

## Easily Manage Key Aspects of the Valuation Management Process for Lenders

**Vendor Management** - The eTrac Enterprise for Lenders system gives you help with all aspects of managing real estate appraisers:

- **Recruiting:** The lender version includes access to the eTrac Enterprise for AMC Network, a national database of appraisal companies that utilize the eTrac Enterprise for AMC platform to successfully manage their organizations.
- **Registration:** The system allows appraisers to sign up directly from the website and upload their required documentation.
- **Advanced List Management:** Allows both the creation of "approved" lists on a specific client level and "do not use" lists on a global and client level.
- **Fee Table Management:** Support for multiple fee tables across various geographic areas.
- **Vendor Import:** The system gives lenders the ability to import a pre-existing list of appraisers in a comma-separated value format (.csv) or Microsoft® Excel.

**Order** - The eTrac Enterprise system provides multiple mechanisms for ordering appraisals compliantly:

- **Manual Entry from faxed or e-mailed orders:** Can be added via the order entry screen.
- **Online portal allows direct entry of orders through a customizable online order form.**
- **Loan Origination Software Integration:** The eTrac platform supports multiple LOS systems, including Caylx, providing a mechanism for direct submission of orders.
- **Bulk Import:** eTrac provides a mechanism for importing numerous orders via comma-separated value format (.csv) or Microsoft® Excel with the option of automatic assignment.
- **Web Services:** Provides a mechanism for developing custom integrations.

**Assign** - Both the assignment process and appraisal panel management are crucial in providing the unbiased and efficient mechanism to distribute orders fairly across vendors, as required by law. The eTrac system provides various categories for optimal assignment that include coverage area, licensing, skill levels, location, price, workload, past performance, and quality ratings.

- **Smart Assist:** Allows manual selection through an interface that provides the appraiser's capacity, rank, score, and fees to allow the best appraiser for a specific order to be chosen.
- **Automated Assignment:** Based on customized key criteria, the system can automatically distribute orders on an unbiased, rotational basis.
- **Broadcast Assignment:** The system has the ability to submit an order request to an unlimited number of vendors who qualify for a specific assignment, resulting in expedited turnaround times.
- **Dynamic Special Instruction Support:** This feature allows specific filters to be generated based on order details, method of payment, or product in order to deliver additional attachments that provide special instructions to the appraiser about a specific assignment.
- **Bid Assignment:** This process, typically utilized in the commercial area, allows multiple appraisers to receive a request for bid based on turnaround and fee for any specific assignment. The resulting responses can be evaluated and selected, thereby generating an engagement letter to complete the process.

**Track** - A key component to managing the appraisal process is the ability to effectively communicate. It is crucial for your staff to immediately have information when corresponding with clients, and a system that tracks appraiser communications ensures that this information is readily available.

- **Online Status:** Processors or Loan Officers can view all jobs and all requested orders at any time through their personalized portal. This provides both unlimited access to real-time information and the ability to communicate with your office in a secure environment.
- **Automated Notification:** The system can automatically generate e-mail communications based on specific profile preferences, thereby limiting communications by effectively filtering unnecessary messages.
- **Custom Reporting:** The system includes a wizard-based report generator that allows specific field selection, groupings, and custom data filtering that can be automatically exported into Microsoft Excel.
- **Queue Manager:** eTrac provides an effective method for managing workflow based on specific tasks or individual staff users.

**Account** - The system helps you manage both accounts payable and receivable, which are essential in ensuring long-term relationships with vendors and lenders.

- **Automated Invoicing:** The system provides the ability to automatically email or fax invoices in either HTML or PDF format.
- **Online Statements:** The system's personalized online portal lets clients view their outstanding receivables and print out invoices 24/7.
- **Credit Card Processing:** eTrac Enterprise for lenders provides the ability to directly integrate four gateways, which include Linkpoint, Authorize.net, Transaction Central, and PayPal. This provides automated processing and instant receivables updates based on approved transactions.
- **Accounts Receivable:** The system tracks all unpaid accounts, which you can view by individual reports or client statements. It allows for payment receipt by single orders and checks with multiple payments.
- **Accounts Payable:** eTrac Enterprise for lenders provides the tools to pay vendors either based on a billing cycle or payments received by the lender. Payment reports can be run for any date range and allow for record keeping on all payments that have been processed.
- **Sales-rep Commission:** eTrac Enterprise for lenders provides the ability to manage commissions that are due to sales personnel on either a percentage or flat-fee basis for all orders sold to a specific client. The system also provides a portal that lets sales reps follow their pipeline to keep track of when payments are due.

**Deliver** - eTrac Enterprise provides a mechanism for managing the client's delivery preferences and ensuring proper fulfillment.

- **Hard Copy:** The system can track requests for a hard-copy delivery, number of copies, and the management of the client's preferred shipping vendor, as well as provide storage for account information.
- **Electronic Delivery:** The system supports the ability to deliver reports in the industry-standard PDF

format and in the Mismo-compliant XML format via web-service technology.

- Universal Portal Integration (UPI): eTrac Enterprise integrates with major industry portals, providing a seamless mechanism to receive orders, communicate statuses, and deliver the final product.
- Long-term Storage: The system provides an unlimited supply of storage to adhere USPAP's 5-year file storage requirement.

**Review** - The process of receiving appraisals, routing them to the appropriate staff member, and performing quality control is a critical function of the process.

- Appraisal Receipt: The system provides the ability for appraisers to upload their reports via the online portal on your website.
- Automated XML Review: Mismo 2.6 XML files can be automatically reviewed based on an industry-standard rule set, appraisal guidelines, and/or underwriting guidelines. Once analyzed, the appraisal can be accepted or rejected based on the appraisal products' score.
- Reviewer Portal: This system allows for internal or external reviewers to manage their workload and score the appraiser based on product and performance.
- Online Reviewer Forms: Various online review forms are provided as part of the standard package to ensure a seamless workflow and consistent product evaluations.

**Sell** - Deliver to the UCDP or EAD automatically as part of the standard workflow.

- Full integration to UCDP for both Fannie Mae and Freddie Mac.
- Seamless integration to FHA's EAD.