VWi
Vengroff Williams Inc.

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.

![Vengroff Williams Inc. logo](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

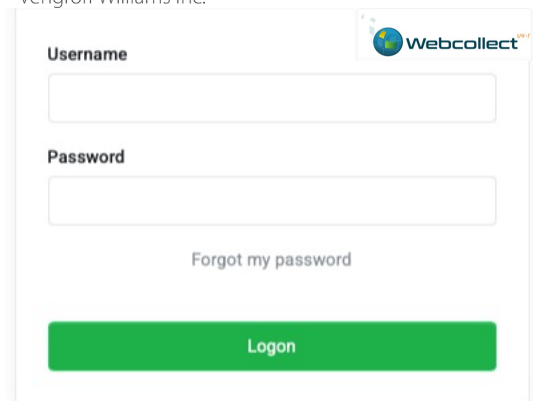Monitor your files handled by VW in real time, including full note history and up to the minute payments.

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.
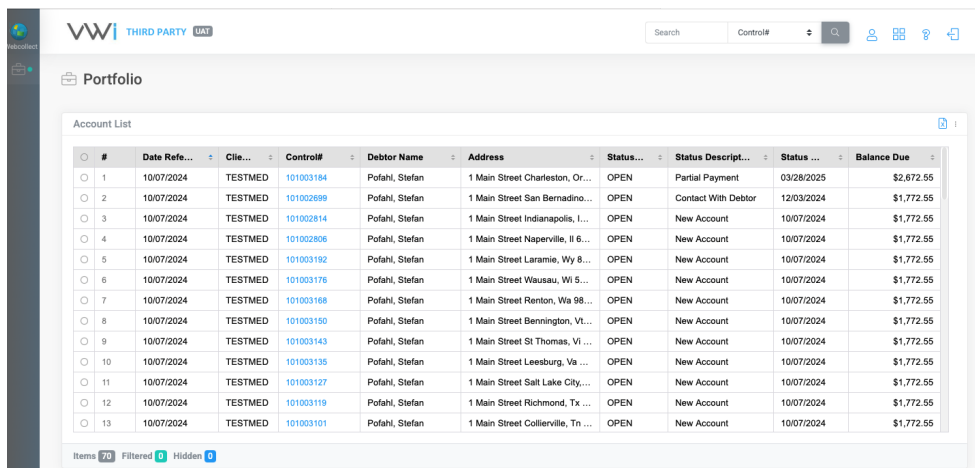
Contact Us:

WebServices Portal Application Support Phone: 941-363-5200

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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.
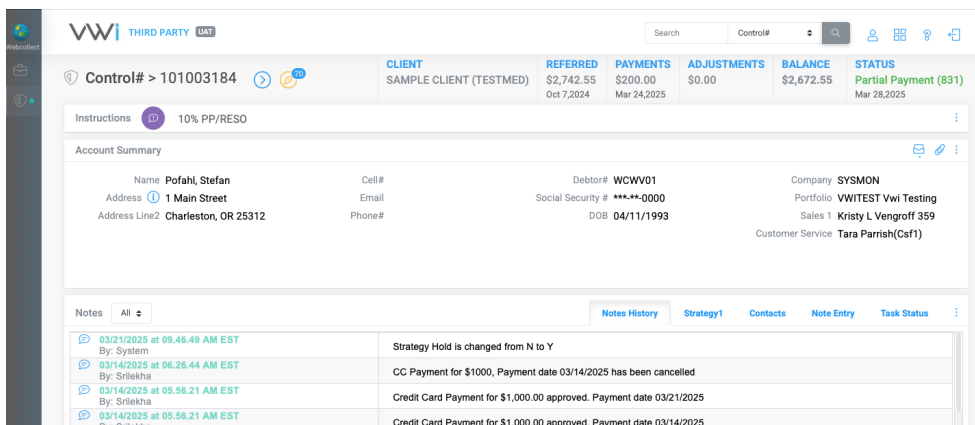

System Header: Features and Banner Navigation Portfolio View at Login

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.
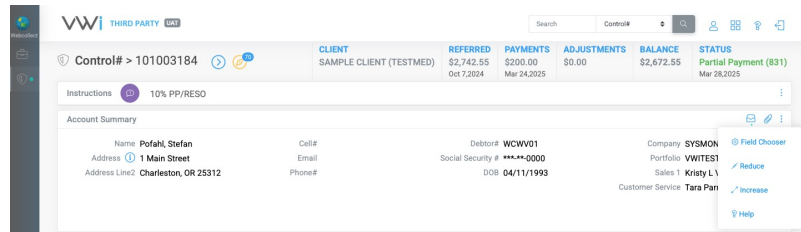
Client WebServices Account Level View

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.
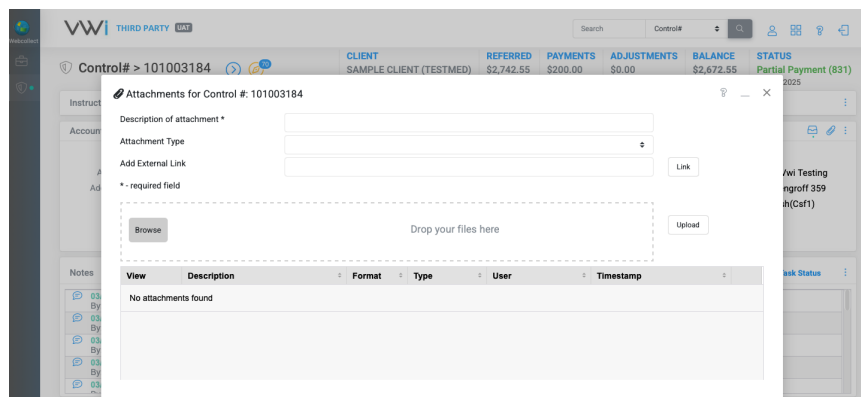
Account Level Header and Functions

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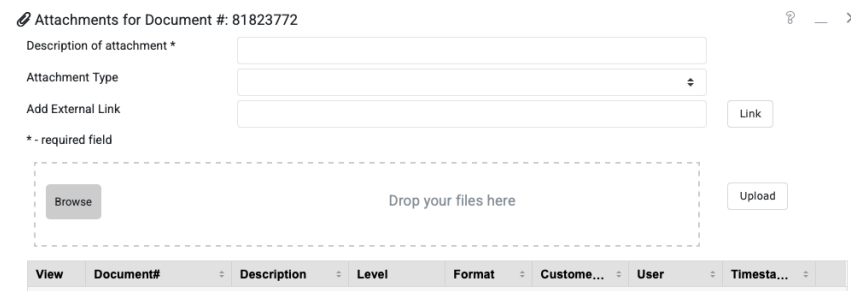
The top navigation banner Click into the Paper Clip to open the provided documents, stored at the account level. A separate window will open with an image, PDF, or other format of the attachment.

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.

![Vengroff Williams Inc. logo]

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.

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

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

| Client Comments To Vwi | 001 |

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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 ▦ ↰ ↱ ⧉ 🗐 🗐 |

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.
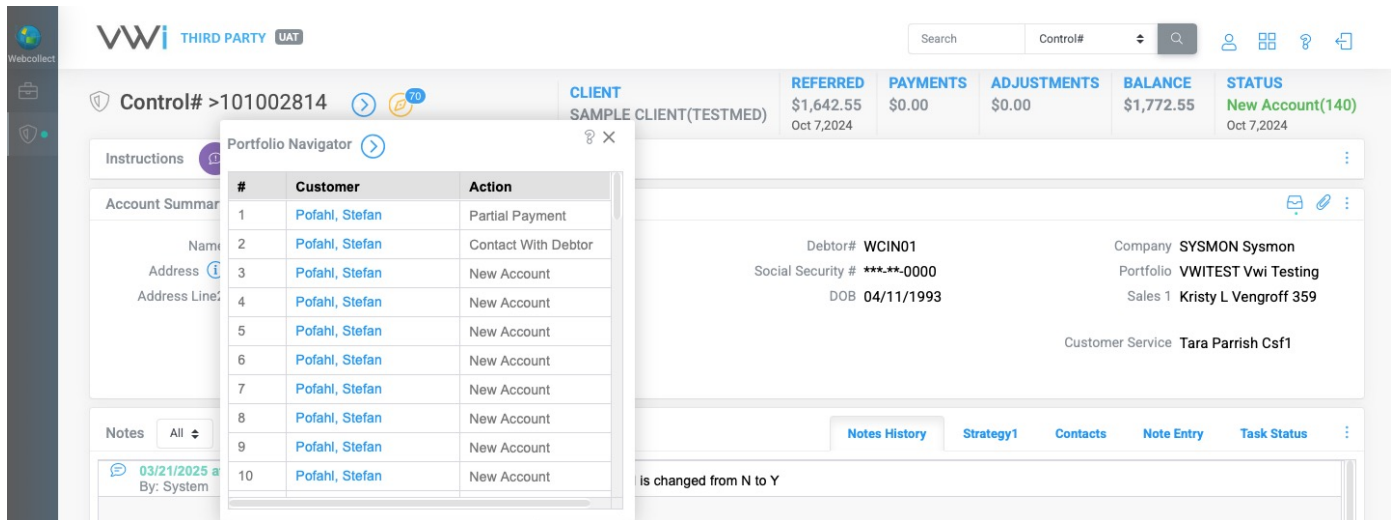
Notes All ⇅		Notes History	Strategy1	Contacts	Note Entry	Task Status	⋮

💬 **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

Account Navigation

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

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
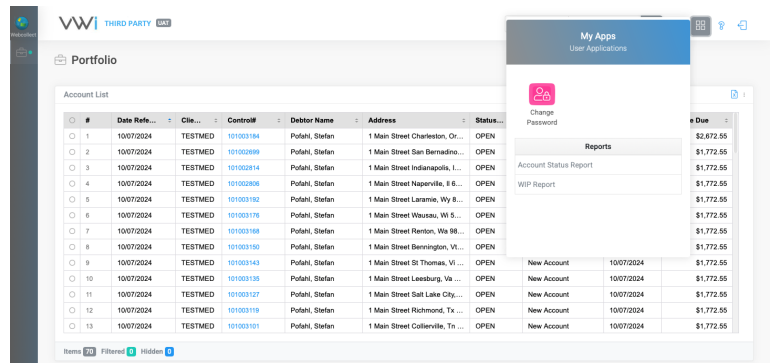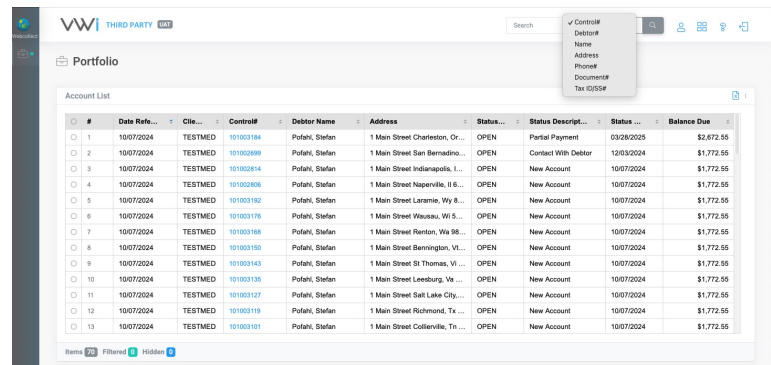- Running reports on account status or activities
- Viewing last login history
- Emailing status reports in real-time (including encrypted options)

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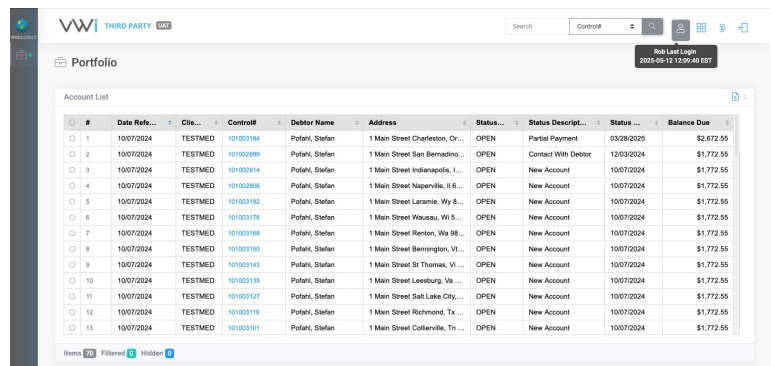
Search your placed accounts by account number (debtor#), customer name, address, phone, or other.

Last Login:

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

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.
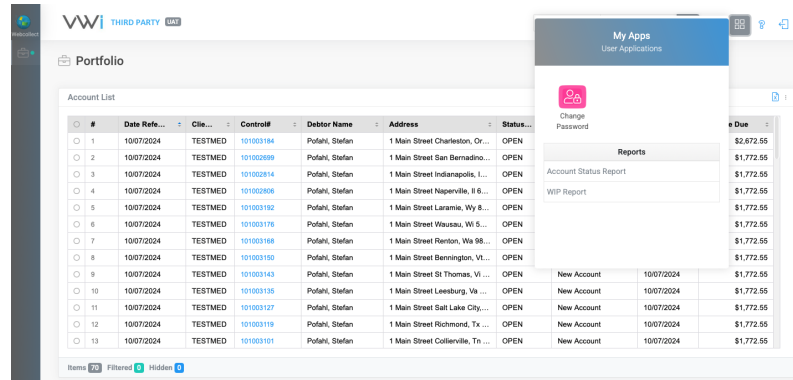
Report Delivery

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.

Report Samples

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

VWi
Vengroff Williams Inc.

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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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.