

Benefits for AMCs

How appraisal management companies use
Mercury Network to lower costs and increase service

Mercury Network

Mercury Network

- The experience and stability you can rely on: Used by more than 700 institutions to manage appraisal operations
- Powerful fee panel management and assignment tools
- Compliance tools and automatic audit trails on every transaction for due diligence documentation
- Efficient workflow reduces your manual labor
- Flexible client groups give you new service capabilities
- Live integrations with every major LOS, and we'll add integrations at no charge to you
- Lowest operational cost in the industry
- Experienced and responsive to due diligence requests
- Co-marketing partnership opportunities
- Support: Sales Engineering, Client Relations, plus Integration Teams to tie your technology together

Responsive and innovative:

In the last 12 months, 27 updates and 54 new features were released including:

- **Mark orders as paid:** Show orders as paid either individually or via batch upload and automatically share with the vendor to reduce wasted time with payment questions
- **Bulk client invoice updating:** Track your client payments
- **Chat support:** Your staff can now get live help inside Mercury with convenient chat support
- **Commercial bidding:** Issue requests for bids, easily compare bids, notify bidders and manage your commercial appraisal workflow in Mercury

See all the new releases since 2010 [here](#).

Your fee panel

- Import your own vendor list, plus access **more than 30,000** appraiser profiles already on Mercury Network.
- Track each appraiser's license, E&O and documents.

Licenses are checked against the ASC daily.

GeneralProductsCoverageStatisticsRatingsNotes

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Experience:

10 Years

Designations:

FHA, FHA203K

Order Groups:

1st Security Home Mort., ACBN, Advancial Federal, Affiliated ...

Payment Methods:

Check, C.O.D., Money Order, Net 30, Paypal

Vendor's Attachments
 [Resume](#)
 [License](#)
 [Insurance Policy](#)

Insurance Types	Expires	Amount	Company
E & O Insurance	1/22/2015	\$1,000,000.00	Navigators Insurance Company

Licenses	License #	Expires	Type
CA	AR036807	3/22/2015	Certified Residential Appraiser

[Remove this vendor from your custom fee panel](#)

OK

Cancel

Vendor ratings and stats

- Give and track “star” ratings for your vendors and customize the weighted importance for your selection criteria
- Track key metrics including turn time, rework rates, and order acceptance rates

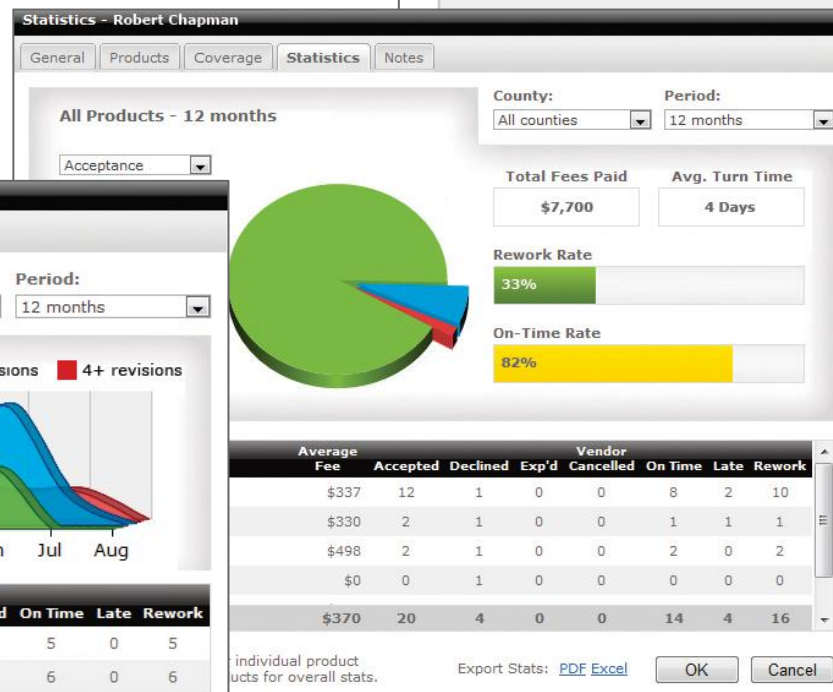
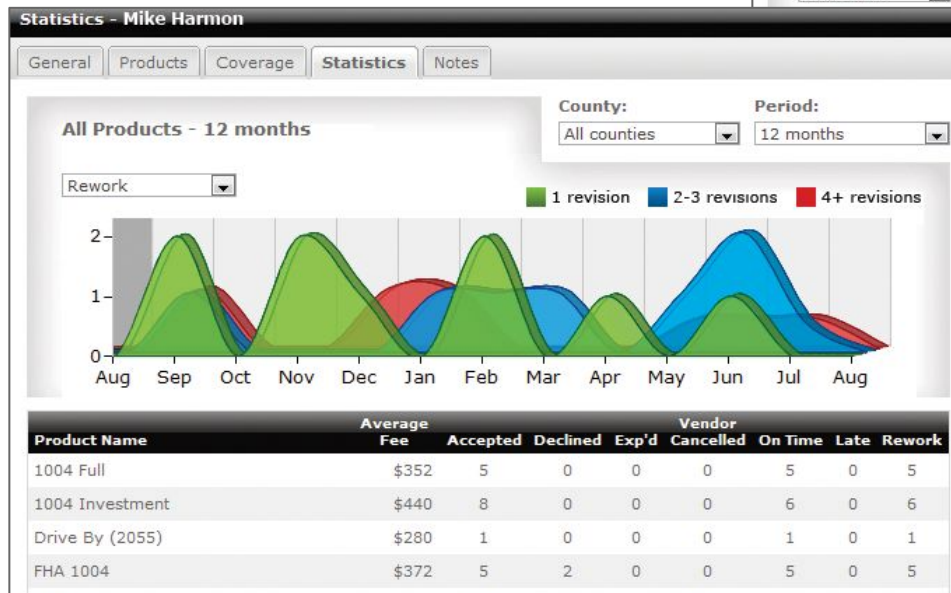
General Products Coverage Statistics **Ratings** Notes

Below are the compiled ratings for this vendor. The Quality Rating and on a per-order basis.

★★★★★ **Professionalism Rating**
Internal Rating per assignment for vendor pro

★★★★★ **Turn Time**
The average days until order is completed aft

★★★★★ **Acceptance Percentage**
The percentage of orders that have been acco



Percentage
centage of orders that have been com

on Percentage
centage of orders that were not allow

Percentage
centage of orders that have required

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Rating
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Vendor selection settings

- Customize your selection criteria
- Require or prefer proximity limits, vendor ratings, E&O amounts and more
- Drag and drop to rank your weighting factors, including proximity to subject, turn time, on time percentage, quality rating, professionalism ratings, order acceptance percentages and more

Lender Compliance	Intelligent Appraiser Selection System
<div><input checked="" type="checkbox"/> Double-blind Communication Conceal the identities of all parties in the appraisal ordering transaction and restrict all communication between the parties to pre-written text.</div> <div><input checked="" type="checkbox"/> Canned Comment Override Allow vendors to bypass the requirement of using canned messages when communicating in double-blind orders.</div>	<div><input checked="" type="checkbox"/> Require Valid License Only select appraisers who have verified their active state license.</div> <div><input checked="" type="checkbox"/> Require Local Appraiser Define acceptable distance from subject property. Note: This could affect availability of appraisers in rural areas. <div>Require <input type="text" value="15"/> miles</div></div> <div><input checked="" type="checkbox"/> Require Years of Experience Define minimum years of experience. <div>Require <input type="text" value="2"/> years experience</div></div> <div><input checked="" type="checkbox"/> Require Errors and Omissions Only select appraisers who have specified their amount of coverage. Amount required \$ <input type="text" value="250000"/></div> <div><input checked="" type="checkbox"/> Require Vendor Rating Define acceptable vendor rating when placing orders. <div>Require <input type="text" value="4"/> an overall score of <input type="text" value="4"/> stars</div><div><input checked="" type="checkbox"/> Consider new vendors</div></div>
<div>Appraiser Selection</div> <div><input checked="" type="checkbox"/> Automatic Vendor Selection Uses configured Intelligent Selection Settings (ISS) to automatically select an appraiser during order assignment.</div> <div><input type="checkbox"/> Unattended Order Assignment VMP orders will be assigned to a vendor automatically, eliminating all manual involvement from the assignment process.</div> <div><input checked="" type="checkbox"/> Unattended Order Reassignment Automatically reassign expired and declined orders using ISS rules. Configure Automatic Settings</div> <div><input type="radio"/> Mercury Network Directory Use Mercury Network's nationwide appraiser directory.</div> <div><input checked="" type="radio"/> Custom Fee Panel Use your own custom fee panel as the source for all orders. <input checked="" type="checkbox"/> Use Mercury Network Directory as backup.</div>	<div>Selection Weighting Factors</div> <div>Click on a weighting factor in the list below and drag it up or down to indicate its relative importance as part of the criteria.</div> <div><div><input checked="" type="checkbox"/> Proximity to Subject Appraisers located closest to the subject property are returned higher in the list than those located away. Ideal Proximity to subject is within <input type="text" value="10"/> miles</div><div><input checked="" type="checkbox"/> Turn Time Number of days between the time an order was accepted by a vendor and when it was delivered. Ideal Turn Time is within <input type="text" value="5"/> days</div><div><input checked="" type="checkbox"/> On Time Percentage The percentage of orders that are completed on-time out of the total number of orders that an appraiser has received. Higher percentages are returned higher in the list.</div><div><input checked="" type="checkbox"/> Quality Rating A compiled rating that is applied based on your experience with the quality of the reports delivered by the vendor.</div><div><input checked="" type="checkbox"/> Professionalism Rating A compiled rating that is applied based on your experience with the professionalism of the vendor.</div><div><input checked="" type="checkbox"/> Acceptance Percentage The percentage of orders that an appraiser has accepted out of the total number of orders that have been placed with them. Higher percentages are returned higher in the list.</div><div><input checked="" type="checkbox"/> Expiration Percentage The number of orders an appraiser has received that they neither accepted nor declined. This number is an indication of responsiveness. Lower numbers are returned higher in the list.</div><div><input checked="" type="checkbox"/> Rework Percentage The number of assignments where the vendor has to make changes to the report after delivery.</div></div>
<div>Ordering Options</div> <div><input checked="" type="checkbox"/> Set Default Order Expiration Time Amount of time an appraiser has to accept or decline an order before the order can be reassigned to another appraiser. Default Order Expiration <input type="text" value="12"/> Hours</div> <div><input type="checkbox"/> Pay All Transaction Fees Pay all transaction fees (and state sales tax when applicable) on behalf of your appraisers. Transaction Fee \$ <input type="text" value="13.75"/> Billed <input type="text" value="Monthly"/> Available credits <input type="text" value="0"/></div> <div><input checked="" type="checkbox"/> Require MISMO XML When ordering UCDP products, only utilize appraisers that have the ability to submit MISMO XML with their appraisal PDF file. (Non-UCDP products can be set to require XML on a per order basis.)</div>	

Vendor assignment

The most qualified appraisers (based on your criteria) are displayed along with their details such as years of experience, published fee and proximity to subject.

Vendor selection

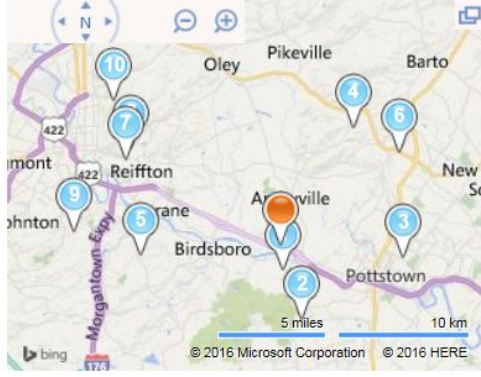
BackNext

Fee panelISS rankedSearch

Select	Rating	Vendor na...	Miles ↑	YOE	Fee	Notes	License	Designations	Profile
✓	★★★★☆	Bruce and Christine Hall	1.3	6	400		Cert Gen	FHA	View
✓	★★★★★	Chester Czuj	3.8	10	325		Cert Gen	FHA, FHA203K	View
✓	★★★★☆	Faye Sauerbrey	6.0		300	View	Cert Gen	FHA, SRA	View
✓	★★★☆☆	Lori Carbo	6.7	25	290		Cert Res	FHA	View
✓	★★★★☆	Alfred Coringrato	6.9	10	335		Cert Res	FHA	View
✓	★★★★★	Dorrie Klatt	7.3	16	400		Cert Res	FHA	View
✓	★★★★★	Thomas Franey	8.7		400		Cert Res	FHA, FHA203K	View
✓	★★★★★	Diane Longacre	8.7	31	400		Cert Res	FHA, RAA	View
✓	★★★☆☆	Carol Zachmann	10.1	2	275		Cert Res	FHA	View
✓	☆☆☆☆☆	Bruce Faust	10.7	24	350		Cert Res	FHA	View
✓	★☆☆☆☆	Craig Morder	11.7	22	300		Cert Res	FHA	View
✓	★★★★★	Jaime Atkins	11.8	18	325		Cert Res	FHA	View
✓	★★★★★	Ric Behr	11.9	18	375		Cert Res	FHA, FHA203K, Green	View
✓	★★★★★	Jean F. Pedersen	12.0	13	400		Cert Res	FHA	View
✓	★★★★★	Barbara	12.0	25	400		Cert Res	FHA	View

Analytics

Top ranked vendors[Learn More](#)



[Get Zillow® report for this address](#)

Client groups

- Endless customization options, down to the per-group basis
- Automate each unit's preferences

The screenshot displays the Mercury Network Client Group configuration interface, divided into two main sections: 'Client Group Details' and 'Automated Client Group'.

Client Group Details

Group Details

Group Name: Branch 14335
Company: Morgan Stanley
Address: 13432 Summit Pass
City: Englewood
State: Colorado Zip: 67665
☒ Use this lender information automatically

Group Options

Report Group: Valley Lenders
Order Group: HVRE
Order Routing: (U) Johnathan Doey
Fee Table: Conventional Loans
☒ Allow clients to enter fee (More Info)
☐ Provide Disclosure Tracking

Default Payment Methods

☐ C.O.D. ☒ Check ☒ CC to Vendor
☐ Invoice ☐ Money Order ☒ Net 30
☐ Paypal

Group Assignment Options

☒ Enable Unattended Assignment Mo
☒ Enable Automatic Order Reassignm
Assignment Options:
☒ Do not pass VMP Comments to the
Vendor fee options:
Use my product fee when
Apply 100 % of the VMP XSite fee a
☒ Use vendor override fee whenever
Set the payment method to Check
automatically assigned.

Automated Client Group

Save

Details Automated Members

SureReceipts Delivery

For this client group, always automatically send the appraisal PDF to the borrower listed within the order when marked complete. ?
We appreciate your business. If you have any questions, don't hesitate to contact your loan officer at 1-800-443-1113 x 254.
☒ Include co-borrower when present

Client Group Requirements

Configure client-specific instructions to be included with every order placed in this group, and upload a document to be included.

Instructions

Vendor must include statement of work and license certification with signed report.
☐ Use these instructions instead of Product Requirements
☒ Use Quality Control (QC) folders
Documents
☒ Automatically attach a custom document to new orders placed in this group. 2203form.pdf (X)
☐ Use the attached document instead of Product Requirements

Uniform Collateral Data Portal

Configure automatic submission to UCDP.
Business Unit: UCDP Lender Business Unit
Submit to: Both GSEs
☒ Automatically submit to UCDP every time
an order's status changes to Completed

Invoicing Options

Configure automatic creation or attachment of invoices to orders placed in this group.
☒ Create invoice when new order is placed
☒ Attach invoice when credit card is charged
☒ Attach invoice when order is marked complete
☒ Include the vendor's fee on the invoice
[Customize your invoice number and due date options](#)

Appraisal Quality Management

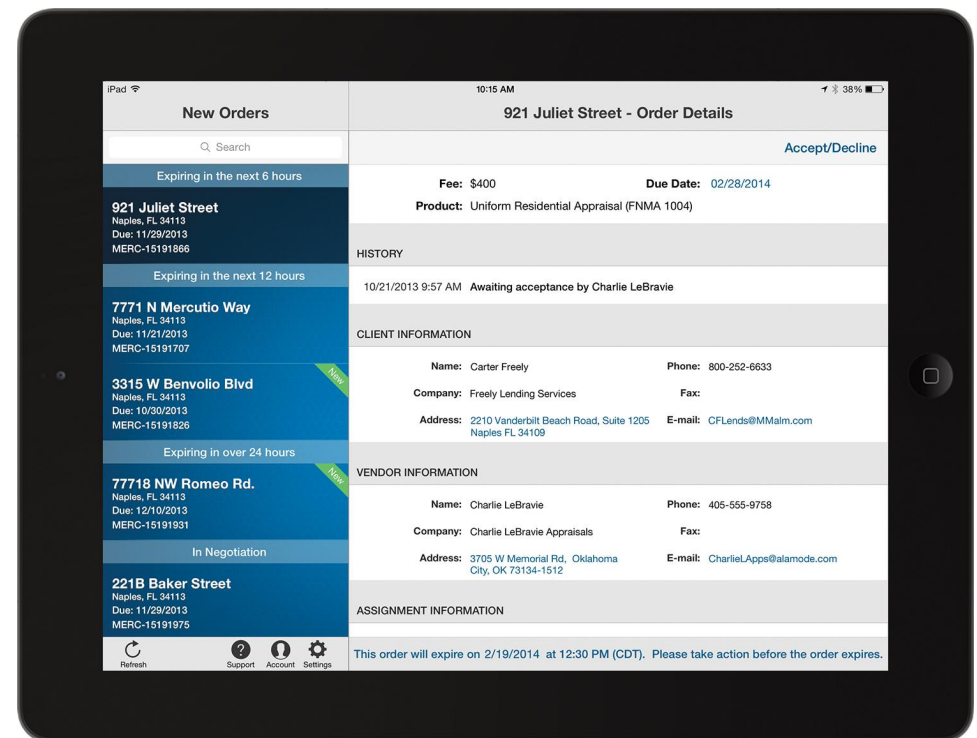
Configure automatic ordering of AQM modules.
☒ Always order default modules and don't prompt per-order when AQM is started manually
☒ Automatically order default modules the first time
an order's status changes to In QC - Level One
[Customize default modules, submission, & delivery options](#)

Mercury Mobile: Faster turn times from vendors

Appraisers manage your orders with our free mobile app.

- 62% faster assignment response times
- Save a full day on completed report turn times

	Mobile	Non-Mobile
Order response	23 minutes	61 minutes
Report turn times	8 days	9 days



Tracking appraiser payments

- Mark orders as “paid” individually or via batch upload
- Automatically share the details with your appraisers to reduce questions

Payment summary

1 Select orders for full payment. To make a partial payment, open the order from Order Details.

Select [All](#) | [None](#)

Pay	Tracking #	Company	Vendor	Property Address	
✓	MERC-145761	alm inc. - 8005550311	Kellen Carter @ vendorsQA	20151007 NE GAARDEMO Boulevard	10/22/2015
✓	MERC-134488	ZDM Appraisals	Zach Myers	20150108 AQM #1	03/16/2015
✓	MERC-134998	ZDM Appraisals	Zach Myers	20150121 AQM American Bank	03/16/2015
✓	MERC-135066	ZDM Appraisals	Zach Myers	20150123 AQM Condo Test #1	03/16/2015
✓	MERC-135576	ZDM Appraisals	Zach Myers	20150212 Sabine State Bank #1	03/16/2015
✓	MERC-135579	ZDM Appraisals	Zach Myers	20150212 First Community Bank #1	03/16/2015
✓	MERC-136903	ZDM Appraisals	Zach Myers	20150316 Condo AQM Testing	03/16/2015

Amount: \$1,575.00

☒ Notify vendor of payment

Export Upload Close Save

Enter new payment

Date * 10/22/2015 Invoice # 54662

Pay method * Check Check # 6655943

Amount (\$) * 475

Note Thank you for the fast turn-around on this report.

☒ Notify vendor of payment

Cancel Save

Mark orders as paid in batches or individually.

AQM: QC solution

- AQM – Appraisal Quality Management with Appraisal Quality Index
 - Comprehensive, consistent quality control
 - Customized rule sets
 - Revision request tools
 - Workflow based on your criteria
 - Recorded in audit trail to prove due diligence later
- Real View, Public Records, Core Logic LSAM, FNC GAAR and more coming soon
- More details on AQM [here](#).



QC rule customization

- Full access to the rules allows you to customize your QC process
- Customize/add/remove QC rules for 1004, 2055, 1073 and 1075
- Implementation support to ensure your desired workflow

	A	B	C	D	E
1	Uniform Residential Appraisal Report (FNMA 1004)				
2	Rule ID	Appraisal section	Rule message (to Client)	Manual?	Disable?
3	APT-1015	Appraiser Certification	The appraiser's signature date is before the effective date of the report.	No	
4	APT-1040	Appraiser Certification	Expiration date of Certification or License contains an expired license date.	No	
5	APT-1065	Appraiser Certification	According to the signature page, the appraisal may have been completed by a trainee.	No	
6	APT-1070.01	Appraiser Certification	The appraiser's company name is missing from the Certification page.	No	
7	APT-1070.02	Appraiser Certification	The appraiser's company street address is missing from the Certification page.	No	
8	APT-1070.03	Appraiser Certification	The appraiser's city is missing from the Certification page.	No	
9	APT-1070.04	Appraiser Certification	The appraiser's state is missing from the Certification page.	No	
10	APT-1070.05	Appraiser Certification	The appraiser's ZIP code is missing from the Certification page.	No	
11	APT-1070	Appraiser Certification	The appraiser's company name and/or address is missing from the Certification page.	No	
12	APT-1075	Appraiser Certification	The appraiser's phone number is missing from the Certification page.	No	
13	APT-1090	Appraiser Certification	A supervisor appraiser signed the report, but did not indicate they inspected the interior of the property. Please verify that this is acceptable in this situation.	No	
14	COP-1010	Cost Approach	The value of the land is over 30% of the total value. Make sure the appraiser has commented if this is typical for the area.	No	
15	COP-1025	Cost Approach	The Cost Approach has been developed. If any weight was placed on this approach in the final reconciliation, please review appraiser comments to verify the appraiser included vacant land sales to develop the opinion of site value.	No	
16	IMP-1015	Improvements	The appraiser marked the subject market as declining and the subject property as new construction. Consider requesting that the appraiser add a resale comparable from the development to support their opinion of value.	No	
17	MC-1075	Market Conditions	Marketing time represented in the 1004MC is inconsistent with the Neighborhood trend. Please verify the appraiser included a comment addressing the disparity.	No	
18	NGH-1005	Neighborhood	The subject is marked urban, but the report lacks two comparables within 1/2 mile of the subject.	No	
19	NGH-1006	Neighborhood	The subject is marked suburban, but the report lacks at least two comparables within 1 mile of the subject.	No	
20	NGH-1007	Neighborhood	The subject is marked rural, but the report lacks at least 2 comparables within 5 miles of the subject.	No	
21	NGH-1015	Neighborhood	Demand/Supply reflects an over supply, per appraisal.	No	
22	NGH-1020	Neighborhood	Marketing time greater than 6 months, per appraisal.	No	
<div> <div> <div>1004 UAD</div> <div>2055 UAD</div> <div>1073 UAD</div> <div>1075 UAD</div> <div>ALL DISABLED</div> <div>+</div> </div> </div>					
Normal View			Ready	Sum = 0	

Robust integrations

Mercury Network supports more than 190 active integrations with third party applications. If you need it, we'll build it.

Visit www.MercuryVMP.com/Integrations for more.



Mercury experience

More than 700 lenders and AMCs rely on Mercury Network to power more than 10,000 appraisals a day.



Plus many more... Visit www.MercuryVMP.com/Partners.

Implementation strategy

- Full project plan
- On-site visit to migrate your systems
- Full accounting migration
- Speed of rollout is determined by the AMC
- Dedicated implementation support
- Dedicated account manager assigned to you after successful implementation
- Live chat inside Mercury for instant help
- Live, expert toll-free help available for you and your vendors from 7-7 CST, with on-call support for holidays and weekends