XpertOnline Editable Explain Items Letter

Utilizing the Explain Items Letter is a great tool to request that the applicant(s) provide additional clarity on various derogatory trades, inquiries, etc. We have enhanced the Explain Items Letter to allow you to customize precisely what items need to be explained by the applicant(s), as opposed to sending every line item in its entirety to the applicant(s). Additionally, once the Explain Items Letter has been generated, we have created this document as an editable PDF! When the borrower receives the document, they can open the Explain Items Letter, enter their explanations directly within the PDF, and return the completed document back to the you.

Contents

Creating an Explain Items Letter PDF

After you login to XpertOnline and open a file, select the **Explain Items Letter** link on the right-hand side, under the **Other Updates** section.

The **Explain Items Letter** page will display new, individual checkboxes that can be selected per line item to create the document. ***Please Note***: *at least one checkbox must be selected to successfully create the Explain Items Letter.*

Explain Items Letter

Please select at least one account to display on the Explain Items Letter.

Derogatory Trades

Include On Report	Account Name	Account Number	Balance
☐	BALLYS	94290219999	1079
☐	BONDED ADJ	949999	0
☐	BONDED ADJUSTMENT BURE	949999	0
☐	COLL CONSULT	979999	1065
☐	METRO ADJUST BUREAU IN	92002120003289999	250
☐	WASH MUTUAL	9560019719999	134587

Public Records

Include On Report	Name	Date Filed	Status Date
☐	BANKRUPTCY CH-7	03/20/2013	
☐	STATE TAX LIEN	02/18/2016	
☐	STATE TAX LIEN	01/06/1995	REL 07/24/2016
☐	BANKRUPTCY CH-7	02/19/1992	DISCHG 08/04/2013
☐	CIVIL JUDGMENT	01/25/2012	

Each account will be listed under the appropriate category, where the selections can be made. Choose the checkboxes that are appropriate to be included in the items letter and click on **Create Explain Items Letter** at the bottom of the screen.

☐	SHOW CASE MOTORS	01/03/2020
☐	SHOW CASE MOTORS	01/04/2020
☑	AMERICAN GENERAL FINAN	09/15/2019
☐	AMERICAN GENERAL FINAN	09/13/2019
☐	AMERICAN GENERAL FINAN	09/11/2019
☐	AMERICAN GENERAL FINAN	09/09/2019
☐	AMERICAN GENERAL FINAN	09/04/2019
☐	AMERICAN GENERAL FINAN	09/02/2019

AKAs

Include On Report	Name	SSN
☑	DTESTFILE, CHARLES	
☐	DTESTFILE, CHARLES	

Addresses

Include On Report	Address	Date
☑	111 TMAIN ST, HTESTCITY, CA 99000	
☑	B 1111 PO, RTESTCITY, CA 99000	06/01/2020
☑	14444 HMAIN BLVD, LTESTCITY, CA 99000	06/01/2020
☐	B 1111 PO, RTESTCITY, CA 99000	06/01/2020
☐	4444 W MAIN PL, LTESTCITY, CA 99000	03/20/2017
☐	999 TMAIN ST, HTESTCITY, CA 99000-0000	09/01/1997

Create Explain Items Letter

After selecting **Create Explain Items Letter**, an overlay will display with the applicant's name, reference number, and a message that the report will be available momentarily.

The report for Charles Dtestfile
reference #XVI1I-3660948
should be available shortly

When the report is ready, the overlay will take you directly into an editable Explain Items Letter PDF. The document will follow the outline of the Explain Items Letter page. You can then download the letter and email it to the applicant(s).

Within the file, the created Explain Items Letter will be available under the **Reports** section.

XVI1I-3660948 - CHARLES DTESTFILE - 3 MERGE			Upgrade Report
			No Upgrade Available

Available Reports

Description
Credit Xpert
PDF Consumer Report

Reports

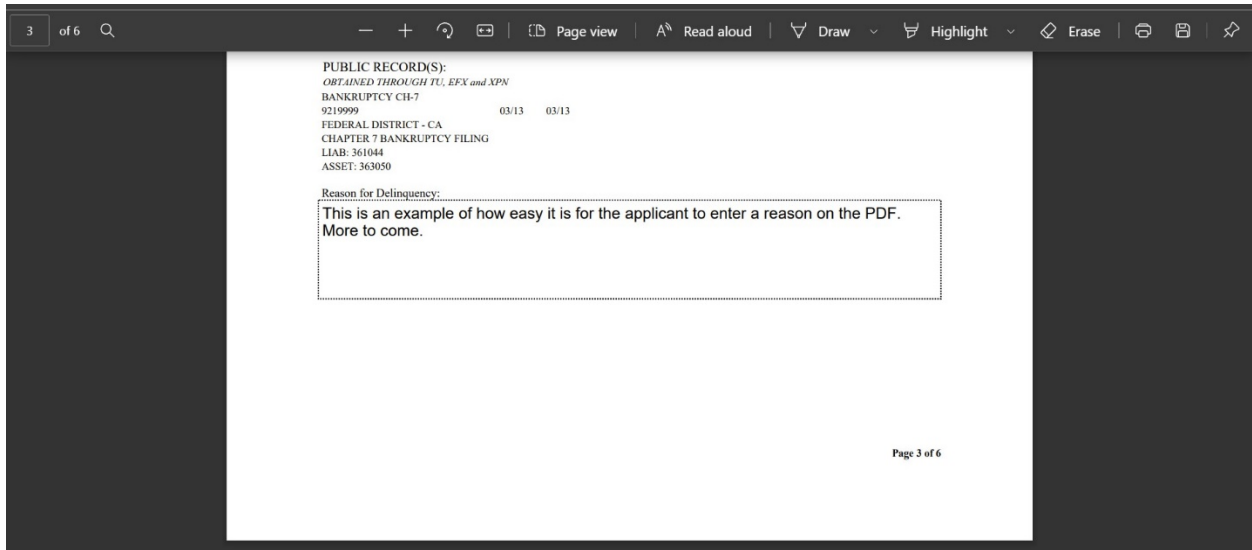| Completed	Status	Description
10/22/2021 12:37:11 PM	Done	PDF Explanation Items Letter

Other Updates

- Request a Supplement
- Create a New Request
- Edit Loan Information
- Declination Letter
- Mortgage Rating
- Explain Items Letter
- Copy Request
- Order Public Records
- Precise ID Notes

Choosing the **PDF Explanation Items Letter** link will direct you to the created report.

How the Editable Explain Items Letter Functions

The Explain Items Letter can be downloaded locally and emailed to the applicant. Once you provide the letter to the applicant, the applicant can open the PDF in their preferred PDF viewer, type in their explanations directly in the PDF and mark Yes/No boxes. ***Important: at this time, the borrower will need to perform a wet signature on the document for acknowledgment.*** Below is an example of what an applicant would see when they access the editable Explain Items Letter PDF.

PUBLIC RECORD(S):
OBTAINED THROUGH TU, EFX and XPN
BANKRUPTCY CH-7
9219999   03/13   03/13
FEDERAL DISTRICT - CA
CHAPTER 7 BANKRUPTCY FILING
LIAB: 361044
ASSET: 363050

Reason for Delinquency:

This is an example of how easy it is for the applicant to enter a reason on the PDF. More to come.

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There is an accessible toolbar along the top the applicant can utilize, but simply clicking into a Reason or Explanation field will permit the borrower to type their response, keeping the document itself easily legible and uniform. Below is an example of what the borrower encounters when Yes or No boxes are available.

INQUIRIES:

1ST PREMIER   3/8/2020

New account opened?   ☑ Yes   ☐ No

Creditor Name	Phone Number	Account Number	Balance	Payment
Test Creditor	555-123-1234	12345	760	

Other Explanation:

Here is another example showcasing how to easily edit the PDF.

UNITED AUTO CREDIT CO   1/11/2020

New account opened?   ☐ Yes   ☑ No

Creditor Name	Phone Number	Account Number	Balance	Payment

Other Explanation:

No account opened here.

Once the applicant has returned the Explain Items Letter document to you via email, fax, or another means of delivery, any edits the applicant made are visible within the document itself. Please see the following example of what you will see on an edited Explain Items Letter.

INQUIRIES:

1ST PREMIER   3/8/2020

New account opened? ☑Yes ☐No

Creditor Name	Phone Number	Account Number	Balance	Payment
Test Creditor	555-123-1234	12345	760	

Other Explanation:

Here is another example showcasing how to easily edit the PDF.

UNITED AUTO CREDIT CO   1/11/2020

New account opened? ☐Yes ☑No

Creditor Name	Phone Number	Account Number	Balance	Payment

Other Explanation:

No account opened here.

You can then review applicant explanations and take appropriate action as needed to keep the loan process moving forward.