



## Order Instructions

NHD Solutions is a leading provider of Natural Hazard Disclosure Reports to the Real Estate Industry. You can receive your report in 1 minute! Here is how to place an order!

- 1** Navigate to the Order Portal of the Website ([order.nhdsolutions.com](http://order.nhdsolutions.com)). If you have not placed an order before, you will need to create a new user. This can be done by clicking the “Create New User” button at the bottom of the page. You will then be prompted to fill out some personal information. This should not take longer than 2 minutes.

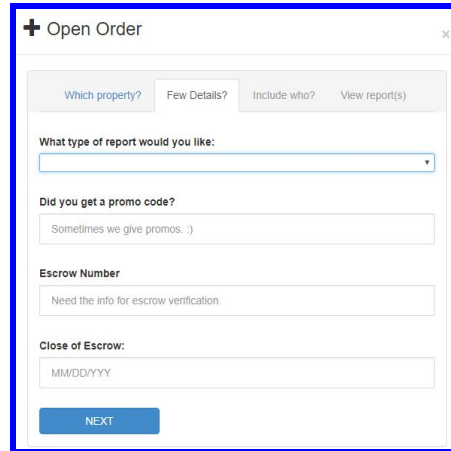
A screenshot of a web form for user registration. The form is titled 'Login' and contains two input fields: 'Email address' and 'Password'. Below the email field is a message: 'Please enter a valid email We'll never share your email with anyone else.' Below the password field is a message: 'A valid password' and a link: 'Forgot password? Click Here'. At the bottom of the form are two buttons: 'SUBMIT' and 'Create New User'. The 'Create New User' button is circled in red.

- 2** Once you have filled out the requisite information, you are now ready to place an order! To get started, click the “ORDER A REPORT” tab.

- 3** There are 3 ways to search for a property. You can search for the property via the MLS Number, the Parcel Number or the Site Address. Once you have filled out the appropriate information, click the “SEARCH PROPERTY” tab.

A screenshot of a web form titled 'Open Order'. The form has a search bar with the text 'Which property?' and three tabs: 'Few Details?', 'Include who?', and 'View report(s)'. Below the search bar is a section labeled 'Search By:' with three input fields: 'MLS Number', 'Parcel Number', and 'Site Address'. At the bottom of the form is a blue button labeled 'SEARCH PROPERTY'.

- 4** Choose which type of report you would like. We offer both commercial and residential NHD reports. Once you have chosen the report, fill out the Escrow Number and estimated Close of Escrow. If you do not have the Escrow Number available, type “TBD”. Click the “NEXT” button to move forward.

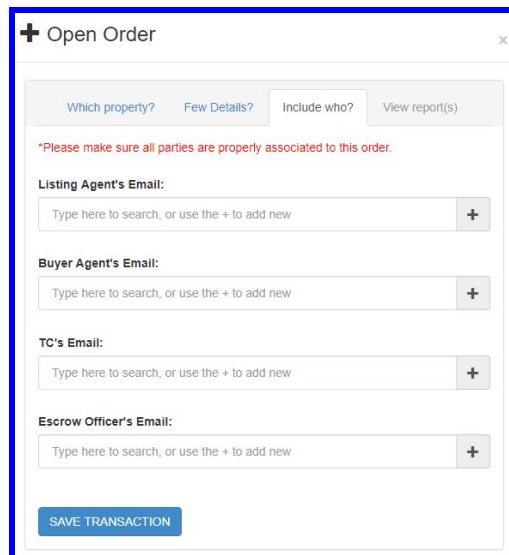


The screenshot shows a form titled '+ Open Order' with a close button (x) in the top right. Below the title are four tabs: 'Which property?', 'Few Details?', 'Include who?', and 'View report(s)'. The 'Include who?' tab is active. The form contains the following fields:

- 'What type of report would you like:': A dropdown menu.
- 'Did you get a promo code?': A text input field with the placeholder text 'Sometimes we give promos. :)'
- 'Escrow Number': A text input field with the placeholder text 'Need the info for escrow verification.'
- 'Close of Escrow:': A text input field with the placeholder text 'MM/DD/YYYY'.

A blue 'NEXT' button is located at the bottom of the form.

**5** Select the report recipients by filling out the contacts of the desired parties. If you are adding a new contact, click the “+” button to fill out the information of the contact. It is important to add the contact information of the agents and escrow officers to ensure they receive a copy of the NHD report. Click the “SAVE TRANSACTION” button to proceed.



The screenshot shows the same '+ Open Order' form, but with the 'Include who?' tab selected. A red asterisk warning message reads: '\*Please make sure all parties are properly associated to this order.\*' Below this are four email input fields, each with a '+' button on the right:

- 'Listing Agent's Email:': 'Type here to search, or use the + to add new'
- 'Buyer Agent's Email:': 'Type here to search, or use the + to add new'
- 'TC's Email:': 'Type here to search, or use the + to add new'
- 'Escrow Officer's Email:': 'Type here to search, or use the + to add new'

A blue 'SAVE TRANSACTION' button is at the bottom.

**6** If the information provided is to your satisfaction, click the “GENERATE REPORT” button by scrolling to the bottom of the screen.

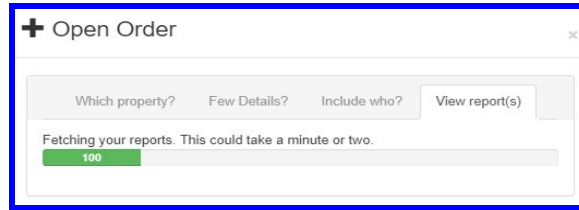


The screenshot shows the bottom portion of the form. It displays two summary rows:

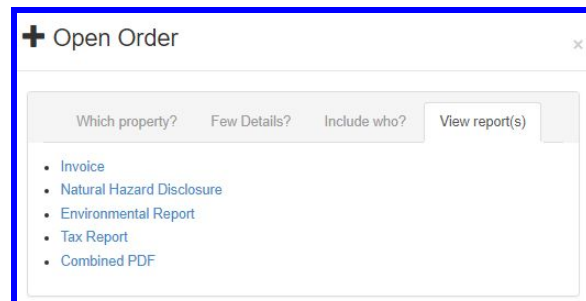
- 'Sub Total' with a value of '\$99.00' in a grey input field.
- 'Grand Total' with a value of '\$99.00' in a grey input field.

At the bottom, a blue 'GENERATE REPORT' button is circled in red.

**A new screen will open to fetch the reports.**



**Once the report is complete, the provided parties will receive an email with the report.**



**\* Note: Most of the time you will receive a complete report within a few minutes. However, on occasion the report will be “in-process”. The “in-process” designation usually occurs because the property is a new home, a mobile home, a vacant lot or involves subdivision APNs. Our support team will generate the additional report in approximately 4 business hours. You will then receive an email with the complete report.**

