



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. At the top, the header shows: Order Date: 2012-07-17, Case #: 2025207908, Ref. Number: 10769, and File Folder Labels. Below this, the client information is: Client: CAGS Bank and Trust, Collector: [blank], Lien Holder: CAGS Bank and Trust, and Client Acct No: [blank].

The main navigation bar includes tabs: MY SUMMARY, CLIENT, ADD ADJUSTER, ADJUSTERS (5), UPDATES (2), RECOVERY (highlighted with a red box), and FORMS. A red arrow points from the RECOVERY tab to a text box.

The central area shows the case details for an order placed on 07/17/2012 (293 days ago). The ORDER TO: dropdown is set to 'Involuntary Repo'. The STATUS: dropdown is open, showing options: Open, Closed, Closed-Positive Resolution, On Hold, Repossessed (highlighted with a blue bar and a red arrow), Charged Off, Office Transfer, Need Info, and Auction. A red arrow points from the 'Repossessed' option to the text box.

The text box contains the instruction: "Click the Status drop down and select Repossessed OR Click the Recovery Tab." The RECOVERY tab is also highlighted with a red box.

Below the status dropdown, the Debtor Information section is visible, including fields for Debtor name (Jane Roo), Debtor SSN, Debtor DOB, Debtor Email, and Driver's License, all currently empty. Other fields for Cosigner information are also present.

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.

Questions??

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

