Mercury Appraisal - Job Aid

Cardinal Financial Company - Wholesale

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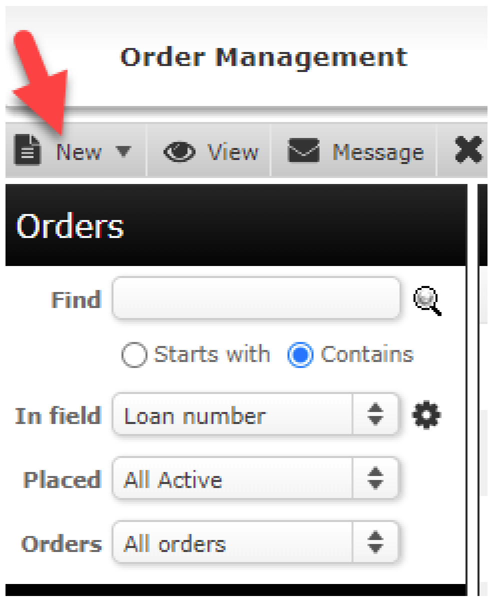
Mercury Appraisal - Job Aid

Follow the instructions below to create a new order:

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



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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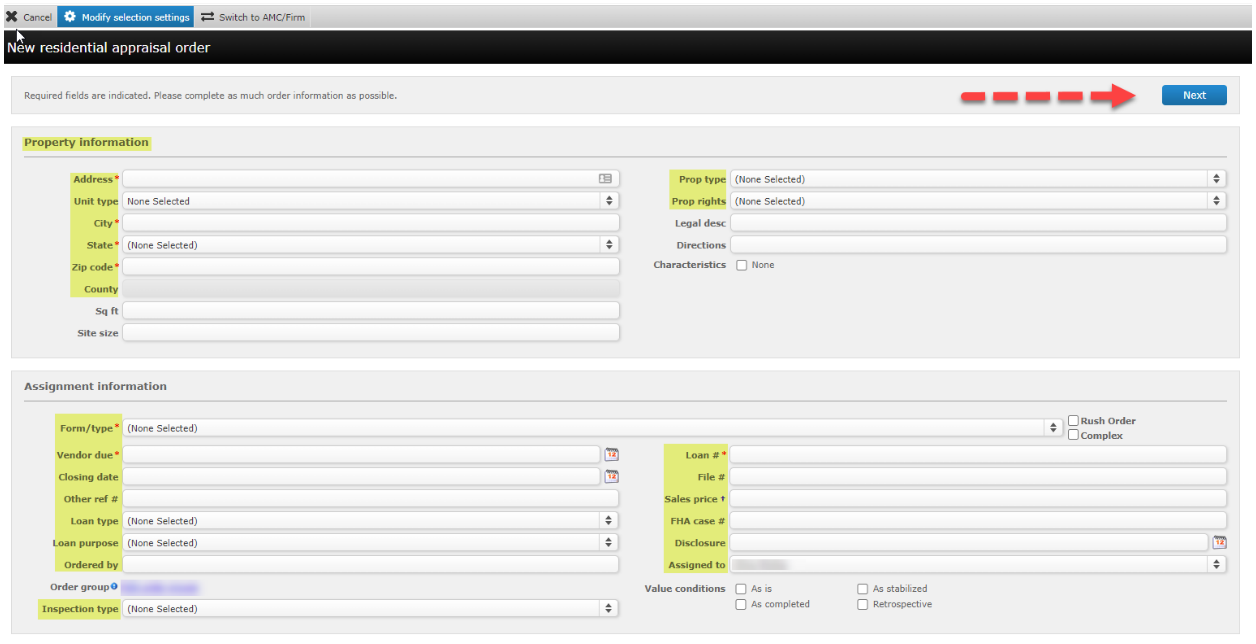

Cancel | Modify selection settings | Switch to AMC/Firm

New residential appraisal order

Required fields are indicated. Please complete as much order information as possible.

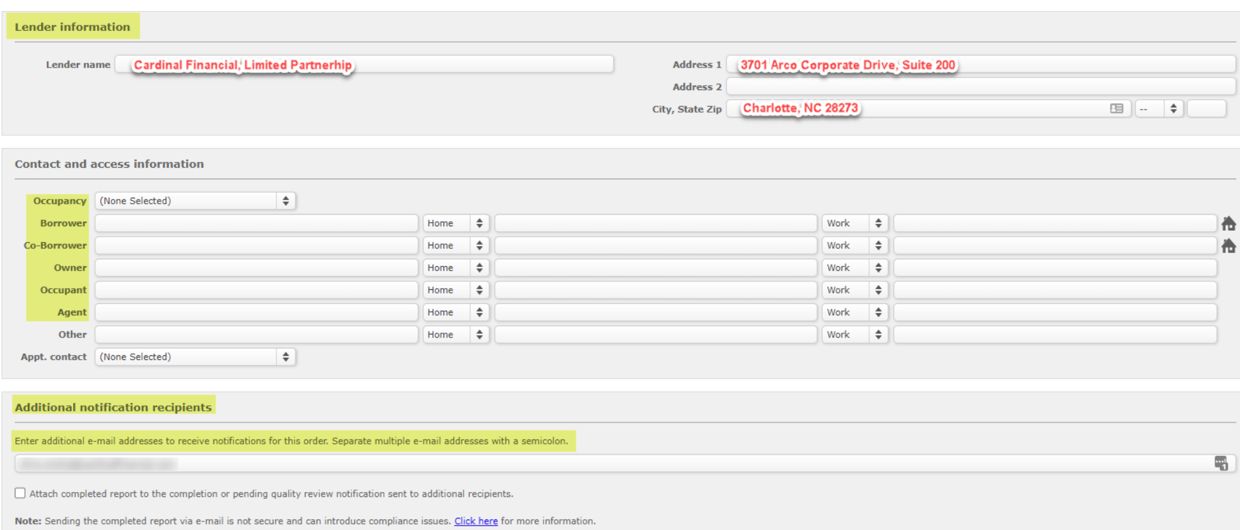
Next

Property information

Address*
Unit type: None Selected
City*
State*: (None Selected)
Zip code*
County
Sq ft
Site size
Prop type: (None Selected)
Prop rights: (None Selected)
Legal desc
Directions
Characteristics: None

Assignment information

Form/type*: (None Selected)
Rush Order
Complex
Vendor due*
Closing date
Other ref #
Loan type: (None Selected)
Loan purpose: (None Selected)
Ordered by
Order group
Inspection type: (None Selected)
Loan #*
File #
Sales price*
FHA case #
Disclosure
Assigned to
Value conditions: As is, As completed, As stabilized, Retrospective


Lender information

Lender name: Cardinal Financial, Limited Partnerhip
Address 1: 3701 Arco Corporate Drive, Suite 200
Address 2
City, State Zip: Charlotte, NC 28273

Contact and access information

Occupancy: (None Selected)
Borrower: Home / Work
Co-Borrower: Home / Work
Owner: Home / Work
Occupant: Home / Work
Agent: Home / Work
Other: Home / Work
Appt. contact: (None Selected)

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: Sending the completed report via e-mail is not secure and can introduce compliance issues. Click here for more information.

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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.
   b. 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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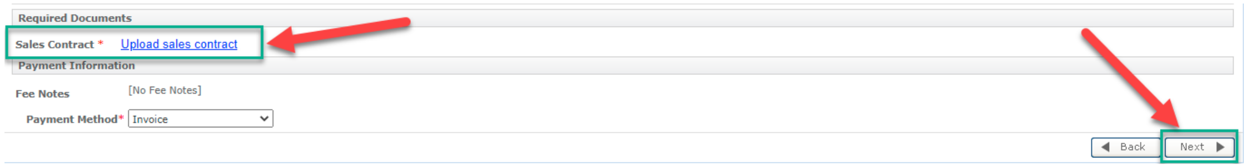
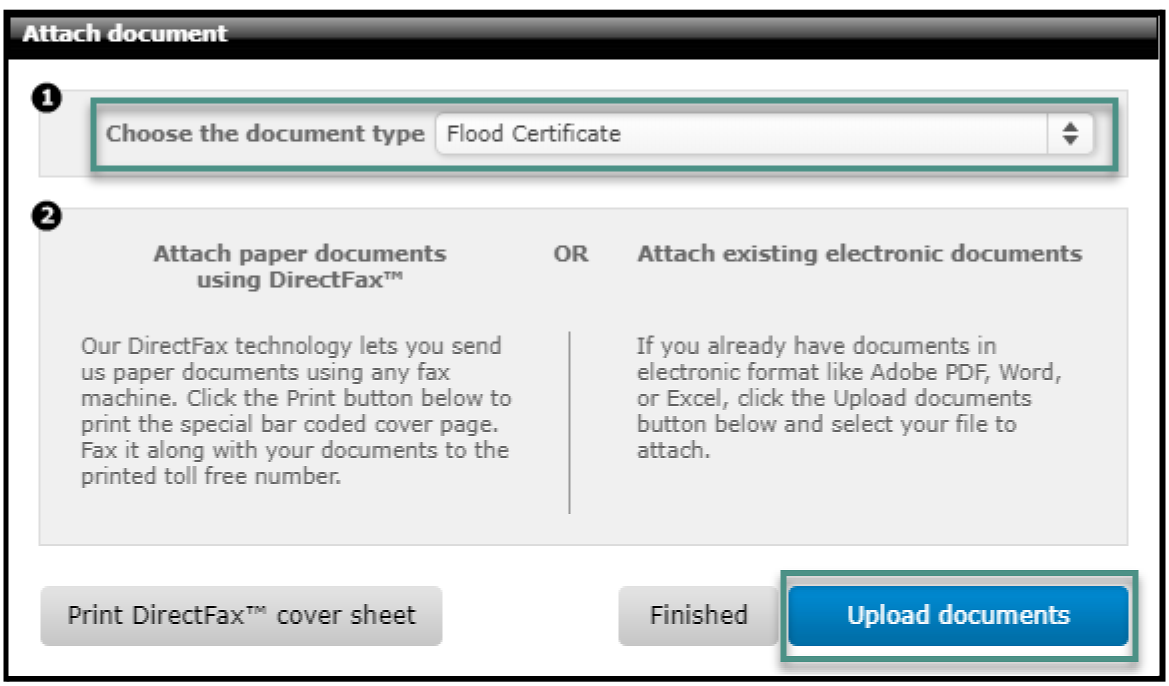


7. The Attach Document box will appear
   a. If your file has indicated that the property is in a flood zone, please upload the Flood Cert at this time to ensure there are no Revision Request delays once the order is complete.
   b. If the Flood Cert has not yet been received, please upload to the order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



   c. If no additional documentation is required, proceed to Step 13.

8. Click **Finished**

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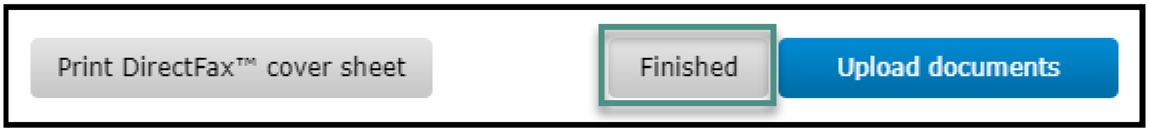
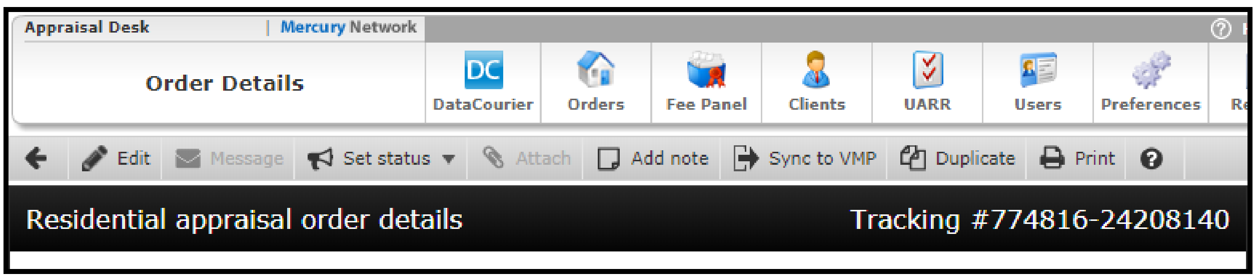
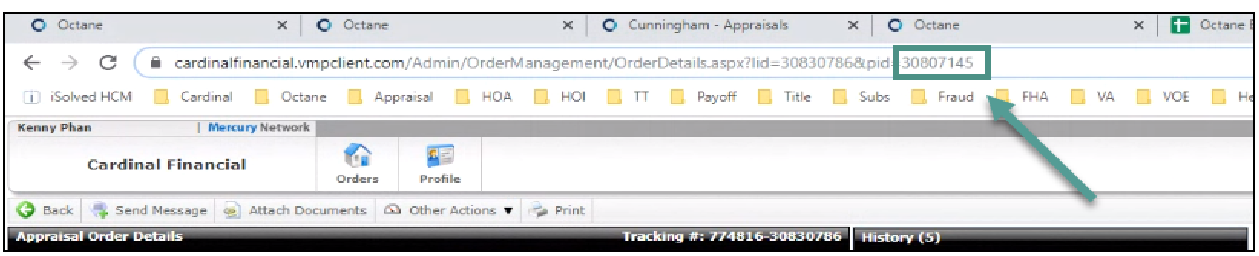


9. When the order is submitted it will take you to the Orders Dashboard
    a. Double click on the order for the Appraisal Order Details
    b. The Tracking Number is your Appraisal Reference Number



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



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**

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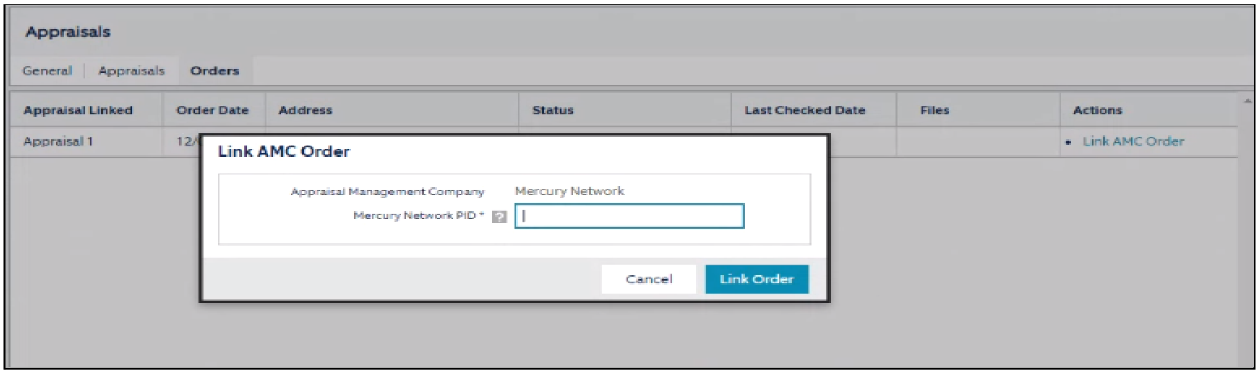
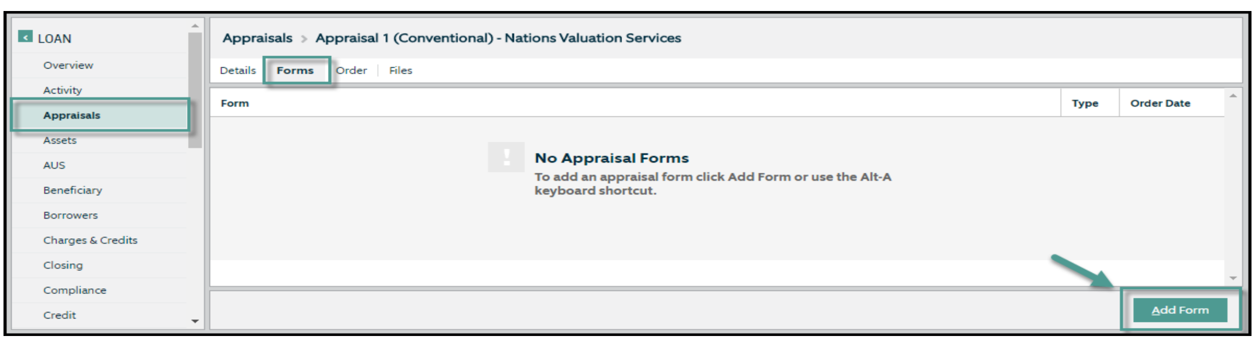


Update Octane and Complete Workflow

1. 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**



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

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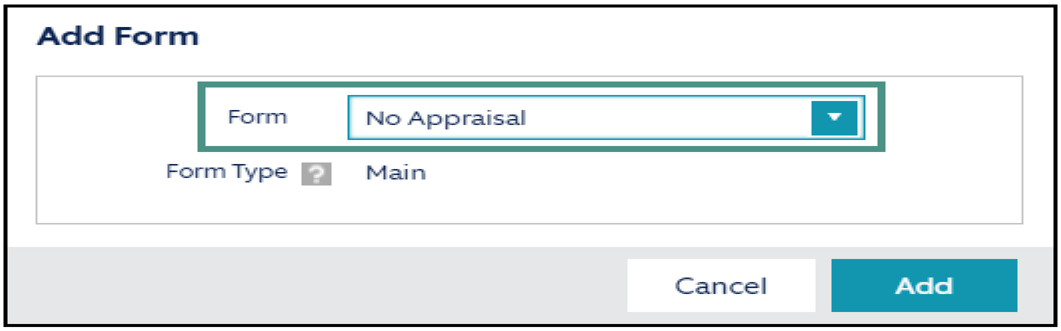
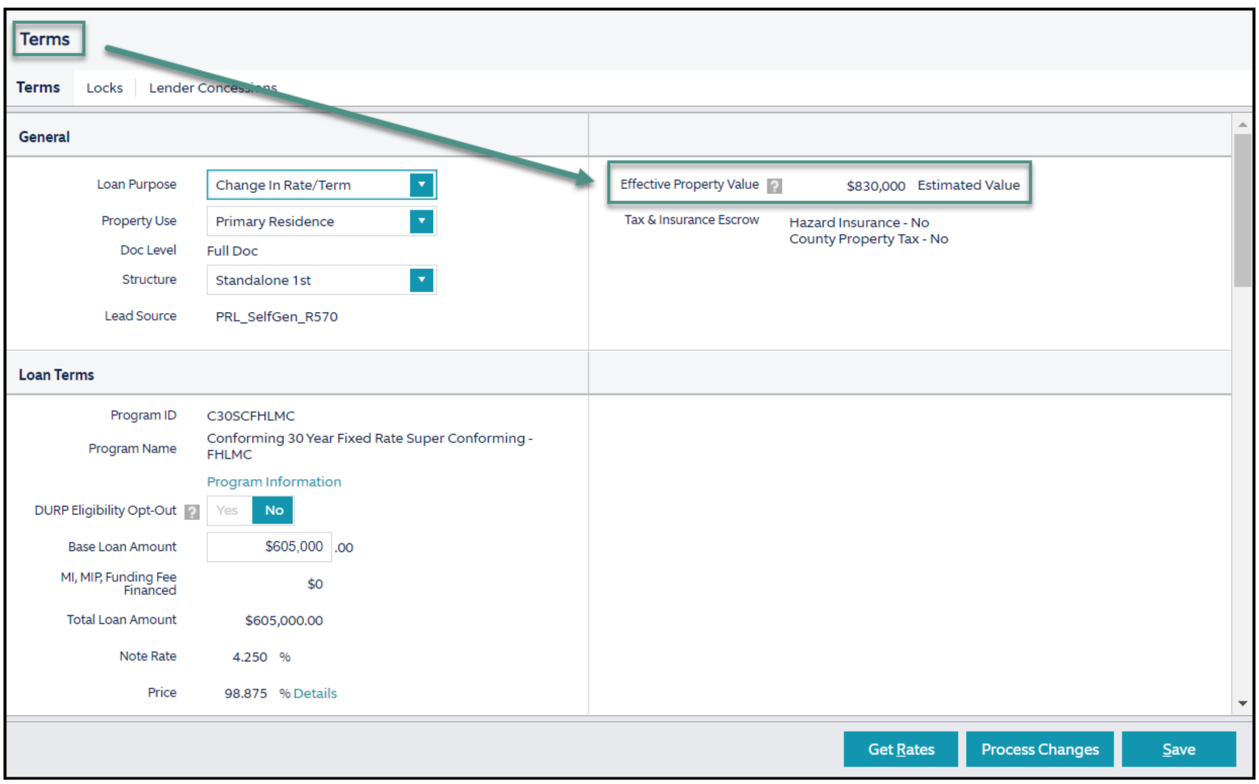
1. Appraised Value Amount for PIW should reflect the Property Value located in the Terms screen





3. 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**

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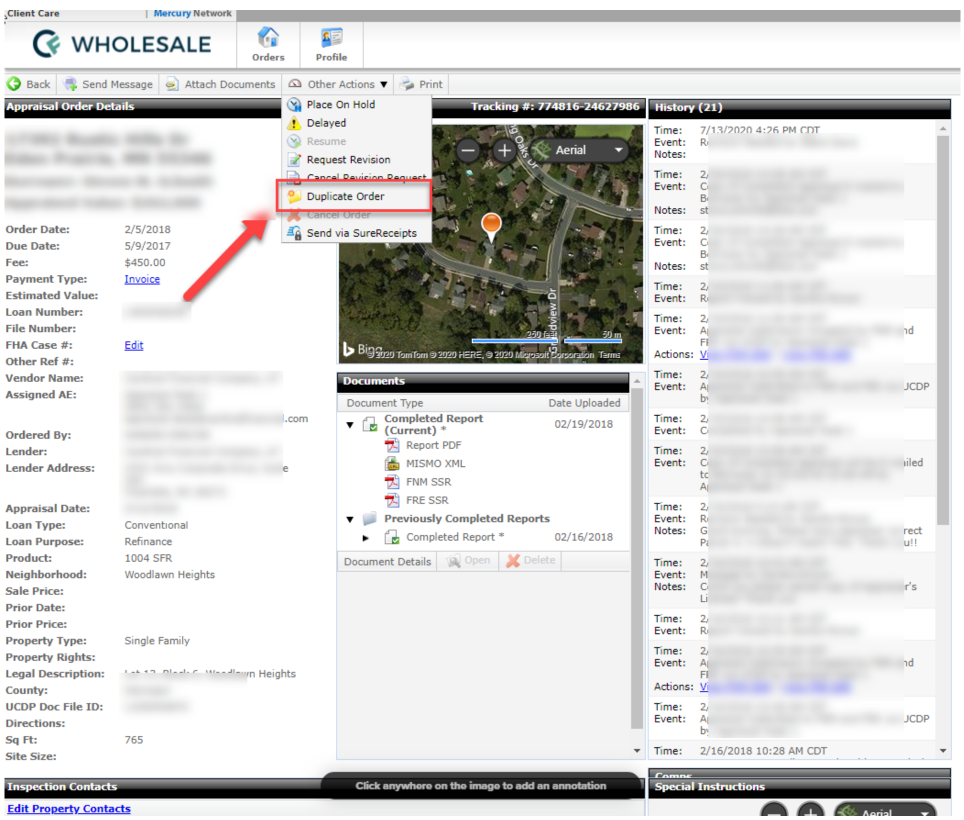
How to Order 1004D

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 [Mercury Network Website](#)
2. Find the **original order** and double-click to open the details



3. Select **Other Actions > Duplicate Order**

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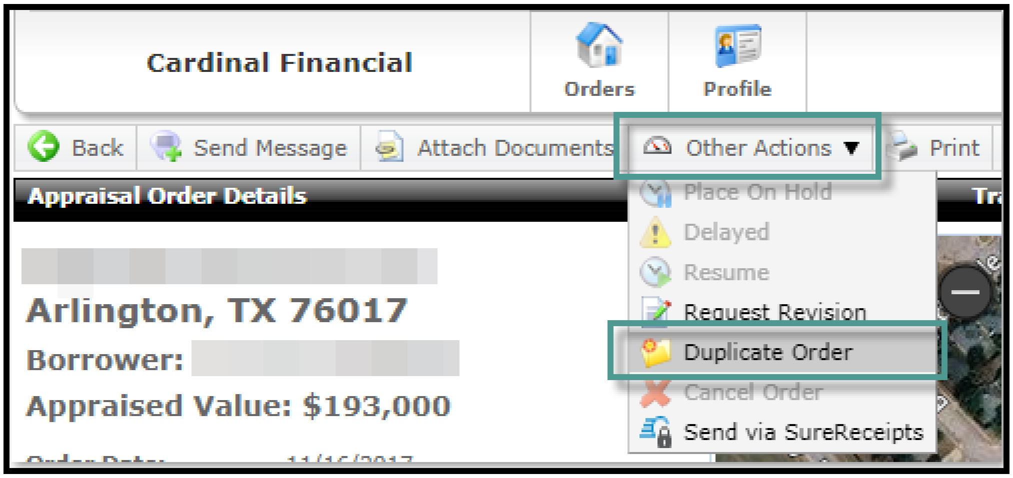
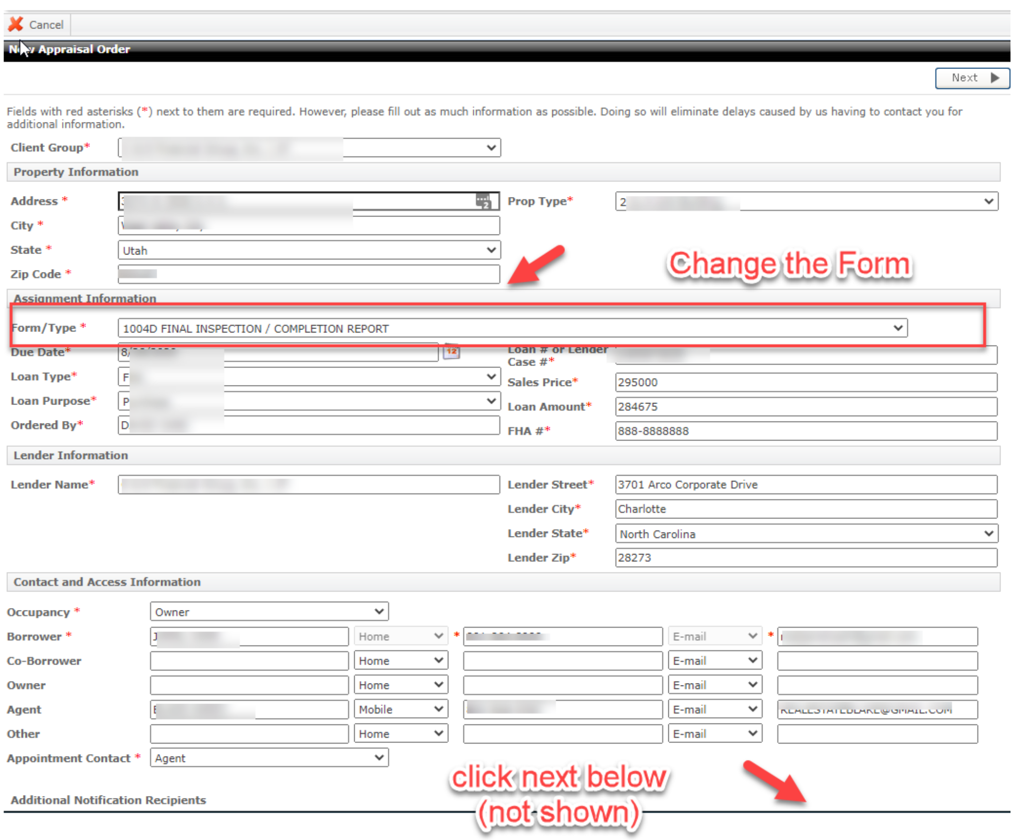


4. All information should copy over and just Update the **Form/Type**



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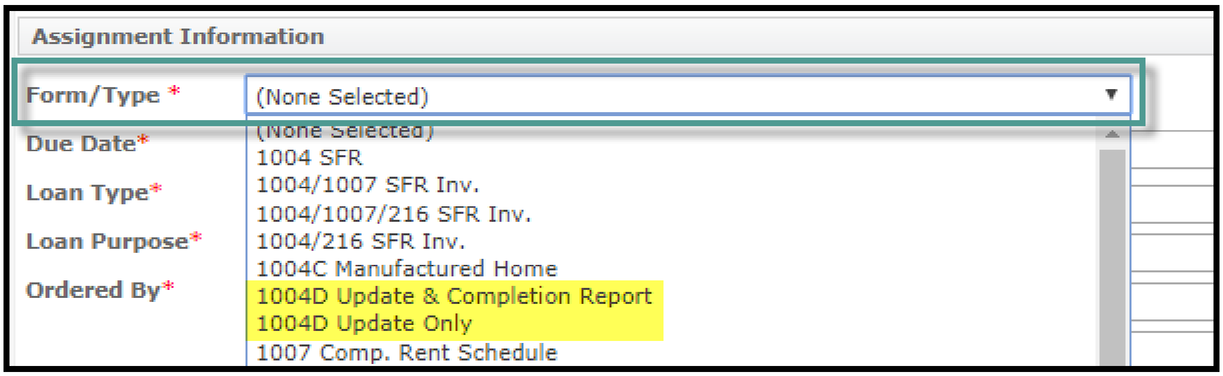
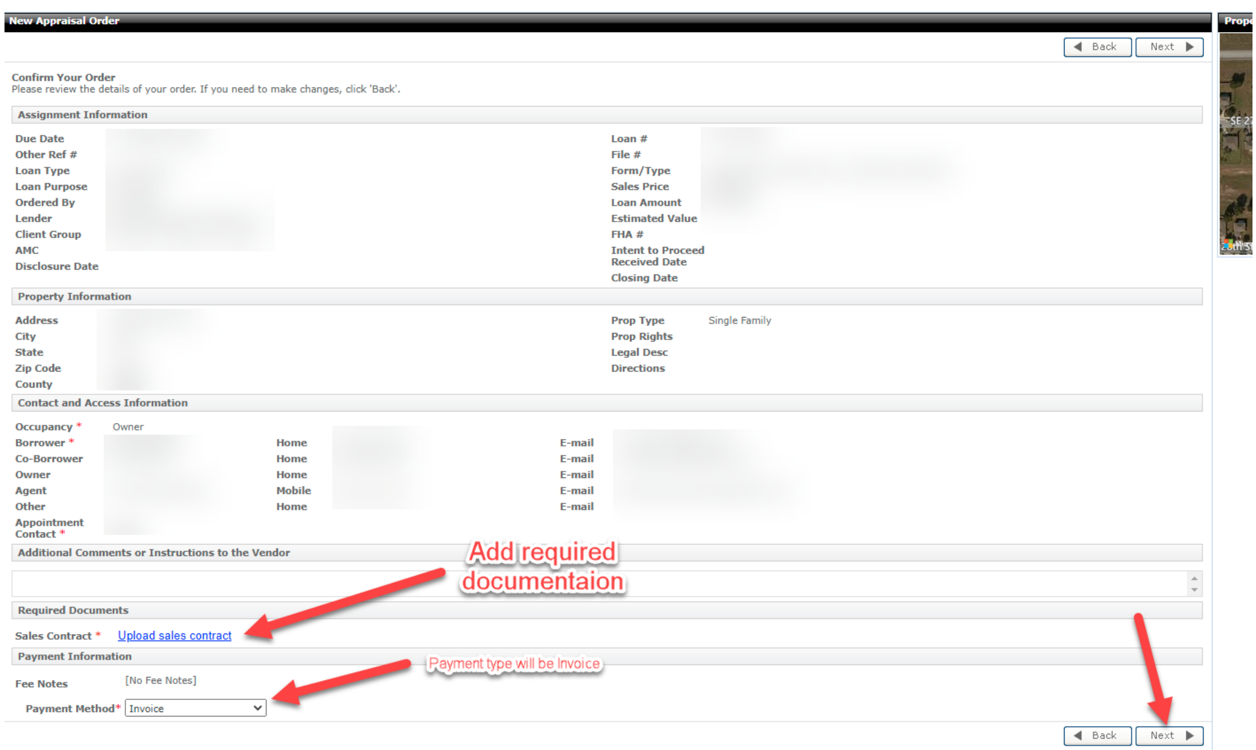
a. Appraisal is subject to completion or repairs - 1004D Update & Completion Report
b. Appraisal is expiring - 1004D Update Only



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



7. Click **Next at the bottom**

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References

Reference List
Mercury
Octane

Revision History

Date	Description	Approver
11.10.2021	Change Summary	Stephanie Si...
Date	Change Summary	Final Approver

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