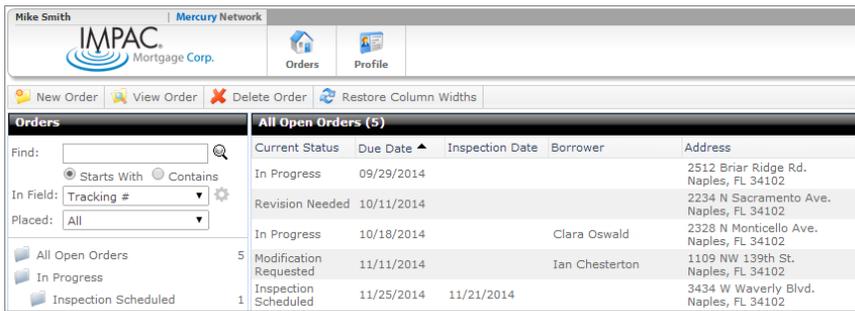

VMP Client Portal Orders User's Guide

Copyright 2014 - a la mode, inc.

VMP Client Portal User's Guide

Orders Dashboard

The Orders dashboard is your starting point after logging in to the VMP Client Portal. Search for existing orders using the search tool on the left, or click any one of the filter folders under the search tool to filter existing orders by their status. You can also start a new order, or view an order you have selected from your list.



Search for orders

To search for an order using unique order information:

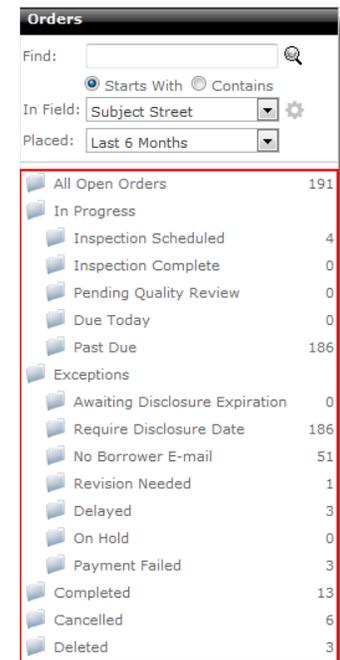
1. Log in to the VMP Client Portal.
2. In the Orders view, type the search criteria into the **Find** box on the left side of the screen.



3. Select the appropriate radio button to search for an item that **Starts With** or simply **Contains** your search criteria.
4. Using the **In Field** drop-down, select the field in which you would like to search.
5. In the **Placed** field, choose the timeframe in which you would like to search.
6. After you've made your selections, click the magnifying glass icon  or press **Enter** to execute your search.

Filtering Orders

When viewing your orders, you can filter them by status by clicking the folders on the left. Just click the folder on the left that represents the status of the order you would like to see.

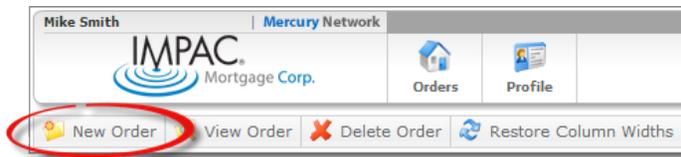


VMP Client Portal User's Guide

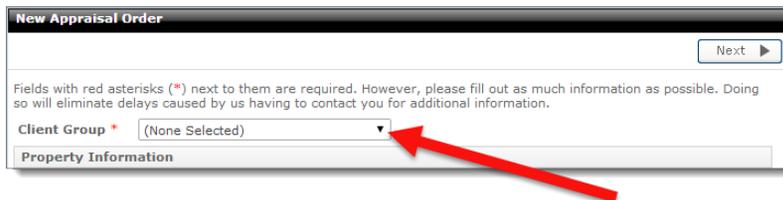
New Order

Follow the instructions below to create a new order:

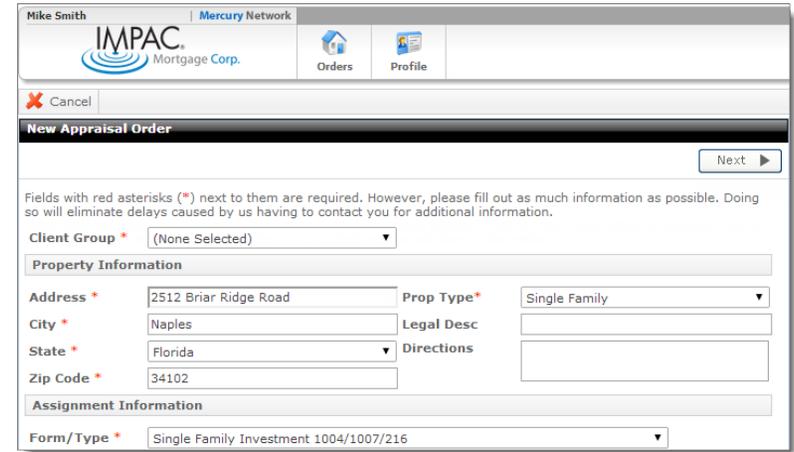
1. Log in to the VMP Client Portal.
2. Click **New Order** in the toolbar on the upper left.



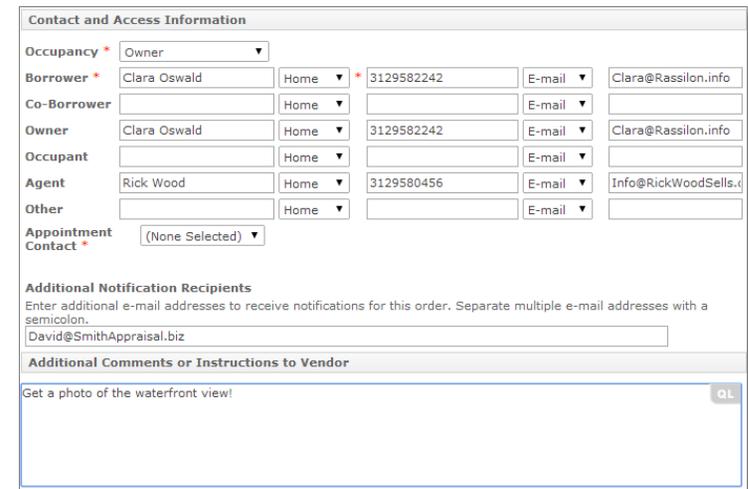
3. Select the client group from the drop-down menu at the top of the order form.

A screenshot of the 'New Appraisal Order' form. The form has a 'Next' button in the top right corner. Below the button is a message: 'Fields with red asterisks (*) next to them are required. However, please fill out as much information as possible. Doing so will eliminate delays caused by us having to contact you for additional information.' The 'Client Group' dropdown menu is highlighted with a red arrow pointing to it. The dropdown menu currently shows '(None Selected)'. Below the dropdown is the 'Property Information' section.

4. Fill out the appraisal order information. Fields marked with a red asterisk (*) are required.

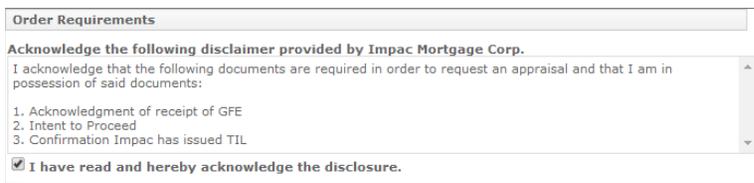
A screenshot of the 'New Appraisal Order' form. The form is titled 'New Appraisal Order' and has a 'Next' button in the top right corner. Below the button is a message: 'Fields with red asterisks (*) next to them are required. However, please fill out as much information as possible. Doing so will eliminate delays caused by us having to contact you for additional information.' The 'Client Group' dropdown menu is currently set to '(None Selected)'. Below this is the 'Property Information' section, which includes fields for 'Address', 'City', 'State', 'Zip Code', 'Prop Type', 'Legal Desc', and 'Directions'. The 'Assignment Information' section is also visible, with a 'Form/Type' dropdown menu set to 'Single Family Investment 1004/1007/216'.

- While filling out the order form, enter the **Contact and Access Information** for the order. Enter the contact's name, select their preferred contact methods using the drop down menus, and enter their contact information in the appropriate fields.

A screenshot of the 'Contact and Access Information' section of the 'New Appraisal Order' form. The section is titled 'Contact and Access Information' and includes fields for 'Occupancy', 'Borrower', 'Co-Borrower', 'Owner', 'Occupant', 'Agent', and 'Other'. Each field has a name, a contact method dropdown menu, a phone number field, and an email address field. The 'Appointment Contact' dropdown menu is currently set to '(None Selected)'. Below this is the 'Additional Notification Recipients' section, which includes a text area for entering additional e-mail addresses to receive notifications for this order. The text area contains the email address 'David@SmithAppraisal.biz'. Below this is the 'Additional Comments or Instructions to Vendor' section, which includes a text area for entering comments or instructions. The text area contains the comment 'Get a photo of the waterfront view!'. There is a 'QL' button in the bottom right corner of the text area.

VMP Client Portal User's Guide

- At the bottom of the Contact and Access Information section, enter any **Additional Notification Recipients**. If you need to send notifications to anyone that isn't covered in the order and contact information, enter their email address here. Separate multiple recipients using a semicolon (;).
 - Beneath the Contact and Access Information section, enter any **Additional Comments or Instructions to Vendor**. If there is any additional information you need to convey to the vendor when placing the order that isn't covered by the other areas of the order form, enter that information here.
5. When you click **Next**, you're taken to an order confirmation screen. From here you're able to review the order's details. Review the order information, and check the disclosure acknowledgement box in the **Order Requirements** section.



Order Requirements

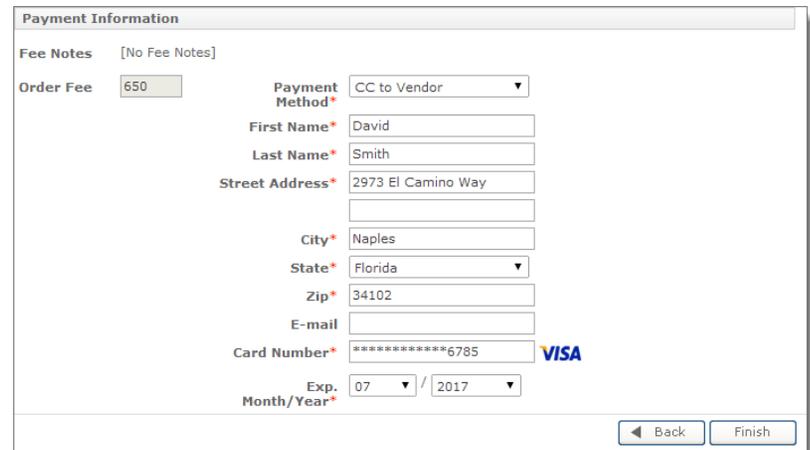
Acknowledge the following disclaimer provided by Impac Mortgage Corp.

I acknowledge that the following documents are required in order to request an appraisal and that I am in possession of said documents:

1. Acknowledgment of receipt of GFE
2. Intent to Proceed
3. Confirmation Impac has issued TIL

I have read and hereby acknowledge the disclosure.

6. At the bottom, verify that CC to Vendor is selected for the payment method and fill out the remaining payment information.



Payment Information

Fee Notes [No Fee Notes]

Order Fee 650

Payment Method* CC to Vendor

First Name* David

Last Name* Smith

Street Address* 2973 El Camino Way

City* Naples

State* Florida

Zip* 34102

E-mail

Card Number* *****6785 **VISA**

Exp. Month/Year* 07 / 2017

Back Finish

7. Click **Finish** to place your order.