

# Vengroff Williams Inc.





WebServices Application User Manual: Support Line: 1-866-597-1424

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### **VWi Web-Services Application**

#### Where industry-leading e-service is only a click away.

We understand the importance of keeping an efficient line of communication between our clients, account representatives, recovery specialists and customer service team. Our network was built to maximize communication and achieve goals faster.

Advanced applications, improved productivity, improved communication; these are only some of the features we have designed into your on-line experience at VWinc.com

#### Accessing the Network...

Security is our utmost concern. To ensure the safety of your data, we assign all VWi clients a user ID and encrypted password before they can access our network. After you obtain your security information from your account representative, you can click the Log-In link at the top of our Home Page www.vwinc.com



#### Login

The following options require a password assigned by your account representative, if you do not have a password, please contact us.

Submit Claims

specialists.











Submit your delinquent Monitor your files files to VW electronically, handled by VW in real for immediate handling time, including full note by one of our collection history and up to the minute payments.

E-Reports



**Debtor Search** 

Run a status report with custom parameters and database to check if your Business Partner. receive it via email in minutes. Advanced charts provide 3D data visualization.

Search our global customer had previous cases handled by VW.

**Credit Report** 



VW is an Experian Retrieve your Commercial Intelliscore and Business Profile reports via this easy to use tool.

When you click on any of the five 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.



After logging in, you may choose from several interactive options. Immediately your accounts are displayed in a sortable work list. You can access your accounts in the work list or use the search tool to access a specific account.



By clicking reports or accounts you can monitor individual claims and exchange information with your account representative, recovery specialist or VWi's customer service team. Various reports are also available to let you easily monitor and analyze our progress on-line.

#### Accounts

To access your selected account in the work list, simply click on the icon 🖲 under the control column.

# Home Let Reports - A	Accounts -				-	🛔 Client User -
N Home	Accounts					
Accounts	Referred Client Account	unt   Control Name	Address	Status	Description	Balance
	Feb 23, 2004 Sample Samp	@ 9024578 Sample	18265 COUNTY ROAD 40 GOSHEN, IN 46526-6138	Open	PROMISED PAYMENT	\$5,419.4
	Apr 19, 2005	<ul><li>9451364</li></ul>	4515 FISHERING DR BAKERSFIELD, CA 93309-0000	Open	CHECK BY PHONE IN HOUSE	\$9,149.9
	Aug 10, 2006	9983683	PO BOX 952 INMAN, SC 29349-0000	Open	CHECK BY PHONE IN HOUSE	\$11,783.0
	Mar 26, 2007	2254428	PO BOX 3211 SAG HARBOR, NY 11963-0407	Open	CHECK BY PHONE IN HOUSE	\$3,701.2
	Nov 13, 2007		28 GREEN STREET APT 1 BELLOWS FALLS, VT 05101-8017	Open	POST DATED SERIES	\$7,650.8
	Feb 13, 2008		5014 OAKBROOK DR DAPHNE WILLIAMSON LOUISVILLE, KY 40245-6584	Open	CHECK BY PHONE IN HOUSE	\$11,537.74
	Jul 09, 2008	2731553	7001 WILLOW SPRINGS RD COUNTRY SIDE, IL 60525	Open	CHECK BY PHONE IN HOUSE	\$5,253.5
	Aug 12, 2008	2762912	2125 TOLEDO ROAD APT 91	Open	NEGOTIATING PAYMENT	\$2,966.9

For access to individual accounts, simply click the determined button which is located at the top right corner of the page.

Search Accounts		
Client Code	Debtor Address	Account Status
Client Code	Address	Any
Debtor Name	City	Open
Debtor Name	City	Paid
Account Number	State	Closed
Account number	State	O. Search Accounts
Control Number	Zip	
VWI Control Number	Zip	

Once the account has been accessed through the work list or by individual search, the full record of placement information will be displayed. From this page, additional information such as letter activity, legal, invoice detail, payment detail and supplementary information provided to VWi at the time of placement is available.

L Reports	Overview Subrogati	on Letters Lega	al Invoices	Payments Additional				+
Accounts								
Balance	Debtor			Account		Office		
mount Referred	Debtor			Client		Office	VENGROFF WILLIAM	IS, INC
aid 3.590.00	Address			Client Code			Location: SARASOTA, FL Phone: (941) 363-5200 Fax: (941) 363-5300	L
ljusted	Social Security Numb	er		Referral Date	Feb 23, 2004	Recovery Specialist	1 84 (011) 000 0000	
.00	Contact			Account Number		Account Executive	KRISTY I VENGROFF	F
alance ,419.49	Phone Number			Control number		Customer Sentice	BRANDY BOWELL	
Account				Balance		oustonier service	Extension: 1022	
ebtor 🗄								
tatus ROMISED PAYMENT	Notes							
lient								
ccount Number	Date	• Time	User	Follow-Up	Note			
ontrol Number	Jan 31, 2017	4:58 am	CD1	-	BROKEN PROMISE OR RES PROMISED PAYMENT	ET PMT		
eferral Date					Promise or \$500.00			
0 20, 2004	Jan 30, 2017	1:17 pm	TAI	Jan 31, 2017	PARTIAL PAYMENT			
20,2004	Jan 30, 2017 Jan 27, 2017	1:17 pm 12:15 pm	TAI CD1	Jan 31, 2017 Jan 31, 2017	PARTIAL PAYMENT			
<i>b L i i i i i i i i i i</i>	Jan 30, 2017 Jan 27, 2017 Jan 27, 2017	1:17 pm 12:15 pm 12:14 pm	TAI CD1 CD1	Jan 31, 2017 Jan 31, 2017	PARTIAL PAYMENT TIMING UP FOR PMT BROKEN PROMISE OR RES	ET PMT		
2 EV 2004	Jan 30, 2017 Jan 27, 2017 Jan 27, 2017 Jan 03, 2017	1:17 pm 12:15 pm 12:14 pm 1:33 pm	TAI CD1 CD1 CD1	Jan 31, 2017 Jan 31, 2017 - Jan 27, 2017	PARTIAL PAYMENT TIMING UP FOR PMT BROKEN PROMISE OR RESI NEXT PMT DUE ON ACCT, A	ET PMT S PAYMENT JUST POSTED		
5 C0, 2007	Jan 30, 2017 Jan 27, 2017 Jan 27, 2017 Jan 03, 2017	1:17 pm 12:15 pm 12:14 pm 1:33 pm	TAI CD1 CD1 CD1	Jan 31, 2017 Jan 31, 2017 - Jan 27, 2017	PARTIAL PAYMENT TIMING UP FOR PMT BROKEN PROMISE OR RESI NEXT PMT DUE ON ACCT, A Providence \$60.00	ET PMT S PAYMENT JUST POSTED		
	Jan 30, 2017 Jan 27, 2017 Jan 27, 2017 Jan 03, 2017 Jan 03, 2017	1:17 pm 12:15 pm 12:14 pm 1:33 pm 1:32 pm	TAI CD1 CD1 CD1 CD1 CD1	Jan 31, 2017 Jan 31, 2017 - Jan 27, 2017	PARTIAL PAYMENT TIMING UP FOR PMT BROKEN PROMISE OR RESI NEXT PMT DUE ON ACCT, A Promise of \$60.00 BROKEN PROMISE OR RESI	ET PMT S PAYMENT JUST POSTED ET PMT		
	Jan 30, 2017 Jan 27, 2017 Jan 27, 2017 Jan 03, 2017 Jan 03, 2017 Jan 03, 2017	1:17 pm 12:15 pm 12:14 pm 1:33 pm 1:32 pm 1:21 pm	TAI CD1 CD1 CD1 CD1 CD1 TAI	Jan 31, 2017 Jan 31, 2017 - Jan 27, 2017 - Jan 03, 2017	PARTIAL PAYMENT TIMING UP FOR PMT BROKEN PROMISE OR RESI NEXT PMT DUE ON ACCT, A Portiked \$60.00 BROKEN PROMISE OR RESI PARTIAL PAYMENT	ET PMT S PAYMENT JUST POSTED ET PMT		
	Jan 30, 2017 Jan 27, 2017 Jan 27, 2017 Jan 03, 2017 Jan 03, 2017 Jan 03, 2017 Jan 03, 2017	1:17 pm 12:15 pm 12:14 pm 1:33 pm 1:32 pm 1:32 pm 1:21 pm 1:09 pm	TAI CD1 CD1 CD1 CD1 CD1 TAI CD1	Jan 31, 2017 Jan 31, 2017 - Jan 27, 2017 - Jan 03, 2017 -	PARTIAL PAYMENT TIMING UP FOR PMT BROKEN PROMISE OR RESI NEXT PMT DUE ON ACCT, A Pomiee of \$60.00 BROKEN PROMISE OR RESI PARTIAL PAYMENT CLED 2410 AND GOOD NU SD HELO AND THEN HU OI	ET PMT S PAYMENT JUST POSTED ET PMT MBER, FEM PU, ME		
	Jan 30, 2017 Jan 27, 2017 Jan 03, 2017 Jan 03, 2017 Jan 03, 2017 Jan 03, 2017 Jan 03, 2017 Dec 30, 2016	1:17 pm 12:15 pm 12:14 pm 1:33 pm 1:32 pm 1:32 pm 1:21 pm 1:09 pm 6:31 am	TAI CD1 CD1 CD1 CD1 CD1 TAI CD1 CD1	Jan 31, 2017 Jan 31, 2017 - Jan 27, 2017 - Jan 03, 2017 - Jan 06, 2017	PARTIAL PAYMENT  TIMING UP FOR PMT  BROKEN PROMISE OR RESI NEXT PMT DUE ON ACCT, A Promise of \$60.00  BROKEN PROMISE OR RESI PARTIAL PAYMENT  CLLED 2410 AND GOOD NU SD HELLO AND THEN HU OF  LMOM 2410- GOOD POS ID	ET PMT S PAYMENT JUST POSTED ET PMT MBER, FEM PU, N ME		

#### Accounts: Adding a Note

Overview	Subrogation	Letters	Legal	Invoices	Payments	Additional

From the header menu, the icon is always displayed. Once clicked, the Add Note entry will open for your comments. Once comments have been completed, click submit. Your note will be time stamped and routed with priority.

Add Note		×
		le
⊘ Submit	⊗ Cancel	



#### **Accounts: Reviewing Letters**

Overview	Subrogation	Letters	Legal	Invoices	Payments	Additional

+ Note

From the header menu, the letter link is selected. Once clicked, the summary of letters mailed will open displaying correspondence sent to client (your office), debtor or attorney. Once the designation is selected, the application will provide the date each letter was mailed, letter type and a description of the letter.

verview Subrogation Letters Legal	Invoices Payments Additional		<b>+</b> No
etters			
Client Debtor Attorney Subro			
Date Sent	- Letter	Description	
Jan 23, 2017	SP2	PAYMENT REMINDER	
Jan 23, 2017	SP2	PAYMENT REMINDER	
Dec 23, 2016	SP2	PAYMENT REMINDER	
Dec 23, 2016	SP2	PAYMENT REMINDER	
Nov 22, 2016	SP2	PAYMENT REMINDER	
Nov 22, 2016	SP2	PAYMENT REMINDER	
Oct 23, 2016	SP2	PAYMENT REMINDER	
Oct 23, 2016	SP2	PAYMENT REMINDER	
Sep 22, 2016	SP2	PAYMENT REMINDER	
Sep 22, 2016	SP2	PAYMENT REMINDER	
Showing 1 to 10 of 246 entries			Previous Next

#### **Accounts: Payments**

Overview	Subrogation	Letters	Legal	Invoices	Payments	Additional

+ Note

From the header menu, the payment link is selected. Once clicked, the summary of payments, balance adjustments or credits will be displayed. Additional information regarding the check number or referencing for posting, agency fee, amount VWi remitted to your office, the date of our remittance and any amounts due VWi.

## Vengroff Williams Inc.

Overview	Subrogatio	n Letters	Legal Inv	voices Paym	ents Additiona	al					+ Note
Payme	nts										
Date	¢ Тур	e ¢	Received 🔅	Posted 🗢	Check Number		Agency Fees	Amount Remitted	Date Remitted	÷ [	Due VW 🔅
Jan 31, 2017	7 1EC		\$70.00	\$70.00	209868059		\$17.50	\$70.00	Feb 03, 2017		\$0.00
Jan 04, 2017	7 1EC	0	\$70.00	\$70.00	206527696		\$17.50	\$70.00	Jan 20, 2017		\$0.00
Nov 30, 2010	6 1EC	0	\$70.00	\$70.00	202060245		\$17.50	\$70.00	Dec 05, 2016		\$0.00
Oct 31, 2016	6 1EC	0	\$70.00	\$70.00	198657180		\$17.50	\$70.00	Nov 04, 2016		\$0.00
Sep 30, 2016	6 1EC	0	\$70.00	\$70.00	195334297		\$17.50	\$70.00	Oct 05, 2016		\$0.00
Aug 25, 2016	6 1EC	>	\$70.00	\$70.00	191630540		\$17.50	\$70.00	Sep 02, 2016		\$0.00
Jul 05, 2016	1EC	0	\$70.00	\$70.00	186750058		\$17.50	\$70.00	Jul 20, 2016		\$0.00
Jun 04, 2016	6 1EC	0	\$70.00	\$70.00	183582893		\$17.50	\$70.00	Jun 20, 2016		\$0.00
May 04, 201	6 1EC	0	\$70.00	\$70.00	180605216		\$17.50	\$70.00	May 20, 2016		\$0.00
Mar 04, 2016	6 1EC	0	\$70.00	\$70.00	174867387		\$17.50	\$70.00	Mar 18, 2016		\$0.00
Showing 1 to	10 of 172 er	ntries								Previou	is Next

#### **Accessing Reports: Status**

VW							
Lul Reports -	Accounts -						
🛓 Reports							
Int Status Repo	ort						
Lett. Work In Prog	gress Credit						
	Lat Reports - Reports Lat Status Reports Lat Work In Pro- Lat Commercial						

Contained in the application navigation, you can access reports at any point of your use. Selecting the Reports link will offer a drop down menu providing access to debtor status reports, work in process summaries or if you have enrolled in commercial credit reporting.

VWI				Q, Search Accounts
🛪 Home 🔟 Reports - 🔿	Accounts -			🛓 Cilent User 🕶
<ul> <li>₩ Home</li> <li>▲ Reports</li> </ul>	Status Report			
Accounts	From Date     Client Code     Debtor Name     Debtor State     Account Status     Open     Ops     Submit	To Date	÷	Let us generate a status report for you. Just tell us which accounts you are interested in and we will create an Excel report for you to download. Your report will be available for download from the Reports Download page. Indicates a required field

Once you have completed the mandatory fields for date range of account placement and client code, select the type of account status. Open accounts, closed accounts or all accounts are available in the drop down menu provided. If you wish to narrow your search to name or a specific state, simply add this criteria. When finished click submit. The downloadable reports page will open providing you with access to download the report.

Your report	Your report request has been received. The report will be viewable from the Reports page when it is available.									
Download	able Rep	orts								
Date	Time	Report Type	Criteria	Status						
Mar 08, 2017	2:07 pm	Accounts Status Report	From Date: Jan 01, 2017 To Date: Mar 08, 2017 Client Code: 170256 Account Status: Any	() Running						
				Previous Next						



#### **Accessing Reports: Work in Progress**

Contained in the application navigation, you can access reports at any point of your use. Selecting the Reports link will offer a drop down menu providing access to the work in process summaries. The report will display a snap shot

of our activity grouped together by value of accounts and dollars.



#### Work In Progress

Referred Feb 2017 \$ Submit

Description	Num Accounts 💠	Accounts Value	Percent of Total
Bankruptcy Or Deceased Info Received	1	\$18,176.35	0.15%
Busy / No Answer	57	\$578,998.26	4.69%
Called Verified #	50	\$455,078.95	3.69%
Check By Phone In House	1	\$7,023.93	0.06%
Closed - Bankrupt	7	\$63,701.74	0.52%
Closed - Litigious Debtor	22	\$256,989.72	2.08%
Good Address	7	\$69,707.22	0.56%
Left Message Via Phone Message	89	\$858,710.21	6.96%
Mngr Notes To Coll	1	\$8,048.34	0.07%
Negotiating Payment	1	\$16,255.41	0.13%
New Case Entered	1,000	\$9,964,347.96	80.72%
Phone Disconnected	4	\$41,524.21	0.34%
Refusal To Pay	1	\$6,109.99	0.05%
Totals	1,241	\$12,344,672.29	



#### Accessing Reports: Commercial Credit Reporting

Contained in the application navigation, you can access reports at any point of your use. Selecting the Commercial Credit link will provide access to the entry screen for your report purchase. If you would like access to commercial

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credit reporting, please speak with your representative or email: <u>moreinfo@vwinc.com</u>

#### **Online Credit Report**

* Report Tune			Report	Cost	Recommendation
Business Profile (\$26.00)			Business Profile	\$26.00	Recommended for approving credit over \$10,000
			Commercial Intelliscore	\$14.00	Recommended for approving credit over \$1,000
* Customer Name			Business Summary	\$6.00	Recommended for approving credit under \$1,000
			Abbreviated Commercial Intellise	ore \$13.00	Credit scoring only
Street Address			Listing of Multiple Hits	\$0.00	
			No Hit Condition on Any of the Abo	ve \$0.00	
City	* State	Zip Code			
⊘ Submit					

Once selection of report type and customer information is completed, confirmation will be presented for your purchase. Once purchase has been clicked, the downloadable reports page will open, providing download of the credit report.

#### **Online Credit Report**

* Report Type     Name     ▲       Business Profile (\$26.00)     ↓	Address Phone Number
Business Profile (\$26.00)	2111 E HIGHLAND AVE STE B375 (602) 445-2200
	PHOENIX, AZ 85016-4796
Sustomer Name	
itesource	
eet Address	
211 E Highland Ave	
ity * State Zip Code	
Phoenix AZ 85016	

Your report request has been received. The report will be viewable from the Reports page when it is available.

#### **Downloadable Reports**

Date	Time	Report Type	Criteria	Stat	us
Mar 08, 2017	2:07 pm	Accounts Status Report	From Date: Jan 01, 2017 To Date: Mar 06, 2017 Cilent Code: 170256 Account Status: Any	O Rur	nning
Mar 08, 2017	2:25 pm	Business Profile	Customer Name: INTESOURCE, INC	O Rur	ning
				Previous	Next

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#### Thank You for Choosing Vengroff Williams Inc.

We value your partnership and welcome your feedback! Please feel free to contact our office or your representative to share your opinion. While we strive to innovate and create convenient methods of e-communication, we are always available by phone and welcome hearing from you.

US Office Locations: Sarasota, FL - Lincolnwood, IL - Anaheim, CA - Commack, NY

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