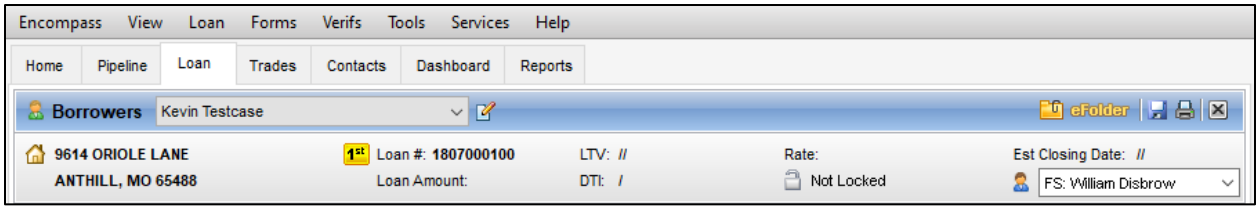
xactus

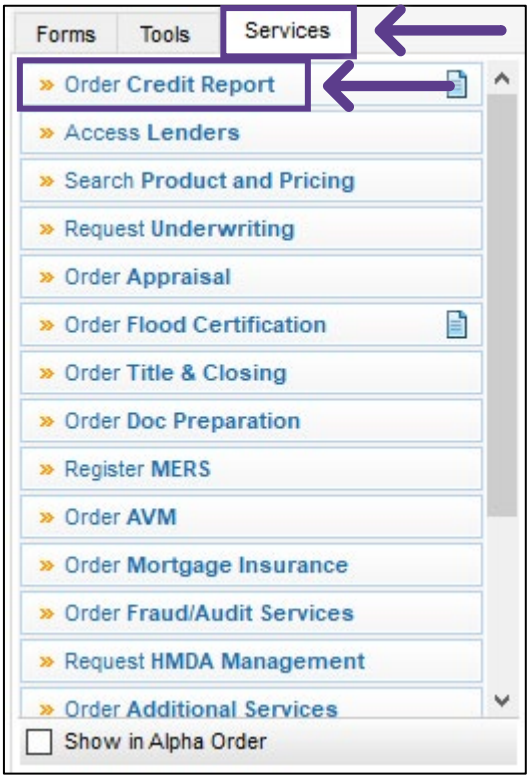
Advancing the Modern Mortgage

How to Order a Credit Report Within Encompass

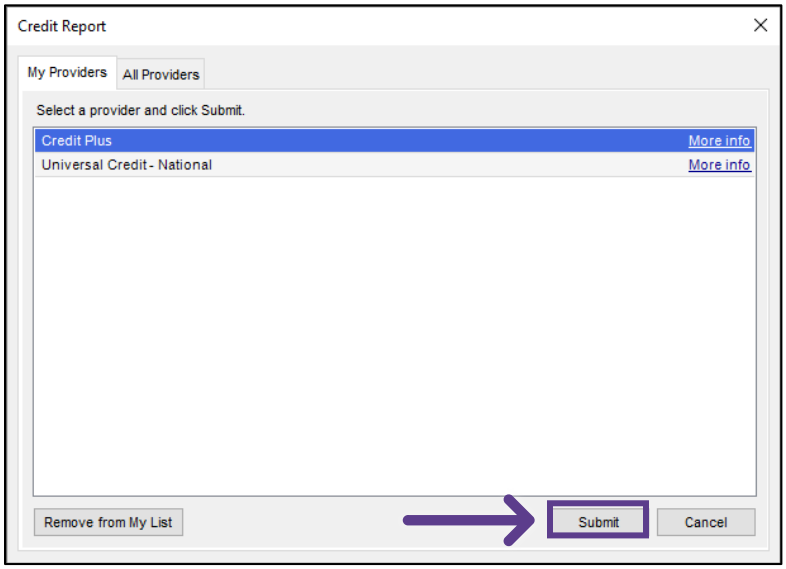
1. Start by logging in and opening the borrowers loan file.



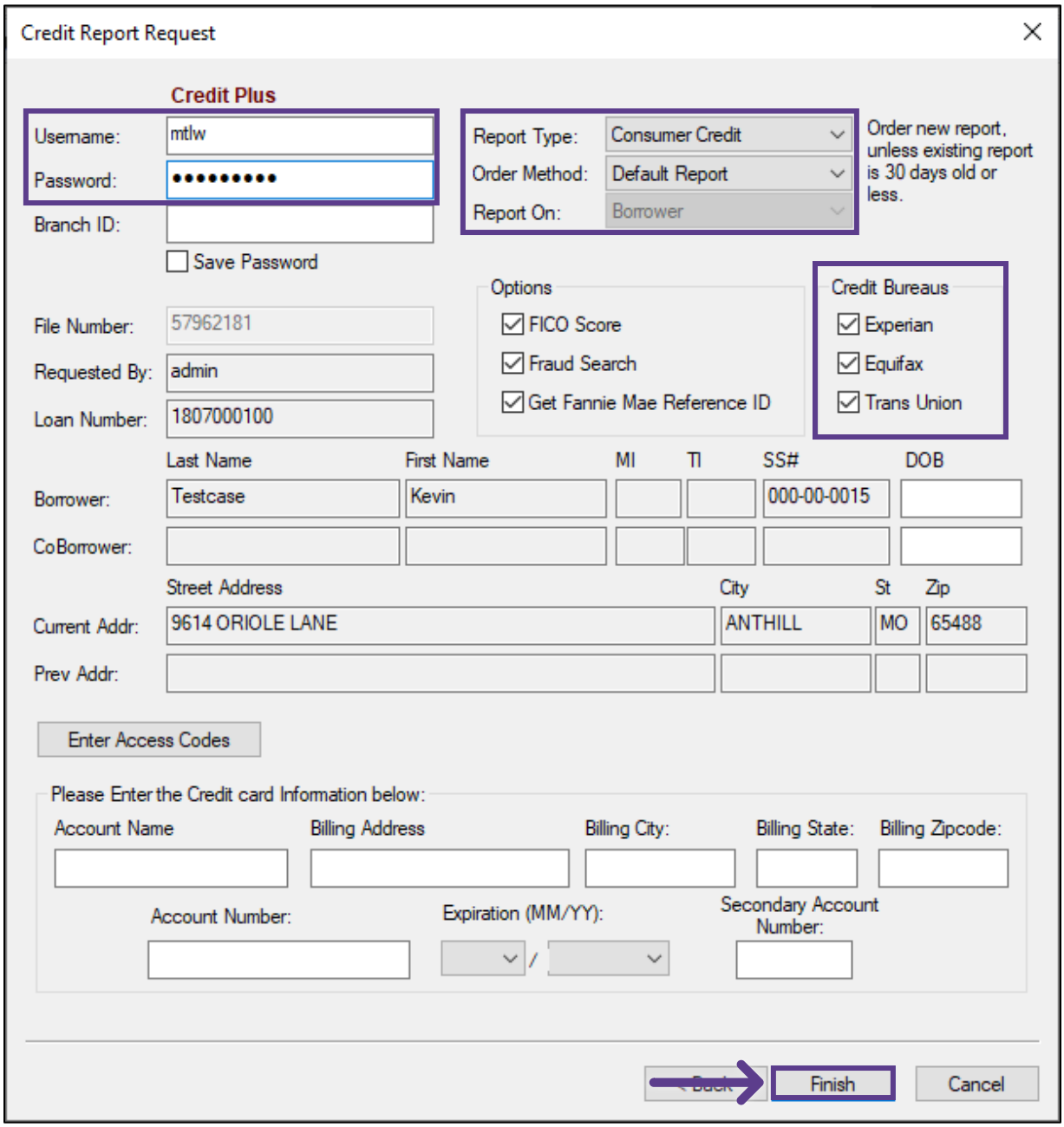
2. Click on the Services tab in the bottom left corner. Select Order Credit Report.



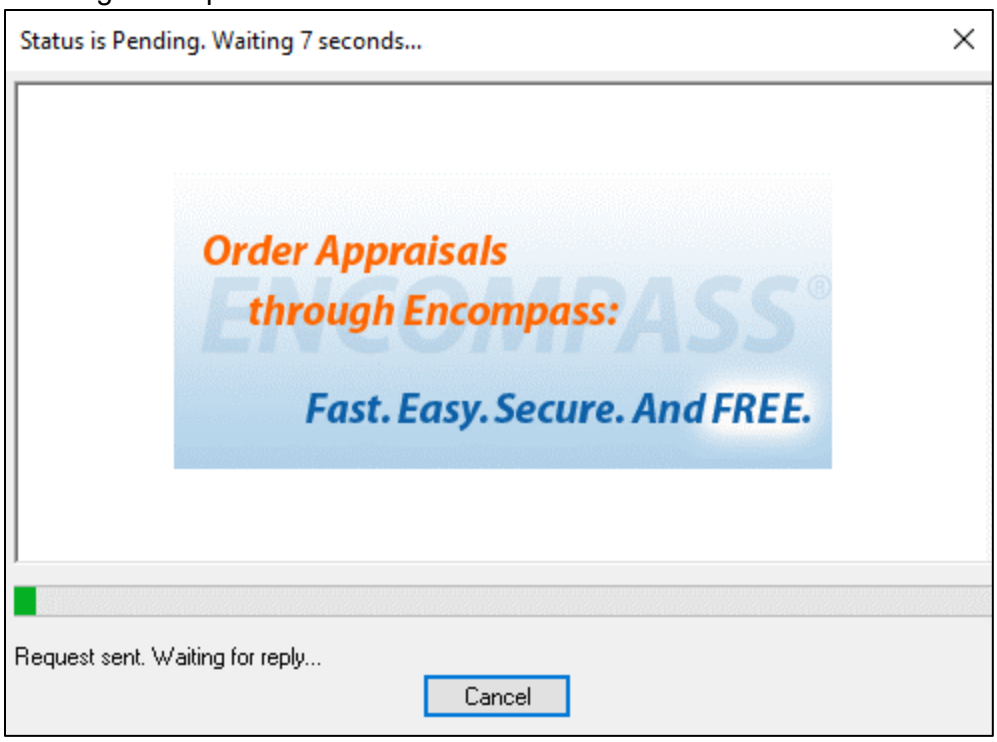
A window will pop-up allowing you to choose your Provider. Then, click Submit to launch the order form.



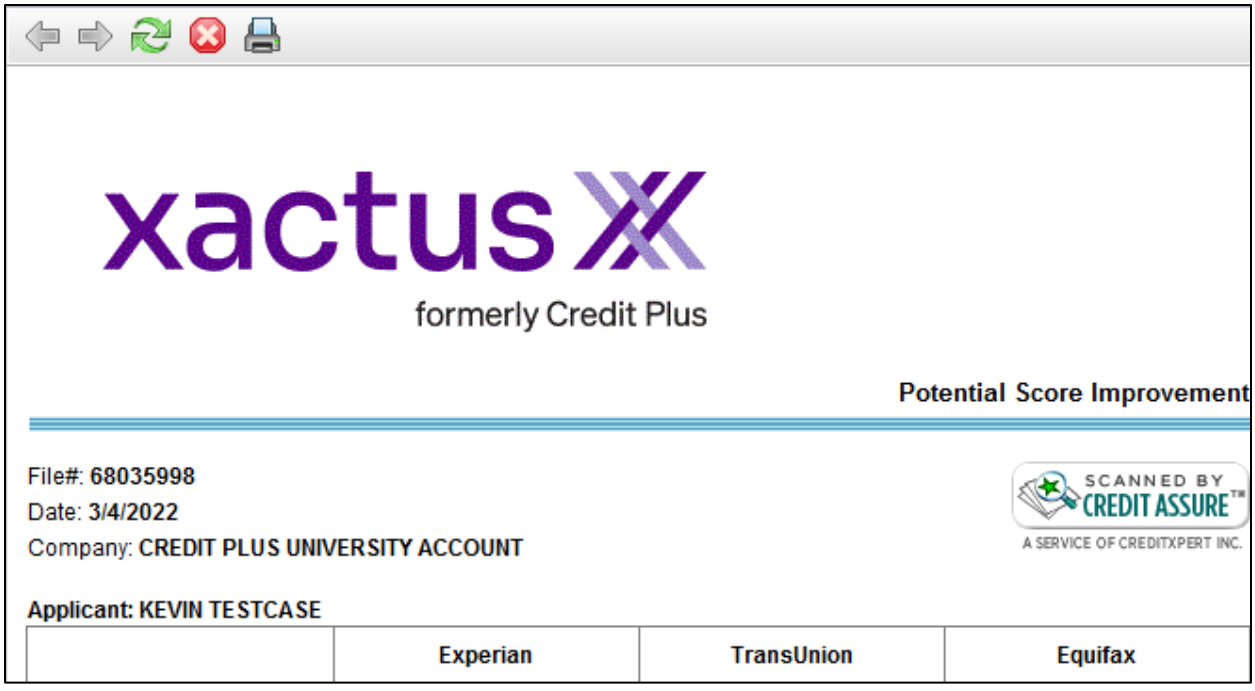
3. The Credit Report Request screen will first ask for your username and password. Then, make the selections for the report needed.
   Report Type: Consumer Credit, Mortgage Only, Refresh Report, UDN
   Order Method:
   - Default Report – Orders a new credit report unless an existing report is 30 days old or less.
   - New Report – Orders a new credit report.
   - Retrieve Existing – Retrieves an existing report of the same file number.
   - Import From Website – Imports an existing report of a particular file number.
   - Upgrade – Add bureaus to an existing file and upgrade to include a co-borrower.



4. A small window will appear as the report is loading. Please do not click off this screen until the processing is complete.



5. When complete, the report will automatically be displayed and saved into the Encompass eFolder.



PLEASE LET US KNOW IF YOU HAVE ANY QUESTIONS OR CONCERNS AND WE WILL BE HAPPY TO HELP.