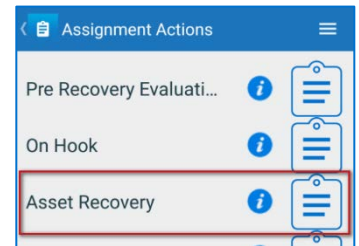


# RC Mobile Reference Document – Creating a Support Ticket

## How to Complete an Asset Recovery

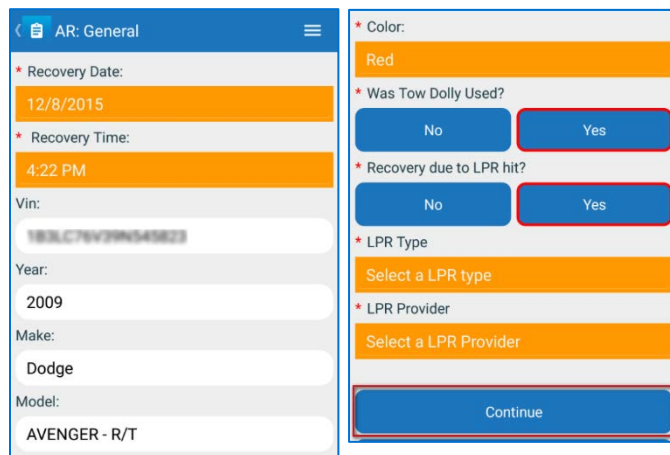
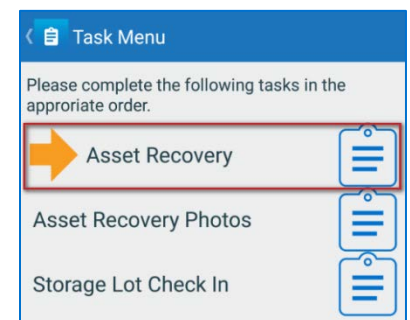
When an agent has repossessed a vehicle, an **Asset Recovery** form must be completed. Completing the form will set the assignment's status to *Recovered*.



### Asset Recovery

To complete an Asset Recovery, go to the **Assignment Actions** screen of the assignment and tap **Asset Recovery**.

The **Task Menu** screen will display and provide three tasks for the user to complete. These tasks must be completed in order. The screen will display an orange arrow next to the one to complete first. Tap the **Asset Recovery** option.

A screenshot of the 'AR: General' form in a mobile application. The form is split into two columns. The left column contains fields for 'Recovery Date' (12/8/2015), 'Recovery Time' (4:22 PM), 'Vin' (18BLCT9V09N48823), 'Year' (2009), 'Make' (Dodge), and 'Model' (AVENGER - R/T). The right column contains fields for 'Color' (Red), 'Was Tow Dolly Used?' (No/Yes buttons), 'Recovery due to LPR hit?' (No/Yes buttons), 'LPR Type' (Select a LPR type), and 'LPR Provider' (Select a LPR Provider). At the bottom of the right column is a 'Continue' button. Red rectangular borders highlight the 'Yes' buttons for 'Was Tow Dolly Used?' and 'Recovery due to LPR hit?', and the 'Continue' button.

The **AR: General** screen will display. Review the form, fill out information fields, and answer the questions on the form <sup>1</sup>. When this part of the form is completed, tap **Continue**.

<sup>1</sup> Depending on the answers given users may be required to answer additional questions or enter supporting details.

# RC Mobile Reference Document

The **AR: Recovery Address** screen will display. Enter Recovery Address information into the form and tap **Continue**.

AR: Rec Address

Note: Select the recovery address from the dropdown. If the address is not in the drop down, free-form enter the address into the fields below.

Rec Address:  
2301 W Townly Ave

Address Type:  
Home

\* Address1:  
2301 W Townly Ave

Address2:

\* City:  
Phoenix

\* State:  
Arizona

\* Zip:  
85021

County:

Continue

AR: Police Info

Note: Enter the information related to the local law enforcement agency that was notified of the repossession.

\* Police Report Date:  
2/25/2016

\* Police Report Time:  
12:35 PM

\* Agency:  
Phoenix PD

\* Phone:  
(602)606-6026

Address1:

City:

State:  
Select state

Zip:  
#####-####

County:

DMV Info:

Continue

The **AR: Police Info** screen will display. Enter Police Agency information into the form and tap **Continue**.

The **AR: Additional Info** screen will display. Review the form, fill out information fields, answer the questions on the form<sup>2</sup>, and tap **Continue**.

AR: Additional Info

Please answer each of the 'Key' questions. You will not be able to continue until all questions are complete.

\* Do you have keys?  
No Yes

\* Do you plan to obtain keys?  
No Yes

\* Can you access interior?  
No Yes

\* Can you record mileage?  
No Yes

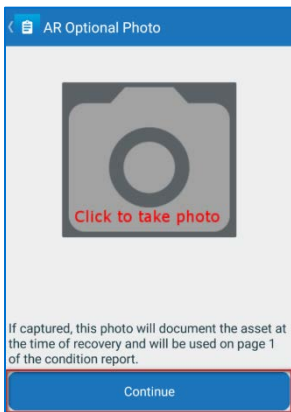
\* Mileage:  
22453

\* Is asset damaged?  
No Yes

Continue

<sup>2</sup> Depending on the answers given users may be required to answer additional questions or enter supporting details.

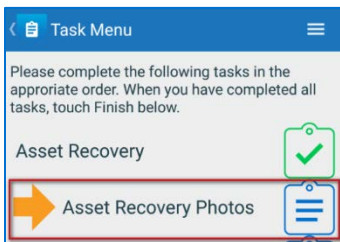
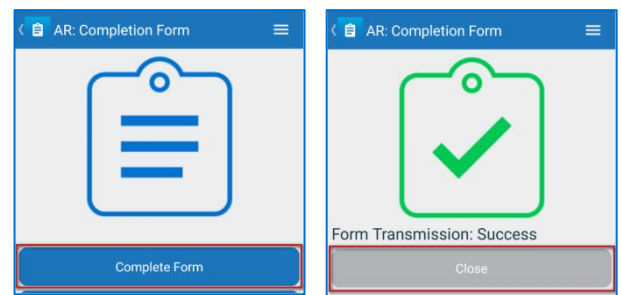
# RC Mobile Reference Document



The **AR Optional Photo** screen will display. Users can take an image of the vehicle prior to recovery by tapping on the camera icon (this is optional). Tap **Continue**.

The **AR: Completion Form** screen will display. Tap **Complete Form** to complete the Asset Recovery portion of the form.

The **AR: Completion Form** screen will display a transmission success message, tap **Close** to move to the next part of the form.

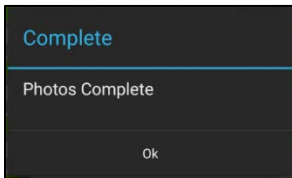
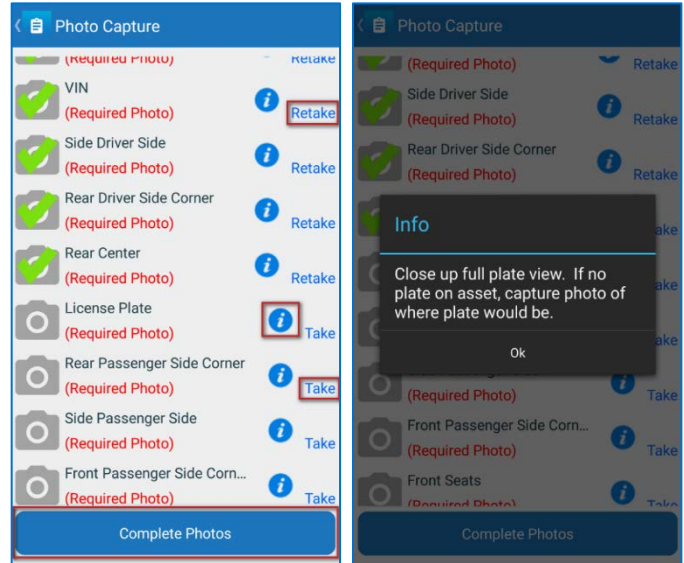


The assignment's status will be set to *Recovered* and the Asset Recovery **Task Menu** screen will display. The **Asset Recovery Photos** task will be highlighted with an orange arrow signifying that users must complete this task next.

# RC Mobile Reference Document

## Asset Recovery Photos

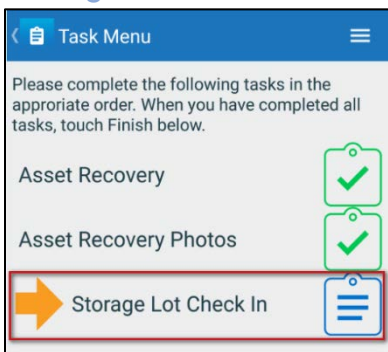
Tap the **Asset Recovery Photos** task to begin this portion of the form. The **Photo Capture** screen will display. It contains a list of photos for the user to capture. Required photos will be labeled as such. Tap the **Take** button to capture each shot. For a description of what each shot requires, tap the information button. Capture all of the required photos and tap **Complete Photos**.



A confirmation dialogue will display. Tap **OK**.

The Asset Recovery **Task Menu** screen will display. The **Storage Lot Check In** task will be highlighted with an orange arrow signifying that users must complete this task next.

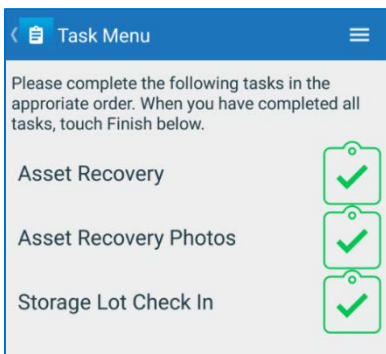
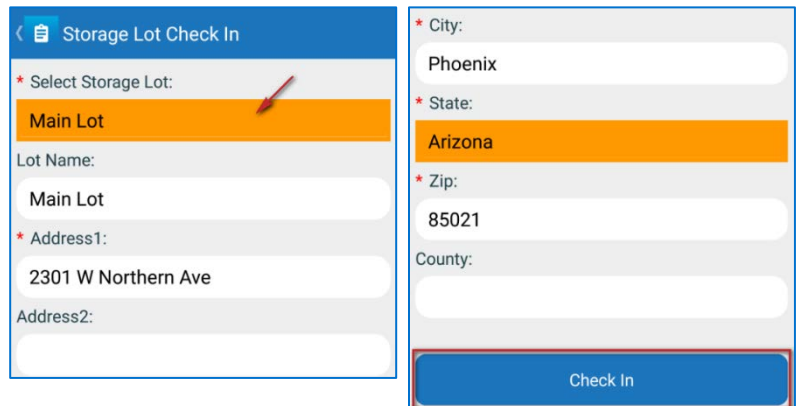
## Storage Lot Check In



Tap the **Storage Lot Check In** task to begin this portion of the form.

# RC Mobile Reference Document

The **Storage Lot Check In** screen will display. The **Select Storage Lot** field will be set to *Asset in Transport* by default. When the user delivers the asset to one of the vendor location's lots, they can change it to the appropriate lot from the lot list. Tap **Check In**<sup>3</sup>.



The **Task Menu** screen will display and show all three tasks accompanied by green check marks indicating that they have been completed.

The **Assignment Actions** screen will display. The **Asset Recovery** action item will have a green check mark next to it, indicating that it has been completed.

<sup>3</sup> The mobile device must be within one mile of the storage location in order to check the asset in. If it isn't, an alert dialogue will display.