Factoring Portal user guide
Effective date: 01.11.2022

This user guide is intended to assist you during first experience within Factoring portal. It describes main functionality - how to log in, set new users, find main information and upload/enter information about invoices for financing.

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1. How to log in in Factoring Portal?

Link to Factoring Portal: www.citadele.lt/factoringportal
Username format your **NameSurname**
Password to Factoring Portal administrator (first user, indicated in the factoring Agreement Special Conditions) is provided by us. Other users are created by Factoring Portal administrator (refer to: How to create and maintain Factoring Portal users?)

- Enter Username and Password
- Press "Login"
- Enter Authentication code (You will receive it in your mailbox from faktorings@citadele.lv) Authentication code will be required each time you log in.
- During first login, you will be required to Change Password. After entering Current and New Password, return to Login page and repeat Login steps.
- If you do not remember password, use "Forgot Password"?

2. Factoring Agreements

In main page concluded agreements will be displayed by types (Recourse, Factoring with insurance etc.) Monthly fees and interest amount (if not deducted from first monthly disbursement) will be reflected on agreement Transferred Client Fees account).

Agreement	Agreement Reference	① Availability	② Funding Disapproved	Agreement Start Date
Klients SIA Baltic Factoring with Insurance ILF	0000050/001 EUR	-2 991,89 EUR	3 501,00 EUR	11.08.2020
Klients SIA Baltic_Transffered Client Fees account V3	0000050/002 EUR	-100,00 EUR	0,00 EUR	17.12.2020
Klients SIA Baltic Factoring with Insurance ILF	0000050/003 EUR	-441,73 EUR	0,00 EUR	27.06.2022
Klients SIA Factoring Recourse ILF	0000050/004 EUR	-427,18 EUR	0,00 EUR	25.07.2022
Klients SIA Factoring Recourse ILF	0000050/005 EUR	-12 302,50 EUR	0,00 EUR	29.07.2022

1. "Availability" reflects amount to be paid by you (negative amount (Fees, credit note, reassignment)) or to be disbursed if positive amount (reserve release, advance payment)
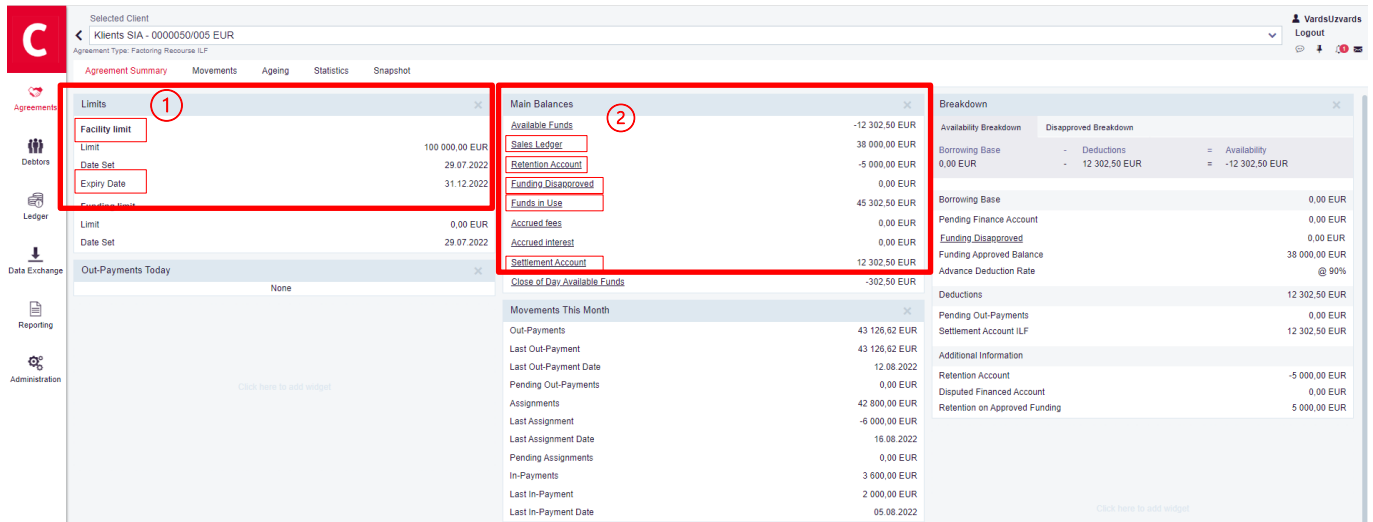2. "Funding Disapproved" shows total disapproved invoice amount (100%) (refer to: Ledger to find disapproval reason)

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To see more data, choose required Agreement.

Under "**Agreement Summary**" you can find:

    1.1. "Facility limit" - the maximum amount of the Factoring Advance granted by the Factor to the Client.

    1.2. "Expiry Date" - the last day on which the Factor accepts the documents for the approval of the Invoice and disbursement of the Factoring Advance.
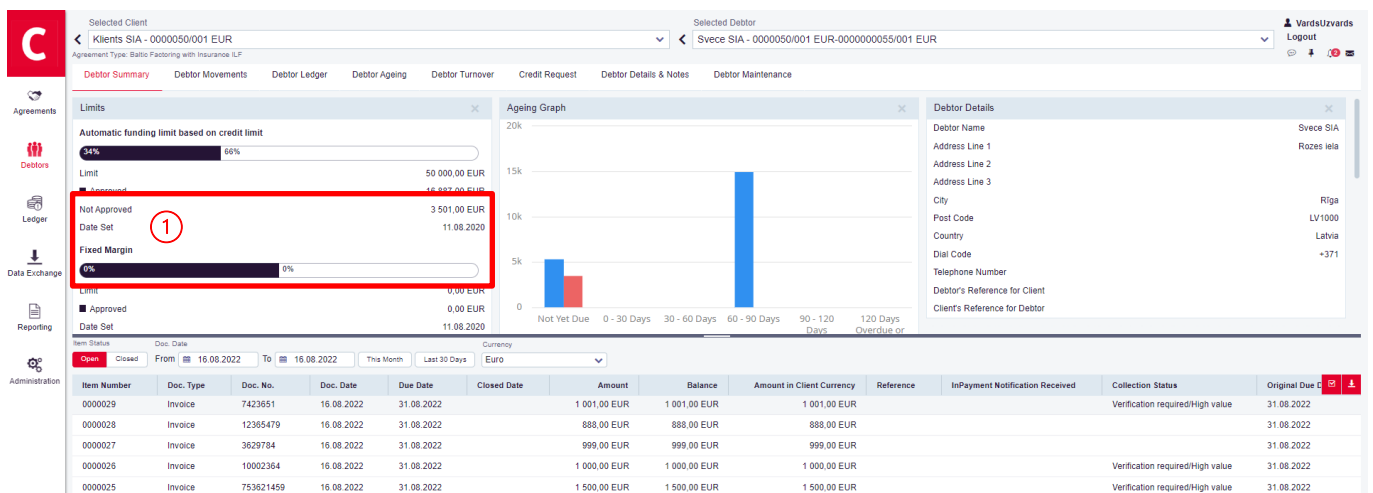

    2.1. "Sales Ledger" – total accepted invoice amount.

    2.2. "Retention Account" – accumulated reserve based on financed and not repaid invoices

    2.3. "Funding disapproved" – total disapproved invoice amount (refer to: Ledger to find disapproval reason)

    2.4. "Funds in use" – utilised limit.

    2.5. "Settlement Account" – amount to be paid by you.

3. Debtors

To find information about specific Buyer "Select Debtor". Limit, approved and Not approved amounts are displayed, if Buyer limit has expiry date it's set here. Each Buyer limit is displayed in "Debtor Summary".

    1.1. "Funding limit" - the maximum amount of the Monetary Claims (total amounts of the Invoices) set by the Factor for the particular Buyer in exchange for which the Factor intends to grant financing. Indicated for each specific Buyer.
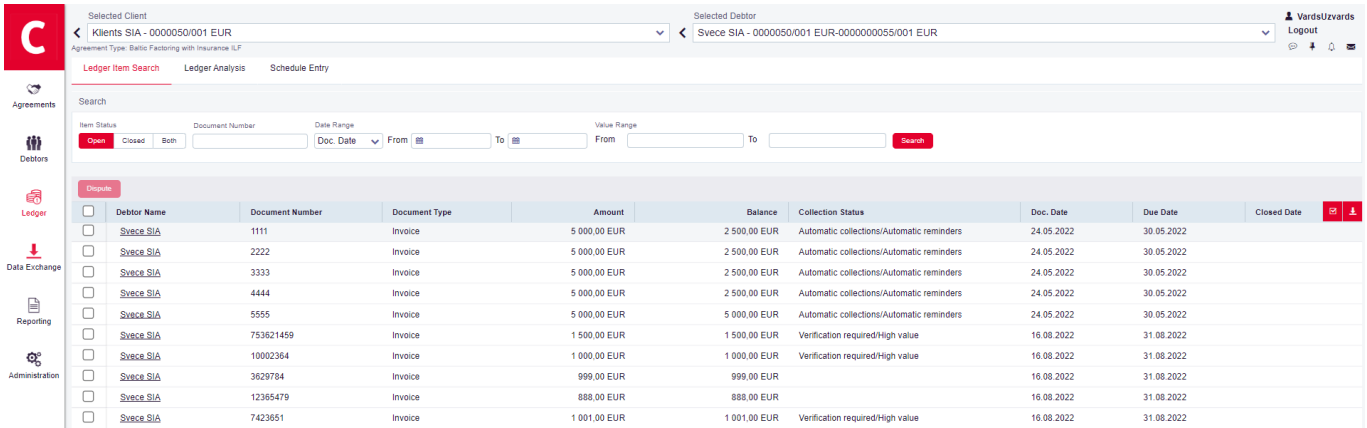

4. Ledger

To find information about specific Item (Invoice, Credit note, In-payment) go to "Ledger Item Search" and in Item Status apply status Open, Close or Both, specific invoice Number can be specified or date range (Doc.date, due date, close date) or value range.

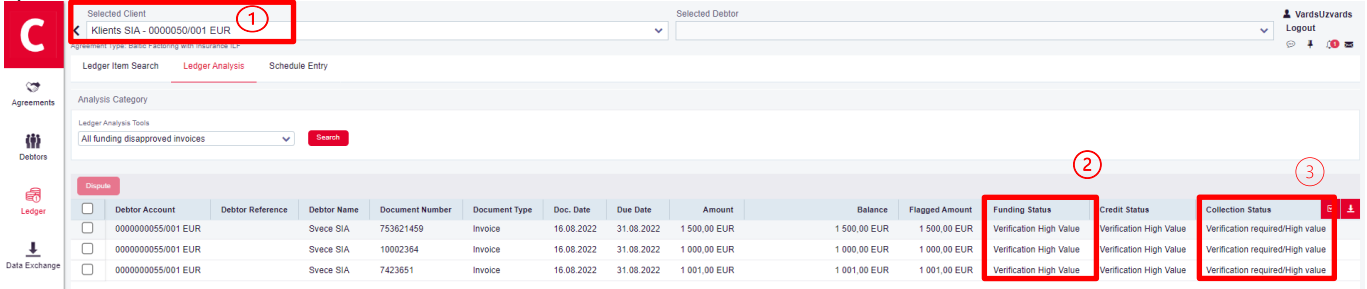At "Ledger Analysis" information about disapproved and not financed invoices can be found by applying filter "All funding disapproved invoices". Disapproval reason is indicated at Funding Status, most often invoices are not financed due to exceeded Buyer limit "Status: Funding Limit exceeded", Buyer exceeds max allowed overdue days "Status: Debtor account blanket disapproval" or Invoice is requiring additional confirmation from Buyer side "Funding Status: Verification High value" + "Collection Status: Verification required/ high value". If Invoice is in overdue and has "Collection Status: Automatic collections/Automatic reminders" it means, we have sent reminder letter or made a call to Buyer. Each agreement type has specific reminder cycle.
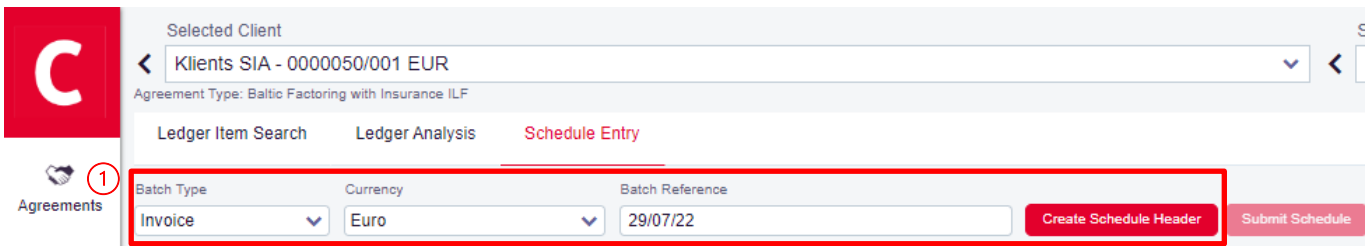

5. How to enter or submit information about invoices for financing?

Information about invoices can be presented manually or electronically by csv file upload.

To enter information manually go to "Schedule Entry"

- Indicate Batch Type - Invoice, Credit Notes or Invoice &Credit Note Batch
- Currency – your Agreement currency
- Batch Reference – unique number/text, for example today's date (If information can not be submitted through Factoring Portal, List of Invoices must be prepared, signed by representative of the company and set to Factor's mailbox)
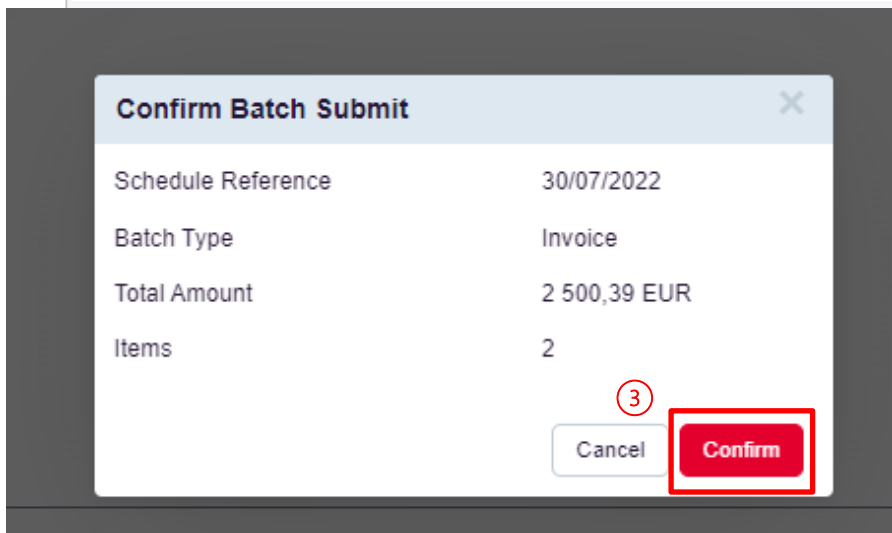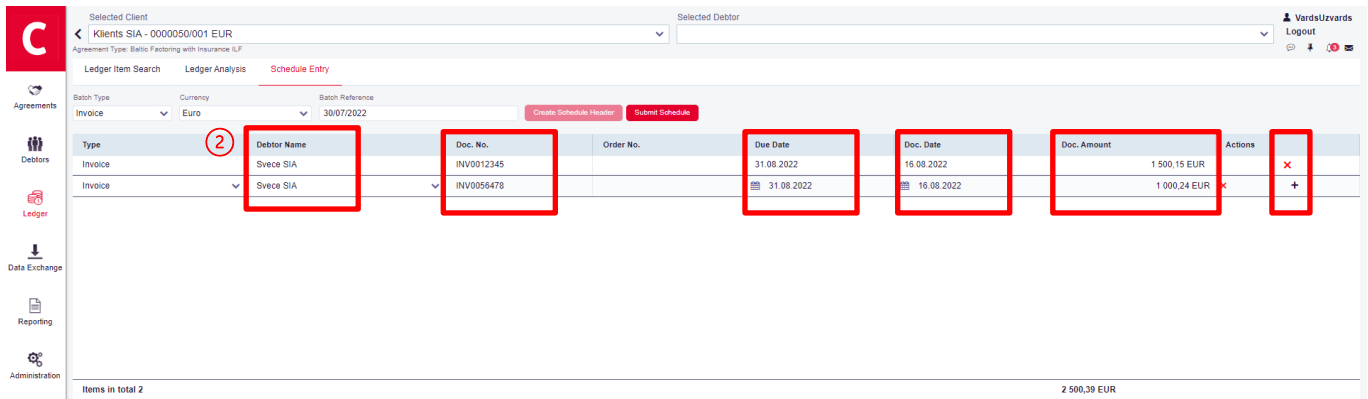- Press "Create Schedule Header"

- Pick from Debtor Name list Buyer to whom Invoice is issued
- Enter Document Number
- Enter Due date (can choose from Calendar)
- Enter Document date (can choose from Calendar)
- Document amount (to reflect decimals, use "," from keyboard
- With ❌ items can be removed or ➕ added
- To finalize press "Submit Schedule"

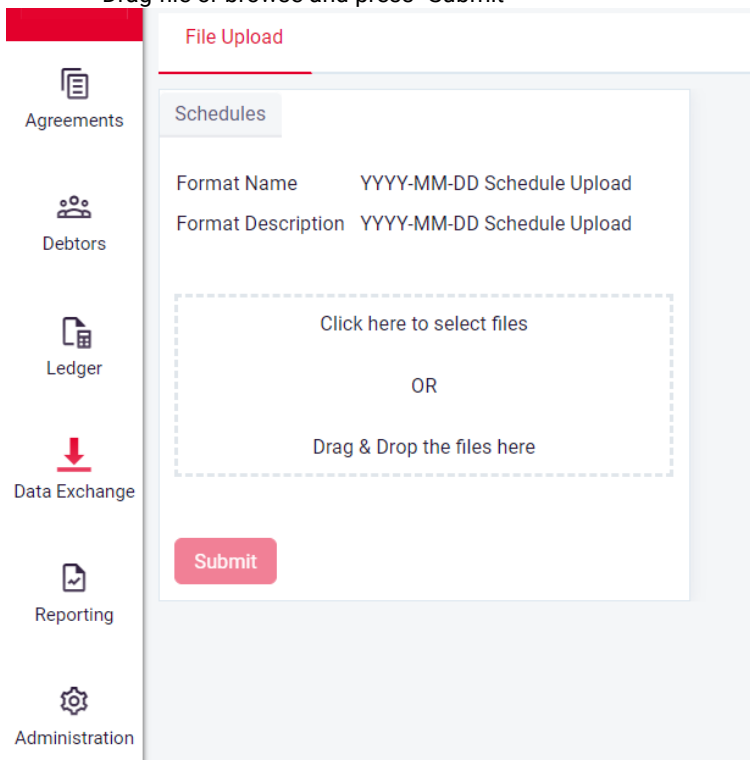- After your confirmation, schedule will be submitted for our review

To upload information electronically go to "Data Exchange"

- We will provide file example in excel
- Fill information accordingly to column description
- File must be converted to csv format (File -> Save As -> format CSV (Comma delimited) (*.csv) before upload
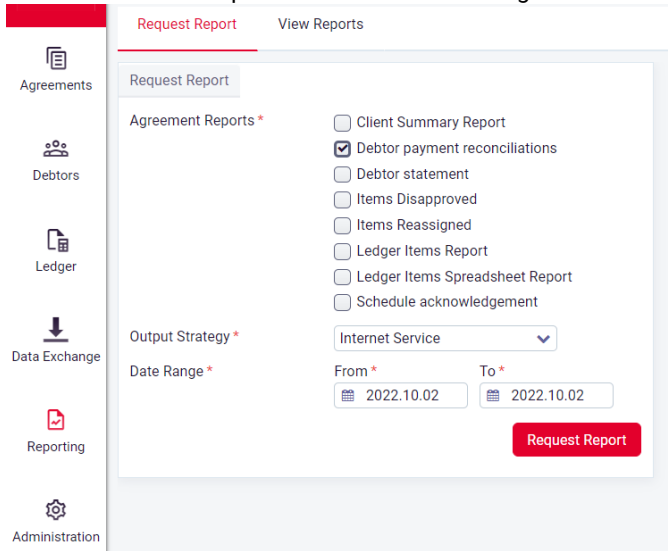- Drag file or browse and press "Submit"

6. Reports

In the section "View Reports" you can find following reports, these reports will be generated with frequency shown below. In the same section you will find also all the history – reports about the previous periods.
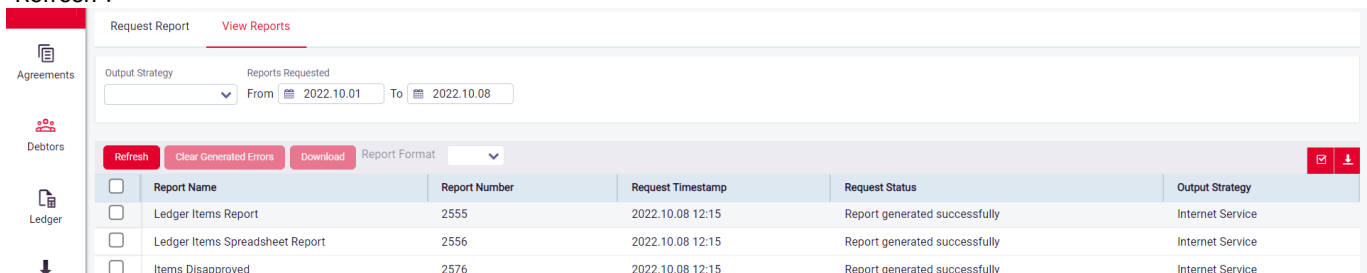
Reports No 1-7 can be requested ad-hoc as needed in "Request Report". After report is requested it's available at "View Report".

No	Report	Frequency	Output strategy
1	Client Summary Report	Monthly	Internet Service*
2	Debtor payment reconciliation	Monthly	Internet Service
3	Debtor statement	Monthly	Internet Service
4	Items Disapproved	Daily	Internet Service
5	Items Reassigned	Monthly	Internet Service
6	Ledger Items Report	Daily	Internet Service
7	Ledger Items Spreadsheet Report	Daily	Excel
8	Monthly Invoice	At EOM	PDF and email
9	Invoice for additional services	Ad-hoc	PDF and email
10	Schedule acknowledgement	At EOM	Internet Service
12	Client advance interest invoice	At EOM	Internet Service
13	Payment detail report	After each payment execution	Excel and email

*Internet Service – report is available in Factoring Portal and can be downloaded to your personal desktop.

Monthly invoices, additional service invoices and payment detail report will be sent to your indicated email address, but at the same time these reports are available in Factoring Portal as well, to find needed report apply "From" – "To" dates and press "Refresh".

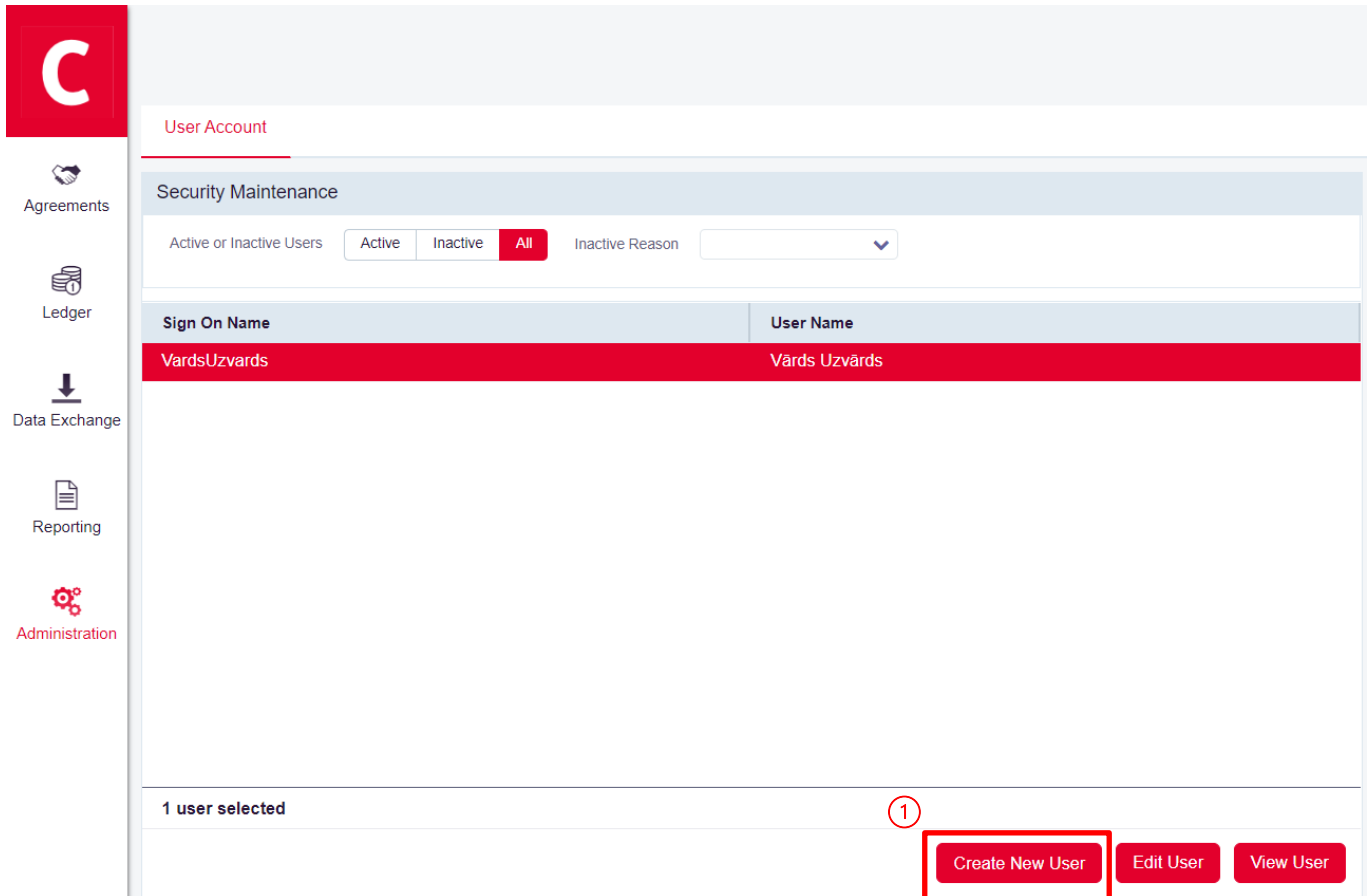## 7. How to create and maintain Factoring Portal users?

Factoring Portal Administrator can be created only by us. Other Factoring Portal users are created by Factoring Portal Administrator of your company.

- To create new user go to "Administration" and press "Create New User"
- Sign On Name format – person NameSurname *(do not use specific language letters in Sign on Name)*
- Password must consist:
  - A. minimum of 12 characters
  - B. at least 1 UPPERCASE letter
  - C. at least 1 lowercase letter
  - D. at least 1 number
  - E. at least 1 special character (!\"*%'()+,-./:;<=>?[]^_{}|~`) (# and & cannot be used)
- Authority level pick from list "Citadele Standard"

- Indicate Country, Language and email (mail where Authentication code is sent), other information is not mandatory
- Access can be granted to whole Client Agreements or for specific ones
- Whole range or specific functions can be assigned to user
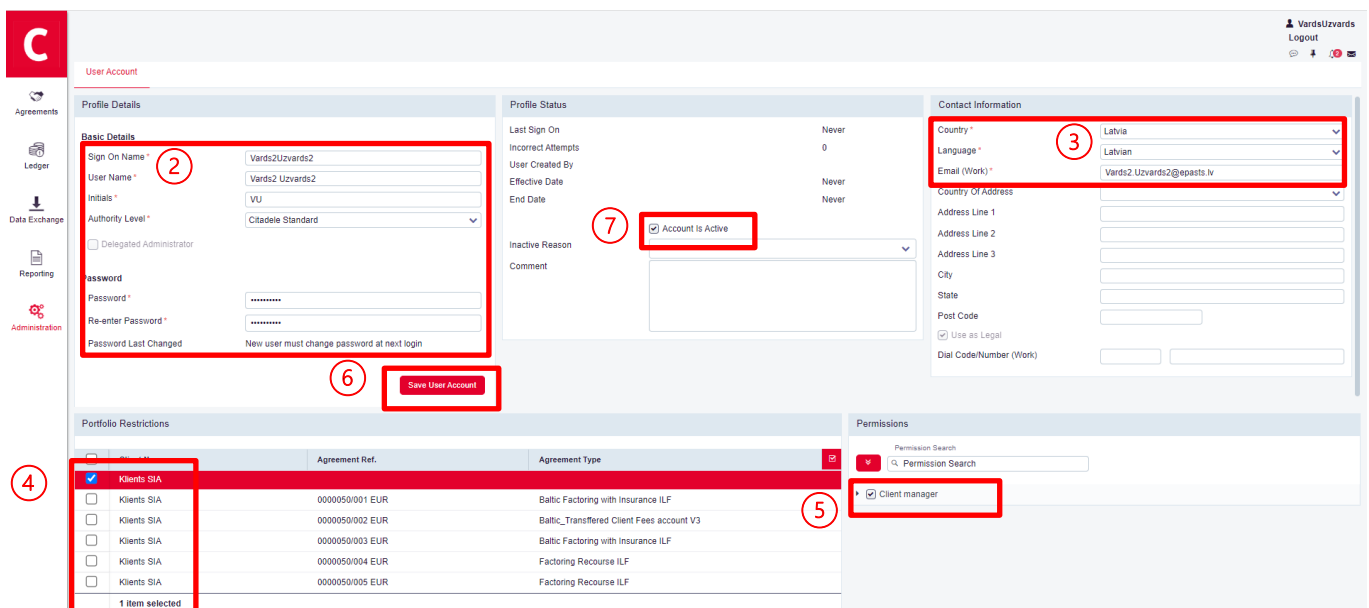- And press "Save User Account"

Factoring Portal Administrator holds all information about company's Factoring Portal users, can change user details and deactivate them by unticking "Account is active" and indicating "Inactive reason" and saving the data.
If user is deactivated, Login failed error appears.

Factoring Portal users has access only to personal data and can only change Password by clicking "Edit user" -> "Change Password".