Euler Hermes Online Information Service (EOLIS)

A Step-by-Step Guide for How to Use EOLIS

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A company of **Allianz** (Ⅲ)

A Step-by-Step Guide for How to Use EOLIS

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The Euler Hermes Online Information Service, EOLIS, was developed to help you easily manage and administer your credit insurance policy with Euler Hermes. Due to the amount of functionality included in the system, we have developed this user guide to help you become more familiar with EOLIS.

If there is an aspect of EOLIS that is not addressed in this user guide, please contact the Advisory & Solution Department (ASD) with any questions, including login or other technical issues. They are available 8:00am to 8:00pm EST Monday thru Friday and can be reached by email at asd@eulerhermes.com or call 1-888-269-5653. You may also refer to the EOLIS Tutorial Video for step-by-step instructions on how to complete most tasks in EOLIS.

How-to Login

- To access EOLIS, please visit **www.eolis.us**.
- If you haven't received your user ID and password, please contact the ASD. For verification purposes, please have available:
  - Your Euler Hermes policy number
  - The inception date of your policy
  - Zip code

- Your user ID and password are assigned by the system and will be emailed or relayed over the phone. For security purposes, we may need to verify additional information before giving you your login credentials.
- Upon logging in, you will be asked to create your own custom password. Your password will need to contain certain elements as listed on the "Change Your Password" screen.
- For additional protection, your password is only valid for 90 days – you will be automatically prompted to change at that time.
- You will be required to fill in some basic personal information for communication purposes.

Login Page Functions and Tips

Add to Favorites
When you access EOLIS for the first time, we recommend that you select the link which reads "Click here to add this page to your favorites." EOLIS will now be bookmarked on your computer for easy access in the future. For additional ease of use, you can also save your user ID by checking the "Remember Login Information" box. For security purposes, your password cannot be bookmarked.

Pop-up Settings
If you have trouble accessing EOLIS, it is possible that your internet settings are preventing the website from loading properly. The EOLIS homepage is generated by way of a pop-up window. Therefore, if you have a pop-up blocker, you will need to alter those settings to properly access EOLIS. In most cases, your pop-up blocker will alert you and allow you to "Always accept pop-ups from this site".

DID YOU KNOW ?

When the back button is not available, you can navigate to a previous page by hitting the "Backspace" button on your keyboard!

I Forgot My Password
To recover your password, simply click on "Forgotten password?" on the login page and follow the instructions. You will receive a confirmation email with your password to the email address on file or to the one you specify. If the email address you enter does not match the one in your profile, an email will be sent to both addresses.

Language Preference
EOLIS is available in English, Spanish, and Canadian French. Click "Remember login information" and we'll save your user ID and language preference to your computer.

Screen Resolution
EOLIS has been optimized to work with a screen resolution of 1024x768 pixels. Other resolutions may result in buttons at the bottom of the page being obscured from view. If this happens, please maximize the screen or change your screen resolution accordingly (On your PC: Go to START, control panel, and then display settings).

Navigating EOLIS

Main Menu

1. **Credit Services, Overdue Management, Information Services, and Policy Administration:** These are primary access points to policy functions by category. Clicking on any of these four items will open a drop-down of a submenu that will allow access to specific functions.
2. **Quick Menu:** One-stop access to all EOLIS functions – **RECOMMENDED FOR EASIEST NAVIGATION**
3. **Security Information Display:**
   a. User identifier with link to edit personal information
   b. Last login date/time
   c. Date that current password will expire with link to change at any time
4. **Company Search:** Allows user to search for a buyer and, if applicable, easily manage multiple policies.
5. **Policy Identifier:** Displays information relating to the policy you are currently working on, including the policy registration (usually a company name), type of policy, and policy number.
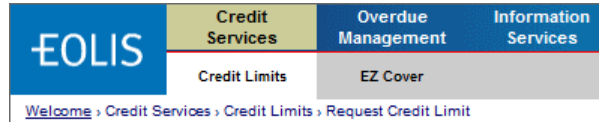
Welcome Page

The Welcome Page is the nerve center of your EOLIS interface. Here you will find quick links to common and/or frequently used functions.

1. **My Bookmarks:** You may add up to six commonly used tasks to a list of bookmarks (i.e.: Coverage requests, Past Due Reports, etc.). Simply select the "Edit" button and choose from the list of available functions.
2. **Notice Board:** If there is a message which requires your attention, it will be posted here. Urgent messages will pop-up when you initially log on to the system.
3. **Useful Links:** Quick access to a site map of EOLIS, Frequently Asked Questions (FAQ), Assistance (contact us by email or phone), and [this] user guide.
4. **My Policy List:** Most users only have one policy to manage. However, for those with multiple policies, we've created easy access to the five most used policies. Select the "Edit" button in order to add or remove a policy to the list. *Note: this list is static and completely controlled by the user. When your policy expires and a new policy is put in force, you will need to remove the old policy from the list and add the new one with the "edit" function.*
5. **List of Credit Limit Decisions:** For your convenience, we display the last 25 credit limit decisions and the ten oldest requests that are still pending in our system in real time. Simply click on the applicable tab to view. Additionally, if your total number of limits exceeds what's displayed on the screen, simply click on "View all limits" to pull the entire list.

HINT! You may return to the Welcome Screen at any time by clicking on the "Welcome" link at the top left corner of the screen. This is also called a "Breadcrumb" because it leads you back to where you started!

6. **Other Welcome Page Functions:**
   - **Selected Company Detail:** If you already have a buyer in the "queue," this link will show the basic information regarding that buyer
   - **EOLIS Assistance:** Send a formatted electronic message or call us.
   - **Sign Out:** Click here to end your EOLIS session.

Credit Management Services

Under the "Credit Limits" sub-heading, you have the following options (click on link to fast forward):

- **Request:** Submit a new buyer for coverage
- **View Limit:** View/search for a covered named buyer
- **Cancel Request/Credit Limit:** Cancel a current or pending credit limit request
- **List of Current Limit Decisions:** View all decisions related to your credit limit requests

Request a New Limit

Click on the "Request Credit Limit" from the Main or Quick Menu. You will need to identify your buyer by one of the following methods:
1. Euler ID or DUNS number
2. Company name (& address)
3. Company phone number

If searching by name, please note that providing more complete information yields better results (fields with an * are mandatory). *If you cannot find the company on our system, please select "Not Found."* The next page will prompt you to enter all relevant information and take you through the remainder of the process.

Requested Amount	➡	Enter amount of desired coverage
Terms of Sale	➡	Optional; enter a value in this box only if the terms for this particular buyer are GREATER than your policy's standard terms of sale. For terms of sale less than or equal to your policy's standard terms, leave blank.
Add a Comment	➡	Optional; enter any pertinent information that will help the underwriter make a decision. We understand that most requests are urgent and promise to always answer your requests as quickly as possible. Entering comments that are not critical will delay the decision (i.e.: "Please rush", "Order pending", "New Customer", etc.).
Your Customer Reference	➡	This refers to a reference number, ID, or other code that you use internally to identify the buyer.
Past Dues/ Outstandings	➡	Coverage may be contingent upon any past dues that exist at the time of a Credit Limit Request. Therefore, it is imperative that you notify us if any exist. Click on the "Declare Past Dues" button at the bottom of the page and follow the instructions.

Change an Existing Limit

To Increase a Limit:
From the Welcome Screen, go to "Last 25 Credit Limit Decisions" and click "View all Limits." By default, the limits are sorted by date – Click on "Company Name" to sort alphabetically. Select the buyer and their detail screen will appear. Next, select "Increase Limit," and once the following screen appears enter the applicable information and hit "Continue."

To Cancel or Reduce a Limit:
From the Welcome Screen, go to "Last 25 Credit Limit Decisions" and click "View all Limits." By default, the limits are sorted by date – Click on "Company Name" to sort alphabetically. Select the buyer and their detail screen will appear. Here, you will find access to both functions. See illustration below.

Credit Limit Reports

This process allows you to generate a customized credit limit report, using a number of filters. By default, "All the decisions" is selected which provides a full list of all credit limit requests, regardless of the decision (agreement, withdrawal, etc.). You can "view" the list on screen or "download to excel".

Overdue Management

"Overdue Management" is the phrase that we use to describe all functions relating to those buyers who fail to pay you on time. By clicking on "Overdue Management" at the top of the screen, you will activate three sub-menus, which include:

- **Past Due Report:** File and view your monthly Past Due Reports
- **Claims Management:** File new claims and view existing claims
- **Collections Management:** File new placements and view details for Insured and uninsured claims

Past Due Reporting (PDR)

- **Declaration:** If you are reporting a buyer past due, you must first identify the buyer (see Figure 1 below) by selecting one of the following:
  - **New Buyer:** perform a search to identify a buyer with discretionary coverage (that is, not "named" to your policy)
  - **Previous Past Due Buyers:** pulls a list of buyers related to prior past due reports
  - **Buyer from List of Current Limit Decisions:** Report a buyer

If you cannot find the company in our system, you may confirm the buyer is 'Not Found' and provide as much detail as possible – address, phone, etc. Even though the buyer is not "confirmed" you can still proceed with the report.

Once you identify your buyer, you will need to provide a number of details including the overdue and total amounts, the oldest due date, terms of sale, any relevant comments relating to the past due, etc. (see below, figure 2). At least one "Amount xx days past due" field must be populated or an error will occur.

View List of Past Dues

Here, you can view reports from previous declaration periods (months). The current month and year is shown by default. To change, simply enter the month and year (mm/yyyy) or click on the calendar icon. A calendar with the current month and year will appear - click on the left and right arrows to find the correct month then click anywhere on the calendar to select that month. Select "Continue" to find the applicable report.

Claims Management

A separate, detailed guide for how to file a claim is provided on page 11. <u>Click here to view</u>.

Collections Management

Collections is an integral service and the collections process will begin after you submit a claim as above. You may also view the status of all cases related to the current policy that you are navigating. In addition to the status, you also have access to individual collectors' notes, describing their attempts to contact and interactions with debtors and the disposition thereof. To inquire about collections services for uninsured buyers, contact the ASD.

Policy Administration

Sales Reporting

Whether your policy requires you to declare sales turnover monthly, quarterly or once a year, this task can be accomplished easily and quickly here. Simply choose the relevant period and fill in the appropriate amount. Past reports may be viewed here, as well.

Invoice Report

EOLIS allows you to access all invoices for your policy, whether they are open or paid. You can also export a summary of these invoices to Excel.

Documents

For your convenience, all of your policy documents are stored on EOLIS and may be viewed, downloaded or printed. Also, we have assembled other "frequently used" or common forms, publications, country reports, and more!

Contact Management

The contacts section of EOLIS allows you to easily identify your policy servicing team and also allows you to review who has access to your policy through EOLIS. If you would like to revoke a particular user's access to your policy, please send a request to the Advisory & Solution Department, call **1-888-269-5653** or email **asd@eulerhermes.com**.
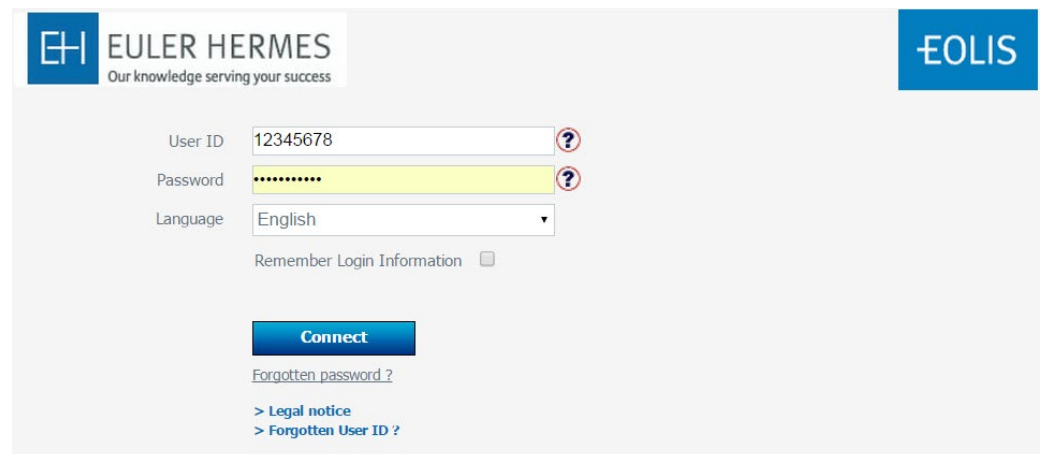
Filing a Claim in EOLIS:
A Step-by-Step Guide

As your credit risk management partner, Euler Hermes understands that a smooth and efficient claims process is integral to your company's cash flow continuity and bottom line success. We have taken your feedback about your claims experience and made several improvements to serve you better. Central to these improvements is an enhanced EOLIS claims filing experience and a phase-out of the paper claims form. Filing a claim in EOLIS is easier than ever, and your use of the system ensures we can begin processing your claim quicker and provide better communication about your claims status as it moves through the process. This guide provides easy, step-by-step instructions on filing and amending a claim in EOLIS. As always, do not hesitate to contact our Advisory and Solutions Department (ASD) at **888-269-5653** or **ASD@eulerhermes.com** if you require any assistance.
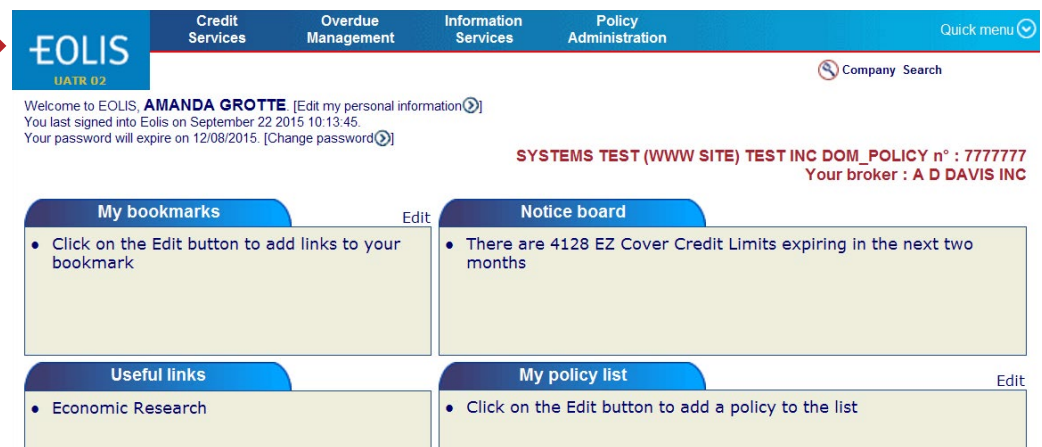
1 Login to EOLIS by visiting **www.eolis.eulerhermes.com**

Once logged in, you will arrive at your home screen.

home screen

2

Navigate to the claim filing function in one of two ways:

- For option one, using the top navigation bar, click "Overdue Management," then click "report a claim."
- For option two, click on "Quick menu" in the upper right corner to reveal a menu of options. On the menu, look for the "Claims Management" section and select "Report a claim."

option **1**

option **2**

Message Details

Before proceeding with claim filing, please ensure you have and can upload the following documentation:

- A/R aging
- Purchase Orders
- Invoices
- Proof of delivery
- DCL qualifiers (if applicable)
- Securities or Guarantees (if applicable)
- Retention of Title (if applicable)
- Record of dispute (if applicable)

Please note the information in the pop-up. To save time, ensure you have all the required documents prior to proceeding.

Before proceeding, please also note that EOLIS is programmed to time out after fifteen minutes on each page. This feature is in place for security purposes and we apologize for any inconvenience it may cause.

In light of this security feature, **we strongly recommend that you plan to complete the entire claim filing process when you have uninterrupted time at your computer to avoid loss of progress.** You will be allowed as much time as you need to complete the process, but you must be present to request more time at the end of each time out period.

3

In the "Report a Claim" section, you have three options. You can:

A. File a claim on a buyer from your list of current limit decisions
B. File a claim on a new buyer
C. File additional documentation on an existing claim in the system

A. File a claim on a buyer from your list of current limit decisions

A1

To use your list of credit limit decisions to choose a buyer, click the radio button next to "Buyer from the list of current limit decisions" and click "Continue."

A2

The resulting screen will display all credit limit decisions submitted during your active policy period, including limits rolled over from previous policy years as well as cancelled and declined requests. You can sort this list by clicking on any of the column headings. For example, you can click "Date" to sort from newest to oldest CLRs.

Select the correct buyer by clicking on the company name.

A3

When you are ready to proceed, enter all available information about your contact information and your buyer's contact information, noting the minimum mandatory fields marked with asterisks.

A4

Next, under "claim detail," select the following from the drop down menus:

- Non-payment reason
- Type of coverage
- Currency

Note: The "your buyer number" field is provided for your convenience if you wish to denote an internal accounting identifier. It is not required by Euler Hermes and you may leave it blank if you wish.

Claim detail :

* **Non-payment Reason**   Past Due
                           Insolvency
                           Political Risk
                           Past Due
                           Repudiation

Type of coverage

Currency:

Your buyer number

A5

Under the invoices section, you have two options.

You may select the number of invoices from the "invoice number" drop-down menu and enter in the required information for each individual invoice in the fields below.

Alternatively, Euler Hermes would be happy to enter your invoice data for you – simply select "+50" from the "Invoice number" drop-down menu and only enter your total claim amount in the resulting field. Note that you do not need to have 50 or greater invoices to select this option and **either way, invoice documentation will be required to process your claim.**

! IMPORTANT

Invoices :

Invoice number :   1-10
                       1-10
In order to add an i   11-20   ase fill in all the following fields and click on the "Add invoice" button.
                       21-30
                       31-40
                       41-50
                                              *Terms - Numeric Value
*Invoice Date   p Date   Only (COD must be   *Amount (?)   Taxes (?)   Other   *Total Invoice
(mm/dd/yyyy)   (mm/dd/yyyy) entered as zero '0') (?)   Charges   Amount (?)

                                                            0.00   0.00   0.00   0.00

Add invoice (∨)

No invoice

If you choose "+50," simply add the total dollar amount of your claim.

Invoices :

Invoice number :   + 50

Please ensure that all invoices are forwarded to the Claims Department by fax or mail.

Amount of claim :   0.00   USD

Note: If you choose to manually add each invoice, note that by hovering your mouse over each question mark provides more information on each field to help guide you.

A6 Under the "Special Instructions" section, please advise Euler Hermes as to whether the claim is disputed.

If your claim is disputed, we will require documentation, which you can upload in the "Other" category in the "Attachments" section below.

The "Your comment" field is your open-text opportunity during the initial filing process to provide any additional information you feel may be helpful for Euler Hermes as we process your claim. Don't worry about being exhaustive here – you can always contact the claims department after filing with additional pertinent information.

A7 In the "Attachments" section, please upload all required documentation to support your claim.

IMPORTANT

This is a critical step, as Euler Hermes cannot proceed with processing your claim until we have received all required supporting documentation.

To begin, select each document type, one at a time, beginning with invoices. While the system allows you to upload only one file at a time, for your convenience, you may choose to consolidate all similar files into a single attachment – for example, a single document with multiple invoices.

You are also welcome to consolidate all required documents together into a single mixed file – simply choose the "Other Documentation" type on the menu. Please bear in mind that **the maximum file size per document is 10MB.**

A8

Once you have selected the correct document type, click the "Browse" button to navigate to the location on your computer where your file is saved. Select the document, click "Open," and then click "Attach." Repeat this process for each required supporting document type.

Special Instructions

Is your debt disputed?

Your comment

* mandatory

Choose File to Upload

Organize ▼   New folder

Favorites
- Desktop
- Recent Places
- Downloads

Libraries
- Documents
  - My Documents
  - Public Docume...
- Music
- Pictures
- Videos

Computer

Documents library
Test   Arrange by: Folder ▼

Test.docx

File name: Test.docx   All Files

Open   Cancel

Attachments

If files are not uploaded, please... 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 : Invoices

File path : Browse...   **Attach** ⊙

No documents currently attached

⊙ **Back**   **Validate** ⊙

When you are finished uploading all documents, click "Validate."

Attachments

Document name	Attachment date	Document type
Test.docx	09/28/2015 20:51:28	Invoices

⊙ **Modify**   **Validate** ⊙

A9

This page is your final validation screen, allowing you to verify all entered information.

Click "Modify" or press the Backspace key on your computer to correct any incorrect information.

Once you have verified all information, please check the box indicating your agreement to provide all supporting documentation within 30 days, if you have not already uploaded it. Upon analysis of your documentation, a claims representative will contact you if there is missing information. Once complete, click "Validate."

Please note that there is an option to upload additional documents to existing claims in EOLIS. **See section C, below.**

SYSTEMS TEST (WWW SITE) TEST INC DOM_POLICY n° : 7777777
Your broker : A D DAVIS INC

Buyer Details

DUN : 828026943	**Euler ID :** 0111125127	**Type of Company :** COMPANY LEGAL FORM

Buyer Name: TEST
Registered Address : TEST NEW YORK, New York 10023 United States
SIC Description : Unk trade sector activity

Claim declaration

* mandatory

Your claim is not finalized until a claim number has been generated.

Your contact information :

* **First Name**	Bob	* **Fax**	1234567890
* **Last Name**	Smith	* **Phone**	2345678901
Title	Accounts Receivable	* **Email**	bobsmith@test.com
Address	100 E. PRATT STREET		

Buyer contact :

* **First Name**	Sarah	**Fax**	
* **Last Name**	Jones	* **Phone**	4567890123
DBA/Trade Name		**Cell Phone**	
* **Title**	Accounts Payable	**Email**	

Claim detail :

* **Non-payment Reason**	Past Due
Type of coverage	Named
Currency:	USD
Your buyer number	

Invoices :

No invoice

Amount of claim :	10,000.00 USD

Special Instructions

Is your debt disputed?	No
Your comment	

* mandatory

☑ **I agree to supply the supporting documentation within 30 days of this filing. I understand that if I do not provide the documentation, Euler Hermes reserves the right to withdraw this claim.**

Attachments

Document name	Attachment date	Document type
Test.docx	09/28/2015 20:51:28	Invoices

◉ Modify   Validate ◉

A10 Your claim information will be retained within EOLIS for future reference, but if you require a paper record, you may print this sheet by clicking "Print with coversheet."

Attachments

Document name	Attachment date	Document type
Test.docx	09/28/2015 20:51:28	Invoices

☑ I agree to supply the supporting documentation within 30 days of this filing. I understand that if I do not provide the documentation, Euler Hermes reserves the right to withdraw this claim.

Print with coversheet 🖶

👤 Selected Company Detail   🔗 EOLIS assistance   ✖ Sign Out

B. File a claim on a new buyer

B1 Now let's return to the beginning of the process to examine the second option to find a buyer. To proceed with filing a claim on a new buyer, select the radio button next to "New Buyer" and click "Continue."

EOLIS UATR 02

Credit Services	Overdue Management	Information Services	Policy Administration	Quick menu ⌄
Collections	Past Due Report	Claims management		🔍 Company Search

Welcome › Overdue Management › Claims management › Report a Claim

SYSTEMS TEST (WWW SITE) TEST INC DOM_POLICY n° : 7777777
Your broker : A D DAVIS INC

Selection criteria

Please select a buyer :

○ **New Buyer**
○ **Buyer from the list of current limit decisions**
○ **Additional filing on a claim number** [   ]

Continue ⊙

B2 You will now need to identify the buyer.

First, select the buyer's country. Next, select the radio button for the search method you prefer to use. You can search by:

1. A unique identification number – this often yields the most accurate results if available.
2. Geographic location – the minimum information required is the company name and state, but the results may be more accurate with additional information
3. Phone number

Fill in the required search criteria and click "Continue."

B3 Select the correct buyer by clicking on the company name. Then click "Continue" and proceed with the Claim Declaration in the same manner as described in sections A3 – A10.

C. File additional documentation on an existing claim in the system

C1 Once you have submitted a claim, you can upload additional supporting documents by clicking the corresponding radio button and entering in the claim number. Click "Continue."

C2

Your claim information will be displayed on this screen. At the bottom of the screen, click the "Update Attachments" link.

Invoices :

No invoice

Amount of claim : 10,000.00 USD

Special Instructions

Is your debt disputed? No

Your comment

* mandatory

◀◀ Back to list   ✎ Update attachments

Follow the same procedure as described in section A7 – A8 above to categorize and upload supporting documentation for your claim. When complete, click "Send Attachments."

EOLIS	Credit Services	Overdue Management	Information Services	Policy Administration		Quick menu ⊙
UATR 01	Collections	Past Due Report	Claims management			🔍 Company Search

Welcome › Overdue Management › Claims management › Report a Claim

SYSTEMS TEST (WWW SITE) TEST INC DOM_POLICY n° : 7777777
Your broker : A D DAVIS INC

Buyer Details

Euler ID :   Type of Company :

Buyer Name: TEST
Registered Address : TEST 10023 NEW YORK, NY
SIC Description :

Addtional filing on existing claim

Claim number : 000397226

In order to complete your claim filling, please attach the following required document :
Statement of account or A/R Aging, Invoices, Purchase Orders and Proof of Delivery
If appropriate please also attach :
DCL Qualifiers, Securities or Guarantees, Explanation of Dispute

Attachments

If files are not uploaded, please ensure that all supporting documents are forwarded by email, Fax or mail. 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 :   Invoices   ▾
File path :   [   ] Browse...   Attach ⊙

Document name	Attachment date	Document type
Test.docx	09/05/2017 22:04:45	Other Documentation

◀◀ Back   Send attachments ⊙

👤 Selected Company Detail   🎧 EOLIS assistance   ✗ Sign Out

Please contact our Advisory and Solutions Department (ASD) at **888-269-5653** or **ASD@eulerhermes.com** if you require any assistance.