EXIM Online (EOL) Guide for Exporters and Brokers:
Reporting Shipments and Overdue Receivables

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NOTE: This guide applies to Multi-Buyer policies (Express, ENB, ESC) and Single Buyer (ESS). There are some minor differences in the data inputs for these policies. For example, you cannot add a new buyer in an Express or ESS policy. Otherwise the general process is very similar.

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Shipment Reporting Requirements and Best Practices

- Check the Country Limitations Schedule (CLS) before shipping, and sign up for automatic email notification of CLS changes
  (https://public.govdelivery.com/accounts/USEXIM/subscriber/new)
- Review Article 3 of the multi-buyer and single buyer insurance policies describing what constitutes an insured transaction
- Review the definition of a “buyer obligation” in the Definitions section of the insurance policy
- Check the insurance policy parameters to make sure the shipment is within the authorized amounts (SBCL, DCL) and payment terms
  - EOL will let you report certain shipments even if the shipment is not fully eligible
  - The appearance of a buyer on your buyer list does not automatically mean a shipment to that buyer will be eligible
- Record shipments as they are made
  - You cannot report a shipment date in the future
- Submit shipment reports monthly but no later than the end of the month following the month of shipment
  - Shipments reported afterwards will be considered late and coverage for that shipment could be denied
  - You may submit shipment reports and pay premium each time you report shipments. However, it may be more efficient to record the shipments as you ship, but submit the shipment report and pay premium only once after the end of the month
- If there are no shipments for a month, affirmatively report no shipments in EOL; do not skip reporting for that month
- You may bundle multiple invoices to the same buyer together
  - You do not have to report and submit separately for each individual invoice to the same buyer
- You can only add a new buyer to its buyer list when you first go to ship to that buyer
  - You cannot add a buyer unless you immediately report a shipment after adding the that buyer
- Enter the buyer’s full legal name and use it consistently
- Report overdues (if any) before you report shipments; EOL will automatically prompt you to do this
  - Only required to report overdues of $25,000 or more AND that are more than 90 days past due
  - Update any previously-reported overdues before you report shipments
  - Stop shipment clause in the insurance policy requires the exporter to stop shipping if buyer is past due by $2,000 or more and more than 90 days past due
- You should open the link to the certification and read it before submitting the shipment report
- Brokers can help the exporter complete shipment reporting in EOL, but the exporter must make the final submission and pay the premium. Credit card and ACH is preferred.
This guide will show you how to report and update overdue receivables during the shipment reporting process. But you can also report new overdues and update existing overdues from the home landing page using any one of the following links (see the landing page below):

- “Report Overdues”
- “Insurance In Force/Recently Expired Policies”
- “Search Portfolio”. See the section starting on page 20.

Where to Begin Reporting Shipments and Overdue Receivables

1. You can initiate a shipment report in one of two ways. The first way is to click on “Report Shipments” from the landing page and select the applicable policy. You will then be taken to a screen to report overdues information. The second way is to click on “Insurance in Force/Recently Expired Policies”, and select the applicable policy. This second method will then take you to the home page for that policy, which provides important details about the policy (e.g. DCL limits, SBCLs, policy endorsements). We recommend you use this second method so you have the benefit of this information before you start reporting shipments.

NOTE: The screen below is the exporter’s landing page view. There are a few minor differences compared to the broker’s landing page view. However, those differences will not affect shipment reporting.
How to Report Shipments and Overdue Receivables

**Reporting and Updating Overdue Receivables**

1. Begin reporting shipments by clicking on “Report/View Shipments”
2. Before viewing or reporting shipments, you must provide any information about overdues. The screen below will always appear before you can begin reporting shipments. You must report overdues for any buyer > 90 days past due (if more than one invoice for the buyer, base this on the oldest invoice), and with a past due balance of ≥ $25,000. You may, but are not required to, report overdues that do not meet the above criteria. Keep in mind that, except as otherwise provided for in the insurance policy, the policy requires the exporter to stop shipping to a buyer if that buyer is overdue by > 90 days and ≥ $2,000. In this example, we will add overdue receivables, and then update existing overdue receivables.

   Click “Add overdue receivables” and then click “Continue”

   ![Image of Add Overdue Receivables Screen]

   You must report any new overdue receivable that is > 90 days past due and ≥ $25,000. You may, but are not required to, report other overdues. EOL will reject a shipment to a buyer if there is a reported overdue on that buyer. Except as otherwise provided for in the insurance policy, the insurance policy requires you to stop shipping to a buyer that is past due by ≥ $2,000 and > 90 days. If you report a shipment when there is an overdue that was not reported but breaches the stop-shipment threshold, coverage for that shipment could be denied.

3. Enter the information about the buyer and the shipment month, and click “Get Results”

   ![Image of Overdue Receivables-Shipment Search Screen]

4. The buyer will appear with a list of shipments you previously reported, including those shipments for which you previously reported an overdue (if any), and a corresponding overdue confirmation #. Click the “Add Overdue” link for the applicable shipment.
5. Enter the required information about the overdue receivable and click “Continue”
6. To add another overdue, click on “Add Another Overdue Receivable”. If you don’t want to add another overdue receivable, skip to #8 below.

7. This will take you back to the shipment search screen, where the new overdue you reported has been assigned an overdue receivable confirmation number in the “Add/Update Overdue” column. From this screen you can report additional overdues on that buyer, or search for, and report overdues on, other buyers, per the previous instructions.

8. If you don’t want to add another overdue receivable, click on “View/Update Overdues”

9. This will take you to a screen with a table of all reported overdues. From this screen you can search for specific overdues using the filters at the top of the screen and “Get Results” button, or update specific overdues by clicking on “Edit” next to the applicable overdue entry.
10. Update the past due information. If the entire overdue has been paid, enter “0” for the “Overdue Amount”, and Click “Continue”.

When the overdue is completely paid off, enter “0” in for the “Overdue Amount”. If a partial payment is made, adjust this amount to show the revised balance due.
11. If you are done reporting and updating overdue receivables, click on the “New/Saved Shipments” link to return to the Add Shipment screen.

12. The Add Shipment home screen is divided into four parts:

A. A list of approved SBCL buyers and DCL buyers for which shipments were previously reported. NOTE: this list does not indicate if a buyer has a current SBCL.

B. A search function that lets you search for a specific buyer in your buyer list in A above, to add a new buyer, or update or remove a buyer. To search your existing buyer list for a specific buyer, enter information in one or more of the filters (buyer name, city, country), and click “Search Existing Buyer List”. The name of just that buyer will appear in the buyer list.

C. Information required to report a specific shipment

D. Any shipments you have already reported and saved but have not yet submitted

Selecting the Buyer to Report Shipments

1. If the buyer for which you are going to report shipments is already on your buyer list, skip to the next section Reporting the Shipments on page 12. If you are adding a new buyer, or want to update buyer information, click “Add/Manage Buyers”.

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2. To see if your new buyer is already in EXIM’s database, click “Search All EXIM”. You can also view and remove any of your existing buyers by clicking on the “View” or “Remove” links next to the buyer’s name on your buyer list. If you remove a buyer, it will be removed from the buyer list and appear in a separate section at the bottom of the screen. You will have the ability to view or restore the buyer to your buyer list.

3. Begin entering the buyer’s country and buyer’s name. If the buyer’s name appears in the list that is generated below, select it, and click “Continue”. You are taken back to the previous screen where the new buyer’s name will appear on your buyer list. Clicking “Back” will return you to the Add Shipment screen (skip to the next section Reporting the Shipments on page 12).
4. If the buyer does not appear in EXIM’s database, click “Add New Buyer”, and enter the required details about the buyer. Then click “Add Buyer”. This buyer will now appear in the exporter’s buyer list for future shipment reports only if the exporter immediately reports actual shipments for the buyer at this time. If you don’t report a shipment, the buyer will disappear from the buyer list.
Reporting the Shipments

1. To report a shipment, select the buyer from the buyer list (1), enter the shipment details (2), click “Add Shipment” (3), and the new shipment will appear in the list of saved shipments at the bottom of the screen (4). Each shipment is assigned Confirmation #. There are also links to update or remove the shipment (5).

Disregard the underlined section

“Aggregated” Content Methodology refers to the aggregation of items on a single invoice which together meet the > 50% US content requirement

If reporting all shipments at the end of the month, the “Month-end Date” is the last day of the shipping month. If reporting as you ship, this is the date of shipment

The “Amount” is the total shipment amount, less any advances paid prior to shipment. It can include freight if listed on the invoice
2. Clicking on the link to the confirmation number will produce a summary of the shipment report. Click on “Back” to return to the Add Shipment screen.
3. If the shipment information is complete and accurate, click on “Validate Shipment”.

4. Review the Shipment Details at the bottom of the screen. Pay particular attention to any “Validation Message” that may appear for a shipment, which will indicate if the shipment was accepted (with any warnings, if applicable), or rejected. Each shipment is given a Shipment Confirmation #. You can update or remove the shipment, or review the shipment details by clicking on the respective links. Fill in the contact details at the top of the screen for the person that prepared the shipment report, and open the “Display” link to read the exporter’s certification. Click on “Submit Shipment Report” to submit the report to EXIM. The shipments you submit will no longer appear as saved shipments on the Add Shipment page.
5. The shipment report will be assigned a Shipment Report Confirmation #. Any validation messages will continue to appear. Click on “Pay Premium Due” to pay for the shipments.

6. Select the shipment(s) for payment, then click “Continue”.

7. Select the payment method and click “Continue. Your shipment will not be insured until payment is posted to your policy. Credit card payments are processed immediately. ACH payments take 1-2 days. Payments by check are not applied until the check clears your bank account.

If paying by credit card, and the card has both the company’s name and a person’s name, use the person’s name when providing the card details. Paying by check will slow down the processing of the payment.
8. Review the confirmation and click “Continue”

![Payment Confirmation Screen](image)

9. Click “Continue” to continue processing the payment. Enter the payment information for the type of payment being made, and follow the instructions.

![Payment Instruction Screen](image)

**Reporting No Shipments**

1. Exporters should submit a “No Shipment” report for each month when applicable. This lets EXIM Bank and the broker know that there were no shipments, and that the exporter did not simply forget to submit a report. Failure to report actual shipments and pay premium can jeopardize coverage. Each month EXIM Bank emails to brokers a list of any policies for which no shipment activity has been reported for that month.

2. To report no shipments, after initiating the shipment reporting process, click on “Report No Shipments”.

![No Shipment Report Form](image)
3. Enter the month and year and the contact information for the person that prepared the report. Click on the “Display” link to review the exporter’s certification. Then click “Continue”

4. You will receive a no shipment report confirmation #. You can also print the page.
**Viewing Shipment Information**

There are a few quick links on the right hand part of the screen that allow you to view specific shipping information.

**View Reports**

1. Clicking on the “View Reports” link allows you to view shipment information for a specific month and year. Enter the month and year to get the results for a specific month of the year. Enter just the year to get a report for that entire year. Then click “Get Results”.

2. Click on the Shipment Report Confirmation # to review all the shipments in that specific report.

Reminder: Shipments are not insured until premium is received.
3. You can then click on a Shipment Confirmation # and view the details of a specific shipment. Any shipment validation warnings associated with that shipment will also appear.

View Rejected Shipments

1. Clicking on “View Rejected Shipments” will display all shipments that were rejected. Clicking on the Shipment Confirmation Link will show the details for that rejected shipment.
View Pending Review Shipments and View Late Shipments

The “View Pending Review Shipments” and View Late Shipments” links allow you to view shipments that were reported late or payments that were received late, and are being reviewed by EXIM to determine if the shipments are eligible.

Search Portfolio

1. You can also find and search for shipments using the “Search Portfolio” function from the home landing page. Click on “Search Portfolio”.

Act / Manage Transactions

- Act
  - Apply for a Letter of Interest
  - Apply for an Insurance Policy or Medium-Term Guarantee
  - Apply for Special Buyer Credit Limit (SBCL)
  - Continue a Saved Application

- Manage
  - Amend a Policy or Guarantee
  - Assign Insurance Policy Proceeds
  - Report Shipments
  - Make a Payment

Monitor Portfolio

- My Portfolio
  - Pending Applications
  - Pending Claims
  - Insurance in Force/Recently Expired Policies
  - Insurance Policy Assignments
  - Authorized Non-Operative Guarantees
  - Operative Guarantees
  - Search Portfolio

- Miscellaneous
  - Historical Trames
  - My Company Profile
  - Registered Users
  - Maintain Broker
2. Move your cursor over the “Shipments” heading and select the shipment category you want to review. You can narrow your search by using the filters at the top of the page.

![Shipments Filter List By:](image)

3. “Saved Shipments” will appear as in the screen below. They are shipments that you recorded but have not submitted or paid for. Note the footnote #1 in the “Shipment Confirmation” column. This alerts you that there was a warning or error message associated with that shipment.

![Saved Shipments](image)

**Disregard the underlined text**

4. “Accepted Shipments” will appear as in the screen below. They are shipments that you have recorded and that were accepted when they were validated. You may or may not have yet submitted the shipments and paid premium for them, as indicated by the “Paid” column.

![Accepted Shipments](image)
<table>
<thead>
<tr>
<th>Policy #</th>
<th>Type</th>
<th>Insured</th>
<th>State</th>
<th>Report Cont. #</th>
<th>Ship. Cont. #</th>
<th>Buyer</th>
<th>Country</th>
<th>Shipment Status</th>
<th>Shipment Date</th>
<th>Ship. Amount</th>
<th>Transaction Type</th>
<th>Terms</th>
<th>Premium Due</th>
<th>Ship. Indicator</th>
<th>Paid?</th>
</tr>
</thead>
<tbody>
<tr>
<td>654620</td>
<td>EGC</td>
<td>MD</td>
<td>MD</td>
<td>1070070901711</td>
<td>1599055</td>
<td>German Risers Spe</td>
<td>GERMANY</td>
<td>Accepted</td>
<td>09/27/2017</td>
<td>10,000.00</td>
<td>Open Account</td>
<td>1-30</td>
<td>95.00</td>
<td>DCL</td>
<td>Y</td>
</tr>
<tr>
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<td>EGC</td>
<td>MD</td>
<td>MD</td>
<td>1071109086236</td>
<td>1609972</td>
<td>Coop Lechera De Antioquia</td>
<td>COLOMBIA</td>
<td>Accepted</td>
<td>10/10/2017</td>
<td>10,000.00</td>
<td>Open Account</td>
<td>1-30</td>
<td>95.00</td>
<td>DCL</td>
<td>N</td>
</tr>
<tr>
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<td>1610011</td>
<td>Productos De Leche Sa</td>
<td>MEXICO</td>
<td>Accepted</td>
<td>09/30/2017</td>
<td>22,000.00</td>
<td>Open Account</td>
<td>61-90</td>
<td>208.00</td>
<td>DCL</td>
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