

# Appraisal Firewall Offers Price Change Options to Lender Rotation Managers

## Get More Control to Process Appraisals Faster

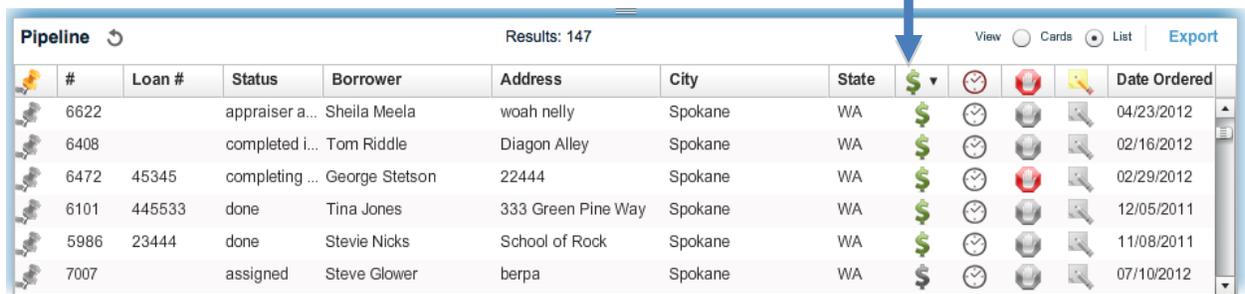
You, as a Rotation Manager, have the ability to increase the price of order anytime after it has been accepted. If you add additional products to the order or request that additional work be performed, you can increase the price within the system to ensure your appraisers receive a fair price. In addition, appraisers have the ability to request a price increase from you. You and your appraisers can increase the price via the Change Price feature.

When an appraiser requests a price change, Appraisal Firewall will send an email notifying you of the request. You can follow the link in the email to review the details, and either Accept or Decline the price change request.

### Working with an Appraiser Price Change Request

With the ability for appraisers to request a price increase, **Rotation Managers** are the only users who can either accept or decline the request. When an appraiser requests a price change, the Price Change Indicator column in the orders list displays a green Price Change Indicator to designate orders with a price change pending.

Click the column header to quickly filter to orders with a price change pending.



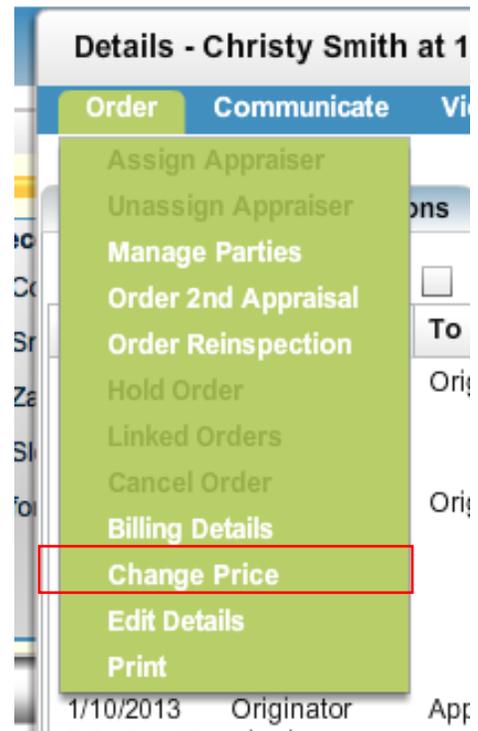
The screenshot shows a table titled "Pipeline" with 147 results. The table has columns for #, Loan #, Status, Borrower, Address, City, State, and Date Ordered. A callout box points to the Price Change Indicator column header, which contains a green dollar sign icon.

#	Loan #	Status	Borrower	Address	City	State	Price Change Indicator	Date Ordered
6622		appraiser a...	Sheila Meela	woah nelly	Spokane	WA	\$	04/23/2012
6408		completed i...	Tom Riddle	Diagon Alley	Spokane	WA	\$	02/16/2012
6472	45345	completing ...	George Stetson	22444	Spokane	WA	\$	02/29/2012
6101	445533	done	Tina Jones	333 Green Pine Way	Spokane	WA	\$	12/05/2011
5986	23444	done	Stevie Nicks	School of Rock	Spokane	WA	\$	11/08/2011
7007		assigned	Steve Glower	berpa	Spokane	WA	\$	07/10/2012

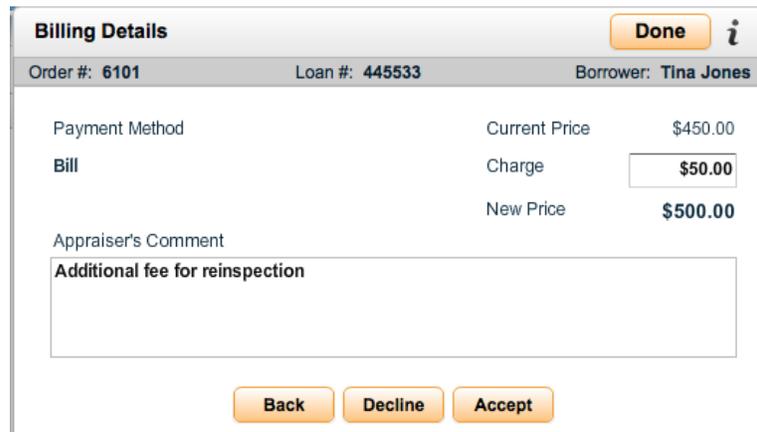
The Rotation Manager is sent an email notification with the amount the appraiser is requesting. Although managed users cannot approve a price change, they can view the request in the communications log and are also able to see the Price Change indicator on the order (see above screenshot).

To view and accept or decline the price change request, open the order with the Price Change status, click the **Order** menu, and select **Change Price**.

You can also access the **Change Price** screen by selecting **Billing Details** and clicking the blue **Change Price** link.



On the **Change Price** screen, you can use the **Decline** or **Accept** buttons to respond to the appraiser's request. You can also view the reason for the price increase in the Appraiser's Comment section.



**If you accept the price increase**, the price field on the order will indicate the new amount and the communications log will indicate the completed request.



**If you decline** a price increase request from an appraiser, the status in the communications log will read Declined, and the appraiser will be sent an email notification.

1/22/2013 3:59:29 PM	Rotation Manager Abraham Stuart	Appraiser	Change Price Declined	Completed	Change price request was declined by the lender	\$50.00
1/22/2013 3:59:18 PM	Appraiser	Rotation Manager Abraham Stuart	Change Price Request	Declined	Fee for reinspection	\$50.00

### Important Reminders

- You are sent an email notification when a price change is requested. Appraisers are sent email notifications when the price change request is accepted or declined. Appraisers are also notified if you manually perform a price increase.
- The Change Price feature is available at any time during the order process once it has been accepted.
- The Change Price feature can only be used to increase prices. Price decrease requests should be directed to your Appraisal Firewall representative.
- It is recommended that you always obtain permission prior to using a borrower's credit card for price increases.