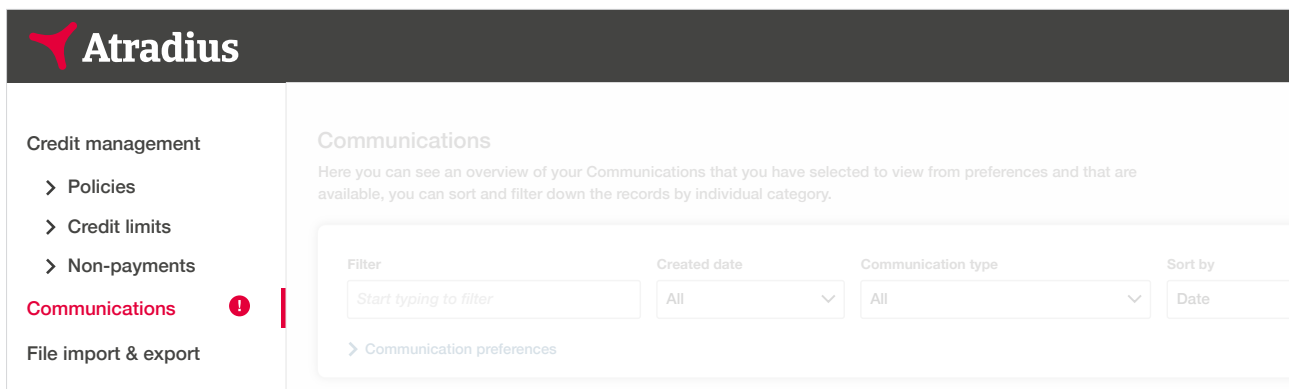# Guide 9 - Communications

Accessing your communications

Atradius Atrium provides you with an overview of all notifications, messages and alerts relating to your portfolio. This overview can be accessed from the communications page, which is available from the left hand navigation menu. When there are new communication items to be read, an exclamation icon will be displayed.

The communications page allows you to review notifications when an action is needed, such as to maintain existing cover or to meet policy requirements which are shortly due. You will be informed about the performance of your policy and your buyers, as well as get updates on the progress of your claims submissions and new cover opportunities for your existing buyers.

We will also send you publications such as country and trade sector reports and economic outlooks. In addition to this, we will inform you of any new enhancements or features we have introduced within Atradius Atrium.

Communications

Here you can see an overview of your Communications that you have selected to view from preferences and that are available, you can sort and filter down the records by individual category.

Filter	Created date	Communication type	Sort by	Order by
Start typing to filter	All	All	Date	Descending

❯ Communication preferences

| Buyer cover 63 | Policies | Declarations 4 | Claims 5 | Other 29 |

New   Buyer rating changes   ❯ Export buyer ratings

ⓘ   **Date created**
06/08/2020

Policy
GLOBEX - 738975

Significant improvements	Significant deteriorations	Movement to 100
3	1	0

New   Buyer rating changes   ❯ Export buyer ratings

ⓘ   **Date created**
05/08/2020

Policy
ASCOTT LTD - 588432

Significant improvements	Significant deteriorations	Movement to 100
3	1	0

Page 1 of 1 (1 of 1 items) |◁ ◁ 1 ▷ ▷| Show 5 results per page

Viewing communication categories

A number of communication categories are displayed at the top of the page, with each tab reflecting the type of notification. Atradius Atrium makes it easy to see whether there is anything new to view by displaying the total number of new alerts for each category.

| Buyer cover 63 | Policies | Declarations 4 | Claims 5 | Other 29 |

There are five main categories that you can select from:

Buyer cover   Selecting this category will provide you with a list of all buyer and credit limit related alerts.
This tab will be shown by default whenever you visit the communications page

Policies   Selecting this category will provide you with a list of all policy and invoice related alerts

Declarations   Selecting this category will provide you with a list of all declaration reminder alerts

Claims   Selecting this category will provide you with a list of all non-payments related alerts

Other   Selecting this category will provide you with a list of messages, news and publications

Viewing communication details

For each communication received, a summary is presented. Here you will be able to view the most relevant information for an alert or message, such as the title of the notification - which quickly informs you of the nature of the change or update - and the date that the notification was first generated. For notifications relating to buyers, such as credit limits or non-payments alerts, you will also see the Buyer name, Buyer ID and Policy ID, which can be selected to take you to its specific details.

New	**Fully approved decision**		❯ View cover details
🛒	**Date created** 05/08/2020	**Fully approved decision** Full credit limit decision	
	Buyer GLOBEX S.A.	**Cover ID** 84453211	
	Buyer country Andorra	**Cover amount** 10,000 (EUR)	
	Policy ASCOTT BUILDING - 541170		

Where the notification requires an action to be taken, a link will be available from the top right of the summary panel, taking you to the related area of Atradius Atrium to perform the activity. Any items which have been created since you last viewed the related communication category will be marked as 'New', with a total count of all unseen notifications for each category being displayed at the top of the page. Once a category has been viewed, each individual communication item listed within this tab will change to grey and the 'New' label disappears.

Fully approved decision		❯ View cover details
🛒 **Date created** 05/08/2020	**Fully approved decision** Full credit limit decision	
Buyer GLOBEX S.A.	**Cover ID** 84453211	
Buyer country Andorra	**Cover amount** 10,000 (EUR)	
Policy ASCOTT BUILDING - 541170		

ⓘ Please note that when a communication item turns grey, you may still have an action which needs to be performed.

Each communication item will appear with a coloured icon, allowing you to visually identify how an event or action may impact your portfolio. This can represent an alert where an immediate response is required, where an action is advised prior to a certain date, or where there is an update available for viewing.

A red icon is shown for communication items which require immediate attention or needs an action to be taken. For example, this can inform you about a withdrawal of cover by Atradius, or indicate that a buyer review is needed from you.

An amber icon is shown for communication items that you should be aware of but do not require an immediate action. For example, this can indicate where cover is due to expire on one of your buyers, or there is an update for an open non-payments case.

A green icon is shown for communication items where a potential opportunity has been found or a positive event has occurred. For example, this can indicate where there are new cover opportunities for an existing buyer.

A blue icon is shown for communication items that acknowledge you of an update. For example, this can indicate where a credit limit application has been made or cancelled, or general information relating to events throughout your portfolio such as a closure of a non-payments case.

A white icon is shown for communication items where there is a new publication available for viewing. Provided by Atradius, these reports cover global economic developments and performance of key markets.

A grey icon is shown for communication items where a new announcement has been published by Atradius. For example, there might be announcements on new system updates made by Atradius, as well as regional updates from your local Atradius office.

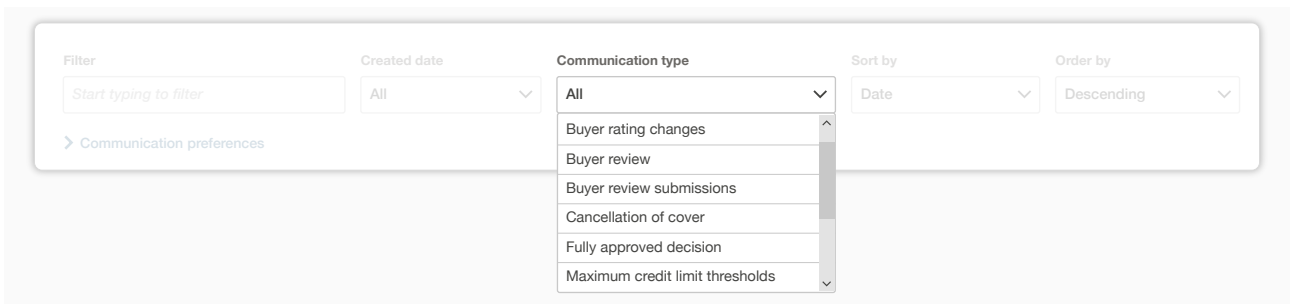## Managing your communications

You can organise your list of communications by using one of the filter options, which can help in finding a specific message or notification. Any chosen filter criteria will be held whilst you are navigating between your communication items and the linked screens.

Filter	Created date	Communication type	Sort by	Order by
Start typing to filter	All ⌄	All ⌄	Date ⌄	Descending ⌄

❯ Communication preferences

When looking for notifications relating to a specific credit limit or non-payments case, the keyword filter can be used to enter the relevant buyer name, buyer ID or your own reference number. You can also filter using the customer name or policy ID to show any invoice or declaration related alerts for a specific policy, or filter with the policy group name for alerts which may appear across multiple policies.

Filter		Sort by	Order by
Start typing to filter		Date ⌄	Descending ⌄

You can filter by buyer name, buyer ID, customer reference, customer name, policy ID or policy group.

❯ Communication preferences

You can amend your view to show communication items which have been created within a certain period of time. This can be done by using the Created date filter, providing you with the ability to narrow down your list of communications to those generated in the last day, week or month. The communications page will show all open communications by default, regardless of when they were created.
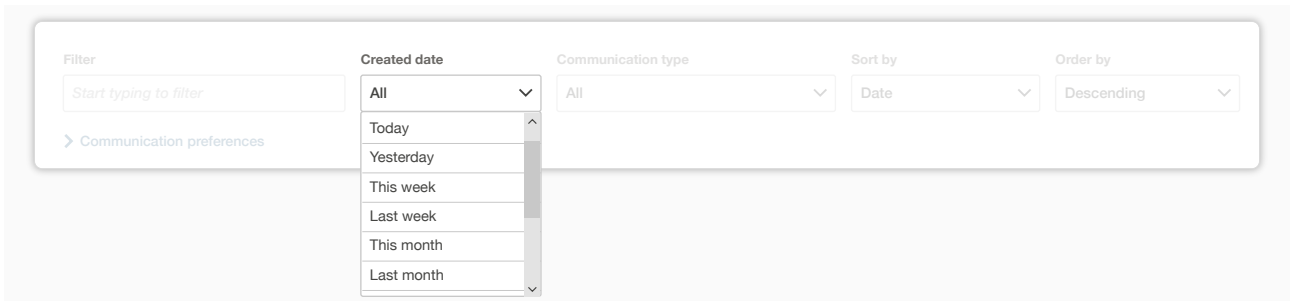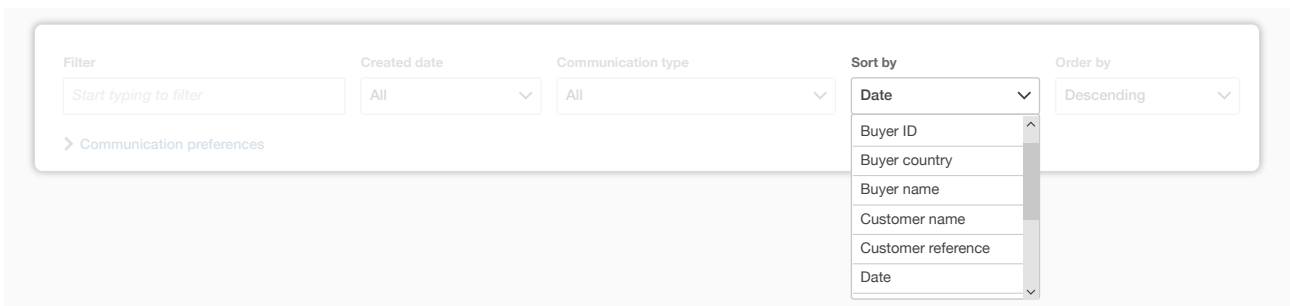

Each communication category includes a number of different communication types which can be selected to filter your list of communications. The communications type list will only display topics for which there are open alerts.
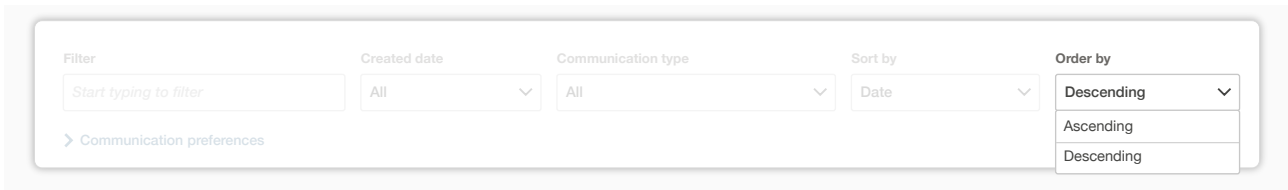

If there are no communication items available for a specific communication category, then the communication type filter will show as grey and cannot be selected.
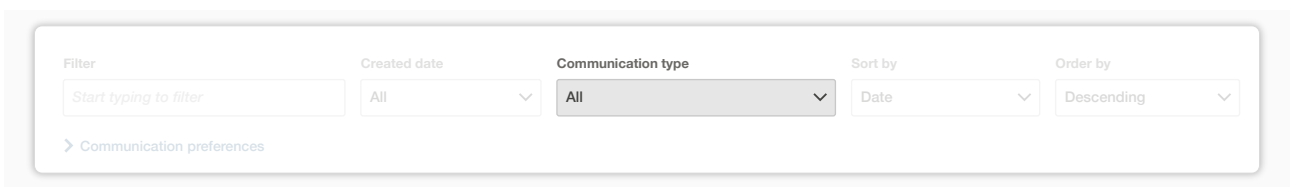
Atradius Atrium will automatically sort your communications by date, with the most recent alerts or updates shown at the top of the page. You can however amend how your list of communications will be presented by using the sort and order filters. For example, this can be sorted by Buyer ID, Buyer name or your own reference.
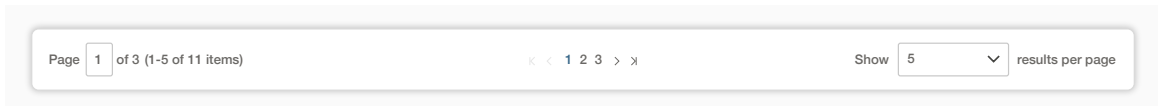
Based on how your list is sorted, this can then be ordered by ascending or descending order.

Filter	Created date	Communication type	Sort by	Order by
Start typing to filter	All	All	Date	Descending
> Communication preferences				Ascending
				Descending

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.

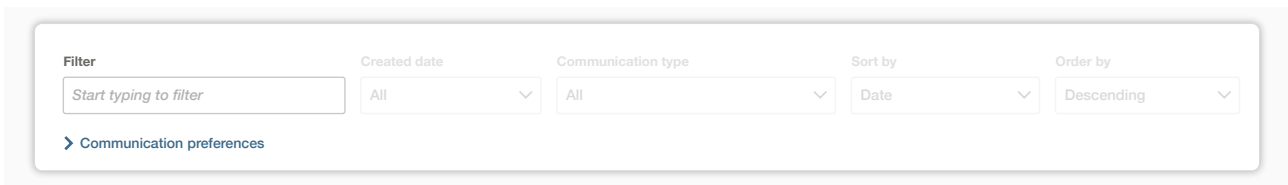| Page 1 of 3 (1-5 of 11 items)	≪ ‹ 1 2 3 › ≫	Show 5 results per page

- 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.

TIP

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

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Communication preferences
You may find that you do not wish to be notified of certain changes or updates. If so, you can tailor which notifications are generated under your Account settings by clicking on the 'Communication preferences' link.

Filter	Created date	Communication type	Sort by	Order by
Start typing to filter	All	All	Date	Descending
> Communication preferences				

On the communication preferences page you will see a set of panels which reflect the main communication categories, with each panel showing specific alerts, events and updates that can be selected. Notifications will only be received for communication items which have been selected. You can also use the 'Select / Deselect all' option at the top right of each panel allowing for preferences to be quickly reset.

^ Buyer cover   ☑ Select / Deselect All

☑ Application requested	☑ Buyer rating changes	☑ Buyer review
☑ Buyer review submissions	☑ Cancellation of cover	☑ Cancellation requested
☑ Credit limit cost changes	☑ Credit limit portfolio review	☑ Credit limit reduced
☑ Expiration of cover	☑ Fully approved decision	☑ Historic cover
☑ Maximum credit limit thresholds	☑ New cover opportunities	☑ Partial decision
☑ Withdrawal of cover	☑ Zero decision	

^ Claims   ☑ Select / Deselect All

☑ Case update	☑ Claim payment authorised	☑ Claim received
☑ Collection case received	☑ New / amended monitor case	☑ Payment received on collection / claim
☑ Positive judgement	☑ Preliminary calculation of liability	

^ Declarations   ☑ Select / Deselect All

| ☑ Declaration reminder | | |

^ Policy   ☑ Select / Deselect All

| ☑ Country changes | ☑ Country schedule changes | ☑ Credit limit amount changes |
| ☑ Invoice sent | ☑ Policy renewed | ☑ Premium schedule changes |

You will also be able to choose through which channels you will receive notifications, selecting between only receiving messages via the communications page, or also receiving email notifications sent to your email address.

^ Preferred notification channel

| ○ Online and email | ● Online only |

When you are happy with your selections, you can click on Save at the bottom of the page.

💡 **TIP**   Read Guide 12 - Account settings to learn more about viewing or amending your system preferences