

## Appraisal Firewall Enhances UCDP Submission

Lender Release Information for Thursday Afternoon, June 27, 2013

In the next release of Appraisal Firewall we are including features that **allow messaging to multiple users at one time and improve how you submit appraisal reports to UCDP**. Please review the information about this release set for the Thursday afternoon, June 27<sup>th</sup>, 2013.

### Send to UCDP Feature Enhanced to Override Hard Stops

While we have supported the ability to submit orders to UCDP since its inception, we are enhancing the feature to also be able to override hard stops without leaving Appraisal Firewall. UCDP currently categorizes three kinds of hard stops. Some hard stops are warnings only and are automatically overridden. Other hard stops cannot be overridden and require that an updated appraisal file be submitted. Currently, both these types of hard stops are managed within Appraisal Firewall. The third category of hard stops are the ones that can be manually overridden by going directly to the UCDP website.

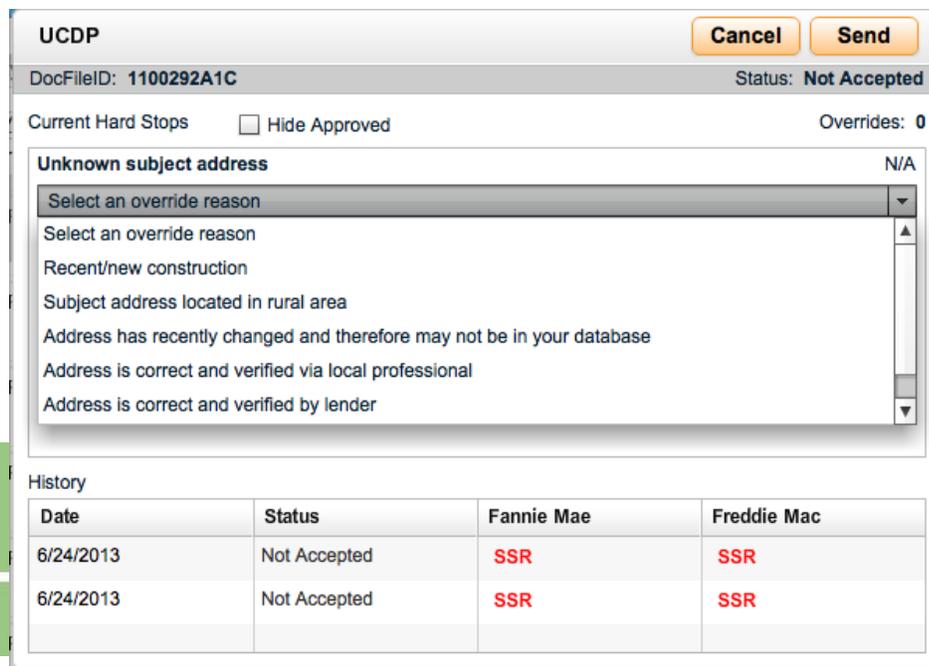
Because UCDP has recently made improvements to its hard stop integration, *you will now be able to override hard stops that qualify for manual override without leaving Appraisal Firewall* (for full details on which hard stops qualify for a manual override, please review the [UCDP General User Guide](#)!).

### How to Use the New UCDP Hard Stop Override

You will use the Send to UCDP feature from within the Communicate menu just as you have always done. Once a report has been submitted, you will be able to track the history of UCDP submissions on the order using the Send to UCDP feature. All existing hard stops are listed in the Current Hard Stops section, including those that have been automatically overridden. Hard stops that require a revised report are listed and include an 'Override Unavailable' note.

If the UCDP returns a hard stop that is eligible for manual override, select a reason for the override from the dropdown menu. If necessary, you can enter additional information in the comment box. If you don't see the reason for the override in the dropdown

men, select 'Other' and enter the reason in the comment box.



**UCDP** Cancel Send

DocFileID: 1100292A1C Status: Not Accepted

Current Hard Stops  Hide Approved Overrides: 0

**Unknown subject address** N/A

Select an override reason

- Select an override reason
- Recent/new construction
- Subject address located in rural area
- Address has recently changed and therefore may not be in your database
- Address is correct and verified via local professional
- Address is correct and verified by lender

History

Date	Status	Fannie Mae	Freddie Mac
6/24/2013	Not Accepted	SSR	SSR
6/24/2013	Not Accepted	SSR	SSR

### Other Features Available in This Release

- **Send Messages to Multiple Users at One Time**

We are expanding the existing messaging feature to allow you to send an email blast to multiple users at one time. The feature lets you select multiple orders in a list, choose a group recipient type (appraisers, originators, customer service), then compose and send a message to all the users on those orders at one time.

Now you can track and communicate on orders more efficiently. For instance, you can select all orders in an overdue status and send a message to all appraisers on the orders at the same time to request that they provide an update with a status.

**How to use this feature:**

Only administrators have access to the new mass messaging feature. On any order list, select the checkboxes along the left next to any order you want to send a message on (up to 50 orders can be selected at once). Click the checkbox header to automatically select all orders in the list. After your messages are selected, click the **Send Message** button at the bottom left of the Order list. In the Send Message box that appears, choose the appropriate recipient (appraiser, originator, customer service), enter your message, then click **Send**.

- **Add and Remove Addendums to Orders with Enhanced Edit Details Window**

We have enhanced the Edit Details window to give you more control over orders. Now if a user forgets to add an addendum when the order is placed or if order details change during the course of the order, you or your users can use the

enhanced Edit Details window to edit the appropriate addendums that should be included with the order.

**How to use this feature:**

Open an order, choose the **Order** menu, and select **Edit Details**. At the bottom of the Edit Details screen is the new **Addendums** section. Place a checkmark next to addendums you want to include with the order, or uncheck a selection if the addendum should be removed from the order. As with all other changes to the Edit Details screen, the order will be updated with the new information and the appraiser will be sent an email notifying them of the changes.

- **New Checkboxes Available On the Settings Window**

We have added, enhanced, and shuffled some items on the Settings window.

- **Restrict Dispute** – Under the General tab, this feature prevents your managed users (originators and supervisors) from being able to dispute comps after the order is complete. Administrators will still have the ability to use the feature.
- **Restrict UCDP** – Available under the General tab, this feature removes the Send to UCDP option from the Communicate menu for managed users. Administrators will still be able to submit orders to UCDP. If settings have orders automatically submitted to UCDP, that feature will continue to function as normal.

- **Customizable Columns Reduce Clutter and Display the Information You Need**

The Order list has been enhanced to be entirely customizable on a per user basis. Now when you log in you can create a personalized view of any order list. Choose if you want to view the property address, order reference numbers, price change pending orders, etc, or choose if you want certain information to be masked.

We have also created new columns for you to display and filter by. For instance, the new **Date Required** column allows you to view upcoming or overdue orders and sort to find orders that may need your attention. The **Last Status Change** column option will display the last time an order status was changed (due to an appraiser accepting an order, a credit card being declined, an order being set to supplementing, etc). The new **Last Appraiser Action** column displays the last time an appraiser worked on the order (via sending a message, status, report, etc).

**How to use this feature:**

To adjust the default column settings on all your order lists, click the columns icon next to the Export button above any order list. In the Set Columns list that appears below, you can uncheck any columns that you do not want to appear in the Orders list. Appraisal Firewall will remember your settings so the next time you log in it will display the customized settings.