



RDN Training: Limited Users

CONFIDENTIAL

Limited User Training

Please complete the below steps prior to accepting an RDN order.

Preparing Company Profile for Assignment

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Editing My Profile

Please follow the steps below to edit your profile in RDN.


User Functions:

- > **Edit My Profile** ← Select "Edit My Profile".
- > Edit Company User Accounts
- > Edit Company Profile
- > View Stored Vehicles [Total Stored: 11]
- > Pending CAC C/Rs
- > Release Stored Vehicles
- > Pending Cases
- > OPEN Orders By Borrowers Last Name
- > OPEN Orders By Date of the Order
- > OPEN Orders **BY AGENT** And **Date**
- > **ALL** Orders By Borrowers Last Name
- > **ALL** Orders By Date of the Order
- > **ALL** On Hold Orders
- > **ALL** Closed Orders
- > View/Edit Storage Locations
- > Complaint Tracking
- > Add Invoice Items to Company Profile
- > Branch-Zip Code Set-Up and Coverage Areas
- > Batch Print Repossession Orders
- > License Plate Purchases by Date
- > MasterFiles Account Management

Editing My Profile

Modify LIMITED User Account:

USER SETTINGS

Company:	AZ8172040298
Personal ID:	597100
Last Name:	User
First Name:	RDN
User Name:	<input type="text" value="RDNUser"/>
Password:	<input type="password"/>
Confirm Password:	<input type="password"/>
	 Generate <input type="checkbox"/> Show Password
User Email:	<input type="text" value="cbarbour@openlane.com"/>
Password Reset Email:	<input type="text" value="cbarbour@openlane.com"/>

SECURITY QUESTIONS

Question 1:	<input type="text" value="What was your childhood nickname?"/>
Answer:	<input type="text" value="(keep blank to use previously saved answer)"/>
Question 2:	<input type="text" value="What is your maternal grandmother's maiden name?"/>
Answer:	<input type="text" value="(keep blank to use previously saved answer)"/>
Question 3:	<input type="text" value="Where were you when you had your first kiss?"/>
Answer:	<input type="text" value="(keep blank to use previously saved answer)"/>

You may edit your User Name, Password, Email Address, and Security Questions.

Enter new password here or click Generate below for system generated password

Editing My Profile

You may edit your company settings. The address will appear in RDN as your primary address.

COMPANY SETTINGS

Company:

Limited Repo Agency

Address:

12379 N Fallen Shadows Dr

City:

Marana

State:

AZ

Zip:

85653

Phone:

817-204-0298

Fax:

866-611-9568

DRN Dispatch Phone:

After Hours Contact:

Web Site:

www.recoverydatabase.net

Two-factor authentication
(Company-wide):

Apply a check mark to enabled Company-wide two factor authentication.

Editing My Profile

Enter the email address you wish to receive the notification listed.

MANAGEMENT SETTINGS E-MAIL SETUP

Email Notification:

cbarbour@openlane.com

New Order Notification:

cbarbour@openlane.com

Manager / Owner Email:

cbarbour@openlane.com

Close/Hold Email:

cbarbour@openlane.com

State License Number:

Tax ID Number:

12378654

Tax Rate:

8.25 %

Key in State License Number, Tax ID Number, and Tax Rate if applicable.

Editing My Profile

Invoice Top Memo:	Terms:Due Upon Receipt
Invoice Bottom Memo:	
Invoice Address:	Test
Invoice City:	Tucson
Invoice State:	AZ
Invoice Zip:	85653
Invoice Phone:	8172040298
Invoice Fax:	
New Order Fax Notification:	<input type="text" value="Yes"/> This is not the assignment itself. You still need to login to RDN to retrieve the assignment
Two-Factor Authentication:	Disabled - Enable
<input type="button" value="Modify Entry"/>	

Enter information you would like to appear on your invoice.

You may select Yes or No if you would like to be notified of a New Order via fax.

You may Enable or Disable Two Factor Authentication for this user only.

Select Modify Entry to save changes.

Upload Company Documentation

Main Menu Credits [470] Open Orders [6] My Orders [0] MultiSearch Clients/Assignees

Repos > Sep 1st [0] **New Web [3]** Credit Usage **New Updates [1]** On Ho

First Last Client Acct# Ref# Case# VIN

Welcome RDN User with Limited Repo Agency Sep 03, 2015

RDN Announcements

> 2015-09-02 14:35:00 RDN and Clearplan, a leading mapping platform for managing drivers and repossession field agents, are offering Clearplan users the opportunity to receive RDN assignment data (including addresses) within the Clearplan application. Click here for more information.

User Functions:

- > **Edit My Profile**
- > Edit Company User Accounts
- > Edit Company Profile
- > View Stored Vehicles [Total Stored: 0]
- > Pending CAC C/Rs

Select "Edit My Profile".

Upload Company Documentation

Scroll to the bottom of the page and select "Add Images to Company Profile".

Four Dollars to Repo: Charge \$4 to repo, \$0 to accept [One-time selection ONLY]

New Order Fax Notification: This is not the assignment itself. You still need to login to RDN to retrieve the assignment




















Two-Factor Authentication: Disabled - Enable

Add Images to Company Profile: Like Insurance, Bond, License [Viewable By Clients]

Upload Company Documentation

Selecting Documents for upload:

You may upload up to 10 image files for this company. File size limit is 2MB.

Company Logo	 	<input type="button" value="Browse..."/>	No file selected.
Insurance Cert.	 	<input type="button" value="Browse..."/>	No file selected.
License	 	<input type="button" value="Browse..."/>	No file selected.
Bond	 	<input type="button" value="Browse..."/>	No file selected.
CAC Insurance	 	<input type="button" value="Browse..."/>	No file selected.
CAC Insurance 2		<input type="button" value="Browse..."/>	No file selected.
Other	 	<input type="button" value="Browse..."/>	No file selected.
	 	<input type="button" value="Browse..."/>	No file selected.
	 	<input type="button" value="Browse..."/>	No file selected.
	 	<input type="button" value="Browse..."/>	No file selected.

ALL documents MUST be in jpg, gif, png or pdf format.

Click the "Icon" to view the uploaded document.

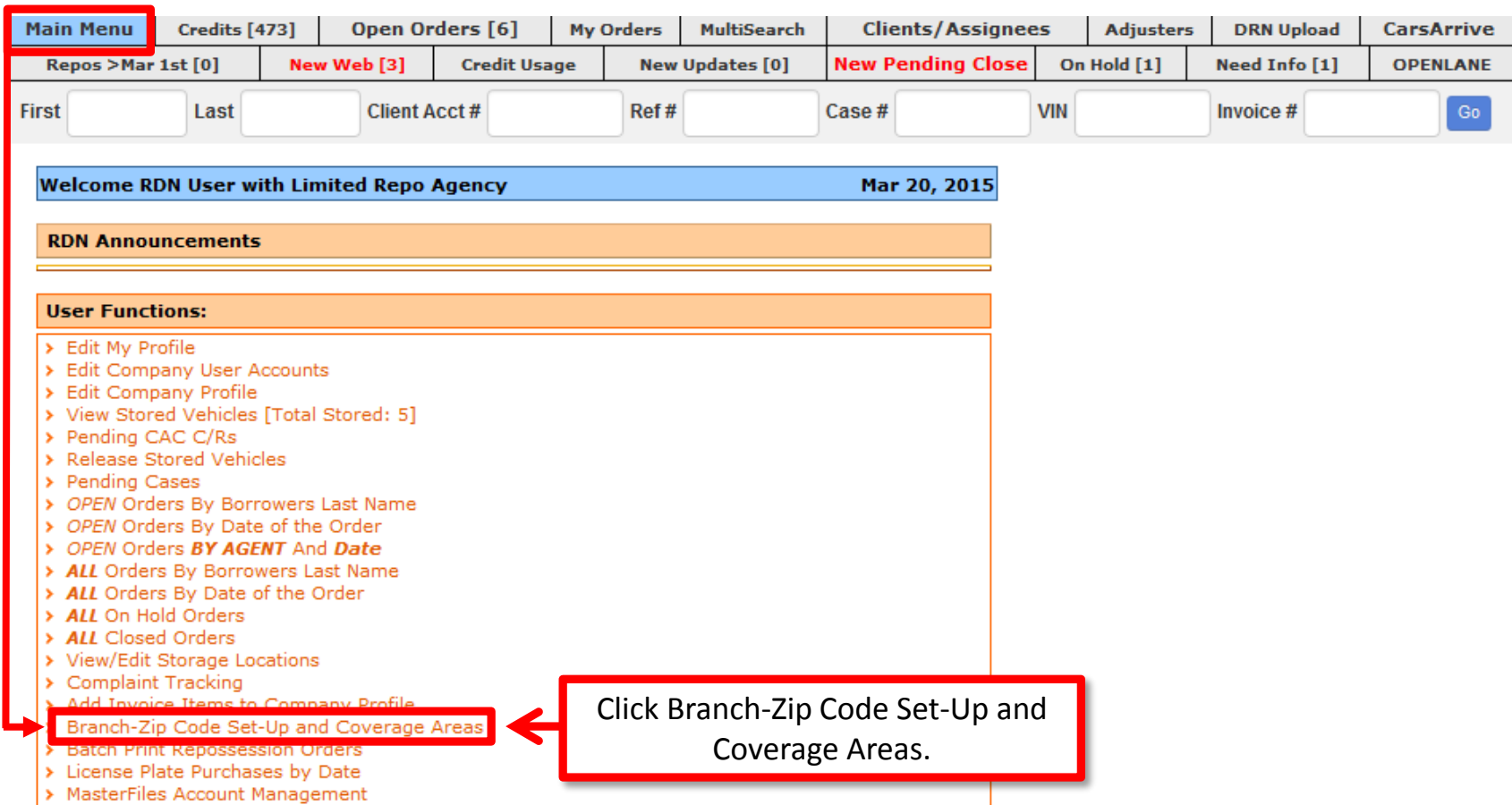
Click the red "X" to delete the uploaded document.

Select "Browse" next to the documentation you would like to upload. Once you have selected the documents for upload, scroll down and press "Upload Images".



Adding a Zip Code

RDN is zip code based. To receive work in a zip code, you must have the zip code entered for your Profile. Please follow the steps below to review or add a Zip Code to RDN.



Main Menu Credits [473] Open Orders [6] My Orders MultiSearch Clients/Assignees Adjusters DRN Upload CarsArrive

Repos > Mar 1st [0] **New Web [3]** Credit Usage New Updates [0] **New Pending Close** On Hold [1] Need Info [1] OPENLANE

First Last Client Acct # Ref # Case # VIN Invoice #

Welcome RDN User with Limited Repo Agency Mar 20, 2015

RDN Announcements

User Functions:

- > Edit My Profile
- > Edit Company User Accounts
- > Edit Company Profile
- > View Stored Vehicles [Total Stored: 5]
- > Pending CAC C/Rs
- > Release Stored Vehicles
- > Pending Cases
- > OPEN Orders By Borrowers Last Name
- > OPEN Orders By Date of the Order
- > OPEN Orders **BY AGENT And Date**
- > ALL Orders By Borrowers Last Name
- > ALL Orders By Date of the Order
- > ALL On Hold Orders
- > ALL Closed Orders
- > View/Edit Storage Locations
- > Complaint Tracking
- > Add Invoice Items to Company Profile
- > Branch-Zip Code Set-Up and Coverage Areas**
- > Batch Print Repossession Orders
- > License Plate Purchases by Date
- > MasterFiles Account Management

Click Branch-Zip Code Set-Up and Coverage Areas.

Adding a Zip Code

Current Branches:

Branch Name	Location	Zip Codes Serviced	Delete <input type="checkbox"/>
Main Office	, 57201	1	<input type="checkbox"/>

Exit / Add / Delete Zip Code Coverage Areas:

Your current branch.
Click Branch Name to
edit the Branch.

Number of Zip Codes you currently service.
Click the number to edit your Zip Codes.

Zip Code:
Phone Number:
Fax Number:

To add multiple zip codes to an existing branch office, click the zip code serviced count in the list above

Adding a Zip Code

Current Branches:

Branch Name	Location	Zip Codes Served	Delete <input type="checkbox"/>
Main Office	, 57201	1	<input type="checkbox"/>

Edit / Add / Delete Zip Code Coverage Areas:

Branch Name:

Address:

City:

State:

Zip Code:

Phone Number:

Fax Number:

To add multiple zip codes to an existing branch office, click the zip code serviced count in the list above

Complete fields to enter a new Branch.

Click Add New Branch to add this Branch to your RDN Profile.

Adding a Zip Code

You can now add zip codes to this branch. Just type in the zip code one by one. If you prefer to add ALL the zip codes from one county, simply type the County name and the State (please abbreviate) and ALL the zip codes from that County will be added at one time. You can delete zip code(s) by checking the box on the far right side of the zip code, and then scrolling to the bottom and clicking on delete zip codes, or you can select delete all, which will select all of the zip code boxes.

Edit / Add / Delete Zip Codes for branch:

Zip Code:

OR

County: State:

Zip codes can be added in bulk here using a CSV file

File should have one column (zip code)

No file selected.

Enter new Zip Codes and
Click Add New Zip.

Zip Codes you service are listed below.

Main Office

Zip Code	City	State	County	Delete <input type="checkbox"/>
57201	Waverly, Watertown	SD	Codington	<input type="checkbox"/>



Adding Billable Services

Prior to invoicing in RDN, you will need to add Billable Services to your RDN Profile.

The Services you add from this section will now be available in the drop down menu on the Invoice tab of the Case Page.

Main Menu	Credits [101]	Open Orders [1899]	My Orders [18]	MultiSearch	Clients/Assignees	Adjusters	DRN Upload	CarsArrive
Repos > May 1st [0]	New Web [57]	Credit Usage	New Updates [19]		On Hold [29]	Need Info [5]	OPENLANE	
F:	L Name:	Clt No:	Ref No:	Case No:	VIN:	Go	Invoice No:	

Welcome Carrie Barbour with 1 RDN Demo

May 02, 2013

RDN Announcements

User Functions:

- > Edit My Profile
- > Edit Company User Accounts
- > Edit Company Profile
- > View Stored Vehicles [Total Stored: 301]
- > Pending CAC C/Rs
- > Release Stored Vehicles
- > 3 Day Updates Required (Number of Days: 2,3,4,5,6,7,8,9,10, Never)
- > OPEN Orders By Borrowers Last Name
- > OPEN Orders By Date of the Order
- > OPEN Orders **BY AGENT** And **Date**
- > ALL Orders By Borrowers Last Name
- > ALL Orders By Date of the Order
- > ALL On Hold Orders
- > ALL Closed Orders
- > View/Edit Storage Locations
- > Add Invoice Items to Company Profile
- > Branch Zip Code Set-up and Coverage Areas
- > Batch Print Repossession Orders
- > NEW License Plate Purchases by Date
- > MasterFiles Account Management

Click Add Invoice Items to Company Profile

Adding Billable Services

Service Management:

These are a standard set of fees that are for your company. With the new accounting section you will be able to create a "Custom" fee schedule for all of your clients. If you chose not to create a custom fee structure then the one listed here will be used instead.

Service Management

<i>Service Name</i>	Current Services	<i>Price</i>	<i>Taxable</i>	Add Another Service
---------------------	-------------------------	--------------	----------------	-------------------------------------

Click Add Another Service.

Adding Billable Services

Adding Service Item - Mozilla Firefox

https://www.recoverydatabase.net/mod02_SA/add_service.php

Add Service Item

Service: 11 Car bonus \$110.00

Rate: 0 Enter Numbers Only.

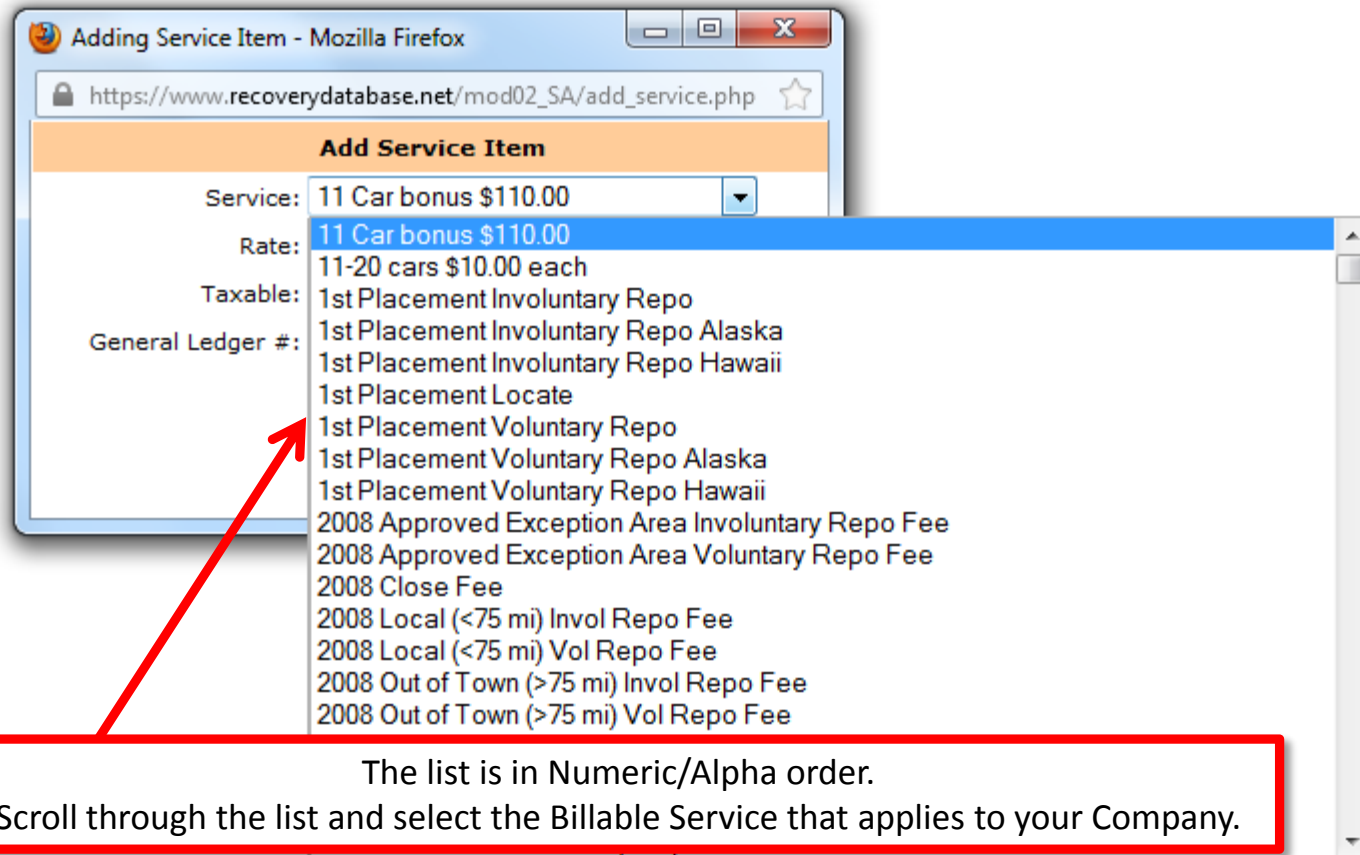
Taxable: No

General Ledger #:

ADD

Click the drop down arrow to display the Billable Services.

Adding Billable Services



Adding Service Item - Mozilla Firefox

https://www.recoverydatabase.net/mod02_SA/add_service.php

Add Service Item

Service: 11 Car bonus \$110.00

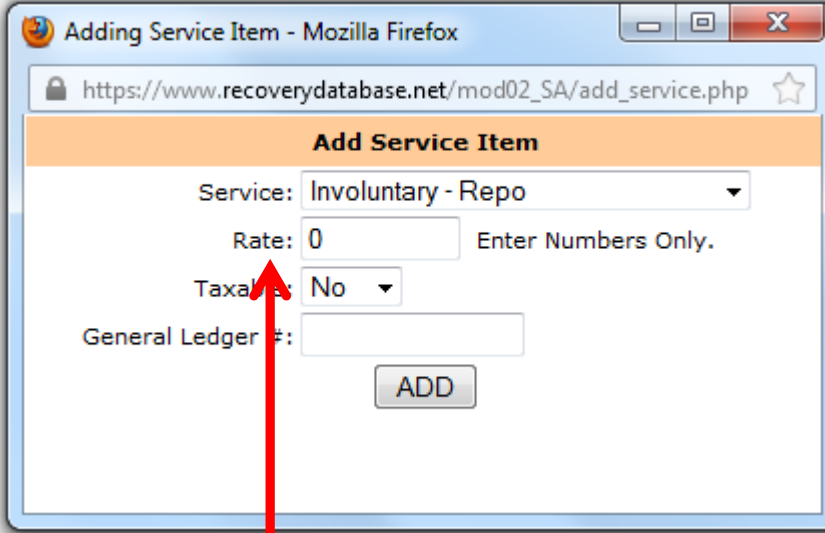
Rate: 11 Car bonus \$110.00

Taxable: 11-20 cars \$10.00 each

General Ledger #: 1st Placement Involuntary Repo
1st Placement Involuntary Repo Alaska
1st Placement Involuntary Repo Hawaii
1st Placement Locate
1st Placement Voluntary Repo
1st Placement Voluntary Repo Alaska
1st Placement Voluntary Repo Hawaii
2008 Approved Exception Area Involuntary Repo Fee
2008 Approved Exception Area Voluntary Repo Fee
2008 Close Fee
2008 Local (<75 mi) Invol Repo Fee
2008 Local (<75 mi) Vol Repo Fee
2008 Out of Town (>75 mi) Invol Repo Fee
2008 Out of Town (>75 mi) Vol Repo Fee

The list is in Numeric/Alpha order.
Scroll through the list and select the Billable Service that applies to your Company.

Adding Billable Services



The screenshot shows a web browser window titled "Adding Service Item - Mozilla Firefox" with the URL https://www.recoverydatabase.net/mod02_SA/add_service.php. The page content is titled "Add Service Item" and contains the following form fields:

- Service: Involuntary - Repo (dropdown menu)
- Rate: 0 (text input field) with the instruction "Enter Numbers Only."
- Taxable: No (dropdown menu)
- General Ledger #: (empty text input field)
- ADD (button)

A red arrow points from the "Rate" field to a red-bordered text box below the form.

RDN recommends you leave the rate at 0 as the charges may vary with each Client. You may key in the amount on the Invoice tab located on the Case Page.

Adding Billable Services

Adding Service Item - Mozilla Firefox

https://www.recoverydatabase.net/mod02_SA/add_service.php

Add Service Item

Service: Involuntary - Repo

Rate: 0 Enter Numbers Only.

Taxable: No

General Ledger #:

ADD

Select "Yes" if this Billable Service is taxable.
Leave selection at "No" if this Billable Service is not taxable.

Adding Billable Services

Adding Service Item - Mozilla Firefox

https://www.recoverydatabase.net/mod02_SA/add_service.php

Add Service Item

Service: Involuntary - Repo

Rate: 0 Enter Numbers Only.

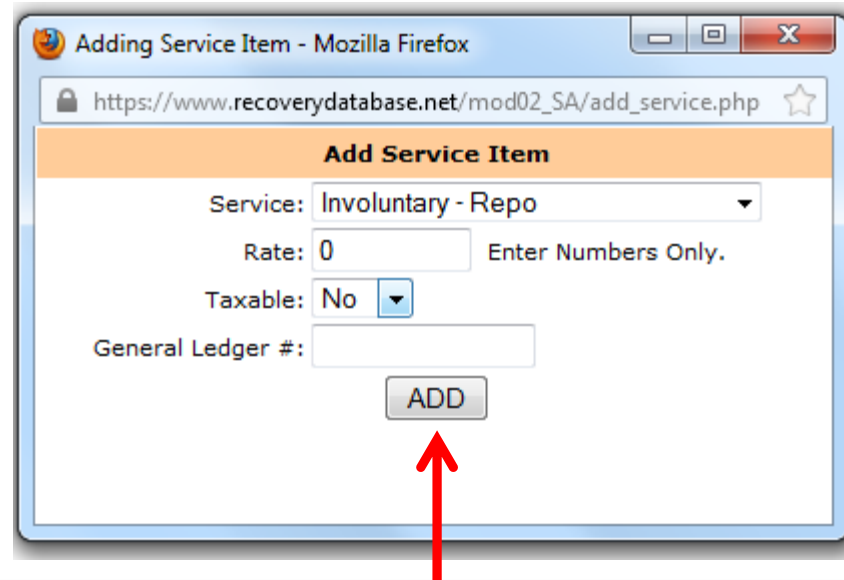
Taxable: No

General Ledger #:

ADD

Enter a General Ledger Number if you track your expenses through an accounting program. This field is not required.

Adding a Billable Service



Adding Service Item - Mozilla Firefox

https://www.recoverydatabase.net/mod02_SA/add_service.php

Add Service Item

Service: Involuntary - Repo

Rate: 0 Enter Numbers Only.

Taxable: No

General Ledger #:

ADD

Click Add to add this Billable Service to your RDN profile.

Adding Billable Services

You have successfully created a Billable Service on your RDN Profile. This Billable Service will now be available in the drop down menu on the Invoice tab located on the Case Page.

Service Management:

These are a standard set of fees that are for your company. With the new accounting section you will be able to create a "Custom" fee schedule for all of your clients. If you chose not to create a custom fee structure then the one listed here will be used instead.

Service Management

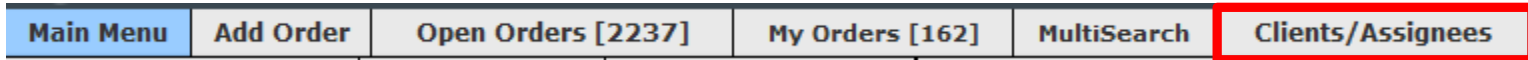
<i>Service Name</i>	Current Services	<i>Price</i>	<i>Taxable</i>	Add Another Service
Involuntary - Repo		\$0.00	NO	Edit Service Delete Service

You may also Edit or Delete this Service.



Adding a Client

The following steps will guide you through adding a Client to RDN.



Select Clients/Assignees.



Select Clients.



Select Add New Entity.

Adding a Client

Adding New Entity to Database:

Basic Information

Entity Type: **Client**

Entity Name:

Branch:

Order Update Days:

Updates Email Address:

Mailing Address

Address:

City:

State:

Zip:

Phone:

Fax:

Toll Free:

Billing Address

Billing Address Same as Mailing Address

Attention:

Address:

City:

State:

Zip:

Fax:

Billing Email:

Enter Client information.
If the Client has multiple branches, each branch will need to be entered as a Client.

Adding a Client

Additional Information

Yes No By selecting "Yes" you agree that your data will be transferred to DRN

Free Days:

Updates: Y N

Additional Info...

Transport Notes:

Debtor Redemption Setup

Storage Rate per day-Vehicle	\$	<input type="text"/>	Handling Fee for Personals	\$	<input type="text"/>
Storage Rate per day-Personals	\$	<input type="text"/>	Administrative Fee	\$	<input type="text"/>
Redemption Fee	\$	<input type="text"/>	#Days Pers. Property Stored		<input type="text"/>

Continue adding Client information.
You may also define Debtor Redemption Setup for this Client. Select Save to add this Client to RDN.

Adding a Client – Edit Client Information

= Client OPEN Orders = Client Details; = Client ASSIGNEES Details

Local Clients

Showing 1 to 175 of 175 Records.
Currently on page 1 of 1 pages.

Orders	Name	Address	City	State	Zip	Phone	
View Cases	1 AAAAA Test Bank						

Client has now been added. Select the icon to edit this Client.

Adding a Client – Edit Client Information

Modifying Entity:

RDN Internal Code:	90DEMO
Client ID Code:	1187431
Entity Name:	<input type="text" value="1 AAAAA Test Bank"/>
Branch:	<input type="text" value="Austin"/>
Select RDN Company If Same As Client:	<input type="text" value="NONE"/>
Assigned Case Worker For Client:	<input type="text" value="None"/>
Case Worker's Manager for this Client:	<input type="text"/>
Updates Email Address for Client:	<input type="text"/>
Update Subject Format (See Format Below):	<input type="text"/>
	STATE = Add State to Subject Line. ACCTNUM = Add Client Account Number DEBTORST= Add Debtor's State
Vendor Number:	<input type="text"/>
By selecting "Yes" you agree that your data will be transferred to DRN:	<input type="text" value="Yes"/>

You may now edit the Client and select additional options.

Adding a Client – Edit Client Information

Number of Free Storage Days:	<input type="text"/>	←	Free Storage Days per Client.
View Accounts in Needed Updates List:	<input type="text" value="Y"/>	←	Select Yes/No to view accounts in Needed Updates List.
Need Updates Every This many Days:	<input type="text" value="3"/>	←	How often the Client requires an update.
TURN ON/OFF **Custom Fee Schedule**	<input type="text" value="NO"/>	←	Select Yes/No for Client Custom Fee Schedule.
Include Receivables on Invoice:	<input checked="" type="checkbox"/>	←	Remove checkmark to not include receivables.
Minimum Password Length	<input type="text" value="6"/>	←	Enter minimum password length for an Assignee.
Password Expiration Days	<input type="text" value="90"/>	←	Number of days until password expiration.
Number of Passwords to Remember	<input type="text" value="0"/>	←	Number of passwords to remember.
Active:	<input type="text" value="YES"/>	←	Select Yes/No for active.

Adding a Client – Custom Fee Schedule

Custom Fees

These are the custom fees that can be set for the client.
To use these you **MUST** set the "Custom Fee Schedule" option above to 'YES'.
Once this has been selected, when you add in a invoice item the options below will be displayed.

ADD Your Office Services To Client

Service Name	Current Services	Taxable
	<input type="checkbox"/>	<input type="checkbox"/>

Select Add Another Service. *Add Another Service*

Adding Service Item - Mozilla Firefox

https://www.recoverydatabase.net/mod02_SA/add_service_client.php?E

Add Service Item

Service: 11 Car bonus \$110.00

Rate: 0 Enter Numbers Only.

Taxable: No

ADD

Select your Service Item from the drop down menu. Enter the rate specific to your Client. Select Yes/No for taxable. Select Add to add this custom service item to your Client. Each time you invoice this Client, their custom service items and amounts will populate on your invoice.

Adding a Client – Custom Fee Schedule

Custom Fees

These are the custom fees that can be set for the client.
To use these you **MUST** set the "Custom Fee Schedule" option above to 'YES'.
Once this has been selected, when you add in a invoice item the options below will be displayed.

Service Name	Price	Taxable
Repo Fee	\$300.00	NO

You may Edit or Delete the service item.

Add Another Service

Edit Service Delete Service

Select Save Changes.

Save Changes

Save + View



Adding a Police Department

Please follow the steps below to add a Police Department.

Main Menu	Credits [473]	Open Orders [6]	My Orders	MultiSearch	Clients/Assignees	Adjusters	DRN Upload	CarsArrive
Repos > Mar 1st [0]	New Web [3]	Credit Usage	New Updates [0]	New Pending Close	On Hold [1]	Need Info [1]	OPENLANE	
First <input type="text"/>	Last <input type="text"/>	Client Acct # <input type="text"/>	Ref # <input type="text"/>	Case # <input type="text"/>	VIN <input type="text"/>	Invoice # <input type="text"/>	<input type="button" value="Go"/>	

Welcome RDN User with Limited Repo Agency

Click Clients/Assignees.

RDN Announcements

User Functions:

- > Edit My Profile
- > Edit Company User Accounts
- > Edit Company Profile
- > View Stored Vehicles [Total Stored: 5]
- > Pending CAC C/Rs
- > Release Stored Vehicles
- > Pending Cases
- > OPEN Orders By Borrowers Last Name
- > OPEN Orders By Date of the Order
- > OPEN Orders **BY AGENT** And **Date**
- > ALL Orders By Borrowers Last Name
- > ALL Orders By Date of the Order
- > ALL On Hold Orders
- > ALL Closed Orders
- > View/Edit Storage Locations
- > Complaint Tracking
- > Add Invoice Items to Company Profile
- > Branch-Zip Code Set-Up and Coverage Areas
- > Batch Print Repossession Orders
- > License Plate Purchases by Date
- > MasterFiles Account Management

Adding a Police Department

[Add New Entity](#) [Clients](#) [Lienholders](#) [Police Dept's](#) [Auctions](#) [Transport Co](#)
[Client List W/ Count](#) [Show GLOBAL clients](#)

= Client OPEN Orders = Client Details; = Client ASSIGNEES Details

Click Police Dept's.

Showing 1 to 3 of 3 Records.


Currently on page 1 of 1 pages.

Orders	Name	Address	City	State	Zip	Phone	
View Cases	1 RDN Demo Sales,		Ft Worth	TX	78998	817-204-0297	
View Cases	Bank and Trust of California,						
View Cases	CAC Testing Only RDN Demo,	12379 N. Fallen Shadow	Tucson	AA	85750	817-204-0298	

Export to Excel

Adding a Police Department

[Add New Entity](#) [Clients](#) [Lienholders](#) [Police Dept's](#) [Auctions](#) [Transport Co](#)
[Client List W/ Count](#) [Show GLOBAL clients](#)

 = Police Agency Details;

Click Add New Entity.

Police Departments

Showing 1 to 0 of 0 Records.

Currently on page of 0 pages.

Filter by state

Name	Address	City	State	Zip	Phone
------	---------	------	-------	-----	-------

Adding a Police Department

Adding New Entity to Database:

Basic Information

Entity Type: **Police Agency** Order Update Days:

Entity Name:

Branch: Updates Email Address:

Mailing Address

Address: Phone:

City: Fax:

State: TollFree:

Zip:

Additional Information

Additional Info...

Transport Notes:

Debtor Redemption Setup

Storage Rate per day-Vehicle \$ <input type="text"/>	Handling Fee for Personals \$ <input type="text"/>
Storage Rate per day-Personals \$ <input type="text"/>	Administrative Fee \$ <input type="text"/>
Redemption Fee \$ <input type="text"/>	#Days Pers. Property Stored <input type="text"/>

Enter your Police Department information and click Save.

Adding a Police Department

[Add New Entity](#) [Clients](#) [Lienholders](#) [Police Dept's](#) [Auctions](#) [Transport Co](#)
[Client List W/ Count](#) [Show GLOBAL clients](#)

= Police Agency Details;

Police Departments

Showing 1 to 1 of 1 Records.

Currently on page of 1 pages.

Filter by state

Name	Address	City	State	Zip	Phone
ABC Police Department,					

The Police Department is now saved
and listed in your Profile.



Storage Location

You may add or edit your Storage Location in RDN.

User Functions:

- > RDN INSIGHT
- > Edit My Profile
- > Edit Company User Accounts
- > RDN Account Management
- > Edit Company Profile
- > Invoices/Credit Cards
- > View Stored Vehicles [Total Stored: 13]
- > Pending CAC C/Rs
- > Release Stored Vehicles
- > **Update Needed Listing** > Never Updated
- > OPEN Orders By Borrowers Last Name
- > OPEN Orders By Date of the Order
- > OPEN Orders **BY AGENT** And **Date**
- > ALL Orders By Borrowers Last Name
- > ALL Orders By Date of the Order
- > ALL On Hold Orders
- > ALL Closed Orders
- > **View/Edit Storage Locations**
- > Complaint Tracking
- > Add Invoice Items to Company Profile
- > Branch-Zip Code Set-Up and Coverage Areas
- > Batch Print Repossession Orders
- > License Plate Purchases by Date
- > MasterFiles Account Management

Select View/Edit Storage Locations

Storage Location

Storage Location Management

Enter new storage location below (complete):

Name:

Address:

City:

State:

Zip:

Phone:

Fax:

Email:

6 Active Storage Locations found: [View Deleted](#)

		Id	Name	Address	City	State	Zip	Phone	Fax
Edit	Delete	341904	ATX Storage	1234 RDN Place	Austin	TX	78736	555-555-5555	
Edit	Delete	15435	Main Storage Lot,Test,Tucson,AZ	1234 Test Lot	Tuscon	AZ	12345		
Edit	Delete	337534	Test	1234 RDN Place	Austin	TX	78736		
Edit	Delete	337535	Test	1234 RDN Place	Austin	TX	78736		
Edit	Delete	337536	Test	1234 RDN Place	Austin	TX	78736		
Edit	Delete	337537	Test	1234 RDN Place	Austin	TX	78736		

Active Storage Locations.

Storage Location

Storage Location Management

Enter new storage location below (complete):

Name:

Address:

City:

State:

Zip:

Phone:

Fax:

Email:

Enter new storage location and select Add New Location to add a new storage location to your profile.

Storage Location

Storage Location Management

Enter new storage location below (complete):

Name:

Address:

City:

State:

Zip:

Phone:

Fax:

Email:

6 Active Storage Location Found: [View Deleted](#)

		Id	Name	Address	City	State	Zip	Phone	Fax
Edit	Delete	341904	ATX Storage	1234 RDN Place	Austin	TX	78736	555-555-5555	
Edit	Delete	15435	Main Storage Lot,Test,Tucson,AZ	1234 Test Lot	Tuscon	AZ	12345		
Edit	Delete	337534	Test	1234 RDN Place	Austin	TX	78736		
Edit	Delete	337535	Test	1234 RDN Place	Austin	TX	78736		
Edit	Delete	337536	Test	1234 RDN Place	Austin	TX	78736		
Edit	Delete	337537	Test	1234 RDN Place	Austin	TX	78736		

Select Edit to edit an active storage location.

Storage Location

Storage Location Management

Enter new storage location below (complete):

Name:	ATX Storage
Address:	1234 RDN Place
City	Austin
State	Texas ▼
Zip	78736
Phone	555-555-5555
Fax	
Email	

Edit storage location above and select Save Location when done editing.

Storage Location

Storage Location Management

Enter new storage location below (complete):

Name:

Address:

City:

State:

Zip:

Phone:

Fax:

Email:

6 Active Storage Locations found:

		Id	Name	Address	City	State	Zip	Phone	Fax
Edit	Delete	341904	ATX Storage	1234 RDN Place	Austin	TX	78736	555-555-5555	
Edit	Delete	15435	Main Storage Lot,Test,Tucson,AZ	1234 Test Lot	Tuscon	AZ	12345		
Edit	Delete	337534	Test	1234 RDN Place	Austin	TX	78736		
Edit	Delete	337535	Test	1234 RDN Place	Austin	TX	78736		
Edit	Delete	337536	Test	1234 RDN Place	Austin	TX	78736		
Edit	Delete	337537	Test	1234 RDN Place	Austin	TX	78736		

[View Deleted](#)

Select Delete to delete a storage location. You may view your deleted storage location by selecting View Deleted.



RDN Credit Usage

You may review your RDN credit usage to determine your monthly fee's.

Main Menu	Credits [451]	Open Orders [6]	My Orders [2]	MultiSearch	Clients/Assignees	Adjusters	DRN Upload	CarsArrive
Repos >Jan 1st [0]	New Web [1]	Credit Usage	New Updates [0]		On Hold [1]	Need Info [1]	OPENLANE	
First <input type="text"/>	Last <input type="text"/>	Client Acct # <input type="text"/>	Ref # <input type="text"/>	Case # <input type="text"/>	VIN <input type="text"/>	Invoice # <input type="text"/>	<input type="button" value="Go"/>	

Select Credit Usage.

RDN Credit Usage

Credit Usage Report:

SELECT A DATE RANGE:

From: To:

Total Debits (during selection)

Total Debits: -\$ 00

Total Credits

Total Credits: \$.00

Tax: \$0

Total: \$0

Enter your dates and press submit to display your credit usage during the time frame entered.

RDN Credit Usage

Credit Usage Report:

SELECT A DATE RANGE:

From: 2015-01

Submit

Total Debits during the time frame entered are now displayed.

Total Debits (during selection)

2040357709-WITHIT	2015-10-06 07:37:37	-\$4.00
Bank and Trust of California	2013 RAM 1500 LARAMIE	Four Dollar Repo

RDN Credit Usage

Total Debits: -\$22.00

Total Credits (during selection)

2016-01-07 09:29:59	Approved	\$50.00	\$0.00
	Refund		

Total Credits: \$50.00

Tax: \$0.00

Total: \$50.00

Your Debits and Credits will be displayed at the bottom of the Credit Usage report.



Adding credit card

Please follow the steps provided to add a credit card to your company profile.

The screenshot shows the top navigation bar of the RDN system. The 'Main Menu' button is highlighted with a red box. Below it are various status indicators: Credits [501], Open Orders [6], My Orders [2], MultiSearch, Clients/Assignees, Adjusters, DRN Upload, and CarsArrive. A second row of indicators includes Repos > Jan 1st [0], New Web [1], Credit Usage, New Updates [0], On Hold [1], Need Info [1], and OPENLANE. At the bottom, there are input fields for First, Last, Client Acct #, Ref #, Case #, VIN, and Invoice #, followed by a 'Go' button.

Select Invoices/Credit Cards under the User Functions box.

The screenshot shows the 'User Functions' dropdown menu. The menu items are: RDN INSIGHT, Edit My Profile, Edit Company User Accounts, RDN Account Management, Edit Company Profile, Invoices/Credit Cards (highlighted with a red box), View Stored Vehicles [Total Stored: 10], and Pending CAC C/Rs. A red arrow points from the instruction box above to the 'Invoices/Credit Cards' option.

Adding credit card

You may add a credit card from the screen below.

Payment Method

Use the form below to select and update your payment information.


Active payment method:

Credit Card 1

Card Number:

Expires: /

Name on Card:



Billing Street Number or Complete PO Box:

Billing Zip Code:

E-mail:

Enter credit card information below to save this card to your profile.

Press Save Changes.

Adding credit card

Your credit card is now saved to your profile.

Payment Method

Use the form below to select and update your payment information.

Active payment method:

Credit Card 1

Card Number:

Expires: /

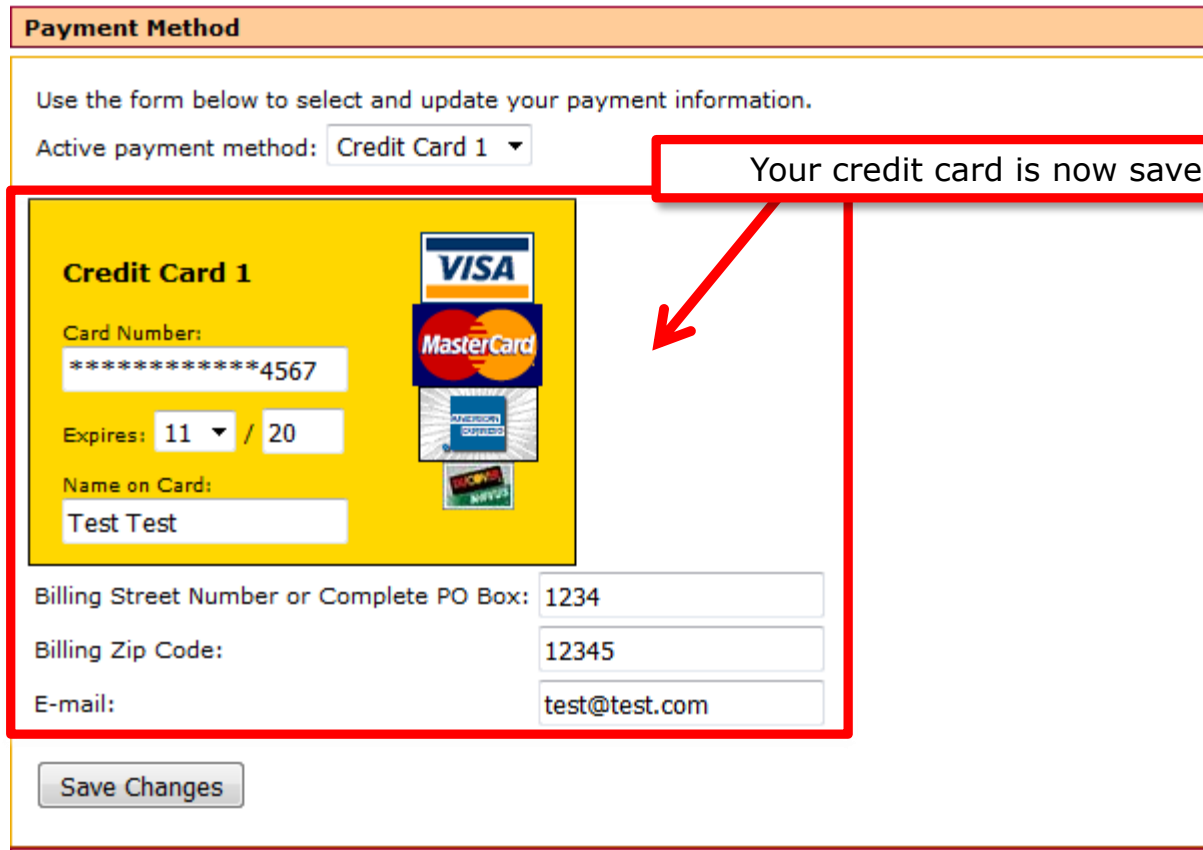
Name on Card:

Billing Street Number or Complete PO Box:

Billing Zip Code:

E-mail:

Your credit card is now saved.

The image shows a web form for adding a credit card. The form is titled "Payment Method" and contains a section for "Credit Card 1". This section includes fields for Card Number (masked as *****4567), Expires (11 / 20), and Name on Card (Test Test). To the right of these fields are logos for VISA, MasterCard, American Express, and Discover. Below the card information are fields for Billing Street Number or Complete PO Box (1234), Billing Zip Code (12345), and E-mail (test@test.com). A "Save Changes" button is located at the bottom of the form. A red box highlights the "Credit Card 1" section and the success message "Your credit card is now saved." which is positioned to the right of the form. A red arrow points from the success message to the "Credit Card 1" section.

Viewing an RDN invoice

You may view an invoice from the screen below.

Click view to view your RDN invoice.

Invoices					
Invoice	Status	Due Date	Total	View	Pay
Invoice #200767516	pending	2016-02-18	21.26	View	<input type="button" value="Pay Invoice"/>

Your RDN invoice.

Due Date: 02/18/2016

Name	Desc	Qty	Cost	Total
RDN Monthly Service Fee	1 additional RDN User	1	\$20.00	\$20.00
Subtotal:				\$20.00
Tax:				\$1.26
Total:				\$21.26

Paying an RDN invoice

You may pay an invoice from the screen below.

Click Pay Invoice to pay your RDN Invoice.

Invoices					
Invoice	Status	Due Date	Total	View	Pay
Invoice #200767516	pending	2016-02-18	21.26	View	<input type="button" value="Pay Invoice"/>

Status is now paid.

Invoices					
Invoice	Status	Due Date	Total	View	Pay
Invoice #200767516	paid	2016-02-18	21.26	View	




Accepting a New Web

When you receive an order in RDN your New Web tab will turn red. You must either accept or decline this order. The steps below will guide you through accepting a New Web in RDN.

Main Menu	Credits [480]	Open Orders [11]	My Orders [11]
Repos >Oct 1st [0]	New Web [1]	Credit Usage	New Updates [0]

First Last Client Acct # [Select New Web.](#)

PDF Case Number	Order Date	Debtor / Vehicle	City	Client	CaseWorker Adjuster(s)
 2043103735	2016-03-01	STORE GLOBAL		WATERTOWN Bank and Trust of California Tucson AZ C/W:	
View Case View Updates	New From Client V	Store			

Accepting a New Web

Order to: Store Status: New From Client Add Sub-status: Jump to: Enter Case Number

Client Phone: 520 Debtor: Cosigner:

Client Fax: 309 Accept

Coll Phone: Decline

Coll Ext:

Select Accept from the drop down if you want to accept this order. The order will be placed in an Open status. Select Decline if you do not want to accept this order. The order will be declined and removed from your RDN.

Order to: Involuntary Repo Status: Open Add Sub-status: Jump to: Number

Client Phone: 817-204-0298 Debtor: Jane A Doe

Order was accepted and placed in an Open status.



Adding an Adjuster

Please follow the steps below to add an Adjuster.

The screenshot shows the RDN system interface. At the top, there is a navigation bar with the following items: Main Menu, Credits [473], Open Orders [6], My Orders, MultiSearch, Clients/Assignees, Adjusters (highlighted with a red box), DRN Upload, and CarsArrive. Below this is a secondary navigation bar with: Repos > Mar 1st [0], New Web [3], Credit Usage, New Updates [0], New Pending Close, On Hold [], Need Info [1], and OPENLANE. A search bar contains fields for First, Last, Client Acct #, Ref #, Case #, VIN, and Invoice #, with a Go button. A blue banner reads 'Welcome RDN User with Limited Repo Agency'. Below this are sections for 'RDN Announcements' and 'User Functions:'. The 'User Functions' section contains a list of options:

- > Edit My Profile
- > Edit Company User Accounts
- > Edit Company Profile
- > View Stored Vehicles [Total Stored: 5]
- > Pending CAC C/Rs
- > Release Stored Vehicles
- > Pending Cases
- > OPEN Orders By Borrowers Last Name
- > OPEN Orders By Date of the Order
- > OPEN Orders **BY AGENT** And **Date**
- > ALL Orders By Borrowers Last Name
- > ALL Orders By Date of the Order
- > ALL On Hold Orders
- > ALL Closed Orders
- > View/Edit Storage Locations
- > Complaint Tracking
- > Add Invoice Items to Company Profile
- > Branch-Zip Code Set-Up and Coverage Areas
- > Batch Print Repossession Orders
- > License Plate Purchases by Date
- > MasterFiles Account Management

A red box with the text 'Click Adjusters.' is positioned over the 'Adjusters' menu item, with a red arrow pointing to it.

Adding an Adjuster

Main Menu	Credits [473]	Open Orders [6]	My Orders	MultiSearch	Clients/Assignees	Adjusters	DRN Upload	CarsArrive
Repos > Mar 1st [0]	New Web [3]	Credit Usage	New Updates [0]	New Pending Close	On Hold [1]	Need Info [1]	OPENLANE	
First <input type="text"/>	Last <input type="text"/>	Client Acct # <input type="text"/>	Ref # <input type="text"/>	Case # <input type="text"/>	VIN <input type="text"/>	Invoice # <input type="text"/>	<input type="button" value="Go"/>	

Logged in as: RDN User (Limited Repo Agency) Mar 23, 2015

Company Adjusters: > [Click HERE To Add New Company Adjuster](#)

Assigned	ID#	Company Adjuster	Email	City	State	Cell
2	81250	Test Test				

Outside Adjusters: > [Click HERE To Add New Outside Adjuster](#)

Assigned	ID#	Outside Adjusters	Email	City	State	Phone
----------	-----	-------------------	-------	------	-------	-------

Click to Add a New Company Adjuster.

Adding an Adjuster

Add / Edit Agent :

Company Adjuster Information		Personal Information	
First Name:	<input type="text"/>	Address	<input type="text"/>
Last Name:	<input type="text"/>	City:	<input type="text"/>
Title	Company Adjuster ▼	State:	<input type="text"/>
Reports To:	<input type="text"/>	Zip Code:	<input type="text"/>
Hire Date:	<input type="text"/>	Date Of Birth:	<input type="text"/>
Term. Date:	<input type="text"/>	SSN:	<input type="text"/>
Email:	<input type="text"/>	Home Phone:	<input type="text"/>
Insurance Exp:	<input type="text"/>		<input type="text"/>
Repo Order Type	View Client Info ▼		<input type="text"/>

Database Access Information:		Company Adjuster Fees:	
User Type:	Agent ▼	Invol Repo Fee:	<input type="text"/>
Status:	Active ▼	Vol Repo Fee:	<input type="text"/>
SSN digits visible	<input type="text" value="0"/> xxx-xx-xxxx	Close Fee:	<input type="text"/>
		Storage Fee:	<input type="text"/>

Enter your Agent information.

Save

Click Save.

Adding an Adjuster

Main Menu	Credits [473]	Open Orders [6]	My Orders	MultiSearch	Clients/Assignees	Adjusters	DRN Upload	CarsArrive
Repos > Mar 1st [0]	New Web [3]	Credit Usage	New Updates [0]	New Pending Close	On Hold [1]	Need Info [1]	OPENLANE	
First <input type="text"/>	Last <input type="text"/>	Client Acct# <input type="text"/>	Ref# <input type="text"/>	Case# <input type="text"/>	VIN <input type="text"/>	Invoice# <input type="text"/>	<input type="button" value="Go"/>	

Logged in as: RDN User (Limited Repo Agency) Mar 23, 2015

Company Adjusters: > [Click HERE To Add New Company Adjuster](#)

Assigned	ID#	Company Adjuster	Email	City	State	Cell
2	81250	Test Test				

Outside Adjusters: > [Click HERE To Add New Outside Adjuster](#)

Assigned	ID#	Outside Adjusters	Email	City	State	Phone
----------	-----	-------------------	-------	------	-------	-------

Your Agent is now listed and ready for case assignment.



Accepting a Close

The steps below will guide you through accepting a Close in RDN. Prior to accepting a New Web, all hold/closes must be acknowledged.

WARNING: YOU NEED TO ACKNOWLEDGE THE HOLD/CLOSES

Logged in as: RDN User

Select View Case.


Filter Results By: ALL

Sort Results By: Last Name

Total Cases Returned: 1

Order Date Aging: 0-30 31-60 61-90 91+

previous next

PDF	Case Number	Order Date	Debtor / Vehicle	City	Client	CaseWorker Adjuster(s)
	2042713370	2016-04-06	Doe, John	AUSTIN	CAC Testing Only RDN Demo	C/W: RDN User
View Case	610	Pending Close	VIN: 12345678915432612			
View Updates						
						Action Required: Acknowledge Pending Close

Accepting a Close

My SUMMARY	CLIENT	ADD ADJUSTER	ADJUSTERS (0)	UPDATES (1)	RECOVERY	FORMS
PRINT ORDER	Order to: Involuntary Repo		Status: Pending Close	Add Sub-status:	Jump to: Enter Case Number	
PHOTOS / DOCS	Client Phone: 817-204-0298		Pending Close	Debtor: John Doe		Year:
RELEASE	Client Fax: (817)887-2454		Acknowledge Close	Make:		Model:
INVOICES (0)	Coll Phone:			V.I.N.: 12345678915432612		
PAY ADJUSTER	Coll Ext:					

Order to: Involuntary Repo	Status: Closed	Add Sub-status:	Jump to: Enter Case Number
Client Phone: 817-204-0298		Debtor: John Doe	
Client Fax: (817)887-2454		Cosigner:	
Coll Phone:		Year:	
Coll Ext:		Make:	
		Model:	
		V.I.N.: 12345678915432612	

Select Acknowledge Close from drop down menu. Case is now in a Closed status.

Accepting a Hold

WARNING: YOU NEED TO ACKNOWLEDGE THE HOLD/CLOSES

Logged in as: RDN User

Select View Case.


Filter Results By: ALL

Sort Results By: Last Name

Total Cases Returned: 1

Order Date Aging: ● 0-30 ● 31-60 ● 61-90 ● 91+

[previous](#) [next](#)

PDF Case Number	Order Date	Debtor / Vehicle	City	Client	CaseWorker Adjuster(s)
 View Case View Updates	2014-09-30 591 Pending On Hold	Doe, Jane 2001 Audi A4 VIN: WAUAC68D81A111989	AUSTIN	CAC Testing Only RDN Demo	C/W: RDN User 1 RDN Demo [Hold]

Action Required: Acknowledge Pending On Hold

Accepting a Hold

Order to:	Status:	Add Sub-status:	Jump to:
Voluntary Repo	Pending On Hold		Enter Case Number
Client Phone: 817-204-0298 Client Fax: (817)887-245 Coll Phone: Coll Ext:	Pending On Hold Acknowledge Hold	Debtor: Jane A Doe Cosigner: JOHN A DOE	Year: 2001 Make: Audi Model: A4 V.I.N.: WAUAC68D81A111989

Select Acknowledge Hold from drop down menu. Case is now in On Hold status.

On Hold on 10/03/2016 (2 days ago) 7 Exp. Date:

Order to:	Status:	Add Sub-status:	Jump to:
Voluntary Repo	On Hold		Enter Case Number
Client Phone: 817-204-0298 Client Fax: (817)887-2454 Coll Phone: Coll Ext:	Debtor: Jane A Doe Cosigner: JOHN A DOE	Year: 2001 Make: Audi Model: A4 V.I.N.: WAUAC68D81A111989	



RDN Training: New Updates

CONFIDENTIAL

New Updates

Clients will create updates on your RDN Accounts. These updates will be shown in your New Updates tab. The updates are also placed on the case page. New Updates tab turns red when you have a New Update in RDN.

Main Menu	Credits [480]	Open Orders [11]	My Orders [11]	MultiSearch
Repos >Oct 1st [0]	New Web [1]	Credit Usage	New Updates [3]	
First <input type="text"/>	Last <input type="text"/>	Client Acct # <input type="text"/>	Ref # <input type="text"/>	Case # <input type="text"/>

Select New Updates.

New Updates

New Updates will open in a new tab to display your current New Updates.

New Updates

Remove All Remove Selected

View Updates:
This will bring you to the update page for the associated case.

Remove From List:
This will remove the update from this list (**not** delete the update!).

View Case and Remove From List:
This will bring you to the case summary page and remove the update from this list.

Limit Updates To: Show All Sort By: Limit Type To: ALL

New Client update for Client Update

Update Text:
Please update account today.

Added By: Carrie Barbour (1 RDN Demo)
Case Worker:
Update Date: 2016-10-04 13:56:48
Debtor Name: MOLETTE, SHIRRON
Client: CAC Testing Only RDN Demo,
Vehicle: 2003 FORD EXPLORER

[View Updates](#) | [Remove From List](#) | [View Case And Remove From List](#)

Callout 1 (top left): Explains the actions: View Updates, Remove From List, and View Case and Remove From List.

Callout 2 (middle): You may View Updates, Remove From List, or View Case and Remove From List. Removing an update from New Updates does not remove the update from the RDN case page.

Callout 3 (bottom): A red arrow points from the 'View Case and Remove From List' callout to the corresponding link in the footer.

New Updates

New Updates will open in a new tab to display your current New Updates.

New Updates

[Remove All](#) [Remove Selected](#)

View Updates:
This will bring you to the update page for this update.

Remove From List:
This will remove the update from this list.

View Case and Remove From List:
This will bring you to the case summary page and remove the update from this list.

Limit Updates To: **Sort By:** **Limit Type To:**

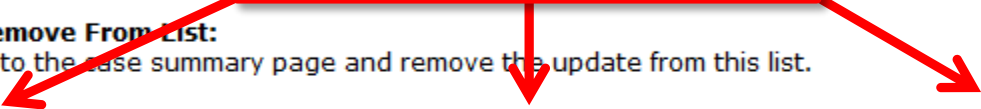
New Client update for Case Number: 2028459611 Client Update

Update Text:
[Please update account today.](#)

Added By: Carrie Barbour (1 RDN Demo)
Case Worker:
Update Date: 2016-10-04 13:56:48
Debtor Name: MOLETTE, SHIRRON
Client: CAC Testing Only RDN Demo,
Vehicle: 2003 FORD EXPLORER

[View Updates](#) | [Remove From List](#) | [View Case And Remove From List](#)

You may filter Updates by caseworker, priority or by type.



New Updates

New Updates will open in a new tab to display your current New Updates.

New Updates

[Remove All](#) [Remove Selected](#)

View Updates:
This will bring you to the update page for the associated case.

Remove From List:
This will remove the update from this list (**not** delete the update!).

View Case and Remove From List:
This will bring you to the case summary page and remove the update from this list.

Limit Updates To: Sort By: Limit Type To:

New Client update for Case Number **2028459611** [Client Update](#)

Update Text:
[Please update account today.](#)

Added By: Carrie Barbour (1 RDN Demo)
Case Worker:
Update Date: 2016-10-04 13:56:43
Debtor Name: MOLETTE SHIRON
Client: CAC Testing Only RDN Demo,
Vehicle: 2003 FORD EXPLORER

[View Updates](#) | [Remove From List](#) | [View Case And Remove From List](#)

You may access the update by selecting the Case Number or by selecting View Updates.

New Updates

New Updates will open in a new tab to display your current New Updates.

New Updates

View Updates:
This will bring you to the update page for the associated case.

Remove From List:
This will remove the update from this list.

View Case and Remove From List:
This will bring you to the case summary page.

Limit Updates To: Sort By: Limit Type To:

New Client update for Case Number: 2028459611 [Client Update](#)

Update Text:
[Please update account today.](#)

Added By: Carrie Barbour (1 RDN Demo)
Case Worker:
Update Date: 2016-10-04 13:56:48
Debtor Name: MOLETTE, SHIRRON
Client: CAC Testing Only RDN Demo,
Vehicle: 2003 FORD EXPLORER

[View Updates](#) | [Remove From List](#) | [View Case And Remove From List](#)

You may remove all updates by selecting Remove All. You may also remove individual updates by applying a checkmark next to the update and selecting Remove Selected.



New Client update for Case Number: 2028459611

Client Update

Update Text:
[Please update account today.](#)

Added By: Carrie Barbour (1 RDN Demo)
Case Worker:
Update Date: 2016-10-04 13:56:48
Debtor Name: MOLETTE, SHIRRON
Client: CAC Testing Only RDN Demo,
Vehicle: 2003 FORD EXPLORER

[View Updates](#) | [Remove From List](#) | [View Case And Remove From List](#)



Creating an Update

You may communicate with your Clients via Updates in RDN. The following steps will guide you through placing an update on an RDN account.

The screenshot shows the RDN user interface for a case. At the top, the RDN logo is on the left, and user information 'Carrie Barbour' with links for 'Documentation', 'Support', and 'Logout' is on the right. Below this is a header bar with 'Order Date: 2015-11-19', 'Case #: 2041184288', 'Ref. Number: 11720', and 'File Folder Labels'. The main header displays 'Client: CAGS Bank and Trust', 'Collector:', 'Lien Holder: CAGS Bank and Trust', and 'Client Acct No: 654123'. A navigation bar contains buttons for 'MY SUMMARY', 'CLIENT', 'ADD ADJUSTER', 'ADJUSTERS (0)', 'UPDATES (0)', 'RECOVERY', and 'FORMS'. The 'UPDATES (0)' button is highlighted with a red box. Below the navigation bar, the case status is shown as 'Open on 11/19/2015 (366 days ago)' with an 'Exp. Date:' field. A form below includes 'Order to:' with a dropdown menu showing 'Involuntary Repo', 'Status:' with a dropdown menu showing 'Open', 'Add Sub-status:' with a dropdown menu, and 'Jump to:' with an 'Enter Case Number' input field. A red arrow points from a text box at the bottom to the 'UPDATES (0)' button.

Select Updates from the case page.

Creating an Update

Order Date: 2015-11-19 Case #: 2041184288 Ref. Number: 11720 File Folder Labels

Client: CAGS Bank and Trust Collector: Lien Holder: CAGS Bank and Trust Client Acct No: 654123

My SUMMARY CLIENT ADD ADJUSTER ADJUSTERS (0) **UPDATES (0)** RECOVERY FORMS

PRINT ORDER

PHOTOS / DOCS

RELEASE

Open on 11/19/2015 (366 days ago) Exp. Date: 7

Order to: Involuntary Repo Status: Open Add Sub-status: Jump to: Enter Case Number

Select Updates from the case page.

Creating an Update

Add new case update

Date/time: 12/08/2016 11 59 AM
Address Update?: -- None --
Type: (O) Agent-Update
Priority: Default

Details: 0 of 1500 characters

Select Date/Time for the update.

Create Create (invisible) Create quick update

Creating an Update

Add new case update

Date/time: 12/08/2016 11 59 AM

Type: (O) Agent-Update

Priority: Default

Address Update?: -- None --

Details: 0 of 1500 characters

You may attach this update to an address. Select an address from the drop down if you would like to attach an update to the selected address.

Create Create (invisible) Create quick update

Creating an Update

Add new case update

Date/time: 12/08/2016 11 59 AM

Address Update?: -- None --

Type: (O) Agent-Update

Priority: (O) Agent-Update

(O) Agent-Requesting Info
(O) Client-Requesting Update
(O) Client-New Info
(O) Client-Account On Hold
(O) Client-Account Close
(O) Other

Details: 0 of 1500 characters

Default update type is (0) Agent-Update. This default update type will count as an update day. (Example: Account will state updated today and count as an update day.) If you select another type, it will **not** count as an update day. If you would like to enter an update that does **not** count as an update day, please select update type of (0) Other.


Create Create (invisible) Create quick update

Creating an Update


Add new case update

Date/time: 12/08/2016 11 59 AM
Address Update?: -- None --

Type: (O) Agent-Update
Priority: Default

Details: 0 of 1500 characters 

You may select the priority of the update via the drop down.

Create Create (invisible)  Create quick update

Creating an Update

Key in your update to be placed on the RDN account.
Updates have a maximum of 1500 characters.

Add new case update

Date/time: 12/08/2016 11 59 AM
Address Update?: -- None --

Type: (O) Agent-Update
Priority: Default

Details: 22 of 1500 characters

Enter update text here

Create

Create (invisible)

Create quick update

Creating an Update

Add new case update

Date/time: 12/08/2016 11 59 AM
Address Update?: -- None --

Type: (O) Agent-Update
Priority: Default

Details: 22 of 1500 characters

Enter update text here

Once you have keyed in your update, you have two options to post the update. Selecting Create will create a visible update. Visible updates **can** be seen by the Client. You may also select Create (invisible). Invisible updates are **not** seen by the Client.

Create

Create (invisible)

Create quick update

Creating an Update

Example of a Not Visible Update shown below.
Invisible updates will be displayed as grayed out.

Updates

✓ Not Visible Edit ✕ Delete ☑ Collector 🖨 Print

Saved to RDN 12/08/2016 12:30 PM	Update date/time 12/08/2016 11:59 AM	Update type (O)Agent-Update
Last updated by Carrie Barbour (User)	Company 1 RDN Demo	

Details
Enter update text here

Example of a Visible Update shown below.

Updates

✓ Visible Edit ✕ Delete ☑ Client ☑ Collector 🖨 Print ☐

Saved to RDN 12/08/2016 12:30 PM	Update date/time 12/08/2016 11:59 AM	Update type (O)Agent-Update
Last updated by Carrie Barbour (User)	Company 1 RDN Demo	

Details
Enter update text here

Creating an Update

Updates

Not Visible Edit Delete Collector Print

Saved to RDN
12/08/2016 12:30 PM

Last updated by
Carrie Barbour (User)

Update date/time
12/08/2016 11:59 AM

Company
1 RDN Demo

Update type
(O)Agent-Update

Details
Enter update text here

You may turn an update Not Visible or Visible. Select Not Visible to turn the update Visible. Select Visible to turn the update Invisible.

Updates

Visible Edit Delete Client Collector Print

Saved to RDN
12/08/2016 12:30 PM

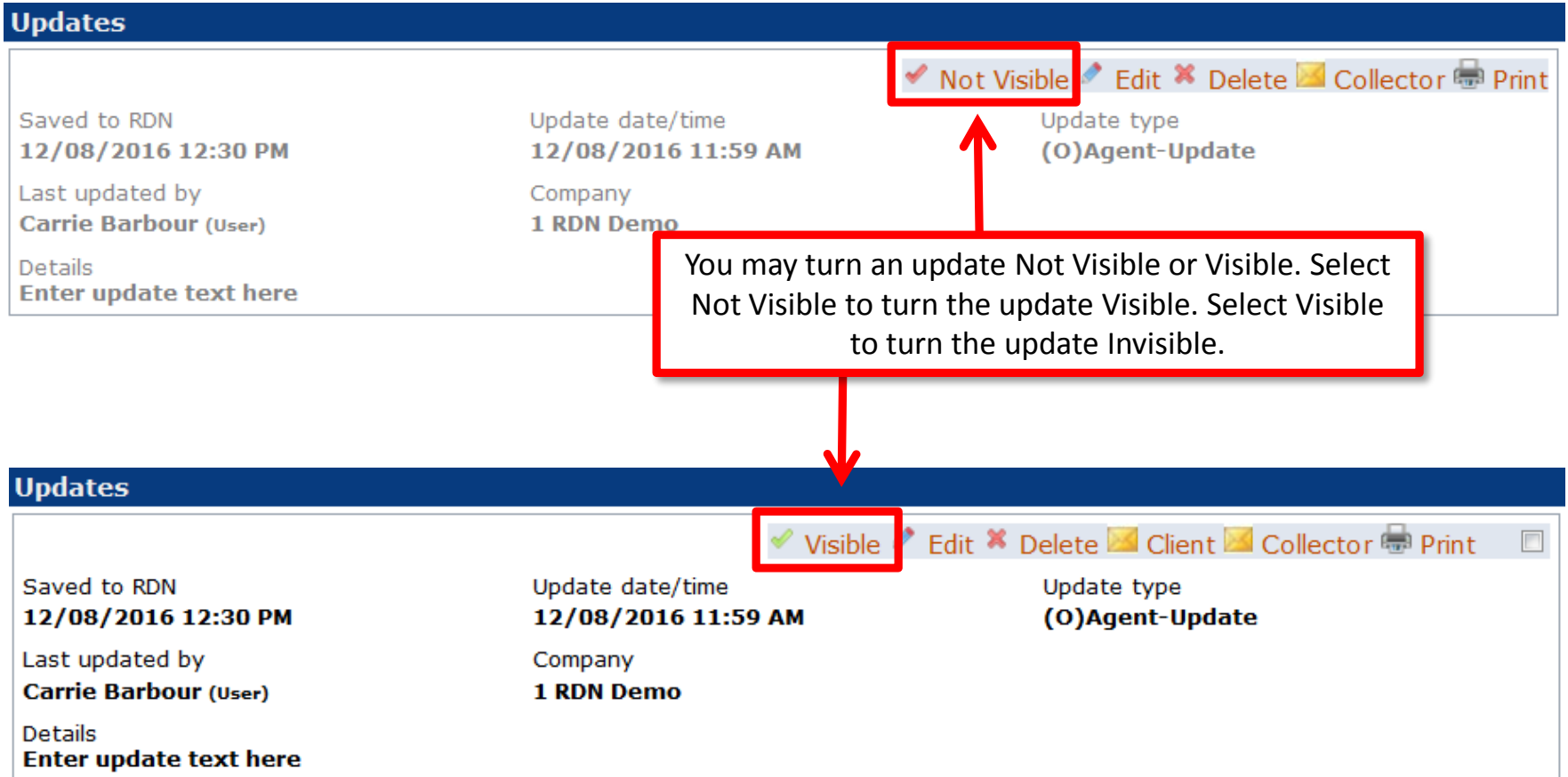
Last updated by
Carrie Barbour (User)

Update date/time
12/08/2016 11:59 AM

Company
1 RDN Demo







Update type
(O)Agent-Update

Details
Enter update text here

The image shows two screenshots of a software interface for managing updates. The top screenshot shows an update with the status 'Not Visible' (indicated by a red checkmark icon) and a toolbar with buttons for 'Edit', 'Delete', 'Collector', and 'Print'. A red box highlights the 'Not Visible' status, and a red arrow points from a central text box to it. The bottom screenshot shows the same update with the status changed to 'Visible' (indicated by a green checkmark icon) and a toolbar with buttons for 'Edit', 'Delete', 'Client', 'Collector', and 'Print'. A red box highlights the 'Visible' status, and a red arrow points from the central text box to it. The central text box contains the instruction: 'You may turn an update Not Visible or Visible. Select Not Visible to turn the update Visible. Select Visible to turn the update Invisible.'

Creating an Update

Updates

✓ Visible	 Edit	 Delete	 Client	 Collector	 Print	
Saved to RDN 12/08/2016 12:30 PM	Update date/time 12/08/2016 11:59 AM	Update type (O)Agent-Update				
Last updated by Carrie Barbour (User)	Company 1 RDN Demo					
Details Enter update text here						

You may Edit, Delete, Email to Client (visible updates only), Email to Collector, or Print the update.

Creating an Update

☑ All visible to client ☑ All visible to collector 🖨 Print/fax visible 🖨 Print/fax all

Updates

Visible Edit Delete Client Collector Print

Saved to RDN 12/08/2016 12:30 PM	Update date/time 12/08/2016 11:59 AM	Update type (O)Agent-Update
Last updated by Carrie Barbour (User)	Company 1 RDN Demo	

Details
Enter update text here

You may email all visible updates to the Client or Collector.
You may also print the visible updates, or print all.
****Faxing option is only available for a Full User of RDN.****



RDN Training: Marking an account Repossessed

CONFIDENTIAL

Repossessed Status

To change the status of your RDN Case to Repossessed, please follow the below steps.

The screenshot displays the RDN Case Management System interface for Case # 2025207908. The interface includes a top navigation bar with fields for Order Date (2012-07-17), Case # (2025207908), Ref. Number (10769), and File Folder Labels. Below this, the Client (CAGS Bank and Trust) and Collector information is shown. A central navigation bar contains tabs for CLIENT, ADD ADJUSTER, ADJUSTERS (5), UPDATES (2), RECOVERY, and FORMS. The RECOVERY tab is highlighted with a red box. A red arrow points from the RECOVERY tab to a callout box that reads: "Click the Status drop down and select Repossessed OR click the Recovery Tab." Another red arrow points from the callout box to the STATUS dropdown menu, which is open and shows the following options: Open, Closed, Closed-Positive Resolution, On Hold, Repossessed (highlighted), Charged Off, Office Transfer, Need Info, and Auction. The main content area shows the case details, including the ORDER TO: Involuntary Repo, STATUS: Open, and ADD SUB-STATUS: . The Debtor Information section lists the Debtor name as Jane Roo and other fields as empty. The interface also includes a sidebar with various action buttons like PRINT ORDER, PHOTOS / DOCS, RELEASE, INVOICES (0), PAY ADJUSTER, REMINDERS (0), OPENLANE, OFFICE NOTES (0), BIDS / AUCTION, EMAIL / FAXES, and HISTORY.

Repossessed Status

Recovery Information Current Status: **Open**

Recovery details

Recovery date/time: 05/02/2013 11:45 AM

Disposition of collateral: Stored

Miles on vehicle:

Digital odometer:

Recovered by: **Assigned Adjusters**
Carrie Barbour Recovery
Carrie Barbour
Carrie Barbour 2

Recovered at: - Select One -

Address:

City:

State: - Select One -

Zip:

Police agency: - Not Required - Debtor Notified -

Badge#/Name:

Complete ALL fields located on the Recovery Page.

Storage information

Location: - Select One -

Lot space number:

Name:

Address:

City:

State: - Select One -

Zip:

Phone:

Storage information is REQUIRED for each Repossession.



Repossessed Status

Complete each applicable field below.

Additional information

Color:	<input type="text"/>	License plate:	<input type="text"/>
Client identification notes:	<input type="text"/>	State:	- Select One -
Personals:	- Select One -	Expiration date:	<input type="text"/> <input type="text"/>
Personal items:	<input type="text"/>	Damage:	- Select One -
Fee to client:	<input type="text"/>	Est. damage:	<input type="text"/>
		Drivable:	- Select One -
		Keys:	- Select One -
		Bids:	- Select One -
		Title Received:	<input type="text"/>

Common forms

-  Repo Notification Letter
-  CREATE NEW CONDITION REPORT

Condition report status

There are no condition reports for this case

Press button that applies to the Case.

Repossessed Status

Order Date: 2012-07-17		Case #: 2025207908		Ref. Number: 10769		File Folder Labels	
Client: CAGS Bank and Trust		Collector:		Lien Holder: CAGS Bank and Trust		Client Acct No:	
MY SUMMARY	CLIENT	ADD ADJUSTER	ADJUSTERS (5)	UPDATES (2)	RECOVERY	FORMS	
PRINT ORDER	REPOSSESSED ON: 05/02/2013. STORED FOR 4 DAY(S).						
PHOTOS / DOCS	CR NOT COMPLETE, CLICK HERE TO COMPLETE.			INVOICE NOT COMPLETE, CLICK HERE TO COMPLETE.			
RELEASE	ORDER TO:	STATUS:		ADD SUB-STATUS:	JUMP TO:		
INVOICES (0)	Involuntary Repo ▾	Repossessed ▾		▾	Enter Case Number		
PAY ADJUSTER	CLIENT PHONE: 555-555-5555		DEBTOR: JANE ROO		YEAR:		
REMINDERS (0)	CLIENT FAX: 866-611-9568		COSIGNER:		MAKE:		
OPENLANE	COLL PHONE:				MODEL:		
OFFICE NOTES (0)	COLL EXT:				5678932165498		
BIDS / AUCTION	Recovery Information Edit Print police label						
EMAIL / FAXES	Recovery details						
HISTORY	Recovery date/time: 05/02/2013 11:45 AM			Disposition of Stored collateral:			
DUPLICATE CASE	Miles on vehicle: Digital			Recovered at: 13607 White Tail Trail Austin, TX 78749			
SKIPTRACING	Recovered by:			Badge#/Name: <empty>			
	Police agency: Not Required - Debtor Notified						
	Damage: <empty>						

Your Case is now in a Repossessed Status.



Creating a Condition Report

Order Date: 2012-07-17	Case #: 2025207908	Ref. Number: 10769	File Folder Labels			
Client: CAGS Bank and Trust	Collector:	Lien Holder: CAGS Bank and Trust	Client Acct No:			
My Summary	CLIENT	ADD ADJUSTER	ADJUSTERS (5)	UPDATES (2)	RECOVERY	FORMS
PRINT ORDER	REPOSSESSED ON: 05/02/2013. STORED FOR 4 DAY(S).					
PHOTOS / DOCS	CR NOT COMPLETE, CLICK HERE TO COMPLETE.			INVOICE NOT COMPLETE, CLICK HERE TO COMPLETE.		
RELEASE	ORDER TO:	STATUS:	ADD SUB-STATUS:	JUMP TO:		
INVOICES (0)	Involuntary Repo	Repossessed		Enter Case Number		
PAY ADJUSTER	CLIENT PHONE: 555-555-5555		DEBTOR: JANE P			
REMINDERS (0)	CLIENT FAX: 866-611-9568		COSIGNER:			
OPENLANE	COLL PHONE:		V.I.N.: 12345678932165498			
OFFICE NOTES (0)	COLL EXT:					
BIDS / AUCTION	Recovery Information					Edit Print police label
EMAIL / FAXES	Recovery details					
HISTORY	Recovery date/time: 05/02/2013 11:45 AM			Disposition of Stored collateral:		
DUPLICATE CASE	Miles on vehicle: Digital			Recovered at: 13607 White Tail Trail Austin, TX 78749		
SKIPTRACING	Recovered by:			Badge#/Name: <empty>		
	Police agency: Not Required - Debtor Notified					
	Damage: <empty>					

Click the Recovery Tab.

Creating a Condition Report

Scroll to the bottom of the page and click Create New Condition Report.

Additional information

Color: <empty> License plate: <empty>

Client notification <empty> notes:

Personals: <empty>

Personal items: <empty>

Common forms

Repo Notification Letter

+ CREATE NEW CONDITION REPORT

Create new condition report

Select a C/R type: Standard Car

Continue Cancel

Drag the border to move this window. Press ESC to close without saving.

Condition report status

There are no condition reports for this case

Hit the drop down arrow from the pop-up box and select your condition report type. Click Continue to proceed to select Condition Report.

Creating a Condition Report

Complete all applicable fields.

Creating Vehicle Condition Report

Case #: 2025207908

Client: CAGS Bank and Trust

Recovery Date: 2013-05-02

Police Agency: Not Required - Debtor Notified

Recovery Location: 1234 RDN Place Your Town TX 55555

Order Type: Involuntary

Account #:

Borrower: Jane Roo

Collateral (Stored At: Test CB Storage 235 RDN Place Austin TX 78736)

Year:

Make:

Model:

Color:

Storage Location #:

VIN #: 12345678932165498

Mileage: Digital

License/St: /

Expiration:

General

General Condition

Mechanical Condition

Interior Condition

Notes:

Keys

Ignition Keys

Secondary Keys

Battery

Options

Type Of Vehicle

Roof

Transmission

Stereo

Power Windows

Power Seats

Leather Seats

Power Locks

Power Steering

Alloy Wheels

Tilt Wheel

Cruise Control

A/C

Diesel

Rear A/C



Creating a Condition Report

Complete all applicable fields.

Passenger's Side

Front Quarter Panel

Good

Front Door

Good

Rear Door

Good

Rear Quarter Panel

Good

Top

Hood

Good

Roof

Good

Trunk

Good

Hatchback

Good

Bumper

Front

Good

Rear

Good

Glass

Good

enter notes here.....

Tires

Left Front

Good

Left Rear

Good

Right Front

Good

Right Rear

Good

Spare

Good

Wheel Cover Count

N/A

Completed By:

janedoe

Date: 2013-05-02



Post C/R

Enter the Completed By, select the Date, and Click Post C/R to complete this Condition Report.

Condition Report Status

Recovery details

Recovery date/time: 05/02/2013 11:45 AM	Disposition of collateral: Stored
Miles on vehicle: Digital	
Recovered by:	Recovered at: 1234 RDN Place
Police agency: Not Required - Debtor Notified	Your Town, TX 55555
Damage: <i><empty></i>	Badge#/Name: <i><empty></i>
Drivable: <i><empty></i>	Est. damage: <i><empty></i>
	Keys: <i><empty></i>

Storage information

Storage location: Test CB Storage	Lot space number: <i><empty></i>
Address: 235 RDN Place	
Austin, TX 78736	
Phone <i><empty></i>	


Additional information

Color: <i><empty></i>	License plate: <i><empty></i>
Client notification notes: <i><empty></i>	Fee to client: <i><empty></i>
Personals: <i><empty></i>	Bids: <i><empty></i>
Personal items: <i><empty></i>	

Your Condition Report is now created and placed on the Recovery tab. You may also edit or print the Condition Report from this section.

Common forms

 Repo Notification Letter

 [CREATE NEW CONDITION REPORT](#)

Condition report status

Standard Car

 Edit  Delete  Email  Print / Fax



Creating an Invoice

You may invoice your Client through RDN. To create an Invoice, open the Case Page of the Debtor.

Order Date: 2013-04-06 Case #: 2027833522 Ref. Number: 10875 File Folder Labels

Client: AAA FINANCIAL Collector: Lien Holder: AAA FINANCIAL Client Acct No:

MY SUMMARY CLIENT ADD ADJUSTER ADJUSTERS (2) UPDATES (1) RECOVERY FORMS

PRINT ORDER

PHOTOS / DOCS

RELEASE

INVOICES (0)

PAY ADJUSTER

REMINDERS (0)

OPENLANE

OFFICE NOTES (0)

BIDS / AUCTION

EMAIL / FAXES

HISTORY

DUPLICATE CASE

SKIPTRACING

OPEN ON 04/06/2013 (27 DAYS AGO) EXP. DATE: 7

ORDER TO: **Involuntary Repo** STATUS: Open ADD SUB-STATUS: JUMP TO: Enter Case Number

CLIENT PHONE: DEBTOR: JANE DOE YEAR: 2012
CLIENT FAX: COSIGNER: JOHN DOE MAKE: AUDI
COLL PHONE: MODEL: R8 SPYDER
COLL EXT: V.I.N.: 12345678964215649
COLL FAX:

Debtor Information Report as violent? Edit

Debtor name: Jane Doe Cosigner name: John Doe
Debtor SSN: <empty> Cosigner SSN: <empty>
Debtor DOB: <empty> Cosigner DOB: <empty>
Debtor Email: <empty> Cosigner Email: <empty>
Driver's License: <empty> Cosigner License: <empty>

Assign To Edit

Click the Invoice tab located on the Case Page.

Creating an Invoice

Order Date: 2013-04-06	Case #: 2027833522	Ref. Number: 10875	File Folder Labels			
Client: AAA FINANCIAL	Collector:	Lien Holder: AAA FINANCIAL	Client Acct No:			
My SUMMARY	CLIENT	ADD ADJUSTER	ADJUSTERS (2)	UPDATES (1)	RECOVERY	FORMS
PRINT ORDER	OPEN ON 04/06/2013 (27 DAYS AGO)					
PHOTOS / DOCS	7 EXP. DATE:					
RELEASE	ORDER TO:	STATUS:	ADD SUB-STATUS:	JUMP TO:		
	Involuntary Repo	Open		Enter Case Number		
INVOICES (0)	CLIENT PHONE:	DEBTOR: JANE DOE		YEAR: 2012		
PAY ADJUSTER	CLIENT FAX:	COSIGNER: JOHN DOE		MAKE: AUDI		
REMINDERS (0)	COLL PHONE:	MODEL: R8 SPYDER				
OPENLANE	COLL EXT:	V.I.N.: 12345678964215649				
OFFICE NOTES (0)	COLL FAX:					
BIDS / AUCTION	+ CREATE NEW INVOICE					+ ADD NEW SERVICE ITEM WITHOUT INVOICE
EMAIL / FAXES	Invoices					
HISTORY	There are no invoices for this case.					
DUPLICATE CASE						
SKIPTRACING						
Powered By RDN		©1998-2013 Recovery Database Network, Inc. All rights reserved.		My Setup		Carrie Barbour (Manager)

Click Create New Invoice.

Creating an Invoice

Order Date: **2013-04-06** Case #: **2027833522** Ref. Number: **10875** File Folder Labels

Client: **AAA FINANCIAL** Collector: Lien Holder: **AAA FINANCIAL** Client Acct No:

MY SUMMARY CLIENT ADD ADJUSTER ADJUSTERS (2) UPDATES (1) RECOVERY FORMS

PRINT ORDER

PHOTOS / DOCS

RELEASE

INVOICES (0)

PAY ADJUSTER

REMINDERS (0)

OPENLANE

+ CREATE NEW INVOICE

OFFICE NOTES (0)

BIDS / AUCTION

EMAIL / FAXES

HISTORY

DUPLICATE CASE

SKIPTRACING

OPEN ON 04/06/2013 (27 DAYS AGO) EXP. DATE: 7

ORDER TO: **Involuntary Repo** STATUS: Open ADD SUB-STATUS: JUMP TO: Enter Case Number

CLIENT PHONE: DEBTOR: **JANE DOE** YEAR: **2012**
CLIENT FAX: COSIGNER: **JOHN DOE** MAKE: **AUDI**
COLL PHONE: MODEL: **R8 SPYDER**
COLL EXT: V.I.N.: **12345678964215649**
COLL FAX:

ADD NEW SERVICE ITEM WITHOUT INVOICE

New Invoice

Complete the following fields to create a new invoice for this case

Bill To: **AAA FINANCIAL (AUSTIN, TX)**

Date: **05/02/2013**

Create Cancel

Drag the border to move this window. Press ESC to close without saving.

Verify the Bill To and Date are correct. Press Create to create a new Invoice.

Creating an Invoice

Order Date: 2013-04-06 Case #: 2027833522 Ref. Number: 10875 File Folder Labels

Client: AAA FINANCIAL Collector: Lien Holder: AAA FINANCIAL Client Acct No:

MY SUMMARY PRINT ORDER PHOTOS / DOCS RELEASE INVOICES (1) PAY ADJUSTER REMINDERS (0) OPENLANE OFFICE NOTES (0) BIDS / AUCTION EMAIL / FAXES HISTORY DUPLICATE CASE SKIPTRACING

New invoice item

Complete the following fields to create a new invoice item

Date	Service Rendered	Quantity	Cost	Taxable	Tax Rate
05/02/2013	- Select One -	1	0	No	0

Notes:

- Select One -
- 1st Placement Involuntary Repo
- 1st Placement Locate
- 2nd Placement Locate
- Additional Fees
- Administrative Fee
- Aircraft
- Bids Fee
- Cleaning
- Close Fee
- Close fee (0-50mil)
- Credit
- Cure
- Detail Expenses
- Field Visit Fee
- Impound Repo Fee
- Investigation Fee
- Key Fees
- Mileage - Repo
- Outside Charges

General ledger

Agent rate

Save and close Cancel

Invoice N^o 3141

Invoice Date Approval Date Bill To

EXP. DATE: 7

JUMP TO: Enter Case Number

ORDER 78964215649

PROFIT: \$0.00

ITEM WITHOUT INVOICE

E-mail / Fax Print Fax Invoice + CR

ESC to close without saving.

Your Invoice is now created. A new box will pop-up for you to select your Invoice Items. Click the drop down under Service Rendered and select the item you wish to Invoice for.

Creating an Invoice

Order Date: 2013-04-06 Case #: 2027833522 Ref. Number: 10875 File Folder Labels

Client: AAA FINANCIAL Collector: Lien Holder: AAA FINANCIAL Client Acct No:

MY SUMMARY PRINT ORDER PHOTOS / DOCS RELEASE INVOICES (1) PAY ADJUSTER REMINDERS (0) OPENLAN OFFICE NO BIDS / AUCTION EMAIL / FAXES HISTORY DUPLICATE CASE SKIPTRACING

FORMS EXP. DATE: JUMP TO: Enter Case Number ORDER 78964215649 PROFIT: \$0.00 ITEM WITHOUT INVOICE E-mail / Fax Print Fax Invoice + CR

New invoice item

Complete the following fields to create a new invoice item

Date	Service Rendered	Quantity	Cost	Taxable	Tax Rate
05/02/2013	Repo Fee	1	0	No	

Notes:

General ledger

Agent to pay + Agent rate

Trav Gross (assigned)

Create and add another Create and close Cancel

Drag the border to move this window. Press ESC to close without saving.

Enter any notes to be displayed on the Invoice.

Enter the Quantity and Cost.

If you need to add another Billable Service to this invoice, press Create and add another.

If you do not need to add another Billable Service to this invoice, press Create and Close.

Invoice N° 3141

Invoice Date: Approval Date: Bill To: AAA FINANCIAL (AUSTIN, TX)

Creating an Invoice

Invoices

+ Add new payment ✎ Edit ✕ Delete + Add new item ☑ E-mail / Fax 🖨 Print
☑ Email Invoice + CR 🖨 Fax Invoice + CR

Invoice N^o 3141
Invoice Date: 05/02/2013 Approval Date: <pending> Bill To: AAA FINANCIAL (AUSTIN, TX)

Date	Service Rendered	Quantity	Cost	Taxable	Tax Rate	Subtotal
05/02/2013	Repo Fee	1	\$200.00	NO	n/a	\$200.00

Sales Tax: \$0.00
Invoice Total: \$200.00
Expenses: \$0.00
Profit: \$200.00

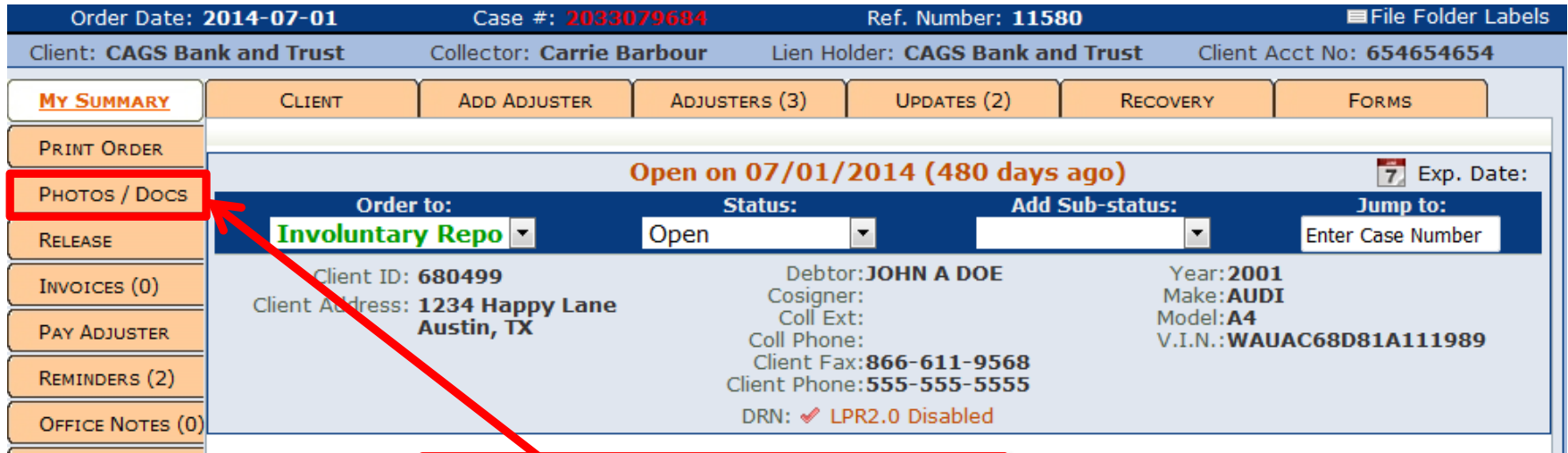


Your Invoice is now created and may be seen by the RDN Client.



Uploading Photos

To upload photos to your RDN case, click the Photos/Docs tab from the case page.



The screenshot displays the RDN case page for Case # 2033079684. The page header includes the Order Date (2014-07-01), Case # (2033079684), Ref. Number (11580), and File Folder Labels. The client information is CAGS Bank and Trust, Collector Carrie Barbour, Lien Holder CAGS Bank and Trust, and Client Acct No. 654654654. The main navigation bar contains tabs for MY SUMMARY, CLIENT, ADD ADJUSTER, ADJUSTERS (3), UPDATES (2), RECOVERY, and FORMS. The left sidebar has a vertical list of tabs: MY SUMMARY, PRINT ORDER, PHOTOS / DOCS (highlighted with a red box), RELEASE, INVOICES (0), PAY ADJUSTER, REMINDERS (2), and OFFICE NOTES (0). The main content area shows the case status as 'Open on 07/01/2014 (480 days ago)' with an expiration date of 7 days. Below this, there are fields for Order to (Involuntary Repo), Status (Open), Add Sub-status, and Jump to (Enter Case Number). Client details include Client ID 680499, Client Address 1234 Happy Lane Austin, TX, Debtor JOHN A DOE, Cosigner, Coll Ext, Coll Phone, Client Fax 866-611-9568, Client Phone 555-555-5555, Year 2001, Make AUDI, Model A4, V.I.N. WAUAC68D81A111989, and DRN LPR2.0 Disabled.

Click the Photos/Docs tab.

Uploading Photos

Order Date: 2014-07-01 Case #: 2033079684 Ref. Number: 11580 File Folder Labels

Client: CAGS Bank and Trust Collector: Carrie Barbour Lien Holder: CAGS Bank and Trust Client Acct No: 654654654

MY SUMMARY CLIENT ADD ADJUSTER ADJUSTERS (3) UPDATES (2) RECOVERY FORMS

PRINT ORDER

PHOTOS / Docs

RELEASE

INVOICES (0)

PAY ADJUSTER

REMINDERS (2)

OFFICE NOTES (0)

BIDS / AUCTION

EMAIL / FAXES

HISTORY

DUPLICATE CASE

SKIPTRACING

COMPLAINTS

Open on 07/01/2014 (480 days ago) Exp. Date: 7

Order to: **Involuntary Repo** Status: Open Add Sub-status: Jump to: Enter Case Number

Client ID: 680499 Debtor: JOHN A DOE Year: 2001
Client Address: 1234 Happy Lane Cosigner: Make: AUDI
Austin, TX Coll Ext: Model: A4
Coll Phone: V.I.N.: WAUAC68D81A111989
Client Fax: 866-611-9568
Client Phone: 555-555-5555
DRN: LPR2.0 Disabled

Picture Report

Click "Browse" to locate the photo you wish to upload.

No photos have been uploaded for this case

- You may upload several images per case
- You may upload jpg, jpeg, png or gif image files
- Image file sizes must not exceed 7MB
- Images will automatically be scaled to approx 640x480

Upload New Image: No file selected.

Uploading Photos

Picture Management Picture Report

Click "Green Plus Sign" to upload multiple photos.

- You may upload several images per case
- You may upload jpg, jpeg, png or gif image files
- Image file sizes must not exceed 7MB
- Images will automatically be scaled to approx 640x480

Upload New Image:

Browse...	No file selected.	-	+	Upload Image
Browse...	No file selected.	-		
Browse...	No file selected.	-		

Uploading Photos

Picture Management Picture Report

Click "Upload Image" to upload photos.


- You may upload several images per case
- You may upload jpg, jpeg, png or gif image files
- Image file sizes must not exceed 7MB
- Images will automatically be scaled to approx 640x480

Upload New Image:


Browse...	Hydrangeas.jpg	-	+	
Browse...	Chrysanthemum.jpg	-		
Browse...	Desert.jpg	-		

Uploading Photos


Picture Management Picture Report



640x480 42 KB
[View At Full Size](#)
[Delete Image 1](#)



512x384 115 KB
[View At Full Size](#)
[Delete Image 2](#)



640x480 46 KB
[View At Full Size](#)
[Delete Image 3](#)

Photos have now been uploaded to the RDN case page.

- You may upload several images per case
- You may upload jpg, jpeg, png or gif image files
- Image file sizes must not exceed 7MB
- Images will automatically be scaled to approx 640x480

Upload New Image: No file selected.



Release Collateral

The following slides will guide you through releasing collateral in RDN. You must be on the RDN case page to release collateral.

The screenshot displays the RDN case page interface. On the left is a vertical navigation menu with tabs: 'My Summary', 'PRINT ORDER', 'PHOTOS / DOCS', and 'RELEASE'. The 'RELEASE' tab is highlighted in orange and has a red arrow pointing to it from a callout box. The main content area shows a header with tabs: 'CLIENT', 'ADD ADJUSTER', 'ADJUSTERS (6)', 'UPDATES (44)', 'RECOVERY', and 'FORMS'. Below this, a status bar indicates 'Open on 10/29/2012 (1391 days ago)' and 'Exp. Date: 7'. The main form area includes fields for 'Order to:' (set to 'Involuntary Repo'), 'Status:' (set to 'Open'), 'Add Sub-status:', and 'Jump to:' (with an 'Enter Case Number' input field).

Release Collateral

Release Information

Case transport OR release

Disposition:

Storage location:

Location address:

By:

To:

Transport notes:

Transport date:

Date vehicle left lot: 10/19/2015

Title Received:

Release notes:

Personal property release date:

Change disposition to something other than Stored. Select a Transport Date. Select Save Release to release collateral from being stored.



Release Personal Property

The following slides will guide you through releasing personal property in RDN. You must be on the RDN case page to release personal property.



The screenshot displays the RDN case management interface. On the left is a vertical navigation menu with tabs: 'My Summary', 'PRINT ORDER', 'PHOTOS / DOCS', and 'RELEASE'. The 'RELEASE' tab is highlighted with a red arrow pointing to it. The main content area shows a case summary with the following elements:

- Top navigation: CLIENT, ADD ADJUSTER, ADJUSTERS (6), UPDATES (44), RECOVERY, FORMS
- Case status: Open on 10/29/2012 (1391 days ago)
- Exp. Date: 7
- Order to: Involuntary Repo (dropdown)
- Status: Open (dropdown)
- Add Sub-status: (empty dropdown)
- Jump to: Enter Case Number (input field)

A red callout box with a white background and a red border contains the text: "Select the Release tab."

Release Personal Property

The following slides will guide you through releasing personal property in RDN. You must be on the RDN case page to release personal property.

Release Information

Case transport OR release

Disposition: I/P

Storage location: [redacted]

Location: [redacted]

To: [redacted]

Transport notes: This is where we should transport these cars

Transport date: 10/19/2015 ✘

Date vehicle left lot: 10/19/2015

Title Received: [redacted]

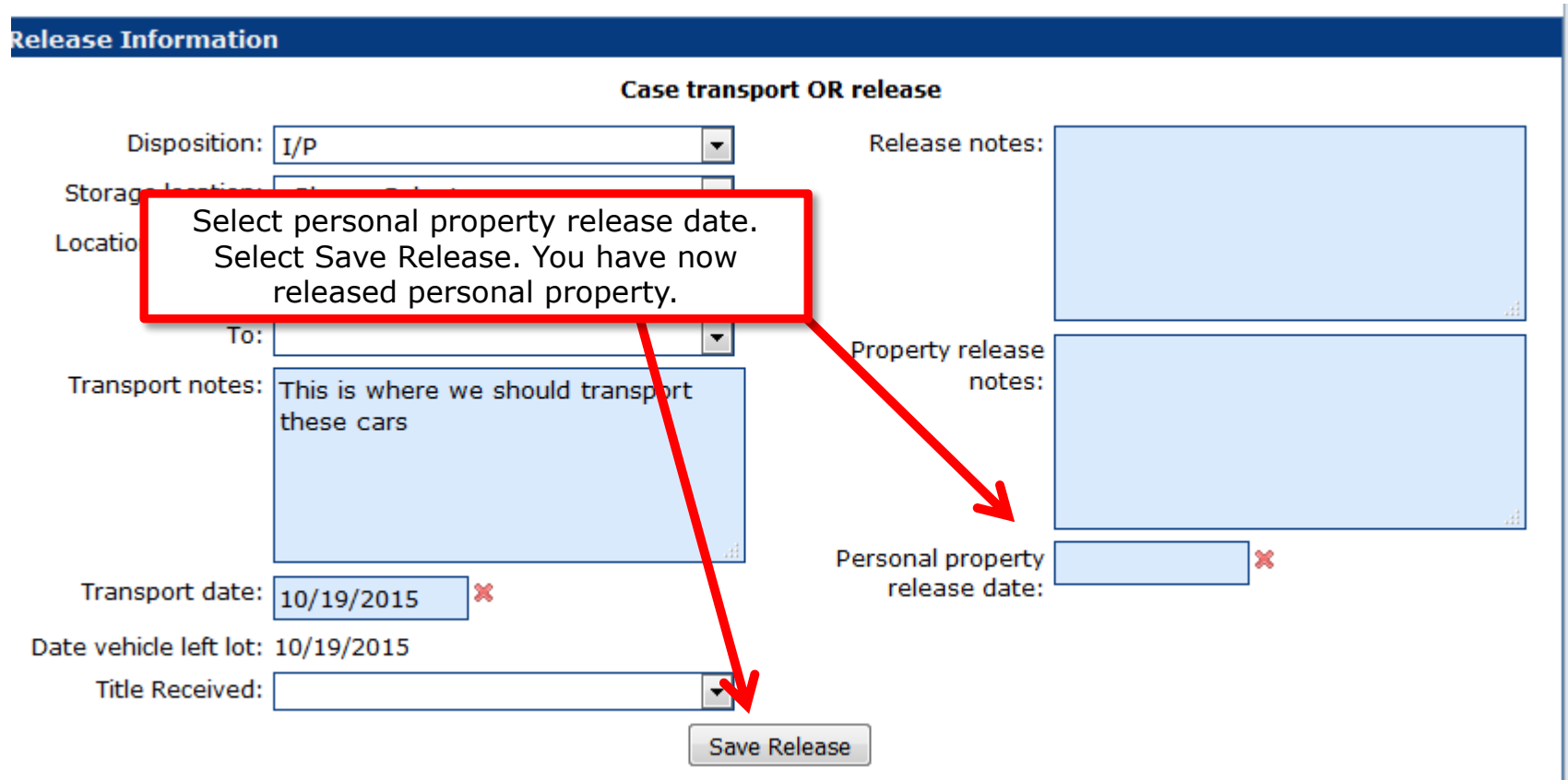
Release notes: [redacted]

Property release notes: [redacted]

Personal property release date: [redacted] ✘

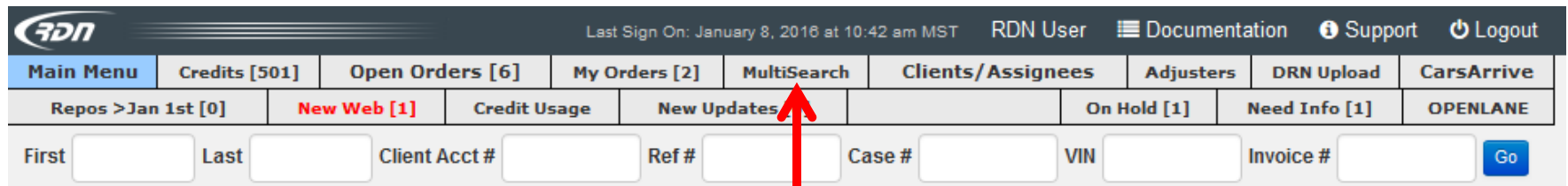
Save Release

Select personal property release date.
Select Save Release. You have now released personal property.



MultiSearch Reporting Options

You may review your accounts within a certain time frame by running a MultiSearch report. MultiSearch lets you perform searches based on the criteria you select.



The screenshot shows the RDN user interface. At the top, there is a navigation bar with the RDN logo on the left and user information on the right: "Last Sign On: January 8, 2016 at 10:42 am MST", "RDN User", "Documentation", "Support", and "Logout". Below this is a main menu with several tabs: "Main Menu", "Credits [501]", "Open Orders [6]", "My Orders [2]", "MultiSearch", "Clients/Assignees", "Adjusters", "DRN Upload", and "CarsArrive". Under the "MultiSearch" tab, there are sub-sections: "Repos > Jan 1st [0]", "New Web [1]", "Credit Usage", "New Updates", "On Hold [1]", "Need Info [1]", and "OPENLANE". Below the menu is a search form with input fields for "First", "Last", "Client Acct #", "Ref #", "Case #", "VIN", and "Invoice #", followed by a "Go" button. A red arrow points from the "MultiSearch" tab to the search form.

Click MultiSearch.

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MultiSearch allows you to define your search criteria. RDN has provided you with multiple way to define your search criteria.

The screenshot displays a web interface for defining search criteria. It is divided into two main sections: **Client Criteria** and **Case Criteria**. The **Client Criteria** section includes dropdown menus for Client, Lienholder, and Assignee, and a text input for Account Number. The **Case Criteria** section includes dropdown menus for Case Worker and Investigator, and text inputs for Claim Number, VIN, Year / Make / Model (with separate fields for Year, Make, and Model), and License Plate #. A red box highlights the text "Search Criteria." with arrows pointing to the "Client Criteria" and "Case Criteria" section headers.

Saved Searches	
Client Criteria	
Client	Any
Lienholder	Any
Assignee	Any
Account Number	
Case Criteria	
Case Worker	Any
Investigator	Any
Claim Number	
VIN	
Year / Make / Model	Year Make Model
License Plate #	

MultiSearch Reporting Options

To run a MultiSearch by date range, you will need to locate the Date Range Criteria section.

Date Range Criteria

Where

During Dates To

Date Range Criteria Two

Where

During Dates To

Sort By

Sort Results By

MultiSearch Reporting Options

Select the option you wish to run a Date Range Criteria report. For example: If you wish to pull a report of all cases you have recovered during a certain time frame, you select "Recovered" and define your date range. If you wish to pull a report of all cases that have been assigned to you during a certain time frame, you select "Assigned" and define your date range.

The screenshot shows a web interface for MultiSearch Reporting Options. It features a sidebar with three main sections: Office Criteria, Complaints Criteria, and Date Range Criteria. The Office Criteria section includes fields for Office and Branch. The Complaints Criteria section includes a field for Has Complaints. The Date Range Criteria section includes a field for Where and a field for During Dates with a 'To' field. A central dropdown menu is open, showing options: Any, Assigned, Closed, Recovered, Released, Completed, and Closed-Positive Resolution. A red box highlights the dropdown menu with the text "Select an option, define your dates and press Search." Red arrows point from this box to the dropdown menu, the Date Range Criteria section, and the Search! button. At the bottom, there are two buttons: Search! and Clear Selections.

Filter: Enter keywords
Select an option

Office Criteria

Office

Branch

Complaints Criteria

Has Complaints

Date Range Criteria

Where

During Dates

Any

Assigned

Closed

Recovered

Released

Completed

Closed-Positive Resolution

Any

To

Search! Clear Selections

Select an option, define your dates and press Search.

MultiSearch Reporting Options

Your results will be returned based off the criteria you have entered.

MultiSearch results are listed.

Configure Results Export Results Save Search Change Search Criteria Update All Update Selected

Total Results: 5
1

Row	Select	Case Number	Status	Order Date	Year, Make and Model
1	<input type="checkbox"/>	2025067927	Repossessed	06/29/2012	1999 ford f-150
2	<input type="checkbox"/>	2025067984	Repossessed	06/29/2012	2004 Chevrolet Malibu
3	<input type="checkbox"/>	2038812851	Repossessed	07/07/2015	2005 SATURN VUE
4	<input type="checkbox"/>	2039661682	Repossessed	08/26/2015	1999 FORD F150
5	<input type="checkbox"/>	2040357709	Repossessed	10/06/2015	2013 RAM 1500 LARAMIE

Questions??

**If you have any questions, please contact RDN Support at
817-204-0298, option 1, or via email: support@recoverydatabase.net.**

