

**/ Infolcon**

**FAQs**

### **What is an Easy number?**

The easy number is a unique ID for each company in our database. Our Coface database covers over 68 million companies in more than 225 countries worldwide.

### **I forgot my password. What do I have to do?**

If you have forgotten your password, click on „forgotten your password?“ in the login section. A link will be sent to you by e-mail, which you can use to change your password.

### **Can I get a test account?**

In order to obtain a test account, please contact us. Your message will be redirected to our Sales Team for further assistance.

### **Is it possible to get more than one user for a company?**

Yes, this is possible. Please contact our helpline at +43 1 515 54 538 for further information.

### **Whom should I contact if my company is already a customer, but I don't have an own InfoICON account yet?**

There are two options:

1. You can contact the owner of the online administrator account of your company to grant you your own access.
2. Or you can contact our helpline and we will grant you your access.

### **Whom should I contact if I cannot access InfoICON?**

Please call our helpline at +43 1 515 54 538 or mail us at [office@cofacecentraleurope.com](mailto:office@cofacecentraleurope.com).

### **For what purpose can I use the My credit reports tab?**

The My credit reports tab displays existing credit reports ordered by your company (depending upon the option your administrator selected in your profile, you may see either only your own ordered reports or all reports ordered by your company).

They are displayed with a unique order number, the name of the company to be researched, your reference number and the status of your credit report.

You can view the order details, you can view the credit report if it is ready and you can display the list by different criteria.

### **For what purpose can I use Track credit reports?**

The Track credit reports function allows you to view the progress of a specific credit report. You enter either the order number or your reference number to identify the credit report and the credit report progress details will be displayed.

### **How do I use the Identify company screen?**

The standard criteria option allows you to specify the company you would like a credit report on.

You can search for the company based on the company name and the country where the company is registered. You can also include the company's national ID and address zip code in the search for a more precise search.

The extended search criteria option allows you to search by turnover ranges and activity Nace Codes.

### **Why do you need my e-mail address if I don't want to register?**

Your ordered report will be sent to the e-mail address you provide in the order form.

### **What are the delivery options?**

The credit reports held in our database can be downloaded online, depending on the type of product and date of last research. A fresh credit reports investigation can be delivered via e-mail.

If your requested report isn't available for immediate download, we offer three delivery times: Depending on the urgency of the credit report you can choose between "Normal", "Express" and "Flash". The delivery time is calculated in working days from the time of ordering and can vary from country to country.

### **How do I order company monitoring?**

Monitoring services are available for CEE countries. Any notifications of changes are sent via e-mail.

You can select a combined product, e.g. Coface Business Credit Report and monitoring (if enabled based on the signed contract) or send us an e-mail with the following information of the company to be monitored:

- company name
- country
- and at least one legal identifier (National ID, VAT No, Easy Number...).

A confirmation e-mail will be sent accordingly.

### **How many reports can I order?**

You can order an unlimited number of reports.

### **Where can I see how many reports I have ordered?**

If you are a registered user, you can see and follow your orders in your customer account, in the My credit reports section.

### **I have ordered a report. Where can I see the delivery time?**

The exact delivery time is not displayed. The credit reports are delivered according to the selected delivery time.

### **When will I know if I can download an online immediate report or whether I need to order fresh research?**

Once you are on the Specify report delivery screen, there are two options: the company you are searching for will either be on the list or it will not.

If it's not on the list, you can put all of the information concerning the company on your own (click on "I will provide company details myself") and order a fresh report.

If it is on the list, select this company (proceed) and choose the product you want to order. The Provide delivery details screen will inform you if a report is available immediately or if the report is too old and fresh research is needed.

### **Can I ask additional questions about my order after the order was placed?**

If you want to ask a question or add a comment to an ordered report, you can do this by searching for the order in the My credit reports tab by order number.

When you click on the order number, you will be able to „Comment on this credit report“. You can comment on it or ask us to contact you about your order.

### **How do XML web services work?**

Coface Web Services allow you to integrate the information on our products into your systems. Detailed information on our web services can be found at [http://webserviceswiki.cofacecentraleurope.com/ICON\\_Web\\_Services](http://webserviceswiki.cofacecentraleurope.com/ICON_Web_Services).

If you have any further questions, please call our helpline: +43 1 515 54 538 or write us an e-mail: [office@cofacecentraleurope.com](mailto:office@cofacecentraleurope.com).

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- / 02** Receive your registration code by e-mail.
- / 03** Enter the code to finish your registration.

