

## **Processing Commercial Orders in Appraisal Firewall**

### A Guide for Appraisers

You and your lenders can use Appraisal Firewall to meet commercial ordering needs. With Appraisal Firewall technology, you can efficiently manage your commercial order requests by quickly submitting bids and turn times. You can also send messages to the lender, upload formal bid requests, and view engagement letters. Best of all, you spend less time managing your commercial orders and get to work on completing reports faster, giving you the advantage as a commercial appraiser.

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## Signing Up as a Commercial Appraiser

If you perform commercial appraisals, you can quickly setup your appraiser profile in Appraisal Firewall to be available to your lenders on their commercial orders. To enable your account to receive commercial appraisal orders, log into Appraisal Firewall and access the second page of your profile. Find the **Appraisal Types** section and check the **Commercial** checkbox. When you indicate that you are an appraiser that performs commercial appraisals, and your lender places a commercial order, you will be considered in the assignment process if the property is within your coverage area.

My Profile - Aladdin

Cancel

Done

### Appraiser Profile

Licenses

Add

Remove

State	Number	Expiration
WA		

License information for: WA

License #

Expiration

Certification #

Expiration

654321

04/20/2011

License PDF

Upload

View

### E&O

Policy #

E&O Expiration

1111000

06/15/2011

E&O PDF

Upload

View

### Appraisal Types

Residential

FHA

Commercial

Resume PDF

Upload

View

Back

Next

You can designate if you perform residential appraisals, commercial appraisals, or both.

## Bidding on Commercial Orders

When your lender places a commercial order and requests a bid from you, you will receive a bid request email notification. You can click on the link in the email to access the bid screen, or you can log into your Appraisal Firewall account and click the **Bids** tab. By default, the Bids tab displays orders where you have submitted a bid, have a bid request pending, and orders where the lender has accepted your bid.

Search for orders where your bid was declined by using the Search filter.



Open the order you would like to bid on, select the **Order** menu, and choose **Bid**. Enter the price and turn time that you are offering, include any attachments as needed and provide disclosure information (and any other notes you deem fit for the bid process), then click **Submit**.

You may create a secondary bid at any time prior to the bid request deadline, which will override your initial offer.

**Submit Bid**
**Cancel**
**Send**

**Price**

**Turn Time**  Days

**Attachment**

**Disclosures**

Previously appraised  
I have rendered appraisal services on the subject property within the most recent 3 years

Other

**Appraiser** \$3,430.0

**Service** \$70.00

Service fee includes any lender selected processes or management fees.

## Working in Commercial Orders

Your lender will choose the winning appraiser bid and you will be notified by email whether or not your bid was accepted. When you are the winning bidder, accept the order within Appraisal Firewall by opening the order and clicking **Accept** on the prompt that appears. Once the order is accepted, you may proceed working on the commercial appraisal.

### Appraisal Bid Approved!

Congratulations! You have won the bid. The lender has uploaded an engagement letter. If you agree to the engagement letter, click **Accept**.

[View Engagement Letter](#)

[Accept](#)

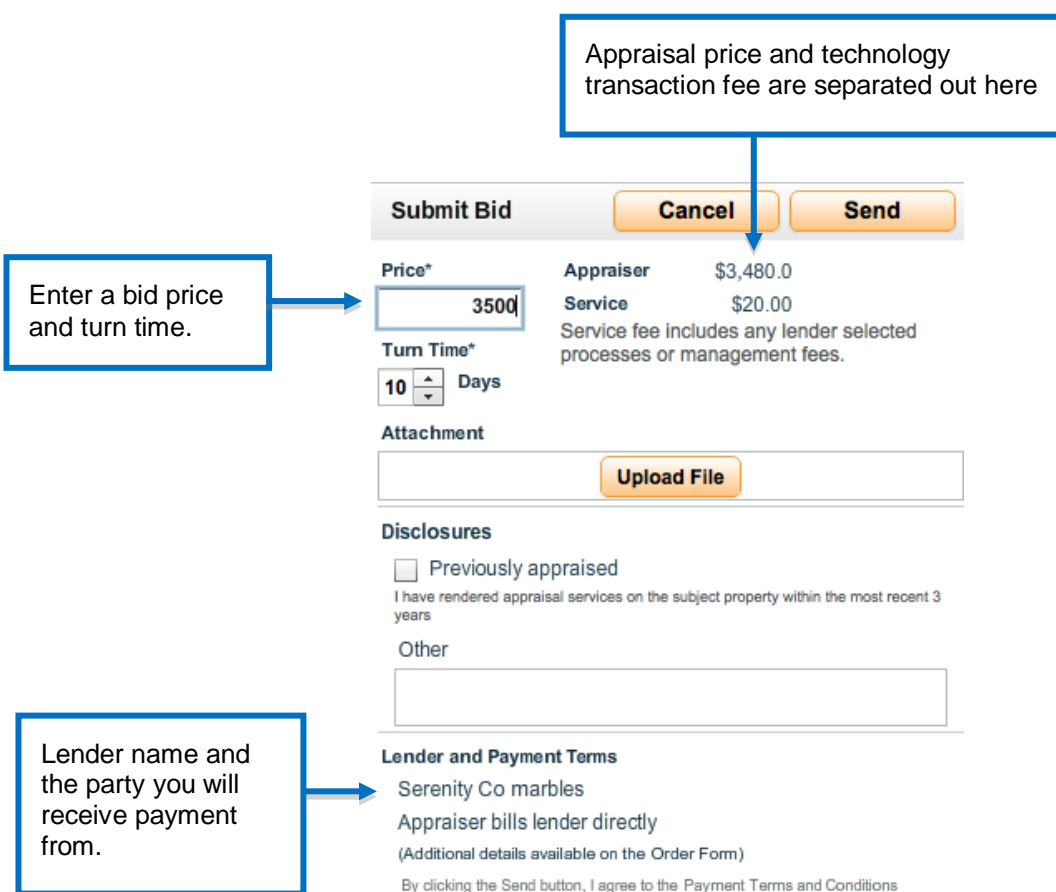
Once accepted, the order will appear in your main **Orders** dashboard screen, as well as remain in the Bid list so you can access order details from either screen. Clicking on an order card opens the appraisal so that you can view the property details and work within it.

Details - Jack Sprat at 3 Lean St Spokane WA 99223		Price (to be set)	<a href="#">Done</a>
Order	Communicate	View	
<b>Property</b>	<b>Communications</b>	Status: <b>manager assigning</b>   Reference Number: <b>5238</b>	
Borrower(s) <b>Jack Sprat</b>	Borrower Email		
Property Address <b>3 Lean St</b>	Details		
<b>Spokane WA 99223; Spokane County</b>			
Legal Description	Additional Instructions		
Appraisal Type <b>Commercial</b>	Report Type		
Date Requested <b>6/15/2011</b>	Date Bid Due <b>6/28/2011 5:00:00 PM</b>	Date Completed	
Loan Number	Property Type	Size	Value Approach <input type="checkbox"/> Sales <input type="checkbox"/> Income <input type="checkbox"/> Cost
<b>Contact Information</b>	Phone <b>345</b>		
Name <b>Jack Sprat</b>	Cell		
Type <b>Owner</b>	Email		

The basic order layout includes menu options along the top blue toolbar. These menus include the **Order** menu, the **Communicate** menu, and the **View** menu.

The **Order** menu provides the ability to **Bid**, **Decline**, **Billing Details**, **Change Price**, and **Print**. Please Note: Billing Details and Change Price options are available only after the order is accepted.

- **Bid** – You can submit a bid to the lender by entering a price and turn time. You can also update an existing bid, which will override your initial offer.



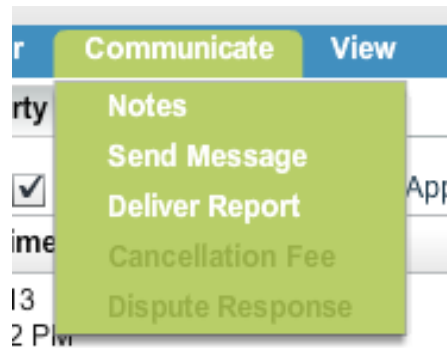
The screenshot shows the 'Submit Bid' form with the following fields and callouts:

- Submit Bid** (Section Header)
- Buttons:** Cancel, Send
- Price\*:** Input field containing '3500'. Callout: "Enter a bid price and turn time."
- Turn Time\*:** Input field containing '10' with 'Days' next to it.
- Attachment:** Input field with an 'Upload File' button.
- Disclosures:**
  - Previously appraised
  - I have rendered appraisal services on the subject property within the most recent 3 years
  - Other: [Empty text box]
- Lender and Payment Terms:**
  - Serenity Co marbles
  - Appraiser bills lender directly
  - (Additional details available on the Order Form)
  - By clicking the Send button, I agree to the [Payment Terms and Conditions](#)
- Callout:** "Appraisal price and technology transaction fee are separated out here" with an arrow pointing to the 'Appraiser \$3,480.0' and 'Service \$20.00' fields.

- **Decline** – If you do not want to bid on the order or do not want to accept it, you may decline and indicate the reason.
- **Billing Details** – View the accounting information associated with this particular order (ie appraisal price, service fees, price changes).
- **Change Price** – Request a price increase from the lender by entering the adjustment amount and reason for the additional cost.

- **Print** – You can print a hardcopy of the order form, which contains property details, instructions from the lender, borrower information, and customer service contact information.

The **Communicate** menu offers a number of options to communicate with parties involved in the order.



- **Notes** – Add notes to remind you about any order details. Any notes created are only viewable to you.
- **Send Message** – lets you send a message to the lender or customer service.
- **Deliver Report** – allows you to upload your report or attachment and send it to the other party.
- **Cancellation Fee** (available if order is cancelled by the lender) – allows you to charge a fee if the other party cancels the order. Cancellation fees must be entered within 24 hours of the order cancellation.
- **Dispute Response** – respond to a lender's comments on different comps (available only when a lender is disputing the appraised value).

The **View** menu allows you to access additional information relating to the appraisal.



- **Lender** – view the lender information to include on your appraisal report.
- **Communications Log** - displays a printable view of all messages and all activities that occurred on this order. You can print hardcopies of the log to go along with the appraisal file.
- **Appraisal** - allows you to view the completed appraisal.
- **Documents** – Hover over the Documents option to reveal any files (purchase contract, credit card authorization, appraiser invoice, etc) associated with the order. Click on any file to open it.
- **Customer Service** – view Customer Service contact information for this order.

Below the menu options, you will find the **Property** tab and **Communications** tab.

- The **Property** tab contains all details about the subject property that were entered at the time of the order.
- The **Communications** tab displays a log of all messages, status changes, and activities that occurred on this appraisal. If you should ever need a hardcopy of the Communications Log, see the **View** menu and select the **Communications Log** entry to print off this log.

Appraisal Firewall offers additional training opportunities for appraisers. Login to Appraisal Firewall and click the **Help** link, or click [here](#) for a demonstration of working in Commercial appraisal orders.