Guide 1 - Atradius Atrium

Overview

Atradius Atrium is a sophisticated online credit management portal which allows you to easily manage your daily policy activities. Providing key information about your customers, you can access an instant overview of your portfolio, view trade sector reports and economic outlooks relevant to your markets, and analyse your portfolio via Atradius Insights. Designed to support your business, Atradius Atrium provides you with all of the features you need to manage your portfolio, such as applying for trade credit cover and submitting a notification of non-payment.

A secure log in allows you to access Atradius Atrium, where you will be presented with a complete overview of your portfolio. Wherever you are in Atradius Atrium, you will see the left hand navigation menu, the black header bar, and the focus area where you can manage all of your policy activities. Atradius Atrium has been designed to make navigation as smooth and intuitive as possible for you.

Left hand navigation menu

There are six options that can be selected from within the left hand navigation menu.

Credit management

This area provides access to the credit management activities for your whole portfolio, which can be adapted by selecting one or multiple policies. You will be able to see a summary of your policy details, view the total value of your credit limits and non-payments, and view or export a list of your limits and cases.

> 💡 **TIP** To learn more, read Guide 2 - Credit management

Policies

In this area, you can see all your policies or policy groups that you have access to. For each policy shown in the results, you will be able to access a summary of your policy details and generate a copy of your policy document, submit a business declaration and view any invoices sent to you by Atradius.

> 💡 **TIP** To learn more, read Guide 6 - Policies

Credit limits

In this area, you can see all of your active and pending credit limit decisions. For each credit limit or pending decision shown in the results, you will be able to view the requested or agreed amount and any conditions attached to the cover. This is also the place where you can amend a credit limit by increasing or decreasing the cover amount, or you can cancel it should you no longer need the cover.

> 💡 **TIP** To learn more, read Guide 7 - Credit limits

Non-payments

In this area, you can see all your non-payments cases. For each case shown in the results, you will be able to view the debt amount filed, the amount that has been collected from the buyer, the amount paid in claims by Atradius and the net position that has not yet been paid. You will also be able to enter any additional information to the case after it has been submitted to help Atradius assess the case.

> 💡 **TIP** To learn more, read Guide 8 - Non-payments

Communications

In this area, you can view any notifications when an action is needed or an update is available. Any new alerts will be automatically grouped into five main communication categories, allowing you to easily focus on specific changes happening within your portfolio. Each communication item will provide a summary and a coloured icon to easily determine the type of response required. You will also be able to organise your list of communications and tailor your communication preferences here.

> 💡 **TIP** To learn more, read Guide 9 - Communications

File import & export

In this area, you can upload a list of credit limit applications or transactions for a non-payments case in bulk. You will also be able to find any export files which have been requested for your credit limits or non-payments cases.

> 💡 **TIP** To learn more, read Guide 10 - Importing files and Guide 11 – Exporting files

Video library

Should you need some help when working in Atradius Atrium, you can access a number of videos from the Video library. These are particularly useful if you prefer to learn at your own pace, whilst you can also pause and replay important parts multiple times if needed.


The left hand navigation menu also provides instant access to other services provided by Atradius, such as Atradius Insights, Collect@Net and the API Store.

Atradius Insights

With your access to Atradius Atrium, you can also monitor and analyse your portfolio through Atradius Insights. Providing you with business intelligence, you can easily navigate between a high level overview and a detailed view in just three clicks, helping you detect trends and respond proactively to changes. Atradius Insights also visualises your buyer portfolio and policy results in interactive world maps to easily identify areas of opportunity and risk across the globe.
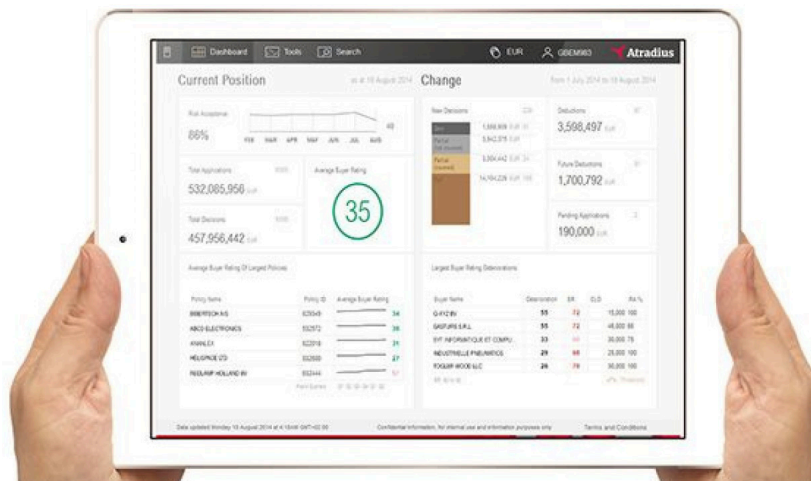
Atradius APIs

When you are a customer of Atradius, you can easily integrate our data with your business systems and workflows through our offering of Atradius APIs. Allowing you to apply for cover, receive credit limit decisions and get buyer information without leaving your own system, Atradius' real time data gives you the flexibility to use Atradius Atrium and Atradius APIs together to support your credit management activities.

Collect@Net

If you have Atradius Collections included within your credit insurance policy, you will also be able to access Collect@Net through Atradius Atrium. Collect@Net is an online platform which provides you with access to Atradius Collections' debt collection services, which can help to resolve disputes and recover money from your buyer for unpaid invoices.

Other options

You will find some useful links towards the bottom of the left hand navigation menu. This includes the 'Supplier information' link, which provides an overview of the organisation details for Atradius, and the 'Customer service charter' link, which outlines Atradius' service and commitment to its customers. The 'Legal and security' link allows you to view the terms and conditions for accessing and using Atradius Atrium, as well as Atradius' cookie policy and details of how these cookies are used. You will also be able to select the 'Contact us' link where contact details about Atradius for your region can be found.

Header panel

There are two options that can be selected from within the black header panel.

Buyer search

To view existing or manage new activities for a buyer, you will first need to select a buyer. The easiest way to do this is to use the Buyer search, which can be found at the right of the black header bar. When the Buyer search is selected, a new screen will appear, which will allow you to search using My buyers or New buyers. Once you have performed your search, the Buyer details page will be presented, providing an overview of the company information, any active credit limits and any open non-payments cases.

> 💡 **TIP**
> To learn more, read Guide 3 - Buyer search and Guide 5 - Buyer details

Account settings

You can easily manage your user profile and system preferences within Atradius Atrium under your Account settings. Accessed from the drop down menu presented after selecting your user name at the right of the black header bar, you will be able to view and amend your login details, select default settings which will be used throughout Atradius Atrium. You can also tailor the type of communications that you receive and fields included within exports.

> 💡 **TIP**
> To learn more, read Guide 12 - Account settings

Important notifications

Whenever there is an important update or message shared by Atradius, a notification banner will appear at the top of the page. Appearing in your preferred language, these messages can vary from announcements for new system updates, regional news from your local Atradius office or tips for using Atradius Atrium. Once read, the message can be hidden by selecting the close icon at the top right of the banner.