



Appraiser Manual

Table of Contents

Accepting/Declining Appraisal Orders.....	2
Accepting/Declining Appraisal Orders Via E-mail Order Notification.....	2
Accepting/Declining Appraisal Orders From Within the Vendor Module.....	3
Logging Into the ALSI Vendor Module.....	4
What You Will Need.....	4
How to Log In.....	4
Viewing New Orders.....	5
Viewing Open Orders.....	5
Editing the Status of an Order.....	6
Uploading Completed Orders.....	8
Viewing Completed Orders.....	9
Viewing Canceled Orders	9
Viewing All Orders	10
Searching Orders	10
Reports.....	11
Changing Appraiser Status to On Vacation.....	11
Editing Your Appraiser Profile	12
Sending Office/ALSI E-mail	13
Logging Out.....	14

Accepting/Declining Appraisal Orders

There are two methods to accept or decline appraisal orders.

1. Appraisal orders may be accepted or declined directly from the order email notification
2. Appraisal orders may be accepted or declined from within the ALSI Vendor Module online

Accepting/Declining Appraisal Orders via Order Email Notification

When an Appraiser is selected for an assignment, they are notified via email. The Appraiser can accept or decline the appraisal order by clicking the appropriate tab located within the body of the email. They can also view supporting documents such as sales agreements by clicking the Files Available for Download tab.

Vendor Info

Vendor:	Tom Appraiser
Due Date:	9/29/2009 12:00:00 AM
Vendor Fee:	\$320.00

Notes:

Please include copy of appraiser's license and E&O with each appraisal.

To accept this order, [click here](#)

To decline this order, [click here](#)

To view or print the order in enhanced HTML format and view supporting documents under Files Available for Download [click here](#)

If the Appraiser does not accept or decline the order it will time-out, and will be reassigned to another Appraiser. The length of the time-out period varies depending on Client preferences.


Note: Please do not allow orders to time-out. Monthly reports are furnished to our clients regarding appraiser performance, including timed-out orders. Allowing an order to time-out delays order assignment, and on time performance. If you do not wish to accept an order, decline it immediatly so it may be reassigned.

Accepting/Declining Appraisal Orders from within the Vendor Module online

An appraisal order may be accepted or declined from within the ALSI Vendor Module. Once logged into the Vendor Module, (See instruction on Logging into the ALSI Vendor Module) you can access the order by clicking the file number. This will open the order. Scroll down to the [Status Info](#) section of the order, and select the appropriate tab.


Status Info



Appraisal Status Waiting for Acceptance

To accept this order, [click here](#)
To decline this order, [click here](#) 

Current Status

Enter New Status Make selection ▼ Insert Common Response


 E-mail
Office

Status History			
Date	Status	Message	User
Inspection Scheduled:	<input type="text"/>	 ▼ <input type="text"/> to <input type="text"/>	
Estimated Delivery	<input type="text"/>	 ▼ Invoiced	
Appraised Value			

Logging Into the ALSI Appraiser Module

What You Will Need

To log into the Appraisal Logistic Solutions, Vendor Module, you will first have to access our web-site at www.GoToALS.com.


You will also need your Username and Password that was provided to you via-email. If you are unable to locate your Welcome Email that contains your Username and Password, please contact ALSI at (866)-991-2574 .

How to Log In

To log in to the ALSI Vendor Module, do the following:

1. Open your web browser and type the following URL link into the address bar.
www.GoToALS.com.



2. From the home screen, you can click on the  button or select [Log In](#) and then [Appraiser Log In](#) from the top menu bar. This will open the Appraiser Log in page.

Note: In order to use the Vendor Module, you must have cookies enabled in your browser and have AOL 5.0, or Internet Explorer 5.0 or greater.

3. Type your Username and Password that you received (via email) in the text boxes provided and then click the [Submit](#) button. After successfully logging in, you will be taken to the welcome page.
4. In the Welcome page, click the [Appraiser Menu](#) link. You will then be taken to the Appraiser Menu main Page.

Open Orders
1 records found

Sorted by:

Ascending Descending

File #	Loan #	Borrower	Address	Client	Date Due	Status	Inspection Scheduled
911103		Bob Borrower	1234 West Maple Street - Huntingtown, MD 20639	West Street Bank	9/29/2009	Waiting for Acceptance	

Main Appraiser Menu page

Viewing New Orders

Use the following procedure to view appraisal orders that have been assigned to you, but have not yet been accepted. (*Only orders with the status showing as assigned will appear in [List All New](#)*)

Appraisal Logistic Solutions, Inc.

Main Search Reports Setup Help Tools Log-Out

List All New
List All Open
Completed Orders
Cancelled Orders
All Orders

1. Click the **Main** tab at the top of the page. The Main menu displays along the left edge of the page.
2. From the Main menu, click the **List All New** button. This opens the All New Orders page

Open Orders
1 records found

Sorted by:
 Ascending Descending

File #	Loan #	Borrower	Address	Client	Date Due	Status	Inspection Scheduled
911103		Bob Borrower	1234 West Maple Street - Huntingtown, MD 20639	West Street Bank	9/29/2009	Waiting for Acceptance	

Viewing Open Orders

Use the following procedure to view appraisal orders that have been accepted, but not yet completed.

List All New
List All Open
Completed Orders
Cancelled Orders
All Orders

1. Click the **Main** tab at the top of the page. The Main menu displays along the left edge of the page.
2. From the Main menu, click the **List All Open** button. This opens the All Open Orders page.

Open Orders
1 records found

Sorted by:
 Ascending Descending

File #	Loan #	Borrower	Address	Client	Date Due	Status	Inspection Scheduled
911103		Bob Borrower	1234 West Maple Street - Huntingtown, MD 20639	West Street Bank	9/29/2009	Waiting for Acceptance	

The All Open Orders page

Note: You may need to scroll down the page in order to view all of the orders listed.

Editing the Status of an Order

Use the following procedure to edit the status of an open order.

1. Click the **Main** tab at the top of the page. The Main menu displays along the left edge of the page.
2. From the Main menu, click the **List All Open** button. This opens the All Open Orders page.
3. Under the **File Number** column, locate the order you want to edit and click the file number link.
 - a. The Order Form page displays.
 - b. Scroll down the page until you can view the **Status Info** section.

Status Info

Appraisal Status Accepted by Vendor ▼ ← Select status from dropdown

Current Status

Make selection ▼
Insert Common Response

Enter New Status ← Enter additional comments (if necessary)

E-mail Office

Status History

Date	Status	Message	User
1/25/2011 11:46:53 AM	Accepted by Vendor	Appraiser Acceptance	

Inspection Scheduled: to

Estimated Delivery Invoiced

Appraised Value

Update Status Last updated on:

The Status Info section of the Order Form

Remember to click "Update Status" to save

- Click the **Appraisal Status** list and choose one of the status options, as described below. There are eleven different status options:

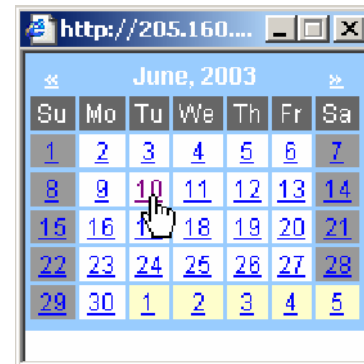
- | | |
|---------------------------------------|---|
| 1. Accepted By Vendor: | Appraiser has been accepted by the appraiser |
| 2. Declined by Vendor: | Appraiser decides that they do not want to do the appraisal |
| 3. Inspected: | Appraisal inspection is complete |
| 4. Left Msg: | Have left a message with access contact |
| 5. Need Additional info: | Requires Explanation- Note needed information |
| 6. Need FHA Case#: | Appraiser is requesting FHA case# |
| 7. No Answer: | Unable to contact the access contact. |
| 8. Unable to Contact borrower: | Unable to contact access contact after repeated attempts |
| 9. On Hold: | Requires Explanation- Note why order is on hold |
| 10. Will be Delayed: | Requires Explanation- Note why delivery will be delayed |
| 11. Other: | Requires Explanation- Provide details |

- In the **Enter New Status** field, enter any comments or information (if necessary) to support the appraisal status. For example, if you changed the status to **Left Msg**, you might use this field to enter the date and time of day, and the message you left.

calendar icon

Once an inspection is scheduled, enter the date in the **Inspection Scheduled** field. You may also utilize the schedule calendar by clicking the .

- The current month displays at the top of the box.
- To select a date in the current month, click that number to fill the date in the form field.
- Use the << and >> buttons on either side of the month to scroll backwards/forwards (respectively) to other months.
- You can also change the date manually, but it must be in the format MM/DD/YYYY. For example: 01/13/2009.



- Use the **Estimated Delivery** field to indicate the estimated date that you will be able to deliver the completed report.
- After completing the changes to the order, click the **Update Status** button.
- You will be returned to the All Open Orders page.

Uploading Completed Reports

Completed appraisal orders must be uploaded into the ALSI system. **Do not e-mail reports directly to ALSI, or the Client.** Utilize the following procedure to upload completed reports.

1. Save the report as a PDF files, and note their location.
2. Log into the ALSI Vendor Module utilizing your Username and Password.
3. From the [Appraiser Menu](#), click on the file number to open the Appraisal order.
4. Scroll to the bottom of the order where you will see two [Browse](#) buttons
5. Utilize either [Browse](#) button to locate the PDF file of the report
6. Click the [Upload](#) button to upload the invoice and report into the ALSI system. The [Upload](#) button will appear after the Browse fields have been populated.

Note: Do not include a copy of the invoice with the report, or as a separate PDF.

Example:

[Print](#)

Enter file name to upload: [Browse...](#)

Enter file name to upload: [Browse...](#)

Send To Office

This is the final appraisal/report (status will be changed to In Review)

[Files Available For Download](#)

After the report has been uploaded into the ALSI system, it will undergo QC review, and then forwarded to the Client.

Viewing Completed Orders

Use the following procedure to view appraisal orders that have been completed.

1. Click the **Main** tab at the top of the page. The Main menu displays along the left edge of the page.
2. From the Main menu, click the **Completed Orders** button. This opens the All Completed Orders page.

Completed Orders
2 records found

Sorted by:

Ascending Descending

File #	Loan #	Borrower	Address	Client	Date Completed	Status	Inspection Scheduled
910626	123456	Will Williams	83213 Warner Drive - Huntingtown, Md 20639	West Street Bank	6/9/2009	Completed	
910607	1234546	Daniel Borrower	8215 Main Street - Annapolis, MD 21401	West Street Bank	6/8/2009	Completed	

The All Completed Orders page

NOTE: You may need to scroll down the page to view all of the orders listed.

Viewing Canceled Orders

Occasionally the Client may cancel an appraisal order. Use the following procedure to view only those appraisal orders that have been cancelled.

1. Click the **Main** tab at the top of the page. The Main menu displays along the left edge of the page.
2. From the Main menu, click the **Cancelled Orders** button. This opens the All Completed Orders page.

Cancelled Orders
2 records found

Sorted by:

Ascending Descending

File #	Loan #	Borrower	Address	Client	Date Cancelled	Status	Inspection Scheduled
910603		John Johnson	94 West St. - Annapolis, MD 21401	West Street Bank	9/22/2009	Cancelled	
910604		William Client	432 Maple St - Owings, MD 20736	West Street Bank	9/22/2009	Cancelled	

The All Cancelled Orders page

NOTE: You may need to scroll down the page to view all of the cancelled orders in the list.

Viewing All Orders

Use the following procedure to view all orders, regardless of their status.

1. Click the **Main** tab at the top of the page. The Main menu displays along the left edge of the page.
2. From the Main menu, click the **All Orders** button. This opens the All Orders page.

All Orders
5 records found

Sorted by:

Ascending Descending

File #	Loan #	Borrower	Address	Client	Date Due	Status	Inspection Scheduled
911103		Bob Borrower	1234 West Maple Street - Huntingtown, MD 20639	West Street Bank	9/29/2009	Waiting for Acceptance	
910603		John Johnson	94 West St - Annapolis, MD 21401	West Street Bank		Cancelled	
910604		William Client	432 Maple St - Owings, MD 20736	West Street Bank		Cancelled	
910607	1234546	Daniel Borrower	8215 Main Street - Annapolis, MD 21401	West Street Bank	6/15/2009	Completed	
910626	123456	Will Williams	83213 Warner Drive - Huntingtown, Md 20639	West Street Bank	6/16/2009	Completed	

The All Orders page

NOTE: You may need to scroll down the page to view all of the orders listed.

Searching Orders

The ALSI Vendor Module includes a flexible search utility so you can locate orders by file number, address, borrower, and loan number.

1. Click the **Search** tab at the top of the page. The Search menu displays along the left edge of the page.
2. From the Search menu, select the type of search you want to perform and click the appropriate button.
 - a. **File Search:** Enter the exact file number you are looking for in the **Enter File Number** text box and click the **Search** button. File searches will only find results that exactly match your search criteria. For example, searching on "12" will NOT return file #112, but all files with the number "12".
 - b. **Address Search:** Enter all or part of the address you are searching for in the **Enter Property Address** text box and click the **Search** button.
 - c. **Borrower Search:** Enter all or part of the borrower's name that you are searching for in the **Enter Borrower Name** text box and click the **Search** button.
 - d. **Loan Search:** Enter the exact loan number you are looking for in the **Enter File Loan #** text box and click the **Search** button. Loan searches will only find results that exactly match your search criteria. For example: Searching for "10" will NOT return loan #1102

Note: Searches can be as general or specific as you want, and are NOT case sensitive. For example, if you are searching for a borrower and enter "rob" as your search word, it will find any borrower whose name includes those letters, such as Robbie, Roberts, and Jarobski.

Enter Borrower Name

Reports

ALSI's Vendor Module reporting feature enables you to instantly view a report of your open receivables or your paid receivables.

1. Click the **Reports** tab at the top of the page. The Reports menu displays along the left edge of the page.
2. From the Reports menu, select the type of report you want to view and click the appropriate button.
 - a. **Receivables Open:** The receivables open report lists all reports that have been billed to the client and have not been paid to the appraiser.
 - b. **Receivables Paid:** The receivables paid report lists all reports that have been paid to the appraiser within the last 90 days.

The report displays the requested information.

Open Accounts Receivables

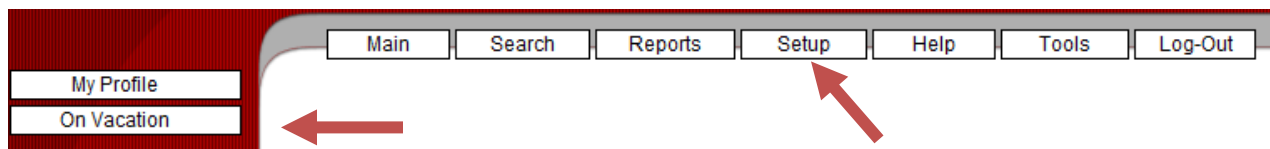
There are 2 appraisals due to be paid to Tom Appraiser . Note: Supervisor and Reviewer fees are included in this report .

Total current receivables = \$640.00

File #	Borrower	Address	Product	Completed	Invoiced	Fee	Type
910607	Daniel Borrower	8215 Main Street - Annapolis, MD 21401	FNMA-1004 URAR	6/8/2009	6/8/2009	\$320.00	A
910626	Will Williams	83213 Warner Drive - Huntingtown, Md 20639	FNMA-1004 URAR	6/9/2009	6/9/2009	\$320.00	A

Changing Appraiser Status to On Vacation

You can temporarily remove yourself from order consideration by changing your status to On Vacation. This is done by logging into the ALSI Vendor Module, selecting Setup on the top menu, and then selecting **On Vacation** located to the left. Remember to change your status to **Off Vacation** when your are ready to receive appraisal orders again.



Editing Your Appraiser Profile

If necessary, you can update or change your profile information. This allows you to make changes to your contact information, license information, and coverage area. Use the following procedure to edit your profile.

1. Click the **Setup** tab at the top of the main page. The Setup menu displays along the left edge of the page.
2. From the Setup menu, click the **My Profile** button. The Appraiser Profile page opens, displaying all of your appraiser information.

Appraiser Profile

Fields marked with an * are required

Name: Tom Appraiser *

Designation: CRA

Company Name: Tom's Appraisal Services

Tax ID/SSN: 01-234567 *

Email:

Primary: TomAppraiser@email.com *

Secondary:

Phone #:

Business: 301 555-1212 *

Cell: 301 555-1234

Home:

Fax: 301 555-1235

Web Site:

Communication Method: Email

Address: 123 Main Street *

Annapolis MD 21401 *

Mailing Address: 123 Main Street

Annapolis MD 21401

Licenses:

License #: *	State:	Exp. Date:	Reason
03-1234	Maryland	12/31/2010	
	Select State		
	Select State		

Documents: [Attach and View Documents](#) (License, E&O, Sample appraisal, etc)

Software Type: ACI

Certification: Certified Residential FHA VA

Product Types Performed:

Select from the list of Product Types:

- Residential Appraisal
- Commercial Appraisal
- BPO
- Title
- AVM
- Credit

This Appraiser performs the following:

Select from the list of Commercial Types:

- Vacant Land
- Residential Sub-division
- Free-Standing Retail
- Neighborhood Shopping Center
- Community Shopping Center
- General Office

This Appraiser has expertise in the following:

Click Attach and View Documents to open sub-screen and upload PDF copies of Appraiser's license, E&O and resume.

Approved Lender Lists:

Coverage Area: [Click here for Enhanced Coverage Area](#)

E&O:

Company Name:	General Liability *
Coverage Per Incident: \$	100,000.00 *
Expiration Date:	12/31/2009 *

Click here for Enhanced Coverage Area will open sub-screen to allow the appraiser to enter their coverage area

3. Make the desired changes to the information in your profile.
4. Click the **Save button** at the bottom of the page. A message displays to notify you that your profile has been updated.

Sending Office/ALSI E-mail

If you have questions, or comments regarding an appraisal order, utilize the E-mail office icon for communication with ALSI staff. From within the online appraisal order, click the E-mail office icon to open the e-mail sub-screen. After completing your email, click send. This will forward the e-mail to our staff, and link it with the order. **Do Not contact the Client directly.**



This will allow you to send any questions or comments to the ALSI office regarding the order



This will allow you to see any emails that have been sent to the ALSI office regarding the order

Email Appraisal Logistic Solutions, Inc.

Subject:

Message:

I

Logging Out

When you are finished using the ALSI Vendor Module, you should log out so no one else can access your account. To log out, simply click the [Log-Out](#) tab.

After you are logged out, you will see the message, "Thank you for using Appraisal Logistic Solutions, Inc.". You may now close your browser window, if desired.