



# Commentary Section Reference Guide

As Powered by





## WHAT IS IT?

Lenders and Underwriters that Valuation Professional Suite provides services to, continue to require additional commentary and clarification based on certain aspects of the appraisal report. These requests are generally made after the appraisal has been delivered requiring the appraiser to add commentary and resubmit the appraisal. In an effort to provide our clients with a succinct location for commentary on certain property characteristics and minimize clarification requests back to the appraisers, it became evident that a commentary section as an additional commentary section in the appraisal report was needed.

Valuation Professional Suite is excited to release the Commentary Section. The Commentary Section initiative will use technology to dynamically add a commentary section page to an appraiser's official report that asks the appraiser to specifically answer questions that the underwriter will need clarification on prior to delivery of the appraisal report.

## WHAT ARE THE BENEFITS?

- Underwriting clarification questions asked prior to delivery reduce change requests and post delivery resubmissions. ProQuality minimizes communication from underwriters and operational staff requesting additional information or changes to the report.
- The Q & A become part of the appraisal record and included in the appraisal report delivered to the client.
- Increase the quality of appraisal reports on the first submission.
- Saves time and money. ProQuality decreases turn times by making sure all client specific guidelines and requirements are met upfront.

## WHAT IS CHANGING?

In essence, the Commentary Section will populate with certain questions the appraiser needs to answer after initial validation is performed. ProQuality will feed the questions that need to be answered into this new section of the appraisal report. The Commentary Section clarification questions will take the place of the existing Warnings with Commentary rules. Therefore you will not have to answer questions twice AND the Commentary Section will be part of the appraisal report. Upon successful validation, the Commentary section will be included in the appraisal report PDF and delivered to the client.

The following guide will provide information on how to collaborate with the Commentary section to take full advantage of this technology and insure your appraisal reports meet most clarifications underwriting may have upfront.



## HOW DOES IT WORK?

Once the appraisal form is complete, the form will be checked for errors and validated using the ProQuality web based tool. You will continue to access the ProQuality tool as you do today. That has not changed.

Open the plug-in to send to Valuation Support Services. You will be required to enter information:

- Order Number: The order / tracking number on the order form.
- AppraiserID: This is your unique VSS vendor ID.
- UserName: Fill this in with your **Valuation Support Services website login ID.**
- Password: Fill this in with your **Valuation Support Services website password.**

Please make the correct designation on the undue influence question.

Your software will return a Pass or No Pass with the ability to access ProQuality. Click on View Details to review the Alerts / Warnings that were found.

The screenshot displays the ProQuality web interface. At the top, there is a blue header with the ProQuality logo on the left and the date "Thursday, September 24, 2009, 8:45 AM" on the right. Below the header, the main content area is white. A central box contains two sections of validation results. The first section, titled "Welcome to ProQuality", has a sub-header "Please wait while your credentials are being validated...". It shows two items: "Authentication" with a green checkmark and "Done" status, and "Authorization" with a green checkmark and "Done" status. Below these is a grey box stating "Status: Credential validation completed successfully." The second section, titled "Please wait while your report is being validated...", shows "Validation" with a green checkmark and "Done" status, and "Final Status" with a red exclamation mark and "No Pass" status. Below this is a grey box with the text: "Final Status: Report did not pass validation. 8 Errors and 17 Warnings were found. You may not submit the report until the Alerts are resolved. Please select View Details to identify the Alerts." At the bottom of this section is a red button labeled "VIEW DETAILS". At the very bottom of the page, there is a small link "Terms & Conditions | Copyright | Help" and a page number "3".

ProQuality

Thursday, September 24, 2009, 8:45 AM

**Welcome to ProQuality**

Please wait while your credentials are being validated...

✓	Authentication	Done
✓	Authorization	Done

Status: Credential validation completed successfully.

Please wait while your report is being validated...

✓	Validation	Done
!	Final Status	No Pass

**Final Status:** Report did not pass validation. 8 Errors and 17 Warnings were found. You may not submit the report until the Alerts are resolved. Please select View Details to identify the Alerts.

[VIEW DETAILS](#)

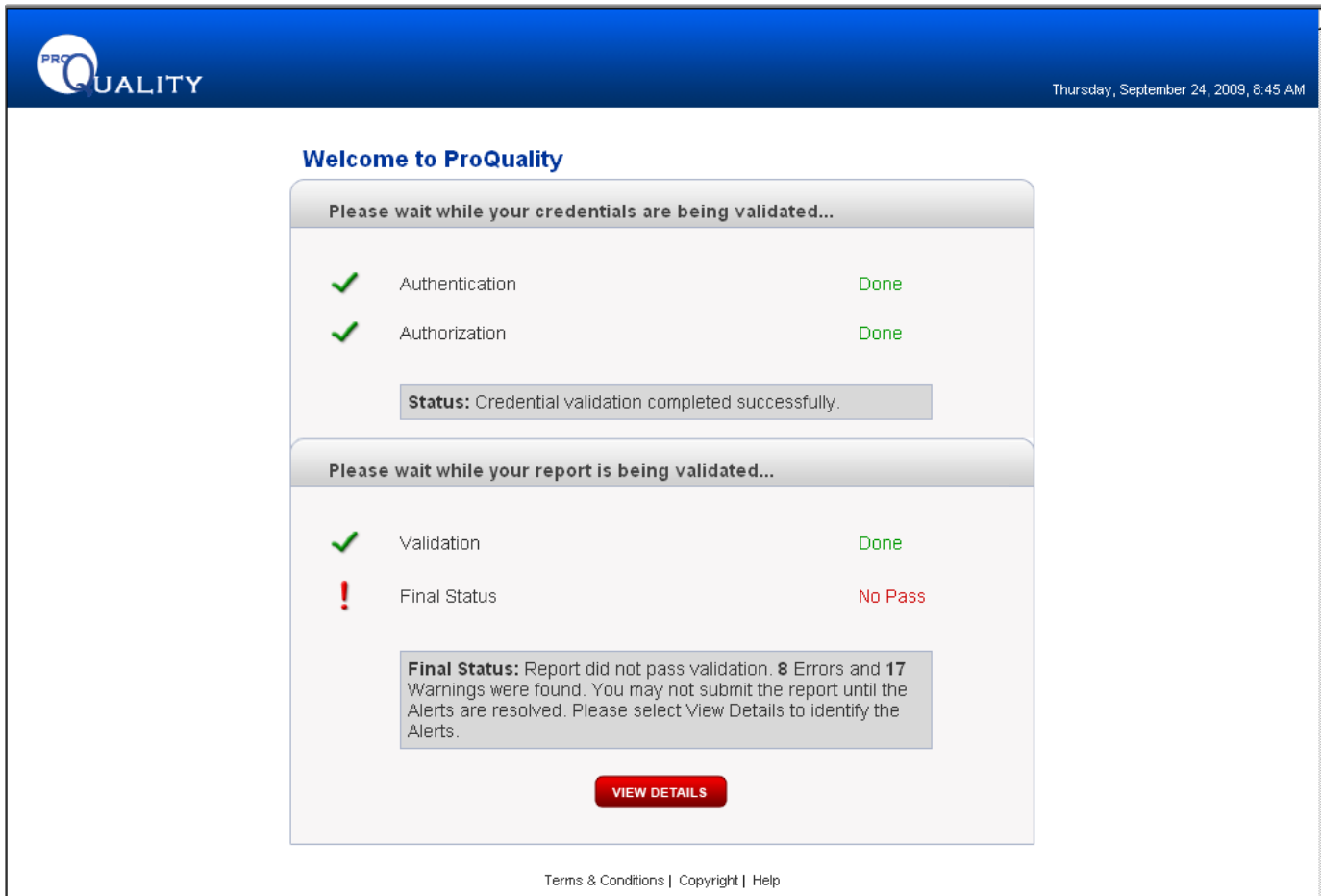
[Terms & Conditions](#) | [Copyright](#) | [Help](#)

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## HOW DOES IT WORK?

On the first page, administrative checks will be performed to ensure the vendor ID, UserName and Password you entered are correct. If you experience any failures during this process, it means there was incorrect data in the vendor ID, User ID, or Password you provided in the Order Information tab. Please refer back to Page 4 for instructions on what needs to be populated in those fields.

Once that is complete, ProQuality will validate the data that was sent to Valuation Support Services. The Final Status will identify the status of the report and whether any Alerts or Warnings fired.



- **No Pass:** Alerts fired or Commentary Section rules fired. Final appraisal report cannot be submitted until all Alerts are fixed and Commentary Section rules are answered. Click on the **View Details** button for specific rules that fired.
- **Pass with Warnings:** Warnings fired. Final appraisal report can be submitted, however, it would be prudent to review the Warnings prior to submission. Click on the **View Details** button for specific rules that fired.
- **Pass:** No Alerts or Warnings fired. Final appraisal report can be submitted.



## PROQUALITY– COMMENTARY SECTION

If No Pass is received, it means at least one Alert fired or clarifications are requested based on information contained within the appraisal report. By clicking on the View Details button, you will be taken to the specific Alerts and/or Warnings that fired.

In the Appraise-IT software, a new tab will display called Commentary in the upper left by Validation tab.

This screenshot shows the 'Validation' tab in the PROQUALITY software. On the left, a tree view shows 'SITE' expanded, with 'SITE\_0203' selected. Below it, 'Question #1' and 'Question #2' are listed. The main area displays the 'SITE' section with a 'Back' button at the top left and a 'Next' button at the top right. The text reads: 'The subject's Zoning Compliance has been reported to be Legal Non-Conforming. Per the VSS Residential Appraisal Guidelines, please thoroughly address the following 2 questions in the fields below.' Below this, question 1 is displayed: '1.) Describe the characteristics of the subject property which render it legal non-conforming.' A large text input area is provided for the answer.

By clicking on the Commentary tab, all of the questions will be displayed. Answer the question in the space provided. Use the **Next** button on the right side of the screen to go to the next question.

This screenshot shows the 'Commentary' tab in the PROQUALITY software. The left tree view is the same as the previous screenshot. The main area displays the 'SITE' section with a 'Back' button at the top left. The text reads: 'The subject's Zoning Compliance has been reported to be Legal Non-Conforming. Per the VSS Residential Appraisal Guidelines, please' followed by question 1: '1.) Describe the characteristics of the subject property which render it legal non-conforming.' Below the question is a large text input area. At the bottom of the input area, a placeholder text reads: 'HERE IS WHERE YOU TYPE THE COMMENTARY REGARDING THE QUESTION ABOVE.'

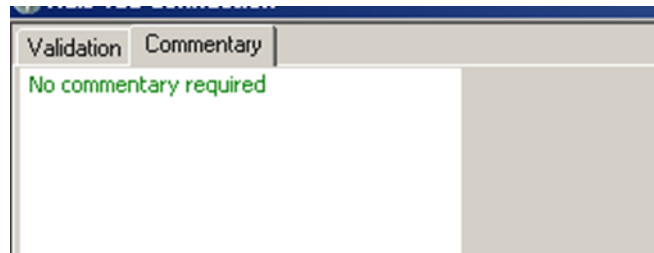
When finished answering all of the questions, click on the Resubmit the Report for Validation found in the lower right hand corner of the "Correct Validation" section.

This screenshot shows a close-up of the bottom right corner of the software interface. A button labeled 'Resubmit The Report for Validation' is visible, located in the lower right hand corner of the 'Correct Validation' section.



## PROQUALITY– COMMENTARY SECTION

Once you have responded to a Commentary request and revalidated, the Commentary tab will display any questions that still need to be answered. If you have answered all of the questions, the Commentary tab will indicate that no other comments are requested for this validation.



A new page called Commentary Section will be created in the appraisal report and included in the PDF delivered to the customer. This will insure that underwriting commentary is in a central location that makes it easier to review and minimize overlooking items contained within the appraisal report.

### COMMENTARY ADDENDUM

#### SECTION: SITE

##### **Rule: SITE\_0203**

The subject's Zoning Compliance has been reported to be Legal Non-Conforming. Per the VSS Residential Appraisal Guidelines, please thoroughly address the following 2 questions in the fields below.

1.) Describe the characteristics of the subject property which render it legal non-conforming.

HERE IS WHERE YOU TYPE THE COMMENTARY REGARDING THE QUESTION ABOVE.


2.) Discuss whether or not the subject can be rebuilt to its original footprint if destroyed and if any variances would be required. If applicable state what percentage of loss of value would require a variance. If a variance is required, please discuss if these have been historically granted.

A COMMENT IS REQUIRED FOR THIS QUESTION. ENTER COMMENTS THAT ADDRESS THE QUESTION ABOVE.  
WHEN FINISHED, CLICK ON THE RESUBMIT THE REPORT FOR VALIDATION IN THE LOWER RIGHT.



## PROQUALITY– PASS WITH WARNINGS

A **Pass with Warnings** indicates that no Alerts have fired and all Commentary Section rules have been answered. Warnings may have fired. It would be prudent to go through the Warnings and review the Guide Me to determine if any changes or additional commentary, etc. is required.


 Final Status

Pass with Warnings

**Final Status:** Report has passed validation but Warnings were found. You may review the list of Warnings by selecting continue.

[VIEW DETAILS](#)

Click on the View Details to view the Warnings that were noted.

 Monday, October 12, 2009, 1

Results

Warning (10)

Neighborhood

Site

Improvements

IMPR\_0049


IMPR\_0052

Prior Sales History

Next Steps

Warning

Warning 8 of 10

 IMPROVEMENTS

Rule Identifier: IMPR\_0049

Physical Deficiencies are noted as: IMPR\_PHYSICAL DEFICIENCIES. THIS IS WHERE SIGNIFICANT DEFERRED MAINTAINENCE ITEMS WOULD APPEAR..

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[GUIDE ME](#)

- Identify physical deficiencies observed of the subject property. Include commentary in regard to functional, physical or external obsolescence.
- Include commentary that an extraordinary assumption has been made in completion of the report in regard to conditions that arise from the physical deficiencies or adverse conditions and the marketability of the subject, and the value assigned is contingent upon the accuracy of those assumptions. Reserve the right to change the opinions rendered in the report if they are found to be inaccurate, or
- Disclose that the appraiser level of expertise does not allow for evaluation and recommend that a qualified professional be consulted to determine severity if appropriate.
- Provide support with photo addendum



## PROQUALITY– PASS WITH WARNINGS

On the Next Steps, you will be able to close ProQuality and return to your desktop appraisal software. Click on Close once you have reviewed the Warnings.

### Results

#### Warning (10)

Neighborhood

Site

Improvements

IMPR\_0049

IMPR\_0052

Prior Sales History

[Next Steps](#)

### Next Steps

Your report has PASSED the ProQuality validation with Warnings. You may submit the report with Warnings or Informational items displayed. Please review each Warning listed by reviewing the list to the left or continuing to select the Next button at the bottom of the page in the Warning section. Modify your appraisal report by minimizing ProQuality and returning to your desktop software to fix any of the warnings identified in the appraisal report. Toggle between ProQuality and your appraisal report to fix all items.

Once you have fixed the appropriate Warnings, close ProQuality and return to your appraisal desktop software. Re-evaluate the appraisal report through ProQuality until you review a pass rating. You must receive a pass rating before you can submit the report to the VSS business partner. In order to receive a pass rating from the EZQuality tool, there may not be any Alerts. You may submit the report with Warnings or Informational items displayed.

If you believe you have received a Red alert in error, please email [vssqc@valuationsupportservices.com](mailto:vssqc@valuationsupportservices.com) with the subject line as "Override Request". Include the order number as well as the rule that is firing inappropriately. You will receive a reply within 4 business hours. You may also call 888-672-8180 Option 2.

CLOSE

You will be returned and the Send button will be available. Click on send to complete the submission of the appraisal report to Valuation Support Services.

**Note:** The Commentary Section form will be included in the appraisal PDF delivered to the client.

Clicking on Send will re-launch ProQuality for one final check of the appraisal. The final status will indicate if the report was successfully Submitted.

Please wait while your report is being validated...



Validation

Done



Final Status

Submitted





## PROQUALITY– PASS

A **Pass** indicates that no Alerts or Warnings have fired. You may go to the Next Steps page and click on Close.

You will be returned and the Send button will be available. Click on send to complete the submission of the appraisal report to Valuation Support Services.

Clicking on Send will re-launch ProQuality for one final check of the appraisal. The final status will indicate if the report was successfully Submitted.

Please wait while your report is being validated...

✓	Validation	Done
✓	Final Status	Submitted