

## UNITED RESOURCE SYSTEMS CLIENT ACCESS USERS GUIDE

The screenshot displays the United Resource Systems Client Access Area. The top navigation bar includes links for Home, Enter Accounts, Search Accounts, Reports, and Live Chat. The main content area is personalized for James McKee and contains several functional sections:

- Bulletin Board:** Shows no alerts at this time.
- Quick Reports:** Lists reports such as Active Accounts, Current Monthly Payments, Contract Inventory, and Payment History.
- Member Information:** Provides contact details for James McKee, including company name, name, email, phone, and fax.
- Portfolio Summary For October:** A table showing descriptions, counts, and balances for URS and UBS accounts.
- Resource Center:** Includes a link to the User Guide.
- Weather for Denver, Colorado:** Shows snow and a temperature of 32°F.
- Collecting a Debt:** A section with text explaining the FDCPA and a bar chart titled 'Monthly Recovery Analysis' showing 'Dollars Recovered' for Facilities, Marketing, and Training.

United Resource Systems Client Access Area provides all the information you require and more! We created this area for you to monitor our performance, place new accounts, run reports and assist us in delivering the results you expect. You can even chat live with our Client Services Team at your convenience.

Here are some of the great tools to help you get information when you need it:

- ❖ Bulletin Board
- ❖ Message Center
- ❖ Quick Reports
- ❖ Member Information
- ❖ Portfolio Summaries
- ❖ Resource Center
- ❖ Industry Links
- ❖ Placing Accounts
- ❖ Live Chat
- ❖ Extras

## **BULLETIN BOARD**

Sometimes we need your help to answer questions from our staff. Check your alerts often to see if there are any issues that need to be addressed. As your business process partner we created your alerts to help us serve you better at your convenience. You can also contact our Client Services Team if you have questions regarding a particular alert.

## **MESSAGE CENTER**

Your Message Center will keep you up to date on new and interesting developments at United Resource Systems. We also keep complete archives of all messages in case you missed one of our updates.

## **QUICK REPORTS**

Want to get a quick look at your active portfolio or the details of payments made during the current month? This is your place to get information quickly without having to visit our reports area.

## **MEMBER INFORMATION**

You can update all of your contact information here. Every update is verified by our Client Services Team for your protection. If you need to completely change all contact information including the individual in your office we need to communicate with, simply give us a call or e-mail [clientservices@urs-inc.com](mailto:clientservices@urs-inc.com).

## **PORTFOLIO SUMMARIES**

This is our current performance at-a-glance. You can verify new accounts placed and monitor statistics in real time.

## **RESOURCE CENTER**

Various guides and help files can be downloaded and viewed in this area of United Resource Systems Client Access.

## **INDUSTRY LINKS**

Look for the link \*Credit and Collections Learning Center\*. In this area you will find some great information to help you improve your bottom line.

## **PLACING ACCOUNTS**

We can receive new accounts from you in a number of ways. You can input accounts individually, as a group or any format you choose. Our staff will work closely with you to help decide the best option for you.

## LIVE CHAT

We have added this feature so you can get the help you need right away. Just click the “Live Chat” button and one of our operators will be with you shortly.

## EXTRAS

We hope you will also enjoy some of the extra content brought to you by all of us at United Resource Systems:

- ❖ Live News Feeds
- ❖ Local Weather
- ❖ Market Reports
- ❖ And more!

If you need assistance setting up your access please contact our Client Services Team to get started and answer any questions you may have. We can also setup as many people in your organization as you need. You can even limit the amount of information available to each of your employees.

We appreciate the opportunity to help improve your business process and hope you utilize our Client Access Area to get information when you need it. Any feedback and suggestions are always welcome. Send us your thoughts anytime to [info@urs-inc.com](mailto:info@urs-inc.com).

