

Atradius Credit Insurance

Atradius Atrium FAQs

Common FAQs for our credit management hub, Atradius Atrium.

Atradius Atrium is our easy-to-use online platform for managing trade credit insurance. It offers a single point of access to your policy information, credit cover decisions, and key business interactions with Atradius, enabling efficient collaboration and streamlined policy management.

How to apply for a credit limit

1. Click the **buyer search** button in the top-right corner
2. Select '**my buyers**' for existing credit limits or '**new buyers**' to search for new buyers
3. On the left, choose an identifier (company registration, Atradius buyer ID, or VAT). Alternatively, on the right you can search by name and address
4. Choose the correct buyer from the results, open their profile, and click **apply**
5. Add the amount and select the type of cover (credit check, credit limit, or indication)
6. Optionally attach further information and include notes under **other information**
7. Click **submit application**

How to submit a non-payment

1. Search the buyer using the **buyer search** button in the top-right corner
2. Use '**my buyers**' for existing credit limits, or

'new buyers' for discretionary cases

3. On the buyer's profile click **submit a non-payment** on the right side
4. Enter invoice details and click the green tick to confirm
5. To submit:
 - A **monitor/claim** case: tick the box for a claim
 - A **monitor only** case: untick the box for a claim and then tick the box 'Do you have a payment plan'. You will be required to provide the payment plan proposal here to enable submission
 - A **collection only** case: leave both boxes unticked
6. Fill in the mandatory details box (required if payment plan was ticked)
7. Attach any supporting documents and provide additional context in **additional information** explaining what led to the submission
8. Click **submit** and then **yes** to confirm the total



What to do before submitting a non-payment

1. If there's a payment plan, mark the case as **monitor** or **claim/monitor** not claim/collection
2. Add invoices individually or grouped by month, not as one lump sum
3. Include net and gross amounts if VAT applies
4. Upload a credit report or trading history to support the discretionary credit limit
5. Add any relevant details, including debtor contact info

What documents are needed when submitting a non-payment

To ensure the case progresses, please upload the following supporting documents:

- Statement of accounts
- Invoices
- Proof of discretionary (if applicable)

How to download an invoice

1. Select **policies** on left-hand side
2. Select the **invoices** tab
3. Use the filter options to locate the invoice.
For best results, set the date filter to go back one extra month beyond the expected range
4. Select **download** when found

How do I update policies, request endorsements, or manage access

Please email our Customer Service Team at **CST@atradius.com**, including your policy number in the message.

Be sure to provide the **full name** and **email address** of the individual(s) who require access or endorsements.

What does Atradius Analyser do

It enables you to understand your business's risk profile, benchmark against similar businesses, and identify potential customers and markets.

How to create a new buyer

1. Navigate to **buyer search** located at the top right corner of the page
2. Select the **new buyers** tab to begin your search
3. Use the **left panel** to search by Atradius buyer ID, company registration number, or VAT number
4. Use the **right panel** to search by buyer's name and address
5. **No results found?** If your search returns no results, click the link provided below the onscreen message to create a new buyer
6. **Create the buyer profile** by filling in as many details as possible about the buyer
7. Once complete, click **create**

Need more information?

Check out our Customer Service page on our website [here](#).

Find more FAQs [here](#).

Watch our Atrium demo video [here](#).



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