



Allstate Appraisal

National Valuation and Review Services

Working with Allstate Appraisal, L.P.

VERSION 1.0 – APRIL 2021

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Introduction

In order to sign up for a new account, please email: support@allstateappraisal.net, with the following information:

- Company you're signing up with
- Full Name
- Phone

Once you've sent this, we'll get your account created 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.

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 crossed-out pencil icon). A callout bubble points to the "SIGN IN" button, containing 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 ".....". Below the password field is a button labeled "Sign In to your Account". A callout bubble points to this button, containing 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." Below the button is a link labeled "Forgot your password?". At the bottom of the page, 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

<input type="checkbox"/> Rush Order	
Due Date	<input type="text" value="09-30-2021"/>
Client displayed on report:	<input type="text" value="DemoCorp"/>
Notify Users	<input type="text" value="Notify Users"/>
Notify other user (Email)	<input type="text"/>
Loan#	<input type="text" value="1234567"/>
Loan Type *	<input type="text" value="Conventional"/>
Intended Use *	<input type="text" value="Purchase"/>
Purchase Price (\$)	<input type="text" value="327,000.00"/>
	Submitted By
	<input type="text" value="Demo Res"/>
	Appraisal Form *
	<input type="text" value="FNMA 1004"/>
	Click to Add Additional Form
	Reference#
	<input type="text"/>
	Loan Amount (\$)
	<input type="text"/>
	Estimated Value (\$)
	<input type="text"/>

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:***

Property Information

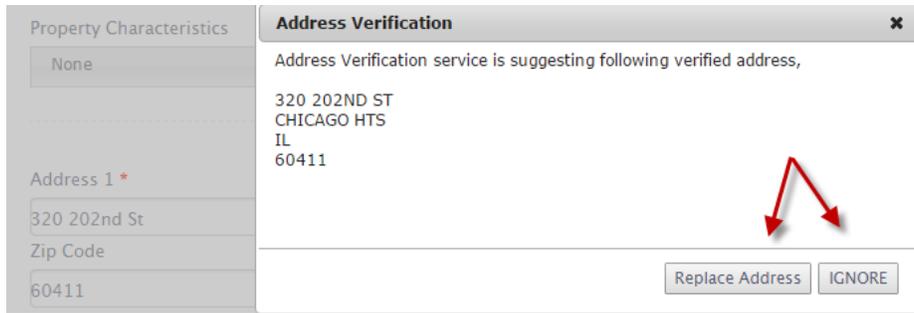
Address 1 *	<input type="text" value="123 main st 1234-1240"/>	Address 2	<input type="text"/>
Zip Code	<input type="text" value="60466"/>	City	<input type="text" value="Park forest"/>
State :	<input type="text" value="Illinois"/>	County:	<input type="text" value="Cook"/>
Property Types:	<input type="text" value="Select Type"/>	Legal:	<input type="text"/>
Document Upload:	<input type="button" value="Select File"/>		

Property Description

Address is invalid. Please fill another address.

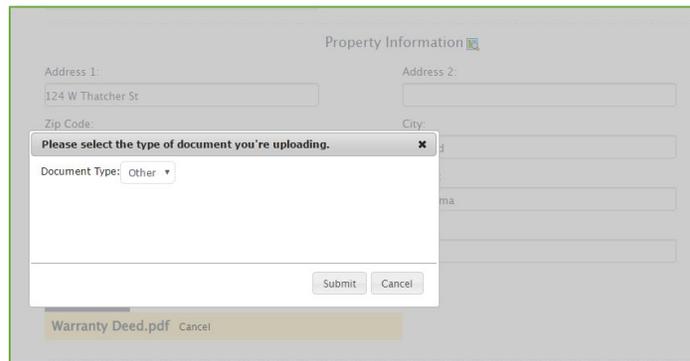
Approximate Land size:

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



The image shows a software interface with two panels. The left panel, titled "Property Characteristics", has a "None" button and an "Address 1 *" field containing "320 202nd St" and a "Zip Code" field containing "60411". The right panel, titled "Address Verification", contains the text "Address Verification service is suggesting following verified address," followed by "320 202ND ST", "CHICAGO HTS", "IL", and "60411". Two red arrows point from the suggested address to the "Replace Address" and "IGNORE" buttons at the bottom of the dialog.

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 image shows a "Property Information" form with fields for "Address 1:" (containing "124 W Thatcher St"), "Address 2:", "Zip Code:", and "City:". A modal dialog box is open over the form, titled "Please select the type of document you're uploading." It features a "Document Type:" dropdown menu currently set to "Other", and "Submit" and "Cancel" buttons. Below the dialog, a file upload area shows "Warranty Deed.pdf" 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 status bar shows 22 All, 15 Pending, 8 Completed, 0 Cancelled, and 0 Revision. The main content area is titled "Secure Online Appraisal Payment" and contains several sections:

- Search:** Fields for Name, Address (with "Search By File#" option), Loan#, and Ordered Date. Includes "Advanced Search" and "Search" buttons.
- 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:** Radio buttons for "Credit Card" (selected), "Bank Account", "Send Payment Request To Your Customer", "Invoice", "Split Payment", and "Partial Payment".
- Billing Information:** "Change Billing Address" checkbox. Name: Sally Johnson; Address: 124 W Thatcher St, Edmond, OK, 73003; Phone: 405-555-1212; Email: DrivingMrsSally@yahoo.com.
- Credit Card Information:** Fields for Card Number, Expiration Date (MM/YY), and Card Code.

At the bottom, there is a checkbox for "Payment Disclosure Terms and Conditions" and "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

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:

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		

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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.

No.	File#	Borrower Name	Address	City, State	Loan#	Date Ordered	Due Date	Ordered For	Appraisal Form	Total Bids	Lowest Bid Amount	Appraisers
1.	92252721	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	View
2.	2252801	Don AbraKadabraH	Lot 4	Beatrice, NE		11/25/2016		Demo ClientUser	Commercial Narrative	1	\$12000.00	View
3.	2251841	Acme Properties	6 Tyler Falls Ct	Baltimore, MD	1235448	11/10/2016	11/30/2016	Demo ClientUser	Commercial Narrative	1	\$100.00	View

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.

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	

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:

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 box on the left contains the text '6 ty'. Below the search box is a table of results:

Borrower	Address	Completed date
Acme Properties	6 Tyler Falls Ct	01/16/2017

General Information for the selected order:

Client: DemoCorp
320 W. 202nd St
Chicago Heights, IL, 60411

Submitted By: Admin
Loan Officer: N/A
Status: Completed
Inspection Date: N/A
Rush Order: No
Paid Amount: \$175.00
Amount Due: \$0.00
Paid Status: Paid (Check) on 01/18/2017
Loan #: Test
Property Characteristics: Water Access
Lien Position: N/A

Client displayed on report: DemoCorp
320 W. 202nd St
Chicago Heights, IL, 60411
Job Type: Commercial Narrative
Order Date: 11/21/2016 03:03:50 pm
Estimated Completion Date: N/A
Due Date: N/A
Intended Use: Loan

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 Super Search interface features a grid of search filters:

- Search By Name: [Text Input]
- Phone#: [Text Input]
- Search By E-mail: [Text Input]
- Address: [Text Input]
- City: [Text Input]
- State: [Dropdown Menu]
- County: [Text Input]
- Ordered For: [Text Input]
- Submitted By: [Text Input]
- File#: [Text Input]
- Loan#: [Text Input]
- FHA: [Text Input]
- Reference#: [Text Input]
- ZIP Code: [Text Input]
- Order Date: [Text Input]
- From (Ordered Date): [Text Input]
- To (Ordered Date): [Text Input]
- Month/Year (Ordered): [Month/Year Dropdown]
- Purchase Price: [Text Input]
- Distance: [Text Input]
- Completed Date: [Text Input]
- From (Completed Date): [Text Input]
- To (Completed Date): [Text Input]
- Month/Year (Completed): [Month/Year Dropdown]
- Days (Ordered Date): [Days Dropdown]
- Property Type: [Text Input]
- Assigned Date: [Text Input]
- Accepted Date: [Text Input]
- Inspection Date: [Text Input]
- Est. Completion Date: [Text Input]
- Due Date: [Text Input]
- Days (Completed Date): [Days Dropdown]
- Property View Type: [Text Input]
- Client Fee: [Text Input]
- Appraiser Fee: [Text Input]
- Management Fee: [Text Input]
- Paid Date: [Text Input]
- Paid Status: [Text Input]
- Loan Type: [Text Input]
- Client: [Dropdown Menu]
- Client displayed on report: [Dropdown Menu]
- Search By Appraiser: [Text Input]
- Job Type: [Text Input]
- Search By Status: [Text Input]
- Appraiser License #: [Text Input]

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