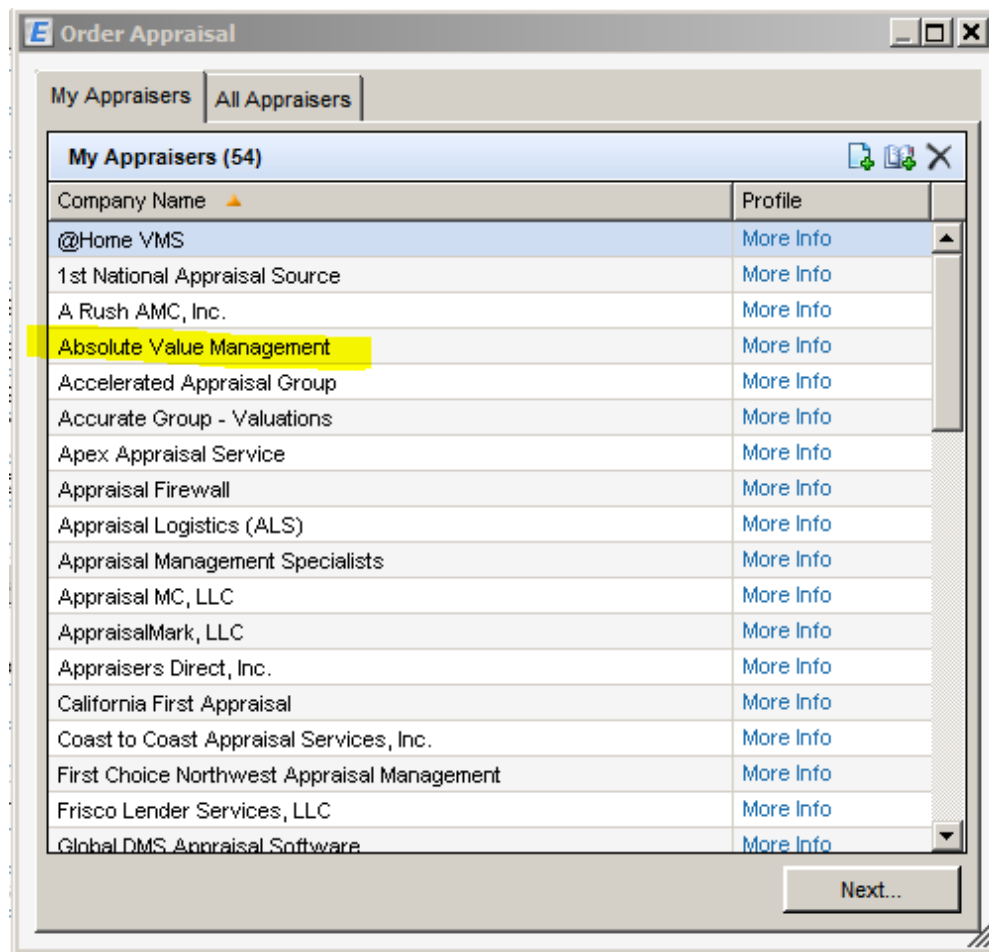




Appraisal Ordering and Retrieval Instructions – Encompass

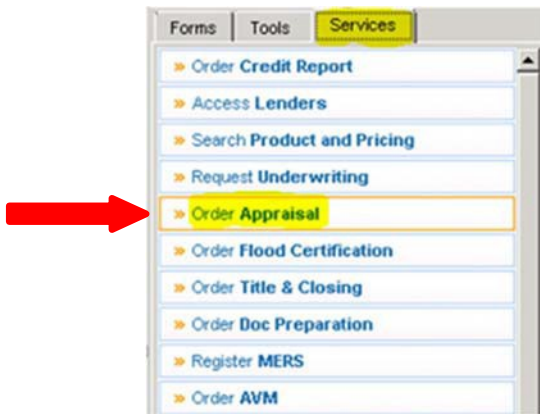
1. Appraisal Ordering - Select **Absolute Value Management** (see below) from the list of providers. You might also see AV Appraisal Management but use what's shown below.
2. Status Updates and Appraisal Retrieval - Only individuals who are associated with a specific loan file in Encompass will be able to view that file's statuses and that completed file, within Encompass. However, website viewing is available and potentially more user friendly. Additional users can be emailed status updates. To add additional users to a file, names must be placed within the notes on the order.

Identification within Encompass



After opening Encompass 360, open the Loan in which you want to order an Appraisal. Towards the left-center of this screen; you will see 3 more tabs; (Forms, Tools & Services). Click on Services tab, then on "Order Appraisal.

To add an Appraisal Service Provider to your *Favorites*:



- Click on the All Appraisers tab.
Find your Appraisal Service Provider from the list and either: (1) click *once* to select, then click *Add to My Appraisers*; OR (2) double-click on the Company to add them to the *My Appraisers* list.

Ordering Appraisals

- Double-click on the Appraisal Service Provider from your *My Appraisers* list to bring up the Appraisal Order Form.
- Enter your User ID and password credentials associated with your Appraisal Service Provider. If you do not have this, or are unsure of what they are, please reach out to your Appraisal Service Provider to obtain this information.
- Once logged in, the grayed-out fields will become editable, with some information pulling from the Encompass system, automatically. (i.e. Property address, borrower name, etc.)
- To include and upload attachments with your new Appraisal Order, select eFolder (which will only appear if files exist in eFolder to add); otherwise select My Computer to select a file from your local computer.

A screenshot of the 'Appraisal Order Form' in the ValuTrac software. The form is titled 'Appraisal Order Form' and features the ValuTrac logo. It is divided into several sections: 'Login Information' with fields for User ID (vtsupport@valutracsoftware.com) and Password, a 'Save Login Information' checkbox, and a 'Login' button; 'Loan Information' with fields for Borrower, Co-Borrower, Property Address, and Loan #; 'Company Information' with dropdown menus for Company ID (Encompass Test), Loan Offices (Test, Encompass), and Processor; 'Appraisal Product' with dropdown menus for Product, Loan Purpose (Purchase), Loan Type (Conv), Property Type, and Occupancy, and a text field for Purchase Price (12759.00); 'Contact' with a dropdown for Access Contact (Realtor) and fields for Name, Home Phone, Work Phone, and Mobile Phone; and 'Attachments' with radio buttons for eFolder and My Computer, a 'Select File' button, and a 'Document Type' dropdown. At the bottom, there are 'Order Appraisal' and 'Close' buttons.

If payment is required, you will be prompted to complete this information as well. Click on the *Payment* tab. Select a payment method and provide the necessary information.

Transaction History						
Date	Type	Method	Submit By	Payer	Trans ID	Amount
4/29/2014	Payment	Credit Card	Doe, John	Test, Test	2211962290	\$10.00

- After clicking *Order Appraisal* you will receive a confirmation message: *Order Submitted*.
- This process can be repeated for ordering Supplemental Appraisal orders, like 1004D Final inspections, Appraisal Updates, etc.

Communication

- Open the Appraisal Order Form and select the Appraisal Order that you want to communicate about.

Appraisal Product

Product:

Loan Purpose:

Loan Type:

Property Type:

Occupancy:

Notes

From: Support, ValuTrac on [4/29/2014 6:30 PM]
 Your appraisal is now complete and all appropriate documents have been available for you to download.

If you have any further questions, please feel free to give us a call.

Loan Information

Borrower: Joe Borrower

Co-Borrower:

Property Address: 3131 Cross Timbers Ln
Flower Mound TX 75028

Loan #: 1404EM000004

New Order
 Existing Order

140429001 - FHA 1004

140429002 - FNMA 1004D Final Inspection

- In the Notes section, type any communication to the Appraisal Service Provider you want to send.
- Click *Add Note*.
- Any communication sent by the Appraisal Service Provider will be noted here.
- To check the current status of an order; click on the *Status/Dates* tab.