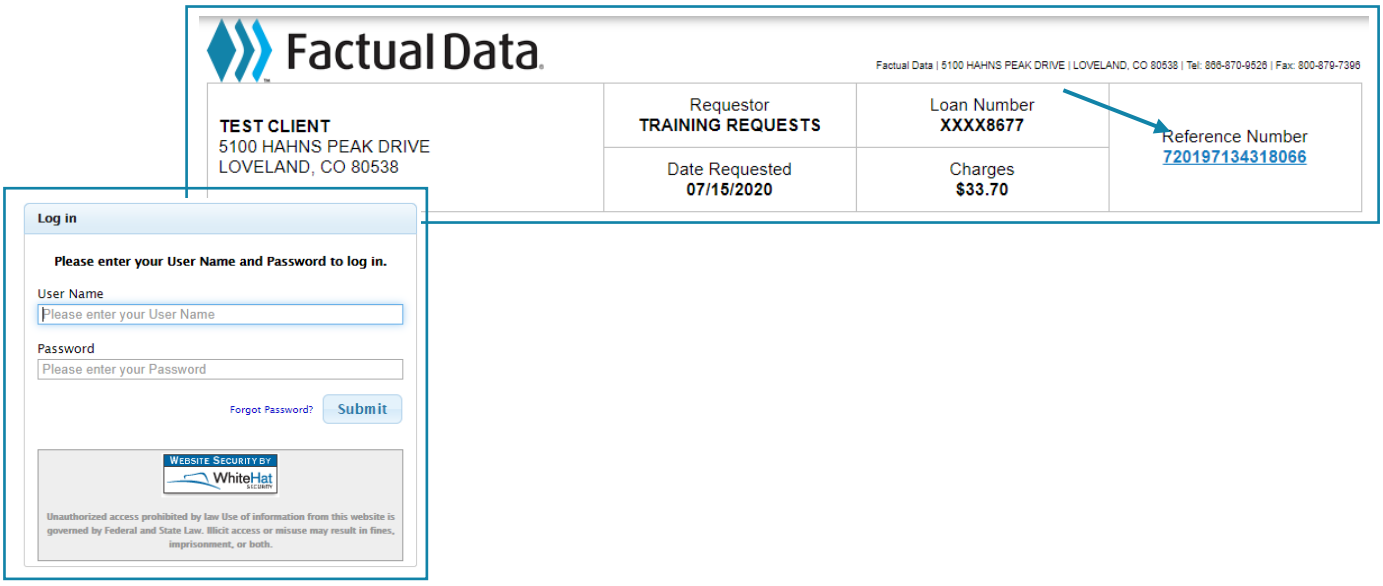
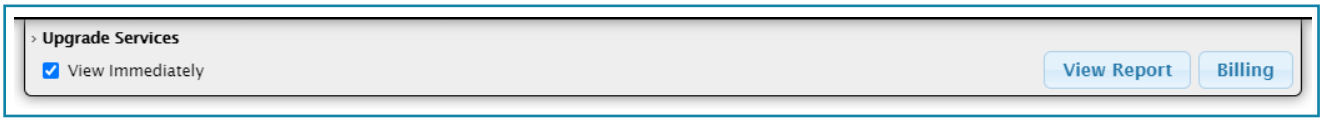
TRAINING

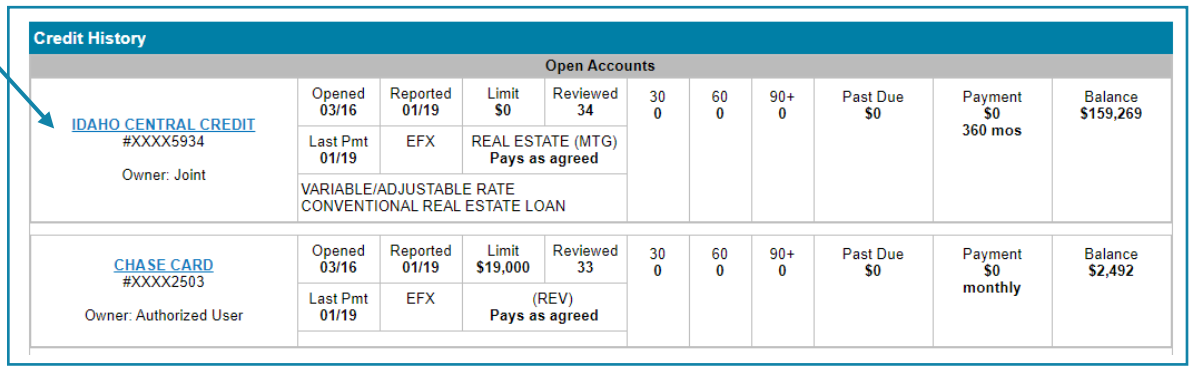
Ordering Supplements Electronically via an LOS

- If viewing the credit report within an LOS, click the **Reference Number** at the top of the report
- You will be prompted to **log in** to the Factual Data Enterprise Platform
- Once logged in and on the Upgrade Services screen, click **View Report**





- Scroll down to the Credit History section of the credit report
- Select the link embedded within a creditor name to order a supplement for this tradeline



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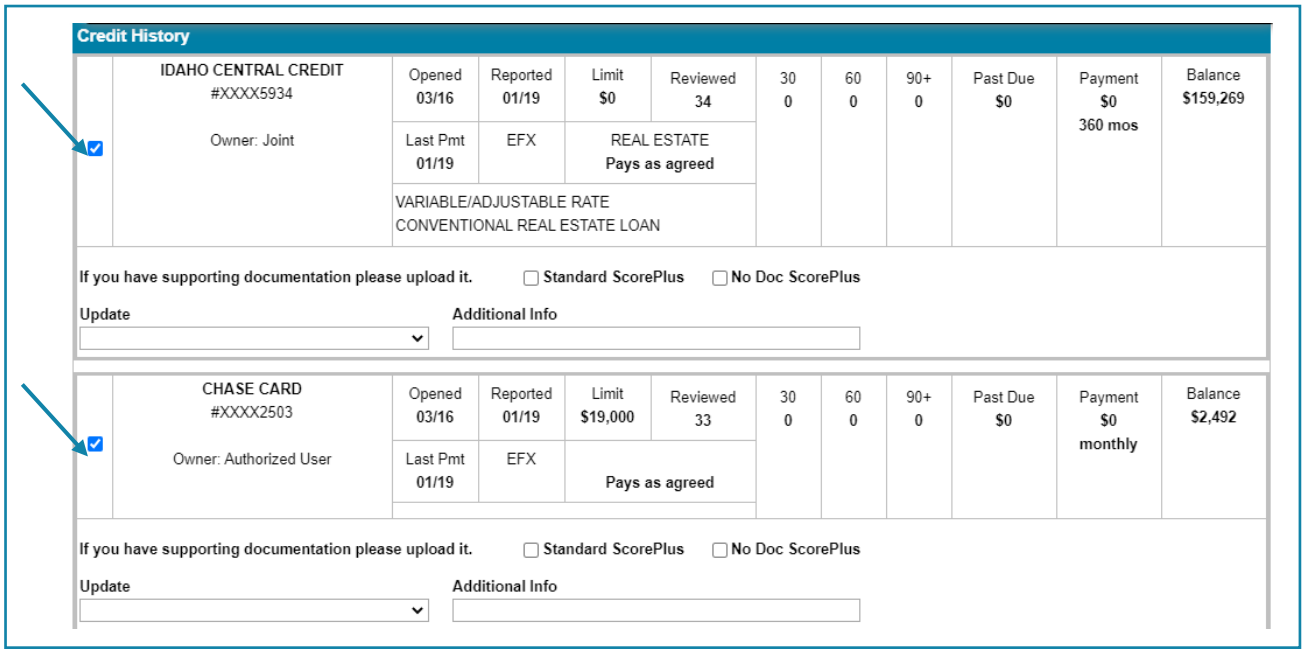
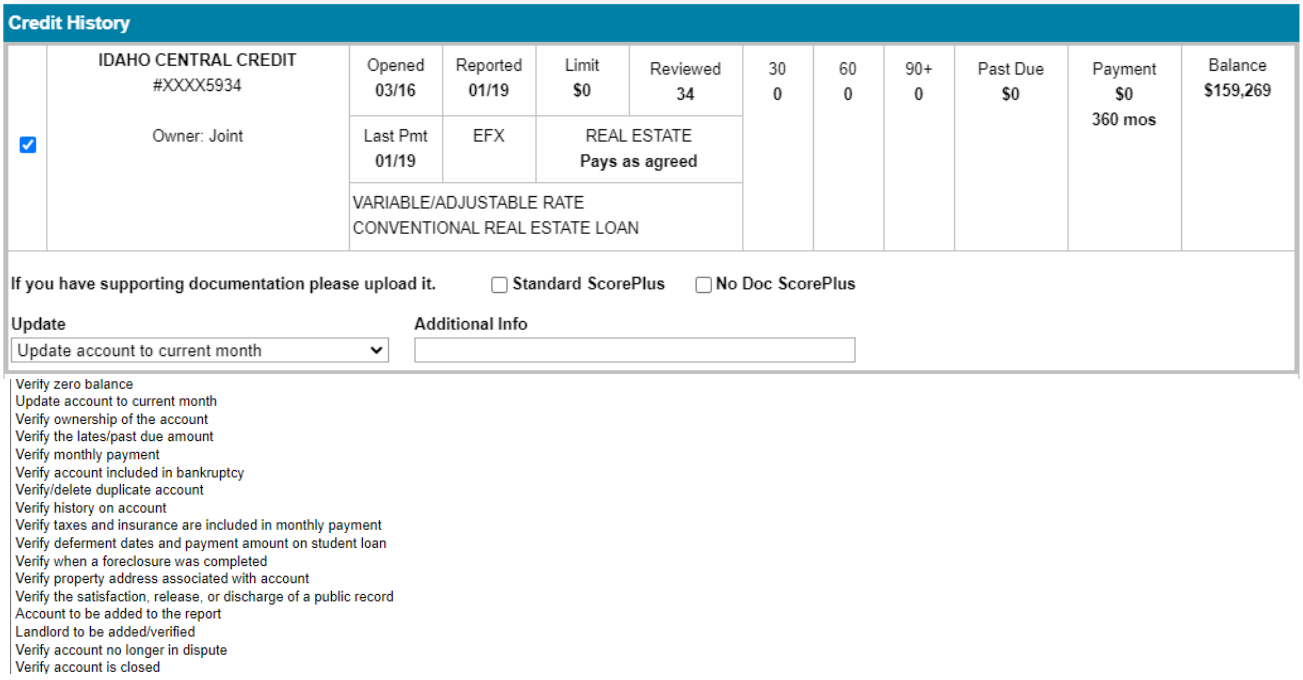
Ordering Supplements Electronically via an LOS

- Check the box next to the creditor name to order a supplement for this account
  - Note: you can order multiple Rescores at the same time via this method



- Use the **update dropdown menu** to select the request that meets your needs
- Include any specific information in the **additional information** section



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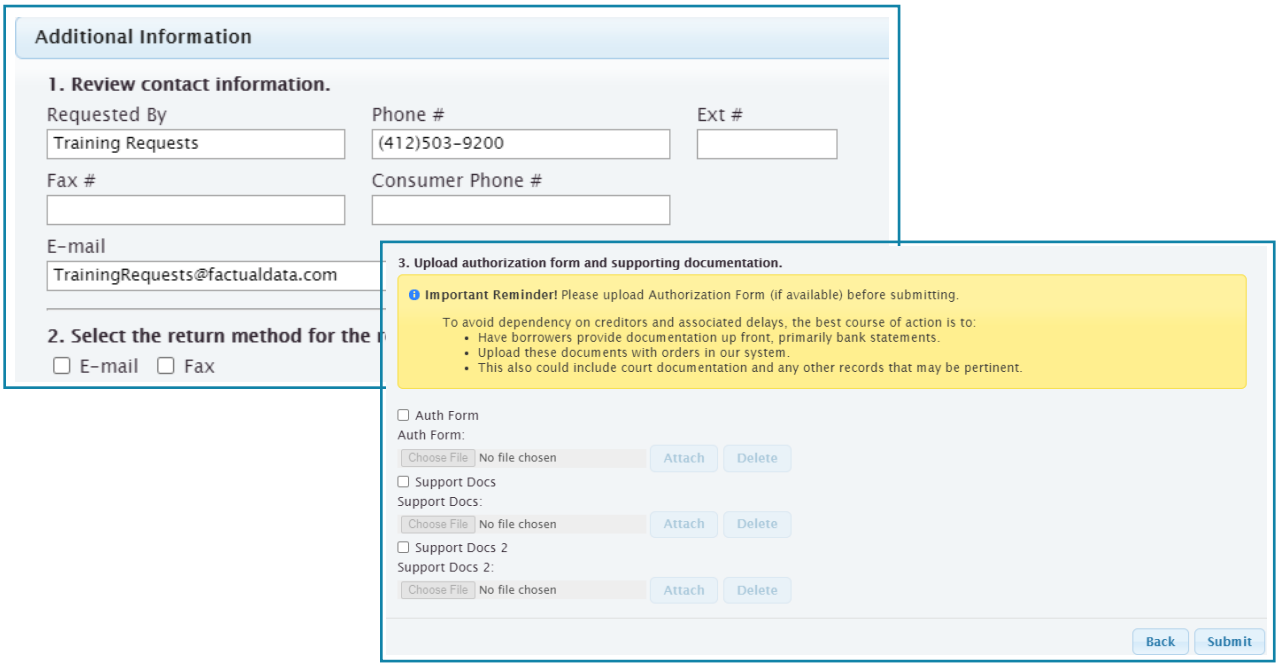
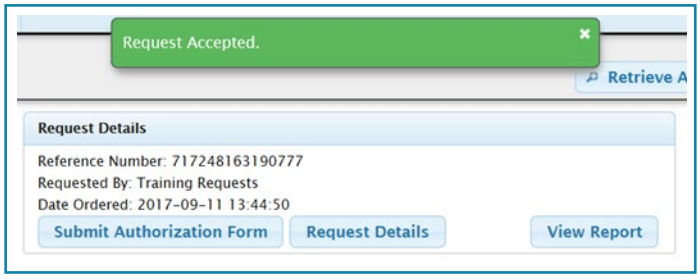
Ordering Supplements Electronically via an LOS

- Click the 'Next' button to continue to the Requestor Details screen to enter Contact Information
  - Note: this can also be set as a default
- Attach the **Borrower's signed authorization/Supporting Documents** to help expedite your request
- There are two notification options to retrieve the supplement:
  - **Email** – sends an email to the address provided that informs you the request is complete; it will include a link to the Factual Data web portal to login and view the completed request
  - **Fax** – send the completed request back via the fax number provided



- After clicking Submit, the box will appear indicating that your request was successfully submitted and includes the following information:
  - Reference Number
  - Requestor
  - Date/Time ordered
  - Link to upload Auth/Docs
  - Link to see specific request details
  - Link to view Complete Report
- If there are any delays or further information needed, Factual Data Processors will contact you
- The timeframe in which an update is completed can be affected when a written/verbal authorization is requested by the creditor



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