

# FHA Catalyst: Electronic Appraisal Delivery Module

## Electronic Appraisal Delivery

## Lender User Guide

**U.S. Department of Housing and Urban Development** 

August 2020

## **Document History**

| Version No. | Date      | Author | Revision Description |
|-------------|-----------|--------|----------------------|
| 1.0         | 8/27/2020 |        | Initial Release      |
|             |           |        |                      |
|             |           |        |                      |

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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 <a href="https://fha-gateway.force.com/hudpdeform/s/login/">https://fha-gateway.force.com/hudpdeform/s/login/</a>
  - 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?

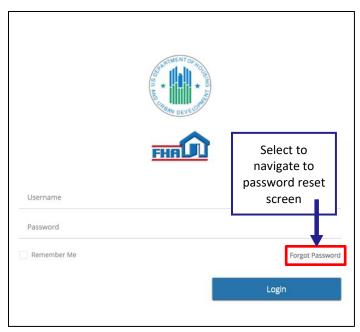


Figure 2: Forgot Your Password?

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.

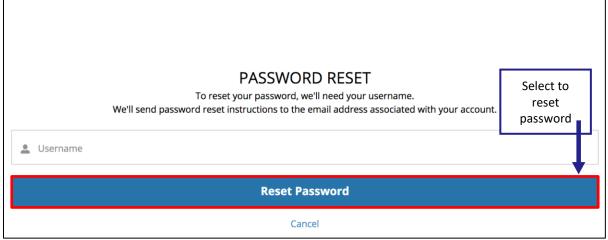


Figure 3: Reset Password

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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.

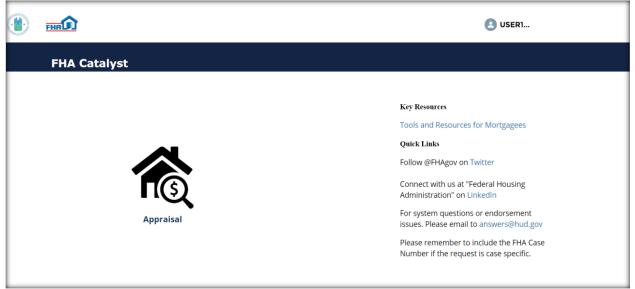


Figure 2: FHA Catalyst Landing Page

- 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.

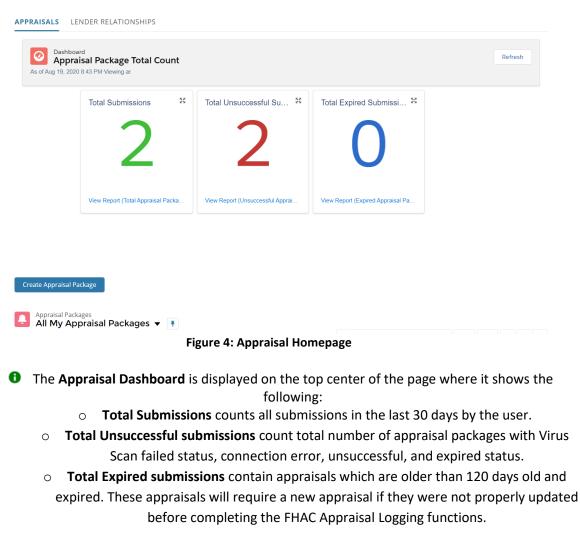
#### 3.1 Appraisal Homepage

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<br>Administration" on LinkedIn         For system questions or endorsement<br>issues. Please email to answers@hud.gov         Please remember to include the FHA Case<br>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.



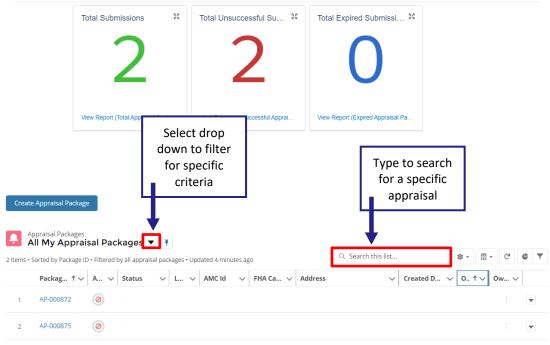


Figure 5: Appraisal Homepage List view

- 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 | <br>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<br>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<br>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<br>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<br>a     | Select<br>reate<br>ppra<br>backa | e an<br>isal   |         |               |         |                      |            |        |         |      |            |
|           | Appraisal Packages<br>All My Appra |              | kages 🔻         | - <b>Ŧ</b> |                                  |                |         |               |         |                      |            |        |         |      |            |
| 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  | ¢ <b>T</b> |
|           | 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: {<br>nder ID: 2  | *Lend                      | der Loan #        | * FHA Case #<br>xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx         |  |
|---|---|----------------------------|-------------------|--|--|
| Primary Appraisal     Appraised value is less than \$5000     Select Override     Comment | Override Request<br>Unknown subject<br>Select Override<br>Comment | Insert<br>Lender<br>Loan # | Secondary A       | uppraisal<br>Insert FHA<br>Case #<br>Uplose Or grop<br>Files |  |
| Appraiser must be on the FHA App<br>Roster<br>Select Override<br>Comment                  | aiser<br>•  |                            |                   |  |  |
| Primary Appraisal File  | Or drop   | Select to<br>pload files   |                   |  |  |
|   |   | <b>Cancel</b> 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<br>Upload            | e Lender Nam<br>Lender ID: 2       | e: PennyMac<br>8095        | * Lender    | Loan #                   | * FHA C              | ase #<br>XXXXXXX |  |
|---------------------------------------|------------------------------------|----------------------------|-------------|--------------------------|----------------------|------------------|--|
| Primary Apprai                        | sal                                |                            |             | 🚹 Secondary A            | ppraisal             |                  |  |
| Appraised value is less than :        |                                    | Request                    | 5           | Secondary Appraisal File |                      |                  |  |
| Select Override                       | \$                                 | Select Override<br>Comment | \$          |                          | Upload<br>1<br>Files | Or drop<br>files |  |
| Appraiser must be on the FH<br>Roster |                                    |                            |             |                          |                      |                  |  |
| Select Override                       | \$                                 |                            |             |                          |                      |                  |  |
| Primary Appraisal File                |                                    |                            | <b>a</b>    |                          |                      |                  |  |
| JAT-TC4-446-46                        | 92738-<br>Aac fatals.xml           |                            |             | Select to su             | ıbmit                |                  |  |
| mary 1004D Appraisal Supp             | orting Document<br>Dpload<br>Files | Or drop<br>files           |             | appraisa<br>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<br>Apprais<br>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<br>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<br>Upload  | Lender Nam<br>Lender ID: | *Len                                      | der Loan #               | * FHA Case #<br>x00x-x0000000x               |
|--|--------------------------|---|--------------------------|--|
| <b>Primary Apprais</b>   | al                       |   | ↑ Secondary              | / Appraisal                                  |
| Appraised value is less than \$5                                     |                          | Request                                   | Secondary Appraisal File | 2  |
| Select Override  | \$                       | Select Override                           |                          | Upload<br>Files<br>Or drop<br>files          |
| Appraiser must be on the FHA<br>Roster<br>Select Override<br>Comment | Appraiser                |   | Select to<br>delete      | Select to upload<br>a secondary<br>appraisal |
| Primary Appraisal File   |                          |   |                          |  |
| rimary 1004D Appraisal Suppor  | upload<br>↑<br>Tiles     | Select to uplo<br>supporting<br>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<br>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 | <b>±</b> |   |   |
| UAT-TC4-   |                                    |          | Select to submit and<br>begin creating a new<br>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<br>Upload Lender ID: 3                               | · · · · · · · · · · · · · · · · · · ·  | * Lender Loan #                        | * FHA            | Case #      |
|---|--|--|------------------|-------------|
| Primary Appraisal     Overrid Appraised value is less than \$5000 Select Override | e Request<br>Unknown subject address<br>Select Override  | Se                                     | Select arrows to | <b></b>     |
| Comment   | Select Override<br>Recent/New Construction<br>Subject address located in rui<br>Address has recently changed |  | 004-AMC          |             |
| Select Override   | Address is correct and verifier<br>Address is correct and verifier<br>Other (see comments)                   | d via local professiona<br>d by lender |                  | ng Document |
| Primary Appraisal File  |  | â                                      |                  |             |
| Successful 1 Primary 1004D Appraisal Supporting                                   | ; Document   |  |                  |             |
| UAT-TC5<br>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 | <ul> <li>Sorted by Created Da</li> </ul> | 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<br>e Appraisal |               |           |                    |                           |      |        |      |   | ▼ |
| 2    | AP-000886                                | <b>~</b>     | -                      | 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<br>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          |             |   |
|           |                     |         |              |                              | ⊥ .<br>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<br>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 | <b>†</b>           |        |             |                     |        |            |          |           |         |      | 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          | <b>~</b> | 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<br>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<br>4. Select <b>S</b> | Active to uncheck the box.                                   |

#### Edit LR-000001

| Appraiser Account |   | AMC Id           |  |   |                   |
|-------------------|---|------------------|--|---|-------------------|
| Type<br>Appraiser | × | Active           | Select to<br>uncheck the<br>Active box |   |                   |
| Created By        |   | Last Modified By |  | 1 | Select<br>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<br>LR-000001 |                  |                                 | New Note                |
|----------------------------------|------------------|---------------------------------|-------------------------|
| TAILS RELATED                    |                  | Chatter isn't enabled or the us | ser doesn't have Chatte |
| Number<br>-000001                | Owner            |                                 | Select<br>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<br>LR-00001<br>Lender Account Lender Id<br>Appraiser Account AMC Id<br>Type<br>Type<br>Created By<br>Last Modified By |                | Figure 25: Activ | vate Relationsh  | Cancel      | Save & Nev | N Save |
|---|----------------|------------------|------------------|-------------|------------|--------|
| LR-00001<br>Lender Account Lender Id<br>Appraiser Account AMC Id<br>Type Select to<br>uncheck the<br>Active box                 |                |                  | Last Modified By |             | I          |        |
| LR-000001   | <b>B</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<br>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<br>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<br>100%   | N        |  |
| FHA3210        | Neighborhood Predominant Price must be provided   | Ν        |  |
| FHA3300        | Site Area must be greater than "0" unless under condominium<br>ownership  | Ν        |  |
| FHA3700        | At least one of "as is," "subject to completion," "subject to the<br>following repairs" or "subject to the following required<br>inspection" must be selected. If "as is" is selected, no other value<br>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,"<br>"Attached" or "Semi-Detached/End Unit" must be selected                                 | Ν |
| FHA5016 | Project Description must be provided; only one of "Detached,"<br>"Row or Townhouse," "Garden," "Mid-Rise," "High-Rise" or<br>"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<br>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<br>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<br>"None") must be selected  | Ν |
| FHA5400 | Number of rooms must be provided as a whole number greater<br>than or equal to 0  | Ν |
| FHA5401 | Number of rooms must be greater than or equal to the number<br>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<br>than or equal to 0  | Ν |
| FHA6000 | A transfer in the past 3 years was indicated; the Price of Prior<br>Sale/Transfer must be provided<br>and greater than or equal to 0                  | Ν |
| FHA6005 | Gross Living Area must be provided and must be greater than 0   | Ν |