RDN Enhancements

NEW Bulk Hold Management

NEW Bulk Hold Management

Dear Customers,

RDN has added a new feature called Bulk Hold. This feature provides Lenders with the ability to place holds on a large number of cases. This new feature will be useful when managing recovery assignments in areas of the country that have been hit with a natural disaster or other event. It can also be used in any short-term situation where the Lender may want to place a large number of cases On-Hold, such as for a holiday.

This feature does not require the Recovery Agencies to acknowledge each Hold request. With a Bulk Hold, each case is placed directly in an On-Hold status. A banner will also be placed on each case alerting the user of the Bulk Hold. Each case is flagged with a permanent update that notifies users that the case is part of a Bulk Hold. Lenders can remove a case from a Bulk Hold if needed. Lenders can also disable the Bulk Hold. ***Once a Bulk Hold is removed or expires, the case will return to New From Client status and the banner will be removed**. *An alternative Bulk Hold Workflow can be selected depending on your needs.

Lenders will have a report to access that lists all the cases that are in a Bulk Hold. Agents will be able to pull a bulk hold report as well.

NEW Alternative Bulk Hold Workflow

Bulk Hold Workflow Options

Selection	Description
Automatic 'Open' Status	When a bulk hold ends, cases within the bulk hold report will AUTOMATICALLY go from 'On Hold' to 'Open'
Manual 'Open' Status **(Default)**	When a bulk hold ends, cases within the bulk hold will go from 'On Hold' and stay in a 'New From Client' status. The user has the option to MANUALLY select or bulk open cases within the bulk hold report from a 'New From Client' to an 'Open' status.
Automatic 'Open' Status and Automatic 'New From Client' Status on Forwarded Cases	When an Original case(s) comes off a Hold, the Original case(s) will AUTOMATICALLY go from 'On Hold' to 'Open'. The Forwarded case(s) will go from 'On Hold' and stay in a 'New From Client' status.

NEW Alternative Bulk Hold Workflow

The default Bulk Hold Workflow can be changed via Upper Management Area>Change Management Settings.

6. Management Functions:

Daily Received Order Report

View/Edit Storage Locations

Upper-Management Area

5. Change Management Settings

Select the Bulk Hold Workflow process you would like to follow.

Bulk Hold Workflow

Selection	Description
Automatic 'Open' Status	When a bulk hold ends, cases within the bulk hold report will AUTOMATICALLY go from 'On Hold' to 'Open'
Manual 'Open' Status	When a bulk hold ends, cases within the bulk hold will go from 'On Hold' and stay in a 'New From Client' status. The user has the option to MANUALLY select or bulk open cases within the bulk hold report from a 'New From Client' to an 'Open' status.
Automatic 'Open' Status and Automatic 'New From Client' Status on Forwarded Cases	When an Original case(s) comes off a Hold, the Original case(s) will AUTOMATICALLY go from 'On Hold' to 'Open'. The Forwarded case(s) will go from 'On Hold' and stay in a 'New From Client' status.

NEW Bulk Hold Management

A NEW Bulk Hold Management report has been added to RDN.
You can generate a Bulk Hold report by one or more Clients.

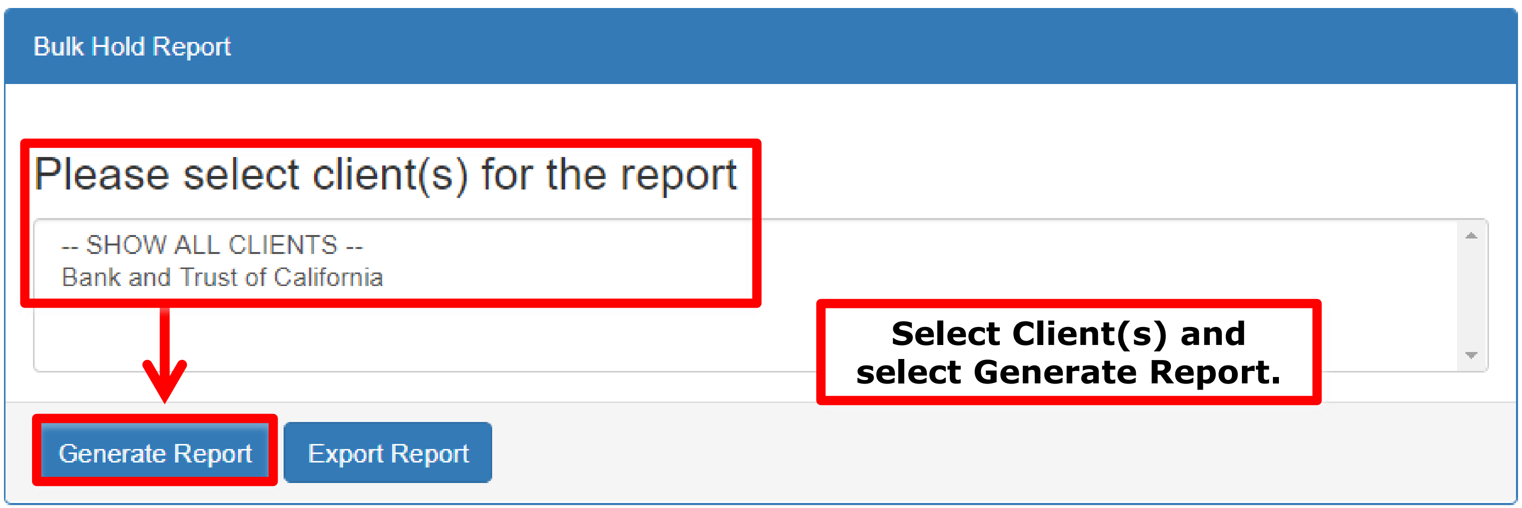
5. Search and Other Database Resources:

Complaint Tracking	Recovery Time Summary [detailed]
RDN Vehicle Search: Network Wide	Company Assignment Count
Apt Complex/Community Access Codes: Network Wide	Agent Assignment Count
Current Case Reminders that are set	Client Count
Zip Code / Area Code / County Search	Client Assignments
Key Code Report	Agent Count
Key Code / Key Service Request Report	View Recent Updates
Recovery Time Summary	Monthly Repossession Report
Fee Approval Search	Bulk Hold Report

NEW Bulk Hold Report.

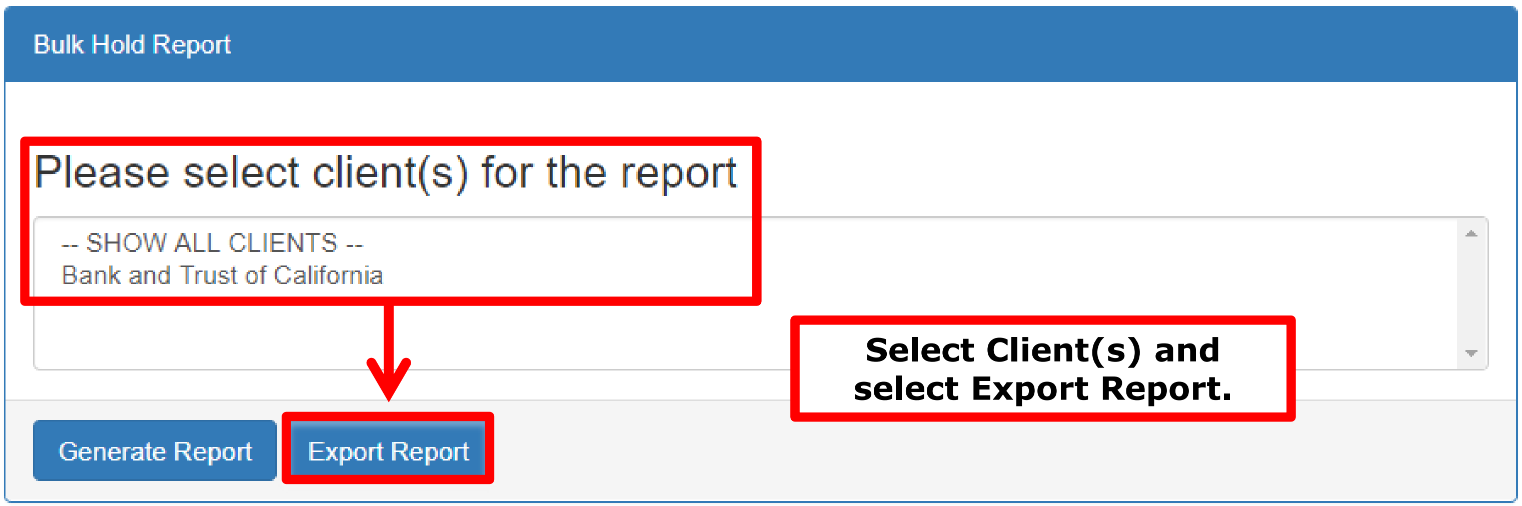
NEW Bulk Hold Management

The Bulk Hold report will allow you to select one or more Clients.



NEW Bulk Hold Management

The Bulk Hold report will allow you to select one or more Clients.
An Export option has also been provided.



NEW Bulk Hold Management

Bulk Hold Report is returned based on your Client(s) selection. This report will list the status of the Bulk Hold, and the Start and End date. Once a Bulk Hold event has expired, the Bulk Hold will be removed from the case page.

Bulk Hold Report

Total Cases: 3
Bulk Holds: 1

Total number of cases and Bulk Hold events are displayed.

Show 25 entries

Search:

Lender	Bulk Hold Name	Bulk Hold Status	Start Date	End Date	Action
Travis QA Bank	Forwarder Test	Disabled	2019-06-12	2019-06-13	Bulk Open

NEW Bulk Hold Management

Bulk Hold Report

Total Cases: 3
Bulk Holds: 1

Show 25 entries

Search option has been provided.

Search:

Lender	Bulk Hold Name	Bulk Hold Status	Start Date	End Date	Action
Travis QA Bank	Forwarder Test	Disabled	2019-06-12	2019-06-13	Bulk Open

NEW Bulk Hold Management

A Bulk Open option has been added that will move all cases within the Bulk Hold from a New From Client status to an Open status.

Bulk Hold Report

Total Cases: 3
Bulk Holds: 1

Show 25 entries

Select Bulk Open to move each case in the Bulk Hold event to an Open Status.

Lender	Bulk Hold Name	Bulk Hold Status	Start Date	End Date	Action
Travis QA Bank	Forwarder Test	Disabled	2019-06-12	2019-06-13	Bulk Open

NEW Bulk Hold Management

Bulk Hold Report

Click Header Name to sort.

Total Cases: 3
Bulk Holds: 1

Show 25 entries

Search:

Lender	Bulk Hold Name	Bulk Hold Status	Start Date	End Date	Action
Travis QA Bank	Forwarder Test	Disabled	2019-06-12	2019-06-13	Bulk Open

NEW Bulk Hold Management

Bulk Hold Report is returned based on your Client(s) selection.

Bulk Hold Report

Total Cases: 110
Bulk Holds: 34

Show 25 entries

Search:

Select Bulk Hold row to display cases that are currently in a Bulk Hold.

Lender	Bulk Hold Name	Bulk Hold Status	Start Date	End Date
Bank and Trust of California	TravisQA Test	Disabled	2019-03-28	2019-03-29

Case #	Status	VIN	Borrower
2032692632	On Hold	6701E76BC3D8C9243	John Doe
2032692634	On Hold	6FA65717BCA7F9A81	John Doe

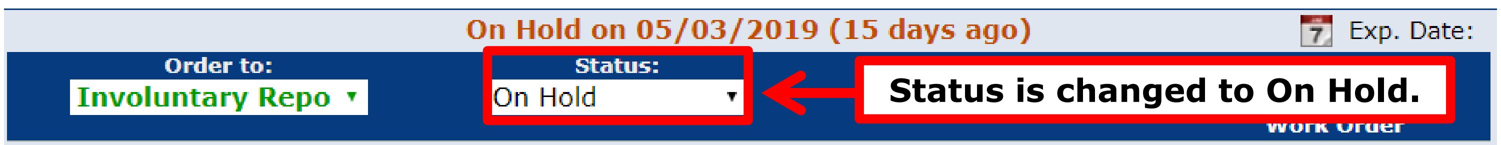
Lender	Bulk Hold Name	Bulk Hold Status	Start Date	End Date
Bank and Trust of California	Travis Test	Disabled	2019-05-08	2019-05-09

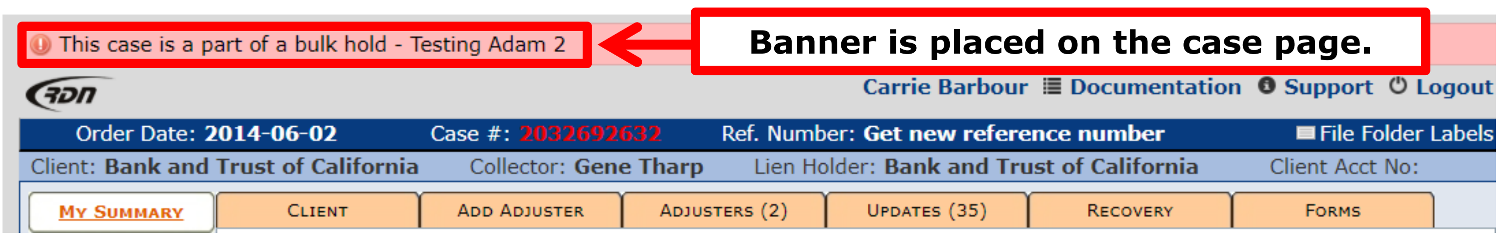
Case #	Status	VIN	Borrower
2052964939		F6	John Doe
2053023277		71	John Doe
2054491190		09	John Doe

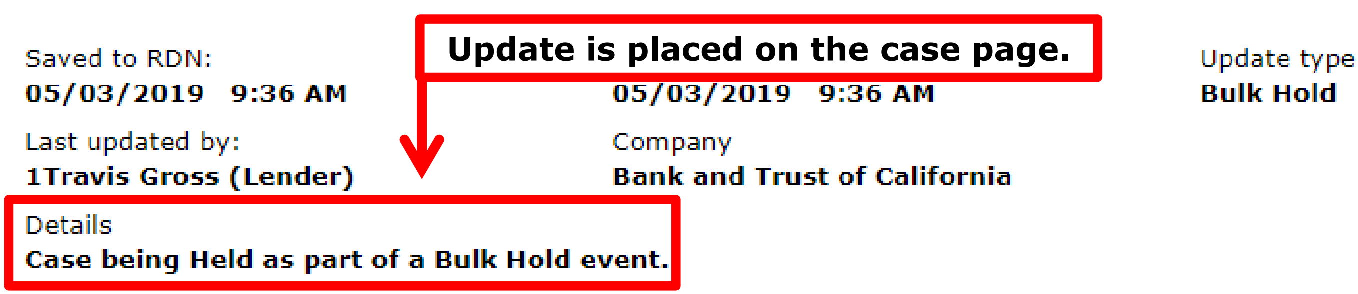
Select a case number to view the case page.

NEW Bulk Hold Management

A banner and update are placed on the RDN case page to alert the user of a Bulk Hold event.







Questions?

We hope you are pleased with this new feature and look forward to bringing you more in the future.

If you have any questions regarding this new feature, please contact RDN Support.

Phone: 817-204-0298
Email: support@recoverydatabase.net