



/ CofaNet
Debt Collection

USER GUIDE
COLLECTING YOUR
TRADE RECEIVABLES

Introduction

- Getting started | **3-6**
- Presentation of the homepage | **7-8**

Collect a debt

- Select a case type | **9-10**
- Identify the debtor | **11-15**
- Declare the debt | **16-19**
- Bulk import | **20-22**

Access to a case

- Research a case | **23-24**
- Case details | **25-27**

Get a reporting

- On your cases | **28**

Appendix

- Help | **29**
- Footer



1 / Getting started

This document is a user guide explaining you how to handle the **CofaNet Debt Collection** website.

The company names used in this document are purely theoretical and do not correspond to a real debt collection case.

A Login on

You can access to **CofaNet Debt Collection** from:

if you are a registered user of **Infolcon** via <https://icon.cofacecentraleurope.com>

OR

if you are a credit insurance client via the Coface Customer portal <https://cofanet.coface.com>.

Here below, the description of the dedicated login page:

Enter the above **URL** address and press **ENTER**.

If you enter via **Infolcon**, select 'Debt Collection' on the task bar or 'Login to CofaNet Debt Collection':

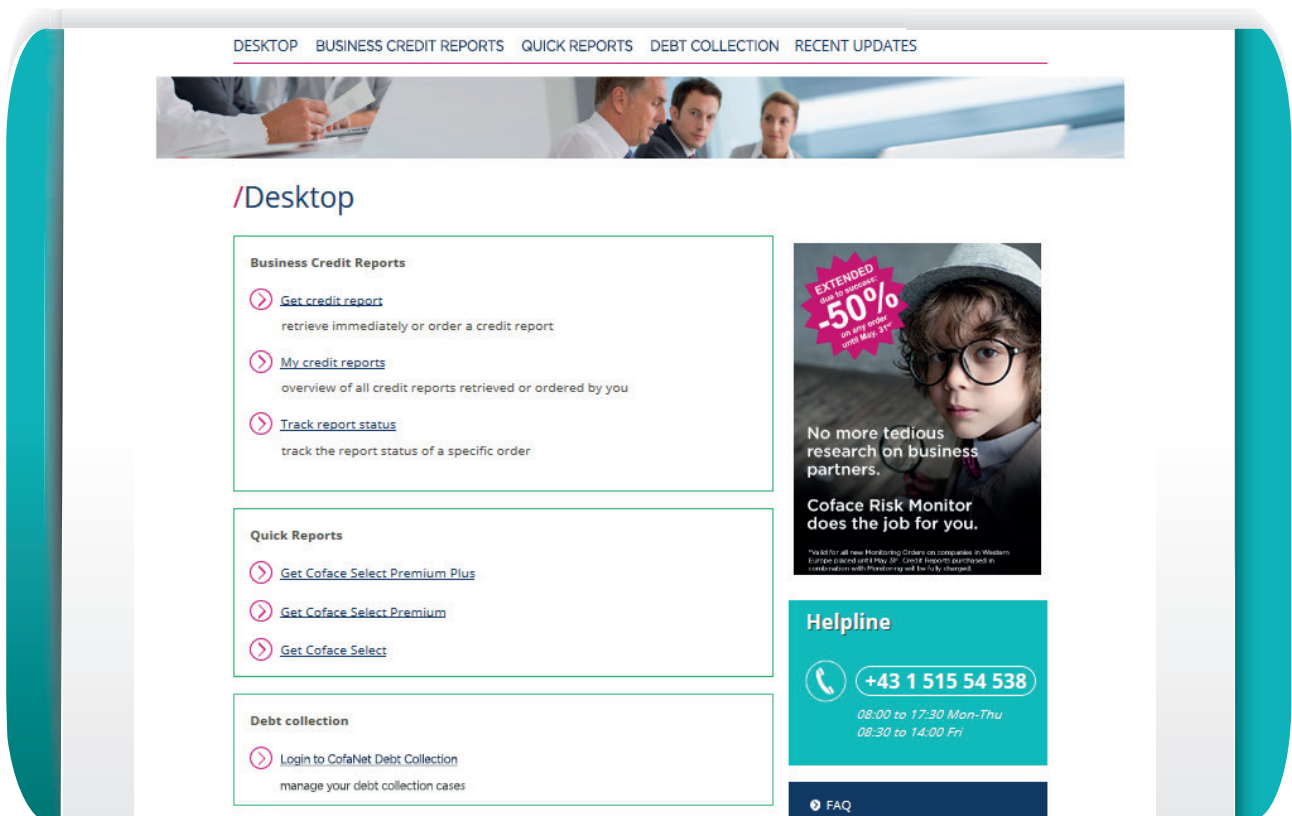


Illustration - Infolcon Desktop

1/ Getting started

If you enter via the Coface Customer Portal, simply select CofaNet Debt Collection:

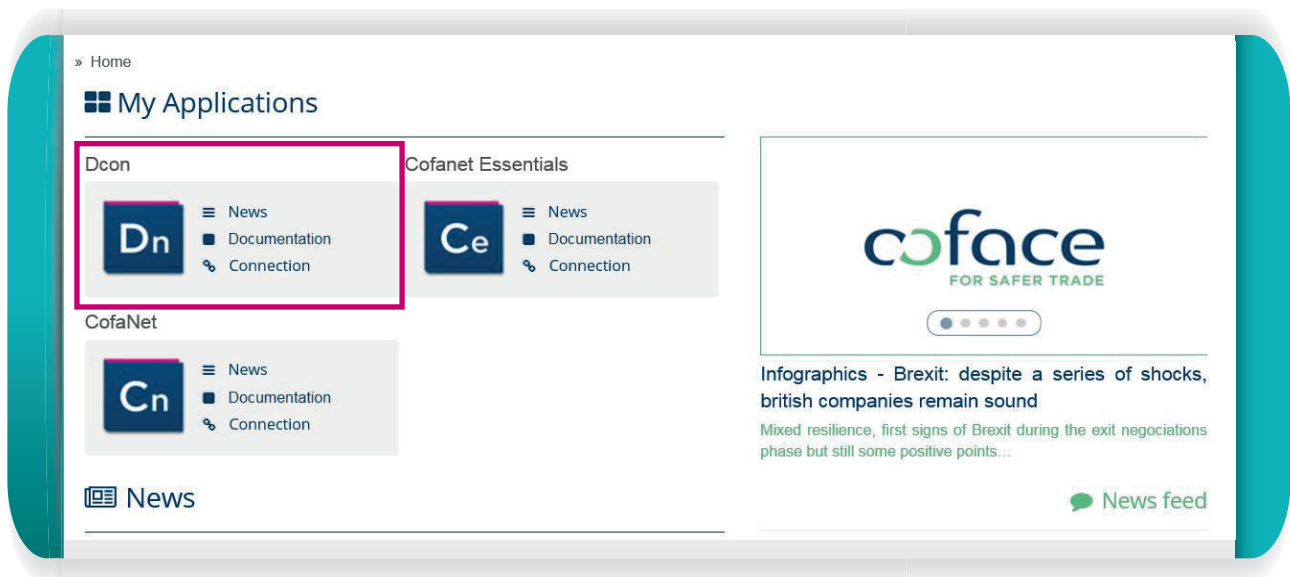


Illustration – Access via Coface Customer Portal

If you are not logged on automatically, please enter your Identification, Password and User name and, if you have one, please enter your additional user password on the **CofaNet Debt Collection** login page. These credentials have been provided to you by Coface or by your own **CofaNet Debt Collection** administrator if you are an additional regular user.

Click on the '**VALIDATE**' button.

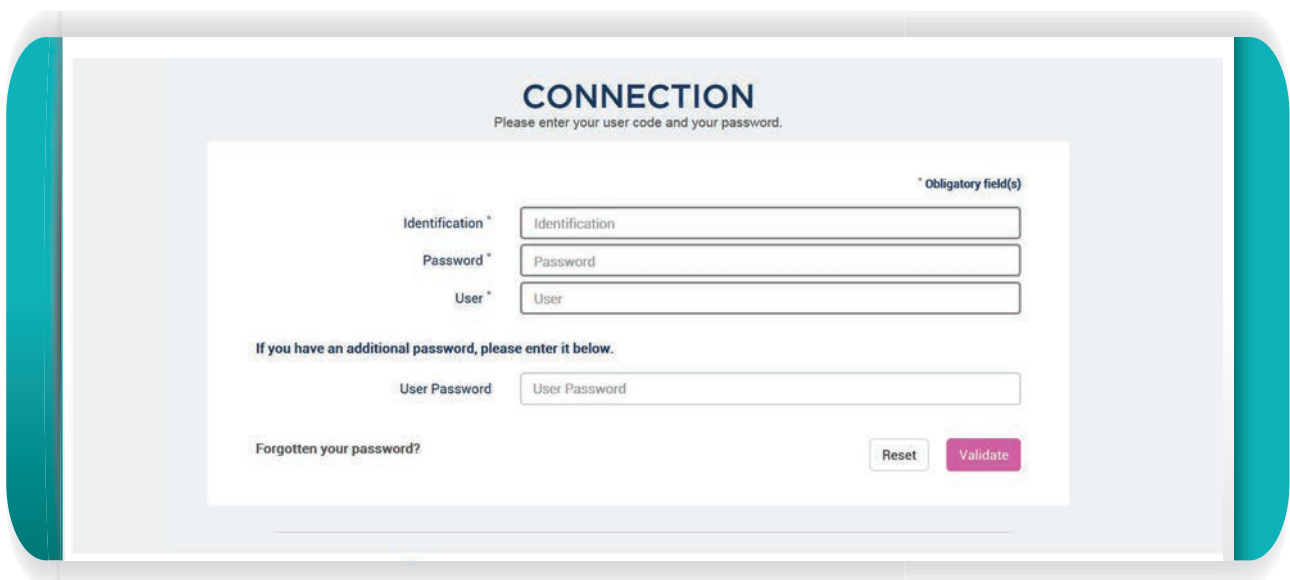
The image shows a screenshot of the 'CONNECTION' login page. The title 'CONNECTION' is at the top, followed by the instruction 'Please enter your user code and your password.' Below this, there are four input fields: 'Identification *', 'Password *', 'User *', and 'User Password'. The first three fields are marked as 'Obligatory field(s)'. Below the 'User Password' field, there is a link that says 'If you have an additional password, please enter it below.' At the bottom left, there is a link 'Forgotten your password?'. At the bottom right, there are two buttons: 'Reset' and 'Validate'.

Illustration – Login page

1/ Getting started

Once authenticated you will access the screen 'Display Recent Updates'. The main frame will give you the most recent updates on your debt collection cases. On the left blue column you can navigate through the tool.

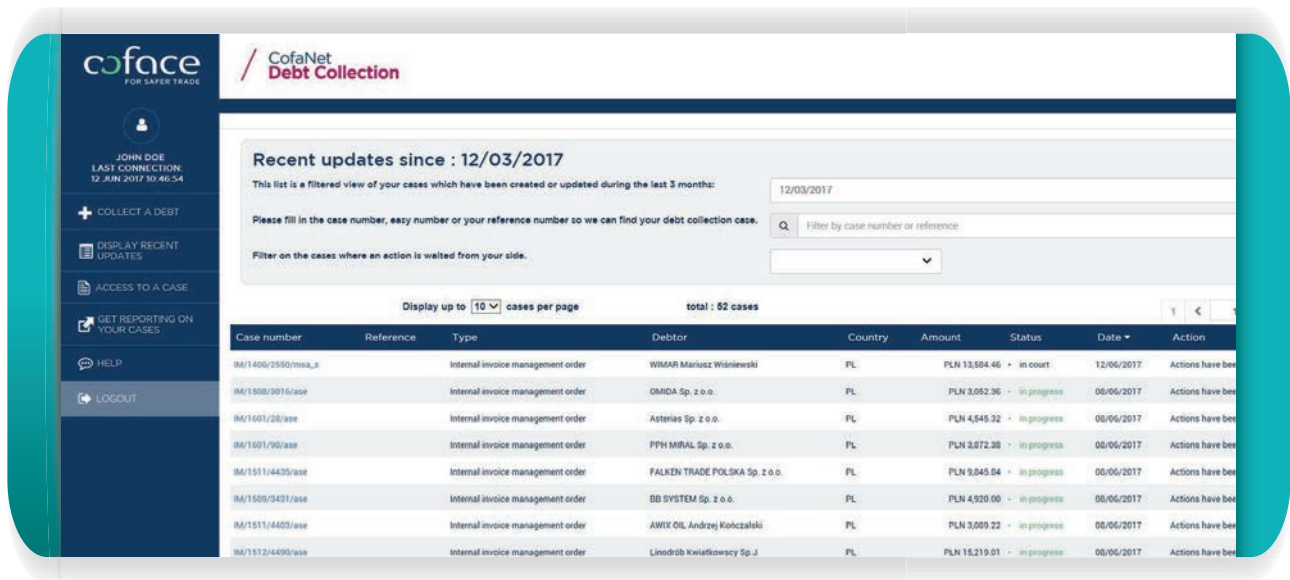


Illustration – Access to the 'Display Recent Updates' page

B Reset

If you have entered the wrong credentials and want to seize them again, please press the **'Reset'** button.

C Have you forgotten your user password?

On the lowest part of the login page, a link permits you to reinitialize your user password. By clicking on it, you get access to a re-initialization page.

On this page, you can enter the:

- ▶ Company identification ID,
- ▶ Your User ID,
- ▶ Your email address (mandatory) registered on your user in Debt Collection system.

1/ Getting started

Reset my password

If you've forgotten your password and are administrator, please fill in and validate form below. A link to change your password will be sent to you by email. If you prefer to contact us, select link hereinafter : contact us

Customer identification

User identification

Your email *

NB: To get a link to reset your password, your email has to be set in your profile.

[Go back to login page](#)

Illustration – Re-initialization page

Then, by validating this data, you will receive an email on your email address with a link permitting you to update your user password. This link opens a page on which you will be asked to enter your new user password twice.

D Login out

- If you have logged on via Infolcon and want to go back to your desktop to access your business information products, simply logout of CofaNet Debt Collection. You will be redirected to Infolcon.
- Should you have accessed via the Coface Customer Portal... **WHAT?**



Note: should you not have a User Name or Password or have forgotten them

If you are a **CofaNet Debt Collection** administrator:

Click on the 'forgotten your password' text in the lower part of the login page, or contact Coface for assistance on [\[phone number\]](#) or [\[email\]](#).

If you are in a company having a dedicated **CofaNet Debt Collection** administrator and if you are a regular user: please contact the administrator of your company,

If you are in a company having no dedicated **CofaNet Debt Collection** administrator: please contact Coface for assistance on [\[phone number\]](#) or [\[email\]](#).

You have now entered the **CofaNet Debt Collection** website.

2/ Presentation of the homepage

Once the user is authenticated, he accesses to the 'Display Recent Updates' page, which presents a left column permitting you to access to the different pages of the **CofaNet Debt Collection** website and a main frame giving you the last updates recently done on your cases.

A Left column

This left column is displayed on all pages once you are authenticated and connected to **CofaNet Debt Collection**, this menu permits the navigation among the different functionalities of your tool:

From the top to the bottom:

- Coface logo: link to Coface home page
- My profile + name of the user
- ['Collect a debt', permitting then to select 'Enter new case']
- 'Display recent updates'
- 'Access to a case'
- 'Get reporting on your cases'
- ['Admin']
- 'Help'
- 'Logout'

Among them some accesses that will depend on the rights granted to the user of **CofaNet Debt Collection**:

- 'Collect a debt': this page will be available only for users being granted with the right to place new debt collection cases,
- 'Admin': this page is dedicated to the handling of users by an administrator of your company.

B Main frame - Display recent updates

A table will present the last case updates done during the last 3 months and that are related to:

- Questions/Requests asked to Coface
- Questions from Coface
- Status reports from Coface
- Case status changes

2/ Presentation of the homepage

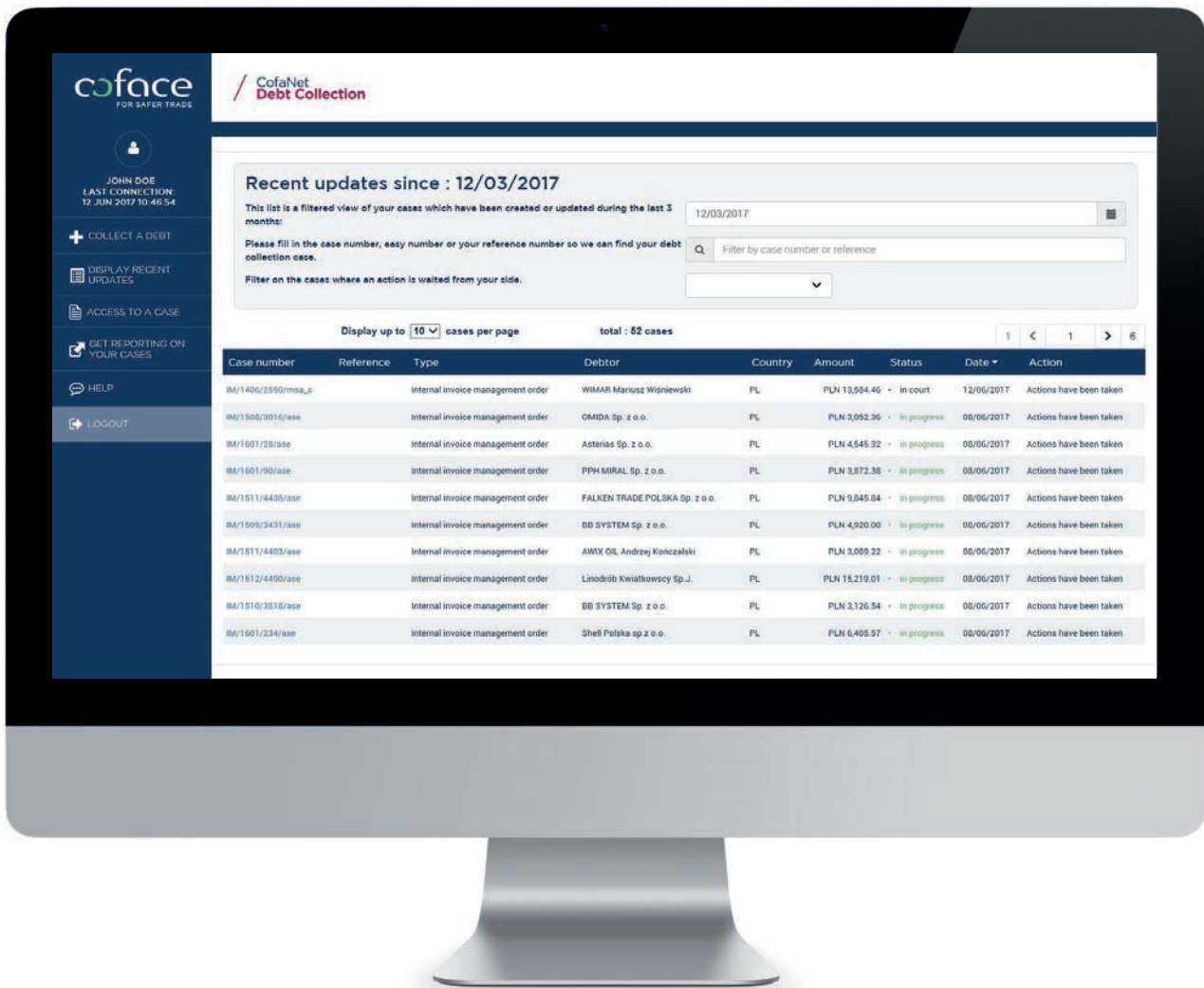


Illustration - 'Display Recent Updates'

You can then select one of the cases on which there was one of these actions by clicking on the case number in the table below.

You can also reduce the timeframe of the search (for instance: display all updates during the last week) if you change the date at the top of the page.

You can enter a case number or one of your company's reference numbers to focus on a specific file.

1 / Select a case type

In the left column, click on 'Collect a debt' and then 'Enter new case'. The 'Enter new case' page appears :

The screenshot shows the 'Enter a new case - main page' with the following sections:

- Select order type:** A dropdown menu with the text 'Please select an order type'.
- Identify a debtor:** A section with a green search button labeled 'Search the debtor'.
- Contact Person:** A section with several input fields: 'Civility' (dropdown), 'LastName', 'FirstName', 'Telephone', 'Mobile', 'Fax', and 'Email'.
- Identify a creditor:** A section with a green search button labeled 'Search the creditor'.

Illustration - 'Enter new case'

A Select order type:

If your company is associated with several case types, a drop down box will propose you the different choices that can be selected. Otherwise, this drop down box, will be automatically set to the unique case type associated with your company, and will be non-modifiable.

This screenshot shows a close-up of the 'Select order type' dropdown menu. The menu is open, showing the following options:

- Please select an order type
- Commercial case
- Personal case

Illustration - select order type - If several case types available

1/ Select a case type

In case you don't see any case type in the drop down box, then contact Coface.

B Identify the customer (only for master customers):

If your company identified as **“master customer”** has also child customers standing for its subsidiaries, the website will first display an additional frame with a drop down box containing {“Me” aka master customer and child customers}. The user of the master customer will then have to select the right child customer in order to apply it to his new case. The name of the company is followed by its internal company ID.



Illustration - identify the customer

Otherwise, if your company is not, identified as a **“master customer”**, this additional frame will not appear.

2/ Identify the debtor

By clicking on 'Search the debtor' button a specific page appears, permitting to make a search by address or identifier in Coface's database. Please fill in this information and finally press the 'Search' button.

The screenshot shows a web interface for identifying a debtor. It features three search methods: 1. 'Choose a country' with a dropdown menu currently showing 'Slovenia'. 2. 'Search by address' which includes a checked checkbox for 'Main establishment only', a 'Company's name' field with the placeholder 'Enter a company name', and three stacked input fields for 'Address', 'Town', and 'Postal code'. 3. 'Search by easy number, legal identifier or Coface reference' which includes a dropdown menu for 'Identifier' and an adjacent input field. At the bottom of the form, there are two green buttons: 'Back' on the left and 'Search' on the right.

Illustration - 'Identify a debtor page'

1st strategy of search - search by name/address of the company

1. Select the country (mandatory field),
2. Fill in the company name field (mandatory field). To avoid too many results, you have to fill in additional address fields: address, town, area code and postal code.

Then, by clicking on the 'Search' button, you will get the searched company or a list of related results.

2nd strategy of search - search by EASY number, CRS number or National identifier

You can perform a search thanks to one of the following values: EASY number, CRS number, National identifier.

2/ Identify the debtor



Note: a checkbox **'Main establishment only'** permits to restrain the search to the main establishments if checked. Or else by unchecking, you can then make a search on all main establishments and branches.

Search results appear. You can either select a company listed in the main frame by clicking on the button **'Main Establishment'** or by clicking on the button **'Branch'** if you wanted to identify a specific establishment, or modify your search by clicking on the button **'Modify search'** on the top right.

A If your search filters lead to a list of results:

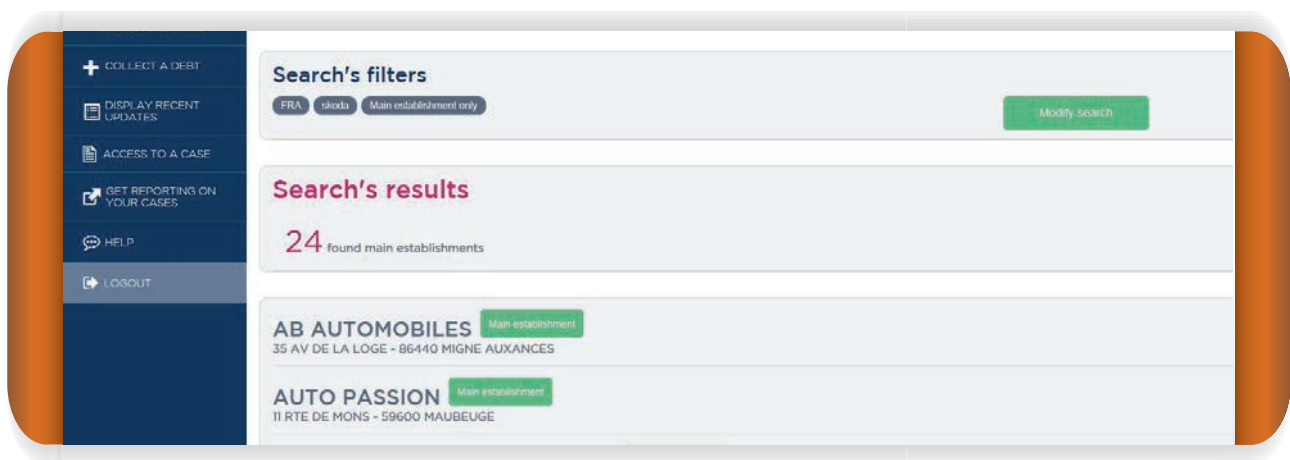


Illustration - List of searched companies

You can then select either:

- › The main establishment of the company (green button),
- › A branch of the company (grey button below the main establishment),
- › Or make a new research by clicking on the 'Modify search' button.

By selecting the company (main establishment or branch), the following fields are imported into your ongoing case: Debtor name, street, city, zip code, EASY number, country, national ID.



Illustration - 'Identify a debtor' filled in

2/ Identify the debtor



Note: fields can be different depending on the concerned countries.

If you want to make a new search in the EASY database, then click on the button **'New Search'** in the bottom of the frame.

B

If your search filters lead to 0 results:

For instance, if the EASY number/CRS number/National ID could not be found, then the screen displays 'No result'. You will have to modify your search (button on the top right on the screenshot below) or to declare the company manually (button on the bottom left of the frame).

The screenshot shows a search interface with the following elements:

- Search's filters:** A search bar containing the text "0196 123456". To the right of the search bar is a green button labeled "Modify search".
- Search's results:** A section displaying "0 found main establishment".
- NO RESULT:** A section with the text "NO RESULT" and a green button labeled "Create company" at the bottom left.

Illustration - no result



2/ Identify the debtor

The screenshot shows a web interface for Coface. The top left features the Coface logo and a user profile for 'JOHN DOE' with a last connection date of '12 JUN 2017 11:20:58'. A sidebar menu on the left contains options: 'COLLECT A DEBT', 'DISPLAY RECENT UPDATES', 'ACCESS TO A CASE', 'GET REPORTING ON YOUR CASES', 'HELP', and 'LOGOUT'. The main content area is titled 'ENTER NEW DEBT - MANUAL ENTRY' and contains a form with the following fields: Company Name, House number, Street Name, City, Zipcode, National ID, VAT Number, and Country (a dropdown menu currently showing 'Poland'). At the bottom of the form area, there are two buttons: 'Go back to results' on the left and 'Validate new company' on the right. The footer of the page includes the Coface logo, copyright information 'Copyright © - Coface - All rights reserved', and a link to 'Terms of Business (printable PDF document)'.

Illustration - Create company form

After having filled in (at least) Company name, House number, Street name, City, Zip code and Country, the button **'Validate new company'** will become clickable. Otherwise you can go back to the EASY search.

C If your search filters lead to too many results :

You will have to add search criteria by clicking on the button 'Modify search'.

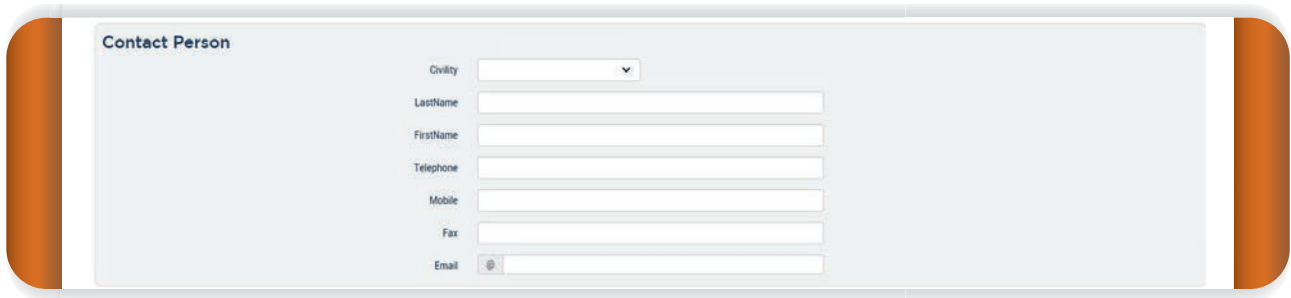
The screenshot shows a search results interface. At the top, there is a section titled 'Search's filters' with three active filters: 'SVK', 'siods', and 'Main establishment only'. To the right of these filters is a green button labeled 'Modify search'. Below the filters, the text 'Search's results' is displayed in a large font, followed by 'Too many results' in a smaller font.

Illustration - Too many results

2/ Identify the debtor

D Contact person of the debtor:

In this frame, please declare the main contact person on the debtor side that could be then called by Coface agents.



The illustration shows a form titled "Contact Person" with the following fields:

- Civility: A dropdown menu.
- LastName: A text input field.
- FirstName: A text input field.
- Telephone: A text input field.
- Mobile: A text input field.
- Fax: A text input field.
- Email: A text input field with a small icon to its left.

Illustration - Contact person

3/ Declare the debt

A Identify the creditor (only for resellers):

If your company is identified as a reseller by Coface, then you will have an additional frame looking like the frame **'Identify the debtor'**, but permitting to select a given creditor which has issued the invoices of the Debt Collection case.

B Enter invoice details:

In this frame, please declare the invoices that are due by the debtor and that you want to be treated by Coface. You have to enter one invoice or doc links to the due amount per line. Any additional line can be displayed by pressing the button **'Add invoice'**. If you need to suppress one invoice in your declaration, please press the cross button on the right of the line.

Invoice Number	Type	Invoice Date	Invoice due date	Currency	Amount	Paid amount	Last Payment Date	Interest start date	Interest unit	Interest
<input type="text"/>	-- choose --	dd/MM/	dd/MM/	SKK	<input type="text"/>	<input type="text"/>	dd/MM/	dd/MM/	3	<input type="text"/>

Illustration - Invoice details



Note : In case of credit note or any other document reducing the due amount please add the (-) minus symbol before the amount.

3/ Declare the Debt



Note 1: 'Interest unit' drop-down box contains two values: the % and the amount. If '%' is selected, then in the 'Interest' field you can enter a percentage (e.g. '7' for a 7% interest).

If amount is selected, then in the 'Interest' field you can enter an amount in the currency selected for this invoice (e.g. '500' for 500 EUR if EUR has been selected).



Note 2: how to use calendars

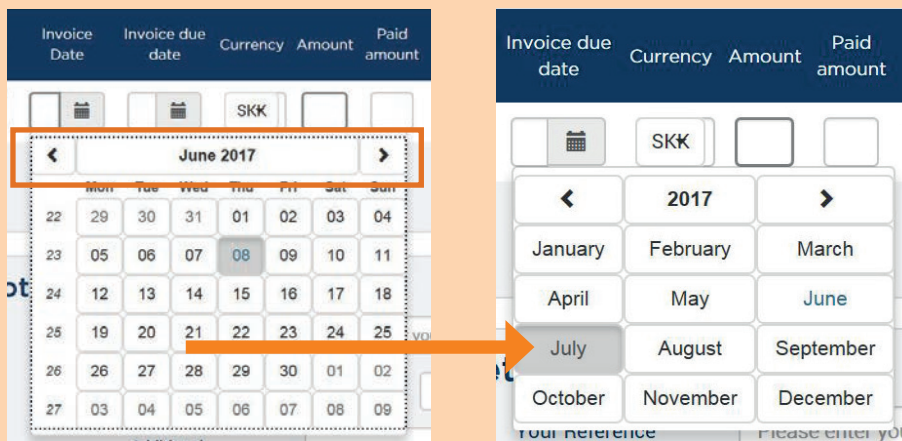


Illustration - Invoice dates

This website is using calendars for which you need to click on the month + year date in order to select quickly the {month + year}.

3/ Declare the Debt

C Declare other details:

This frame permits to declare your internal reference, extra fees applied and to be recovered and additional comments.

The screenshot shows a form titled "Declare other details". It has three main input areas: "Your Reference" with a text box containing "Please enter your reference"; "Extra fees" with a text box containing "please enter extra" and a dropdown menu set to "PLN - Polish Z"; and "Additional comments" with a larger text box. At the bottom, there are two green buttons: "Reset" and "Confirm".

Illustration - Declare other details

Finally, please click on the **'Confirm'** button at the end of the page. You will be sent to the confirmation page.

At the end of the page, you can either **'Confirm'** your case or **'Reset'** all the data entered.

A close-up of two green buttons: "Reset" on the left and "Confirm" on the right.

Illustration - Confirm or Reset

D Summary page

This page presents to you all the information previously seized on this new case.

First, you will have to make sure that all the information listed is correct and complete. Please expand each of the subframe and check the data.

The screenshot shows the "Access to a case" page. It features a search criteria section with "Case Number" and "Reference" input fields, "Search" and "Reset" buttons, and an "Advanced search" link. Below this is an "Export" button and a display setting of "Display up to 10 cases per page" with a "total : 89 cases" indicator. A table lists the following cases:

Case number	Reference	Type	Debtor	Country	Amount	Status	Date
RO/1703/4194344	BNK-A/1703/01562/SKRZECZ	Commercial case	DOMOFORD TRADING SRL	RO	EUR 3,739.00	in progress	10/03/2017
RO/1703/4194343	BNK-A/1703/01535/POINTET	Commercial case	DACIA CAR SA	RO	EUR 30,000.00	in progress	07/03/2017
RO/1611/4194321	BNK-A/1611/013375/vbo	Commercial case	CASTORAMA SRL	RO	EUR 1,000.00	in progress	09/11/2016
RO/1609/4194238	BNK-A/1609/01342/OUENNE	Commercial case	TRANS POLAND SRL	RO	EUR 401,600.00	in progress	27/09/2016
RO/1609/4194240	BNK-A/1609/01344/OUENNE	Commercial case	VIP AUTO ROMANIAN CONSULTANCE	RO	EUR 183,000.00	in court	27/09/2016
RO/1608/4194228	BNK-A/1608/01340/vbo	Commercial case	LEROY MERLIN BRICOLAJ SRL	RO	EUR 5,000.00	in progress	18/08/2016
380-37769-0316/BM	BNK-A/1603/01240/vbo	Commercial case	INTERNATIONAL SERVICE C & C SRL	RO	EUR 21,961.40	in progress	10/03/2016
378-37610-0216/BM	BNK-A/1602/00895/vbo	Commercial case	INTERNATIONAL SERVICE C & C SRL	RO	EUR 69,834.00	in progress	16/02/2016
376-37285-0116/CV	BNK-A/1601/00256/mry	Commercial case	ROLLDESIGN SRL	RO	EUR 10,344.00	in progress	26/01/2016

Illustration - Recap before Confirmation

3/ Declare the Debt

Once it is done and everything is OK, please press the 'Confirm' button at the right end of the page to send your case to your Coface Debt Collection agency.

The case number created by Coface is then displayed in a dedicated toaster and you are redirected to the Display recent updates page.

The screenshot shows a web interface titled "Access to a case". It features a search section with "Case Number" and "Reference" input fields, "Search" and "Reset" buttons, and an "Advanced search" link. Below the search is an "Export" button, a "Display up to 10 cases per page" dropdown, and a "total : 16872 cases" indicator. A table lists cases with columns: Case number, Reference, Type, Debtor, Country, Amount, Status, and Date. The first row is highlighted with an orange border. An orange arrow points from this row to a callout box.

Case number	Reference	Type	Debtor	Country	Amount	Status	Date
INK-N/1704/01570/POINTET		Internal invoice management order	AMERIGAS POLSKA Sp. z o.o.	PL	PLN 676.90	In progress	04/04/2017
INK-N/1704/01571/POINTET		Internal invoice management order	AMERIGAS POLSKA Sp. z o.o.	PL	PLN 338.25	case entered	04/04/2017
INK-A/1703/01555/SKRZECZ		3rd party Offer	OOO Pntex	RU	EUR 3,333.00	cancelled	09/03/2017
INK-A/1703/01556/SKRZECZ		3rd party Offer	HERMINA d.o.o.	SI	EUR 3,333.00	cancelled	09/03/2017
INK-A/1703/01557/SKRZECZ		3rd party Offer	SAVE-TECH spol. s r.o.	SK	EUR 3,333.00	cancelled	09/03/2017
INK-A/1703/01554/SKRZECZ		3rd party Offer	Concord Trading SRL	RO	EUR 3,333.00	cancelled	09/03/2017
INK-A/1703/01550/SKRZECZ		3rd party Offer	IVSA LTD	BG	EUR 3,333.00	cancelled	09/03/2017
INK-A/1703/01581/SKRZECZ		3rd party Offer	LINAFLAST s.r.o.	CZ	EUR 3,333.00	cancelled	09/03/2017

Illustration - Case created

4 / Bulk Import (only for customers)

If your company benefits from the Bulk import functionality, you will find the Bulk import link in the left column, then Collect a debt > Bulk Import.

Bulk import permits you to send to Coface a csv file containing all the new Debt Collection cases you wish to create. In the annex of this document, you will find a summary of all fields needed in this csv file.

The Bulk import page is composed of three parts:

A Import your file:



Illustration - Import your file frame

You can press the 'Download template' button and save the csv template that will permit you to fill in the new cases you want to submit to Coface.



Note 1: an example is provided to you on the 2nd line of the file with all the mandatory fields (marked with a *) filled in. Do not forget to erase this demonstration line before seizing your cases.

Note 2 :

- For Casetype field, consult the Order type list by pressing the button 'Export Order Type list'. It will give you the list of codes that should be used, depending on the debt collection contract signed with Coface.
- For Invoicetype field, consult the Invoice type list by pressing the button 'Export Invoice Type list'. It will give you the list of codes that should be used, depending on the invoices you want to declare in your cases.

In your csv file saved on your computer, create one line per invoice to be recovered in the case. For instance, if you have got 5 invoices against a debtor and to be gathered inside the same case, you will have to fill in 5 different lines with:

- The same values regarding general information and declarations of customer/creditor/debtor,
- 1 different invoice declared per line.

Then, click on the loading box and then choose the csv file to upload. Or pull your csv file on the loading box with your mouse.

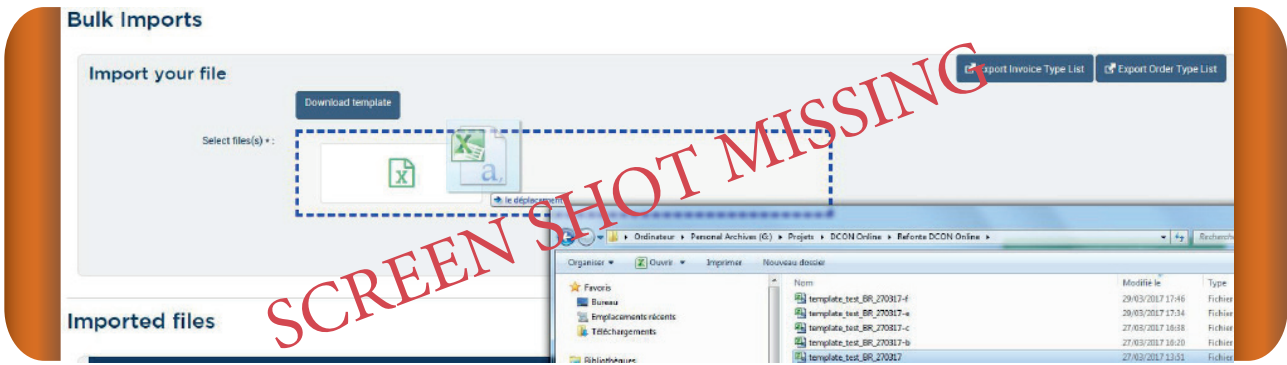


Illustration - pull a csv file directly in the loading box

Once your file is well positioned in the loading box, click on the first green button on the right. This button is the 1st step regarding the import of your file.

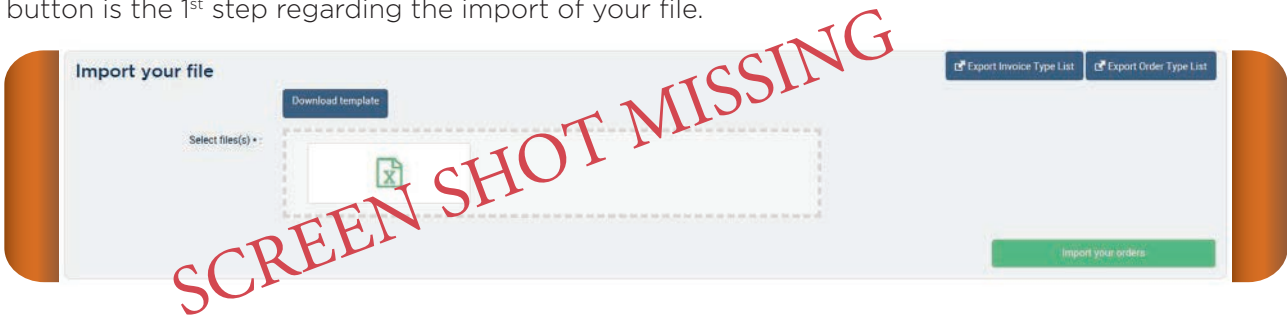


Illustration - Trigger the import procedure

B Check uploaded file:

Then, click on the left button 'Check uploaded file' that permits to display, field by field, any format error or missing mandatory field.



Illustration - Check the format of uploaded file

If everything was OK, then you can submit your file to the Debt Collection team by clicking on the button 'Launch file's treatment':

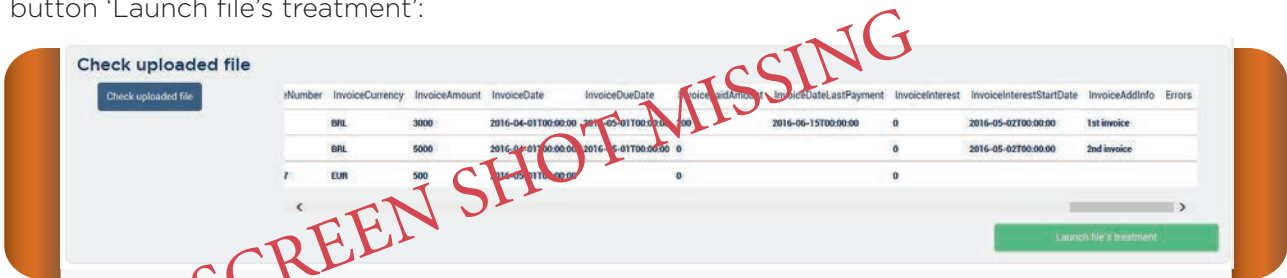


Illustration - Launch file's treatment

Or else, missing mandatory fields or format errors are displayed in red at the end of the frame. In that case, you have to correct your csv file and restart the import procedure.

Íd	Tipo de factura	Número da factura	Moeda da factura	Montante da factura	Data da factura	Data de vencimento da factura	Montante pago da factura	Data do último pagamento da factura	Juros da factura	Data de início das taxas de juro da factura	Informação adicional sobre a factura	Erros
1		12152154	EUR	1000	2016-05-01 00:00:00	2016-06-01 00:00:00	0					DebtorCompanyName is empty, DebtorAddrPostalCode is empty

Illustration - Example of missing fields

c Imported file:

Ongoing import is then displayed in the 'Imported files' frame with the status 'ongoing'.

Imported files				
Date	Status	Number of cases sent	Number of cases created	Detail
3/28/17	saved			View detail

Illustration - Ongoing import

An import may take several minutes; you can go to another page of the website while it is done. Or else, you have to refresh your Bulk Import page to see the new status.

Either the status is set to 'finished and succeeded' > all your cases have been successfully imported to the Debt Collection tool. By clicking on the 'view' link, you can access to the details of Debt Collection case numbers created:

Status	CaseNumber
finishedSucceeded	BR-BR/1703/09157
finishedSucceeded	BR-BR/1703/09158
finishedSucceeded	BR-BR/1703/09156
finishedSucceeded	BR-BR/1703/09156

Illustration - After clicking on 'View'

Then, you will follow the life of your cases by clicking on the 'Access to a case' page.

Or the status is set to 'finished with errors' > some of your cases may have been rejected in the import to the Debt Collection tool. By clicking on the 'view' link, you can access to the details of Debt Collection case numbers created or rejected.

1/ Research a case

This page permits to make a research on the existing cases handled by Coface. It contains two parts:

- › In the upper part, search criteria are displayed.
- › In the lower part, a table giving the results of the research. By default, at the opening of the page, this table is displaying all your cases, listed according to a decreasing receiving date.

By default, available criteria are the Coface case number or your own reference declared in the case (see illustration below). Once you have entered one of these fields, please press the **'Search'** button on the right.

The screenshot displays the 'Access to a case' interface. At the top left, the logo 'CofaNet Debt Collection' is visible. Below it, the title 'Access to a case' is centered. The 'Search criteria' section contains two input fields: 'Case Number' with the placeholder 'Please input case number' and 'Reference' with the placeholder 'Please input reference'. To the right of these fields are 'Search' and 'Reset' buttons. An 'Advanced search' link is located at the bottom right of the search criteria section. Below the search criteria, there is a 'Expert' button, a 'Display up to 10 cases per page' dropdown, and a 'total : 89 cases' indicator. A pagination control shows '1 < 1 > 9'. The main content is a table with the following data:


Case number	Reference	Type	Debtor	Country	Amount	Status	Date
RO/1703/4194344	INK-A/1703/01562/SKRZECZ	Commercial case	CONCORD TRADING SRL	RO	EUR 3,733.00	in progress	10/03/2017
RO/1703/4194343	INK-A/1703/01535/POINTET	Commercial case	DACIA CAR SA	RO	EUR 30,000.00	in progress	07/03/2017
RO/1611/4194321	INK-A/1611/01376/ebo	Commercial case	CASTORAMA SRL	RO	EUR 1,000.00	in progress	09/11/2016
RO/1609/4194238	INK-A/1609/01342/GUENINE	Commercial case	TRANS POLAND SRL	RO	EUR 401,600.00	in progress	27/09/2016
RO/1609/4194340	INK-A/1609/01344/GUENINE	Commercial case	VIP AUTO ROMANIAN CONSULTANCE	RO	EUR 153,000.00	in court	27/09/2016
RO/1606/4194228	INK-A/1606/01349/sab	Commercial case	LEROY MERLIN BRICOLAJ SRL	RO	EUR 5,000.00	in progress	18/06/2016
380-37769-0116/BM	INK-A/1603/01240/ebo	Commercial case	INTERNATIONAL SERVICE C & C SRL	RO	EUR 21,981.40	in progress	10/03/2016
378-37610-0216/BM	INK-A/1602/00095/ebo	Commercial case	INTERNATIONAL SERVICE C & C SRL	RO	EUR 69,834.00	in progress	16/02/2016
376-37285-0116/CV	INK-A/1601/00256/rny	Commercial case	ROLLEDIGN SRL	RO	EUR 10,344.00	in progress	26/01/2016
374-37203-0116/CV	INK-A-INS/1601/00070/ebo	Commercial case	SPER CORPORATION DE LOGISTICA SRL	RO	EUR 2,091.86	in progress	12/01/2016

Illustration - Access to a case

1/ Research a case

The cases found are then displayed in the table just below. You can select one of these cases by clicking on the line.

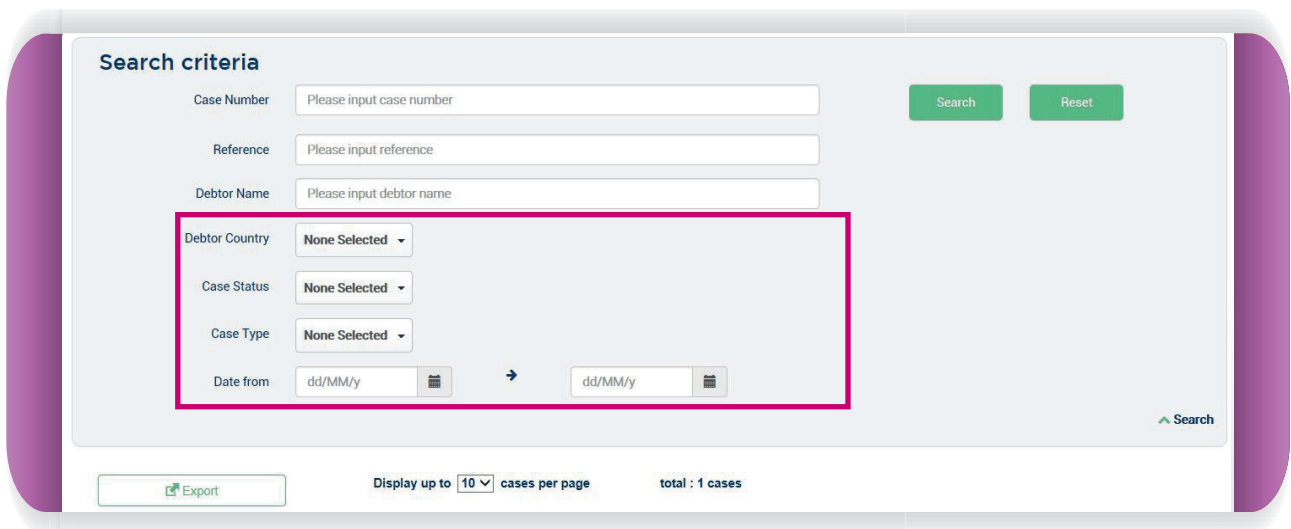
If you don't have the reference or case number, or you need to make an extended research to several cases, please click on the link **'Advanced search'**. Several fields will appear that will permit to extend the research.



The screenshot shows the 'Search criteria' form with the following elements:

- Case Number:
- Reference:
- Buttons: Search, Reset
- Advanced search: [Advanced search](#) (highlighted with a red box)
- Export:
- Display up to: cases per page
- Total: 1 cases
- Table headers: Case number, Reference, Type, Debtor, Country, Amount, Status, Date

Each new set of filters will need a click on the **'Search'** Button to get the results in the table below. You can erase your previous research by clicking the **'Reset'** button.



The screenshot shows the 'Search criteria' form with advanced search filters highlighted by a red box:

- Case Number:
- Reference:
- Debtor Name:
- Debtor Country:
- Case Status:
- Case Type:
- Date from: →
- Buttons: Search, Reset
- Export:
- Display up to: cases per page
- Total: 1 cases
- Search:

Illustration - Advanced search

Once you have performed a search with results and if you need an Excel export of all the concerns cases, then you can click on the **'Export'** button as shown on the Illustration below.



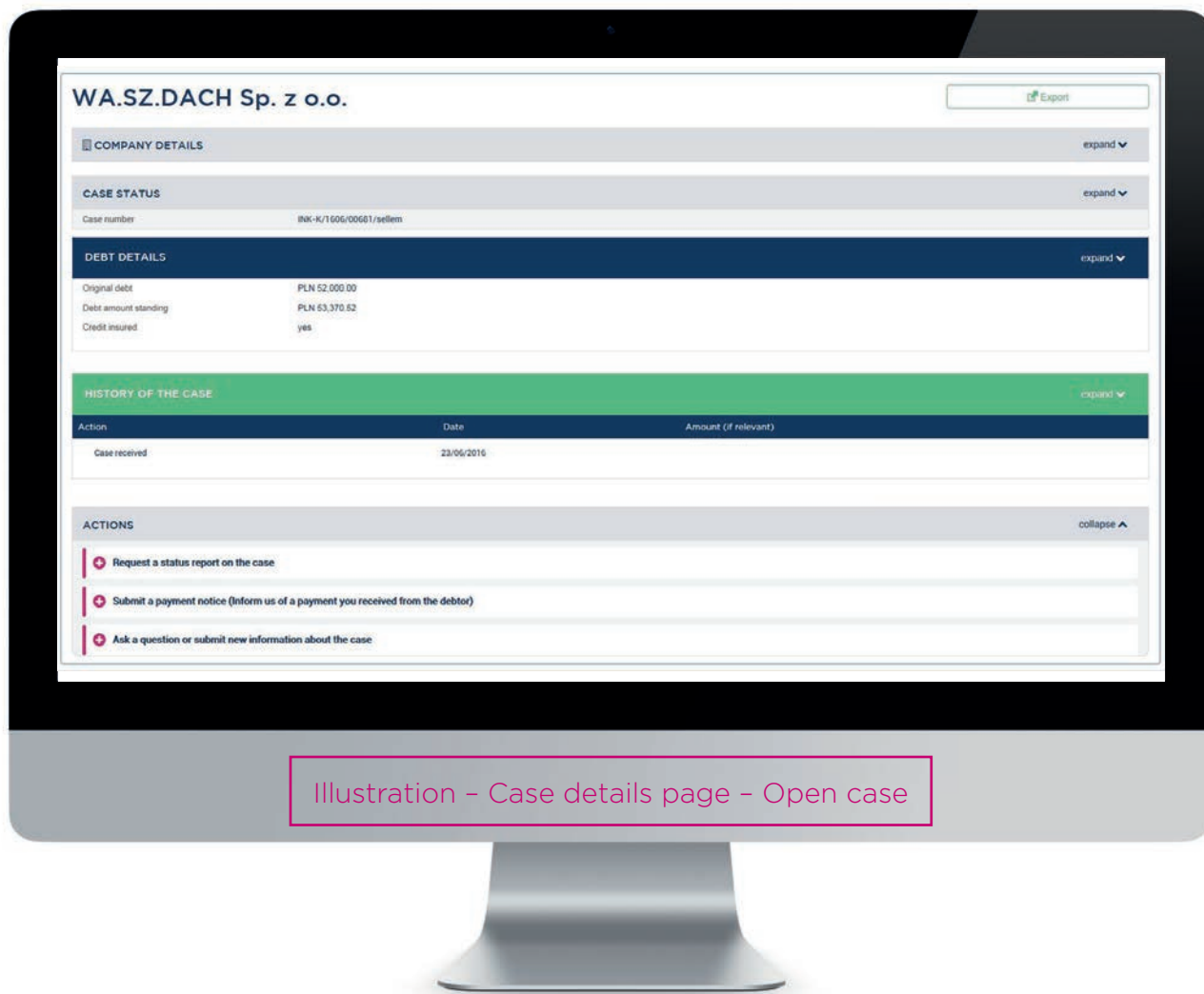
The screenshot shows the 'Search criteria' form with the 'Export' button highlighted by a red box:

- Case Number:
- Reference:
- Buttons: Search, Reset
- Advanced search: [Advanced search](#)
- Export: (highlighted with a red box)
- Display up to: cases per page
- Total: 1 cases

Illustration - Excel export

2/ Case details

In order to reach this page, you will have first to go to the **'Access to a case'** page, make a research and finally select a given case number. The case details page appears.



This page will give you:

- › The information about the case:
 - General information
 - Debtor identification
 - Debt (original amount and amount outstanding)
 - Debt Invoices
- › Actions to be performed during the life of a case
- › The payments already received
- › The history of tasks made in the case
- › The possibility to make an Excel export (button on the top right of the main frame)

2/ Case details

Actions to be performed during the life of a case:

During the life of the case, you will have the following possibilities:

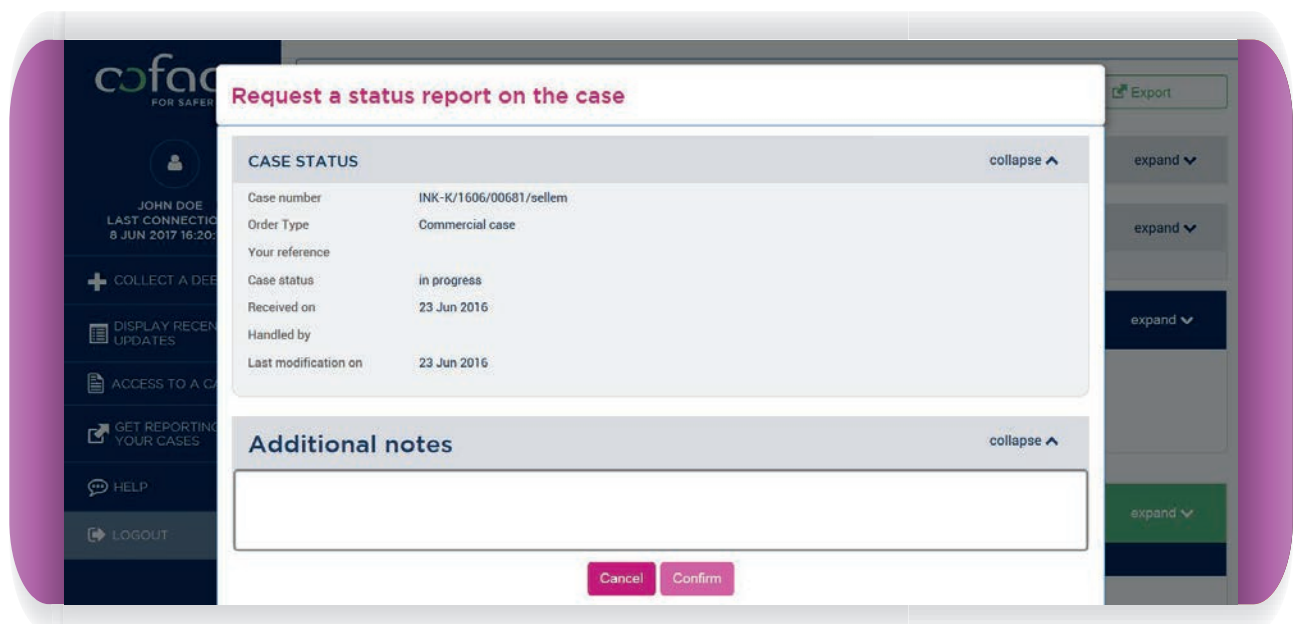
If the case is the open phase (e.g. received, in amicable or legal phase), you will see the following links in the 'Actions' frame:

- › Request a status report on the case,
- › Submit a debt payment notice (Inform us of a payment you received from the debtor),
- › Ask a question or submit new information about the case,
- › Add invoices to your case.



Illustration - Actions

By pressing one of these links, a popup will appear on the screen, permitting you to perform the action.



2/ Case details

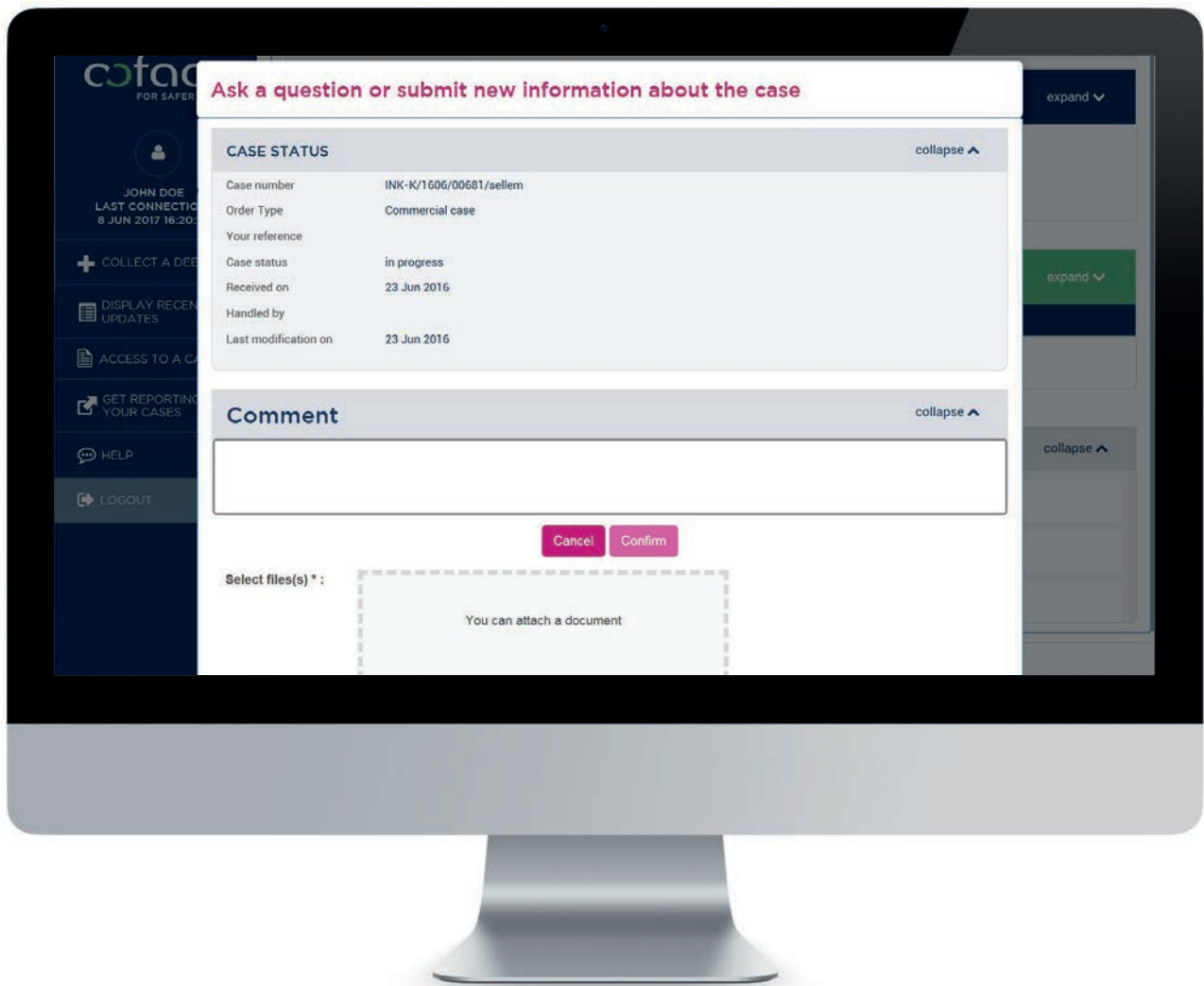


Illustration – Ask a question or submit new information about the case

If the case is received or is in amicable phase, you can add invoices to your cases in the Debt Invoices frame. To add one or several invoices, you have to click on the **'Add invoice'** button on the left (several times if you need to add several invoices), and then fill in the data associated to the new invoice(s) and finally click on the **'Save all invoices'** button on the right.

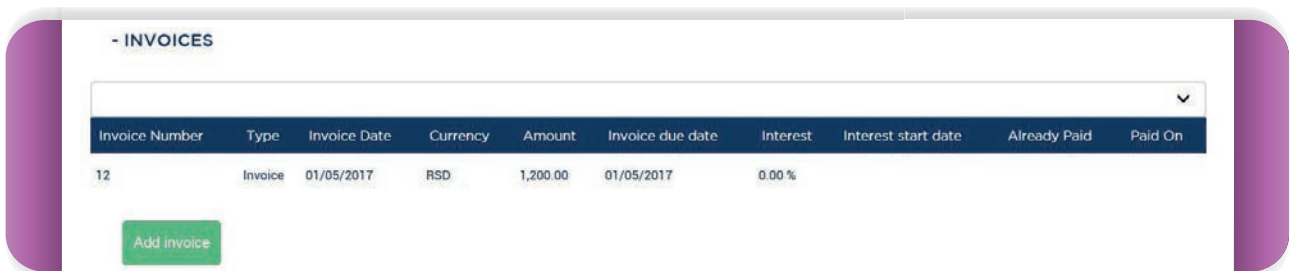


Illustration – Debt Invoices – add invoice(s)

Get a reporting on your cases

By clicking on this link, you get access to a page with two different frames.

The first frame permits you to download a Debt Collection Report regarding a given period **during the last 12 closed months**.

After having selected the wanted month with the drop down menu, you can start the generation of the associated report by clicking on the button **'Generate report'** just below.



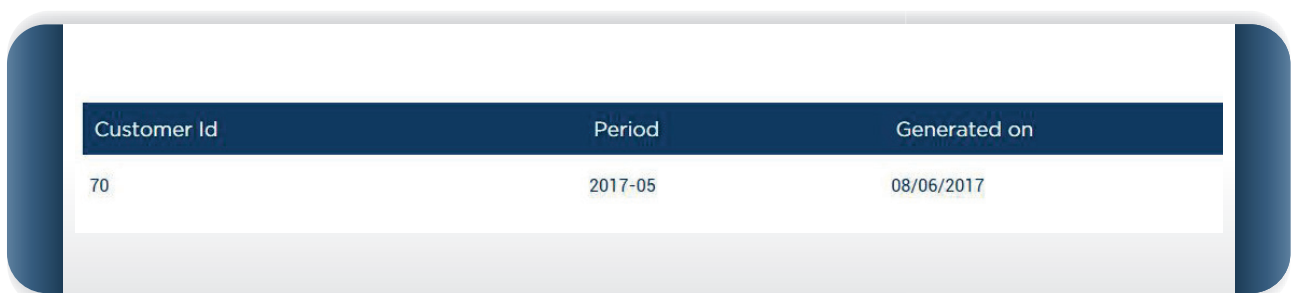
The screenshot shows a web interface titled "Get reporting on your cases". Below the title is a dropdown menu with the text "Select the report to be displayed (situation of your portfolio at the date chosen)" and the selected value "2017-05". A "Generate Report" button is positioned below the dropdown. A "Collapse" link is visible in the top right corner.

Illustration - Generate a report

After a couple of minutes, during which you can work on another page, the report will be available on your reporting page, in the table below.

This table is also the history of previous downloads, and permits you to retrieve any report already downloaded during the last months.

An example of the report is given in Annex.



Customer Id	Period	Generated on
70	2017-05	08/06/2017

Illustration - History



Important note: if your browser blocks the display of the file you want to open, please authorize the **CofaNet Debt Collection** website in your browser.

Help – Footer

A Help

By clicking on the 'Help' link on the left column, you can get access to this User Guide.

B Footer

The footer is displayed on all pages of CofaNet Debt Collection.
From the left to the right:

- › Coface copyright
- › Terms of Business for your Coface location



COFACE CENTRAL EUROPE HOLDING AG
MARXERGASSE 4C
1030 VIENNA
AUSTRIA
www.cofacecentraleurope.com

