



Get started with EOLIS



EULER HERMES

A company of **Allianz** 



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1. First time you log on.....	3
2. Request credit insured.....	4
3. Download buyer list - all limit decisions.....	8
4. Download buyer list - specific period.....	10
5. Download buyer list - current list.....	11
6. Overdue declaration.....	12

1. First time you log on

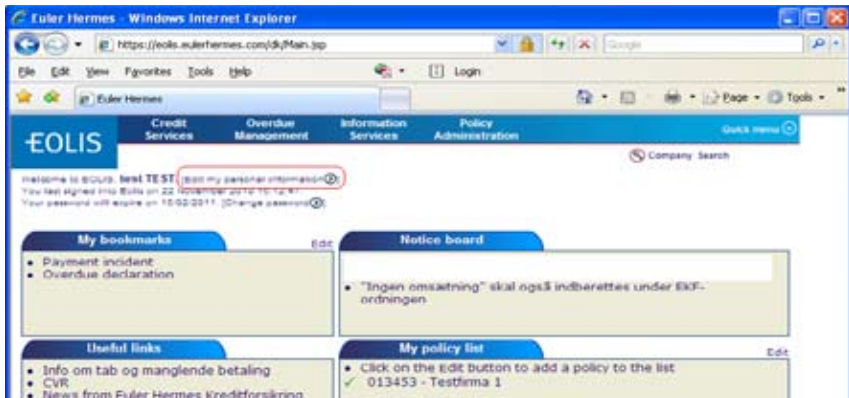
After logging in the first time, the system tells you that your password has expired and must be changed. You then have to enter a new, personal code.

Your password must meet the following requirements:

- It must be at least eight characters in the length.
- It must contain three of the following types of character: upper case letters (A-Z), lower case letters (a-z) and numerics (0-9).
- It may not contain your first or last name.
- It must be different from the previous password.

For security, your password will expire every third month and must be changed.

It is important that you afterwards go to [Edit my personal information](#) at the top where you must fill in all the fields. As you type your last name, notice that you **must** write your last name with upper case letters (A-Z).

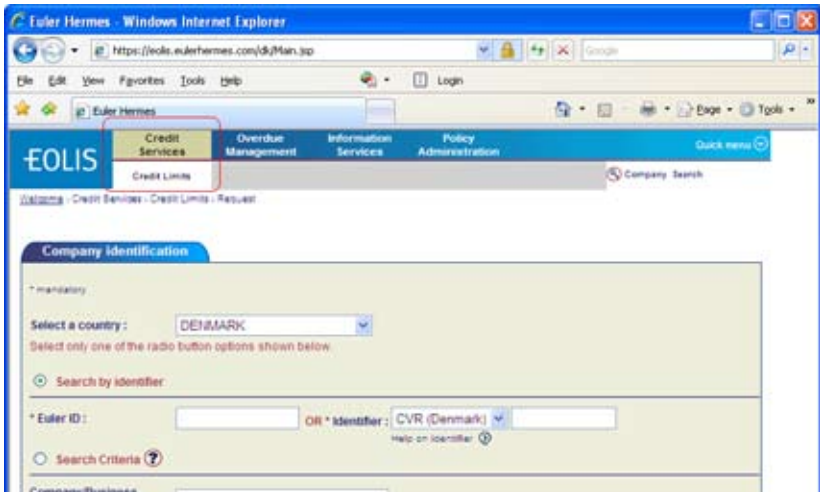


Notice!

Remember to allow popup windows before you log on to EOLIS.

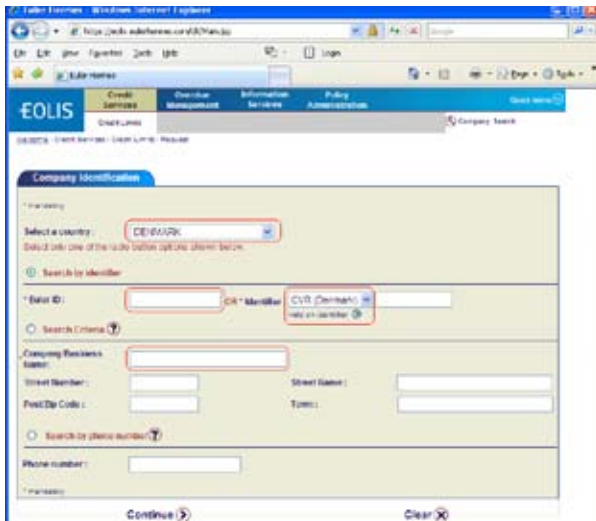
2. Request credit insured

1. Log on to EOLIS with user ID and password.
2. Select **Credit Services** and choose **Request**.



The screenshot shows the EOLIS web application interface. The top navigation bar includes 'Credit Services', 'Overdue Management', 'Information Services', and 'Policy Administration'. The 'Credit Services' menu is expanded, showing 'Credit Limits' and 'Request'. The 'Request' option is highlighted with a red box. The browser address bar shows 'https://eolis.eulerhermes.com/d/Man.jsp'.

3. Select **Country** and type either **Euler ID**, **Identifier** or **Company/Business name**. (list of registration numbers in various countries can be found by clicking on **Help on identifier**)



The screenshot shows the 'Company Identification' form in the EOLIS web application. The 'Select a country' dropdown is set to 'DENMARK'. The 'Search by identifier' radio button is selected. The 'Euler ID' and 'Identifier' fields are empty. The 'Identifier' dropdown is set to 'CVR (Denmark)'. The 'Company/Business name' field is empty. The 'Street Number', 'Street Name', 'Post/Zip Code', and 'Town' fields are also empty. The 'Search by phone number' radio button is unselected. The 'Phone number' field is empty. The 'Continue' and 'Clear' buttons are visible at the bottom of the form.

4. Select **Continue**.

5. Choose the correct legal unit. Click on the company name.

The screenshot shows the Euler Hermes OLIS web application interface. The browser window title is "Euler Hermes - Windows Internet Explorer". The address bar shows the URL "https://olis.eulerhermes.com/dlg/Main.jsp". The application has a navigation menu with tabs for "Credit Services", "Overdue Management", "Information Services", and "Policy Administration". The "Credit Services" tab is active, and the "Credit Limits" sub-tab is selected. A "Company Search" button is visible in the top right corner.

The main content area displays "Company search results" with a table containing 9 records. The table has the following columns: Identifier, Euler ID, Company/Business Name, and Address. Below the table, it indicates "9 records found" and "Page 1/1". There are download options for "CSV" and "Excel". A message says "Select a company by clicking on the company name." Below this, there is a "Not found" button with a right arrow and a "New Search" button with a checkmark.

At the bottom of the page, there is a footer with links for "Customer card", "OLIS assistance", "Help", "Quick reference guide", and "Disconnection".

6. Company details are shown. Fill in **Amount** (maximum credit in thousands with out using decimal spaces or periods) and your **Customer reference no.**

If the credit period is longer than agreed upon in the policy, please fill in **Credit Period**. Otherwise, this field is left blank.

You may also change **Currency**.

The screenshot shows the Euler Hermes web application interface. The browser window title is "Euler Hermes - Windows Internet Explorer" and the address bar shows "https://eolko.eulerhermes.com/dk/Main.jsp". The application has a blue header with the "EOLIS" logo and navigation tabs for "Credit Services", "Overdue Management", "Information Services", and "Policy Administration". Below the header, there are sub-tabs for "Credit Limits" and "Company Search". The main content area is titled "Buyer Details" and contains the following information:

- TVADK: 1600
- Euler ID: 0007
- Type of Company: Unknown
- Buyer Name: Euro
- Registered office: København S Denmark
- SIC Activity: Uni trade sector activity

Below the buyer details, there is a red text link: "If the details above are not for the required buyer, click here to select the correct buyer." The next section is "Credit Limit Request" and contains the following fields:

- Latest decision: Limit not found
- Limit request: Amount: 100000, Currency: DKK Danish krone
- Standard credit period as in your policy: LU + 10 days
- Credit period if not within those mentioned above: [] days
- Your customer reference: 99999999

There are also checkboxes for "Express process" and "Add a comment". At the bottom of the form, there is a note: "If you enter a credit period longer than your standard credit period and / or if you add a comment, your request will be referred to an LWW for a decision." The final section is "Banking Information" with fields for "Name of bank" and "Account n°". The footer of the application includes links for "Customer card", "EOLIS assistance", "Help", "Quick reference guide", and "Disconnection".

7. Select **Continue**.

Notice!

If you regret your choice of buyer and want to see details for another buyer click on the link **If the details above are not for the requested buyer** in the middle.

Details for buyer and application are shown.

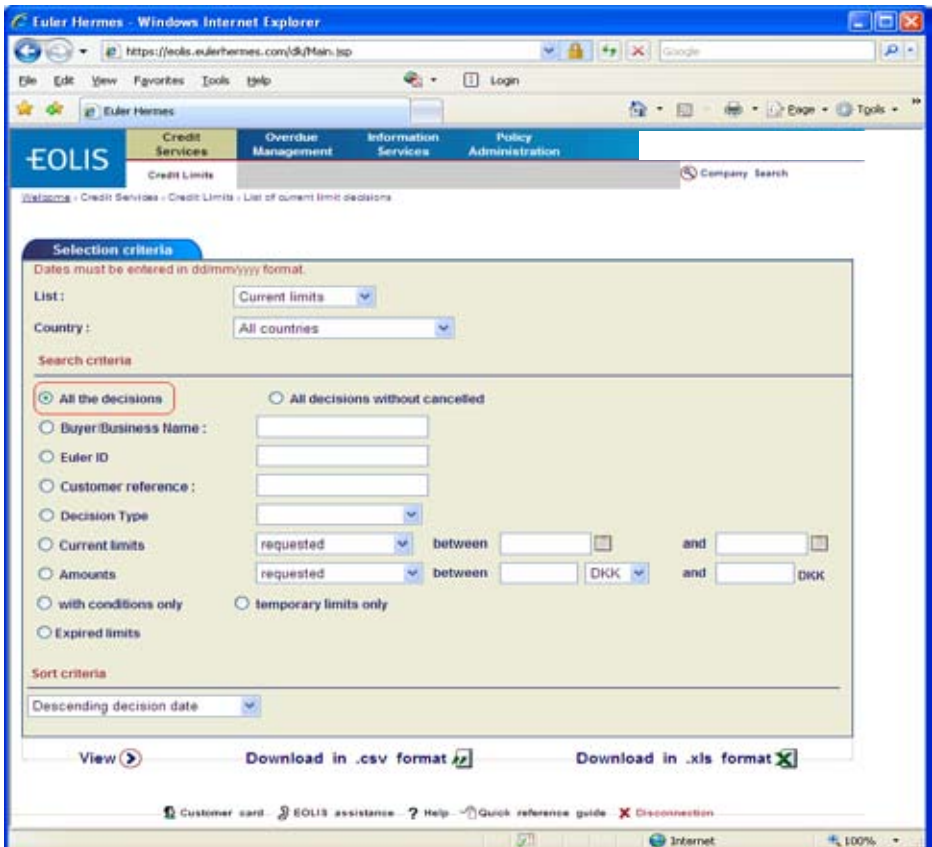
The screenshot shows the OLIS web application interface. The top navigation bar includes 'Credit Services', 'Overdue Management', 'Information Services', and 'Policy Administration'. The main content area is titled 'Buyer Details' and 'Credit Limit Request'. The 'Buyer Details' section shows: TVADK: 150, Euler ID: 0087, Type of Company: Unknown, Buyer Name: Euro, Registered office: København S Denmark, and SIC Activity: UH trade sector activity. The 'Credit Limit Request' section shows: Latest decision: Limit not found, Limit request: (empty), Amount: 100,000 DKK, Credit period: LU = 10 days, Your customer reference: 000000000, Name of bank: (empty), Account n°: (empty), Country: (empty), and Comment: no comment entered. At the bottom of the form are 'Confirm' and 'Modify' buttons.

8. Check that the details are correct and [Confirm](#).
9. You can view the processing of your application under [Pending requests](#). You find this on the front page.

The screenshot shows the OLIS web application front page. The top navigation bar includes 'Credit Services', 'Overdue Management', 'Information Services', and 'Policy Administration'. The main content area is titled 'Welcome to OLIS test TEST' and includes a 'Notice board' with a red alert: 'Eolis-Nordic is NOT available tuesday 23. November 2010 from 16:55 to 21:00'. Below the notice board are sections for 'My bookmarks', 'Useful links', and 'My policy list'. At the bottom, there are tabs for 'Last 25 credit limit decisions' and 'Pending requests (10 oldest)'. A table is visible below the 'Pending requests' tab with columns: Identifier, Euler Hermes ID, Company name, and Responses.

3. Download buyer list of all limit decisions

1. Go to Credit Services in the upper menu and select **List of current limit decisions**.
2. Mark **All the decisions** and select **View**.



You get a list of all decisions.

Buyers					Requests		Responses		
Identifier	Euler ID	Company name	Country	Customer reference	Date	Amount	Date	Amount	Decisions
207	2004		DE (HAW)	161	22/11/2010		22/11/2010	1 DKK	Full guarantee
8873	2007		DE (HAW)		10/11/2010	70.000 EUR	16/11/2010	1 EUR	refuse
212	2073		DE (HAW)		10/11/2010	85.000 DKK	16/11/2010	85.000 DKK	apexitem
118	2003		DE (HAW)	200000000 200000000	05/11/2010		05/11/2010	1 DKK	Full guarantee

You can now either [download](#) or [print](#) the list. If you download the list, it will be saved as a .csv file. If you print the list, please notice that the maximum number of buyers on each page is 100. If you have more than 100 buyers on your list, please print each page.

Notice!

You can sort the list by country, amount etc. before printing or downloading. You do this by clicking on the column, by which you wish to sort the list.

You can also see the branches of a buyer. Choose the requested buyer. Go to [Information Services](#) in the upper menu and select [Risks - Company Synthesis](#). Select [Branches](#) in the lower left corner.

Buyer Details

EVASID: 201 Euler ID: 0004 Type of Company: AFT/ESLSK4B

Buyer Name: _____ Registered office: Göttingen, Germany

RAC Activity: _____ Journey Installation: _____

If the details above are not for the requested buyer, click here to select the correct buyer.

General Information

Trade sector: FAACE - +542 - Joiner installation

Creation date: 01/01/1999 Status: Active Origin Status: _____

Staff member: 55

Information about existing credit limit: _____ Euler Hermes Kreditforsikring confidential

Latest decision: No correct limit

Branches Company names Print

4. Download buyer list for specific a period

1. Go to **Credit Services** in the upper menu and select **List of current limit decisions**.
2. Mark **Current Limits**, fill in the period and select **View**.

The screenshot shows the EOLIS web application interface in Internet Explorer. The browser address bar shows the URL: <https://eolis.eulerhermes.com/dk/Main.jsp>. The application has a navigation menu with tabs for **Credit Services**, **Overview Management**, **Information Services**, and **Policy Administration**. The **Credit Services** tab is active, and the sub-menu **Credit Limits** is selected. The main content area is titled **Selection criteria** and contains the following fields:

- List:** A dropdown menu set to **Current limits**.
- Country:** A dropdown menu set to **All countries**.
- Search criteria:** A section with several radio buttons and input fields:
 - All the decisions
 - All decisions without cancelled
 - Buyer/business name: [input field]
 - Euler ID: [input field]
 - Customer reference: [input field]
 - Decision Type: [dropdown menu]
 - Current limits**: A dropdown menu set to **requested**, followed by **between**, an empty input field, **and**, another empty input field, and a **DKK** dropdown menu.
 - Amounts: A dropdown menu set to **requested**, followed by **between**, an empty input field, **DKK**, and **and**, another empty input field, and **DKK**.
 - with conditions only
 - temporary limits only
 - Expired limits
- Sort criteria:** A dropdown menu set to **Descending decision date**.

At the bottom of the form, there are two buttons: **View** and **Download in .xls format**. The **Download in .xls format** button is highlighted with a red 'X' icon.

3. You can now either download or print the list as previously described.

5. Download buyer list of current limits

1. Go to **Credit Services** in the upper menu and select **List of current limit decisions**
2. Mark **Amount** and **requested** and fill in an amount between “1” and “9999999” (or any amount exceeding the highest requested amount). Select **View**.

The screenshot shows the EOLIS web application interface. The browser title is "Euler Hermes - Windows Internet Explorer" and the address bar shows "http://eols.eulerhermes.com/9/3/966.jsp". The application has a blue header with the EOLIS logo and navigation tabs: "Credit Services", "Overview Management", "Information Services", and "Policy Administration". A "Logout" link is visible in the top right. Below the header, there is a "Credit Limits" section with a "Company Search" button. The main content area is titled "Selection criteria" and contains a form for filtering decisions. The form includes a "List:" dropdown set to "Current limits" and a "Country:" dropdown set to "All countries". Under "Search criteria", there are several radio buttons and input fields. The "Amounts" radio button is selected and highlighted with a red box. The "requested" radio button is also selected and highlighted with a red box. The "between" field is set to "1" and the "and" field is set to "9999999", both highlighted with red boxes. At the bottom of the form, there are "View", "Download in .csv format", and "Download in .xls format" buttons.

3. You can now either download or print the list as previously described.

6. Overdue declaration

1. Go to **Overdue Management** and **Overdue declaration** in the top menu.
2. Fill in the **Euler Hermes ID** on the buyer you wish to declare an overdue incidence.
3. Select **Continue**.

The screenshot shows the Euler Hermes web application interface. The browser address bar displays 'http://tools.eulerhermes.com/Menu.asp'. The application header includes 'Euler Hermes' and navigation tabs for 'Credit Services', 'Overdue Management', 'Information Services', and 'Policy Administration'. The 'Overdue Management' tab is active, with sub-tabs for 'Overdue declaration', 'Payment incident', and 'Call centre management'. The main content area is titled 'Company identification' and contains a form with the following fields:

- Select a country:** A dropdown menu with 'DENMARK' selected.
- Search by identifier:** A section with two input fields: 'Euler ID' and 'OR Identifier: CTR (Denmark)'. Below the 'OR Identifier' field is a small icon and the text 'Info on identifier'.
- Search Criteria:** A section with a plus sign icon and a question mark.
- Company/Business Name:** An input field.
- Street Number:** An input field.
- Street Name:** An input field.
- Post/Zip Code:** An input field.
- Town:** An input field.
- Search by phone number:** A section with a plus sign icon and a question mark.
- Phone number:** An input field.

At the bottom of the form are two buttons: 'Continue' and 'Clear'.

You then see this screen display:

The screenshot shows the Euler Hermes web application interface. The browser address bar displays 'http://tools.eulerhermes.com/Menu.asp'. The application header is the same as in the previous screenshot. The main content area is titled 'Buyer Details' and contains a form with the following fields:

- TVAGNR:** 16
- Euler ID:** 036
- Type of Company:** Unknown
- Buyer Name:** [Redacted]
- Registered office:** København S Denmark
- MC activity:** Use trade sector activity

Below the 'Buyer Details' form is a message: 'If the details above are not for the required buyer click here to select the correct buyer.' Below this message is the 'Overdue declaration' form, which contains the following fields:

- Type:** A dropdown menu with 'Choose an overdue declaration type' selected.
- Date:** An input field with a calendar icon and the text '(ddMMYYYY)'. The date '10/01/2011' is visible.
- Total amount:** An input field.
- 31 to 60 days:** An input field.
- 61 to 90 days:** An input field.
- +90 days:** An input field.
- Comment:** An input field.

At the bottom of the form is a 'Validate' button.

4. Fill out **Type**, **Date**, **Total amount**, **Currency**, **Overdue** in the various fields.

The screenshot shows the EOLIS web application interface. The top navigation bar includes 'Euler Hermes', 'Credit Services', 'Overdue Management', 'Information Services', and 'Policy Administration'. The main content area is titled 'Overdue declaration' and contains the following sections:

- Buyer Details:** TVADK: 10, Euler ID: 00876, Type of Company: Unknown, Buyer Name, Registered office: København S Denmark, SIC Activity: Uni trade sector activity.
- Overdue declaration:** (*) data mandatory. Fields include: Type (Overdue), Date (10/11/2010), Total amount (2000000), 31 to 60 days (2000000), 61 to 90 days, +90 days, and Comment.
- Validate:** A button to submit the declaration.

Two callout boxes provide instructions:

- Date:** Use the calendar and select date for overdue payment.
- Overdue amount:** is without use of comma, period or a decimal place.

5. **Validate**. You will get a message on the screen that the overdue payment has been registered. You will also receive the confirmation on e-mail the next day. The e-mail will be sent to the person registered as EOLIS user.
6. Select **New Overdue payment**, if you have more payments to register. If not, **Finish**.

Notes:

Notes:

Notice that you can also use EOLIS for:

- Checking status on requests
- Create and see status for collection cases
- Download guidelines, forms and country reports

More information...

If you have any questions or want to know more about EOLIS, please contact us at +45 88 33 33 88.