



Valuation Management Group Quick Start Guide

This quick start guide will enable you to place and view appraisal orders
with Valuation Management Group



****Quick Note for Wholesale Lenders / Brokers****

- A Banker/Broker MAY NOT be responsible for payment for compensation DIRECTLY to the appraiser.
- A Banker/Broker will submit payment to Valuation Management Group for the appraisal costs.
- At time of initiating the appraisal order, the Banker/Broker may be required to pay by credit/debit card.
- A borrower may provide their credit card information to a Banker/Broker for the loan originator to use for payment to Valuation Management Group for appraisal costs. See next section for detailed instructions.

When using the borrower's credit card for payment:

Please make sure the borrower signs the "Credit Card Authorization Form" found by following the link on the www.valuationmanagementgroup.com homepage.

WHERE TO ACCESS YOUR ONLINE APPRAISAL CENTER:

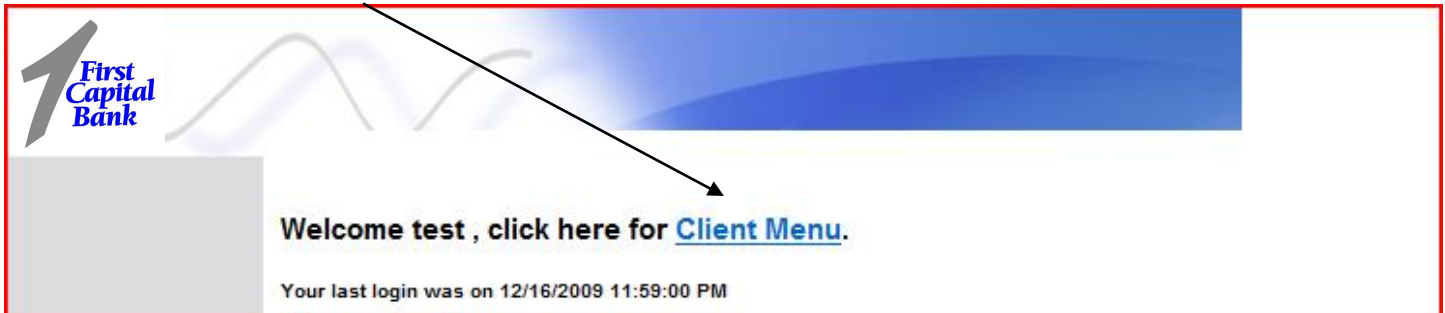
The link to the online ordering system can be found at

www.valuationmanagementgroup.com

Once the homepage populates, click "Existing Client Login"

A separate Tab or Window will open and insert your Login & Password:

Now click "Client Menu"



MAIN HOME PAGE

- All open orders are displayed on this page with status.
- All navigation options are presented on left and top tab.
- To place an order, click on "Place an Order" on the left navigation tab.

REQUIRED INFORMATION FOR ORDERING APPRAISALS

Processor = Loan Processor
 Processor 2 = Loan Officer
 Date Needed = Appraisal Due Date

Client Info	
Client	Valuation Management Group 1640 Powers Ferry Road, B16 Ste 100 Marietta 30067
Processor	Lisa Scott
Processor 2	Natalie Thompson
Ordered By	
Date Needed	01/01/2010 <small>Date must be entered in MM/DD/YYYY format.</small>
Lender	Input Destination Lender Here

Primary Borrower Info
 Subject Property Address, City, State, County and ZIP
 Borrower Email Address
 Property Type
 Report Type (1004, 1073, etc)
 FHA = switch to yes if FHA
 Intended Use = switch to either Purchase, Refinance, Reverse Mortgage, etc.
 Payment Method = Credit Card area will populate once switched

Billing Info	
Payment Method	Credit Card
Full Name	
Billing Address	
Billing Address 2	
Billing City	
Billing State	
Billing Zip	
Credit Card Type	Select One

REQUIRED INFORMATION FOR ORDERING APPRAISALS, Cont.

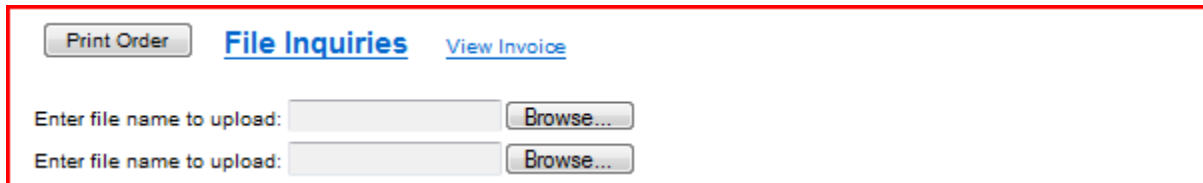
Property Access / Contact Info = Please input the cell phone into the 'Other Phone' window.

Notes = Input any special notes of uniqueness of a property here
Hit SAVE

Once the file is saved:

The Upload field will populate to provide additional documentation such as a Sales Contract, Credit Card Authorization, Condo Questionnaire or other documentation.

Sales Contracts are required to start appraisal report work

A screenshot of a web form interface. At the top, there are three buttons: "Print Order" (disabled), "File Inquiries" (active), and "View Invoice" (active). Below these are two identical rows for file uploads. Each row consists of a text input field labeled "Enter file name to upload:" followed by a "Browse..." button. The entire form area is enclosed in a red rectangular border.

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REMINDERS ON DATA ENTRY:

- Complete Place Order screen and hit save.
- Upload Sales Contract, Condo Info or Questionnaire, Credit Authorizations forms upfront as these documents can cause delays on delivery of appraisal to you.
- Include any notes if property is unique. (waterfront, jumbo, rural, excessive acreage, etc)
- Print a copy of order for your records.

APPRAISAL DELIVERY

Valuation Management Group will deliver a copy of the final appraisal via email to the following contacts input in the Place Order screen upon completion:

- Processor 1
- Processor 2 (if listed)
- Lender (Wholesale Lender clients will want an original sent to them)

If you have any issues with the appraisal as it relates to correcting material fact errors, concerns or have additional questions regarding the final appraisal please contact the Review Appraiser assigned to your account.

CHECKING STATUS OF YOUR ORDER

Go to Main page by clicking upper left tab labeled 'Main' where you will find all open/active orders.

First Capital Bank

Main Search Reports Help Tools Log-Out

Place an Order
List All Open
File Inquiries
Completed Orders
Cancelled Orders
All Orders

Open Orders
1 records found

Sorted by:

Ascending Descending

File #	Loan #	Borrower	Address
09501		Joe Sample	2470 Regency Lake Dr - Marietta, GA 30067

FOR ORDERS IN PROCESS

Find your order on the page and click the file number which is an active link to open up file
Scroll down to bottom of screen where you can review Status notes from VMG and Appraiser.

**If you see a gap in communication please contact the Client Specialist or Account Executive.

First Capital Bank

Main Search Reports Help Tools Log-Out

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STATUS NOTIFICATIONS BY EMAIL

You can adjust the appraisal order status notifications that are sent to you by email. Choose any of the options you see below that would help you stay up to date and click save. Checked below are the most commonly used.

First Capital Bank

Main Search Reports Help Tools Log-Out

Daily Dashboard
Change Password
Change Status Notifications

Status Notifications

Check the boxes for each status change you would like to be notified about via email.

<input type="checkbox"/> Accepted by Appraiser	<input type="checkbox"/> Delivered to Client	<input type="checkbox"/> Pending CC Approval
<input checked="" type="checkbox"/> Action Required	<input type="checkbox"/> FHA Received	<input type="checkbox"/> Received By Appraiser
<input type="checkbox"/> Assigned	<input type="checkbox"/> FHA Requested	<input checked="" type="checkbox"/> Refer To Comments
<input type="checkbox"/> Being Typed	<input type="checkbox"/> In Progress	<input type="checkbox"/> Request for Revisions/Addenda
<input type="checkbox"/> Bid Selected	<input checked="" type="checkbox"/> In Review	<input type="checkbox"/> Reviewed
<input type="checkbox"/> Bidding Closed	<input type="checkbox"/> Inspected	<input checked="" type="checkbox"/> Scheduled
<input type="checkbox"/> Cancellation Pending	<input checked="" type="checkbox"/> Left Msg	<input type="checkbox"/> Sent to Collections
<input checked="" type="checkbox"/> Cancelled	<input type="checkbox"/> No Answer	<input type="checkbox"/> Unassigned
<input checked="" type="checkbox"/> Completed	<input checked="" type="checkbox"/> On Hold	<input type="checkbox"/> Waiting for Acceptance
<input type="checkbox"/> Declined by Appraiser	<input type="checkbox"/> Out for Bid	<input checked="" type="checkbox"/> Waiting for Payment
<input type="checkbox"/> Deleted		

Save

SUPPORT / HELP DESK

If you have any issues accessing the website or technical difficulties using the online system please contact:

Megan Weeks
Megan@valuationmanagementgroup.com
Office: 678.483.4420

Direct: 678.486.7496

Thank you for your business!