



Pfeiffer Appraisal Group, Inc.

Online Ordering and Tracking User's Guide

www.VA-Appraisals.com

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I. Introduction

Thank you for choosing Pfeiffer Appraisal Group as your Residential Real Estate Appraiser. We take great pride in providing the highest quality service to our customers. It is our pleasure to welcome you to our Online Ordering and Tracking System. This usage guide will walk you through the process of setting up your account, creating new appraisal orders, and checking status on existing orders.

II. Creating Your VA-Appraisals.com Account

There are three (3) simple steps to creating your VA-Appraisals.com account. Click [NEW CLIENTS ENTER HERE >>>](#) to begin the account creation process.

Step 1. Select your company from the drop-down list. If your company does not exist in the list, enter your Company Name in the space provided. Then click "Next Step".



Step 1:

Select your company:

OR

Create new company:

[Next Step >>](#)

Step 2. Enter your contact information into the form provided. If your company did not exist in the drop-down list on Step 1, you'll need to enter your Company Information into the form as well. When you're finished, click "Next Step".



Step 2:

Company:

Address:

City:

State:

Zip Code:

Company Phone:

Company Fax:

First Name:

Last Name:

Office Phone: Ext

Mobile Phone:

Email:

[Next Step >>](#)

Step 3. Enter the Username and Password that you want to use to login to your VA-Appraisals.com account. Click "Next Step" to complete the account creation process.



Step 3:

Username: JohnSmith

Password: *****

Next Step >>

After you click "Next Step" on Step 3 of the account creation process you will automatically be logged into your account and taken to your "My Home" page. "My Home" is the starting point for all actions on VA-Appraisals.com. In the future, you'll be brought directly to "My Home" upon logging in to your VA-Appraisals.com account.

If you have any problems creating or logging into your VA-Appraisals.com account, please contact us at **757.483.9900** for assistance.

III. Logging In To Your VA-Appraisals.com Account

This section describes how to log into your VA-Appraisals.com account. Please note that when you initially create your account, there is no need to login. You'll automatically be logged in and forwarded to your "My Home" page upon completion of the account creation process described in Section II of this User's Guide.

To log into your VA-Appraisals.com account, first Click [EXISTING CLIENT LOGIN >>>](#). On the next page, enter the Username and Password that you chose when you created your VA-Appraisals.com account, then click "Login". If you have forgotten your account information, click "Forgot Username and/or Password" to retrieve your account information using your email address.

IV. Placing an Appraisal Order

The VA-Appraisals.com Online Ordering and Tracking System makes it simple to order an appraisal. The first thing that you will need to do is ensure that you are logged into the website by following the instructions in Section III of this User's Guide. Once you are logged in, you will be automatically forwarded to your "My Home" page.

From "My Home" click on "Order New Appraisal" to order a new appraisal. On the "Order an Appraisal" page, you will see a form like the one below. To order an appraisal, complete the form and click "Submit Appraisal Order".

Borrower:	<input type="text"/>
Borrower Contact:	<input type="text"/>
Property Address:	<input type="text"/>
Loan Amount:	<input type="text"/>
Estimated Value:	<input type="text"/>
Occupancy Status:	<input type="radio"/> Owner <input type="radio"/> Vacant <input type="radio"/> Tenant
Appraisal Type:	Select Appraisal Type... <input type="button" value="v"/>
Additional Forms:	<input type="checkbox"/> Operating Income <input type="checkbox"/> Rental Comparison
Transaction Type:	<input type="radio"/> Purchase <input type="radio"/> Refinance <input type="radio"/> Other
	For purchases, please fax contract to 757.483.6958
Payment Method:	Select Payment Method... <input type="button" value="v"/>
Seller:	<input type="text"/>
Sales Price:	<input type="text"/>
Sale Date:	<input type="text"/>
Selling Agent:	<input type="text"/>
Agent Contact:	<input type="text"/>
Listing Agent:	<input type="text"/>
Agent Contact:	<input type="text"/>
Contingencies:	<input type="text"/>
Additional Comments:	<input type="text"/>
<input type="button" value="Submit Appraisal Order"/>	

When you click "Submit Appraisal Order", a confirmation e-mail will automatically be delivered to your inbox. This confirmation e-mail will include your Appraisal Order Number for your reference.

V. Checking the Status of an Appraisal

Another great feature of the VA-Appraisals.com Online Ordering and Tracking System is the quick and easy method of checking the status of your existing appraisal orders. To check the status of an appraisal, ensure that you are logged into your account by following the directions in Section III of this User's Guide.

Upon logging in to your VA-Appraisals.com account, you'll automatically be directed to your "My Home" page. To check the status of an appraisal, first click "Appraisal Status". The "Appraisal Status" tab will show you all of your most recent appraisals and their current status. The image below is a sample Appraisal Status check.

My Home			
Welcome Ryan Pfeiffer [change password] [logout]			
Home	Order New Appraisal	Appraisal Status	My Account Info
Status	Appraisal Info		
Canceled	<u>22561 Tall Oaks Pkwy., Norfolk, VA 23185</u>		
	Appraisal #:	1128	
	Borrower:	John Overpeck	
	Appointment Time:	To be determined	
	Comments:	Borrower decided not to go through with re-fi	
Appraisal Complete	<u>5987 Clear Springs Dr., Virginia Beach, VA 23464</u>		
	Appraisal #:	1127	
	Borrower:	Maria Williams	
	Appointment Time:	To be determined	
	Comments:	Simple re-fi	
Inspection Appointment Set	<u>2275 West Neck Rd., Virginia Beach, VA 23456</u>		
	Appraisal #:	1126	
	Borrower:	Bob Tims	
	Appointment Time:	Monday, November 20, 2006 at 4:00 PM	
	Comments:	Confirm Inspection appointment 24-hrs prior.	

The system displays appraisals for two weeks after their completion. To get information about appraisals which are no longer displayed on the "Appraisal Status" page, call us at **757.483.9900**.