

RDN Enhancements NEW Bulk Hold Management





Dear Customers,

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

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

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



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

User Functions:

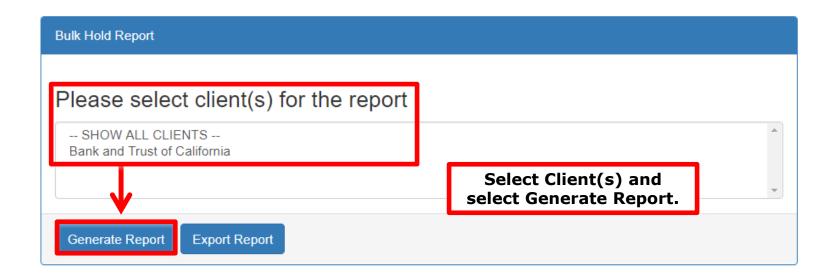
- RDN INSIGHT
- > Edit My Profile
- > Edit Company User Accounts
- RDN Account Management
- > Edit Company Profile
- > Invoices/Credit Cards
- View Stored Vehicles [Total Stored: 11]
- > Pending CAC C/Rs
- > Release Stored Vehicles
- > Update Needed Listing > Never Updated
- > OPEN Orders By Borrowers 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
- Gps Tracking
- > 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
- > Bulk Hold Report

NEW Bulk Hold Report.



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

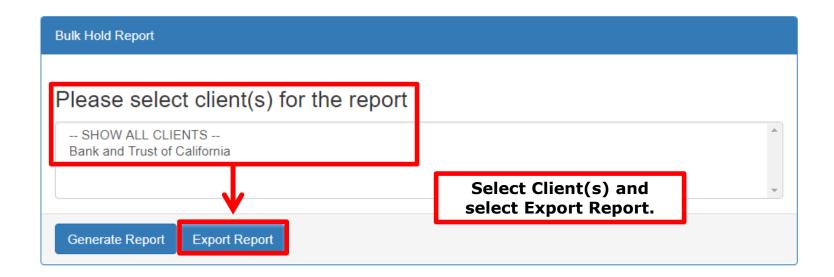
An Export option has also been provided.





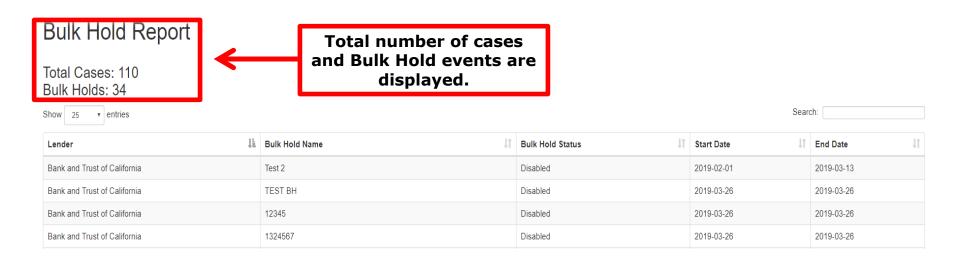
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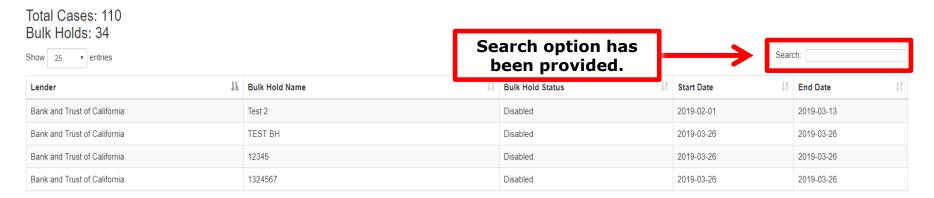
Bulk Hold Report is returned based on your Client(s) selection. This report will list the status of the Bulk Hold, and the Start and End date. Once a Bulk Hold event has expired, the Bulk Hold will be removed from the case page.





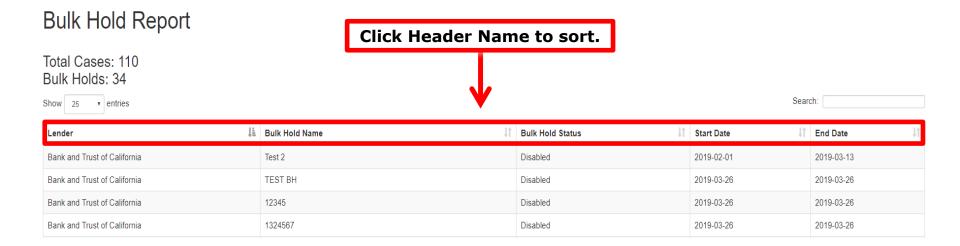
Bulk Hold Report is returned based on your Client(s) selection.

Bulk Hold Report



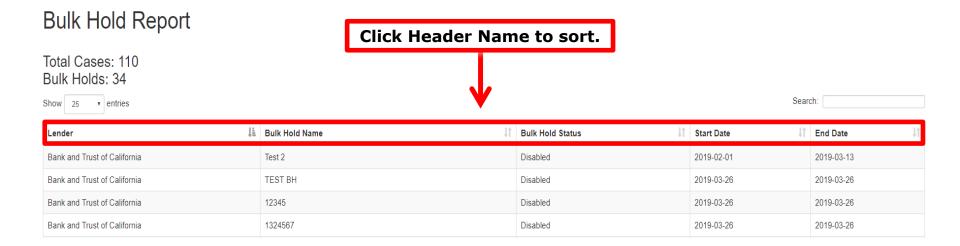


Bulk Hold Report is returned based on your Client(s) selection.



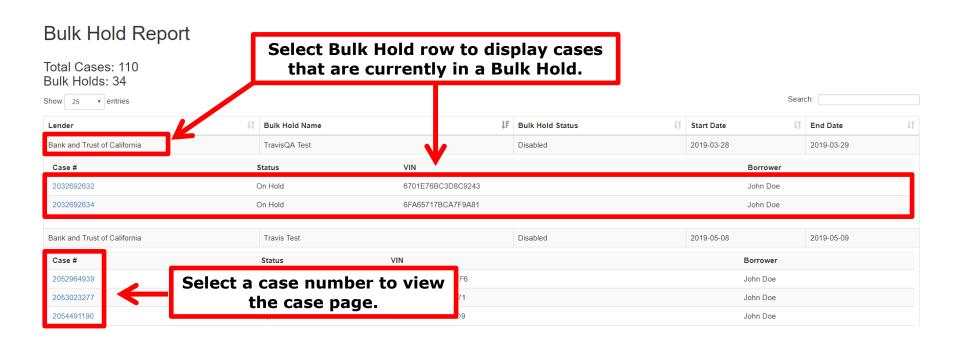


Bulk Hold Report is returned based on your Client(s) selection.



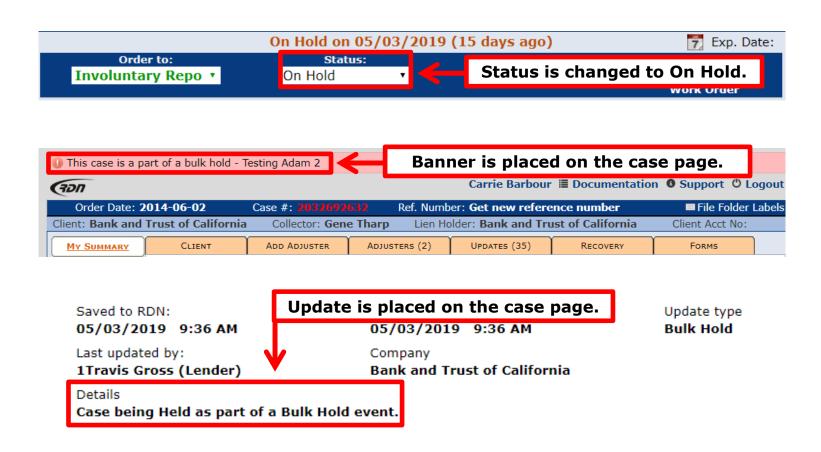


Bulk Hold Report is returned based on your Client(s) selection.





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





Questions?

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

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

Phone: 817-204-0298

Email: support@recoverydatabase.net