



How to Order an Appraisal w/FCAM

www.fcaminc.com

- Click on Lender Login link at the bottom.

It will open a window with this site:

<http://etrac.biz/otherusers/indexClientLogon.aspx?CompanyID=3922> (for ease of use, bookmark this link)

- Enter Login & Password. You should see a welcome screen. Click on Client Menu
- Left Side Bar, Top Button: Click Place an Order. The next screen you see will be the order form.
- Enter as follows:
 - Loan #/Ref# - Put your Loan # here
 - FHA/VA Case # - if applicable 431-xxxx number
 - Client Info: Processor #1 – should be Loan Officer, #2 would be your loan processor if you wish both to have the email updates.
 - Date Needed – Date you need this order back. If a RUSH (less than 2-3 days call us to let us know)
 - Lender – Who will be funding the Loan
 - Borrower – The parties to the loan. Email will be the email we use to send the appraisal PDF copy to the borrower.
 - Assignment Info: Drop-Down and choose the form.
 - Sale Price – only if it is a PURCHASE, include the contracted sales price
 - Settlement Date – this is the day you plan to close. We will need to get the appraisal to the borrower 3 days before this day.
 - Billing Info – if your borrower is writing a check, choose pre-pay check
 - If you are going to input the borrower's credit card information choose credit card and it will give you the fields. If we are going to call the borrower for payment (This is Mortgage Express' preferred payment method) please choose

Bill. Inform your borrower that we will be contacting them for payment via Credit Card or Check.

- Contact Info – Currently there is only room for one contact. Put all additional contact information within the NOTES/SPECIAL INSTRUCTIONS.

DO NOT PUT ANY Loan information such as value, loan-to-value ratios, comp check requests or a list of comps, AVM values or anything that would be construed as a “pre-estimated” value. Do not include what you think the home is worth or what the borrower thinks the home is worth. Do not tell us what value you need to make the loan fund. This will put the order in violation of HVCC. If you have any questions regarding the HVCC you may contact your company’s compliance department or speak with our Chief Appraiser.

- To confirm and send the order, please click [SAVE].
- You will receive confirmation depending upon the status notifications you asked for in your user profile.

To download a copy of eTrac’s manual for the client user, visit this link:

<http://myetrac.com/manuals/eTracClientManual.pdf>

To order from Within the Calyx Loan Software, follow the instructions on this website:

<http://www.myetrac.net/interfaces/calyx/>