

# CUSTOMER QUICK REFERENCE GUIDE FOR CMC'S IN-HOUSE APPRAISAL ORDERING SYSTEM

1. You will log into the network at [www.cmcappraisals.com](http://www.cmcappraisals.com) and click on the “Client Login” button on the left side of the page.



2. The first time that you are in the system, you will need to request a login. Just click on the button **Login Request** and submit your information. You will be required to fill in every field. It’s important to list all states that you will be ordering appraisals in, so that your pricing will show up when you log in.

## Lender Sign Up

Before you can place orders on this site, there is information required, in order for us to provide you with a username and password. Once we have processed your information, we will send you an email confirmation with your username and password.

Note: Fields with an \* are required

- 3.

- Once we have entered you into our system, you will receive the following e-mail confirming your username and password.

**Account Information**

Crescent Mortgage Company [appraisals@crescentmortgage.net]

Sent: Mon 5/16/2011 1:17 PM

To:

**Crescent Mortgage Company**

**Account Information**

Dear \_\_\_\_\_,

You're receiving this e-mail because you recently requested retrieval of your username and password from our Website.

**Your Login Information Is:**

Username: Your username  
Password: and password  
will show here

If you want to check the status of your orders or download your completed reports, just login to your account by [clicking here](#). If this e-mail was sent erroneously, please contact us.

- Once you have your username and password, you will return to [www.cmcappraisals.com](http://www.cmcappraisals.com) and click "Client Login". You will then be able to enter your username and password.
- Next, you will click on "New Web Order".

7. You will then be prompted to enter all information necessary for the appraisal order. The first box that you will select from will be “Client Group”, which is where you will pick the state that the property is located in. This is a required field and by selecting the State, it will automatically generate the estimated pricing for the product that you will be selecting. The pricing that you will see is estimated pricing for the state that the property is located in, along with a \$75 Appraisal Administrative fee. The fees listed can be used for your GFE.

**Assignment Information** Next

Client Group\* (None Selected)

Due Date\*

Job Type\* (None Selected)

Loan Type (None Selected) Sales Price \$

Ordered By

FHA #

Other Ref #

Fee \$

Fee Notes

**Lender Information**

Lender Name

Lender Street

Lender City  Lender State

Lender Zip

8. You will continue to enter all of the required fields, along with any additional information that is required. Payment Information is required up front. **The card provided will be charged the appraisal fee, plus the \$75 Appraisal Administrative fee.** If the combined cost is less than the estimated price that you see when you are placing your order, then the card will be charged the lesser amount. If the appraiser charges a higher fee and the combined cost is going to be higher than the estimated price, then you will be contacted for approval before the card is charged the higher amount.

### Payment Information

Payment Method*	<input type="text" value="Credit Card"/>
Credit Card Type*	<input type="text" value="Visa"/>
First Name*	<input type="text"/>
Last Name*	<input type="text"/>
Street Address	<input type="text"/>
	<input type="text"/>
City	<input type="text"/>
State	<input type="text" value="(None Selected)"/>
Zip	<input type="text"/>
E-mail	<input type="text"/>
Card Number*	<input type="text"/>
Exp. Month/Year*	<input type="text" value="01"/> / <input type="text" value="2011"/>

### Property Information

Address*	<input type="text"/>	Prop Type	<input type="text" value="(None Selected)"/>
City*	<input type="text"/>	Legal Desc	<input type="text"/>
State*	<input type="text" value="(None Selected)"/>	Directions	<input type="text"/>
Zip Code*	<input type="text"/>		

9. In this section, you will list the Inspection Contacts and Access Information. The appraiser will be making contact with this person for the inspection.

### Inspection Contacts and Access Information

Occupancy	<input type="text" value="(None Selected)"/>			
Borrower	<input type="text"/>	<input type="text" value="Home"/>	<input type="text"/>	<input type="text" value="E-mail"/>
Owner	<input type="text"/>	<input type="text" value="Home"/>	<input type="text"/>	<input type="text" value="E-mail"/>
Occupant	<input type="text"/>	<input type="text" value="Home"/>	<input type="text"/>	<input type="text" value="E-mail"/>
Agent	<input type="text"/>	<input type="text" value="Home"/>	<input type="text"/>	<input type="text" value="E-mail"/>
Co-Borrower	<input type="text"/>	<input type="text" value="Home"/>	<input type="text"/>	<input type="text" value="E-mail"/>
Other	<input type="text"/>	<input type="text" value="Home"/>	<input type="text"/>	<input type="text" value="E-mail"/>
Appointment Contact:	<input type="text" value="(None Selected)"/>			

10. On the last section on this page, you can list additional email addresses for people in your office that you would also like to receive status notifications for this order. **Please do not list the borrower's email address here.** And you can also list additional comments/instructions for the appraiser. **NOTE: Please do not list information pertaining to value.** Once you have completed all of the necessary fields on the order form, you will select "Next" at the bottom of the page.

**Additional Notification Recipients**

Enter additional e-mail addresses to receive notifications for this order. Separate multiple e-mail addresses with a semicolon.

**Additional Comments or Instructions to Appraiser**

You are currently logged in as **lenderaimee**. [[Logout](#)]

Next



11. The last page is the confirmation page. At the bottom of this page, you will be able to upload related documents that the appraiser will need to complete the order, such as case number assignment, survey, sales contract, etc.

**Thank You!**

Your appraisal order has been received. You can check on the status of this and any other order you place with us right here on our website. Just click the 'Client Login' link on our main menu.

**Property Address:** 123 Main Street, Atlanta, Georgia

**Product:** Test App

**Fee:** \$1.00

**Account Manager:** John Doe

Click here to see your orders: <http://www.cmcappraisals.com/Client.x>

[Click here to place another order](#)

- Home
- Client Login
- Make a Payment
- Refund Policy
- Privacy Notice
- Contact Us
- Order an Appraisal

**Related Documents**



You can attach any related documents to this appraisal order now. DirectFax allows you to turn paper documents into electronic documents using any fax machine. Just print a DirectFax cover sheet and place it on top of the documents you want associated with this order. Fax the stack to the toll free number printed on the cover page. The special bar code on the DirectFax cover sheet will ensure that the documents are routed and attached to your appraisal order. If you have documents that are already in electronic format such as a PDF, you can simply upload and attach them to the order.

[Attach Documents](#) [DirectFax Cover Sheet](#)



**\*\*For RESPA purposes, this is how you will complete your Good Faith Estimate. (ADMIN FEE SHOWN IS FOR DEMOSTRATIVE PURPOSES AND MAY NOT BE REFLECTIVE OF YOUR CMC LENDER ADMIN FEE)**

Understanding your estimated settlement charges

Your Adjusted Origination Charges									
<b>1. Our origination charge</b> This charge is for getting this loan for you.	<b>\$770</b>								
<b>2. Your credit or charge (points) for the specific interest rate chosen</b> <input type="checkbox"/> The credit or charge for the interest rate of [ ] % is included in "Our origination charge." (See item 1 above.) <input type="checkbox"/> You receive a credit of \$ [ ] for this interest rate of [ ] %. This credit <b>reduces</b> your settlement charges. <input type="checkbox"/> You pay a charge of \$ [ ] for this interest rate of [ ] %. This charge (points) <b>increases</b> your total settlement charges. The tradeoff table on page 3 shows that you can change your total settlement charges by choosing a different interest rate for this loan.	 <b>\$695 CMC Admin Fee                      + \$75 Appraisal Admin Fee</b>								
<b>A</b>	<b>\$ 770</b>								
Your Charges for All Other Settlement Services									
<b>3. Required services that we select</b> These charges are for services we require to complete your settlement. We will choose the providers of these services.	<b>Actual Cost of Appraisal</b>								
<table border="1"> <thead> <tr> <th>Service</th> <th>Charge</th> </tr> </thead> <tbody> <tr> <td>Appraisal</td> <td>\$350</td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> </tbody> </table>	Service	Charge	Appraisal	\$350					 <b>\$350</b>
Service	Charge								
Appraisal	\$350								

*Some of these charges can change at settlement. See the top of page 3 for more information.*

CMC’s appraisal fee sheet can be found at: [CLICK HERE](#)

If you have further questions regarding these instructions please contact [appraisals@crescentmortgage.net](mailto:appraisals@crescentmortgage.net)