

Appraisal Ordering in SPARC 2.0

Broker Cheat Sheet | SPARC and Mercury Network Portal

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Objective: This cheat sheet was designed to assist you in ordering appraisals through the Arc Home originations portal, SPARC, and learn the steps to request edits, view statuses, and leave comments on existing appraisal orders through the Mercury Network Portal.

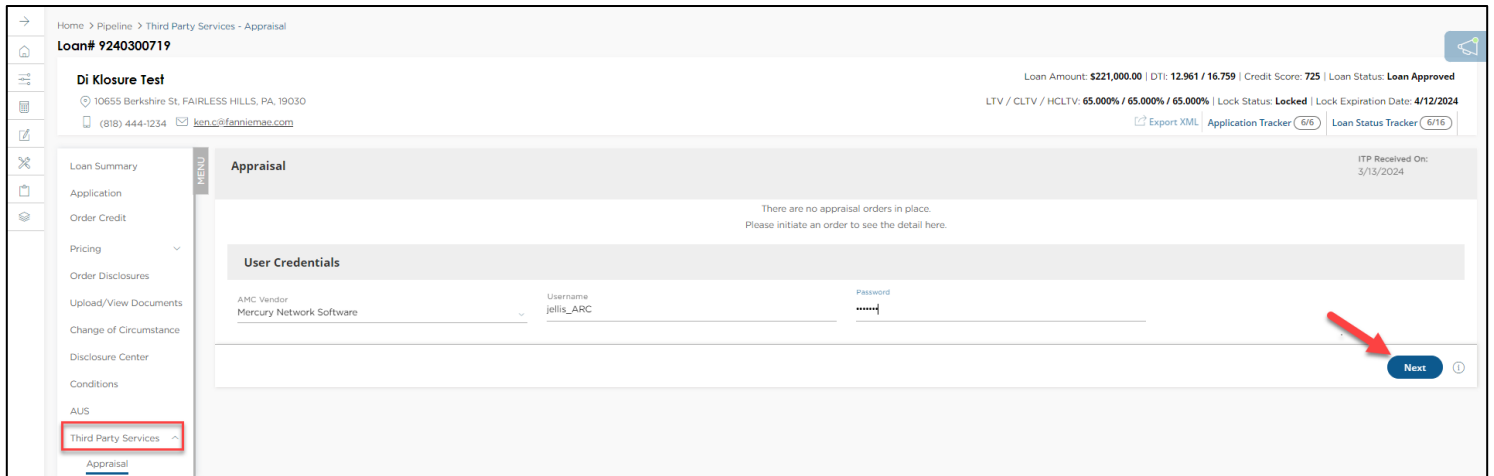
Place an Appraisal Order

Step 1: Login to SPARC: <https://sparc.archome.com>

Step 2: Find your loan in the Pipeline. Click on the loan number.

NOTE: You will not be able to order an appraisal unless the Intent to Proceed date has been populated for your loan

Step 3: Expand the arrow next to “Third Party Services” in the left-hand navigation panel of your loan



Step 4: Click “Appraisal”

- A) The AMC Vendor will default to Mercury Network Software
- B) Enter your Username and Password (if you do not have a unique Arc Home username and password for ordering appraisals with Mercury, please contact sparcassist@archome.com)

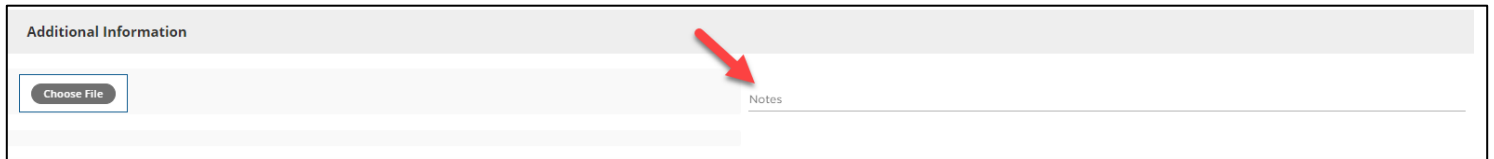
Step 5: Click **Next** and complete the order form

Notes:

- The payment link will be emailed to the primary **borrower’s email address**, which can be viewed on the Application section of this loan, within the Borrower Info tab.
- Complete the field “Appraisal Needed Date”. The date input should be within 7 business days of the request for appraisal order, but no later than 10 days prior to the closing date.
- To upload documents at the time of appraisal order, (i.e., Agreement of Sale) click “Choose File” and “Select” a previously uploaded document. Then click “Add.”

Multiple Appraisals for Same Borrower – Notes Required

- Indicate the need for your appraisal order(s) to be assigned to different appraisers via the “Notes” section of your appraisal order, as per product guidelines:
 - For Arc Access NQM, Arc Elite QM and Conventional Investment Property loans in process concurrently, the same appraiser cannot be utilized for any more than two properties owned by a Borrower, or a Borrower’s business, within a two-mile radius.
 - When 2 appraisals are required, based on loan amount, for the requested product (Access, Elite, Conventional Investment, Jumbo)



The screenshot shows a form titled "Additional Information". On the left side, there is a button labeled "Choose File". On the right side, there is a text input field labeled "Notes". A red arrow points to the "Notes" field.

To view your submitted Order or to access the completed appraisal, navigate to the **Upload/View Documents** page, and click on the “View Documents” tab.

Access Your Appraisal Order from the Mercury Network Portal

You can view your order, attach documents, update Credit Card number, set notifications and cancel your order from the Mercury Network Portal.

Step 1: Access <http://ArcHomeWEIMortgageLLC.vmpclient.com>

Step 2: Enter your Mercury username and password, then click SIGN IN

NOTE: these are the same username and password you used from within SPARC to place your original appraisal order. You cannot start your appraisal order from this site, but you will be able to see appraisals you have ordered through the Mercury Network for loans submitted to Arc Home LLC.

Once logged in, you will see your appraisal orders. Click on an order to see details.

Search your orders here. They're sorted in these folders according to order status.

Orders

All Open Orders (1)

Find: Starts With Contains

In Field: Borrower

Placed: All

Order Details:

2200 Augusta Ave
Edmond, OK 73034
Borrower: Mary Simmons
Appraised Value:

Order Date: 3/11/2015
Due Date: 3/25/2015
Fee: \$453
Payment Type: CC to Vendor
Estimated Value:
Loan Number: 123121
FHA Case #: Edt
Other Ref #:
Vendor Name: American Southwest Mortgage
Assigned AE: Cassandra Eaton
Lender: ABC Bank
Lender Address: 1234 Main St, Edmond, OK 73034
Appraisal Date:
Loan Type: Conventional
Loan Purpose: Purchase
Product: 1004 URAR

Tracking #: 78810-17989542

History (1)

Time: 3/11/2015 9:51 AM CDT
Event: In Progress by John Doe

This is your audit trail.
For compliance exams, every order event is recorded here for your protection.

No documents are attached to this order, yet.
When you add them, your documents will be securely stored in the cloud with the order workflow.
Attach Documents

Double-click any order to see details.

Click Back from an Open Order to return to the menu and select another option.

From here, you can see your order status and much more.

Use the top toolbar to...

- send messages.
- attach documents.
- place the order on hold.
- delay the order.
- duplicate the order.
- cancel the order.

See all documents attached to the order.

The full audit trail is recorded for compliance.

Edit property contacts.

Appraisal Order Details

2200 Augusta Ave
Edmond, OK 73034
Borrower: Molly Simmons
Appraised Value:

Order Date: 11/25/2014
Due Date: 12/8/2014
Fee:
Payment Type: CC to Vendor
Estimated Value:
Loan Number: PMAC Loan 2
FHA Case #: Edt
Other Ref #:
Vendor Name: PMAC Lending Services
Assigned AE: Rebecca Bruggeman
Ordered By: PMAC Lending Services
Lender Address: 13322 Rainford Ranch Rd, Chino Hills, CA 91709
Appraisal Date:
Loan Type: Conventional
Loan Purpose: Purchase
Loan Purpose: 1004 URAR
Disclosure Date: 11/25/2014

Documents

Document Type Date Uploaded
Sales Contract 11/25/2014

History (4)

Time: 11/25/2014 3:09 PM CST
Event: Document Deleted by Trey Gee
Type: Sales Contract
File: AQM-APP-06114_1.pdf
Time: 11/25/2014 3:09 PM CST
Event: Document Deleted by Trey Gee
Type: Sales Contract
File: AQM-APP-06114_2.pdf
Time: 11/25/2014 2:27 PM CST
Event: Document Uploaded by Trey Gee
Type: Sales Contract
File: AQM-APP-06114_3.pdf
Time: 11/25/2014 2:21 PM CST
Event: Document Uploaded by Trey Gee
Type: Sales Contract
File: AQM-APP-06114_1.pdf
Time: 11/25/2014 2:21 PM CST
Event: Document Uploaded by Trey Gee
Type: Sales Contract
File: AQM-APP-06114.pdf
Time: 11/25/2014 2:19 PM CST
Event: In Progress by Trey Gee

Inspection Contacts

Edit Property Contacts

Owner: Holly Malone Home: 405-312-3325 E-mail: mary.malone@gmail.com
Borrower: Molly Simmons Home: 405-317-2221 E-mail: molly.simmons@gmail.com
Co-Borrower: Jason Simmons Home: 405-202-1388 E-mail: jason.simmons@gmail.com
Additional Notification Recipients: vestatageng@gmail.com; jenn.staff@gmail.com; Edt

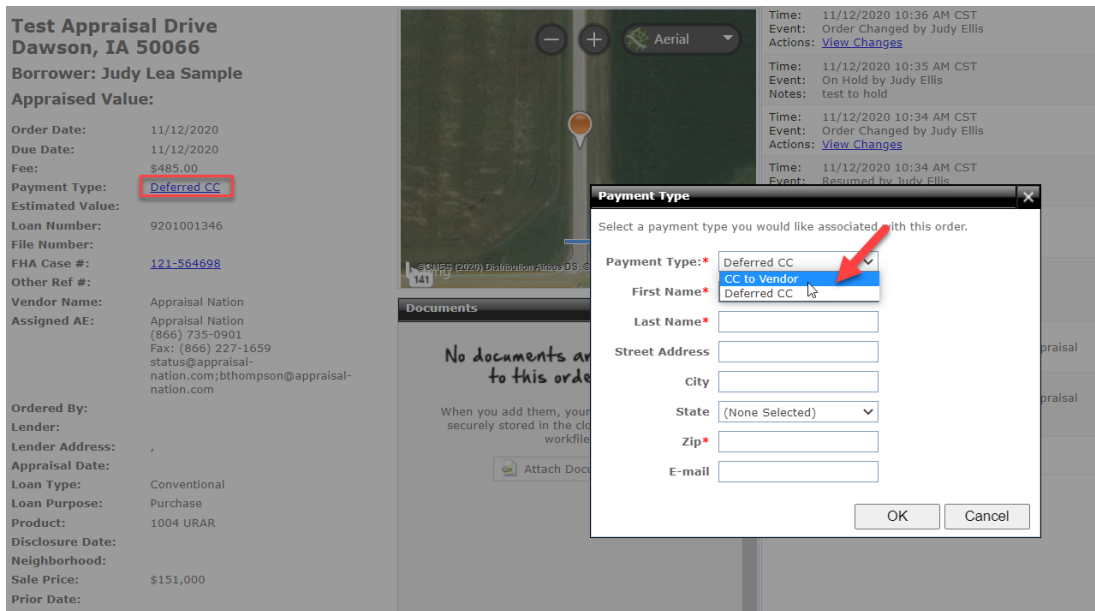
Special Instructions

Please contact owner on cell phone to schedule inspection. Mary Malone: 405-449-4668 Cell: Thanks you!

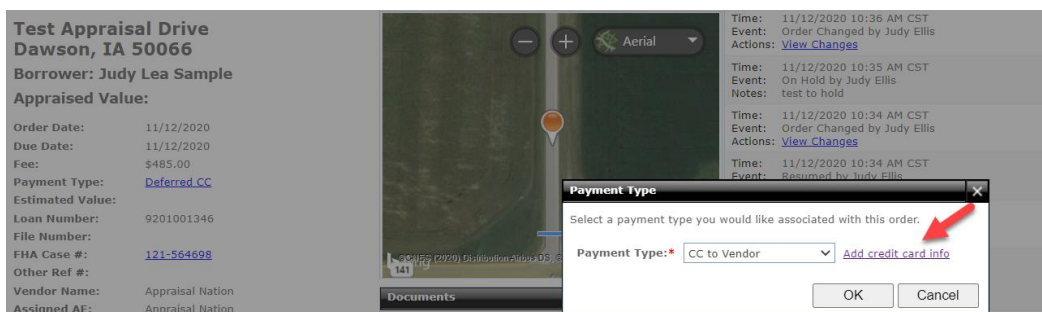
You can update a Credit Card # by updating **Payment Type**:

Step 1: Click on **Payment Type** to open payment type pop up window

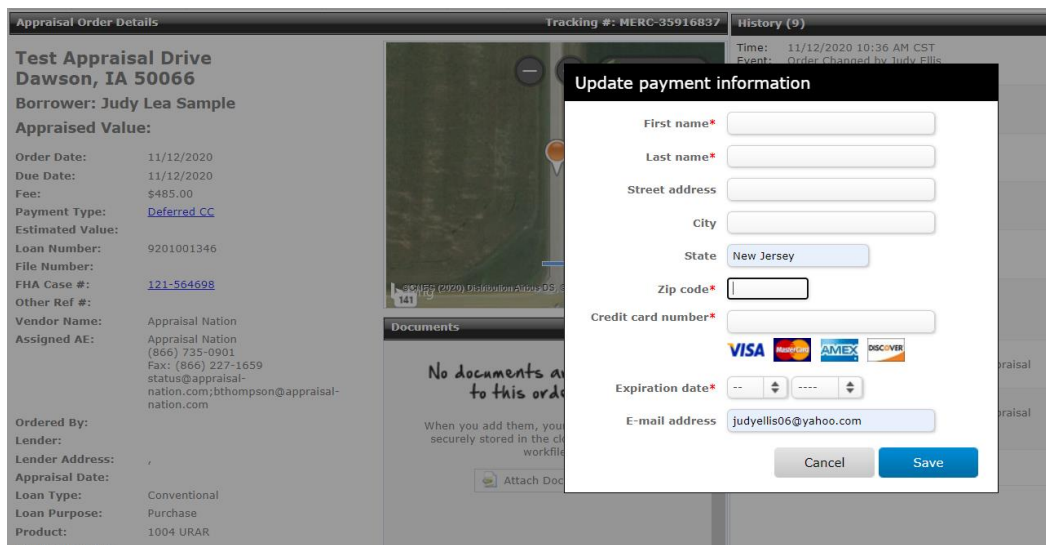
Step 2: Choose **CC to Vendor** from the Payment Type dropdown



Step 3: Click **Add credit card info**



Step 4: Input Credit Card Info and Click **Save**



If your client cannot locate the link for payment of their appraisal, you can search for the invoice online.

Step 1: Navigate to the following website by typing it into your browser:
archomewei-mortgage-llc.vmpclient.com/makeapayment

Step 2: Enter the property address number, street name and zip code **ONLY**

Important Note: DO NOT enter "Street", "Avenue", "Circle", "Drive" or "Place"

Step 3: Click **Search**

Step 4: Select the appraisal order/property address for which payment is needed

Step 5: Complete Payment Information

Find your property

Enter street address
123 Main

Enter zip code
99999

Search

You can Resume an order that has been placed on hold

Step 1: Correct requested information (i.e., credit card information or input case number)

Step 2: Click **Resume** from the Other Actions tab on the top of your screen

Arc Home / WEI Mortgage LLC

Orders Profile

Back Send Message Attach Documents Other Actions Print

Appraisal Order Details

Tracking #: MERC-35916837

**Test Appraisal Drive
Dawson, IA 50066**

Borrower: Judy Lea Sample

Appraised Value:

Order Date: 11/12/2020
Due Date: 11/12/2020
Fee: \$485.00
Payment Type: [Deferred CC](#)
Estimated Value:
Loan Number: 9201001346
File Number:
FHA Case #: [121-564698](#)
Other Ref #:
Vendor Name: Appraisal Nation
Assigned AE: Appraisal Nation (866) 735-0901 Fax: (866) 227-1659 status@appraisal-nation.com; bthompson@appraisal-nation.com

Ordered By:
Lender:
Lender Address:
Appraisal Date:
Loan Type: Conventional
Loan Purpose: Purchase
Product: 1004 URAR
Disclosure Date:
Neighborhood:
Sale Price: \$151,000
Prior Date:
Prior Price:
Property Type: Attached

History (9)

Time:	11/12/2020 10:36 AM CST
Event:	Order Changed by Judy Ellis
Actions:	View Changes
Time:	11/12/2020 10:35 AM CST
Event:	On Hold by Judy Ellis
Notes:	test to hold
Time:	11/12/2020 10:34 AM CST
Event:	Order Changed by Judy Ellis
Actions:	View Changes
Time:	11/12/2020 10:34 AM CST
Event:	Resumed by Judy Ellis
Notes:	taken off hold provided case number
Time:	11/12/2020 10:33 AM CST
Event:	On Hold by Judy Ellis
Notes:	putting on hold for test
Time:	11/12/2020 10:24 AM CST
Event:	System Alert by Jason Nordyk
Notes:	Make a payment link sent to aliceee@fanniemae.com
Time:	11/12/2020 10:18 AM CST
Event:	Appraiser Accepted Assignment by Appraisal Nation
Time:	11/12/2020 10:17 AM CST
Event:	Appraiser Accepted Assignment by Appraisal Nation
Notes:	Order automatically accepted.
Time:	11/12/2020 10:17 AM CST
Event:	In Progress by Judy Ellis

Documents

No documents are attached to this order, yet.

When you add them, your documents will be securely stored in the cloud with the order workflow.

Attach Documents

Video: [How to Attach a Document to your appraisal order](#)

You can choose to receive notifications on your appraisal orders from within the Mercury Network Portal:

Stay in the loop at all times, on all orders.
Choose Profile, then E-mail to set up your automatic status updates.

Get automatic e-mails at every milestone.

Advanced Notification Settings

Please send an e-mail notification for the following events:

Select All | None

- New Order
- Inspection Scheduled
- Inspection Complete
- Document Uploaded
- Message
- On Hold
- Delayed
- Resumed
- Order Changed
- Complete
- Report Sent to Borrower
- Report Viewed by Borrower
- Cancelled
- Appraisal Submitted to UCDP
- Doc File ID added
- Appraisal Submission Cancelled
- Appraisal Submission Accepted
- Appraisal Submission Not Successful

OK Cancel

To reset your username or password, click here: <https://archomeweimortgage.com/SignIn.aspx>

If you require assistance, you can contact SPARCassist@archome.com or call 215-383-9220.

Access our SPARC portal or reset your SPARC password [here](#).