



## Recovering a Transaction

### **IMPORTANT NOTES**

Recovering a transaction may be necessary in some CVR setups for proper flow of paperwork. This method of forcibly pulling transactions however is done at user discretion. CVR is not responsible for negligent deletion and/or re-entry of transactions by users.

1. Select **Tools** from the menu bar in the standard Windows menu at the top.
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  **New Icon**.
4. In the window that appears, you may either enter the control number or relevant registration certificate for the transaction you wish to recover. Once entered, click **OK**.
  - *Note case sensitivity when entering search values.*
5. The search value you entered will be added to the list. If you wish to add another search value, go to step three and repeat. If you have entered all search values you wish to recover, proceed to step five.
6. Select the  **Transmit Icon** to send the request to recover the transactions.
  - *You may then be prompted to enter you **user name** and **password**. If so, enter it accordingly and click Ok.*
7. There are a few results that may occur for each transaction line item:
  - **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 search values incorrectly, or the transaction may no longer exist on the CVR host.  
  
*If you experiencing a problem in recovering a transaction, first check your search values. Otherwise, please call Technical Support at:  
**1-800-333-6995.***
8. When a transaction is successfully recovered it will appear in your current Title & Registration list.