

## **Using Manual Appraisal Reviewers**

A Guide for Managers

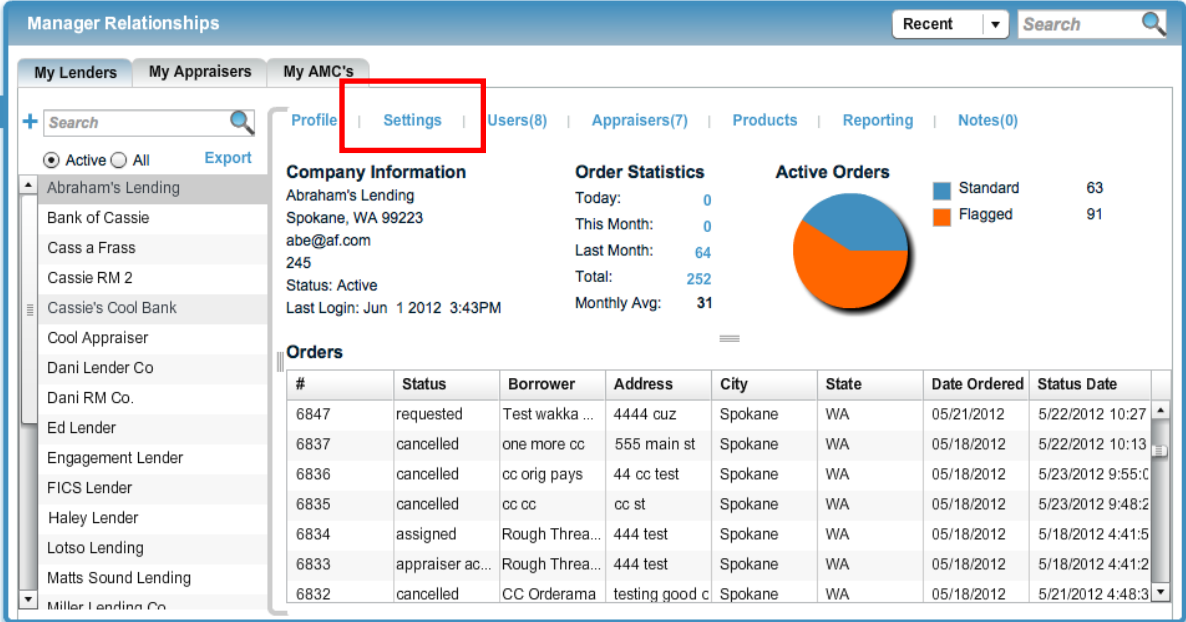
Appraisal Firewall enables you and your clients to set up a manual Appraisal Reviewer who can manually review all appraisals uploaded to their account. When an appraisal report is uploaded, it will be sent to the Reviewer user type who will need to approve the report before it is sent to the lender.

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## Enabling Appraisal Reviewer

Either you or your clients can enable a Reviewer for an account. A Reviewer can work for multiple branches if your clients oversee multiple accounts. To invite a manual reviewer to an existing account, select the Relationships tab, choose the appropriate company, and click Settings.



**Manager Relationships** Recent

My Lenders | My Appraisers | My AMC's

Search

Active  All

Abraham's Lending

Bank of Cassie

Cass a Frass

Cassie RM 2

Cassie's Cool Bank

Cool Appraiser

Dani Lender Co

Dani RM Co.

Ed Lender

Engagement Lender

FICS Lender

Haley Lender

Lotso Lending

Matts Sound Lending

Miller Lending Co

Profile | **Settings** | Users(8) | Appraisers(7) | Products | Reporting | Notes(0)

**Company Information**

Abraham's Lending  
Spokane, WA 99223  
abe@af.com  
245  
Status: Active  
Last Login: Jun 1 2012 3:43PM

**Order Statistics**

Today: 0  
This Month: 0  
Last Month: 64  
Total: 252  
Monthly Avg: 31

**Active Orders**

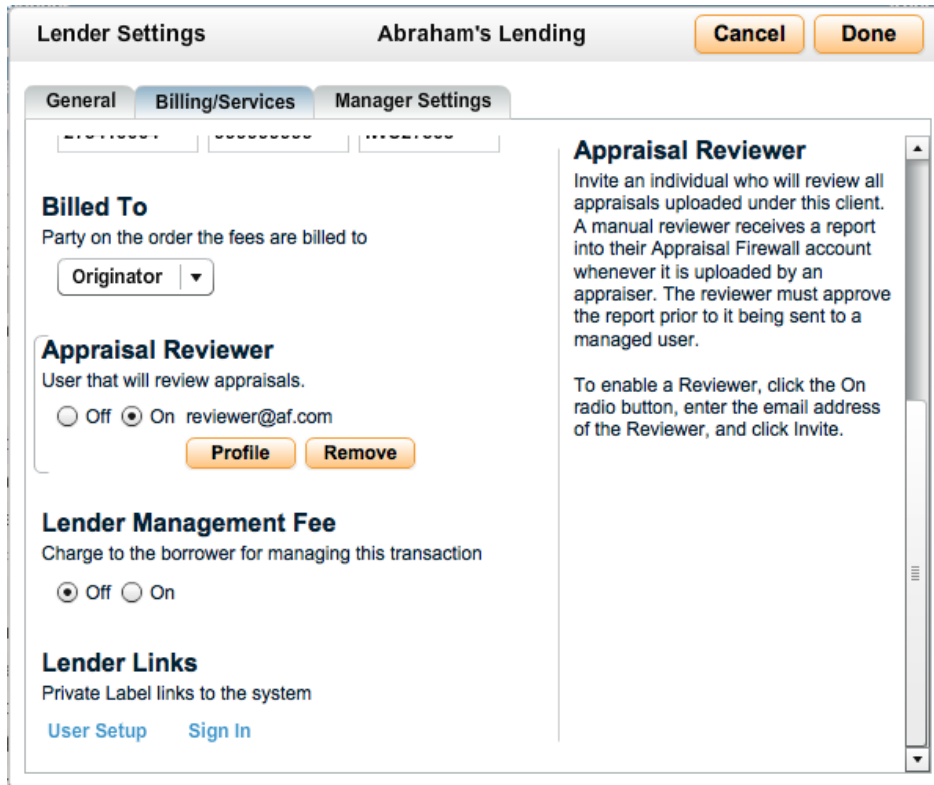
Standard 63  
Flagged 91

**Orders**

#	Status	Borrower	Address	City	State	Date Ordered	Status Date
6847	requested	Test wakka ...	4444 cuz	Spokane	WA	05/21/2012	5/22/2012 10:27
6837	cancelled	one more cc	555 main st	Spokane	WA	05/18/2012	5/22/2012 10:13
6836	cancelled	cc orig pays	44 cc test	Spokane	WA	05/18/2012	5/23/2012 9:55:0
6835	cancelled	cc cc	cc st	Spokane	WA	05/18/2012	5/23/2012 9:48:2
6834	assigned	Rough Threa...	444 test	Spokane	WA	05/18/2012	5/18/2012 4:41:5
6833	appraiser ac...	Rough Threa...	444 test	Spokane	WA	05/18/2012	5/18/2012 4:41:2
6832	cancelled	CC Orderama	testing good c	Spokane	WA	05/18/2012	5/21/2012 4:48:3

Within the Lender Settings window, choose the Billing/Services tab. Under the Appraisal Reviewer section, select the On radio button.

Enter an email address of an individual that is not currently using the Appraisal Firewall system, then click Invite. An email will be sent to the individual, inviting them to sign up as a Reviewer.



**Lender Settings** Abraham's Lending Cancel Done

General **Billing/Services** Manager Settings

**Billed To**  
Party on the order the fees are billed to

**Appraisal Reviewer**  
User that will review appraisals.  
 Off  On reviewer@af.com  
Profile Remove

**Lender Management Fee**  
Charge to the borrower for managing this transaction  
 Off  On

**Lender Links**  
Private Label links to the system  
[User Setup](#) [Sign In](#)

**Appraisal Reviewer**  
Invite an individual who will review all appraisals uploaded under this client. A manual reviewer receives a report into their Appraisal Firewall account whenever it is uploaded by an appraiser. The reviewer must approve the report prior to it being sent to a managed user.  
  
To enable a Reviewer, click the On radio button, enter the email address of the Reviewer, and click Invite.

Once invited, the individual will receive an email notification, requesting they sign up as a Reviewer. The user can click the link in the email, or go directly to [www.AppraisalFirewall.com/Reviewer.asp](http://www.AppraisalFirewall.com/Reviewer.asp) to create an account. Once the Reviewer creates their account and is active on the system, you and the Rotation Manager will be able to view the Reviewer's profile. You may also remove the user to invite a different Reviewer.



**Appraisal Reviewer**  
User that will review appraisals.  
 Off  On Reviewer@appraisalfirewall.com  
Profile Remove

## Using Manual Review

Once a Reviewer has signed up under a client, all appraisals uploaded to the system under the client will automatically be routed to the Reviewer user. When the appraiser uploads a report, the order status changes to 'reviewing' and the Reviewer will receive an email notification that an appraisal is ready for review. The Reviewer must approve the completed report before it is sent to the user. *Please note: Rotation Managers and Reviewers are the only users who can access a report in a 'reviewing' status prior to it being approved.*

A reviewer's Order List displays orders in a 'done' or 'reviewing' status. Reviewers can access an order by clicking on the order card. The appraisal can be viewed by double clicking the paperclip icon, or selecting the **View** menu and choosing **Appraisal**. If the report is not approved, the reviewer should open the Communications Log, click the **Active** indicator in the Status column, and select **Not Accepted**. It is the reviewer's responsibility to send a message to the appraiser, commenting on changes that should be made to the report. The reviewer can select the **Communicate** menu and select **Send Message** to communicate with the appraiser.

**Details - Cassie Lillith at 44553 Grandview St Spokane ...**
Price \$350.00
Done

Order
Communicate
View

**Property**
**Communications**
Status: reviewing | Reference Number: 4796

View:  All |  Messages |  Appraisals/Attachments |  Billing |  Timeline |  System

Date/Time	From	To	Type	Status	Comment	\$
2/10/2011 12:22:36 PM	Appraiser	Reviewer	Delivery	Active	Appraiser Report Delivery	
2/10/2011 12:21:30	Originator		Requested	Not Accepted	... est added	

If there is an issue with the report that should be addressed prior to it being delivered to the user who placed the order, the Reviewer may mark it as **Corrections Required**. The appraiser receives an email notification that changes need to be made. *It is the responsibility of the Reviewer to send a message to the appraiser, commenting on changes that should be made to the report.* The Reviewer can select the **Communicate** menu and select **Send Message** to communicate with the appraiser.

Details - Jill Manning at 1223 Main St Spokane WA 99223 Price \$100.00 **Done**

Order Communicate View

Approve  
Corrections Required

Status: reviewing | Reference Number: 161966

view: All Messages Appraisals/Attachments Billing Timeline System

Date/Time	From	To	Type	Status	Comment	\$
2/3/2012 9:57:29 AM	Originator	Appraiser	UAD Check Result	Active	UAD Check Result	
2/3/2012 9:55:56 AM	System	Originator	UAD Check	Completed	UAD Check Started	
2/3/2012 9:55:56 AM	Appraiser	Reviewer	Delivery MISMO XML	Active	Appraisal MISMO XML Delivery	
2/3/2012 9:55:56 AM	Appraiser	Reviewer	Delivery	Active	Appraiser Report Delivery	

When the report is ready to be delivered to the user, the Reviewer can select the **Order** menu and choose **Approve**. Once an order is approved, the user who placed the order will receive an email notification that the report is ready to be viewed. The order will also change to a 'done' status.

## Helpful Hints

- A report cannot be approved if all appraisal deliveries are marked as 'Not Accepted.'
- Any report marked as Active will be delivered to the user who placed the order when the Reviewer clicks Approve. If there are multiple appraisal reports uploaded to an order, and the Reviewer does not want to give the user access to every report, the Reviewer can change the status to Not Accepted. Reports that are marked as Not Accepted are not delivered to the user.
- Only one Reviewer may be setup per Rotation Manager account.
- A single Reviewer may work under multiple Rotation Managers.
- Rotation Managers cannot add an existing Appraisal Firewall user as a Reviewer. However, a user may change themselves to a Reviewer by logging in at [www.AppraisalFirewall.com/Reviewer.asp](http://www.AppraisalFirewall.com/Reviewer.asp) and authorizing the conversion of their account to a Reviewer when prompted.