

- Question:** Can the Appraisal Desk place orders on behalf of the broker?
- Answer:** No. The Appraisal Desk is not authorized to order appraisals on behalf of the broker.
- Question:** Does the Appraisal Desk shop for AMC rates?
- Answer:** No. The Appraisal Desk does not shop for AMC rates.
- Question:** How does a broker receive credentials to Mercury Network?
- Answer:** The brokers have access to create their own credentials in Mercury Network through the following link: <https://orionlending.vmpclient.com>.
- Question:** How does a broker review their orders and receive updates?
- Answer:** Once the broker has access to Mercury Network, the broker can order and view the appraisal. Appraisal updates will be emailed to the broker automatically from Mercury.
- Question:** How is a Certificate of Eligibility (COE) ordered?
- Answer:** The broker submits the COE request to Orion Appraisals at appraisals@orionlending.com. The broker must include DD214 or a Statement of Service to avoid delays. VA may take up to 5 or more business days to process a COE requests.
- Question:** How is a Revision ordered?
- Answer:** The broker request all revisions through Mercury Network.
- Question:** How is a VA Revision ordered?
- Answer:** The appraisal revisions are requested directly from the SAR to the appraiser.
- Question:** How is a Rebuttal submitted?
- Answer:** Locate the Rebuttal Form on the [Orion Lending website](#). Once completed, the broker submits the rebuttal through Mercury Network.
- Question:** How is a VA Rebuttal submitted?
- Answer:** Broker submits a VA Rebuttal to Orion Appraisals at appraisals@orionlending.com.



APPRAISAL DESK F.A.Q.

- Question:** How are transferred appraisals from another lender to Orion Lending processed?
- Answer:** First, the broker uploads the transferred appraisal to the loan in the STAR Portal. Then, the broker emails the XML file for the transferred appraisal to the Account Manager.
- Question:** How is a Conventional SSR ordered?
- Answer:** The Account Manager orders the Conventional SSR's. If the broker orders the Appraisal through Mercury, then the SSR will also be included.
- Question:** How is an appraisal transferred to another lender?
- Answer:** The broker must submit the following information to appraisals@orionlending.com to complete the transfer:
- Lender's Name
 - Name of the Contact
 - Contact's Email Address
 - Contact's Phone Call
- Question:** How is a FHA Case Number transferred to another lender?
- Answer:** The broker submits the FHA Case Number transfer request to Orion Case Numbers at caserequests@orionlending.com.
- Question:** How is an FHA Case number requested?
- Answer:** The FHA Case Number request should be requested through STAR Portal or at caserequests@orionlending.com. The broker must include a fully executed 1003 and 92900-A form. When applicable a previous FHA Case Number, Condo ID/Condo Complex Name must be provided to avoid delays.
- Question:** What if the broker's EIN is not valid through HUD?
- Answer:** The broker needs to email HUD at answers@hud.gov or call at (800) 225-5342.