

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



2. On the left-hand side under Actions, click Submit Service Request.



Actions:

- [Copy/Merge/Unmerge](#)
- [Add Repositories](#)
- [Order RMCR](#)
- [Order SupplementX](#)
- [Order Xpress Update](#)
- [Order RescoreX](#)
- [Liens and Judgements](#)
- [Refresh Report](#)
- [Order Credit Analysis](#)
- [Compare Reports](#)
- [Submit Service Request](#)
- [Download Loan Data/1003](#)
- [Add Red Flag Report](#)
- [Reassign Report Owner](#)
- [Upload Supporting Docs](#)
- [Convert to Mortgage Only](#)
- [Order New Credit ReportX](#)
- [Order New Mortgage Only](#)
- [Order New Pre-QualificationX](#)
- [Trigger Product Bundle](#)

Options:

- [Subscriber Directory](#)
- [View Authorization](#)
- [Letter Of Explanation](#)
- [Consumer Disclosure](#)
- [Score Disclosure](#)
- [Adverse Action Notice](#)
- [Customize Report](#)

Borrower		Co-Borrower	
Borrower: Nickie Green SSN: 123-00-3333		Add Co-Borrower	
Address: 100 Terrace Ave West Haven, CT, 06516			
Email:		Phone:	
Scores			
	TransUnion	Experian	Equifax
FICO:			[734]
Wayfinder™:			Order
What-If™:			Order
Summary			
Accounts:	25	Balance:	\$15,893
Open Accounts:	21	Payment:	\$449
Delinquent Accounts:	0	Past Due:	\$0
Details			
Loan Number:	undefined	Status:	Completed
Report ID:	472317	Entered:	07-20-2023, 02:30:20 PM
Report Type:	Credit ReportX	Completed:	07-20-2023, 02:30:34 PM
Available Reports			
View	Download	Report Type	Date
View	Download	Credit ReportX	07-20-2023, 02:30:34 PM
View	Download	Credit ReportX	07-20-2023, 02:30:34 PM
		Format	
		HTML	
		PDF	

3. Select a Request type from the dropdown menu and type additional information in the Question field. Verify your email address is where you would like to be contacted. Then, click Submit.

The screenshot shows a web form titled "Customer Service Request". At the top, there is a purple header bar with the title. Below the header, there is a dropdown menu labeled "Request type:" with the selected option "Why am I missing a score?". Below the dropdown is a large text area labeled "Question:" with the placeholder text "Type your question or concern here.". At the bottom of the form, there is a checkbox labeled "E-mail notification" which is checked, and an "Email address:" field containing "megan.witt@xactus.com". Below the email field are two buttons: "Submit" and "Cancel". Three purple arrows point to the dropdown menu, the question text area, and the "Submit" button respectively.

4. Once our team has reviewed your request, you will receive an email notification with the response and the response will also appear on the file under Service Orders.

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