Creditsafe
Global Monitoring

User Guide

Version 1.2

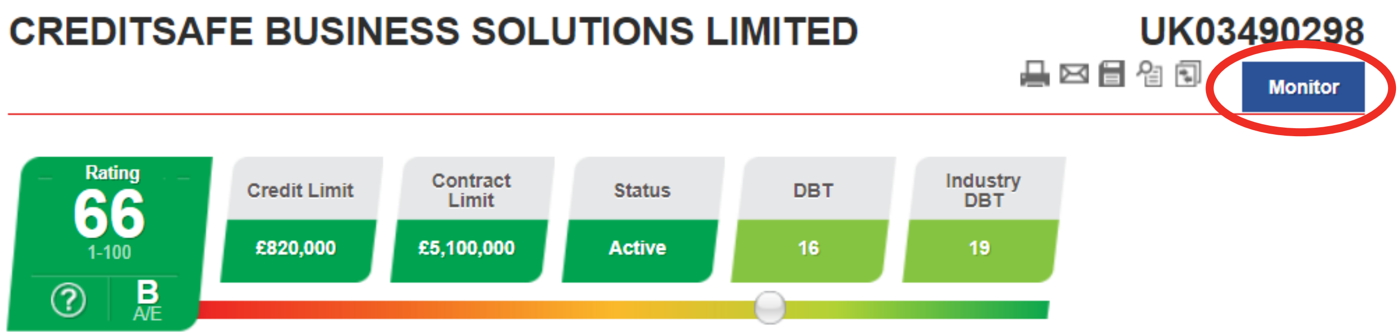
Introduction

Creditsafe’s Global Monitoring is an online service allowing you to keep tabs on your customers and suppliers. Simply add them to a portfolio in Global Monitoring and if there are any changes in their company status, you will receive an email notification.

We believe that having this insight can make the difference between your company’s success and failure and as such, include it in all Creditsafe packages.

Setting up Monitoring

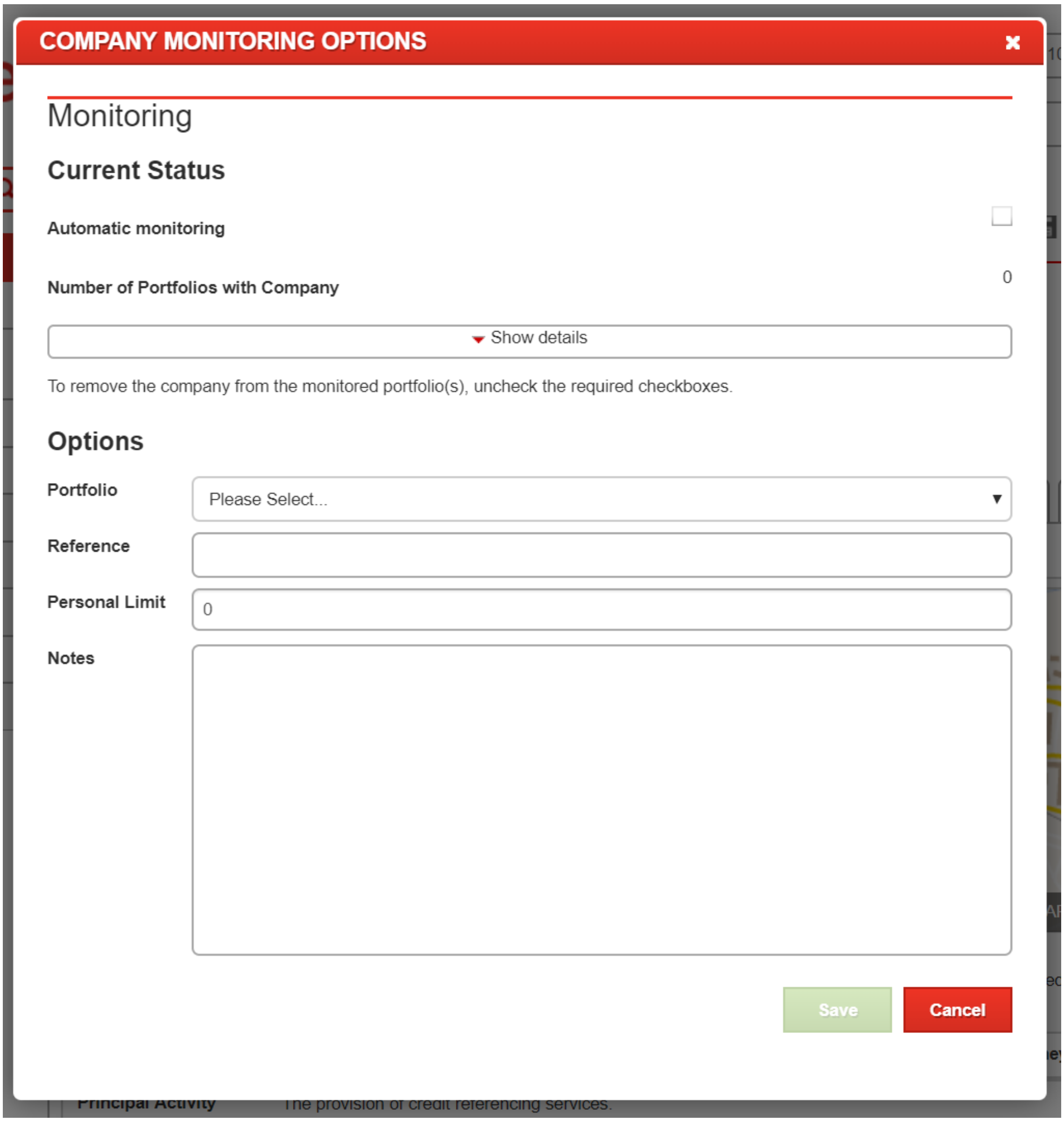
Global Monitoring is integrated into company credit reports with Creditsafe. When viewing a report, you are given an option to add the company to one of your portfolios.



Clicking on the ‘Monitor’ button will open a pop-up that allows you to choose which portfolio you wish to add the company to. You can also set values for ‘Reference’, ‘Personal Limit’ and ‘Notes’, these values will be displayed on the Portfolio dashboard within the Monitoring product as well as in any notification emails you receive for the company.

To remove a company from a portfolio, simply uncheck the required checkboxes and then click ‘Save’.

When automatic monitoring is enabled, whatever company credit report you view will automatically be added to your default portfolio. Automatic monitoring can be disabled through the toggle on the pop-up or within the Global Monitoring application itself.

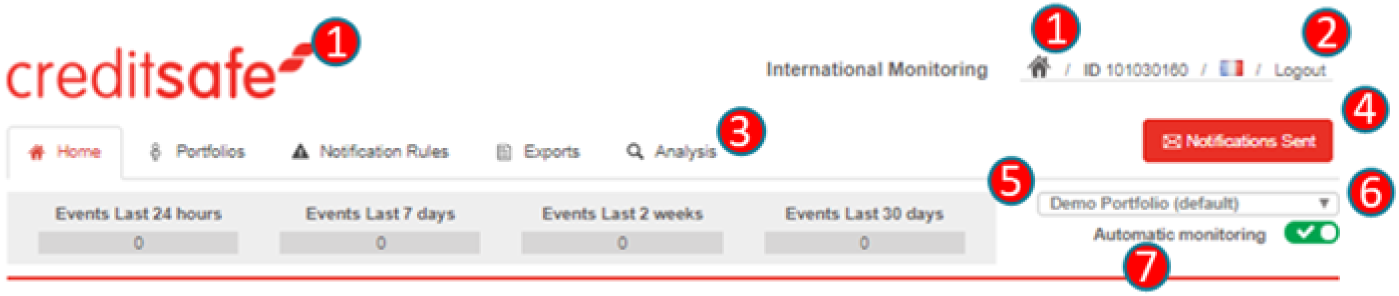


Accessing the Global Monitoring Interface

To access the Global Monitoring interface, select 'Monitoring' from the main menu once you have logged into the Creditsafe website. From here you can add individual companies to each of your portfolios, or choose to upload a bulk file and add all the companies in the file to Monitoring.

The second option is to click the monitor button that is on all company credit reports across the 18 countries available.

The Menu Explained



The header section is available on all pages.

1. Clicking on the Creditsafe logo or the home icon returns you to your Creditsafe home page.

2. Clicking here logs you out.

3. The tabs allow you to navigate between the different pages of the Global Monitoring product.

4. Clicking here displays the messages that you have been sent over the last 30 days, including alert emails, import reports, sync reports and export reports (Figure 1).

Figure 1 - Notifications Sent Pop-up

5. The Events block displays the number of events that have happened for the selected portfolio in the last 24 hours, 7 days, 2 weeks and 30 days respectively.

   Clicking on the number displayed launches a pop-up window showing the companies in the selected portfolio that have changed in that date range (Figure 2).

   You can link to the full report for a company by clicking on the company's name; the list can also be sorted by country, date, name and event.

Figure 2 - Recent Events Pop-up

6. This dropdown allows you to select the current portfolio from those that you have set up (Figure 3) or you can select "All Portfolios" which will show you an aggregation of the data contained in all of your portfolios.

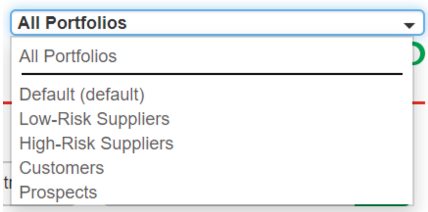


Figure 3 - Portfolio Selection Dropdown

7. The 'Automatic Monitoring' toggle allows you to enable or disable automatic monitoring. If automatic monitoring is enabled, a company is automatically added to the default portfolio when a full report is viewed, provided you have the available credits.

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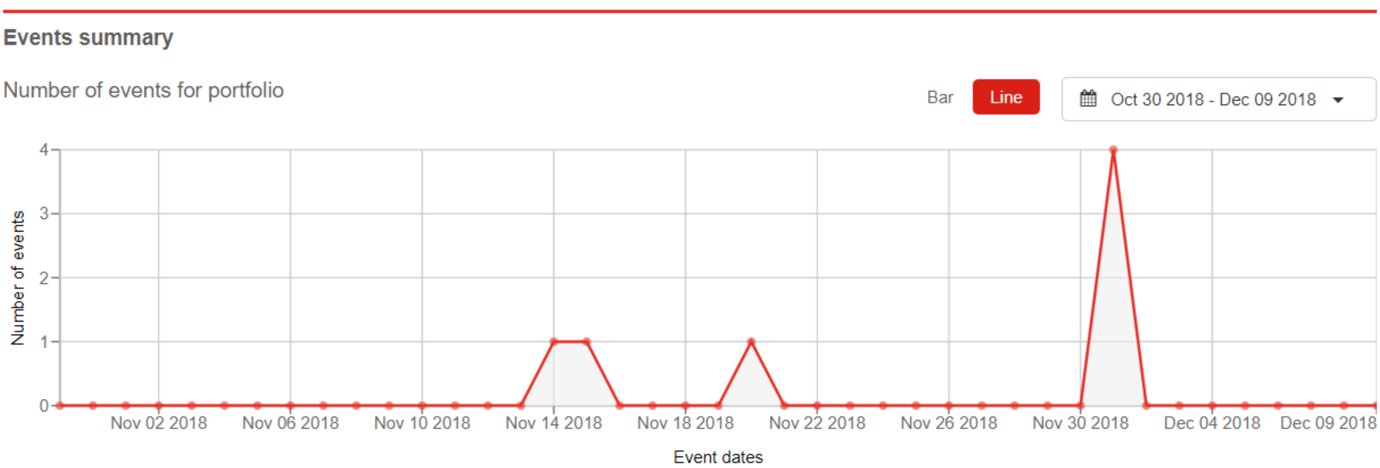
Home Tab

The 'Home' tab displays the recent events that have occurred for companies within a selected portfolio.

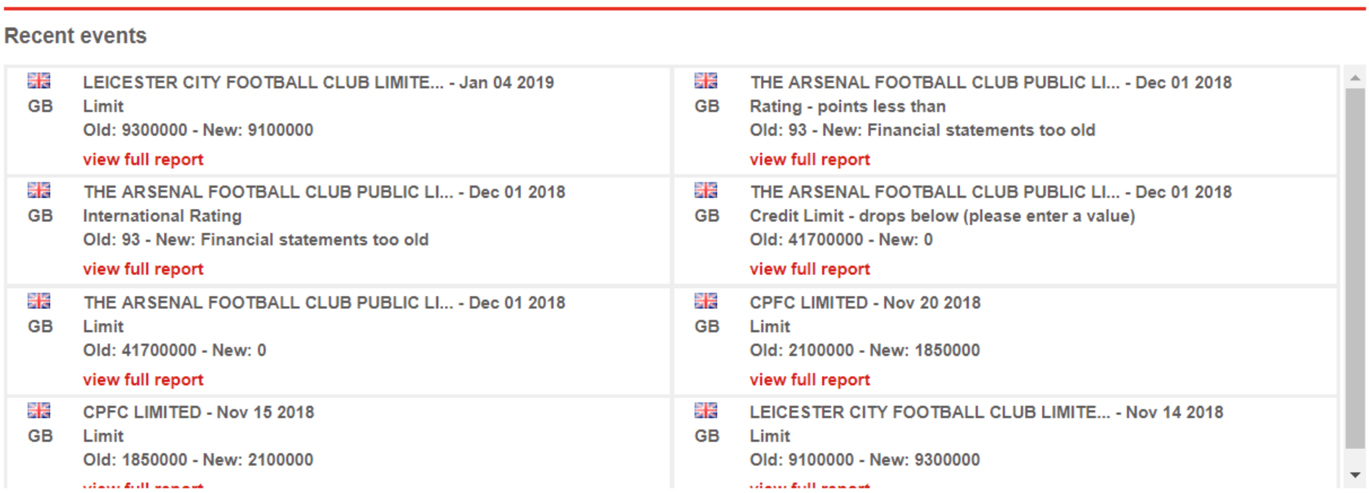
Events Graph

The Events Summary graph displays the number of events that have occurred within a particular timeframe for companies in the currently selected portfolio. The date picker dropdown allows you to choose from one of the four pre-set date ranges or to define a custom date range. This graph can be either a line graph or a bar chart, depending on the selected option.



Recent Events Table

The 'Recent Events' table shows the recent events that have happened to companies in the currently selected portfolio, in the time range selected in the dropdown.



By clicking on the "view full report" link below any of the events displayed, you will be re-directed to the relevant company's full credit report.

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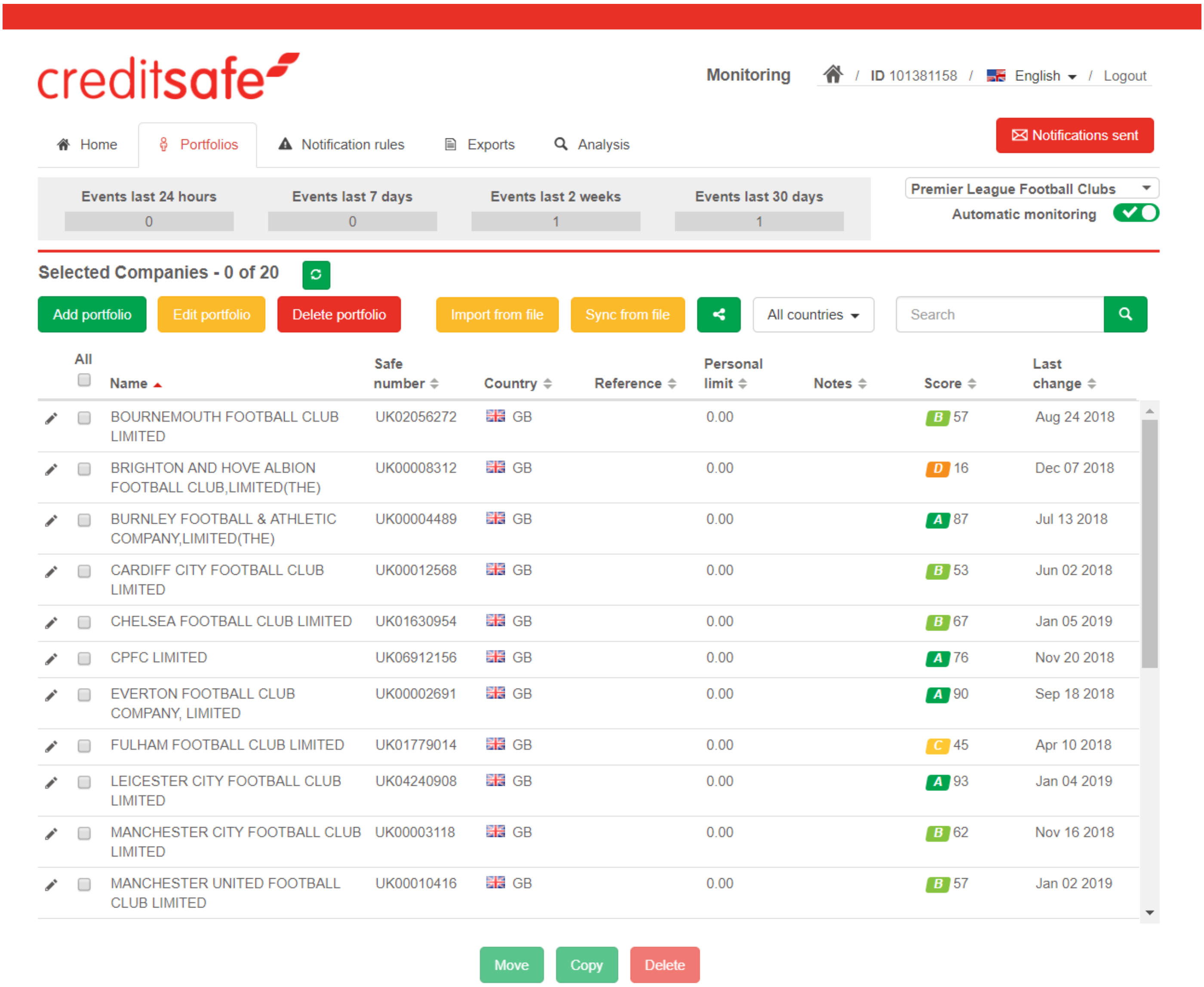
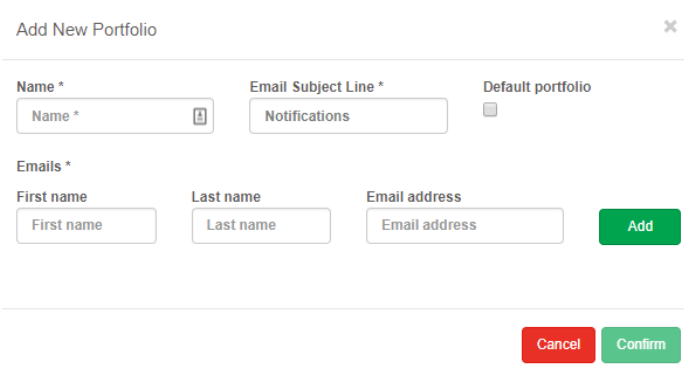
Portfolios Tab

The ‘Portfolios’ tab allows you to edit, update, create and delete portfolios.



Add New Portfolio

This allows you to add an additional portfolio and determine the email addresses that alerts will be sent to. The ‘Default portfolio’ button allows you to mark this portfolio as the default portfolio that companies will be added to when automatic monitoring is enabled.



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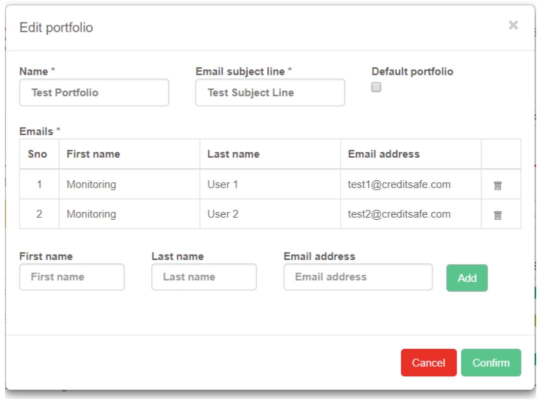
Delete Portfolio

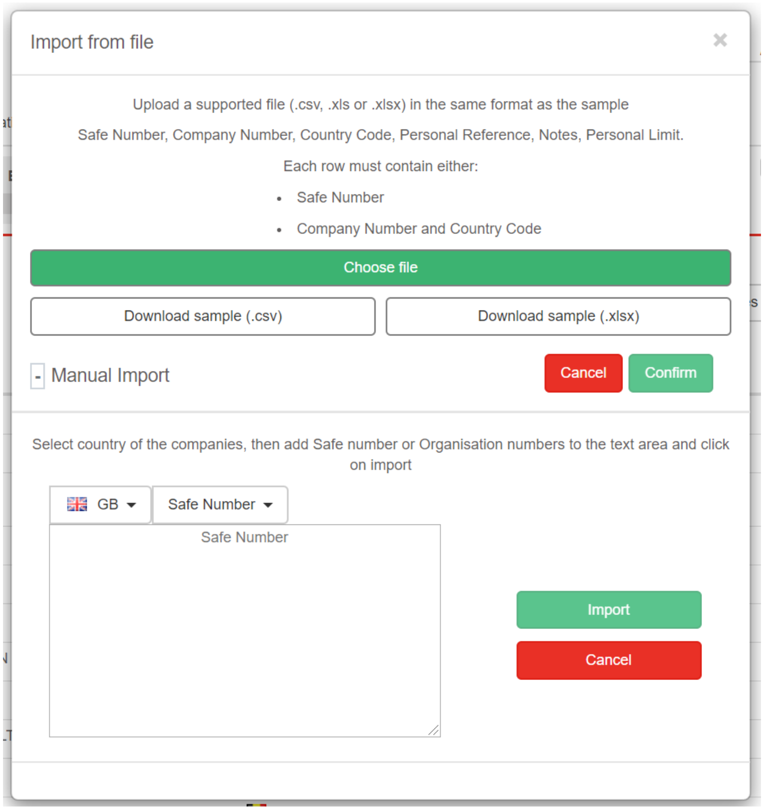
This allows you to remove the portfolio, and the companies within it, from your user. This option is only available on portfolios that are not marked as your default portfolio.

Edit Portfolio



This allows you to make changes to the settings for the current portfolio. Contact email addresses can be added and removed here. The ‘Default portfolio’ button allows you to mark this portfolio as the default portfolio that companies will be added to when automatic monitoring is enabled.

Import from File



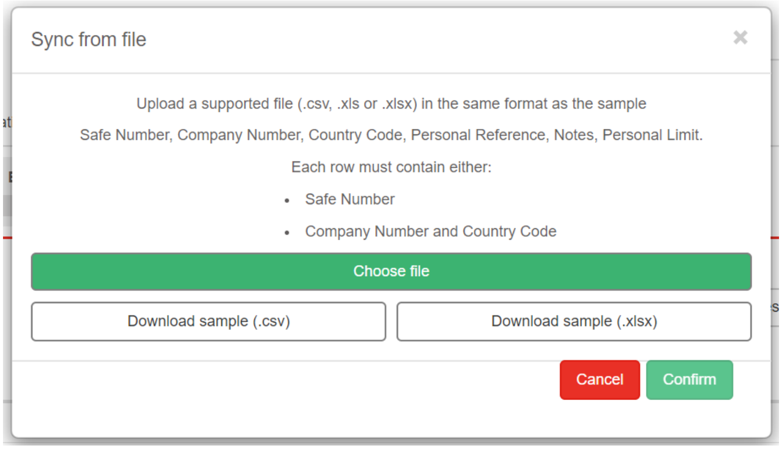
This allows you to import a list of companies to add to the selected portfolio along with some personal information for the company. The company information must be in the requested order and the file must in either a .csv, .xls or .xlsx format (a sample can be downloaded by clicking one of the ‘Download sample’ buttons). The ‘Choose file’ button allows you to select the file to import and the import will process once you click ‘Confirm’.

The import process will add all of the companies in the file to the currently selected portfolio as long as you have available credits. An email will be sent to you once the file has been imported and processed and you will receive notifications on events from these companies once the successful import is complete.

Clicking ‘Manual Import’ allows you to import a bulk list of companies for the chosen country using either their ‘Safe Number’ or ‘Organisation Number’* separated by a line break.

*Importing via organisation number is not currently supported for all the available countries.

Sync from File

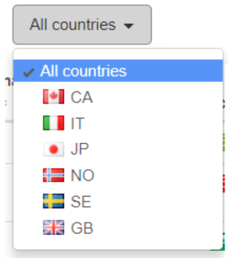


This allows you to sync the selected portfolio to an uploaded list of companies. The company information must be in the requested order and the file must be in either a .csv, .xls or .xlsx format (a sample can be downloaded by clicking one of the 'Download sample' buttons). The 'Choose file' button allows you to select the file to import and the synchronisation will process once you click 'Confirm'.

The synchronisation process will replace any existing date in the selected portfolio with information from the file provided. Any data within your portfolio that does not match will be deleted, including companies that are not present in the uploaded file.

The process will only merge the file with the current portfolio if you have available credits. An email notification will be sent once the synchronisation has successfully been processed.

Country filter

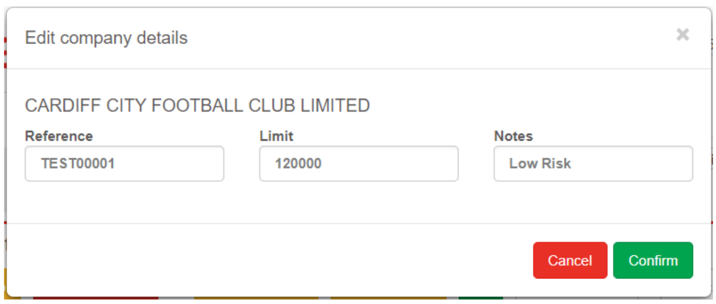


The country filter dropdown allows you to filter the list of companies displayed for the currently selected portfolio. The dropdown will only contain the countries that are represented in the portfolio.

Company Search

The search function allows you to find a specific company within the currently selected portfolio. A search can be performed against the company's 'Name', 'Safe number', 'Reference' and 'Notes', with the results displayed on the screen.

Companies Table

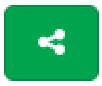


The companies table displays all the companies within the selected portfolio.

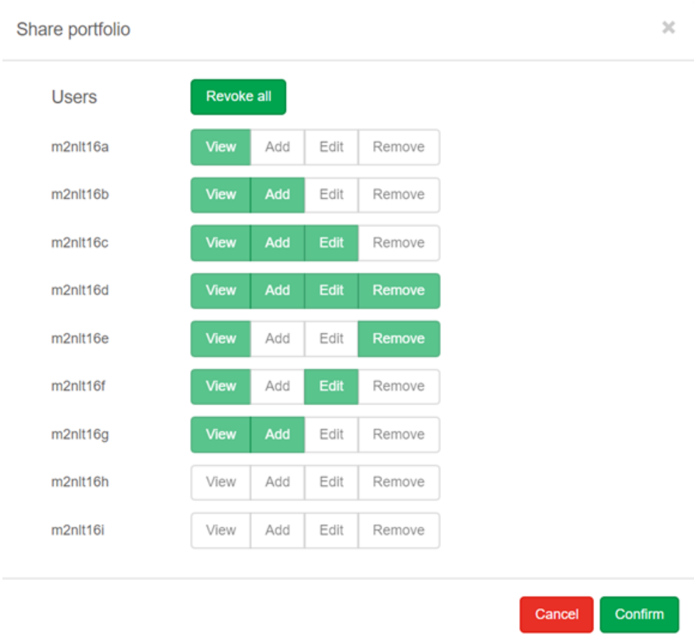
Clicking the edit icon ( ) for a company allows you to edit the 'Reference', 'Personal Limit' and 'Notes' for the given company.

Clicking the remove icon ( ) for a company will remove the company from the currently selected portfolio.

Share Portfolio



The share portfolio button allows you to share the currently selected portfolio with a list of users. To share a portfolio, the user must have logged in and accepted the terms and conditions. Permissions can be set for each user. The 'Revoke all' button will revoke all permissions for shared users. The permissions are detailed as follows:



View
The portfolio will show in the shared users' portfolio list. They will be able to view the portfolio but they will not be able to change it in any way. No other permissions can be created without *View*.

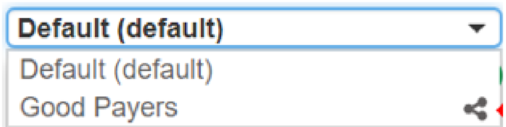
Add
The shared user will be able to add other companies to the shared portfolio either from an import file or manual list, a company cannot be added directly from a report.

Edit
The shared user will be able to change the settings of the portfolio and the notifications that are generated.

Remove
The shared user will be able to remove companies from within the portfolio, but they cannot delete the portfolio.

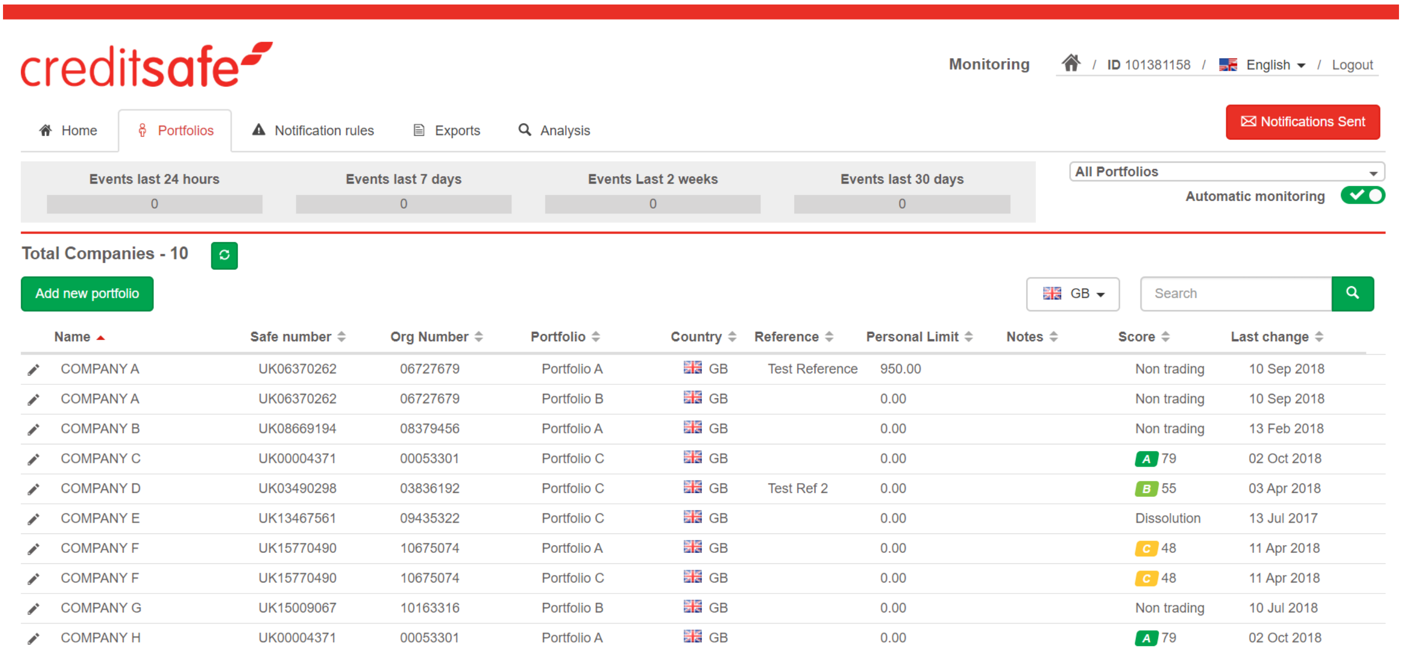
If the shared user has both the *Add* and *Remove* permissions, they can use the sync function. To share a portfolio with another user, the user must have accessed the Global Monitoring product and accepted the terms and conditions.

Users who have access to shared portfolios will see these in their available portfolio list (a share icon will signify that the portfolio is a shared portfolio).



All Portfolios

If you select “All Portfolios” from the portfolio selection drop-down, the Portfolios tab will display all companies currently monitored across all of your active portfolios.



Name	Safe number	Org Number	Portfolio	Country	Reference	Personal Limit	Notes	Score	Last change
COMPANY A	UK06370262	06727679	Portfolio A	GB	Test Reference	950.00		Non trading	10 Sep 2018
COMPANY A	UK06370262	06727679	Portfolio B	GB		0.00		Non trading	10 Sep 2018
COMPANY B	UK08669194	08379456	Portfolio A	GB		0.00		Non trading	13 Feb 2018
COMPANY C	UK00004371	00053301	Portfolio C	GB		0.00		A 79	02 Oct 2018
COMPANY D	UK03490298	03836192	Portfolio C	GB	Test Ref 2	0.00		B 55	03 Apr 2018
COMPANY E	UK13467561	09435322	Portfolio C	GB		0.00		Dissolution	13 Jul 2017
COMPANY F	UK15770490	10675074	Portfolio A	GB		0.00		C 48	11 Apr 2018
COMPANY F	UK15770490	10675074	Portfolio C	GB		0.00		C 48	11 Apr 2018
COMPANY G	UK15009067	10163316	Portfolio B	GB		0.00		Non trading	10 Jul 2018
COMPANY H	UK00004371	00053301	Portfolio A	GB		0.00		A 79	02 Oct 2018

A new column is added to the Companies table to display the name of the portfolio that the company is monitored in and the following features are not available whilst “All Portfolios” is selected:

- Edit Portfolio
- Delete Portfolio
- Share Portfolio
- Import / Sync from File
- Move / Copy / Delete

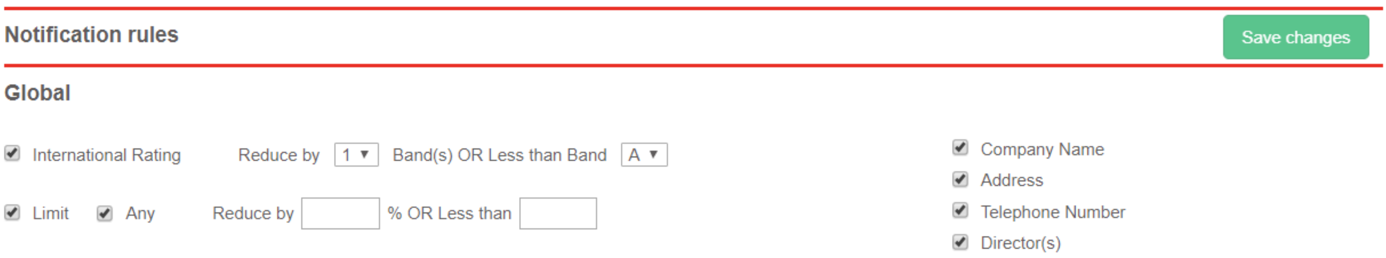
Notification Rules

The ‘Notification Rules’ tab allows you to set the alert parameters for the selected portfolio.

There are two sections:

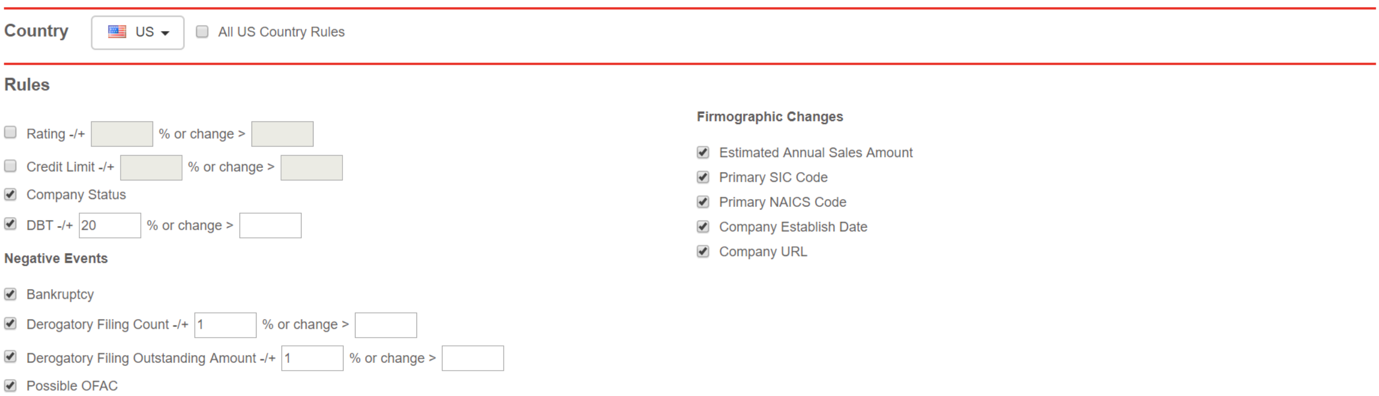
Global Rules

These are the rules that can be applied to any company from any country.



Local Rules

These are the rules that can be applied to each individual country, the list is defaulted to your domestic country. If you have international credits, you can apply rules to events for other countries by selecting them in the drop down list.



There is also a checkbox to enable/disable all local rules for the currently selected country.

Once you have made the changes you can confirm with the ‘Save changes’ button.

Exports

The ‘Exports’ tab allows you to access archived reports, view the scheduled reports and create a new report that is either scheduled or immediate.

Previous exports

The items can be sorted by any column and contain the archived exports, from either immediate or scheduled exports, this information will be stored for three months.

Previous Exports

	Name	Type	Export Date	Size
	Financial Companies	Immediate	14/10/2016 0:00:00 AM	10MB
	Insurance Companies	Scheduled	14/10/2016 0:00:00 AM	135MB

You can download the export by clicking on the download icon ( ).

Scheduled Exports

The items can be sorted by any column and represent the exports that are scheduled.

Scheduled Exports

		Name	Portfolio	Last Export	Next Export
		FMCG	All	1/9/2017 4:01:20 AM	1/10/2017 4:01:20 AM
		Construction Companies	Construction	14/6/2017 9:45:00 AM	14/12/2017 9:45:20 AM

The content and schedule of an export can be adjusted by clicking on the corresponding edit icon ( ).

Scheduled exports can be cancelled/removed by clicking the remove icon ( ).

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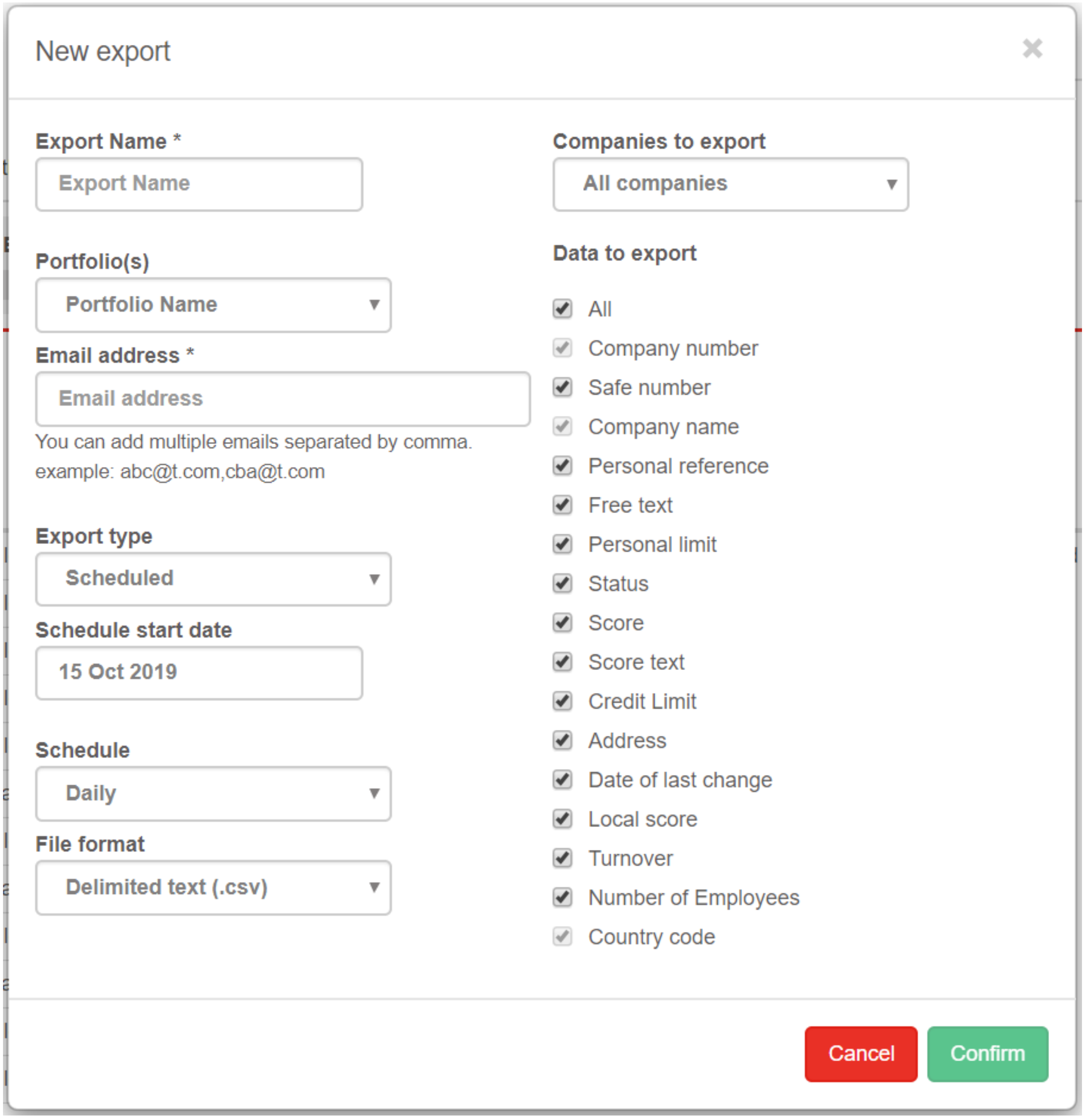
New Export

You can create a new export by clicking the 'New Export' button.

Exports must be given a name and at least one valid email address. An export can either be 'Immediate' or 'Scheduled' for a specific date. If the export is scheduled, you can set the occurrence frequency.

You have the choice to export either all companies in the chosen portfolio or only those that have had events in the chosen date range.

Each row exported will count against your export credits for either domestic or international usage.

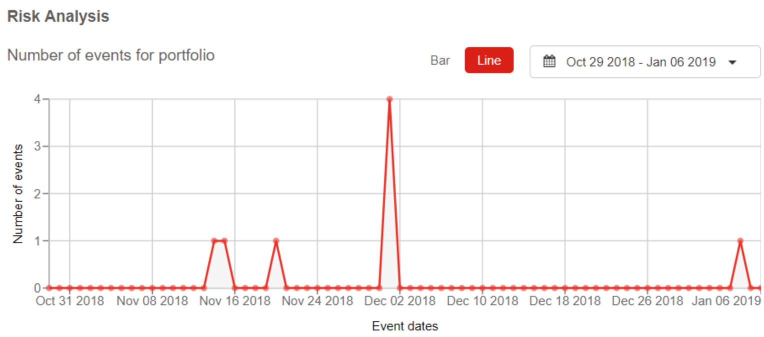


Analysis

The ‘Analysis’ tab presents the risk analysis data from the selected portfolio.

Events graph

This graph displays the number of events that have occurred within a particular timeframe for companies in the currently selected portfolio. The date picker dropdown allows you to choose from one of the four pre-set date ranges or to define a custom date range. This graph can be either a line graph or a bar chart depending on the selected option.

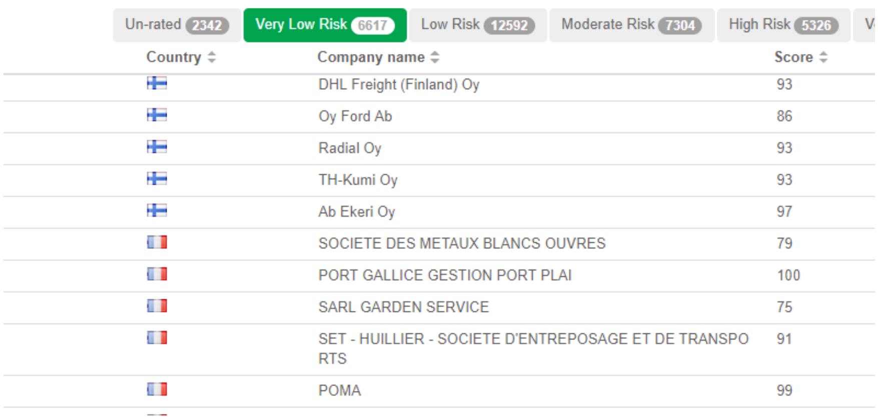


Banding Pie Chart

This pie chart represents the percentages of companies in the selected portfolio broken down by risk banding. Hovering over the pie chart updates the centre text with the corresponding percentage of companies per risk banding. Clicking on the pie chart updates the company banding table below with the selected banding.

Banding Table

This table shows all the companies in the selected portfolio that are in the selected banding. You can change the banding via the pie chart or the tabs above the table. All of the columns are sortable and all company names link you to the full company report.


Un-rated 2342 | Very Low Risk 6617 | Low Risk 12592 | Moderate Risk 7304 | High Risk 5326 | V

Country	Company name	Score
	DHL Freight (Finland) Oy	93
	Oy Ford Ab	86
	Radial Oy	93
	TH-Kumi Oy	93
	Ab Ekeri Oy	97
	SOCIETE DES METAUX BLANCS OUVRES	79
	PORT GALLICE GESTION PORT PLAI	100
	SARL GARDEN SERVICE	75
	SET - HUILLIER - SOCIETE D'ENTREPOSAGE ET DE TRANSPORTS	91
	POMA	99