



## Job Aid: Clear Capital Ordering

INITIAL DATE: 9/4/2024

REVISION DATE: 9/9/2024

**Overview:** The below job aid is intended to guide the user in ordering AVM's and CDA's for second liens.

### Process:

**Step 1:** Log into Clear Capital ([Log In to your Clear Capital Account](#))

**Step 2:** Place Order

The screenshot shows the ClearCapital website interface. At the top, there is a navigation bar with 'ClearCapital' logo, user login information ('You are logged in as: Amanda Cole | ML Mortgage Corp'), and links for 'MY ACCOUNT' and 'LOG OUT'. Below the navigation bar, there is a secondary menu with 'Orders List', 'Place Order' (circled in green), 'Reports Search', 'Toolbox', and 'My Account'. A search bar is also present. The main content area is titled 'Orders' and includes a 'Filters' section. Below the filters, there is a table with columns: Order ID, Notes, Form Type, Tracking ID, Created (PST), Due (PST), Ordered By, Delivered/Total, and Current Status. The table lists several orders, all with a status of 'Order Delivered'. At the bottom of the page, there are links for 'Contact Us' and 'Careers', and a copyright notice: '© 2024 ClearCapital.com, Inc. All Rights Reserved v.3.0 | Privacy Policy'.

**Step 3:** Property Condition Inspections

The screenshot shows the 'Place Order' page on the ClearCapital website. The navigation bar is the same as in the previous screenshot. The main content area is titled 'Place Order'. On the left, there is a 'Suggested Products' section with four items: 'Collateral Desktop Analysis + MLS ...', 'ClearAVM + Property Condition Insp...', 'Value Reconciliation of 2 Appraisa...', and 'Post Disaster Inspection + ClearMa...'. On the right, there is a section titled 'The ClearProp™ Report: When You Need Extensive Property Level Data'. It describes the report and lists its features: 'Property Characteristics, including MLS photos and commentary', 'Current sales and listings comparables', 'Highly localized market performance and forecasts', and 'Extensive mapping and aerial imagery'. Below this, it says 'ClearProp reveals new property perspectives in one easy-to-read report.' and includes a 'Learn more' link. At the bottom, there is a section titled 'All Products' with three columns: 'Appraiser Products' (including 'Appraisals', 'Collateral Desktop Analysis', and 'Value Reconciliations'), 'Broker Products' (including 'Property Data Collection - Enables GSE Inspection-Based Waiver Process', 'Broker Price Opinions', 'Property Condition Inspections' (circled in green), 'Post Disaster Inspections', and 'Broker Transaction Reports'), and 'Data Products' (including 'ClearProp™', 'Home Data Index', 'AURA®', 'ClearQC®', 'Automated Valuation Model', and 'FEMA Reports').

## Step 4: Select Form, Complete Payment Options and Order Details

ClearCapital

You are logged in as: Amanda Cole | ML Mortgage Corp

MY ACCOUNT

LOG OUT

Orders List

Place Order

Reports Search

Toolbox

My Account

Search:

Go

B

Place New Order: Property Condition Inspections

Sometimes you simply require a cost-effective, easy-to-read report that provides an external perspective of property condition. Each Property Inspection is performed by an experienced real estate professional from our network of the more than 30,000 field experts.

To order, please select from one of our Property Condition Inspection products below.

Select Form

☒ ClearAVM + Property Condition Inspection

☐ Drive-by, Property Condition Inspection With Repair Grid

☐ Interior, Property Condition Inspection With Repair Grid

[Select Another Product](#)

Payment Options

☐ Lender - Credit Card\* (Pay with a credit card during the ordering process)

☒ Borrower - Credit Card\* (An email will be sent to the borrower to pay for the report after you've created the order)

\*3% Credit Card transaction fee will be charged in addition to the contractual rate of the product.

Order Details: ClearAVM + Property Condition Inspection

Order Tracking ID:

Purpose for Order:

Select One

\*Turn Time:  
(all times PDT)

☐ 2 Bus. Days – Bill Rate: \$65.00 Due back Friday, 09/06/2024, 1:30PM

☐ 5 Bus. Days – Bill Rate: \$55.00 Due back Wednesday, 09/11/2024, 1:30PM

Supporting Files:

[Upload Supporting Files](#)

Note: Accepted file formats are: JPG, CSV, XLS, XLSX, DOC, TXT, XML, PDF, ZIP and ZIPX. File size is limited to 500 MB per file.

☐ Check box to upload files after order is placed. This is recommended for large files.

Notes:

Cancel

Continue >>


## Step 5: Complete Property Details and Submit

For internal use only, not for any other use

Page 2 of 4

9-9-2024

[Orders List](#) | [Place Order](#) | [Reports Search](#) | [Toolbox](#) | [My Account](#) | [Order Support](#)

Search:  Go 

**B Place New Order: Property Condition Inspections**

Each property requires a Street Address, ZIP, Loan Number, and Borrower (\* indicates required fields). You may enter a unique Tracking ID for your property. The Tracking ID defaults to the order Tracking ID, listed below, unless a new one is provided.

**Order Method: ClearAVM + Property Condition Inspection — Enter Property Manually**

Payment Option: Borrower - Credit Card

Order Tracking ID:

Purpose for Order: Other

Order Due Date: Friday, 09/06/2024, 02:00PM

Product Price \$85.00

Credit Card Fee \$1.95

Total Price \$86.95

\*Street Address:  (do not enter City/State)

\*ZIP:

\*Loan Number:


\*Borrower:

\*Borrower Email:

Borrower Phone:

Tracking ID:

Notes:

Supporting Files:  [Upload Supporting Files](#) Note: Accepted file formats are: JPG, CSV, XLS, XLSX, DOC, TXT, XML, PDF, ZIP and ZIPX. File size is limited to 500 MB per file.  
☐ Check box to upload files after order is placed. This is recommended for large files.

By selecting "Submit Order", pursuant to the Clear Capital customer terms of use you agree that:













- The borrower has provided you their authorization for Clear Capital to communicate with the borrower via the e-mail address provided above, including sending them an invoice(s) regarding the order placed and understands they will receive a request for payment for the order.
- In the event that a card payment submitted at the time of the request is subsequently charged back, invalidated, or otherwise not able to be processed for final payment to Clear Capital, you agree to reimburse Clear Capital for the rejected or charged back payment, which may include banking and merchant processing fees associated with the rejection or charge back. For any services that are not paid by borrower's payment card, you agree to make payment within 30 days following the date of an invoice from Clear Capital.

<< Back **Submit Order**

**Step 6:** CRM to enter appraisal ordered date in "general Screen" in MLM.

Other Documents	Ordered	Due	Document Date	Received	Comments
Preliminary Title Report	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Closing Services	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Appraisal Report	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**Step 7:** Once order is received, CRM to enter appraisal received date in “general Screen” in MLM

Other Documents	Ordered		Due		Document Date		Received		Comments
Preliminary Title Report	<input type="text"/>		<input type="text"/>		<input type="text"/>		<input type="text"/>		<input type="text"/>
Closing Services	<input type="text"/>		<input type="text"/>		<input type="text"/>		<input type="text"/>		<input type="text"/>
Appraisal Report	<input type="text"/>		<input type="text"/>		<input type="text"/>		<input type="text"/>		<input type="text"/>