



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:

History (11)	
Time: 6/14/2016 5:05 AM CDT	Event: Completed by Syrita Burford
Time: 6/14/2016 5:05 AM CDT	Event: Document Uploaded by Syrita Burford
Type: Compliance Cert	File: ProvidedComplianceCert.pdf
Time: 6/14/2016 5:04 AM CDT	Event: Document Uploaded by Syrita Burford
Type: Attached Invoice	File: Invoice_18000833.pdf
Notes: Invoice attached for 1711 3rd Ave	
Time: 6/14/2016 5:04 AM CDT	Event: Appraisal Submission Accepted by FNM and FRE via UCDP by Syrita Burford
Actions: View FNM SSR View FRE SSR	
Time: 6/13/2016 2:02 PM CDT	Event: Payment Processed by Syrita Burford
Notes: Amount: \$100	Card Holder Name: [REDACTED]
	Card Holder Email Address: [REDACTED]
	Card Holder Zip Code: 94597
Time: 6/13/2016 2:02 PM CDT	Event: System Alert by Julia Warner
Notes: The payment information has been updated by the borrower to the following:	Payment Method: Credit Card
	Card Number: *****[REDACTED]
	Expiration Month: 3
	Expiration Year: 2020
	Type: Visa
	Email: [REDACTED]
Time: 6/11/2016 7:47 PM CDT	Event: Inspection Complete by Syrita Burford
Notes: Inspected on 6/11/2016 8:00 AM	
Time: 6/10/2016 9:05 PM CDT	Event: Inspection Scheduled by Syrita Burford
Notes: Inspection date is 6/11/2016 8:00 AM	
Time: 6/10/2016 9:00 PM CDT	Event: Vendor Accepted Assignment by Syrita Burford
Notes: Appraisal order has been assigned.	
Time: 6/10/2016 4:30 PM CDT	Event: Document Uploaded by Julia Warner
Type: Sales Contract	File: Purchase Contract.pdf
Time: 6/10/2016 4:29 PM CDT	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

Documents	
Document Type	Date Uploaded
▼ Completed Report (Current) *	06/14/2016
Report PDF	
MISMO XML	
FNM SSR	
FRE SSR	
▼ Order Documents	
Sales Contract	06/10/2016
Attached Invoice	06/14/2016
Compliance Cert	06/14/2016