Recovering a Transaction

To recover a deal to a station:

1. Select '**Tools**' from the menu bar in the standard Windows menu options.

2. Select '**Recover**' from the dropdown list.
   - *This opens a window which allows you to enter one or more deals to recover.*

3. Select the  **Icon** and enter the control number for the deal you wish to recover, and click **Ok**.

IMPORTANT *Note case sensitivity when entering control numbers.*

4. The control number you entered will be added to the list, and if you wish to add another control number, go to step three and continue. If you have entered all control numbers you desire to recover, proceed to step five.

5. Select the  **Icon** to send the request to recover the deals. You may then be prompted to enter you **user name** and **password**. Enter it accordingly and click Ok.

6. A few results may occur for each deal is as follows:

   - **Pending Registration Successfully Recovered:**
     The pending transaction has been successfully recovered.

   - **Completed Registration Successfully Recovered:**
     The completed transaction has been successfully recovered.

   - **Failure ######: Registration Transaction Does Not Exist to Recover:** This message will result if you entered the control number incorrectly, or the deal has not yet been transmitted by the F&I station.

     If you experiencing a problem in recovering a transaction, check your control number. Otherwise, ***please call CVR Technical Support at 1-800-333-6995****. The support center can run a transaction history to track down if and/or when a transaction may have been deleted, and if so, by what User ID.*

7. With a transaction successfully recovered, you may now work with the deal on the machine you have recovered it to.