



Collateral Headquarters User Manual

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Administration

The User Management module is used to add and maintain Correspondent, Loan Officer, and UCDP information.

Add/Edit UCDP Information:

1. Click the **User Management** menu.
2. Select **Manage Subordinate Users**.
3. The **Correspondent** page will open. Add/edit basic information about the correspondent, like address and phone number.

Note: The Price Plan, Fee Plan, Is Billable, Display vendor fee, and Allow Rush Ordering fields do not apply to the current use of the system and should be left as-is.

4. Scroll down to the **UCDP** section and add or edit necessary information. This information includes **Business Unit**, **Fannie Seller Service Number**, and **Freddie Seller Service Number**. The **Submit to Fannie** and **Submit to Freddie** checkboxes allow you to determine which GSE (can be both) to submit files to.

5. Click **Save**.

The screenshot shows the Collateral Headquarters web application. The 'User Management' menu is highlighted with a red circle and the number 1. The 'Manage Subordinate Users' link is highlighted with a red circle and the number 2. The 'Correspondent' form is open, showing fields for General Information, Address, and UCDP. The 'UCDP' section is highlighted with a red circle and the number 4. The 'Save' button is highlighted with a red circle and the number 5.

Correspondent

General Information

Org Pk: 11186

Correspondent Name: Second National Bank

Correspondent ID: SNB

Branch Number:

Parent Group:

Chase Correspondent: [Search]

Address 1:

Address 2:

City:

State: N/A

Zip Code: [Complete]

Phone Number:

Fax:

Price Plan: --select one--

Fee Plan: --select one--

☐ Is Billable

☐ Display vendor fee

☐ Allow Rush Ordering

Comments:

UCDP

Business Unit: ZPT85626

☒ Submit to Fannie

☒ Submit to Freddie

Fannie Seller Service Number: 275410084

Freddie Seller Service Number: 999999999

Save

Loan Officer / Broker

CORRESPONDENT NAME: SECOND NATIONAL BANK

Add Loan Officer / Broker

	First Name	Last Name
Edit	Kagan	Coughlin Customer
Edit	Kagan	Coughlin
Edit	Kagan	Coughlin3
Edit	Kagan	Coughlin4
Edit	Judy	Brucke
Edit	Beverley	Long
Edit	Don	Martin
Edit	Sonia	Covington
Edit	Beverley	Long
Edit	Sonia	Covington
Edit	Sonia	Covington
Edit	Sonia	Covington
Edit	Don	Martin
Edit	Beverley	Long
Edit	tester	4

Add a New Loan Officer/Broker:

1. Click the **User Management** menu.
2. Select **Manage Subordinate Users**.
3. The **Correspondent** page will open.
4. Click the **Add Loan Officer/Broker** button.

The screenshot shows the Collateral Headquarters web application in a Windows Internet Explorer browser. The address bar displays <https://collateralhq.fncinc.com/default.aspx?pagelid=entrytop>. The application header includes the Collateral Headquarters logo, the tagline "One Simple Tool", and a "Support" link. The user is logged in as "User: Kagan Coughlin".

The navigation menu at the top includes "Orders", "User Management", "Administration", and "Logout". The "User Management" menu is highlighted with a red box and a callout "1". Below it, the "Manage Subordinate Users" link is highlighted with a red box and a callout "2".

The main content area is divided into two panels. The left panel is titled "Correspondent" and contains a "General Information" section. The right panel is titled "Loan Officer / Broker" and contains a table of loan officers/brokers.

The "Correspondent" panel shows the following information:

- Org Pk: 11186
- Correspondent Name: Second National Bank
- Correspondent ID: SNB
- Branch Number: [Empty]
- Parent Group: Chase Correspondent
- Address 1: [Empty]
- Address 2: [Empty]
- City: [Empty]
- State: N/A
- Zip Code: [Empty] Complete
- Phone Number: [Empty]
- Fax: [Empty]

The "Loan Officer / Broker" panel shows the following table:

	First Name	Last Name
Edit	Kagan	Coughlin Customer
Edit	Kagan	Coughlin
Edit	Kagan	Coughlin3
Edit	Kagan	Coughlin4
Edit	Judy	Brooks
Edit	Beverley	Long
Edit	Don	Martin
Edit	Sonia	Covington
Edit	Beverley	Long
Edit	Sonia	Covington
Edit	Sonia	Covington
Edit	Sonia	Covington
Edit	Don	Martin
Edit	Beverley	Long
Edit	tester	4

The "Add Loan Officer / Broker" button is highlighted with a red box and a callout "4".

5. Enter an **ID**, **First Name**, **Last Name**, and **Email** for the new loan officer/broker. These are all required fields.

6. Click **Create**.

Add Loan Officer/Broker

Add New Loan Officer/Broker

ID *

1234

First Name *

Jane

Last Name *

Jones

Email *

jjones@custabc.com

Create Cancel

5

6

A screenshot of a web form titled "Add Loan Officer/Broker". The form contains four input fields: "ID" with the value "1234", "First Name" with the value "Jane", "Last Name" with the value "Jones", and "Email" with the value "jjones@custabc.com". Each field is followed by a red asterisk indicating it is a required field. Below the fields are two buttons: "Create" and "Cancel". A red bracket on the right side of the form groups the four input fields, with a red circle containing the number "5" next to it. A red box highlights the "Create" button, with a red circle containing the number "6" next to it.

Note: When a new loan officer/broker is created, there are three pages of information within their profile: **Basic Information**, **Access Control Level**, and **Email Alerts**.

A. Basic Information

The **Basic Information** page provides the ability to edit and maintain the loan officer/broker's name and email address. This page is also used to assign the user a User Name and enable and/or disable their CHQ account.

Enter or edit the loan officer/broker's general information. Remember to click **Save** after making any changes.

Enter a **User Name** for the CHQ user under the Login Control section. Click **Enable** to enable the loan officer/broker's CHQ account. When the Enable button is selected, CHQ will automatically send the loan officer/broker an email containing their User Name and a temporary password to use to log in to CHQ.

Deactivate a loan officer/broker by clicking the **Disable** button.

After completing the new loan officer/broker setup, click the **RETURN TO Correspondent** link under the Basic Information page to go back and continue adding users or editing users in the current correspondent.

Note: To reset a loan officer/broker's password, simply click the **Disable** button, and then the **Enable** button immediately after. CHQ will send the loan officer/broker an email containing a newly generated temporary password.

The screenshot shows a web browser window titled "Collateral Headquarters - Windows Internet Explorer" with the address bar displaying "https://clientname.fncms.com". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The "Favorites" bar shows "Collateral Headquarters". The application header features the "Collateral Headquarters" logo with the tagline "One Simple Tool" and a "Support" link. A navigation bar contains "Orders", "User Management", "Administration", and "Logout", with "User Management" being the active tab. The user is identified as "User: Christina Cafiero". Below the navigation bar is a "Manage Subordinate Users" section. The main content area has three tabs: "Basic Information" (selected), "Access Control Level", and "Email Alerts". A red circle with the letter "A" is positioned over the "Basic Information" tab. The "Loan Officer/Broker" section includes a "RETURN TO Correspondent" link and instructions: "Create accounts for your Loan Officers/Brokers by entering their contact information and selecting their user names. They will receive confirmation e-mails with temporary login information and instructions to begin using their account. You may disable an account at any time by clicking Disable." The "General Information" section contains fields for "Loan Officer Id" (1234), "First Name" (Jane), "MI" (empty), "Last Name" (Jones), "Suffix" (empty), and "Email Address" (jjones@custabc.com). There is also a "Notes" text area and a "Save" button. The "Login Control" section has a "Login Enable/Disable" header, a "User Name" field (jjones123), and "Enable" and "Disable" buttons. The browser's status bar at the bottom shows "Internet | Protected Mode: On" and a zoom level of "100%".

B. Access Control Level

The **Access Control Level** page is where a loan officer/broker is given permissions to perform duties within CHQ. Each attribute provides different levels of access for the loan officer/broker. Refer to the table on the next page for a detailed description of each attribute.

Mark the appropriate **checkboxes** and click the **Save** button at the bottom of the screen.

Collateral Headquarters - Windows Internet Explorer

https://clientname.fncms.com

File Edit View Favorites Tools Help

Collateral Headquarters

Collateral Headquarters One Simple Tool

Support

Orders User Management Administration Logout User: Christina Caffero

Manage Subordinate Users

Basic Information **Access Control Level** Email Alerts

Role ACL

Select the appropriate level of access for each of your Loan Officer / Brokers. Descriptions for each access level are listed below.

LOAN OFFICER / BROKER: KAGAN COUGHIN CUSTOMER

Assign to	Person Role	Role Description
☐	Broker	Broker Rights
☒	Create User	Ability to create subordinate users
☒	Loan Officer	Basic Loan Officer rights
☒	Create Automated Review	Ability to create new automated review orders
☐	Read-Only	Read-only access to orders assigned to the Loan Officer
☒	Loan Officer Supervisor	Customer level based rights
☐	Create Order	Ability To Create New Orders
☒	UCDP	Ability to modify FNC UCDP Panel
☒	Upload Appraisal File	Ability to upload and view Appraisal Files and Automated Review results

Save

Internet | Protected Mode: On 100%

Access Control Level	Description
Broker	Provides the user access to the order form, search module, and limited view of an order. Brokers can add government case numbers to an FHA order, message back and forth with lender, upload a purchase agreement, and view completed appraisal product.
Create User	Allows the ability to create additional loan officer CHQ users within an existing Correspondent.
Loan Officer	Provides the user access to the order form, search module, and limited view of an order. Loan Officers can add government case numbers to an FHA order, message back and forth with lender, upload a purchase agreement, and view completed appraisal product.
Create Automated Review	Allows the user to create new automated review orders using the Review option under the Orders main menu.
Read-Only	Read-Only access will allow a user to search for an order and view order information. Read-Only users are not able to save any changes/updates to an order.
Loan Officer Supervisor	User can access, view, and maintain orders created by other loan officers/brokers within their Customer.
Create Order	Provides the loan officer/broker access to create a new service request using the manual order form.
UCDP	Allows a user to view and modify UCDP information within an order. When this access control is selected, the user will see a UCDP page in the workspace of each order.
Upload Appraisal File	Provides the user the ability to upload and view appraisal files and review results (GAAR, Appraisal Score).

C. Email Alerts

The **Email Alerts** page is used to set up a loan officer/broker to receive email alerts outside of CHQ based on certain events within the system. Email alerts can be generated and sent to a loan officer/broker based on order status changes, when an inspection date is set, and when there is a new message received for an order.

Mark the appropriate checkboxes for the events you wish the loan officer/broker to receive email alerts for. Click the **Save** button.

Note: Use the **Select/Deselect All** button to check or uncheck all options at the same time.

Collateral Headquarters - Windows Internet Explorer

https://clientname.fnccms.com

File Edit View Favorites Tools Help

Collateral Headquarters

Collateral Headquarters One Simple Tool

Support

User: Christina Cafiero

Orders User Management Administration Logout

Manage Subordinate Users

Basic Information | Access Control Level | **Email Alerts**

Email Alerts

Send e-mail notifications to users for specific order milestones. Check the box for any combination of events below, and this user will receive an email notice when an order they are assigned to reaches any of these markers.

Select Status ?

Select / Deselect All

☐ ACCEPTED

☒ APPROVED - AS IS

☒ APPROVED - WITH CONDITIONS

☐ ASSIGNED TO PROVIDER

☐ CANCEL PENDING

☐ CANCELLED - BY REQUEST

☐ CANCELLED - DUPLICATE REQUEST

☐ CANCELLED - GENERAL

☐ CANCELLED - REFUND DUE

☐ CANCELLED - WITH FEE

☐ DECLINED

☐ DRAFT NOT ACCEPTABLE

☐ DRAFT RECEIVED FROM PROVIDER

☐ EXCEPTION - DUPLICATE ORDER

☐ EXCEPTION - MANUAL ASSIGN

☐ EXCEPTION - PROCESSOR

☐ EXCEPTION - REVIEWER

Non-Status Alerts

☒ Inspection date has been set.

☒ New message has been received.

Save

Done

Internet | Protected Mode: On

100%

After completing the new loan officer/broker setup, click the **RETURN TO Correspondent** link under the Basic Information page to go back and continue adding users or editing users in the current correspondent.

Orders

User Management

Administration

Logout

User: Christina Cafiero

Manage Subordinate Users

Basic Information

Access Control Level

Email Alerts

Loan Officer/Broker

RETURN TO Correspondent

Create accounts for your Loan Officers/Brokers by entering their contact information and selecting their user names. They will receive confirmation e-mails with temporary login information and instructions to begin using their account. You may disable an account at any time by clicking Disable.

General Information

Loan Officer Id ?

1234

First Name ? *

Jane

MI ?

Last Name ? *

Jones

Suffix ?

Email Address ? *

jjones@custabc.com

Notes ?

Save

Login Control

Login Enable/Disable

User Name *

Enable

Disable

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Edit an Existing Loan Officer/Broker:

1. Click the **User Management** menu.
2. Select **Manage Subordinate Users**.
3. The **Correspondent** page will open.
4. Locate the appropriate loan officer/broker the **Edit** button.

Collateral Headquarters - Windows Internet Explorer

https://collateralhq.fncinc.com/default.aspx?pageId=entrytop

File Edit View Favorites Tools Help

Collateral Headquarters

Collateral Headquarters One Simple Tool

Support

User: Kagan Coughlin

Orders User Management 1 Logout

Manage Subordinate Users 2

Basic Information | Exclusionary Service Provider List | 3

Correspondent

General Information

Org Pk
11186

Correspondent Name * Correspondent ID
Second National Bank SNB

Branch Number Parent Group
Chase Correspondent Search

Address 1

Address 2

City State
N/A

Zip Code Phone Number
Complete

Fax

Loan Officer / Broker

CORRESPONDENT NAME: SECOND NATIONAL BANK

Add Loan Officer / Broker

	First Name	Last Name
Edit	Kagan	Coughlin Customer
Edit	Kagan	Coughlin
Edit	Kagan	Coughlin3
Edit	Kagan	Coughlin4
Edit	Judy	Brooks
Edit	Beverley	Long
Edit	Don	Martin
Edit	Sonia	Covington
Edit	Beverley	Long
Edit	Sonia	Covington
Edit	Sonia	Covington
Edit	Sonia	Covington
Edit	Don	Martin
Edit	Beverley	Long
Edit	tester	4

Internet | Protected Mode: On 100%

5. The selected loan officer/broker will open. Make the needed edits or additions and click the **Save** button.

Collateral Headquarters - Windows Internet Explorer

https://collateralhq.fncinc.com/default.aspx?pagelid=entrytop

File Edit View Favorites Tools Help

Collateral Headquarters

Collateral Headquarters One Simple Tool | Support

Orders User Management Administration Logout User: Kagan Coughlin

Manage Subordinate Users

Basic Information | Access Control Level | Email Alerts | **5**

Loan Officer / Broker

RETURN TO Correspondent

Create accounts for your Loan Officer / Brokers by entering their contact information and selecting their user names. They will receive confirmation e-mails with temporary login information and instructions to begin using their account. You may disable an account at any time by clicking Disable.

General Information

Loan Officer / Broker Id ?	First Name ? *	MI ?	Last Name ? *
kChaseCustomer	Kagan		Coughlin Customer
Suffix ?	Email Address ? *		
	kcoughlin@fncinc.com		

Notes ?

Login Control

Login Enable/Disable

User Name * kChaseCustomer

Enable Disable

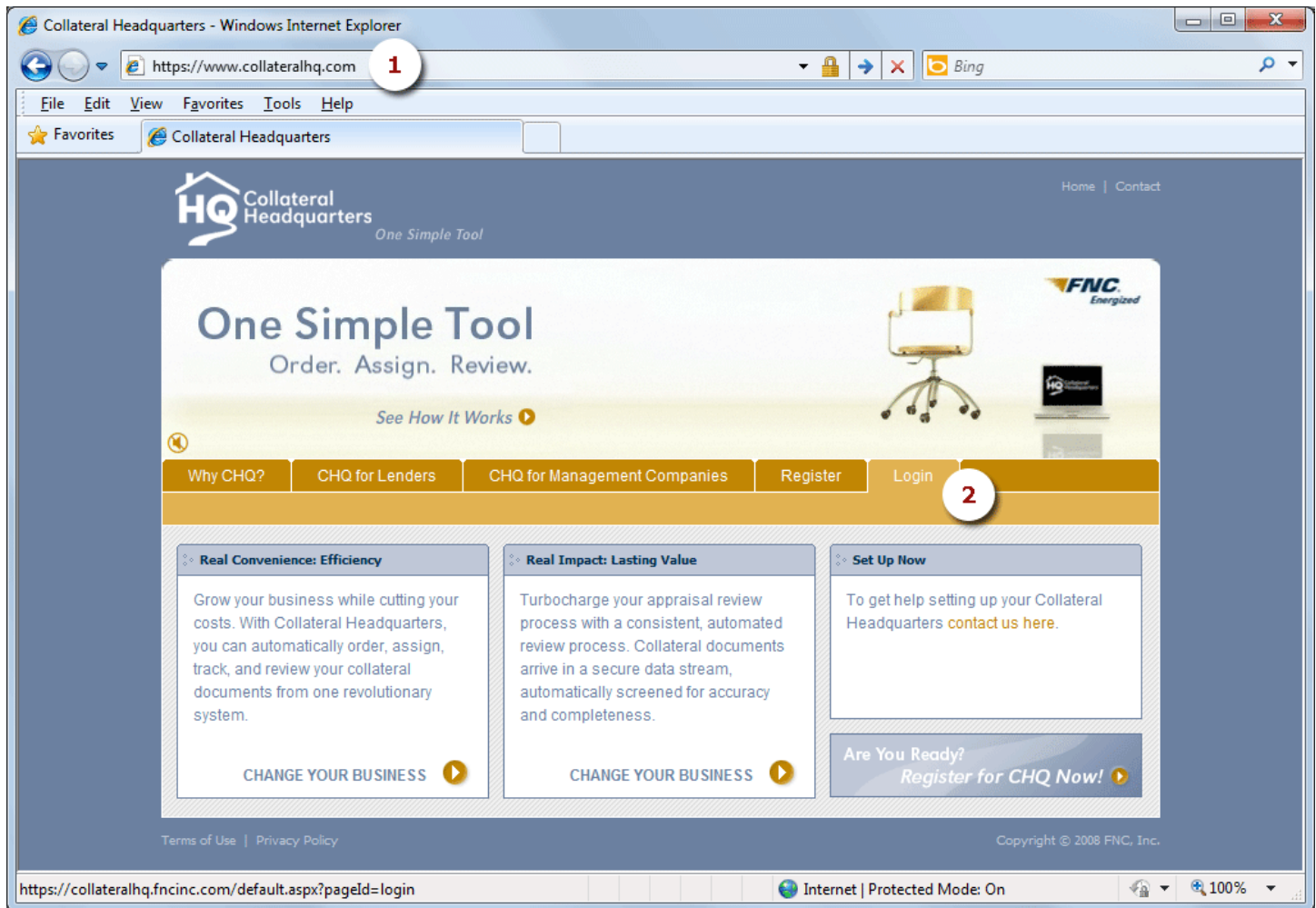
Done Internet | Protected Mode: On 100%

System Basics

Logging In

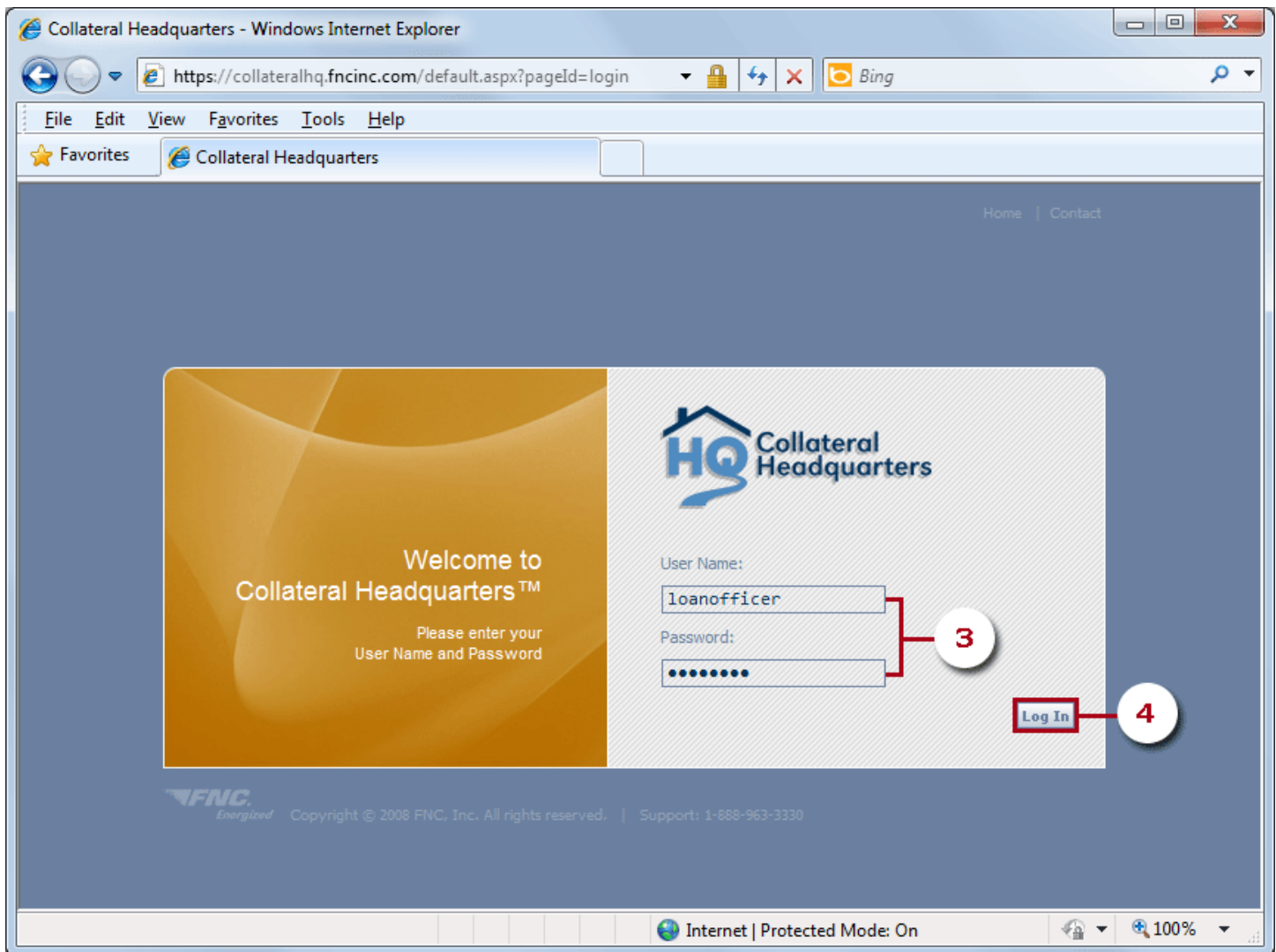
Before logging in for the first time, you will receive an email from Collateral Headquarters containing your production URL (web address), User Name, and a temporary password.

1. Point your web browser to the following URL: <https://www.collateralhq.com>.
2. Select the **Login** option.



3. Enter your assigned **User Name** and **Password**.

4. Click the **Log In** button.



Change Temporary Password

When logging in for the first time, you will be prompted to select a permanent password:

1. Enter your temporary password in the **Old Password** field.
2. Select and enter your new password into the **New Password** and **Confirm New Password** fields.

Note: Your password must be at least 8 characters and include all four of the following requirements:

- One or more lowercase characters
- One or more uppercase characters
- One or more special characters
- One or more numbers

3. Select and enter a **Secret Question** and **Secret Answer**.

4. Click **Save** when you are finished.

Note: The password you select will expire in 90 days.

The screenshot shows a web browser window titled "Collateral Headquarters - Windows Internet Explorer". The address bar displays the URL "https://collateralhq.fncinc.com/default.aspx?pageld=login". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The "Favorites" bar shows "Collateral Headquarters".

The main content area is titled "Change Password" and contains the following text:

Change Password

This is your first time logging into the system, your password has been reset, or your password has expired. Please provide a new password and password question and answer.

Your password must contain at least 8 characters, no spaces, have one lowercase letter, one uppercase letter, one number, one special character (!, @, #, \$, %, ^, *, _), and not be one of your last 6 passwords.

User Name *

jsmith

Old Password *

XXXXXXXXXX

New Password *

XXXXXXXXXX

Confirm New Password *

XXXXXXXXXX

New Secret Question *

favorite color

New Secret Question Answer *

red

Save Cancel

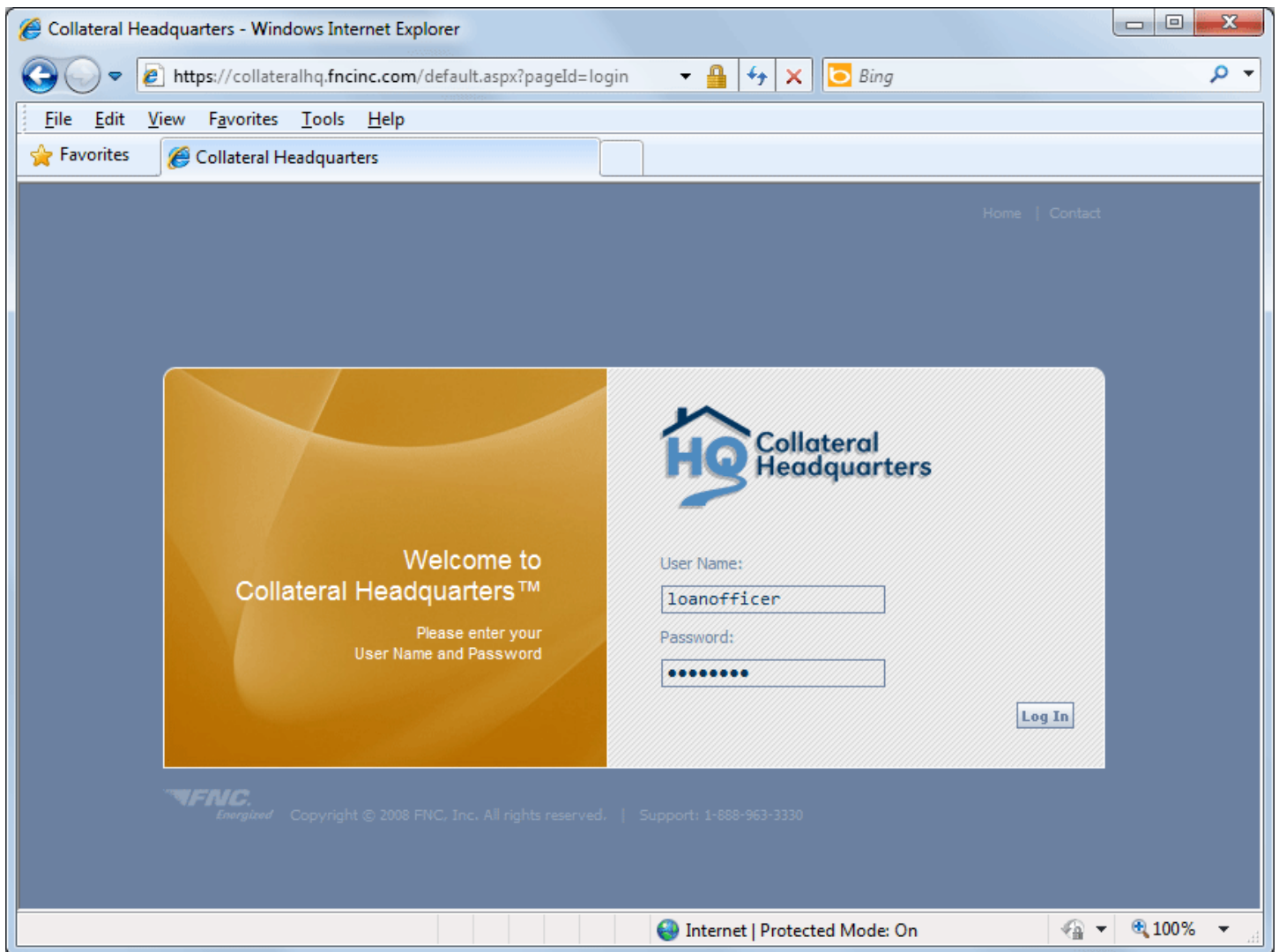
Numbered callouts (1-4) are present: 1 points to the Old Password field, 2 points to the New Password and Confirm New Password fields, 3 points to the New Secret Question and New Secret Question Answer fields, and 4 points to the Save button.

The status bar at the bottom shows "Done", "Internet | Protected Mode: On", and a zoom level of "100%".

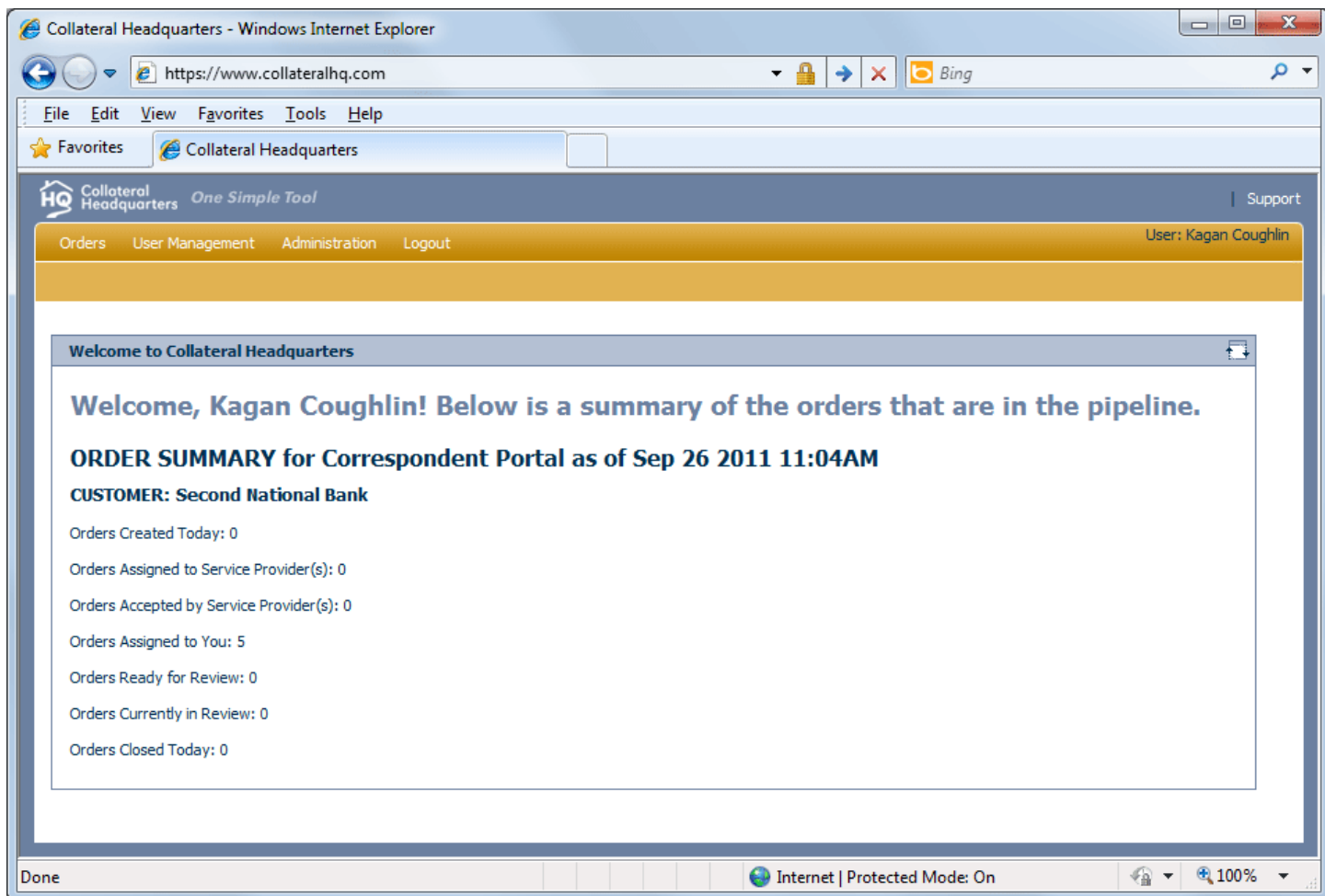
5. A message will pop-up indicating you have successfully changed your password. Click the **OK** button.



Note: After changing your password, you will be prompted to log in to CHQ again using your new password.



Upon logging in to CHQ, a welcome screen will be displayed providing order summary information about orders that are currently in the CHQ pipeline.

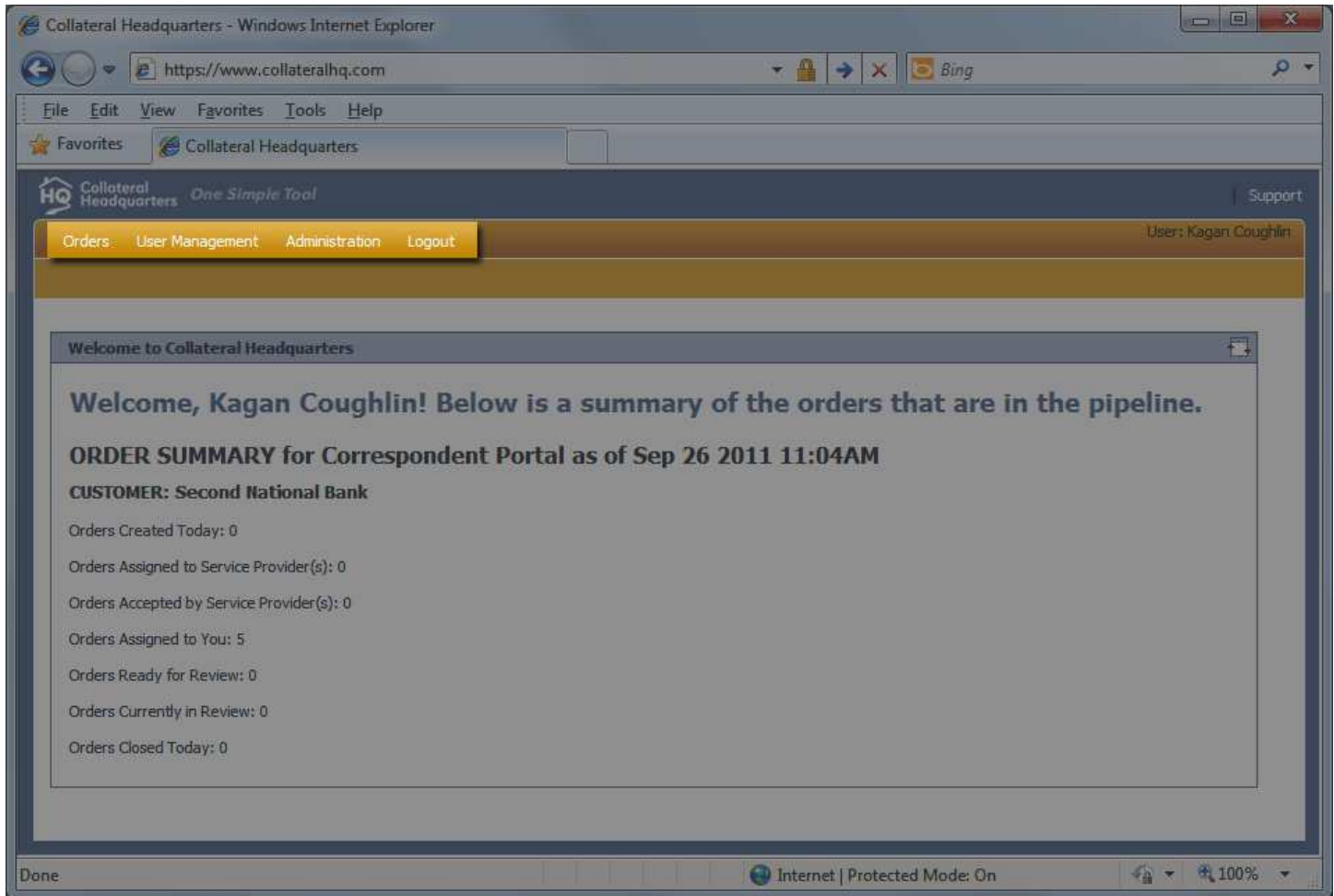


CHQ Menu Toolbar

The CHQ Menu Toolbar provides access to all modules within CHQ.

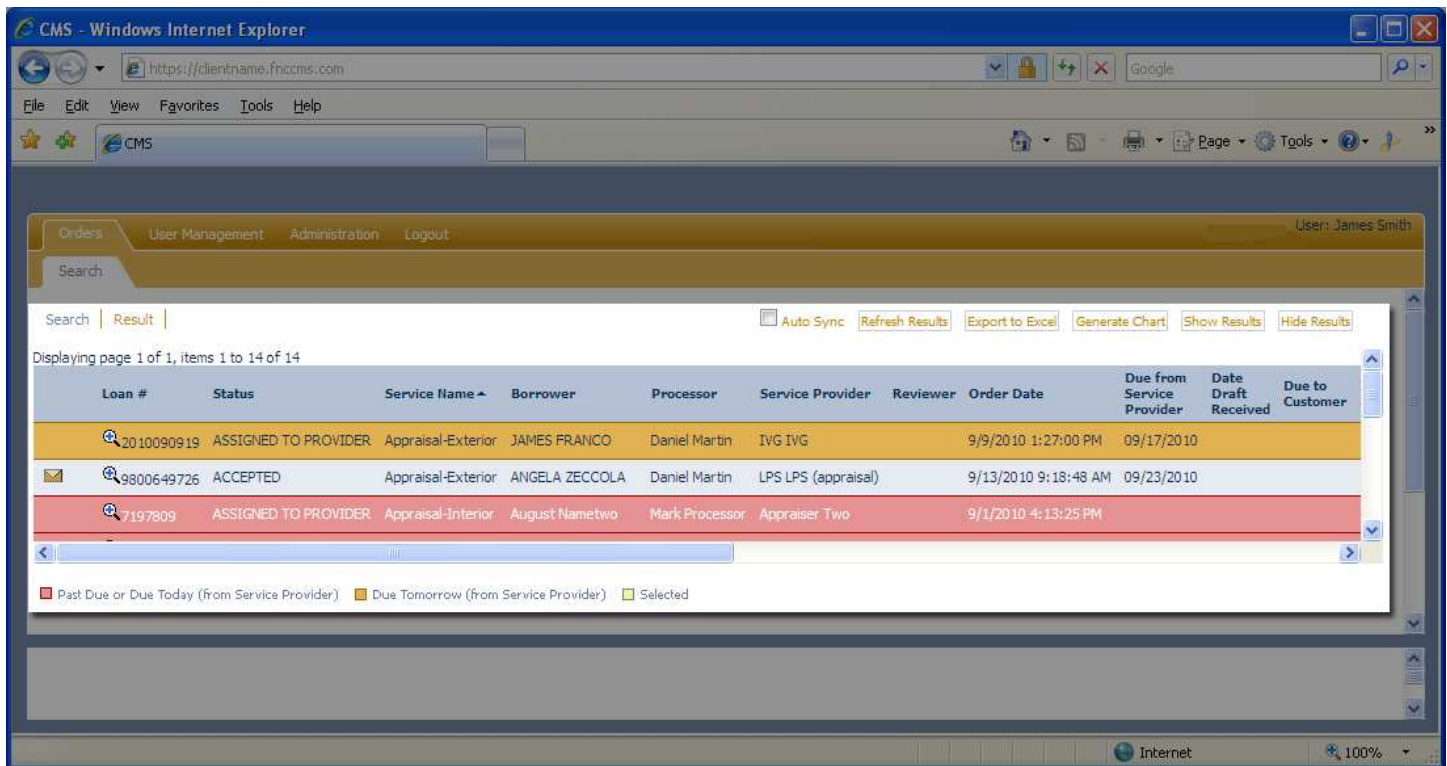
- **Orders** – provides access to the Search module.
- **User Management** – provides users the ability to add a new loan officer to a Correspondent.
- **Administration** – provides users the ability to change their password.
- **Logout** – allows a user to log out of their current CHQ session.

Note: Depending on how you are set up in CHQ, you may not have access to the User Management menu.



Search Results

The Search Results section of CHQ will display all orders that match the search criteria selected. The Search Results lists each order individually and provides a great deal of information about each order. Use the scroll bar on the right side of the screen to move through the Search Results. Sort each column by clicking on the heading. Select an order by clicking on the magnifying glass in the far left column.



- The **number of orders** returned is displayed at the top left corner of the order list. If there are multiple pages, arrows will be available to move from page to page.
- Select the **Auto Sync** checkbox to automatically open the first order that appears in the search results list.
- Click **Refresh Results** to re-run the last search to get the most up-to-date results.
- Clicking **Export to Excel** will transfer the Search Results into an Excel spreadsheet format.
- **Generate Chart** provides the user the ability to view the Search Results in a bar, pie, or line chart based on order status.
- **Hide Results** will collapse the Search Results section. **Show Results** will expand the Search Results section (after it has been collapsed).
- An **envelope icon** to the left of an order indicates that the order has a new message for the user to read.
- A **flag icon** indicates a follow-up action item is open for the order.
- The different colors in the Search Results pertains to the product due date for the order.
 - **Red**—product is past due or due the current day
 - **Orange**—product is due in one additional day from the current day
 - **White or Blue**—product is due two or more days from current day
- When an order is selected (by clicking the magnifying glass) the color of the order will change to **yellow**.

Order Screen

Once an order has been searched for and selected, it will open in the CHQ window. The order screen is divided into two different sections: **Order Summary** and **Workspace**.

 **Order Locked By:** Kagan Coughlin 9/26/2011 11:19:37 AM Close Order

Order Summary

Doc Status: EXCEPTION - REVIEWER

Correspondent Loan Number: 1234567	Doc ID: 20110907-0018-1	Folder #: 20110907-0018 
Service: Automated Review		
Address: 355 MAIN ST WASHINGTON, DISTRICT OF COLUMBIA DC 20016		
Borrower:	Appraised Value:	Correspondent Price:
Correspondent : Second National Bank	Sales Price: \$0.00	Channel:
Loan Officer / Broker : Kagan Coughlin	Loan Amount: \$0.00	Sub Loan Type:
Due to Correspondent :	Due From Service Provider:	Government Case Number:
Reviewer:	Inspection Date:	

[Loan Information](#) | [Associated Files](#) | [Log and Message](#) | [UCDP](#)

Loan Information

Correspondent Loan Number	Borrower First Name *	Borrower Last Name *
1234567		
Loan Purpose *	Loan Amount *	Sales Price
--select one--	\$0.00	\$0.00
Owner Estimated Value	Investor Loan Number	
\$0.00		
Government Case Number	Sub Loan Type	
	--select one--	
☐ High Value Property	☐ 1004 MC Required	
Save		

Order Summary

At the top of the order screen is the Order Summary section. It contains a summary of order details, always in view while working within an order.

A. General information about the order including the correspondent loan number and property address can be found within the Order Summary.

B. Order Status can be found at the top of the Order Summary in bold print.

C. The **Order Locked By** section will list the CHQ user who currently has the order opened and locked. The locked by user is the only person who is able to save any changes made to the order.

D. Click the **Close Order** button to close the order screen.

The screenshot shows the 'Order Summary' section of a web application. At the top, there is a header bar with a lock icon and the text 'Order Locked By: Kagan Coughlin 9/26/2011 11:19:37 AM' (callout C). To the right of this bar is a 'Close Order' button (callout D). Below the header bar is a yellow bar with the text 'Order Summary'. The main content area is white and contains the following information:

Doc Status: EXCEPTION - REVIEWER (callout B)		
Correspondent Loan Number: 1234567	Doc ID: 20110907-0018-1	Folder #: 20110907-0018
Service: Automated Review		
Address: 355 MAIN ST WASHINGTON, DISTRICT OF COLUMBIA DC 20016		
Borrower:	Appraised Value:	Correspondent Price:
Correspondent : Second National Bank	Sales Price: \$0.00	Channel:
Loan Officer / Broker : Kagan Coughlin (callout A)	Loan Amount: \$0.00	Sub Loan Type:
Due to Correspondent :	Due From Service Provider:	Government Case Number:
Reviewer:	Inspection Date:	

Workspace

Directly under the Order Summary is the **Workspace**. The Workspace consists of four different working pages: **Loan Information**, **Associated Files**, **Log and Message**, and **UCDP**. An explanation of each working page can be found within the **Working with Orders** section of this manual.

Loan Information | Associated Files | Log and Message | UCDP

Loan Information

Correspondent Loan Number

1234567

Loan Purpose *

--select one--

Owner Estimated Value

\$0.00

Government Case Number

☐ High Value Property

Save

Borrower First Name *

Loan Amount *

\$0.00

Investor Loan Number

Sub Loan Type

--select one--

☐ 1004 MC Required

Borrower Last Name *

Sales Price

\$0.00

Status Definitions

CHQ is a status based system. The status of an order indicates at what point in the CHQ process the order is currently in. The statuses highlighted in all bold print are the statuses that will be seen/used most often.

Accepted	The service provider has accepted the assignment. This will occur automatically when service providers accept the assignment on AppraisalPort or InspectionPort.
Approved – As Is	The received product has been reviewed and the reviewer decision of Acceptable has been selected. The product is approved and values are now available for viewing by the Customer.
Approved – With Conditions	The received product has been reviewed and the reviewer decision of Acceptable with Minor Defects has been selected. The product is approved and values are now available for viewing by the Customer.
Assigned to Provider	The order has been assigned to the service provider either automatically or manually, but not yet accepted (or rejected) by the service provider.
Auto Assign Reviewer	The valuation product has been received and GAAR has run. The order is ready to be auto-assigned by the system or manually assigned to a reviewer.
Cancelled - By Request	A processor should select this status if he/she receives notification to cancel the order.
Cancel Pending	A CHQ user can manually place the order in this status when waiting on confirmation to officially cancel the order, or to put it back in an active status.
Cancelled – Duplicate Request	After researching an Exception - Duplicate Order, place the order in this status to cancel when duplication is verified.
Cancelled - General	This is a catch-all status to use when cancelling an order if the reason for the cancellation does not fit into any of the other Cancelled statuses.
Cancelled – Refund Due	An order that has been paid for by the Customer when it was placed, and is cancelled before the product is completed by the service provider.
Cancelled – With Fee	An order that is cancelled, but the service provider is due a partial or full fee for work completed.
Declined	After the review of the valuation product/report is complete, the order is manually changed to this status if the reviewer determines that the loan should not be approved.
Draft Not Acceptable	The report has been sent by the service provider and received, but is deemed unacceptable because of missing, incomplete, or inaccurate information. This status will automatically send the report back to the service provider for corrections.
Draft Received From Provider	The report has been received from the service provider and is currently being reviewed by GAAR.
Escalated Review	A reviewer/underwriter has determined that an escalated review is needed for the order by selecting the Escalated Review Required reviewer decision.

Exception – Duplicate Order	The order was found to be a duplicate of an open, existing order based on property address. An entry in the message log is made stating which order was a match to the current order.
Exception - Manual Assign	Indicates the system was unable to automatically assign the order or the service provider rejected the order. Before manually assigning an order, the user should read the Message Log to learn the history.
Exception - Processor	Access Instructions were entered by the Customer on the order form and must be reviewed by a processor and approved before the order can be assigned to a service provider.
Exception - Reviewer	The appraisal product has been received, GAAR rules have run, and the upload to UCDP was successful. The GAAR results and Appraisal Score can be viewed under the Associated Files page.
Exception – UCDP	The upload to UCDP failed and must now be researched to determine what caused the failure. Once any adjustments are made, the file can be manually uploaded again to UCDP.
In Process	An order is in this status after it has been entered using the Review order form and the valuation product has been uploaded. The valuation product is currently being reviewed by GAAR.
Incoming (New)	An order is in this status when it is initially received and is waiting for the appraisal file to be uploaded.
On Hold	The order has been manually placed on hold pending information to determine the next step needed for the order in the CHQ process.
Provider Accepts w/ Condition	This status occurs automatically when a service provider on AppraisalPort or InspectionPort accepts the order with a condition. The Message Log records the condition i.e. higher fee.
Ready For Review	The order has been assigned to a reviewer and is waiting to be reviewed.
Rejected Online By Provider	This status occurs automatically when the service provider rejects the service request on AppraisalPort or InspectionPort.
Rejected – No Provider Response	This status occurs automatically when the service provider does not accept or reject the order within the set amount of time.
UCDP in Progress	The file upload to UCDP is currently in progress. If the upload is successful, the order will change to the Exception – Reviewer status. If the upload fails, the order will change to the Exception – UCDP status.
Waiting For Payment	An order will remain in this status until payment by credit card is received by the system.
Wholesale – Waiting for APSL	The Wholesale order is waiting for the valuation product to be uploaded to CHQ.
With Reviewer	The order has been assigned to a reviewer and is currently under review.

Create an Order and Upload an Appraisal Product

To Create an Order for Review

The Review option is used to create an order in CHQ. Once the order is created, the completed appraisal product can be uploaded to the order. When the appraisal product is received in CHQ, the system will run the report through GAAR, and the GAAR results and Appraisal Score Report will become available.

1. Click the **Orders** menu.

2. Select **Review**.

3. The order form will open.

Note: Required fields are marked by a red asterisk *.

4. Begin filling out the form.

- o **Date/Time Ordered:** This field will auto-populate based on the **current date and time**.
- o **Correspondent Loan Number:** Enter the correspondent loan number for the order. This is a required field.
- o **Investor Loan Number:** Enter the **investor loan number** for the order. This is an optional field.
- o **Correspondent:** The **correspondent** for the order will auto-populate.
- o **Street:** Enter the **street number and name**, including any prefix, suffix, or unit number, and then click the **Populate** button. CHQ will distribute the address into the appropriate fields.
- o **Street #:** Type the **Street Number** directly into this field if not using the Populate option.
- o **Prefix:** Type the **Prefix** directly into this field if not using the Populate option.
- o **Street:** Type the **Street Name** directly into this field if not using the Populate option.
- o **Suffix:** Type the **Suffix** directly into this field if not using the Populate option.
- o **Unit #:** Type the **Unit Number** directly into this field if not using the Populate option.
- o **Zip:** Enter the subject's **Zip Code**, and then click the **Complete** button. CHQ will auto-populate the City, State, and County fields based on the zip code entered.
- o **Service Type:** The **Automated Review** option will automatically be selected. All orders should have Automated Review selected as the Service Type.
- o **City:** Type the **City** directly into this field if not using the Complete option.
- o **State:** Use the drop-down arrow to select the **State** if not using the Complete option.
- o **County:** Type the **County** directly into this field if not using the Complete option.

5. Click **Submit**.

The screenshot shows the Collateral Headquarters web application in a Windows Internet Explorer browser. The address bar shows <https://www.collateralhq.com>. The browser's Favorites bar shows "Collateral Headquarters". The application header includes the Collateral Headquarters logo, the tagline "One Simple Tool", and a "Support" link. The user is logged in as "User: Kagan Coughlin".

The main navigation bar has two tabs: "Orders" (highlighted with a red box and a red circle with the number 1) and "Review" (highlighted with a red box and a red circle with the number 2). The "Orders" tab contains links for "Management", "Administration", and "Logout".

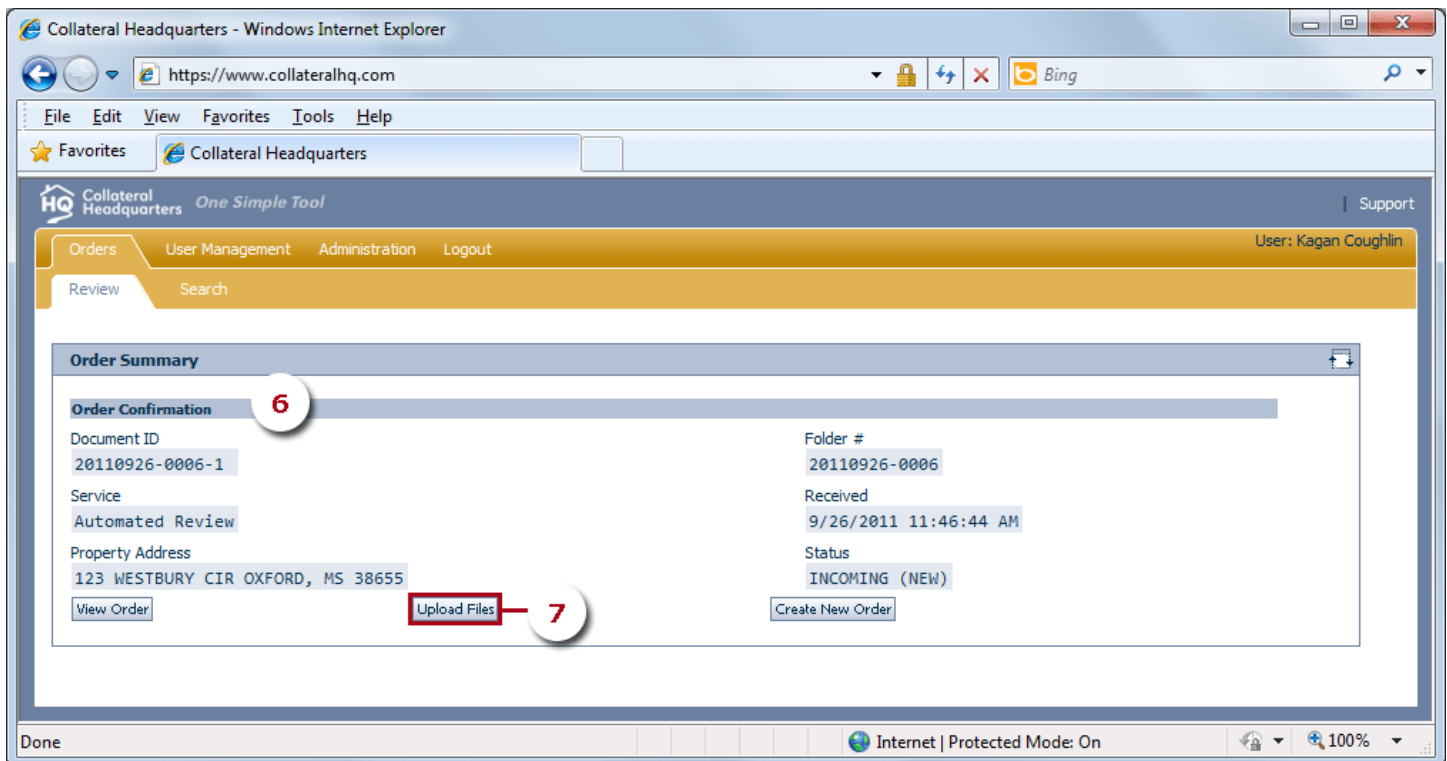
The "Order Form" is displayed below the navigation bar. It has a title bar with "Order Form" and a maximize button. The form contains the following sections and fields:

- Instructions:** "To start the review process now, follow these three simple steps."
 1. Fill out the short form below to identify this appraisal.
 2. Browse your desktop and select the file to upload. Select **Appraisal Report** as the File Type.
 3. Check the Feedback Report for your automated review results, or access QC Vigilance under the "Review" tab to verify your comparables.
- Loan Information:**
 - Date/Time Ordered: 9/26/2011 11:46:44 AM
 - Correspondent Loan Number: 77157715
 - Investor Loan Number: 7654321
 - Correspondent: Second National Bank
- Property Information:**
 - Street: 123 Westbury Circle (highlighted with a red box and a red circle with the number 4)
 - Populate button (highlighted with a red box)
 - Street # *: 123
 - Prefix:
 - Street *: WESTBURY
 - Suffix: CIR
 - Unit #:
 - Zip *: 38655
 - Complete button (highlighted with a red box)
 - Service Type *: Automated Review (dropdown menu)
 - City *: OXFORD
 - State *: MS (dropdown menu)
 - County *: LAFAYETTE
- Submit:** A button at the bottom left of the form (highlighted with a red box and a red circle with the number 5).

The browser's status bar at the bottom shows "Internet | Protected Mode: On" and a zoom level of 100%.

6. The **order confirmation** screen will open.

7. Click **Upload Files** to upload the completed appraisal product to the order.



Upload an Appraisal Product

8. The order will open to the **Associated Files** page. Click the **Browse** button under the **Add File** section.

Collateral Headquarters - Windows Internet Explorer

https://www.collateralhq.com

File Edit View Favorites Tools Help

Collateral Headquarters

Collateral Headquarters One Simple Tool | Support

Orders User Management Administration Logout User: Kagan Coughlin

Review Search

Order Locked By: Kagan Coughlin 9/26/2011 12:00:29 PM [Close Order](#)

Order Summary

Doc Status: INCOMING (NEW)

Correspondent Loan Number: 77157715 **Doc ID:** 20110926-0006-1 **Folder #:** 20110926-0006

Service: Automated Review

Address: 123 WESTBURY CIR OXFORD, LAFAYETTE MS 38655

Borrower:

Correspondent: Second National Bank **Appraised Value:**

Loan Officer / Broker: Kagan Coughlin **Sales Price:** \$0.00 **Channel:**

Due to Correspondent: **Loan Amount:** \$0.00 **Sub Loan Type:**

Reviewer: **Due From Service Provider:** **Government Case Number:**

Inspection Date:

Loan Information **Associated Files** Log and Message UCDP

Associated Files

☒ Show all files associated with the same folder

Hit	File Type	Edit	Doc Id	Date
No records to display.				

Email Selected Files to [Send Email](#)

Add File

Select File *

[Browse](#) 8

File Type *

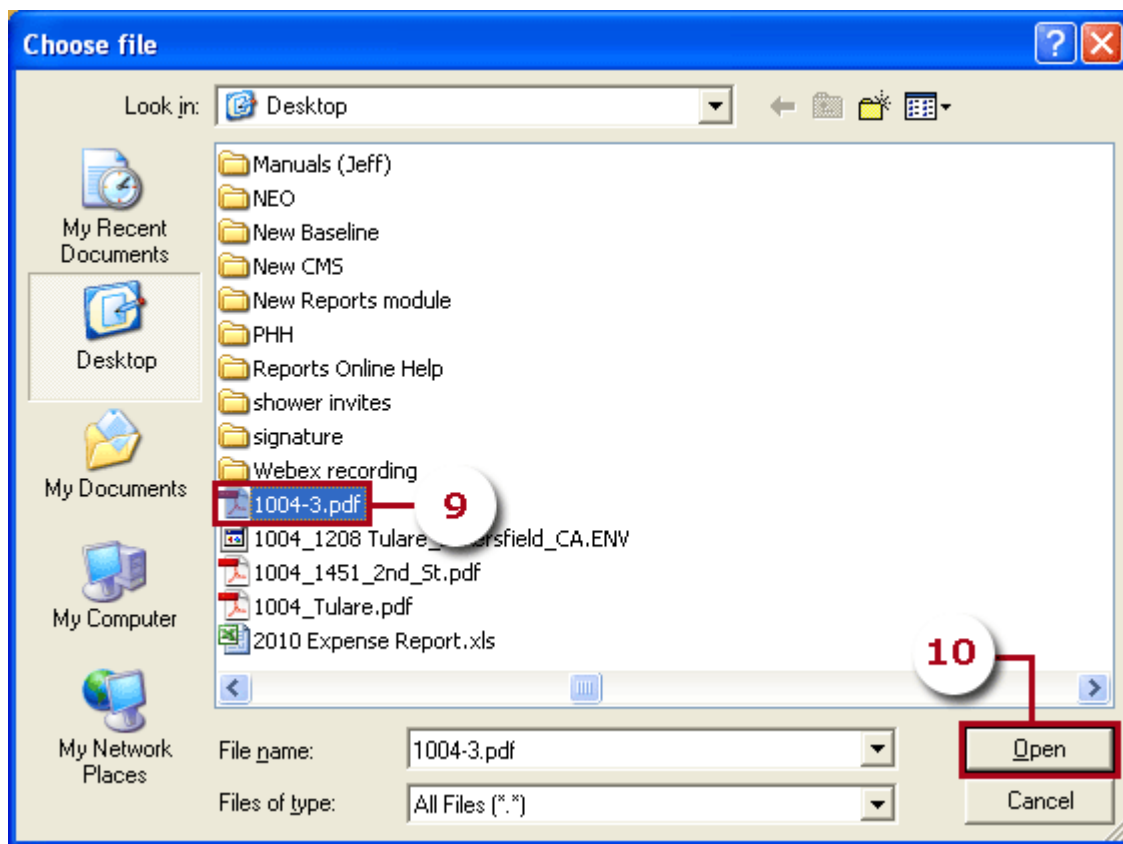
--select one--

[Upload](#)

Done Internet | Protected Mode: On 100%

9. Select the appraisal product file being uploaded from the browser window.

10. Click **Open**.



11. Use the **File Type** drop-down arrow to select **Appraisal Report**.

12. Click **Upload**.



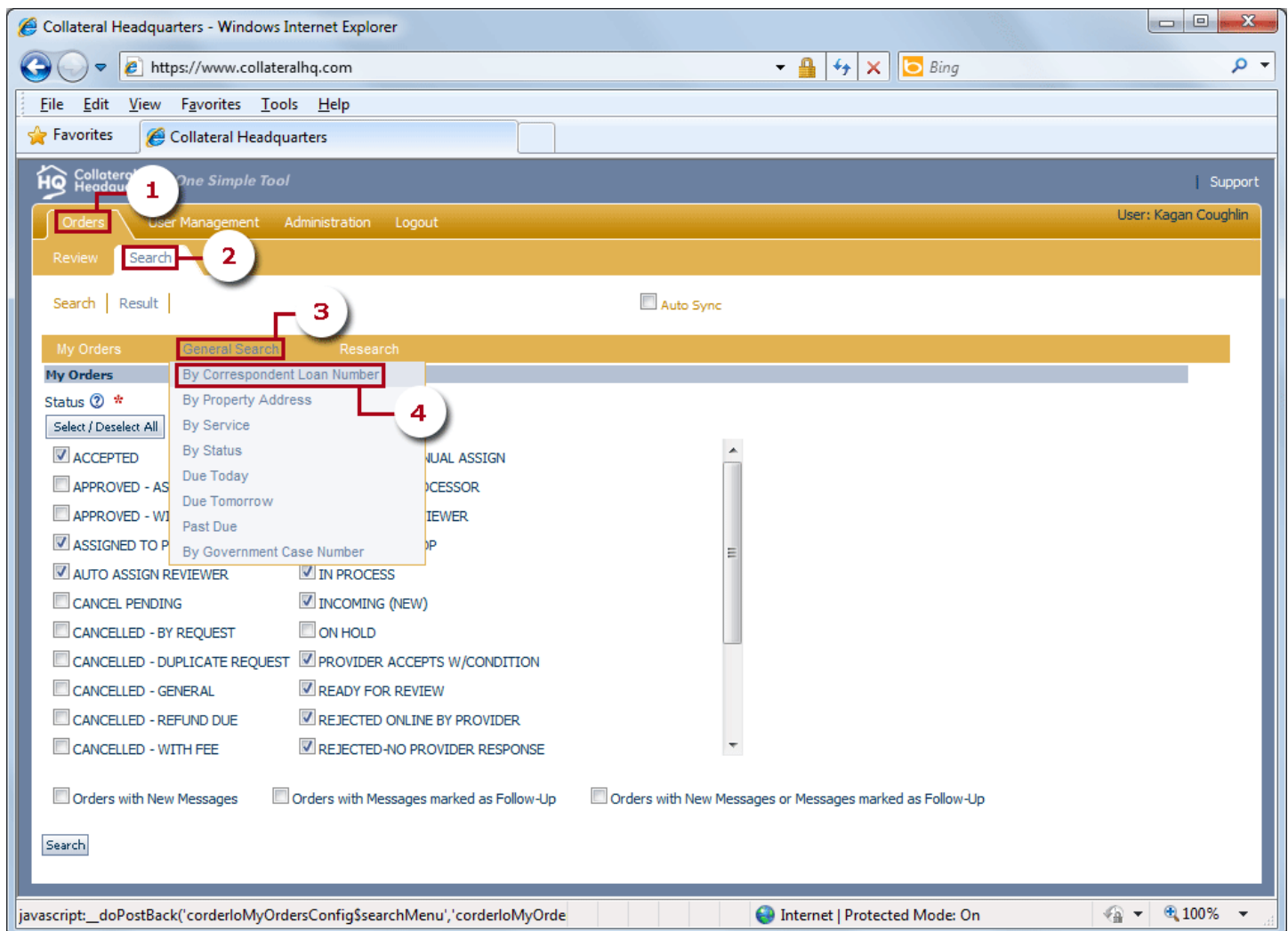
The appraisal product will upload to the order and begin the internal review process.

Search for Orders

The Search module in CHQ provides users the ability to enter search criteria and find the order(s) they wish to open. There are three search menus available which provide many options for a user to search for an order: **My Orders**, **General Search**, and **Research**. The following pages provide a few examples on how to search for an order.

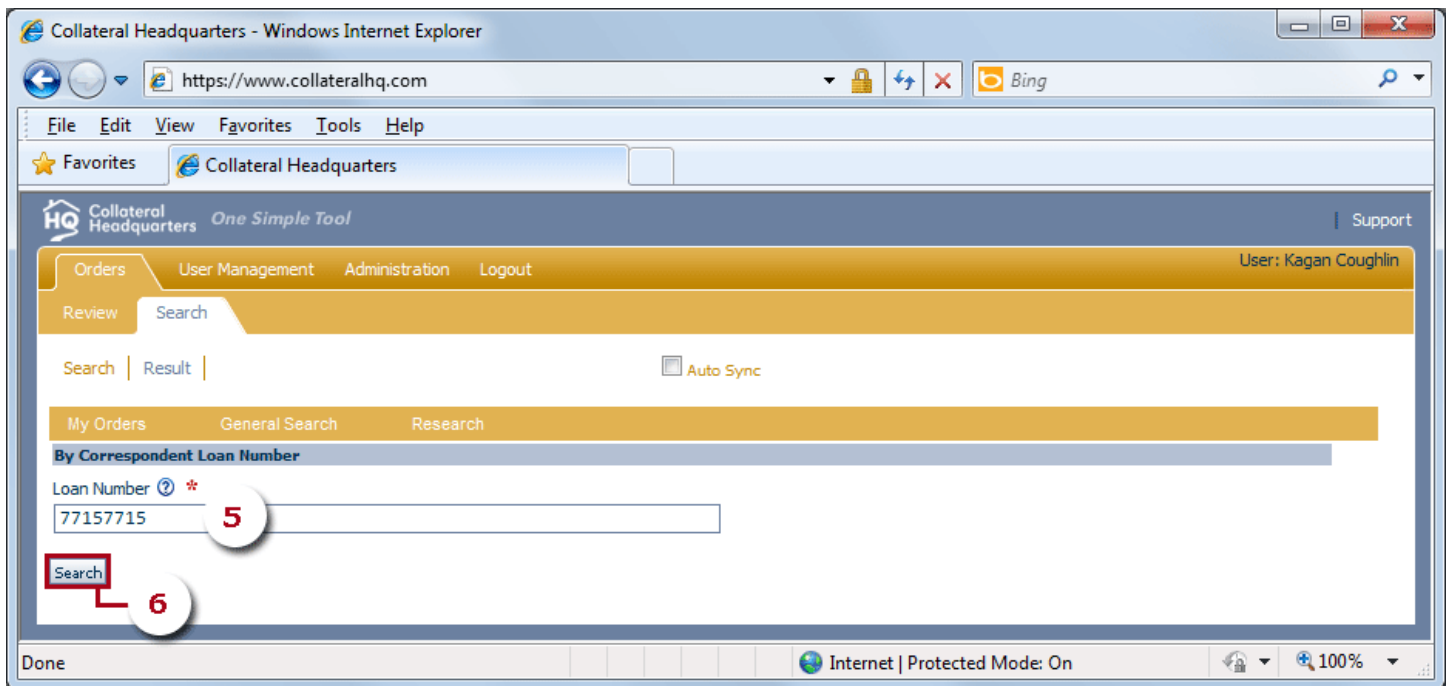
Search by Correspondent Loan Number

1. Click the **Orders** menu.
2. Select **Search**.
3. Click to expand the **General Search** menu.
4. Select **By Correspondent Loan Number**.



5. Enter the correspondent loan number of the order being searched for.

6. Click the **Search** button.



7. All **orders matching the correspondent loan number** entered will be displayed in the Search Results.

8. To select an order, click the **magnifying glass** on the left side.

9. The **order will open** in the Workspace.

Note: Order status can be found in both the Search Results and the Order Summary.

The screenshot shows the Collateral Headquarters web application in a Windows Internet Explorer browser. The address bar displays <https://www.collateralhq.com>. The application has a navigation bar with links for Orders, User Management, Administration, and Logout. The user is logged in as Kagan Coughlin. The main content area is divided into two sections. The top section, titled 'Search', shows a table of search results. A red box highlights the 'Correspondent Loan Number' '77157715' in the first row, with a magnifying glass icon next to it. A red circle with the number '7' is placed over the search filters, and another red circle with the number '8' is placed over the magnifying glass icon. The table has columns for Correspondent Loan Number, Status, Service Name, Borrower, Processor, Reviewer, Order Date, Due from Service Provider, and Date Draft. The bottom section, titled 'Order Summary', shows details for the selected order. A red circle with the number '9' is placed over the 'Order Locked By' field. The order summary includes fields for Doc Status, Correspondent Loan Number, Doc ID, Folder #, Service, Address, Borrower, Appraised Value, Sales Price, Correspondent Price, Channel, Loan Officer / Broker, Loan Amount, Sub Loan Type, Due to Correspondent, Due From Service Provider, Government Case Number, Reviewer, and Inspection Date. The bottom of the page has a footer with links for Loan Information, Associated Files, Log and Message, and UCDP.

Collateral Headquarters - Windows Internet Explorer

<https://www.collateralhq.com>

File Edit View Favorites Tools Help

Collateral Headquarters

Collateral Headquarters One Simple Tool

Support

User: Kagan Coughlin

Orders User Management Administration Logout

Review Search

Search Result

Auto Sync Refresh Results Export to Excel Generate Chart Show Results Hide Results

Displaying page 1 of 1, items 1 to 1 of 1

Correspondent Loan Number	Status	Service Name	Borrower	Processor	Reviewer	Order Date	Due from Service Provider	Date Draft
77157715	EXCEPTION - REVIEWER	Automated Review				9/26/2011 11:57:29 AM		09/26/2011

Displaying page 1 of 1, items 1 to 1 of 1

Past Due or Due Today (from Service Provider) Due Tomorrow (from Service Provider) Selected

Order Locked By: Kagan Coughlin 9/26/2011 12:24:58 PM

Close Order

Order Summary

Doc Status: EXCEPTION - REVIEWER

Correspondent Loan Number: 77157715 Doc ID: 20110926-0006-1 Folder #: 20110926-0006

Service: Automated Review

Address: 123 WESTBURY CIR OXFORD, LAFAYETTE MS 38655

Borrower: Appraised Value: Correspondent Price:

Correspondent : Second National Bank Sales Price: \$0.00 Channel:

Loan Officer / Broker : Kagan Coughlin Loan Amount: \$0.00 Sub Loan Type:

Due to Correspondent : Due From Service Provider: Government Case Number:

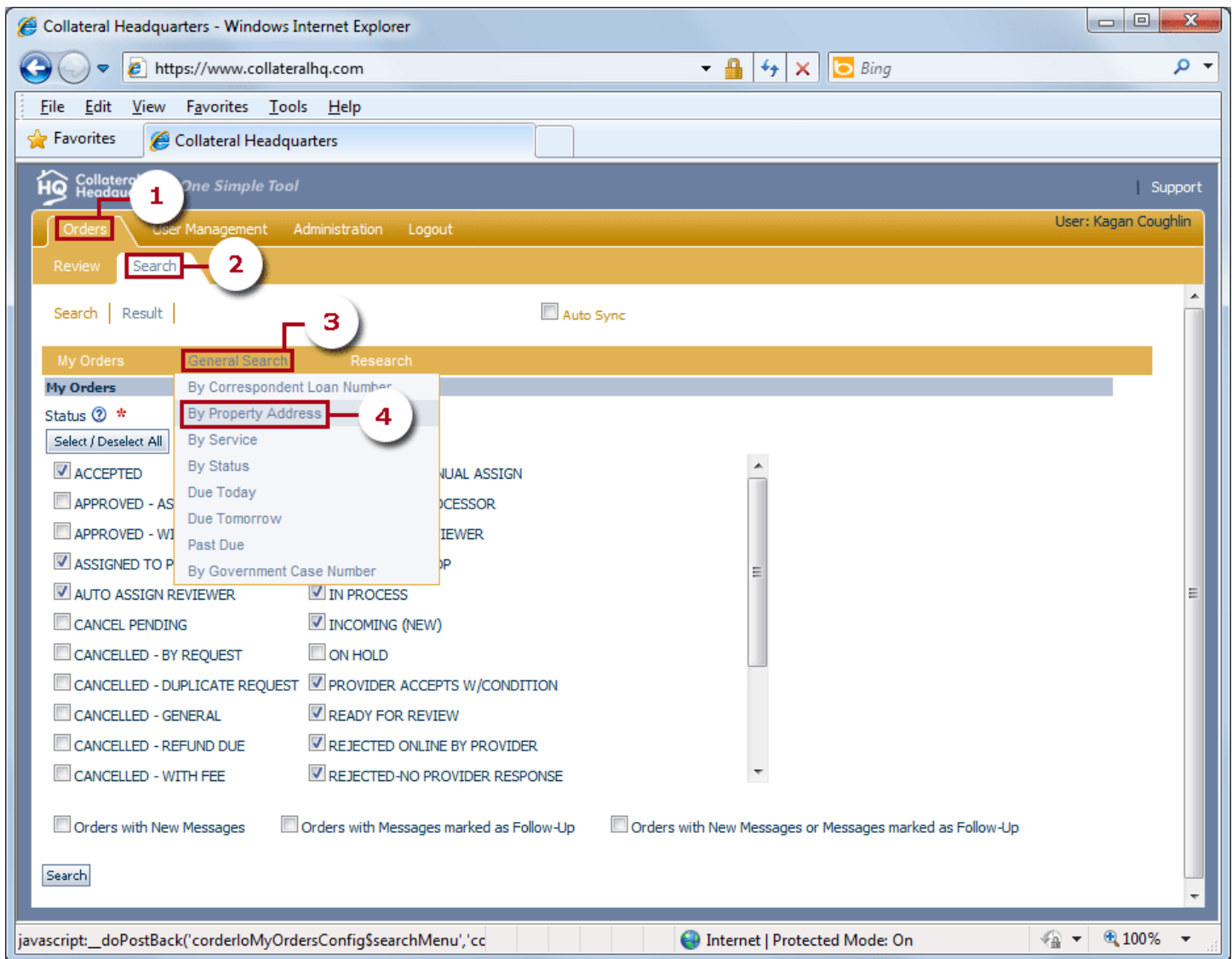
Reviewer: Inspection Date:

Loan Information Associated Files Log and Message UCDP

Internet Protected Mode: On 100%

Search by Property Address

1. Click the **Orders** menu.
2. Select **Search**.
3. Click to expand the **General Search** menu.
4. Select **By Property Address**.



5. Enter the property address of the order being searched for. You can enter as little or as much information as you would like as all fields are optional. Just remember the more information entered, the more precise the search results will be.

6. Click the Search button.

Collateral Headquarters - Windows Internet Explorer

https://www.collateralhq.com

File Edit View Favorites Tools Help

Collateral Headquarters

Collateral Headquarters One Simple Tool

Support

Orders User Management Administration Logout

User: Kagan Coughlin

Review Search

Search Result Auto Sync

My Orders General Search Research

By Property Address

Street # Prefix Street Name

123 Westbury

Suffix City County

Circle

State Zip Code

N/A 38655

Search

7. All **orders matching the property address** entered will be displayed in the Search Results.

8. To select an order, click the **magnifying glass** on the left side.

9. The **order will open** in the Workspace.

Note: Order status can be found in both the Search Results and the Order Summary.

The screenshot shows the Collateral Headquarters web application in a Windows Internet Explorer browser. The address bar shows <https://www.collateralhq.com>. The application has a navigation bar with tabs: Orders, User Management, Administration, and Logout. The user is logged in as Kagan Coughlin. The main content area is divided into two sections. The top section is the Search Results page, showing a table of search results. The table has columns: Correspondent Loan Number, Status, Service Name, Borrower, Processor, Reviewer, Order Date, Due from Service Provider, and Date Draft. The first row is highlighted in yellow and contains the following data: 77157715, EXCEPTION - REVIEWER, Automated Review, [redacted], [redacted], [redacted], 9/26/2011 11:57:29 AM, 09/26/2011. A magnifying glass icon is visible next to the loan number. The bottom section is the Order Summary page, showing details for the selected order. The order status is EXCEPTION - REVIEWER. The order is locked by Kagan Coughlin on 9/26/2011 12:24:58 PM. The order summary includes the following information: Correspondent Loan Number: 77157715, Doc ID: 20110926-0006-1, Folder #: 20110926-0006, Service: Automated Review, Address: 123 WESTBURY CIR, OXFORD, LAFAYETTE MS 38655, Borrower: [redacted], Appraised Value: [redacted], Correspondent Price: [redacted], Correspondent: Second National Bank, Sales Price: \$0.00, Channel: [redacted], Loan Officer / Broker: Kagan Coughlin, Loan Amount: \$0.00, Sub Loan Type: [redacted], Due to Correspondent: [redacted], Due From Service Provider: [redacted], Government Case Number: [redacted], Reviewer: [redacted], Inspection Date: [redacted]. The bottom of the page has a footer with links: Loan Information, Associated Files, Log and Message, and UCDP.

Collateral Headquarters - Windows Internet Explorer

<https://www.collateralhq.com>

File Edit View Favorites Tools Help

Collateral Headquarters

Collateral Headquarters One Simple Tool

Support

User: Kagan Coughlin

Orders User Management Administration Logout

Review Search

Search Result

Auto Sync Refresh Results Export to Excel Generate Chart Show Results Hide Results

Displaying page 1 of 1, items 1 to 1 of 1

Correspondent Loan Number	Status	Service Name	Borrower	Processor	Reviewer	Order Date	Due from Service Provider	Date Draft
77157715	EXCEPTION - REVIEWER	Automated Review	[redacted]	[redacted]	[redacted]	9/26/2011 11:57:29 AM	09/26/2011	

Displaying page 1 of 1, items 1 to 1 of 1

Past Due or Due Today (from Service Provider) Due Tomorrow (from Service Provider) Selected

Order Locked By: Kagan Coughlin 9/26/2011 12:24:58 PM

Close Order

Order Summary

Doc Status: EXCEPTION - REVIEWER

Correspondent Loan Number: 77157715 Doc ID: 20110926-0006-1 Folder #: 20110926-0006

Service: Automated Review

Address: 123 WESTBURY CIR, OXFORD, LAFAYETTE MS 38655

Borrower: [redacted] Appraised Value: [redacted] Correspondent Price: [redacted]

Correspondent: Second National Bank Sales Price: \$0.00 Channel: [redacted]

Loan Officer / Broker: Kagan Coughlin Loan Amount: \$0.00 Sub Loan Type: [redacted]

Due to Correspondent: [redacted] Due From Service Provider: [redacted] Government Case Number: [redacted]

Reviewer: [redacted] Inspection Date: [redacted]

Loan Information Associated Files Log and Message UCDP

Internet Protected Mode: On 100%

My Orders

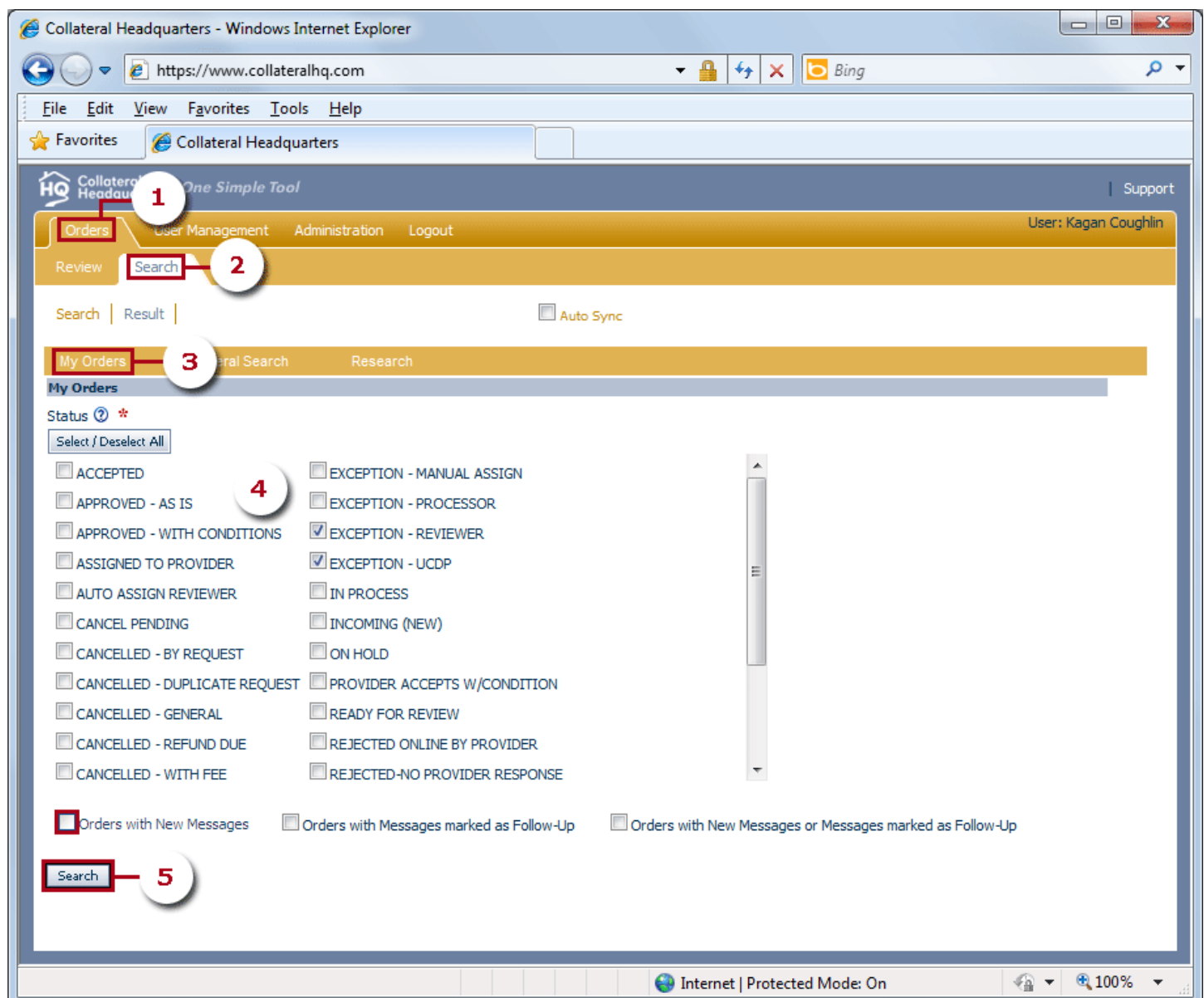
The My Orders search menu is a status search that will search for orders associated with the loan officer. My Orders also provides the ability to search for orders that have **new messages** and/or **follow-ups**.

1. Click the **Orders** menu.
2. Select **Search**.
3. The **My Orders** search will open on the CHQ screen.
4. Select the **status/statuses** for the orders you wish to search for.

Note: Click the **Select All** button to select all statuses at once and return all orders you have created.

Note: To search for orders that have a new message and/or a follow-up, mark the checkbox(es) at the bottom of the page.

5. Click **Search**.



6. All **orders associated with the loan officer in the statuses selected will be displayed** in the Search Results.

7. Click the **magnifying glass** on the left side to select an order.

8. The **order will open** in the Workspace.

Note: Order status can be found in both the Search Results and the Order Summary.

The screenshot displays the Collateral Headquarters web application in a Windows Internet Explorer browser window. The address bar shows <https://www.collateralhq.com>. The application has a navigation bar with tabs: Orders, User Management, Administration, and Logout. The user is logged in as Kagan Coughlin. The main content area is divided into two sections. The top section, titled 'Search', shows a table of search results. A magnifying glass icon (labeled 7) is used to select an order. The table has columns: Correspondent Loan Number, Status, Service Name, Borrower, Processor, Reviewer, Order Date, and Due from Service Provider. The bottom section, titled 'Order Summary', shows details for the selected order (Loan Number: 77157715). A lock icon (labeled 8) is present next to the 'Order Locked By' information. The bottom of the page shows a status bar with 'Internet | Protected Mode: On' and a zoom level of 100%.

Collateral Headquarters - Windows Internet Explorer

https://www.collateralhq.com

File Edit View Favorites Tools Help

Collateral Headquarters

Collateral Headquarters One Simple Tool

Support

User: Kagan Coughlin

Orders User Management Administration Logout

Review Search

Search Result

Auto Sync Refresh Results Export to Excel Generate Chart Show Results Hide Results

Displaying page 1 of 1, Items 1 to 4 of 4

Correspondent Loan Number	Status	Service Name	Borrower	Processor	Reviewer	Order Date	Due from Service Provider
12345	EXCEPTION - REVIEWER	Automated Review				9/7/2011 2:00:07 PM	
1234567	EXCEPTION - REVIEWER	Automated Review				9/7/2011 3:21:25 PM	
12321	EXCEPTION - REVIEWER	Automated Review				9/12/2011 9:49:30 AM	
77157715	EXCEPTION - REVIEWER	Automated Review				9/26/2011 11:57:29 AM	

Displaying page 1 of 1, items 1 to 4 of 4

Past Due or Due Today (from Service Provider) Due Tomorrow (from Service Provider) Selected

Order Locked By: Kagan Coughlin 9/26/2011 12:24:58 PM

Close Order

Order Summary

Doc Status: EXCEPTION - REVIEWER

Correspondent Loan Number: 77157715 Doc ID: 20110926-0006-1 Folder #: 20110926-0006

Service: Automated Review

Address: 123 WESTBURY CIR OXFORD, LAFAYETTE MS 38655

Borrower: Appraised Value: Correspondent Price:

Correspondent : Second National Bank Sales Price: \$0.00 Channel:

Loan Officer / Broker : Kagan Coughlin Loan Amount: \$0.00 Sub Loan Type:

Due to Correspondent : Due From Service Provider: Government Case Number:

Reviewer: Inspection Date:

Loan Information Associated Files Log and Message UCDP

Internet | Protected Mode: On 100%

Working with Orders

The following pages provide a brief explanation of each working page for an order and what information can be accessed within each page.

Loan Information

The Loan Information page contains details about the order, including correspondent loan number and investor loan number. If any changes need to be made to the information listed here, simply type directly into the appropriate field and click the **Save** button.

Note: The only information that cannot be updated on this page is Correspondent Loan Number.

Loan Information | Associated Files | Log and Message | UCDP

Loan Information

Correspondent Loan Number

77157715

Borrower First Name *

Borrower Last Name *

Loan Purpose *

--select one--

Loan Amount *

\$0.00

Sales Price

\$0.00

Owner Estimated Value

\$0.00

Investor Loan Number

7654321

Government Case Number

Sub Loan Type

--select one--

☐ High Value Property

☐ 1004 MC Required

Save

Associated Files

The Associated Files page provides access to all documents associated with the order. This is where the appraisal product is uploaded to the order. When the order changes to the **Exception - Reviewer** status, the GAAR results and Appraisal Score Report will become available for viewing. Once the upload to UCDP is successful, the Fannie Mae SSR and/or Freddie Mac SSR documents can be viewed and printed from Associated Files. This page can also be used to upload documents to an order, and to email files out from CHQ.

To Open an Associated File:

1. Under the **File Type** list, locate the file you wish to open.
2. Click either the **magnifying glass** or **Download** button. The file will then open in a new window on the screen.

Note: Click the **GAAR** button to view the GAAR results. Click the **Score Report** button to open the Appraisal Score report.

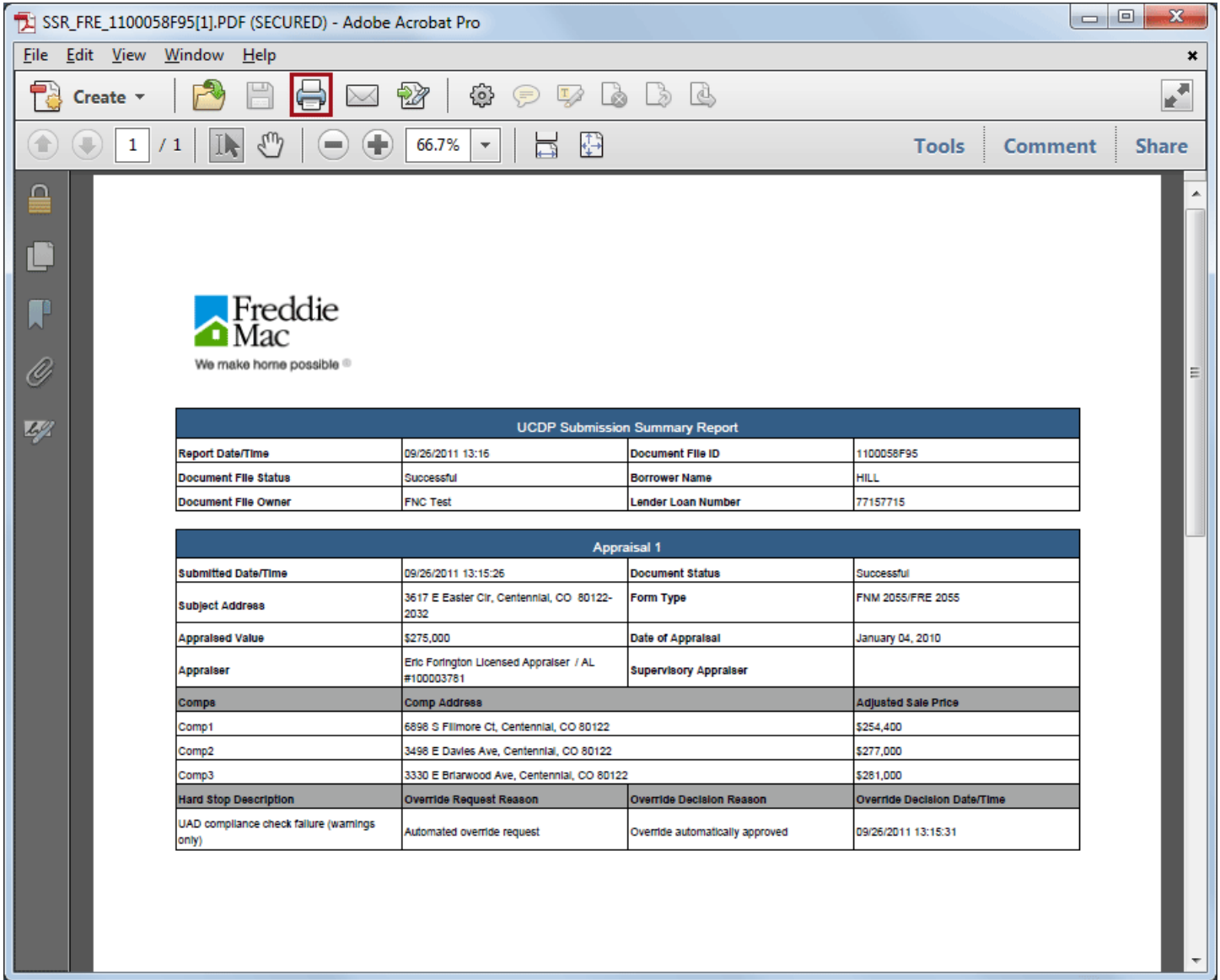
The screenshot shows the 'Associated Files' page. At the top, there is a navigation bar with 'Loan Information', 'Associated Files' (highlighted with a red box and a callout '1'), 'Log and Message', and 'UCDP'. Below this is a header 'Associated Files' with a print icon. A checkbox 'Show all files associated with the same folder' is checked. The main content is a table with columns: Hit, File Type, Edit, Doc Id, Date, and a row of buttons. The table lists four files: Freddie SSR, Fannie SSR, Other Documents, and Appraisal Report. The 'Fannie SSR' row has a magnifying glass icon highlighted with a red box and a callout '2', and its 'Download' button is also highlighted with a red box and a callout '2'. The 'Appraisal Report' row has buttons for 'Download', 'Download ENV', 'GAAR' (highlighted with a red box), and 'Score Report' (highlighted with a red box).

Hit	File Type	Edit	Doc Id	Date	
	Freddie SSR		20110926-0006-1	9/26/2011 12:17:00 PM	Download
	Fannie SSR		20110926-0006-1	9/26/2011 12:17:00 PM	Download
	Other Documents		20110926-0006-1	9/26/2011 12:14:30 PM	Download
	Appraisal Report		20110926-0006-1	9/26/2011 12:14:20 PM	Download Download ENV GAAR Score Report

Print an Associated File:

Once you have a file opened, you can print out a hard copy of the file.

If you use the **Download** option to open a file, click the printer icon  to print a hard copy of the document. The Download option is available for the Appraisal Report, Fannie Mae SSR, and Freddie Mac SSR.



The screenshot shows the Adobe Acrobat Pro interface with the file "SSR_FRE_1100058F95[1].PDF (SECURED)" open. The printer icon in the top toolbar is highlighted with a red box. The document content includes the Freddie Mac logo and two tables: "UCDP Submission Summary Report" and "Appraisal 1".

Freddie Mac
We make home possible ®

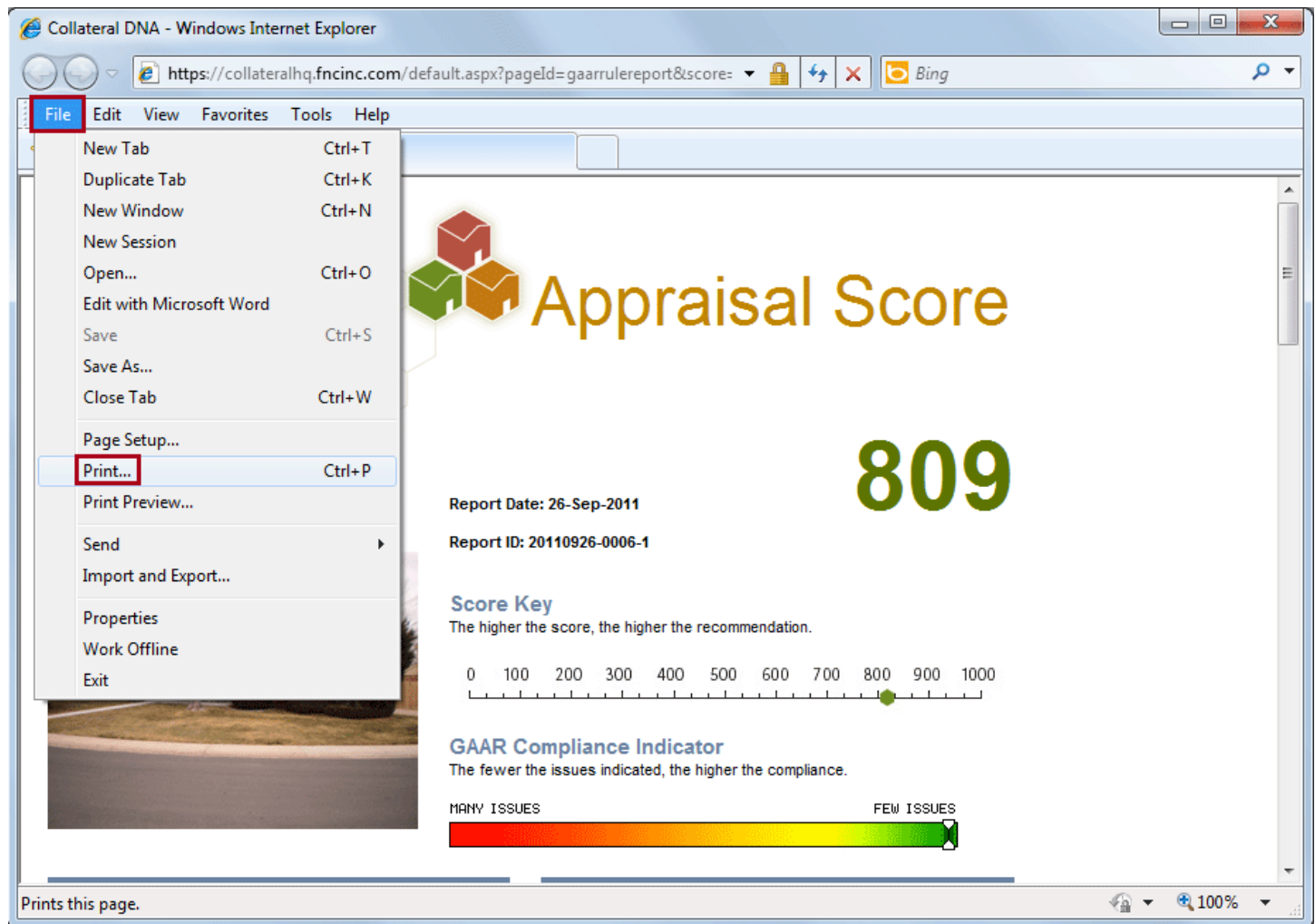
UCDP Submission Summary Report			
Report Date/Time	09/26/2011 13:16	Document File ID	1100058F95
Document File Status	Successful	Borrower Name	HILL
Document File Owner	FNC Test	Lender Loan Number	77157715

Appraisal 1			
Submitted Date/Time	09/26/2011 13:15:26	Document Status	Successful
Subject Address	3617 E Easter Cir, Centennial, CO 80122-2032	Form Type	FNM 2055/FRE 2055
Appraised Value	\$275,000	Date of Appraisal	January 04, 2010
Appraiser	Eric Forington Licensed Appraiser / AL #100003781	Supervisory Appraiser	
Comps	Comp Address	Adjusted Sale Price	
Comp1	6898 S Fillmore Ct, Centennial, CO 80122	\$254,400	
Comp2	3498 E Davies Ave, Centennial, CO 80122	\$277,000	
Comp3	3330 E Briarwood Ave, Centennial, CO 80122	\$281,000	
Hard Stop Description	Override Request Reason	Override Decision Reason	Override Decision Date/Time
UAD compliance check failure (warnings only)	Automated override request	Override automatically approved	09/26/2011 13:15:31

If you use the **magnifying glass**  to open the Appraisal Score, Fannie Mae SSR, or Freddie Mac SSR or when clicking the **Score Report** button to open the Appraisal Score Report, there are several print options available depending on your browser settings:

- Click to open the **File menu** at the top left corner of the screen, then select the **Print** option.
- Click the **printer icon** located in the toolbar at the top of the screen (if visible).
- **Right-click** with your mouse to open a menu of options, then select **Print**.
- Enter **Ctrl + P** on your keyboard

Note: The File→Print option is highlighted in the screen shot below.



Add a File to the Associated Files Page:

1. Under the **Add File** section, click the **Browse** button to retrieve the file being uploaded.
2. Use the drop-down arrow to select the **File Type**.

Note: It is important to select the correct file type when uploading a file. Your options are to select either **Purchase Agreement** when uploading a sales contract, or **Other Documents** for all other types of files.

3. Click the **Upload** button.

The screenshot shows the 'Add File' form. At the top is a header bar with the title 'Add File' and a refresh icon. Below the header, there is a 'Select File *' section with a text input field containing 'C:\Documents and Sett' and a 'Browse' button. A red box and the number '1' highlight the 'Browse' button. Below this is a 'File Type *' section with a dropdown menu showing 'Other Documents'. A red box and the number '2' highlight the dropdown arrow. At the bottom of the form is an 'Upload' button, highlighted with a red box and the number '3'.

Email a Document from Associated Files:

1. Mark the checkbox(es) of the file(s) you wish to send.
2. Enter the email address of the recipient(s). Separate multiple email addresses with a comma.
3. Click **Send Email**.

The screenshot shows the 'Associated Files' form. At the top is a header bar with the title 'Associated Files' and a refresh icon. Below the header, there is a checkbox labeled 'Show all files associated with the same folder' which is checked. Below this is a table with columns: File Type, Edit, Doc Id, Date, Download, GAAR, and Appraisal Score. The first row of the table has a checked checkbox in the 'File Type' column, highlighted with a red box and the number '1'. The 'File Type' is 'Appraisal Report', 'Edit' is a document icon, 'Doc Id' is '20101109-1202-1', 'Date' is '11/10/2010 3:50:23 PM', 'Download' is a button, 'GAAR' is a button, and 'Appraisal Score' is a button. At the bottom of the form, there is a 'Delete' button. Below that is a text input field labeled 'Email Selected Files to' containing 'test@email.com', highlighted with a red box and the number '2'. To the right of the input field is a 'Send Email' button, highlighted with a red box and the number '3'.

Log and Message

The Log and Message Page contains a listing of all messages associated with an order. Messages can be composed, read, and replied to from this page.

- A.** Click **Compose New Message** to enter and send a new message.
- B.** Each message received will list who the **message is from** along with the **subject** of the message.
- C.** A **closed envelope icon** indicates a new message. An **open envelope icon** indicates a read or opened message.
- D.** Click the **plus sign button to open** the body of the message. Click the same button to close the message.
- E.** Click the **reply icon** to send a reply to the received message.
- F.** Click the **edit button** to change the status of the message from new to read.
- G.** Mark the **Show system messages** checkbox to view all system generated messages.

The screenshot shows the 'Log and Message' page with the following elements and callouts:

- A:** 'Compose New Message' button (top left).
- B:** 'From' column header.
- C:** Closed envelope icon.
- D:** Plus sign button to open message body.
- E:** Reply icon.
- F:** Edit button.
- G:** 'Show system messages' checkbox.

From	Subject	Doc ID	Service Type	Post Date	Edit
Jane Smith	approved	20101124-1242-1	1004 - URAR	11/24/2010 12:05:19 PM	

To Compose a New Message:

1. Click **Compose New Message**.

Loan Information | Associated Files | **Log and Message** | UCDP |

Log and Message

☐ Show all messages in same folder ☐ Show system messages [Print Current View](#)

Compose New Message [Expand All](#)

	From	Subject	Doc ID	Service Type	Post Date	Edit
	Jane Smith	approved	20101124-1242-1	1004 - URAR	11/24/2010 12:05:19 PM	

[Compose New Message](#)

2. Enter a **Subject** and **Body**.

3. Click **Save**.

Note: Before clicking Save to send the message, you can check your spelling by clicking the **Check Spelling** link, or you can mark the message for a follow up (red flag) by selecting the **Follow up required** checkbox.

Compose New Message

From: Loan #: Document ID:

Subject:

Message Body:

57(4000)

☒ Mark As New

☐ Follow up required

Service Provider: Customer:

[Check Spelling](#)

Save [Close](#)

UCDP

The **UCDP** page will display the Business Unit number, Fannie Seller Service number, and/or Freddie Seller Service Number as well as the results (success or failure) of the appraisal product upload to UCDP. Click the **Summary Report** link at the bottom of the page to view a summary of the upload. In the case of a failure, the Summary Report will provide further details on why the upload was not successful.

When the upload is successful, the status of the order will be **Exception – Reviewer** and the appropriate SSR(s) will be available under the Associated Files page. When the upload fails, the status of the order will be **Exception – UCDP**. If there is a failure, the UCDP page will display the cause of the failure and can then be used to manually override the exception or a corrected file can be re-submitted under the Associated Files page.

The UCDP page is available to those users who have been given access within their individual user profile. If you do not see this page, any UCDP issues will be handled by the correspondent. To be granted access to the UCDP page, contact your system administrator.

Note: The UCDP page screen shot below represents a successful file upload.

[Loan Information](#) | [Associated Files](#) | [Log and Message](#) | **UCDP**

UCDP

UCDP

Business Unit

☒ Submit to Fannie
Fannie Seller Service Number

☒ Submit to Freddie
Freddie Seller Service Number

UCDP

Loan Number
Submission ID
Fannie Status
Recent Submission
Recent Finding
Gateway Status
Gateway Note

77157715

20119NIIGCOHNUJGK8CA

IS0000

9/26/2011 12:14:40 PM

9/26/2011 12:16:37 PM

Complete

UCDP ID
Freddie Status

1100058F95

IS0000

[Summary Report](#)

Example of a Summary Report:

UCDP Summary | 2011AGOB5NTGKLP58MD - Windows Internet Explorer

https://uat.fncinc.com/ucdp/Submission/UCDPReport/2011AGOB5NTGKLG

File Edit View Favorites Tools Help

★ Favorites UCDP Summary | 2011AGOB5NTGKLP58MD

UCDP SUBMISSION SUMMARY REPORT




We make home possible™

Document File Owner: Correspondent Portal
Lender Loan Number: 45674567
UCDP Document File ID: 110005C616
Submitted Date/Time: 10/11/2011 11:35:26 AM
Report Date/Time: 10/11/2011 11:36:32 AM
Document File Status: Exception Manual Override

UCDP Submission Summary Report			
Report Date/Time	10/11/2011 11:36:32 AM	Document File ID	110005C616
Document File Status	Exception Manual Override	Lender Loan Number	45674567
Document File Owner	Correspondent Portal		
	SS Number	Status Code	Description
Freddie Mac	999999999	IS0003	NOT SUCCESSFUL - Hard Stop(s) encountered while processing submission. Review the HARD STOP elements for details.
Fannie Mae	275410004	IS0003	NOT SUCCESSFUL - Hard Stop(s) encountered while processing submission. Review the HARD STOP elements for details.

[Appraisal 1] 67 Legare St Charleston SC 29401			
Submitted Date/Time:	10/11/2011 11:35:26 AM	Document Status	IS0003
Subject Address	67 Legare St Charleston SC 29401	Form Type	1004(3-2005) UAD(UAD Version 9/2011)
Appraised Value	2,750	Date of Appraisal	05/31/2011
Appraiser	Jasper / 444555666111222333	Supervisory Appraiser	/
Comps	Comp Address	Adjusted Sale Price	
[Comp 1]	66 Legare St SC 29401 Charleston	322,000	
[Comp 2]	68 Legare St SC 29401 Charleston	392,000	
[Comp 3]	69 Legare St SC 29401 Charleston	360,000	

Position	Hard Stop Code	Description	FNMA	FMAC	Override Code	Override Decision Description
1	202	Unverified appraiser license information	☒	☒		Override automatically approved
1	101	Appraised value is less than \$5,000	☐	☐		

Done

Internet | Protected Mode: On

100%

Exception – UCDP:

When there is a failure, the status of the order will change to **Exception – UCDP** and the UCDP page will display the cause of the failure. At this point, the UCDP page can be used to manually override the exception or a corrected file can be submitted under the Associated Files page. Remember to click the **Summary Report** link to view a more detailed description on why the upload was not successful.

Order Summary

Doc Status: EXCEPTION - UCDP

Correspondent Loan Number: 45674567
Service: Automated Review
Address: 123 Westbury CR OXFORD, LAFAYETTE MS 38655
Borrower:
Correspondent : Second National Bank
Loan Officer / Broker : Kagan Coughlin
Due to Correspondent :
Reviewer:

Doc ID: 20111011-0007-1
Appraised Value:
Sales Price: \$0.00
Loan Amount: \$0.00
Due From Service Provider:
Inspection Date:

Folder #: 20111011-0007
Correspondent Price:
Channel:
Sub Loan Type:
Government Case Number:

[Loan Information](#) | [Associated Files](#) | [Log and Message](#) | **UCDP**

UCDP

UCPD
Business Unit

☒ Submit to Fannie ☒ Submit to Freddie
Fannie Seller Service Number

 Freddie Seller Service Number

UCDP

Loan Number 45674567
Submission ID 2011AG085NTGKLGPS8MD
Fannie Status IS0003
Recent Submission 10/11/2011 11:32:54 AM
Recent Finding 10/11/2011 11:36:32 AM
Gateway Status Exception
Gateway Note [ERROR](200004) - Duplicate submission - a submission has already been received for FNC Test loan # 123456789. If you wish to make a correction, you must reference DocumentFileIdentifier

UCDP ID 110005C616
Freddie Status IS0003

[Summary Report](#) [Manual Override](#)

A. Manual Override

1. Click the **Manual Override** link located at the bottom of the UCDP page.

UCDP

Loan Number	45674567	UCDP ID	110005C616
Submission ID	2011AGOB5NTGKLG58MD	Freddie Status	IS0003
Fannie Status	IS0003		
Recent Submission	10/11/2011 11:32:54 AM		
Recent Finding	10/11/2011 11:36:32 AM		
Gateway Status	Exception Manual Override		
Gateway Note	ManualOverrideRequired		
Summary Report	Manual Override		

2. The **UCDP Gateway** window will open.
3. Use the drop-down arrow to select the appropriate **Override Reason**.
4. Enter any **Comments**.
5. Click the **Submit** button.

Override - Windows Internet Explorer

https://uat.fncinc.com/ucdp/Submission/Override/2011AGOB5NTGKLG58MD

File Edit View Favorites Tools Help

UCDP Gateway

Override

Submission ID: 2011AGOB5NTGKLG58MD

Loan Number: 45674567

Appraisal	Hard Stop Code	Hard Stop Description	Override Code
1	101	Appraised value is less than \$5,000	

Override Reason

Value is correct and validated by lender

Comments

override comments

SUBMIT

UCDP Gateway
Copyright © 2011 - All Rights Reserved - FNC, INC.

Done Internet | Protected Mode: On 100%

B. Submit a Corrected File

After reviewing the Summary Report and requesting and receiving the corrected appraisal product,

1. Open the appropriate order and navigate to the **Associated Files** page.
2. Click the **Browse** button under the **Add File** section.

Loan Information | **Associated Files** | Log and Message | UCDP

Associated Files

☒ Show all files associated with the same folder

Hit	File Type	Edit	Doc Id	Date	
☐	Other Documents		20111011-0007-1	10/11/2011 11:32:44 AM	Download
☐	Appraisal Report		20111011-0007-1	10/11/2011 11:32:38 AM	Download Download ENV GAAR Score Report

Email Selected Files to: [Send Email](#)

Add File

Select File *

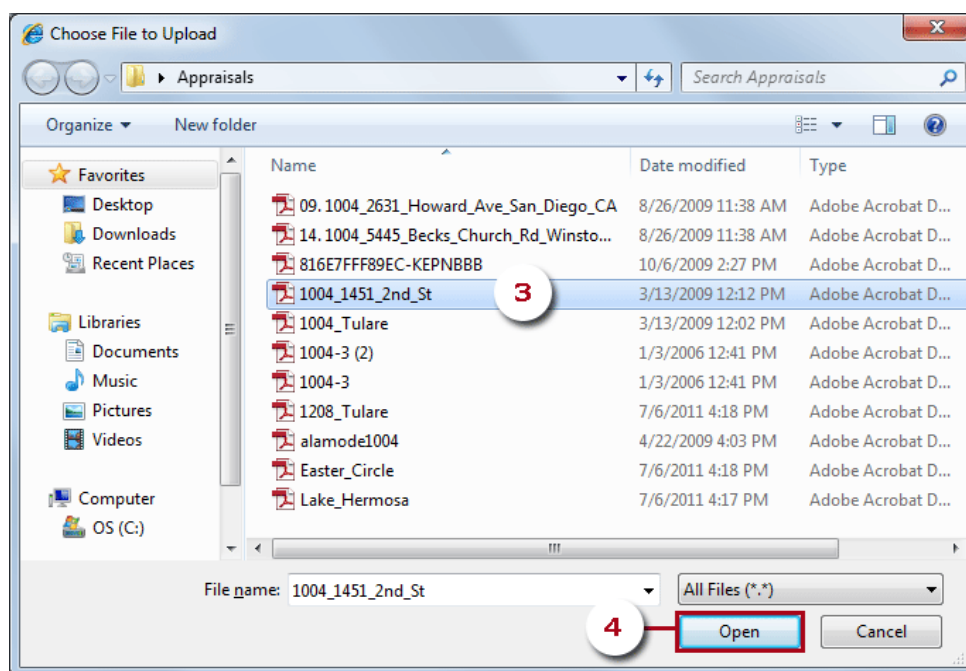
[Browse](#)

File Type *

--select one--

[Upload](#)

3. Select the appraisal product file being uploaded from the browser window.
4. Click **Open**.



5. Use the **File Type** drop-down arrow to select **Appraisal Report**.

6. Click **Upload**.

The screenshot shows a web-based 'Add File' dialog box. At the top, there's a header bar with the text 'Add File' and a small icon. Below the header, the 'Select File' section contains a text input field with the placeholder 'C:\fakepath\1004_1451_' and a 'Browse' button. The 'File Type' section features a dropdown menu currently set to 'Appraisal Report', with a red box and a callout number '5' pointing to the dropdown arrow. Below the dropdown is an 'Upload' button, which is highlighted with a red box and a callout number '6'.

The corrected appraisal product will upload to the order. The system will submit the corrected appraisal product to UCDP and the file will re-run through the internal review process, providing new GAAR and Appraisal Score results.

What is GAAR™?

- The Generally Accepted Appraisal Rules (GAAR™) is a collection of standardized appraisal review rules that:
 - Check for compliance with respect to regulations and industry standards
 - Search for inconsistent, unusual, or potentially aggressive opinions that reduce the credibility of an appraisal report
 - Disclose unusual property traits, or omissions in the valuation report itself, that increases collateral risk in the lending decision

Purpose of GAAR™

- Enhance speed of valuation review process
- More efficient reviews of valuation products
- Adds consistency to the review process
- Quality control in the valuation review process
- Allows users to focus on problem reports for a more thorough manual review
- Provides automated tracking of valuation review procedures, guidelines, and results

Locations in CHQ

- GAAR™ results can be found in CHQ:
 - Associated Files
 - Appraisal Score Report
 - GAAR Viewer

GAAR™ Categories

- **Compliance Series** - The foundation of the compliance rule set is based on a variety of appraisal guidelines and regulatory requirements, such as the Uniform Standards of Appraisal Practice (USPAP), along with Government Sponsored Enterprises (GSE's) such as Fannie Mae and Freddie Mac. This series reflects industry minimal appraisal standards and guidelines.
- **Risk Series** -This series provides the next level of review with rules that target risk. These rules are based on experience/input of FNC's Chief Appraiser and other Real Estate and Appraisal Quality Control subject matter experts. On-going analysis of appraisals enhances and updates this series. These rules are not published in existing industry sources/guidebooks. This series focuses on potential red flag issues. Its goal is to mitigate risk and provides alerts to areas within the appraisal that may warrant follow up action, such as inconsistencies and weak support for the final valuation.
- **External Data Series** - This set of rules supplements GAAR™ by bringing in external sources of data. The focus of this module is to provide additional market information about the subject property and its neighborhood. For example, the subject property's gross living area as reported in the appraisal is checked against public records. A market based price trend and momentum analysis is also provided to identify declining trends.
- **FHA Series** – The FHA series automatically reviews each appraisal, checking for FHA's minimal property standards. All FHA appraisals must undergo manual review. The FHA – GAAR™ series accommodates the process by providing the reviewer with alerts based on the automated review. The FHA rules search the appraisal for certain keywords that may indicate a problem, and if any red flags are found, an alert is issued.
- **UAD Series** - The UAD (Uniform Appraisal Dataset) is a collection of very specific instructions for how to fill out an appraisal form. Since the instructions are consistent and all appraisers are required to follow them explicitly, underwriters will see uniform terms, terminology and descriptions in the appraisals. The GAAR™ engine includes Compliance rules to check appraisal conformance to these UAD requirements. The goal is to make sure the appraiser has completed the form properly such that when an appraisal is subsequently processed by your systems and submitted to the UCDP, that no UAD issues are present.

Appraisal Forms Supported By GAAR™

- Fannie Mae 1004/Freddie Mac 70 – Uniform Residential Appraisal Report (URAR) – March, 2005
- Fannie Mae 1004C/Freddie Mac 70B – Manufactured Home Appraisal Report – March, 2005
- Fannie Mae 2055/Freddie Mac 2055 – Exterior Only Inspection Residential Appraisal Report
- Fannie Mae 1073/Freddie Mac 465 – Individual Condominium Unit Appraisal Report – March, 2005
- Fannie Mae 1075/Freddie Mac 466 – Exterior – Only Inspection Individual Condominium Unit Appraisal Report – March, 2005
- Fannie Mae 1025/Freddie Mac 72 – Small Residential Income Property Appraisal Report

GAAR™ Naming Convention

Ex: FNC- C –CONT -006-00

I did (did not) analyze the contract for sale for the subject: Description field is blank and ASSIGNMENT TYPE is noted as PURCHASE TRANSACTION

XXX (FNC) = Ownership

X (C) = Type of Rule (Compliance, Risk, External, FHA)

XX (CONT) = Section of form

XXX (006 -00) = Rule Number

Uniform Residential Appraisal Report (URAR) Sections of Form:

- | | |
|--|--|
| • SUB = Subject | • SCAHIS = Sales Comparison Analysis History |
| • CONT = Contract | • SCAVALUE = Indicated Value by Sales Comparison Approach |
| • N = Neighborhood | • REC = Reconciliation |
| • S = Site | • CA = Cost Approach |
| • IMP = Description of Improvements | • PUDINFO = PUD Information |
| • SCA = Sales Comparison Approach | • CERT = Appraiser Details |
| • ATT = Appraisal Attachments | • EXT = External Rule |

GAAR™ Examples

- **Compliance Series**
 - FNC-C-SCA-099-03
Date of Sale/Time: Field for any comparable 1-3 is more than six months old
 - FNC-C-SCAHIS-024-01
COMPARABLES: DATE of Prior Sale/Transfer: Field contains date for the year prior to the date of sale of the comparable sale
- **Risk Series**
 - FNC-R-SCA-099-01
Date of Sale/Time: Comparables: Fields for any comparables contain NEGATIVE adjustments and are closed sales
 - FNC-R-SCAHIS-030-01
Price of Prior Sale/Transfer: COMPARABLES: Prior Sales Price is HIGHER than COMPARABLE'S PRICE reported in appraisal

- **External Data Series**

- FNC-EXT-MKT-000-38
Zip Code 1 month Median Price trend is decreasing at a faster rate than it has been over the last 12 months
- FNC-EXT-PROP-000-16
The most recent recording for the Subject Property is a Distressed Sale

- **FHA Series**

- FNC-FHA-SCA-066-01
Proximity to Subject: Field does not contain both a numeric entry AND one of the terms north, northeast, northwest, south, southeast, southwest, west, or east
- FNC-FHA-CONT-009-01
Sales Price: field for Contract Price is not blank or does not contain the term: REFINANCE, REFI AND the box is checked 'Refinance Transaction' in the Subject: Assignment Type section

- **UAD Series**

- FNC-C-CA-006-01
Estimated Reproduction or Replacement Cost New: More than one box is checked and field INDICATED VALUE by COST APPROACH contains a value
- FNC-C-IMP-069-01
FOUNDATION: Evidence of: Dampness: Box is checked

GAAR Viewer

The GAAR Viewer is a reviewer tool that provides a visual of the GAAR™ findings for an appraisal. Open the GAAR viewer by clicking the GAAR button in the Associated Files tab.

Loan Information **Associated Files** Log and Message | UCDP |

Associated Files

☒ Show all files associated with the same folder

Hit	File Type	Edit	Doc Id	Date	
☐	Other Documents		20110907-0010-1	9/7/2011 2:00:45 PM	Download
☐	Appraisal Report		20110907-0010-1	9/7/2011 2:00:35 PM	Download Download ENV GAAR Score Report

Email Selected Files to

Once opened, the GAAR viewer will list all rules that fired against the appraisal on the left hand side of the screen, while displaying the appraisal file on the right. The **red** highlighted areas indicate where a rule fired against the appraisal. Select a rule from the list on the left to pinpoint the location of that rule firing within the appraisal. The chosen rule will highlight in **green** on the appraisal and the rule definition will be displayed at the bottom of the page.

GAARViewer - Windows Internet Explorer

https://clientname.fncms.com

File Edit View Favorites Tools Help

GAARViewer

GAAR Viewer Display Close Viewer Help

12 Renshaw Place, Palm Coast, FL 32164-6628

Collateral DNA FNC

Page 1 Page 2 Page 3 Page 4 Page 5 Page 6

Uniform Residential Appraisal Report

19981106180
File # env1_pass

The purpose of this summary appraisal report is to provide the lender/client with an accurate, and adequately supported, opinion of the market value of the subject property.

Property Address 12 Renshaw Place City Palm Coast State FL Zip Code 32164-6628
Borrower Duane Pipes Owner of Public Record Graham and Ginger Kraker County Flagler
Legal Description Lot 48, Block 73, Section 44, Palm Coast
Assessor's Parcel # 07-11-42-0044-00730-00480 Tax Year 2005 R.E. Taxes \$ 574.84
Neighborhood Name we are good Map Reference 4B-1 Census Tract 0802.02
Occupant ☒ Owner ☐ Tenant ☐ Vacant Special Assessments \$ None ☐ PUD HOA \$ N/A ☐ per year ☐ per month
Property Rights Appraised ☒ Fee Simple ☐ Leasehold ☐ Other (describe)
Assignment Type ☐ Purchase Transaction ☒ Refinance Transaction ☐ Other (describe)
Lender/Client Chesapeake - E-Mail Address 1111 Main Street
Is the subject property currently offered for sale or has it been offered for sale in the twelve months prior to the effective date of this appraisal? ☐ Yes ☒ No
Report data source(s) used, offering price(s), and date(s).
According to MLS records and an owner interview there have been no offerings of the subject within the prior 12 months.
I ☐ did ☒ did not analyze the contract for sale for the subject purchase transaction. Explain the results of the analysis of the contract for sale or why the analysis was not performed.
Sales contract information is not applicable, as the assignment type is refinance.
Contract Price \$ 280000 Date of Contract 03/02/09 Is the property seller the owner of public record? ☒ Yes ☐ No Data Source(s) yes
Is there any financial assistance (loan charges, sale concessions, gift or downpayment assistance, etc.) to be paid by any party on behalf of the borrower? ☐ Yes ☒ No
If Yes, report the total dollar amount and describe the items to be paid.

Note: Race and the racial composition of the neighborhood are not appraisal factors.

Neighborhood Characteristics			One-Unit Housing Trends			One-Unit Housing		Present Land Use %	
Location	☒ Urban	☒ Suburban ☐ Rural	Property Values	☐ Increasing	☒ Stable ☐ Declining	PRICE \$ (000)	AGE (yrs)	One-Unit 80	%
Build-Up	☒ Over 75%	☐ 25-75% ☐ Under 25%	Demand/Supply	☐ Shortage	☒ In Balance ☐ Over Supply	200	Low New	2-4 Unit 0	%
Growth	☐ Rapid	☒ Stable ☐ Slow	Marketing Time	☐ Under 3 mths	☒ 3-6 mths ☐ Over 6 mths	250	High 10	Multi-Family 0	%

FNC-R-CONT-009-01 - Contract Price \$: For sales transactions, OPINION OF MARKET VALUE (220000) is less than the CONTRACT PRICE (280000)

Appraisal Score

What is the Appraisal Score?

- The Appraisal Score is an automated collateral underwriting tool that is based on weighted Generally Accepted Appraisal Rules (GAAR™). The Appraisal Score scores appraisals on a range of 0 to 1000, where 1000 is best.
- The score is intended to allow lenders to preset a risk threshold score to determine the follow up action required, if any.
- The Appraisal Score is calculated once the appraisal has been run through GAAR™.

Available Appraisal Forms for Appraisal Score

- Fannie Mae 1004/Freddie Mac 70 –Uniform Residential Appraisal Report (URAR) – March, 2005
- Fannie Mae 1004C/Freddie Mac 70B – Manufactured Home Appraisal Report – March, 2005
- Fannie Mae 2055/Freddie Mac 2055 – Exterior Only Inspection Residential Appraisal Report
- Fannie Mae 1073/Freddie Mac 465 – Individual Condominium Unit Appraisal Report – March, 2005
- Fannie Mae 1075/Freddie Mac 466 – Exterior –Only Inspection Individual Condominium Unit Appraisal Report – March, 2005

Locations in CHQ

The Appraisal Score will be automatically generated on every order.

- The Appraisal Score can be found in CHQ:
 - Associated Files
 - Score Report

Loan Information **Associated Files** Log and Message | UCDP |

Associated Files

☒ Show all files associated with the same folder

Hit	File Type	Edit	Doc Id	Date	
☐	Other Documents		20110907-0010-1	9/7/2011 2:00:45 PM	Download
☐	Appraisal Report		20110907-0010-1	9/7/2011 2:00:35 PM	Download Download ENV GAAR Score Report

Email Selected Files to [Send Email](#)

Benefits of Using Appraisal Score

- Separates out those appraisals that might require more intensive follow up review.
- Reduces the costs and time associated with appraisals that may not require manual reviews.
- Ensures regulatory compliance and mitigates risk.
- Establishes a standard quality level for capital markets and investors.
- Provides a means to achieve and document a consistent comprehensive review of 100% of appraisal volume.

Information Provided by Appraisal Score

- Front view image of subject property (pulled directly from the appraisal)
- Appraisal Score and score report date
- Subject property details (address, value, appraiser info, sq. ft., etc.)
- GAAR™ results

Example of Appraisal Score Report



Appraisal Score



GAAR ® Version: 5.0

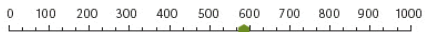


Report Date: 24-Aug-2009

574

Score Key

The higher the score, the higher the recommendation.



Subject Property	
Address:	1473 PEARL RD
City-State-Zip:	CLEVELAND OH, 44109
Value:	\$285,000.00
Appraisal Date:	06-Dec-2007
Appraiser Name:	Gary Paschall
Appraiser Lic:	CR-2701

Subject Property	
Sq. Ft:	1963
Year Built:	1996
Bedrooms:	3
Full Baths:	2
Census Tract:	0024.02
Form Type:	1004

GAAR ®	Failed Rule Description
FNC-C-S-024-01	Specific Zoning Classification: Field noted as AG
FNC-C-S-027-01	Zoning Description: Field noted as Agricultural/Residential
FNC-R-IMP-043-01	Foundation: Basement: FULL BASEMENT or PARTIAL BASEMENT box is checked and more than 1 of the first 3 comparables contains upward adjustment for BASEMENT AND FINISHED ROOMS BELOW GRADE
FNC-R-SCA-006-01	There are _____ COMPARABLE PROPERTIES CURRENTLY OFFERED FOR SALE in the subject neighborhood ranging in price ranging in price from \$_____ to \$_____. The SUBJECT'S OPINION OF MARKET VALUE (255,000) is outside (lower or higher) the numeric entries in field for range of PROPERTIES OFFERED FOR SALE (299,900 to 299,900)
FNC-R-SCA-243-02	Gross Living Area: Comparables: Line item adjustment for COMPS:1 is greater than 10% of the comparable's sale price
FNC-R-SCA-252-01	Basement and Finished Rooms Below Grade: Comparables: Line item adjustment for COMPS:1 is greater than 10% of the comparable's sale price
FNC-R-SCA-252-01	Basement and Finished Rooms Below Grade: Comparables: Line item adjustment for COMPS:2 is greater than 10% of the comparable's sale price
FNC-R-SCA-252-01	Basement and Finished Rooms Below Grade: Comparables: Line item adjustment for COMPS:3 is greater than 10% of the comparable's sale price
FNC-R-SCA-252-01	Basement and Finished Rooms Below Grade: Comparables: Line item adjustment for COMPS:4 is greater than 10% of the comparable's sale price
FNC-R-SCA-252-02	Basement and Finished Rooms Below Grade: Comparables: Comparables 1-3 contain POSITIVE (+) adjustments across the board
FNC-C-SCA-348-01	Adjusted Sales Price of Comparables: The Net adjustment for COMPS:1 exceeds 15 percent of the unadjusted sales price
FNC-C-SCA-348-01	Adjusted Sales Price of Comparables: The Net adjustment for COMPS:4 exceeds 15 percent of the unadjusted sales price
FNC-C-SCA-351-01	Adjusted Sales Price of Comparables: The Gross adjustment for COMPS:1 exceeds 25 percent of the unadjusted sales price
FNC-C-RECDATE-000-02	Effective Date of the Appraisal: Field contains date that is more than 120 days older than current date (12/06/2007)

GAAR ® External	
FNC-EXT-N-012-01	There is a decrease in subject neighborhood Price trends
FNC-EXT-SCA-219-02	The Subject Number of Bedrooms is non conforming to the neighborhood when the neighborhood is homogenous
FNC-EXT-SCA-219-03	The Subject Number of Bedrooms is non conforming to the neighborhood
FNC-EXT-SCA-228-02	Bedrooms of Comp as reported in the NCD varies significantly from the subjects Bedrooms as reported in the NCD for at least 2 of the 1st 3 comps
FNC-EXT-SCA-237-01	Gross Living Area of subject property reported by Appraiser (3,166) differs significantly from the NCD (2484)



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Administration – Change Password

The Administration menu provides users with the ability to manually change their password at any time.

Change Password

1. Click the **Administration** menu.
2. Select **Change Password**.
3. Enter your current password in the **Old Password** field.
4. Select and enter your new password into the **New Password** and **Confirm New Password** fields.

Note: Your password must be at least 8 characters long and include all four of the following requirements:

- One or more lowercase characters
- One or more uppercase characters
- One or more special characters
- One or more numbers

5. Select and enter a **Secret Question** and **Secret Answer**.

6. Click **Save** when you are finished.

Note: The password you select will expire in 90 days.

The screenshot shows a web browser window titled "Collateral Headquarters - Windows Internet Explorer". The address bar shows the URL "https://collateralhq.fncinc.com/default.aspx?pagelid". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The "Favorites" bar shows "Collateral Headquarters". The main content area has a header with the "Collateral Headquarters" logo and the tagline "One Simple Tool". Below the header is a navigation bar with links for "Orders", "User Management", "Administration", and "Logout". The "Administration" link is highlighted. Below the navigation bar is a sub-navigation bar with a link for "Change Password", which is also highlighted. The "Change Password" form is displayed below the sub-navigation bar. It includes the following fields and labels: "User Name *" with the value "jsmith"; "Old Password *" with a masked input field; "New Password *" with a masked input field; "Confirm New Password *" with a masked input field; "New Secret Question *" with the value "favorite color"; and "New Secret Question Answer *" with the value "red". At the bottom of the form are "Save" and "Cancel" buttons. Red callout boxes with numbers 1 through 6 are overlaid on the image to indicate the steps: 1 points to the "Administration" menu, 2 points to the "Change Password" link, 3 points to the "Old Password" field, 4 points to the "New Password" and "Confirm New Password" fields, 5 points to the "New Secret Question" and "New Secret Question Answer" fields, and 6 points to the "Save" button.

7. A message will pop-up indicating you have successfully changed your password. Click the **OK** button.



Support

FNC's Customer Support department is available to help with any questions you have concerning CHQ. Here's how to reach them:

Monday through Friday, 7:00 AM to 7:00 PM CST

Phone: 1-888-963-3330

Email: support@fncinc.com