COFANET ESSENTIALS

USER GUIDE
MODULE/ THE BASICS

coface
FOR TRADE

WELCOME AND THANK YOU FOR CHOOSING COFACE AND COFANET ESSENTIALS PLATFORM

YOUR DAY-TO-DAY CUSTOMER RISK MANAGEMENT:
Whether you are a client of our credit insurance, business information or debt collection solutions, Cofanet Essentials is your single point of entry to your online services.

1. Searching for your customers in our database and requesting covers
2. Ordering information reports and company ratings
3. Submitting your overdues and following their indemnification
4. Submitting your sales declaration

IN THIS THE BASICS MODULE, YOU WILL FIND THE MAIN GUIDELINES FOR:

- Searching for a company / customer
- Requesting a credit decision
- Requesting an information product
- Managing your portfolio
- Requesting an Extension of Due Date
- Submitting a notification of overdue account
- Declaring your sales
- Export your risk and overdue portfolios
- Perform bulk orders
- And additional functionalities (user management, customized fields, ...)

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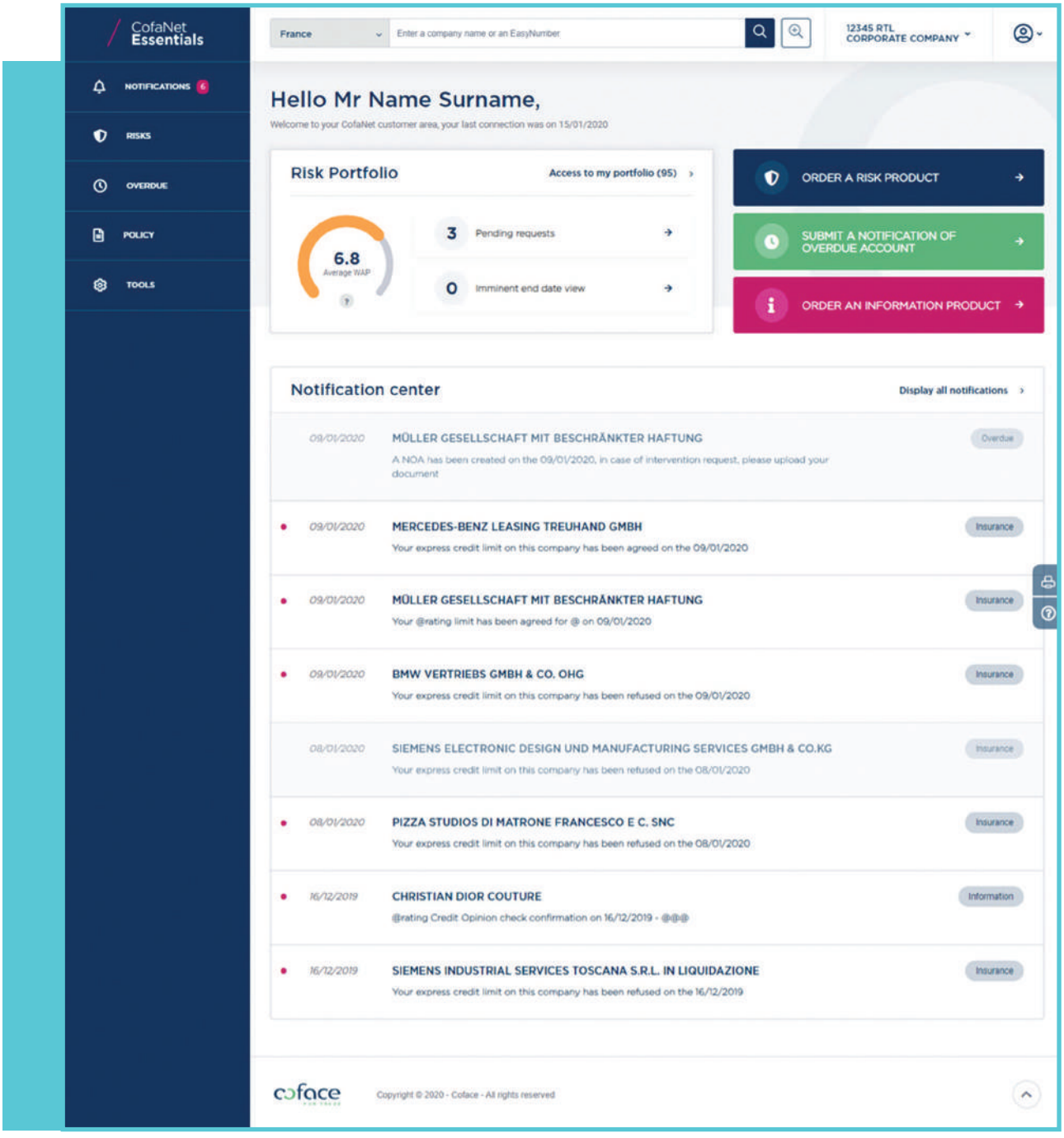
THE HOME PAGE

YOUR NAVIGATION STARTS WITH THE COFANET ESSENTIALS HOMEPAGE, WHICH GIVES DIRECT ACCESS TO THE ESSENTIAL FUNCTIONALITIES OF YOUR CREDIT INSURANCE OR BUSINESS INFORMATION CONTRACT:

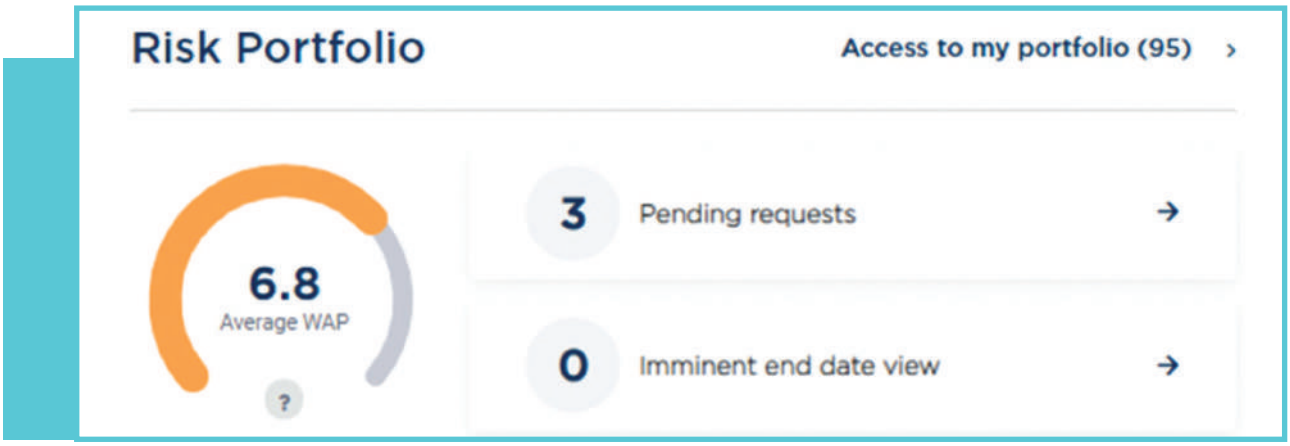
- Key action shortcuts
- Company search bar
- Synthetic overview and access to your Portfolio of companies
- Read your latest notification messages



1. PORTFOLIO INFORMATION

What is a portfolio?

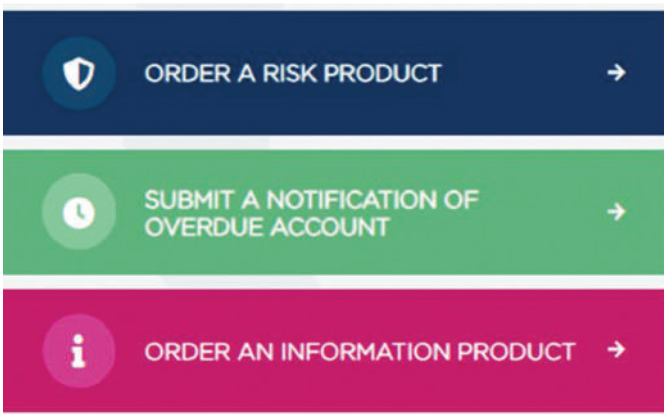
The Risk and Information Portfolio lists all the companies on which you have requested a coverage or an information product.



- On your home page, you will find the overall assessment of the risk profile of your Portfolio: the Average WAP (Weighted Assessment of your Portfolio) and direct access to the full Portfolio view.
- The Pending Requests area shows you the status of your requests and allows you to check them quickly in your Portfolio.
- Finally, if one or more of your guarantees is near its end date, you can consult it for renewal, if necessary, in a dedicated area.

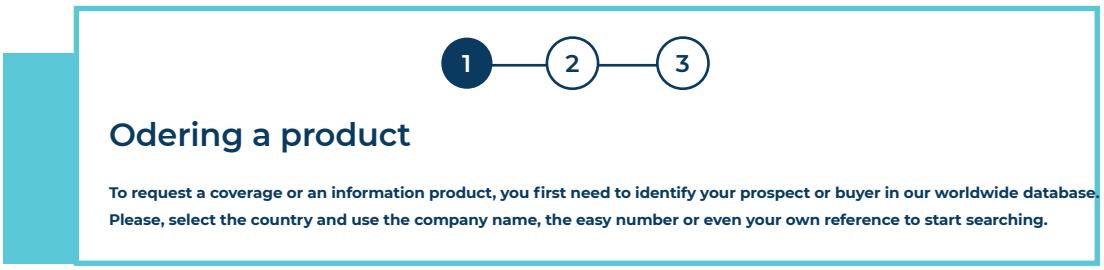
2. QUICK ACCESS BUTTONS

According to your needs, you can select one of the following actions:



- Order a risk product
  to protect you in case of an overdue on a given company.
- Submit a Notification an Overdue Account
  to inform Coface of any unpaid claims and / or request compensation.
- Order an Information Product
  on a company to find out about creditworthiness or order information reports.

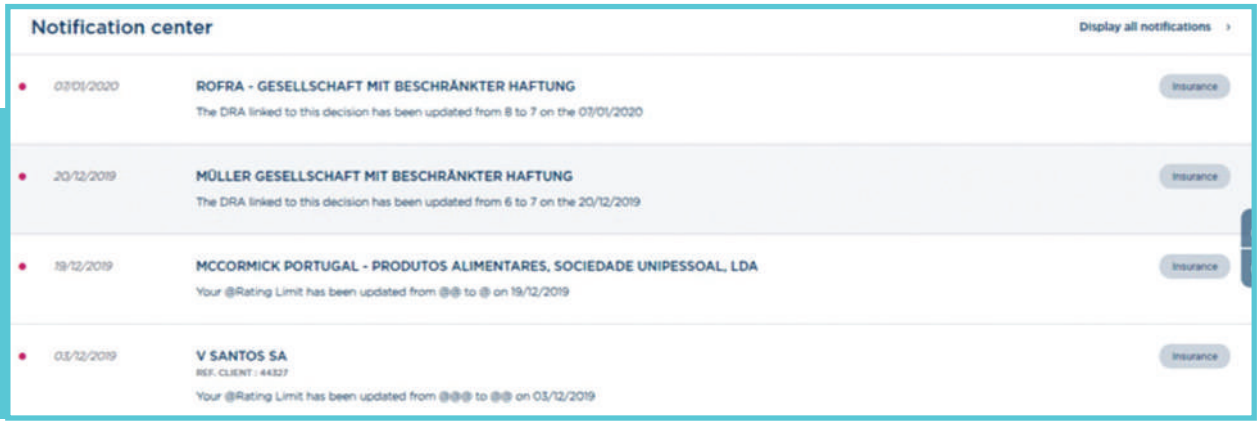
You will be guided step-by-step from the selection of the company to the finalisation of the process.



3. LATEST NOTIFICATIONS MESSAGES

WE ALERT YOU WHEN IMPORTANT EVENTS OCCUR IN YOUR PORTFOLIO OR CONTRACT:

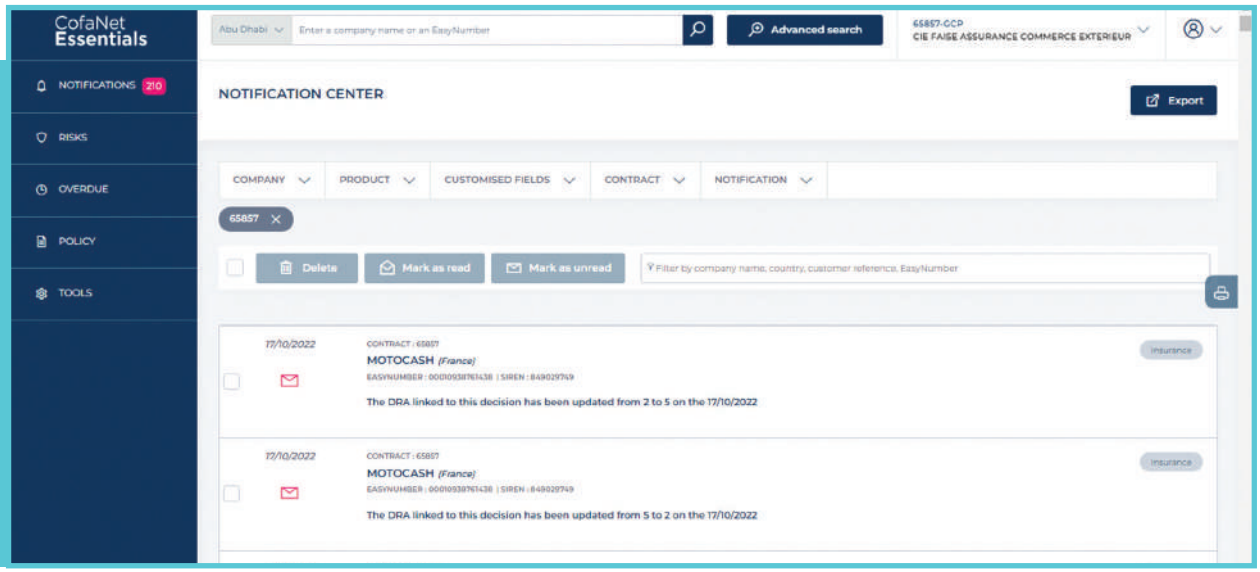
- any decision taken by our services
- any modification of an existing decision
- receipt of ordered information reports
- the actions to be taken in relation to your contractual obligations



Your home page displays the 10 last most recent notifications.

a. Notification Center

By clicking on Display all notifications (or using the NOTIFICATIONS section of the navigation menu), you will be redirected to the full list in the Notifications Center:

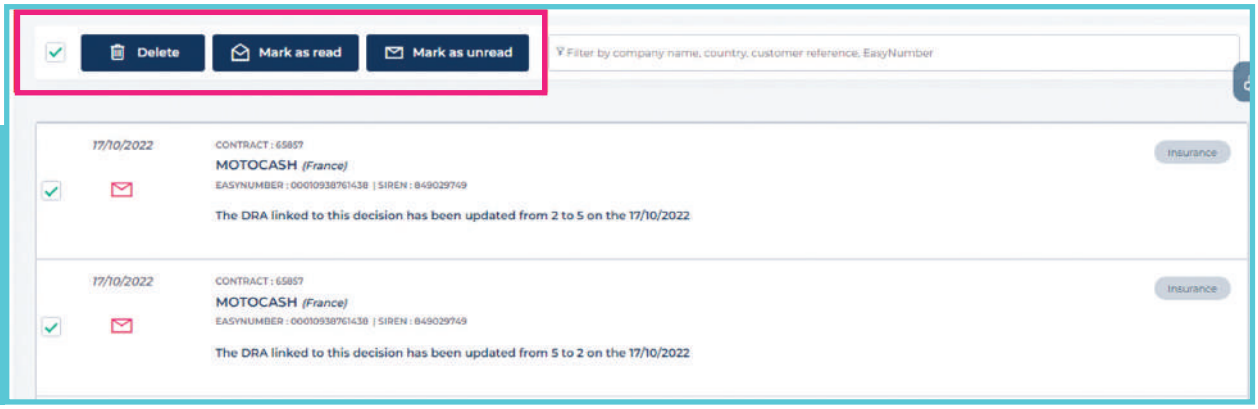


Each line corresponds to one notification and is flagged with a category indicating whether the notification is linked to:

- Insurance: all notifications related to insurance products and their status (Credit Limit, @rating Limit, ECL, TopLiner, EDD, Change of DRA linked to a decision)
- Information: all notifications related to information products, and their status (reports)
- Management: all notifications related to the management of your policy. This may be about your turnover declaration or actions related to the Policy Cash master option, etc.

Manage your notifications by selecting one or more by ticking the respective box before carrying out one of the following actions:

- Delete the notification(s)
- Mark it / them as read
- Mark it / them as unread

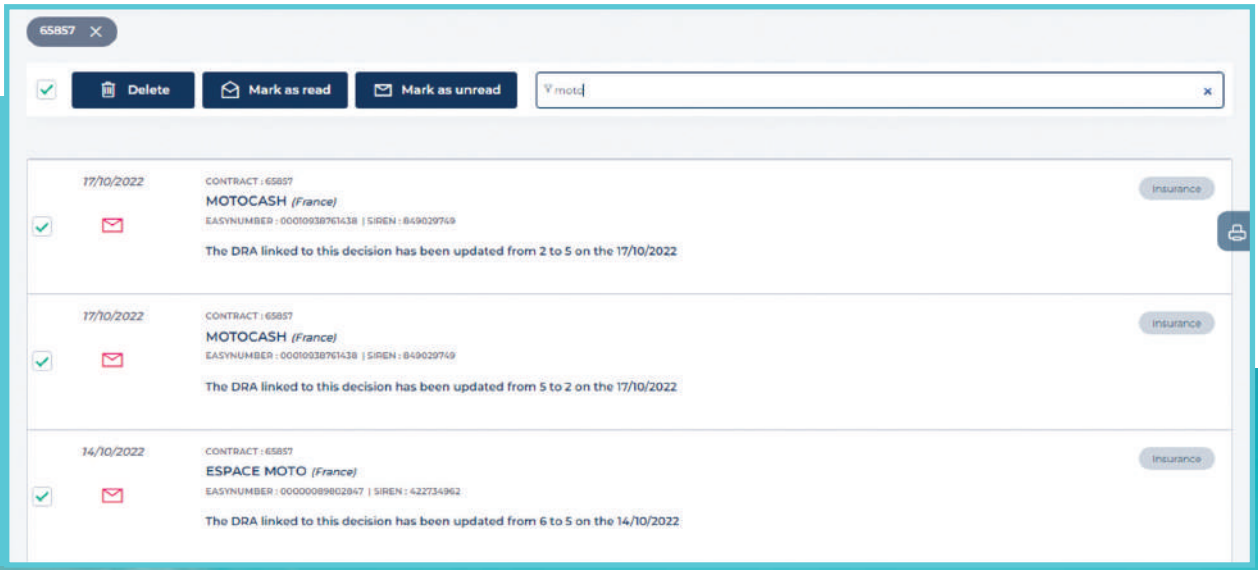


b. Additional features to facilitate the management of your Notification Centre

- Type as you go filter

You can use the **Type as you go filter** at any time to get to the information you are looking for more quickly.
When typing a word, the filter scans the information displayed below to provide the best results.
The scanning is performed on the company name, country, Customer Reference and EasyNumber.

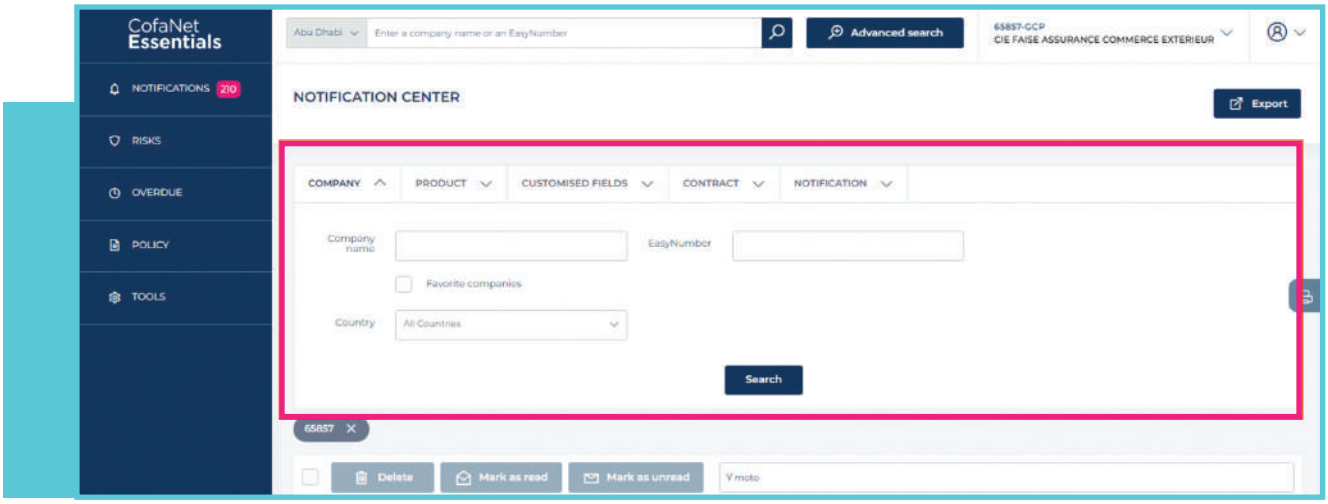
You will receive an Update email in your personal email box listing all the notifications that have not been opened over the last day.



ADVANCED FILTERS:

You can also use the filter tabs to find your notifications according to the criteria listed below (the filters can be combined):

- **filter by company** (Company / Country / EasyNumber / Identifier)
- **filter by customised fields** (Customer Reference)
- **filter by product**
- **filter by contract**
- **filter by notification** (Status / Importance / Type / Category / Date)



EXPORT FUNCTION

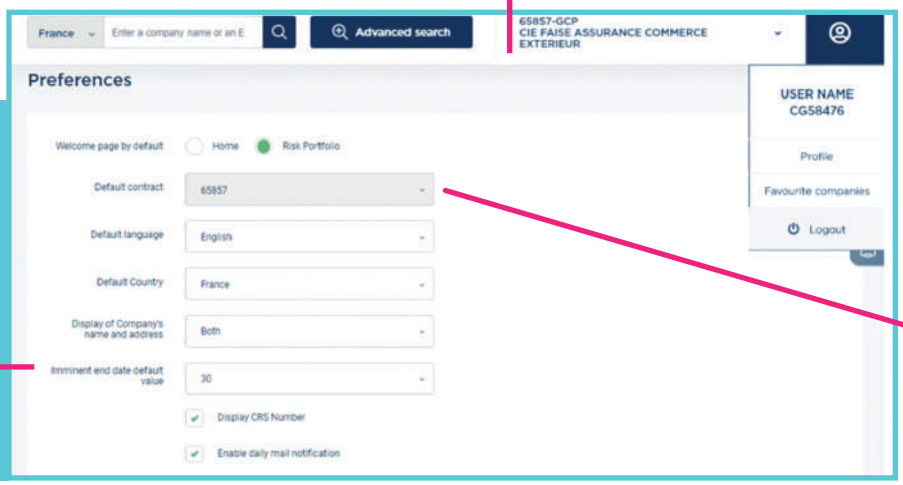
You can export your notifications by clicking on the Export icon.

A pop-up window will appear in a few seconds and allow you to download the Excel report.
The export file only contains the notification currently being displayed on the page.

4. PERSONAL SETTINGS

You can access your personal settings at any time and easily adapt the interface to suit your needs more precisely.

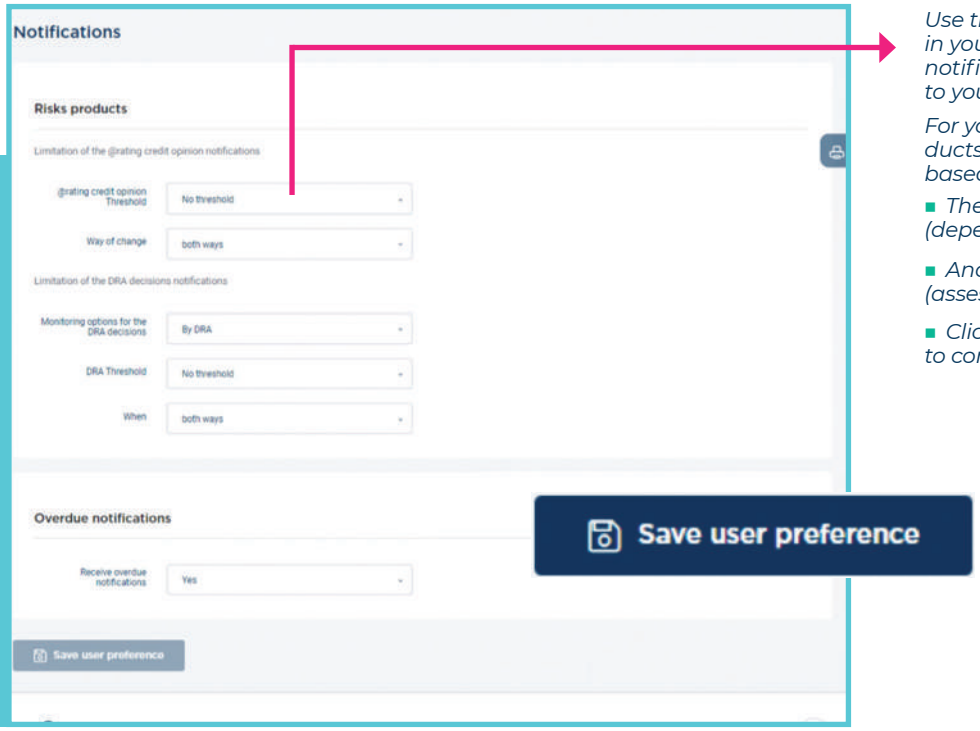
a. Profile page:



For your starting page, you can switch between the default home or your risk Portfolio.

- ***Default Contract:***
  Define the contract selected by default on first connection.
- ***Default Language:***
  Change the language of the interface.
- ***Default Country:***
  Define the country selected by default in every search bar.

- ***Display Company name and address:***
  Use this option to enable the display of non-Latin characters in your interface.
- ***Imminent end date default value:***
  Define how many days in advance you want to be notified about guaranties close to their end date.
- ***CRS number / Mail notification:***
  Use these checkboxes to activate / deactivate the display of the CRS number in the interface or the email notifications from the system.



*Use the **Notifications** section in your user profile to adapt the notifications of the platform to your needs.*

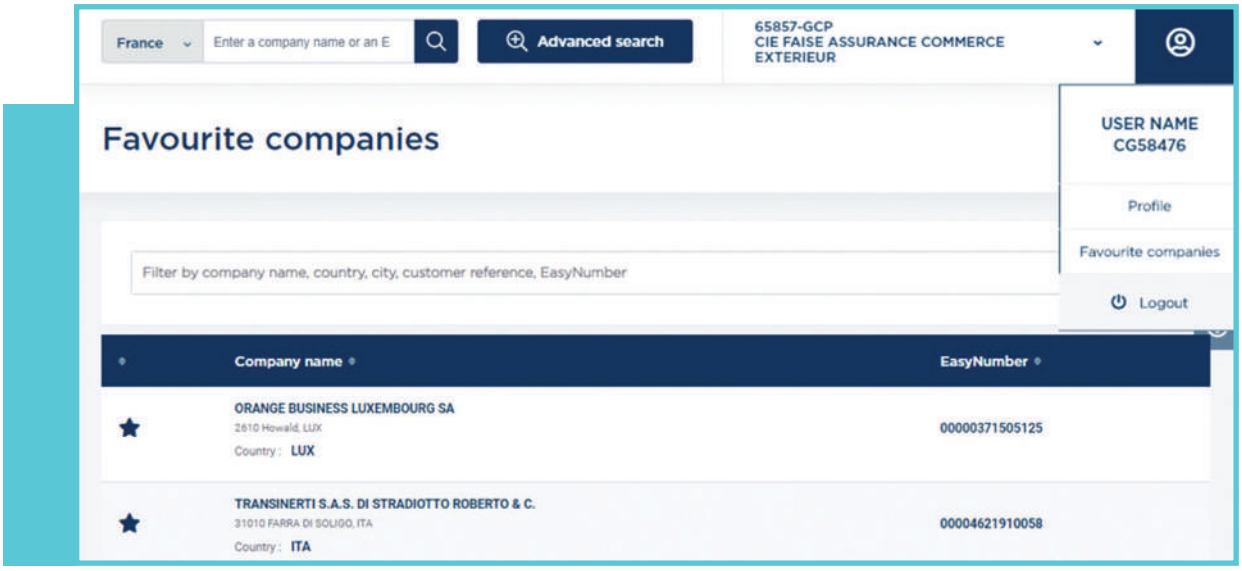
For your risks and overdue products, you can set thresholds based on:

- *The type of product (depending on your contract)*
- *And the type of change (assessment increase or decrease)*
- *Click on **Save User Preference** to confirm your settings.*

b. Profile page:

From a **Company Details** page or a **Risk Portfolio,** you can flag any company by clicking on **Add to Favourites**.

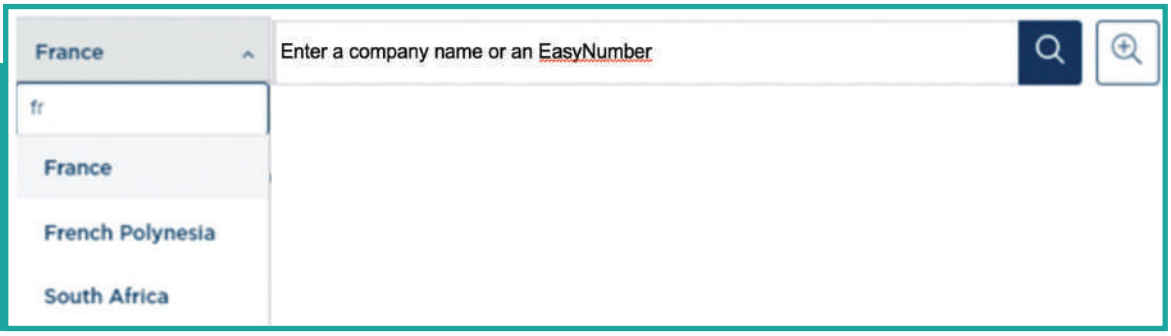
You can view them at once and manage the flagged companies in this dedicated section accessible from your user settings.



COMPANY SEARCH

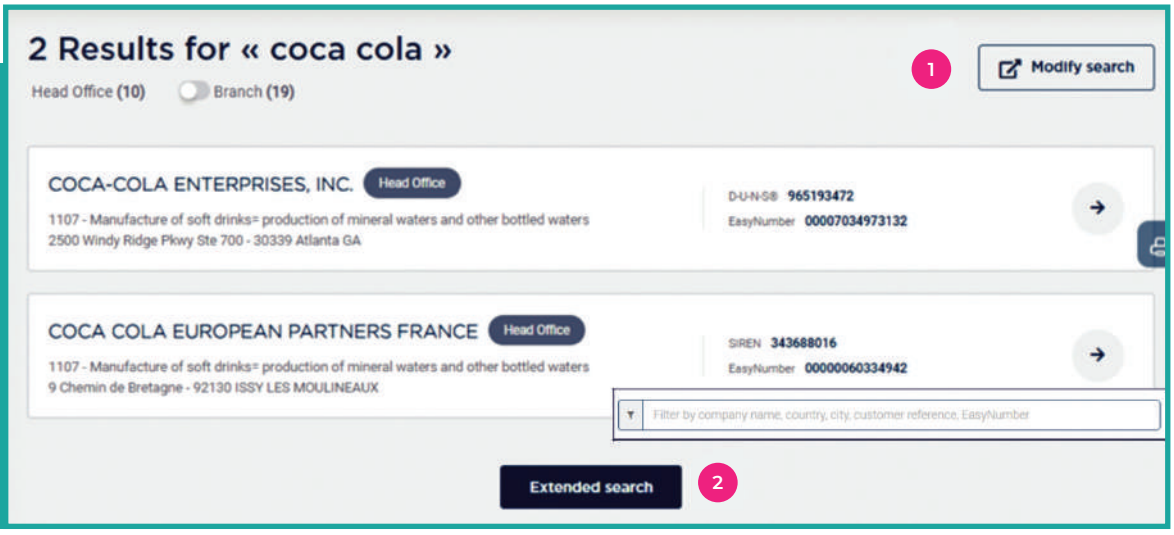
BEFORE REQUESTING A COVERAGE, ORDERING AN INFORMATION PRODUCT, OR SUBMITTING A NOTIFICATION OF OVERDUE ACCOUNT, YOU FIRST HAVE TO IDENTIFY YOUR CUSTOMER(S) IN OUR DATABASE.

THE SEARCH FUNCTION LOCATED IN THE HEADER SECTION ENABLES YOU TO LOOK FOR YOUR CUSTOMERS' COMPANY.



Choose the country from the dropdown list where the company you are looking for is located. The search engine will provide a list of companies matching your criteria.
If the search result does not list the company you are looking for, you can either:

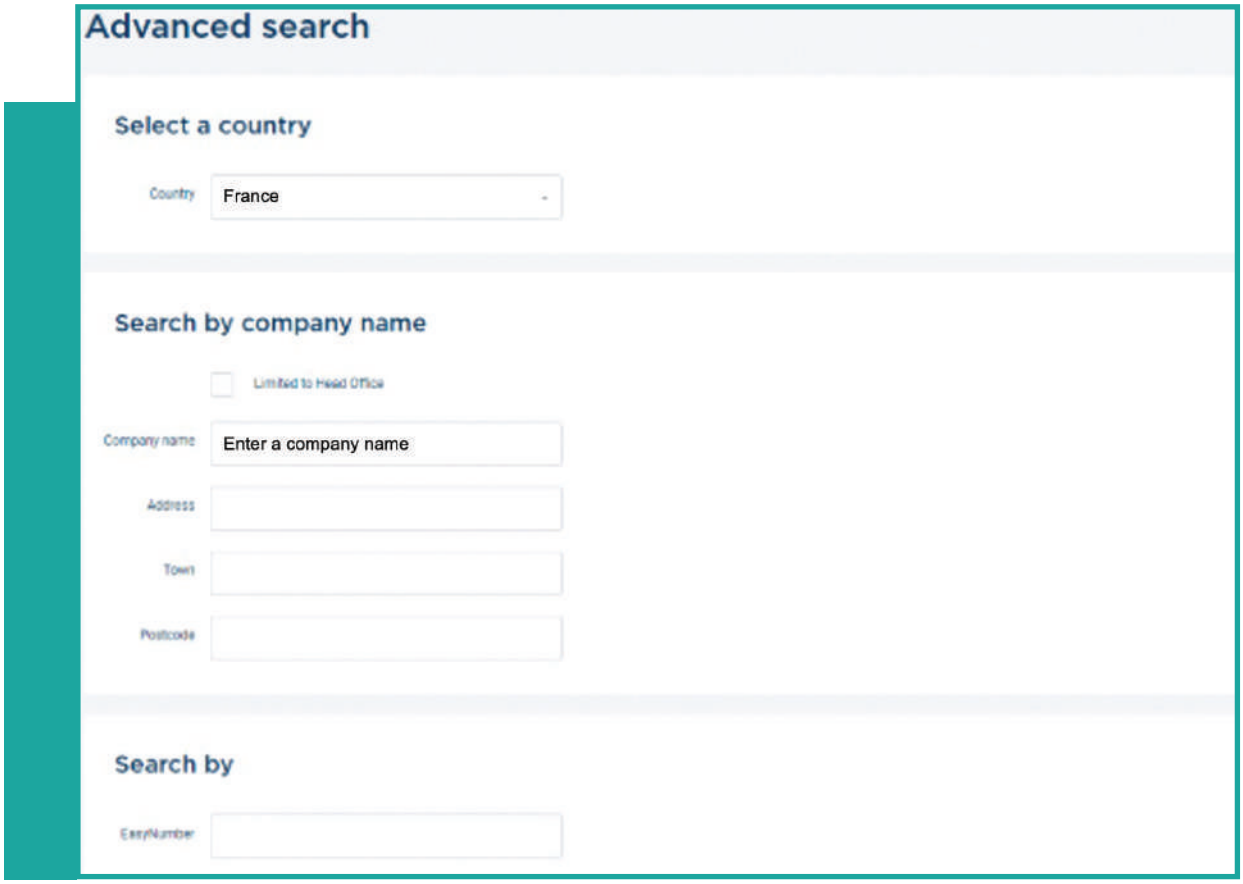
- Modify your Search 1 to access more search criteria
- or Extend your Search 2 to perform a search in our information partners databases



1. ADVANCED SEARCH FUNCTION

You can also decide to directly use the Advanced Search feature.

The country is mandatory – the country that appears by default can be changed / specified in the User Preferences menu.



ADVANCED SEARCH CRITERIA

a. Search Company Name

For an initial company search, you can enter the details requested in the form. In many cases, you only need to select the country and enter the company name.
Optional fields: address, postcode, region / state, town

b. Search by Identifiers

EasyNumber, Legal Identifier or Coface Reference.
You have to select the type of Identifiers from the dropdown list.

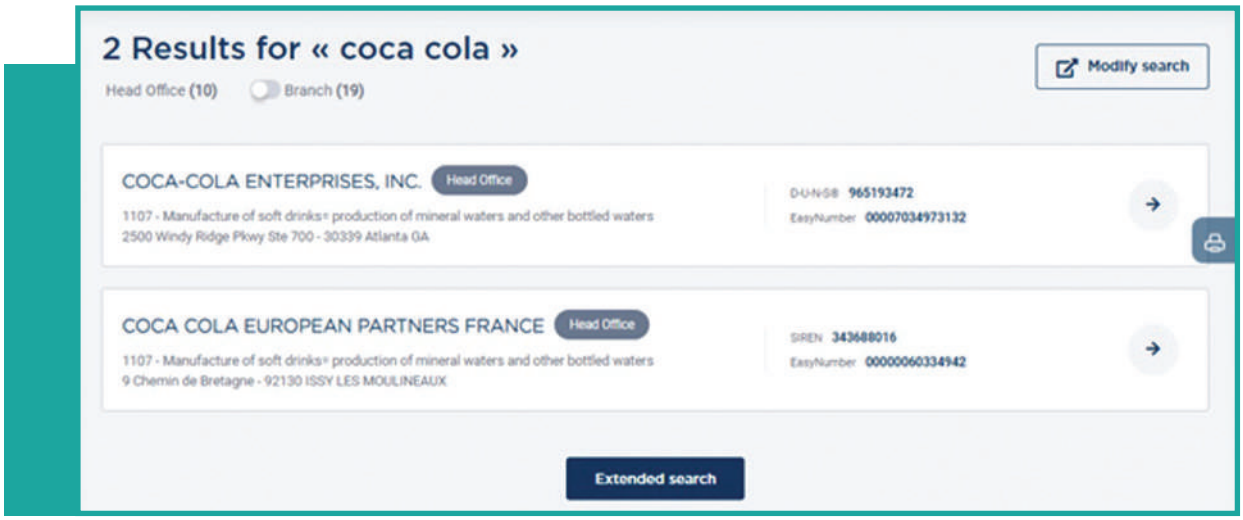
- **EasyNumber:** 14 digit number for the main establishment and a 19 digit number for the branch. You do not have to enter the preceding zeros.
  The field will automatically complete if fewer than the required number of digits is entered.
- **Legal Identifiers:** Make sure the correct country is selected, as the list differs from one country to another.
  Enter the value of the company's Identifier.
- **Coface Reference**: The Coface Reference (also known as the CRS number) consists of a 3 digit number for the country and a 6 digit number to identify the company.

ADVANCED SEARCH FUNCTIONALITY - SEARCH STRATEGIES

To show the secondary addresses in the list of results, click on the checkbox to deactivate the option Main Establishment only.

2. SEARCH RESULTS

After selecting the search criteria, click on the Search button to start the search.
The results of the company search are displayed. The search engine will provide a list of companies matching your criteria.



For each company found, the following fields are displayed:

- **Company name**
- **Company address**
- **Type of establishment** (headquarters or branch). Branches are grouped under the related headquarters.
- **Registration number**
- **EasyNumber**

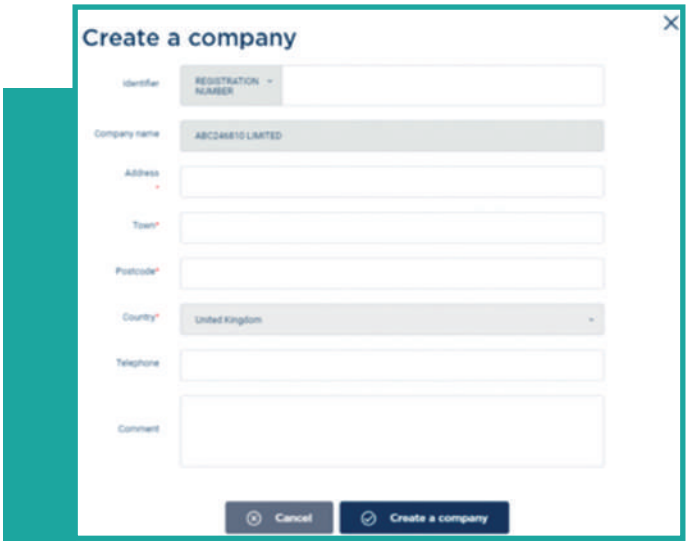
If the company you are looking for is displayed in the results list, click on its name to access the details. You are now ready to order / submit your request for this company, adding it to the Portfolio. If the company is not displayed in the results list, click on the link **Extend your Search** to display another set of companies, or **Create a Company** to request the creation of this company in our database.

3. CREATING A COMPANY

On this page, enter the details of the company that you could not find in our database.
The following fields are mandatory to create a new company:

Company name
Address
Town
Postcode
Country

After entering the information, click on **Create a Company.**
You are now ready to order / submit your request for this company.



FOR QUICKER COMPANY CREATION RESULTS, IT IS HIGHLY RECOMMENDED THAT YOU ALSO PROVIDE:

- The telephone number
- The legal identifier to deactivate the option Main Establishment only.

PORTFOLIO VIEW

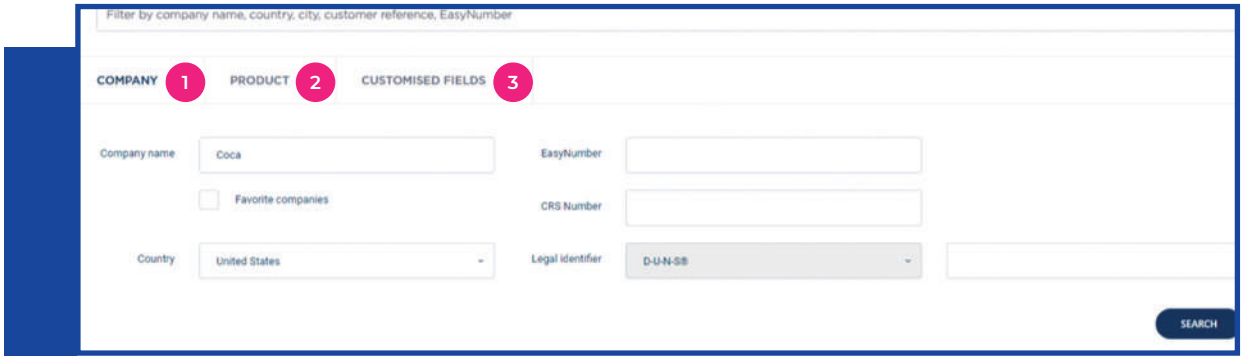
THE RISK AND INFORMATION PORTFOLIO: LISTS ALL THE COMPANIES ON WHICH YOU HAVE REQUESTED A COVERAGE OR AN INFORMATION PRODUCT. IT HAS SEVERAL FILTERS ORGANISED BY TAB FOR QUICKLY IDENTIFYING YOUR COMPANIES:

1. PORTFOLIO MANAGEMENT

By default, the Portfolio lists the last 100 companies on which an action or update has been made.

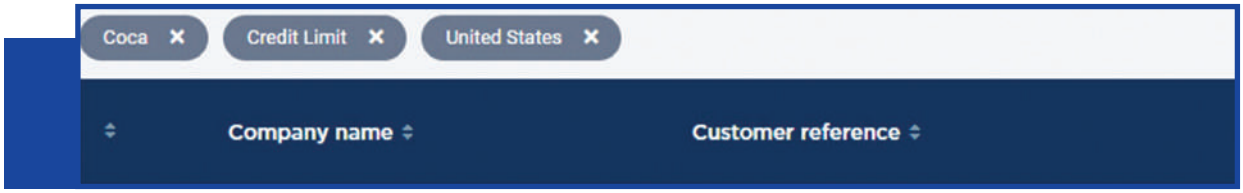
a. Search Criteria filters

You can use the Search Criteria filters to optimise the view of your Portfolio.
The functionality scans your entire risk Portfolio, and retrieves a maximum of 100 results listed in chronological order from the most recent date to the oldest.



The search criteria are divided into 3 parts: (i) criteria related to the company, (ii) the criteria related to the Coface product and (iii) the customised fields.

You can reset your search at any time by clicking on the blue button underneath the Search Criteria.



- **By Company**

You can search a specific customer in your risk Portfolio via its business name.
Using only a part of the company's name is possible.

- **By Country**

The Portfolio displays all companies in all countries by default.
The dropdown list contains all the countries where you have requested a product;
to view a particular country, select it from the dropdown list.

- **By Legal Identifier**

You can search for a company using its Legal Identifier. The dropdown list contains all the local Legal Identifiers, corresponding to the selected country above, the EasyNumber, or Coface Reference number (if All Countries is selected, then Local Legal Identifiers are not displayed).

- **By Product**

You can filter the risk Portfolio by a specific Coface product. To do so, choose a Coface product from the dropdown list. By default, the list displays all Coface's products (even if they are not on your contract). You may want to differentiate **Insurance Product** from **Information Product** – in this case, tick the appropriate box.

- **By Decision Amount**

You can filter a minimum and maximum decision amount (in thousands USD).

- **By Status**

You can display the companies filtered on product status.
The type of status will depend on the Coface product:

STATUS AVAILABLE (DEPENDING ON YOUR CONTRACT / PRODUCT)

- Agreed
- Being cancelled
- Being withdrawn
- Cancelled
- Expired
- Fulfilled
- Partially agreed
- Reduced
- Refused
- Replaced
- Withdrawn

Click on the appropriate status;
you may select more than one status at the same time.

- **(ii) By date**

You can filter the companies for a period of time between two dates

- **(ii) By Clause**

You can filter the companies via a specific clause, such as a guarantor.
This criterion is only available for credit insurance products.

b. Type as You Go filter (or view filter)

To locate a company within a Portfolio view (as well as for other tables), you may use a Type as You Go filter. This filter scans the Portfolio to display only the results containing the words you have entered.

THERE ARE TWO TYPES OF FILTERS IN COFANET ESSENTIALS:

Search Criteria:
This filter scans your entire risk Portfolio based on the selected criteria

Type as You Go Filter:
This filter scans the content of the table or Portfolio based on the text you have entered

c. List of Companies

The list of companies is displayed in a table with columns that vary according to the view (Overdues versus Risk)

The number of companies displayed per page can be customised in the Options menu.

Each company is displayed on one line, and can have one or more products attached. Wherever you click on the line of the company, it will lead you to the company's details.

By default, the risk Portfolio is displayed in chronological order from the most recent to the oldest.
The companies listed correspond to the companies that have been updated recently (update date).
The list cannot display more than 100 companies.

ADVANCED SEARCH FUNCTIONALITY - SEARCH STRATEGIES

To show the secondary addresses in the list of results, click on the checkbox to deactivate the option Main Establishment only.

▪ Companies List Layout

By default, the following columns are displayed:
- On the left-hand side, you find the information on your customer: company's name, address, country.
- On the right-hand side, you find the information about the products ordered.

Colour code lines differentiate the Coface products:

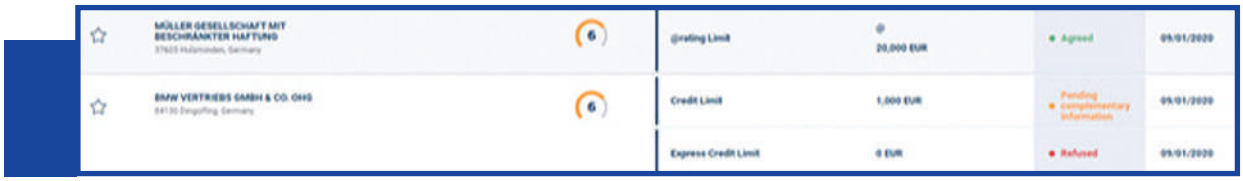
Credit Insurance Products

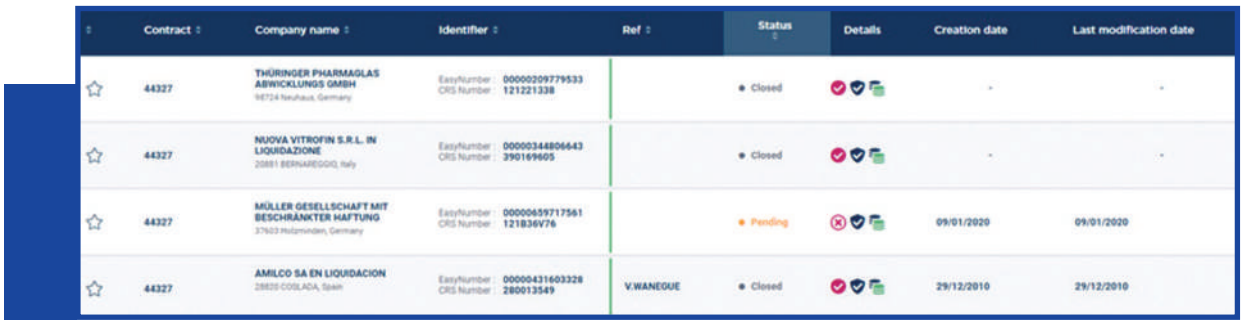
Information Service Products

Overdue Products

▪ Specificity for the Risk Domain

For the Risk Domain, the Portfolio provides an overview on the product ordered, the amount of credit decisions (for credit insurance items) and / or rating / grade of the company (for information items), the status, and the date of the last update.

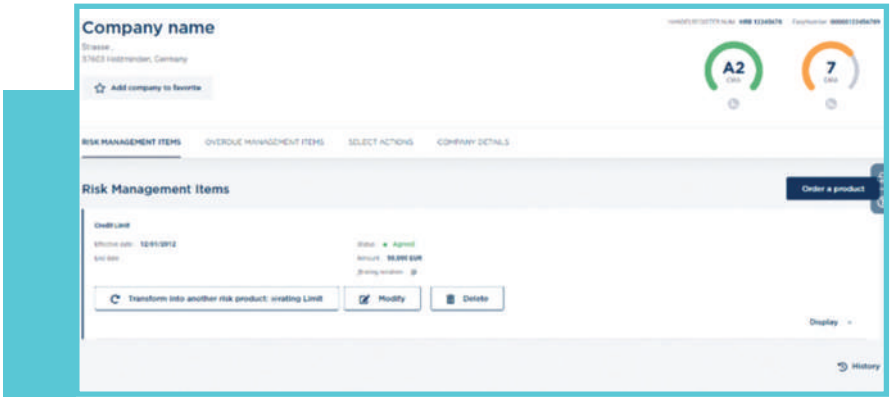




The status of the NOA displayed, and more details on Notification of overdue accounts, such as:
- if there is an Intervention Request or not
- if the debt collection is carried out by Coface or another party
- if the NOA is on a Covered or a Non-Covered Debts

COMPANY DETAILS VIEW AND SELECT ACTIONS ON A COMPANY

YOU WILL ACCESS THIS VIEW BY SELECTING A COMPANY FROM A SEARCH RESULT OR BY CLICKING ON A COMPANY ALREADY IN YOUR PORTFOLIO.



It is a key feature of your interface allowing you to perform several types of actions.

a. Header

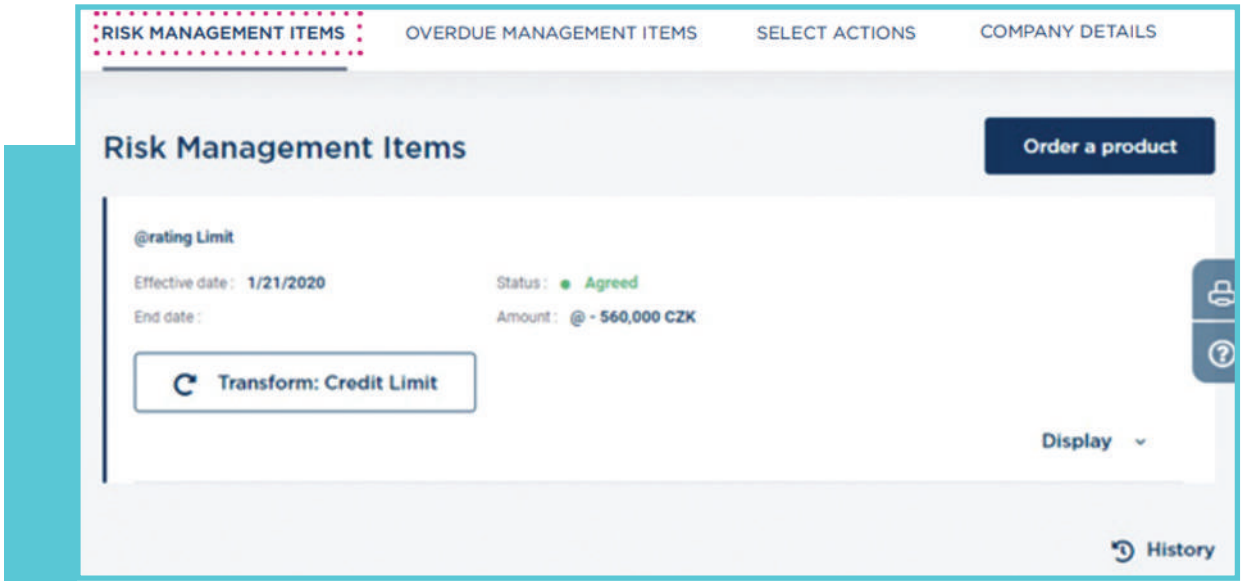
In the header, are displayed the company's name, its Debtor Risk Assessment (DRA) and - if available – its Customer Reference. You can mark this company as a favourite using the **Add Company to Favourites** button or get a multi-contract view on this selected company with **Multi-contract.**

The Debtor Risk Assessment (DRA) is displayed as an attribute for all customers on which an active decision was taken (granted, or denied). The score displayed is the DRA of the company.

If you have information and documents that can help us revise one of our DRAs, you can send them using the contact form found in your customer portal.

b. Risk Management Items

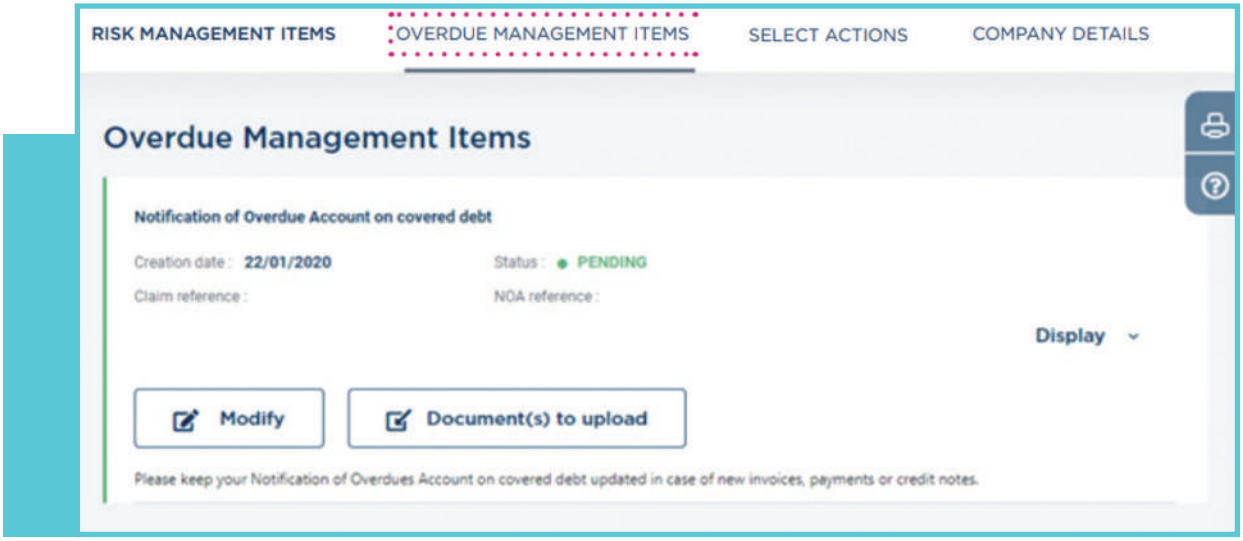
This section lists all products ordered for this company from the Risk Management domain:
Credit decisions, extension of due dates, and information products.
Some actions are available in this section such as modifying, transforming or deleting existing credit decisions.



The history of the cover for a company can be accessed from the History icon: the new page lists any previous credit limits or @rating limits that have been granted.

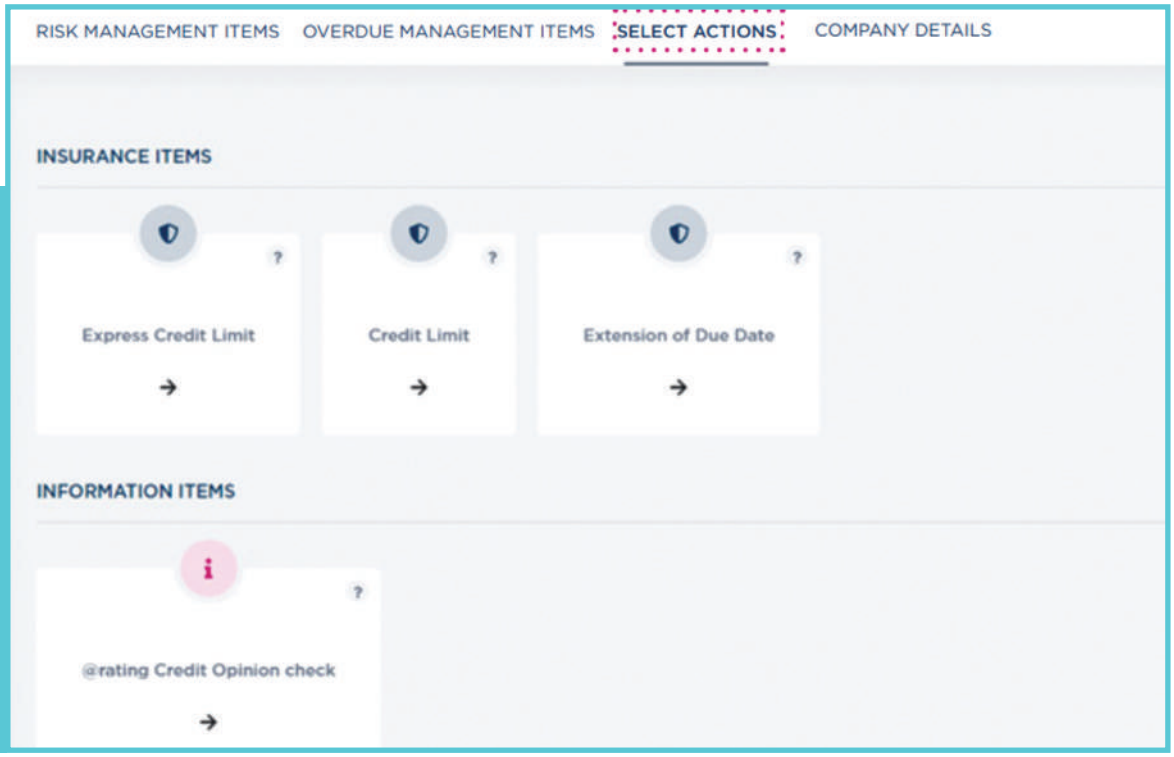
c. Overdue Management Items

This section lists all the opened cases for the company both for guaranteed and non-guaranteed debts.



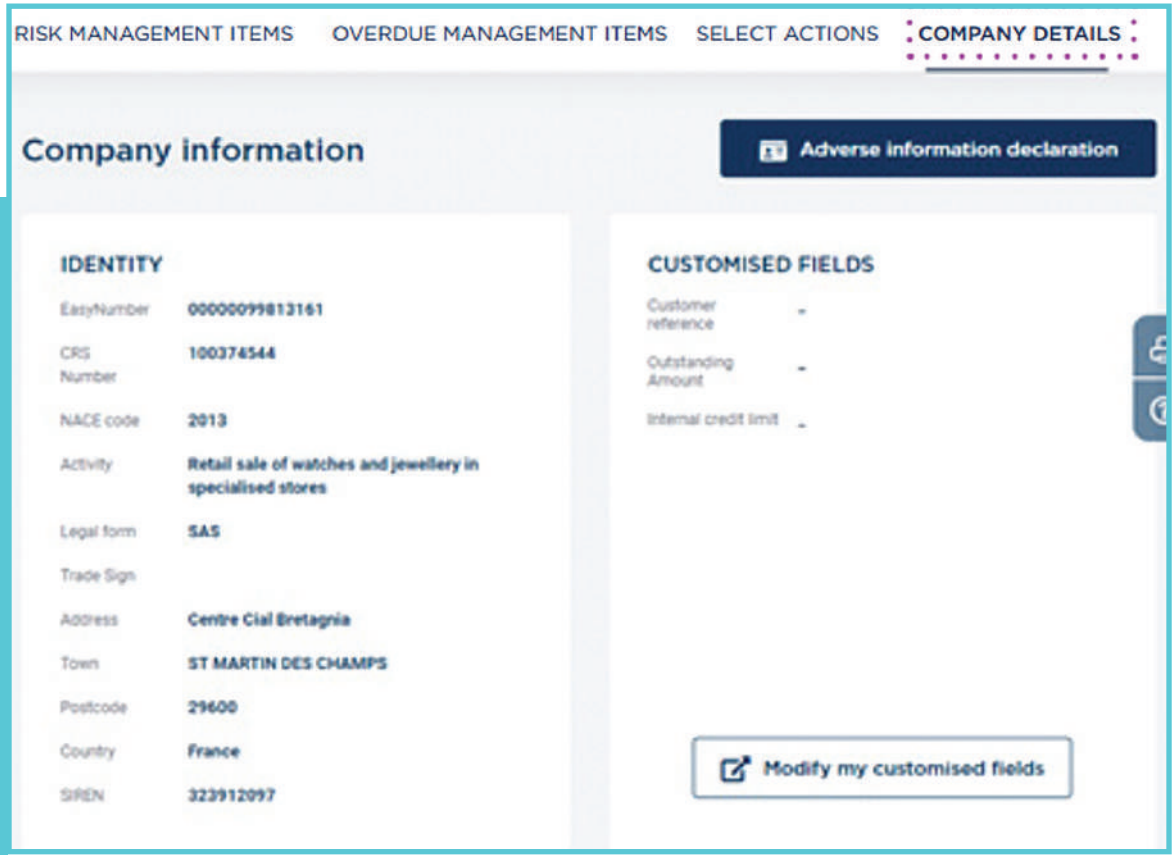
d. Select Actions

This section lists all the products you can order depending on the contract you have with Coface.



e. Company Details

This section provides you with some additional information about the company alongside the customised fields you have defined. You can modify them by clicking on the Modify My Customised Fields button.

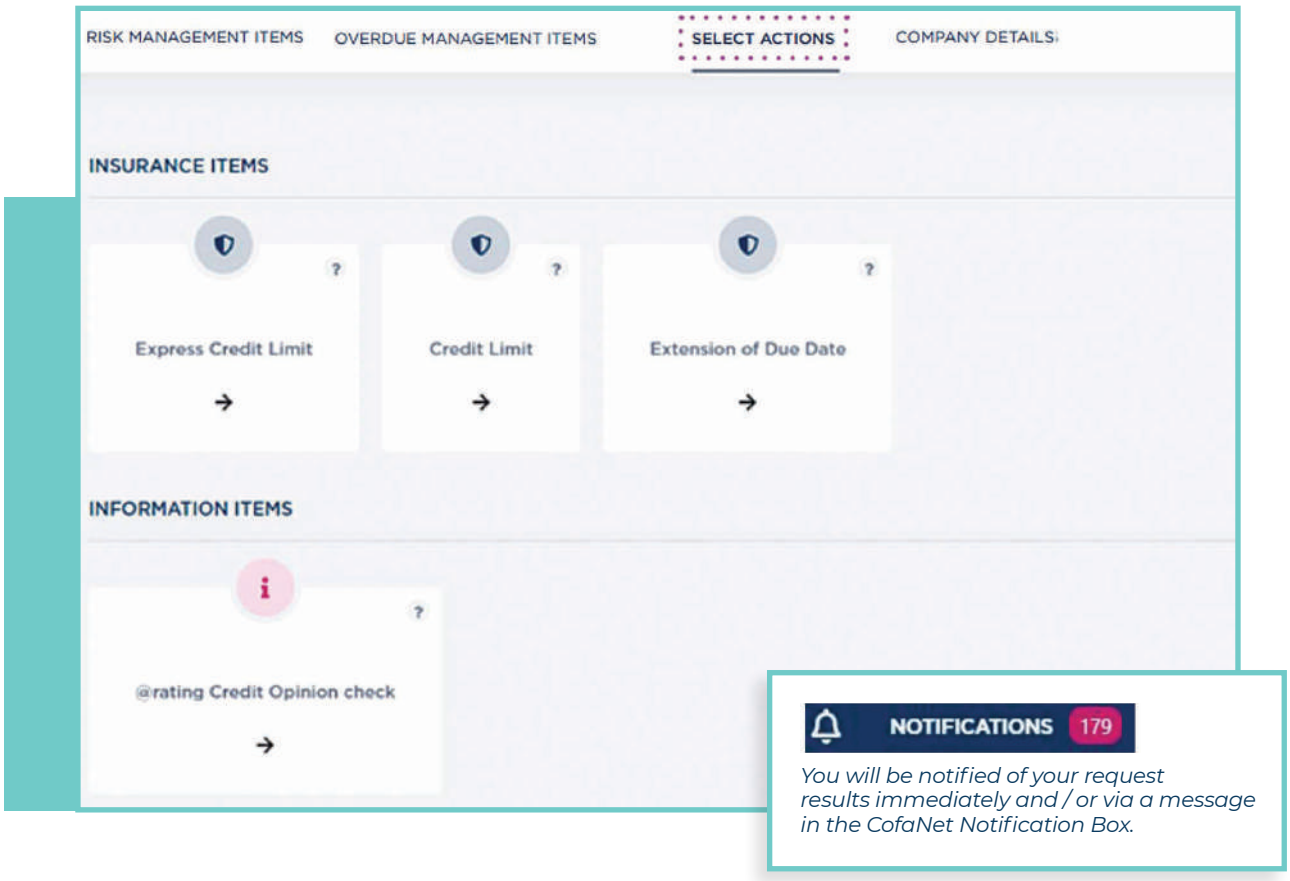


REQUEST
CREDIT DECISION

TO REQUEST A CREDIT DECISION, YOU MUST GO THROUGH THE COMPANY DETAILS SCREEN.

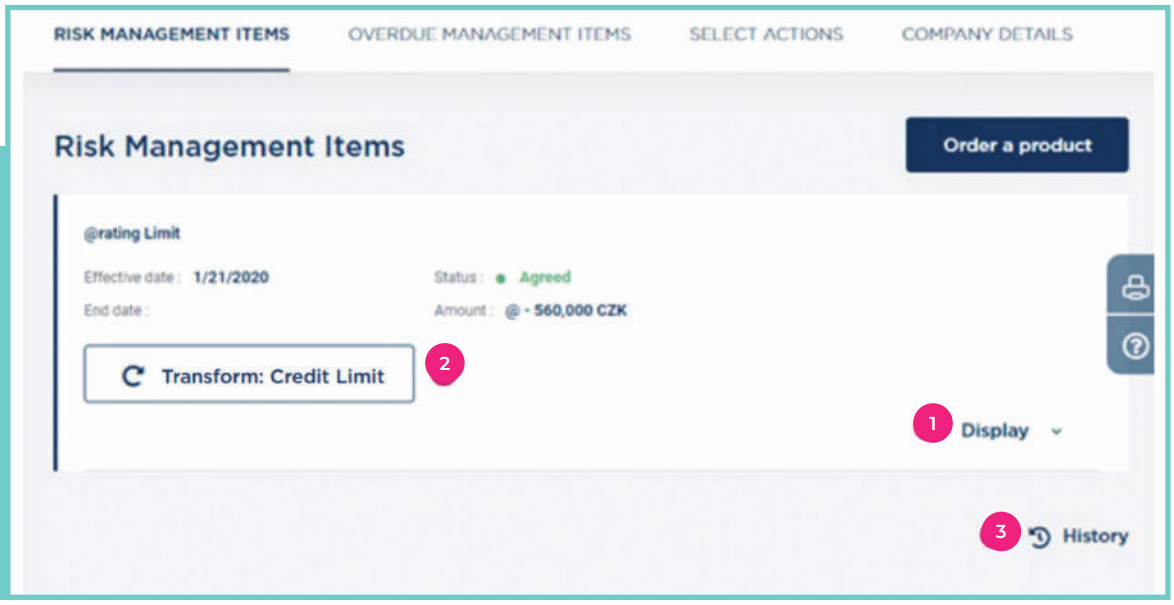
The Select Actions tab allows you to submit all your requests:
Credit Limit, @rating Limit, TopLiner Limit, Express Credit Limit, Extension of Due Date, Outstanding Notification and Cover of Next Deliveries. This module only focuses on Credit Limit, @rating Limit, TopLiner Limit, Express credit Limit and Extension of Due Date (see below).

To order an insurance product about the selected company, simply select by clicking the appropriate product in the Select Actions Box. Depending on the request, a pop-up or a new form will appear.



Once the product on the selected company is ordered:

- The company along with the ordered product will appear in your Portfolio.
- A synthesis view of the credit decision will appear in the Company Details view.



1 ***This view can be expanded by clicking on Display:***
you will get additional information on the decision. .

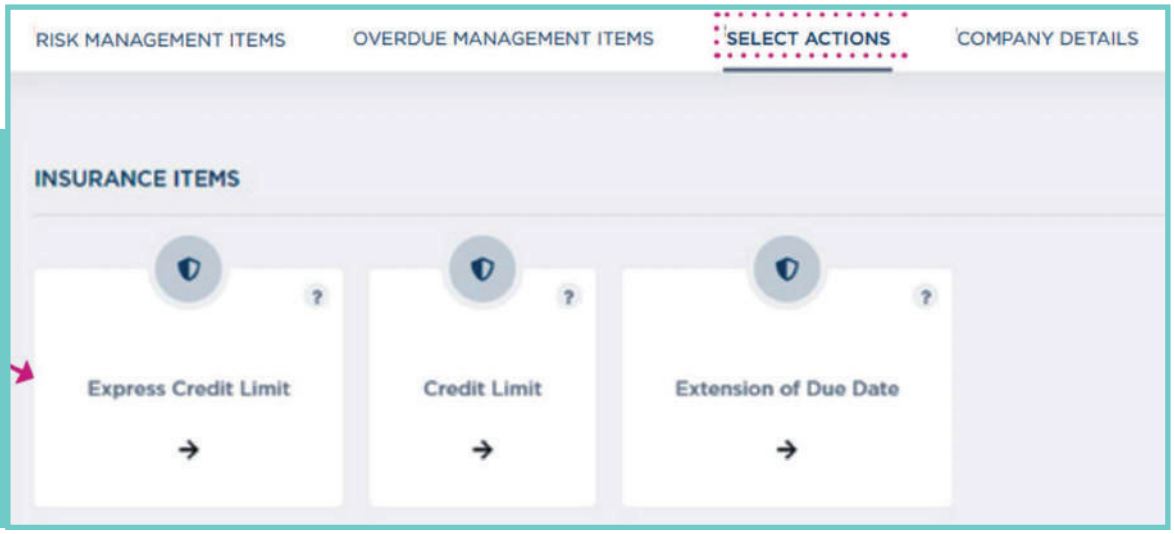
2 *Some additional action boxes for the credit decision item are available that help management your product.*

3 ***The history of the cover for a company can be accessed from the History button:***
the new page lists any previous credit limits or @rating limits granted.

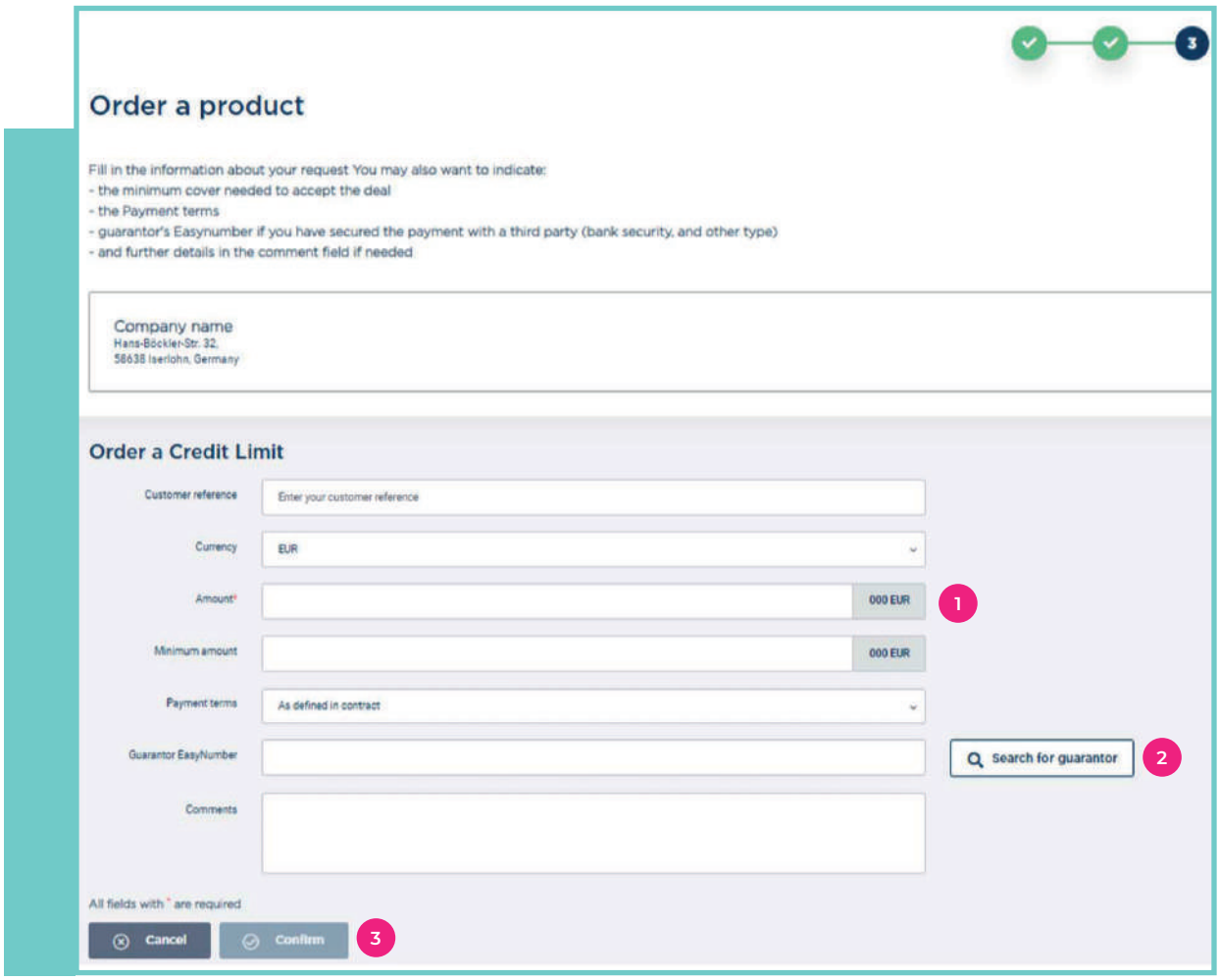
1. CREDIT LIMIT

a. Initial request

To order a credit limit on a company:
on the Company Details view go to the **Select Actions** tab and click on the required product:



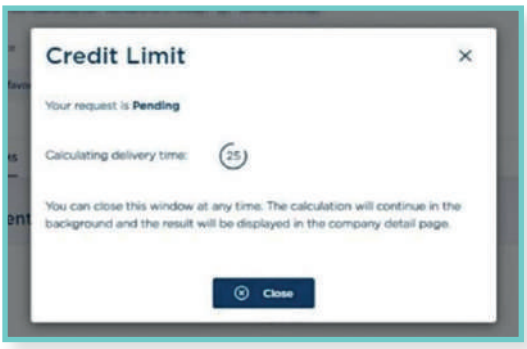
The following form will appear.



1. *The Amount is the only information required to submit your request.*
2. *If you want to add a guarantor, you must fill in its EasyNumber. You may use the Search function to help you find the Guarantor EasyNumber.*
3. *Click on Confirm to submit your request.*

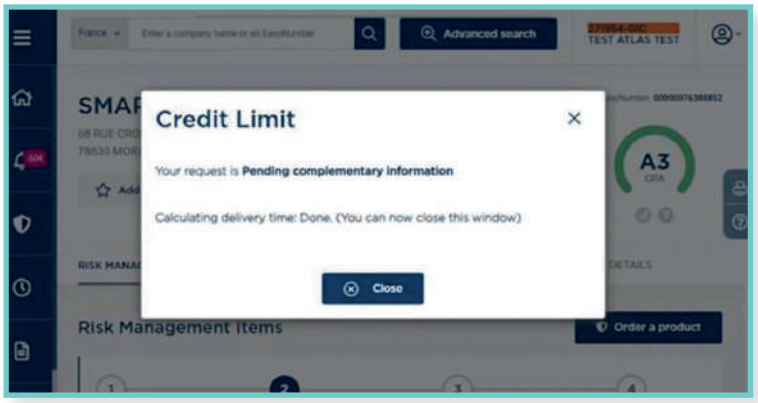
As soon as your credit limit request is submitted, it is sent to the Coface Risk Underwriting Department, who will analyse the request. The decision might be immediate (your Portfolio view is automatically updated with Coface's decision) or Pending, meaning you will receive a notification as soon as the request is analysed.

Whenever one of your credit limit requests is Pending, either awaiting a risk underwriting decision or additional information, Cofanet will display a countdown timer in the window, meaning the response time is in the process of being calculated using the information available to us at the time of your request.

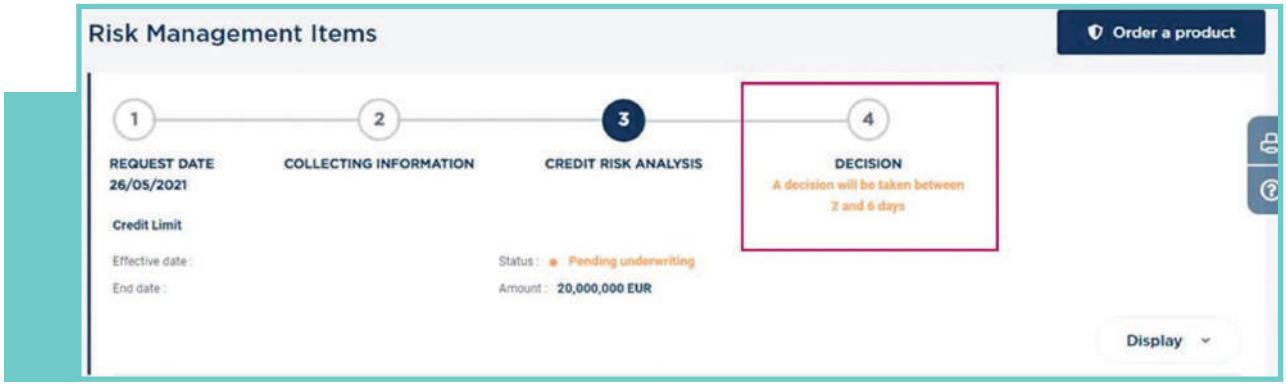


The pop-up window can be closed at any time during the calculation process if you do not want to wait. The countdown will then continue in the background while you navigate in the different sections of CofaNet.

Once the estimated response time is ready, a Done message will appear in the **pop-up window.**



By closing the window, you will be able to see the precise status of your request, as well as its related estimated response time, directly in the Company Details page.

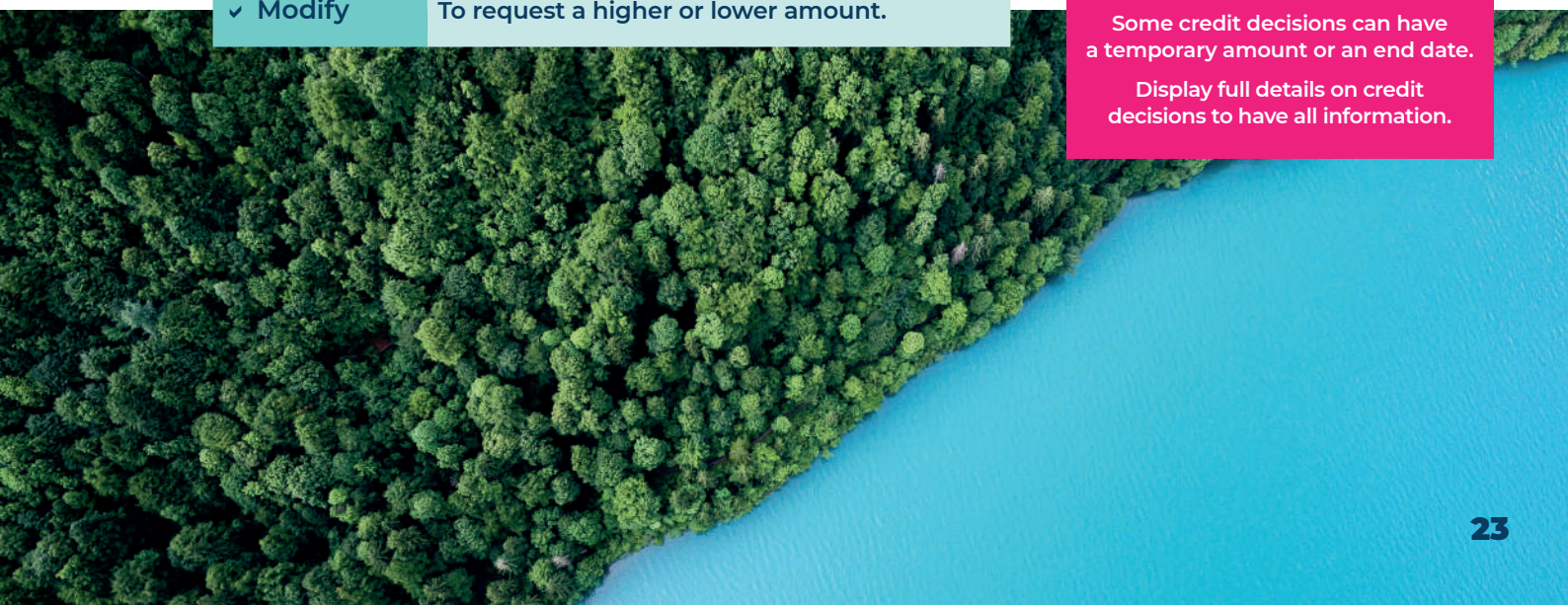


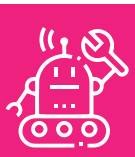
a. Modifying or transforming your request

Once your initial request has been submitted, different actions on this request are available:

CREDIT LIMITS

✓ Transform	Transform into an @rating limit.
✓ Cancel	To cancel the limit. *NB: once deleted, the company stays in your Portfolio for 2 years. This means you can notify any potential overdue account on the company that occurs after deleting the limit.*
✓ Modify	To request a higher or lower amount.





Some credit decisions are subject to guarantors or an underwriter's comments.

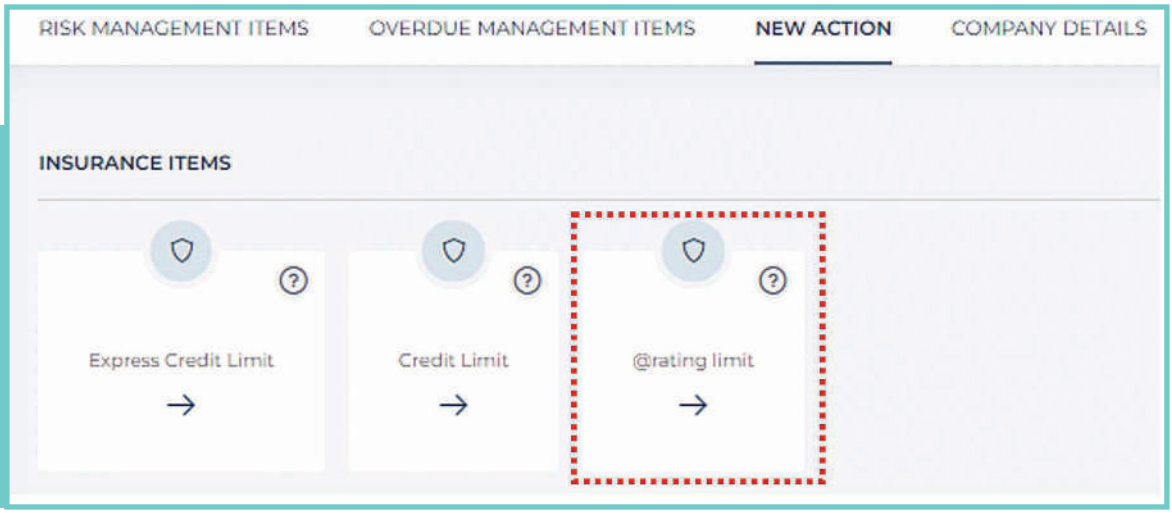
Some credit decisions can have a temporary amount or an end date.

Display full details on credit decisions to have all information.

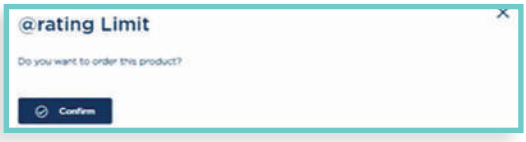
2. @RATING LIMIT

a. Initial request

To request a @rating limit on a company: on the Company Details view go to the **Select Actions** box and click on the **@rating limit** product.



The following pop-up appears.
Click on **Yes** to confirm your request.
Your Portfolio is automatically updated, as the decision is always immediate.

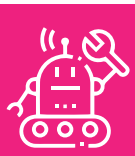


b. Modifying or transforming your request

Once your initial request has been submitted, different actions on this request are available.

#RATING LIMIT

TRANSFORM	If the amount is not sufficient and you need a higher amount of cover, you can request a credit limit.
DELETE	To cancel your @rating limit *NB: once deleted, the company stays in the Portfolio for 2 years. This means you can notify any potential overdue account on the company, even after the deletion of the @rating limit.*



When a credit limit decision has been taken, it will always override the @rating Credit Opinion.

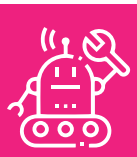
3. TOPLINER LIMIT

The TopLiner limit is designed to provide additional cover on companies in case of a reduction, refusal or cancellation of a credit limit decision.

Its main features are:

- Additional guarantees attached to the standard policy
- Classic credit limit parameters
- Flexibility on amount and duration
- Expert pricing revealing the quality of risk
- Online purchase and delivery through CofaNet Essentials

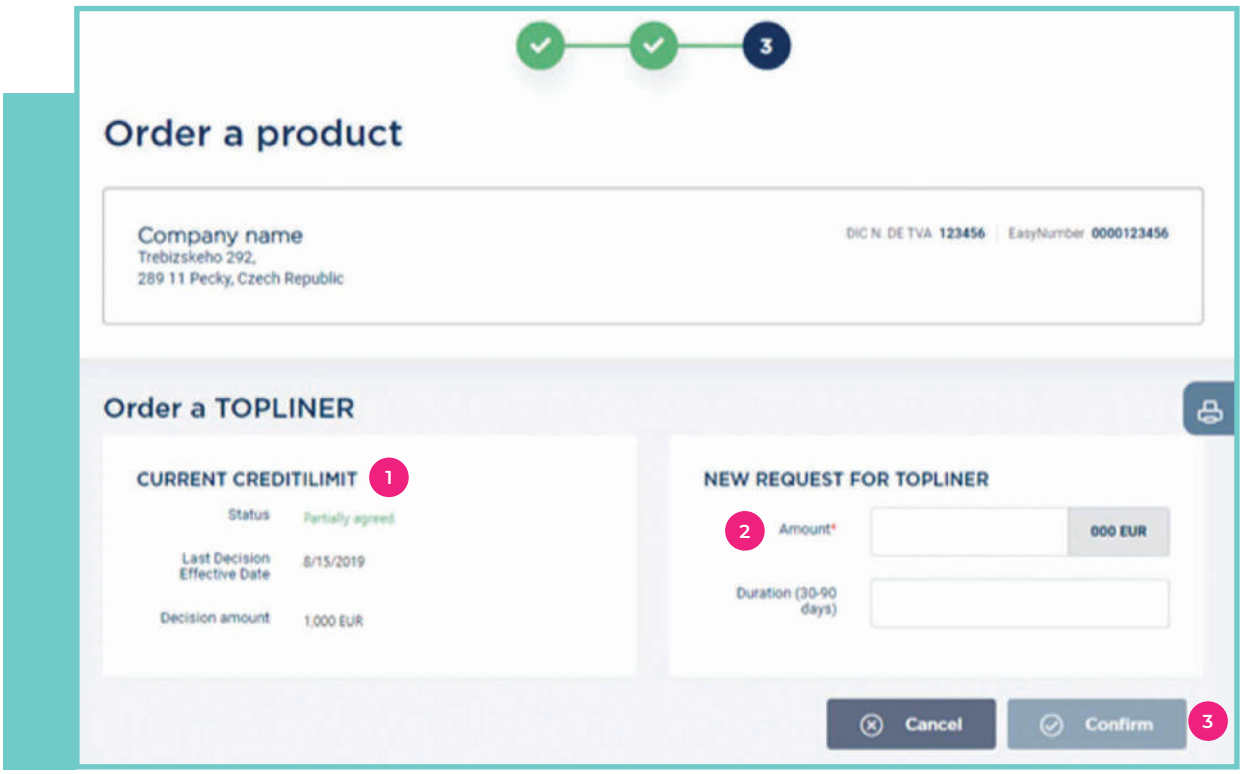
If the TopLiner product is available for your contract, the button to order a TopLiner limit will be displayed in the catalogue of product / actions.



The TopLiner option is available when a credit limit on a company / debtor is refused, cancelled or reduced if there is no overdue account of more than 60 days. The elementary / initial credit limit is independent of the TopLiner product.

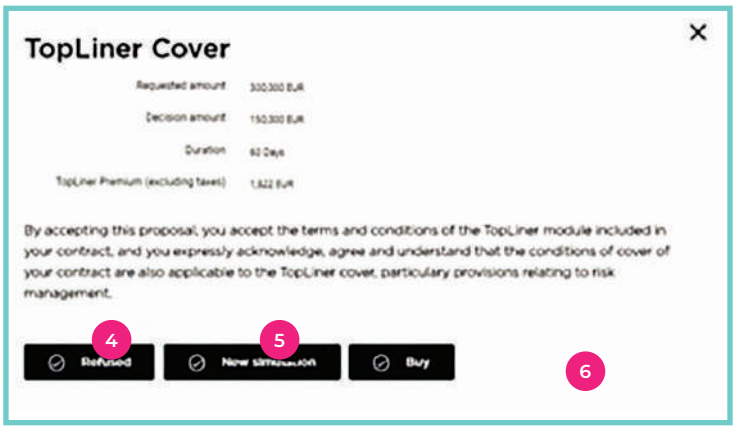
However, the elementary / initial credit limit cannot be transformed into a @rating limit when a TopLiner Limit is active.

The TopLiner limit form page contains:



1. *As a reminder, the characteristics of the current credit limit, with its status, decision date, and decision amount.*
2. *In the field New Request for TopLiner you should fill-in:*
   - The Amount requested that should correspond to the total Outstanding Amount required
   - The Duration period (any period between 30 and 90 days).
3. *Click on Confirm to submit your request.*

The submission of the order triggers validation on the complementary amount and duration text.
The decision can then be denied or agreed.
If the TopLiner cover is agreed, a pop-up appears with the requested amount, the validity period, the agreed amount with currency and the invoice amount of the TopLiner limit with the invoiced currency.



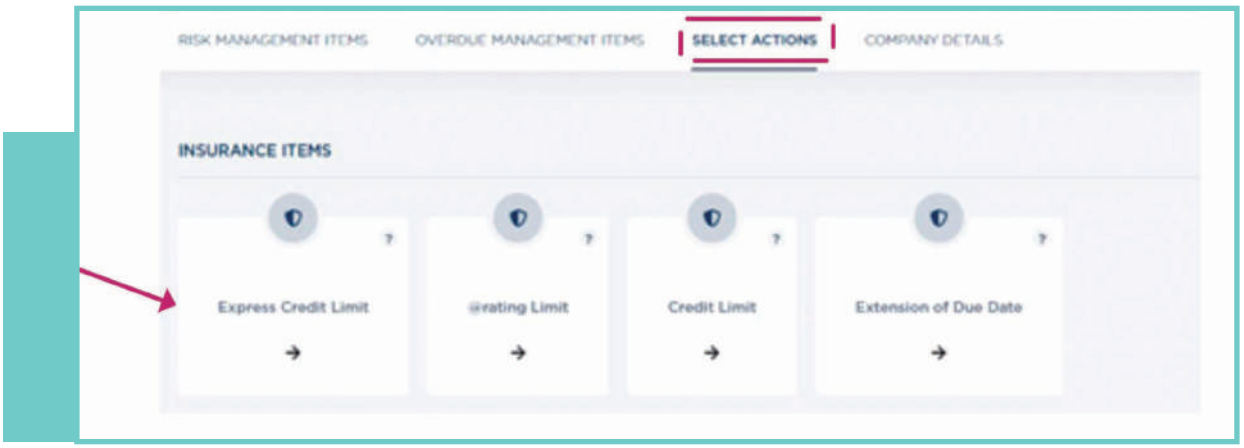
4 ***Refused:*** *the refusal is saved.*
5 ***New simulation:*** *refusal is saved, the previously entered values are retained and you can request a new simulation.*
6 ***Buy*** *– your order is saved.*

The decision will appear in the Imminent End Date Portfolio.

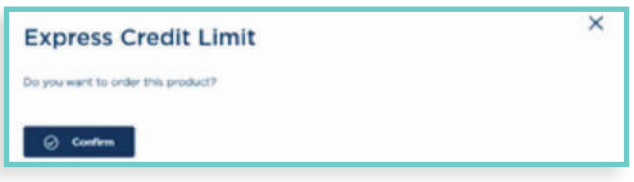
30 days before the end of TopLiner coverage period, the decision will be flagged with the **Imminent End Date** icon, and five days before the end you will receive a notification.

4. EXPRESS CREDIT LIMIT

To request an Express Credit Limit (ECL) on a company: on the Company Details view go to the Select Actions box and click on the product required.



The following pop-up appears.
Click on **Yes** to confirm your request. The Express Credit Limit is directly notified to you. You are covered on a company according to the limit and insured percentage defined in your country (availability of this item if included in your contract).

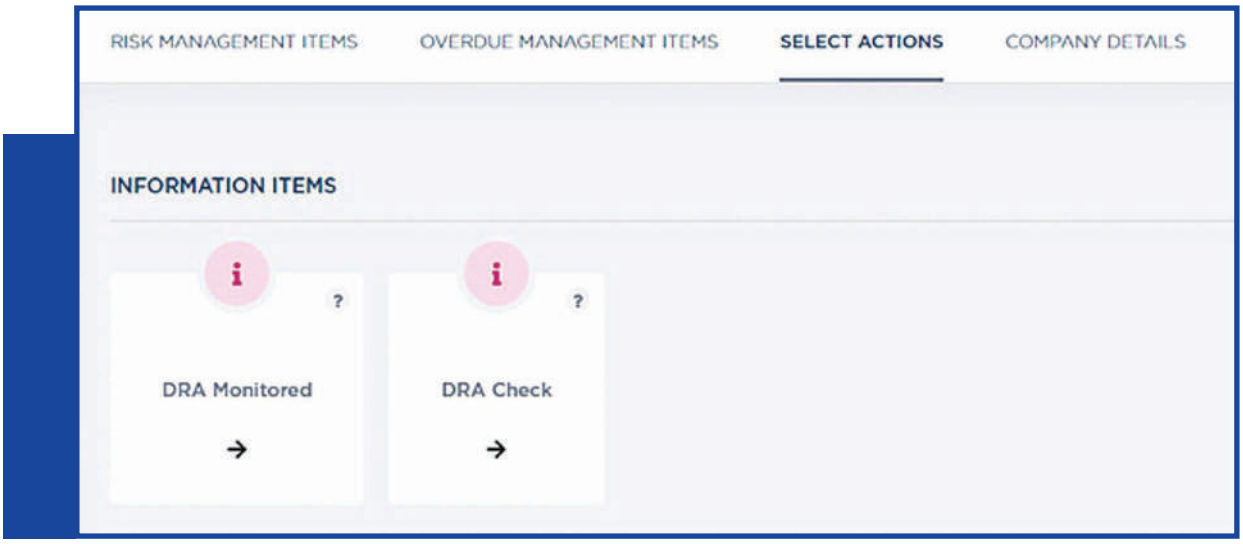


Only available if no other limit already exists on the selected company. If ECL has been refused, you will not be able to reapply until a year later.

REQUEST INFORMATION PRODUCTS

1. DEBTOR RISK ASSESSMENT DRA CHECK / DEBTOR RISK ASSESSMENT DRA MONITORED

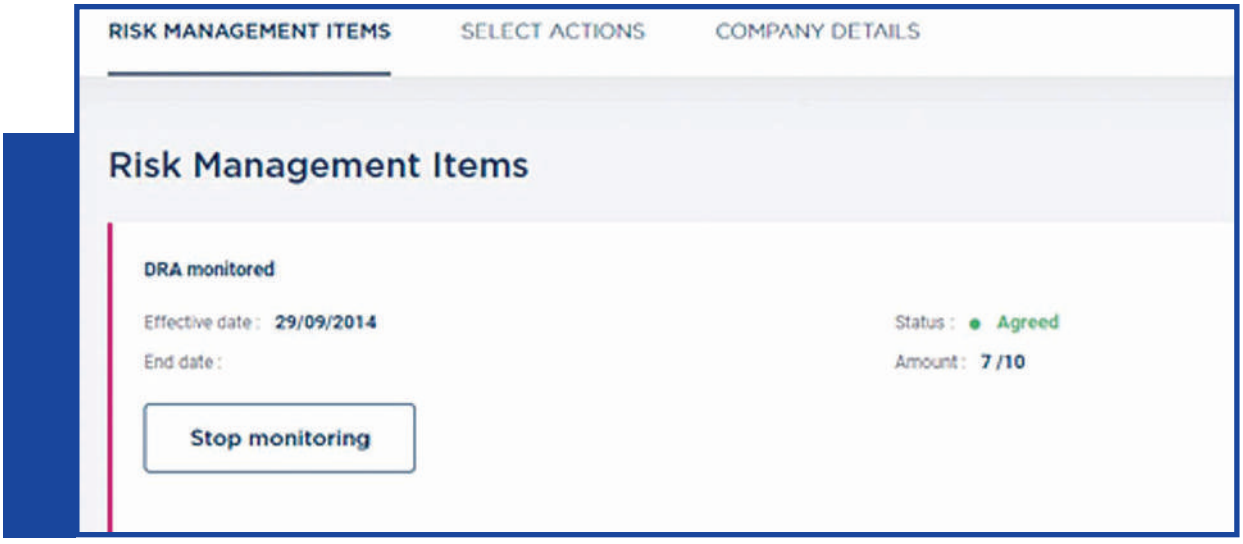
You can request a DRA on a company. From the Company Details view go to the **Select Actions** box and click on the product required.



The following pop-up will appear.
Click on **Yes** to confirm your request.

When you have ordered a monitored DRA, you will receive any updates to the DRA through the Notification Centre.

You can stop monitoring at any time by clicking on the action **Stop Monitoring.**

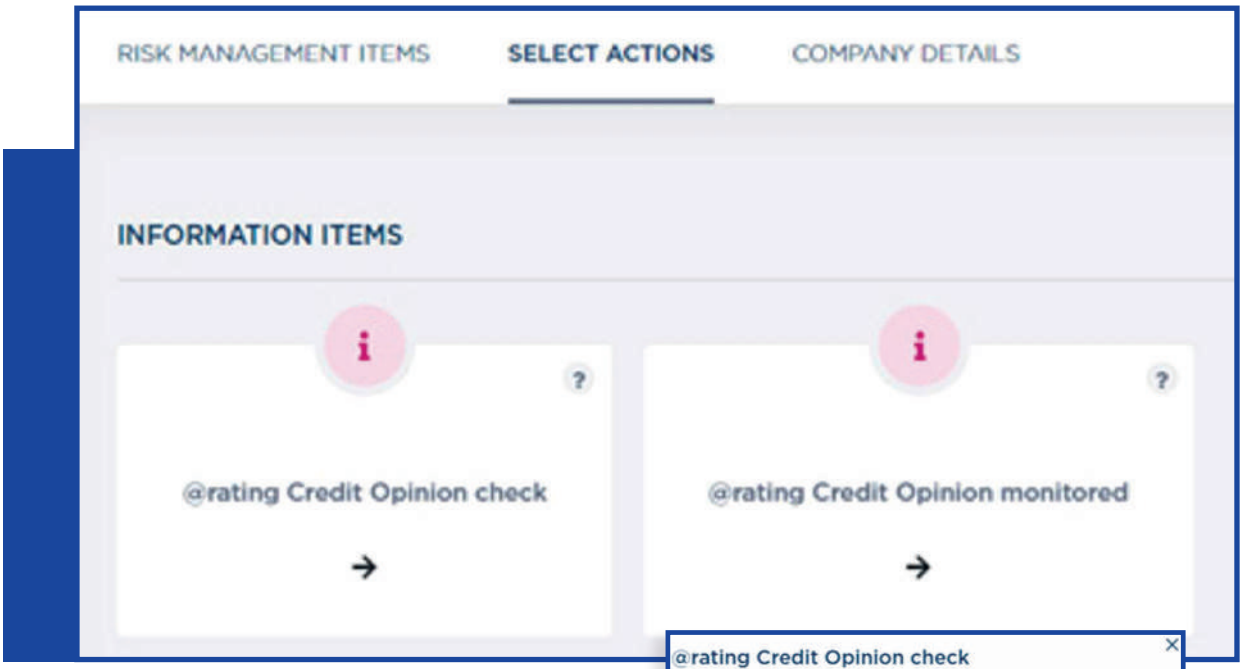


The Status of the monitored DRA will be changed to withdrawn.

The DRA is displayed as an attribute of the credit decision for all debtors on which you have an active decision.
The DRA displayed is the company's DRA.

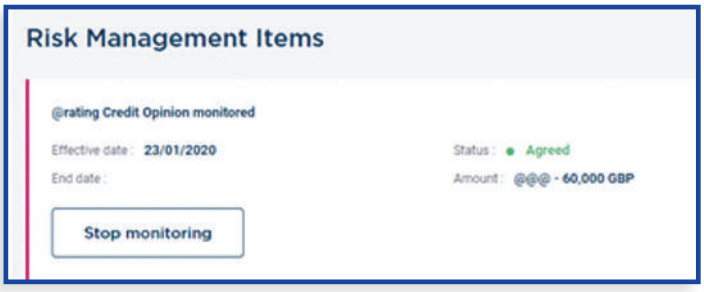
2. @RATING CREDIT OPINION CHECK / MONITORED

You can request a @rating Credit Opinion on a company.
From the Company Details view go to the Select Actions box and click on the product required.



The following pop-up appears. Click on to confirm your request. In the Portfolio, the @rating Credit Opinion will be displayed.

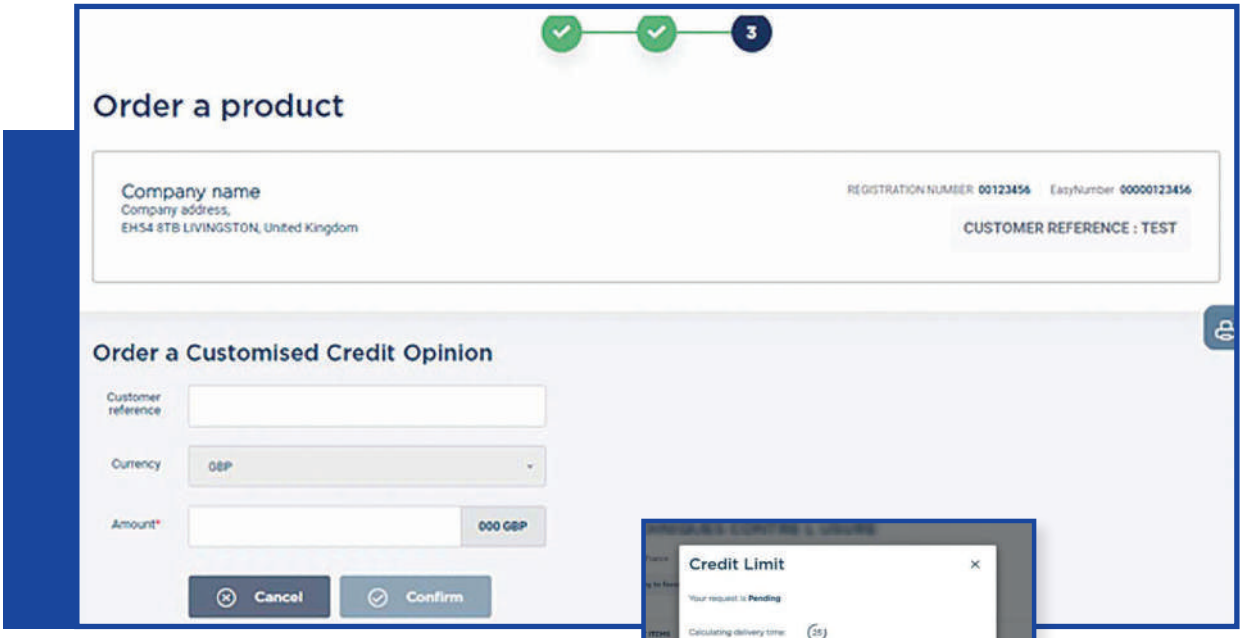
For a monitored @rating Credit Opinion: you will receive any updates to the @rating through the Notification Centre.
It is possible to stop monitoring by clicking on the action on the product. The status of the product will be changed to withdrawn.

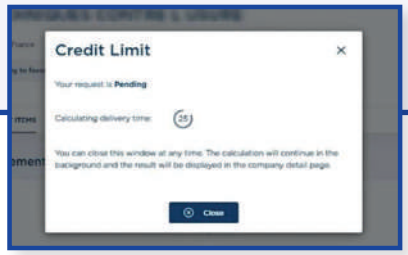


3. CUSTOMISED CREDIT OPINION (CCO)

You can request a Customised Credit Opinion on a company.

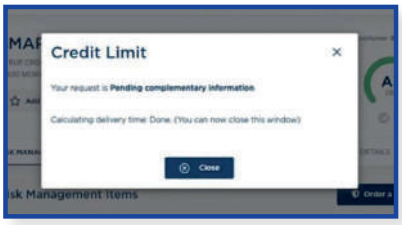
From the Company Details view go to the Select Actions box and click on the product required.





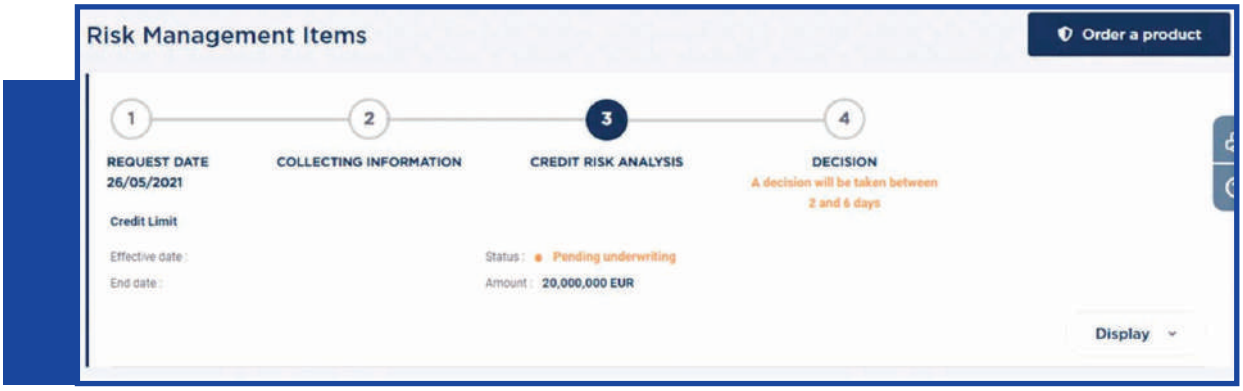
The Customised Credit Opinion is monitored only in the case that the decision is decreased. As soon as your CCO request is submitted, it is sent to the Coface Risk Underwriting Department which will analyse the request. The decision might be immediate (your Portfolio view is automatically updated with Coface's decision) or Pending, meaning you will receive a notification as soon as the request is analysed. Whenever one of your credit limit requests is Pending, either awaiting a risk underwriting decision or additional information, Cofanet will display a countdown timer in the window, meaning the calculation of the response time is in progress, using the information available to us.

The pop-up window can be closed at any time during the calculation process, if you do not wish to wait. The countdown will then continue in the background while you navigate in different sections of CofaNet.



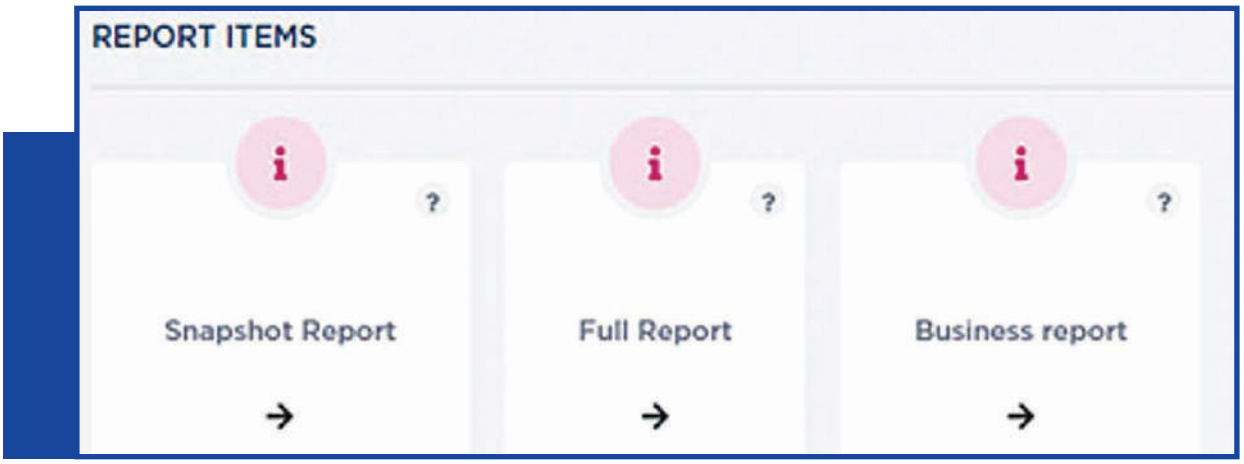
Once the estimated response time is ready, a **Done** message will appear in the pop-up.

By closing the window, you will be able to see the precise status of your request, as well as its related estimated response time, directly on the Company Details page.



4. REPORTS

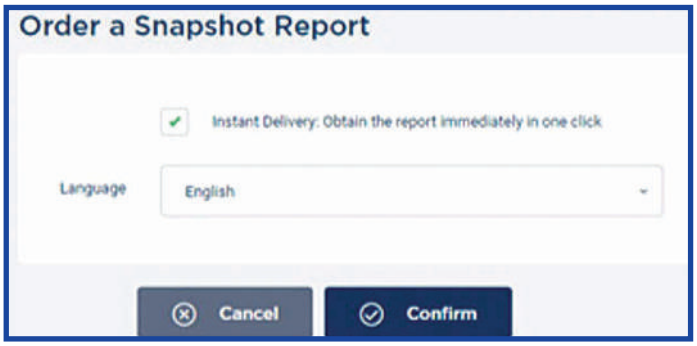
You can request a @rating Credit Opinion on a company.
From the Company Details view go to the Select Actions box and click on the product required.



Depending on your contract, and the country of the customer, you may have access to three types of Report: Snapshot, Full (new investigation or instant delivery) or Business Report.

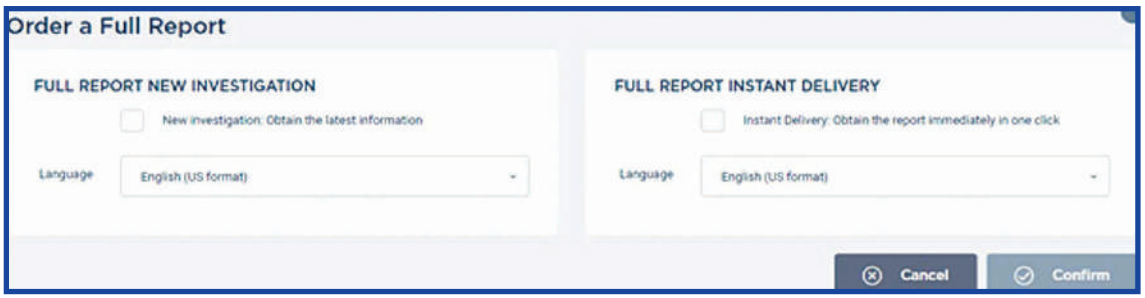
a. Snapshot Report
A Snapshot Report contains basic business information data. It is available in most cases with instant online delivery and for a few cases with a delivery delay depending on the connections with the Coface partners.

You can choose the language you want the **Snapshot Report** to be displayed in: English, French, German or Spanish.



b. Full Report
Full Report provides comprehensive and extensive information for in-depth analysis of the company's credit risk. You have the choice of 2 options by clicking on the green buttons:

- Order a Full Report – Instant Delivery
- Order a Full Report – New Investigation



The difference is that with the first option, the Full Report is delivered instantly online. In this case, you must look at the **Last Update Date** to evaluate whether the information is recent enough to be worth ordering.

If you choose the second option, it means you have estimated that the Full Report needs to be refreshed. By ordering this new investigation, you will get an updated Full Report within a few days.

The reports are the same in terms of the format of the content, updated content and with a new update date with a new investigation.
In addition, the format is standardised to facilitate reading and comparisons between several Full Reports.

In both cases, you can choose the language you want the report to be displayed: English, French, German or Spanish.

5. BUSINESS REPORT

On this page you can order a Business Report which is a Credit Alliance Business Report (CABR). It provides valuable business and credit information on companies, allowing you to evaluate potential new customers, business partners and suppliers worldwide. If occasionally a company is not on our database, we will undertake a fresh investigation and obtain data to prepare a new report within a few days.

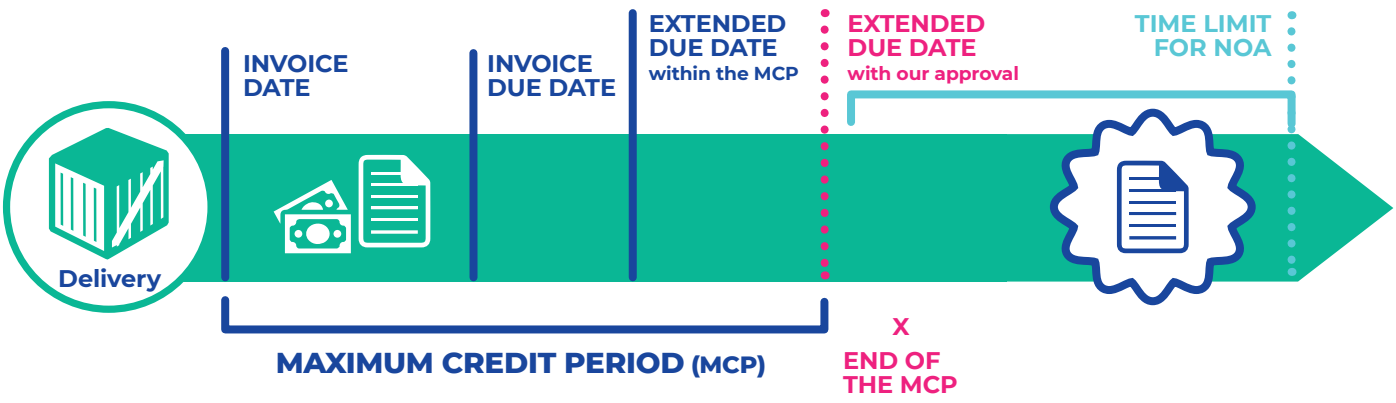
If you click on the green button **Order a Report**, you will receive the file.

REQUESTING AN EXTENSION OF DUE DATE

AN EXTENSION OF DUE DATE (EDD) IS A REQUEST TO RESCHEDULE THE INITIAL DUE DATE OF INVOICES

1. **The Due Date** is the initial date when the Buyer must pay his invoices according to the Sales Contract. It must fall within your **Maximum Credit Period**.
2. Within the **Maximum Credit Period**, you can freely grant one or several extensions of the initial Due Date to your Buyer.
3. If your client requires an **Extended Due Date** which falls outside the MCP, you must obtain our approval first.

In case of a Cancellation of your credit decision, or if your Buyer is in default, as defined in your contract, you also have to submit a request of Extension of Due Date even if the extended due date falls within the Maximum Credit Period.



When a request for an EDD is created (pending), the request is submitted to a risk underwriter.

The risk underwriter will evaluate the EDD request

The EDD will remain with a pending status in CofaNet Essentials (unless it has been cancelled) until the risk underwriter has taken its decision on the request

The status of the decision for the risk underwriter can be either ACCEPTED or REFUSED

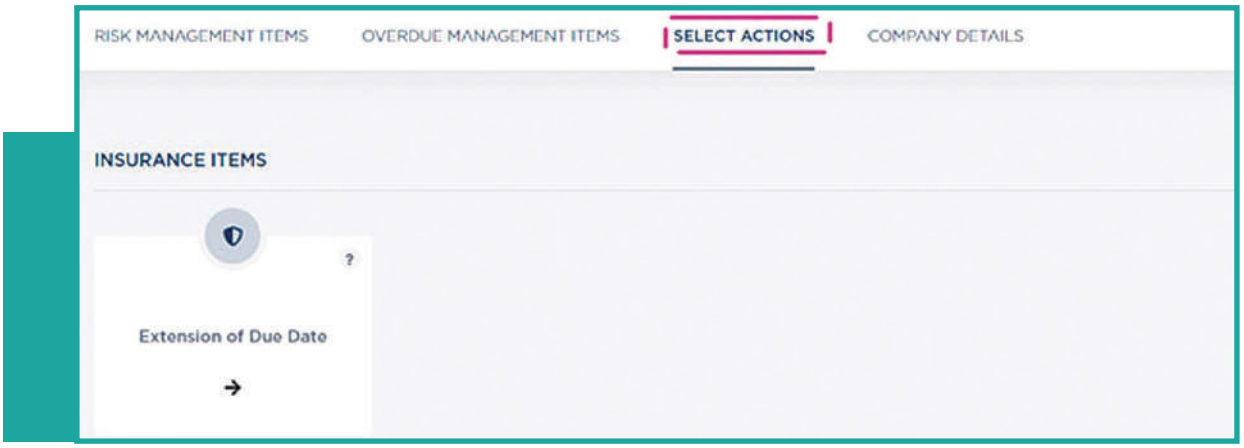
Active EDDs can be modified.
Only pending EDDs (meaning no decision from the Risk Underwriting Department yet) can be cancelled.

Only one EDD may be granted to a buyer. If an EDD already exists on a buyer within your Portfolio, a new EDD cannot be created.

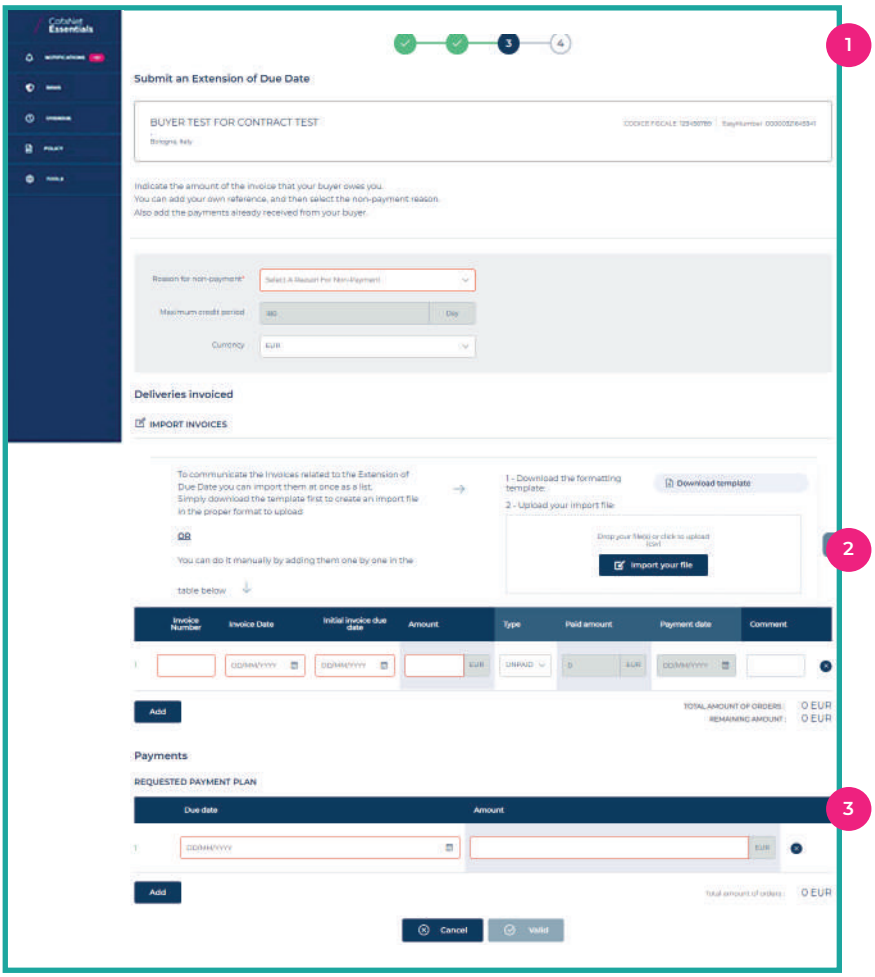
In case of an EDD after the NOA, the request has to be made to your claim contact directly by email and out of Cofanet.

1. CREATING AN EDD

To create an EDD, you should select the item in the Select Action Box in the Company Details view.



The following form appears. It is divided into three parts:



1 EDD details:

The section displays all information about
• the person in your company who is in charge of requesting the EDD. The contact details may be modified by clicking on the Modify button (by default the contact is the CofaNet user contact).
• You should select the reason of non-payment
• You can also change the currency; it will be applied to all the form.

2 Deliveries invoiced:

It allows you to identify multiple invoices that will be included in the Extension of Due Date request. To communicate invoices associated to an EDD an import function is available.

All fields are mandatory.

3 Requested payment Plan:

It allows the creation of multiple payment dates against the total amount of unpaid invoices. The schedule can be created by completing the following two fields:
• New due date - proposed date set by the customer
• Amount: proposed amount set by the customer.

NB: the total amount of Deliveries invoiced has to be equal to the Total amount of Request Paymetnt Plan.

You can then click on Submit to send your request to the Coface Risk Underwriting Department.

2. MODIFYING AN EDD

To modify an EDD, you must select the EDD previously requested on the company. You cannot modify an EDD with a pending status.

3. ANSWER FROM UNDERWRITERS

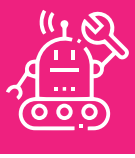
An EDD can be either agreed or refused.

If it is agreed, the payment plan you propose can

- either be accepted as such,

- or our underwriters may suggest a different plan to the one you proposed. If the payment plan you propose is entirely validated by the risk underwriter, this payment plan is repeated in the Company Details screen.

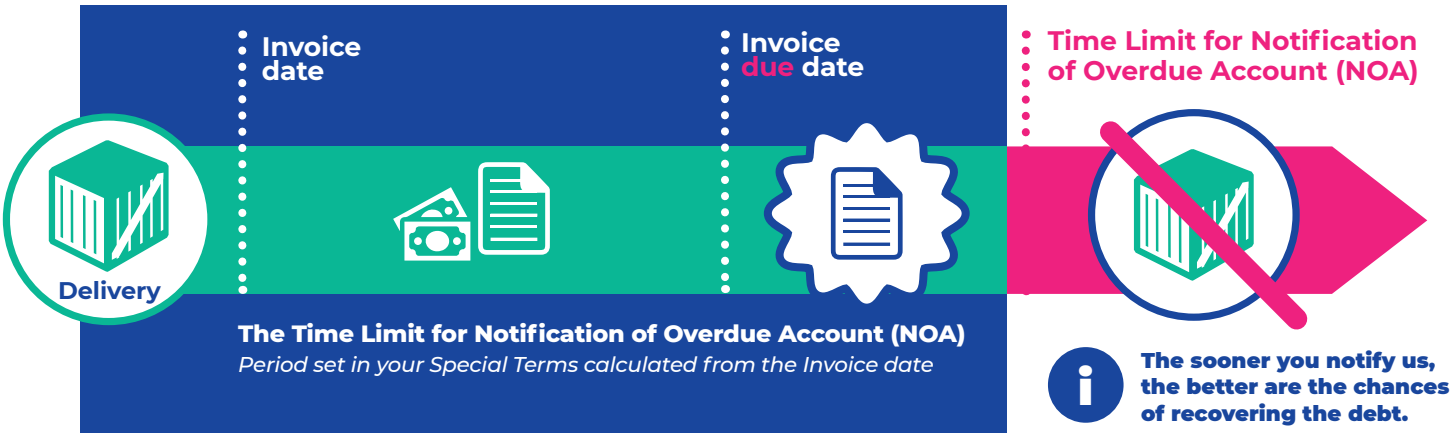
If the status is refused, the EDD is not valid.



In case of EDD, whatever the answer from underwriters, the Notification of Overdue Account time limit is impacted.

SUBMITTING A NOTIFICATION OF OVERVUE ACCOUNT

IF YOUR INVOICE BECOMES OVERDUE, YOU CAN SUBMIT A NOTIFICATION OF OVERDUE ACCOUNT. COFACE WILL THEN TAKE OVER THE COLLECTION ACTIONS AND BEGIN THE INDEMNIFICATION PROCESS.

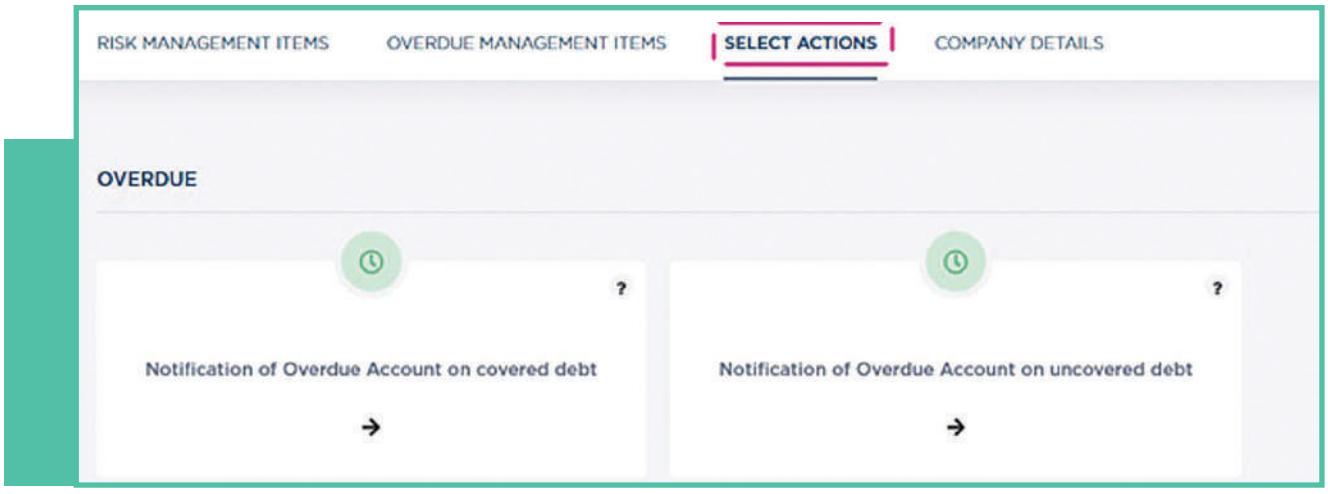


Depending on your contract, the request for intervention may be optional.

For the Globalliance contrat you will need to indicate before the confirmation of the submission whether syou want or not to trigger a recovery action again the buyer/customer.

- You need to submit a notification of Overdue Account (before a time limit specified in your special terms) when one of your customer/debtors does not pay his invoices partially or totally at due date.
- The form enables you to indicate the invoices unpaid by the customer/debtor.
- A Notification of overdue account with a request for intervention triggers a recovery action against the buyer.
- Depending on your contract, you may have the possibility to submit online an overdue account for uncovered debts and benefit from our debt collections services.

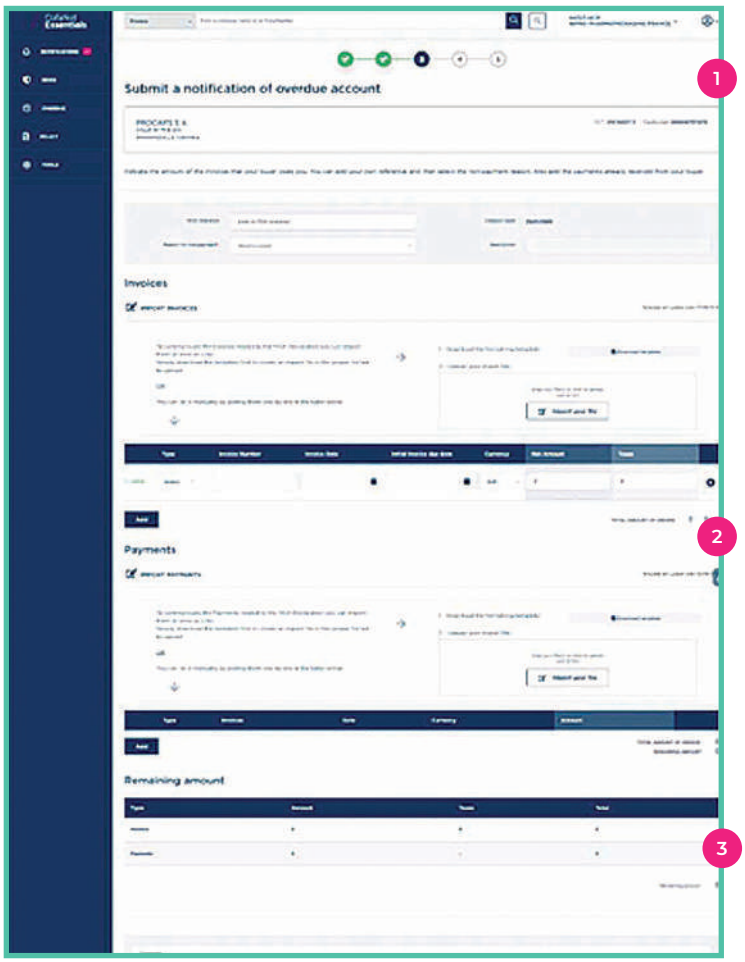
  In this particular case, you will have the two following actions within the “Select Actions” box.



For a given debtor: only one NOA can have the status “pending” or “rejected”.
A new NOA can be created only if all previous NOAs have a final status (closed, cancelled)

1. INITIALIZATION OF YOUR NOTIFICATION OF OVERDUE ACCOUNTS ON A COVERED DEBTS

You can submit your notification of overdue account on a company.
From the Company's Detail View go to "Select Actions" Box and click on the product required.
The following form will be displayed:



1. **Invoices:**
You communicate the invoices related to the NOA declaration either using the import function or by adding manually each unpaid invoice.
You should submit: *Invoice type, Invoice date, initial invoice due date, net Amount, taxes, currency. All these fields are mandatory.*

2. **Payments input:**
In a NOA you can communicate partial payments received either using the import function or by adding manually each invoice.
You should mention: *Payment type, Invoice reference, Date of payment, Amount, Currency. All these fields are mandatory,*

3. **Comments:**
You may add a comment about the NOA. This field is optional and limited to 900 characters.
Click on *Submit to send the notification of overdue account.*
Remark: *If you requested intervention, a second page is displayed for you to confirm the request for intervention (RFI) after the NOA submission.*

INVOICE DATE CAN BE POSTERIOR TO THE CURRENT DATE.

The due date cannot be anterior to the invoice date Currency: by default, it is set according to the currency of the contract but you can enter invoices of any other currencies.

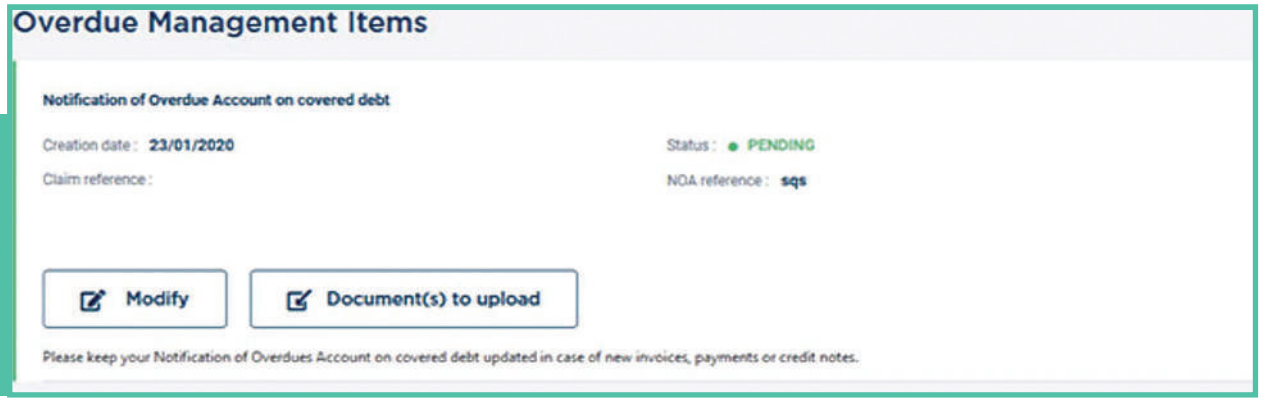
You can tick the appropriate box depending on your need.

This first NOA submitted is named Initial NOA. Once the Initial NOA is created, other NOAs can be created and are named Additional NOAs. As the NOA evolves over time, through additional NOAs you can communicate additional unpaid invoices and / or received payments. The NOA Case is the name for the declared NOAs (initial and additional), displayed in your overdue Portfolio.

2. MODIFYING AN EXISTING NOTIFICATION OF OVERDUE ACCOUNTS ON COVERED DEBTS

To modify an initial or an additional NOA, you must select the debtor on which you posted an NOA, and enter it's Company Details view.

The action box Modify enables you to open the existing NOA to modify it



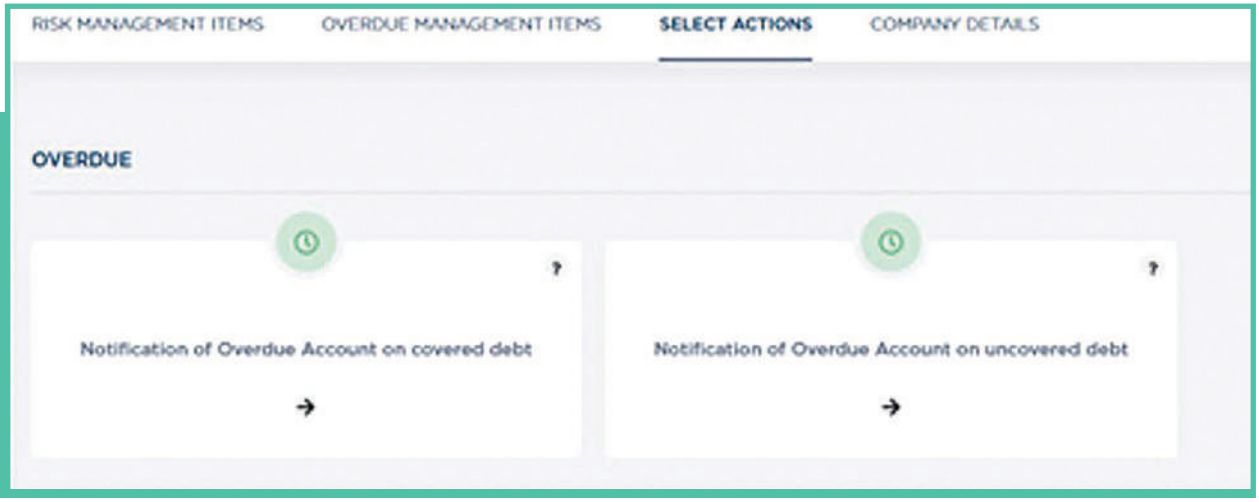
The initial unpaid invoices and / or payments cannot be changed. All the new information completed is identified under **Additional**.

You may modify the contact in charge of the NOA.

You can attach any documents by clicking on **Document(s) to upload**.
Once the document is uploaded it will be listed in Policy / Documents.

3. NOTIFICATION OF OVERDUE ACCOUNTS FOR NON-COVERED DEBTS

If your contract contains the non-covered debts clause, you can declare overdue accounts for the non-covered debts. The same process applies as for covered debts. To submit a NOA on non-covered debts, you must select the appropriate item in the Select Actions box:



The only difference is that you may have to add to your risk Portfolio the debtor first, as he may not be listed. To do add your debtors in your Portfolio, please refer to first section Company Search.

You can see your NOAs through the Overdue Portfolio

SALES DECLARATION

THE DECLARATION OF SALES IS REQUIRED. YOU WILL RECEIVE 3 REMINDERS IN YOUR NOTIFICATION CENTRE TO SUBMIT THE DECLARATION

According to your contractual conditions, the activity notification is based either on:

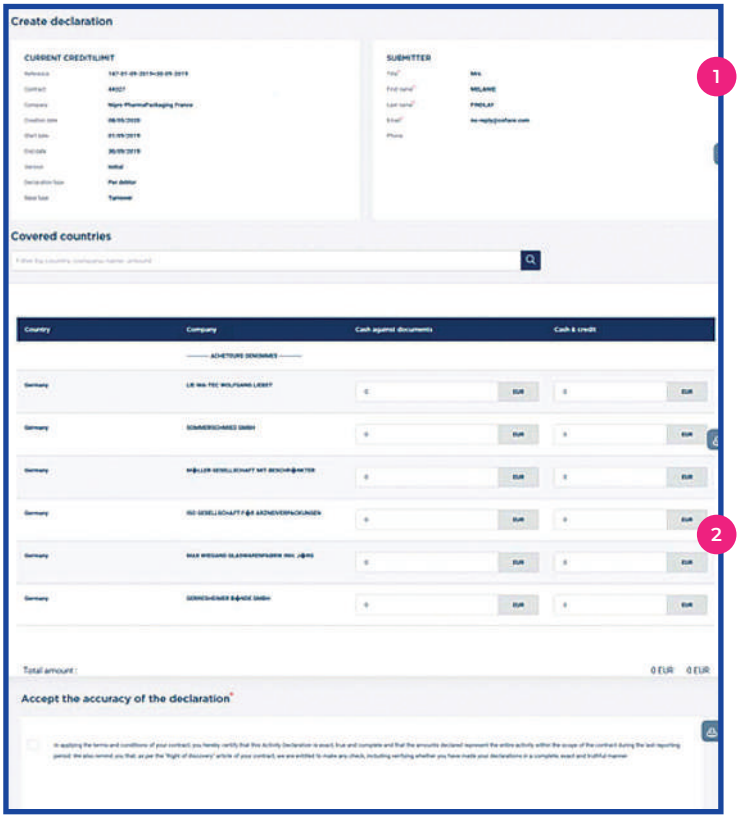
- Outstanding or sales
- By debtor or by country

The sales declaration section is located within the Policy section.

The only entry point to your sales declaration is the notification received in the Notification Centre.

1. CREATING A DECLARATION

Click on the notification number in the list of notifications in order to access the form.



1 Identification Part:

This section contains the information about the notification and the corresponding contract (by default the contact is the CofaNet user contact)

You may modify the name of your internal contact in charge of the sales declaration, by clicking on the Modify button.

2 Declaration:

The fields of this section can vary from one notification form to the next depending on the contract type. You should declare the turnover achieved with each of your customer / or country.

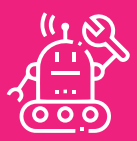
You can decide to use either:

- *the export / import function under an Excel format*
- *to complete all information online (the form can contain over hundreds of lines that are spread through several pages)*

If you do not have any amount to notify, tick the box at the bottom of the page.

You can then either decide to:

- *save your declaration (without sending your declaration to Coface): in this case you will be able to modify it before any further action.*
- *submit your declaration: in this case the form is sent to Coface, and you will be able to modify the data during a maximum of 10 days.*



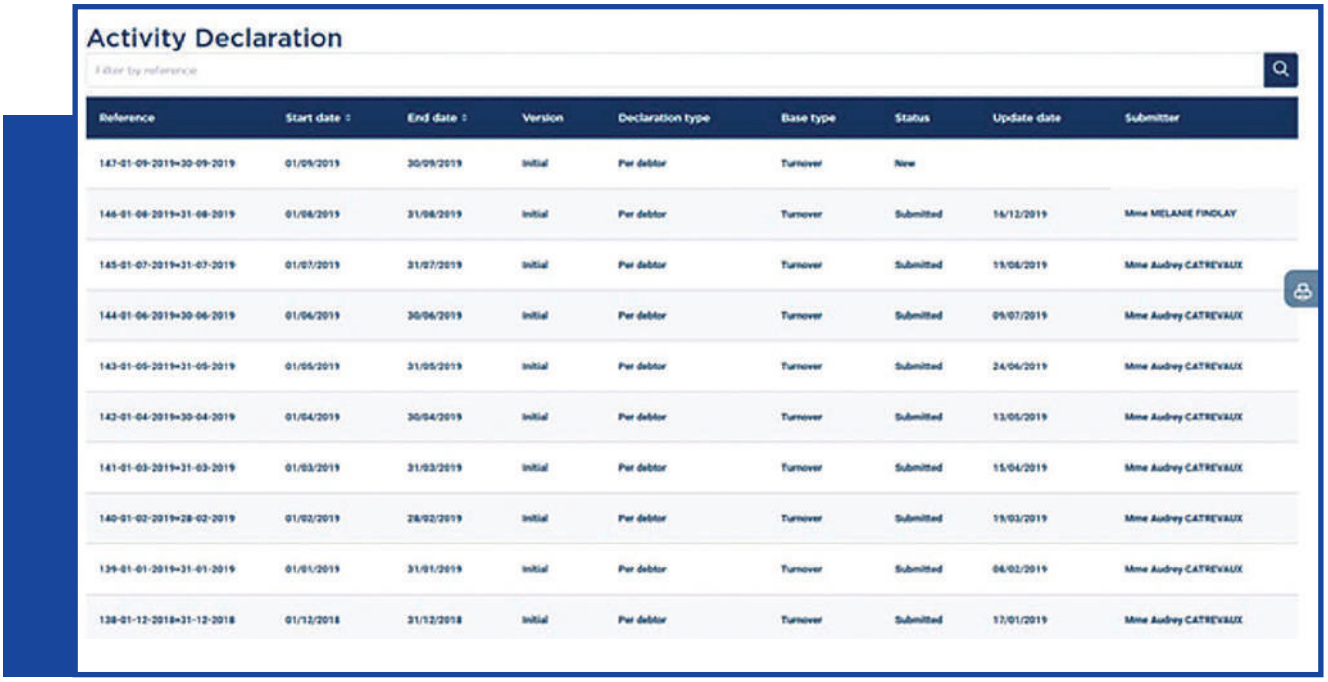
The default currency is the primary currency defined in your contract.

Discretionary amounts: If your contract contains this option, then you will have a separate table to fill-in the related turnover

Discretionary sales are insurable sales to buyers to whom you have granted cover yourself (unnamed buyers) up to a fixed amount (the discretionary zone).

2. LIST OF NOTIFICATIONS

In the Activity Declaration menu you will access a list of notifications already sent, and under creation.



- A declaration under New status can be modified as long as you don't submit the request.
- A declaration under the Sent status can be modified during 10 days maximum after its submission. Once this delay is over, you need to contact your Coface local representative.

SEND
BUYER INFORMATION

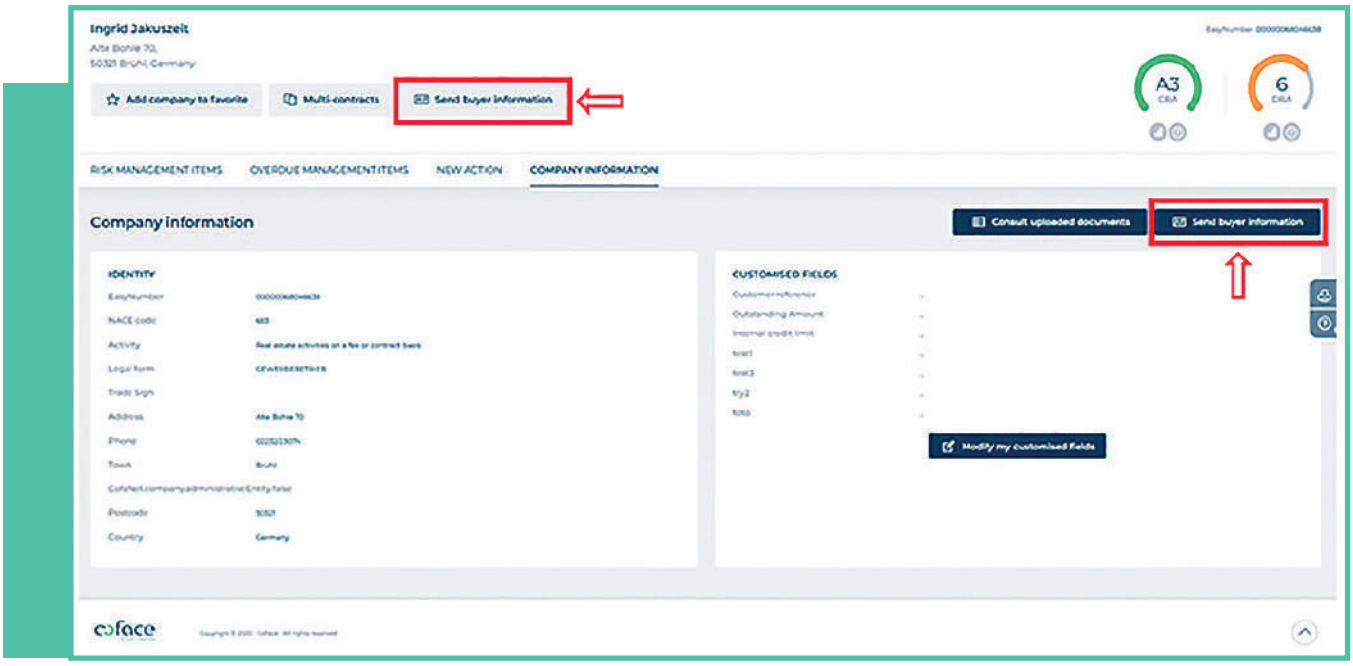
WITHIN THE COURSE OF YOUR COMMERCIAL RELATIONS, YOUR CLIENTS MAY SEND YOU DOCUMENTS THAT COULD POTENTIALLY INFLUENCE THEIR CREDITWORTHINESS ASSESSMENT BY COFACE.

Your Cofanet platform allows you to transmit, directly from the interface, certain specific documents:

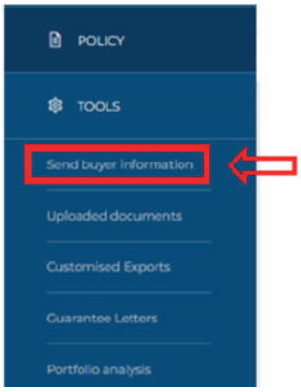
- Aged Balance of Accounts
- Annual Report
- Capital / Equity Information
- Consolidated Full Year Accounts (complete or not)
- Full Year Accounts (complete or not)
- Interim Accounts
- Other Sheets / document related to delivery

This functionality is available from several locations:

From a "company detail" page via the «Send buyer information» buttons visible in the upper part but also in the «Company information» tab

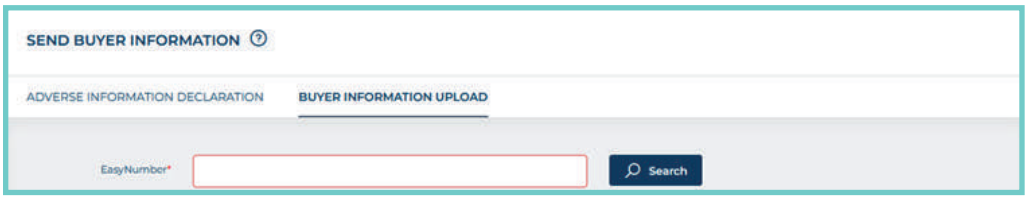


From the «Tools» section of the navigation menu, via the «Send buyer information» link»



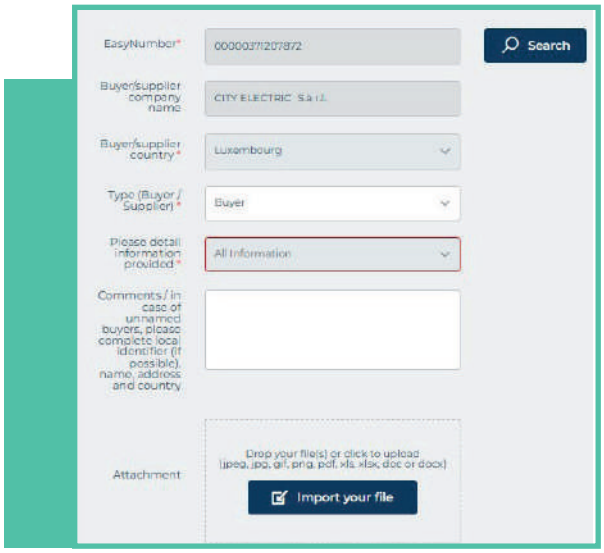
1. The “Send buyer information” page:

Two types of document upload forms are available from this page:



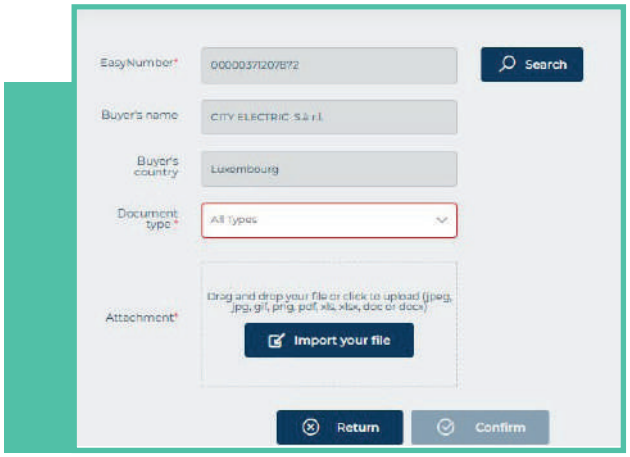
The “Adverse information declaration »

You can use this form to send us any information which could indicate a risk increase in the commercial / financial relationship with a buyer or a supplier



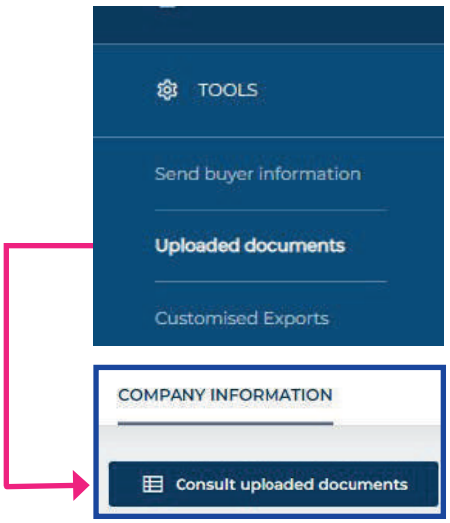
The « Buyer information upload »

You can use this form to send us recent financial or commercial information that could influence the creditworthiness of a buyer

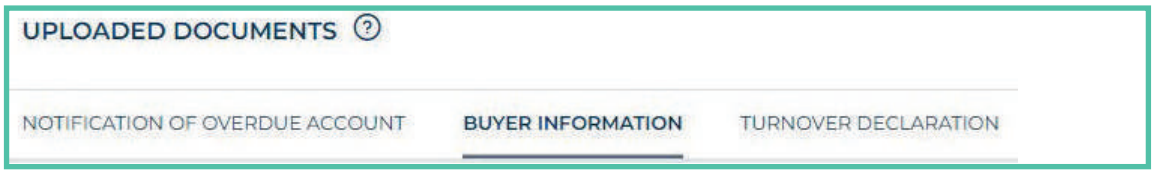


2. The “Uploaded documents” page

Any document sent to Coface via the CofaNet platform is listed in the “Uploaded documents” page accessible from the “Tools” section of the navigation menu and also from the “Company Information” tab via the link “Consult uploaded documents”.



Depending on your contract or country specificities you could find 3 documents category tab:



Notification of overdue account:
In this tab you can consult the documents you uploaded in CofaNet while managing your overdues

Buyer information
In this tab you can consult the buyers’ information you sent us, using the «Buyer information upload» form

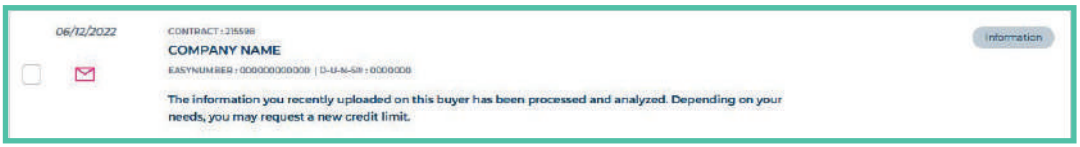
Turnover declarations
In this tab, you can consult the documents you uploaded in CofaNet while managing your turnover declaration (not available in all countries)

3. Notifications

Once the document has been sent, you will be informed in your CofaNet “Notification center” about the outcome following our analysis:

In progress

Information analyzed



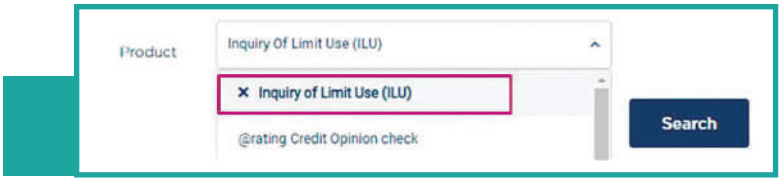
Information not usable / already known to us:

INQUIRY OF LIMIT USE (ILU)

IN THE FRAME OF OUR MONITORING SERVICE, WE CAN REVIEW YOUR REAL COVER NEEDS COMPARED WITH THE ACTUAL COVER GRANTED ON A GIVEN COMPANY.

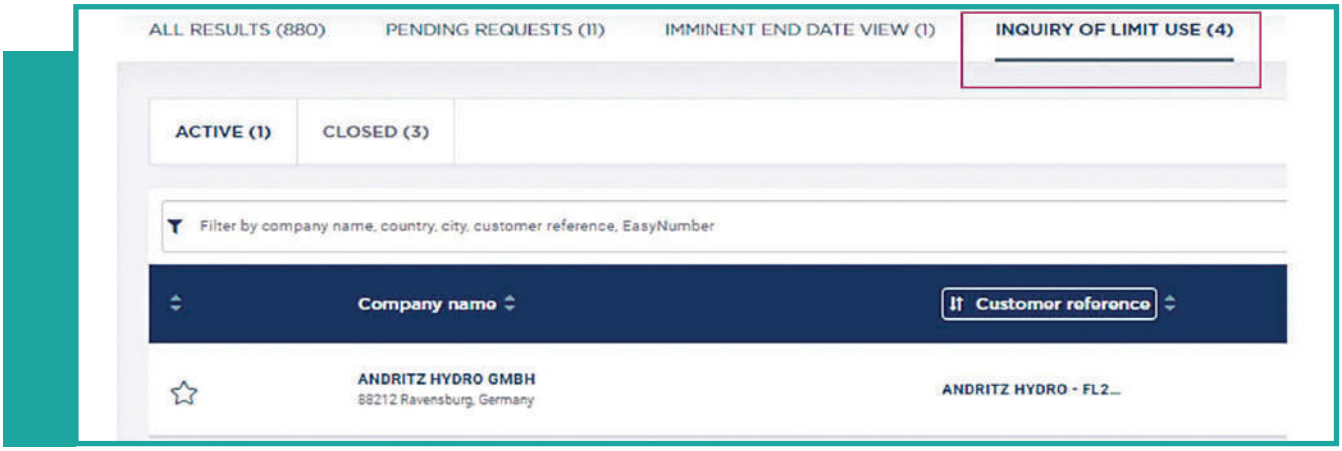
In this case, you will receive, a message, in your **CofaNet's Notification Centre**, asking you to check and declare your real limit use. This message looks like this:

In the **Notification Center** you can filter ILUs notifications by using the dedicated **Inquiry of Limit Use** product category available in the advanced filter:

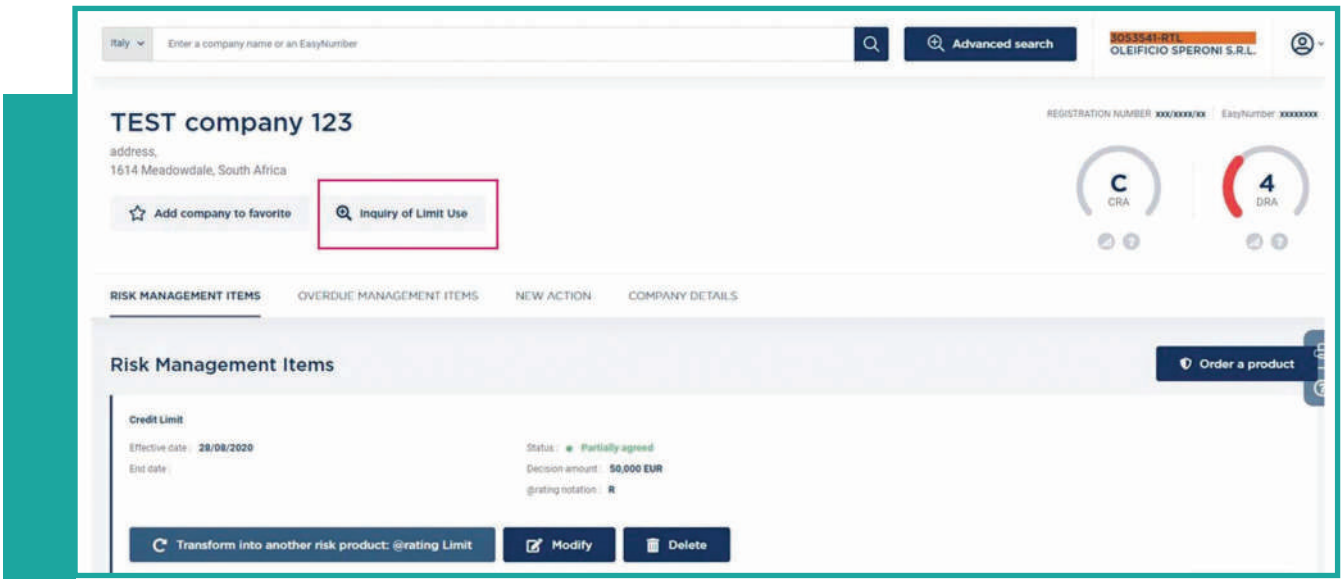


This Inquiry of Limit Use (ILU) can also be found in parallel in several locations.

- In your Risk Portfolio,in a dedicated tab:

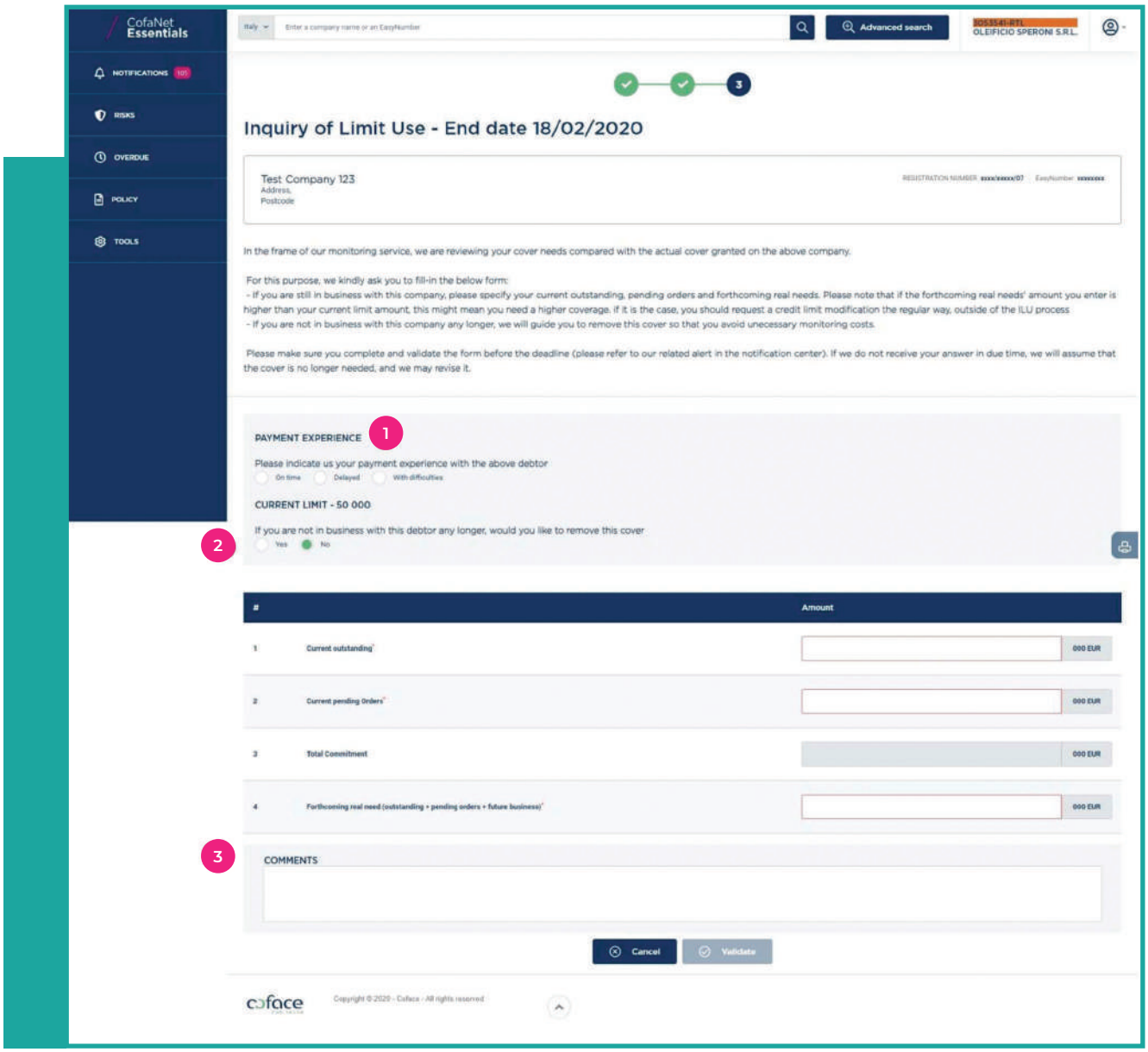


- In the corresponding Company page:



1. DECLARING YOUR BUSINESS NEEDS

In the Activity Declaration menu you will access a list of notifications already sent, and under creation.



Payment experience:
Specify your payment experience with this buyer between the available choices:

- On time
- Delayed
- With difficulties

Current limit:
If you are not in business with this debtor any longer, please indicate whether you would like to remove this cover. We will then guide you to remove this cover so that you avoid unnecessary monitoring costs.
If you are still in business, select **No** and an additional form will appear for declaring your business needs.

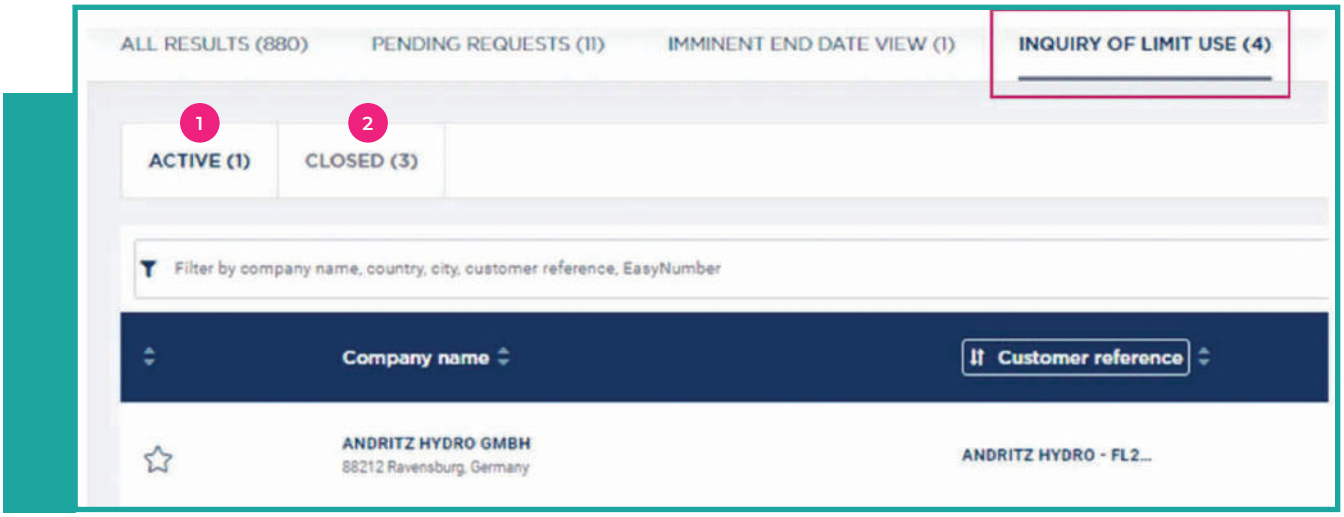
Please note that if the forthcoming real needs' amount you enter is higher than your current limit amount, this might mean you need a higher coverage.

If it is the case, you should request a credit limit modification the regular way, outside of the ILU process.

Comments:
You may add a comment about the ILU. This field is optional and limited to 250 characters.
Click on **Validate** to send the Inquiry of limit.

2. ACCESSING THE LIST OF ACTIVE AND CLOSED ILUS

The full list of pending or past ILUs can be found in your Risk Portfolio by accessing the dedicated Inquiry of Limit Use section



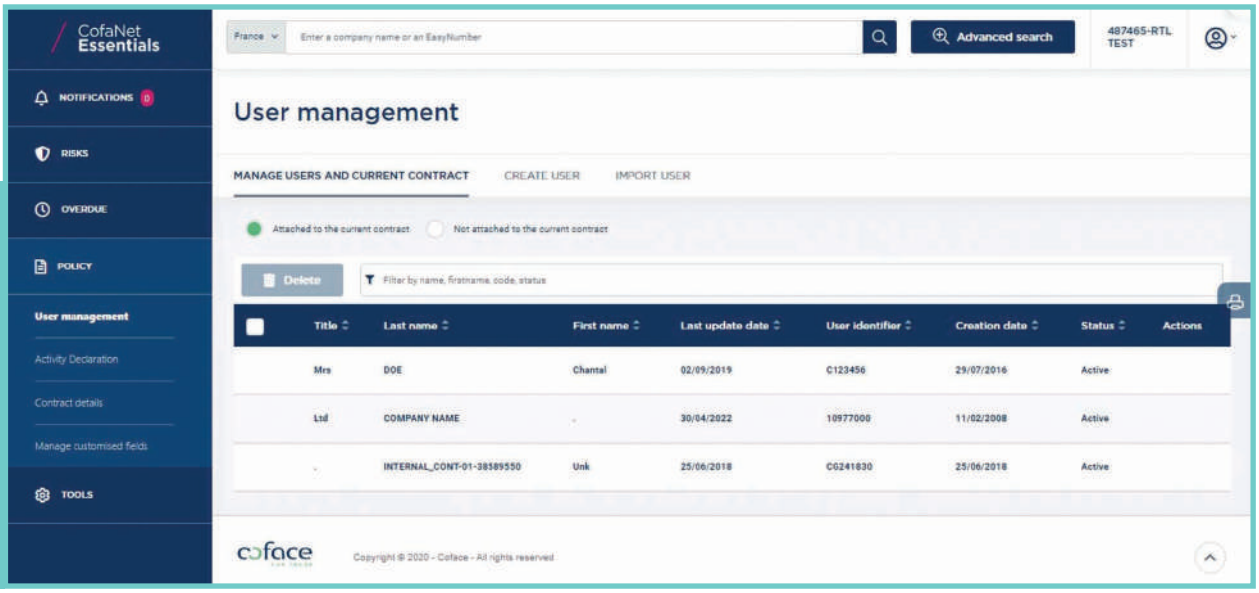
1. The Active ILU view will let you access the inquiries pending to be submitted. Click on any of the available items to start filling in the form.
2. The Closed ILU view will give you access to every ILU previously sent by you, expired or closed by Coface. Click on any of your Sent forms to check the data you have transmitted.

USER MANAGEMENT

YOUR COFANET ACCOUNT GIVES YOU ACCESS TO THE USER MANAGEMENT FUNCTIONALITY AVAILABLE FROM THE POLICY MENU, YOU ARE IDENTIFIED AS AN ADMINISTRATOR OF THE SELECTED CONTRACT.

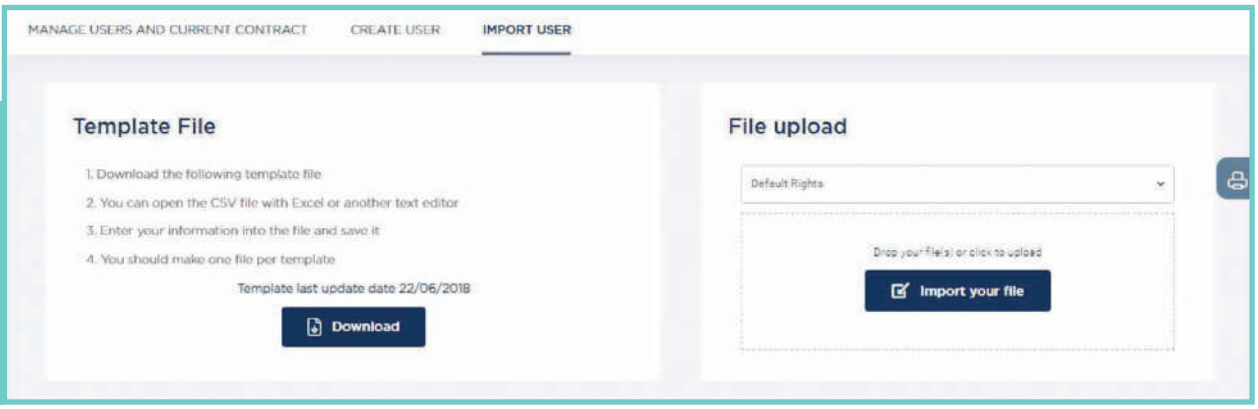
THIS ALLOWS YOU TO MANAGE THE SUBSCRIBERS OF THE DIFFERENT USERS OF YOUR COMPANY WHO HAVE ACCESS TO THIS POLICY.

1. IMPORT OF LIST OF SUBSCRIBERS



For Administrators of the contract, who also have the rightProfile, it is possible to import a list of subscribers and attach them in a bulk action to the contract.

- Click on **Import User** to access the import section



- Make sure you download the template file, update it and upload the resulting file in **File Upload** block.
- Your Subscribers are now added and can be found directly in your overall list of users.
- The added subscribers will each receive an email with their **Login and Password**.

2. LIST OF SUBSCRIBERS

The list of subscribers is divided into two categories:

a. Subscribers attached to the current contract

The subscribers listed in this table are those for which the selected contract is attached. The table contains the following columns:

- **Title**
- **Name:** last name of the subscriber
- **First name:** first name of the subscriber
- **Last modification date**
- **Code:** user code of the subscriber on which you can click to access the details
- **Start date of subscription:** date from which the subscriber can be used
- **Status:** status of the subscriber (active, blocked or suspended)
- **Actions**

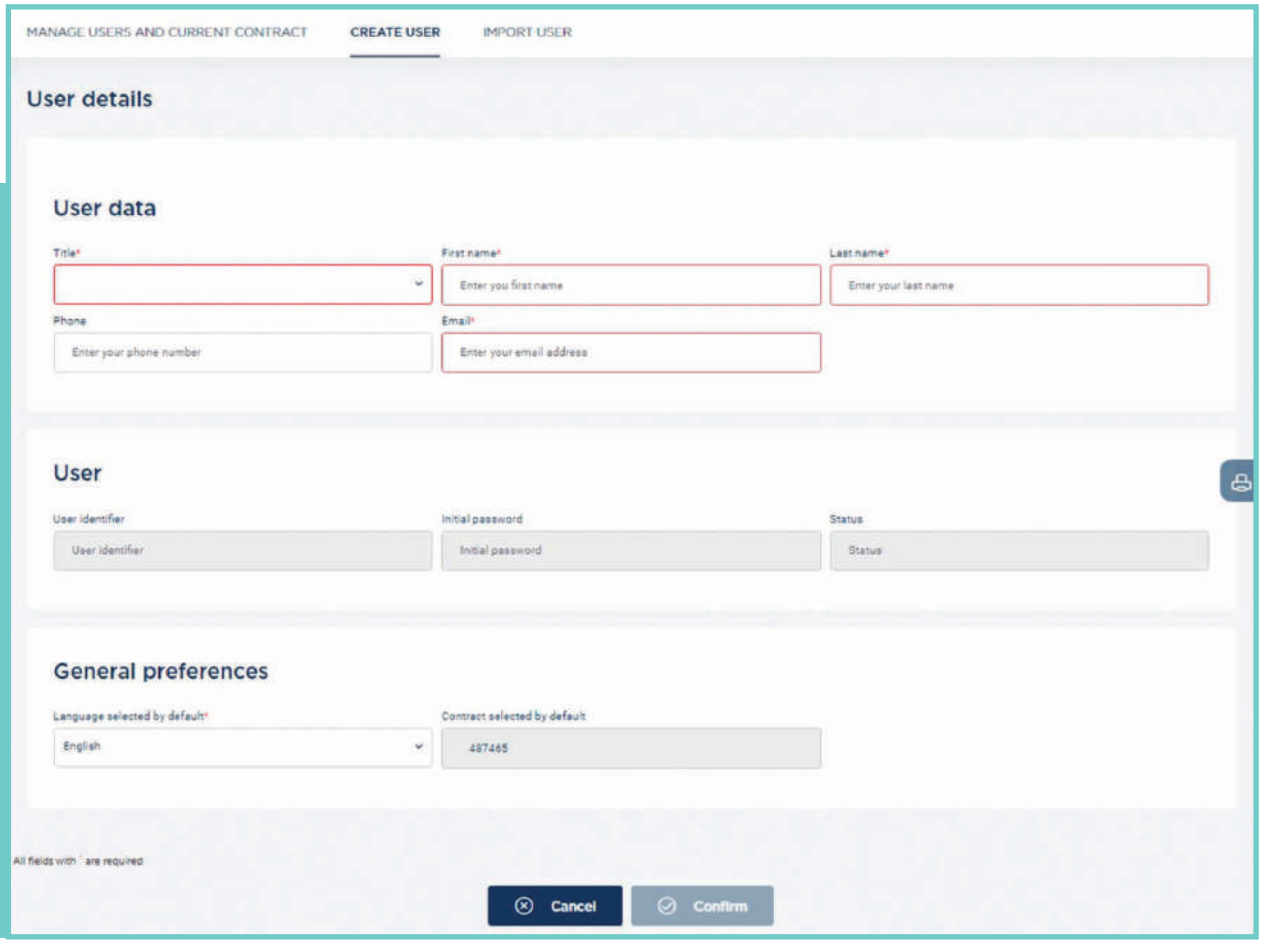
b. Subscribers not attached to the current contract

The subscribers listed in the second table belong to your company but do not have the selected contract attached to them. The fields displayed are the same as in the previous table.

3. CREATION OF A USER

From the user management page, click on the tab **Create User.**

The screen for the creation of a subscriber is divided into three parts:



a. User Data

Enter the data of the person who will use the user code once it is created.
The following fields are mandatory:

- **Title**
- **Name**
- **First name**
- **Phone Number**
- **Fax**
- **Email address**

b. User

This section is not editable when creating a user. After a user has been created, the account login and password related as well as the status will be displayed here.

c. General Preferences

The preferences allow you to customise the subscriber that will be created. General preferences (please make your selection amongst the options proposed)

- Language by default
- Contract selected by default

Once all the data is entered, click on the Validate link available in the Actions box.
The screen is then refreshed with a text confirming the creation.

The subscriber will receive an email with his Login and Password.

4. MODIFICATION OF A SUBSCRIBER

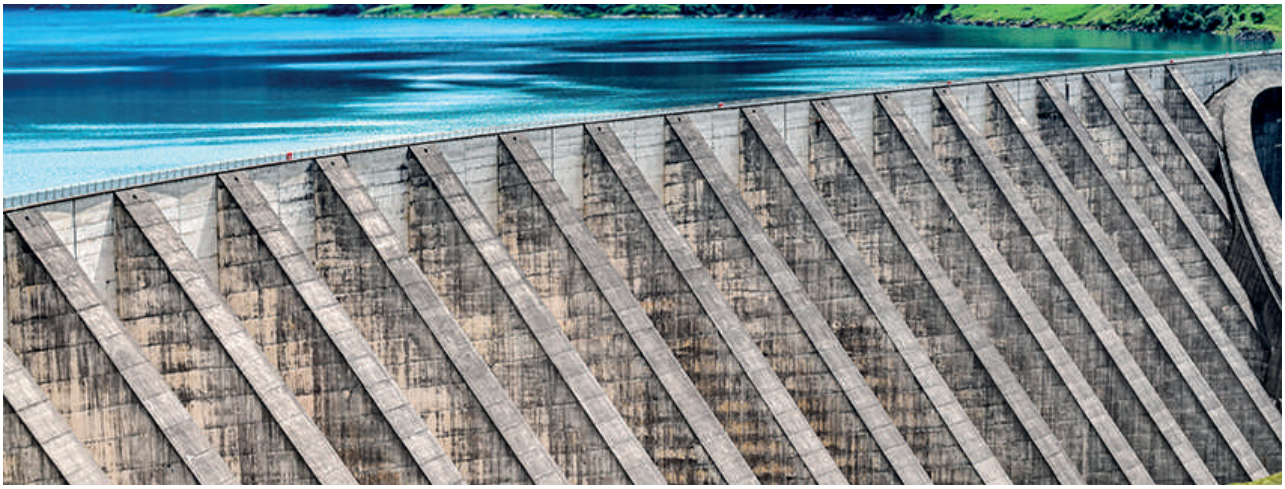
If you click on the line of the subscriber that you want to modify, you will have access to the subscriber details and you will be able to perform a certain number of actions:

a. Data Modification of the subscriber details

The screen is the same as the confirmation page for the creation of a subscriber (see previous chapter). Only the following fields can be modified:

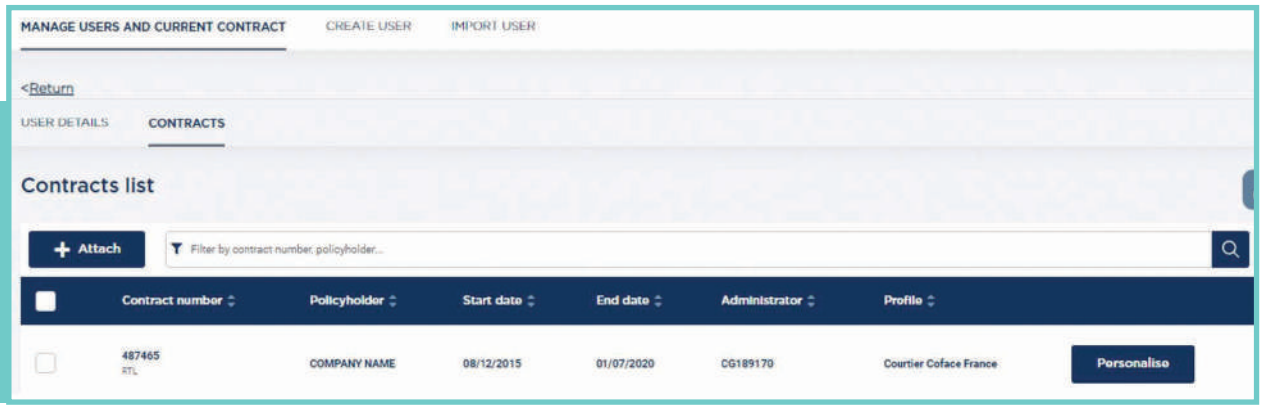
- **Title**
- **Name**
- **First name**
- **Phone Number**
- **Fax**
- **Email address**
- **Language by default**
- **Contract selected by default**

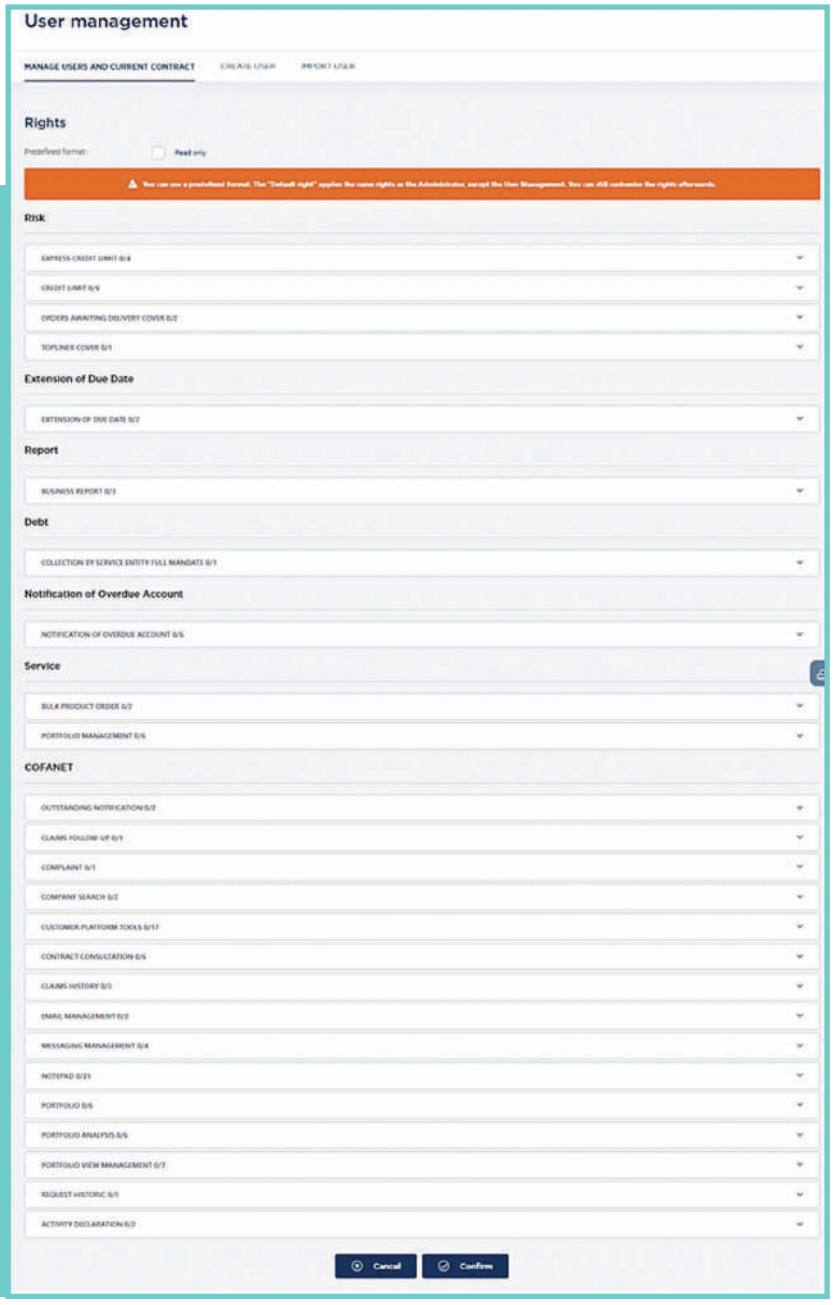
Once the modifications are made, click on the **Confirm** button to changes, or click on the Cancel link to go back to the list of subscribers.
The subscriber will have to reconnect to CofaNet to see the changes.



b. Personalisation of the contract

In the user management / Contracts tab, click on **Personalise** in order to access the page allowing you to customise the contract of the User.
Under the **Rights** section, select **Read Only** to remove any possible action in Cofanet.



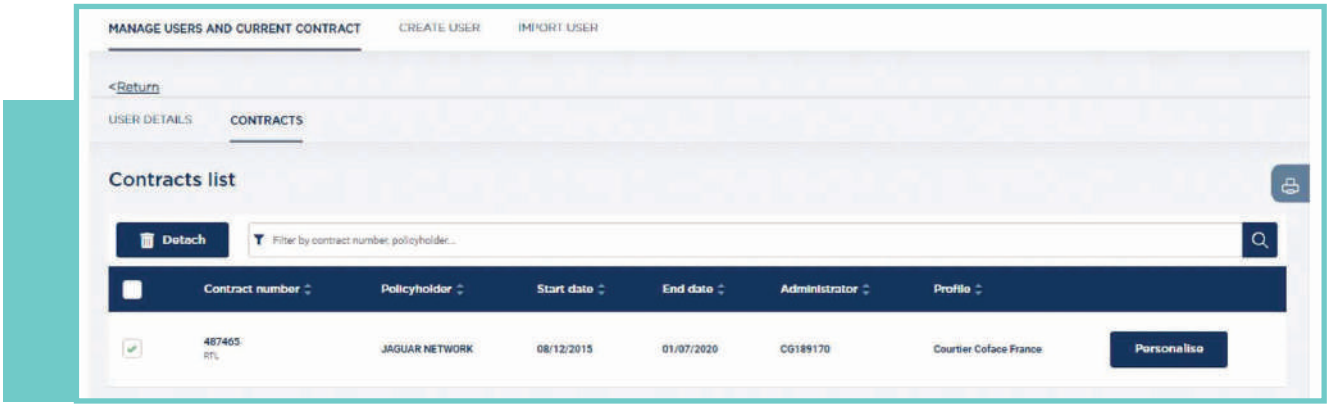


Or personalize the account by opening the listed sections and adjust the settings for this user:

Then click on the **Validate** button in order to save the changes.

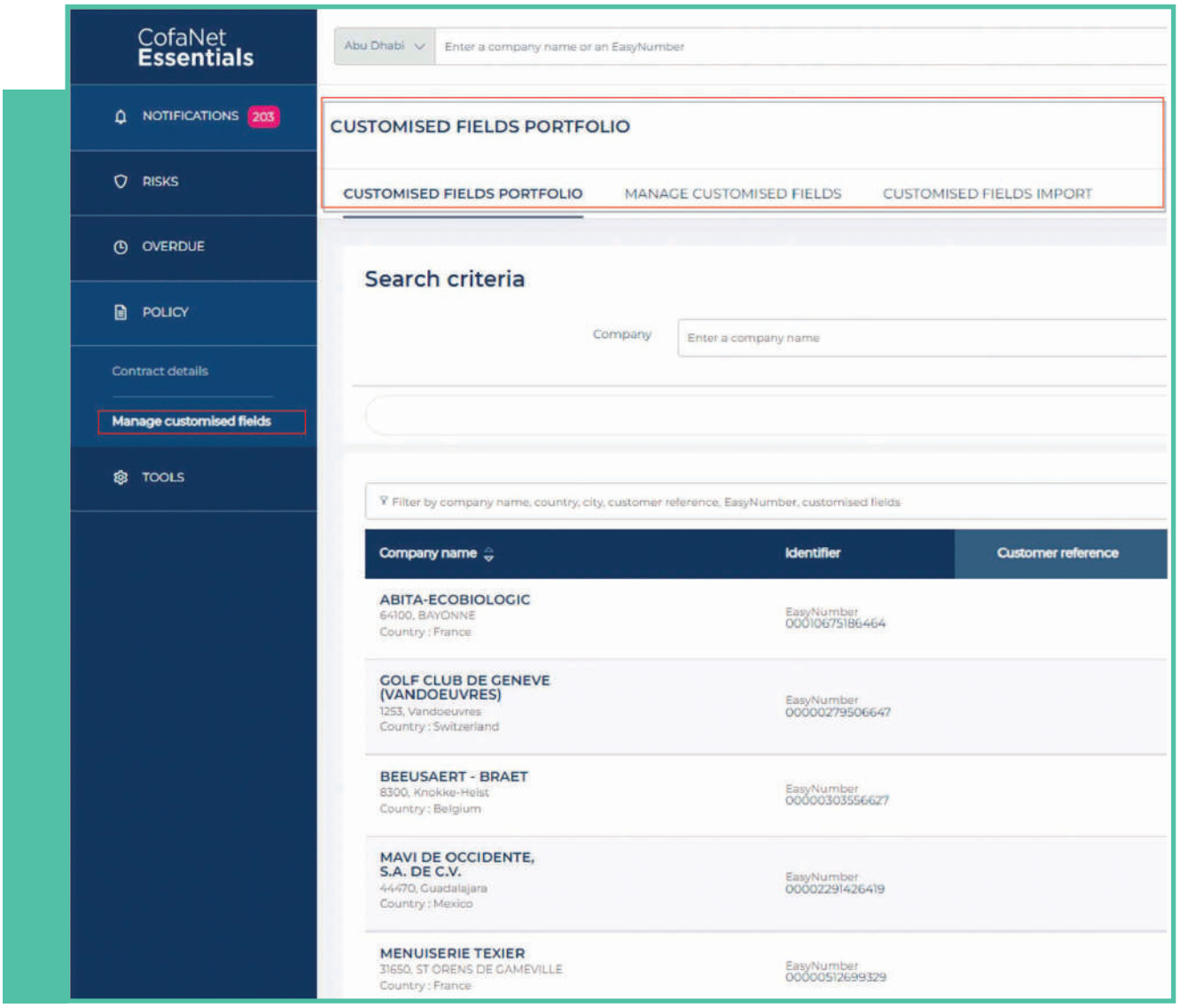
c. Detach or Attach a contract

On the **Contract** tab inside the **User Management** section, you can click on the **Detach** or **Attach** buttons when a contract is checked, in order to remove or add the contract to this user.



MANAGE CUSTOMISED FIELDS

COFANET ESSENTIALS ALLOWS YOU TO CREATE YOUR OWN FIELDS IN ORDER TO MANAGE YOUR PORTFOLIO USING YOUR OWN REFERENCES / CATEGORY. THESE SPECIFIC FIELDS ARE CALLED CUSTOMISED FIELD, AND CAN BE MANAGED IN MENU POLICY / MANAGE CUSTOMISED FIELDS' PORTFOLIO. YOU CAN USE THE STANDARD CUSTOMISED FIELD PROPOSED BY COFANET, OR CREATE NEW ONES ACCORDING TO YOUR OWN REQUIREMENTS, AND UPDATE THE COMPANIES OF YOUR PORTFOLIO WITH THEM.



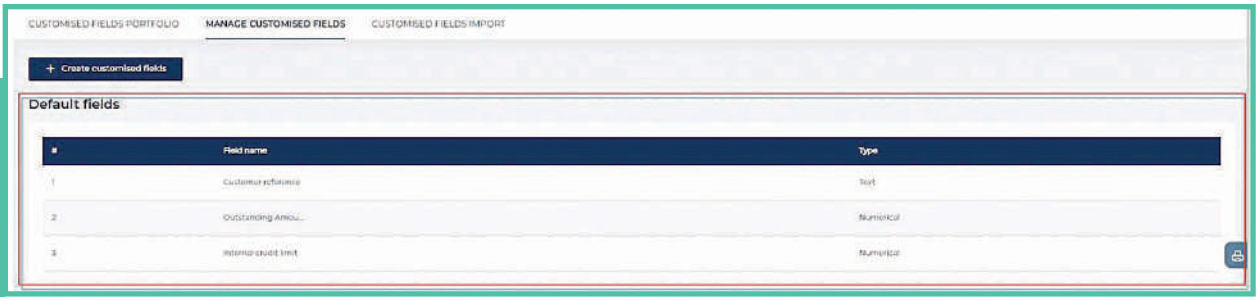
1. CREATION OF CUSTOMISED USER FIELDS

CofaNet Essentials allows you to manage up to 8 Customised User fields.

By clicking on **Manage Customised Fields** the different **Customised User fields** will be displayed.

By default, CofaNet Essentials proposes 3 default fields which are **Customer Reference**, **Outstanding Amount**, and **Internal Credit limit**.

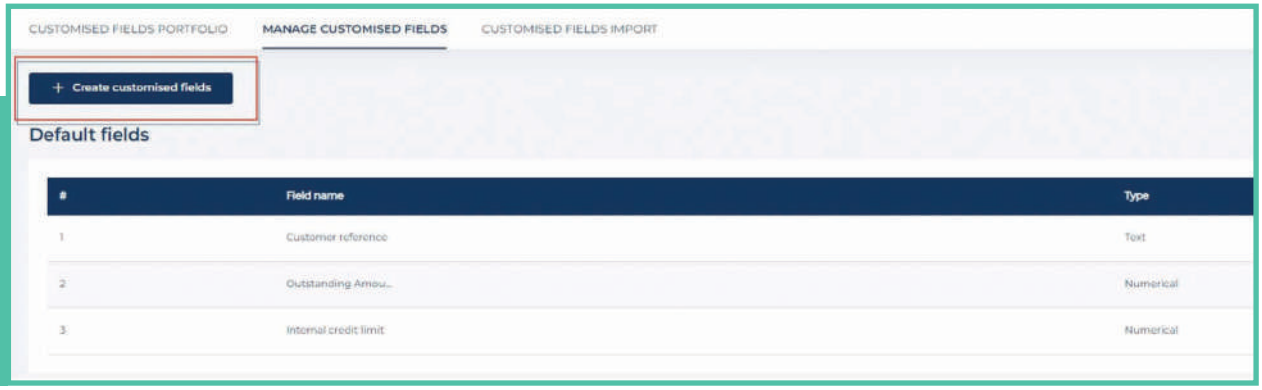
These 3 user fields cannot be modified or deleted, but it is not mandatory to fill them.



In addition to those 3, you can create 5 more **Customised Fields** according to your needs.

a. Creation

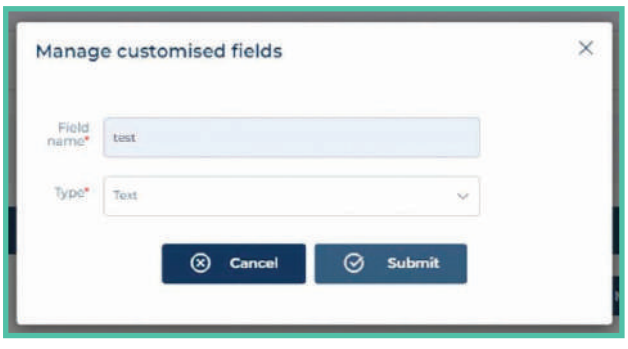
From the navigation menu Policy > Customised Fields Portfolio click on **Manage Customised User Fields** and then **Create Customised Fields**



Create the field by adding its name and selecting one of the 3 types available:

- **Text:** this format will allow any text to be entered
- **Date:** only date formats are allowed
- **Numerical data:** only number format is allowed

Then click on **Submit**



b. Management

From the **Customised User Fields**, you will access to the list of **Customised Fields.**
You can modify or delete the fields at any time using the relevant buttons on the respective line.

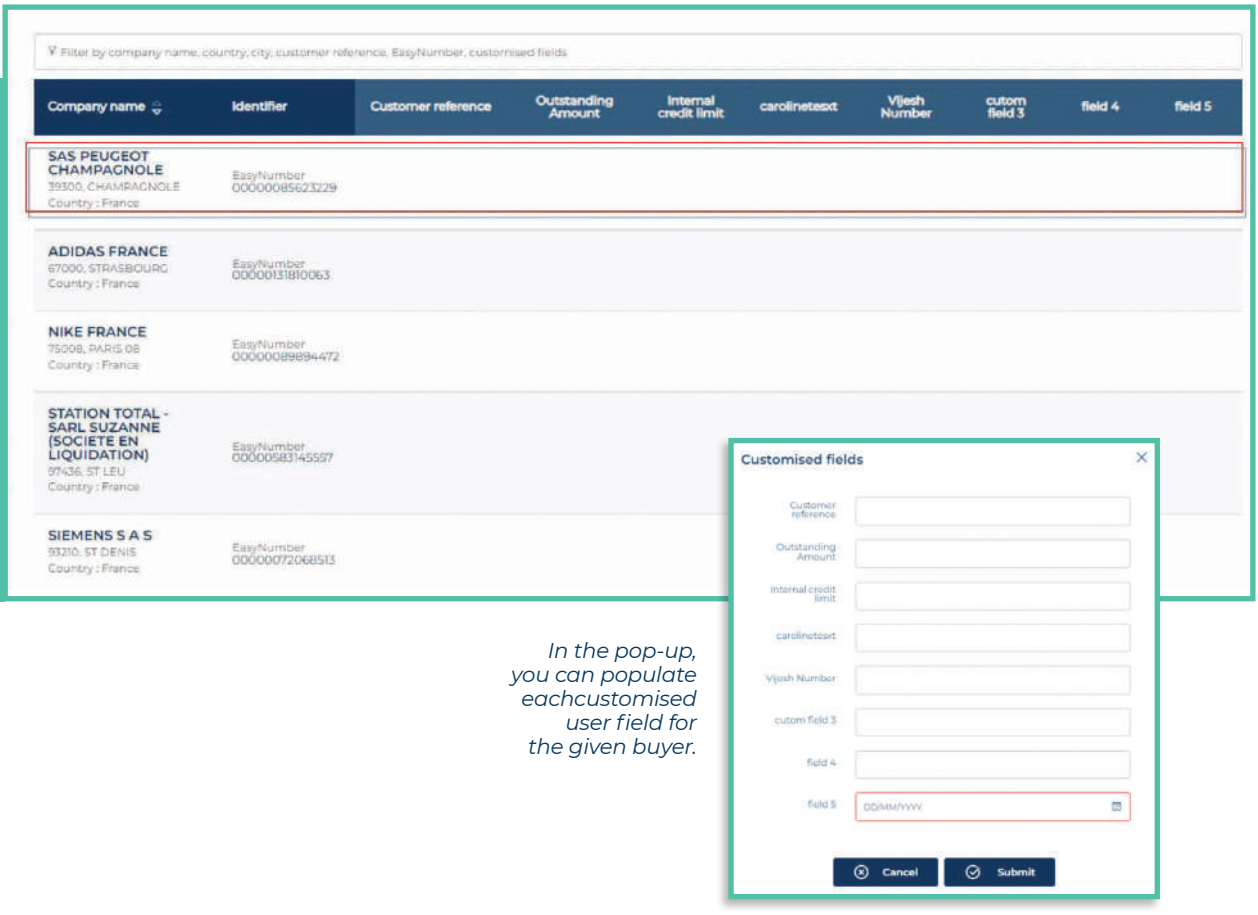
2. UPDATE YOUR PORTFOLIO WITH YOUR CUSTOMISED USER FIELDS

Once you have created the Customised User fields, you need to populate those in order to update this information in your Portfolio.

Different ways are possible:

a. Via Customised User Field Section

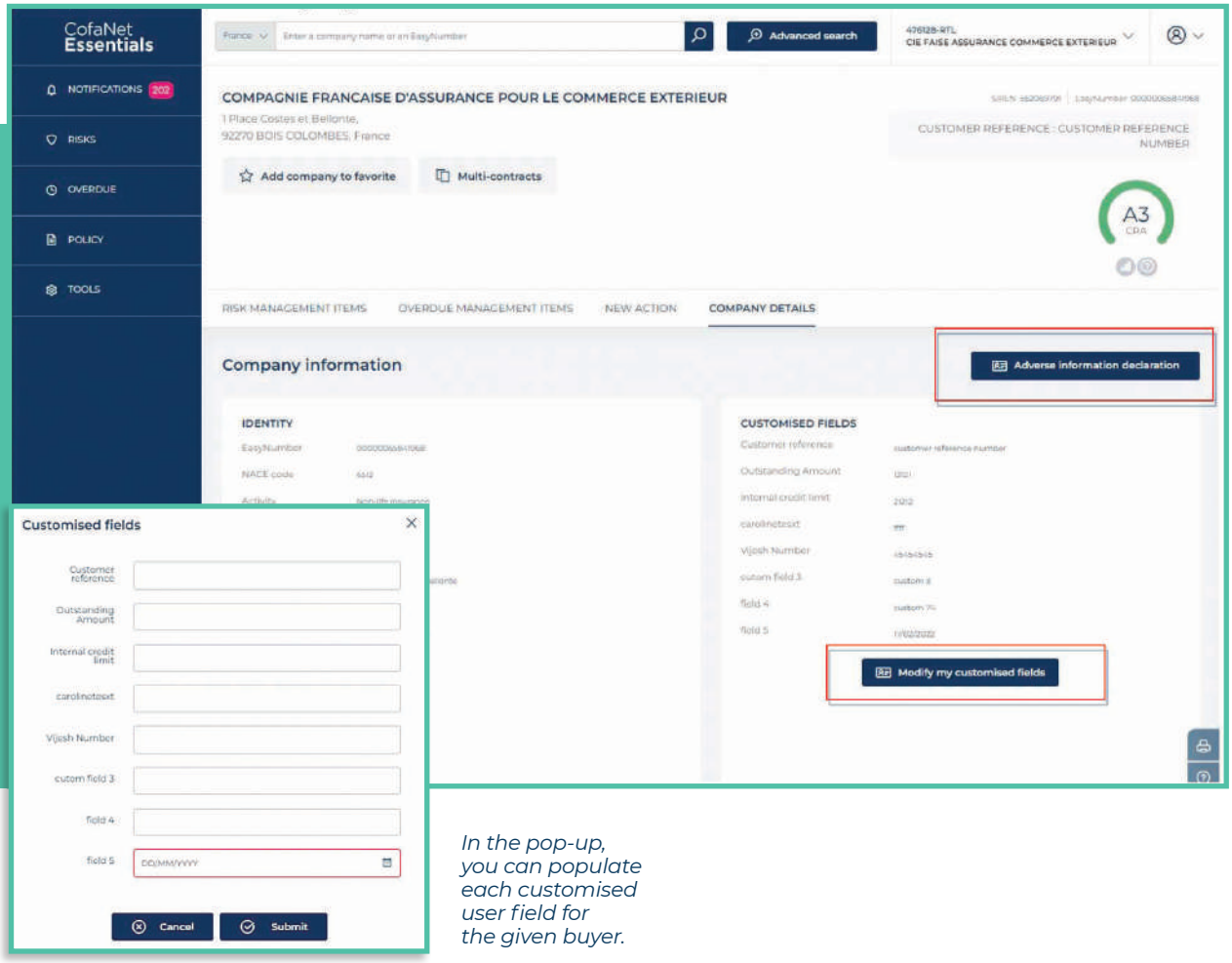
Directly from **Customised User Fields** main page, you can modify for each buyer of your Portfolio the respective **Customised User Field**, by clicking on any line.



In the pop-up, you can populate eachcustomised user field for the given buyer.

b. Via Company Details Page

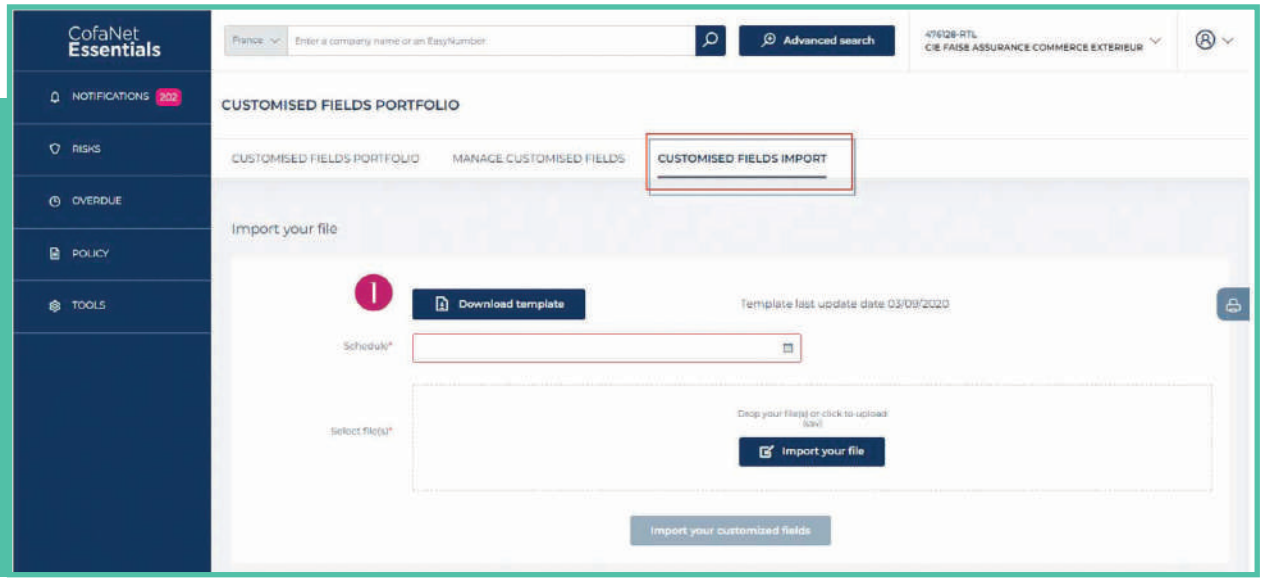
You can modify your Customised User field directly from the Company Details page, by clicking on Company Details / Modify My Customised User Fields.



In the pop-up, you can populate each customised user field for the given buyer.

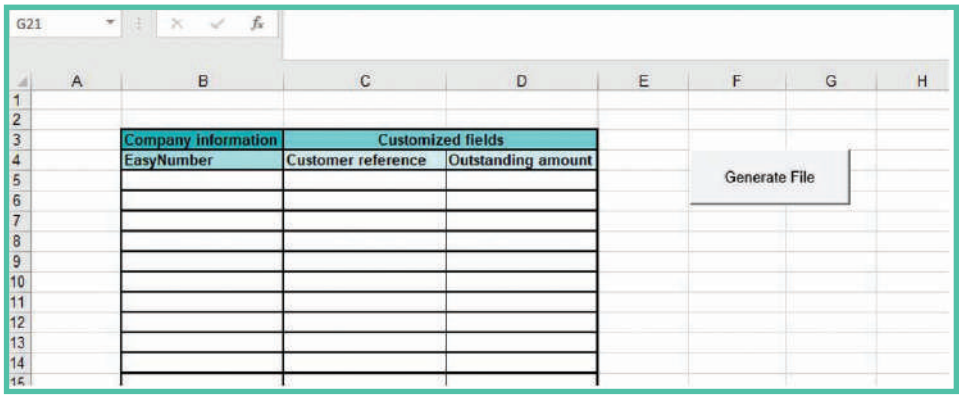
c. Via the import function

To update in bulk your Customised user Fields, you may use the import function in the **Customised Fields Import** tab.



In a few simple steps:

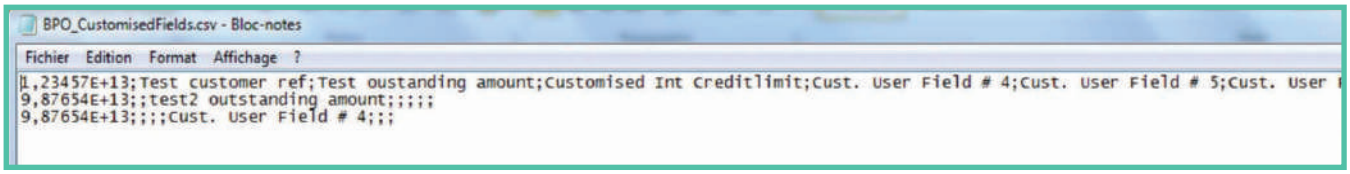
- Download the template in Excel format
- Complete it with the information required:
  - EasyNumber is mandatory for each buyer of your portfolio you want to update
  - Customer Reference : if any, or leave cell blank (text data)
  - Outstanding Amount : if any, or leave the cell blank (- only numerical data allowed)



- Click on Generate File and save the file under “csv format” on your desktop.

After defining the schedule of the import, upload (or drag and drop) the CSV File from your desktop in the Select Files section.

- Click on Import your Customised Fields
- The uploaded file will be available in the imported files section.



IMPORTANT TO KNOW:

If you want to update your Customised User fields in bulk using this function you can either:

- Use the template provided by CofaNet Essentials. In this case you will only be able to upload the information related to Customer Reference, and Outstanding Amount

Or

- Create your own CSV file. In this case you will be able to upload all your Customised user fields (default ones, as well as your own).

If you require any help to do so, please contact your Account Manager

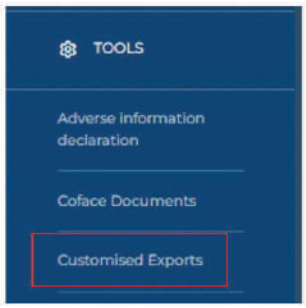
If you populate Customised User fields with the options Customised User Fields Portfolio or Company details page, you will have to update the information buyer per buyer.

If you populate Customised User fields with the Import function, you will update in bulk all the buyers.

When ordering a product (credit limit, or @rating) you can populate directly the Customer Reference field during the process request.

PORTFOLIO EXPORTS

THE DATA EXPORT FUNCTION ALLOWS YOU TO DOWNLOAD ALL OR PART OF YOUR PORTFOLIO INTO AN EXTERNAL FILE IN AN EXCEL OR A TEXT FORMAT.

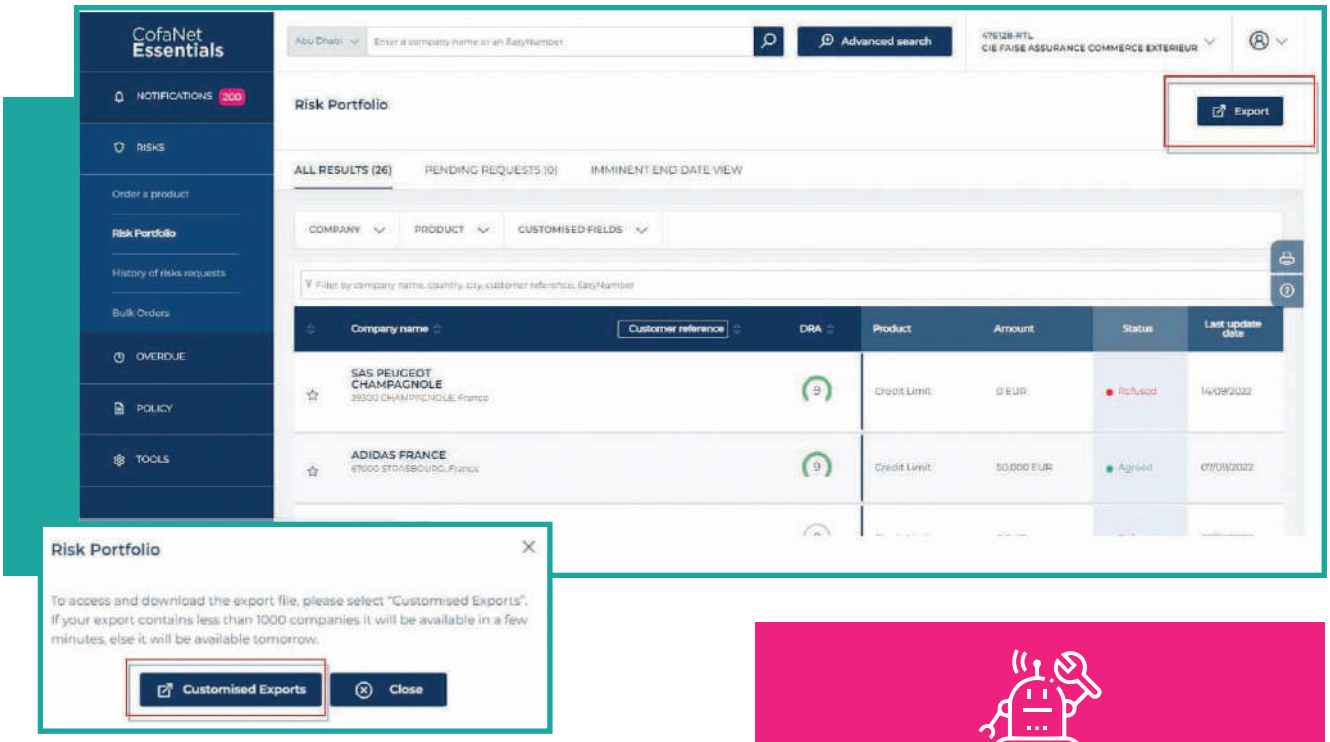


This function can be accessed eitherfrom Tools / Customised Exports: you have access to the list of the exported files, as well as the options to customise your own exports.

or

by clicking on icon Export that is displayed on your Risk Portfolio.

A pop-up asks you if you rather prefer the simple export of the Portfolio as currently displayed, or redirect you to the page Customised Export



A popup will inform you that if the export contains less than 1000 companies it will be available in a few minutes, else it will be available the day after. Confirm the export by clicking on the Customised Export button to be redirected to the download page.

The template format of your export is based on a standard format, however you can customise your own export.

If you are using the Export function displayed on your risk Portfolio you will export the Portfolio as displayed on the screen with the applied filters

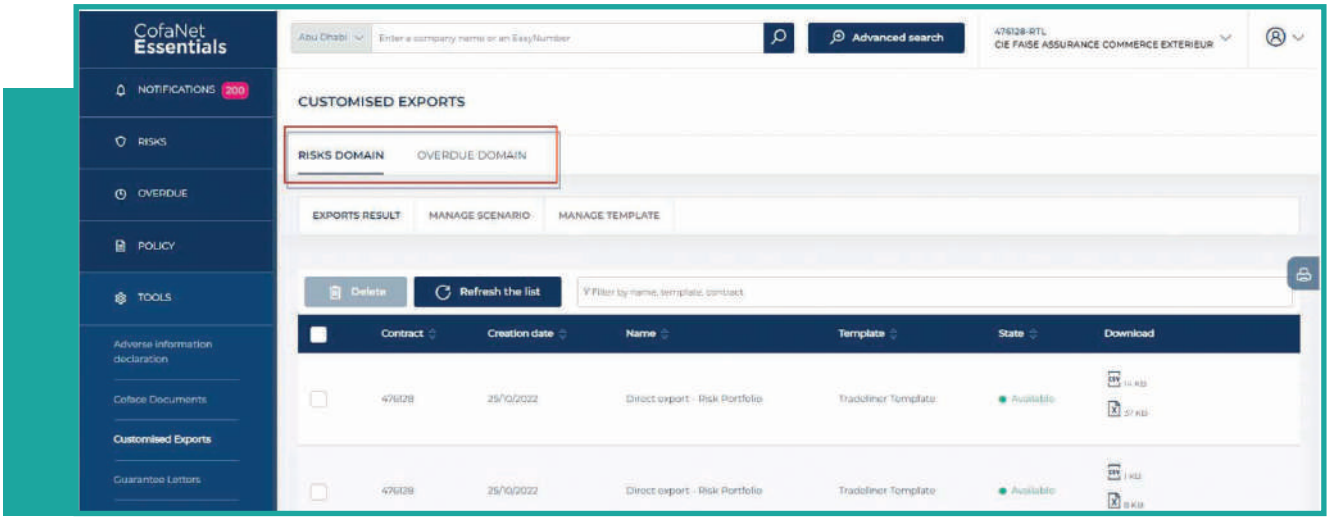
All export (whether submitted via the Portfolio view, or via the menu Tools / Customised exports:
- Are downloadable on the page Tools / Customised exports
- If you have more than 1000 companies to export, the delivery of the report will take 24 hours.

1. MANAGE YOUR CUSTOMISED EXPORT

You can access to all your Exports and their customisation from the navigation menu Tool / Customise my Export.

Two sections are available:

- Risk domain
- Overdue domain



For each domain, you can manage the list of exports.
The list of files generated is presented in table format with the following columns:

- **Contract:** list of contracts exported
- **Creation date:** the date of export files creation
- **Name:** name of the scenario used for the export. Direct Export is displayed for quick exports from the Portfolio
- **Template:** name of the template used
- **State:** the status of the file (Loading / available / failed)
- **Download:** an icon is displayed when the file is available with the size, with the different formats

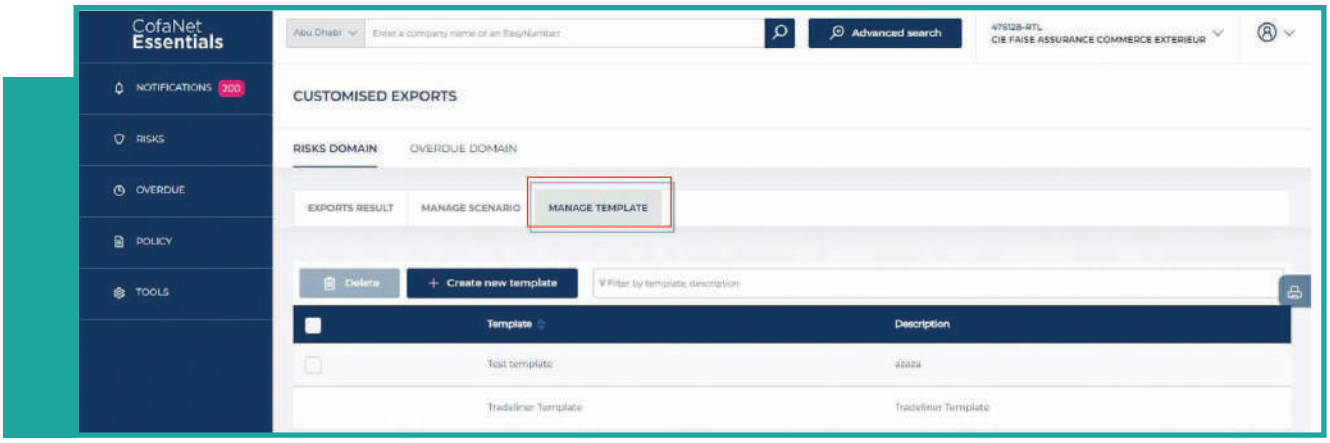
To delete an export, check the box on the left-hand side of the line and click on **Delete.**

2. CREATE YOUR OWN TEMPLATE

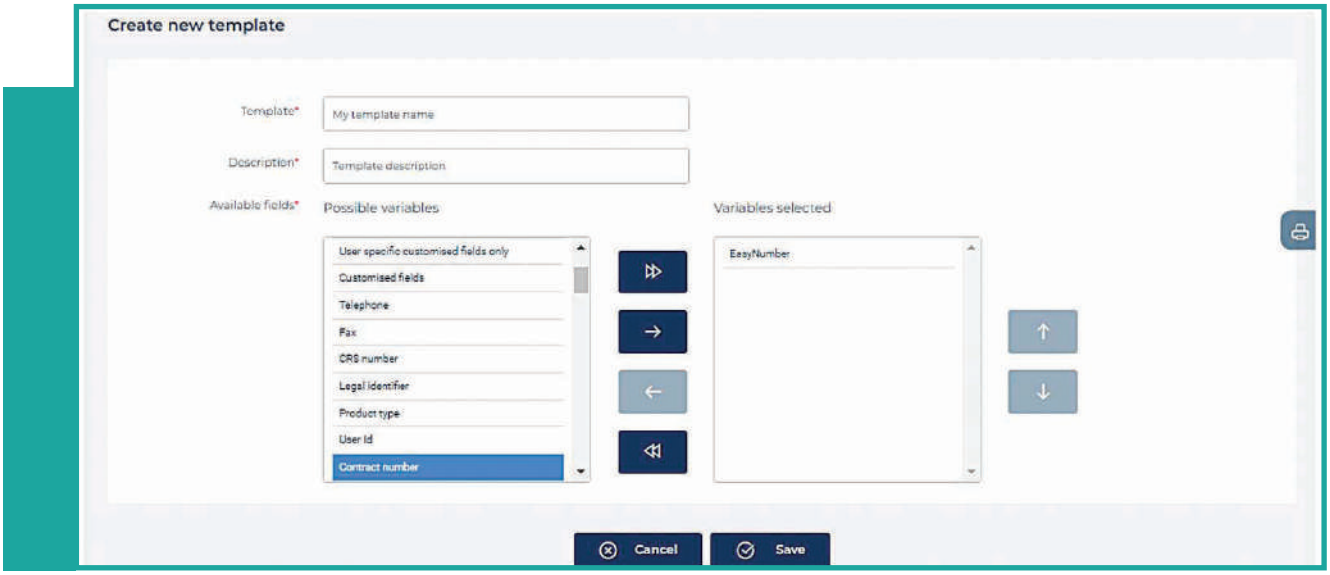
From Customised Exports / Risk or Overdue domain click on the sub section Manage Template.

Default Portfolio exports uses predefined generic template based on your contract type, but you always have the possibility to customise your own templates to add or remove data.

Please note that the default template cannot be deleted.



- Start the creation by clicking on **+ Create new template**



- Qualify your export by giving a name, and add a short description
- Among the available criteria, select the ones you would like to get in your exports and move them in the right-hand side box with the right / left arrows.
- Sort your criteria order by using the top / down arrows
- Click on Submit

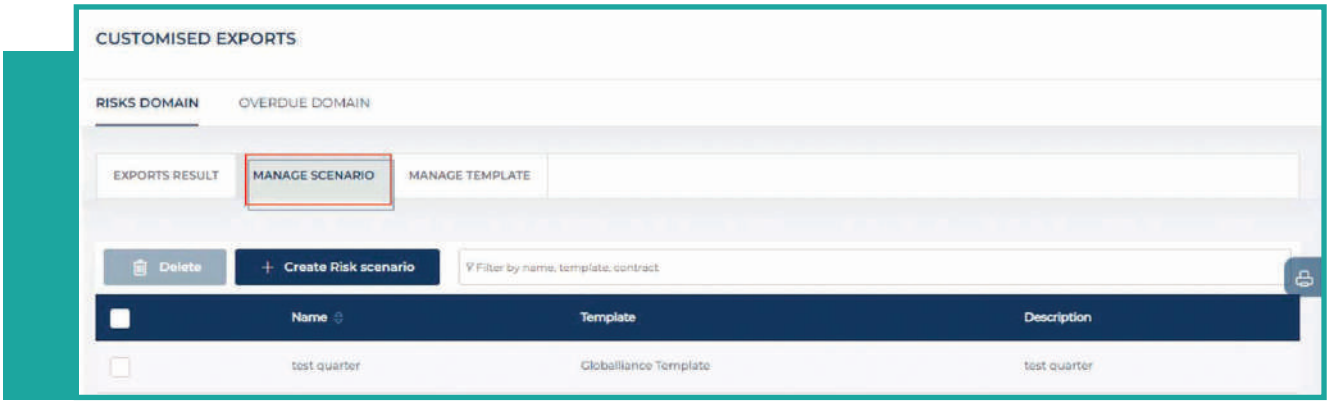
Once created, your template will appear in the Manage Template list.
You can create up to 10 templates.

- You can modify an existing template at any time by clicking on the name of the template to update it.
- You can also delete a template from the list, by clicking in the check box next to the template you want to delete.

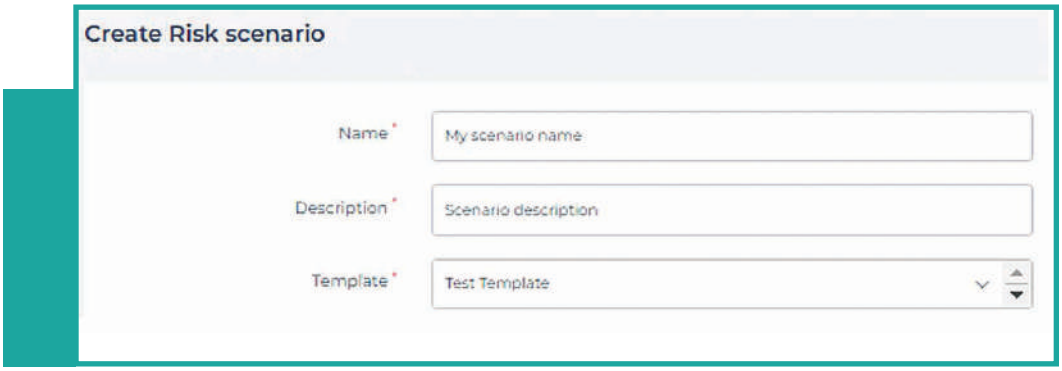
3. CREATE A NEW SCENARIO

A scenario is the association of a template, filter criteria's, a contract selection, and a periodicity. This allows you to export very precisely the data you want from your Portfolio on a regular basis.

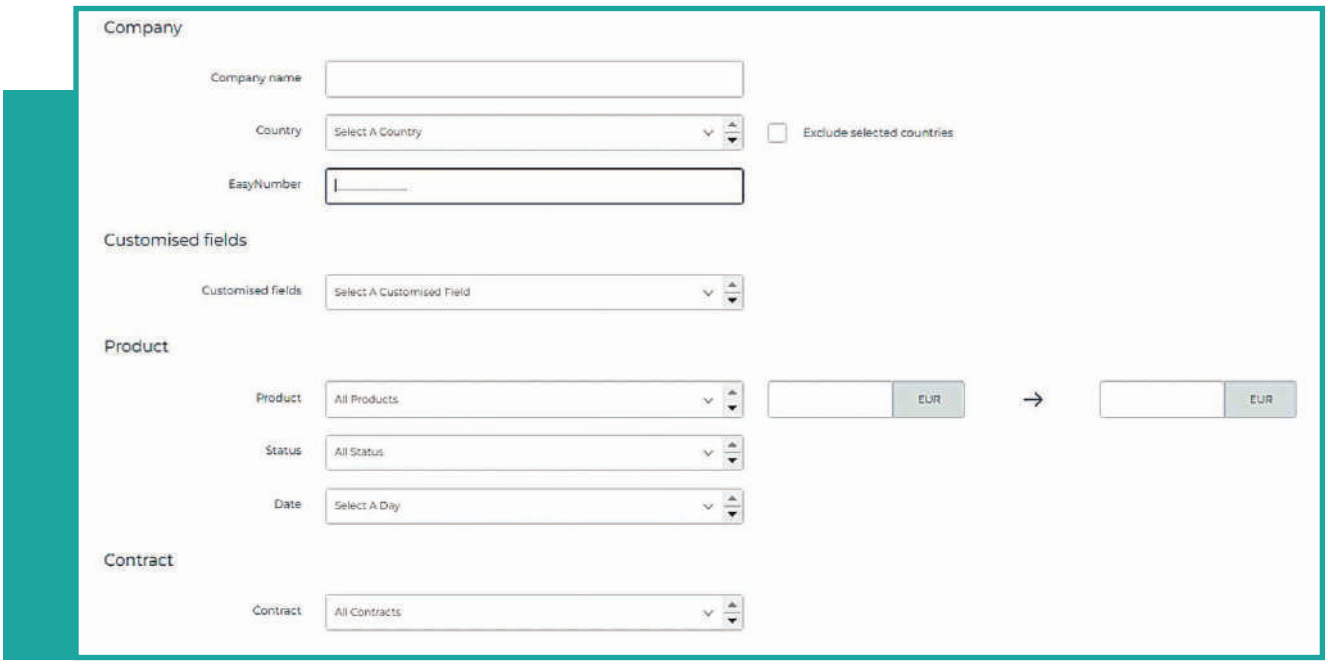
From Customised Export / Risk or Overdue domain, click on **Manage Scenario.**



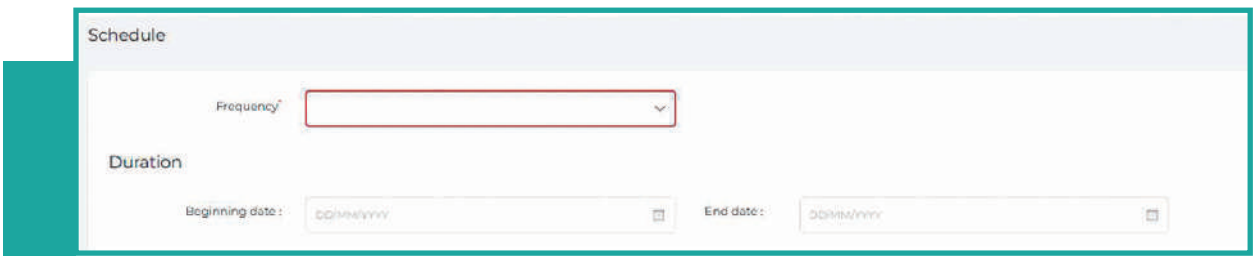
- Click On



- **Add a name** for your scenario plus a short description
- **Select the template** (either one of your own customised templates or the default template)
- **Define the filtering options you want to apply in the available sections:**
  Company / Customised Fields / Product / Contract:

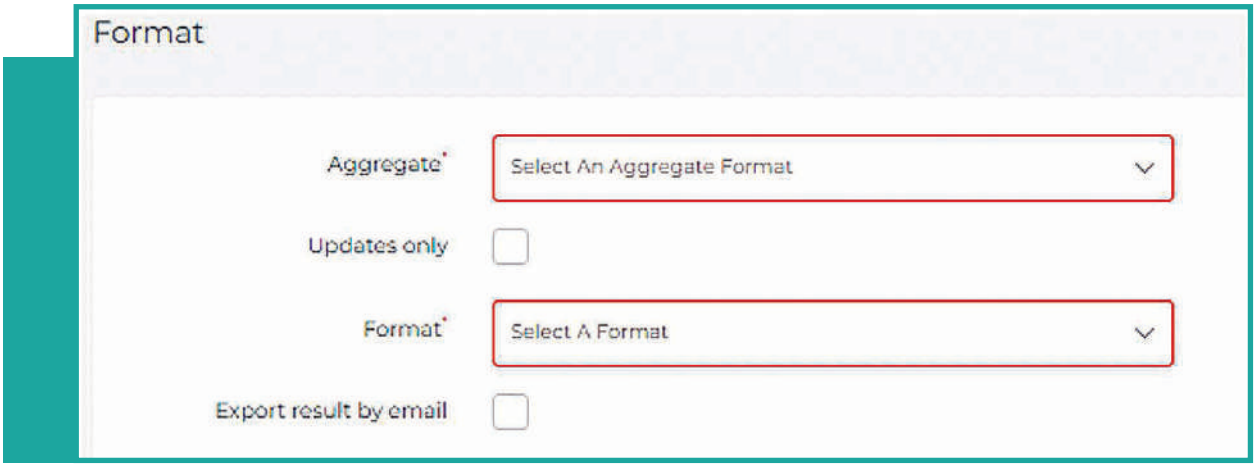


- **Select the schedule:** define the frequency and duration. If you select **None**, the export will run only once. Make sure the end date is not prior to the current date and that the start date is not too far in the future.



- **Format:** you can select the output format, and define how to aggregate the number of lines in your report file based on the product ordered on a company, or only on a company, or period type.

Select the appropriate format (XLS, or CSV or both).
You can also ask to receive this export by email - **Click on Submit**



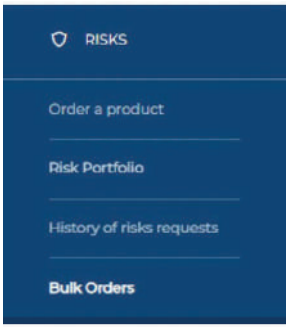
Once the scenario is created, it appears in the **Manage Export Scenario List**.
You can create up to 10 scenarios.

You can modify an existing scenario at any time by clicking on the name of the scenario you wish to update, and follow the procedure described.

You can also delete a scenario from the list by clicking in the check box next to the scenario you want to delete.

BULK ORDERS

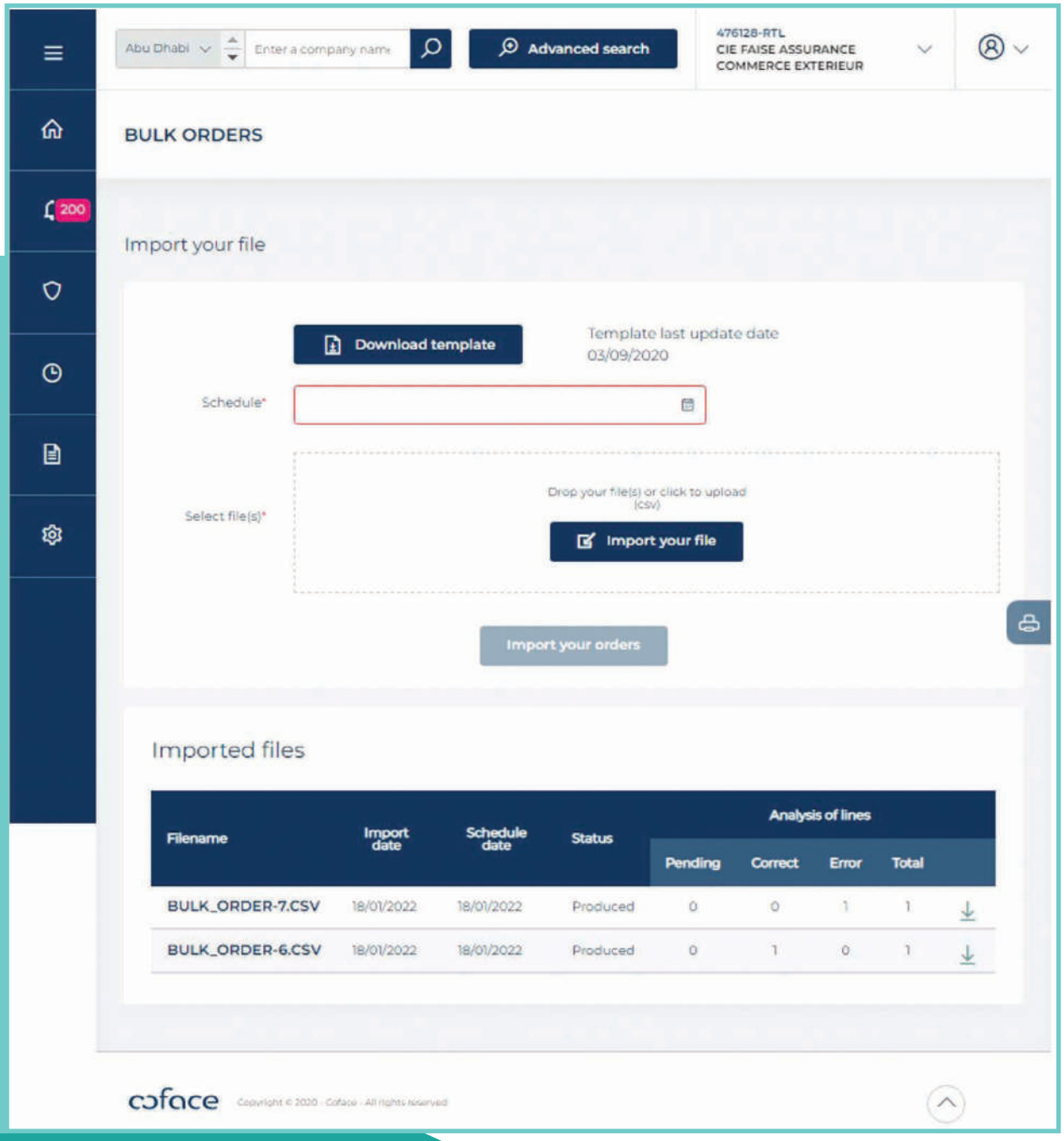
THE BULK ORDER FUNCTIONALITY ALLOWS YOU TO PERFORM ACTIONS ON PRODUCTS LINKED TO COMPANIES. FOR EACH COMPANY IN THE LIST YOU CAN ORDER, MODIFY OR CANCEL PRODUCTS AVAILABLE ON YOUR CONTRACT.



To access this functionality, click on Risk / Bulk Orders.

The page is divided into two parts:

- Import your file
- Imported files



1. PRODUCTS AND ACTIONS MANAGED BY THE BULK ORDERS

a. Products

The products that can be managed by the Bulk Orders are as follows:

- Credit Limits
- Customised Credit Opinions
- @rating Credit Opinions without monitoring
- @rating Credit Opinions with monitoring
- @rating Limits
- DRA without monitoring
- DRA with monitoring

Each product has specific actions. For example, it is possible to stop the monitoring for a @rating Credit Opinion or to cancel a credit limit.

It is also possible to update the Customer References or the Outstanding Amounts of an existing client. This option is described later in the documentation.

B. Actions

There are 4 actions possible: Order, Cancel, Update and Stop.
Each action can apply to several products depending on the actions allowed.

The table below summarises the products and actions available:

PRODUCT	ORDER	CANCEL	UPDATE	STOP	COMMENTS
Credit Limit	•	•	•		The update is done on the amount
Customised Credit Opinion	•	•	•		The update is done on the amount
@rating Credit Opinion without monitoring	•	•			
@rating Credit Opinion with monitoring	•	•		•	This product must be stopped before being cancelled
@rating Limit	•	•			
DRA without monitoring	•	•			
DRA with monitoring	•	•		•	This product must be stopped before being cancelled

2. HOW DOES IT WORK?

a. File format

The bulk products order is carried out via a file containing the list of companies on which a product will be ordered. This file must contain one line per product order / update. Each line must contain exactly 10 data fields and each data field must be separated with a semi-colon ";".

Each line is composed of:

- 10 data fields, each separated with a ";"
- So, in total, there are 9 semi-colons

The 10 data fields are disposed on each line in the same order and in the following way:

- Country code: ISO code based on 3 letters (see the complete list in the appendices)
- Easy Number if it is available
- Type of Legal Identifier if the Easy Number is not known.

For example, "DnB" for the United States and Canada

- Value of Legal Identifier if the Easy Number is not known
- Client reference
- Product to order
- Action on product: order, cancel, update or stop
- Amount: for credit limits and customised credit opinions
- Outstanding Amount
- Operation number

Please note:

- The 5th data field can contain the client reference which will be considered in CofaNet when the product is ordered.
- The 8th data field contains an amount when the credit limit or customised credit opinion is ordered or modified.
- The 10th data field contains an operation number when the credit limit is ordered, modified or deleted with an operation number different from 0 (used in case of complex decisions to indicate which action should be carried out first, second, third, etc.).

b. Data completion

Each product and each action corresponds to a code:

- Credit Limit: CRL
- Express Credit Limit: ECL
- Customised Credit Opinion: CCO
- @rating Credit Opinions without monitoring: RCO
- @rating Credit Opinions with monitoring: ROM
- @rating Limit: RLI
- DRA without monitoring: RSC
- DRA with monitoring: RSM

The possible actions on products are as follow:

- Order: C
- Cancel: D
- Update: U
- Stop: S

The product codes and action codes for each product are listed in the table below:

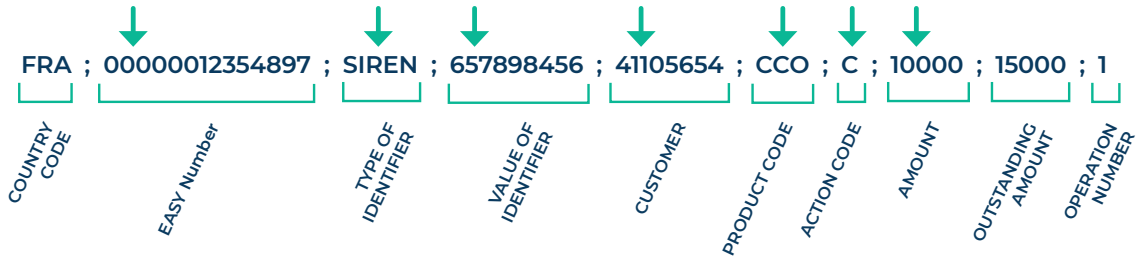
CONTRACT TYPE	PRODUCT NAM	PRODUCT CODE	ACTIONS AVAILABLE	AMOUNT REQUIRED
INSURANCE	@rating Limit Credit Limit	RLI CRL	C/D C/D/U	•
INFORMATION	@rating Credit Opinion without monitoring	RCO	C/D	
	@rating Credit Opinion with monitoring	ROM	C/S/D	•
	Customised Credit Opinion	CCO	C/D/U	
INFORMATION	DRA without monitoring DRA with monitoring	RSC RSM	C/D C/S/D	

The list of data available and its status (mandatory or optional) are listed in the table below:

FIELD	MANDATORY	OPTIONAL	COMMENT
COUNTRY CODE	•		
EASY NUMBER		•	If the EASY Number is not given, the legal ID is
LEGAL IDENTIFIER TYPE	•		Not required if EASY Number is present
LEGAL IDENTIFIER VALUE	•		Not required if EASY Number is present
CLIENT REFERENCE		•	
PRODUCT CODE	•		
ACTION	•		
AMOUNT		•	Mandatory for credit limits and customised credit
OUTSTANDING AMOUNT		•	Blank if no Outstanding Amount
OPERATION NUMBER		•	Only for Credit Limit, 0 if the field is not filled in

Example

For example, if the EASY Number is given, then it is not necessary to give the type of the Legal Identifier and its value. However, the semi-colons are kept and the data is empty. In all cases, we must always have 9 semi-colons:



In the above example, some information is redundant: it is not necessary to have both the EASY Number and the Legal Identifier. The example below therefore **is correct:**

FRA;;SIREN;657898456;41105654;CCO;C;10000;15000;

No EASY Number

Since the EASY Number is not given, the data between the first and the second ";" is empty.
The following example uses the EASY Number as the Company Identifier,
therefore the data for the type of Legal Identifier and the data for its value are left empty:

FRA;00000012354897;;;41105654;CCO;C;10000;15000;

In all cases, we always have 9 **";"**.

This last example is similar to the previous one except that the client reference is not given:

FRA;00000012354897;;;;CCO;C;10000;15000;

The following example does not update the Outstanding Amount:

FRA;00000012354897;;;;CCO;C;10000;;

The following example updates the Outstanding Amount to the amount "0":

FRA;00000012354897;;;;CCO;C;10000;0;

We can see with the two last examples that to leave the Outstanding Amount field empty or fill it with a "0" makes the difference. In the first case, the Outstanding Amount is not taken into account (unchanged); in the second case the Outstanding Amount will be equal to 0 for the buyer.

c. Coface reference (CRS Number) as a Legal Identifier

The Coface reference can be used as a Legal Identifier: in this case, the Legal Identifier type to include is "CRScny" (please make sure that the case of the letter is respected, "CRS" must be in uppercase and "cny" in lowercase).
The example below uses the Coface reference to order a Customised Credit Opinion of 5,000 Euros with an update of the Customer Reference and without Outstanding Amount:

FRA;;CRScny;100156874;B41105654;CCO;C;5000;;

3. EXAMPLES

INSURANCE PRODUCT

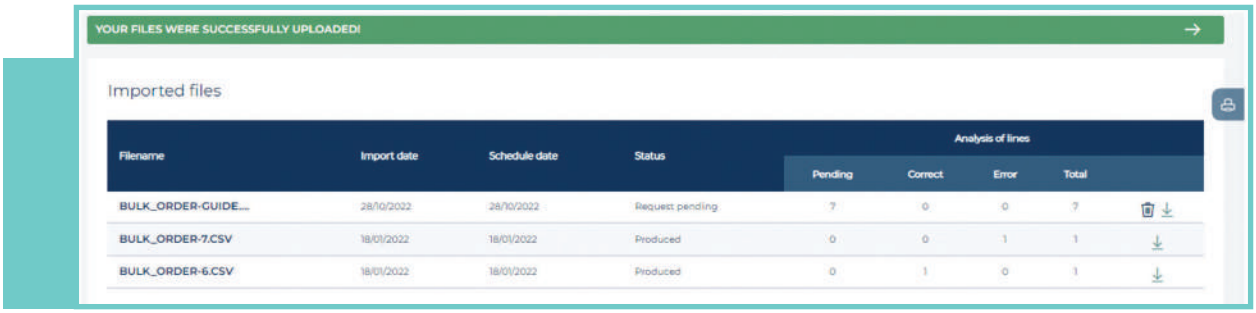
Cancellation of a credit limit with legal ID in Germany	DEU;;HRN_DEU;HRB 97512;;CRL;D;;;

INFORMATION PRODUCT

Customised Credit Opinion order for 10,000 Euros using a Legal Identifier without Customer References but with an Outstanding Amount	FRA;;SIREN;957854658;;CCO;C;10000;15000;
Customised Credit Opinion order for 10,000 Euros using a Legal Identifier with Customer References but without an Outstanding Amount	FRA;;SIREN;957854658;16587DO5;CCO;C;10000;;
Stopping an @rating Credit Opinion with monitoring using a Legal Identifier in France	FRA;;SIREN;958478954;;ROM;S;;;
Stopping an @rating Credit Opinion with monitoring using an Easy Number	FRA;00000056487951;;;;ROM;S;;;
Cancellation of an @rating credit Opinion with a monitoring previously-stopped using a Legal Identifier	FRA;;SIREN;958478954;;ROM;D;;;

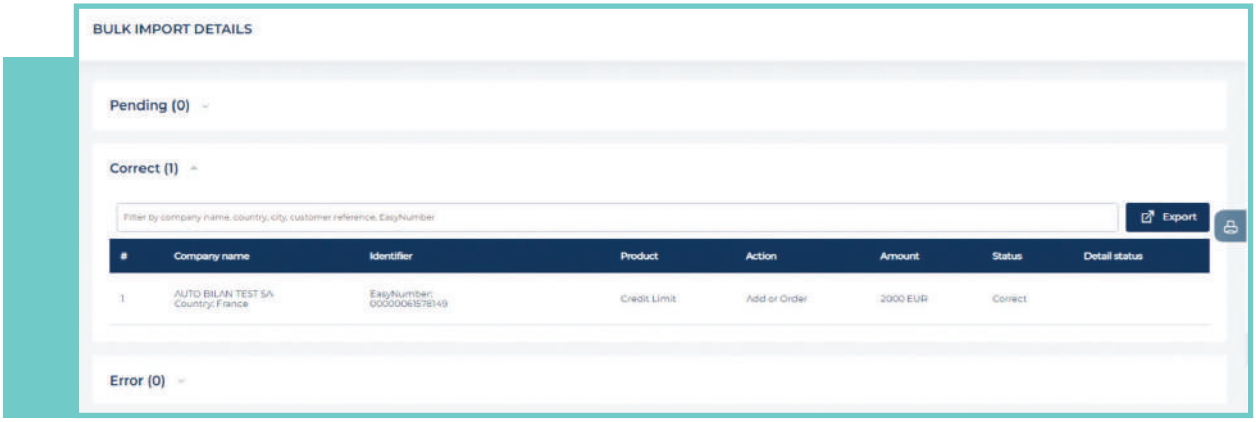
4. VISUALISING THE BULK ORDERS RESULT

Once the file is processed, the result is shown in a table below entitled Imported Files. The last 3 columns provide some details about the import status:



- The status of the import can be successful, partially successful or failed
- The total number of lines contained in the file
- The number of lines that contained errors

Once the Bulk Orders process is over, by clicking on the filename and more specifically on Processed, you can access the details of each line taken into account during the import.



The Reject Cause column explains why the line could not be processed. The number displayed in the first column corresponds to the line in the imported file. It is possible to sort the lines in ascending or descending order by clicking on the column header of your choice. If you click on the **Error** section, you can view all the lines in error first.

POSSIBLE CAUSES OF ERROR

- Data too large
- invoice identifier too long (maximum 35 chars)
- Action is not allowed
- Amount must be >0
- Amount must be >= 1000
- Incorrect number of fields
- Company does not exist
- The company is not unique
- Contract does not exist
- invalid currency
- Client reference too long (maximum 35 chars)
- ECL amount not found
- Technical error – Please refer to the logs
- Invalid action
- Invalid amount
- Invalid country code
- Line is incorrectly formed
- Line contains non-ASCII codes
- The company appears more than once in the imported file
- Line too long
- Mandatory field missing
- You have reached the maximum number of companies that could be added to the Portfolio
- Only one assurance credit by company allowed
- Product is not allowed
- Product not allowed on this company
- Product not allowed for this operation number
- Level three is not allowed for mass import
- Invalid contract number
- Product order submit failed
- Too many lines in the file
- Unsupported product
- Contract number too long (maximum 35 chars)

LIST OF COUNTRY ISO AND LEGAL IDENTIFIER CODES

COUNTRY	CODE	LEGAL IDENTIFIER CODE	LEGAL IDENTIFIER LABEL
Abu-Dhabi	AR1	RCS_AR1	REGISTRE DU COMMERCE
Ajman	AR2	RCS_AR2	REGISTRE DU COMMERCE
Albania	ALB	VAT_ALB	TVA
Algeria	DZA	RCS_DZA	REGISTRE DU COMMERCE
		DOU_DZA	IDENTIFIANT FISCAL
Argentina	ARG	CUIT_ARG	C.U.I.T.
		TAX_ARG	INGRESOS BRUTOS N°
		RGN_ARM	NUMERO DE REGISTRE
Armenia	ARM	VAT_ARM	INN (TVA)
		OKPO_ARM	OKPO
Aruba	ABW	CRIB_ABW	CRIB
Australia	AUS	ACN_AUS	ACN
		ABN_AUS	ABN
Austria	AUT	HRN_AUT	HANDELREGISTER NUM.
		VAT_AUT	MEHRWERTSTEUER NUM.
Azerbaijan	AZE	RGN_AZE	NUMERO DE REGISTRE
		VAT_AZE	INN (TVA)
Bahrain	BHR	RCS_BHR	REGISTRE DU COMMERCE
Bangladesh	BGD	RGN_BGD	Registration number
		VAT_BLR	UNN/NUM. OF TAXPAYER
Belarus	BLR	RGN_BLR	EGR NUM DE REGISTRE
		OKPO_BLR	OKPO/REGISTERED NUMB
Belgium	BEL	VAT_BEL	IDENT.FISCAL TVA/BTW
Benin	BEN	RCS_BEN	REGISTRE DU COMMERCE
Bhutan	BTN	RGN_BTN	Registration number
Bolivia	BOL	NIT_BOL	N.I.T
		RUC_BOL	R.U.C.
Bosnia and Herzegovina	BIH	MR_BIH	MR MATIONI REGISTARS
		RGN_BIH	RB REGISTARSKI BROJ
Botswana	BWA	RGN_BWA	REGISTRATION CERTIFICATE
Brazil	BRA	CNPJ_BRA	C.N.P.J.
		NIRE_BRA	N.I.R.E.
Brunei	BRN	INC_BRN	Incorporation number
		JUCESP_BRA	J.U.C.E.S.P.
		VAT_BGR	TVA
Bulgaria	BGR	FD_BGR	FD FIRMENO DELO
		NI_BGR	NATIONAL ID
Burkina Faso	BFA	RCS_BFA	Registre Du Commerce
		TAX_BFA	Numéro fiscal
Cambodia	KHM	INC_KHM	Incorporation number
Cameroon	CMR	RCS_CMR	REGISTRE DU COMMERCE
Canada	CAN	DUN_CAN	D-U-N-S NUMBER
Chile	CHL	RUT_CHL	R.U.T.
		RGN_CHN	REGISTRATION NUMBER
China	CHN	VAT_CHN	VAT NUMBER
		STK_CHN	STOCK CODE
Colombia	COL	NIT_COL	N.I.T.
		MRN_COL	M.R.N.
Costa Rica	CRI	VAT_CRI	CEDULA JURIDICA
		RGN_HRV	MBSTS (REG NUMBER)
Croatia	HRV	MBPB_HRV	MB/PB
		VAT_HRV	BZS (TVA)
Cyprus	CYP	RGN_CYP	REGISTERED NUMBER
		VAT_CYP	VAT NUMBER
		VAT_CZE	DIC N. DE TVA
Czech Republic	CZE / RGN_	CZE	CR CISLO REGISTRACE
		IC_CZE	IDENTIFIKACNI CISLO

COUNTRY	CODE	LEGAL IDENTIFIER CODE	LEGAL IDENTIFIER LABEL
Denmark	DNK	CVR_DNK	CVR - NUMBER
		VAT_DNK	VAT NUMBER
Djibouti	DJI	RCS_DJI	REGISTRE DU COMMERCE
Dominican Republic	DOM	RNC_DOM	R.N.C.
Dubai	AR3	RCS_AR3	REGISTRE DU COMMERCE
Ecuador	ECU	RUC_ECU	R.U.C.
Egypt	EGY	RCS_EGY	REGISTRE DU COMMERCE
El Salvador	SLV	NIT_SLV	N.I.T.
Estonia	EST	RGN_EST	REGISTRATION NUMBER
Finland	FIN	RGN_FIN	REGISTRATION NUMBER
		VAT_FIN	VAT - NUMBER
		SIREN	NUMERO SIREN
France	FRA	RCS_FRA	REGISTRE DU COMMERCE
		VAT_FRA	TVA
Fujeirah	AR4	RCS_AR4	REGISTRE DU COMMERCE
Gabon	GAB	RCS_GAB	Registre Du Commerce
		STT_GAB	Statistique
Georgia	GEO	VAT_GEO	INN TVA
		OKPO_GEO	OKPO
		HRN_DEU	HANDELREGISTER NUM.
Germany	DEU	VAT_DEU	MEHRWERTSTEUER NUM.
		Akcny	REFERENCE AK
Ghana	GHA	RCS_GHA	Registre Du Commerce
Greece	GRC	VAT_GRC	TVA/AFM
Guatemala	GTM	NIT_GTM	N.I.T.
Honduras	HND	RTN_HND	R.T.N.
Hong Kong	HKG	CRGN_HKG	COMPANY REG NUMBER
		BRGN_HKG	BUSINESS REG NUMBER
Hungary	HUN	BEJ_HUN	BEJEGYZESI SZAM
		VAT_HUN	A ADOSZAM (TVA)
Iceland	ISL	RGN_ISL	REGISTRATION NUMBER
India	IND	RGN_IND	REGISTRATION NUMBER
		RCS_IDN	TDP CY REGISTRATION
Indonesia	IDN	TAX_IDN	NPWP TAX REGISTRATIO
		LGL_IDN	LEGALIZATION NUMBER
Ireland	IRL	RGN_IRL	REGISTRATION NUMBER
		VAT_IRL	VAT REGISTRATION NO
Israel	ISR	RGN_ISR	REGISTRATION NUMBER
		TAX_ITA	CODICE FISCALE
Italy	ITA	VAT_ITA	TVA/N'IVA
		CCIAA_ITA	C.C.I.A.A.
Ivory Coast	CIV	RCS_CIV	REGISTRE DU COMMERCE
		TAX_CIV	COMPTE CONTRIBUABLE
Jamaica	JAM	TRN_JAM	T.R.N.
Japan	JPN	TEIK_NUM	TEIKOKU NUMBER
Jordan	JOR	RCS_JOR	Registre Du Commerce
		VAT_KAZ	RNN (TVA)
Kazakhstan	KAZ	RGN_KAZ	RC (REG. NUMBER)
		OKPO_KAZ	OKPO
Kenya	KEN	RCS_KEN	Registre Du Commerce
Kuwait	KWT	RCS_KWT	REGISTRE DU COMMERCE
		VAT_KGZ	INN (TVA)
Kyrgyzstan	KGZ	RGN_KGZ	RC (REG NUMBER)
		OKPO_KGZ	OKPO
Lao	LAO	INC_LAO	Incorporation number

COUNTRY	CODE	LEGAL IDENTIFIER CODE	LEGAL IDENTIFIER LABEL
Latvia	LVA	RCS_LVA	REGISTRE DU COMMERCE
Lebanon	LBN	RCS_LBN	REGISTRE DU COMMERCE
Lesotho	LSO	RGN_LSO	REGISTRATION CERTIFICATE
Liechtenstein	LIE	RCS_LIE	N REGISTRE COMMERCE
		VAT_LIE	IDENTIFIANT TVA
Lithuania	LTU	RGN_LTU	REGISTRATION NUMBER
Luxembourg	LUX	RCS_LUX	REGISTRE DU COMMERCE
		VAT_LUX	NUMERO DE TVA
Macao	MAC	RGN_MAC	Registration no
		INC_MAC	Incorporation number
		VAT_MKD	FISCAL (TVA)
Macedonia	MKD	RGN_MKD	REGISTER NUMBER
		MATN_MKD	MATICHEN NO
Madagascar	MDG	RCS_MDG	REGISTRE DU COMMERCE
		STT_MDG	Numéro statistique
Malaysia	MYS	ROC_MYS	ROC NUMBER
Mali	MLI	RCS_MLI	REGISTRE DU COMMERCE
Malta	MLT	RGN_MLT	COMPANY REG. NO.
		VAT_MLT	VAT NUMBER
Mauritania	MRT	RCS_MRT	REGISTRE DU COMMERCE
Mauritius	MUS	RCS_MUS	REGISTRE DU COMMERCE
Mexico	MEX	RFC_MEX	R.F.C.
Moldova	MDA	VAT_MDA	FISCAL (TVA)
		RGN_MDA	RC (REG. NUMBER)
Monaco	MCO	RCS_MCO	REGISTRE DU COMMERCE
		SSEE_MCO	S.S.E.E.
Mongolia	MNG	INC_MNG	Incorporation number
		RGN_MNE	MBSTS (REG. NUMBER)
Montenegro	MNE	VAT_MNE	MB/PB/BZS (TVA)
		NI_MNE	NATIONAL ID
		RCS_MAR	REGISTRE COMMERCE
Morocco	MAR	TVA_MAR	CODE TVA
		RGN_MAR	NO PATENTE
Myanmar	MMR	RGN_MMR	Registration Number
		INC_MMR	Incorporation number
Namibia	NAM	RGN_NAM	REGISTRATION NUMBER
Nepal	NPL	RGN_NPL	Registration number
Netherlands	NLD	HRN_NLD	KVK HANDELSREGISTER
		VAT_NLD	VAT - NUMBER
New Caledonia	NCL	SIREN_NCL	SIREN
		RCS_NCL	REGISTRE DU COMMERCE
New Zealand	NZL	RGN_NZL	REGISTRATION NUMBER
Nicaragua	NIC	RUC_NIC	R.U.C.
Niger	NER	RCS_NER	REGISTRE DU COMMERCE
Norway	NOR	RGN_NOR	REGISTRATION NUMBER
Oman	OMN	RCS_OMN	REGISTRE DU COMMERCE
Pakistan	PAK	RGN_PAK	Registration number
		SER_PAK	Serial number
Palestine	PSE	RGN_PSE	REGISTRATION NUMBER
Panama	PAN	RUC_PAN	R.U.C.
Paraguay	PRY	RUC_PRY	R.U.C.
Peru	PER	RUC_PER	R.U.C.
Philippines	PHL	SECNV_PHL	REGISTRE S.E.C NV
Poland	POL	VAT_POL	NIP NUM PLATNIKA VAT
		RHB_POL	RHB/KRS
Portugal	PRT	TAX_PRT	N. CONTRIBUINTE
Poss. Portugal	PR1	TAX_PRT	N. CONTRIBUINTE

COUNTRY	CODE	LEGAL IDENTIFIER CODE	LEGAL IDENTIFIER LABEL
Poss. Spain	ES1	NIF_ESP	NO N.I.F
Poss. of Denmark	DN1	RGN_DN1	REGISTRATION NUMBER
Possession of G.B. in America	GB2	DUN_GB2	D-U-N-S NUMBER
Poss. of New Zealand	NZ1	RGN_NZ1	REGISTRATION NUMBER
Possession of USA in America	US1	DUN_US1	D-U-N-S NUMBER
Qatar	QAT	RCS_QAT	REGISTRE DU COMMERCE
Ras-Al-Khaimah	AR5	RCS_AR5	REGISTRE DU COMMERCE
Romania	ROU	RGN_ROU	NI (REG. NUMBER)
		VAT_ROU	CF (TVA)
		VAT_RUS	INN (TVA)
Russian Federation	RUS	RRK_RUS	RRK (REG. NUMBER)
		OKPO_RUS	OKPO
San Marino	SMR	TAX_SMR	CODICE FISCALE
Saudi Arabia	SAU	RCS_SAU	REGISTRE DU COMMERCE
Senegal	SEN	RCS_SEN	REGISTRE DU COMMERCE
		TAX_SEN	COMPTE CONTRIBUABLE
Serbia	SCG	RGN_SCG	MBSTS (REG. NUMBER)
		VAT_SCG	MB/PB/BZS (TVA)
Sharja	AR6	RCS_AR6	REGISTRE DU COMMERCE
Singapore	SGP	ROC_SGP	ROC NUMBER
		IR_SVK	IR ISLO REGISTACIE
Slovakia	SVK	IO_SVK	IO
		VAT_SVK	VAT
		VAT_SVN	DS N. DE TVA
Slovenia	SVN	RCS_SVN	RS REG. DU COMMERCE
		MSNI_SVN	MS NATIONAL ID
South Africa	ZAF	RGN_ZAF	REGISTRATION NUMBER
		RCS_KOR	BUSINESS REG. NO.
South Korea	KOR	CRP_KOR	CORPORATE REG. NO.
		EXP_KOR	EX/IMPORT REG. NO.
Spain	ESP	NIF_ESP	NO N.I.F
Sri Lanka	LKA	RGN_LKA	Registration number
Swaziland	SWZ	RGN_SWZ	REG : CERTIFICATE
Sweden	SWE	RGN_SWE	REGISTRATION NUMBER
		VAT_SWE	VAT - NUMBER
Switzerland	CHE	RCS_CHE	N REGISTRE COMMERCE
		VAT_CHE	IDENTIFIANT TVA
Syrian	SYR	RCS_SYR	REGISTRE DU COMMERCE
Taiwan	TWN	RCS_TWN	REGISTRE DU COMMERCE
		STK_TWN	Stock Code
		VAT_TJK	INN (TVA)
Tajikistan	TJK	RGN_TJK	RC (REG. NUMBER)
		OKPO_TJK	OKPO
Tchad	TCD	RCS_TCD	REGISTRE DU COMMERCE
Thailand	THA	RGN_THA	Registration number
Togo	TGO	RCS_TGO	REGISTRE DU COMMERCE
Trinidad & Tobago	TTO	BIR_TTO	B.I.R.
Tunisia	TUN	RCS_TUN	REGISTRE DU COMMERCE
		DOU_TUN	CODE EN DOUANE
Turkey	TUR	RGN_TUR	REGISTERED NUMBER
		VAT_TUR	TVA/VAT
		VAT_TKM	INN (TVA)
Turkmenistan	TKM	RGN_TKM	RC (REG. NUMBER)
		OKPO_TKM	OKPO

COUNTRY	CODE	LEGAL IDENTIFIER CODE	LEGAL IDENTIFIER LABEL
Ukraine	UKR	RGN_UKR VAT_UKR	EDRPOU (REG NUMBER) UNN (TVA)
Umm-Al-Quwain	AR7	RCS_AR7	REGISTRE DU COMMERCE
United Arab Emirates	ARE	RCS_ARE	REGISTRE DU COMMERCE
United Kingdom	GBR	RGN_GBR VAT_GBR	REGISTRATION NUMBER VAT REGISTRATION NO
United States	USA	DUN_USA	D-U-N-S NUMBER
Uruguay	URY	RUT_URY VAT_UZB	R.U.T. INN (TVA)
Uzbekistan	UZB	RGN_UZB OKPO_UZB	RC (REG. NUMBER) OKPO
Vatican	VAT	TAX_VAT	CODICE FISCALE
Venezuela	VEN	RIF_VEN NIT_VEN	R.I.F. N.I.T.
Viet Nam	VNM	RGN_VNM RCS_VNM	Registration number BUSINESS REG. NO.
Yemen	YEM	RCS_YEM	REGISTRE DU COMMERCE
Zimbabwe	ZWE	RGN_ZWE	REGISTRATION CERTIFICATE

Mentions légales

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