EULER HERMES

Euler Hermes Finland

EOLIS
GUIDES

EH EULER HERMES

HOW TO USE EOLIS

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EOLIS GUIDES

The Euler Hermes Online Information Service, EOLIS, is developed to help you easily manage and administer your credit insurance policy with Euler Hermes. We have developed this user guide to help you become more familiar with the different functionalities of EOLIS.

If there is an aspect of EOLIS that is not addressed in this user guide, please contact the Policy Administration with any questions, including login or other technical issues.

They can be reached by email at contact.fi@eulerhermes.com or call +358 10 850 8500 Monday thru Friday 8.30 - 16.00.

LOGIN PAGE FUNCTIONS AND TIPS

- When you access EOLIS for the first time, we recommend that you add the EOLIS page to your favorites in your browser.
- You can save your user ID by checking the "Remember Login Information" box.
- If you have trouble accessing EOLIS, please check that you have allowed pop-up windows in your internetsettings. In most cases, your pop-up blocker will alert you and allow you to "Always accept pop-ups from thissite".

FIRST TIME YOU LOG ON

- To access EOLIS, please visit www.eulerhermes.com > 'LOGIN' in upper right corner > EOLIS
- If you haven't received your user ID and password, please contact the Policy Administration
- Your user ID and password are assigned by the system and you will receive them by email.

After logging in the first time, the system tells you that your password has expired and must be changed. You then have to enter a new, personal code.

Your password must meet the following requirements:

1. It must be at least 8 characters long.
2. It must contain three of the following types of characters: Upper case letters (A-Z), lover case letters (a-z) and numerics (0-9).
3. It may not contain your first or last name.
4. It must be different from the previous password.

For security, your password will expire every third month and must be changed.

It is important that you afterwards go to Edit my personal information at the top where you must fill in all the fields. As you type your last name, notice that you must write you last name with upper case letters (A-Z).

Notice!

Remember to allow popup windows before you log on to EOLIS.

FORGOT YOUR PASSWORD OR USER ID

If you forget your EOLIS password and/or user ID - then go to www.eulerhermes.com
Choose LOGIN in the upper right corner and choose EOLIS.

FORGOT YOUR PASSWORD OR USER ID (CONTINUED)

If you forget your password > Fill in your user ID and click on **Forgotten password**. Then fill out all the mandatory field in the following screen display. **You need to write the entire last name with capital letters (UPPER CASE)**. Click on "Send password" and the system will create a new password and sends it automatically to your email address.

If you forget your user ID > Choose **Forgotten User ID**. Fill out all the mandatory fields in the following screen display and choose **Forgotten login** under **Subject of your message** at the drop down menu.

Click **Send** to send your request. Our EOLIS support will react on your request as fast as possible and return with password or login.

WELCOME PAGE

Here you will find quick links to common and/or frequently used functions.

1. **To access the functions in EOLIS**, please select Quick menu in the upper right corner or the tabs in the upperbar.
2. **Change password:** You may change your password at any time here.
3. **Select a policy:** In case you have multiple policies, you need to choose the correct policy first beforerequesting a credit limit
4. **My Bookmarks**: You may add up to six commonly used tasks to a list of bookmarks by clicking "Edit".
5. **Notice Board:** Messages requiring your attention will be posted here. Urgent messages will pop-up whenyou log on to the system.
6. **Useful Links:** Quick access to a site map of EOLIS, Frequently Asked Questions (FAQ), Assistance (contact usby email or phone), and access to EH SmartView.
7. **My Policy List:** In case you have multiple policies, you may add the five most used policies here for easyaccess.
8. **List of Credit Limit Decisions:** Shows the last 25 credit limit decisions and the 10 oldest requests that are stillpending in our system in real time.
9. **My alerts:** The message is generated about possible limit increases on your buyers. Please make a new creditlimit request.

REQUEST A CREDIT LIMIT ON A BUYER

How to do:

1. In case you have multiple policies, please select first the correct policy in the upper right corner **Select a policy.**
2. Click on **Quick menu** and select **Request** under **Credit Limits** OR click on the tab **Credit Services - Credit Limits -Request.**

3. Select **Country** and type either **Euler ID**, **Identifier** or **Company/Business name**.
(list of registration numbers in various countries can be found by clicking on **Help on identifier**)

Click **Continue**.

SEARCH BY EULER ID OR IDENTIFIER AS AN EXACT SEARCH

If the buyer is found in our database, the search takes you directly to the buyer details and Credit Limit Request.

If the buyer is not found in our database, you will receive the following notification:

SEARCH BY COMPANY/BUSINESS NAME
- shows you a list of companies with similar name in our database

In case you find the correct buyer on the list, please click on the name and finish the credit limit request.

IF YOU CANNOT FIND THE COMPANY IN OUR SYSTEM

1. Select **Not found** (as shown above) and click on **Continue** after the message on the screen
2. **Notice!** If the Not found - button does not appear on the screen, please make a new search by businessname.

1. **Fill in the buyer information.** It's important to fill in at least the full **Company/Business Name** of the buyer with the **Company Form** included, **Street address** (Name, Number, Town, Post Code) and also the **National ID** (Reg.no.) For foreign buyers phone number can also be helpful when identifying the buyer.
2. Click **Continue** to finish the credit limit request.

FINISH THE CREDIT LIMIT REQUEST

1. **Amount**: Enter the desired amount of credit limit in thousands without the use of decimals. Roundto the nearest 1000 EUR. Change the **currency** if needed.
2. **Credit Period:** If the credit period is longer than agreed upon in the policy, fill in the credit periodand add a comment explaining the reason for the longer dated terms.
3. **Your customer reference**: If you have a reference no. you would like to add, fill in your customerreference. **Notice! If you are requesting a CAP+ limit, please add the text CAP+ as custome rreference!**
4. **Add a comment**: If you have some relevant additional information on the buyer, please add acomment. If you request the limit for a company outside Finland, please add the comment inEnglish. Please note that adding a comment will always direct the request to a manual processwhich might prolong the answering time.
5. **Banking information**: This information is not mandatory.

ADD A TEMPORARY LIMIT

You also have the opportunity to request for a temporary limit by clicking **Add a temporary limit**.
- Enter the **Amount** of the permanent limit you already have on the buyer
- Enter the amount of the **Temporary increase** needed on the buyer with the **Expiration Date**
- Leave a **Comment** to explain the reason for the temporary increase.

- Click **Continue** to see the details of the buyer and the credit limit request.
- Check that the details are correct and **Confirm**.

CANCEL A CREDIT LIMIT REQUEST OR A CREDIT LIMIT

- Search the buyer and the limit/request you wish to cancel (e.g. by using Company search).

TO CANCEL A LIMIT:
- Choose Cancel request/credit limit in Quick menu under Credit limits.
- Click Confirm to cancel the limit shown on the screen.

TO CANCEL A PENDING REQUEST

Choose first weather you want to cancel both the valid credit limit (if any) and the pending request OR only the pending request and click Confirm.

REDUCE A CREDIT LIMIT

- Search the buyer and the limit you wish to reduce. - Choose Quick menu and View Limit under Credit Limits or use Company Search.
- When the latest credit limit decision appears on the screen, click Reduce limit
- Enter the reduced New amount of limit
- Click Confirm

Notice! You can also update your customer reference here.

DOWNLOAD BUYER LIST

To see a list of all insured buyers follow the steps below.

1. Click on Quick menu in the upper right corner of the top menu in EOLIS.
2. Click on List of current limit decisions under Credit Limits

Mark All the decisions and select View.
Notice: You can also choose other search criterias such as Euler ID, Decision Type or Current limits.

DOWNLOAD BUYER LIST (CONTINUED)

You now get a list of all decisions.

1. You can now either **download** or **print** the list.
2. You can download the list as a .csv file or as an Excel file. If you print the list, please notice that the maximum number of buyers on each page is 100. If you have more than 100 buyers on your list, please print each page.

Result : **220** customer(s) matching your selection

Page **1** , 2 , 3 from 3 [Next/Last]

Download options: CSV 📄 | Excel 🗷

Click on the company name to see credit limit.
Access the page directly by clicking on the page number.

New search ✍

Print 🖨

Notice!
You can sort the list by country, amount etc. before printing or downloading. You do this by clicking on the column, by which you wish to sort the list.

List of current limits										Euler Hermes SA, Suomen sivuliike Local administration n³ : 013470	
Buyers					**Requests**		**Responses**				
Identifier	Euler ID	Company name	Country	Customer reference	Date	Amount	Date	Amount	Payment terms	Decision	

OVERDUE DECLARATION

In accordance with the terms stated in your policy contract, you need to make overdue declarations on insured buyers with overdue receivables. If you have any questions related to overdue declarations do not hesitate to contact us by email contact.fi@eulerhermes.com or by phone +358 10 850 8500.
Please note that collection proceedings must be started max 60 days from the due date and to be continued until payment received or buyer insolvent.

Here is how you do it:
1. Click on Overdue Management in Quick menu.
2. Select the country of the buyer and Search for the buyer you want to make an overdue declaration for.
3. Click on Continue

You will now see this picture:

OVERDUE DECLARATION (CONTINUED)

Fill out:

1. **Type**: Choose the type by clicking on the drop down menu - e.g. "Overdue".
   Please ensure that the most appropriate reason is selected as this will allow our analyst team to determine if an investigation is needed into the health of the buyer.
2. **Date**: Click on the calendar icon (marked with red below) and choose the original due date.
3. **Total amount:** Enter the total amount that is past due and then break it down by how long each amount has been outstanding. **All amounts are without use of comma, period or a decimal place.**
4. **Currency**
5. **Comment box:** Provide an explanation in the comment box so we can better understand the situation. The more specific you can be in your comments, the better understanding our analyst team will have of the past due situation.

1. Click **Validate**: You will get a message on the screen that the overdue payment has been registered. You will also receive the confirmation on e-mail the next day. The email will be sent to the person registered as EOLIS user.
2. Select **Another request** if you have more payments to register. If not, **Finish**.

DECLARATION OF TURNOVER

In accordance with the terms stated in your policy contract you must declare turnover for all insured buyers. To complete a turnover declaration you must use EOLIS .

In case you are not able to make a turnover declaration in EOLIS or if you have any questions related to turnover declaration do not hesitate to contact us by email **backoffice.fi@eulerhermes.com** or by phone **+358 10 850 8500.**

How to do:
1. Click **Select a policy** to select the policy to be reported.
2. Then click on **Policy Administration** and then **Turnover declaration**

Attention: In case you have more than one policy, please report the sub-policies first followed by the main policy.

In case you have a policy with co-insured with no separate premium invoicing, please report the total turnover for all insured companies on the main policy and split the turnover per policy in a separate attachment.

After you have chosen a policy, the next screen will show:
1. Type of policy
2. Insured countries
3. Insured period
4. Currency

Turnover		
Policy n° : X013453	Insurance pertiod : 01/01/2016 - 31/12/2016	Currency : DKK

DECLARATION OF TURNOVER (CONTINUED)

Manual registration
1. Enter insurance period to be reported from the calendar box [calendar icon] or in format DD/MM/YYYY
2. Enter the turnover in the boxes for each country

Attention: It is not possible to report before the insurance period has ended.

Policy n° : X013453   **Insurance pertiod : 01/01/2016 - 31/12/2016**   **Currency : DKK**

Upload :

Step 1 : Upload a file :
You can automatically create your declaration with a macro by clicking on Create a file below. You'll be able to create your TOD file and upload it on step 2. If you do it, you'll not have to fill the inputs below.
Please be aware that if you create a file using the link on the right, you must Save the file before opening it.

Create a file ⊙

Step 2 : Upload a file :
Click on the [Browse...] button and select your file.   File : [_____] [Browse...]

Manually :

Declaration period :   01/01/2015 [📅] 31/12/2015 [📅]
Turnover amount :   1480000   VAT according to policy terms

Countries	Turnover amount :
AUSTRIA	100000
AUSTRALIA	335000
BOSNIA-HERZEGOVINA	1000000
BELGIUM	45000
BULGARIA	

In cases additional information is needed to be sent to Euler Hermes, please use the browse bottom at the end of the screen shown in the picture below, and attach the document you want to send.
Press **Attach** and then **Continue**.

Attachments

File path :   [_____] [Browse...]   **Attach ⊙**
                         No documents currently attached.

DECLARATION OF TURNOVER (CONTINUED)

After you have pressed Continue the below screen will show. Here you see an overview of the figures you are about to report.
If not accurate, press Back to make corrections.
If accurate, press Continue and the declaration will be sent to Euler Hermes.

The declaration is now sent to Euler Hermes and you receive a final confirmation.