

Appraisal Desk F.A.Q.

Question: Can the Appraisal Desk place orders on behalf of the broker?

Answer: No. The Appraisal Desk is not authorized to order appraisals on behalf of the broker.

Question: Does the Appraisal Desk shop for AMC rates?

Answer: No. The Appraisal Desk does not shop for AMC rates.

Question: How does a broker receive credentials to Mercury Network?

Answer: The brokers have access to create their own credentials in Mercury Network through the following link: <https://orionlending.vmpclient.com>.

Question: How does a broker review their orders and receive updates?

Answer: Once the broker has access to Mercury Network, the broker can order and view the appraisal. Appraisal updates will be emailed to the broker automatically from Mercury.

Question: How is a Certificate of Eligibility (COE) ordered?

Answer: The broker submits the COE request to Orion Appraisals at appraisals@orionlending.com. The broker must include DD214 or a Statement of Service to avoid delays. VA may take up to 5 or more business days to process a COE requests.

Question: How is a Revision ordered?

Answer: The broker request all revisions through Mercury Network.

Question: How is a VA Revision ordered?

Answer: The appraisal revisions are requested directly from the SAR to the appraiser.

Question: How is a Rebuttal submitted?

Answer: Locate the Rebuttal Form on the [Orion Lending website](#). Once completed, the broker submits the rebuttal through Mercury Network.

Question: How is a VA Rebuttal submitted?

Answer: Broker submits a VA Rebuttal to Orion Appraisals at appraisals@orionlending.com.

Question: How are transferred appraisals from another lender to Orion Lending processed?

Answer: First, the broker uploads the transferred appraisal to the loan in the STAR Portal. Then, the broker emails the XML file for the transferred appraisal to the Account Manager.

Question: How is a Conventional SSR ordered?

Answer: The Account Manager orders the Conventional SSR's. If the broker orders the Appraisal through Mercury, then the SSR will also be included.

Question: How is an appraisal transferred to another lender?

Answer: The broker must submit the following information to appraisals@orionlending.com to complete the transfer:

- Lender's Name
- Name of the Contact
- Contact's Email Address
- Contact's Phone Call

Question: How is a FHA Case Number transferred to another lender?

Answer: The broker submits the FHA Case Number transfer request to Orion Case Numbers at caserequests@orionlending.com.

Question: How is an FHA Case number requested?

Answer: The FHA Case Number request should be requested through STAR Portal or at caserequests@orionlending.com. The broker must include a fully executed 1003 and 92900-A form. When applicable a previous FHA Case Number, Condo ID/Condo Complex Name must be provided to avoid delays.

Question: What if the broker's EIN is not valid through HUD?

Answer: The broker needs to email HUD at answers@hud.gov or call at (800) 225-5342.