



## How to Reorder a Frozen or Locked File



**Birchwood**  
CREDIT SERVICES, INC.

# Reordering a Frozen or Locked File

**Step One:** From the main screen, enter the file number in the upper right hand order and hit **Go**.

**Note:** File must not be over 30 days old

**BIRCHWOOD CREDIT SERVICES** | File # [ ] | Go

Main > Credit File | View Invoice | Close

FILE #: 5202372 REF #: FOR FATIMA FROZEN BUREAU TRAINING  
APPLICANT: BARBIE SURFER - \*\*\*\*\*4874 XP: TU: EF:  
CO-BOR: 468 WAVE LN, LA JOLLA, CA 92037  
PREV:

Requests History  
Type Processor Account Latest Message Ordered Resolved Status  
\*\*\* NO RECORDS FOUND \*\*\*

Documents  
Description Date  
\*\*\* NO RECORDS FOUND \*\*\*  
Upload Borrower Authorization

Submission Results

Bureau	For	Date	OK	Ordered By	Error Message
EQUIFAX	B	6/28/23 9:54 AM	YES	CECE CURRIER	CONSUMER REQUESTED SECURITY FREEZE ON CREDIT FILE - REPORT UNAVAILABLE
TRANSUNION	B	6/28/23 9:54 AM	YES	CECE CURRIER	FILE FROZEN BY CONSUMER
EXPERIAN	B	6/28/23 9:54 AM	YES	CECE CURRIER	

Re-pull As New File

Charges

Date	Description	Credit	Charge
6/28/2023	3BUR-SOFT	\$0.00	\$10.75
	Tax		\$0.00
	Total		\$10.75

Make Credit Card Payment

Contact Birchwood Credit Services: call (800) 910-0015 or fax (800) 785-0017  
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**VIEW REPORT**

- WEB / PDF / [ ]
- Prqual Analyzer

-- Other Reports --

**ADD-ON PRODUCTS**

- Comparison Report
- Request Supplement
- Add Bureaus / Spouse
- Merge with another file
- Reorder Frozen/Locked Files

**UNMERGE REPORT**

- BORROWER
- CO-BORROWER
- EXPERIAN
- TRANSUNION
- EQUIFAX

Additional Options  
 Web  PDF

**Step Two:** From this screen you can see the “error message” indicating a locked or frozen file under the submission results. Once you have confirmation from your consumer they have reached out to the affected bureau(s) to lift the frozen/locked files, return to this screen and select **Reorder frozen/locked files** on the right side of the screen.

When this message appears, Select **Ok** to proceed.

birchwood2.meridianlink.com says

One or more of the selected bureaus previously returned a frozen or locked submission result. This operation may incur a charge and will perform the following actions:

1. Create a new file copy
2. Remove all frozen and locked submissions
3. Submit the new order

Do you wish to proceed?



# Reordering a Frozen or Locked File

**Step Three:** Your request will begin to process and you will see this message.



**Step Four:** Once processing is complete, the new copied file will automatically open (in this example you can see that the bureaus are still frozen/locked due to being a test file.)

**BIRCHWOOD CREDIT SERVICES**  
[Main](#) ▶ [Credit File](#)

[New Report](#)

FILE #: 5212897  
 APPLICANT: BARBIE SURFER - \*\*\*\*\*4874      XP: TU: EF:  
 CO-BOR:  
 ADDR: 468 WAVE LN, LA JOLLA, CA 92037  
 PREV:

\*\*\* ORDER COMPLETED \*\*\*

**Submission Results**

Bureau	For	Date	OK	Ordered By	Error Message
EQUIFAX	B	7/10/23 9:14 AM	YES	CECE CURRIER TESTING	CONSUMER REQUESTED SECURITY FREEZE ON CREDIT FILE - REPORT UNAVAILABLE
TRANSUNION	B	7/10/23 9:14 AM	YES	CECE CURRIER TESTING	FILE FROZEN BY CONSUMER
EQUIFAX	B	6/28/23 9:54 AM	YES	CECE CURRIER	CONSUMER REQUESTED SECURITY FREEZE ON CREDIT FILE - REPORT UNAVAILABLE
TRANSUNION	B	6/28/23 9:54 AM	YES	CECE CURRIER	FILE FROZEN BY CONSUMER
EXPERIAN	B	6/28/23 9:54 AM	YES	CECE CURRIER	

Some or all credit data on the consumer may not have been returned from the repositories. Please try one or all of the following:

1. Verify that the information that you've entered were correct.
2. Select different credit bureaus.
3. Try again later.

**Charges**

Date	Description	Credit	Charge
7/10/2023	3BUR-SOFT	\$0.00	\$0.00
7/10/2023	UPGRADE COPY	\$0.00	\$44.30
	<b>Tax</b>		<b>\$0.00</b>
	<b>Total</b>		<b>\$44.30</b>

[View Invoice](#) [Make Credit Card Payment](#)

Contact Birchwood Credit Services: call (800) 910-0015 or fax (800) 785-0017  
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**VIEW REPORT**

- [PREQ \(PDF\)](#)
- [Prequal Analyzer](#)

-- Other Reports --

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**ADD-ON PRODUCTS**

- [Comparison Report](#)
- [Request Supplement](#)
- [Add Bureaus / Spouse](#)

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**UNMERGE REPORT**

BORROWER  
 CO-BORROWER

EXPERIAN  
 TRANSUNION  
 EQUIFAX

Web  PDF [View](#)

