How to Order an Appraisal in CODA

Appraisal orders will begin in the CODA portal, on the Appraisal Tab. Once on the appraisal tab, click on the **New Order** button.

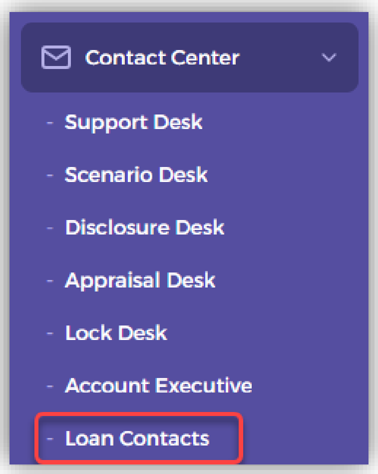
Please take special note of the 4 requirements below:
Requirements:

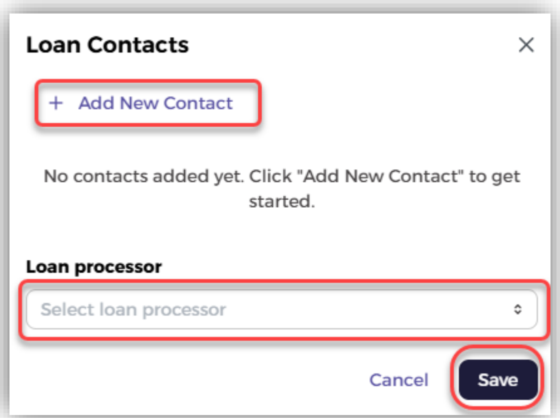
1. Signed disclosures must be returned to proceed with ordering except for DSCR loans.

   Note: *If choosing to order and pay for an appraisal before Intent to Proceed has been received, please reach out to appraisaldesk@firstcolony.com to request an override.* Contacting the appraisal desk can also be done by clicking on **Appraisal Desk** in the **Contact Center**.

2. The FHA case number must be ordered.
3. Borrowers email must be entered into the Borrower tab on the 1003 in **CODA**.
4. If the Processor would like to receive notifications, you will need to add them as a contact in the **loan notifications** within the **Contact Center** within **CODA** with each loan. *****This step must be completed before clicking New Order.**

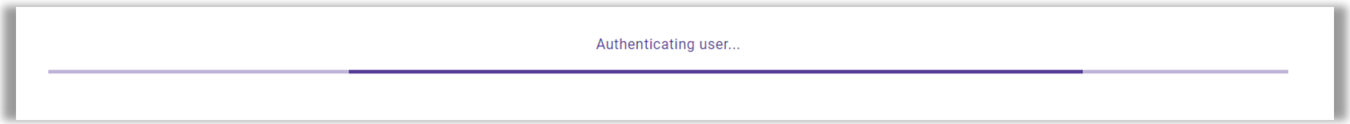
   ***You will need to contact support@firstcolony.com to finalize the notification process(contacting support will only need to done on your first order).





From the Appraisal tab click "New Order".

This will authenticate the user. If a problem occurs and the page does not load, please reach out to Broker Support at support@firstcolony.com.

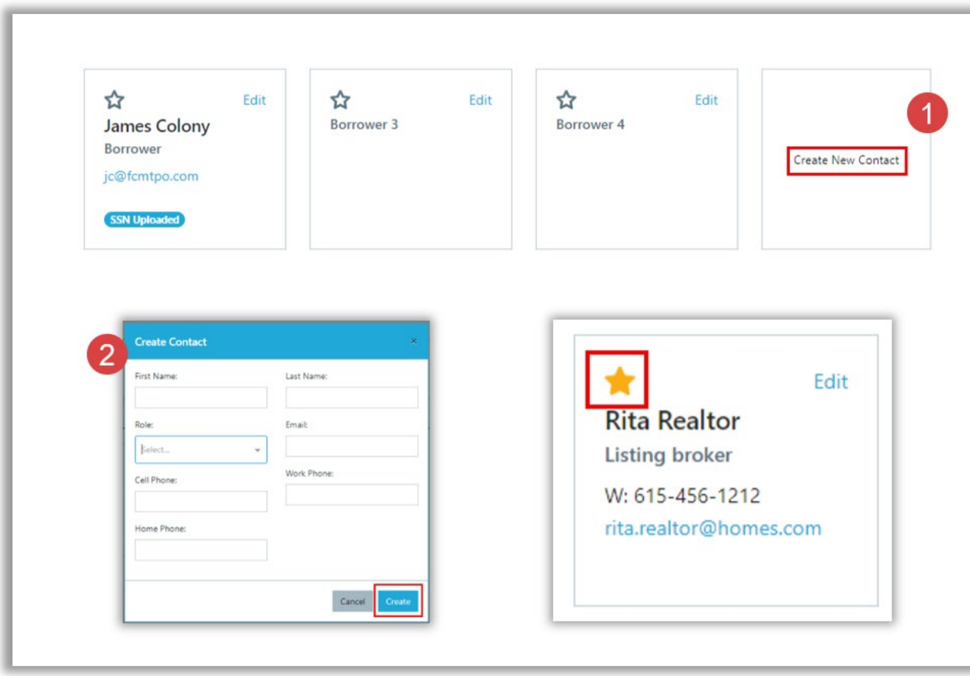


- Once the Reggora window loads, you will be redirected to the individual loan file page within Reggora. On this page, verify the accuracy of the loan information. (ie; property or loan program)

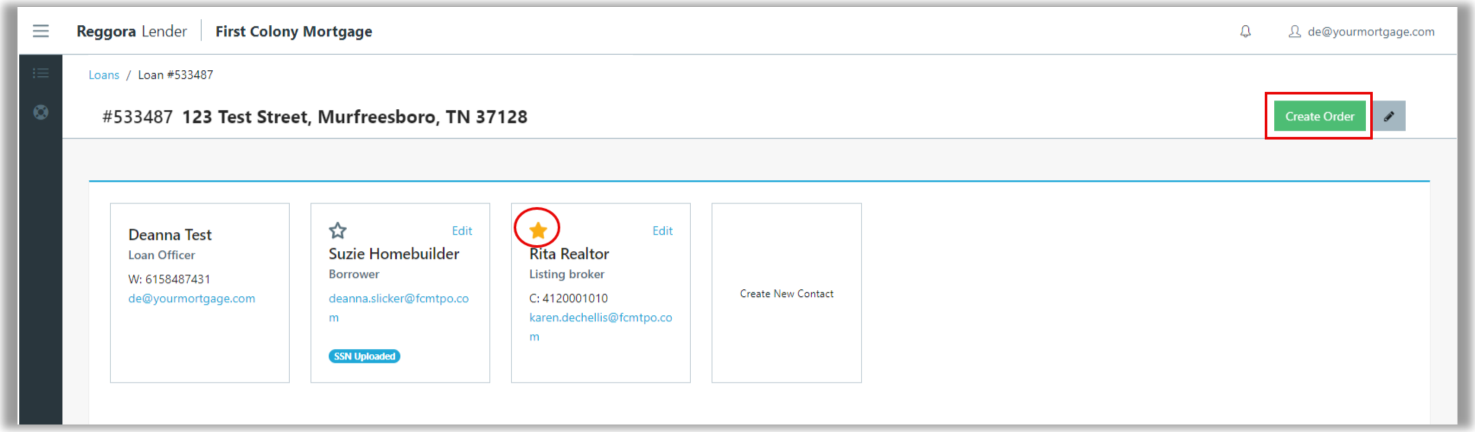
Designating a primary contact for the scheduling of an order.

- If the transaction is a **purchase,** click on **Create New Contact** and enter the Listing Agent (or other party that should be the primary contact for inspection scheduling) contact information. Then click **Create.**
  - *The star above the Agents name will be highlighted to indicate they are the primary point of contact.*
- If the transaction is a **refinance** the star will be selected above the Borrowers name automatically (Make sure the borrowers phone number and email address accurate). The Loan Officer is the only one to receive status notifications unless you have contacted support to add your processor.

***Note:** The contacts listed in the contact tiles are points of contact for appraisal inspection only. They will **NOT** receive general order notifications.*



Once ready, click the “Create Order” button on the right side of the screen to place the order.

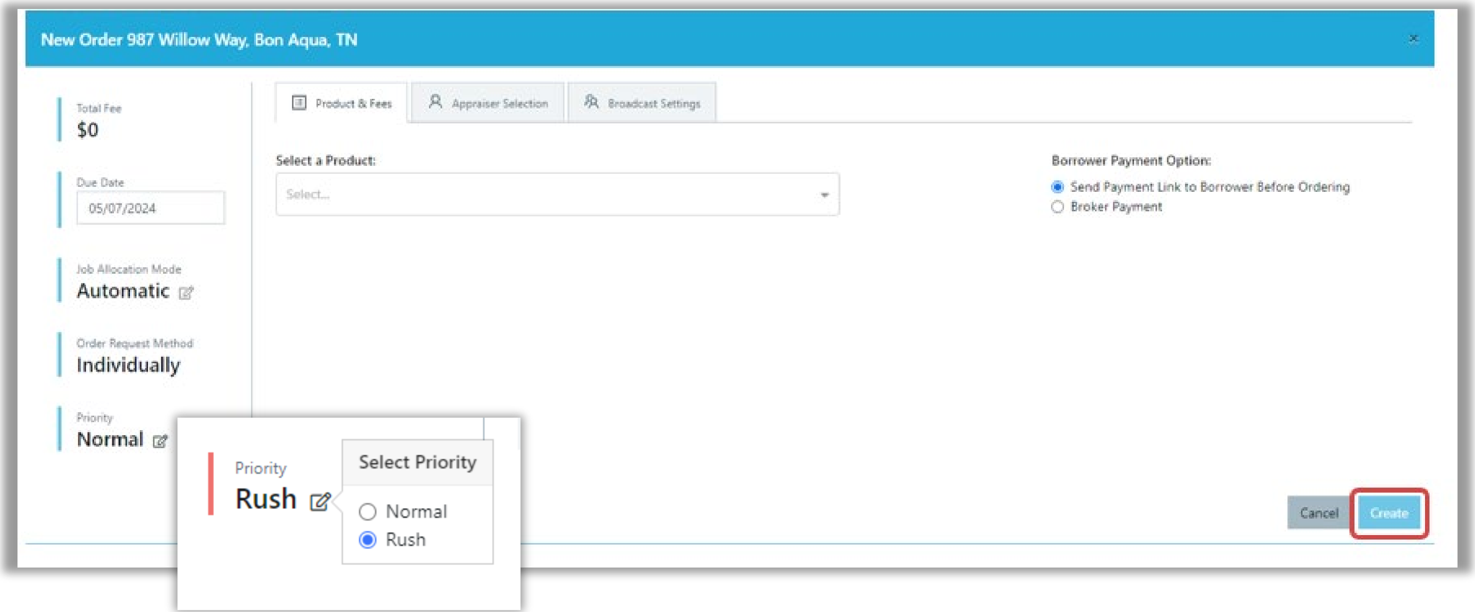


Next, select the product you wish to order from the drop down.

Note: *The AUS findings or First Colony Wholesale product guidelines will display the appraisal product required.*

- The appraisal fee will populate for the report selected.
- The due date automatically populates for 5 business days from the order date.
    - If you need to adjust the due date, click on the date field, and select a new due date.
        - ***Note:*** *Depending on the date requested, a rush fee may be implemented by the AMC.*
- If requesting a rush order, click on the pencil beside **Priority** and select the **Rush** option. Selecting a Rush will update delivery of the appraisal to 3 business days. This will also populate a rush fee in addition to your appraisal fee.

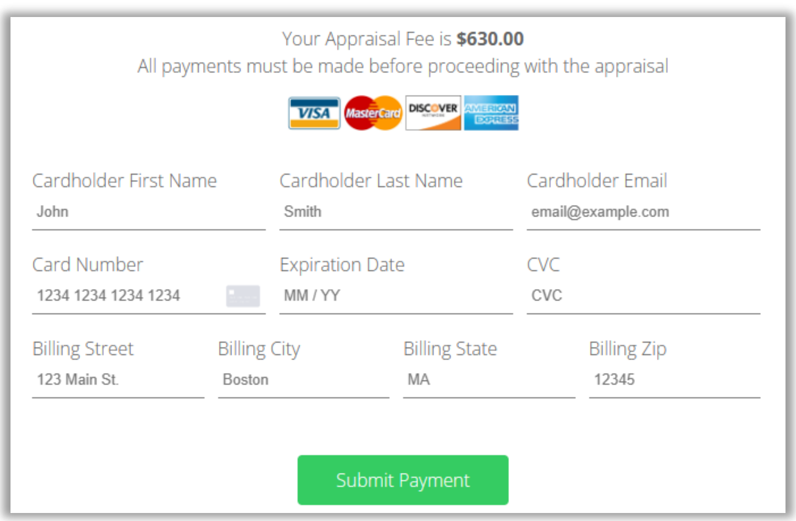
Click **Create** to generate your order.



Payment: Once the order has been created, payment must be made.

- Borrower Payment

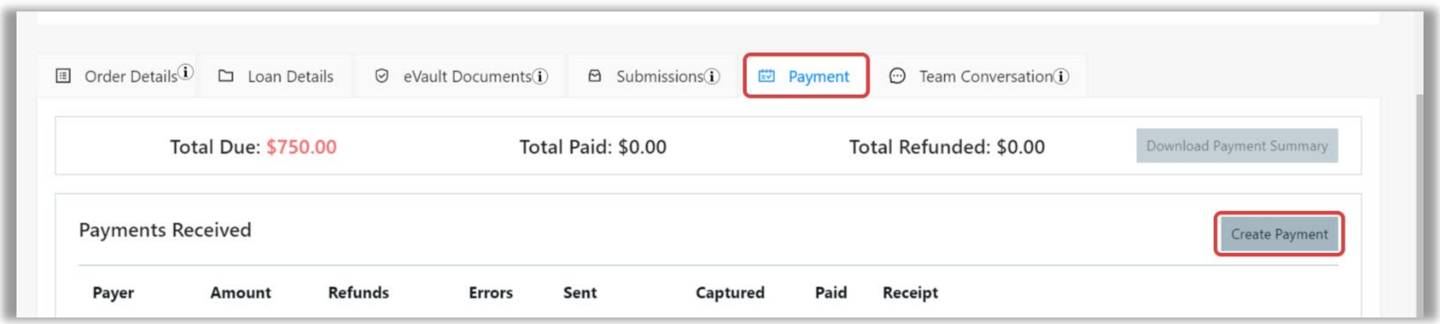
  The borrower will be emailed a payment link upon order creation. The payment email will come from delivery@reggora.com and the subject line will reflect **First Colony Mortgage on behalf of "broker name"**. The order remains Waiting for Payment until the borrower pays, at which point the order is released to one or more appraisal vendors.

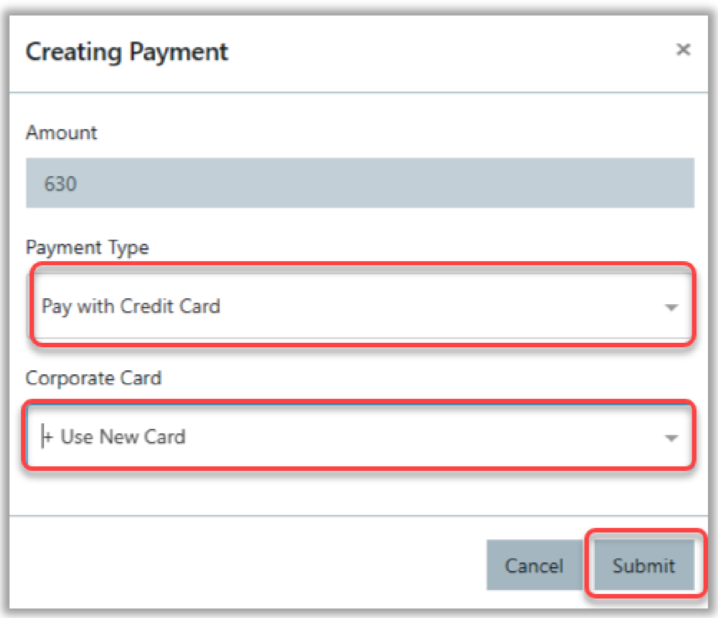


- Broker Payment

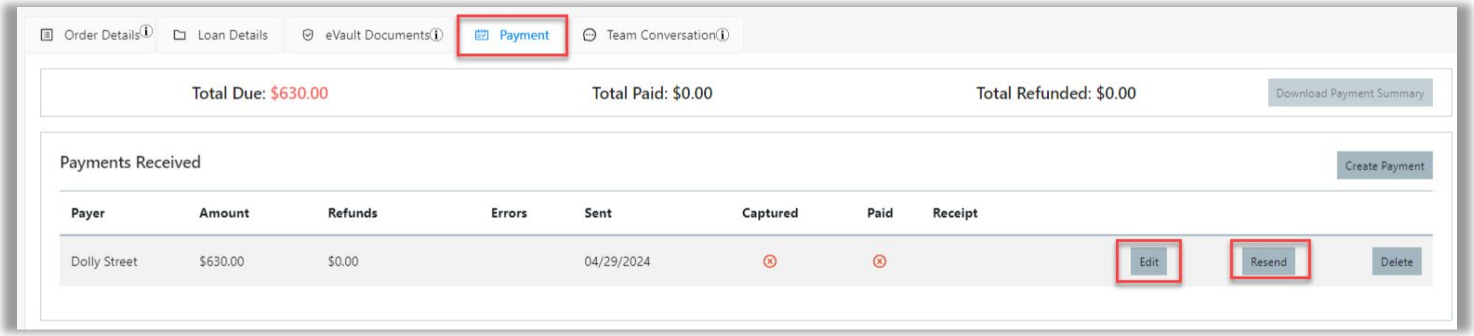
When the Broker is paying for the appraisal on behalf of the borrower.

1. Click "**Broker Payment**" on the right of the screen before creating the order. Once the order is created, go back to the pipeline, and select the order number. From this screen click on the **Payment** tab and **Create Payment**.
2. Select **Payment Contact**, if the LO's name is not in the drop down click on **Create Custom Contact**. Enter the LO's first and last name and email address (or the information of the person paying for the appraisal) then click **Submit**.
3. From the **Payment** tab, the broker will have the ability to enter a credit card for payment of the appraisal within the Reggora platform.



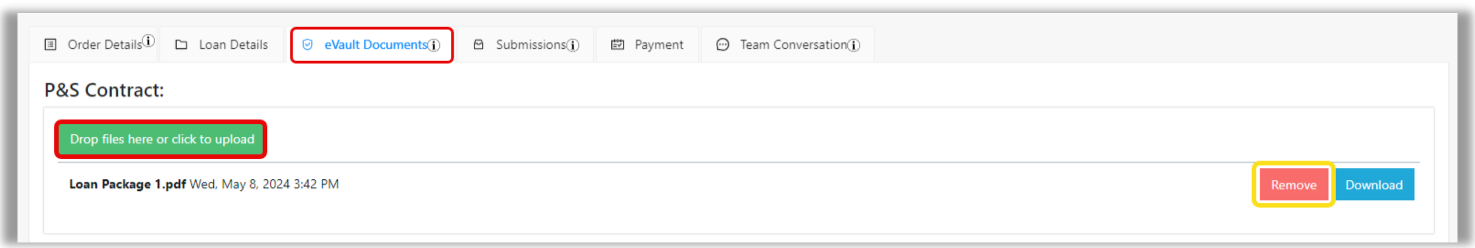


***Note**: Use the **Payment** tab to edit or resend a payment request to the borrower (or person paying for the appraisal).*



Upload Purchase Contract (P&S Contract)

After the order has been created, go into **eVault Documents** to upload the complete executed copy of the Purchase Contract (P&S Contract) <u>and all amendments/counter offers</u> (this is crucial to avoid order delays). Once the attachment(s) show on the screen, it has been successfully uploaded. If a document is uploaded in error, click on the **remove** button to discard.



Tracking/Status of the Order

There are multiple ways of tracking the status of the order.

- **CODA**

Tracking the status of the order can be viewed in **CODA** on the **Appraisal Tab** under **Appraisal Transaction History**.

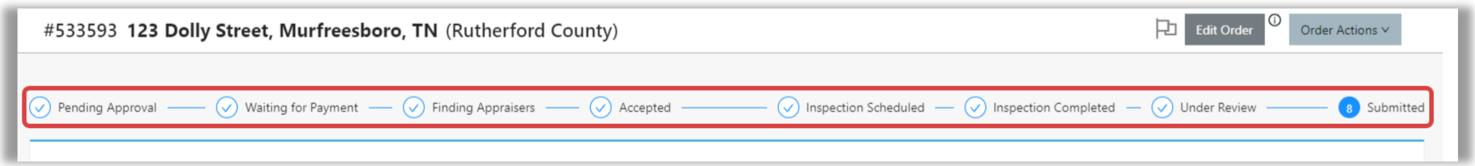
- **Directly within Reggora**

From the **Appraisal tab** in **CODA** click on **Manage Orders** to go into Reggora to also see the status of the order. Click on the order number to see detailed information regarding the appraisal order.

Notifications

An e-mail notification will be sent to the **Loan Officer** at each milestone along the way. Should you choose to streamline these notifications, please see page 15 & 16 for instructions. If a **processor** would like to receive these notifications, please see page 16.

You can also track the progress of the appraisal on the real-time task tracking bar.



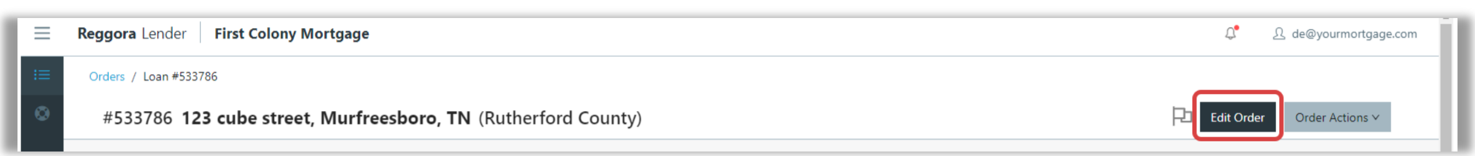
Edit Order

To edit an order, from **CODA**, select the Appraisal tab and click on **Manage Order**. This will bring you into Reggora's site.

If the change is needed **while still placing the initial order,** click on the Edit button to make the necessary adjustments.

From here you can edit the:

- Product
- Due date
- Priority



If the change is needed **after placing the initial order, and the appraiser has not been assigned** to the order yet select the loan and then click on the **Edit Order** button at the top right of the screen. This will generate a similar window to the order creation process.

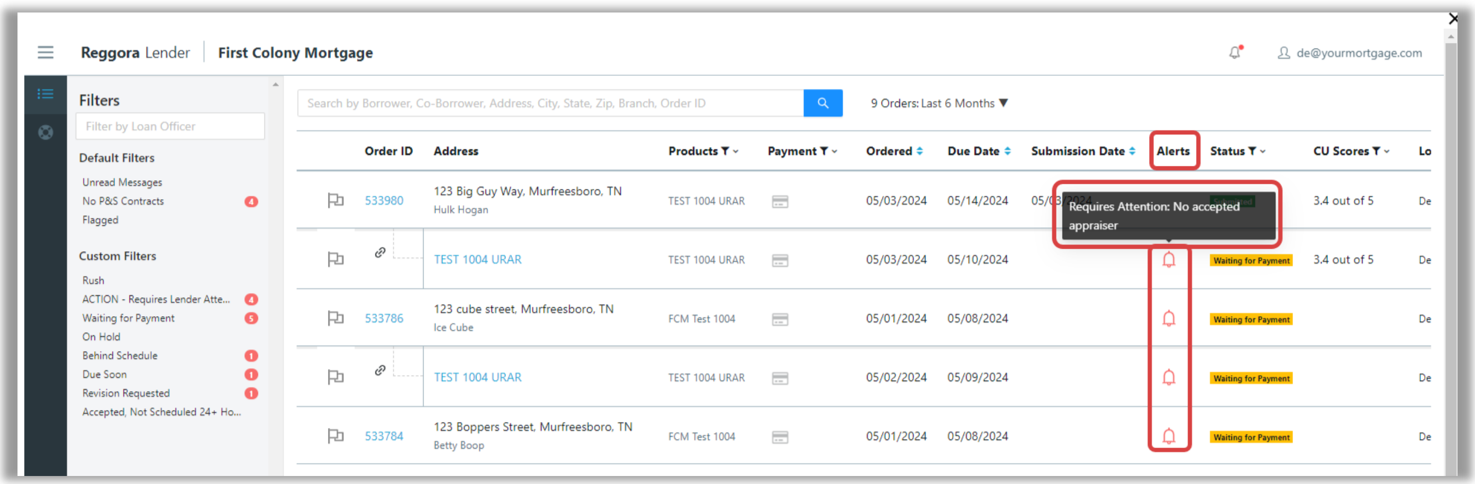
If a change is needed **after an appraiser has been assigned,** you will need to reach out to appraisaldesk@firstcolony.com for assistance. Contacting the appraisal desk can also be done by clicking on the **Appraisal Desk** from the **Contact Center** in **CODA.**

Order Alerts that require attention

Fee Escalation

If the appraisal vendor has requested a fee escalation (increase) after accepting the order, a red bell will appear in the **Alerts column** of the **Orders tab** within Reggora.
Hover your mouse over the bell to see the reason for the alert. The Loan Officer will also receive an email advising them of the alert and that action needs to be taken to keep the order on track.

When there is an active alert the order is on "*hold*". It will also reflect as a note in the Appraisal Transaction History.



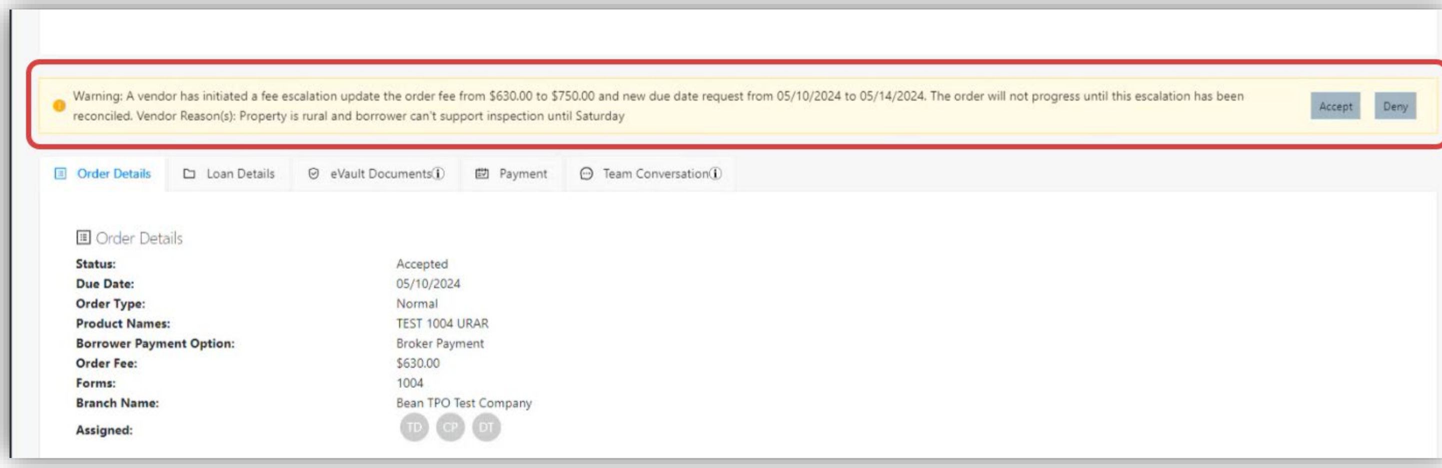
Click on the **Order ID (Loan #)** of the loan, this will take you into the order where you can Accept or Deny the request for a fee escalation.

Accepting the fee

Once an increase fee is approved a new payment link will be sent to the borrower for payment. If the borrower has already paid for the initial order the new payment request will be for the rush fee. However, if they have not paid for the initial order the new link will be for the full appraisal fee.

When the borrower has processed the payment, the order will move forward.

Note: This process is the same if the Broker is paying for the appraisal. The payment link would be sent to the person paying for the rush fee.



Denying the fee

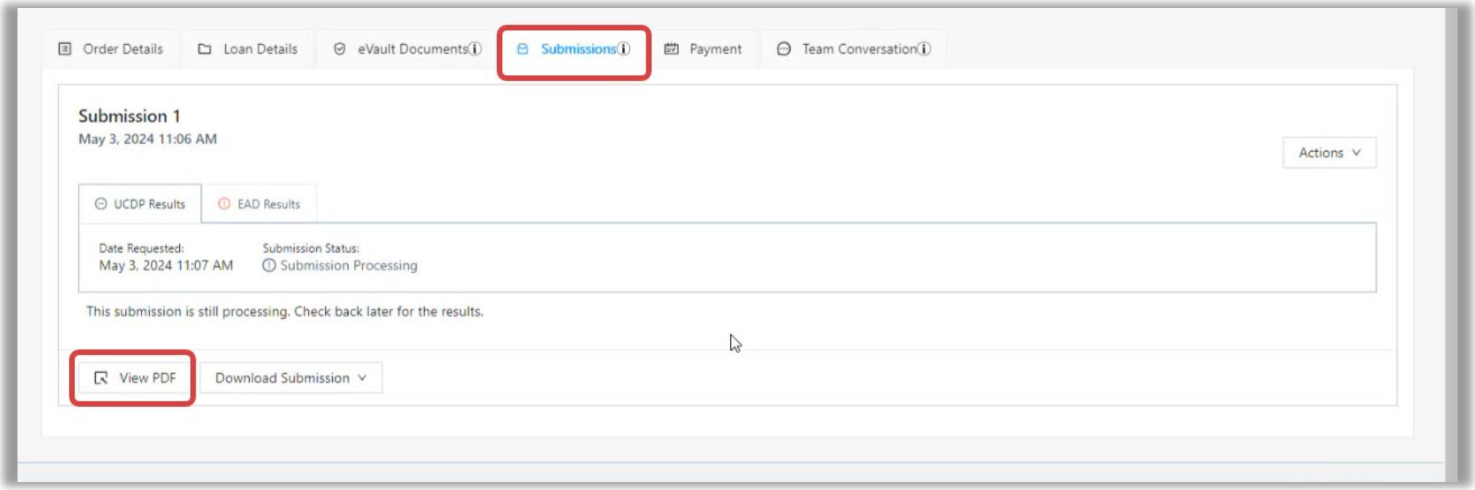
A fee increase can be denied by a Loan Officer and a request can be made to appraisaldesk@firstcolony.com to review with another AMC to see if they would proceed without the fee increase.

An alert will go out to the Loan Officer by email and will appear in ***CODA*** as well as in the Reggora pipeline if there are any delays to the appraisal order or delivery.

Appraisal Order Complete

There are several ways to retrieve/view a copy of the completed appraisal.

The first is a PDF copy that will be sent directly to the Loan Officer via email;
The appraisal will be available in the Reggora platform in the Submissions tab;
The appraisal will also be available in **CODA** in “View Docs”.

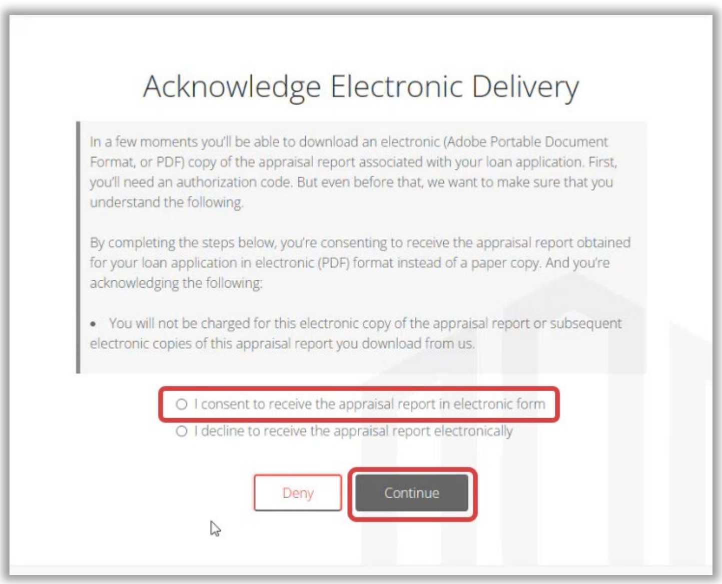


Appraisal Delivery to the Borrower(s)

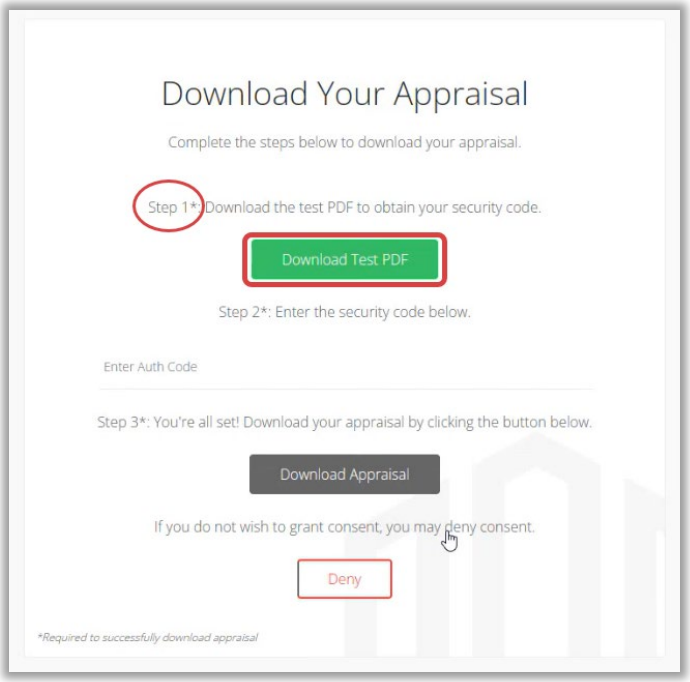
The borrower will receive an email to let them know the appraisal is available to view.

1. They will need to click the button to "**Proceed to Download**" within the email.

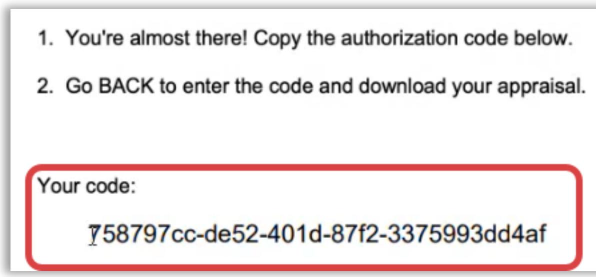
2. Consent to receive the appraisal electronically.

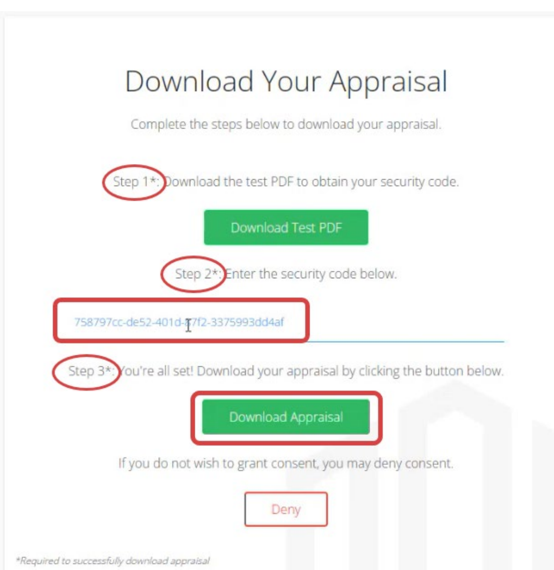


3. Click Download Test PDF

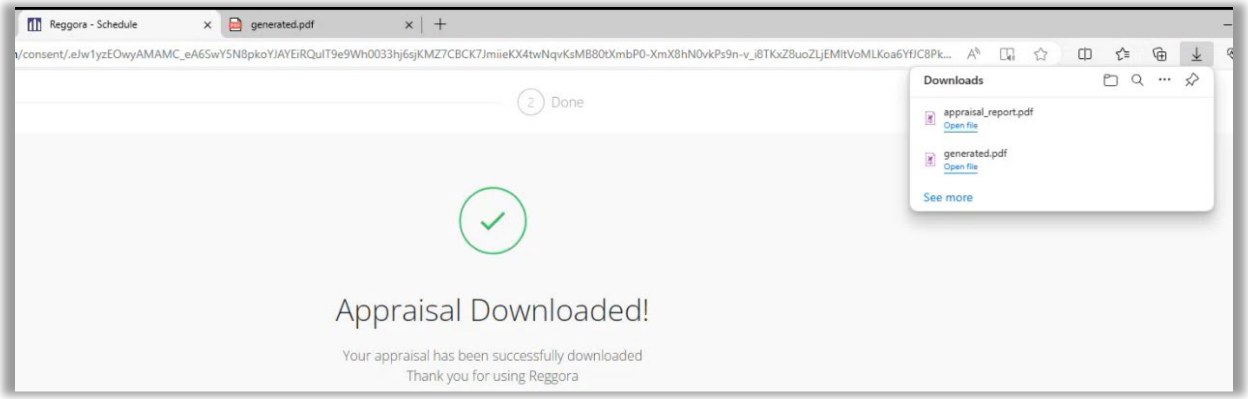


4. Copy the code and enter in the line labeled “Enter Auth Code”.





5. Click **Download Appraisal**. (Once the borrower does this the first time, they will not have to do this again. These steps are for security purposes for the borrower).

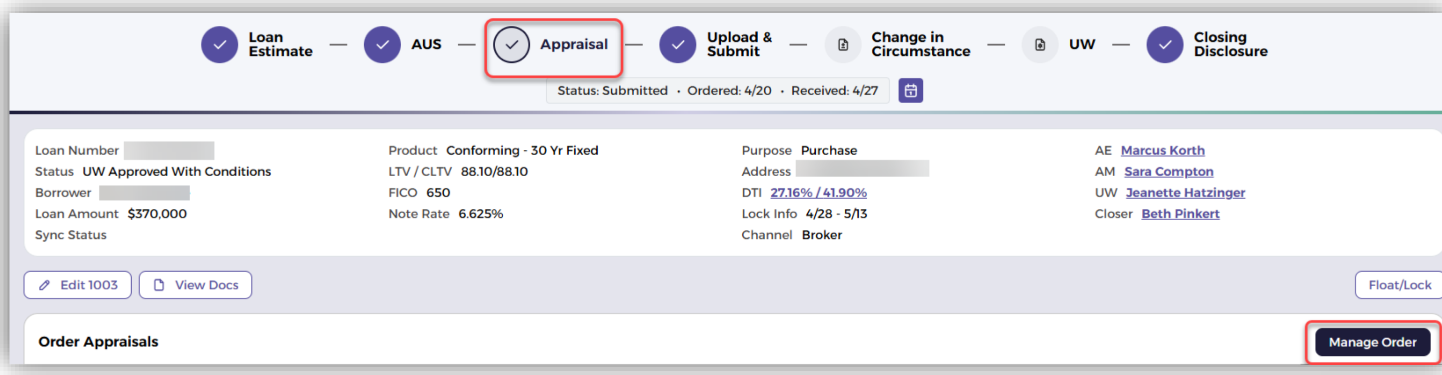


6. From here you can click to download your appraisal.

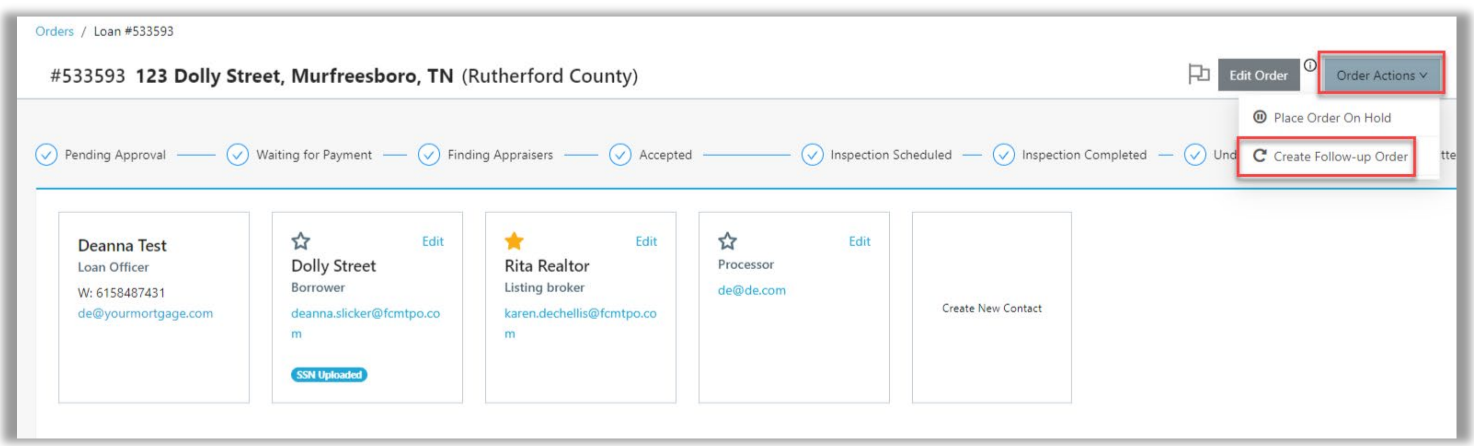
Follow Up Order

- Second Appraisal
- Final Inspection
- Disaster Inspection (Product: Disaster Area Inspection Report)

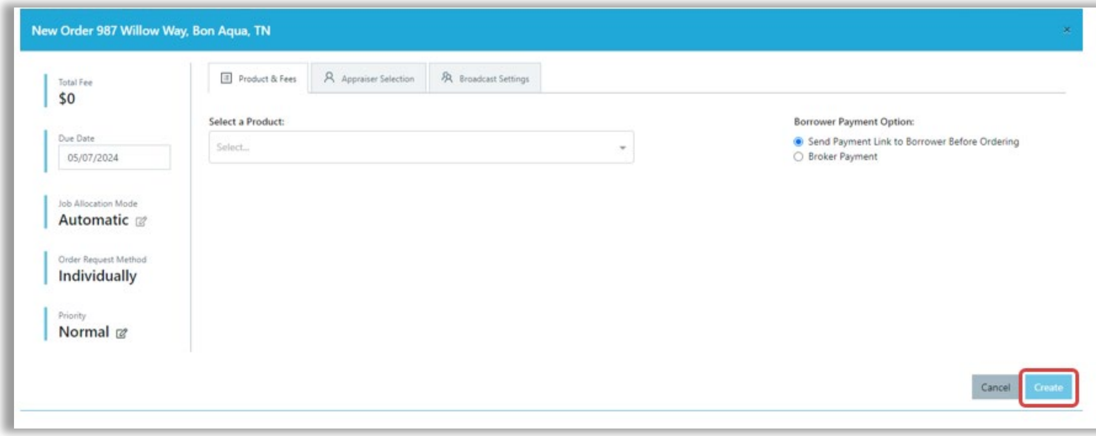
To create a Follow Up order, go to the **APPRAISAL** tab in **CODA**, and click on **Manage Order**.



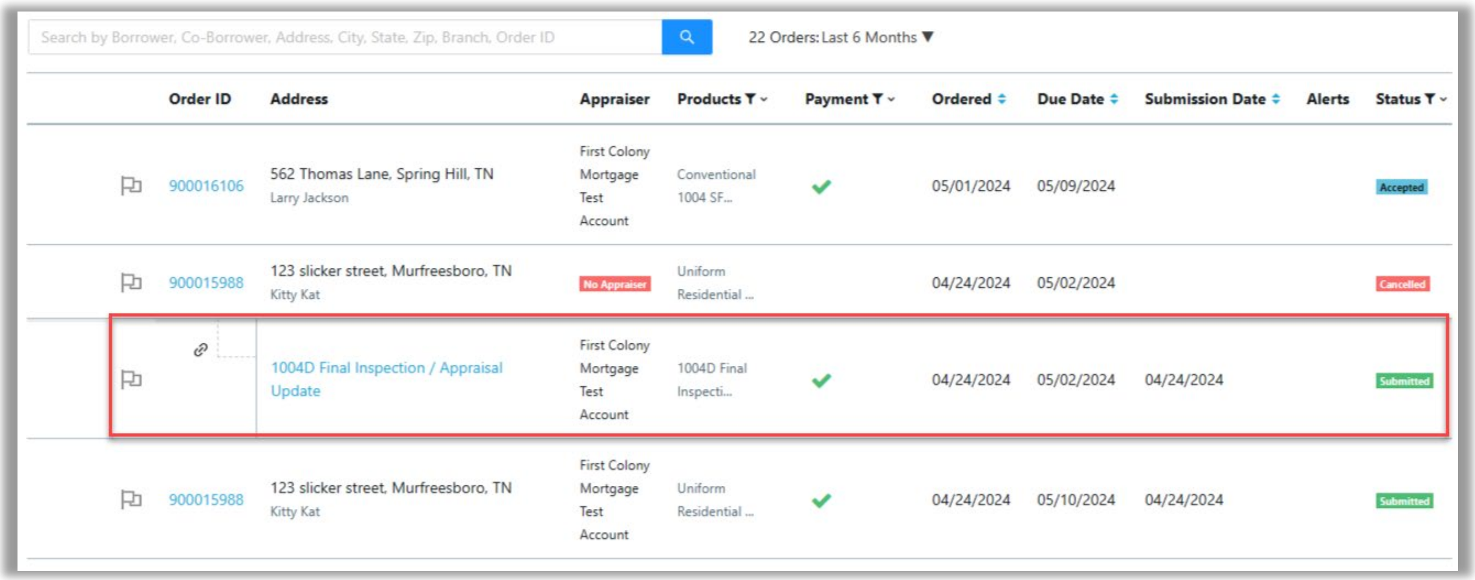
From the pipeline in Reggora search for your loan and click on the order number.
In the top right corner under **Order Actions** menu click **Create Follow Up Order.**



Select the product you wish to order from the drop down. Click **Create** to submit the order.



Each follow-up order has its own order tracking to better manage a loan's order. On the Orders page In Reggora, follow-up orders are nested under the primary order.



Order ID	Address	Appraiser	Products	Payment	Ordered	Due Date	Submission Date	Alerts	Status
900016106	562 Thomas Lane, Spring Hill, TN Larry Jackson	First Colony Mortgage Test Account	Conventional 1004 SF...	✓	05/01/2024	05/09/2024			Accepted
900015988	123 slicker street, Murfreesboro, TN Kitty Kat	No Appraiser	Uniform Residential ...		04/24/2024	05/02/2024			Cancelled
	1004D Final Inspection / Appraisal Update	First Colony Mortgage Test Account	1004D Final Inspecti...	✓	04/24/2024	05/02/2024	04/24/2024		Submitted
900015988	123 slicker street, Murfreesboro, TN Kitty Kat	First Colony Mortgage Test Account	Uniform Residential ...	✓	04/24/2024	05/10/2024	04/24/2024		Submitted

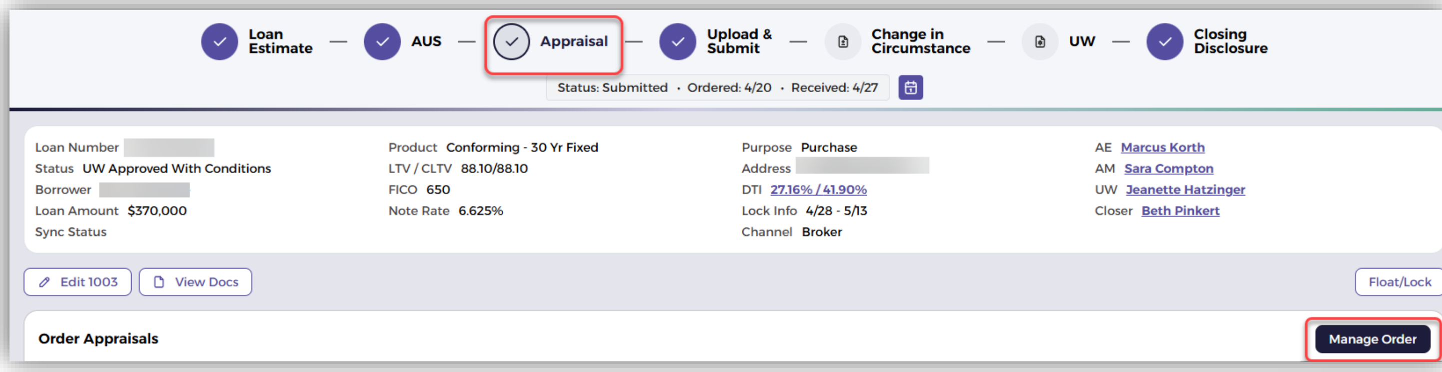
Clicking on the order number from the order screen will show you a tab for your primary order and follow up order.

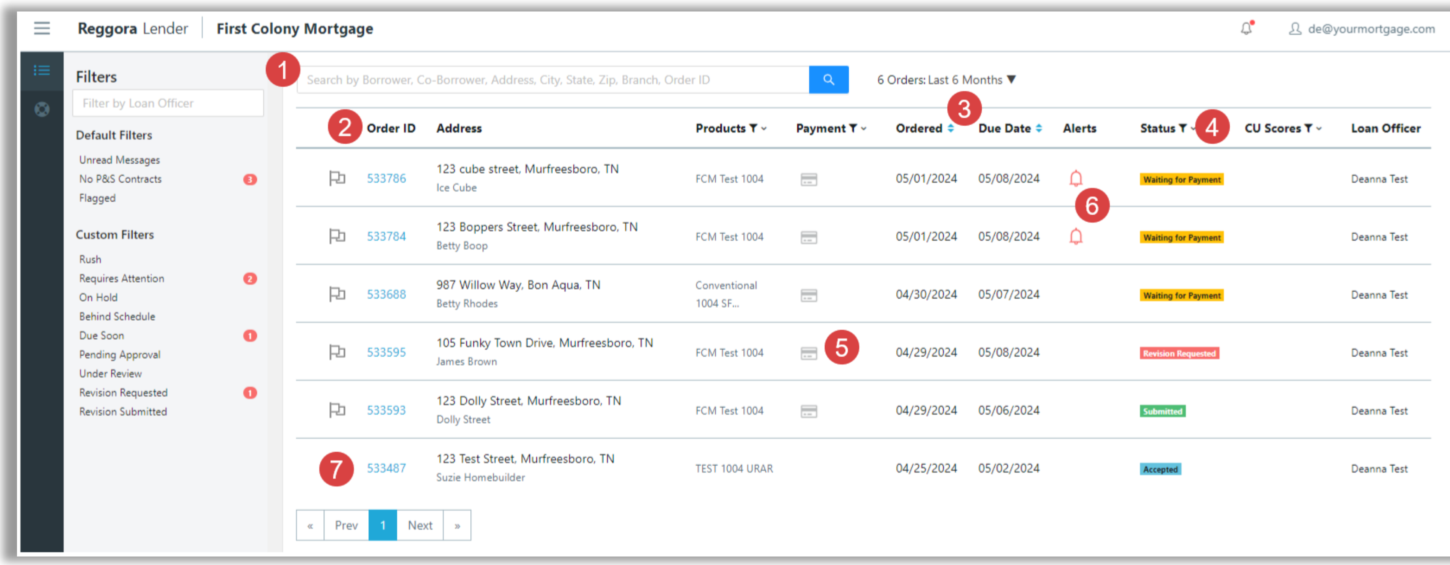
Reconsideration of Value Requests

- ROV's may be requested by the borrower or the broker by contacting rov@firstcolonymortgage.com should they feel they have a valid ROV request.

Managing LO's Pipeline Orders

From the Appraisal tab in **CODA,** click on **Manage Order** to view your appraisal pipeline.
On the orders page, you can view your appraisal orders pipeline and click into any individual order.



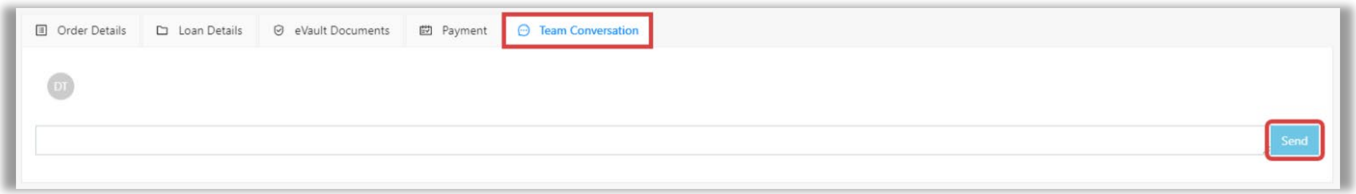


From here you are able to:

1. Search for orders by loan number, borrower name, or address
2. View the Order ID (loan number), Address and borrower name, Appraiser, Payment status, Ordered Date, Due Date, Alerts, and Status
3. Sort the page by Ordered Date or Due Date
4. Filter by Status(es)
5. Hover over the payment icon to see a summary
6. Hover over the alert icons to see more information
7. Click into the Individual Order Page by clicking on the Order ID

Team Conversation Tab

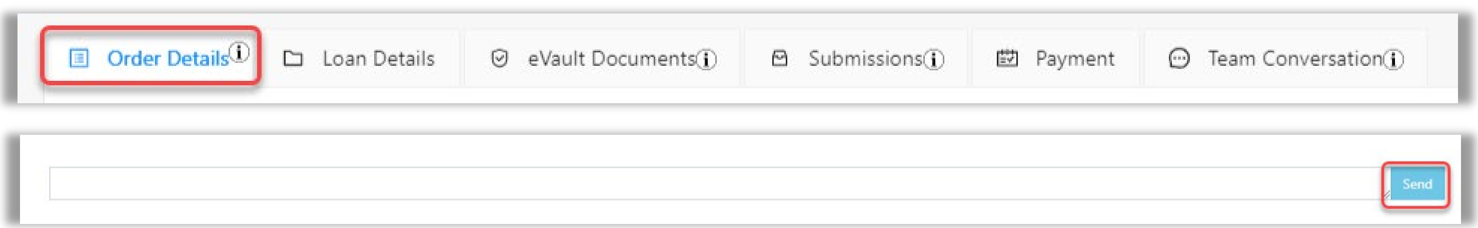
Team Conversation (within the Reggora platform) is available within the Orders screen. The team conversation is only between the **broker and appraisal desk**. Team Conversation can be used to ask questions about an order, request a conversion, and more.
Simply type your message and click **Send**.



Order Details Tab

Order details will show you the order timeline as well as the ability to **message the AMC directly**. There is a chat feature at the bottom of the page. Simply type your message and click **Send**.

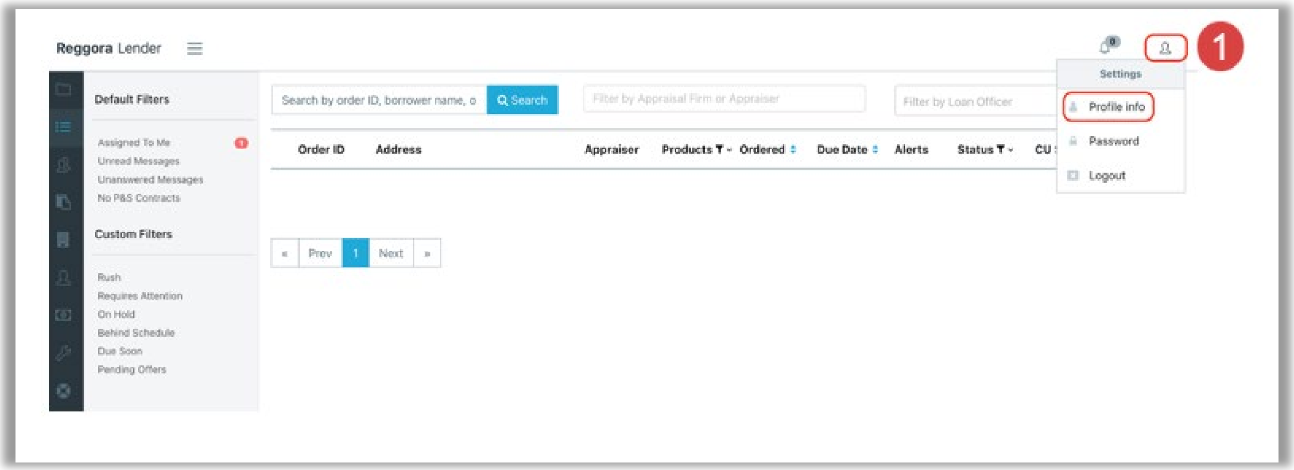
When the AMC replies, you will be notified via email in which you can reply without having to go back into Reggora.



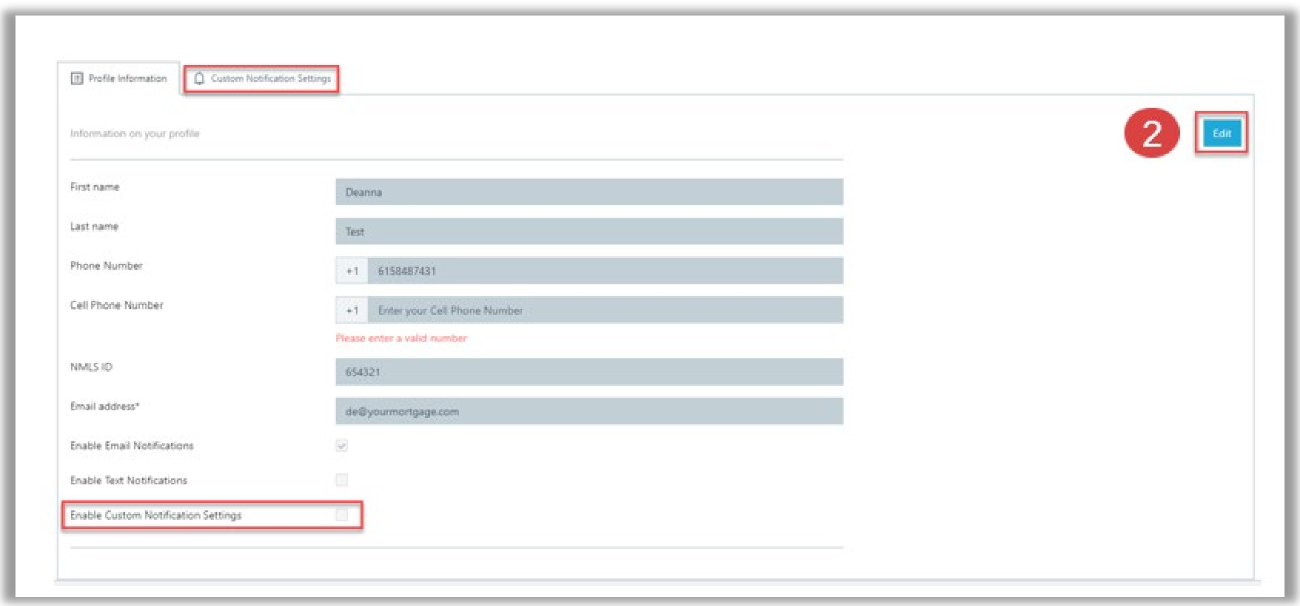
Customizing <u>Loan Officers</u> Personal Notifications within Reggora

Users can configure their personal notification settings based on their preference. To do so, please follow the steps below:

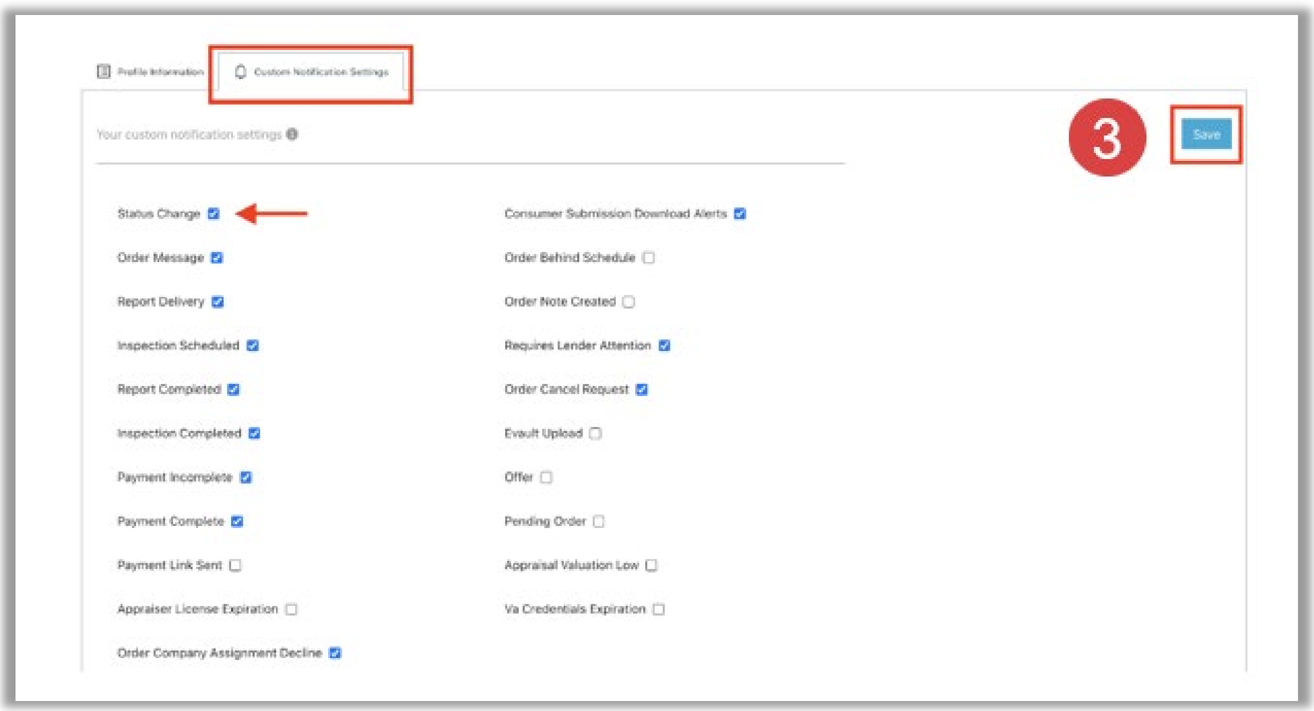
1. Click the icon next to your email address in the right corner. Then click on **Profile Info**



2. Click **Edit** in the top right, then check **Enable Custom Notification Settings,** and click the **Custom Notification Settings** tab.



3. Change the notification settings to your preference, and then click **Save.**



Customizing Processor notifications
Processor Notifications can be modified by logging into https://lender.reggora.com to edit Profile Info settings there by following the above steps.

Please contact appraisaldesk@firstcolony.com for any questions or assistance.