Payment default management in E-Krediidiinfo
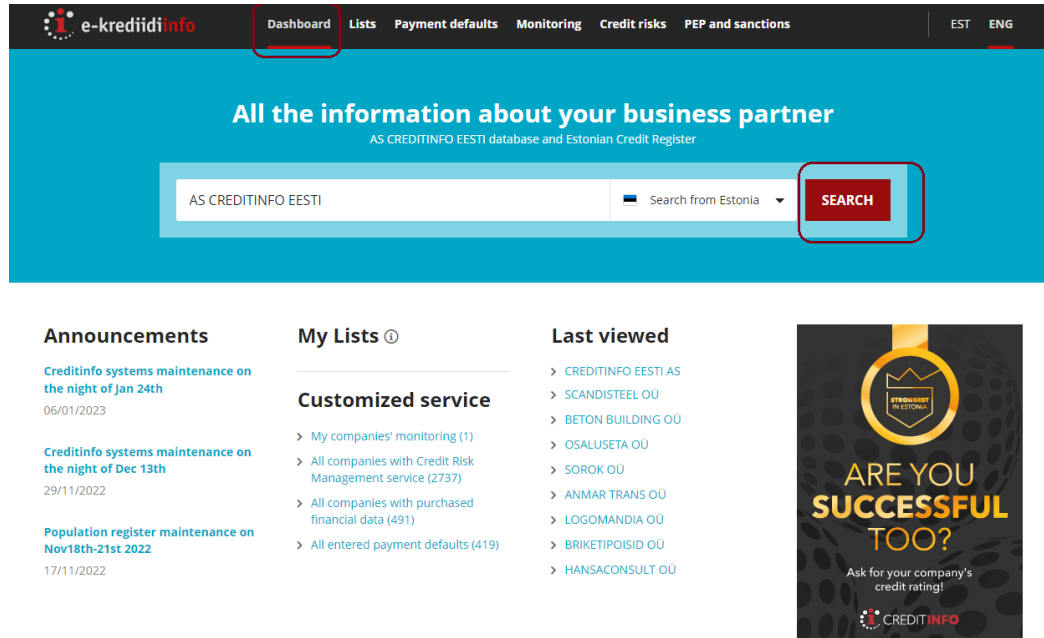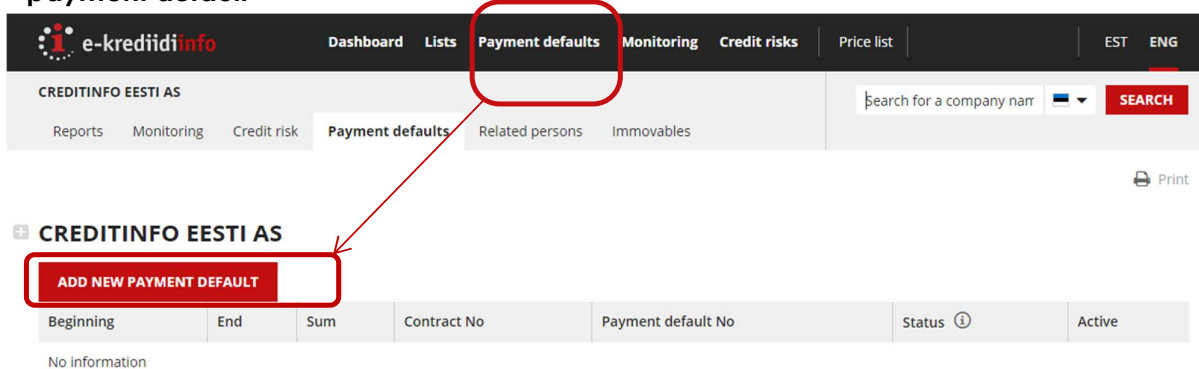
CREDIT**INFO**

Table of contents

AS Creditinfo Eesti

1. Entering the payment defaults

To **enter** payment defaults **in E-Krediidiinfo:**

1) log in to the Proff package at www.e-krediidiinfo.ee,

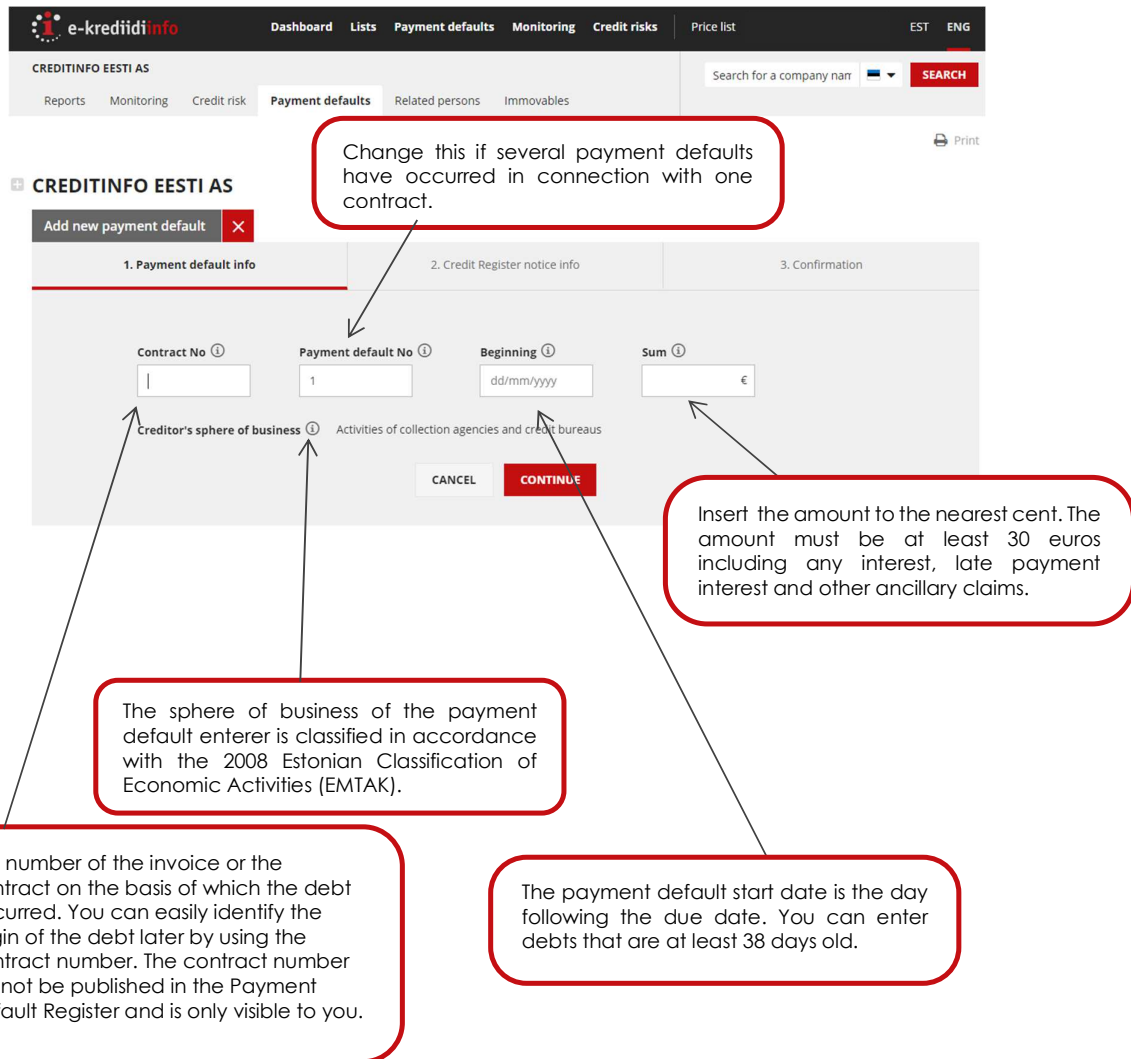2) go to the dashboard and search for the company with debt (by the registry code or name),

3) select „**Payment defaults**" from the black menu bar and click on „**Add new payment default**"

4) this opens a **three-step** payment default entry form.

1) In the first step, you need to enter debt details.

Change this if several payment defaults have occurred in connection with one contract.

The sphere of business of the payment default enterer is classified in accordance with the 2008 Estonian Classification of Economic Activities (EMTAK).

Insert the amount to the nearest cent. The amount must be at least 30 euros including any interest, late payment interest and other ancillary claims.

The number of the invoice or the contract on the basis of which the debt occurred. You can easily identify the origin of the debt later by using the contract number. The contract number will not be published in the Payment Default Register and is only visible to you.

The payment default start date is the day following the due date. You can enter debts that are at least 38 days old.

2) In the second step, you can select the language for Payment Default Register notifications, delivery channels and type in the addresses.

A day after entering the payment default, Creditinfo will send a notification to the debtor (via e-mail on the same day). In the letter, the debtor is informed of the amount of debt and the payment deadline and warned that the debt will be made public in the Payment Default Register.

AS Creditinfo Eesti

Choose the language of the notification

Choose the delivery channel. We recommend that you use both regular mail and e-mail to increase the probability of the debtor receiving the notification.

By choosing e-mail as the delivery channel, all of the replies to your notice (incl. undelivered mail reports) will be delivered to your e-mail address (unless otherwise specified).
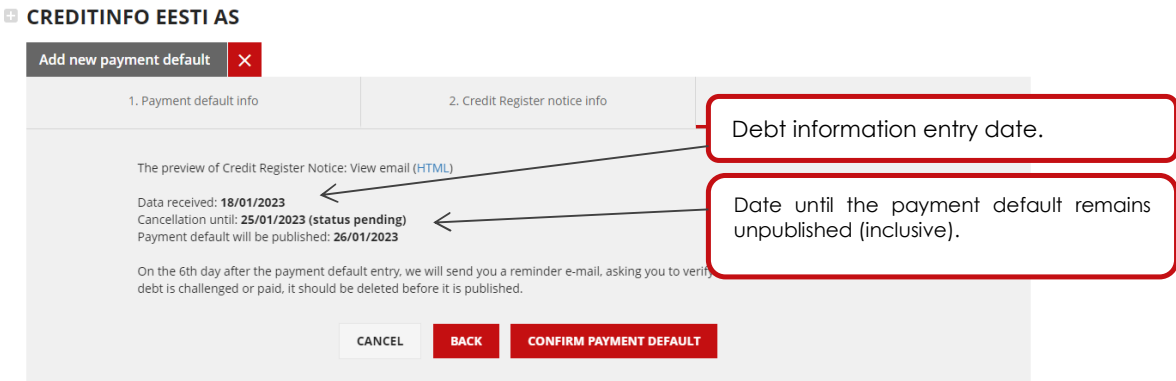
3) Finally, **in the third step**, you can preview notifications text and forward debt information to the register.

Debt information entry date.

Date until the payment default remains unpublished (inclusive).

Attention! Before publishing a payment default, you need to check whether the debt is still unpaid and the payment default is undisputed. In the event of a paid debt or a dispute, default should not be published.

2. Statuses

Once a payment default is registered, it will get a **status**.

Pending – the payment default is pending for seven days before it is made public. The debtor has been notified and informed that a payment default will be published. Pending payment defaults are not yet visible to other creditors (in reports and services).
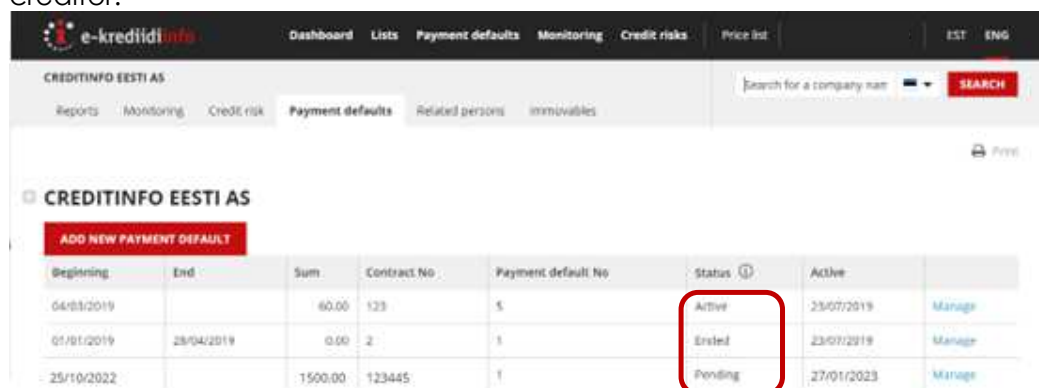

Active – the payment default is public and the debt is unpaid. This is displayed in all reports and services that involve the payment default.

Ended – the debt has been paid in full, but the information remains public. Information about debts is retained for seven years after the payment default is settled in the case of companies and five years in the case of private persons.

Pending, disputed – the debtor has disputed the payment default before it becomes public (while its status was "pending"). NB! Disputed payment defaults are only visible to the creditor.
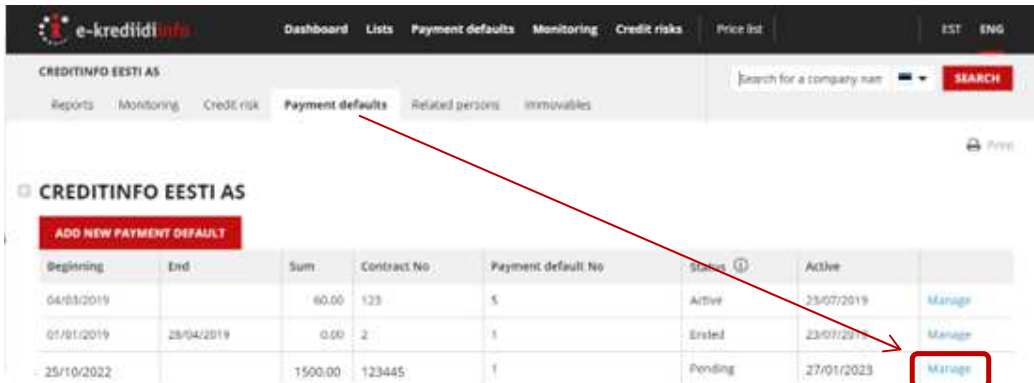
Disputed – the debtor has disputed the payment default and its publishing is suspended. NB! Data of disputed payment defaults is only visible to the creditor.

3. Payment default management (amendement and closing)

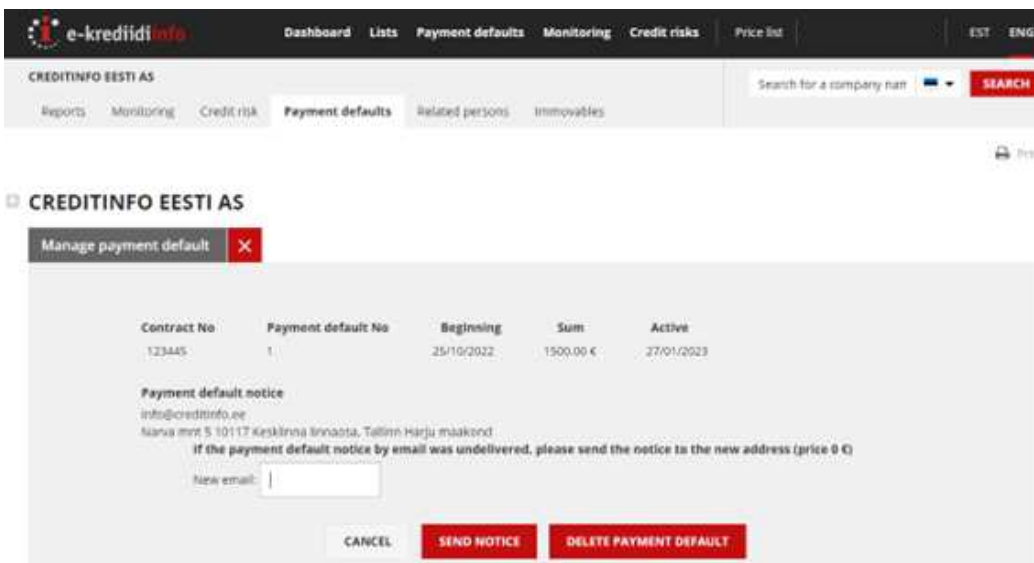Payment defaults entered can be amended and managed in the detailed company view.

In the case of **"Pending"** payment defaults you can:

- see the payment default data and addresses of the notifications sent;
- delete payment defaults.

If the Payment Default Register notification is sent to the debtor via e-mail and the payment default status is "pending", you can send repeat notifications to a new e-mail address if it becomes evident that e-mail address was not correct and the e-mail bounced back.
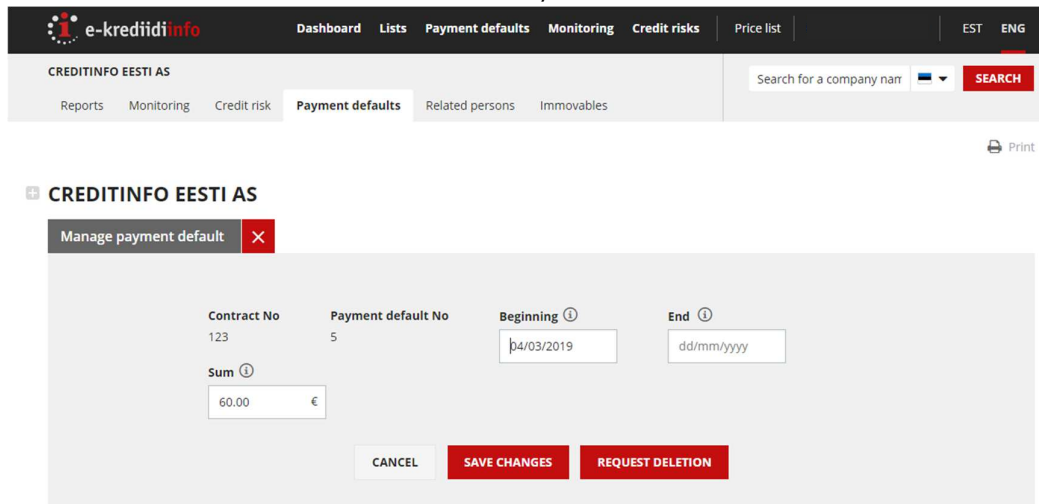
In the case of „**Active**" payment defaults you can:

- change the start date (the debt must be at least 45 days old);
- change the amount (i.e. enter the current outstanding amount);
- close the payment default by entering the end date (while nulling the amount, i.e. the debt balance);
- request that Creditinfo delete the payment default from the register (if payment default has been entered by mistake and/or include incorrect data or is invalid for another reason; if the debt is paid, then end date should be marked, but not deleted).

In the case of **"Ended"** payment defaults you can:

- change the start date (the debt must be at least 45 days old);
- change the end date;
- change the amount (in the case of cleared payment defaults, the amount should be nulled, because the debt is paid);
- request that Creditinfo delete the payment default from the register (if payment default has been entered by mistake and/or include incorrect data or is invalid for another reason; if the debt is paid, then end date should be marked, but not deleted).

Tip

All the companies for which you have made a payment default entry can easily be found by clicking on **"Payment defaults"** on the black menu bar.