ValueNet Training Guide

This training will allow you to be a successful ValueNet Appraiser by producing accurate reports and maximizing your income potential for the Basic and VN Plus orders.

Thank you for your interest in ValueNet and we look forward to working with you!
# Table of Contents

## Chapter 1 - Company Overview
- About Us ................................................. 5
- Corporate Mission Statement ....................... 6
- Service Standards ...................................... 7 – 8

## Chapter 2 - Exploring Your Dashboard
- Logging On ............................................... 10
- The Dashboard .......................................... 11
- Appraiser Workload Overview ...................... 12
- My Account .............................................. 13
- Out of Office ............................................ 14
- Appraiser Alerts and Stats ......................... 15
- News ..................................................... 16
- Message Center ....................................... 17 – 18
- Queue Manager ........................................ 19
- Reports .................................................. 20 – 21
- Support .................................................. 22
- Logging Out ............................................ 23

©Accurate Title Group, 2014. Confidential, Not For Further Distribution
# Table of Contents

## Chapter 3 – The ValueNet Process

- Order Assignment  
  Page(s): 25
- Types of Reports  
  - Basic  
  - ValueNet Plus  
  - EX  
  - VN55  
  - VN55 with Comparable Pictures  
  Page(s): 26
- Basic VS. VN Plus  
  Page(s): 27
- Third Party Inspections  
  Page(s): 28
- Reviewing Your Order  
  Page(s): 29 - 30
- Geo Coding  
  Page(s): 31 - 32
- Researching Subject Property  
  Page(s): 33
- Homeowner Interview  
  Page(s): 34

## Chapter 4 – Opinion of Value

- Appraisers’ Objective  
  Page(s): 35
- Researching the Subject’s Value  
  Page(s): 36 - 41
# Table of Contents

## Chapter 5 - Comparables

- Entering/Viewing your Comparables
- Adding Comparables
- Entering Comp Data
- Wildcard
- Entering Comp Data
- Saving your Comparable

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entering/Viewing your Comparables</td>
<td>43</td>
</tr>
<tr>
<td>Adding Comparables</td>
<td>44</td>
</tr>
<tr>
<td>Entering Comp Data</td>
<td>45</td>
</tr>
<tr>
<td>Wildcard</td>
<td>46</td>
</tr>
<tr>
<td>Entering Comp Data</td>
<td>47</td>
</tr>
<tr>
<td>Saving your Comparable</td>
<td>48</td>
</tr>
</tbody>
</table>

## Chapter 6 - Report Completion

- Stage 1: Entering Property Details
- Stage 2: Add Comparables
- Stage 3: Send to Engine
- Stage 4: Finalize & Submit
- Note
- Understanding the Neural Network Analysis

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stage 1: Entering Property Details</td>
<td>50 - 52</td>
</tr>
<tr>
<td>Stage 2: Add Comparables</td>
<td>53 - 54</td>
</tr>
<tr>
<td>Stage 3: Send to Engine</td>
<td>55 - 56</td>
</tr>
<tr>
<td>Stage 4: Finalize &amp; Submit</td>
<td>57 - 61</td>
</tr>
<tr>
<td>Note</td>
<td>62</td>
</tr>
<tr>
<td>Understanding the Neural Network Analysis</td>
<td>63 - 64</td>
</tr>
</tbody>
</table>
Chapter 1: Company Overview

About Us:

The ValueNet product line was developed in 1998 by Preferred Appraisal, Inc. principals Scott Waxman and Tom Beath, two highly experienced residential real estate appraisers, who were searching for an alternative appraisal technique that could consistently provide accurate real estate valuations. Waxman and Beath quickly realized there was nothing available on the market to serve this need. Together they set off to develop a valuation product that would combine the best in technology with the best elements of traditional appraisal methods. Shortly thereafter, ValueNet was born.

ValueNet provides the highest-level in service standards to deliver accurate, cost effective appraisals to customers across the United States. Working in urban, suburban, and rural markets, ValueNet provides an array of alternative appraisal products to estimate the value of nearly every type of residential real estate. From lending institutions, to wholesalers, to Loss Mitigation departments, ValueNet serves the needs of nearly every aspect of the residential lending business.

Unlike other desktop appraisal products, ValueNet was built on its ability to manage appraisals at the local level using local data sources. As such, ValueNet uses experienced local appraisers to conduct research, data and valuation of the subject property.

ValueNet was introduced in the Chicago area in 1998 and quickly began to garner attention across the Midwest. Today, ValueNet is the solution of choice for the residential lending business throughout the U.S. The company was acquired by the Accurate Group in August, 2013.
Corporate Mission Statement

To provide innovative technology and exceptional customer service to a varied client base that increases their profitability and client satisfaction.
ValueNet Service Standards

Our Expectations From You:

• Accept or decline orders promptly.
• Notify us via e-mail, message, or phone call if you cannot meet the turn time.
• Unless requested otherwise, calls should be made to the customer as soon as possible after receiving the order.
• If you are unable to contact the customer via the information provided, please let your representative know. We will obtain the correct information as quickly as possible and return it to your office by website messaging or e-mail.
• You will encounter orders with incorrect customer information. Contact your representative via e-mail, message, or phone call to have corrections made.
• Our toll free number is 866-498-9066
ValueNet Service Standards

Overview of ValueNet Process

1) You will be notified of a new order via e-mail or text-messaging from orders@valuenetweb.com.
2) Log on to the ValueNet website as soon as possible to accept or decline each new order.
3) Research public records and MLS to obtain information on the subject property such as lot size, square footage of subject, and listing or sales history. Under most circumstances, GLA cannot be estimated.
4) Note listing and sales history in the “Comments Section” of the report based on State Regulations in your area.
5) Process each assignment according to the clients guidelines.
6) Unless requested otherwise, contact the homeowner to get specific information on the property.
7) Pull between three and ten comparable properties from MLS and input them into the ValueNet system.
8) Review the inspection report.
9) Add additional commentary.
10) Complete the valuation report.
Chapter 2: Exploring your Dashboard

ValueNet real estate appraisals made easy

Your Alerts
- 3 overdue orders
- 0 orders due today
- 14 unread messages
- 0 unread urgent messages

Your Stats
- 0.000 avg reports per working day
- 0.465 avg turnaround time

Your Workload

<table>
<thead>
<tr>
<th>VN#</th>
<th>Status</th>
<th>Due Date</th>
<th>Property</th>
<th>Report</th>
<th>Inspection</th>
<th>Borrower</th>
</tr>
</thead>
<tbody>
<tr>
<td>1408067437</td>
<td>New/Pending Accept</td>
<td>08/18/14</td>
<td>AUBURN, KY, USA, 42206</td>
<td>VNP</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Acceptance - Overdue</td>
<td></td>
<td>Map It</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1408008243</td>
<td>New/Pending Accept</td>
<td>08/19/14</td>
<td>BREMEN, IN, USA, 46506</td>
<td>VN EX</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Acceptance - Overdue</td>
<td></td>
<td>Map It</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

©Accurate Title Group, 2014. Confidential, Not For Further Distribution
Logging On

• ValueNet can be found at: www.valuenet.com

• To log in, click the green login box on the top left of the screen.
• Passwords are case sensitive and will need to be updated every 6 months.
• When you initially begin with ValueNet, you will be provided with a Username and Password. At anytime after that, you can reset your password for security purposes.
• If you are not able to log into your account, contact your representative and they will be able to assist.
The Dashboard

ValueNet - real estate appraisals made easy

HOME
NEWS (1)
MESSAGE CENTER
Send Message
Inbox (14 New, 0 Urgent)
QUEUE MANAGER
New (9)
In Process (0)
REPORTS
Appraiser Workload
Appraiser Turnard Time
Appraiser Stmtnt of Acct
View Workload Overview
SUPPORT
Online Help

ORDER SEARCH BY: [Street Address]

Your Alerts
- # of overdue orders: 3
- # of orders due today: 0
- # of unread messages: 14
- # of unread urgent messages: 0

Your Stats
- 0.000 avg reports per working day
- 0.465 avg turnaround time

Your Workload

1 of 9 Orders Displayed.

<table>
<thead>
<tr>
<th>VN#</th>
<th>Status</th>
<th>Due</th>
<th>Property</th>
<th>Report</th>
<th>Inspection</th>
<th>Borrower</th>
</tr>
</thead>
<tbody>
<tr>
<td>1408007437</td>
<td>New/Pending Acceptance - Overdue</td>
<td>08/18/14</td>
<td>AUBURN, KY, USA, 42206</td>
<td>VNP</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td>1408008243</td>
<td>New/Pending Acceptance - Overdue</td>
<td>08/19/14</td>
<td>BREMEN, IN, USA, 46506</td>
<td>VN EX</td>
<td>Complete</td>
<td></td>
</tr>
</tbody>
</table>
Appraiser Workload Overview

- Once you sign in, you’ll be directed to this pop-up window. It shows orders that are overdue, due today, and orders with completed inspections.
- Each line has a link, in the VN# column, that will direct you to the order.
- Any orders in the overview are expected to be completed as soon as possible.
- Click OK to close the overview and access your dashboard.

©Accurate Title Group, 2014. Confidential, Not For Further Distribution
My Account

• At any time, you will be able to access your account information by clicking the “My Account” link at the top right corner of the screen.
• Here, you will be able to update your password and security question. To do so, enter your current password and the new password twice. Then, select a security question from the drop down menu and enter your answer. Once you are done, scroll to the bottom of the screen and click “Save Changes”.

  ![My Account login interface]

• You can also choose to receive system messages via text message by checking the box in the Communication Preferences section.
• If your address or e-mail changes, please contact your representative via e-mail and they will advise our payroll staff to have your account information updated.
Out of Office

• The Out of Office feature enables you to conveniently report your time away from your office. Once an out of office has been added, the system will notify the queue assigner to stop orders until the out of office has ended.

• From your dashboard, click “Add an Out of Office Entry”, this will direct you to the calendar.

Add an Out of Office Entry

Please mark the days that you do not want orders assigned to you. For example, if you are going to be on vacation Tuesday through Thursday, have the calendar note that orders should not be sent Monday but could resume on Thursday because those will be due to be completed Friday. You would put yourself out Monday – Wednesday.

Start Date: 

End Date: 

Submit  Cancel

• From here, click the box for Start Date, and select one day before the day you will be unavailable. Next, click the box for End Date and select the last day you will be unavailable. Finally, once both boxes have been filled, click “Submit”. You will be redirected to your dashboard and will see the entry in the Out of Office box to the right of the screen.
Alerts and Stats

Alerts:
• This feature was designed to keep the Appraiser informed of activity within his or her personal queue.
• Please be sure to update your representative daily on every overdue order.

Stats:
• This box will show how well your office is doing with turn around time and average daily volume.
• Turn time standard is 3.00 days or less.
The news feature allows us to easily send out valuable information without having to utilize your e-mail. The number to the right indicates how many news messages are waiting for you to review. To review the news message click “NEWS”.

This will be updated with tips on using the program, or comments and opinions on market conditions. It’s a convenient way to keep you updated on changes or suggestions.
Message Center

• The Send Message option in the left column is a convenient way to communicate with your rep, without having to use your e-mail.

• Click “Send Message”, and a form will appear with your representative selected as the recipient. Fill out the information as you would with a normal e-mail and it will be sent to your representative.

• Messaging is also available as other features on the website.

• If you wish to message your rep about a specific order, you can click the envelope icon from your workload on the dashboard, or from the “Send Message” link on an order.
Message Center

Inbox:

• The majority of internet communication will be via your personal queue. The dashboard will alert you to new messages pertaining to orders you are working on.

• If you wish to respond to a message, click one of the three blue links (From, Subject, or VN#), then click “Reply” or “Forward”, and “Send” after entering your message and choosing additional recipients if needed.
Queue Manager

- The Queue Manager organizes all of your open orders. The “New” order section hosts all unaccepted new orders. The number indicator to the right reflects how many new orders are awaiting to be accepted. To access your new order queue click “New.”
- Once you click on “New” you will be directed to the screen below.
- To accept an order click the check mark. To decline, click the X, select a reason, and add commentary. Once the box has been filled out, click submit and the order will be removed from your queue.

- The “In Process” queue hosts all of your open and accepted orders. The number to the right indicates how many in process orders you have.
- To begin working on an order, open the “In Process” queue by clicking the link. Next, move your cursor to the VN# of the order you wish to start, click the blue link, and the order will open.

Open Orders

New Orders

<table>
<thead>
<tr>
<th>Order Date</th>
<th>Client</th>
<th>Borrower’s Last Name</th>
<th>VN#</th>
<th>Address</th>
<th>City, State, Zip</th>
<th>Type Order Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/13/14</td>
<td>BB&amp;T Winston-Salem</td>
<td></td>
<td>140800</td>
<td>CHURCH RD</td>
<td>AUBURN, KY 42260</td>
<td>New Pending</td>
</tr>
<tr>
<td>09/14/14</td>
<td>BB&amp;T Winston-Salem</td>
<td></td>
<td>140800</td>
<td></td>
<td></td>
<td>*</td>
</tr>
<tr>
<td>09/14/14</td>
<td>Third Federal Validation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>*</td>
</tr>
<tr>
<td>09/14/14</td>
<td>BB&amp;T - Real Estate</td>
<td></td>
<td>140800</td>
<td>R D</td>
<td></td>
<td>*</td>
</tr>
<tr>
<td>09/22/14</td>
<td>BB&amp;T - Real Estate</td>
<td></td>
<td>140800</td>
<td>DRIVe</td>
<td></td>
<td>*</td>
</tr>
<tr>
<td>09/22/14</td>
<td>BB&amp;T - Real Estate</td>
<td></td>
<td>140800</td>
<td></td>
<td></td>
<td>*</td>
</tr>
<tr>
<td>09/22/14</td>
<td>BB&amp;T - Real Estate</td>
<td></td>
<td>140800</td>
<td></td>
<td></td>
<td>*</td>
</tr>
<tr>
<td>09/22/14</td>
<td>BB&amp;T - Real Estate</td>
<td></td>
<td>140800</td>
<td></td>
<td></td>
<td>*</td>
</tr>
<tr>
<td>09/22/14</td>
<td>BB&amp;T - Real Estate</td>
<td></td>
<td>140800</td>
<td></td>
<td></td>
<td>*</td>
</tr>
<tr>
<td>09/22/14</td>
<td>BB&amp;T - Real Estate</td>
<td></td>
<td>140800</td>
<td></td>
<td></td>
<td>*</td>
</tr>
<tr>
<td>09/22/14</td>
<td>BB&amp;T - Real Estate</td>
<td></td>
<td>140800</td>
<td></td>
<td></td>
<td>*</td>
</tr>
<tr>
<td>09/22/14</td>
<td>BB&amp;T - Real Estate</td>
<td></td>
<td>140800</td>
<td></td>
<td></td>
<td>*</td>
</tr>
<tr>
<td>09/22/14</td>
<td>BB&amp;T - Real Estate</td>
<td></td>
<td>140800</td>
<td></td>
<td></td>
<td>*</td>
</tr>
<tr>
<td>09/22/14</td>
<td>BB&amp;T - Real Estate</td>
<td></td>
<td>140800</td>
<td></td>
<td></td>
<td>*</td>
</tr>
</tbody>
</table>

©Accurate Title Group, 2014. Confidential, Not For Further Distribution
## Reports – Appraiser Workload and Turn Around Time

### Workload
- Selecting this option will pop up a window that lists the details for your current, in progress, workload.

### Turn Around Time
- This feature allows you to see your own statistics. Your turn time is measured from when the order is assigned to you until the order has been completed.

### Appraiser Workload

<table>
<thead>
<tr>
<th>VN #</th>
<th>Client Loan #</th>
<th>Date Ordered</th>
<th>Date Assigned</th>
<th>Property Address</th>
<th>Borrower Last Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>14080</td>
<td></td>
<td>8/21/2014</td>
<td>6/21/2014</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14080</td>
<td></td>
<td>8/22/2014</td>
<td>6/22/2014</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14080</td>
<td></td>
<td>8/22/2014</td>
<td>6/22/2014</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14080</td>
<td></td>
<td>8/14/2014</td>
<td>6/14/2014</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14080</td>
<td></td>
<td>8/13/2014</td>
<td>6/13/2014</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14080</td>
<td></td>
<td>8/22/2014</td>
<td>6/22/2014</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total: 7
Reports – Appraiser Statement of Accounts

- This report runs your orders volume which allows you to efficiently monitor payroll each month.
- Start and End dates can be selected from the report, as well as the option to choose all orders both in process and completed, or only completed orders.
- If you believe the statement is incorrect, contact your representative.
Support

- The Online Help link will direct you to a FAQ section of the website. Links are provided to help with reports, as well as provide resolutions to common questions we receive.
- If this link does not have the information you need to resolve your issue contact either the office or your representative for more assistance.

Online Help

Quick Start Guide: Completing a ValueNet Report - entering my own comparables. (PDF)

Training Manual - ValueNet

How to upload a state seal to the ValueNet report

How to enter comparable properties

How to manually geocode comparable properties

How to re-geocode comparable properties

EX Quick Start Guide
Logging Out

• Whenever logging out of the system, you must click the “Logout” link at the top right of the page.
• If you do not log out, and navigate away from the page, you will be locked out of the ValueNet website for 45 minutes. If you do get locked out, click the blue link (seen below). A pop up will appear for you to enter your security question and answer to unlock yourself.
# Chapter 3 – The ValueNet Process

## ValueNet Report

A product offering of Accurate Title Group, LLC

<table>
<thead>
<tr>
<th>VN #</th>
<th>Status</th>
<th>Due</th>
<th>Assigned On</th>
</tr>
</thead>
<tbody>
<tr>
<td>1408007437</td>
<td>Assigned : New/Pending Acceptance</td>
<td>8/18/2014</td>
<td>8/13/2014 10:56 AM</td>
</tr>
</tbody>
</table>

**Vectra Field Services**

- **Exterior inspection complete**

## Order Information

- **Order Date:** 8/13/2014 10:54:43 AM
- **Ordered By:** Kelley Valardo
- **Client Info:** BB&T Winston-Salem
- **Client Contact:** Valardo Kelley
- **Other:**
- **Email:**
- **Phone #:**
- **Fax #:**

## Loan Information

**Report Request:**
- VN Plus
- VN EX
- Basic

- **Loan Number:**
- **Branch Id:** 2109
- **Unique Id:**

### Borrowers

<table>
<thead>
<tr>
<th>First Name</th>
<th>Last Name</th>
<th>Home Phone</th>
<th>Cell Phone</th>
<th>Work Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>1234567890</td>
<td>0987654321</td>
<td>1111111111</td>
<td>1111111111</td>
<td>1111111111</td>
</tr>
</tbody>
</table>
Order Assignment

• When your office is assigned a report you will receive an email notification and/or text message.
• If you are not already logged on, click the link in the message to be directed to the ValueNet website.

![Message from valuenetweb](image)

- Reports can be accepted or declined from your dashboard or via the “New” link under Order Management.
- To preview the order from the “New” link, click the blue VN# next to the address.
Types of Reports

• **Basic** – is the original ValueNet product completed solely on the research you complete on the property. It is researched from the desktop level by the appraiser utilizing sources including MLS, public record, and borrower interview. This report has a 24 hour expected turn time. **There is no third party inspection completed for this report.**

• **ValueNet Plus** – this utilizes the Basic VN report as the core of the report but also incorporates an exterior inspection of the subject and neighborhood performed by a third party company. As an appraiser you will have access to the report through the system and can view pictures of the subject and street combined with a description of the area including both positive and negative location factors. You will be required to make a brief review of the inspection and pictures prior to completing the ValueNet Plus report.

• **ValueNet EX** – this is a version of the ValueNet Plus product designed to meet the needs of Loss Mitigation departments for lenders who are taking back or considering taking back real estate. VN EX will have an inspection like the VN Plus report but will also have an additional page where appraisers will input active listings in addition to sales comparables. ValueNet will provide additional compensation for this report to match the additional data requirements.

• **ValueNet 55** – this will be completed much like the VN Plus but it has an adjustment grid similar to the 2055 report. The report will auto fill most of the data on the grid with comp and subject property information. You will have to add a few fields and make adjustments as you would on a 2055 grid. The modified sales comparison price from the VN Plus will go away, replaced by the grid. ValueNet will provide additional compensation for this report.

• **ValueNet 55 with Comparable Pictures** – this is a version of the VN55 that includes comparable pictures taken from MLS. Like the VN55, the report will fill out most of the data on the grid with comp and subject information. ValueNet will provide additional compensation for this report.
Basic VS. VN Plus

• The only difference between the Basic and Plus orders is the addition of a third party inspection report.
• In a Basic report, the highlighted areas will not appear:

  1408013186  Assigned: New/Pending Acceptance  8/26/2014

Groundwork Inspections  Exterior inspection pending

• For any order, you can identify the lender’s request type on the first page of the report in the Loan Information section. Be sure to check this for every order!
Third Party Inspections

• An e-mail will be sent to you acknowledging the receipt of the inspection. Once you have been alerted, please log into your queue, open up the report in question, and scroll down to Order History at the lower section of the VN Report. Here you will be prompted to click on a link that will open a PDF file containing the external conditions.

Order History

<table>
<thead>
<tr>
<th>Create Date</th>
<th>Created By</th>
<th>Status</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/15/2014 4:59:57 PM</td>
<td>Don McNamara</td>
<td>Information Update</td>
<td>An external inspection has been received, click here to download it.</td>
</tr>
<tr>
<td>8/13/2014 10:56:08 AM</td>
<td>Patrick Lemoine</td>
<td>New/Pending Acceptance</td>
<td>This order has been assigned and is waiting to be accepted by the appraiser.</td>
</tr>
<tr>
<td>8/13/2014 10:54:44 AM</td>
<td>Mike Cullen</td>
<td>Received</td>
<td>New Order has been entered into the system with the following comments:SFR</td>
</tr>
</tbody>
</table>

• There is no need to print this file. View the exterior photos and close. This file will accompany the report automatically.
• If there are external influences noted in the inspection report such as, backing up to power lines or being under construction, please incorporate this information into your analysis and report.
• Please note that inspections will run late. We ask that you start your research process once the order has been assigned so you are ready to complete the report when the inspection has been received rather than waiting for the inspection.
### Reviewing Your Order

**Order Information**

- **Order Date:** 8/13/2014 10:54:43 AM
- **Ordered By:** Kelley Valardo
- **Client Info:** BB&T Winston-Salem
- **Client Contact:** Kelley Valardo
- **Other:** [Blank]
- **Email:** [Blank]
- **Phone #:** [Blank]
- **Fax #:** [Blank]

**Loan Information**

- **Report Request:** VN Plus, VN EX, Basic
- **Loan Number:** [Redacted]
- **Branch Id:** 2100
- **Unique Id:** [Redacted]
- **Borrowers**
  - **First Name:** [Redacted]
  - **Last Name:** [Redacted]
  - **Home Phone:** [Redacted]
  - **Cell Phone:** [Redacted]
  - **Work Phone:** 111111111111111

**Property Information**

- **Address 1:** [Redacted]
- **Address 2:** [Blank]
- **Zip:** 42206
- **County:** Logan
- **State:** KY
- **City:** AUBURN
- **Property Type:** Single/Family
- **Accurate State License #:** 57

---

©Accurate Title Group, 2014. Confidential, Not For Further Distribution
Reviewing Your Order

The first page of the report has many important reference points:

1. **ValueNet Order Request Number** - Assigned by VN staff this should be used to reference the order for status e-mails or other communications concerning the order.

2. **Due Date** - These due dates are set by the system and cannot be adjusted. If the due date falls on a holiday, it is expected that the order will be completed one business day past the due date. For example, if an order is due Thursday, July 4th, we will expect the report to be completed on the 5th. *Basic Only* The order will be due by the end of the next business day.

3. **Client Info** - Although all communications with the lender are handled by our office, you will need to identify yourself as the appraiser for “name the lender” when you call the homeowner to interview them for information about the subject property. You should always start out the call by introducing yourself as the appraiser for XYZ Bank.

4. **Loan Information** – *This is for ValueNet staff use only* – if you have a question about the order simply e-mail or call the VN staff at 847-498-9066 and we will make contact with the client for you.

5. **Order Requirements** – This section allows our lenders to place individual requirements on each order for easy review. Be sure to review these before starting an order as each lender has unique requirements.

6. **Additional Comments** – This space allows the Lender to provide additional helpful information.

7. **Borrower Information** - Contains the name & contact numbers of the homeowner(s).

8. **Property Information** - Contains the address and county for the property. These should be verified with the homeowner as errors do occur and can cost the appraiser wasted research time. Corrections/changes should be noted on your working paper copy. If the homeowner indicates that the appraisal should be done for a completely different address/property contact our office immediately for further instruction.

9. **View Map/Show Search/View Street** – To do a quick Google search of the subject, click Show Search. View Street will pop up a window that shows a Google Street view (if available), an aerial map view, and a Bing Birds Eye view (if available). These links can be helpful if you are finding the property hard to research, or if you would like to see alternate views of the property that are not provided on the inspection report. View map will be discussed more on the next slide.
Geo-Coding

- Once you have accepted your order you will be asked to Geo-Code the subject property’s address. Utilize the link at the top of your order or simply click on “View Map” in the property information section to enable the mapping feature.

  Summary of validation errors:
  - No GeoCodes entered, click on View Map to set it up.

- Once you click “View Map” a popup window will come up. If it does not, you may have to adjust your popup blocker options on your internet browser.

- The pop-up map will confirm the subjects location. Roll your mouse over the pinpoint to see the address. If this is the correct address, click “Use This Address”. Once you do, the window will automatically close and the property will then be geocoded.
Geo-Coding Trouble Shooting

If the street number of your subject property is not being acknowledged by the Geo Coding system stop and take alternate steps to verify the address.

• Clarify the address with the homeowner or verify through public records. If the address is not correct contact your rep.

• If the map does not find the house, but finds the street, click “USE THIS ADDRESS” and the placement will be approximate.

• If the map is not able to locate the street, click “Enable Pin Repositioning” and place the pin in the correct location by left clicking the location on the map. Once placed, select “GeoCode the Property at the Pin’s Current Location”. The location will be saved and the map will automatically close.
Researching the Subject Property

- The initial process will mirror what you will typically do with any appraisal assignment which is to gather information on the subject property, the subject’s market and find comparables.
- Research should take data from Public Record, MLS, and the Homeowner Interview. Other sources can be used as well depending on location and data available.
- If information regarding GLA and lot size are not available in Public Record or MLS contact your rep. This information cannot be used if it is not available in Public Record.

©Accurate Title Group, 2014. Confidential, Not For Further Distribution
Homeowner Interview

• As in any interview process, you must always communicate in a professional, focused and unbiased manner.

• Do not concur or disagree with opinions of the homeowner. Do not offer your opinions on the property or improvements.

• Never reveal the value of a property to a homeowner. Any dispute the homeowner might have should be directed to the lender or the ValueNet office.

• The Appraiser cannot give a copy of the VN report to anyone. Only the lender can do this if it is their policy to do so.

• In some cases the Appraiser can complete the report if unable to reach the homeowner, refer to the client guidelines to determine if this is an option, or contact your rep.

• Occasionally you will run into an owner who is discourteous or even downright mean. Please try to be professional, get the information you need, and get off the phone. It is best to keep the homeowner interview focused on the issue of obtaining information about the home. Discussing anything else can create misinterpretations and problems.

• Some homeowners will report a recent addition or changes in GLA. While we cannot use this square footage if it is not recorded in public record, we do want to make sure it has been completed. If the home is currently under construction we do not want to proceed.

©Accurate Title Group, 2014. Confidential, Not For Further Distribution
Chapter 4: Opinion of Value

The ValueNet Appraiser Objective

By the time the Appraiser has completed their research on the subject they should have a very good indication of the property value range.

Utilizing your MLS research data prior to starting in the ValueNet system will save you a greater amount of time in completing your report as well as increasing its accuracy.

Special skills are required to value homes without viewing them. In order to keep our process and valuations consistent, we are providing detailed procedures as a guide to assist you in determining an accurate value of the subject property using the system.

We do not conclude the procedures featured on the following slides to be all inclusive however, they are stated guidelines for the minimum course of action required. We expect that, as an experienced appraiser, you will use similar measures to accomplish the same result.
Researching the Subject’s Value

The goal is to arrive at a fair value that is logical and that can be supported. As such, these guidelines should not be interpreted as a suggestion to be overly conservative or liberal.

- Values should not exceed the upper or lower limits of a subdivision or condo development.
- Values should not exceed the upper or lower limits of the town where the property is located without a compelling reason and extensive commentary.
- Values should not significantly exceed upper or lower value limits for the subject property’s model (if applicable) or for a similar room count condo within the development. If subject is a 2 bedroom condo, value should not significantly exceed the value range for 2 bedroom sales.
- Values should not exceed the listing price of the property if it has been recently listed for sale or is currently listed for sale.
- Values should not come in under a recent sale price without a detailed explanation of the market and the specific transaction. Conversely, any significant increase in value over a recent sale should be explained.
Researching the Subject’s Value

Condominiums and Townhomes

• Use MLS to determine price ranges of similar units in development.

• Match room counts to subject to determine price levels.

• For larger developments, keep all comps within the building or development.

• For a smaller development you may need to go outside development for comps. If this is the case use units similar in age, room count, amenities and location.

• *It is imperative that the VN value conclusion does not exceed the highest sale in development with similar room count or model without a detailed explanation.*
Researching the Subject’s Value

Single Family Homes – Subdivision

• Use tax record or old MLS listing in an attempt to obtain model name. Search MLS by model name for value range.

• If model name is not attainable, use a photo, if available, and cross reference to photos of listings on MLS to try to determine model name.

• Use either model or neighborhood to search in the MLS with photos to view same type homes. Determine selling price range of similar homes by choosing comparables from that list. Make sure the ValueNet value does not exceed the range for that home without a detailed explanation.

• If sufficient sales in the subdivision exist, do not utilize sales outside the subdivision in the comparable data set for ValueNet. If sufficient sales do not exist, utilize sales in competing subdivisions similar in age, location, construction and with similar predominant values.

• It is imperative that the ValueNet value does not exceed the highest sale in the subdivision-unless a detailed comment is included explaining the reasons.
Researching the Subject’s Value

Single Family Homes – Non-Subdivision/Urban

• Use public record or old MLS listing in an attempt to obtain a photo of the home.

• Run history of subject’s block and an area that is in close proximity to the subject. View MLS listings for similar homes based on photos and characteristics within this area. If comps are available they should be utilized to determine value and as part of ValueNet’s comparable database.

• If there are no similar sales on the street or in the surrounding area, use MLS search criteria for the closest location in the market area that can supply you with comps to determine the subject’s value.

• Some MLS sources offer radius searches, some offer directional or map coordinates, and some grade school districts which make searches by location easier.

• Use the MLS to review sales prior to selecting sales for the ValueNet system to assist you in your initial determination of the subject’s value.
Researching the Subject’s Value

Single Family Homes – Semi Rural/On Acreage

• Use your market knowledge to determine what are the comparable properties.

• It is often difficult to match all of the subject property’s characteristics as you search the MLS. If limited sales exist, attempt to focus on what you consider to be the most important two characteristics in your search. As an example, it may be more important to match age and acreage rather than living area and room count.

• If the home is on acreage, make every attempt to find comps with similar site size. If the home is over 5 acres, check the client requirement section of your request to see if the lender has set a lot size restriction. If you are not sure of the requirements or how to proceed, contact the ValueNet staff regarding the order.
Researching the Subject’s Value

**Unique Situations**

- If subject property is waterfront or has a similar advantageous location, research homes with a similar location. Conversely, if the property has some type of adverse location, utilize at least some comps from the same adverse location.

- If there are NO SALES in the immediate neighborhood:
  - Comparable areas or subdivisions that are not divided by a main road may be considered comparable.
  - The use of Active Listings, Pending Sales, or Expired Listings may give an indication of the value of the home. These can be mentioned in one of your comment boxes as factors you considered when developing your opinion of value.
Chapter 5 – Comparables

Characteristics of A Good Comparable Data Set:

• Contains between 3 and 10 comparables all possessing similar location, age, size and room count to the subject.

• Brackets all characteristics.

• Possesses a logical progression from lower to higher price properties and price relationship to the characteristics.

• Is selected with the knowledge already compiled by your research of the subject’s value.
Entering/Viewing your Comparables

• Click “My Database” to begin entering your comparables or to view comparables that have already been entered.

• To add a new property into your database, click “Add New Property”.

  My Properties (16)
  Start typing Property City or State to enable search (note, minimum of 5 chars required):

  [Search box]

• To view a comparable that’s already been entered, type the address in the box below “My Properties”.

• When entering comparable data do not use punctuation. Ex: 1035 would be a correct GLA, not 1,035.
Adding Comparables

• After selecting “Add New Property” the My Database – Build/Edit page will appear.
• Here you will input each comparable.
• After entering the zip code a blue address will appear. If the suggested address is correct, click the link and the comp will geocode.
• If you are having trouble mapping the comp, first check for typos. If the information entered is correct, click the “Enable Pin Repositioning” link, place the marker in the correct position, then click “Disable Positioning”. The location will be saved once all information has been entered.
Entering Comp Data

• This section of the Database will ask you to fill out information regarding the comp you would like to use.

• For all criteria, do not use punctuation as this will cause the system to error. For example, a sales price of $350,000 would be entered as 350000.

• If you would like to add a comparable that’s currently listed, check the “Sale Active” box. Doing this will cause the system to update the Sale Date criteria to “Active”.

• Please keep in mind that lot size should always be entered in as the square footage measurements, and not acreage.

• When entering “Age”, do not enter the year the home was built, instead enter the number of years old.

• Bathrooms should be entered in a way that is consistent with your MLS.

• If the subject has a basement, check the “Basement” box.
• This allows appraisers to have certain characteristics common for their particular market to be considered in the analysis. Use the drop down menu and select one of the options, *you may only choose one*.

• If using a wildcard of Fireplace or Pool, a quantity would be used (ex; if the home has two fireplaces, enter a 2). If you decide to use Amenity or Location, use a rating system 0 - 9 (higher being more superior).

• The Wildcard selection feature will also be available when entering your subject information so you want to stay consistent when you add your comparables.
Entering Comp Data

• In this final area of the Database, you only need to fill out the information that is marked with a star.

• The Number of Garages criteria indicates the number of car spaces per dwelling. For example, if a home has one 2 car garage, enter 2.

• For Style and Property Type, select your answer from the dropdown menu.

• If the comparable is located in a subdivision with a name, enter that name in the “Area” section. This criteria is not required.

• If a property has a waterfront check the box in the “Waterfront” criteria.
Saving your Comparable

- Once you’ve entered all of your data, click the “Save” button at the bottom of the page.
- If the comparable was saved correctly, a green message will appear under the map.
- If additional information is needed, a red message will appear.

### Summary of Validation Errors (Do Not Use Back button)
- Enter Sale Date or check Sale Active.

- If you have included punctuation in your house or lot square footage you will receive an input string error. To resolve, remove the punctuation and save again.

<table>
<thead>
<tr>
<th>Condition/Rating:</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address:</td>
<td>[Redacted]</td>
</tr>
<tr>
<td>City:</td>
<td>Irons</td>
</tr>
<tr>
<td>Zip Code:</td>
<td>49044</td>
</tr>
<tr>
<td>State:</td>
<td>Michigan</td>
</tr>
<tr>
<td>Sale Price:</td>
<td>1</td>
</tr>
<tr>
<td>Sale Active:</td>
<td></td>
</tr>
<tr>
<td>Sale Date:</td>
<td>01/01/2014</td>
</tr>
<tr>
<td>House sq. ft.:</td>
<td>1,000</td>
</tr>
<tr>
<td>Lot sq. ft.:</td>
<td>10,000</td>
</tr>
</tbody>
</table>
Chapter 6 – Report Completion

ValueNet Appraisal Wizard: VN #1409007753

<table>
<thead>
<tr>
<th>VN #</th>
<th>Status</th>
<th>Due</th>
<th>Assigned On</th>
</tr>
</thead>
</table>

**Order Information**

<table>
<thead>
<tr>
<th>Order Date:</th>
<th>9/12/2014 3:45:16 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ordered By:</td>
<td>Tom Beath</td>
</tr>
<tr>
<td>Client Info:</td>
<td>ValueNet</td>
</tr>
<tr>
<td>Client Contact:</td>
<td>Beath Tom</td>
</tr>
<tr>
<td>Other:</td>
<td></td>
</tr>
<tr>
<td>Email:</td>
<td>TOM.BEAETH@VALUENETV</td>
</tr>
<tr>
<td>Phone #:</td>
<td>847-498-9075</td>
</tr>
<tr>
<td>Fax #:</td>
<td></td>
</tr>
</tbody>
</table>

**Loan Information**

<table>
<thead>
<tr>
<th>Report Request:</th>
</tr>
</thead>
<tbody>
<tr>
<td>PCR</td>
</tr>
<tr>
<td>VN Plus</td>
</tr>
<tr>
<td>VN EX</td>
</tr>
<tr>
<td>Basic</td>
</tr>
<tr>
<td>VN55</td>
</tr>
<tr>
<td>VN55 w Image</td>
</tr>
</tbody>
</table>

| Loan Number:  | loanumber            |
| Branch Id:    |                      |
| Unique Id:    |                      |

**Borrowers**

<table>
<thead>
<tr>
<th>First Name</th>
<th>Last Name</th>
<th>Home Phone</th>
<th>Cell Phone</th>
<th>Work Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>borrower</td>
<td>name</td>
<td>123456780</td>
<td>123456780</td>
<td></td>
</tr>
<tr>
<td>co borrower</td>
<td>name</td>
<td>123456789</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

©Accurate Title Group, 2014. Confidential, Not For Further Distribution
Stage 1: Enter Property Details

• To begin, review the accuracy of the information provided. If any corrections need to be made, contact your rep.

• Next, read through the lender requirements and additional comments, if any have been provided. Some lenders will have extensive order requirements. Please be sure to complete all orders based on each lender’s requests.
Stage 1: Enter Property Details

Property Characteristics:

• Entering property characteristics is similar to entering comparable data in your Database.

• **DO NOT USE PUNCTUATION.**

• Like the Database, a Wildcard will need to be chosen. Remember to use numerical values for pool and fireplace, and a rating system for location and amenities (0 being low and 9 being high).

• If you are not able to locate the most recent sale and purchase date in public record, you can leave these sections blank.

• To ensure accuracy, please copy and paste the parcel number from public record into the Parcel# section.

• After the subject data has been entered, add your commentary. Standard comments can be used by selecting the check boxes in the Standard Comments section (some will need editing), or you can add your own.
Stage 1: Enter Property Details

Neighborhood Characteristics:

• Fill out the appropriate neighborhood characteristics (Location, Built-up, Growth, Property Value, Demand/Supply, and Market Time).

• Next, add your commentary. Comments can be chosen by clicking the check box in the Standard Comments section (some will need editing), or you can add your own.

• Once all information has been added, click the “Save” link at the bottom of the page.
Stage 2: Add Comparables

• This is the second stage of the order. Any time you’d like to come back to this or any previous stage, click the stage link at the top of the page.

• For your first several reports, the system will work more efficiently when you search for your comps by NOT having the search fields populated. **Allow the system to default to the current data (below).** For more search criteria, click “More Options” on the right of the screen.
Stage 2: Add Comparables

After you click “Search” and scroll down you’ll see all the comparables that meet your criteria. This gives you a full detail of each comp and also shows mileage distance from subject property.

If you choose “Condensed View” this option will display a concise list of your comp search.

To use a comparable in your report, check the “Add to Report” box to the left of the comparable.

The comparables you select will appear in the “Comparables” column on the right of the screen.

Confirm that these are the addresses you want included, click “Save for Later” at the top of the screen, then click “Go to Next Step” in the Comparables column.
Stage 3: Send to Engine

- The Data Set Reviewer is designed as a tool to assist the appraiser in developing data sets that contain comparable data relevant to the subject property. It is also designed to alert the appraiser when one of the characteristics of the subject is not bracketed by the comparables.

- After it appears, examine the Reviewer for any rules notifications that come up. You have the ability to override the rules notification but keep in mind that it may affect the output and the ease of working within the system.

### Description

<table>
<thead>
<tr>
<th>Description</th>
<th>Address</th>
<th>Override?</th>
</tr>
</thead>
<tbody>
<tr>
<td>AGE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The age of the subject is not bracketed by the age of the comparables.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SQUARE FOOTAGE OF HOME</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The GLA of the subject property is not bracketed by the comps you have chosen.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SQUARE FOOTAGE OF LOT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Square footage of the subject's lot is not bracketed by the comps you have chosen.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>One or more of the comps selected is 50% greater in lot square footage than the subject. Significantly larger or smaller properties are not considered.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ROOM COUNT/AMENITY</td>
<td></td>
<td></td>
</tr>
<tr>
<td>None of the comps selected have the same bedroom count as the subject property.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>None of the comps selected have the same bath count as the subject property.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>None of the comps selected have the same garage count as the subject property.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If you wish to revise your comparables, click the “Add Comparables” stage.

To Override a rule notification, check all boxes in the “Override?” column, then click “Go to the Next Step”.

The comparables’ data will now be sent to ValueNet’s model for analysis.
Stage 3: Send to Engine

- After the Data Set Reviewer conditions have been met, the system will calculate the value based on the Comparable Data Set you selected, seen as “Calculated Price”. This will not appear if you are completing a VN55 or VN55 with images.
- As the appraiser, you will need to determine if this value appears reasonable for the property and the area based on the research you have already done in the MLS and your knowledge of the market.

If the value **does not appear reasonable** don’t be alarmed, you will be required to provide your own opinion in the “Appraiser Comments” box when finalizing your report. Comments are strongly encouraged as to how your opinion was formed.
Stage 4: Finalize & Submit

- There are several sections to this stage which will be outlined below:

- In this section, you will review the Market Value Opinion, and Neighborhood Comments sections.

- In order to complete the report, the Market Value Opinion must be filled out.

- Here, you can also see the neighborhood and housing trends you selected at Stage 1.

- Please review your Neighborhood Comments section for typos and add additional commentary if needed.
Stage 4: Finalize & Submit

1. Enter Property Details
2. Add Comparables
3. Send to Engine
4. Finalize & Submit

• Below the Neighborhood Comments section you can view the subject characteristics and a satellite view of the property.

• To adjust the satellite view, select either the + or – signs. This will allow a better view of the property.

• Following these sections, please review your property comments. Additional comments can be added by selecting some of the canned comments provided in the system, or adding comments of your own.
Stage 4: Finalize & Submit

- The next section will show a map with locations of the subject and all comparables, as well as a distance calculator.
- The item highlighted in yellow is the subject.
- The top row of information identifies the type of inspection completed for the report.
- Normally, this will be automatically filled in; however, be sure to check this as sometimes it will not be.
- If no inspection source has been chosen, you may select the appropriate one yourself.
Stage 4: Finalize & Submit

- This last area includes an overview of the subject and comparables, Market Value Opinion, and your comments.

- In the appraiser comments section, you can select comments provided by the system, or add your own.

- These comments should pertain to your final opinion of value and any information gathered from the homeowner interview.

- An additional section will be added to the report that shows the completed inspection (this will not be available on the Basic orders). Please review this one final time before submitting.

- If information on the inspection report needs to be revised, contact your rep.
Stage 4: Finalize & Submit

• Once you have reviewed your report for typos and added additional commentary you will be ready to submit.
• Be sure the Market Value Opinion is filled out at the top of the screen and click “Complete Report”.
• If additional information is needed, a red message will appear at the top of the screen.
• If a green message appear saying “Your update was successful and report has been Completed. Click on 'Home' link to go back to the Home page.”, you have successfully submitted your report to the Quality Control team.
• If you wish to save a copy of the completed report, click “Report PDF” at the top of the page.
Note:

This is a reference and training manual and therefore, not all inclusive. It is important to incorporate your experience, industry education/training, and common sense in using this guide. As such, there are many “rules” in this manual, however there are exceptions to every rule.
Understanding the Neural Network Analysis

ValueNet was developed to comply with the requirements of USPAP. The Appraisal Standards Board has suggested that ValueNet is an appraisal that utilizes analytics instead of a traditional sales comparison grid.

USPAP Advisory Opinion 18 gives appraisers some guidance on the use of AVMs in appraisal and it is suggested that you review it. One of the principal messages of AO 18 is that the appraiser does not need to understand the algorithm that is used in an AVM but rather understand in general how it works. The following is intended to develop a general understanding of how a neural network analyzes data and how it produces a calculated price.
Understanding the Neural Network Analysis

• ValueNet uses a hedonic model for its valuations. A hedonic model finds the relationship between the input and the outputs. In the case of real estate valuation it uses comparable property characteristics and analyzes the value of each of those characteristics in relation to what the comp sold for.

• The inputs for our model are age, presence of a basement, square footage of the home, square footage of the lot, number of baths, number of bedrooms, garage spaces, number of fireplaces and condition/modernization of the home. The output for the comps being analyzed is what that comp sold for. A detailed analytical algorithm goes through the comparable properties’ inputs (characteristics) and outputs (selling price) to determine a “weight” for each of the comps’ characteristics.

• The reason it is called a neural net is that it emulates the brain and learns more about the relationship between characteristics and value each time it goes through the data set. The neural net goes through this process tens of thousands of times in a matter of seconds and continues to learn and adjust its “weights” each time through.

• It then applies the weights to the subject property’s characteristics which then determines the calculated price.