Requesting Credit & AUS
**Order Credit**

- From the navigation tool on the left side of the screen, select **Order Credit**. This section allows you to request new credit or reissue an existing credit report into TPO Connect.
  - If the loan includes more than one (1) borrower pair, you must use the same credit provider to request credit for each borrower pair.
- From the Choose Provider section, use the dropdown menu to scroll and locate your credit provider.
- Select whether you are requesting **NEW** or **REISSUE** credit.
- If reissuing credit, then enter the Reference Number.

**NOTE**: This section is dedicated to requesting a new credit report or reissuing an existing credit report. If you have an existing credit report and simply wish to request the AUS, then this is **NOT** the section you should be in. Instead, go to **Order DU**.
Order Credit

Once the credit report is received, a confirmation message displays. Click [Import Liabilities] button to import the liabilities.

NOTE: When a credit report has already been ordered for the loan file, the Order Credit button is renamed to Reissue Credit.
Order DU

• From the navigation tool on the left side of the screen, select **Order DU**
  • If you have requested a new credit report or reissued an existing credit report through the Order Credit screen, the credit information will be pre-populated into this section.

• If you have not and this is the first time requesting the AUS, the credit report must be merged with the initial AUS request.
• To do this, enter the following information:
  • Using the dropdown menu, scroll and select your Credit Provider
  • Enter your Username & Password for the credit provider
  • Click [Order DU] button and the AUS request will process. Your findings will be made available upon its return.
Order DU - Errors Found Message

If the AUS processes credit with errors, you will receive a red bar across the top of the screen indicating Errors Found.

- To review the errors, select the [Click Here] link, which produces a popup window with the errors encountered.
- Click [Close] once you are done reviewing the errors.
- Go back and make any adjustments as necessary.
- After the errors and necessary adjustments have been made, click [Order DU] and complete the steps to re-request the AUS.
Order DU - Viewing Findings Report

From the Order DU screen, select [View Findings Report]. This will open a DU Result popup window.

The buttons at the bottom of the window reflect the following options:

- **Go to Loan Summary** takes you to the Loan Summary screen.
- **Go to Documents** takes you to the Documents screen.
- **Close** will close the DU Result screen.
Questions?
TPOSupport@prmg.net