



## INSTRUCTIONS FOR ORDERING NEW APPRAISALS

These instructions will guide ACCUSURED MANAGEMENT clients through the process of ordering new appraisals, via our website. Once you have logged into the website at [www.accusured.com](http://www.accusured.com), you can choose **LOG-IN** at the top right hand corner of the screen. From here, you will enter your email address and your password. This will take you to your HOME DASHBOARD screen. On the dashboard, select the button that says **New Appraisal Order**. This will take you to the next screen, which is the data input screen. All fields will need to be filled out, to ensure an accurate appraisal order and any delays which may occur if fields are left blank. All of these fields can be filled out manually or our software can import a Fannie Mae 3.2 file. This is done by downloading the file from your LOS system (ie, Encompass, Calyx etc) and saving it on your computer. Then in the new order form you can 'Browse' and 'Import' the file. It will fill in some of the fields below automatically. The fields not filled in automatically will need to be manually input.

- **LOAN NUMBER:** This is the internal loan number given by the lender.
- **PRIORITY:** You can chose Normal or Rush. A Normal priority means appraisals are due within 5 business days, from the date the order is placed. A Rush priority, is when the appraisal is needed back in less than the typical 5 business days. Rush priorities will have additional fees tacked on to our standard fees for any given property.
- **COMPANY ID:** This is the specific branch of the lender.
- **LOAN OFFICER:** You can choose the Loan Officer in this field. This will insure that the loan officers receive notification updates, for every step of the appraisal order process.
- **PROCESSOR:** You can choose the Processor in this field. This will insure that the processor receive notification updates, for every step of the appraisal order process.
- **ADDITIONAL PROCESSOR/ASSISTANT:** You can choose anyone additional in this field. This will allow multiple users to receive updates on the appraisal process. This can be an additional processor, loan specialist, loan officer or branch manager, etc.
- **LENDER NAME ON APPRAISAL:** You will only need to fill this section out if the lender name on the appraisal needs to be different than your company name, if you are brokering out a loan, etc.
- **BORROWER INFORMATION:** Please fill out all of these fields.
- **PROPERTY INFORMATION:** Please fill out all of these fields.

- **PURPOSE:** You can choose the reason an appraisal is being ordered, from, Purchase, Refinance, Home Equity, etc. If Purchase is chosen, the Sales Price field will then pop up. Please enter the Sales Price in this field.
- **LOAN TYPE:** You can choose Conventional, FHA, USDA or Other.
- **APPRAISAL FORM:** This is a very important field. The correct job type chosen, sets the lender and the appraiser's correct fees, informs the appraiser on which job type is needed and what forms they are to use, i.e., a 1004 w/ cost approach (single family home), 1004 FHA (single family – FHA), 1073 (Condo), 1025 (2-4 unit Multi-Family), 1004 with a 216 & 1007 (Single Family with Rent Comps and Operating Income), etc. If the job type is unknown, please call our office or email us and we can let you know which form to select.
- **PAYMENT METHOD:** This is where you chose how this appraisal will be paid for. The options are Invoice, Paper Check or Credit Card. A Paper Check from the borrower, made payable to Accusured, will need to be mailed to our office. The appraisal will not be released, until this check has been received by our office. If paying by a Credit Card, a signed copy of Accusured's Credit Card Authorization form, will need to be provided to our office. The appraisal will not be released, until this form has been sent into our office and the card has been charged. If Invoice is selected, this must be approved by your management and is due on a Net 30 basis.
- **DUE DATE:** Our typical turnaround times are 5 business days, from the date the order is placed. If appraisals are needed prior to the 5 business day turnaround time, a Rush priority can be chosen and an additional fee may be required.
- **RESPA DISCLOSURE DATE:** This is the date that the documents were disclosed to the borrower and allows for the borrower to pay for their appraisal, within 3 business days of this date.
- **ATTACHMENTS:** You can upload items such as Sales Contracts, Survey's, Credit Card Authorizations, Legal Documents, Condo Questionnaires, Builder Plans & Specs, or Original Appraisals for review appraisals, etc. You will need to save the item as a PDF or Word Document, then select Browse, and search for the document in the file where you placed it. You can then select a description, such as Sales Contract, Credit Card Authorization Form, Survey, Other, etc, and then click UPLOAD.
- **NOTES:** This is where you can add detailed comments on unique property information, who to contact and when, inspection date requests, etc. The more detail that is input into this section, the less likely delays will occur.

If you have any questions, please feel free to give us a call and we will be happy to go over these instructions. Thank you again for choosing Accusured Management and we look forward to exceeding your expectations!