Electronic Appraisal System (E-Appraisal)

User Guide
Version2.0

Prepared for

Department of Veterans Affairs
Veterans Benefit Administration

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Chapter 1 -- Overview

The Department of Veteran's Affairs (VA) Electronic Appraisal System
(E-Appraisal) is a Web-based application that allows:

➢ Appraisers to upload appraisal documents online.
➢ Appraisers and Staff Appraisal Reviewers (SARs) to retrieve appraisals for online
  review or hardcopy printing.

E-Appraisal also stores appraisals electronically and provides appraisal data to the VA's
Appraisal System (TAS).

As a result of the E-Appraisal implementation:

1. Appraisals are processed more quickly and efficiently.
2. TAS receives appraisal data in virtual real-time when the appraisal is uploaded into
   E-Appraisal.
3. Appraisals cannot be misplaced or lost, as is possible with hardcopies.
4. Appraisals are now stored electronically and available online.

This user guide provides instructions for appraisers and SARs to use the
E-Appraisal system and is organized as follows:

➢ Chapter 2, Accessing the System – E-Appraisal is accessed via the VA's Veterans
  Information Portal (VIP). This chapter describes how to get to the Portal site and
  how to log in to the Portal and select E-Appraisal.
➢ Chapter 3, Uploading an Appraisal – This chapter describes how to upload an
  appraisal document to E-Appraisal. This function is only available to appraisers.
➢ Chapter 4, Retrieving an Appraisal – This chapter describes how to retrieve an
  appraisal from E-Appraisal. This function is available to both appraisers and SARs.

Chapter 2 – Accessing the System

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Works with IE or Netscape

Accessed through VA Portal

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E-Appraisal is a Web-based system that can be accessed with either of the major Internet browsers, Internet Explorer or Netscape. Once the user is connected to the Internet, E-Appraisal is accessed through the VA's Portal.
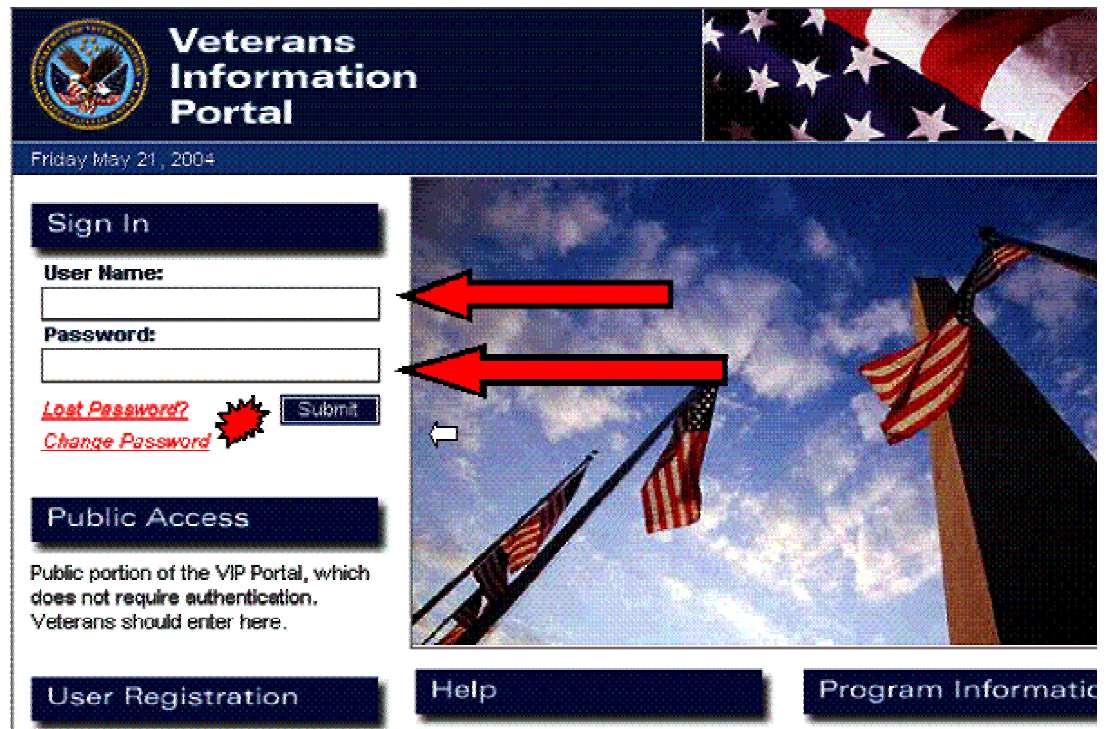
The Portal is an interface to the VA's Web-based applications. A user needs only one valid user ID and password to access a menu of the applications to which the user has been granted access. The Portal manages user validation to any application selected.

Once connected to the Internet, the user should enter the Portal at:

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https://vip.vba.va.gov/

The following screen displays.

Only need one valid user ID and password

Enter a valid Portal user ID and password

In the areas shown with red arrows in the above picture. When the Portal successfully validates this information, it displays the next screen.

This picture shows the portion of the Portal home page where the Applications menu is displayed on the left of the page. All applications for which the user has registered access are shown in this area of the menu.

Select E-Appraisal

From this menu, as indicated by the red arrow in the above picture.

When the Portal validates the user registration with E-Appraisal, the user is connected to the application and the E-Appraisal Welcome screen displays. From this point forward, the menu functions that are available in E-Appraisal depend upon whether you are an appraiser or an SAR.

Chapter 3 -- Uploading an Appraisal

Refer to Chapter 2 for e-Appraisal access instruction	Only an appraiser can upload an appraisal document. Chapter 2 of this guide provides instructions on how to access the E-Appraisal system. When the E-Appraisal Welcome screen displays, the appraiser should:

Click on Appraisal

The screen shown in the next picture displays.
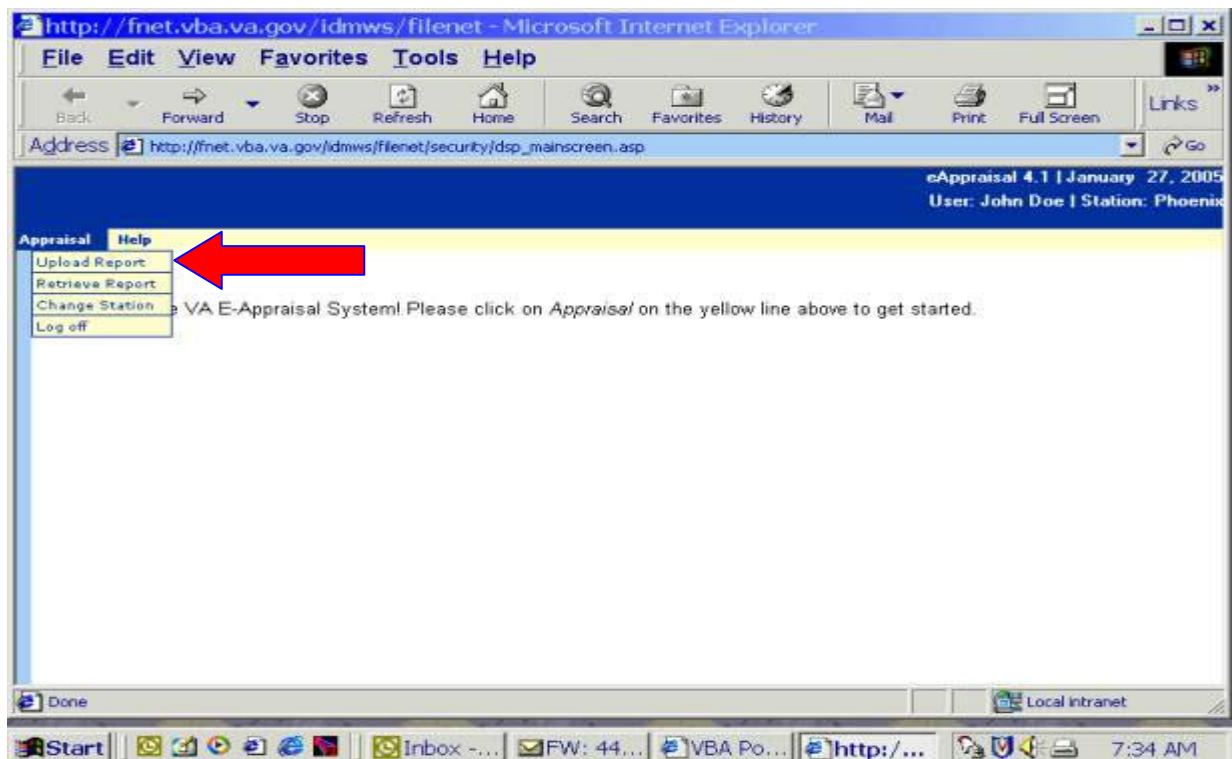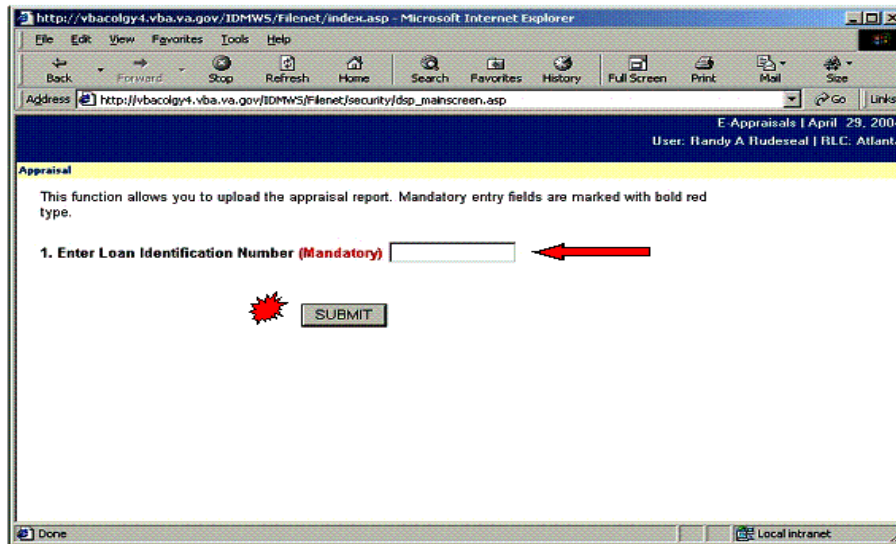
The appraiser selects:

Upload Report

Upload Instructions	To upload an appraisal, as indicated by the red arrow in the previous picture. The screen shown in the next picture then displays.

The appraiser should:

Enter the 12 digit VA case number, a.k.a. VA Loan Identification Number (LIN)

In the area indicated by the red arrow in the previous picture and, then,

Click on Submit button

Note: If the appraiser enters an invalid LIN, E-Appraisal displays a message that the LIN is invalid and to enter a valid LIN.

When a valid LIN is submitted, the screen shown in the next picture displays.

E-Appraisal automatically populates data in the **Property Address** and **Purchaser's Name and Address** areas of the screen. The appraiser should:

1. **Verify the Property and Purchaser Information**
2. **Correct any errors in this information**

The appraiser also:

Must enter data into the Appraisal Value and Legal Description fields

These fields are marked in red, which denotes mandatory fields in the E-Appraisal system.

Note: If the appraiser wishes to delete what has been entered and start over:

Click the Reset button

This action returns the screen to the state it was in prior to the last data submission. The screen cannot be reset to earlier values once the data has been submitted.

If the appraiser is satisfied with the data entered:

Click on the Submit button

To submit the data to E-Appraisal. The screen shown in the next picture then displays.

The upper portion of the screen displays the data that is now in the E-Appraisal system for the LIN.

Note: If there is an error in this data, the only way to fix it is to:

1. **Click on Appraisal**
2. **Select Upload from the menu**
3. **Enter the LIN**
4. **Edit the screen and submit the changes**

If the data is correct, the appraiser should:

Type in the "Specify path to File" block, the location of the appraisal document in the appraiser's PC (document directory), or
The appraiser can browse his/her directory to find the document.

Click on Browse button to locate document on your PC

The screen shown in the next picture then displays.
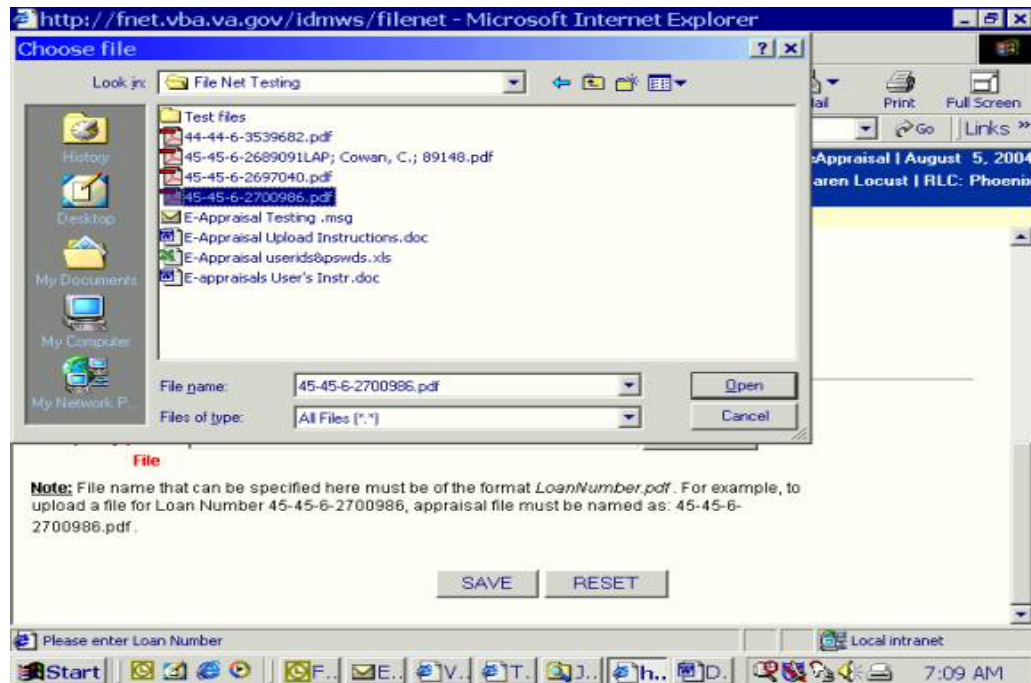
When the appraiser locates the correct document:
1. **Click on the document to highlight it**
2. **Click on the Open button**

The screen display returns to the E-Appraisal document entry screen.

The path field displays the document selected.

Note: If this document path is not correct:

Click on the Reset button

This action returns the screen to the state it was in prior to the last data submission. The screen cannot be reset once the submission has occurred. E-Appraisal has already begun to upload the document.

If the appraiser is satisfied that the correct document path is displayed:

Click on the SAVE button

E-Appraisal begins uploading the document from the appraiser's PC. The screen shown in the next picture displays while the upload is in progress. This screen shows the percent of the document loaded as uploading proceeds.

e-Appraisal is uploading the appraisal document
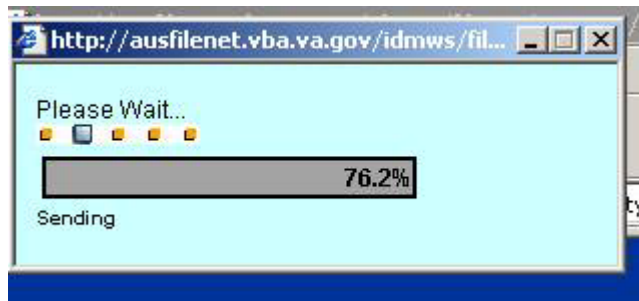
When the upload process is complete, the screen shown in the next picture displays notification to the appraisal document has been uploaded. The requester will receive an automatic e-mail notifying them the appraisal has been uploaded and is ready for their review.
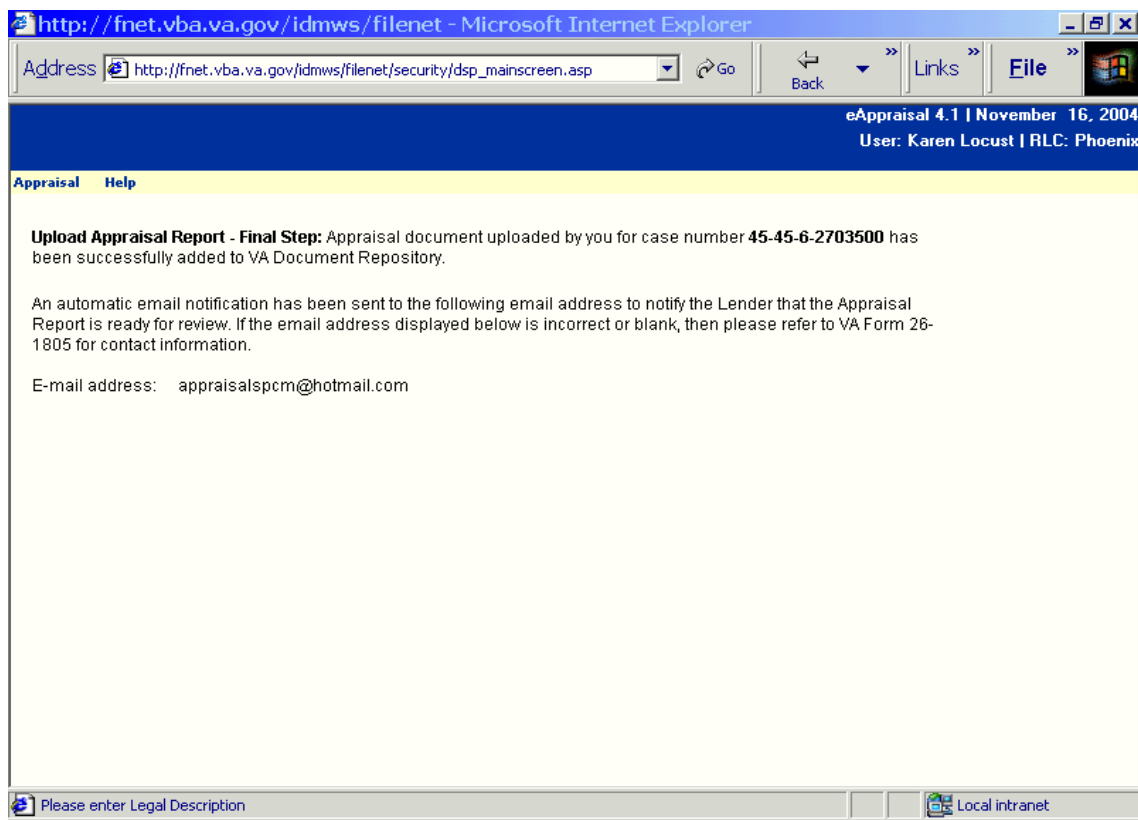
Note: The appraiser DOES NOT need to notify the SAR that the appraisal document is available in E-Appraisal. This notification is done automatically in the system.

E-Appraisal displays the uploaded document, as shown in the next picture, in PDF format.

Note: E-Appraisal contains assistance for the appraiser in creating a PDF file for upload if the appraiser does not have such capability on his/her PC.

The upload process is now complete and the appraiser can log off the E-Appraisal system.

Note: An appraiser can replace the appraisal document with an updated document. The appraiser simply goes through the upload process for the LIN. The appraiser and the SAR can only retrieve the latest, updated copy. Previous copies of the appraisal are not available to the appraiser or the SAR. The appraiser must send another notification to the SAR that an updated appraisal document has been uploaded into E-Appraisal.

An appraiser can retrieve a document while still logged into E-Appraisal or upon logging in. The instructions for retrieving a document are defined in this guide in Chapter 4, Retrieving an Appraisal.

http://fnet.vba.va.gov/idmws/filenet - Microsoft Internet Explorer

File   Edit   View   Favorites   Tools   Help   ⇐ ▾ » Address Links »

eAppraisal | August 5, 2004
User: Karen Locust | RLC: Phoenix

Appraisal   Help

Upload Appraisal Report - Step One: To submit Appraisal Report for the following Loan Number, please complete or correct the information below. Mandatory fields are marked in red. Please click submit to go to Step 2.

Warning! An appraisal report was uploaded on 08/05/2004 at 10:11 AM EST for this case. Please note that if you are uploading a revised appraisal report for this case, it would replace the previously saved Appraisal. Please ensure you are replacing it with a COMPLETE APPRAISAL PACKAGE.

Loan Number: 45-45-6-2700986

1. Property Address.

Street Number: 11637

Address1: E VIA SALIDA   Address2: [   ]

City: YUMA   State Code: AZ

Zip: 85367   [   ]

2. Purchaser's Name and Address.

Name: [M] [D] [PHILLIPS]

Address: [11637 E VIA SALIDA]   [   ]

Please enter Loan Number   Local intranet

For additions or revisions you must upload a **complete** appraisal and not just the addition or revised page. You will receive a message notifying you that you are about to upload a second appraisal and the appraisal you previously uploaded will be replaced with a new appraisal.

http://fnet.vba.va.gov/idmws/filenet - Microsoft Internet Explorer

File   Edit   View   Favorites   Tools   Help   ⇐ ▾ » Address Links »

eAppraisal | August 5, 2004
User: Karen Locust | RLC: Phoenix

Appraisal   Help

Inspector: Not Assigned

4. Legal Description.

MESA DEL SOL SUB UNIT 3 LOT 247

5. Reason Revised.
(As per our records, you have previously submitted an Appraisal Report for this Loan. Please specify a reason for resubmission.)

Example--Corrections made on URAR comparable grid. Corrected Adjustment for Comparable two to +5000.

6. Appraisal Document.

Specify path to [ce\Karen Locust\File Net Testing\45-45-6-2700987.pdf] Browse...
File

Note: File name that can be specified here must be of the format *LoanNumber.pdf*. For example, to upload a file for Loan Number 45-45-6-2700986, appraisal file must be named as: 45-45-6-2700986.pdf.

SAVE   RESET

Please enter Legal Description   Local intranet

Start   8:08 AM
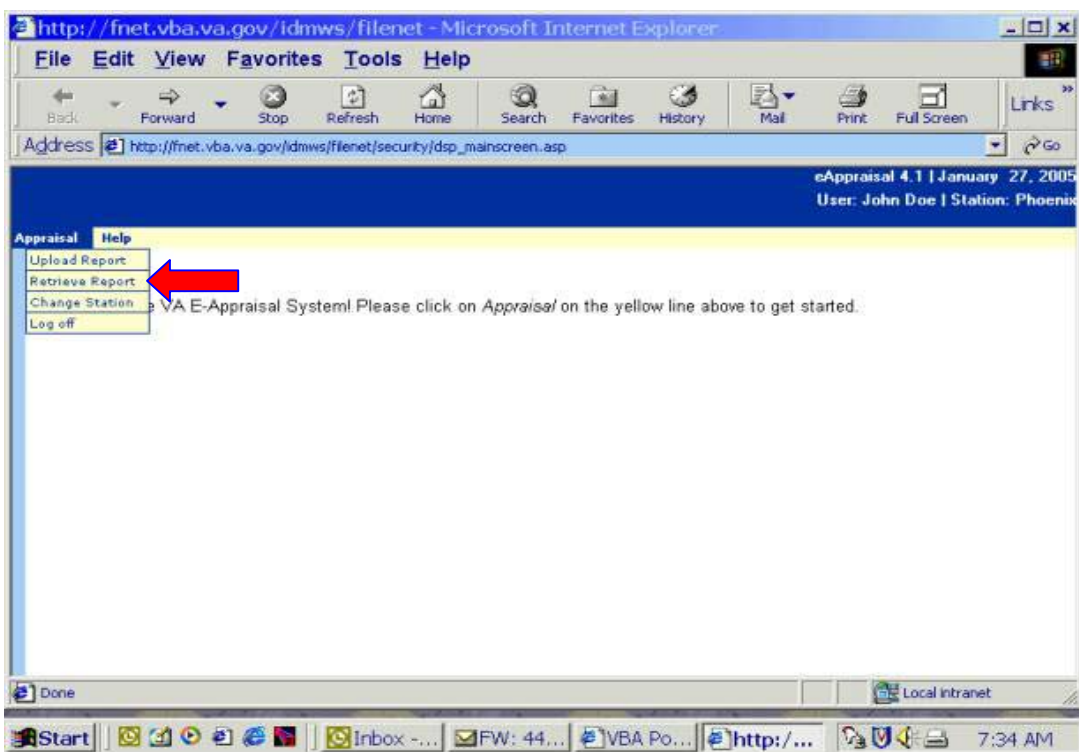
Chapter 4 – Retrieving an Appraisal

Appraisers and SARs can retrieve appraisals for review from E-Appraisal.

Chapter 2 of this guide provides instructions on how to access the E-Appraisal system.

When the E-Appraisal Welcome screen displays:

Click on Appraisal

The drop-down menu shown in the next picture displays.

The user should:

Retrieval instructions

Click on Retrieve Report

The screen shown in the next figure displays.

The user should:

Enter the VA Loan Identification Number (LIN)

In the area indicated by the red arrow in the previous picture and, then,

Click on Submit button

Note: If the user enters an invalid LIN, E-Appraisal displays a message that the LIN is invalid and to enter a valid LIN.

When a valid LIN is submitted, the screen shown in the next picture displays.

The top portion of the screen displays property and appraisal data.

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How to get a correct LIN

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Note: If this is the wrong property:

1. **Click on Appraisal**
2. **Click on Retrieve Report**
3. **Enter a different LIN**

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</table>

If this is the correct property, select:

Click here to view Appraisal Report.

To retrieve the appraisal. The screen shown in the next picture displays the appraisal selected, in PDF format.

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Appraisal displays in PDF format

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Review online or print hardcopy

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The user can:

1. **Review the appraisal online**
2. **Print the appraisal with the Internet browser's Print function**

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</table>

The user can log off E-Appraisal when finished or click on Appraisal and retrieve a report for another LIN.