



AIG QUICK GUIDE Submitting a claim via TradEnable Xtra

EU Version 1.0



How to Submit a Claim on TradEnable Xtra

TradEnable Xtra is accessed using the web address https://tradenablextra.aig.com/

A login screen like the one below will display. Enter the Login ID and Password we have provided and click Login.



If you can't remember your Password, click the Reset option to create a new one.

We strongly recommend that the latest invoice data is uploaded before a claim is submitted so that we are working with the most recent invoice information for the Buyer being claimed.

1. Once logged into TradEnable Xtra, you will be presented with the Dashboard. Enter the Buyer List on the top right of the Dashboard which is highlighted on the screen below.

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COLOR REPORTED AND				
GBP 40,864,888	Active Buyers	Average Terms 45.7 days	Late Payment Days 13.6 days	Cover Suspension
Summary		Aged D	ee l	
12-May-2023 at 19:11 Data Last Refreshed	75.30% % Coverage	The pie	chart below shows the ledger balance by ageing category.	
			Ledger B	Salance by Ageing Category
GBP 517,610 12-month cost of Late Payment	GBP 463,569 23 Uttimed Activ	e Accounts	Not Ye	et Due GBP 680,870
			Overd	due 1-30 days GBP 5,397,466
			98.3% Overd	due 31-50 days GBP 16,808,928
A Free Complement			Overdue Overd	tue 61-90 days GBP 15,206,320
-oscy compliance			Overd	tue 91-120 days GBP 818,028
To comply with the Terms & Conditions of your cre status. TradEnable Xtra helps satisfy many of your	dit insurance policy you must report any customer account compliance requirements by automatically reporting inform	s that are reportable or have the cover suspension nation to your insurer on your behalt.	Overd	tue 121+ days GBP 1,958,449
Next Overdue Report	Now			
Compliance Actions	Reportable Accounts	0	Total unalloca	ated of GBP 5,173 not included.
	Cover Suspension Accounts	183		
	THE REAL PROPERTY OF THE PROPE			

- 2. Identify the relevant Buyer on which you wish to submit the claim from the list by selecting the Buyer Name.
- 3. This will open the Buyer screen below. The highlighted Claims tab should then be selected to begin the claims submission process.

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M HERCH TENTLE COMP	en acceptointig					
GBP Ledger Balance 1,423,945	Coverage 1.40%	Oldest Issue Date 08-Feb-2023	Late Payment Days 20.4 days	Account Status Suspended		
Summary Limit History Invoices	Unaflocated Rems Cleared Balances Claims	Notifiable Events				0
Identification			Status			_
Buyer Details			GBP 20,000 Credit Limit	Very High Risk Late Payment		
Identification %	territorial family desired		Manufacturing Apperei & Finished Products made from fab.	Private Limited Company Started business in 1925		
Parent Details	Water the same report					- 1
			Lodas Limit		CBR 30 000	_
Aged Debt			1 Year HCB of GBP 137,644 established on 24-Jun-2022 using a cleared I	balance realised 24-Jun-2022. MEP = 60 days. Risk Multiple	GDF 20,000	
The pie chart below shows the ageing of your current receivables with this buyer.	t ledger balance with this buyer. The overdue % compares th	e overdue net receivables and the total net	of 150% then applied. Rounding up to nearest 5,000 = 210,000. Platform : Credit DCL None. Click the Edit icon to create a Credit DCL for this buyer	GBP 0, Celling = GBP 20,000.	± 🖋 None	
	Ledger Balance by Ageing Category		Insurer Limit None. Click the Edit Icon to apply for an Insurer Limit for this buyer		P None	
100.0% Overdue	Overdue 1-30 days Overdue 31-40 days Overdue 31-40 days Overdue 81-90 days	08P 233.314 08P 473.037 08P 497.594				-

4. You will then see a summary of the Claimable Transaction on the Buyer file and have the option to view the Outstanding Invoices to ensure the latest uploaded data reflects the amount being claimed. When the amount being claimed has been confirmed, you should select Initiate a Claim.

GBP 1,423,9	lance 145	Coverage 1.40%		# Oldest issu 08-Feb-	2023	Late Payment Days 20.4 days		× Account Status Suspended	
immary Limit)	listory Invoices	Unatiocated Items Cleared Balar	ces Claims	Notifiable Events					
aimable Transaction	s (GBP)				Loss Status				
Year - Month	Transactions	Invoice Amount	Balance	Claimable					
2023 - 02	18	497,594	497,594	497,594	Amour	it Claimable	U		
2023 - 03	31	673,037	673,037	673,037					
2023 - 04	12	253,314	253,314	253,314	0				
Total	61	1,423,945	1,423,945	1,423,945			100	Loss First Hogistered	
Totat	61	1,423,945	1,423,945	1,423,945	Status		6	Loss Pirst Hogistered	

- 5. A pop-up screen will then appear which will be partially populated by the system based on the data held. You are now able to input further information regarding the claimed invoices- including security held, payments/ credits received and your contact information.
- 6. Once all fields are completed, select Submit to register the claim with AIG.
- 7. Proceed to the screen below where you are ready to download your Claim Form for completion.

To complete your claim submission, please for 1. Download and sign a completed Claim	ollow the steps below: Form	Download	l Claim Forn
2. Provide all required documents below:			
	Document Type	Mandatory	Provided
Claim Form		0	0
Contract of Sale (if open account: purchase of	O	۲	
Correspondence & File Notes		8	
Credit Agency Report / DCL Support		8	
Insolvency Documents			0
Other			0
Payment Instructions		0	0
Select Upload Type	Please Select	 ✓ Select 	t Documents
Please note that checking the box on page 4 claim filing will expedite the processing of you presented to you for completion upon claim a	of the Claim Form to activate the Section 9. Release and Assign ur claim. If you do not activate the Quick Release at the time of o upproval.	nment form (Quick Release) claim submission, a Quick Rel	at the time of lease will be
01-1			

8. Please note that the Mandatory required documents (Claim Form, Contractual Documents and Payment Instructions) displayed above must be uploaded for the claim to be submitted successfully to AIG. A green tick will be displayed once a document has been uploaded to any of the respective categories.

The Claim Form should be signed and, where possible, the Quick Release should be elected to expedite the claim process as much as possible.

9. Use the Upload Zone highlighted below to attach the supporting transaction documentation as well as the signed Claim Form you downloaded under Step 8. See Step 10 for more detail on typical claim documents to upload.

Summary	Limit History	Invoices	Unallocated Items	Cleared Balances	Claims	Notifiable Events		
aim Actions	5							
To complet	e your claim submiss	sion, please follo	w the steps below:					
1. Down	load and sign a com	pleted Claim Fo	rm				Download	l Claim Form
2. Provid	de all required docur	ments below:						
			Document T	ype			Mandatory	Provided
Claim Form	1						0	ø
Contract of	Sale (if open accou	nt: purchase ord	er, invoice, shipping docur	nent)			0	Ø
Correspondence & File Notes							0	
Credit Ager	icy Report / DCL Su	pport						0
Insolvency Documents							0	
Other								0
Payment In	structions						0	0
Select Uplo	ad Type			Please Se	lect		✓ Select	t Documents
Please note the process approval.	e that checking the b sing of your claim. If	oox on page 4 of you do not activa	the Claim Form to activate ate the Quick Release at th	e the Section 9. Release a he time of claim submission	ind Assignment on, a Quick Rele	form (Quick Release) at ease will be presented to	the time of claim fil you for completion	ing will expedit upon claim

Claim Form Signed 📝

Quick Release Elected OYes No

10. TradEnable TradEnable Xtra now provides you with the ability to upload various types of documentation to AIG as part of your claim submission. By providing these documents to AIG as early as possible, you will be able to benefit from the most efficient claims process possible, from agreeing liability of the claim through to indemnification.

For each claim, please provide the following documents:

DOCUMENT	DESCRIPTION	NOTES
Claim Form Mandatory	Document to be signed by the authorized representative of the insured which is required to formally make a claim on the Policy.	TradEnable Xtra automatically generates this document for you to download, execute and upload.
Contract of Sale and Transaction Documents Mandatory	The terms and conditions agreed between you and the Buyer concerning the claimed transactions which may include invoices, shipping documents and purchase orders.	Where there is a large number, a reasonable sample size of each document type may be provided.
Payment Instructions Mandatory	These are the details of the bank account to which you wish a claim payment to be made.	Preferably this will be provided on your letterheaded paper.
Correspondence & File Notes	Any email and/or written communication with the Buyer regarding the claimed goods and the steps taken to request payment of the invoices.	Optional but recommended. Please try to provide this to enable the adjuster to determine the liability position as quickly as possible.
Insolvency Documents	Where applicable, the documents confirming the formal insolvency of the Buyer.	Upload documents concerning the insolvency or pre-insolvency proceedings of the Buyer.

AIG will be notified of the claim submission and be able to view the documents uploaded when the claim is submitted and at any later point in the event you wish to upload further documentation. An adjuster will contact you via email with further updates regarding the status of the claim. Once the claim is allocated an AIG claim number, the Loss Status field will update along with the Status field which will be amended to Paid in the event the claim is agreed and paid.

Should you have any other questions, please reach out to your local Trade Credit contacts who will be able to assist you further.



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