

Appraisal Desk Department Brokered Loans Guideline

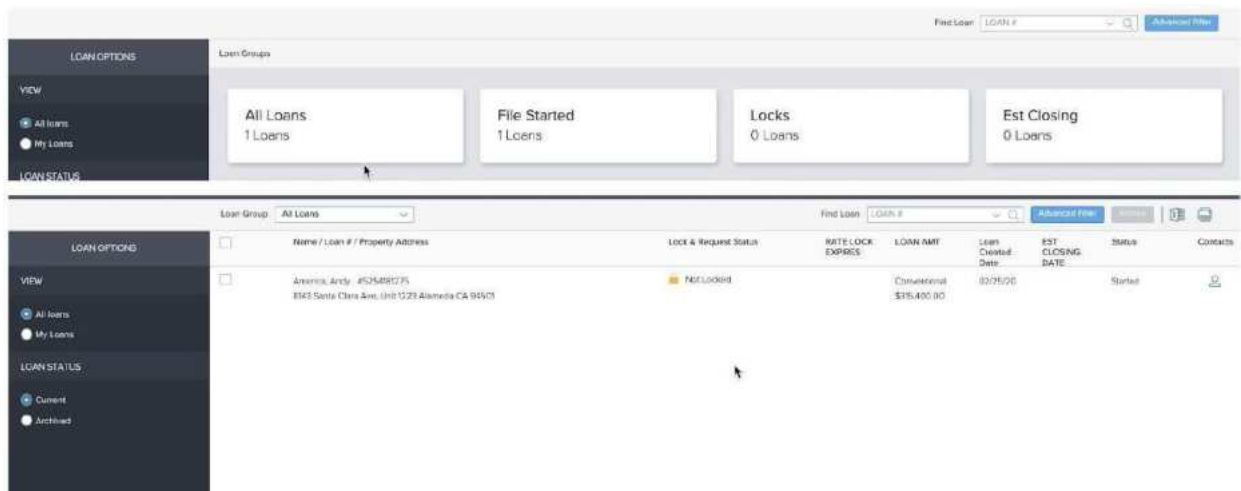


HOW TO ORDER A BROKER APPRAISAL?

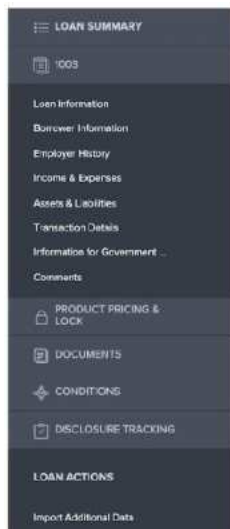
TPO Connect is the integration provided by Reggora that eliminates the need to bounce between multiple systems and log manual status updates, while providing lenders an easy view of their orders in one place.

User data and loan file data mapping must be configured in order for users to begin placing orders in the Reggora platform.

Once user personas are identified, they will create an associated user role and permissions in the Reggora platform to ensure our user syncing functionality enables the right users to perform the right actions within the platform.



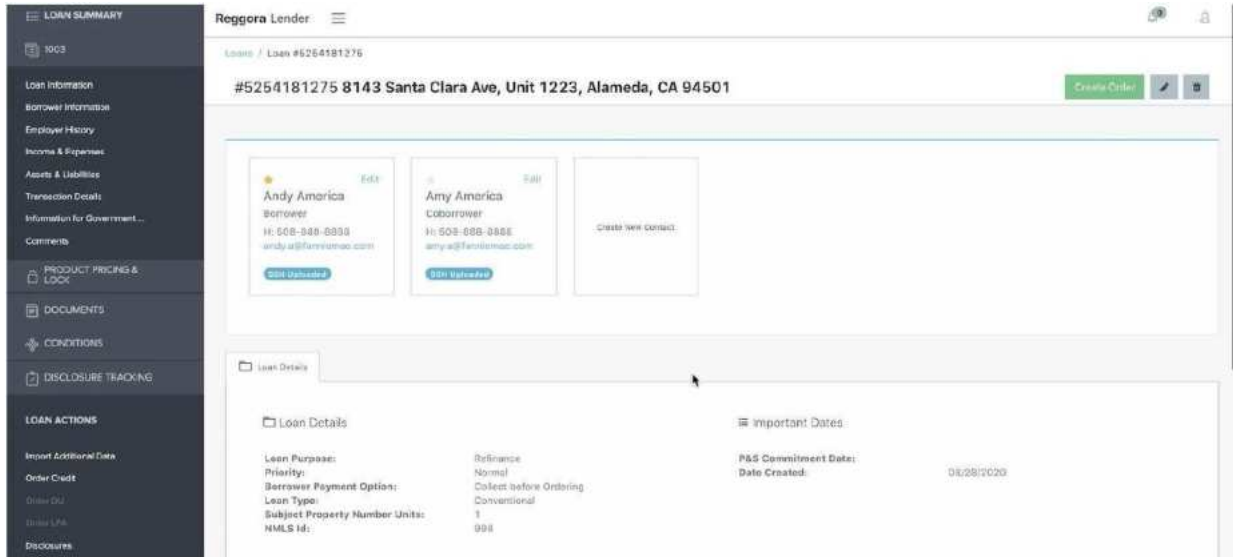
Users must click on “all loans” and select the desired loan file for which they would like to place an appraisal order.



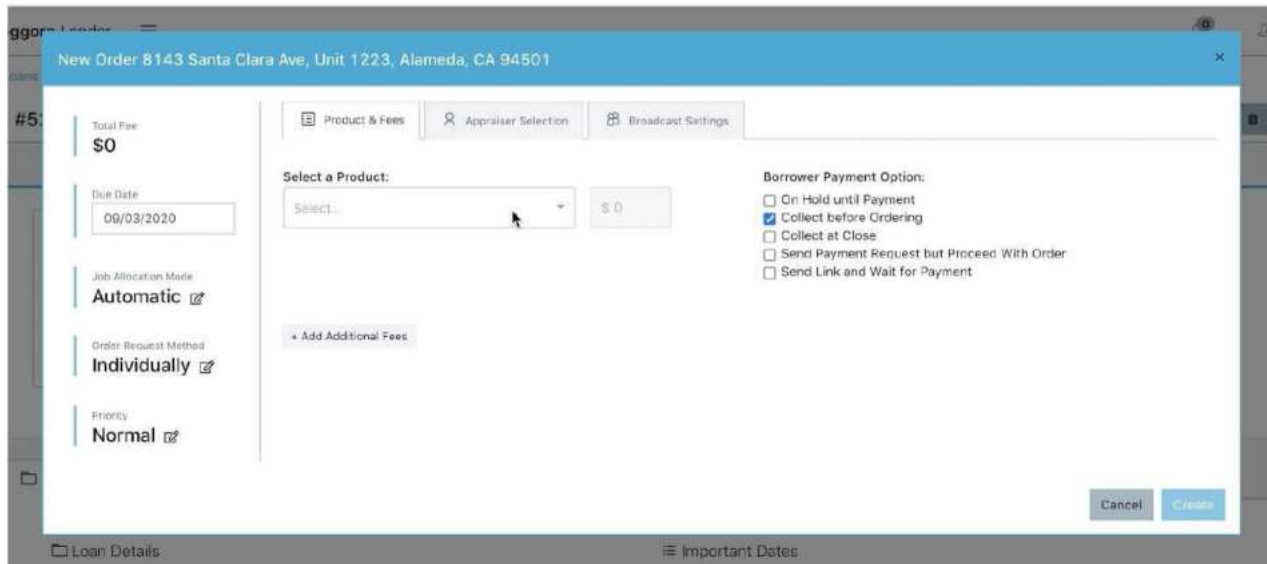
Syncing with Reggora...



Once the loan file is selected, users will scroll down under ‘Loan Actions’, where they will select the ‘Reggora’ tab. Once selected, the user will be presented with the above screen as the loan file data syncs to the Reggora platform.



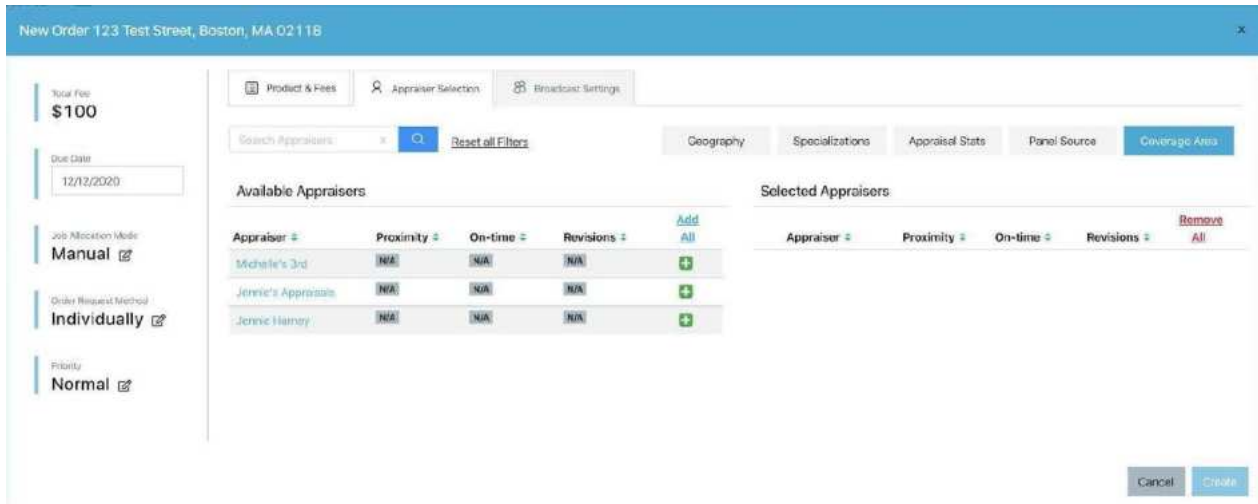
Once the loan file data syncs, users can view their loan file data in the Reggora platform and validate the information. Once the user is ready to place their appraisal order, simply select the green ‘Create Order’ button in the upper right corner.



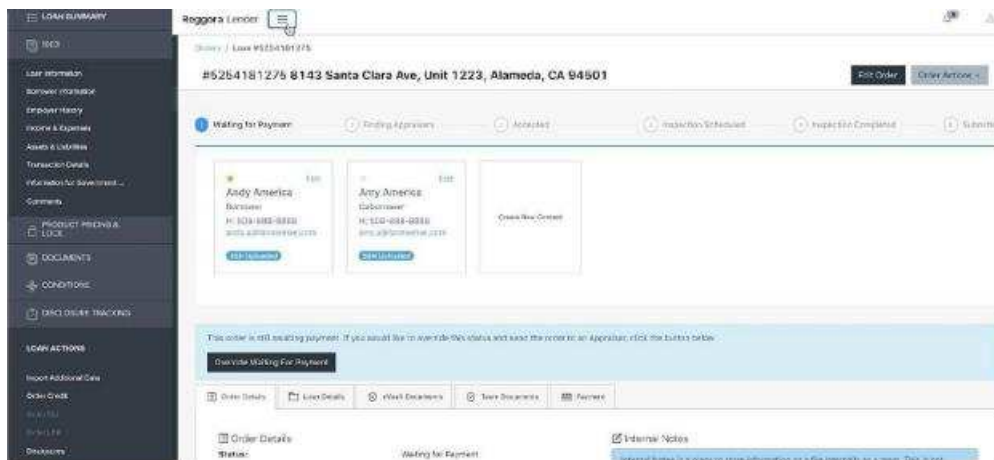
Once users click on ‘Create Order’, they will be able to select the product they wish to order, their allocation mode, priority, and payment method.

Users will also be able to select the appraiser(s) they would like the order to be sent to.

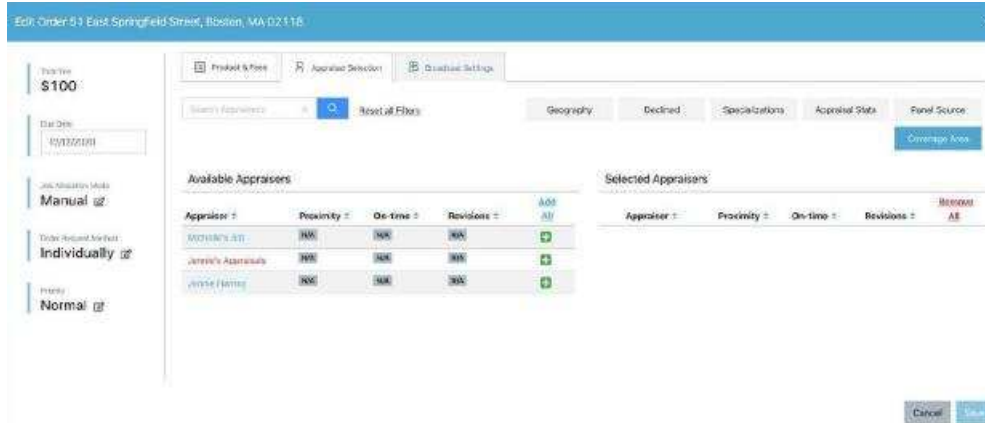




Once users select the desired information and click on 'Create', they will be redirected to the newly created order, where they can perform a number of actions.



Users can edit the order and change the due date, appraiser selection, etc., by clicking 'Edit Order' button.



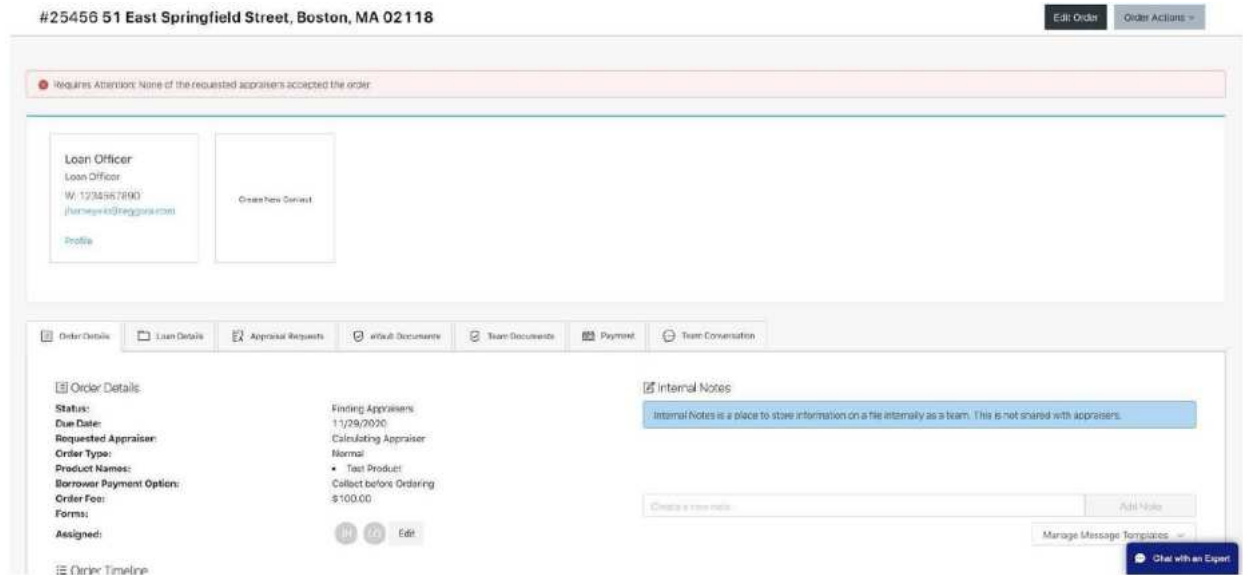
When the appraiser the user originally selected do not respond to the order in the allotted time, user will have the option to edit the order by select a different appraiser in the 'Appraiser Selection' tab. P.S.: When an appraiser rejects an order the name of the company will be highlighted in red. To select a new appraiser, click on green button and the appraiser selected will move to 'Selected Appraisers'.



Once the order has been accepted by an appraiser, if the user wishes to reassign the order, they will click 'Order Actions' and then select reassign order and choose a new appraiser they wish to send the order.

Additionally, in 'Order Actions' users can cancel, place the order on hold or create a follow up order for the loan.





If at any time users are running into an issue placing, allocating or managing their orders, Reggora’s Support team is just a click away. To send a message to the Reggora Support team, please click ‘Chat with an Expert’ in the lower right-hand corner of the screen. For more information about the Reggora platform, reach out to your customer success representative.

