

FHA Catalyst: Electronic Appraisal Delivery Module

Electronic Appraisal Delivery

Lender User Guide

U.S. Department of Housing and Urban Development

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Document History

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1. FHA Catalyst System Overview

FHA Catalyst is a new technology platform that will build trust through reliable and accurate data, facilitating modern systems for the FHA program participant community. It is a web-based secure medium that contains functionality to accept and process the electronic submission of case binders, allow mortgagees to provide FHA with appraisals conducted on their loans and allow submission of claims in the single-family forward mortgage insurance program, enabling a streamlined process for mortgage lenders, servicers, and FHA.

This document has been developed to provide Mortgagees with guidance on how to provide appraisals utilizing the Property Valuation module. Please refer to the Single Family Housing Policy Handbook 4000.1 for in-depth information on FHA policy, the Property Acceptability Criteria for FHA mortgage insurance, which include Minimum Property Requirements (MPR) and Minimum Property Standards (MPS), and include by reference, associated rules, and regulations.

1.1 Navigating the FHA Catalyst: Property Valuation Module User Guide

The FHA Catalyst Property Valuation module allows Mortgagees and their approved third parties to provide FHA with the XML version of appraisals conducted for their loans. FHA needs these appraisals to assess whether the property is eligible for FHA insurance.

Note: The *FHA Catalyst* Property Valuation module currently accepts the following form types for Single Family Forward submissions.

- Uniform Residential Appraisal Report (FNMA 1004 / FRE 70)
- Individual Condominium Unit Appraisal Report (FNMA 1073 / FRE 465)
 - Manufactured Home Appraisal Report (FNMA 1004C / FRE 70B)
- Small Residential Income Property Appraisal Report (FNMA 1025 / FRE 72)
- Appraisal Update and/or Completion Report (FNMA 1004D / FRE 442)

All form submissions must adhere to the <u>Appraisal Report and Data Delivery Guide</u>. The table of contents for this guide is both searchable and linked. Selecting any of the chapter titles or subheadings will take users directly to that section. Users can navigate back to the table of contents by scrolling back to the start of the guide or using the <u>return to table of contents</u> links at the end of each section.

This guide features step-by-step instructions to complete tasks in the Property Valuation Module, utilizing numbered lists, bullets, and screenshots.

Step-by-Step Instructions

1. Instructions describing how to complete tasks appear in lists.

- 2. Words that point to links or boxes that the user needs to select will appear in bold.
 - 3. These instructions will describe how to complete processes using screenshots.
- 4. Screenshots may also include boxes, lines, and labels to show which part of the screen is important.

1.2 Understanding the Icons

This user guide features icons to alert users to important information, especially during step-by-step instructions. This guide uses the following icons:

- Contains supplementary information about actions that lenders take in the Appraisal Module.
- ▲ Contains cautionary information about actions; usually a clarifying statement to assist a user with execution.
 - **1** Indicates highly important information that is critical to an action.

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2. Navigating FHA Catalyst Portal

This section provides Lender Users and Third Party Service Provider users an overview on how to navigate the *FHA Catalyst* Electronic Appraisal Delivery application. Each screen is tailored for a specific business function which the Lender will need to understand to properly utilize the application. The *FHA Catalyst* Electronic Appraisal Delivery Portal login page is where users will need to access the *FHA Catalyst* Electronic Appraisal Delivery application.

2.1 New User Access Request

- 1. Complete and email the Mortgagee User Access Request from to answers@hud.gov
- 2. Upon successful setup of your username in *FHA Catalyst*, you will receive an email from <u>FHACatalyst@hud.gov</u> (HUD-modernization-form) along with your username.
- 3. Check your email from <u>FHACatalyst@hud.gov</u> for a welcome link and your username.
- 4. Upon selecting the welcome link, you will be directed to the login page.

• Please use **Google Chrome** or **Microsoft Edge** to access *FHA Catalyst*. Other browsers are not fully supported and may cause loss of functionality.

2.2 Logging In

- 1. Navigate to https://fha-gateway.force.com/hudpdeform/s/login/
 - 2. Enter your username and password, and then select Login.

Thom us of	ATMENT OF HOUSE
Username	Select to login
Password	
	Login
Forgot your passwor	rd?

Figure 1: Appraisals Portal Login Screen

2.3 Resetting Your Password

1. If you forgot your password, select Forgot Your Password?



Figure 2: Forgot Your Password?

2. Enter your username, then select **Reset Password** to reset your password. Password reset instructions will be sent to the email address associated with your account.

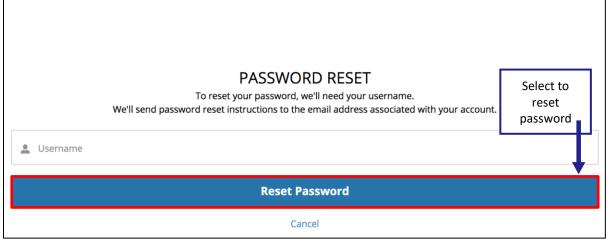


Figure 3: Reset Password

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3. Navigating the Appraisal Module

• After logging in, you will be directed to the *FHA Catalyst* Home Page.

• Note: Depending on the access provided, you may have access to multiple applications with *FHA Catalyst*. If you have access to multiple application, you will see multiple icons.

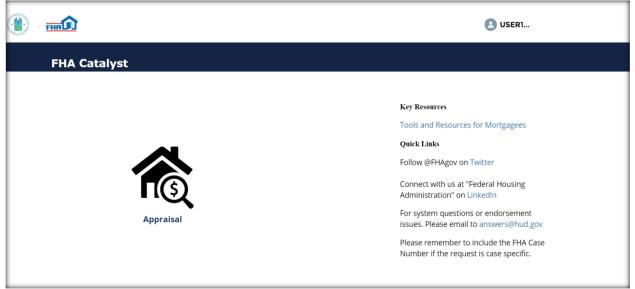


Figure 2: FHA Catalyst Landing Page

- The *FHA Catalyst* Landing Page will display the selectable Appraisal icon to access the Appraisal Application. User will need to select the icon to open the Electronic Appraisal Delivery application.
- The **Username** is displayed on the top right of the screen. Users can view their profile and logout when selecting their Username.
- Key Resources and Quick Links sections provide the user with additional information and access to HUD FAQs and Troubleshooting assistance.

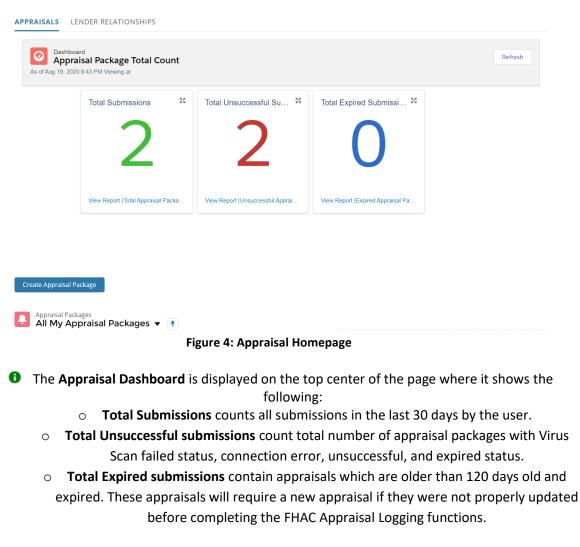
3.1 Appraisal Homepage

1. To navigate to the FHA Catalyst Appraisal application, select the Appraisal icon.

ни ни	USER1
FHA Catalyst	
naviga	Key Resources Cools and Resources for Mortgagees Quick Links Follow @FHAgov on Twitter Connect with us at "Federal Housing Administration" on LinkedIn For system questions or endorsement issues. Please email to answers@hud.gov Please remember to include the FHA Case Number if the request is case specific.

Figure 3: FHA Catalyst Landing Page

2. From there, you will navigate to the **Appraisal** Homepage. The Homepage contains the appraisal dashboard.



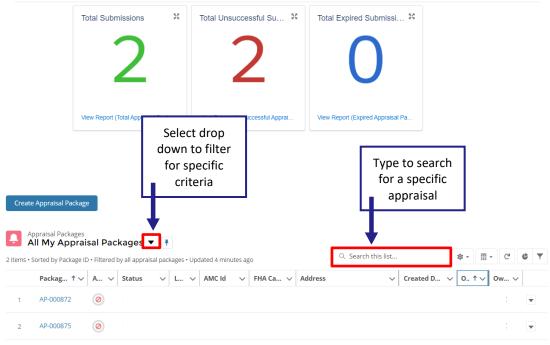


Figure 5: Appraisal Homepage List view

- The List View provides the user with a view of existing records in a table format with column names displayed at the top. List views are a way to sort, prioritize, and analyze records based on filtering criteria.
- Users can conduct a search within the List view Search Bar by typing in the Appraisal specific information based on the column headers. i.e. FHA Case #, Lender ID, Status, etc.

Appraisals can have different statuses. These statuses include:

- Successful The appraisal was successful in passing FHA data checks or the override request was successful and accepted.
 - Successfully transmitted appraisals will still be subject to review for compliance with FHA appraisal requirements, and mortgagees will remain responsible for ensuring the property meets FHA's minimum property requirements and

standards.

- Not Successful The appraisal file did not pass FHA data checks and the reason can be viewed in the SSR report.
 - In Progress The appraisal is currently processing.
- Expired The appraisal file that was uploaded to *FHA Catalyst* was uploaded expired or the appraisal has expired without an update
 - Virus Scan failed The appraisal file failed virus scanning.
- ▲ Lender Users should be able to see all the appraisals submitted to on behalf of their lending institution by any user in the list view.
 - ▲ Once the AMC users uploads the appraisal for a lender company, the ownership of that appraisal will be transferred to the appropriate institution.

0

3.2 Global Search

Global Search, located at the top of each page, is a powerful functionality that allows a user to search for any existing record submissions currently in the portal. A user can conduct a search using partial information such as only first name of the Appraiser, Lender Name, Lender ID or search by Appraisal Company etc.

Search Results		al Packages					View More
All	PACKAGE ID	APPRAISAL	STATUS	LENDER ID	FHA CASE #	ADDRESS	 CREATED DATE
Discussions 0	AP-021251	0	In Progress			hooneoo	8/17/2020 3:19 PM
Appraisal Packa	AP-021739	0	Not Successful				8/18/2020 6:50 PM
Appraisals Collapse List	AP-014055	0	Not Successful				8/12/2020 12:31 PM
Conapse List	AP-014073						8/12/2020 4:25 PM
	AP-014056	\checkmark	Successful				8/12/2020 1:02 PM
	•						+

Figure 6: Global Search Bar

• To further refine a search when searching for appraisals, select an option from the **Refine By** menu.

Search Results	Appraisal Packages 50+ Results • Sorted by Relevance 💌	
All	PACKAGE ID APPRAISAL STATUS LENDER ID FHA CASE # ADDRESS	CRE
Appraisal Pack	AP-021251 O In Progress	8/1
Expand List	AP-021739 Not Successful	8/18
Refine By	AP-014055 💿 Not Successful	8/1:
Package ID	AP-0140	8/12
	AP-0140 Select to refine	8/11
Appraisal	appraisal AP-0169 search criteria	8/1:
	AP-0228 ssful	8/15
Status	AP-022587 🙆 Not Successful	8/11
Choose 🔻	AP-022551 Not Successful	8/15
Lender Id	AP-016875 Not Successful	8/1:
	يد	

Figure 7: Refine Global Search

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4. Appraisal Packages

Section 4 describes how a Lender creates and submits a new appraisal package. This section also includes how the users can upload a primary, secondary, and supporting documents when submitting the appraisal package for processing.

4.1 Creating and Submitting an Appraisal Package

1. To start an appraisal package, select the **Create Appraisal Package** button on the Appraisal Home screen.

	Т	otal Subi	missions		25	Total Unsu	ccess	sful Su… 🏼	\$ Tota	al Expired Subm	nissi 🕅				
			2							()					
	v	iew Report	(Total Appraisa	l Packa		View Report (U	Insucce	essful Annrai	View	Report (Expired App	oraisal Pa				
	_	ich report	(Total Applaide	i i acho		view report (e	1150000	coordi Apprai		ricport (Expired App	naisarr a				
	te Appraisal Packag			c a	Select reate ppra backa	e an isal									
	Appraisal Packages All My Appra		kages 🔻	- Ŧ											
2 items •	Sorted by Package I	D • Filtered	by all apprais	al pack	ages • Up	dated 4 minute	es ago			Q Search this	list		\$ •	- C	¢ T
	Packag 🕇 🗸	A ~	Status	\sim	L ∨	AMC Id	V F	FHA Ca 🗸	Address		✓ Creat	ed D 🔨	∕ 0 ↑ ∨	0w ∨	
1	AP-000872	0	Not Succe	ssful											•
2	AP-000875	0	Not Succe	ssful					-						•

Figure 8: Refine Global Search

- From there, you will navigate to a new screen where you can input information for appraisal package submission.
- ▲ The Lender Name and Lender ID are automatically populated using the Account the user is associated with.
 - 2. Enter the Lender Loan Number (15-digit limit).
 - 3. Enter the FHA Case Number with a hyphen after the first 3 digits (11-digit limit).
- Use the Upload Files button to upload an XML file. The primary appraisal must be a Uniform Residential Appraisal Report (FNMA 1004/FRE 70), Small Residential Income Property (FNMA1025/FRE 72), Individual Condominium Unit Appraisal Report (FNMA 1073 / FRE 465) Manufactured Home Appraisal Report (FNMA 1004C / FRE 70B), submitted in the appropriate MISMO format.

Upload	nder Name: { nder ID: 2	*Lend	der Loan #	* FHA Case # xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx	
Primary Appraisal Appraised value is less than \$5000 Select Override Comment	Override Request Unknown subject Select Override Comment	Insert Lender Loan #	Secondary A	uppraisal Insert FHA Case # Uplose Or grop Files	
Appraiser must be on the FHA App Roster Select Override Comment	aiser •				
Primary Appraisal File	Or drop	Select to pload files			
		Cancel Sa	ve And Add Submit		

Figure 9: Create Appraisal Package Screen

5. Select Submit after completing all required fields to submit your appraisal package.
A pop up will display stating the Package was created successfully.

Appraisal Packag Upload	e Lender Nam Lender ID: 2	e: PennyMac 8095	* Lender	Loan #	* FHA C	ase # XXXXXXX	
Primary Apprai	sal			🚹 Secondary A	ppraisal		
Appraised value is less than :		Request	5	Secondary Appraisal File			
Select Override	\$	Select Override Comment	\$		Upload 1 Files	Or drop files	
Appraiser must be on the FH Roster							
Select Override	\$						
Primary Appraisal File			a				
JAT-TC4-446-46	92738- Aac fatals.xml			Select to su	ıbmit		
mary 1004D Appraisal Supp	orting Document Dpload Files	Or drop files		appraisa packag			
			Cancel Save	And Add Submit			
	Fi	gure 10: Sub	omitting a	n Appraisal F	Package		

• The home screen lists the newly created **Appraisal Package ID.** The columns display the relevant information from the appraisal package.

The home screen **Dashboard** also displays the total count of Appraisal Package submissions. Select the Refresh button on the dashboard to update the count.

APPRAISALS LEN	NDER RELATIONSHI	PS									
Dashboar Apprais As of Aug 19, 2020 5	sal Package Tota	l Count							Refi	resh	
		5 2	Total Un	122 successful Su	55 Tota	Il Expired Submissi \$	ŝ				
	View Report (Total Appr	aisal Packa	View Repo	rt (Unsuccessful Appr	ai View	Report (Expired Appraisal Pa					
Create Appraisal Pack	packa	isal age									
20 items • Sorted by Crea	ated Dyte • Filtered by all a	appraisal packages	• Updated a	few seconds ago		Q Search this list		\$ v	🖩 • C'	C	Ŧ
Package ID	✓ A ✓	Status 🗸	Len ∨	AMC Id \sim	FHA Ca 🗸	Address	∽ Crea	ted D 🌵	~ Ow	\sim	Owne
1 AP-023627	0	Successful	2						Preeti		Penny
2 AP-023411	0	Not Successful							Preeti		Penny

Figure 11: Home Screen List View After Submission

4.2 Uploading a Secondary Appraisal and Supporting Documents

On the Create Appraisal Package Screen the user has the option to upload a Secondary Appraisal and Supporting Documents for both Primary and Secondary appraisals.

- ▲ A Supporting Document must be an Appraisal Update and/or Completion Report (Fannie Mae Form 1004D / Freddie Mac Form 442), submitted in MISMO 2.6 Errata 1 format.
- 1. Once the user has uploaded a primary appraisal, the Primary Supporting Document upload file button will appear.
 - 2. Select **Upload Files** in the Primary Appraisal section to upload supporting documentation.
 - 3. To upload a secondary appraisal, select **Upload Files** in the Secondary Appraisal section.

▲ To delete an appraisal or supporting documentation, select the **Trash Can** icon.

Appraisal Package Upload	Lender Nam Lender ID:	*Len	der Loan #	* FHA Case # x00x-x0000000x
Primary Apprais	al		↑ Secondary	/ Appraisal
Appraised value is less than \$5		Request	Secondary Appraisal File	2
Select Override	\$	Select Override		Upload Files Or drop files
Appraiser must be on the FHA Roster Select Override Comment	Appraiser		Select to delete	Select to upload a secondary appraisal
Primary Appraisal File				
rimary 1004D Appraisal Suppor	upload ↑ Tiles	Select to uplo supporting documents		
		Cancel Sa	ve And Add Submit	

Figure 12: Uploading Supporting Documents and Secondary Appraisals

4.3 Submitting Multiple Appraisal Packages

- 1. Select the **Save and Add** button on the Create Appraisal Package screen to submit multiple Appraisal Packages.
- When a user selects the Save and Add button, the current Appraisal Package is submitted, and the screen is refreshed for the next Appraisal Package.
 - ▲ The user can also select the **Cancel** button afterwards if they decide not to submit multiple Appraisal Packages. The user will be taken back to the home screen to view the results of the previous submission(s).

Overrid	e Request		Secondary Appraisal File	
Appraised value is less than \$5000	Unknown subject address		Secondary Appraisar ne	
Select Override	Select Override	\$	UAT-TC5-4	â
Comment	Comment		Successful Secondary 1004-AMC	
Appraiser must be on the FHA Appraiser Roster			Secondary 1004D Appraisal Supporting Document	
Select Override			UAT-TC5	台
Comment			Successful Secondary 1004D-AMC	
Primary Appraisal File				
UAT-TC4-		â		
	Select to cancel		Select to submit and	
	Select to cancel and return to the	±		
UAT-TC4-			Select to submit and begin creating a new appraisal package	

Figure 13: Submitting Multiple Appraisal Packages

4.4 Submission Error Conditions Overrides

Users can provide Manual Overrides to resolve messages that indicate possible appraisal data and appraisal requirement discrepancies that lenders may need to address, but do not need to be corrected for transmission to FHA to be successful. The User has the choice of 3 manual overrides:

- Appraised Value Less Than \$5000
- Unknown Subject Address (based on USPS Address Validation)
 - Appraiser not on FHA Appraiser Roster
- 1. To apply a manual override, select the drop down under the current override request reason (bulleted above)
- 2. To add a comment for justification, select **Other (seem comments)** from the drop down menu.

Appraisal Package Lender Nar Upload Lender ID: 3	· · · · · · · · · · · · · · · · · · ·	* Lender Loan #	* FHA	Case #
Primary Appraisal Overrid Appraised value is less than \$5000 Select Override	e Request Unknown subject address Select Override	Se	Select arrows to	
Comment	Select Override Recent/New Construction Subject address located in rui Address has recently changed		004-AMC	
Select Override	Address is correct and verifier Address is correct and verifier Other (see comments)	d via local professiona d by lender		ng Document
Primary Appraisal File		â		
Successful 1 Primary 1004D Appraisal Supporting	; Document			
UAT-TC5 Successful Primary 1004D-AMC	-			
	Cance	el Save And Add	Submit	

Figure 14: Manual Override Options

- ▲ Manual override requests are submitted together with the appraisal package, automatically approved and taken into consideration when generating the SSR report.
- ▲ To request an override for an existing appraisal package, fill out the override request and upload the original appraisal file(s), then select **Submit**.

• Please see Appendix A for a full list of Error/Hard Stop conditions.

• System checks against FHA appraisal reports and data policy may result in hard stops that cannot be manually overridden. These "Non-Overridable" hard stops result from messages that indicate appraisal data or appraisal form requirement errors that must be resolved before the submission can be successfully submitted to FHA.

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5. Manage Appraisal Packages

5.1 View Manage Appraisal Package Screen

After submitting an Appraisal Package, the home screen provides a list view of all the submissions owned by the user.

1. Select the **Package ID** link from the list view to open the Manage Appraisal Package Screen.

tems	 Sorted by Created Da 	ite • Filter	ed by all appraisal pa	ackages • Updated a fev	v seconds ago		Q Search this list		\$ ·	•	G	C	7
	Package ID 🗸	A ~	Status 🗸		FHA Ca.	🗸 Address	\checkmark	Created $\downarrow \lor$	Ow	\sim	0w `	~	
1	AP-000887	-	-	o open the e Appraisal									▼
2	AP-000886	~	-	ge screen									•
3	AP-000885	0	Not Successful										▼
4	AP-000884	0	Not Successful										•
5	AP-000882	0	Not Successful										•
6	AP-000878	0	Not Successful										•
7	AP-000877	0	Not Successful										•
8	AP-000876	0	Not Successful										•

Figure 15: Package ID Link

The Manage Appraisal Package Screen will be displayed with the appraisal package Status, Appraisal Details, downloadable versions of the appraisal in both PDF and XML format, the Submission Summary Report (SSR), and Submission History.

	FHA Case #			: 8/20/2020 8:20 AM	Date Si Lender	ubmitted: 8/20/2	020 8:20 AM	ì
uccessful	Lender Loan #		Lender Name	4	Lender	ID:		
Primary S	ubmission Info		XML PDF	🚹 Primary Appr	aisal		1	
Packag	Form Type:	FNM1073				Request	SSR	
	feative Date:		T	Appraised value is less that	n \$5000	Unknown sut		
status	urpose Type:				*	Comment	report	1
	Address:		🛛 📕 Appı	raisal				
	Appraised Value:		det	ails st be on the	FHA Appraiser			
	ppraisal Company:			Select Override				
Apprais	sal Name / License:			Comment	•			
				* Primary Appraisal File				
					Upload	Or drop		
					⊥ . Files	files		
		Cance	Add Secondar	v Appraisal Submit				
								_
missio	n History						C₁ 4	
	Date	Status	FHA Case	Lender Loan	Lender	ld	SSR Report	
	8						SSR	

Figure 16: Manage Appraisal Package Screen - Lender

5.2 Submission Summary Report (SSR)

The Submission Summary Report is located on the top right of the Manage Appraisal Package Screen. The SSR Report provides all Hard Stops, Compliance messages and Fatal errors for the submitted

- Appraisal Package.
- 1. Select the SSR Report Icon Link to download the report.
- 2. Open the SSR Report once the download completes to view it.

	Submission Summary Report (SSR)				
Package ID 72e678c8-5a2d-46a3-998b-52705f4bbb48					
Appraisal Status (FHA)	Successful	Original Submitted Report Date	06/23/2020 20:51:54 UTC		
Lender ID		Latest Submitted Report Date	07/10/2020 17:03:52 UTC		
Lender Name		Number of Submissions			
Lender Loan Number		FHA Case Number			

		Primary	Appraisal			
Document Stat	us	Successful	Appraiser	·		
Form Type		FNM1025	Appraised Value	\$430,000		
Subject Addres	s					
Borrower Nam	e	Date of Appraisal		06/12/2020		
Comps		Comp Address	Adjusted Sale Price			
Comp 1				\$466,110		
Comp 2				\$411,000		
Comp 3				\$405,450		
Comp 4				\$465,000		
Comp 5				\$412,210		
Comp 6		1		\$480,230		
FHA Hard Sto	ps					
Message ID	Hard Stop Des	scription		Override Req	uest Reason	
Compliance M	fessages					
Message ID	Form Section	Form Field Name	Full Message Description		Severity	

Figure 3: Submission Summary Report PDF

5.3 Appraisal Submission History

The Appraisal Submission History allows the user to see the number of resubmissions on the same appraisal package.

- A user can also:
- Download the entire Appraisal Package Submission History
- Print the Appraisal Package Submission History table
- Download individual SSR reports for each entry

Submis	ssion History					G 7 🖨
#	Date	Status	FHA Case	Lender Loan	Lender Id	SSR Report
1	6/8/2020 1:21 PM	In Progress				
2	6/8/2020 1:21 PM	Successful				

Figure 4: Appraisal Submission History

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6. Managing Relationships

▲ Lender Admins can **only** manage the relationship with Appraisal Management Companies from the Lender Relationships tab.

6.1 Creating the Relationship:

1. Select the Lender Relationships tab.

2. Select **New** located at the top right of the page.

APPRAI	SALS LENDER	RELATIONSHIPS											
	ender Relationships	†										New	<i>•</i>
4 items • 9	Sorted by LR Number	Select to navigate	Logged	In • Update	d a few seconds ago		Q Search t	his list	- tột	•	Ċ	6	
	LR Number 🕇 🚿	to the Lender	Id	\sim	Lender Account	\sim	Lender Id	✓ Active	1				
1	LR-000001	Relationships tab					D	~	Select				
2	LR-000002	AMC Bob					D	*	newi	elati	onsl	nip	
3	LR-000003						D	~	8/19/2020	1:12 PM		▼	
4	LR-000004	Prem AMC Company					0	~	8/19/2020	8:28 PM		•	

Figure 5: Creating Relationship with AMC

- 3. Enter the AMC name
- 4. Select Save to establish the relationship between Lender and the AMC Company

New Lender Relationship

Information	
LR Number	Owner
Lender Account	Active Enter AMC name
Appraiser Account	
Search Accounts	٩
Туре	Select to
Appraiser	save
	Cancel Save & New Save

Figure 6: New Lender Relationship Screen

6.2 Deactivating AMC Users

Select the record of the AMC Company that a user wants to break the relationship with.
 Select Edit on the right side of the screen

DETAILS RELATED		Chatter isn't enabled or the user doesn't have Chatter acc s
LR Number	Owner	Select to edit
Lender Account	Lender Id	
Created By	Last Modified By	
	Figure 21: New Lender Rela	tionship Screen
3. Sele	ect the checked box under 4. Select S	Active to uncheck the box.

Edit LR-000001

Appraiser Account		AMC Id			
Type Appraiser	×	Active	Select to uncheck the Active box		
Created By		Last Modified By		1	Select to Save

	ender Relationships									Nev
ems •	Sorted by LR Number • F	iltered by all lender relationship	s - User Logged In • Update	ed a few seconds ago	Q Search this	ilist	- 1¢1	•	G	C
	LR Number 🕇 🗸	Appraiser Account 🗸 🗸	AMC Id ↑ ∨	Lender Account 🗸 🗸	Lender Id 🗸	Active 🗸	Created Da	te	~	
1	LR-000001					_	8/19/2020 1	1:36 AM		•
2	LR-000002						8/19/2020 1	:11 PM		•
3	LR-000003						8/19/2020 1	:12 PM		▼

Figure 23: Relationship Deactivated

6.3 Activating AMC Relationship:

1. Select the **Edit** on the right side of the screen

Cender Relationship LR-000001			New Note
TAILS RELATED		Chatter isn't enabled or the us	ser doesn't have Chatte
Number -000001	Owner		Select edit
nder Account	Lender Id		
opraiser Account	AMC Id		
pe	Active		
reated By	Last Modified By		

Figure 24: Edit Screen

- 2. Select the **Active** button and selects **Save**.
- 3. The selected AMC Company is activated meaning the relationship is tied between the Lender Company and the AMC Company.

Edit LR-000001

LR Number LR-00001 Lender Account Lender Id Appraiser Account AMC Id Type Type Created By Last Modified By		Figure 25: Activ	vate Relationsh	Cancel	Save & Nev	N Save
LR-00001 Lender Account Lender Id Appraiser Account AMC Id Type Select to uncheck the Active box			Last Modified By		I	
LR-000001	B 'n		_	uncheck the		
	Lender Account		Lender Id			
			Owner			

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7. Troubleshooting/FAQs

7.1 Issues Uploading Appraisal Documents

Question - As a Lender User, when I try to create a new "Appraisal Package" and attempt to upload a file, I get a "File cannot be uploaded" error notification in red.

Answer - This issue could be caused by a corporate VPN network that the user is connected to, which is blocking access to API URLs used in the application. Please email <u>fhacatalyst@hud.gov</u> describing the problem. Please include screenshots of the error seen in the application.

7.2 Issues with Downloading Appraisal Documents

Question - As a user, I am unable to download the Appraisal Package document and get an error when attempting to do so.

Answer - Please disable any Ad Blocker software in Google Chrome or Microsoft Edge.

• Lender Users- Add <u>https://fha-gateway.force.com/hudpdeform/s/login/</u> as a trusted site for the Ad blocker to disable it.

Once the Ad Blocker is disabled, please re-try to download and open the file.

If the above suggestions do not resolve the problem, please email <u>answers@hud.gov</u> describing the problem. Please include screenshots of the error seen in the application.

8. Appendix

8.1 Appendix A – FHA Catalyst Hard Stops

Hard Stop Code	Hard Stop Description / Output Message	Override	
100	Appraised value is missing or provided in an invalid format	N	
101	Appraised value is less than \$5,000	Y	
102	Appraised value is less than or equal to \$0	N	
200	Missing appraiser certification information	N	
300	Missing subject address	Ν	
302	Unknown subject address	Y	
401	UAD compliance check failure (one or more fatal)	N	
9000	Document Not Found	Ν	
9000	Appraisal Form Type must be given	Ν	
9001	Appraisal data in invalid format: Appraisal file could not be parsed as XML	Ν	
9001	Appraisal data in invalid format: XSD check failure	Ν	
9003	PDF not included in XML submission	Ν	
9005	Form 1004D/442 is not valid for a primary or secondary appraisal. It must be uploaded as a supporting document.	Ν	
FHA201	Appraiser must be on the FHA Appraiser Roster	Y	
FHA202	Appraiser must have a valid certification in the state where the property resides	Ν	
FHA203	Appraiser certification was not active as of the appraisal effective date	Ν	
FHA204	Appraiser certification was terminated as of the appraisal effective date	Ν	
FHA205	Appraiser was ineligible as of the appraisal effective date	N	
FHA210	Appraisal contains supervisory appraiser information	N	
FHA3100	For purchase transaction, Date of Contract must be provided	Ν	
FHA3105	For purchase transaction, Contract Price must be provided	N	
FHA3200	Location must be provided	N	
FHA3205	Sum of all land uses must be at least 1% but not greater than 100%	N	
FHA3210	Neighborhood Predominant Price must be provided	Ν	
FHA3300	Site Area must be greater than "0" unless under condominium ownership	Ν	
FHA3700	At least one of "as is," "subject to completion," "subject to the following repairs" or "subject to the following required inspection" must be selected. If "as is" is selected, no other value may be selected.	N	
FHA4000	Subject property market value decline indicator must be provided	Ν	
FHA4001	Appraisal Update indicates that the market value of the subject property has declined in value	Ν	

FHA4100	Form purpose of update and/or completion must be provided	N
FHA4200	Effective Date of Appraisal must be provided	Ν
FHA4205	Effective Date of Appraisal Update must be provided	Ν
FHA4210	Appraisal effective date shows that the appraisal is expired	Ν
FHA500	FHA Case Number is missing or provided in an invalid format	Ν
FHA5000	Building Status must be provided	Ν
FHA5005	Year Built must be provided	Ν
FHA501	FHA Case Number does not match primary appraisal	Ν
FHA5010	Effective Age must be provided	Ν
FHA5015	Improvement Type must be provided; only one of "Detached," "Attached" or "Semi-Detached/End Unit" must be selected	Ν
FHA5016	Project Description must be provided; only one of "Detached," "Row or Townhouse," "Garden," "Mid-Rise," "High-Rise" or "Other" must be selected	Ν
FHA502	FHA Case Number on appraisal is cancelled or not found	N
FHA503	FHA Case number assigned to property does not match subject address	Ν
FHA504	FHA Case Number on appraisal is not assigned to lender	N
FHA505	FHA Case Number assigned to property does not match subject address state	Ν
FHA5100	Foundation Type must be provided; at least one value must be selected	Ν
FHA5200	Car Storage Type must be provided; at least one option (or "None") must be selected	Ν
FHA5400	Number of rooms must be provided as a whole number greater than or equal to 0	Ν
FHA5401	Number of rooms must be greater than or equal to the number of bedrooms	Ν
FHA5405	Number of bedrooms must be provided as a whole number greater than or equal to 0	Ν
FHA5410	Number of bathrooms must be provided and must be greater than or equal to 0	Ν
FHA6000	A transfer in the past 3 years was indicated; the Price of Prior Sale/Transfer must be provided and greater than or equal to 0	Ν
FHA6005	Gross Living Area must be provided and must be greater than 0	Ν