

## Account Management:

### **We have multiple appraisers within our company. Do we have to sign up individually or can we sign up as a group?**

Each appraiser that completes work for Property Sciences is required to have an individual account established. For all appraisal reports delivered to Property Sciences, the name and signature appearing in the Appraiser's Certification must match the name on the appraiser's account. This allows each appraiser to establish a unique appraiser scorecard which accurately reflects his or her own individual performance.

A due diligence check is conducted on each appraiser, which includes crosschecking State appraisal board records and the ASC database, to ensure the applicant's license is current and in good standing, as well as verifying E&O and Workers Compensation Insurance (if applicable).

### **I will be going on vacation. How do I let you know?**

Please send an email to [affiliates@propsci.com](mailto:affiliates@propsci.com) with your vacation dates. We will update your account profile accordingly.

### **My license and/or E&O have expired or I have upgraded my license. Where do I submit my updated license/insurance?**

Please send an email to [affiliates@propsci.com](mailto:affiliates@propsci.com) with your updated license and/or insurance documents. We will update your account profile accordingly.

## Order Management:

### **Where will I find the order assigned to me?**

Once we contact you to confirm your acceptance of an assignment, you will receive an email notification giving you basic information about the order assigned. Log in to your account at [affiliates.propsci.com](http://affiliates.propsci.com) to view full order details, view inspection contact information, retrieve related documents, etc.

### **How often should I update the website with the progress of the order?**

Please update the order's status (1) after you schedule an inspection, and (2) after you complete the scheduled inspection. As importantly – please also keep us notified any time you encounter difficulties throughout the appraisal process, such as when you encounter difficulty reaching the inspection contact or when you have questions related to the assignment.

## Where do I find the purchase agreement or other associated order documents?

Please click on the order and go to the DOCUMENTS tab.

## How do I submit my report?

To upload your report, please first ensure that your report is in the correct status ("Finalizing Report"), then:

1. Go to the order's PROCESSING tab, input your appraised value within the "Appraised Values" field and click "Save".
2. Switch over to the DOCUMENTS tab.
3. Upload the report within the "Internal Documents" section in this order\*:
  - a. First, upload the **PDF** report.
  - b. Second, upload the **MISMO XML** file.

**\*Please note that failure to submit the report in this order will cause the system to reject the file.**

Please refresh your page (click F5 on your keyboard) to confirm successful document upload. In the left panel, it should reflect a status that indicates your report is now "In Queue".

## What is your Quality Control process?

Every appraisal is reviewed for accuracy and value justification prior to delivery to the client by a trained and professionally licensed staff quality control review appraiser. Each appraisal is critically reviewed for completeness, consistency, logic, and technical construct, including:

- Checking relevant property facts via public records and MLS to determine that the subject and comparables appear accurately described
- Analyzing recent market sales and listings activity relative to value conclusion to independently confirm that the market can support the subject's estimated value
- Inspection for market and industry compliance (USPAP, FHA, Fannie/Freddie)
- Inspection for compliance with lender-specific guidelines and adherence to the client's stated scope of work
- Inspection for compliance with basic appraisal standards (e.g. comparable selection, market data consistency, bracketing, sound methodology, reasonable adjustments, etc.)
- Ensuring accurate methodology was utilized in the approaches to value

If there is any error, unsuitable methodology, or missing component, our Senior QC Reviewer shall request revisions from you. Once all concerns have been vetted can the valuation be accepted and delivered to the client, at which point each assignment is graded for quality.

## Payment/Invoicing:

### When do I get paid?

Pay periods cover the following dates, and are paid in accordance with the chart below:

Orders Completed	Pay Date
19th of the prior month – 3rd of the current month	10th of the month*
4th of the month – 18th of the month	25th of the month*

\*If the 10th of the month or the 25th of the month falls on a weekend (Saturday and Sunday), the pay date will occur on the Monday following the weekend. If the 10th of the month or the 25th of the month falls on a holiday, the pay date will occur on the next business day following the holiday.

### Do I have to submit my invoice along with my report?

There is no need for you to upload an invoice. You may confirm the amount owed on any order and view the total amount accrued for the pay period by accessing the INVOICES tab through your account at affiliates.propsci.com.

### How do I confirm fees?

All orders completed will be displayed within the INVOICES tab. Select the orders you wish to confirm and click “Confirm Checked”. These will be then transferred over to Confirmed Invoices and will be paid in accordance with the payment schedule.

### How are payments made?

Payments will be made via check or direct deposit, depending on the option that you choose. If you choose to be paid via check, the checks will be mailed to you no later than the pay date shown above. If you choose direct deposit, the payment will be transferred into your bank account on the pay date shown above.

Direct deposit payments will typically be available in your account the day following the pay date.

## How do I sign up for direct deposit?

To sign up for direct deposit, you must ensure that you have your bank's routing number and account number available prior to enrolling.

- 1) Go to the INVOICES tab and click on SIGN UP FOR DIRECT DEPOSIT.
- 2) Please read the Direct Deposit Authorization Agreement. Click on AGREE and CONTINUE.
- 3) You will need to enter your bank's routing and account number. Click on SUBMIT.

It will display your bank's routing number and the last four digits of your account number under Direct Deposit Details. Once signed up, the direct deposit will take effect on the next payment cycle.