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**Policy Master**

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**STARTUP GUIDE**

# / Startup Guide CofaNet Policy Master

*This user guide aims to help you achieving your first steps in CofaNet Policy Master as easily as possible.*

CofaNet Policy Master requires knowing the customer/debtor references registered in your accounting system, to match your real outstanding - calculated from your invoice files - with either the amount granted by us in CofaNet Essentials, or with the Discretionary Zone amount allowed according to your contract's details.

The customer reference is also used to exclude specific customers from CofaNet Policy Master (because for example they are out of the scope of your contract).

Enabling Policy Master to calculate your real outstanding accurately, requires you to be able to extract from your accounting system your invoicing data, as well as outstanding data calculated through the reconciliation of payments you have received (and/or credit note(s) you have issued) with the related invoices issued to your customers.

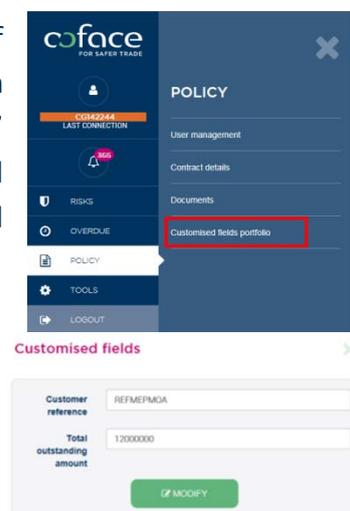
## 1. Identification of all your clients

Registering your clients in CofaNet Essentials with the customer reference of your accounting system is mandatory in order to match in CofaNet Policy Master your outstanding with Coface credit decisions.

For each client, your bookkeeping reference has to be added in the "Customer reference" field of CofaNet Essentials.

- **Customers with a credit limit, @rating limit, an Express Credit Limit or a TopLiner**

- If your portfolio is composed by a limited number of customers, you have the **possibility to add it directly in CofaNet Essentials**, via the "Update your user fields" screen. The customer references must be handled before the set-up of CofaNet Policy Master, and added to all new customers in your future request for cover.
- In case of a large number of customers, **we can run a bulk import for you**. To do so, you should export your portfolio from CofaNet Essentials, and send it to your account manager, after having added your internal references (customer references from your accounting system).



- **Customers in Discretionary Zone**

To integrate these customers into your CofaNet Policy Master dashboards, they must necessarily be recognized in the CofaNet Policy Master tool by filling out a dedicated file that will be provided by your account manager. Otherwise, an invoice related to these customers won't be recognized by the system, and will be rejected during the files' upload step. Furthermore they have to be created to benefit from the outstanding follow-up and Overdue Accounts assessment notifications,, and from the Turnover Declaration preparation.

- **Customers out of the scope of the contract**

To manage properly these customers (such as linked companies as mentioned in your contract conditions) in CofaNet Policy Master, it is recommended to fill-out a dedicated file that will be provided by your account manager. Otherwise, during each files' import step, these references will be rejected as "unknown" by CofaNet Policy Master. It will impede the management of the "real" rejections, generated for functional reasons.

**Focus on customer references management:**

You may have for some customers a legal entity linked to several customer references in your bookkeeping system.

CofaNet Policy Master manages main and sub references for each of these buyers/customers.

The "Customer reference" field set-up in CofaNet Essentials, and the same field in CofaNet Policy Master for customers "in discretionary zone" or out of the scope of the contract, are considered as the main references.

Each legal entity will have only one main reference but you will be able to add sub references related to it, provided the main reference is not excluded from the scope of the contract

During the set-up of your contract, your account manager will offer you to manage the full list of main and sub references to initiate the contract, and then you will be able to add further sub references on your own.

## **2. Files expected**

CofaNet Policy Master expects two types of files:

- **The new accounting documents file:** it represents your commercial activity. This file should contain all invoices issued since your last import, as well as the issued credit notes, reconciled with the proper invoice (linked with the corresponding invoice(s) in your system).

The expected data for this file are the following:

Customer reference	Accounting document reference (Invoice/Credit note)	If the accounting document is a credit note: related Invoice reference (1)	Issue date (of the invoice or the credit note)	initial due date (in case of invoice)	Amount tax excluded	Amount tax included	Currency
301	AYR2015090		10/04/2015	09/07/2015	8905	8905	EUR
301	CR1000017	AYR2015090	20/04/2015		-137	-137	EUR

(1) The invoice reference (linked to the credit note reference mentioned on the same line) from your bookkeeping system has to be inserted in this column. This information allows the system to calculate the real outstanding and the appropriate turnover declaration. If a credit note is linked to several invoices, a separate credit line is needed for each related invoice. The total amount credited needs to be splitted between each related invoice-line.

The 1<sup>st</sup> “new accounting documents” file uploaded should contain all invoices and credit notes:

- issued and still due since the inception date of the credit insurance contract,
- issued during the 1<sup>st</sup> turnover declaration period which will be taken into account in CofaNet Policy Master (already paid or not)

The following uploads should content all new invoices and credit notes issued since the last upload.

In addition to the mandatory new invoices/credit notes information, you can also fill in the buyers/customers details in order to benefit from the automatic creation of the buyers/customers in Discretionary Zone or Excluded from the scope of the contract.

The expected additional data for the new accounting documents file are the following:

Company name	Address 1*	Address 2*	Address 3*	Postal code	City	Coface's Country code	To be created as Excluded**
Test company	Fox road			3WXJU	Huxley	GBR	X

\* At least one of the 3 address fields is mandatory

\*\* Either the buyer/customer has to be created in Discretionary Zone and the field will be kept empty, or it has to be created as Excluded. In that case an X has to be added. N.B.: For your convenience, all buyers/customers in a country not covered by the Discretionary Zone of your contract will be created as excluded, whatever the value set here.

- **The “due invoices” file:** it represents your real outstanding. This file should contain all invoices still due by your buyers/customers. The missing invoices will be considered by CofaNet Policy Master as paid. If due invoices are uploaded without their prior upload in the “new accounting documents” file, the related lines will be rejected during the load of the due invoices file (you will then have to upload the missing new accounting documents, and to re-upload the full due invoices file).

The expected data for this file are the following:

Customer reference	Accounting document reference	Invoice date	Amount tax excluded*	Amount tax included	Currency*
301	AYR2015090	10/04/2015	8768 (2)	8768	EUR

\* Not mandatory

(2) 8768 = 8905 invoiced -137 credited (see amount in the new Accounting documents file above)

The 1<sup>st</sup> due invoices file uploaded and the followings should contain all the due invoices in your bookkeeping system.

### 3. Contract set up

The automatic file upload requires:

**The contract set up:** Coface undertakes the upload of your files into your CofaNet Policy Master account:

- “Customers in discretionary zone” file
- “Customers out of the scope of the contract” file
- “Main and sub references” file
- “New accounting documents” file
- “Due invoices” file

For this, **you should send back these files, in strict accordance with the defined expected content and in the standard csv format you will use for the next uploads. The files should respect the following naming convention without any spaces:**

- PortfolioNumber\_NewInvoices\_XXX.csv
- PortfolioNumber\_DueInvoices\_YYY.csv

It’s recommended to add a timestamp at the end of the files’ name.

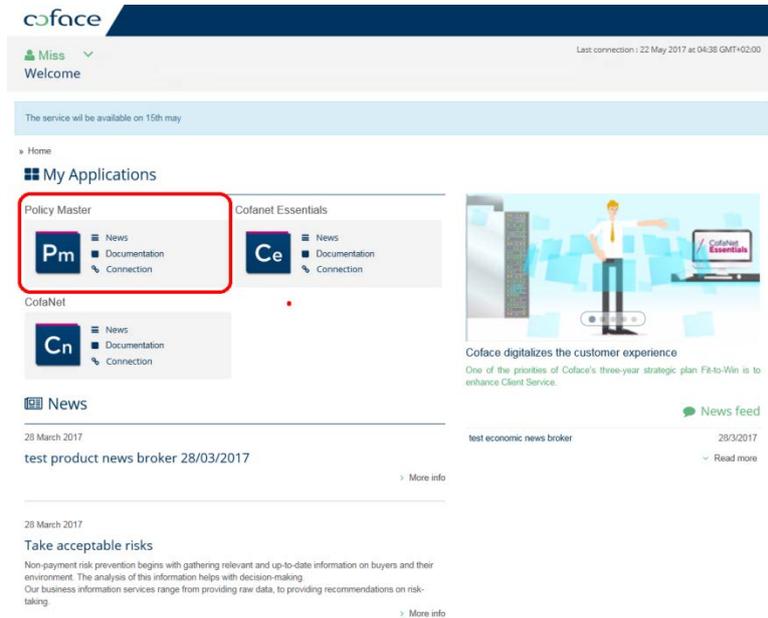
If we find any irregularities (duplicated client reference, issue date after the due date, amount without taxes greater than the amount with taxes, etc. ...), your account manager will send the files back to you by e-mail, with her/his recommendations.

**The S-FTP account creation** by Coface services. Credentials (login & password) will be delivered to you in order to put your files into a Coface directory via any tool that supports S-FTP. Then you will be able to schedule the file uploads according to the invoicing, reconciliation of payments and credit notes frequency in order to keep your CofaNet Policy Master up to date.

## 4. Implementation of CofaNet Policy Master tool

Once everything is ready, your account manager will send an email telling you that CofaNet Policy Master is ready for use.

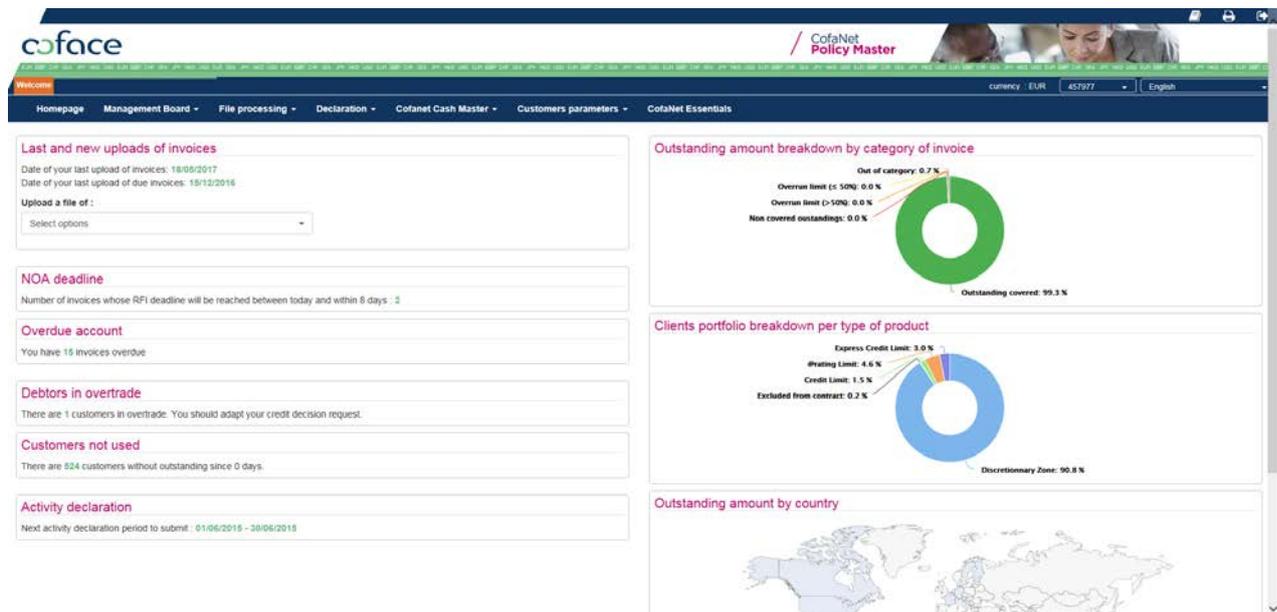
Upon receipt of this message, when connecting to CofaNet Essentials as usual, you will be redirected to your Customer Portal, enabling you to access CofaNet Policy Master.



Then, by selecting CofaNet Policy Master, you will be redirected to the tool's Homepage.

If you opted for CofaNet Cash Master option, you will have access to it via the dedicated Menu "CofaNet Cash Master".

***Now you are ready to use CofaNet Policy Master !***





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