

## FINANCIAL INSTITUTION LOAN OFFICER 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**

EASE OF FUNCTION and EASE OF COMPLIANCE! FICRAS is a user-friendly and efficient valuation management system that provides financial institutions a means of complying with the Interagency Appraisal and Evaluation Guidelines and bank specific policy & procedures. Use of this system and the compliance component will help the financial institution client reduce real estate lending risk and please bank examiners. The FICRAS system offers a way for banks to manage the "independence" requirement and still demonstrate quality control over the valuation product.

<b>Web Based System</b> (Management Component)	<b>Trained Compliance Officers</b> (Compliance Component)
<ul style="list-style-type: none"> <li>• Management of Approved Appraiser Lists</li> <li>• Management of Appraisal Function by loan officer, appraisal review department and the contract appraiser:               <ul style="list-style-type: none"> <li>◦ Appraiser Bid Process</li> <li>◦ Appraiser Engagement</li> <li>◦ Receipt of Appraisal Report</li> <li>◦ Review of Appraisal Report</li> <li>◦ Report Finalization &amp; Delivery</li> <li>◦ Rating of Appraisal Product</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Policy and Procedure Formulation</li> <li>• USPAP, Interagency A&amp;E Guidelines and bank specific policy &amp; procedure compliant forms:               <ul style="list-style-type: none"> <li>◦ Engagement letters</li> <li>◦ Review Forms</li> <li>◦ Validity Check/Evaluation Forms</li> <li>◦ Final Inspection Forms</li> </ul> </li> <li>• Appraiser Approval Process including:               <ul style="list-style-type: none"> <li>◦ Appraiser application</li> <li>◦ Tiered panel risk classification</li> <li>◦ Appraiser rating system</li> </ul> </li> </ul>

## LOAN OFFICER FICRAS PROCEDURE REFERENCE MATERIAL

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## PART I: SYSTEM LOG-IN

[www.FICRAS.com](http://www.FICRAS.com)

The system is set up for two separate user types:

- 1) Bank (Lender/ARD)
  - a. Loan Officer (lender)
  - b. Appraisal Review Department (ARD)
  - c. Credit Analyst (ability to view appraisals and orders, not process)
- 2) Appraiser
  - a. Contractor outside of Financial Institution

### LOAN OFFICER LOG-IN

Log Into the System: [www.FICRAS.com](http://www.FICRAS.com)

Select: LOG-IN/SIGN-IN (top right)

Select: "Lender/ARD" radio button

Type: your e-mail

Type: your password



**FICRAS Login**

Login Type: ☒ Lender/ARD ☐ Appraiser

Login Email:

Password:

Can't remember your password? [Click Here](#)

## PART II: LENDER SERVICES / YOUR PROFILE

Select: Your Profile



View your account information. If additional information or correction is needed, Select “edit”.

Your Account Profile Information:

Edit

You can also choose to “Change Your Password” from this view.

Password Rules: minimum 8 total characters with 1 special character, 1 upper case and 1 number (e.g.: P@ssword1)

The edit screen also allows you to indicate your desire to receive email alerts. This should indicate “yes” if you are ordering in the system.

## **PART III: ORDER SERVICES – Initiates the order of an external Appraisal or Evaluation from an approved appraiser.**



### **Order Services**

#### **Residential Valuation & Review Services**

This option is specifically designed for expediting the ordering of valuation services for 1 to 4 family residential properties and vacant residential lots.

[Order Residential Appraisal](#)

[Order Residential Evaluation](#)

#### **Commercial Valuation & Review Services**

This option is adapted to process commercial valuation service orders for all non-residential property types (other than 1-4 Family Residential). This project management system can process multiple subject properties that may be included in a single project.

[Order Commercial Appraisal](#)

[Order Commercial Evaluation](#)

#### **Other Services**

This option is adapted to provide services where clients require strict regulatory separation from the appraisal management process and wish to give control to a qualified professional who has specialized expertise in valuation service management on behalf of the client.

[Order Appraisal Review Services](#)

[Order An Appraisal Validity Check](#)

[Order A Final Inspection](#)

## Order Process:

### Order Commercial Appraisal

**Remember to Select: "Order Services" on the left under "Lender Services"**

**Next, Select: "Order Commercial Appraisal"**

## Order Services

### Residential Valuation & Review Services

This option is specifically designed for expediting the ordering of valuation services for 1 to 4 family residential properties and vacant residential lots.

Order Residential Appraisal

Order Residential Evaluation

### Commercial Valuation & Review Services

This option is adapted to process commercial valuation service orders for all non-residential property types (other than 1-4 Family Residential). This project management system can process multiple subject properties that may be included in a single project.

Order Commercial Appraisal

Order Commercial Evaluation

### Other Services

This option is adapted to provide services where clients require strict regulatory separation from the appraisal management process and wish to give control to a qualified professional who has specialized expertise in valuation service management on behalf of the client.

Order Appraisal Review Services

Order An Appraisal Validity Check

Order A Final Inspection

Follow each entry tab and enter necessary data. Proceed to the next tab by Selecting "next" or the actual "tab".

Commercial Appraisal Order Form
2 Loan Data
3 Property Data
4 Contact Data

Please provide the following project information.  
Once completed, click the "Next" icon to proceed to step 2, loan data.

**Project Information:**

ARD Team: (Select ARD to receive this request) ARD - Primary

Project Name \*

Cost Center ID (GL#) \* Select GL Number

Service Requested Valuation - Commercial

Request Due Date \*

Requesting Officer: \* Bella Lender

If you are NOT the requesting officer selected above, please type your full name in the field below:

Order Entered By: Bella Lender

Copy Notifications To: (enter a valid email address to receive a copy of the loan officer's notifications)

**Project Collateral:**

Total # of properties securing this loan: 1

# of appraisal/evaluation requests for this loan: 1

NOTE: If appraisals are required on the additional collateral, independent services must be ordered with the same Project Name

Provide brief description of additional collateral for ARD

Instructions/Comments to ARD only:

**Additional notification email**

**Next »**

**Email Notifications are always sent to the Requesting Officer that owns the project.** If a Processor is entering the data and wishes to be notified of notifications, the processor should enter their email in "Copy Notifications To:"

**Project Name:** Bank determined name

Naming a project is bank determined. You may want to use *loan officer name-borrower-date* or some other method. Each project has an independently generated number assigned through FICRAS that travels with the job for tracking purposes.

## Project Identification

Commercial Appraisal Order Form
2 Loan Data
3 Property Data
4 Contact Data

Please provide the following project information.  
Once completed, click the "Next" icon to proceed to step 2, loan data.

**Project Information:**

ARD Team:\*( Select ARD to receive this request) ARD - Primary Select Your ARD Team

Project Name \*

Cost Center ID (GL#)\*

Service Requested Valuation - Commercial

Request Due Date \*

Requesting Officer:\* Bella Lender

Processor's Name

Copy Notifications To: (enter a valid email address to receive a copy of the loan officer's notifications) Include additional notification email other than the lender

**Project Collateral:**

Total # of properties securing this loan: 1

# of appraisal/evaluation requests for this loan: 1

NOTE: If appraisals are required on the additional collateral, independent services must be ordered with the same Project Name

Provide brief description of additional collateral for ARD

Instructions/Comments to ARD only:

Next >

**Select: Next**

## Loan Data

Commercial Appraisal Order Form
2 Loan Data
3 Property Data
4 Contact Data / Submit

Loan ID Number

Estimated Closing Date

Type of Loan: \* Please Select...

Purpose Of Loan: \* Please Select...

Intended Use: (General) \* ☐ Appraisal Request - Supports a federally related transaction ☐ Collateral Monitoring ☐ Evaluation Request - Supports an appraisal exempt real estate-related financial transaction

Intended Use: (Specific) \* Please Select...

Borrower: \*

Method of Appraisal Delivery to Borrower: Please Select... Select Evaluation if appropriate

Borrower's name for appraisal delivery:

Borrower's email address for appraisal delivery:

Borrower's postal address for appraisal delivery:

ECOA - Is this request for an application that covers closed-end or open-end credit secured by a first lien on a dwelling - a residential structure that contains 1-4 units, whether or not that structure is attached to real property, including but not limited to, individual condominium units, mobile homes, and manufactured homes?

Please Select...

Loan Amount: (approx) \$ 0

Estimated Value: \$ 0

Estimated LTV: 0 %

Borrower's Source of Loan Repayment: Please Select...

Does Collateral Secure Other Loans? ☐ No ☐ Yes (if so, give total \$ of loans outstanding)

Total \$ of Loans Outstanding: \$ 0

If loan renewal with additional funding, enter \$ of additional funds: \$ 0

Purchase Agreement (PA) (Yes/No) \* ☐ No ☒ Yes

Purchase Agreement (PA) Sales Price: \$ 0

Purchase Agreement (PA) Expiration Date:

PA Contract Details:

If you have a copy of the purchase agreement, please upload a copy in the project files section after you complete this form.

Listing Agent & Company Name/Number:

Selling Agent & Company Name/Number:

[Back](#)
[Next >](#)

Indicating if there is a purchase agreement on the property or a contract is mandated

Complete all pertinent loan information. If the loan does not yet have a Loan ID Number, indicate "No current loan ID". Items with "\*" are required field entries.

## Select: Next

### Property Data – ED/Cars Public Record Search

Complete the property data information on the Property Data entry tab. The first step is to select the **ED/Cars public record database search** button and see if the property information is available.

Commercial Appraisal Order Form   2 Loan Data   **3 Property Data**   4 Contact Data / Submit

Please provide the following subject property information. If there are multiple subject properties, you may add these and will be redirected later to do so. Once you have provided the following information, simply click the "Next" tab below to proceed in completing the request for this property.

\* Denotes Required Field

Subject Property Identification: [Click here to fill this page from the ED/CARS Public Records Database](#)

Property Type\* Please Select...

For example, a search of the FICRAS address is done as follows:

[Click here to fill this page from the ED/CARS Public Records Database](#)

This search utility is provided for your convenience to locate public information for the parcel to be included with this project. By electing to use these data services, you agree to and hereby acknowledge that you have read and accept the [Data Services Terms Of Use](#).

**You do not need the zip and can abbreviate in your search**

**select search**

Search By Location / Street Address

3001 North Rocky Point, Tampa FL [Search Address](#)

Search By Assessor Parcel Number / FIPS Code

apn -- Select State -- [Search APN/Fips](#)

Be sure to check the address for consistency prior to selecting. If you see more than one “X” next to the category, you know the database contains the information for that category.

Once selected you will see the indicated property data pre-fill your request form. ED/CARS will indicate the property type from their database, but you must enter the correct property type in the FICRAS system. This is a mandated field in FICRAS.

Next, make any changes to the data to correct or include additional information. The more complete and accurate the data, the more complete and accurate your database.

Select: “Next”

### Property Contact Information and Submit

**Tab #4, Complete the access information and comments.**

**“Submit Your Order” vs. “Save as Draft” (see p. 11 for “Save as Draft”)**

**“Submit Your Order” – Data accumulation is complete. Loan Officer/Lender is ready for ARD to process (bid/engage) the order.**

Note: Once submitted, the loan officer/lender can no longer edit the order. This can only be done by ARD.

### Attach File(s)

Once submitted you will be directed to upload any files for ARD to view by proceeding to the next step. This can be done immediately as prompted, or anytime during the project from the “view order” screen. If the documents are going to be sent to the appraiser, it is best to upload immediately and independently based upon category type.

Keystrokes: Select the “Add File” button, select the File Upload Category, then choose the file to upload. It is important to upload the files one-by-one based upon category type, so the ARD can easily forward only necessary files to the appraiser. If the files are loaded together, then separation and sending is not possible.

#### Create A Project Step 2: Attach File(s)

File ID	Entered By	Date Added	File Type	File Name	Description	Modify	Delete
No Items To Display							



Add File

Add File

File Type:

Please Select...  
3 Year Operating History  
Aerial/Street Maps  
Budget  
Current Rent Roll / Current Leases  
Environmental Assessment  
Flood Verification  
Floorplan / Diagrams  
Intent to Proceed  
Legal Description - Last Deed of Record  
Picture / Image / Graphic  
Prior Appraisal  
Plans / Specifications / Cost Breakdown  
Sales Contract / Purchase Agreement  
Site Survey / Site Plan  
Tax Assessment  
Wetland Determination  
Other Pertinent Documents

File Name:

Description:

Add File

File Type:

Prior Appraisal

File Name:

Description:

Choose file

Select file to add - can drag and drop

Save File

Next, save

Attach Additional Parcel(s) – see pages 27-28 for details

Additional parcel – if you wish to include an additional parcel/property to be appraised with the primary parcel, the property information can be added at this time.

#### Create A Project Step 3: Attach Additional Parcel(s)

*The property shown below is listed as the primary property for this project.*

Tax ID/APN	Property Type	Street Address	City / Municipality	
1234	Office	1234 Office Street	Good City	Edit

*If additional properties are to be considered as part of this project, you may add them below.*

Can Edit Primary Parcel Information

Attach Additional Parcel(s)

Finish / Proceed To Next Step

One complete, select “Finish/Proceed to Next Step”

#### “Save As Draft” (option is located on the last tab) – allows you to continue amending order

This allows the loan officer to gather data over time, without submitting request to ARD. **If this is selected, you can continue editing the project by selecting: “Current Orders” on the left, then “Pending Orders” tab.**

**NOTE: Editing and Submitting a Pending Order cannot be done when searching orders from all users. You must access the Pending Orders tab through “Your Current Orders” link.**

**Lender Services**  
Your Profile  
Order Services  
**Current Orders**  
Appraisal Search  
Add Ext. Appraisal

Archived Orders Orders from all users

My Current Orders

Pending Orders (Draft)

Click here to view and continue editing your draft orders

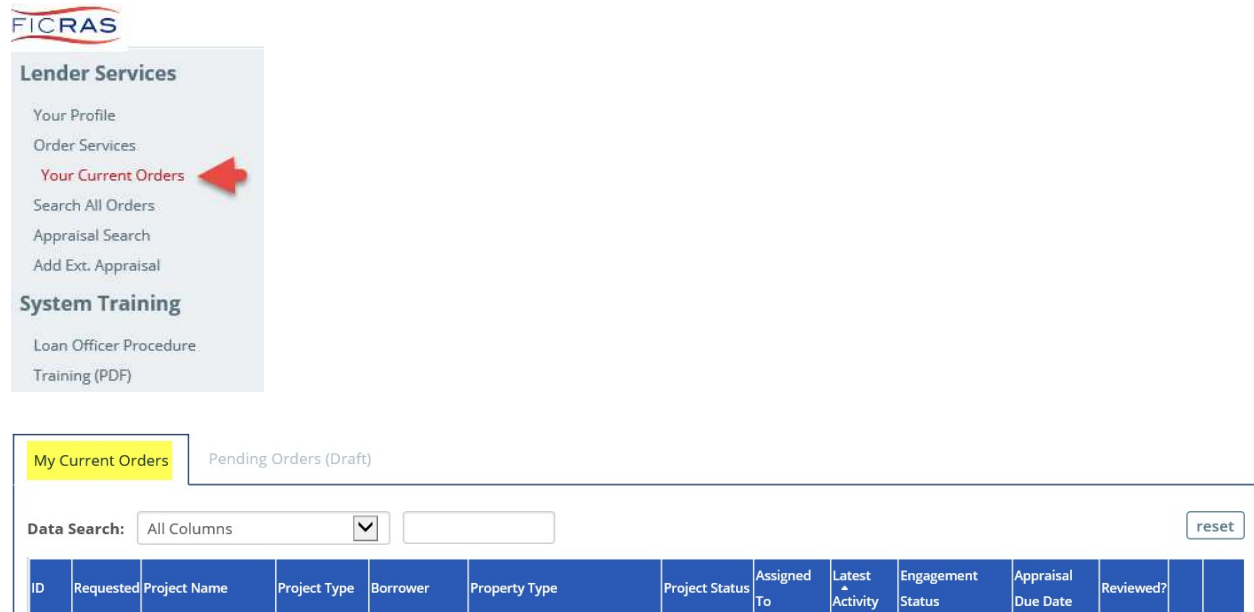
Data Search: All Columns

ID	Project Name	Project Type	Borrower	Street Address	Draft/Final	Last Updated	Continue Editing	Delete
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Refine your order and “save as draft” over and over by selecting same on the last tab or submit when your order is complete. This action will send the request to ARD. See “Submit Your Order” previously addressed.

**Once Submitted, Project will then be saved in your Current Orders. To view, simply select “Current Orders”.**

## PART IV: CURRENT ORDERS



The screenshot shows the FICRAS Lender Services menu on the left, with 'Your Current Orders' highlighted by a red arrow. Below the menu is the 'My Current Orders' section, which includes a 'Pending Orders (Draft)' tab. A 'Data Search' bar with a dropdown menu set to 'All Columns' and a 'reset' button is visible. Below the search bar is a table with the following columns:

ID	Requested	Project Name	Project Type	Borrower	Property Type	Project Status	Assigned To	Latest Activity	Engagement Status	Appraisal Due Date	Reviewed?	
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### Field Names and Descriptions

- **ID** – unique ID assigned by FICRAS
- **Requested** – Date of Request
- **Project Name** – Bank assigned name
- **Project Type** – loan officer order type (residential appraisal, residential appraisal review, commercial appraisal, commercial appraisal review, final inspection, validity check)
- **Street Address** – address of the subject property identified by the order
- **Closing Date** – entered date by the loan officer
- **Borrower** – entered by loan officer under “Loan Data” tab
- **Property Type** – drop down selected by loan officer on “Property Data” tab (includes such classifications as “agricultural, office, retail, multi-family, 1-4 family, etc.)



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- **Project Status – status of the project in the system**

Project Status - Appraisals	
New Project	Auto-set when Lending team submits project request to ARD
RFP's Requested	Auto-set when ARD sends bid requests to appraisers
RFP's Received	Auto-set when ARD receives a bid(s) from appraiser(s)
Bid Selection Requested	Auto-set when ARD submits bids to loan officer for approval/selection
Bid Selection Completed	Auto-set when Loan Officer selects a bid and submits to ARD
Services Declined	Auto-set when an appraiser declines an engagement
Services Engaged	Auto-set when an appraiser is sent an engagement
Reports Received	Auto-set when a report is submitted by the appraiser to the ARD/Bank
Report Under Review	Manually set by ARD (note: Reviewed column auto displays "in-process" when a review is started by ARD)
Delivered	Auto-set when the ARD Delivers the appraisal and related review to the lender
Project Completed	Manually set by ARD upon final completion of the project
Project Deleted	Manually set by ARD when deleting a project (lender can request the ARD cancel a project in their change column, which will notify ARD)
On Hold	Manually set by ARD when placing a project "On Hold" (lender can request a project be placed on hold in their change column, which will notify the ARD)
On Hold - Temporary	Manually set by ARD when placing a project "On Hold-Temporary"

Project Status - Evaluations	
New Project	Auto-set when Lending team submits project request to ARD
Services Engaged	Auto-set when ARD: a. Accepts the Evaluation Project Internally b. Engages a third-party Evaluation Service
Reports Received	Auto-set when ARD has received or completed the Evaluation Report, needs to review
Report Under Review	Manually set by ARD (note: Reviewed column auto displays "in-process" when a review is started by ARD)
Delivered	Auto-set when the ARD Delivers the appraisal and related review to the lender
Project Completed	Manually set by ARD upon final completion of the project
Project Deleted	Manually set by ARD when deleting a project (lender can request the ARD cancel a project in their change column, which will notify ARD)
On Hold	Manually set by ARD when placing a project "On Hold" (lender can request a project be placed on hold in their change column, which will notify the ARD)
On Hold - Temporary	Manually set by ARD when placing a project "On Hold-Temporary"

- **Assigned To – Notifies loan officer which ARD member is handling the project**

- **Latest Activity – Date of Status identified in “Current Status”**
- **Engagement Status-indicates the status of the engagement and project**

Engagement Status	
Engagement Sent	Auto-set when engagement letter is sent to the appraiser
Engagement Accepted	Auto-set when appraiser accepts the engagement letter (applies signature and submits). (In the case of an internal evaluation or a TPE - Engagement Accepted is auto set when ARD manually sends the engagement)
Internal	Auto-set when ARD receives validity check request
Report Submitted	Auto-set when report is submitted to the ARD by the appraiser
Report Returned	Auto-set when ARD returns the report to the appraiser for correction
Report Delivered	Auto-set when the ARD Delivers the appraisal and related review to the lender
Project Completed	Manually set by ARD upon final completion of the project

- **Appraisal Due Date – Date appraisal is due per the engagement letter**
- **Reviewed – indicates if the received appraisal has been reviewed by ARD (“yes” is an active link to the review, “In-Process” indicates an ARD review is in-process)**
- **View (action link) – Provides a summary of project information. Once selected you will see the project summary screen. See “Project Screen” below for details.**
- **Change (action link) Loan Officer can change Order Request Status, Requesting Officer Name, and Lender’s Archive Status. You can see the Request Status of your order in the “Request Status” column.**

Current Orders:

Data Search:  All Columns

ID	Requested	Project Name	Project Type	Borrower	Property Type	Street Address	Date	Project Status	Assigned To	Activity	Status	Due Date	Reviewed?	Rpt. Shipped	View	Change
822997	2023-01-18	multi-resi	Residential Appraisal	Mr. Borrower	Residential (1-4) Family: Single Family - Detached	4742 Hauck DR New Orleans, Louisiana 70127	01/27/2023	Reports Received	Bella ARD	2024-11-08	Report Submitted	01/23/2023	No	No	<a href="#">View</a>	<a href="#">Change</a>

### Change

change to: Cancel, Place on Hold or Mark as Complete

**Order Request Status:**

**Requesting Officer:**

\*NOTE: Changing the Requesting Officer will transfer the record to the selected Lender for all future processing. The record will vanish from the current inbox (Current Orders) and appear in the current orders table for the newly selected Requesting Officer.

**Lender's Archive Status:**

\*NOTE: Archived Status denotes whether the record remains in active status.

Change to Archive to remove from Current Orders

○ **Order Request Status:**

- **Request to Cancel Order** (Notification is sent to ARD to confirm cancellation)
  - First step is to change Order status to “Request to Cancel Order”
  - This will notify the ARD and change the Order Request Status to “Cancelled”.
  - If the report has been engaged, the ARD will confirm cancellation from the appraiser and the appraiser will accept the cancellation and submit any outstanding invoices.
  - Project remains in “Your Current Orders” until you move it to the Archive through the “Change” link on Your Current Orders table.
- **Request to Place this Order on Hold** (Project remains in Current Orders but displays above in the “On Hold” table and a notification is sent to ARD. Order Request Status changes to “On Hold”)

"On Hold" Table

Select "Change" to revert status or to "Archive"

1  
You have requested the following projects be placed "On Hold":

ID	Requested	Project Name	Project Type	Borrower	Property Type	Street Address	Closing Date	Project Status	Assigned To	Latest Activity	Engagement Status	Appraisal Due Date	Reviewed	View	Change
114774	2018-07-26	Jonathan	Commercial Appraisal	Mr. Borrower	Industrial	16230 Highway 3235 Cut-off, Louisiana 70345	07/31/2018	New Project	Bella ARD	2024-11-13			No	View	Change

- **Order has been Completed**
  - This changes the Order Request Status to “Completed” and displays in the ARD view too
  - Project remains in “Your Current Orders” until you move it to the Archive through the “Change” link on Your Current Orders table.
- **Requesting Officer:** Owner of the project or the ARD can change the name of the Loan Officer that owns the project.
- **Lender’s Archive Status:** Lender can change the status of the project from Active to Archive. This will move the project from the Current Orders screen to the Archive folder. ARD can see and change the lender status too.

**Project Screen Details – select “view” from current orders table**

Select “View Request” to see and/or print the order as placed by the loan officer.

**Project Messages** – you can send a message to ARD about the project by selecting “Post Message”

You can add personal project notes by selecting “Add Note”

You can add additional files for ARD to view by selecting “Add File”



## Financial Institution Complete Risk Aversion Solution

Below are the details of your request.

[Return To Orders List](#) [View Request \(Commercial\)](#)

### Project Summary

Reference ID: Cost Center ID (GL#)  
Project Name: Loan ID Number  
Service Requested: Type of Loan:  
Service Delivery Date: Purpose Of Loan:  
Current Status: New Project Borrower:  
Instructions/Comments:

### Project Files

File ID	Entered By	Date Added	File Type	File Name	Description	Modify	Delete
No Items To Display							

[Add File](#)

### Project Engagements

No Engagements Have Been Submitted

### Lender-ARD Messages

No notes or updates recorded.

[Post Message](#)

### Personal Project Notes

No Items To Display

[Add Note](#)

Click here to add a personal project note

Click here to add additional files for ARD to see (ARD will select what is sent to the appraiser for bid and engagement)

FICRAS also includes update fields for "Cost Center", "Loan ID", "Closing Date" and "Forward Emails To" for updating over the course of the order.

**Note:** ARD can reject a lender order. This most often occurs when insufficient data is included in the request.

The lender receives a notification that ARD rejected the order

The Notification includes an explanation

The lender will go to "Current Orders" and see the order rejected

The lender will select "View/Edit/Resubmit" to look at the order

The reason for rejection is in the blue bar at the top

The fields are edit fields where the lender can edit the order and resubmit

My Current Orders

Pending Orders (Draft)

The ARD has requested you select the desired bid proposal for the following projects:

ID	Requested	Project Name	Project Type	Borrower	Property Type	Assigned To	Latest Activity
146050		vidalia office	Commercial Appraisal	Mr. Borrower	Office	John ARD	Select Bid

The ARD has rejected the following orders:

ID	Project Name	Project Type	Borrower	Street Address	Submission Status	Last Updated	
114542	loan processor order	Residential Appraisal	Ms. Borrower	1508 Heathenview Court	Rejected		View / Edit / Resubmit Delete

Click here to edit and resubmit

Click here to edit and resubmit

### View / Edit / Resubmit

This order has been returned for the following reason:  
Address could not be verified. Please check this.

Reason for rejection

[Residential Appraisal Order Form](#) [Loan Data](#) [Property Data](#) [Contact Data](#)

### PROJECT INFORMATION:

\* Denotes Required Fields

Project Name \* residential maryland  
Cost Center ID (GL#)\* 1234 [Select GL Number](#)

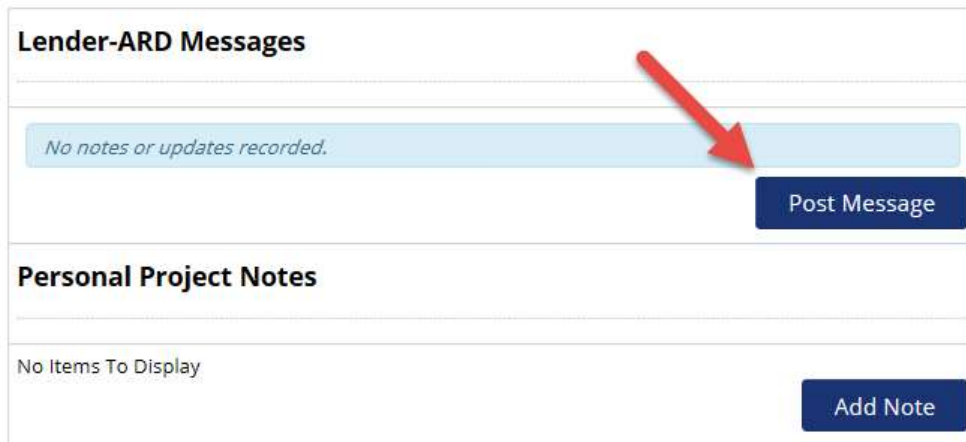
## PART V: INTERACTING WITH ARD THROUGH PROJECT NOTES

Throughout the process you can communicate with ARD through “Notes”  
These are part of the audit trail, so only put info applicable to the assignment.  
Every time a note is attached, the recipient receives an e-mail regarding that project.

Go to Current Orders

Select “View” on an existing project

It is here that you can Select “Add Note” to ARD about a project.



The screenshot shows two sections: "Lender-ARD Messages" and "Personal Project Notes".

**Lender-ARD Messages**

*No notes or updates recorded.*

**Post Message**

**Personal Project Notes**

No Items To Display

**Add Note**

ARD can receive and respond to the loan officer note.

You may also add you own “Personal Project Notes”.

## PART VI: BID SELECTION REQUESTED

### Loan Officer E-mail Prompts

The loan officer is notified to interact with a project through an e-mail.

- Bid Selection Requested / approval of appraisal fee
- Reports Delivered (to loan officer from ARD)
- Project Message from ARD regarding a project
- Order Rejection
- Project Engaged: prompted to set invoice – appraiser fee collection status

**Bid Selection:** This occurs when ARD receives bids from appraisers and forwards fees and related turnaround times to loan officer for approval. *Note: Loan officer is not privy to the appraiser names.*

The loan officer will receive an e-mail notification of “bid selection requested”, directing the loan officer to log into system. **Select “Current Orders”** and the specified project will indicate “bid selection requested” status as an active button.



ID	Requested	Project Name	Project Type	Borrower	Property Type	Current Status	Assigned To	Latest Activity
146050	-01-24	office	Commercial Appraisal	Mr. Borrower	Office	Bid Selection Requested	Bella ARD	Select Bid

**Select: “bid selection requested” status button.**

**Select bid**

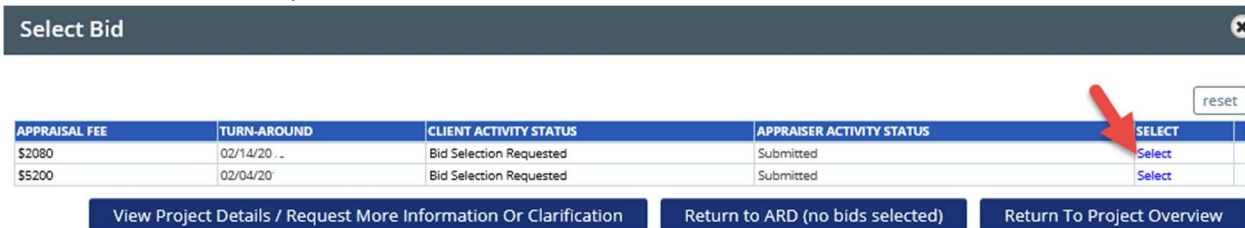
**ARD will receive your selection and engage appraiser**

What if a follow-up bid is received prior to engagement?

ARD will notify you of a follow-up bid and re-send you the bid selection request

If a prior bid had been selected and you wish to change your choice, Choose “select”, then “de-select”

Choose “select” for your chosen bid



APPRAISAL FEE	TURN-AROUND	CLIENT ACTIVITY STATUS	APPRAISER ACTIVITY STATUS	SELECT
\$2080	02/14/20 ..	Bid Selection Requested	Submitted	Select
\$5200	02/04/20	Bid Selection Requested	Submitted	Select

[View Project Details / Request More Information Or Clarification](#)
[Return to ARD \(no bids selected\)](#)
[Return To Project Overview](#)

Your selection will be returned to ARD for engagement. **You can choose to not select and return the bid to ARD by selecting the “Return to ARD (no bids selected)” button.** This should occur if the project has been **cancelled** or put **on hold**. Once selected the project moved to Your Current Orders table and you can then change the status.

The fee is a combination of the appraiser fee and the FICRAS transaction fee. This is the total due for the appraisal transaction, unless otherwise indicated by the bank. An invoice with this total will be forwarded to the loan officer when the report is received and delivered to the lender.

## PART VII: SETTING INVOICE COLLECTION AND INVOICE PAYMENT STATUS

Upon engagement, the loan officer/identified email recipients will receive a notice to set the Invoice Collection Status. See sample notification below.

The following project has been engaged and a preliminary invoice is visible in the project.

Re: Project Name: Dr. Office  
 Project Type: Commercial Appraisal  
 Street Address: 701 Main Street  
 Turn-Around Date: 08/30/20  
 Turn-Around Fee: 2500

Please Update Preliminary Invoice Collection Status

Open the project and set the collection status on the Project Engagement Line, Collection Status column. The initial collection status link is set as "unknown". This will remain until a status is set.

Save Collection Status, then Exit.

Collection Status can be updated at any time in this same location.

The project Collection Status is changed by selecting the link in the Project Engagement row.

Project Engagements									
Engagement #	Engaged On	Report Due Date	Preliminary Invoice			Collection Status	Lender Approval	Status	Last Updated
118802	20 -08-16	08/30/20	\$2600	Itemized Invoice (accounting)	Ship To...	unknown	Approved	Engagement Accepted	20 -03-08
			Total Invoice (lender)		Ship To...				

Click here to set collection status

To set the status, select from the dropdown options:

- Pending Collection
- Fee Collected
- Bank Absorbs Fee
- Other

### Collection Status

#### Update Collection Status

Set Collection Status To:	Collection Status Date:
<div> Please Select... Pending collection Fee Collected Bank Absorbs Fee Other (see note) </div>	<input type="text"/> <input type="text"/>
<div>Exit To Main Screen</div>	<div>Save Collection Status</div>

Your selection will be recorded in a progressive table to update in this same location as the status changes. The most recent update displays at the top of the Collection Status Table and also in the main screen of your Project View. All that have access to the project can view the collection status.

Fee Collected 
✕

### Collection Status reset

COLLECTION STATUS	COLLECTION DATE	COLLECTION NOTES	ENTERED ON	ENTERED BY
Pending collection	01/29/20		20 -01-29 15:43:54	Bella Lender
Fee Collected	01/29/20		20 -01-29 15:44:09	Bella Lender

### Update Collection Status

Set Collection Status To:

Please Select...
▼

Collection Status Date:

Collection Status Notes:

Exit To Main Screen

Save Collection Status

## Invoice Payment Status

Once the appraiser submits an invoice and the project is “Delivered”, you can also set/view the Invoice Payment Status. The bank members that sets this status is a bank procedure decision, but the system enables any authorized user to set and see the status.

This is visible in the Invoicing table in the project. The initial status is set to “**unknown**”.

Invoicing

Set Invoice Payment Status
Print This Report

Invoice #	Submitted On	Submitted By	Invoice Total	Payment Status	Invoice for Accounting	Invoice for Lender Use
153906	20 -03-12	appraiser bella	\$468	unknown	Itemized Invoice (accounting) Ship To...	Total Invoice (lender) Ship To...

Select from the Payment Status Options in the dropdown.

- Submitted for Payment
- Vendor Invoice Paid
- Bank Absorbs Fee
- Other



Financial Institution Complete Risk Aversion Solution

## Payment Status

### Update Payment Status

Set Payment Status To:

Please Select...

Submitted for Payment

Vendor Invoice Paid

Bank Absorbs Fee

Other (see note)

Payment Status Date:

Exit To Main Screen

Save Payment Status

Your selection will be recorded in a progressive table to update in this same location as the status changes. The most recent update displays at the top of the Payment Status Table and also in the main screen of your Project View. All that have access to the project can view the collection status.

Vendor Invoice Paid - ✕

Payment Status reset

PAYMENT STATUS	PAYMENT DATE	PAYMENT NOTES	ENTERED ON	ENTERED BY
Submitted for Payment	01/29/20..		20 -01-29 15:44:57	Bella Lender
Vendor Invoice Paid			20 -02-27 17:27:39	Bella Lender

Update Payment Status

Set Payment Status To: 

Please Select... ▾

Payment Status Date:

Payment Status Notes:

Exit To Main Screen

Save Payment Status

## PART VIII: RECEIVING APPRAISAL REPORT AND INVOICE

Loan Officer will receive an e-mail notification that “Your Appraisal Report Is Ready”. This indicates the report has been:

Received by ARD

Reviewed by ARD (check Reviewed column to confirm “yes”)

Appraisal and Invoice are now available for Loan Officer to:

View

Submit Invoice to Borrower (if part of bank process)

Ship Appraisal to Borrower (if part of bank process)

Loan Officer Project Status in Current Orders will show: “Delivered”

ID	Requested	Project Name	Project Type	Borrower	Property Type	Street Address	Closing Date	Project Status	Assigned To	Latest Activity	Engagement Status	Appraisal Due Date	Reviewed?	
126704	20-10-01	10-20 Ms. Bella	Commercial Appraisal	Mr. Buyer	Office	1234 Office Street	10/31/20	Delivered	Bella ARD	20-10-12	Report Delivered	10/25/20	Yes	<a href="#">View</a> <a href="#">Change</a>

If you Select: View, a summary page opens with pertinent information

### The Summary Page includes:

Project Summary (lender can update closing date info at any time)

Project Files (lender can upload additional files throughout project)

Project Engagement Information – provides engagement info, including engagement fee.

**Reports & Reviews – this is where the reports and reviews are located!**

**Invoicing - The fee will be the same as in the engagement information, unless there was a change during report completion.**

Scroll to the bottom and view the **Reports & Reviews**

Reports & Reviews

ID	Received	Delivered By	Status	Reviews							View Report	Ship Report	
146972	20	01-29	appraiser bella	Report Delivered	Internal Reviews:							View Report	Ship Report
					ID	Received	Delivered By	Type	Conclusion	Recommendation	View Review		
					146973	20	01-29	Bella ARD	Compliance Checklist	Accept "As Is"	Rely		
External Reviews:					None Completed								

Select Link to View Report Coverage and Open Uploaded Report

Select link to view the Review Document

Select Link to View Report Coverage and Open Uploaded Report

Select link to view the Review Document

You may also ship the report to the borrower from this screen by selecting “Ship Report”.

Select: View Report to view the appraisal coversheet with value conclusions and report details.



## View Report

**Report Details**Property DescriptionValue ConclusionsReport / Uploads

**APPRaisal REPORT DETAILS**

Appraiser's File Number:  
Effective Date of Valuation  
Premise for Effective Date:  
Reported Borrower  
Appraisal Report Type:  
**Purpose Of Appraisal:**  
Considered Interest:  
Considered Value:  
Intended Use:  
Signing Appraiser(s) Name /  
State cert. #(s) / Phone:  
List Appraisers who inspected property:  
  
Level of Inspection:  
  
Appraiser Comments:

01/29/20  
Current "As Is"  
Mr. Borrower  
Appraisal Report  
  
Fee Simple Estate  
Market Value - Real Estate - Required in Federally Related Transactions  
Loan/Mortgage Use with purchase contract  
  
appraiser bella / Louisiana Certified General Appraiser License 1234 / 1111111111  
appraiser bella  
• Interior  
• Exterior  
• Improvement measurement performed

Report Date  
Addressee:  
Appraisal Client:  
Intended User:  
01/29/20  
Bella ARD  
Bella Financial  
Bella Financial

**REPORT REVIEWS:**

**INTERNAL REVIEWS:**

ID	RECEIVED	DELIVERED BY	TYPE	CONCLUSION	RECOMMENDATION	VIEW REVIEW
146973	20 -01-29	Bella ARD	Compliance Checklist	Accept "As Is"	Rely	<a href="#">View Review</a>

reset

**EXTERNAL REVIEWS:**

None Completed

Click here to view the

Can also see Review Report here

Selecting this allows you to see the appraiser's submitted cover sheet, attachments and reviews.

### Report/Invoice Uploads:

Appraisal  
Signed Engagement Letter

### Invoicing

Scroll to the bottom of a delivered report project view. You will see the Invoicing Section on this Summary Page.

Note that the Loan Officer Invoice View provides for reimbursement of the FICRAS fee, thus represents the appraiser fee and the 4% FICRAS fee as the "Total Project Fee".

Invoicing								Print This Report
Invoice #	Submitted On	Submitted By	Invoice Total	Payment Status	Invoice for Accounting	Invoice for Lender Use		
146952	20 -01-29	appraiser bella	\$2000	Vendor Invoice Paid -	Itemized Invoice (accounting) Ship To...	Total Invoice (lender)	Ship To...	

Invoice for Accounting

Invoice for Borrower

Select: **"Total Invoice (lender)"** link and you can see the invoice to present to the borrower. You can ship the invoice to the borrower by clicking the related **"Ship To"** link.



Select: **"Itemized Invoice (accounting)"** link and you can see the itemized invoice that goes to accounting for payment of the appraiser and FICRAS.

*FYI: The transmitting of the accounting invoice is often handled by ARD and indicates the separation of fee. Check with your bank procedures to determine which user forwards the invoice to accounting.*

## PART IX: OTHER TYPES OF ORDERS

Select Order Services. At the bottom is “Other Services”

### Other Services

This option is adapted to provide services where clients require strict regulatory separation from the appraisal management process and wish to give control to a qualified professional who has specialized expertise in valuation service management on behalf of the client.

Order Appraisal Review Services

Order An Appraisal Validity Check

Order A Final Inspection

In each instance, the “Other Services” prompts the lender to retrieve the prior appraisal.

**Option A:** Order a Service on an Appraisal in the FICRAS database. In this instance the lender searches for the appraisal, retrieves it and orders the service.

**Option B:** Order a Service on an Appraisal from an external source. In this instance the lender adds the externally received appraisal to the FICRAS database (\* mark required entry fields), then retrieves the appraisal and orders the service. This takes two steps – 1<sup>st</sup> enter the appraisal data and upload the appraisal, then order the service by retrieving the appraisal. Adding an external appraisal can be done through ordering other services or by directly selecting the “Add Ext. Appraisal” from the sidebar menu.

Appraisal Search - Appraisal Review
Search Results

Search Type:
☐ Match All Fields
☒ Match Any Field

**Option A** - Order a review on an existing FICRAS appraisal

Use this option when you need to request a review for an appraisal that was ordered through the ficras system. The search form below will help you locate the appraisal you want reviewed.

Search By Project/Loan Data:

Project Name

Cost Center ID (GL#)

Loan ID Number

Borrower

Search By Property/Location Data:

Property Type
Please Select...

Tax ID/APN

Owner of Record

Street Address

City

Zip Code

From Date

To Date

Search The Database

**Option B** - Order a review on an appraisal from an external source

Use this option when you need to request a review for an appraisal that was delivered from an outside source such as another bank or lending institution. Click below to bring up the appraisal entry form. Once you have added the appraisal to the FICRAS system, you will be prompted to once again choose the type of service you wish to order.

Add your externally received appraisal to the FICRAS system

**Appraisal Review** (residential or commercial) – typically occurs when an appraisal is received from another financial institution and loan officer is requesting ARD to perform a review.

Must upload appraisal or tell ARD how to obtain same. See Option A and Option B on how to retrieve the prior appraisal.

Once the appraisal is retrieved, any prior appraisal information entered will pre-fill the request form. Edit and complete the necessary information, then submit the form on the last tab.

**Validity Check** – occurs when loan is a renewal or restructure, prior appraisal in file may be considered current. The request is for ARD to determine if the appraisal is current. See Option A and Option B on how to retrieve the prior appraisal. Once the appraisal is retrieved, any prior appraisal information entered will pre-fill the request form. Edit and complete the necessary information, then submit the form on the last tab.

**Required:**        Reviewed and accepted appraisal  
                         Consistency with current procedures regarding age and appraisal requirements  
                         Completion of order that includes loan data information (form computes LTV),  
property status information, property change information from date of appraisal to date of request.

**Final Inspection** – occurs when a prospective appraisal was received for a construction loan and the loan is now ready for permanent financing. See Option A and Option B on how to retrieve the prior appraisal. Once the appraisal is retrieved, any prior appraisal information entered will pre-fill the request form. Edit and complete the necessary information, then submit the form on the last tab.

Prospective Appraisal in system – can pull data into request

Prospective Appraisal not in system – must upload

In both situations, the loan officer needs to include:

Property's Degree Of Completion:  
(note any known items of completion remaining)

Property Variances:  
(note any known items that differ from the  
"as if complete" appraisal assumptions)

## PART X: ATTACHING ADDITIONAL COLLATERAL TO A REQUEST

### Attaching Additional Collateral to a Request

Each order is for a single appraisal. If multiple properties are to be included in a single appraisal, then details will be required for each property.

If additional collateral is supporting a single loan, but is to be appraised in a different appraisal, the same "project name" should be used for a separate order and the "# of appraisal/evaluation requests for this loan" should reflect the number of appraisals required.

Commercial Appraisal Order Form
2 Loan Data
3 Property Data
4 Contact Data

Please provide the following project information.  
Once completed, click the "Next" icon to proceed to step 2, loan data.

**Project Information:** \* Denotes Required Fields

Project Name \*

Cost Center ID (GL#) \*

Service Requested

Request Due Date \*

Requesting Officer: \*

Processor's Name

Forward Emails To:

**Project Collateral:**

Total # of properties securing this loan:

# of appraisal/evaluation requests for this loan:

**NOTE:** If appraisals are required on the additional collateral, independent services must be ordered with the same Project Name

Provide brief description of additional collateral for ARD

Instructions/Comments to ARD only:

[Next »](#)

Example: 2 properties, 1 appraisal

*Two commercial buildings to be appraised in the same appraisal.*

Total # of properties securing this loan: 2

# of appraisal/evaluation requests for this loan: 1

Enter the 1<sup>st</sup> property data under “Property Data” tab

When you Select “save to draft” or “submit” you will be asked to “attach additional parcel(s)”. In this instance you would Select same and enter second property information.

**Attach Additional Parcel(s)** **Finished Attaching Parcels / Proceed To Next Step**

The data will be pre-filled with the initial property, but allow you to edit to reflect the additional collateral.

Once all properties are entered, Select “Finished Attaching Parcels/Proceed to Next Step”.

Example: 2 properties, 2 appraisals

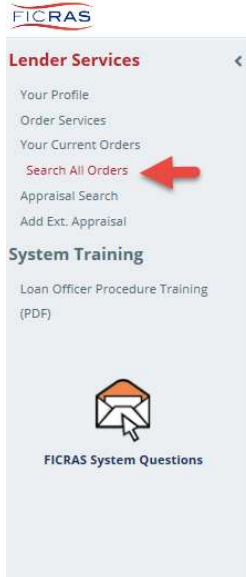
A single loan secured by a commercial building and a house. This will likely not be included in a single appraisal and may be ordered from two different appraisers. Thus, there should be two separate orders with the same “Project Name”. The first processed order should let ARD know another order for the same loan is coming. This would not entail attaching additional parcels, because each parcel is addressed in a separate order.

Total # of properties securing this loan: 2

# of appraisal/evaluation requests for this loan: 2

## PART XI: ORDER SEARCH AND APPRAISAL/EVALUATION SEARCH

On the Lender Services Menu, select “Search All Orders”




**Lender Services**

- Your Profile
- Order Services
- Your Current Orders
- Search All Orders**
- Appraisal Search
- Add Ext. Appraisal

**System Training**

- Loan Officer Procedure Training (PDF)

  
FICRAS System Questions

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Search Criteria    Search Results

**Search Type:**    ☐ Match All Fields    ☒ Match Any Field

**Search Orders From All Users**

Project Name:

Subdivision:

Cost Center ID: (GL#)

Loan ID Number:

Borrower:

Street Address:

Order Entered By:


*To limit the search results to only orders placed by a specific loan officer, select loan officer below.*

Loan Officer:

**Find An Order**

With this search you can view any order placed and all attachments to that order.

On the Lender Services Menu, select “Appraisal & Evaluation Search”



**Lender Services**


- Your Profile
- Order Services
- Your Current Orders
- Search All Orders
- Appraisal & Eval Search**
- Add Ext. Appraisal
- Environmental Services

**System Training**

- Loan Officer Procedure Training (PDF)
- Status Settings in FICRAS
- Environmental Orders
- Procedure Training (PDF)

**Reference Docs**

- Regulatory Guidelines

  
FICRAS System Questions

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Search Criteria    Search Results

**Search Type:**    ☐ Match All Fields    ☒ Match Any Field

**Search By Project/Loan Data:**

Project Name

Cost Center ID (GL#)

Loan ID Number

Borrower

**Search By Property/Location Data:**

Property Type

Tax ID/APN

Owner of Record

Subdivision:

Street Address

City

County/Parish

State

Zip Code

From Date

To Date

**Search the Database**

As you increase your database of delivered appraisals, you will be able to search for Value Conclusions and unit indicator data. You can even export this data to excel for sorting and further analysis.

You may search by:

**Project /Loan Data**

**Project Name**  
**Cost Center ID**  
**Loan ID**  
**Borrower**

**Property/Location Data**

**Property Type (type your search or scroll through selection list). You may search for a specific or general property type.**

**Tax ID**  
**Owner of Record**  
**Subdivision**  
**Street Address**  
**City**  
**Zip Code**  
**Date Range**

## PART XII: ARCHIVE A PROJECT; CHANGE LOAN OFFICER OWNERSHIP

On the Lender Services Menu, select “Your Current Orders”, select the “Change” link for a project at the far right of the table.

ID	Requested	Project Name	Project Type	Borrower	Property Type	Street Address	Closing Date	Project Status	Assigned To	Latest Activity	Engagement Status	Appraisal Due Date	Reviewed			
41759	20	-12-08	aff residential-contract	Residential Appraisal	Residential Buyer	Single Family Residential - Detached	123 residential street	12/22/2016	Reports Received	Bella ARD	20	-09-12	Report Submitted	12/19/20	In Process	<a href="#">View</a> <a href="#">Change</a>

Menu

Lender Status:

Order Is Currently Active

\*NOTE: Except for "Order is currently active", All Lender requested changes to status will automatically move the selected project to the "Archived Orders" section and remove the project from the "Current Orders" Screen. The "Order is currently active" selection will return the selected project to the lender's "Current Orders" Screen.

Requesting Officer:

Bella Lender

\*NOTE: Changing the Requesting Officer will transfer the record to the selected Lender for all future processing. The record will vanish from the current inbox (Current Orders) and appear in the current orders table for the newly selected Requesting Officer.

Save Changes

Select this dropdown to change the status and move the project to archive

Select this to change the project to another requesting officer

Menu

Lender Status:

Please Select...

Order Is Currently Active

Request To Cancel Order

Place This Order On Hold

Order Has Been Completed

Completed moves the project to archive

Requesting Officer:

Bella Lender

\*NOTE: Changing the Requesting Officer will transfer the record to the selected Lender for all future processing. The record will vanish from the current inbox (Current Orders) and appear in the current orders table for the newly selected Requesting Officer.

Save Changes

To view a project placed in Archive, Select the “Archived Orders” button at the top of the Current Orders Screen.

FICRAS

Lender Services

Archived Orders

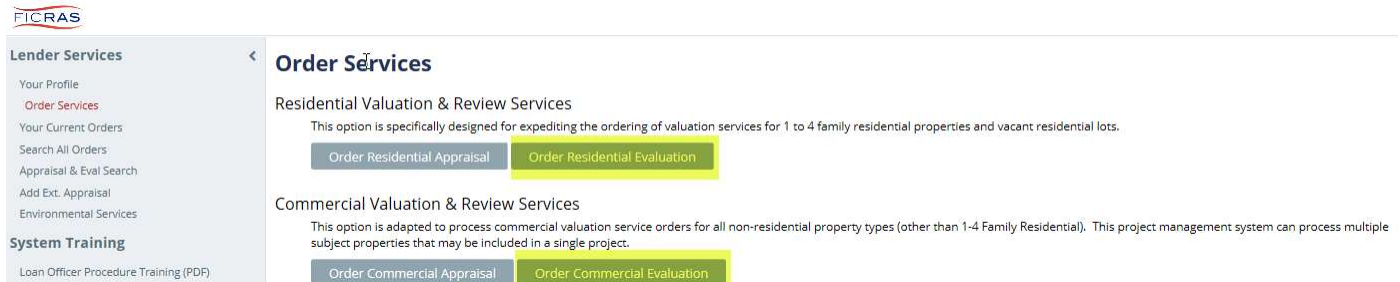
Search Orders From All Users (fast)

Browse Orders from all users (slow)

## **PART XIII: EVALUATION ORDERS (using Internal Evaluators or Evaluator Services)**

**This is an optional interface. If your institution is utilizing the Evaluation Services, you will see this option in your Order Services. If you are ordering from a certified appraiser, use the appraisal order process and indicate only an evaluation is required. The evaluation order process is for Evaluations by Evaluators.**

### **Placing the Order**



Similar to placing an appraisal order, you will work your way through the tabs, completing all necessary fields. The mandated fields are noted with a “\*”.

1<sup>st</sup> tab – Identify the Order

2<sup>nd</sup> tab – Loan Data

3<sup>rd</sup> tab – Property Data

4<sup>th</sup> tab – Contact Data / Submit

Remember, the more information in the order the better your database and risk management efforts!

**You can submit the order or save it to draft. If saved to draft, the order will reside in YOUR Current Orders draft folder. It can not be processed through the search order function.**

## Monitoring the Project through Your Current Orders



**Lender Services**

- Your Profile
- Order Services
- Your Current Orders**
- Search All Orders
- Appraisal & Eval Search
- Add Ext. Appraisal
- Environmental Services

**System Training**

- Loan Officer Procedure Training (PDF)
- Environmental Orders Procedure Training (PDF)

## Project Status Settings

Project Status - Evaluations	
New Project	Auto-set when Lending team submits project request to ARD
Services Engaged	Auto-set when ARD: a. Accepts the Evaluation Project Internally b. Engages a third-party Evaluation Service
Reports Received	Auto-set when ARD has received or completed the Evaluation Report, needs to review
Report Under Review	Manually set by ARD (note: Reviewed column auto displays "in-process" when a review is started by ARD)
Delivered	Auto-set when the ARD Delivers the appraisal and related review to the lender
Project Completed	Manually set by ARD upon final completion of the project
Project Deleted	Manually set by ARD when deleting a project (lender can request the ARD cancel a project in their change column, which will notify ARD)
On Hold	Manually set by ARD when placing a project "On Hold" (lender can request a project be placed on hold in their change column, which will notify the ARD)
On Hold - Temporary	Manually set by ARD when placing a project "On Hold-Temporary"

## Engagement Status Settings

Engagement Status-indicates the status of the engagement and project. An evaluation does not follow the typical path of appraisal engagement because it is either being done internally or through a third-party vendor portal. It is not bid and engaged like an appraisal. The Engagement Status you see in your current orders is to let you know that the ARD has received the request and is working on it.

**Engagement Accepted – ARD has either:**

- a. Accepted the Evaluation Project Internally
- b. Engaged a third-party Evaluation Service

**Report Submitted – Report uploaded by the ARD**

**Report Delivered-Report (and review) delivered to loan officer/lender by ARD**

**Project Completed-status set upon final completion of the project**

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

**Welcome to FICRAS!**