

Wednesday, December 8, 2021

Bulletin #2021-R-006

NOTICE TO: ALL RETAIL CUSTOMERS**IMPORTANT ANNOUNCEMENT: Appraisal Ordering Process Enhancements**

Based on client feedback, the most requested enhancements to the appraisal ordering process in Mortgagebot are being rolled out on Thursday, December 9, 2021. This includes the option to direct the payment email as desired, allow multiple parties to be copied on order notifications and the ability to upload required documents while placing the order. Please see the details below and let us know if you have any questions. Thank you for your patience as we work to improve the client experience.

Mercury Appraisal Enhancements**Deferred Charge - Payment Email**

An update is made to include a new Payment Email Field on the Order Appraisal Screen when the Payment Type Deferred Charge is selected. The email entered will be sent in the Mercury request.

Vendor Submission	
Appraisal Vendor	Request Type
Mercury Network	New Order
Payment Type	Payment Email
Deferred Charge	

Upload Documents During Order Placement

An update is made to allow users to upload documents when placing the initial Appraisal Order. Previously, the document upload option was only available for subsequent submissions.

Seller Contact Display

An update is made to only display the Seller Contact Information Section when the loan is a Purchase and the Contact for Entry selected is Seller.

Status Updates

An update is made to correctly display statuses sent back from Mercury in the Order Appraisal > Status Log. Previously, some statuses would be displayed as Unknown.

Additional Emails for Notifications

An update is made to add a new Email Notifications section when placing a new order or updating an existing order. Users can enter up to 8 additional emails by selecting Add Email that will be included in the Appraisal Request along with users assigned to the loan.

Email Notifications	
Email 1	✕ Email 2 ✕
<input type="text"/>	<input type="text"/>
Add Email +	

If you have any questions, please contact the Appraisal Team at appraisaldesk@flcb.com.