

— ConServe —

Client Web Portal[®]

Your Secure, **24/7** Online Access

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Customer Service

(800) 724-7500 Option #6

Monday – Thursday 8am - 7pm ET

Friday: 8am - 5pm ET

Table of Contents

ConServe Client Web Portal®	2
Client Login Screen	3
Manage Accounts Tab	4
View Account Screen	7
Edit Account Screen	9
Add a Note Screen	10
Recall Account Screen	11
Hold Account Screen	12
Account Notes	13
Account Transactions Screen	15
Upload Center Tab	16
Reports & Docs Tab	17
Public Folder View	18
Client Web Folder View	19
Resource Center Tab	20
Preferences - Change a Password	21
Help Tab	22
Self Service Reporting Application Instructions	23
Abbreviations Used in Client Web Portal	35

ConServe Client Web Portal®

The ConServe Client Web Portal® provides our Clients with online access to their Consumer's account information and ConServe's FICO Debt Manager system database through a secure login. Web portal access and training will be provided to authorized users identified at the initial Scope of Work (SOW) meeting. Clients may contact our Client Care team for additional web portal support by calling (800) 724-7500 (select option #6) or emailing clientcare@conserve-arm.com.

Features Include

■ Manage Accounts

View, edit, recall, request hold, add/view notes and transactions

■ Upload Center

Securely upload files/documents, placements, adjustments, payments, etc.

■ Reports and Documents

Storage center for downloaded Consumer information and reports. Access the Self Service Reporting Application to customize reports that are uploaded daily

■ Resource Center

Helpful industry resources

Sample Screenshots

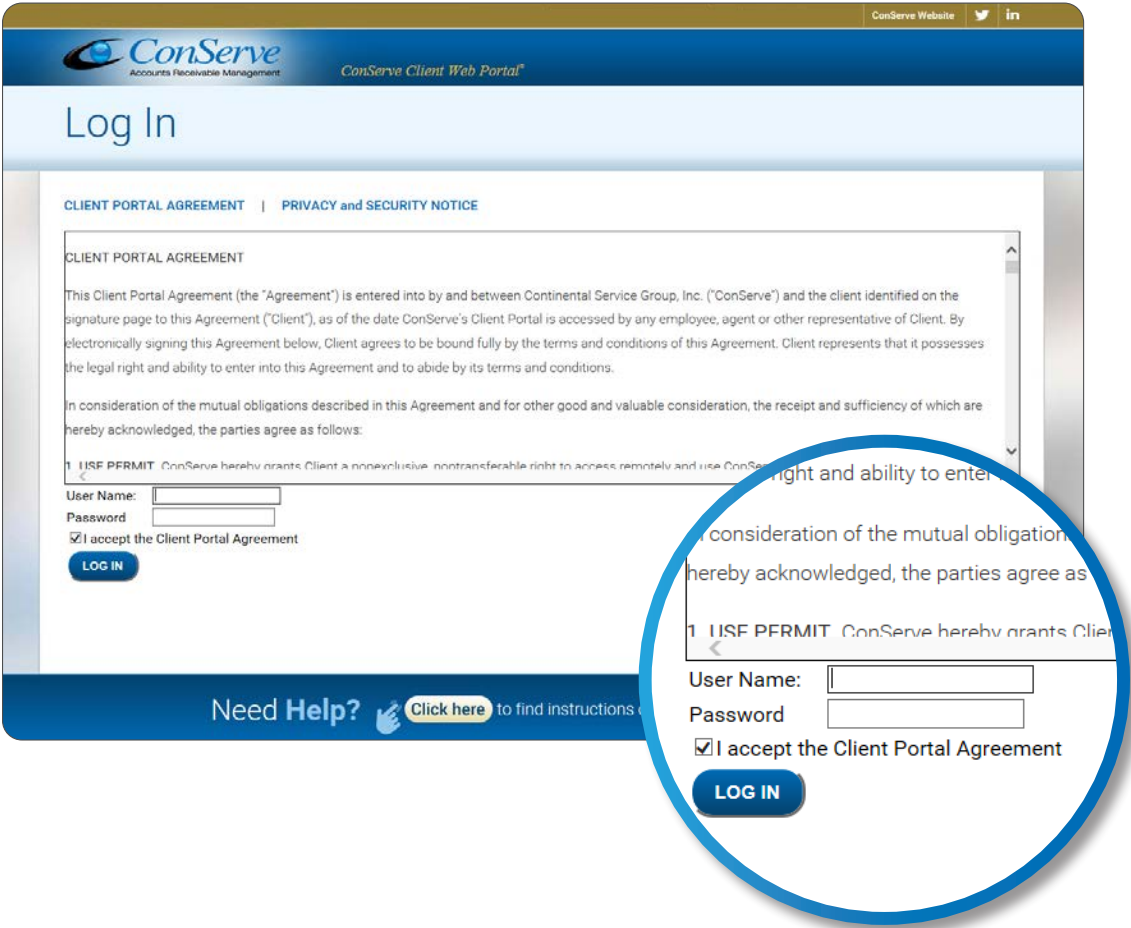
ConServe has included sample screenshots of the ConServe Client Web Portal® in the following pages. The Client Care team is happy to provide navigation assistance upon request.

Please email us at clientcare@conserve-arm.com for assistance.

Client Login Screen

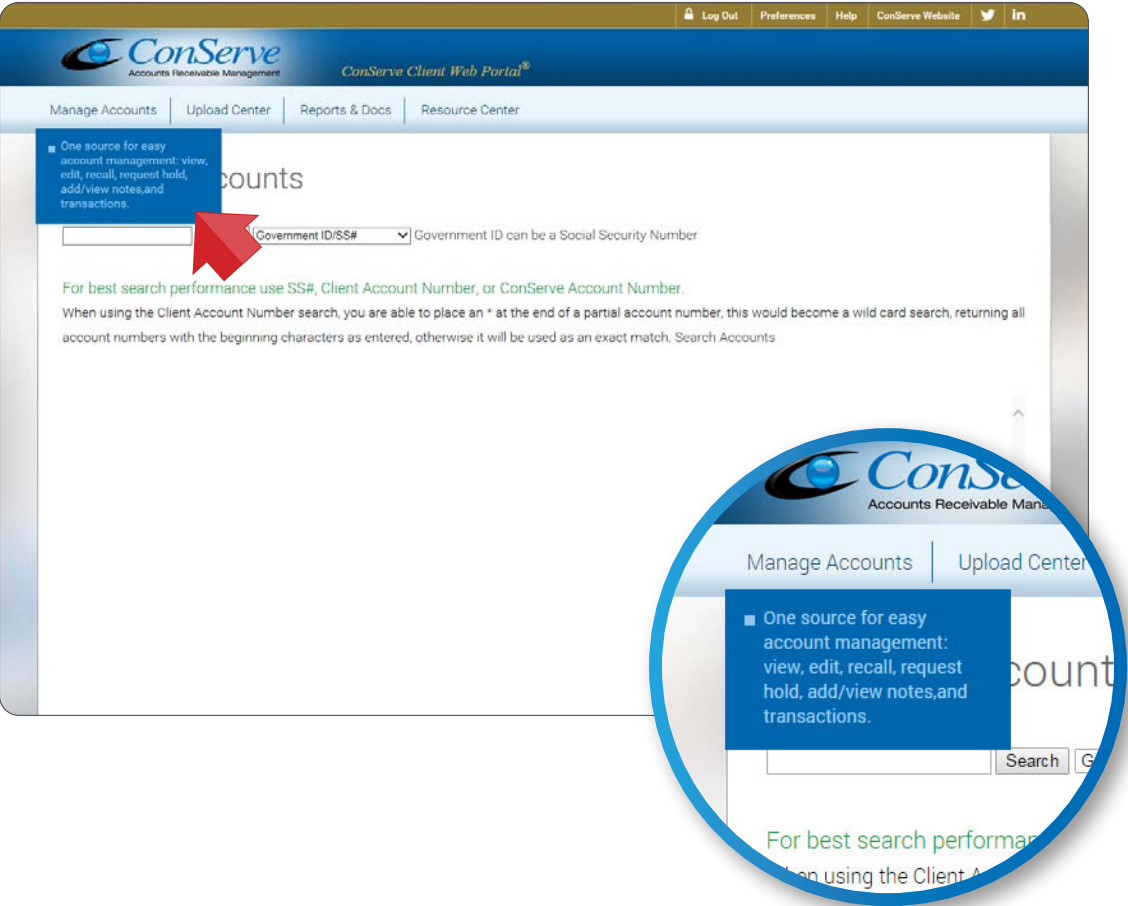
Clients log into the ConServe Client Web Portal® by entering their provided username and password and accepting the Client Portal Agreement.

If you forget your username or password, please contact the Client Care team at clientcare@conserve-arm.com.



Manage Accounts Tab

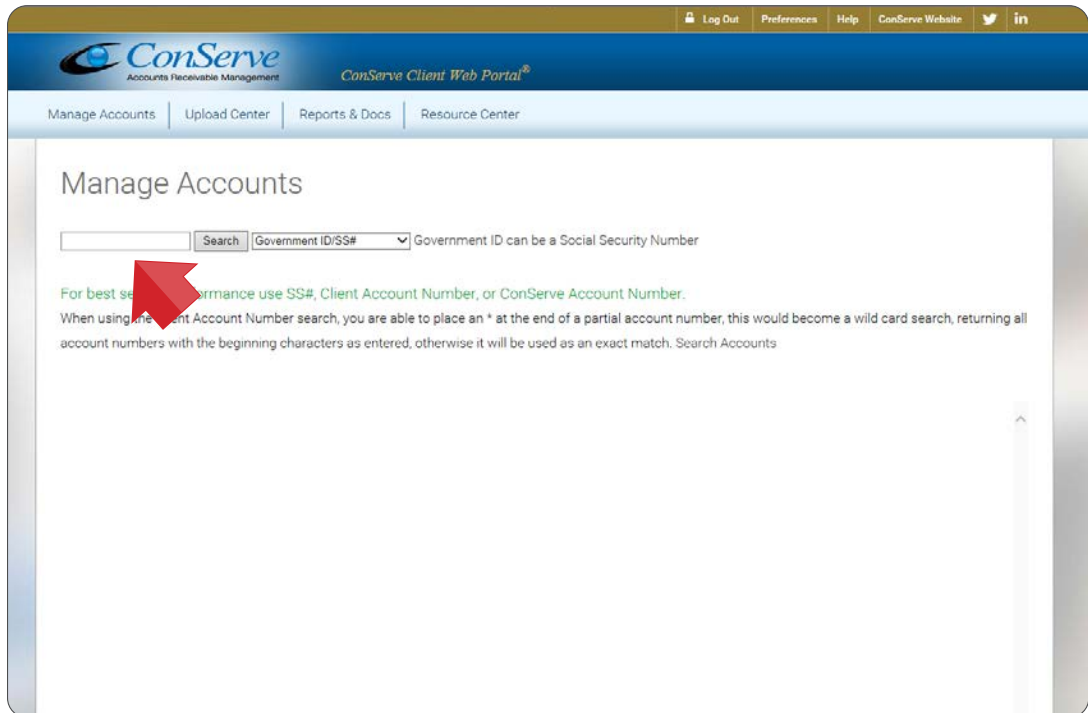
When hovering over the **Manage Accounts tab**, a brief description of the capabilities is provided, allowing for ease of navigation.



Manage Accounts Tab (cont.)

Consumer accounts can be located through the Manage Accounts tab. Clients can search for an account by:

- Consumer Name
- Client Account Number
- ConServe Account Number
- Social Security Number (no dashes)



Manage Accounts Tab (cont.)

Accounts can be sorted by clicking on the individual headers. To access the details of a specific account, click on the "Details" button.

The screenshot displays the 'Manage Accounts' interface. At the top, there is a navigation bar with 'Log Out', 'Preferences', 'Help', 'ConServe Website', and social media icons. Below this is a sub-navigation bar with 'Manage Accounts', 'Upload Center', 'Reports & Docs', and 'Resource Center'. The main content area is titled 'Manage Accounts' and features a search input field containing '7711'. A dropdown menu is set to 'ConServe Account Number'. Below the search bar, there is a tip: 'For best search performance use SS#, Client Account Number, or ConServe Account Number. When using the Client Account Number search, you are able to place an * at the end of a partial account number, this would become a wild card search, returning all account numbers with the beginning characters as entered, otherwise it will be used as an exact match. Search Accounts'. A table lists account details, and a red arrow points to the 'DETAILS' button for the first entry.

Fund Number	Fund Name	Client Account Number	ConServe Account Number	Last Name	First Name	NOTES	DETAILS
0109	CONSERVE TEST FUND DNU	0743 97 0545.	7711	TESTING TESTER TEST	TST		

View Account Screen

Clients are able to view detailed account information including:

- Account Information
- Responsible Party Information
- Employment Information
- Spouse Information
- Co-maker Information
- Account Status and Balance

The screenshot displays the ConServe Client Web Portal interface. At the top, there is a navigation bar with links for 'Log Out', 'Preferences', 'Help', 'ConServe Website', and social media icons. Below this is a secondary navigation bar with 'Manage Accounts', 'Upload Center', 'Reports & Docs', and 'Resource Center'. A row of action buttons includes 'VIEW ACCOUNT', 'EDIT ACCOUNT', 'ADD A NOTE', 'RECALL ACCOUNT', 'HOLD ACCOUNT', 'ACCOUNT NOTES', and 'ACCOUNT TRANSACTIONS'. The main content area shows the account name 'View Account: TESTING TESTER TEST, TST (0743 97 0545.)'. A red arrow points to the 'Account Information' section, which is expanded to show the following details:

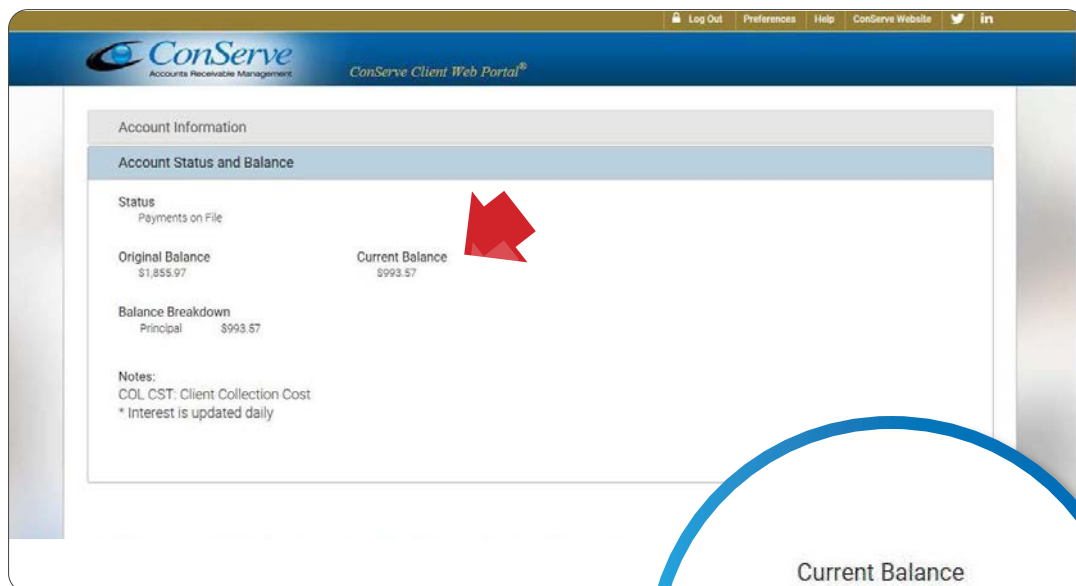
First Name TST	Last Name TESTING TESTER TEST
Phone Number 585-474-5359	Government ID/SS#
Address Line 1 45 TESTING	City Plano
Address Line 2 APT 34	State CA
Placement Date 04/29/2001	Postal Code 75025
	Service Date 03/11/2001

Below the account information are expandable sections for 'Responsible Party Information', 'Employment Information', 'Spouse Information', and 'Co-maker Information'. A blue circle highlights a zoomed-in view of the 'Account Information' section, showing the following details:

First Name TST
Phone Number 585-474-5359
Address Line 1 45 TESTING
Address Line 2

View Account Screen (cont.)

While in the View Account screen, the current account status and balance breakdown is provided.



The screenshot displays the ConServe Client Web Portal interface. The top navigation bar includes links for Log Out, Preferences, Help, ConServe Website, and social media icons for Twitter and LinkedIn. The main content area is titled "Account Status and Balance" and contains the following information:

Account Status and Balance	
Status	Payments on File
Original Balance	\$1,855.97
Current Balance	\$993.57
Balance Breakdown	Principal \$993.57
Notes:	COL CST: Client Collection Cost * Interest is updated daily

A red arrow points to the "Current Balance" value of \$993.57. A large blue circle highlights this value, which is also shown in a separate callout box to the right of the screenshot.

Current Balance
\$993.57

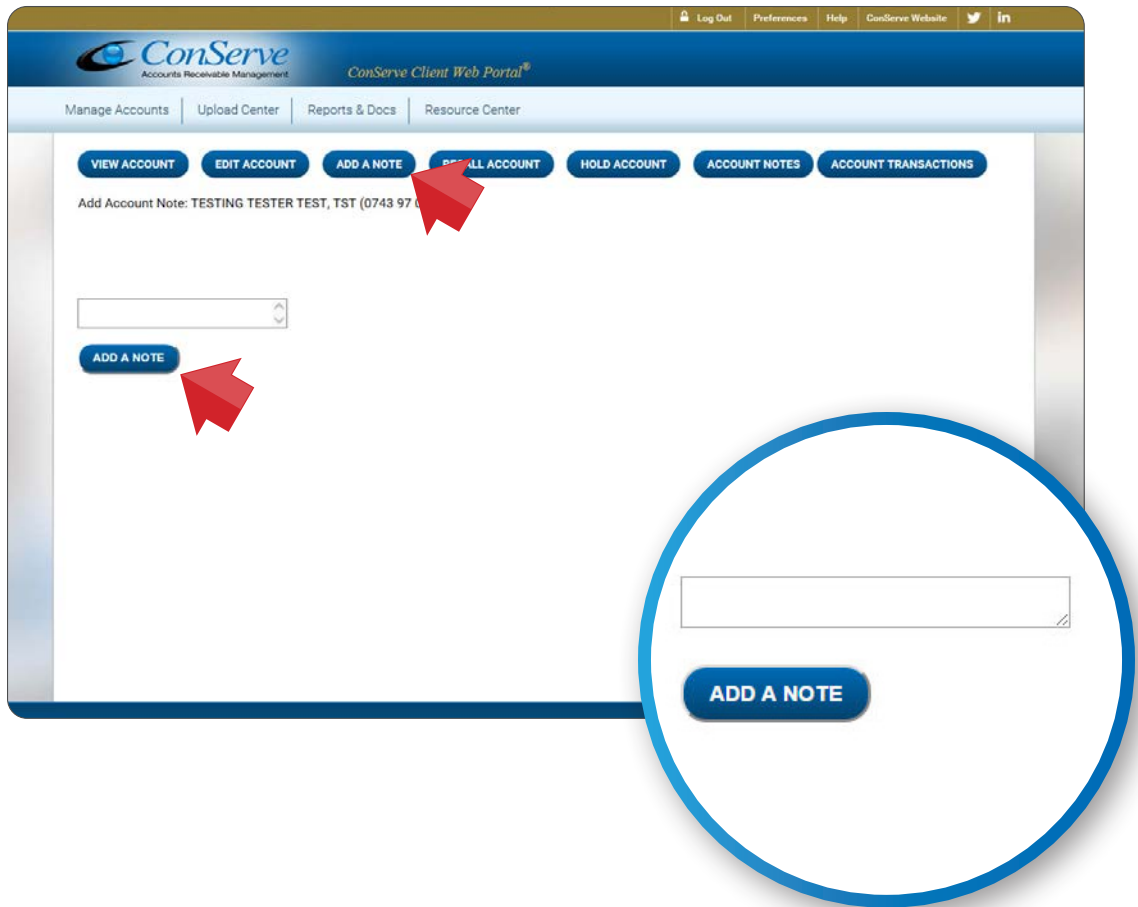
Edit Account Screen

Clients are able to edit demographic information on Consumer accounts. ConServe will review each account update that is submitted, and accept or deny the change.

The screenshot displays the ConServe Client Web Portal interface. At the top, there is a navigation bar with links for Log Out, Preferences, Help, ConServe Website, and social media icons. Below this is a secondary navigation bar with links for Manage Accounts, Upload Center, Reports & Docs, and Resource Center. A row of buttons includes VIEW ACCOUNT, EDIT ACCOUNT, ADD A NOTE, RECALL ACCOUNT, HOLD ACCOUNT, ACCOUNT NOTES, and ACCOUNT TRANSACTIONS. A red arrow points to the ADD A NOTE button. The main content area shows the account details for 'TESTING TESTER TEST, TST (0743 97 0545)'. A 'Save' button is located below the account name. The account information is organized into sections: Account Information (7711), First Name (TST), Last Name (TESTING TESTER TEST), Phone Number (585-474-5359), Government ID, Address Line 1 (45 TESTING), City (Plano), Address Line 2 (APT 34), State (CA), and Postal Code (75025). Below these are sections for Employment Information and Spouse Information. A blue circular callout highlights the EDIT ACCOUNT button in the bottom navigation bar.

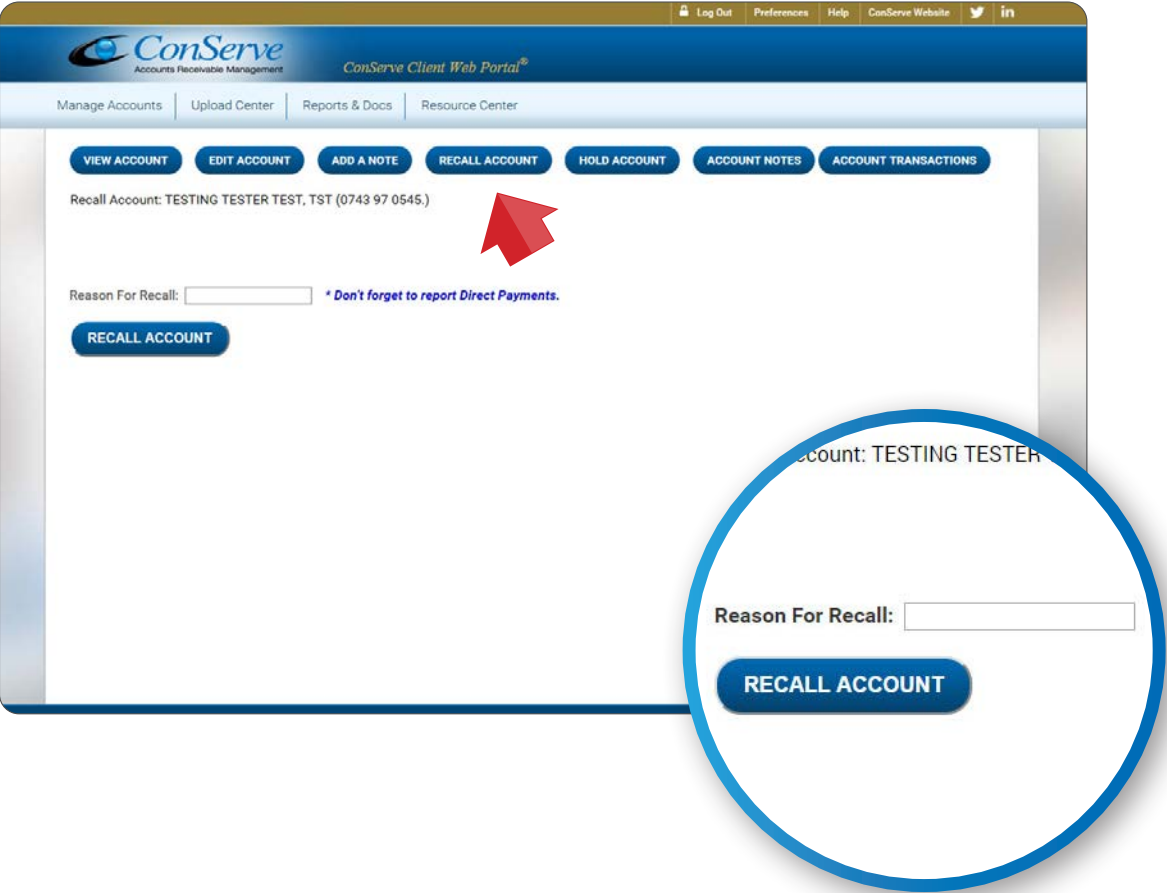
Add a Note Screen

Clients can add account related notes and information (up to 99 characters) in the "Add a Note" text box. ConServe's Client Care team reviews all submitted notes.



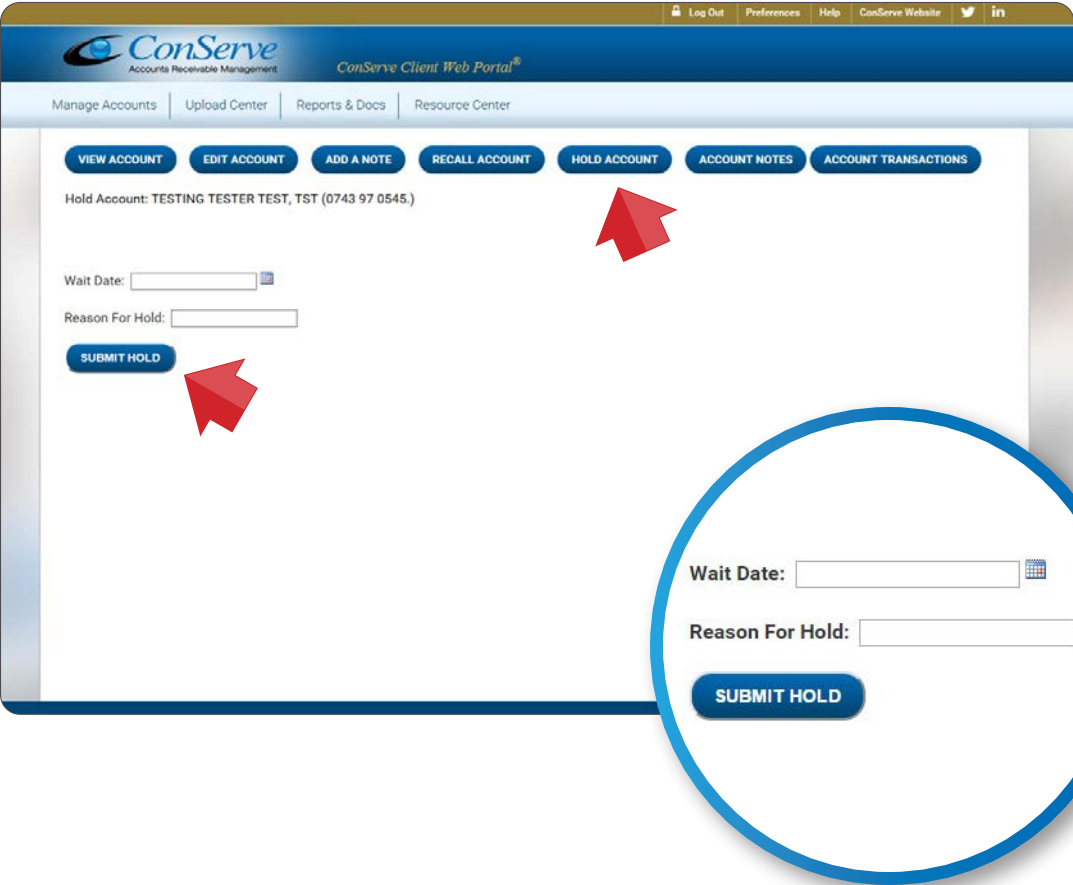
Recall Account Screen

Account recalls can be requested by providing a detailed explanation in the "Reason for Recall" text box. We will reach out to the Client with any questions.



Hold Account Screen

Account holds can be requested by providing a detailed explanation in the "Reason for Hold" text box. We will reach out to the Client with any questions.



Account Notes

From the Manage Account tab, there are two ways in which Clients can view account notes:

OPTION 1: Select the “Notes” button.


OPTION 2: Select the “Account Notes” screen.

Notes are updated in real-time and displayed in chronological order. Clients are able to access conversation notes between ConServe staff and the Consumer.



OPTION 1: Select the “Notes” button.

For best search performance use SS#, Client Account Number, or ConServe Account Number.
When using the Client Account Number search, you are able to place an * at the end of a partial account number, this would become a wild card search, returning all account numbers with the beginning characters as entered, otherwise it will be used as an exact match. Search Accounts

Fund Number	Fund Name	Client Account Number	ConServe Account Number	Last Name	First Name		
0109	CONSERVE TEST FUND DNU	0743 97 0545.	7711	TESTING TESTER TEST	TST	NOTES	DETAILS



OPTION 2: Select the “Account Notes” screen.

Log Out | Preferences | Help | ConServe Website |  | 


ConServe
Accounts Receivable Management

ConServe Client Web Portal®

Manage Accounts | Upload Center | Reports & Docs | Resource Center

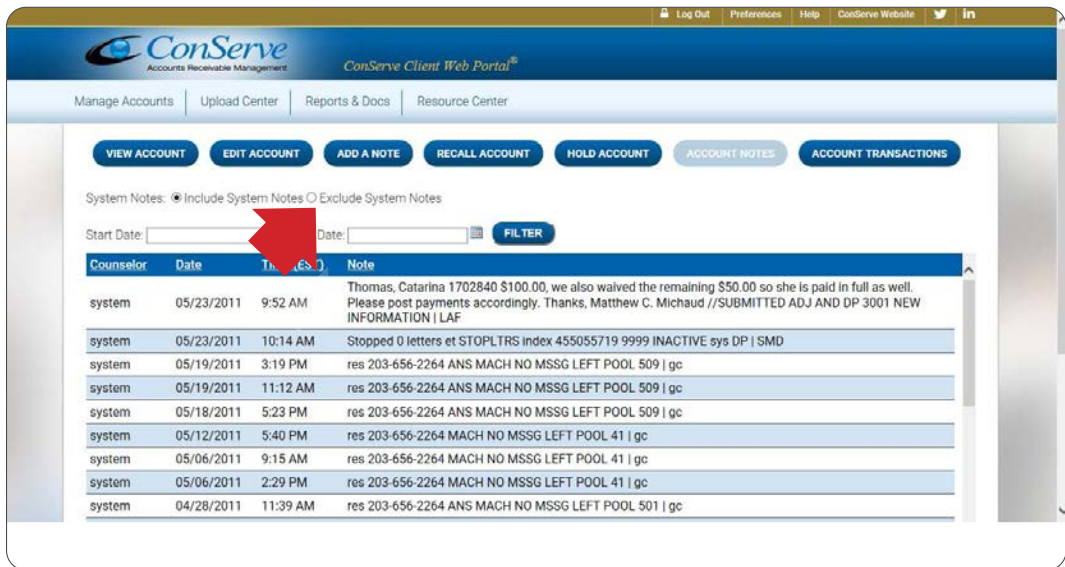
[VIEW ACCOUNT](#) | [EDIT ACCOUNT](#) | [ADD A NOTE](#) | [RECALL ACCOUNT](#) | [HOLD ACCOUNT](#) | [ACCOUNT TRANSACTIONS](#) | [ACCOUNT NOTES](#)

Account Notes: TESTING TESTER TEST, TST (0743 97 0545.)



Account Notes (cont.)

Clients are able to search through Account Notes using the date range field. The “Exclude System Notes” option allows you to only view notes entered by ConServe staff.



The screenshot displays the ConServe Client Web Portal interface. At the top, there is a navigation bar with the ConServe logo and the text "Accounts Receivable Management" and "ConServe Client Web Portal®". Below this, there are several menu items: "Manage Accounts", "Upload Center", "Reports & Docs", and "Resource Center". A row of action buttons is visible, including "VIEW ACCOUNT", "EDIT ACCOUNT", "ADD A NOTE", "RECALL ACCOUNT", "HOLD ACCOUNT", "ACCOUNT NOTES", and "ACCOUNT TRANSACTIONS".

The "ACCOUNT NOTES" section is active, showing a search filter for "System Notes". The filter options are "Include System Notes" (selected) and "Exclude System Notes". A red arrow points to the "Exclude System Notes" radio button. Below the filter, there are input fields for "Start Date:" and "Date:" with a "FILTER" button to the right.

The main content area displays a table of account notes with the following columns: "Counselor", "Date", "Time (EST)", and "Note".

Counselor	Date	Time (EST)	Note
system	05/23/2011	9:52 AM	Thomas, Catarina 1702840 \$100.00, we also waived the remaining \$50.00 so she is paid in full as well. Please post payments accordingly. Thanks, Matthew C. Michaud //SUBMITTED ADJ AND DP 3001 NEW INFORMATION LAF
system	05/23/2011	10:14 AM	Stopped 0 letters et STOPLTRS index 455055719 9999 INACTIVE sys DP SMD
system	05/19/2011	3:19 PM	res 203-656-2264 ANS MACH NO MSSG LEFT POOL 509 gc
system	05/19/2011	11:12 AM	res 203-656-2264 ANS MACH NO MSSG LEFT POOL 509 gc
system	05/18/2011	5:23 PM	res 203-656-2264 ANS MACH NO MSSG LEFT POOL 509 gc
system	05/12/2011	5:40 PM	res 203-656-2264 MACH NO MSSG LEFT POOL 41 gc
system	05/06/2011	9:15 AM	res 203-656-2264 MACH NO MSSG LEFT POOL 41 gc
system	05/06/2011	2:29 PM	res 203-656-2264 MACH NO MSSG LEFT POOL 41 gc
system	04/28/2011	11:39 AM	res 203-656-2264 ANS MACH NO MSSG LEFT POOL 501 gc

Account Transactions Screen

The Account Transactions screen displays all transactions including:

- Payments
- Corrections
- Non Sufficient Funds (NSFs)

Account Transactions: TESTING TESTER TEST, TST (0743 97 0545.)

Trans Id	Trans Date	Effective Date	Reference Number	Trans Type Code	Trans Type Desc	Amount	Corrections
1407	05/23/2016		BAL UPD WO66572	CRJ	Credit Adjustment	(\$671.28)	
1406	08/21/2014	08/21/2014	TAX OFFSET	CRJ	Credit Adjustment	(\$25.00)	
1404	07/22/2014	07/22/2014	TEST	VI	VISA	\$100.00	
1405	07/22/2014	07/22/2014	TEST	COR	Correction	(\$100.00)	Correction for Trans Id 1404
1402	03/19/2013	03/19/2013	TEST	CA	Cash	\$100.00	
1403	03/19/2013	03/19/2013	TEST	COR	Correction	(\$100.00)	Correction for Trans Id 1402
1400	09/17/2012	09/17/2012		CK	Check	\$100.00	
1401	09/17/2012	09/17/2012		COR	Correction	(\$100.00)	
1398	03/14/2012	03/14/2012	TEST	DP	Paid Directly		
1399	03/14/2012	03/14/2012	TESR	DP	Paid Directly		

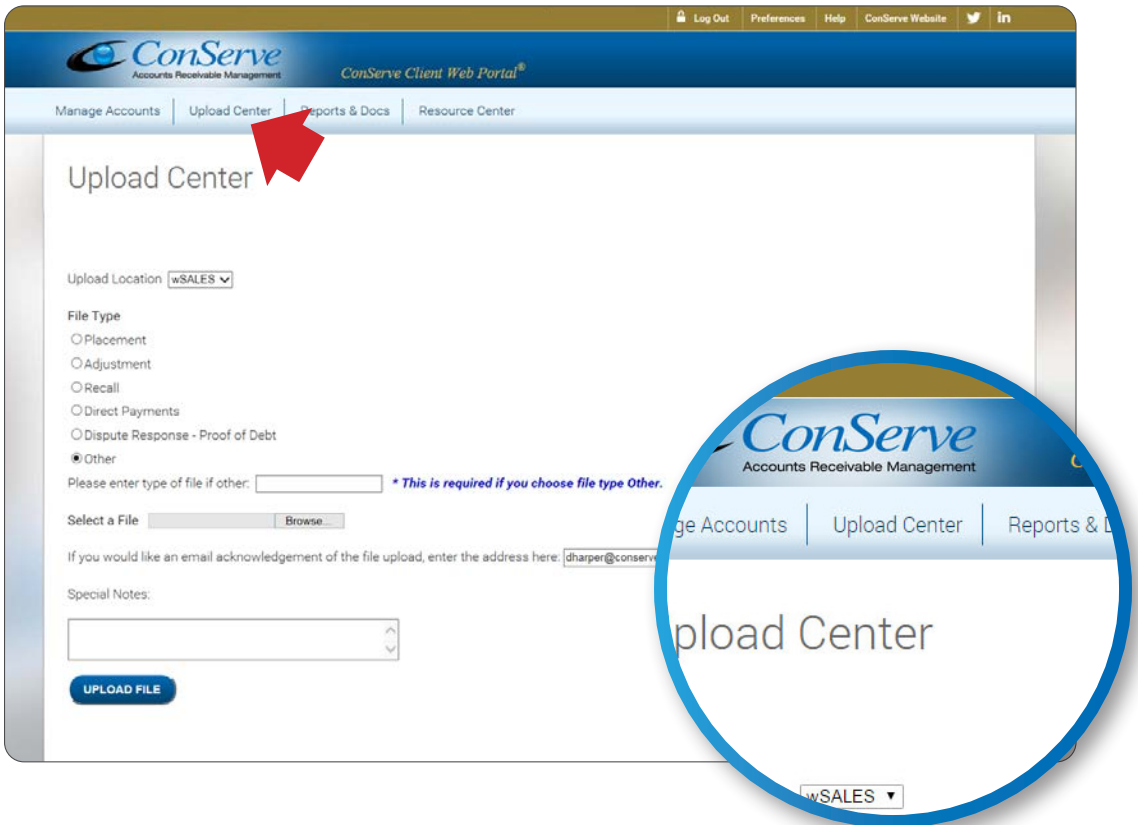
1 2 3 4 5 6 7 8 9 10 ...

Upload Center Tab

The Upload Center tab allows Clients to securely upload:

- Placement Files
- Payment Files
- Reconciliations
- Account Adjustment Files
- Close Request Files
- Consumer Documentation (proof of debt)

Clients can select the appropriate web portal folder (if associated with more than one).



The screenshot shows the ConServe Client Web Portal interface. The top navigation bar includes links for Log Out, Preferences, Help, ConServe Website, and social media icons. The main navigation bar has tabs for Manage Accounts, Upload Center, Reports & Docs, and Resource Center. A red arrow points to the Upload Center tab. The main content area is titled 'Upload Center' and contains the following fields:

- Upload Location: wSALES (dropdown)
- File Type:
 - Placement
 - Adjustment
 - Recall
 - Direct Payments
 - Dispute Response - Proof of Debt
 - Other
- Please enter type of file if other: * This is required if you choose file type Other.
- Select a File: Browse...
- If you would like an email acknowledgement of the file upload, enter the address here: dharper@conserv
- Special Notes:
- UPLOAD FILE (button)

A blue circle highlights the 'Upload Center' tab in the navigation bar and the 'Upload Center' heading in the main content area.

Reports & Docs Tab

The Reports & Docs tab is the document storage center for downloaded Consumer information, documents and reports. Clients can view the "Public Folder" as well as specifically assigned private folders.

Detailed steps on how to navigate the Self Service Reporting Application, which allows Clients to customize reports that are updated daily, can be found on page 23.

The screenshot shows the ConServe Client Web Portal interface. The navigation bar includes 'Manage Accounts', 'Upload Center', 'Reports & Docs', and 'Resource Center'. A red arrow points to the 'Reports & Docs' tab. Below the navigation bar, the 'Documents' section is visible, showing a tree view on the left with folders like 'w0516', 'Acknowledge Reports', 'Address Correction Reports', etc., and a table on the right with columns 'Name', 'Date Modified', 'Type', and 'Size'. A circular callout highlights the 'Reports & Docs' tab and a text box describing it as a document storage center.

Name	Date Modified	Type	Size
Thumbs.db	9/8/2015 2:43 PM	db	58.159 KB

Document storage center for uploaded/downloaded debtor information and reports.

Public Folder View

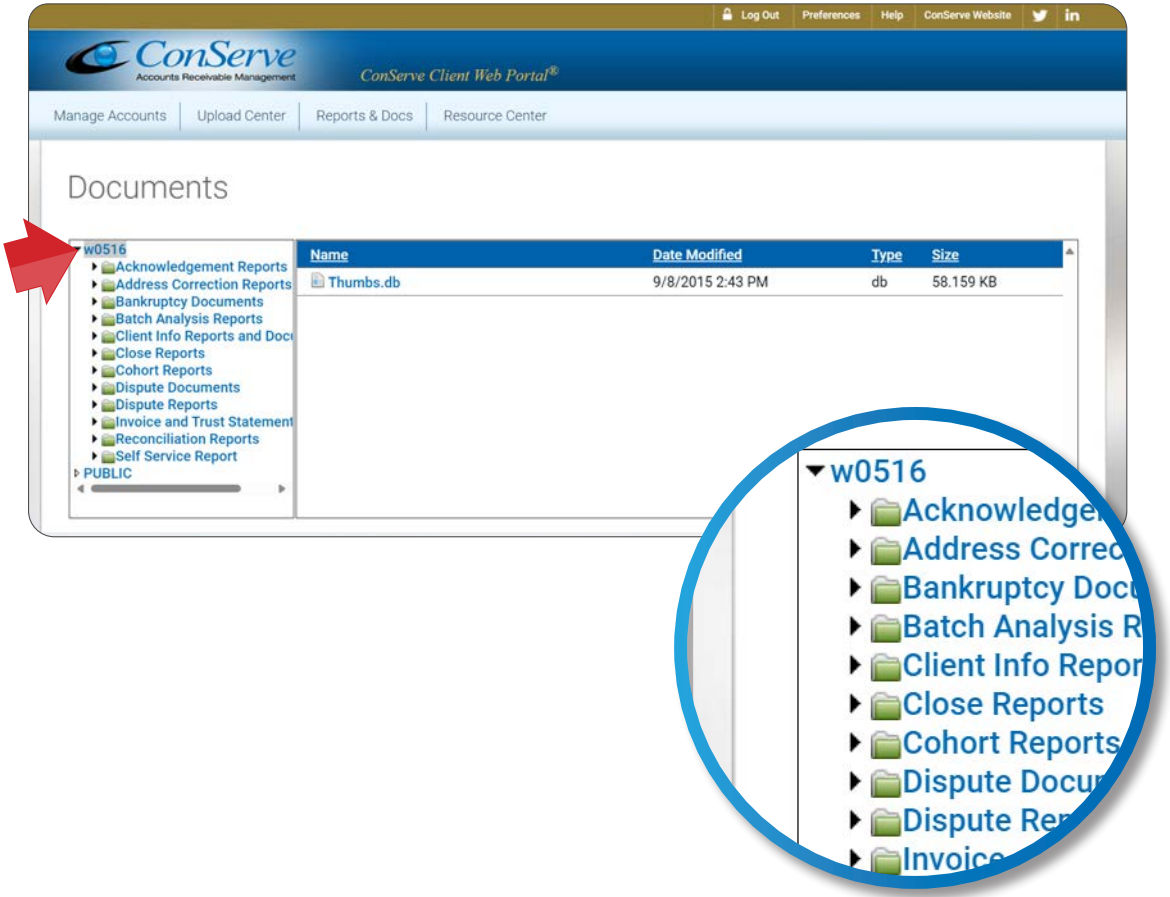
The Public Folder contains web navigation documents and public announcements. This folder cannot be modified in any way by the Client as it is provided as a resource tool.

The screenshot shows the ConServe Client Web Portal interface. The top navigation bar includes "Log Out", "Preferences", "Help", "ConServe Website", and social media icons. The main content area is titled "Documents" and displays a list of folders and files. A red arrow points to the "PUBLIC" folder in the left sidebar. A blue circle highlights the "PUBLIC" folder in the main document list.

Name	Date Modified	Type	Size
~\$CONSERVE CHARGE OFF COLLECTION PLACEMENT TEMPLATE_with REGARDING_011819.xlsx	5/28/2020 9:52 AM	xlsx	.016 KB
Adjustment Template.xlsx	5/28/2019 5:34 PM	xlsx	5.341 KB
Client Care Contact Sheet.pdf	6/13/2024 11:54 AM	pdf	19.024 KB
Client Webinar_ Review of New Full Collection Placement File Template.mp4	10/28/2021 5:47 PM	mp4	3516.595 KB
Client Webinar_ Review of New Full Collection Placement File Template.pdf	11/22/2021 2:00 PM	pdf	19.024 KB
ConServe 2023 Compliance Letter_Perkins Version Proprietary and Confidential Opinion.pdf	7/11/2023 10:00 AM	pdf	19.024 KB

Client Web Folder View

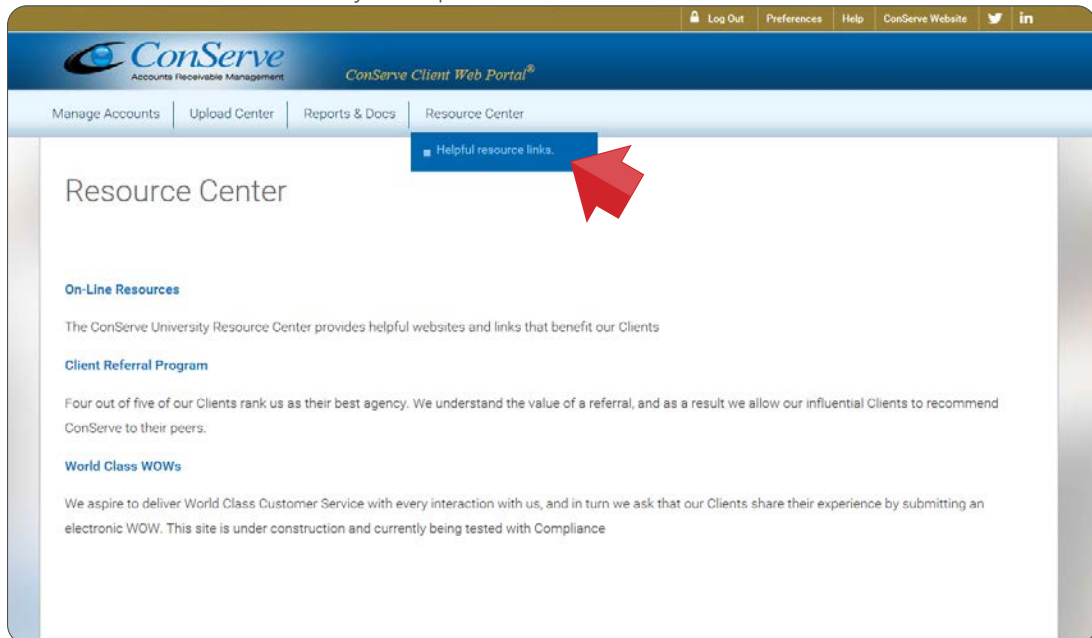
Web Folders store Client specific Consumer documentation and reports.



Resource Center Tab

The ConServe University® Resource Center provides helpful links to websites that benefit our Clients.

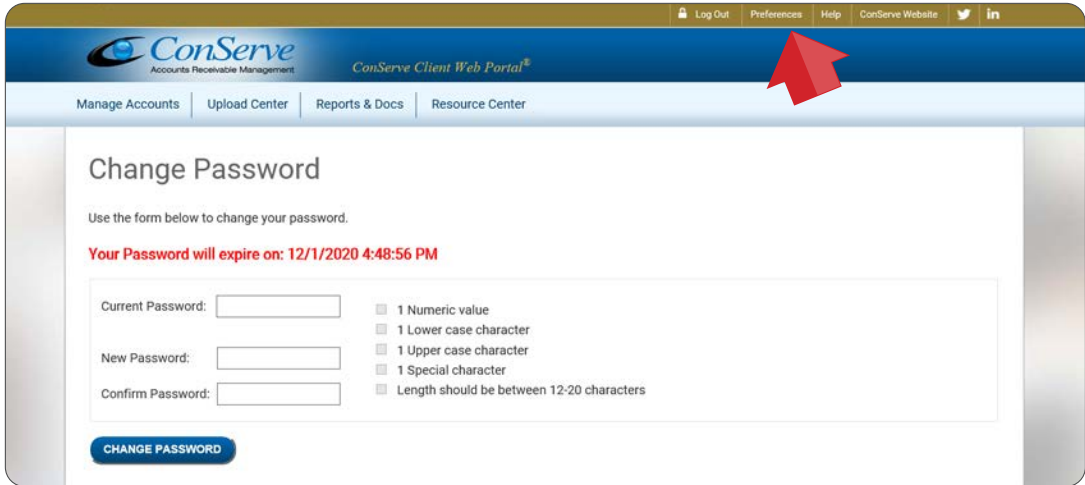
- Compliance and Regulations
- Higher Education Federal Loans
- Financial Literacy Resources
- Tools & Resources
- National Administrations
- National Education: Training, Webinars, Events & Conferences
- National Associations
- State Associations
- National Credit Bureaus
- Servicers
- Client Referral Program: submit your referrals
- World Class WOWs: submit your experience with ConServe staff



Preferences - Change a Password

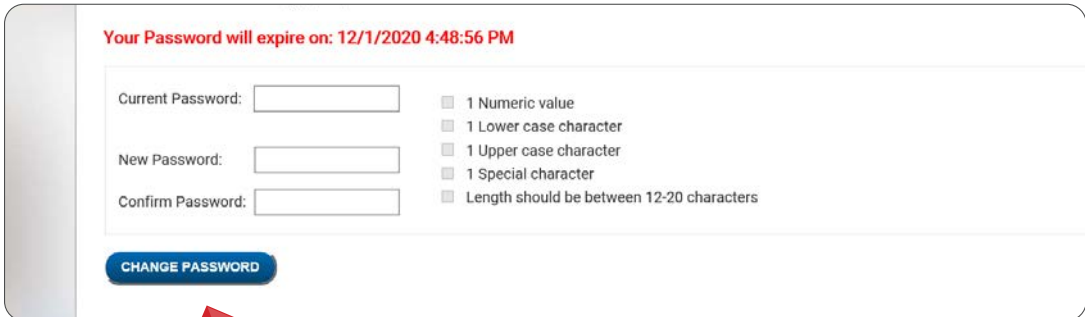
Changing a password is easy and can be managed in the Preferences tab at the top of the screen.

Screen 1: Preferences Tab, Change Password



The screenshot shows the ConServe Client Web Portal interface. At the top, there is a navigation bar with the following items: Log Out, Preferences, Help, ConServe Website, and social media icons for Twitter and LinkedIn. Below this is a secondary navigation bar with links for Manage Accounts, Upload Center, Reports & Docs, and Resource Center. The main content area is titled "Change Password" and includes the instruction "Use the form below to change your password." A red text notification states "Your Password will expire on: 12/1/2020 4:48:56 PM". The form contains three input fields: "Current Password:", "New Password:", and "Confirm Password:". To the right of these fields is a list of password requirements: 1 Numeric value, 1 Lower case character, 1 Upper case character, 1 Special character, and Length should be between 12-20 characters. A blue button labeled "CHANGE PASSWORD" is located at the bottom of the form. A red arrow points to the "Preferences" tab in the top navigation bar.

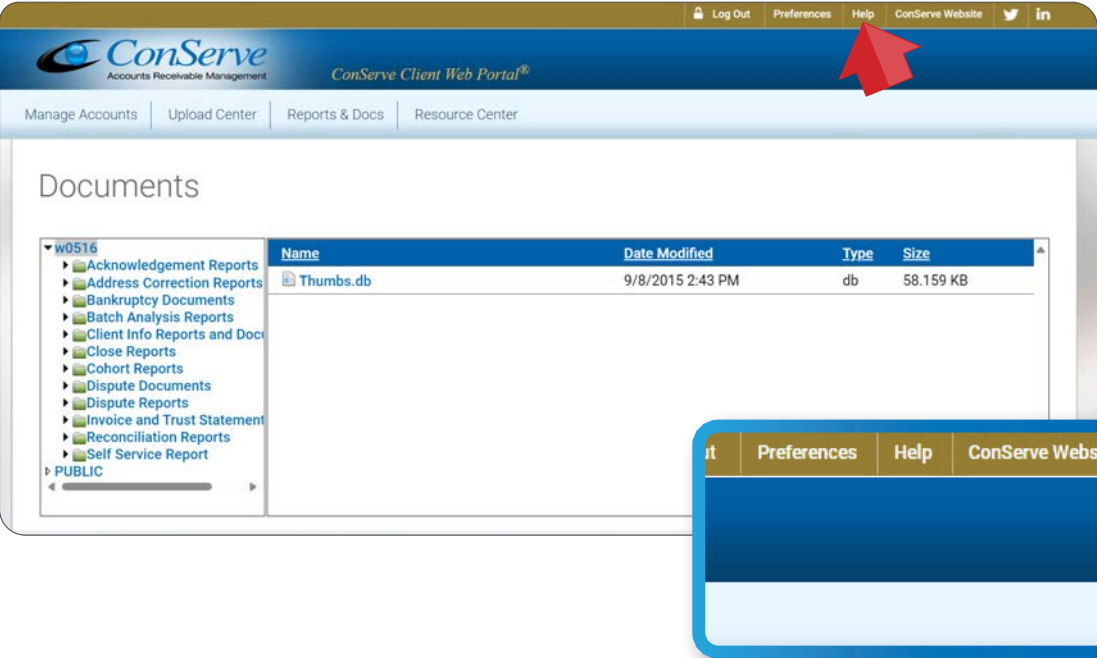
Screen 2: Confirm Change Password



This screenshot shows the "Confirm Change Password" screen, which is identical to the previous one. It features the same navigation bars, the "Change Password" title, the password expiration notification, the form fields for "Current Password:", "New Password:", and "Confirm Password:", and the list of password requirements. A blue button labeled "CHANGE PASSWORD" is at the bottom. A red arrow points to this button.

Help Tab

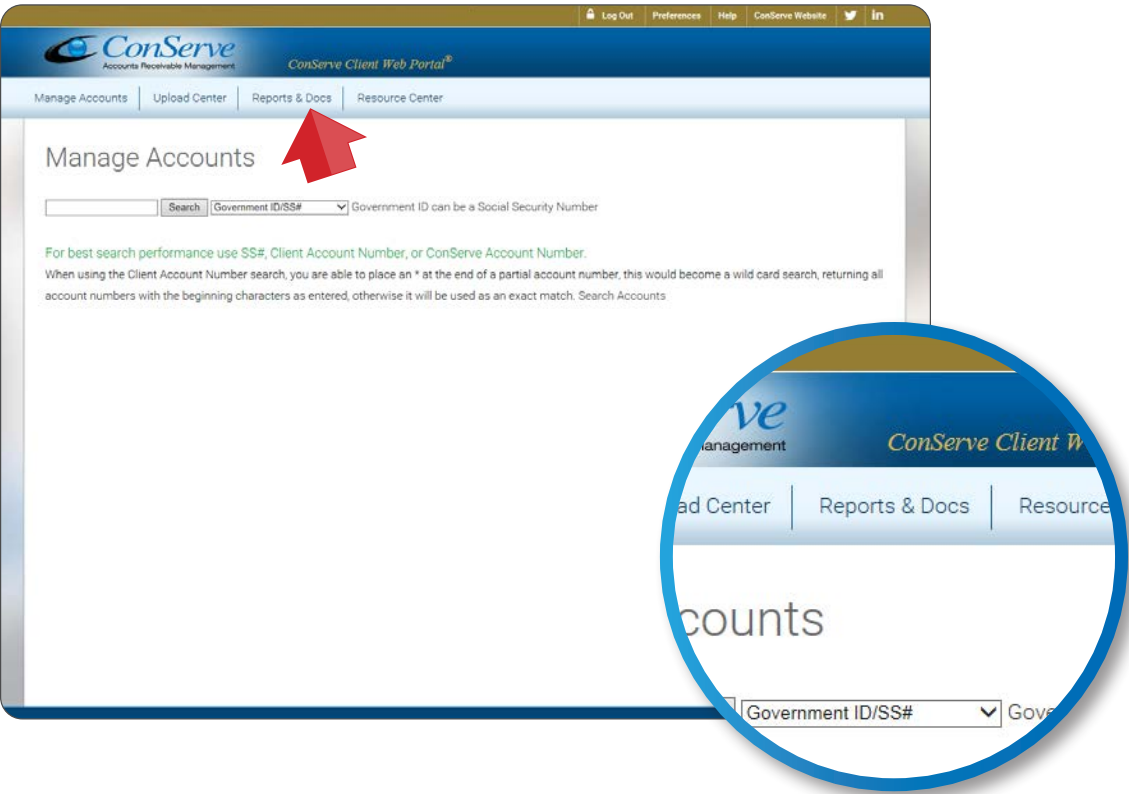
The Help tab is a convenient way to access helpful tools for navigation.



Self Service Reporting Application

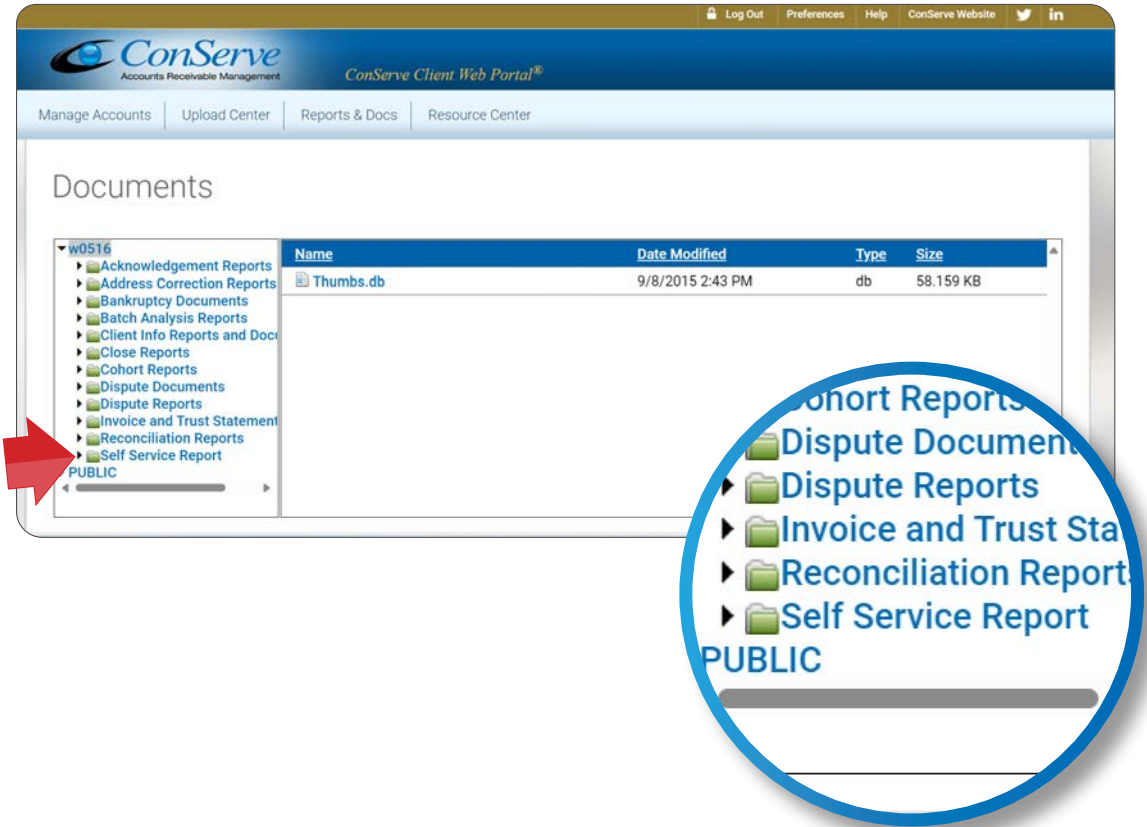
The Self Service Reporting Application (App) allows Clients to customize reports that are updated daily. The following pages outline detailed steps on how to navigate the app.

Step One: Click on the “Reports & Docs” tab.



App (cont.)

Step Two: Click on the black triangle next to "Self Service Report" to expand the options.



App (cont.)

Step Three: Click on your preferred instance.

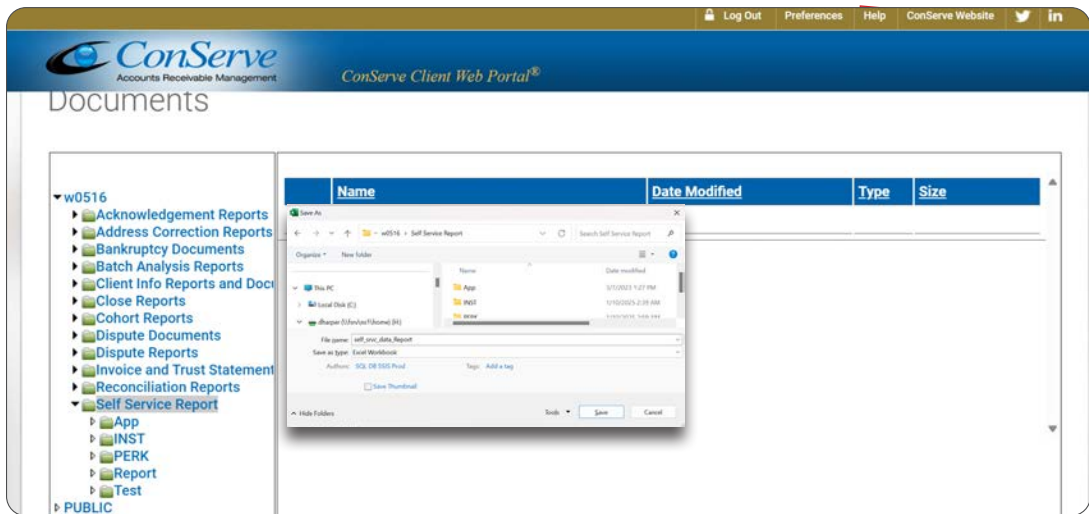
Note - the instance name will be specific to how your Standard Monthly Reports run for you. This report is created daily, and is reflective of the prior day's activities. Each time you want to review your inventory, you will need to save the latest report to your computer and follow the instructions outlined below.

The screenshot shows the ConServe Client Web Portal interface. The top navigation bar includes 'Log Out', 'Preferences', 'Help', and 'ConServe Website'. The main content area is titled 'Documents' and displays a file tree for a user named 'w0516'. A red arrow points to the 'App' folder under the 'Self Service Report' folder. A circular callout provides a magnified view of the file tree, highlighting the 'Self Service Report' folder and its subfolders: 'App', 'INST', and 'PERK'.

Name	Date Modified	Type	Size
App			
INST			
PERK			
Report			
Test			

App (cont.)

Step Four: Save the “self_srvc-data” report to your computer. You will need to save the individual report for each instance (group of data) if applicable.



App (cont.)

Step Five: Once the report has been saved, click on “App.” Click on “Client Self Service Reporting” and then select “open.”

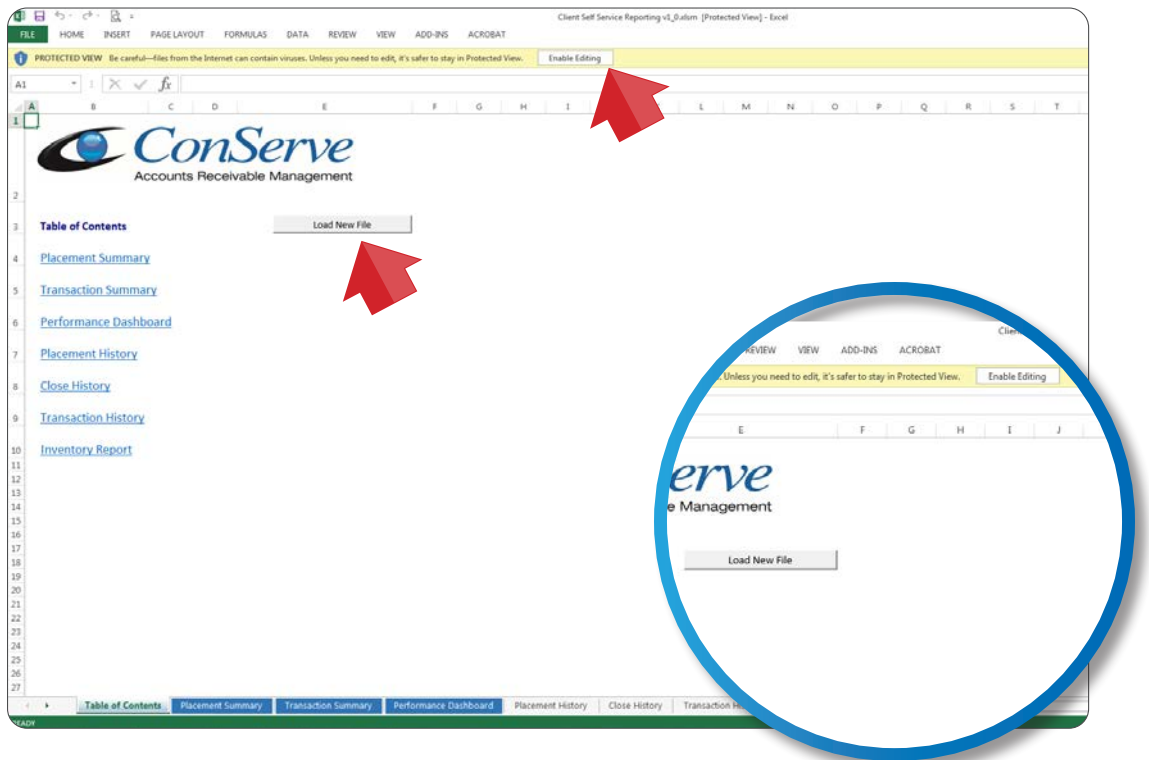
The screenshot displays the ConServe Client Web Portal interface. The top navigation bar includes the ConServe logo and the text "Accounts Receivable Management" and "ConServe Client Web Portal®". Below this are tabs for "Manage Accounts", "Upload Center", "Reports & Docs", and "Resource Center". The main content area is titled "Documents" and shows a file explorer view for a folder named "w0516". The left sidebar lists various report categories, with "Self Service Report" expanded to show sub-items: "App", "INST", and "Client Self Service Reporting v5.xlsx". A red arrow points to the "App" sub-item. The main document list has a table with columns "Name", "Date Modified", "Type", and "Size". The file "Client Self Service Reporting v5.xlsx" is highlighted, and a red arrow points to it. A "Downloads" menu is open over the file name, showing two entries for "Client Self Service Reporting v5 (51).xlsx" and "Client Self Service Reporting v5 (50).xlsx", each with an "Open file" link. A red arrow points to the "Open file" link in the first entry.

Name	Date Modified	Type	Size
Client Self Service Reporting v5.xlsx	9/9/2021 11:05 AM	xlsx	31.712 KB

App (cont.)

Step Six: Click on “Load New File” and select the applicable “self srvc-data” report that has been saved to your computer. (Once the blue circle disappears, the file has been loaded to the app.)

Note - remember to select “Enable Editing” at the top of the screen, if shown.



App (cont.)

Step Seven: Select the specific link under the Table of Contents for the report you would like to view and filter.

Note - while in the specific report, "home" will take you back to the Table of Contents.

The screenshot shows an Excel spreadsheet titled "Client Self Service Reporting v1.0.xlsx (Protected View) - Excel". The spreadsheet displays the ConServe logo and "Accounts Receivable Management". Below the logo is a "Table of Contents" section with a "Load New File" button. A red arrow points to the "Table of Contents" link. A blue circle highlights a list of report links: "Table of Contents", "Placement Summary", "Transaction Summary", "Performance Dashboard", "Placement History", "Close History", "Transaction History", and "Inventory Report". The spreadsheet also shows a ribbon with tabs for each report.

App (cont.)

Step Eight: The tabs to the right of the ConServe logo allow you to filter for the specifics of that report type. Just click on the specific data element(s) you want included in your report.

The screenshot displays the ConServe Accounts Receivable Management application interface. The main window shows the 'Inventory Report' with various filter tabs: Year Listed, Month Listed, Status, Phase, and Fund Name. A red arrow points to the 'Show All' button under the 'Hide Selected' section.

Year Listed: 2010, 2011, 2012, 2013, 2014, 2015, 2016

Month Listed: Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec

Status: BEGIN REG COLLECT, GOOD PHONE, INACTIVE, MAIL RETURN RCVD, NEW INFO OBTAINED

Phase: Closed, Full Collect

Fund Name: 4256 - CONSERVE, 4617 - CONSERVE

Inventory Report Table:

Year Listed	Month Listed	Client Account Number	Site	Last Name	First Name	Date Listed	Current Bal	Principal Bal	Interest Bal	Call Cost Bal	Agency Int Bal	Misc Bal	Unpaid Balance	Last Paid Date	Account Paid	Status	Phase
2016	Dec					12/14/2016	398.67	449.00	-	349.67	-	-	398.67			BEGIN REG COLLECT	Full Collect
2016	Dec					12/16/2016	18,921.28	12,696.96	-	4,220.32	-	-	18,921.28			GOOD PHONE	Full Collect
2016	Dec					12/16/2016	2,483.71	1,860.78	-	620.93	-	-	2,483.71			GOOD PHONE	Full Collect
2016	Dec					12/16/2016	5,329.27	3,996.95	-	1,332.32	-	-	5,329.27			PDE ON FILE	Full Collect
2016	Dec					12/16/2016	24,951.33	18,713.50	-	6,237.83	-	-	24,951.33			PAYMENT PROMISED	Full Collect
2016	Dec					12/16/2016	754.59	535.94	-	178.65	-	-	754.59			NEW INFO OBTAINED	Full Collect
2016	Dec					12/16/2016	553.55	423.46	-	138.49	-	-	553.55			MAIL RETURN RCVD	Full Collect
2016	Nov					11/22/2016	157.33	118.00	-	39.33	-	-	157.33			BEGIN REG COLLECT	Full Collect
2016	Sep					9/13/2016	-	-	-	-	-	-	357.81			INACTIVE	Closed
2016	Sep					9/13/2016	1,237.97	943.48	-	314.49	-	-	1,507.97	11/23/2016	50.00	POST DATED CC	Full Collect
2016	Sep					9/13/2016	7,430.40	3,707.80	-	1,903.60	-	-	7,430.40			POST MILITARY DEBTOR	Full Collect
2016	Sep					9/13/2016	1,479.96	1,259.97	-	419.99	-	-	1,479.96			SKIP ACCOUNT	Full Collect
2016	Sep					9/13/2016	260.00	195.00	-	65.00	-	-	260.00			POST MILITARY DEBTOR	Full Collect
2016	Aug					8/12/2016	6,032.97	4,524.71	-	1,508.24	-	-	6,032.97			BEGIN REG COLLECT	Full Collect
2016	Aug					8/12/2016	-	-	-	-	-	-	182.32	8/12/2016	182.32	INACTIVE	Closed
2016	Aug					8/12/2016	776.19	582.14	-	194.05	-	-	776.19			SKIP ACCOUNT	Full Collect
2016	Aug					8/12/2016	18,147.20	11,650.40	-	4,536.80	-	-	18,147.20			PROOF OF DEBT TO DTR	Full Collect
2016	Aug					8/12/2016	-	-	-	-	-	-	1,793.59	8/25/2016	1,793.59	INACTIVE	Closed
2016	Aug					8/12/2016	36,709.96	27,530.47	-	9,177.49	-	-	36,709.96			SKIP ACCOUNT	Full Collect
2016	Aug					8/12/2016	11,883.35	8,897.51	-	2,960.84	-	-	11,883.35			GOOD PHONE	Full Collect

App (cont.)

Step Nine: If you want to hide specific columns, press the control key on your keyboard, then click on each column with your mouse. Once all of the columns you want to hide are selected, click "Hide Selected."

The screenshot displays the 'Inventory Report' in the ConServe Accounts Receivable Management application. The interface includes a navigation menu with 'Home', 'Print', and 'Contact Conserve'. Below the menu are 'Help' and 'Clear Filters' buttons. The main content area features a table with columns for 'Year Listed', 'Month Listed', 'Status', and 'Phase'. A red arrow points to the 'Hide Selected' button in the 'Hide Selected' section. A blue circle highlights the 'Hide Selected' and 'Show All' buttons. The table below shows columns for 'Client Account Number', 'SSN', 'Last Name', 'First Name', 'Duple Listed', 'Current Bal', 'Principal Bal', 'Interest Bal', 'Call Cost Bal', 'Agency Ind Bal', 'Miss Bal', 'Holds Balance', 'Last Post Date', 'Amount Paid', and 'Status'. The table contains data for various dates and amounts.

The screenshot displays the 'Inventory Report' in the ConServe Accounts Receivable Management application. The interface includes a navigation menu with 'Home', 'Print', and 'Contact Conserve'. Below the menu are 'Help' and 'Clear Filters' buttons. The main content area features a table with columns for 'Year Listed', 'Month Listed', 'Status', and 'Phase'. The 'Hide Selected' button is highlighted in red. The table below shows columns for 'Client Account Number', 'SSN', 'Last Name', 'First Name', 'Duple Listed', 'Current Bal', 'Principal Bal', 'Interest Bal', 'Call Cost Bal', 'Agency Ind Bal', 'Miss Bal', 'Holds Balance', 'Last Post Date', 'Amount Paid', and 'Status'. The table contains data for various dates and amounts.

App (cont.)

Step Ten: If you would like to save the report to a new Microsoft Excel document, you can click on “Select Visible” and then “Control + C.”

The screenshot displays the ConServe Accounts Receivable Management application interface. The main window shows an 'Inventory Report' with a table of data. The table has columns for Client Account Number, SSN, Last Name, First Name, Dates Listed, Current Bal, Principal Bal, Interest Bal, Coll Coll Bal, Agency Bal, Misc Bal, Unpaid Balance, Last Post Date, Amount Paid, Status, Phase, Fund Name, and Service Date. The 'Select Visible' button is highlighted with a red arrow. A blue circle highlights the 'Select Visible' button and the instruction 'Click the Select Visible button to select the visible data in the table below. Once you have clicked here to make the selection, you can copy by typing Ctrl + C.'

Client Account Number	SSN	Last Name	First Name	Dates Listed	Current Bal	Principal Bal	Interest Bal	Coll Coll Bal	Agency Bal	Misc Bal	Unpaid Balance	Last Post Date	Amount Paid	Status	Phase	Fund Name	Service Date
12/16/2016	598.87	483.08	-	140.87	-	-	-	-	-	-	598.87	12/16/2016	140.87	4284 - CONSERVE	4/15/2016		
12/16/2016	2,483.71	12,690.96	-	4,230.32	-	-	-	-	-	-	16,921.25	12/16/2016	2,483.71	4258 - CONSERVE	3/12/2016		
12/16/2016	5,329.27	3,996.95	-	1,332.32	-	-	-	-	-	-	5,329.27	12/16/2016	5,329.27	4258 - CONSERVE	1/15/2016		
12/16/2016	24,913.33	18,793.56	-	6,223.83	-	-	-	-	-	-	24,913.33	12/16/2016	24,913.33	4258 - CONSERVE	5/15/2016		
12/16/2016	714.59	535.54	-	176.05	-	-	-	-	-	-	714.59	12/16/2016	714.59	4258 - CONSERVE	2/15/2016		
12/16/2016	553.95	415.48	-	138.49	-	-	-	-	-	-	553.95	12/16/2016	553.95	4258 - CONSERVE	7/15/2016		
12/22/2016	157.33	110.00	-	29.33	-	-	-	-	-	-	157.33	12/22/2016	157.33	4258 - CONSERVE	12/22/2016		
9/13/2016	1,257.87	943.43	-	314.49	-	-	-	-	-	-	1,257.87	9/13/2016	1,257.87	4258 - CONSERVE	9/13/2016		
9/13/2016	7,616.40	5,707.80	-	1,902.60	-	-	-	-	-	-	7,616.40	9/13/2016	7,616.40	4258 - CONSERVE	9/13/2016		
9/13/2016	1,679.96	1,259.97	-	419.99	-	-	-	-	-	-	1,679.96	9/13/2016	1,679.96	4258 - CONSERVE	9/13/2016		
9/13/2016	300.00	193.00	-	60.00	-	-	-	-	-	-	300.00	9/13/2016	300.00	4258 - CONSERVE	9/13/2016		
8/12/2016	6,032.97	4,534.73	-	1,508.24	-	-	-	-	-	-	6,032.97	8/12/2016	6,032.97	4258 - CONSERVE	8/12/2016		
8/12/2016	776.19	582.14	-	194.05	-	-	-	-	-	-	776.19	8/12/2016	776.19	4258 - CONSERVE	8/12/2016		
8/12/2016	18,147.20	13,616.40	-	4,530.80	-	-	-	-	-	-	18,147.20	8/12/2016	18,147.20	4258 - CONSERVE	8/12/2016		
8/12/2016	36,709.96	27,532.47	-	9,177.49	-	-	-	-	-	-	36,709.96	8/12/2016	36,709.96	4258 - CONSERVE	8/12/2016		
8/12/2016	11,863.35	8,897.51	-	2,965.84	-	-	-	-	-	-	11,863.35	8/12/2016	11,863.35	4258 - CONSERVE	8/12/2016		
8/12/2016	9,427.44	7,075.58	-	2,351.86	-	-	-	-	-	-	9,427.44	8/12/2016	9,427.44	4258 - CONSERVE	8/12/2016		
8/12/2016	1,233.17	924.88	-	308.29	-	-	-	-	-	-	1,233.17	8/12/2016	1,233.17	4258 - CONSERVE	8/12/2016		
8/12/2016	19,794.29	14,800.72	-	4,993.57	-	-	-	-	-	-	19,794.29	8/12/2016	19,794.29	4258 - CONSERVE	8/12/2016		

App (cont.)

Step Eleven: To view the hidden columns, click on "Show All."

The screenshot displays the ConServe Accounts Receivable Management application interface. The top navigation bar includes 'HOME', 'PRINT', and 'CONTACT CONSERVE'. The 'Inventory Report' section is active, showing a table of client account data. A red arrow points to the 'Show All' button, which is used to unhide all hidden columns. A blue circle highlights the 'Show All' button and its description: 'Click the Show All button to unhide all hidden columns.'

Client Account Number	SSN	Last Name	First Name	Days Overdue	Current Bal	Principal Bal	Interest Bal	Call Cost	Agency Int Bal	Missed Bal	Unpaid Balance	Last Paid Date	Amount Paid	Status	Phase	Fund Name	Service Date
12/26/2016	598.67	489.00	-	149.67	-	16,921.28	12,690.96	4,230.32	-	-	398.67	-	-	16,921.28	4/23/2016	4258 - CONSERVE	4/23/2016
12/16/2016	2,483.71	1,862.78	-	620.93	-	2,483.71	2,483.71	2,483.71	-	-	2,483.71	-	-	2,483.71	10/12/2016	4258 - CONSERVE	10/12/2016
12/16/2016	5,529.27	5,996.95	-	1,312.32	-	5,529.27	5,529.27	5,529.27	-	-	5,529.27	-	-	5,529.27	1/15/2016	4258 - CONSERVE	1/15/2016
12/16/2016	24,951.33	18,735.50	-	6,237.83	-	24,951.33	24,951.33	24,951.33	-	-	24,951.33	-	-	24,951.33	2/15/2016	4258 - CONSERVE	2/15/2016
12/16/2016	784.59	535.94	-	178.65	-	784.59	784.59	784.59	-	-	784.59	-	-	784.59	2/15/2016	4258 - CONSERVE	2/15/2016
12/16/2016	553.95	425.46	-	138.49	-	553.95	553.95	553.95	-	-	553.95	-	-	553.95	2/15/2016	4258 - CONSERVE	2/15/2016
11/21/2016	157.13	110.00	-	29.33	-	157.13	157.13	157.13	-	-	157.13	-	-	157.13	2/15/2016	4258 - CONSERVE	2/15/2016
9/13/2016	1,257.97	943.48	-	314.49	-	1,257.97	1,257.97	1,257.97	-	-	1,257.97	-	-	1,257.97	2/15/2016	4258 - CONSERVE	2/15/2016
9/13/2016	7,610.40	5,707.80	-	1,902.60	-	7,610.40	7,610.40	7,610.40	-	-	7,610.40	-	-	7,610.40	2/15/2016	4258 - CONSERVE	2/15/2016
9/13/2016	1,679.96	1,293.97	-	425.99	-	1,679.96	1,679.96	1,679.96	-	-	1,679.96	-	-	1,679.96	2/15/2016	4258 - CONSERVE	2/15/2016
9/13/2016	260.00	195.00	-	65.00	-	260.00	260.00	260.00	-	-	260.00	-	-	260.00	2/15/2016	4258 - CONSERVE	2/15/2016
8/12/2016	6,032.97	4,534.73	-	1,508.24	-	6,032.97	6,032.97	6,032.97	-	-	6,032.97	-	-	6,032.97	2/15/2016	4258 - CONSERVE	2/15/2016
8/12/2016	776.19	582.14	-	194.05	-	776.19	776.19	776.19	-	-	776.19	-	-	776.19	2/15/2016	4258 - CONSERVE	2/15/2016
8/12/2016	18,147.20	13,640.40	-	4,506.80	-	18,147.20	18,147.20	18,147.20	-	-	18,147.20	-	-	18,147.20	2/15/2016	4258 - CONSERVE	2/15/2016
8/12/2016	36,709.96	27,532.47	-	9,177.49	-	36,709.96	36,709.96	36,709.96	-	-	36,709.96	-	-	36,709.96	2/15/2016	4258 - CONSERVE	2/15/2016
8/12/2016	11,863.35	8,897.51	-	2,965.84	-	11,863.35	11,863.35	11,863.35	-	-	11,863.35	-	-	11,863.35	2/15/2016	4258 - CONSERVE	2/15/2016
8/12/2016	9,427.44	7,075.58	-	2,351.86	-	9,427.44	9,427.44	9,427.44	-	-	9,427.44	-	-	9,427.44	2/15/2016	4258 - CONSERVE	2/15/2016
8/12/2016	1,231.17	924.88	-	306.29	-	1,231.17	1,231.17	1,231.17	-	-	1,231.17	-	-	1,231.17	2/15/2016	4258 - CONSERVE	2/15/2016
8/12/2016	19,784.29	14,800.72	-	4,983.57	-	19,784.29	19,784.29	19,784.29	-	-	19,784.29	-	-	19,784.29	2/15/2016	4258 - CONSERVE	2/15/2016

App (cont.)

Step Twelve: The radio buttons under the ConServe logo will allow you to go back to the Table of Contents (home).

- Print - Print the report you just created
- Contact ConServe - Contact ConServe's Client Care team for assistance
- Help - Go directly to the work instructions
- Clear Filters - Clear all of the filters you may have selected

The screenshot displays the ConServe Accounts Receivable Management interface. At the top, there is a navigation bar with the ConServe logo and several radio buttons: Home, Print, Contact ConServe, Help, and Clear Filters. A red arrow points to the Home button. Below the navigation bar, there are several filter menus for Year Listed, Month Listed, Status, Phase, and Fund Name. The main content area shows an 'Inventory Report' table with columns for Client Account Number, SSN, Last Name, First Name, and various balance columns. A blue circle highlights the navigation buttons and the report title 'Inventory Report'. Below the report title, there are instructions for 'Hide Selected', 'Show All', and 'Select Visible' buttons.

Client Account Number	SSN	Last Name	First Name	Outlet Listed	Current Bal	Principal Bal	Interest Bal	Call Coll Bal	Agency Bal	Misc Bal	Initial Balance	Last Paid Date	Assessment	Service Date
12/18/2016	598.87	489.00	-	149.67	-	-	-	-	-	-	398.67			4/15/2017
12/18/2016	16,522.28	12,696.96	-	4,226.32	-	-	-	-	-	-	16,522.28			6/15/2016
12/18/2016	2,483.71	1,862.78	-	620.93	-	-	-	-	-	-	2,483.71			12/12/2016
12/18/2016	5,329.27	3,996.95	-	1,332.32	-	-	-	-	-	-	5,329.27			12/12/2016
12/18/2016	24,951.33	18,713.50	-	6,237.83	-	-	-	-	-	-	24,951.33			12/12/2016
12/18/2016	714.59	535.94	-	178.65	-	-	-	-	-	-	714.59			12/12/2016
12/18/2016	553.95	413.46	-	138.49	-	-	-	-	-	-	553.95			12/12/2016
11/22/2016	157.33	118.00	-	39.33	-	-	-	-	-	-	157.33			12/12/2016
9/13/2016	1,257.97	945.48	-	314.49	-	-	-	-	-	-	1,257.97			12/12/2016
9/13/2016	7,615.40	5,707.80	-	1,907.60	-	-	-	-	-	-	7,615.40			12/12/2016
9/13/2016	1,679.96	1,259.97	-	419.99	-	-	-	-	-	-	1,679.96			12/12/2016
9/13/2016	260.00	195.00	-	65.00	-	-	-	-	-	-	260.00			12/12/2016
8/12/2016	6,012.97	4,524.79	-	1,508.24	-	-	-	-	-	-	6,012.97			12/12/2016
8/12/2016	776.19	582.14	-	194.05	-	-	-	-	-	-	776.19			12/12/2016
8/12/2016	18,147.00	13,616.40	-	4,530.60	-	-	-	-	-	-	18,147.00			12/12/2016
8/12/2016	36,700.96	27,532.47	-	9,177.49	-	-	-	-	-	-	36,700.96			12/12/2016
8/12/2016	9,427.44	7,070.58	-	2,356.86	-	-	-	-	-	-	9,427.44			12/12/2016
8/12/2016	1,231.17	924.88	-	306.29	-	-	-	-	-	-	1,231.17			12/12/2016
8/12/2016	19,734.29	14,800.72	-	4,933.57	-	-	-	-	-	-	19,734.29			12/12/2016

Abbreviations Used on the Client Web Portal

AKA	Also Known As	PD	Paid
ATTY	Attorney	PIF	Paid in Full
AWG	Wage Garnishment	POA	Power of Attorney
BIF	Balance in Full	POE	Place of Employment
BKY	Bankruptcy	POSS	Possible
BRW	Borrower	PT	Part Time
BRO	Brother	PYMNT	Payment
BUS	Business	PROM NOTE	Promissory Note
BZ	Busy	RES	Residence
CB	Call Back	REL	Relative
CBR	Credit Report	REQ	Requested
CC	Credit Card	RTP	Refuse to Pay
CHK	Check	SD	Said
COMP	Compromise	SIF	Settlement in Full
CONS	Consolidation	SIS	Sister
CORR	Correspondence	SP	Spouse
DAD	Father	SW	Spoke With
DEA	Death	TO	Telephoned Other
DBTR	Debtor	TPOE	Telephoned POE
DIS	Disability	TR/TRES	Telephoned Residence
DISP	Dispute	TLD	Told
DISCO	Disconnected	TC	Turn Call
DWP	Down Payment	TT	Talked To
ED	Department of Education	WN	Wrong Number
FED EX	Federal Express	WU	Western Union
FNC	Financial Statement	LMOM	Left Message on Machine
FT	Full Time	PROM NOTE	Promissory Note
FU	Follow Up	CI	Called In
FWD	Forward	ADDY	Address
INCAR	Incarcerated	ACCR	Accurint
LM	Left Message	CLD	Called
LMTCB	Left Message to Call Back		
LMOVM	Left Message on Voice Mail		
LTR	Letter		
MI	Mail In		
MM/GMM	Mini Miranda		
MO	Money Order		
MOM	Mother		
NA	No Answer		

Our Mission

ConServe is dedicated to satisfying the needs of our Clients in a manner consistent with improving the human condition, and that will foster the development of long term mutually beneficial relationships with our Clients, our Employees, our Suppliers and Business Partners and the Community as a whole.

Customer Service

Call: (800) 724-7500 Option #6

Monday – Thursday 8am - 7pm ET

Friday: 8am - 5pm ET

