New Features Provide More Management Control, Improve Inter-Office Communication

Appraisal Firewall Release Information for Administrators

On Thursday afternoon, May 16th, 2013, Appraisal Firewall will be updated with a variety of new features that allow you to **modify the automatic order reassignment times, customize how orders are assigned, and improve order turn times**. Please read below to learn about the changes that will be taking place.

Improve Order Turn Times With New Customized Reassignment Time Feature

One of the features we are most excited to offer is the new customized reassignment feature! Currently, orders are automatically reassigned to a new appraiser if the order is not accepted within 24 hours. While this will still be the default setting when using an automatic appraisal panel rotation, we are now giving you the ability to customize this time frame. Within the Settings window, you can designate how many hours an appraiser has to accept an order before it is reassigned to the next qualified appraiser on the panel.

- **How Does This Help?**
  Customizing the time frame for order reassignments can help improve order turn times. Rather than wait the full 24 hours for an order to be reassigned away from an unresponsive appraiser, a faster reassignment time means that other eager appraisers on your appraiser panel can have access to the order faster.
- **Ready to Start Using It?**
  The new customized reassignment feature is located on the enhanced **Settings** window. On the **General** tab under the new **Assigning Orders** section, any administrator under your lending company can set a customized routing time. *Note: Customized times are not limited to business hours (ie if an order is placed with a two hour reassignment time frame, it will reassign every two hours throughout the day and into the evening until the order is accepted or the appraiser panel is exhausted).*

Enhanced Settings Window Provides More Order Routing Options

Within your Settings window there are several new features, including a new section called Assigning Orders, that give you control over how orders are routed. While the Settings window provides a brief description of each feature, we've provided an explanation of the new features here:

- **Customize the Reassignment Time Frame** (see full description above) - Within the Settings window, administrators using automatic rotation can designate how many hours an appraiser has to accept an order before it is reassigned to the next qualified appraiser on the panel.
- **Manually Assign Custom Products** – If your lending company has created your own appraisal products to choose from when placing orders (you can create custom products on your Products list), this feature allows all custom product orders to go into a manual assignment status when the order is placed. When

this feature is enabled, conventional product orders will be routed automatically but custom product orders will go to a 'requested' status to ensure that they are manually assigned and routed to a qualified appraiser.

- **Route to Out of Area AMC as Backup** - If an order is routed to every appraiser on the appraiser panel but none accept it, the new Route to Out of Area AMC as Backup feature will allow the order to automatically route to the Out of area AMC, if one exists. (Note - currently, the Out of Area AMC feature is only utilized when you have no appraiser coverage on an order.)

Other Features in this Release. . .

- **Sharing Notes With Other Users Improves Communication**
  Notes created about appraisers, users, and even specific orders can now be shared with other administrators. For example, if you create a note on an order, any other administrator with access to the order can see the message as well. This improves inter-office communication and allows others to see pertinent information that relates to the appraiser, user, or order.

  How to use this feature:
  All notes you create will automatically be available to all other Administrators under your lending company. Notes can be created in multiple locations such as within the **Relationships** window, on individual appraisers within the **Appraisers screen**, and within individual orders under the **Communicate** menu.

- **New Appraiser Assignment Option: Choose from Appraiser Panels Across Divisions**
  When you manually assign an order to an appraiser, you will have the ability to select from the My Panel list as you do today, in addition to the new **Lender's Appraisers** list. When a division does not have a qualified appraiser appear on the My Panel list to assign an order to, the Lender's Appraisers list displays all other appraisers under your company's other divisions (if you operate as a multi-divisional company) who are qualified for the order. This gives individual divisions the ability to choose an appraiser outside of their regular area using appraisers' relationships with other divisions as a guide.

  How to use this feature:
  Within the **Assign Appraiser** window, there is a new radio button between the My Panel and All Appraisers buttons. Click the new **Lender's Appraisers** radio button to view all your company's divisions (if more than one) who are qualified for the order.

- **Expanding AMC Feature Adds AMCs to Appraiser Panel**
  We are expanding our AMC functionality to allow AMCs to be part of the appraiser panel rotation. Your can include available AMCs on your panel to receive assignments in the rotation just as regular appraisers do.

  How to use this feature:
  Within an appraiser panel, click the **Old View** link. Under the **My Appraisers** tab,

click the **My AMCs** radio button. Click the new **Include in Rotation** checkbox if you would like the AMC to always be included as an eligible appraiser during normal panel rotation. AMCs that are included in a rotation will appear in the Assign Appraiser window under My Panel. *Note: AMCs that are included in the rotation are exempt from the reassignment routine (ie once an order is routed to an AMC, it will not automatically reassign after 24 hours).*

- **Enhanced Pinned Orders List Shows Other Users' Pinned Items**
  To help you and your users better manage orders that need attention, we have enhanced the Pinned Orders List. Currently any user can pin an order to help them monitor it closely. Now, when you access a pinned order list from within the Relationships window, you can view the orders you have pinned under the designated division or user, plus any orders that other users have pinned. The ability to view and manage other users' pinned orders allows users to share workloads and enables users to step in and substitute for absent or unavailable employees.

  How to use this feature:
  Within the **Relationships** window, access the **Pipeline** tool of a division or user. On the orders dashboard that appears, click the Pin icon at the upper right next to the Search filter. On the pinned order list that appears, you can view orders that the selected division or user has pinned. Orders that you have pinned appear as yellow thumbtack icons. Orders that have been pinned by other users are displayed as green thumbtack icons. Orders that have been pinned by you and another user display both a yellow and green pin icon. *Note: You can view which user pinned or unpinned an order by opening the order and clicking the System checkbox.*