How to order a refresh report through Encompass

There are multiple ways of ordering a refresh report. The most common way is to order a refresh report after a credit report has been ordered and imported into Encompass.

Step 1: Click on the credit report link. This link will take you to you list of providers.

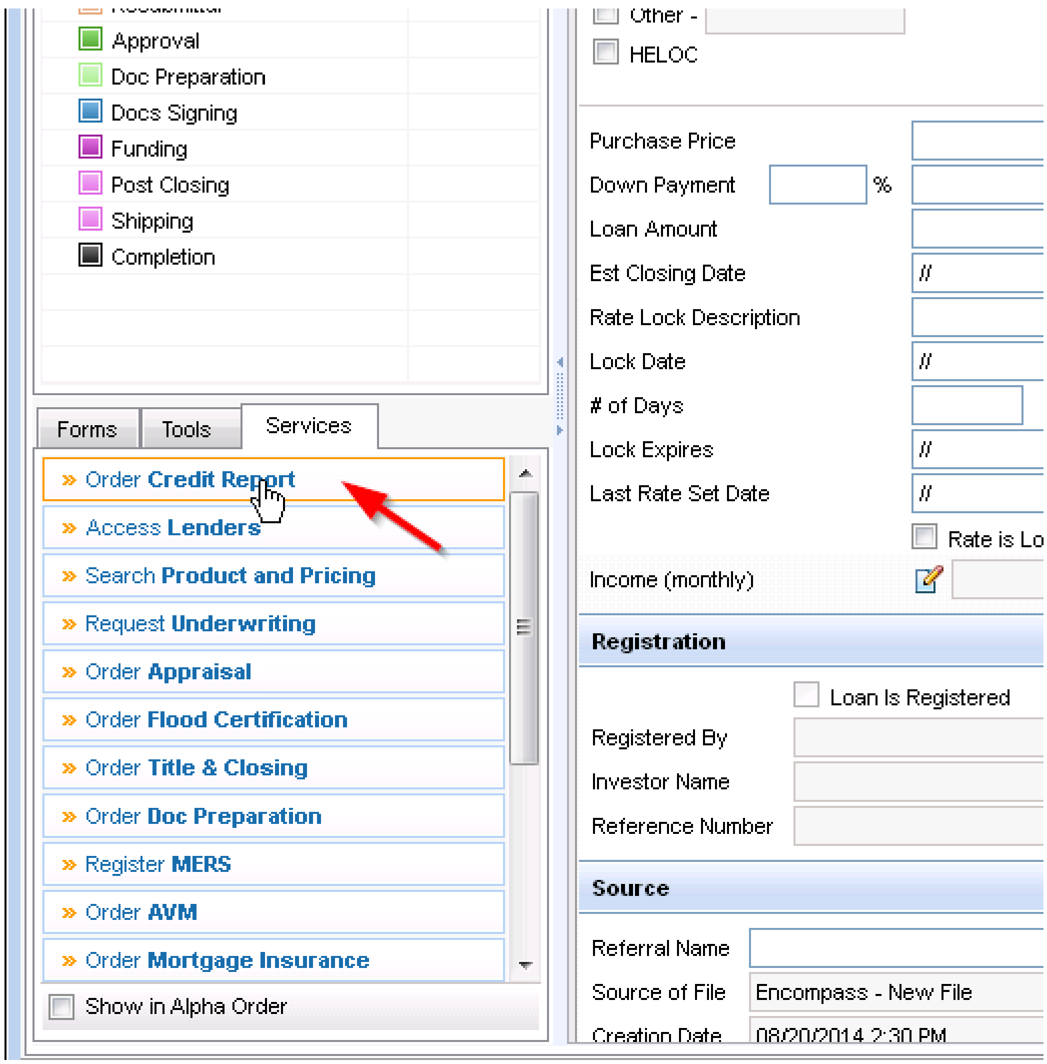

Figure 1: Services tab

Step 2: Select the appropriate provider and click on the Submit button. This will take you to the Credit Report Request page.

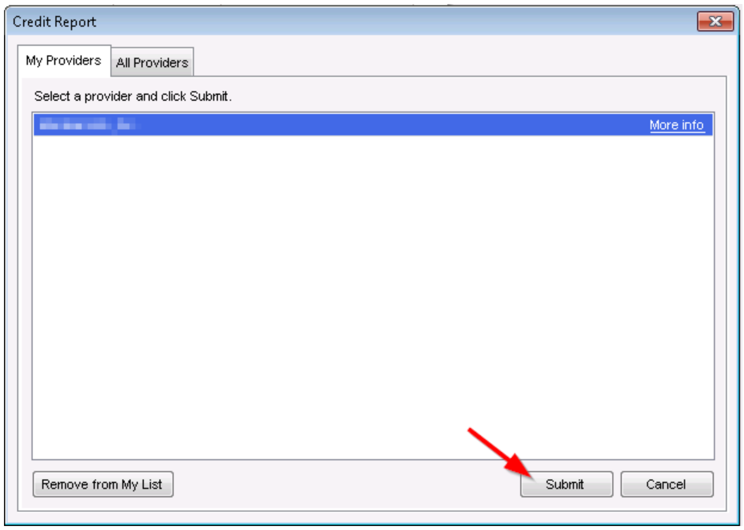

Figure 2: List of Providers

Step 3: Check the refresh report checkbox and select Finish. This will order a refresh report for the previously imported credit report.

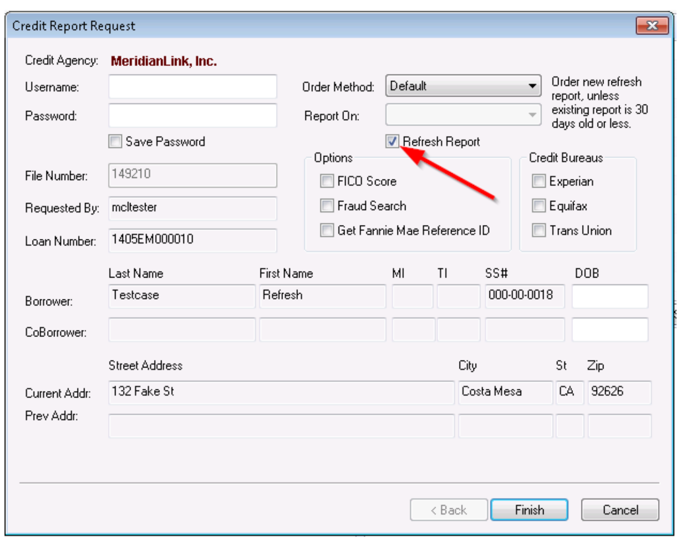

Figure 3: Credit Report Request

If you would like to order a refresh report without first having imported an original credit report, you must select New from the Order Method dropdown and input the file number for the regular credit report manually. **A file number for a regular credit report must be entered in order to order a refresh report on that regular credit report.** The borrower's information must also match or an error may appear.

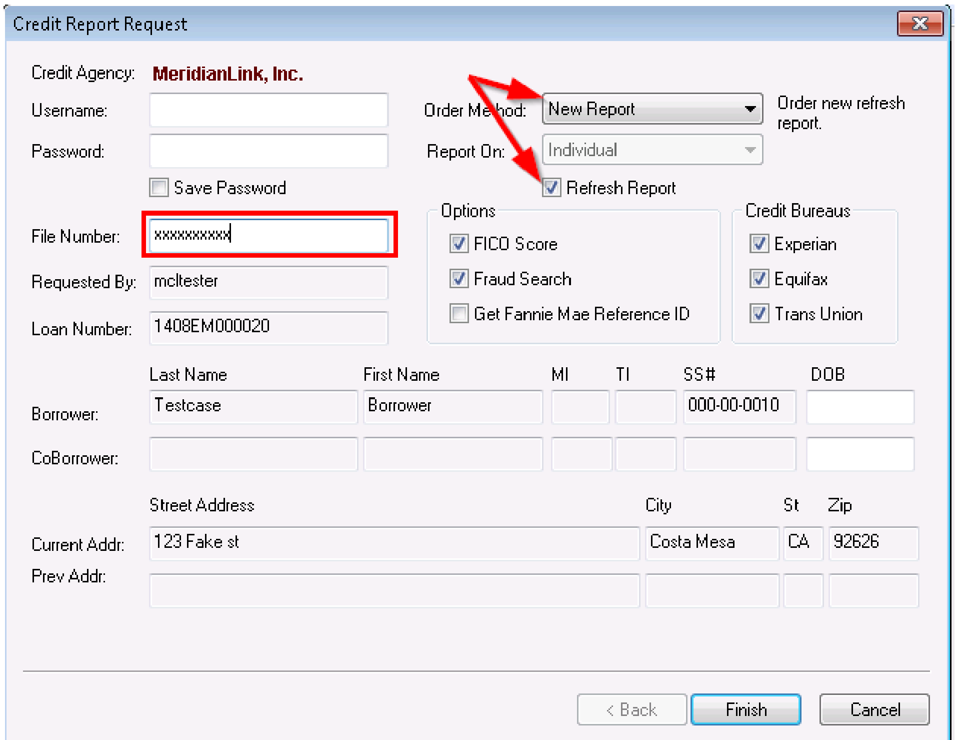

Figure 4: Ordering refresh as New