

# Guide 8 - View list of non-payments

## Accessing your non-payments cases

To view a list of all non-payments cases which you have with Atradius, the Non-payments option can be selected from the left hand navigation menu.

**Atradius**

**Credit management**

- > Policies
- > Credit limits
- > **Non-payments**

**Communications** !

**File import & export**

### Non-payments

The 'Non-payments' page allows you to view either your open and closed non-payment cases across your current policy context. You can sort these cases and use the advanced filters provided to filter the list further.

Selected policies

Policy ID	Customer name	Renewal date	Status
541170	ASCOTT BUILDING	01/07/2020	Live
Country	Currency		
Andorra	EUR		

You can also access your cases from the Credit management page for your selected policy or policies.



TIP

### Non-payments overview

The Non-payments panel on the Credit management page allows you to access all your cases by clicking the 'View all cases' link. Alternatively, you can select the number of total open and partially saved cases for your selected policy or policies. This will automatically take you to the Non-payments page, where the relevant details will be displayed as a list.

**Credit limits**

Total active 2603	Total active amount 162,492,770 (EUR)
Pending decisions 16	Available policy cover To view available cover, select a single policy.

> View all limits   > Export all limits   > Analyse trends

**Non-payments**

Total open 5	Debt filed 4,329,092 (EUR)
Partially saved cases 21	Collections 2,105,360 (EUR)
	Net position 1,906,320 (EUR)

> View all cases   > Export all cases   > Analyse trends



TIP

Read Guide 2 – Credit management page to learn more about accessing the non-payments overview

## Viewing your non-payments cases

On the Non-payments page, you will be presented with an overview of all cases that have been submitted or partially completed.

### Non-payments

The 'Non-payments' page allows you to view either your open and closed non-payment cases across your current policy context. You can sort these cases and use the advanced filters provided to filter the list further.

**Selected policies**

Policy ID <b>541170</b>	Customer name ASCOTT BUILDING	Renewal date 01/07/2020	Status <b>Live</b>	<a href="#">Select all policies</a> <a href="#">Change selection</a>
Country Andorra	Currency EUR			

Showing 2 results [Export case transactions](#)

Buyer name, Buyer ID, Customer reference or cover ID:  
 [Advanced filters](#) 9 [Reset filters](#) [Apply Filters](#)

Currency: Euro (EUR) | Sort by: Buyer name | Order by: (A-Z)  Group by country name

Buyer name <b>VAKMAATSCHAPPIJ NV</b>	Customer reference --	Buyer country Belgium	Debt Amount <b>500,000</b> (EUR)
Buyer ID <b>1418014</b>	Status <b>Open</b>	Received date 20/10/2019	
Policy ID <b>541170</b>	Case type Collection and claim	Case ID 924728	
			<a href="#">View case</a> <a href="#">Add information</a>
Buyer name <b>VERPAKKINGEN GROEP NV</b>	Customer reference --	Buyer country Netherlands	Debt Amount <b>8,412</b> (EUR)
Buyer ID <b>5291466</b>	Status <b>Open</b>	Received date 06/05/2019	
Policy ID <b>541170</b>	Case type Monitor only	Case ID 966979	
			<a href="#">View case</a> <a href="#">Add information</a>

Page 1 of 1 (1-2 of 2 items) [<](#) [>](#) 1 [<](#) [>](#) Show 5 results per page

As Atradius Atrium displays non-payments cases received for your entire portfolio, you will be able to fine-tune the list by selecting a policy or policy group. This can be done by selecting one or more of your policies from the selection panel, which appears at the top of the Non-payments page and the Credit management page.



### Policy selection

If you have access to more than one policy, the selection will either be set to 'All policies' or to your selected default policy if set under the account defaults page.

Selected policies

Policy ID All policies	<a href="#" style="background-color: #e91e63; color: white; padding: 5px 10px; border-radius: 5px;">Change selection</a>
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You can select one or multiple policies by clicking Change selection. Enter your policy number or name of the policy group to quickly find your policy or policies. You can also use the check boxes to find and select your policies. Once you have made your selection and clicked the Select policy link, you will be taken back to the previous page.

Showing 3 of 3 policies

Policy ID, policy group or customer name:

Live policies only    Single policies    Grouped policies      Sort by Name (A-Z) ▾

Policy ID	Customer name	Renewal date	Status	> Select policy > View policy
541170	ASCOTT BUILDING	01/07/2020	<span style="background-color: #4caf50; color: white; padding: 2px 5px; border-radius: 3px;">Live</span>	
Country Andorra	Currency EUR			
Policy ID 548714	ASCOTT CARPENTRY	01/09/2020	<span style="background-color: #4caf50; color: white; padding: 2px 5px; border-radius: 3px;">Live</span>	> Select policy > View policy
Country Andorra	Currency EUR			
▾ ASCOTT MULTINATIONAL (1 policies)				
Policy ID 542035	ASCOTT SERVICES	01/09/2020	<span style="background-color: #4caf50; color: white; padding: 2px 5px; border-radius: 3px;">Live</span>	> Select policy > View policy
Country Andorra	Currency EUR			

Page 1 of 1 (1-3 of 3 items)    ⏪ ⏩ 1 ⏪ ⏩      Show 5 results per page

In the Selection panel, you will then find your selected policies.

Selected policies

Policy ID <b>541170</b>	Customer name ASCOTT BUILDING	Renewal date 01/07/2020	Status <span style="background-color: #4caf50; color: white; padding: 2px 5px; border-radius: 3px;">Live</span>	> Select all policies <a href="#" style="background-color: #e91e63; color: white; padding: 5px 10px; border-radius: 5px;">Change selection</a>
Country Andorra	Currency EUR			



Read Guide 12 - Account settings to learn more about how to set a default policy

To narrow down the list of cases displayed, you can type the Buyer name or Buyer ID, your own reference or case ID into the keyword filter. You can also further refine your criteria using the advanced filters to find a specific case.

By default, you will see all open cases that you have raised in the last 6 months. By using the advanced filters, you will also be able to access a list of any closed cases which you may have submitted to Atradius. You will have the option to deselect Case type or Case status categories that you do not want to be displayed, whilst a date range filter will allow you to find cases created within a certain time period. The country filter additionally allows for one or many countries to be added, displaying only those cases received for buyers in these countries.

The screenshot shows a filter interface with the following sections:

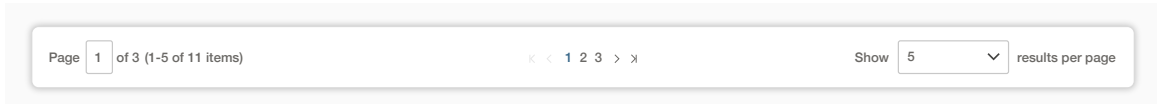
- Search:** A text input field labeled "Buyer name, Buyer ID, Customer reference or cover ID:" and a button for "Advanced filters" with a notification badge "11".
- Case type:** A grid of filter buttons, each with a checkmark:
  - Monitor
  - Claim
  - Collection
  - Monitor & Claim
  - Collection & Claim
  - Monitor, Collection & Claim
  - Monitor, Collection
- Case status:** Filter buttons for "Open" (checked), "Closed" (unchecked), and "Partially Completed" (checked).
- Date range:** "From date" and "To date" input fields, each with a calendar icon.
- Countries:** A text input field containing "Netherlands", and two tags: "x United Kingdom" and "x Netherlands". A "Clear countries" button is located below the tags.
- Actions:** "Reset filters" and "Apply Filters" buttons at the bottom right.

Where you have multiple cases, you can view these 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.

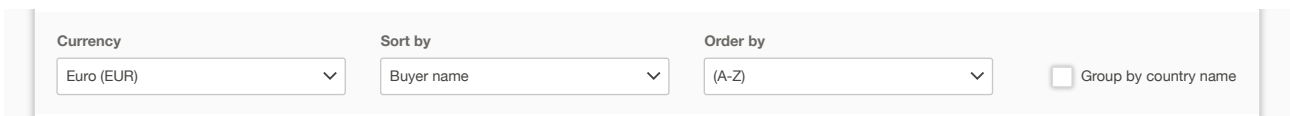


- Where there are multiple pages of results, the pagination section will show you the current page that you are on, how many pages there are in total, and the range of results shown for the current page (e.g. 1-5 out of 11 items).
- Within the centre of the pagination section, you can navigate between 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.

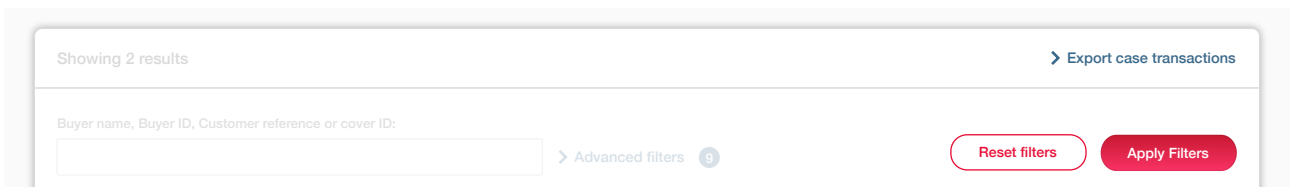


Read Guide 12 - Account settings to learn more about changing your account defaults

You can sort and order how the list of credit limits will appear on your screen. For example, this can be sorted by Buyer ID, Buyer name, your own reference or the cover amount; this can then be ordered by ascending or descending order. Additionally, if you have cover in place for buyers across multiple countries, Atradius Atrium provides you with the option to group these by country. Finally, you can convert the credit limit amounts which are displayed in the credit limits list to a currency of your choice from a list of options provided.



Finally, if you want to export a list of non-payments cases that include financial transactions to an excel file, you can do this directly from Atradius Atrium via the 'Export case transactions' link at the top of the page. This will take you to the Exported files tab of the File Import and Export screen, where you will be able to download the list of cases once the file has been generated. The list of cases within this file will be automatically filtered based on your selected criteria from the advanced filter options.



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

### Viewing non-payments case details

For each case shown in the results, an overview panel is presented. Here you will be able to quickly identify the case and view its most important information, such as the Buyer name, Buyer ID, Buyer country, your own reference, Case type, Case status and the Debt amount filed.

Buyer name <b>VAKMAATSCHAPPIJ NV</b>	Customer reference --	Buyer country Belgium	Debt Amount <b>500,000</b> (EUR)
Buyer ID <b>1418014</b>	Status <b>Open</b>	Received date 20/10/2019	
Policy ID <b>541170</b>	Case type Collection and claim	Case ID 924728	

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

At the right of this panel, there are two additional options that you can select:

**View case**      Selecting this option will take you to the Case details page, where you will be able to view a list of all related case activities, a summary of the financial details and any correspondence regarding the case

**Add information**      Selecting this option will allow you to provide additional documents or notes which will support Atradius in assessing the case. From here you can also add additional transactions raised for the case after it was initially submitted



Read Guide 18 - Case details to learn more about viewing your cases



Read Guide 18 - Case details to learn more about adding information to a case