



RDN April 2019 Enhancements





RDN Enhancements

MultiSearch – Case

Address Criteria





RDN is pleased to bring you NEW features to assist in your day to day activities.

The first new feature is an enhancement to MultiSearch. These new tools will allow for better accessibility to cases that contain invalid addresses on the account. New search criteria:

- Cases with Valid Addresses will allow you to search for cases that contain at least one valid address on the account.
- Cases with Invalid Addresses will allow you to search for cases that contain at least one invalid address on the account.
- Cases with Only Invalid Addresses will allow you to search for cases that contain only invalid addresses on the account.

We hope you are pleased with these features and find them useful in your operations. Should you have any questions or concerns regarding these new features, please contact the RDN Customer Support team.



MultiSearch Case Address Criteria

Case Criteria

Case Worker	<input type="text" value="Any"/>	
Investigator	<input type="text" value="Any"/>	
Claim Number	<input type="text"/>	
VIN	<input type="text"/>	
Year / Make / Model	Year	Make <input type="text"/>
	Model <input type="text"/>	
	<input type="text"/>	
License Plate #	<input type="text"/>	
Title Received	<input type="text" value="Any"/>	
Missing Plates	<input type="checkbox"/>	
Debtor Name	First Name <input type="text"/>	Middle Initial <input type="text"/>
	Last Name <input type="text"/>	
SSN:	<input type="text"/>	
Phone Number	<input type="text"/>	
CoSigner Name	First Name <input type="text"/>	Last Name <input type="text"/>
	<input type="text"/>	
CS Phone Number	<input type="text"/>	

Case Addresses	Cases with Valid Addresses	<input type="checkbox"/>
	Cases with Invalid Addresses	<input type="checkbox"/>
	Cases with Only Invalid Addresses	<input type="checkbox"/>

**NEW Case
Addresses search
options.**



MultiSearch Case Address Criteria

Case Criteria

Case Worker

Investigator

Claim Number

VIN

Year / Make / Model

License Plate #

Title Received

Missing Plates

Debtor Name

SSN:

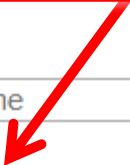
Phone Number

CoSigner Name

CS Phone Number

Case Addresses Cases with Valid Addresses
 Cases with Invalid Addresses
 Cases with Only Invalid Addresses

Cases with Valid Addresses option will allow you to search for cases that contain at least one valid address on the account.





MultiSearch Case Address Criteria

Case Criteria

Case Worker	<input type="text" value="Any"/>
Investigator	<input type="text" value="Any"/>
Claim Number	<input type="text"/>
VIN	<input type="text"/>
Year / Make / Model	Year <input type="text"/> Make <input type="text"/> Model <input type="text"/>
License Plate #	<input type="text"/>
Title Received	<input type="text" value="Any"/>
Missing Plates	<input type="checkbox"/>
Debtor Name	First Name <input type="text"/> Last Name <input type="text"/>
SSN:	<input type="text"/>
Phone Number	<input type="text"/>
CoSigner Name	First Name <input type="text"/> Last Name <input type="text"/>
CS Phone Number	<input type="text"/>
Case Addresses	Cases with Valid Addresses <input type="checkbox"/> Cases with Invalid Addresses <input type="checkbox"/> Cases with Only Invalid Addresses <input type="checkbox"/>

Cases with Invalid Addresses option will allow you to search for cases that contain at least one invalid address on the account.



MultiSearch Case Address Criteria

Case Criteria

Case Worker	<input type="text" value="Any"/>
Investigator	<input type="text" value="Any"/>
Claim Number	<input type="text"/>
VIN	<input type="text"/>
Year / Make / Model	Year <input type="text"/> Make <input type="text"/> Model <input type="text"/>
License Plate #	<input type="text"/>
Title Received	<input type="text" value="Any"/>
Missing Plates	<input type="checkbox"/>
Debtor Name	First Name <input type="text"/> Middle Initial <input type="text"/> Last Name <input type="text"/>
SSN:	<input type="text"/>
Phone Number	<input type="text"/>
CoSigner Name	First Name <input type="text"/> Last Name <input type="text"/>
CS Phone Number	<input type="text"/>
Case Addresses	Cases with Valid Addresses <input type="checkbox"/> Cases with Invalid Addresses <input type="checkbox"/> Cases with Only Invalid Addresses <input type="checkbox"/>

Cases with Only Invalid Addresses option will allow you to search for cases that contain only invalid addresses on the account.



RDN Enhancements

Export Stored Vehicles





RDN has made enhancements that will allow you to export your stored vehicles for better tracking.

We hope you are pleased with these features and find them useful in your operations.



Export Stored Vehicles

Select View Stored Vehicles.

1. User Functions

- RDN INSIGHT
- Edit My Profile
- View Assignees
- View Stored Vehicles**
- Release Stored Vehicles
- View Vehicles for Bids / Stored
- CAC Pending C/Rs
- Case Update Needed Listing

Select Export to Excel.

Print Save PDF Email Fax Export to Excel

Sort By Client Filter Location
Case Number ALL ALL



RDN Enhancements

New Updates Tab





RDN has made enhancements to the New Updates tab that will allow you to Filter New Updates by Client and/or Lienholder. You will now be able to select and remove all updates via our new Select All button.

We hope you are pleased with these features and find them useful in your operations.



New Updates Tab Select/Remove All

Main Menu	Add Order	Open Orders [943]	My Orders [150]
Repos >Apr 1st [23]		New Web [708]	New Updates [34]

Select New Updates tab.



New Updates

NEW Select All button will select all updates displayed. →

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:

Limit Client To: Limit Lienholder To:



New Updates Tab Select/Remove All

New Updates

Unselect All button will deselect all updates displayed. → **Unselect All** Remove Selected

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

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: : Limit Type To:

Limit Client To: Lienholder To:

New System update for Case Number: 2032692651 System Update

Update Text:
This case has been forced open. Manually re-open Agent(s) as required.

Added By: System
Case Worker:
Update Date: 2019-04-10 06:33:15
Debtor Name: Doe, John
Client: Bank and Trust of California, San Diego
Lienholder: Bank and Trust of California
Vehicle: 2011 Toy Camry

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

Deselect individual updates that you do not wish to remove. →



New Updates Tab Select/Remove All

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 (**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:

Limit Client To: Limit Lienholder To:

New System update for Case Number: 2032692651 System Update

Update Text:
This case has been forced open. Manually re-open Agent(s) as required.

Added By: System
Case Worker:
Update Date: 2019-04-10 06:33:15
Debtor Name: Doe, John
Client: Bank and Trust of California, San Diego
Lienholder: Bank and Trust of California
Vehicle: 2011 Toy Camry

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

Select Remove Selected to remove the select updates.





New Updates Tab Limit Updates by Client/Lienholder

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 (**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:

Limit Client To: **Limit Lienholder To:**

New System update for Case Number: 2032692651 System Update

Update Text:
This case has been forced open. Manually re-open Agent(s) as required.

Added By: System
Case Worker:
Update Date: 2019-04-10 06:33:15
Debtor Name: Doe, John
Client: Bank and Trust of California, San Diego
Lienholder: Bank and Trust of California
Vehicle: 2011 Toy Camry

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

Updates can be limited to Clients and/or Lienholders.



Limit Client To: Limit Lienholder To:



New Updates Tab Limit Updates by Client/Lienholder

Select each Client and/or Lienholder. You may make multiple selections.

Filter: Enter keywords
✓ Check all ✗ Uncheck all ✕

- Bank and Trust of California
- Travis's Bank and Trust
- PAR North America
- 1 RDN Demo Inc, LLC
- Demo Forwarding Company
- Credit Acceptance

Bank and Trust of California

Updates displayed will be limited to the Client and/or Lienholder selected.

Limit Updates To:

Show All

Sort By:

Newest First

Limit Client To:

Bank and Trust of California , 1 RDN
Demo Inc, LLC , Demo Forwarding
Company

Limit Lienholder To:

Bank and Trust of California , 1 RDN
Demo Inc, LLC , Bank and Trust of
California