



## Viewing Claims in Pending Submitter (Servicer) Review Status

NOTE: For training on LoanSphere Invoicing™, access [Black Knight Financial Services Training](#).

Fannie Mae Expense Reimbursement is reintroducing the Pending Submitter Review (PSR) functionality. PSR is a LoanSphere Invoicing™ status. This feature will be used to request additional information from the submitter when necessary. Please note the following with respect to PSR:

- Claims in this status are **only** visible to submitters.
- Only specific line items **Marked for Review** in claims will be editable by the submitter.
- Submitters will be required to review this queue regularly.
- Fannie Mae will request additional information within the Comments of the claim and submitters will need to provide the requested information and return the claim within 30 days of when the claim was put into PSR status.
- If the claim is not resubmitted within 30 days, it may be denied.

Information about how to review the claims in the PSR queue is below.

### Steps for Reviewing Claims in PSR Status

Follow the step-by-step instructions below to review claims in PSR status.

1. Log into LoanSphere Invoicing™.

**Note:** After receiving your user name and password, use this link, <https://im.lpsdesktop.com/Public/Login/NewWayLogin.aspx>, to access LoanSphere Invoicing™.

LoanSphere

Login Screen

Please Login to Continue:

Company Code:

Username:

Password:

Login Login Help

[Forgot your password?](#)

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2. Click on **Invoice Processing** to access your queues.

Welcome John Smith, ABC Servicer

- Invoice Processing** - The leading electronic invoice management solution. Submit, approve and process all invoice types including image attachments through this module.
- Application Administration** - Manage your account through this module. Add and modify user accounts, set business rules, define and implement invoice workflow, establish guidelines and customize expense processing.
- REO/Vendor Invoice Submission** - Contact support for info about accessing this application
- Investor Portal** - Contact support for info about accessing this application

3. Click the **Claims Pending Servicer Review** link under the **Investor Claims** heading.

**Note:** There are two “Pending Servicer Review” queues. The queue listed under the **My eMessages** heading will not include the claims reviewed by Fannie Mae’s processing team.

Welcome John Smith, ABC Servicer

- My eMessages
  - Pending Loan Data Recommended Changes
  - My Invoices
    - Past Due
    - Submitted
    - Reviewed
    - Pending Vendor Review
    - Pending Servicer Review
    - Pending Servicer Approval
    - Accepted
    - Exceptions
  - Pending Routes
  - Pending Resolutions
  - Investor Claims**
    - Create a Claim
    - View Existing Claims
    - Claims Pending Servicer Review**
    - Claims Payment Report

4. Click the **Claim Number** on the **Investor Claim Status Summary** screen to open the claim.

**Note:** The Investor Claim Status Summary screen will list all claims in PSR status by Claim Age Order. All columns on this screen may be filtered by clicking on the column header links.

**Investor Claims Status Summary** | Printable Version | Export | Show Previous Results | Change Search | Refresh  
 Displaying 1 - 50 of 82

Submitter	Claim Type	Claim #	Investor Loan #	Servicer Loan #	Claim Status	Check/ACH #	Current Status Proc Days	Submitted Date	Claim Age	Requested Amount	Amount To Pay	Claim Export Date	Processor
	571 Claim				Pending Submitter Review		486	01/21/2016	524	\$5,135.40	\$5,135.40		
	571 Claim	12345678			Pending Submitter Review		0	03/07/2016	478	\$8,092.22	\$8,092.22		



5. Review **all** notes on the claim, including **Line Item** specific notes.
  - Click the **Notes** tab at the top of the claim to review the comments provided by the processor regarding the additional information needed for the claim and provide the additional information as requested.
  - Click the red flag icon, which indicates that there are line items **Marked for Review** by the processor, to view line-level specific comments.

Comment Date	User Name	Comment	Status	Requested Amt	Approval Amt
03/01/2017 03:18:36 PM	- Investor -	Please provide supporting documentation for property inspections on this claim.	Pending Submitter Review	\$362.74	\$0.00
02/26/2016 12:58:29 PM			Hold	\$292.49	\$0.00
02/26/2016 12:58:18 PM			Hold	\$292.49	\$0.00

Investor Comments

Please provide Dates and Invoices.

Cancel

6. After entering the requested additional information in the claim,
  - A. Enter comments to advise the processor of the additional information provided to support the claim, and
  - B. Click the **Save and Submit** tab at the top of the claim.

The claim will return to **Submitted** status and will be processed in order of submitted date.

Save & Submit

Vendor/Service

Claim #:

Submitter:

Contact:

Investor:

Processor:

Investor Loan #:

Current Status: Pending Submitter Review (Exc.)

Loan #:

Loan Type: FannieMae

Borrower: HJLIHL ONAKfmd

Address: jkffeid

City, State: OTLIHNAjddd, GA

Zip: 30038

County: DeKalb

Comment

Comment:

(Max of 1000 characters)