



RC Office

Release Notes

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User Stories

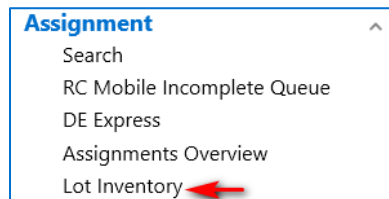
US 262 – RCO – Modify Lot Inventory UI

Introduction

The **Lot Inventory** interface gives you the ability to view and manage post-inventory assets stored in your company's lot(s). Assets must be in the *Recovered* status to be displayed in the interface.

Lot Inventory Interface

To access the interface, navigate to **Assignment** menu > **Lot Inventory**.



The **Lot Inventory** interface will display.

The screenshot shows the 'Lot Inventory' interface. At the top, it says 'Total Count - 283'. Below this are several dropdown menus for filtering: 'All Clients', 'All Locations', 'All Storage Lots', 'All Statuses', and 'Last 6 VIN'. There is also a 'Select Date Range' dropdown and a 'Save View Preference' button. The main part of the interface is a table with columns: Actions, Assignment, Last 6 VIN, Lot Status, Lot Status Date, Keys, Storage Address, Debtor, and Days. The table contains several rows of data, including assets with VINs like 551584, 287927, 406729, 214880, 306664, 309477, 281990, 399321, and 394996.

Within you'll find functionality to filter through the assets in your lot. The dropdowns on the top of the interface give you the ability to drill down into individual assets based on criteria such as:

A screenshot of the filter section of the Lot Inventory interface. It shows the 'Total Count - 283' and several dropdown menus: 'All Clients', 'All Locations', 'All Storage Lots', 'All Statuses', and 'Last 6 VIN'. There is also a 'Select Date Range' dropdown and a 'Save View Preference' button. At the bottom, there are buttons for 'Search', 'Export', and 'Clear'.

- Client Location
- Storage Lot
- Lot Status
- Last 6 of VIN
- Date range

Search

Every dropdown selector on the interface is set to return results for all the values available on each dropdown by default. Click to display all the lot information available.

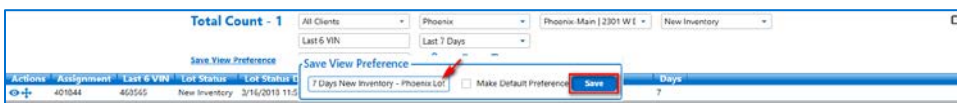
A screenshot of the Lot Inventory table. The table has columns: Actions, Assignment, Last 6 VIN, Lot Status, Lot Status Date, Keys, Storage Address, Debtor, and Days. The table contains several rows of data, including assets with VINs like 385394, 287927, 406729, 214880, 306664, 309477, 281990, 399321, and 394996.

To narrow your search, make individual selections on one or more of the dropdowns. The more specific variables are selected, the more granular the search becomes, and the less results will be displayed on the grid.

Save View Preference

To keep an eye on a distinct set of assets in inventory you can use the **Save View Preference** feature. RC Office can remember a special set of search parameters so that you can quickly access that data.

To create one of these searches, select parameters from one or more dropdowns and click **Search**. Review the grid results to ensure that the search returned the data set you are looking for and make any changes to the selections as needed. When the data set is complete, click [Save View Preference](#). The Save View Preference field will display. Enter a name for the search and click **Save**.



To use this set of criteria to search for assets by default, select ☐ Make Default Preference.

Export

You can export results that are displayed on the **Lot Inventory Grid** by clicking . RC Office will open a Microsoft Excel document export of the grid results.

Assignment	Last 6 VIN	Lot Status	Lot Status Date	Keys	Storage Address	Debtor	Days
385594	451583	New Inventory		Yes	2301 W Dunlap Ave Phoenix AZ	Test, Jacob	100
287927	809327	New Inventory		Yes	2301 W Dunlap Ave Phoenix AZ	Ollast, Debt	278
400729	82683	Pickup	Mar 9 2018 10:07PM	No	2301 W Dunlap Ave Phoenix AZ	Testi, Testi	19
274680	170096	New Inventory		No	2301 W Dunlap Ave Phoenix AZ	NameSome, SomeName	616
398654	546603	Deliver	Jan 22 2018 10:07PM	No	2301 W Dunlap Ave Phoenix AZ	Testi,	58
299417	20942	New Inventory		No	2301 W Dunlap Ave Phoenix AZ	Fachine, Duane	226
281990	205323	New Inventory		No	601 1/2 Hambley Blvd Pikeville KY	Guy1, Lease	405
399321	44179	Deliver	Mar 14 2018 10:08PM	No	2301 W Dunlap Ave Phoenix AZ	Surace, Sylvia	15

Lot Inventory Grid Functionality

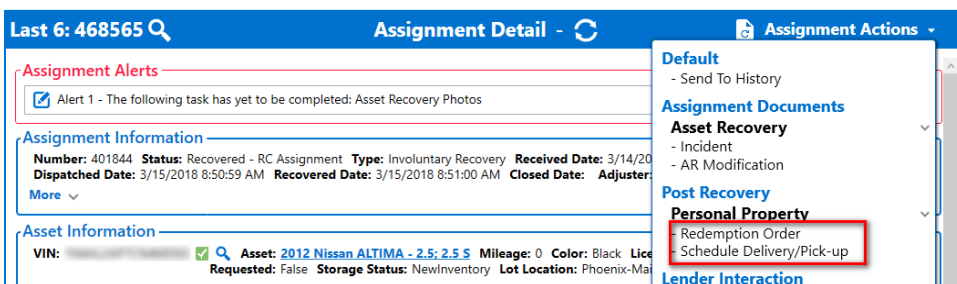
The **Lot Inventory Grid** has functionality to help you process assets as they go through the post-recovery disposition process.

Actions


The Actions column gives you tools to view and move assets in lot inventory.

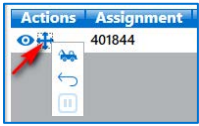
View

Click the **View** button to open the assignment. There you can access post recovery disposition forms on the **Assignment Actions** menu.




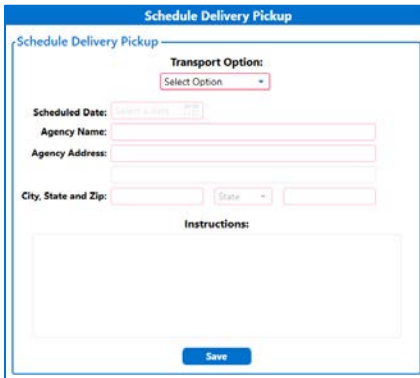
Move

The **Move**  button gives you direct access to post recovery disposition forms without opening the assignment. When you click the button, a sub menu will display on the grid with the following options:



Schedule Delivery Pick Up

Click the **Schedule Delivery Pick Up**  button to display the **Schedule Delivery Pick Up** form.



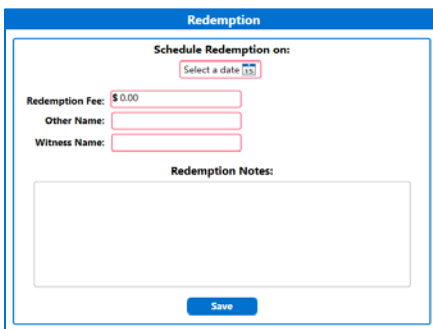
The **Schedule Delivery Pickup** form contains the following fields:

- Transport Option:** A dropdown menu with "Select Option" as the current selection.
- Scheduled Date:** A date picker set to "SELECT A DATE".
- Agency Name:** A text input field.
- Agency Address:** A text input field.
- City, State and Zip:** Three input fields, with the middle one being a state dropdown menu.
- Instructions:** A large text area for notes.
- Save:** A blue button at the bottom.

For more information on this form, please reference the [Schedule Delivery Pick Up Form](#) section of this document.

Asset Redemption

Click the **Asset Redemption**  button to display the **Redemption** form.



The **Redemption** form contains the following fields:

- Schedule Redemption on:** A date picker with "Select a date (33)" as the current selection.
- Redemption Fee:** A text input field showing "\$ 0.00".
- Other Name:** A text input field.
- Witness Name:** A text input field.
- Redemption Notes:** A large text area for notes.
- Save:** A blue button at the bottom.

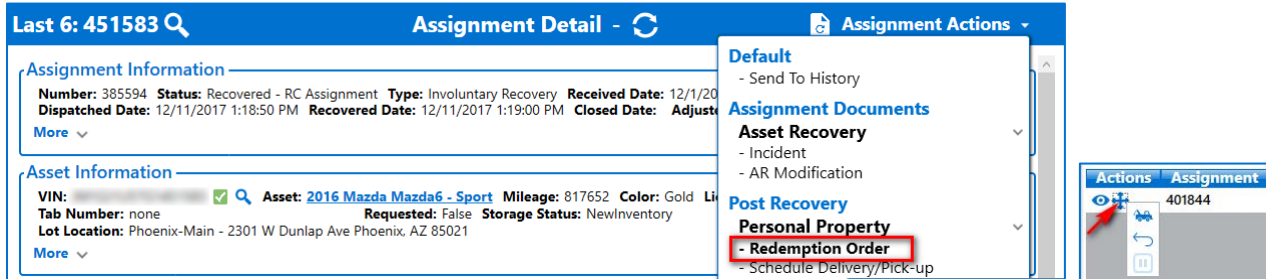
For more information on this form, please reference the [Redemption Form](#) section of this document.

Hold

Click the **Hold**  button to place a Redemption Order or Delivery/Pick Up form on hold.

Redemption Form

The **Redemption Order** form gives you functionality to record redemption information for an asset. You can access it via the **Assignment Actions** menu of the **Assignment Detail** interface or via the **Lot Inventory** interface.



The **Redemption** dialogue will display.

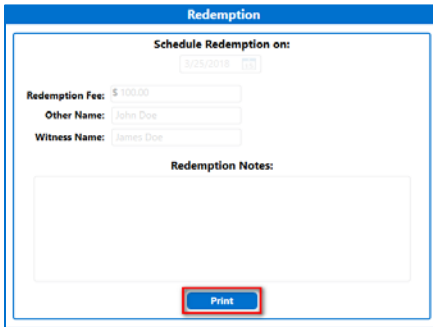
To create a Redemption Order (all fields highlighted in red are required):

1. Pick a date from the calendar dropdown.
2. Enter the **Redemption Fee**.
3. Enter the **Other Name**.
4. Enter the **Witness Name**.
5. Enter **Redemption Notes** (optional).
6. Click Save.

The redemption has been scheduled.

When the asset is going to be redeemed by the customer, reopen the Redemption order and click **Complete**.

To print the **Redemption Order**, open the form and click **Print**.



Redemption

Schedule Redemption on: 3/25/2018

Redemption Fee: \$ 100.00

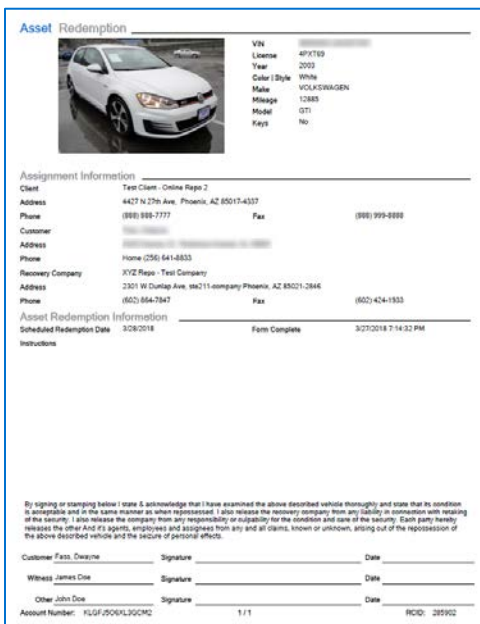
Other Name: John Doe

Witness Name: James Doe

Redemption Notes:

Print

A PDF version of the form will display.



Asset Redemption

Asset Information

Vehicle Image: [Image of a white car]

VIN: [Redacted]
 License: 4PXT19
 Year: 2003
 Color/Style: White
 Make: VOLKSWAGEN
 Mileage: 12883
 Model: GTI
 Keys: No

Assignment Information

Client: Test Client - Online Page 2

Address: 4427 N 27th Ave, Phoenix, AZ 85017-4337
 Phone: (888) 888-7777 Fax: (888) 999-8888

Customer: [Redacted]
 Address: [Redacted]
 Phone: Home (256) 641-8833

Recovery Company: XYZ Repo - Test Company
 Address: 2301 W Dunlap Ave, Suite 111, Phoenix, AZ 85021-2846
 Phone: (602) 864-7847 Fax: (602) 424-1933

Asset Redemption Information

Scheduled Redemption Date: 3/28/2018 Form Complete: 3/27/2018 7:14:32 PM

Instructions:

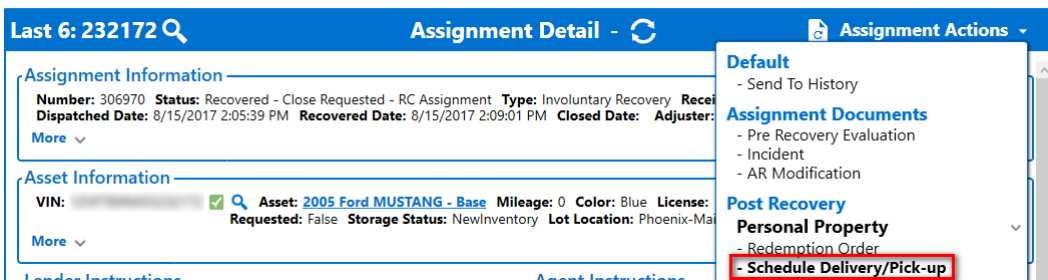
By signing or stamping below I state & acknowledge that I have examined the above described vehicle thoroughly and state that its condition is acceptable and in the same manner as when represented. I also release the recovery company from any liability in connection with repairing of the security. I also release the company from any responsibility or liability for the condition and use of the security. Each party hereby releases the other And it's agents, employees and assigns from any and all claims, known or unknown, arising out of the repossession of the above described vehicle and the seizure of personal effects.

Customer: First, Dwayne Signature: _____ Date: _____
 Witness: James Doe Signature: _____ Date: _____
 Other: John Doe Signature: _____ Date: _____

Asset Number: XUGFJ50SLJGCMQ 1 / 1 RCID: 285902

Schedule Delivery/Pick Up Form

The **Schedule Delivery/Pick Up** form gives you functionality to record Delivery or Pick Up information for an asset. You can access it via the **Assignment Actions** menu of the **Assignment Detail** interface or via the **Lot Inventory** interface.



Last 6: 232172 Q Assignment Detail - Assignment Actions

Assignment Information

Number: 306970 Status: Recovered - Close Requested - RC Assignment Type: Involuntary Recovery Recovered Date: 8/15/2017 2:05:39 PM Dispatched Date: 8/15/2017 2:09:01 PM Closed Date: Adjuster:

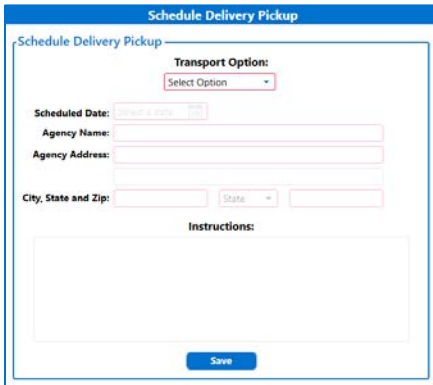
Asset Information

VIN: [Redacted] Asset: 2005 Ford MUSTANG - Base Mileage: 0 Color: Blue License: Requested: False Storage Status: NewInventory Lot Location: Phoenix-Ma

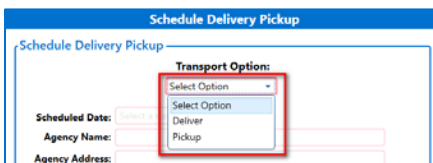
Assignment Actions

- Default
 - Send To History
- Assignment Documents
 - Pre Recovery Evaluation
 - Incident
 - AR Modification
- Post Recovery
 - Redemption Order
 - **Schedule Delivery/Pick-up**

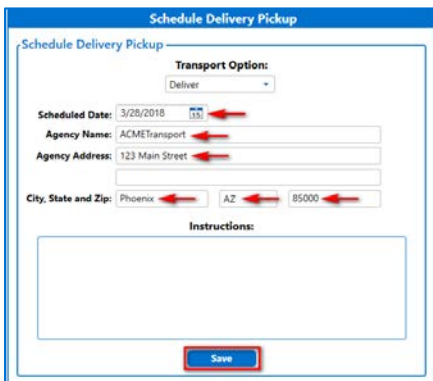
The **Schedule Delivery/Pick Up** dialogue will display.



Within you can create a Delivery or Pick Up form by selecting the proper option from the **Transport Option** dropdown.



Select a **Scheduled Date**, then enter the **Agency Name**, **Agency Address**, **City**, **State**, and **Zip** information, then click **Save**.



The delivery/pick up has been scheduled.

When the asset is going to be delivered or picked up for transport, reopen the form and click **Complete** to finish the delivery/pickup process.

Once the delivery/pick up is completed, you can print the delivery/pick up form by reopening the **Schedule Delivery/Pick Up** dialogue and clicking **Print**.

A PDF version of the form will display.

Resetting a Redemption or Delivery/Pick Up (MBSi Admins Only)

MBSi Admin users can reset a Redemption Order or Delivery Pick Up Form. Resetting the form will remove the *Completed* from the form and reset it. To reset a form:

1. Login in to RCO using your MBSi login.
2. Navigate to **Admin Portal > Administration**.
3. Enter the **ReproSID** of the assignment where the form you wish to reset resides and click **Search**.
4. The interface will load basic assignment information, confirm you have the right assignment.
5. Select the form to reset from the **Select Option** dropdown.
 - a. There are three options:
 - i. *Reset PRE-Eval/OnHook/AR*
 - ii. *Reset Redemption*
 - iii. *Reset Delivery/Pick Up*
6. Click **Action**.

US 263 – RCO/RCM Device Licenses

Introduction

A change has been made to the billing structure for the RC Mobile App. As of v2.11 RC Mobile will be billed using a per user license model as opposed to a per user model. What this means is that each individual user must have an active license purchased for each device that they use to access RC Mobile. The price of the license will be the same as is currently billed (\$4.95 monthly) per user license.

This guide contains manager and end user functionality in relation to RC Mobile user licensing.

As always, if after reading this user Guide you should need any assistance, please contact MBSi Support at Support@mbsicorp.com or by calling (602) 864-7847.

Administrative Functionality

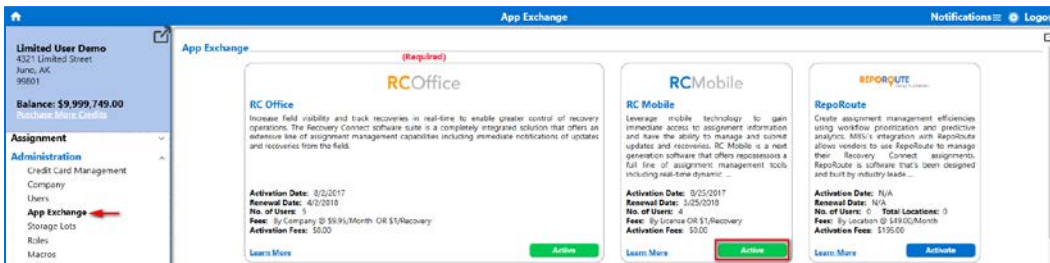
Manager level (and higher) users can purchase new RC Mobile User licenses, unregister existing licenses from user profiles, and delete licenses on RC Office using the **Recovery Connect App Exchange**.

Purchasing User Licenses

You can purchase User Licenses in two different circumstances:

1. If you have a new user that you wish to use RC Mobile.
2. If you have an existing user that you wish to use RC Mobile on more than one device. In this case each user license will incur its own fee.

RC Mobile user license purchasing functionality can be accessed on the **Recovery Connect App Exchange (Administration Menu > App Exchange)** by clicking **Active** on the **RC Mobile** section.



The **RC Mobile App Activation Interface** will display. Any active RC Mobile users prior to the billing change will be converted to users with one license.



New User

To add a new user, select the user(s) from the **Eligible Users** section and click **Activate Selected Users**. The credit card associated with the company's Recovery Connect account will be billed. Each new user that is added comes with their own license.



The user will be added to the **RC Mobile Activation Grid**. The **License** column on the grid will display a "1", signifying that the user has one user license to associate with a mobile device.



Click the number on the **License** column on the user's line item to review their licensing information.

Actions	Location	User	User Type	Licenses	Insert User	Date
	Demo Branch	Jimmy Test2	Limited	1	monrealadminst	3/14/2018 10:31:12 PM
	Demo Branch	Limited Manager	Manager	1	mkadminst	8/25/2017 2:32:51 PM

The **Device Registration** dialogue will display. It contains licensing information such as how many licenses are available, how many registered devices are associated with the user, and the total number of licenses for the user. It also houses license purchasing functionality.

Device Registration

Registered Devices for Jimmy Test2

Available For Registration

Unregister Device

Delete License

Available Licenses: 1 Registered Devices: 0 Total Licenses: 1

Buy new licenses: Purchase

Since this is a new user, no devices have been associated to the purchased license and the dialogue shows that the license is "Available for Registration". The registered user can now use their login credentials to log into RC Mobile and register their device to their user license.

Additional Licenses for Existing Users

If you have an existing user that you desire to use RC Mobile on more than one device, go to the user's line item on the **RC Mobile App Activation Grid** and click the number link on the **Licenses** column.

Actions	Location	User	User Type	Licenses	Insert User	Date
	Demo Branch	Jimmy Test2	Limited	1	monrealadminst	3/14/2018 10:31:12 PM
	Demo Branch	Limited Manager	Manager	1	mkadminst	8/25/2017 2:32:51 PM

The **Device Registration** dialogue will display. Select the number of licenses to purchase from the **Buy New Licenses** field and click **Purchase**.

Device Registration

Registered Devices for Jimmy Test2

Device Name:
NS-P16AT10

Platform: Android

Registration Date:
3/15/2018

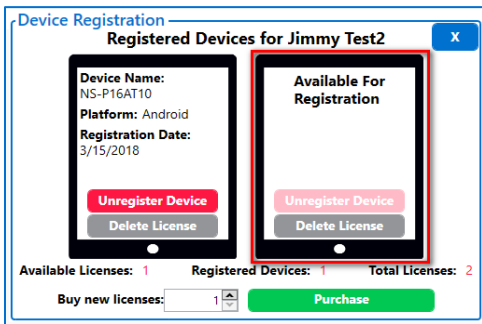
Unregister Device

Delete License

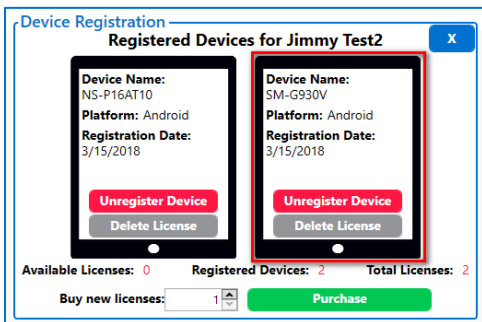
Available Licenses: 0 Registered Devices: 1 Total Licenses: 1

Buy new licenses: Purchase

The credit card on file for the company will be billed, and upon completion, the **Device Registration** interface will display an additional user license slot in the “Available for Registration” status.

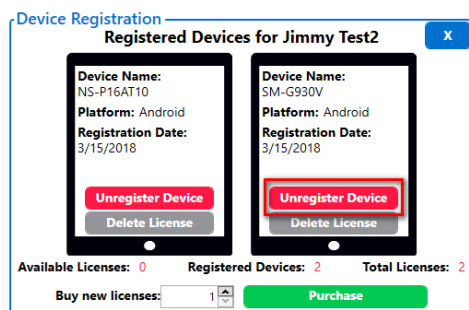


Notify the user that they can register the additional device(s). When the user completes the registration process on the new device, the **Device Registration** will display the pertinent information about the new device.

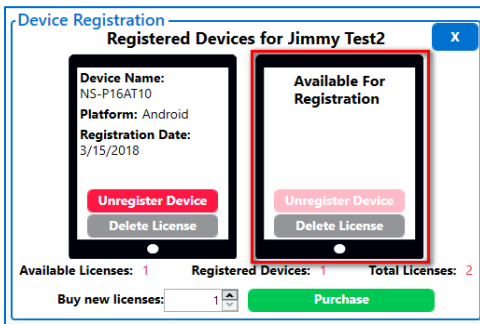


Unregistering a Device via RC Office

In situations where a device is lost, stolen, or damaged, Administrative users can unregister the device on the **Device Registration** dialogue by clicking **Unregister Device**.



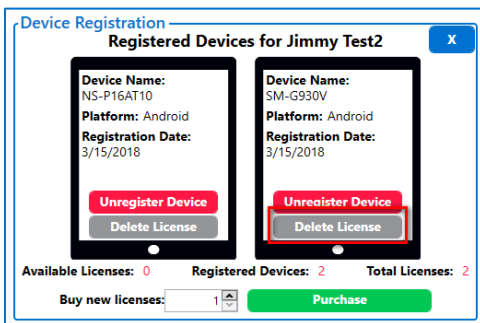
The device will be unregistered, and the user license seat will display the “Available for Registration” status.



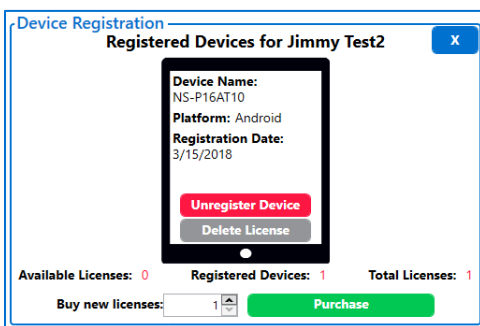
Once the user is ready to associate another device, the open user license seat will be assigned to the new device.

Deleting a User License

If a user license is no longer required for a user, you can delete it on the **Device Registration** dialogue by clicking **Delete License**.



The user license seat will be removed from the user's profile.

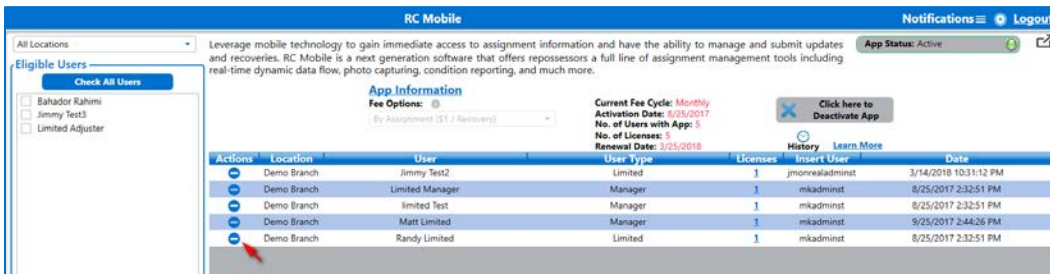


Once deleted, it is gone permanently. The only way to reverse this action is to purchase another seat for the user.

Removing a User from the RC Mobile App Activation Grid

When you use the **Remove** functionality within the **RC Mobile App Activation Grid** to remove a user, RC Office will remove the user and their corresponding user license(s). User licenses cannot be

transferred between users. You must purchase new licenses to regain access to a comparable number of licenses as were deleted with the removal of the user.



End User Functionality

RC Mobile has been updated to enforce license-based user access.

How License-based Access is Implemented within RC Mobile

User license-based access is enforced upon login to RC Mobile. The login procedure is designed to handle situations where users attempt to login without a license, a licensed user attempts login on an unregistered device, and when a licensed user wishes to use a different device than the one on which their user license is registered.

Users Without a License

When a user who doesn't have a license purchased for them attempts to log into RC Mobile, the following dialogue will display:

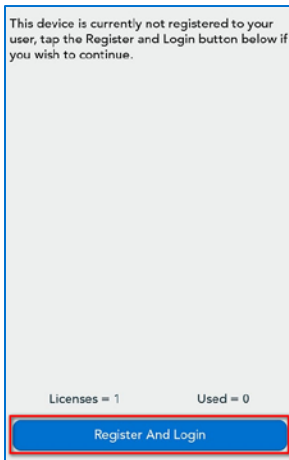


Tap **OK** and contact your Recovery Connect administrator to request a user license be purchased on your behalf.

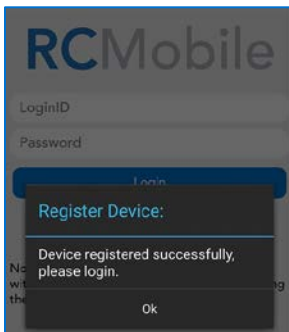
Registering a Device

Note: if you desire to have multiple users utilizing the same device to access RC Mobile they can do so using the license associated with their profile. This also applies when users from different companies use the same device.

If your Recovery Connect administrator has purchased a license for your but you have not associated a device with that license, log into RC Mobile with your user credentials. The screen below will display after you log in. Tap **Register and Login** to register the device to your user license.



A confirmation dialogue notifying you that the device was registered successfully will display. Tap **OK**.



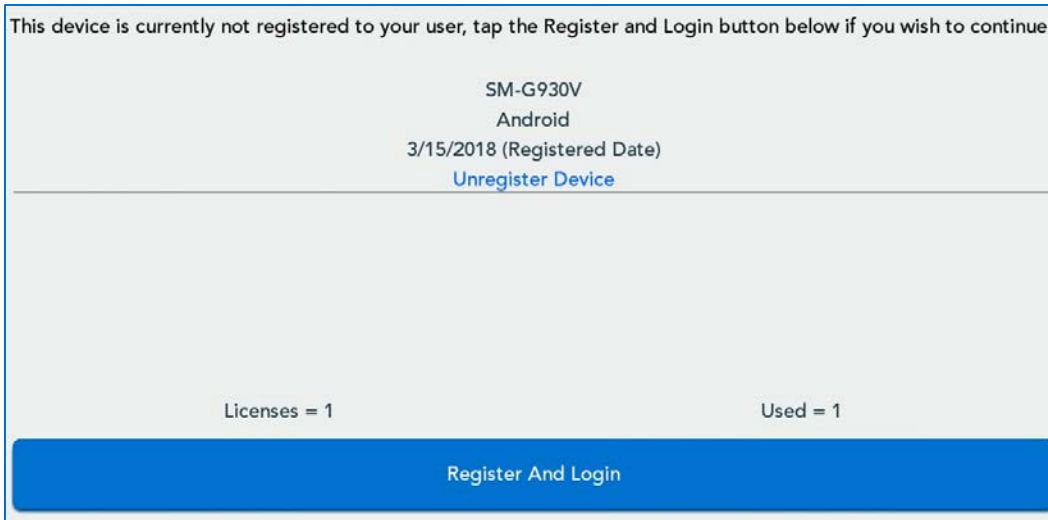
You will be required to enter your login information again. You may be required to accept a Terms of Service Agreement (TOS), and/or End User License Agreement (EULA), etc. upon login. When the process is complete the **Main Menu** will display.

The license that comes with your user profile can be utilized to access RC Mobile on more than one device, but you will have to unregister the license from the current device and register it to the new device each time you switch devices (you can find instructions on unregistering a device below).

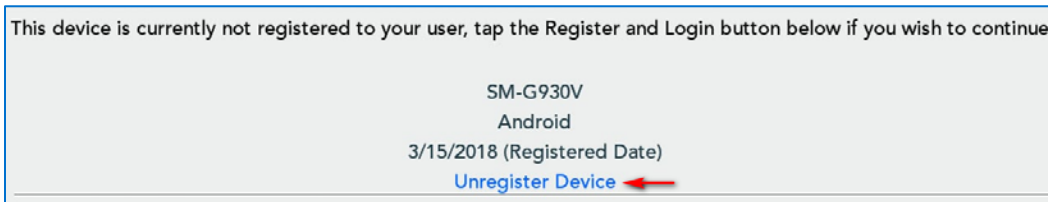
To avoid having to register/unregister the device each time you switch devices, you can purchase a license for the additional device. Contact the Recovery Connect Administrator for your company to have them purchase the additional license(s).

Unregistering a Device via RC Mobile

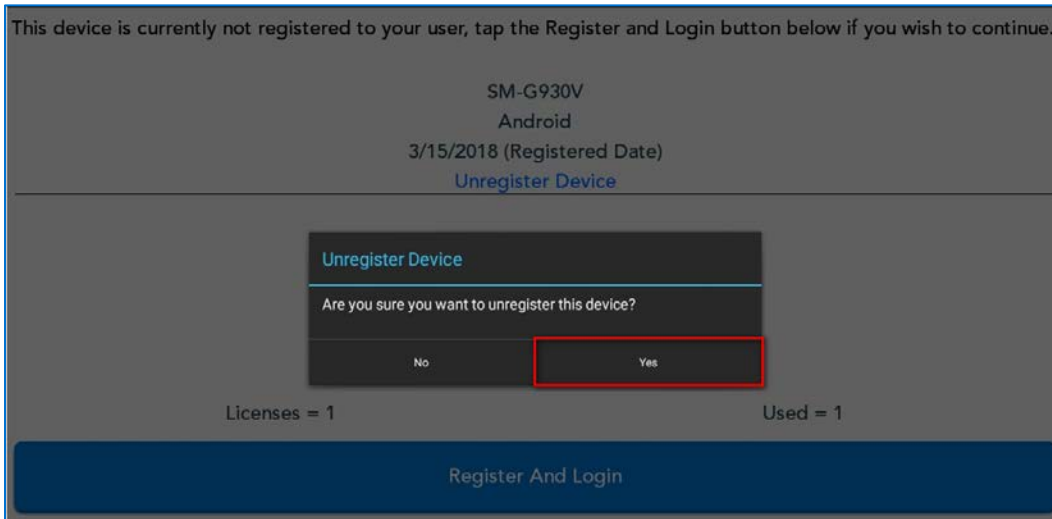
If you have a purchased user license that is already associated to a device, but you wish to use that same license on a different device, you can unregister the associated device and associate your license to the new device. Simply log into the new device with your RC Mobile login credentials. A screen will display, informing you that this device is not currently registered to your user, and provide information about the device registered to your user profile.



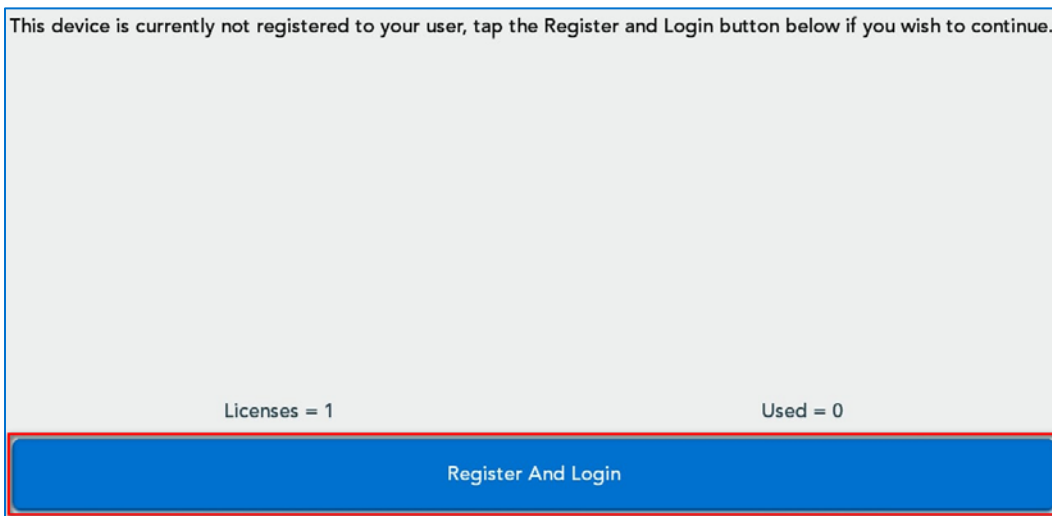
Tap **Unregister Device**.



A confirmation dialogue will display. Tap **Yes** to unregister the previous device.



The screen will no longer display the previous device. Tap **Register and Login** to register the device to your user license.



A confirmation dialogue notifying you that the device was registered successfully will display. Tap **OK**.



You will be required to enter your login information again. You may be required to accept a Terms of Service Agreement (TOS), and/or End User License Agreement (EULA), etc. upon login. When the process is complete the **Main Menu** will display.

US 264 – RCO – Pre-Asset Recovery Picture Requirement

The following changes have been made to the Pre-Recovery Evaluation task:

1. When Yes is selected for the **Asset Damaged** question:
 - A **Damage Locations** dropdown has been added that allows you to report the areas on the asset where the damage was found. Select the location of the damage.

The image is a screenshot of a 'Questionnaire' form. It contains several questions with radio button options: 'Push Button Start?' (YES/NO), 'Can Record Mileage?' (YES/NO), 'Mileage:' (text input), 'Asset Damaged?' (YES/NO, with YES selected), 'Airbags Deployed?' (YES/NO), and 'Hail Damage?' (YES/NO). Below these is the 'Damage Locations:' dropdown menu, which is highlighted with a red arrow. The dropdown menu is open, showing a list of locations: 'Select Location', 'Front Bumper', 'Grill', 'Headlights', 'Front Splash Pan', 'Hood or Deck Lid', 'Roof', 'LF Fender' (highlighted with a red box), and 'LF Door'. Below the dropdown is the 'Damage Types:' dropdown menu, also open, showing a list of types: 'Select Location', 'Front Bumper', 'Grill', 'Headlights', 'Front Splash Pan', 'Hood or Deck Lid', 'Roof', 'LF Fender' (highlighted with a red box), and 'LF Door'. At the bottom of the form is a 'Damages:' section with a red rectangular box for text input.

- Select the **Damage Type**.
- Click **Add Damage**

Questionnaire

Push Button Start?: ☐ YES ☐ NO

Can Record Mileage?: ☒ YES ☐ NO

Mileage:

Asset Damaged?: ☒ YES ☐ NO

Airbags Deployed?: ☐ YES ☒ NO

Hail Damage?: ☐ YES ☒ NO

Damage Locations:

Damage Types:

Add Damage

Damages:

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- The selected damage location and type will be added to the **Damages** grid. Repeat the steps above to add additional damage locations and types.

Questionnaire

Push Button Start?: ☐ YES ☐ NO

Can Record Mileage?: ☒ YES ☐ NO

Mileage:

Asset Damaged?: ☒ YES ☐ NO

Airbags Deployed?: ☐ YES ☒ NO

Hail Damage?: ☐ YES ☒ NO

Damage Locations:

Damage Types:

Add Damage

Damages:

<input checked="" type="radio"/> LF Fender	Scratch
<input checked="" type="radio"/> Roof	Dent

When the **Pre-Asset Recovery Form** is submitted the interface will refresh and provide a list of pictures that will be required to successfully submit the form. Among those pictures, images of the damage location and type(s) you entered on the form will be required.

- When submitting the Pre-Asset Recovery form after the initial completion of the form, the following pictures will be required:
 - Front Driver Side Corner
 - Front Center
 - Front Passenger Side Corner
 - Side Passenger Side
 - Rear Passenger Side Corner
 - Rear Center
 - License Plate
 - Rear Driver Side Corner
 - Side Driver Side

- VIN
 - Damage Pictures (see #1 above)
3. The photos taken on a Pre-Asset Recovery Form must be retaken when at the time of **Asset Recovery Photos** form completion.

US 276 – RCO – Add Post Recovery Assignment Action Section

A new section called, **Post Recovery** has been added to the **Assignment Actions** menu within the **Assignment Detail** interface. The forms that will be displayed on the submenu will be controlled by role setting. The forms are as follows:

The screenshot shows the 'Assignment Detail' interface for assignment 6: 232172. The 'Assignment Actions' menu is open, showing several categories: Default, Assignment Documents, Post Recovery, Lender Interaction, and Asset. The 'Post Recovery' section is highlighted with a red box and contains the following items: Personal Property, Personal Property Redemption, Redemption Order, and Schedule Delivery/Pick-up.

- **Personal Property**
 - Personal Property
 - Personal Property Redemption
- **Redemption Order**
- **Schedule Delivery/Pick-Up**

US 277 – RC – Pre-Recovery Evaluation – Issue When Forwarded to Multiple Vendors

When an assignment has been forwarded to multiple vendors and one of the vendors completes the Pre-Recovery Evaluation form, the assignments placed with the other vendors remain active; an On-Hook or Asset Recovery action can be completed on them. Once an assignment goes into the *Recovered* status with one of vendors, all the other forwarded assignments are closed to prevent unintended recoveries.

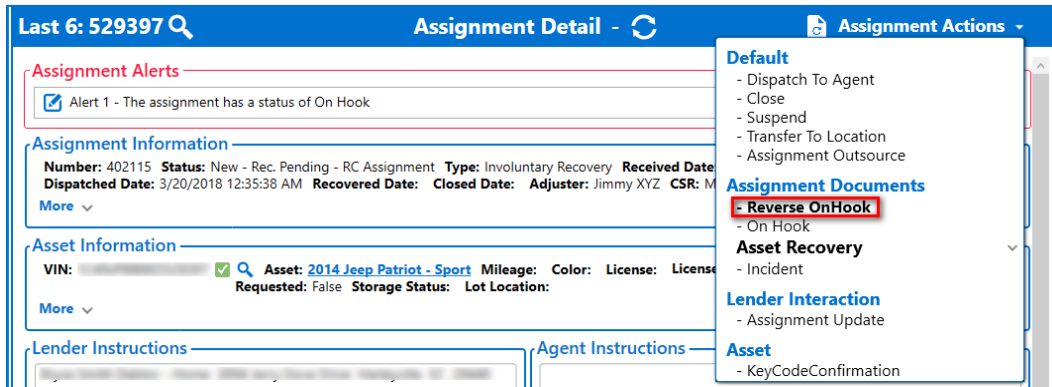
US 278 – RCO – Allow Vendor to Reverse On Hook within Allowed Hours

On the **Company Options** interface for an online client, within the **Client Options** field of the **Maintenance Options** section, a **Reverse On Hook** checkbox has been added.

The screenshot shows the 'Company Options' interface. Under the 'Maintenance Options' section, the 'Client Options' group is expanded. The 'Reverse On Hook' checkbox is checked and highlighted with a red box. The value '60' is entered in the adjacent field.

When selected, you will be required to add a numeric value of hours. Save the values.

This functionality will enable your vendor users to use RC Office to remove an *On Hook* action on your assignments for the length of time you designated. When they open the assignments the **Reverse OnHook** item will be displayed in the **Assignment Actions** menu.



To remove the functionality, deselect the **Reverse On Hook** checkbox.

US 279 – RC – Custom Forms Items Priority

On post recovery forms that are eligible for Custom Form statements, when a Lender has marked a field as optional on their custom form setup, vendors can use their custom form setup to make that field required.

US 280 – RCO – AR Reset Modification

MBSi Admin users can reset a **Pre-Recovery Evaluation**, **Asset Recovery**, or **On-Hook** action. Resetting the form will take remove the condition report record and attachment relationship from the form and reset it. To reset a form:

1. Login in to RCO using your MBSi login.
2. Navigate to **Admin Portal > Administration**.
3. Enter the **ReproSID** of the assignment where the form you wish to reset resides and click **Search**.
4. The interface will load basic assignment information, confirm you have the right assignment.
5. Select *Reset Pre-Eval/OnHook/AR* from the **Select Option** dropdown.
6. Click **Action**.


US 281 – RC Add Training Required to Rules DLL

The “Training Required” special rule has been added to the RC Office “Rules” DLL.

This dropdown works in the same way as the **Assignment Status** dropdown and requires a value to be selected to add an action rule. It allows you to select “All Lot Status” or an individual lot status for which the rule will apply.

US 290 – RCO – Update CARS & CAN Logos


On the **Recovery Connect App Exchange** the logos for CARS Certification and CAN Membership have been updated with their latest versions as provided by RISC.



CARS Certification

RISC, in partnership with MBSi, is pleased to offer both of our premier Certified Asset Recovery Specialist certification programs to Recovery Connect users. These courses, CARS and CARS-FC are targeted for individuals working in the recovery industry. There will be a final exam ...

[Learn More](#) [Activate](#)



CAN Membership

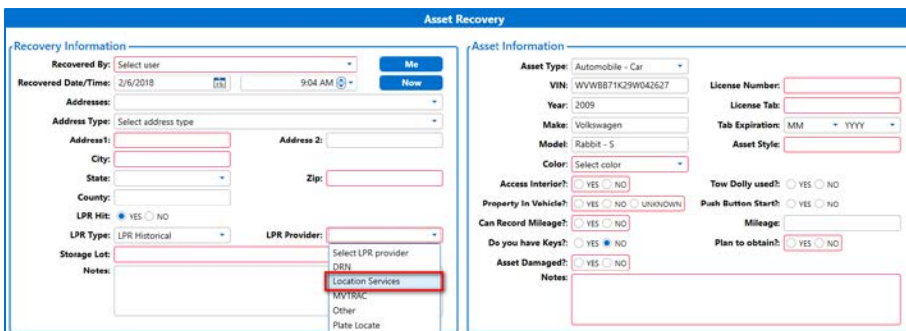
Recovery Industry Services Company (RISC) is an organization dedicated to providing services specific to the collateral recovery industry and advocate on behalf of all professional practitioners within the Industry.

One of the services offered is the Compliant

[Learn More](#) [Activate](#)

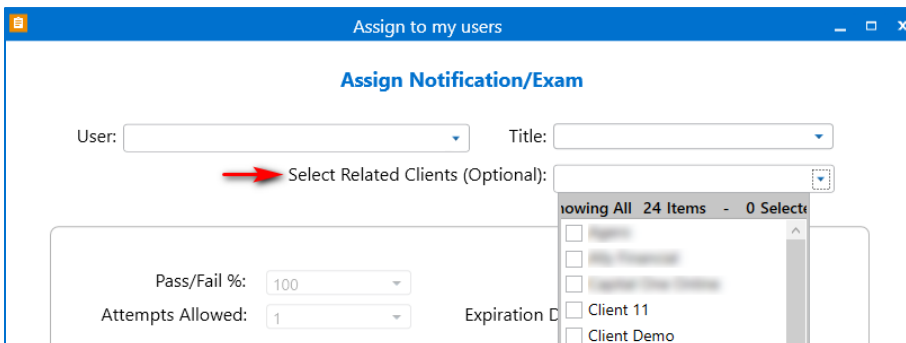
US 291 – RC – LPR Provider Rename

The name of the LPR Provider on the LPR Provider validation table has been changed from “PRA” to “Location Services”.



US 1276 – TC – Specify Client on Send

On the **Assign to My Users** dialogue, the **Select Related Clients** dropdown allows you to select a specific client or clients for which the Notification/Exam program that you are assigning will apply.



US 1278 – TC – MBSi Notification

Training Comply functionality has been modified so that it will work for MBSi user logins to be able to send Notifications/Exams to externally to companies using Training Comply. MBSi Internal notifications are not currently available.

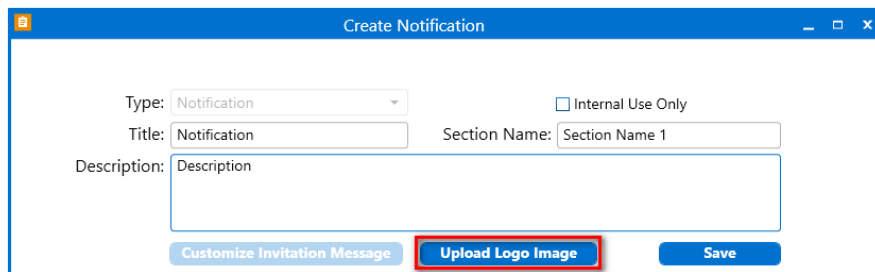
US 1279 – TC – Notifications/Exams Open Tracking

Training Comply will now track the following information when a user opens a Notification or Exam:

1. User ID
2. Date and Time
3. Notification or Exam name.

US 1281 – TC – Logo Upload

On the **Create Exam** and **Create Notification** interfaces, the **Upload Logo Image** button gives Lenders and Forwarders/Outsourcers the ability to upload an image of their company's logo to include with the Notification/Exam.



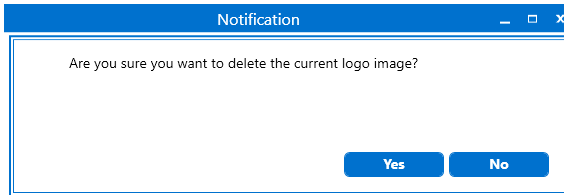
The **Image Upload** dialogue will display. Click **Upload Logo Image**.



Select the logo from the **Select Logo Image File** dialogue and click **Open**. The image will now display on the **Image Upload** dialogue.



The **Delete Current Logo** image can be used to remove the current version of the logo. When clicked, a confirmation dialogue will display. Click **Yes**.



US 1282 – TC – Custom Email Notification

On the **Editing Uploaded Test** interface click the **Customize Invitation Message** button to create personalize emailed text for the Notification/Exam email.

A window titled "Editing: Uploaded Test" with a close button. It contains several form fields: "Type:" with a dropdown menu showing "Exam"; "Title:" with a text box containing "Uploaded Test"; "Section Name:" with an empty text box; "Pass/Fail %:" with a dropdown menu showing "70"; "Attempts Allowed:" with a dropdown menu; and "Description:" with a large text area. There is also a checkbox labeled "Internal Use Only". At the bottom are three buttons: "Customize Invitation Message" (highlighted with a red box), "Upload Logo Image", and "Save".

The **Customize message for uploaded text** dialogue will display. Enter the **Message Subject** (80 character max) and the **Message Body** (2048 character max), and click **Save**.

A window titled "Customize message for Uploaded Test" with a close button. It contains two main sections: "Message Subject:" with a text box containing "Training Comply Notification" and a character count of "28 / 80 max chars"; and "Message body:" with a large text area containing the following text: "To complete the program, please log into RecoveryConnect Office. Upon successful login, the 'Pending Training' interface will be displayed. Click 'Continue To Program' grid to access the exam. You can also select 'Complete Notifications/Exams' from the 'Training Comply' menu item found on the left side menu of RCO to find the exam in question. If additional supporting materials. You will be able to access that material within the 'Pending Training' Interface as well. Before completing a notification/exam, please prepare by reviewing the Training Materials using the 'eye icon' found below, under the Training Material column. If the Training Comply menu is not available when you log into RCO, please request your company Admin to activate Training Comply for your user ID." The character count for the body is "786 / 2048 max chars". At the bottom are two buttons: "Delete Saved Custom" and "Save".

US 1283 – TC – Track Attachment Open

Training Comply will now track the following information when a user opens an attachment on a Notification or Exam program:

1. User ID
2. Date and Time
3. Notification or Exam name.
4. Name of the Attachment.

US 1626 – RCO – Master Lockout Assignment Access Restriction

When a user attempts to access an assignment, RCO will check the “Rules” DLL file for any Assignment access restrictions recorded on the Master Lockout Table for the lender on the assignment. If the user is restricted from accessing the assignment, a dialogue will display, explaining the reason for the restricted access. This user story covers the modification made to the “Rules” DLL file to accommodate this change in RCO.

Defects

Defect 1329 – RCO Add Credits UI – History Not Clearing on Logout

Addressed an issue that manifested during testing which was causing information displayed on the **Add Credits History** grid from one user to be displayed to a different user when another user logged in using the same computer.

Defect 1330 – RC – Vendor Vetting Lock Out MBSi Admin

Fixed the logic governing the user restrictions during the vendor vetting process to ensure that MBSi Users of the type “MBSi Admin” are not locked out because of vendor vetting restrictions.

Defect 1332 – RCO – Storage Lots with Lot Inspections Being Edited by Regular Users

Made a change to the code governing the display of vendor lot locations to restrict the ability to save any changes to lots that have an inspection associated with them.

Defect 1333 – RCO – Purchase More Credits – Purchase History Crash

Addressed an issue within the **Purchase More Credits History** feature that was causing the application to cease responding when start date and/or end date parameters were deleted prior to searching or exporting searches.

Defect 1334 – RCO – User Options for Assignment Detail Options are not Saved

Addressed a logic issue that was causing users to be unable to save **Assignment Detail Options** under the **User** settings feature when users were editing other users.

Defect 1335 – RC – Training Comply – Expired Exam/Notification

Made changes to the **Complete Notifications/Exams** to ensure that expired tests remain on the interface for 45 days after the expiration, previously when the Notification/Exam expired, it would be removed from the interface.

Defect 1336 – RCO – CARS Certification Number Not Saving in User's Profile

Fixed an issue that was occurring during the save procedure of the **User** interface that was causing a user's newly entered CARS Certification number to not be stored upon save.

Defect 1338 – RC – L+L Update Parent Recovery Record as Well as child with Recovery Address Coordinates

When completing the Asset Recovery Form on outsourced assignments, additional code was added to ensure that latitude and longitude coordinates are recorded on the original (parent) assignment and not just the outsourced (child) assignment.

Defect 1808 – Rules DLL errors while Outsourcing Due to Null Email

Addressed an issue that was causing a “System.ArgumentNullException” error when outsourcing an assignment when the user creating the outsource assignment did not have a recorded email address on their profile.

Defect 1872 – TC – Modify Manage Notification/Exam Company Filter

The **Company** dropdown on the **External View** tab of the **Manage Notifications/Exams** interface has been modified to exclude any companies that are disabled on the outsource company relationships table.

Defect 2021 – RCO Search – Last 10 Searches shows more than last 10

Changed code on the **Search** interface to address an issue that was causing more than the last 10 searches to display on the **Last 10 Searches** field.

Defect 2022 – RCO Search – Error on Save Search Criteria

Fixed an “Object Not Set to an Instance of an Object” error on the **Search** interface when attempting to save search criteria.

Defect 2045 – TC – User unable to view existing programs

Addressed an issue that was causing the system to cease responding and display a blank dialogue when a user attempted to click the **View** button on the standalone version of TC under the **Create Notifications/Exams** interface.

Defect 2047 – TC – Create program edit crashing RCO

Fixed an issue that was causing RC Office to cease responding when users would click the **Edit** button on the **Create Notifications/Exams** interface.

Defect 2048 – TC – Assign Programs UI error loading grid

Fixed an “Object not set to an instance of an object” error that users were encountering when attempting to access the Assign **Notifications/Exams** interface.

Defect 2050 – TC – Error opening Program Library UI

Addressed a “System.NullReferenceException” error that was being generated when attempting to select the **Programs** dropdown on the **Notifications/Exams Library**.

Defect 2051 – TC – Manage Programs UI error

Addressed an “Object Not Set to an Instance of an object” error that was being generated when users attempted to open the **Manage Notifications/Exams** interface.

Defect 2052 – TC – Complete Programs Error

Fixed an issue that was causing an “Error occurred while loading grid” dialogue to display when attempting to open the **Complete Notifications/Exams** interface.

Defect 2053 – TC Home button

Removed the **Home** button from the Training Comply interface that was leading to a dead link.

Defect 2066 – TC – Test available pop-up page not showing

Addressed an issue that was causing the **Complete Notifications/Exams** interface to fail to display when the user had a pending Notification/Exam assigned to them.

Defect 2071 – TC unable to open exams and notifications

Addressed an “Application Error” that was occurring on the **Complete Notifications/Exams** interface when users were trying to click on the **Actions** button to take an exam.

Defect 2072 – Error trying to complete program through create program view action

Fixed a “Value Cannot Be Null” error that was being generated when users where attempting to complete a program on the Create Notifications/Exams interface.

Defect 2166 – TC – Manage Program – External view error

Fixed a “System.InvalidCastException” error that was being generated on the **Manage Notifications/Exams** when the **External View** tab was selected and you were logged in as a Client, Forwarder or Outsourcer.

Defect 2321 – TC – Multiple TC windows causing errors

Addressed an issue that occurred when multiple instances of a TC session were opened concurrently. Only the currently focused instance was connected, the other sessions were logged out.

Defect 2335 – RCO/RCM Error uploading pictures

Fixed the procedure for completing AR Photos by addressing an issue that caused RC Office and RC Mobile to generate “Nullable object must have a value” errors because an Asset Type was not selected when the assignment was created.

Defect 2340 – TC – Multiple Notification Assigns Allowed

Made changes to the logic that governs the Notification/Exam interface to fix logic that was allowing user to assign multiple instances of the same Notification/Exam to be assigned to the same user.

Defect 2352 – TC – Assign Externally wrong user displayed

Addressed an issue that was causing incorrect **Information** dialogue information to display when attempting to assign a training program to a user that already has that program assigned to them.

Defect 2686 – RCO – Training Comply General Issues

This defect was created to fix the following issues:

1. When logged in as a forwarder/outsourcer the **External View** Search button was causing RC Office to cease responding when clicked.

2. A “System.NullReferenceException” error was being generated when the **Assign Notificaitons/Exams** interface and the user logged out or closed the interface.
3. A “System.IndexOutOfRangeException” error was being generated when users clicked **Cancel** on the **Upload Image** dialogue within the **Create Notification/Exam** interface.
4. When clicking the **Remove Current Image** button and closing the **Upload Image** dialogue of the **Create Notification/Exam** interface was causing the photo to be removed when it wasn’t supposed to.
5. On the **Manage Notifications/Exams** interface, the **Internal View** tab was visible to vendors, when it should only be available to forwarders/outsourcers.

Defect 2748 – Add Updates Defect

Made changes to the logic behind the **Add Updates** interface to fix an issue with Address Updates incorrectly reporting the asset as recoverable when the user actually selected “No” as the answer to the “Is unit Recoverable” question.

Defect 2750 – Police City/State Issue

On Client Web Service v1, the Get Recoveries method has been modified to ensure that when Police city and state information is being retrieved, it will now use the column “szRecoveryNotificationCity” to retrieve this information.