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Introduction

Vendor Comply (VC) is a product designed to track vendor compliance in relation to complaints (Action Items) that arise as a result of the repossession process. It gives users a one stop solution for creating Action Item work flow with the ability to work the complaint through to resolution providing robust reporting capabilities on various types of activity for the Lender, Outsource, and Vendor providers.

Accessing Vendor Comply

Web Browser Access
To access Vendor Comply via your web browser, log on to: https://dgw.re-pros.net/VCWS/SL/VendorComply.aspx#/Login.xaml
The VC login page will open.
**NOTE – Google Chrome, FireFox, and Microsoft Edge users – The Silverlight Application on which Vendor Comply (VC) is written is no longer supported by these browsers. You will need to use Internet Explorer.

Enter your credentials. A successful username and password entry will open up the Vendor Comply Main Menu.
Access through Recovery Connect Office
Login to your Recovery Connect account. In the left-hand menu, select Vendor Comply.
*NOTE – There are no browser restrictions for accessing VC when entering through Recovery Connect (RC), as RC has it’s own built in web browser.

The Vendor Comply login page will open. Enter your credentials and the VC Main Menu page will open.
Main Menu Icons and Menu Items
The Main Menu page has 3 action icons in the lower left corner; Return to Previous Page, Refresh Current Page, and Log Out, four Menu Item choices for the Lender and five Menu Item choices for Vendors.

*Return to Previous Page
Be sure to use this button and not the browser’s Back button, as the browser’s Back button will cause you to exit out of Vendor Comply.

Lender Menu Item Selections

Vendor Menu Item Selectons

VENDOR ACTION LOG
The Vendor Action Log interface is where action items can be accessed or created, and are processed. It displays tabs which contain all Action Items and their constituent Tasks. It also provides search functionality to locate specific Action Items, and contains various dropdowns and links that support the Action creation and completion process. They are as follows:

Filter dropdowns and button allow the user to filter the results on the grid based on one or more of the dropdown’s criteria. Dropdown criteria are as follows:
1. **Action Item Type** dropdown: can be used to filter by the type of Action Items available to the user, ie. Vehicle Damage, Missing Property, etc.
2. **Client** dropdown: can be used to see the action items for a particular client.
3. **All Owning Companies** dropdown: can be used to see the action items for a particular vendor location. This dropdown is equipped with a predictive text feature to help narrow your search as you type.
4. Click **Filter** after making one or more dropdown selections.
   - *Note:* The grid defaults to show all active Action Items in the table. If after filtering the results, the user desires to see all Action Items again, they would select **All Types**, **All Clients**, and **All Companies** on the dropdowns and click **Filter**.

**New Action** button: opens the Create Action Log interface, which allows users to create new action items.

### Tabs

The **Vendor Action Log** grid has five tabs, **Shared**, **New**, **Active**, **Manager Review**, and **Search**. To move an Action Item from tab to tab, use the **Choose the Action** validation table dropdown at the top right corner of the Action Item interface, then click **Update**.

- The **Shared** tab contains items being “shared” between the Lender, Outsource, or Vendors and Action Items created by the Vendor with a direct relationship to the Outsource or Lender.
- The **New** tab contains items that have been newly created and need action.
- The **Active** tab contains items that are currently being worked.
- The **Manager Review** tab contains items placed to be reviewed by a manager, as well as Lender Approval items.
- The **Search** tab allows the user to look for Action Items by Debtors Last Name, Action ID#, VIN #, Date Range, Completed, Shared, and Action Type.
  - If these items have been completed, they can be reactivated and moved back to the AI grid by clicking the **Reactivate** button at the bottom of the Action Item interface.

*NOTE* – With the exception of the Manager Review tab function, it is entirely up to the user to move items from tab to tab based on workflow.
Search Tab
When you click the Search Tab, a Search Criteria window will slide open from the left side of the screen.

Select your search criteria and click the search icon (magnifying glass). *Note- You must select at least one of the criteria to initiate a search; Date Range is the most common.

If you don’t have any of the information to enter into the search criteria fields, you can also search by the three different validation types at the top of the screen. Remember to at least enter a Date Range (up to 366 days).
A search type field labelled ‘Choose the Action’ will allow you to search items in **New, Active, Manager Review** or archived items giving information from the items selected.

To clear the search fields click the Clear Search Criteria icon next to the Search icon. To close the Search Criteria window, click the “X”.

**Action Buttons**
Action buttons on the grid can be used to edit an action item, relate an action item to the current action item, or add a task to an existing action item.

1. **Edit Action Item** button: displays the **Edit Action Log** dialogue, which gives users the ability to edit information on the existing action item selected.

2. **Relate Action Item** button: displays the **Create New Related Action Item** dialogue, which allows the user to create a new action item that is related to the existing action item. There is also a Relate Item button in the Action Log interface allowing creation from within the Action Item itself.

3. **Create Task** for Action Item button: displays the Create Task dialogue, which allows the user to create a task for an existing action item.
Related Action Item

In the event that a customer includes multiple complaint types in their correspondence, the Vendor Comply user must use the Related Action Item feature in order to track all different complaint types separately, while still keeping them all integrated with the assignment. For example, if the customer claims that there was both damage to their vehicle, and missing personal property, the user would create the initial complaint for the Vehicle Damage, then use the Related Action Item function for the Missing Property claim.

Once the initial claim is logged, open the AI again and click the Related Item button located below the Summary field.

A new AI will open, called Create New Related Action Item. Fill in the mandatory highlighted fields and select the new complaint Type, Priority, Incident and Report Dates, and new Summary. Click Save when done.
Once Saved, the system will auto-generate a new Action Item number that will be almost identical to the original except the final digit will coincide with the number of Related Items that have been created. In this case, the original AI # is A1301-1 and the Related AI # is A1301-2.

From this point, the user will work through the Related Action Item the same way they would the original.

**Tasks**

Tasks are items within the Action Item that give direction to or request information from the recipient. Creating a task is the function used to obtain the information you need to effectively process the Action Item. The Action Item grid contains a **Tasks** column that allows users to see there are existing tasks assigned to Action Items as well as provide direct links to the Tasks. When a Task is overdue the link is highlighted red. When the Task needs action taken it will be highlighted in green. Blue is the default color of all Tasks in this column.

When the link (corresponding number in the Task column) is clicked, the **Tasks** grid will open and display all tasks associated with the Action Item. Tasks highlighted in red indicate the task is overdue and the green indicates action is needed. By editing the due date or completing the task, the red highlight is removed and by responding to the Task the green highlight is removed and revert to blue which means no action in the task is required.

Within this grid, users can access specific Tasks and edit them by clicking the **Edit** button. The **Edit Task Item** interface will display. Within the **Edit Task Item** the user is able to add or view documents, add an email recipient, view and add notes, void, or complete the task.
Creating a New Action Item
Create a new action item through the Vendor Comply application by clicking the New Action button in the upper right corner of the Vendor Action Log grid screen.

New Action Button
The New Action button gives users the ability to create new Action Items for use in Vendor Comply. When clicked, it will display the Create Action Log interface. Once open, the user can either enter all highlighted (mandatory) fields manually, or search for an assignment integrated with the iRepo/Re-Pros assignment system by entering an ID# (iRepo/Re-Pros assignment #) or a VIN#, and clicking the search glass icon.

*NOTE – Manual entry Action Items are not integrated with any assignment system of record.
Once all the required fields are completed, click the **Save** button in the lower right corner of the page. The Action Item is now created and placed in the **New** tab on the **Action Item** grid.

**Action Item Entry Using ID# Search**

If searching by iRepo/Re-Pros assignment ID#, enter the assignment ID# in the ID# field and click the search icon to the right of the field.

If a wrong assignment ID# was entered, a pop-up will inform the user there was no assignment found for that ID#.

If successfully entered, the assignment will appear in the window. Verify the information and click the **Select** button.
Any available information from the assignment will auto-fill into the pertaining fields, leaving the user only a few more fields to complete. This will also record into the assignment's history and timeline. Click Save once the remaining fields are filled in.

*NOTE – FORWARDER AND OUTSOURCE COMPANY – When a Forwarder or Outsource company creates an AI, once the assignment has been selected and the information scraped over from iRepo/RePros, the user must select the repossession agent on the assignment from the Company dropdown.

![Image of Create Action Log](image)

If an Action Item has already been entered on the assignment being searched for, the user will get a pop-up with the AI # that was created. If a secondary complaint type needs to be entered on that AI, find that AI and use the Relate Action Item Function (See pg. XX).

![Image of Assignment Search Results](image)

**Action Item Entry by VIN# Search**
If searching by VIN#, enter the last 4 or 6 of the VIN or the full VIN and click the search icon to the right of the field.
A window with all possible assignments associated with that VIN# will appear in a grid. Review the information in the line item to confirm a match, then click the Select button. The same process will occur as when searching by assignment #, whether or not there is an existing complaint associated with this assignment.

Viewing/Adding Email Notification Recipients
Email notification recipients are added in two ways:

- Email Maintenance from the Main Menu (Covered on pg. 21)
  - These will apply to ALL Action Items that take place in Vendor Comply.
- “Show Email” field within each Action Item
  - These will apply ONLY to the specific Action Item in which they were added in the Show Email field.

Updates on progress and changes made to the Action Item can be emailed to recipients automatically. To add recipients to the Show Email, click, “Show Email”.

The Email section will open showing an Email ID field and a validation table that displays the different notification action types.
Any emails that appear as soon as the Email section is opened are notification recipients that were added using the Email Maintenance from the Main Menu.

- Editing these email recipients can only be done through Email Maintenance.

To add an email recipient here in the Action Item, type in the email address in the Email ID field, select the validation type, and then click the Add Email “+” icon. The selection will appear in the grid. Remove the recipient form the list by clicking, Remove.

Whenever an edit is made to the Action Item, the recipient will then receive an email notification for the type of notification chosen.

To close the Email section click, Hide Email.

Add Notes

The Add Notes feature allows the user to add additional notes after the initial Action Item Summary has been entered. When a note has been added, the words “Add Notes” will appear orange. Here the existing notes are viewable in dialogue format and the user can add, edit, or delete a note in the dialogue. Also the user can attach a document from the central doc storage to a specific note by clicking the Attach Document icon (shown in the yellow box below). For a user to download the document that was attached, click the Download Document icon (3). When the Edit Note icon (1) is clicked, the existing note will appear in the below Notes field for viewing/editing. Click Save to save changes. The user can also use the Timeline Insert Date calendar and checkbox to place a note anywhere in the Timeline history. To delete a note, click the Delete icon (2).
A user can choose to attach a document to a specific note in the Add Notes feature. Add the note in the Notes field then click the **Attach Document to Note** icon (boxed in yellow above). The central document storage grid appears as seen below. Click the **Select Document** checkbox and close the **Documents** storage grid.

The Notes interface now reappears. Click **Save** and the user’s note now appears on the grid with a **Download Document** icon added to the **Actions** column.

**Add/View Documents**
To add a document to the Action Items central document storage, click the **Add Document** button. This will open your computer’s document library/storage. Select the document to upload to the Action Item. Once document upload is complete, the words, “View Document” on the **View Document** button will appear orange. To view any documents that have been uploaded, simply click the **View Document** button.
Creating and Adding a Task

While all Action Items are shared with all companies involved in the complaint automatically, to communicate within the Action Item, you must create a Task. This is the only way to communicate through an action item with the vendor to request information and communicate specifics related to complaint in the system. To create and add a Task in an Action Item the user clicks the Add Task “+” icon next to Tasks.

The Create Task interface opens and required fields are highlighted. Documents can also be uploaded. If the user wants the Task sent to the Vendor, check the Share checkbox. If the Save button is clicked without the Share checkbox being selected, a dialogue will display and ask the user if they want the Task shared with Vendors. Click Yes to share and the checkbox is automatically selected and the Task is sent to the intended recipient, or click Cancel and the Task is saved without sharing.

The Task will now appear in the dialogue grid as well as all subsequent replies.
Reminder Task Request Type

This feature will allow the user to enter a Reminder status in the Task field. When done, the user will receive an email notification as a reminder to check the Task for new information. When Reminder is selected, the Completed and Share with Vendor checkboxes will be disabled because this will be strictly for internal use. Simply use the existing Email Address and Due Date fields to enter the recipient and reminder date and add any reminder notes. Click Save.

When you click Save you will see a pop-up asking if you want to add the reminder to the action items History. Click OK, or if you don’t want the reminder in the History click Cancel. Then on the date set, the Reminder email will be delivered.

Editing an Existing Action Item

To access an existing Action Item for the purpose of editing, click on the line item’s Edit Action Item icon in the Action Item grid. The Edit Action Log dialogue will display.
Edit Action Log Interface

Users can (1) move the Action Item from New to Active or Needs Manager Review, (2) add Email ID for notification for the specific Action Item add or view documents, (3) create a Related Action Item, (4) add internal use Notes, (5) add or view documents, (6) create and reply to Tasks, (7) record a Resolution, (8) mark an item as Completed, (9) Void an item. They can also view the (10) Timeline or History of the item. With the exception of adding an email recipient or a Task, any changes made to the Action Item in this interface will not be complete until the (11) Update button is clicked.

Adding Resolution and Complaint Validation/Controllable Selections

The system allows for the complaint Resolution to be updated separate from the Complaint Validation and Controllable selections. This is to accommodate the times when a Resolution of the complaint has been determined, yet the validity of the complaint and whether it was controllable have not. The Resolution type, Date, and Notes are mandatory fields. Simply fill in the information and click Update. Once the Complaint Validation/Controllable determination has been made, enter the information and click Update once again.
Copy Action Item – Forwarder/Outsource and Repossession Agent

When an Action Item is created by a Lender using a Forwarder or Outsource model, the Action Item is automatically shared with the Forwarder/Outsourcer. However, for the Repossession Agent to be involved and receive a copy of the Action Item and for the Forwarder/Outsourcer to be able to communicate with the Repossession Agent, the **Copy Action Item** (similar to the Share with Client feature), must be used. This is done by clicking the **Copy Action Item** button at the top of the Forwarder/Outsource company’s Action Log interface.

Clicking the button will open the **Copy Action Item** interface, where the user will select the Repossession company from the highlighted dropdown. **Location** and **User** can also be selected. Once this is done, click **Save**.

This will open a second Edit Action Log interface to allow the Forwarder/Outsource company to communicate with their Repossession Agent on the assignment. A new Item number will be generated and a **Child Action Item** icon will appear next to the **Edit Action Item** icon of the original Action Item in the **Shared** tab grid.

![Copy Action Item interface](image1)

![Edit Action Log interface](image2)
Timeline – Add Timeline Summary

The **Timeline** allows the user to export assignment system of record, complaint, and vendor information including activity as recorded in the system such as updates, notes and repossession information. In addition you have the ability to add information you chose such as free form notes, information from external systems and attach any document type with a date calendar entry available allowing these items to be placed properly within the Timeline. Also items from iRepo or Re-Pros can be removed so all that is exported are relevant events, notes and documents dated in the order of occurrence, creating a complaint timeline. To launch, click the Timeline button, create your timeline with all of the information necessary as shown below and **Export**.
Inserting Notes into the Timeline
In the Add Notes section of the Action Item, there is an option for the user to insert notes into the Timeline which allows the user to add notes anywhere in the Timeline to explain specific events, backlog information to a specific date, or attach documents to a note on a specific date. Any notes or documents inserted into the Timeline will show up in the Action Item’s History on the date of entry, but will show in the Timeline on the date specified.

EMAIL MAINTENANCE
The Email Maintenance interface gives users the ability to set up Client recipient auto email notifications for the creation, update, and completion of Action items.

To access the interface, click the Email Maintenance button on the Vendor Comply Main Menu.

The Email Maintenance interface will display. Before setting up auto email notifications for a specific Client recipient, that person’s company, name, and email information must be entered into the Email Maintenance interface. This is done through the Create Email List section. Once the information is filled in, click the Add “+” button.

The user and their email address will be added to the grid for the Client Company selected.
Once the client recipient has been setup, they can be used on the **Auto Email Setup** section of the interface so that they may receive automatic email notification of processes undertaken on Action Items.

**Auto Email Setup: Setting Up Automatic Email Notifications**

Automatic email notifications can be set up on action items for users based on priority designation and various actions that take place within the Vendor Comply Complaint Management system.

To set up an Auto Email notification:
1. Select a **Client** from the **Create Email List – Select Client** dropdown.
   a. The interface will refresh and load the selected Client Company’s users on the Auto Email Setup’s **Select The Email address** dropdown.
2. Select the intended recipient’s email address from the dropdown.
3. Select a priority from the **Select the Priority** and **Validation Type** dropdowns.
4. Click the “+” button.

The newly setup notification will be displayed in the grid.

When a Vendor Comply user creates, updates, or completes an Action item, the Client Recipient that is set up for the Action Item’s priority type will receive an email detailing what took place.
Task Validation Type Email Notification

The Task Validation type notification is used to ensure that your company receives an email notification when a Task is created by another of the companies involved on the assignment.

Once recipient emails have been added in Email Maintenance, the creating user, when creating a Task, will see email addresses populated in the Email Addresses field of the Create Task screen. These emails will include any and all parties that are involved on the complaint outside of your company, for example; if an Outsourceer or Forwarder is the creating company, email addresses of both the Lender and the Repossession company will be populated in this field.
REPORTS

Vendor Comply comes equipped with reporting functionality. Users can access the reporting functionality by clicking the Reports button from the Vendor Comply Main Menu.

The Vendor Action Log History Report interface will display. This feature gives users the ability to download reports based on the criteria selected on the interface. The Modify Columns button allows the user to create very specific reports by adding or deleting columns as necessary.

In the Select Columns interface, the Standard Columns are all checked by default. The Non Standard Columns are all NOT checked by default. Any box can be checked and unchecked to suit the users desired reporting results.

To run the report, select the desired criteria, date range, and modify any columns then click View Report.
*NOTE – To create reports greater than 31 Days (and up to 1 year), make sure the Historical checkbox is checked.

To pull reports from the Shared tab items, check the Shared checkbox in addition to your other selections. When using this selection, ONLY items from the Shared tab will be populated for view and export.

Depending on your PC’s operating system, you will see a page open allowing you to Save or Open the download. Make your selection to either view the report or save it to your computer. The report will be saved as an Excel document in the location selected.

The report has a listing of the Action Items meeting the report criteria. Action items with constituent tasks can be viewed by clicking the “+” sign next to the applicable item (if available).

AUTO REPORTING SETUP

Vendor Comply comes equipped with reporting functionality which will email a report of Action Item activity to a user in your company or a client’s company for a specific time frame, on an automatic,
recurring basis. Users can access the auto reporting functionality by clicking the **Auto Reporting Setup** button from the **Vendor Comply Main Menu**.

![Vendor Comply Main Menu](image)

The **Create Auto Report** interface will display.

To set up an auto report:
1. Make a selection from the **Client** dropdown.
2. Select a time frame from the **Please select the Time Frame** dropdown
   a. Determines the frequency between generated reports.
3. Enter the **Email Address** of the intended recipient of the report.
4. Select a **Start Date**.
5. Click add “+” button.

   ![Create Auto Report](image)

A line item with the selected information will be added to the grid.

The auto generated reports run on a daily service. When the setup date is reached, Vendor Comply will automatically generate the requested report and send it to the recipient’s email address.

**Modify Column – For the Lender**

There is a selection button on the upper right corner of the interface called, **Modify Columns**. This opens the same selection interface that you see in the Reports menu. However, this is a Lender controlled function that allows a Lender to select and save the columns of information they require for their reporting. This way, no matter which of their Vendors sets up an Auto Report for them, all reports that are generated and sent to that Lender populate the same exact columns of information from each Vendor.

![Modify Columns](image)
Click the **Modify Columns** button to open the interface. Once the **Select the Columns** window opens, make your selections by checking and unchecking the applicable columns. Click **Save** when finished.

**Manage Company – For the Vendor**

**Manage Company** gives users the ability to set up companies for use on Action Items. The interface can be accessed by clicking the **Manage Company** button on the Vendor Comply Main Menu.

When clicked, the **Manage Company** grid will display. This grid contains a listing of all the companies that have been entered for use within Vendor Comply.

The organizational structure for companies within Vendor Comply is as follows:

- Company: this is the company as a whole, the main entity, not its locations.
  - Locations: the separate branches for the main company.

Vendor Comply handles three company types: Auction, Client, and Transport.
The grid also provides functionality to edit company and location information, as well as adding new companies to Vendor Comply. These are handled by the Add Company, Edit, and Locations buttons.

Vendor Comply users have the ability to add companies for use on Action Items. This is done through the use of the Company Maintenance interface. To access this interface for the purpose of adding a new company to Vendor Comply, you must click the Add Company button.

The Company Maintenance interface will display. To create a new company for use on Action Items within Vendor Comply, enter the required fields highlighted in red.

The Edit icon gives users access to edit the details of existing companies within Vendor Comply. Clicking the icon will open the Company Maintenance interface for that company. Within, users can modify company information such as name, type, address, URL, and contact information. When finished, click Update to save the changes.

The Locations icon gives users the ability to edit and add company locations. Clicking it will open the Company Locations interface. While on this interface users have to options to Edit the existing location, or Add Location.

Location Maintenance: Editing a Location
Clicking on the **Edit** button on an existing location will open the **Location Maintenance** interface for that location.

Within, users can modify company location information such as name, Tax ID’s, billing address, shipping address, and contact information. When finished, click **Update** to save the changes.

**Location Maintenance: Adding a Location**

The **Add Location** button provides access to the **Location Maintenance** dialogue for the purpose of creating a new location on an existing company. To create a new company location for use on Action Items within Vendor Comply enter the required information highlighted in red and click **Save**.