

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.

Buyer name GLOBEX	Customer reference --	Buyer country Andorra	Debt Amount 1,092,207.52 (EUR)
Buyer ID 7383975	Status Open	Received date 28/04/2020	
Policy ID 541170	Case type Collection and claim	Case ID 91124892	

[View case details](#) [Add information](#)



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.

<p>Credit limits</p> <p>Amount 150,000 (EUR) ▲</p> <p>Cover type Credit limit</p> <p>Status Approved</p> <p>View Amend</p>	<p>Non-payments</p> <p>Collections 77,888 (EUR)</p> <p>Claims paid 0 (EUR)</p> <p>Net position 60,000 (EUR)</p> <p>Debt filed 17,888 (EUR)</p> <p>View details</p>
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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.

All policies: Cover and non-payment overview

Monitor and claim case					
Amount	Submitted on	Customer name	Policy ID	Customer reference	
5,000 (EUR)	28/07/2020	OPTICFIBER TECH GMBH	524080	---	View

Credit limit					
Amount	Submitted on	Customer name	Policy ID	Customer reference	
35,000 (GBP)	22/02/2020	OPTICFIBER TECH GMBH	524080	---	View



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.

Case details

The case details page allows the user to view up to date summary information of their case as well as view more detailed breakdowns of financial information, case activity and any correspondence about the case. In addition you can use the amend info link to add additional transactions or supply additional supporting documentation.

▼ Buyer details: 7383975 - GLOBEX

▼ Policy details: 541170 - ASCOTT BUILDING

Case details: 91124892

Customer reference	My reference	Debt filed 1,092,207.52 (EUR)	Collected 147,000.20 (EUR)	Claims paid 867,640.79 (EUR)
Cover type	Credit Limit/Credit Check	Cover amount 1,100,000.00 (EUR)	Balance to collect 126,247.46 (EUR)	Net amount 94,579.89 (EUR)
Submitted by	Joe Doe			
Date of loss	25/05/2020			
Claim paid date	15/07/2020			
Type of collection	LEGAL			

Claim status: Claim fully settled

Collection status: Legal action is ongoing

Case activities | Financial details | Notes and documents

▼ Information : Legal action is ongoing 12/08/2020

▼ Letter : We have sent a acknowledgement letter for legal actions to Customer. 28/07/2020

▼ Information : Legal action has commenced 28/07/2020

▼ Letter : We have sent a letter suggesting legal action to Customer. 23/07/2020

▼ Letter : We sent latest update to Customer. 17/07/2020

Page 1 of 1 (1 of 1 items) | ⏪ < 1 > ⏩ Show 5 results per page

Additional information > View non-payments > View buyer details

▼ Contact

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.

^ Buyer details: 7383975 - GLOBEX


Atradius ID 7383975	Company registration 330774221	VAT number 70091127	
Foundation date 23/10/1956	Trade sector Joinery installation	Trading status Trading	No. of employees 337
Legal type GmbH & CO KG			
Buyer name GLOBEX	Registered address MERIT 362, ANDORRA LA VELLA, Andorra, AD5000	Telephone 0987 654321	Email ---
Website www.globex.ad			

The buyer information displayed reflects the current position of the data held in our database. Our credit limit application process includes the verification/refresh of the buyer information held on our database to ensure credit limit decisions are always based on updated and corrected data.

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.

^ Policy details: 541170 - ASCOTT BUILDING

Policy ID 541170	Customer name ASCOTT BUILDING	Status Live	
Currency EUR	Insurance year 01/07/2020 - 30/06/2021	Available cover 5,006,000 (EUR)	

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.

Case details: 91124892

Customer reference	My reference	Debt filed 1,092,207.52 (EUR)	Collected 147,000.20 (EUR)	Claims paid 867,640.79 (EUR)
Cover type	Credit Limit/Credit Check	Cover amount 1,100,000.00 (EUR)	Balance to collect 126,247.46 (EUR)	Net amount 94,579.89 (EUR)
Submitted by	Joe Doe			
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Type of collection	LEGAL			

Claim status: Claim fully settled

Collection status: Legal action is ongoing

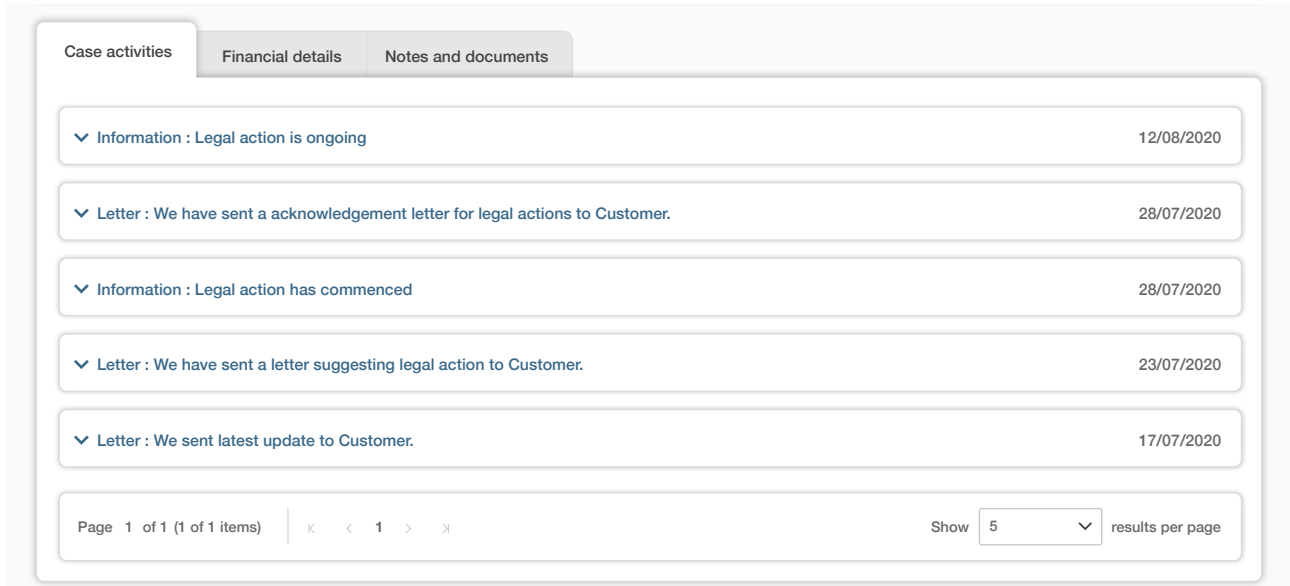
On the right side of this section you will also see key information about your case.

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.



Case activities

Financial details

Notes and documents

Information : Legal action is ongoing 12/08/2020

Letter : We have sent a acknowledgement letter for legal actions to Customer. 28/07/2020

Information : Legal action has commenced 28/07/2020

Letter : We have sent a letter suggesting legal action to Customer. 23/07/2020

Letter : We sent latest update to Customer. 17/07/2020

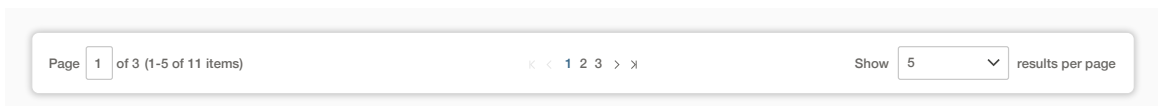
Page 1 of 1 (1 of 1 items) | < > 1 < > | Show 5 results per page

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



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.



Page 1 of 3 (1-5 of 11 items) | < > 1 2 3 > | Show 5 results per 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.



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
22/05/2020	Basic Claim Payment CR	UNISYST NORWAY	12941380	867,640.79 EUR

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

[More info on collections](#)

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

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

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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.

The screenshot shows a user interface with three tabs: 'Case activities', 'Financial details', and 'Notes and documents'. The 'Notes and documents' tab is selected and displays a list of five items, each with a dropdown arrow on the left and a date on the right. The items are: 'Message : Message from Customer' (15/07/2020), 'Message : A message has been sent or received in the case' (12/07/2020), 'Note : Notes entered on Different debtor details' (07/07/2020), 'Message : Message from Customer' (07/07/2020), and 'Claim document' (02/07/2020). At the bottom of the list, there is a pagination control showing 'Page 1 (0 of 0 items)' and a 'Show 5 results per page' dropdown.

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.

The screenshot shows a horizontal bar with a red button labeled 'Additional information' on the left and two blue links, 'View non-payments' and 'View buyer details', on the right.

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.

The screenshot shows a 'Contact' section with a blue upward arrow icon. It lists two contacts: 'Gordon Jenkins - Collections Contact' with telephone number 029 2082 4000 and email gordon.jenkins@atradius.com; and 'Sara Jones - Claim Contact' with telephone number 029 2082 4000 and email sara.jones@atradius.com.

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.



Additional information for case: 91124892

This page allows the user to provide supporting documents required to process a case, in addition this page allows for further notes, documents and any payments, credit notes or invoices that occurred after the case was raised.

Financial transactions

! If you need to submit a large number of additional transactions for the case, please consider using the transaction import via **File import & export** instead. Group by month

To enter information in a row, select the  icon or double click the field.

To confirm changes made in the row, select the  icon. To discard changes made, select the  icon.

Type	Amount (incl. tax)	Tax %	Tax amount	Issue date	Due date	Reference
No financial transactions to display						
+ Add transaction						

Balance 30,000.00 (EUR)

Documents

We require the additional documents to proceed with our case:


- Invoices
- Statement of account

File upload

Please browse for a file

Document name	File size	Uploaded
You have not uploaded any documents yet.		

Notes



[View buyer details](#) [View non-payments](#)

[Contact](#)



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.

Type	Amount (incl. tax)	Tax %	First issued	Due date	Reference
Invoice	<input type="text"/>	EUR	<input type="text"/> or <input type="text"/>	<input type="text"/>	<input type="text"/>
+ Add entry					

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 (**Tab**) on your keyboard.

Tax %	First issued	Due date	Reference
<input type="text"/>	<input type="text"/>	<input type="text"/>	789654123

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.

Tax %	First issued	Due date	Reference
<input type="text"/>	<input type="text"/>	<input type="text"/>	789654123

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

Tax %	Tax amount	First issued	Due date	Reference
---	---	06/11/2020	12/11/2020	0789654123045
---	---	06/11/2020	12/11/2020	45676533

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.

+ Add entry					
-------------	--	--	--	--	--

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.

Country	Cover type	Payment terms	Declared amount
Andorra	Country risk	180 days	<input type="text"/> Declared amount GBP
Italy	Credit risk	180 days	--- EUR

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.

Type	Amount (incl. tax)	Tax %	Tax amount	Issue date	Due date	Reference
Invoice	<input type="text"/>	EUR	<input type="text"/>	or <input type="text"/>	<input type="text"/>	<input type="text"/>
+ Add entry						

< August 2020 >

M	T	W	T	F	S	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						
Today						

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.

Financial transactions						<input checked="" type="checkbox"/> Group by month
Type	Amount (incl. tax)	Tax %	Tax amount	Issue date	Due date	Reference
Invoice	<input type="text"/>	EUR	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
+ Add entry						

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.

Type	Amount (incl. tax)	Tax %	First issue date	Last issue date	Enter a date between 05/05/2020 and 31/05/2020	
Invoice	<input type="text"/>	EUR	04/05/2020	29/05/2020	<input type="text"/>	<input type="text"/>
+ Add entry						

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.

Total debt amount	15,000.00 (EUR)
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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.

Documents

We require the additional documents to proceed with our case:

- Invoices
- Statement of account

File upload

Credit note-00001 GLOBEX.docx **Browse**

Document name	File size	Uploaded	
Invoice-00001 GLOBEX.docx	80.44 KB	05/08/2020	
Invoice-00002 GLOBEX.docx	50.14 KB	05/08/2020	
Credit note-00001 GLOBEX.docx	1.09 MB	05/08/2020	

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.

Error

Unable to upload one or more of your documents due to the following reasons:

- The only accepted file types are: doc, docx, pdf, xls and xlsx

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

Notes

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.

Submit [> View buyer details](#) [> View non-payments](#)

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.

Successful submission

You have successfully managed to upload your additional case information

[> View case details](#) [> View non-payments](#)

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.



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

i **Convert to claim**
Are you sure you want to convert this case type to a claim? This action cannot be undone.

Yes **No**

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.

i **Case converted**
Case was converted to a claim. > Add information