



# PropertyHub

## User's Guide

Version 3

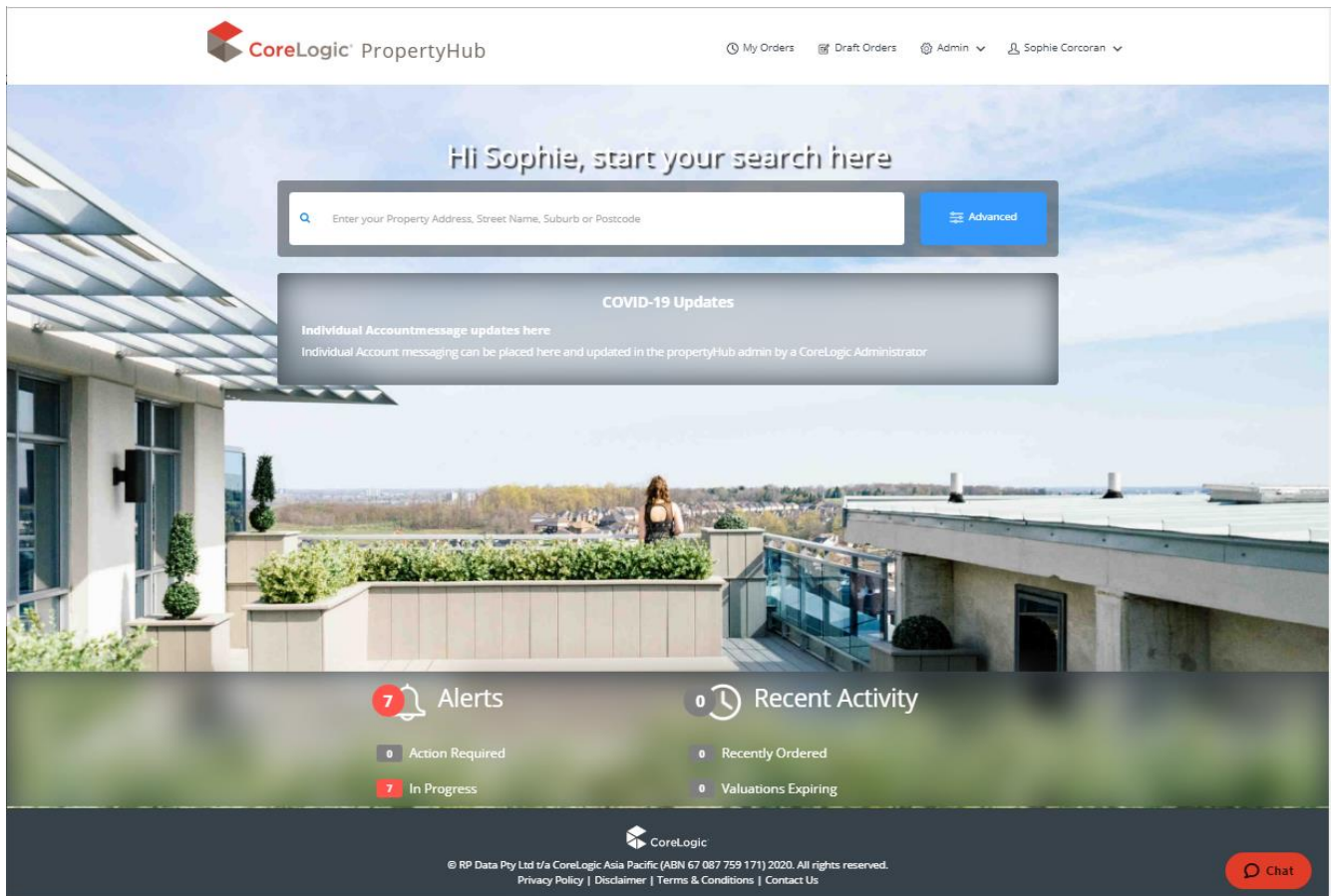
May 2020

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# 1. Purpose

This document is intended illustrate PropertyHub’s valuation ordering process, report downloading capabilities as well as the platforms inbuilt property level analytics and insights.



## 2. Accessing the PropertyHub

<https://propertyhub.corelogic.asia/>

The first screen you will see when landing on the PropertyHub website is a small window asking for your email address. After you type in your email address, the website will check to see if you have an RPP subscription associated with that address.

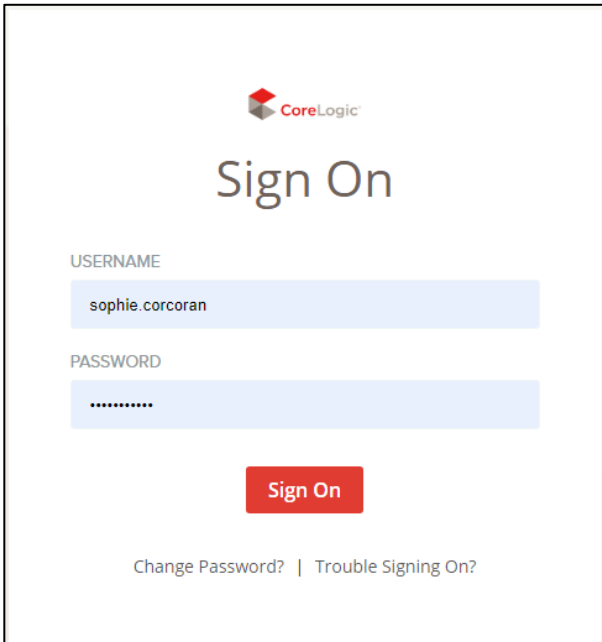


The screenshot shows the CoreLogic logo at the top left. Below it is a text input field labeled "Email Address:" with a blue "Login" button centered below the field.

If you do have an RPP Subscription, you will be diverted to the login screen. If you do not have an RPP Subscription, you will be diverted to the registration screen, where you can create a new PropertyHub user profile.

### 2.1. RPP Subscribers

Using your existing RPP Username and Password you can log into the new PropertyHub platform. If you can't remember what your RPP login credentials are, you can use the 'forgot you username or password' option



The screenshot shows the CoreLogic logo at the top center. Below it is the text "Sign On". There are two input fields: "USERNAME" with the value "sophie.corcoran" and "PASSWORD" with masked characters ".....". A red "Sign On" button is centered below the fields. At the bottom, there are links for "Change Password?" and "Trouble Signing On?".

## 2.2. Non RPP Subscribers

If you do not have an existing RPP subscription, you will be prompted to create a new PropertyHub user profile.

### Register Form

Are you an existing CoreLogic User?

Region:

Title:

First Name:

Last Name:

Mobile Number:

Phone Number:

Fax Number:

Email:

Username:

Password:

Confirm Password:

## 2.3. First login

When accessing the site for the first time, the terms and conditions are presented for your acceptance. These are the conditions CoreLogic provide for accessing the site. Please read carefully the terms and accept at the bottom of the page.

An aggregator selection question will then appear. If you do not have an aggregator association, or your institution does not appear in the drop down box, the popup box can be closed.

### 3. Ordering a New Valuation

#### 3.1. Address Selection

After typing in your required property address, you will land on the property information screen. This screen will display different information to users who have an RPP subscription, compared to users who do not have an RPP subscription.

For users who have an RPP subscription the PropertyHub now displays extensive readily-available information on the property and surrounding suburb. This means RPP users can now utilise data regarding comparable properties, market trends, local demographics, school catchment zones, interactive maps, suburb reports, and so much more!


Users Without a subscription will see the basic property information.

##### 3.1.1 Image of user with RPP Subscription

1 Transport Place Molendinar QLD 4214

☆ Watch
+ Order

Property Insights
^



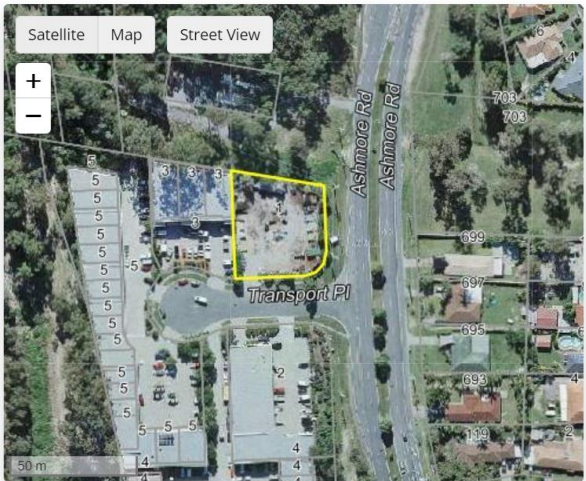
1 Transport Place Molendinar QLD 4214

1
 1
 0
 1798m<sup>2</sup>

**Property Type**  
Commercial

**Development Zone**  
COMMERCIAL INDUSTRY (ALBERT)

Satellite
Map
Street View



**Estimated Value & Rent** [Read More](#)

Estimated Value

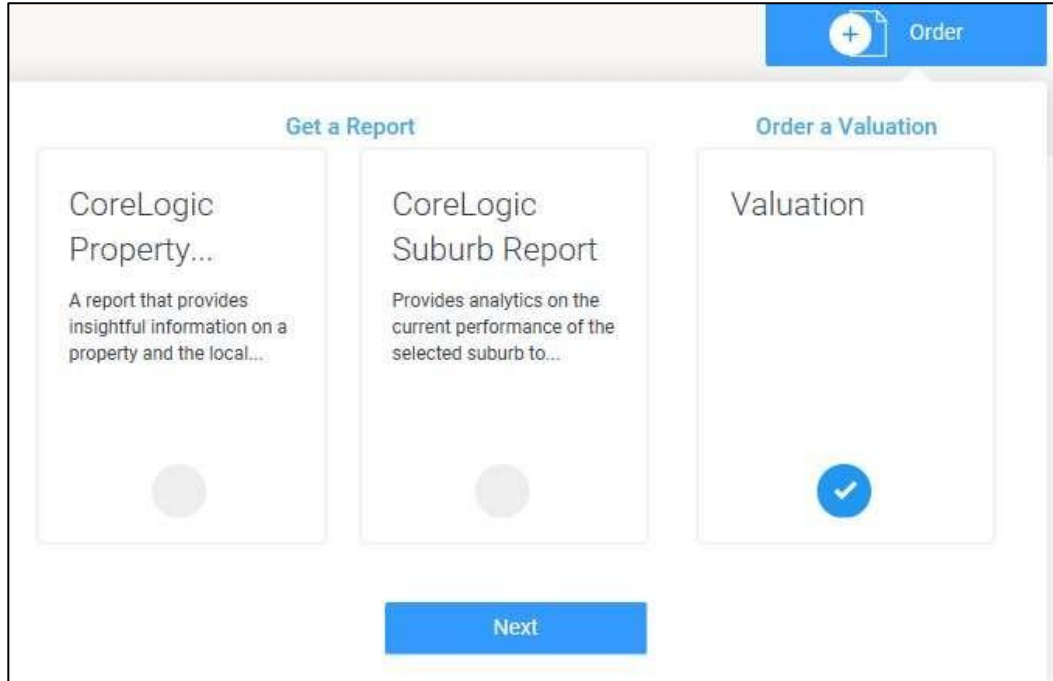
Estimated Rent

Sorry, the CoreLogic Valuation Estimate is not available for this property.

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## Select Valuation Service

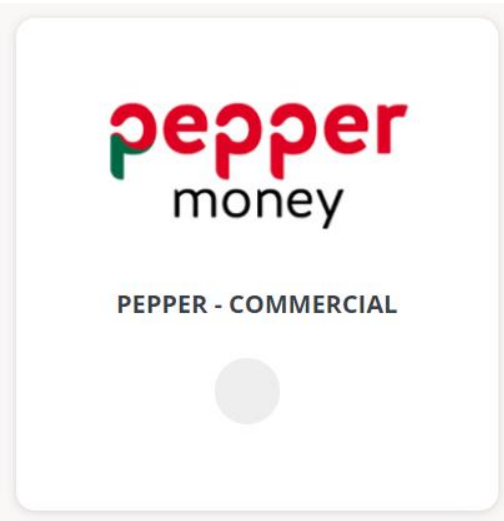
Regardless of if have an RPP Subscription, or not, all PropertyHub users can order property valuations by clicking on the blue 'Order' button, and selecting "Valuation"



## 3.2. Lender Selection

The next screen will ask you to select which lender you are lodging the valuation request for.

If you have not yet ordered a valuation for the lender, or you have not gained access within the new PropertyHub, you will need to first register and possibly, depending on the lender request authorization to submit a valuation.



## 3.3. Business Rules

Business rules are not utilized in the same way by all clients, but for those who do employ a business rules file, PropertyHub will return the most appropriate service type for you, based on the information you input.

For clients who do not use business rules, fewer questions will be asked and the user will be able to select the service type themselves.

### 3.3.1 Using Business Rules



**Business Rules Questions**

Tell us about the property and loan  
By answering the questions accurately you will help ensure that the valuation type you ordered is correct and does not need re-processing later.

**Property Information**

Property Type \*

Owners Estimated Value / Purchase Price \*

**Loan Information**

Total Loan Amount \*  Calculated LVR Ratio: -%

Loan Purpose (for this security only) \*

Are there multiple Securities \*  Yes  No

Application ID

Do any of these apply?

- Low Doc Loan
- DHA / NRAS
- Leasehold Estate Security
- Off The Plan
- Display Home
- Company Title
- Not Habitable e.g. no kitchen, bathroom
- Property Size is less than 40m<sup>2</sup> or greater than 2ha
- Property Being Purchased IS NOT Arm's Length / Or is Without Intervention of a Real Estate Agent
- Non-residential e.g. commercial, mixed use
- Development Site where the Estimated Value is on the basis of a subdivision
- Property size is greater than 40ha
- Self Managed Superannuation Fund
- Serviced / Managed Apartment, or Studio Apartment
- Student Style Accommodation
- Multiple Dwellings on a Single Title (n.b. 3 or more properties are classed as commercial property)

### 3.3.2 Not using Business Rules

**Business Rules Questions**

Tell us about the property and loan  
By answering the questions accurately you will help ensure that the valuation type you ordered is correct and does not need re-processing later.

**Property Information**

Property Type \*

Property Value \*

## 3.4. Instruction Details.

This next screen is where you enter in any information you want to go through to the Valuer such as:

- Borrower name
- Inspection contacting details
- Additional documents
- Additional comments

### Instruction Details

**Customers**

First Name\*

Last Name\*

Phone Numbers

Email

**Access Contacts**

Copy Customer Details

First Name\*

Last Name\*

Company Name

Phone Numbers\*

Email

**Attachments**

Select document to upload.

Description

**Comments**

Comment

## 3.5. Payment

Lenders will have varying payment methods in place. Whilst some lenders process billing via a monthly account, some lenders process billing by requesting card details for Payment.

If your lender's chosen billing method is on account, you will simply be asked for who to issue a copy invoice to.

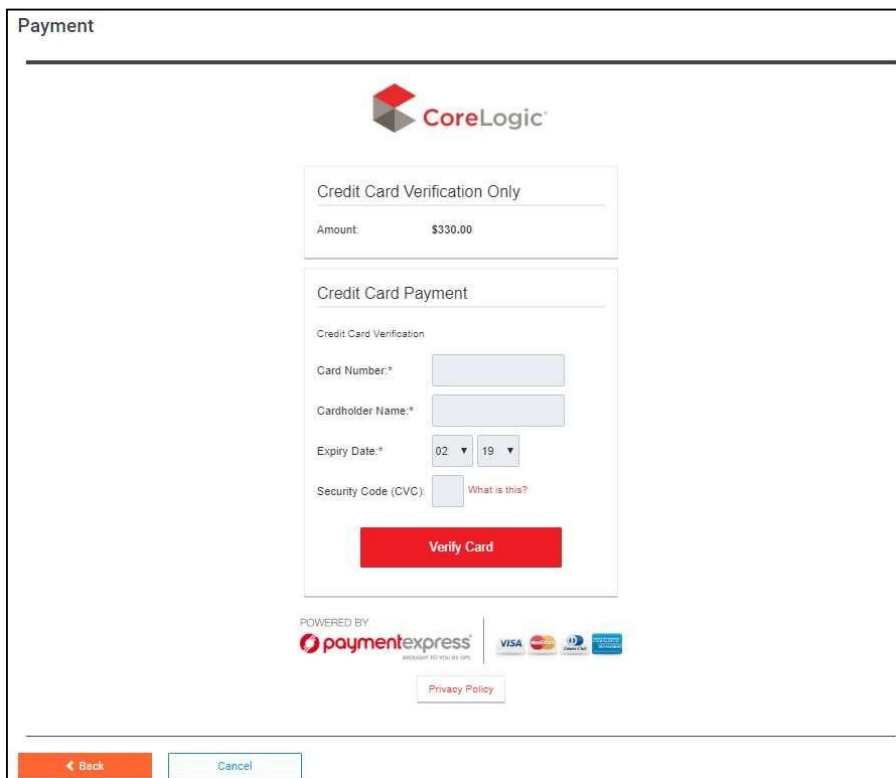
### 3.5.1 On-account invoice



The screenshot shows a 'Payment' screen with a 'Tax Invoice' section. It contains three input fields: 'First Name \*' with the value 'Sophie', 'Last Name \*' with the value 'Corcoran', and 'Email \*' with the value 'sophie.corcoran@corelogic.com.au'. At the bottom, there are three buttons: a red 'Back' button with a left arrow, a light blue 'Cancel' button, and a blue 'Next' button with a right arrow.

If your lender's chosen billing method is by credit card, you will be asked to input credit card details. In most cases this is a pre Authorised amount. If the valuation is set to be paid up front, the card will be charged immediately.

### 3.5.2 Credit Card Entry Screen



The screenshot shows a 'Payment' screen for 'Credit Card Verification Only'. At the top is the CoreLogic logo. Below it is a box titled 'Credit Card Verification Only' showing 'Amount: \$330.00'. Underneath is a 'Credit Card Payment' section with fields for 'Card Number:\*', 'Cardholder Name:\*', 'Expiry Date:\*' (with dropdowns for '02' and '19'), and 'Security Code (CVC):' with a 'What is this?' link. A red 'Verify Card' button is at the bottom of this section. Below the form, it says 'POWERED BY paymentexpress' with logos for VISA, Mastercard, and American Express. A 'Privacy Policy' link is also present. At the bottom of the screen are 'Back' and 'Cancel' buttons.

### 3.6. Order Confirmation

After progressing through the billing or invoicing screen you will be presented on the confirmation screen.

You can access this at any time through the "my order's" tab, and if the lender has enabled email notifications, you should also receive an automated email with this confirmation included.

 **Your Order is Confirmed**  
We will let you know the status of your valuation

**Residential Short Form Valuation - Reference Number 175201**

**OWNERS ESTIMATE VALUE:** \$450000 **LOAN PURPOSE:** Purchase

**40 Hoban Court Doreen VIC 3754**  
🏠 2 / 🚗 1 / 🚗 2 / 🏠 132 m<sup>2</sup>

Residential Short Form Valuation	On Account
<b>TOTAL</b>	On Account

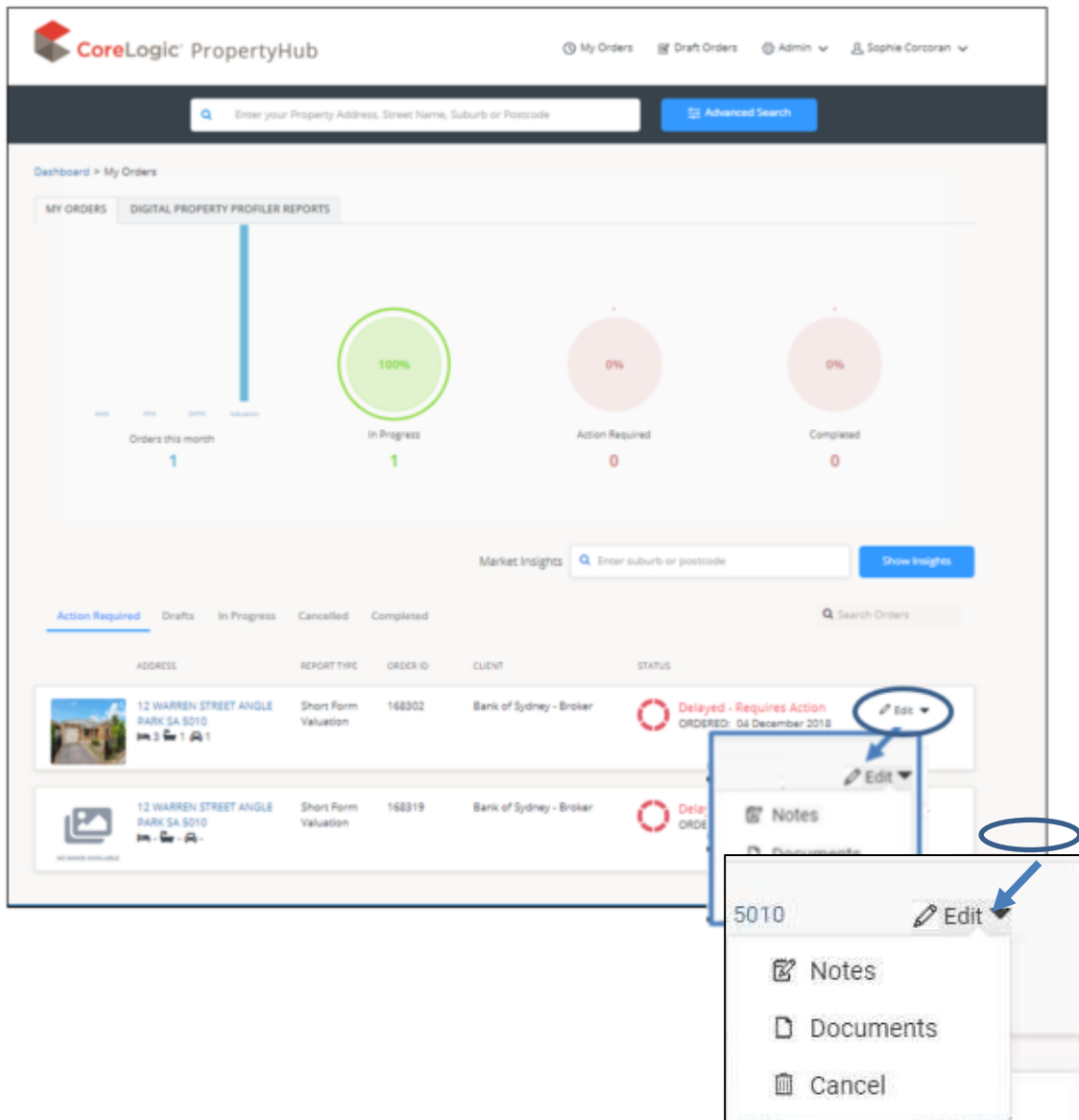
Prices in Australian Dollar and includes GST

## 4. My Orders

The “My Orders” tab enable users to review their prior orders and manage inflight jobs through until completion.

### 4.1. Search and Browse

Either browse through the ‘my orders’ records, or search for a specific record by clicking on the magnifying glass & entering the required address in the text box that appears. You can also edit notes and documents for a specific job by clicking on the downward arrow to the right of the job.



CoreLogic PropertyHub

My Orders Draft Orders Admin Sophie Corcoran

Enter your Property Address, Street Name, Suburb or Postcode Advanced Search

Dashboard > My Orders

MY ORDERS DIGITAL PROPERTY PROFILER REPORTS

Orders this month: 1  
In Progress: 100%  
Action Required: 0%  
Completed: 0%

Market Insights Enter suburb or postcode Show Insights

Action Required Drafts In Progress Cancelled Completed Search Orders

ADDRESS	REPORT TYPE	ORDER ID	CLIENT	STATUS
12 WARREN STREET ANGLE PARK SA 5010	Short Form Valuation	168302	Bank of Sydney - Broker	Delayed - Requires Action ORDERED: 04 December 2018
12 WARREN STREET ANGLE PARK SA 5010	Short Form Valuation	168319	Bank of Sydney - Broker	Delayed

5010 Edit

- Notes
- Documents
- Cancel

## 5. Document Control:

VERSION	DATE	MODIFIED BY	DETAILS
1.0	-	-	Initial Version
1.1	01/09/2019	David Rogers	Updated Documentation
2.0	08/10/2019	Sophie Corcoran	Updated formatting
3.0	28/5/2020	Sophie Corcoran	Fixed typo, updated “history” tab to “my orders” tab & removed references to the migration or RP Hub.