RDN Training: Limited Users

CONFIDENTIAL

Limited User Training

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

Preparing Company Profile for Assignment
Edit My Profile
Uploading company documentation to be seen by the client
Adding Zip Codes/Branches
Add Invoice Items to Company Profile
Add Clients
Add PD's
Add/Edit Storage Lots
Credits (how to add and credit usage report)
Add Credit Card to Profile
Accepting New Web
New From Client to Open Status
Assign Agent if applicable
Accepting Close and Holds
Updating an RDN Account
New Updates
Create an update
Processing a Recovery
Mark Repossessed
Create C/R
Create Invoice
Upload Photos/Docs
Release Procedures
Release Collateral from Storage
Release PP
Report Options
MultiSearch

RDN Training: Edit My Profile

CONFIDENTIAL

Editing My Profile

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

Editing My Profile

Modify LIMITED User Account:

USER SETTINGS

Company:	AZ8172040298
Personal ID:	597100
Last Name:	User
First Name:	RDN
User Name:	RDNUser
Password:	
Confirm Password:	
	Generate Show Password
User Email:	cbarbour@openlane.com
Password Reset Email:	cbarbour@openlane.com

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

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

SECURITY QUESTIONS

Question 1:	What was your childhood nickname?
Answer:	(keep blank to use previously saved answer)
Question 2:	What is your maternal grandmother's maiden name?
Answer:	(keep blank to use previously saved answer)
Question 3:	Where were you when you had your first kiss?
Answer:	(keep blank to use previously saved answer)

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

Enter information you would like to appear on your invoice.

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:	Yes **This is not the assignment itself. You still need to login to RDN to retrieve the assignment**
Two-Factor Authentication:	Disabled - Enable

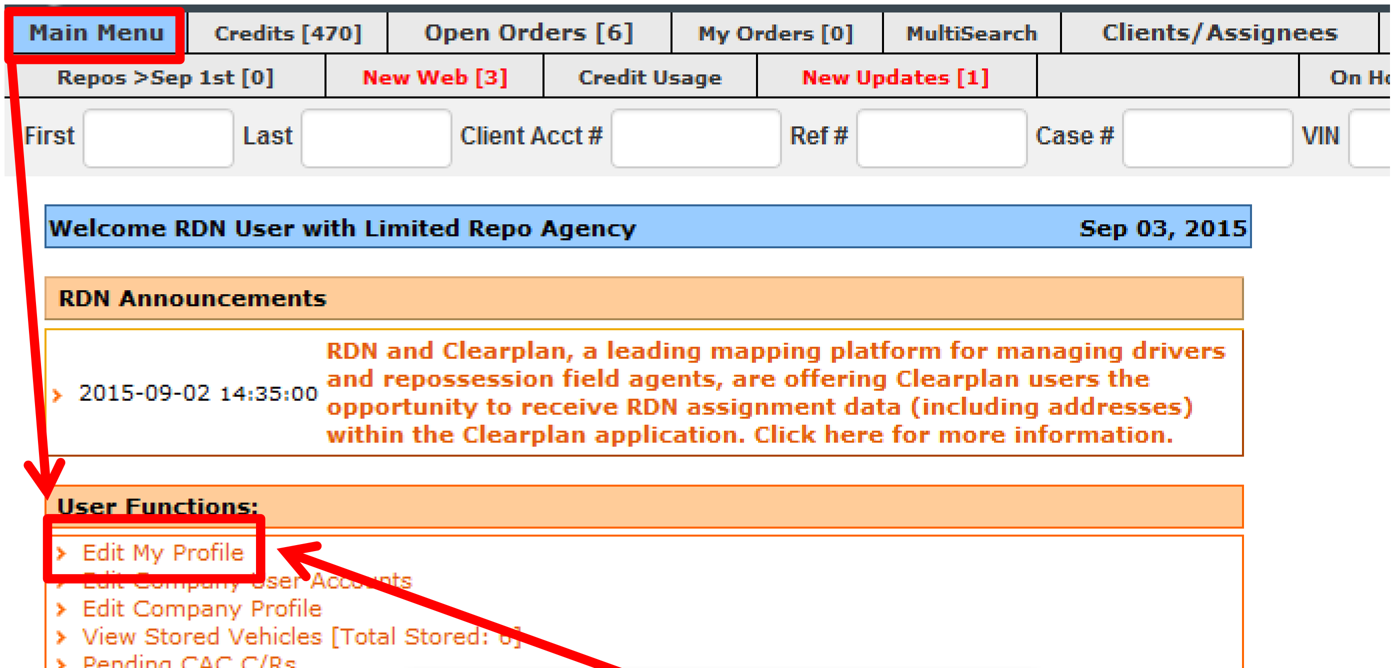
Modify Entry

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.

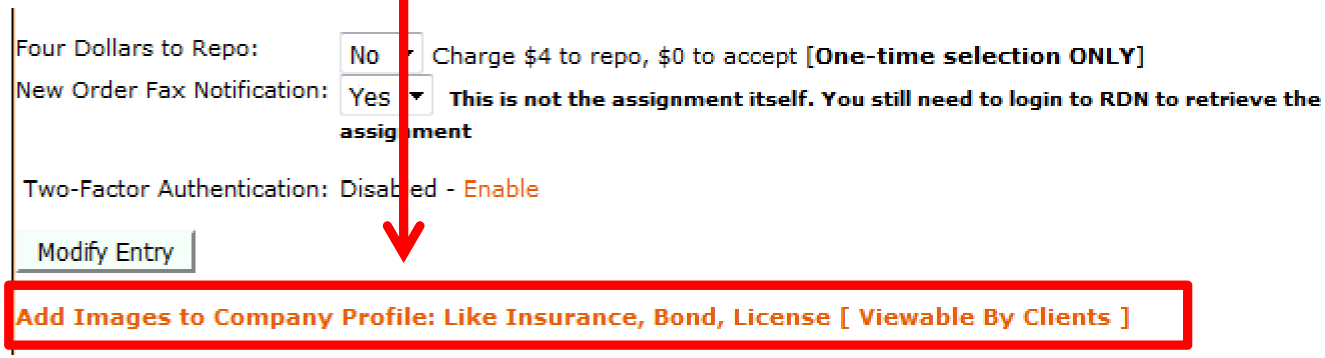
Upload Company Documentation



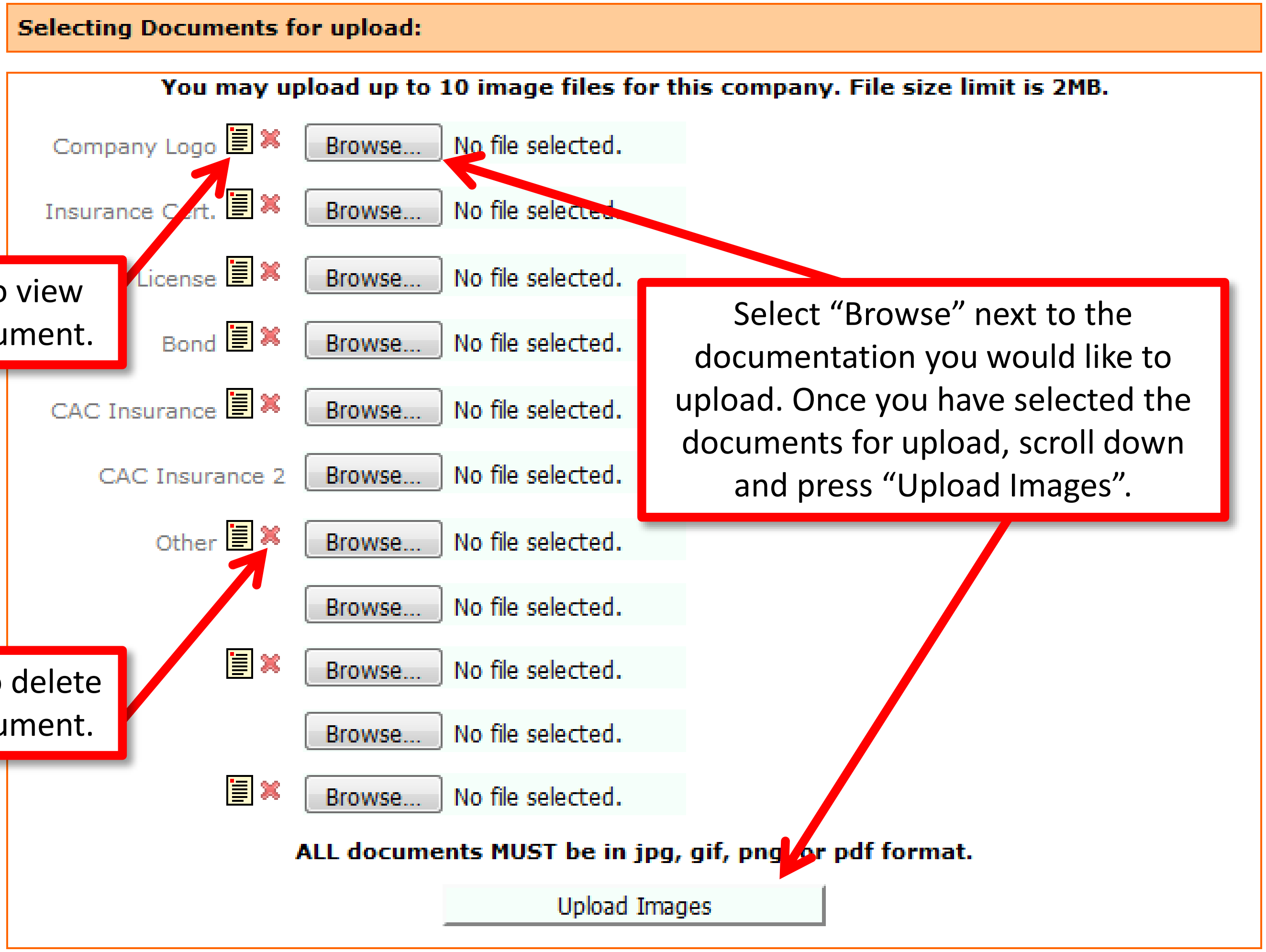
Select “Edit My Profile”.

Upload Company Documentation

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



Upload Company Documentation



Click the "Icon" to view 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".

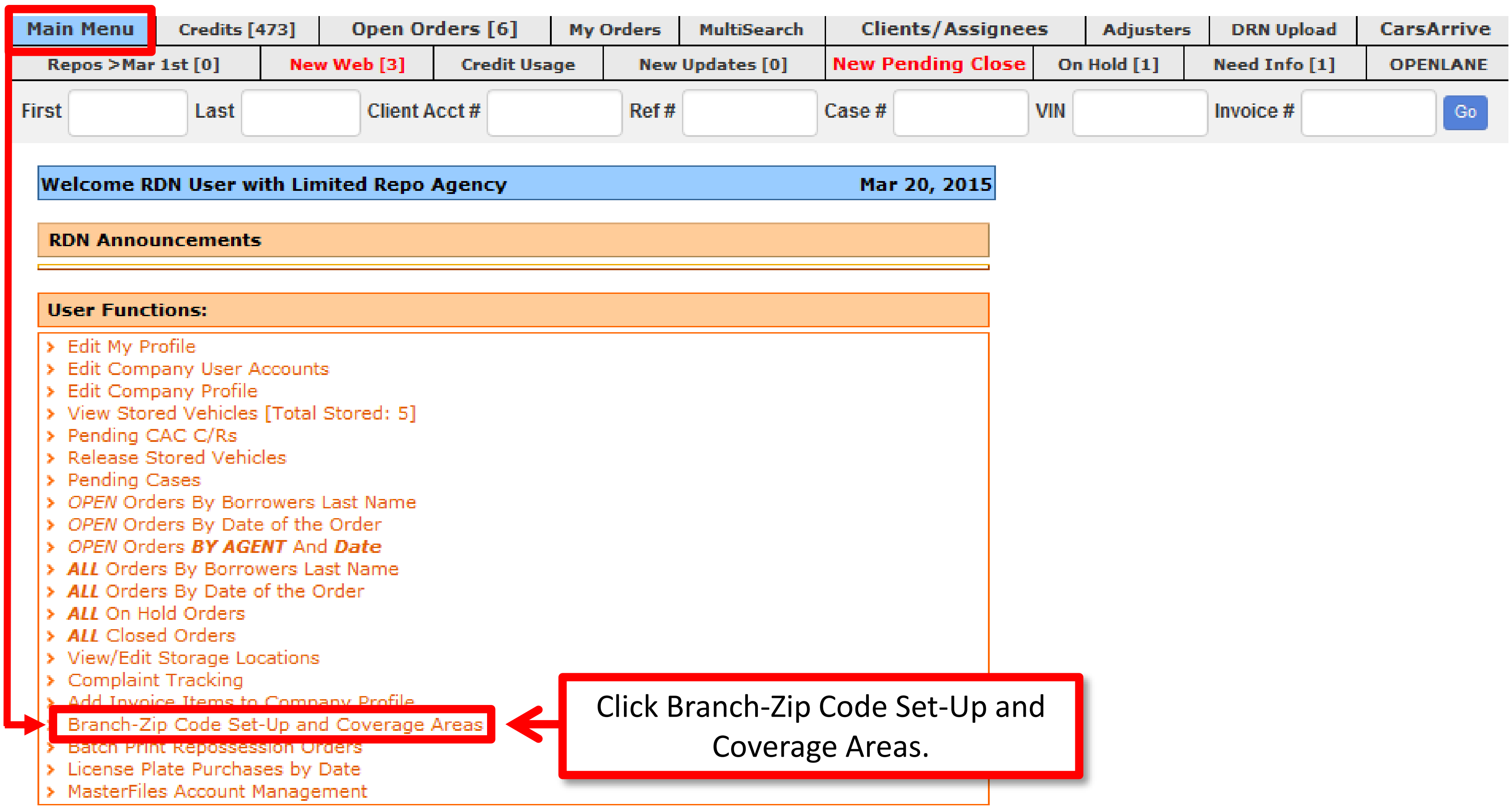
Click the red "X" to delete the uploaded document.

RDN Training: Adding New Zip Codes

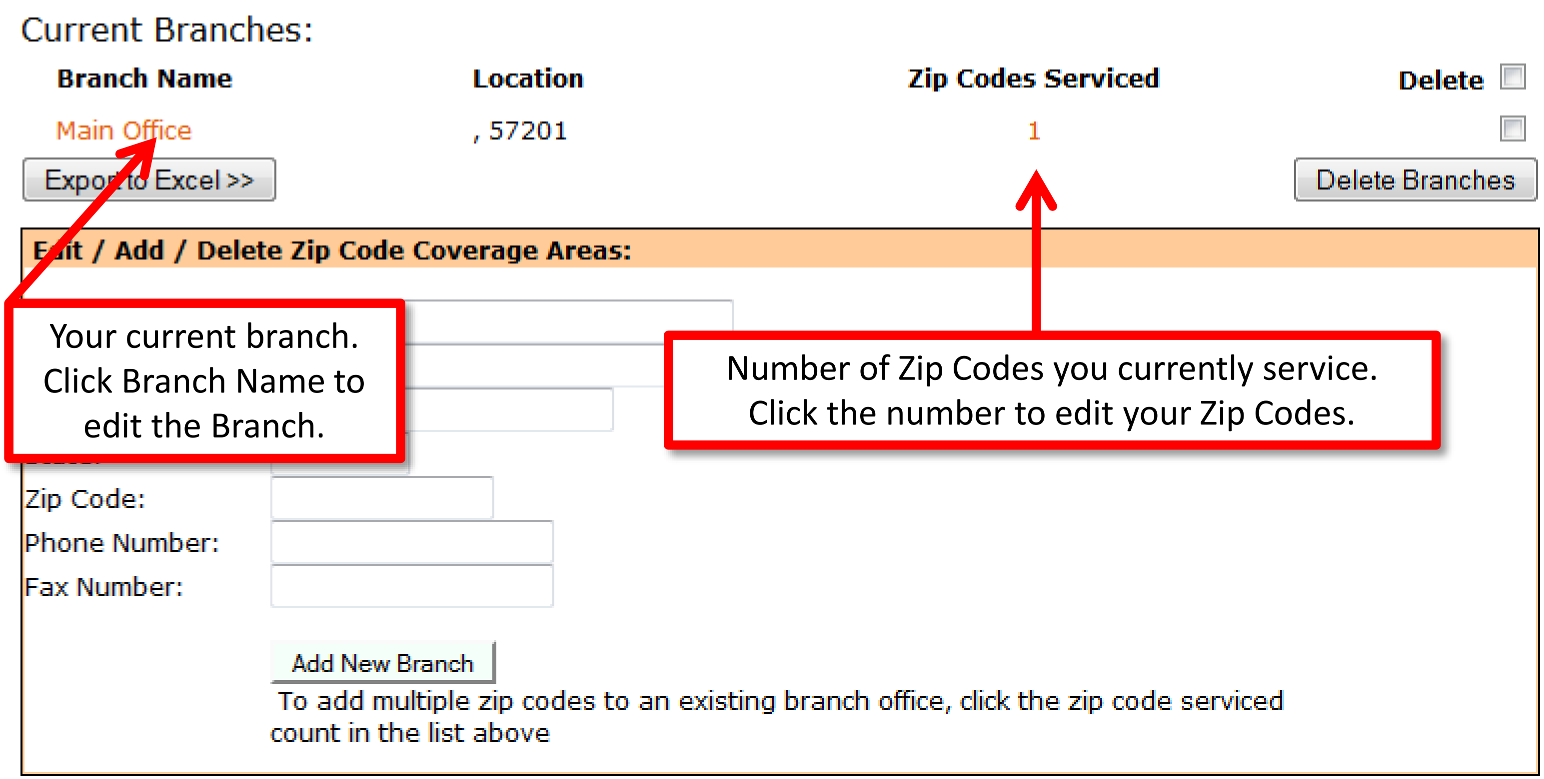
CONFIDENTIAL

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.



Adding a Zip Code



Adding a Zip Code

Current Branches:

Branch Name	Location	Zip Codes Serviced	Delete
Main Office	, 57201	1	

Export to Excel >>

Delete Branches

Edit / Add / Delete Zip Code Coverage Areas:

Branch Name:

Address:

City:

State:

Zip Code:

Phone Number:

Fax Number:

Add New Branch

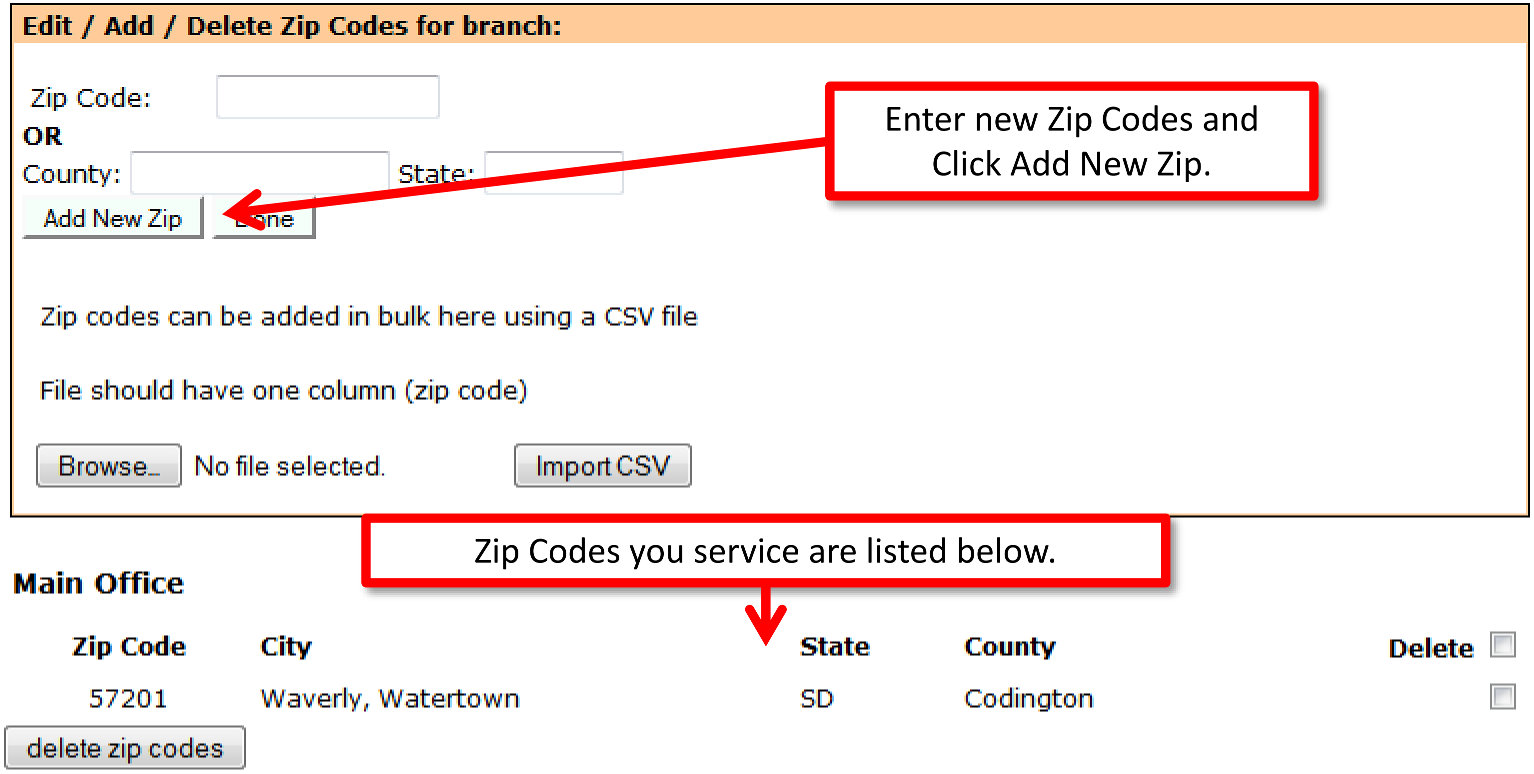
To add multiple zip codes to an existing branch office, click the zip code serviced count in the list above.

Complete fields to enter a new Branch.

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

Adding a Zip Code

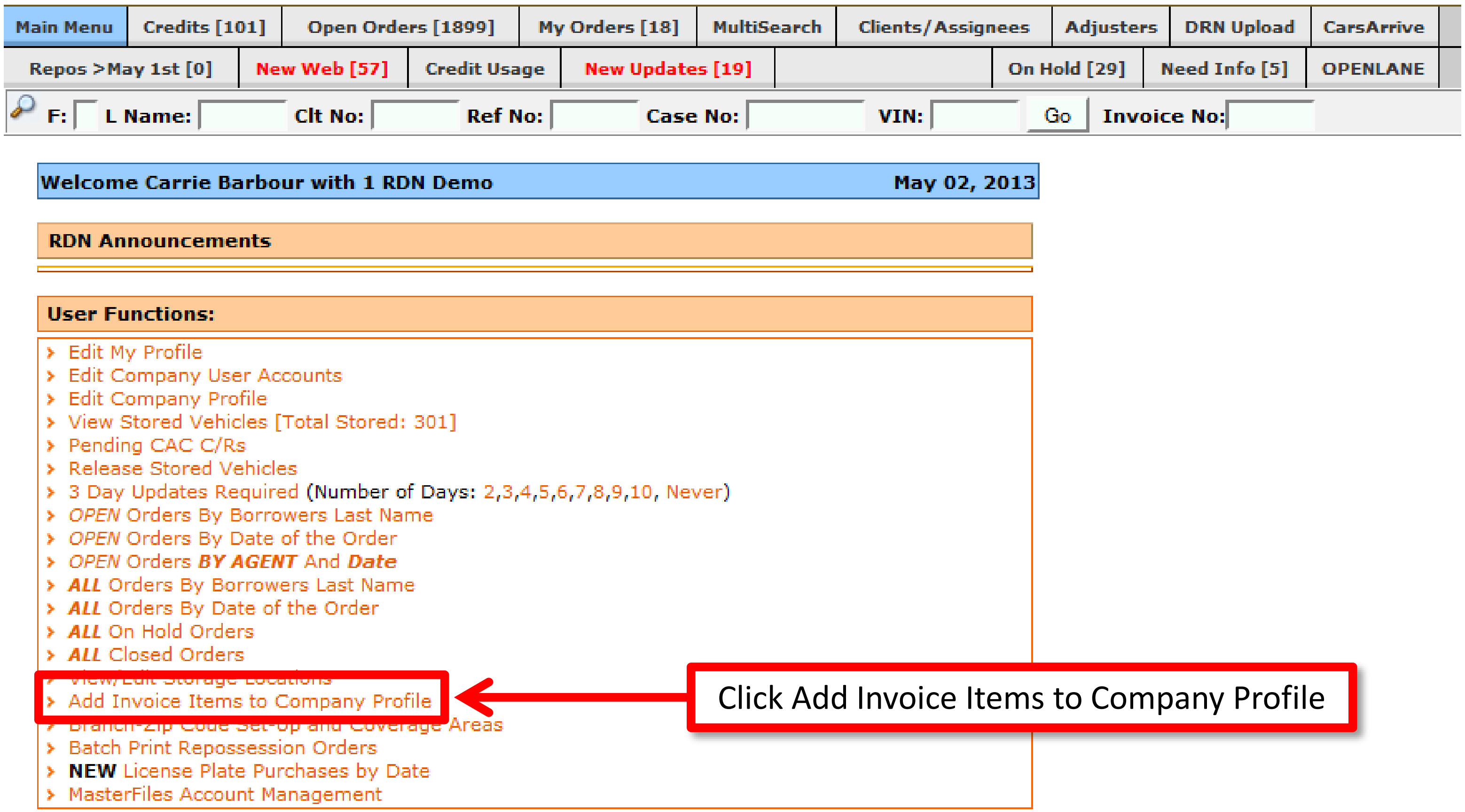
You can now add zip codes to this branch. Just type in the zip code one by one. If you prefer to add ALL the zip codes from one county, simply type the County name and the State (please abbreviate) and ALL the zip codes from that County will be added at one time. You can delete zip code(s) by checking 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.



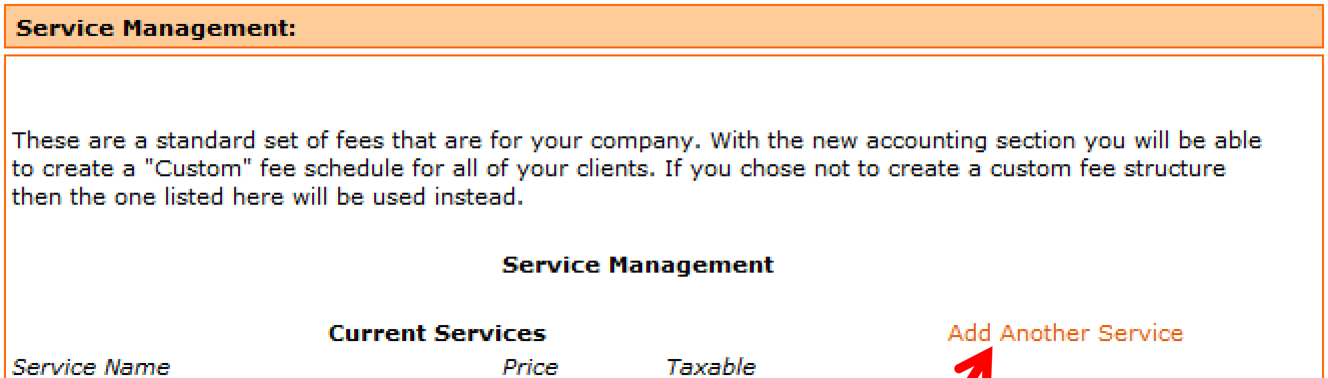
RDN Training: Adding Invoice Items

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.



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.

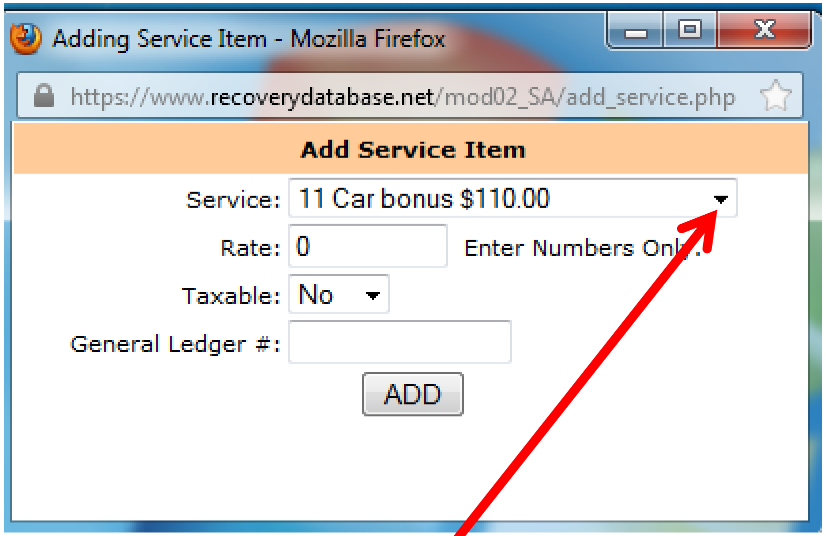
Service Management

Current Services Add Another Service

Service Name *Price* *Taxable*

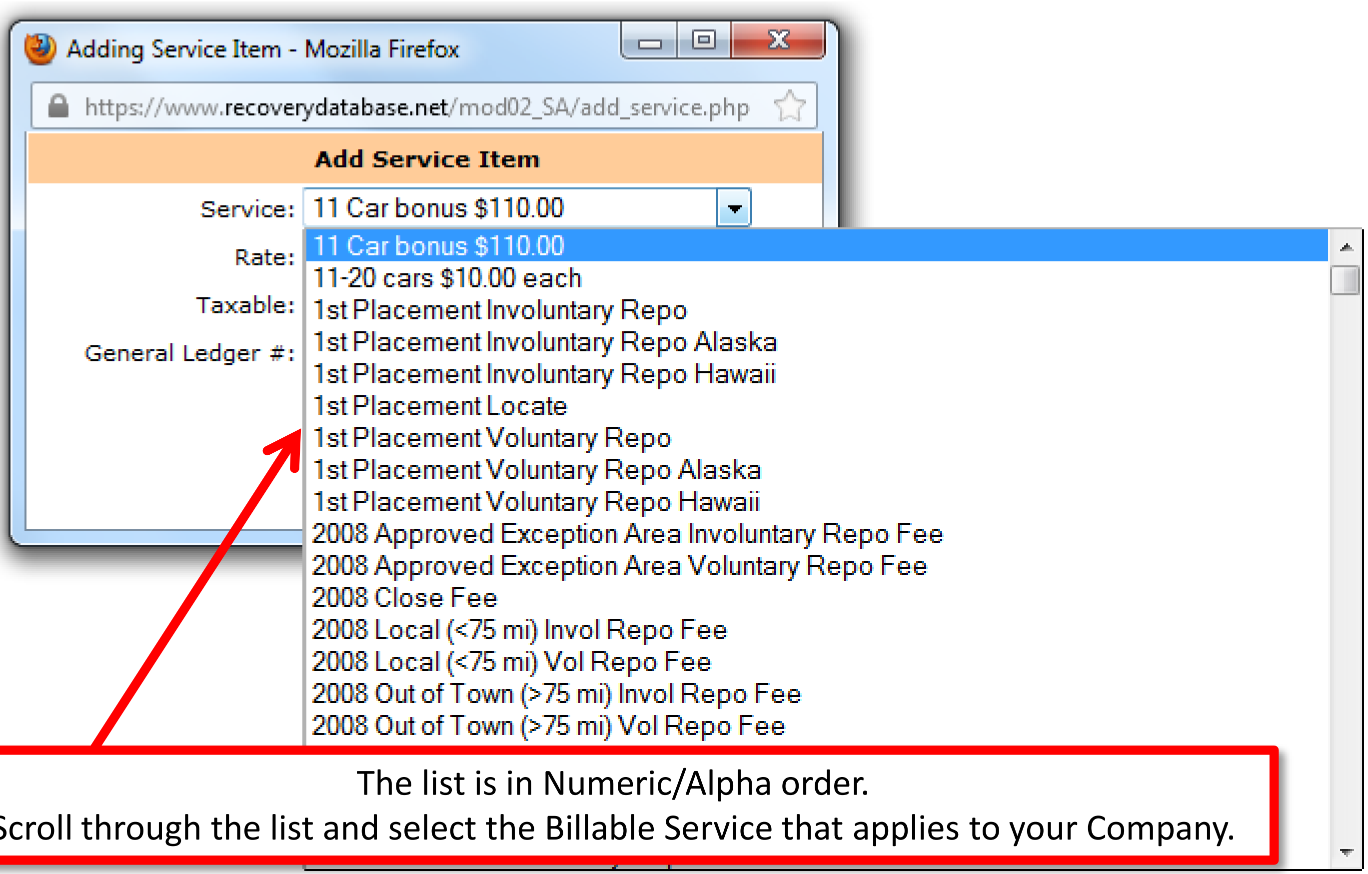
Click Add Another Service.

Adding Billable Services



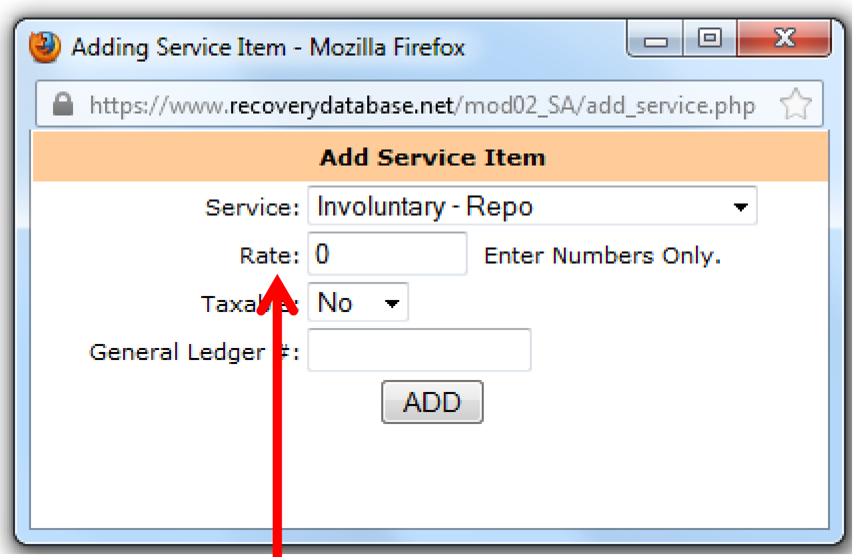
Click the drop down arrow to display the Billable Services.

Adding Billable Services



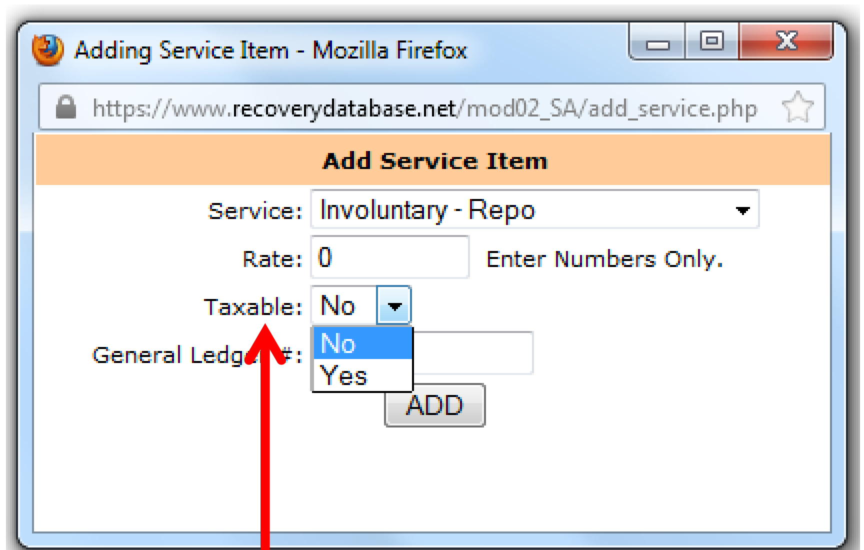
The list is in Numeric/Alpha order.
Scroll through the list and select the Billable Service that applies to your Company.

Adding Billable Services



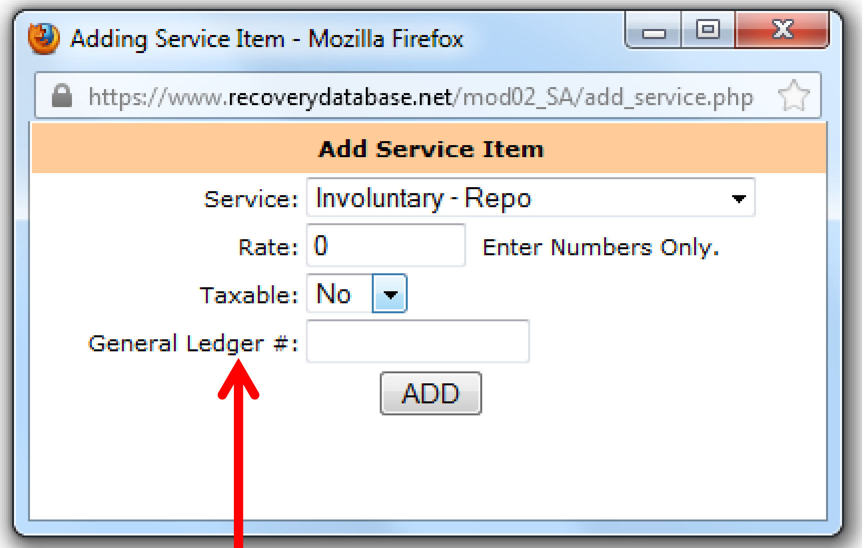
RDN recommends you leave the rate at 0 as the charges may vary with each Client. You may key in the amount on the Invoice tab located on the Case Page.

Adding Billable Services



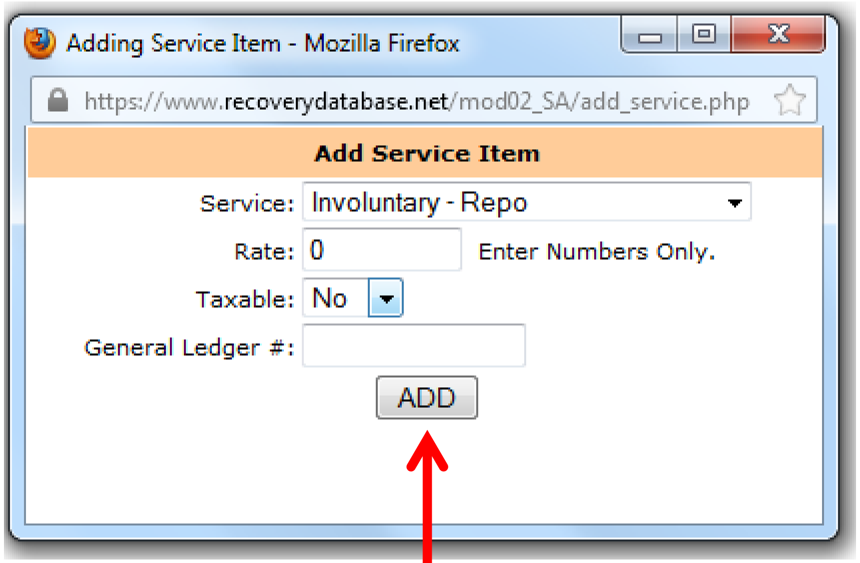
Select “Yes” if this Billable Service is taxable.
Leave selection at “No” if this Billable Service is not taxable.

Adding Billable Services



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

Adding a Billable Service



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

Current Services Add Another Service

Service Name	*Price*	*Taxable*		
Involuntary - Repo	$0.00	NO	Edit Service	Delete Service

You may also Edit or Delete this Service.

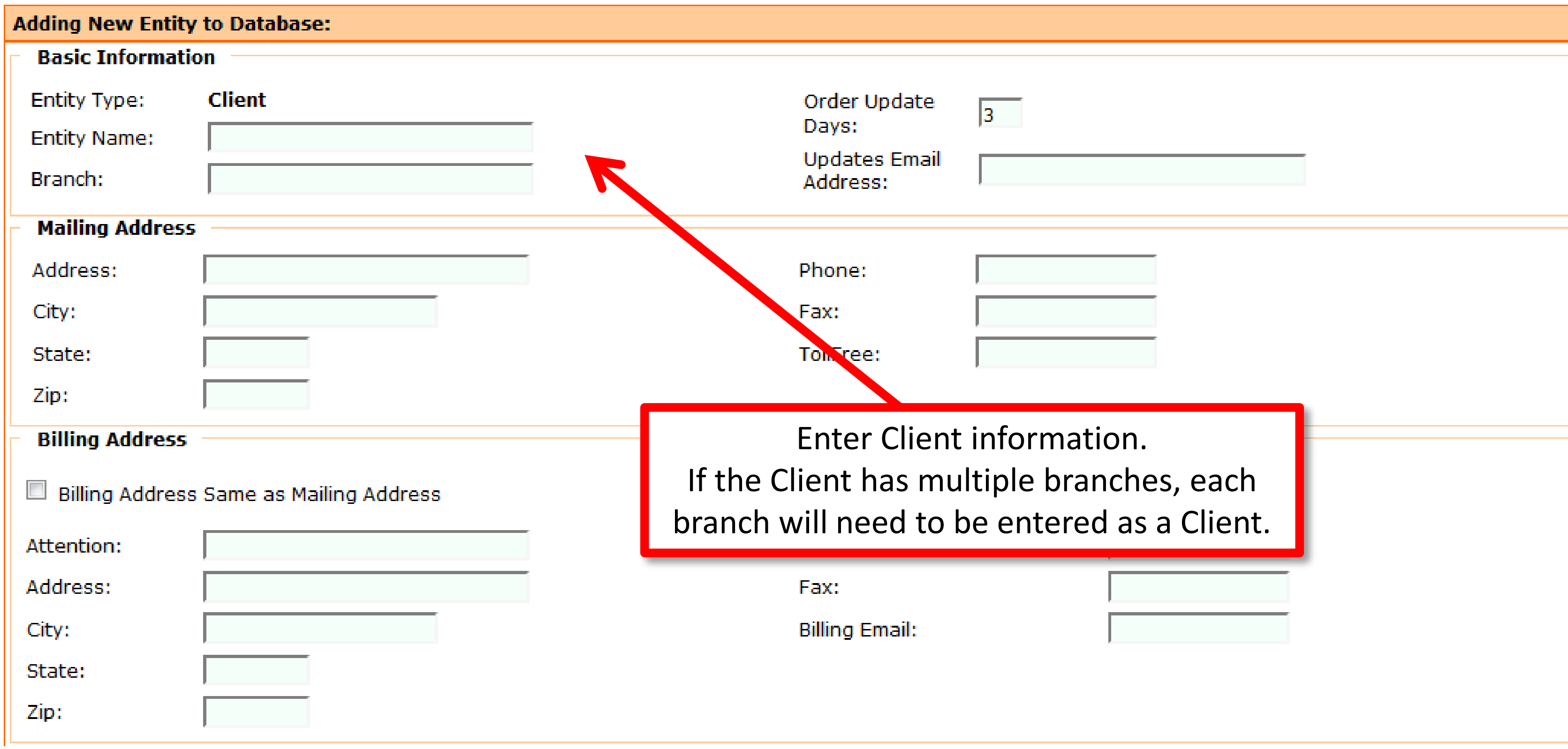
RDN Training: Adding a Client

CONFIDENTIAL

Adding a Client

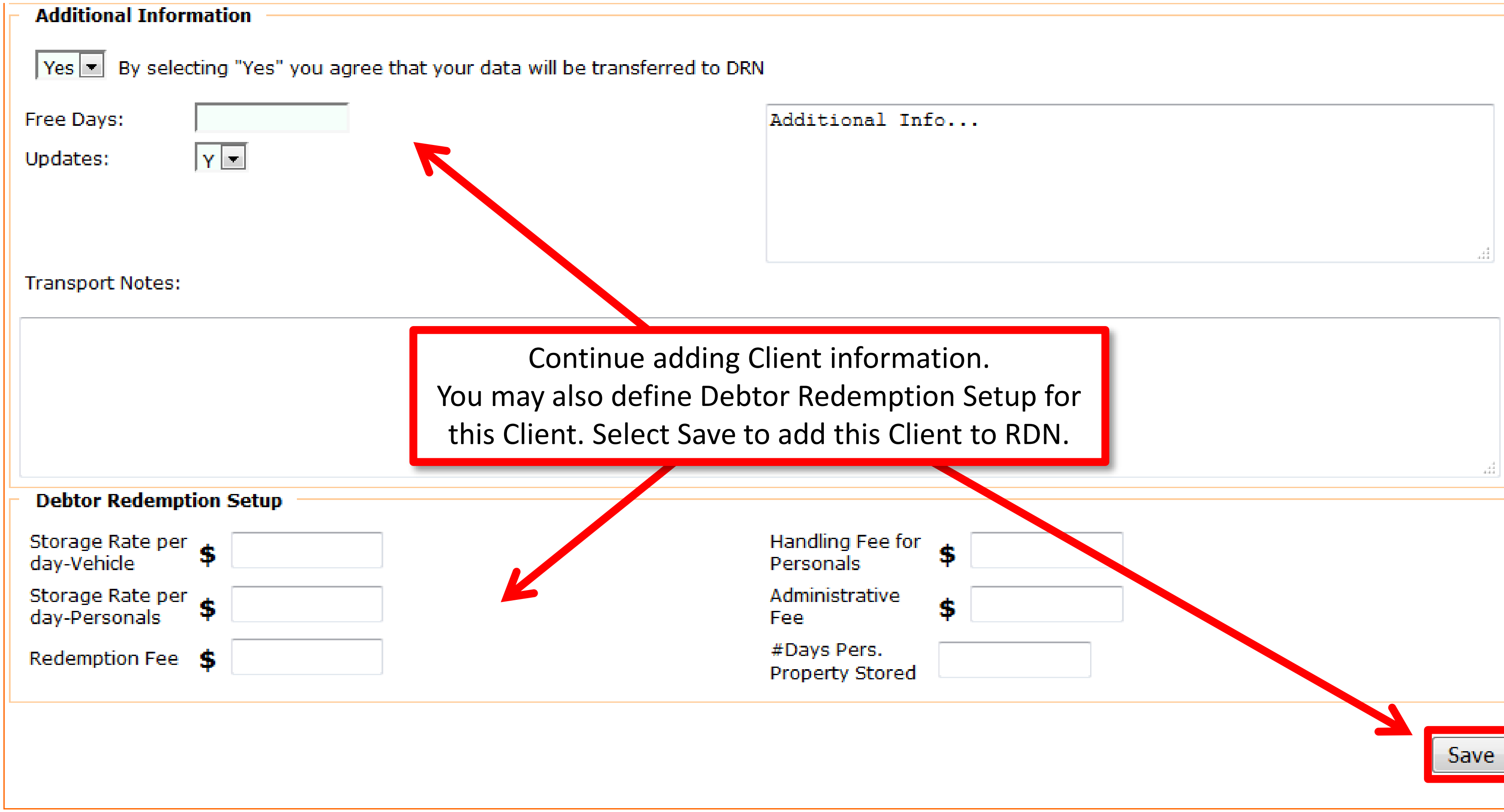
The following steps will guide you through adding a Client to RDN.

Adding a Client



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

Adding a Client



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

You may now edit the Client and select additional options.

Adding a Client – Edit Client Information

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

Add Another Service

Current Services

Service Name *Taxable*

Select 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.

You may Edit or Delete the service item.

Current Services

Add Another Service

Service Name	*Price*	*Taxable*		
Repo Fee	$300.00	NO	Edit Service	Delete Service

Select Save Changes.

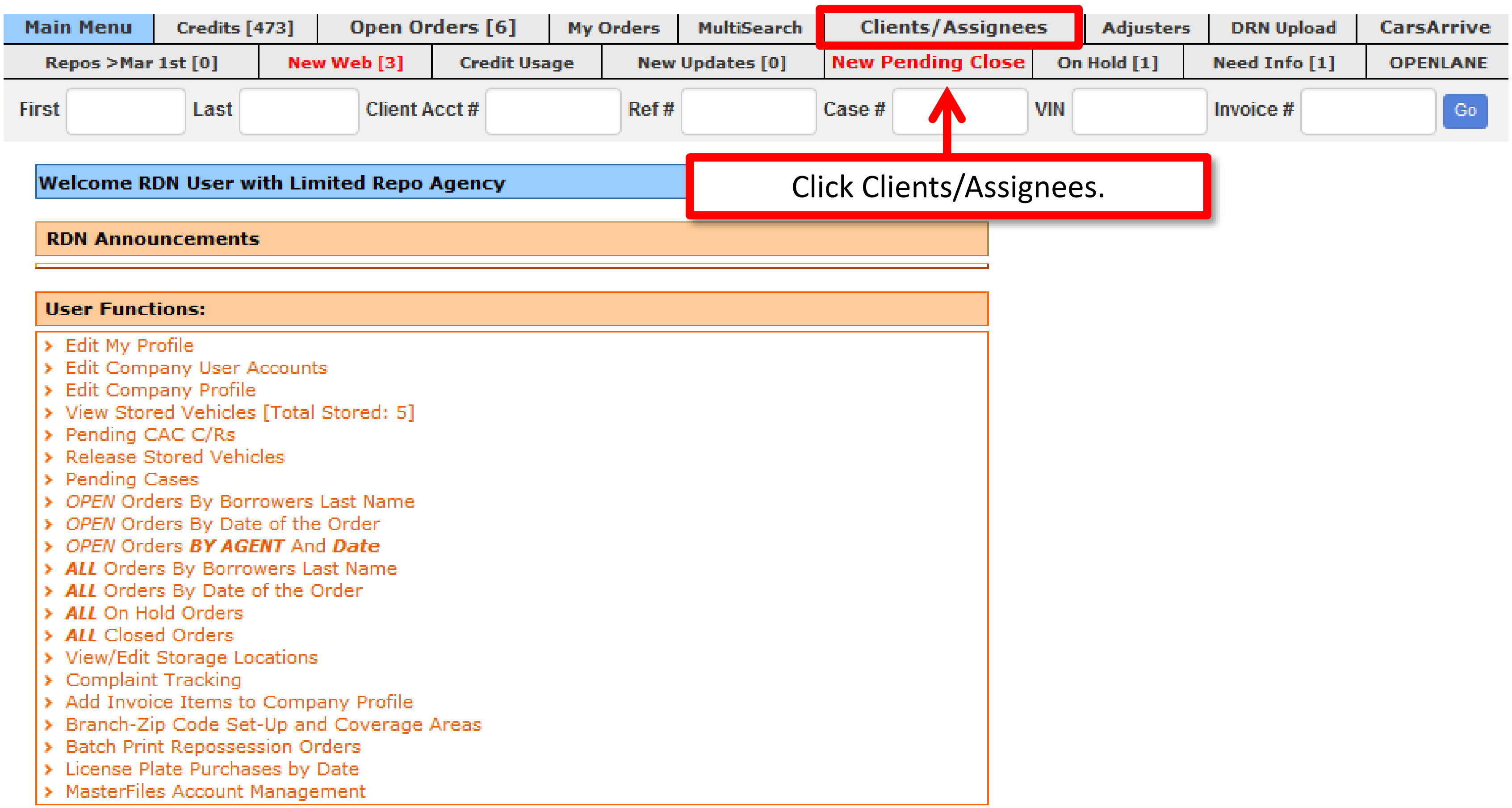
Save Changes　Save + View

RDN Training: Adding a Police Department

CONFIDENTIAL

Adding a Police Department

Please follow the steps below to add a Police Department.



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.

ients

Showing 1 to 3 of 3 Records.

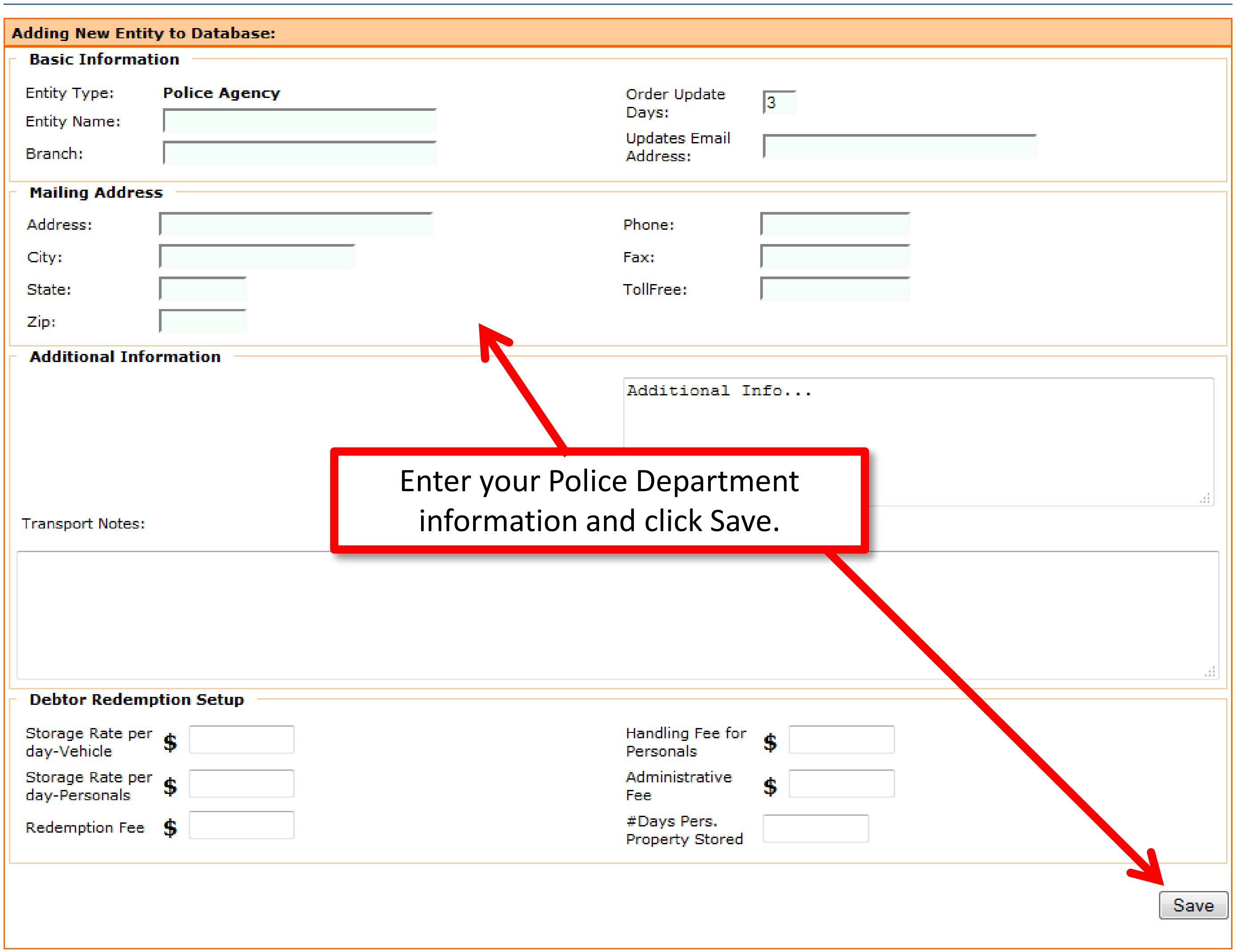
Currently on page 1 of 1 pages.

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

Adding a Police Department



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 1 of 1 pages.

Filter by state All

Name	Address	City	State	Zip	Phone
ABC Police Department,					

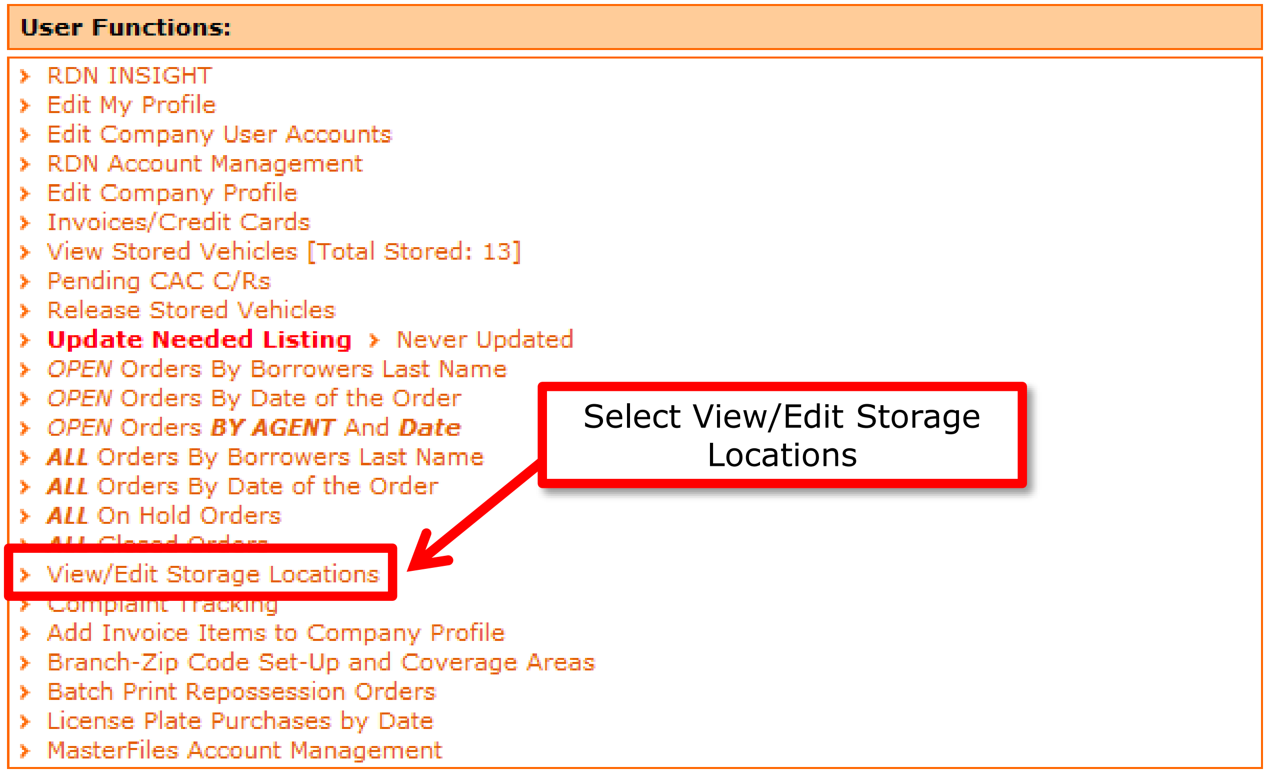
The Police Department is now saved and listed in your Profile.

RDN Training: Adding a Storage Location

CONFIDENTIAL

Storage Location

You may add or edit your Storage Location in RDN.



Storage Location

Storage Location Management

Enter new storage location below (complete):

Name:
Address:
City
State Please Select
Zip
Phone
Fax
Email

Add New Location

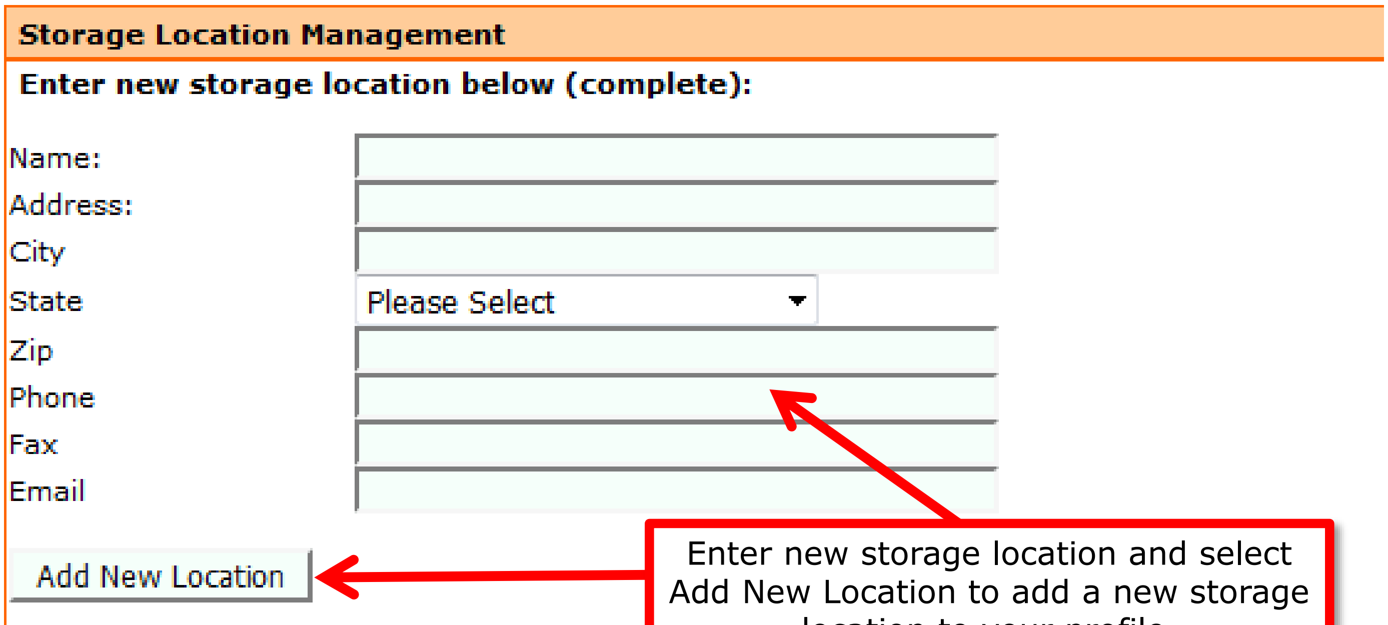
Active Storage Locations.

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		

Storage Location



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 — Please Select
Zip
Phone
Fax
Email

Add New Location

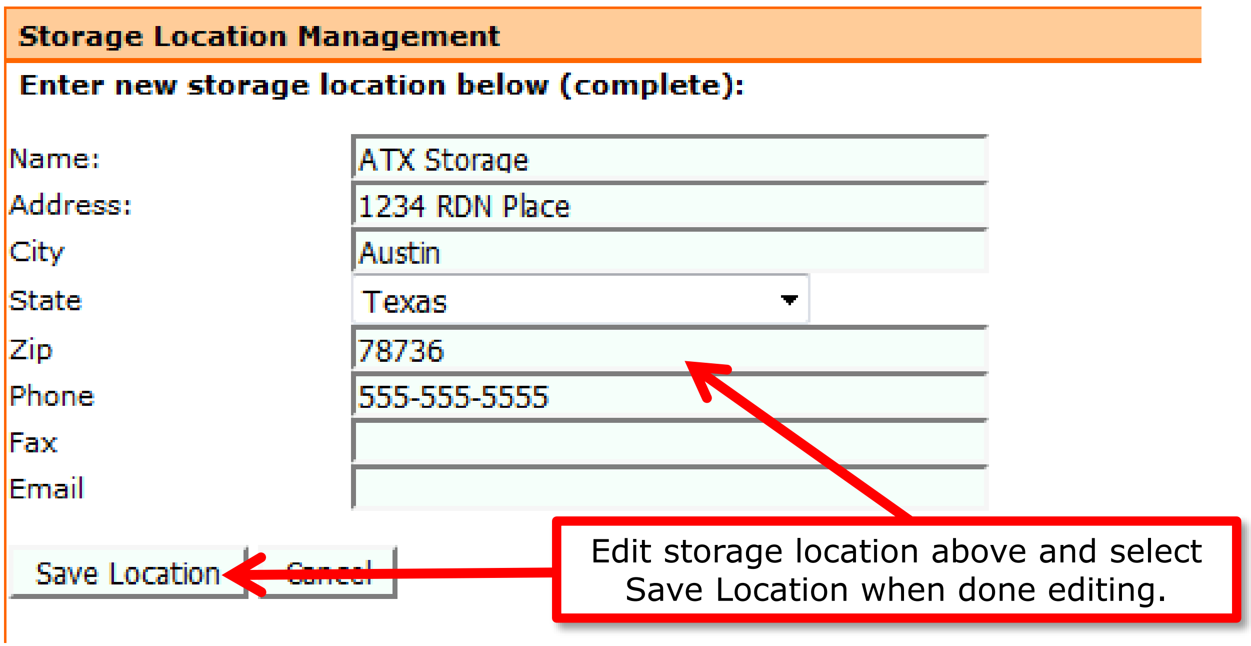
Select Edit to edit an active storage location.

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		

Storage Location



Storage Location

Storage Location Management

Enter new storage location below (complete):

Name:
Address:
City
State Please Select
Zip
Phone
Fax
Email

Add New Location

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

6 Active Storage Locations found:

View Deleted

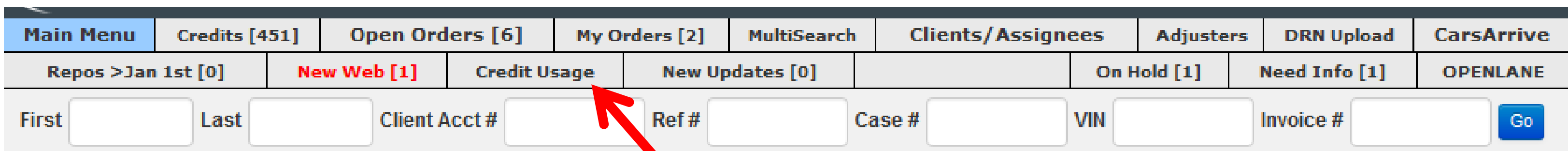
		Id	Name	Address	City	State	Zip	Phone	Fax
Edit	Delete	341904	ATX Storage	1234 RDN Place	Austin	TX	78736	555-555-5555	
Edit	Delete	15435	Main Storage Lot,Test,Tucson,AZ	1234 Test Lot	Tuscon	AZ	12345		
Edit	Delete	337534	Test	1234 RDN Place	Austin	TX	78736		
Edit	Delete	337535	Test	1234 RDN Place	Austin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

RDN Training: Credit Usage

CONFIDENTIAL

RDN Credit Usage

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



Select Credit Usage.

RDN Credit Usage

Credit Usage Report:

SELECT A DATE RANGE:

From: 2016-01-01 To: 2016-01-07

Submit

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 Refund	$50.00	$0.00

Total Credits: $50.00
Tax: $0.00
Total: $50.00

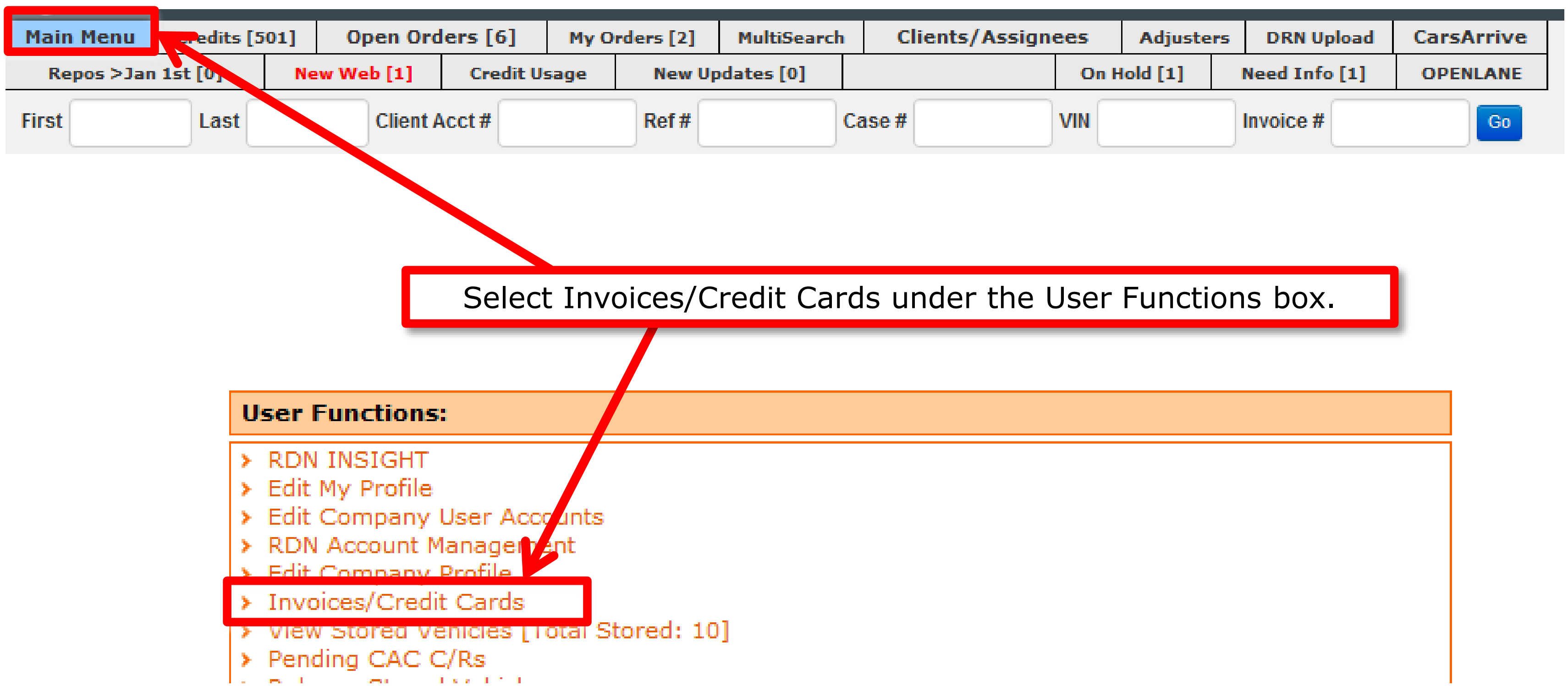
Your Debits and Credits will be displayed at the bottom of the Credit Usage report.

RDN Training: Adding a Credit Card

CONFIDENTIAL

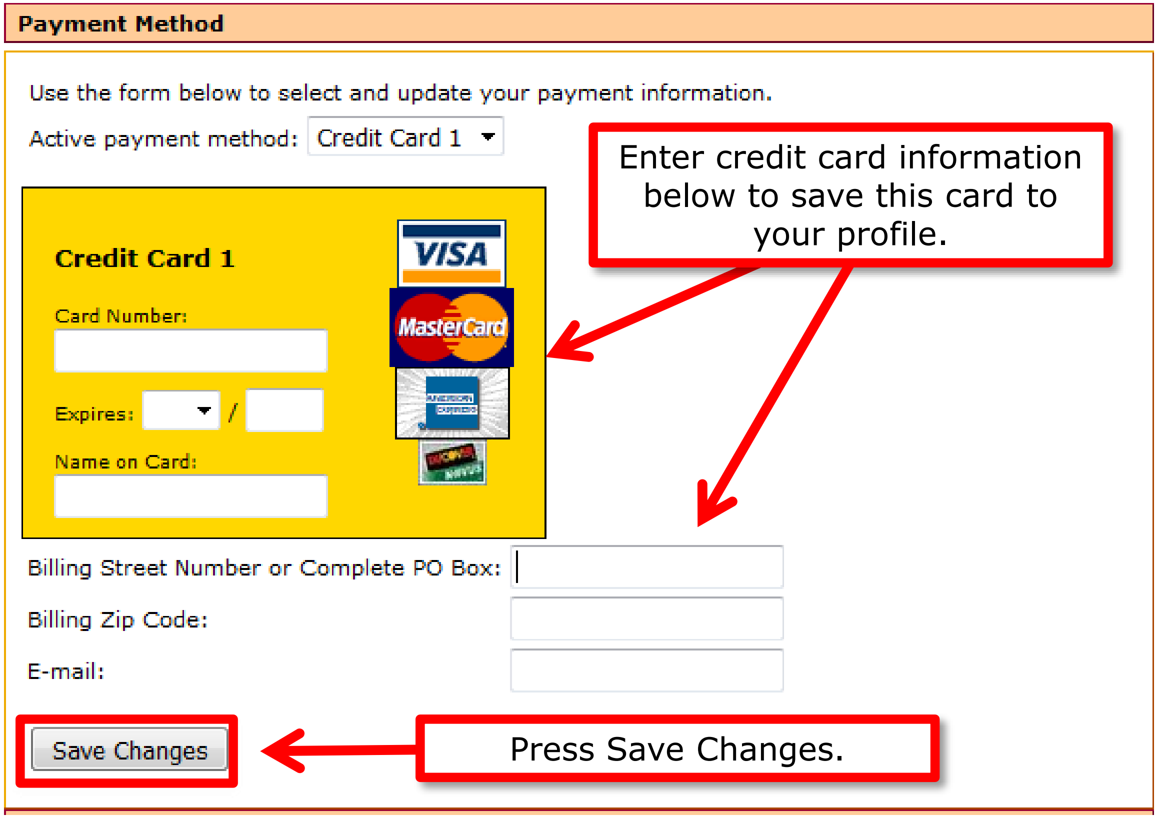
Adding credit card

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



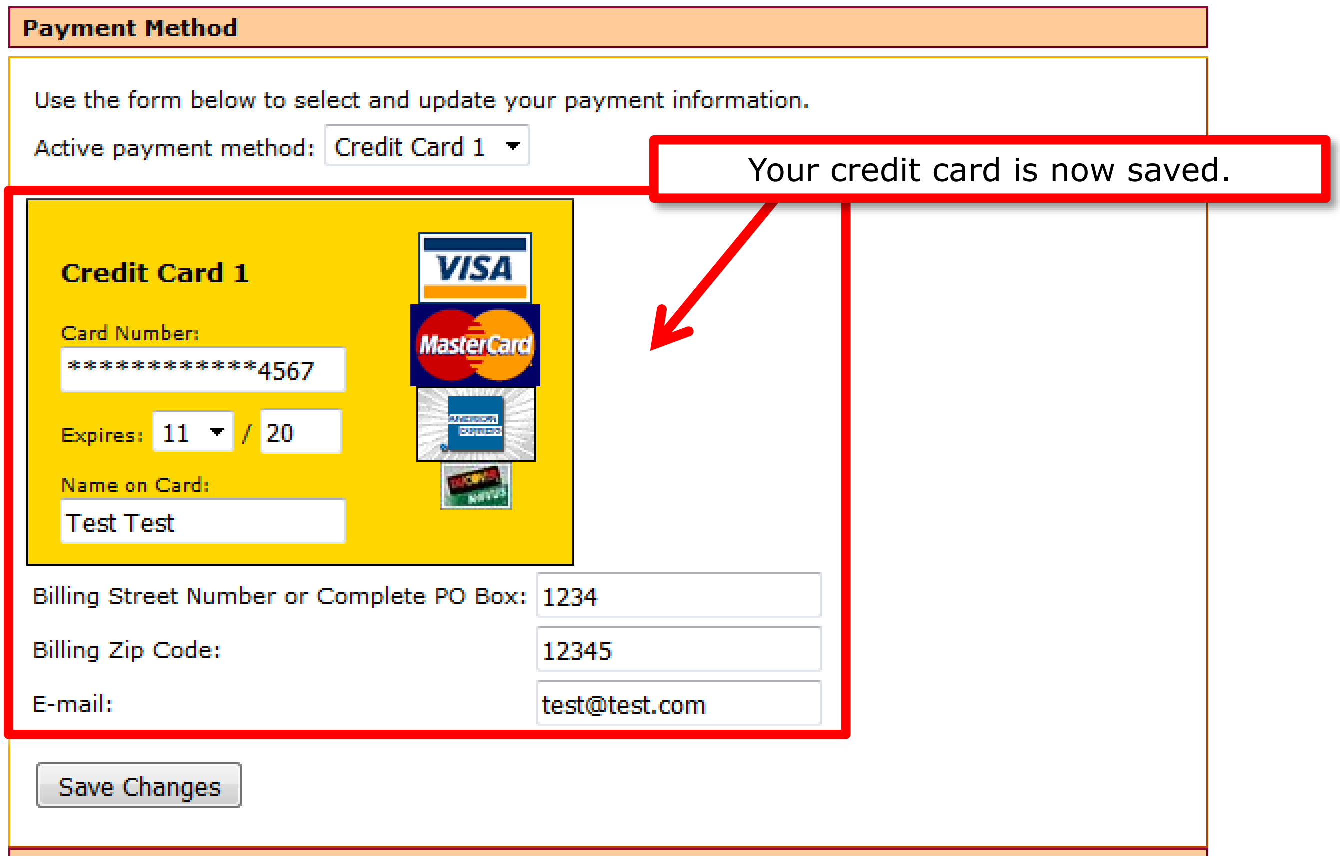
Adding credit card

You may add a credit card from the screen below.



Adding credit card

Your credit card is now saved to your profile.



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	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	Pay Invoice

Status is now paid.

Invoices

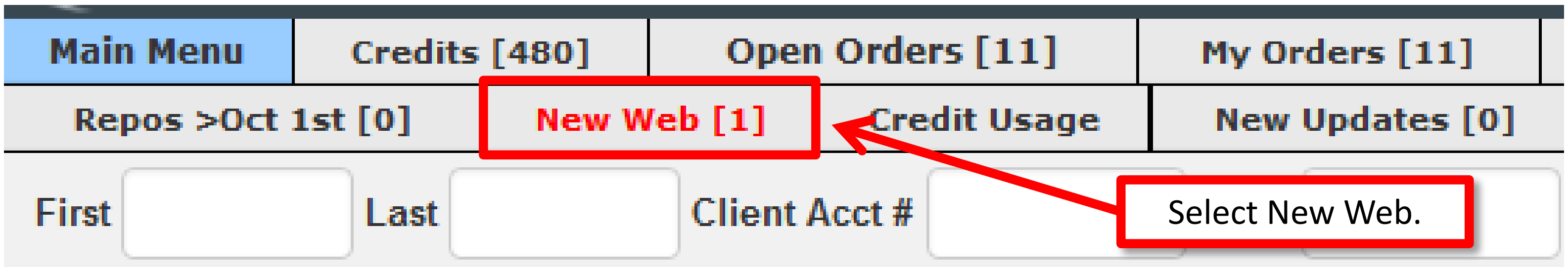
Invoice	Status	Due Date	Total	View	Pay
Invoice #200767516	paid	2016-02-18	21.26	View	

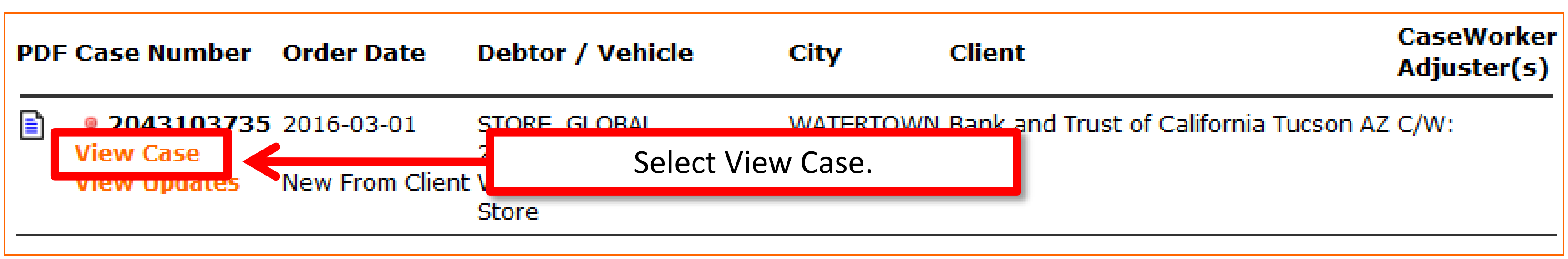
RDN Training: Accepting a New Web

CONFIDENTIAL

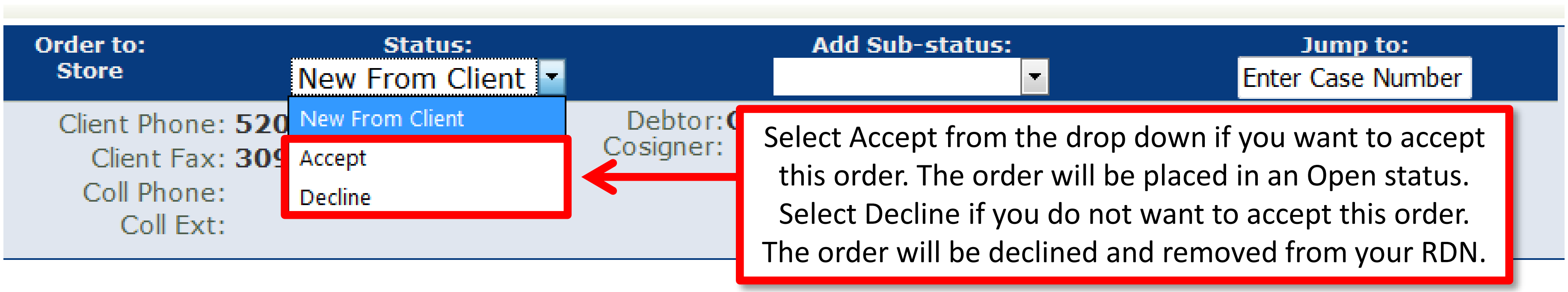
Accepting a New Web

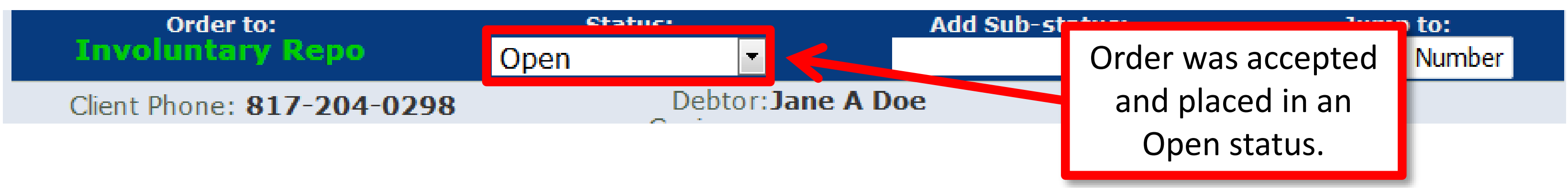
When you receive an order in RDN your New Web tab will turn red. You must either accept or decline this order. The steps below will guide you through accepting a New Web in RDN.





Accepting a New Web



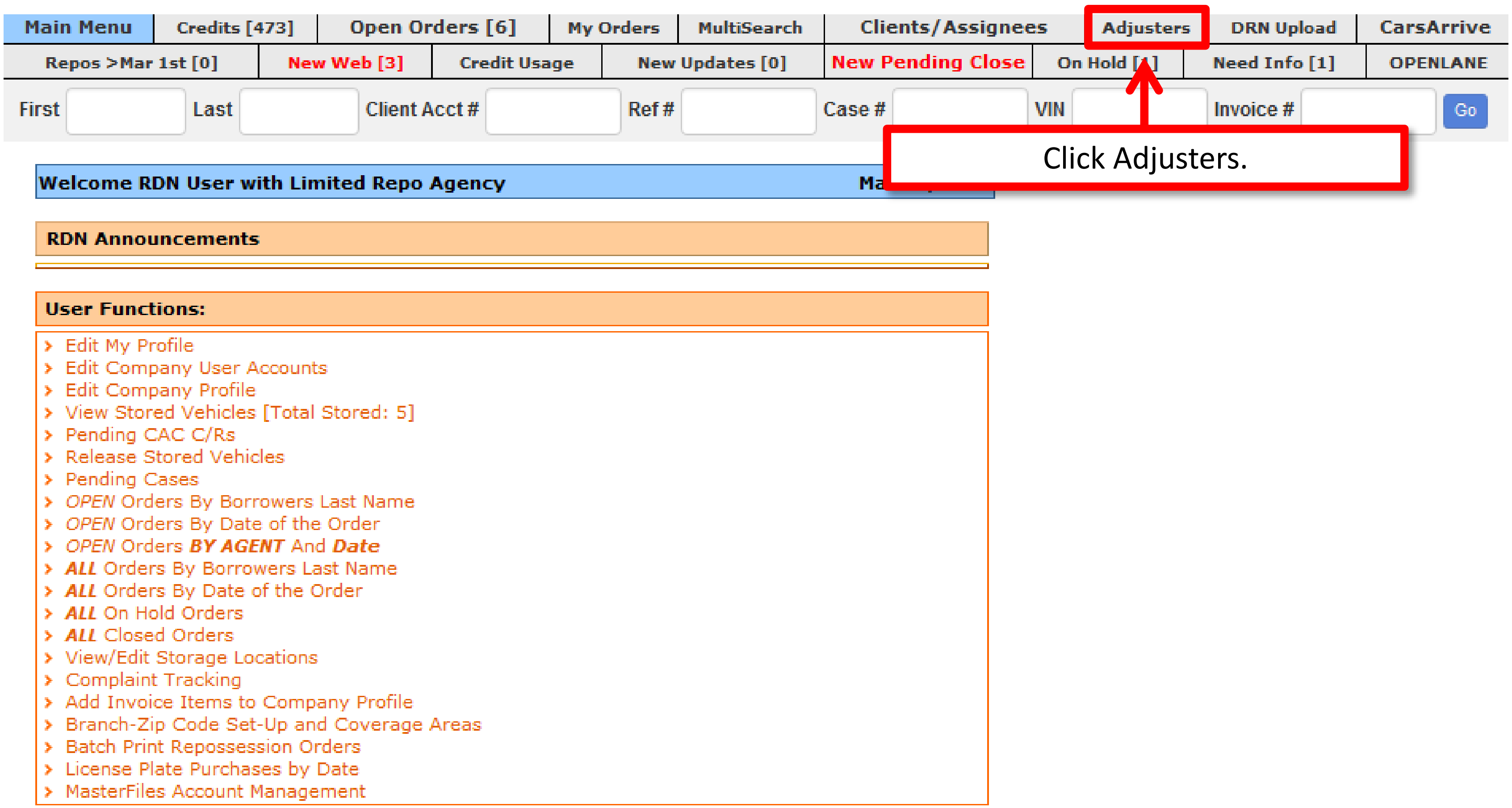


RDN Training: Adding an Adjuster

CONFIDENTIAL

Adding an Adjuster

Please follow the steps below to add an Adjuster.



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

Re-Sort

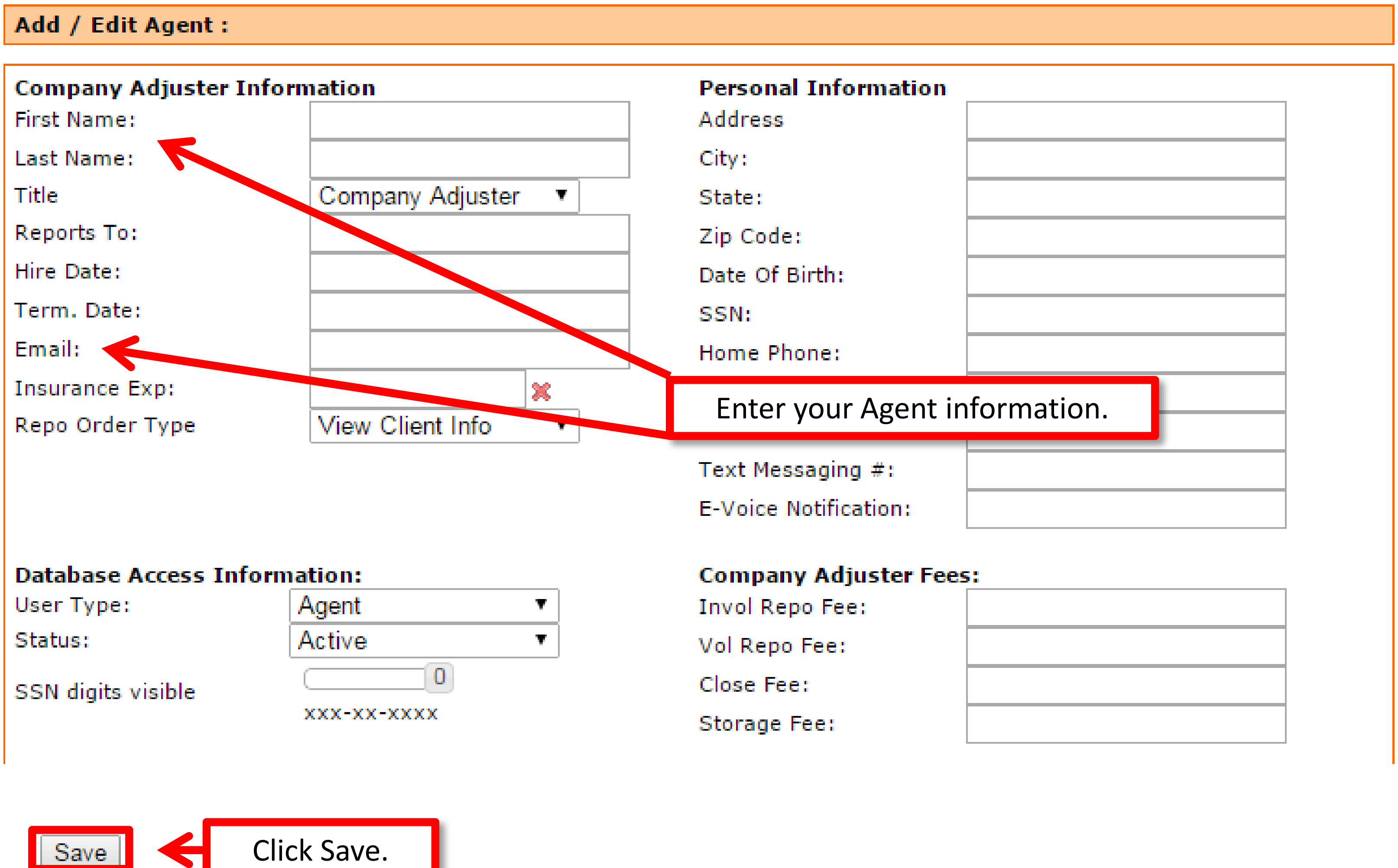
Click to Add a New Company Adjuster.

Outside Adjusters: › Click HERE To Add New Outside Adjuster

Assigned	ID#	Outside Adjusters	Email	City	State	Phone

817.204.0298 support@recoverydatabase.net

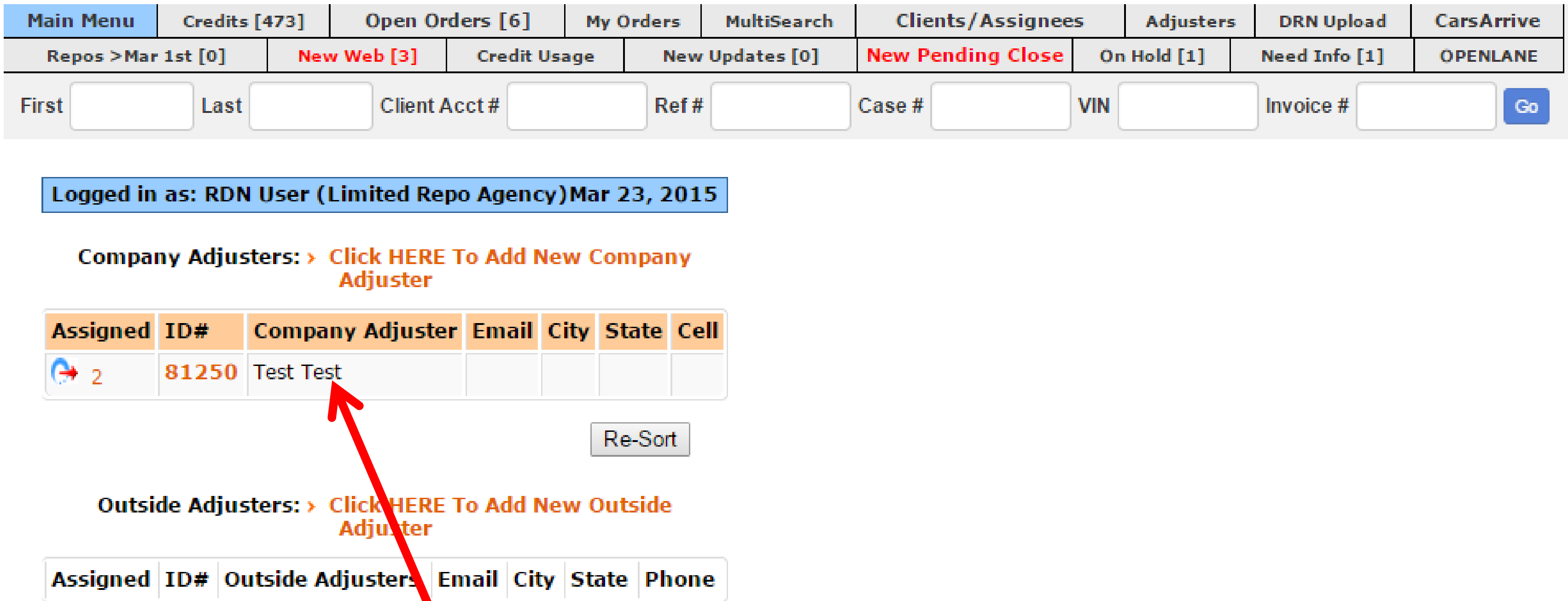
Adding an Adjuster



Enter your Agent information.

Click Save.

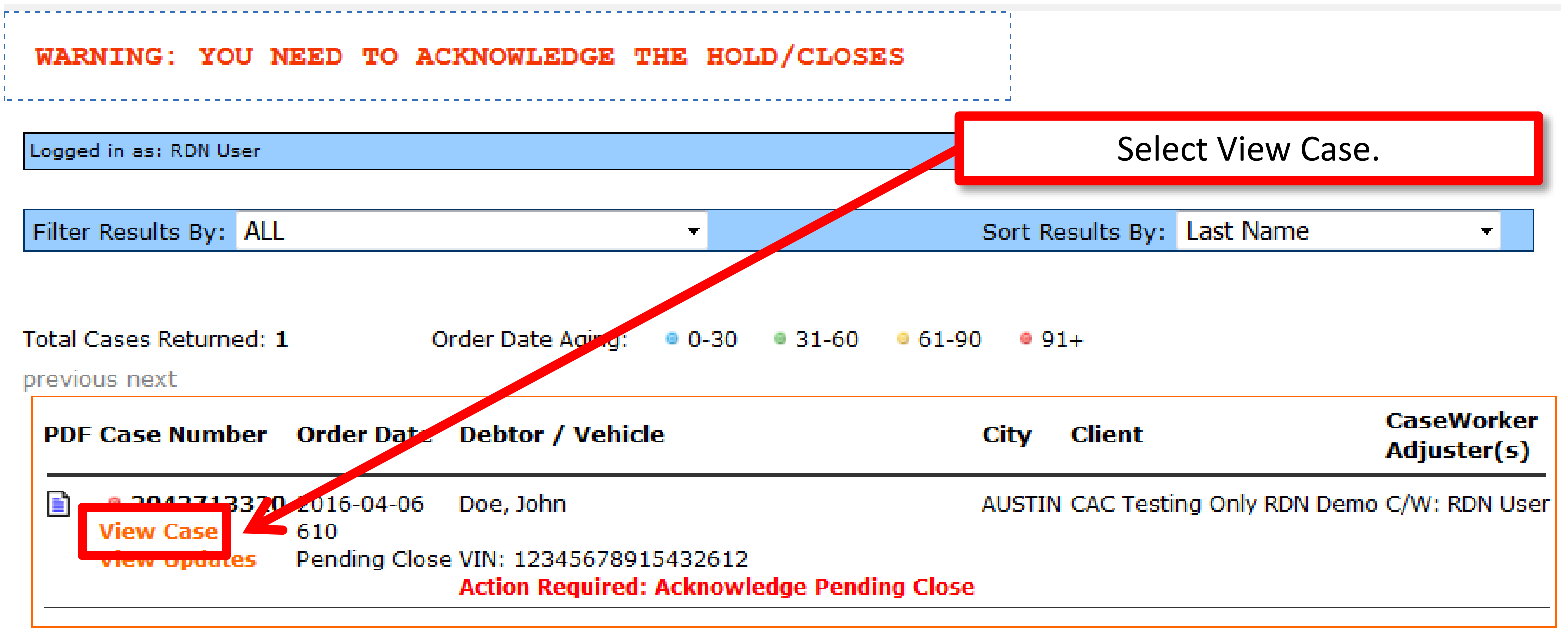
Adding an Adjuster



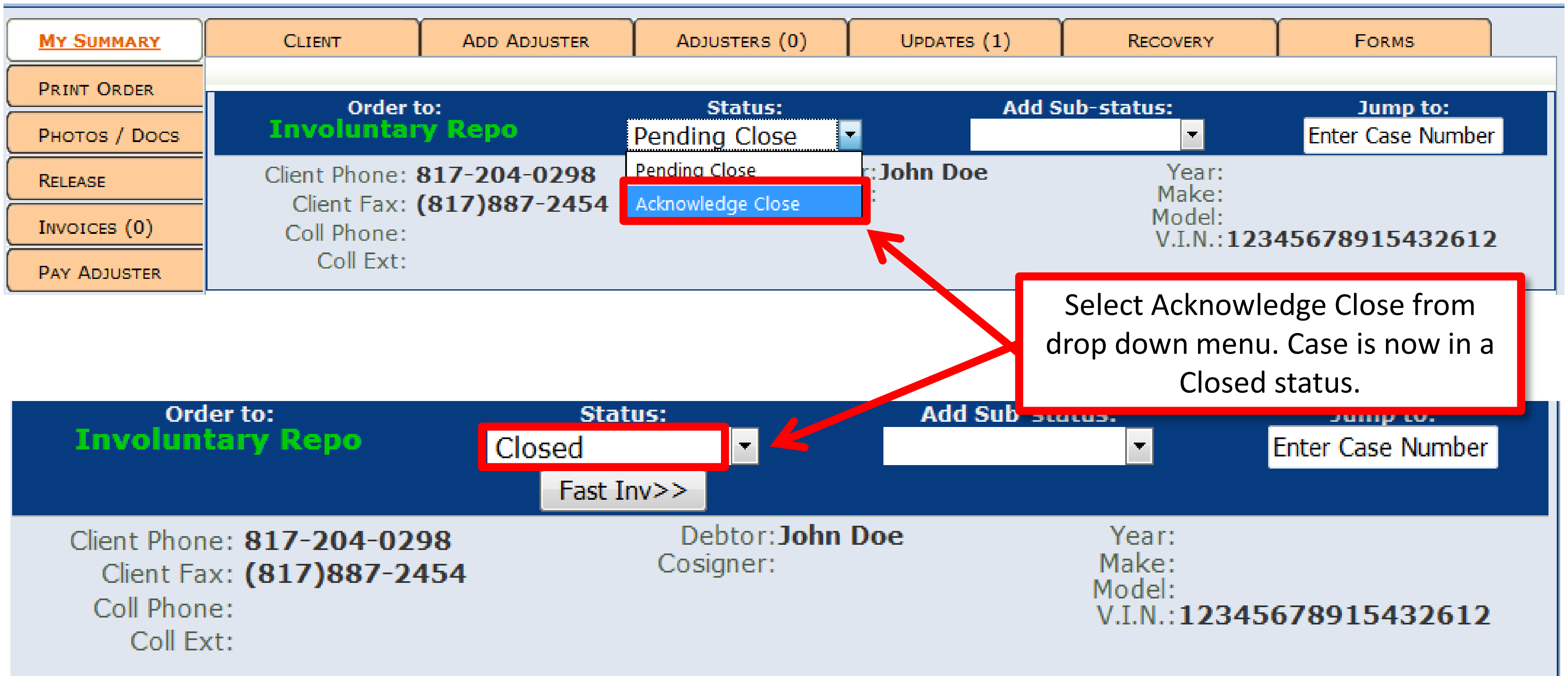
Your Agent is now listed and ready for case assignment.

Accepting a Close

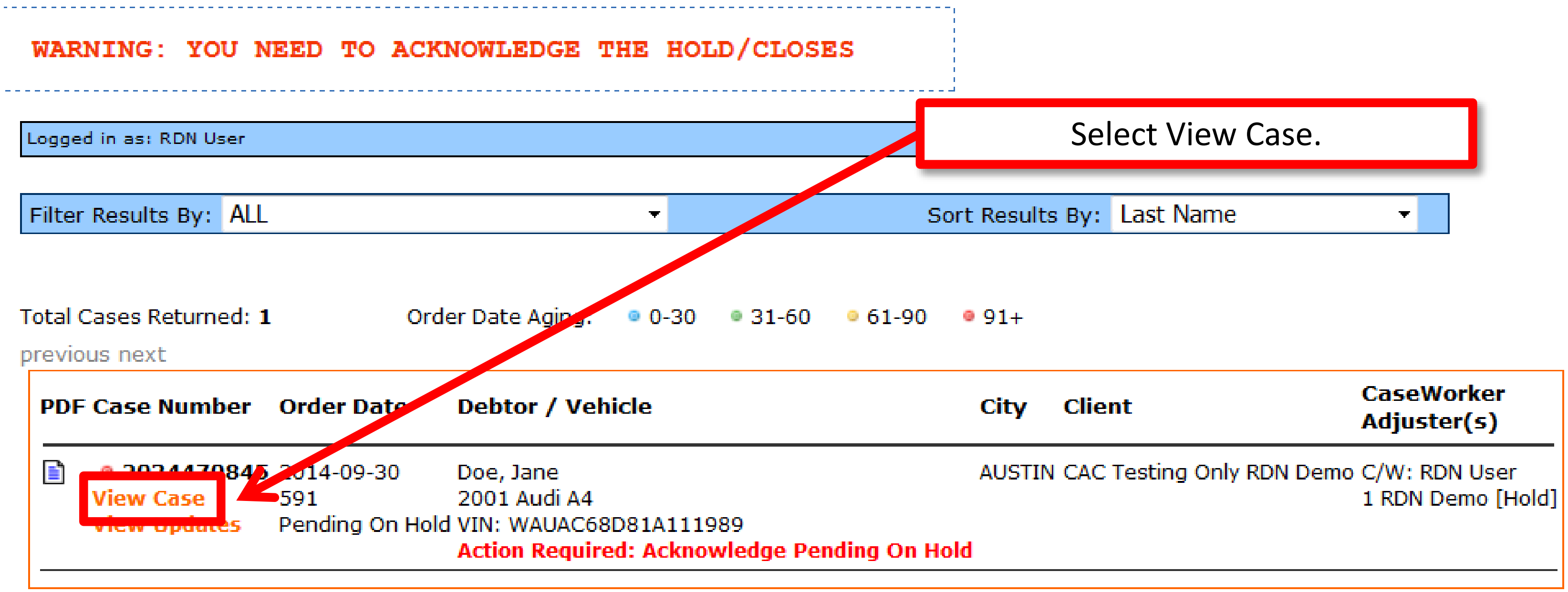
The steps below will guide you through accepting a Close in RDN. Prior to accepting a New Web, all hold/closes must be acknowledged.



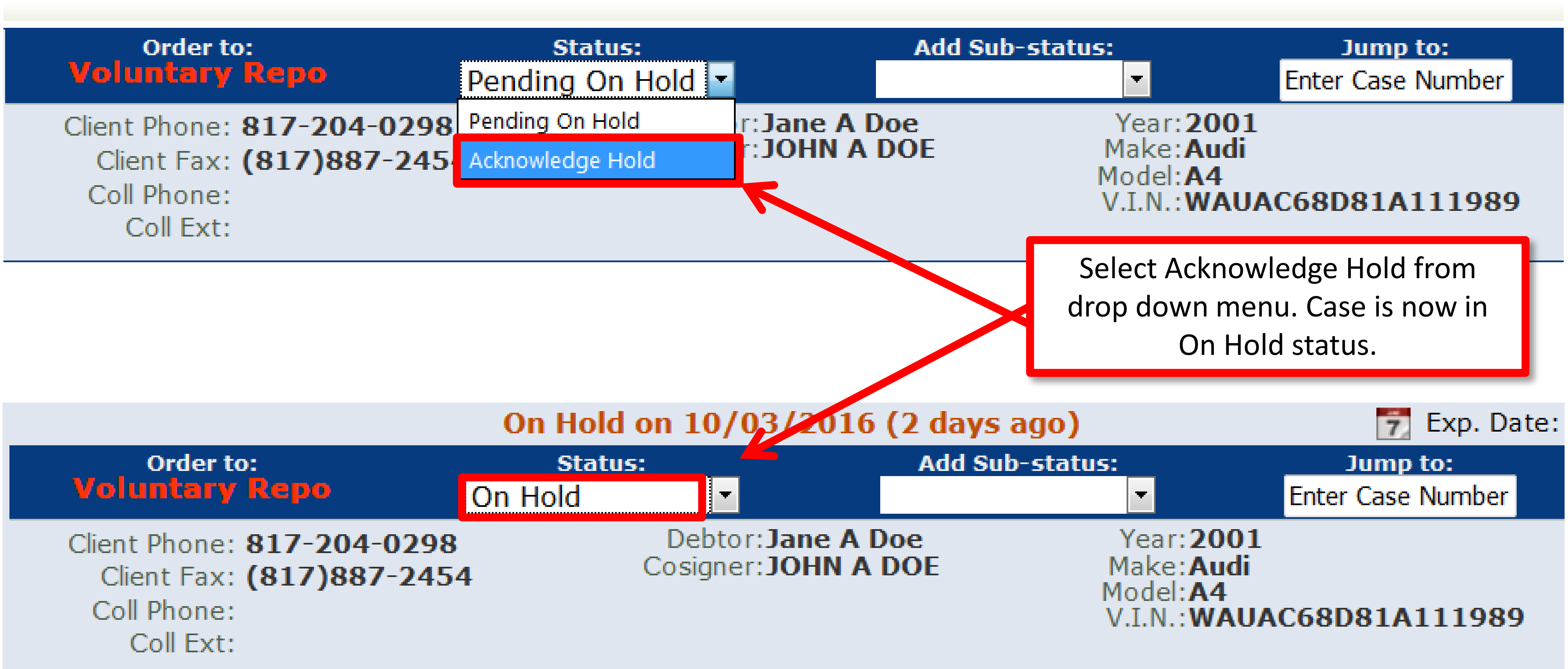
Accepting a Close



Accepting a Hold



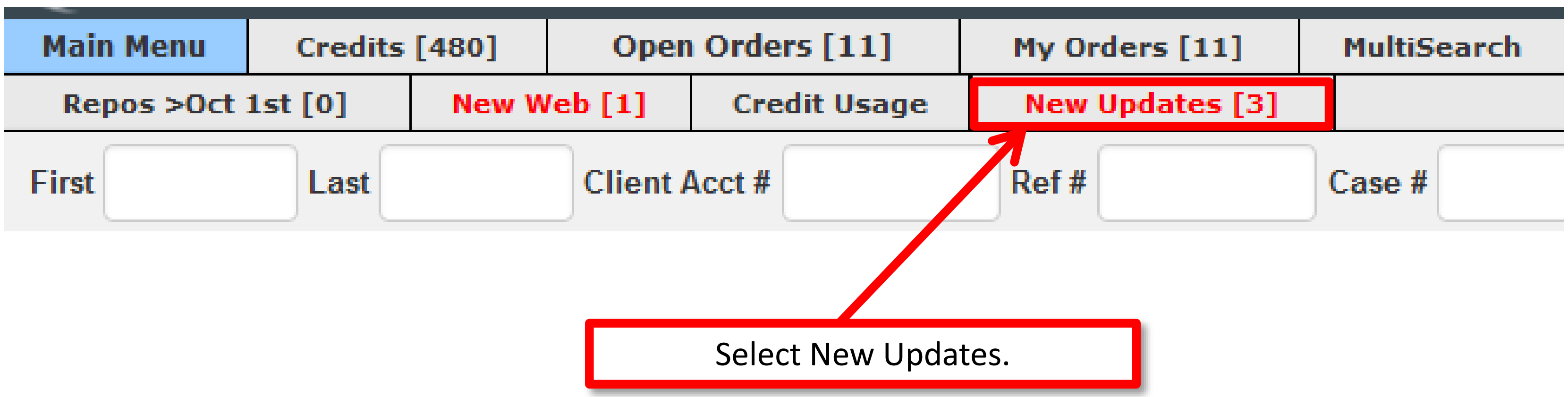
Accepting a Hold



RDN Training: New Updates

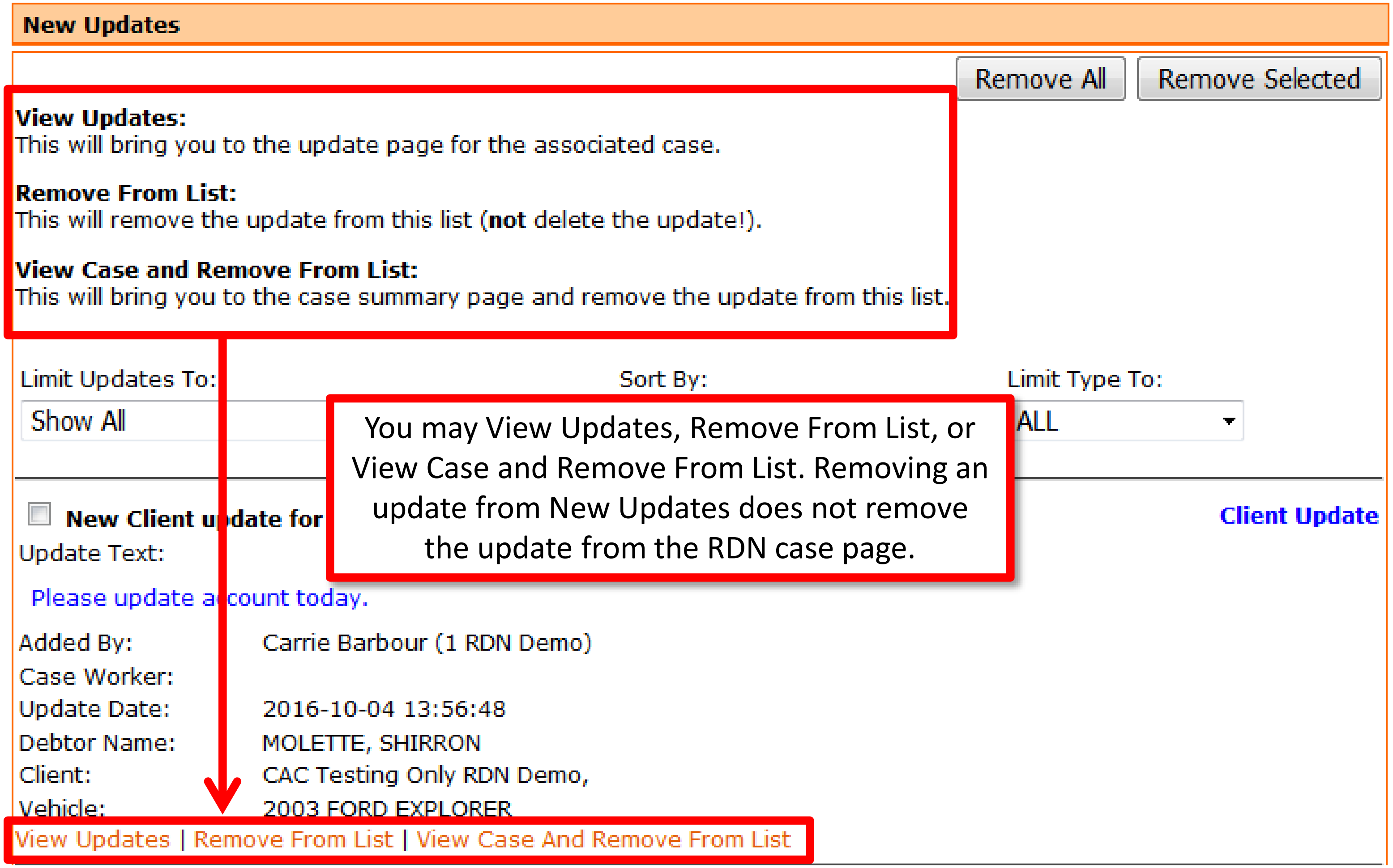
New Updates

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.



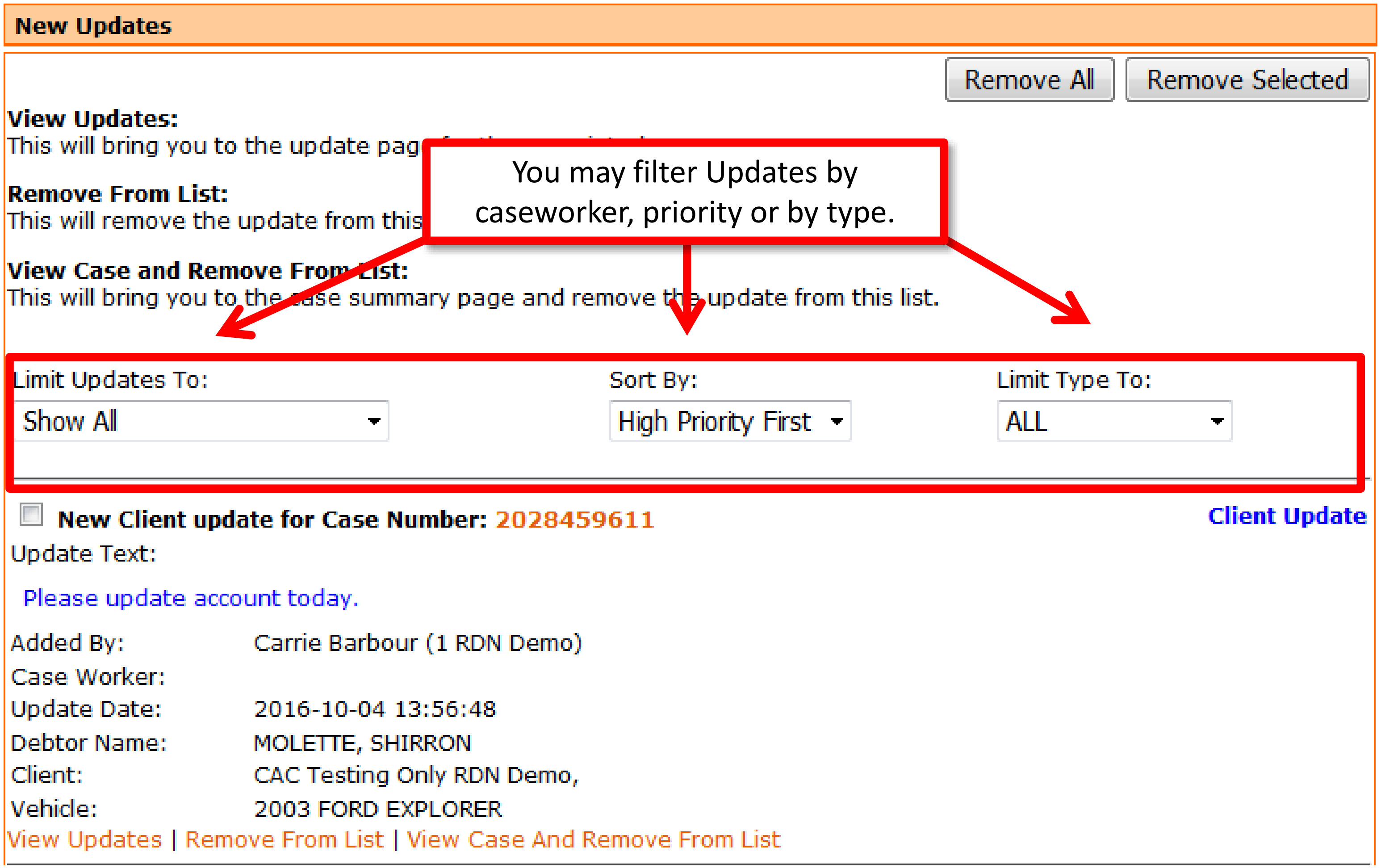
New Updates

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



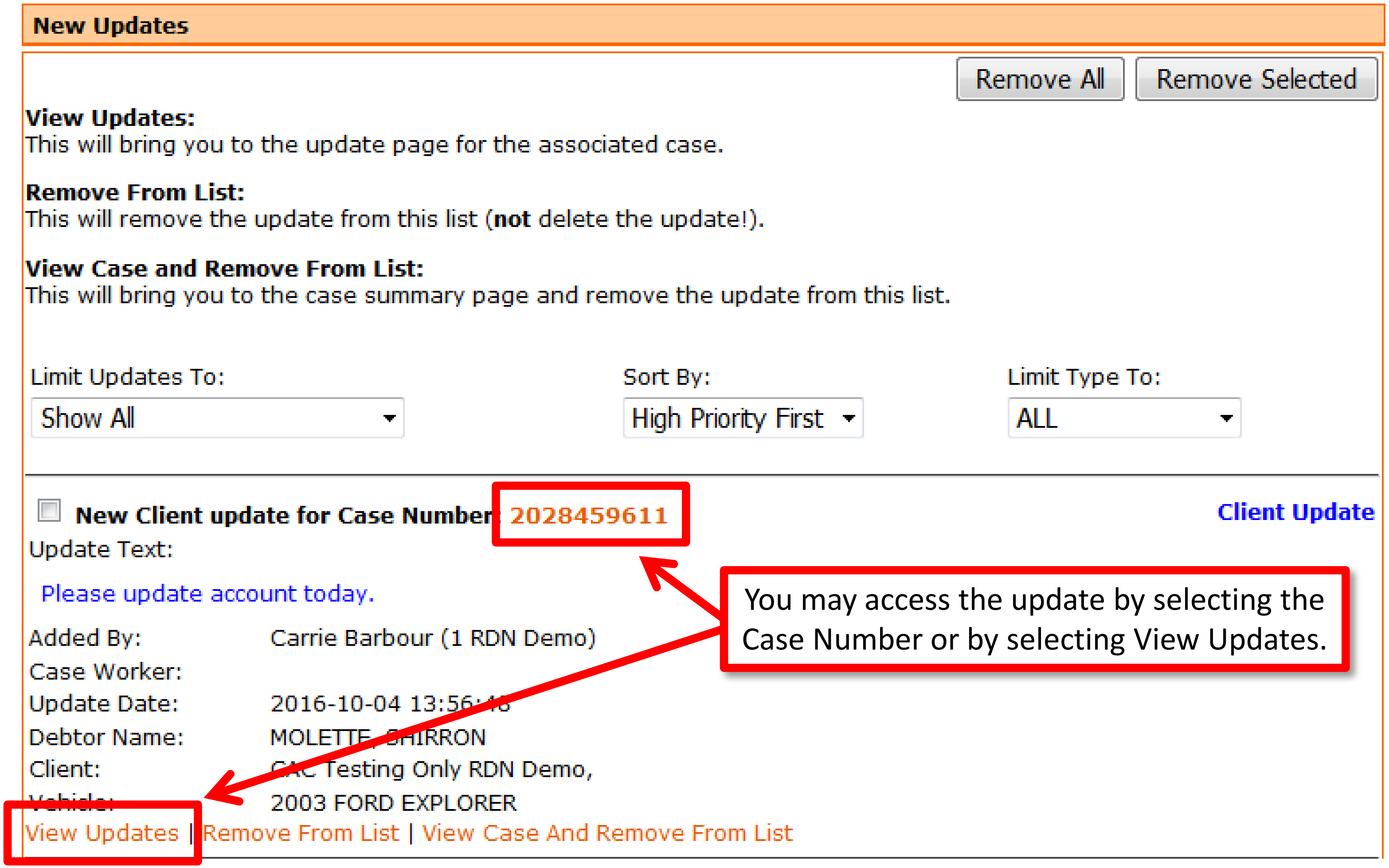
New Updates

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



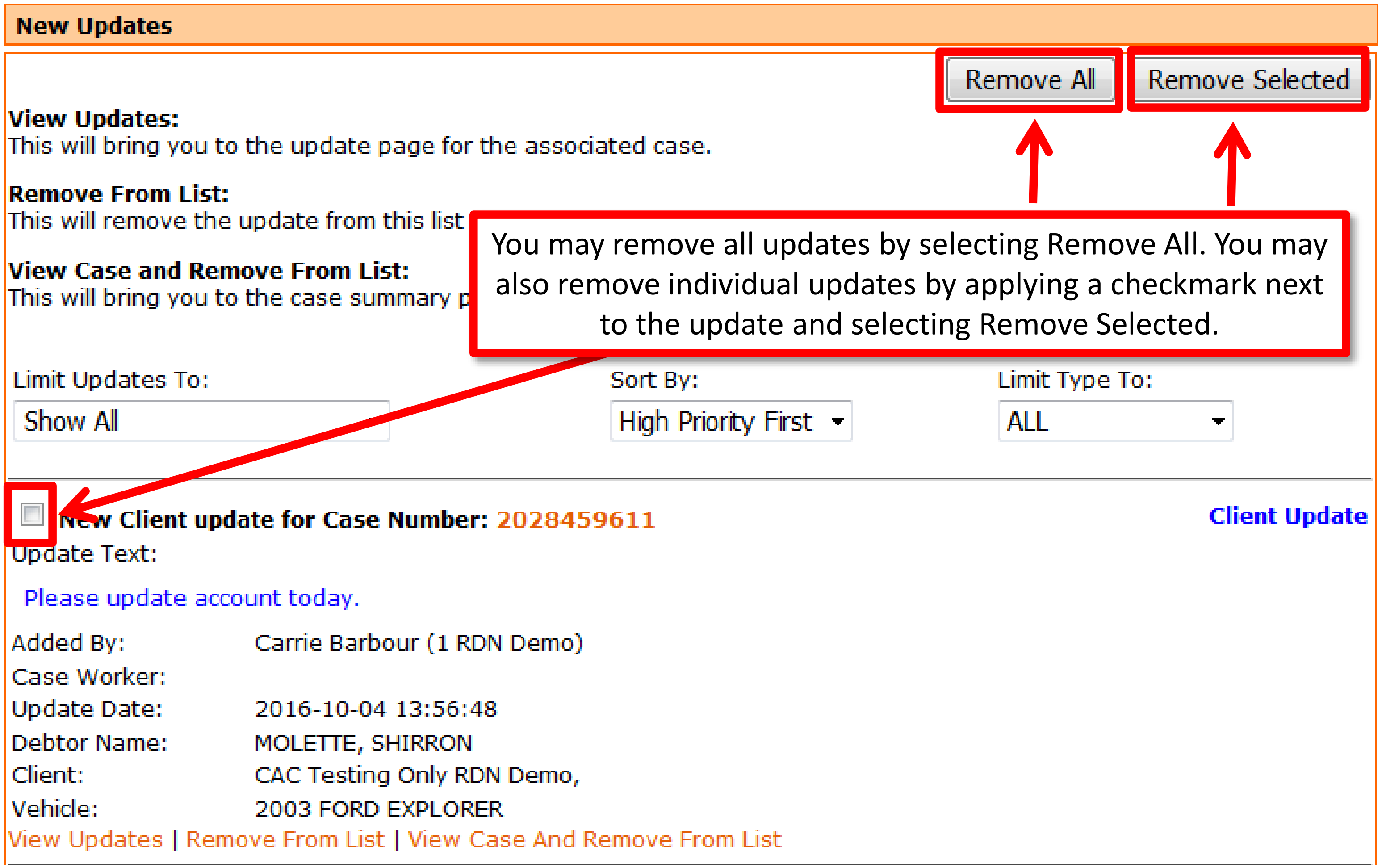
New Updates

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



New Updates

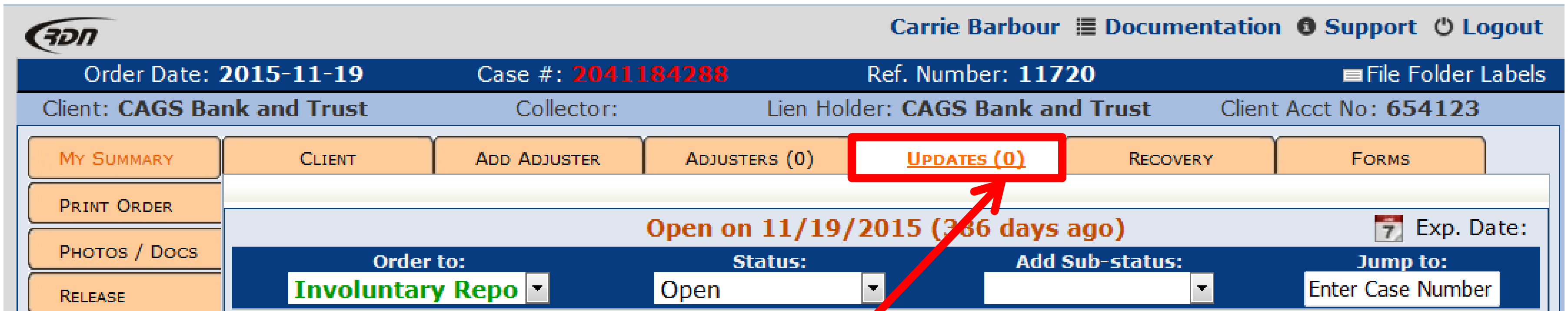
New Updates will open in a new tab to display your current New Updates.



RDN Training: Creating an Update CONFIDENTIAL

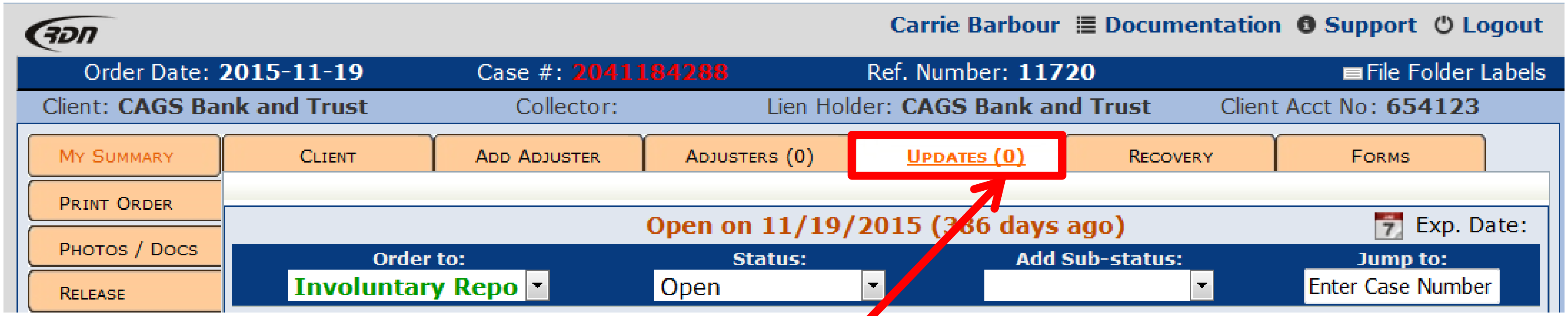
Creating an Update

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



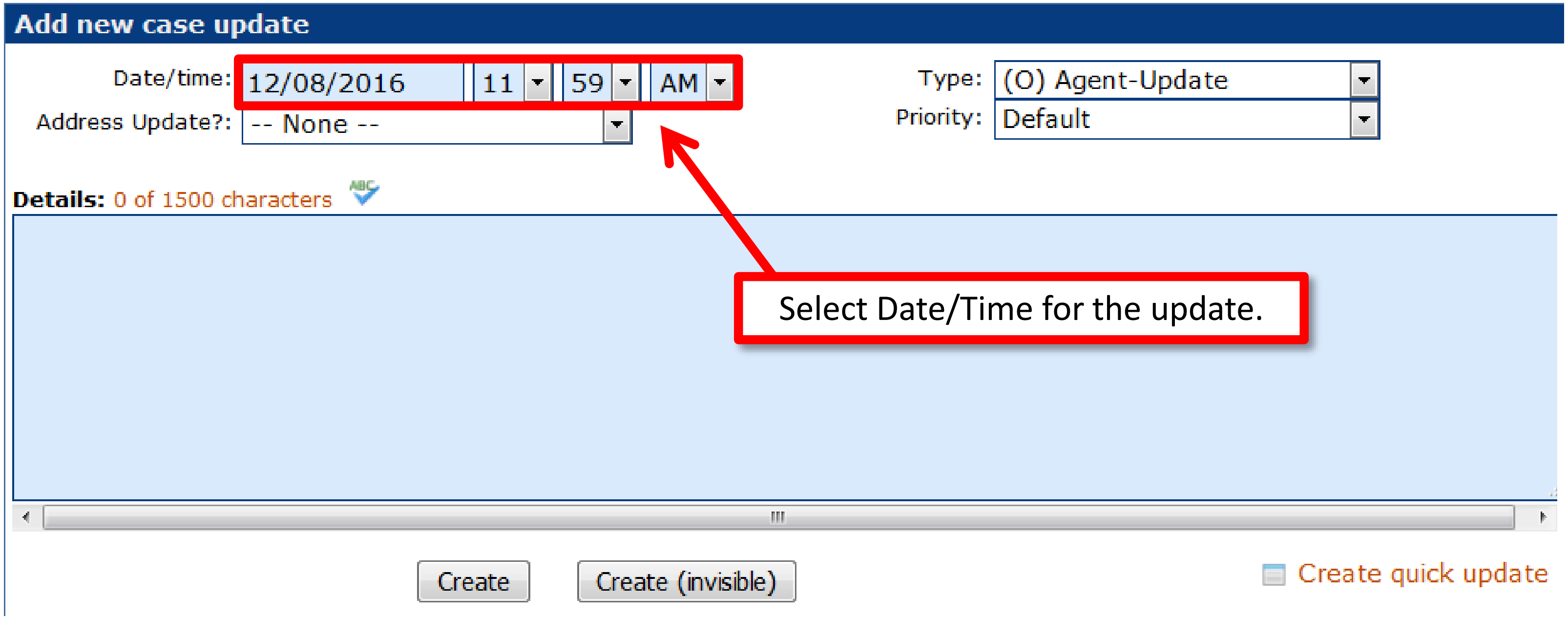
Select Updates from the case page.

Creating an Update

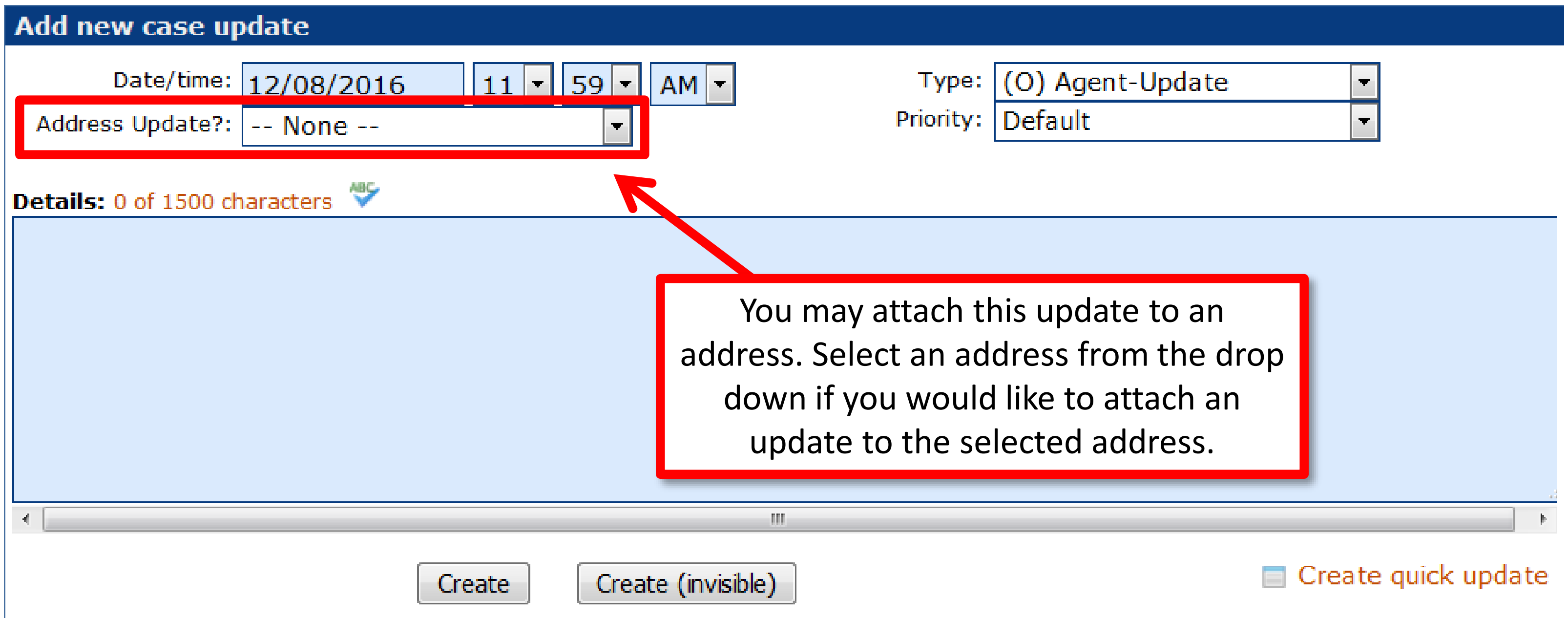


Select Updates from the case page.

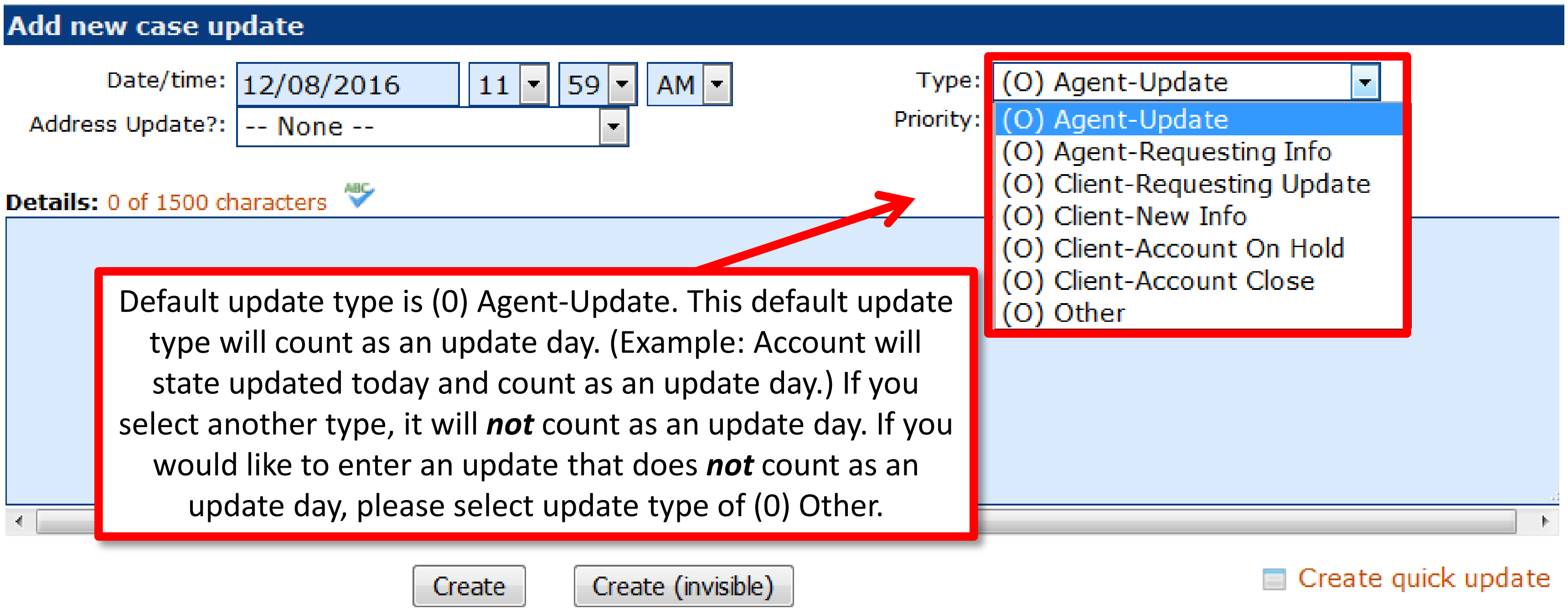
Creating an Update



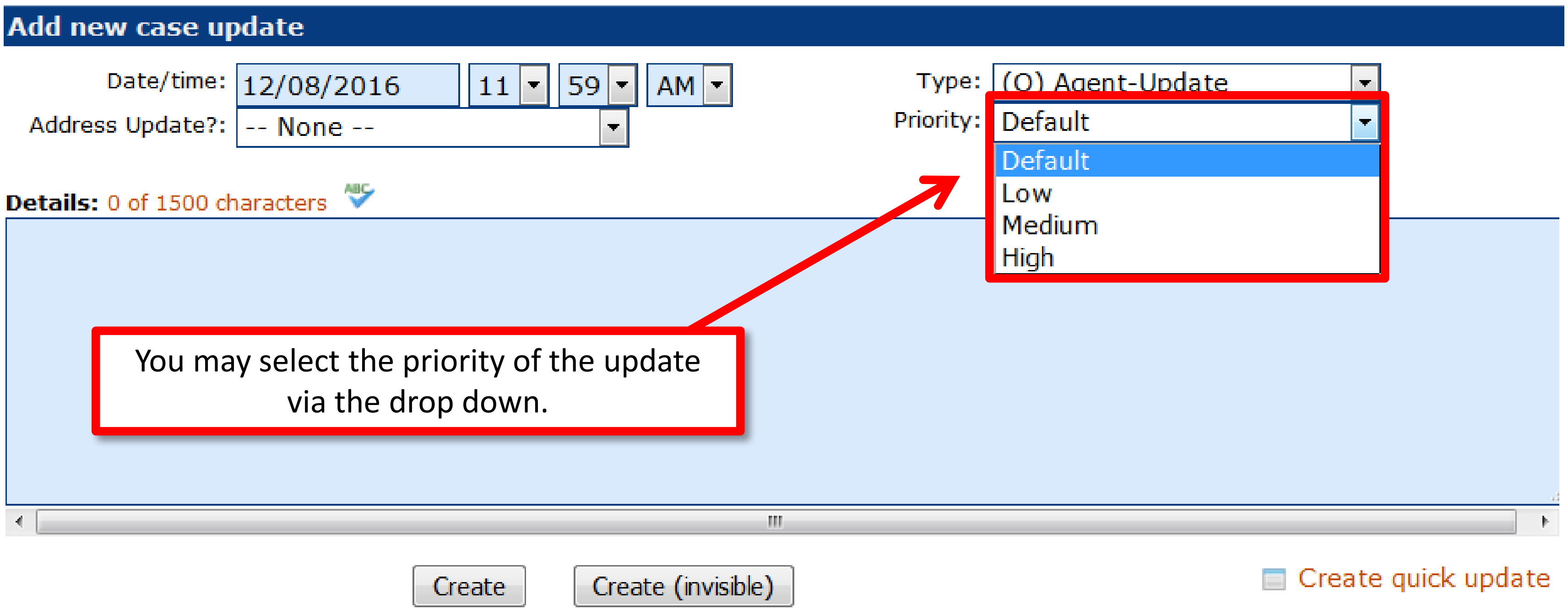
Creating an Update



Creating an Update

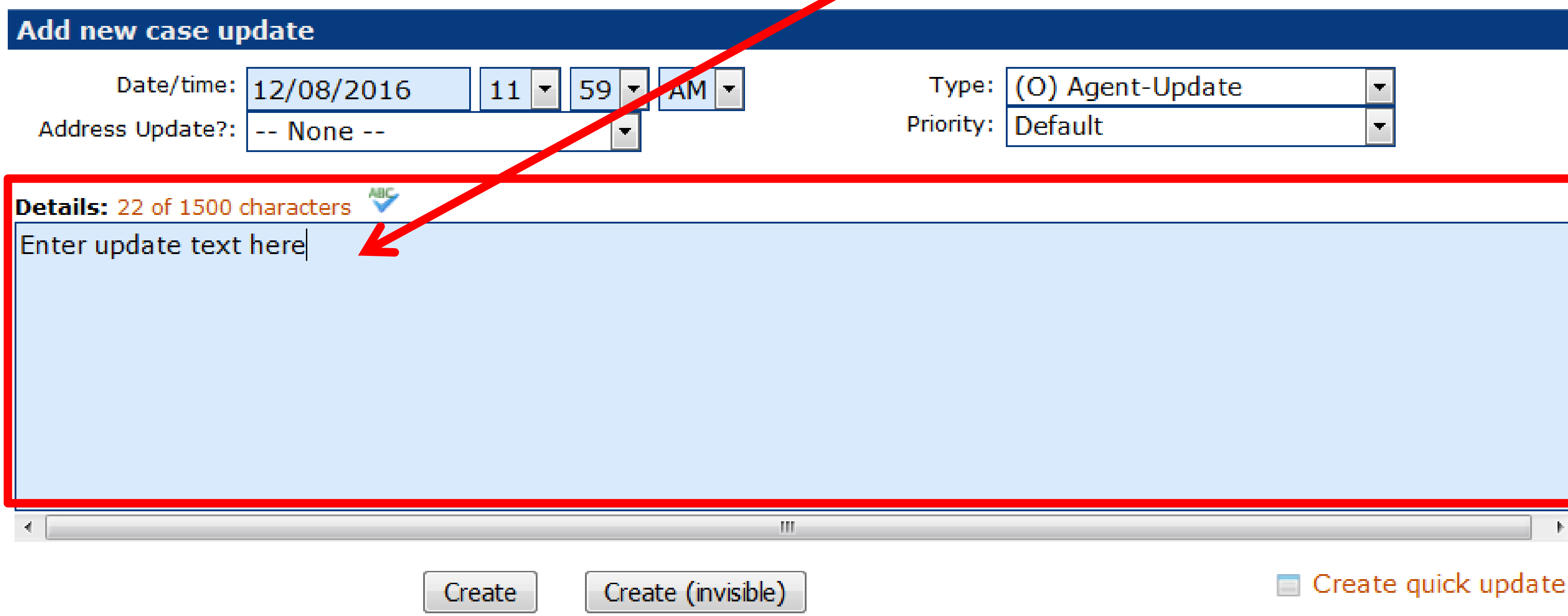


Creating an Update

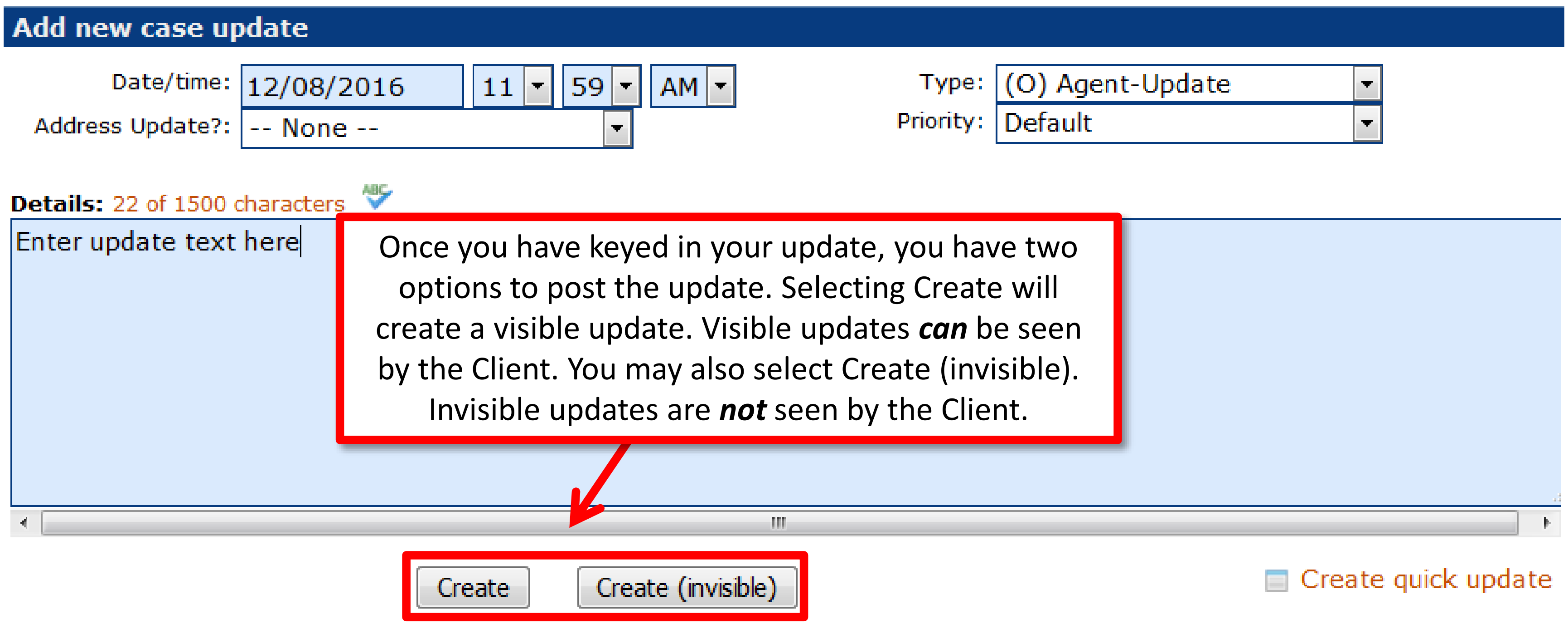


Creating an Update

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



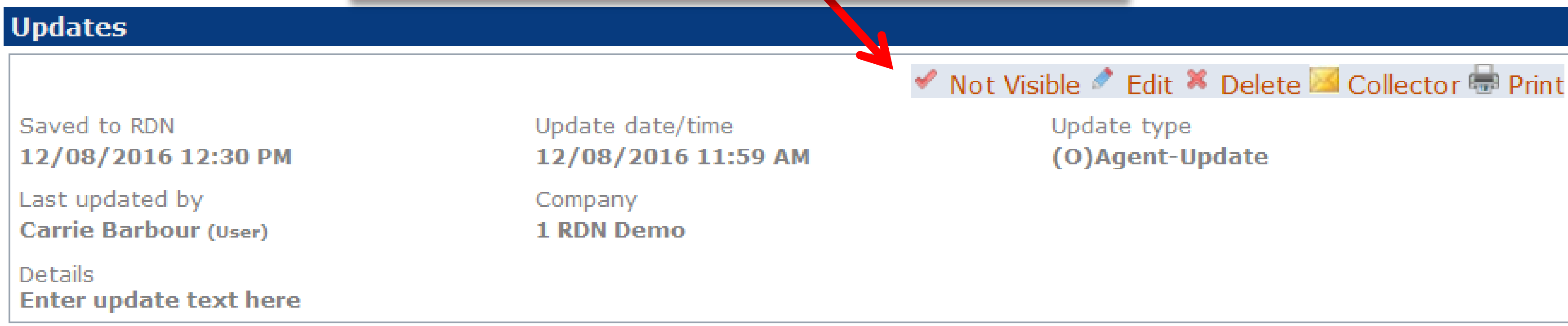
Creating an Update



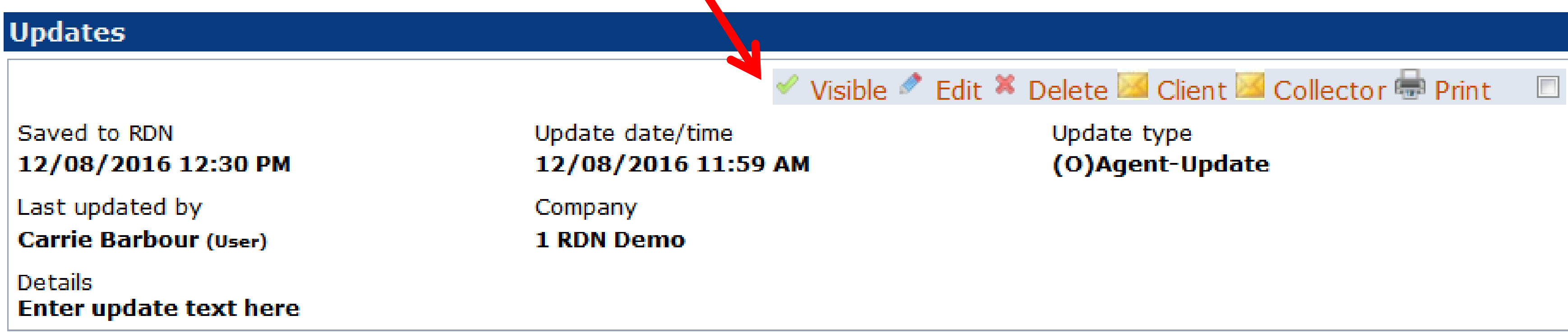
Once you have keyed in your update, you have two options to post the update. Selecting Create will create a visible update. Visible updates ***can*** be seen by the Client. You may also select Create (invisible). Invisible updates are ***not*** seen by the Client.

Creating an Update

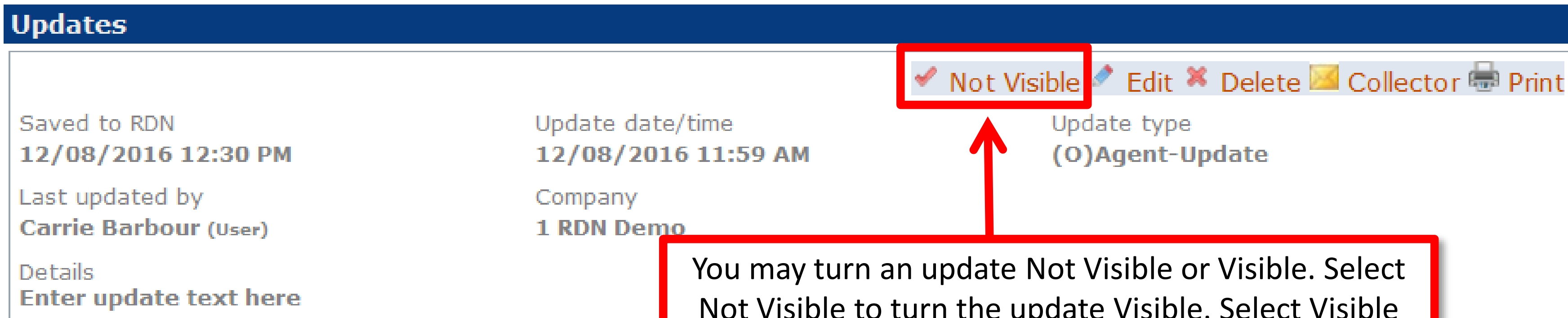
Example of a Not Visible Update shown below.
Invisible updates will be displayed as grayed out.



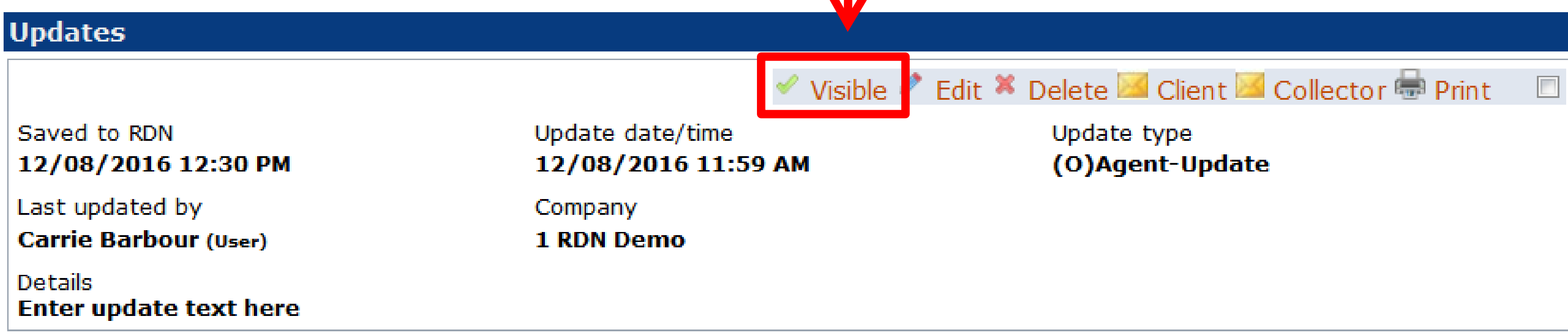
Example of a Visible Update shown below.



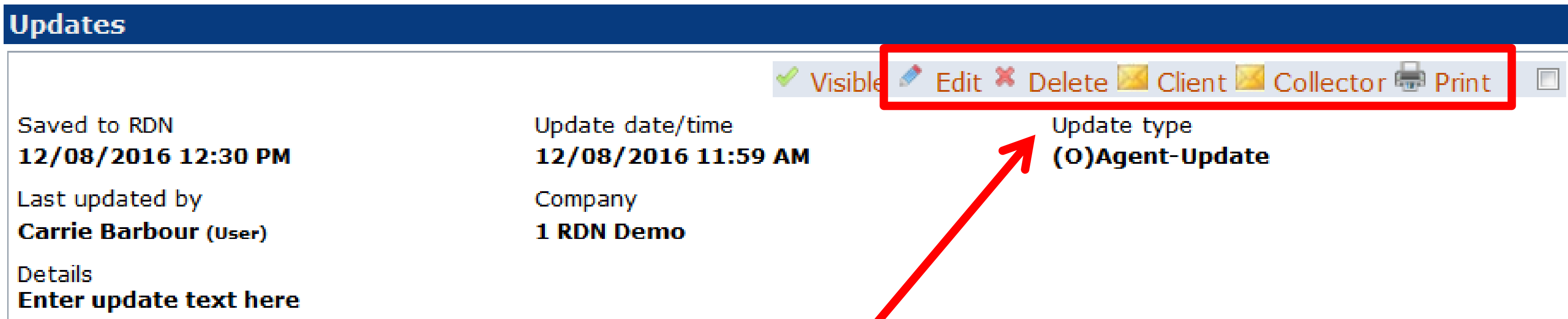
Creating an Update



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

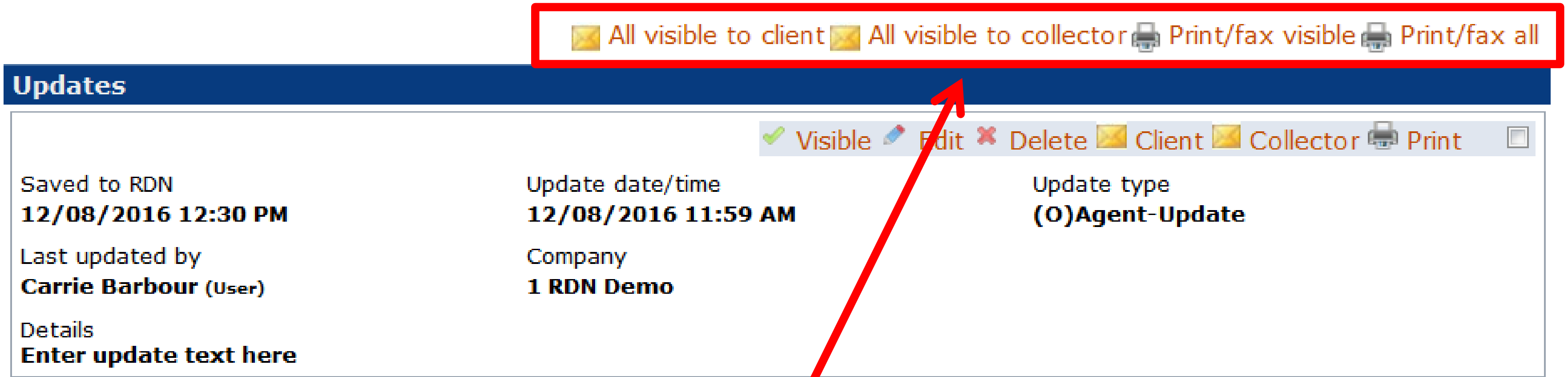


Creating an Update



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

Creating an Update



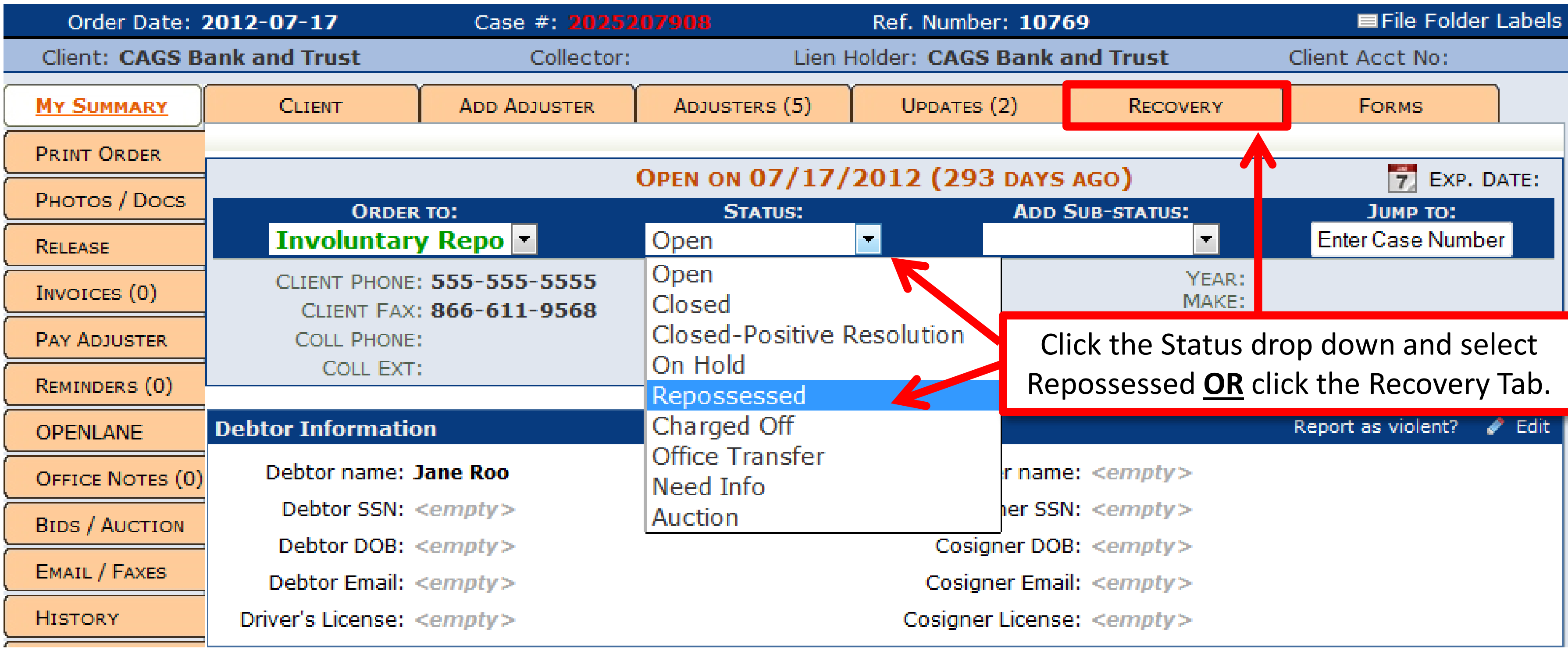
You may email all visible updates to the Client or Collector.
You may also print the visible updates, or print all.
Faxing option is only available for a Full User of RDN.

RDN Training: Marking an account Repossessed

CONFIDENTIAL

Repossessed Status

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



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 -

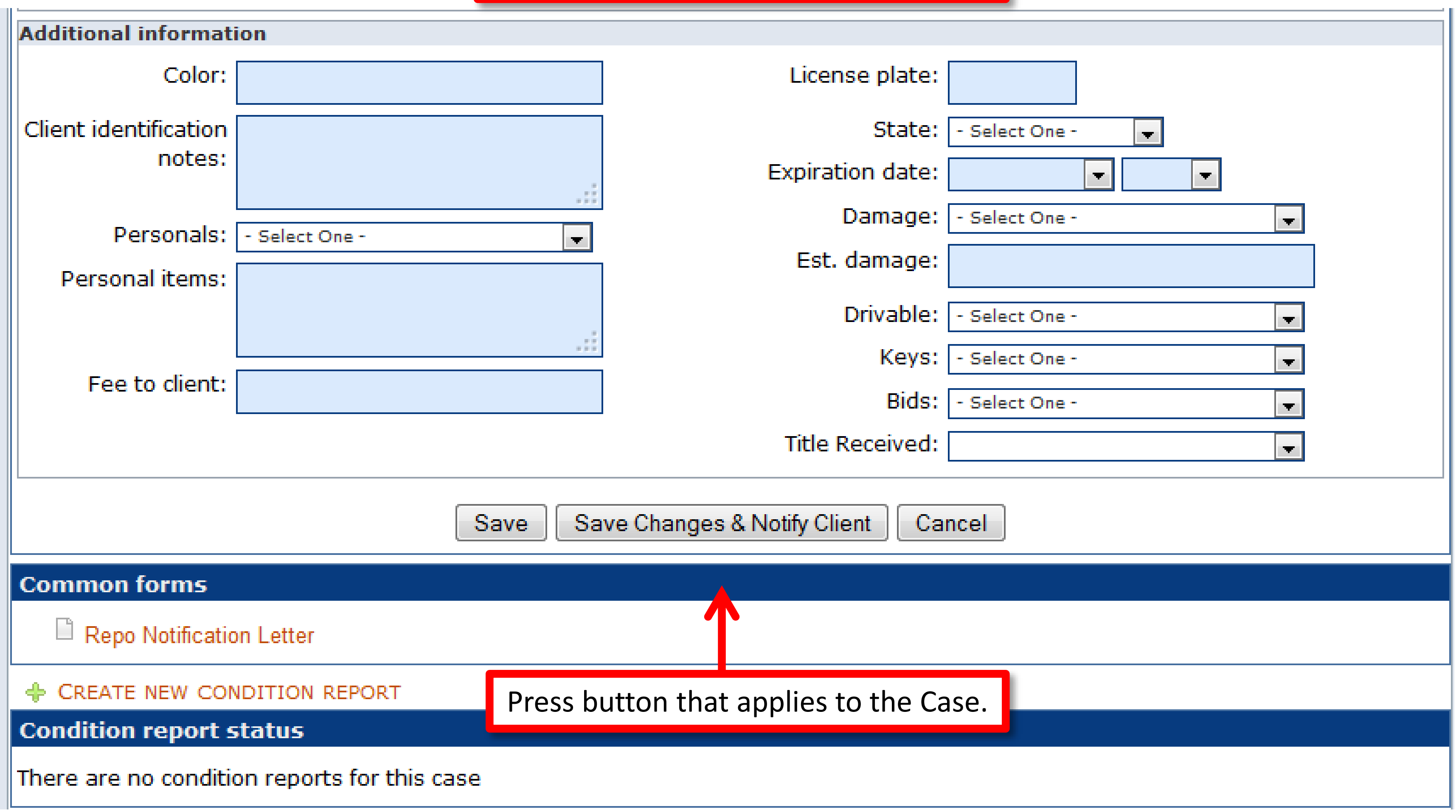
Zip:

Phone:

Storage information is **REQUIRED** for each Repossession.

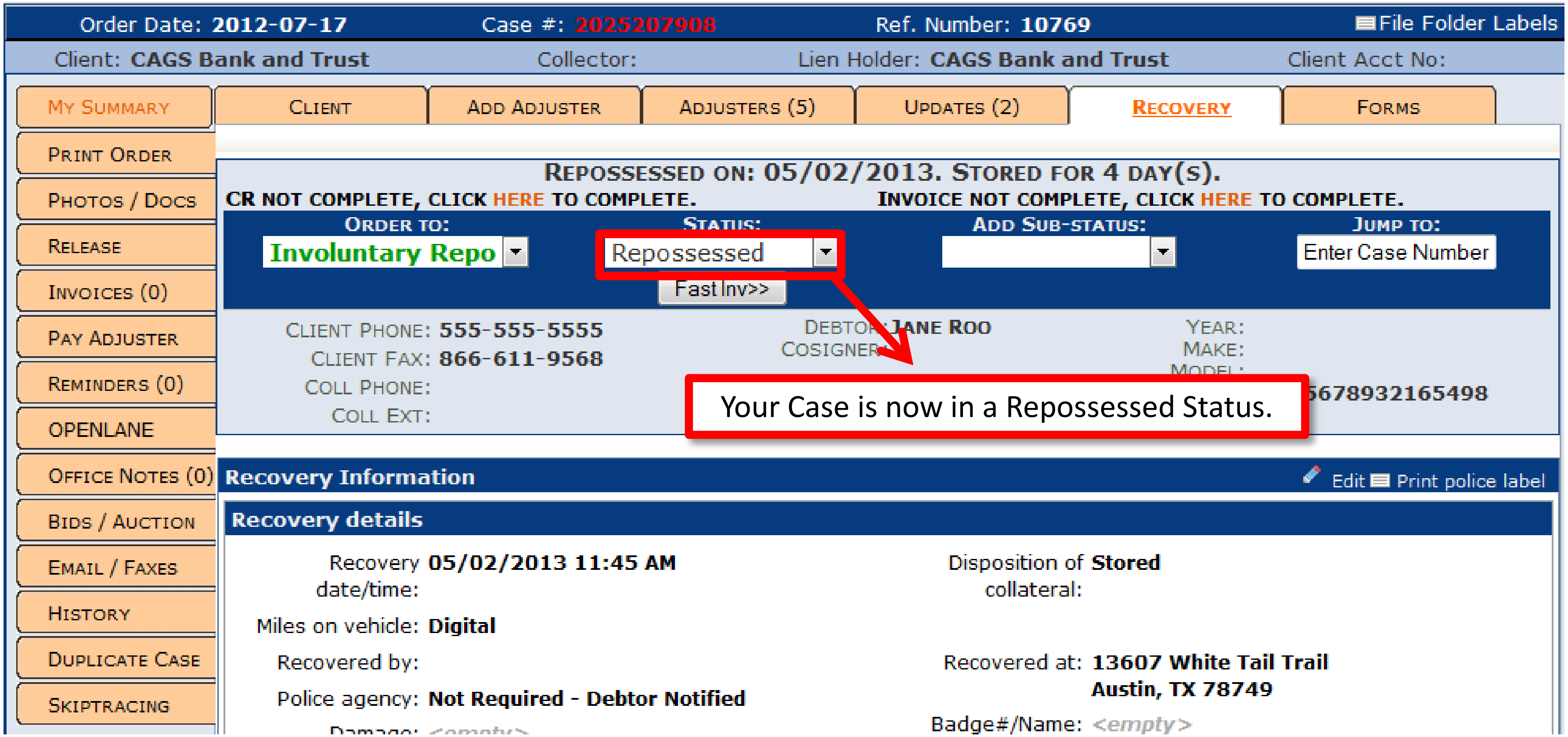
Repossessed Status

Complete each applicable field below.



Press button that applies to the Case.

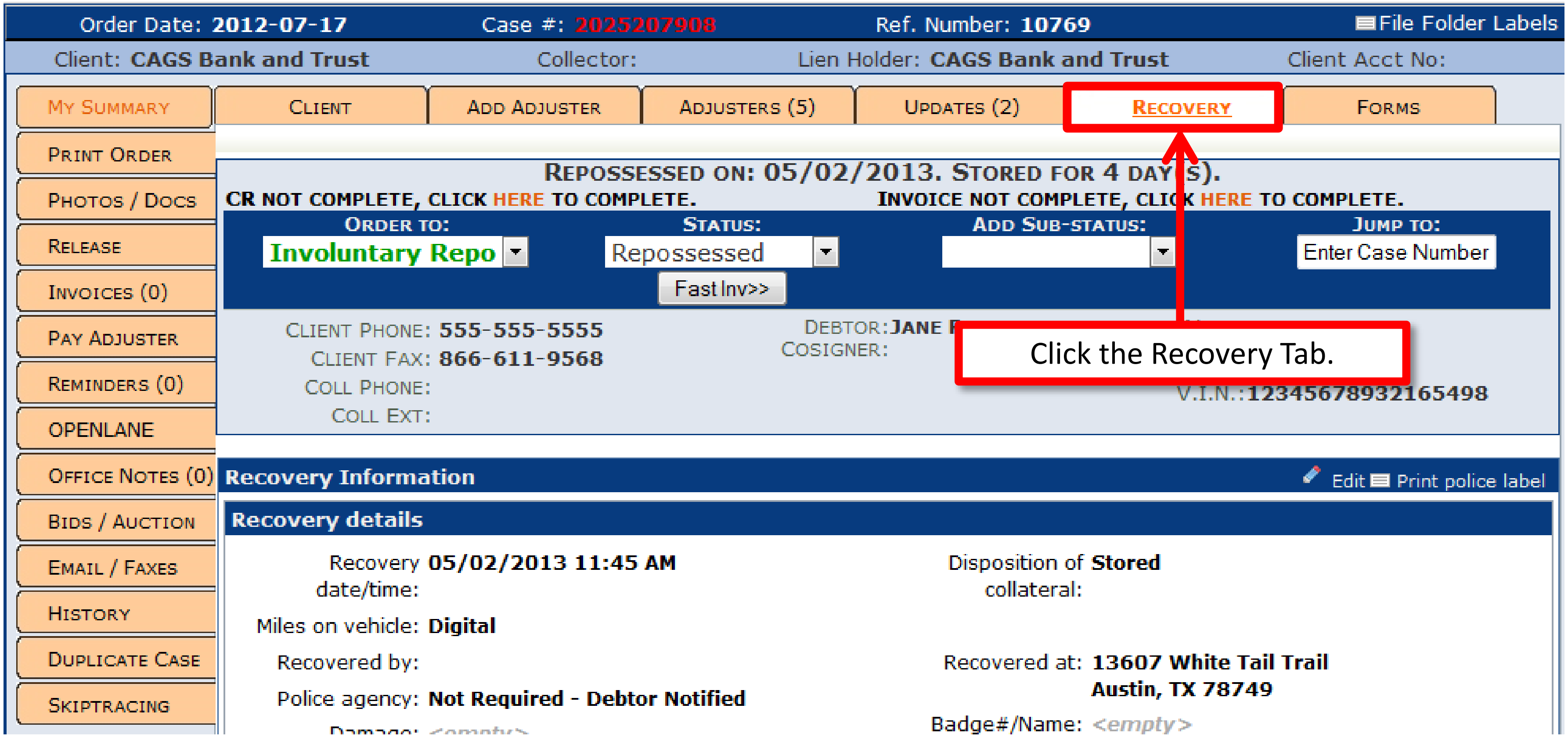
Repossessed Status



RDN Training: Creating a Condition Report

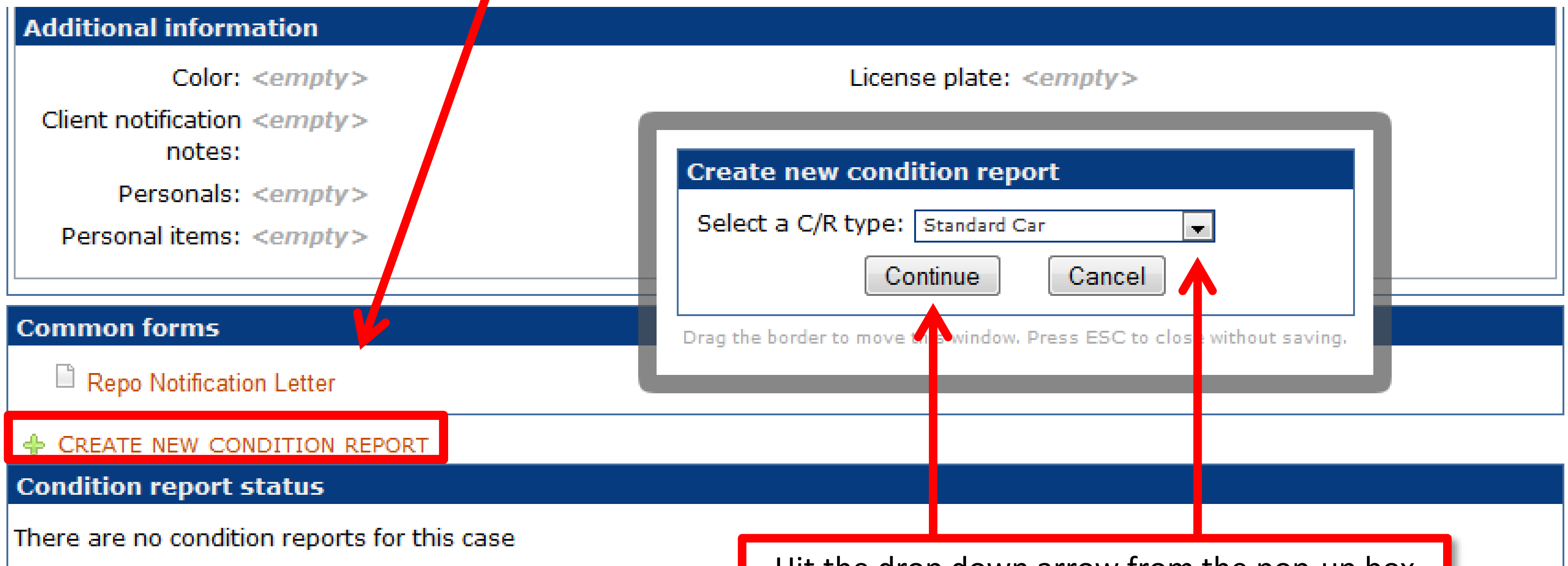
CONFIDENTIAL

Creating a Condition Report



Creating a Condition Report

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



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 Locks	☐ Tilt Wheel	☐ A/C
☐ Power Seats	☐ Power Steering	☐ Cruise Control	☐ Diesel
☐ Leather Seats	☐ Alloy Wheels		☐ Rear A/C

Creating a Condition Report

Complete all applicable fields.

Passenger's Side

Front Quarter Panel	Front Door	Rear Door	Rear Quarter Panel
Good	Good	Good	Good

Top

Hood	Roof	Trunk	Hatchback
Good	Good	Good	Good

Bumper

Front	Rear
Good	Good

Glass

Good

enter notes here.....

Tires

Left Front	Left Rear	Right Front	Right Rear	Spare
Good	Good	Good	Good	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.

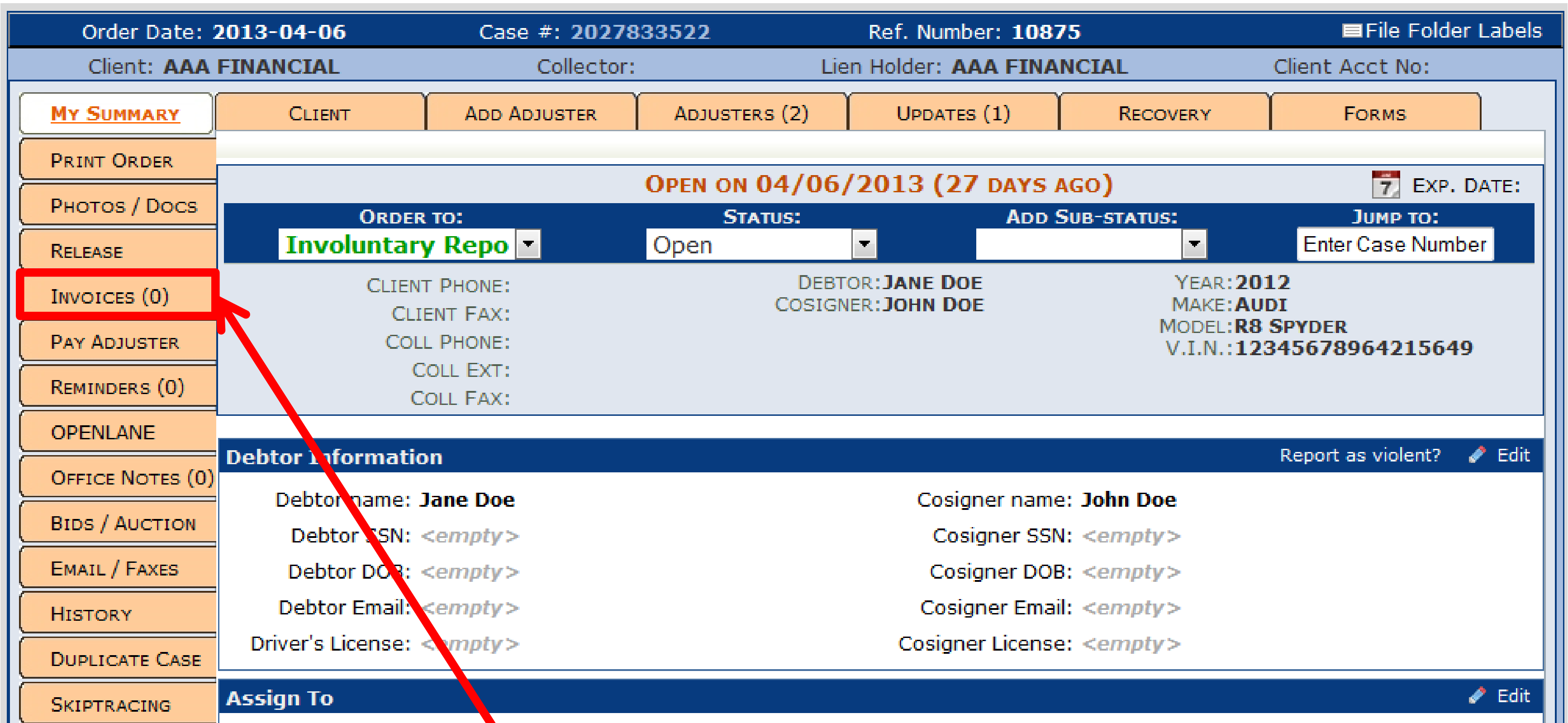
Condition Report Status

RDN Training: Creating an Invoice

CONFIDENTIAL

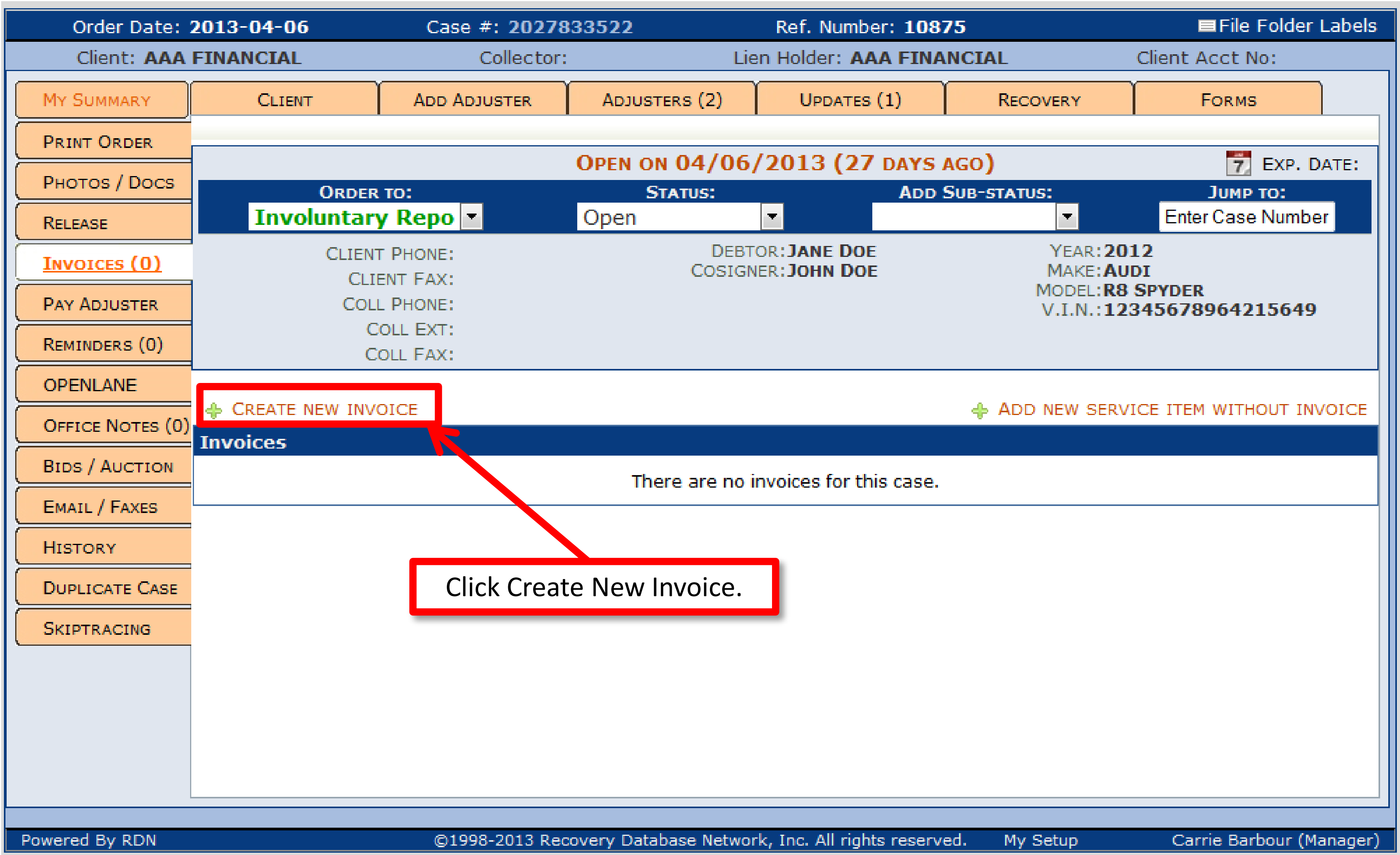
Creating an Invoice

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

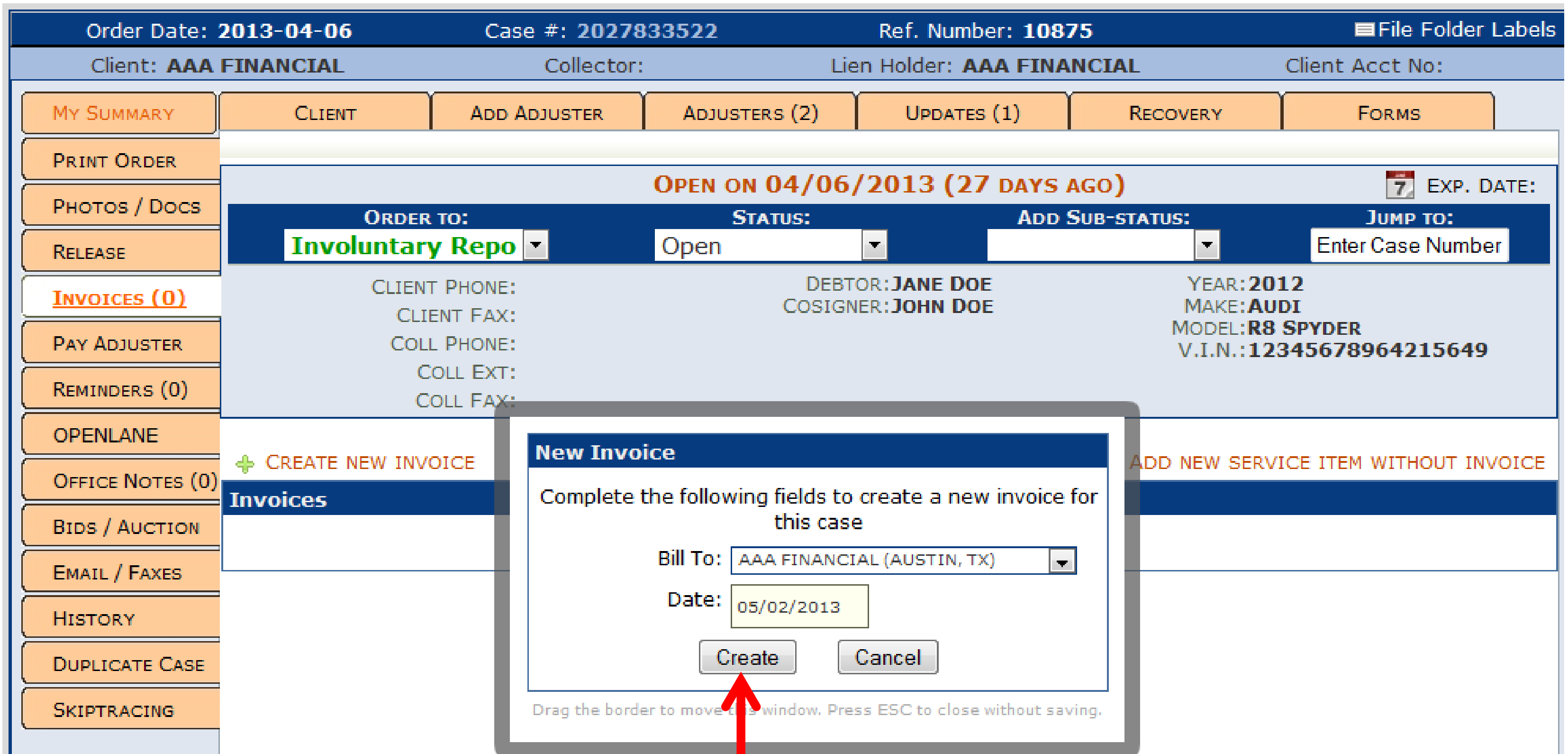


Click the Invoice tab located on the Case Page.

Creating an Invoice

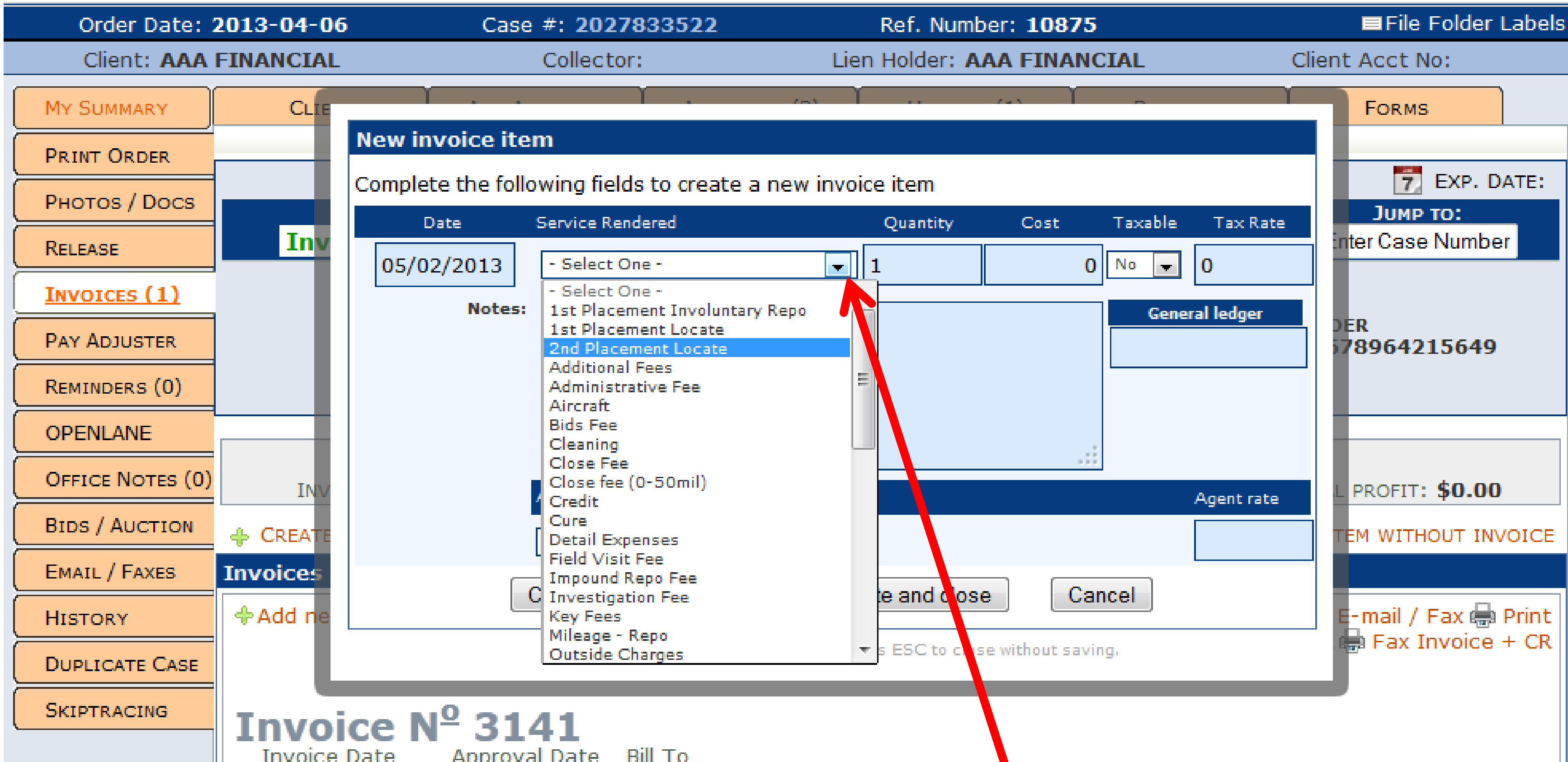


Creating an Invoice



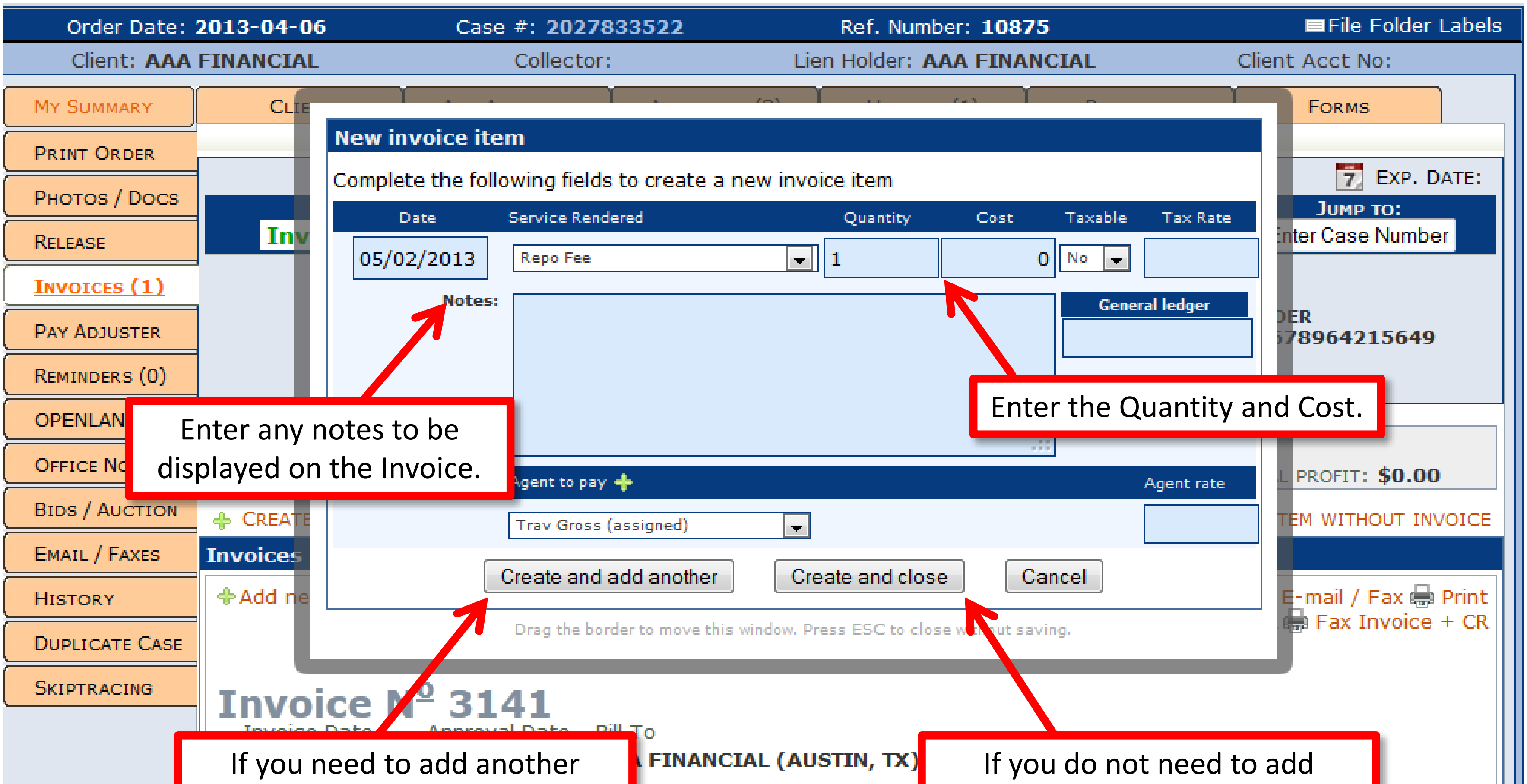
Verify the Bill To and Date are correct. Press Create to create a new Invoice.

Creating an Invoice



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



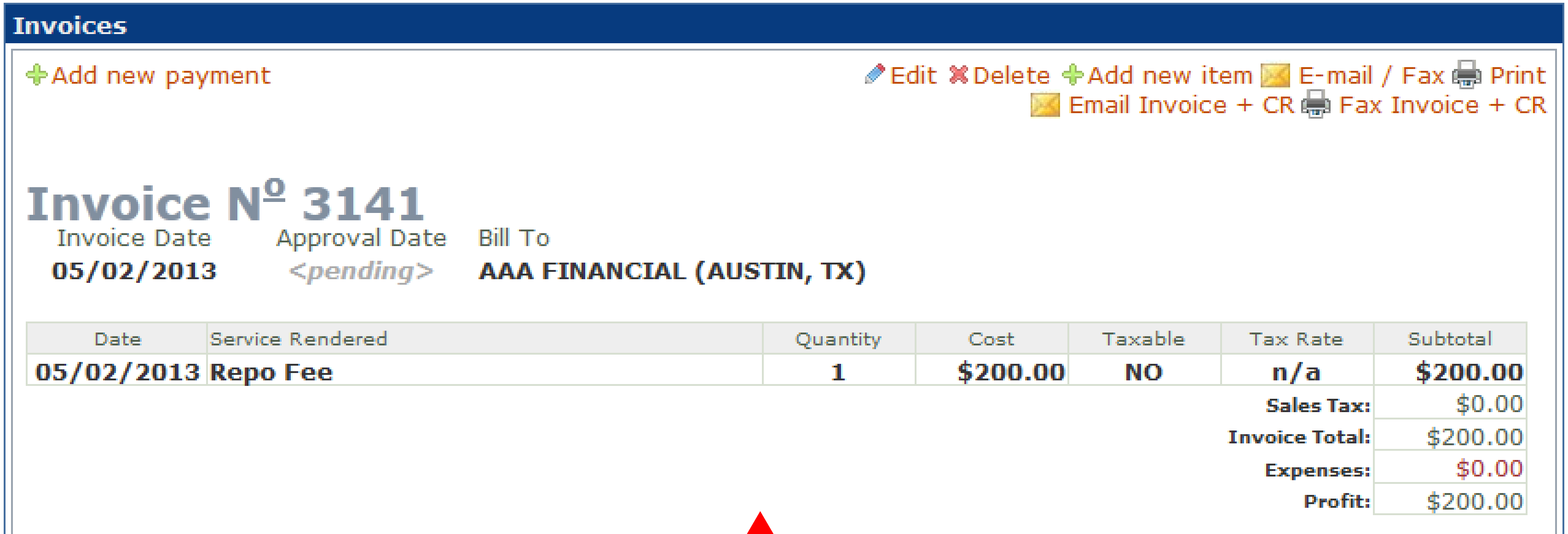
Enter any notes to be displayed on the Invoice.

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.

Creating an Invoice



Invoices

Add new payment

Edit Delete Add new item E-mail / Fax Print
Email Invoice + CR Fax Invoice + CR

Invoice Nº 3141

Invoice Date	Approval Date	Bill To
05/02/2013	*<pending>*	**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.

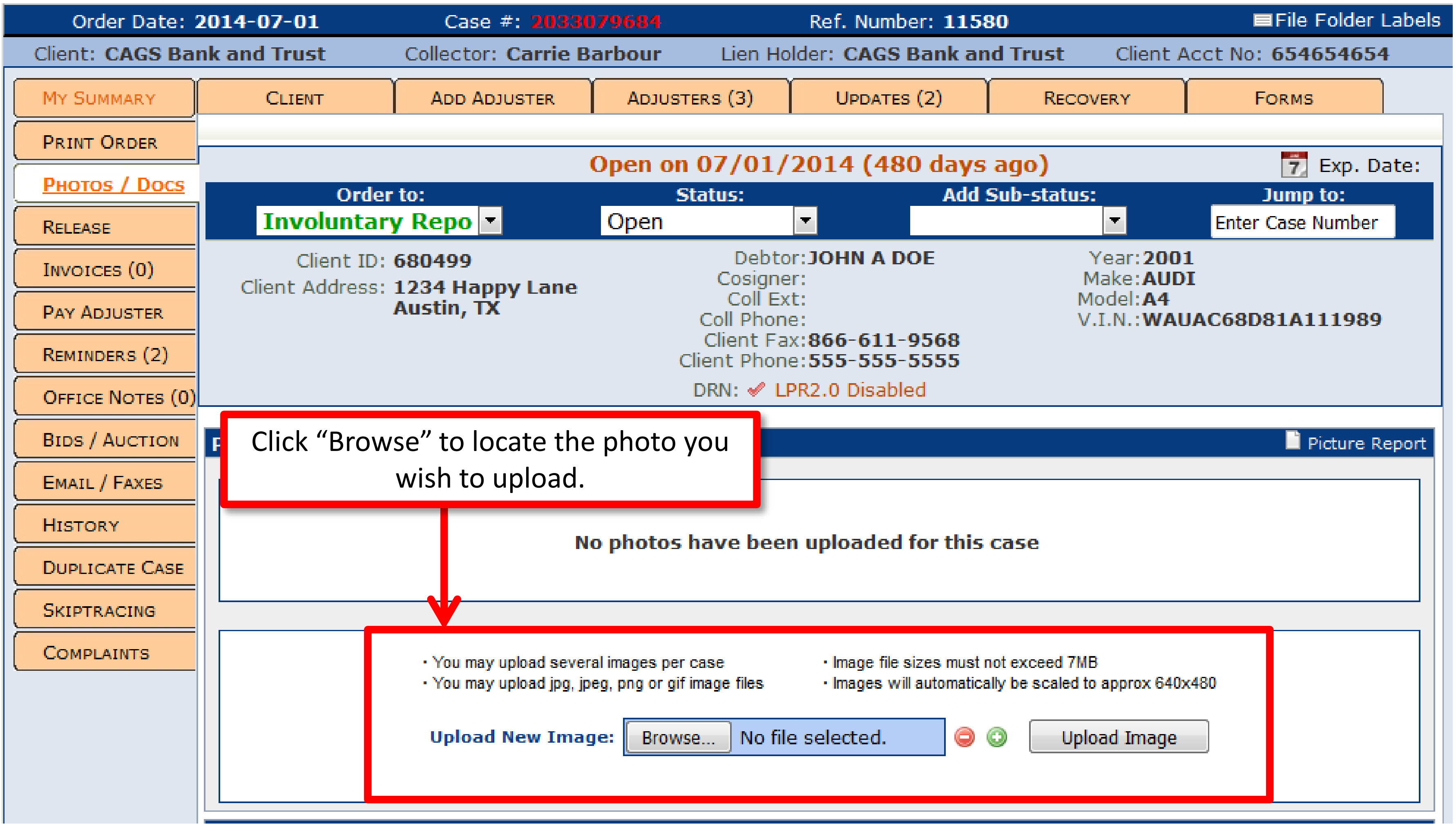
RDN Training: Uploading Photos

CONFIDENTIAL

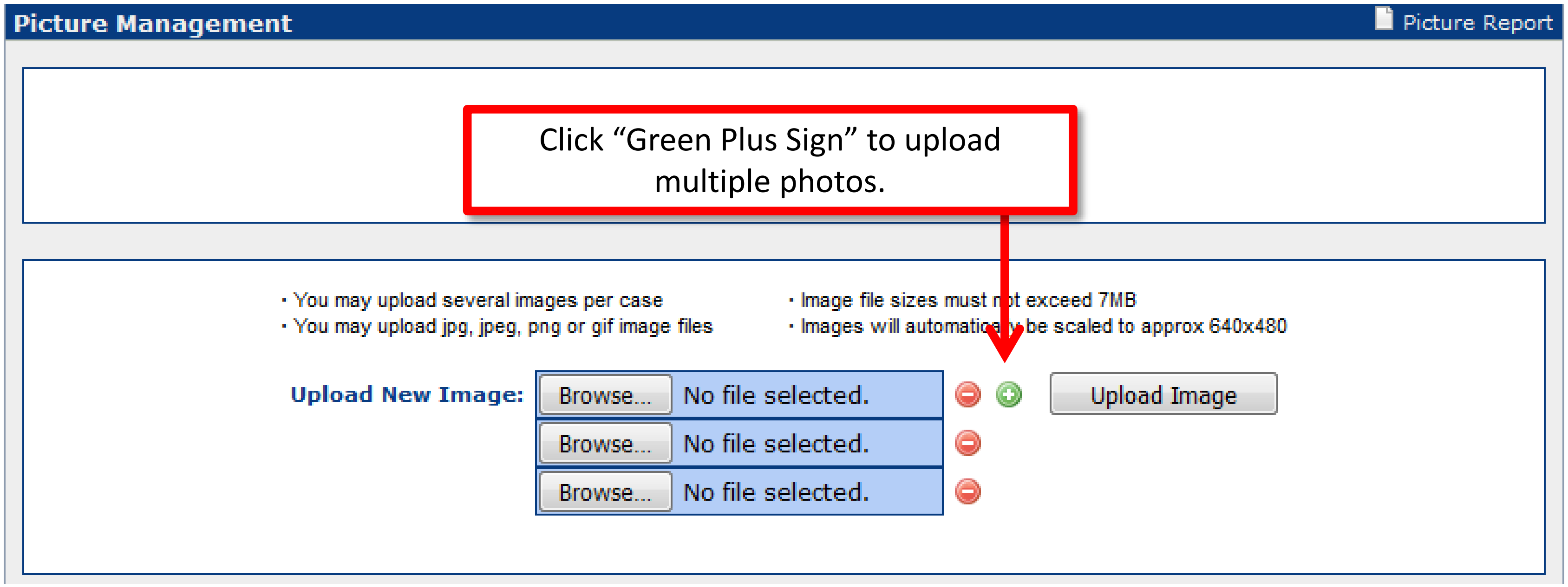
Uploading Photos

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

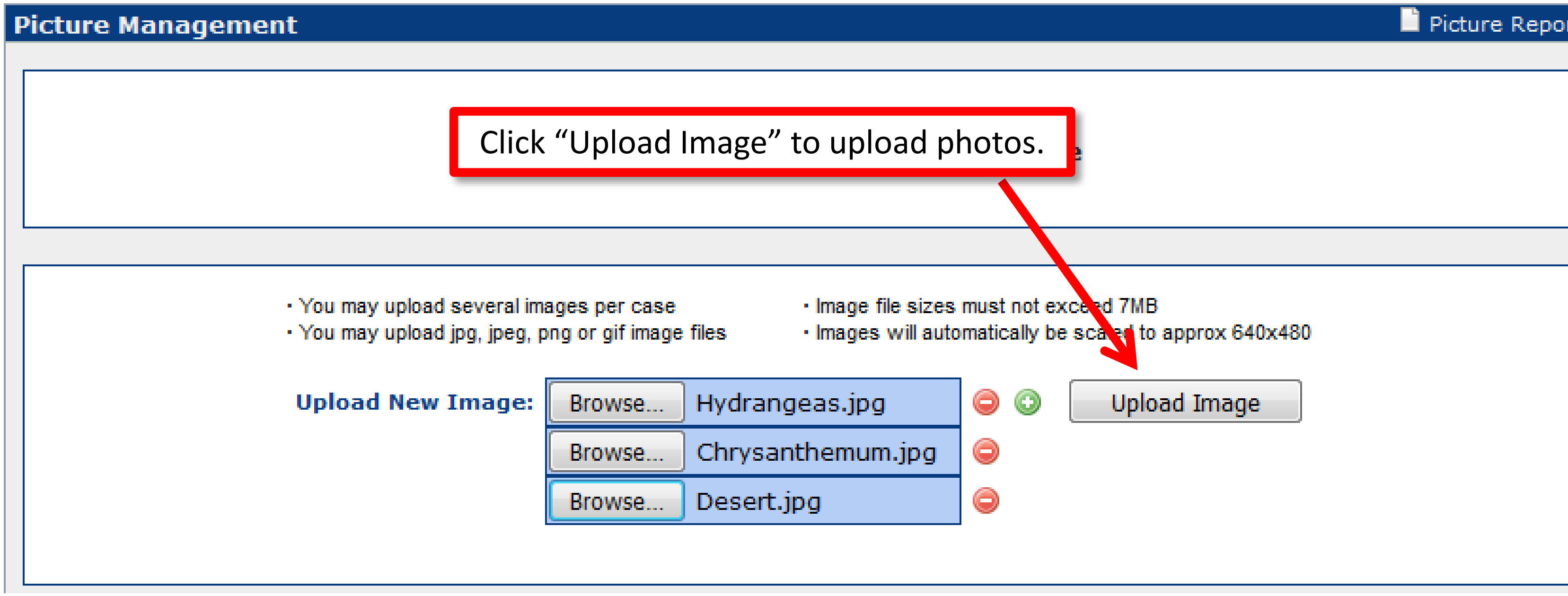
Uploading Photos



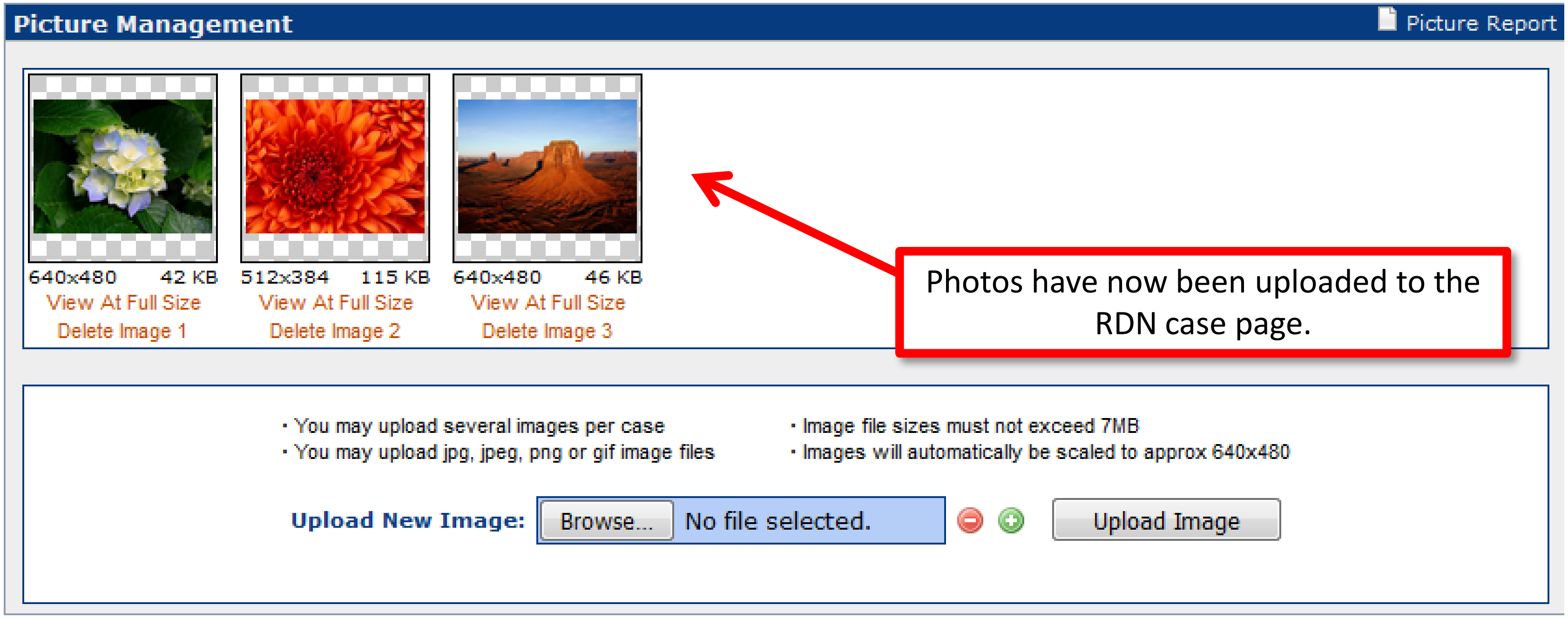
Uploading Photos



Uploading Photos



Uploading Photos



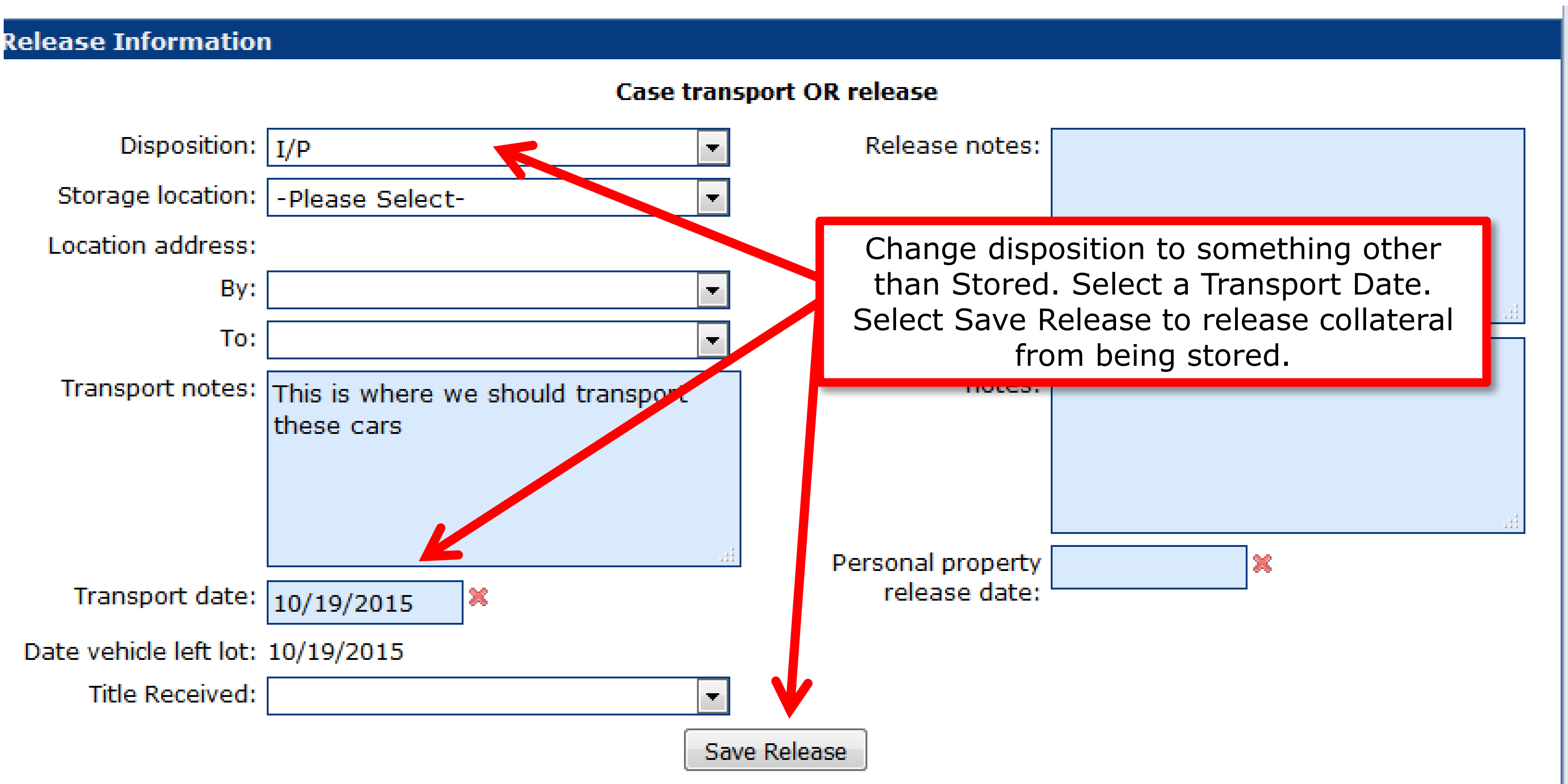
RDN Training: Release Collateral

CONFIDENTIAL

Release Collateral

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

Release Collateral

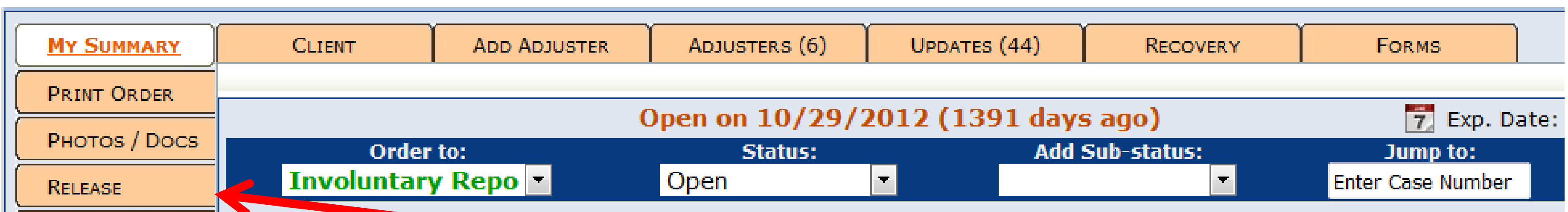


RDN Training: Release Personal Property

CONFIDENTIAL

Release Personal Property

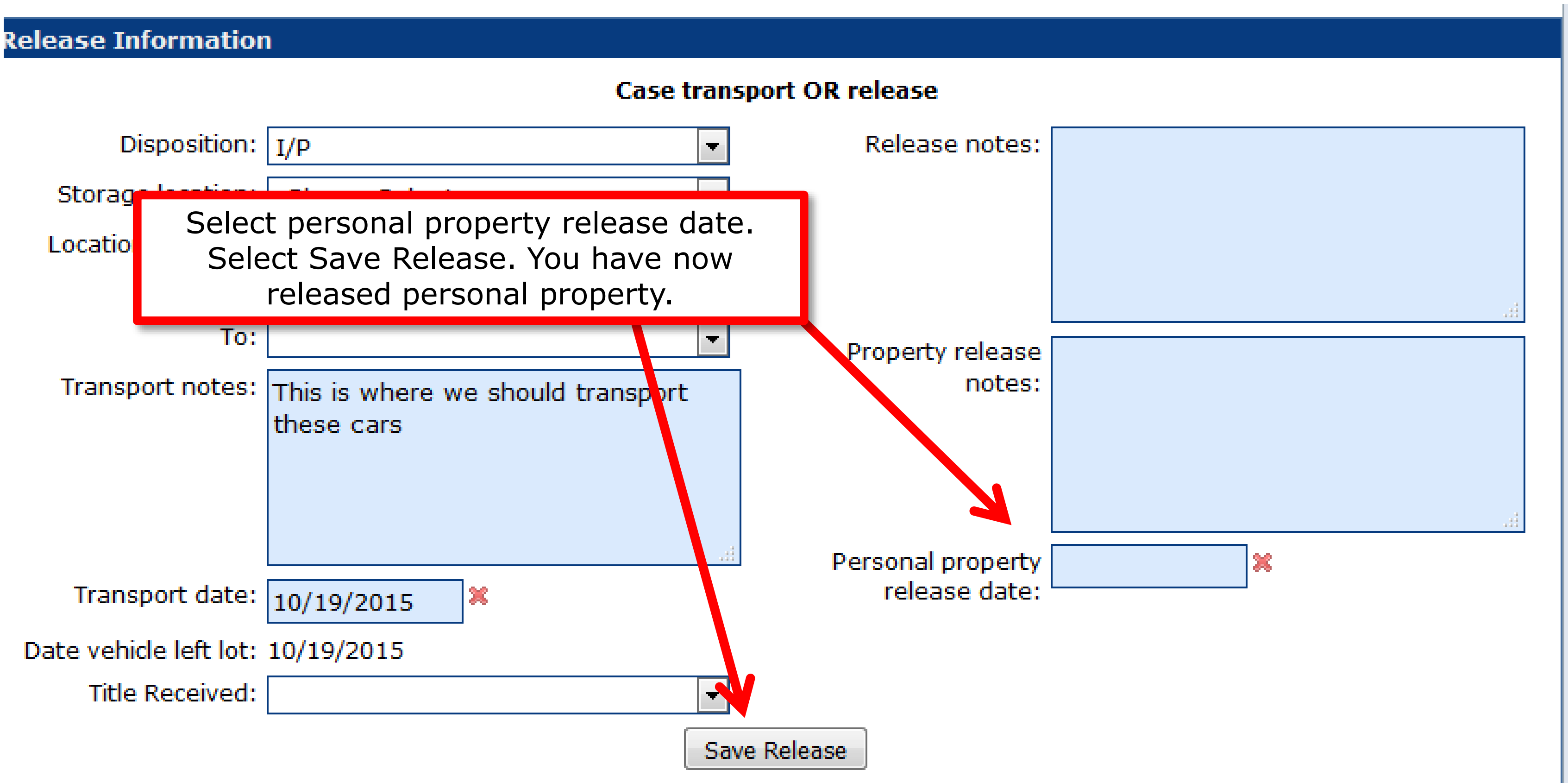
The following slides will guide you through releasing personal property in RDN. You must be on the RDN case page to release personal property.



Select the Release tab.

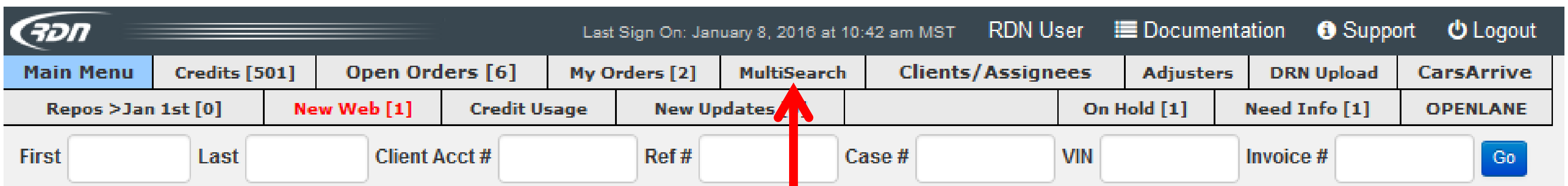
Release Personal Property

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



MultiSearch Reporting Options

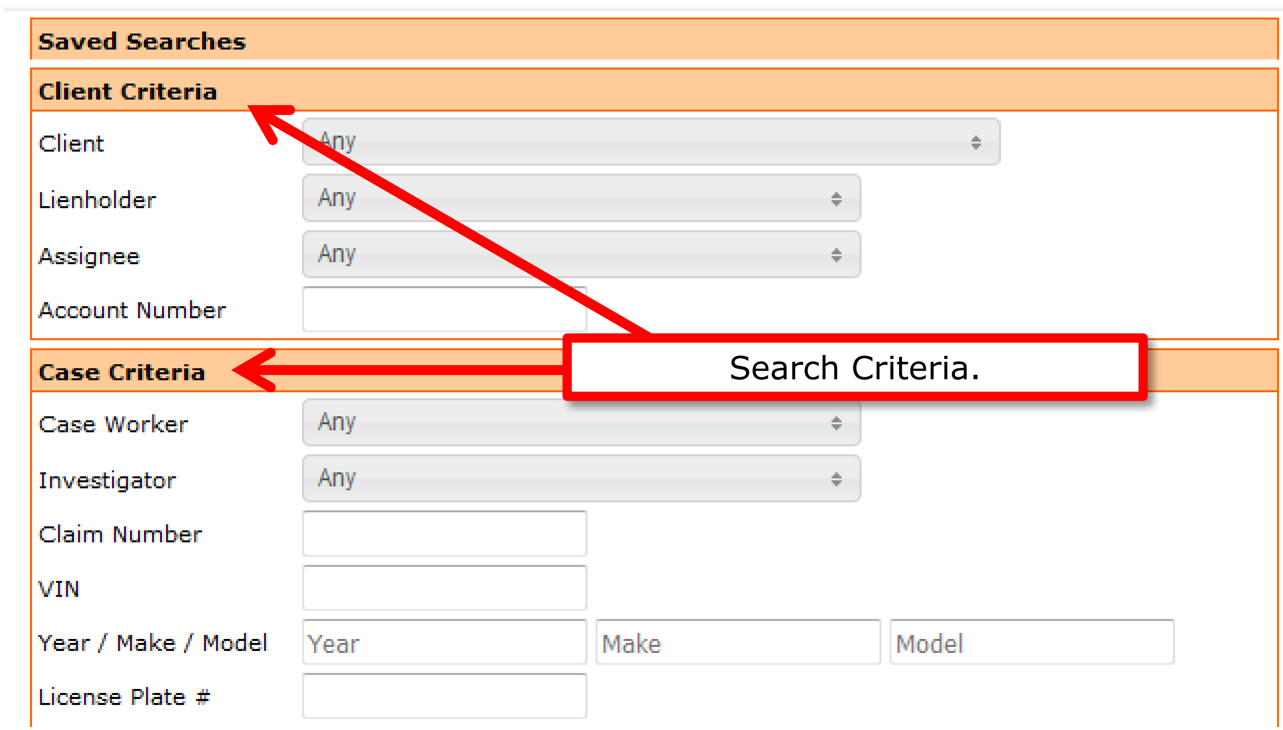
You may review your accounts within a certain time frame by running a MultiSearch report. MultiSearch lets you perform searches based on the criteria you select.



Click MultiSearch.

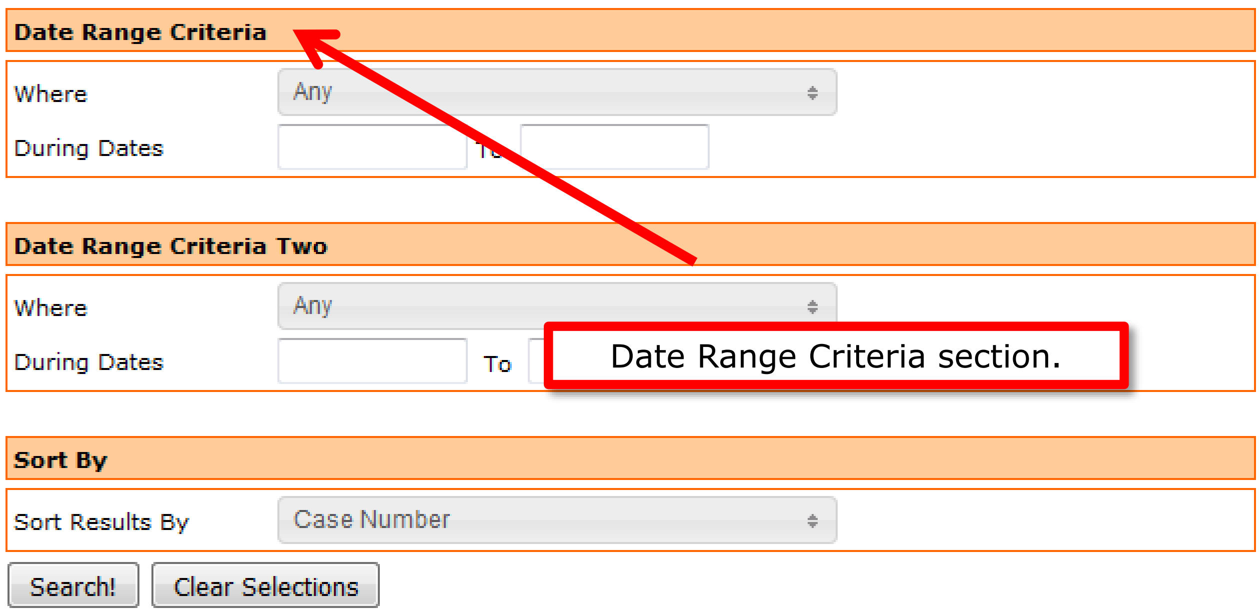
MultiSearch Reporting Options

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



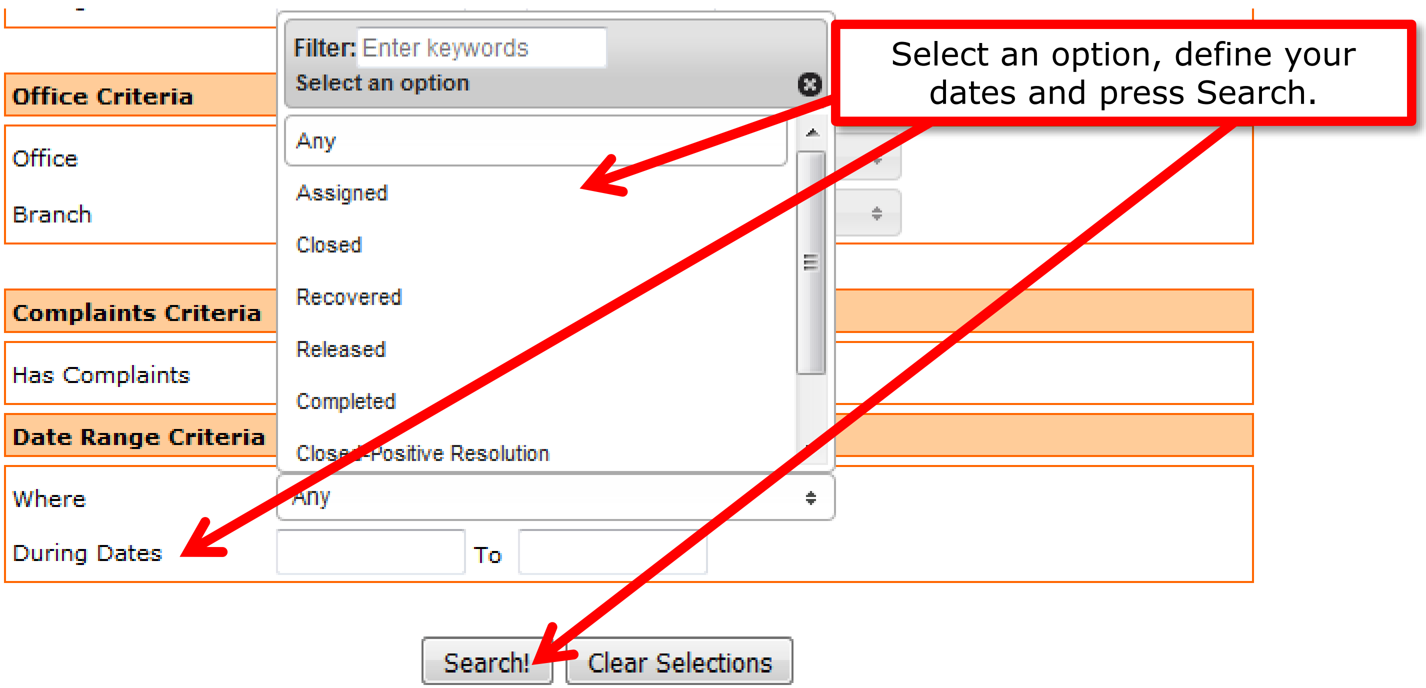
MultiSearch Reporting Options

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



MultiSearch Reporting Options

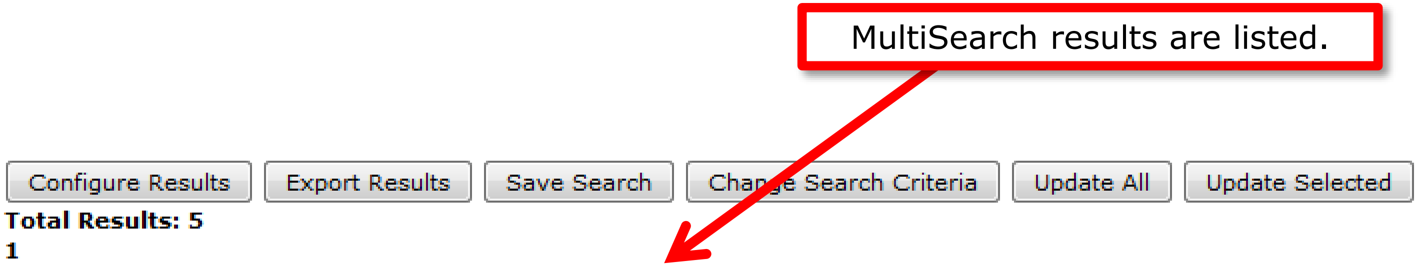
Select the option you wish to run a Date Range Criteria report. For example: If you wish to pull a report of all cases you have recovered during a certain time frame, you select "Recovered" and define your date range. If you wish to pull a report of all cases that have been assigned to you during a certain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



817.204.0298 support@recoverydatabase.net

MultiSearch Reporting Options

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



Row	Select	Case Number	Status	Order Date	Year, Make and Model
1	☐	2025067927	Repossessed	06/29/2012	1999 ford f-150
2	☐	2025067984	Repossessed	06/29/2012	2004 Chevrolet Malibu
3	☐	2038812851	Repossessed	07/07/2015	2005 SATURN VUE
4	☐	2039661682	Repossessed	08/26/2015	1999 FORD F150
5	☐	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.