

BetterNOI 



COLLECTIONS REFERENCE GUIDE

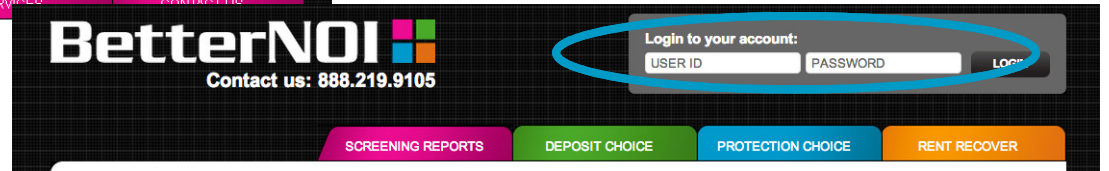
How to submit new collection
files & review collection activity

www.BetterNOI.com



**Rent
Recover**

WEBSITE LOGIN



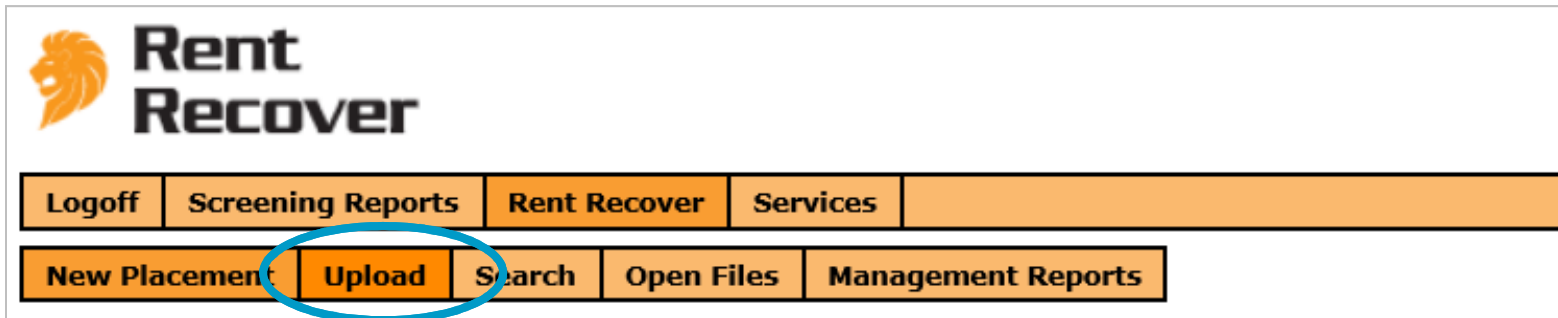
1. Go to www.BetterNOI.com or www.screeningreports.com
2. Enter your **user name** and **password**.



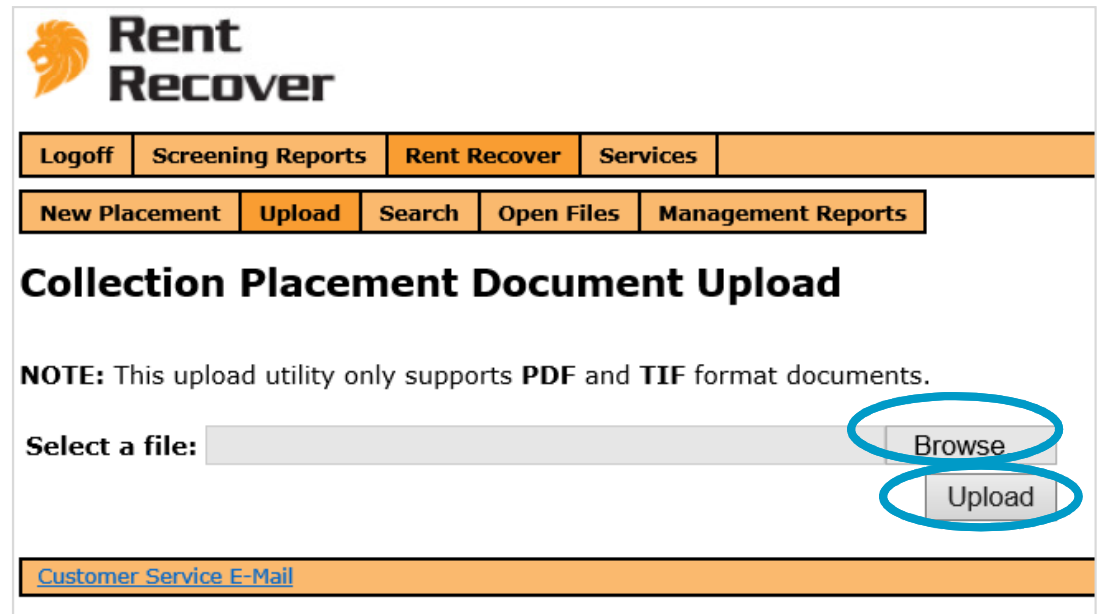
3. Click on the **Rent Recover** tab



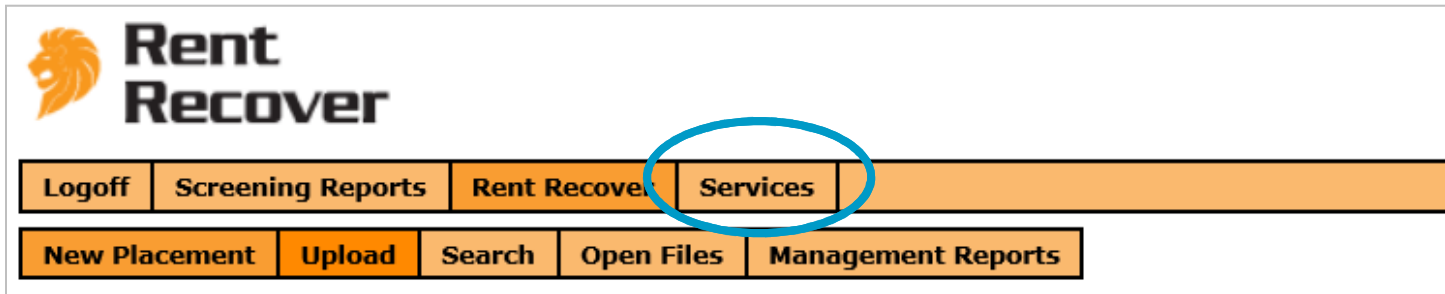
FILE PLACEMENT-OPTION 1 **UPLOAD**



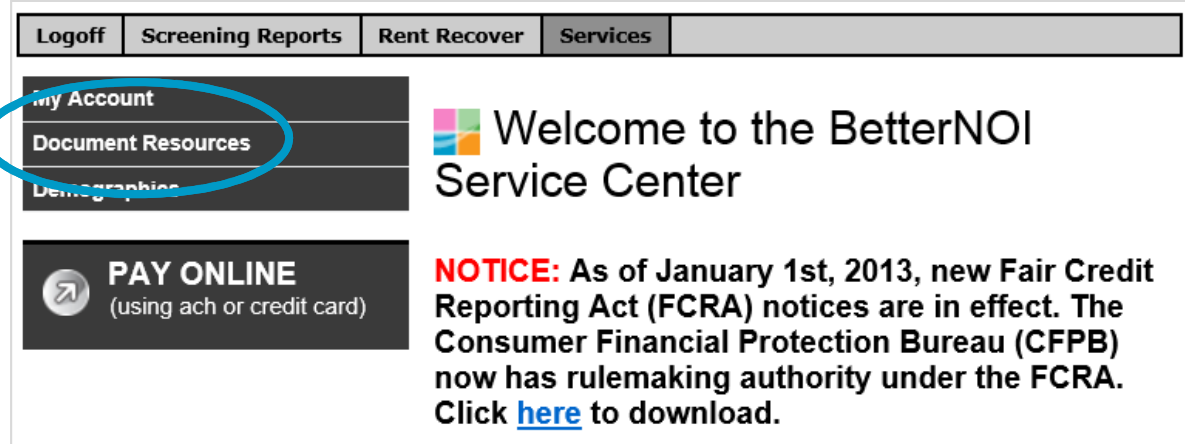
1. Go to **Upload** tab
2. Select **Browse** button & **locate files** on your computer
3. Click **Upload** button to begin file transfer



FILE PLACEMENT-OPTION 2 **FAX**



1. Go to **Services** tab
2. Then go to **Document Resources**



FILE PLACEMENT-OPTION 2 FAX



Logoff | Screening Reports | Rent Recover | Services

My Account
Document Resources
Demographics

PAY ONLINE
(using ach or credit card)

Document Resources

REFERENCE MATERIALS	SCREENING REPORTS
Standard Application	Adverse Action/Denial Form
HUD Application	Applicant Credit Report Request
Corporate Application	Community Addition Form
Signed Release	Request Further Information
HUD Signed Release	
International Applicants	
Fair Credit Reporting	
Fair Debt Collection Practices	
National Sex Offender	
OFAC	

DEPOSIT CHOICE
Standard Rate Card
Claim Submittal Form
Order Brochures
Request Further Information

PROTECTION CHOICE
Rate Sheet (AL, FL, GA, LA, MS, NC, TX and SC)
Rate Sheet (All Other States)
100K Liability Rate Sheet
Order Brochures
Request Further Information
Renters Insurance Verification

RENT RECOVER
Placement Sheet and Checklist
Placement Breakout
Status Codes
Request Further Information

1. Scroll down to locate **Placement Sheet and Checklist.**

2. Complete top section & attach supporting documents

3. Fax to 866.389.4046



220 Gerry Drive
Wood Dale, IL 60191
Tel: 866.942.9516
www.rentrecover.com

COLLECTION PLACEMENT CHECKLIST

Community Name: Today's Date:
Contact Name: Contact Phone:

IMPORTANT!

Please fax copies of the following documents to 866.389.4046 OR mail to 220 Gerry Drive, Wood Dale, IL 60191 OR log on to www.betternoi.com, click on the Rent Recover tab and use the upload link.

- Final billing statement, statement of Deposit Accounting or DISPO form that includes the complete breakdown of the debt owed (Rent, Fees, and Damages).
- An account ledger reflecting the balance owed.
- All complete lease agreements.
- Riders or Addenda related to the balance to be collected.
- Any forwarding addresses, phone numbers, or emergency contacts for the Debtor(s).
- A complete application for each resident and guarantor.
- If awarded, the judgement (send with copy of the application).
- If this is a cancelled account from another collection agency, send a copy of their inventory report for confirmation.

Please include these documents **ONLY IF** damages/fees are to be collected:

- Move-in and move-out inspection form, receipts for any repairs and legal fees.
- A copy of the unopened envelope of any returned final billing statement.
- Invoices and receipts for charges over \$100.00. For in-house repairs, include an accounting ledger on company letterhead.



VIEW ACTIVE COLLECTION FILES



Logoff	Screening Reports	Rent Recover	Services
New Placement	Upload	Search	Open Files

Account #	Debtor's Name	Date Opened	Total Owed	Client	Status	Action Date	Deposit Choice
***** 14 Day old Files *****							
S 1834A-83602-109-1		07/22/13	\$ 2,346.96		FTP	08/18/13	
S 1834A-83600-106-1		07/22/13	\$ 852.07		OTR	08/09/13	
S 1834A-83658-102-1		07/22/13	\$ 1,341.87		RES	08/08/13	
S 1834A-83655-306-2		07/22/13	Roommate		RES	08/28/13	
S 1834A-83655-306-1		07/22/13	\$ 2,583.05		RES	08/27/13	
S 1834A-83650-206-2		07/22/13	Roommate		NEW		
S 1834A-83650-206-1		07/22/13	\$ 65.22		NEW		
S 1834A-83647-101-2		07/22/13	Roommate		RES	08/07/13	
S 1834A-83647-101-1		07/22/13	\$ 214.07		SKP	08/08/13	
S 1834A-83639-309-1		07/22/13	\$ 86.32		NEW		
***** 30 Day Old Files *****							
S 1834A-81160-106-1		06/20/13	\$ 472.86		RES	08/08/13	
S 1834A-81153-310-1		06/20/13	\$ 228.88		DIS	07/23/13	
S 1834A-81152-208-1		06/20/13	\$ 1,438.78		POE	08/12/13	
S 1834A-78387-205-1		05/13/13	\$ 881.40		CAN		
S 1834A-78384-6332-		05/13/13	\$ 865.25		SKP	09/18/13	
S 1834A-78344-306-1		05/10/13	\$ 677.25		OTR	08/09/13	
S 1834A-78337-204-2		05/10/13	Roommate		SKP	08/19/13	
S 1834A-78337-204-1		05/10/13	\$ 704.07		SKP	08/19/13	

1. Select **Open Files** to see complete list of active collections.
2. Click on **individual names** for activity details on specific files.



Logoff	Screening Reports	Rent Recover	Services
New Placement	Upload	Search	Open Files

Debtor Information: (refresh)	Status:	Open Client: \$2,583.05
	Client:	Carpet \$0.00
	Account #:	Walls \$0.00
	Reference #:	Doors \$0.00
	Original Delq:	Appl \$0.00
	Date Placed:	Cleaning \$0.00
	Input:	Other \$1,642.05
	Documents:	Misc 3 \$0.00
	Collector:	Misc 4 \$0.00
	Status:	Attorney \$0.00
		Sheriff \$0.00
		Service \$0.00
		Court \$0.00
		Rent \$1,040.00
		Late Fee \$0.00
		NSF Fee \$0.00
		Damages \$1,642.05
		Legal \$0.00
		Re-Capt \$0.00
		Lease Buyout \$0.00
		Sec Dep. \$99.00
		Interest \$0.00
		Other Dep. \$0.00
		Placed \$2,583.05
		Payments \$0.00
		Open \$2,583.05
Roommates Information: (add)	Action(s):	
	08/01/2013 12:01 PM	Update
	08/01/2013 12:01 PM	Wrong Number
	08/01/2013 10:43 AM	Left Message at Residence
	07/29/2013 05:54 PM	Update
	07/29/2013 05:51 PM	No Answer
	07/29/2013 05:47 PM	Update
	07/29/2013 05:47 PM	Wrong Number
	07/25/2013 02:58 PM	Update
	07/25/2013 02:58 PM	Left Message at Residence
	07/24/2013 06:35 PM	Skip Tracing
	07/24/2013 06:10 PM	Skip Tracing
	07/24/2013 06:08 PM	Left Message at Residence
	07/23/2013 06:11 PM	Left Message at Residence
	07/23/2013 06:00 PM	Left Message at Residence
	07/22/2013 12:44 PM	Update
	07/22/2013 12:44 PM	Update
Debtor Phone Numbers:		
Debtor Employers:		
Debtor Bank Account:		
Additional Accounts:		
No additional accounts		

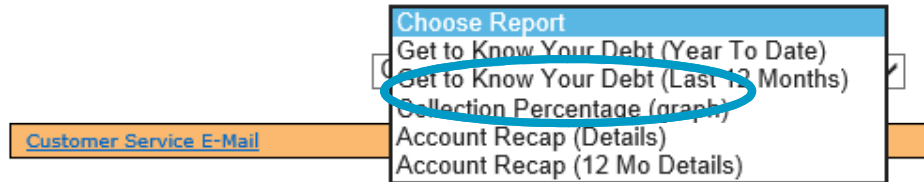


MANAGEMENT REPORTS

1. Select **Management Reports** for a list of available reports for a list of available reports
2. **Collection Percentage** provides a graphical view of collection activity over time.

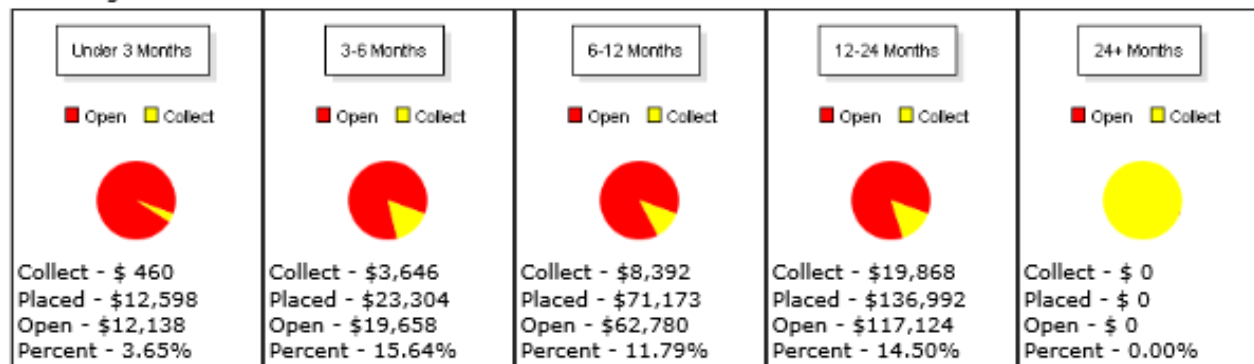


Rent Recover, LLC



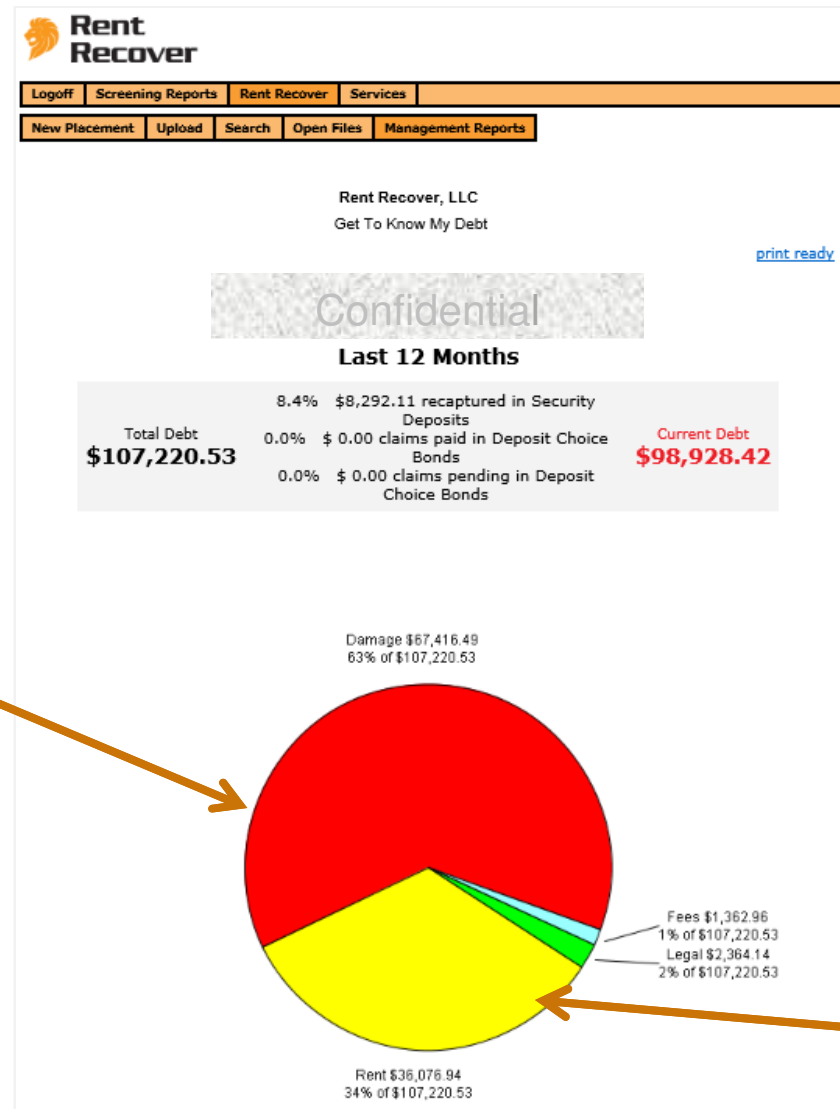
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Total Placed **\$244,067**
 Total Collected **\$32,367**
 Percentage **13.26%**



KNOW YOUR DEBT MANAGEMENT REPORT

1. Know Your Debt report provides valuable insights about where your bad debt originates.



Address large DAMAGE balances using Protection Choice renter's insurance & Deposit Choice bonds.

Reduce RENT balances using Screening Reports resident screening for better resident information.



QUESTIONS? NEED ASSISTANCE?

You are very important to us! Don't hesitate to contact me, your **dedicated** regional account manager for help.

Elizabeth Simpson

Regional Sales Executive

404-617-2456

esimpson@betternoi.com

Rent Recover, LLC

Customer Service 866-942-9516

Fax 866-389-4043

www.RentRecover.com

www.BetterNOI.com