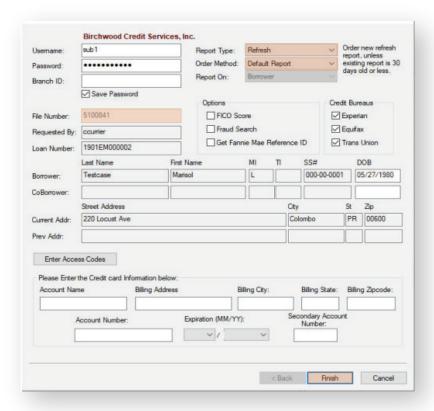


# How to Pull a Refresh Report from Encompass



### Ordering an Initial Refresh Report from Encompass

Step One: Change Report Type to Refresh and Order Method to Default Report.



**Step Two:** Confirm your hard pull credit report number is listed in the File Number field. Hit Finish.

#### Ordering an Initial Refresh Report from Encompass

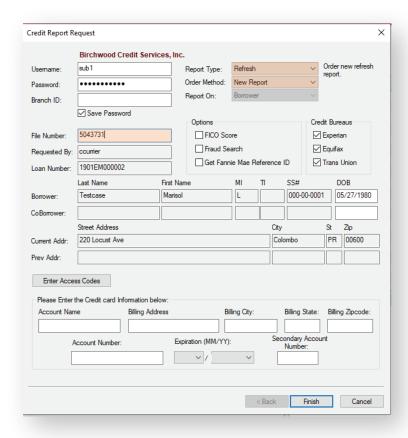
Your refresh report will appear on the screen. If there was a refresh file ordered previously, it will return that file. You can confirm this by verifying the **Date Ordered** on the top of the file. In this example the file was pulled on 3/17/2023.



#### Ordering a Second Refresh Report from Encompass

Return to the Credit Report Request screen. You will see that the file number that is populated is now the refresh report number.

You must update Report Type to Refresh and Order Method to New Report. This will make the File Number field editable. Please enter in the original hard pull file number and hit Finish.



**Note:** If your last refresh report was pulled within the last 30 days, you will need to call Birchwood PRIOR to hitting finish so the system will allow another pull within that time frame.

## Ordering a Second Refresh Report from Encompass

Your new refresh report will appear on the screen. You can see that it is a new pull by verifying the **Date Ordered** field has updated.

