NRA GROUP LLC

NATIONAL RECOVERY AGENCY

EBO SOLUTIONS, LLC

2020

CLIENT PORTAL MANUAL

NATIONAL RECOVERY AGENCY
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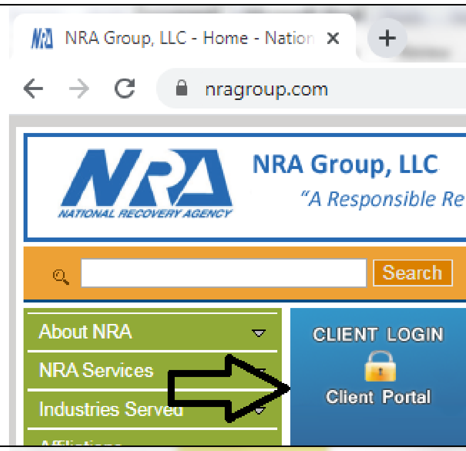
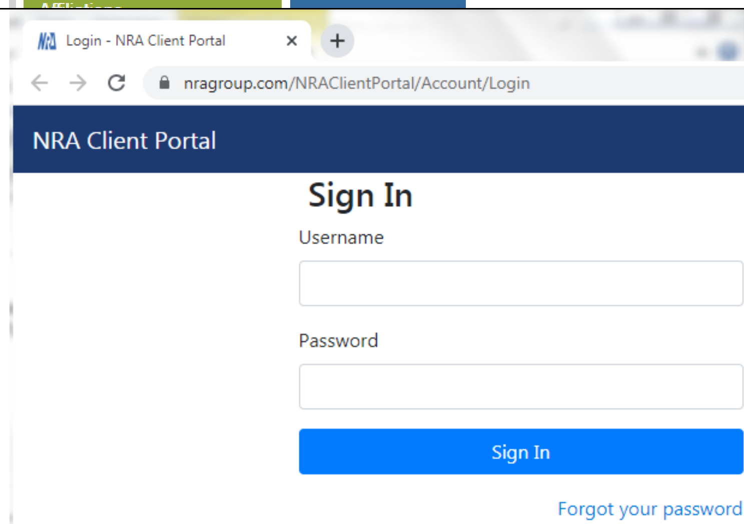
ACA™
INTERNATIONAL
The Association of Credit
and Collection Professionals
Member

NRA Client Portal

NRA's client portal is a centralized website which will allow uploading new business and reviewing reports.

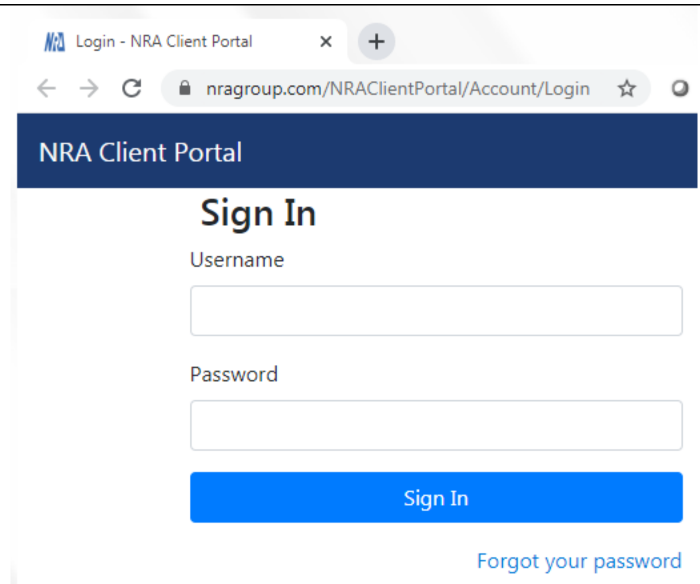
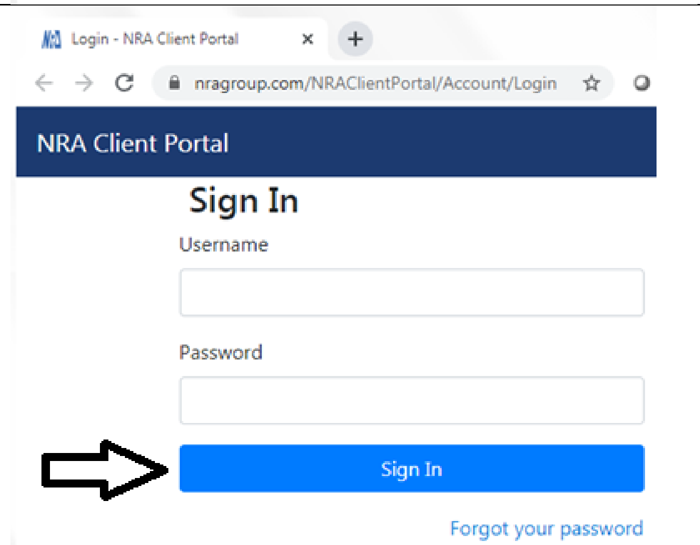
Table of Contents

Getting to the Portal

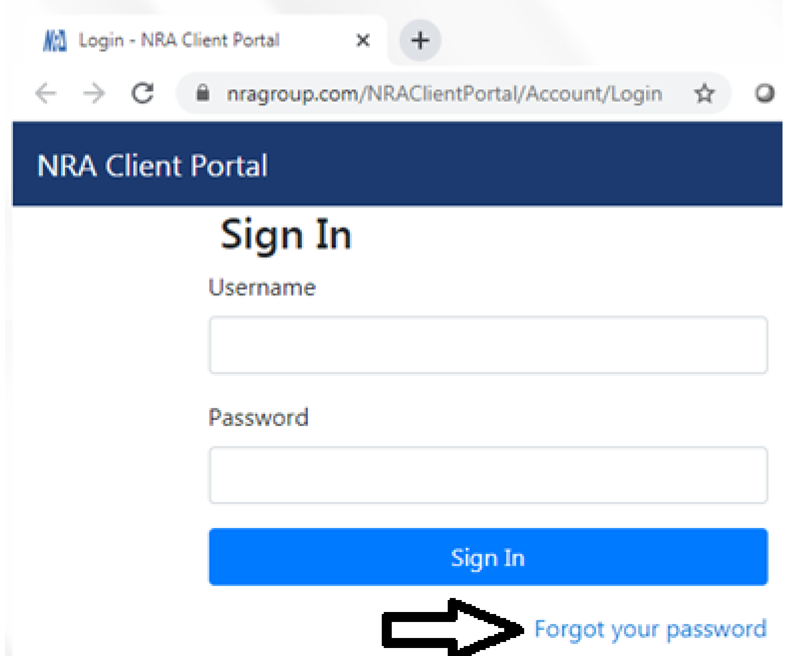
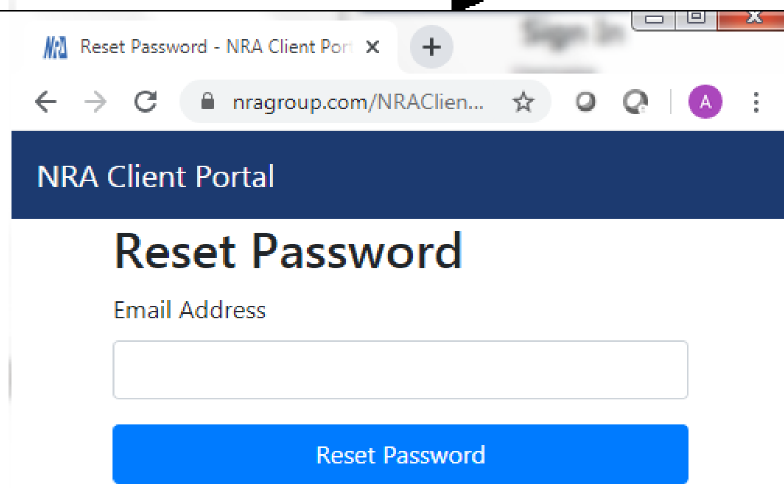
Option 1 Navigate to NRA's client website located at www.nragroup.com and click on "CLIENT LOGIN"	
Option 2 Navigate directly to the portal at www.nragroup.com/NRAClientPortal	

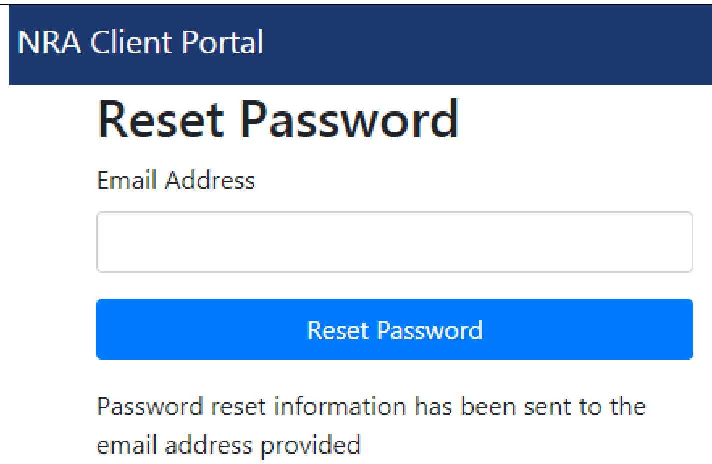
Logging into the Portal

With User Name and Password

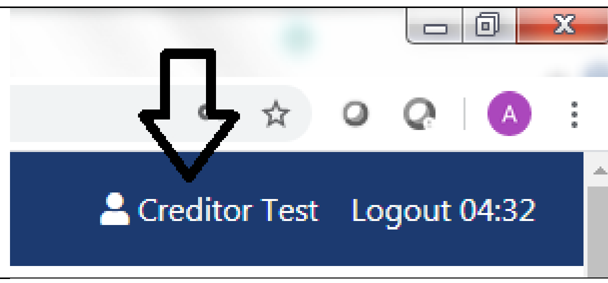
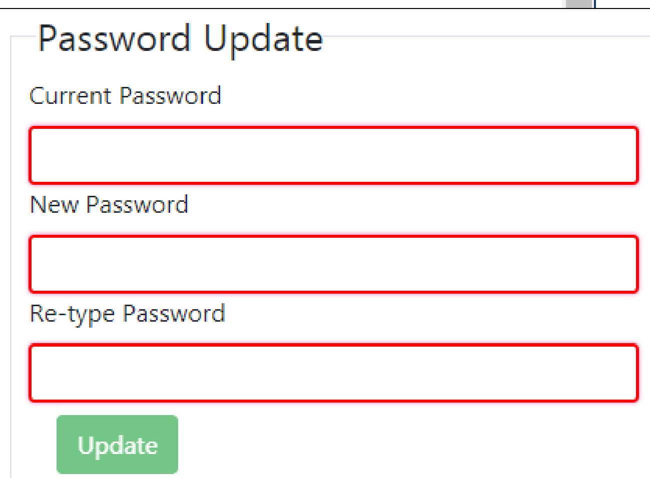
<table>
<tr>
<td>1) Enter username and password</td>
<td>
</td>
</tr>
<tr>
<td>2) Click the “Sign In” button</td>
<td>
</td>
</tr>
</table>

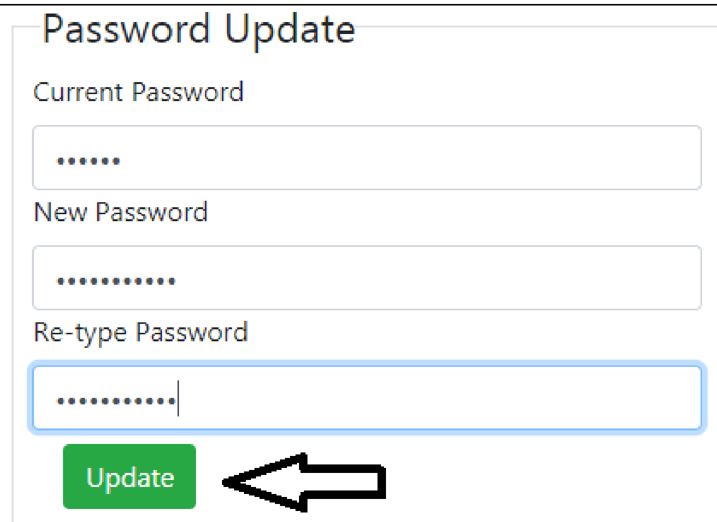
Forgot Your Password

1) If you cannot remember your password to the client portal click the “Forgot your password” link	
2) Enter the email address assigned to your account and click “Reset Password”	

3) Your temporary password will be emailed to you. Once logged in with the new password please follow the password change instructions.	

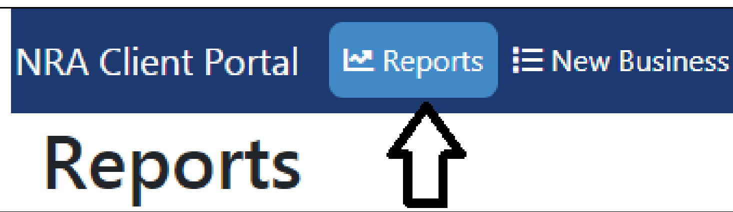
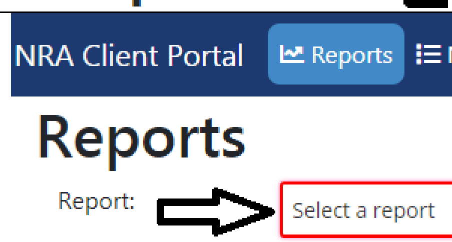
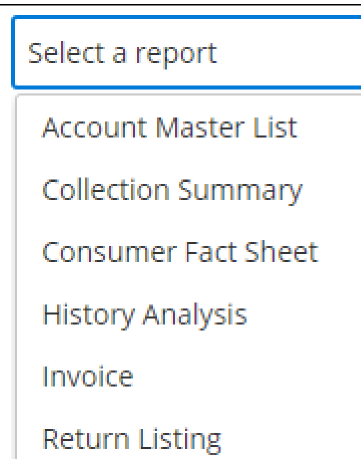
Change Your Password

1) Click your username or profile icon on the top right of the page. This will take you to your account page.	
2) Enter your current password and a new password 2 times. This new password will need to be 8 characters, contain a number and a special character.	

3) Click the “Update” button. Once your password is updated you will be taken to the login page. Here you will be able to login with the new password you provided.	

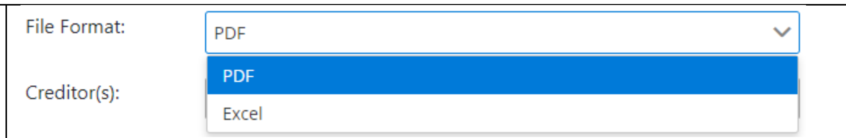
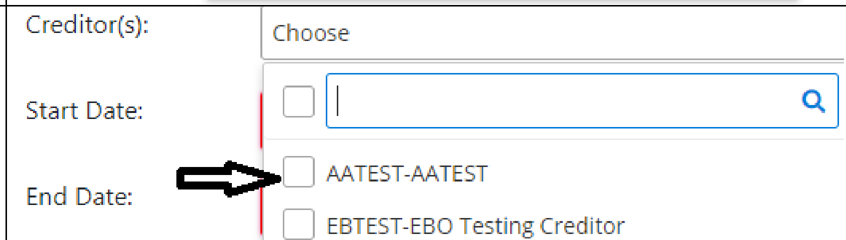
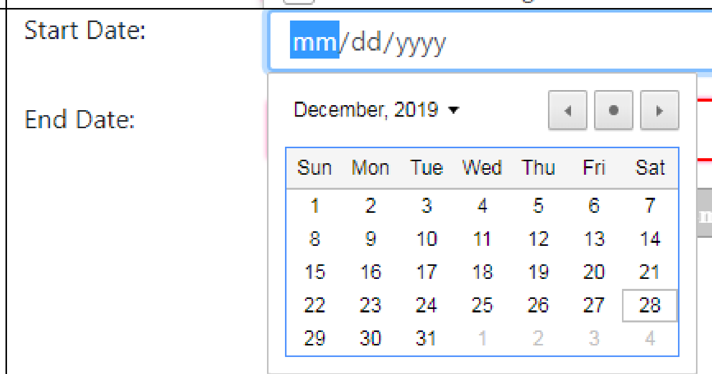
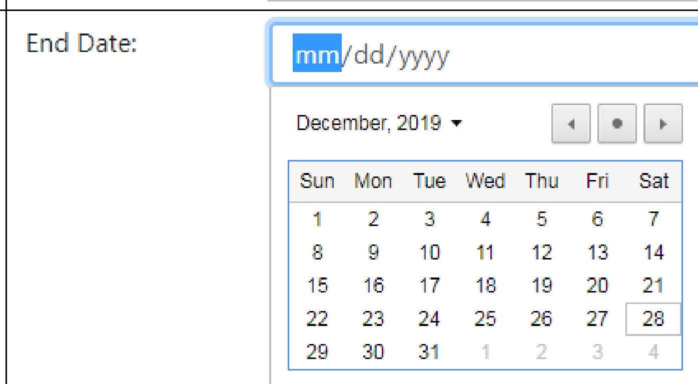
Reports

In the report section of the portal you will be able to run reports to get up-to-date information on demand.

1) Click “Reports” on the top of the page to go to the reports page	
2) Click the drop down list labelled “reports” to see a list of reports that are available	
3) Select the report you would like to run. Details about each report and how to run them are in the sections below.	

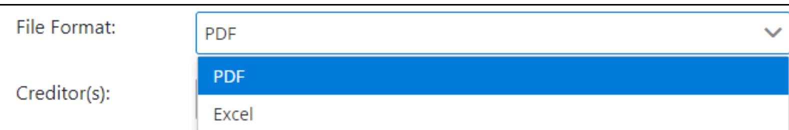
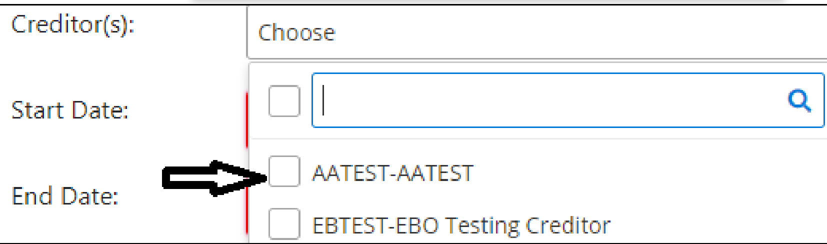
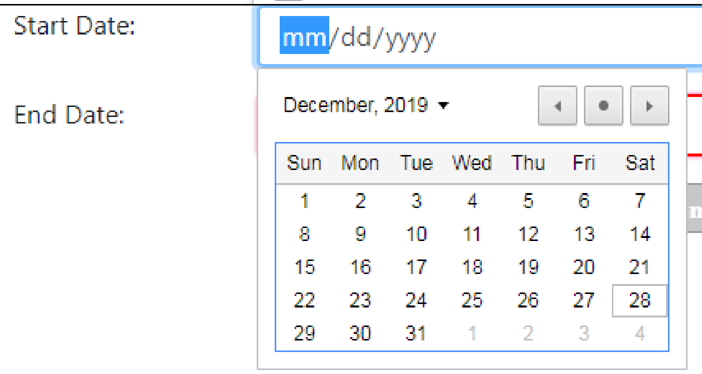
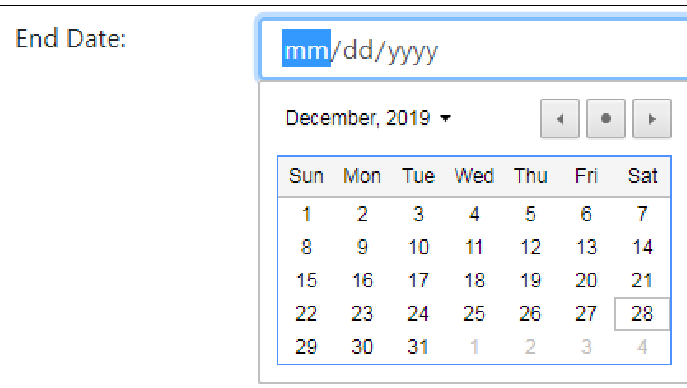
Account Master List

The account master list will give a full list of all active accounts placed with NRA.

<table>
<tr><td>1) Select a file format of either Excel or PDF</td><td>
</td></tr>
<tr><td>2) Click the checkbox next to 1 or more creditors to include in the report. The text box at the top can be used to filter the creditor list if needed.</td><td>
</td></tr>
<tr><td>3) Enter a start date. Only accounts placed on or after this date will be included in the report.</td><td>
</td></tr>
<tr><td>4) Enter an end date. Only accounts placed on or before this date will be included in the report.</td><td>
</td></tr>
<tr><td>5) Click “Download Report” to immediately download a copy of the report or click “Email Report” to be sent an encrypted email which will include a copy of the report.</td><td>
</td></tr>
</table>

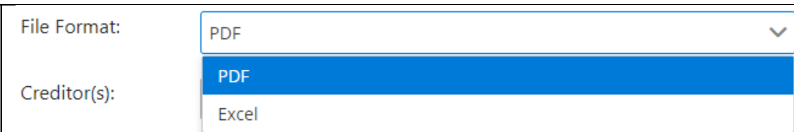
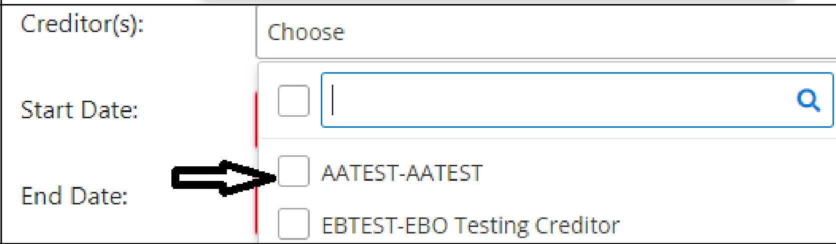
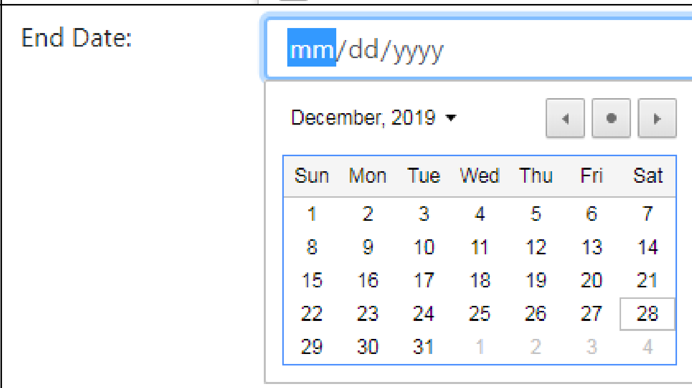
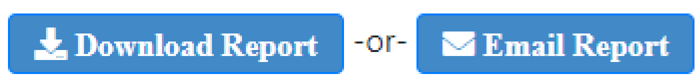
Acknowledgement Letter

The Acknowledgement Letter list will give a full list of all accounts placed with NRA.

<table>
<tr><td>6) Select a file format of either Excel or PDF</td><td>
</td></tr>
<tr><td>7) Click the checkbox next to 1 or more creditors to include in the report. The text box at the top can be used to filter the creditor list if needed.</td><td>
</td></tr>
<tr><td>8) Enter a start date. Only accounts placed on or after this date will be included in the report.</td><td>
</td></tr>
<tr><td>9) Enter an end date. Only accounts placed on or before this date will be included in the report.</td><td>
</td></tr>
<tr><td>10) Click “Download Report” to immediately download a copy of the report or click “Email Report” to be sent an encrypted email which will include a copy of the report.</td><td>
</td></tr>
</table>

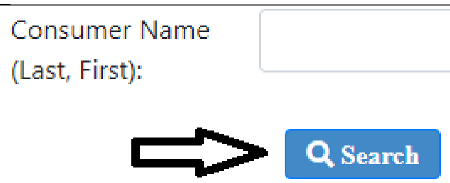
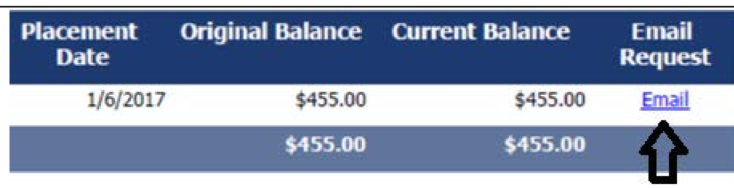
Collection Summary

The collection summary will give a summary of collections. Collection numbers will show in the month they were collected.

1) Select a file format of either Excel or PDF	
2) Click the checkbox next to 1 or more creditors to include in the report. The text box at the top can be used to filter the creditor list if needed.	
3) Enter an end date. Only accounts placed on or before this date will be included in the report.	
4) Click “Download Report” to immediately download a copy of the report or click “Email Report” to be sent an encrypted email which will include a copy of the report.	

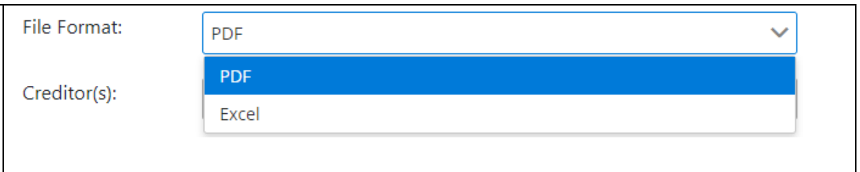
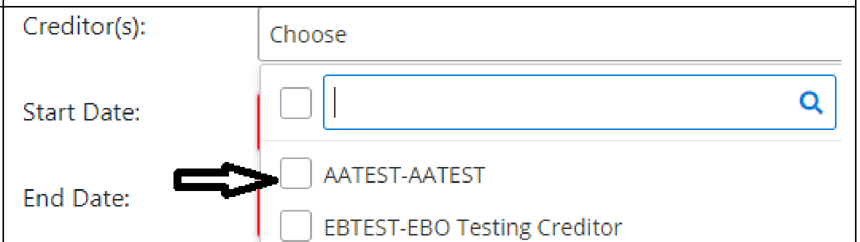
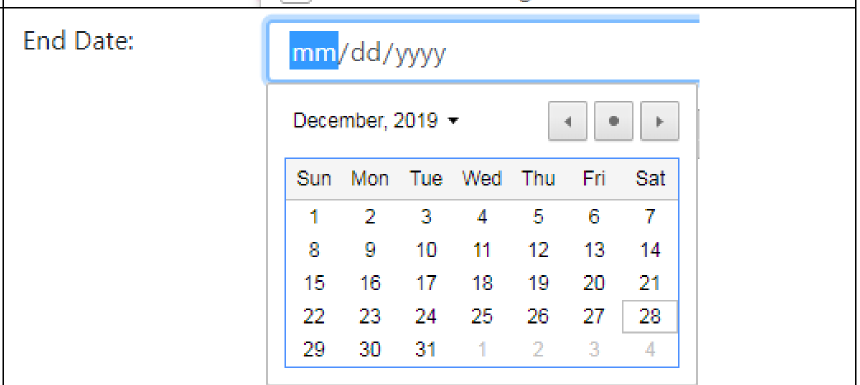
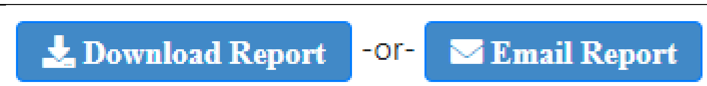
Consumer Fact Sheet

The consumer fact sheet will give a full break down of an individual consumer and all of their accounts placed. This will show full details of any collection effort performed.

1) Enter any criteria available to help filter down and find the correct consumer. A “*” can be used in the consumer name field as a wild card search so “Smith,J*” will find both Joe and John Smith.	
2) Click the Search button to get a list of all consumers that fit the criteria entered	
3) Find the correct consumer and click “Download” to download the report or “Email” to send the report in an encrypted email.	
4) To Send an email to the Client Services Team; OPEN the fact sheet report. Click on the Email link which will open an email addressed to the Client Services Team. (Please remember to encrypt if containing Consumer information.)	

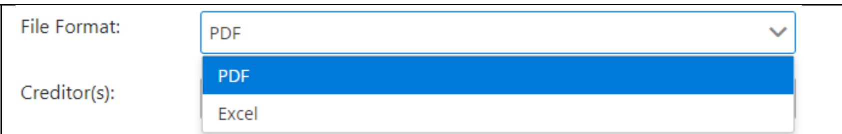
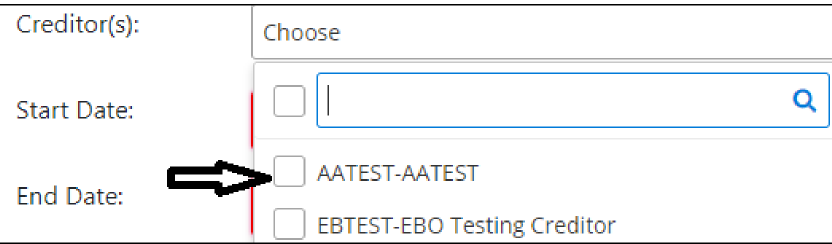
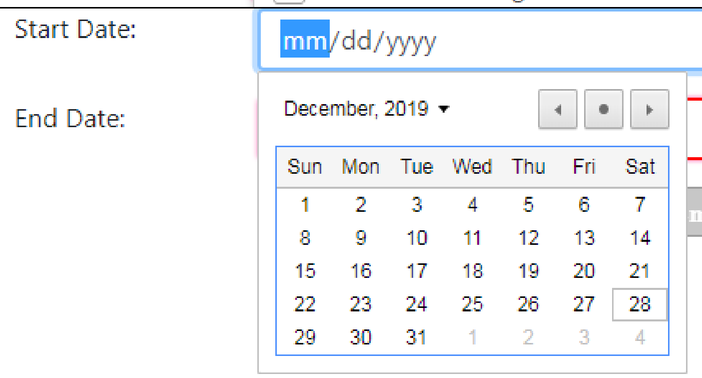
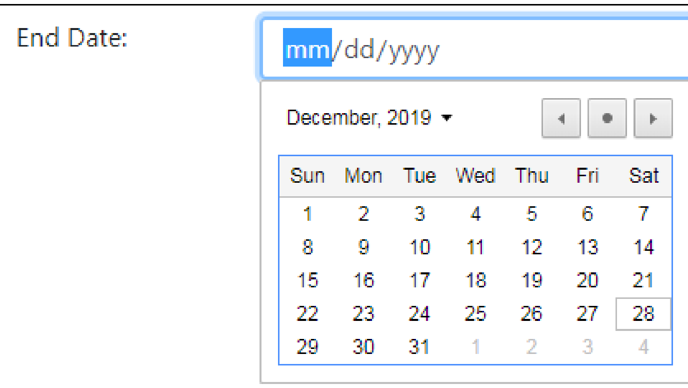
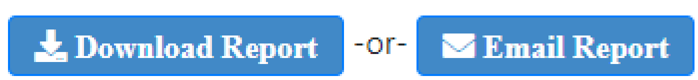
History Analysis

The History Analysis will give a summary of collections by batch. Collection numbers will show in the month the account was placed.

1) Select a file format of either Excel or PDF	
2) Click the checkbox next to 1 or more creditors to include in the report. The text box at the top can be used to filter the creditor list if needed.	
3) Enter an end date. Only activity on or before this date will be included in the report.	
4) Click "Download Report" to immediately download a copy of the report or click "Email Report" to be sent an encrypted email which will include a copy of the report.	

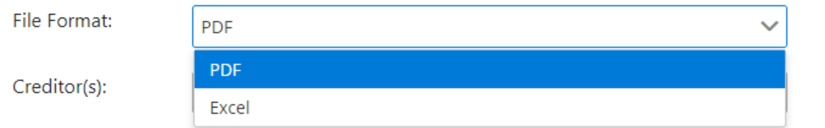
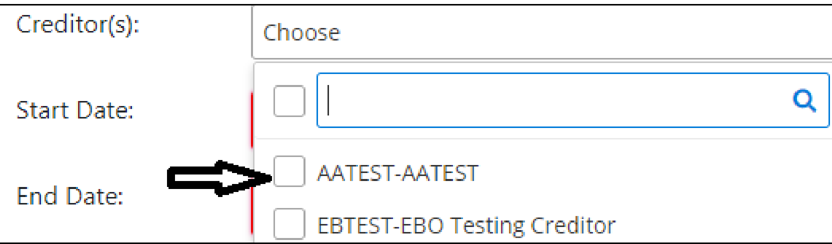
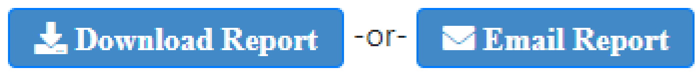
Invoice

This will allow you to download 1 or more previously generated invoice(s).

<table>
<tr><td>1) Select a file format of either Excel or PDF</td><td>
</td></tr>
<tr><td>2) Click the checkbox next to 1 or more creditors to include in the report. The text box at the top can be used to filter the creditor list if needed.</td><td>
</td></tr>
<tr><td>3) Enter a start date. Only invoices on or after this date will be included in the report.</td><td>
</td></tr>
<tr><td>4) Enter an end date. Only invoices on or before this date will be included in the report.</td><td>
</td></tr>
<tr><td>5) Click “Download Report” to immediately download a copy of the report or click “Email Report” to be sent an encrypted email which will include a copy of the report.</td><td>
</td></tr>
</table>

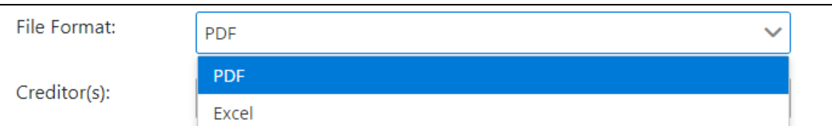
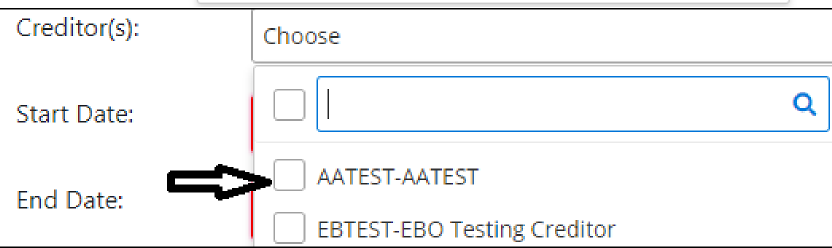
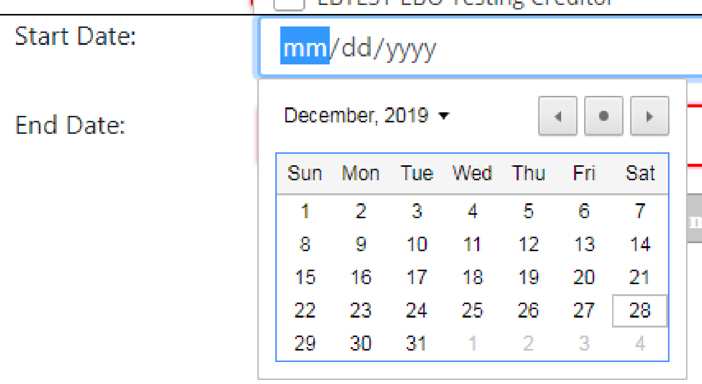
Phase 1 Transfer Report – This Report is only for Creditors that utilize Phase 1

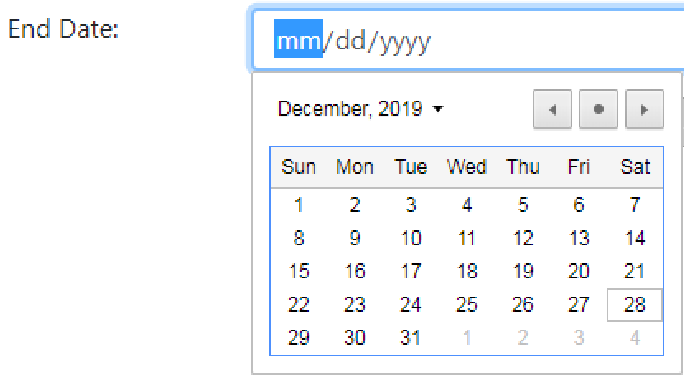
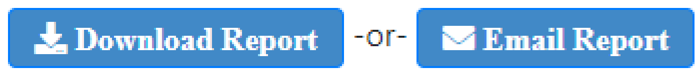
Will show accounts eligible for Phase 2 Roll

1) Select a file format of either Excel or PDF	
2) Click the checkbox next to 1 or more creditors to include in the report. The text box at the top can be used to filter the creditor list if needed.	
3) Click "Download Report" to immediately download a copy of the report or click "Email Report" to be sent an encrypted email which will include a copy of the report.	

Return Listing

The return listing will show all accounts returned.

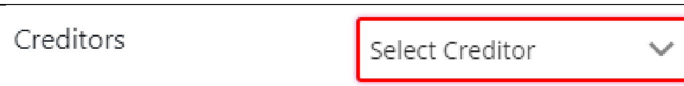
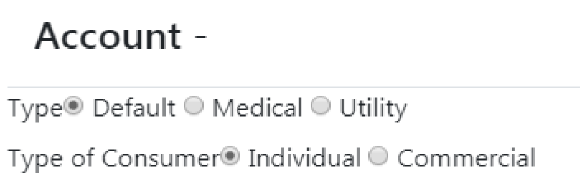
1) Select a file format of either Excel or PDF	
2) Click the checkbox next to 1 or more creditors to include in the report. The text box at the top can be used to filter the creditor list if needed.	
3) Enter a start date. Only accounts returned on or after this date will be included in the report.	

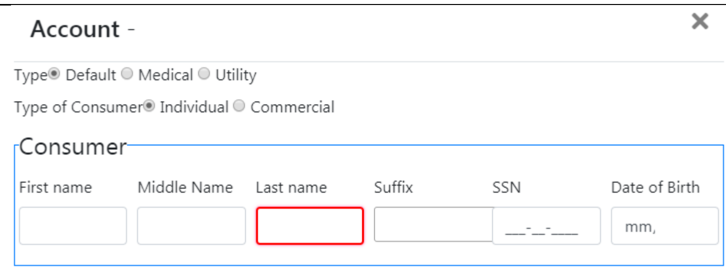
4) Enter an end date. Only accounts returned on or before this date will be included in the report.	
5) Click “Download Report” to immediately download a copy of the report or click “Email Report” to be sent an encrypted email which will include a copy of the report.	

New Business Entry

The new business entry page will allow you to manually type in account information to submit accounts to NRA.

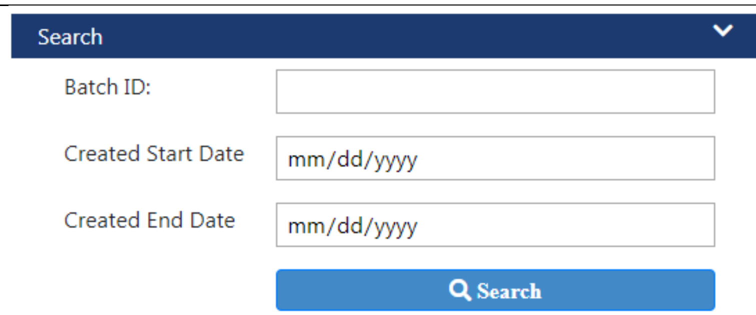
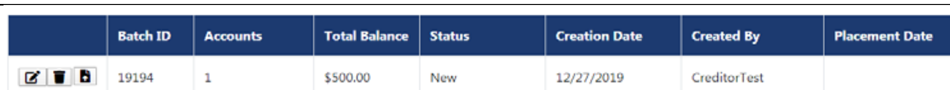
Create New Batch

1) Click “New Business” at the top of the page to go to the new business entry page	
2) Click “Add Batch” at the bottom left of the page	
3) The batch summary screen will open. Start by selecting the creditor that you want to place the accounts with.	
4) Click the add account button to create a new account in the batch	
5) Select Type of account depending on your business and then select the type of consumer either Individual or Commercial. This will update the fields below depending on your selections.	

<table>
<tr><td>6) Enter all account information. Any field in red is required or has an error. There is an error summary section at the end which will describe any issues.</td><td>
</td></tr>
<tr><td>7) Click “Save” at the bottom of the dialog once all the information is correct.</td><td>
</td></tr>
<tr><td>8) The account will appear on the batch screen. Click the edit to make changes or the delete to remove. Repeat steps 4-7 until all accounts have been added</td><td>
</td></tr>
<tr><td>9) Click Save on the batch screen to save the batch.

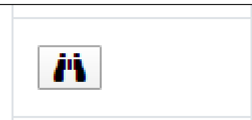
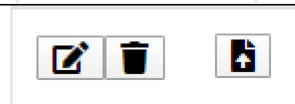
Note: Save the batch often. Any changes made without saving the batch will be lost if your browser is closed.</td><td>
</td></tr>
<tr><td>10) Click on the Upload button to upload your batch once it has been completed.</td><td></td></tr>
</table>

Search for a Batch

<table>
<tr><td>1) Enter any search criteria and click the Search button to find existing batches</td><td>
</td></tr>
<tr><td>2) The batches will appear at the bottom of the page. A “Next” link will appear if there are more batches meeting the search criteria</td><td>
</td></tr>
</table>

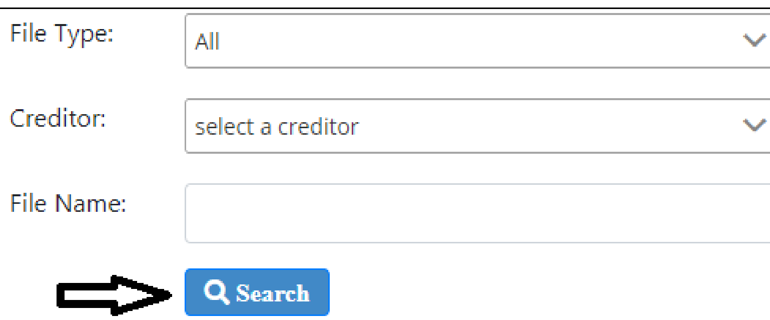
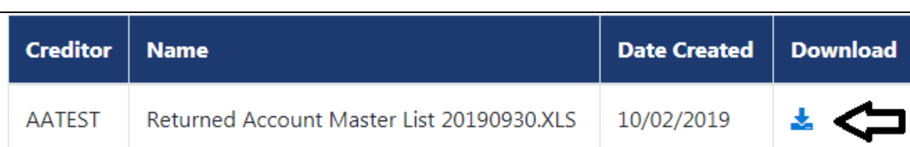
Edit / View Exist Batch

After searching for a batch you can edit or view a batch

1) If a batch has been submitted it will have the "view" button. You will be able to see all the detail but will not be able to edit anything.	
2) If a batch has not been submitted there are 3 buttons next to a batch. From left to right these a. Edit: Make changes to the accounts in a batch. b. Delete: Completely delete the batch c. Upload: Upload the batch to NRA. Once this is done the batch can no longer be modified. Please allow 24 to 48 hours for File Processing to process your file. Once the accounts are fully placed in our system the placement date will be shown and can be reviewed in the reports section.	

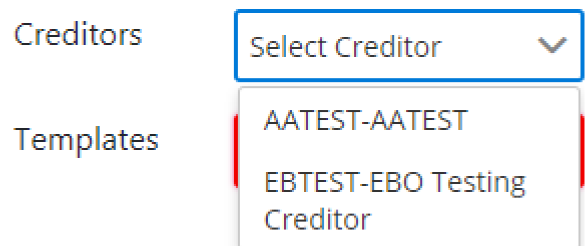
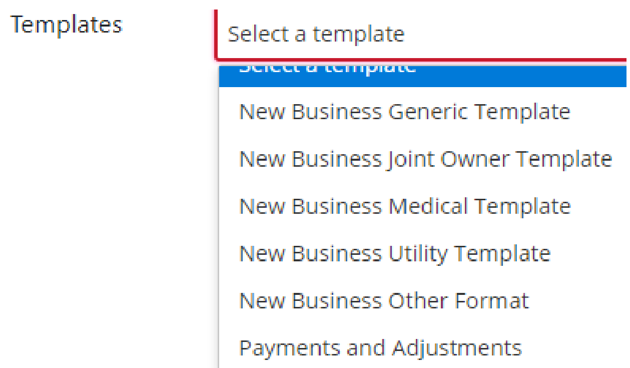
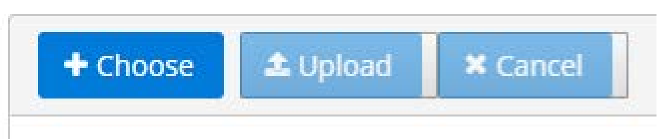
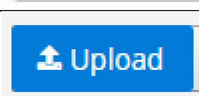
File Download

The file download will allow you to download any files that NRA has made available to you.

1) Click "Download" at the top of the page to go to the download page	
2) Enter any search criteria and then click the "Search" button, but if you are not sure of the file name you can leave it blank and just click "Search" to see all reports available to you.	
3) Find the file you are looking for and click the download link	

File Upload

The file upload page is used to transfer files over to NRA.

1) Click “Upload” at the top of the page to go to the upload page.	
2) Select a creditor	
3) Select the type of document to upload. The options are: a) New Business Generic Template: Basic new business template b) New Business Joint Owner Template: New business template if you have joint owners on accounts c) New Business Medical Template: New business template for medical accounts d) New Business Utility Template: New business template for utility accounts e) New Business Other Format: Used for any non-new business template files. Note: templates uploaded under this option will not be processed f) Payments and Adjustments: Use this option to upload your payments and adjustments.	
4) Drag files into the file box shown or click “Choose” to select the files to upload.	
5) Click “Upload” to upload the file. The file should turn green in the list. If there are any issues a message will appear in red.	

Contact Information

Please feel free to contact the Client Services Team with questions at:

- E-mail - clientservicesteam@nragroup.com
- Call - 1-800-360-9953 - OPTION 5