



## **Field Associate FAQ's**

**Q: When can I expect payment for my services?**

**A:** Payment is mailed on the 10th of each month. (Example: All work completed in May will be mailed on or before June 10th)

**Q: How do I place myself on hold?**

**A:** All associates may place themselves on hold at anytime for any reason. Simply login to your SourceNet account, click "Update Contact Info," scroll down to the section titled, "Schedule Information" and input the begin date and end date. This will notify us that you are unable to accept any new orders during that time.

**Q: How do I update the status of an order and what types of things would require an update?**

**A:** When you are logged on to [www.farvv.com/results](http://www.farvv.com/results), there is an Update Status link that if you click on this link, you can add any note pertaining to that particular order.

- Appointment has been set with Point of Contact (please include date/time of appointment)
- Can not reach Point of Contact or there is no Interior access information available
- Problems locating subject property or Tax Information is not available
- An extension is requested (please indicate reason why an extension is needed)

**Q: I thought that my results were received. What steps should I take to verify that the order was delivered?**

**A:** Please make sure that as you are finishing your valuation that you follow the links to the last page where three gray bars will appear. You must select the 3rd bar that states "Data Entry and Photo Upload are complete". If you do not click on this link, the order will not be delivered.

**Q: If I receive a reassign notice and I thought my work had been complete, what should I do?**

**A:** Follow the steps below:

- Sign back on to the data entry form for the order in question.
- Make sure that all of your data has been entered on the form.
- Click on "Save and continue" at the bottom of each page.
- When you come to the last page, there will be three gray bars.
- You must click on the 3rd bar that states "Data Entry and Photo Upload are complete".
- If you do not click on this link, the order will not be delivered.

**Q: What is the most effective way to communicate with the First American Residential Value View office?**

**A:** Follow the steps below:

- Please log on to [www.farvv.com/results](http://www.farvv.com/results)
- Log in using your rep code and password
- Click on the "Update Status" link next to the order you are updating.
- Update or add all pertinent notes for that particular order.
- Once a note is submitted it will be processed and any necessary information will be communicated via phone within 2 hours.

**Q: Haven't I already completed the online training?**

**A:** There are four computer based training, (CBT) available online. The first is the Servicing Market Segment CBT, the second is the REO Market Segment, the third is Origination Market Segment and the final segment focuses on Capital Markets (Acquisitions).

**Q: Is the BPO certification course a requirement?**

**A:** Yes, all our associates are required to complete the online training courses. There is no fee for the online training.



## *First American Residential Value View*

**Q: How do I access the training course?**

**A:** Visit <https://elearning.firstam.net/centra-cks/Login/index.aspx>. Your login and password are your rep code, (the state abbreviation in your rep code must be capitalized for both login and password).

**Q: What should I do if I can't login to SourceNet?**

**A:** Visit [www.farvv.com](http://www.farvv.com) and enter your login and password. If you've forgotten your login or password, contact 877.899.8799. You will be asked to validate profile information and then you will receive your login and password.

**Q: How do you rate my performance?**

**A:** FARVV takes a statistical approach to measure your performance. This is done by reviewing your most recent 6 month order history. The criteria measured include:

- Returns
- Sanctions
- Turnaround Time (TAT)
- Reassign %
- Completion %
- Photos Emailed %

Each of the criteria are weighted and put into an algorithm to compute a FA Score. Scoring method is subject to change without notice.

**Q: What is the Platinum Eagle Program?**

**A:** The Platinum Eagle program has been designed to recognize associates for performing at an exceptional level. Platinum status is achieved by obtaining a score at least 1 standard deviation above the average score of the panel.

This program takes into account the method outlined above and the completion of the CBT's noted above.

**Q: How can I improve my standing with FARVV?**

**A:** The best way is to complete all orders assigned to you in as quickly as possible with a focus on the quality of your work. You may also contact the Panel team for a review of your current score.

**Q: How do I qualify for Auto Accept (AA)?**

**A:** To qualify for AA option, you must:

- Complete at least 15 orders
- Submit standard orders within 48 hours
- Accept orders at base fees within 15 miles of working ZIP

If you would like to be considered, please email us at [panel@farvv.com](mailto:panel@farvv.com)

**Q: Can I have multiple rep codes for each of my offices to increase my volume?**

**A:** No. We do not offer multiple rep codes under the same name even with a different address.

**Q: Why was I taken off auto delivery?**

**A:** Some of the reasons may include: poor completion percentage, poor quality work or unconfirmed orders. These issues make it difficult to attain our goal to deliver a high quality product in a short amount of time.

**NOTE: To be eligible for auto-delivery, you must maintain >75% completion rate.**

**Q: I'm sure I've complete all of the orders assigned to me, could your information be wrong?**

**A:** The system will reassign any order that has not been confirmed within 12 hours of assignment, (4 hours for rush orders).

**Note:** As many of our orders are broadcast to many Field Associates there may be times when you receive an error message when trying to accept an order, this is because the order was already accepted by another Field Associate.

If you need to email FARVV, please send an email to [farvvhelp@firstam.com](mailto:farvvhelp@firstam.com) and please include the Reference # in the subject line.