

Using the Price Change Feature in Appraisal Firewall

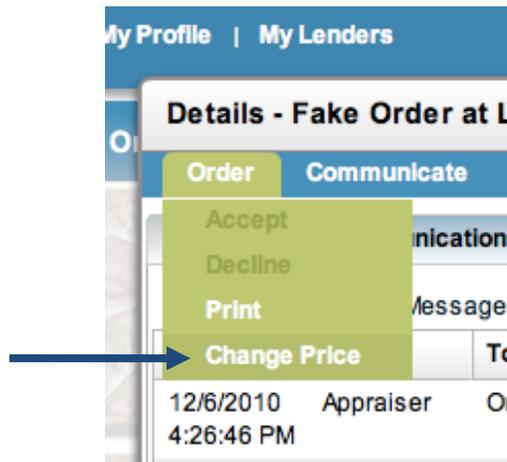
Appraiser User Guide

Appraisal Firewall offers you the ability to request a price change after you have accepted an appraisal order and the price has been set. You often encounter this need when you go out to perform your inspection and realize there is detail that was missed or not provided when you accepted the order and set your original price.

Appraisal Firewall makes it easy to communicate directly with your lender about the price change amount, and reasons why a price change is needed. Your lenders can then work with you to either accept or decline the request.

How to Request a Price Change

If you decide a higher price may be warranted on a particular order (ie complexity of property, FHA conversion, supplemental forms), you can request a price increase by opening any order, then selecting the **Order** menu and choosing the **Change Price** menu option.

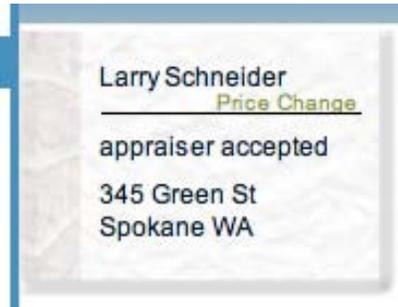


This opens the **Change Price** window. Here, you can enter the amount you are requesting, as well as add the reason for the increase. Click **Done** to send the request to your client.

A screenshot of the 'Change Price' window. At the top right, there are 'Cancel' and 'Done' buttons. The main content area has a table-like structure with the following data:

	Action	Amount	New Price
Current Price	\$400.00 + Charge	<input type="text" value="50"/>	= \$450.00
Payment Method	Bill		
Comment (required)	<input type="text"/>		

Once you request a price increase on an order, the order card in your Order List will display a green **Price Change** indicator, meaning that the price change request has not been addressed by the lender.



If your client accepts the price change, the updated price will be reflected on the order details screen, and the communications log status for the request will read **Completed**. You will also receive an email informing you that the price change request has been approved.

Details - Michelle Smith at 321 Glenrose Spokane WA ... Price \$400.00 **Done**

Order Communicate View

Property Communications Status: appraiser accepted | Reference Number: 4548

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

Date/Time	From	To	Type	Status	Comment	\$
12/7/2010 12:02:30 PM	Appraiser	Originator	Payment Approval	Pending	Fee Adjustment	\$100.00
12/7/2010 12:02:30 PM	Customer Service	Appraiser	Service Fee Approval	Pending	Service Fee Adjustment	\$10.00
12/7/2010 12:02:17 PM	Appraiser	Rotation Manager	Change Price Request	Completed	Requesting additional \$100 for re-inspection.	\$100.00
12/7/2010 12:02:07 PM	Customer Service	Appraiser	Service Fee Approval	Pending	Service Fee	\$30.00

The price field indicates the new amount

The status for the request is completed.

There may be times when a lender disagrees with your request. If the request is declined by the lender, the communications log will read Declined. You will also be notified by email that the lender has declined the price increase request.

12/7/2010 12:01:38 PM	Appraiser	Rotation Manager	Change Price Request	Declined	Requesting additional \$100 for re-inspection.	\$100.00
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On declined price change requests, you are encouraged to work with your client to come to terms and agree on a solution – then you can request another Price Change using this same method outlined here.

Additional Information

- You have the ability to request a price change at any time during the order process once it has been accepted.
- You can request multiple price changes from your clients as long as the previous price change has either been accepted or declined.
- Lenders receive email notifications when a price change is requested. Appraisers receive email notifications when the price change request is accepted or declined.