

How to Order an Appraisal through eXPRESS

Wholesale Division



LHFSWholesale.com

eXPRESS Portal:

<https://express.lhfs.com/index>

Contact Us:

Support@LHFSWholesale.com

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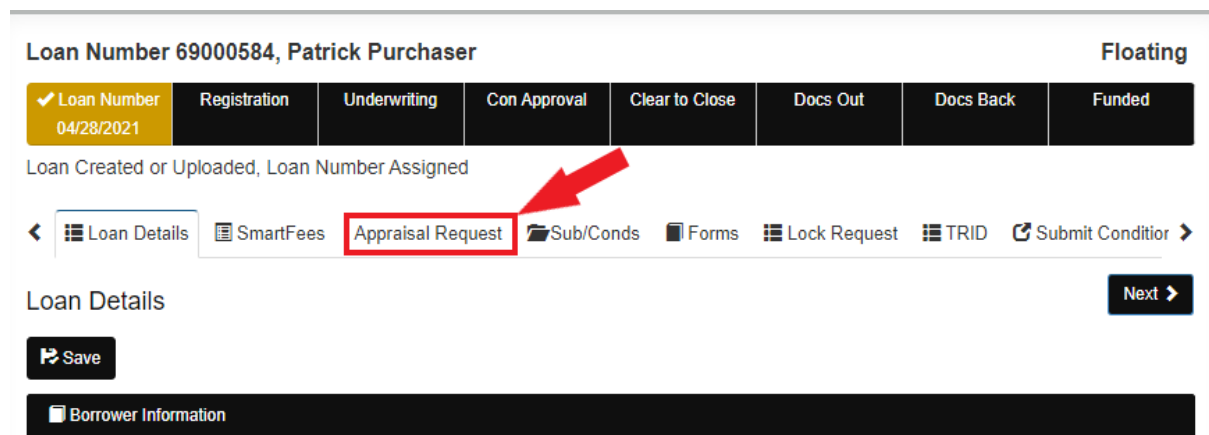
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WELCOME TO LHFS APPRAISAL ORDERING!

Land Home Financial Services, Inc. (LHFS) will be using the ConneXions (CNX) platform to order Appraisals. Follow the steps in this guide to place Appraisal orders.

HOW TO REQUEST APPRAISAL ORDER VIA EXPRESS & CONNEXIONS



Loan Number 69000584, Patrick Purchaser Floating

✓ Loan Number 04/28/2021	Registration	Underwriting	Con Approval	Clear to Close	Docs Out	Docs Back	Funded
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Loan Created or Uploaded, Loan Number Assigned

[Loan Details](#)
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[Sub/Conds](#)
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[Lock Request](#)
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Loan Details Next >

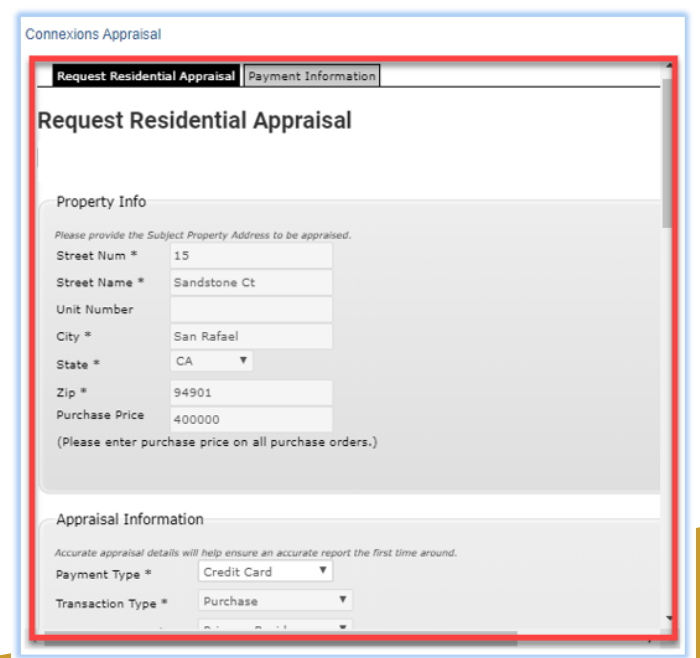
[Save](#)

[Borrower Information](#)

Click on the “Appraisal Request” tab from the loan page.

Information from the loan file will prepopulate into the CNX order form.

Verify the information is correct, then proceed to select product, preferred AMC, and update any relevant Borrower information (i.e., contact numbers, email, etc.)



Connexions Appraisal

Request Residential Appraisal Payment Information

Property Info

Please provide the Subject Property Address to be appraised.

Street Num * 15
 Street Name * Sandstone Ct
 Unit Number
 City * San Rafael
 State * CA
 Zip * 94901
 Purchase Price 400000
(Please enter purchase price on all purchase orders.)

Appraisal Information

Accurate appraisal details will help ensure an accurate report the first time around.

Payment Type * Credit Card
 Transaction Type * Purchase



SELECTING PRODUCT – INITIAL APPRAISAL

On the order form scroll down and select the desired product.

A product must be selected to display the AMC's and their fees in order to proceed with the appraisal request.

PLEASE NOTE: IF THIS IS AN ADDITIONAL ORDER (I.E., 1004D AND/OR SECOND APPRAISAL, ETC.) FOR THE SAME LOAN PLEASE SEE “CREATE ANOTHER ORDER (1004D OR 2ND APPRAISAL) ON SAME LOAN.”

Appraisal Request

Loan Type * Conventional Case Number

Property Type * Single Family Residen

Products*

- ☒ 1004 - Uniform Residential Appraisal Report
- ☐ 1004 FHA - Uniform Residential Appraisal Report
- ☐ 1004 USDA - Uniform Residential Appraisal Report
- ☐ 2055 - Exterior-Only Inspection Residential Appraisal Report
- ☐ 2075 - Property Inspection Report
- ☐ 2000 - One-Unit Residential Appraisal Field Review Report
- ☐ 2006 - Desk Review
- ☐ DAIR - Disaster Area Inspection Report - Exterior
- ☐ Rush Fee
- ☐ 1004D/442 - Appraisal Update/Re-Certification of Value
- ☐ 1004D/442 - Completion Report/Final Inspection
- ☐ Complexity Fee
- ☐ Trip Fee
- ☐ FHA Compliance Inspection Report/Final Inspection
- ☐ REO Appraisal Addendum
- ☐ General Purpose Appraisal Report

Complexity Questions*

SELECTING VENDOR (AMC)

Under “Vendor Information” click on “[Select a vendor.](#)”

A screen containing a list of LHFS AMC's will appear along with their respective fees.

To select a preferred AMC, click on the radio button near the far right followed by “Assign Request” located at the bottom of the page.

User may need to scroll to the right within the “Assign Vendor” screen to view options on the right (depending on user's screen size).

Vendor Information

Select a vendor [Click Here](#) Click to assign AMC

Assign Vendor

Products:

Eligible Vendors: ☐ Inclusionary List(s) Only ☒ Inclusionary + On Panel ☐ All Others Available

Show 10 entries Search:

Vendor	Vendor Type	Vendor Location	Vendor Contact	Vendor Fee	Last Completed Date	Select
EvaluationZONE	AMC	6103 W Montrose Ave Chicago 60634 IL	Kathy Polak 773-647-1992 kathy@evaluationzone.com	\$300		<input type="radio"/>
Fastapp	AMC	5118 13th Ave. #3 Brooklyn 11219 NY	Billy Munce 212-221-0200 billy@fastapp.com	\$525		<input type="radio"/>
ACT Appraisals	AMC	1141 E Main St. East Dundee 60118 IL	Heather Emond 888-377-4901 requests@actappraisal.com	\$550		<input type="radio"/>
Triserv	AMC	875 Old Roswell Rd Roswell 30076 GA	Joe Bryant 404-252-5460 teams@triservllc.com	\$550		<input type="radio"/>
TEST AMC	AMC	123 Main BEVERLY HILLS 90210 CA	905-882-8349 faisal.butt@nationwideappraisals.com	\$555		<input checked="" type="radio"/>

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Send to Assignment Engine Refresh Results View Engine Log Assign Request Cancel

UPDATE BORROWER'S INFORMATION

Buyer/Borrower Info

Provide accurate borrower information, as this information will be included on your report. For purchases, please make sure to provide accurate information.

Borrower First Name *	John	Last Name *	Sample
Home Number	4165555556	Home Number Ext.	
Cell/Other Number		Cell/Other Number Ext.	
Email Address	noemail@noemail.com		
I certify I have the Borrower's Intent to Proceed *			
<input type="checkbox"/>			

Co-Borrower First Name	Marys	Last Name	Sample
Home Number	7722212809	Home Number Ext.	
Cell/Other Number	4165555556	Cell/Other Number Ext.	
Email Address	test@test.com		

Borrower's Information will prepopulate from the loan file.

Only certain fields are editable or selectable / mandatory fields must be filled.

INTENT TO PROCEED

To place appraisal order, an **INTENT TO PROCEED** must exist.

The "Intent to Proceed" checkbox must be selected otherwise the order cannot be created.

Buyer/Borrower Info

Provide accurate borrower information, as this information will be included on your report. For purchases, please make sure to provide accurate information.

Borrower First Name *	Joe	Last Name *	
Home Number		Home Number	
Cell/Other Number	5554545555	Cell/Other Number	
Email Address	test@getlhx.com		
I certify I have the Borrower's Intent to Proceed <input type="checkbox"/> This field is required. *			

Co-Borrower First Name	Joanne	Last Name	
------------------------	--------	-----------	--

PURCHASE AGREEMENT

For all 'Purchase' orders please ensure that a Purchase & Sales Agreement has been attached to the order.

Please note: If the Purchase & Sales Agreement is not included on a purchase, user must upload prior to proceeding with appraisal order.

Files

Please do not forget to upload important documents. Any available documentation may help expedite the appraisal process.

Purchase Agreement Browse... **This file is required (Please upload purchase agreement on all purchase orders.)**

Construction Plans/Specs Browse...

Preliminary Title Report Browse...

Condo/HOA Document Browse...

Appraisal (for Review) Browse...

Other Document Browse...

Other Document Browse...

REQUESTING APPRAISAL

As soon as all the mandatory fields have been selected and Intent to Proceed is obtained, click on the "Request Appraisal" button at the bottom of the order screen.

If payment link needs to be sent to anyone other than the Borrower, please indicate in the "Additional Comments" section prior to submitting the order.

***A note can also be sent to the AMC once the order has been created.**

Additional Comments

Send Payment link to the Brokers email broker@abcbroker.com

Request Appraisal



APPRAISAL PAYMENT

Order Summary and Appraisal ID will appear, and the order will be assigned to the selected AMC.

Select the link "[click to go to the payment page now](#)" within the "Order Summary" to access the payment page.

Order Summary

Thank you for your appraisal order. You will be redirected in the next few seconds, or [click to go to the payment page now](#)

Appraisal ID: 5065

Requestor: Joe Broker

Ken Customer
1234 Test
Santa Rosa CA, 95401

Product

1004 - Uniform Residential Appraisal
Report

TOTAL

**If the credit card info has not been entered the AMC will send a payment link to the Borrower.
Please inform the Borrower to check their email or junk/spam folder for the payment link.**

**Appraisal will not be assigned by the AMC to an appraiser until payment has been received
(either by Credit Card or via the Payment Link).**

Upon clicking the payment link, enter the credit card information.

Credit Card Information

Credit Card Number:

Credit Card Type:

--Credit Card--

Credit Card Expiration (MM/YYYY):

--Month-- --Year--

Is the borrower paying for this appraisal?:

Yes: ☒ No: ☐

☐ By clicking on this box, I certify that I am the card holder, or I have written authorization to process this Credit Card Payment on behalf of the card holder. Further, I agree to and authorize the charge for the appraisal fee(s) listed above.

Billing Information

☒ Check to use property address

Name:

Ken Customer

Billing Address 1:

1234 Test

Billing Address 2:

Billing City:

Santa Rosa

Billing State:

CA

Billing Zip:

95401



EDITING PAYMENT INFORMATION VIA CNX

View order and click the (\$) dollar sign to process and/or update the payment information.

The screenshot shows the 'Appraisal Request' form in the CNX system. The form has a navigation bar at the top with tabs: Loan Details, Appraisal Request (selected), Sub/Conds, Forms, Lock Request, Submit Conditions, TRID, CIC, and a message icon. Below the navigation bar, the title 'Appraisal Request' is displayed with 'Back' and 'Next' buttons. The main content area contains a table with the following data:

Products & Services	Amount	
Product Fees		
1004 FHA - Uniform Residential Appraisal Report	\$555	
Credit		
Refund		+
Total	\$555	
Amount Paid	\$	
Outstanding Balance:	\$555	\$

A red arrow points to the dollar sign (\$) next to the 'Outstanding Balance' of \$555. A yellow callout box with the text 'Click the dollar sign to process/update payment' is positioned below the arrow. To the right of the table, there are sections for 'Notes' (with a plus icon), 'Emails', and 'Special Instruction'.

CREATE ANOTHER ORDER (1004D OR 2ND APPRAISAL) ON SAME LOAN

If user is looking to place an additional order such as a *1004D* or *Second Appraisal*, etc. on the same loan:

- Click on the **“Create New Quote”** button. This will take user to the “Create Order” screen and the NEW product can be ordered.

Create new quote

Click to Create New Request

Order Id	Loan Number	Order Date	Status	Requester	Location	Vendor	Address	Product
5176	69000539	10/22/2021 @ 2:10 pm EDT	Request Approved	Test User	Test Location		266 Dont Care Ave, Aston, PA, 19014	1004 - Uniform Residential Appraisal Report

When placing an initial appraisal order via the LHFS's TPO portal, the user will be directed to the CNX “Create Order” page. Upon completion of order entry, user may request appraisal. Follow process [“Selecting Product – Initial Appraisal”](#) for further steps.

A screen will display the created order. If user would like to access either order, simply click on the “Order ID” number.

All orders related to the loan will be listed and can be accessed by clicking on the Order ID number.

Create new quote

Order Id	Loan Number	Order Date	Status	Requester	Location	Vendor	Address	Product
5176	69000539	10/22/2021 @ 2:10 pm EDT	Request Approved	Test User	Test Location		266 Dont Care Ave, Aston, PA, 19014	1004 - Uniform Residential Appraisal Report
5177	69000539	10/22/2021 @ 2:18 pm EDT	Request Approved	Test User	Test Location		266 Dont Care Ave, Aston, PA, 19014	1004D/442 - Appraisal Update/Re-Certification of Value

Additional Order /Product



CANCELLING / RE-ASSIGNING AN APPRAISAL WITH AN AMC

Option 1:

Select “Vendor Rejected” from the dropdown to reject the assignment from the assigned AMC. This step will allow vendor reassignment.

1240

Price:

Target Delivery Date:
02

Estimated Delivery Date:

Amount	+	-	✎
Report	\$550	✖	✎
		+	

--Appt Time--

Status History

Status	Date	Who set
AMC Accepted	09-15-2021 05:30 am	Appraisal Links / Appraisal Scope
Pending AMC Acceptance	09-15-2021 05:25 am	Assignment Engi
Request Approved	09-15-2021 05:25 am	Assignment Engi
Request Entered	09-15-2021 05:25 am	Heather Denis
Pending Payment	09-15-2021 05:25 am	Heather Denis
Quote	09-15-2021 05:19 am	Heather Denis

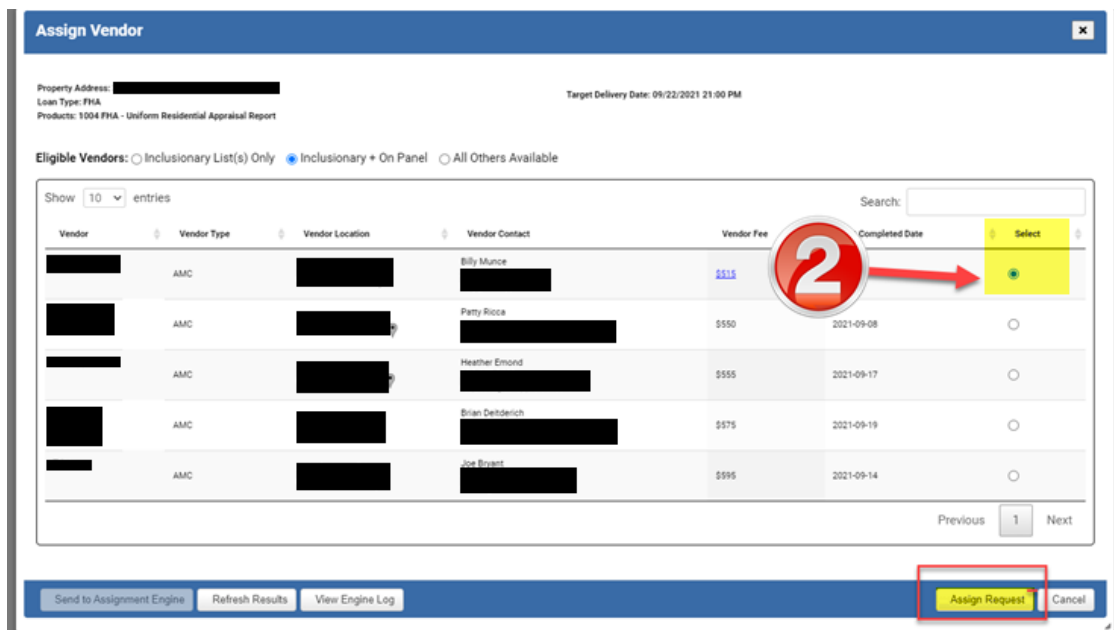
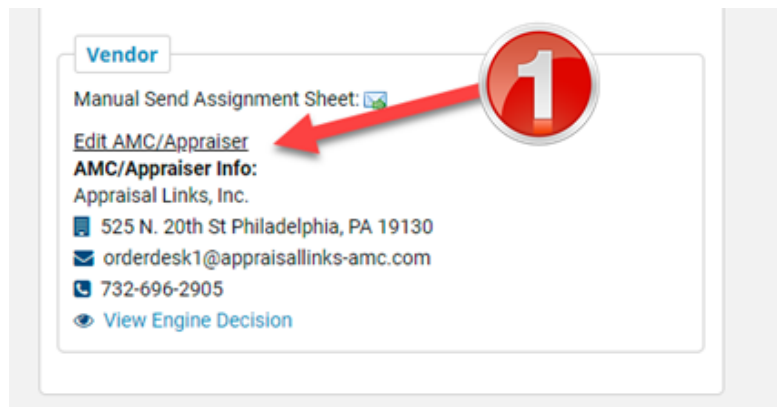
--Status--

--Status--
Request Approved
Order Assigned
Vendor Rejected
Appointment Set
On Hold
Canceled

Option 2:

- Click on the “Edit AMC/appraiser” link (screenshot #1)
- Select the preferred AMC (Screenshot #2)

This option will assign appraisal to the new AMC and send a reject notice to the originally assigned AMC.



APPEAL / RECONSIDERATION OF VALUE

Click on “Manage Conditions” in the lower right corner.

The screenshot shows the app's interface with several sections: 'Estimated Market Value' (180000), 'Appraised Amount' (165000), 'Products' (listing fees and credit), 'Vendor' (AMC/Appraiser info), 'Schedule' (Appointment: 11/05/2021), and 'Status History' (a table of status updates). A red arrow points to the 'Manage Conditions' button located at the bottom right of the 'Status History' table.

In the “Manage Conditions” screen enter details and upload comparable sales.

Upon completion, click on “Add New” to submit back to the appraiser.

The 'Manage Conditions' screen displays the 'Add Condition' section with a text box containing the text: 'We would like to dispute the value on the above mentioned property in the subject line. I have attached a list of additional comps that the loan officer and realtor have provided for the appraisers consideration.' To the right, there are dropdowns for 'Category' (set to 'Appeal/Reconsideration of Value') and 'Form Type' (set to '--Select form type--'). Below these is a 'Choose File' button with the text 'No file chosen'. A red arrow points to the 'Add New' button. Below the 'Add Condition' section is the 'Outstanding Conditions' table, which has columns for 'Drag', 'Category', 'SubCategory', 'Condition', 'Requested By', 'Requested On', 'Satisfied By', 'Satisfied On', 'Comment', and 'File'. A red arrow points to the 'File' column header. Below the table are buttons for 'Satisfied (0)' and 'Canceled (0)'. At the bottom, there is a red text overlay that says 'upload the comps here'.



ASSIGN VENDOR DEFINITIONS / FAQ'S

What does Average TAT mean?

- TAT stands for "Turn Around Time." Turn-around times (TATs) are measured from when the order is accepted by an AMC to when the order is completed. The TAT is the average time from Acceptance to Completion of the last 25 completed orders by that vendor.

What does Past Dues mean?

- Past Dues are the number of orders completed after the due date.

What happens when they click on Active Requests?

- ALL open orders that are assigned to the specified vendor/AMC will be displayed if the "Active Requests" link is selected. (Please note: Only requests that are in progress with LHFS will be displayed).

Loan Number XXXXXXXXXX Floating

☒ Loan Number 12/02/2021
 ☒ Registration 12/02/2021
 Underwriting
 Con Apvrl
 Clear to Close
 Docs Out
 Docs Back
 Funded

Loan Application has been Submitted and in Registration

[Loan Details](#)
[Appraisal Request](#)
[Sub/Conds](#)
[Forms](#)
[Lock Request](#)
[Submit Conditions](#)
[TRID](#)
[CIC](#)
[Next](#)

Appraisal Request

Assign Vendor

	\$0	-Past Dues: 8 -Due Date Changes: 0 -Active Requests: 0	<input type="radio"/>
Appraisal Links, Inc.	\$535	-Average TAT: 16 Days -Past Dues: 8 -Due Date Changes: 0 -Active Requests: 2	<input type="radio"/>
Fastapp	\$535	-Average TAT: 11 Days -Past Dues: 1 -Due Date Changes: 0 -Active Requests: 7	<input type="radio"/>
EvaluationZONE	\$545	-Active Requests: 2	<input type="radio"/>
Class Valuations, LLC	\$560	-Average TAT: 7 Days -Past Dues: 13 -Due Date Changes: 0 -Active Requests: 17	<input type="radio"/>
ACT Appraisals	\$575	-Average TAT: 13 Days -Past Dues: 14 -Due Date Changes: 0 -Active Requests: 2	<input type="radio"/>
Triserv	\$580	-Average TAT: 9 Days -Past Dues: 5 -Due Date Changes: 0 -Active Requests: 2	<input type="radio"/>
Home Value Real Estate (HVRE)	\$700	-Average TAT: 8 Days -Past Dues: 1 -Due Date Changes: 0 -Active Requests: 0	<input type="radio"/>

Previous 1 Next



Why am I not seeing my Vendor??

- Under the Vendor Selection screen, select “Refresh Results” at the bottom. Vendor contact should appear by refreshing the data.

Show 10 entries

Search:

Vendor	Vendor Type	Vendor Location	Vendor Contact	Vendor Fee	Last Completed Date	Select
Appraisal Links, Inc.	AMC	525 N. 20th St Philadelphia 19130 PA	Patty Ricca 732-696-2905 orderdesk1@appraisallinks-amc.com	\$535	2021-11-19	<input type="radio"/>
Fastapp	AMC	5118 13th Ave. #3 Brooklyn 11219 NY	Billy Munce 212-221-0200 info@fastapp.com	\$575	2021-12-17	<input type="radio"/>
Class Valuations, LLC	AMC	2600 Bellingham Dr Troy 48063 MI	Brian Deitderich 248-955-9580 classadvantage@classvaluation.com	\$580	2021-12-20	<input type="radio"/>
EvaluationZONE	AMC	6103 W Montrose Ave Chicago 60634 IL	Kathy Polak 773-647-1992 kathy@evaluationzone.com	\$595		<input type="radio"/>
ACT Appraisals	AMC	1141 E Main St. East Dundee 60118 IL	Heather Emond 888-377-8901 requests@actappraisal.com	\$600	2021-12-13	<input type="radio"/>
Triserv	AMC	875 Old Roswell Rd Roswell 30076 GA	Joe Bryant 404-252-5460 teams@triservllc.com	\$600	2021-12-20	<input type="radio"/>
ClickAnraiser		182 Howard Street	ianet@clickanraiser.com			

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Website: LHFSWholesale.com

