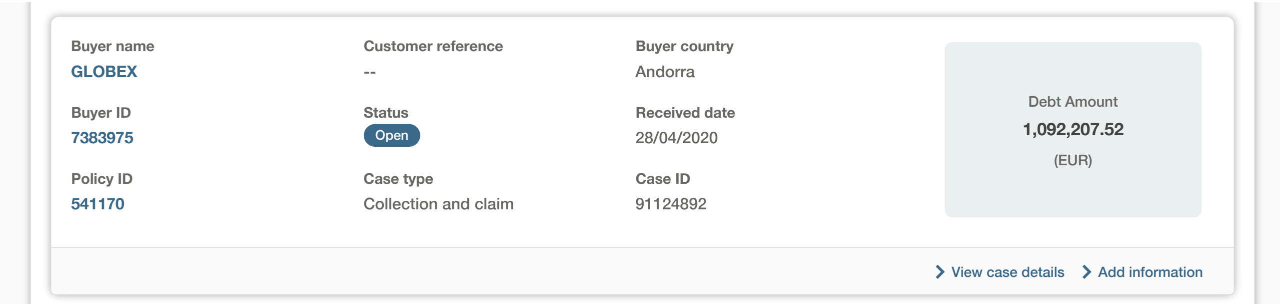
Guide 18 - Case details

Accessing your non-payments case

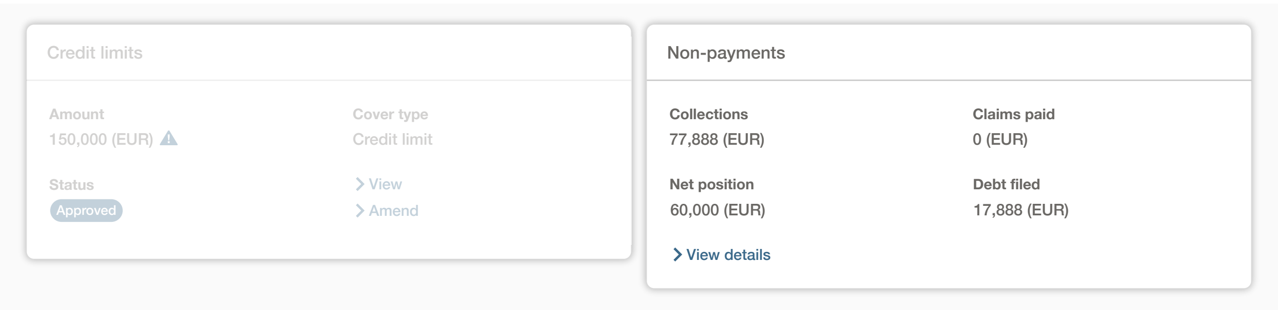
The Case details page allows you to view any information available for a non-payments case within Atradius Atrium, such as the debt amount, the claims paid or collected amount. To access the details of your open or closed case, you can select the 'View case details' link case of a specific case on the Non-payments page, which you can access via the left hand navigation menu.



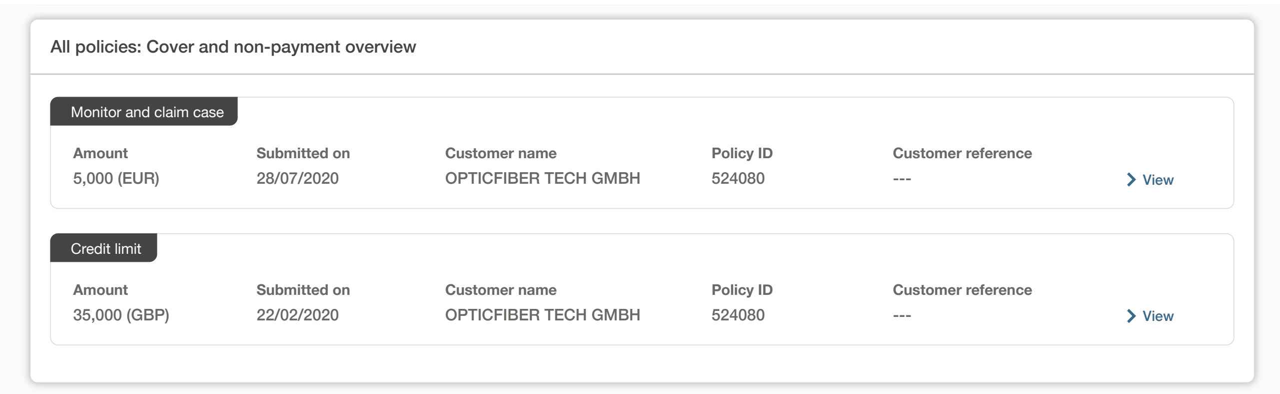
TIP

Read Guide 8 - Non-payments to learn more about accessing a list of your non-payments cases

You can view the details for all case types from the Non-payments panel on the Buyer details page, which will show any open or partially completed cases that exist under the selected policy for the buyer.



Where there are cases open for a selected buyer but for another policy that you have access to, these details can be accessed from the All policies panel at the bottom of the Buyer details page.

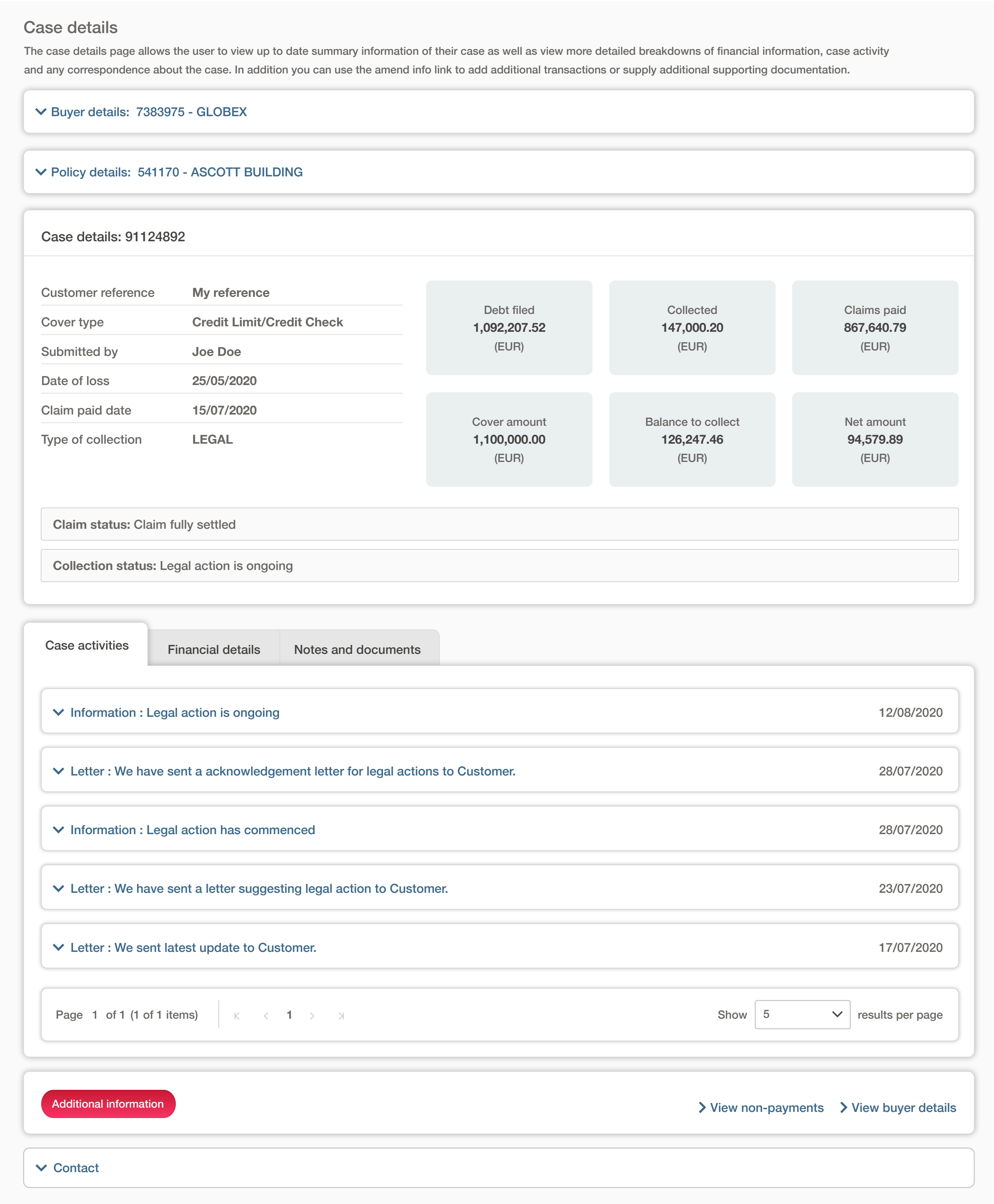


TIP

Read Guide 5 - Buyer details to learn more about viewing your open cases on the Buyer details page

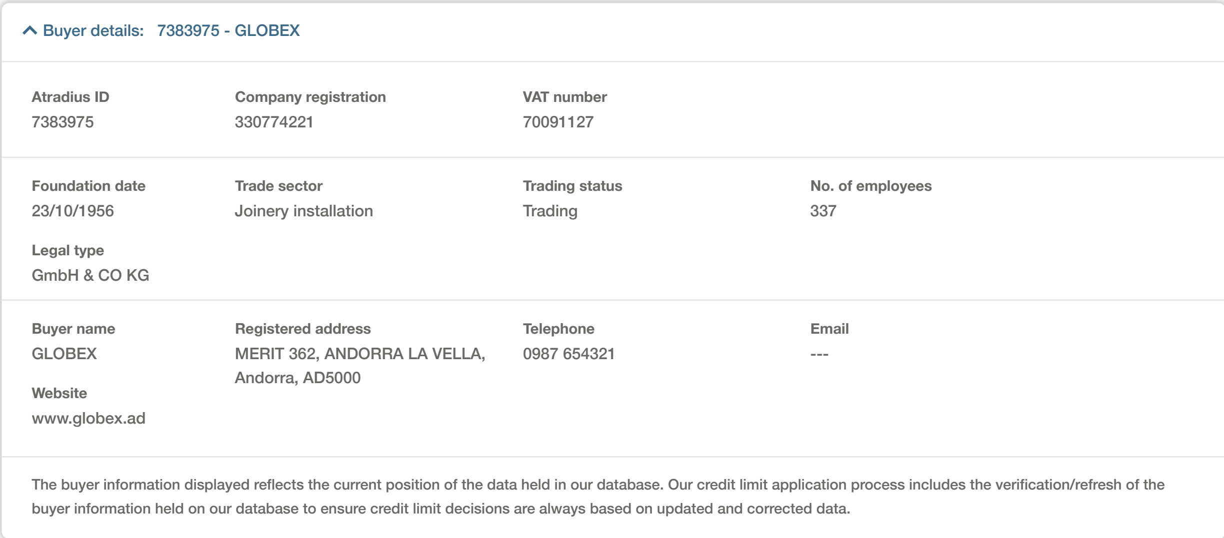
Viewing your non-payments case

When you have selected the option to view a case, you will be presented with the Case details page. The Buyer details, Policy details and Contact panels will be collapsed by default. Each section provides additional information, which can be viewed by expanding the specific panel.



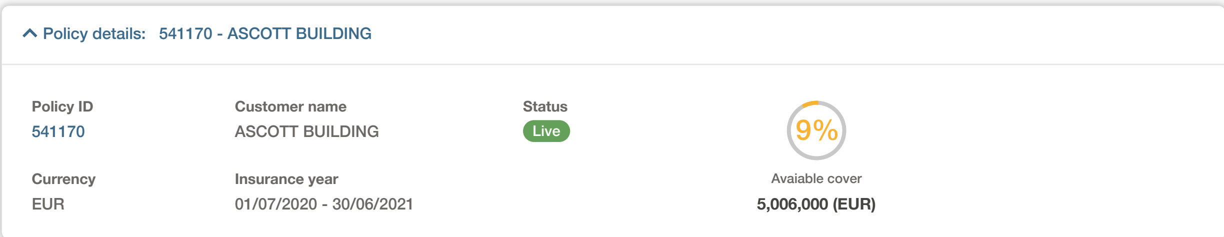
Buyer details

Expanding the Buyer details panel shows additional information relating to your buyer. Here you will find company information such as Company registration, VAT number and Legal type, as well as contact information, address details and alternative names if there are any. This will allow you to check that you are submitting a case against the right buyer.



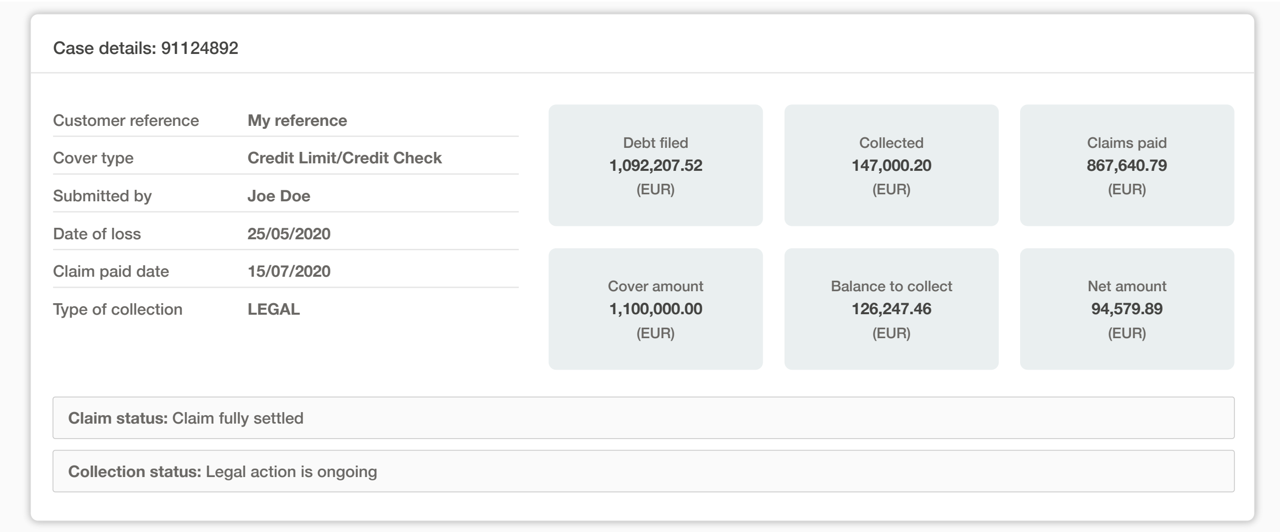
Policy details

Expanding the Policy details panel shows additional information relating to your policy. Here you will be able to quickly identify the policy and view its most important information, such as the Policy ID, Customer name, Currency of the policy, the renewal date for the next insurance period, the total current cover in place and the remaining cover available for your policy.



Case details

The Case details section provides you with an overview of the non-payments case. Here you will be able to view its most relevant information, such as the Case ID, the Date of loss and the Cover type linked to the case, as well as the most recent status of any case types that may exist.



On the right side of this section you will also see key information about your case.

Debt filed The amount for which the non-payments case was filed

Collected Any amounts paid by the buyer before and after claim payment(s) made by Atradius

Claims paid The amount of claim payment(s) made by Atradius

Cover amount When available the cover amount is displayed

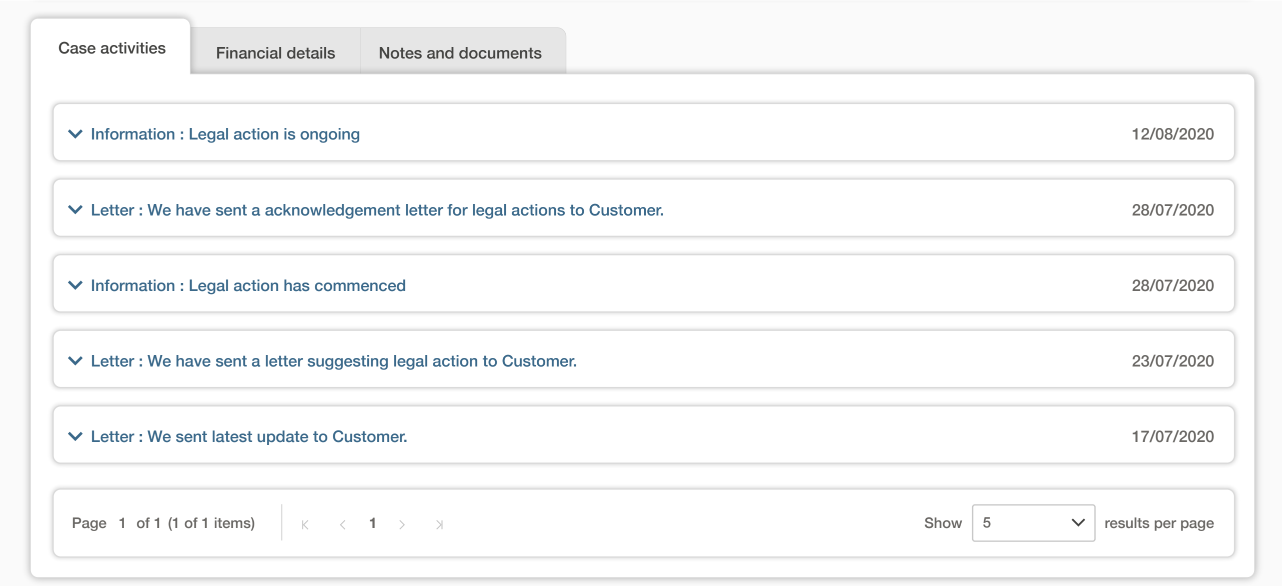
Balance to collect The amount that still needs to be collected from the buyer. This can include additional costs

Net position The amount that has not been paid by the buyer or Atradius

Below this you will find three additional category tabs which will allow you to view further details for the selected case.

Case activities

Displayed by default, the Case activities tab shows you a list of any actions or activities completed in relation to your non-payments case. Each panel provides a short description of the activity and the date on which it occurred, with the option to expand the panel to view additional details.

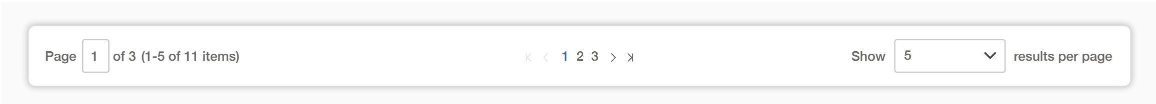


Where there are multiple case activities available to view, these can be accessed by navigating through each pagination page.

TIP

Pagination

When viewing a list of results, Atrium will present a set of pagination options at the bottom of the page. This allows you to easily navigate between multiple pages of results, as well as influence how many items are shown on each page.



- Where there are multiple pages of results, the pagination section will show you the current page that you are on, how many pages there are in total, and the range of results shown for the current page (e.g. 1-5 out of 11 items).
- Within the centre of the pagination section, you can navigate between each page of the results, with the ability to go forward or backward a single page, or to quickly jump between the very first or very last page of the results.
- Finally, you will be able to set how many results are shown for each page. This will allow you to set this to 5, 10 or 20 items per page. You can also set how many results are shown for every listings page in Atradius Atrium under your account defaults.

TIP

Read Guide 12 - Account settings to learn more about changing your account defaults

Financial details

The Financial details tab will present you with an overview of all financials relating to your case. This includes the Debt details - which provides an overview of all entered invoices and credit notes - and the Claim payments that have been made by Atradius, Payments received and Collections fees that may apply. If Atradius Collections services have been included as part of your policy, you will also see a summary of what has been collected. The 'More info on collections' link takes you to the Atradius International Debt Collections handbook, which outlines the diversity and complexity of debt collections approaches for each buyer country and how Atradius Collections can support you in recovering your debt.

You can export a list of financial transactions for your case as an Excel file by selecting the 'Export case transactions' link at the top right of the panel. This includes Claims payments, Payments received and Collections fees. You will then be taken to the Exported files tab of the File Import & Export screen, where you can download a copy of the transactions once the file has been generated.

Case activities | Financial details | Notes and documents

Financial details > Export case transactions

Debt details

Customer ref.	Description	Date from	Date to	Due date	Amount	Original posting	Approved
4347487	Invoice	04/05/2020	---	04/06/2020	313,253.55 EUR	33.680.28 EUR	✓
4347487	Invoice	01/05/2020	---	01/06/2020	264,340.26 EUR	27,798.37 EUR	✓
4347487	Invoice	28/04/2020	---	28/05/2020	217,239.81 EUR	23,357.11 EUR	✓
4347487	Invoice	23/04/2020	---	23/05/2020	117,867.34 EUR	12,646.71 EUR	✓
4347487	Invoice	23/04/2020	---	23/05/2020	179,506.56 EUR	19,260.36 EUR	✓

Claim payments

Date	Description	Payee	Accounting reference	Approved
22/058/2020	Basic Claim Payment CR	UNISYST NORWAY	12941380	867,640.79 EUR

Collections > More info on collections

Debt	
Principle VAT included	116,742.83 EUR
Legal costs charged to buyer	1,613.86 EUR
Penalties	40.00 EUR
Interest	23,850.77 EUR
Total	142,247.46

Payments	
Total amount collected	16,000.00 EUR
Balance to collect	126,247.46 EUR
Balance to collect (principle VAT incl.)	100,742.83 EUR

Atradius share	
Atradius' contribution to collection fees	646.92 EUR
Atradius' share in recoveries	16,954.20 EUR

Payments received

Customer ref.	Description	Accounting reference	Paid to	Amount	Atradius share	Customer share
27/09/2020	Payment	13035596	Atradius	18,838.00 EUR	16,954.20 EUR	1,883.80 EUR
25/09/2020	Payment	12940844	Atradius	18,648.60 EUR	0 EUR	18,648.60 EUR
25/07/2020	Payment	12844470	Atradius	18,903.60 EUR	0 EUR	18,903.60 EUR
10/06/2020	Payment	12781680	Atradius	18,756.00 EUR	0 EUR	18,756.00 EUR
10/06/2020	Payment	12735417	Atradius	18,336.60 EUR	0 EUR	18,336.60 EUR

Collection fees

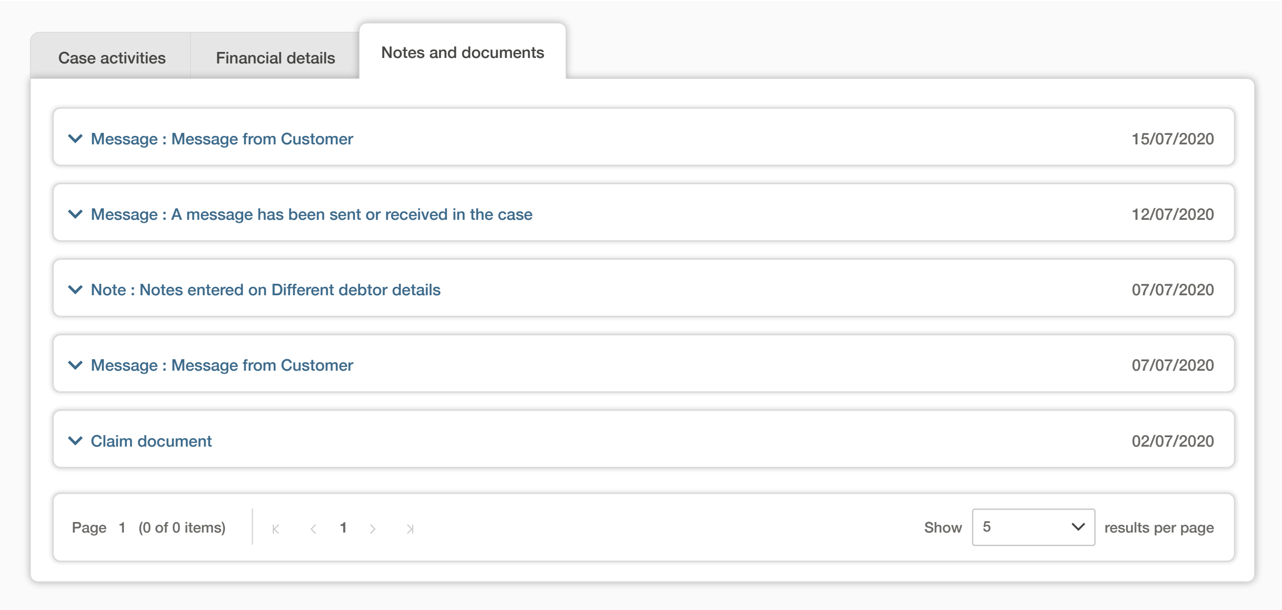
Date	Description	Accounting reference	Amount	Atradius share	Customer share
03/09/2020	General costs	13691405	75.24 EUR	646.92 EUR	71.84 EUR

TIP

Read Guide 11 – Exporting files to learn more about exporting cases and transactions from Atradius Atrium

Notes and documents

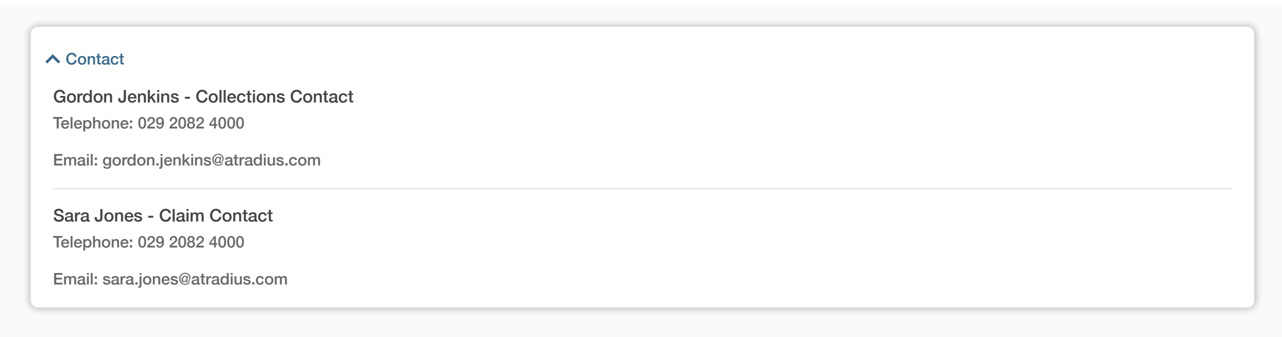
Any notes provided when submitting the non-payments case will appear within the Notes and documents tab, as well as any documents and messages added at any time.



At the bottom left of the Case details section you will find the Additional information button. This will allow you to enter any additional financial transactions or notes to the case after it has been submitted, as well as add any supporting documents which may help Atradius assess your case. On the right of this section, you can click the 'View buyer details' link to return to the Buyer details page, or alternatively, the 'View non-payments' link to view a list of all non-payments cases which you may have with Atradius.

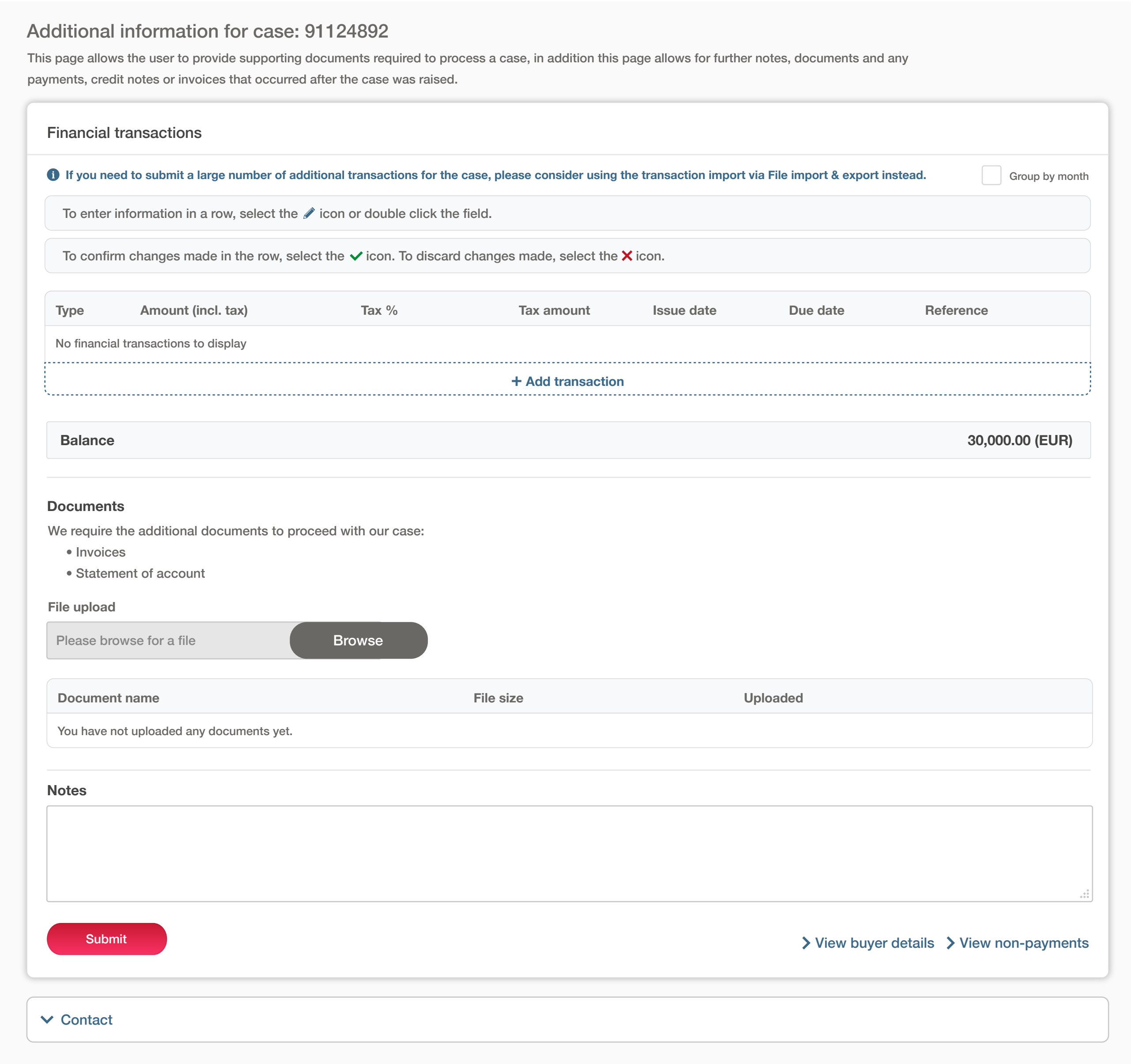
Contact Atradius

The Contact section provides the full name, telephone number and email address of an Atradius contact in case you have any queries regarding your non-payments case. Where there is more than one case type for the same buyer, there may be multiple contacts that will be able to help.



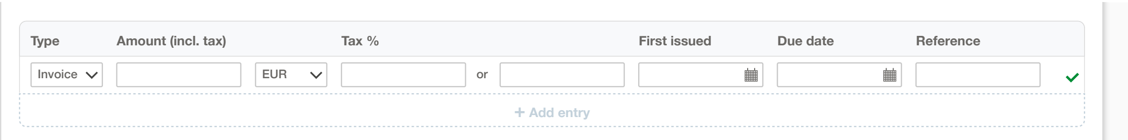
Adding information to your non-payments case

When you have selected the option to add additional information to a case, the additional information screen will be presented. You can add financial transactions to an existing case, such as an invoice, credit note or payment, with each transaction requiring that you enter the amount and applicable tax rate or amount, the issue date, due date and a reference.

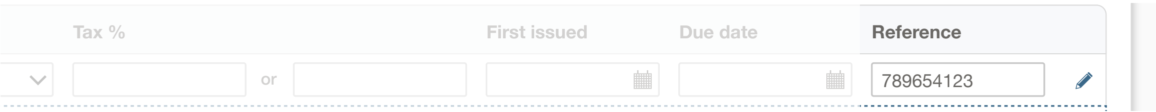


Amending a table

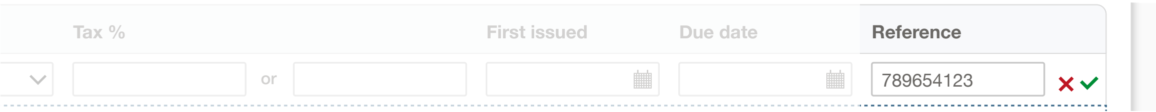
Where you are required to enter multiple transactions or activities relating to your portfolio, Atradius Atrium allows you to do this by adding new details or editing existing details directly within a table. This can help you to provide the right information to Atradius, with many columns providing a list of options to select from and a date picker to easily select the correct date for a transaction or activity. A help text will advise you what information is expected for a specific field.



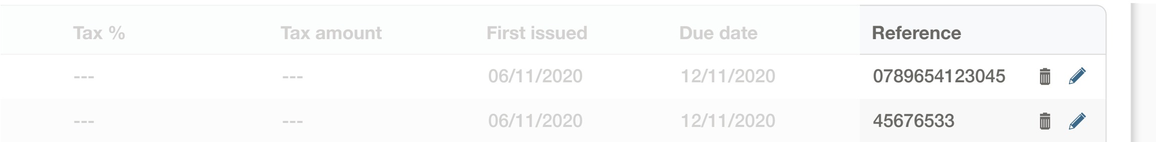
By default, the table appears with prefilled values or blank fields to be completed. To amend an existing field or fill a blank field, you can select the blue pencil icon at the right of the specific row. You can also double click within a specific field to add a new or edit an existing value within the table. When in edit mode, you can easily navigate between columns in a row by using the tab key ( ) on your keyboard.



Once you are happy with the entered or amended details, these can be confirmed by selecting the green tick icon at the right of the specific row. This will keep any changes or updates that you have made in the table until you save or submit your transactions. If you do not wish to keep these amendments, you can alternatively select the red cross icon which will discard recent changes and revert back to the details previously shown. Selecting the cross or tick icon will also allow you to edit a different row or add a new row to the table.

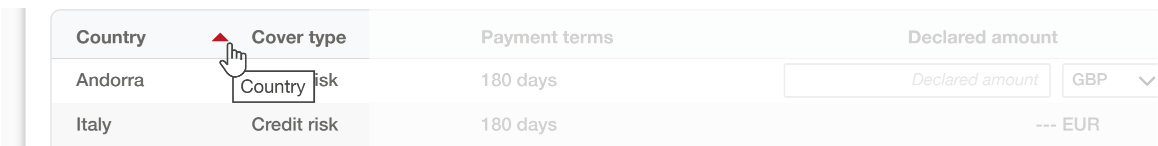


The bin icon will be available next to any rows that can be removed from the table.

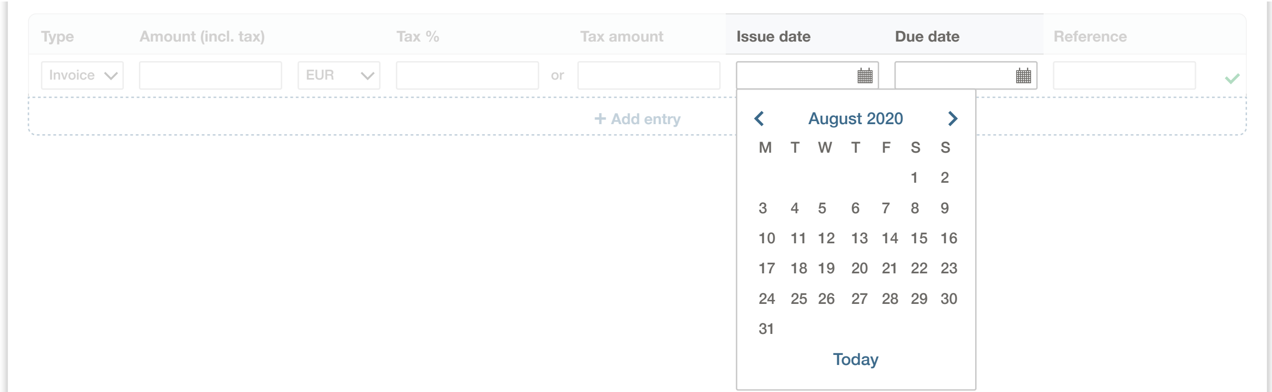


Where a new row can be added, this can be done by clicking within the blue outlined row shown at the bottom of the table. This new row will automatically appear with some default options set or blank fields to be completed.

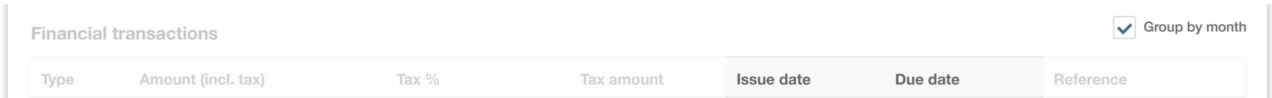
You can also amend how the rows within a table are ordered by selecting the heading text of a specific column. This allows you to toggle between sorting values in alphanumerical ascending or descending order.



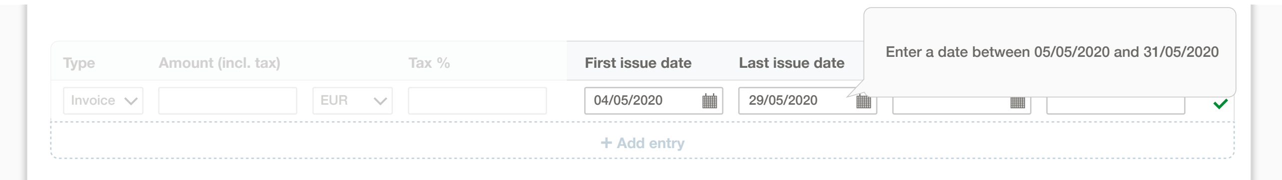
Under the Financial transactions table, you can enter the type of transaction, the amount and the applicable tax rate or amount. Where the outstanding debt consists of only one invoice, you will need to enter the Issue date as well as the Due date of the invoice.



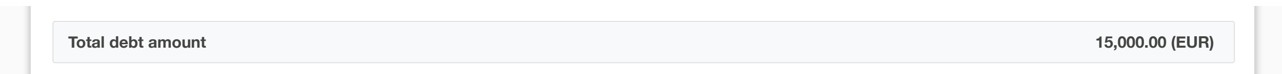
If you need to submit multiple invoices issued within the same month relating to the outstanding debt, you can do this by marking the 'Group by month' check box above the table. You can then group the transactions and enter the total by month.



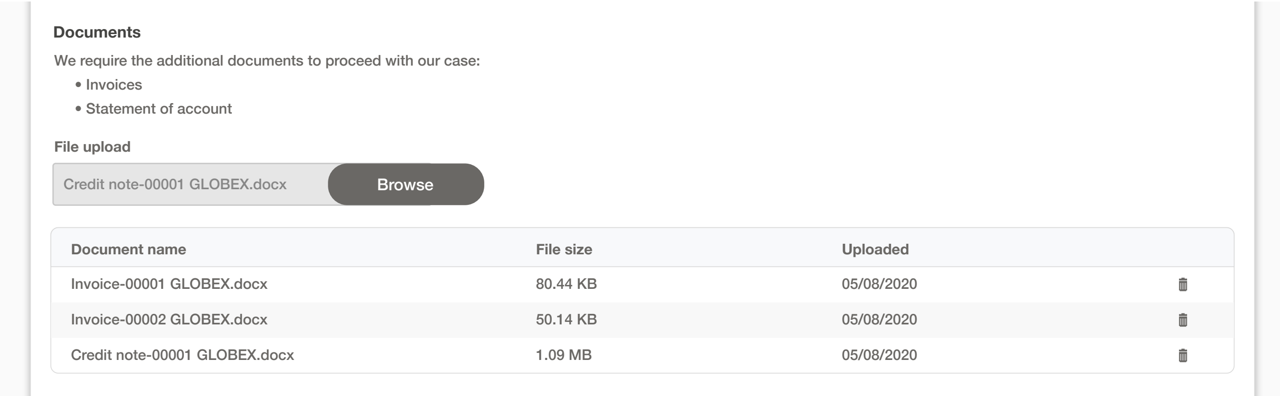
The date of the invoice with the earliest issue date can then be entered as the First issue date, and the Last Issue date should be the date of the invoice with the latest issue date. You will also need to add a reference for each transaction, such as the invoice number.



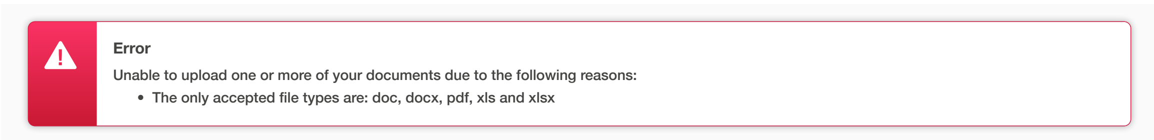
As the table is being amended, Atradius Atrium will calculate the Total debt amount based on all of the amounts that have been entered for the financial transactions.



Below the financial transactions table, you can upload supporting documents to your case. This can be done by clicking the Browse button to choose the specific file available on your device to upload. These documents will be listed once they are ready to be submitted, with the option to delete an incorrectly uploaded file by selecting the bin icon.



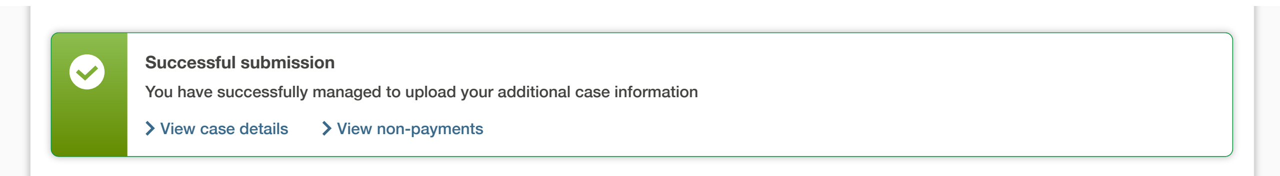
Please note that when uploading supporting documents to a case, the file must be in a Word document (doc or docx), PDF or Excel (xls or xlsx) format.



The Notes section also allows you to inform Atradius about any additional details relating to your case.

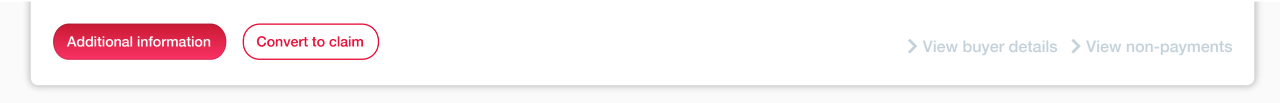
When you are happy that the details of your submission are accurate and complete, the Submit button at the bottom of the page can be selected.

After you have confirmed the debt amount filed for the case, Atradius Atrium will process your submission and display a message to confirm that the case details have been updated.

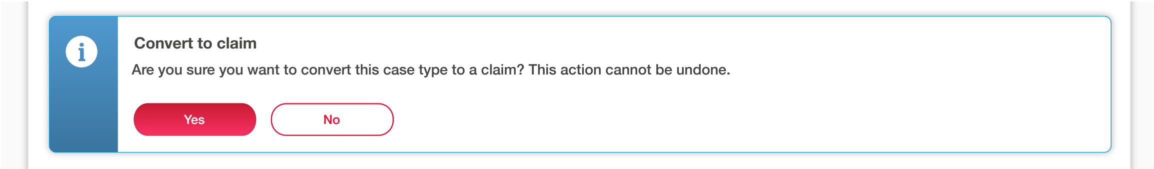


Converting a case

Where a monitor case has been submitted, you can later convert this into a claim by selecting the Convert to claim button at the bottom of the Case details page.



It is important that you ensure that the claim complies with the conditions set out within your policy or credit limit decision before continuing.



Once the case has been converted into a claim, you will be able to view the updated details for the case and add additional information to it.