

NVS Website Instructions

You will use the website to complete the various actions required on each file throughout the appraisal process. Completing each action on the website within the defined turn time is imperative in order to maintain your vendor score. Providing updates via phone or email will reduce your vendor score and will be reflected on your vendor score card.

The needed update/action required for each file will be located under Action. The first action required will be Set Inspection Date. Within 24 hours of receiving the order the inspection date must be entered via the website OR a “feedback” option must be selected.

Set Inspection Date

First, you will click ‘set inspection date.’ Next, you will receive a screen that is asking you if an inspection date has been set for the order.

Has The Inspection Date Been Determined For ?

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Once you click ‘yes,’ the screen will display a calendar and time, to enter the date and time of the inspection. Click submit, to enter the inspection date into our system. If you are having an issue with the file, please click ‘Ask Question’ and your question will be sent to NVS and will be addressed.

Order: 10VS
Appraisal Due Date: 4/21/2010 12:00:00
This Activity Due: 4/21/2010 12:00:00
Type: FHA Full Appraisal
Address: Chicago, IL 60652
Inspection Date: mm/dd/yyyy
Inspection Time: 12 : 00
Appraiser: [dropdown]

[Submit](#)

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You will have 24 hours to set the inspection date. If there are any issues that prevent you from setting the inspection within 24 hours, you will need to leave us feedback. By selecting one of these options, NVS will be notified, and they will begin working to resolve the issue.

While NVS is working to resolve the issue, the order will be placed on hold, so as not to negatively affect your Turn Time or Vendor Score. Once the issue is resolved, you will be notified via email, and the order will be removed from hold.

After the inspection date and time have been set, the action will change to Inspection Completed.

Inspection Complete

Upon completing the inspection you need to notify NVS. First you will see a screen asking if the inspection has been completed. You will need to click 'Yes' if the inspection has taken place.






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Has The Property Inspection Been Completed For AVE Chicago IL 60623 ?

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You will need to notify NVS that the inspection has been completed on the same business day it took place. Click 'submit' and NVS will be notified the inspection has been completed.






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[Mark Inspection Complete](#)

Order: 10VS
 Appraisal Due Date: 4/8/2010 12:00:00
 This Activity Due: 4/8/2010 12:00:00
 Type: 1025 Multi Family
 Address: .DARE AVE
 Chicago,IL 60623

Appraiser:
 Completion Date: 4/16/2010
 Time: 09 : 15 AM

You have previously indicated appraiser was assigned to inspect the property. If appraiser did not complete the inspection, please contact NVS (800-584-2139) immediately.

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If there are any issues that prevent you from completing the inspection, you will need to notify NVS immediately on the same day. After clicking on 'Inspection Complete' link, click the 'NO' button. A new screen appears with a drop down. Select the reason for the delay from the drop down or select 'Other' and leave a comment as to why the inspection did not take place. Click 'Save'. By completing these steps, NVS will be notified and will begin working to resolve the issue.

While NVS is working to resolve the issue, the order will be placed on hold, so as not to negatively affect the appraisers Turn Time or Vendor Score. Once the issue is resolved, you will be notified via email, and the order will be removed from hold.

Upload Appraisal

Once the inspection has been completed the Action will change to Upload Appraisal. You will have 48 hours from the time of inspection to complete the report and upload it to the website. Appraisals can be uploaded by clicking 'Upload Appraisal' under Action.

| Order # | Address | Action | Feedback | Due | Comments |
|-----------|--|------------------|------------------------|------------|----------|
| 11CV13536 | RAINIER DR POCATELLO, ID 83201-0000 | Upload Appraisal | Appraisal ETA 7/8/2011 | 4:00:00 PM | Show |
| Total | 1 Records | | | | |

Next, you will see a screen asking you to confirm the appraisal is complete. Click 'yes' to move to the screen to upload the appraisal.



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Is The Appraisal Complete For [Ridgeland Avenue Elmhurst IL 60126 ?](#)

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The top browse bar is for a PDF format appraisal; the second browse bar is for an ENV format appraisal. If the engagement letter states the appraisal must be uploaded in ENV format, you must upload the ENV format appraisal into the second browse bar. Only one format of appraisal can be uploaded per report. If you attempt to upload a PDF and ENV version of the same file, at the same time, the system will not accept either. The third browse bar is for the Invoice of the appraisal being uploaded. The invoice must be uploaded in PDF format. You will need to attach the appraisal and the invoice into the appropriate browse bars and check the boxes that indicate your License and E&O is attached to the appraisal. To complete the upload you must click the 'Submit' button.

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Upload Appraisal

Order: 10VS
 Appraisal Due Date: 4/19/2010 12:00:00
 This Activity Due: 4/19/2010 12:00:00
 Type: 1004 Full
 Address: North Ridgeland Avenue
 Elmhurst, IL 60126
 Appraiser:
 Appraisal File: [Browse...](#)
 ENV File: [Browse...](#)
 Invoice File: [Browse...](#)
 Appraiser license is appended to the appraisal file.
 EO insurance declaration is appended to the appraisal file.
 Appraisal Upload Comments:

You previously indicated appraiser was assigned to complete the appraisal. If appraiser did not complete the appraisal, please contact NVS (800-584-2139) immediately.

[Submit](#)
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If there are any issues that prevent you from completing the upload, you will need to notify NVS right away. Click 'Appraisal ETA' under Feedback. You will be prompted to provide the date and time that you will return the appraisal. After selecting the date and time, click the 'Save ETA' button. By selecting this option, NVS will be notified. You must also leave a comment as to why the appraisal will be late so that NVS can proactively notify the Client. Click on "Add" under the Comments column. Type your reason for the delay and click 'Save' button.

Appraisal Delivery Estimate

Order#: 10VS
 ETA: 09/29/2011
 Time: 5 : 00 PM

[Save ETA](#)

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Viewing Order Details

To view active order details, click on the order number to get the order details to display.

RD DUCK RIVER, TN 38454-0000

Order Information Comments

| | |
|--------------------------|---------------------------------------|
| Order: | 11VS |
| Appraisal Due Date: | 10/3/2011 12:00:00 |
| Current Action Due Date: | 10/3/2011 12:00:00 |
| Type: | 1004 Full |
| Current Action: | On Hold |
| Type: | 1004 Full |
| Address: | RIDGE RD DUCK RIVER, TN 38454-0000 |
| Borrower: | |
| Borrower Phone: | |
| Property Contact: | |
| Property Contact Phone: | |

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Ask Question

Below is a screenshot of the ask question screen. Type your question in the box and click save. NVS will be notified and will begin working to resolve the issue. Using the website to submit your comments, concerns or questions is the preferred method.



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Order# : 10VS

Avenue Elmhurst,IL 60126

| Date | User | Comment |
|-------------------|------|--|
| 9/19/2011 4:44 PM | | [Other] : |
| 9/19/2011 4:42 PM | | [Other] |
| 9/19/2011 3:24 PM | | [Other] : no purchase contract |
| 9/16/2011 4:30 PM | | [Other] : |
| 9/16/2011 4:30 PM | | [Property Different Than Ordered] |
| 9/16/2011 4:07 PM | | [Property Under Construction/Repairs Not Complete] |
| 9/16/2011 4:01 PM | | [Contact Did Not Show/No Access] |
| 9/16/2011 3:37 PM | | [Contact Did Not Show/No Access] |
| 9/16/2011 3:37 PM | | [Property Different Than Ordered] |

Add Comment

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