

Wholesale Lending



Q.APPRAISAL QUICK REFERENCE GUIDE



Franklin American
MORTGAGE COMPANY

It All Begins With Home

ACCESSING THE APPRAISAL MANAGEMENT SYSTEM

Lending Guide | Product Matrix | Appraisal Management | Rates | Forms | Register or Lock a Loan | Automated Underwriting | Loan Status | Closing | FAQs | Resources | TRID

MAIN MENU | LOOKUP INDIVIDUAL LOAN | PIPELINE REPORT | LOOKUP BY STATUS | LOOKUP BY SSN | LOOKUP BY PROPERTY | LOOKUP BY LAST NAME | LOCK CONFIRMATIONS | CLOSING DOCS | VIEW MY INFORMATION

Click Appraisal Management to Create and Manage Appraisal Orders

PIPELINE REPORT













Printer Friendly Version



Excel Version

Click Loan Status, View Pipeline to Create and Manage Appraisal

Click the column heading to change the pipeline listing order.

Loan #	Borrower	Type	Amount	LTV	Submit	Lock	Edit Loan	Lock Exp	Approve	Fund	LE	Appraisal	AUS	Images	LO	Locked By
Stage: FLOATED																
1102237744		CONV/PUR	\$100,000	50.0%		LOCK						12/20/2017	Order Appraisal			
1102237760		CONV/PUR	\$100,000	86.867%		LOCK	EDIT					Order LE	Order Appraisal	Order AUS		
1102237809		CONV/PUR	\$150,000	85.714%		LOCK	EDIT					Order LE	Order Appraisal	Order AUS		
1102237810		CONV/PUR	\$100,000	86.867%		LOCK						Order LE	Order Appraisal			
1102237844		CONV/PUR	\$100,000	86.867%		LOCK	EDIT					Order LE	Order Appraisal	Order AUS		
2102237662		CONV/PUR	\$179,000	89.5%		LOCK						Order Appraisal	Order AUS			
2102237663		CONV/PUR	\$185,000	90.244%		LOCK	EDIT					Order Appraisal	Order AUS			
2102237666		CONV/PUR	\$100,000	50.0%		LOCK	EDIT					Order Appraisal	Order AUS			
2102237667		CONV/PUR	\$200,000	86.867%		LOCK	EDIT					Order Appraisal	Order AUS			
9			\$1,214,000													
Stage: LOCKED																
2102235154		CONV/REFI	\$115,500	79.855%	09/18/17	09/18/17		10/18/17				Manage Orders	View Findings			
2102237262		VA/PUR	\$199,500	100.0%		09/18/17		10/18/17				Order Appraisal	Order AUS			
2			\$315,000													
Stage: APPROVED W/ CONDITIONS																
1102228881		FHA/PUR	\$127,548	96.5%	08/24/17	09/08/17		10/09/17				08/23/2017	Manage Orders	View Findings		
1102230715		FHA/PUR	\$285,109	96.5%	08/30/17	09/14/17		10/16/17				08/29/2017	Manage Orders	View Findings		
1102234322		FHA/PUR	\$312,141	96.5%	09/12/17	09/08/17		10/06/17				09/07/2017	Manage Orders	View Findings		
1102237746		CONV/PUR	\$100,000	11.813%		LOCK						11/13/2017	Order Appraisal	Order AUS		
2102242225		VA/PUR	\$155,000	100.0%	08/08/17	09/12/17		10/12/17				Order Appraisal	View Findings			
210224667		CONV/PUR	\$424,100	78.263%	08/10/17	09/08/17		10/09/17				Order Appraisal	View Findings			
210225825		CONV/REFI	\$224,000	78.598%	08/30/17	09/08/17		10/06/17				Manage Orders	DU-APPR ELIG			
210229485		CONV/PUR	\$134,800	95.0%	08/24/17	09/08/17		10/06/17				Manage Orders	View Findings			
2102232189		CONV/REFI	\$92,000	24.211%	09/08/17	09/05/17		10/05/17				Manage Orders	View Findings			
2102233361		CONV/REFI	\$112,000	77.241%	09/07/17	09/06/17		10/06/17				Manage Orders	View Findings			
2102233689		CONV/PUR	\$180,500	95.0%	09/11/17	09/08/17		10/09/17				Manage Orders	View Findings			

Click to Order an Appraisal

Click to Manage an Appraisal Order

Appraisal Order Form

Required fields are outlined in yellow.

[Appraisal Management Quick Reference Guide](#)

Fields outlined in yellow are required to complete the Appraisal Order process.

Loan Information

Loan Number 1002270502	Loan Type FHA	Loan Purpose Purchase
Loan Amount 212,087.00	Estimated Appraised Value 216,000.00	Sales Price 216,000.00
Agency Case # 123-5467891	The FHA Agency Case Number must be ordered prior to ordering the appraisal.	

Property Information

Address 892 WHIPPING CREEK RD	City, State GLADYS, VA	Zip 24554
Property Type Single Family Residence	For Sale By Owner NO	Select Yes or No in drop down For Sale By Owner.

Borrower Information

Primary Borrower

First Name JUSTIN	Middle Name K	Last Name FAUBER
Primary Phone 434-534-7353	Alternate Phone ### ### ####	E-mail qa@franklinamerican.com

Loan, Property, and Borrower Information will auto-populate if the content is in FAMC systems.

- Any fields outlined in **yellow** are required in order to complete the **Appraisal Order Form**.
- Appraisal Management Quick Reference Guide** link is available.
- Greyed out boxes cannot be revised/edited.
- FHA Agency Case Numbers** aren't editable unless the EMB is a Principal Agent.
- For SOs and SOFAs, the case number will auto populate from FAMC systems.
 - The Case Number must be ordered prior to ordering the appraisal.

Property Information

- Select **Yes** or **No** if **For Sale By Owner**.
- If property is a TBD, once a property has been identified, the Customer needs to follow the "Lender Certified Approvals/TBD Properties Procedures found on the Website>>Resources>>Training Materials.

Borrower Information

- Confirm **Primary Borrower Phone**.
- The Borrower's e-mail address will carry over to the payment section on Borrower paid appraisals.

Property Information

Address 123 AMERICA STREET	City, State IRVING, TX	Zip 75039
Property Type Single Family Residence	For Sale By Owner NO	

Answer Yes or No if For Sale By Owner

Borrower Information

Primary Borrower

First Name MARY	Middle Name	Last Name SMITH
Primary Phone *****	Alternate Phone *****	E-mail

Property Contact Information

Realtor Information

For Realtor Information, complete required fields in yellow

First Name	Middle Name	Last Name
Primary Phone *****	Alternate Phone *****	E-mail

If needed, you may add an alternate contact in addition to the **realtor** listed above. The property contact(s) will be necessary for the appraiser to gain access to the property.

[Add Alternate Contact](#)

Add Alternate Contact here

Property Information

- Select **Yes** or **No** if **For Sale by Owner**

Property Contact Information

- If **No** is selected, **Realtor information** is required
- If **Yes** is selected, **Seller Information** is required
- If **Refinance**, the **Property Contact** will default to **Primary Borrower**

Add Alternate Contact

Add additional property contact by clicking on the **Add Alternate Contact**

Broker Notification Information

- This section will allow the Customer to add additional e-mail notifications.
- The person logged in and placing the order will populate under the **Broker Notification Information**.
- The Customer has the ability to add **additional e-mail addresses** for additional recipients of the **E-mail Notifications Options** as shown.
- The Customer can **Select All** or as many notifications as desired.
- **Order Update** will always be checked. This field is not editable.
- The **additional e-mail addresses** can be for Processors, Assistants, Loan Officers or even Realtors, etc.

Note: At this time, once the order is complete, the Notifications cannot be changed.

Broker Notification Information

Name

David Graham

Primary Phone

863-688-8443

Notification E-mail

dgraham@franklinamerican.com

Include any additional e-mail addresses to receive status notifications.

Additional E-mail

Additional E-mail

E-mail Notification Options

- Select All
- Order Initiated
- Order Accepted
- Inspection Scheduled
- Inspection Complete
- Order Updates
- Order Cancelled
- Product Delivered

Appraisal Payment Information

Paid By

PRIMARY BORROWER
PLEASE SELECT ONE
PRIMARY BORROWER
BROKER
qa@franklinamerican.com

Who is paying for the appraisal? Select **Primary Borrower** or **Broker/EMB**

Please, enter/verify the e-mail address for the primary borrower.

If **Primary Borrower** paid, **primary borrower email address** is required. If this has already been provided, the field will auto-populate.

Appraisal Request

Product Type

Before the borrower may pay for the appraisal, they must receive the LE and provide a Notice of Intent to Proceed.

- Please, save your input at this time.
- Complete [Q disclosures](#) to send the LE to the borrower(s).
- The primary borrower must receive the LE.
- After the primary borrower has received the LE, complete the [Notice of Intent to Proceed Certification](#).

The **LE** must be **received** and the **NOI date** must be **entered** on the **Loan Status** page. This alert will appear if these have not occurred on **borrower paid** appraisals.

Save

Appraisal Payment Information Borrower Paid Appraisals

- Under **Paid By**, select **Primary Borrower** or **Broker**. Confirm **Payee Address**.
- If **Primary Borrower** paid, **Primary Borrower e-mail** is required. If this has already been provided, the field will auto-populate.
- **NOTE:** It is essential the **Primary Borrower's** e-mail address is correct. The payment process is governed by the primary borrower's e-mail address. If this incorrect, it could cause significant delays.

The earliest date to collect fees must be current in order for the borrower to pay for the appraisal.

Broker:

- In order for the borrower to pay for the appraisal, the **LE** has to be **RECEIVED**, not signed.
- The **NOI** must be **completed**. The Broker must input the **NOI date** on the **Loan Status** page.

EMB:

- The **NOI** must be completed; the EMB must input the **NOI date** on the **Loan Status** page.

Appraisal Payment Information

Paid By

Payee E-mail

The **Payee Email** will automatically default to the user who is logged in and completing the order.

Appraisal Payment Information

Broker/EMB Paid appraisals

- Under **Paid By**, select **Broker**.
- The **Payee E-mail** will automatically default to the user who is logged in and completing the order.

Appraisal Payment Information

RECOMMENDED

1004 - URAR FOR SFR

2000 - 1-UNIT RESIDENTIAL FIELD REVIEW

1004D UPDATE - UPDATE REPORT FOR SFR

1004D COMPLETION - COMPLETION REPORT FOR SFR

DISASTER INSPECTION

FOLLOWING MAY NOT APPLY

2055 - EXTERIOR APPRAISAL REPORT FOR SFR

1073 - INDIVIDUAL CONDO APPRAISAL

1075 - EXTERIOR-ONLY INDIVIDUAL CONDO UNIT APPRAISAL

1025 - SMALL RESIDENTIAL INCOME PROPERTY APPRAISAL

1007 - SFR RENT SCHEDULE

216 - OPERATING INCOME STATEMENT

2000A - 2-4 UNIT RESIDENTIAL APPRAISAL FIELD REVIEW

1004 W/ 1007 - URAR FOR SFR & SFR RENT SCHEDULE

1004 W/ 216 & 1007 - URAR FOR SFR W/ OPERATING INCOME STATEMENT

1073 W/ 1007 - INDIVIDUAL CONDO APPRAISAL W/ SFR RENT SCHEDULE

1025 W/ 216 - SMALL RESIDENTIAL INCOME PROPERTY APPRAISAL W/ OPERATING INCOME STATEMENT

Appraisal Request

The **Save** function allows the user to "save" their information to come back and finalize the appraisal order at a later date.

Select the **Product Type** from the drop down. After making selection, click **Order Appraisal**.

Appraisal Request

Product Type

- Simply click on the drop down and make the product selection.

Save

- The **Save** function **simply** allows the user to "save" their information and complete their appraisal order at a later date.
- **Save** will not "save" the **Product Type**.
- The **Product Type** will have to be re-selected before the appraisal order can be finalized. It will save all other data.

Click **Order Appraisal**.

[Lending Guide](#) | [Product Matrix](#) | [Appraisal Management](#) | [Rates](#) | [Forms](#) | [Register or Lock a Loan](#) | [Automated Underwriting](#) | [Loan Status](#) | [Closing](#) | [FAQs](#)

CURRENTLY UNDERWRITING: **CONVENTIONAL LOANS** - *Purchases* submitted: Friday, January 12, 2018 *Refinances* submitted: Friday, January 12, 2018

Success!

Appraisal Product Ordered

Success messaging will appear when the **Appraisal Product** is successfully ordered.

Next Steps

- A payment request email will be sent to the responsible party. An appraiser will not be assigned until payment has been received.
- Please upload the most recent and fully executed sales contract with all addendums.

Appraisal Management

Loan Number:
 Borrower:

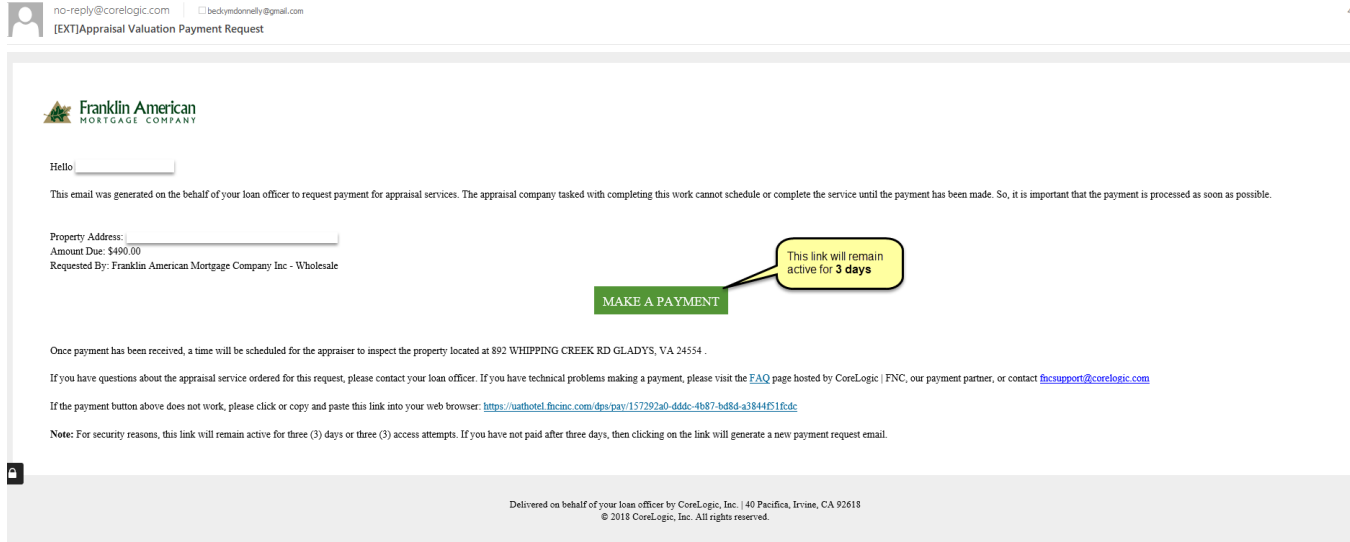
Communications
Document Upload
Additional Products & History
Payee History

Success Messaging

Success messaging will appear on the **Appraisal Management** page when the **Appraisal Product** has been successfully ordered.

Next Steps

- Payment
- Purchase loans
 - The ability to upload the most recent and fully executed purchase contract and all addendums to the **Document Upload** tab.



Important!

The payment needs to be made ASAP.

The appraisal process will not start until the payment is processed.

Payment Process

Once the product has been successfully ordered, an e-mail will be generated to the Borrower or Broker/EMB requesting payment.

Note: The Broker/EMB is designated as the person logged in and placing the order.

The link will remain active for **3 days**. If a payment hasn't been made after 3 days, clicking on the link will generate a new "Payment Request" e-mail.

Click on **Make A Payment** link to make the payment.

Hello

A payment of **\$490.00 USD** is due and required for appraisal services that have been ordered by your lender and need to be completed.

Please note, the appraisal company assigned by the lender cannot schedule or complete the service until the payment has been made. Delayed payments will delay the loan process.



All Fields Required

CREDIT CARD NUMBER

4000000000000077

NAME ON CARD

Becky Wolfe

EXP DATE

08

EXP YEAR

2021

CVV/CVC/CID

123

PAY [\$490.00 USD]

Need help? Send us an email.

Enter all required fields,
then click **Pay**

Payment Process Credit Card Information

- Enter the credit card information on the appraisal payment landing page.
- **All fields are required.**
- Click **Pay**.
- A message will appear with a payment confirmation.

Thank you for your payment!

You have successfully made a payment for **\$490.00** for the appraisal services ordered by your lending institution.

You should receive a confirmation email within 24 hours, and this charge may appear on your Credit Card Statement as **STRIPLE**, our payment processing partner.

CONFIRMATION NUMBER: 1BPKOMI7SAJP5DOBBTP23ZLP

If you have questions about your loan or the appraisal services, please contact your lender directly. If you have other questions, please see our FAQs.

PRINT CONFIRMATION

Payment Process Credit Card Information, continued

The person making the payment will also receive an e-mail “**payment confirmation.**”



Payment Confirmation

Hello,

Thank you for your payment!

You have successfully made a payment for **\$490.00** for the appraisal services ordered by your lending institution.

This charge may appear on your Credit Card Statement as STRIPE, our payment processing partner.

CONFIRMATION NUMBER: 1BPKOMI7SAJP5DOBBTP23ZLP

If you have questions about your loan or the appraisal services, please contact your lender directly. If you have other questions, please see our FAQs.

Appraisal Management

Loan Number:
 Borrower:

Communications Document Upload Additional Products & History Payee History

- Required fields are outlined in yellow.
- [Appraisal Management Quick Reference Guide](#)

Create New Message

^ Hide Incoming Messages					
Appraisal Product	Product ID	Post Date	From	Subject	Message
^ Hide Outgoing Messages					
Appraisal Product	Product ID	Post Date	From	Subject	Message

The **Appraisal Management** page has four categories to assist with the management of your appraisal product.

These include:

- **Communications**
- **Document Upload**
- **Additional Products and History**
- **Payee History**

Reminder:

- All fields outlined in **yellow** are required.
- The link to the Appraisal Management Quick Reference Guide is provided.

Communications Document Upload Additional Products & History Payee History

Required fields are outlined in yellow.
[Appraisal Management Quick Reference Guide](#)

Click Create New Message to begin message to AMC

Create New Message

Subject Product Type

Type message to appraiser here...

Provide your **Subject**, select your **Product Type** and **Create New Message**, then click **Submit**

Submit Cancel

Hide Incoming Messages

Appraisal Product	Product ID	Post Date	From	Subject	Message
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Communications Document Upload Additional Products & History Payee History

Required fields are outlined in yellow.
[Appraisal Management Quick Reference Guide](#)

Create New Message

Hide Incoming Messages

Appraisal Product	Product ID	Post Date	From	Subject	Message	
1004 - URAR	20171101-0427-2	Thu Nov 02 15:53:58 CDT 2017	SYSTEM	Payment Received	A payment in the amount of \$15.00 has been successfully received for Charge: ff31cab1-17e5-4f7d-8500-9848faa98a38.	Reply
1004 - URAR	20171101-0427-2	Thu Nov 02 15:53:57 CDT 2017	SYSTEM	Order has been taken off hold	Order has been taken off hold.	Reply
1004 - URAR	20171101-0427-2	Wed Nov 01 16:22:05 CDT 2017	SYSTEM	Payment Request Sent	Payment request for charge ff31cab1-17e5-4f7d-8500-9848faa98a38 in the amount of \$15.00 has been sent to beckymdonnelly@gmail.com. Service Provider Adjustment Reason: Standard Fee	Reply
1004 - URAR	20171101-0427-2	Wed Nov 01 16:21:34 CDT 2017	SYSTEM	Order has been put on hold	Order has been accepted via ports and been put on hold by Payment Service process. On Hold Reason:	Reply

- On the **Communications** page, you can **Create New Messages** to the AMC, and also view the **Incoming and Outgoing Messages** logs.
- Any incoming messages will allow the user to reply directly to that message.

Appraisal Management

Loan Number:
 Borrower:

Communications **Document Upload** Additional Products & History Payee History

- Required fields are outlined in yellow.
- [Appraisal Management Quick Reference Guide](#)

Upload Document

Upload From Current Images
Upload From Device

Upload History

Appraisal Product	Product ID	Document Type	Date Requested	Requested By	Status	Description

Use the **Upload Document** feature to upload sales contracts and other necessary documents.

View **Upload History**

Use the **Document Upload** feature to upload sales contracts, etc.

Can Upload From Current Images

- Click on the button for **Upload From Current Images**.
- Select from the drop down, then click Submit.
- Click **View Current Images** to view the document you will be sending before you send it.
- **Note:** The most recent copy of the document will be sent if more than one exists.

Upload From Device

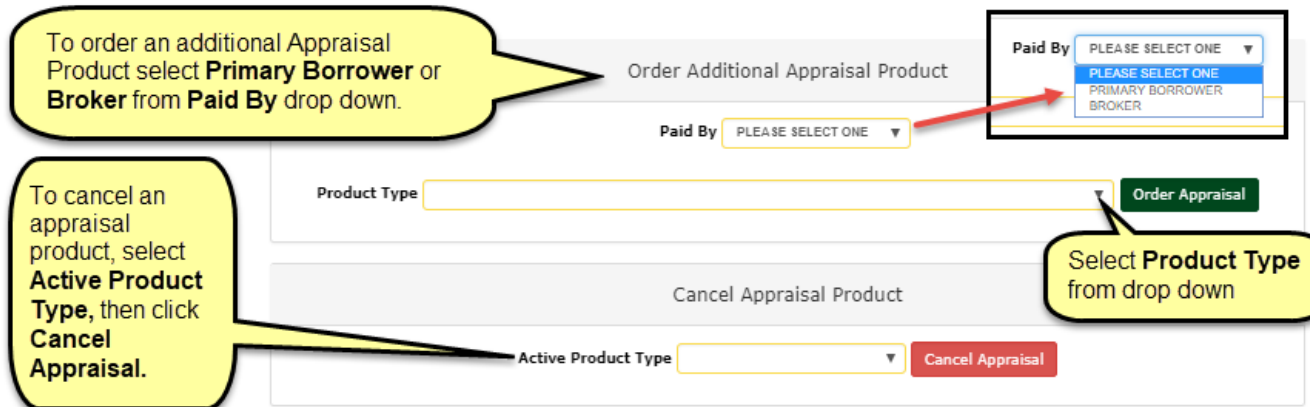
- Drag and Drop
- A copy will fire to FAMC's Q.image and the AMC

Upload History

- View uploaded documents by scrolling to the bottom of the page.

Required fields are outlined in yellow.

[Appraisal Management Quick Reference Guide](#)



The screenshot displays two forms: 'Order Additional Appraisal Product' and 'Cancel Appraisal Product'. The 'Order' form has a 'Paid By' dropdown menu with options 'PLEASE SELECT ONE', 'PRIMARY BORROWER', and 'BROKER'. The 'Cancel' form has an 'Active Product Type' dropdown menu. Yellow callouts provide instructions: 'To order an additional Appraisal Product select **Primary Borrower** or **Broker** from **Paid By** drop down.' and 'To cancel an appraisal product, select **Active Product Type**, then click **Cancel Appraisal**.' A red arrow points from the 'Paid By' dropdown in the 'Order' form to the 'Primary Borrower' option. Another callout points to the 'Product Type' dropdown in the 'Order' form, stating 'Select **Product Type** from drop down'.

The **Additional Products & History** page is where you will:

- **Order Additional (supplemental) Appraisal Products**
- **Cancel Appraisal Products**
- **View History**

To **Order Additional Appraisal Product**, select who is paying for the product, select the **Product Type**, then click **Order Appraisal**.

Remember...

For all **Borrower Paid** products (including additional products), two things must happen:

- The borrower(s) must **receive the LE and**
- Provide a **Notice of Intent to Proceed**.

Cancel Appraisal Product

The full amount paid for the order may not be refunded upon cancellation.

Active Product Type

To **Cancel Appraisal Product**, select the **Active Product Type** and click **Cancel Appraisal**.

Depending upon the order status, the full amount paid for the order may not be refunded upon cancellation.

A message will be sent to the AMC to cancel the appraisal order.

Product Order History will provide a snapshot of your order history.

Product Order History					
Appraisal Product	Product ID	Date Requested	Requested By	Status	Description
1004D Completion	20180108-0100-2	Tue Jan 09 14:13:17 CST 2018	David Graham	Order Initiated	
1004 - URAR	20180108-0100-1	Mon Jan 08 14:30:48 CST 2018	David Graham	Order Initiated	

Payee History


- View the payment history for all appraisal products on the **Payee History** page.
- If the payee needs to be changed, contact Appraisal Services.

[Communications](#)
[Document Upload](#)
[Additional Products & History](#)
[Payee History](#)

- Required fields are outlined in yellow.
- [Appraisal Management Quick Reference Guide](#)

Payee History

Appraisal Product	Product ID	Paid By	Payee E-mail
1004 - URAR	20180108-0100-1	Primary Borrower	jsmith@franklinamerican.com


Equal Housing Lender; Franklin American Mortgage Company, 6100 Tower Circle, Suite 600, Franklin, TN 37067. Company NMLS #1599. For mortgage banking professionals only; not authorized for distribution to consumers or third-parties. All info herein is current as of 02/28/18 and subject to change without notice.

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