

Accessing Upgrade Services

Accessing Upgrade Services via Report Status Page:

- From the **Report Status** screen in the website, users can find existing credit reports
- Users can search by **various criteria**:
 - Name
 - Status
 - Loan/Reference Number
 - SSN
 - Date
- Clicking **Retrieve All/Selected** will download reports from the website – this option does incur a charge and should only be used to initially retrieve a report
- Clicking **Search** will return all previously pulled reports
- Your search will return results as shown below. Click on the “Select a Service” dropdown and select **Upgrade/Services**

The screenshot shows the 'Report Status' page with various search filters. At the top right, there are buttons for 'Retrieve All/Selected' and 'Search'. Below these are sections for 'Days' (All Dates, Date Range), 'Products' (Credit, ID Cross Check, Supplements, Loan Quality Cross Check, CreditXpert™, Wayfinder™, What-If Simulator™), and 'Status' (Complete, Pending, Requires Action, In Process, Error, Message). There are also input fields for 'First Name', 'Last Name', 'Search By' (Loan Number), and 'Sort By' (Date).

Applicant	Loan #	Reference #	Requested By	Date	Status	Type	Services
SAMPLE, SAM	XXXX1216	722192115489971	Test User 602001-99991	2022-07-11 12:44:34	Complete / View Report	Credit Report XPN,EPX,TRU	<div> Select a service ▼ Select a service Order Upgrade/Services Delete Letter of Explanation Retrieve Letters Cons. Copy </div>

Accessing Upgrade Services via LOS:

- If you are already viewing the credit report within an LOS, the Upgrade/Service menu is accessible by clicking on the **Reference Number** link at the top of the credit report

The screenshot shows the Factual Data credit report header. It includes the Factual Data logo and contact information. The header table contains the following information:

TEST CLIENT 5100 HAHNS PEAK DRIVE LOVELAND, CO 80538	Requestor TEST USER	Loan Number XXXX0876	Reference Number 720195204700486
	Date Requested 07/13/2020	Charges \$33.70	

Proprietary & Confidential

