



Overview of the new ACT-Portal

User-friendly, clear and intuitive – that's our new ACREDIA Customer Tools (ACT) in a nutshell. The portal combines various apps offering a simple and convenient way to complete all key tasks around credit insurance.

The next two pages provide a summary of all the most important updates:

User management and superusers

- New: You can now manage and assign authorisations for ACT users using the 'user management' app.
- Upon request, we can set you up with one or more 'superusers'. Superusers have exclusive access to the 'user management' app where they can create new users and grant or remove write/read access rights for individual apps and policies.
- If no superusers are requested, then every user will be granted unrestricted write/read access rights for all the apps and the 'user management' app will not appear in the overview.

Limit

- We have streamlined the application process and reduced our questions to only the most essential.
- Improved credit limits overview: The limit list now also includes temporary credit limits and your application status. The overview can be downloaded as usual as a pdf. or csv. file.
- New service: You can now also download the most recent credit limit notification as a pdf. in the limit detail view.
- **Please note:** The 'Customer reference' and 'contact person' fields (limit details) have been merged and from now on will appear as the joint field 'Customer reference'. You can conveniently edit the field yourself: The length is limited to 20 characters and any existing data will be shortened accordingly.

Overdue

- In future, an info button will provide you with an overview of the most important reporting requirements for ACREDIA Global, grouped according to customers with credit limits and – if applicable to your policy – customers insured within the discretionary facility.
- Overdue payments and debt collection can be reported online and – as a new function – now also updated.
- The new history and report status display provides you with a great overview.

Claims

- Insured event – payment default: Assessment has been simplified by adding the mandatory field 'Date of the collection order to lawyer/collection agency.'

Do you have any questions? If so, we would be happy to assist you with these over the phone on +43 (0)5 01 02-5555 or via email at customer.relations@acredia.at.



The new ACT-Portal is user-friendly, clearly designed and intuitive.



Tick off all the items on your credit insurance to-do list 24-hours a day, no matter where you are.



The entire ACT platform is available in both German and English.

Insured by the market leader

With a total market share of more than 50 percent, ACREDIA is Austria's leading credit insurance provider. The independent Austrian credit insurer impresses with all the expertise you expect from a global market leader and motivated specialists where you need them.

