

Getting Started with Ex-Im *Online*

A Guide for Brokers

Table of Contents

Welc	con	ne to Ex-Im <i>Online</i> !	3
Navigating in Ex-Im <i>Online</i>			4
1. Crea		ting the Exporter's User Account in Ex-Im <i>Online</i>	5
	0	Login page	5
	0	Exporter Landing Page	6
	0	Naming a Broker	6
2. Su	bm	nit a Multibuyer Policy Application	8
	0	Select a new application	8
	0	Introduction and Application Instructions	9
	0	Granting Access Right to Brokers, Lenders & City/State Partners	10
3. Ap	pli	cation Status	11
	0	Email Confirmation & Tracking Numbers	11
	0	Viewing the Status of a Pending Application	12
4. Qu	ıot	ation Acceptance	13
	0	Policy Parameters	14
5. View In-Force Policy			15
6. Submit New SBCL Application			16
	0	Instructions	16
7. Sh	ipn	nent Reporting	17
	0	Step 1 – New/Saved Shipments	19
	0	Step 2 – Select the buyer	19
	0	Step 3 - Add Shipments – Detail	20
	0	Step 4 – Review / Update / Remove Saved Shipments	21
	0	Step 5 – Validation Results and Submit Shipment Report	22
	0	Viewing Previously Submitted Shipment Reports	23
	0	"No Shipment" Reports	24
8. Broker Management Functions			26
	0	Broker Landing Page	26
	0	View "My Portfolio"	27
	0	View Commission Activity	28

Welcome to Ex-Im *Online*!

This document will help you to get started using our new online system. Common tasks will be explained step-by-step, including registering new exporters, applying for insurance and guarantee products, and managing your Ex-Im Bank transactions.

Ex-Im *Online* has been designed with the broker in mind, allowing you to:

- view and manage all of your policies online;
- submit and track new policy and buyer approval applications;
- view and accept policy quotations;
- view and print policy documents;
- submit shipment reports;

all in one place, available anytime, anywhere.

So how do I get started?

Existing Ex-Im Bank brokers with active multibuyer policies will be pre-registered in Ex-Im *Online*, and provided with a temporary username and password.

From the main ExIm website, click "Apply Online" in the Quick Links section, or type https://eximonline.exim.gov in your web browser.

How do my customers get started?

For new customers you will need to assist them in registering and naming you as their broker. This will enable you to view and complete new applications on the exporter's behalf, and view/manage in-force policies, all from your personal account in Ex-Im *Online*.

This process has three parts, detailed in the following sections.

- Step 1 Create the exporter's user account in Ex-Im *Online*
- Step 2 Name your company as broker
- Step 3 Grant broker access rights when submitting a new policy application

We strongly encourage you to walk through these steps with your customer to insure proper access to their applications and policies in Ex-Im *Online*.

Navigating in Ex-Im Online

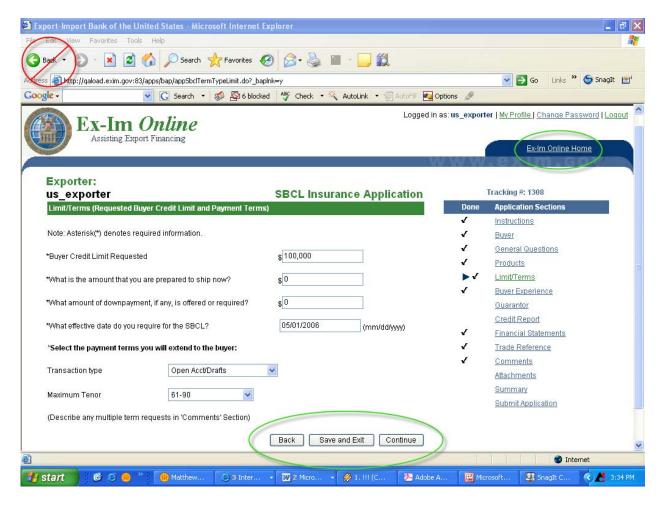
Before we begin, here are a few general comments on navigating your way through the system.

It all starts with the Landing Page. The "Ex-Im Online Home" link at the top right corner of each page returns you to the Landing Page, the starting point for all your activities in Ex-Im *Online*.

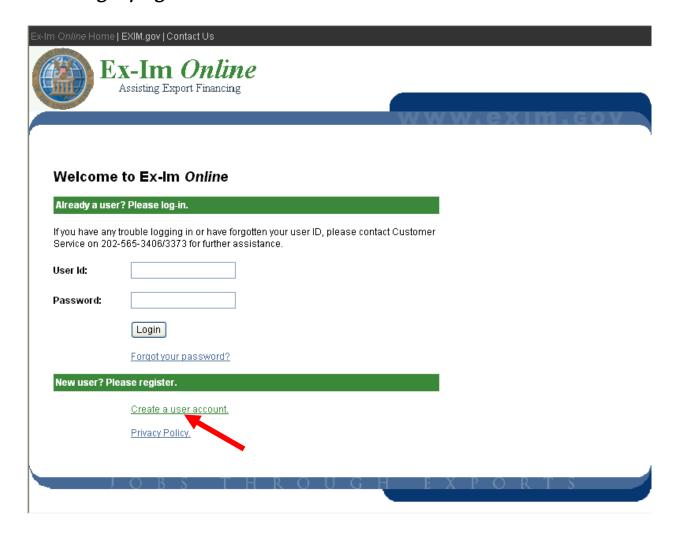
Don't use the "Back" button in your browser. Ex-Im *Online* dynamically creates each page, and navigation buttons are provided at the bottom of each page.

Save and Exit without losing information. Once completed a check mark appears next to that section. At any point, just click "Save and Exit". All information in completed sections is retained, and you can pick up where you left off by choosing "Continue a Saved Application" from the Landing Page.

Complete applications in any order. Applications are divided into sections (right) and can be completed in any order. Clicking "Continue" will take you through each section one-by-one, but can be completed in any order.



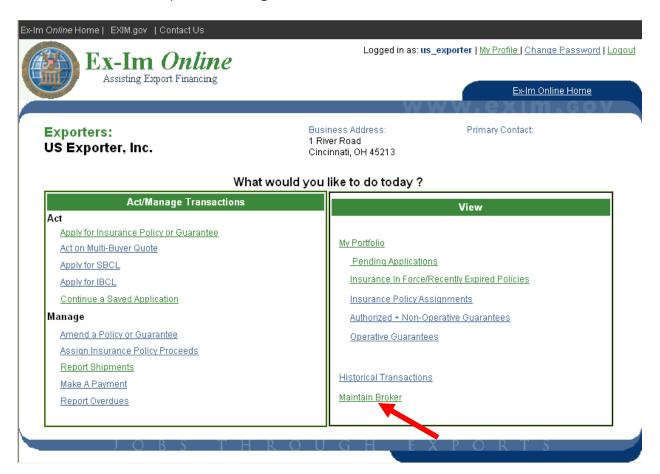
1. Creating the Exporter's User Account in Ex-Im *Online*Login page



The first step in getting an exporter online is to create their account in the system. If their company has not previously been registered with Ex-Im *Online* they will be required to enter the name and address of their company. Once the company is registered, multiple user accounts can be created for their company.

Exporter Landing Page

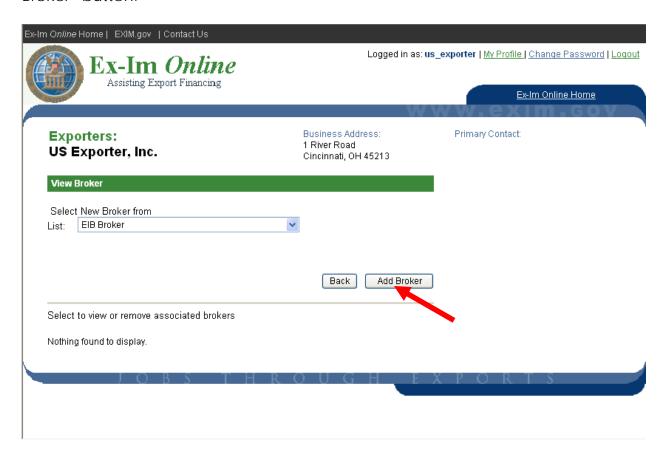
Pictured below is the "Exporter Landing Page", and it is the first thing your customers will see upon entering Ex-Im *Online*.



Naming a Broker

By clicking on the "Maintain Broker" link, the exporter grants you access to their Ex-Im *Online* transactions. We strongly encourage you to walk through this step with new customers to insure you are properly associated with their company.

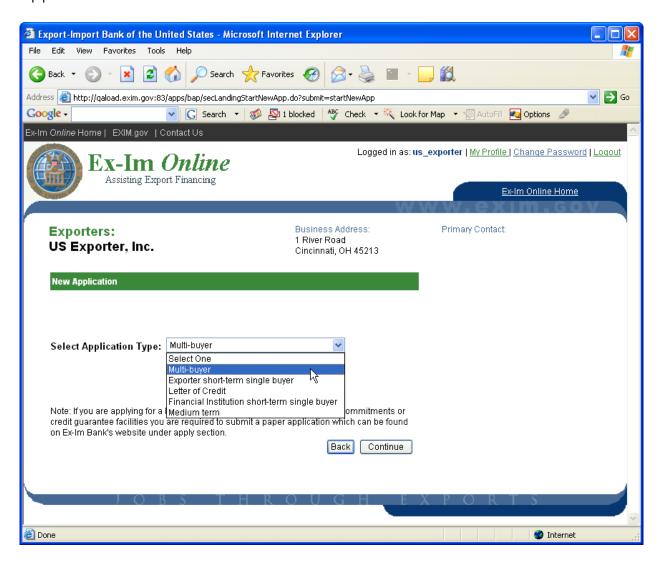
The drop down box shown below will list all registered Ex-Im Bank brokers. Instruct the exporter to select your brokerage firm from the list, and click the "Add Broker" button.



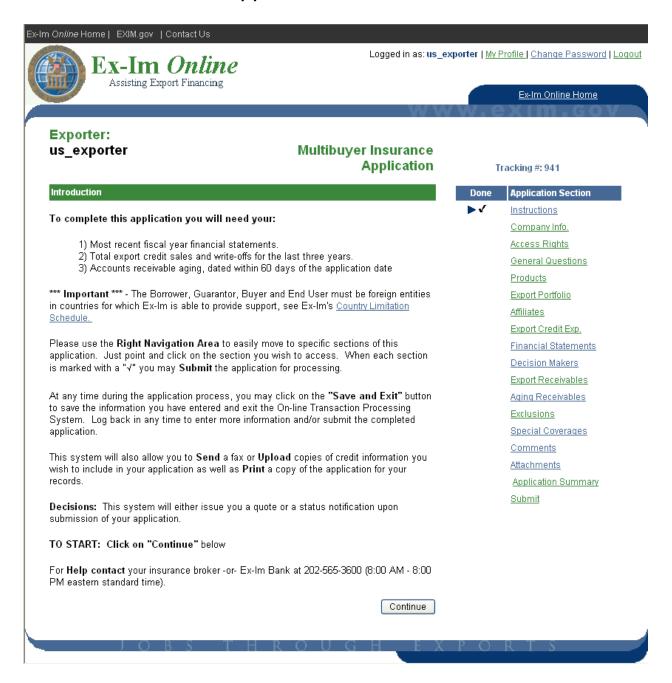
2. Submit a Multibuyer Policy Application

Select a new application

From their <u>landing page</u>, the exporter will select "Apply for Insurance Policy or Guarantee". They will then choose from a list of current Ex-Im Bank product applications that are available in Ex-Im *Online*.



Introduction and Application Instructions



Please encourage the exporter to read the instructions carefully for information on completing the application. Once an application is started the user can save and exit at any point without losing their information.

Note: Only the exporter can start a multibuyer insurance policy application, but once initiated it can be viewed and completed on their behalf by the broker. All saved applications can be viewed by the broker by clicking "Continue a Saved Application on the broker landing page.

Granting Access Right to Brokers, Lenders & City/State Partners

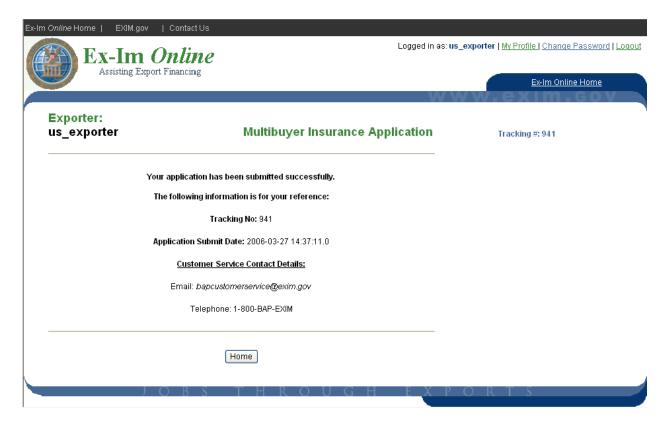


The final step in granting the broker access to this multibuyer application is by clicking the button next to "Select from Brokers Associated with this Company", and choosing your brokerage from the list. Once complete, the application will be accessible from the broker landing page. You will be able to enter information on the exporter's behalf, and submit the application for processing.

3. Application Status

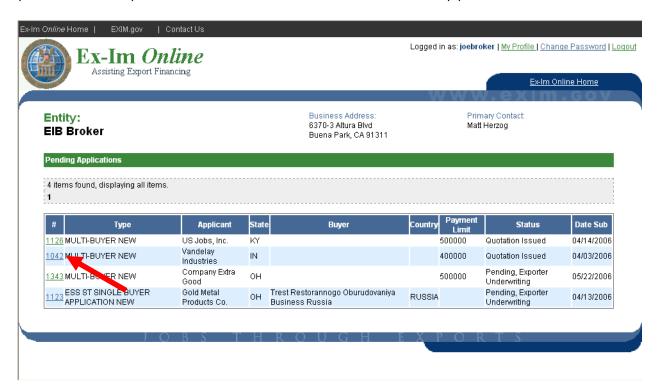
Email Confirmation & Tracking Numbers

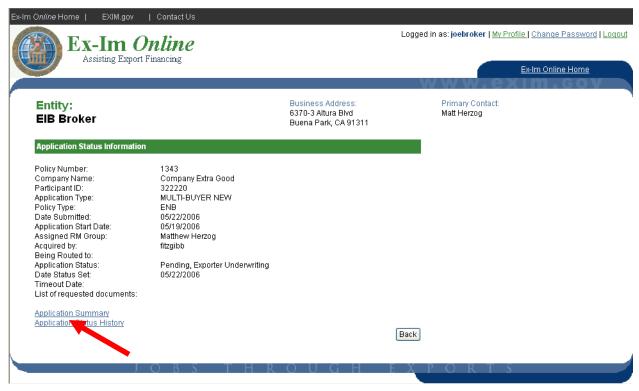
Every transaction submitted in Ex-Im *Online* (new application, submitted shipment report, amendment request) is assigned a unique tracking number that can be used to check the transaction's status at any time. Upon submission of a new application both exporter and broker will receive email notifications that also contain the tracking number.



Viewing the Status of a Pending Application

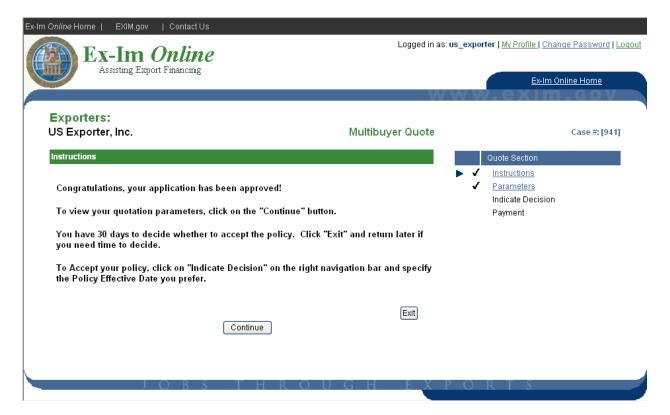
Pictured below is the "Pending Applications" page, which displays a summary of all of your customers' transactions that are currently being processed by Ex-Im Bank. In the "#" column is the transaction tracking #, which links to more detailed status information (shown below). The "Application Summary" link provides a snaphshot of all information entered in the application.



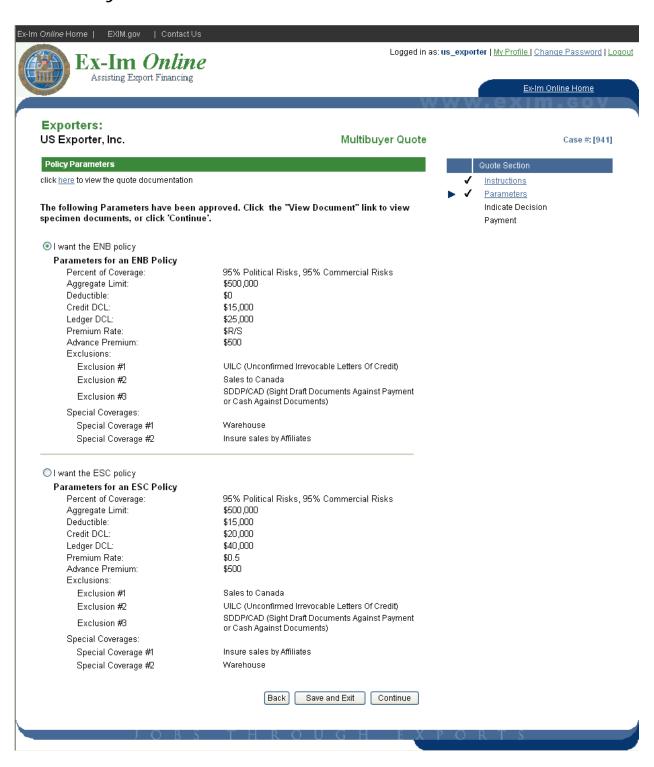


4. Quotation Acceptance

Once the application has been processed and approved by Ex-Im Bank, both the exporter and broker will receive email notification that a quotation has been issued and is ready to be viewed in Ex-Im *Online*. Both the exporter and broker can access the quotation by logging into the system and clicking on the "Act on Multibuyer Quote" link from the landing page.



Policy Parameters



Sample policy documents can be viewed and printed. To accept a quotation, the exporter will select the button next to the appropriate parameters and click "Continue". They will then be prompted to enter a policy effective date, and provided with options for paying the advance premium.

5. View In-Force Policy

Upon acceptance of the quotation and payment of the advance premium, the exporter's policy is issued in Ex-Im *Online*. Pictured below is the "Policy Landing Page", accessible from both the exporter and broker landing pages under the "Insurance In-Force/Recently Expired Policies" link.

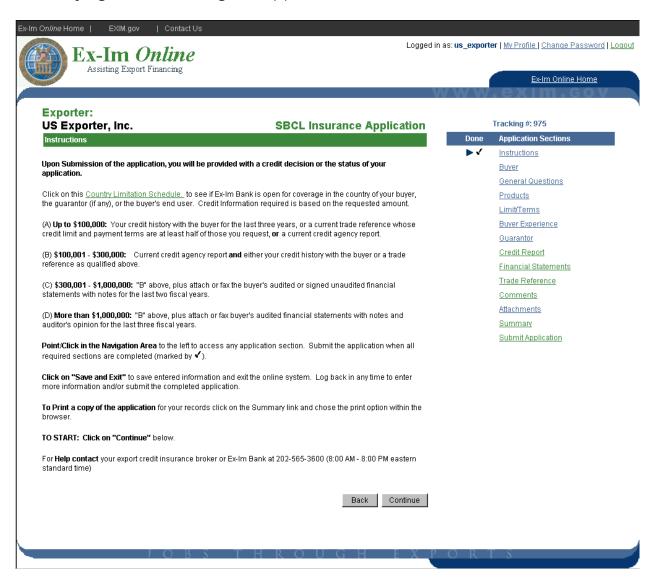


This page displays all policy parameters, endorsements, approved SBCL's & IBCL's, pending (in-process) and saved applications. Links in the top right corner provide access to common policy management activities such as viewing policy documents, requesting new SBCL/IBCL's, reporting shipments, and requesting policy amendments and assignments. Links to many of these activities are also available as "shortcuts" from the exporter and broker landing pages.

6. Submit New SBCL Application

Instructions

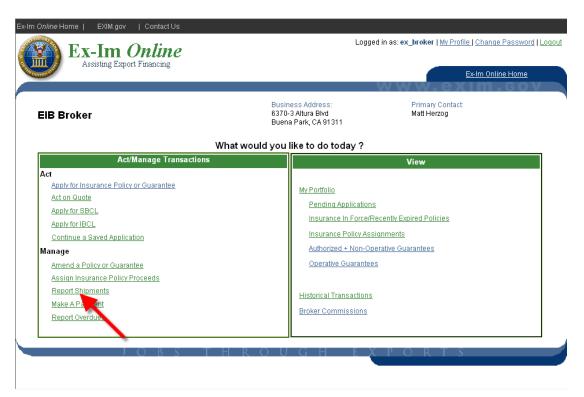
Once a policy is in-force, both the exporter and broker are able to complete SBCL applications. However, only the exporter is able to complete the final step of certifying and submitting the application.



Please note that the credit information requirements have been changed as indicated on the instructions screen for the Special Buyer Credit Limit.

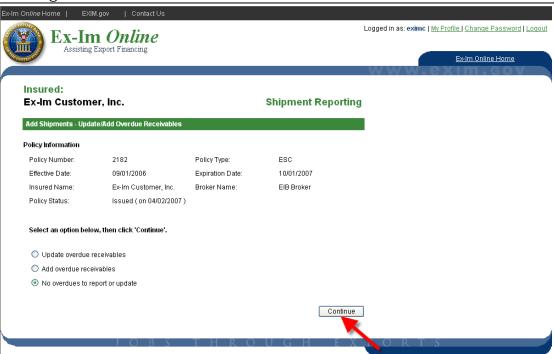
7. Shipment Reporting

Begin by clicking on "Report Shipments" from the Landing Page.



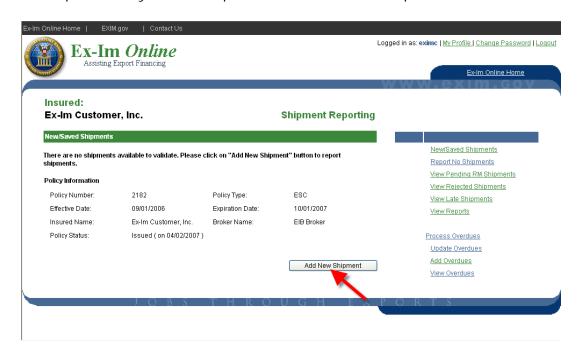
To enter the shipment reporting module the user must first indicate whether there are any overdues to report or update. While this step is required of anyone viewing shipments (broker, lender, policyholder, etc.) it is only meant as a reminder, and the response is not reported to Ex-Im Bank.

Getting Started in Ex-Im Online

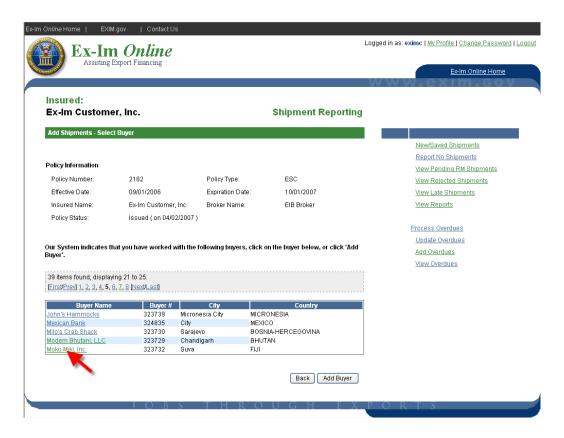


Step 1 - New/Saved Shipments

This is the first page displayed in the shipment reporting module. Here you can view and update any saved shipments, or add new shipments.



Step 2 - Select the buyer



Step 3 - Add Shipments - Detail

This screen has not been changed. The user has four options:

Return to the buyer list, do not save.

Select Another Buyer

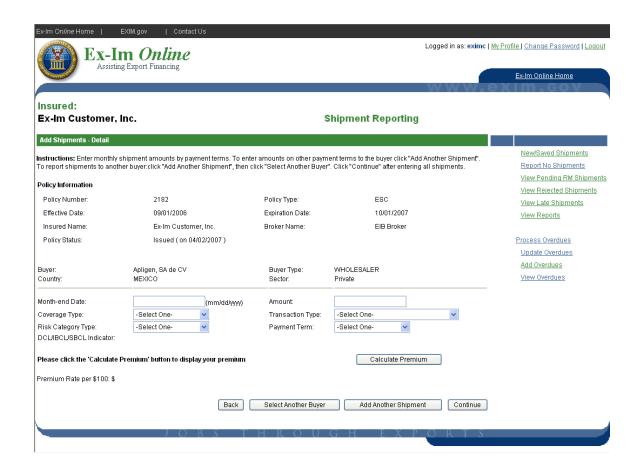
Return to the buyer list, do not save

Add Another Shipment

Save - Add another shipment

Continue

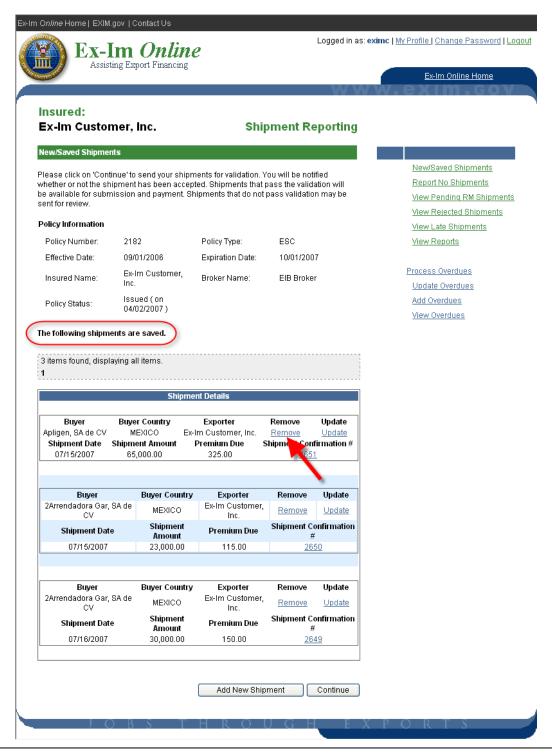
Save - Continue on to shipment report submission



Step 4 - Review / Update / Remove Saved Shipments

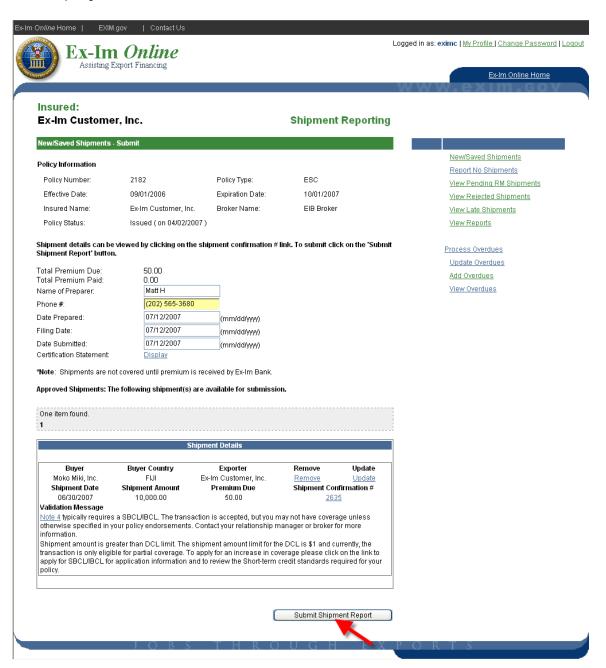
The "New/Saved" Shipments" page confirms the shipment(s) previously entered. The user can exit the shipment reporting module, add more shipments, or continue on to complete submission of the report.

Also, note that the user now has the ability to remove shipments prior to submission.



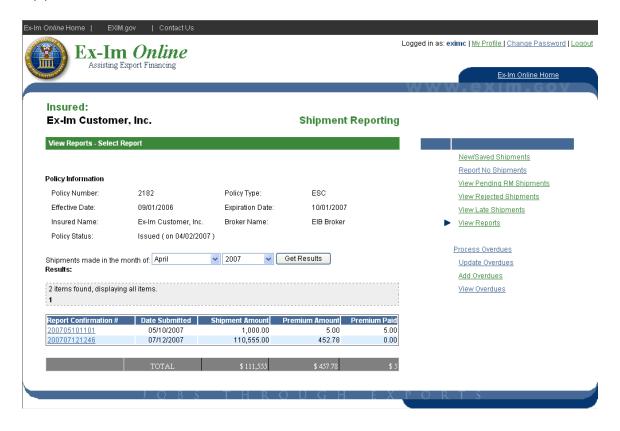
Step 5 - Validation Results and Submit Shipment Report

The shipments are compared against basic policy parameters, and the results are displayed below.



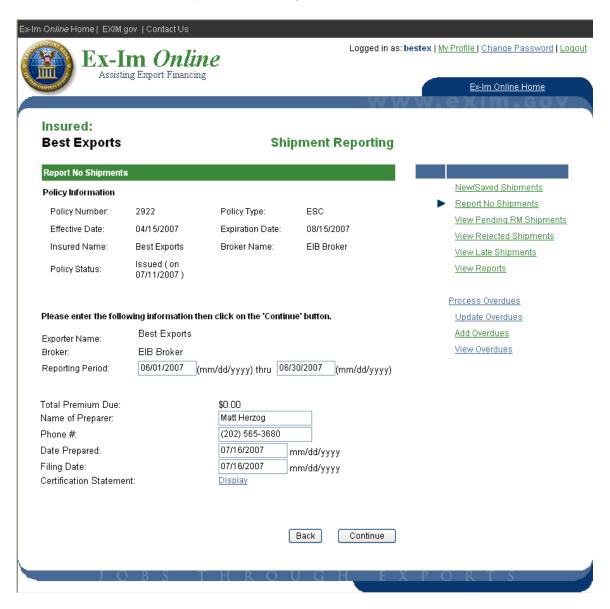
Viewing Previously Submitted Shipment Reports

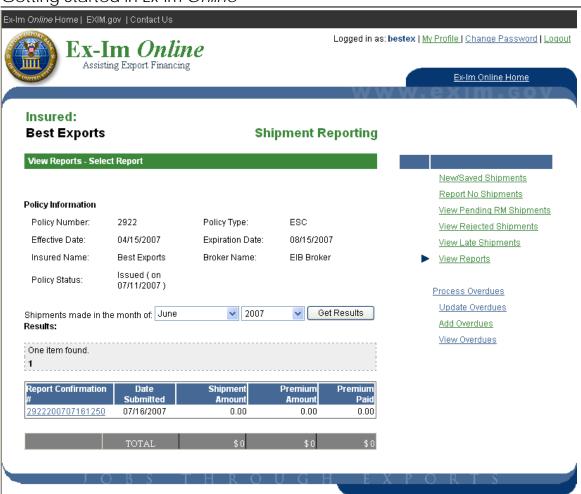
Please note that submitted shipment reports can now be viewed according to the month in which the shipments occurred. The system now provides total shipment amount, premium amount, and any payments that have been applied.



"No Shipment" Reports

Previously, reports indicating no shipment activity (shown below) were not being displayed under "View Reports". This system defect has been corrected going forward, and any "No Shipment" reports will be displayed in the month during which there was no shipment activity.

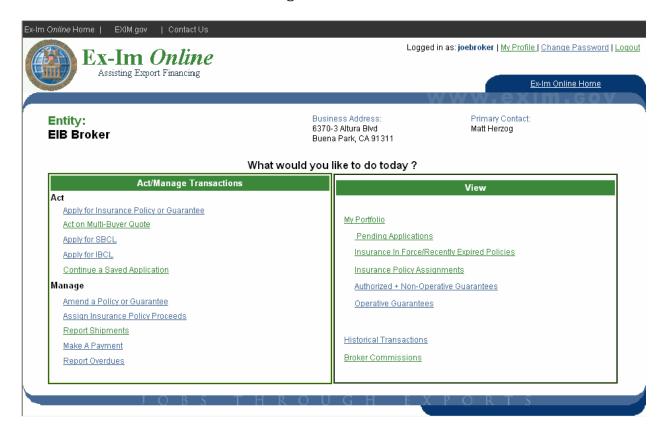




8. Broker Management Functions

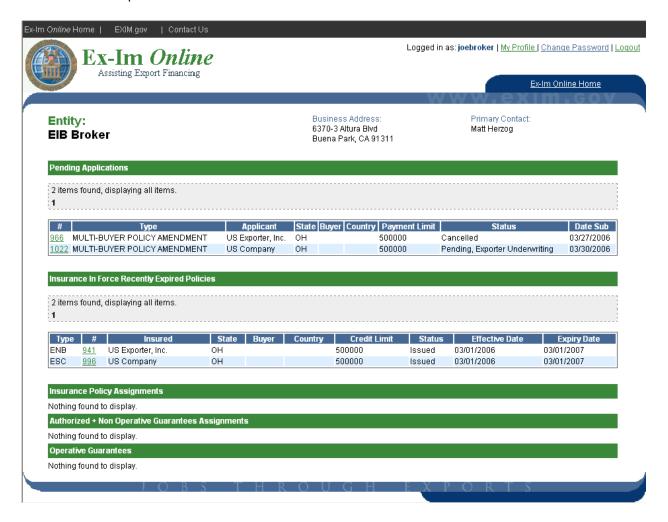
Broker Landing Page

At first glance the Broker Landing Page is similar in most respects to the Exporter Landing Page, with the exception of the "Historical Transactions" and "Broker Commissions" links in the bottom right.



View "My Portfolio"

The "My Portfolio" link from the Broker Landing Page displays all current transactions with Ex-Im Bank. The # column displays the tracking or policy number, and provides a link to details for each transaction.



View Commission Activity

Information on commissions earned for current and past reporting periods are available by following the "Broker Commissions" link from the Broker Landing Page.

