

# 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.

The screenshot displays the Atradius Atrium dashboard. At the top, there is a black header bar with the Atradius logo on the left, a 'Buyer search' field with a magnifying glass icon, and a 'User Name' field with a profile icon. Below the header, the main content area is divided into a left-hand navigation menu and a central focus area. The navigation menu includes 'Credit management' (highlighted in red), 'Policies', 'Credit limits', 'Non-payments', 'Communications' (with a red notification icon), and 'File import & export'. Below these are 'Insights', 'API Store', and 'Collect@Net'. At the bottom of the menu are 'Supplier information', 'Customer Service Charter', and 'Legal & Security'. The central focus area is titled 'Credit management' and contains a sub-header: 'Here you can see an overview of your credit limits and non-payments in the context of all your policies, you can narrow this down to a single policy or policy group if available.' Below this is a 'Selected policies' section with a dropdown menu showing 'Policy ID' and 'All policies', and a 'Change selection' button. To the right of this section is a 'Currency' dropdown menu set to 'Euro (EUR)'. The main content is split into two columns: 'Credit limits' and 'Non-payments'. The 'Credit limits' column shows 'Total active' (2603), 'Total active amount' (162,492,770 EUR), 'Pending decisions' (16), and 'Available policy cover' (To view available cover, select a single policy). The 'Non-payments' column shows 'Total open' (5), 'Debit filed' (4,329,092 EUR), 'Partially saved cases' (21), 'Collections' (2,105,360 EUR), and 'Net position' (1,906,320 EUR). Both columns have 'View all', 'Export all', and 'Analyse trends' links at the bottom. At the bottom left of the dashboard, there is a copyright notice: 'Copyright © 2020 Atradius All rights reserved'.

## Left hand navigation menu

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

This screenshot is a close-up of the left-hand navigation menu from the Atradius Atrium dashboard. It shows the 'Credit management' menu item highlighted in red. Below it are 'Policies', 'Credit limits', and 'Non-payments'. The 'Communications' menu item has a red notification icon next to it. Below these are 'File import & export', 'Insights', 'API Store', and 'Collect@Net'. At the bottom of the menu are 'Supplier information', 'Customer Service Charter', and 'Legal & Security'. The main content area behind the menu is partially visible, showing the 'Credit management' header and the 'Selected policies' dropdown 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.



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.



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.



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.



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.



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.




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.

### Video Library

You will find a range of videos introducing you to a variety of helpful features below. Use the list on the right hand side to switch video you are watching.



> Atradius Atrium  
**Buyer Overview**

**Buyer Overview**  
Explains what you find and do once you have found your buyer.

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> Atradius Atrium  
**Credit Limits**

**Credit Limits**  
Shows you how to apply for new cover and maintain your existing cover.

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**Buyer Search**  
Shows you how to look for your buyers and create them when Atradius Atrium cannot find them.

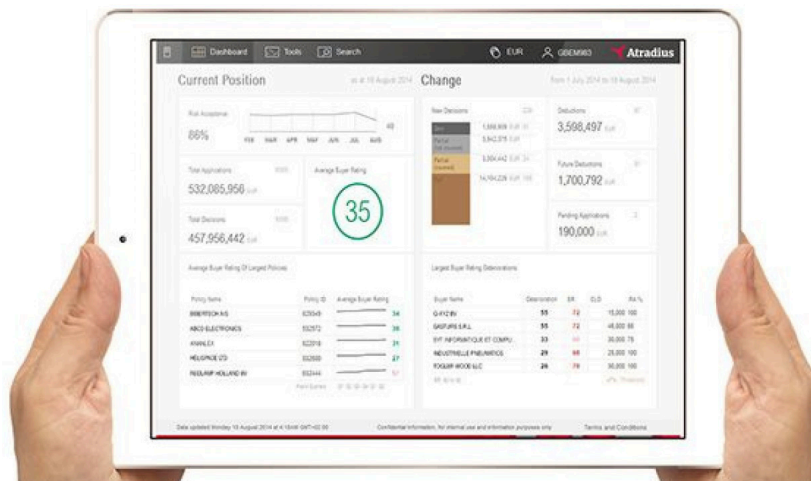
The left hand navigation menu also provides instant access to other services provided by Atradius, such as Atradius Insights, Collect@Net and the API Store.

- [Insights](#)
- [API Store](#)
- [Collect@Net](#)

Credit limits

## 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.

The screenshot shows the Atradius website's API section. At the top, there is a navigation bar with the Atradius logo (tagline: 'Managing risk, enabling trade') and links for 'Business', 'Developers', 'API store', 'About us', and 'Contact'. There are also 'Log in' and 'Get started' buttons. The main heading is 'Boost your business with Atradius APIs'. Below this, a sub-heading reads: 'Optimise your credit management processes and secure your business. As our credit insurance customer, you can now access our extensive data directly from your in-house system through our developer-friendly APIs.' A 'Get started' button is positioned below the sub-heading. The section is divided into three columns, each with an image and a 'View more' button:

- Save time and effort:** View our up-to-date information and make the right decisions without leaving your own system.
- Developer-friendly APIs:** Our simple documentation supports developers connecting to our powerful REST APIs.
- Visit our API store:** See how our range of APIs fits your business and helps you to protect your trade.

## 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.

The screenshot shows a navigation menu with the following items:

- Supplier information
- Customer Service Charter
- Legal & Security

Below these items, there are three buttons: '> View all limits', '> Export all limits', and 'Analyse trends' (with a chart icon). A partially visible text 'select a single policy.' is at the top right of the menu area.

## 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.