



Financial Institution Complete Risk Aversion Solution

Cheryl B. Bella, MAI, AI-GRS

FICRAS Chief Compliance Officer: (225)933-7971 / compliance@FICRAS.com

AFFILIATE VENDOR SERVICES (AVS) PROCEDURE TRAINING

Basic System Understanding

FICRAS Goal

Manage the Appraisal order/receipt/review process efficiently!

-and-

Promote Regulatory Compliant Practices and Risk Management in Real Estate Secured Lending

FICRAS = Financial Institution Complete Risk Aversion Solution

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PART I: ORDER AFFILIATE VENDOR SERVICES (AVS) FROM YOUR SELECTED VENDORS THROUGH AVS MENU

ORDER PROCESS

Log Into the System: www.FICRAS.com

Select "Affiliate Vendor Services"

<p>Lending Team View</p> <ul style="list-style-type: none">Lender ServicesYour ProfileOrder ServicesYour Current OrdersSearch All OrdersAppraisal & Eval SearchArchived Orders (slow)Search Archives (fast)Add Ext. AppraisalEnv. Svcs. (LCS/MapPro)Affiliate Vendor ServicesOrder SvcLink FloodCerts	<p>ARD Team View</p> <ul style="list-style-type: none">Vendor ServicesAppraiser PanelsManage/Add Appraisers3rd Party EvaluatorsAffiliate Vendor ServicesValnow OrdersOrder SvcLink FloodCerts
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Select "Place New Order" from the left side bar menu.

- Affiliate Vendor Services**
- Return To FICRAS
- Place New Order**
- Pending Orders
- Completed Orders



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Select Product from List Created by your financial institution members.

NOTE: Your internal FICRAS Administrator controls the permissions for adding new vendors and products.

Affiliate Vendor Services

Return To FICRAS

Place New Order

Pending Orders

Completed Orders

Data Search: sample products and vendors reset

Category	Product Name	Product Description	Vendor/Company Name	Vendor Fee (\$)	# Days for Delivery	Order Product
Data Services	Property Photographs - exterior only	Single photograph of property front	Property Inspector	150	3	Order Product
Data Services	Interior and Exterior Photographs	photographs of interior and exterior of subject property	Property Inspector	300	5	Order Product
Environmental Services	Phase 1	Phase 1 environmental	Bella ESA		TBD	Order Product
Environmental Services	Property Inspection	inspect property	Bella ESA	200	10	Order Product

Category	Product Name	Product Description	Vendor/Company Name	Vendor Fee (\$)	# Days for Delivery	Order Product
Data Services	Property Photographs - exterior only	Single photograph of property front	Property Inspector	150	3	Order Product
Data Services	Interior and Exterior Photographs	photographs of interior and exterior of subject property	Property Inspector	300	5	Order Product
Environmental Services	Phase 1	Phase 1 environmental	Bella ESA		TBD	Order Product
Environmental Services	Property Inspection	inspect property	Bella ESA	200	10	Order Product

select to order product

Next, enter the parcel information.

Please enter the address of the parcel you wish to search

Site Address*

Site City*

Site State*

Site Zip

Site County

Contact Type	Name	Phone #	Email
For Inspection	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other Contact	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other Contact	<input type="text"/>	<input type="text"/>	<input type="text"/>

Access Comments:

Next »

Select “Next” and Verify the parcel coordinates

Enter Location **Verify Coordinates** Select Report

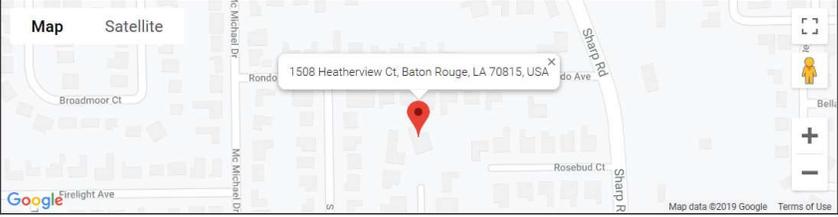
Locate Using Coordinates:

Latitude
 Longitude

Draw Polygon Site Boundaries:

You may optionally outline your property boundaries. To do so, click the "Draw Boundaries" button below.

Inpuffed Location: Searched Address: 1508 Heatherview Court, Baton Rouge, Please Select..., 70815, LA
 Address Found: 1508 Heatherview Ct, Baton Rouge, LA 70815, USA



Change to Satellite

If you wish to view the map in Satellite, select the “Satellite” option on the map. You can zoom in and out for a better view. Select the “Pegman” and drop where you want to see a street view. Hold your cursor down to move map.

Enter Location **Verify Coordinates** Order Details Attach Files / Submit Order

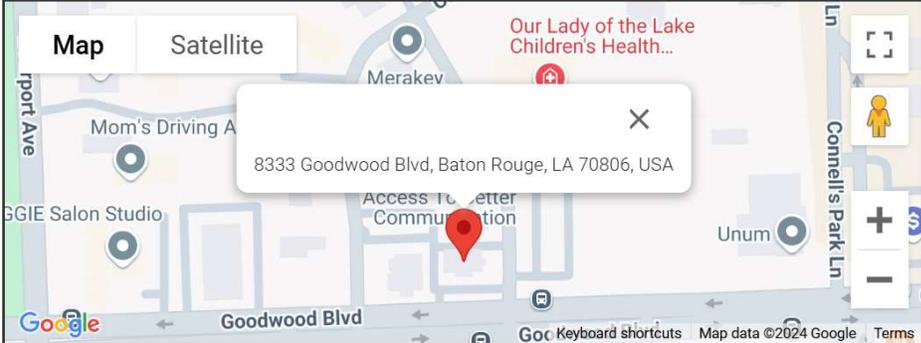
Locate Using Coordinates:

Latitude
 Longitude

Draw Polygon Site Boundaries:

You may optionally outline your property boundaries. To do so, click the "Draw Boundaries" button below.

Inpuffed Location: Searched Address: 8333 Goodwood BLVD, Baton Rouge, Please Select..., 70806, East Baton Rouge Parish
 Address Found: 8333 Goodwood Blvd, Baton Rouge, LA 70806, USA



Move the Marker – if the location marker is not in the correct area, click on the marker and drag it to the correct location.

Select “Next” to move to the next tab, “Order Details” or select the next tab at the top.

Enter the Borrower Name, Project Name, and Cost Center or GL responsible to paying the vendor invoice. If there are additional internal fees to add, these can be added at the bottom to adjust the invoice.

Enter Location
Verify Coordinates
Order Details
Attach Files / Submit Order

Order Details

Vendor Name: Bella ESA
 Category: Environmental Services
 Product Name: Property Inspection
 Description: inspect property
 Vendor Price: 200 + 4% Ficras Fee (\$10.00 Minimum)
 Delivery: 10 Day(s)
 Send To: cbella1@cox.net

Borrower Name:

Project Name: (if applicable)

Cost Center: Select GL Number

Additional Bank Fees

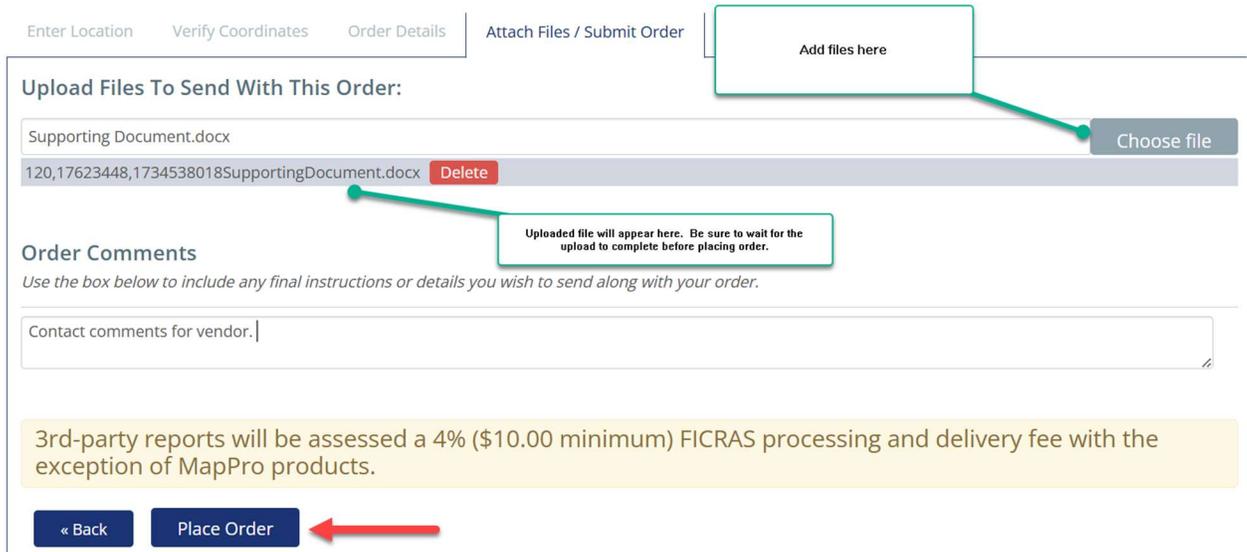
Please enter the amount(s) to adjust the invoice to include any extra internal fees to pass through to the borrower.

Adjustment Type	Debit From (cost center)	Credit To (cost center)	Adjustment Amount
Please Select... <input type="text"/>	<input type="text"/>	<input type="text"/>	\$ 0 0
Please Select... <input type="text"/>	<input style="border: 2px solid green; padding: 2px;" type="text"/> select the category of adjustment here	<input type="text"/>	\$ 0 0

Select Next to move to the last tab, Attach Files/Submit Order, or select the next tab at the top.

You can now add any files to send to the vendor by selecting the “Choose file” button. You can also enter any project comments to display for the vendor in the engagement notification.

Select the “Place Order” button to place the order.



Enter Location Verify Coordinates Order Details Attach Files / Submit Order

Add files here

Upload Files To Send With This Order:

Supporting Document.docx

120,17623448,1734538018SupportingDocument.docx Delete

Choose file

Order Comments

Use the box below to include any final instructions or details you wish to send along with your order.

Contact comments for vendor. |

3rd-party reports will be assessed a 4% (\$10.00 minimum) FICRAS processing and delivery fee with the exception of MapPro products.

<< Back Place Order

Once the order is placed you will see the following:

Order Placed

Return to Active Orders

The external vendor will receive an email notification with attachments and any comments.

Manage Pending Orders:

Once the request is submitted, you can view the request in Pending Orders (left sidebar menu link). Select the “Manage” link to see more details about the order.



Data Search:

Order ID	Date Ordered	ProjectID	Vendor	Product	Fee	Turn-Around	Report Address	Order Status	Contact Name	Contact Phone	Contact Email	Invoicing	Manage
17767426	12-18		Bella ESA	Property Inspection	200	10	8333 Goodwood BLVD	New Order	Cheryl Bella	(225) 933-7971	cbella1@cox.net	Invoicing	Manage

Records 1-1 of 1 Entries Per Page Page 1 of 1

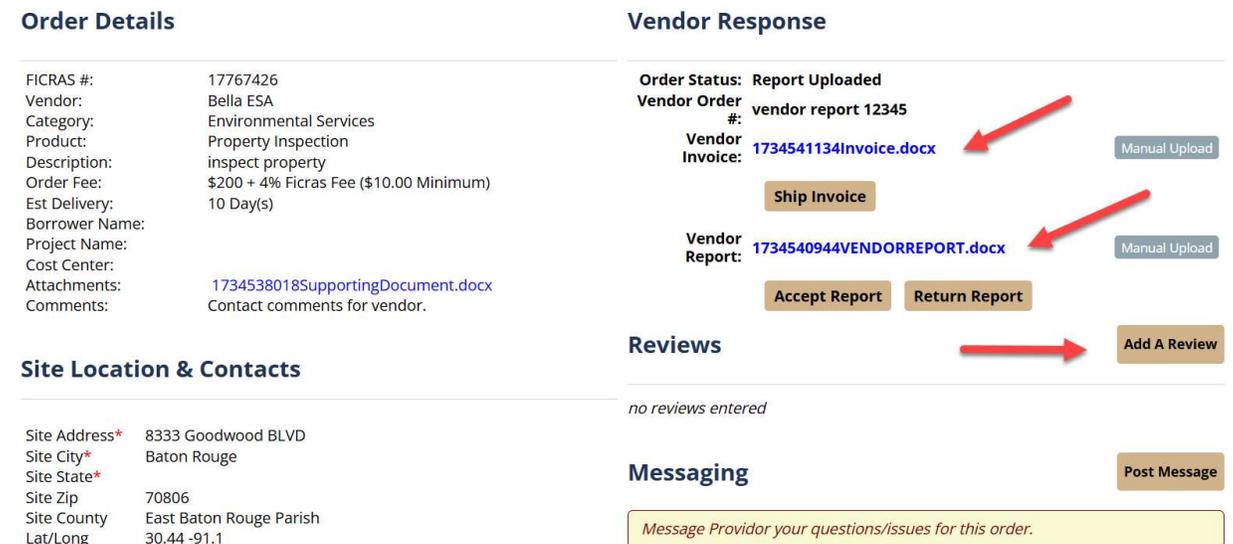
Process Received Report

The Financial Institution will receive a notification when the vendor report is delivered. You will also receive a notification when the invoice is delivered.

Log into your interface or select the link in the notification to login. Go to “Affiliate Vendor Services”, select “Pending Orders” and open the project with the delivered report.

Add a Review of the Vendor Report (Optional)

FICRAS provides the ability for the financial institution to “Add a Review” report of the vendor product. You will see the uploaded report and invoice to view. To add an optional review, first select to open the Vendor Report. Next, select the “Add a Review” button.



Order Details

FICRAS #: 17767426
 Vendor: Bella ESA
 Category: Environmental Services
 Product: Property Inspection
 Description: inspect property
 Order Fee: \$200 + 4% Ficras Fee (\$10.00 Minimum)
 Est Delivery: 10 Day(s)
 Borrower Name:
 Project Name:
 Cost Center:
 Attachments: [1734538018SupportingDocument.docx](#)
 Comments: Contact comments for vendor.

Site Location & Contacts

Site Address* 8333 Goodwood BLVD
 Site City* Baton Rouge
 Site State*
 Site Zip 70806
 Site County East Baton Rouge Parish
 _Lat/Long 30.44 -91.1

Vendor Response

Order Status: Report Uploaded
 Vendor Order #: vendor report 12345
 Vendor Invoice: [1734541134Invoice.docx](#)

 Vendor Report: [1734540944VENDORREPORT.docx](#)

Reviews

no reviews entered

Messaging

Message Provider your questions/issues for this order.

The review document will open and contain prefilled property information and a dropdown for the financial institution to select conclusions regarding reliability and acceptability of the vendor report.



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Add A Review ✕

Print This Page

TYPE OF REVIEW

REVIEW OF 3RD PARTY REPORT

Review Client / Intended User:	<input type="text" value="Bella Financial"/>
Purpose Of Review:	<input type="text" value="Review for reasonableness based upon the data contained in the report."/>
FICRAS Order #:	17767426
Vendor Name:	Bella ESA
Product Category:	Environmental Services
Product Name:	Property Inspection
Product Description:	inspect property
Comments to Vendor:	Contact comments for vendor.

MUNICIPAL ADDRESS

Street:	<input type="text" value="8333 Goodwood BLVD"/>
Unit #:	<input type="text"/>
City:	<input type="text" value="Baton Rouge"/>
State:	<input type="text" value="Please Select..."/>
Zip:	<input type="text" value="70806"/>
Tax ID #	<input type="text"/>

REVIEWER

Name:	Bella Lender
Position/Title:	Lender
Dept:	Loan Dept.
Phone:	444-444-4444
Email:	<input type="text" value="lender.bella@cox.net"/>
Date of This Review:*	<input type="text"/>
Reviewer's Conclusion:*	<input type="text" value="Review in Process"/>
Acceptance Conclusion:*	<input type="text" value="Review in Process"/>
Recommendations, comments and summary of action taken (if any):	<input type="text"/>

select reviewer conclusions

Upload Your Review Document Here: Choose file

Finish

Reviewer Conclusions:

- Rely**
- Rely with Caution**
- Rely with Condition of Correction**
- Correct and resubmit for review**
- Recommend additional review**
- Reliability concluded by third party reviewer**
- Review in process**



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Acceptance Conclusions:

- Accept "As Is"
- Revision required/recommend new review of revised report
- Not Acceptable
- Review in Process

You can upload any additional review documents. Select the Finish button in the bottom right corner when review is completed.

The review report will then display as part of the project in the "Reviews" table.

Vendor Response

Order Status: Report Uploaded

Vendor Order #: vendor report 12345

Vendor Invoice: [1734541134Invoice.docx](#) Manual Upload

Ship Invoice

Vendor Report: [1734540944VENDORREPORT.docx](#) Manual Upload

Accept Report Return Report

Add A Review

Reviews

Date Entered	Recomendation	Conclusion	View Review	Edit Review	Delete Review
-12-18	Rely	Accept "As Is"	View Review	Edit Review	Delete Review

Acceptance of Report

If the report is acceptable, the last step is to Accept the report by selecting the "Accept Report" button within the project.



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Vendor Response

Order Status: Report Uploaded
 Vendor Order #: vendor report 12345
 Vendor Invoice: [1734541134Invoice.docx](#) Manual Upload
Ship Invoice
 Vendor Report: [1734540944VENDORREPORT.docx](#) Manual Upload
Accept Report Return Report
 Reviews Add A Review

Once the report is accepted the project moves to Completed Orders.

Affiliate Vendor < Services

Data Search: All Columns reset

Order ID	ProjectID	Date Ordered	Vendor	Product	Report Address	Order Status	Date Completed	Contact Name	Contact Phone	Contact Email	Invoicing	View Order
17767426		2024-12-18	Bella ESA	Property Inspection	8333 Goodwood BLVD	Order Complete	2024-12-18	Cheryl Bella	(225) 933-7971	cbella1@cox.net	Invoicing	View Order

Records 1-1 of 1 Entries Per Page Page 1 of 1

Process Invoice

In the Completed Orders table select the Invoice link. This links you to the invoice to send for payment or collection of fees. It includes the vendor’s uploaded invoice. Any addresses pre-loaded by your FICRAS Administrator will appear in the dropdown. You can also type any destination email address to send the invoice.

Invoicing

Edit/Adjust Invoice Print This Invoice Export To MS Word Email Invoicing

INVOICE

Cost Center (GL#):
 Ordering Officer: Bella Lender
 Branch Name: Bank Bella/Test Branch
 Project Name:
 Borrower:

Bella Financial
 test bank address
 test bank city Louisiana 70815

Date	Vendor/Product	Debit From	Pay/Credit To	Fee (\$)
12/18/2024 12:22 PM EST	Bella ESA - Property Inspection		VENDOR *	200.00
	FICRAS Fee:		FICRAS **	8.00
Internal Invoice Adjustments:				
Vendor Uploaded Invoice: 1734541134Invoice.docx				TOTAL: \$208.00

To deliver the above invoice via email, fill in recipient below:

Select A Recipient:

Invoice Type: Ship To Name: Ship To Email:

Ship Invoice Cancel

Please enter any final instructions or information in the space below.



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An audit trail displays at the bottom of the invoice when the invoice is “shipped”.

Previous Invoice Mailings ←

SENT BY	SENT TO NAME	SENT TO EMAIL	SENT ON
Bella Lender	Accounting	cbella1@cox.net	2--12-18
Bella Lender	Accounting	accounting@email.com	2--12-18

Communication with the Vendor (Messaging)

Select the “Manage” link to view information about the order and post a message to the vendor about the order.

[SUPPORT ACCESS] WELCOME BELLA (LENDER.BELLA@COX.NET) LOGOUT

Order Details	Vendor Response
<p>FICRAS #: 17767426 Vendor: Bella ESA Category: Environmental Services Product: Property Inspection Description: inspect property Order Fee: \$200 + 4% Ficras Fee (\$10.00 Minimum) Est Delivery: 10 Day(s) Borrower Name: Project Name: Cost Center: Attachments: 1734538018SupportingDocument.docx Comments: Contact comments for vendor.</p>	<p>Order Status: New Order Vendor Order #: Vendor Invoice: Manual Upload Vendor Report: Manual Upload</p> <p>Reviews Add A Review</p> <p>no reviews entered</p> <p>Messaging Post Message</p> <p><i>Message Provider your questions/issues for this order.</i></p> <p>No Items To Display</p>
Site Location & Contacts	
<p>Site Address* 8333 Goodwood BLVD Site City* Baton Rouge Site State* Site Zip 70806 Site County East Baton Rouge Parish Lat/Long 30.44 -91.1</p>	

You can also add additional document uploads through the “Post Message” button and message will display.



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Vendor Interface

The Vendor can adjust the fee, cancel the order, and/or post messages to you, the financial institution, through the project engagement. Below is a view of the vendor’s screen and a sample communication message.

AWARD SUMMARY:

Order ID: 17767426
Order Type: Property Inspection
Order Fee: 200 [Adjust Fee](#)
Due Date: 10 Day(s)
Project ID: 0
Project Name:

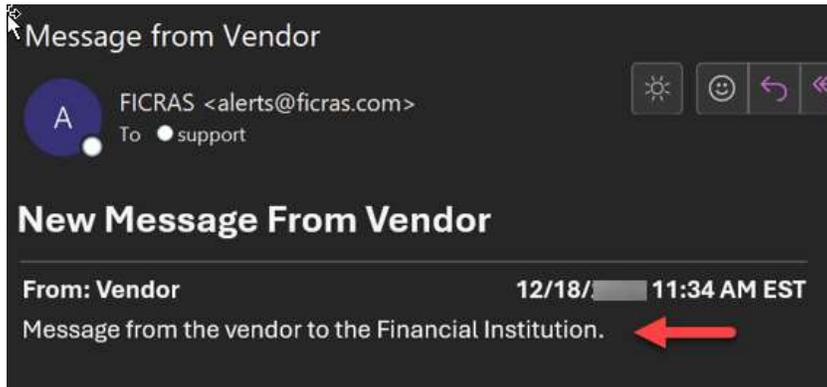
Client Name: Bella Lender
Organization: Bella Financial
Client Phone: 444-444-4444
Client Email: lender.bella@cox.net
Client Address: test bank address
 test bank city, Louisiana

PROJECT MESSAGING:

[Post Message](#)

No Items To Display

[Cancel Order](#)



Financial Institution Interface:

You will see the message in your interface of the project.

Messaging

[Post Message](#)

Message Provider your questions/issues for this order.

12/18/ 11:34 AM EST Message from the vendor to the Financial Institution.

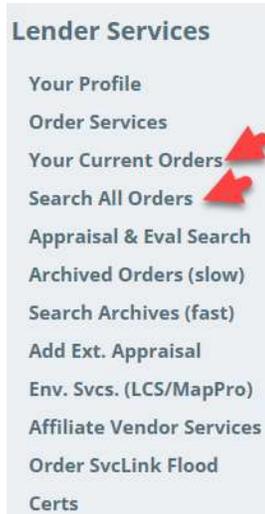


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PART II: CREATING AN ORDER THROUGH AN APPRAISAL, EVALUATION OR OTHER ORDER TYPE

Order AVS Service

To create an order through an appraisal or evaluation order, log into FICRAS, and find the order either in Your Current Orders or through the Search All Orders function on the left sidebar.



In the project, below the Project Files section, you will see a button to enable you to “Order New Affiliate Product”.



When this is selected, you will see all the available products. Select the product from the selection table.

Order New Affiliate Product ✕

Data Search: reset

CATEGORY	PRODUCT NAME	PRODUCT DESCRIPTION	VENDOR/COMPANY NAME	VENDOR FEE (\$)	# DAYS FOR DELIVERY	ORDER PRODUCT
Data Services	Property Photographs - exterior only	Single photograph of property front	Property Inspector	150	3	<input type="button" value="Order Product"/>
Data Services	Interior and Exterior Photographs	photographs of interior and exterior of subject property	Property Inspector	300	5	<input type="button" value="Order Product"/>
Environmental Services	Phase 1	Phase 1 environmental	Bella ESA		TBD	<input type="button" value="Order Product"/>
Environmental Services	Property Inspection	Inspect property	Bella ESA	200	10	<input type="button" value="Order Product"/>

You will then be brought to the tab entry order form. Property information will be prefilled from the Appraisal and Evaluation Order. Check the information, provide any Access Comments. To move to the next tab select the Next button at the bottom, or the tab for “Order Details” at the top.



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Order Product

Enter Location | Order Details | Attach Files / Submit Order

Please enter the address of the parcel you wish to search

Site Address* Latitude:

Site City* Longitude:

Site State*

Site Zip

Site County

Contact Type	Name	Phone #	Email
For Inspection	<input type="text" value="owner"/>	<input type="text" value="111-111-1111"/>	<input type="text" value="owner@email.com"/>
Other Contact	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other Contact	<input type="text"/>	<input type="text"/>	<input type="text"/>

Access Comments:

Cancel

Next »

Order Product

Enter Location | Order Details | Attach Files / Submit Order

Order Details

Vendor Name: **Bella ESA**
 Category: **Environmental Services**
 Product Name: **Property Inspection**
 Description: **inspect property**
 Vendor Price: **200 + 4% Ficras Fee (\$10.00 Minimum)**
 Delivery: **10 Day(s)**
 Send To: **cbella1@cox.net**

Borrower Name:

Project Name: (if applicable)

Cost Center:

ADDITIONAL BANK FEES

Please enter the amount(s) to adjust the invoice to include any extra internal fees to pass through to the borrower.

Adjustment Type	Debit From (cost center)	Credit To (cost center)	Adjustment Amount
<input type="text" value="Please Select..."/>	<input type="text"/>	<input type="text"/>	\$ 0 0
<input type="text" value="Please Select..."/>	<input type="text"/>	<input type="text"/>	\$ 0 0

ability to include additional bank fees

< Back

Next »



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You can move to the next tab by selecting the Next button at the bottom or selecting the tab "Attach Files / Submit Order" at the top.

Order Product ✕

Enter Location Order Details **Attach Files / Submit Order**

Choose Files To Send With This Order:

Select File	File Name	File Type	Description
	1730301706SupportingDocument.docx	Other Pertinent Documents	Interior and Exterior Photographs
	1730301706SupportingDocument.docx	Other Pertinent Documents	Interior and Exterior Photographs

Order Comments
Use the box below to include any final instructions or details you wish to send along with your order.

3rd-party reports will be assessed a 4% (\$10.00 minimum) FICRAS processing and delivery fee with the exception of MapPro products.

← Back
Place Order

You can then choose to attach any uploaded files in the project to this Affiliate Vendor order. Once selected, place the order by selecting the "Place Order" button at the bottom.

Once the order is placed, it will appear in the project table as a pending order.

Below are listed any pending reports you are awaiting delivery on. Once delivered, the report will be automatically added to the table above.

OrderID	Date	Due Date	Ordered By	Report Type	Street Address	Status (click to change)	Messaging	Report Upload	Review	Accept	Return	View/Manage
17789360	2025-01-09 16:23:38	TBD	Bella ARD	Equipment Appraisal	9225 E Shea Blvd	New Order	3 Messages					View/Manage

It will also appear in the Affiliate Vendor Services (AVS) table as a pending order.



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Process Received Report

When the report is received from the vendor, you will receive a notification and a link to log into FICRAS. Go to the order and you will see the report in the table. It will remain pending until you accept the report.

Below are listed any pending reports you are awaiting delivery on. Once delivered, the report will be automatically added to the table above.

OrderID	Date	Due Date	Ordered By	Report Type	Street Address	Status (click to change)	Messaging	Report Upload	Review	Accept	Return	View/Manage
17782602	2024-08-29 11:01:18	2024-09-05	Bella Lender	Interior and Exterior Photographs	306 E Monroe Ave	Report Uploaded	1 Messages	1736285001EnvironmentalReport.docx	Review	Accept	Return	View/Manage

Add a Review

You also have the ability to add a review directly from the table by selecting “Review”. You can view the project review by selecting “manage”. The best method is to right-click and open the view in another tab.

Acceptance of Report

Once you “Accept” the report, it will be added to the Uploads for the project and can be forwarded to engaged appraiser or evaluator for consideration as part of their valuation process.

Process Invoice from within an Appraisal/Evaluation Order

When the vendor delivers the invoice, it will appear in the Project Invoices table on the Summary tab of the project.

Invoice #	Submitted On	Submitted By	Vendor Fee	Ficras Fee	Internal Fees	Invoice Total	Description	Payment Status	Invoice for Accounting	Invoice for Lender Use
17768412	2024-12-18	Bella Lender	\$200.00	\$10.00	\$0.00	\$210.00	Property Inspection	unknown	Itemized Invoice (accounting) Ship To...	Total Invoice (lender) Ship To...

This works the same way as any other vendor invoice. There is an itemized and a total invoice available to “Ship To” or View.

You can also set the Payment Status of the invoice once shipped by selecting the “Payment Status” link in the table.

Invoice #	Submitted On	Submitted By	Vendor Fee	Ficras Fee	Internal Fees	Invoice Total	Description	Payment Status	Invoice for Accounting	Invoice for Lender Use
17768412	2024-12-18	Bella Lender	\$200.00	\$10.00	\$0.00	\$210.00	Property Inspection	unknown	Itemized Invoice (accounting) Ship To...	Total Invoice (lender) Ship To...



The itemized invoice includes the vendor fee, FICRAS fee and any additional internal fee the financial institution includes, along with the uploaded invoice to pay the vendor.

PART III: ATTACH EXISTING AVS REPORT ORDER THROUGH AVS INTERFACE TO APPRAISAL, EVALUATION OR OTHER ORDER TYPE

Search for the prior AVS order

Log into FICRAS and open the appraisal or evaluation order.

Select the “Attach Existing Affiliate Product” button under the Project Files section.



The property information will pre-fill the search form. Search for the best match.

Attach prior AVS order to appraisal, evaluation or other project type

Find the best match and select to “Attach Report”.



Once Attached you will see the report in the Project Files. This upload, along with any other upload, can be sent to the appraiser or evaluator for consideration as part of their assignment.

Details of any project ordered from within an appraisal or evaluation project can be viewed in the “Affiliate Vendor Services” accessed from the left sidebar menu.

If the order is completed, it can be viewed in the “Completed Orders”. If the order is pending and has not yet been Accepted, it can be viewed in the “Pending Orders”.



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PART IV: CHANGING AN AVS ORDER (CANCEL, CHANGE FEE, OTHER)

Request to Cancel AVS Order

To cancel an affiliate order, message the affiliate vendor. The vendor can then cancel the order from their order notification.

When the vendor cancels the order, the financial institution will receive an email notification. You will see in your interface the Status "Order Cancelled".

Adjust Fee of AVS Order

In the Affiliate Vendor interface, the vendor can adjust the fee. Below is a view of the Affiliate Vendor award notification with interactive Fee, Messaging and Cancellation buttons displayed.

AWARD SUMMARY:

Order ID:	17768382
Order Type:	Property Inspection
Order Fee:	200 <input type="button" value="Adjust Fee"/>
Due Date:	10 Day(s)
Project ID:	17768356
Project Name:	8333 Goodwood Blvd. affiliate vendor project

Client Name:	Bella Lender
Organization:	Bella Financial
Client Phone:	444-444-4444
Client Email:	lender.bella@cox.net
Client Address:	test bank address test bank city, Louisiana

PROJECT MESSAGING:

No Items To Display

When "Adjust Fee" is selected, the financial institution will receive a notification. The following is a sample notification.

Vendor Fee Adjusted:

FICRAS Order #:	17768382
Vendor Order #:	12121212
Vendor Name:	Bella ESA
Product Name:	Property Inspection
Location:	8333 Goodwood Blvd Baton Rouge Louisiana 70806

Original Fee:	\$200
Adjusted Fee:	\$250

Project ID: (if applicable) [17768356](#)

Project Name: (if applicable) 8333 Goodwood Blvd. affiliate vendor project

Please click the link below to go directly to your members login.

<https://www.ficras.com/index.99.php?loc=6560>

The new fee will then appear in your Pending Orders table accessed in the Affiliate Vendor Services section of your interface. It will also display in the your detailed view of the project.

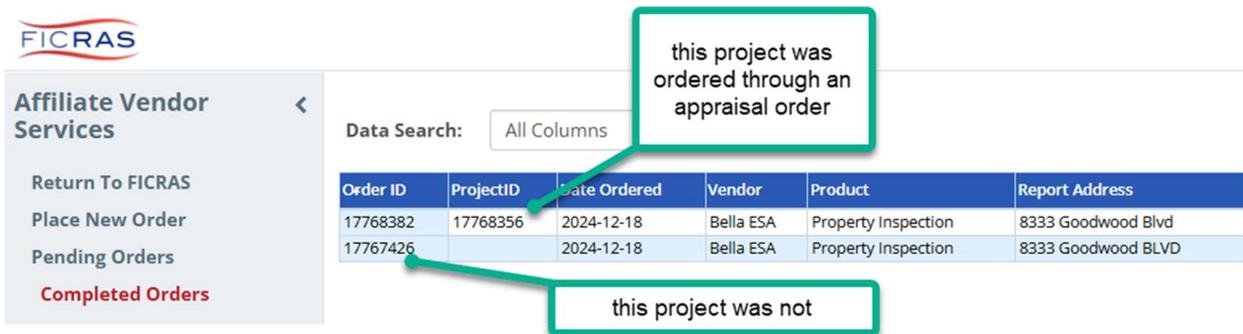
PART V: VIEWING ORDERS

Viewing Pending and Completed Orders



If an order was completed through an appraisal or evaluation request, you will see a direct link to the project through the “ProjectID” column.

If the project was done through Affiliate Vendor Services, there will only be an Order ID.



FICRAS

Affiliate Vendor Services

- Return To FICRAS
- Place New Order
- Pending Orders
- Completed Orders

Data Search: All Columns

Order ID	ProjectID	Date Ordered	Vendor	Product	Report Address
17768382	17768356	2024-12-18	Bella ESA	Property Inspection	8333 Goodwood Blvd
17767426		2024-12-18	Bella ESA	Property Inspection	8333 Goodwood BLVD

Viewing All Completed Orders

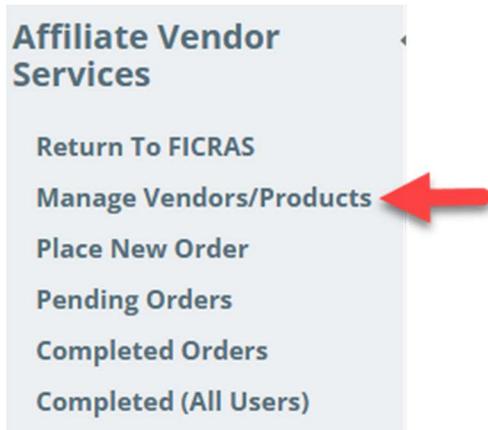
With the authority level to view All Completed Orders, you will see in the AVS system “Completed (All Users”. This will enable you to view all AVS orders completed, not just your own.



PART VI: ADDING VENDORS AND PRODUCTS

Add New Vendors

This is an authority level set by your internal FICRAS Administrator. If you have this authority level, you will see in your AVS system “Manage Vendors/Products” in the left sidebar menu.

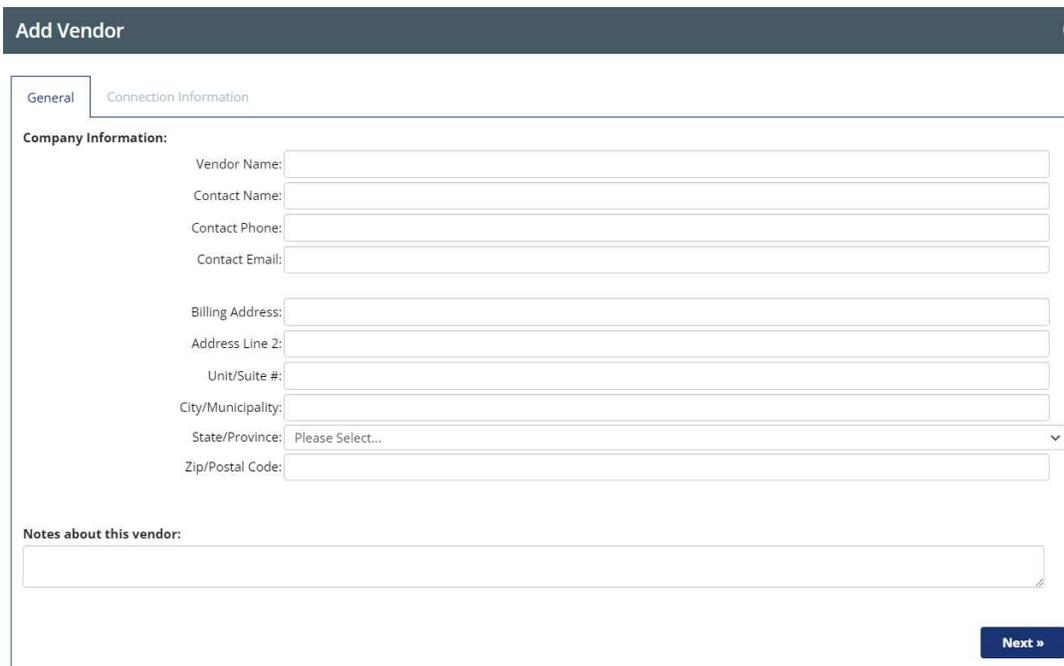


Select this link to add new vendors. Next, select the “Add Vendor” button.

Specialist Vendors are 3rd party providers for services outside integrated FICRAS services. Such vendors may include mapping services, environmental services, construction services, monitoring services, etc.

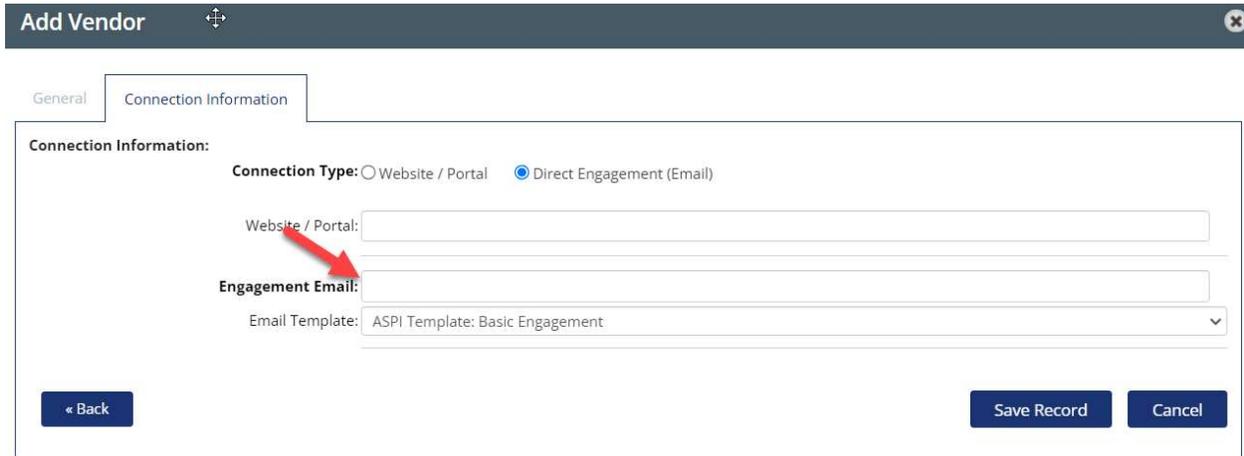


The information on the vendor needed is identified in the form. The first tab is “General” information.



A screenshot of the "Add Vendor" form. The form has a dark header with the title "Add Vendor" and a close button. Below the header, there are two tabs: "General" (selected) and "Connection Information". Under the "General" tab, there is a section titled "Company Information:" followed by several input fields: "Vendor Name:", "Contact Name:", "Contact Phone:", "Contact Email:", "Billing Address:", "Address Line 2:", "Unit/Suite #:", "City/Municipality:", "State/Province:" (with a dropdown menu showing "Please Select..."), and "Zip/Postal Code:". Below these fields is a text area labeled "Notes about this vendor:". At the bottom right of the form is a blue button labeled "Next »".

The second tab provides the connection information. To engage directly through FICRAS, enter the email address of the vendor and Save Record. This is where engagements will be sent.



Add Vendor

General | **Connection Information**

Connection Information:

Connection Type: Website / Portal Direct Engagement (Email)

Website / Portal:

Engagement Email:

Email Template: ASPI Template: Basic Engagement

« Back Save Record Cancel

Once saved, the vendor will be saved in the Vendor table.

Add Products for the Vendor

Once the vendor is added, the next step is to add the list of products the vendor will provide, including product name, description, Category, fee, delivery time (# of days), and engagement email for the product. There is also a section for notes.

To add the product, go to the AVS system, select “Manage Vendors/Products” and select the link on that vendor’s line to “Show/Add Products”.

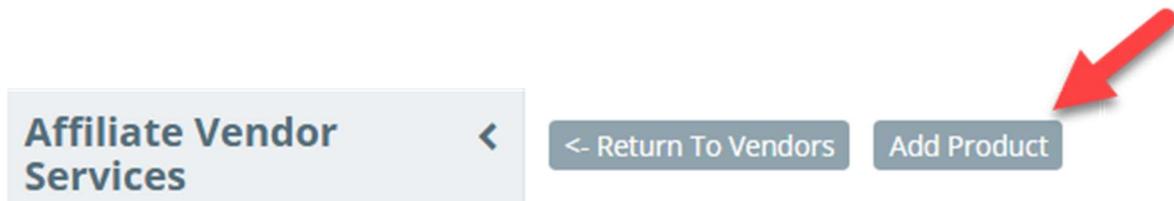


Add Vendor

Data Search: All Columns

Vendor/Company Name	Contact Person Name	Contact Email	Contact Phone	Comments	Date Added	Added By	Show/Add Products	Delete	Edit Vendor
Bella ESA	Cheryl Bella	cbella1@cox.net	2259337971	Company is highly rated	2024-09-30	Bella ARD	Show/Add Products	Delete	Edit Vendor

Next, select the “Add Product” button at the top. Enter the information and save the record.





Add Product ✕

Company Information:

Vendor Name:	<input type="text" value="Bella ESA"/>
Contact Name:	<input type="text" value="Cheryl Bella"/>
Contact Phone:	<input type="text" value="2259337971"/>
Contact Email:	<input type="text" value="cbella1@cox.net"/>

Product Information:

Product Name:	<input type="text"/>
Product Description:	<input type="text"/>
Product Category:	<input type="text"/>
Product Fee:	<input type="text" value="\$ 0"/> 0
Delivery Time: (# days)	<input type="text"/>
Engagement: (email)	<input type="text" value="mchester@ficras.com"/>

Notes about this product

This product will now be a selectable option when a user is ordering from your vendor list.

FICRAS Averts Operational Risk by creating an Efficient order/receipt/review process.

Welcome to FICRAS!