

RC Mobile Reference Document – Asset Recovery

Asset Recovery

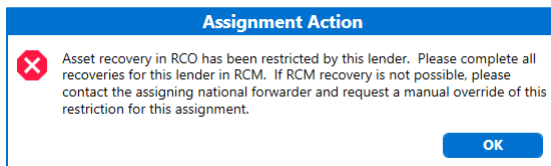
You can report a recovery within RC Mobile (RCM). This is called completing the **Asset Recovery** action.

An **Asset Recovery** action is completed when you successfully process all three of the following tasks within RCO or RC Mobile:

- **Asset Recovery**
- **Asset Recovery Photos**
- **Storage Lot Validation**

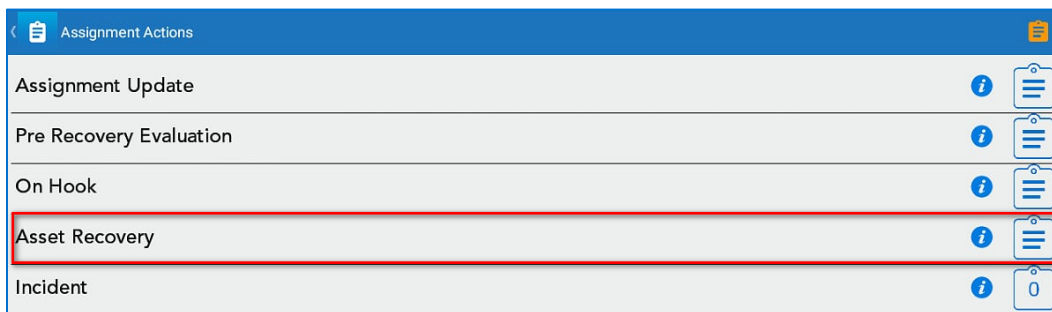
Recovery Restriction

Lenders may restrict vendors from recovering their assets using RCO. In such cases you will be required to record the recovery using RC Mobile. If you attempt to open any of the **Asset Recovery** tasks within RCO, the following dialogue will display.



How to Complete an Asset Recovery on RCM

An assignment must be in the “New”, or “Active” status to be eligible for recovery. When the assignment is recoverable, the **Asset Recovery** action item will display in the **Assignment Actions** screen of the assignment. Tap the item to reveal the tasks associated with it.



The **Task Menu** screen will display 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.

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Task Menu

Please complete the following tasks in the appropriate order.

- Asset Recovery
- Asset Recovery Photos
- Storage Lot Validation

Asset Recovery Task

AR General Screen

* Color: Red

* Was Tow Dolly Used? No Yes

* Recovery due to LPR hit? No Yes

* LPR Type Select a LPR type

* LPR Provider Select a LPR Provider

Continue

AR: General

* Recovery Date: 12/8/2015

* Recovery Time: 4:22 PM

Vin: 183LC76V29M545823

Year: 2009

Make: Dodge

Model:

The **Asset Recovery** task must be completed when you have taken possession an asset. Completing the form will set the assignment's status to *Recovered*.

When you tap the **Asset Recovery** task on the **Assignment Actions** menu, the **AR: General** screen will display. Review the form, fill out information fields, and answer the questions on the form ¹. All fields highlighted with a red asterisk (*) are required. When this part of the form is completed, tap **Continue**.

AR Custom Questionnaire

Next, and if the feature is enabled for the assignment, the **AR: Custom Questionnaire** screen will display. This feature gives the owner of the assignment the ability to append specific questions onto the AR task. Some or all questions may be required. Answer the questions on the form and tap **Continue**.

AR: Custom Questionnaire

* Repo Fee \$0.00

Asset Features

- AC
- AM-FM Radio
- Back-up Camera
- Bluetooth Connectivity
- CD Changer
- Cruise Control
- After Market Stereo
- Automatic Emergency Braking
- Blind Spot Monitoring
- Cassett Deck
- CD Player
- Digital Instrument Panel

AR: Custom Questionnaire

- Power Windows
- Rear AC
- Rear Defrost
- Satelite Radio
- Self Parking
- Voice Control

Moon Roof

No Yes Unknown

* Sun Roof

No Yes Unknown

* Telescopic Steering

No Yes Unknown

Continue

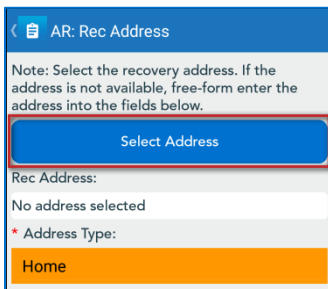
Back

Cancel

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

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AR Rec Address Screen



AR: Rec Address

Note: Select the recovery address. If the address is not available, free-form enter the address into the fields below.

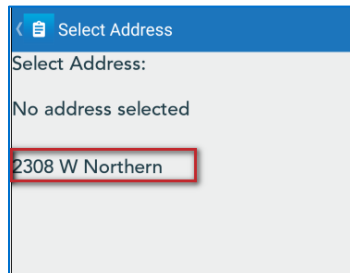
Select Address

Rec Address:

No address selected

* Address Type:

Home



Select Address

Select Address:

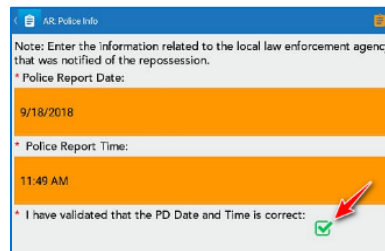
No address selected

2308 W Northern

The **AR: Rec Address** screen will display. This is the place to enter the address where the asset was recovered. You can free-form enter the information or tap **Select Address** and pick the address from of list of addresses previously inputted into the assignment. When completed, tap **Continue**.

AR Police Info

The **AR: Police Info** screen will display. The screen will load the current date and time on the **Police Report Date** and **Police Report Time** fields. Validate that the information on these fields is correct by checking the “I have validated the PD date and Time is correct” checkbox. If the date and time are incorrect, use the controls to modify them then select the checkbox.



AR: Police Info

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

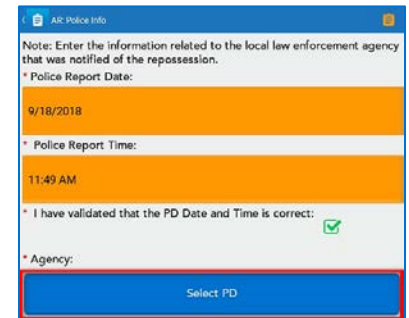
* Police Report Date:

9/18/2018

* Police Report Time:

11:49 AM

* I have validated that the PD Date and Time is correct: ☒



AR: Police Info

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

* Police Report Date:

9/18/2018

* Police Report Time:

11:49 AM

* I have validated that the PD Date and Time is correct: ☒

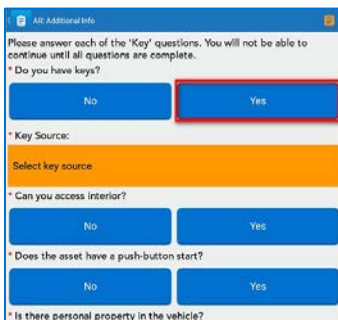
* Agency:

Select PD

Tap **Select PD** and select the Police Department address from the list that is displayed, or free form enter the address. Tap **Continue**.

AR Additional Info

The **AR: Additional Info** screen will display. At the top, you will be required to answer asset key related questions. The “Do you have keys?” question must be answered. If you select “Yes” you will be asked to select a key source. the same will apply if you answer “No” the same will apply, but with a different set of key source options.



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

* Key Source:

Select key source

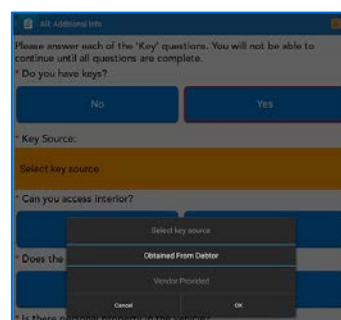
* Can you access interior?

No Yes

* Does the asset have a push-button start?

No Yes

* Is there personal property in the vehicle?



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

* Key Source:

Select key source

* Can you access interior?

Select key source

* Does the asset have a push-button start?

Obtained From Debtor

Vendor Provided

Cancel OK

* Is there personal property in the vehicle?

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If you answer no, the next question, “Do you plan to obtain keys?” will be required. If you answer “Yes” the key source will be required. If the answer is “No” you can move on to the next question.

The personal property question, “Is there personal property in the vehicle” is required and will impact the ultimate creation of the personal property form.

If you answer “Yes” or “unknown” a Personal Property will be created on the assignment in the status of “Stored”. If you answer “No” a Personal Property will be created on the assignment in the status of “None”.

Additionally, this screen has a question that states, “Is asset damaged?” If the asset is damaged, tap **Yes**. Two additional questions will display for you to answer. They are:

- “Air bags deployed?” (Yes/No)
- “Does the asset have hail damage?” (Yes/No)

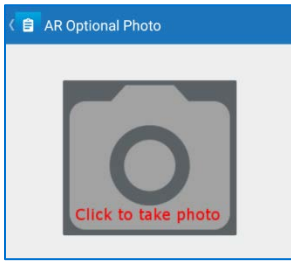
Tap **Continue**.

AR Asset Damages

When damage was reported, the **AR: Asset Damages** screen will display. Select a **Damage Location** and a **Damage type**, then tap **Add Damage**. Repeat this procedure to record all damage on the vehicle.

When you finish answering the questions, tap **Continue**. A confirmation dialogue will display. If you need to report more damage tap **Yes: add more damage**. If you’re done recording damage, tap **No: proceed to next step**.

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AR Optional Photo

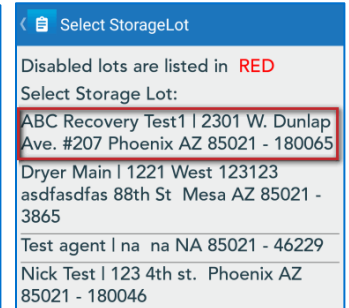
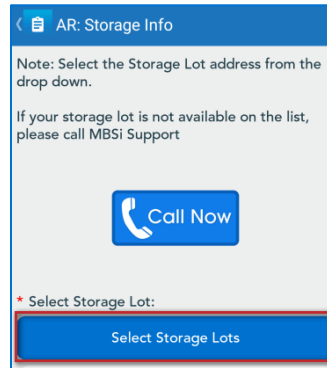
The **AR Optional Photo** screen will display. Users can take an image of the vehicle prior to recovery by tapping on the camera icon (this is optional). Tap **Continue**.

AR Storage Info

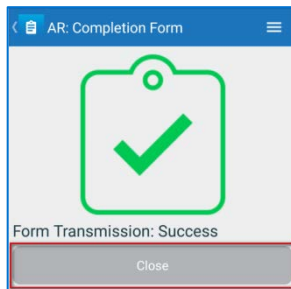
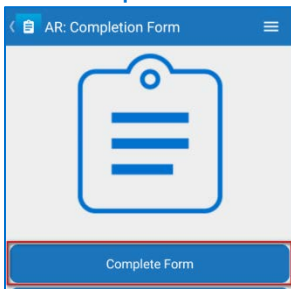
The **AR: Storage Info** screen will display. Tap **Select Storage Lots** to select the lot to which the asset will be taken.

The **Select Storage Lot** screen will display. Tap to select the appropriate Lot.² Tap **Continue**

The **Asset Recovery Comments** screen will display. Enter any necessary comments regarding the asset recovery and tap **Continue**.

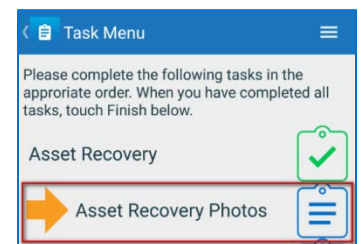


AR Completion Form



The **AR: Completion Form** screen will display. Tap **Complete Form**. When successfully submitted the screen will display a transmission success message.

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.



² If the lot that you desire to use is not on the list displayed within the **Select Storage Lot** screen, go back to the **AR: Storage Info** screen and tap the **Call Now** button.

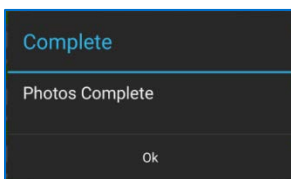
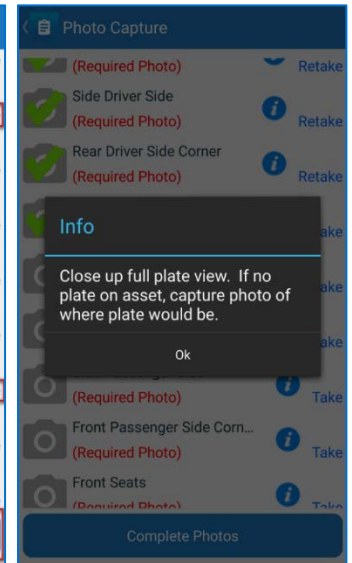
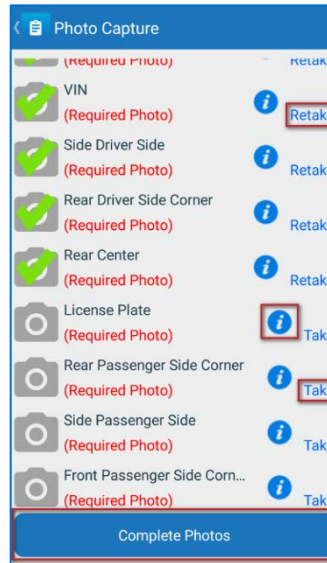
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Asset Recovery Photos

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.

If you reported damage, additional damage photos will be required.

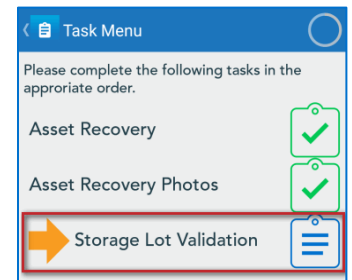
For a description of what each shot requires, tap the information button.



Capture all 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.

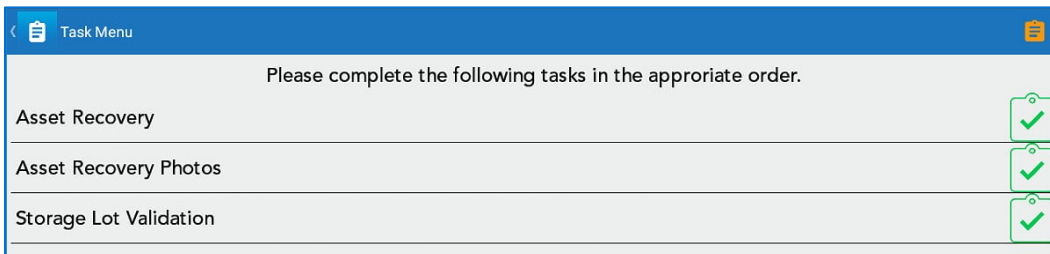


Storage Lot Validation

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

The **Storage Lot Validation** screen will display. The **Select Storage Lot** field will display the storage lot that was selected during the Asset Recovery process. If this is the correct lot, click **Confirm**.

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



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Reference Videos

For a video demonstrations of the Asset Recovery click on a link below:

- For Asset Recovery, click [here](#).
- For Asset Recovery Photos, click [here](#).
- For Storage Lot Validation, click [here](#).