

# Using the Price Change Feature in Appraisal Firewall

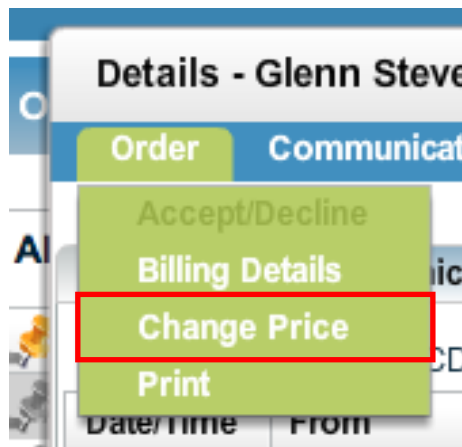
## Appraiser User Guide

Appraisal Firewall offers you the ability to request a price change after you have accepted an appraisal order and the price has been set. You often encounter this need when you perform a re-inspection or discover there is more work required on the report than first anticipated.


Appraisal Firewall makes it easy to communicate directly with your lender about the price change amount, and reasons why a price change is needed. Your lenders can work with you to either accept or decline the request.

### How to Request a Price Change

If you decide a higher price may be warranted on a particular order (ie complexity of property, FHA conversion, supplemental forms) after you have accepted it, you can request a price increase by opening the order, selecting the **Order** menu and choosing the **Change Price** menu option.



Choosing the Change Price option opens the **Billing Details** window. Here you can enter the additional amount you are requesting, as well as add an explanation for the increase. Click **Send** to email the request to your client.

**Billing Details**
Done 

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Order #: 8187
Loan #: 64456456
Borrower: Glenn Stevens

Payment Method

**Bill**

Comment (required)

Requesting additional \$50 for FHA conversion.

Current Price \$400.00

Charge

New Price **\$450.00**





Back Send

Once you request a price increase on an order, the order card in your Order List will display a green **Price Change** indicator, meaning that the price change request has not been addressed by the lender.



If you use the List view, orders with a price change pending have the green Price Change indicator icon.

Click the column header to filter to all orders in the list with a price change pending.

Completed 		Results: 19						View <input type="radio"/> Cards <input checked="" type="radio"/> List			Export
#	Loan #	Status	Borrower	Address	City	State	<span style="color: green;">\$</span>				Date Ordered
	6101 445533	done	Tina Jones	333 Green Pine Way	Spokane	WA	\$				12/05/2011
	7004	done	Mel Grisley	blink link flink	Spokane	WA	\$				07/10/2012
	7002	done	Granny Smith	Apple Ave	Spokane	WA	\$				07/10/2012

If your client accepts the price change, the updated price will be reflected on the order Details screen. You will also receive an email informing you that the price change request has been approved.

**Details - Glenn Stevens at 4453 N. Abbey Spokane W...** Price **\$450.00** Done

**Order** Communicate View

Status: **schedule attempt 1** | Reference Number: **8187**  
 DocFileID: **N/A** | Fannie Mae:**N/A** | Freddie Mac:**N/A**

Property Communications

View:  All |  UCDP |  Messages |  Appraisals/Attachments |  Timeline

Date/Time	From	To	Type	Actions	Comment	\$
5/1/2013 11:04:44 AM	Administrator	Appraiser	Change Price Accepted		The lender changed the appraisal price.	\$50.00
5/1/2013 11:00:54 AM	Appraiser	Administrator	Change Price Request		Additional amount requested for FHA conversion.	\$50.00
5/1/2013 11:00:18 AM	Appraiser	Originator	Message		Can you please provide the purchase contract?	
5/1/2013 11:00:01 AM	Appraiser	Originator	Status Set		Attempting to schedule inspection	

The price field indicates the new amount.

On declined price change requests, you are encouraged to work with your client to come to terms and agree on a solution – then you can request another Price Change.

### Additional Information

- You have the ability to request a price change at any time during the order process once it has been accepted.
- You can request multiple price changes from your clients as long as the previous price change has either been accepted or declined.
- The Change Price feature is used for price increases only. If you want to approve a price decrease, send a message to customer service.
- Lenders receive email notifications when a price change is requested. Appraisers receive email notifications when the price change request is accepted or declined.