Allianz Trade Online
Quick Start Guide

Allianz Trade Online is our customer platform that allows you to easily manage your credit insurance policy with Allianz Trade. This quick start guide was developed to help you become more familiar with the platform and ensure you're getting the most out of the available functionality.

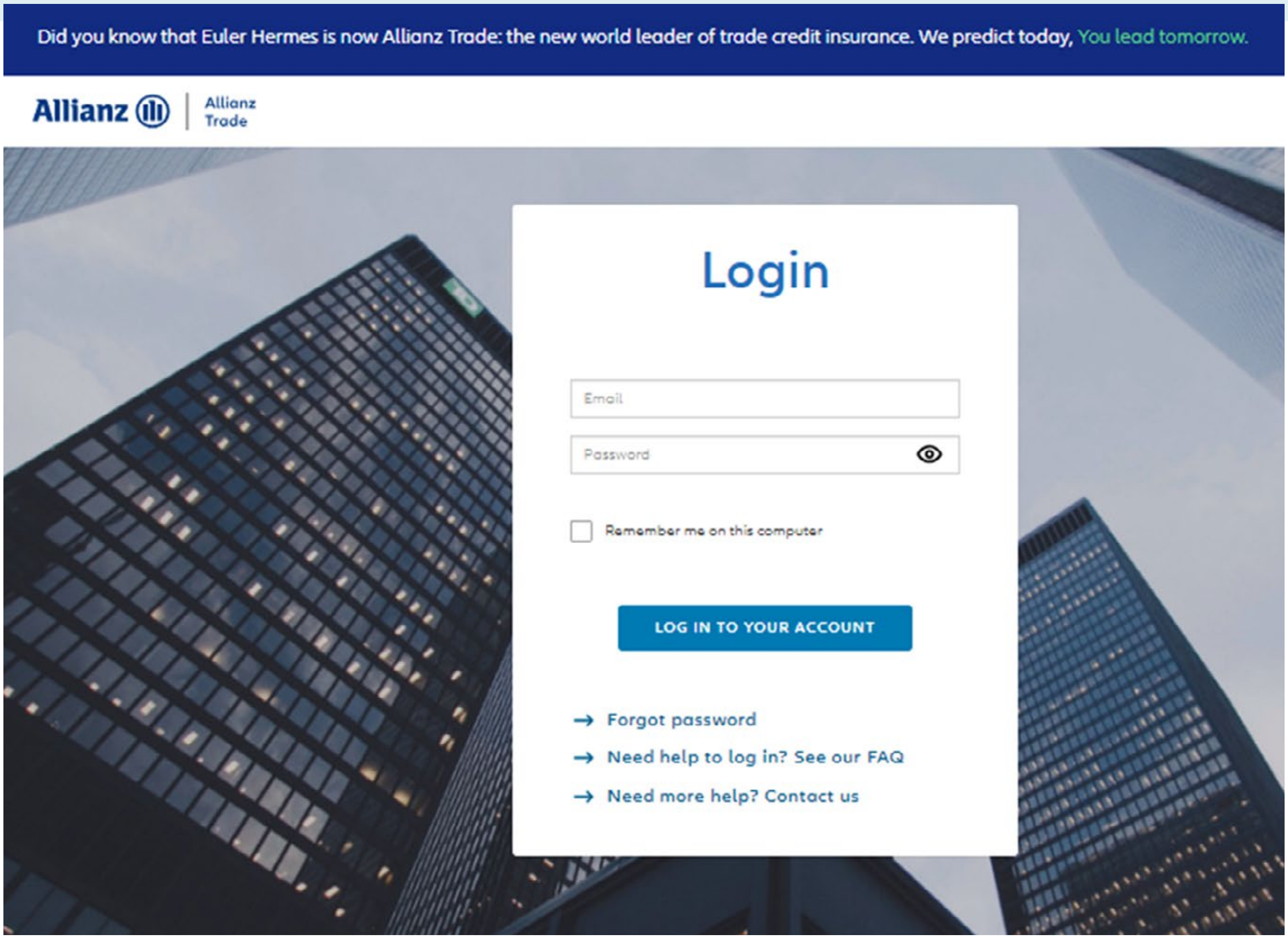
If a topic is not addressed or you need additional assistance, please contact your service team by phone, email or via the Contact Us feature within the platform.

ALLIANZ TRADE ONLINE

Contents

1 | Getting Started

A. Logging in to the platform for the first time



Before you first log in, an email is sent to you with your password.

Enter the website address https://online.allianz-trade.com. Chrome & Firefox offer the best experience.

Use your individual login (your email address) and password. The "Remember me..." checkbox will save your credentials for the future.

Once you are fully logged in to the platform for the first time, it's a good idea to add Allianz Trade online to your favorites.

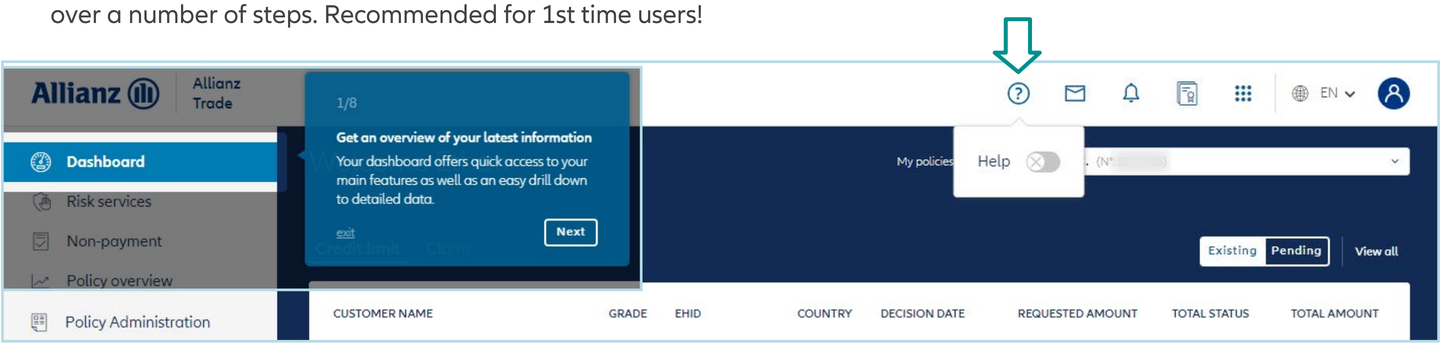
1 | Getting Started

B. Platform overview

i. An introduction with the virtual assistant

Click the “Help” toggle at any point to display the help tour.

The help takes the form of a guide to the application’s functions over a number of steps. Recommended for 1st time users!

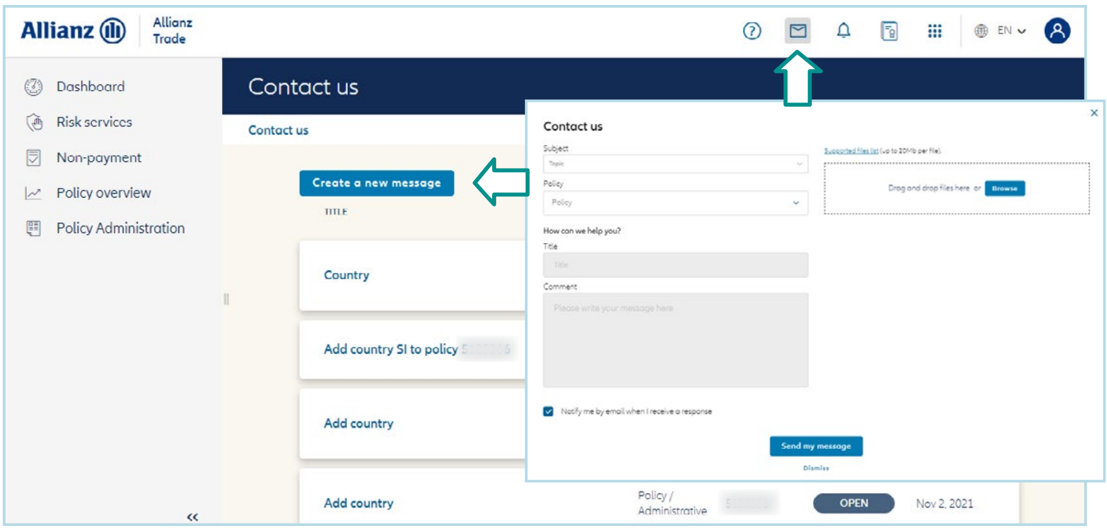


ii. Contact us

Click on the envelope icon to contact your support team for assistance.

You can choose to be alerted by email when a response is provided.

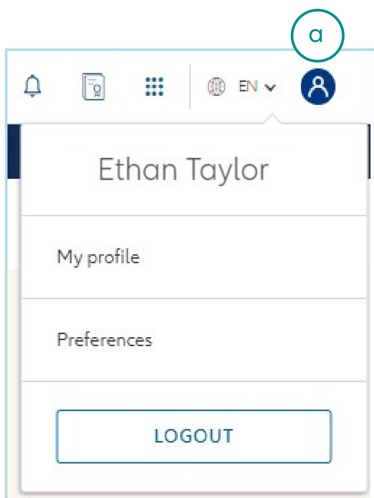
You can also view your message history and see the status of your various requests.

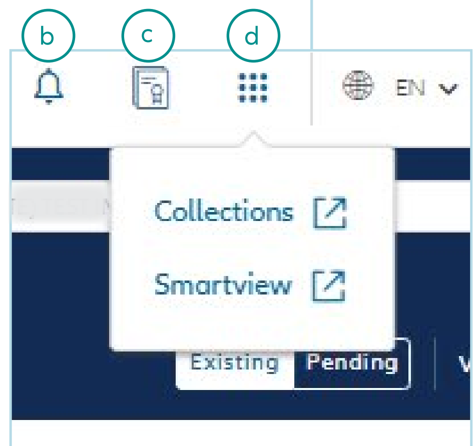


1 | Getting Started

B. Platform overview

iii. Overview of the menu icons





a. Click on the person icon to view your profile details. In the Preferences section you can **set preferred buyer search criteria** such as country and identifier type.

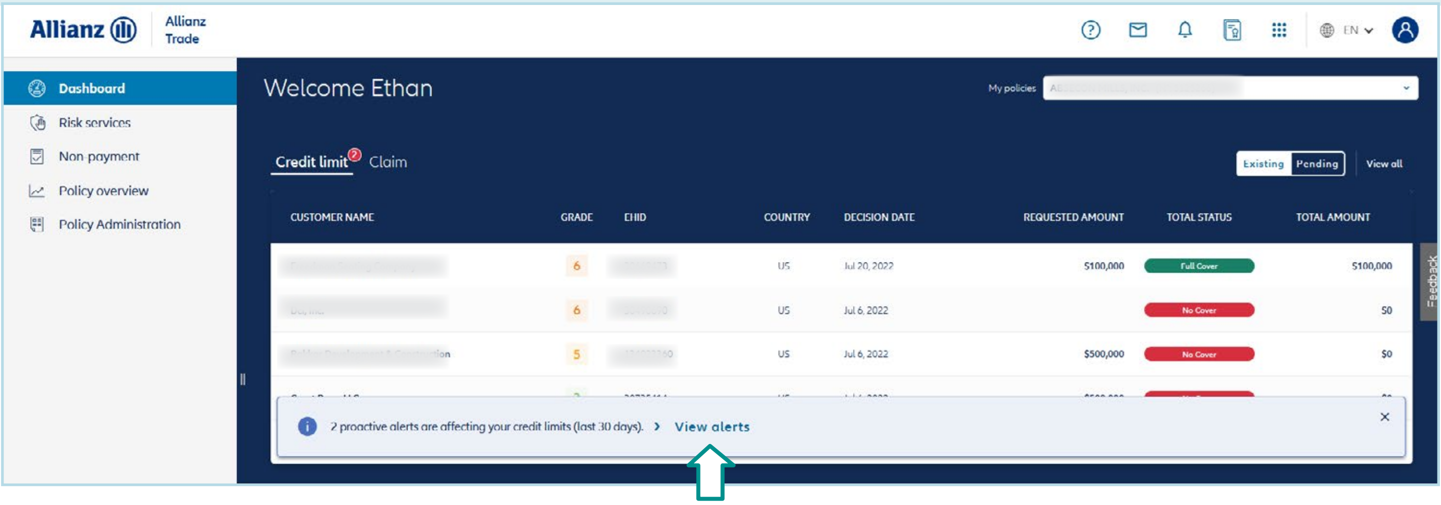
b. Click on the bell icon to see all the **notifications** sent on the platform.

c. Click on the certificate icon to access your **customer library** where you can access content and resources to help you get the most out of your policy.

d. Click on the dot box icon for SSO (single sign on) access to the **Collections and Smartview** portals. Smartview portal is available if your policy is above $33,250 in premium.

2 | Risk Services

A. Managing Current credit limits

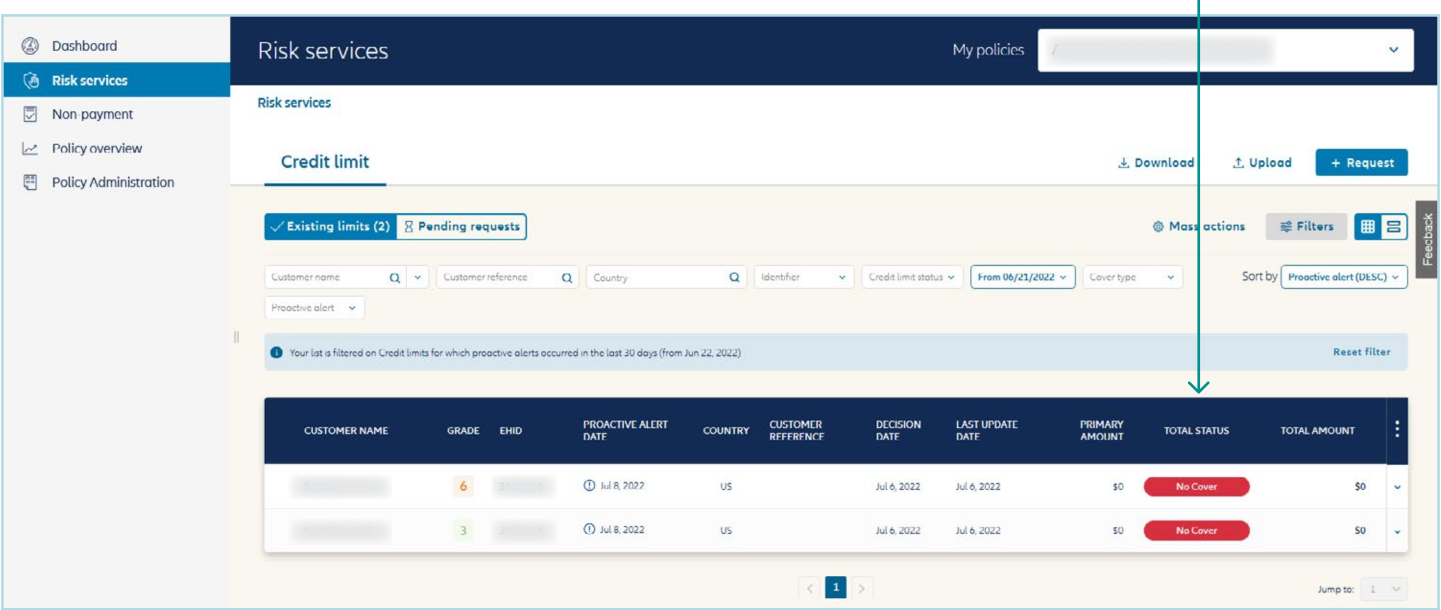


i. Overview of section

Alerts on the dashboard tab notify you that action has been taken on one or more buyers. Just click on view alerts to see one of following:

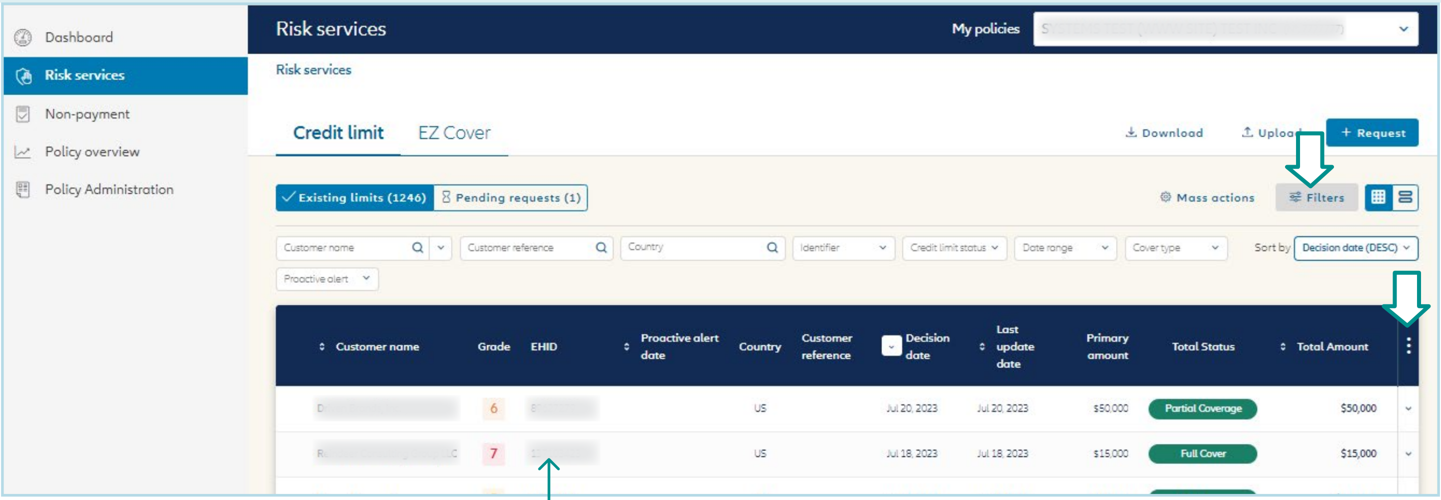
- Grade changes
- Coverage removed
- Coverage reduced

Once you click on view alerts, you will be able to view the action taken on your buyer(s):



2 | Risk Services

A. Managing Current credit limits



Hover over the EHID for an option to click to copy

Viewing your credit limit requests

You can see your current cover and requests being processed (awaiting a response from our underwriters).

If you have multiple types of cover, they will be displayed in different tabs.

- requests for cover on “named buyer” available in the “Credit Limit” tab

You can see your current cover and requests being processed displayed as either a table or a list.

Displaying the credit limit overview

You can see your buyers’ Allianz Trade grades, for an instant assessment of their financial strength

Click anywhere on the buyer row for quick access to an initial level of information about your credit limits. Clicking on the row for a given buyer takes you to that buyer’s page.

Sorting and filtering current credit limits

There are a number of search filters to help you find your credit limit requests more quickly:

- Customer name/EH ID
- Customer reference
- Country
- Identifier
- Credit Limit status
- Date range
- Cover type (CAP or CAP+)
- Proactive alert

You can also click any column with an arrow next to it to quickly sort the coverage list. Clicking on the three dots on the right also allows you to add, hide or re-order columns.

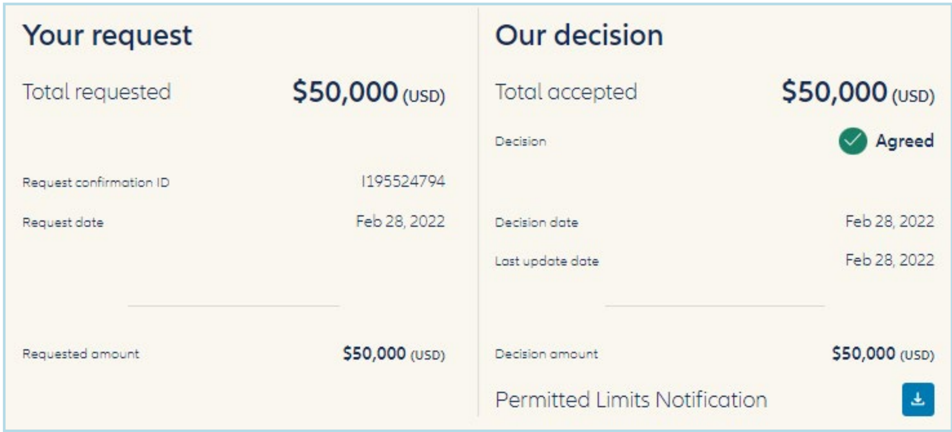
2 | Risk Services

A. Managing Current credit limits

Displaying buyer data

You can display the main information about your buyer by clicking on “More information”, including:

- the business registration (e.g. DUNS) number
- the company’s status



Viewing credit limit details

Displaying credit limit details:

- the amount;
- request, response and amendment dates.

When cover is declined (refusal), the reason will be given.

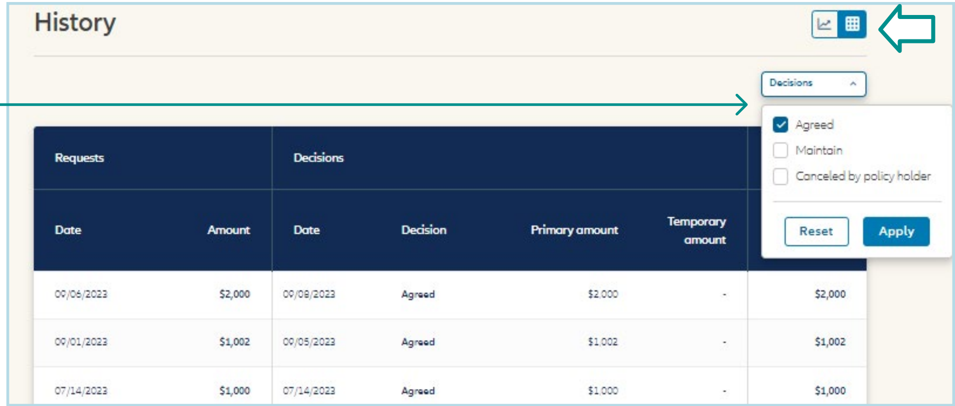
The “Request history” section provides you with information about the history of your credit limit requests, as a table or graph.

Displaying buyer grade history

In graph view, you can view the buyer grade history and the credit limit history.

Filtering credit limit decisions

In table view, a drop down menu allows you to filter which types of decisions to view.



2 | Risk Services

A. Managing Current credit limits

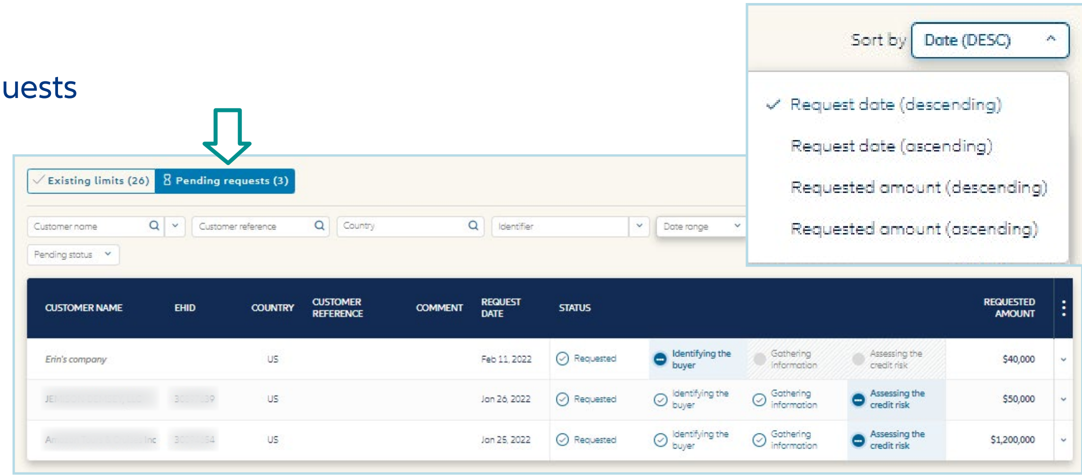
Sorting and filtering requests

Click in “Pending” to see the list of all current requests that Allianz Trade is processing. The current status of the request is shown (4 stages).

A filter can be used to display requests based on the stage they have reached.

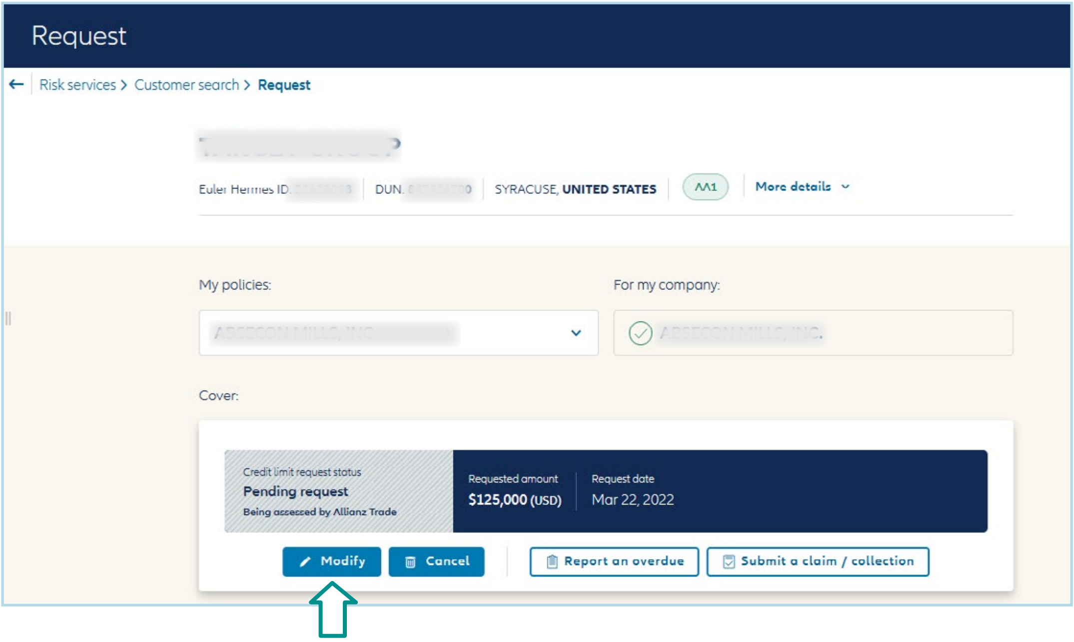
Credit limit can be sorted by:

- decision date;
- update date;
- the amount.



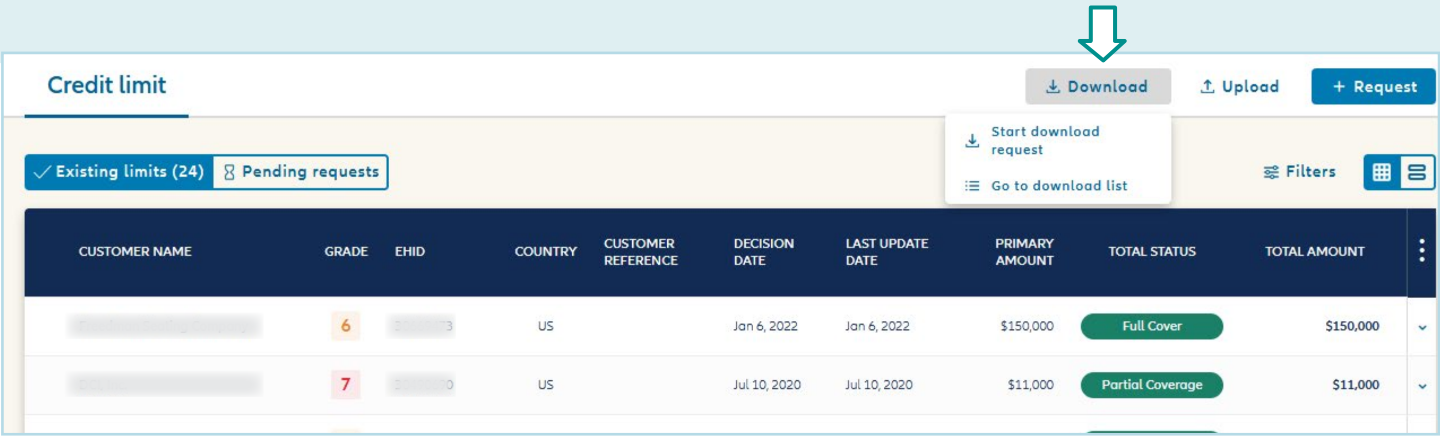
Displaying detailed information

Selecting a request in progress offers options to delete or amend it.

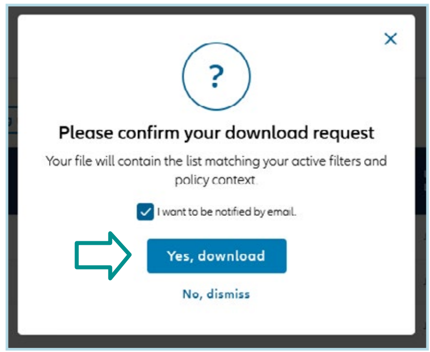


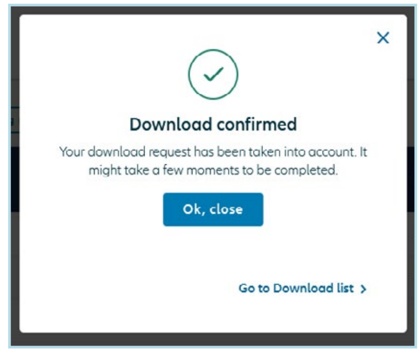
2 | Risk Services

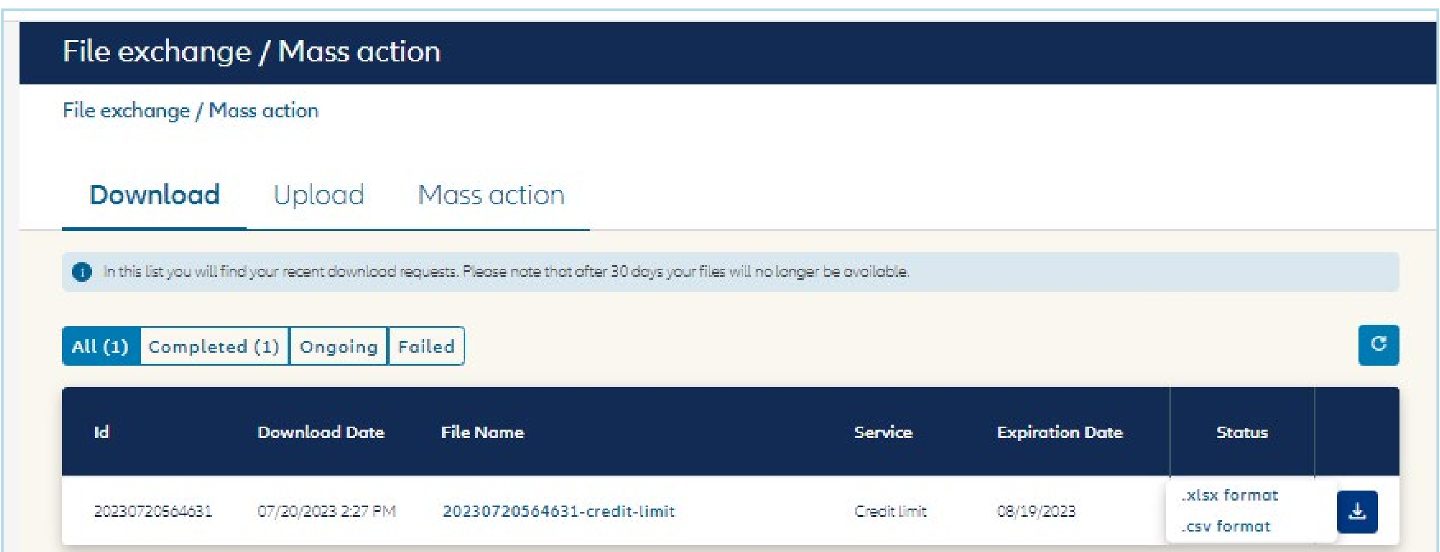
A. Managing current credit limits



To access your coverage list in an Excel file, click on "download" then "start download request." In many cases the report will automatically generate. If you have a large volume of limits, you can opt to be notified by email when the report download has completed. Once you click "Yes, download" you will be prompted to navigate to your download list where you can access in .xslx or .csv format. You also have access to previously requested reports.







For help with the mass upload function, you can find a detailed help guide in the customer library within the platform.

2 | Risk Services

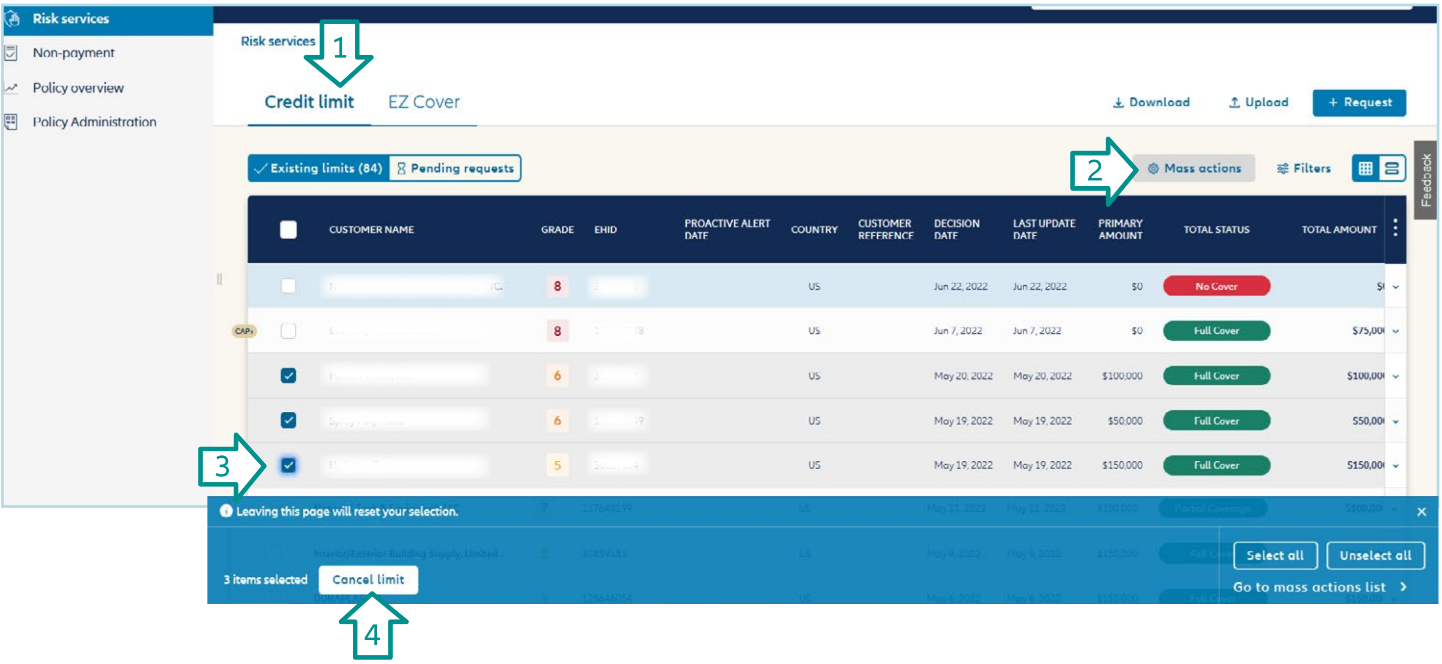
A. Managing current credit limits

ii. Mass action for all types of cover

This feature allows the ability to mass cancel named coverage and mass cancel, mass renew and mass do not renew EZ Cover within the portal

CREDIT LIMITS MASS CANCEL:

1. Select the Credit Limit tab.
2. Select the mass action feature and this will populate the selection boxes to left of the buyers.
3. By selecting the buyers you would like to cancel, a check mark will populate in selection boxes.
4. Once you have selected all the buyers that you would like to cancel, click on the cancel limit button within the blue bar at the bottom of your screen.



2 | Risk Services

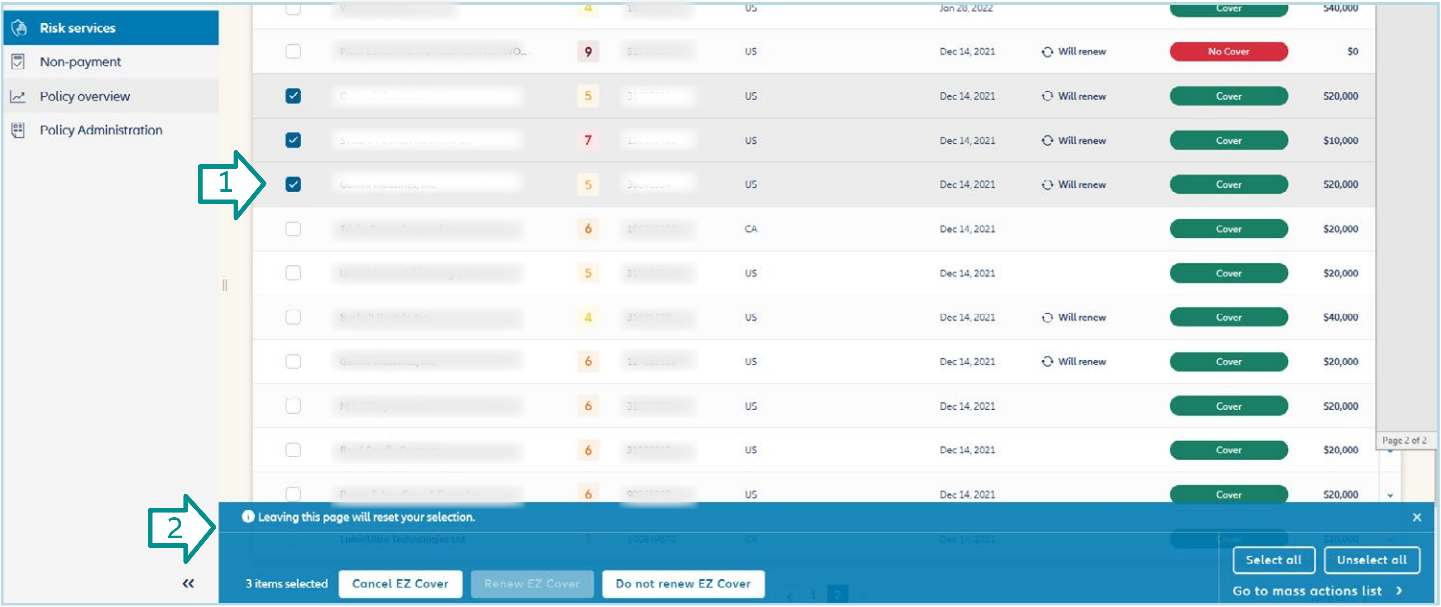
A. Managing Current credit limits

EZ COVER TAB:

Three functions for EZ Cover mass actions:

- Cancel EZ Cover
- Renew EZ Cover
- Do not Renew EZ Cover

Once you select the buyers you will see the options populate with in the blue bar at the bottom of the screen. Choose your mass action by clicking the action you want performed.



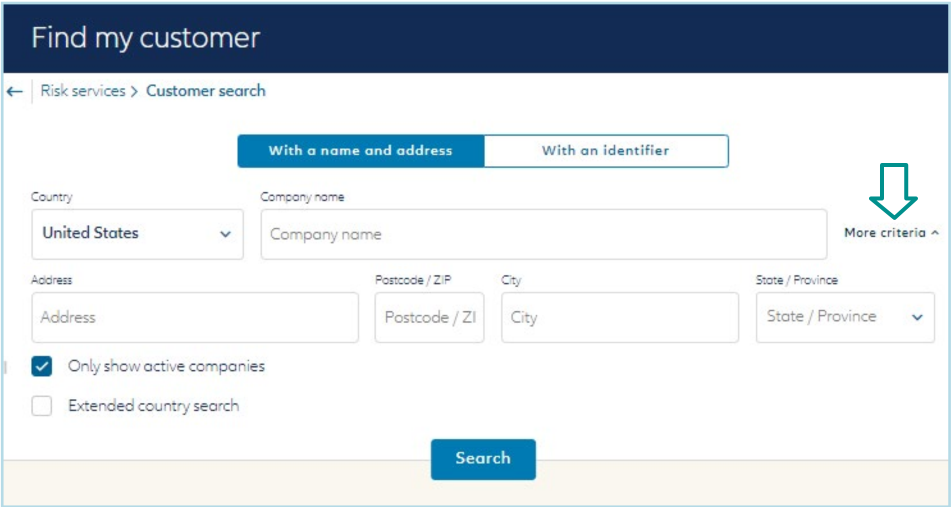
2 | Risk Services

B. Requesting New Credit Limits

You can set preferred buyer search criteria such as country and identifier type by clicking the person icon at the top of the screen and choosing Preferences.

Identifying your buyer in the search function

- you can enter your buyer's address and opt to extend the search geographically if the buyer is not found;
- you can search using a company identifier such as a DUNS number;
- you can fine-tune the results to list only active businesses.



Refining your results and selecting your buyer

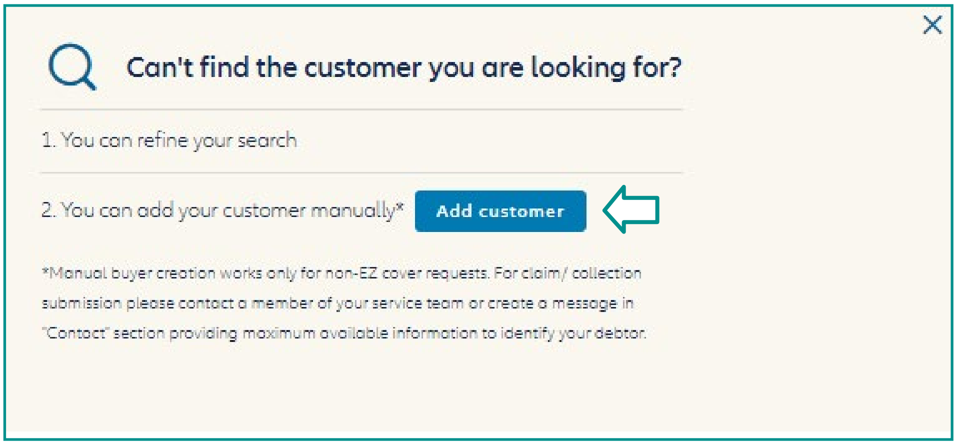
Click the arrow to the right of the buyer name to display more information. Trading names will show under the buyer's legal name.

You can display all the secondary establishments connected to the business. It is not possible to submit limit requests on such establishments. The main office will automatically be suggested when the request is made.

Buyer not found

If you cannot find your buyer, you can:

- try a different search;
- create the business yourself, by clicking on "Add customer".



2 | Risk Services

B. Requesting New Credit Limits

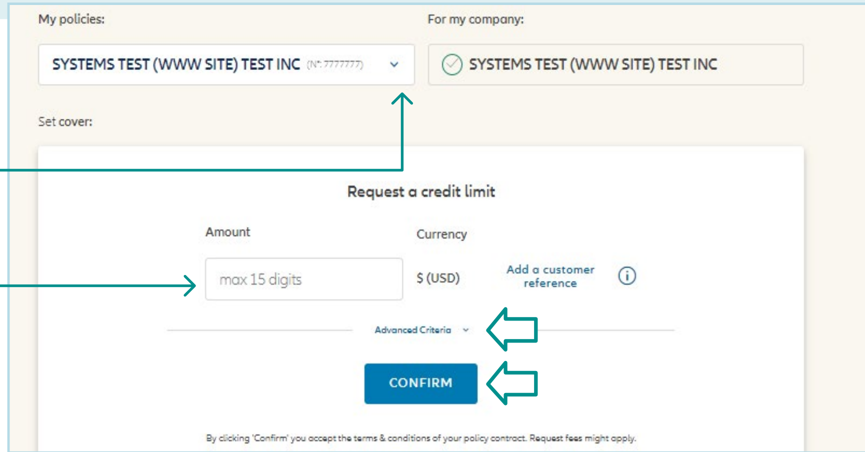
Setting the request amount

Choose the policy on which you want the credit limit request to be made.

Enter the desired amount.

You can add a buyer reference (25 characters maximum).

A number of additional criteria can be used to fine-tune the request (see next screen).



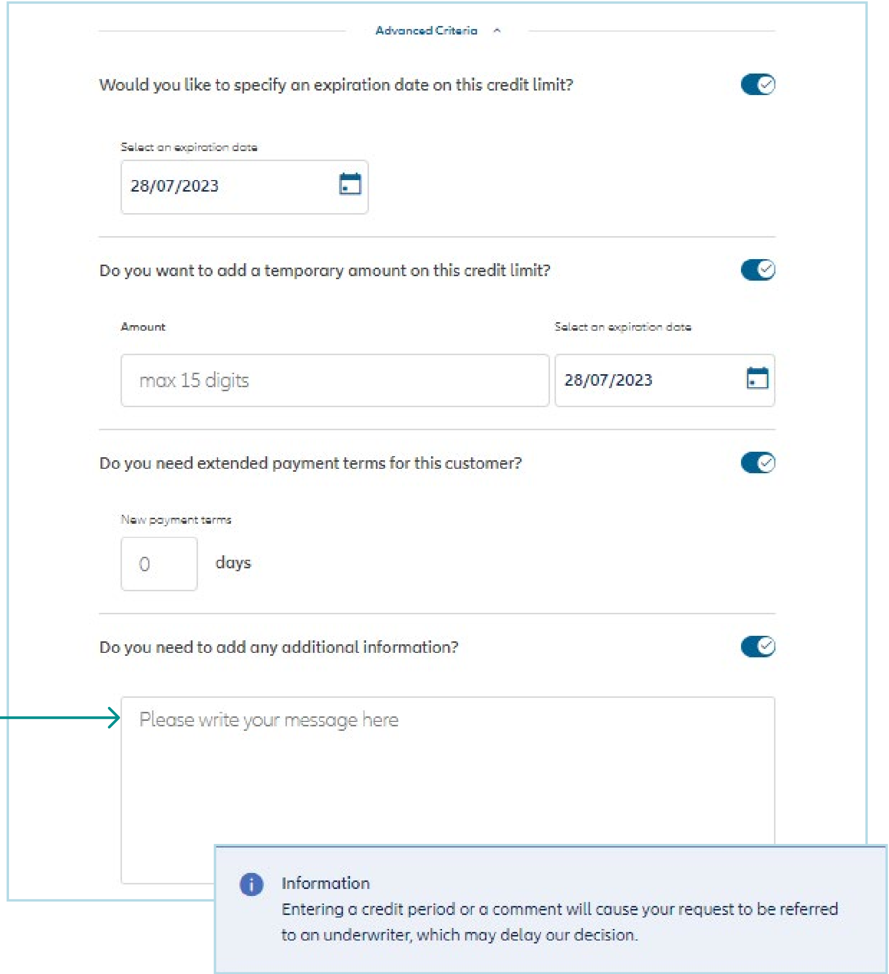
Fine-tuning your request (optional)

Select a date on which you wish cover to expire.

Request a temporary increase on the limit for a given period.

Enter any other information of use to the underwriters in making their decision (expect a slightly longer response time in these cases).

If you need to attach a document to a new request, write a note in the additional information box. After submitting, you will see a screen showing the pending limit request with the ability to add a document.



2 | Risk Services

C. Managing EZ Cover Limits

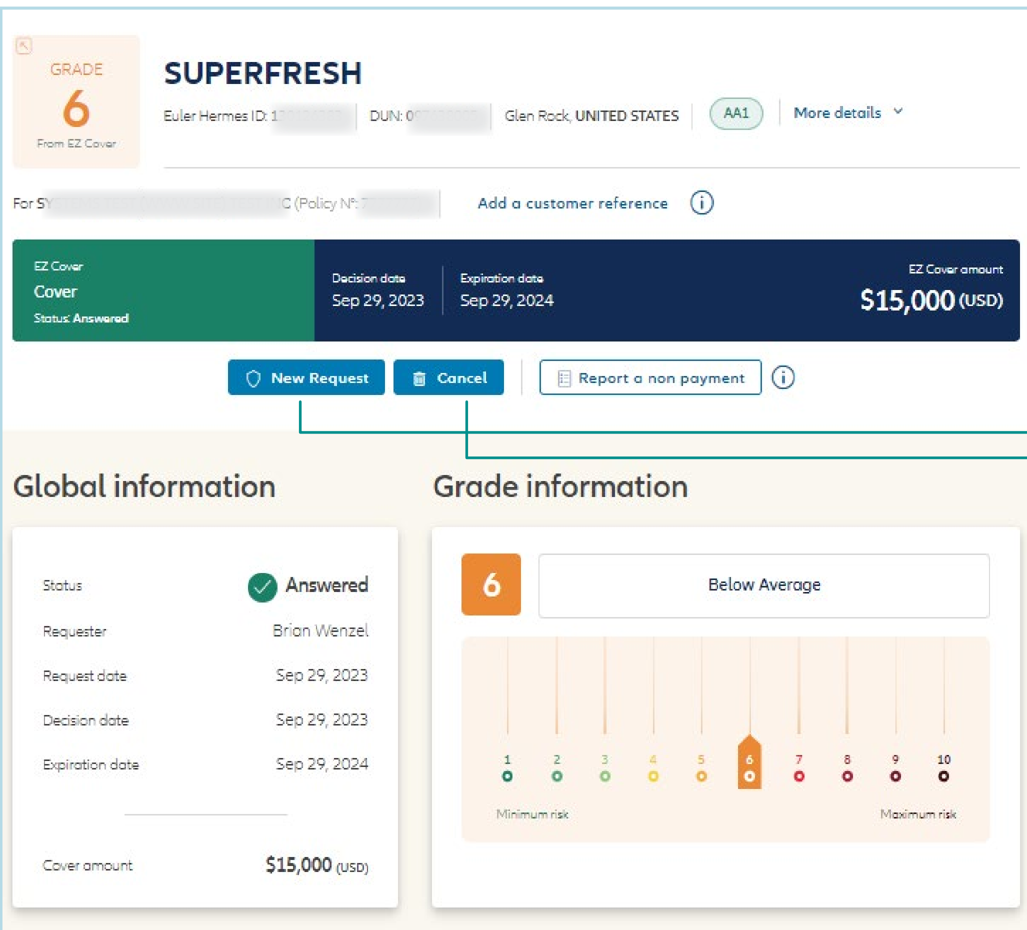
For information on how to process mass EZ Cover changes, see page 11.

i. Requesting an EZ Cover limit

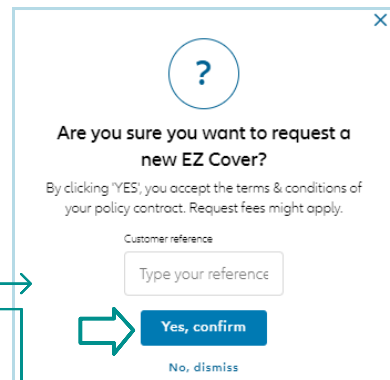
To refresh the grade or Cancel the EZ Cover Limit you will need to click on the buyer name to open that current limit. Once in the buyer's details you will see 2 options, New Request or Cancel. Click on the necessary item to proceed.

ii. Refresh grade

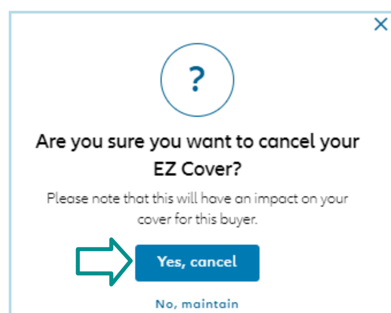
To refresh the grade or Cancel the EZ Cover Limit you will need to click on the buyer name to open that current limit. Once in the buyer's details you will see 2 options, New Request or Cancel. Click on the necessary item to proceed.



You will see the following screen where you can update the reference number if needed or just click "Yes, Confirm" to proceed.



You will receive the following box were you will click "Yes, cancel" or "No, maintain".



Euler Hermes North America Insurance Company and its affiliated debt collection company are part of the Allianz group and market their products and services using the 'Allianz Trade' trademark.

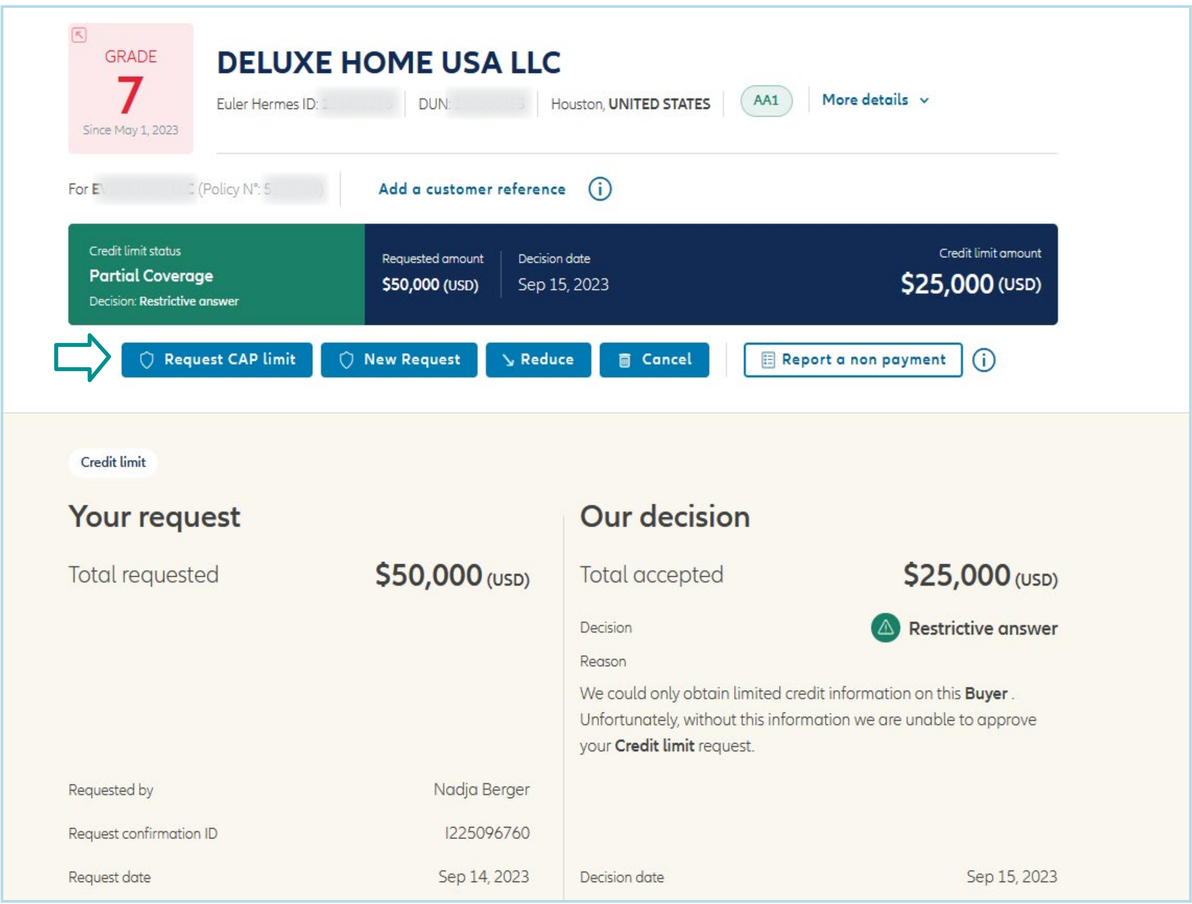
2 | Risk Services

D. Managing CAP Limits

Where to find CAP

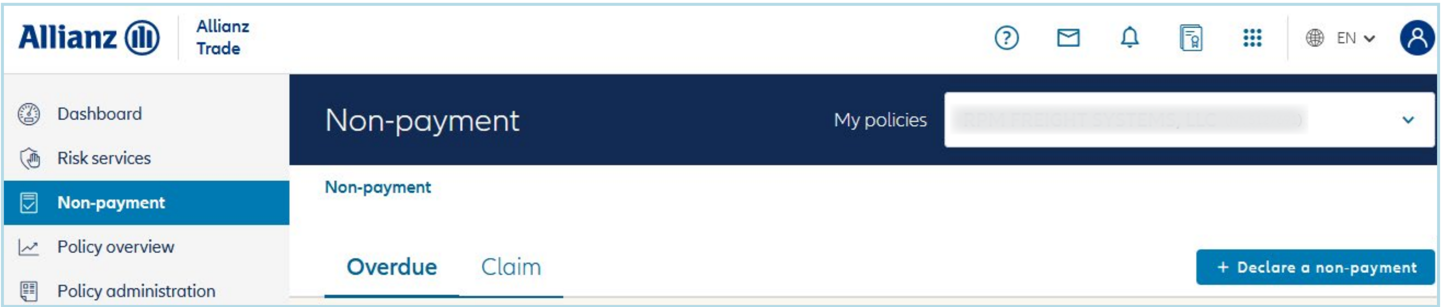
Customers with CAP/CAP+ have the option to request cover on the buyer directly from the screen showing their underlying limit.

You can request CAP on a buyer that was partially approved, or request CAP+ on a buyer that was declined.

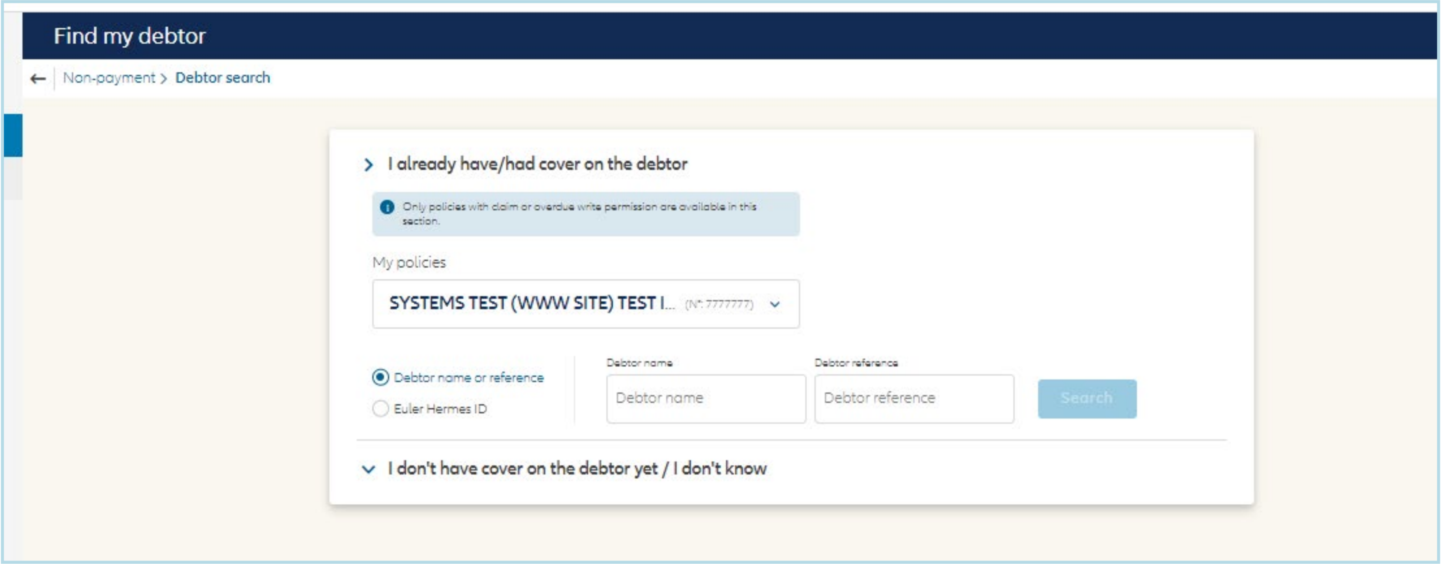


3 | Overdue Reporting

Overdue reporting is located in the Non-payment section.

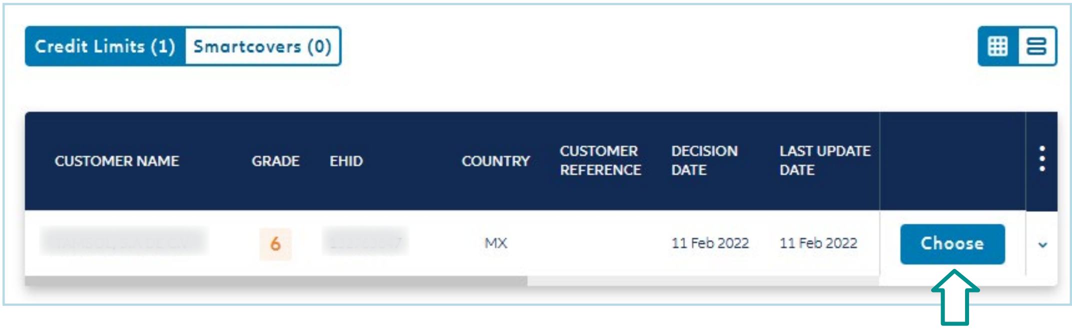


Choose the Overdue tab and select Declare a non-payment:



3 | Overdue Reporting

Select your search preference and populate the fields selected. Once buyer populates, click on ‘choose.’

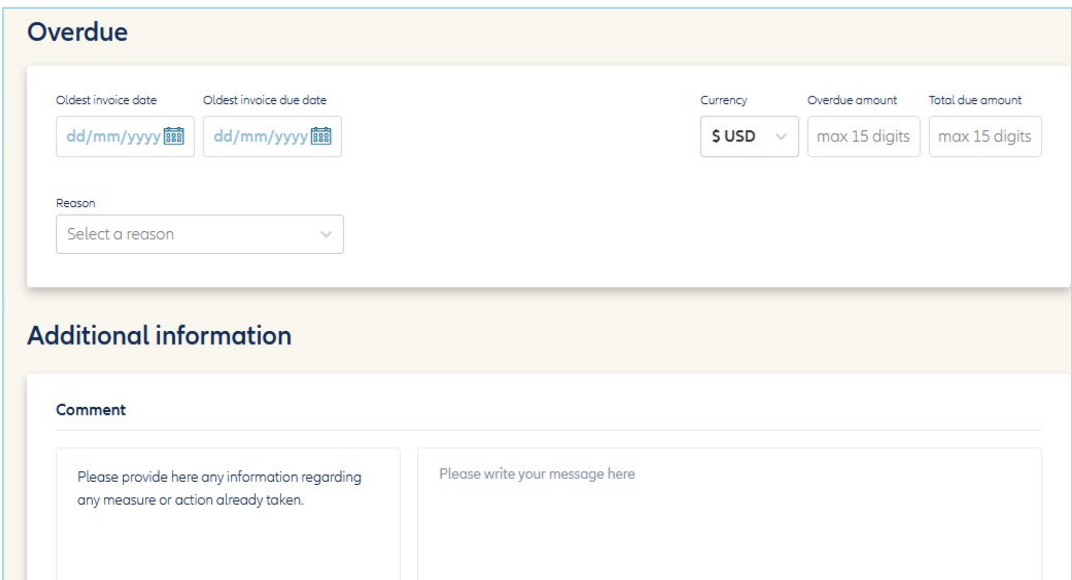


Select “Report an Overdue”

Populate all required fields:

- oldest invoice date
- oldest invoice due date
- currency information
- reason

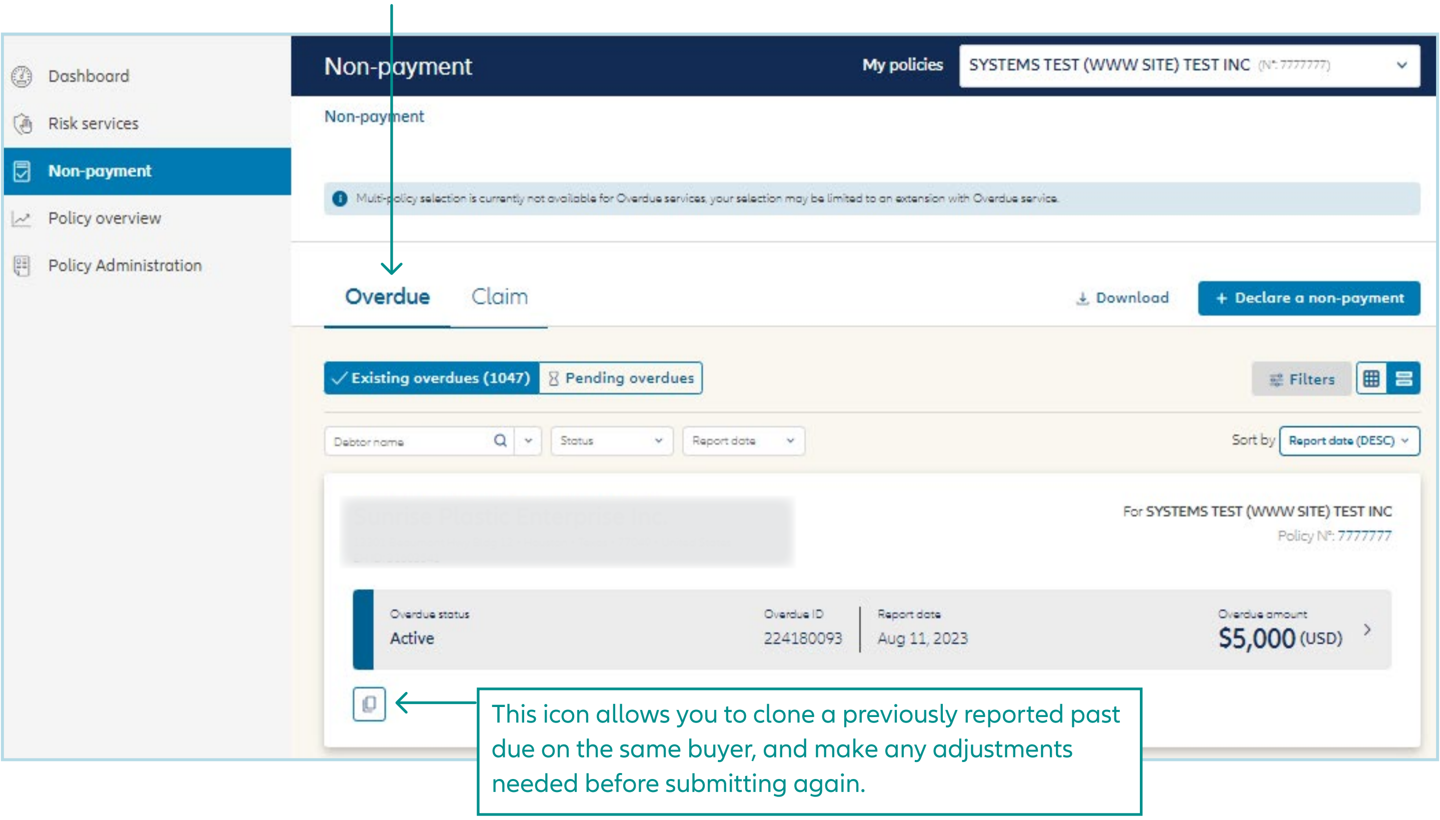
In the Comment section you can provide any relevant information relating to the overdue and your efforts to collect.



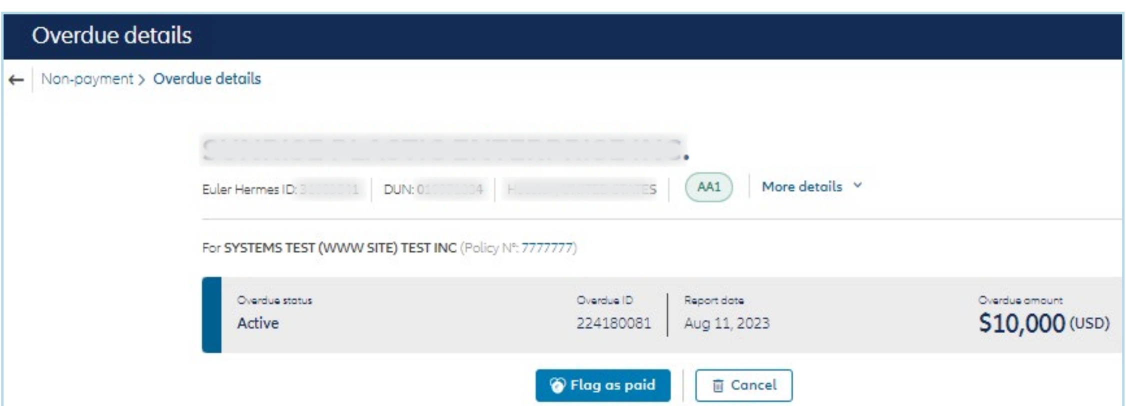
Click submit

3 | Overdue Reporting

All previously reported overdues are available in the Overdue tab.



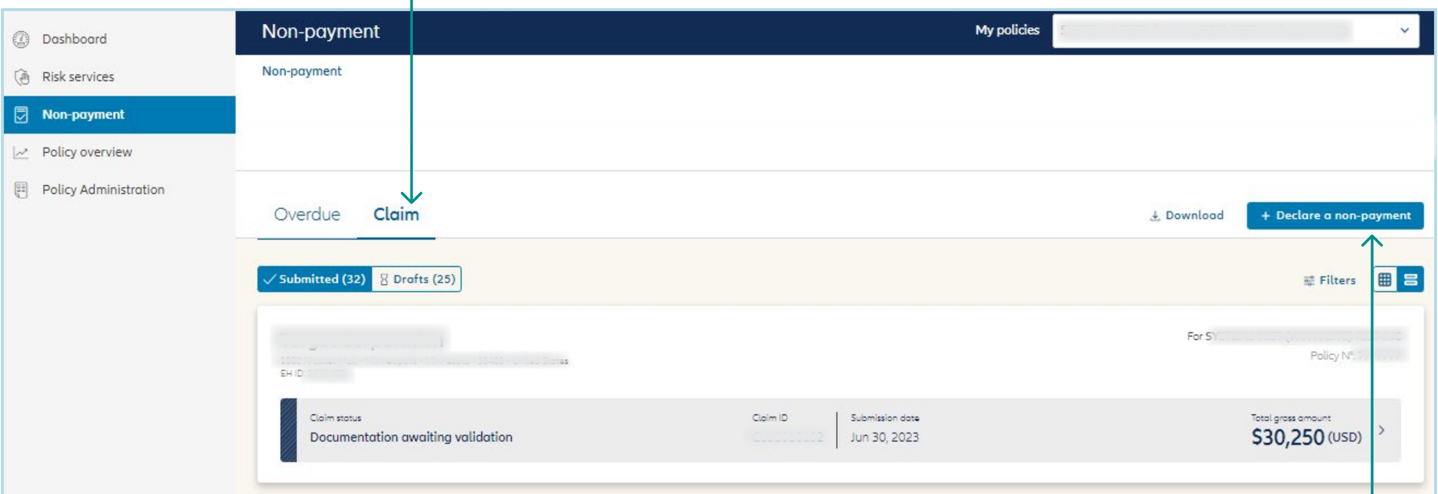
When a previously reported overdue is paid, please notify us that payment has been received by clicking on the submission and click "flag as paid."



4 | Claims

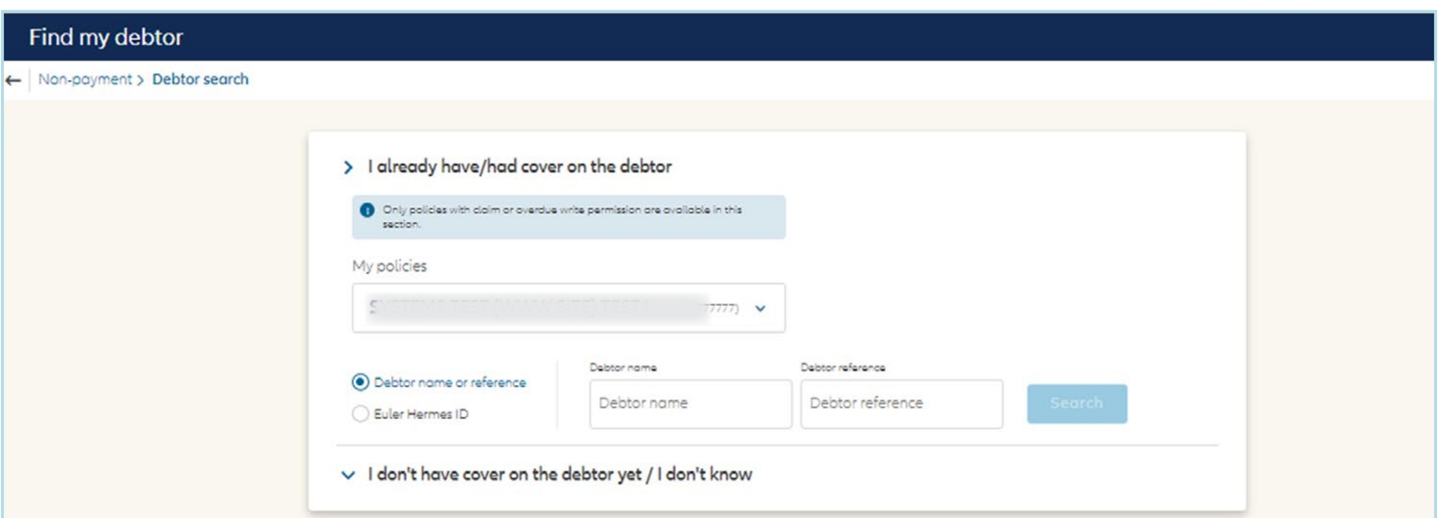
Steps to Submit a Claim/Collection

1. Select the Claim tab to get started.



Click to start a new claim filing.

2. Search by debtor name or Euler Hermes ID and then click "choose". Search for debtors if you are unsure whether there is coverage or if you have Discretionary Limit coverage.



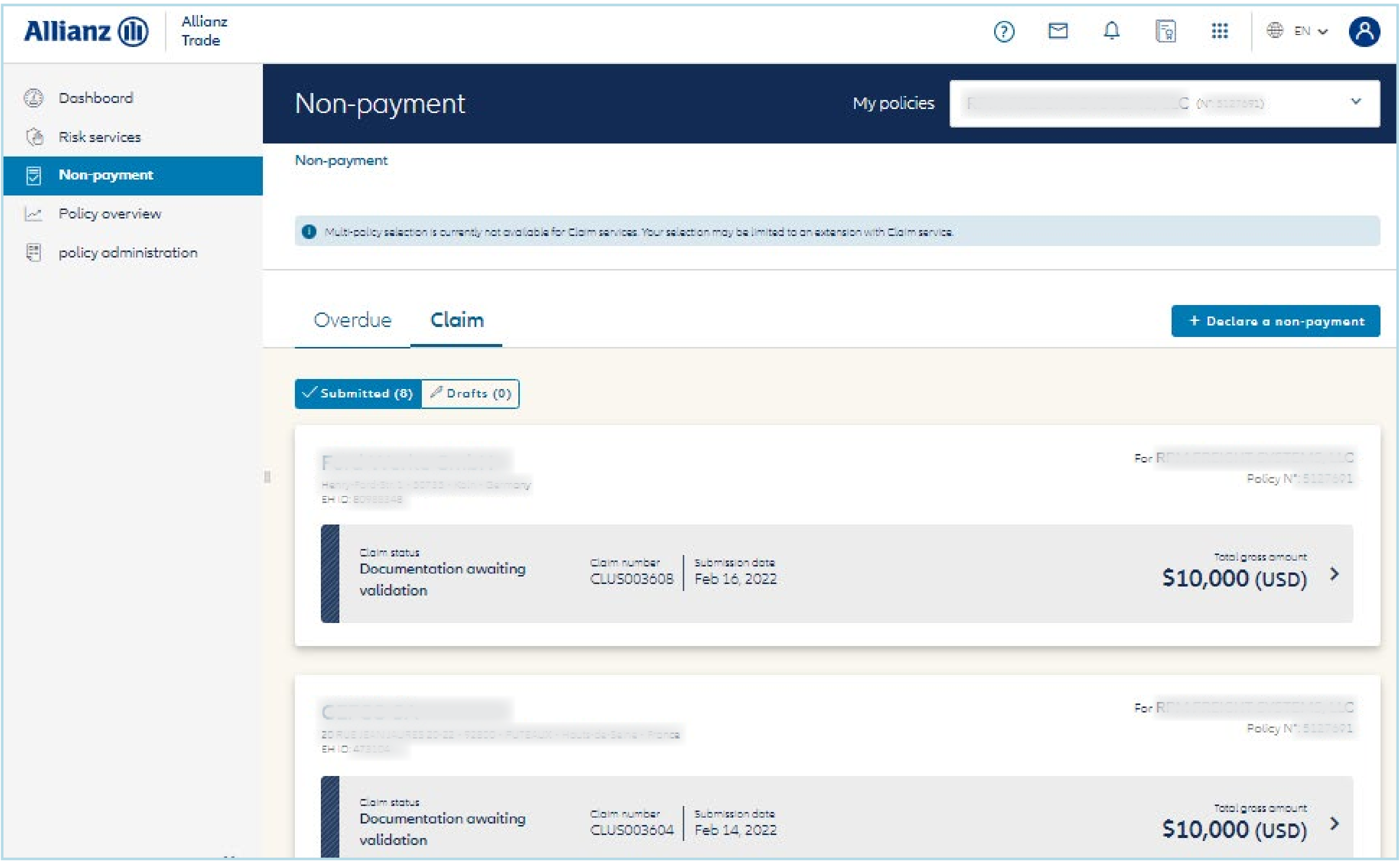
3. Follow the remaining steps to input all claim details. This will include invoice entry and attaching certain required documents.

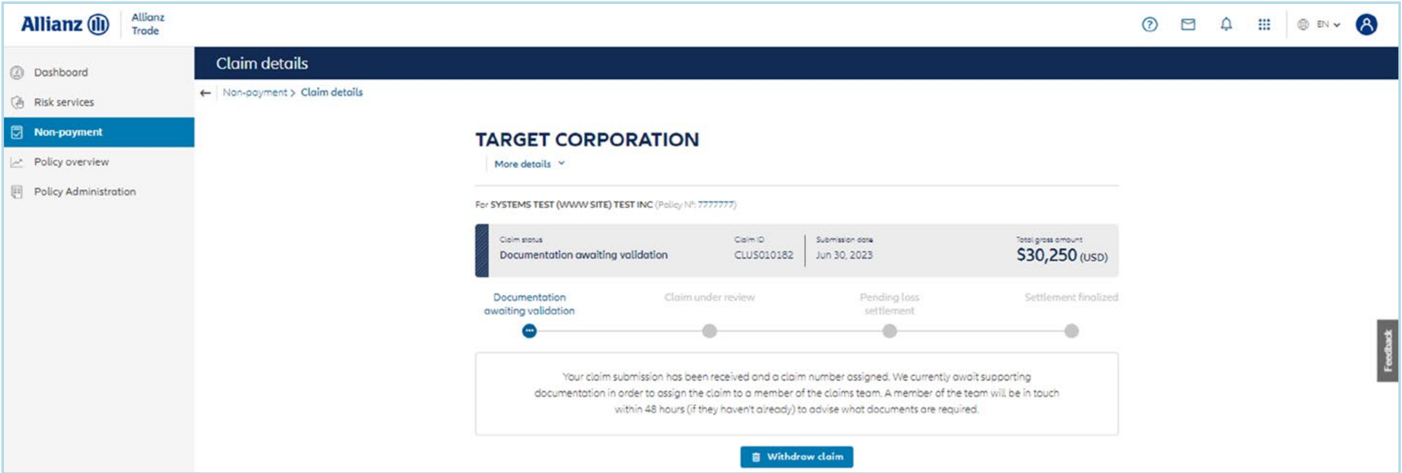
4 | Claims

Steps to Submit a Claim/Collection

4. View claim submission information summary.

Once a claim has been submitted you can check the status by clicking on the debtor to see which stage is highlighted.



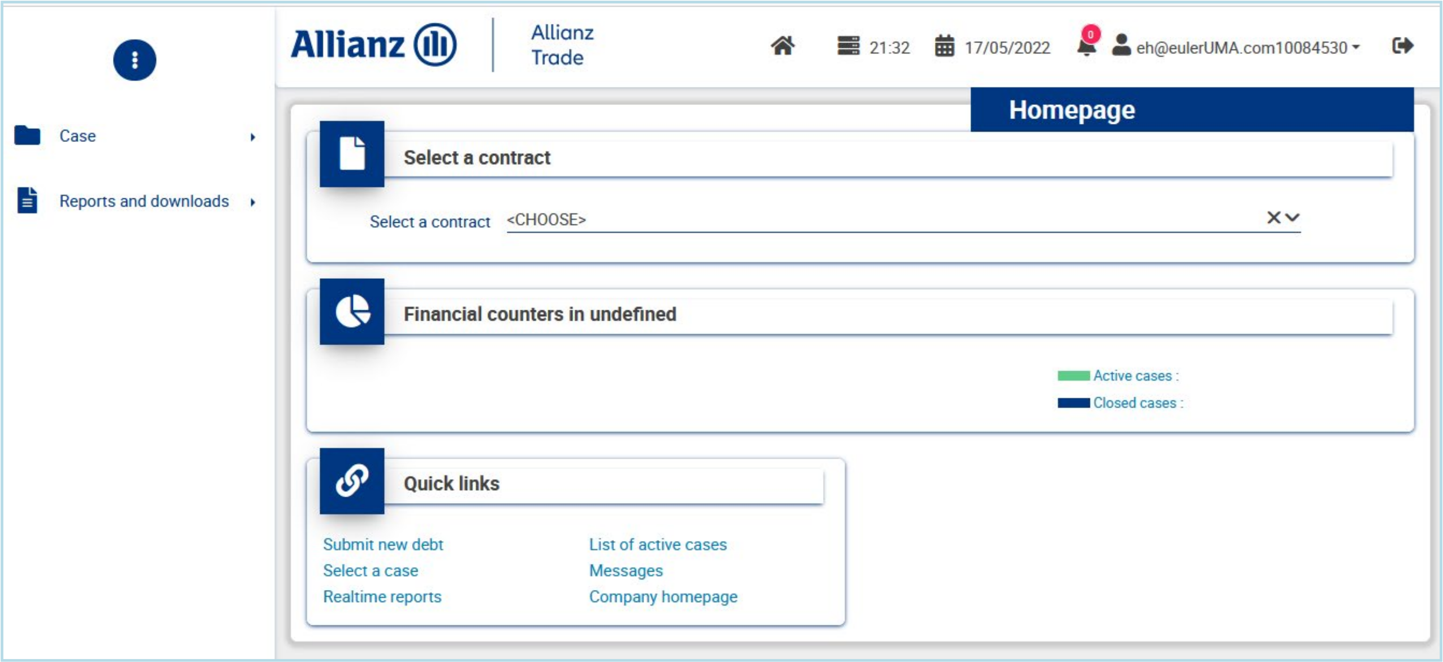


5 | Collections

Single Sign on access

Access to the Collection site via Allianz Trade online is located by clicking on the “dot icon” in the top tool bar.

Select “Collections” and this will bring you to the Collection site to submit your collection information.



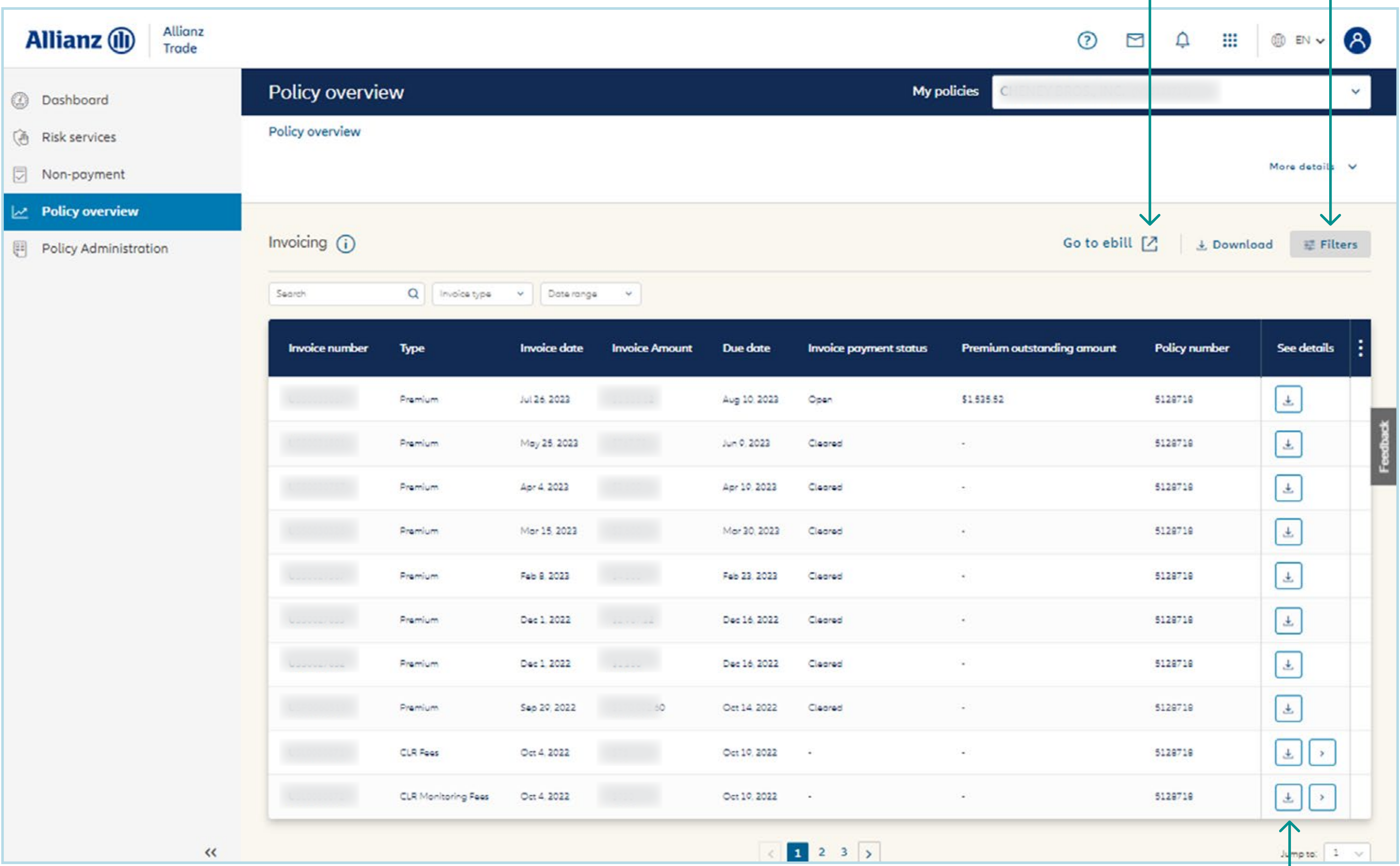
6 | Policy Overview

Manage invoices and view policy documents

Click on Filters to quickly find an invoice.

View all invoices in the "policy overview" section of the customer platform.

Click to pay invoices electronically



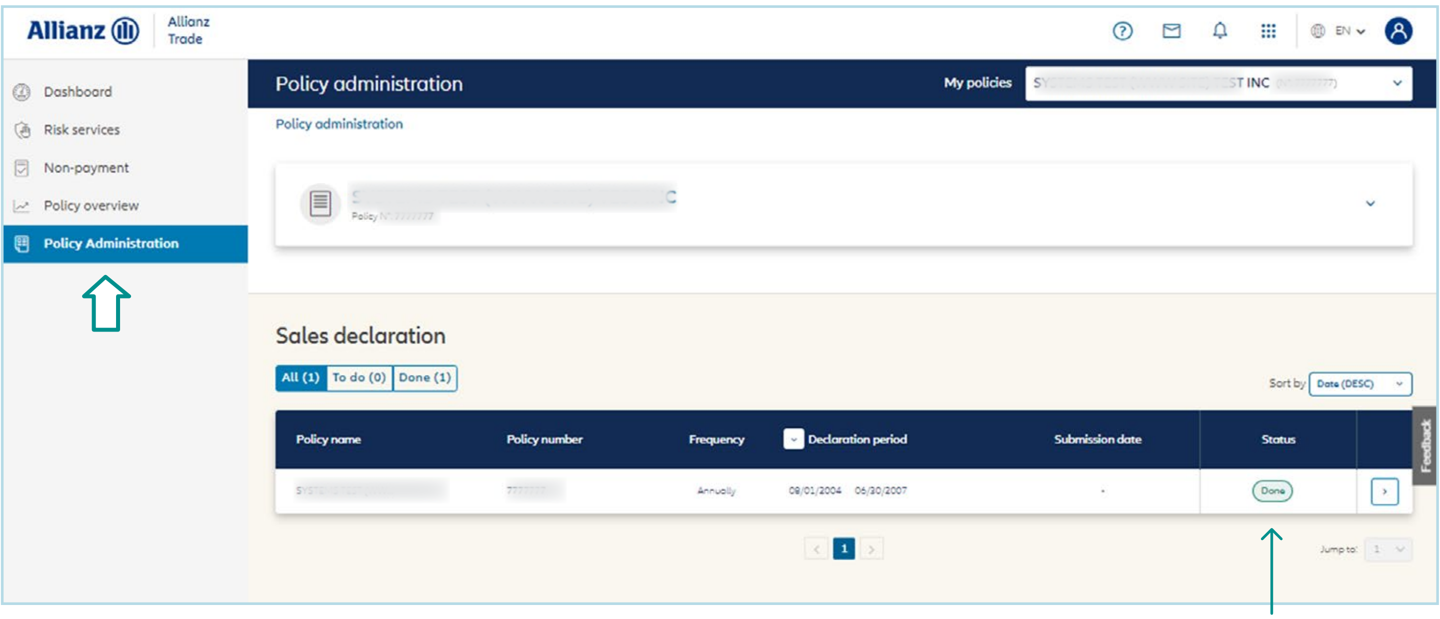
Click download icon to view a copy of the invoice.

7 | Policy Administration

Sales Declaration

Quickly and easily manage your Sales Declaration in the “Policy Administration” tab.

Check the status of your sales declaration quickly and easily within the platform. When it’s time to submit your sales declaration, you will be prompted to enter your total domestic and export sales as well as your total uninsured sales. The system will automatically calculate your total insured sales. Once you verify everything is correct click submit.



Once your sales declaration is submitted, you will see the status update to “done”.