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Your Secure, 24/7 Online Access

#### **Customer Service**

(800) 724-7500 Option #6 Monday – Thursday 8am - 7pm ET Friday: 8am - 5pm ET

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#### **ConServe Client Web Portal®**

The ConServe Client Web Portal<sup>®</sup> 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<sup>®</sup> 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**

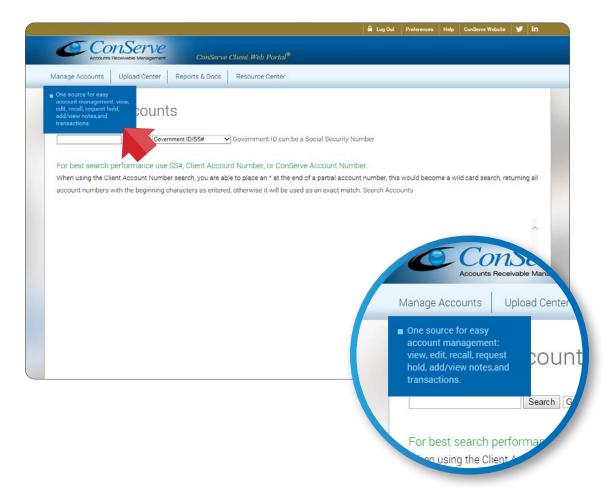
Clients log into the ConServe Client Web Portal<sup>®</sup> by entering their provided username and password and accepting the Client Portal Agreement.

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

Log In	
CLIENT PORTAL AGREEMENT   PRIVACY and SEC	URITY NOTICE
CLIENT PORTAL AGREEMENT	^
This Client Portal Agreement (the "Agreement") is entere	d into by and between Continental Service Group, Inc. ("ConServe") and the client identified on the
	te ConServe's Client Portal is accessed by any employee, agent or other representative of Client. By
electronically signing this Agreement below, Client agree the legal right and ability to enter into this Agreement an	es to be bound fully by the terms and conditions of this Agreement. Client represents that it possesses
In consideration of the mutual obligations described in t hereby acknowledged, the parties agree as follows:	his Agreement and for other good and valuable consideration, the receipt and sufficiency of which are
	v
1 USE PERMIT. ConServe hereby grants Client a nonexe	clusive nontransferable right to access remotely and use ConSecurght and ability to enter
User Name:	
Password	r consideration of the mutual obligation
Password	
Password	consideration of the mutual obligation hereby acknowledged, the parties agree
Password	consideration of the mutual obligation
Password	consideration of the mutual obligation hereby acknowledged, the parties agree
Password I accept the Client Portal Agreement LOC IN	1 USE PERMIT ConServe hereby gran
Password I accept the Client Portal Agreement LOC IN	Liconsideration of the mutual obligat hereby acknowledged, the parties aground 1 USE PERMIT ConServe hereby grad User Name:

#### Manage Accounts Tab

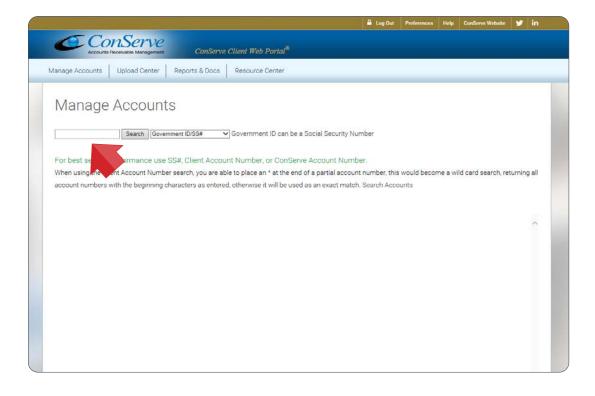
When hovering over the **Manage Accounts tab**, a brief description of the capabilities is provided, allowing for ease of navigation.



#### 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.

				🔒 Log Out	Preferences I	Help ConServe	Website 💙
O	ConServe						
4	ccounts Receivable Management	ConServe Client	Web Portal"				
anage Accou	unts Upload Center R	eports & Docs Res	ource Center				
Mana	ige Accounts						
	J						
7711	Search ConServe	Account Number 💙 Cons	erve Account Number				
For best se							
			mber, or ConServe Accou				
When using	the Client Account Number se	arch, you are able to pl	ace an * at the end of a parti	al account number, this v		a wild card sea	arch, returnin
When using		arch, you are able to pl	ace an * at the end of a parti	al account number, this v		a wild card set	arch, returnin
When using	the Client Account Number se	arch, you are able to pl	ace an * at the end of a parti	al account number, this v		a wild card se	arch, returnin
When using account nur Eund	the Client Account Number se nbers with the beginning chara	earch, you are able to pl acters as entered, other Client Account	ace an * at the end of a partia rwise it will be used as an exa ConServe Account	al account number, this v act match. Search Accou	ints Eirst	a wild card se	arch, returnin
When using account nur Eund	the Client Account Number se nbers with the beginning chara Fund Name	earch, you are able to pl acters as entered, other	ace an * at the end of a partia rwise it will be used as an exa	al account number, this v act match. Search Accou Lost Name	nts		
When using account nur Fund Number	the Client Account Number se nbers with the beginning chara	earch, you are able to pl acters as entered, other Client Account	ace an * at the end of a partia rwise it will be used as an exa ConServe Account	al account number, this v act match. Search Accou	ints Eirst	a wild card sea	arch, returnin DETAILS
When using account nur Fund Number	the Client Account Number se nbers with the beginning chara Fund Neme CONSERVE TEST FUND	arch, you are able to pl acters as entered, other Client Account Number	ace an * at the end of a parti rwise it will be used as an exa ConServe Account Number	al account number, this v act match. Search Accou Lost Name TESTING TESTER	nts First <u>Name</u>		
When using account nur Eund	the Client Account Number se nbers with the beginning chara Fund Neme CONSERVE TEST FUND	arch, you are able to pl acters as entered, other Client Account Number	ace an * at the end of a parti rwise it will be used as an exa ConServe Account Number	al account number, this v act match. Search Accou Lost Name TESTING TESTER	nts First <u>Name</u>		
When using account nur Fund Number	the Client Account Number se nbers with the beginning chara Fund Neme CONSERVE TEST FUND	arch, you are able to pl acters as entered, other Client Account Number	ace an * at the end of a parti rwise it will be used as an exa ConServe Account Number	al account number, this v act match. Search Accou Lost Name TESTING TESTER	nts First <u>Name</u>		
When using account nur Fund Number	the Client Account Number se nbers with the beginning chara Fund Neme CONSERVE TEST FUND	arch, you are able to pl acters as entered, other Client Account Number	ace an * at the end of a parti rwise it will be used as an exa ConServe Account Number	al account number, this v act match. Search Accou Lost Name TESTING TESTER	nts First <u>Name</u>		
When using account nun Fund Number	the Client Account Number se nbers with the beginning chara Fund Neme CONSERVE TEST FUND	arch, you are able to pl acters as entered, other Client Account Number	ace an * at the end of a parti rwise it will be used as an exa ConServe Account Number	al account number, this v act match. Search Accou Lost Name TESTING TESTER	nts First <u>Name</u>		
When using account nur Fund Number	the Client Account Number se nbers with the beginning chara Fund Neme CONSERVE TEST FUND	arch, you are able to pl acters as entered, other Client Account Number	ace an * at the end of a parti rwise it will be used as an exa ConServe Account Number	al account number, this v act match. Search Accou Lost Name TESTING TESTER	nts First <u>Name</u>		
When using account nur Fund Number	the Client Account Number se nbers with the beginning chara Fund Neme CONSERVE TEST FUND	arch, you are able to pl acters as entered, other Client Account Number	ace an * at the end of a parti rwise it will be used as an exa ConServe Account Number	al account number, this v act match. Search Accou Lost Name TESTING TESTER	nts First <u>Name</u>		

#### **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

Ianage Accounts Upload Center	Reports & Docs Resource Center	
	Reports & Doca   Resource conten	
VIEW ACCOUNT EDIT ACCOUNT	ADD A NOTE RECALL ACCOUNT HOLD ACCOUN	IT ACCOUNT NOTES ACCOUNT TRANSACTIONS
View Account: TESTING TESTER TEST	F, TST (0743 97 0545.)	
Account Information:		
First Name	Last Name	
TST	TESTING TESTER TEST	
Phone Number	Government ID/SS#	
585-474-5359		
Address Line 1	City	
45 TESTING	Plano	Account Information:
Address Line 2	State	
APT 34	CA	First Name
	Postal Code	TST
	75025	
Placement Date	Service Date	Phone Number
04/29/2001	03/11/2001	F9F 474 F9F0
		585-474-5359
<ul> <li>Responsible Party Information</li> </ul>		
Responsible Party Information     Employment Information		
		Address Line 1

#### **View Account Screen (cont.)**

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

		Log Out	Preferences	Help	ConServe Website	y m	
ConServe	ConServe Client Web Portal <sup>®</sup>						
Account 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							
					ent Balan	ice	
				S	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.

		🔒 Log Out 🔄	Preferences Help	ConServe Website	🖌 in
ConServe					
Accounts Receivable Management	ConServe Client Web Portal <sup>®</sup>				
anage Accounts Upload Center	Reports & Docs Resource Center				
VIEW ACCOUNT EDIT ACCOUNT	ANT A NOTE RECALL ACCOUNT HOLD	ACCOUNT ACCOUNT	T NOTES ACC	OUNT TRANSACTI	ONS
					_
Edit Account: TESTING TESTER TEST, T	3 97 0545.)				
Save					
-					
Account Information:7711					
First Name TST	Last Name TESTING TESTER TEST				
151	TESTING TESTER TEST				
Phone Number	Government ID				
585-474-5359			- C		
Address Line 1	City		onSe	rve	
45 TESTING	Plano	Accoun	ts Receivable N	Aanagement	C
42 1201110					
Address Line 2	State		1	1	
Address Line 2	State CA	ccounts	Upload	Center	Reports (
	CA	ccounts	Upload	Center	Reports (
	CA Postal Code	ccounts	Upload	Center	Reports (
APT 34	CA			1	
APT 34  Employment Information	CA Postal Code	ccounts		Center	
(APT 34	CA Postal Code			1	
APT 34  Employment information	CA Postal Code			1	
APT 34  Employment Information	CA Postal Code		EDIT	ACCOUNT	ADD
APT 34  Employment Information	CA Postal Code			ACCOUNT	ADD
APT 34  Employment Information	CA Postal Code		EDIT	ACCOUNT	ADD
APT 34  Employment Information	CA Postal Code		EDIT	ACCOUNT	ADD
APT 34  Employment Information	CA Postal Code		EDIT	ACCOUNT	ADD

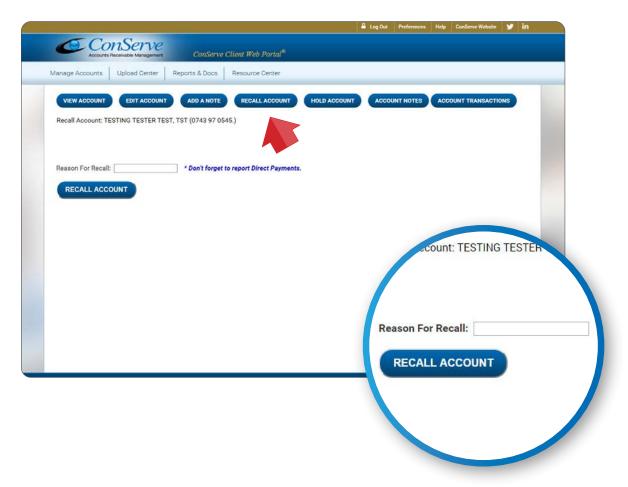
#### Add a Note Screen

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.

		🔒 Log Out 🛛 Pr	references Help ConServe Websit	• У in
ConServe Accounts Receivable Management	ConServe Client Web Portal®			
Manage Accounts Upload Center	Reports & Docs Resource Center			
VIEW ACCOUNT EDIT ACCOUNT Add Account Note: TESTING TESTER		HOLD ACCOUNT ACCOUNT	NOTES ACCOUNT TRANSAC	TIONS
		ADD		

#### **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.

	🔒 Log Out	t Preferences 1	Help ConServe Website	y in
ConServe Conserve Client Web Portal <sup>®</sup>				
anage Accounts Upload Center Reports & Docs Resource Center				
VIEW ACCOUNT EDIT ACCOUNT ADD A NOTE RECALL ACCOUNT	HOLD ACCOUNT ACC	COUNT NOTES	ACCOUNT TRANSACTIO	ONS
Hold Account: TESTING TESTER TEST, TST (0743 97 0545.)				
Wait Date:				
Reason For Hold:				
SUBMITHOLD				
	Wai	it Date:		
	Rea	ason For Ho	Jd.	
			LD	

#### **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.

	numbers with the beginning ch						
<u>Fund</u> Number	Fund Name	<u>Client Account</u> <u>Number</u>	<u>ConServe Account</u> <u>Number</u>	Last Name	<u>First</u> 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		in	
ConServ Accounts Receivable Manager	ConServe Clie	ent Web Portal®								
Manage Accounts Upload Cent	er Reports & Docs Re	esource Center								
VIEW ACCOUNT EDIT ACCO		RECALL ACCOUNT	HOLD ACCOUNT	ACCOL	INT TRANSAC	TIONS	ACCOUNT N	OTES		

#### **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.

	ConSei		ConServe Client Web Portal®
lanage Accou	nts Upload C	enter Repo	rts & Docs Resource Center
VIEW ACC		ACCOUNT	ADD & NOTE RECALL ACCOUNT HOLD ACCOUNT ACCOUNT TRANSACTIONS
VIEW ACC	EDIT	ACCOUNT	ADD A NOTE RECALL ACCOUNT HOLD ACCOUNT ACCOUNT HOTES ACCOUNT HANSACTIONS
System Note	s:  Include Syst	em Notes O Exc	clude System Notes
Start Date:		Dat	FILTER
Counselor	Date	Th. (63.)	Note
system	05/23/2011	9:52 AM	Thomas, Catarina 1702840 \$100.00, we also walved 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
	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 system	03/00/2011		
2.002	05/06/2011	2:29 PM	res 203-656-2264 MACH NO MSSG LEFT POOL 41   gc

#### **Account Transactions Screen**

The Account Transactions screen displays all transactions including:

- Payments
- Corrections
- Non Sufficient Funds (NSFs)

Trans Id	Trans Date	Effective Date	Reference Number	Trans Type Code	Trans Type Desc	Amount	Corrections
1407	05/23/2016		BAL UPD W066572	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		СК	Check	\$100.00	
1401	09/17/2012	09/17/2012		COR	Correction	(r	
1398	03/14/2012	03/14/2012	TEST	DP	Paid Directly		
1399	03/14/2012	03/14/2012	TESR	DP	Paid Directly		
					NOTES	S AC	COUNT TRANSACTIONS

#### **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).

		🔒 Log Out	Preferences	Help	ConServe Website		in
ConServe	ent Web Portal®						
	Resource Center						
							100
Linia ad Cantar							
Upload Center							
							1000
Upload Location wSALES V							
File Tune							
OPlacement							
OAdjustment							
ORecall							
O Direct Payments				-	~		
O Dispute Response - Proof of Debt			(0	n	Serv	P	
Other			and the second		able Managem		
Please enter type of file if other: * This	s is required if you choose file type Othe	r	10000110		able managen	-Crit	
Select a File Browse				Lie	land Contr		Depart
		ge Acci	Junts	U	load Cente	1	Report
If you would like an email acknowledgement of the file upload,	, enter the address here: dharper@conserv						
Special Notes:							
		un line	(	7-			
0		DIO	adu	Je	nter		
UPLOAD FILE							

#### **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.

		🔒 Log Out	Preferences He	p ConServe Website	9	in
ConServe Accounts Receivable Management	ConServe Client Web Portal®					
lanage Accounts Upload Center	Reports & Docs Resource Center					
Documents						
▼w0516 ▶ Acknowledgement Reports	Name	Date Modified	Тур	e <u>Size</u>		*
Address Correction Reports     Bankruptcy Documents	Thumbs.db	9/8/2015 2:43 PM	db	58.159 KB		
Invoice and Trust Statement     Acconciliation Reports     Self Service Report     PUBLIC		ter		t storage cente		e Cer
				led/downloade ormation and	ed	
			<u>Name</u>			
			Thumbs	.db		

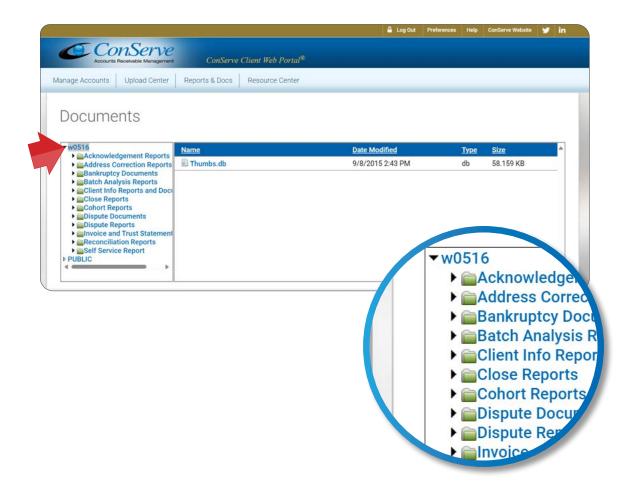
#### **Public Folder View**

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.

Accounts Receivable Management anage Accounts Upload Center	ConServe Client Web Portal® Reports & Docs Resource Center			
Documents				
▼w0516	Name	Date Modified	Туре	Size
Acknowledgement Reports     Address Correction Reports     Bankruptcy Documents     Batch Analysis Reports	Nonce Set an end of the set of th	5/28/2020 9:52 AM	xisx	.016 KB
Client Info Reports and Doci     Close Reports	🕙 Adjustment Template.xlsx	5/28/2019 5:34 PM	xlsx	5.341 KB
Cohort Reports     Dispute Documents	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	Jien	7516.595 KB
Reconciliation Reports     Self Service Report  PUBLIC	Client Webinar_ Review of New Full Collection     Placement File Template.pdf			Reports
	ConServe 2023 Compliance Letter_Perkins Version Propietary and Confidential Opinion pdf			t Reports
•		) () ) () ) () ) () ) () ) () ) () ) ()	Dispu Dispu Invoic Recor Self S	te Docum te Reports e and Tru- nciliation F ervice Rep

#### **Client Web Folder View**

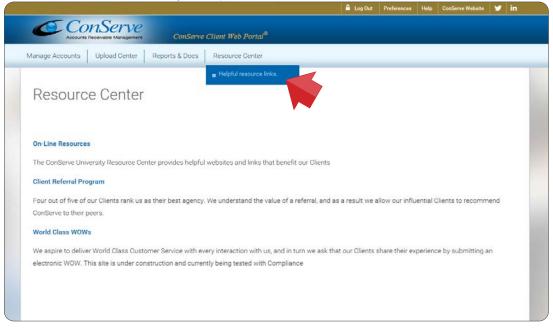
Web Folders store Client specific Consumer documentation and reports.



#### **Resource Center Tab**

The ConServe University<sup>®</sup> 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

			🔒 Log Out	Preferences	Help	ConServe Website	in
ConServe Accounts Receivable Management	ConServe C	lient Web Portal <sup>®</sup>					
Manage Accounts Upload Center	Reports & Docs	Resource Center					
Change Passwol	assword.	м					
Current Password:		meric value wer case character					
New Password:	1 Spe	per case character ecial character					
Confirm Password:	🔲 Leng	th should be between 12-20	characters				
CHANGE PASSWORD							

#### Screen 2: Confirm Change Password

Current Password:	1 Numeric value
New Password:	1 Upper case character
	1 Special character     Length should be between 12-20 characters
Confirm Password:	

#### Help Tab

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

	🔒 Log Out 🛛 P	eferences Help	ConServe Websit		in	
ConServe Client Web Portal®			3			
Reports & Docs Resource Center					_	
Name	Date Modified	Туре	Size		-	
Thumbs.db	9/8/2015 2:43 PM	db	58.159 KB			
	rt Pre	ferences	Help C	ConSei	rve We	bs
	_					
	Reports & Docs Resource Center	Reports & Docs     Resource Center       Name     Date Modified       Thumbs.db     9/8/2015 2:43 PM	Reports & Docs       Resource Center         Name       Date Modified       Type         Thumbs.db       9/8/2015 2:43 PM       db	Reports & Docs       Resource Center         Name       Date Modified       Type       Size         Thumbs.db       9/8/2015 2:43 PM       db       58.159 KB	Reports & Docs       Resource Center         Name       Date Modified       Type       Size         Thumbs.db       9/8/2015 2:43 PM       db       58.159 KB	Reports & Docs       Resource Center         Name       Date Modified       Type       Size         Thumbs.db       9/8/2015 2:43 PM       db       58.159 KB

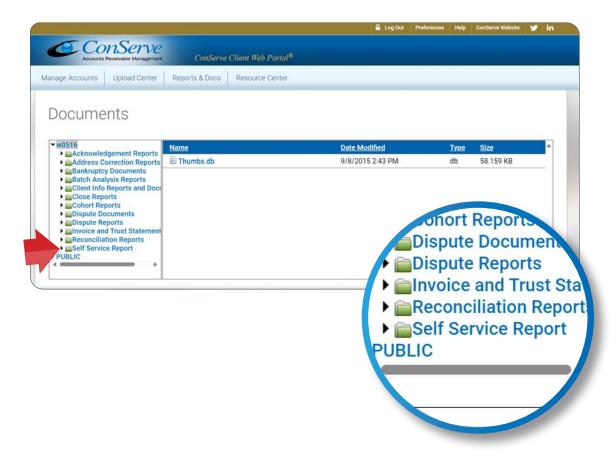
#### **Self Service Reporting Application**

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.

Conserve Client Web Portal®         Manage Accounts       Upload Center         Reports & Docs       Resource Center         Manage Accounts       Image Accounts         Search       Government IDISS#         Search       Government IDISS#	
Manage Accounts	
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	
anagement ConSet	rve Client W
ad Center Reports & Doc	s Resourc
ad Genter Reports & Doc	s Resource
counts	
Government ID/SS#	✓ Gove

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



#### 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.



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.

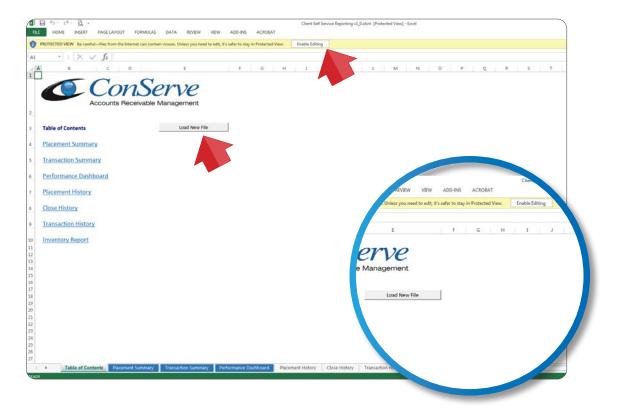
				🔒 Log Out	Preferences	Help	ConServe Website	<b>Y</b>
ConServe Accounts Receivable Management	ConServe Clie	nt Web Portal®	1					
Documents								
				Modified			0	
▼w0516	Name		Date	Modified	4	<u>Type</u>	Size	
Acknowledgement Reports	Seve As		×					
Address Correction Reports	w0516 + Self Servi	e Report	<ul> <li>C Seech Self Service Report</li> </ul>					_
Bankruptcy Documents	Organize + New folder		I - 0					
Batch Analysis Reports		Name	Date multiple					
Client Info Reports and Doci	🛩 🛢 Bis PC	The Age	WEARING YEAR IN					
Close Reports	> Set Land Oak (C)	TOW I	1/10/2025 2:36 AM					
Cohort Reports	👻 🖶 dhasper (Ufen/ast Usera) (H)	No. OCOV	1000-000 546 888					
Employee Documents	File garse: self_proc_data_Report							
Emports	Save as type: Excel Workbook	Tage: Add a tag						
Invoice and Trust Statement	Cities Duritual							
Reconciliation Reports     Self Service Report	Class Mathematic							
Service Report ▶ ■App	▲ Hide Folders		Roll • Save Carcel					
▶ ⊜INST			_					1.3
▶ ■ Report								
▶ martest								
▶ PUBLIC								

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

Accounts Receivable Management	ConServe Client Web Portal® Reports & Docs Resource Center	Qu <sup>2</sup> Open file	ce Reporting v5 (51)		
Documents					
w0516 Acknowledgement Reports Address Correction Reports Bankruptcy Documents Client Info Reports and Doci Close Reports Cohort Reports Dispute Documents Dispute Reports Dispute Reports Invoice and Trust Statement Reconciliation Reports Self Service Report App	Name Client Self Service Reporting v5.xlsm	<u>Date Modified</u> 9/9/2021 11:05 AM	<u>Type</u> xlsm	<u>Size</u> 31.712 KB	

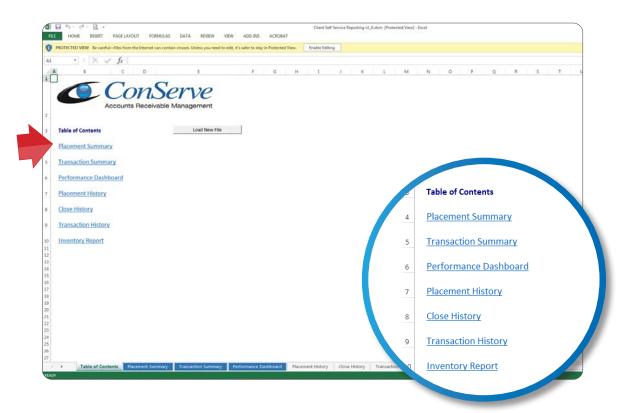
Step Six: Click on "Load New File" and select the applicable "self srvc-data" report that has been saved to your computer. (Once the blue circle disappears, the file has been loaded to the app.)

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



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.



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.

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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."

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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."

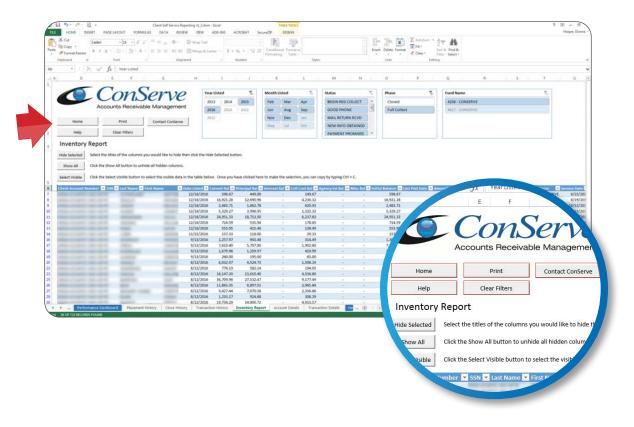
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Step Eleven: To view the hidden columns, click on "Show All."

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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



#### 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
ВКҮ	Bankruptcy	POSS	Possible
BRW	Borrower	PT	Part Time
BRO	Brother	PYMNT	Payment
BUS	Business	PROM NOTE	Promissory Note
BZ	Busy	RES	Residence
СВ	Call Back	REL	Relative
CBR	Credit Report	REQ	Requested
CC	Credit Card	RTP	Refuse to Pay
СНК	Check	SD	Said
COMP	Compromise	SIF	Settlement in Full
CONS	Consolidation	SIS	Sister
CORR	Correspondence	SP	Spouse
DAD	Father	SW	Spoke With
DEA	Death	ТО	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

