



Serv@Net

Manual for
Atradius Online-Service

Content

Serv@Net is the Atradius online service that enables a secure management of your policy. This internet-based system is kept simply, easy to use and offers various options to optimize policy handling.

Online features:

- Application for credit limits
- Check your buyer's status
- Display credit limit decisions
- Administration of Credit Limits
- Administration of policy details
- Declaration of sales and receivables
- Notification of non-payments / debt collections / claims



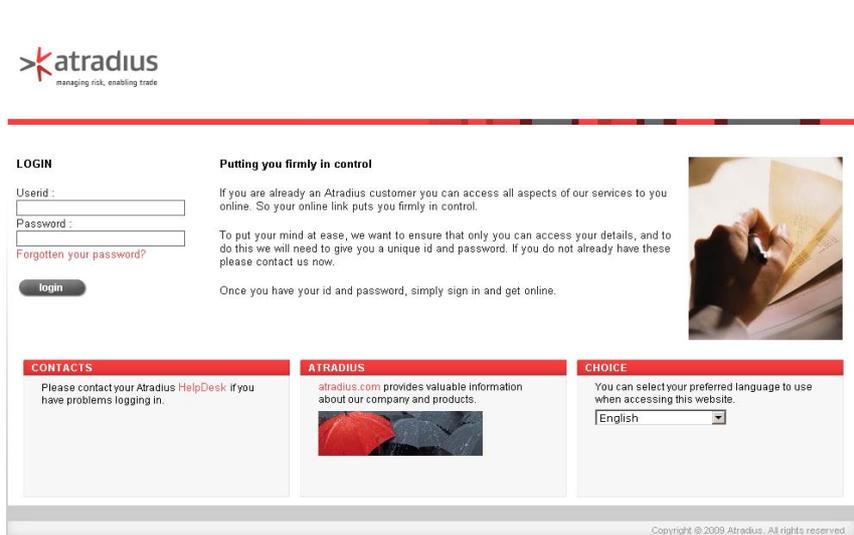
Serv@Net – The Manual

This manual was created for new as well as existing policies and is supposed to make you familiar with existing features. The following instruction allows you to make optimal use of our online services.

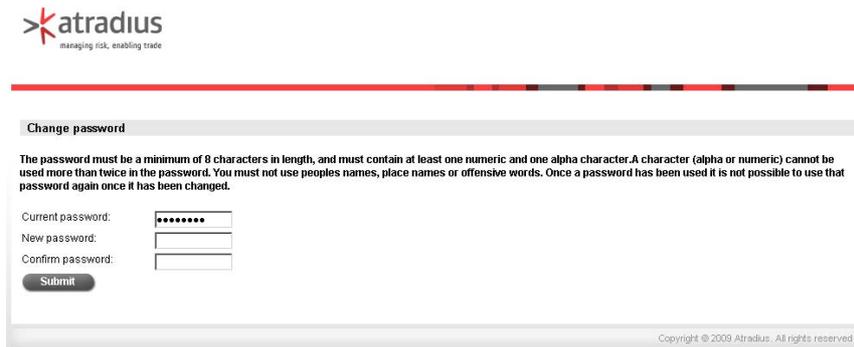
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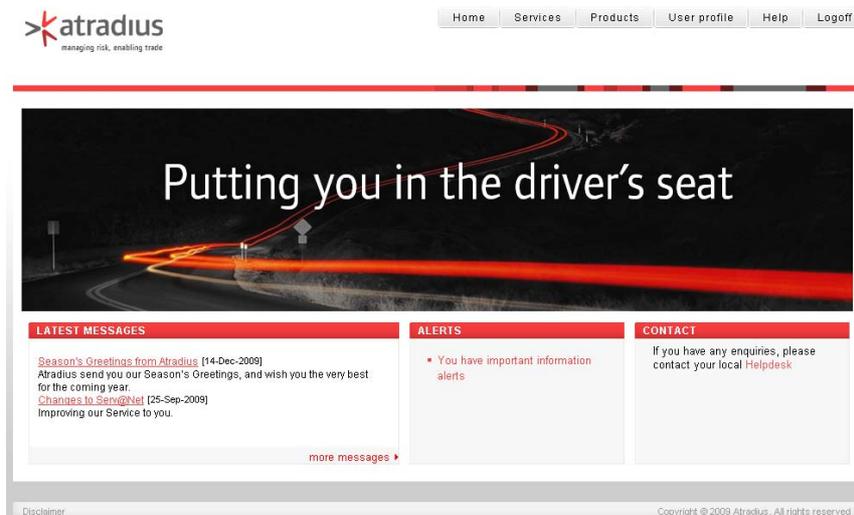
First log-in



The screenshot shows the Atradius login page. At the top left is the Atradius logo with the tagline "managing risk, enabling trade". Below the logo is a "LOGIN" section with a heading "Putting you firmly in control". It contains a "Userid:" field, a "Password:" field, and a "login" button. To the right of the fields is explanatory text: "If you are already an Atradius customer you can access all aspects of our services to you online. So your online link puts you firmly in control." and "To put your mind at ease, we want to ensure that only you can access your details, and to do this we will need to give you a unique id and password. If you do not already have these please contact us now." Below the login section are three columns: "CONTACTS" (with a link to the HelpDesk), "ATRADIUS" (with a link to company information), and "CHOICE" (with a language selection dropdown menu set to "English"). A copyright notice "Copyright © 2009 Atradius. All rights reserved." is at the bottom right.



The screenshot shows the Atradius "Change password" page. It features the Atradius logo and a heading "Change password". Below the heading is a warning: "The password must be a minimum of 8 characters in length, and must contain at least one numeric and one alpha character. A character (alpha or numeric) cannot be used more than twice in the password. You must not use peoples names, place names or offensive words. Once a password has been used it is not possible to use that password again once it has been changed." There are three input fields: "Current password:", "New password:", and "Confirm password:", each with a "Submit" button. A copyright notice "Copyright © 2009 Atradius. All rights reserved." is at the bottom right.



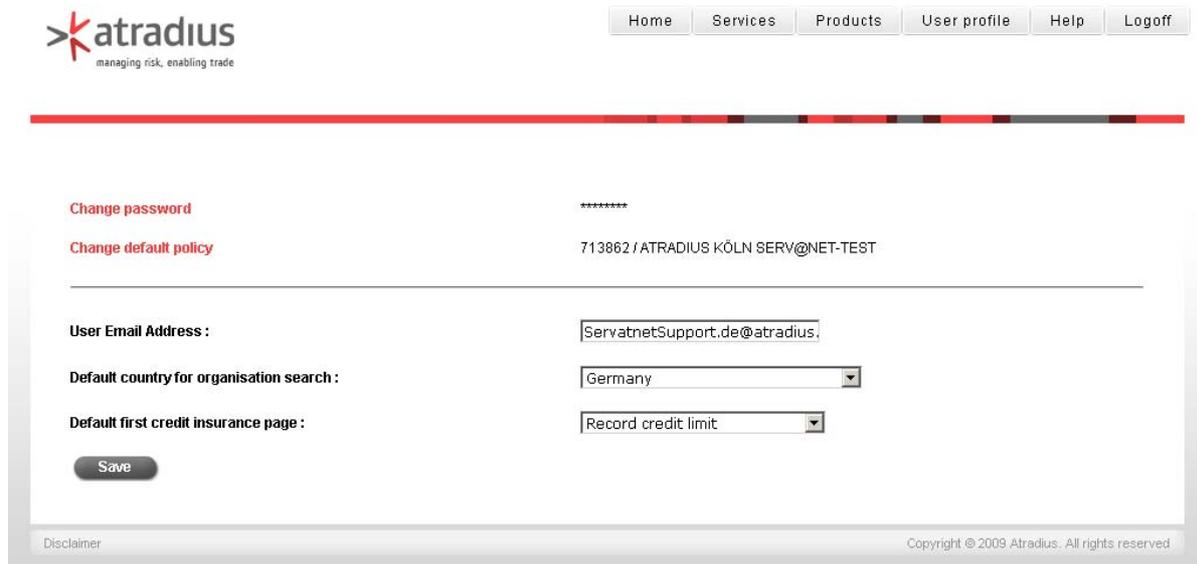
The screenshot shows the Atradius welcome page. At the top left is the Atradius logo. A navigation menu at the top right includes "Home", "Services", "Products", "User profile", "Help", and "Logoff". The main content area features a large banner with the text "Putting you in the driver's seat" over a background image of a road at night. Below the banner are three columns: "LATEST MESSAGES" (with links to "Season's Greetings from Atradius" and "Changes to Serv@Net"), "ALERTS" (with a message "You have important information alerts"), and "CONTACT" (with a message "If you have any enquiries, please contact your local Helpdesk"). A copyright notice "Copyright © 2009 Atradius. All rights reserved." is at the bottom right.

For using Serv@Net, you will be provided with a User-Id as well as password, with which you can log-in under **www.atradius.com/servatnet**. Please choose English from the pull-down menu to display this page in English language. Please insert your **User-ID** in the field Userid and **Passwort** in the field below and click on login. Please **do not** save password in your Browser.

For security reasons you will be asked to enter a new password at initial login. This password **must** consist of a combination of at least eight letters **and** digits. Please enter the newly chosen password into the field **New Password** and confirm your entry in the field **Confirm Password**. Please do not overwrite your old password, being displayed as asterisks in the field Current Password. The new password will be valid from now on and has to be used by all users. Userid will be locked after three false entries. You will get a new password from your local Helpdesk

On the welcome page you will find latest messages as well as alerts and contacts at local helpdesk.

Personalize Serv@Net



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Home Services Products User profile Help Logoff

Change password *****

Change default policy 713862 / ATRADIUS KÖLN SERV@NET-TEST

User Email Address : ServatnetSupport.de@atradius.

Default country for organisation search : Germany

Default first credit insurance page : Record credit limit

Save

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Please chose **Products** from menu bar first and then **Credit Insurance**. Here you can configure which country for buyer search and which welcome page you prefer. Please Click on save. Choose again **Credit Insurance** from the tab **Products**.

With the navigation on the top right, you will get to the following areas.

- **Home:** Always brings you to start page
- **Services:** Here you will find information we want to communicate (e.g. country list) and to our collection service Collect@Net.
- **Products:** Here you will find functions concerning your policy like applying for cover, declaration of sales/receivables, filing of notifications of non-payment etc.
- **User profile:** Here you can change password, preferred policy and country and determine homepage for Credit Insurance. By storing your **User E-Mail Adresse**, you can inquire a new password from login page.
- **Help:** This is the online help, which is helpful at problems submitting data.
- **Logoff:** Here you can log off Serv@Net.

Selection of correct policy

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Home Services Products User profile Help Logoff

Credit limits **Policy information** Non payments Declarations Alerts

Select policy
View policy
Contacts
Aggregates
List invoices
Reports
Requested reports

Record credit limit

Buyer search

Organisation number :

* Country :

Please click [here](#) for help on formats

National registration number :

VAT number :

Name :

Address :

City :

Postcode :

Search

* Mandatory fields

Disclaimer

Customer : ATRADIUS KÖLN SERV@NET-TEST
Customer ID : 15413168 Policy : 713862

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When starting to use Serv@net, please check if the correct policy is displayed in the upper part of the screen. To open another policy, please click **Policy Information** from the navigation bar and than **Select policy**. Choose select policy or relevant policy number.

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Home Services Products User profile Help Logoff

Credit limits **Policy information** Non payments Declarations Alerts

Select policy

Customer : ATRADIUS KÖLN SERV@NET-TEST
Customer ID : 15413168 Policy : 713862

Selection criteria

Policy :

Policy status :

Customer ID :

Customer :

Search Return to full list

Policy list

↑ Policy ↓	↑ Policy status ↓	↑ Customer ID ↓	↑ Customer name ↓
713862	Live	15413168	ATRADIUS KÖLN SERV@NET-TEST
667298	Live	15413168	ATRADIUS KÖLN SERV@NET-TEST

Return to full list

* Mandatory fields

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Search for and creation of buyers

The screenshot displays the Atradius web interface. At the top, the Atradius logo is on the left, and navigation links (Home, Services, Products, User profile, Help, Logoff) are on the right. Below this is a secondary navigation bar with 'Credit limits' highlighted. The main content area is titled 'Record credit limit' and shows user information: 'Customer : ATRADIUS KÖLN SERV@NET-TEST', 'Customer ID : 15413168', and 'Policy : 713862'. The 'Buyer search' section contains the following form fields:

- Organisation number :
- * Country :
- National registration number :
- VAT number :
- Name :
- Address :
- City :
- Postcode :

A 'Search' button is located below the fields. A note indicates '* Mandatory fields'. The footer includes a 'Disclaimer' link and the text 'Copyright © 2009 Atradius. All rights reserved'.

To file an application, you have to find relevant buyer first. By using Serv@Net you can select your buyers in our database, consisting of 52 million entities worldwide.

Under **Credit limits** you can do so by the help of Buyer search in named and unnamed area. Buyers can be searched by name, address as well as register- and/or VAT number.

How to search for buyers?

- In the upper part of the screen, please click on **Credit limits** in the navigation bar.
- Choose Application named insurance or **Credit Checks/Smart Limits** from the submenu.
- Enter detailed required information on your buyer. Ideal is buyer's name and national registration number. For German buyers, please insert commercial register number.
- When searchin a buyer, please make use of „+“ instead of the mercantile „&“.
- For buyers in the US, please also enter the state into the **Region**.
- Click **Search** button
- Results will be displayed on the following page

Search for a buyer

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Home Services Products User profile Help Logoff

Credit limits Policy information Non payments Declarations Alerts

Record credit limit Customer : ATRADIUS KÖLN SERV@NET-TEST
Customer ID : 15413168 Policy : 713862

Buyer list

Total number of matches 30

National registration number:
VAT number:
Name: **CUSTOMISER TEST 12**
Address: OPLADENER STR. 14
50679 KÖLN

National registration number:
VAT number:
Name: **CUSTOMISER TEST 11**
Address: OPLADENER STR. 14
50679 KÖLN

National registration number:
VAT number:
Name: **CUSTOMISER TEST 10**
Address: OPLADENER STR. 14
50679 KÖLN

National registration number:
VAT number:
Name: **CSC VERTRAG FÜR CUSTOMISER**
Address: OPLADENER STRASSE 14
50679 KÖLN
Other business activities
Trade sector:

National registration number:
VAT number:
Name: **CUSTOMISER TEST 1**
Address: OPLADENER STR. 14
50679 KÖLN

National registration number:
VAT number:
Name: **CUSTOMISER TEST 9**
Address: OPLADENER STR. 14
50679 KÖLN

To choose a buyer, please click the red name.

If buyer details are correct, please click on select. You may now process as described in chapter „Application for credit limit“

If information is incorrect, please either choose **return**, or **Names/addresses** to display all Subsidiaries and branches, if we are aware of such.

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Home Services Products User profile Help Logoff

Credit limits Policy information Non payments Declarations Alerts

Record credit limit Customer : ATRADIUS KÖLN SERV@NET-TEST
Customer ID : 15413168 Policy : 713862

Basic organisation details

Registered details

Organisation number : 16642763

Name : CUSTOMISER TEST 1
Address : OPLADENER STR. 14
City : KÖLN
Postcode : 50679
Country : Germany

Select Return Names/addresses Create new buyer

* Mandatory fields
Disclaimer

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Creation of unknown buyers

What to do, if correct buyer cannot be found?

National registration number: VAT number: Name: Address:	CUSTOMER GMBH DIENSTLEISTUNGEN BULERSTR. 60 72218 WILDBERG
National registration number: VAT number: Name: Address:	CUSTOMER FOCUS GMBH KUCKUMER NIERSTR. 5 41812 ERKELENZ
National registration number: VAT number: Name: Address:	CUSTOMER HEARTBEAT GMBH STADTTOR 1 40219 DÜSSELDORF
National registration number: VAT number: Name: Address: Trade sector:	39576B21 5019 CP CUSTOMER PROJECTS GMBH UNIVERSITÄTSRING 6 06108 HALLE Secretarial/translation activities
National registration number: VAT number: Name: Address:	CC-CUSTOMER COMMUNICATION GMBH SACHSENSTR. 7 98617 MEININGEN
National registration number: VAT number: Name: Address:	CUSTOMER IN FOCUS GMBH & CO. KG MAX-PLANCK-STR. 89 40699 ERKRATH
National registration number: VAT number: Name: Address:	CUSTOMER FOCUS HANAUER LANDSTR. 287 60314 FRANKFURT
National registration number: VAT number: Name: Address:	CUSTOMERS CHOICE GMBH RAIFFEISENSTR. 30 70794 FILDERSSTADT

* Mandatory fields

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If a search for a buyer turned out to be unsuccessful, you can click **Create new buyer**. You will find it in the screen **List of buyers** at the end of the list.

Please use this function just in case if named limits are concerned. If you use this feature for Credit Checks/Smart Limits, higher fees may be charged.

Create basic organisation details

* Name:

* Address:

* City:

* Postcode:

Area:

Country: **Germany**

* Legal type:

National registration number:

VAT number:

Telephone:

Fax:

* Mandatory fields

In order to process, it is mandatory to enter buyer's full name as well as legal type.

Please mind to enter national registration number or VAT number, so we can trace buyer faster (obligatory for Belgium, Sweden, France and the Netherlands).

If you are sure that all information is correct, click on save. The system will now generate a data set.



Buyer has been created successfully

Create basic organisation details

Organisation number : 18236953
Name : Serv@Net
Address : Opladener Str
City : Köln
Postcode : 50679
Area :
Country : Germany

Legal type : Unknown / other legal form
National registration number :
VAT number :

Telephone :
Fax :

Continue

* Mandatory fields

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With **Continue** you will return to application screen.

You may now process as described in “**Application for credit limit**”.

Application for credit limit

How to apply for a credit limit?

The first step for an application is the search for the correct buyer you want to apply for.

The fastest way is entering the **Organisation number** or buyer number, which you may probably find on a previous credit limit decision. Enter this into the field **Organisation number** and click on search.

In most cases you will not know the Organisation number, so you will have to choose buyer's country first.

In some countries, trading companies are registered. The corresponding register number can be entered into the field National registration number. If available you will also find a link to the relevant country's national Registry of Companies to support your search. Move your cursor to the ! symbol next to it.

If you do not have any of these numbers mentioned before on hand, you may also find your buyer by entering company's name. Enter it into the field "Name". We recommend entering town or ZIP code in addition.

All mandatory fields are always marked with an asterisk (*).

Click **Search** after input.

Buyer details will be displayed. If you notice that displayed data does not match, click **Return** in order to get back to the list. You may also click **Names/Addresses** to enter further addresses known to us (e.g. subsidiaries or branches)

Click **Select** to get to application screen with the correct buyer. If you have an application pending or already a credit line in place, details will be displayed here.

Please enter the requested amount in this screen, but note that you have to enter amounts in thousands (e.g. 25 for an **Application amount** of 25.000,-).

Currency is set to your policy's default currency. Via relevant list you may also select different currencies if required. Please note that all decisions will be made in your policy's default currency. You are obliged to assure that the credit limit covers sales volume with relevant buyer in full.

In the field **Your reference** you may enter customer's number used by you for this buyer. This number will appear on all documents concerning this buyer.

You can also change priority from normal to urgent. Please enter urgent applications just if they are really urgent.

Depending on your policy, additional information will appear in the lower part of this screen.

Change **Terms of payment period**, risk amount, **Credit risk period**, **Total horizon of risk** and **Payment terms** just in those cases where they differ from contractual terms.

Third country: Mark this field, if goods are delivered into a country differing from your buyer's country. In those case we ask you for additional information on the third country in the free text field **Additional information**.

Associated company: Mark this field, if you are participating directly or indirectly in this buyer, or if you have other relevant influence on buyer's management.

If all information is complete, click **Process**

If you have any additional information relevant for a decision (third country, extraordinary payment terms etc.) click **Additional information**. In this screen you may enter further relevant information concerning your application.

In this field you can enter additional information for the Underwriter. Please enter additional information e.g. in such cases where you have marked Third country.

Please note that you disable any immediate automatic reply in case you enter additional information.

Information via email, fax or post: If you want to provide us with relevant information via email, fax or post, please declare if it concerns annual reports, interim reports or any information and in which form (email and/or fax and/or post) you will provide us with this information.

If you indicated sending information via email, a link **Additional information via email** will be displayed. Click it and a email template with correct and relevant email address will open.

If you indicated sending information via fax, a link **Create fax header for additional information** will be displayed. Click it to open a fax template you may print and use as cover sheet. Please take correct fax number from this template.

Please indicate, if we are allowed to disclose your company's name as insured supplier when contacting buyer for accounts.

To process, click **Process**.

Our decision will be displayed on the screen.

Possible results

- FULLY APPROVED
- APPROVED WITH COMMENTS/REMARKS
- PARTIALLY APPROVED
- REFUSED
- Your application was referred to Underwriter

Record credit limit application

Customer : SERV@NETSERV@NETSERV@NET
Customer ID : 15413168 Policy : 713862

Buyer details

Organisation number :	18225843	VAT number :	
Name :	SERVATNET	Telephone :	
Address :	OPLADENER STR KÖLN 50679 Germany	Fax :	
National registration number :		Trade sector :	

Application details

Application amount (000) : 

Currency :

Your reference :

Priority : Normal Urgent 

Additional details

Terms of payment period : (Days) 

To add any further information relevant to your application please click the "Additional information" button.

Only enter additional information at this stage if it must be considered before a decision is given. Please remember that entering Notes will always prevent you from receiving an immediate decision online.

You will be able to enter additional information if the application is referred to an underwriter.

* Mandatory fields

What happens if Serv@Net cannot establish cover immediately ?

In some cases it may be possible that your application cannot be decided immediately. As soon as a decision was made, we will inform you on your start page under **Alerts**. In addition there is also the possibility to see information on decision status and level of cover via function **List credit limits**.

Record credit limit

Customer : SERV@NETSERV@NETSERV@NET
Customer ID : 15413168 Policy : 713862

 Your application has been referred to an underwriter.

 We are seeking further information.

Buyer details

Organisation number :	18225843	VAT number :	
Name :	SERVATNET	Telephone :	
Address :	OPLADENER STR KÖLN 50679 Germany	Fax :	
National registration number :		Trade sector :	

Priority : Normal
Application amount (000) : 10 Euro

Add notes

If you are intending to send additional financial information on your buyer by E-mail, fax or mail, please indicate here:

annual accounts dated

interim report dated

Other

I will send the information: by Mail by Fax by E-mail

Please check box if we are able to mention your name as the Insured when contacting this buyer for financial information

Application for Credit Check/Smart-Limit

How to apply for a Credit Check/Smart limit?

After you have identified your buyer, please enter the following details:

- The field **Your reference** is a free text field for a maximum of 17 digits. Here you may enter your internal customer number for this buyer.
- Click **Process** and your Smart limit will be decided.

Possible results

- **Positive:** The contractual amount applies.
- **Negative:** The requested Credit check could not be approved, due to possibly incomplete information on hand.
- **Not possible:** A decision on the applied limit was not possible, as probably insufficient information on your buyer is on hand. For this check you will not be charged with fees. If you wish an assessment nevertheless, please note that this is just possible in the named coverage and that higher fees will be charged.

The screenshot shows the Atradius web application interface. At the top left is the Atradius logo with the tagline "managing risk, enabling trade". To the right are navigation buttons: Home, Services, Products, User profile, Help, and Logoff. Below this is a secondary navigation bar with buttons for Credit limits (highlighted), Policy information, Non payments, Declarations, and Alerts. The main content area is titled "Record credit check" and includes customer information: Customer : SERV@NETSERV@NETSERV@NET, Customer ID : 15413168, and Policy : 713862. Under "Buyer details", there is a table with fields for Organisation number (16642805), Name (CUSTOMISER TEST 10), Address (OPLADENER STR. 14 KÖLN 50679 Germany), National registration number, VAT number, Telephone, Fax, and Trade sector. The "Application details" section contains a "Your reference" field with an input box and "Process" and "Cancel" buttons. A footer contains a disclaimer and copyright notice: "Copyright © 2009 Atradius. All rights reserved."

Credit check result

Customer : SERV@NETSERV@NETSERV@NET
Customer ID : 15413168 Policy : 713862

 **Positive**

Buyer details

Organisation number :	14192174	VAT number :	DE812947877
Name :	TRUSTED SHOPS GMBH	Telephone :	0221 775366
Address :	SUBBELRATHER STR. 15C KÖLN 50823 Germany	Fax :	0221 7753689
National registration number :	50939B32735	Trade sector :	Other service activities nec

Your reference :

[Return](#) [Printable version of screen](#) [Record credit limit on another buyer](#)

* Mandatory fields

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Credit check result

Customer : SERV@NET
Customer ID : 15413168 Policy : 713862

 **Negative**

Buyer details

Organisation number :	16151034	VAT number :	
Name :	CSC VERTRAG FÜR CUSTOMISER	Telephone :	022120444000
Address :	OPLADENER STRASSE 14 KÖLN 50679 Germany	Fax :	022120444001
National registration number :		Trade sector :	Other business activities

Your reference :

[Return](#) [Record credit limit](#) [Printable version of screen](#) [Record credit limit on another buyer](#)

* Mandatory fields

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Check and amendment of cover

The listing function offers several possibilities to specify the display of desired information, facilitating your credit management. To get to this site, please click **Credit limits** first and then **List credit limits**.

In the upper part of this page you can choose the relevant policy (a special one or all if needed).

If you want to get information displayed for a special buyer, enter buyer number into the field **Organisation number**. By using the button on the right, you can also find buyer via buyer search.

You may also restrict search to the reference number given by you. Enter this into the field **Your reference**.

If you use your reference number with partly digits in common, you can also operate with a wild-card character. If you want to list all reference numbers beginning with 123 for instance, enter the figures in common followed by an asterisk * (e.g. 123*).

To restrict listing to a country, please select it from the list **Country**.

In the section **content** you can define information which is to be displayed with the restrictions mentioned above. Therefore please mark relevant tick boxes. To get all current decision displayed, please keep tick box for **Current decision** activated and click **List**. Also credit limits not valid anymore, thus the historic ones, can be listed by activating relevant tick box. Multiple selections are possible, so you can e.g. get current credit limits and Credit Checks/Smart limits displayed at the same time.

The filter allow you to e.g. to hide all refusals (zero decisions) from the list of current credit limits (tick boxes current decision + Exclude zero decisions activated)

In the section Date range you can restrict listing depending on your marked criteria to a period of time. Choose type of date and select period by using the calendar symbols.

Last option is the selection of **Currency**. Your policy currency is set as default. From a list you may also choose a different currency.

Example 1:

You want to get all current decisions displayed without refusals (zero decisions).

Activate tick boxes for Current decisions and Exclude zero decisions. Click **List**.

Example 2:

You want to get all Current decisions displayed (including Refusals) and Credit Checks/Smart Limits, which were decided in December 2008.

Activate tick boxes for Current decisions and Current credit check, mark the option Decision date and set 01 Dec. 2008 as Start date and 31 Dec. 2008 as End date. Click on **List**.

Example 3:

You would like to know, which current applications have not been decided yet. Activate tick box **Current application** and deactivate all others. Click on **List**.

Credit limits/checks selection criteria

Customer : SERV@NET
 Customer ID : 15413168 Policy : 713862

Customer criteria

Customer ID: 15413168 Policy: 713862/Compact

Buyer criteria

Organisation number:

Your reference: !

Country:

National registration number:

VAT number:

Go to buyer search

Content of list

Case type status

- Current application
- Current decision
- Current credit check
- Current indication
- Historic application
- Historic decision
- Historic credit check

Case type filter

- Exclude zero decisions
- Zero decision only
- Positive credit check only
- Negative credit check only
- Withdrawn decision/credit check

Date range

- Application date range
- Decision date range
- Historic date range
- Expiry date range(Please leave date range blank to search for all expiry dates)

Start date:

End date:

Display options

Display currency:

List

<input type="checkbox"/>	Current credit check Credit check Positive	Buyer name : TEST Country : DEU Date : 28 Jan 2010 Conditions :	Organisation number : 91386649 Reference : Changed :
<input type="checkbox"/>	Current credit check Credit check Positive	Buyer name : TEST GMBH Country : DEU Date : 28 Jan 2010 Conditions :	Organisation number : 10312919 Reference : Changed :
<input type="checkbox"/>	Current credit check Credit check Positive	Buyer name : TEST GMBH Country : DEU Date : 28 Jan 2010 Conditions :	Organisation number : 11568483 Reference : Changed :
<input type="checkbox"/>	Current credit check Credit check Positive	Buyer name : TRUSTED SHOPS GMBH Country : DEU Date : 28 Jan 2010 Conditions :	Organisation number : 14192174 Reference : Changed :

Cancel Return New list

* Mandatory fields

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How to apply for an **increase**?

- Open limit list as described earlier.
- Click buyer's red name and click at the button **Increase / Credit limit application** at the end of the screen
- In the following screen, your current credit limit will be displayed.
- Enter under Application amount your requested limit and click **process**.
- Please answer the question, if current limit is to be replaced, with **Yes**.
- The decision (see p. 10) will be communicated in the following screen.

How to apply for a **decrease**?

- Open limit list as described earlier.
- Click buyer's red name.
- In the following screen, your current credit limit will be displayed. Please overwrite the current decision with the new lower amount and click the button **Decrease**.
- The decision will be communicated in the following screen.

How to **cancel** a credit limit?

- Open limit list as described earlier.
- Each decision displayed in this list has its own tick box on the left.
- Activate this tick box of the limit want to cancel and click **Cancel** down the list. Please note that you can not cancel refusals, so called zero decisions.
- Credit limits to be cancelled will be displayed in the following screen for check.
- If you confirm cancellation of cover with **Yes**, it will be terminated immediately.
- Limit's status remains in the list of **Current decisions** for the time being. If you open this list again, status will automatically change to **Credit limit cancelled**.
- By clicking the link **Next page**, you can get to the next entries.
- You will find this credit limit the next day in the list of **Historic decisions**.

Information on your policy

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Home Services Products User profile Help Logoff

Credit limits **Policy information** Non payments Declarations Alerts

List invoices Customer : SERV@NET
Customer ID : 15413168 Policy : 713862

Selection criteria

Policy: 713862 / Compact

Invoice type: C/L charge
Minimum premium
Minimum premium reconciliation

Start date: dd Mon yyyy

End date: dd Mon yyyy

List

* Mandatory fields

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The area Policy information contains numerous information on your policy.

List invoices

All invoices concerning your policy including Credit Limit charge and policy charges are displayed here.

Contacts

All contacts to your company are listed here. In this area you may amend all listed contact details. In addition you have also the opportunity to add new contacts here. Changes made may also affect our postal correspondence.

Policy selection

Please select the policy on which you want to get information displayed.

View policy

This area contains further policy details, as well as detailed information your policy clauses and conditions.

Filing notification of non-payments / debt collections / claims

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Home Services Products User profile Help Logoff

Credit limits Policy information **Non payments** Declarations Alerts

Record non payment Customer : SERV@NET
Customer ID : 15413168 Policy : 713862

Please select only one option. For an explanation of each option please click on the 'Information' button.

notification

Notification of non-payment only. Information

Notification of non-payment + claim.

Collection

Collection only: Uninsured debt Information

Collection of non-payment + claim: Insured debt

Claim only

Claim only. Information

Other

We wish to continue recording a partially recorded case.
Add further information

Please click [here](#) to view the declarations and authorisations.

Please click [here](#) for details of documents which you will need to record your case.

* Mandatory fields

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This page offers you the possibility to file claims on this page. Here are just those options available, which are agreed in your policy.

There are basically 3 different cases

- **Notification of non-payment without collection order:** You inform Atradius about a non-payment, but do not mandate Atradius for debt management or collection
- **Notification of non-payment including collection order:** You inform Atradius about a non-payment, and mandate Atradius for debt management or collection in addition
- **Record claim:** Here you can declare losses.

Depending on your policy, other choices will be offered (e.g. Notification of non payment and claims declaration.)

Furthermore, you have the option to continue a saved case or to change a pending debt collection case or existing notification of non-payment into a claim case from this page.

You can click appropriate option directly.

It is not mandatory to insert all information on one case immediately. During this notification you can always save inserted information, by clicking Save and continue later. As soon as you are available again, you can continue completing this case. Please note that this case can just be forwarded to Atradius upon completion.

Record non payment

Customer : SERV@NET
Customer ID : 15413168 Policy : 713862

Buyer search

Organisation number : 

* Country : 
Please click [here](#) for help on formats

National registration number :

VAT number :

Name :

Address :

City :

Postcode :

* Mandatory fields

Disclaimer

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First step is the search for the buyer on which you want to file a case.

The fastest way is entering the **Organisation number** or buyer number, which you can find on previous credit documents. Insert this number into the field Organisationnumber and click Search.

In case you do not have any of the a.m. numbers on hand, you can also search for a buyer by it's company name. Enter this into the field **Name**. In addition, entering **City** or **Postcode** is recommended.

All mandatory fields are marked with an asterisk*. Click **Search** after entering .

Credit limits | Policy information | **Non payments** | Declarations | Alerts

Record collection Customer : SERV@NET
Customer ID : 15413168 Policy : 713862

Record collection - Debt details

Case number : 9273833
Buyer : 16151034 CSC-VERTRAG FÜR CUSTOMISER

You now need to record details of the non-payment. Please provide all information which is applicable. You must provide information for the items marked * to continue.

* Do you have more than 10 invoices to record?

* Please select the case type.

* Please indicate if the buyer is disputing the debt and enter any relevant information in the box provided.

Customer reference

Agent's fees / commission.

Late payment interest %.

Another company supplied the goods on our behalf.

Any future claim payments related to this case should be made to a 3rd party.

If the debtor details displayed on your invoices are different to those shown, please enter the details here, otherwise leave blank.

Name : CSC-VERTRAG FÜR CUSTOMISER
Address : OPLADENER STRASSE 14
KÖLN
50679
Germany

* Mandatory fields

On this page we will explain how to register late payments.

Please enter all relevant information concerning your receivables. If there are more than 10 invoices **per month**, you may consolidated them. Please answer the relevant question with **Yes**.

All mandatory fields are marked with an asterisk*.

Click return to get back to previous page. Please correct eventual mistakes.

In case you notice that a case was settled by an incoming payment for a filed case or while you are entering a new one, you can delete this case by clicking **Delete the case**. This is just possible in such case, which were not yet submitted to Atradius.

Click on **Save and continue later**, in order to save all current entries and to continue later.

To continue, please click **Next**.

Record collection

Customer : SERV@NET
Customer ID : 15413168

Policy : 713862

Record collection - Financial transactions

Case number : 9273833
Buyer : 16151034 CSC VERTRAG FÜR CUSTOMISER
Customer reference :

Default date format : dd mm yyyy

Please enter all of the outstanding transactions, and those yet to fall due, including any extensions agreed. When all details are complete, click on Next.

* Type : Invoice

* Currency : Euro

* Gross amount (including tax) : 10000

Tax rate : 19 % or Amount :

* Document date : 15 09 2009

* Due date : 30 11 2009

* Document number : 1234

Save

Return

Save and continue later

Bulk upload

* Mandatory fields

Disclaimer

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You will now get to the page Financial transactions. Use this page to enter all relevant transactions. Use the list Type for entering an invoice for example. When entering currency, please note that you must not select your policy currency, but transaction's currency.

All mandatory fields are marked with an asterisk*.

When selecting invoices, the field **Date** refers to the date when invoice was issued. If you entered more than 10 invoices per month at the beginning, you will now find to date fields. Enter invoice dates **(with blank space)** of the first invoice into the first field, while the filed To must contain date of last invoice.

As **Due date** and as **Your reference**, please enter data from your first invoice.

After having entered all data, please click **Save**. Transaction entered by you will now appear further down. Further transaction may now be entered. The field Currency is now set by default for following transactions. Please change it in case that later transactions were made in a different currency.

Each transaction saved but not yet submitted to Atradius, can be opened again and from the list below and amended by clicking Type (e.g. invoice)

When entering a case, you always have the chance to stop entering and to complete it later. Therefore click Save and continue later.

Click **Return** to get back to previous page.

Click **Next** to process this case.

In case you notice that a case was settled by an incoming payment for a filed case or while you are entering a new one, you can delete this case by clicking **Delete the case**. This is just possible in such cases, which were not yet submitted to Atradius

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Home Services Products User profile Help Logoff

Credit limits Policy information **Non payments** Declarations Alerts

Record collection Customer : SERV@NET
Customer ID : 15413168 Policy : 713862

Record collection - Debt summary

Case number : 9273833
Buyer : 16151034 CSC VERTRAG FÜR CUSTOMISER
Customer reference :

Please check the debt summary below.

We have summarised your debt in the transaction currency and in your policy currency - Euro

	Currency	Gross amount (including tax)	Policy currency
Invoice	Euro	10,000.00	
Invoices total			Euro + 10,000.00
Debit total			Euro 10,000.00

If the figures are a true reflection of the debt click 'Next' to continue, or alternatively click 'Return' to correct.

Next Save and continue later Return

* Mandatory fields
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You will now get to a summary of all receivables overdue, being displayed in policy's currency.

For correcting faulty entries, please click **Return** to get back to entry mask for transactions.

If all information was entered correctly, click **Next**.

Also at this point you have the chance to interrupt and to continue entering information later. Click **Save and continue later**.

If you clicked Continue, you will get to a page where you have to record **Additional information** to your case. All mandatory fields are marked with an asterisk*.

If you have not mandated Atradius with administration and collection of your receivables (thus debt collection), you must inform us, if you have already sent this case to a **lawyer or collection agency** (and if yes, to which).

Also at this point you have the chance to interrupt and to continue entering information later. Click **Save and continue later**.

Click **Return** to get back to previous page.

Click **Next** to process this case.

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Home Services Products User profile Help Logoff

Credit limits Policy information **Non payments** Declarations Alerts

Record collection Customer : SERV@NET
Customer ID : 15413168 Policy : 713862

Record collection - Additional details

Case number : 9273833
Buyer : 16151034 CSC VERTRAG FÜR CUSTOMISER
Customer reference :

* Reason for non-payment. Protracted default
* Description of goods / services. Spielzeug

Please click all of the options below that are applicable.

You must then provide further details together with any other relevant information in the notes box.

This information is essential if Atradius is to process the case accurately.

The goods / services were not accepted by the buyer.

We have retention of title in our terms and conditions.

We hold other securities on this debt.

Notes

Next Save and continue later Return

Record collection

Customer : SERV@NET

Customer ID : 15413168

Policy : 713862

Record collection - Additional information

Case number : 9273833
Buyer : 16151034 CSC VERTRAG FÜR CUSTOMISER
Customer reference :

Submit the case to Atradius

Please click [here](#) to view the declarations and authorisations.

We hereby certify that the information recorded on this case is correct to the best of our knowledge and belief. We confirm that we have read and hereby make and grant all necessary declarations and authorisations in relation to this case.

We acknowledge that nothing in this form amends, alters or waives any of the provisions of the policy, and that acceptance of this form is not acceptance of any claim by Atradius.

If you wish to complete the recording of this case please click 'I Agree'. This saves the case and sends it to Atradius.

I Agree

Save and continue later

Return

* Mandatory fields

Disclaimer

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Click **I agree** to submit this case to Atradius. Please note that we cannot process this case earlier.

Also at this point you have the chance to interrupt and to continue entering information later. Click **Save and continue later**.

Click **Return** to get back to previous page.

Declaration of sales and receivables

The screenshot shows the Atradius web application interface. At the top left is the Atradius logo with the tagline "managing risk, enabling trade". To the right is a navigation menu with buttons for Home, Services, Products, User profile, Help, and Logoff. Below this is a secondary navigation bar with buttons for Credit limits, Policy information, Non payments, Declarations (highlighted in red), and Alerts. The main content area is titled "Record declaration" and includes the following elements:

- Customer information: Customer : SERV@NET, Customer ID : 15413168, Policy : 713862
- Section: "List declaration periods" with a dropdown menu showing "01 Oct 2009 / 30 Sep 2010".
- A button labeled "New declaration".
- A note: "* Mandatory fields".
- Footer: "Disclaimer" on the left and "Copyright © 2009 Atradius. All rights reserved" on the right.

Please select the period from the list for which you want to declare sales/receivables. Click **New Declaration** to get to entry mask.

Record declaration

Customer : SERV@NET
Customer ID : 15413168

Policy : 713862

Declaration details

Declaration period: 01 Oct 2009 / 30 Sep 2010

Nil declaration:

Please enter amounts to the nearest whole unit of the appropriate currency.

1	Country:	Belgium	Currency:	EUR
	Terms of payment:	CR -120 DAYS	Amount:	15000
	Special reference:			
2	Country:	Germany	Currency:	EUR
	Country:	CR -120 DAYS	Amount:	20000
	Special reference:			
3	Country:	Italy	Currency:	EUR
	Terms of payment:	CR -120 DAYS	Amount:	5000
	Special reference:			
4	Country:		Currency:	EUR
	Terms of payment:		Amount:	
	Special reference:			
5	Country:		Currency:	EUR
	Terms of payment:		Amount:	
	Special reference:			

Record declaration

Before entering your declaration, please note following advices.

Declaration can just be made for the contractually agreed reporting periods (e.g. monthly)

If you have access to more than one policy via Serv@Net, you must log in for each policy separately.

Please enter just even amounts without comma, blank spaces, thousands separator or cent amounts (e.g. 15264 instead of 15.264,10).

In order to facilitate entering declaration, the system offers you an template on the entry mask, into which you just have to enter amounts. It bases upon the settings you have used within the last twelve months for your declaration. In case you have never made a declaration before, your credit limit decisions will be considered when creating a template.

The template can be found in the upper part of the screen and starts with line 1. It is sorted alphabetically by country, while one country may appear multiple times in those case where you have different declarations in the past with different conditions.

Enter amounts into relevant fields, if one line of the template is suitable. Please check always exactly, if all information in a line (country, buyer type, conditions) is correct. Should a line in the template not offer suitable entries, please leave it blank. Please do not enter any zeros into any amount fields.

If the system should not offer an adequate setting, you can add or amend settings via the five times sized table below. For five further lines, please click **Next page**.

In the first field you can select buyer's country for which you want to declare amounts. If foreign sales or receivables are to be declared, select Export as country. As soon as you have selected a country, the field payment terms and payment conditions respectively will be displayed automatically. Data base upon the insured debtors and the credit period as agreed in your policy.

The currency will be your policy's currency as default. It can be altered via drop down menu.

Please also enter even amounts here (e.g. 15264 instead of 15.264,40).

If you want to have a certain text printed on your premium invoices, you can enter it into the field Invoice text on the left.

If you want to submit us important information concerning created declaration (such as changes in calculating amounts), you may use the text field Declaration text.

If there are no sales or receivables to declare, you can use the tick box **Nil declaration**. Proceed according to a.m. process, but without entering amounts. Just mark the field Nil declaration.

After having made all declarations, click **Submit**.

Customer : SERV@NET
Customer ID : 15413168 Policy : 713862

Declaration summary

Declaration period: 01 Oct 2009 / 30 Sep 2010

Number of declaration lines entered: 3

Country:	Belgium	Declared amount (EUR):	15,000.00
Payment terms:	120 DAYS	Cover type:	Credit risk
Converted amount in EUR:	15,000.00	Premium rate %:	0.500
Premium amount in EUR:	75.00	Special reference:	
Country:	Germany	Declared amount (EUR):	20,000.00
Payment terms:	120 DAYS	Cover type:	Credit risk
Converted amount in EUR:	20,000.00	Premium rate %:	0.380
Premium amount in EUR:	76.00	Special reference:	
Country:	Italy	Declared amount (EUR):	5,000.00
Payment terms:	120 DAYS	Cover type:	Credit risk
Converted amount in EUR:	5,000.00	Premium rate %:	0.500
Premium amount in EUR:	25.00	Special reference:	
Total converted declared amount in EUR:	40,000.00		
Total premium amount in EUR:	176.00		

Invoice text:

Notes:

Please check your declaration and select "Submit" to submit it, or "Return" to amend it.
Please note that the premium amount on your invoice might be different to that displayed here due to currency exchange rate updates for this month.
We hereby certify that this submission is a full and accurate declaration for the period specified.

Submit Return

* Mandatory fields

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A survey of all entered amounts with contractual premium rates as well as estimated premium will be displayed.

To correct your entries, click Return, so you will get back to the entry mask with your data.

If all entries are correct, click Submit to submit your declaration of sales/receivables to Atradius.

Alerts

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Home Services Products User profile Translations Help Logoff

Credit limits Policy information Non payments Declarations Alerts

Alerts Customer : ROSTFREI-STAHL GEISWEID
Customer ID : 9072269 Policy : 820972

Selection criteria

Policies
Select policy: All
Alert type: All types
Status: All types
Order by: Date descending

Alert dates
Start date: dd Mon yyyy
End date: dd Mon yyyy

Search

Please use the E-mail alerts option on the menu to be advised of your alerts by E-mail

Page number : 1 [Next page>](#)

<input type="checkbox"/>	Date	29 Jan 2010
	Policy	9507321
	Description	Buyer rating movements
	Additional information	You have 3 significant improvements, 1 significant falls and 0 movements to 100
<input type="checkbox"/>	Date	29 Jan 2010
	Policy	416669
	Description	Credit limit due to expire within 30 days. This alert will be deleted if a new application is made
	Additional information	Buyer 3464291 / AUTOGEEN B.V. / On date 27 Feb 2010

This area offers you an information service on the most recent activities and necessary actions. There are two types of alerts: **Action alerts** and **Information alerts**.

Via the welcome screen and the navigation bar you will have access to this area.

Action alerts

Action Alerts remind you of actions to be taken for important parts of your policies. Your insurance cover will be endangered, if you do not follow up action alerts.

Information alerts

Information alerts keep you updated on activities concerning your policy, such as policy or cover amendments. Furthermore, you will automatically be reminded, which actions are due.

For a target-orientated search, various criteria are available.

Select relevant alerts by selecting a date.

Please note that action alerts can not be deleted.

Recent events

The screenshot shows the Atradius web interface. At the top, there is a navigation bar with links for Home, Services, Products, User profile, Help, and Logoff. Below this is a secondary navigation bar with tabs for Credit limits, Policy information, Non payments, Declarations, and Alerts (which is highlighted in red). The main content area is titled 'Recent events' and includes customer information: Customer : ATRADIUS KÖLN SERV@NET-TEST, Customer ID : 15413168, and Policy : 713862. Under 'Selection criteria', there are three dropdown menus: 'Policies' (set to All), 'Event type' (set to All), and 'Order by' (set to Date descending). A 'Search' button is located below these filters. The results are displayed in a table with the following content:

Date	20 Jan 2010
Policy	713862
Description	Your policy conditions have changed
Additional information	

At the bottom left, there is a note: * Mandatory fields. At the bottom right, there is a copyright notice: Copyright © 2009 Atradius. All rights reserved.

Pending cases

By using **Recent events**, you can get to a summary of latest changes in your policy. This option is useful if you are in need of a summary of last week's or month's activities. By clicking the red date of a list entry (e.g. for credit limit decision), detailed information concerning this event will be displayed.

If you want to narrow list further, or if you want to view events separately, you can define via selection menu, which event type shall be displayed in which sorting of dates.

To this belong among others:

- Events on credit limits
- Invoices or
- Policy amendments.

Then click search. Also here you have the option to to display further details by clicking on the date

Email alerts

The screenshot shows the Atradius web portal interface. At the top left is the Atradius logo with the tagline 'managing risk, enabling trade'. To the right is a navigation menu with buttons for 'Home', 'Services', 'Products', 'User profile', 'Help', and 'Logoff'. Below this is a secondary navigation bar with buttons for 'Credit limits', 'Policy information', 'Non payments', 'Declarations', and 'Alerts' (which is highlighted in red). The main content area is titled 'Alerts E-mail address'. On the right side of this area, customer information is displayed: 'Customer : ATRADIUS KÖLN SERV@NET-TEST', 'Customer ID : 15413168', and 'Policy : 713862'. The form contains two fields: 'Enable E-mail :' with a checked checkbox, and 'E-mail address :' with the text 'ServatnetSupport.DE@atradius.com'. A 'Save' button is located below the form. At the bottom left of the form area, there is a note: '* Mandatory fields' and 'Disclaimer'. At the bottom right, there is a copyright notice: 'Copyright © 2009 Atradius. All rights reserved'.

Email Alerts

On this page you can enable the **email alert** service. This means that you will get informed about new alerts (action and information alerts) via email. This would be reasonable especially if you use Serv@Net seldomly, and if you do not want to miss an alert.

To activate, please enter **one** email address in the relevant field. Mark relevant tick-box Enable E-mail and click Save finally.

Please be informed that you can at present enter just **one** e-mail address.

This may also be a email address which is used by several persons (e.g. info@companyname.com), as long as it can be reached externally.

The email will just inform you about the alert type (action or information alert), as well as affected policy number. It will not inform you about the content. Log on at Serv@Net in order to read the new alert.

You will not be informed for each alert by a separate email in order to limit incoming mails in your mailbox. As soon as new alerts were posted, you will get a new email. No new email will be sent unless you have read your alerts in the meantime.

Credit limit documents via email

As Atradius client you may also receive credit limit decisions comfortably via email. This modern way of notifications offers various advantages.

You will not just receive your documents much **faster**, but also **without** the **risk** of losing the document by mail. Furthermore, your internal **communication**, as well as **archiving** is made much easier.

Each email contains a credit limit decision in PDF* format, which fits exactly to your paper size and can easily be printed.

If you do not want to receive your credit limit decisions via mail, but faster and more reliable via email, please process as described below.

Credit limits					Policy information	Non payments	Declarations	Alerts
Document contacts overview					Customer : ATRADIUS KÖLN SERV@NET-TEST Customer ID : 15413168 Policy : 713862			
	Contact		Other organisation	Delivery Method	No. of Copies			
Credit limit documents								
Credit Limit Decisions	Send to	FRAU CHRISTIANE MANSFELD		E-mail (attachment)				
Policy documents								
Policy Documentation	Send to	FRAU CHRISTIANE MANSFELD		Print				
Declaration Correspondence	Send to	FRAU CHRISTIANE MANSFELD		Print				
Country Schedule Amendment Notification	Send to	FRAU CHRISTIANE MANSFELD		Print				
Credit Limit Tariff Amendment Notification	Send to	FRAU CHRISTIANE MANSFELD		Print				
Invoice documents								
Premium Invoices	Send to	ATRADIUS KREDIT-	ATRADIUS SERVICES I	Print				
Credit Limit Invoices	Send to	FRAU CHRISTIANE MANSFELD		Print				
Claims documents								
General Claims Correspondence	Send to	FRAU CHRISTIANE MANSFELD		Print				
Claims Payment Letters	Send to	FRAU CHRISTIANE MANSFELD		Print				
Claims Payment Invoice	Send to	FRAU CHRISTIANE MANSFELD		Print				
Claims Other Invoice	Send to	FRAU CHRISTIANE MANSFELD		Print				
Change recipient								

1. Click **Policy information** and **Contacts** from the mail menu. You will see a list of all your relevant contacts known by us at your company.
2. To change delivery method to email, please click **Change receipt**.

Individuals

Customer : ATRADIUS KÖLN.SERV@NET-TEST
Customer ID : 15413168 Policy : 713862

<input type="radio"/>	Name : E-mail address :	FRAU CHRISTIANE MANSFELD servatnetsupport.de@atradius.com	Telephone : E-mail Address Status :	022120444044 Inactive. Not Selected
<input type="radio"/>	Name : E-mail address :	Vorname Nachname	Telephone : E-mail Address Status :	+49(0)123456

* Mandatory fields

Disclaimer

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- Click contact's red name, who receives credit limit decisions via mail.
- If no contact exists, it can be created as follows:
 - Click **Add individual**
 - As contacts name, please use your name (e.g. JOHN DOE)
 - As salutation, please use Dear Mr./Ms. Doe (e.g. Dear Mr. Doe)
 - Enter the email address to which emails shall be sent
 - Click **Save**
- A notification will pop up, indicating that contact was successfully changed.
- Click **Change documents received** now. On the following page tick the box Send to an choose **delivery type** email (attachment) and click **Save**. **Status email address** is now set to **Inactive. Waiting for validity check**.
- At this moment, an email will be sent to the activated mail address you just entered. It will contain a link to Serv@Net.
- Before clicking this link contained in email, you must log off from Serv@Net! Click **Log off** in the upper part of the screen or close browser window.
- To confirm the change off delivery method, recipient has to click this link. The Serv@Net log on screen will open, where you enter your Serv@Net identifiers (UserID and password). After you read through consent form, please click **Confirm** to activate email alert service.

E-mail validation		Customer : ATRADIUS KÖLN SERV@NET-TEST
		Customer ID : 15413168 Policy : 713862
Individual details		
Name :	ATRADIUS KÖLN SERV@NET-TEST	Postcode : 50679
Address :	OPLADENER STR. 14	Area :
City :	KÖLN	Name : FRAU CHRISTIANE MANSFELD
		E-mail : servatnetsupport.de@atradius.com
<p>We agree that all credit limit decisions, including credit limit withdrawals, will be sent to us at this E-mail address which we confirm to be correct. We also agree to advise Atradius immediately of any changes to the specified E-mail address. Please Note: your agreement will apply to all policies held under the same customer number.</p>		
<p><input type="button" value="Accept"/> <input type="button" value="Reject"/></p>		
Disclaimer		Copyright © 2009 Atradius. All rights reserved

From this moment on, you will receive all credit limit decisions, amendments of credit limits, withdrawals and Credit Checks via email. If you want to return to paper delivery later, just open relevant contact in Serv@Net and set delivery method back to **Print** and click **Save**.

Please take note of following advices:

1. By changing to electronic delivery method, you also renounce fax deliveries.
2. To add further recipients for email delivery, please proceed as discribed above from item 4 ongoing.

3. If you have access to more than one policy or insured, please ask for assistance when activating. Please refer to contact mentioned below.

If you have any queries / questions please do not hesitate to contact us:

Serv@Net Support Team
Tel.: 0221 2044 4044
E-Mail: ServatnetSupport.de@atradius.com

*PDF (Portable Document Format) is a document type developed by Adobe Systems. Documents generated by PDF electronically are exactly in the same format as printed on paper. To view (and print) PDF documents, the program „Adobe Reader“ is required, which is available as free download on Adobe web site.

Reports

The section reports allows user-defined reports for all relevant segments of your policy, such as e.g. credit limits, declaration of sales and receivables, or invoices. Afterwards you can use documents for further processing, analysis or internal purposes in applications like Microsoft Excel.

How to order a report?

Note: All reports available in the system will be created within 30 minutes. Your report will then be displayed under the option **View reports**.

- Click **Current decision** to open sub-menu
- Click **Reports** first and **Request report** then
- The **screen Request** report will be displayed
- You can now request a report on **Current decisions, Current Credit** or **Checks/Smart Limits**
- Scroll down and click **Request report**
- Proceed with all other reports accordingly

Country :

National registration number :

VAT number :

Content of list

Case type status

- | | |
|--|--|
| <input type="checkbox"/> Current application | <input type="checkbox"/> Historic application |
| <input checked="" type="checkbox"/> Current decision | <input type="checkbox"/> Historic decision |
| <input type="checkbox"/> Current credit check | <input type="checkbox"/> Historic credit check |
| <input type="checkbox"/> Current indication | |

Case type filter

- Exclude zero decisions
- Zero decision only
- Positive credit check only
- Negative credit check only
- Withdrawn decision/credit check

Conditions !

- No conditions
- Codes only
- Full text with variables
- Summary text, no variables

Date range

- Application date range
- Decision date range
- Historic date range
- Expiry date range(Please leave date range blank to search for all expiry dates)

Start date : 

End date : 

Display options

Display currency :

Description:

Notes:

Request report

* Mandatory fields

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Requested reports

Customer : ATRADIUS KÖLN SERV@NET-TEST
Customer ID : 15413168 Policy : 713862

Type : Credit Limit Detail Report
Date : 01 Feb 2010
Status : Report requested
Description :

Customer : 15413168
Policy : 713862

Delete

* Mandatory fields

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View reports

This list contains all reports requested by you.

You may either display a report printer friendly to print it directly from Serv@Net, or you may export it to Microsoft Excel. Please note that a requested report has to have the status "report completed" to be displayed.

To display a report in Serv@Net, click on displayed report type written in red.

Before the report will be displayed in Serv@Net, you may enable optional fields here, which are supposed to appear in your report. If you mark details concerning your credit decisions, you can define, if e.g expiries (End date) or conditions shall be displayed.

You can select primary and secondary sort criteria. If you want to have your report sorted by buyer country first and then by name within one country, please select buyer country as primary criterion and buyer name as secondary one.

Please define either ascending or descending.

Click Continue, to get report displayed in Serv@Net.

To export a report to Excel, please click the button **View report in Excel**. Excel will open with requested report immediately.

To delete a report not longer required, mark report's tick box and click **Delete** below the list.

Useful tips

Opening a second web page

Most browser allow opening and displaying more than one web page at the same time.

Please choose File/New/Window, and your browser will open a second window. You can use second window for another web page like e.g. a credit report agency, while Serv@Net is displayed at the same time.

Help

In each screen you have the chance to open online help. Therefore click **Help** in the upper right of each screen.

Going back one page

Please use just the Return button in Serv@Net. If you use back/forward from your browser, errors will occur.

Printing

Printing screen view: Click right mouse button in Serv@Net and choose **Print** from displayed mini menu. Alternatively you may also click your browsers **Print** symbol (if displayed) or use the path **File/Print**.

Favourites

To add www.atradius.com/servatnet to your favourites, please click on **Favourites** and **Add to favourites** then.

Password

If you hav not used Serv@Net for 60 days, your password becomes invalid. You will get a new password from your local Helpdesk.

Log off

The option **log off** can be found in the upper right part of a page. If you want to logg off, please just click **log off**.