

Mercury Training Client Select Brokers

May 2016



Introduction - Overview

Mercury Network allows lenders and AMCs (Appraisal Management Companies) to manage their vendor workflow processes from a cloud-based platform in compliance with UMDP, appraisal independence standards, and security regulations.

Overview:

- Used to order appraisals and manage the process (including conditions)
- Deployed in three phases.
 - The final phase is scheduled for May 2016.
 - One week after Mercury activation, Connexions will only be available to view orders “in process”. **You will not be able to enter new orders.**

Objectives:

- Log into the application
- How to create a new order
- Basic navigation of the application

Navigation – Log In

To log into your Mercury Network account:

- Visit the Mortgagebot Home Page just as is done today:
 - **Click here to Order your Appraisal** will be updated with a link to Mercury.
 - To view all requests in Connexions until they have worked their way through the pipeline go to www.homewardfunding.com.
- In the box that appears, enter the Mercury Network Username and Password.
- Check the **Remember me** box to avoid re-entering the Username at each log in, and/or click **Sign In** to log in.



The screenshot shows a 'Sign In' form with the following elements:

- Sign In** (Section Header)
- Enter your username and password to place orders with us, check the status of your orders, and download reports directly from your account.
- Username: [Text Input Field]
- Password: [Password Input Field]
- Remember me
- SIGN IN** (Button)
- [Forgot Password?](#)

NOTE:

- Each Client Group (Broker) has one Username assigned.
- When Broker account is activated an automated e-mail is generated.
 - Check the **Junk** and **Spam** folders prior to reporting non-receipt of e-mail.

Navigation – Profile

To validate and/or update your information, select the **Profile** button and review/edit the appropriate fields.

Click **Save** once complete.



The screenshot displays the Homeward Residential user profile page. At the top, the Homeward Residential logo is on the left, and 'Orders' and 'Profile' buttons are on the right. A 'Save' button is located in the top left of the form area. The form is divided into three main sections: 'Contact Information', 'Company Information', and 'Notification Settings'. The 'Contact Information' section includes fields for Username, Primary E-mail (with a dropdown for domain), Password, First Name, Last Name, Title (set to 'Origination Control Manager'), Additional E-mail Addresses, Phone, Ext, Mobile, and Time Zone (set to 'Central Time (GMT-06:00)'). The 'Company Information' section includes fields for Company Name (set to 'Homeward Residential'), Address (set to '4 Technology Dr'), Address (continued) (set to 'Suite 200'), City (set to 'Westborough'), State (set to 'Massachusetts'), and Zip (set to '01581'). The 'Notification Settings' section includes a checkbox for 'Order Notifications (My Orders)' and an 'E-mail' button with a gear icon. Asterisks indicate required information.

Navigation – How to Create a New Order

Ordering an appraisal is done in the Orders view.



- Click **New Order** in the toolbar just below the main toolbar.
- Note the instructions at the top of the next page:

Fields with red asterisks (*) next to them are required. However, please fill out as much information as possible. Doing so will eliminate delays caused by us having to contact you for additional information.

- While only those fields with a red asterisk are required, any and all additional information will assist in moving the appraisal process forward

Navigation – How to Create a New Order Client Group

Client Group is programmed to fill the Lender Information section for you. The dropdown details are based on the Username:

- [Broker Name] – Homeward
- [Broker Name] – Ocwen

The screenshot shows the 'New Appraisal Order' form with the 'Client Group' dropdown set to 'Ocwen'. A blue arrow points from the dropdown to the Lender Information section, which is populated with the following details:

Lender Name*	Ocwen Loan Servicing LLC	Lender Street*	1661 Worthington Rd
		Lender City*	West Palm Beach
		Lender State*	Florida
		Lender Zip*	33409

The screenshot shows the 'New Appraisal Order' form with the 'Client Group' dropdown set to 'Homeward'. A blue arrow points from the dropdown to the Lender Information section, which is populated with the following details:

Lender Name*	Homeward Residential	Lender Street*	1525 S Belt Line Road
		Lender City*	Coppell
		Lender State*	Texas
		Lender Zip*	75019

Navigation – How to Create a New Order Client Group

What's the difference between:
[Broker Name] – Ocwen
[Broker Name] – Homeward

- Properties located in Virginia and Massachusetts close in the name of Ocwen.
- Properties located in all other locations close in the name of Homeward Residential
- All FHA loans close in the name of Ocwen.

NOTE: It is critical that the correct Client Group be selected to ensure the correct name appears on the appraisal. Incorrect selections result in a re-order of an appraisal **at the cost of the broker.**

Navigation – How to Create a New Order

Client Group – AMC Selection

Once the Client Group is selected a dropdown appears to the right for selecting the AMC:

- You will be able to select either the assigned local AMC or a national company.

The image displays three sequential screenshots of the 'New Appraisal Order' form, illustrating the process of selecting a Client Group and then an AMC. Each screenshot includes a 'Next' button and a note: 'Fields with red asterisks (*) next to them are required. However, please fill out as much information as possible. Doing so will eliminate delays caused by us having to contact you for additional information.'

Screenshot 1: The 'Client Group*' dropdown is set to '(None Selected)'. A blue arrow points from this dropdown to the 'AMC*' dropdown in the next screenshot.

Screenshot 2: The 'Client Group*' dropdown is now set to 'Homebonding - Homeward'. The 'AMC*' dropdown is set to '(None Selected)'. A blue arrow points from the 'AMC*' dropdown to the dropdown menu in the third screenshot.

Screenshot 3: The 'Client Group*' dropdown remains 'Homebonding - Homeward'. The 'AMC*' dropdown menu is open, showing the following options: '(None Selected)', 'Nationwide Property & Appraisal Services', and 'PCV Murcor'. A blue arrow points from the 'AMC*' dropdown to this menu.

Navigation – How to Create a New Order

Property Information

Complete the following fields:

- + Address
- + City
- + State (select from dropdown)
- + Zip Code
- + Property Type (select from dropdown)
- + Legal Desc (optional field)
- + Directions (optional field)

Property Information			
Address *	<input type="text" value="123 Easy St"/>	Prop Type*	<input type="text" value="(None Selected)"/>
City *	<input type="text" value="Madison"/>	Legal Desc	<input type="text" value="(None Selected)"/>
State *	<input type="text" value="Wisconsin"/>	Directions	<input type="text" value="2 to 4 Unit Building"/>
Zip Code *	<input type="text" value="53532"/>		<input type="text" value="Attached"/>
			<input type="text" value="Condominium"/>
			<input type="text" value="Detached"/>
			<input type="text" value="Detached PUD"/>
			<input type="text" value="Mixed Use (Residential)"/>
			<input type="text" value="Modular Home"/>
			<input type="text" value="Planned Unit Development"/>
			<input type="text" value="Single Family"/>
			<input type="text" value="Townhouse"/>

Navigation – How to Create a New Order Assignment Information

Within the **Assignment Information** section, the **Form/Type** is a critical field!

- The correct item **must be selected** from the dropdown to ensure the proper appraisal is completed and that all required forms are included.
- If the **incorrect item** is selected or if an item is selected that **does not include all required forms**, a new order needs to be completed (**at the expense of the broker**).

Assignment Information	
Form/Type *	(None Selected)
Due Date*	(None Selected)
Loan Type*	Appraisal Update/Inspection of Repairs (1004D)
Loan Purpose*	Appraisal Update/Recertification (1004D)
Ordered By	Commercial Appraisal Report
Lender Information	Commercial Restricted Appraisal Report
Lender Name*	Comp Rent Sched w/Operating Income Statement (1007 and 216)
Broker Information	Comparable Rent Schedule (1007)
Broker Name	Condo Appraisal (1073)
	Condo Investment (1073, 1007, and 216)
	Condo Investment w/Comparable Rent Sch (1073 and 1007)
	Condo Investment w/Operating Income Statement (1073 and 216)
	Disaster Area Property Inspection Report
	FHA Appraisal (1004)
	FHA Comp Rent Sched w/Operating Income Statement (1007 and 216)
	FHA Condo (1073)
	FHA Inspection (CIR)
	FHA Multi-Family (1025)
	Field Review (2000)
	Multi-Family Appraisal (1025)
	Multi-Family Field Review (2000A)

Navigation – How to Create a New Order Assignment Information

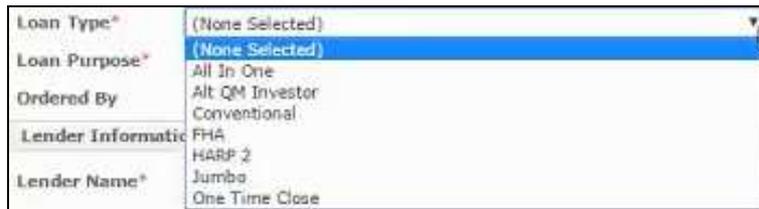
Complete the Assignment Information section with the appropriate information:

- Date (choose a reasonable date for completion)



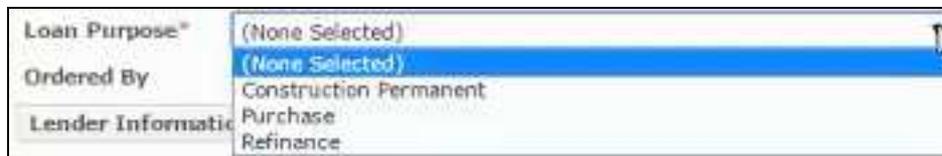
A screenshot of a date selection interface. The calendar shows April 2016. The date 20 is selected. The interface includes fields for 'Due Date*', 'Loan Type*', 'Loan Purpose*', 'Ordered By', 'Lender Information*', and 'Lender Name*'. The calendar is currently displaying the week of April 19-25, 2016.

- Loan Type



A screenshot of a dropdown menu for 'Loan Type*'. The menu is open, showing options: '(None Selected)', '(None Selected)', 'All In One', 'Alt QM Investor', 'Conventional', 'FHA', 'HARP 2', 'Jumbo', and 'One Time Close'. The first two options are highlighted in blue.

- Loan Purpose

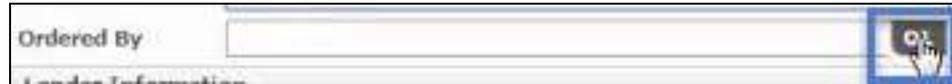


A screenshot of a dropdown menu for 'Loan Purpose*'. The menu is open, showing options: '(None Selected)', '(None Selected)', 'Construction Permanent', 'Purchase', and 'Refinance'. The first two options are highlighted in blue.

Navigation – How to Create a New Order Assignment Information

Ordered By has functionality built in to make completion easier.

- When mouse-over a field that has Quick Link functionality, a button appears.



The first time used:

- Click **New Item**
- Enter Description
- Enter Text
- Click **Save**

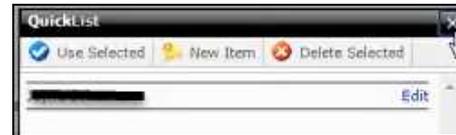


Then going forward:

Click the **QL** button

Select the item and click **Use Selected**

The box closes and populates the field with what was entered in the Text box



Navigation – How to Create a New Order Assignment Information

Complete the remaining fields within Assignment Information:

- Loan Number
 - (required field)
- Sales Price
 - (required field)
- FHA #
 - (required if
FHA purchase)

Homeward RESIDENTIAL Orders Profile

Cancel

New Appraisal Order Next ▶

Fields with red asterisks (*) next to them are required. However, please fill out as much information as possible. Doing so will eliminate delays caused by us having to contact you for additional information.

Client Group* [REDACTED] - Homeward

Property Information

Address* 123 Easy St Prop Type* 2 to 4 Unit Building
City* Madison Legal Desc
State* Wisconsin Directions
Zip Code* 53532

Assignment Information

Form/Type* Multi-Family Appraisal (1025)
Due Date* 04/29/2016 Loan #* 71[REDACTED]1
Loan Type* Conventional Sales Price* 300000
Loan Purpose* Purchase FHA #*
Ordered By

Lender Information

Lender Name* Homeward Residential Lender Street* 1525 S Belt Line Road
Lender City* Coppell
Lender State* Texas
Lender Zip* 75019

Broker Information

Broker Name
Home Broker Branch
E-mail

Contact and Access Information

Occupancy* (None Selected)
Borrower* Home E-mail

Navigation – How to Create a New Order Broker Information

Broker Information, while not required, is strongly recommended.

- The more information provided ensures a smoother appraisal process.

Assignment Information			
Form/Type *	Multi-Family Appraisal (1025)		
Due Date*	04/29/2016	Loan # *	71[REDACTED]1
Loan Type*	Conventional	Sales Price*	300000
Loan Purpose*	Purchase	FHA #*	
Ordered By			
Lender Information			
Lender Name*	Homeward Residential	Lender Street*	1525 S Belt Line Road
		Lender City*	Coppell
		Lender State*	Texas
		Lender Zip*	75019
Broker Information			
Broker Name		Broker Branch	
Home		E-mail	
Contact and Access Information			

Navigation – How to Create a New Order Contact and Access Information

Select Occupancy from the dropdown (required).

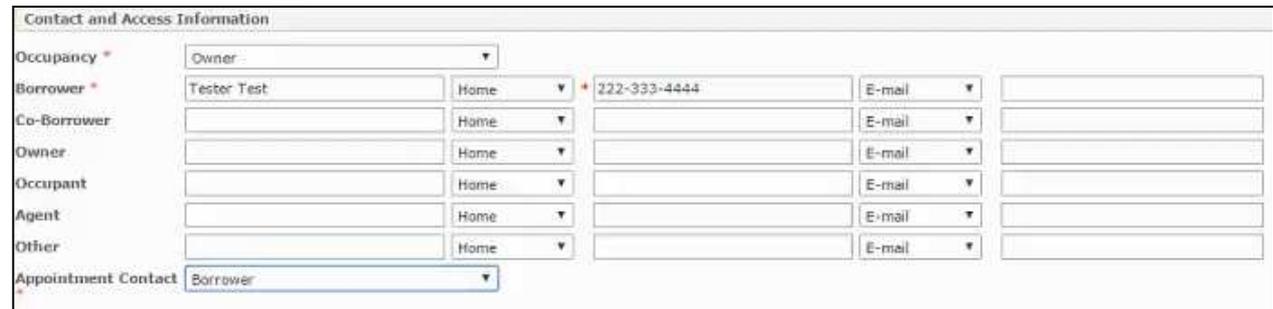


Contact and Access Information

Occupancy * (None Selected)

- (None Selected)
- New Construction
- Not Applicable
- Owner
- Owner's Second Home
- Tenant
- Vacant

Enter the all appropriate contact information for receipt of reports, etc. (Borrower name and phone is required-all other fields are optional)



Contact and Access Information

Occupancy * Owner

Borrower * Tester Test Home 222-333-4444 E-mail

Co-Borrower Home E-mail

Owner Home E-mail

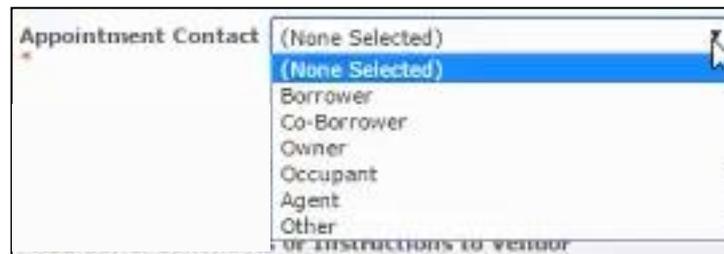
Occupant Home E-mail

Agent Home E-mail

Other Home E-mail

Appointment Contact * Borrower

Appointment Contact
(with whom to schedule
the appraisal)



Appointment Contact * (None Selected)

- (None Selected)
- Borrower
- Co-Borrower
- Owner
- Occupant
- Agent
- Other
- OF INSTRUCTIONS TO VENDOR

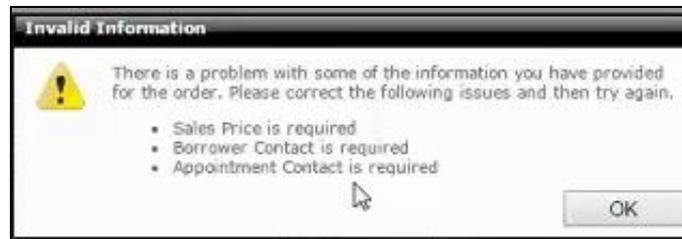
Navigation – How to Create a New Order Contact and Access Information

Additional Notification Recipients and Additional Comments or Instructions to Vendor are entered at the bottom of the screen.

Due Date*	04/29/2016	Loan #*	██████████
Loan Type*	Conventional	Sales Price*	300000
Loan Purpose*	Purchase	FHA #*	
Ordered By			
Lender Information			
Lender Name*	Homeward Residential	Lender Street*	1525 S Belt Line Road
		Lender City*	Coppell
		Lender State*	Texas
		Lender Zip*	75019
Broker Information			
Broker Name		Broker Branch	
Home		E-mail	
Contact and Access Information			
Occupancy*	Owner		
Borrower*	Tester Test	Home	E-mail
Co-Borrower		Home	E-mail
Owner		Home	E-mail
Occupant		Home	E-mail
Agent		Home	E-mail
Other		Home	E-mail
Appointment Contact	(None Selected)		
Additional Notification Recipients Enter additional e-mail addresses to receive notifications for this order. Separate multiple e-mail addresses with a semicolon.			
Additional Comments or Instructions to Vendor			
Next			

Navigation – How to Create a New Order Error Messages and Validations

Click **Next** and Mercury will check to ensure all required fields are completed. If any fields were left blank, the system lists each. Clicking **OK** returns the user to the New Order screen to complete.



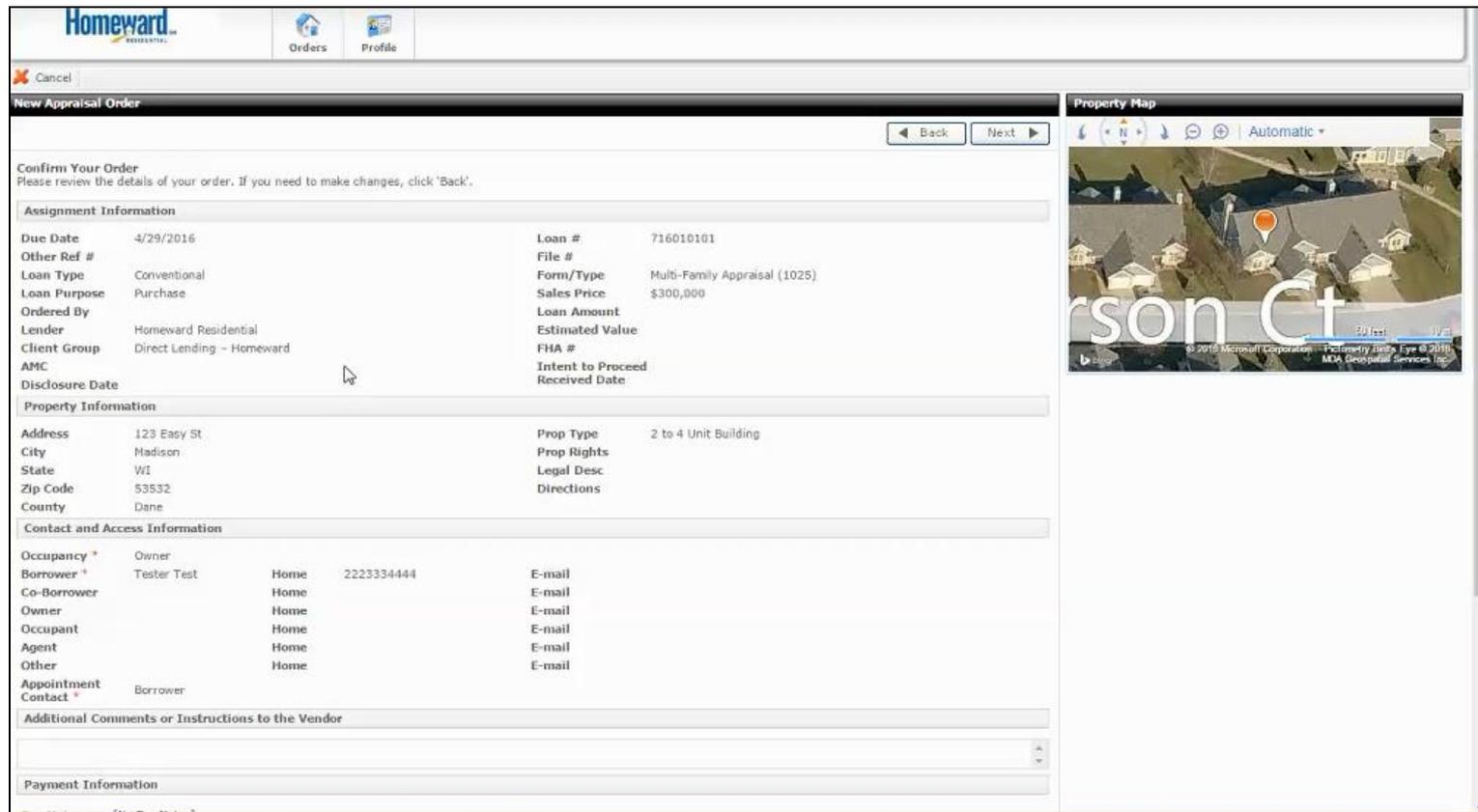
Once all required fields have been completed, click **Next** and Mercury validates the address against the USPS database. If not located the following message will display.

- Click **Yes** to continue
- Click **No** to return and fix the address.



Navigation – How to Create a New Order Validate and Payment

Validate the information entered from the first screen and scroll down to Payment Information.



Homeward RESIDENTIAL Orders Profile

Cancel

New Appraisal Order

Confirm Your Order
Please review the details of your order. If you need to make changes, click 'Back'.

Assignment Information

Due Date	4/29/2016	Loan #	716010101
Other Ref #		File #	
Loan Type	Conventional	Form/Type	Multi-Family Appraisal (1025)
Loan Purpose	Purchase	Sales Price	\$300,000
Ordered By		Loan Amount	
Lender	Homeward Residential	Estimated Value	
Client Group	Direct Lending - Homeward	FHA #	
AMC		Intent to Proceed	
Disclosure Date		Received Date	

Property Information

Address	123 Easy St	Prop Type	2 to 4 Unit Building
City	Madison	Prop Rights	
State	WI	Legal Desc	
Zip Code	53532	Directions	
County	Dane		

Contact and Access Information

Occupancy *	Owner			
Borrower *	Tester Test	Home	2223334444	E-mail
Co-Borrower		Home		E-mail
Owner		Home		E-mail
Occupant		Home		E-mail
Agent		Home		E-mail
Other		Home		E-mail
Appointment Contact *	Borrower			

Additional Comments or Instructions to the Vendor

Payment Information

Property Map

Navigation – How to Create a New Order Validate and Payment

Under **Payment Information**, validate the **Order Fee**:

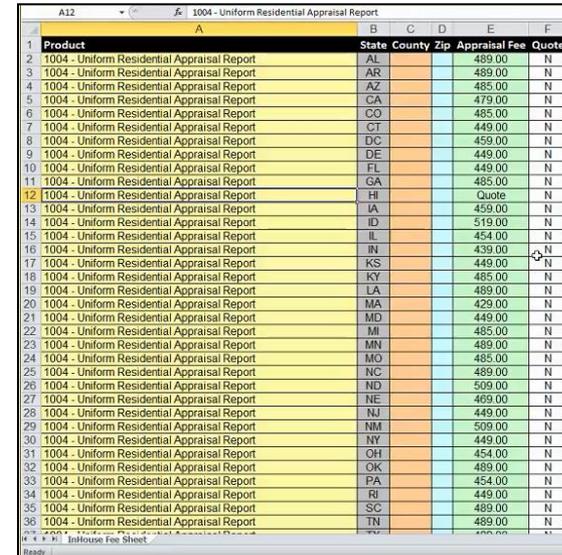
- Go to <http://homewardfunding.com>
- Select the appropriate button
 - Ocwen vs Homeward Residential
 - Forms
 - Appraisals
 - Appraiser Vendor Price List
 - Appraiser Vendor



The screenshot shows a web form titled "Payment Information". Below the title, there is a section for "Fee Notes" with the text "[No Fee Notes]". Below that, there is a field labeled "Order Fee" with the value "595" entered. A mouse cursor is visible over the "Order Fee" field.

- Excel opens, locate the Product(s) within the appropriate state.

NOTE: Homeward does not cover cost differences if ordered incorrectly.



The screenshot shows an Excel spreadsheet titled "1004 - Uniform Residential Appraisal Report". The spreadsheet has columns for Product, State, County, Zip, Appraisal Fee, and Quote. The data is as follows:

Product	State	County	Zip	Appraisal Fee	Quote
1004 - Uniform Residential Appraisal Report	AL			489.00	N
1004 - Uniform Residential Appraisal Report	AR			489.00	N
1004 - Uniform Residential Appraisal Report	AZ			485.00	N
1004 - Uniform Residential Appraisal Report	CA			479.00	N
1004 - Uniform Residential Appraisal Report	CO			485.00	N
1004 - Uniform Residential Appraisal Report	CT			449.00	N
1004 - Uniform Residential Appraisal Report	DC			459.00	N
1004 - Uniform Residential Appraisal Report	DE			449.00	N
1004 - Uniform Residential Appraisal Report	FL			449.00	N
1004 - Uniform Residential Appraisal Report	GA			485.00	N
1004 - Uniform Residential Appraisal Report	HI			Quote	N
1004 - Uniform Residential Appraisal Report	IA			459.00	N
1004 - Uniform Residential Appraisal Report	ID			519.00	N
1004 - Uniform Residential Appraisal Report	IL			454.00	N
1004 - Uniform Residential Appraisal Report	IN			439.00	N
1004 - Uniform Residential Appraisal Report	KS			449.00	N
1004 - Uniform Residential Appraisal Report	KY			485.00	N
1004 - Uniform Residential Appraisal Report	LA			489.00	N
1004 - Uniform Residential Appraisal Report	MA			429.00	N
1004 - Uniform Residential Appraisal Report	MD			449.00	N
1004 - Uniform Residential Appraisal Report	MI			485.00	N
1004 - Uniform Residential Appraisal Report	MN			489.00	N
1004 - Uniform Residential Appraisal Report	MO			485.00	N
1004 - Uniform Residential Appraisal Report	NC			489.00	N
1004 - Uniform Residential Appraisal Report	ND			509.00	N
1004 - Uniform Residential Appraisal Report	NE			469.00	N
1004 - Uniform Residential Appraisal Report	NJ			449.00	N
1004 - Uniform Residential Appraisal Report	NM			509.00	N
1004 - Uniform Residential Appraisal Report	NY			449.00	N
1004 - Uniform Residential Appraisal Report	OH			454.00	N
1004 - Uniform Residential Appraisal Report	OK			489.00	N
1004 - Uniform Residential Appraisal Report	PA			454.00	N
1004 - Uniform Residential Appraisal Report	RI			449.00	N
1004 - Uniform Residential Appraisal Report	SC			489.00	N
1004 - Uniform Residential Appraisal Report	TN			489.00	N
1004 - Uniform Residential Appraisal Report	TX			489.00	N

Navigation – How to Create a New Order Validate and Payment

Return to Mercury and complete the Payment Information section:

- Payment Method: Must be **CC to Vendor**

Payment Information

Fee Notes [No Fee No]

Order Fee 450

Payment Method* CC to Vendor [Add credit card info](#)

Back Next

NOTE: An appraisal will not be assigned nor scheduled until payment is received.

- Click the **Add credit card info** hyperlink or click the Next button to show the pop-up window:
 - First Name (required): First name on the credit card
 - Last Name (required): Last name on credit card
 - Street Address/City/State (optional): Billing address for the credit card
 - Zip (required): Billing zip code for the credit card
 - Credit Card Number: Borrower's credit card number
 - Expiration Date: Credit card expiration
 - E-mail (optional): If completed the credit card holder receives an e-mail of the receipt.

Credit card information

First name*

Last name*

Street address

City

State (None Selected)

Zip*

Credit card number*

VISA MasterCard AMEX DISCOVER

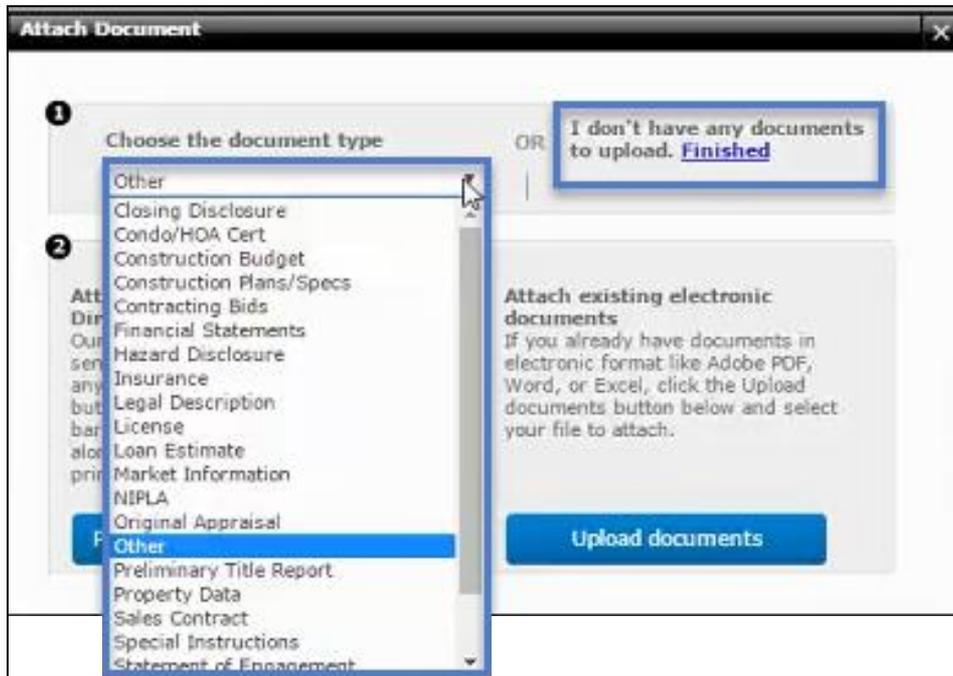
Expiration date*

E-mail address

Cancel Save

Navigation – How to Create a New Order Attaching Documentation

Once the Payment Information is complete, click **Next**. The **Attach Document** dialog box appears. Select the document type from the dropdown or click **Finished** if there are no documents to upload.



After choosing the document type, click **Upload documents**. A dialog box appears to select the files from the computer.

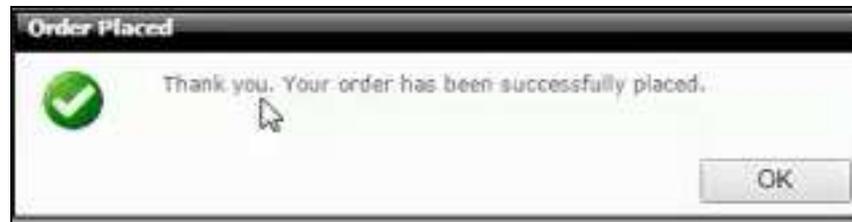
REMINDER – To Avoid Delays:

- When ordering an appraisal on a purchase transaction, all pages and addendums of the **Sales Contract** must be uploaded to Mercury.
- When ordering an FHA appraisal report, it is recommended that the **Case Number Assignment** or **Case Query** is uploaded to Mercury as confirmation of the FHA Case Number.

Navigation – How to Create a New Order

Order Placed

A confirmation message appears letting the user know that the order has been successfully place.



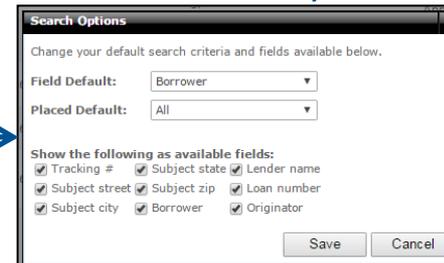
Navigation – Basic Maneuvering

Not only is ordering an appraisal completed in the Orders view, but requesting a modification, reviewing a completed report, or delivering the final product is also done in the same view:

To Search for an order:



- Type the search criteria into the Find box on the left side of the screen.
- Select the appropriate radio button to search for an item that **Starts With** or simply **Contains** the search criteria. (**Contains** returns the best results.)



- Using the **In Field** drop-down, select the field in which to search. Click the widget to select what will appear in the dropdown.
- In the **Placed** field, choose the time frame in which to search.
- After selections are made, click the **Magnifying Glass** icon () or press **Enter** to execute your search.

Navigation – Log In and Basic Maneuvering

Filter

When viewing orders, filter by status (click a folder on the left).

The screenshot displays the Homeward Residential software interface. On the left, a sidebar contains a list of filter folders with their respective counts:

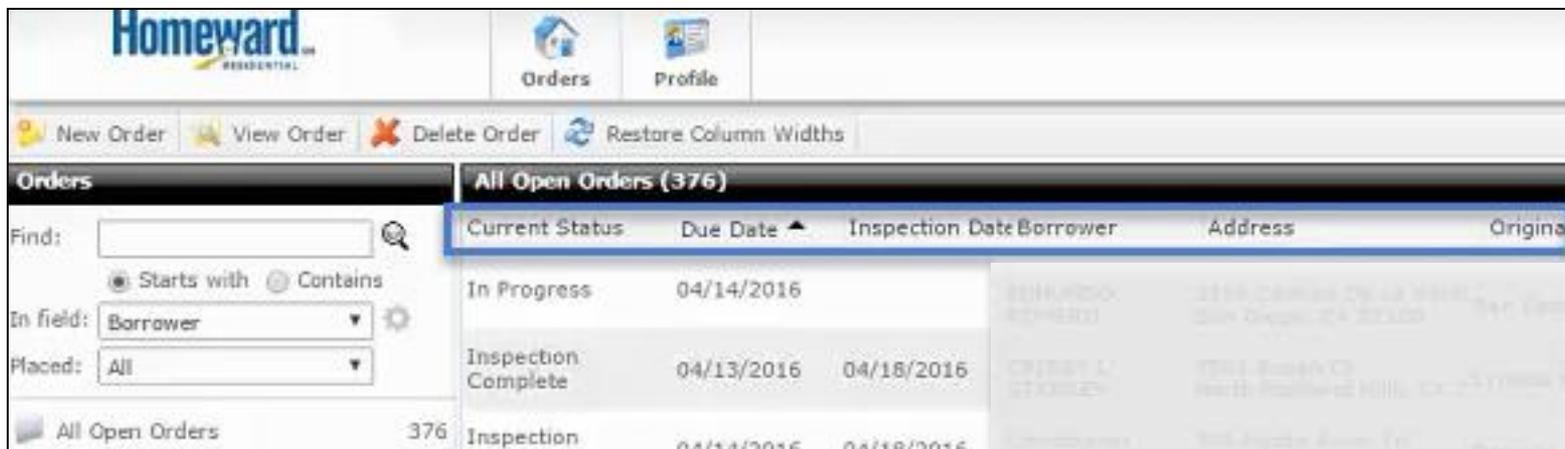
- All Open Orders: 376
- In Progress
- Open Bid Orders: 0
- Inspection Scheduled: 117
- Inspection Complete: 27
- Pending Quality Review: 0
- Due Today: 10
- Past Due: 254
- Exceptions
 - Awaiting Disclosure Expiration: 0
 - Require Disclosure Date: 0
 - No Borrower E-mail: 201
 - Revision Needed: 8
 - Delayed
 - On Hold: 20
 - Payment Failed: 0
- Appraisal Fee Quotes: 0
- Completed: 1046
- Cancelled: 235
- Deleted: 0

The main area shows a table of orders with columns: Current Status, Date, Inspection Date/Service, Address, Originator, Vendor, Loan #, Order Date, Order Type, and Last Modified. The table lists various orders in different statuses such as 'In Progress', 'Inspection Complete', 'On Hold', and 'Cancelled'.

Navigation – Log In and Basic Maneuvering

Sorting:

While viewing orders, sort the list by any column. Click the header for the column by which to sort. Adjust the width of the columns in this view, and the settings are remembered at the next log in.

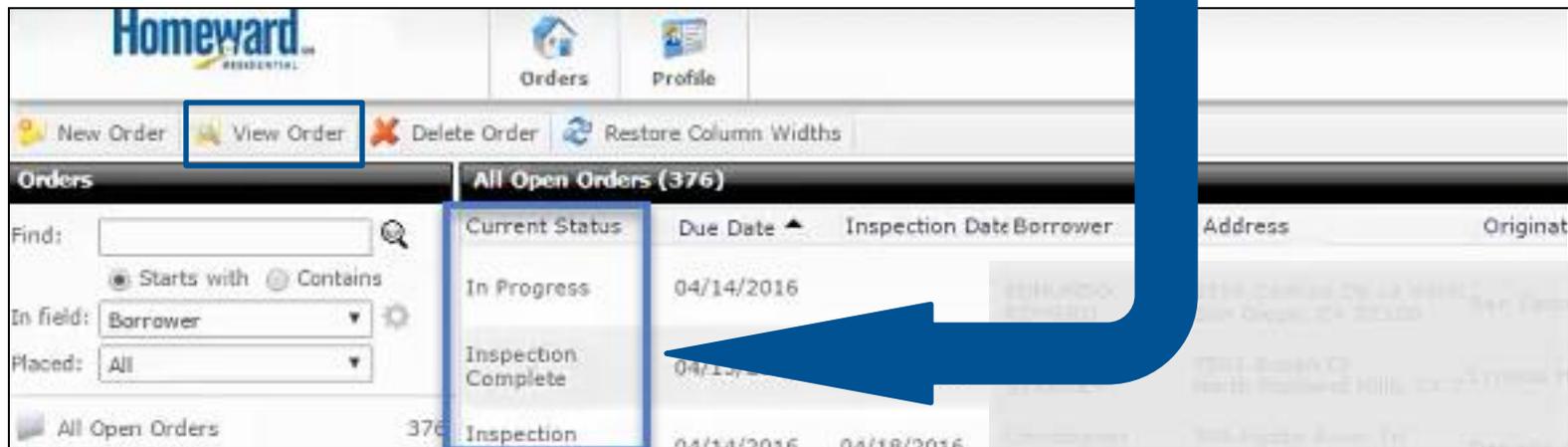


The screenshot displays the Homeward Residential interface. At the top, there are navigation tabs for 'Orders' and 'Profile'. Below this is a toolbar with buttons for 'New Order', 'View Order', 'Delete Order', and 'Restore Column Widths'. The main content area shows a table titled 'All Open Orders (376)'. The table has the following columns: 'Current Status', 'Due Date', 'Inspection Date', 'Borrower', 'Address', and 'Original'. A blue arrow points to the 'Original' column header. The table contains several rows of data, including one with 'In Progress' status and a due date of '04/14/2016'.

Current Status	Due Date	Inspection Date	Borrower	Address	Original
In Progress	04/14/2016				
Inspection Complete	04/13/2016	04/18/2016			
Inspection	04/14/2016	04/18/2016			

Navigation – How to View the Status

The status of an order is displayed in the **Current Status** column.



The screenshot shows the Homeward Residential software interface. At the top, there is a navigation bar with the Homeward Residential logo and buttons for 'Orders' and 'Profile'. Below this is a toolbar with buttons for 'New Order', 'View Order', 'Delete Order', and 'Restore Column Widths'. The 'View Order' button is highlighted with a blue box. Below the toolbar is a section titled 'Orders' with a search bar and filters. A table titled 'All Open Orders (376)' is displayed. The table has columns for 'Current Status', 'Due Date', 'Inspection Date', 'Borrower', 'Address', and 'Originat'. The 'Current Status' column is highlighted with a blue box, and a blue arrow points to it from the right. The table contains several rows of data, including one with 'In Progress' status and a due date of '04/14/2016'.

Current Status	Due Date	Inspection Date	Borrower	Address	Originat
In Progress	04/14/2016				
Inspection Complete	04/14/2016				
Inspection	04/14/2016	04/18/2016			

To view the details of an order, single click it to select the order and click **View Order** in the toolbar at the top. The other method is to double-click an order in the list.

Navigation – Viewing Order Details

The Order details are displayed in 3 columns:

Google Map & Attached Docs

Order Information

Documents can be viewed by clicking on the file name.

History of All Messages & Activities

“SureReceipts Cert” provide documentation for Compliance that the documents were delivered.

The screenshot displays the Homeward Residential interface for viewing an appraisal order. The interface is divided into three main columns:

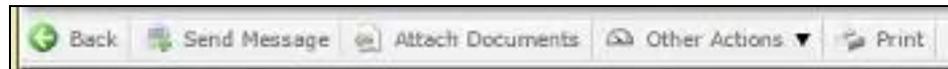
- Left Column (Order Information):** Displays details for a property in Pelham, AL 34. The borrower is WHITE, and the appraised value is \$182,000. The order date is 1/27/2016, and the due date is also 1/27/2016. The payment type is Deferred CC. Other details include the loan number, file number, FHA case number, and vendor name.
- Middle Column (Google Map & Attached Docs):** Features a Google Map of the property location. Below the map is a 'Documents' section with a table listing various files. The 'SureReceipts Cert' document is highlighted with a blue box and an arrow pointing to it from the text below.
- Right Column (History):** Shows a 'History (73)' of messages and activities. It lists events such as 'Appraisal Viewed by Borrower', 'Borrower consented to receive the appraisal electronically', and 'Appraisal Submitted to FNM and FRE via UCDP'. Each event includes a timestamp and a 'Notes' field.

Navigation icons at the top include 'Back', 'Send Message', 'Attach Documents', 'Other Actions', and 'Print'. A blue arrow points from the 'Google Map & Attached Docs' text to the map area. Another blue arrow points from the 'Order Information' text to the left column. A third blue arrow points from the 'Documents can be viewed by clicking on the file name.' text to the 'SureReceipts Cert' document. A fourth blue arrow points from the 'History of All Messages & Activities' text to the history list. A fifth blue arrow points from the '“SureReceipts Cert” provide documentation for Compliance that the documents were delivered.' text to the 'SureReceipts Cert' document.

Navigation – Viewing Order Details

Navigation of the page is standard for a web-based application:

Use the Back button to return to the previous screen.



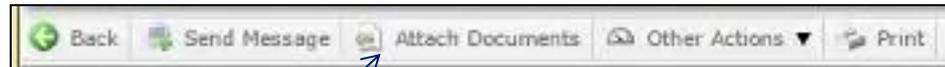
All communication must be sent through Mercury. Click on **Send Message** and a pop-up box appears. Free-form messages are entered into the Notes section and click **Send**.

The message and replies are viewed in the **History** section of the Order Details screen.

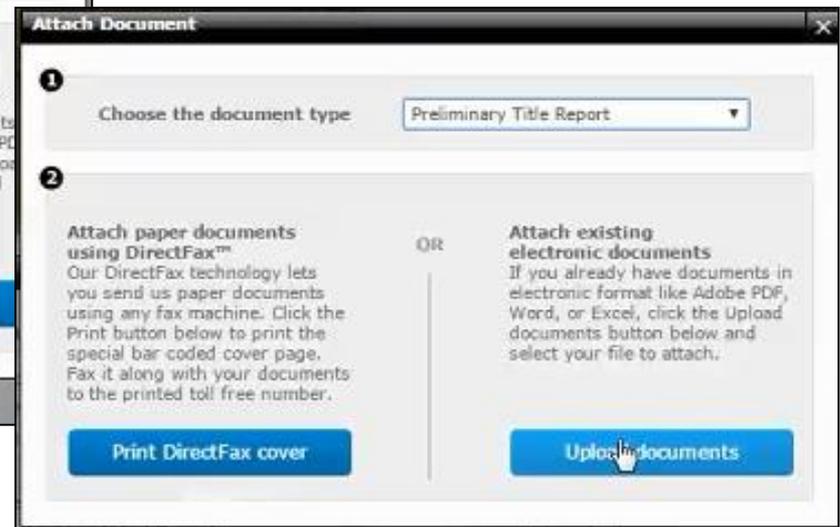
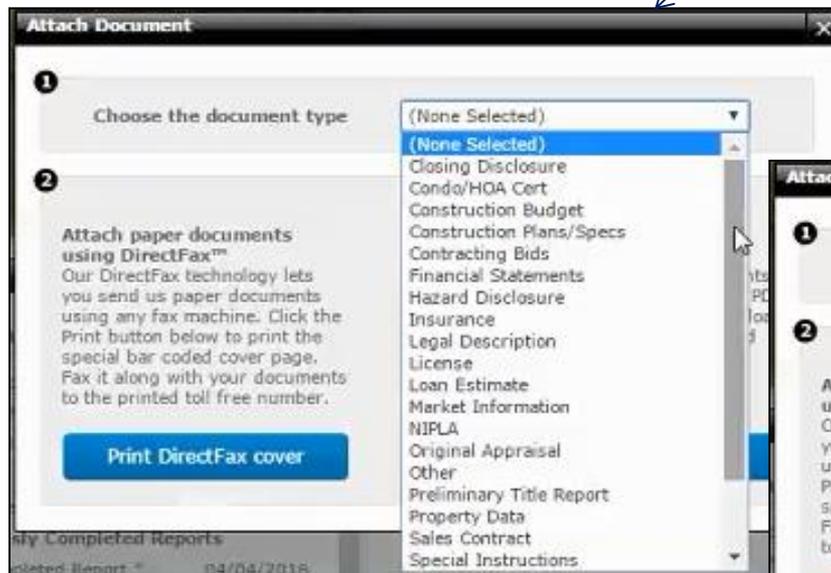
Navigation – Viewing Order Details

Navigation of the page is standard for a web-based application:

If additional documentation is required, click on Attach Documents.



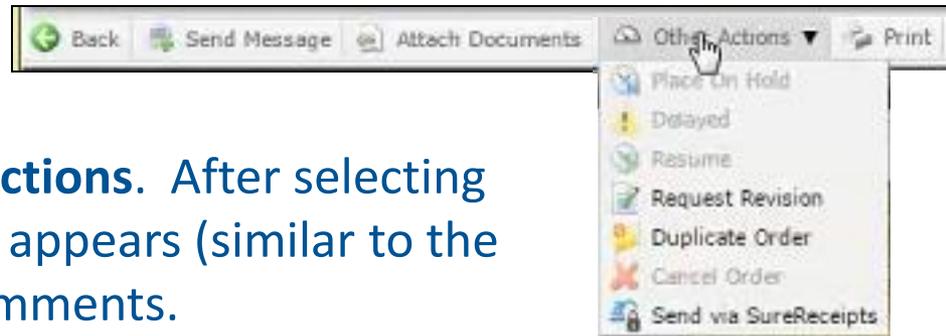
Choose the document type from the drop down and select Upload Documents. The dialog box opens to search the computer for the file.



Navigation – Viewing Order Details

Navigation of the page is standard for a web-based application:

If the order needs to be cancelled, placed on hold, duplicated, etc., select **Other Actions**. After selecting the option, a freeform text box appears (similar to the messages window) to enter comments.



Directions:	
Sq Ft:	1796
Site Size:	
Inspection Contacts	
Edit Property Contacts	
Borrower:	E-mail:
Co-Borrower:	
Additional Notification Recipients: Edit	

Scroll to the bottom of the Order Details screen to enter edits or additional parties for the notifications (originally entered during the New Order process).

Summary

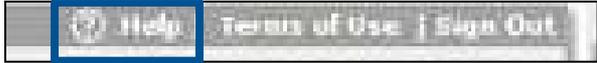
Summary:

- Used to order appraisals and manage the process (including conditions)
- Deployed in three phases.
 - The final phase is scheduled for May 2016.
 - One week after Mercury activation, Connexions will only be available to view orders “in process”. **You will not be able to enter new orders.**

Objectives Covered:

- Log into the application
- How to create a new order
- Basic navigation of the application

Support:

- Link in the upper right corner of Mercury will bring the user directly to Mercury Network’s User Guide 
 - Includes the Helpdesk Phone Number (Available 7AM-7PM CT)



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