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

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.

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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
		Tax	$0.00
		Total	$44.30

View Invoice | Make Credit Card Payment

VIEW REPORT
- PREQ (PDF 🖨)
- Prequal Analyzer

-- Other Reports -- ⌄

ADD-ON PRODUCTS
- Comparison Report
- Request Supplement
- Add Bureaus / Spouse

UNMERGE REPORT
- ☑ BORROWER
- ☐ CO-BORROWER

- ☑ EXPERIAN
- ☑ TRANSUNION
- ☑ EQUIFAX

⦿ Web ◯ PDF   View

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