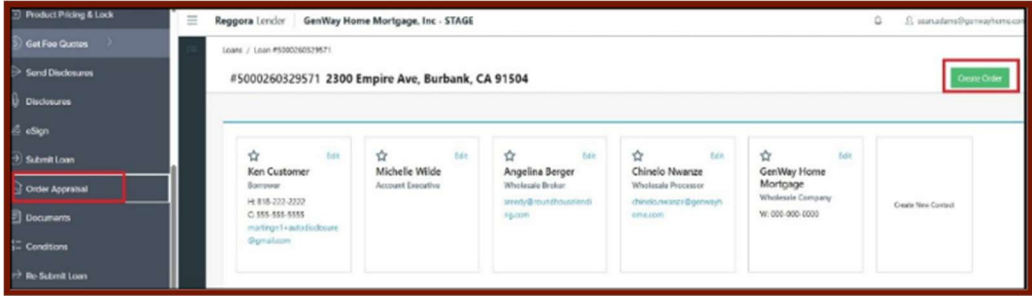
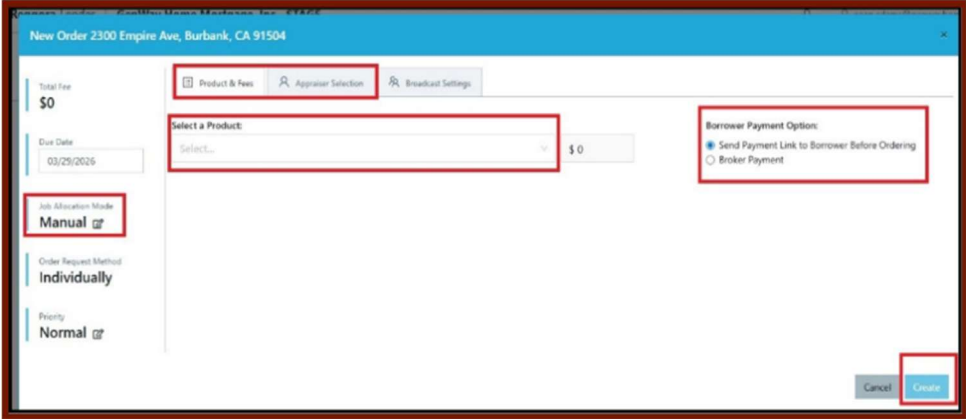


Purpose: This job aid explains how to order an appraisal in the Arena Portal, including selecting a product, choosing an Appraisal Management Company (AMC), and confirming order status. It outlines both manual and automatic AMC selection options and explains when the payment link is sent to the borrower.

DESCRIPTION	STEP / ACTION
ACCESS ORDER APPRAISAL	<ol style="list-style-type: none"> Navigate to the Order Appraisal page. <ul style="list-style-type: none"> Appraisals can be ordered at any time during the loan process. The appraisal can be ordered even if the borrower has not yet signed their initial disclosure package. Click Create Order in the top-right corner of the screen. 
SELECT PRODUCT	<ol style="list-style-type: none"> On the Create Order pop-up screen, select the Product. <ul style="list-style-type: none"> Choose the product that matches the loan program. The most recent product displayed is typically the correct one to select.
SELECT AMC (APPRAISER SELECTION)	<ol style="list-style-type: none"> On the Appraiser Selection page, choose how the appraisal will be assigned: Manual Selection <ul style="list-style-type: none"> A list of available AMCs will display. Click the plus (+) icon to move your selected AMC to the right side as the chosen appraiser. Automatic Selection <ul style="list-style-type: none"> Switch the Job Allocation Mode from <i>Manual</i> to <i>Automatic</i> if you do not want to select a specific AMC. If applicable, add any additional contact information during the Create Order process.

	
<p>CREATE THE ORDER</p>	<ol style="list-style-type: none"> 1. Click Create Order to submit the appraisal request. 2. A confirmation message will appear stating the order was successfully created. <ul style="list-style-type: none"> ○ The appraisal status will display (for example, Pending Approval).
<p>PAYMENT LINK & BORROWER REQUIREMENTS</p>	<p>A payment link will be triggered for the borrower.</p> <ul style="list-style-type: none"> • Important: The payment link will not be sent to the borrower: <ul style="list-style-type: none"> ○ Signs their initial disclosure package, and ○ Acknowledges their Intent to Proceed (ITP).