

# CofaNet Essentials

## USER GUIDE

### SPECIFIC MODULE: NOTIFICATION OF OVERDUE ACCOUNT

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## 1. Introduction

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CofaNet Essentials provides you the ability to post unpaid invoices from clients that are either covered under your policy or uninsured by Coface (discretionary limit or L-rider.) The tool used in CofaNet is called Notification of Overdue Accounts, or NOA. Once an NOA is completed, the notification is sent to the Coface Claims Department for review.

CofaNet Essentials allows you to manage your NOAs with the following features:

- NOA submission
- NOA modification (management of invoices and payments)
- Portfolio view of all posted Notification of Overdue Accounts
- Portfolio of all NOAs that have been indemnified

## 2. Saving and Submitting an NOA (insured buyer)

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### 1. Locate the buyer in your Portfolio

The first step in submitting an NOA is to locate the insured buyer. Please follow the steps below.

- a) Open CofaNet
- b) Go to **Risks >>Risk Portfolio**
- c) Locate the desired buyer in your portfolio and select by clicking on the company name
- d) On the **Company Details** screen, scroll down to the **Overdue Management Items** group
- e) Select **Notification of Overdue Account on covered debt**

### 2. Create the NOA on the selected buyer

**Note About Saving Your NOAs:** CofaNet provides the option to save a NOA before submission. The Save function is active after completing all of the required fields and one invoice. You then can return to the incomplete NOA to add further details including invoices or payments at a later date. Simply click the **Save** button located at the bottom left of the NOA screen. To open a saved NOA, go to **Overdues >> Overdues Portfolio** in the left navigation bar. Your saved NOAs will have the status of **Draft**. Click the client row to open the **Company Detail** screen. Click **Modify** in the **Overdue Management** Items group to continue working on the NOA.

1. Verify the debtor and invoice address, the debtor contact, the policyholder address and the policyholder contact information. Please check each section and click the **Modify** button to make any changes to the information provided. All fields with a red asterisk are required.

Illustration 1: Company Debtor and Invoice Address Details

2. In the **NOA Reference** field, enter a reference number to easily identify the case, such as your internal account number.
3. You must then select the **Reason for Non-payment**. There are five options from which to choose:
  - Commercial or Technical Litigation (“DISPUTE”)
  - Financial Difficulties (“OVERDUE ACCOUNT”)
  - Insolvency (“INSOLVENCY”)
  - Non-Transfer (“POLITICAL RISK”)
  - Other (e.g. adverse information, bounced direct debits, etc.) (“OTHER”)

Illustration 2: NOA reference and Reason for Non-payment

4. At this point you must enter details of all open invoices of which you wish to notify Coface under your insurance policy.<sup>1</sup> This entry should include all invoices that are due and owing from the buyer/debtor.

It is important to note that you must enter the invoice value in the “**Invoice amount (less taxes)**” box exclusive of any taxes. The tax amount must be entered separately in the “**Taxes**” box.

After completing **Type, Invoice Number, Invoice Date, Initial Invoice Due Date, Net Amount, Taxes** and **Currency** for the first invoice, click the **Add** button to add additional invoices.

**Tip:** To delete an invoice, click the **X** button to the right of the desired invoice.

<sup>1</sup> This may not include all of the invoices outstanding on the buyer’s account. It may just be the invoices that are reportable based on the specific terms of your policy.

• **Enter your invoices**  
All fields are mandatory

Type	Invoice Number	Invoice Date	Initial invoice due date	Net Amount	Taxes	Currency
1 - Initial	Invoice	1234	3/1/17	3/31/17	2500	0 USD
2 - Initial	Invoice	5678	4/1/17	4/30/17	1000	0 USD
Total amount of orders :					3,500	0 USD

**Add**

Illustration 3: Enter your invoices

- You can then add details of any payments or credits. The value entered in the “**Amount**” box should be the gross amount (i.e. inclusive of taxes.) Click the **Add** button located below the **Enter your Payments** section to create the first payment.

**Tip:** Be sure to select the invoices to which the payments will be applied in the Invoices drop down box. The Invoices drop down box allows you to select any combination of invoices in the NOA to apply your payment. If you select multiple invoices, the payment amount is divided evenly between each selected invoice.

• **Enter your payments**  
All fields are mandatory

Type	Invoices	Date	Amount	Currency
1 - Initial	Settlement	Invoice references		USD
Total amount of orders :				0 USD

**Add**

**Remaining amount**

Type	Amount	Taxes	Total
Invoices	3,500 USD	0 USD	3,500 USD
Payments	0 USD	-	0 USD
Remaining amount :			3,500 USD

Illustration 4: Enter your payments

- Once the payment information is completed, you may provide comments on the NOA.
- Click **Validate**.

### Request for Intervention

Depending on your policy type, the request for intervention may appear as an option for you to complete or it may be pre-filled as “yes”. Please review your policy or speak to your agent about your policy’s options.

**INTERVENTION REQUEST**

Ask for intervention request  Yes  No

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**INTERVENTION CONTACT PERSON**

Title : Mr.  
 First name : Stephen  
 Last name : Desrosiers  
 Email : stephen.desrosiers@coface.com  
 Phone :

[✎ Modify](#)

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Any person who knowingly files a statement of claim containing any false or misleading information is subject to criminal and civil penalties.

*Illustration 4.1 : Intervention Request Popup*

### Rules for Intervention

Intervention in the case of a **notification of dispute** is not covered within the scope of your insurance policy and will be subject to additional charges.<sup>2</sup>

Intervention in the case of an undisputed **Notification of Overdue Account** may be covered within the scope of your insurance policy.<sup>3</sup>

Intervention in the case of an **insolvency** means you wish Coface to consider the matter as a claim; therefore you **must select “YES”** if you wish to submit a claim to Coface.

If you choose no intervention, Coface **will not** commence collection action or begin the claim assessment process. You will be required to submit an update to the **notification** should you want to request intervention (see below).

Once you have selected **“YES”** to intervention, you have the option of adding an alternative contact in respect of the intervention stage.

8. Click **Submit** to send your completed NOA to the Claims Department.

After successfully submitting the NOA, CofaNet will take you to the Company Detail page for that buyer/debtor. You may find your submitted NOA by clicking on Overdue Management Items.

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<sup>2</sup> Please contact a member of the Collections Team at [claims@coface.us](mailto:claims@coface.us) who can advise you on the potential costs of pursuing a disputed case.

<sup>3</sup> Please check the full terms and conditions of your insurance policy for confirmation on coverage.

OVERDUE MANAGEMENT ITEMS

History

**Notification of Overdue Account on covered debt**

Status : Pending

Creation date : 6/11/15

NOA reference : 123

Claim reference :

Display ▼

Modify

Document(s) to upload

Please keep your Notification of Overdue Account on covered debt updated in case of new invoices, payments or credit notes.

Illustration 5: Overdue Management Items

### 3. Creation of a non-insured buyer/debtor

If you are unable to find your customer in CofaNet by using the Company Search and Extended Company Search, you will first need to create the company before you can input a Notification of Overdue account. To start, click the **Create a Company** button from the Extended Search Results page.

On the Create a Company page, enter the details of the company. The following fields are mandatory to create a new company:

- Company name
- Address
- Town
- State
- Postcode
- Country

After having entered the information, click the **Create a company** button.

You are now ready to create a Notification of Overdue Account on the newly created client.

### 4. Updating a submitted NOA

You may add additional invoices, credit notes or notify Coface of a payment after the initial submission of an NOA.

**Note:** Only NOAs that have a status of *pending* may be modified with the information listed below. You may not modify an invoice or payment after submitting it to Coface.

- Requesting intervention when you have previously selected no intervention
- Adding additional invoices
- Adding payments
- Amending contact details
- Modify or add comments

1. To begin, select **Overdues >> Overdues Portfolio**. CofaNet will display all of the NOAs you have entered. Select the NOA you wish to update by clicking on the company row.

Contract	Company name ▲	Identifier ▲	Ref	Status	Details	Creation date ▼	Last modification date ▲
★ 921112984001	ALTUS GTS INC. 70062 Kenner Country : United States	EasyNumber : 00000531231271 Customer reference :	test	Pending	✓ ⚠ ⌂	7/20/17	7/20/17

Illustration 5: Overdues Portfolio – Modify a NOA

OVERDUE MANAGEMENT ITEMS
History

**Notification of Overdue Account on covered debt** Status : Pending

Creation date : 7/20/17 NOA reference : test

Claim reference :

✎ Modify

📎 Document(s) to upload

Display ▼

Illustration 6: Modify a pending NOA from Company Details

2. Scroll to the **Overdue Management Items** for the selected company to modify the NOA (add invoices and/or payments).
3. Click the **Modify** button.
4. Click **Add** (located below the **Enter your Invoices** table) to create additional invoices to the NOA and/or click **Add** (located below the **Enter your Payments** table) to create additional payments.
5. Each new invoice or payment will be labelled **Additional – 1**. The number represents the count of additional invoices you have added.

All fields are mandatory

	Type	Invoice Number	Invoice Date	Initial invoice due date	Net Amount	Taxes	Currency
1 - Initial	Invoice	1234	4/1/17	4/30/17	2,000	0	USD
2 - Initial	Invoice	5678	5/1/17	5/31/17	1,500	0	USD
3 - Additional - 1	Invoice ▼	7890	3/27/17 📅	4/27/17 📅	500	0	USD ▼
Total amount of orders :					4,000	0	USD

Add

Illustration 7: Adding an Invoice on a pending NOA

7. Modify or add comments in the Comments text box.
8. Once all of the additional payments and invoices have been added, click **Validate**.
9. Select the correct **Request for Intervention** and click **Submit**.

## 5. Attaching files

CofaNet provides you the ability to upload supporting financial documents to submitted NOAs. As all documents are linked to specific NOAs, the file attachment functionality is enabled only when an NOA is already registered. Once you have registered an NOA you can access the functionality by selecting “Overdue Accounts” from the Portfolio tab in CofaNet.

1. Complete the steps above for creating and submitting the NOA.
2. Go to **Overdues >> Overdue Portfolio**.
3. Locate the client and NOA for which would like to add documentation and select by clicking.
4. To add supporting documents to the selected NOA, click the **Document(s) to upload** button (see illustration 6).



### Document(s) to upload

Upload date: 6/25/18

Statement of account: Drop your file(s) or click to upload (jpeg, jpg, gif, png, pdf, xls, xlsx, doc or docx)

Invoices: Drop your file(s) or click to upload (jpeg, jpg, gif, png, pdf, xls, xlsx, doc or docx)

Purchase orders, sales contract: Drop your file(s) or click to upload (jpeg, jpg, gif, png, pdf, xls, xlsx, doc or docx)

Other: Drop your file(s) or click to upload (jpeg, jpg, gif, png, pdf, xls, xlsx, doc or docx)

Illustration 8: Uploading Documents to an NOA

Please note that your policy form may require you to submit a Statement of Claim form to start the indemnification/claim settlement process. Contact the Claims team ([claims@coface.us](mailto:claims@coface.us)) for this document.

5. After clicking the **document(s) to upload** button, you will have the option to upload (in jpeg, jpg, gif, png, pdf, xls, xlsx, doc or docx):
  - Statement of account
  - Invoices
  - Purchase orders, sales contract
  - Other
6. Next, in the comments section, add any comments or information you wish to send to the Claims Department.
7. Click **“Drop your file(s) or click to upload”** to browse your computer for the files that you wish to upload.
8. Click **“Upload”**.
9. To submit the document, please click **Confirm**.

### Documents' management

SEARCH CRITERIAS

EASYNUMBER

EasyNumber

Expand the criterias

Overdues

Creator	Contract number	EasyNumber	Document name	File reference	Business Line	Category	Format	Upload date	Status
CG167363	921101330001	00004225094824	5FACTS3.pdf	201501881959	Overdues	Contractual	pdf	5/10/17	submitted

1-1 < >

Illustration 9: Document Management

Uploaded documents may be accessed on the Documents page for each company with an NOA. The document management portfolio will display each uploaded document as a single row. To view a document, click on the document name.

## 6. Bulk invoices import

The invoice import function allows you to import multiple invoices to an NOA with one file. A template is available to help you construct your invoice import file.

1. The invoice template is available on a new claim case or an additional request on an existing NOA. To work with the invoice template, click the **Download the invoice template to import** button located to the right of the **Import Invoices** section of the NOA page.

- **Import invoices**

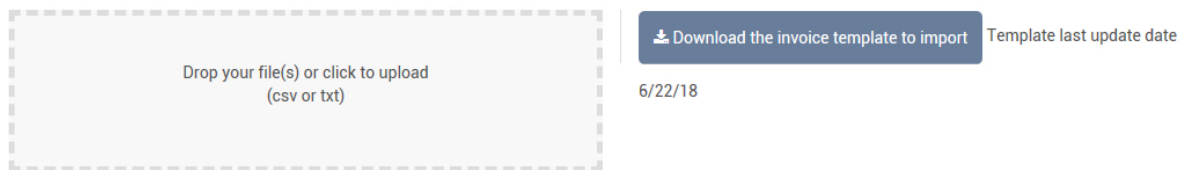


Illustration 10: Import Invoices

Clicking the Invoices Template will open an Excel file that will allow you to enter all of the required data for loading an invoice CSV file. All data elements are presented and formatted correctly for a simple CSV conversion that can be loaded to CofaNet.

The following columns are provided in the Excel Invoice Template:

- Language
  - Type (Notification Type)
  - Invoice Number
  - Date
  - Due Date
  - Currency
  - Amount
  - Tax Amount
2. Each row represents one invoice submission to the NOA case. Once you have completed all of the invoices you would like to submit, click the **Generate File** button.

The screenshot shows an Excel spreadsheet with the following columns: A (Language), B (Type), C (Invoice Number), D (Date), E (Due date), F (Currency), G (Amount), and H (Tax Amount). The rows are numbered 1 through 20. Row 1 contains the text "Language". Row 2 contains the text "en". Row 3 contains the headers for the data columns. A "Generate File" button is located in the bottom right corner of the spreadsheet area.

	A	B	C	D	E	F	G	H	I	J	K
1	Language										
2	en										
3		Type	Invoice Number	Date	Due date	Currency	Amount	Tax Amount			
4											
5											
6											
7											
8											
9											
10											
11											
12											
13											
14											
15											
16											
17											
18											
19											
20											

Illustration 11: The Invoice Template Excel file

3. The Windows browser will open, prompting you to save the file.
4. Import the new file by clicking the box labeled **Import CSV or TXT files**.

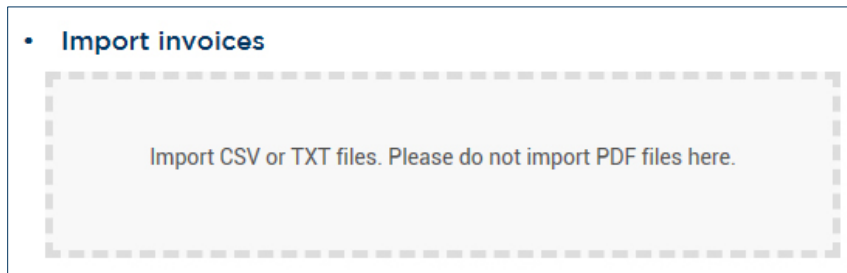


Illustration 12: Import Invoices

5. After locating your file on your computer and selecting it, click the Open button.

If there are errors in the invoice CSV file, CofaNet will display the field framed in red. Common errors are invalid format (date and currency) as well as empty (null) values in required fields. You may correct errors directly on the NOA Invoice screen.

## 7. Bulk payments import

The payment import function allows you to import multiple payments to an NOA with a single file. A template is provided to help you construct your payment import file.

1. The payment template is available on a new claim case or an additional request on an existing NOA. To work with the payment template, click the **Download the payment template to import** button located in the **Import payments** section of the NOA page.

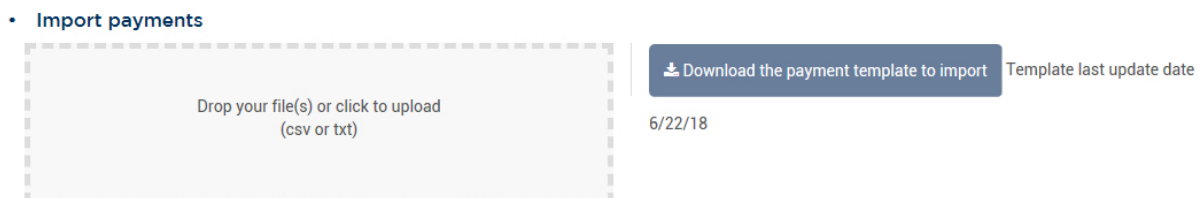


Illustration 13: Import Payments

Clicking the Payments Template will open an Excel file that will allow you to enter all of the required data for loading a Payment CSV file. All data elements are presented and formatted correctly for a simple CSV conversion that can be loaded to CofaNet.

The following columns are provided in the Excel Payment Template:

- Type (Payment Type)
  - Invoices(separated with “,”)
  - Date
  - Currency (text field, ISO 3-letter currency preferred. Examples include: USD for US Dollars, CAD for Canadian Dollars, EUR for Euro, MXN for the Mexican Peso, GBP for the British Pound, etc.)
  - Amount
2. Each row represents one invoice submission to the NOA case. After you have entered the payments, click the **Generate File** button.

	A	B	C	D	E	F	G	H	I
1	Language								
2	en								
3		Type	Invoices (separated with ',')	Date (dd/mm/yyyy)	Currency	Amount		Generate File	
4									
5									
6									
7									
8									
9									
10									

Illustration 14: Invoice Template Excel file

3. The Windows browser will open prompting you to save the file.
4. Next, import the new file by clicking the box marked **Import CSV or TXT files**.
5. After locating your file on your computer and selecting it, click the Open button.

If there are errors in the invoice CSV file, CofaNet will display the field framed in red. Common errors are invalid format (date and currency) as well as empty (null) values in required fields. You may correct errors directly on the NOA Invoice screen.

## 8. Overdues Portfolio

The Overdues Portfolio provides detailed information on the progress of all NOAs submitted via CofaNet. To access the Overdues Portfolio, select the **Overdues >> Overdues Portfolio**.

Contract	Company name ▲	Identifier ▲	Ref	Status	Details	Creation date ▼	Last modification date ▲
☆ 921101330001	<b>AMAZON.COM, INC.</b> 98109 Seattle Country : United States	EasyNumber : 00000271621853 Customer reference :	Amazon	Closed	✓ 🛡️ ↻	7/28/15	7/28/15
☆ 921101330001	<b>LB ELECTRIC COMPANY LLC</b> 07009 Cedar Grove Country : United States	EasyNumber : 00004225094824 Customer reference :	123	Pending	✓ 🛡️ ↻	6/11/15	6/12/15
☆ 921101330001	<b>MACY'S, INC.</b> 45202 Cincinnati Country : United States	EasyNumber : 00000471887689 Customer reference :	-	Pending	✓ 🛡️ ↻	4/20/15	4/20/15
☆ 921101330001	<b>JAM SERVICES, INC.</b> 94550-7127 LIVERMORE Country : United States	EasyNumber : 00000315666448 Customer reference : coface test...	1234	Closed	✓ 🛡️ ↻	12/15/14	12/15/14
☆ 921101330001	<b>ONE NATION FOR TEST</b> 08872 Sayreville Country : United States	EasyNumber : Z0000211074717 Customer reference :	123	Rejected	✓ 🛡️ ↻	10/9/14	10/9/14

Illustration 15: Overdues Portfolio

To view details of one of the claims in the portfolio, select by clicking the buyer row.

## 9. Indemnity follow-up

This view gives more detailed information on submitted NOAs, including relevant information used by the Claims Department to assess the covered claim amount and final indemnity.

Contract	Company name	Identifier ▲	Status	Claim reference	Claim analysis	Claim amount	Net debt	Estimated claim payment amount	Estimated claim payment date
921101330001	<b>AMAZON.COM, INC.</b> 98109 Seattle Country : United States	EasyNumber : 00000271621853 Customer reference :	Closed	921101330001-884745530-20150728	7/29/15	0.01 USD	-	-	-

Illustration 16: Indemnity Follow-up

## 10. History of Overdue Requests

To view all NOA requests submitted, go to **Overdues >> History of Overdue Requests**.

User identifier	Company name ▲	Identifier ▲	Product	Type	Request date ▼
CG74580	<b>APPLE INC.</b> 95014 Cupertino Country : United States	EasyNumber : 00000473190854 Customer reference : apple1	Notification of Overdue Account on covered debt	Additional NOA - 1	6/5/13 4:34 PM
CG67893	<b>APPLE INC.</b> 95014 Cupertino Country : United States	EasyNumber : 00000473190854 Customer reference : apple1	Notification of Overdue Account on covered debt	Initial NOA	6/5/13 4:15 PM
CG67893	<b>APPLE INC.</b> 95014 Cupertino Country : United States	EasyNumber : 00000473190854 Customer reference : apple1	Notification of Overdue Account on covered debt	Additional NOA - 2	2/25/14 11:04 PM
CG67893	<b>WAL-MART STORES, INC.</b> 72716 Bentonville Country : United States	EasyNumber : 00000472853647 Customer reference :	Notification of Overdue Account on covered debt	Initial NOA	5/28/13 4:26 PM
CG67893	<b>WAL-MART STORES, INC.</b> 72716 Bentonville Country : United States	EasyNumber : 00000472853647 Customer reference :	Notification of Overdue Account on covered debt	Additional NOA - 1	2/25/14 11:06 PM

Illustration 17: History of Overdue Requests