HOW TO FILE A
CLAIMS AND COLLECTION

A company of **Allianz** ⑪

EH | EULER HERMES

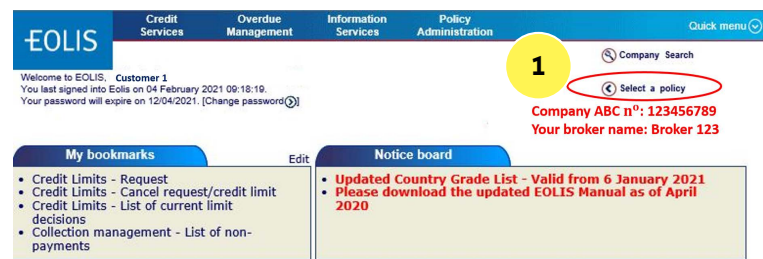# FILIING IN A CLAMS AND COLLECTION

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
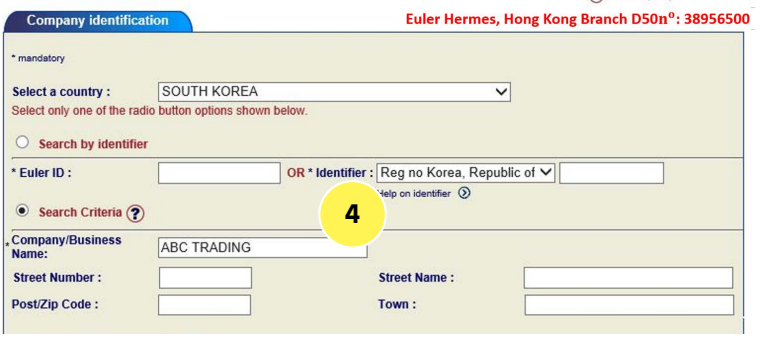
STEP 3
Select Claim and Collection Form

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

*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

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STEP 5
Collection action

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

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

STEP 8
Add invoice data

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

*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

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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 :   Invoice copy

File path :   Browse...   Attach ⊙   **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		Buyer E-Mail:	Ben.tan@abc.com
Buyer tel n°:	**Ben Tan**	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		

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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 ⊙

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