

Appraisal Order Process Map for Wholesale Loans

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* Please note, these items do not need to be ordered prior to submission.

- ! Request/View Flood Certification
- ! Order Appraisal ←
- ! Order 4506 Transcripts
- ! Order SSA

Select "Order Appraisal" in box 3.

Appraisal Screen View and Process

ORDER APPRAISAL

New Appraisal Order

[Click here for Mercury history report](#) — [Click here to review your order history.](#)

Mercury Status : n/a
 Payment Status : n/a
 Note :Payment status may take up to 2 minutes to update after successful payment. [Refresh Status](#)

Tracking ID — No action needed.
 Payment Method* — No action needed.

Assignment Information

Due Date * — Enter Due Date. Please note, if the date selected is within 5 business days of the order date, the AMC will charge a Rush Fee.
 FHA/VA Case# — Complete if applicable.
 AMC * — Select the AMC of your choice.
 Type of Appraisal * — Select Appraisal Type.
 Appraisal charge(\$) * — Enter amount of Appraisal from your selected AMC's fee schedule. When you select an AMC, a link to that AMC's fee schedule will appear here.

Contact and Access Information

Select preferred contact method.

Designate that this is the appointment contact by clicking here.

	Name	Type	Contact	Name	Type	Contact	Appt Contact
Owner Phone	<input type="text" value="John Doe"/>	<input type="text" value="Select"/>	<input type="text" value="Phone or Email"/>	<input type="text"/>	<input type="text" value="Select"/>	<input type="text"/>	<input checked="" type="radio"/>
Occupant Phone	<input type="text"/>	<input type="text" value="Select"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Select"/>	<input type="text"/>	<input type="radio"/>
Agent Phone	<input type="text"/>	<input type="text" value="Select"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Select"/>	<input type="text"/>	<input type="radio"/>
Other	<input type="text"/>	<input type="text" value="Select"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Select"/>	<input type="text"/>	<input type="radio"/>

Product Requirements

Additional Notification Email

Enter additional e-mail address to receive notifications for this order. Separate multiple e-mail address with a semicolon.

The LO, processor and underwriter email addresses will automatically appear here. You may enter additional email addresses for anyone else whom you wish to receive email notifications on this appraisal order.

Additional Comments or Instructions to Vendor

Enter any additional instructions for the AMC here.

upload documents for Appraiser

ADD MORE FILES

Upload purchase contract, if applicable, and other other documents pertinent to the appraisal order.

Choose File No file chosen

Click "Order Appraisal".

ORDER APPRAISAL

CLOSE

ANY NEW ADDITIONS SUCH AS REINSPECTIONS, DISASTER INSPECTIONS OR A SECOND FULL APPRAISAL:

You will click on the Order Appraisal link and choose "New", choose the type of appraisal and proceed as outlined above.

After clicking "Order Appraisal" a payment screen will pop up for payment information. Please follow the steps below:

Step 1 Order Appraisal - Completed

Step 2 Credit Card Payments

ResMac

Make a Payment

Securely pay for your appraisal.

Find Appraisal Order

Enter the property street address and zip code to find your order.

Street address Zip code

Search results

Select your order from the returned results.

10655 Birch St, Due: \$123.00 Select the Property Address and click "Submit"

Complete these fields to charge a credit card.

First name*

Last name*

Zip code*

Credit card number*



Expiration date* -- ▾ ---- ▾

Amount* 123

E-mail address*

Enter your credit card information and click "Charge Card" to process the payment.

****Please note, if there is any problem with the credit card entered you will receive an email notifying you of the issue. If a new credit card needs to be entered, you will simply come back to the "Order Appraisal" link, click on "Appraisal Payments" and enter in the new card information. If your original credit card order does not go through and you enter in the credit card information again the credit card will NOT be charged twice. The AMC is processing the card, the card is not being processed through marti.**

After the Appraisal is Ordered

COMMUNICATING WITH THE AMC:

DO NOT reply to your email notifications! To send a message to the AMC after ordering your appraisal, use the "Send Message" button at the top or bottom of the Order Appraisal screen, select the corresponding Status ID in the dropdown, enter your detailed comment and hit "Send Message". All messages go directly to the AMC.

UPLOADING DOCUMENTS:

If you need to upload additional documents after the order is placed, you will use the "Send Message" button at the top or bottom of the Order Appraisal screen, select "Document Upload" from the Status ID dropdown, choose file, upload, enter comment if necessary in the Status Comment box and hit "Send Message".

UPDATE APPRAISAL STATUS

Update Appraisal Status

Status ID*

Tracking ID

Status Comment

Mercury Delivery Method No file chosen

REQUESTING AN UPDATE TO A COMPLETED APPRAISAL:

If you need to request an update to a completed appraisal, you will use the “Send Message” button at the top or bottom of the Order Appraisal screen.

1. You will select “Revision Needed” from the Status ID dropdown, enter your comment in the Status Comment box and hit “Send Message” (see screen shot below).
2. Next, you will select “Document Upload” from the same Status ID dropdown, choose file and upload any supporting documentation, enter additional comment in the Status Comment box if necessary, and hit “Send Message” (see screen shot above).

UPDATE APPRAISAL STATUS

Update Appraisal Status

Status ID* Revision Needed

Tracking ID

Status Comment

SEND MESSAGE CLOSE

VALUE RECONSIDERATION REQUESTS:

If you need to request a value reconsideration, you will use the “Send Message” button at the top or bottom of the Order Appraisal screen.

1. You will select “Revision Needed” from the Status ID dropdown, enter your comment in the Status Comment box and hit “Send Message”.
2. Next, you will select “Document Upload” from the same Status ID dropdown, choose file and upload your value reconsideration information, enter additional comment in the Status Comment box if necessary, and hit “Send Message”.

To VIEW the history of your order and all messages, click on the history report link located in the upper left corner of the appraisal ordering screen.

[Click here for Mercury history report](#)

***Please note, all VA appraisals need to be ordered through the VA portal as always.**

Please contact Production Support with any questions at ProductionSupport@ResMac.com or 561-405-9625.

We appreciate your business!