User guide

Experian Access℠ Prescreen suite — iScreen℠

Experian Access℠ Prescreen suite — iScreen℠

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Introduction

Experian Access

The Experian Access℠ platform enables web access for clients to many product suites. This user guide covers the Prescreen suite, specifically our iScreen℠ product. User guides for the additional suites are located on the Experian Access Help Center page. The features and benefits of this delivery option are included below.

Experian Access features (available with all suites)

- User-friendly interface with tips and help content embedded in the application process to help clients with their report requests.
- Web-enabled user groups to introduce new products and provide client training, recorded and archived for reference anytime.
- Quarterly newsletter to introduce new products and functionality.
- Delegated administration of users via Experian Web Access Control System (EWACS).
- Secure Sockets Layer with 128-bit encryption.
- No special hardware or software required; only an internet-ready PC with a standard 128-bit encryption browser (Internet Explorer® 7+, Firefox and Chrome) is necessary.
- Multiple user access to the File One℠ credit database.

Experian Access benefits

- No additional cost.
- Highly secure application.
- Allows clients to manage their own users, including powerful usage reporting capabilities.
- Available 24 hours a day, seven days a week.
- Shorter client training time and lower associated costs.

Experian Access target clients

Experian Access is ideal for clients that want to access Experian's credit products and services via the internet from multiple locations but don't have volume levels that require or justify dedicated or leased-line access. In addition, this delivery method will appeal to our clients that require access to Experian's products from a remote location. There is no additional hardware or software required beyond a standard CPU with a modem and internet access. Experian Access is browser-based and is presented in a user-friendly web application format. Typical industries using Experian Access are financial services, banking, automotive, collections, credit unions, and telecommunications, energy and cable (TEC.) Experian Access gives clients an immediate view into the credit health of their customers.

iScreen℠ — overview

This user guide is intended for Experian's clients accessing iScreen, a browser-based, self-service prescreen service available through Experian Access. iScreen enables users to obtain counts and order creditworthy names from Experian or prescreen their own customer-supplied list. Users also can suppress names from a campaign using a customer-supplied list or suppress names from previous orders. Users can quickly build a prescreen list based on a targeted set of account types that include automotive, real estate, revolving credit and student loans or target based on all credit types. All names received through iScreen must be made a firm offer of credit in accordance with the Fair Credit Reporting Act.

Lists can be defined using geography as well as a predefined set of credit risk scores and credit attributes. Users of this database are subject to standard membership, Experian Access and Prescreen onboarding processes; a prescreening services agreement is required. Mail piece verbiage must also be approved by an Experian marketing manager prior to use. For additional support, contact Customer Support at 1 800 831 5614 or the Technical Support Center at 1 800 854 7201.

Accessing iScreen

First-time user login

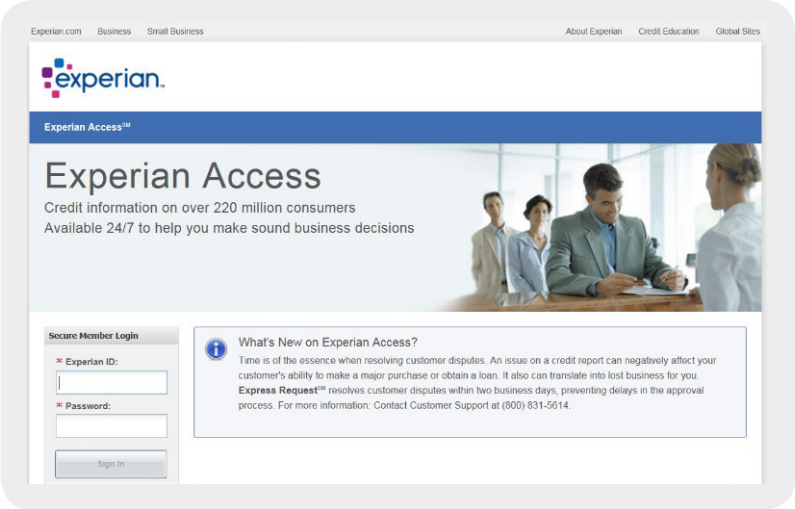
In order to access iScreen, first-time users must be set up by their security designate. Once set up, the user will receive a notification that he or she has been granted access to iScreen.

The security designate will receive an email with the user ID and a separate email containing a temporary password. The security designate must forward both email notifications to the user as part of Experian's security policy.

Accessing iScreen

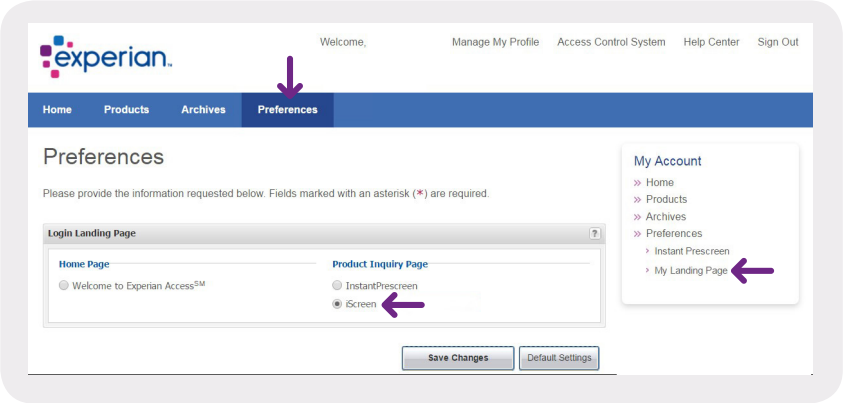
The user can access iScreen via the following URL: www.experian.com/access. Enter the user ID and temporary password received via email.

Example:



The system delivers the user to the post-login homepage. The user has the option to set his or her login preference to go directly to iScreen. Select the **Preferences** tab at the top of the screen and select **My Landing Page** under Preferences. Then select the **iScreen** radio button under Product Inquiry Page and save in order to set the login preference to iScreen.

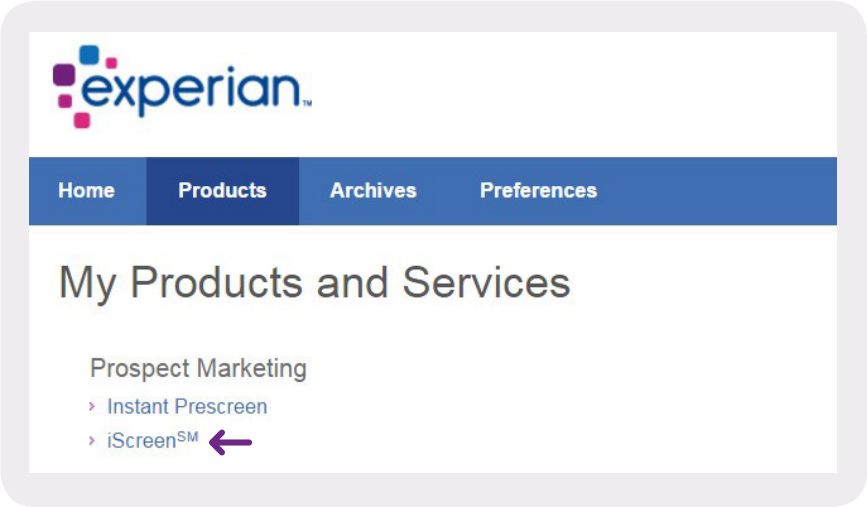
Example:



Products tab

When the cursor hovers over the **Products** tab, a drop-down menu provides access to all available Experian Access products. To begin building a marketing list, click the **iScreen℠** button, located underneath the Prospect Marketing product group.

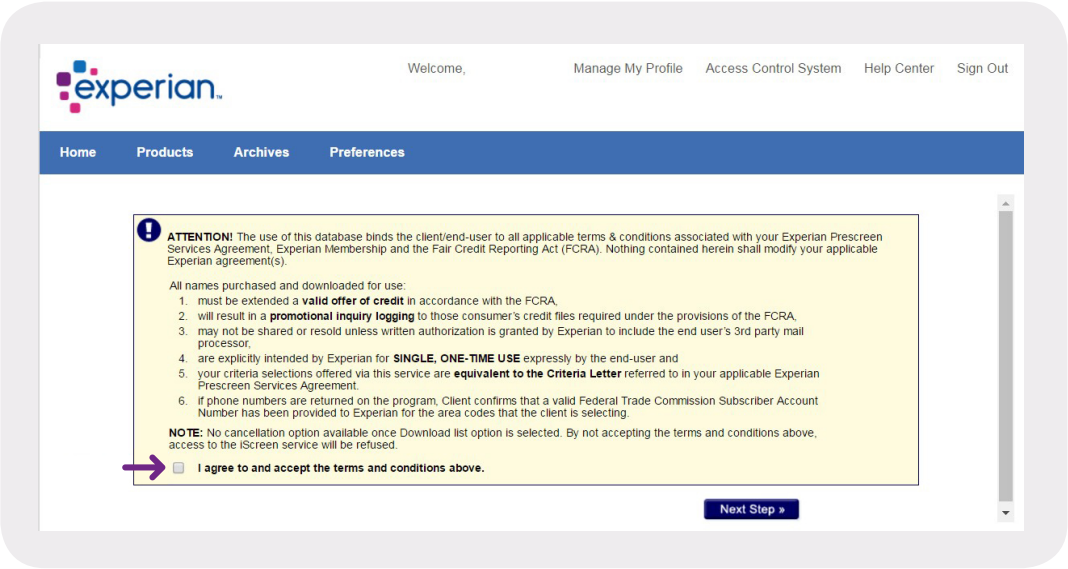
Example:



Terms and conditions

Initially, requirements for accessing iScreen are presented. The user must click **I agree to and accept the terms and conditions above**.

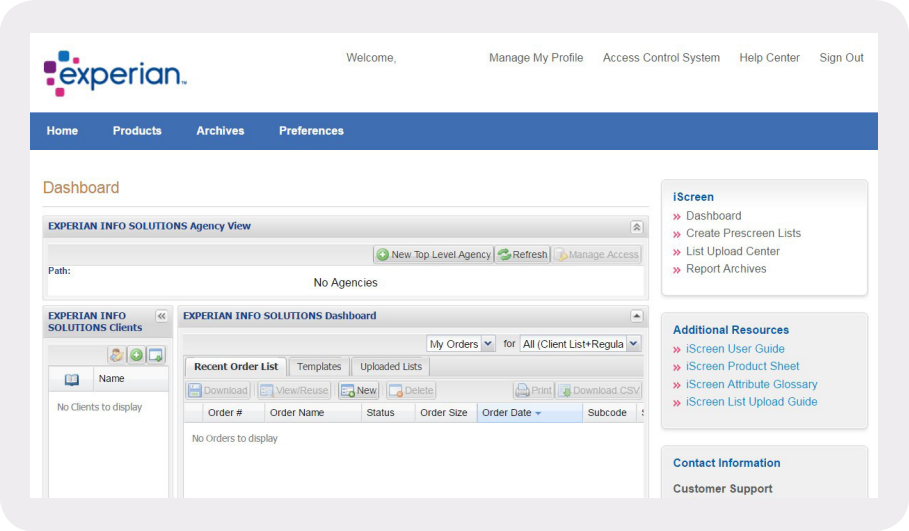
Example:



iScreen dashboard

Once the user agrees to the terms and conditions, the iScreen dashboard is displayed. The user can start the process by uploading a customer-supplied list to prescreen or can order names from Experian's Prospect database. This page allows users to begin building a list, view the status of recent orders and view saved searches.

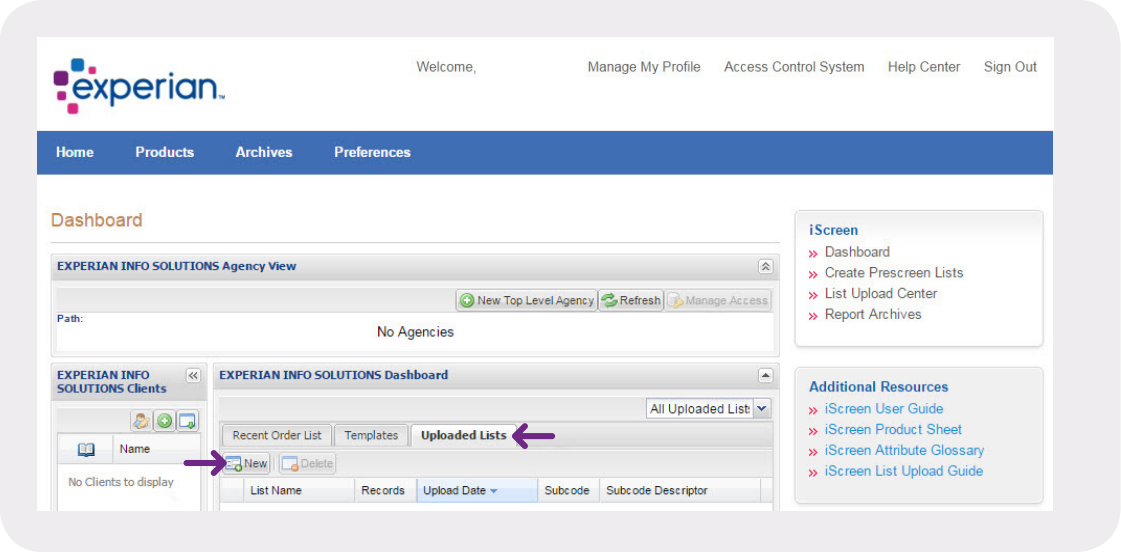
Example:



Uploading a customer-supplied list (CSL)

The Uploaded Lists section of the dashboard allows a user to manage previously uploaded lists or upload a new one. To upload a list into the iScreen application, simply click the **New** button to get started. Whether or not the uploaded list was used in a campaign, due to government regulatory compliance CSLs that are used as input into the prescreen process automatically will expire 90 days after the original load date.

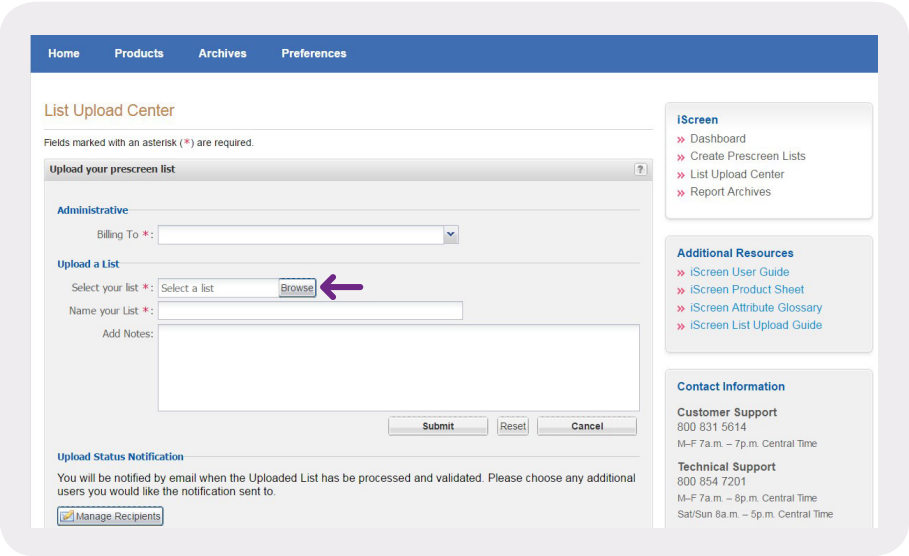
Example:



Formatting a list

Select the **Browse** button to locate the file to be uploaded. Users are required to name the uploaded file by entering a name into the **Name your List field**; the **Add Notes** field is optional. A CSL for upload must be in a comma-separated (.csv) file format, also known as an ASCII text file. By clicking the help question mark icon located at the top-right corner of the page, the user will access a user-friendly help screen that explains file format as well as a sample document for users to download.

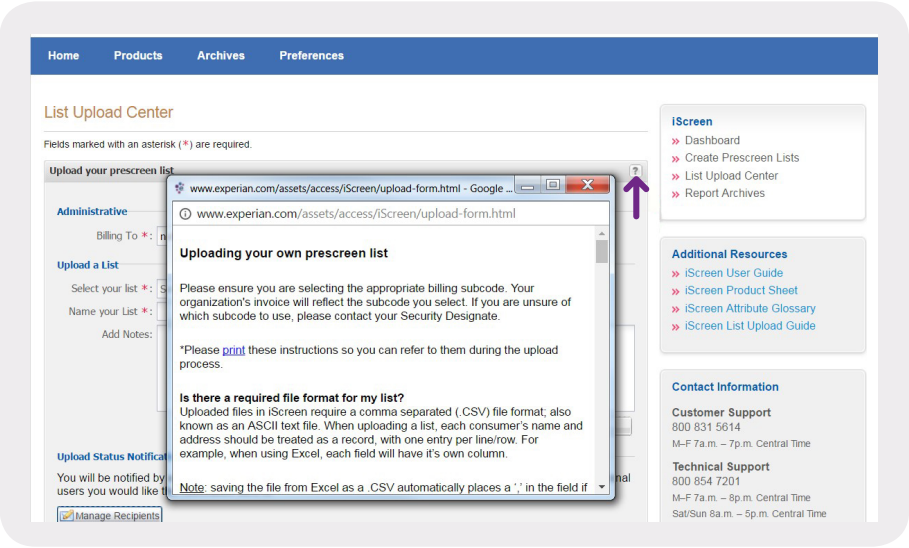
Example:



Upload help

The system allows Social Security numbers and/or date or year of birth be entered on the CSL as an optional field, although more desirable match rates can be achieved with the most complete information.

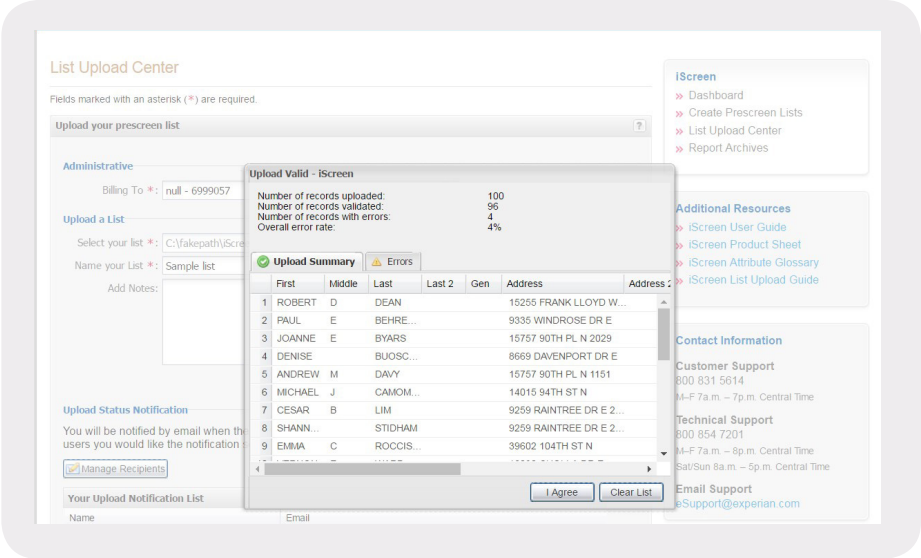
Example:



Supplied list validation

Once the list is uploaded, it is validated, and a validation sample is presented along with the validation report. The validation report provides a breakdown of the consumers who were included in the uploaded list, those who were considered valid (contained complete information) and the number of records that contained errors.

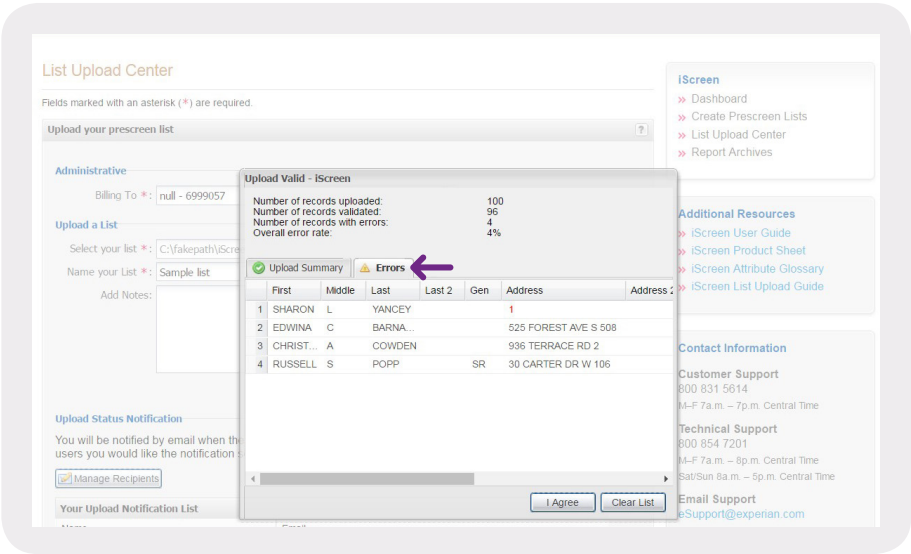
Example:



Error message

If there is an error — e.g., a consumer is a minor — the user can view the error rate at the top of the pane and click the **Errors** tab to view any errors in the CSL. The corresponding field on the **Errors** tab will be highlighted in red, and a pop-up message will specify what the problem is when the cursor hovers over the error.

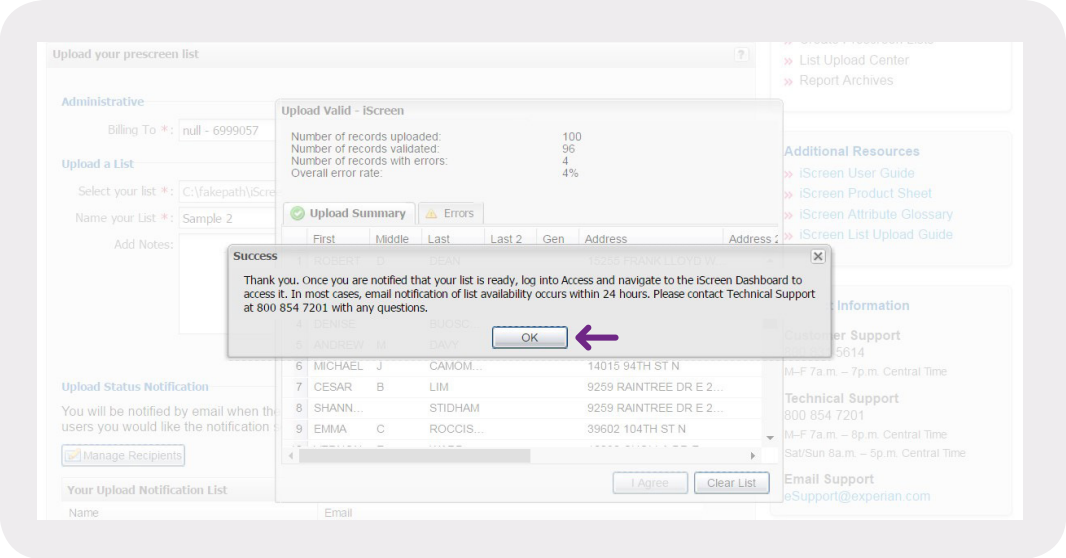
Example:



CSL validation complete

A message is presented that the validation is complete, and iScreen begins processing the list by matching the CSL records against the iScreen database. Once match processing is complete, the user will be notified via email (usually within 24 hours) to return to Experian Access to begin using the CSL.

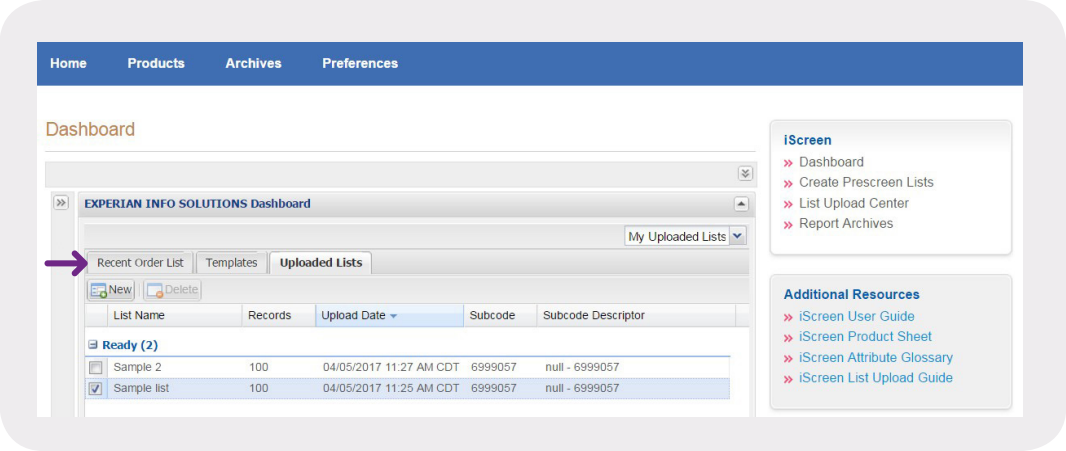
Example:



Starting with a CSL

After receiving email notification that the CSL is ready, the user returns to Experian Access, logs in, hovers over the **Products** tab and clicks **iScreen** underneath Prospect Marketing. Users will repeat the previous step of agreeing to the terms and conditions, and the iScreen dashboard page is displayed. To begin using the recently uploaded list, verify that the uploaded list has a status of "Ready" and proceed to build a new list by selecting the **Create Prescreen Lists** link in the upper-right corner of the dashboard or by selecting the **Recent Order List** tab and clicking the **New** button.

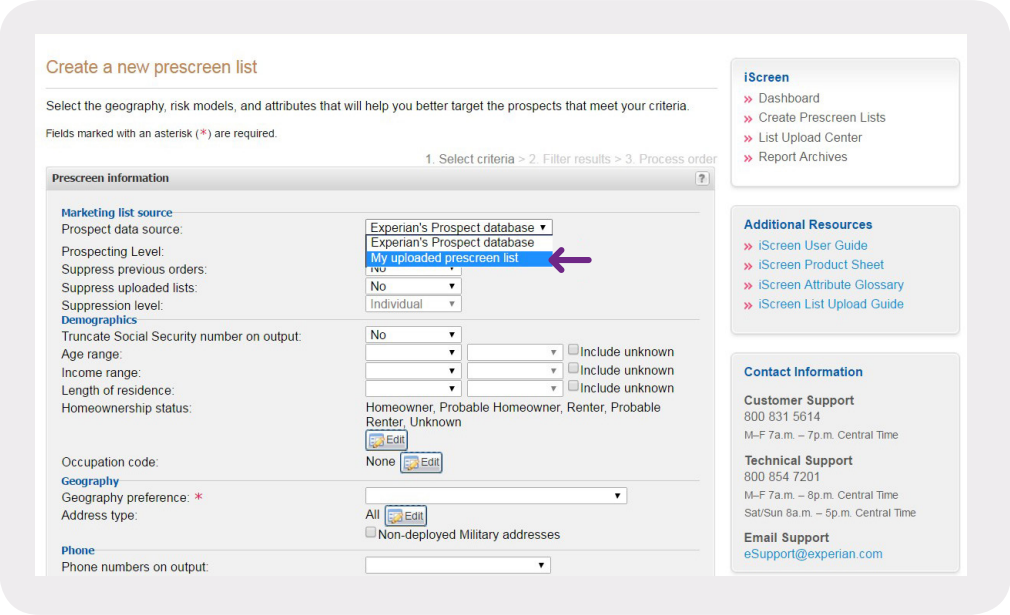
Example:

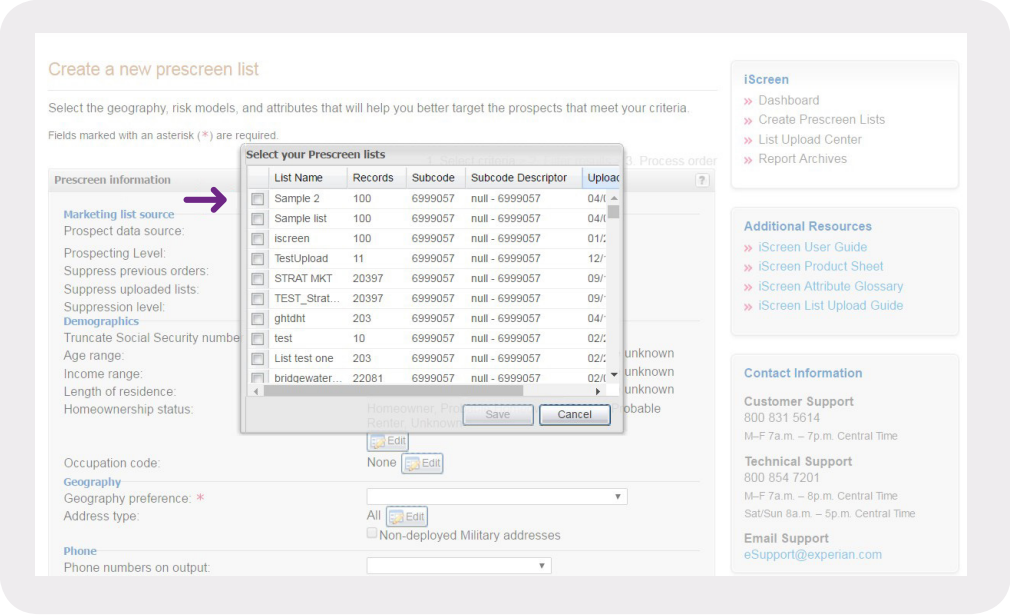


Select a previously uploaded list to use

Using the Prospect data source drop-down, select **My uploaded prescreen list**. *(Note: When using Experian's database of names, select **Experian's Prospect database**.)* A list of previous uploads will display; then, using the check boxes, select the appropriate list. CSLs to be used as input in the prescreening process will expire after 30 days and will need to be uploaded again in order to process.

Examples:



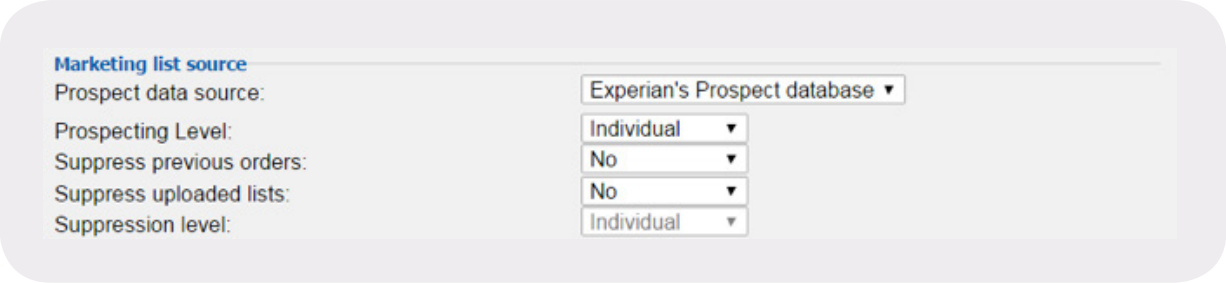


Creating a list

Suppression options

The user has the option to suppress (remove) records from previous orders in order to remove records that already were mailed to in a recent campaign. The user also can suppress uploaded lists. The purpose of this step is to remove existing account holders so as not to resolicit them, for example. If the user has not uploaded current account holders and wishes to do so, the user must go back through previous steps and save the criteria selections. Next, go to the **Uploaded lists** section of the dashboard and upload the existing account holder list. Once the user receives an email indicating that the list has been uploaded (the process can take up to 24 hours), navigate back to the saved order, and the uploaded list should appear under the **Suppress uploaded lists** option. In addition, when selecting an uploaded list to suppress, the user has the option to determine whether to suppress only the individuals contained in his or her list, or all consumers determined to belong to the household of the individuals contained in the user's list. (The default is set to Individual; select Household from the drop-down to suppress at a household level.)

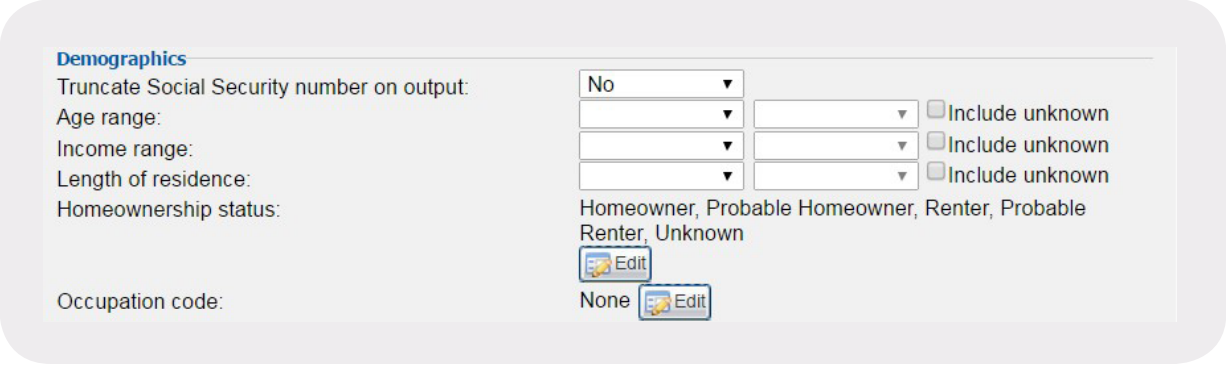
Example:



Select optional demographics

After selecting the **Marketing list source** options, users may select to use any of the optional demographics to narrow their prescreened population.

Example:

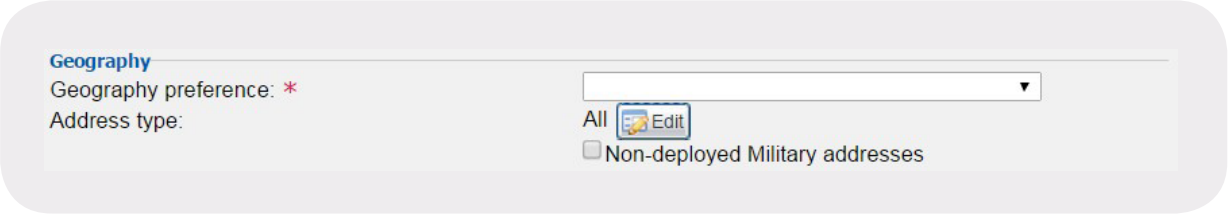


Select geography

Users may select to search against the entire uploaded list or narrow their search using geographic selections. This may include by state, metropolitan statistical area (MSA), county or Sectional Center Facility (SCF). To select a state, simply select **State** based from the **Geography preference** drop-down menu and then select the appropriate state at Step 1. Once the state is selected, the geographic criteria can be refined further by MSA, county or SCF by choosing the appropriate option under the Step 2 drop-down menu. To choose multiple states, click the **Add another State** hyperlink and an additional row of drop-downs become available for selection. (With this option, up to five states with additional filtering can be selected per order.)

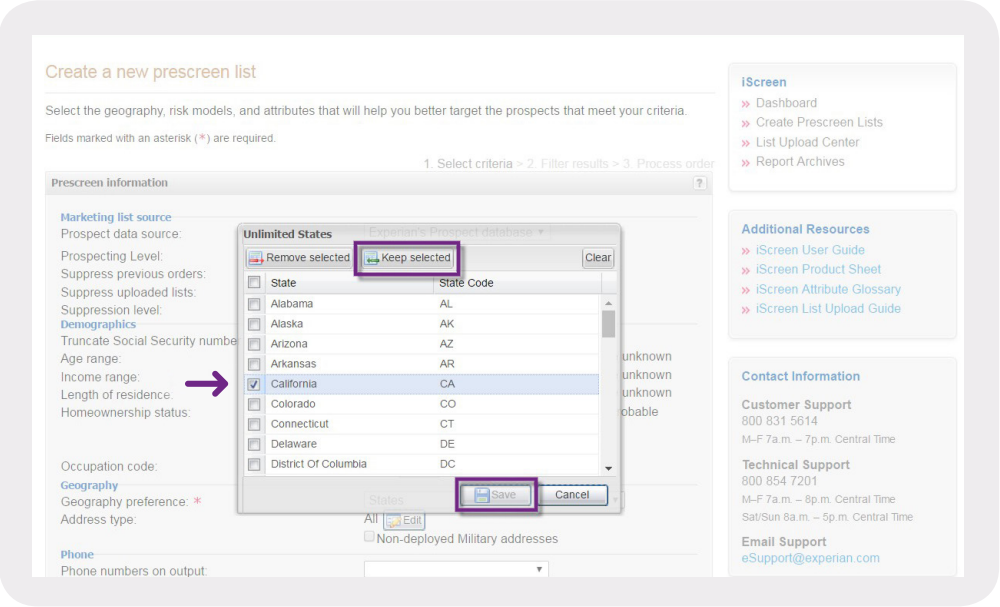
Note: If the browser session times out, i.e. — after 30 minutes of inactivity — an unsaved list will be lost. A session time-out pop-up box will appear three minutes before a user's session times out.

Example:



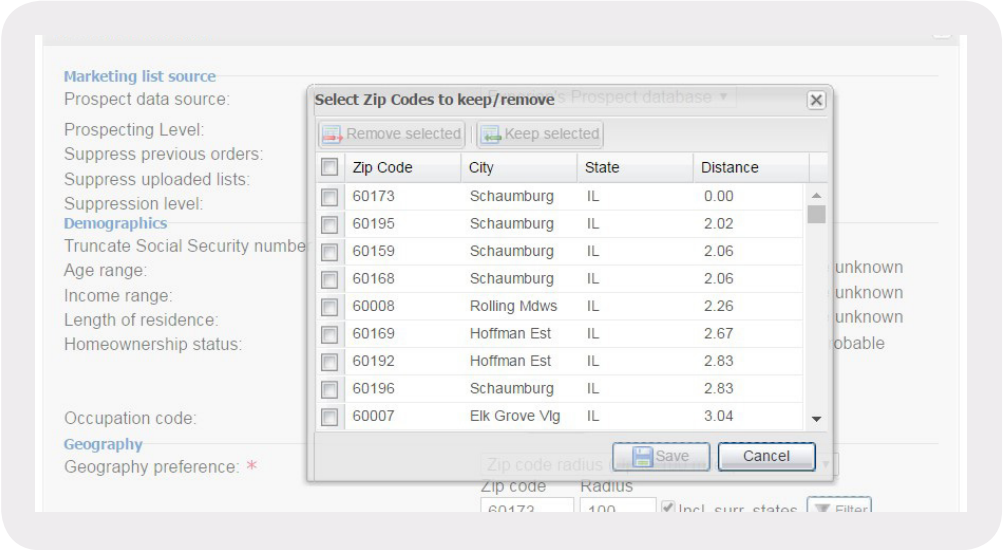
When selecting the **States only** option from the drop-down menu, the user then will receive a pop-up box of all available states to target. Select the desired states to be removed or kept, click the **Remove selected** or **Keep selected** button(s), and then hit **Save** to target the desired population.

Example:



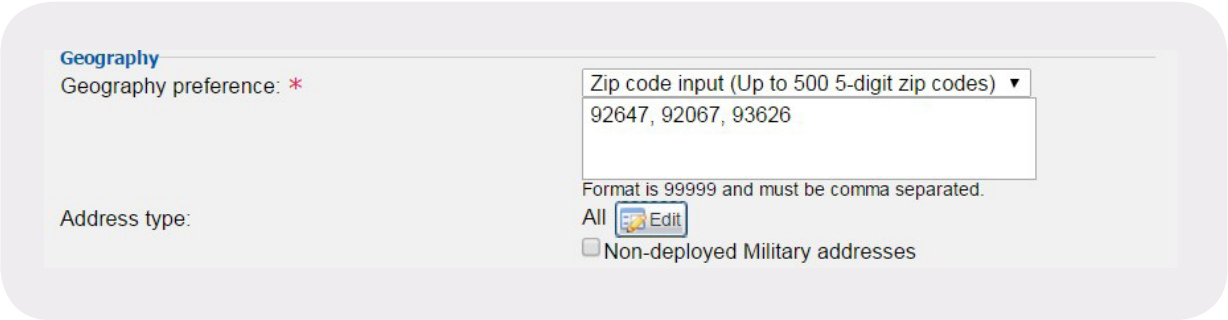
When selecting the **ZIP Code radius** option from the drop-down menu, the user can enter the desired ZIP Code™ and radius in miles and then click the **Filter** button for the list of ZIP™ codes within the user's specified radius. The user has the option of keeping all ZIP codes within that radius or removing ZIP codes from the list by selecting the ZIP Code to be removed or kept and clicking the **Remove selected** or **Keep selected** button(s) and then hitting **Save**.

Example:



When selecting the **ZIP Code input** option from the drop-down menu, the user can paste or manually enter up to 500 ZIP codes (five-digit ZIP codes must be comma-separated.)

Example:



In addition to making geographical selections, users can also choose to target consumers using area code (in order to utilize area codes, the user must first have a SAN form on file). When using the **Area Code Input** option, the user must select the **Only Consumers with Phones** option from the drop-down menu. The user can then paste or manually enter up to 500 area codes (three-digit area codes must be comma-separated).

Example:

Select attributes

Once the geography has been determined, any desired risk scores and inclusion attributes must be selected. Current targeting criteria are listed below:

All account types

Risk models

- FICO Risk Model, Versions 2, 3 and 8.
- FICO Auto Loan Model, Versions 2, 3 and 8.
- VantageScore® Version 3.
- TEC Connect,™ Energy and Cable Risk Model.℠

In the Market Models℠

- Auto.
- Bankcard.
- Home Equity.
- Mortgage.
- Personal Finance.
- Retail.
- Student Loan.

Additional models

- Income Insight.℠
- EIRC for Auto.℠

Demographic models

- Estimated Current Loan to Value Ratio.

The Estimated Current Loan-to-Value ratio is a percentage derived from the Estimated Current Mortgage Amount plus any equity loans, divided by the estimated current market value of the home (current home value uses our AVM model). This ECLV value predicts up to 125 percent to keep in-line with financing options that were being offered by financial institutions.

- ECLTV Ratio Confidence Level.

Estimated Current Loan to Value Ratio is a percentage of the current estimated mortgage amount divided by the estimated current market value of the home. The higher the ratio, the less equity the homeowner has on the house. This ratio is available on wherever the loan amount and estimated current home value are available.

Values:

Pos. Description

1-1 Confidence flag

1 = Extremely Likely

2 = Highly Likely

3 = Likely

2-4 Estimated Loan-to-Value

001-125

000 = Unknown

Auto Models

- Auto Equity Model.

Auto Estimated Interest Rate Calculation

- EIRC.
- EIRC Trade Balance*.
- EIRC Trade Monthly Payment*.
- EIRC Original Credit Amount*.
- Output EIRC Terms*.
- Output EIRC Open Date in Months.**

*If requested, this data will be provided in list output.

Inclusion attributes

- Number of open and current accounts.
- Number of open accounts.
- Number of satisfactory accounts.
- Number of accounts opened within 12 months.
- Age of most recent account.
- Age of oldest account.
- Aggregate monthly payment for open accounts.
- Aggregate balance for open accounts.
- Aggregate credit for open accounts.
- Aggregate balance-to-credit ratio for open accounts.
- Number of accounts 30 to 180 days past due.
- Number of accounts 30-plus days past due (includes major derogatory).
- Number of accounts 30 to 180 days past due ever or within six, 12, 24 or 36 months.
- Number of accounts 60 to 180 days past due ever or within six, 12, 24 or 36 months.
- Number of accounts 90 to 180 days past due ever or within six, 12, 24 or 36 months.
- Number of major derogatory (includes repossessions).

Auto trade attributes

Auto loans

- Number of open and current auto loans.
- Number of open auto loans.
- Number of auto loans opened within 12 months.
- Number of months remaining on oldest open auto loan.
- Number of months remaining on open auto loans less than or equal to 24 months.
- Age of most recent auto loan.
- Age (in days) of most recent auto loan.
- Age (in days) of most recent auto loan inquiry.
- Aggregate monthly payment for auto loan trades.
- Monthly payment on oldest open auto loan.
- Aggregate balance for open auto loan trades.
- Aggregate credit for open auto loan trades.
- Aggregate balance-to-credit ratio of open auto loans.
- Number of repossessions.
- Months since most recent repossession.

Auto leases

- Number of open auto leases.
- Number of auto leases opened within 12 months.
- Number of months remaining on oldest open auto lease.
- Number of months remaining on open auto leases less than or equal to 18 months.
- Age (in days) of most recent auto lease.
- Aggregate monthly payment for open auto lease trades.
- Monthly payment on oldest open auto lease.
- Aggregate balance for open auto lease trades.

Real estate

Mortgage attributes

- Number of open and current mortgage trades.
- Number of open mortgage trades.
- Number of mortgage trades opened within the last 12 months.
- Number of mobile home trades.
- Number of 30-plus days past-due occurrence(s) (includes major derogatory).
- Number of 60-plus days past-due occurrence(s) (includes major derogatory).
- Age of most recent mortgage trade.
- Age (in days) of most recent mortgage loan.
- Age (in days) of most recent mortgage inquiry.
- Aggregate monthly payment for mortgage trades.
- Aggregate balance for open mortgage trades.
- Highest mortgage balance.
- Aggregate credit for open mortgage trades.
- Aggregate balance-to-credit ratio for open mortgage trades.
- Number of 30 days past-due occurrences (includes major derogatory) ever or within three, six or 12 months.
- Number of 60 days past-due occurrences (includes major derogatory) ever or within three, six or 12 months.
- Number of 90 days past-due occurrences (includes major derogatory) ever or within three, six or 12 months.
- Number of 120 days past-due occurrences (includes major derogatory) ever or within three, six or 12 months.
- Number of 180-plus days past-due occurrences (includes major derogatory) ever or within three, six or 12 months.

Home equity attributes

- Number of open and current home equity trades.
- Number of open home equity trades.
- Number of home equity accounts opened within the last 12 months.
- Age of most recent home equity trade.
- Age (in days) of most recent home equity trade.
- Age (in days) of most recent home equity inquiry.
- Aggregate monthly payment for home equity trades.
- Aggregate balance for open home equity trades.
- Aggregate credit for open home equity trades.
- Aggregate balance-to-credit ratio for open home equity trades.

Revolving account attributes

- Number of open and current revolving trades.
- Number of open revolving trades.
- Number of revolving trades opened within the last 12 months.
- Age of most recent revolving trade.
- Age (in days) of most recent bankcard.
- Age (in days) of most recent bankcard inquiry.
- Aggregate monthly payment for revolving trades.
- Aggregate balance for open revolving trades.
- Aggregate credit for open revolving trades.
- Aggregate balance-to-credit ratio for open revolving trades.

Student loan attributes

- Number of open and current student loan trades.
- Number of open student loan trades.
- Number of student loan trades opened within the last 12 months.
- Age of most recent student loan trade.
- Age (in days) of most recent student loan.
- Aggregate monthly payment for student loan trades.
- Aggregate balance for open student loan trades.
- Aggregate credit for open student loan trades.
- Aggregate balance-to-credit ratio for open student loan trades.

Nondeferred student loan attributes

- Number of nondeferred open and current student loan trades.
- Number of nondeferred open student loan trades.
- Number of nondeferred student loan trades opened within the last 12 months.
- Age of most recent nondeferred student loan trades.
- Aggregate monthly payment for nondeferred student loan trades.
- Aggregate balance for nondeferred open student loan trades.
- Aggregate credit for nondeferred open student loan trades.
- Aggregate balance-to-credit ratio for open nondeferred student loan trades.

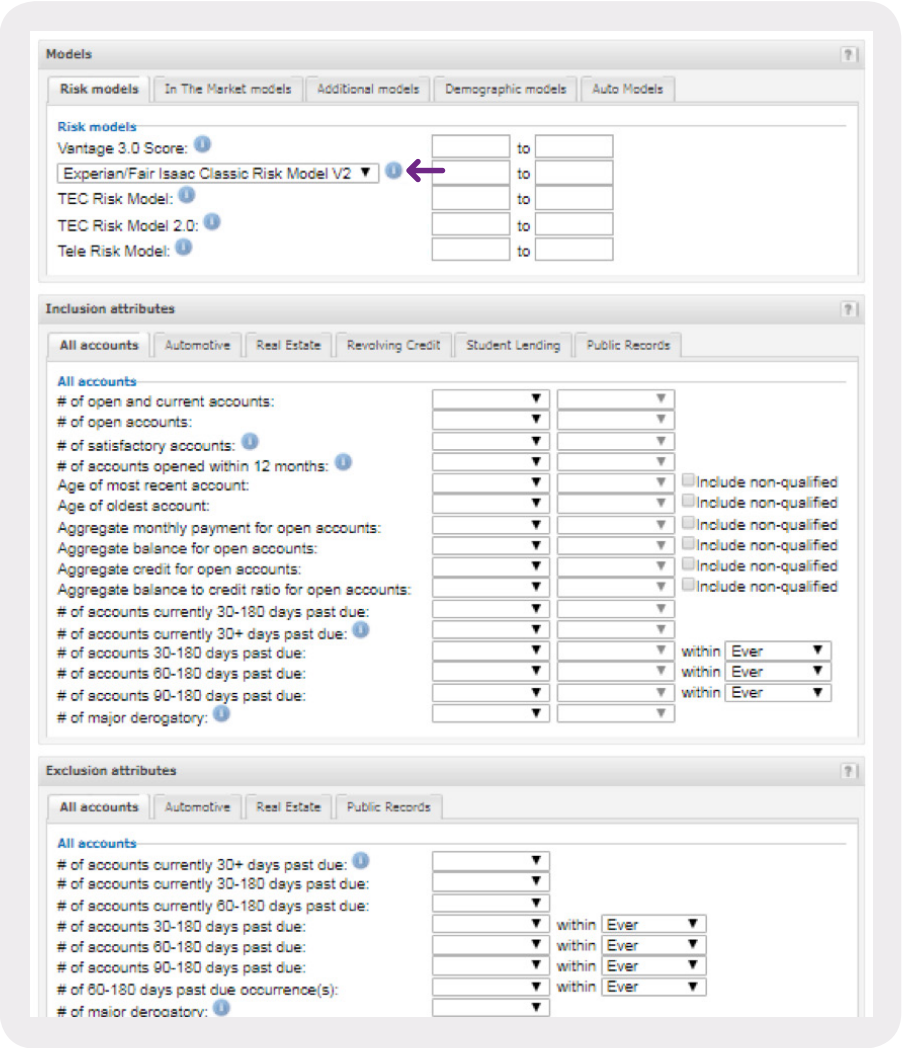
Public record attributes

- Number of bankruptcies ever or within 12 or 24 months.
- Months since most recent bankruptcy.
- Months since most recent discharged bankruptcy.

Targeting criteria — i.e., score, inclusion and exclusion attributes — can be selected by choosing a beginning range in the first drop-down and an ending range in the second drop-down. The attributes that the user does not wish to use as part of the targeting criteria should be left blank.

Note: Click the drop-down to see additional FICO risk model options.

Example:



How to use Non-Qualified check box

The include non-qualified check boxes allows the user to determine what to do with attributes that cannot be calculated because the condition for the attribute does not exist. For example: Total balance on open accounts. If there are no open accounts on the consumer's credit report, the system cannot calculate a value for total balance on open accounts, for that consumer. In addition to the valid value ranges selected, the user must choose what to do if the attribute cannot be calculated. If left unchecked, the system will exclude any consumer where the attributes cannot be calculated. To include these consumers, the box next to "Include non-qualified" must be checked, if available.

Exclusion attributes

Once the inclusion attributes have been selected, the user can select exclusion attributes. Exclusion attributes are used to describe derogatory behavior to be excluded from a prescreen list. For example, the selections in the screen on the next page will exclude all consumers who have one or more of the listed attributes.

Exclusion attributes are listed below.

All account types

- Number of trades currently 30-plus days past due (includes major derogatory).
- Number of trades 30 to 180 days past due.
- Number of trades currently 60 to 180 days past due.
- Number of trades 30 to 180 days past due ever or within six, 12, 24 or 36 months.
- Number of trades 60 to 180 days past due ever or within six, 12, 24 or 36 months.
- Number of trades 90 to 180 days past due ever or within six, 12, 24 or 36 months.
- Number of 60 to 180 days past-due occurrences ever or within six, 12, 24 or 36 months.
- Number of major derogatory (includes repossessions).
- Number of major derogatory (excludes repossessions) ever or within 12 or 24 months.

Automotive attributes

- Number of repossessions ever or within 12 or 24 months.
- Months since most recent repossession.

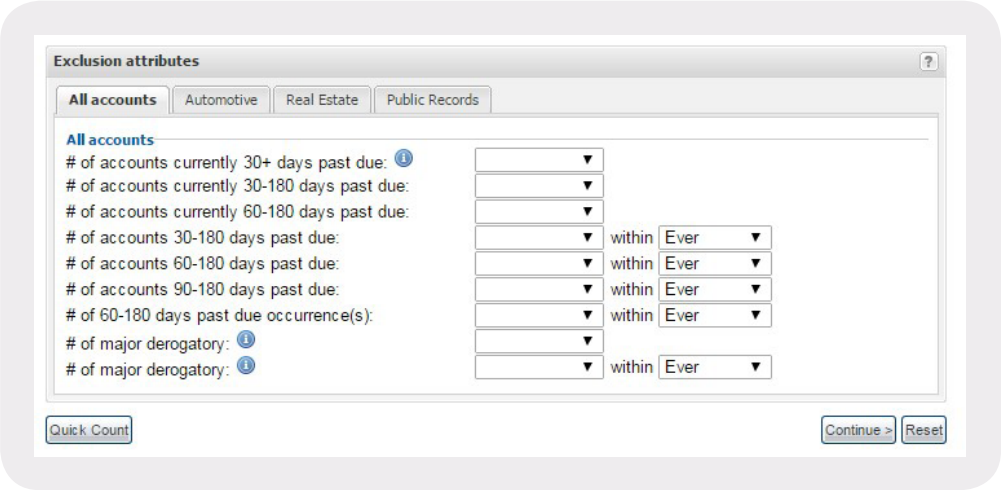
Mortgage attributes

- Number of 30-plus days past-due occurrences ever or within three, six or 12 months for mortgage trades.
- Number of 60-plus days past-due occurrences ever or within three, six or 12 months for mortgage trades.
- Number of 30 days past-due occurrences ever or within three, six or 12 months for mortgage trades.
- Number of 60 days past-due occurrences ever or within three, six or 12 months for mortgage trades.
- Number of 90 days past-due occurrences ever or within three, six or 12 months for mortgage trades.
- Number of 120 days past-due occurrences ever or within three, six or 12 months for mortgage trades.
- Number of 180-plus days past-due occurrences ever or within three, six or 12 months for mortgage trades.

Public record attributes

- Number of public records (includes tradeline bankruptcies) ever or within 12 or 24 months.
- Number of bankruptcies (ever or within 12 or 24 months).
- Months since most recent bankruptcy.
- Months since most recent discharged bankruptcy.

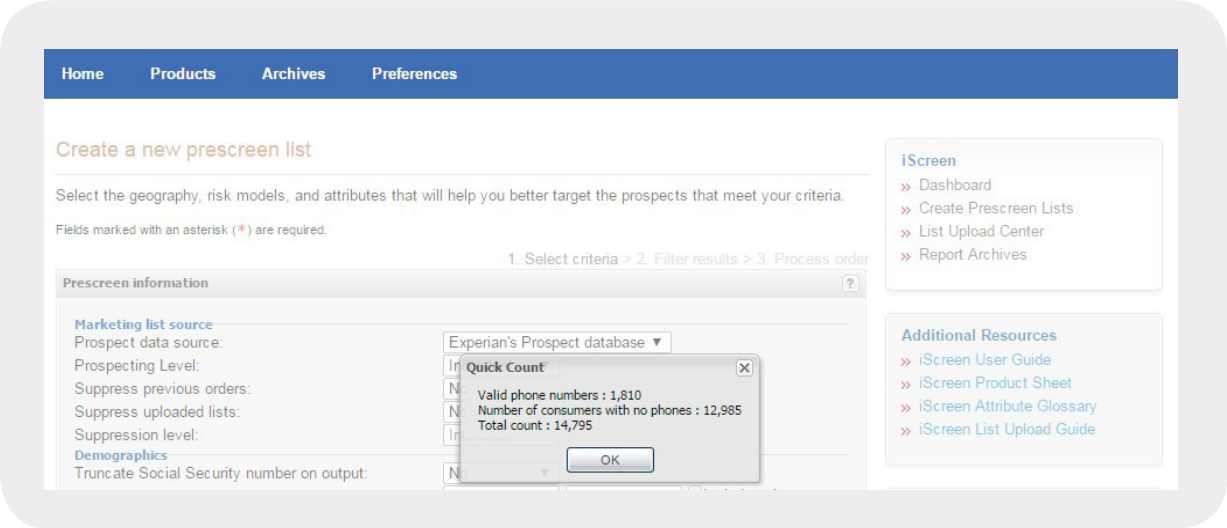
Example:



Review quick count

After selecting attributes, press the **Quick Count** button to display an estimate of the available names. At this stage, the user can adjust the selection criteria and get the sample counts again or choose to **Continue and process** the order.

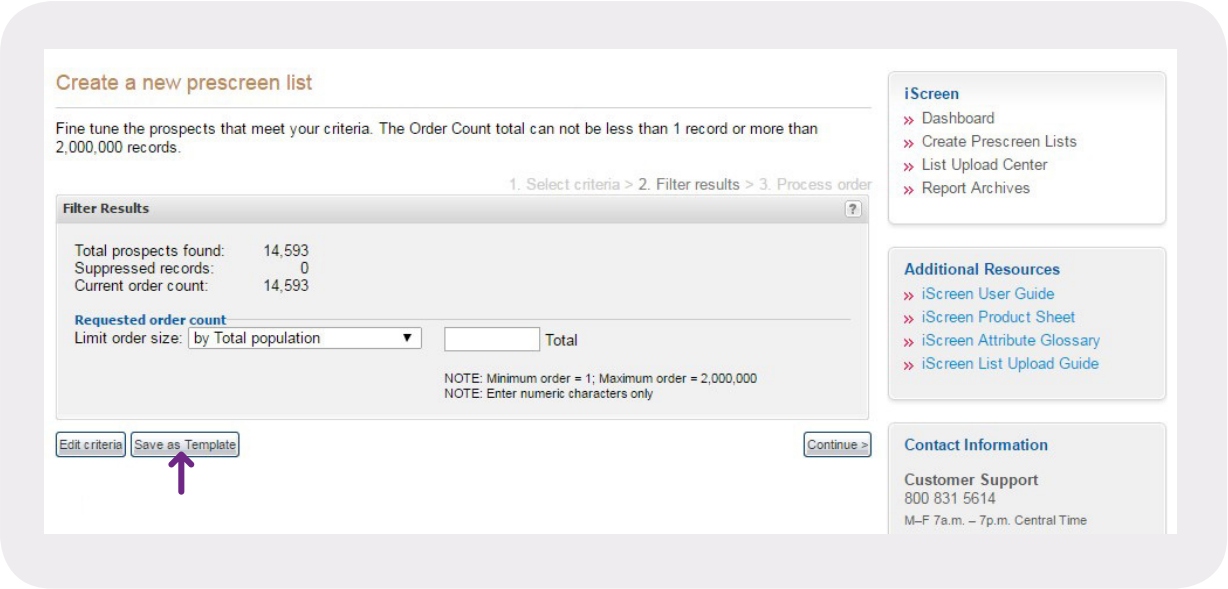
Example:

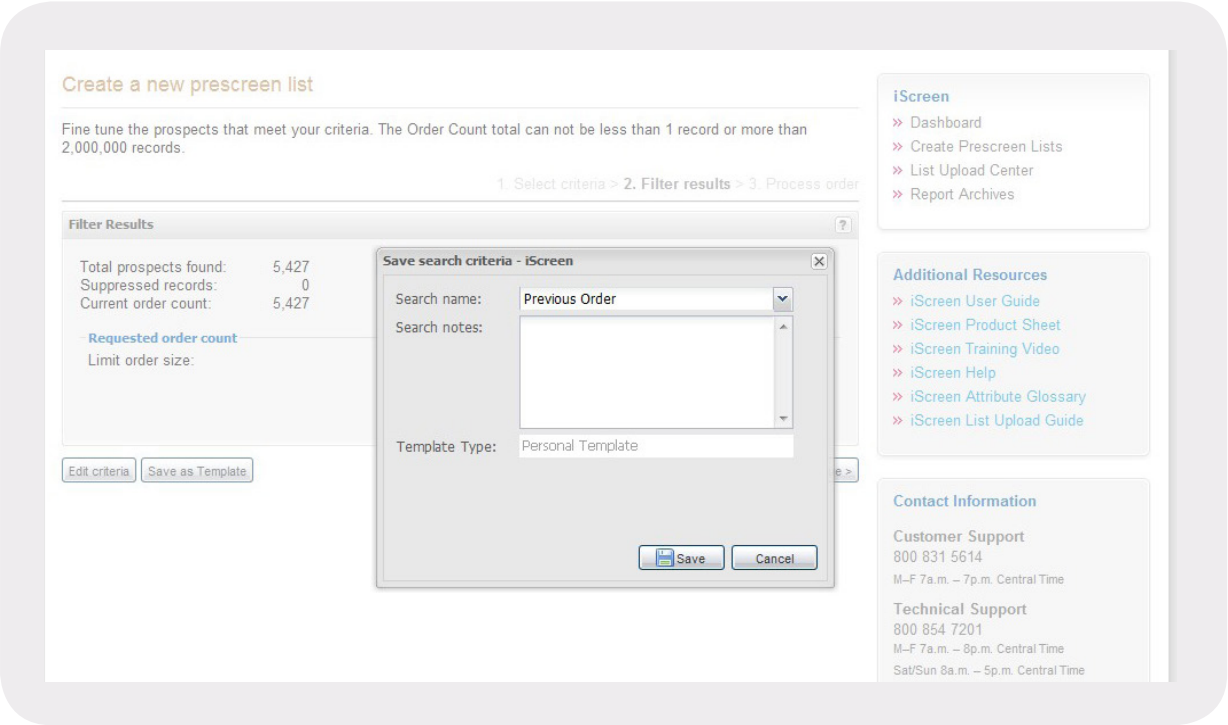


Creating a template

In order to create a template or save search criteria and order the list at a future date, the user should click the **Save as Template** button. Any consumers who have opted out of receiving preapproved offers will be removed from the list prior to download.

Example:



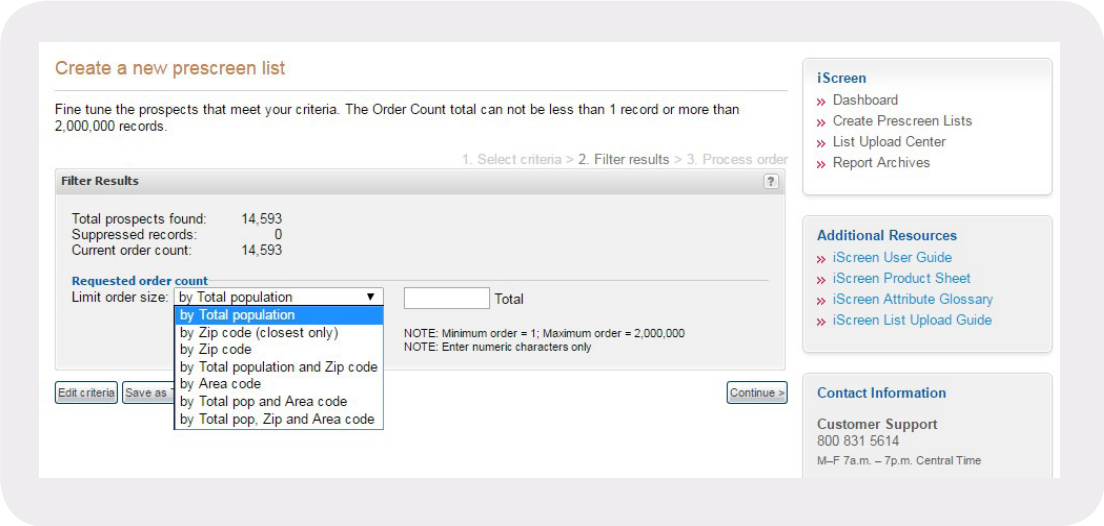


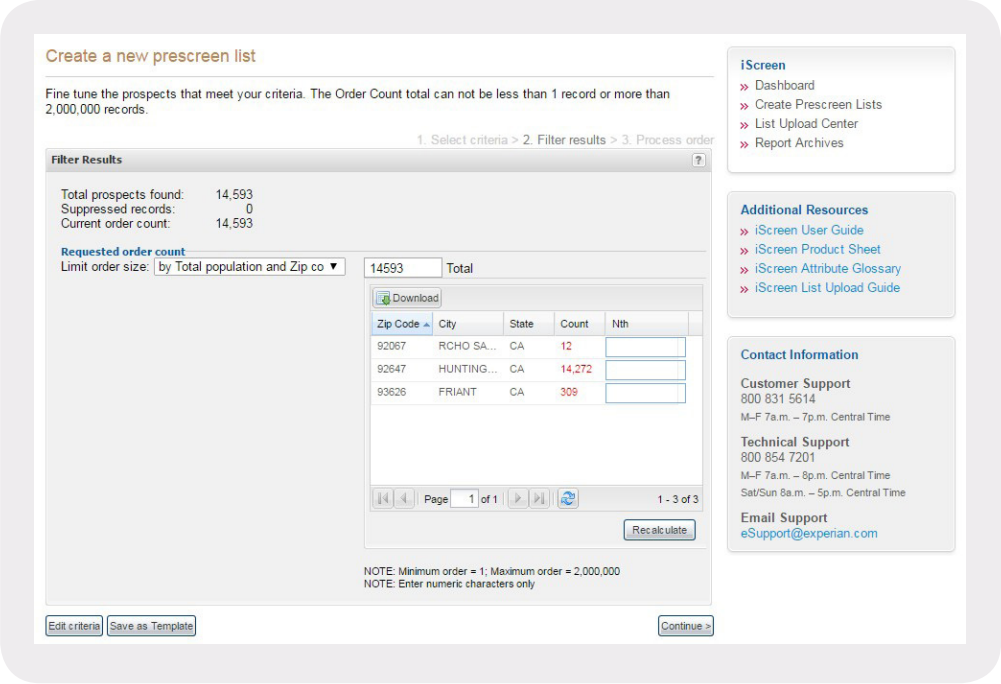
Review results

Once the user is ready to process his or her order, the actual order results will display. This includes the total prospects found, the number of suppressed records and the current order count. At this point, the user can manually limit his or her order to a maximum number by the total population by taking back only those closest to the original ZIP Code entered, by specific ZIP Code or by both total population and ZIP Code. (When selecting geography using the state-based options, the user can additionally filter the results by state.) Also, if the user selected phone numbers, he or she can limit the order by area code.

Note: Regardless of the current list size, no list can contain fewer than one record or more than 2 million records.

Examples:

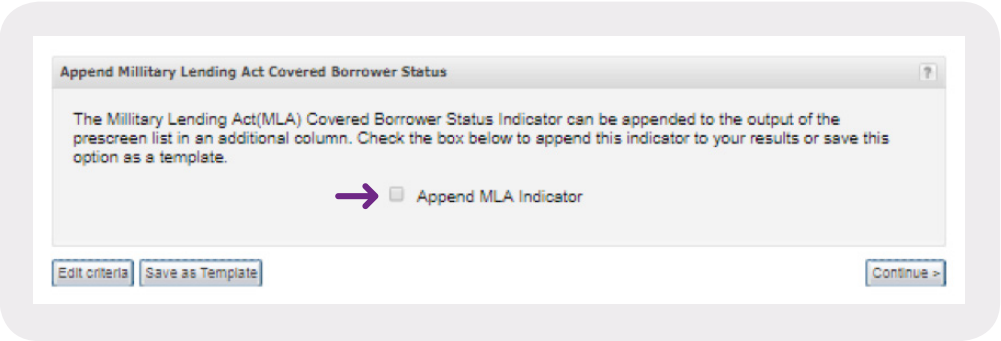




Military Lending Act (MLA) indicator append

Congress passed the Military Lending Act (MLA) with bipartisan support in 2006 to provide specific protections for active-duty service members and their dependents in consumer credit transactions. Experian® offers the ability to append the MLA indicator to the iScreen order. This search of the DMDC database determines if a particular individual is currently or has ever been an active-duty service member. This functionality will give clients the ability to determine if a consumer is covered by the MLA.

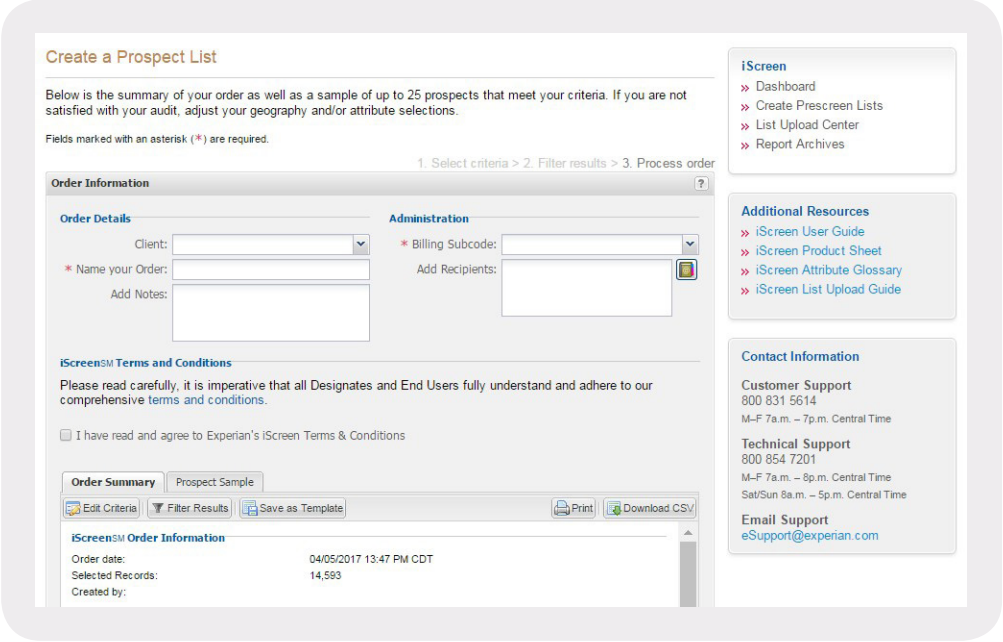
Note: This MLA append ability is available on Order Page 2, also known as Filter Results page.



Order summary

From this page, the selected criteria can be reviewed (and printed or downloaded to a .csv file) along with the first 25 records of output on the **Prospect Sample** tab for the user to verify that he or she has chosen the appropriate criteria and attribute selections. After reviewing the audit sample, users can adjust any selections using the **Edit Criteria** button or proceed to name their order (order name is required; order notes are optional; character count limit for order notes is 500) and submit their order. If the user determines that he or she would like to include new or different attributes, the user can go back and refine the attributes. Additionally, the user must select a billing subcode and the terms and conditions must be agreed upon again.

Note: This content is identical to what is presented when signing into iScreen or downloading lists from iScreen.

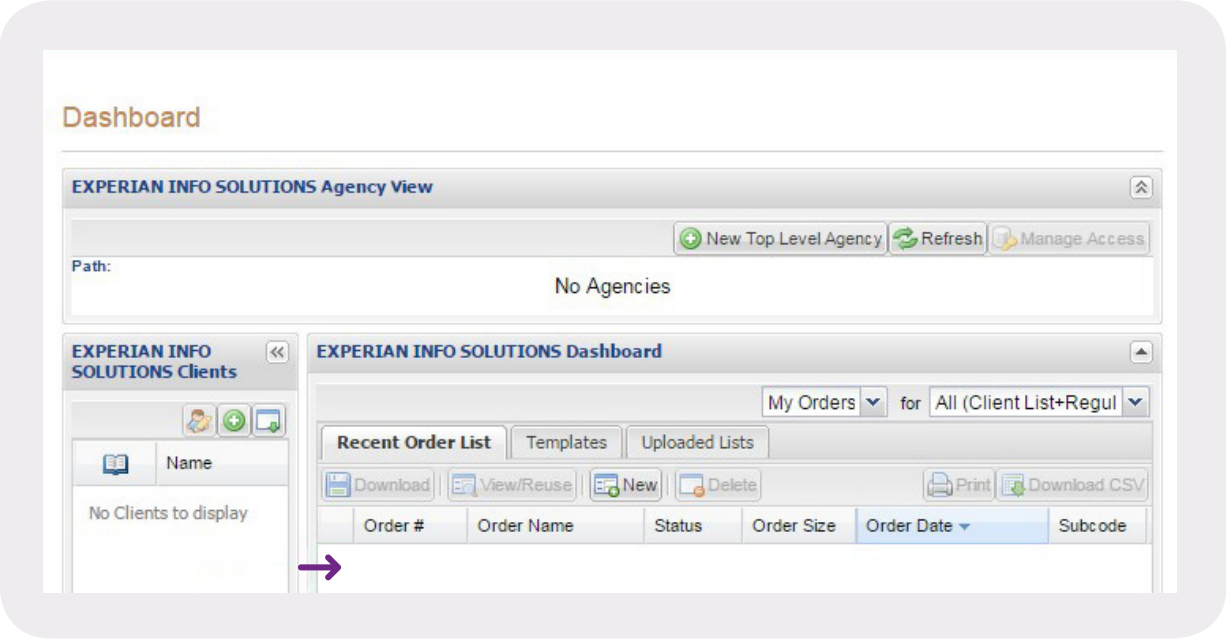


Order status

After confirming and placing the order, the user automatically is directed to the iScreen dashboard homepage.

Users will be able to download their lists within 24 hours of placing their order; more frequently, turnaround times will be shorter. See page 24 for an example of the email sent to users when a list is ready for download.

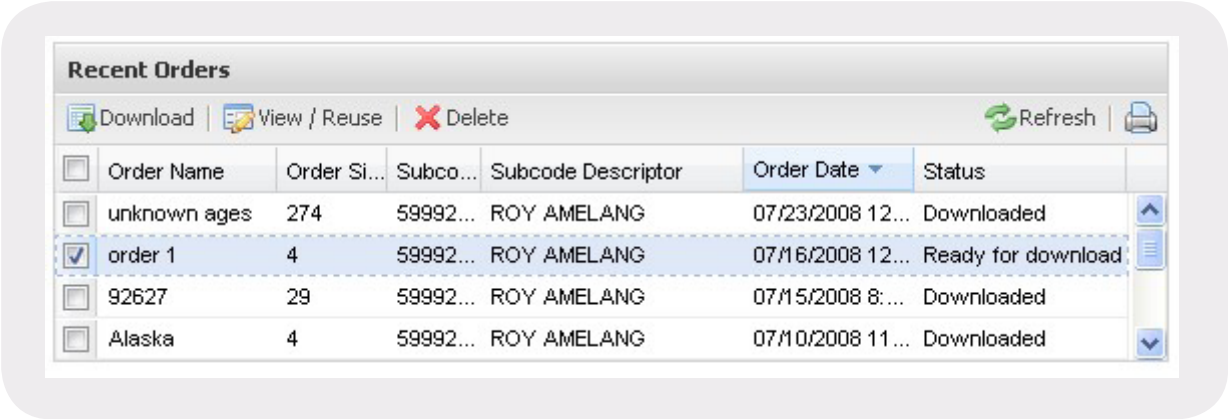
Example:



Recent orders

Recent orders and their respective status also can be reviewed from the iScreen Dashboard using the **Ready** and **All** tabs at the bottom of the **Recent Order List** tab.

Example:

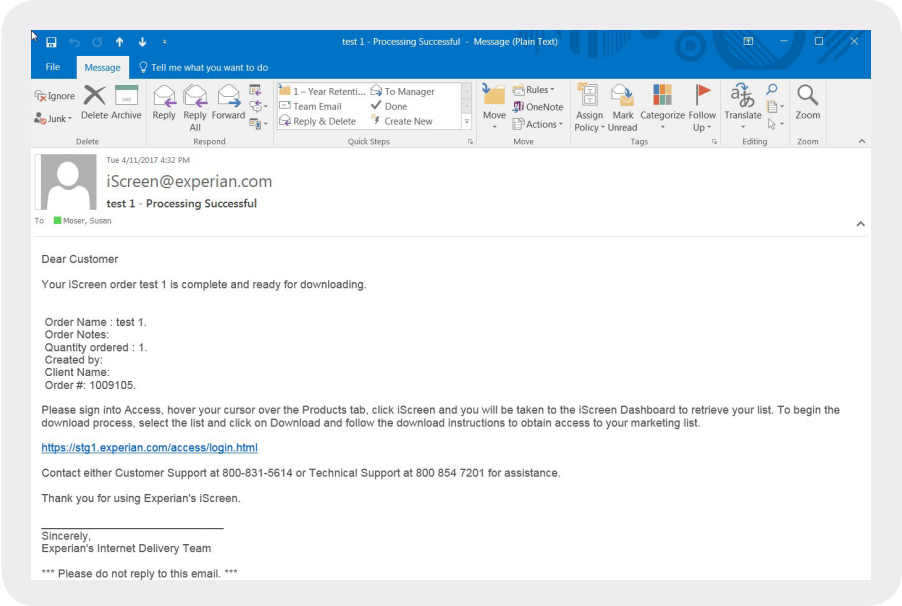


End user email notification

Once lists are ready for download, the user who placed the order will receive an email notification.

Note: Lists not downloaded within 72 hours of completion automatically will change to an "expired" status and users won't be able to download them any longer.

Example:

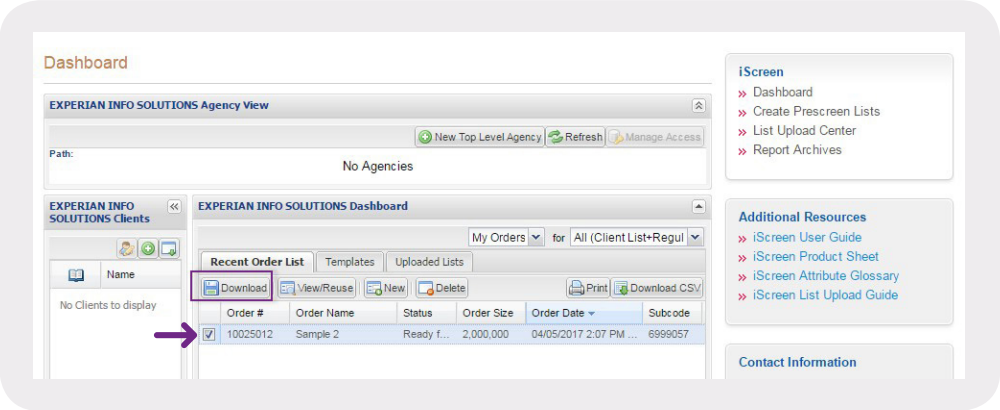


Downloading a list

Upon login, status of the list can be viewed at the iScreen Dashboard. When the user selects the check box with the appropriate list title and clicks **Download**, he or she will see a final summary page to review the order details.

Note: If a list is not downloaded, it will expire after 72 hours and no changes or inquiries will be logged.

Example:

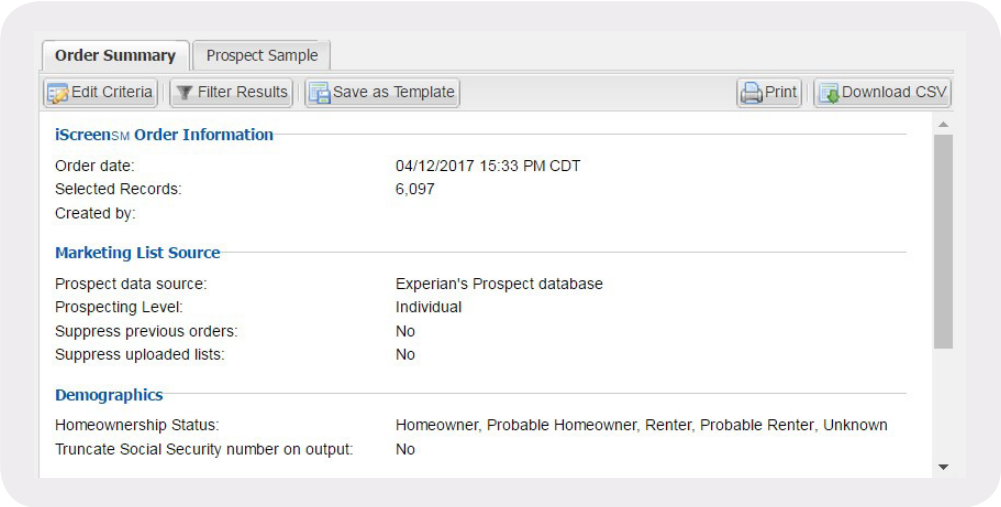


Order summary

At this point, the user can choose to edit the criteria and resubmit the order or download the order. The user must agree to the terms and conditions and click **Download order**. The user cannot select a subcode here, since the order has already been submitted. The list is then prepared for download; the user should not click the browser's navigation buttons (**Back, Forward** or **Refresh**) during this time. WinZip® or similar software is required to unzip the compressed output file. The output file is in a comma-separated file format (.csv).

Note: WinZip can be downloaded at no cost at www.winzip.com/downwz.htm.

Example:

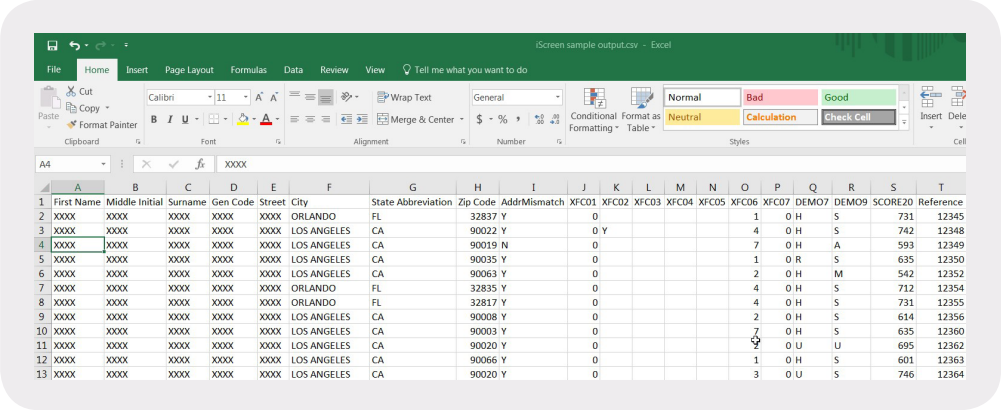


Sample output file

Name, address, attribute value, exact score, military address flag and an address mismatch flag will be returned in the output file.

Note: The output file is a standard format that will contain headings for each of the attributes selected to create the order. Please refer to the attribute glossary located on the Download page within the iScreen application for definitions of each of these attribute names.

Example:



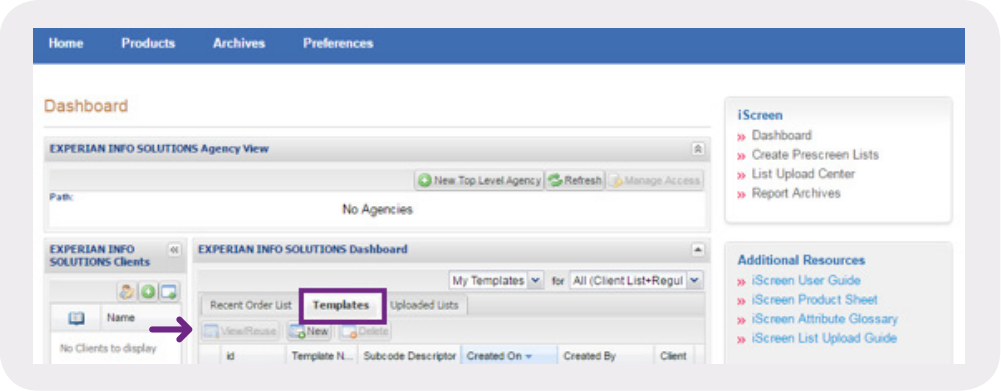
First Name	Middle Initial	Surname	Gen Code	Street	City	State Abbreviation	Zip Code	AddrMismatch	XFC01	XFC02	XFC03	XFC04	XFC05	XFC06	XFC07	DEMO7	DEMO9	SCORE20	Reference
XXXX	XXXX	XXXX	XXXX	XXXX	ORLANDO	FL	32837	Y	0					1	0	H	S	731	12345
XXXX	XXXX	XXXX	XXXX	XXXX	LOS ANGELES	CA	90022	Y	0	Y				4	0	H	S	742	12348
XXXX	XXXX	XXXX	XXXX	XXXX	LOS ANGELES	CA	90019	N	0					7	0	H	A	593	12349
XXXX	XXXX	XXXX	XXXX	XXXX	LOS ANGELES	CA	90035	Y	0					1	0	R	S	635	12350
XXXX	XXXX	XXXX	XXXX	XXXX	LOS ANGELES	CA	90063	Y	0					2	0	H	M	542	12352
XXXX	XXXX	XXXX	XXXX	XXXX	ORLANDO	FL	32835	Y	0					4	0	H	S	712	12354
XXXX	XXXX	XXXX	XXXX	XXXX	ORLANDO	FL	32817	Y	0					4	0	H	S	731	12355
XXXX	XXXX	XXXX	XXXX	XXXX	LOS ANGELES	CA	90008	Y	0					2	0	H	S	614	12356
XXXX	XXXX	XXXX	XXXX	XXXX	LOS ANGELES	CA	90003	Y	0					7	0	H	S	635	12360
XXXX	XXXX	XXXX	XXXX	XXXX	LOS ANGELES	CA	90020	Y	0					2	0	U	U	695	12362
XXXX	XXXX	XXXX	XXXX	XXXX	LOS ANGELES	CA	90066	Y	0					1	0	H	S	601	12363
XXXX	XXXX	XXXX	XXXX	XXXX	LOS ANGELES	CA	90020	Y	0					3	0	U	S	746	12364

Editing a list from a saved template or previously ordered list

To reuse a saved template or previously ordered list, navigate to the iScreen Dashboard. Previous orders can be viewed along with status.

The user can select the appropriate saved template or previous order by selecting the check box in either the **Templates** or the **Recent Orders** section. The user then clicks the **View/Reuse** button, and the previously selected criteria becomes available for editing and/or reuse.

Example:



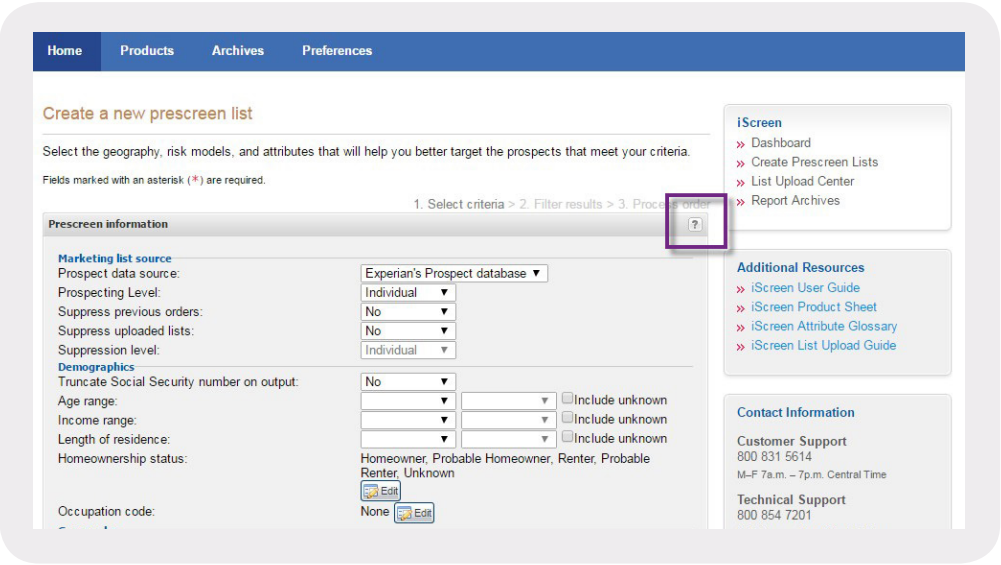
Lists with errors

The status condition "Unable to process" notes errors with list processing. Additionally, the system will send an email to the end user when an "Unable to process" status condition is detected, providing contact numbers to Customer Support or Technical Support for additional assistance.

Help

Additional help can be accessed by clicking the question mark icon in the upper right-hand corner of every section.

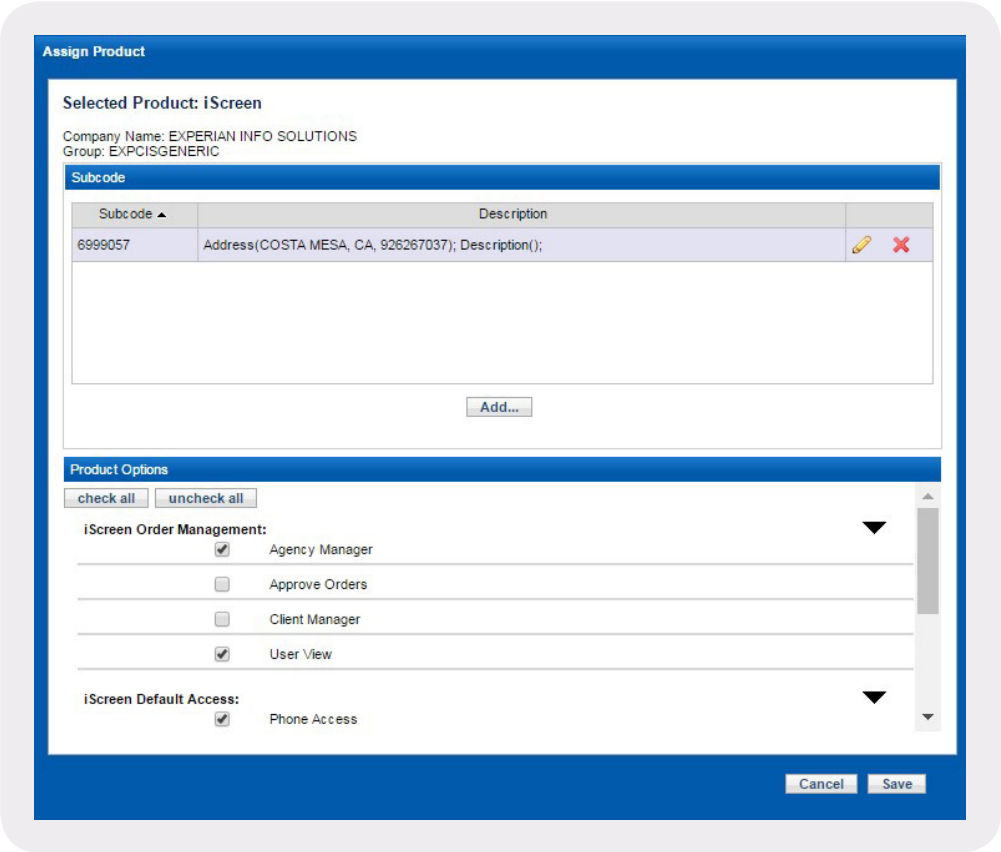
Example:



Additional iScreen features

iScreen allows for additional user functionality through the use of product options. Each of these product options must be approved for use by Experian's Membership department and are add-on features to the standard iScreen product offering.

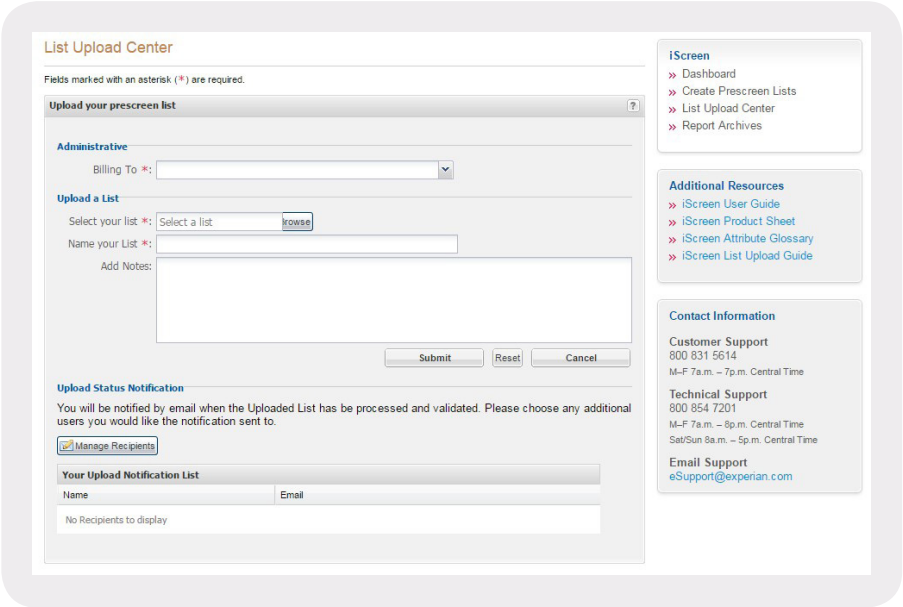
Example:



User view

The user view product option allows multiple users across a company to view the work done in iScreen by other users within their company. With this product option, users can view/reuse criteria created by other users, download orders and upload CSLs for other users. Users without this product option will see only their own activity within the application. Those with the user view product option additionally will have the ability to "manage recipients" of the automated emails that are generated when a CSL and order completes processing. A pane is displayed showing all users within the user's company ID to select those who (in addition to the current user) should receive the automated emails for each particular CSL and/or order.

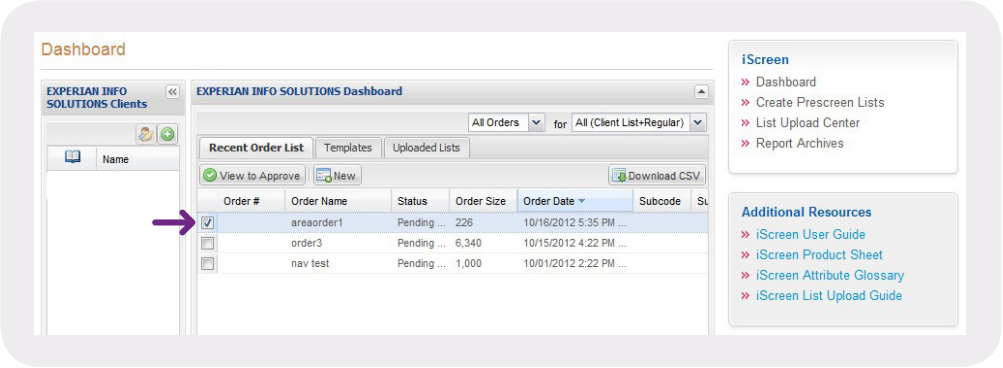
Example:



Approve orders

The approve orders product option allows implementation of an approval process in which a user can be designated to approve all orders before they are submitted for processing. Once an order is submitted, the designated user will get an email telling him or her to go into iScreen and approve the order.

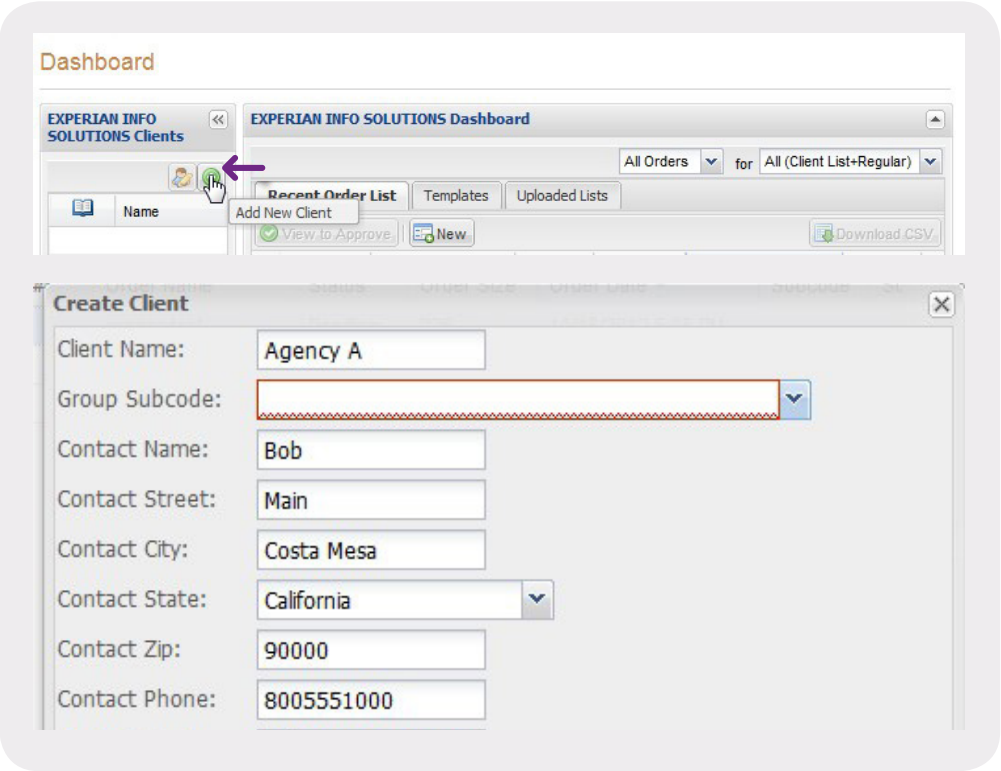
Example:



Client manager

The client manager product option allows users within a desired business model to keep track of their clients' orders within the application. Client data can be entered and tied to each order made in order to gain a single view of the activity for each of the user's designated clients.

Example:



Agency manager

The agency manager product option allows users within a desired business model to gain a hierarchical structure in iScreen over other users within the user's company.

Support

For additional Access iScreen support, contact our Customer Support Center at 1 800 831 5614 or our Technical Support Center at 1 800 854 7201.

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