Processing Commercial Orders in Appraisal Firewall
A Guide for Appraisers

You and your lenders can use Appraisal Firewall to meet commercial ordering needs. With Appraisal Firewall technology, you can efficiently manage your commercial order requests by quickly submitting bids and turn times. You can also send messages to the lender, upload formal bid requests, and view engagement letters. Best of all, you spend less time managing your commercial orders and get to work on completing reports faster, giving you the advantage as a commercial appraiser.

Signing Up as a Commercial Appraiser

If you perform commercial appraisals, you can quickly setup your appraiser profile in Appraisal Firewall to be available to your lenders on their commercial orders. To enable your account to receive commercial appraisal orders, log into Appraisal Firewall and access the second page of your profile. Find the **Appraisal Types** section and check the **Commercial** checkbox. When you indicate that you are an appraiser that performs commercial appraisals, and your lender places a commercial order, you will be considered in the assignment process if the property is within your coverage area.

You can designate if you perform residential appraisals, commercial appraisals, or both.

Bidding on Commercial Orders

When your lender places a commercial order and requests a bid from you, you will receive a bid request email notification. You can click on the link in the email to access the bid screen, or you can log into your Appraisal Firewall account and click the **Bids** tab. By default, the Bids tab displays orders where you have submitted a bid, have a bid request pending, and orders where the lender has accepted your bid.

Search for orders where your bid was declined by using the Search filter.

Open the order you would like to bid on, select the **Order** menu, and choose **Bid**. Enter the price and turn time that you are offering, include any attachments as needed and provide disclosure information (and any other notes you deem fit for the bid process), then click **Submit**.

You may create a secondary bid at any time prior to the bid request deadline, which will override your initial offer.

Working in Commercial Orders

Your lender will choose the winning appraiser bid and you will be notified by email whether or not your bid was accepted. When you are the winning bidder, accept the order within Appraisal Firewall by opening the order and clicking **Accept** on the prompt that appears. Once the order is accepted, you may proceed working on the commercial appraisal.


Once accepted, the order will appear in your main **Order List** screen, as well as remain in the Bid list so you can access order details from either screen. Clicking on an order card opens the appraisal so that you can view the property details and work within it.

The basic order layout includes menu options along the top blue toolbar. These menus include the **Order** menu, the **Communicate** menu, and the **View** menu.

The **Order** menu provides the ability to **Bid**, **Decline**, **Print**, and **Change Price** (available only after accepting the order).

- ♦ **Bid** – You can submit a bid to the lender by entering a price and turn time. You can also update an existing bid, which will override your initial offer.
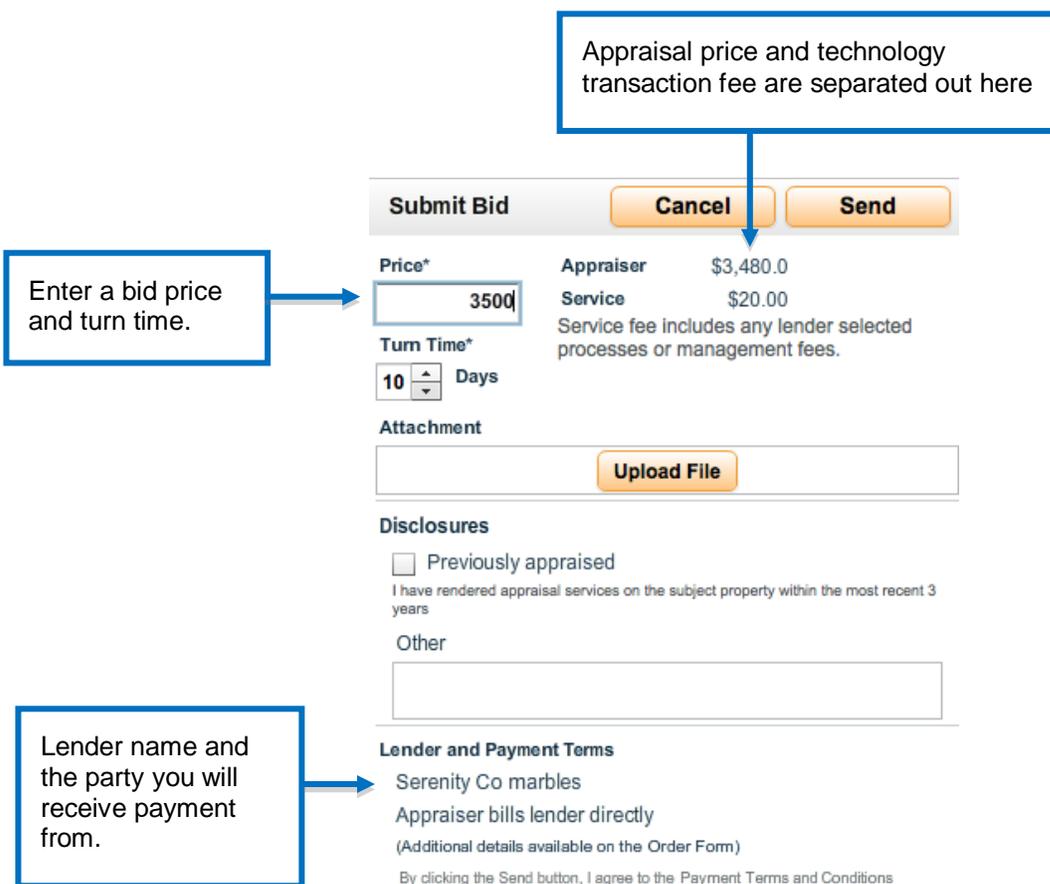
Appraisal price and technology transaction fee are separated out here

Submit Bid   Cancel   Send

Enter a bid price and turn time.

Price*   **Appraiser** $3,480.0
3500   **Service** $20.00
Service fee includes any lender selected processes or management fees.

Turn Time*
10 ⬆⬇ Days

Attachment
Upload File

Disclosures
☐ Previously appraised
I have rendered appraisal services on the subject property within the most recent 3 years
Other

Lender name and the party you will receive payment from.

Lender and Payment Terms
Serenity Co marbles
Appraiser bills lender directly
(Additional details available on the Order Form)
By clicking the Send button, I agree to the Payment Terms and Conditions

- ♦ **Decline –** If you do not want to bid on the order or do not want to accept it, you may decline and indicate the reason.
- ♦ **Print –** You can print a hardcopy of the order form, which contains property details, instructions from the lender, borrower information, and customer service contact information.
- ♦ **Change Price –** Request a price increase from the lender by entering the adjustment amount and reason for the additional cost.

The **Communicate** menu offers a number of options to communicate with parties involved in the order.
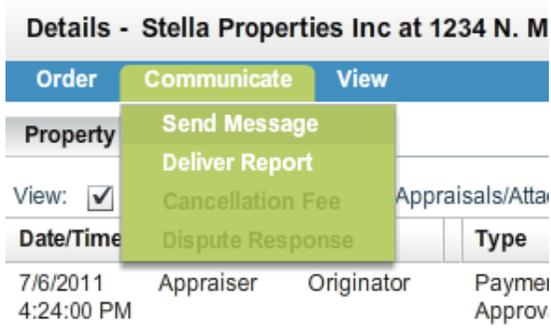
- ♦ **Send Message** – lets you send a message to the originator (lender) or customer service.
- ♦ **Deliver Report** – allows you to upload your report or attachment and send it to the other party.
- ♦ **Cancellation Fee** – allows you to charge a fee if the other party cancels the order. Cancellation fees must be entered within 24 hours of the order cancellation.
- ♦ **Dispute Response** – respond to a lender's comments on different comps (available only when a lender is disputing the appraised value).

The **View** menu allows you to access additional information relating to the appraisal.

- ♦ **Lender** – displays the lender address to include on your report.
- ♦ **Communications Log** - displays a printable view of all messages and all activities that occurred on this order. You can print hardcopies of the log to go along with the appraisal file.
- ♦ **Appraisal** - allows you to view the completed appraisal.

Below the menu options, you will find the **Property** tab and **Communications** tab.

♦ The **Property** tab contains all details about the subject property that were entered at the time of the order.
♦ The **Communications** tab displays a log of all messages, status changes, and activities that occurred on this appraisal. If you should ever need a hardcopy of the Communications Log, see the **View** menu and select the **Communications Log** entry to print off this log.

Appraisal Firewall offers additional training opportunities for appraisers. Login to Appraisal Firewall and click the **Help** link, or click here for a demonstration of working in Commercial appraisal orders.