GMFS

GMFS TPO PORTAL

HOW TO ORDER AN APPRAISAL

NOW REQUIRED FOR ALL CONVENTIONAL BROKERED LOANS

JULY 2023 V1

Ordering Appraisals in TPO Connect

Reggora <> TPO Connect Integration

Reggora is a technology company that provides mortgage lenders and real estate appraisal vendors with two-sided software that streamlines the appraisal process. Distinct from an AMC, Reggora's platform facilitates the entire appraisal workflow; it creates increased visibility for stakeholders, facilitates communication between parties, and provides tools to automate traditionally manual processes. Reggora's TPO Connect integration allows users to place appraisal orders directly in TPO Connect without having to log in to an external platform. The integration also automatically maps loan file data from TPO Connect to the appraisal order, eliminating the need to manually re-enter property or borrower information. This guide will provide instructions on how to order appraisals, communicate with the appraisal vendor, and track an appraisal's status.

Gaining Access to Reggora

Before discussing how to order an appraisal in TPO Connect, it's important to have an understanding of how Reggora provides access to TPO Connect users. Based on the lender's preferences during implementation, Reggora has mapped TPO Connect user roles to Reggora user roles. The permissions associated with these Reggora user roles will determine an individual user's access to different areas of the platform. When a user clicks the Reggora button in TPO Connect, they're automatically logged in to the Reggora platform i-framed into TPO Connect based on their TPO role- no username or password required. On a related note, if what you see in TPO Connect / Reggora differs slightly from the images in this user guide, it's likely due to lender-specific permission settings.

Ordering an Appraisal

1. Navigate to your pipeline in TPO Connect and open a loan file

2. Click on the **URLA then on Additional Information**, towards the bottom of the page is a section to enter the Intent to Proceed date, this date is needed to order all appraisals. If the Intent to Proceed date does not match the actual Intent to Proceed date provided by the borrowers then the appraisal payment made by the borrowers will be refunded and the user who places the appraisal order will be responsible for the payment. If this is a GMFS disclosed loan, then the Intent to Proceed date will be entered by the GMFS Disclosing team.

3. Scroll to the lower left side of the screen under Loan Actions and click the **Order Appraisal (Reggora) button** located within the black toolbar. This action will open the Reggora platform within TPO Connect and sync the loan file data.


4. After the information syncs, the user is brought to the appraisal order. Here, the user can see basic loan file information associated with the order. Click the green **Create Order button**
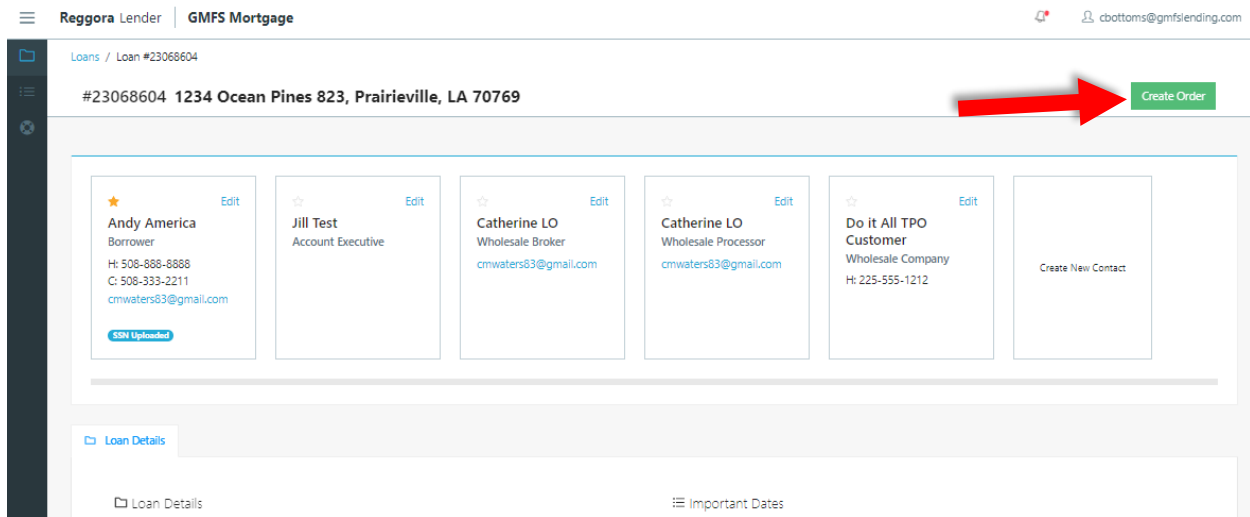
5. Inside the Create Order modal, **select the appropriate appraisal product, the payment option, a requested due date, and the order priority**.
   - Send Payment Link to Borrower before Ordering means the borrower will receive an email with a payment link 2 to pay for the appraisal prior to the order being sent to the appraisal vendor.
   - Broker Payment means that the order will proceed to a Waiting for Payment status, where it will remain until a user addresses payment within the Payment tab of the appraisal order (to be discussed later).
   - Labeling an order as Rush will apply an additional fee to the appraisal order. All fee and timeline negotiations happen directly with the AMC via messaging in Reggora (to be discussed later).
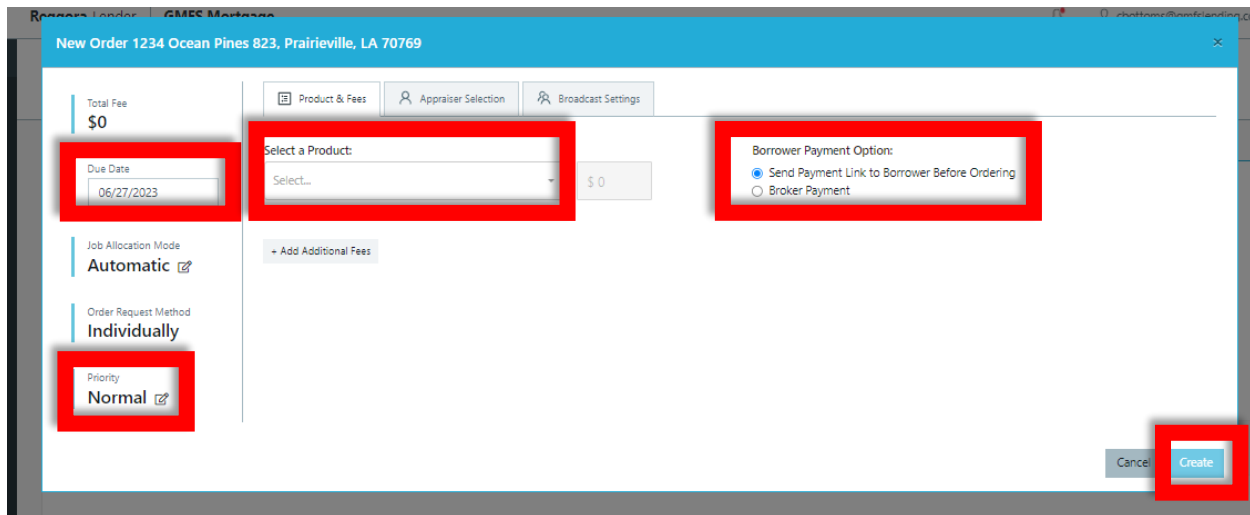
6. From here, the user can click Create or navigate back to the Product & Fees tab and click Create from there.
7. Once complete, the user is taken to the completed appraisal order, where they can see the appraisal status as highlighted below.
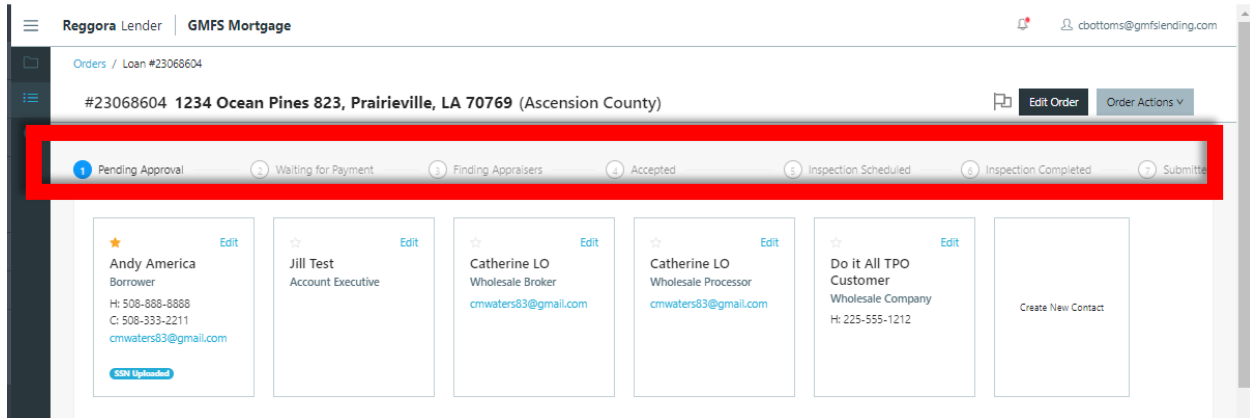
8. Click the Orders button on the left side of the screen to navigate to the appraisal pipeline. From the pipeline, the user can search, sort, and filter through their associated appraisal orders.
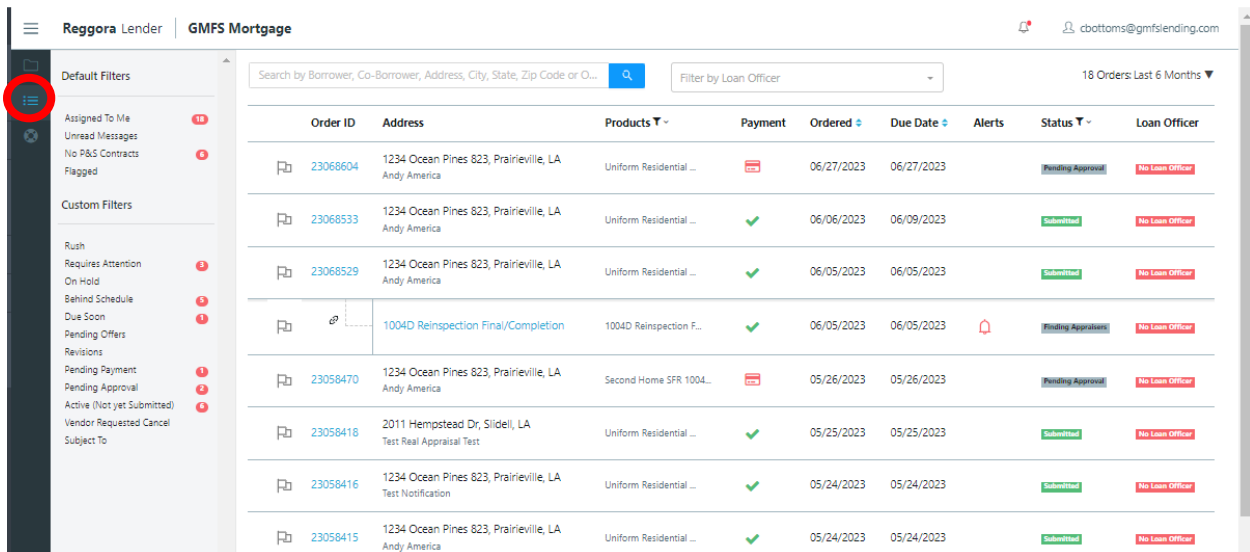

Navigating an Appraisal Order

Once an appraisal has been ordered, the user can see status updates both in the pipeline (as shown above) or within the appraisal order itself. Also inside the appraisal order the user will notice contact cards containing contact information mapped from the loan file, as well as a number of tabs.

Order Details

Inside the Order Details tab, the user can see information associated with the appraisal order. This information is mapped from the loan file (such as current disclosed amount) or from selections made during the ordering process. The Order Details tab also includes an Order Timeline, which shows the users associated with an order and the progression of the appraisal order. Hovering over the users (the gray circles) or the events will display the full name of the associated user.
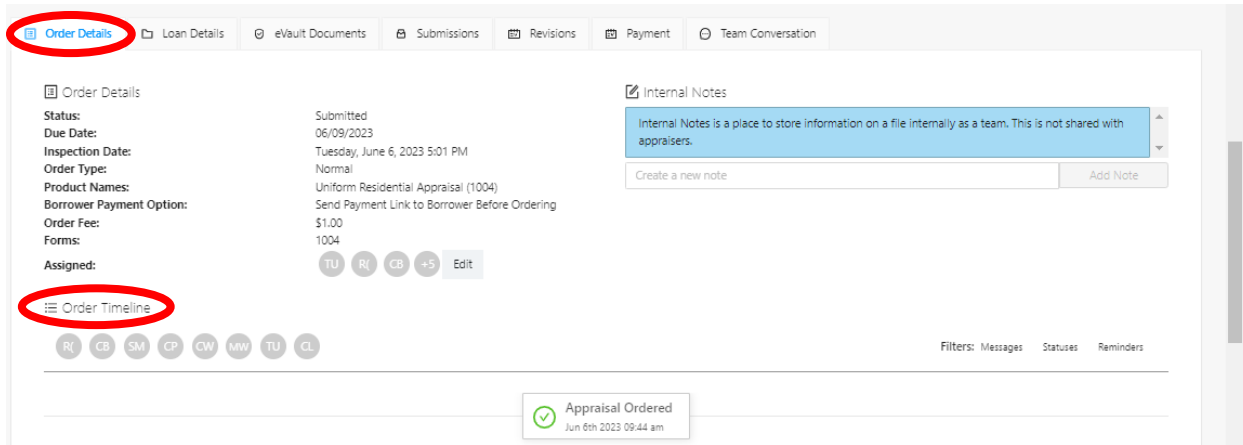
At the bottom of the Order Details screen and based on permissions, the user can communicate with the AMC. The user will also receive communication back from the AMC in this section. All users associated with the appraisal order, both internal and external, have visibility into this communication.
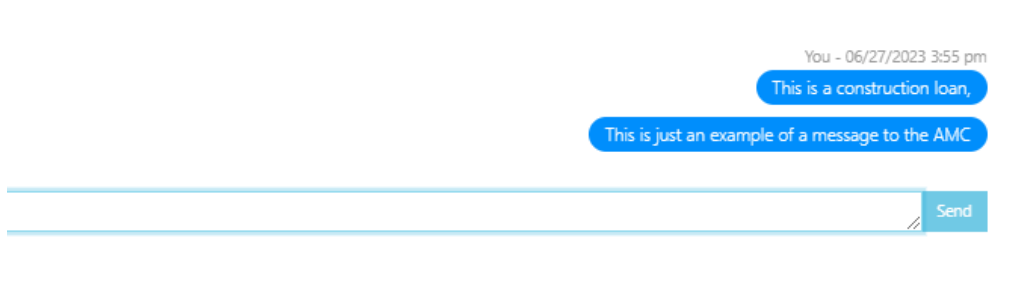

Loan Details

Inside the Loan Details tab, the user can see additional information pulled into Reggora from the loan file. Users also have the opportunity to edit some of the basic information (such as address) from the loan file in this tab.

eVault Documents

The eVault Documents tab includes documents shared with all parties associated with the appraisal order - the broker, the lender, and the appraisal vendor. Click the **green 5 button(s)** to upload a purchase contract into P&S Contract. Or, upload any other documentation necessary to facilitate the appraisal order.
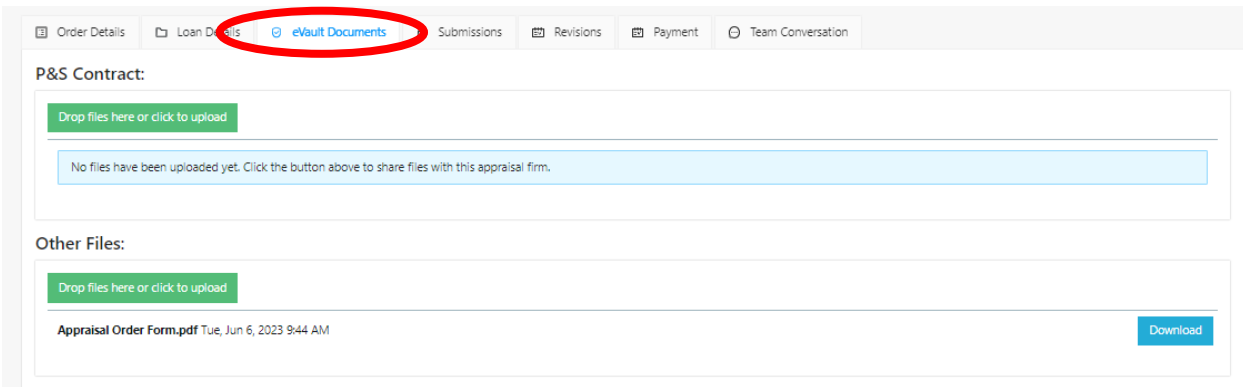
Team Documents

If available based on permissions, the Team Documents tab allows users an opportunity to upload internal documents that are not shared with the appraisal vendor.

Submissions

The Submissions tab allows the user to access the submitted appraisal and the invoice. Based on permissions, the user might also see UCDP and EAD results. The user can also request a **Reconsideration of Value (ROV)** from the Submissions tab. Simply click the **gray Request Reconsideration of Value button** and follow the prompts. Be sure to include additional comparables to avoid timely back-and-forth with the AMC. Once the user submits for ROV, the AMC will be notified.
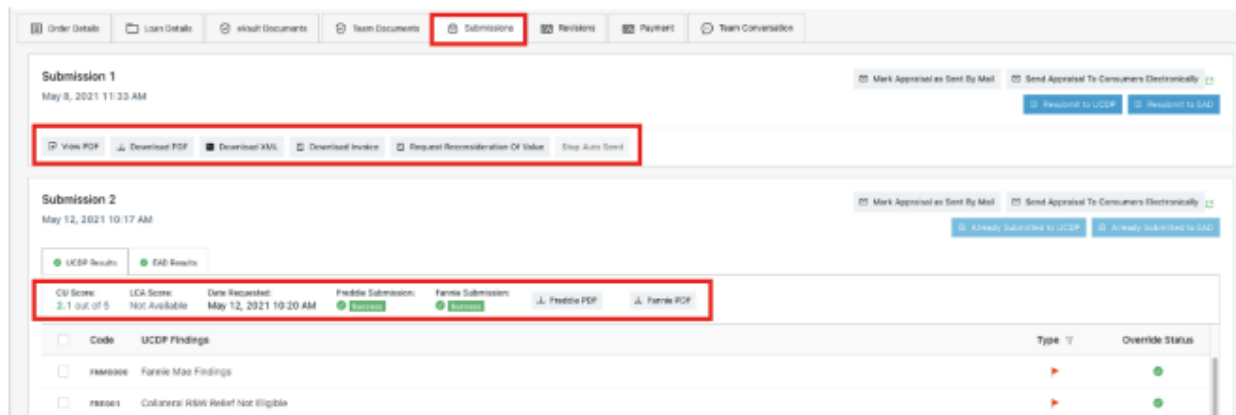

Revisions

Inside the Revisions tab the user can request a revision to the appraisal. Click the red Request Revision button and follow the prompts.
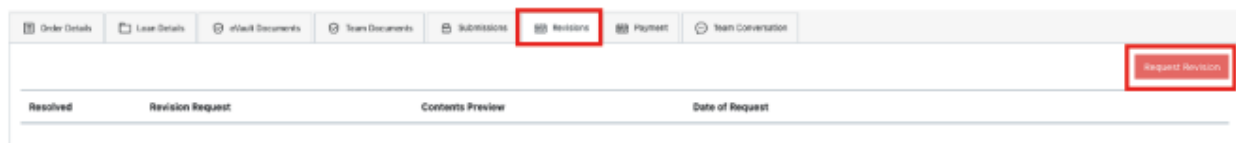
Payment

The Payment tab gives the user visibility into all payments information associated with the appraisal order. Under the Payments Received section, the user can see payments that have been made on the appraisal, whether by the borrower or another party. The Accounts Payable tab will show funds paid out to the appraisal vendor (note: appraisal vendors sometimes receive their payouts differently, so this area could sometimes be blank). Depending on permissions, the user can also create a new payment (pay with an internal credit card, manually enter the borrower's credit card, or send a payment link) by clicking the Create Payment button.
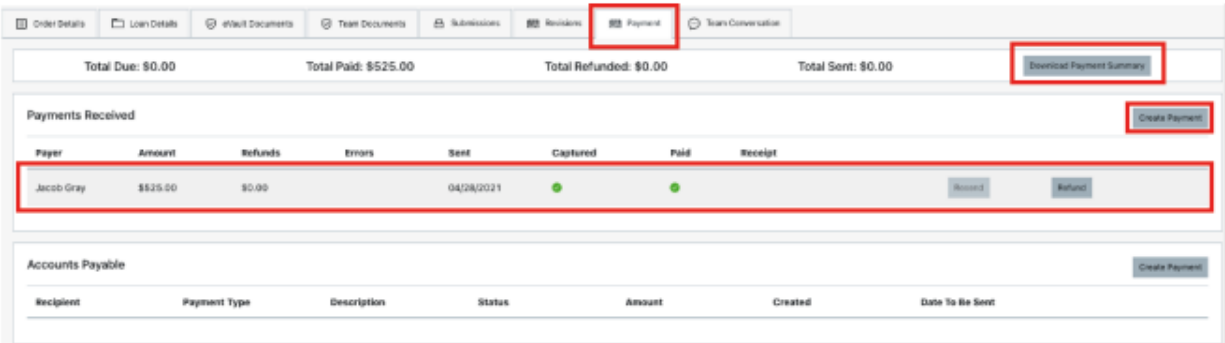

Team Conversation

This tab might appear hidden based on permissions, but if visible, this tab provides space for internal team members to communicate. Messages placed here will not be shared with the AMC.

Creating a Follow-up Order

To create a follow-up order, click the **gray Order Actions** button in the top right corner of the appraisal order. Then, click C**reate Follow-up Order.** This will allow the user to add additional appraisal products (a 1004d, for example, or investment forms). Once created, the follow-up order will appear as a new tab within the original appraisal order.
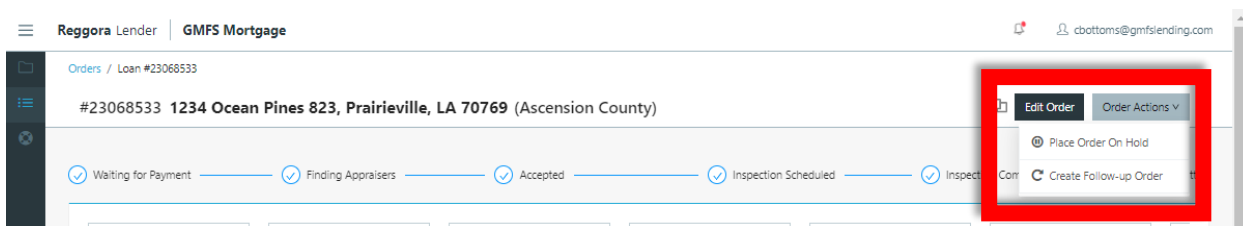
Support

For support, please reference the **Reggora Help Center** by clicking the life ring icon located in the black toolbar within Reggora in TPO Connect. For GMFS-specific questions, please contact your District Director or Catherine Bottoms at cbottoms@gmfslending.com