

## New Features Available for Appraisal Firewall

Appraisal Firewall Release Information for Managers: Tuesday,  
August 25<sup>th</sup>, 2009

Appraisal Firewall has recently been updated with a number of new management features that will allow you to provide even better service to your clients and appraisers. New features include the ability for you to **change the appraisal price**, and to **reassign orders to different appraisers** – plus a number of additional manager enhancements, lender enhancements, and appraiser enhancements.

Please review this information, and feel free to pass the appropriate sections on to your clients and to their appraisers.

### Ability to Adjust Pricing Lets You Offer Even Better Customer Service

You now have the control you need to take care of price-change requests for your clients: you can better manage payments by increasing or reducing the appraisal price. To do this, open an order, then locate and click the newly-added **Fee Change** button. You will be able to view the current appraisal fee, and you can either choose an amount to **charge** that will increase the price of the appraisal, or you can enter an amount to **credit** that will decrease the price of the appraisal. The amount you enter here will either be added to the current fee, or subtracted from the current fee – based on the Action you choose.

[Click Here for more information and to view a demo of this feature](#)

### More Control for Managers: Reassign Orders to Different Appraisers Across Statures

We have extended the ability for you to reassign appraisal orders. Now, you can reassign orders to different appraisers even after an appraiser accepts the order. The purpose of this enhancement is to give you more control over the appraisal assignments as they move through the entire process toward completion. You can reassign appraisals through the same process that you always have: by opening an order and clicking the **Assign** button. Here are some important items to note about this enhancement:

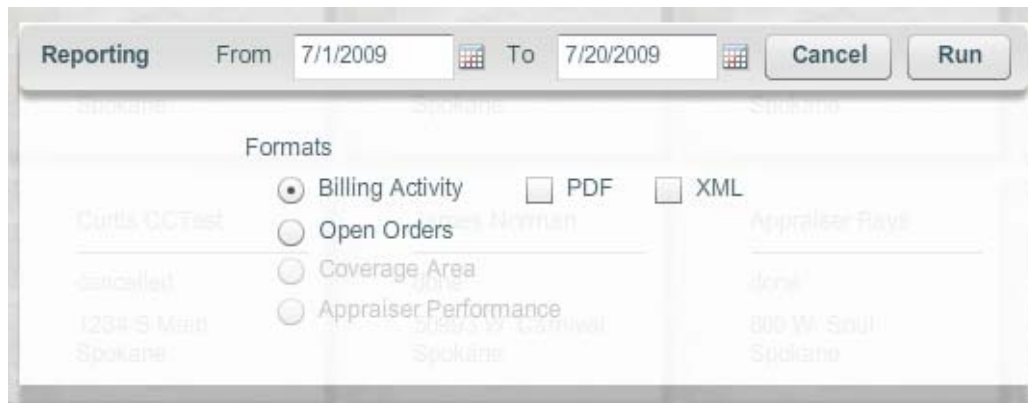
[Click Here for more information and to view a demo of this enhancement](#)

### More Options for Tracking and Managing Appraisal Firewall Billing

You can now download your Billing Activity management report in an XML format for conversion to import into accounting software like QuickBooks – and other applications that accept XML formatted data. From using your accustomed accounting software to manipulating data in the way you want to view it, this additional option should make it easier to manage your billing processes.

**How to use this feature:**

Login to Appraisal Firewall and click the **Reporting** button. To the right of the **Billing Activity** option, you will see an additional checkbox: **XML**. Select the Billing Activity report, then check the XML checkbox, and click the **Run** button. Your billing activity information will be presented in an XML format that you can save to your local computer, then convert and import into whichever accounting package you use that accepts XML formatted files.

**Lender Rotation Manager Enhancements****New Supplement Option Saves Lenders, Appraisers Time on Completed Orders**

Quite often, lenders need more information on a completed appraisal: an additional Drive-By that underwriting requires or another product that needs to be ordered. Now, your clients can request more information on the same order – without creating a brand new order and re-typing all of the information. On **Completed** orders, users can open a new Message, change the status of the order to **Supplementing**, and type whatever they need into the message for the appraiser. The appraiser can then get their additional information on the same order in Appraisal Firewall – and of course this process will be tracked in the auditable Communications Log.

[Click Here to View a Demo on How to Use this Feature](#)

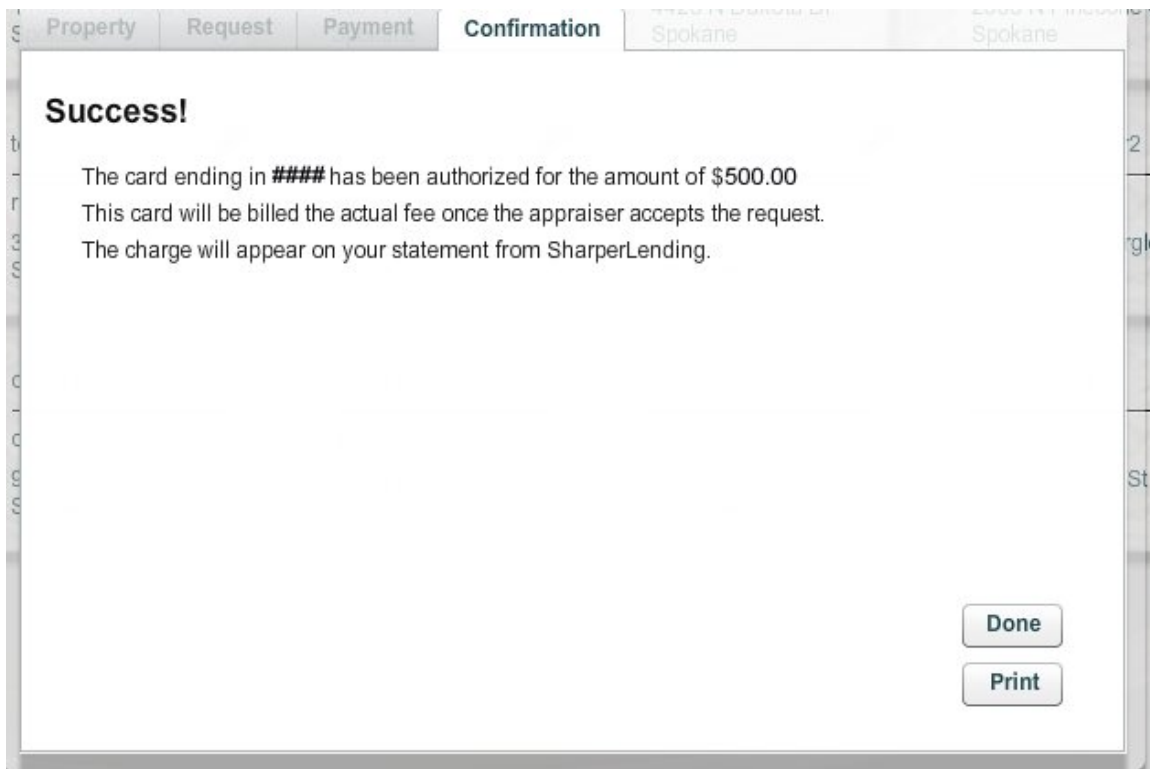
**Enhanced Appraiser Panel Coverage Area Report**

We've added FHA information to the Coverage Area management report. Now, in addition to viewing the individuals on the Rotation Manager's appraiser panel and entire coverage area at a glance, they can see whether or not the appraiser is qualified to do FHA appraisals or not. **True** indicates that the appraiser does FHA; **False** indicates that the appraiser is not qualified for FHA.

[Click here to view a demo of the new Coverage Report's FHA indicator](#)

**Credit Card Payment Receipt Now Available**

Whenever a user pays for an appraisal via credit card, an additional Confirmation screen now displays. This is a credit card receipt that indicates the card information was processed successfully for the authorized amount.\* Users can refer back to the receipt at any time by viewing the Communications tab, locating the Payment Approval message, and double-clicking on that entry. Here is a sample of the receipt.



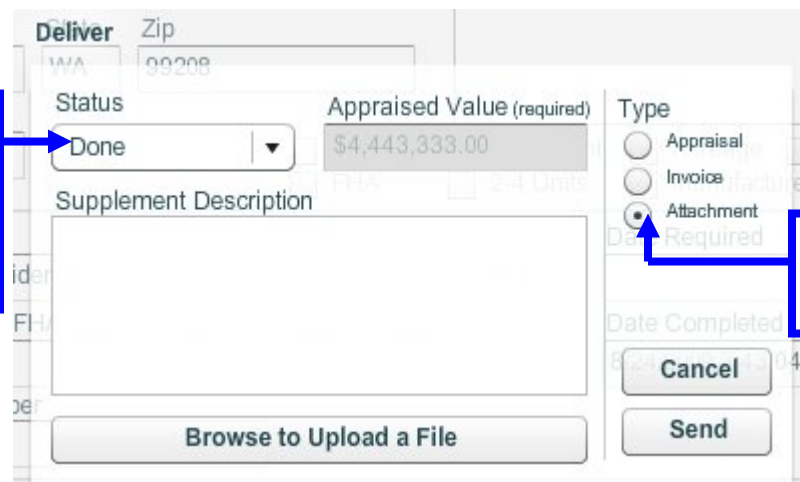
\*The amount that is authorized up front may differ from the total cost of the appraisal. Total cost is determined once the appraiser accepts the order – at that time, the authorization (funds hold) is removed and replaced with the actual total cost.

**Appraiser Enhancements****New Supplement Feature Lets Appraisers Follow up on Completed Orders**

Lenders now have the ability to request additional information on orders that have been completed: an additional Drive By that underwriting requires or another product that needs to be ordered. By requesting supplemental products on the same order, this can take an order out of a Done status and make it “Supplementing.” Supplementing orders require the appraiser’s attention, and will display with the **ATTN:** text in orange on them. Appraisers will receive an automatic email from Appraisal Firewall when the lender requests a Supplement – this email will include the information that the lender is requesting.

There are two ways that you can complete a supplement request, depending on if an additional attachment is required or not.

1. If an additional attachment is required to complete the supplement (an additional 2055 External / Drive By), click the **Deliver** button, choose a Type of **Attachment**, make sure the status will be set to **Done**, then upload your attachment and **Send** it back to your lender. You can send any additional fee information in the Supplement Description field, or send a message to your lender about fees for your additional work.



The screenshot shows a 'Deliver' form with the following fields and controls:

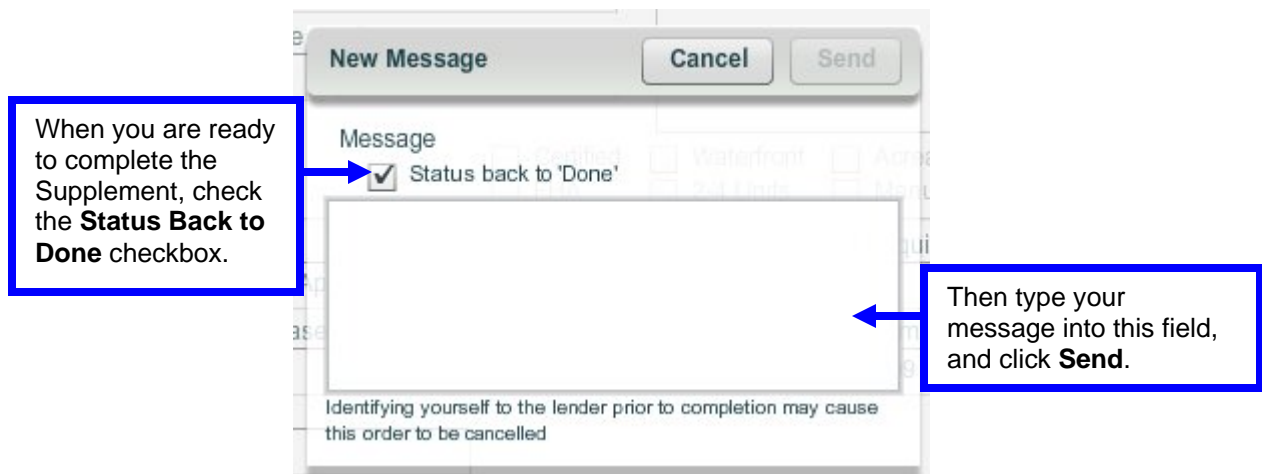
- Status:** A dropdown menu set to 'Done'.
- Appraised Value (required):** A text field containing '\$4,443,333.00'.
- Type:** A radio button selection with options: 'Appraisal', 'Invoice', and 'Attachment' (which is selected).
- Supplement Description:** A large text area for entering details.
- Buttons:** 'Browse to Upload a File', 'Cancel', and 'Send'.

Three callout boxes provide instructions:

1. Make sure the **Status** is set to **Done** when you have satisfied the supplement request.
2. In the **Type** section, select **Attachment**.
3. Then, enter a **Supplement Description**, **Browse to Upload a file**, then click **Send** to complete the supplement request.

2. If no attachment is needed to satisfy the supplement request, you can simply reply to the lender message with your response, and make sure the **Status Back to Done** checkbox is checked. You can send any additional fee information in the message field.

YOUR ESTABLISHED RELATIONSHIPS MADE COMPLIANT



Contact your Appraisal Firewall representative with any questions about these enhancements at (800)452-1174 or [Sales@SharperLending.com](mailto:Sales@SharperLending.com).