

coface



Infolcon

**HANDBOOK**  
YOUR ONLINE MARKETPLACE  
FOR BUSINESS INFORMATION



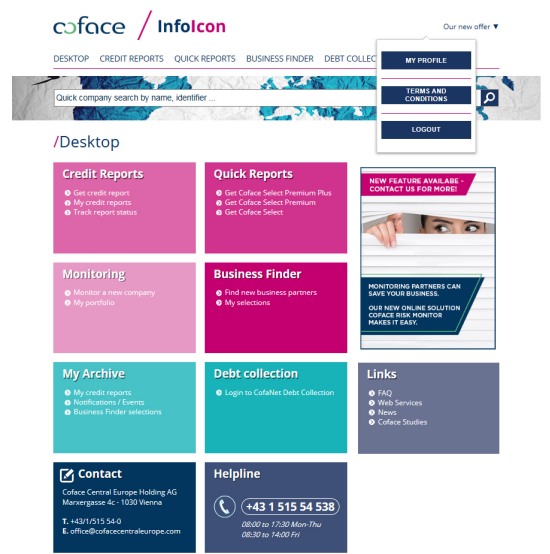
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Get a report .....	10
Track status .....	13
My credit reports .....	14
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## / Technical specifications required

- Minimum requirements: Internet Explorer 10 or other browsers

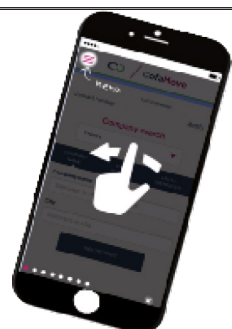
## / Main functionalities

- Free live search for 145 million companies worldwide
- Quick search bar on every page
- Quick verification of company vitals
- Easy online order of company information and monitorings
- Immediate delivery of reports
- Online tracking of order
- Manage your credit risks with your personal report archive
- Online order history
- Quicklink to online debt collection tool on request
- Unlimited number of users possible without additional costs
- Reaching new business partners with Business Finder
- Analyzing your markets and competitors
- Information on fraud, family tree, ultimate beneficial ownership and sanction lists available (Compliance Check)



## / Mobile devices

Our customer application Infolcon is optimized for mobile devices. This allows you to search for a company, buy a report or track your orders on the go.



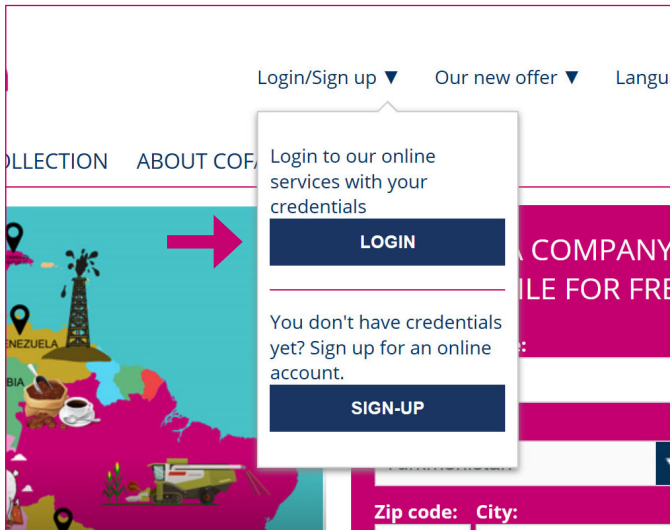
## / Login

You can access Infolcon directly at

<https://icon.cofacecentraleurope.com>

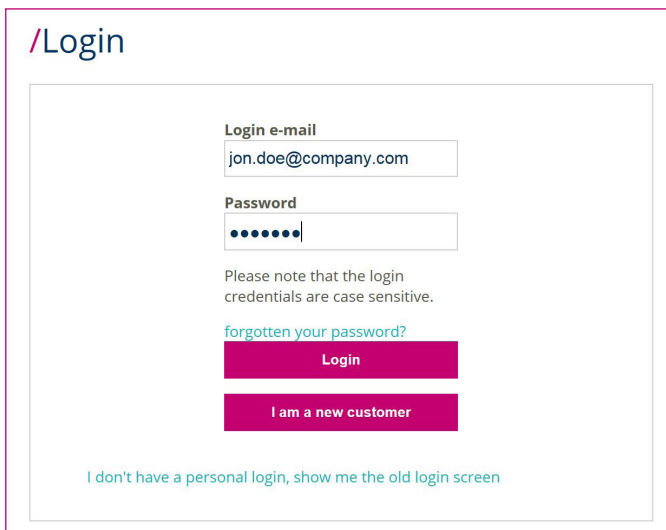
or via the quicklink that is on the right side of our company website at

[www.cofacecentraleurope.com](http://www.cofacecentraleurope.com).



## / User ID and password

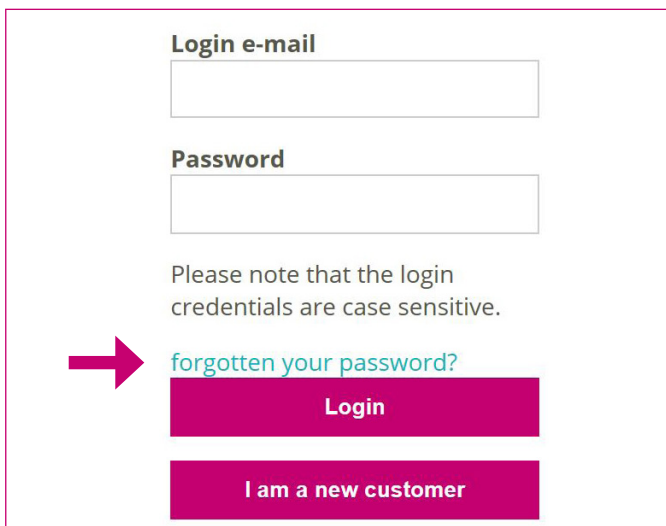
Please log in with your e-mail address and the password chosen.



## / Password forgotten?

If you have forgotten your password, please follow these steps:

1. Click on «forgotten your password?»





## /Password retrieval

If you have forgotten your password, fill in the form below and request your password by clicking the button below the form. A link will be sent to you by e-mail with which you can change your password.

e-mail address

jon.doe@company.com

Note: To receive your password, you must have a personal e-mail address entered in your profile.

back

Send me a link to change my password

2. Type in the password search your ID or e-mail address
3. After clicking on «Send me my password», you should receive your password shortly.

John Doe ▾ Our new offer ▾

RECENT UPDATES

MY PROFILE

Manage your users

USERS

TERMS AND CONDITIONS

LOGOUT

## / Logout

For security reasons, Infolcon will logout automatically every 15 minutes.

## / Company Search

You can search for a company without being logged in by using the free company search. The quick search bar is displayed on every page making it even easier for you:

Simply enter company name, legal identifier, address, city, country etc. into the quick company search bar at the top of each page.

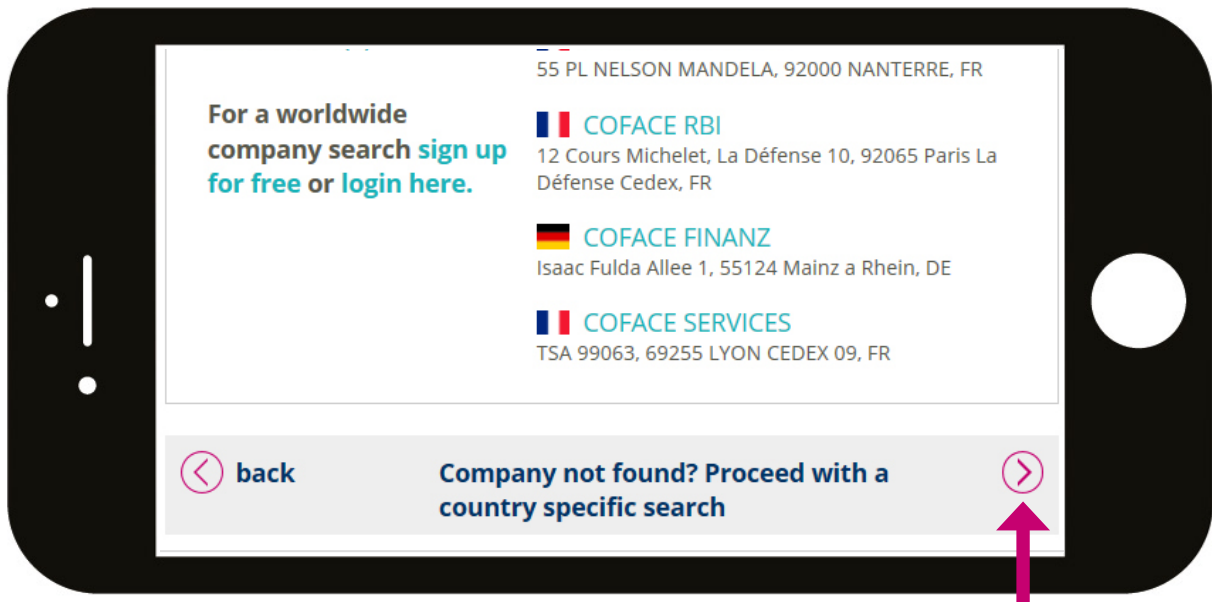
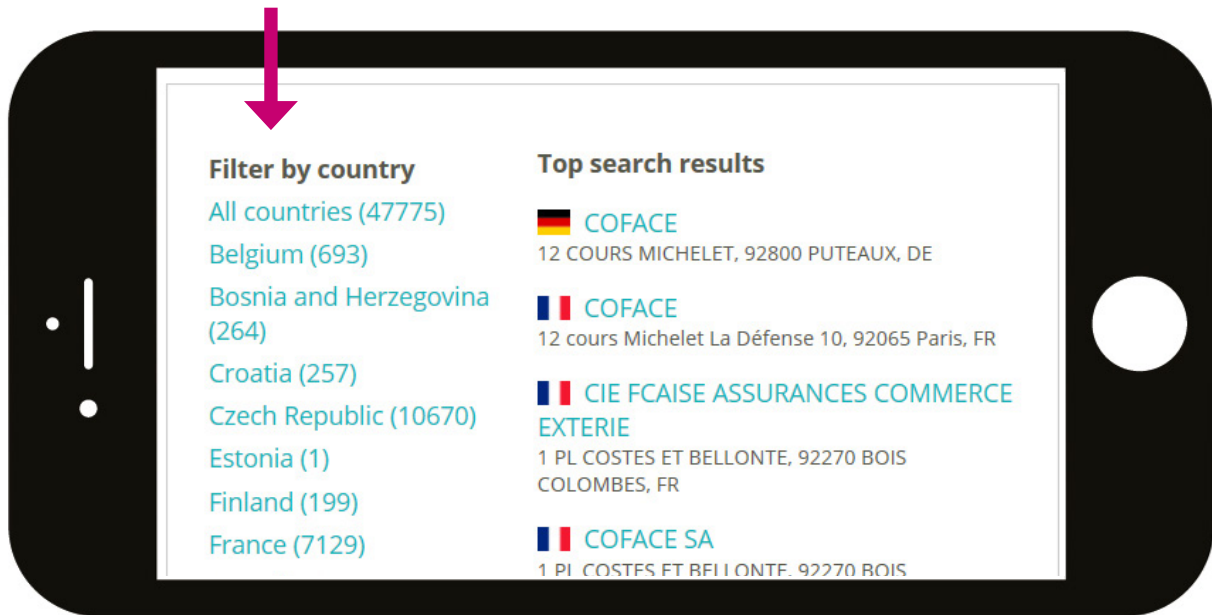


You can refine your search by entering the national ID or registration number, company name, city and / or country.



## A result list is displayed, select your company

The top search results are displayed immediately. You can also refine your search by filtering by country.



In case you shouldn't find the company requested, proceed with a country specific search or sign in to search businesses worldwide.



By clicking on the company name, you will get more information about the company. Infolcon shows you which products are online available for your selection.

## / PC Desktop

## /Desktop

Search for a company

Click here to see all your orders

See the status of your orders

Order a new monitoring

Manage your portfolio

### Credit Reports

- Get credit report
- My credit reports
- Track report status

### Quick Reports

- Get Coface Select Premium Plus
- Get Coface Select Premium
- Get Coface Select

### Monitoring

- Monitor a new company
- My portfolio

### Business Finder

- Find new business partners
- My selections

### My Archive

- My credit reports
- Notifications / Events
- Business Finder selections

### Debt collection

- Login to CofaNet Debt Collection

**NEW FEATURE AVAILABLE - CONTACT US FOR MORE!**

**MONITORING PARTNERS CAN SAVE YOUR BUSINESS.**

**OUR NEW ONLINE SOLUTION COFACE RISK MONITOR MAKES IT EASY.**

### Links

- FAQ
- Web Services
- News
- Coface Studies



According to the terms of your contract and to your profile, you have access to various products and features, allowing you to manage your credit reports, monitorings and debt collection cases in a most time-efficient way.



/ Mobile Desktop



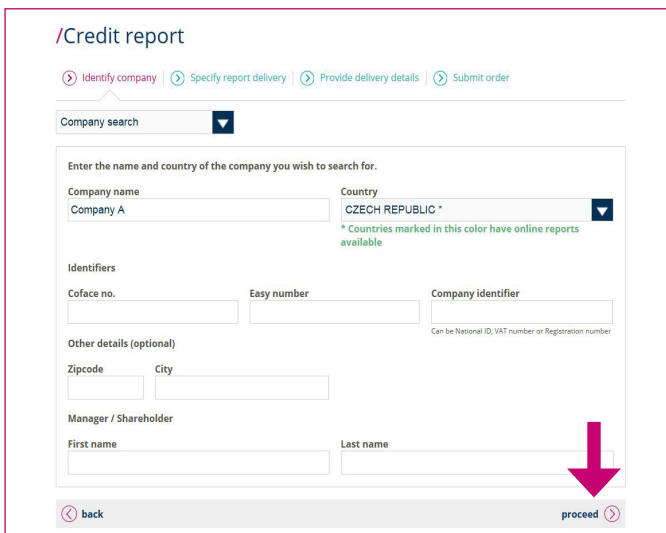
Infolcon is optimized for mobile devices. All features are available on smartphones and tablets.



## / Search for a company or sector

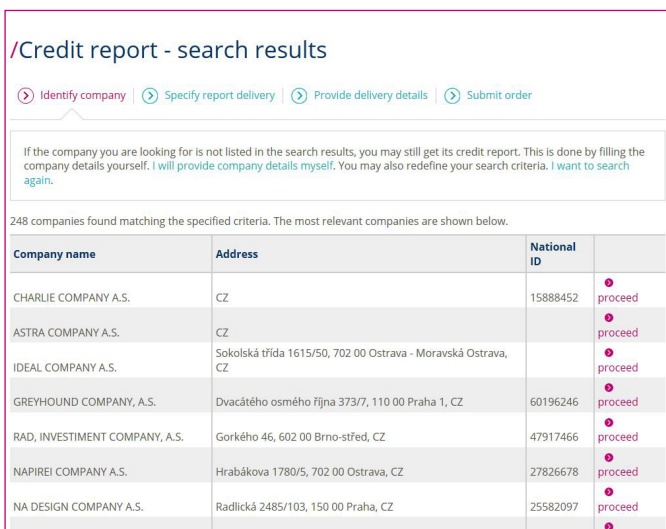
In order to obtain a credit report, click on «credit reports» and select whether you want to search for a company or sector.

Alternatively you can search for any company in the quick search bar displayed on every page.



Enter information about the company on which you want to obtain a credit report in the identification mask.

You can search for the company name and the country, and also other criteria such as Easy number, national ID, Coface Central Europe number, zip code or city. Then click on «proceed».



You will get the search results based on the criteria given.

If the company you are looking for is not listed in the search results, you can either search again or fill out the company details yourself and get the credit report by arranging a new search.

If the company you are looking for is listed in the search results, then please click on the company name or on «proceed» in order to continue.

## / Order report

Type of report: CREDIT REPORT

Language: Polish

Balance sheet layout \*: Local Balance Sheet

Show amounts in \*: local currency

Type of document \*: HTML

Use the settings marked with \* as the default settings for follow up orders. You can change your default settings any time later in your user profile.

I want to monitor the selected company

Your reference:

order an additional updated research

Online report is now available. If you wish to get this available report immediately, press the following button. [Get available report](#)

You will receive various data about the selected company (identification number, address, legal status, etc.), that enable unique identification.

Using drop-down-lists you can specify the type of the report, language, currency and delivery form of your order.

If you also want to monitor the selected company, simply choose the option before finalizing your order.

Online report is now available. If you wish to get this available report immediately, press the following button. [Get available report](#)

Note: report will be charged when you will confirm its download in the next screen

Click the button on the right to order a new research of this company. [Order new research of the company](#)

[back](#)

If you wish to get the available online report, click on «Get available report».

In case you want a completely fresh research of this company, you can do so by clicking on «Order new research of the company».

coface / Infolcon

Jon Doe | Our new offer

DESKTOP CREDIT REPORTS QUICK REPORTS BUSINESS FINDER DEBT COLLECTION MY PORTFOLIO

Quick company search by name, identifier ...

### /Get credit report

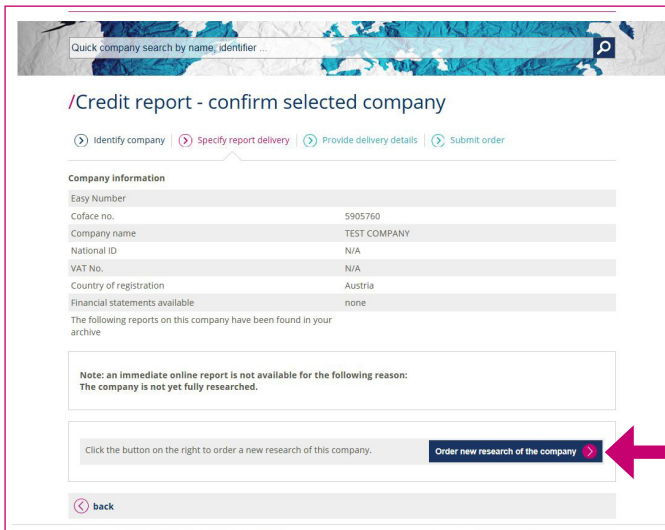
Identify company | Specify report delivery | **Download the report**

Company name	ŠKODA
Country	Czech Republic
Language	English
Type of report	CREDIT REPORT
Show amounts in	EUR

[back](#) [Download the report](#)

If you have decided to get a report that is available online, in the next step you will receive a brief overview of your report as well as its characteristics. Now you can confirm it by clicking on «Download the report».

The requested report will be generated immediately and automatically opens on your screen.



Quick company search by name, identifier ...

### /Credit report - confirm selected company

Identify company | Specify report delivery | Provide delivery details | Submit order

<b>Company information</b>	
Easy Number	
Coface no.	5905760
Company name	TEST COMPANY
National ID	N/A
VAT No.	N/A
Country of registration	Austria
Financial statements available	none

The following reports on this company have been found in your archive

Note: an immediate online report is not available for the following reason:  
The company is not yet fully researched.

Click the button on the right to order a new research of this company. [Order new research of the company](#)

[back](#)

## / Why does the search return no results?

Perform a new search or order new research of the company. In case you want a completely fresh research of this company, you can do so by clicking on «Order new research of the company».

## /Desktop

### Credit Reports

- › Get credit report
- › My credit reports
- › Track report status ←

Starting from the desktop, you can track the report status by clicking on «Track report status».

Quick company search by name, identifier ...

### /Track credit report status

Please fill in the order number, reference number, easy number or company name to find.

Coface order number	Your reference number
<input type="text"/>	<input type="text"/>
Easy Number	Company name
<input type="text"/>	<input type="text"/>

← back

Track report status →

By entering the Coface Central Europe order number, your reference number, Easy number or company name you can request the status of a particular report at any time.

from  until  Refresh

up to a maximum of 15 reports  show only reports which I personally ordered  additional search criteria

Order number	Your reference	Order status
546	<input type="text"/>	<input type="text"/>
Report type	Country	Customer entity
<input type="text"/>	<input type="text"/>	All
Company name	Coface no.	Company identifier
<input type="text"/>	<input type="text"/>	<input type="text"/>

Can be National ID, VAT number or Registration number

[Click here for order list in Excel.](#)

Order	Company	Customer	Ordered	Your reference	Report status
546	Armstrong Consulting TEST	COFACE CENTRAL EUROPE HOLDING AG	04.10.1999 13:04 (UTC +1)		In progress

1 items available, page 1 of 1

← back

You can download the list as Excel file.



On the desktop you will also find the «My credit reports» button - by clicking on it, you can view all of your previously requested credit reports.

You will receive all your previously ordered credit reports listed by date ordered.

[Click here for order list in Excel.](#)

Order	Company	Ordered	Your reference
5153500	Prywatne Przedsiębiorstwo Wielobranżowe MORFEUSZ Emilia Grabowska	02.03.2017 13:08 (UTC +1)	
5148948	Sauer Product GmbH	28.02.2017 15:07 (UTC +1)	
5147132	ABDUL PALIWA Sp. z o.o.	28.02.2017 08:47 (UTC +1)	
5146656	UNION DES GROUPEMENTS D'ACHATS PUBLICS	27.02.2017 18:50 (UTC +1)	test
5146655	SAFRAN	27.02.2017 18:48 (UTC +1)	test
5146654	PEUGEOT SA	27.02.2017 18:47 (UTC +1)	test
5146653	Roche Holding AG	27.02.2017 18:44 (UTC +1)	test
5146652	AMERICAN AIRLINES INC	27.02.2017 18:43 (UTC +1)	test
5146649	JETBLUE AIRWAYS CORPORATION	27.02.2017 18:38 (UTC +1)	test
5146648	FEDERAL EXPRESS CORPORATION	27.02.2017 18:33 (UTC +1)	test

The list contains the companies about which you have ordered reports, the order number, order date, reference number and the status of the credit report.

You can download the complete list in Excel format.

from  until

up to a maximum of 15 reports  show only reports which I personally ordered  additional search criteria

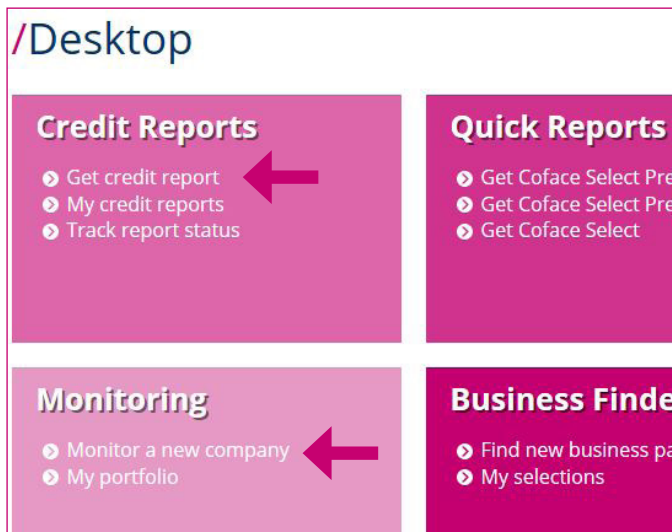
Order number  Your reference  Order status

Report type  Country  Customer entity

Company name  Coface no.  Company identifier

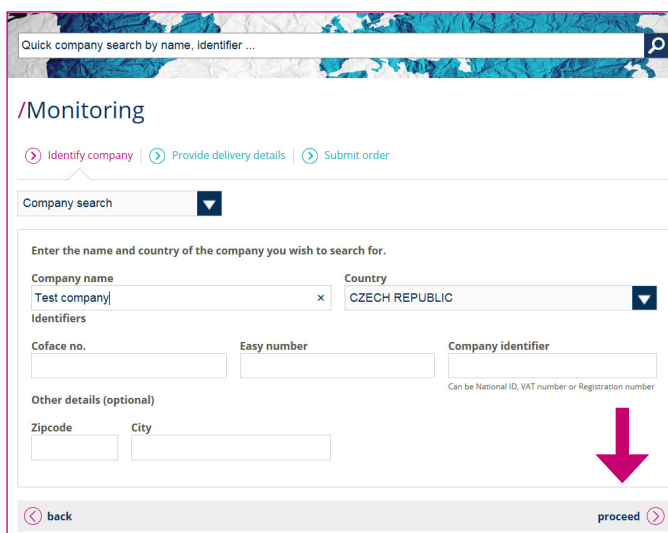
Can be National ID, VAT number or Registration number

By using the special search you can look up only reports ordered during a certain time frame or those ordered by you personally.



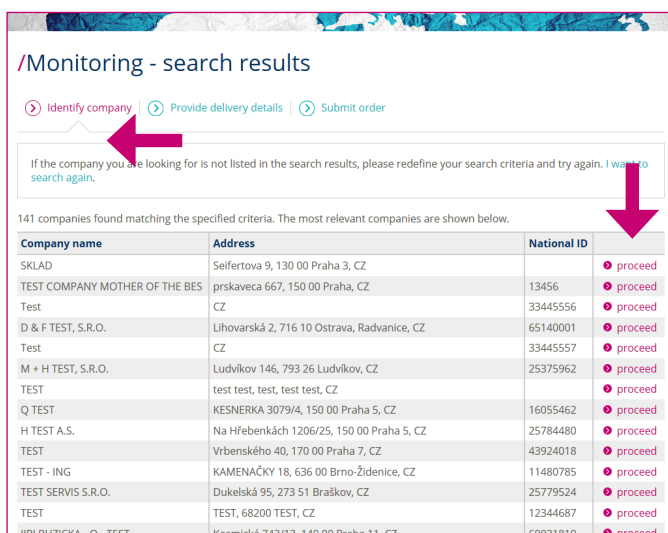
Starting from the desktop, you have two options on how to order a new monitoring. If you want to order a credit report first, click on «Get a credit report» in the section on «Business Credit Reports» and choose the option «Monitoring» before finalizing the request (see instructions on «Get a report» in this manual).

If you don't want to order a report beforehand, you can also order a standalone monitoring by clicking on «Monitor a new company».



Enter information about the company which you want to monitor in the identification mask.

You can search for the company name and the country, and also other criteria such as Easy number, national ID, Coface Central Europe number, zip code or city. Then click on «proceed».



You will get the search results based on the criteria given.

If the company you are looking for is not listed in the search results, you can search again or fill out the company details yourself (see also the instructions in this manual on page 12 «Why does the search return no results?»).

If the company you are looking for is listed in the search results, then please click on «proceed» in order to continue.

## /Monitoring - delivery details

Identify company | Provide delivery details | Submit order

### Company information

Easy Number	00003019298917
Coface no.	68116430
Company name	TEST
National ID	43924018
VAT No.	N/A
Last major update on	25.01.2018
Address	Vrbenského 40, 17000 Praha - Holešovice (Praha 7), CZ
Country of registration	Czech Republic
Legal form	Sole proprietorship
Financial statements available	none
Turnover	

Monitoring product	Language	Delivery address
RISK MONITOR CEE	English	office@cofacecentraleurope.com
Monitoring period	Document type	
12 months	Adobe Acrobat (PDF)	

You will receive various data about the selected company (identification number, address, legal status, etc.) that will enable unique identification.

By using drop-down-lists you can specify the type of the monitoring, language, delivery address, monitoring period and the delivery form of the notification.

## /Monitoring - submit order

Identify company | Provide delivery details | Submit order

### Monitoring - submit order

Company to monitor	TEST
Country	Czech Republic
Date and time of order	27.02.2018 16:12
Type of monitoring	RISK MONITOR CEE
Delivery to e-mail address	office@cofacecentraleurope.com
Will be handled by	Coface Czech Credit Management Services, spol. s r.o. (info-cz@coface.com)

Now you have provided enough information to complete the order. Select the button below to send the order to Coface. If you want to change any details before submitting the order please use browser back button.

back Submit order

Privacy - Terms and conditions - Imprint - Contact

Powered by coface

Finalize your order by clicking on «Submit order».

## ing - submit order

pany | Provide delivery details | Submit order

### it order

The order has been submitted.

We have received your order. The order number is: 2457778

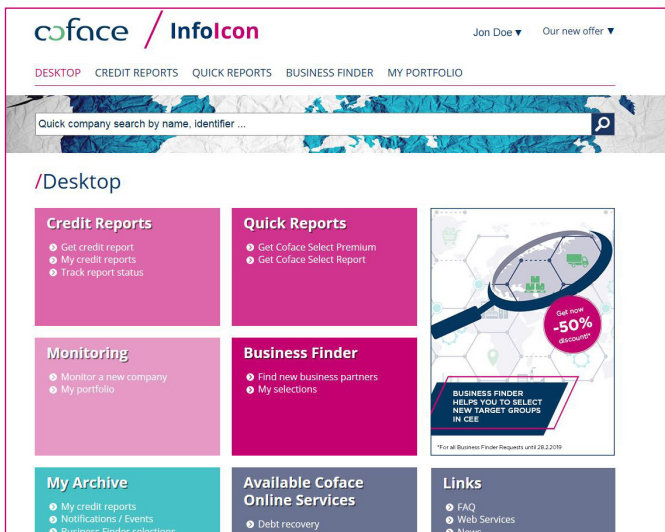
OK

Address RISK MONITOR CEE office@cofacecentraleurope.com Coface Czech Credit Management Services, spol. s r.o. (info-cz@coface.com)

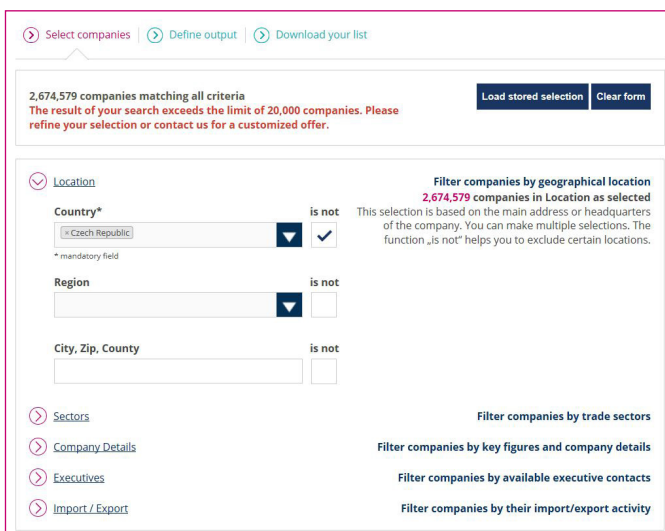
vided enough information to complete the order. Select the button below to send the order ge any details before submitting the order please use browser back button.

InfoIcon will show you the order number at the end of the order process.





In order to start your search for new partners, click on «Business Finder» in the header or on «Find new business partners» in the box for Business Finder on the desktop.

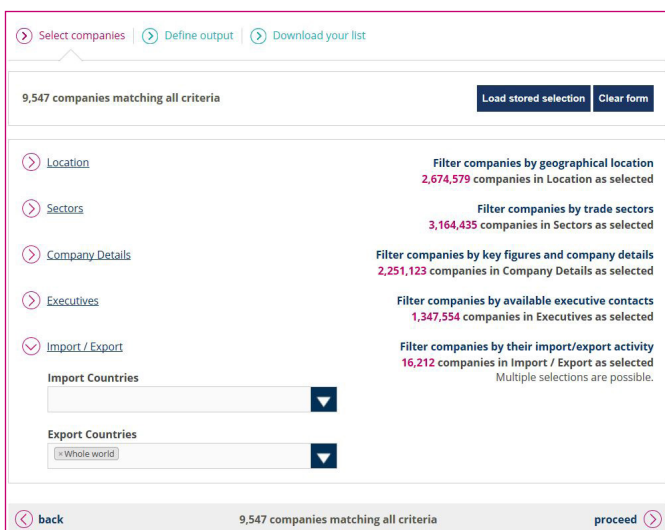


Add different filters to fine tune your selection. Coface Business Finder allows for multiple selections and also «is not» filters.

The following criteria can be changed to fine-tune your target group:

- Location
- Sectors
- Company Details
- Executives
- Import / Export

The figure at the very top shows you how many companies are matching all criteria selected.



Coface Business Finder will always show you how many companies in the database match the criteria for a given filter group. At the very top and at the very end, the total amount of companies matching all criteria are shown.

When you are satisfied with the total amount given, click on proceed.

**Define your output**

**General Information** 0,15€ per company   
 Includes (if available): Coface n°, company name, registration country, tax number, VAT number, statistical number, registration number, legal form, established date, NACE code and description (up to 3), bank, address zip code, address region code, address region name, address county, address community, address post, address city, address street name, address street number, other address item, address country.

Executives contact details

Company contact details

Company size

Key financials

Import / Export

[Preview of results](#) [Store search for later usage](#)

Output format: **Excel** | Language: **German** | Currency of financials: **Local currency**

My Reference:

As last step, define the information that should be included in your final export file.

If no other output information is added, the general information of the chosen companies will be shown in the output file.

Additionally, you can select further information to be shown in the output file:

- Executive contact details
- Company contact details
- Company size
- Key financials
- Import / export countries

You can always preview the results or store the search for adapting it later.

**Define your output**

**General Information** 0,15€ per company   
 Includes (if available): Coface n°, company name, registration country, tax number, VAT number, statistical number, registration number, legal form, established date, NACE code and description (up to 3), bank, address zip code, address region code, address region name, address county, address community, address post, address city, address street name, address street number, other address item, address country.

Executives contact details

Company contact details

Company size

Key financials

Import / Export

**Please confirm your order. The price we charge will not exceed EUR 1.146. The final price depends on the output and will be calculated on the next page.**

[Confirm](#) [Cancel](#)

[Preview of results](#) [Store search for later usage](#)

Output format: **Excel** | Language: **German** | Currency of financials: **Local currency**

My Reference:

Coface Business Finder will show you the maximum price that will be charged. The final price depends on the final information available and included in your file.

DESKTOP CREDIT REPORTS QUICK REPORTS BUSINESS FINDER MY PORTFOLIO

Quick company search by name, identifier...

## /Business Finder

Coface Business Finder searches the **largest database in Central and Eastern Europe** and helps you to select your target group.

- Find new business partners
- Enrich your contact database
- Analyze your market and competitors

All companies have already been **credit-checked by Coface** to ensure the best quality of your future business partners. Find new business partners in 3 easy steps:

1. Filter companies by various criteria
2. Select information that you want in the results
3. Customize your selection as often as you want before you purchase and download the final list

[Select companies](#) | [Define output](#) | [Download your list](#)

Thank you for your order 3223356. You can leave this page open until data is ready for download or check the status of your order in your portfolio. When your data is ready, you will be notified via email.

Status of the order: **Processing request. (1%)**

[New Selection](#)

[My Archive](#)

[Order credit reports](#)

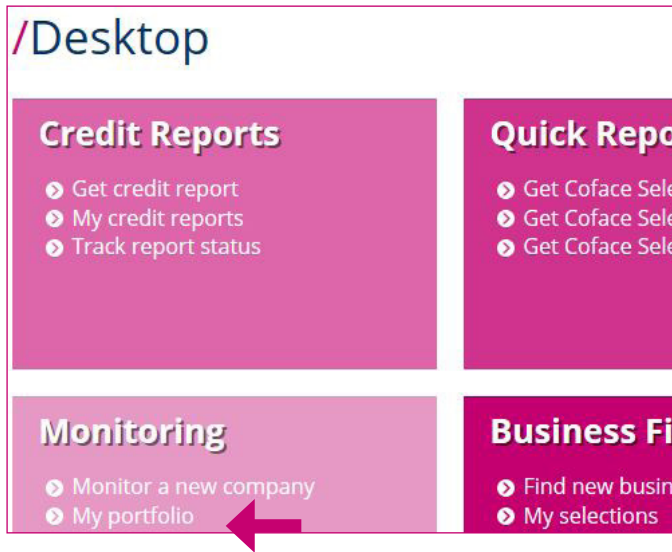
**Helpline**

+43 1 515 54 538

08:00 to 17:30 Mon-Thu  
08:30 to 14:00 Fri

As soon as you have confirmed your order, Coface Business Finder starts generating the file. When the final output file is ready, you can download it directly from the page and you will also receive an email with a download link.

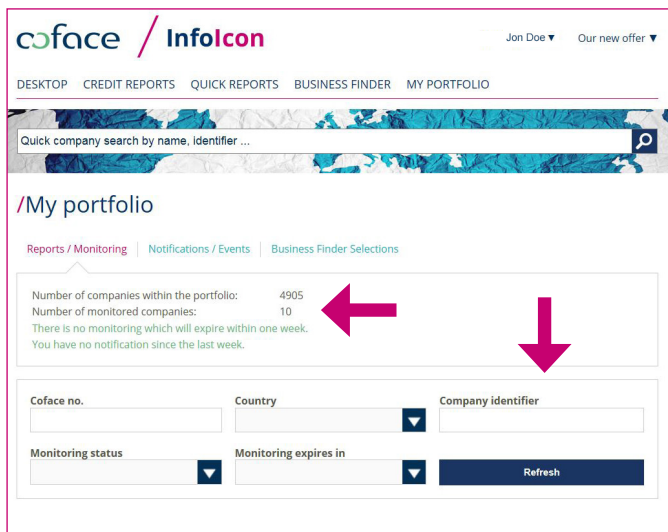
Logged-in customers can also download their selection from «My Portfolio» (as you see in the article «Selections» of this handbook).



If monitoring is available for you, you will find the link to «My portfolio» in the section «Monitoring».

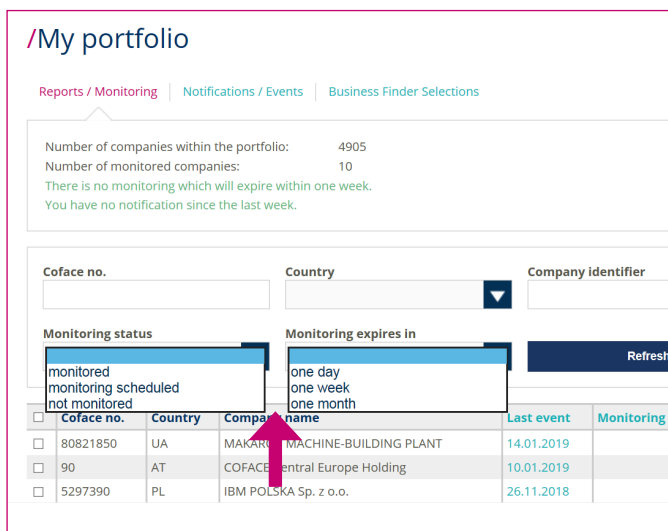
«My portfolio» shows:

- all companies that are monitored,
- companies for which monitoring will soon expire,
- companies for which notifications about changes have been delivered recently and
- companies where you can add or extend a monitoring.



In the section «Companies» within «My portfolio», the total number of companies compared to the ones monitored as well as monitorings that will expire are shown in the overview. The total number of companies includes all companies where either a report or monitoring was ordered in the past.

You can search for any company in your portfolio by adding the Coface number or the company identifier.



Alternatively, you can narrow your search by using filters on the monitoring status or monitoring expiration date.

**/My portfolio**

Reports / Monitoring | Notifications / Events | Business Finder Selections

Number of companies within the portfolio: 4905  
 Number of monitored companies: 10  
 There is no monitoring which will expire within one week.  
 You have no notification since the last week.

Coface no.  Country  Company identifier

Monitoring status  Monitoring expires in

<input type="checkbox"/>	Coface no.	Country	Company name	Last event	Monitoring valid to date
<input type="checkbox"/>	83784290	PL	Firma Testowa ABC-TEST II Sp.	29.10.2018	12.03.2019
<input type="checkbox"/>	5415240	PL	HYDROBUDOWA-6 S.A.	02.05.2018	12.03.2019
<input type="checkbox"/>	5606280	PL	Grupa Polskie Sklady Budowlane	12.03.2018	12.03.2019

3 items available, page 1 of 1

Number of companies selected: 0

By ticking the box in front of the companies of your search result you can either add new or extend existing monitorings of up to 50 companies per page at once.

coface / Infolcon Jon Doe ▾ Our new offer ▾

DESKTOP CREDIT REPORTS QUICK REPORTS BUSINESS FINDER MY PORTFOLIO

Quick company search by name, identifier ...

**/Select monitoring settings**

The following products are available for the countries of the companies you have selected. Please choose a product for each country.

Products for countries

PL

Duration 12 months

Email office@cofacecentraleurope.com

On the next page, you can choose the products available in your profile for the companies selected.

**/Confirm monitoring**

The following settings will be used for all new and extended monitorings:

Products for countries

RO RISK MONITOR CEE

Duration 12 months

Email jon.doe@company.com

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For the following companies a new monitoring order will be created:

Company name	Country	National Id
ICAP ROMANIA BUSINESS INFORMAT	RO	J23/1533/2009
CREDITINFO BUSINESS INFORMATIO	RO	J40/20517/2005

The below companies which you selected are neither applicable for a new monitoring order nor for extending an existing monitoring order:

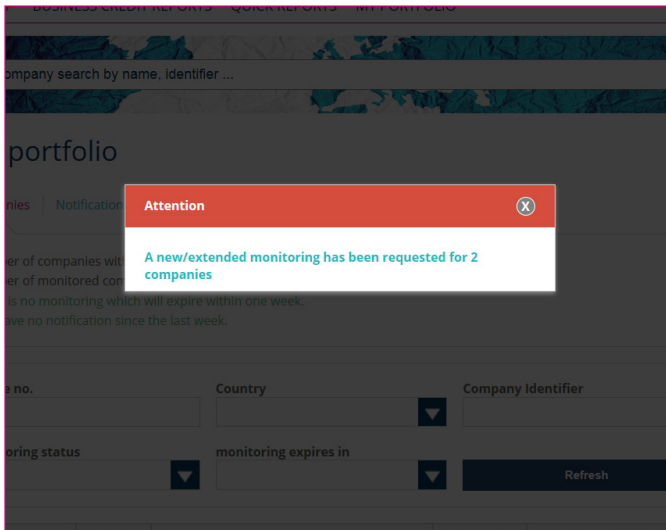
Company name	Country	National Id
DANONE SRL	RO	J4/647/1996

The confirmation page summarizes the monitorings ordered but also indicates for which companies an order isn't possible.

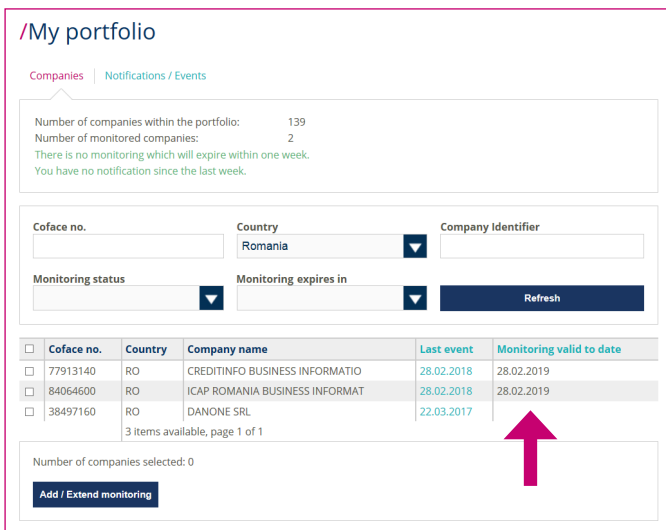
A new order can't be placed if

1. an active monitoring already exists or
2. monitoring isn't available in the selected country or
3. the company wasn't researched within the last 12 months.

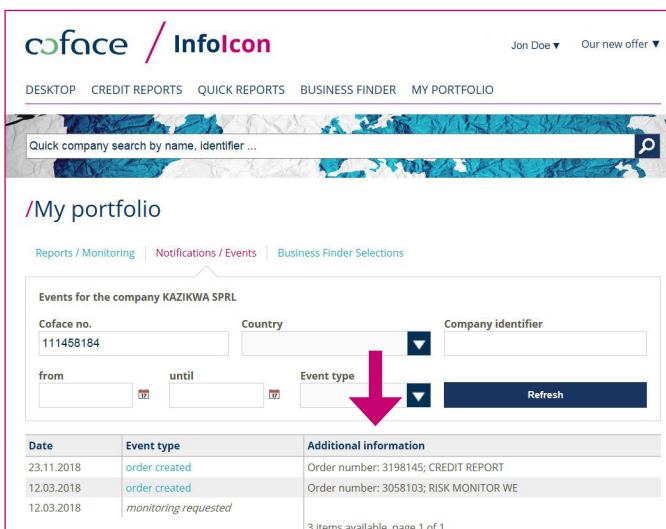
Finalize your order by clicking on «Submit monitoring orders».



You will receive a short confirmation of your request.



In your portfolio overview, you can always validate whether your order was successful by checking the new monitoring end date that should be updated.



By clicking on the date in the column «Last event», you will get additional information on orders of the respective company.

In «My Portfolio», the section «Notifications / Events» provides an overview on all events that have taken place for each individual company in your portfolio within the last 12 months.

It allows you to keep track of

- all actions done on companies and
- any changes on a company reported by Coface

By clicking on the link in the column «Event type», you will see a more detailed overview of the notification.

A drop-down filter allows you to narrow the results shown.

COMPANY	HYDROBUDOWA-6 S.A.
CONTENTS	<p><b>Company monitoring details</b></p> <p>Validity of monitoring: 12.03.2018 - 12.03.2019                  Product: RISK MONITOR CEE                  Order number: 3057381</p> <p><b>Details about the monitored company</b></p> <p>Company: HYDROBUDOWA-6 S.A.                  Address: ul. Augustowska                  ECIN Number: 00000000                  National ID: 00000000                  Statens number: 012074213                  VAT number: 5262020207                  Legal form: joint stock company</p> <p><b>Company registration information</b></p> <p>Number: KRS 000079628                  City: Śródmieście Rejonowy Warszawa                  Country: PL                  Date: 10.01.2002</p> <p><b>THE FOLLOWING CHANGES TO THIS COMPANY HAVE BEEN DETECTED</b></p> <p><b>Credit Rating</b></p> <p>Previous status: @rating score: 99 - On account of the currently available information there is no definite risk assessment possible                  New status: @rating score: 3 - High risk</p>
DELIVERY	EMAIL_office@cofacecentral europe.com
ORDER	3057381 (Coface Poland)
FIRST SENT	14.01.2019
LAST SENT	14.01.2019
SEND COUNT	1

The detailed overview of the notification includes information on the monitoring product selected, details of the monitored company and the detected changes.

from  until  Refresh

up to a maximum of 15 reports  show only reports which I personally ordered

Order date	Reference	Your selection	Status	Additional information
21.12.2018 12:32 (UTC +1)		<a href="#">show</a>	finished	Order number: 6805707; 2095 Companies <a href="#">[X]</a>
21.12.2018 12:22 (UTC +1)		<a href="#">show</a>	finished	Order number: 6805620; 1458 Companies <a href="#">[X]</a>
21.12.2018 12:14 (UTC +1)		<a href="#">show</a>	finished	Order number: 6805594; 754 Companies <a href="#">[X]</a>
21.12.2018 12:07 (UTC +1)	Test21-1	<a href="#">show</a>	finished	Order number: 6805568; 724 Companies <a href="#">[X]</a>
11.12.2018 14:40 (UTC +1)		<a href="#">show</a>	finished	Order number: 6773886; 17 Companies <a href="#">[X]</a>

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V	W	X	Y	Z	AA	AB	AC
Address Post	Address City	Address Details 1	Address Details 2	Address Details 3	Address Country	Contact Person 1 T	Contact Person 1 T>Contact
	Sáncor	Batthyány utca	51		HU	Managing director	FAR
	Sáncor	Teléz u.	5		HU	Managing director	SZAKA
	Verecskés	Gölgény u.	5		HU	Managing director	BAUCS
	CompanyBatView			4			

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