



Mercury Network

Purpose: Mercury Network is a powerful valuation management technology that connects the appraiser with our brokers and Orion Lending. The Mercury Network broker resource clarifies the process of utilizing this critical technology for new (or first) appraisal orders and revised (or second) appraisal orders. Nanotip and microlearning videos enhance the understanding of how to utilize Mercury Network successfully.

Contents

Access Mercury Network	2
Access through the STAR Portal	2
Access through the Orion Lending Website	4
Mercury Network Platform	5
Signing In	5
Ordering an Appraisal	6
Residential	6
Commercial Appraisal	12
Ordering a FNMA 1004D	19
Managing Existing Orders	24
Searching for an Order	24
Sending Messages	26
Attaching Documents	27
Deleting Uploaded Documents	29
Deleting an Order	30
Canceling an Order	31

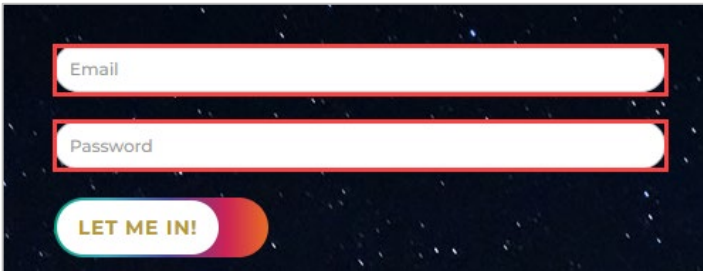
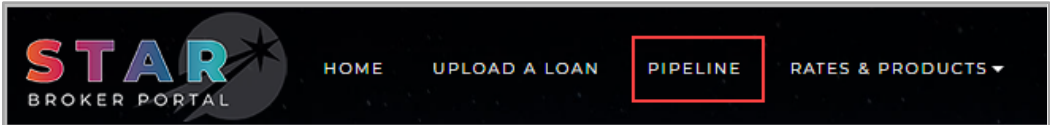


Access Mercury Network


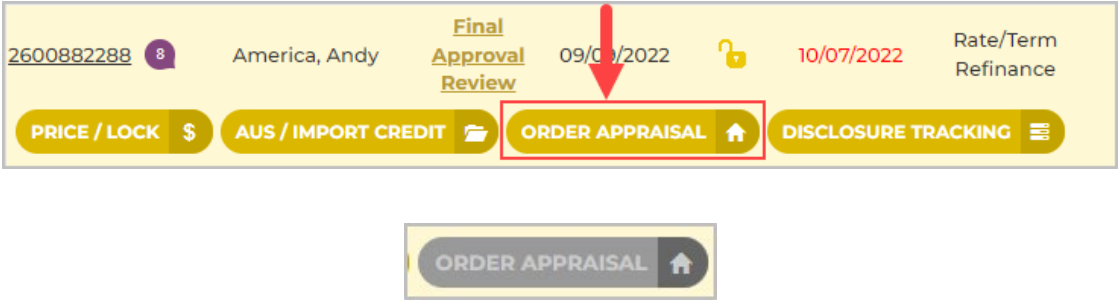
Orion provides convenient access to Mercury Network through the STAR Portal and the Orion Lending website.

- [Access through the STAR Portal](#)
- [Using the Orion Lending Website](#)


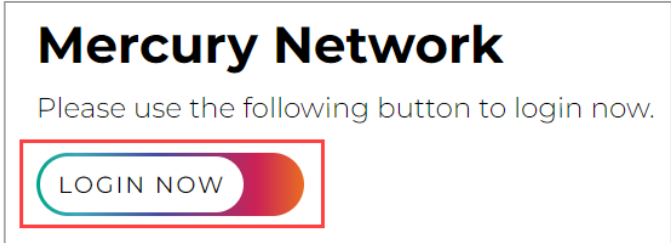
Access through the STAR Portal

Step	Action						
1.	<p>Log in to the STAR Portal with the assigned credentials, and click the Let Me In button.</p> <div data-bbox="532 772 1230 1041" style="text-align: center;">  </div> <table border="1" data-bbox="298 1098 1458 1394" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th data-bbox="298 1098 878 1150">If</th> <th data-bbox="878 1098 1458 1150">Then</th> </tr> </thead> <tbody> <tr> <td data-bbox="298 1150 878 1272">Your company is an approved Broker, and you need your STAR Portal credentials</td> <td data-bbox="878 1150 1458 1272">Reach out to your company Admin to obtain your log in credentials</td> </tr> <tr> <td data-bbox="298 1272 878 1394">Your company is NOT an approved Broker yet</td> <td data-bbox="878 1272 1458 1394">Complete the Broker Application and submitting to brokers@orionlending.com.</td> </tr> </tbody> </table>	If	Then	Your company is an approved Broker, and you need your STAR Portal credentials	Reach out to your company Admin to obtain your log in credentials	Your company is NOT an approved Broker yet	Complete the Broker Application and submitting to brokers@orionlending.com .
If	Then						
Your company is an approved Broker, and you need your STAR Portal credentials	Reach out to your company Admin to obtain your log in credentials						
Your company is NOT an approved Broker yet	Complete the Broker Application and submitting to brokers@orionlending.com .						
2.	<p>Click the Pipeline tab.</p> <div data-bbox="360 1551 1403 1675" style="text-align: center;">  </div>						

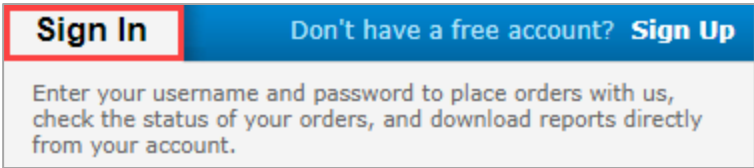
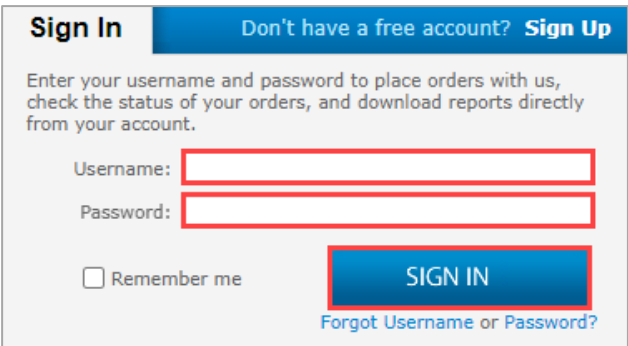
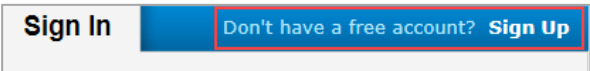


Step	Action
3.	<p>Click the appropriate Loan Number in the pipeline or complete a loan search.</p> 
4.	<p>Click the Order Appraisal button. Note: If the Order Appraisal button is grey, this option is not available.</p> 
<p>Proceed to the <u>Mercury Network Sign In</u> section.</p>	

Access through the Orion Lending Website

Step	Action
1.	Access the Orion Lending Website .
2.	<p>Click the BROKER RESOURCES tab, and click the APPRAISALS button.</p> 
3.	<p>Locate the <i>Mercury Network</i> section, and click the LOGIN NOW button.</p> 
<p>Proceed to the <i>Mercury Network Sign In</i> section.</p>	

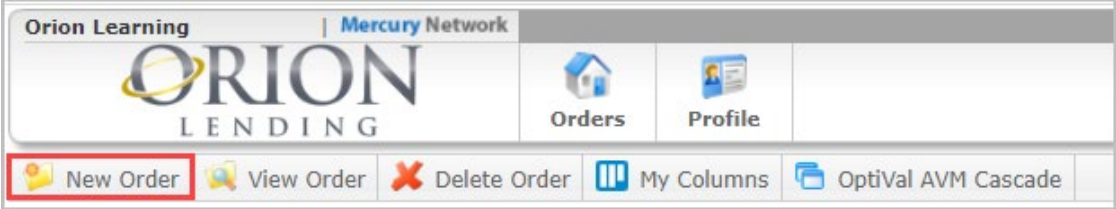
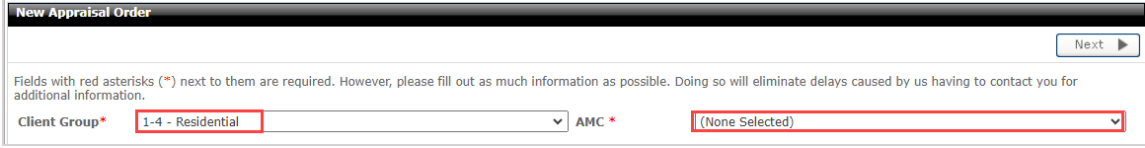
Mercury Network Platform Signing In

Step	Action						
1.	<p>Click the Sign In tab.</p> 						
2.	<p>Enter the Username and Password. Click the Sign In button.</p>  <p>Note: If credentials are needed, click the Sign Up tab and follow the instructions to complete enrollment.</p> 						
3.	<p>Determine next steps</p> <table border="1" data-bbox="302 1514 1463 1738"> <thead> <tr> <th data-bbox="302 1514 883 1566">If</th> <th data-bbox="883 1514 1463 1566">Then</th> </tr> </thead> <tbody> <tr> <td data-bbox="302 1566 883 1654">Ordering an Appraisal</td> <td data-bbox="883 1566 1463 1654">Continue to the Ordering an Appraisal section.</td> </tr> <tr> <td data-bbox="302 1654 883 1738">Managing Existing Orders</td> <td data-bbox="883 1654 1463 1738">Continue to the Managing Existing Orders section.</td> </tr> </tbody> </table>	If	Then	Ordering an Appraisal	Continue to the Ordering an Appraisal section.	Managing Existing Orders	Continue to the Managing Existing Orders section.
If	Then						
Ordering an Appraisal	Continue to the Ordering an Appraisal section.						
Managing Existing Orders	Continue to the Managing Existing Orders section.						

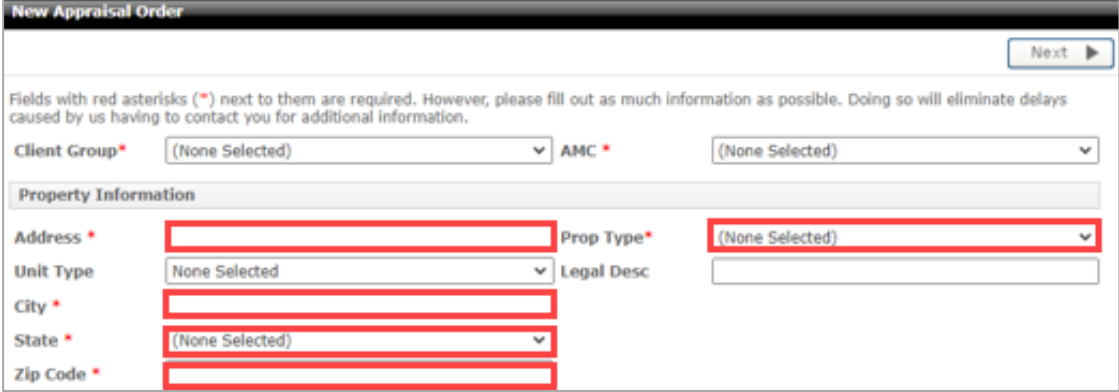
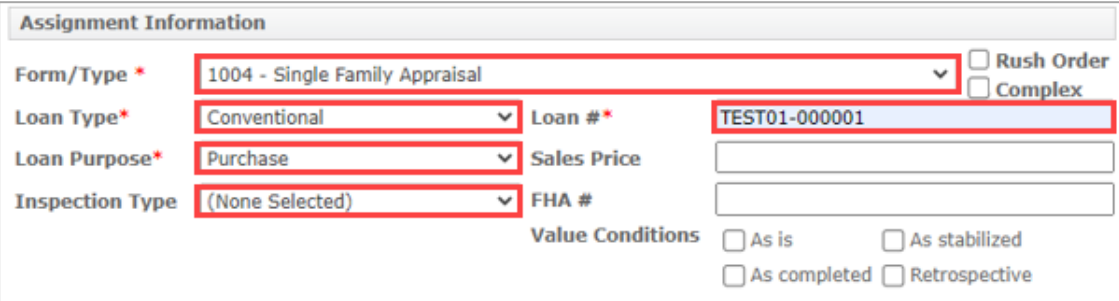


Ordering an Appraisal Residential

This report form is for an appraisal order of a one-unit property or a one-unit property with an accessory unit, including a unit in a planned unit development (PUD).


Step	Action
1.	<p>Click the New Order button in the header.</p> 
2.	<p>In the <i>New Appraisal Order</i> screen, use the drop-downs and select the Client Group and AMC.</p> 



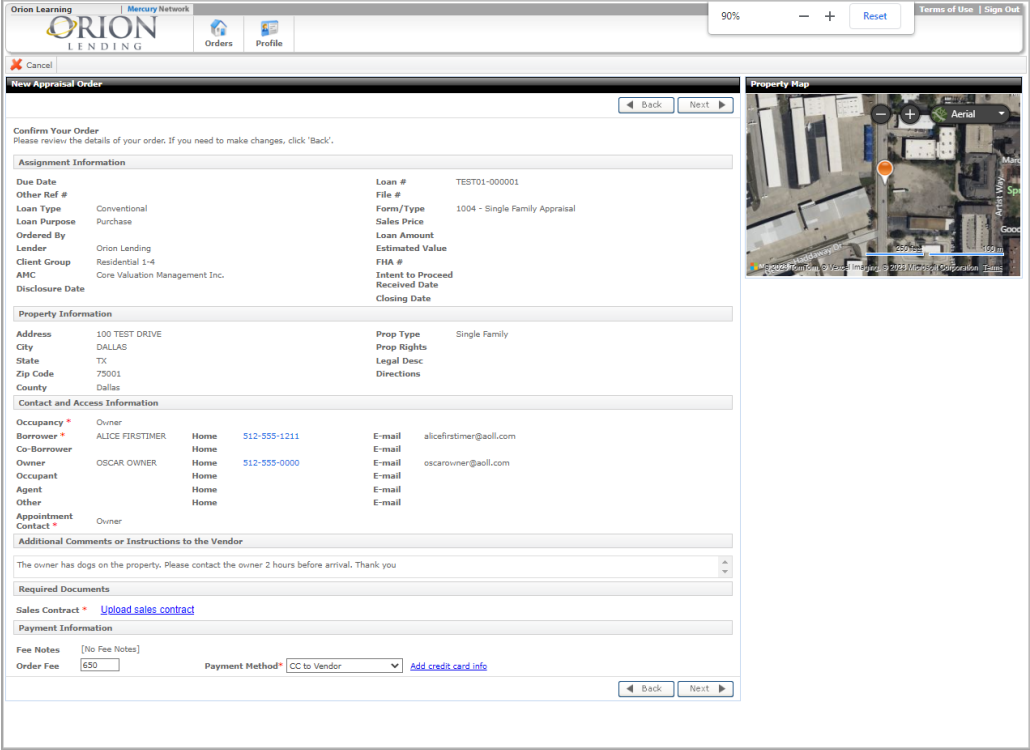
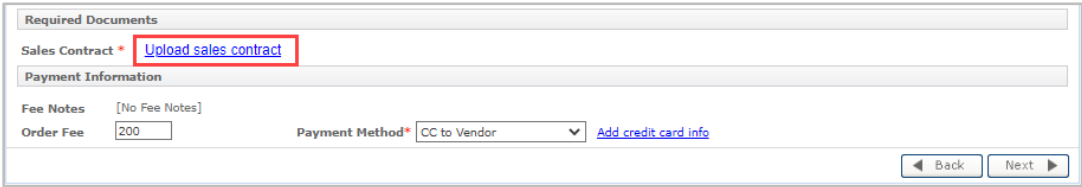
Step	Action
<p>3.</p>	<p>In the <i>Property Information</i> section, complete the following fields and use drop-downs when provided.</p> <ul style="list-style-type: none"> • Address • City • State • Zip Code • Prop Type  <p>The screenshot shows a web form titled "New Appraisal Order". At the top right is a "Next" button. Below it is a note: "Fields with red asterisks (*) next to them are required. However, please fill out as much information as possible. Doing so will eliminate delays caused by us having to contact you for additional information." The form has two main sections: "Client Group" and "Property Information". The "Client Group" section has a dropdown menu set to "(None Selected)" and a label "AMC" with another dropdown set to "(None Selected)". The "Property Information" section contains several fields: "Address *" (text input, highlighted), "Unit Type" (dropdown, "None Selected"), "City *" (text input, highlighted), "State *" (dropdown, "(None Selected)", highlighted), "Zip Code *" (text input, highlighted), "Prop Type *" (dropdown, "(None Selected)", highlighted), and "Legal Desc" (text input).</p>
<p>4.</p>	<p>In the <i>Assignment Information</i> section, complete the following fields and use drop-downs when provided.</p> <ul style="list-style-type: none"> • Form/Type • Loan Type • Loan Purpose • Inspection Type • Loan # <p>Note: "An Accurate loan number is critical as it allows our system to auto file your report and task our appraisal team once the report is complete."</p>  <p>The screenshot shows a web form titled "Assignment Information". It contains several fields: "Form/Type *" (dropdown, "1004 - Single Family Appraisal", highlighted), "Loan Type*" (dropdown, "Conventional", highlighted), "Loan Purpose*" (dropdown, "Purchase", highlighted), "Inspection Type" (dropdown, "(None Selected)", highlighted), and "Loan #" (text input, "TEST01-000001", highlighted). There are also checkboxes for "Rush Order", "Complex", and "Value Conditions" (As is, As stabilized, As completed, Retrospective).</p>







Step	Action
<p>5.</p>	<p>In the <i>Broker Information</i> section, complete the following fields and use the drop-downs when provided:</p> <ul style="list-style-type: none"> • Broker Name • Phone Number • Email <div data-bbox="456 468 1308 680" style="border: 1px solid gray; padding: 5px; margin: 10px 0;"> <p>The screenshot shows a form titled "Broker Information". It contains several input fields and dropdown menus. The "Broker Name" field is empty. There are two dropdown menus, both currently set to "Home". The first dropdown menu is open, showing options: Home, Work, Mobile, Pager, Fax, and E-mail. The second dropdown menu is also open, showing the same options. There are also two empty text input fields.</p> </div>
<p>6.</p>	<p>In the <i>Contact and Access Information</i> section, complete the following fields and use drop-downs, as appropriate:</p> <ul style="list-style-type: none"> • Occupancy • Borrower <ul style="list-style-type: none"> ○ Phone Number, Email • Owner <ul style="list-style-type: none"> ○ Phone Number, Email • Agent <ul style="list-style-type: none"> ○ Phone Number, Email • Appointment Contact <div data-bbox="342 1251 1421 1642" style="border: 1px solid gray; padding: 5px; margin: 10px 0;"> <p>The screenshot shows a form titled "Contact and Access Information". It contains several rows of information. The "Occupancy" field is a dropdown menu set to "Owner", highlighted with a red box. The "Borrower" field is a text input containing "ALICE FIRSTIMER", highlighted with a red box. The "Co-Borrower" field is empty. The "Owner" field is a text input containing "OSCAR OWNER". The "Occupant" field is empty. The "Agent" field is empty. The "Other" field is empty. The "Appointment Contact" field is a dropdown menu set to "Owner", highlighted with a red box. Each row has a "Home" dropdown menu, a "Phone Number" text input, an "E-mail" dropdown menu, and an "E-mail" text input. There are also house icons next to the "Borrower" and "Co-Borrower" rows.</p> </div>

Step	Action						
7.	<p>Determine if Additional Notification Recipients or Additional Comment or Instructions to Vendor need to be entered.</p> <table border="1" data-bbox="298 352 1461 1012"> <thead> <tr> <th data-bbox="298 352 883 407">If</th> <th data-bbox="883 352 1461 407">Then</th> </tr> </thead> <tbody> <tr> <td data-bbox="298 407 883 760">Additional Notification Recipients need to be entered</td> <td data-bbox="883 407 1461 760"> Enter the additional email address(es) separated by semicolons (;) in the Additional Notification Recipients field. <div data-bbox="906 562 1438 705" style="border: 1px solid gray; padding: 5px; margin-top: 10px;"> <p>Additional Notification Recipients Enter additional e-mail addresses to receive notifications</p> <p>bestrealtor@msnaol.com</p> </div> </td> </tr> <tr> <td data-bbox="298 760 883 1012">Additional Comment or Instructions to Vendor need to be entered</td> <td data-bbox="883 760 1461 1012"> Enter applicable comments or information in the Additional Comment or Instructions to Vendor field. <div data-bbox="906 886 1438 957" style="border: 1px solid gray; padding: 5px; margin-top: 10px;"> <p>Additional Comments or Instructions to Vendor</p> <p>The owner has dogs on the property. Please contact the owner 2 hours before arrival. Thank you.</p> </div> </td> </tr> </tbody> </table>	If	Then	Additional Notification Recipients need to be entered	Enter the additional email address(es) separated by semicolons (;) in the Additional Notification Recipients field. <div data-bbox="906 562 1438 705" style="border: 1px solid gray; padding: 5px; margin-top: 10px;"> <p>Additional Notification Recipients Enter additional e-mail addresses to receive notifications</p> <p>bestrealtor@msnaol.com</p> </div>	Additional Comment or Instructions to Vendor need to be entered	Enter applicable comments or information in the Additional Comment or Instructions to Vendor field. <div data-bbox="906 886 1438 957" style="border: 1px solid gray; padding: 5px; margin-top: 10px;"> <p>Additional Comments or Instructions to Vendor</p> <p>The owner has dogs on the property. Please contact the owner 2 hours before arrival. Thank you.</p> </div>
If	Then						
Additional Notification Recipients need to be entered	Enter the additional email address(es) separated by semicolons (;) in the Additional Notification Recipients field. <div data-bbox="906 562 1438 705" style="border: 1px solid gray; padding: 5px; margin-top: 10px;"> <p>Additional Notification Recipients Enter additional e-mail addresses to receive notifications</p> <p>bestrealtor@msnaol.com</p> </div>						
Additional Comment or Instructions to Vendor need to be entered	Enter applicable comments or information in the Additional Comment or Instructions to Vendor field. <div data-bbox="906 886 1438 957" style="border: 1px solid gray; padding: 5px; margin-top: 10px;"> <p>Additional Comments or Instructions to Vendor</p> <p>The owner has dogs on the property. Please contact the owner 2 hours before arrival. Thank you.</p> </div>						
8.	<p>Click the Next button.</p> <div data-bbox="389 1159 1370 1356" style="border: 1px solid gray; padding: 10px; margin: 10px auto; width: 80%;"> <p>Additional Comments or Instructions to Vendor</p> <p>The owner has dogs on the property. Please contact the owner 2 hours before arrival. Thank you.</p> <div style="text-align: right;">  </div> <div style="text-align: right; margin-top: 10px;"> Next ▶ </div> </div>						



Step	Action
<p>9.</p>	<p>Once the <i>New Appraisal Order Summary</i> appears, validate that all information is correct.</p> 
<p>10.</p>	<p>Click the Upload Sales Contract hyperlink, and upload the <i>Sales Contract</i> for purchase transactions.</p> 

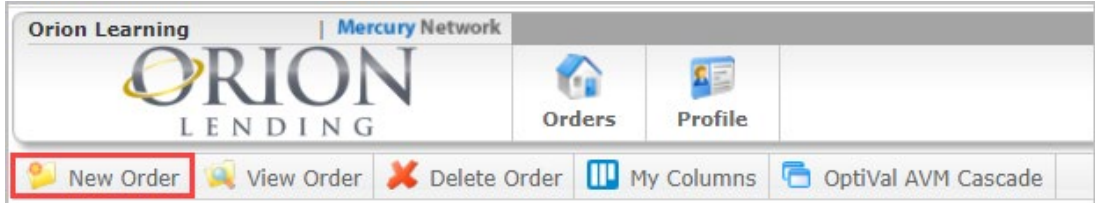
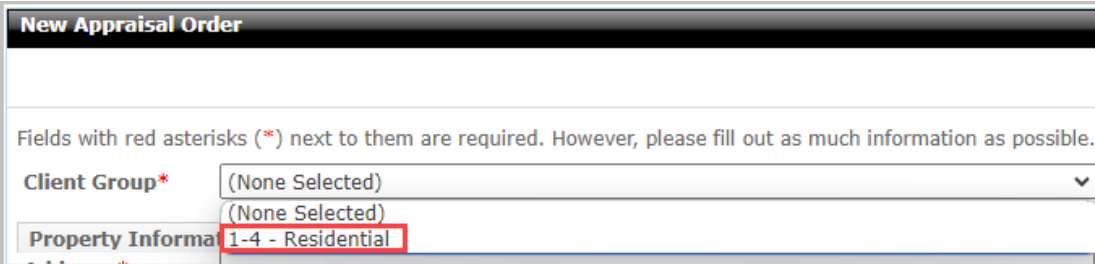


Step	Action
11.	<p>In the <i>Payment Information</i> section, confirm or adjust the Order Fee, and use the Payment Method drop-down to select the payment method. Click the Next button.</p> <p>Note: If payment is not entered, canceled, or is not approved, the order will be saved and placed <i>On Hold</i>.</p> <div data-bbox="332 436 1430 600" style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p>Payment Information</p> <p>Fee Notes [No Fee Notes]</p> <p>Order Fee <input type="text" value="200"/> Payment Method* <input type="text" value="CC to Vendor"/> Add credit card info</p> <p style="text-align: right;"><input type="button" value="Back"/> <input type="button" value="Next"/></p> </div> <p>Note: The <i>Credit Card Information</i> screen will display. Enter all required fields that are identified with a red asterisk (*) and click the Save button.</p> <div data-bbox="513 774 1253 1507" style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p>Credit card information</p> <p>First name* <input type="text"/></p> <p>Last name* <input type="text"/></p> <p>Street address <input type="text"/></p> <p>City <input type="text"/></p> <p>State (None Selected) <input type="text"/></p> <p>Zip code* <input type="text"/></p> <p>Credit card number* <input type="text"/></p> <p style="text-align: center;">     </p> <p>Expiration date* <input type="text" value="--"/> <input type="text" value="----"/></p> <p>E-mail address <input type="text"/></p> <p style="text-align: right;"><input type="button" value="Cancel"/> <input type="button" value="Save"/></p> </div>



Commercial Appraisal

This designation is used for all 1-4 unit mixed use properties.

Step	Action
1.	<p>Click the New Order button in the header.</p>  <p>The screenshot shows the Orion Lending interface header. It includes the Orion Learning and Mercury Network logos, the Orion Lending logo, and navigation buttons for Orders and Profile. Below these are several action buttons: 'New Order' (highlighted with a red box), 'View Order', 'Delete Order', 'My Columns', and 'OptiVal AVM Cascade'.</p>
2.	<p>In the <i>New Appraisal Order</i> screen, use the drop-down to select Commercial 1-4 Unit Mixed Use from the Client Group and use the drop-down to select the AMC.</p>  <p>The screenshot shows the 'New Appraisal Order' form. It includes a header, a note about required fields (marked with red asterisks), and two dropdown menus. The 'Client Group*' dropdown is currently set to '(None Selected)'. The 'Property Information' dropdown is currently set to '1-4 - Residential', which is highlighted with a red box.</p>



Step	Action
<p>3.</p>	<p>In the <i>Property Information</i> section, complete the following fields and use drop-downs when provided.</p> <ul style="list-style-type: none"> • Address • City • State • Zip Code • Prop Type <div data-bbox="349 535 1414 716" style="border: 1px solid #ccc; padding: 5px;"> <p>Property Information</p> <p>Address * <input type="text"/> Prop Type* <input type="text" value="(None Selected)"/></p> <p>Unit Type <input type="text" value="None Selected"/> Legal Desc <input type="text"/></p> <p>City * <input type="text"/></p> <p>State * <input type="text" value="(None Selected)"/></p> <p>Zip Code * <input type="text"/></p> </div>
<p>4.</p>	<p>In the <i>Assignment Information</i> section, complete the following fields and use drop-downs when provided.</p> <ul style="list-style-type: none"> • Form/Type • Loan Type • Loan Purpose • Inspection Type • Loan # <div data-bbox="409 1079 1352 1377" style="border: 1px solid #ccc; padding: 5px;"> <p>Assignment Information</p> <p>Form/Type * <input type="text" value="5 - 8 Unit Residential Income Property (71A)"/> <input type="checkbox"/> Rush Order</p> <p>Loan Type * <input type="text" value="(None Selected)"/> <input type="checkbox"/> Complex</p> <p>Loan Purpose * <input type="text" value="(None Selected)"/> Loan # * <input type="text"/></p> <p>Inspection Type <input type="text" value="(None Selected)"/> Sales Price <input type="text"/></p> <p>Value Method <input type="checkbox"/> Sales comparison <input type="checkbox"/> Cost approach <input type="checkbox"/> FHA # <input type="text"/></p> <p>Types of Value <input type="checkbox"/> Market <input type="checkbox"/> Disposition <input type="checkbox"/> DU Case File ID <input type="text"/></p> <p><input type="checkbox"/> Bulk sale market <input type="checkbox"/> Liquidation <input type="checkbox"/> LPA Key <input type="text"/></p> <p><input type="checkbox"/> Going-concern <input type="checkbox"/> Market Analysis <input type="text" value="(None Selected)"/></p> <p>Value Conditions <input type="checkbox"/> As is <input type="checkbox"/> As stabilized</p> <p><input type="checkbox"/> As completed <input type="checkbox"/> Retrospective</p> <p>Value Info <input type="text"/></p> </div>
<p>5.</p>	<p>In the <i>Broker Information</i> section, complete the following optional fields, use drop-downs when provided.</p> <ul style="list-style-type: none"> • Broker Name • Email • Phone Number <div data-bbox="383 1633 1382 1766" style="border: 1px solid #ccc; padding: 5px;"> <p>Broker Information</p> <p>Broker Name <input type="text"/> E-mail <input type="text"/></p> <p>Home <input type="text"/></p> </div>

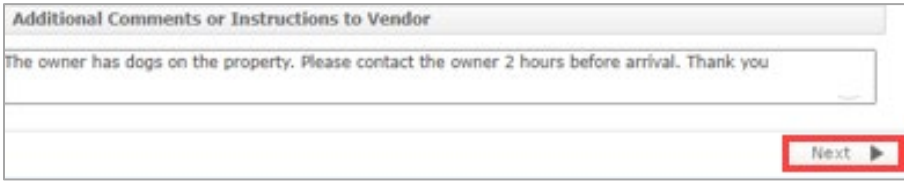
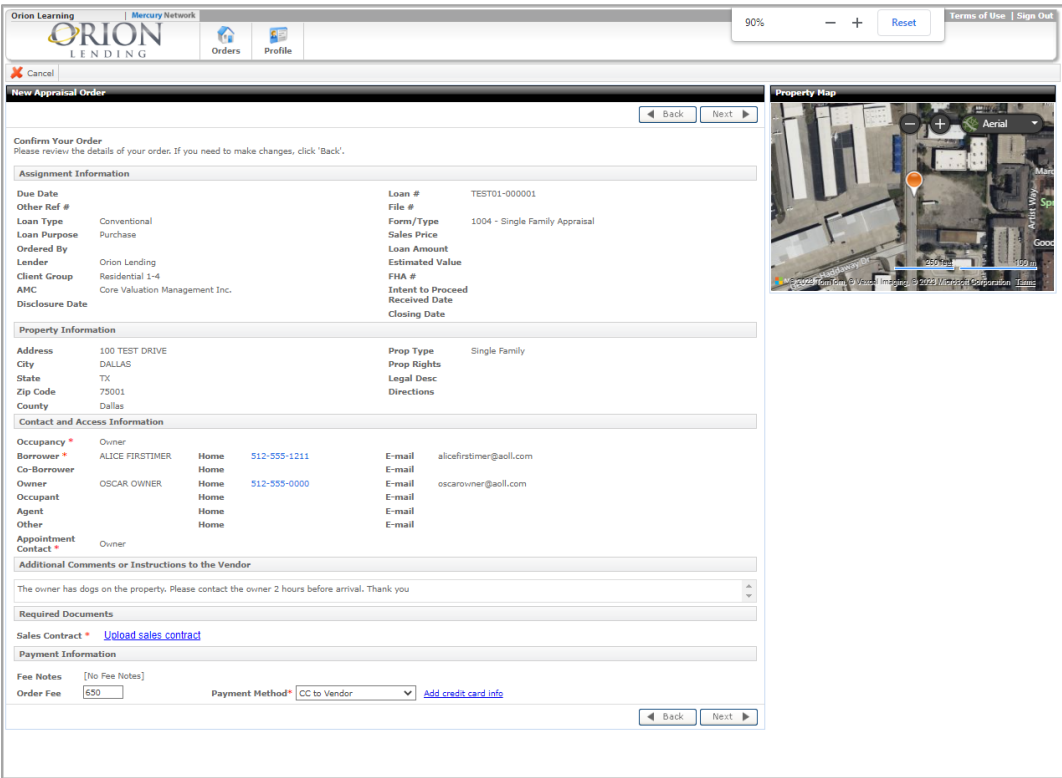



Step	Action																																																						
6.	<p>In the <i>Contact and Access Information</i> section, complete the following fields and use drop-downs when provided.</p> <ul style="list-style-type: none"> • Occupancy • Borrower <ul style="list-style-type: none"> ○ Phone Number, Email • Owner <ul style="list-style-type: none"> ○ Phone Number, Email • Agent <ul style="list-style-type: none"> ○ Phone Number, Email • Appointment Contact <div data-bbox="305 743 1455 1161" style="border: 1px solid gray; padding: 10px; margin-top: 20px;"> <p>Contact and Access Information</p> <table border="0"> <tr> <td style="padding: 5px;">Occupancy *</td> <td style="padding: 5px;"><input type="text" value="Owner"/></td> <td colspan="4"></td> </tr> <tr> <td style="padding: 5px;">Borrower *</td> <td style="padding: 5px;"><input type="text" value="ALICE FIRSTIMER"/></td> <td style="padding: 5px;"><input type="text" value="Home"/></td> <td style="padding: 5px;"><input type="text" value="512-555-1211"/></td> <td style="padding: 5px;"><input type="text" value="E-mail"/></td> <td style="padding: 5px;"><input type="text" value="alicefirstimer@aoll.com"/></td> <td style="padding: 5px;"></td> </tr> <tr> <td style="padding: 5px;">Co-Borrower</td> <td style="padding: 5px;"><input type="text"/></td> <td style="padding: 5px;"><input type="text" value="Home"/></td> <td style="padding: 5px;"><input type="text"/></td> <td style="padding: 5px;"><input type="text" value="E-mail"/></td> <td style="padding: 5px;"><input type="text"/></td> <td style="padding: 5px;"></td> </tr> <tr> <td style="padding: 5px;">Owner</td> <td style="padding: 5px;"><input type="text" value="OSCAR OWNER"/></td> <td style="padding: 5px;"><input type="text" value="Home"/></td> <td style="padding: 5px;"><input type="text" value="512-555-0000"/></td> <td style="padding: 5px;"><input type="text" value="E-mail"/></td> <td style="padding: 5px;"><input type="text" value="oscarowner@aoll.com"/></td> <td></td> </tr> <tr> <td style="padding: 5px;">Occupant</td> <td style="padding: 5px;"><input type="text"/></td> <td style="padding: 5px;"><input type="text" value="Home"/></td> <td style="padding: 5px;"><input type="text"/></td> <td style="padding: 5px;"><input type="text" value="E-mail"/></td> <td style="padding: 5px;"><input type="text"/></td> <td></td> </tr> <tr> <td style="padding: 5px;">Agent</td> <td style="padding: 5px;"><input type="text"/></td> <td style="padding: 5px;"><input type="text" value="Home"/></td> <td style="padding: 5px;"><input type="text"/></td> <td style="padding: 5px;"><input type="text" value="E-mail"/></td> <td style="padding: 5px;"><input type="text"/></td> <td></td> </tr> <tr> <td style="padding: 5px;">Other</td> <td style="padding: 5px;"><input type="text"/></td> <td style="padding: 5px;"><input type="text" value="Home"/></td> <td style="padding: 5px;"><input type="text"/></td> <td style="padding: 5px;"><input type="text" value="E-mail"/></td> <td style="padding: 5px;"><input type="text"/></td> <td></td> </tr> <tr> <td style="padding: 5px;">Appointment Contact *</td> <td style="padding: 5px;"><input type="text" value="Owner"/></td> <td colspan="4"></td> </tr> </table> </div>	Occupancy *	<input type="text" value="Owner"/>					Borrower *	<input type="text" value="ALICE FIRSTIMER"/>	<input type="text" value="Home"/>	<input type="text" value="512-555-1211"/>	<input type="text" value="E-mail"/>	<input type="text" value="alicefirstimer@aoll.com"/>		Co-Borrower	<input type="text"/>	<input type="text" value="Home"/>	<input type="text"/>	<input type="text" value="E-mail"/>	<input type="text"/>		Owner	<input type="text" value="OSCAR OWNER"/>	<input type="text" value="Home"/>	<input type="text" value="512-555-0000"/>	<input type="text" value="E-mail"/>	<input type="text" value="oscarowner@aoll.com"/>		Occupant	<input type="text"/>	<input type="text" value="Home"/>	<input type="text"/>	<input type="text" value="E-mail"/>	<input type="text"/>		Agent	<input type="text"/>	<input type="text" value="Home"/>	<input type="text"/>	<input type="text" value="E-mail"/>	<input type="text"/>		Other	<input type="text"/>	<input type="text" value="Home"/>	<input type="text"/>	<input type="text" value="E-mail"/>	<input type="text"/>		Appointment Contact *	<input type="text" value="Owner"/>				
Occupancy *	<input type="text" value="Owner"/>																																																						
Borrower *	<input type="text" value="ALICE FIRSTIMER"/>	<input type="text" value="Home"/>	<input type="text" value="512-555-1211"/>	<input type="text" value="E-mail"/>	<input type="text" value="alicefirstimer@aoll.com"/>																																																		
Co-Borrower	<input type="text"/>	<input type="text" value="Home"/>	<input type="text"/>	<input type="text" value="E-mail"/>	<input type="text"/>																																																		
Owner	<input type="text" value="OSCAR OWNER"/>	<input type="text" value="Home"/>	<input type="text" value="512-555-0000"/>	<input type="text" value="E-mail"/>	<input type="text" value="oscarowner@aoll.com"/>																																																		
Occupant	<input type="text"/>	<input type="text" value="Home"/>	<input type="text"/>	<input type="text" value="E-mail"/>	<input type="text"/>																																																		
Agent	<input type="text"/>	<input type="text" value="Home"/>	<input type="text"/>	<input type="text" value="E-mail"/>	<input type="text"/>																																																		
Other	<input type="text"/>	<input type="text" value="Home"/>	<input type="text"/>	<input type="text" value="E-mail"/>	<input type="text"/>																																																		
Appointment Contact *	<input type="text" value="Owner"/>																																																						







Step	Action	
7.	Determine if Additional Notification Recipients or Additional Comment or Instructions to Vendor need to be entered.	
	If	Then
	Additional Notification Recipients need to be entered	Enter the additional email address(es) separated by semicolons (;) in the Additional Notification Recipients field. <div data-bbox="933 598 1412 724" style="border: 1px solid gray; padding: 5px; margin-top: 10px;"> <p>Additional Notification Recipients Enter additional e-mail addresses to receive notifications. bestrealtor@msnaol.com</p> </div>
	Additional Comment or Instructions to Vendor need to be entered	Enter applicable comments or information in the Additional Comment or Instructions to Vendor field. <div data-bbox="917 861 1429 924" style="border: 1px solid gray; padding: 5px; margin-top: 10px;"> <p>Additional Comments or Instructions to Vendor The owner has dogs on the property. Please contact the owner 2 hours before arrival. Thank you.</p> </div>



Step	Action
8.	<p>Click the Next button.</p> 
9.	<p>Once the <i>New Appraisal Order</i> appears, validate all information is correct.</p> 
10.	<p>In <i>Required Documents</i> section, click the Upload Sales Contract hyperlink, and upload the <i>Sales Contract</i>.</p> 



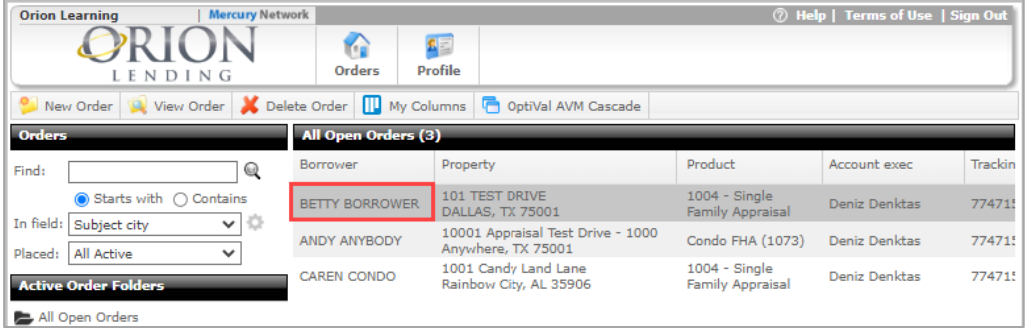
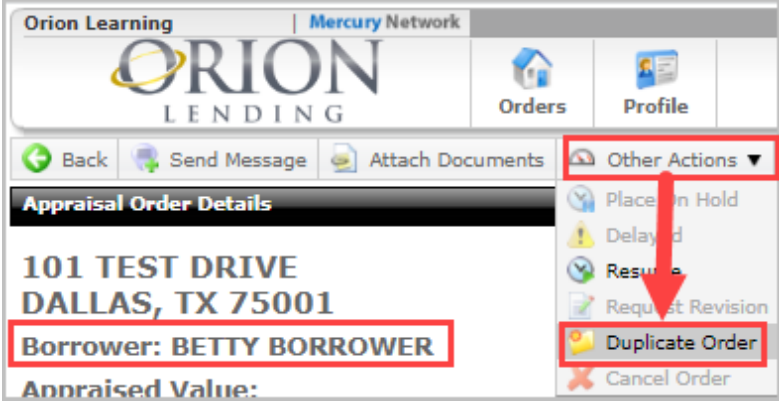
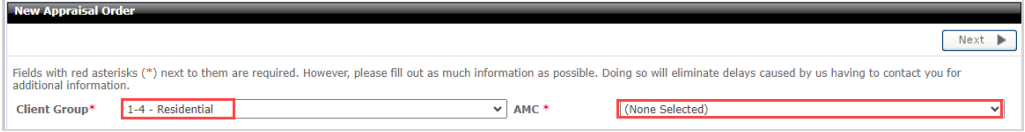
Step	Action
11.	<p>Commercial Orders require a bid process where the order is sent to a group of eligible appraisers to determine:</p> <ul style="list-style-type: none"> • Appraisal Cost • Estimated Completion Date <p>Note: Commercial Orders take additional time over residential orders. Please plan your lock and closing dates accordingly.</p>
12.	<p>In the <i>Payment Information</i> section, use the Payment Method drop-down to select the payment method. Click the Next button.</p> <div data-bbox="321 709 1409 856" style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> <p>Payment Information</p> <p>Fee Notes [No Fee Notes]</p> <p>Order Fee <input type="text" value="0"/> Payment Method* <input type="text" value="CC to Vendor"/> Add credit card info</p> <p style="text-align: right;"><input type="button" value="Back"/> <input type="button" value="Next"/></p> </div> <p>Note: If payment is missing, canceled, or is not approved, the order will be saved and placed <i>On Hold</i>.</p>
13.	<p>Complete the credit card information and click Save.</p> <div data-bbox="597 1134 1128 1659" style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p style="background-color: black; color: white; padding: 2px;">Credit card information</p> <p>First name* <input type="text"/></p> <p>Last name* <input type="text"/></p> <p>Street address <input type="text"/></p> <p>City <input type="text"/></p> <p>State <input type="text" value="(None Selected)"/></p> <p>Zip code* <input type="text"/></p> <p>Credit card number* <input type="text"/></p> <p style="text-align: center;">     </p> <p>Expiration date* <input type="text" value="--"/> <input type="text" value="--"/> <input type="text" value="----"/> <input type="text" value="--"/></p> <p>E-mail address <input type="text"/></p> <p style="text-align: right;"><input type="button" value="Cancel"/> <input type="button" value="Save"/></p> </div> <p>Note: The Credit Card will not be charged until the fee has been confirmed and approved by you.</p>



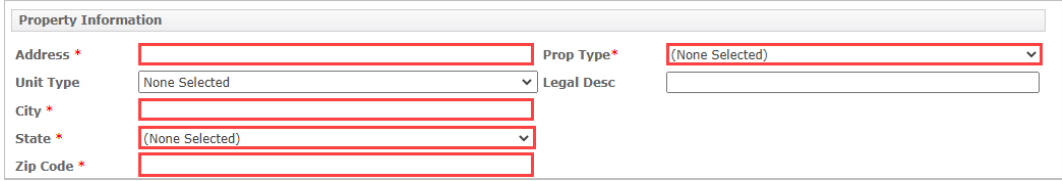
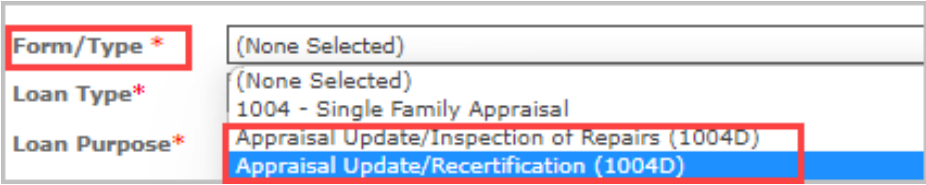
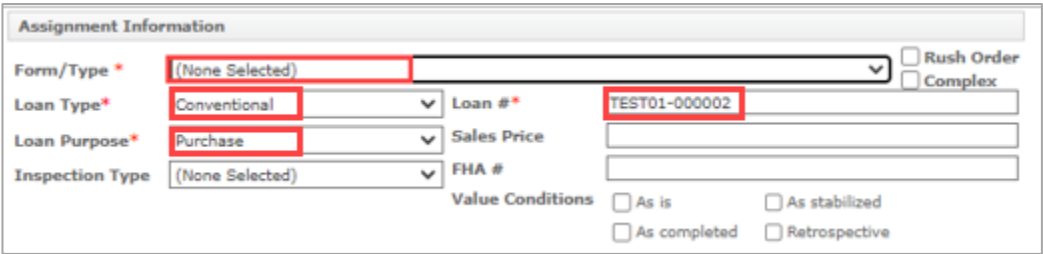
Step	Action						
14.	<p data-bbox="267 237 1469 300">When the bid process is complete, you will be notified via Mercury Network regarding the cost and estimated completion date.</p> <table border="1" data-bbox="267 346 1432 651"> <thead> <tr> <th data-bbox="267 346 847 399">If</th> <th data-bbox="847 346 1432 399">Then</th> </tr> </thead> <tbody> <tr> <td data-bbox="267 399 847 520">Cost and Estimate Completion Date are acceptable, and you have already completed payment information.</td> <td data-bbox="847 399 1432 520">You must <i>Send Message</i> approving the charge amount to proceed with the charge and order.</td> </tr> <tr> <td data-bbox="267 520 847 651">Cost and Estimate Completion Date are not acceptable</td> <td data-bbox="847 520 1432 651">You may begin the order process with a different AMC.</td> </tr> </tbody> </table>	If	Then	Cost and Estimate Completion Date are acceptable, and you have already completed payment information.	You must <i>Send Message</i> approving the charge amount to proceed with the charge and order.	Cost and Estimate Completion Date are not acceptable	You may begin the order process with a different AMC.
If	Then						
Cost and Estimate Completion Date are acceptable, and you have already completed payment information.	You must <i>Send Message</i> approving the charge amount to proceed with the charge and order.						
Cost and Estimate Completion Date are not acceptable	You may begin the order process with a different AMC.						



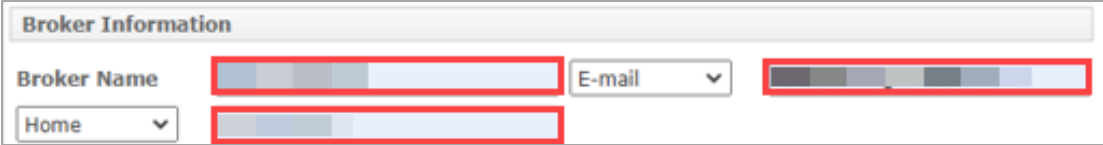
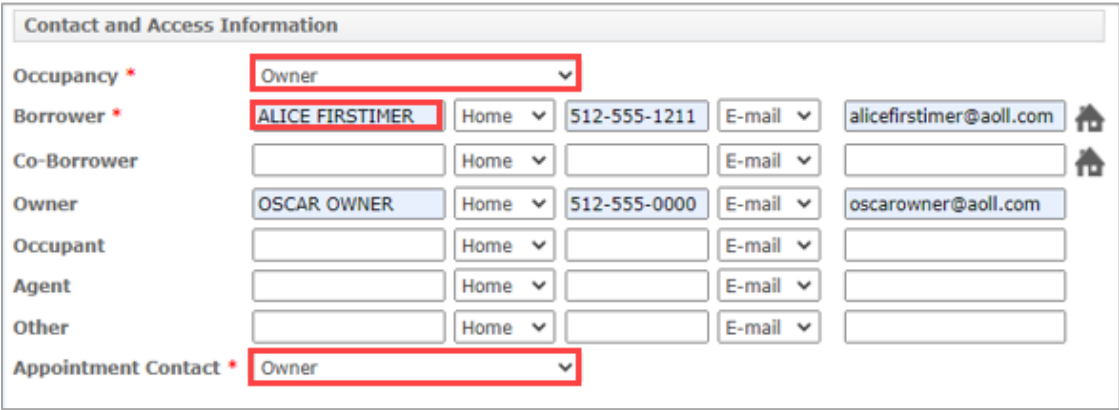
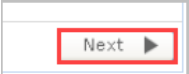
Ordering a FNMA 1004D

Step	Action																				
1.	<p>In the <i>All Open Orders</i> section, double-click the applicable order to order a 1004D.</p>  <table border="1" data-bbox="375 401 1393 726"> <thead> <tr> <th>Borrower</th> <th>Property</th> <th>Product</th> <th>Account exec</th> <th>Trackin</th> </tr> </thead> <tbody> <tr> <td>BETTY BORROWER</td> <td>101 TEST DRIVE DALLAS, TX 75001</td> <td>1004 - Single Family Appraisal</td> <td>Deniz Denktas</td> <td>77471!</td> </tr> <tr> <td>ANDY ANYBODY</td> <td>10001 Appraisal Test Drive - 1000 Anywhere, TX 75001</td> <td>Condo FHA (1073)</td> <td>Deniz Denktas</td> <td>77471!</td> </tr> <tr> <td>CAREN CONDO</td> <td>1001 Candy Land Lane Rainbow City, AL 35906</td> <td>1004 - Single Family Appraisal</td> <td>Deniz Denktas</td> <td>77471!</td> </tr> </tbody> </table>	Borrower	Property	Product	Account exec	Trackin	BETTY BORROWER	101 TEST DRIVE DALLAS, TX 75001	1004 - Single Family Appraisal	Deniz Denktas	77471!	ANDY ANYBODY	10001 Appraisal Test Drive - 1000 Anywhere, TX 75001	Condo FHA (1073)	Deniz Denktas	77471!	CAREN CONDO	1001 Candy Land Lane Rainbow City, AL 35906	1004 - Single Family Appraisal	Deniz Denktas	77471!
Borrower	Property	Product	Account exec	Trackin																	
BETTY BORROWER	101 TEST DRIVE DALLAS, TX 75001	1004 - Single Family Appraisal	Deniz Denktas	77471!																	
ANDY ANYBODY	10001 Appraisal Test Drive - 1000 Anywhere, TX 75001	Condo FHA (1073)	Deniz Denktas	77471!																	
CAREN CONDO	1001 Candy Land Lane Rainbow City, AL 35906	1004 - Single Family Appraisal	Deniz Denktas	77471!																	
2.	<p>Click the Other Actions drop-down, and select Duplicate Order.</p> 																				
3.	<p>In the <i>Client Group</i> section, verify that the Client Group and AMC auto-populate with the original appraisal order information.</p> 																				

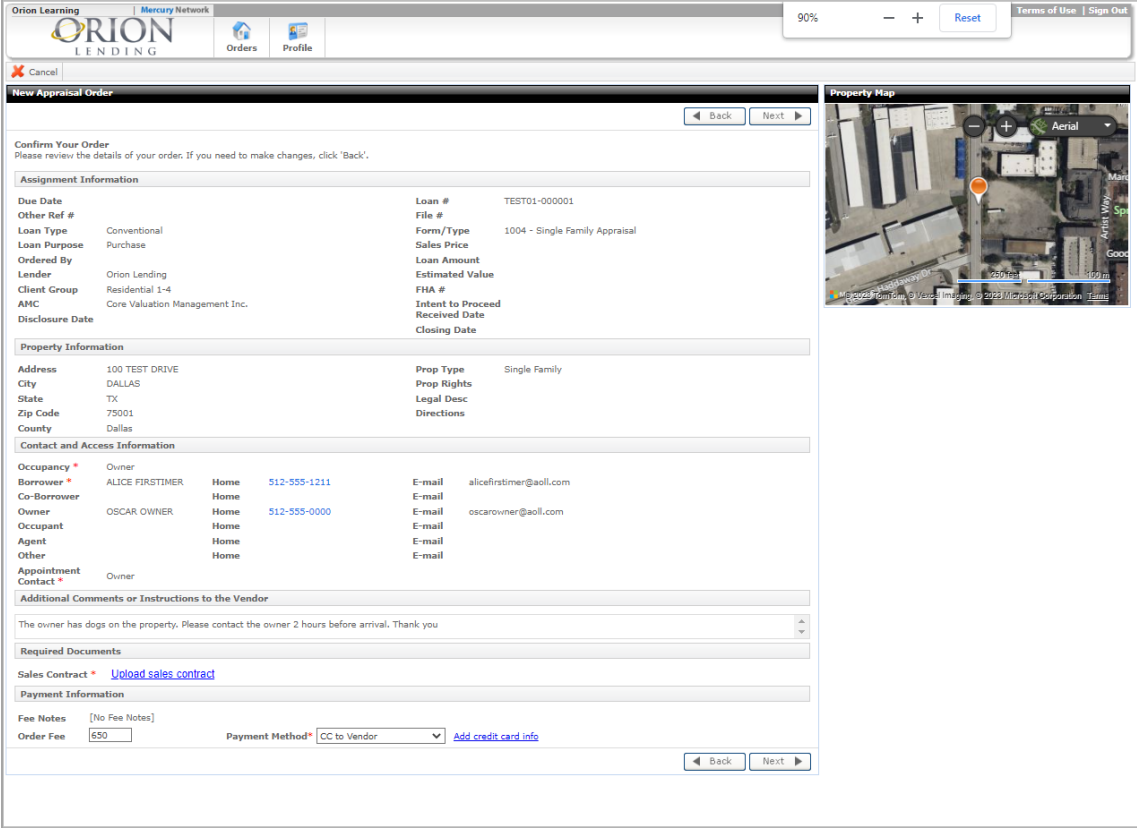
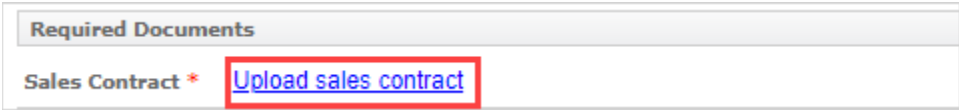


Step	Action
<p>4.</p>	<p>In the <i>Property Information</i> section, complete the following fields and use drop-downs when provided.</p> <ul style="list-style-type: none"> • Address • City • State • Zip Code • Prop Type 
<p>5.</p>	<p>In the <i>Assignment Information</i> section, click the Form/Type drop-down, and select Appraisal Update/Inspection of Repairs (1004D) or Appraisal Update/Recertification (1004D) as applicable.</p> 
<p>6.</p>	<p>Verify the following fields are accurate:</p> <ul style="list-style-type: none"> • Form Type • Loan Type • Loan Purpose • Loan # 



Step	Action
<p>7.</p>	<p>In the <i>Broker Information</i> section, complete the following optional fields:</p> <ul style="list-style-type: none"> • Broker Name • Email • Phone Number 
<p>8.</p>	<p>In the <i>Contact and Access Information</i> section, complete the following fields and use drop-downs when provided.</p> <ul style="list-style-type: none"> • Occupancy • Borrower <ul style="list-style-type: none"> ○ Phone Number, Email • Owner <ul style="list-style-type: none"> ○ Phone Number, Email • Agent <ul style="list-style-type: none"> ○ Phone Number, Email • Appointment Contact 
<p>9.</p>	<p>Click the Next button.</p> 



Step	Action
<p>10.</p>	<p>Once the <i>New Appraisal Order Summary</i> appears, validate that all information is correct.</p> 
<p>11.</p>	<p>Click the Upload Sales Contract hyperlink, and upload the <i>Sales Contract</i>, for purchase transactions.</p> 

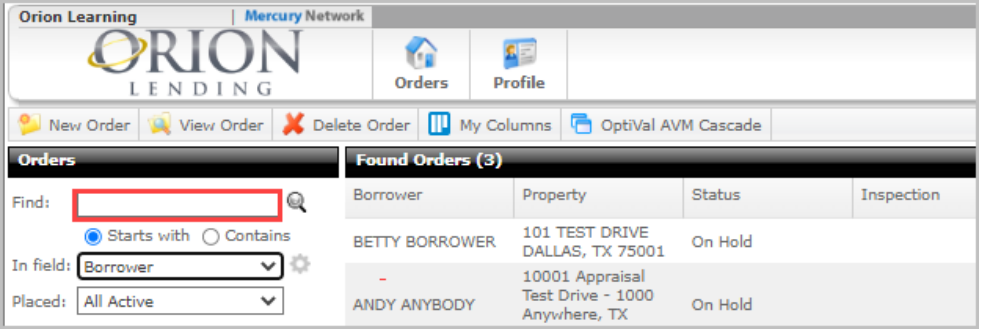
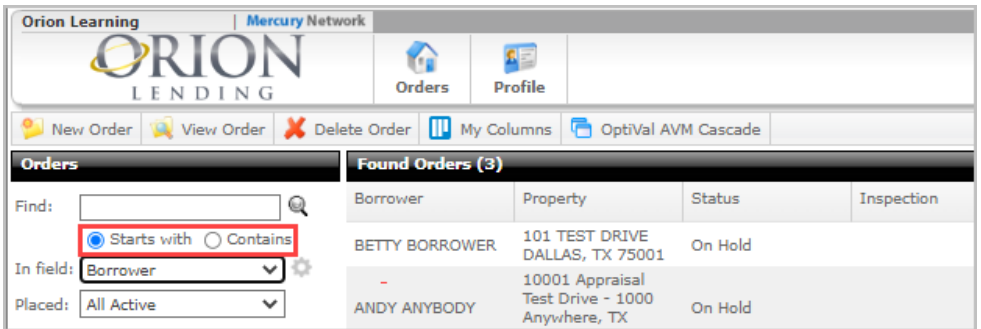
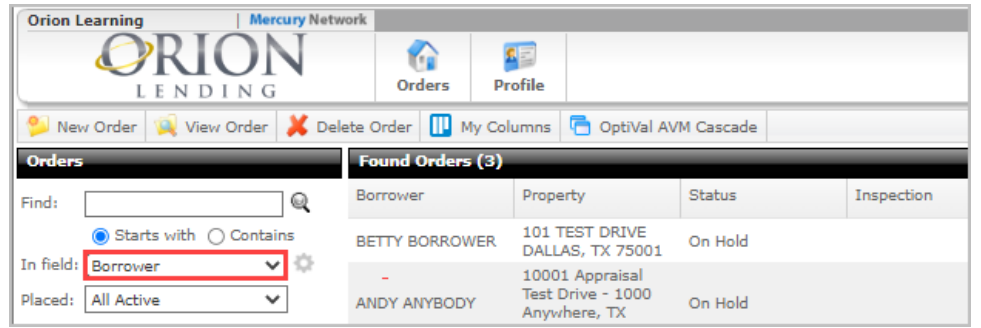


Step	Action
12.	<p>In the <i>Payment Information</i> section, confirm or adjust the Order Fee, and use the Payment Method drop-down to select the payment method. Click the Next button.</p> <p>Note: If payment is not entered, canceled, or is not approved, the order will be saved and placed <i>On Hold</i>.</p> <div data-bbox="378 436 1385 583" data-label="Form"> </div> <p>Note: The <i>Credit Card Information</i> screen will display. Enter all required fields that are identified with a red asterisk (*) and click the Save button.</p> <div data-bbox="513 762 1253 1493" data-label="Form"> </div>

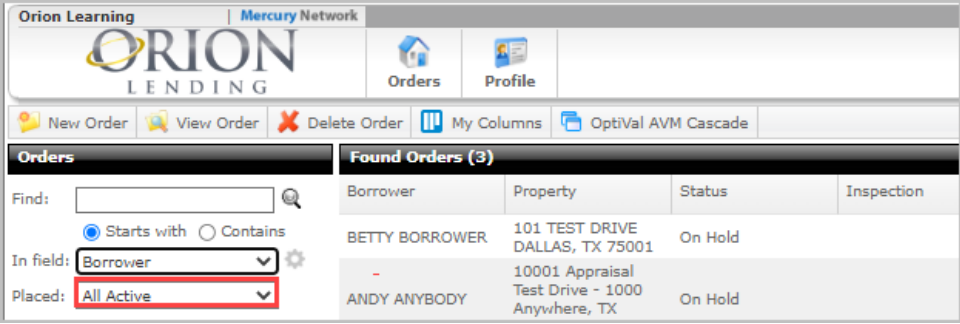

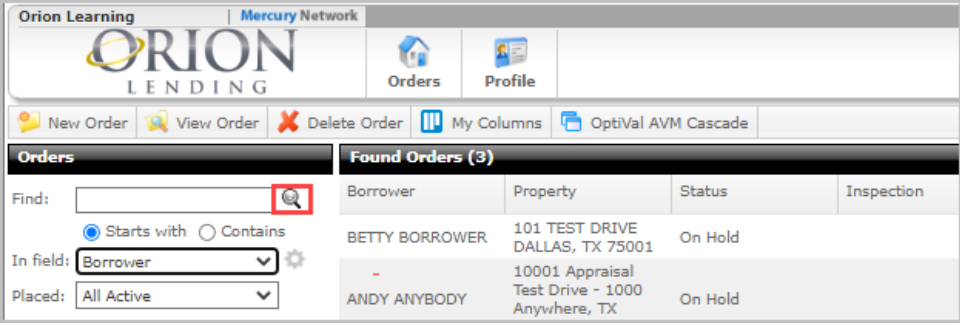



Managing Existing Orders

Searching for an Order

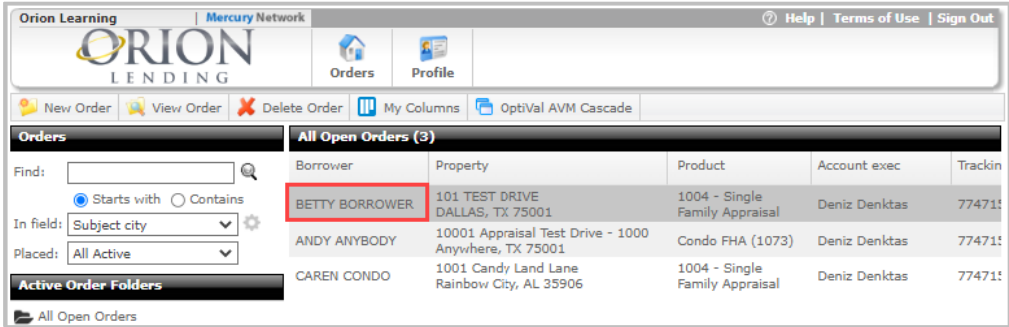
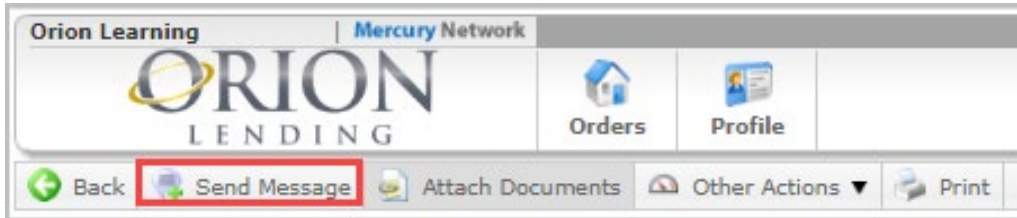
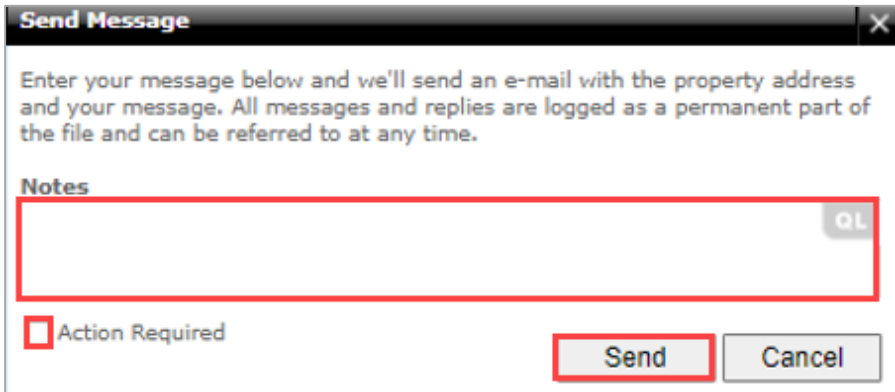
Step	Action
1.	<p>In the <i>Orders</i> section, type the search criteria into the Find box.</p>  <p>The screenshot shows the Orion Lending interface. At the top, there is a navigation bar with the Orion Lending logo and 'Mercury Network' branding. Below this, there are buttons for 'New Order', 'View Order', 'Delete Order', 'My Columns', and 'OptiVal AVM Cascade'. The main section is titled 'Orders' and contains a search area with a 'Find:' text box (highlighted in red), radio buttons for 'Starts with' (selected) and 'Contains', a dropdown for 'In field:' set to 'Borrower', and a dropdown for 'Placed:' set to 'All Active'. To the right, a table titled 'Found Orders (3)' displays search results with columns for Borrower, Property, Status, and Inspection. The results include 'BETTY BORROWER' with property '101 TEST DRIVE DALLAS, TX 75001' and 'ANDY ANYBODY' with property '10001 Appraisal Test Drive - 1000 Anywhere, TX', both with a status of 'On Hold'.</p>
2.	<p>Select the appropriate radio button to search for an item that Starts With or Contains with the search criteria.</p>  <p>This screenshot is identical to the previous one, but the 'Starts with' radio button is highlighted with a red box to indicate it is the selected search criterion.</p>
3.	<p>Select the appropriate search field in the In Field drop-down.</p>  <p>This screenshot is identical to the previous ones, but the 'In field:' dropdown menu is highlighted with a red box to indicate it is the selected search field.</p>



Step	Action
4.	<p>Select Timeframe from the Placed drop-down.</p> 
5.	<p>Click the Magnifying Glass icon () or press Enter to execute the search.</p> 
6.	<p>The search results will appear in the <i>Found Orders</i> section. Double click on the order to open to review the Appraisal Order Details.</p> 

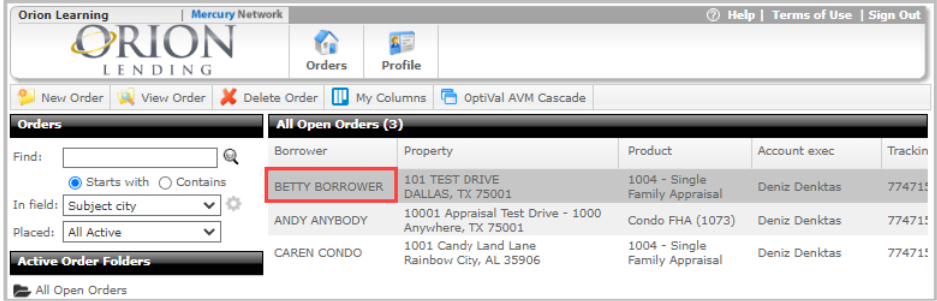
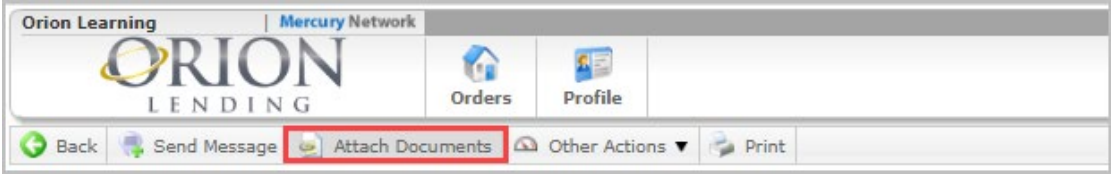
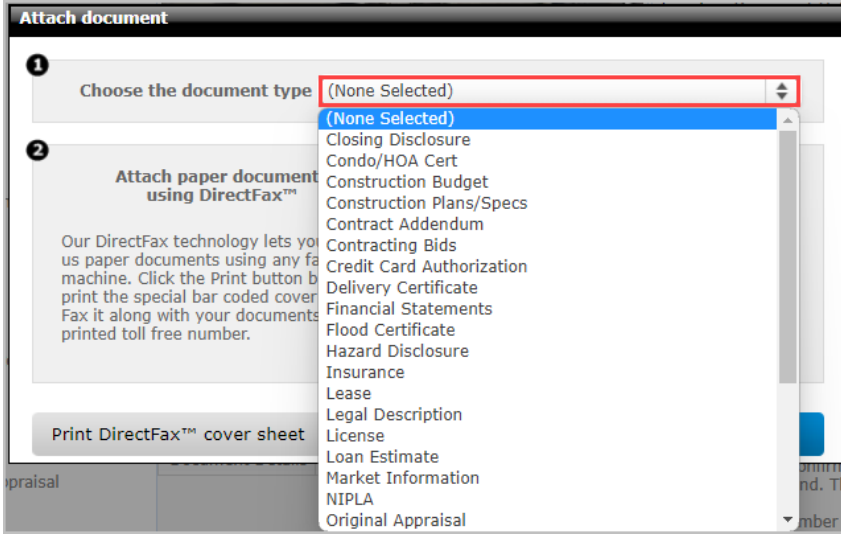


Sending Messages

Step	Action
<p>1.</p>	<p>In the <i>All Open Orders</i> section, double-click on the order, to send a message to another party regarding an order.</p> 
<p>2.</p>	<p>Click the Send Message button.</p> 
<p>3.</p>	<p>In the <i>Send Message</i> section, enter applicable Notes, check the Action Required box if needed, and click Send.</p> 

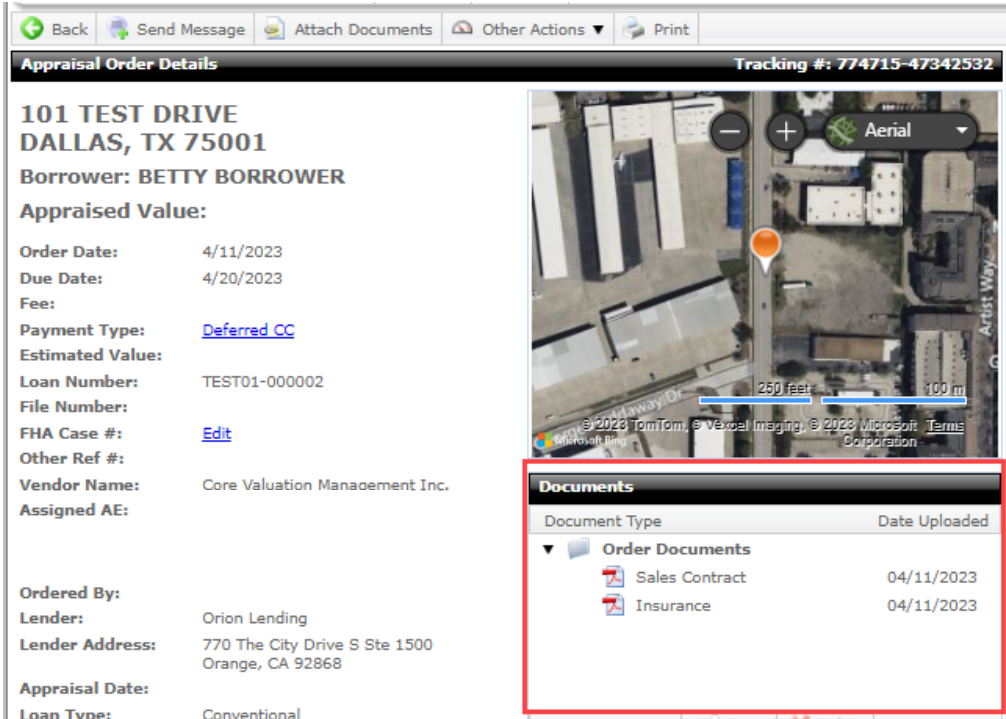
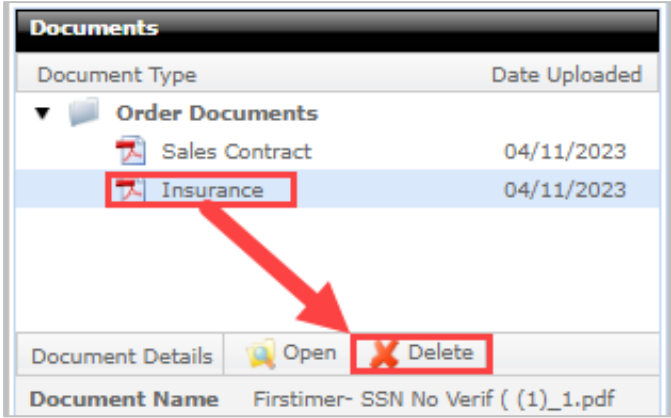


Attaching Documents

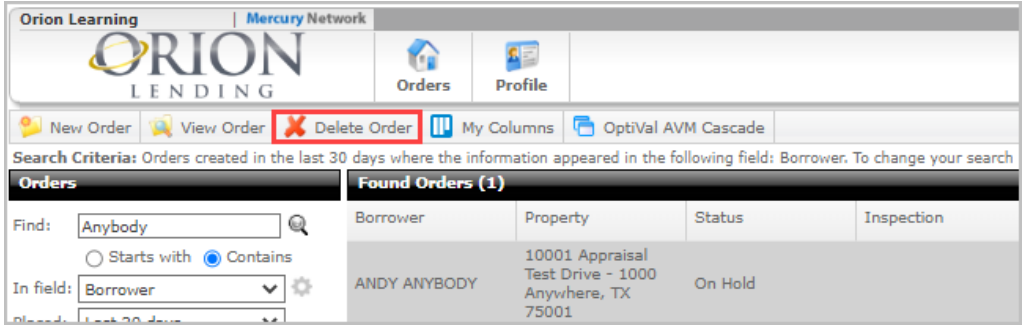
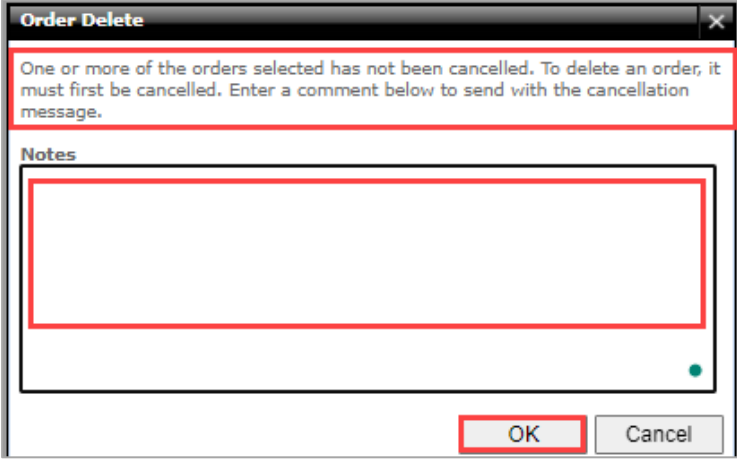
Step	Action																				
1.	<p>In the All Open Orders section, locate and double-click on the order you'd like to open by double-clicking on the order.</p>  <table border="1" data-bbox="418 443 1349 741"> <thead> <tr> <th>Borrower</th> <th>Property</th> <th>Product</th> <th>Account exec</th> <th>Trackin</th> </tr> </thead> <tbody> <tr> <td>BETTY BORROWER</td> <td>101 TEST DRIVE DALLAS, TX 75001</td> <td>1004 - Single Family Appraisal</td> <td>Deniz Denktas</td> <td>774711</td> </tr> <tr> <td>ANDY ANYBODY</td> <td>10001 Appraisal Test Drive - 1000 Anywhere, TX 75001</td> <td>Condo FHA (1073)</td> <td>Deniz Denktas</td> <td>774711</td> </tr> <tr> <td>CAREN CONDO</td> <td>1001 Candy Land Lane Rainbow City, AL 35906</td> <td>1004 - Single Family Appraisal</td> <td>Deniz Denktas</td> <td>774711</td> </tr> </tbody> </table>	Borrower	Property	Product	Account exec	Trackin	BETTY BORROWER	101 TEST DRIVE DALLAS, TX 75001	1004 - Single Family Appraisal	Deniz Denktas	774711	ANDY ANYBODY	10001 Appraisal Test Drive - 1000 Anywhere, TX 75001	Condo FHA (1073)	Deniz Denktas	774711	CAREN CONDO	1001 Candy Land Lane Rainbow City, AL 35906	1004 - Single Family Appraisal	Deniz Denktas	774711
Borrower	Property	Product	Account exec	Trackin																	
BETTY BORROWER	101 TEST DRIVE DALLAS, TX 75001	1004 - Single Family Appraisal	Deniz Denktas	774711																	
ANDY ANYBODY	10001 Appraisal Test Drive - 1000 Anywhere, TX 75001	Condo FHA (1073)	Deniz Denktas	774711																	
CAREN CONDO	1001 Candy Land Lane Rainbow City, AL 35906	1004 - Single Family Appraisal	Deniz Denktas	774711																	
2.	<p>In the header, click the Attach Documents button.</p> 																				
3.	<p>In <i>Section 1</i>, click the Document Type drop-down, and select the Document to upload.</p> 																				

Step	Action
4.	<p>Select the Upload Documents button.</p> <div data-bbox="634 323 1133 407" style="text-align: center;"> </div> <p>Note: To fax documents, click the Print DirectFax Cover Sheet button.</p> <div data-bbox="683 548 1084 632" style="text-align: center;"> </div>
5.	<p>Confirm the Green Checkmark displays, indicating that the documents were uploaded successfully.</p> <div data-bbox="370 816 1395 1031" style="text-align: center;"> </div>
<p>Repeat Steps 3 – 5, as applicable.</p>	
6.	<p>Click the Finished button.</p> <div data-bbox="634 1234 1133 1310" style="text-align: center;"> </div>

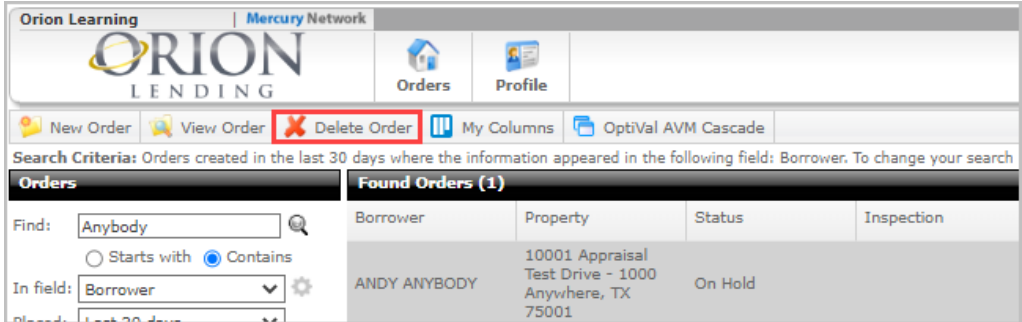
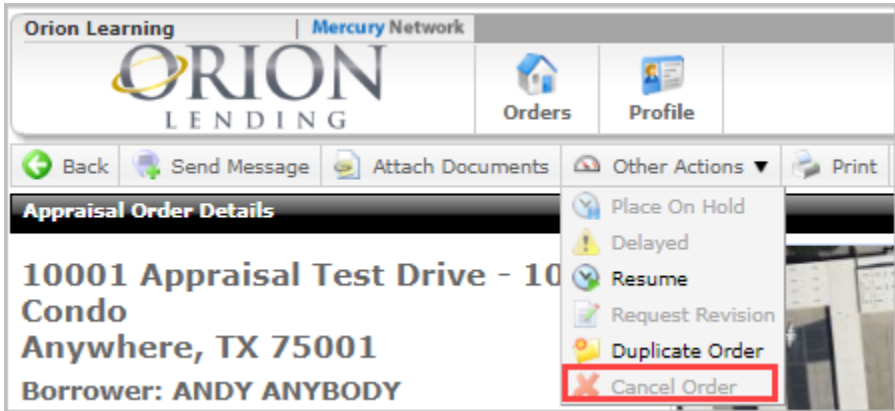
Deleting Uploaded Documents

Step	Action								
<p>1.</p>	<p>On the <i>Appraisal Order Details</i> screen, review uploaded Documents in the <i>Documents</i> section.</p>  <p>The screenshot shows the 'Appraisal Order Details' interface. On the left, there is a list of order details including address (101 TEST DRIVE, DALLAS, TX 75001), borrower (BETTY BORROWER), appraised value, order date (4/11/2023), due date (4/20/2023), payment type (Deferred CC), estimated value, loan number (TEST01-000002), file number, FHA case #, other ref #, vendor name (Core Valuation Management Inc.), assigned AE, lender (Orion Lending), lender address (770 The City Drive S Ste 1500, Orange, CA 92868), appraisal date, and loan type (Conventional). On the right, there is a map view. Below the map, a 'Documents' section is highlighted with a red box, containing a table of uploaded documents:</p> <table border="1" data-bbox="901 892 1372 1134"> <thead> <tr> <th>Document Type</th> <th>Date Uploaded</th> </tr> </thead> <tbody> <tr> <td>Order Documents</td> <td></td> </tr> <tr> <td>Sales Contract</td> <td>04/11/2023</td> </tr> <tr> <td>Insurance</td> <td>04/11/2023</td> </tr> </tbody> </table>	Document Type	Date Uploaded	Order Documents		Sales Contract	04/11/2023	Insurance	04/11/2023
Document Type	Date Uploaded								
Order Documents									
Sales Contract	04/11/2023								
Insurance	04/11/2023								
<p>2.</p>	<p>Select the document to delete, and click the X Delete button.</p>  <p>This close-up screenshot shows the 'Documents' table with the 'Insurance' document selected. A red box highlights the 'Insurance' row. A red arrow points from the 'Insurance' row to the 'Delete' button in the bottom right corner of the table. The 'Delete' button is also highlighted with a red box. The 'Open' button is also visible next to it.</p> <table border="1" data-bbox="552 1302 1209 1701"> <thead> <tr> <th>Document Type</th> <th>Date Uploaded</th> </tr> </thead> <tbody> <tr> <td>Order Documents</td> <td></td> </tr> <tr> <td>Sales Contract</td> <td>04/11/2023</td> </tr> <tr> <td>Insurance</td> <td>04/11/2023</td> </tr> </tbody> </table> <p>Document Details Open Delete</p> <p>Document Name: Firstimer- SSN No Verif (1)_1.pdf</p>	Document Type	Date Uploaded	Order Documents		Sales Contract	04/11/2023	Insurance	04/11/2023
Document Type	Date Uploaded								
Order Documents									
Sales Contract	04/11/2023								
Insurance	04/11/2023								

Deleting an Order

Step	Action
1.	<p>Click the Delete Order button in the header.</p>  <p>The screenshot shows the Orion Lending web application. At the top, there is a navigation bar with the Orion Lending logo and 'Mercury Network' branding. Below the logo are 'Orders' and 'Profile' buttons. A secondary navigation bar contains 'New Order', 'View Order', 'Delete Order' (highlighted with a red box), 'My Columns', and 'OptiVal AVM Cascade'. Below this is a search criteria section: 'Search Criteria: Orders created in the last 30 days where the information appeared in the following field: Borrower. To change your search'. The main content area is divided into 'Orders' and 'Found Orders (1)'. The 'Found Orders' table has columns for Borrower, Property, Status, and Inspection. One order is listed with Borrower 'ANDY ANYBODY', Property '10001 Appraisal Test Drive - 1000 Anywhere, TX 75001', and Status 'On Hold'.</p>
2.	<p>Review the Order Delete message and complete the Notes section. Click the OK button.</p>  <p>The screenshot shows a dialog box titled 'Order Delete'. The message inside reads: 'One or more of the orders selected has not been cancelled. To delete an order, it must first be cancelled. Enter a comment below to send with the cancellation message.' Below the message is a text area labeled 'Notes' with a red border. At the bottom right of the dialog are 'OK' and 'Cancel' buttons, with the 'OK' button highlighted in red.</p>

Canceling an Order

Step	Action
1.	<p>Click the Delete Order button in the header.</p>  <p>The screenshot shows the Orion Lending interface. At the top, there is a navigation bar with the Orion Lending logo and 'Mercury Network' branding. Below the logo are 'Orders' and 'Profile' buttons. A secondary navigation bar contains 'New Order', 'View Order', 'Delete Order' (highlighted with a red box), 'My Columns', and 'OptiVal AVM Cascade'. Below this is a search criteria section: 'Search Criteria: Orders created in the last 30 days where the information appeared in the following field: Borrower. To change your search'. A table titled 'Found Orders (1)' is visible, with columns for Borrower, Property, Status, and Inspection. The first row shows 'ANDY ANYBODY' as the borrower and '1001 Appraisal Test Drive - 1000 Anywhere, TX 75001' as the property, with a status of 'On Hold'.</p>
2.	<p>Click the Other Actions drop-down, and select the Cancel Order button.</p>  <p>The screenshot shows the Orion Lending interface with the 'Other Actions' drop-down menu open. The menu options are: 'Place On Hold', 'Delayed', 'Resume', 'Request Revision', 'Duplicate Order', and 'Cancel Order' (highlighted with a red box). The background shows the 'Appraisal Order Details' for '1001 Appraisal Test Drive - 1000 Condo Anywhere, TX 75001' with the borrower 'ANDY ANYBODY'.</p>

