

# Transworld Systems

## Online Client Portal Tutorial



# INDEX

<b>About Transworld Systems</b>	<b>4</b>
<b>Getting Started-Online Client Portal (OCP)</b>	<b>5</b>
<b>OCP Home Page</b>	<b>6</b>
<b>Site Navigation Bar-Tabs</b>	<b>7-9</b>
<b>GreenFlag<sup>SM</sup> Four Stage Approach</b>	<b>10</b>
<b>GreenFlag Accelerator</b>	<b>11-20</b>
Overview of Services-GreenFlag <sup>SM</sup> Accelerator	12
How to Submit Accounts-Manual Entry	13
How to Submit Accounts-Bulk Upload	14-15
View/Stop Accounts	16-17
Reports	18
Transfer Queue	19
Account Preferences	20
<b>GreenFlag<sup>SM</sup> Profit Recovery</b>	<b>21-30</b>
Overview of Services-GreenFlag <sup>SM</sup> Profit Recovery	22
How to Submit Debtors-Manual Entry	23
How to Submit Debtors-Bulk Upload	24-25
View/Stop Debtors	26-27

# INDEX

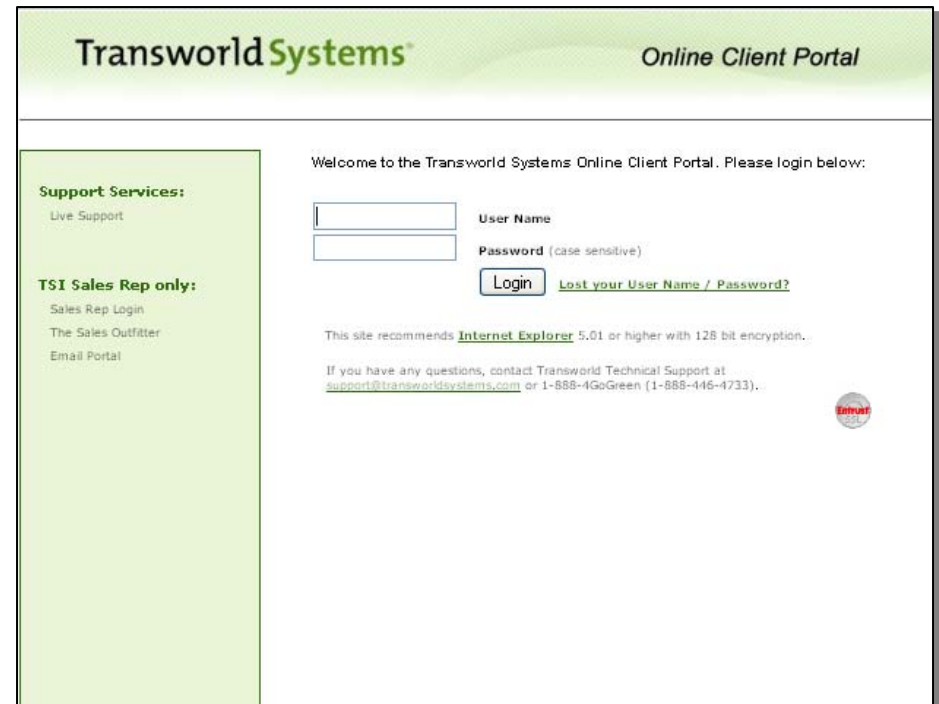
Reports	28
Transfer Queue	29
Account Preferences	30
<b>Transworld Systems Collections</b>	<b>31-38</b>
Overview of Services-Transworld Systems Collections	32
How to Submit Debtors (Direct Assignment)-Manual Entry	33
How to Submit Debtors-Bulk Upload	34-35
View/Stop Debtors	36
Reports	37
Transworld Systems Collections	38
<b>Client Responsibility</b>	<b>39</b>
<b>Marketplace</b>	<b>40</b>
<b>Support Center</b>	<b>41</b>
<b>Report Samples</b>	<b>42-47</b>
Call Series Activity Report-Sample	43
Total Client View-Sample	44
Transworld Activity Report-Sample	45
Enhanced Performance Report-Sample	46
Collections Performance Report-Sample	47

## About Transworld Systems

- Transworld Systems is celebrating over **40** years of business
- We have assisted over 60,000 clients recover over **\$2.4 billion** in the past five years
- Since 1970, Transworld Systems has been providing tools to businesses to improve their cash flow as well as reduce internal expenses.
- Transworld understands that the relationship you have with your customers/patients is critical in your business. Our services are designed to keep your bottom line healthy while maintaining those relationships.
- If you have questions or need assistance contact:
  - Your **Transworld Sales Representative** at any time.
  - You can also call us at **1-888-4GoGreen** (1-888-446-4733) Monday-Friday, 7 a.m.- 5 p.m. Pacific Time.

## Getting Started – Online Client Portal

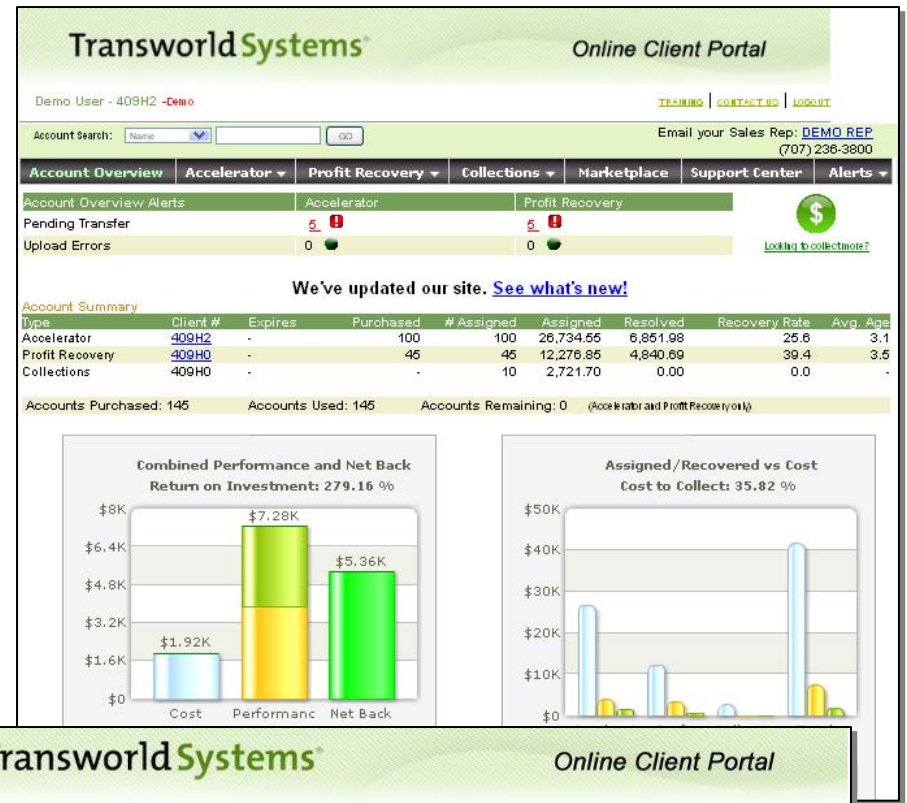
- The Online Client Portal (OCP) gives you access to your accounts 24/7
- You can access the OCP from our website: [www.transworldsystems.com](http://www.transworldsystems.com)
- You will need your username and password to login
  - You should receive this information from [support@transworldsystems.com](mailto:support@transworldsystems.com)
  - If you don't have this information, you can email us at [support@transworldsystems.com](mailto:support@transworldsystems.com) or you can call us at 1-888-446-4733 prompt 4



The screenshot shows the TransworldSystems Online Client Portal login page. The header features the TransworldSystems logo and the text "Online Client Portal". The main content area is divided into two columns. The left column, titled "Support Services:", lists "Live Support". Below this, a section titled "TSI Sales Rep only:" lists "Sales Rep Login", "The Sales Outfitter", and "Email Portal". The right column contains a login form with the text "Welcome to the Transworld Systems Online Client Portal. Please login below:". The form includes two input fields for "User Name" and "Password (case sensitive)", a "Login" button, and a link for "Lost your User Name / Password?". Below the form, there is a note: "This site recommends [Internet Explorer](#) 5.01 or higher with 128 bit encryption." and contact information: "If you have any questions, contact Transworld Technical Support at [support@transworldsystems.com](mailto:support@transworldsystems.com) or 1-888-4GoGreen (1-888-446-4733)." A small circular logo is visible in the bottom right corner of the page.

## OCP Home Page

- On this page you'll see:
  - Account Summary
  - Quantity of Accounts purchased, used and remaining
  - Expiration date
  - Account Overview Alerts regarding your service – pending and upload errors.
  - Order Summary – details of your current accounts
  - Graphs that illustrate your *Combined Performance and Net Back Return on Investment* as well as your *Assigned/Recovered vs. Cost*
  - Account Search – this search tool is available on all pages of the OCP. The “Global Account Search” allows you to search by Name, Transmittal #, and Reference # across all Transworld Systems services. It's now easier than ever to locate accounts.



## Site Navigation Tabs

Account Search: Name [v] [ ] GO Email your Sales Rep: [DEMO REP](#)  
(707) 236-3800

[Account Overview](#) [Accelerator](#) [Profit Recovery](#) [Collections](#) [Marketplace](#) [Support Center](#) [Alerts](#)

- **Account Overview** – This link will take you to the home screen from any page on the OCP
- **Accelerator**
  - **Submit New Accounts** – You can submit accounts here individually for Accelerator services
  - **Upload Accounts** – You can upload a larger quantity of accounts here via various file types (ie: Excel, comma delimited, Access, etc.)
  - **View/Stop Accounts** – You can view accounts you have already submitted and also stop any that have made payments to you or accounts that you no longer wish to proceed with collections
  - **Search Accounts** – This page allows you to search for debtors that are in Accelerator
  - **Reports** – Pull reports that give you the latest updates on the money we've recovered and the performance of our services for your business
  - **Historical Accounts** – Accounts are archived here after Accelerator efforts have been completed
  - **Transfer Queue** - Shows accounts pending transfer to Profit Recovery
  - **Preferences** - You can make changes/updates to your account preferences here
  - **Account Information** - View specific account information here

## Site Navigation Tabs – cont.



- **Profit Recovery**
  - **Submit New Debtors** – You can submit debtors here individually for Profit Recovery services
  - **Upload Debtors** – You can upload a larger quantity of debtors here via various file types (ie: Excel, comma delimited, Access, etc.)
  - **View/Stop Debtors** – You can view debtors you have already submitted and also stop any that have made payments to you or debtors that you no longer wish to proceed with collections
  - **Search Debtors** – This page allows you to search for debtors that are in Profit Recovery services
  - **Reports** – Pull reports that give you the latest updates on the money we've recovered and the performance of our services for your business
  - **Historical Debtors** – Debtors are archived here after collection efforts have been completed
  - **Transfer Queue** -Shows accounts pending transfer to Collections
  - **Preferences** - You can make changes/updates to your account preferences here
  - **Account Information** - View specific account information here



## Site Navigation Tabs – cont.



- **Collections:**
  - **Submit Debtor (Direct Assignment)** – You can submit debtors directly to Collections
  - **Upload Debtors** – You can upload a larger quantity of debtors here via various file types (ie: Excel, comma delimited, Access, etc.)
  - **View/Update Debtors** – You can view debtors that you have already submitted and update their information here
  - **Search Debtors** – This page allows you to search for debtors that are in the Collections service
  - **Reports** – Pull Collections reports here
- **Marketplace** – A direct link to exclusive offers from Transworld Systems partners.
- **Support Center** – This tab will take you to a submission request form for any requests or questions you have for Transworld Systems
- **Alerts-** This tab allows you to stay informed on up-to-date alerts from Transworld Systems
  - **About Alerts** – An overview of Transworld Systems alerts
  - **Show Alerts** – Shows current Transworld Systems alerts
  - **Alert Preferences** – Illustrates the Alert type, Frequency and Status...You can customize your alerts here.

## GreenFlag<sup>SM</sup> Four Stage Approach

Client

Your  
In House  
Efforts

**Send Invoice or Statement**

Outsourced  
In House  
Efforts – in  
Your Name

<b>30 Days</b> Diplomatic Reminder Letter	<b>37 Days</b> Diplomatic Reminder Call	<b>44 Days</b> Diplomatic Reminder Letter #2	<b>51 Days</b> Diplomatic Reminder Call #2	<b>58 Days</b> Final Warning Letter
After the invoice or initial statement, submit accounts to GreenFlag Accelerator – limit internal efforts and expense while controlling the entire process				
<b>Systematically contact your customers and patients with 5 contacts in 30 days!</b>				



3<sup>rd</sup> Party  
Pre-  
Collection  
Demands

<b>70 Days Demand 1</b>	<b>80 Days Demand 2</b>	<b>90 Days Demand 3</b>	<b>100 Days Demand 4</b>	<b>110 Days Demand 5</b>
We contact slow paying accounts every 10 days increasing intensity in each demand without alienating your customers or patients.				
<b>Early In House Use of a Diplomatic Third Party at a Controlled Cost. You maintain Control of your Accounts.</b>				



3<sup>rd</sup> Party  
Verbal  
Demands

**120 Days**  
Intensive Collections/Legal Action





## Overview of Services – GreenFlag<sup>SM</sup> Accelerator

- Cost effective, diplomatic and systematic fixed fee service that resolves past due accounts
- Accelerator contacts are made **IN YOUR NAME** with the goal of getting you paid faster and improving your cash flow



OURCLIENTNAME INC.  
PO BOX 1234  
GREENSBORO NC 27417

March 9, 2009  
**ACCOUNT INFORMATION**  
Acct No: 20097-000010989  
Client Ref: 123456  
Amount Due: \$77.28  
Due Date: March 19, 2009

JAMES DEBTOR  
7802 STREETNAME  
WETHERSFIELD PA 19422-1111  
UNITED STATES

Dear James Debtor:  
Thank you.  
We sincerely appreciate your business and trust you are a satisfied customer.  
Unfortunately, the above referenced amount is now past due and requires your attention. Please remit your payment with the lower portion of this letter in the envelope provided.  
If you feel there is an error, please contact us as soon as possible. We really want to help resolve your past due account balance. Our staff is ready to assist you at the number indicated below.  
Thank you for your desire to cooperate in resolving this matter.

OURCLIENTNAME INC.  
PO BOX 1234  
GREENSBORO NC 27417  
800-777-8888

↑↑ PLEASE RETURN LOWER PORTION WITH PAYMENT ↑↑

JAMES DEBTOR  
7802 STREETNAME  
WETHERSFIELD PA 19422-1111

March 9, 2009  
**ACCOUNT INFORMATION**  
Acct No: 20097-000010989  
Client Ref: 123456  
Amount Due: \$77.28  
Amount Enclosed: Due Date: March 19, 2009

Change to my:  
 VISA  M/C  DISCOVER  AMEX

Credit Card Expiration Date: \_\_\_\_\_  
Credit Card #: \_\_\_\_\_  
Billing Address: \_\_\_\_\_  
Security Code: \_\_\_\_\_  
Signature: \_\_\_\_\_

My check/money order is enclosed



OURCLIENTNAME INC.  
PO BOX 1234  
GREENSBORO NC 27417

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Amount Enclosed: Due Date: March 19, 2009

Change to my:  
 VISA  M/C  DISCOVER  AMEX

Credit Card Expiration Date: \_\_\_\_\_  
Credit Card #: \_\_\_\_\_  
Billing Address: \_\_\_\_\_  
Security Code: \_\_\_\_\_  
Signature: \_\_\_\_\_

My check/money order is enclosed



OURCLIENTNAME INC.  
PO BOX 1234  
GREENSBORO NC 27417

March 9, 2009  
**ACCOUNT INFORMATION**  
Acct No: 20097-000010989  
Client Ref: 123456  
Amount Due: \$77.28  
Due Date: March 19, 2009

JAMES DEBTOR  
7802 STREETNAME  
WETHERSFIELD PA 19422-1111  
UNITED STATES

**Final Reminder Notice**

Dear James Debtor:  
Your account is now significantly past due.  
**To avoid placement with our collection agency, you must pay your account within 10 days of the date shown above.**  
Failure to pay your outstanding balance or to make acceptable payment arrangements by that date will result in your account being placed with Transworld Systems Inc., a licensed collection agency.  
Thank you for your cooperation.

OURCLIENTNAME INC.  
PO BOX 1234  
GREENSBORO NC 27417  
800-777-8888

↑↑ PLEASE RETURN LOWER PORTION WITH PAYMENT ↑↑

JAMES DEBTOR  
7802 STREETNAME  
WETHERSFIELD PA 19422-1111

March 9, 2009  
**ACCOUNT INFORMATION**  
Acct No: 20097-000010989  
Client Ref: 123456  
Amount Due: \$77.28  
Due Date: March 19, 2009

Change to my:  
 VISA  M/C  DISCOVER  AMEX

Credit Card Expiration Date: \_\_\_\_\_  
Credit Card #: \_\_\_\_\_  
Billing Address: \_\_\_\_\_  
Security Code: \_\_\_\_\_  
Signature: \_\_\_\_\_

My check/money order is enclosed

## How to Submit Accounts - Manual Entry

- To submit accounts one at a time to GreenFlag Accelerator, simply scroll over to the service and scroll down to *Submit New Account*.
- Please note that all required fields are marked with a \* and all Required Fields for "Business Accounts are marked with \*\*
- Fields with an envelope next to them indicate information that will be printed on the demand
- The Transmittal # is our ID or tracking number and will be printed on the written contact. We suggest using your own customer/patient numbers as the transmittal number. Or you can leave the field blank and we will assign a transmittal number for you.



**TransworldSystems®**
Online Client Portal

Demo User - 409H2 - Demo
[Home](#) | [Contact Us](#) | [Logout](#)

Account Search:

Email your Sales Rep: **DEMO REP**  
 (707) 236-3800

Account Overview
Accelerator ▾
Profit Recovery ▾
Collections ▾
Marketplace
Support Center
Alerts ▾

**Accelerator Services**  
 Payment Reminders In Your Name - Typically Used at 30-60 Days

Enter Account information in the fields below

This is an  Individual  Business

First Name* <input type="text"/>	Last Name* <input type="text"/>
Company Name** <input type="text"/>	
Attn (optional) <input type="text"/> (can be used for individual or business)	
Address* <input type="text"/>	
Zip Code* <input type="text"/>	City* <input type="text"/> State* <input type="text" value="Alabama"/>
Country* <input type="text" value="United States"/>	
Primary Phone: <input type="text"/>	Social Security #: <input type="text"/> - <input type="text"/> - <input type="text"/>
Transmittal # <input type="text"/> (optional - auto-generated if left blank)	
Reference <input type="text"/> (optional)	
Date of Debt <input type="text"/> (ex: 10/31/2011)	Service Requested*: <input type="text" value="Diplomatic"/> (First Party Letter Only) <small>Select "Diplomatic" for Past Due Notice.                      Select "Intensive" for Final Reminder Notice.</small>
Total Amount Due* <input type="text"/> \$ (ex 9999.99 - Combine all interest, finance charges and other fees to which you are legally entitled)	

Please provide as much of the information below as possible. It will greatly assist in our collection efforts.

Alternate Phone: <input type="text"/>	Work Phone: <input type="text"/>	Ext: <input type="text"/>
Spouse First Name: <input type="text"/>	Spouse Last Name: <input type="text"/>	
Spouse SSN: <input type="text"/>		
Spouse Phone: <input type="text"/>	Spouse Work Phone: <input type="text"/>	Ext: <input type="text"/>

Services Provided / Notes: 160 Characters Max.

## How to Submit Accounts - Bulk Upload

- Uploading accounts in bulk can save time. If this is your first time submitting accounts in bulk upload, we recommend you call the Transworld Systems help desk at 1-888-446-4733 so that they can walk you through the correct process for submitting accounts.
- If you have a need to upload a list of accounts, we support data in the following formats: [MS Access](#), [MS Excel](#), [dBase](#), and [Comma Separated Value files](#)
- For a sample Excel spreadsheet template that you can use for starts/stops uploads, visit [https://service.transworldsystems.com/tab/upload/Template\\_SS6.xls](https://service.transworldsystems.com/tab/upload/Template_SS6.xls)
- All you need to get started is a data file in one of the supported formats that contain your account records. This file must contain all of the required information normally used to initiate the Accelerator process.

The screenshot displays the 'Transworld Systems Online Client Portal' interface. At the top, it shows the user 'Demo User - 409H2 - Demo' and a navigation menu with options like 'Account Overview', 'Accelerator', 'Profit Recovery', 'Collections', 'Marketplace', 'Support Center', and 'Alerts'. Below the menu is a progress bar with steps: 'Skip 1 UPLOAD', 'Skip 2 PROFILES', 'Skip 3 EXPORT', 'Skip 4 VALIDATE', 'Skip 5 SUBMIT', and a 'HELP' link. The main content area is titled 'Step 1: Upload your file' and contains instructions for first-time users, a file format selection dropdown, a file upload field with 'Browse...' and 'Upload' buttons, and links for 'Upload History' and 'Upload Errors'. It also includes a link to a sample Excel template and a 'Help Desk' link for further assistance.

## How to Submit Accounts - Bulk Upload – cont.

- Once you have your input file ready to go, there are 5 simple steps to submit your accounts to Transworld Systems:
  1. **Upload** – sends your input file to Transworld Systems for processing
  2. **Profiles** – map columns in your input file to Transworld Systems' standard format
  3. **Import** – we convert your data from your format to Transworld Systems' standard format
  4. **Validate** – during this step, Transworld Systems does some basic validation for you
  5. **Submit** – sends your validated information to Transworld Systems for processing
- For more details on each step [https://service.transworldsystems.com/tab/Upload/TSIUploadDebtors\\_Help.doc](https://service.transworldsystems.com/tab/Upload/TSIUploadDebtors_Help.doc)

The screenshot displays the 'Transworld Systems Online Client Portal' interface. At the top, it shows the user 'Demo User - 409H2 -Demo' and navigation links for 'Home', 'My Profile', and 'Logout'. Below this is an 'Account Search' section with a dropdown menu and a 'GO' button, alongside contact information for a sales representative: 'Email your Sales Rep: DEMO REP (707) 236-3800'. A main navigation bar includes 'Account Overview', 'Accelerator', 'Profit Recovery', 'Collections', 'Marketplace', 'Support Center', and 'Alerts'. A secondary bar highlights five steps: 'Step 1 UPLOAD', 'Step 2 PROFILED', 'Step 3 IMPORT', 'Step 4 VALIDATE', and 'Step 5 SUBMIT', with 'HELP' also visible. The 'Step 1: Upload your file' section contains instructions for first-time users, a 'Please first select your 'File format' and then a file to upload using 'Browse' and click 'Upload'.' instruction, a 'Please select your File format' dropdown, 'Browse...' and 'Upload' buttons, and 'Upload History' and 'Upload Errors' buttons. It also provides links for a sample Excel spreadsheet template and a help file for instructions.

## View/Stop Accounts

- When you receive a payment, it is your legal responsibility to notify Transworld Systems.
- With this information we will update payments/stop additional demands from being sent.
- To submit a payment all you need to do is click on the View/Stop Account tab
  - Find the account and click on the name
  - This will take you to a screen where you can Update the Account Status

The screenshot shows the 'Transworld Systems Online Client Portal' interface. At the top, it displays 'Demo User - 409H2 -Demo' and 'Email your Sales Rep: DEMO REP (707) 236-3800'. Below this is an 'Account Search' field with a dropdown menu and a 'GO' button. A navigation bar contains tabs for 'Account Overview', 'Accelerator', 'Profit Recovery', 'Collections', 'Marketplace', 'Support Center', and 'Alerts'. A secondary menu is open, showing options like 'Submit New Accounts', 'Upload Accounts', 'View/Stop Accounts' (highlighted with a red arrow), and 'Search Accounts'. A red arrow points to the 'View/Stop Accounts' option with the text 'check the Upload Accounts-Error Log'. Below the menu is a table of accounts with columns for Account, U.S., Start Date, Amount Due, Current Balance, Status, and Err.

Account	U.S.	Start Date	Amount Due	Current Balance	Status	Err.
ABLE, MARK	27	09/28/2011	900.00	900.00	Complete	Service
ADAMS, BOB	68	09/28/2011	264.80	264.80	Active	-
ADAMS, STEPHANIE	62	09/28/2011	212.00	212.00	Complete	Service
ALEXA, AMY	102	09/28/2011	343.00	343.00	Active	-
ALLEN, AMY	90	09/28/2011	212.00	212.00	Complete	Service
ARNOLD, AIMS	25	09/28/2011	296.00	296.00	Complete	Service
ARNOLD, WESLEY	43167392	00003196701	296.00	296.00	Complete	Service
AUSTIN, RAMON	3095	0000204998	104.70	104.70	Complete	Service
BAILEY, SAMUEL	135031923	0000161133	367.00	367.00	Complete	Service
BAKE, GREGORY	8752	0000462823	416.00	416.00	Complete	Service
BAKER, ARNOLD	132328906	0000370417	212.00	212.00	Active	-
BAKER, CAROLYN	296140492	0000235902	258.00	258.00	Complete	Service
BUTLER, GLADYS	142547605	0000435796	80.00	80.00	Complete	Service
CALDWELL, DAN	95187389	0000542447	373.00	373.00	Complete	Service
CAMPBELL, JULIE	580689870	0000469033	385.00	385.00	Complete	Service
CAMP, HENRY	8995	0000310152	212.00	212.00	Complete	Service
CARLSON, CLAYTON	352349587	0000525663	349.00	349.00	Complete	Service
CARPENTER, HECTOR	400542477	0000386123	205.00	205.00	Complete	Service
DANIELS, MIGUEL	581035496	00003208601	358.00	358.00	Complete	Service
DAVE, MARGARET	480166948	0000439065	75.00	75.00	Complete	Service



## View/Stop Accounts – cont.

- The Update the Account Status Screen will allow you to:
  - Edit Address/Phone
  - Report a Partial Payment
  - Reduce Balance
  - Increase Balance
  - Stop Service
  - Report a Payment in Full
  - Cancel Accelerator and send to Profit Recovery
  - Cancel Accelerator and send to Collections
  - Suspend Service
- After you have updated the information and determined the next action, click submit and our records will be updated

The screenshot displays the 'Update Debtor Status' interface for account BOB ADAMS. The account details include: Account: BOB ADAMS, Start Date: 09/28/2011, Contact: Contact 4, Status: In Contact, Stop Code: (blank), Reference #: 263646272, Transmittal #: 0000160768, Type: Standard, Last Update Date: 10/4/2011, Amount Due: 264.80, Current Balance: 264.80, Service: Diplomatic, Date of Last Pay: 6/28/2011, Profit Recovery: (Status not locked nightly), SSN: 111-22-3333, and Phone: (blank).

The 'Update Debtor Status' section contains the following options:

- Partial Payment Received (Process will continue)
  - \* Payment Amount:  (Format: 999.99)
  - Check #:  (Optional)
  - \* Payment Type:  (Optional)
  - Suspend Remaining Balance (Optional - Suspends Service after applying the Partial Payment. Process will stop in this case.)
- Reduce Balance By:  (Format: 999.99)
  - (Use this option to reduce the balance due for any non-payment related adjustments.)
- Increase Balance By:  (Format: 999.99)
- Stop Service:  (Paid in Full / Bankruptcy or Cancel)
- Cancel Accelerator service and assign to Profit Recovery

## Reports

- You can pull reports to show the activity of clients in GreenFlag Accelerator
  - Activity Report
  - Enhanced Performance Report
  - Call Series Activity
  - Status Report
  - MPO/Bank Report
  - USPS Change of Address Report
  - Transfer Report

The screenshot displays the 'TransworldSystems® Online Client Portal' interface. At the top, it shows the user 'Demo User - 409H2 - Demo' and navigation links for 'TRAINING', 'CONTACT US', and 'LOGOUT'. Below this is an 'Account Search' field and an email contact for the sales representative: 'Email your Sales Rep: DEMO\_REP (707) 236-3800'. A main navigation bar includes 'Account Overview', 'Accelerator', 'Profit Recovery', 'Collections', 'Marketplace', 'Support Center', and 'Alerts'. The 'Accelerator' section is active, showing options to 'View on Screen' or 'Print' and a 'Generate Report' button. Under 'Select Report Type', the 'GreenFlag Accelerator Reports' section is expanded, showing 'Activity Report' selected with a dropdown menu set to 'All'. Other options include 'Current month', 'Previous month', and a date range selector. Below this, there are links for '30/60/90 Day Usage Trend (Bar)', 'Assignment And Recovery (Pie)', and 'Total Performance and Cost of Recovery (Bar)'. The 'Enhanced Performance Report' section is also visible, with a dropdown set to 'Client #: 409H2' and a link for 'Enhanced Performance - By Date Range'. The 'Upload Account - Error Log' and 'Call Series Activity' sections are also present. On the right side of the screenshot, a 'Summary Financial Report' is displayed for 'Accelerator Demo (409H2)' as of 11/18/2011. The report includes a table with columns for 'Order Summary (includes all orders for this client)' and 'Recovery Rate'.

Order Summary (includes all orders for this client)	
Last Purchase Date:	9/27/2011
Total Investment:	\$1,205.00
Total # Purchases:	100
Cost Per Account:	\$12.25
# Assigned:	100
Avg Balance:	\$287.35
Avg Age of Accounts Assigned (Month):	3.0

Recovery Rate	
Total Dollars Assigned:	\$20,734.00
Less mail disp:	- \$0.00
Less accounts still active:	- \$6,308.26
Net Dollars Assigned:	\$20,368.26

Total Performance	
Paid in Full:	\$3,067.60
Canceled or City Resolved:	\$1,962.00
Suspended:	\$1,462.00
Partial Payments:	\$750.00

% Recovery Rate on Net Dollars Assigned:	
% Recovery Rate on Net Dollars Assigned:	33.6%
% Recovery Rate on Total Dollars Assigned:	28.6%
% Accounts Responding:	30.00%

Return on Investment	
Collection Cost as a %	18.3%
Cost of Accounts Submitted	\$1,205.00
Total Performance	\$3,067.60

## Transfer Queue

- The Transfer Queue screen will allow you to move selected accounts directly to Profit Recovery.
- If no action is taken, the debtor (s) will NOT transfer to Collections. They will remain in your queue pending action until the Drop Date. (If client contract is set up for Automatic Transfer of Accounts, if no action is taken the debtor (s) WILL AUTOMATICALLY transfer from GreenFlag Profit Recovery to Transworld Systems Collections on the Transfer Date).

The screenshot shows the 'Transworld Systems® Online Client Portal' interface. At the top, it displays 'Demo User - 409H2 -Demo' and navigation links for 'TRAINING | CONTACT US | LOGOUT'. Below this is an 'Account Search' section with a dropdown menu for 'Name' and a 'GO' button. To the right, it says 'Email your Sales Rep: DEMO REP (707) 236-3800'. A main navigation bar includes 'Account Overview', 'Accelerator', 'Profit Recovery', 'Collections', 'Marketplace', 'Support Center', and 'Alerts'. The 'Profit Recovery' section is active, showing options like 'Submit New Accounts', 'Upload Accounts', 'View/Stop Accounts', 'Search Accounts', 'Reports', 'Historical Accounts', 'Transfer Queue', and 'Preferences'. A red arrow points to the 'Transfer Queue' menu item. Below the menu is a table of accounts with columns for 'Account Name', 'Reference #', 'Transmittal #', 'Phone #', 'SSN', 'Drop Date', 'Status', and 'Current Balance'. The table contains five rows of account data.

Account Name	Reference #	Transmittal #	Phone #	SSN	Drop Date	Status	Current Balance
GRANT, SAMANTHA	263677629	0003202302		111223333	06/15/2012	Completed Service	206.00
GRAY, RACHEL	8741	0003315901		111223333	06/15/2012	Completed Service	337.00
GREEN, AMANDA	89185709	0000165516		111223333	06/15/2012	Completed Service	63.46
GREGORY, ANDY	8998	0000237834		111223333	06/15/2012	Completed Service	308.00
SMITH, LINDA	8765	0000455153		111223333	06/15/2012	Completed Service	355.00

## Account Preferences

- The Accelerator Preferences page allows you to:
  - Update Company Information
  - Add new account users for the OCP
  - Remove account users from the OCP
  - Update Account Holder Preferences
  - Activate/Deactivate the Weekly Email Notification
  - Accelerator/Messenger Preferences
    - Direct Connect
  - Opt In/Opt Out of the GreenFlag Cash Flow Reminder
  - Update Email Address
  - Change Password for login

**TransworldSystems®**
Online Client Portal

Demo User - 409H2 -Demo

[TRAINING](#) | [CONTACT US](#) | [LOGOUT](#)

Account Search:  
Email your Sales Rep: [DEMO REP](#)  
(707) 236-3800

Account Overview
Accelerator ▾
Profit Recovery ▾
Collections ▾
Marketplace
Support Center
Alerts ▾

### Accelerator Preferences

**Company Information:**  
[\(Update Address / Phone / URL\)](#)  
 ACCELERATOR DEMO  
 ATT: ACCTS PAYABLE  
 1234 MAIN STREET  
 SANTA ROSA, CA 95407  
 Telephone: 888-777-3439

**Login Management**  
 Add New Client Portal Login:  
[Click here](#) to add a new user for online access.

View/Deactivate Client Portal Login(s):  
[Individuals with login to Client# 409H2](#)

**Account Holder Information:**  
 DEMO USER  
 ACCELERATOR DEMO  
 2875 MERCURY WAY STE 275  
 SANTA ROSA, CA 95407  
 Telephone: 707-236-3878  
 Fax:

For security reasons, please call your account rep to make changes to the above information.

**Account Holder Preferences:**  
 Please select a value:  
 Default Debtor Type:   
 Search Results per Page:

**Transfer Accounts Preferences:** (After Accelerator service)  
 Weekly Email Notification:  No  Yes

**Accelerator / Messenger Preferences**  
**Additional Preferences:**  
 GreenFlag CashFlow Reminder:    
 Use this handy tool to send yourself periodic reminders to update your GreenFlag system.  
 Update Your Email Address:  
 Email:

**Change Password for Username "35556"**  
 Password:   
 New Password:   
 Confirm New:    
 (New password should be between 5-10 characters in length)



# Transworld Systems®

## Overview of Services –

# GreenFlag<sup>SM</sup> Profit Recovery

- An exclusive series of 5 contacts made **IN OUR NAME**
- All money is paid directly to you
- 100% of recovered funds is yours to keep.
- You choose how we contact (diplomatic or firm) and how often we contact (10 or 14 day cycle)
- All questions or inquiries can be directed back to you to help preserve customer/patient relationships
- Best utilized after 45-90 day range to reduce accounts aging, reduce internal expenses, and increase cash flow
- Substitute contacts 2 and 4 with automated calls - **GreenFlag Profit Recovery Messenger** (contact your Transworld Sales Rep for more information)



## How to Submit Debtors - Manual Entry

- To submit debtors one at a time to GreenFlag Profit Recovery, simply scroll over to the service and scroll down to *Submit New Debtor*.
- Please note that all required fields are marked with a \* and all Required Fields for "Business Debtors are marked with \*\*
- Fields with an envelope next to them indicate information that will be printed on the demand
- The Transmittal # is our ID or tracking number and will be printed on the written contact. We suggest using your own customer/patient numbers as the transmittal number. Or you can leave the field blank and we will assign a transmittal number for you.

The screenshot displays the 'TransworldSystems® Online Client Portal' interface. At the top, it shows the user is logged in as 'Demo User - 409H0 - Demo'. Below this is a navigation menu with options: Account Overview, Accelerator, Profit Recovery (selected), Collections, Marketplace, Support Center, and Alerts. A search bar and contact information for a sales representative are also visible.

The main section is titled 'Profit Recovery Services' and includes a sub-header: 'Diplomatic Third Party Intention - Typically Used at 60-90 Days'. A green instruction bar reads: 'Enter Debtor information in the fields below for Profit Recovery and click "Continue"'. Below this, there are radio buttons for 'Individual' and 'Business' (selected).

The form contains the following fields:

- First Name\* (envelope icon)
- Last Name\* (envelope icon)
- Company Name\*\* (envelope icon)
- Attn (optional) (envelope icon) (can be used for individual or business)
- Address\* (envelope icon)
- Zip Code\* (envelope icon)
- City\* (envelope icon)
- State\* (envelope icon) (Alabama)
- Country\* (envelope icon) (United States)
- Primary Phone: (envelope icon) (with a help link)
- Social Security #: (envelope icon) (with a help link)
- Transmittal # (envelope icon) (optional - auto-generated if left blank)
- Reference (envelope icon) (optional)
- Date of Debt (envelope icon) (with a help link) (ex: 10/31/2011)
- Service Requested\*: (Diplomatic)
- Total Amount Due\* (envelope icon) (\$) (ex: 9999.99 - combine all interest, finance charges and other fees to which you are legally entitled.)

Below these fields, a note states: 'Please provide as much of the information below as possible. It will greatly assist in our collection efforts.' This is followed by additional fields for alternate and spouse information:

- Alternate Phone: (envelope icon)
- Work Phone: (envelope icon) Ext: (envelope icon)
- Spouse First Name: (envelope icon)
- Spouse Last Name: (envelope icon)
- Spouse SSN: (envelope icon)
- Spouse Phone: (envelope icon)
- Spouse Work Phone: (envelope icon) Ext: (envelope icon)

At the bottom, there is a 'Services Provided / Notes: 160 Characters Max.' field and a 'Continue' button.

## How to Submit Debtors - Bulk Upload

- Uploading debtors in bulk can save time. If this is your first time submitting debtors in bulk upload, we recommend you call the Transworld Systems help desk at 1-888-446-4733 so that they can walk you through the correct process for submitting debtors.
- If you have a need to upload a list of debtors, we support data in the following formats: [MS Access](#), [MS Excel](#), [dBase](#), and [Comma Separated Value files](#)
- For a sample Excel spreadsheet template that you can use for starts/stops uploads, visit [https://service.transworldsystems.com/tab/upload/Template\\_SS6.xls](https://service.transworldsystems.com/tab/upload/Template_SS6.xls)
- All you need to get started is a data file in one of the supported formats that contain your debtor records. This file must contain all of the required information normally used to initiate the Profit Recovery process.

The screenshot displays the 'Transworld Systems Online Client Portal' interface. At the top, it shows the user 'Demo User - 409H0 - Demo' and a navigation menu with options like 'Account Overview', 'Accelerator', 'Profit Recovery', 'Collections', 'Marketplace', 'Support Center', and 'Alerts'. Below the menu is a progress bar with five steps: 'Step 1 UPLOAD', 'Step 2 PROFILE', 'Step 3 REPORT', 'Step 4 VALIDATE', and 'Step 5 SUBMIT'. The current step is 'Step 1: Upload your file'. The main content area contains instructions for first-time users, a 'Please select your File format' dropdown menu, and 'Browse...' and 'Upload' buttons. There are also links for 'Upload History' and 'Upload Errors', and a link to a sample Excel spreadsheet template.



## How to Submit Debtors - Bulk Upload – cont.

- Once you have your input file ready to go, there are 5 simple steps to submit your debtors to Transworld Systems:
  - Upload** – sends your input file to Transworld Systems for processing
  - Profiles** – map columns in your input file to Transworld Systems' standard format
  - Import** – we convert your data from your format to Transworld Systems' standard format
  - Validate** – during this step, Transworld Systems does some basic validation for you
  - Submit** – sends your validated information to Transworld Systems for processing
- For more details on each step  
[https://service.transworldsystems.com/tab/Upload/TSI\\_UploadDebtors\\_Help.doc](https://service.transworldsystems.com/tab/Upload/TSI_UploadDebtors_Help.doc)

The screenshot displays the 'Transworld Systems Online Client Portal' interface. At the top, it shows the user 'Demo User - 409H0 - Demo' and navigation links for 'Home', 'Account List', and 'Logout'. Below this is an 'Account Search' section with a dropdown menu and a 'GO' button. To the right, it says 'Email your Sales Rep: DEMO REP (707) 236-3800'. A navigation bar contains several tabs: 'Account Overview', 'Accelerator', 'Profit Recovery', 'Collections', 'Marketplace', 'Support Center', and 'Alerts'. A secondary navigation bar highlights five steps: 'Step 1: UPLOAD', 'Step 2: PROFILES', 'Step 3: IMPORT', 'Step 4: VALIDATE', and 'Step 5: SUBMIT'. The 'Step 1: UPLOAD' tab is selected and circled in red. The main content area for Step 1 includes instructions: 'IF THIS IS YOUR FIRST UPLOAD ATTEMPT, we recommend you contact Help Desk before sending; they can review your file with you to make sure the data is formatted to transfer successfully.' It also prompts the user to 'Please first select your 'File format' and then a file to upload using 'Browse' and click 'Upload''. Below this, there is a dropdown menu for 'Please select your File format', a 'Browse...' button, and an 'Upload' button. Further down, there are buttons for 'Upload History' and 'Upload Errors'. At the bottom, there are links for a sample Excel spreadsheet template and a 'Help Desk' link.

## View/Stop Debtors

- When you receive a payment, it is your legal responsibility to notify Transworld Systems.
- With this information we will update payments/stop additional contacts from being sent.
- To submit a payment all you need to do is click on the View/Stop Debtors tab
  - Find the debtor and click on the name
  - This will take you to a screen where you can Update the Debtor Status

The screenshot shows the TransworldSystems Online Client Portal interface. The navigation menu includes 'Account Overview', 'Accelerator', 'Profit Recovery', 'Collections', 'Marketplace', 'Support Center', and 'Alerts'. The 'View/Stop Debtors' tab is selected in the dropdown menu, indicated by a red arrow. The main content area displays a table of debtors with columns for Debtor Name, Business #, Amount Due, Current Balance, and Status. The table lists various debtors such as ABLE, MARK; ADAMS, STEPHANIE; ALLEN, SMY; etc.

Debtor	Business #	Amount Due	Current Balance	Status
ABLE, MARK	12365	500.00	500.00	Completed - Sent
ADAMS, STEPHANIE	140500931	212.00	212.00	Completed - Sent
ALLEN, SMY	591444374	212.00	212.00	Completed - Sent
ARNOLD, ANNA	595223949	266.00	266.00	Completed - Sent
ARNOLD, WESLEY	43767362	266.00	266.00	Completed - Sent
AUSTIN, RAMON	3095	104.70	104.70	Completed - Sent
BAILEY, SAMUEL	135031923	367.00	367.00	Completed - Sent
BAILEY, GREGORY	8752	416.00	416.00	Completed - Sent
BAILEY, CAROLYN	266140492	288.00	288.00	Completed - Sent
BUTLER, GLADYS	142547605	80.00	80.00	Completed - Sent
CALDWELL, IVAN	85187389	373.00	373.00	Completed - Sent
CAMPBELL, JULIE	580889670	385.00	385.00	Completed - Sent
CAMP, HENRY	8995	212.00	212.00	Completed - Sent
CARLSON, CLAYTON	352349587	349.00	349.00	Completed - Sent
CARPENTER, HECTOR	400542477	206.00	206.00	Active
CARWELLS, MICHAEL	581035496	388.00	388.00	Active
DAVIS, MARGARET	480166948	75.00	75.00	Active
DAY, LANCE	8759	337.00	337.00	Active
DEW, JIMMY	593608081	343.00	343.00	Active
DIXON, RANDALL	8799	337.00	237.00	Active - Partial Payment

## View/Stop Debtors – cont.

- The Update the Account Status Screen will allow you to:
  - Edit Address/Phone
  - Report a Partial Payment
  - Stop Service
  - Report a Payment in Full and send a complimentary Thank You letter
  - Suspend Service
  - Cancel Profit Recovery service (must be in Profit Recovery for 30 days before this option will appear)
- After you have updated the information and determined the next action, click submit and our records will be updated

The screenshot displays the 'TransworldSystems Online Client Portal' interface. At the top, it shows the user is logged in as 'Demo User - 409H0 - Demo'. Navigation links for 'TRAINING', 'CONTACT US', and 'LOGOUT' are visible. Below the search bar, there are tabs for 'Account Overview', 'Accelerator', 'Profit Recovery', 'Collections', 'Marketplace', 'Support Center', and 'Alerts'. The main content area shows 'Account Details' for a debtor named ALMA, including their address (2235 MERCURY WAY, SUITE 275, SANTA ROSA, CA 95407, US), phone number (707) 236-3860, and reference number 595223949. The account status is 'Completed Service' with a start date of 10/11/2011. Below this, there are fields for 'Update Debtor Status' with options: 'Partial Payment Received' (selected), 'Suspend Remaining Balance', and 'Stop Service' (set to 'Paid in full'). A 'Submit' button is at the bottom right.

## Reports

- You can pull reports to show the activity of clients in GreenFlag Profit Recovery
  - Activity Report
  - Enhanced Performance Report
  - Call Series Activity
  - Status Report
  - DDA Report
  - MPO/Bank Report
  - USPS Change of Address Report

The screenshot displays the 'TransworldSystems® Online Client Portal' interface. The user is logged in as 'Demo User - 409HD - Demo'. The navigation menu includes 'Account Overview', 'Accelerator', 'Profit Recovery', 'Collections', 'Marketplace', 'Support Center', and 'Alerts'. The 'Profit Recovery' section is active, showing options to 'View on Screen' or 'Print' a report. The report type is set to 'Combined Profit Recovery and Collections Reports' for 'Client #: 409HD'. Under 'Profit Recovery Reports', the 'Activity Report' is selected, with 'All' as the format and 'Report by Last Update Date' as the filter. Other options include 'Current month', 'Previous month', and 'Upload Debtor - Error Log'. A detailed financial report is shown for 'Client #: 409HD' as of 11/18/2011.

Order Summary (Includes all orders for this client)	
Last Purchase Date :	9/27/2011
Total Investment :	\$596.25
Total # Purchased :	45
Cost Per Account :	\$13.25
# Assigned :	45
Avg Balance :	\$272.82
Avg Age of Accounts Assigned (Months) :	3.5

Recovery Rate	
Total Dollars Assigned :	\$12,276.85
Less mail skips :	\$0.00
Less accounts still active :	\$2,935.46
Net Dollars Assigned :	\$9,341.39
Total Performance :	\$4,240.69
Paid in Full :	\$2,551.69
Cancelled (Fully Resolved) :	\$667.00
Suspended :	\$837.00
Partial Payments :	\$385.00
% Recovery Rate on Net Dollars Assigned :	51.8%
% Recovery Rate on Total Dollars Assigned (less mail skips) :	39.4%
% Accounts Responding :	55.56%

## Transfer Queue

- The Transfer Queue screen will allow you to move selected debtors directly to Collections.
- If no action is taken, the debtor (s) will NOT transfer to Collections. They will remain in your queue pending action until the Drop Date. (If client contract is set up for Automatic Transfer of Accounts, if no action is taken the debtor (s) WILL AUTOMATICALLY transfer from GreenFlag Profit Recovery to Transworld Systems Collections on the Transfer Date).

**TransworldSystems® Online Client Portal**

Demo User - 409H0 -Demo [TRAINING](#) | [CONTACT US](#) | [LOGOUT](#)

Account Search:   Email your Sales Rep: **DEMO REP**  
(707) 236-3800

Account Overview | Accelerator | Profit Recovery | **Collections** | Marketplace | Support Center | Alerts

**Transworld Collections Pending Queue:**  
[INSTRUCTIONS](#) | [HELP](#) | [ABOUT TRANSWORLD](#)

Find

Move selected debtors for...

Please remember to click the red checkbox for records marked with red checkbox before assigning to Transworld Collections. Provide ded data. Please provide Phone # and SSN.

<input type="checkbox"/>	Debtor Name	Reference#	Trans	Drop Date	Profit Recovery Status	Current Balance
<input type="checkbox"/>	<a href="#">ABLE, MARK</a>	12365	0008	333 04/04/2012	Completed Service - Phase 1	500.00
<input type="checkbox"/>	<a href="#">ALLEN, AMY</a>	591444374	0000238930	7072363928 111223333 04/04/2012	Completed Service - Phase 1	212.00
<input type="checkbox"/>	<a href="#">ARNOLD, ALMA</a>	595223949	0000231625	7072363860 111223333 04/04/2012	Completed Service - Phase 1	266.00
<input type="checkbox"/>	<a href="#">BAKE, GREGORY</a>	8752	0000462823	7072363812 111223333 04/04/2012	Completed Service - Phase 1	416.00
<input type="checkbox"/>	<a href="#">CAMPBELL, JULIE</a>	580889870	0000469033	7072363896 111223333 04/04/2012	Completed Service - Phase 1	385.00

## Account Preferences

- The Profit Recovery/Collections Preferences page allows you to:
  - Update Company Information
  - Add new account users for the OCP
  - Remove account users from the OCP
  - Update Account Holder Preferences
  - Activate/Deactivate the Weekly Email Notification
  - Accelerator/Messenger Preferences
    - Direct Connect
  - Opt In/Opt Out of the GreenFlag Cash Flow Reminder
  - Update Email Address
  - Change Password for login

**TransworldSystems®**
Online Client Portal

Demo User - 409HO - Demo

[TRAINING](#) | [CONTACT US](#) | [LOGOUT](#)

Account Search:  
Email your Sales Rep: [DEMO REP](#)  
(707) 236-3800

Account Overview
Accelerator ▾
**Profit Recovery ▾**
Collections ▾
Marketplace
Support Center
Alerts ▾

**Profit Recovery and Collections Preferences**

**Company Information:**  
[\(Update Address / Phone / URL\)](#)  
 PROFIT RECOVERY DEMO  
 ATT: ACCTS PAYABLE  
 1234 MAIN STREET  
 SANTA ROSA, CA 95407  
 Telephone: 888-777-3439

**Login Management**  
 Add New Client Portal Login:  
[Click here](#) to add a new user for online access.  
 View/Deactivate Client Portal Login(s):  
[Individuals with login to Client# 409HO](#)

**Account Holder Information:**  
 DEMO USER  
 ACCELERATOR DEMO  
 2875 MERCURY WAY STE 275  
 SANTA ROSA, CA 95407  
 Telephone: 707-236-3878  
 Fax:

For security reasons, please call your account rep to make changes to the above information.

**Account Holder Preferences:**  
 Please select a value:  
 Default Debtor Type:   
 Search Results per Page:

**Transworld Collections Preferences:**  
 Weekly Email Notification:  No  Yes

**Accelerator / Messenger Preferences**  
 Additional Preferences:  
 GreenFlag CashFlow Reminder:    
 Use this handy tool to send you the periodic reminders to update your GreenFlag system.  
 Update Your Email Address:  
 Email:

**Change Password for Username "36566"**  
 Password:   
 New Password:   
 Confirm New:    
 (New password should be between 5-10 characters in length)

# Transworld**Systems**<sup>®</sup> Collections

## Overview of Services- Transworld Systems Collections

- Escalated collection efforts
- All recovered funds are directed to collector
- We pay you a percentage of recovered funds
- No collection, No charge
- Once an account is in Collections, you will not want to make any type of payment arrangements with your debtors and should refer them to Transworld
- Best utilized on 180 day+ accounts, mail-skips, and accounts unresponsive in Profit Recovery.
- You can directly assign to Collections.



**TransworldSystems®**  
Collections



## How to Submit Debtors (Direct Assignment) - Manual Entry

- To directly assign debtors, one at a time, to Transworld Systems Collections, simply scroll over to the service and scroll down to *Submit Debtor (Direct Assignment)*.
- Please note that all required fields are marked with a \* and all highly recommended fields are marked with \*\*
- This page calls for maximum data to be entered, such as:
  - Debtor Information
  - Debtor-Personal Information
  - Employment Details
  - Debtor-Vehicle Information
  - Debtor-Bank Details
- In order to move forward you will need to click the “I Agree-Continue” button.

**Transworld Systems® Online Client Portal**

Demo User - 409H0 -Demo

Account search:   Email your Sales Rep: DEMO REP (707) 236-3800

Account Overview Accelerator Profit Recovery Collections Marketplace Support Center Alerts

Transworld Collections - Direct Assignment: (STEP 1 of 3)

If possible, please provide maximum data in the fields below for better collection results then press 'I Agree - Continue'

**Collection Services**  
Intensive Fee Based Collectors - Typically Used at 120+ Days

\* Required Fields \*\* Highly Recommended

**Debtor Information**

Debtor Type:  Individual  Business

First Name\*:  [Help](#) Last Name\*:  [Help](#)

Attn:

Address\*:

City\*:  State\*:  Zip\*:

Country\*:

Phone\*\*:  SSN\*\*:

Transmittal#  [Help](#) Reference# \*\*:

Principal(\$)\*:  Date Of Last Pay\*\*:  [Help](#) (mm/YY/yyyy)

Mail Return\*:  Yes  No [Help](#)

Debtors submitted here will be directly submitted for Transworld Collections (will not go through the Profit Recovery Process). Do not assign accounts with balances less than \$25.00, bankruptcies, or accounts over 18 months past due. Maximum debt that can be assigned via the web is \$200,000 and anything over this amount needs approval.

The Undersigned hereby assign to Transworld Systems (TSI), the claims listed above for the purpose of Transworld Collections at the commission rate of 50% or as otherwise stipulated, and authorizes them to endorse negotiable instruments received in payment of claims, and to deduct commissions on claims paid direct to me from any money due me. If suit is filed, TSI will advance all legal or court fees. TSI will retain all interest and legal fees collected. In consideration for such, TSI will retain all interest calculated on assigned accounts. I agree to report promptly all payments made directly to me after the date of assignment and further agree that Transworld Systems is entitled to full commission due on all monies recovered, whether paid to Transworld Systems or me direct after date of assignment. In case suit or action is instituted to collect such commissions on any of these assignments, the undersigned promises to pay all collection costs and such additional sums as the court may adjudge reasonable such as court costs, attorney fees, etc. TRANSWORLD SYSTEMS IS AUTHORIZED TO SUE, SETTLE OR ADJUST ANY CLAIM AS MAY BE NECESSARY.

## How to Submit Debtors - Bulk Upload

- Uploading debtors in bulk can save time. If this is your first time submitting debtors in bulk upload, we recommend you call the Transworld Systems help desk at 1-888-446-4733 so that they can walk you through the correct process for submitting debtors.
- If you have a need to upload a list of debtors, we support data in the following formats: [MS Access](#), [MS Excel](#), [dBase](#), and [Comma Separated Value files](#)
- For a sample Excel spreadsheet template that you can use for starts/stops uploads, visit [https://service.transworldsystems.com/tab/upload/Template\\_SS6.xls](https://service.transworldsystems.com/tab/upload/Template_SS6.xls)
- All you need to get started is a data file in one of the supported formats that contain your debtor records. This file must contain all of the required information normally used to initiate the Collections process.

The screenshot displays the 'Transworld Systems® Online Client Portal' interface. At the top, it shows the user 'Demo User - 409H0 - Demo' and navigation links for 'TRAINING', 'CONTACT US', and 'LOGOUT'. Below this is an 'Account Search' field with a 'Name' dropdown and a 'GO' button. To the right, it says 'Email your Sales Rep: DEMO REP (707) 236-3800'. A main navigation bar includes 'Account Overview', 'Accelerator', 'Profit Recovery', 'Collections', 'Marketplace', 'Support Center', and 'Alerts'. A secondary bar shows a progress indicator for 'Step 1 UPLOAD', 'Step 2 PROFILES', 'Step 3 IMPORT', 'Step 4 VALIDATE', and 'Step 5 SUBMIT', with a 'HELP' link. The main content area is titled 'Step 1: Upload your file' and contains instructions: 'IF THIS IS YOUR FIRST UPLOAD ATTEMPT, we recommend you contact [Help Desk](#) before sending; they can review your file with you to make sure the data is formatted to transfer successfully. Please first select your 'File format' and then a file to upload using 'Browse' and click 'Upload'. Below this is a form with a 'Please select your File format' dropdown, a 'Browse...' button, and an 'Upload' button. Further down, there are 'Upload History' and 'Upload Errors' buttons. At the bottom, there are links for a sample Excel spreadsheet template and a 'Help Desk' link.

## How to Submit Debtors - Bulk Upload – cont.

- Once you have your input file ready to go, there are 5 simple steps to submit your debtors to Transworld Systems:

- Upload** – sends your input file to Transworld Systems for processing
- Profiles** – map columns in your input file to Transworld Systems' standard format
- Import** – we convert your data from your format to Transworld Systems' standard format
- Validate** – during this step, Transworld Systems does some basic validation for you
- Submit** – sends your validated information to Transworld Systems for processing

The screenshot displays the 'Transworld Systems® Online Client Portal' interface. At the top, it shows the user 'Demo User - 409H0 - Demo' and navigation links for 'TRAINING', 'CONTACT US', and 'LOGOUT'. Below this is an 'Account Search' field with a 'GO' button and contact information for the sales representative: 'Email your Sales Rep: DEMO REP (707) 236-3800'. A main navigation bar includes 'Account Overview', 'Accelerator', 'Profit Recovery', 'Collections', 'Marketplace', 'Support Center', and 'Alerts'. A secondary navigation bar highlights five steps: 'Step 1 UPLOAD', 'Step 2 PROFILES', 'Step 3 IMPORT', 'Step 4 VALIDATE', and 'Step 5 SUBMIT', with a 'HELP' link. The 'Step 1: Upload your file' section contains instructions: 'IF THIS IS YOUR FIRST UPLOAD ATTEMPT, we recommend you contact Help Desk before sending; they can review your file with you to make sure the data is formatted to transfer successfully. Please first select your 'File format' and then a file to upload using 'Browse' and click 'Upload'.', followed by a 'Please select your File format' dropdown menu, 'Browse...' and 'Upload' buttons, and links for 'Upload History' and 'Upload Errors'. A link to a sample Excel spreadsheet template is also provided.

- For more details on each step  
[https://service.transworldsystems.com/tab/Upload/TSI\\_UploadDebtors\\_Help.doc](https://service.transworldsystems.com/tab/Upload/TSI_UploadDebtors_Help.doc)

## View/Stop Debtors

- When you receive a payment, it is your legal responsibility to notify Transworld Systems.
- With this information we will update payments/stop additional contacts from being made.
- To submit a payment all you need to do is click on the View/Stop Debtors tab
  - Find the debtor and click on the Update Account Link
  - This will take you to a screen where you can Update the Debtor Status
- The Update the Account Status Screen will allow you to:
  - Report a Payment
  - Send Updated Notes to Transworld Systems Collections

**Transworld Systems® Online Client Portal**

Demo User - 409H0 -Demo TRAINING | CONTACT US | LOGOUT

Account Search:   Email your Sales Rep: DEMO REP (707) 236-3800

Account Overview | Accelerator | Profit Recovery | Collections | Marketplace | Support Center | Alerts

**View/Update Accounts in Transworld Collections:**

View: All  Find Name:  Max records per page: 20

Select a debtor to view: (Data is refreshed nightly)

Debtor Name	Ref#	Transmittal#	Assign Date	Update Date	Amount	Balance	Days	Assign Type	Status	Update Account
<a href="#">ADAMS, STEPHANIE</a>	140500931	0000136662 (VIN# 0000000000)	10/21/2011	10/21/2011	212.00	212.00	00	TSC	Collection Efforts Continuing	<a href="#">Update Account</a>
<a href="#">ARNOL, WESLEY</a>	43787392	0003196701 (VIN# 0000000000)	10/21/2011	10/21/2011	266.00	0.00	00	TSC	Paid In Full	<a href="#">Update Account</a>
<a href="#">AUSTIN, RAMON</a>	3095	0000204598 (VIN# 0000000000)	10/21/2011	10/21/2011	104.70	104.70	00	TSC	Collection Efforts Continuing	<a href="#">Update Account</a>
<a href="#">BAILEY, SAMUEL</a>	135031923	0000161133 (VIN# 0000000000)	10/21/2011	10/21/2011	367.00	367.00	00	TSC	Collection Efforts Continuing	<a href="#">Update Account</a>
<a href="#">BAKER, CAROLYN</a>	266140492	0003235902 (VIN# 0000000000)	10/21/2011	10/21/2011	258.00	0.00	00	TSC	Paid In Full	<a href="#">Update Account</a>
<a href="#">BUTLER, GLADYS</a>	142547605	0000435796 (VIN# 0000000000)	10/21/2011	10/21/2011	80.00	0.00	00	TSC	Paid In Full	<a href="#">Update Account</a>
<a href="#">CALDWELL, IVAN</a>	85187389	0000542447 (VIN# 0000000000)	10/21/2011	10/21/2011	373.00	373.00	00	TSC	Collection Efforts Continuing	<a href="#">Update Account</a>
<a href="#">CAMP, HENRY</a>	8995	0000310152 (VIN# 0000000000)	10/21/2011	10/21/2011	212.00	0.00	00	TSC	Paid In Full	<a href="#">Update Account</a>
<a href="#">CARLSON, CLAYTON</a>	352349587	0000529663 (VIN# 0000000000)	10/21/2011	10/21/2011	349.00	349.00	00	TSC	Collection Efforts Continuing	<a href="#">Update Account</a>
<a href="#">SMITH, JOE</a>	595223950	0000002305 (VIN# 0000000000)	10/21/2011	10/21/2011	500.00	0.00	00	TSC	Paid In Full	<a href="#">Update Account</a>

## Reports

- You can pull reports to show the activity of clients in Transworld Systems Collections
  - Activity Report
  - Performance Summary
  - Monthly Statement
  - Collections Transfer Report
  - Active Inventory Report
  - Collection Payments
  - Payments/Updates via OCP

**Transworld Systems® Online Client Portal**

Demo User - 409H0 - Demo TRAINING | CONTACT US | LOGOUT

Account Search:   Email your Sales Rep: DEMO REP (707) 236-3800

Account Overview Accelerator Profit Recovery Collections Marketplace Support Center Alerts

Select a Format:  
 View on Screen  Print

Select Report Type:  
 Transworld Collections Reports

Activity Report: All  Report By Last Update Date

Current month

Previous month

From  to  (mm/dd/yyyy)

All

Performance Summary: Client #: 409H0

Monthly Statement:  
 For period ending on 11/18/2011  
(Requires Adobe Acrobat Reader. Only last 12 months of data is available.)

Collections Transfer Report  
(NOTE: This report shows Transferred accounts of last 6 months only. All Payments are included.)  
 Criteria: Transferred  
 From: 10/18/2011

Active Inventory Report

**Transworld Collections Inventory Report - Client Number: 409H0** Report Date: 11/18/2011

NOTE: The data on this report is updated nightly. Maximum of 3000 records can be displayed on this report.

Debtor Name	Tran#	Ref#	Branch	Phone	Original Balance	Current Balance	Status	Assign Type	Collections Assign Date	Update Date	
ADAMS, STEPHANIE	0000136662	140500931	00	N/A	212.00	212.00	COLLECTION EFFORTS CONTINUING	TDC	10/21/2011	10/21/2011 9:06:53 PM	<a href="#">Unlink Account</a>
AUSTIN, BARKER	0000204998	3095	00	707.236.3882	104.70	104.70	COLLECTION EFFORTS CONTINUING	TDC	10/21/2011	10/21/2011 9:06:53 PM	<a href="#">Unlink Account</a>
BAILEY, DANIEL	0000161133	135031923	00	707.236.3838	367.00	367.00	COLLECTION EFFORTS CONTINUING	TDC	10/21/2011	10/21/2011 9:06:53 PM	<a href="#">Unlink Account</a>
CALDWELL, KEAR	000054247	85187389	00	707.236.3882	373.00	373.00	COLLECTION EFFORTS CONTINUING	TDC	10/21/2011	10/21/2011 9:06:53 PM	<a href="#">Unlink Account</a>
CARLOS, CLAYTON	0000529663	352349887	00	707.236.3895	349.00	349.00	COLLECTION EFFORTS CONTINUING	TDC	10/21/2011	10/21/2011 9:06:53 PM	<a href="#">Unlink Account</a>

Total Original Balance: 1,405.70  
 Total Current Balance: 1,405.70  
 Total records returned: 5

## Transworld Systems Collections

- For those accounts that require intense recovery efforts, Transworld Systems offers our Transworld Systems Collections service where we send accounts to a Transworld Systems call center for pre-litigation/legal/salvage recovery efforts.
- If you have accounts that require intense recovery efforts/skip-tracing, assign it directly to Transworld Systems Collections
- Transworld Systems Collections works on a percentage basis, please refer to your contract with Transworld Systems for your percentage
- Once an account is placed in Transworld Systems Collections, you cannot cancel collection efforts without potentially incurring a cancellation fee. Please, contact your Sales Agent if this situation comes up for you.
- If your debtor calls you regarding our collection efforts or to make a payment, you must refer them to Transworld Systems. You cannot make payment arrangements. However, you may accept payment in full and report it online.
- If you receive partial payment, you can deposit it and report it online.

## Client Responsibility

- It is very important that you provide as much detail about your customers as possible. The more information we have, the better our chances of reaching your customer and recovering the money owed to you
- It is your legal responsibility to report any type of payment that you accept from your customer. If you are Paid In Full, you **must** inform Transworld Systems so that Transworld Systems will cease further collection activity
- If you accept a payment arrangement, you have the ability to suspend actions by Transworld Systems. Please note: This is only available on GreenFlag Profit Recovery, If you accept a payment arrangement, you must report all payments and, if necessary, suspend any action
- Now that you have submitted clients to Transworld Systems for recovery, please discontinue contacting them and let us work collecting your past due accounts for you
- On GreenFlag Profit Recovery: Once an account is suspended, a Change Activity-Reinstate button will show for 60 days.

## Marketplace

- We want you to be able to save on a variety of products and services that will help you grow your business. That's why Transworld Systems clients can now take advantage of exclusive offers from special partners.

The screenshot displays the TransworldSystems Online Client Portal. At the top, it shows the user as 'Demo User - 409HO - Demo' with links for 'TRAINING', 'CONTACT US', and 'LOGOUT'. Below this is an 'Account Search' field and a notification to 'Email your Sales Rep: DEMO REP (707) 236-3800'. A navigation bar includes 'Account Overview', 'Accelerator', 'Profit Recovery', 'Collections', 'Marketplace' (highlighted with a red circle), 'Support Center', and 'Alerts'. A table shows 'Account Overview Alerts' with counts for 'Pending Transfer' (5), 'Upload Errors' (0), and 'Profit Recovery' (5). A 'We've updated our site. See what's new!' message is present. Below is an 'Account Summary' table:

Type	Client #	Expires	Purchased	# Assigned	Assigned	Resolved	Recovery Rate	Avg. Age
Accelerator	409H2	-	100	100	26,734.55	6,851.98	25.6	3.1
Profit Recovery	409HO	-	45	45	12,278.85	4,840.60	39.4	3.5
Collections	409HO	-	-	-	-	-	-	-

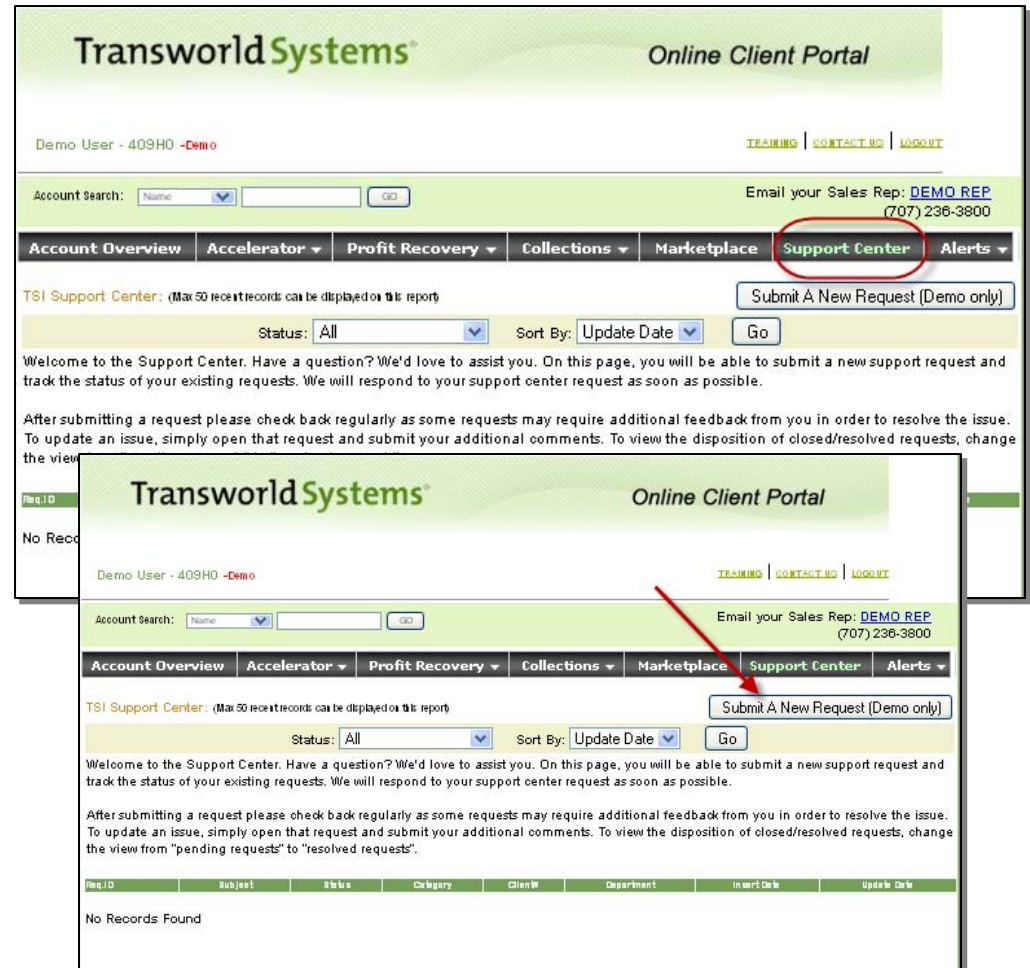
Below the table, it states 'Accounts Purchased: 145'. A 'Combined Performance Return on Investment' bar chart shows 'Cost' at \$1.92K and 'Performance' at \$7.28K. The chart compares 'Accelerator' (yellow) and 'Profit Recovery' (green) services. On the right, the 'TransworldSystems Client Marketplace' is shown, featuring a sidebar with navigation links and a main content area with promotional offers from NCO:

- NCO Financial Investigative Services:** SAVE 15% on your next Background Investigation. NCO Financial Investigative Services is proud to be an Accredited Vendor and partner to thousands of clients, providing thorough customized research to assist in house one diligence processes.
- NCO Credit Reporting:** SAVE 10%-15% on your next Credit Report. NCO Credit Reporting provides a unique commercial credit report and risk assessment tool enabling you to quickly evaluate the creditworthiness of your business, re-evaluate existing credit relationships and access new leads.
- NCO:** FREE 3 Months of Credit Report Assure for Mortgage Clients. NCO Credit Services is a professional credit reporting service dedicated to providing high quality credit reports and services to both large and small...



## Support Center

- Please use the online **Support Center** for any assistance you may need. You can submit your new support request and/or check the status of your previously submitted requests. We will typically respond to your inquiry within 24-48 hours, Monday - Friday.
- You can also call us at 1-888-4GoGreen (1-888-446-4733) Monday-Friday, 7 a.m.- 5 p.m. Pacific Time. We will be happy to assist you.



**Transworld Systems® Online Client Portal**

Demo User - 409H0 -Demo [TRAINING](#) | [CONTACT US](#) | [LOGOUT](#)

Account Search:   Email your Sales Rep: [DEMO REP](#)  
(707) 236-3800

**Account Overview** | **Accelerator** | **Profit Recovery** | **Collections** | **Marketplace** | **Support Center** | **Alerts**

TSI Support Center: (Max 50 recent records can be displayed on this report)

Status:  Sort By:

Welcome to the Support Center. Have a question? We'd love to assist you. On this page, you will be able to submit a new support request and track the status of your existing requests. We will respond to your support center request as soon as possible.

After submitting a request please check back regularly as some requests may require additional feedback from you in order to resolve the issue. To update an issue, simply open that request and submit your additional comments. To view the disposition of closed/resolved requests, change the view.

**Transworld Systems® Online Client Portal**

Demo User - 409H0 -Demo [TRAINING](#) | [CONTACT US](#) | [LOGOUT](#)

Account Search:   Email your Sales Rep: [DEMO REP](#)  
(707) 236-3800

**Account Overview** | **Accelerator** | **Profit Recovery** | **Collections** | **Marketplace** | **Support Center** | **Alerts**

TSI Support Center: (Max 50 recent records can be displayed on this report)

Status:  Sort By:

Welcome to the Support Center. Have a question? We'd love to assist you. On this page, you will be able to submit a new support request and track the status of your existing requests. We will respond to your support center request as soon as possible.

After submitting a request please check back regularly as some requests may require additional feedback from you in order to resolve the issue. To update an issue, simply open that request and submit your additional comments. To view the disposition of closed/resolved requests, change the view from "pending requests" to "resolved requests".

Req. ID	Subject	Status	Category	Client #	Department	Insert Date	Update Date
No Records Found							

## Report Samples

- **Call Series Activity Report**-This report provides a summary of call activity including: Call Duration, Call Time, Demand # and Status
- **Total Client View** - This report provides a combined summary of Accelerator, Profit Recovery and Collections.
- **Transworld Activity Report** - This report provides a complete listing and status of all accounts submitted to Transworld
- **Enhanced Performance Report** - This report provides the investment and the return on your investment from Accelerator and Profit Recovery
- **Transworld Systems Collections Performance Summary** - This report provides a summary of the accounts and amount recovered through Collections.

## Call Series Activity Report-Sample

<a href="#">Account Overview</a>   <a href="#">Accelerator</a> ▼   <a href="#">Profit Recovery</a> ▼   <a href="#">Collections</a> ▼   <a href="#">Marketplace</a>   <a href="#">Support Center</a>   <a href="#">Alerts</a> ▼							
						<a href="#">Results in Excel</a>	<a href="#">New Report</a>
<b>Call Series Activity: Client Number: 689A9 From 11/03/2007 - To 11/21/2011</b>							
Name	Trans#	Phone	Description	Call Time (EST)	Call Duration	Demand#	Status
ZAGER BROTHERS INC	206185	1973742068	Listened	7/19/2010 9:00:45 AM	27 seconds	2	Done
MR MARTINEZ	206223	201664216	Machine, Left Message	7/19/2010 9:01:04 AM	62 seconds	2	Done
ALLENBY FURNITURE	5360B38	973227090	Machine, Left Message	7/26/2010 9:01:09 AM	72 seconds	2	Done
MICHAEL AVRAM	5360409	973736810	Machine, Left Message	7/26/2010 9:01:40 AM	65 seconds	2	Done
CHARLIE BORINSKY	8143655	908879946	Machine, Left Message	7/26/2010 9:01:28 AM	60 seconds	2	Done
RICHARD GABRIEL	5360130	973838558	Machine, Left Message	7/26/2010 9:01:31 AM	63 seconds	2	Done
VITO GIAMMARELLA	8141975	201512851	Partial Message Left	7/26/2010 9:01:18 AM	28 seconds	2	Done
DAVIDE HOPPE	8141997	973406766	Machine, Left Message	7/26/2010 9:01:30 AM	60 seconds	2	Done
MICHAEL JENKINS	536F206	973616077	Listened	7/26/2010 9:01:23 AM	52 seconds	2	Done
FRANK PETRUZZI	8143417	1973226642	Machine, Left Message	7/26/2010 9:01:35 AM	57 seconds	2	Done
PHIL RUBINFELD	8143225	973975091	Machine, Left Message	7/26/2010 9:01:41 AM	56 seconds	2	Done
MR MARTINEZ	206223	201664216	Machine, Left Message	8/2/2010 9:01:48 AM	63 seconds	4	Done
ALLENBY FURNITURE	5360B38	973227090	Machine, Left Message	8/9/2010 9:00:50 AM	73 seconds	4	Done
MICHAEL AVRAM	5360409	973736810	Machine, Left Message	8/9/2010 9:01:23 AM	66 seconds	4	Done
CHARLIE BORINSKY	8143655	908879946	Machine, Left Message	8/9/2010 9:01:11 AM	61 seconds	4	Done
VITO GIAMMARELLA	8141975	201512851	Machine, Left Message	8/9/2010 9:01:26 AM	71 seconds	4	Done

## Total Client View-Sample

TransworldSystems®		Online Client Portal	
Demo User - 409H0 - Demo		<a href="#">Home</a>   <a href="#">Contact Us</a>   <a href="#">Logout</a>	
Account Search: <input type="text"/> <input type="button" value="GO"/>		Email your Sales Rep: <b>DEMO.REP</b> (707) 236-3800	
<a href="#">Account Overview</a>	<a href="#">Accelerator</a>	<a href="#">Profit Recovery</a>	<a href="#">Collections</a>
<a href="#">Marketplace</a>	<a href="#">Support Center</a>	<a href="#">Alerts</a>	<input type="button" value="New Report"/>
Total Client View - Combined Profit Recovery and Collections Summary: Profit Recovery Demo ( #409H0 )			
<b>Profit Recovery Performance Summary</b>		<b># Assigned</b>	<b>\$ Amount</b>
Total Assigned		45	12,276.85
Less Mail Return		0	0.00
Less Active Accounts		15	2,935.46
Net Assigned		30	9,341.39
<b>Performance</b>			
Total Recovered			4,840.69
Recovery Rate on Net Assigned			51.81%
Recovery Rate on Total Assigned			39.42%
Avg Age of Accounts Assigned (Months):			3.5
<b>Transworld Collections Performance Summary</b>		<b># Assigned</b>	<b>\$ Amount</b>
Total Assigned		10	2,721.70
Placed in Error, Deceased, Bankrupt		0	0.00
Less Active Accounts		10	2,721.70
Net Assigned		0	0.00
<b>Performance</b>			
Total Recovered			0.00
Recovery Rate on Net Assigned			-
Recovery Rate on Total Assigned			0.00%
<b>Combined Performance Summary</b>		<b># Assigned</b>	<b>\$ Amount</b>
Total Assigned to Profit Recovery		45	12,276.85
Total Direct Assign to Transworld Collections		0	0.00
Total Combined Assignments		45	12,276.85
Less Active Profit Recovery Accounts		15	2,935.46
Less Active Direct Assigns		0	0.00

## Transworld Activity Report-Sample

TransworldSystems®												Online Client Portal	
Demo User - 409H0 -Demo										<a href="#">TRAINING</a>   <a href="#">CONTACT US</a>   <a href="#">LOGOUT</a>			
Account Search: <input type="text"/> <input type="button" value="GO"/>										Email your Sales Rep: <a href="#">DEMO REP</a> (707) 236-3800			
Account Overview	Accelerator	Profit Recovery	Collections	Marketplace	Support Center	Alerts							
TransworldSystems®										<input type="button" value="New Report"/> <input type="button" value="Results in Excel"/> <input type="button" value="(Help)"/>			
Activity Report for: Profit Recovery Demo										Report Date: 11/18/2011			
Date Range: 01/01/1980 to 11/30/2011													
Debtor	Reference #	Transmittal #	Order#	Start Date	Update Date	Date of Last pay	Age (Months)	Am t Due	Curr Bal	Status	Dem and No.	Verbal Demand	
<a href="#">ABLE, MARI</a>	12365	0008572627	A036C 4	10/11/2011	10/20/2011	6/28/2011	3.5	900.00	900.00	Completed Service	-	Pending	
<a href="#">ADAMS, STEPHANIE</a>	140500931	0000136962	A036C 4	10/11/2011	10/20/2011	6/28/2011	3.5	212.00	212.00	Completed Service	-	Transferred BR:0	
<a href="#">ALLEN, AMY</a>	591444374	0000238930	A036C 4	10/11/2011	10/20/2011	6/28/2011	3.5	212.00	212.00	Completed Service	-	Pending	
<a href="#">ARNOLD, ALMA</a>	595223949	0000231625	A036C 4	10/11/2011	10/20/2011	6/28/2011	3.5	266.00	266.00	Completed Service	-	Pending	
<a href="#">ARNOL, WESLEY</a>	43767392	0003196701	A036C 4	10/11/2011	10/20/2011	6/28/2011	3.5	266.00	266.00	Completed Service	-	Transferred BR:0	
<a href="#">AUSTIN, RAMON</a>	3095	0000204598	A036C 4	10/11/2011	10/20/2011	6/28/2011	3.5	104.70	104.70	Completed Service	-	Transferred BR:0	
<a href="#">BAILEY, SAMUEL</a>	135031923	0000161133	A036C 4	10/11/2011	10/20/2011	6/28/2011	3.5	367.00	367.00	Completed Service	-	Transferred BR:0	
<a href="#">BAKE, GREGORY</a>	8752	0000462823	A036C 4	10/11/2011	10/20/2011	6/28/2011	3.5	416.00	416.00	Completed Service	-	Pending	
<a href="#">BAKER, CAROLYN</a>	296140492	0003235902	A036C 4	10/11/2011	10/20/2011	6/28/2011	3.5	258.00	258.00	Completed Service	-	Transferred BR:0	
<a href="#">BUTLER, GLADYS</a>	142547605	0000435795	A036C 4	10/11/2011	10/20/2011	6/28/2011	3.5	80.00	80.00	Completed Service	-	Transferred BR:0	
<a href="#">CALDWELL, IVAN</a>	85187389	0000542447	A036C 4	10/11/2011	10/20/2011	6/28/2011	3.5	373.00	373.00	Completed Service	-	Transferred BR:0	
<a href="#">CAMPBELL, JULIE</a>	590889870	0000469033	A036C 4	10/11/2011	10/20/2011	6/28/2011	3.5	385.00	385.00	Completed Service	-	Pending	
<a href="#">CAMP, HENRY</a>	8995	0000310152	A036C 4	10/11/2011	10/20/2011	6/28/2011	3.5	212.00	212.00	Completed Service	-	Transferred BR:0	
<a href="#">CARLSON, CLAYTON</a>	382349887	0000529663	A036C 4	10/11/2011	10/20/2011	6/28/2011	3.5	349.00	349.00	Completed Service	-	Transferred BR:0	
<a href="#">CARPENTER, HECTOR</a>	400542477	0000386123	A036C 4	10/11/2011	10/13/2011	6/28/2011	3.5	206.00	206.00	Active	1		
<a href="#">DANIELS, MIGUEL</a>	581035496	0003209601	A036C 4	10/11/2011	10/13/2011	6/28/2011	3.5	359.00	359.00	Active	1		
<a href="#">DAVE, MARGARET</a>	480166948	0000432665	A036C 4	10/11/2011	10/13/2011	6/28/2011	3.5	75.00	75.00	Active	1		
<a href="#">DAY, LANCE</a>	8759	0000318553	A036C 4	10/11/2011	10/13/2011	6/28/2011	3.5	337.00	337.00	Active	1		
<a href="#">DICE, JIMMY</a>	593608081	0000358365	A036C 4	10/11/2011	10/13/2011	6/28/2011	3.5	343.00	343.00	Active	1		
<a href="#">DIXON, RANDALL</a>	8759	0000384662	A036C 4	10/11/2011	10/13/2011	6/28/2011	3.5	337.00	237.00	Active - Partial Payment	1		
<a href="#">EDWARD, RYAN</a>	359827413	0003218001	A036C 4	10/11/2011	10/14/2011	6/28/2011	3.5	257.00	207.00	Active - Partial Payment	2		
<a href="#">EDWARDS, DORIS</a>	8758	0000181952	A036C 4	10/11/2011	10/14/2011	6/28/2011	3.5	212.00	137.00	Active - Partial Payment	2		
<a href="#">ELLIOTT, RICK</a>	584460826	0000532220	A036C 4	10/11/2011	10/14/2011	6/28/2011	3.5	337.00	237.00	Active - Partial Payment	2		
<a href="#">ELLS, MONICA</a>	296240307	0000512131	A036C 4	10/11/2011	10/14/2011	6/28/2011	3.5	63.46	53.46	Active - Partial Payment	2		
<a href="#">ELLISON, ALLEN</a>	81687423	0000433970	A036C 4	10/11/2011	10/14/2011	6/28/2011	3.5	212.00	112.00	Active - Partial Payment	2		

## Enhanced Performance Report-Sample

**Transworld Systems®**
*Online Client Portal*

Demo User - 409HO -Demo
[TRAINING](#) | [CONTACT US](#) | [LOGOUT](#)

Account search:

Email your Sales Rep: [DEMO REP](#)  
 (707) 236-3800

Account Overview
Accelerator ▾
Profit Recovery ▾
Collections ▾
Marketplace
Support Center
Alerts ▾

**Transworld Systems®**

Enhanced Financial Report: Report Date: 11/18/2011

Profit Recovery Demo ( #409HO )

Order Summary (Includes all orders for this client)	
Last Purchase Date :	9/27/2011
Total Investment:	\$596.25
Total # Purchased:	45
Cost Per Account :	\$13.25
# Assigned:	45
Avg Balance:	\$272.82
Avg Age of Accounts Assigned (Months):	3.5

Recovery Rate	
Total Dollars Assigned:	\$12,276.85
Less mail skips:	- \$0.00
Less accounts still active:	- \$2,935.46
Net Dollars Assigned:	\$9,341.39

Total Performance:	\$4,840.69
Paid in Full:	\$2,551.69
Cancelled (Fully Resolved):	\$567.00
Suspended:	\$837.00
Partial Payments:	\$885.00

% Recovery Rate on Net Dollars Assigned:	51.8%
% Recovery Rate on Total Dollars Assigned: (less mail skips)	39.4%
% Accounts Responding:	55.56%

## Collections Performance Summary-Sample

Transworld Systems®		Online Client Portal	
Demo User - 409H0 -Demo		<a href="#">TRAINING</a>   <a href="#">CONTACT US</a>   <a href="#">LOGOUT</a>	
Account Search: <input type="text"/> <input type="button" value="GO"/>		Email your Sales Rep: <a href="#">DEMO.REP</a> (707) 236-3800	
<b>Account Overview</b>	<b>Accelerator</b> ▾	<b>Profit Recovery</b> ▾	<b>Collections</b> ▾
<input type="button" value="New Report"/>			
Transworld Collections Performance Summary: Profit Recovery Demo ( #409H0 )			
<b>Assignment Summary</b>		<b># Assigned</b>	<b>\$ Placed</b>
Transferred from Profit Recovery		10	2,721.70
Direct Assign to Collections		0	0.00
Total Collections Placements		10	2,721.70
Average Balance Assigned			272.17
<b>Performance Summary</b>		<b># Assigned</b>	<b>\$ Placed</b>
Total Assigned		10	2,721.70
Placed in Error, Deceased, Bankrupt		0	0.00
Less Active Accounts		10	2,721.70
Net Assigned		0	0.00
<b>Performance</b>			
Total Recovered			0.00
Recovery Rate on Net Assigned			-
Recovery Rate on Total Assigned			0.00%
<b>Account Detail Summary</b>		<b># Assigned</b>	<b>\$ Placed</b>
<b>Paid Accounts</b>			
Paid In Full		0	0.00
Settled In Full		0	0.00
Paid Service Fee		0	0.00
Returned Merchandise		0	0.00
<b>Open Accounts</b>			
Collection Efforts Continuing		10	2,721.70
Forward to Phase 3		0	0.00
Legal		0	0.00
<b>Closed Accounts</b>			
Collection Efforts Exhausted		0	0.00

# Transworld Systems

## Online Client Portal Tutorial

