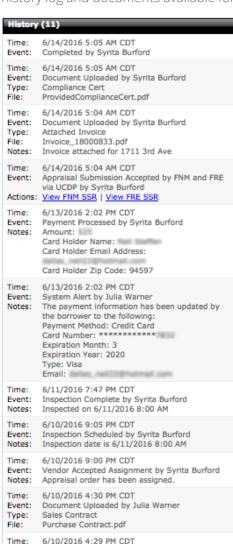


Finding Answers Fast: Check The Order History, Email Street Smart Valuations, Escalate

Was my order accepted? Was my rush request acknowledged? Was my request to change appraisal types completed? What is my due date? Has my due date changed? Is the inspection done? Is my SSR available? Is my invoice available? Is the report completed? Has my revision request been completed?

These answers and more are often on your order's history. Check it by logging into the appraisal site, and searching for the order. The history screen is a powerful tool as you manage your appraisal pipeline proactively, and reduces the need to rely on email notifications, which can be a reactive approach to pipeline management. Below is a sample of a typical order history log and documents available for viewing to supplement the system email notifications that go out with each order:



Event: In Progress by Julia Warner

In the example on the left, one can see when the order went into progress, that the sales contract is attached to the order, the inspection scheduled and completed dates and the payment info, etc.

You have access to the invoice, the SSR reports, the compliance cert, and the report for all orders on the appraisal website, in the order's "Documents" section.

Finding answers is easy!

- 1. Login at StreetSmartValuations.com, sign into the site using the same login under which the order was placed, and search for your order (be sure to change the order status to completed, if you are looking for an order that is complete or may have been completed).
- 2. If you cannot find the answer you are looking for in the order history, email support@ssvalues.com

