



Innovation



Domain Experts



Delivering Results

Domain Experts Delivering Results

“ Providing excellence in customer experience, smart process design to maximize recoveries, and full support protecting your revenue is our culture. Technology and efficiency brought together with our domain experts, and we deliver the best combination of outcomes for our partnership. Passion to deliver the best results and exceed your expectations is our mission.



Your Team at VWi
Vengroff Williams, Inc.





Client WebServices Portal Access

Login Screen

This is the initial interface where users enter their credentials (username and password). Ensure correct information is input. If forgotten, follow the password recovery option. This screen is secure and leads to your personalized dashboard upon successful login.

Account Lookup



Monitor your files handled by VW in real time, including full note history and up to the minute payments.

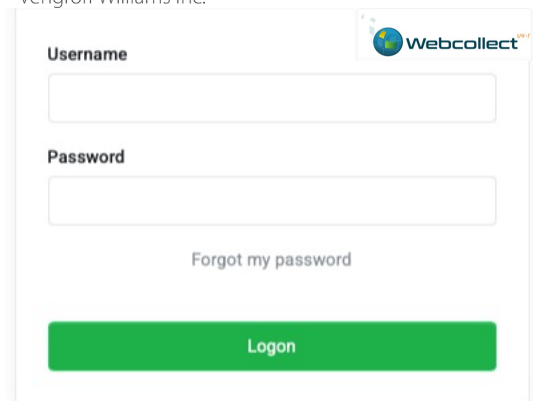
E-Reports



Run a status report with custom parameters and receive it via email in minutes. Advanced charts provide 3D data visualization.

Obtaining your access

Security is our utmost concern. To ensure the safety of your data, we assign all VWi clients a user ID and password before they can access our network. After you obtain your security information from your account rep., you can click on the Client Log-In link on our Home Page, www.vwinc.com. When you click on any of the four choices available, the system will prompt you to enter your user ID and password, please ensure that the password is entered using only lowercase letters.


The screenshot shows the login interface for the VWi Client WebServices Portal. It features the VW logo and 'Vengroff Williams Inc.' at the top. On the right, there is a 'Webcollect' logo. The main form contains two input fields: 'Username' and 'Password'. Below the password field is a link that says 'Forgot my password'. At the bottom of the form is a large green button labeled 'Logon'.

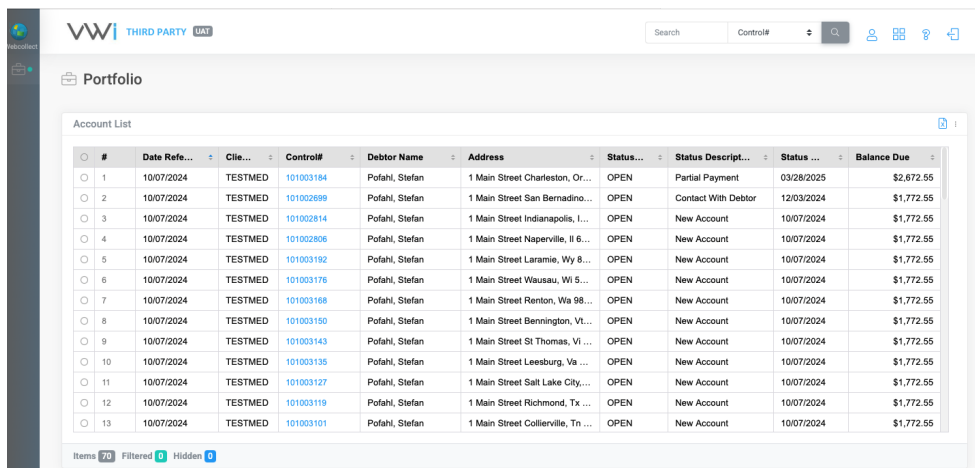
Contact Us:

WebServices Portal Application Support Phone: 941-363-5200



Client WebServices Portfolio View

Portfolio View: After login, you'll see a dashboard view of all your assigned accounts, with high-level data summaries or export  . **Account Detail View:** Click on any listed account from the portfolio to open detailed information. View all financials, due balances, client notes, historical activity, and user actions. This is the core interaction screen for collection agents and users managing accounts.

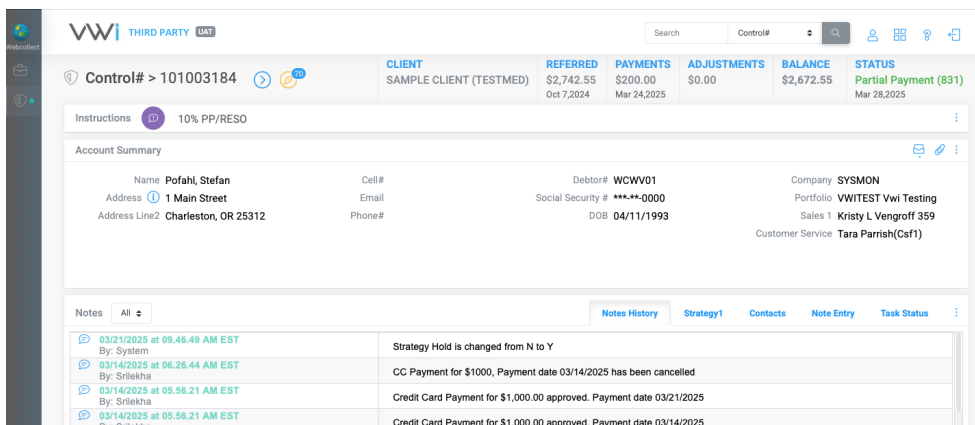


#	Date Refe...	Clie...	Control#	Debtor Name	Address	Status...	Status Descript...	Status ...	Balance Due
1	10/07/2024	TESTMED	101003184	Pofahl, Stefan	1 Main Street Charleston, Or...	OPEN	Partial Payment	03/28/2025	\$2,672.55
2	10/07/2024	TESTMED	101002699	Pofahl, Stefan	1 Main Street San Bernadino...	OPEN	Contact With Debtor	12/03/2024	\$1,772.55
3	10/07/2024	TESTMED	101002814	Pofahl, Stefan	1 Main Street Indianapolis, I...	OPEN	New Account	10/07/2024	\$1,772.55
4	10/07/2024	TESTMED	101002806	Pofahl, Stefan	1 Main Street Naperville, Il 6...	OPEN	New Account	10/07/2024	\$1,772.55
5	10/07/2024	TESTMED	101003192	Pofahl, Stefan	1 Main Street Laramie, Wy 8...	OPEN	New Account	10/07/2024	\$1,772.55
6	10/07/2024	TESTMED	101003176	Pofahl, Stefan	1 Main Street Wausau, Wi 5...	OPEN	New Account	10/07/2024	\$1,772.55
7	10/07/2024	TESTMED	101003168	Pofahl, Stefan	1 Main Street Renton, Wa 98...	OPEN	New Account	10/07/2024	\$1,772.55
8	10/07/2024	TESTMED	101003150	Pofahl, Stefan	1 Main Street Bennington, Vt...	OPEN	New Account	10/07/2024	\$1,772.55
9	10/07/2024	TESTMED	101003143	Pofahl, Stefan	1 Main Street St Thomas, Vi ...	OPEN	New Account	10/07/2024	\$1,772.55
10	10/07/2024	TESTMED	101003135	Pofahl, Stefan	1 Main Street Leesburg, Va ...	OPEN	New Account	10/07/2024	\$1,772.55
11	10/07/2024	TESTMED	101003127	Pofahl, Stefan	1 Main Street Salt Lake City,...	OPEN	New Account	10/07/2024	\$1,772.55
12	10/07/2024	TESTMED	101003119	Pofahl, Stefan	1 Main Street Richmond, Tx ...	OPEN	New Account	10/07/2024	\$1,772.55
13	10/07/2024	TESTMED	101003101	Pofahl, Stefan	1 Main Street Collierville, Tn ...	OPEN	New Account	10/07/2024	\$1,772.55

System Header: Features and Banner Navigation Portfolio View at Login

Upon login, users are greeted with a portfolio view summarizing all accounts as picture below.

You can click on any account line to drill down into the details. This is your starting point for all expanded account specific information. Key information such as account balances, status, account notes history, additional functions as show in the following example.



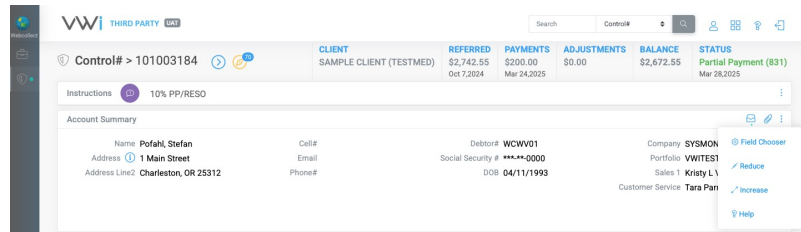
Control# > 101003184		CLIENT	REFERRED	PAYMENTS	ADJUSTMENTS	BALANCE	STATUS
SAMPLE CLIENT (TESTMED)			\$2,742.55 Oct 7, 2024	\$200.00 Mar 24, 2025	\$0.00	\$2,672.55	Partial Payment (831) Mar 28, 2025
Instructions 10% PP/RESO							
Account Summary							
Name Pofahl, Stefan Address 1 Main Street Address Line2 Charleston, OR 25312		Cell# Email Phone#	Debtor# WCWV01 Social Security # ***-**-0000 DOB 04/11/1993		Company SYSMON Portfolio VWITEST Vwi Testing Sales 1 Kristy L Vengroff 359 Customer Service Tara Parrish(Csf1)		
Notes All							
Notes History							
Strategy Hold is changed from N to Y							
CC Payment for \$1000, Payment date 03/14/2025 has been cancelled							
Credit Card Payment for \$1,000.00 approved. Payment date 03/21/2025							
Credit Card Payment for \$1,000.00 approved. Payment date 03/14/2025							



Client WebServices Account Level View

The **top navigation banner** includes links to major functions like Payments, Reports, Account Search, and Support. It remains visible throughout navigation, providing consistent access to utilities regardless of the page you're on. Banner icons may include tooltips for quick reference.

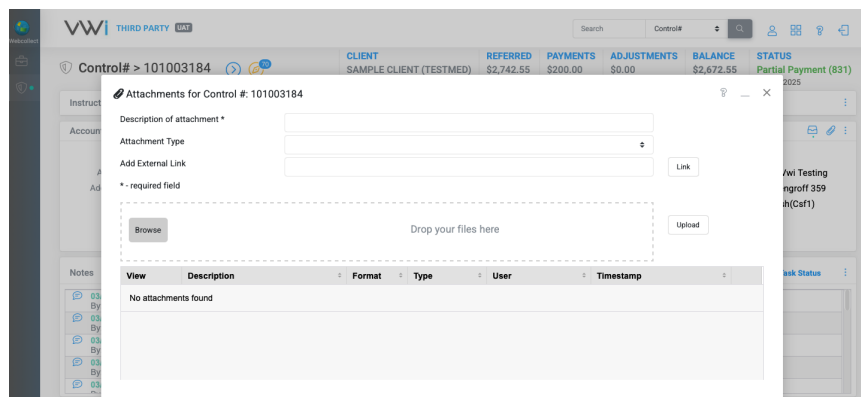
Account Level Header and Functions



Control#	CLIENT	REFERRED	PAYMENTS	ADJUSTMENTS	BALANCE	STATUS
> 101003184	SAMPLE CLIENT (TESTMED)	\$2,742.55 Oct 7, 2024	\$200.00 Mar 24, 2025	\$0.00	\$2,672.55	Partial Payment (831) Mar 28, 2025

Account Summary		Debtor# WCVW01		Company SYSMON	
Name	Pofahl, Stefan	Cell#		Portfolio	VWTEST
Address	1 Main Street	Email		Sales 1	Kristy L
Address Line2	Charleston, OR 25312	Phone#		Customer Service	Tara Pan
		Social Security #	***-**-0000		
		DOR	04/11/1993		

Paper Clip – Document Repository



Attachments for Control #: 101003184

Description of attachment *

Attachment Type

Add External Link

* - required field

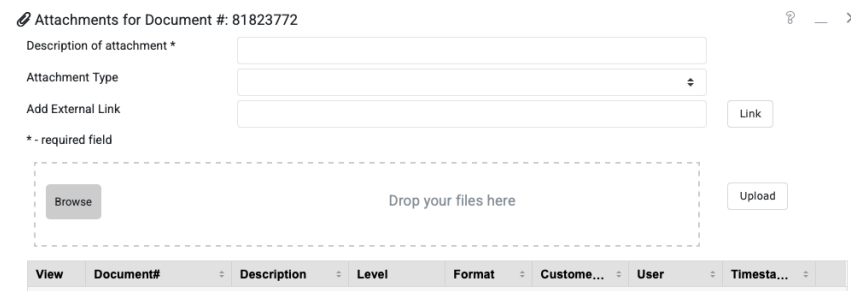
Browse

Drop your files here

Upload

View	Description	Format	Type	User	Timestamp
No attachments found					

The **top navigation banner** Click into the Paper Clip to open the provided documents, stored at the account level. A separate window will open with an image, PDF, or other format of the attachment.



Attachments for Document #: 81823772

Description of attachment *

Attachment Type

Add External Link

* - required field

Browse

Drop your files here

Upload


View	Document#	Description	Level	Format	Custome...	User	Time...
------	-----------	-------------	-------	--------	------------	------	---------

Uploading new attachments such as invoices, customer correspondence, contracts, or other back up is also available in a easy click though, drag and drop file process.



Client WebServices Transactional Detail

Transaction View Details: Click Document# for Expanded Information. Payments Section: Clicking on 'Payment' in the banner leads to the payment data. Here you can view payment history followed by additional data related to your remittance.


THIRD PARTY UAT

Search
Control#

Control# > 101003184

CLIENT

SAMPLE CLIENT (TESTMED)

REFERRED

\$2,742.55
Oct 7, 2024

PAYMENTS

\$200.00
Mar 24, 2025

ADJUSTMENTS

\$0.00

BALANCE

\$2,672.55

STATUS

Partial Payment (831)
Mar 28, 2025

Instructions
10% PP/RESO

Account Summary

Name Pofahl, Stefan

Cell#

Debtor# WCWV01

Company SYSMON

Address 1 Main Street

Email

Social Security # ***-**-0000

Portfolio VWITEST Vwi Testing

Address Line2 Charleston, OR 25312

Phone#

DOB 04/11/1993

Sales 1 Kristy L Vengroff 359

Customer Service Tara Parrish(Csf1)

Notes
All

Notes History
Strategy1
Contacts
Note Entry
Task Status

03/21/2025 at 09:46:49 AM EST
By: System
Strategy Hold is changed from N to Y

03/14/2025 at 06:26:44 AM EST
By: Srilekha
CC Payment for \$1000, Payment date 03/14/2025 has been cancelled

03/14/2025 at 05:56:21 AM EST
By: Srilekha
Credit Card Payment for \$1,000.00 approved. Payment date 03/21/2025

03/14/2025 at 05:56:21 AM EST
By: Srilekha
Credit Card Payment for \$1,000.00 approved. Payment date 03/14/2025

Transaction View
All 12

#	Document#	Issued	Original Amt	Balance Due
1	> 0106301983-2023...	04/10/2023	\$439.00	\$120.00
2	> 0106301983-2023...	04/12/2023	\$299.00	\$169.27
3	> 0106301983-2023...	04/17/2023	\$232.00	\$131.10
4	> 0106301983-2023...	04/19/2023	\$232.00	\$141.10
5	> 0106301983-2023...	04/26/2023	\$232.00	\$131.10
6	> 0106301983-2023...	05/03/2023	\$305.00	\$174.34

Items 12 Filtered 12 Hidden 0 Selected 0.00

Clicking through the document #, you can access detailed information such as payment and remittance details.

Transaction View
All 12

#	Document#	Issued	Original Amt	Balance Due
1	0106301983-2023...	04/10/2023	\$439.00	\$120.00
	Check#:	03/24/2025		\$197.69

Payment

Document # 0106301983-20230410

Line #

Transaction ID

Sequence # 1

Check #

Batch # 1473

Batch Date 03/28/2025

Payment ID

General Ledger #

Payment Source

Comments

CLIENT

Type OFFICE

Amount 197.69 USD

Principal

Interest

Payment Application 03/24/2025

Date

Amount Received (Local) 200.00 USD

Payment Currency USD

Amount Posted (Local) 197.69 USD

Remittance Bank

Cash Applier ID SRILEKHA

Timestamp 03/28/2025 06:17:37.317

UDF String 1



Client WebServices Add a Note Function

Notes Notes History Strategy1 Contacts Note Entry Task Status

Client Comments To Vwi 001

16 ⌵ A B I U Table Undo Redo Print Save

Direct Contact? ☐ Yes ☐ No OK CANCEL

Adding a Note: Under the note entry tab, this is the function that will provide you with the function to send a priority message to our collector, sales, and customer service. Notes are time stamped, date stamped, and 001 status coded to escalate your note to priority response.

Notes Notes History Strategy1 Contacts Note Entry Task Status

Client Comments To Vwi 001

16 ⌵ A B I U Table Undo Redo Print Save

Direct Contact? ☐ Yes ☐ No OK CANCEL



Note Visibility : Immediately, your note will be visible in the collection notes record. Time, Date, and Email stamp will be included in the detail.

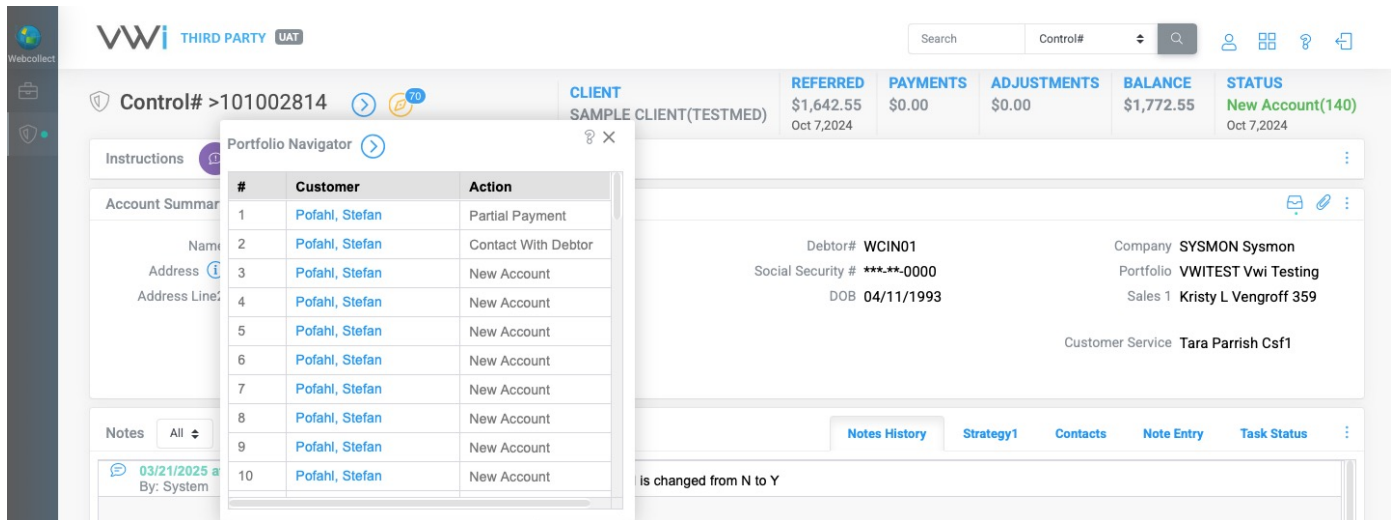
Notes	All	Notes History	Strategy1	Contacts	Note Entry	Task Status
03/21/2025 at 09.46.49 AM EST By: System		Strategy Hold is changed from N to Y				
03/14/2025 at 06.26.44 AM EST By: Srilekha		CC Payment for \$1000, Payment date 03/14/2025 has been cancelled				
03/14/2025 at 05.56.21 AM EST By: Srilekha		Credit Card Payment for \$1,000.00 approved. Payment date 03/21/2025				
04/10/2022 at 08.41.02 PM EST for 13 min 10 sec Customer#: 856-0003951 Outbound Email By: Nancyg@ar-dept.com		Credit Card Payment for \$1,000.00 approved. Payment date 03/14/2025				





Client WebServices Account Navigator

Account Navigation


By clicking Blue Arrow  to Reach the Portfolio Navigator. This feature will provide you on screen access to select your next account for review. Clicking on the same icon will move you to the next account. By clicking on the yellow compass icon  will populate the portfolio navigator



Control# >101002814  

CLIENT SAMPLE CLIENT(TESTMED)

REFERRED	PAYMENTS	ADJUSTMENTS	BALANCE	STATUS
\$1,642.55 Oct 7,2024	\$0.00	\$0.00	\$1,772.55	New Account(140) Oct 7,2024

Portfolio Navigator 

#	Customer	Action
1	Pofahl, Stefan	Partial Payment
2	Pofahl, Stefan	Contact With Debtor
3	Pofahl, Stefan	New Account
4	Pofahl, Stefan	New Account
5	Pofahl, Stefan	New Account
6	Pofahl, Stefan	New Account
7	Pofahl, Stefan	New Account
8	Pofahl, Stefan	New Account
9	Pofahl, Stefan	New Account
10	Pofahl, Stefan	New Account

Debtor# WCIN01
Social Security # ***-**-0000
DOB 04/11/1993

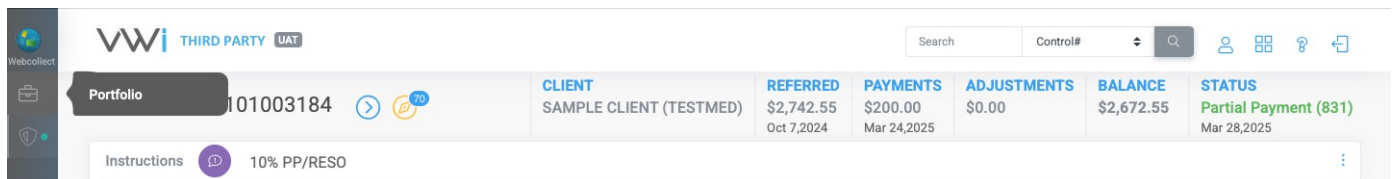
Company SYSMON Sysmon
Portfolio VWITEST Vwi Testing
Sales 1 Kristy L Vengroff 359
Customer Service Tara Parrish Csf1



Notes History **Strategy1** **Contacts** **Note Entry** **Task Status**

is changed from N to Y

Account Navigation

By clicking on the left navigation pane  this icon will return you to the main portfolio inventory section.



Portfolio 101003184  

CLIENT SAMPLE CLIENT (TESTMED)

REFERRED	PAYMENTS	ADJUSTMENTS	BALANCE	STATUS
\$2,742.55 Oct 7,2024	\$200.00 Mar 24,2025	\$0.00	\$2,672.55	Partial Payment (831) Mar 28,2025

Instructions 10 PP/RESO

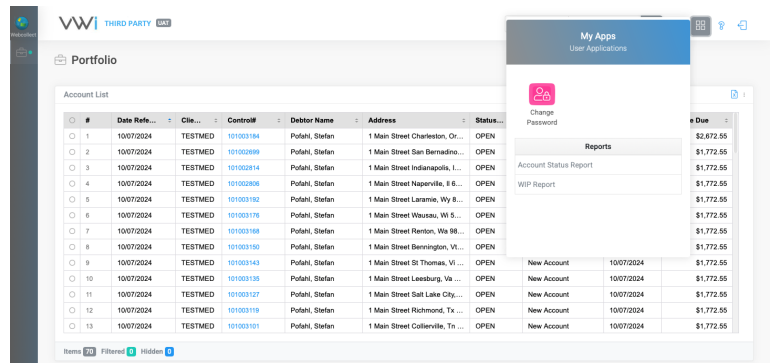


Client WebServices My Apps Features

Additional Features and Utilities:

This includes:

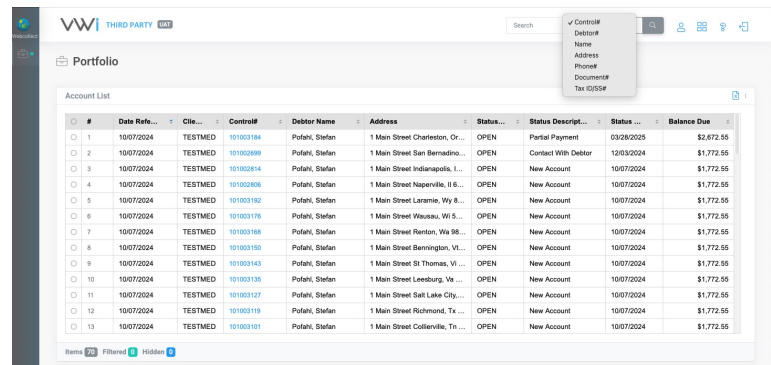
- Changing your password from the user menu
- Searching across your portfolio by name, number, or tag
- Running reports on account status or activities
- Viewing last login history
- Emailing status reports in real-time (including encrypted options)



The screenshot shows the 'Portfolio' page with an 'Account List' table. The table has columns for #, Date Ref., Cite., Control#, Debtor Name, Address, and Status. A sidebar titled 'My Apps' is open, showing options like 'Change Password', 'Reports', and 'WIP Report'.

Search Engine:

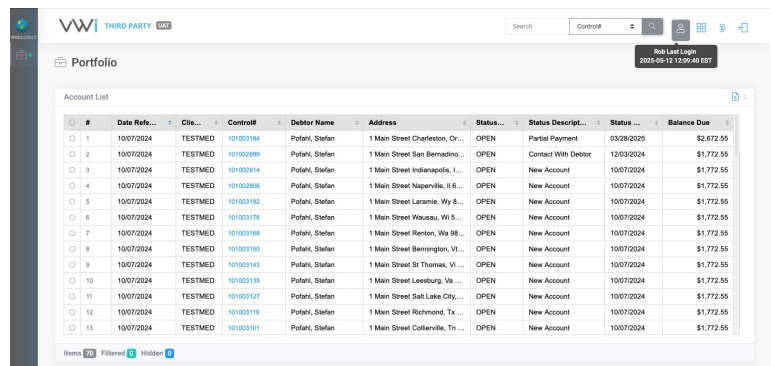
Search your placed accounts by account number (debtor#), customer name, address, phone, or other.



The screenshot shows the 'Portfolio' page with a search dropdown menu open. The dropdown menu contains fields for 'Control#', 'Debtor Name', 'Address', 'Phone', 'Document#', and 'Tax ID/SSN'.

Last Login:

Quick security check to confirm your credential based last login date and time



The screenshot shows the 'Portfolio' page with a 'Last Login' notification in the top right corner. The notification displays the user's name 'Rob' and the last login date and time '2025-05-12 12:09:40 EST'.

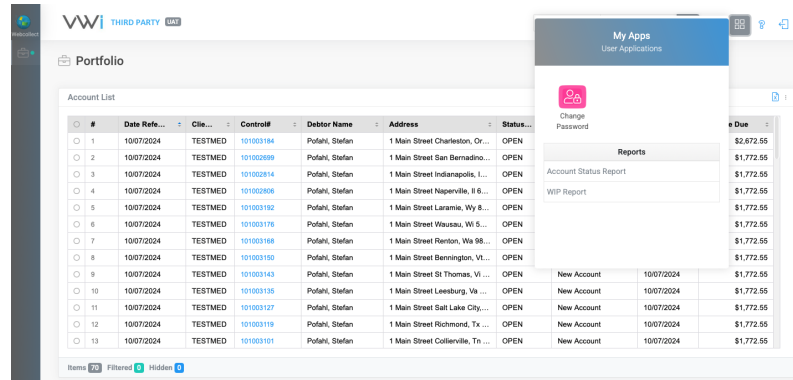


Client WebServices My Apps Features, Reports

Additional Features Reporting:

This includes:

- Work in progress report: Provides a complete summary at the status level for accounts open and closed.
- Debtor status report is the full inventory based upon the criteria you select in report data required. Open, Closed, Date Range, and other are options you may select for your preferred Excel based report.



Report Delivery

Upon requesting a report, a notification for an Authorization code will appear. Check your email for the code and enter to the WebService Protected Message Section. Once completed, the file will be provided by download.

Alert

Account Status Report has been submitted. You will receive an email at raherman@vwinc.com once the report is complete.

OK

Protected Message

Verify Your Identity

Enter Authorization Code

An authorization code was sent to your email

*****@vwinc.com

Authorization code

X X X X X X

The code expires 10 minutes after you request it.

Submit

Request New Code

Report Samples

Excel based reporting delivered – Samples of a Debtor Status Report and WIP (Work in Progress) Reporting

VWI													
SYNCHRON 123 MAIN STREET ANYTOWN, IL 60138													
Vengroff Williams Inc.													
ACCOUNT STATUS REPORT													
Client/Company: SYNCHRON													
Date: 09/12/2025													
Prepared For: SYNCH													
REFERRED FROM: 01/01/2023 TO: 05/12/2025													
CLIENT	ACCOUNT #	CONTROL #	DEBTOR NAME	STATE	REFERRED	REFERRED DATE	COLLECTED	ADJUSTMENTS	BALANCE	CONTINGENCY FEE	STATUS TYPE	REMARKS	COLLECTION
TESTMED	AC0001	500780071	ABC Company	IL	10/07/2024	\$ 187.69	\$ 149.76	\$ 0.00	\$ 0.00	\$ 0.00	PAID IN FULL		###
TESTMED	AC0002	500780089	Universal Company	PA	10/07/2024	\$ 107.69	\$ 20.00	\$ 0.00	\$ 50.24	\$ 4.40	NEW ACCOUNT		SYNCHRON
TESTMED	AC0003	500780090	Smith, John	ME	10/07/2024	\$ 107.69	\$ 0.00	\$ 0.00	\$ 138.73	\$ 0.00	COLLECTOR ELECTRONIC MSG SENT TO CLIENT		SYNCHRON
TESTMED	AC0002	500780048	Smith, Caroline	ME	10/07/2024	\$ 107.69	\$ 117.37	\$ 0.00	\$ 0.00	\$ 25.82	PAID	PAID IN FULL	###
Total:	4					\$ 760.76	\$ 287.15	\$ 0.00	\$ 189.97	\$ 63.17			

	A	B	C	D	E	F
1	CLIENT CODE	STATUS	DESCRIPTION	TOTAL #	TOTAL \$	PERCENTAGE %
2	TESTMED	031	PARTIAL PAYMENT	6	\$ 10,413.30	\$ 9.79
3	TESTMED	CWC	Contact with Debtor	1	\$ 1,772.55	\$ 1.67
4	TESTMED	092	BROKEN PROMISE	2	\$ 3,545.10	\$ 3.33
5	TESTMED	004	COLLECTOR ELECTRONIC MSG SENT TO CLIENT	1	\$ 138.73	\$ 0.13
6	TESTMED	140	NEW ACCOUNT	53	\$ 90,523.61	\$ 85.08
7						
8					\$ 106,393.29	\$ 100.00
9						



Delivering Experts and Automation

Each Enterprise must navigate through the wide and complex environment of changing customer needs, demographics, increased regulatory requirements, and a conservative risk management climate.

The industry is also facing new market conditions that include a changing competitive atmosphere with new and emerging players, lower growth rates, and a volatile global environment wrought with unprecedented disruption which impact your industry and bring expansive opportunities.

VWi's Client Engagement Model provides the flexibility and customization required for the large enterprise. We are passionate about delivering value and outcomes specific to your agenda.



Innovation



Domain Experts



Delivering Results

VWi Customer Service

WebServices Support

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Sarasota, FL 34237

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Email: moreinfo@vwinc.com

www.vwinc.com

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Founded in 1963, with over \$15 billion under its management, VWi is a leading business-services provider relied upon by more than 2,000 global clients to transform their businesses into leaner, more dynamic, agile and efficient operations. With a consultative approach to providing a full range of end-to-end solutions, VWi's enterprise solution team delivers a highly automated and optimized environment for our clients. VWi delivers services globally with a core focus upon onshore delivery under a highly automated managed BPO offering.