

Local to Global

- *When one of your local clients decides to become a global client user of RDN, **if they have cases open with you**, you will need to switch the classification of those existing cases from a “local client” to a “global client.” By doing this, the lender will be able to access the cases that they had with you prior to their switch to a global RDN license. Any orders that they send to you after their switch to global client will be automatically established as global client cases.*

Multisearch

- You may find it easier to accomplish this process by first creating a list in Multisearch of all the open cases you have with your client.
- Just click on the case# in each line item of the report to access the case and make the change.
- Follow the directions in the following slides to make the change to the case from local to global

F: L Name: CIt No: Ref No: Case No: VIN: Go Invoice No:

Configure Results Export Results Save Search Update All Update Selected

Total Results: 202

1 | 2 >

Row	Select	Case Number	Year, Make and Model	Lienholder Name	Repo Date	Status	Last Name	Year	First Name
1	<input type="checkbox"/>	200477272	2000 FORD FOCUS LX			Open	FIELDS	2000	RAYMOND
2	<input type="checkbox"/>	2006037977	2003 Volkswagen Jetta	RDN Demo Inc, LLC		Open	MaGuire	2003	Kelly
3	<input type="checkbox"/>	2016670599	2004 Lamborghini Gallardo	Demo Forwarding Company		Open	Rhymes	2004	Busta
4	<input type="checkbox"/>	2016691292	2004 HARLEY- DAVIDSON FXSTI	Harley Davidson		Open	FRANKHAUSER	2004	KARL
5	<input type="checkbox"/>	2016795144	2007 Chevrolet Impala	Demo Forwarding Company		Open	Smith	2007	Luis
6	<input type="checkbox"/>	2017043870	1999 PONTIAC BONNEVILLE	Credit Acceptance TESTING		Open	LUTRXVHB	1999	EOSV, Q
7	<input type="checkbox"/>	2017117214	1999 test model	Demo		Open	RDN	1999	Missy
8	<input type="checkbox"/>	2017426291	2006 Chevrolet Avalanch						
9	<input type="checkbox"/>	2017615096							
10	<input type="checkbox"/>	2017769692							
11	<input type="checkbox"/>	2017783607		HSBC		Open	LANDAHL		RHIONDA
12	<input type="checkbox"/>	2017783970		Wells Fargo Financial		Open	Waller		Lindsay
13	<input type="checkbox"/>	2017821292		Demo Forwarding Company		Open	Jones		Henry
14	<input type="checkbox"/>	2017936830		Demo Forwarding Company		Open	Smith		Happy
15	<input type="checkbox"/>	2018125654	2005 kia sorento	World Omni		Open	urran	2005	caleb
16	<input type="checkbox"/>	2018125731	2003 Isuzu Acender	COAF LRP		Open	O'Brien	2003	Tyler

After clicking on Multisearch and creating your query, just click the Case Number to access each case.

Order Date: 2010-02-24

Case #: 2016691292

Ref. Number: 8169

Client: Missys Bank and Trust

Collector: Naomi Chan-Jobe

Lien Holder: Harley Davidson

Client Ac

MY SUMMARY

CLIENT

ADD ADJUSTER

ADJUSTERS (1)

UPDATES (3)

RECOVERY

PRINT ORDER

PHOTOS / DOCS

RELEASE

INVOICES (0)

PAY ADJUSTER

REMINDERS (0)

OFFICE NOTES (0)

BIDS / AUCTION

EMAIL / FAXES

HISTORY

DUPLICATE CASE

SKIPTRACING

Open on 02/24/2010 (157 days ago)

Order to:

Involuntary Repo

Status:

Open

Add Sub-status:

Client Phone:

Client Fax:

Coll Phone:

Coll Ext:

Debtor: KARL W. FRANKHAUSER

Cosigner:

Year: 2004

Make: HARLE

Model: FXSTI

V.I.N.: 1HD1B

Debtor Information

Debtor name: KARL W. FRANKHAUSER

Debtor SSN: 299-58-4146

Debtor DOB: 02/08/1963

Cosigner SSN: <empty>

Cosigner DOB: <empty>

Assign To

Office: 1 RDN Demo

Branch: unassigned

Order date: 02/24/2010

Case worker: Kathy Toal

Case investigator: <empty>

Adjuster Information

Status	Type	Name	Phone	Fax
Open	Company Adjuster	Bob Jones	Phone	<empty>

+ ADD ADDITIONAL COLLATERAL

Primary collateral

Vehicle: 2004 HARLEY- DAVIDSON FXSTI

License: <empty>

Begin by opening each case file for
And selecting the Client Tab.

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Debtor: KARL W. FRANKHAUSER

Year: 2004

Make: HARLE

Model: FXSTI

V.I.N.: 1HD1B

Next, click on the Edit symbol on the Client Information bar

Lien Holder Information

Name: Harley Davidson

Client Information

Name: Missys Bank and Trust, Watertown

ID: 290371

Address: 621 N Broadway

Phone: <empty>

Fax: <empty>

Account number: 2015767346

Toll free: <empty>

Bankruptcy type: <empty>

Claim number: <empty>

Transport notes: <empty>

Billing Information

Attention: <empty>

Phone: <empty>

Address: <empty>

Fax: <empty>

E-mail: <empty>

Branch Information

Order Date: 2010-02-24

Case #: 2016691292

Ref. Number: 8169

Client: Missys Bank and Trust

Collector: Naomi Chan-Jobe

Lien Holder: Harley Davidson

Client Ac

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REMINDERS (0)

OFFICE NOTES (0)

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HISTORY

DUPLICATE CASE

SKIPTRACING

CLIENT

RECOVERY

Order to:

Involuntary Re

Client Pho

Client P

Coll Pho

Coll E

Lien Holder Informati

Name: Harle

Client Information

Name: Miss

Address: 621

Account number: 201

Bankruptcy type: <em

Transport notes: <em

Billing Information

Attention: <empty>

Address: <empty>

E-mail: <empty>

Branch Information

Client Information

Client name: Missys Bank and Trust, Watertown

Client ID: 290371

Client address: 621 N Broadway

Client phone: <empty>

Client fax: <empty>

Client toll free: <empty>

Account number: 2015767346

Bankruptcy type: - Select One -

Claim number:

Transport notes:

Update

Cancel

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

Click on the d
arrow next to
Name.

Order Date: 2010-02-24 Case #: 2016691292 Ref. Number: 8169

Client: Missys Bank and Trust Collector: Naomi Chan-Jobe Lien Holder: Harley Davidson Client Ad

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

CLIENT

Client Information

Client name: RDN Demo Inc, LLC

Client ID: - Global Clients -

Client address: ALABAMA TELCO CREDIT UNION, BIRMINGHAM

Client phone: Alliant Bank, Kansas City

Client fax: American Recovery Assn, Irving

Client toll free: Bank of the West, Walnut Creek

Account number: Broadway Motors, hattiesburg

Bankruptcy type: Center One,

Claim number: COAF LRP, Somecity

Transport notes: CURE, LLC, Hoover

Demo Forwarding Company,

Diversified Vehicle Services,

Dominion Management Services, Inc, Alexandria

External Controlling USA, Miami

FIREFIGHTERS COMMUNITY CREDIT UNION, CLEVELAND

MarkOne Financial, Jacksonville

National Recovery Specialist,

North Arundel Savings Bank, Pasadena

Northwest Auto Sales, Tucson AZ

PFS Financial, Tampa

Order to: Involuntary Re

Client Ph
Client F
Coll Ph
Coll E

Lien Holder Informati

Name: Harle

Client Information

Name: RDN
Address: 123
Big
Account number: 201
Bankruptcy type: <em
Transport notes: <em

Billing Information

Attention: <empty>
Address: 123 Main Street St
Big City Country, AZ 85701
E-mail: <empty>

Update Cancel

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

Locate your name in the Client section Dropdown

Order Date: 2010-02-24

Case #: 2016691292

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Client P

Coll Pho

Coll E

Lien Holder Informati

Name: Harle

Client Information

Name: Miss

Address: 621

Account number: 201

Bankruptcy type: <em

Transport notes: <em

Billing Information

Attention: <empty>

Address: <empty>

E-mail: <empty>

Phone: <empty>

Fax: <empty>

Branch Information

Client Information

Client name: RDN Demo Inc, LLC,

Client ID: 290371

Client address: 621 N Broadway

Client phone: <empty>

Client fax: <empty>

Client toll free: <empty>

Account number: 2015767346

Bankruptcy type: - Select One -

Claim number:

Transport notes:

Update

Cancel

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

b-status:

Year: 2004

Make: HARLE

Model: FXSTI

V.I.N.: 1HD1B

290371

<empty>

<empty>

<empty>

<empty>

<empty>

Select

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Model: FXSTI

V.I.N.: 1HD1B

Lien Holder Information

Name: Harley Davidson

Client Information

Name: RDN Demo Inc, LLC

Address: 123 Main Street St
Big City Country, AZ 85701

Account number: 2015767346

Bankruptcy type: <empty>

Transport notes: <empty>

ID: 320547

Phone: 666-555-7700

Fax: 520-844-8197

Toll free: <empty>

Claim number: <empty>

Billing Information

Attention: <empty>

Address: 123 Main Street St
Big City Country, AZ 85701

E-mail: <empty>

Phone: 666-555-7700

Fax: 520-844-8197