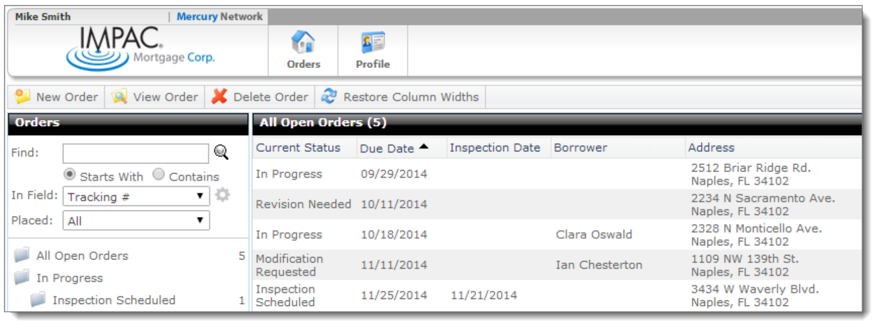
VMP Client Portal Orders User's Guide

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

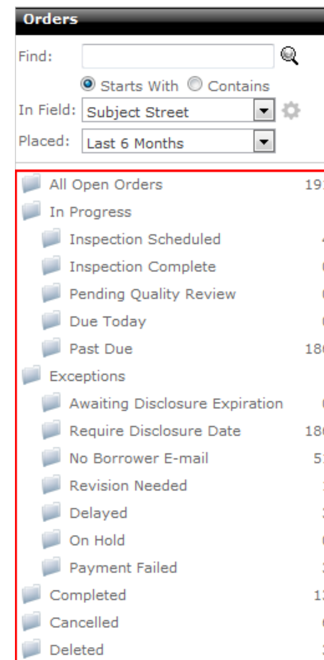
To search for an order using unique order information:

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.



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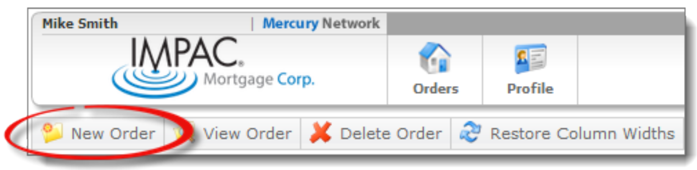
New Order

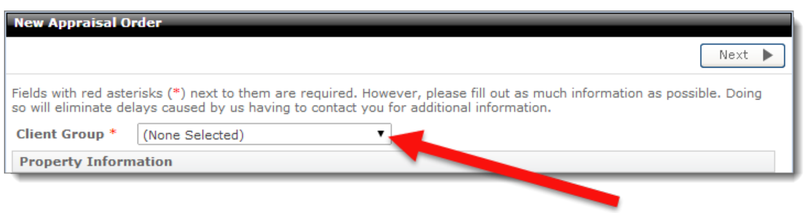
Follow the instructions below to create a new order:

1. Log in to the VMP Client Portal.

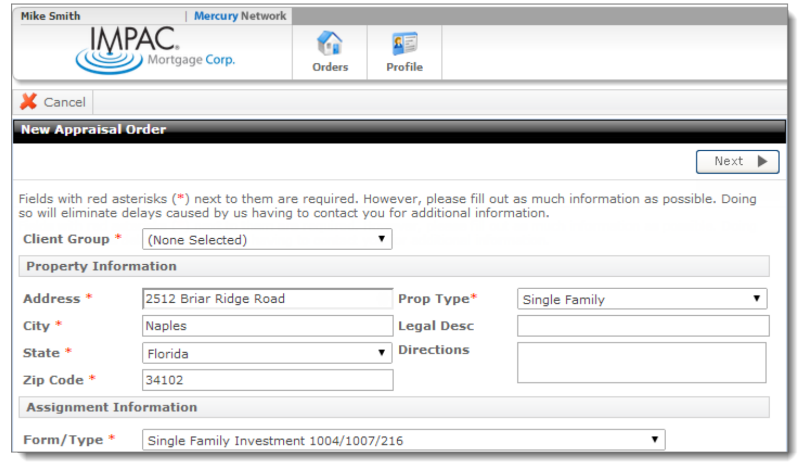
2. Click **New Order** in the toolbar on the upper left.



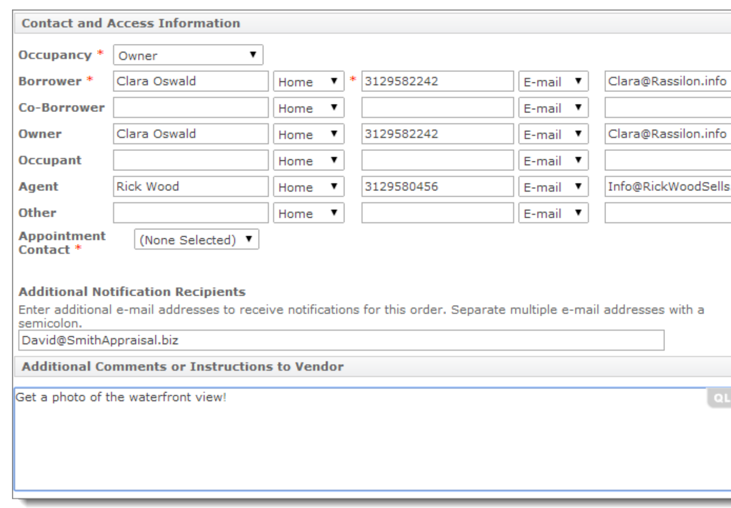
3. Select the client group from the drop-down menu at the top of the order form.



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



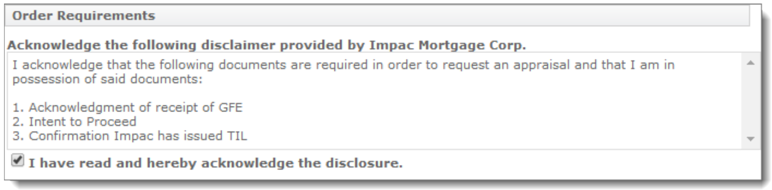
- While filling out the order form, enter the **Contact and Access Information** for the order. Enter the contact's name, select their preferred contact methods using the drop down menus, and enter their contact information in the appropriate fields.



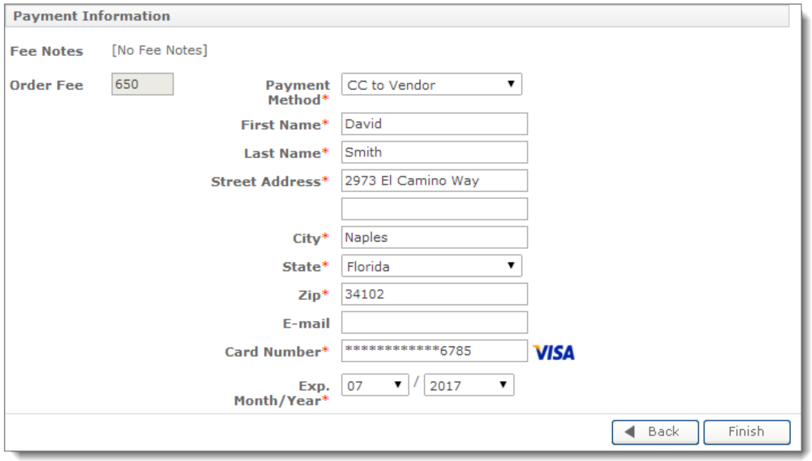
- At the bottom of the Contact and Access Information section, enter any **Additional Notification Recipients**. If you need to send notifications to anyone that isn't covered in the order and contact information, enter their email address here. Separate multiple recipients using a semicolon (**;**).

- 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.



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



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