Ordering a New Appraisal

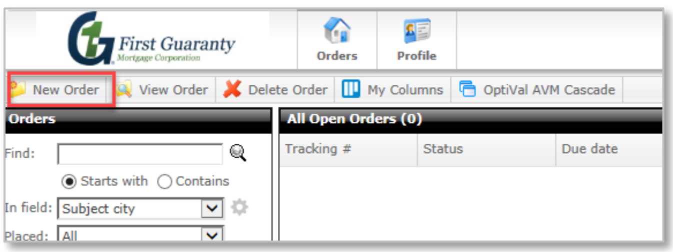
This job aid outlines the steps for ordering an appraisal through the Mercury Network.

Note: Mercury Network works better with the Google Chrome internet browser.

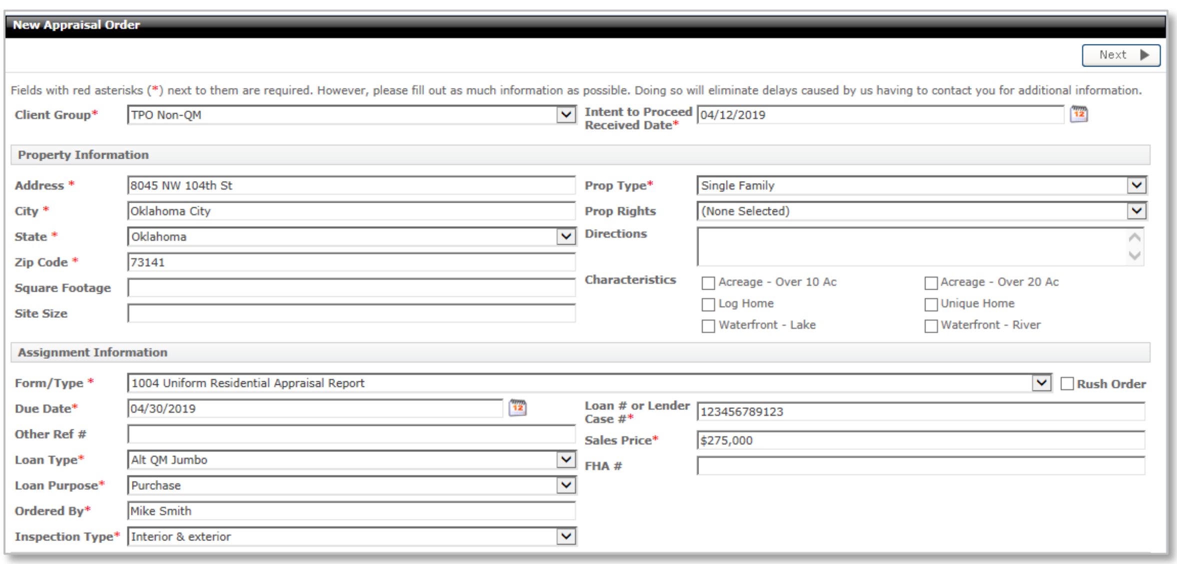
To Order a New Appraisal:

1. Log in to [Mercury]() Client Portal.
2. In the box that appears, enter your Mercury Network **Username** and **Password** and click **Sign In**.

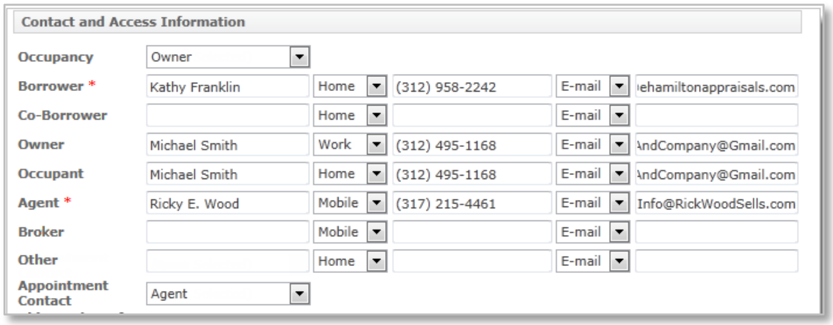
3. To start a new order, click **New Order** in the toolbar on the upper left.



4. From the **Client Group** dropdown, select *TPO Non-QM* and enter the *date* the Intent to Proceed was received.
5. Fill out the appraisal order information. Fields marked with a red asterisk (*) are required.

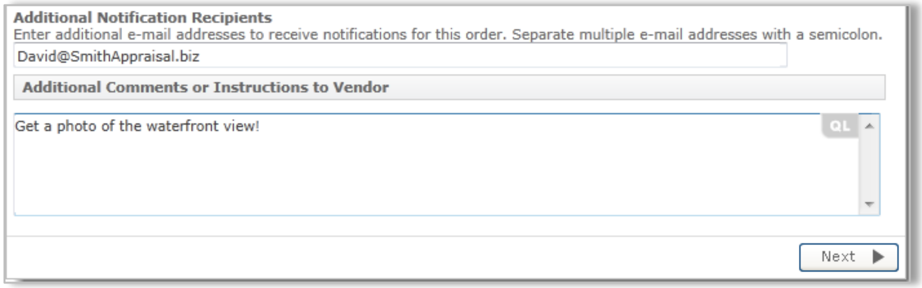


6. Enter the Contact and Access Information for the order. Enter the contacts' names, select their preferred contact methods using the drop-down menus, and enter their contact information in the appropriate fields.



7. At the bottom of the Contact and Access Information section, enter any **Additional Notification Recipients**. If you need to send notifications to anyone that isn't covered in the order and contact information, enter their email address here. Separate multiple recipients using a semicolon (**;**).

   Beneath the Contact and Access Information section, enter any **Additional Comments or Instructions to Vendor**. If there is any additional information you need to convey to the vendor when placing the order that isn't covered by the other areas of the order form, enter that information here.



8. When you click **Next,** you're taken to an order confirmation screen. From here you're able to view the order's details. At the bottom, confirm or adjust the fee and payment method.

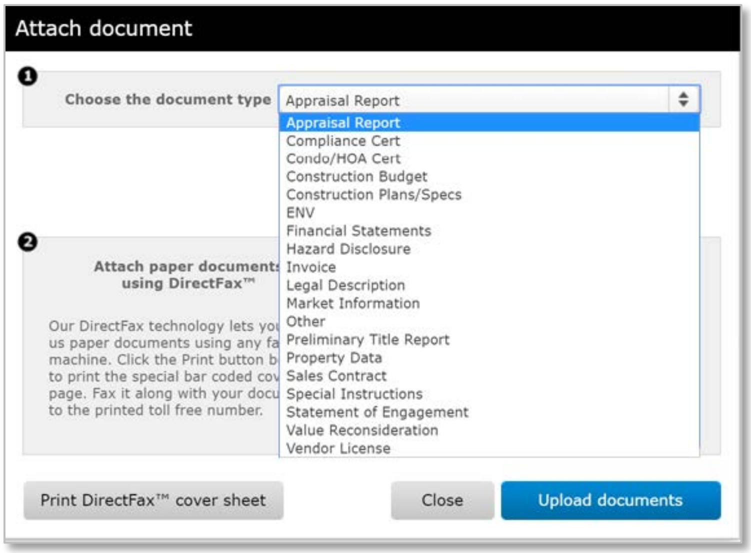
9. After reviewing all information, scroll to the bottom of the page to the **Payment Information Section**. The Order Fee will automatically be generated. Select the Payment Method. If the borrower is ready to pay at that moment, select **CC to Vendor**, and then click on the **Add Credit Card Info** link to the right of the *Payment Method* field.

   Once the credit card information has been entered and saved, click the **Next** button.

Attaching Documents:

1. A dialog box will appear that will allow you to attach documents to the order, if necessary.

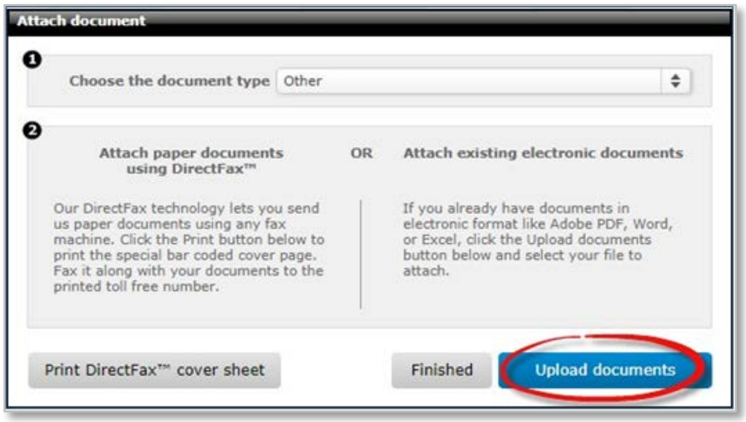
   Choose the document type from the drop-down list:



2. Choose the option to **Upload Documents** or **Print DirectFax™ cover sheet.**

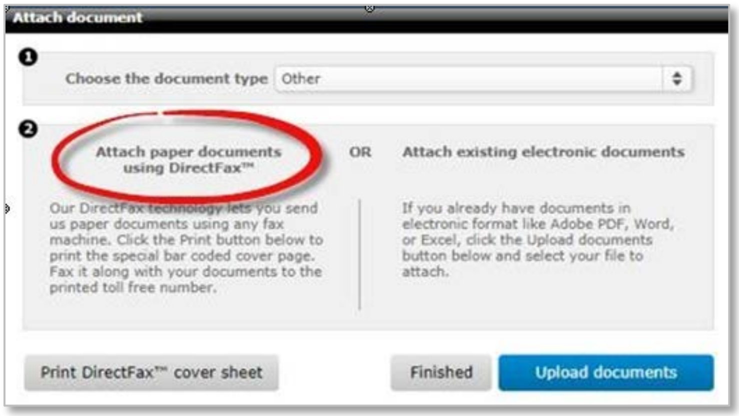
<u>Attach existing electronic documents</u>

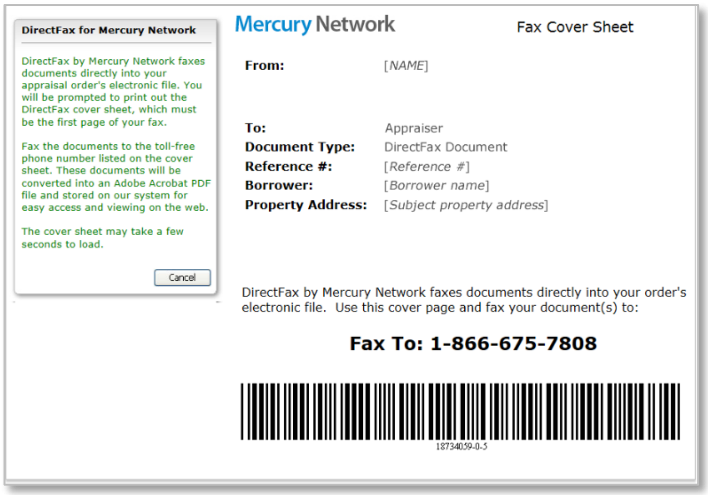
- Click **Upload documents**.
- Browse to the location where the document is saved
- Select the file and click **Open** then you will see a progress bar while the document is uploaded.
- When the document has finished uploading, you have the option to upload additional documents or select **Close** when done.
- Once all documents have been uploaded, click **Finished**.



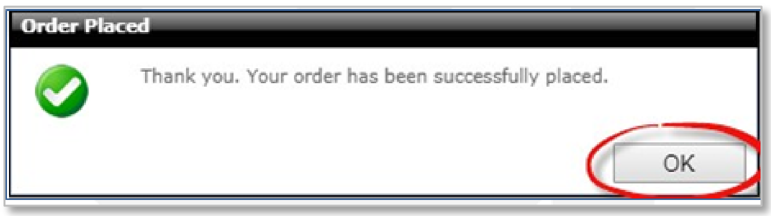
<u>Attach paper documents using DirectFax™</u>

- Click **Print DirectFax™ Cover Sheet** in the **Attached Document** window.
- Select your print options and click **Save** or **Print**.
- Follow the instruction on the DirectFax™ cover sheet and fax the document(s), along with the cover sheet to 866-675-7808.





An *Ordered Placed* pop-up box will appear indicating that your order has been successfully completed. Click **OK** and will bring you back to the main Order page.



Once your document is attached to the order, it will appear in the **Documents** section of the order.

- Click any document in the list, to view the Document Details in the Details and Tools section below.
- To open a document, select it from the list and click the Open icon the Details and Tools section below.
- To remove the document, select if rom the list and click the **Delete** icon in the **Details and Tools** section.