

## Index

» Universal Collection - Inquiry	2
» Query - Collection Reports	3
» Query - Registration Application Status	3
» Query - Modification Application status	4
» Query - Virtual accounts	5
» Query - Errors - Data Entry	5

### » Universal Collection - Inquiry

#### What can I find on this page?

On this page, you can query your collection reports and download them.

#### How can I obtain the information I am interested in?

To download your reports, click "Download".

The page consists of the following sections:

#### 1. Collection Reports

This section contains the following elements:

- Number: It displays the registration number.
- Collection date: It displays the query date.
- Folio: It displays the query folio.
- Status: It displays one of the following options:
  - Complete
  - Outstanding
- Link *Download*. By clicking on this link, the selected register will be downloaded. If the status is "Outstanding", the link will be disabled.

#### 2. Collection report application

- If you want to query previous dates (not available on the list above), enter the information requested, then click "Request".
  - Date: Select the application date on the calendar.
  - Global account: Choose a registered account from the list.

By clicking "Request", the screen *Universal collection - Query - Collection Reports* will be displayed.

#### 3. Request Status

The legend "Select the type of operation for the status request and enter the global account to query" is displayed, followed by the next elements:

- Virtual accounts registration.
- Assignment / alias modification
- Global account: On the selection list, you can choose one of the accounts classified as global.

By clicking "Request", the screen *Universal collection - Query - Status of registration requests*, or, *Universal Collection - Query - Status of modification application* will be displayed.

### 4. Virtual Accounts

The legend "This report can be requested only once a month" will be displayed, followed by the next elements:

- Virtual account reports: It displays the virtual accounts report up to the indicated date.
- Status: It displays one of the following options to indicate the report status:
  - Complete
  - Pending
- Link Download: By clicking on this link, the selected register will be downloaded. If the status is "Pending", the link will be disabled.
- Link *Request Month Report*: By clicking on this link, the screen *Universal Collection - Query - Virtual Accounts* will be displayed.

## » Query - Collection Reports

### What can I find on this page?

On this page, you can request your collection report.

### How can I obtain the information I am interested in?

The page consists of the following sections:

#### 1. Caption

"Your request has been received successfully with the folio number".

#### 2. Summary

This section contains the following elements :

- Global account: It displays the global account request information.
- Request date: It displays the query request date.
- Status: It displays the request status.

Note: The legend "The report will be available for download from tomorrow, during the next 5 days, in the universal collection summary".

## » Query - Registration Application Status

### What can I find on this page?

On this page, you can see the status of your registration application.

### How can I obtain the information I am interested in?

The page consists of the following sections:

### 1. Global account

It displays the account's name and number.

### 2. Summary

This section contains the following elements :

- Global account: It displays the global account application information.
- Number: It displays the registration number.
- Application Date: It displays the application date.
- Folio: It displays the folio number.
- Status: It displays one of the following options to indicate the account status:
  - Rejected
  - Accepted
  - Outstanding
- Link *Download*: By clicking on this link, the selected register will be downloaded. If your status is "Outstanding", the link will be disabled.

## » Query - Modification Application status

### What can I find on this page?

On this page, you can see the modification requests status.

### How can I obtain the information I am interested in?

The page consists of the following sections:

### 1. Global account

It displays the account's name and number.

### 2. Summary

This section contains the following columns:

- Number: It displays the registration number.
- Request date: It displays the application date.
- Folio: It displays the folio number.
- Status: It displays one of the following options to indicate your account status:
  - Rejected
  - Accepted
  - Outstanding
- Download: By clicking on this link, the selected register will be downloaded. If your status is "Outstanding", the link will be disabled.

### » Query - Virtual accounts

#### What can I find in on this page?

In On this page, you can validate the delivery of your virtual accounts application.

The legend "The report will be available for download from tomorrow, during 5 days, in the *Universal Collection* query".

If you want to query your account again, you will be able to do so next month.

**Note:** This service permits only one query per month.

### » Query - Errors - Data Entry

#### What can I find on this page?

On this page, you can see the errors generated during the data entry.

#### How can I obtain the information I am interested in?

The page consists of the following sections:

##### 1. Collection reports

This section comprises a summary with the following columns:

- Number: It displays the registration number.
- Query date: It will display the query date.
- Folio: It displays the folio number.
- Status: It displays one of the following options to indicate the account status.
  - Complete
  - Outstanding
- Link Download: By clicking on this link, the selected register will be downloaded. If your status is "Outstanding", the link will be disabled.

Error messages:

- Date: Choose the application date on the calendar; if the date is missing, an error message will be displayed below: "enter a date"
- Global account: On this list, you must select one of the registered accounts. If the registered account is missing, an error message in red will be displayed below: "Select an account".

By clicking "Request", the collection report request will be executed.

##### 2. Requests Status

The following legend will be displayed "Select the type of transaction for the status request and indicate the global account to check", followed by the following elements:

- Registration: This option allows you to register the status request.
- Modifications: This option allows you to make modifications to the status request.

- Global account: Selection list with the registered accounts.

Note: If an account has not been selected, the error message "Select an account" will be displayed.

By clicking "Request", the collection report request will be executed.

### 3. Virtual Accounts

It displays a summary with the following accounts:

- Virtual account reports: It displays the virtual accounts report up to the indicated date
- Status: It displays one of the following options to indicate the status report:
  - Complete
  - Outstanding
- *Download*: By clicking on this link, the selected register will be downloaded. If your status is "Outstanding", the link will be disabled.