



HERO 2.0 Broker Portal Training:

# How to Order an Appraisal



## How to Order an Appraisal

## HERO 2.0 Dashboard



The screenshot shows the HERO 2.0 Dashboard for a loan application. On the left, a sidebar titled 'Submission Steps' lists the following steps: 1. Loan Summary (checked), 2. Commercial Form (checked), 3. Order/Reissue Credit (unchecked), 4. Pricing (checked), 5. Documents (unchecked), 6. Send Disclosures (unchecked), 7. Submit Loan (unchecked), Fee Break-down (unchecked), Order Appraisal (checked and highlighted with a yellow bar), and Contact Support (unchecked). A green arrow points from a callout box labeled 'Order Appraisal Here' to the 'Order Appraisal' step in the sidebar. The main dashboard area displays loan details: Andy America & Amy America, 1234 California Street, Mountain View, CA, 94040, 01 - TEST COMPANY. Loan # 12601001419, Total Loan Amount \$200,000.00, Loan Program Ambassador Income 30 Yr Fixed. Loan Purpose Occupancy, Cash-Out Refinance Investor, Interest Rate 8.500%, DTI 0% / 19.262%. Term (Mos) 360, Mo. Pymt. (P&I) \$1,537.83, Amort. Type Fixed. Lock Status: Registered, Loan Status: Submitted. A button labeled 'ORDER SERVICE' is visible. The 'Service Orders' section shows 2 Service orders: Category (Appraisal, Closing Fees).

From the HERO 2.0 Loan Dashboard, select **Order Appraisal** from the left side bar.

**TIP:** See Champions Funding Appraisal Transfer Policy [HERE](#)



## How to Order an Appraisal

### Order Service

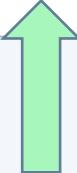


Loan # Total Loan Amount Loan Program	12601001419 \$200,000.00 Ambassador Income 30 Yr Fixed	Loan Purpose Occupancy Interest Rate	Cash-Out Refinance Investor 8.500%	DTI	0% / 19.262%	Term (Mos) Mo. Pymt. (P&I) Amort. Type	360 \$1,537.83 Fixed	Lock Status: Loan Status: Exception Status	Registered Submitted
---	--	--	--	-----	--------------	--	----------------------------	--	-------------------------

Service Orders | 2 Service

▼ Category

**ORDER SERVICE**



Click on **Order Service**.

## How to Order an Appraisal

### Order Service



Service Orders | 2 Service

▼ Category

▼ Appraisal

- Status Not Started
- Order Date
- Order ID

ORDER HISTORY

▶ Closing Fees

### Order Service

Categories

- Appraisal
- Closing Fees

Providers

No items found

Search all



Choose **Appraisal**.

## How to Order an Appraisal

### Order Service



Service Orders | 2 Service

▼ Category

▼ Appraisal

Status Not Started

Order Date

ORDER HISTORY

▶ Closing Fees

Order Service

Categories

Appraisal

Closing Fees

Providers

Appraisal Firewall

Search all

Next

A screenshot of a software interface titled 'Order Service'. On the left, a sidebar shows 'Service Orders | 2 Service' and a 'Category' section with 'Appraisal' expanded, showing 'Status Not Started' and 'Order Date'. Below that is an 'ORDER HISTORY' section and a 'Closing Fees' section with a '▶' icon. The main area is titled 'Order Service' and contains two panels: 'Categories' (with 'Appraisal' selected) and 'Providers' (with 'Appraisal Firewall' selected). A 'Search all' input field is also present. At the bottom is a 'Next' button. A large green arrow points upwards from the bottom of the 'Providers' panel towards the 'Appraisal Firewall' selection, and another large green arrow points to the right towards the 'Next' button.

Choose **Appraisal**  
**Firewall**, click **Next**.

## How to Order an Appraisal

### Appraisal Firewall

A screenshot of the Appraisal Firewall software interface. The top navigation bar includes 'EXIT', a house icon with 'APPRAISAL FIREWALL' text, and two radio button options: 'UAD 2.6' (selected) and 'UAD 3.6'. Below this is a 'LOAN' section with a minus sign icon. The 'Lender Division\*' field is set to 'WSL - Champions - East'. The 'Lender Required AMC' field has a dropdown menu with 'Choose' selected. To the right, there are fields for 'Borrower Is a Company' (unchecked), 'Borrower(s) First Name\*' (Andy, Amy), and 'Last Name\*' (America, America). A green arrow points from the 'UAD 2.6' radio button down to the 'Lender Division\*' field. Another green arrow points from the 'Lender Required AMC' dropdown to the 'Choose' option. A third green arrow points from the 'Available Users\*' label to the search bar.

Choose **UAD 2.6** if not already selected, your **Lender Division**, your **AMC** and a **User** that you would like to receive notifications.

## How to Order an Appraisal

## Appraisal Firewall



The screenshot shows the 'Appraisal Firewall' software interface. On the left, a vertical sidebar has a red 'EXIT' button at the top and a green 'APPRAISAL FIREWALL' icon with a house and heart below it. The main form is divided into sections: 'Lender Division\*' (dropdown 'Choose'), 'Borrower Is a Company' (checkbox), 'Borrower(s) First Name\*' (text 'Andy' and 'Amy'), 'Last Name\*' (text 'America' and 'America'), 'Borrower's Email' (text 'andy.a@fanniemae.com'), 'CoBorrower's Email' (text 'amy.a@fanniemae.com'), 'Loan Purpose\*' (radio buttons for 'Conv', 'F', 'FHA Flip', 'VA', 'USDA', 'Jumbo', with 'Refinance' selected), 'Loan Number' (text '12601001419'), 'Intent to Proceed Date' (text box), 'Estimated Value' (text '350000.0'), 'Estimated Closing Date' (text '2026-02-06'), 'Investor' (text box), and a 'Federally Related Transaction' checkbox. Below this is a 'PROPERTY' section with 'Property Address\*' (text '1234 California Street'), 'City\*' (text 'Mountain View'), 'State\*' (text 'CA'), 'Zip\*' (text '94040'), 'County\*' (text 'Santa Clara'), 'PROPERTY IS' (dropdown), and 'Parcel Number' (text box). A large green arrow points from the text 'Most information will populate from your loan file, but ensure that anything with a black asterisk next to it is completed.' to the 'Loan Purpose\*' and 'Last Name\*' fields.

Most information will populate from your loan file, but ensure that anything with a black asterisk next to it is completed.

## How to Order an Appraisal

## Appraisal Firewall



The screenshot shows a web-based appraisal ordering interface. At the top, there are fields for 'Property Address\*' (1234 California Street), 'City\*' (Mountain View), 'State\*' (CA), 'Zip\*' (94040), and 'County\*' (Santa Clara). Below this, under 'CONTACT TO ACCESS PROPERTY', there are fields for 'Contact Name\*' (blank = borrower) (Jon STeltzer) and 'Contact is\*' (Realtor). To the right, a sidebar titled 'PROPERTY IS\*' contains a list of property classifications with a green arrow pointing to the 'Short Term Rental' checkbox, which is checked. Other classification options include 5-8 Unit, Complex, Condo, Construction, Long Term Rental, Non-Owner Occupied, Oversized, PUD, Renovation, and Rural.

Property Address\*  
1234 California Street

City\*  
Mountain View

State\*  
CA

Zip\*  
94040

County\*  
Santa Clara

CONTACT TO ACCESS PROPERTY

Contact Name\* (blank = borrower)  
Jon STeltzer

Contact is\*  
Realtor

PROPERTY IS\*

Select property classifications

5-8 Unit

Complex

Condo

Construction

Long Term Rental

Non-Owner Occupied

Oversized

PUD

Renovation

Rural

Short Term Rental

Choose your order type. For investment loan appraisals, choose **LTR** or **STR** under property classifications along with the property type.



## How to Order an Appraisal

## Appraisal Firewall



— ORDER

Appraisal Type\*

1004 - URAR - Uniform Residential Appraisal Report

Choose

1004 - URAR - Uniform Residential Appraisal Report

1004D - Appraisal Update and/or Completion Report

1007 - Single Family Comparable Rent Schedule

1025 - Small Residential Income Property Appraisal Report

1073 - Individual Condominium Unit Appraisal Report

2000 - One Unit Residential Appraisal Field Review Report

2000A - Two to Four Unit Residential Appraisal Field Review Report

71A Commercial Appraisal

Commercial Narrative

Exterior Disaster Inspection



— ORDER

Appraisal Type\*

1004 - URAR - Uniform Residential Appraisal Report

Addendums

1007 - Single Family Comparable Rent Schedule



Choose your order type. If you are needing a rental addendum, please do so by choosing the **1007 addendum**.

## How to Order an Appraisal

## Appraisal Firewall



— ORDER

Appraisal Type\*  
1004 - URAR - Uniform Residential Appraisal Report

Addendums  
 1007 - Single Family Comparable Rent Schedule

Payment Method\*  
Bill Me

Date Required  
  Rush Order

Special Requirements  
 Certified Appraiser Required

Attachments  
+ Manage Attachments  
(P&S is required for purchase loan)

Once each category has a green checkmark, you have satisfied all required fields.

Scroll to the bottom and click on the green **Order** button.

## Our Winning Philosophy at Champs TPO

At Champs, we believe Decision Makers should communicate with Decision Makers. Your Champ's Account Manager will be your primary point of contact through the life cycle of the loan file.

We are your partners in success. Please contact your Account Executive or your Champs Operations team for assistance.

**Thank you for your partnership and business!**

