

Monday, February 28, 2022

Bulletin #2022-R-002

**NOTICE TO ALL RETAIL LOAN ORIGINATORS****IMPORTANT ANNOUNCEMENT:** Appraisal Ordering Payment Email Issue / Email Notifications at Order Placement**Appraisal Ordering Payment Email Issue**

FLCBank is informing you that we have an issue with the new "Payment Email" field located on the Appraisal Order Screen when ordering your appraisal. This **Payment Email field** is not being sent to our vendor. Our vendor is working to resolve the issue.

**Until resolved**, the previous process of **utilizing the borrower's email address** which is located on the Lending Portal – URLA Borrower Screen **is automatically being sent** once the appraisal order is placed and NOT the new "Payment Email" located on the Appraisal Order Screen.

**Appraisal Order Vendor Submission section which shows the new field below:**

Vendor Submission	
Status Log	Show
<b>Appraisal Vendor</b> Mercury Network	<b>Request Type</b> New Order
<b>Payment Type</b> Deferred Charge	<b>Payment Email</b> <input type="text"/>

**Work Around:** If a different email address is needed for payment of the appraisal. Example: the LO is utilizing the company card and the email address is the LO email.

LO/Processor will **enter the applicable** email address on the Lending Portal – URLA borrower Screen **BEFORE** you enter the appraisal data in the appraisal screen.

- Once the order is placed per the procedures; the link will be sent to the updated email address on the URLA - Lending Portal Borrower Screen.
- Enter the **company** credit card information
- Go back to the Lending Portal – URLA borrower Screen and **remove** other email address and **add back** the borrower's email address.

**Email Notification at Order Placement** – You must include additional emails for notifications when the order is placed. If you add when the order is in progress the additional notifications will not work; we are working with our vendor to resolve this issue.

Email Notifications
Email 1 <input type="text"/>
<input type="button" value="Add Email"/>

If you have any questions, please contact your Account Executive or Client Relations Representative.

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