

Frequently Asked Questions

Valocity Portal

Q. What is the Valocity Platform?

A. Valocity is the new Residential and Commercial Valuation Management System. It automates the valuation ordering processing between Brokers, Lenders and Valuation firms.

Q. What is the Valocity Platform homepage?

A. <https://portal.valocity.com.au/>

Q. How can I get access to the Valocity Platform?

A. You will need to contact RedZed on accreditations@redzed.com or 1300 722 462. From here, RedZed will either onboard you directly or provide you with a registration link to complete yourself.

Q. How do I reset my Password?

A. Located on the Sign In Page – click the **“Forgot Password”** button (*below the username*) and follow the prompts for updates.



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Q. I haven't received the onboarding email or my reset password email? What should I do?

A. Our first suggestion is to confirm this email hasn't gone into your Junk/Spam inboxes. If you still don't receive anything, please email support@valocity.com.au and Valocity will provide you with the link within 24 hours (AEST).

Q. How can I pay for my valuation?

A. There are two payment options available in Valocity. Account2Account transfer and credit card facilities.

Q. How can I track or search for a Valuation?

A. You can track or search for your valuation through your DASHBOARD – located in the top right corner of the Valocity screen. Here there are multiple tabs of different stages of a valuation's life cycle. If you have the "Valocity Order Number", you can also enter this directly into the SEARCH tab.

Q. Where can I locate and download the COMPLETED VALUATION REPORT?

A. When you open the valuation to the details page – approx. halfway down the details page is an area called "Attached Files". Here is an example of how the PDF will read:
Valocity Order 12A-ABCD-13A.pdf (Created: 07 Jun 2021 16:26 PM)



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Q. How can I upload documentation that has been requested by the Valuer?

A. Once you locate the Order Number Details Page – located towards the bottom of the screen is a *COMMENTS and ACTIONS* area. Here you can locate a *blue* button labelled **ATTACH FILES**. Once you select this button, you may attach the required documentation straight from your computer.

Q. How can I contact the Valuer directly if needed?

A. The Valuer's contact details will be listed on the *DETAILS PAGE* of the Valuation Order Number. Here you will find their Name, Email Address and Phone Number. The preferred and more efficient contact method would be to use the Comments section within the Valocity platform.

Q. Who do I contact if I'm having any issues with a Valuation?

A. You will need to contact your RedZed at valuations@redzed.com directly for any *Operational Support, Valuer Contact or SLA issues*. If you have any *Technical Issues* with the platform itself, please do not hesitate to contact Valocity directly at support@valocity.com.au.

Q. I need help actioning my first Valuation – do you have a User Guide?

A. YES! You can find the latest version of the Valocity Platform User Guides on the Broker Portal/Hub. Alternatively, you can contact your Lender, BDM or Valocity Support directly to request one.



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Q. **How can I cancel a valuation and request a refund?**

A. To cancel a valuation request, refer to the Valocity User Guide. If a refund is required, please email support@valocity.com.au. A refund will be processed within 7 business days. Please note that cancellation fees may be applicable.

Q. **If I order the valuation, does my customer also receive a copy of the report from Valocity?**

A. Valocity will not automatically send a report to the customer, this will be at the discretion of the requester and RedZed.

Q. **Can I order and pay for more than one valuation in the same transaction?**

A. Unfortunately not. Valuations will need to be created and paid individually for each security address.

Q. **Can I use Valocity for my commercial valuations?**

A. YES! Refer to the Valocity User Guide for step-by-step instructions.



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Q. How much will my valuation cost?

A. \$385 (inc GST) for metro residential properties with estimated value up to \$1 Million
\$770 (inc GST) for metro residential properties with estimated value between \$1 Million and \$2 Million
\$990 (inc GST) for metro residential properties with estimated value between \$2 Million and \$3 Million
All other property types, including commercial valuations, will be on a quote basis.

Q. Can I select the valuer I want to do my valuation?

A. In line with the Carnell enquiry, commercial valuation requesters will have the ability to select which valuation firm they would like to use. Residential valuation will be assigned at random to RedZed's residential valuer panel.

Q. What happens if my payment is declined?

A. The order will remain on hold until payment is successfully made.

Q. What is the escalations process if I'm not happy with the timing of the valuation?

A. While RedZed's valuer panel are required to abide by defined SLA's, if you have any concerns regarding the timing, please email RedZed at valuations@redzed.com.



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Q.

What is the escalations process if I'm not happy with the end valuation figure?

A.

Please email the details of your query to valuations@redzed.com who will assess and provide feedback.

Q.

When the customer pays for the valuation, do they receive a copy of the valuation report?

A.

Valocity will not automatically send a report to the customer, this will be at the discretion of the requester and RedZed.

