

2021



**AllstateAppraisal**  
*National Valuation and Review Services*

# Working with Allstate Appraisal, L.P.

VERSION 1.1 –NOVEMBER 2021

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## Introduction

In order to sign up for a new account, please visit the following URL: <https://www.allstateappraisal.net/broker-sign-up/>, and fill out the form with the necessary information

Once we receive the information, we will create your account (typically within the same day), and you'll receive an email with a temporary login that will need to be changed upon first login.

After you've completed this and logged in – you can proceed with using the instructions below to input your orders.

Should you have any issues with signing up, or with placing an order – please contact us at: [support@allstateappraisal.net](mailto:support@allstateappraisal.net)

## 1.0 Placing and Managing Orders

### 1.1 Logging into Appraisal Scope

First, you'll need to login to Appraisal Scope, go to <https://allstate.appraisalscope.com/>

Enter your username and password supplied by Allstate Appraisal and click the **Sign In to your Account** button.

The screenshot shows the Allstate Appraisal login interface. At the top left is the Allstate Appraisal logo with the tagline "National Valuation and Review Services". At the top right, it says "Have a Question? Call us: 866-799-9009". The main heading is "SIGN IN". Below this are two buttons: "SIGN IN" (with a lock icon) and "APPRAISER SIGN UP" (with a pencil icon). A callout bubble points to the "SIGN IN" button with the text: "Enter the username and password that you were provided by Allstate Appraisal." Below the buttons is the text "Welcome Back!". There are two input fields: "\*Username" with the value "demo\_clientuser" and "\*Password" with masked characters ".....". A red box highlights the "Sign In to your Account" button. A callout bubble points to the "Forgot your password?" link below the button with the text: "If you have forgotten your password, you can use the link, **Forgot your password?** to reset it. If you have trouble with this, we are always available to help you get back into your account." At the bottom, there is a footer with the text: "Copyright © 2017 Appraisal Scope Inc. All rights reserved. [Terms of Use](#) | [Privacy Policy](#)".

### 1.2.1 Residential Orders

**Step 1: Assignment Information:** Fill out the necessary information such as the due date, choose the correct Appraisal Form, Loan Officer if there is one. Assign a Loan# to the order, what type of Loan, the Intended Use, any Property Characteristics, etc.

#### REQUEST A NEW APPRAISAL

[Need Help?](#)

##### Assignment Information

Rush Order

Due Date  
09-30-2021

Client displayed on report:  
DemoCorp

Notify Users  
Notify Users

Notify other user (Email)

Loan#  
1234567

Loan Type \*  
Conventional

Intended Use \*  
Purchase

Purchase Price (\$)  
327,000.00

Submitted By  
Demo Res

Appraisal Form \*  
FNMA 1004  
[Click to Add Additional Form](#)

Reference#

Loan Amount (\$)

Estimated Value (\$)

**Step 1.1: Adding in Notify Users:** Please be sure the **UW Support** account is selected in the **Notify Users** box.

#### REQUEST A NEW APPRAISAL

##### Assignment Information

Rush Order

Due Date  
11-27-2021

Client displayed on report:  
The Loan Store

Notify Users  
Notify Users

Notify other user (Email)

Loan#

Submitted By  
AALP LO

Appraisal Form \*  
FNMA 1004  
[Click to Add Additional Form](#)

Reference#

To add **UW Support** to Notify Users, **click** on the **Notify Users drop down box**. This should prompt a list of users along with a Search box at the top. Go ahead and type in **uw** in the search box, and the UW account should show up. Go ahead and **checkmark** the box next to UW Support.

Client displayed on report:  
The Loan Store

Submitted By  
AALP LO

Appraisal Form \*  
FNMA 1004  
[Click to Add Additional Form](#)

Reference#

Notify Users  
UW Support

Search uw  Check all  Uncheck all

Manager

UW Support

*type "uw" and the UW support account should show up*

Once completed, it should display **"UW Support"** in the Notify Users box.

Rush Order

Due Date  
11-27-2021

Client displayed on report:  
The Loan Store

Notify Users  
UW Support

Notify other user (Email)

Submitted By  
AALP LO

Appraisal Form \*  
FNMA 1004  
[Click to Add Additional Form](#)

**Step 2: Property Information:** Fill out the address of the property. Please note, that it will try to auto fill out and auto guess the property address. This feature is using Google Maps.

You need to select the appropriate property match from the list of results that displays as you begin typing the address. **\*If the address includes multiple buildings or units, please ignore the auto-fill and instead type everything in as shown manually. You may receive an error like the one below – if you do, please ignore it as it's simply not finding the address in Google Maps/USPS:**

The screenshot shows a 'Property Information' form with two columns. The left column contains fields for 'Address 1 \*' (with '123 main st 1234-1240'), 'Zip Code' (with '60466'), 'State' (with 'Illinois'), and 'Property Types' (with 'Select Type'). Below these is a 'Document Upload' section with a 'Select File' button. The right column contains fields for 'Address 2', 'City' (with 'Park forest'), 'County' (with 'Cook'), and 'Legal'. A red arrow points from the 'Select File' button to a yellow error box that says 'Address is invalid. Please fill another address.' Below the error box, the 'Property Description' section is partially visible, showing 'Approximate Land size:'.

The USPS verification will ask if you want to “Replace” or “Ignore” the address if it appears to be entered incorrectly.

The screenshot shows a dialog box titled 'Address Verification' with a close button (X). The dialog contains the text: 'Address Verification service is suggesting following verified address, 320 202ND ST, CHICAGO HTS, IL, 60411'. Below this text are two buttons: 'Replace Address' and 'IGNORE'. A red arrow points from the 'Replace Address' button to the 'IGNORE' button.

After selecting the address, you may optionally use the **Document Upload** feature to attach any supporting documents that may be relevant to the order, picking the appropriate choice from the **Document Type** drop-down to select what type of document you are attaching.

The screenshot shows a 'Property Information' form with 'Address 1' (124 W Thatcher St) and 'Zip Code' (60411) filled in. A dialog box titled 'Please select the type of document you're uploading.' is open over the form. The dialog has a 'Document Type' dropdown menu set to 'Other' and 'Submit' and 'Cancel' buttons. Below the dialog, a file named 'Warranty Deed.pdf' is shown with a 'Cancel' button next to it.

**Step 3: Inspection Contacts and Access Information:** In this section select the Occupancy status and fill in critical contact details for each party.  
For each party (Borrower, Co-Borrower, Other, Realtor/Other) you'll need to click the heading and the fields below will update to reflect details for that party. Fill out any that you have.

Inspection Contacts and Access Information

Occupancy:  
Owner

**Borrower** Co-Borrower Owner Realtor Assistant Listing Agent Selling Agent Other

Borrower's First Name \*  
Logan

MI

Last Name \*  
Howlett

Borrower Home #

Work #

Cell #

Borrower's Email

Borrower Intent to Proceed Date

Who is the best person to contact? \*  
Borrower

Additional Comments/Instructions:  
Please do not insert any information referencing or alluding to an estimated value.

From the **Who is the best person to contact** drop-down, select the party to the order that is most appropriate to contact regarding scheduling the inspection or questions about the property.  
Add any **Additional Comments/Instructions**, then click **Submit**.

**\*Depending on which payment options have been enabled for your company by Allstate Appraisal, you may be presented your choices on how to pay for this order.**

Select your preferred **Pay by** method using the appropriate radio button, fill in your **billing Information** as appropriate, and agree to the **Payment Disclosure Terms and Conditions** if required.

The screenshot shows a web browser window with the URL <https://stage.appraisalscope.com/index.php/client/clientdashboard#RequestNewAppraisal>. The page is titled "Staging" and includes a navigation menu with "Dashboard", "Appraisals", "Profile", and "Contact Us". A user named "Joel" is logged in, with options for "NEW APPRAISAL" and "LOGOUT".

The main content area displays a summary of appraisal statistics: 22 All, 15 Pending, 8 Completed, 0 Cancelled, and 0 Revision. Below this is a search section with fields for Name, Address, Loan#, and Ordered Date, along with "Search" and "Clear" buttons.

The "Secure Online Appraisal Payment" section contains the following information:

- Order Information:** Client: VC Bank of Oklahoma; Borrower Name: Sally F Johnson; Address: 124 W Thatcher St, Edmond, OK, 73003; Total: USD 400.00.
- Payment Information:** Pay by options:  Credit Card,  Bank Account,  Send Payment Request To Your Customer,  Invoice,  Split Payment,  Partial Payment.
- Billing Information:**  Change Billing Address; Name: Sally Johnson; Address: 124 W Thatcher St, Edmond, OK, 73003; Phone: 405-555-1212; Email: DrivingMrsSally@yahoo.com.
- Credit Card Information:** Card Number: [input] (enter without spaces or dashes); Expiration Date: MM [dropdown] / YYYY [dropdown]; Card Code: [input].

At the bottom, there is a checkbox for [Payment Disclosure Terms and Conditions](#), followed by "Submit" and "Cancel" buttons.

Click **Submit** or **Confirm**, according to your payment method.

Once your order has been placed, the **Order Details** screen will display. Your order has now been sent to Allstate Appraisal for assignment to an appraiser or solicitation of a bid for acceptance.

## 2.0 Dashboard Overview

Click on the **Dashboard** tab, this will display a list of all your Open status orders.

This tab will show you all orders that are in a **Pending** (any order that is Open), **Completed**, **Revisions** or **Bid** status.

You can filter the orders by using the search options such as: **Name**, **Address**, **File#** or **Loan#**.

You can further filter by using the drop down items **Ordered For**, **Appraisal Form**, **State**, **Status** and **Submitted By** options. You can also sort the orders by clicking on the headers for the fields **Borrower Name**, **Address**, **City/State**, **Loan #**, **Date Ordered**, **Due Date**, **Status**, **Inspection Date** and **E.C.D (Estimated Completion Date)** as well.

Allstate Appraisal, L.P. Welcome Demo NEW Appraisal LOGOUT Exit Session

Dashboard Appraisals REPORTS Profile Contact Us Need Help?

26 Pending 7 Completed 1 Revision 2 Bids

Name: Address: File#: Loan#: Ordered For: Appraisal Form: State: Status: Submitted By:

Show All Show All Show All Show All Show All

No.	File#	Borrower Name	Address	City, State	Loan#	Date Ordered	Due Date	Ordered For	Appraisal Form	Status	Inspection Date	E.C.D.
1.	2253093	S&F Industries	320 202ND ST	CHICAGO HTS, IL	125548	12/07/2016	12/30/2016	Demo ClientUser	FNMA 1004-TEST-2	New		
2.	2253065	NA NA	320 202nd St	Chicago heights, IL		12/01/2016		Demo ClientUser	BPO	New		
3.	2253063	Test Testy	320 202nd St	Chicago heights, IL		11/30/2016		Demo ClientUser	BPO	New		
4.	2252812	Don Stark	1237 183rd St	Homewood, IL		11/30/2016		Demo ClientUser	Commercial Narrative	New		
5.	2252809	Tony Wang	3200 Lincoln Hwy	Park forest, IL		11/29/2016		Demo ClientUser	BPO	New		
6.	2252808	Tony Wang	3200 Lincoln Hwy	Park forest, IL		11/29/2016		Demo ClientUser	Reconciliation of Value (in-house)	New		
7.	2252807	Don Juan	3200 Lincoln Hwy	Park forest, IL	12548	11/29/2016		Demo ClientUser	BPO	New		
8.	2252806	Don Juan	3200 Lincoln Hwy	Park forest, IL	125485	11/29/2016		Demo ClientUser	Internal Reconciliation	New		
9.	2252805	Don Juan	3200 Lincoln Hwy	Park forest, IL	458412	11/29/2016		Demo ClientUser	Internal Reconciliation	New		
10.	2252804	Don Juan	3200 Lincoln Hwy	Park forest, IL	555555	11/29/2016	11/30/2016	Demo ClientUser	BPO	New		
11.	2252801	Don AbraKadabRah	Lot 4	Beatrice, NE		11/25/2016		Demo ClientUser	Commercial Narrative	New		
12.	2252800	Tony Stark	123 Batmans Cave	Chicago heights, IL	123123123	11/25/2016	12/22/2016	Demo ClientUser	BPO	New		
13.	2252432	Test Test	545 MERAMEC STATION RD	VALLEY PARK, MO	test	11/21/2016	11/30/2016	Demo ClientUser	Commercial Narrative	New		
14.	2252431	Acme Properties	6 Tyler Falls Ct	Baltimore, MD	Test	11/21/2016	11/30/2016	Demo ClientUser	Commercial Narrative	On Hold		
15.	2252176	137147 S. Oak Park Avenue	137-147 S. Oak Park Avenue	Oak Park, IL	NA	11/18/2016	12/12/2016	Demo ClientUser	Commercial FNMA 71B Form	New		
16.	2252165	ABC Corp	6530 N LINCOLN AVE	LINCOLNWOOD, IL		11/18/2016	12/09/2016	Demo ClientUser	Commercial Narrative	New		
17.	2251890	Acme Properties	123 Bat Drive	Chicago Heights, IL	1235448	11/14/2016	11/30/2016	Demo ClientUser	Commercial Narrative	New		
18.	2251844	Acme Properties	6 Tyler Falls Ct	Baltimore, MD	1235448	11/10/2016	11/30/2016	Demo ClientUser	Commercial Narrative	New		
19.	2251843	Acme Properties	6 Tyler Falls Ct	Baltimore, MD	1235448	11/10/2016	11/30/2016	Demo ClientUser	Commercial Narrative	New		
20.	2251842	Acme Properties	6 Tyler Falls Ct	Baltimore, MD	1235448	11/10/2016	11/30/2016	Demo ClientUser	Commercial Narrative	New		

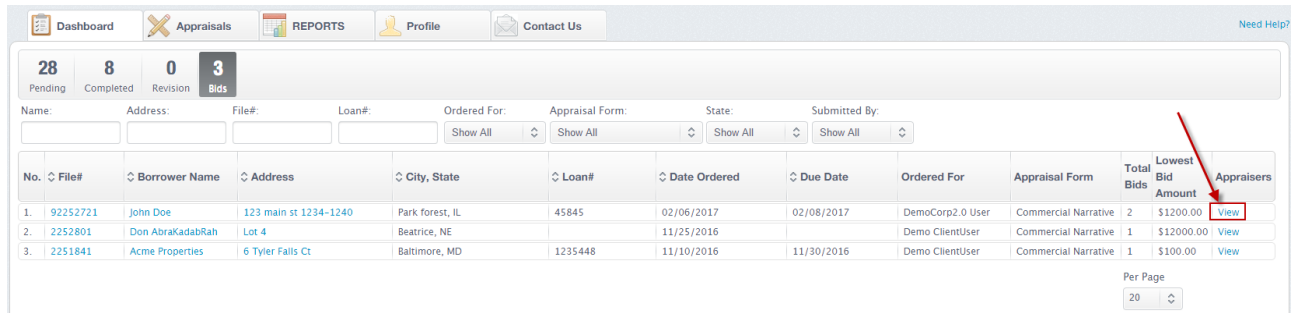
First Prev 1 2 Next Last Per Page 20

The orders are broken up into what we call “buckets” where these orders will fall into based on their status.

- **Pending** - Orders that have been submitted and are currently being worked on our side.
- **Completed** - Completed orders.
- **Revision** - Orders that currently have a revision status on them, once we Complete the order it will be removed from this bucket and placed into your Completed bucket.
- **Bids** – Orders that are still out for bid (applies only if your order requires a bid.)

## 2.1 Bids (optional)

We can enable and disable the awarding of bids for our clients, this is accomplished by going to the **Bids** bucket where your orders are that are currently out for bid to our vendors.

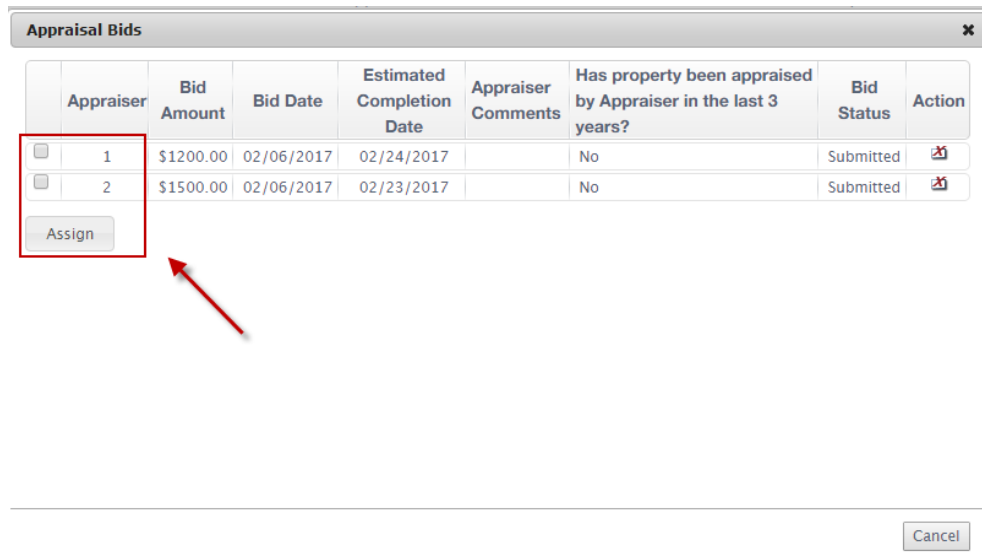


The screenshot shows a dashboard with navigation tabs: Dashboard, Appraisals, REPORTS, Profile, and Contact Us. A summary bar displays: 28 Pending, 8 Completed, 0 Revision, and 3 Bids. Below this is a search and filter section with fields for Name, Address, File#, Loan#, Ordered For, Appraisal Form, State, and Submitted By, each with a 'Show All' dropdown. The main table lists three orders:

No.	File#	Borrower Name	Address	City, State	Loan#	Date Ordered	Due Date	Ordered For	Appraisal Form	Total Bids	Lowest Bid Amount	Appraisers
1.	9252721	John Doe	123 main st 1234-1240	Park forest, IL	45845	02/06/2017	02/08/2017	DemoCorp2.0 User	Commercial Narrative	2	\$1200.00	<a href="#">View</a>
2.	2252801	Don AbraKadabraH	Lot 4	Beatrice, NE		11/25/2016		Demo ClientUser	Commercial Narrative	1	\$12000.00	<a href="#">View</a>
3.	2251841	Acme Properties	6 Tyler Falls Ct	Baltimore, MD	1235448	11/10/2016	11/30/2016	Demo ClientUser	Commercial Narrative	1	\$100.00	<a href="#">View</a>

At the bottom right, there is a 'Per Page' dropdown set to 20.

Clicking on the **File #** will allow you to go into the order details however, clicking on the **View** option to the far right under the **Appraiser** heading, will allow you to view the current bids and even award a bid to the vendor. On this screen you'll be able to see all of the appropriate information such as bid amount and their estimated completion date.



The 'Appraisal Bids' modal window displays a table with the following columns: Appraiser, Bid Amount, Bid Date, Estimated Completion Date, Appraiser Comments, Has property been appraised by Appraiser in the last 3 years?, Bid Status, and Action. Two bids are listed:

Appraiser	Bid Amount	Bid Date	Estimated Completion Date	Appraiser Comments	Has property been appraised by Appraiser in the last 3 years?	Bid Status	Action
<input type="checkbox"/> 1	\$1200.00	02/06/2017	02/24/2017		No	Submitted	
<input type="checkbox"/> 2	\$1500.00	02/06/2017	02/23/2017		No	Submitted	

An 'Assign' button is located below the table, and a 'Cancel' button is at the bottom right.

If you want to award it to an appraiser, simply click the checkbox to the left of the bid amount and click on the **Assign** button. Confirm that you want to assign it and after receiving confirmation on screen that it has been assigned, you'll see the screen change similar as below:



The 'Appraisal Bids' modal window shows the updated status of the bids:

Appraiser	Bid Amount	Bid Date	Estimated Completion Date	Appraiser Comments	Has property been appraised by Appraiser in the last 3 years?	Bid Status	Action
<input type="checkbox"/> 1	\$1200.00	02/06/2017	02/24/2017		No	Assigned	
<input type="checkbox"/> 2	\$1500.00	02/06/2017	02/23/2017		No	Declined	

## 2.2 Appraisals tab

To find orders that have been **Completed** or **Cancelled**, you'll need to click on the **Appraisals** tab. Under this tab, you'll find options for All, Pending, Completed, Cancelled, Revision and Super Search.

The All

- **All** - A combination of the Pending and Completed buckets.
- **Pending** - Orders that have been submitted are being worked on our side.
- **Completed** – Orders that have been Completed.
- **Cancelled** -Order that have been Cancelled either by us or your staff.
- **Revision** - Displays orders that currently have a revision status on them, once we Complete the order it will be removed from this bucket and placed into your Completed bucket.
- **Super Search** – Granular search feature that can be used to search all order that are in the system.

Inside each of these buckets, you can search by the borrower or entity name, address, file #, etc. When you search, it will display a list of results, you can enter the order directly simply by clicking on the order as seen below.

The screenshot shows the 'Completed' bucket selected in the top navigation bar. A search form on the left is highlighted with a red box and labeled 'Completed bucket'. A callout box points to the search results table, stating 'Search results will display here, clicking on it will take you into the order'. The table has columns for Borrower, Address, and Completed date. The results show 'Acme Properties' at '6 Tyler Falls Ct' with a completed date of '01/16/2017'. The right side of the screen displays 'General Information' for the selected order, including client details, submitted by, loan officer, status, and dates.

### 2.2.1 Super Search

The Super Search allows for a plethora of options to narrow down your search should you need to find a very specific order.

The screenshot shows the 'Super Search' interface. The top navigation bar includes 'Dashboard', 'Appraisals', 'REPORTS', 'Profile', and 'Contact Us'. The search filters are organized into a grid with columns for Name, Date, Assigned, Fees, Client, and Status. Each filter has a text input field and a 'Show All' dropdown menu. The filters include: Search By Name, Phone#, Search By E-mail, Address, City, State, County, Ordered For, Submitted By, File#, Loan#, FHA, Reference#, ZIP Code, Order Date, From (Ordered Date), To (Ordered Date), Month/Year (Ordered), Purchase Price, Distance, Completed Date, From (Completed Date), To (Completed Date), Month/Year (Completed), Days (Ordered Date), Property Type, Assigned Date, Accepted Date, Inspection Date, Due Date, Days (Completed Date), Property View Type, Client Fee, Appraiser Fee, Management Fee, Paid Date, Paid Status, Loan Type, Client, Client displayed on report, Search By Appraiser, Job Type, Search By Status, and Appraiser License #.

## 2.3 Profile Tab Overview

This tab displays your current information. You can toggle on and off certain email notifications on orders under the Email Notifications Permission. You can also make changes to your profile information by clicking on the “**Edit**” button on the upper right.

**Dashboard** **Appraisals** **REPORTS** **Profile** **Contact Us**

**Your Profile** [Edit](#)

First Name: Demo Last Name: ClientUser  
Email: support@allstateappraisal.net Company Name: DemoCorp  
Join Date: 2015-11-13 11:55:33 Account Type: Other  
Estimated Amount of orders in a month: 0 Phone: 555-555-555  
Fax: Address 1: 320 W. 202nd St  
Address 2: City: Chicago Heights  
State/Province: IL Postal Code: 60411  
ClientID: demo

**Email Notification Permission:**

- Inspection Scheduled
- Inspection Complete
- On Hold
- Additional status
- Completed Appraisal
- In Review
- Accepted
- Email Office
- Declined
- Assigned
- Emailed Documents
- Accepted with Conditions
- New Order Confirmation
- Paid by customer confirmation
- Auto Assign (No Match)

Email notifications you would like to receive

### 2.4.1 Profile Tab (Edit-Mode)

Clicking on the edit button will display editable fields so you can change any of your personal information such as: Name, email, address, etc. Once edited click on the **Save** button at the bottom of the page to commit any changes made.

Edit Your Profile			
*Username:	<input type="text" value="demo_clientuser"/>	Password (leave it blank if you dont want to change):	<input type="text"/>
*First Name:	<input type="text" value="Demo"/>	*Last Name:	<input type="text" value="ClientUser"/>
*Email:	<input type="text" value="support@allstateappraisal.net"/>	Company Name:	<input type="text" value="DemoCorp"/>
Join Date:	<input type="text" value="2015-11-13 11:55:33"/>	Account Type:	<input type="text" value="Home owner"/>
Estimated Amount of orders in a month:	<input type="text"/>	Phone:	<input type="text" value="555-555-5555"/> - <input type="text"/>
Fax:	<input type="text"/>	*Address 1:	<input type="text" value="320 W. 202nd St"/>
Address 2:	<input type="text"/>	*State/Province:	<input type="text" value="Illinois"/>
*City:	<input type="text" value="Chicago Heights"/>	*Postal Code:	<input type="text" value="60411"/>
*Country:	<input type="text" value="US"/>	ClientId:	<input type="text" value="demo"/>
		<input type="button" value="Save"/>	<input type="button" value="Cancel"/>

### 2.5 Contact Us Tab

If you have technical issues with getting to the site or any other technical or accounting questions, you'll be able to find the most up to date contact information here – in the future we will also add a Suggestions option so that we can receive feedback from you regarding how the site functions and any pain points you may have and any enhancements we might be able to make so that your experience is a positive one.