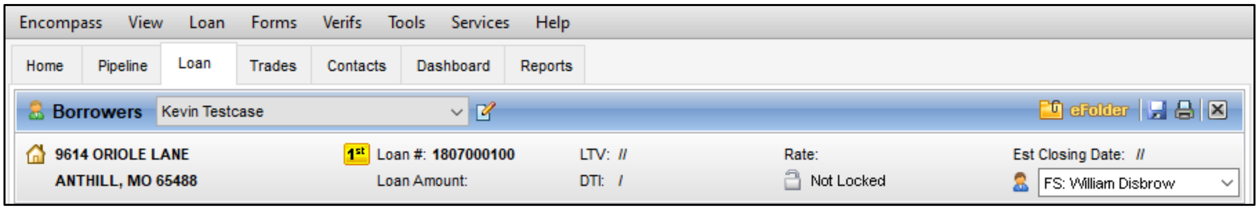
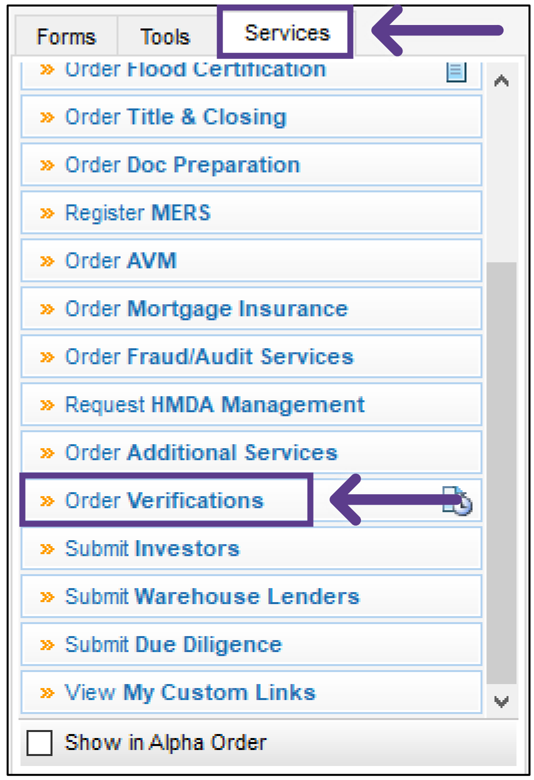
How to Order a Social Security Number VerificationX (SSA89) Within Encompass® by ICE Mortgage Technology® (Xactus360)

xactus
Advancing the Modern Mortgage

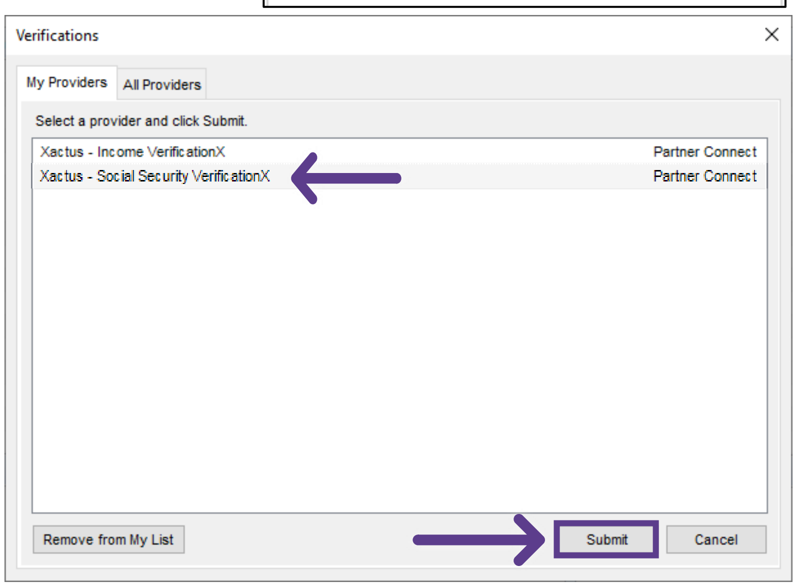
1. Start by logging in and opening the applicants loan file.



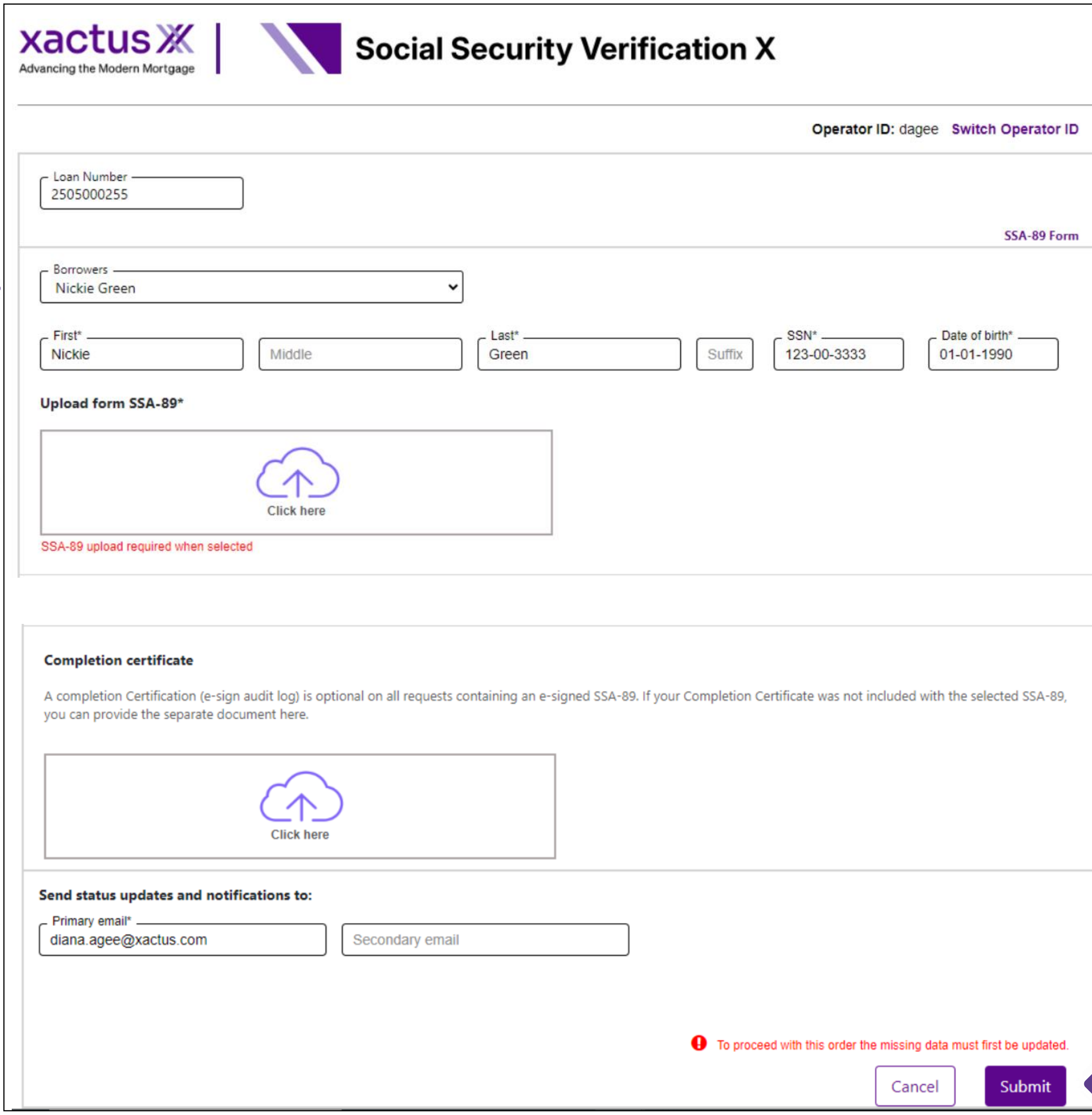
2. Click on the Services tab in the bottom left corner. Select Order Verifications.



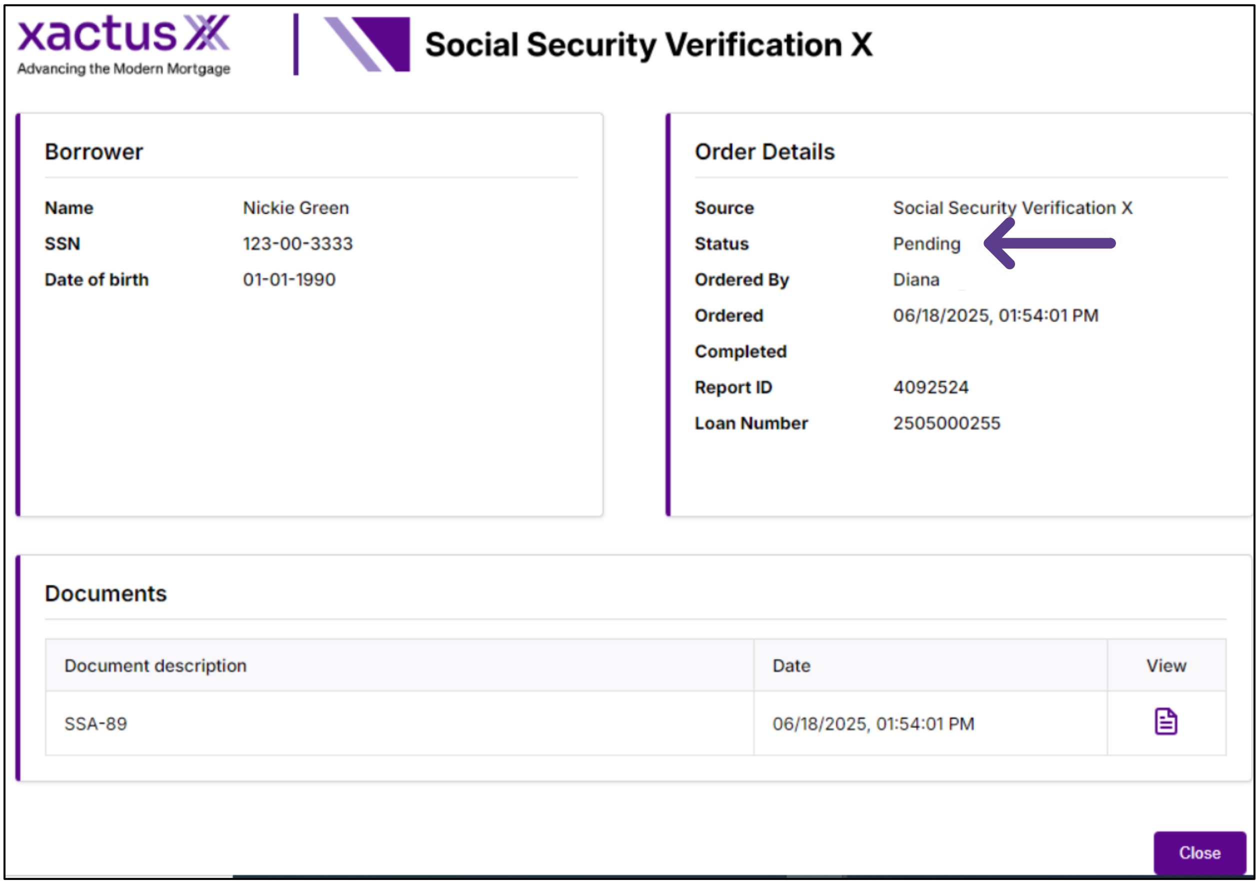
A window will pop-up allowing you to choose your Provider. Then, click Submit to launch the order form.



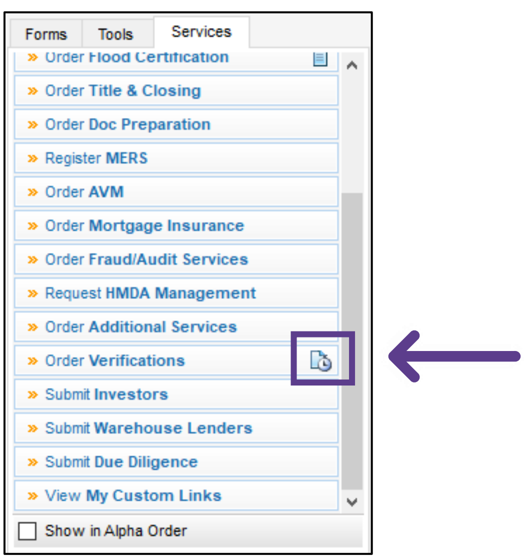
3. Click the Applicant(s) dropdown to select one borrower. Your applicant information will pre-populate from the 1003. Next, select Click here to upload the SSA89 from the EFolder or local drive. If the SSA89 form is Esigned you will need to attach the Completion Certificate. Ensure the correct email address is entered for the alert. When all is complete, click Submit.



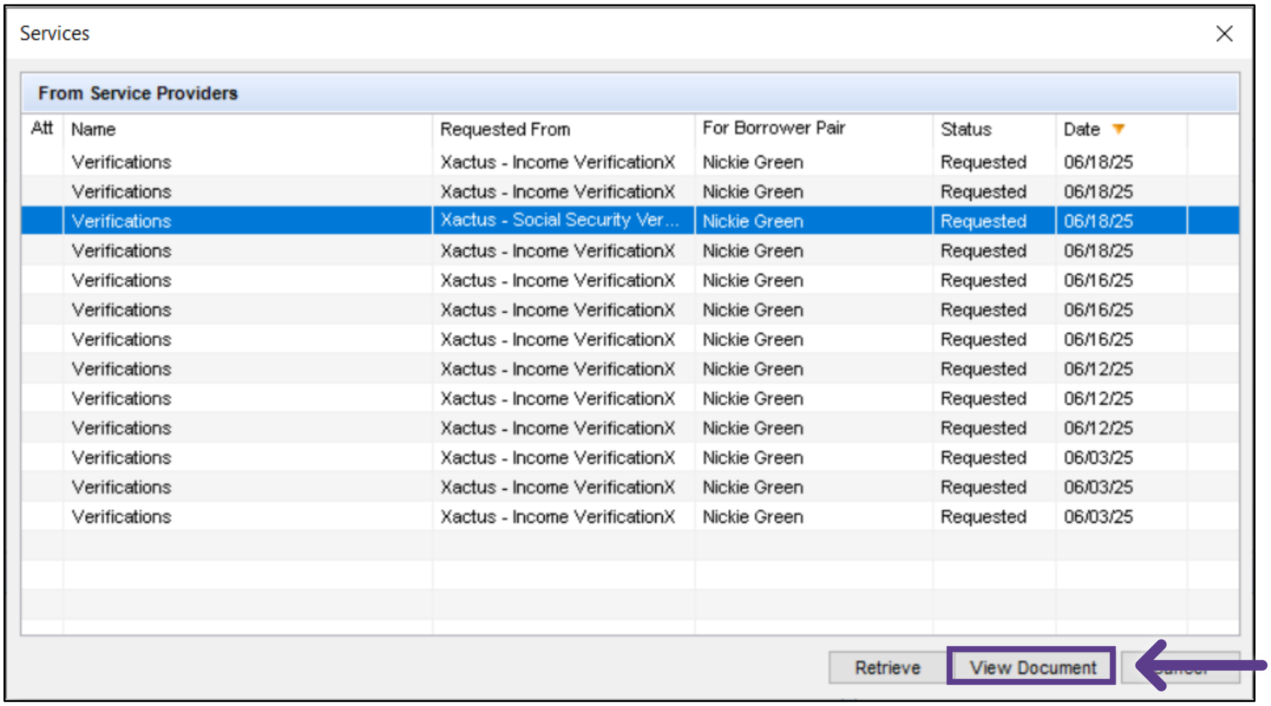
4. The status will appear as Pending and an email will be sent to you when complete.



5. Once complete, the report can be immediately viewed on the Xactus360 website. The completed order can also be found in your eFolder once you exit the loan. The order and status can also be found by clicking the documents icon next to Verifications. Please note that it could take up to 20 minutes for the completed report to be returned in Encompass.



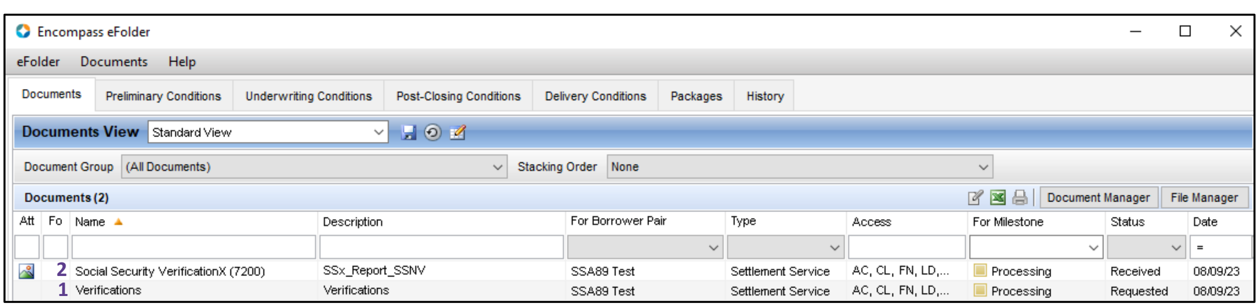
6. Click the order needed and click View Document.



*Please note Encompass Partner Connect (EPC) verifications use Dynamic & Default E-folders. A document cannot return to the e-folder while a loan is open/locked and may take up to 20 minutes. This is by design of EPC and not a result of a Xactus delay. All documents are available immediately on xactus360.com

1. The Default folder will be labeled verifications and remain in processing / requested status. This is the folder that will allow you to utilize the check status button next to the order verifications option and return to the report screen.

2. The Dynamic folder will return once your order is completed and be labeled with your product and vendor name and say Processing / Received. This is where your completed document will be located.



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