

Mercury Network is a powerful valuation management technology that connects the appraiser with our brokers and Orion Lending. The Mercury Network broker resource clarifies the process of utilizing this critical technology for new (or first) appraisal orders and revised (or second) appraisal orders. Nanotip and microlearning videos enhance the understanding of how to utilize Mercury Network successfully.

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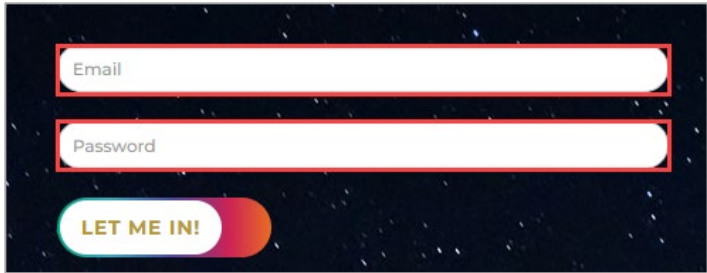
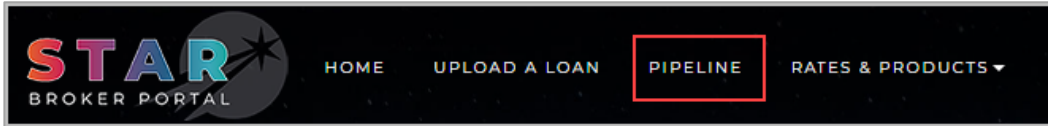
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Access Mercury Network

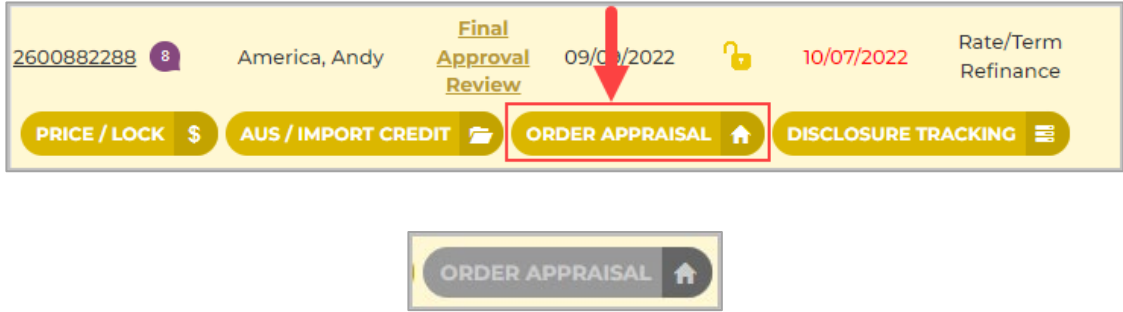
Orion provides convenient access to Mercury Network through the STAR Portal and the Orion Lending website.

- [Access through the STAR Portal](#)
- [Using the Orion Lending Website](#)

Access through the STAR Portal

Step	Action						
1.	Log in to the STAR Portal with the assigned credentials and click the Let Me In button.  <table><thead><tr><th>If</th><th>Then</th></tr></thead><tbody><tr><td>Your company is an approved Broker, and you need your STAR Portal credentials.</td><td>Reach out to your company Admin to obtain your log in credentials.</td></tr><tr><td>Your company is NOT an approved Broker yet.</td><td>Complete the Broker Application and submitting to brokers@orionlending.com.</td></tr></tbody></table>	If	Then	Your company is an approved Broker, and you need your STAR Portal credentials.	Reach out to your company Admin to obtain your log in credentials.	Your company is NOT an approved Broker yet.	Complete the Broker Application and submitting to brokers@orionlending.com .
If	Then						
Your company is an approved Broker, and you need your STAR Portal credentials.	Reach out to your company Admin to obtain your log in credentials.						
Your company is NOT an approved Broker yet.	Complete the Broker Application and submitting to brokers@orionlending.com .						
2.	Click the Pipeline tab. 						

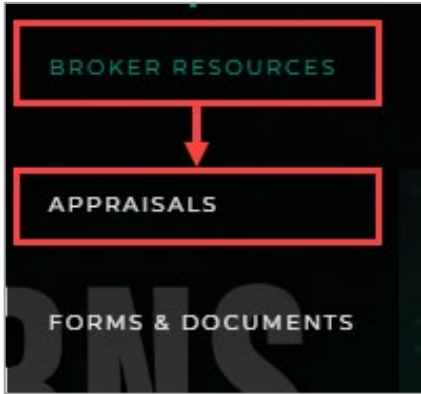
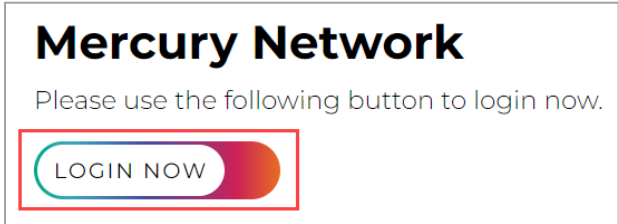
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Step	Action
3.	Click the appropriate Loan Number in the pipeline or complete a loan search. 
4.	Click the Order Appraisal button. Note: If the Order Appraisal button is grey, this option is not available. 
<u>Proceed to the Mercury Network Sign In section.</u>	



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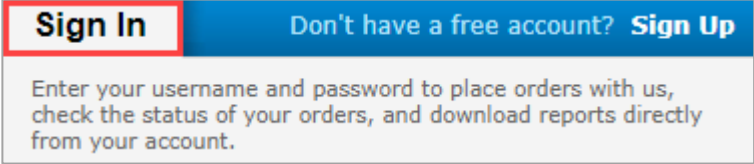
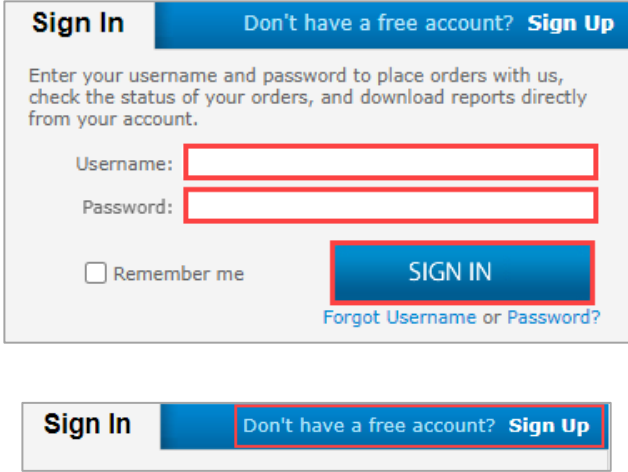
Access through the Orion Lending Website

Step	Action
1.	Access the Orion Lending Website .
2.	Click the BROKER RESOURCES tab, and click the APPRAISALS button. 
3.	Locate the <i>Mercury Network</i> section and click the LOGIN NOW button. 
<u>Proceed to the Mercury Network Sign In section.</u>	



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Mercury Network Platform Signing In

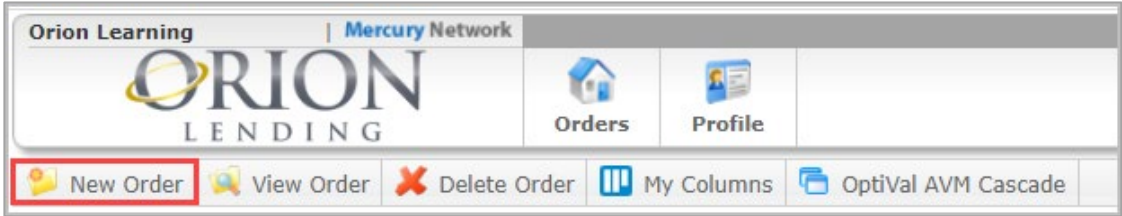
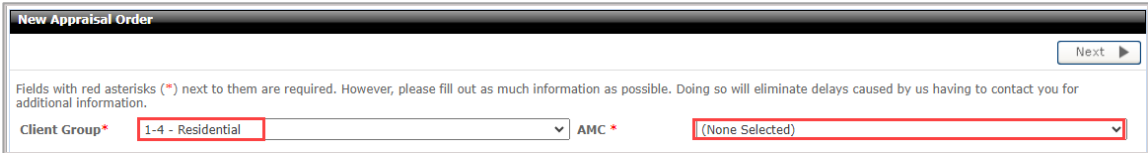
Step	Action						
1.	Click the Sign In tab. 						
2.	Enter the Username and Password. Click the Sign In button. Note: If credentials are needed, click the Sign Up link and follow the instructions to complete enrollment. 						
3.	Determine next steps. <table border="1"> <thead> <tr> <th>If</th><th>Then</th></tr> </thead> <tbody> <tr> <td>Ordering an Appraisal</td><td>Continue to the Ordering an Appraisal section.</td></tr> <tr> <td>Managing Existing Orders</td><td>Continue to the Managing Existing Orders section.</td></tr> </tbody> </table>	If	Then	Ordering an Appraisal	Continue to the Ordering an Appraisal section.	Managing Existing Orders	Continue to the Managing Existing Orders section.
If	Then						
Ordering an Appraisal	Continue to the Ordering an Appraisal section.						
Managing Existing Orders	Continue to the Managing Existing Orders section.						

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Ordering an Appraisal

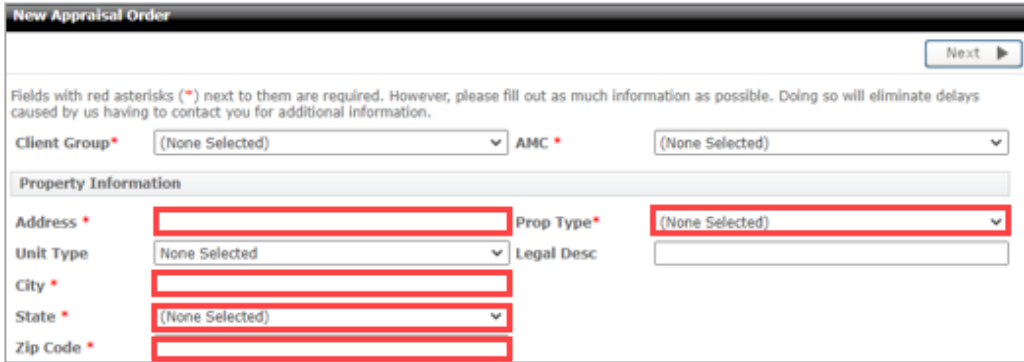
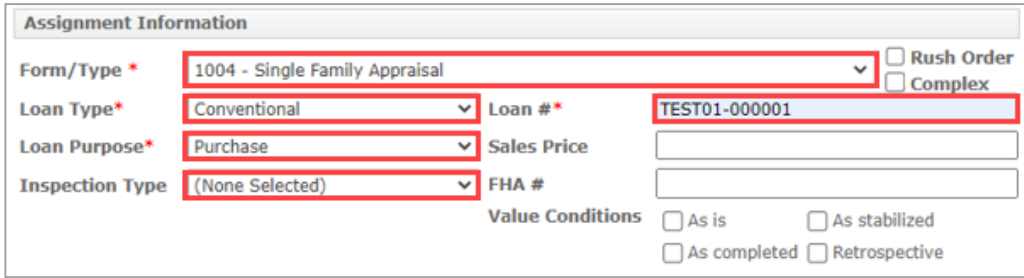
Residential

This report form is for an appraisal order of a one-unit property or a one-unit property with an accessory unit, including a unit in a planned unit development (PUD).

Step	Action
1.	Click the New Order button in the header. 
2.	In the <i>New Appraisal Order</i> screen, use the drop-downs and select the Client Group and AMC. 

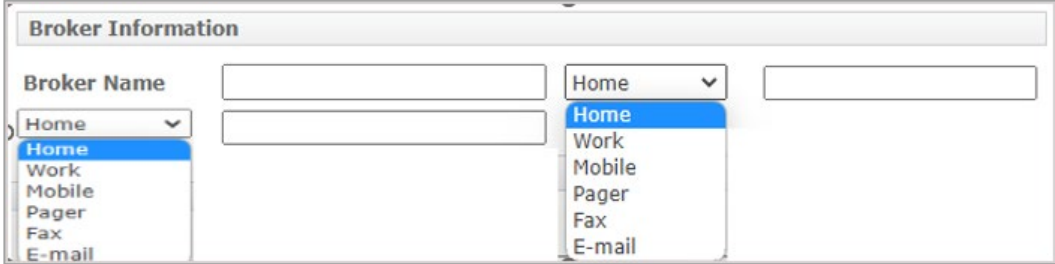
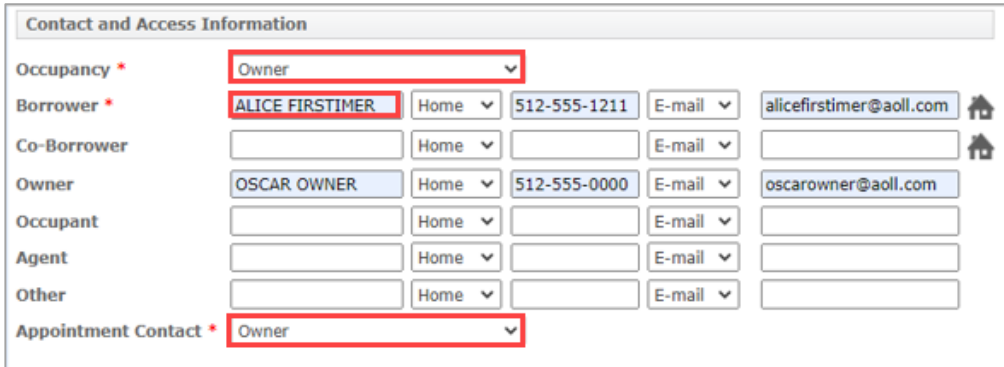


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Step	Action
3.	In the <i>Property Information</i> section, complete the following fields and use drop-downs when provided. • Address • City • State • Zip Code • Prop Type 
4.	In the <i>Assignment Information</i> section, complete the following fields and use drop-downs when provided. • Form/Type • Loan Type • Loan Purpose • Inspection Type • Loan # Note: "An Accurate loan number is critical as it allows our system to auto file your report and task our appraisal team once the report is complete." 



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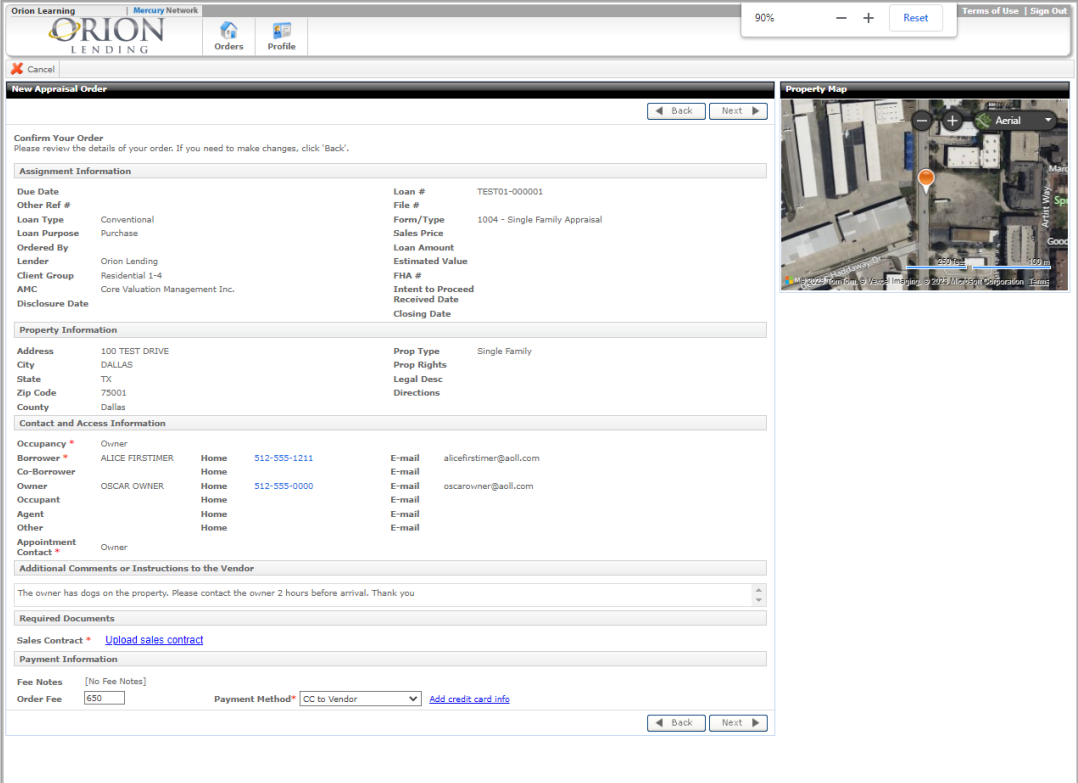
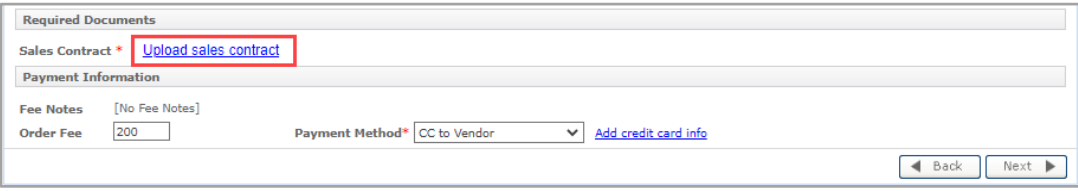
Step	Action
5.	In the <i>Broker Information</i> section, complete the following fields and use the drop-downs when provided: • Broker Name • Phone Number • Email 
6.	In the <i>Contact and Access Information</i> section, complete the following fields and use drop-downs, as appropriate: • Occupancy • Borrower: Name, Phone Number, Email • Owner: Name, Phone Number, Email • Agent: Name, Phone Number, Email • Appointment Contact 

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Step	Action						
7.	Determine if Additional Notification Recipients or Additional Comment or Instructions to Vendor need to be entered. <table border="1"> <thead> <tr> <th>If</th><th>Then</th></tr> </thead> <tbody> <tr> <td>Additional Notification Recipients need to be entered.</td><td> Enter the additional email address(es) separated by semicolons (;) in the Additional Notification Recipients field. Additional Notification Recipients Enter additional e-mail addresses to receive notifications bestrealtor@msnaol.com </td></tr> <tr> <td>Additional Comment or Instructions to Vendor need to be entered.</td><td> Enter applicable comments or information in the Additional Comment or Instructions to Vendor field. Additional Comments or Instructions to Vendor The owner has dogs on the property. Please contact the owner 2 hours before arrival. Thank you. </td></tr> </tbody> </table>	If	Then	Additional Notification Recipients need to be entered.	Enter the additional email address(es) separated by semicolons (;) in the Additional Notification Recipients field. Additional Notification Recipients Enter additional e-mail addresses to receive notifications bestrealtor@msnaol.com	Additional Comment or Instructions to Vendor need to be entered.	Enter applicable comments or information in the Additional Comment or Instructions to Vendor field. Additional Comments or Instructions to Vendor The owner has dogs on the property. Please contact the owner 2 hours before arrival. Thank you.
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8.	Click the Next button. Additional Comments or Instructions to Vendor The owner has dogs on the property. Please contact the owner 2 hours before arrival. Thank you.  Next 						



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Step	Action
9.	Once the <i>New Appraisal Order Summary</i> appears, validate that all information is correct. 
10.	Click the Upload Sales Contract hyperlink and upload the <i>Sales Contract</i> for purchase transactions. 



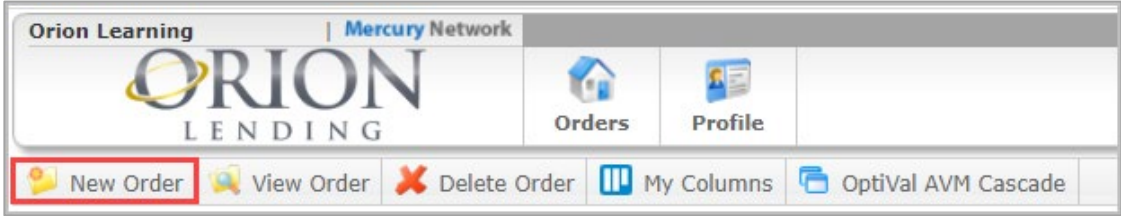
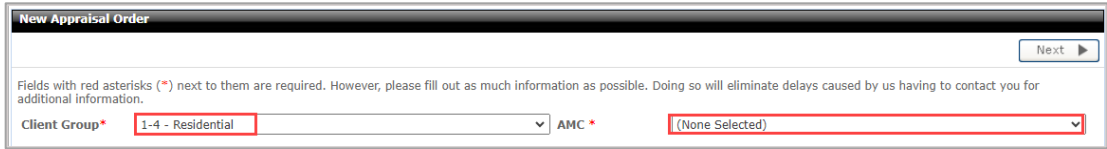
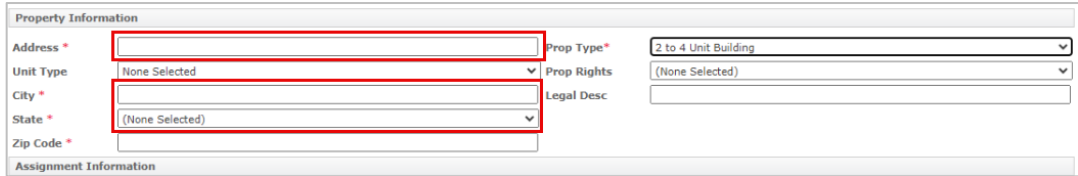
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Step	Action
11.	In the <i>Payment Information</i> section, confirm or adjust the Order Fee, and use the Payment Method drop-down to select the payment method. Click the Next button. Note: If payment is not entered, canceled, or is not approved, the order will be saved and placed On Hold. Note: The <i>Credit Card Information</i> screen will display. Enter all required fields that are identified with a red asterisk (*) and click the Save button.

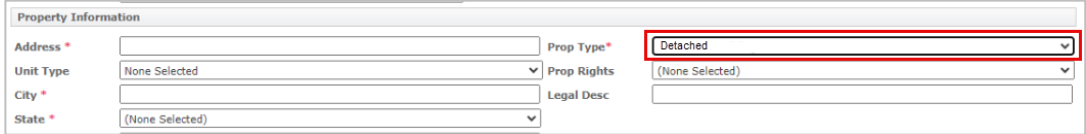
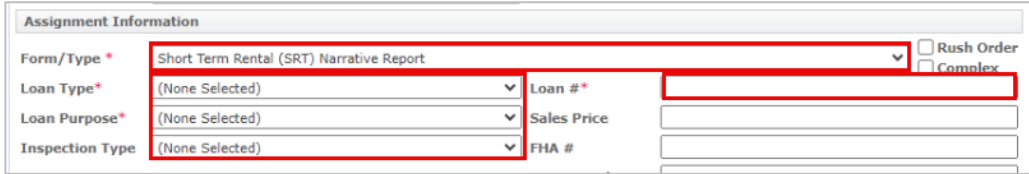
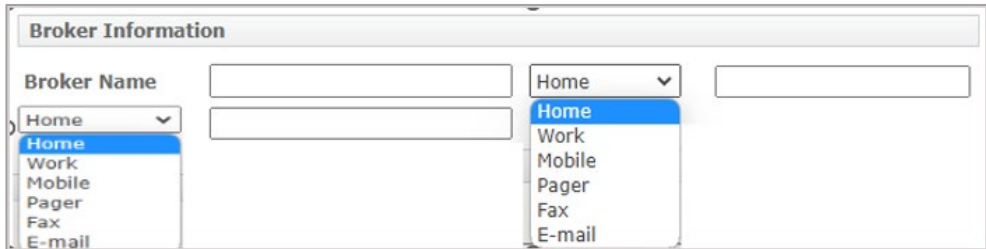
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Short Term Rentals

Complete the order with the details captured below for a Short Term Rental (STR) Narrative Report.

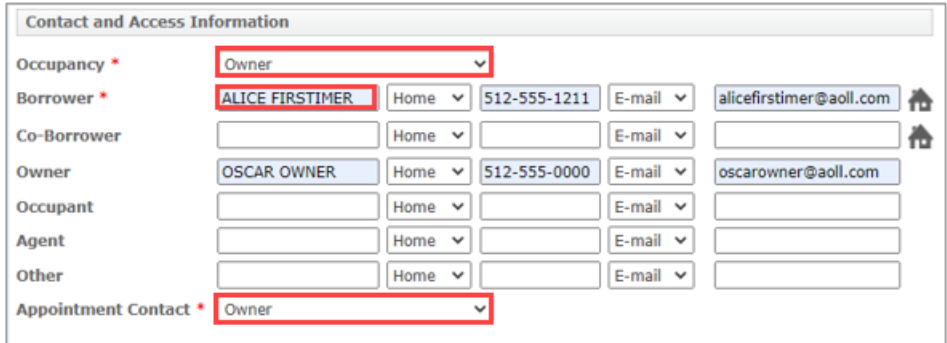
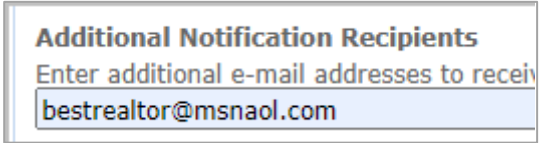
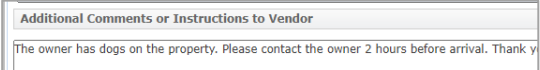
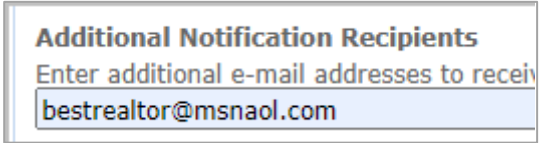
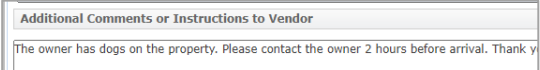
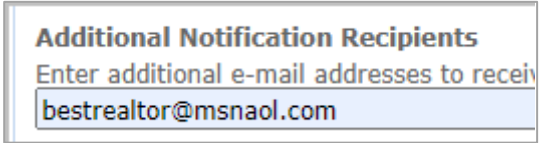
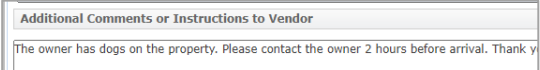
Step	Action
1.	Click the New Order button in the header. 
2.	In the <i>New Appraisal Order</i> screen, complete the following: - Select the Client Group as 1 – 4 – Residential. - Select the appropriate AMC. 
3.	In the <i>Property Information</i> section, complete the following fields and use drop-downs when provided. Address City State Zip Code 

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Step	Action
4.	Select the appropriate Prop Type. 
5.	In the <i>Assignment Information</i> section, complete the following fields and use drop-downs when provided. • Form/Type: Select the Short Term Rental (STR) Narrative Report option. • Loan Type • Loan Purpose • Inspection Type • Loan # Note: "An Accurate loan number is critical as it allows our system to auto file your report and task our appraisal team once the report is complete." 
6.	In the <i>Broker Information</i> section, complete the following fields and use the drop-downs when provided: • Broker Name • Phone Number • Email 

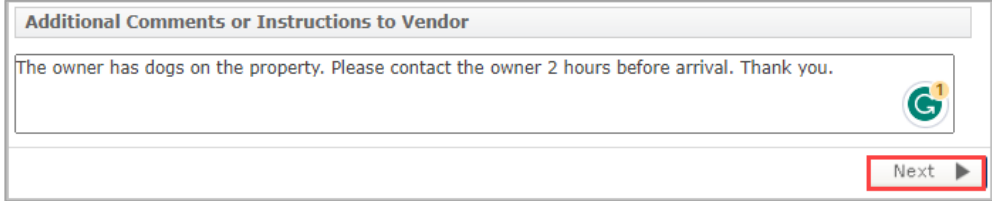
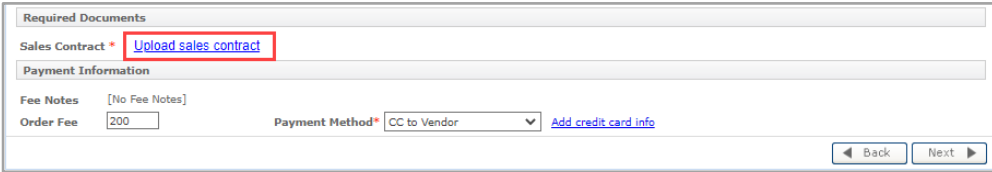


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Step	Action						
7.	In the <i>Contact and Access Information</i> section, complete the following fields and use drop-downs, as appropriate: • Occupancy • Borrower: Name, Phone Number, Email • Owner: Name, Phone Number, Email • Agent: Name, Phone Number, Email • Appointment Contact 						
8.	Determine if Additional Notification Recipients or Additional Comment or Instructions to Vendor need to be entered. <table border="1"> <thead> <tr> <th>If</th><th>Then</th></tr> </thead> <tbody> <tr> <td>Additional Notification Recipients need to be entered.</td><td> Enter the additional email address(es) separated by semicolons (;) in the Additional Notification Recipients field.  </td></tr> <tr> <td>Additional Comment or Instructions to Vendor need to be entered.</td><td> Enter applicable comments or information in the Additional Comment or Instructions to Vendor field.  </td></tr> </tbody> </table>	If	Then	Additional Notification Recipients need to be entered.	Enter the additional email address(es) separated by semicolons (;) in the Additional Notification Recipients field. 	Additional Comment or Instructions to Vendor need to be entered.	Enter applicable comments or information in the Additional Comment or Instructions to Vendor field. 
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Step	Action
9.	Click the Next button. 
10.	Once the <i>New Appraisal Order Summary</i> appears, validate that all information is correct.
11.	Click the Upload Sales Contract hyperlink and upload the <i>Sales Contract</i> for purchase transactions. 

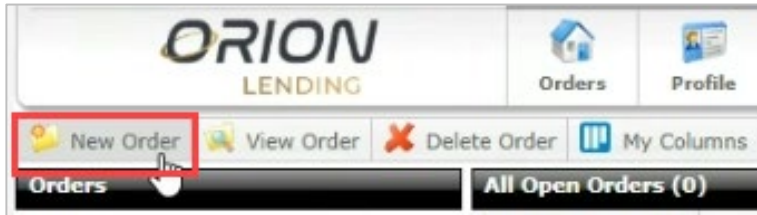
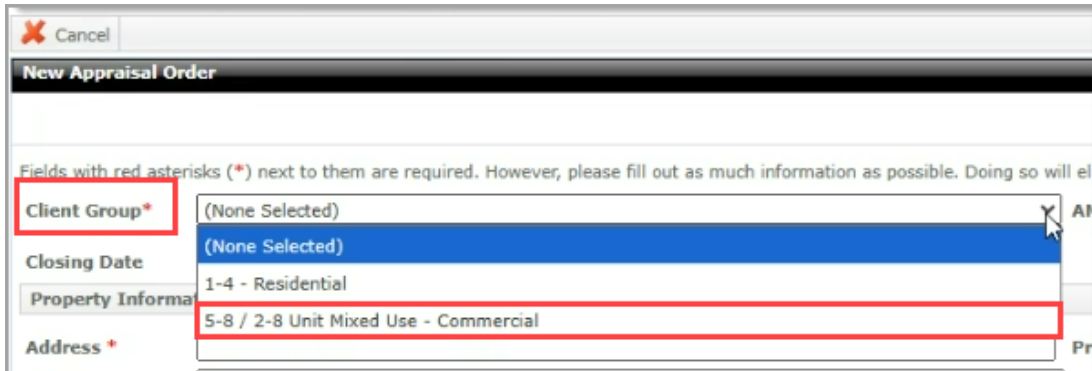
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Step	Action
12.	In the <i>Payment Information</i> section, confirm or adjust the Order Fee, and use the Payment Method drop-down to select the payment method. Click the Next button. Note: If payment is not entered, canceled, or is not approved, the order will be saved and placed On Hold. Note: The <i>Credit Card Information</i> screen will display. Enter all required fields that are identified with a red asterisk (*) and click the Save button.

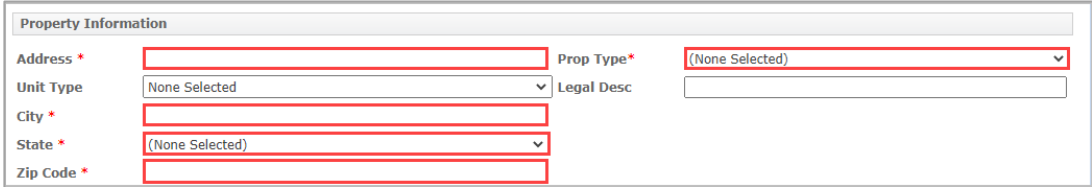
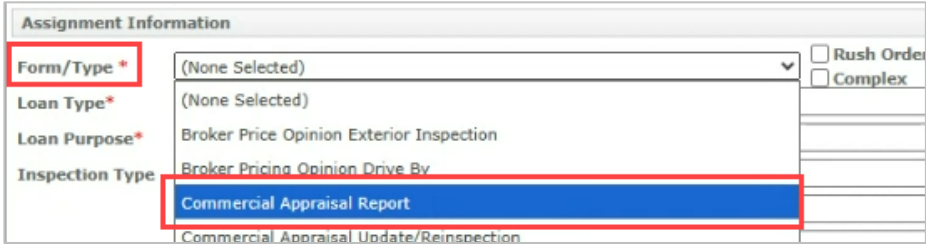
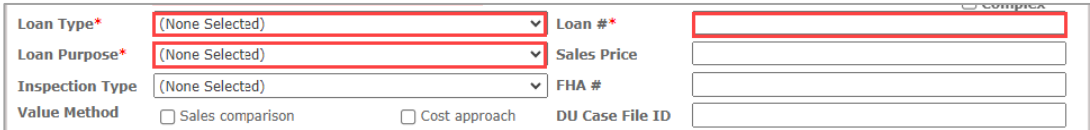
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Commercial Appraisal

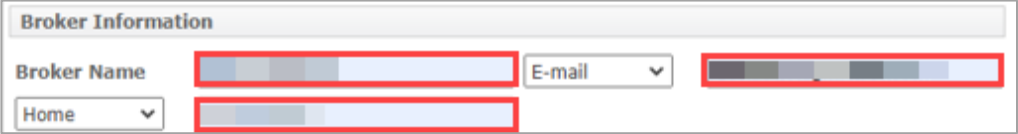
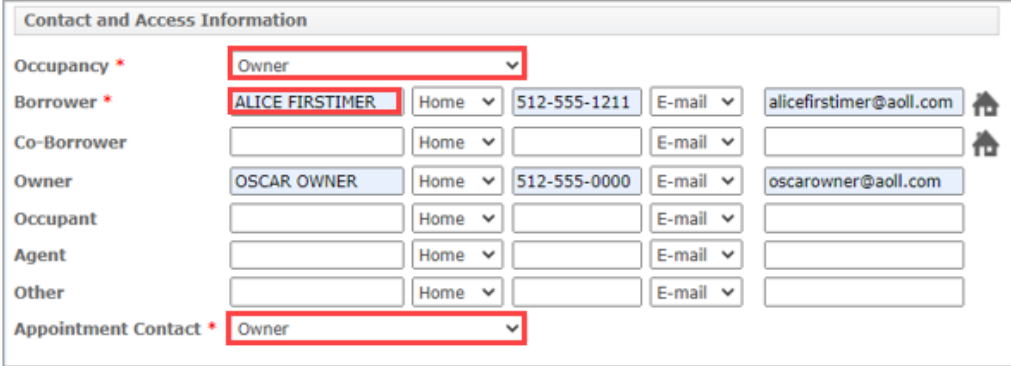
This designation is used for all 2-4 unit mixed use properties.

Step	Action
1.	Click the New Order button in the header. 
2.	In the <i>New Appraisal Order</i> screen, select 5-8 / 2-8 Unit Mixed Use – Commercial from the Client Group dropdown and the appropriate AMC. 

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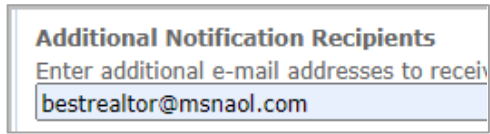
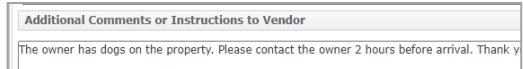
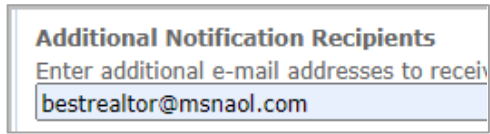
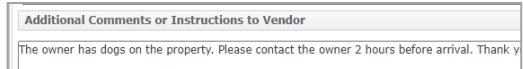
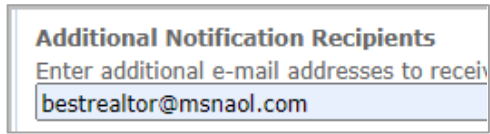
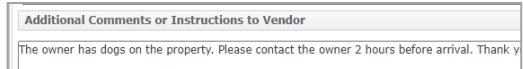
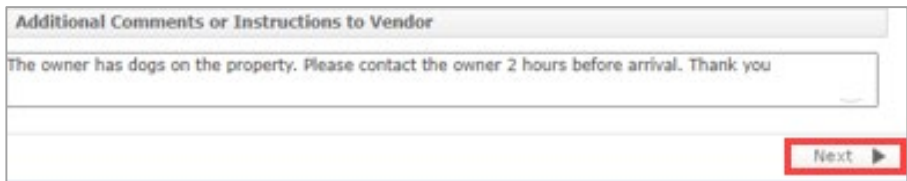
Step	Action
3.	In the <i>Property Information</i> section, complete the following fields and use drop-downs when provided. • Address • City • State • Zip Code • Prop Type 
4.	Select Commercial Appraisal Report in the Form/Type dropdown box. 
4.	Complete the following fields and use drop-downs when provided. Note: This loan number must match the STAR loan number for direct import of the appraisal documents into Orion's loan origination system. Please do not enter more than one loan number (i.e.: DPA loans) in this order. FHA appraisals cannot be ordered until a current/updated FHA Case Number is assigned. • Loan Type • Loan Purpose • Inspection Type • Loan # 

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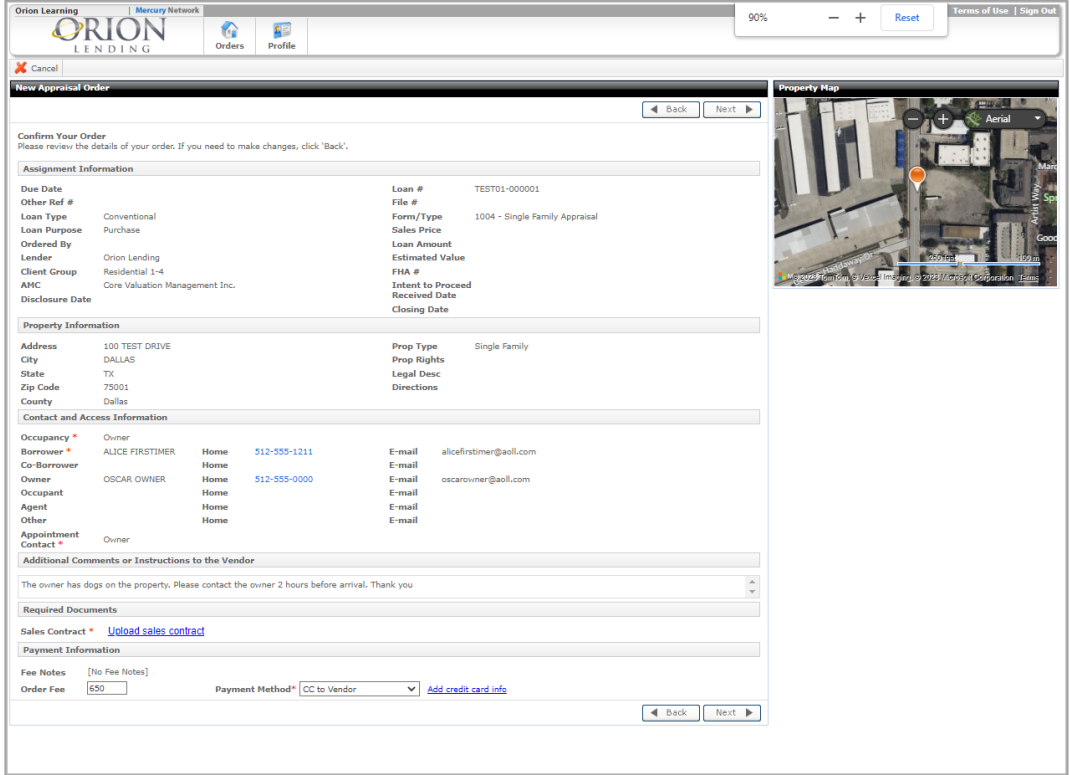
Step	Action
5.	In the <i>Broker Information</i> section, complete the following optional fields, use drop-downs when provided. • Broker Name • Email • Phone Number 
6.	In the <i>Contact and Access Information</i> section, complete the following fields and use drop-downs when provided. • Occupancy • Borrower: Name, Phone Number, Email • Owner: Name, Phone Number, Email • Agent: Name, Phone Number, Email • Appointment Contact 



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Additional Comment or Instructions to Vendor need to be entered.	Enter applicable comments or information in the Additional Comment or Instructions to Vendor field. 						
8.	Click the Next button. 						

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Step	Action
9.	Once the New Appraisal Order appears, validate all information is correct. 
10.	In <i>Required Documents</i> section, click the Upload Sales Contract hyperlink, and upload the <i>Sales Contract</i>. 



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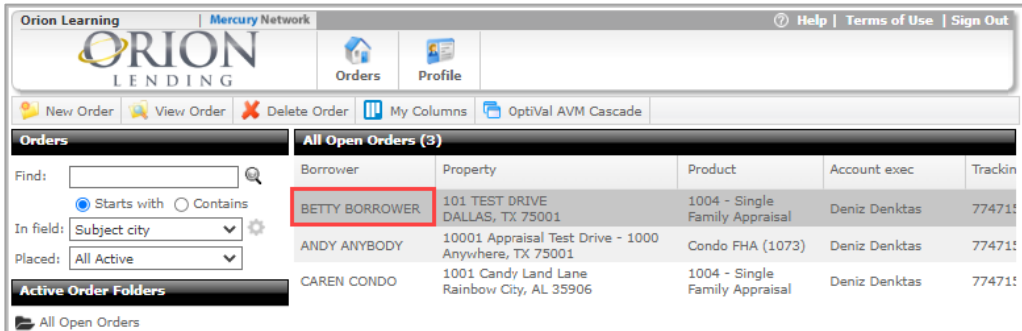
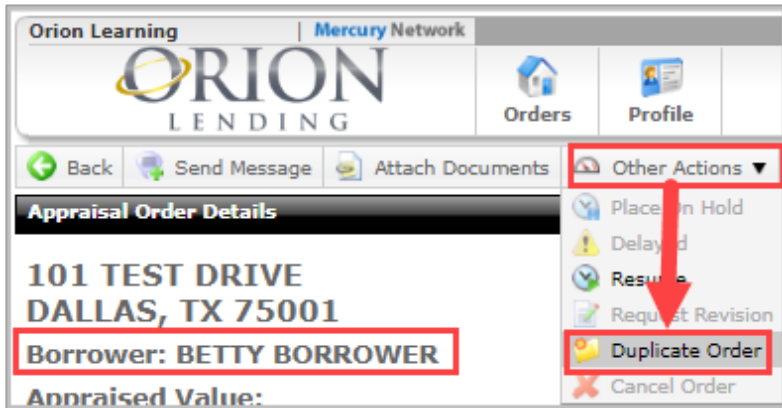
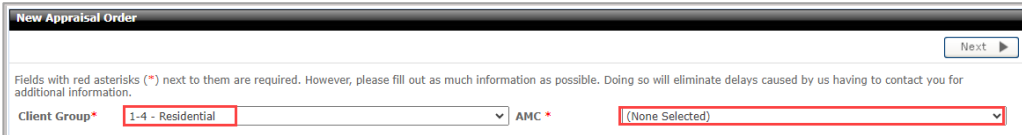
Step	Action
11.	Commercial Orders require a bid process where the order is sent to a group of eligible appraisers to determine: • Appraisal Cost • Estimated Completion Date Note: Commercial Orders take additional time over residential orders. Please plan your lock and closing dates accordingly.
12.	In the <i>Payment Information</i> section, use the Payment Method drop-down to select the payment method. Click the Next button. Note: If payment is missing, canceled, or is not approved, the order will be saved and placed On Hold.
13.	Complete the credit card information and click Save. Note: The Credit Card is not charged until the fee has been confirmed and approved by you.

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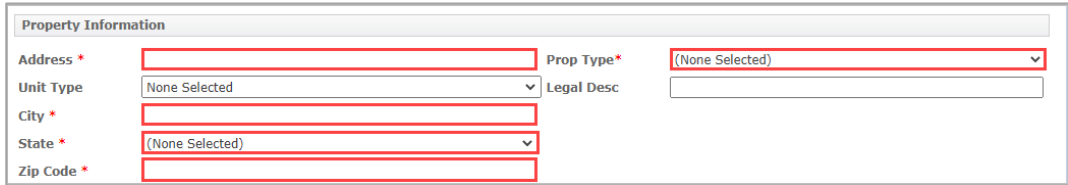
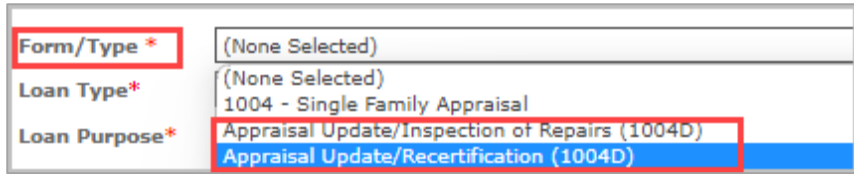
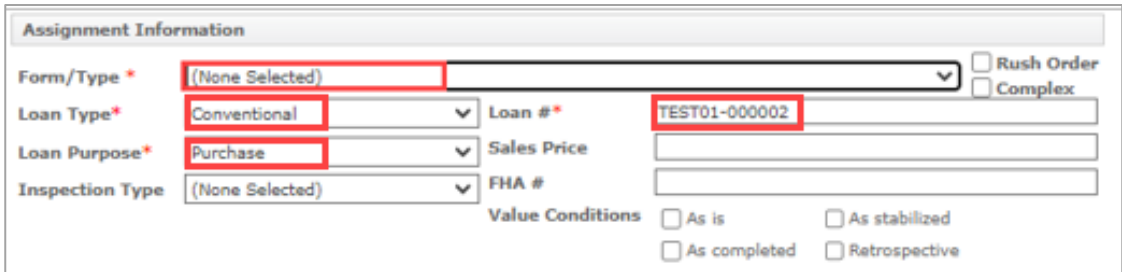
Step	Action						
14.	When the bid process is complete, you will be notified via Mercury Network regarding the cost and estimated completion date. <table><tr><th>If</th><th>Then</th></tr><tr><td>Cost and Estimate Completion Date are acceptable, and you have already completed payment information.</td><td>You must Send Message approving the charge amount to proceed with the charge and order.</td></tr><tr><td>Cost and Estimate Completion Date are not acceptable.</td><td>You may begin the order process with a different AMC.</td></tr></table>	If	Then	Cost and Estimate Completion Date are acceptable, and you have already completed payment information.	You must Send Message approving the charge amount to proceed with the charge and order.	Cost and Estimate Completion Date are not acceptable.	You may begin the order process with a different AMC.
If	Then						
Cost and Estimate Completion Date are acceptable, and you have already completed payment information.	You must Send Message approving the charge amount to proceed with the charge and order.						
Cost and Estimate Completion Date are not acceptable.	You may begin the order process with a different AMC.						

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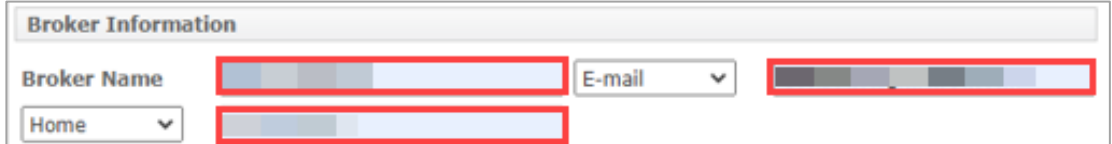
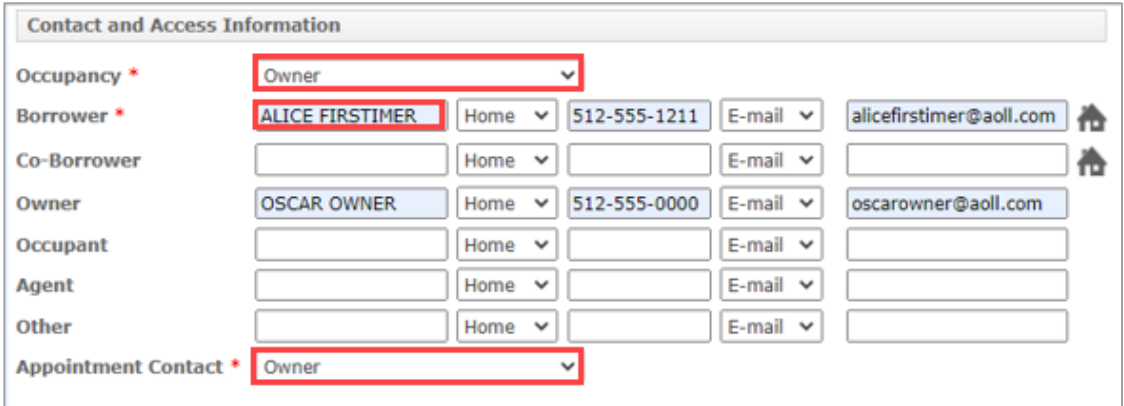
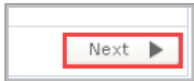
Ordering a FNMA 1004D

Step	Action
1.	In the <i>All Open Orders</i> section, double-click the applicable order to order a <i>1004D</i>.  The screenshot shows the Orion Lending Mercury Network interface. The 'All Open Orders (3)' section is visible, listing three orders. The first order, 'BETTY BORROWER', is highlighted with a red box. The order details include: Borrower: BETTY BORROWER, Property: 101 TEST DRIVE DALLAS, TX 75001, Product: 1004 - Single Family Appraisal, Account exec: Deniz Denktas, and Tracking: 774711.
2.	Click the Other Actions drop-down, and select Duplicate Order.  The screenshot shows the 'Appraisal Order Details' for 'BETTY BORROWER'. The 'Other Actions' drop-down menu is open, and 'Duplicate Order' is selected with a red box and an arrow. The order details include: 101 TEST DRIVE DALLAS, TX 75001, Borrower: BETTY BORROWER, and Appraised Value:.
3.	In the <i>Client Group</i> section, verify that the Client Group and AMC auto-populate with the original appraisal order information.  The screenshot shows the 'New Appraisal Order' form. The 'Client Group' field is populated with '1-4 - Residential' and the 'AMC' field is populated with '(None Selected)'. Both fields are highlighted with red boxes.

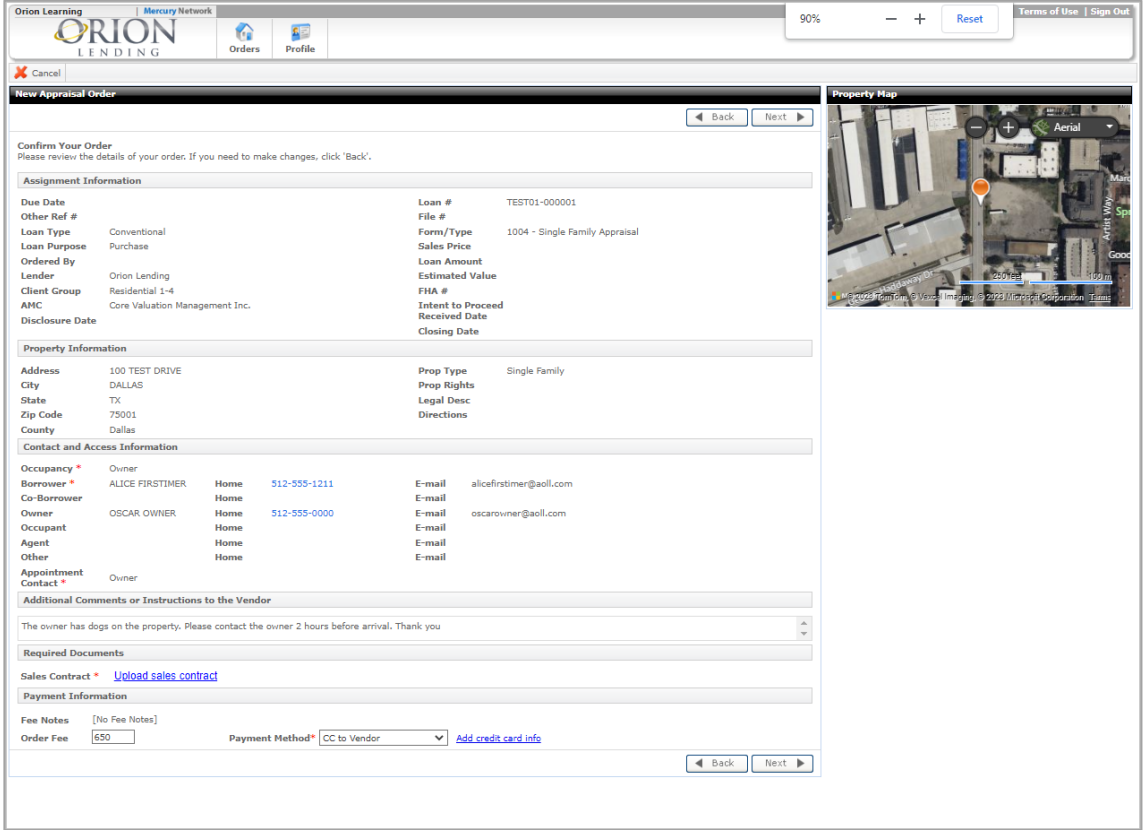
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Step	Action
4.	In the <i>Property Information</i> section, complete the following fields and use drop-downs when provided. • Address • City • State • Zip Code • Prop Type 
5.	In the <i>Assignment Information</i> section, click the Form/Type drop-down, and select Appraisal Update/Inspection of Repairs (1004D) or Appraisal Update/Recertification (1004D) as applicable. 
6.	Verify the following fields are accurate: • Form Type • Loan Type • Loan Purpose • Loan # 

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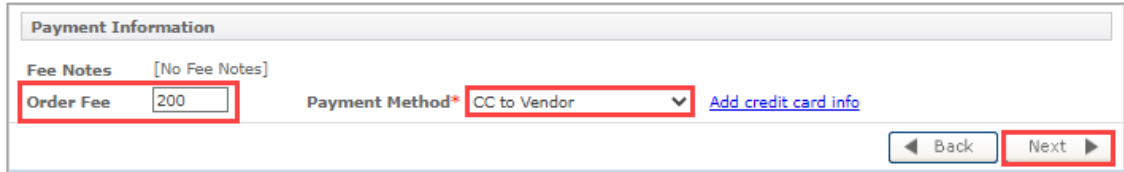
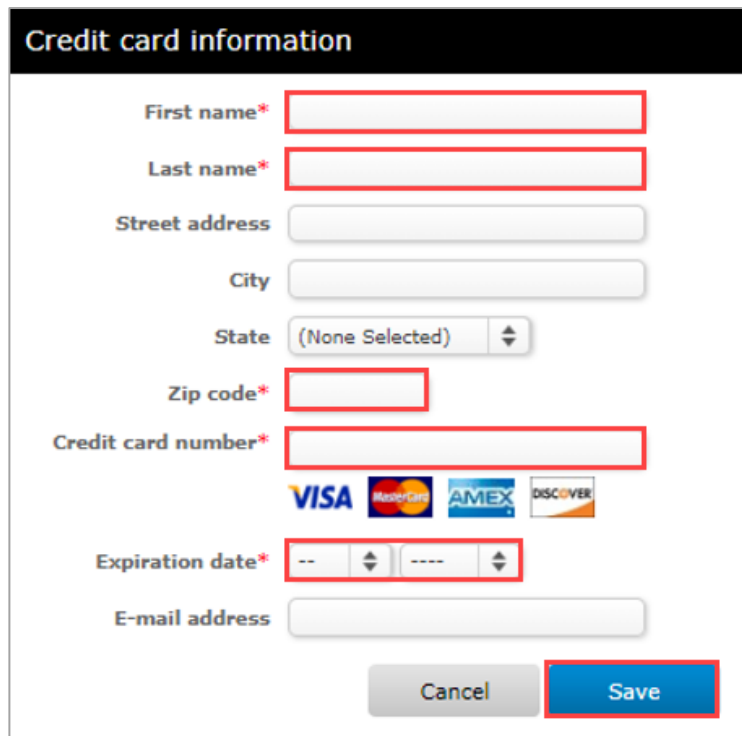
Step	Action
7.	In the <i>Broker Information</i> section, complete the following optional fields: • Broker Name • Email • Phone Number 
8.	In the <i>Contact and Access Information</i> section, complete the following fields and use drop-downs when provided. • Occupancy • Borrower: Name, Phone Number, Email • Owner: Name, Phone Number, Email • Agent: Name, Phone Number, Email • Appointment Contact 
9.	Click the Next button. 

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Step	Action
10.	Once the <i>New Appraisal Order Summary</i> appears, validate that all information is correct. 
11.	Click the Upload Sales Contract hyperlink, and upload the <i>Sales Contract</i> for purchase transactions. 



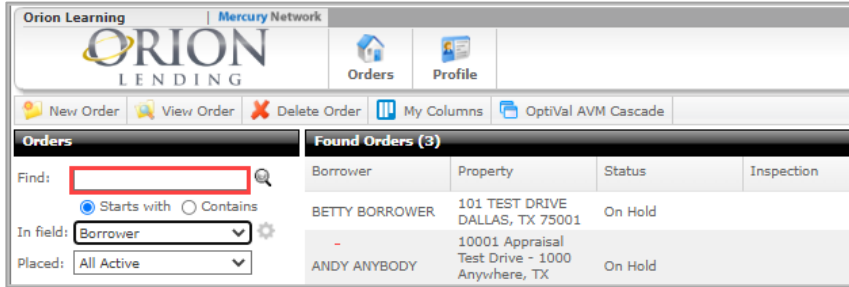
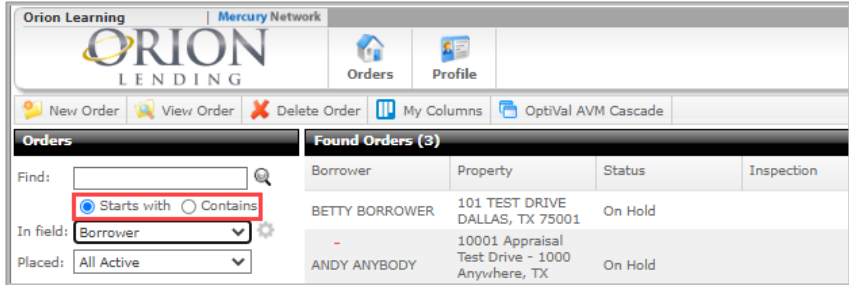
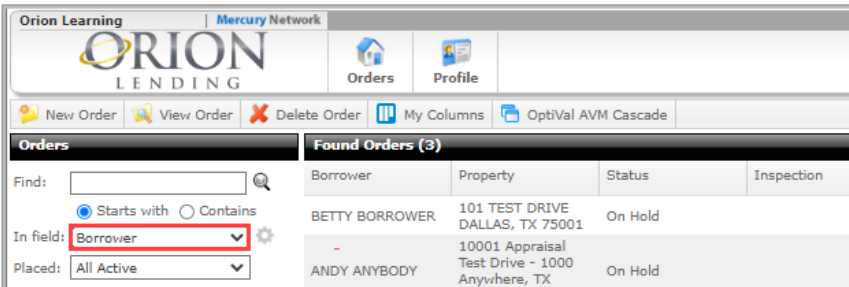
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Step	Action
12.	In the <i>Payment Information</i> section, confirm or adjust the Order Fee, and use the Payment Method drop-down to select the payment method. Click the Next button. Note: If payment is not entered, canceled, or is not approved, the order saves and placed "On Hold".  Note: The <i>Credit Card Information</i> screen display. Enter all required fields that are identified with a red asterisk (*) and click the Save button. 

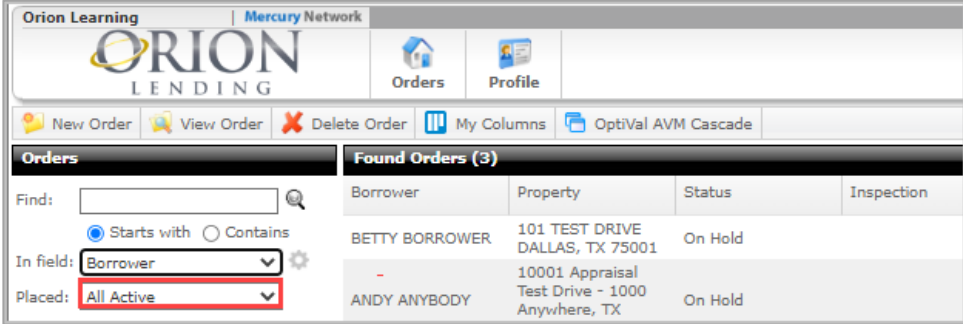
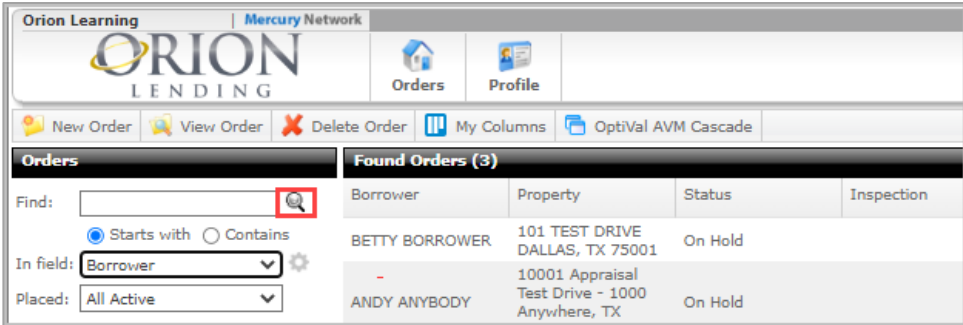
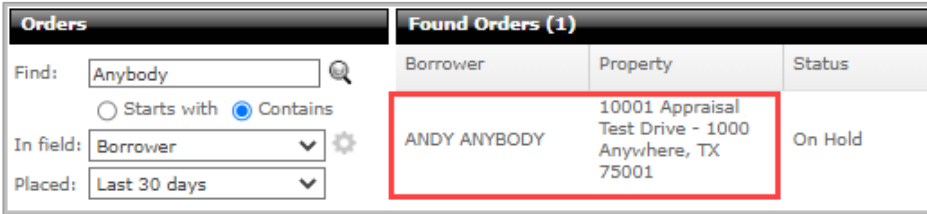
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Managing Existing Orders

Searching for an Order

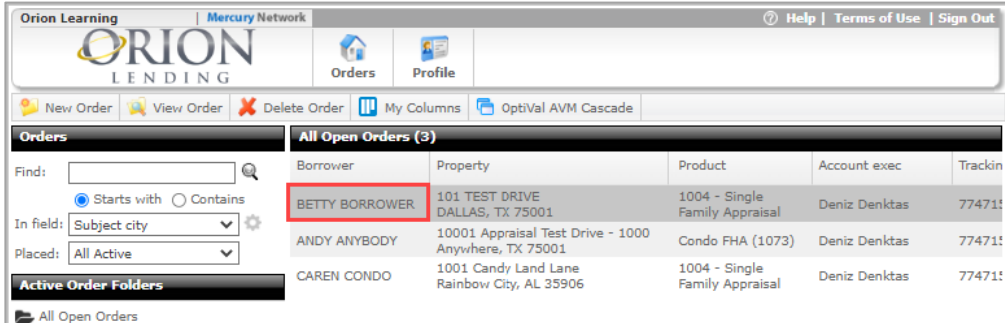
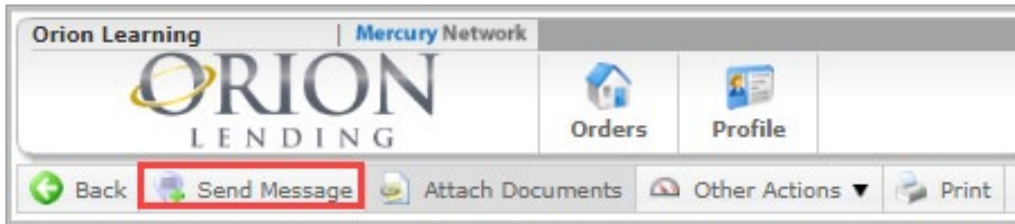
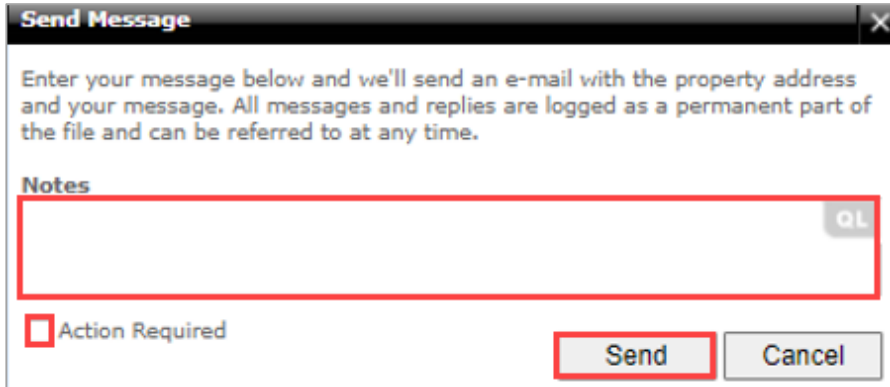
Step	Action
1.	In the <i>Orders</i> section, type the search criteria into the Find box. 
2.	Select the appropriate radio button to search for an item that Starts With or Contains with the search criteria. 
3.	Select the appropriate search field in the In Field drop-down. 

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Step	Action
4.	Select Timeframe from the Placed drop-down. 
5.	Click the Magnifying Glass icon () or press Enter to execute the search. 
6.	The search results appear in the <i>Found Orders</i> section. Double-click on the order to open to review the Appraisal Order Details. 

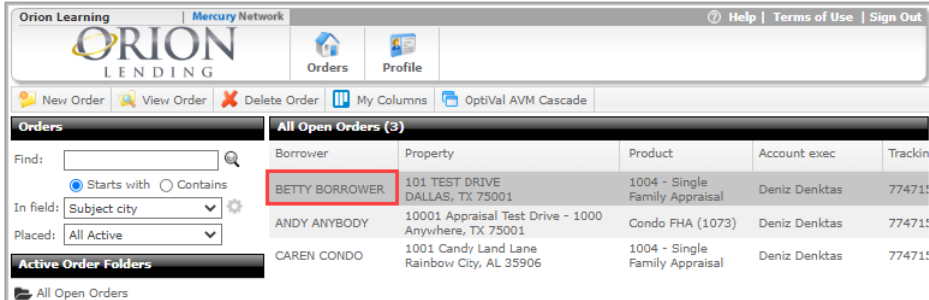
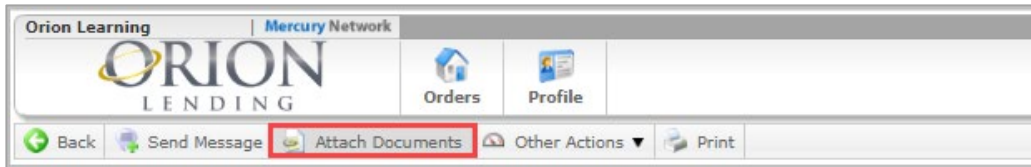
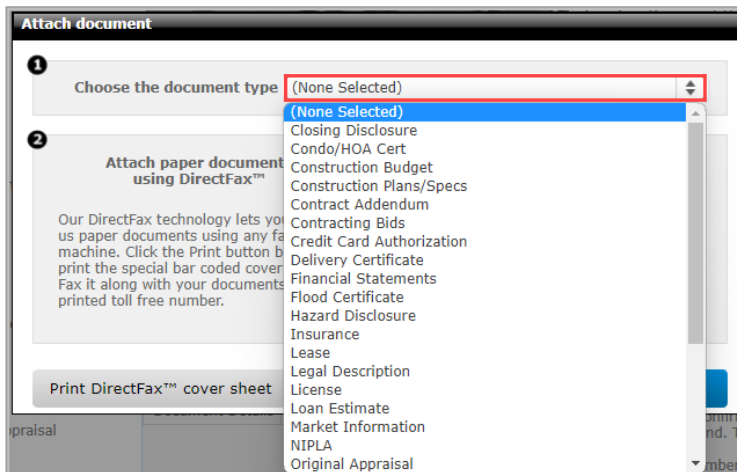
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Sending Messages

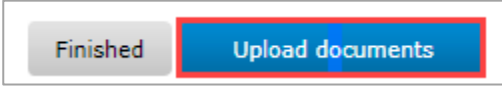
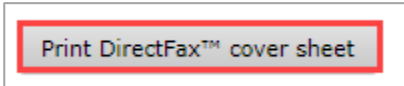
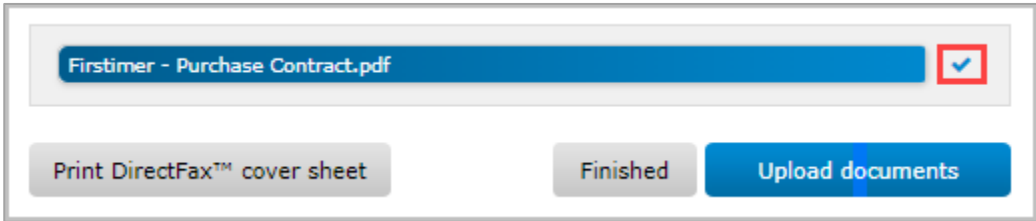
Step	Action
1.	In the <i>All Open Orders</i> section, double-click on the order, to send a message to another party regarding an order. 
2.	Click the Send Message button. 
3.	In the <i>Send Message</i> section, enter applicable Notes, check the Action Required box if needed, and click Send. 

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Attaching Documents

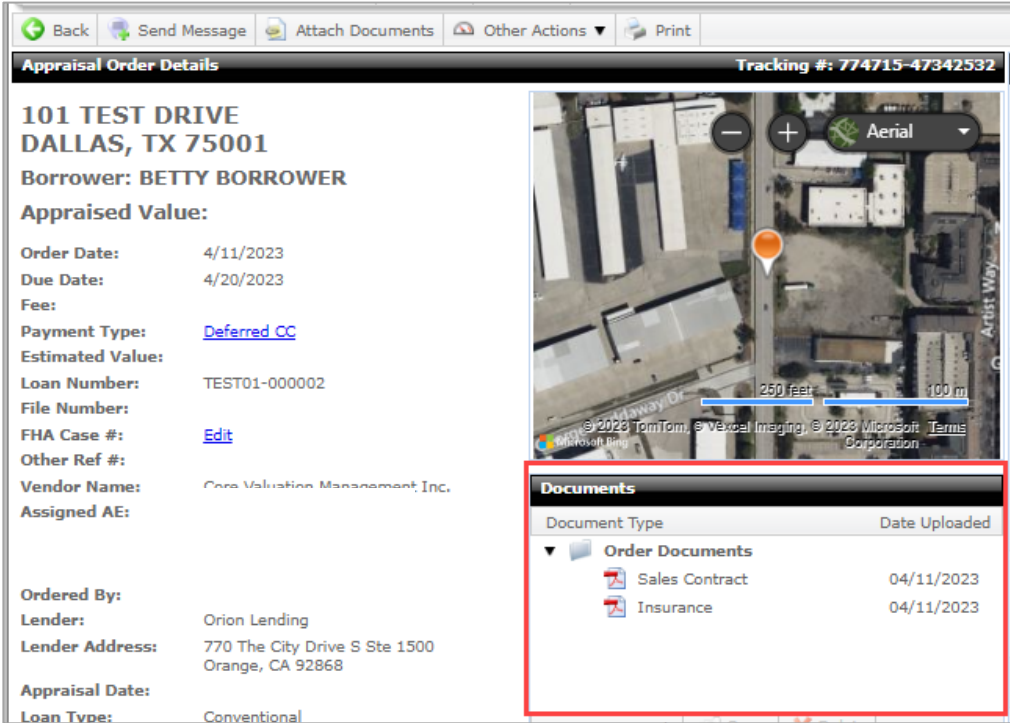
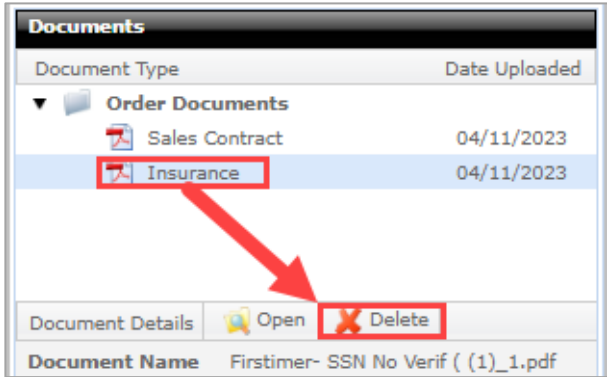
Step	Action
1.	In the <i>All Open Orders</i> section, locate and double-click on the order you'd like to open by double-clicking on the order. 
2.	In the header, click the Attach Documents button. 
3.	In <i>Section 1</i>, click the Document Type drop-down, and select the Document to upload. 

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Step	Action
4.	Select the Upload Documents button.  Note: To fax documents, click the Print DirectFax Cover Sheet button. 
5.	Confirm the Green Checkmark displays, indicating that the documents were uploaded successfully. 
<u>Repeat Steps 3 – 5, as applicable.</u>	
6.	Click the Finished button. 

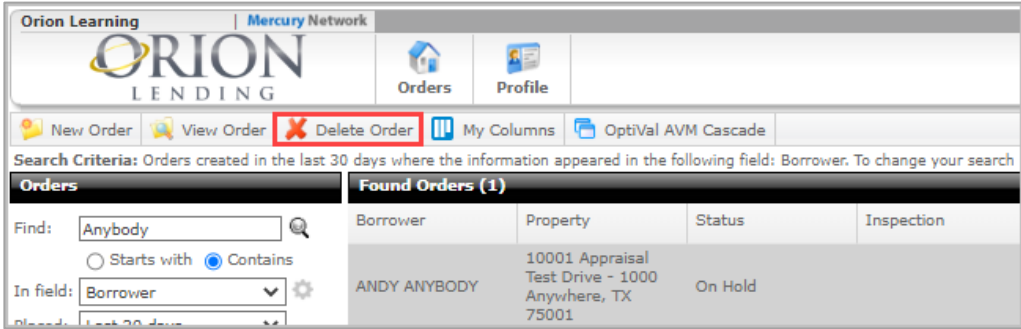
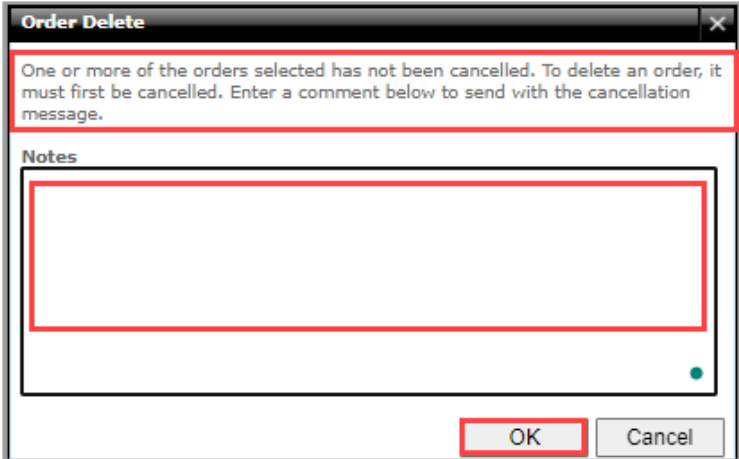
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Deleting Uploaded Documents

Step	Action
1.	On the <i>Appraisal Order Details</i> screen, review uploaded Documents in the <i>Documents</i> section. 
2.	Select the document to delete, and click the X Delete button. 

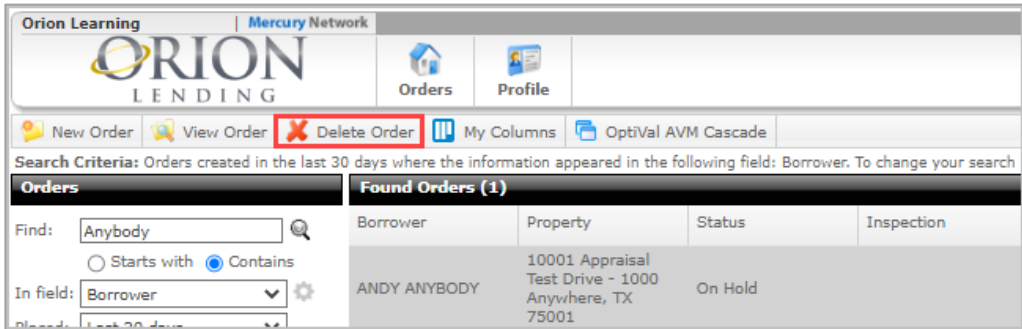
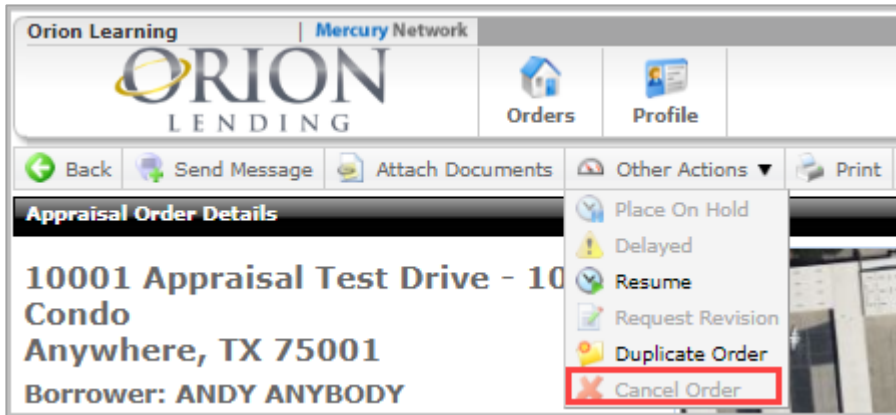
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Deleting an Order

Step	Action
1.	Click the Delete Order button in the header.  The screenshot shows the Orion Lending Mercury Network interface. The header includes the Orion Lending logo and navigation buttons: Orders, Profile, New Order, View Order, Delete Order (highlighted with a red box), My Columns, and OptiVal AVM Cascade. Below the header, there is a search criteria section and a table of found orders. The search criteria are: Orders created in the last 30 days where the information appeared in the following field: Borrower. To change your search. The found orders table has columns: Borrower, Property, Status, and Inspection. The first order listed is: ANDY ANYBODY, 10001 Appraisal Test Drive - 1000 Anywhere, TX 75001, On Hold.
2.	Review the Order Delete message and complete the <i>Notes</i> section. Click the OK button.  The screenshot shows the 'Order Delete' dialog box. The message text is: 'One or more of the orders selected has not been cancelled. To delete an order, it must first be cancelled. Enter a comment below to send with the cancellation message.' The 'Notes' section is a large text area for entering a comment. The 'OK' button is highlighted with a red box.

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Canceling an Order

Step	Action
1.	Click the Delete Order button in the header.  The screenshot shows the Orion Lending Mercury Network interface. In the header, there are buttons for 'New Order', 'View Order', 'Delete Order' (highlighted with a red box), 'My Columns', and 'OptiVal AVM Cascade'. Below the header, there is a search criteria section and a table of found orders. The table has columns for Borrower, Property, Status, and Inspection. The first row shows a borrower named 'ANDY ANYBODY' with a property at '10001 Appraisal Test Drive - 1000 Anywhere, TX 75001' and a status of 'On Hold'.
2.	Click the Other Actions drop-down, and select the Cancel Order button.  The screenshot shows the Orion Lending Mercury Network interface. In the header, there are buttons for 'Back', 'Send Message', 'Attach Documents', 'Other Actions' (with a drop-down arrow), and 'Print'. Below the header, there is a section for 'Appraisal Order Details' showing the property address '10001 Appraisal Test Drive - 1000 Condo Anywhere, TX 75001' and the borrower 'ANDY ANYBODY'. The 'Other Actions' drop-down menu is open, showing options: 'Place On Hold', 'Delayed', 'Resume', 'Request Revision', 'Duplicate Order', and 'Cancel Order' (highlighted with a red box).