



RC Mobile App (Android)

Quick Reference Guide

v1 2/26/2015

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Welcome

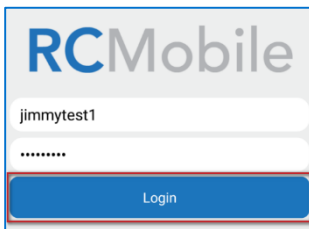
Welcome to RC Mobile (RCM)! This Quick Start Guide will provide easy, accessible information for users to quickly get started using RCM. For additional assistance contact MBSi Support at (602) 864-7847 or email RecoveryConnectSupport@mbsicorp.com.

How to Log into RCM

The RC Mobile App must be activated for the user prior to logging in. If a user is denied access to RCM, the user should contact his/her company's administrator to ensure he/she is enabled.

Logging into RCM

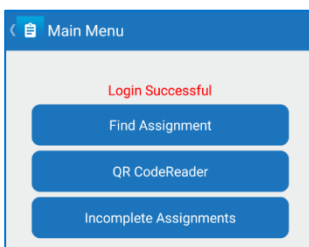
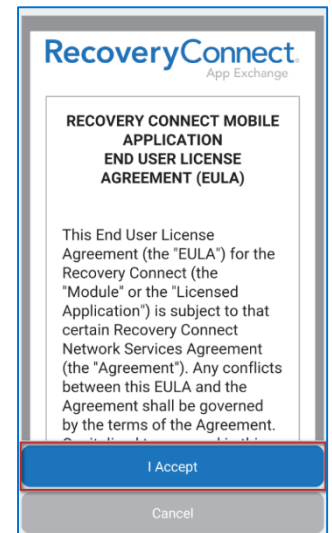
When a user has been enabled for RCM and the application has been downloaded on the Android phone, the user can tap the RCM icon to start the application.



The RCM login screen will display. To log in, enter a **Login ID** and **Password** combination and tap **Login**.

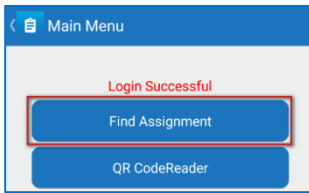
Initial Login

Users will be required to accept the **RC Mobile Application End User License Agreement (RCMAEULA)**. Read the agreement and tap **I Accept**.



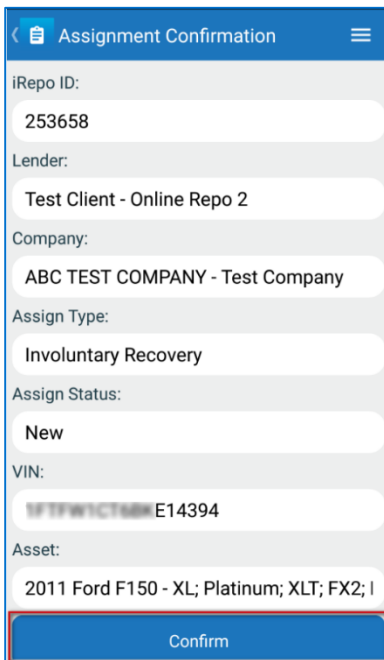
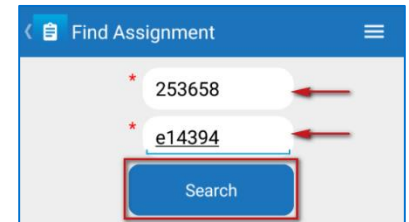
The **Main Menu** screen will display.

How to Find an Assignment



When a user logs into RCM the **Main Menu** screen will display. Tap **Find Assignment**.

Assignments must have been dispatched to an agent before he/she can access them on RCM. RCM requires two pieces of information be entered to help users locate the right assignment: the **iRepo ID**, and the **Last Six of VIN** for the asset of the iRepo assignment. Enter this information in the corresponding fields and tap **Search**.



The **Assignment Confirmation** screen will display. Review the displayed information to verify that the proper assignment was displayed and click **Confirm**.

The **Assignment Actions** screen will display and provide functionality to help process the assignment.



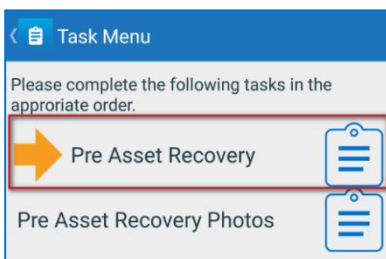
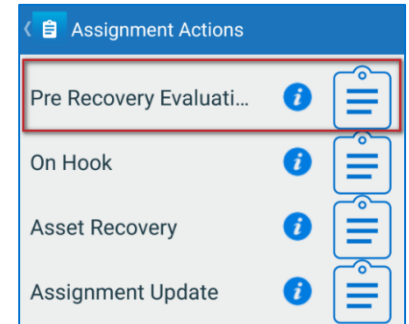
How to Complete a Pre-Recovery Evaluation

The **Pre-Recovery Evaluation** allows agents who have located an asset to provide their lender with information regarding the asset's condition in order to help the lender representative make recovery related decisions.

Pre Asset Recovery

To complete the **Pre-Recovery Evaluation**:

Locate the assignment and open it. Tap **Pre-Recovery Evaluation** on the **Assignment Actions** screen.



The **Task Menu** screen will display and provide two 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 **Pre Asset Recovery** option.

Answer the questions on the form.

Pre Asset Recovery

- * Is vehicle in a recoverable location?
- * Can you access interior?
- * Can you record mileage?
- * Is the asset damaged?
- * Airbags deployed?

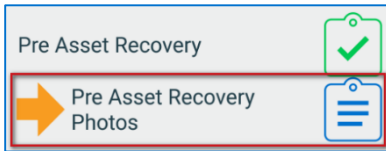
Notes:

Additional notes

Enter additional pertinent information in the **Notes** field and click **Complete Form**.

The **Task Menu** screen will display and mark the **Pre Asset Recovery** as **Completed**. It will also place an orange arrow next to the **Pre Asset Recovery Photos** form which must be completed next.

Pre Asset Recovery Photos

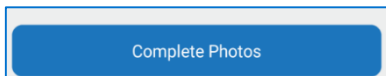
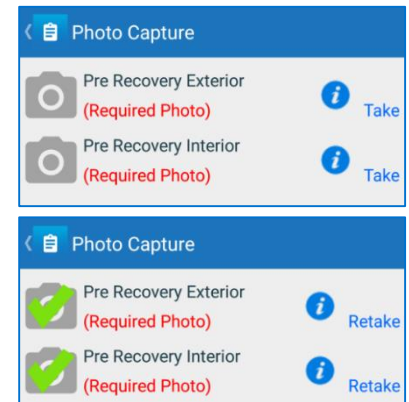


Tap the **Pre Asset Recovery Photos** option on the **Task Menu**.

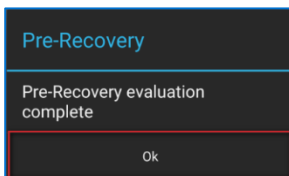
The **Photo Capture** screen will display and provide functionality to take and upload required photos of the asset¹:

Tap **Take** to take the required photos. Use the device's photo capture functionality to take a picture. Tap **OK** to save the image.

When the pictures have been taken, a green check mark will be placed on each of the required photos.



Tap **Complete Photos**.



The form will be completed and a confirmation dialogue will display, tap **OK**. Tap **Close**.

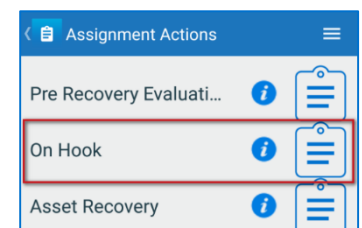
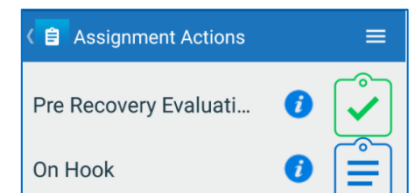
The Pre Recovery Evaluation will have a green check mark next to it, signifying the form has been completed.

How to use “On Hook” Functionality

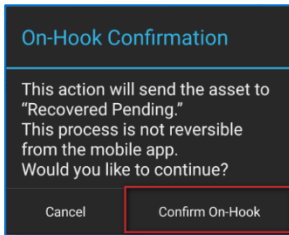
When a vendor's agent is repossessing an asset but does not have the time to complete an Asset Recovery at the time of recovery, the agent can use the **On Hook** tool to quickly notify the lender that the asset has been picked up.

On Hook Functionality

To use the **On Hook** functionality, go to the **Assignment Actions** screen of the assignment and tap **On Hook**.

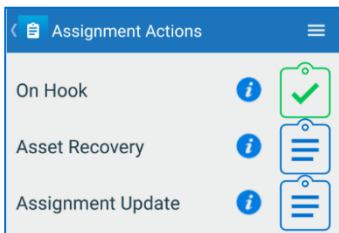
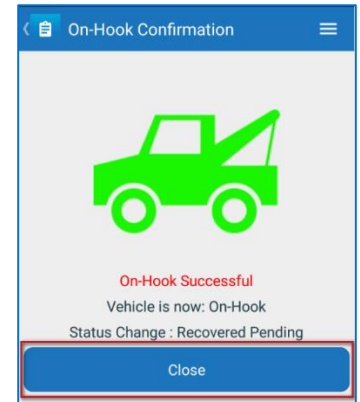


¹ The amount of required photos may vary depending on selections made in the Pre Asset Recovery Form. Is this reference out of place since there is no AR completion?



A confirmation dialogue will display, tap **Confirm On-Hook**.

The **On-Hook Confirmation** screen will display showing that the On-Hook activity was successful. Tap **Close**.

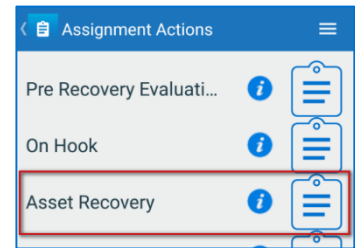


The **On Hook** will have a green check mark next to it, signifying the form has been completed.

The assignment's status will be appended with a *Recovered-Pending* flag and the client will be notified that the vehicle is now in the agent's possession. The agent must complete the **Asset Recovery Form** to complete the repossession and set the assignment to *Recovered* status.

How to Complete an Asset Recovery

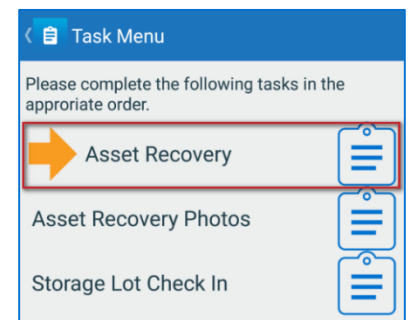
When an agent has repossessed a vehicle, an **Asset Recovery** form must be completed. Completing the form will set the assignment's status to *Recovered*.



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' screen. It contains various input fields for recovery information, including 'Recovery Date' (12/8/2015), 'Recovery Time' (4:22 PM), 'Vin' (1B3LC7N93N645823), 'Year' (2009), 'Make' (Dodge), and 'Model' (AVENGER - R/T). On the right side, there are dropdown menus for 'Color' (Red), 'Was Tow Dolly Used?' (No/Yes), 'Recovery due to LPR hit?' (No/Yes), 'LPR Type' (Select a LPR type), and 'LPR Provider' (Select a LPR Provider). The 'Continue' button at the bottom is highlighted with a red box.

The **AR: General** screen will display. Review the form, fill out information fields, and answer the questions on the form². When this part of the form is completed, tap **Continue**.

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

 A screenshot of the 'AR: Rec Address' screen. It includes a note about selecting the recovery address from a dropdown. Fields include 'Rec Address' (2301 W Townly Ave), 'Address Type' (Home), 'Address1' (2301 W Townly Ave), and 'Address2'. On the right, there are fields for 'City' (Phoenix), 'State' (Arizona), 'Zip' (85021), and 'County'. The 'Continue' button at the bottom is highlighted with a red box.

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

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:

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 form³, 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

AR Optional Photo

Click to take photo

If captured, this photo will document the asset at the time of recovery and will be used on page 1 of the condition report.

Continue

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.

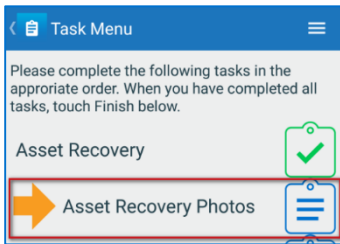
AR: Completion Form

Complete Form

Form Transmission: Success

Close

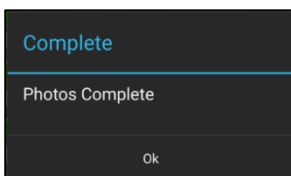
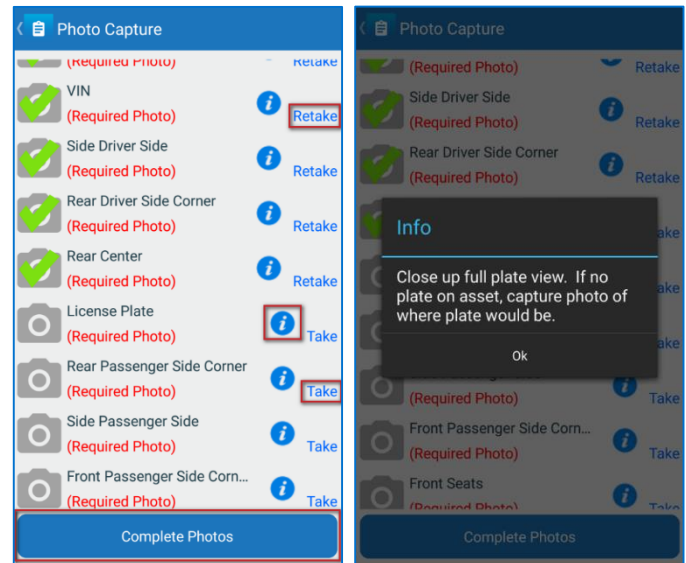
³ Depending on the answers given users may be required to answer additional questions or enter supporting details.



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.

Asset Recovery Photos

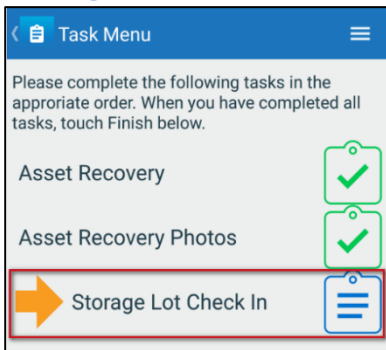
Tap the **Asset Recovery Photos** task to begin this portion of the form. The **Photo Capture** screen will display. It contains a list of photos for the user to capture. Required photos will be labeled as such. Tap the **Take** button to capture each shot. For a description of what each shot requires,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



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

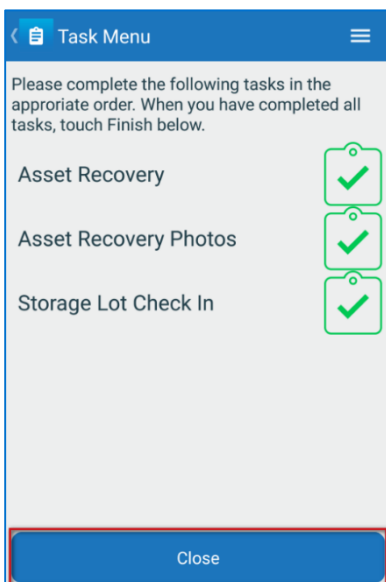
The Asset Recovery **Task Menu** screen will display. The **Storage Lot Check In** task will be highlighted with an orange arrow signifying that users must complete this task next.

Storage Lot Check In



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

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**⁴.



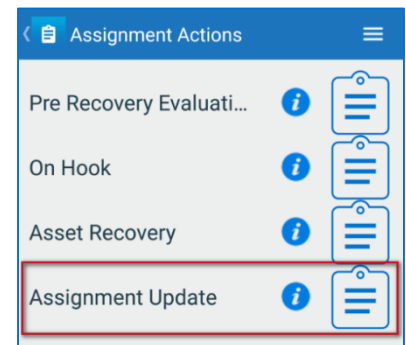
The **Task Menu** screen will display and show all three tasks accompanied by green check marks indicating that they have been completed. Tap **Close**.

⁴ 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.

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.

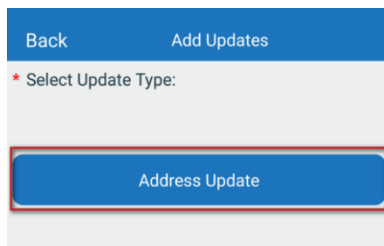
How to Enter an Update

RCM's Updates functionally allows vendors to provide timely and descriptive information to the lender representative on the assignment. Users can enter an **Address Update** into the assignment using RCM.



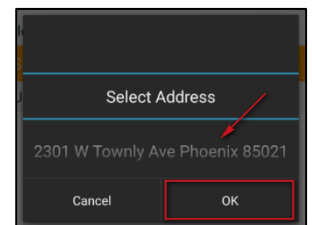
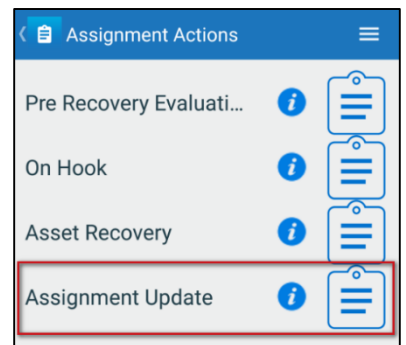
Adding an Address Update

To add an Address Update on an assignment, tap **Assignment Update** on the **Assignment Actions** menu of the assignment.



Select **Address Update** on the **Add Updates** screen.

Tap **Select Address**. A dialogue will display the addresses on the assignment, select one and tap **OK**.



Enter update text and answer the questions on the form⁵, then click **Save**.

The 'Add Updates' form consists of three main sections:

- Select Update Type:** A dropdown menu with 'Address Update' selected.
- Select Address:** A text field containing '2301 W Dunlap Ave Ste 211 Phoenix'.
- Update Text:** A text field containing 'Address update text'.

The form also includes several questions with radio button options:

- Is the address a dead-end?** Options: No, Yes (selected), Unknown.
- Please Explain:** A text field for 'Explanation text'.
- Was unit seen at address?** Options: No, Yes (selected).
- Is unit recoverable?** Options: No (selected), Yes.
- Please explain unit disposition:** A text field for 'Unit disposition text'.

At the bottom, there are 'Save' and 'Cancel' buttons.

How to Use the QR Code Reader

To find an assignment using the **QR Code Reader** feature:

Within iRepo or Re-Pros

1. Find an Assignment.
2. Display the assignment's QR Code by hovering over the **QR** link.

The 'Assignment Detail' page shows information for 'Doe, Jake' and '2001 Ford Econoline - Base'. A red arrow points to the 'QR' link, which is highlighted with a red box. The QR code is displayed in the center of the screen.

Within RCM

The 'Main Menu' screen shows a 'Login Successful' message and three buttons: 'Find Assignment', 'QR CodeReader' (highlighted), and 'Incomplete Assignments'.

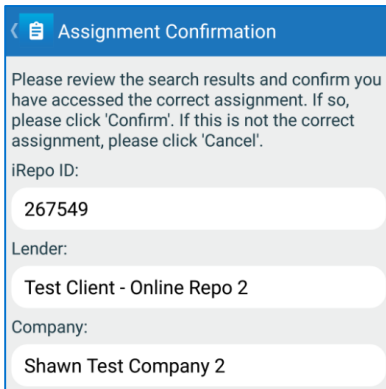
3. Go to the **Main Menu** and tap **QR Code Reader**.

⁵ Depending on the answers given users, may be required to answer additional questions or enter supporting details.

The scanner will display on the device screen.

4. Aim the device toward the screen with the assignment and place the QR code within the scanner window.

The **Assignment Confirmation** screen for the assignment will Display⁶.



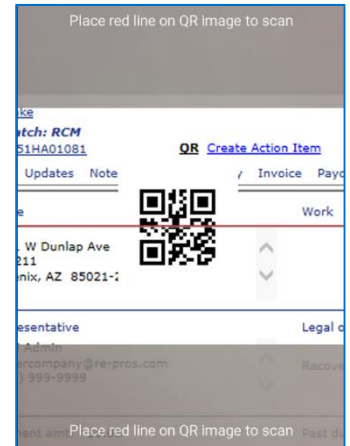
Assignment Confirmation

Please review the search results and confirm you have accessed the correct assignment. If so, please click 'Confirm'. If this is not the correct assignment, please click 'Cancel'.

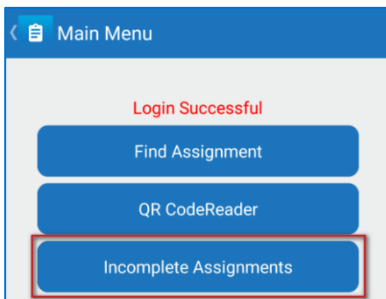
iRepo ID:
267549

Lender:
Test Client - Online Repo 2

Company:
Shawn Test Company 2



How to Use the Incomplete Assignments Queue



Main Menu

Login Successful

Find Assignment

QR CodeReader

Incomplete Assignments

The **Incomplete Assignments** queue displays assignments for which an assignment action has been initiated but has not been completed. Tap the **Incomplete Assignments** button on the **Main Menu** screen to access the queue.

⁶ Other system messages may display depending on various assignment statuses or conditions.

The **Incomplete Assignments** queue will display. It lists assignments matching one of the following criteria:

- In Progress – assignments in which an action (e.g. Pre-Asset Recovery, Asset Recovery) has been initiated, but not all tasks on the action have been completed.
- On Hook – assignments on which the **On Hook** functionality has been used when recovering the asset. These assignments are in *Recovered-Pending* status, and are awaiting the completion of the Asset Recovery.
- Asset in Transport – assignments in which an Asset Recovery has been initiated but the **Storage Check In** process has not been completed.

iRepoID: 253202
Date: Nov 9 2015 3:41PM
The following tasks have yet to be completed: Asset Recovery Photos ← Storage Lot Check In ←

Each assignment displayed on the queue shows which tasks have yet to be completed.

Incomplete Assignments
Total Incompletes: 135
iRepoID: 253206
Date: Nov 4 2015 11:55PM
The following tasks have yet to be completed: Asset Recovery
iRepoID: 253202
Date: Nov 9 2015 3:41PM
The following tasks have yet to be completed: Asset Recovery Photos Storage Lot Check In
iRepoID: 253205
Date: Nov 9 2015 5:38PM
The following tasks have yet to be completed: Storage Lot Check In Asset Recovery Photos
iRepoID: 258245
Date: Nov 9 2015 7:55PM

Tap on the listing to access the assignment. The **Find Assignment** screen will be displayed with the assignment's iRepo ID and VIN already filled out. Search for the assignment and complete the missing tasks to clear the assignment from the **Incomplete Assignments** queue.