How to Request a Supplement Request:
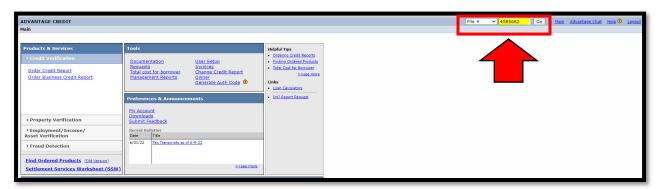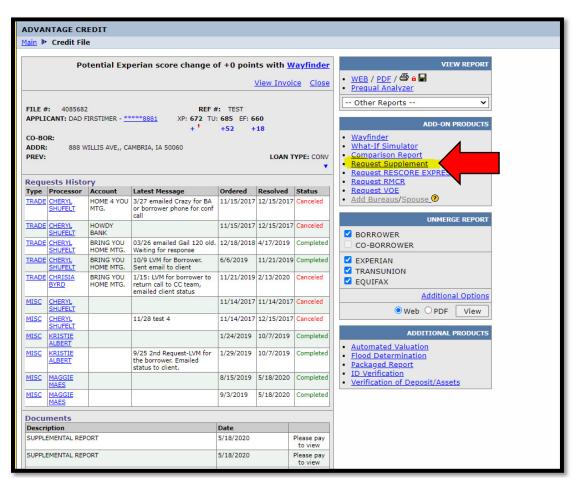
1. Go to the Main Desktop of MCL
2. Go to the Search option at the top of the screen and enter the eight-digit File#, then press "Go":

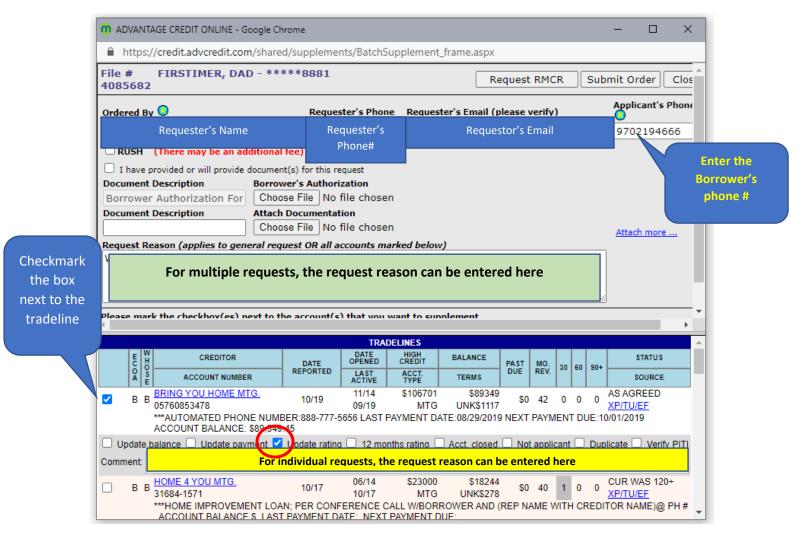**3.** Once the credit report has opened, go to the left side of the screen, and select the option **"Request Supplement"**:

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4. The order screen will open to submit a request on an existing tradeline or there is an option to add a brand new tradeline:
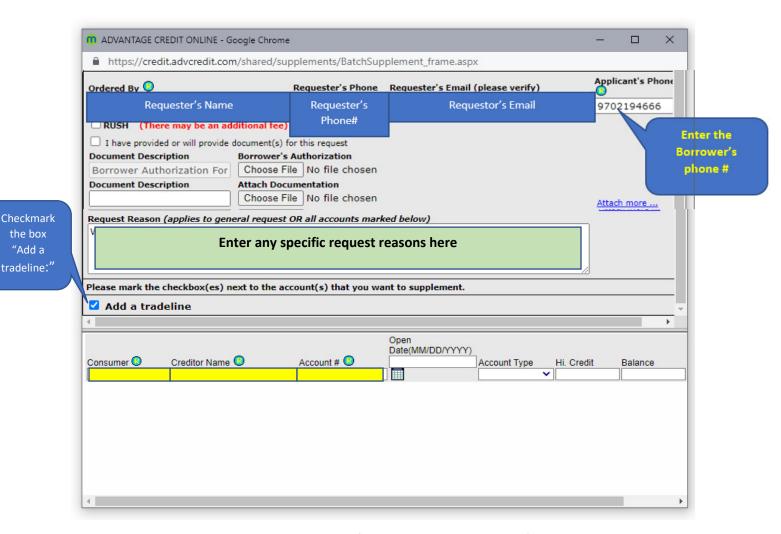
To submit a request on an existing tradeline:

- Fill in the *Ordered By, Requestor's phone number and email* (to send the completed notification) . There is also an option to the right of the screen to add a borrower/applicants telephone number.
- Select the options needed listed under the tradeline needed. If you have a SPECIFIC request, please type it out in the **Comment** box provided above.
- Attach any documentation needed in reference to the request and/or a wet ink signed borrowers authorization.
- Select **"Submit Order"**.

To submit a request to ADD a brand new tradeline:

- Fill in the ***Ordered By, Requestor's phone number and email*** (to send the completed notification) . There is also an option to the right of the screen to add a borrower/applicants telephone number.
- Select the option **"Add a Tradeline"**. *(HINT: You may have to slide the bar over to the right down to see this option)*
- Fill in the first 3 required fields: ***Consumer, Creditor Name and Account #***
- Attach any documentation needed in reference to the request and/or a wet ink signed borrowers authorization.
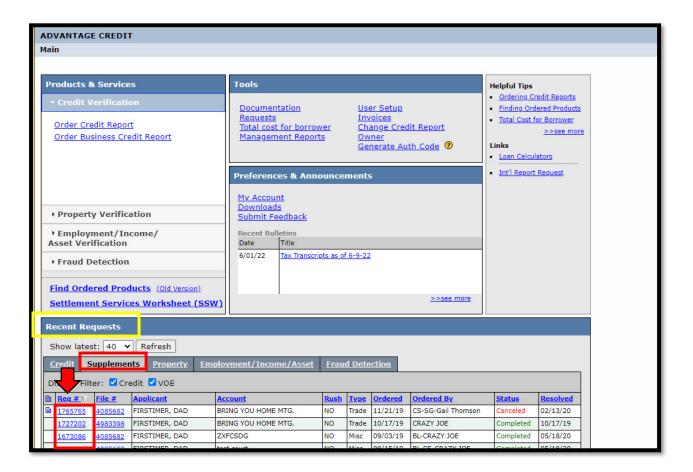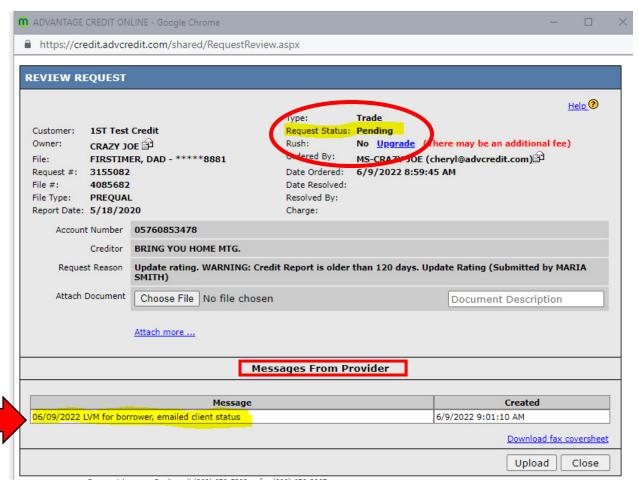- Select **"Submit Order".**

How to check status or retrieve completed supplements:

1. Go to the Main Desktop of MCL.
2. Go to the bottom of the screen under the **Recent Requests** section.
3. Select the option: **Supplements:**

4. Locate the request on the specific file to be viewed and go to the **Req #** column.
5. Select the Req# to open the request and view status:

6. At the bottom of the request screen, there is an area titled: *Messages for Provider.* This is where the status notes should be notated on the request. In the top right corner, the request status can also be viewed.

OR

1. Go to the Main Desktop of MCL.
2. Go to the bottom of the screen under the **Recent Requests** section.
3. Select the option: **Supplements**
4. Select the **File#** to open the entire file and view status, see the picture below with the information highlighted in yellow: