



## **Recovery Connect Mobile (iOS)**

Quick Start Guide

v1 3/11/2016

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## Welcome

Welcome to Recovery Connect Mobile (RCM)! This Quick Start Guide will provide easy, accessible information for users to quickly get started using RCM and its functionality. For additional assistance please contact MBSi Support at (602) 864-7847 or email [RecoveryConnectSupport@mbsicorp.com](mailto:RecoveryConnectSupport@mbsicorp.com).

## How to Log into RCM

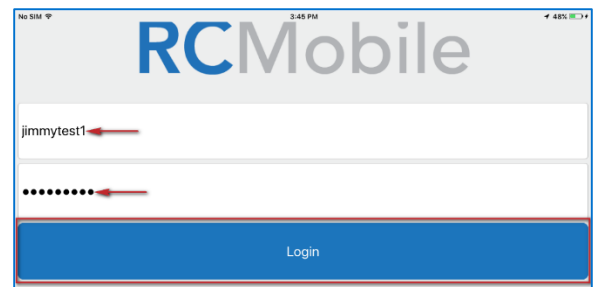
The Recovery Connect Mobile Module must be activated for the user prior to them logging in. If a user is denied access to RCM, the user should contact his/her company's administrator to ensure he/she is enabled.

### Logging into RCM

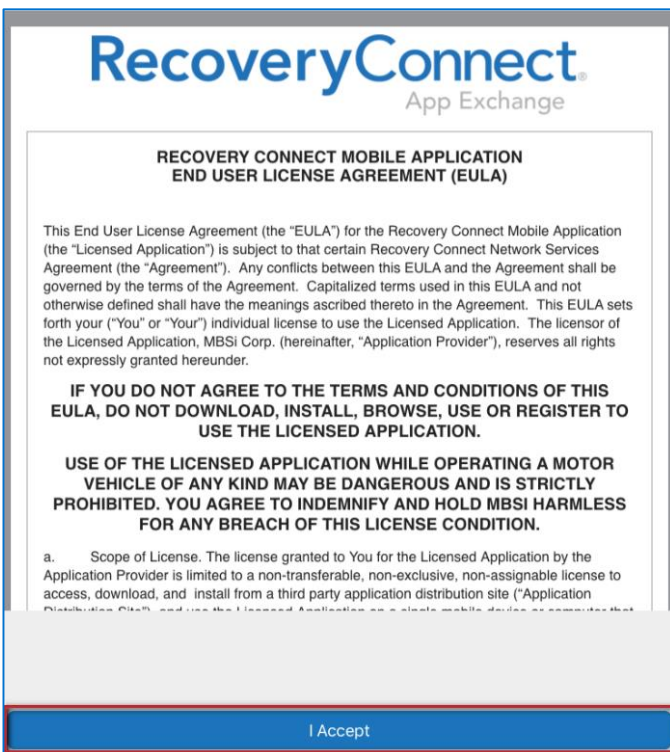


When a user has been enabled for RCM and the application has been downloaded on the iOS device, the user can tap the RCM icon to start the application

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

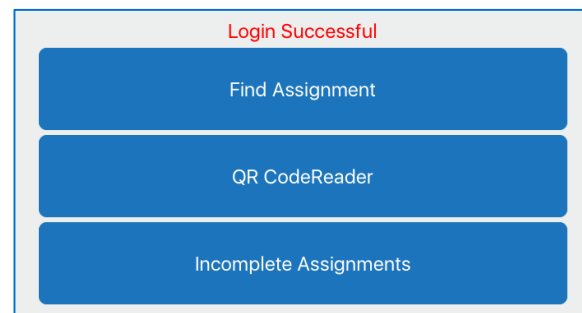


### Initial Login

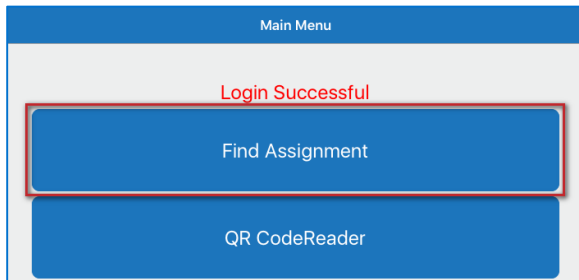


Users will be required to accept the **Recovery Connect Mobile Application End User License Agreement (RCMAEULA)**. Read the agreement and tap **I Accept**.

The **Main Menu** screen will display.

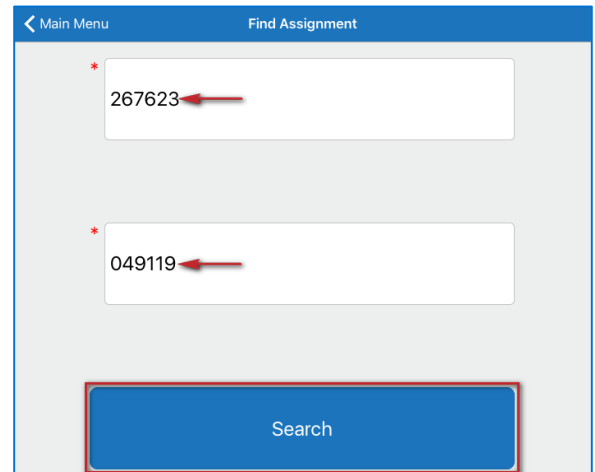


## How to Find an Assignment



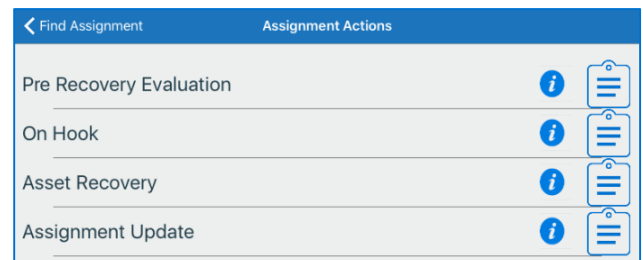
When a user logs into RCM the **Main Menu** screen will display. Tap **Find Assignment**.

Assignments must have been dispatched to an agent before they can be accessed on RCM. RCM requires two pieces of information 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.



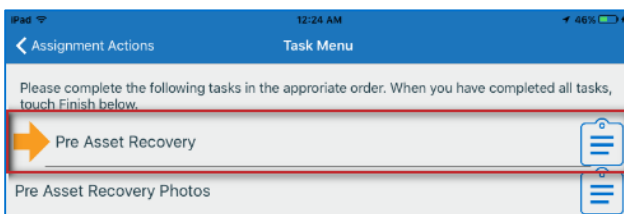
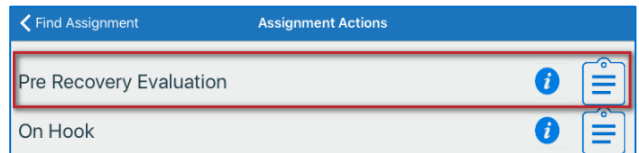
## How to Complete a Pre-Recovery Evaluation

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<sup>1</sup>. Enter additional pertinent information in the **Notes** field and click **Complete Form**.

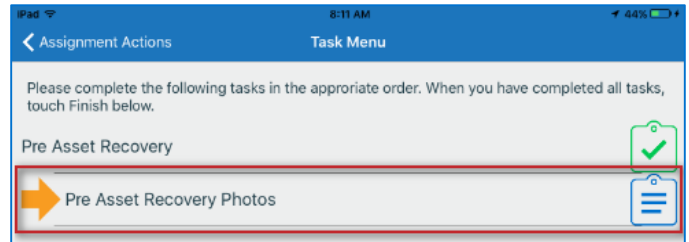
 A screenshot of the 'Pre Asset Recovery' form in the Recovery Connect Mobile app. The screen has a blue header with a back arrow and the text 'Task Menu' and 'Pre Asset Recovery'. Below the header, there are four questions, each with a red asterisk and a question mark. Each question has two blue buttons: 'No' and 'Yes'. The questions are: 'Is vehicle in a recoverable location?', 'Can you access interior?', 'Can you record mileage?', and 'Is the asset damaged?'. Below the questions, there is a 'Notes:' section with a text input field labeled 'Notes text'. At the bottom of the screen, there is a large blue button labeled 'Complete Form' which is highlighted with a red border.

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.

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

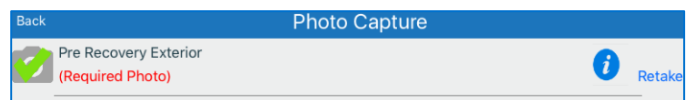
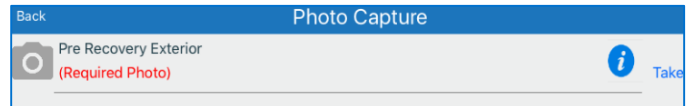
## Pre Asset Recovery Photos

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

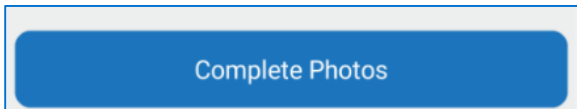


The **Photo Capture** screen will display and provide functionality to take and upload required photos of the asset<sup>2</sup>:

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

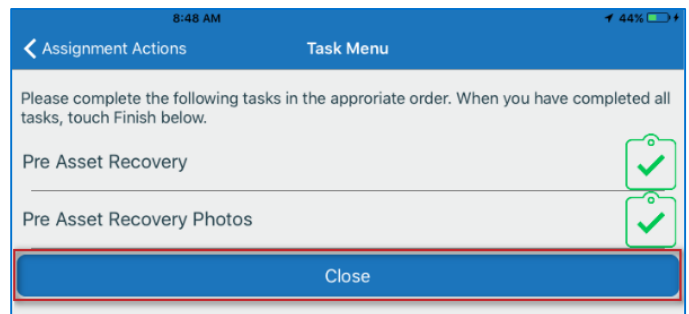


When the pictures have been taken, a green check mark will be placed on each of the required photos to signify they are taken.

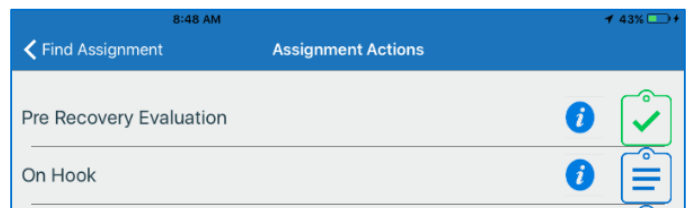


Tap **Complete Photos**. A confirmation dialogue will display, tap **OK**

The Task Menu screen will display. Both tasks will have a green check mark next to them, signifying they're complete. Tap **Close**.



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



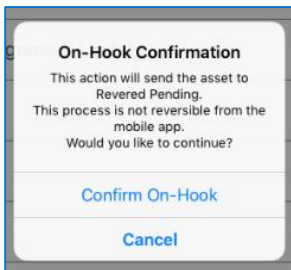
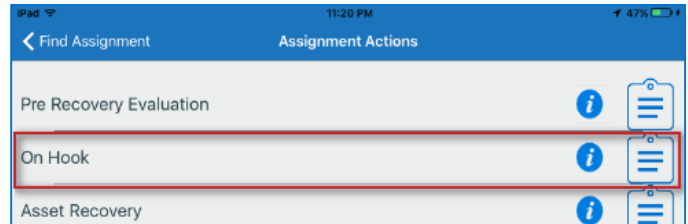
<sup>2</sup> The amount of required photos may vary depending on selections made in the Asset Recovery Form.

## 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.

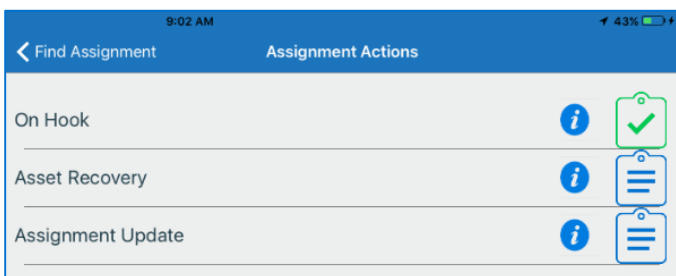
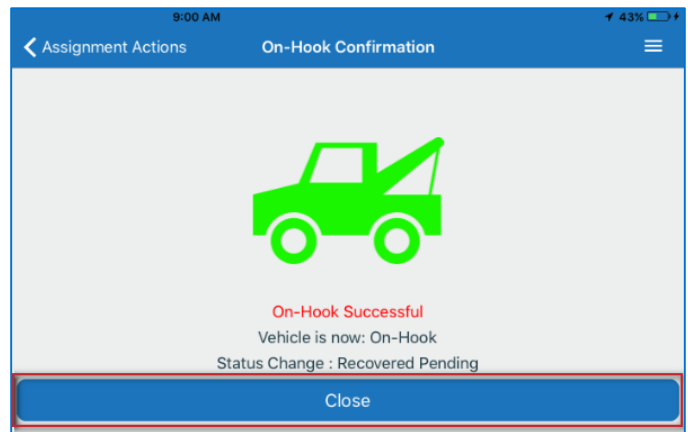
### On Hook Functionality

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



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

The assignment’s status will be changed to *Recovered-Pending* 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.

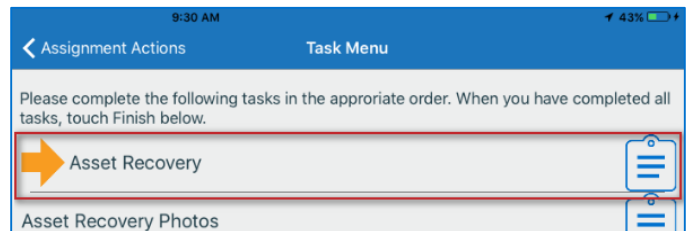
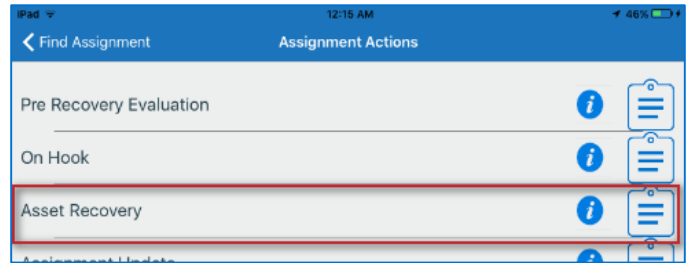
## How to Complete an Asset Recovery

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

### 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.



The **AR: General** screen will display. Review the form, fill out information fields, and answer the questions on the form<sup>3</sup>. Tap **Continue**.

 This screenshot shows the 'AR: General' form. It has a title bar with 'Task Menu' and 'AR: General'. Below the title bar, there's a list of fields: 'Recovery Date' (12/9/2015), 'Recovery Time' (9:14 AM), 'Vin' (empty), 'Year' (2013), and 'Make' (Nissan). The 'Recovery Date' and 'Recovery Time' fields are highlighted with orange boxes.


 This screenshot shows the continuation of the 'AR: General' form. It has fields for 'Color' (Red), 'Was Tow Dolly Used?' (No), and 'Recovery due to LPR hit?' (No). Below these fields are three buttons: 'Continue', 'Back', and 'Cancel'. The 'Continue' button is highlighted with a red box.

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

 This screenshot shows the 'AR: Rec Address' form. It has a title bar with 'Task Menu' and 'AR: Rec Address'. Below the title bar, there's a note: '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.' Below the note, there are fields for 'Rec Address' (2301 W Dunlap Ave), 'Address Type' (Home), 'Address1' (2301 W Dunlap Ave), and 'Address2' (empty). The 'Rec Address' and 'Address Type' fields are highlighted with orange boxes.


 This screenshot shows the continuation of the 'AR: Rec Address' form. It has fields for 'City' (Phoenix), 'State' (Arizona), 'Zip' (85021-2846), and 'County' (Maricopa). Below these fields is a 'Continue' button, which is highlighted with a red box.

<sup>3</sup> Depending on the answers given, users may be required to answer additional questions or enter supporting details.



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

AR: Police Info

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

- Police Report Date: 12/9/2015
- Police Report Time: 11:14 AM
- Agency: Phoenix PD
- Phone: (602)602-6026
- Address1:
- Address2:
- City:
- State: Arizona
- Zip:
- County:
- DMV Info:

Continue

Back

The **AR: Additional Info** screen will display. Review the form, fill out information fields, answer the questions on the form<sup>4</sup>, and Tap **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 **Next**.

AR Optional 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.

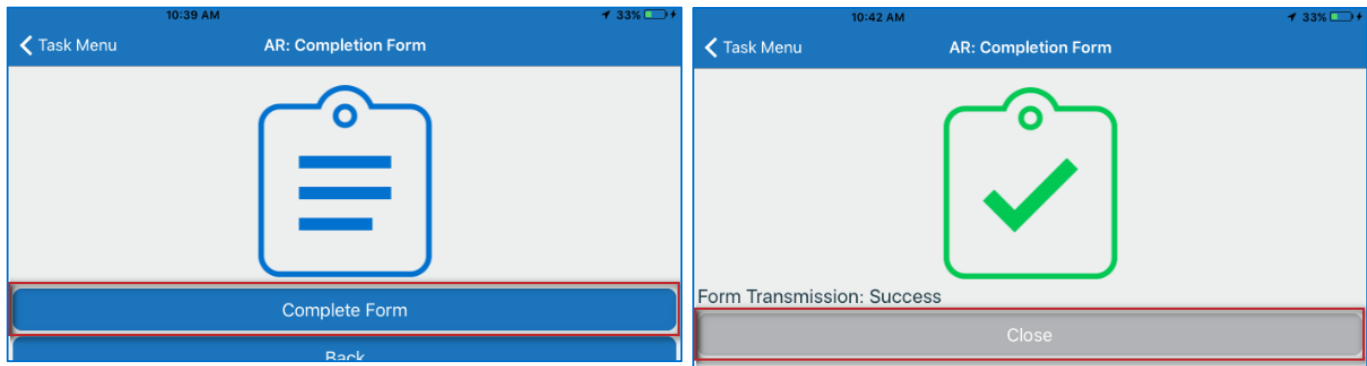
Next

Back

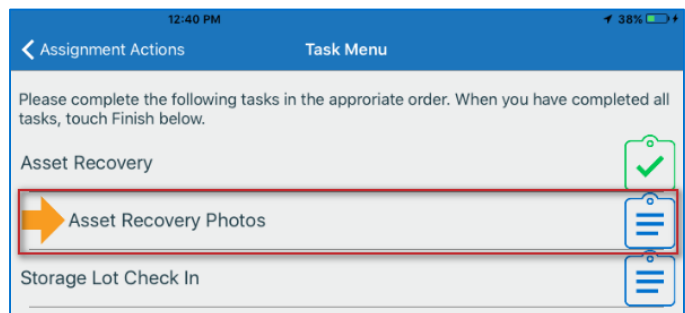
Cancel

<sup>4</sup> Depending on the answers given, users may be required to answer additional questions or enter supporting details.

The **AR: Completion Form** will display. Tap **Complete Form** to complete the Asset Recovery portion of the form. When completed the screen will display a transmission success message. Tap **Close** to move to the next part of the form.

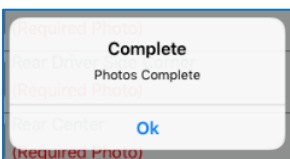
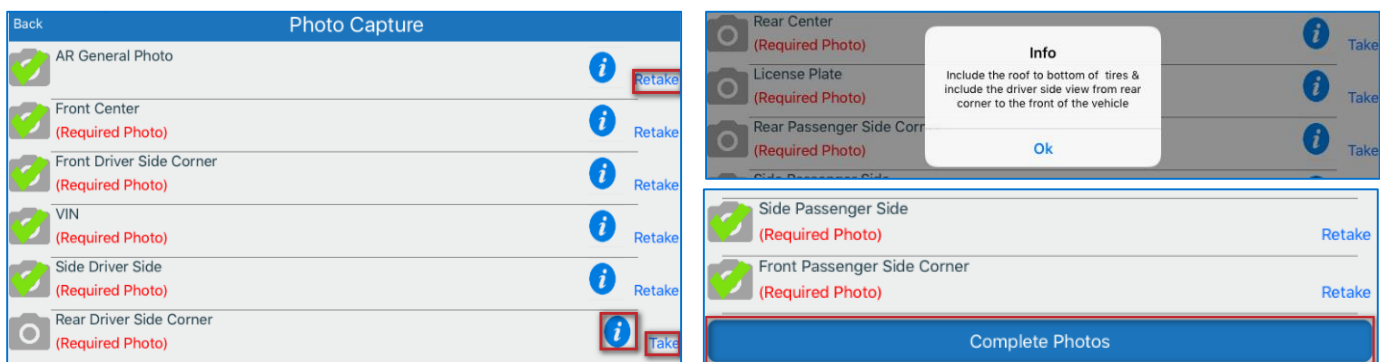


The assignment's status will be set to *Recovered* and the Asset Recovery **Task Menu** will display. The **Asset Recovery photos** task will be highlighted with an orange arrow signifying that users must complete this task next.



### 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 **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**.

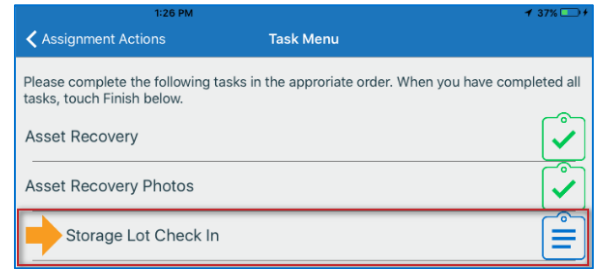


A confirmation dialogue will display. Click **OK**.

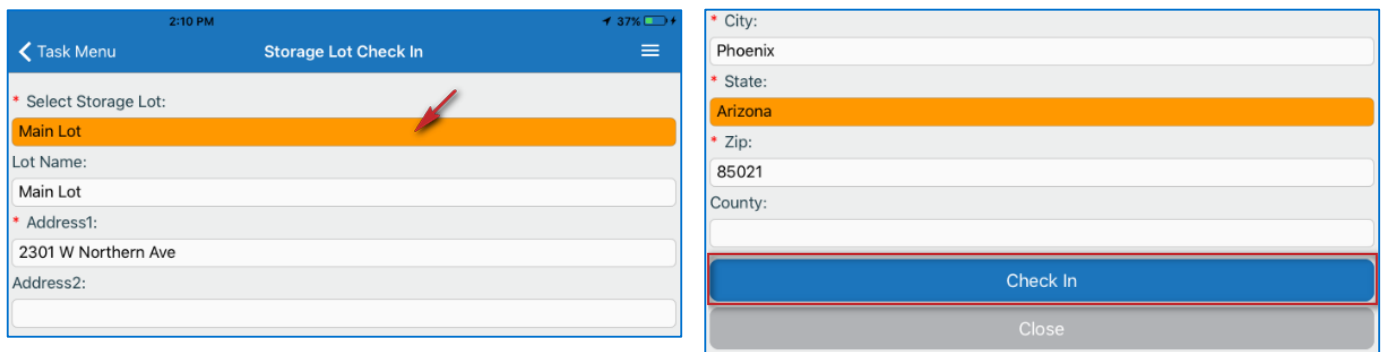
The Asset Recovery **Task Menu** screen will display. The **Storage Lot Check In** task will be highlighted with an orange arrow signifying that users must complete this task next.

### Storage Lot Check In

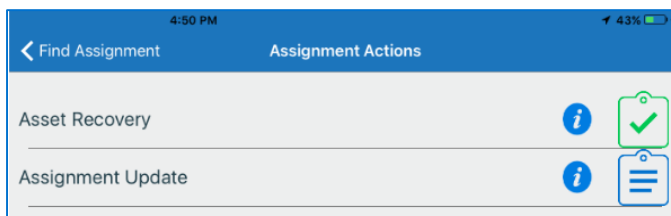
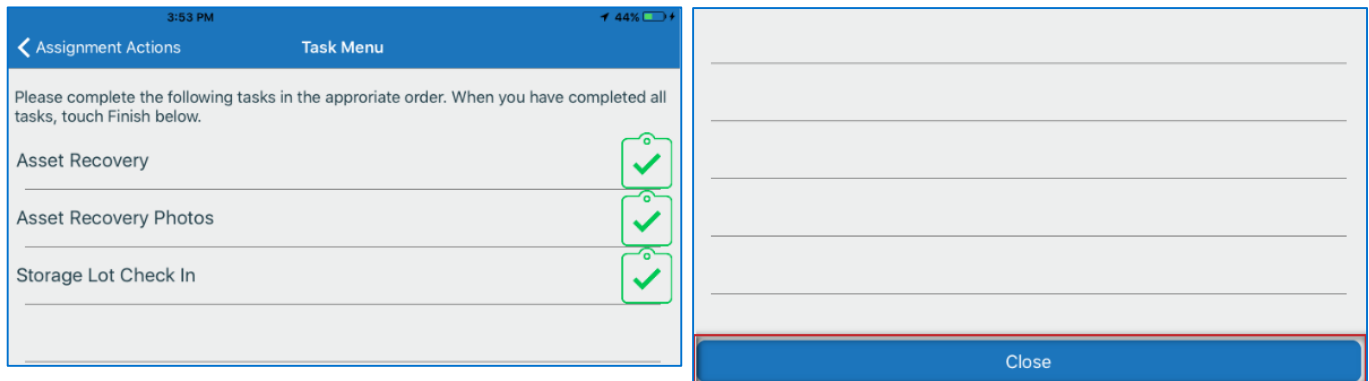
Tap the **Storage Lot Check In** task to begin this portion of the form.



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**.



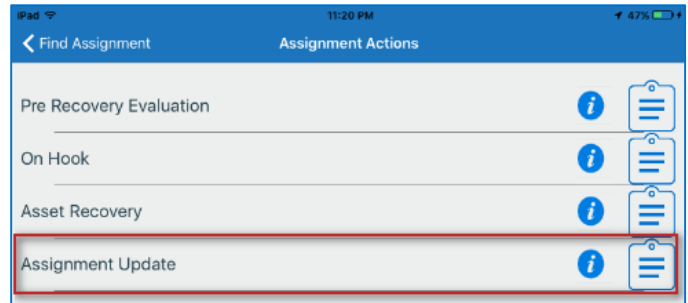
The **Task Menu** screen will display and show all three tasks accompanied by green check marks indicating that they have been completed. Tap **Close**.



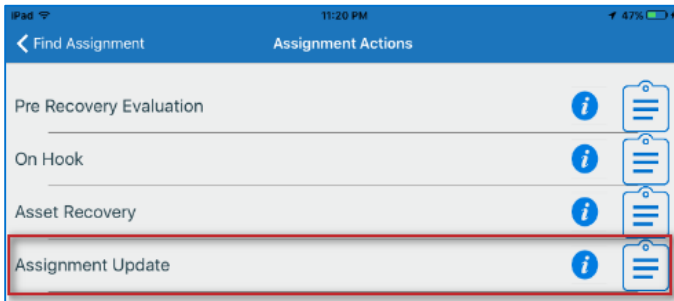
The **Assignment Actions** screen will display. The **Asset Recovery** action item will have a green check mark next to it indicating that it has been completed.

## How to Enter an Update

RCM's Updates functionally allow vendors to provide timely and descriptive information to the lender representative on the assignment. There are two types of updates that can be entered into an assignment on RCM; **Assignment Update**, and **Address Update**.

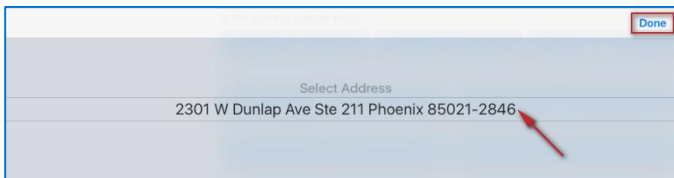
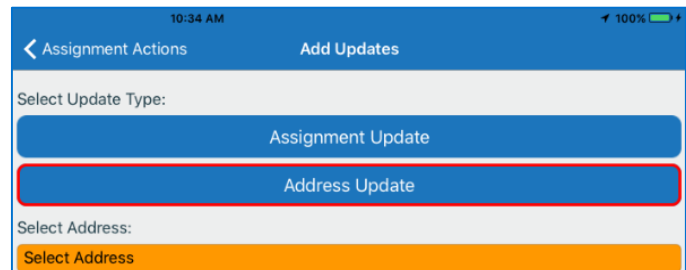


## Adding an Address Update



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 **Done**.

Enter update text, answer the questions on the form<sup>5</sup>, then tap **Save**.

Assignment Actions Add Updates

Select Update Type:

Assignment Update

Address Update

Select Address:

2301 W Dunlap Ave Ste 211 Phoenix 85021-2846

\* Update Text:

Address Update text

Is the address a dead-end?

No Yes Unknown

Please Explain:

Explanation text

Was unit seen at address?

No Yes

Is unit recoverable?

No Yes

Please explain unit disposition:

Unit disposition text

Was contact made with the customer?

No Yes

Please describe contact:

Contact description text

Save

Cancel

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

## How to Use the QR Code Reader

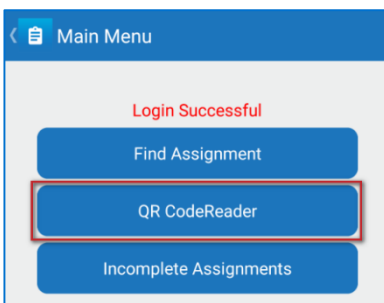
To find an assignment using the **QR Code Reader** feature:

*Within iRepo or Re-Pros*

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



*Within RCM*



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

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 Display<sup>6</sup>.

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

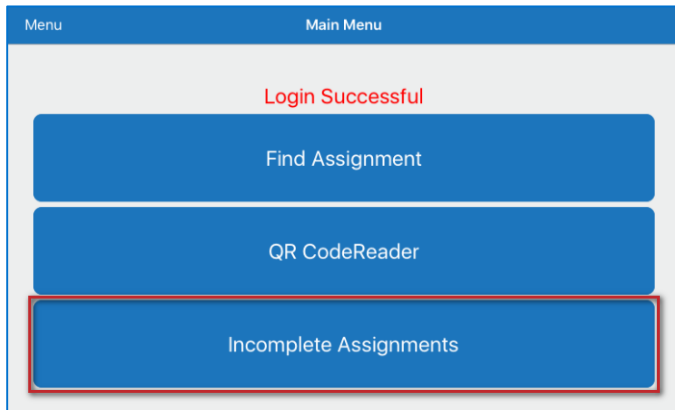
Lender:  
Test Client - Online Repo 2

Company:  
Shawn Test Company 2



<sup>6</sup> Other system messages may display depending on various assignment statuses or conditions.

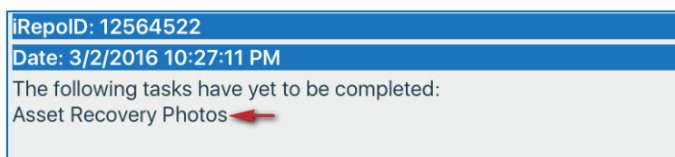
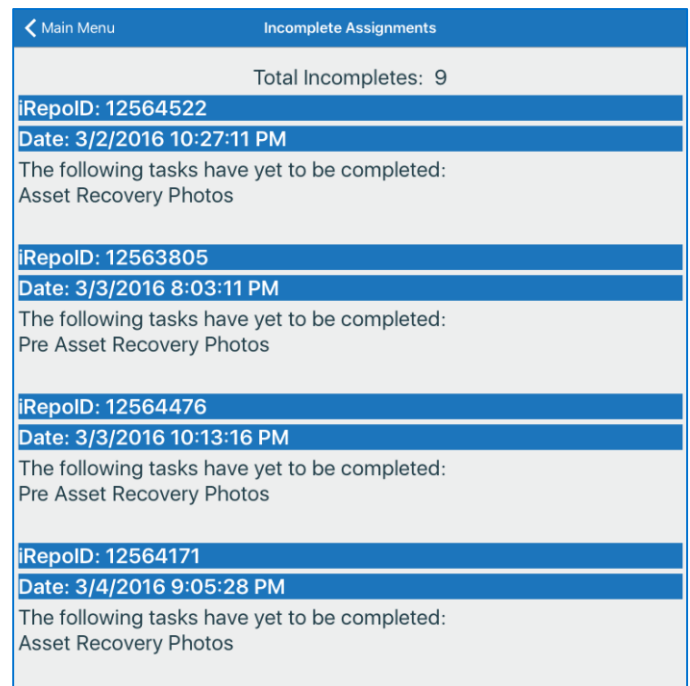
## How to Use the Incomplete Queue



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.

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.



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

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.