7**
 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:

STEP 6

Enter contact details

For quick follow-up, please enter your data as well as that of your debtor

STEP 7

Enter non-payment details

Please provide all relevant details required to assess the rationale behind your debtor's late payment

Invoice/Credit note/Partial payment information

*Mandatory
 Type:
 *Invoice date:
 *Currency:
 *Amount incl VAT:
 *Mandatory
 *Invoice n°:
 *Due date:
 *Amount **8**:
 Validate Cancel

STEP 8

Add invoice data

Enter all unpaid* invoices, credit notes and other relevant items for the buyer

Invoice/Credit note/Partial payment information

*Mandatory
 Type:
 *Original invoice date:
 *Credit note issued date:
 *Currency:
 *Amount incl VAT:
 *Original invoice number:
 Due date:
 *Amount excl VAT:
 Validate Cancel

Invoice/Credit note/Partial payment information

*Mandatory
 Type:
 Original invoice date:
 *Currency:
 *Amount incl VAT:
 Bank statement:
 Original invoice number:
 *Payment date:
 Validate Cancel

*Should you have a high number of unpaid invoices, the system allows you to enter the total amount, combined with the invoice and due date of the of the oldest invoice

STEP 9

Upload attachments

Attach invoices and all mandatory documents

STEP 10

Overview and submit

Review the information you have entered and click confirm to submit the claims and collection form

STEP 11

Done!

The claims and collection appears in your non-payment list and we confirm receipt

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 : Attach

File path : 9

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		

10

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