

HOW-TO GUIDE



Birchwood UDN Training Guide

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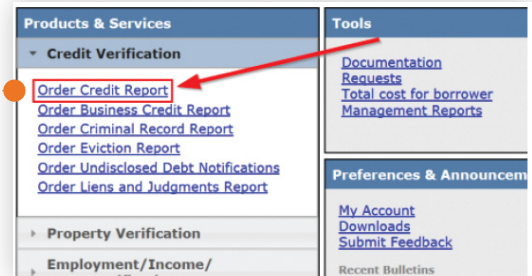


How to Batch Order UDNs with a CSV Upload

Batch Order UDNs with CSV Upload

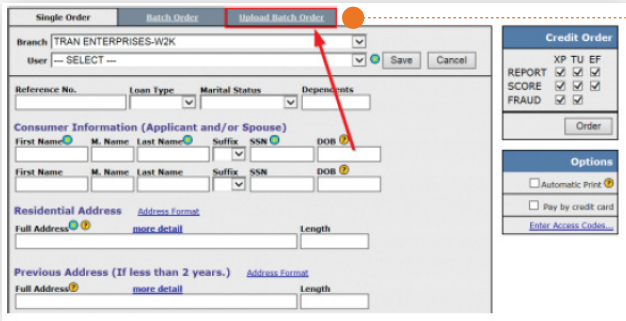
Step One

From the main desktop, click the **Order Credit Report** link. Although we are not ordering credit reports, the batch ordering screen is accessed through the same area one would use to batch order credit reports.



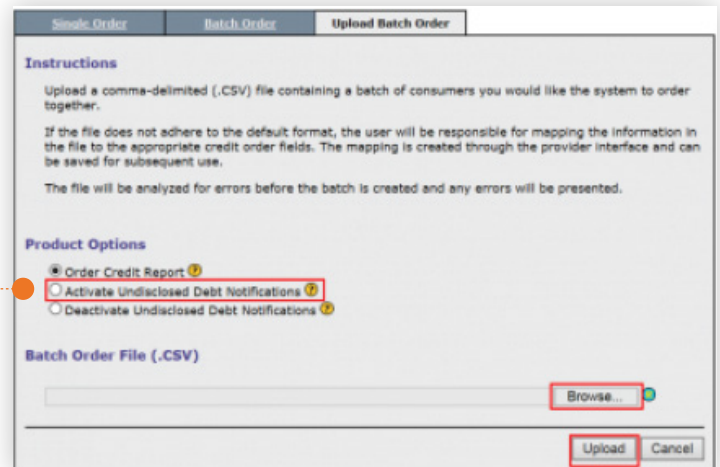
Step Two

Click the **Upload Batch Order** tab, found at the top of the order form.



Step Three

Select the **Activate Undisclosed Debt Notifications** radio button, select a CSV file to use, then click **Upload**.



Batch Order UDNs with CSV Upload

Step Four

Verify the selections on the field mapping screen, then click **Next**. We will go into more details on this mapping screen in a subsequent section.

Input File Field Mapping

Next Cancel Save

Order Options

Start Date (StartDate) Notification Email(s) (NotificationEmail) Credit File # (CredFile)

Borrower Information

First Name (BorFirstName) Last Name (BorLastName) SSN (BorSSN)

Co-Borrower Information

First Name (CoBorFirstName) Last Name (CoBorLastName) SSN (CoBorSSN)

Current Residential Address

Street Address (StreetAddress) City (City) State (State) Zip Code (ZipCode)

Others

Reference Number (RefNumber)

Batch Order Upload

Batch UDN_3398
USER: DAVID 505

3 debt monitoring consumers to be activated.

Consumer #	Applicant	Joint	Street Address	City	State	Zip	Start Date	Notification Email(s)	File #
1	TESTCASE, JAMES - *****0009		123 MAIN ST	SANTA ANA	CA	92701	7/1/2017	test@email.com	
2	TESTCASE, SARA - *****0005		321 SECONDARY	SANTA ANA	CA	92701	7/1/2017	test@email.com	
3	TESTCASE, JIMMY - *****0012		34892 ROAD LN	SANTA ANA	CA	92701	7/1/2017	test@email.com	

Begin Cancel

Step Five

Verify the order details on the batch order confirmation screen and click **Begin** to submit your order.

Step Six

If the order processes successfully, you will receive a confirmation message on the screen, along with a notification email.

Success!

Your batch order was submitted successfully. Please allow at least 24 hours for processing.

OK

Begin



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How to View Batch Ordered UDN Files via CSV Upload



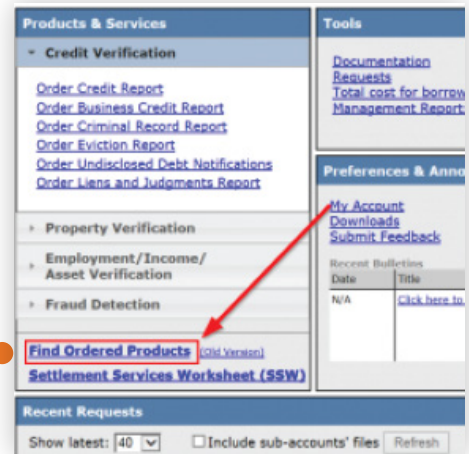
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CREDIT SERVICES, INC.

How to View Batch Ordered UDN Files via CSV Upload

After a batch has been ordered, you can view the status of all its files.

Step One

From the main desktop, click on **Find Ordered Products**.

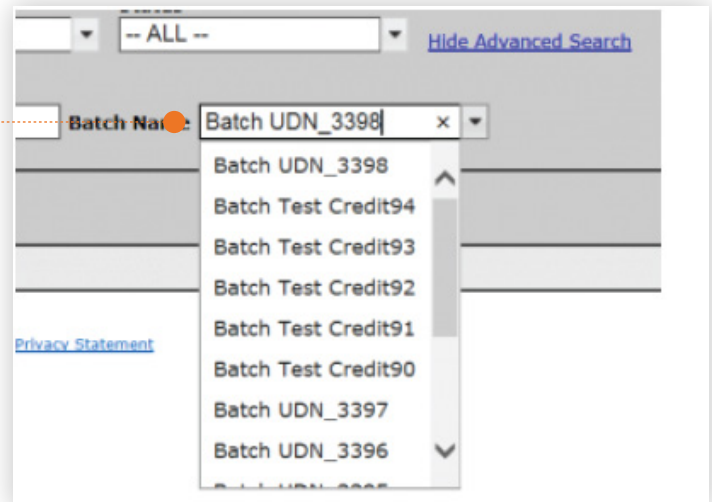
A screenshot of the 'Find Ordered Products' search form. It contains several input fields: 'File #', 'Ref #/Loan ID', 'SSN', 'First Name', 'Last Name / Business Name', and 'User'. There are also date pickers for 'Start Date' and 'End Date', and dropdown menus for 'Product Type' and 'Status'. An 'Advanced Search' link is highlighted with a red box and a red arrow points to it from the right. At the bottom are 'Search', 'Reset', and 'Cancel' buttons.

Step Two

Click on the **Advanced Search** link. This will expand the screen with more search options.

Step Three

From the **Batch Name** drop-down, select the entry that reflects the name of the CSV file that was uploaded. The system tracks batch orders by recording the name of the CSV file that was used, excluding the .csv part.



How to View Batch Ordered UDN Files via CSV Upload

Step Four

Once you have selected the CSV, click **Search**. This will bring up all of the UDN orders that were generated from the batch.

The status column will indicate the file's monitoring status. To view specific details of an order, click on its hyperlinked File # value.

Report	File #	File	Type	Product	Description	Property Address	Date Ordered	Status	Ref #/Loan ID	User
	3398		UDN	RP/TUFP	DPHP TESTCASE *****0012		7/31/2017 3:11 PM	ESC / ESC / ESC / ESC	UDAN-48925	DAVID 505
	3398		UDN	RP/TUFP	SARA TESTCASE *****0005		7/31/2017 3:11 PM	ESC / ESC / ESC / ESC	UDAN-48924	DAVID 505
	3398		UDN	RP/TUFP	JAMES TESTCASE *****0009		7/31/2017 3:11 PM	ESC / ESC / ESC / ESC	UDAN-48923	DAVID 505

Field Mapping Screen

The **Input File Field Mapping** screen allows the user to specify what column within the CSV correlates to which data point on the UDN order. Note items with a green (R) next to them are required. All fields shown here are self-explanatory. If in doubt, please refer to the Column Reference Table section for more details on each field.

By default, the system will auto-match the CSV column name to its corresponding data point if the default column name is being used. Otherwise, the selection will be left blank and the user will have to manually match.

Once mapping is complete, click **Next** to proceed. If you would like the system to “remember” your mapping for future use, click the Save button before proceeding.

Input File Field Mapping

Next Cancel Save

Order Options

Start Date (R) Notification Email(s) Credit File #

StartDate NotificationEmail CreditFile

Borrower Information

First Name (R) Last Name (R) SSN (R)

BorFirstName BorLastName BorSSN

Co-Borrower Information

First Name (R) Last Name (R) SSN (R)

CoBorFirstName CoBorLastName CoBorSSN

Current Residential Address

Street Address (R) City (R) State (R) Zip Code (R)

StreetAddress City State ZipCode

Others

Reference Number

RefNumber



How to View Batch Ordered UDN Files via CSV Upload

Column Reference Table

This section will cover the CSV columns utilized in the batch UDN order. They will appear in the order that the system typically expects them to appear (though there is no requirement) and using the default header names. Please be sure to read the FAQ section for important notes.

Click [here](#) to download a CSV template.

Header Name	Required?	Description
StartDate	Y	The recommended monitoring start date. Recommended formats: MM-DD-CCYY or MM/DD/CCYY or CCYY-MM-DD or CCYY/MM/DD
NotificationEmail	N	The email to where alert notifications will be sent. Multiple emails can be indicated, separated by a semicolon. If a default notification email is configured for your account, it will be combined with any additional ones present here.
CreditFile	N	The credit file number associated with this UDN number. If a value is provided, the system will “link” the UDN order to this credit file.
BorFirstName	Y	The borrower’s first name.
BorLastName	Y	The borrower’s last name.
BorSSN	Y	The borrower’s social security number.
CoBorFirstName	N*	The co-borrower’s first name. Optional, but required if a co-borrower is being included.
CoBorLastName	N*	The co-borrower’s last name. Optional, but required if a co-borrower is being included.
CoBorSSN	N*	The co-borrower’s social security number. Optional, but required if a co-borrower is being included.
StreetAddress	Y	The borrower’s street address.
City	Y	The borrower’s city of residence.
State	Y	The borrower’s state of residence.
ZipCode	Y	The borrower’s 5-digit zip code of residence.
RefNumber	N	The loan’s reference number, used for tracking the loan and any files associated with it. If one is provided, the system will assign it to the order.



Frequently Asked Questions

1. Can I leave the CSV's start date column empty?

Yes, you can. While a start date column has to be included in the CSV file, its values can be left empty. If a start date is not provided for a particular order, the system will default it to the day the order is submitted (i.e. today).

2. What is the point of providing the number for the associated credit file (i.e. CreditFile column)?

There are two purposes:

This will "link" the UDN order to that credit file. That means you can quickly navigate between the two. This also means you can utilize the supplement ordering feature, found on the credit file, to submit supplement requests for any item on the UDN order.

The system will set the start date for the UDN order to the date the credit file was ordered. This will save you from having to populate a specific date for each order. Setting the start date for the UDN to the same day the credit report was ordered is preferable, since it eliminates any monitoring gaps.

3. What happens if I include a CreditFile number and a StartDate value? Which of the two will the system use for the start date?

In this scenario, the system will choose the date the credit file was ordered as the start date.



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How to Batch Deactivate UDN via CSV Upload

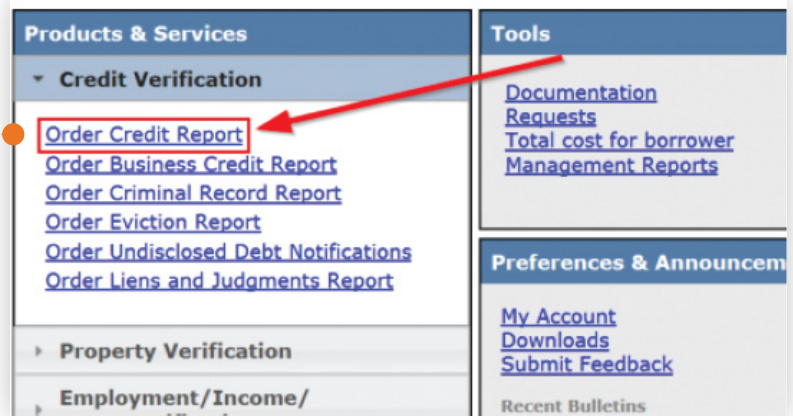


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How to Batch Deactivate UDN via CSV Upload

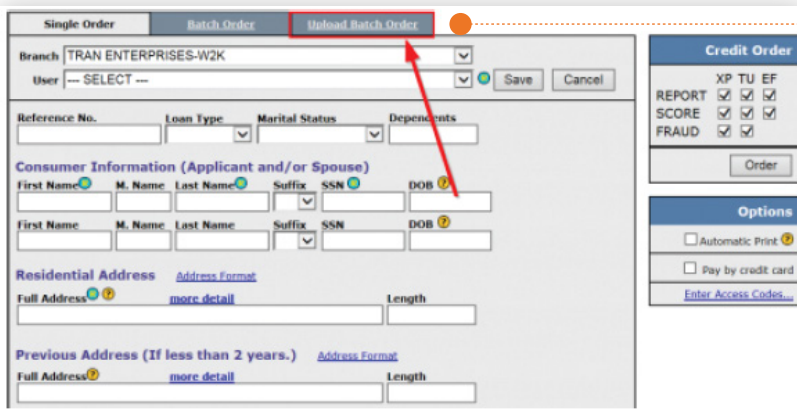
Step One

From the main desktop, click the **Order Credit Report** link. Although we are not ordering credit reports, the batch deactivation screen is accessed through the same area on would use to batch order credit reports.



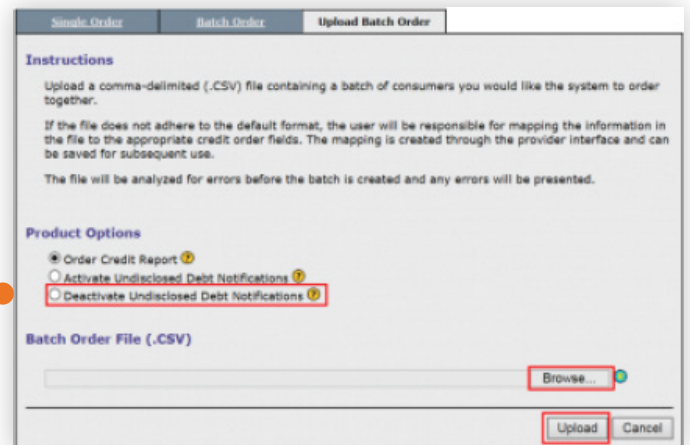
Step Two

Click the **Upload Batch Order** tab found at the top of the order form.



Step Three

Select the **Deactivate Undisclosed Debt Notifications** radio button, select a CSV to use, then click **Upload**.



How to Batch Deactivate UDN via CSV Upload

Step Four

Verify the selections on the field mapping screen, if it appears, then click **Next**. If you would like the system to “remember” your mapping settings, click **Save** before proceeding. We will go into more details on this mapping screen in a subsequent section.

Input File Field Mapping

Next Cancel Save

Order Options

File # File Type

CreditFile UDN Order #

Borrower Information

First Name Last Name SSN

BorFirstName BorLastName BorSSN

Co-Borrower Information

First Name Last Name SSN

CoBorFirstName CoBorLastName CoBorSSN

Batch Order Upload

BatchDeactivateUDN_1000

USER: DAVID 505

5 debt monitoring consumers to be deactivated.

Consumer #	Applicant	File #
1	TESTCASE, LISA - *****0001	3064
2	TESTCASE, JAMICE - *****0072	3065
3	TESTCASE, JUDY - *****0064	3066
5	TESTCASE, TINA - *****0008	3067
4	TESTCASE, THOMAS - *****0067	3067

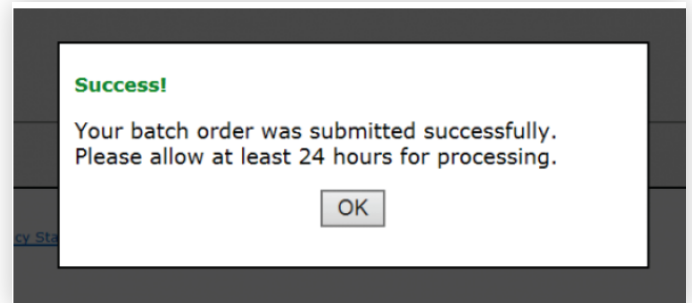
Begin Cancel

Step Five

Review the deactivation list and click **Begin** to submit your request. Note that the File # column specifically references the UDN file number. If any errors were encountered, they will be displayed here.

Step Six

If the order processes successfully, you will receive a confirmation message on the screen, along with a notification email.



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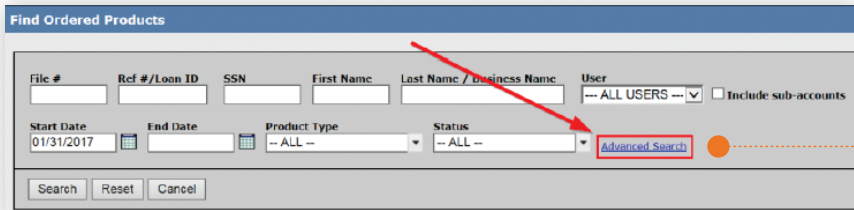
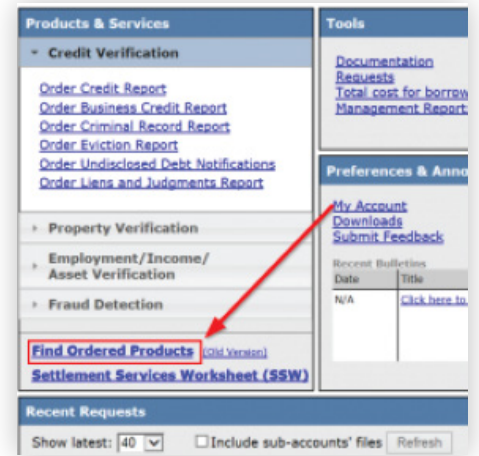


How to View Batch Deactivation Submissions

How to View Batch Deactivations

Step One

From the main desktop, click on **Find Products Ordered**.

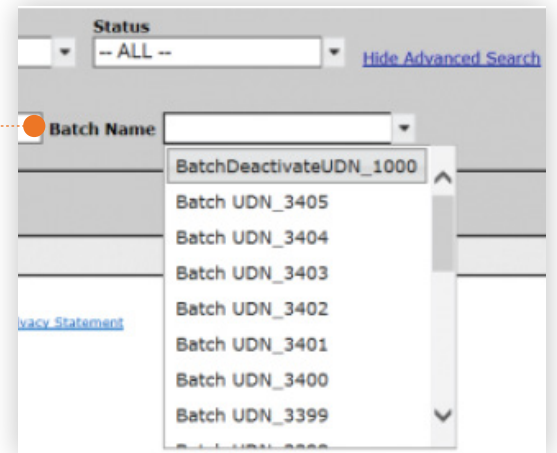


Step Two

Click on the **Advanced Search** link. This will expand the screen with more search options.

Step Three

From the **Batch Name** drop-down, select the entry that reflects the name of the CSV file that was uploaded. The system tracks batch orders by recording the name of the CSV file that was used, excluding the .csv part.



How to View Batch Deactivations

Step Four

Once you have selected the CSV, click **Search**. This will bring up all of the UDN orders that were generated from the batch.

File #	File #	File Type	Product	Borrower Information	Property Address	Date Ordered	Status	Ref # (Loan ID)	User
0000	0000	UDN	MP/UDN/PRT	THOMAS TESTCASE *****0000	800/2017 7:47 AM	000 / 000 / 000	0000-00000	0000-00000	DAVID 503
0000	0000	UDN	MP/UDN/PRT	THOMAS TESTCASE *****0000	800/2017 7:47 AM	000 / 000 / 000	0000-00000	0000-00000	DAVID 503
0000	0000	UDN	MP/UDN/PRT	JANE TESTCASE *****0000	800/2017 7:47 AM	000 / 000 / 000	0000-00000	0000-00000	DAVID 503
0000	0000	UDN	MP/UDN/PRT	JANE TESTCASE *****0000	800/2017 7:47 AM	000 / 000 / 000	0000-00000	0000-00000	DAVID 503
0000	0000	UDN	MP/UDN/PRT	JANE TESTCASE *****0000	800/2017 7:47 AM	000 / 000 / 000	0000-00000	0000-00000	DAVID 503

Field Mapping Screen

The **Input File Field Mapping** screen allows you to link a CSV column to a data point used in the deactivation request. The fields that appear on the screen are self-explanatory. However, there is additional functionality regarding the File # field and the File Type field, which we'll cover below.

- File # The column that contains the number or value linked to the UDN order. This value could be the actual UDN file number, the UDN's loan reference number, or the file number of the credit report that is linked to the UDN number.
- File Type This drop-down allows you to specify what the value under the File # column references. There are three options:
 - Credit File #: The credit file that is linked to the UDN order.
 - Reference #: The loan reference number assigned to the UDN order
 - UDN Order #: The UDN file number.

Note: You can only select one of the three. If your CSV contains mixed values, you will need to correct them to make them consistent or split the CSV into multiple files and submit them separately.



How to View Batch Deactivations

Column Reference Table

This section will cover the CSV columns used in the batch deactivation submission. The table will use the default CSV column name and in their default order of appearance.

Click [here](#) to download a CSV template.

Header Name	Required?	Description
CreditFile	Y	The value that references the UDN order. Although this column's label suggests this value would be the UDN's linked credit file number, the UDN file number or its loan reference number can also be used. Please ensure only one value type is used. If you have various value types, you will need to split your CSV file and submit them separately.
BorFirstName	Y	The borrower's first name.
BorLastName	Y	The borrower's last name.
BorSSN	Y	The borrower's social security number.
CoBorFirstName	N*	The co-borrower's first name. Optional, but required if a co-borrower is being included.
CoBorLastName	N*	The co-borrower's last name. Optional, but required if a co-borrower is being included.
CoBorSSN	N*	The co-borrower's social security number. Optional, but required if a co-borrower is being included.



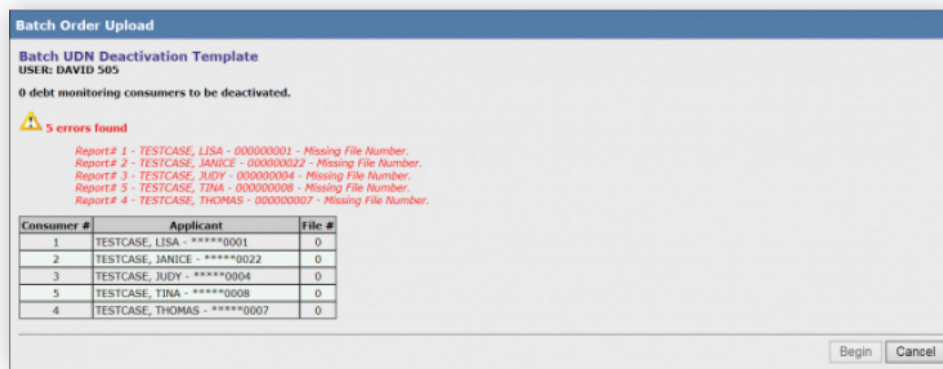
Frequently Asked Questions

1. The field mapping screen will not appear for me. I just get taken directly to the confirmation screen with the list of files that will be deactivated. How can I get it to appear?

Under certain scenarios, this screen will be bypassed and the user is instead taken directly to the deactivation confirmation screen. Should this happen on your account and you wish to force the system to display the field mapping screen, you can do one of the following:

- Add a blank column to the CSV and assign it a random name (avoid using special characters). The system will detect this extra column and bring you to the mapping screen.
- Change a column name in your CSV file to one that isn't the system default. By not using a default header name, the system will not be able to auto-match the data points to their columns and will take you to the mapping screen, allowing you to manually map the column.

2. When I attempt to submit a batch, I get taken directly to the confirmation screen and see a list of "Missing File Number" error messages. What am I doing wrong?



The File Type mapping is likely defaulting to the wrong value. To address this, you will need to adjust your CSV file to force the mapping screen to appear, where you can adjust the value to the correct one.

3. If I include only the borrower's information in the CSV, but the UDN file contains both borrower and co-borrower, will both borrowers be deactivated?

No, in such a case, only the borrower would be processed. If both borrowers on a joint UDN order are to be deactivated, both borrowers must appear in the CSV.

4. Is it possible to deactivate just the co-borrower on a joint UDN file?

Yes, simply place the co-borrower's information under the various columns used to hold the borrower information and only the co-borrower will be processed.

