

Wholesale Mercury Appraisal - Job Aid Revised 11.10.2021

Mercury Appraisal - Job Aid

Cardinal Financial Company - Wholesale

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Mercury Appraisal - Job Aid

Follow the instructions below to create a new order:

- Log in to the VMP Client Portal. (<u>https://cardinalfinancial.vmpclient.com/SignIn.aspx</u>)
- 2. Click **New Order** in the toolbar on the upper left.

| Order Management | | | | | |
|------------------|---------------|-------|--------|-----|--|
| New | ▼ ♥ View | М | essag | e 🗙 | |
| Order | S | | | | |
| Find | | | | Q | |
| | ◯ Starts with | 🔘 Cor | ntains | ; | |
| In field | Loan number | | \$ | • | |
| Placed | All Active | | \$ | | |
| Orders | All orders | | \$ | | |
| | | | | | |

- 3. If you see the *Client Group* drop-down, use it to select the Client Group in which to place the new order.
- 4. Fill out the appraisal order information. Fields marked with a red asterisk (*) are required.



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| sidentiaLa | nnraisal order | | | |
|--|---|--|---|------|
| Sidentiara | | | | |
| ed fields are ind | cated. Please complete as much order information as possible. | | > | Next |
| erty informa | tion | | | |
| Address* | | Prop type | (None Selected) | |
| Unit type | None Selected | Prop rights | (None Selected) | |
| City* | | Legal desc | sc | |
| State* | (None Selected) | Directions | 15 | |
| Zip code* | | Characteristics | cs 🗋 None | |
| County | | | | |
| Sq ft | | | | |
| Site size | | | | |
| jnment info | mation | | | |
| Form /bur = t | (None Selected) | | Rush Order | |
| rorm/ type | (None Selected) | 100 | ▼ Complex | |
| Vendor due* | | Loan #* | | |
| Closing date | | File # | # | |
| Other ref # | | Sales price t | | |
| Loan type | (None Selected) | Disclosure | | |
| Ordered by | (None Selected) | Assigned to | | |
| Order group 9 | | Value conditions | ns 🗋 As is 👘 As stabilized | |
| | | Funde contantions | | |
| spection type | (None Selected) | \$ | As completed | |
| spection type | (None Selected) | • | As completed Retrospective | |
| spection type r informatic | n Cardinal Financial; Limited Partnerhip | ¢ Address 1 | A do completed Retrospective | |
| spection type r informatic | n Cardinal Financial; Limited Partnerhip | ¢ Address 1 Address 2 | A de completed Retrospective | |
| spection type | n Cardinal Financial, Limited Partnerhip | ¢ Address 1 Address 2 City, State Zip | A & completed Retrospective | \$ |
| r informatic ender name ct and acces | n Cardinal Financial, Limited Partnerhip | ¢ Address 1 Address 2 City, State Zip | A do completed Retrospective | \$ |
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| r informatic ender name ct and acces | n Cardinal Financial; Limited Partnerhip s information e Selected) | ¢ Address 1 Address 2 City, State Zip | A completed Retrospective | \$ |
| r informatic ender name ct and acce: upancy (Nor prover | n Cardinal Financial, Limited Partnerhip s information e Selected) Home | ¢ Address 1 Address 2 City, State Zip | A do completed Retrospective | \$ |
| r informatic ender name ct and acce: upancy (Nor sprower Sprower Owner | n Cardinal Financial; Limited Partnerhip s information e Selected) | ¢ Address 1 Address 2 City, State Zip | Ad completed Retrospective 1 3701 Arco Corporate Drive, Suite 200 2 Charlotte, NC 28273 Work + Work + | \$ |
| r information cr information ender name (ct and access aupancy (Nor crower Owner Ccupant | n Cardinal Financial; Limited Partnerhip s information Selected) Home | ¢ Address 1 Address 2 City, State Zip | A docompleted Retrospective | \$ |
| r information ender name (ct and access upancy (Mor prower prower ccupant Agent | n Cardinal Financial; Limited Partnerhip s information s Selected) tome \$ Home | ¢ Address 1 Address 2 City, State Zip | A completed Retrospective | \$) |

| Additional notification recipients | |
|---|---|
| Enter additional e-mail addresses to receive notifications for this order. Separate multiple e-mail addresses with a semicolon. | |
| | - |
| Attach completed report to the completion or pending quality review notification sent to additional recipients. | |
| Note: Sendino the completed report via e-mail is not secure and can introduce compliance issues. Click here for more information. | |



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| Product requirements | |
|---|-------|
| | |
| | |
| | |
| Additional comments or instructions to vendor | |
| | |
| | |
| | Next |
| | ITCAL |

Note: The Lender Information will automatically populate.

- a. While filling out the order form, enter the Contact and Access Information for the order. Enter the contacts' names, select their preferred contact methods using the drop down menus, and enter their contact information in the appropriate fields.
- b. At the bottom of the Contact and Access Information section, enter any Additional Notification Recipients. If you need to send notifications to anyone that isn't covered in the order and contact information, enter their email address here. separate multiple recipients using a semicolon (;).
- c. Beneath the Contact and Access Information section, enter any Additional Comments or Instructions to Vendor. If there is any additional information you need to convey to the vendor when placing the order that isn't covered by the other areas of the order form, enter that information here.
- 5. When you click **Next,** you're taken to an order confirmation screen. From here you're able to review the order's details.
 - a. If Purchase Transaction, you will need to upload the Sales Contract by clicking on the blue hyperlink.
 - At the bottom, confirm the Payment Method drop down has "invoice" selected (the payment will be collected in Octane). Review Order on next screen
- 6. Click next to receive the additional document attachment box.



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- 7. The Attach Document box will appear
 - a. If your file has indicated that the property is in a flood zone, please upload the Flood Cert at this time to ensure there are no Revision Request delays once the order is complete.
 - b. If the Flood Cert has not yet been received, please upload to the order as soon as it is available in the file, by selecting the "Attach Documents" option on your toolbar.
 - i. Document Type "Flood Certificate"

| Attach document | |
|---|--|
| Choose the document type Flood Certificat | e 🗣 |
| 2 Attach paper documents OR using DirectFax™ | Attach existing electronic documents |
| Our DirectFax technology lets you send us paper documents using any fax machine. Click the Print button below to print the special bar coded cover page. Fax it along with your documents to the printed toll free number. | If you already have documents in electronic format like Adobe PDF, Word, or Excel, click the Upload documents button below and select your file to attach. |
| Print DirectFax™ cover sheet | Finished Upload documents |

ii. Select **Upload Documents**

- c. If no additional documentation is required, proceed to Step 13.
- 8. Click **Finished**





- 9. When the order is submitted it will take you to the Orders Dashboard
 - a. Double click on the order for the Appraisal Order Details
 - b. The Tracking Number is your Appraisal Reference Number

| Appraisal Desk Mercury Networ | k | | | | | | | ? I |
|---|-------------------|-------------------|-----------|-------------|------------|-----------|---------------|------------|
| Order Details | DC DataCourier | ataCourier Orders | | Clients | UARR User: | | s Preferences | |
| 🗲 🖋 Edit 🔤 Message 🣢 Set stat | us 🔻 🔇 Att | tach 🔲 A | dd note 🕒 | Sync to VMP | 🖒 Dupli | cate 🔒 Pi | rint 🕜 | |
| Residential appraisal order details Tracking #774816-24208140 | | | | | | | 40 | |

10. Copy the **PID** (the numbers after the = sign)

| O Octane | × | O Octane | | | × | O Cun | ningham - | Apprais | als | × | 0 | Octar | ne - | | | × / | t 0 | ctane [|
|---------------------|----------------------|-------------|---------------|----------|-------|-----------|-------------|---------|-------|-------|--------|--------|------|-----|----|-------|------------|---------|
| < → C (₽ | cardinalfinancial.vm | pclient.cor | n/Admin/C |)rderMan | ageme | ant/Order | /Details.a: | spx?lid | =3083 | 07868 | ٤pid | 30807 | 145 | | | | | |
| i iSolved HCM | 📙 Cardinal 📃 Octan | e 📃 App | praisal 📙 | ноа | 📙 ноі | 📙 ПТ | Payr | off 📕 | Title | | Subs | E. F | raud | FHA | VA | I.V | OE / | E. He |
| Kenny Phan | Mercury Network | | | | | | | | | | | | | | | | | |
| Cardinal | l Financial | Orders | Profile | | | | | | | | | | | | | | | |
| 🔇 Back 👒 Send N | Aessage 🧕 Attach Doc | uments 🕼 | a Other Activ | ons 🔻 🧟 | Print | | | | | | | | | | | | | |
| Appraisal Order Det | ails | | | | | Trac | king #: 77 | 4816 | 30830 | 86 | Histor | ry (5) | | | | | | |

- 11. Navigate to the Appraisals screen in Octane
- 12. Click on the **Orders** Tab
- 13. Select Link AMC Order
- 14. Enter the PID in the Mercury Network PID field
- 15. Click Link Order



| Seneral Appraisa | s Orders | | | | | |
|------------------|------------|--|-----------------------|-------------------|-------|----------------|
| Appraisal Linked | Order Date | Address | Status | Last Checked Date | Files | Actions |
| Appraisal 1 | 12/ Link | AMC Order | | | | Link AMC Order |
| | | Appraisal Management Cor Mercury Networ | mpany Mercury Network | | | |
| | | | Cance | el Link Order | | |

Update Octane and Complete Workflow

- Navigate to Appraisals screen, select the appraisal and click on the Details tab
 - a. Input Order # (Same as case number) in Appraisal Reference ID field
 - b. If VA Loan, the 26-1805 will include the Appraiser's information
 - i. First and Last Name
 - ii. Email
 - iii. Phone
 - iv. Address
- 2. Move to Appraisals Screen > Forms tab > Add Form
 - a. Select the form type that was ordered and click Add

| LOAN | Appraisals > Appraisal 1 (Conventional) - Nations Valuation Services | | | ٦ |
|-------------------|--|------|------------|---|
| Overview | Details Forms Order Files | | | |
| Activity | Form | Туре | Order Date | - |
| Appraisals | | | | |
| Assets | No Americal Forms | | | |
| AUS | To add an appraisal form click Add Form or use the Alt-A | | | |
| Beneficiary | keyboard shortcut. | | | |
| Borrowers | | | | |
| Charges & Credits | | | | |
| Closing | | | | |
| Compliance | | - | 1 | |
| Credit | | | Add Form | |

i. PIW Eligible Must have "No Appraisal" listed as the form



 Appraised Value Amount for PIW should reflect the Property Value located in the Terms screen

| Add Form | 1 | | | | | | |
|----------|------------------|--------------|--------|-----|--|--|--|
| | Form | No Appraisal | | • | | | |
| Fo | Form Type 👔 Main | | | | | | |
| | | | | | | | |
| | | | Cancel | Add | | | |

| Terms | | |
|----------------------------------|---|--|
| Terms Locks Lender | Concessions | |
| General | | • |
| Loan Purpose | Change In Rate/Term | Effective Property Value 2 \$830,000 Estimated Value |
| Property Use | Primary Residence | Tax & Insurance Escrow Hazard Insurance - No |
| Doc Level | Full Doc | County Property Tax - No |
| Structure | Standalone 1st | |
| Lead Source | PRL_SelfGen_R570 | |
| Loan Terms | | |
| Program ID | C30SCFHLMC | |
| Program Name | Conforming 30 Year Fixed Rate Super Conforming - FHLMC | |
| | Program Information | |
| DURP Eligibility Opt-Out | Yes No | |
| Base Loan Amount | \$605,000 .00 | |
| MI, MIP, Funding Fee Financed | \$0 | |
| Total Loan Amount | \$605,000.00 | |
| Note Rate | 4.250 % | |
| Price | 98.875 % Details | • |
| | | Get <u>R</u> ates Process Changes <u>S</u> ave |

- Navigate to the Workflow screen > Appraisal Order [Work] and click on the Notes tab and leave a detailed note
- 4. Navigate back to the **Work Tab**
- 5. Select Outcome: Appraisal Order Completed



How to Order 1004D

When an appraisal is completed, Subject-To Completion or Subject-To Repairs, the Loan Officer and Transaction Coordinator will determine when the borrower is ready for a re-inspection.

- 1. Once you have confirmed the home is ready for the re-inspection and payment has been received, navigate to the <u>Mercury Network Website</u>
- 2. Find the original order and double-click to open the details



3. Select Other Actions > Duplicate Order



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| Cardinal Financial | G Order | 5 | Profile | | |
|-----------------------------------|------------|----------|----------------|---------|---------|
| 🚱 Back 📑 Send Message 🥃 Attach Do | cuments | | Other Actio | ons ▼ | ≽ Print |
| Appraisal Order Details | | 3 | Place On H | old | Tr |
| | | <u>A</u> | Delayed | | |
| | | 8 | Resume | | - Pe |
| Arlington, TX 76017 | | | Request Re | vision | |
| Borrower: | | 2 | Duplicate C |)rder | |
| Appraised Value: \$193,000 | | X | Cancel Ord | er | |
| Onder Deter 11/1/2/2017 | | <u>-</u> | Send via S | ureRece | eipts |

4. All information should copy over and just Update the Form/Type

| NAY Appraisal Order N Fields with red asterists (*) next to them are required. However, please fill out as much information as possible. Doing so will eliminate delays caused by us having to contact you for additional information. Address * Image: Character of the second of the | 样 Cancel | | | | | | | | | |
|---|-----------------------|--|-----------------------|---------------|-----------------------|---------------------------------------|--------------|----------|----------------------------|-------------|
| Fields with red asterids (*) next to them are required. However, please fill out as much information as possible. Doing so will eliminate delays caused by us having to contact you for additional information Client Group* Property Information Address * Image: Information Address * Image: | Nov Appraisal Or | der | _ | _ | | _ | _ | | | |
| Fields with red asterisks (*) next to them are required. However, please fill out as much information as possible. Doing so will eliminate delays caused by us having to contact you for additional information. Client Group* Property Information Address* A | | | | | | | | | | Next 🕨 |
| Client Group* Client Group* Contact and Access Information Contact and Access Information Composite Definition Composite Definition Composite Definition Contact and Access Information Composite Definition Composite Definition Contact and Access Information Composite Definition Composite Definition Contact and Access Information Composite Definition Composite Defin | Fields with red aster | isks (*) next to them are required. Howeve | r, please fill out as | s much inforr | nation as possible. D | oing so will | eliminate de | elays ca | used by us having to conta | ict you for |
| Property Information Address* Address* Address* Prop Type* 2 City* Lah Prop Type* 2 Change the Form Change the Form Change the Form Coan # or Lender Coase ## Loan Type* Loan Type* P Loan Type* P Loan Amount* 284675 Coffee By* D Coan # or Lender Coase ## Sales Price* 295000 Loan Amount* 284675 Coffee By* D Coan # Coase ## Berrowe* Coase Information Lender State* North Carolina Lender State* Lender City* Charlotte Lender State* Lender City* Coantant Access Information Cocupacy* Owner Home V Loan V Lender City* Lender City* Charlotte City* Charlotte City* Charlotte City* City* Charlotte City* City | Client Group* | ſ | | ~ | 1 | | | | | |
| Address * 2 City * 2 State * Utah Change the Form Zip code * Change the Form Change the Form Common Form/Type * 1004D FINAL INSPECTION / COMPLETION REPORT Torm/Type * 1004D FINAL INSPECTION / COMPLETION REPORT Torm/Type * 1004D FINAL INSPECTION / COMPLETION REPORT Torm/Type * 1004D FINAL INSPECTION / COMPLETION REPORT Torm / Type * 1004D FINAL INSPECTION / COMPLETION REPORT Torm / Type * 1004D FINAL INSPECTION / COMPLETION REPORT Torm / Type * 1004D FINAL INSPECTION / COMPLETION REPORT Torm / Type * 1004D FINAL INSPECTION / COMPLETION REPORT Torm / Type * 1004D FINAL INSPECTION / COMPLETION REPORT Torm / Type * 1004D FINAL INSPECTION / COMPLETION REPORT Torm / Type * 1004D FINAL INSPECTION / COMPLETION REPORT Loan Type * F = 25000 Loan Amount * 284675 Contact and Access Information Lender State * 1004D Final Carolina Lender State * 1004D Final * 1004D | Property Informa | ation | - | | 1 | | | | | |
| Address ' L Prop Type ' 2 City ' L L City ' L L City ' L Change the Form State ' L L L City ' Change the Form ' Change the Form ' Change the Form ' Coan # or Lender Coan # or Lender State ' North Carolina Lender State ' North Carolina Lender Zip ' 28273 Contact and Access Information Occupary ' Owner Home ' More Y Lender City ' Lender ' ' (Charlotte Lender State ' North Carolina Lender Zip ' 28273 | | | | 1 | D | - | | | | |
| Lender Name* Lender State* Len | Address | L G | | 42 | Prop Type* | 2 | | | | · · |
| Sate Vitan Characteria Contact and Access Information Lender State* Lend | City * | · · · | | | | | | | | |
| Assignment Information iorm/Type * 1004D FINAL INSPECTION / COMPLETION REPORT iorm/T | State - | Utan | | ~ | | (| Cha | nde | the Form | |
| | Accignment Info | mation | | | _ | | | | | |
| Form/Type* 1004D FINAL INSPECTION / COMPLETION REPORT Case #* Due Date* 8************************************ | Assidiment fino | | | | | | | | | |
| Due Date* Bit Mathematical Street Coals # # Channel Loan Type* F Sales Price* 295000 Loan Type* P Van Amount* 284675 Ordered By* D FHA #* 888-8888888 Lender Information Lender Street* 3701 Arco Corporate Drive Lender Name* Lender Street* 3701 Arco Corporate Drive Lender State* North Carolina Lender State* North Carolina Lender Zip* 28273 | Form/Type * | 1004D FINAL INSPECTION / COMPLETION | N REPORT | | | | | | ~ | |
| Loan Type* F 25000 Loan Purpose* P Loan Amount* 284675 Ordered By* D FHA #* 888-888888 Lender Information Lender Name* Lender Street* 3701 Arco Corporate Drive Lender City* Charlotte Lender City* Charlotte Lender State* North Carolina Lender Zip* 28273 Contact and Access Information Occupancy Owner Borrower* J Home V E-mail V • Condition | Due Date* | 8/ | | 12 | Case #* | | | | | |
| Loan Purpose* P Loan Amount* 284675 Ordered By* DFHA #* 888-888888 Lender Information Lender Name*Lender Street* 3701 Arco Corporate Drive Lender Street* 3701 Arco Corporate Drive Contact and Access Information Contact and Access Information Contact and Access Information Compared Drive Y Dri | Loan Type* | F | | ~ | Sales Price* | 295000 | | | | |
| Ordered By* D FHA #* 888-888888 Lender Information Lender Name* Lender Street* 3701 Arco Corporate Drive Lender City* Charlotte Lender State* North Carolina Lender Zip* 28273 Contact and Access Information Occupancy* Owner Borrower* J Home V E-mail V E-ma | Loan Purpose* | P | | ~ | Loan Amount* | 284675 | | | | |
| Lender Information Lender Name* Lender Street* 3701 Arco Corporate Drive Lender City* Lender City* Lender State* North Carolina Lender Zip* 28273 Contact and Access Information Occupancy* Owner Borrower* J Home V E-mail V E-mail V E-mail V | Ordered By* | D | | | FHA #* | 888-8888 | 888 | | | |
| Lender Name* Lender Street* 3701 Arco Corporate Drive Lender City* Charlotte Lender State* North Carolina Lender Zip* 28273 Contact and Access Information Occupancy* Owner J Home V • E-mail V • [Contact and V | Lender Informati | ion | | | | | | | | |
| Lender City* Charlotte Lender State* North Carolina Lender Zip* 28273 Contact and Access Information Occupancy* Owner J Home V * E-mail V = E- | Lender Name* | | | | Lender Street* | 3701 Arco | Corporate | Drive | | |
| Lender State* North Carolina Lender Zip* 28273 | | | | | Lender City* | Charlotte | | | | |
| Lender Zip* 28273 Contact and Access Information 2000000000000000000000000000000000000 | | | | | Lender State* | North Car | olina | | | ~ |
| Contact and Access Information Occupancy * Owner Borrower * J Home Home E-mail F-mail F-m | | | | | Lender Zip* | 28273 | | | | |
| Occupancy* Dwner Borrower* J Home Home E-mail F.mail F.mail | Contact and Acce | ess Information | | | | | | | | |
| Borrower* | Occupancy * | Owner | ~ | | | | | | | |
| | Borrower * | J | Home | · · | | | E-mail | ~ * | • | |
| | Co-Borrower | | Home | ~ | | i i i i i i i i i i i i i i i i i i i | E-mail | ~ | | |
| Owner Home V E-mail V | Owner | | Home | ~ | | i i | E-mail | ~ | | |
| Agent E Mobile V E-mail V REALES INTEGRAL | Agent | E | Mobile | ~ | | | E-mail | ~ | REALES TATEDUARE@GPD | ALL COM |
| Other | Other | | Home | • | | | E-mail | ~ | | |
| Appointment Contact * Agent V | Appointment Cont | act * Agent | ~ | | | | | | | |
| click next below | | | | clic | k next be | elow | | | | |
| Additional Notification Recipients (noteshown) | Additional Notific | ation Recipients | | (r | ot-show | (n)- | | | - | |



- a. Appraisal is subject to completion or repairs 1004D Update & Completion Report
- b. Appraisal is expiring 1004D Update Only

| Assignment Information | | | | | |
|------------------------|---|--|--|--|--|
| Form/Type * | (None Selected) | | | | |
| Due Date* | (None Selected) 1004 SFR | | | | |
| Loan Type* | 1004/1007 SFR Inv. 1004/1007/216 SFR Inv. | | | | |
| Loan Purpose* | 1004/216 SFR Inv. | | | | |
| Ordered By* | 1004D Update & Completion Report | | | | |
| | 1004D Update Only 1007 Comp. Rent Schedule | | | | |

- 5. Click Next at the bottom
- 6. Add any required documentation and confirm payment type is Invoice

| ew Appraisal Order | | | |
|--|-------------------------------------|------------------------------|-------------|
| | | | Back Next ► |
| onfirm Your Order | | | |
| lease review the details of your order. If you | need to make changes, click 'Back'. | | |
| Assignment Information | | | |
| Due Date | | Loan # | |
| Other Ref # | | File # | |
| oan Type | | Form/Type | |
| oan Purpose | | Sales Price | |
| Ordered By | | Loan Amount | |
| ender | | Estimated Value | |
| lient Group | | FHA # | |
| AMC | | Intent to Proceed | |
| Disclosure Date | | Received Date | |
| December Information | | Closing Date | |
| roperty information | | | |
| Address | | Prop Type Single Family | |
| City | | Prop Rights | |
| State | | Legal Desc | |
| Zip Code | | Directions | |
| County | | | |
| Contact and Access Information | | | |
| Occupancy * Owner | | | |
| Sorrower * | Home | E-mail | |
| Co-Borrower | Home | E-mail | |
| wner | Home | E-mail | |
| Igent | Mobile | E-mail | |
| Other | Home | E-mail | |
| Appointment Contact * | | | |
| Additional Comments or Instructions to | the Vendor | Add required | |
| | | documentaion | * * |
| Required Documents | | | |
| Sales Contract * Upload sales contrac | | | |
| Payment Information | | Payment type will be Invoice | |
| ee Notes [No Fee Notes] | | | |
| Payment Method* Invoice | ✓ | | |
| | | | |

7. Click **Next at the bottom**



References

| | Reference List |
|---------|----------------|
| Mercury | |
| Octane | |

Revision History

| Date | Description | Approver |
|------------|----------------|----------------|
| 11.10.2021 | Change Summary | Stephanie Si |
| Date | Change Summary | Final Approver |