

1. Start by logging into Xactus360 and opening the borrowers file from the home page.



2. On the left-hand side under Actions, click Order SupplementX.



**Actions:**

- [Copy/Merge/Unmerge](#)
- [Add Repositories](#)
- [Order SupplementX](#)
- [Order Xpress Update](#)
- [Order RescoreX](#)
- [LoanShield Credit Review/Refresh Report](#)
- [Liens and Judgements](#)
- [Refresh Report](#)
- [Compare Reports](#)
- [Submit Service Request](#)
- [Download Loan Data/1003](#)
- [Experian Precise ID](#)
- [Reassign Report Owner](#)
- [Upload Supporting Docs](#)
- 
- [Convert to Mortgage Only](#)
- 
- [Order New Credit ReportX](#)
- [Order New Mortgage Only](#)
- [Order New Pre-QualificationX](#)

**Options:**

- [Subscriber Directory](#)
- [View Authorization](#)

Borrower		Co-Borrower	
Borrower: Nickie Green      SSN: 123-00-3333		<a href="#">Add Co-Borrower</a>	
Address: 100 Terrace Av West Haven, CT, 06516			
Email:		Phone:	
Scores			
	TransUnion	Experian	Equifax
FICO:			[ 734 ]
Credit Assure:			+26
Wayfinder™:			Order
What-IF™:			Order
Xcel ScoreX ⓘ:			Order
Summary			
Accounts: 25			Balance: \$15,893
Open Accounts: 21			Payment: \$197
Delinquent Accounts: 0			Past Due: \$0
Details			
Loan Number: GREEN,NICKIE			Status: Completed
Report ID: 51221660			Entered: 10-05-2023, 10:22:23 AM
Report Type: Credit ReportX			Completed: 10-05-2023, 10:22:24 AM

10/11/2023

- Choose which Tradelines you need to update by checking the box next to it. You may check multiple Tradelines at one time if you wish. Choose the Update Type for each Tradeline and include any notes/special instructions for the processor. Please also indicate if this is needed on a Rush. If the creditor has any specific needs, it will be listed on the right-hand side under Update Response.

**Order SupplementIX**

Liabilities						
Update	Name	Account Number	Date Opened	Balance	Owner	Details
<input checked="" type="checkbox"/>	AMEX	18658135912541	11-2018	\$5,893	Borrower	<a href="#">View</a>

Name: AMEX    Acct Number: 18658135912541    Owner: Borrower    Update Response: Conference Call only or Update from recent AMEX statement Please provide the last 5 digits of account number and zip code

Update Type:     Note/Special Instruction:     Rush:

Upload Supporting Documents:  
 Document Type:   
 File:  Doc 3.pdf  
 Document Description:

- If a new Tradeline needs to be added, complete the blank fields at the bottom next to 'New'.

<input type="checkbox"/>	BANK OF AMERICA	XXXXXXXX1113	11-1991		Applicant	<a href="#">View</a>
<b>New:</b>					<input type="text" value="Applicant"/>	<input type="button" value="Add"/>

- An update can be requested on an Inquiry as well.

**Inquiries**

Update	Name	Sub Code	Date	Owner	Source
<input checked="" type="checkbox"/>	CBD	Z 49997	08-19-2023	Borrower	TransUnion

Name: CBD    Sub Code: Z 49997    Owner: Borrower

Update Type:     Notes:     Rush:

Upload Supporting Documents:  
 Document Type:   
 File:  No file chosen  
 Document Description:

<input type="checkbox"/>	CBOPDELMAR	243ZB00420	08-19-2023	Borrower	Equifax
<input type="checkbox"/>	CIBMS	Z 419063	07-02-2023	Borrower	TransUnion
<input type="checkbox"/>	CREDIT PLUS	1671155	08-19-2023	Borrower	Experian
<input type="checkbox"/>	FIRST USA,NA	1203800	04-19-2023	Borrower	Experian

6. Input the Applicant's Phone Number to best expedite the request or if the borrower does not wish to be contacted, check the applicable box. Then, upload the Borrower Authorization by clicking Choose File. Please note a wet signed authorization is best as some creditors do not accept e-signatures. Please upload any supporting documentation for this request such as a loan statement, a letter from the creditor, etc.

**Borrower's Phone Number:**  
In order to expedite your request, a phone number is required which will authorize us to contact the borrower (if needed) to complete the request.

Do not contact Borrower

Borrower's Daytime Phone:

Borrower's Evening Phone:

**Borrower Authorization:**  
For the fastest service, we highly recommend uploading the borrower's wet signed authorization, most creditors do not accept eSigned. Failure to do so may delay your request, if we are asked to provide it during the update process.

Upload Borrower Authorization from your computer or other device by clicking the Choose File button below.

File:

**Supporting Documentation:**  
Upload the supporting documentation for your update here. To have your update processed as quickly as possible, please supply supporting documents that include all relevant information (account number, contact numbers, etc.) Incomplete documentation may delay your request.

Upload documents from your computer or other device by clicking the Choose File button below.

Document Type:

File:  No file chosen

Document:

Description:  [Add Additional File](#)

7. Notifications will automatically be sent to the email address on file, however, if the notification should be sent to more than one party, please complete the Secondary email notification address field. Please do not include the applicants email address as the secondary email. When all is complete, click Submit.

**Notification:**  
You can choose to receive an e-mail notification when this order is complete.

E-Mail Notification:

Send notification to:

Secondary email notification address:

To process update request, please include borrower authorization or supporting documentation by uploading documents or faxing to 800-942-9451.

Ordering of manual updates (supplements) does not change data at the repository level, nor are they accepted in the automated underwriting process.

8. The request will be submitted and details will be listed under Service Orders.



---

**Actions:**

- [Copy/Merge/Unmerge](#)
- [Order SupplementX](#)
- [Order RescoreX](#)
- [Refresh Report](#)
- [Compare Reports](#)

**Service Orders:**

Tradeline Update: AMEX (18658135912541)	
Order ID:	11270210
Status:	Pending
Ordered:	07-21-2023, 03:26:06 PM
Special instructions:	This is a test.

- [Upload supporting documentation...](#)
- [Ask a question...](#)



PLEASE LET US KNOW IF YOU HAVE ANY QUESTIONS OR CONCERNS AND WE WILL BE HAPPY TO HELP.