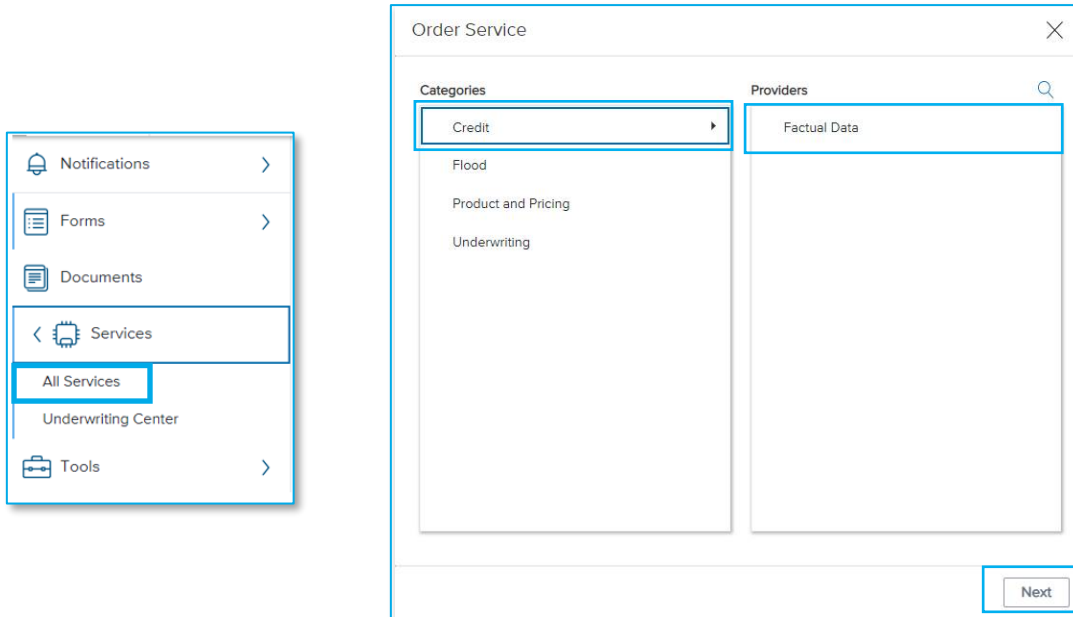


# EPC Credit by ICE™ User Guide

## Ordering a Credit Report from Encompass Web:

- Select **All Services** under the **Services** option.
- Select the **Order Service** button.
- Click the **Credit** option listed under **Categories**.
- Under the **Providers** list select **Factual Data** and hit **Next**.



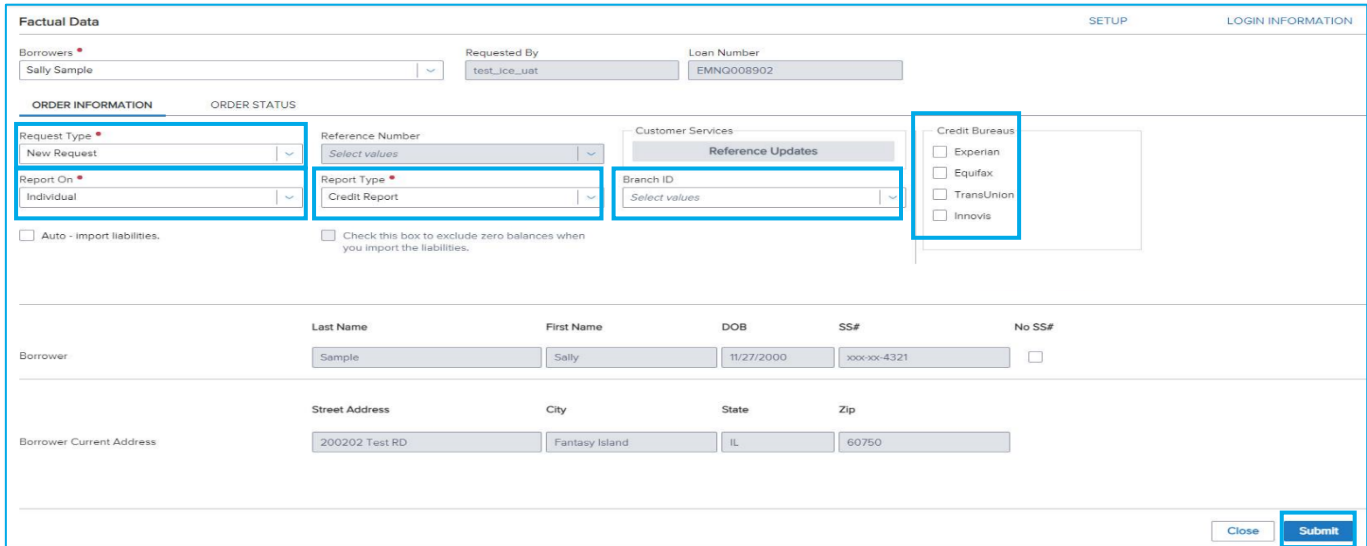
The screenshot shows the 'Order Service' window in the Encompass Web application. The sidebar on the left has a menu with 'All Services' highlighted. The main window has two panels: 'Categories' and 'Providers'. In the 'Categories' panel, 'Credit' is selected. In the 'Providers' panel, 'Factual Data' is selected. A 'Next' button is located at the bottom right of the window.

- Click on the **Login Information** link.
- Enter the following:
  - **User Name** and **Password**: Credentials match those used to log in to the FDWeb website. (Optional: Select the **Save Password** checkbox).
  - Click **Save**.
- Enter the following on the order screen under **Order Information**:
  - **Request Type**: New Request
  - **Report Type**: Credit Report, Prequal Report, IdentityPlus+, Workflow Solutions, or Mortgage Only **Note**: if selecting 'Prequal Report', the Branch ID is a required field
  - **Branch ID**: If utilizing the Branch ID for the request, select from the drop-down menu
  - **Credit Bureaus**: Select desired credit bureaus to order (if applicable)
  - **Auto – import liabilities checkbox**: Select the checkbox if desired
    - If Auto – import liabilities checkbox is checked, the additional checkbox stating “**Check this box to exclude zero balances when you import the liabilities**” becomes available to check, select as desired

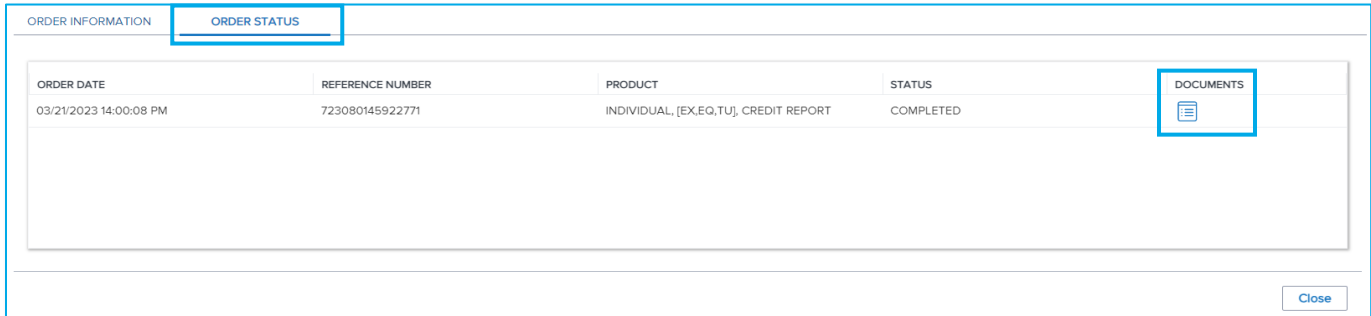
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# EPC Credit by ICE™ User Guide

- Click **Submit** button to submit the order

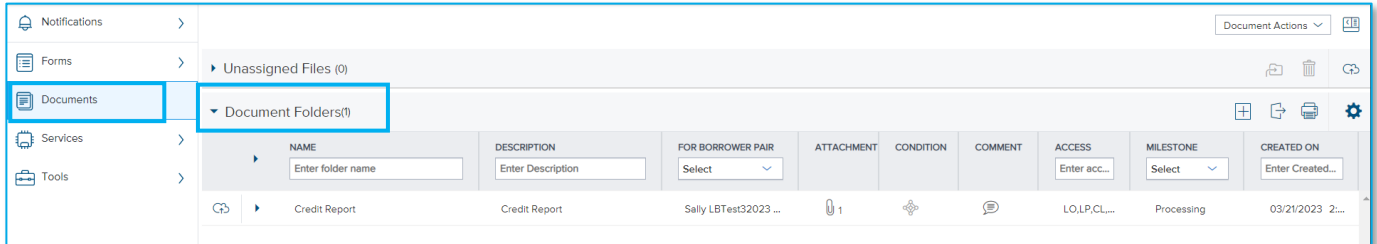


- The credit report will be displayed in the **Order Status** tab. A copy of the credit report will be automatically stored in the **Documents** section and can be accessed by either going to the **Order Status** tab or Documents option located on the left side bar menu. The credit report can be viewed when clicking on the Documents icon under the Documents column in the **Order Status** window. It can also be viewed under the Documents options in the left side bar menu under the **Document Folders** section.



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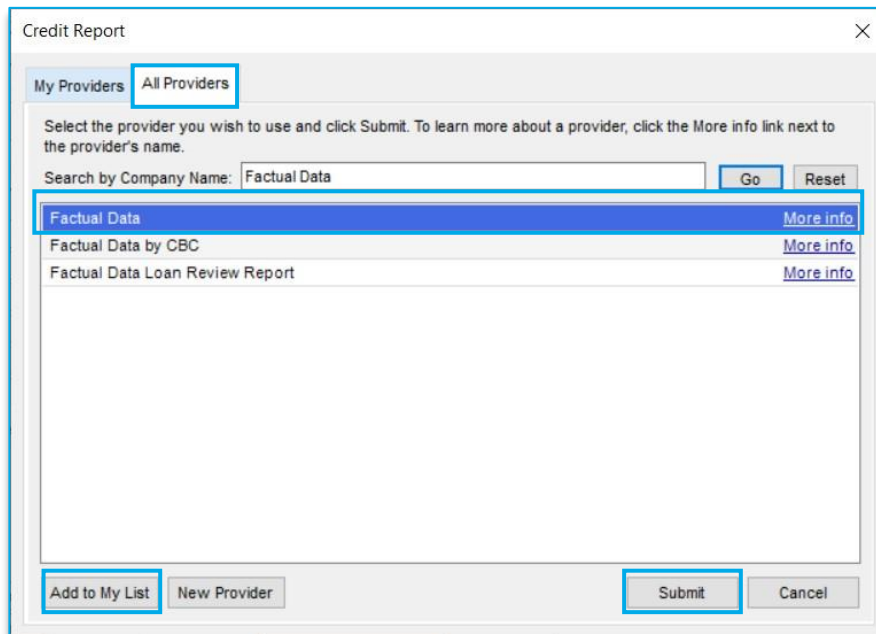
# EPC Credit by ICE™ User Guide



| NAME              | DESCRIPTION       | FOR BORROWER PAIR | ATTACHMENT | CONDITION | COMMENT | ACCESS       | MILESTONE | CREATED ON       |
|-------------------|-------------------|-------------------|------------|-----------|---------|--------------|-----------|------------------|
| Enter folder name | Enter Description | Select            |            |           |         | Enter acc... | Select    | Enter Created... |

## Ordering a Credit Report from the Desktop Application:

- To order a **Credit Report** from the **Desktop Application** the following steps can be take:
  - Select **Services** from either the top of the tool bar or tab on the left hand side.
  - Select **Order Credit Report** or **Credit Report** from the drop down menu.
  - Under the Credit Report window select the **All Providers** tab.
  - Locate or enter in the **Search by Company Name: Factual Data**
  - Select **Factual Data** and click the **Add to My List**.
  - Hit **Submit**.



**Credit Report**

My Providers **All Providers**

Select the provider you wish to use and click Submit. To learn more about a provider, click the More info link next to the provider's name.

Search by Company Name:

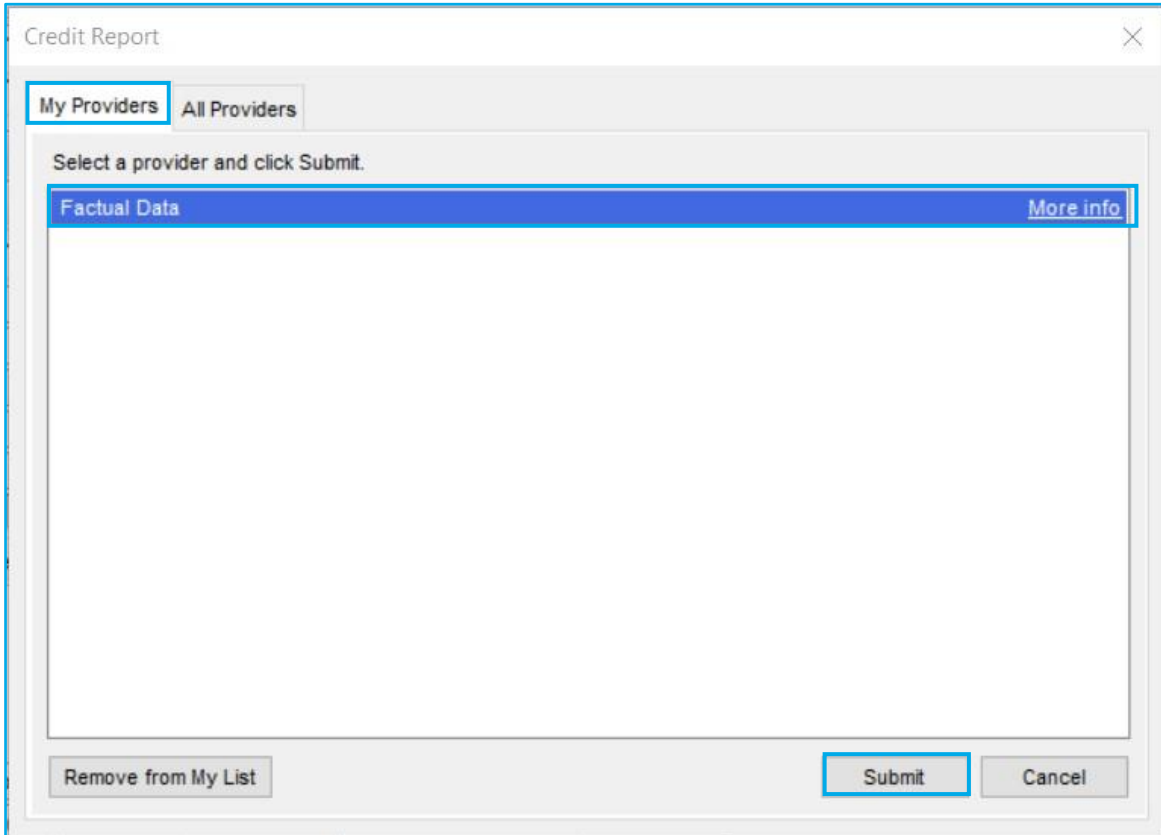
|                                 |                           |
|---------------------------------|---------------------------|
| <b>Factual Data</b>             | <a href="#">More info</a> |
| Factual Data by CBC             | <a href="#">More info</a> |
| Factual Data Loan Review Report | <a href="#">More info</a> |

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# EPC Credit by ICE™ User Guide

- Alternatively, if you have **Factual Data** already listed in your **My Providers** tab, select **Factual Data** and hit the **Submit** button.



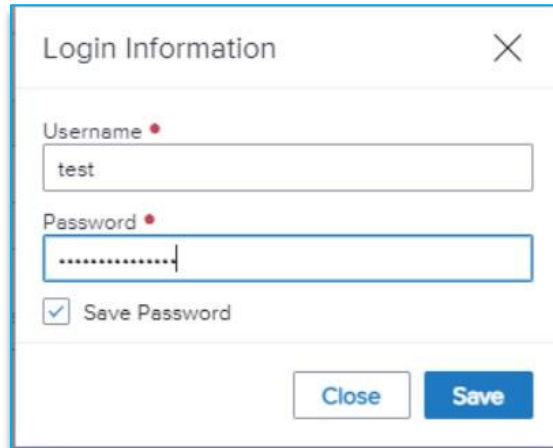
The screenshot shows a web application window titled "Credit Report". At the top, there are two tabs: "My Providers" (which is selected) and "All Providers". Below the tabs, a message says "Select a provider and click Submit." A list of providers is shown, with "Factual Data" highlighted in blue. To the right of "Factual Data" is a link that says "More info". At the bottom of the window, there are three buttons: "Remove from My List", "Submit", and "Cancel".

- Click on the **Login Information** link.
- Enter the following:
  - **User Name** and **Password**: Credentials match those used to log in to the FDWeb website. (Optional: Select the **Save Password** checkbox).

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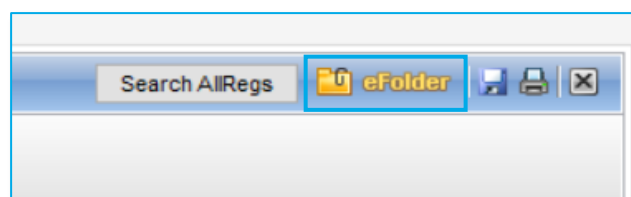
# EPC Credit by ICE™ User Guide

- Click **Save**.



A dialog box titled "Login Information" with a close button (X) in the top right corner. It contains two input fields: "Username" with the text "test" and "Password" with masked characters (dots). Below the password field is a checkbox labeled "Save Password" which is checked. At the bottom right are two buttons: "Close" and "Save".

- Enter the following on the order screen under **Order Information**:
  - Request Type**: New Request
  - Report Type**: Credit Report, Prequal Report, IdentityPlus+, Workflow Solutions, or Mortgage Only **Note**: if selecting 'Prequal Report', the Branch ID is a required field
  - Branch ID**: If utilizing the Branch ID for the request, select from the drop-down menu
  - Credit Bureaus**: Select desired credit bureaus to order (if applicable)
  - Auto – import liabilities checkbox**: Select the checkbox if desired
    - If Auto – import liabilities checkbox is checked, the additional checkbox stating "**Check this box to exclude zero balances when you import the liabilities**" becomes available to check, select as desired
  - Click **Submit** button to submit the order
- The credit report will be displayed in the **Order Status** tab. A copy of the credit report will be automatically stored in the **eFolder/Documents** section and can be accessed by either going to the **Order Status** tab or eFolder located on the top right-hand side of the loan form. The credit report can be viewed when clicking on the Documents icon under the Documents column in the **Order Status** window. It can also be viewed by accessing the eFolder.



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# EPC Credit by ICE™ User Guide

## Reissuing a Credit Report:

- From the **Order Information** tab, enter the following:
  - **Request Type:** Reissue Report
  - **Reference Number:** Enter or select the Reference Number for the report to be reissued.
  - Click **Submit** to place the order.

ORDER INFORMATION

ORDER STATUS

Request Type \*

Reissue report

Reference Number \*

723086141948681 x

Customer Services

Reference Updates

Report On

Individual

Report Type

Credit Report

Branch ID

Select value

Credit Bureaus

☒ Experian  
☒ Equifax  
☒ TransUnion  
☐ Innovis

☐ Auto - import liabilities.
 ☐ Check this box to exclude zero balances when you import the liabilities.

Borrower

Last Name

Sample

First Name

Sally LBGuide

DOB

03/27/2000

SS#

xxx-xx-4321

Borrower Current Address

Street Address

200202 Testcase Street

City

Fantasy Island

State

IL

Zip

60750

Close

Submit

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For customer support, please email [ClientSuccess@factualdata.com](mailto:ClientSuccess@factualdata.com)

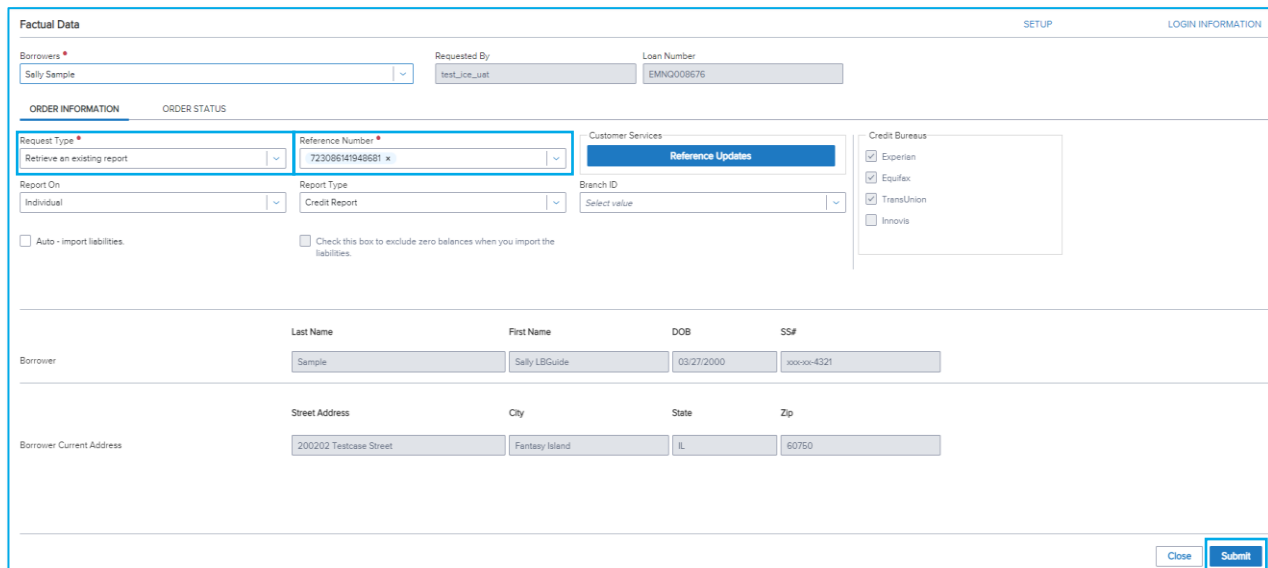
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Version\_01\_01\_23

# EPC Credit by ICE™ User Guide

## Retrieving an Existing Report:

- From the **Order Information** screen, select the following:
  - **Request Type:** Retrieve an existing report
  - **Reference Number:** Confirm the correct reference number is listed in this field. If it is not, first reissue the report (refer to previous section for Reissue process).
  - Click **Submit** to place the order.



**Factual Data** SETUP LOGIN INFORMATION

Borrowers \*  Requested By  Loan Number

---

**ORDER INFORMATION** ORDER STATUS

Request Type \*  Reference Number \*

Report On  Report Type

☐ Auto - import liabilities. ☐ Check this box to exclude zero balances when you import the liabilities.

Customer Services **Reference Updates**

Branch ID

Credit Bureaus

- ☒ Experian
- ☒ Equifax
- ☒ TransUnion
- ☐ Innovis

---

|          | Last Name                           | First Name                                 | DOB                                     | SS#                                      |
|----------|-------------------------------------|--|---|--|
| Borrower | <input type="text" value="Sample"/> | <input type="text" value="Sally LBGuide"/> | <input type="text" value="03/27/2000"/> | <input type="text" value="xxx-xx-4321"/> |

---

|                          | Street Address                                      | City  | State                           | Zip                                |
|--------------------------|---|---|---------------------------------|------------------------------------|
| Borrower Current Address | <input type="text" value="200202 Testcase Street"/> | <input type="text" value="Fantasy Island"/> | <input type="text" value="IL"/> | <input type="text" value="60750"/> |

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For more information, please contact us at **800.216.3463** or email [TrainingRequests@factualdata.com](mailto:TrainingRequests@factualdata.com).  
For customer support, please email [ClientSuccess@factualdata.com](mailto:ClientSuccess@factualdata.com)

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Version\_01\_01\_23

7

# EPC Credit by ICE™ User Guide

## Upgrading to a Mortgage Only Report:

- To upgrade an existing Credit Report to a Mortgage Only report, from the **Order Information** screen, select the following:
  - **Request Type:** Upgrade to Mortgage Only
  - **Reference Number:** Confirm the correct reference number is listed in this field.
  - Click **Submit** button to place the order.

Factual Data

SETUP

LOGIN INFORMATION

Borrowers

Requested By

Loan Number

Sally Sample

test\_ice\_uat

EMNG008676

ORDER INFORMATION

ORDER STATUS

Request Type \*

Reference Number \*

Customer Services

Upgrade To Mortgage Only

72308611948681 x

Reference Updates

Report On

Report Type

Branch ID

Individual

Mortgage Only

Select value

☐ Auto - import liabilities.

☐ Check this box to exclude zero balances when you import the liabilities.

Credit Bureaus

☒ Experian

☒ Equifax

☒ TransUnion

☐ Innovis

Borrower

Last Name

First Name

DOB

SSN

Sample

Sally LBGuide

03/27/2000

xxxxxx-4321

Borrower Current Address

Street Address

City

State

Zip

200202 Testcase Street

Fantasy Island

IL

60750

Close

Submit

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For customer support, please email [ClientSuccess@factualdata.com](mailto:ClientSuccess@factualdata.com)

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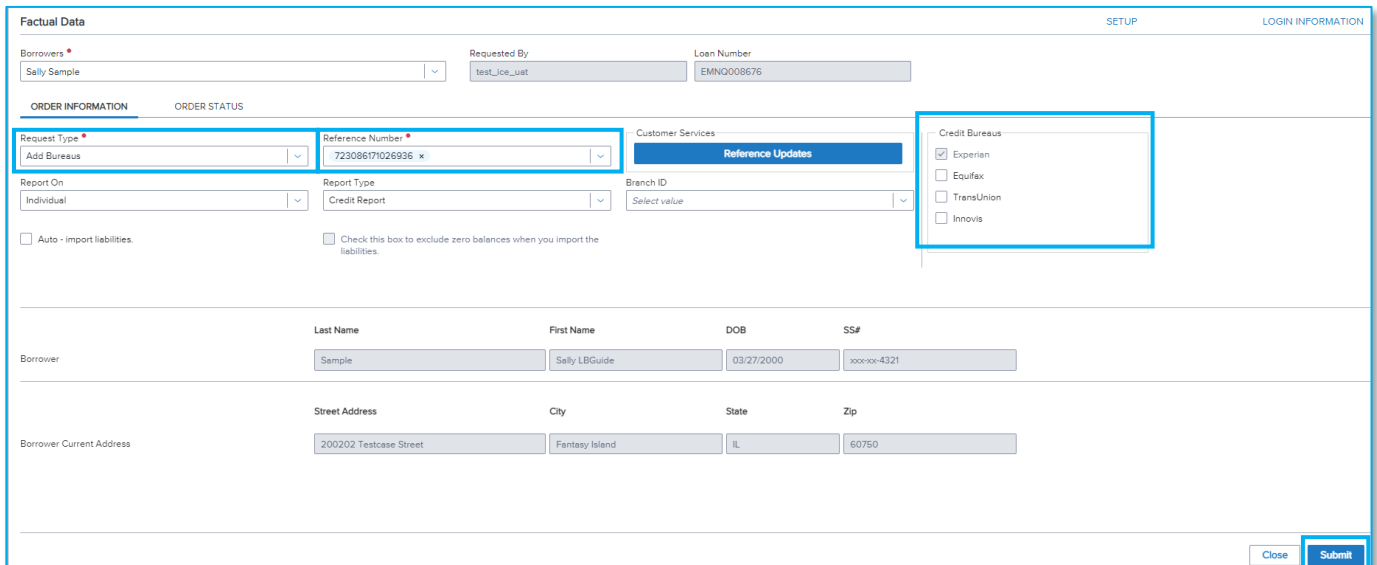
8



# EPC Credit by ICE™ User Guide

## Add Bureaus:

- To add additional bureaus onto a credit report, from the **Order Information** screen, select the following:
  - Request Type:** Add Bureaus
  - Reference Number:** Confirm the desired reference number is in this field. If not, first reissue the report.
  - Credit Bureaus:** Select which bureaus to add to the report. Any bureaus already ordered will be grayed out.
  - Click the **Submit** button to place the order.



**Factual Data** SETUP LOGIN INFORMATION

Borrowers \*  
Sally Sample

Requested By  
test\_ice\_user

Loan Number  
EMNQ008676

**ORDER INFORMATION** ORDER STATUS

Request Type \*  
Add Bureaus

Reference Number \*  
723086171026936 x

Customer Services  
**Reference Updates**

Report On  
Individual

Report Type  
Credit Report

Branch ID  
Select value

☐ Auto - import liabilities

☐ Check this box to exclude zero balances when you import the liabilities.

**Credit Bureaus**

☒ Experian

☐ Equifax

☐ TransUnion

☐ Innovia

**Borrower**

Last Name  
Sample

First Name  
Sally LBGuide

DOB  
03/27/2000

SS#  
xxx-xx-4321

**Borrower Current Address**

Street Address  
200202 Testcase Street

City  
Fantasy Island

State  
IL

Zip  
60750

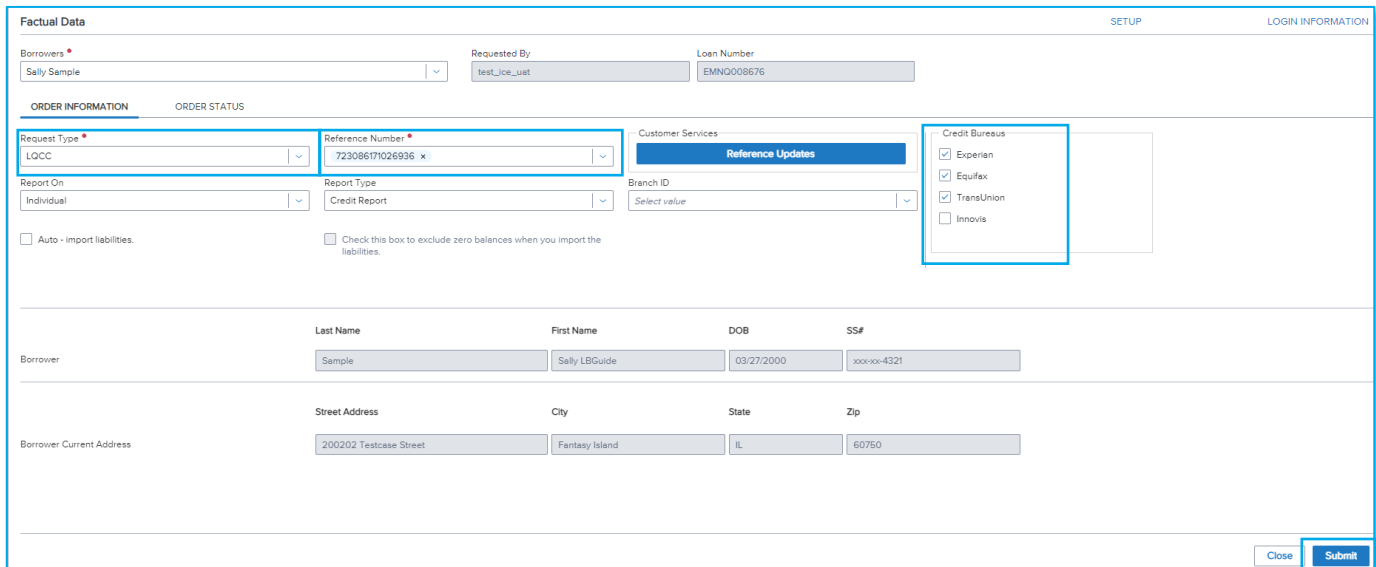
Close Submit

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# EPC Credit by ICE™ User Guide

## Order a Loan Quality Cross Check (LQCC):

- To order a Loan Quality Cross Check (LQCC), enter the following:
  - **Request Type:** LQCC
  - **Reference Number:** Confirm the desired reference number is in this field. If not, first reissue the report.
  - **Credit Bureaus:** Select the desired bureaus for the Loan Quality Cross Check report.
  - Click the **Submit** button to place the order.
  - The LQCC report will be available in the Order Status tab and a copy of the report will automatically be stored in Documents.



**Factual Data** SETUP LOGIN INFORMATION

Borrowers \*  
Sally Sample

Requested By  
test\_ice\_uat

Loan Number  
EMNG008676

**ORDER INFORMATION** ORDER STATUS

Request Type \*  
LQCC

Reference Number \*  
72308671026936 x

Customer Services Reference Updates

Report On  
Individual

Report Type  
Credit Report

Branch ID  
Select value

☐ Auto - import liabilities.

☐ Check this box to exclude zero balances when you import the liabilities.

**Credit Bureaus**

- ☒ Experian
- ☒ Equifax
- ☒ TransUnion
- ☐ Innovis

Borrower

| Last Name | First Name    | DOB        | SSN          |
|-----------|---------------|------------|--------------|
| Sample    | Sally LBGuide | 03/27/2000 | xxxx-xx-4321 |

Borrower Current Address

| Street Address         | City           | State | Zip   |
|------------------------|----------------|-------|-------|
| 200202 Testcase Street | Fantasy Island | IL    | 60750 |

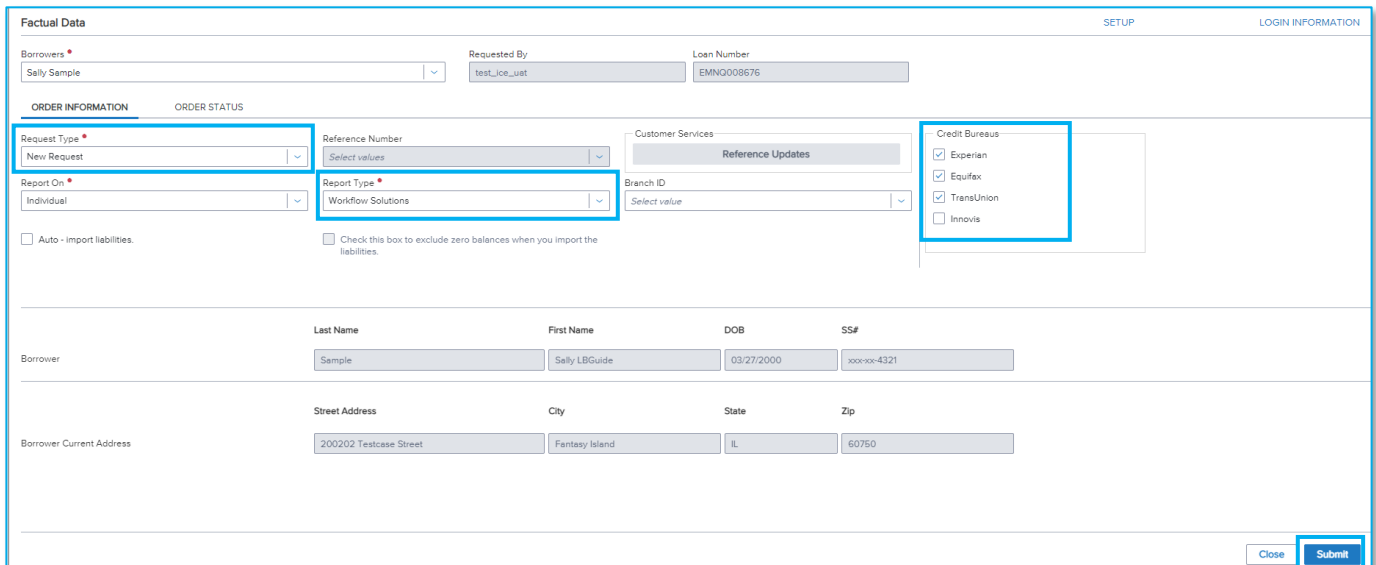
Close Submit

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# EPC Credit by ICE™ User Guide

## Workflow Solutions Report:

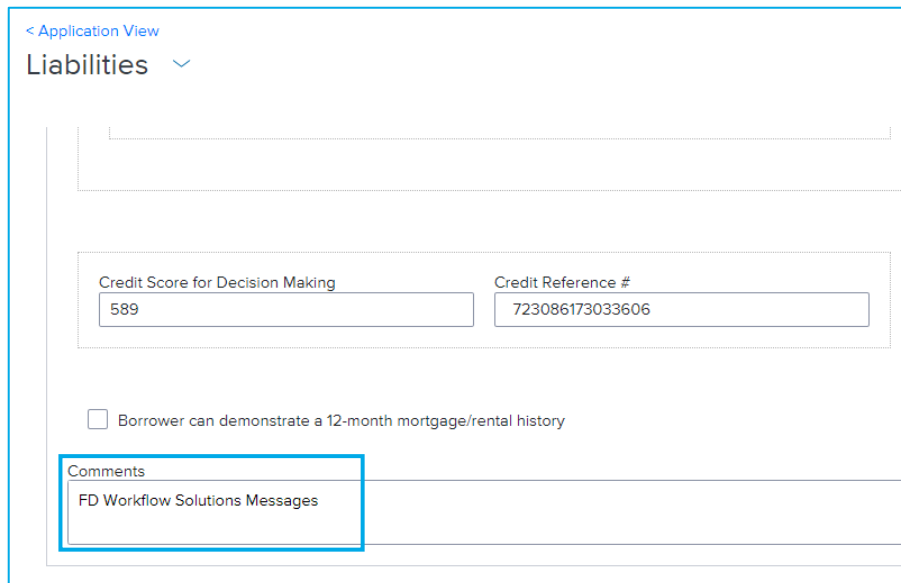
- To order a Workflow Solutions report, enter the following:
  - Request Type:** New Request
  - Report Type:** Workflow Solutions
  - Credit Bureaus:** Select the desired bureaus for the report.
  - Click the **Submit** button to place the order.
  - Note:** If the Encompass Admin has set up Import Workflow Solutions Messages to be imported into the loan form, then the messaging may be either in the specific custom field or Credit Comments section of the form.



The screenshot shows the Factual Data loan form with the following fields and values:

- Borrowers:** Sally Sample
- Requested By:** test\_loan\_user
- Loan Number:** EMNG008676
- ORDER INFORMATION:**
  - Request Type:** New Request
  - Report On:** Individual
  - Report Type:** Workflow Solutions
  - Credit Bureaus:** Experian, Equifax, TransUnion, Innovis
- Borrower:**
  - Last Name:** Sample
  - First Name:** Sally LBGuide
  - DOB:** 03/27/2000
  - SS#:** xxx-xx-4321
- Borrower Current Address:**
  - Street Address:** 200202 Testcase Street
  - City:** Fantasy Island
  - State:** IL
  - Zip:** 60750

The **Submit** button is highlighted in blue.



The screenshot shows the **Liabilities** section of the loan form with the following fields and values:

- Credit Score for Decision Making:** 589
- Credit Reference #:** 723086173033606
- Comments:** FD Workflow Solutions Messages

The **Submit** button is highlighted in blue.

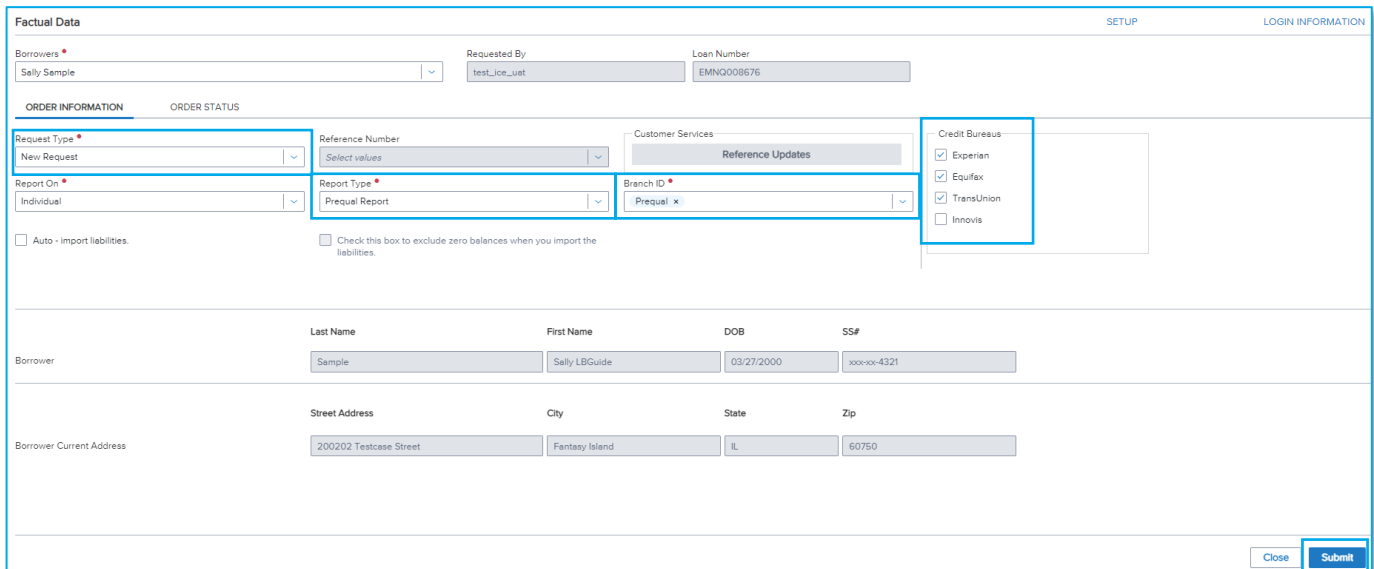
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# EPC Credit by ICE™ User Guide

## Ordering a Prequal Report:

- To order a Prequal report, enter the following:
  - Request Type:** New Request
  - Report Type:** Prequal Report
  - Branch ID:** Select the Branch ID tied to your Prequal account
  - Note:** The Branch ID is required and would have been set up by your system administrator.
  - Credit Bureaus:** Select the desired bureaus for the report
  - Select **Auto-import liabilities** or **Check this box to exclude zero balance when you import the liabilities** if applicable
  - Click the **Submit** button to place the order
  - Note:** Under the **Order Status** tab the Prequal Report will show the Prequal Report name under the **Product** column.



**Factual Data** SETUP LOGIN INFORMATION

Borrowers \*  
Sally Sample

Requested By  
test\_ice\_uat

Loan Number  
EMNQ008676

**ORDER INFORMATION** **ORDER STATUS**

Request Type \*  
New Request

Report On \*  
Individual

Report Type \*  
Prequal Report

Branch ID \*  
Prequal x

Customer Services  
Reference Updates

Credit Bureaus  
☒ Experian  
☒ Equifax  
☒ TransUnion  
☐ Innovis

☐ Auto-import liabilities.

☐ Check this box to exclude zero balances when you import the liabilities.

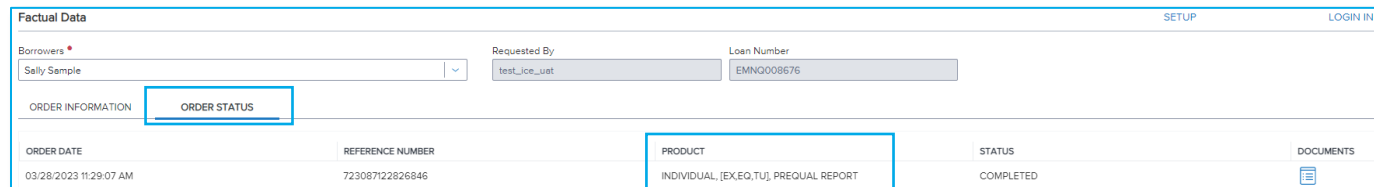
Borrower

| Last Name | First Name    | DOB        | SS#         |
|-----------|---------------|------------|-------------|
| Sample    | Sally LBGuide | 03/27/2000 | xxx-xx-4321 |

Borrower Current Address

| Street Address         | City           | State | Zip   |
|------------------------|----------------|-------|-------|
| 200202 Testcase Street | Fantasy Island | IL    | 60750 |

Close Submit




**Factual Data** SETUP LOGIN INFORMATION

Borrowers \*  
Sally Sample

Requested By  
test\_ice\_uat

Loan Number  
EMNQ008676

**ORDER INFORMATION** **ORDER STATUS**

| ORDER DATE             | REFERENCE NUMBER | PRODUCT                                | STATUS    | DOCUMENTS   |
|------------------------|------------------|--|-----------|---|
| 03/28/2023 11:29:07 AM | 723087122826846  | INDIVIDUAL, [EX,EQ,TU], PREQUAL REPORT | COMPLETED |  |

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For customer support, please email [ClientSuccess@factualdata.com](mailto:ClientSuccess@factualdata.com)

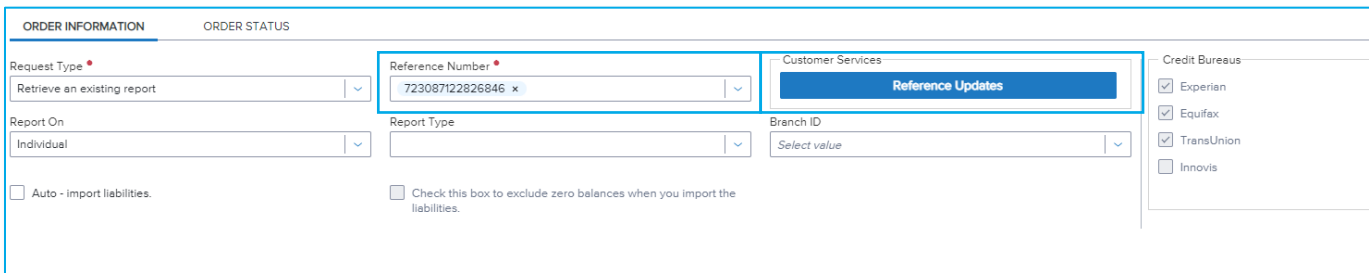
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# EPC Credit by ICE™ User Guide

## Order Reference Updates, Rescores, and No Doc Rescores:

- To order Reference Updates, Rescores, and No Doc Rescores, enter the following:
  - **Reference Number:** Select the desired reference number from the drop down. If the desired reference number is not in the drop down, first reissue the report.
  - Click the **Reference Updates button**.

**NOTE:** If the report selected does not contain any tradeline history, a pop-up indicator will appear when the Reference Updates button is selected. Select 'Continue' to proceed with your update request, or 'Cancel' to go back.



- Click on the Order Information tab, then enter the following:
  - Use the **Reference Number drop-down** to choose the report for the reference updates. **Note:** If this is changed before submitting an order, all progress with the order will be discarded.
  - **Requestor Contact Information:** This information is editable and pre-populates with the Encompass user's information
  - The **Preferred Contact Number** will default to Home but will be prepopulated with the Home, Work, and Cell numbers from the 1003 form (if available) which can be selected by using the drop-down option. The phone number field can be edited if the user needs to input a phone number not listed.
  - **Rush Order:** Select Yes or No
    - Note: Additional fees may be applied for a rush Rescore or a No Doc Rescore.
  - Click the **Attach Borrower's Authorization** link to upload a borrower's authorization. This will allow users to upload up to two authorizations per order.
  - Click **Attach Supporting Documentation** to add additional documents
  - Both upload links allow the user to select a document from the user's computer or the Encompass eFolder.
    - If uploading from the user's computer, choose the file(s) to upload and click Open.
    - If uploading from the Documents, check the box next to each chosen file and click Continue.

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# EPC Credit by ICE™ User Guide

Merge Plus

Borrower Sally LBGuide Sample
Loan Number EMNG008676
Reference Number 723087122826846

ORDER INFORMATION
TRADE LINES
PUBLIC RECORDS
INQUIRIES
VIEW AND CHECK STATUS

Select Credit Report

Reference Number: 723087122826846

Rush Order? No

Requestor Contact Information

Name: Test User

Phone: (111) 111-1111

Email: test@test.test

Preferred Contact Number

☒ Borrower
Cell
(111) 123-1234


☐ CoBorrower
Cell

UPLOAD BORROWER AUTHORIZATION

UPLOAD SUPPORTING DOCUMENTATION

Close
Review Order

Select Documents and Files



| DOCUMENT      | FILES                              | DESCRIPTION | FOR BORROWER PAIR | SOURCE  | UPLOAD |
|---------------|------------------------------------|-------------|-------------------|---------|--------|
|               | Borrower Authorization Sample.docx |             |                   | EFolder | UPLOAD |
|               | Borrower W-2 Example.pdf           |             |                   | EFolder | UPLOAD |
| Credit Report | Credit Report                      |             |                   | EFolder | UPLOAD |
| Credit Report | Credit Report                      |             |                   | EFolder | UPLOAD |
| Credit Report | Credit Report                      |             |                   | EFolder | UPLOAD |
| Credit Report | Credit Report                      |             |                   | EFolder | UPLOAD |
| Credit Report | Credit Report                      |             |                   | EFolder | UPLOAD |

Cancel
Done

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# EPC Credit by ICE™ User Guide

- For each tab **Tradelines**, **Public Records**, and **Inquiries**, select each item for Reference Updates.
  - Select the checkboxes for the desired tradelines, public records and inquiries to be included in the reference update order
  - Order Type:** Update, Rescore, or No Doc Rescore. **Note:** If choosing Rescore or No Doc Rescore options, select which bureau(s) to include.
  - Select **Verifying** information checkboxes. **Note:** Inquiries does not have verifying information checkboxes, only Additional Information text field.
  - Additional Info:** Add comments into the text field section as needed
  - Repeat process as needed for each tradeline, public record or inquiry option

Merge Plus

Borrower
Sally L Sample

Loan Number
EMNG008716

CoBorrower
Sam Sample

Reference Number
723088173822536

ADD NEW TRADE LINE

ORDER INFORMATION
TRADELINES
PUBLIC RECORDS
INQUIRIES
VIEW AND CHECK STATUS

|                          | CREDITOR             | STATUS | TYPE        | ACCOUNT       | LAST ACTIVITY | BALANCE     | PAST DUE |
|--------------------------|----------------------|--------|-------------|---------------|---------------|-------------|----------|
| <input type="checkbox"/> | CHASE MTG            | Open   | Mortgage    | 111111113338  | 2021-12-14    | \$87,101.00 | \$0.00   |
| <input type="checkbox"/> | CHASE MTG            | Open   | Mortgage    | 111111113338  | 2021-04-18    | \$87,101.00 | \$0.00   |
| <input type="checkbox"/> | CAPITAL ONE AUTO FIN | Open   | Installment | 1111111111001 | 2019-08-29    | \$24,118.00 | \$0.00   |
| <input type="checkbox"/> | USAA SAVINGS BANK    | Closed | Revolving   | 6914          |               | \$0.00      | \$0.00   |
| <input type="checkbox"/> | WELLS FARGO CARD SER | Closed | Revolving   | 3490          | 2015-11-26    | \$0.00      | \$0.00   |

Order Type:
Update

☐ Experian
☐ Equifax
☐ TransUnion

Please verify the following information:

☐ Current Balance
☐ Ownership

☐ Monthly Payment
☐ Included in Bankruptcy

☐ No Longer in Dispute
☐ Delete Duplicate

☐ Zero Balance
☐ Taxes and Insurance Included in Monthly Payment

☐ Closed
☐ Deferment Dates

☐ Update Account to Current Month
☐ When Foreclosure Completed

☐ Latest/Past Due Amount
☐ Property Address

Additional Info:

Close

Review Order

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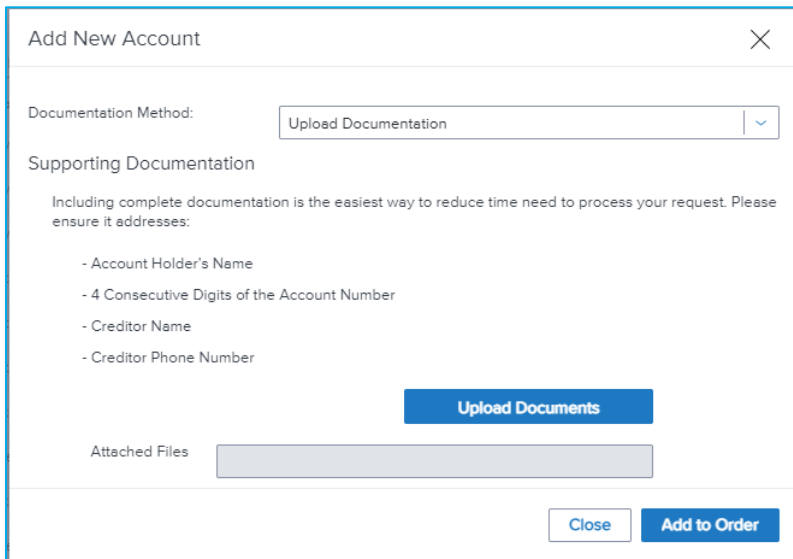
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Version\_01\_01\_23

15

# EPC Credit by ICE™ User Guide

- To add a new tradeline, enter the following:
  - Click **Add New Trade Line** link.
- **Documentation Method:** Select either Upload Documentation or Enter Details Manually.
- **Upload Documentation:**
  - Click the **Upload Documents** button.
  - Upload documents from either the **Local Drive** computer option or **eFolder Upload** option
  - Click **Done** button
  - Click **Add to Order** button
- **Enter Details Manually:**
  - **Borrower/CoBorrower:** Select Borrower or CoBorrower from drop down. *Required*
  - **Creditor Name:** *Required*
  - **Account Type:** *Required*
  - **Account #:** *Required*
  - **Account Open Date:** Date can be entered manually or can be selected from the calendar pop-up window. *Required*
  - **Creditor Phone #:** *Required*
  - **History Needed (Months):** *Required*
  - **Additional Comments:** This is an optional field. Has a 255-character limit text field
  - Click **Add to Order** button



**Add New Account**

Documentation Method: Upload Documentation

**Supporting Documentation**

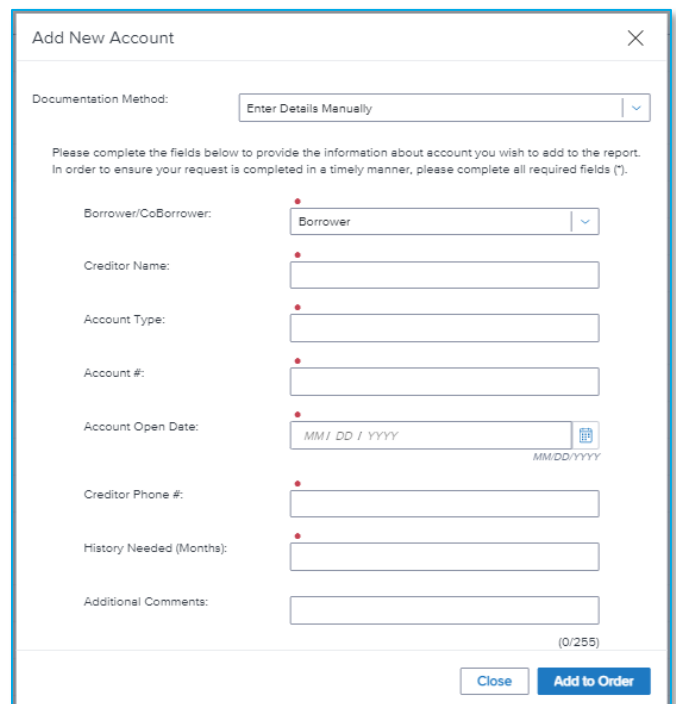
Including complete documentation is the easiest way to reduce time need to process your request. Please ensure it addresses:

- Account Holder's Name
- 4 Consecutive Digits of the Account Number
- Creditor Name
- Creditor Phone Number

**Upload Documents**

Attached Files:

Close Add to Order



**Add New Account**

Documentation Method: Enter Details Manually

Please complete the fields below to provide the information about account you wish to add to the report. In order to ensure your request is completed in a timely manner, please complete all required fields (\*).

Borrower/CoBorrower: Borrower

Creditor Name:

Account Type:

Account #:

Account Open Date: MM / DD / YYYY

Creditor Phone #:

History Needed (Months):

Additional Comments:

(0/255)

Close Add to Order

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# EPC Credit by ICE™ User Guide

- Once all desired options have been selected, click the **Review Order** button
- **Reference Updates Order Summary** window will appear
  - Review the orders
    - If any changes need to be made click the **Edit Order** button to be taken back
    - If no changes are needed click the **Submit Order** button to place the order
      - **Note:** A warning pop-up window will appear as **Attach Supporting Documents** if the Order Type of Rescore is selected and no Supporting Documentation has been uploaded for it. Users can either select the **Add Doc Now** button to upload supporting documentation or can select **Submit Without** button to continue to place the order request

Reference Updates Order Summary

Please review the order details below. If you would like to add Tradelines, Public Records, or Inquiries to the order, click Edit Order to return to the order tabs. Click Submit Order if you are finished entering your request.

**Tradelines**

| NAME/DESCRIPTION  | ACCOUNT/DOCKET ID | RUSH | PRODUCT   |
|-------------------|-------------------|------|-----------|
| USAA SAVINGS BANK | PREQUAL           | N    | Update    |
| TBOM/MILSTNE      | PREQUAL           | N    | ScorePlus |

**Public Records**

| NAME/DESCRIPTION | ACCOUNT/DOCKET ID | RUSH | PRODUCT |
|------------------|-------------------|------|---------|
| TaxLienOther     | 421238            | N    | Update  |

**Inquiries**

| NAME                 | DATE FILED | RUSH |
|----------------------|------------|------|
| CBC TEST CUSTOMERUNO | 2022-12-01 | N    |

Attached Borrower Authorization(s)

Attached Supporting Documentation

Edit Order

Submit Order

Attach Supporting Documents


**Attach Supporting Documents?**

Your order includes at least one Rescore reference update. Which requires submission of supporting documentation to be processed.

Would you like to add the supporting documentation now, or submit without and send the supporting documentation later?

Add Doc Now

Submit Without



**Success**

Order has been successfully submitted.

OK

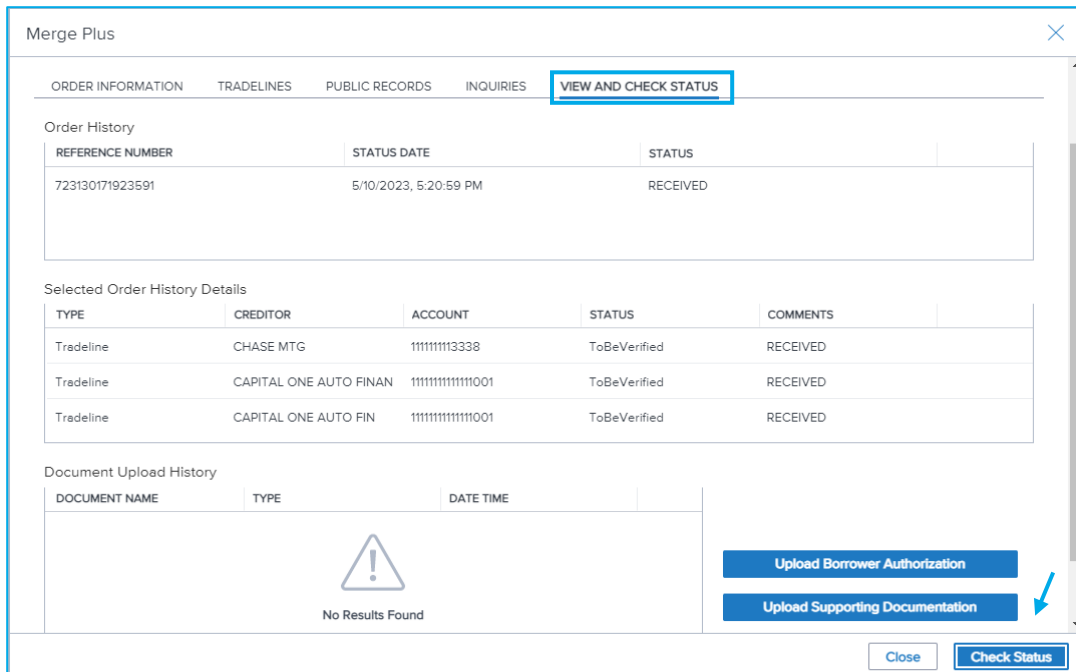
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# EPC Credit by ICE™ User Guide

## Checking Status on Reference Updates, Rescores, and No Doc Rescores:

- To check the status of an existing order, click the Reference Update button on the credit request screen:
  - Click the **View and Check Status** tab
  - Click the radio button under **Order History**
  - Click the **Check Status** button
    - A **Success** pop-up window will appear, click **OK**
    - Under the **Order History** section, a new data, time and status will appear under the **Status Date** and **Status** columns
- The **Order History** section will display the history of each status inquiry when the **Check Status** button is clicked on for the specific Reference Number
  - **Note:** If the status of **Received** is shown, then this indicates that an order was placed on this Reference Number
- The **Selected Order History Details** section will display the current status for all requests on the selected Reference Number
- The **Document Upload History** section will display a log of all documents that have been uploaded to the selected Reference Number
- **Upload Borrower Authorization** and **Upload Supporting Documentation** buttons. The user can still upload authorized documentation from the **View and Check Status** tab by selecting the required button options for the corresponding documents
- When all reference updates are completed, use the **Retrieve an Existing Report** functionality (see **Retrieving an Existing Report** section) to retrieve the updated credit report



Merge Plus

ORDER INFORMATION   TRADELINES   PUBLIC RECORDS   INQUIRIES   **VIEW AND CHECK STATUS**


Order History

| REFERENCE NUMBER | STATUS DATE           | STATUS   |
|------------------|-----------------------|----------|
| 723130171923591  | 5/10/2023, 5:20:59 PM | RECEIVED |

Selected Order History Details

| TYPE      | CREDITOR               | ACCOUNT         | STATUS       | COMMENTS |
|-----------|------------------------|-----------------|--------------|----------|
| Tradeline | CHASE MTG              | 1111111113338   | ToBeVerified | RECEIVED |
| Tradeline | CAPITAL ONE AUTO FINAN | 111111111111001 | ToBeVerified | RECEIVED |
| Tradeline | CAPITAL ONE AUTO FIN   | 111111111111001 | ToBeVerified | RECEIVED |

Document Upload History

| DOCUMENT NAME   | TYPE | DATE TIME |
|---|------|-----------|
| <br>No Results Found |      |           |

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