



RDN Enhancements

NEW Bulk Hold Management





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.



NEW Bulk Hold Management

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.





NEW Bulk Hold Management

The Bulk Hold report will allow you to select one or more Clients.
An Export option has also been provided.

Bulk Hold Report

Please select client(s) for the report

-- SHOW ALL CLIENTS --
Bank and Trust of California

Select Client(s) and select Generate Report.

Generate Report Export Report

A screenshot of a web application interface for generating a Bulk Hold Report. The interface has a blue header bar with the text 'Bulk Hold Report'. Below the header is a white area containing a dropdown menu. The dropdown menu is currently open, showing the text '-- SHOW ALL CLIENTS --' and 'Bank and Trust of California'. A red rectangular box highlights the dropdown menu area, and a red arrow points from the bottom of this box to a 'Generate Report' button. Another red rectangular box highlights the text 'Select Client(s) and select Generate Report.' to the right of the dropdown menu. At the bottom of the interface, there are two buttons: 'Generate Report' and 'Export Report'. The 'Generate Report' button is highlighted with a red rectangular box.



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Select Client(s) and select Export Report.

Generate Report **Export Report**

A screenshot of a web application interface for generating a Bulk Hold Report. The interface has a blue header bar with the text 'Bulk Hold Report'. Below the header is a white area containing a text prompt 'Please select client(s) for the report' enclosed in a red rectangular box. Underneath this prompt is a dropdown menu with the text '-- SHOW ALL CLIENTS --' and 'Bank and Trust of California'. A red arrow points from the bottom of the dropdown menu to the 'Export Report' button. To the right of the dropdown menu is another red rectangular box containing the text 'Select Client(s) and select Export Report.' At the bottom of the interface are two buttons: 'Generate Report' and 'Export Report', with the latter being highlighted in a red box.



NEW Bulk Hold Management

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
Total Cases: 110
Bulk Holds: 34

Total number of cases and Bulk Hold events are displayed.



Show 25 entries

Search:

Lender	Bulk Hold Name	Bulk Hold Status	Start Date	End Date
Bank and Trust of California	Test 2	Disabled	2019-02-01	2019-03-13
Bank and Trust of California	TEST BH	Disabled	2019-03-26	2019-03-26
Bank and Trust of California	12345	Disabled	2019-03-26	2019-03-26
Bank and Trust of California	1324567	Disabled	2019-03-26	2019-03-26



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Click Header Name to sort.



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Search:

Lender	Bulk Hold Name	Bulk Hold Status	Start Date	End Date
Bank and Trust of California	TravisQA Test	Disabled	2019-03-28	2019-03-29
Case #	Status	VIN	Borrower	
2032692632	On Hold	6701E76BC3D8C9243	John Doe	
2032692634	On Hold	6FA6571BCA7F9A81	John Doe	
Bank and Trust of California	Travis Test	Disabled	2019-05-08	2019-05-09
Case #	Status	VIN	Borrower	
2052964939			John Doe	
2053023277			John Doe	
2054491190			John Doe	

Select Bulk Hold row to display cases that are currently in a Bulk Hold.

Select a case number to view the case page.



NEW Bulk Hold Management

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

On Hold on 05/03/2019 (15 days ago) 7 Exp. Date:

Order to: **Involuntary Repo** ▼ Status: **On Hold** ▼ ← **Status is changed to On Hold.**

work Order

ⓘ This case is a part of a bulk hold - Testing Adam 2 ← **Banner is placed on the case page.**

RDN Carrie Barbour Documentation Support Logout

Order Date: 2014-06-02 Case #: 2032692632 Ref. Number: Get new reference number File Folder Labels

Client: Bank and Trust of California Collector: Gene Tharp Lien Holder: Bank and Trust of California Client Acct No:

My Summary CLIENT ADD ADJUSTER ADJUSTERS (2) UPDATES (35) RECOVERY FORMS

Saved to RDN:
05/03/2019 9:36 AM

Last updated by:
1Travis Gross (Lender)

Details
Case being Held as part of a Bulk Hold event.

Update is placed on the case page.

05/03/2019 9:36 AM

Company
Bank and Trust of California

Update type
Bulk Hold



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