How to Order and Retrieve in ReverseVision

Enabling Credit Integration

Your company administrator will need to perform the following steps.

1. Log into **ReverseVision Admin**
2. Select **Company** – **Operations** – **Service contacts**
3. Click **Add Service Contract**
4. Select **Credit Reporting Agency**
5. Select one of the available reporting agencies
6. Click **Next**
7. Leave the Login and Password blank as each individual will have their own password when ordering credit
    - ***NOTE:*** the Login is the Account Number and Password each user will have their own.
8. Click **Finish**

Ordering Credit – Before the Order

Before ordering credit through the Credit interface in RVX, ensure the following data has been input for any borrowers, or non-borrowing spouse, whose credit you are pulling:

1. First Name
2. Last Name
3. Social Security Number
4. Property Information:
    - Property House Number
    - Property Street Name
    - Property Street Type
    - Property City
    - Property State
    - Property Zip

NOTE: Property Address Data should be input in the “Property” screen in a parsed manner. We recommend validating the Property Address in the “Address Validation” tool found within the “Processing Tasks” screen before ordering credit. This tool can also parse the address and validate in one step for you, just by your pressing “Import Address from Borrower”. Be sure to accept any validation results before leaving “Processing Tasks” if this tool is used.

Selecting Whose Report to Pull

In the "Borrowers' Credit" screen of RVX, each borrower will have an "Order Credit" check box in the top left-hand corner of their information display, and by default, this is checked.

WARNING: You must uncheck this box for each borrower (or other party such as a Non-Borrowing Spouse, if running their credit as well) if the particular borrower data should not be included in the credit report.

Non-Borrowing Spouse or Other Non-Borrower

If you need to pull credit for a Non-Borrowing Spouse or Other Non-Borrowing Household Member, the following steps will need to be taken:

1. Ensure this person's required data is input
   - ***NOTE:*** Ensure you have reason and authorization to run this person's credit. HUD guidance suggests that credit should only be pulled for Non-Borrowing Spouses or Other Non-Borrowing Household Members if their effective income will be used as a Compensating Factor to alleviate part of a Residual Income Shortfall, or to reduce the "Family Size" used in the calculation for the Residual Income Required by one. Due to this, we recommend that only back-office personnel ever add these parties to the credit report.
2. If adding a Non-Borrowing Spouse, click the button "Add NBS Credit Information"
3. Once you've done this, you'll be presented with a message asking you to confirm their addition.
4. If adding an Other Non-Borrowing Household Member to the credit report, click the button "Add Other Household Member Credit Information"
5. You may have more than one Other Household Member added to your file. Due to this, you will need to select which one to add at the prompt (even if there is only one).
6. A final verification will also be available in this same menu. Click "Yes" here to proceed with the addition.
7. Repeat steps 4-6 for each Other Non-Borrowing Household Member.

Placing the Order

Credit reports may be ordered through the "Borrowers' Credit" screen of RVX within the Financial Assessment module. Once you've followed the steps above to ensure all parties you need have been added to the request you are about to make, follow these steps to place the order through the credit service:

1. Choose the "Service Provider" at the top of the screen.
2. Press the **Order Credit** button
3. You will be presented with either a dialog asking you to confirm, or warnings that important data is missing. Typically, you will just need to confirm, or press "No" to back out.

4. Your credit credentials will then need to be input. You must input these for each order requested. This is also your last chance to back out if you aren't sure you need to order credit yet!

<u>Reissuing a Credit Report</u>

1. If credit has been run through a supported ReverseVision Credit agency, the ability to pull a previously run report is available from the Borrower's Credit screen. To reissue credit take the following steps:
2. Ensure all borrower and property data in the loan correctly matches the credit report.
3. Click the Borrowers' Credit screen.
4. Enter the **Credit Report Identifier** located on the credit report into the Credit Report Identifier text box.
5. Choose your "Service Provider" at the top of the screen.
6. Check the **Reissue check box**
7. Click **Order Credit**
8. You will be presented with either a dialog asking you to confirm, or warnings that important data is missing. Typically, you will just need to confirm, or press "No" to back out.
9. Your credit credentials will then need to be input. You must input these for each order requested. This is also your last chance to back out if you aren't sure you need to order credit yet!
    - ***NOTE:*** If you would like to have your credentials stored for future use, click the Save check box.

<u>After the Order</u>

After the order is placed, successful orders will return almost immediately. Certain data will populate automatically in your loan file when this occurs.

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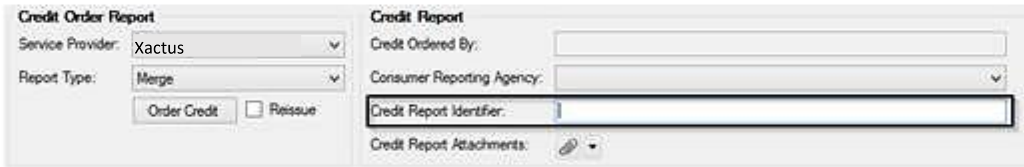
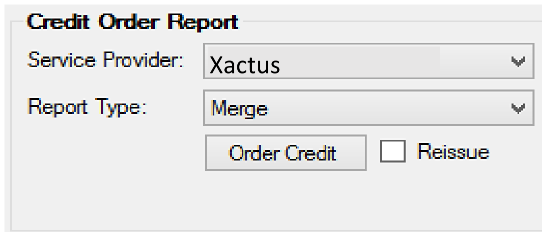
1. Ensure all borrower and property data in the loan correctly matches the credit report.
2. Click the Borrowers' Credit screen.

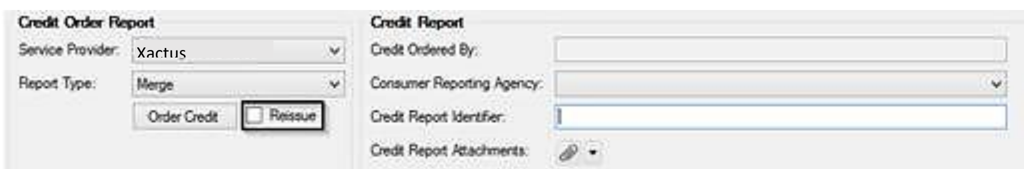
3. Enter the **Credit Report Identifier** located on the credit report into the Credit Report Identifier text box.



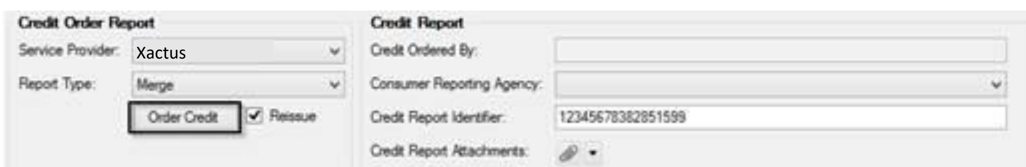
4. Choose **Xactus** as the “Service Provider” at the top of the screen.



5. Check the **Reissue check box**



6. Click **Order Credit**



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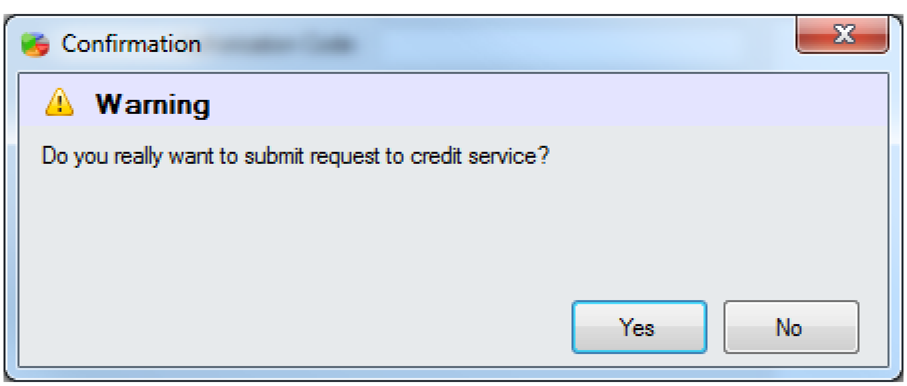
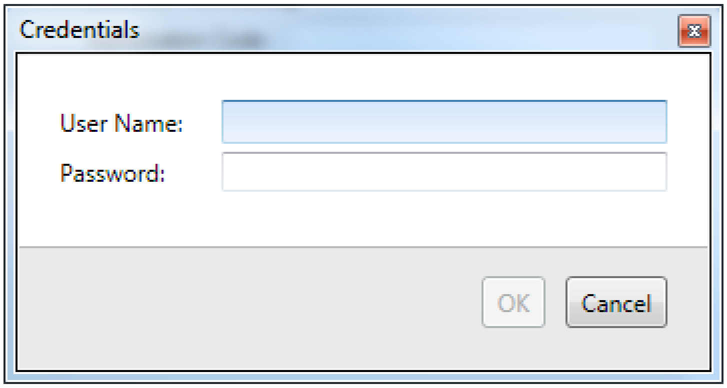


8. Your Xactus credentials will then need to be input. You must input these for each order requested. This is also your last chance to back out if you aren't sure you need to order credit yet!



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