

# MYEH YOUR NEW PORTAL

## PRACTICAL GUIDE

What you need to know



## EOLIS is starting a new chapter, and becoming MyEH



<p>Easier login, your email address becomes your username</p>	<p>Improved functionalities Simpler search function for current cover</p>	<p>Dashboard showing KPIs for your insured portfolio</p>	<p>Interactive help system to guide you through the screens</p>
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## New ND Cover service for buyer monitoring

ND Cover\* is the new information service available on MyEH.

It can be used to instantly check whether your domestic (i.e. based in metropolitan France or the DROM) buyers or potential buyers are covered up to the discretionary limit stipulated in your policy.

One click is all it takes to find out whether your buyer is covered, and you can monitor your cover situation for 12 months.

**1**  
Choose the buyer

**2**  
Check discretionary limit

**4**  
Monitor changes in cover for 12 months

**3**  
Receive an instant response

\* ND means un-named buyers: Buyers with an outstanding credit balance less than or equal to the discretionary limit in your policy. The ND Cover service is a billable information service that enables the cover on these buyers to be monitored.

## BENEFITS OF ND COVER

**Real-time updates to buyer information, which remains accessible for 12 months.** Tacit (automatic) renewal applies to this monitoring.

**Clear and immediate information** about discretionary limit cover



If your buyer becomes eligible for discretionary limit cover again, it applies instantly.

In the event a more restrictive position is taken on one of your buyers, insurance cover continues to run for 30 days.

<b>COMPANY D</b> 1, PLACE DES SAISONS - 92048 PARIS LA DÉFENSE CEDEX • France EH ID: 12453187	<b>Pour V.A.S.S.</b> N° de police: 001002004 Customer reference: Client / AB23		
ND Cover <b>Garantie</b> Statut : Répondue	Date de la demande 2 avr. 2020	Date de changement de position 2 avr. 2020	>

## FURTHER DETAILS ABOUT THE DELAYED IMPACT ON YOUR COVER

The delayed impact on your discretionary limit cover means that insurance cover continues to operate for 30 days after any change in our ND Cover position.

During this period, you are automatically insured up to the amount of your discretionary limit for all deliveries (either in progress or new), unless your buyer is insolvent.

In practical terms, this means that if our position changes and we inform you that you are no longer covered for a buyer, then you have 30 days to reduce your credit situation with that buyer accordingly.



## EXAMPLE

- ▶ Your buyer is insured by virtue of the discretionary limit.
- ▶ On 17 June, you cease to be covered by the discretionary limit. Invoices for deliveries occurring between 17 June and 17 July will still be insured thanks to the delayed impact, meaning cover continues to apply for 30 days (unless the buyer is insolvent).
- ▶ From 18 July, deliveries to this buyer are no longer insured in the event of non-payment by your buyer.

## ND COVER SET-UP AND SCALE OF CHARGES

You receive ND Cover once your MyEH account has been created. From that point onwards, your EOLIS directory will be available solely on MyEH.

**ND COVER**  
FREE OF  
CHARGE

So you can see how this new system works at your own pace with no pressure, it will be offered free of charge until July 2021.

From 1 July 2021, you will be billed a fixed charge for each buyer and potential buyer consulted using our online services. This fixed charge is the fee for all your online consultations of that buyer/potential buyer for 12 months, and for our monitoring of their eligibility for cover under the discretionary limit over the same period.

The fixed charge will be €1.30 excl. VAT (or the equivalent in your policy currency) per buyer/potential buyer for the whole 12-month period.

Once the 12-month period expires, the fixed charge will be renewed automatically for another 12 months (tacit renewal) unless you delete the buyer/potential buyer from your ND Cover monitoring list, in which case billing of the associated fixed charge will stop at the end of the period in which deletion occurs.

You can optimise the list of buyers and potential buyers in your EOLIS directory starting from now.

## TRANSFER OF BUYERS FROM YOUR EOLIS DIRECTORY TO MyEH

Over the course of 2021, we are going to transfer all the businesses you are monitoring in your EOLIS directory over into MyEH. MyEH will then be the only place you will be able to find your directory (you will no longer have access to the directory under EOLIS).

To meet your actual requirements, and to make your directory housekeeping work easier, not all the businesses in the directory will be transferred. Only businesses that are active (i.e. they have not ceased to trade for any reason), and on which you have no credit limits, will be transferred.



**Businesses meeting the following criteria will be deleted from your EOLIS directory automatically:**

Ceased to trade

Already have a limit

### TIPS

- You will of course be able to once again submit limit requests to us for buyers that are not transferred to MyEH.
- **Feel free to start removing businesses with which you no longer trade, even if you are not yet using MyEH.**

The date used to apply the above rules is the date on which you become a MyEH user (this date will be displayed on your ND Cover requests in MyEH).

# SWITCHING TO MyEH - THE IDEAL OPPORTUNITY TO HOUSEKEEP YOUR EOLIS DIRECTORY!

There are two ways to find the businesses that you want to continue to monitor in your directory:

## ▶ Delete the businesses that you no longer want to monitor one by one:

- Find your buyer in EOLIS.
- Click on "Display" from the "My buyer cover" / "Ground-up Buyer List" menu option.
- Click on "Delete" to stop monitoring that buyer.

The screenshot shows the EOLIS interface with a business profile. The 'Supprimer' button is circled in yellow. The profile details include: SIREN, ID Euler Hermes, Forme juridique: SOC. ACT. SIMPL. ASSOCIE, Dénomination sociale, Siège social, NACE: CONS. AFF. MANAGEME., and Statut: Actif. There are also buttons for 'Imprimer', 'Nouvelle consultation', and 'Historique'.

## ▶ Bulk deletion of the businesses that you no longer want to monitor:

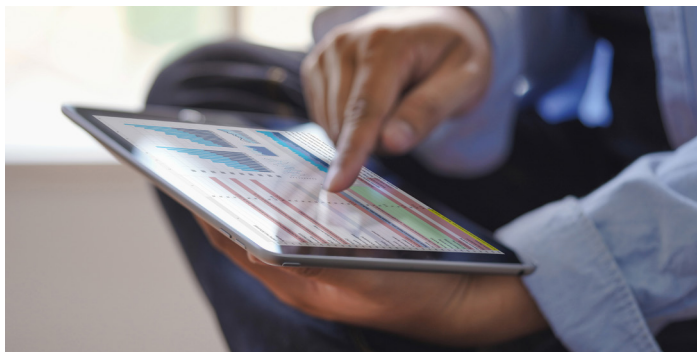
**A** Download your entire directory from EOLIS: Go into "Premium services" / "File transfers" then select "Monitoring and download of response files". Click [here](#) to activate Premium Services.

The screenshot shows the EOLIS interface with the 'Suivi et téléchargement des fichiers de réponses' menu option highlighted in yellow. The menu includes options like 'Suivi et téléchargement des fichiers de réponses', 'Demandes d'agrèments', 'Suppressions d'agrèments', 'Liste des dernières décisions', 'Mise à jour du répertoire', and 'Liste du répertoire'.

**B** Identify the businesses that you no longer want to monitor by sorting the data in Excel.

**C** Delete the businesses that you no longer want to monitor from EOLIS: Go into "Premium services" / "File transfers" then select "Directory update". Select "Deletion" in the "Update type". Upload the file in .txt format by clicking "Browse..." then "Confirm".

The screenshot shows the EOLIS interface with the 'Dépôt de fichiers' process. It includes steps: 'Etape 1 : sélectionnez les paramètres personnalisés de votre demande' (Type de mis à jour: Suppression), 'Etape 2 : créez, formatez et enregistrez votre fichier sur votre poste de travail' (with instructions on file format and upload), and 'Etape 3 : déposez votre fichier' (with instructions on clicking 'Parcourir...' and 'Valider'). A 'Valider' button is at the bottom.



## FOR MORE INFORMATION

Contact your broker or agent

Customer Services will also be pleased to help on **+33 (0)1 84 11 50 54**

This full operating guide is also available on your special website at [monespaceEH.fr](http://monespaceEH.fr)