

Appraisal Firewall Release Information for Administrators

Release Date: Thursday afternoon, August 22nd, 2013

Appraisal Firewall will be updated with exciting new features and enhancements starting Thursday afternoon, August 22nd, 2013. This release includes enhancements to the price change functionality, improved communication capabilities, and updated appraisal reassignment options.

Please review this bulletin to learn about the newest Appraisal Firewall enhancements.

- **New Appraiser Settings Window Displays the Information You Need Most**
You can currently navigate to view an appraiser's profile and settings within a single window. We are separating this information into different screens to improve the display and allow you to easily access the information you need most – namely an appraiser's coverage area and license information.

How to view an appraiser's settings:

Lender Administrators will have access to the same appraiser information they always have. When you view an appraiser in the **Relationships** window or **Manage Parties** screen, you will be able to view the appraiser's profile by clicking the person icon just as you always have. To view the appraiser's coverage area and license information, click the new gear icon located next to the profile icon.

- **Enhancements to Price Change Window Makes Changing Prices Easier**
We are enhancing the way you perform price changes! Currently you have to do a little math when you perform a price change. We are improving and simplifying this process so all you have to do is enter the new price and the reason for it.

How to use the feature:

On the price change screen, click on the price (highlighted in blue) and simply enter the price that the order should be. Enter the reason for the adjustment in the Comment field and click Send. Appraisal Firewall will automatically adjust the pricing and billing to match the new price entered.

- **Enhancements to Order Reassignment Times**
By default, orders are automatically reassigned to a new appraiser if the current appraiser does not accept the order within 24 hours. In a recent Appraisal Firewall release, we enhanced this feature to allow you to change the reassignment timeframe to whatever you choose (3 hours, 5 hours, etc). We are further enhancing this feature to reassign only during business hours.

How to use this feature:

This is an automatic enhancement. If, for example, you use a 3 hour reassignment timeframe and assign an order at 5 PM, the appraiser to which its assigned may not be working until the next morning. So, the assignment time will only count business hours 8AM-6PM. If an appraiser is assigned an order at 5 PM, they would have until 10 AM on the next business day to accept it. Note that the time zone will be whatever the time zone that the subject property is located in.

If you use the default 24 hour reassignment time, the display will change to "10 Business

Hours.” Order reassignment times will not be impacted – only how it's displayed in the Settings window will change.

- **Single Division Lenders Provided with New Reporting**

If you are setup in Appraisal Firewall with a single division, Administrator users now have expanded access to new management reports. Administrators at single-division lenders can now run Coverage Area and Appraiser Performance reports (multi-division branches currently have access to these reports).

How to use this feature:

Login as an Administrator, then view the Reporting management tool on the main orders dashboard. From the Reporting toolbox, select either the **Coverage Area** or **Appraiser Performance** reports to run in addition to the existing Open Orders and Closed Orders reports. Reports run from the main orders dashboard pertain to the entire company.