

## APPRAISAL DELIVERY INSTRUCTIONS – QUICK REFERENCE TOOL

- **Browser:** Internet Explorer “Only”
- **Website:** <https://www.gofnc.com/suntrust/>
- Automated communication from the CMS System will come from the email address:  
[NOREPLY@CORELOGIC.COM](mailto:NOREPLY@CORELOGIC.COM)

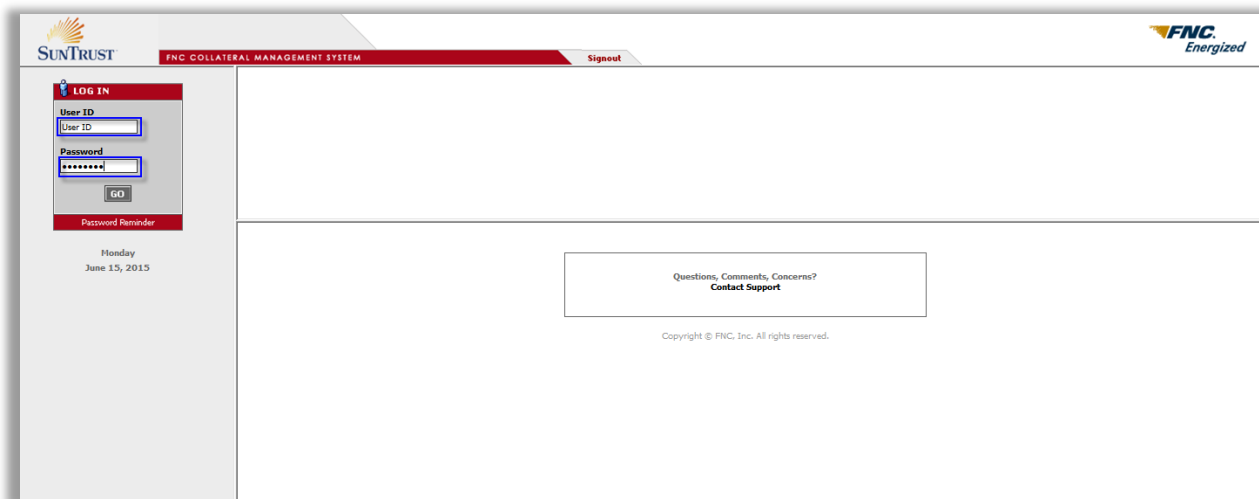
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Logging into: <https://www.gofnc.com/suntrust/>

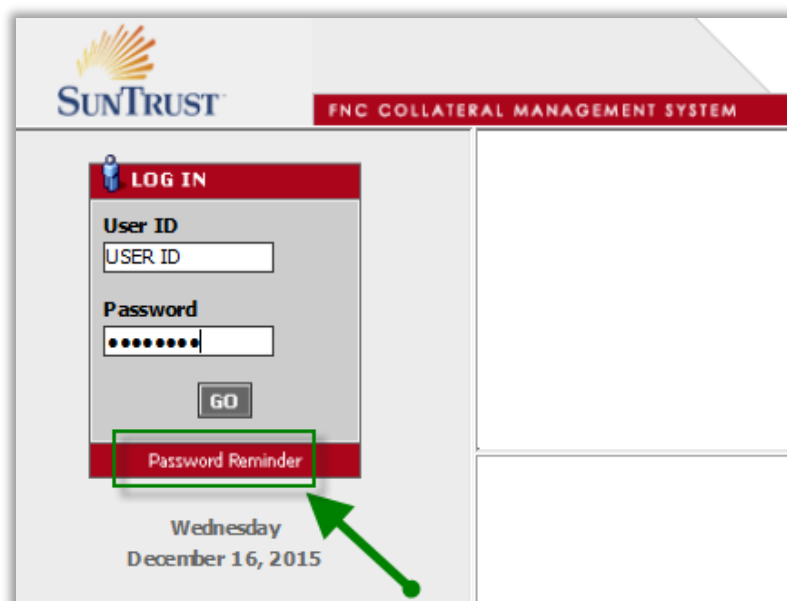
Enter your SunTrust supplied User ID and Password

- **User Id:** your email address
- **Password:** First time logging in, use: abc123




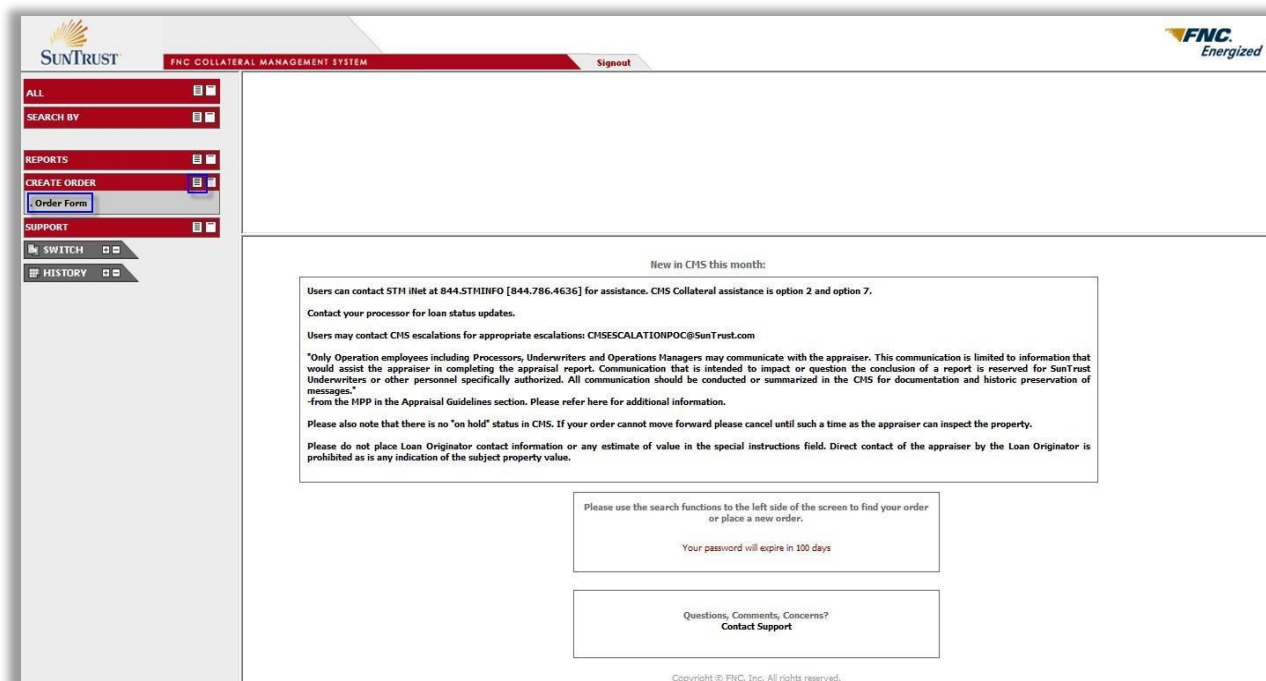
- **Forgot Password:**

If you forgot your password or do not know it, you can reset your own password by clicking the password reminder link and following the prompts. If you have issues with this please reach out to [CorrespondentAppraisals@SunTrust.com](mailto:CorrespondentAppraisals@SunTrust.com)



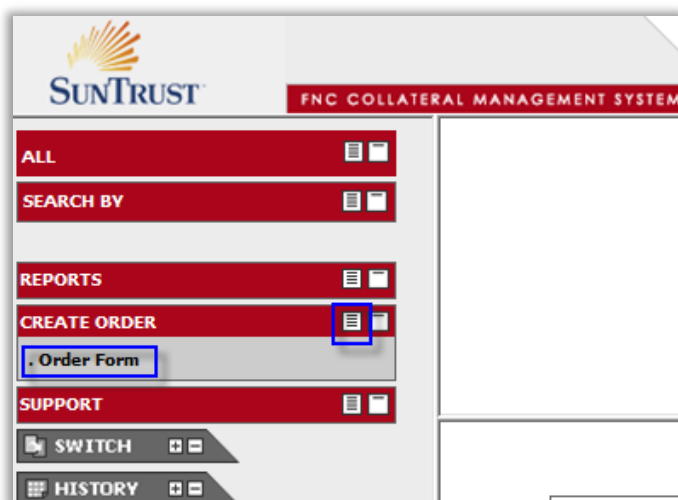
## Accessing the Order Form

- From the Menu on the left, Locate **Create Order**
- Click the icon  to open this section
- Click: **Order Form**



The screenshot shows the SunTrust FNC Collateral Management System interface. The left-hand navigation menu is expanded, and the 'CREATE ORDER' section is highlighted. Within this section, the 'Order Form' option is selected and highlighted with a blue box. The main content area displays a message titled 'New in CMS this month:' with several paragraphs of text regarding user assistance, processor contact, and communication protocols. Below the message are two informational boxes: one stating 'Please use the search functions to the left side of the screen to find your order or place a new order.' and another stating 'Your password will expire in 100 days'. At the bottom of the main area, there is a link for 'Questions, Comments, Concerns? Contact Support'.

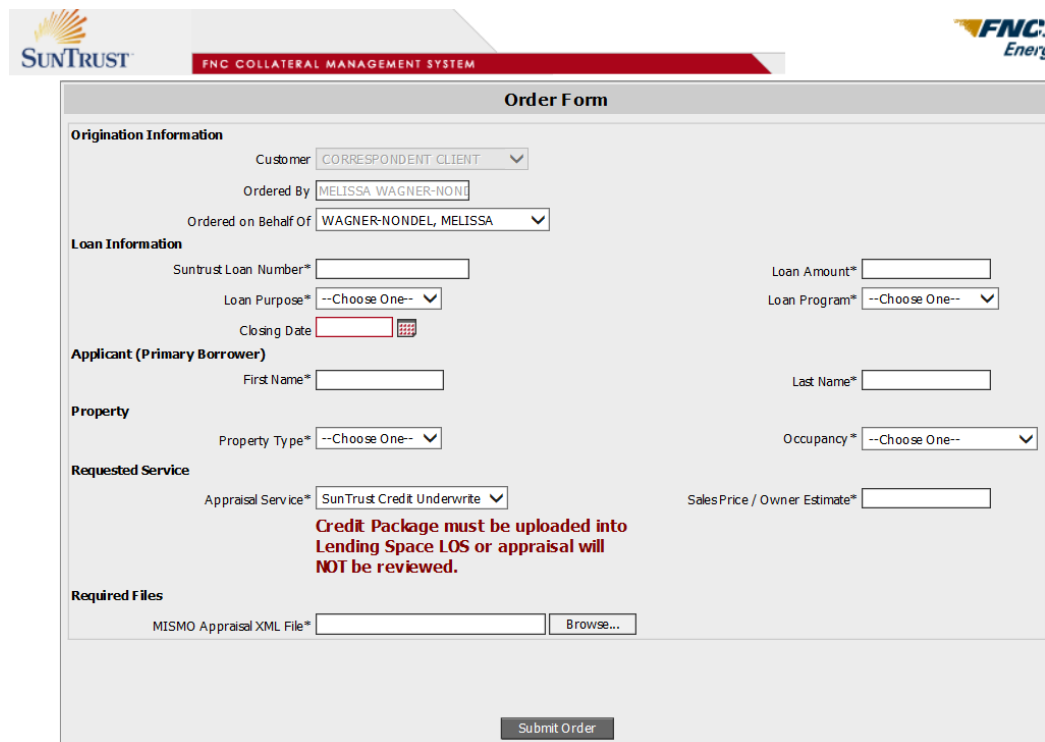
Expanded View is below:



This screenshot provides a closer view of the left-hand navigation menu. The 'CREATE ORDER' menu item is highlighted with a blue box, and the 'Order Form' sub-item is also highlighted with a blue box. The rest of the menu items, including 'ALL', 'SEARCH BY', 'REPORTS', 'SUPPORT', 'SWITCH', and 'HISTORY', are visible in their standard red and white styling.

## Completing the Order Form

- Important: For Non-Delegated Loans i.e. SunTrust Credit Underwrite:**  
 The Credit Package MUST be delivered to Underwriting in Lending Space **BEFORE** the appraisal. You MUST have a SunTrust Loan Number to identify your order.
- Important: For Delegated Loans i.e. Client Credit Underwrite:**  
 The loan number cannot exceed 10 digits. Do not add any spaces in the loan number.
- Complete all fields;** this will assist with proper Routing to the appropriate Appraisal Analyst.
- Closing Date is not required.
- Browse for your MISMO XML Appraisal [ must use a MISMO XML file]
- Browse for the “Sales Contract” [as applicable].
- Click: Submit Order**



The screenshot shows the 'Order Form' interface within the 'FNC COLLATERAL MANAGEMENT SYSTEM'. The form is divided into several sections:

- Origination Information:** Includes dropdowns for 'Customer' (CORRESPONDENT CLIENT), 'Ordered By' (MELISSA WAGNER-NONDEL), and 'Ordered on Behalf Of' (WAGNER-NONDEL, MELISSA).
- Loan Information:** Includes input fields for 'Suntrust Loan Number\*', 'Loan Amount\*', 'Loan Purpose\*' (dropdown), and 'Loan Program\*' (dropdown). There is also a 'Closing Date' field with a calendar icon.
- Applicant (Primary Borrower):** Includes input fields for 'First Name\*' and 'Last Name\*'.
- Property:** Includes dropdowns for 'Property Type\*' and 'Occupancy\*'.
- Requested Service:** Includes a dropdown for 'Appraisal Service\*' (SunTrust Credit Underwrite) and an input field for 'Sales Price / Owner Estimate\*'. A red warning message states: 'Credit Package must be uploaded into Lending Space LOS or appraisal will NOT be reviewed.'
- Required Files:** Includes an input field for 'MISMO Appraisal XML File\*' and a 'Browse...' button.

A 'Submit Order' button is located at the bottom center of the form.

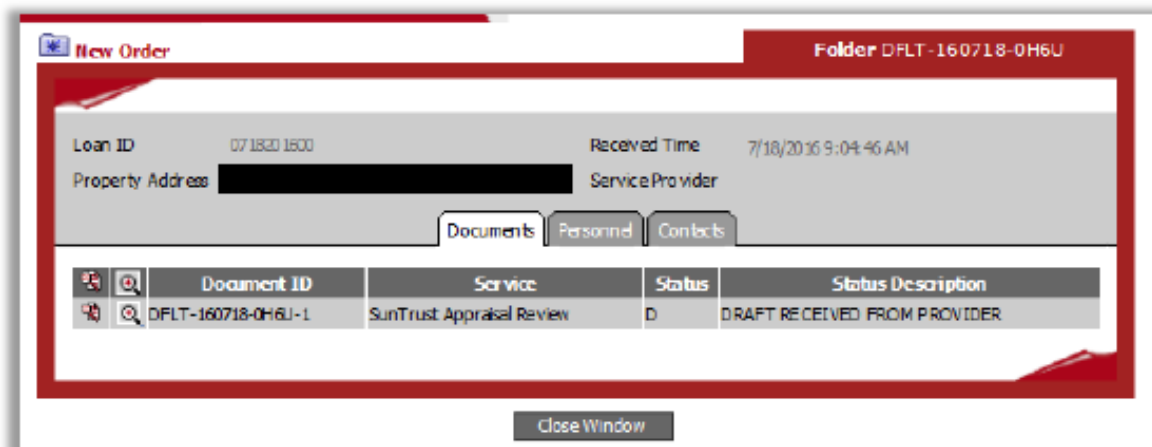
## Upload Confirmation

Below is the confirmation screen showing the appraisal receipt and the status: **Draft Received**

- If you do not see this screen, you must search for the order by loan number (see page 7) to ensure the file was uploaded and is in Ready for Review status.
- If it will not upload please contact [CorrespondentAppraisals@SunTrust.com](mailto:CorrespondentAppraisals@SunTrust.com) with the loan number and issue.

The appraisal has now been uploaded to SunTrust Mortgage and is available to be assigned for review.

**Important Note:** Revision uploads are covered starting on page 9 of this document. Please be very careful “not” to create a New Order. You will need to search for this order and add the revision to this order.



## Successful Appraisal Order Notifications

### First Email Notification: Appraisal Order Confirmation email

**From:** no-reply@corelogic.com [mailto:no-reply@corelogic.com]  
**Sent:** Thursday, January 03, 2019 8:35 AM  
**To:** [REDACTED]  
**Subject:** Order Confirmation for Loan Number 0103201801

Loan Number: 0103201801

The appraisal has been successfully uploaded. To access the order, please login to the CMS website.

<https://www.gofnc.com/suntrust>

Please do not respond to this email. It was generated by an automated system and no one will see your reply. Users can contact [CorrespondentAppraisals@SunTrust.com](mailto:CorrespondentAppraisals@SunTrust.com) with questions.

### Second Email Notification: Appraisal order has been assigned to a reviewer

**From:** no-reply@corelogic.com [mailto:no-reply@corelogic.com]  
**Sent:** Thursday, January 03, 2019 8:39 AM  
**To:** [REDACTED]  
**Subject:** 0103201801: Appraisal Reviewer Assigned,

The appraisal report has been assigned to a reviewer.

<https://uat.fncinc.com/suntrust>

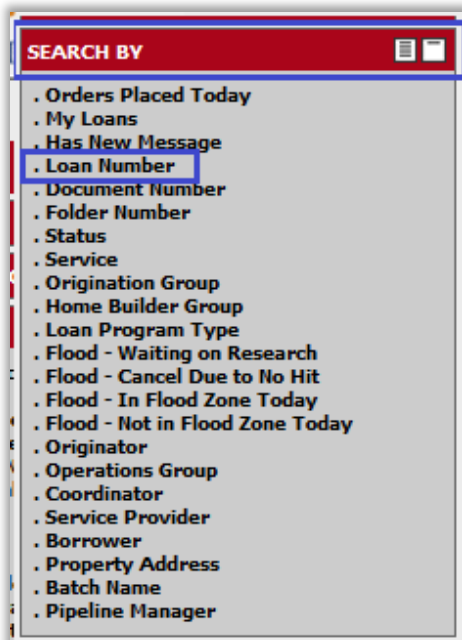
Please do not respond to this email. It was generated by an automated system and no one will see your reply. Users can contact [CorrespondentAppraisals@SunTrust.com](mailto:CorrespondentAppraisals@SunTrust.com) with questions.

## Searching for an Appraisal Order

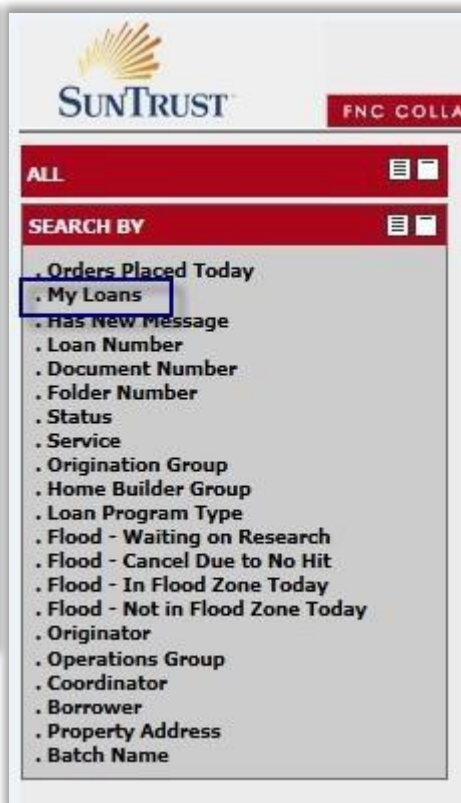
You can use the **Search By** feature to look for appraisals orders by:

- **Loan Number** or,
- **My Loans**, this will display the full view of the appraisal order. Please note the My Loans feature will show all of the open orders uploaded to CMS by the Correspondent Client.

Loan Number Search Is Below:



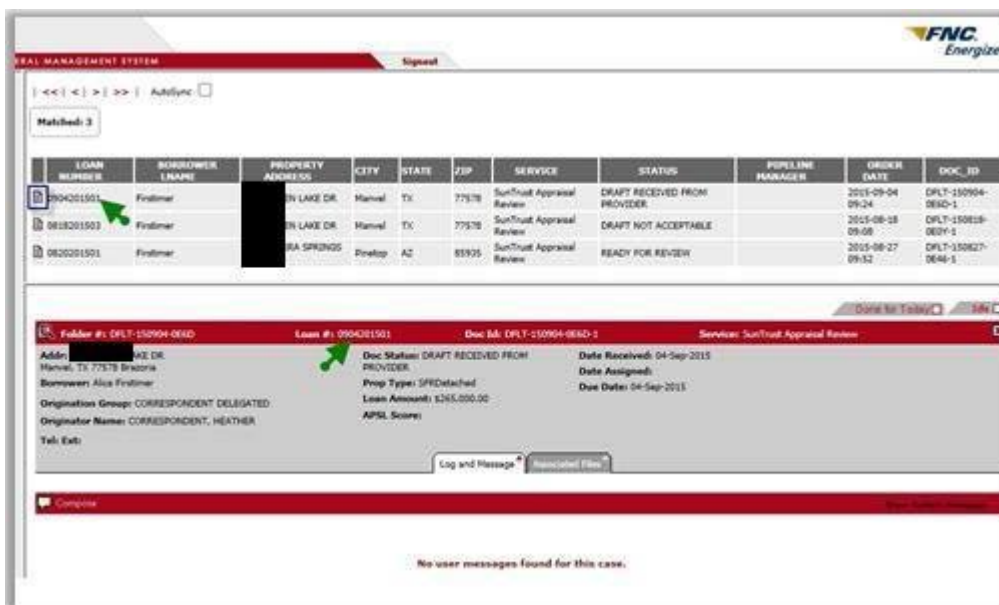
My Loans Search is below:



## Opening Your Appraisal Order:

- Searching by both the **Loan Number** or in **My Loans** will display the order at the top of the screen.
- Click on the **Paper icon** (Left of the loan number) to open the order  
This will open the order and display the Work Tabs below:
  - **Log and Messages** and
  - **Associated Files**

**Important:** Be sure the loan number (shown by Green Arrow in top search box) matches the loan number in the Workspace below (also shown by Green Arrow). You must Click the paper Icon again if they do not match.



The screenshot shows the FNC Energized Loan Management System interface. At the top, there is a navigation bar with "FNC Energized" and "Signal" buttons. Below this is a search bar with "Matched: 3" results. A table lists appraisal orders with columns for Loan Number, Borrower LName, Property Address, City, State, ZIP, Service, Status, Pipeline Manager, Order Date, and Doc ID. A green arrow points to the first row (Loan # 0904201501). Below the table, the expanded view for Loan # 0904201501 is shown, displaying details such as Doc Status (DRAFT RECEIVED FROM PROVIDER), Date Received (04-Sep-2015), Date Assigned, and Due Date (04-Sep-2015). A green arrow points to the Loan # field in the expanded view.

LOAN NUMBER	BORROWER LNAME	PROPERTY ADDRESS	CITY	STATE	ZIP	SERVICE	STATUS	PIPELINE MANAGER	ORDER DATE	DOC ID
0904201501	Firstimer	3514 ASPEN LAKE DR	Manvel	TX	77578	SunTrust Appraisal Review	DRAFT RECEIVED FROM PROVIDER		2015-09-04 09:24	DFLT-150904-0E6D-1
0818201503	Firstimer	3514 ASPEN LAKE DR	Manvel	TX	77578	SunTrust Appraisal Review	DRAFT NOT ACCEPTABLE		2015-08-18 09:08	DFLT-150818-0E6D-1
0820201501	Firstimer	9579 SIERRA SPRINGS DR	Pinetop	AZ	85935	SunTrust Appraisal Review	READY FOR REVIEW		2015-08-27 09:32	DFLT-150827-0E46-1

Expanded View is below:



This close-up screenshot shows the loan list table and the expanded view for loan 0904201501. A green arrow points to the paper icon in the first row of the table. Another green arrow points to the Loan # field in the expanded view.

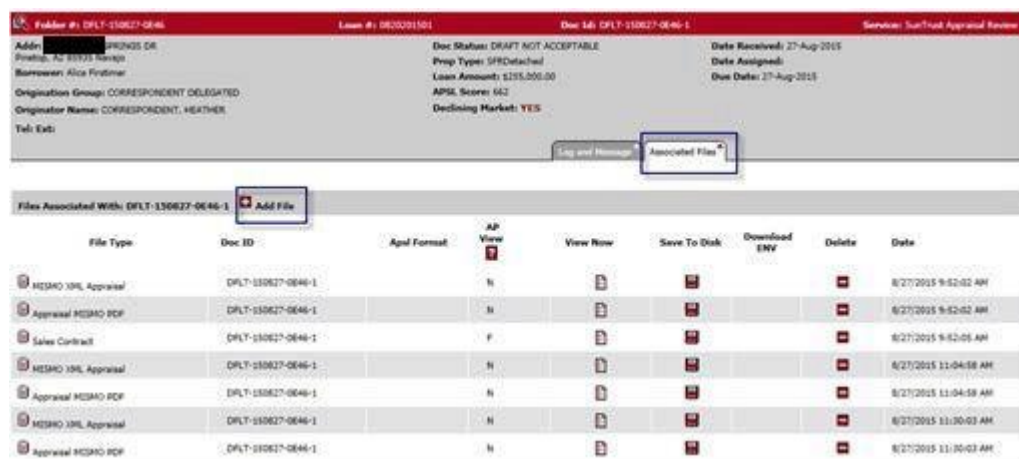
LOAN NUMBER	BORROWER LNAME	PROPERTY ADDRESS	CITY	STATE
0904201501	Firstimer	3514 ASPEN LAKE DR	Manvel	TX
0818201503	Firstimer	3514 ASPEN LAKE DR	Manvel	TX
0820201501	Firstimer	9579 SIERRA SPRINGS DR	Pinetop	AZ

Folder #: DFLT-150904-0E6D      Loan #: 0904201501  
 Addr: 3514 ASPEN LAKE DR      Doc Status: DRAFT



## Uploading the Revised Appraisal on the Associated File Tab

- Locate and open your order using the Search Feature:
  - Non Delegated i.e. **SunTrust Credit Underwrite** - **SunTrust Loan Number**
  - Delegated i.e. **Client Credit Underwrite** - **Lender Loan Number** or the **SunTrust Loan Number**
- All Revised Appraisals must be uploaded thru the **Associated Files Tab** within the “original” order **\*\*DO NOT CREATE A NEW ORDER\*\***
- Click the **Associated Files Tab**
- Click the **Add Files +** plus sign
- A file upload window will display
- **Important!** Choose the correct File Type from the drop down menu: **MISMO XML Appraisal**
- Browse for your MISMO XML Appraisal
- Click **Send File**



Folder #: DFLT-150827-0E46  
 Loan #: 0820201501  
 Doc Id: DFLT-150827-0E46-1  
 Services: SunTrust Appraisal Review

Address: [REDACTED] BROWNS CR  
 Property: 40 55733 10000  
 Borrower: Alice Firstman  
 Origination Group: CORRESPONDENT DELEGATED  
 Originator Name: CORRESPONDENT, HEATHER  
 Tab Exit

Doc Status: DRAFT NOT ACCEPTABLE  
 Prop Type: SFRDetached  
 Loan Amount: \$255,000.00  
 APSL Score: 662  
 Declining Market: YES

Date Received: 27-Aug-2015  
 Date Assigned:  
 Due Date: 27-Aug-2015

Log and Message | **Associated Files**

Files Associated With: DFLT-150827-0E46-1 **Add File**

File Type	Doc ID	Appl Format	AP View	View Now	Save To Disk	Download ENV	Delete	Date
MISMO XML Appraisal	DFLT-150827-0E46-1	N	N	[Icon]	[Icon]	[Icon]	[Icon]	8/27/2015 9:52:02 AM
Appraisal MISMO PDF	DFLT-150827-0E46-1		N	[Icon]	[Icon]	[Icon]	[Icon]	8/27/2015 9:52:02 AM
Sales Contract	DFLT-150827-0E46-1	F		[Icon]	[Icon]	[Icon]	[Icon]	8/27/2015 9:52:05 AM
MISMO XML Appraisal	DFLT-150827-0E46-1	N	N	[Icon]	[Icon]	[Icon]	[Icon]	8/27/2015 11:04:58 AM
Appraisal MISMO PDF	DFLT-150827-0E46-1		N	[Icon]	[Icon]	[Icon]	[Icon]	8/27/2015 11:04:58 AM
MISMO XML Appraisal	DFLT-150827-0E46-1	N	N	[Icon]	[Icon]	[Icon]	[Icon]	8/27/2015 11:00:03 AM
Appraisal MISMO PDF	DFLT-150827-0E46-1		N	[Icon]	[Icon]	[Icon]	[Icon]	8/27/2015 11:00:03 AM

### Expanded view:



Loan #: 0820201501  
 Doc Id: DFLT-150827-0E46-1

Doc Status: DRAFT NOT ACCEPTABLE  
 Prop Type: SFRDetached  
 Loan Amount: \$255,000.00  
 APSL Score: 662  
 Declining Market: YES

Date Received: 27-Aug-2015  
 Date Assigned:  
 Due Date: 27-Aug-2015

Log and Message | **Associated Files**

**Add File**

## Uploading the Revised Appraisal on the Associated Files Tab *continued*

Expanded View Continued

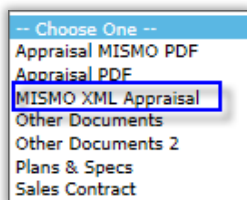


The screenshot shows a web form for uploading a file. The form fields are as follows:

- Method:** HTTP Persits Upload
- From:** HEATHER CORRESPONDENT
- Subject:** Report for Job:DFLT-150827-0E46-1
- File Type:** MISMO XML Appraisal (dropdown menu)
- Report:** C:\Users\uvhb34\Desktop\FNC\Corresponde (with a "Browse..." button)
- Property:** (DFLT-150827-0E46-1)  
9579 SIERRA SPRINGS  
Pinetop, AZ 85935

Below the form fields, there is a warning message: "Uploaded documents to CMS must not contain sensitive client information (for example: credit applications, income documents, etc.)". At the bottom of the form, there is a "Send File(s)" button.

Below is an image of the file type drop down box

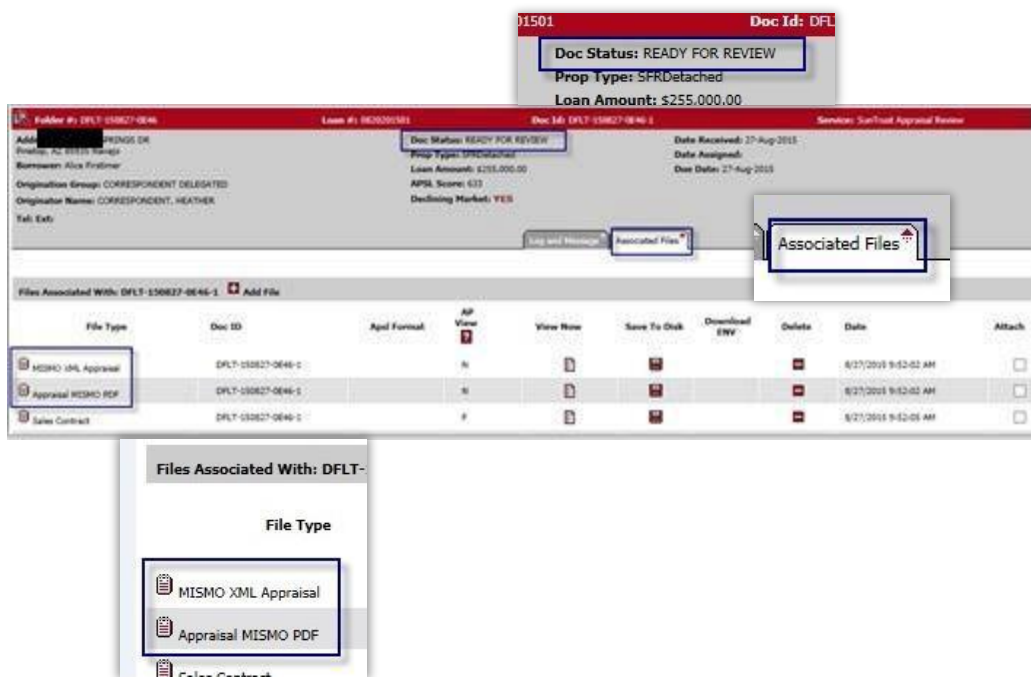


## Uploading the Revised Appraisal on the Associated Files Tab *continued*

Check to see if your upload was successful:

- If the status does not update to either **Ready for Review** or **Exception for Reviewer**, check the **Associated Files** tab and see if you see 'both':
  - a **MISMO XML Appraisal** and
  - An **Appraisal MISMO PDF**

If not, your MISMO XML appraisal file may be corrupt. You will need to request and upload a new MISMO XML appraisal. Again check to see if your upload was successful.



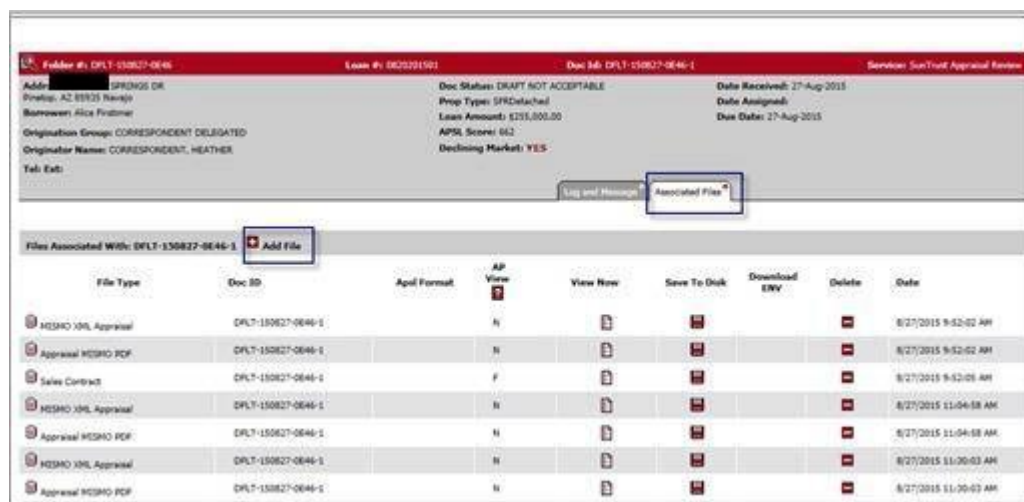
The screenshot displays the SunTrust Appraisal Review interface. At the top, a red header bar shows 'Doc Status: READY FOR REVIEW', 'Prop Type: SFRDetached', and 'Loan Amount: \$255,000.00'. Below this, a table lists associated files. A callout box highlights the 'Associated Files' tab, and another callout box shows a list of file types: 'MISMO XML Appraisal' and 'Appraisal MISMO PDF'.

File Type	Doc ID	Appl Format	AP View	View Note	Save To Disk	Download ENV	Delete	Date	Attach
MISMO XML Appraisal	DFLT-150827-0646-0		N					8/27/2015 9:52:02 AM	<input type="checkbox"/>
Appraisal MISMO PDF	DFLT-150827-0646-0		N					8/27/2015 9:52:02 AM	<input type="checkbox"/>
Sales Contract	DFLT-150827-0646-0		F					8/27/2015 9:52:02 AM	<input type="checkbox"/>

## Uploading a Revised Sales Contract via the Associated Files Tab

- Locate your Appraisal Order via the search feature
- Open your order using the paper icon
- Click the **Associated Files** Tab
- Click the **Add Files** + plus sign
- A file upload window will display
- Choose the correct File Type in the dropdown: **SALES CONTRACT**
- Browse for your Revised Sales Contract
- Click **Send File**

The Sales Contract will be viewable on the Associated Files Tab under File Type



Folder #: DFLT-150827-0E46 Loan #: 0820201501 Doc ID: DFLT-150827-0E46-1 Services: SunTrust Appraisal Review

Address: SPRINGS DR Doc Status: DRAFT NOT ACCEPTABLE Date Received: 27-Aug-2015  
 Pinelake: AZ 88925 Navajo Prop Type: SFRDetached Date Assigned:  
 Borrower: Alice Fratimer Loan Amount: \$255,000.00 Due Date: 27-Aug-2015  
 Origination Group: CORRESPONDENT DELISTED APSL Score: 662  
 Originator Name: CORRESPONDENT, HEATHER Declining Market: YES  
 Tab Exit: Log and Message Associated Files

Files Associated With: DFLT-150827-0E46-1 Add File

File Type	Doc ID	Appl Format	AP View	View Now	Save To Disk	Download ENVY	Delete	Date
HQDRM XML Appraisal	DFLT-150827-0E46-1	N	N					8/27/2015 9:52:02 AM
Appraisal HQDRM PDF	DFLT-150827-0E46-1	N	N					8/27/2015 9:52:02 AM
Sales Contract	DFLT-150827-0E46-1	F	N					8/27/2015 9:52:05 AM
HQDRM XML Appraisal	DFLT-150827-0E46-1	N	N					8/27/2015 11:04:58 AM
Appraisal HQDRM PDF	DFLT-150827-0E46-1	N	N					8/27/2015 11:04:58 AM
HQDRM XML Appraisal	DFLT-150827-0E46-1	N	N					8/27/2015 11:06:03 AM
Appraisal HQDRM PDF	DFLT-150827-0E46-1	N	N					8/27/2015 11:06:03 AM

Expanded view is below:



Loan #: 0820201501 Doc ID: DFLT-150827-0E46-1

Doc Status: DRAFT NOT ACCEPTABLE Date Received: 27-Aug-2015  
 Prop Type: SFRDetached Date Assigned:  
 Loan Amount: \$255,000.00 Due Date: 27-Aug-2015  
 APSL Score: 662  
 Declining Market: YES  
 Log and Message Associated Files

Add File

## Uploading a Revised Sales Contract via the Associated Files Tab *Continued*

**Method:** HTTP Persits Upload

**From:** DWIGHT NESBITT

**Subject:** Report for Job: DFLT-150803-0DVD-1

**File Type:** Sales Contract ▼




**Report:**  Browse...

**Property:** (DFLT-150803-0DVD-1)  
10050 SOMERSET  
Shreveport, LA 71106

**Uploaded documents to CMS must not contain sensitive client information (for example: credit applications, income documents, etc.)**

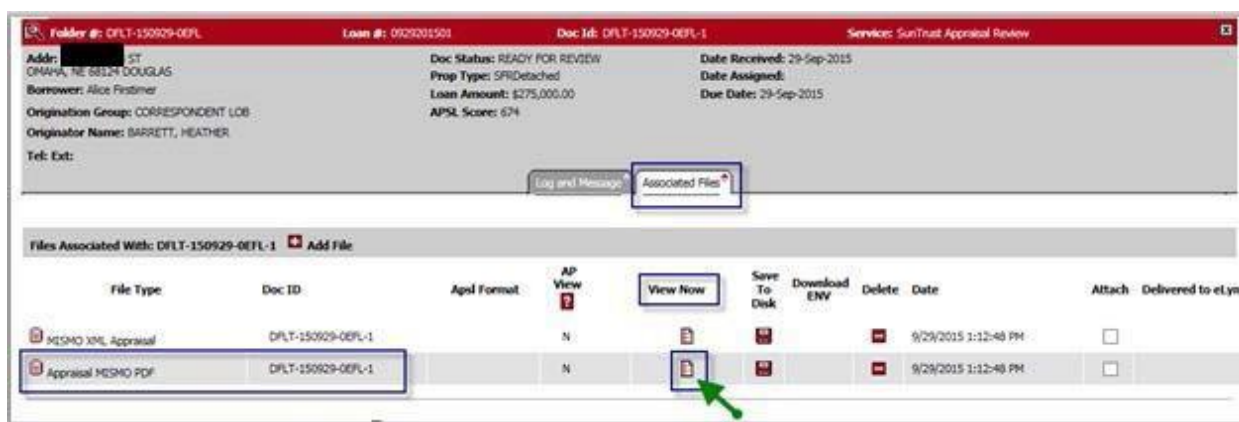
Send File(s)

View of Associated Files Tab once the Sales Contract has been uploaded.

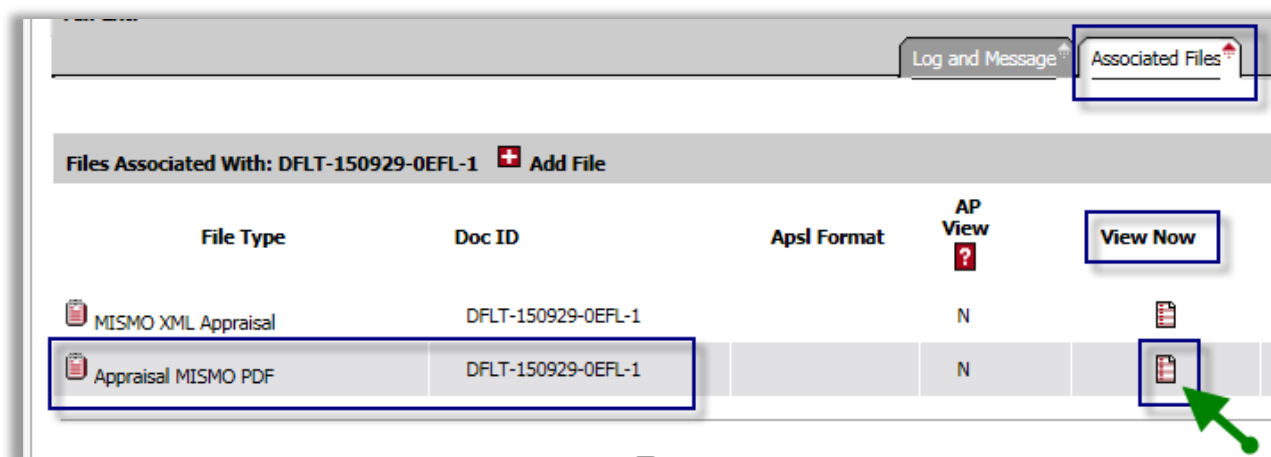
Files Associated With: DFLT-150803-0DVD-1 <span style="color: red;">+</span> Add File	
File Type	Doc ID
 MISMO XML Appraisal	DFLT-150803-0DVD-1
 Appraisal MISMO PDF	DFLT-150803-0DVD-1
 Sales Contract	DFLT-150803-0DVD-1

## Viewing an Appraisal

- Locate your Order using the search feature
- Open your order using the paper icon
- Click the Associated Files Tab
- Click the **View Now** Icon associated with the **Appraisal MISMO PDF** file



Expanded View is Below:



## Appraisal Approval Notifications

The Status is found in the **Log and Messaging** Tab in your Appraisal Order

- **If the Appraisal is Approved**

- The Status will show **Approved**
- An email notification from [NOREPLY@CORELOGIC.COM](mailto:NOREPLY@CORELOGIC.COM) is sent showing the appraisal is **Approved**.
- A note is posted in the **Log and Messaging** Tab within your Appraisal Order reflecting the appraisal is **Approved**.
- Lender Job Aid will provide the approval information

Below is the notification received when your file is Approved:

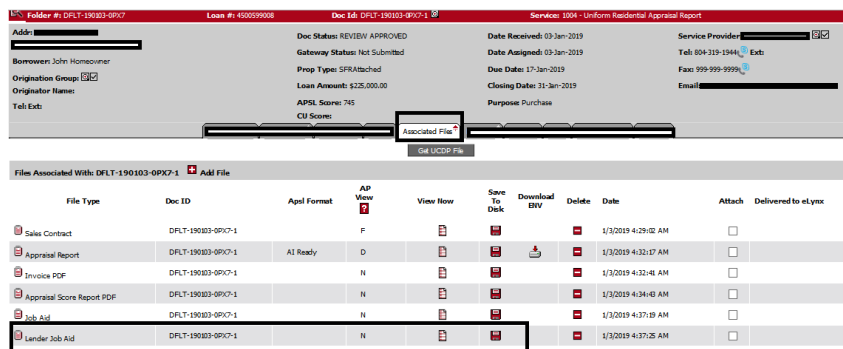
**From:** no-reply@corelogic.com [mailto:no-reply@corelogic.com]  
**Sent:** Thursday, January 03, 2019 9:27 AM  
**To:** [REDACTED]  
**Subject:** 0103201801: Appraisal Approved,

The appraisal review has been completed. The appraisal has been Approved.

<https://uat.fncinc.com/suntrust>

Please do not respond to this email. It was generated by an automated system and no one will see your reply. Users can contact [CorrespondentAppraisals@SunTrust.com](mailto:CorrespondentAppraisals@SunTrust.com) with questions.

### Lender Job Aid with approval information located in the Associated Files Tab



Folder #: DFLT-190103-09X7 Doc ID: DFLT-190103-09X7-1 Service: 1006 - Uniform Residential Appraisal Report

Doc Status: REVIEW APPROVED Date Received: 03-Jan-2019 Service Provider: [REDACTED]

Gateway Status: Not Submitted Date Assigned: 03-Jan-2019 Tel: 604-319-1944 Ext: [REDACTED]

Borrower: John Homeowner Prop Type: SFR Attached Due Date: 17-Jan-2019 Fax: 999-999-9999

Originator Group: [REDACTED] Loan Amount: \$225,000.00 Closing Date: 31-Jan-2019 Email: [REDACTED]

Originator Name: APSI Score: 745 Purpose: Purchase

Tel Ext: CU Score: [REDACTED]

Files Associated With: DFLT-190103-09X7-1 Add File

File Type	Doc ID	Appl Format	AP View	View Now	Save To Desk	Download BIV	Delete	Date	Attach	Delivered to eLynx
Sales Contract	DFLT-190103-09X7-1		F	[Icon]	[Icon]	[Icon]	[Icon]	1/3/2019 4:29:02 AM	<input type="checkbox"/>	
Appraisal Report	DFLT-190103-09X7-1	A1 Ready	D	[Icon]	[Icon]	[Icon]	[Icon]	1/3/2019 4:32:17 AM	<input type="checkbox"/>	
Invoice PDF	DFLT-190103-09X7-1		N	[Icon]	[Icon]	[Icon]	[Icon]	1/3/2019 4:32:44 AM	<input type="checkbox"/>	
Appraisal Score Report PDF	DFLT-190103-09X7-1		N	[Icon]	[Icon]	[Icon]	[Icon]	1/3/2019 4:34:43 AM	<input type="checkbox"/>	
Job Aid	DFLT-190103-09X7-1		N	[Icon]	[Icon]	[Icon]	[Icon]	1/3/2019 4:37:19 AM	<input type="checkbox"/>	
Lender Job Aid	DFLT-190103-09X7-1		N	[Icon]	[Icon]	[Icon]	[Icon]	1/3/2019 4:37:26 AM	<input type="checkbox"/>	

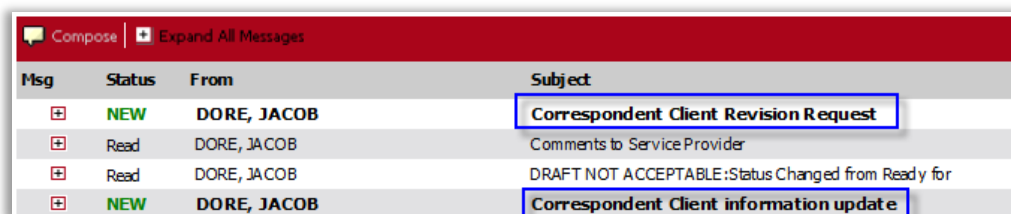
To access - click the Associated files tab; under view now click the view file icon and the worksheet will appear

## Review Worksheet

Review Summary			
12117 WHEELING AVE, UPPER MARLBORO, MD 20772			
Loan Number	[REDACTED]	Property Address	[REDACTED]
Borrower Name	Homeowner, John	Appraised Value	\$280,000.00
Review Decision	Approved	Reason	
Loan Amount	\$225,000.00	Sales Price	
Property Rights Appraised	FEESIMPLE	R/E Taxes	3782.00
HOA	\$76.00 PER YEAR	Private Street	No
Site Size	13225	Condo Project Description	NO
Year Built	1973	Fema Special Flood Hazard Area	NO
Fema Flood Zone	C	Assignment Type	REFINANCE
Occupant	OWNER	PUD	Yes
Property Type	DETACHED	Owner Estimate of Value	\$280,000.00

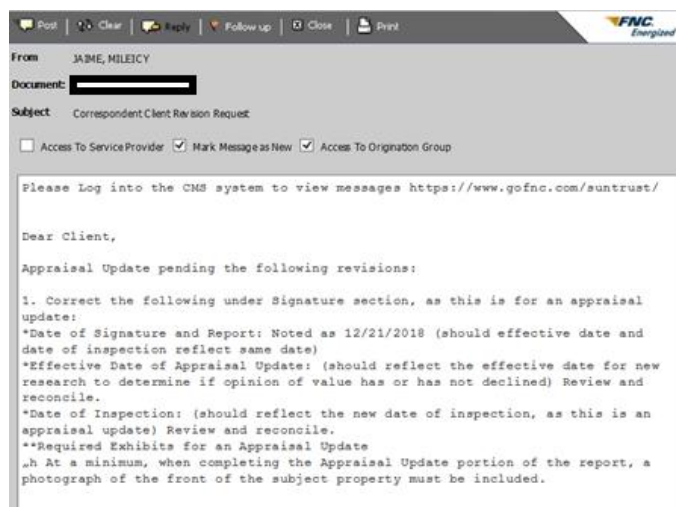
## Check Status And/ or View Revision Requests

- **If The Appraisal Analyst Is Asking For Revisions:**
  - The status will show as **Draft Not Acceptable**
  - **An email notification is sent from [NOREPLY@CORELOGIC.COM](mailto:NOREPLY@CORELOGIC.COM) directing you to the Log and Messaging Tab in your appraisal order**
  - And a note is posted in the **Log and Message** Tab titled:
    - **Correspondent Client Revision Request** and /or
    - **Correspondent Client Information Update.**



Msg	Status	From	Subject
+	NEW	DORE, JACOB	Correspondent Client Revision Request
+	Read	DORE, JACOB	Comments to Service Provider
+	Read	DORE, JACOB	DRAFT NOT ACCEPTABLE:Status Changed from Ready for
+	NEW	DORE, JACOB	Correspondent Client information update

NOTE: if you double click on the Subject title, the message will open in a new window that is easier to read.



Below is an example of the automated message that will be received via email:

From: no-reply@corelogic.com [mailto:no-reply@corelogic.com]  
 Sent: Thursday, January 03, 2019 10:52 AM  
 To: [REDACTED]  
 Subject: 0103201801: Appraisal Draft Not Acceptable

The appraisal has been reviewed and the draft submitted requires revision. Please check CMS for details:

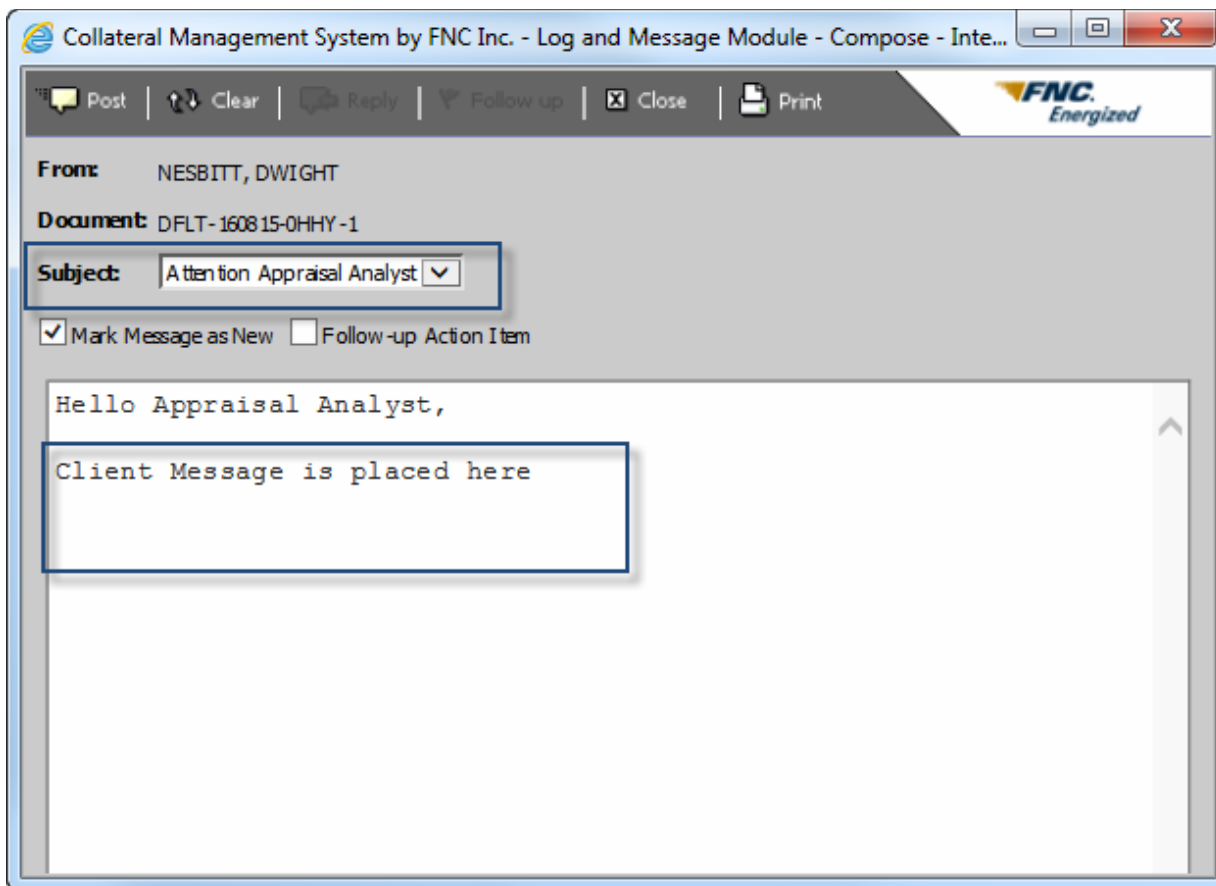
<https://uat.fncinc.com/suntrust>

Please do not respond to this email. It was generated by an automated system and no one will see your reply. Users can contact [CorrespondentAppraisals@SunTrust.com](mailto:CorrespondentAppraisals@SunTrust.com) with questions.



## Adding a message to the Message Log

- You can add a message to the message log to communicate with the AA
- This message will be viewed when they review the file



Collateral Management System by FNC Inc. - Log and Message Module - Compose - Inte...

Post | Clear | Reply | Follow up | Close | Print

**From:** NESBITT, DWIGHT

**Document:** DFLT-160815-0HHY-1

**Subject:** Attention Appraisal Analyst

Mark Message as New  Follow-up Action Item

Hello Appraisal Analyst,

Client Message is placed here

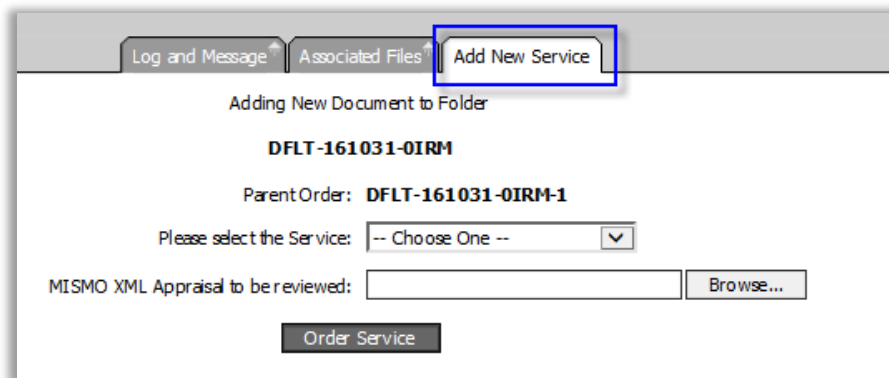
## Adding a 1004D or Second Appraisals

### Super Important Note:

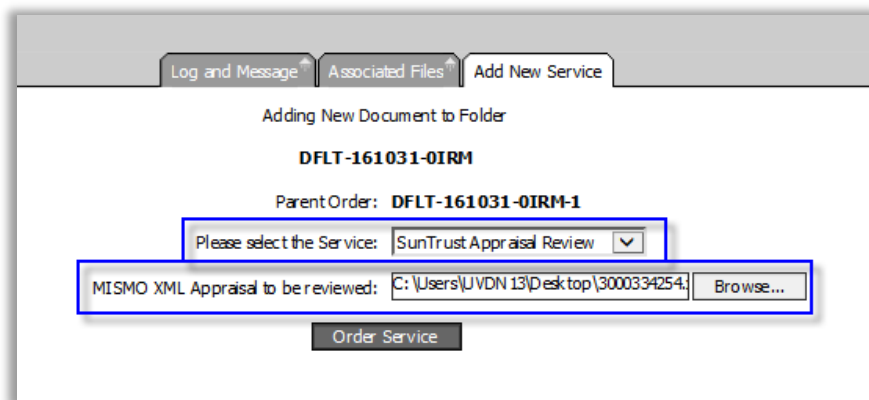
These instructions are **NOT** for appraisal revisions.

It is important to follow these instructions to insure the 1004D or a 2<sup>nd</sup> Appraisal is properly linked to the original order to avoid delays in the review process.

- Search for your original Order
- Open your order using the paper icon to the left of the loan number
- Locate the **Add New Service Tab**
- Choose the correct **Service Type** from the Drop down menu: **SunTrust Appraisal Review**
- **Browse** for your **1004D** or **MISMO XML Appraisal**
- Click **Order Service**

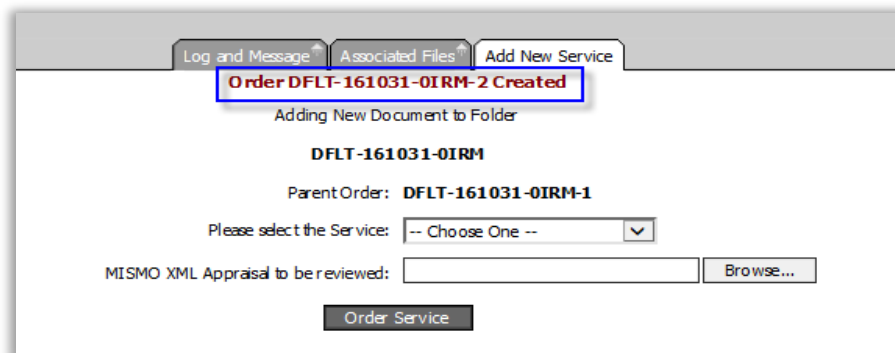


Select the Service and click Browse for the 1004D or second appraisal Mismo XML to be uploaded



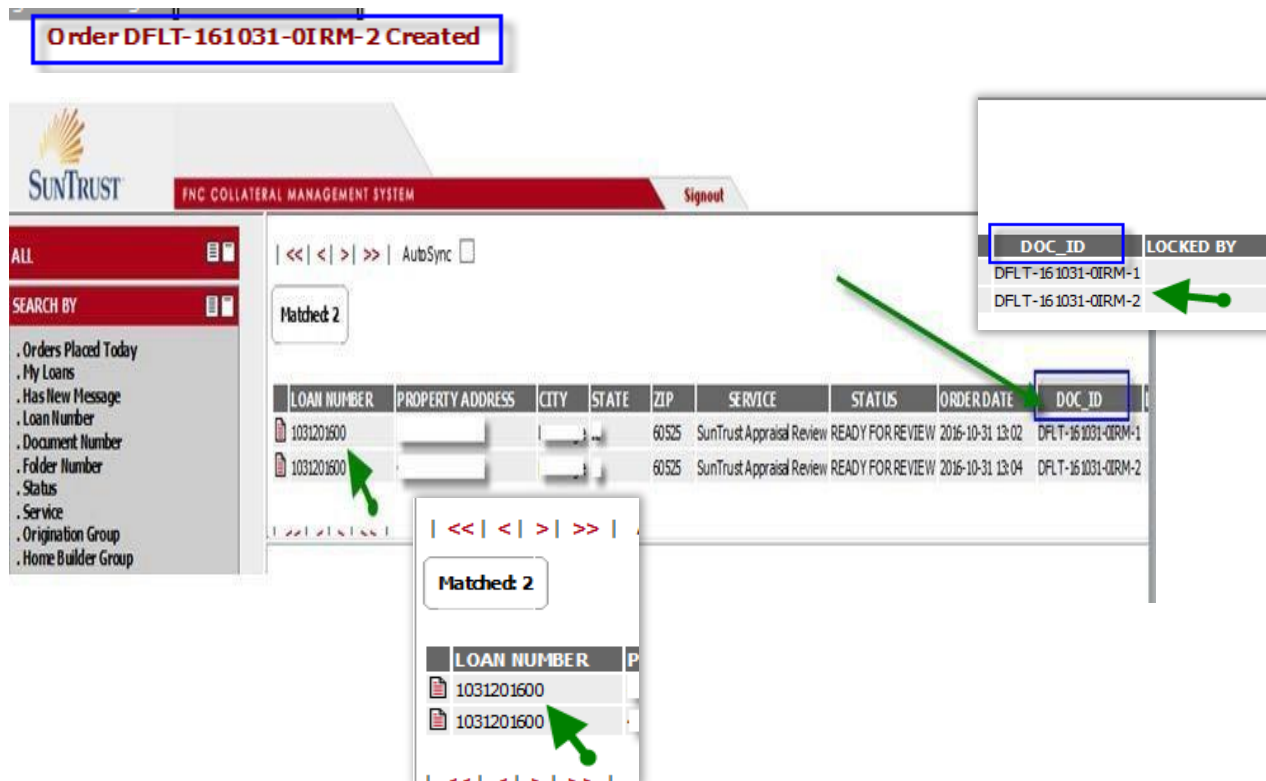
## Adding a 1004D or Second Appraisals *continued*

Once the order is successfully placed you will receive this confirmation on the screen:



Check your new service to see if it was properly uploaded:

- The **Order DFLT** number and the original **Order number** should be the same except for the last digit which should be – 2 [ the original Order number’s last digit was – 1] and
- The **Loan Numbers** should also be the same
- 



**Order DFLT-161031-0IRM-2 Created**

DOC_ID	LOCKED BY
DFLT-161031-0IRM-1	
DFLT-161031-0IRM-2	

LOAN NUMBER	PROPERTY ADDRESS	CITY	STATE	ZIP	SERVICE	STATUS	ORDER DATE	DOC_ID
1031201600				60525	SunTrust Appraisal Review	READY FOR REVIEW	2016-10-31 13:02	DFLT-161031-0IRM-1
1031201600				60525	SunTrust Appraisal Review	READY FOR REVIEW	2016-10-31 13:04	DFLT-161031-0IRM-2

**Matched 2**

LOAN NUMBER	P
1031201600	
1031201600	

## **Frequently Asked Questions**

- **What happens if I upload my revised appraisal as a new order using the Order Form instead of uploading into the existing order via the Associated Files Tab?** – If an appraisal is uploaded using the order form, it is issued a new DOC ID number not associated with the original order. This would negatively impact the review as a different reviewer would be assigned adding delays in the revision review process.
- **What is the APSL Score?** – The APSL Score is an analytic tool that runs when a report is uploaded. It is not a determination in the approval of the process, but a component of the review process. It consists of generally accepted appraisal rules and alerts reviewers should any data be inconsistent or incomplete.
- **What is the Appraisal Score Report and the Appraisal Feedback Report on the Associated Files Tab?** These 2 items are summaries of internal rules by our system. They ARE NOT intended as revision requests to appraisers. Our Appraisal Analysts will post any needed revisions in the Message Log.

For issues or questions please contact, [CorrespondentAppraisals@SunTrust.com](mailto:CorrespondentAppraisals@SunTrust.com)