



# Warehouse Lender User Guide

**September 2025**

This guide is only applicable to Warehouse Lenders, not Seller/Service providers.



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# Loan Delivery Application Overview

[Loan Delivery](#) is Fannie Mae’s official Web-based application that provides the ability to submit loans for whole loan sale (cash) and mortgage-backed securities (MBS) pools to Fannie Mae.

Loan Delivery allows lenders to:

- set up wire instructions involving warehouse lenders and disbursement agents, as applicable.
- import, or manually enter, loan and pool data.
- perform edits to facilitate error-free delivery.
- transfer loans between commitments or Pools.
- track the status of loan deliveries, generate reports, and export loan and pool data.

## Wire Instructions Review and Approval

Lenders delivering to Fannie Mae are required to associate cash and security wire instructions to their respective warehouse lenders in Fannie Mae’s Loan Delivery application. Once the lender has submitted the wire instructions to the warehouse lender’s queue, the warehouse lender is responsible for reviewing and providing a one-time approval.

Seller Name	Wire Type	Disbursement Agent	Account #	ABA #	Status ▼
<div><div>–</div><div>Lender Name</div></div> <div>1</div>	Cash				Pending
<div><div><div>Seller Name: Lender Name</div><div>Receiver Type: Warehouse Lender</div><div>Disbursement Agent: Disbursement Agent Name</div><div>Warehouse Lender: Warehouse Lender Name</div></div><div><div>Letter Name: </div><div>Letter Type: Bailee</div><div>Account #: 00000000</div><div>ABA #: 00000000</div><div>Account Name: </div></div><div><div>Beneficiary Address: Test Beneficiary Address</div><div>3</div></div><div><div>4</div><div>✕ Cancel</div><div>✕ Reject</div><div>✓ Approve</div></div><div><div>Updated Date: Date Last Modified</div><div>Updated By: Lender Loan Delivery Username</div></div></div>					
<div>Seller #</div> <div>000000</div>	<div>Beneficiary Message</div> <div>Test Beneficiary Message</div> <div>5</div>				

The numbered teal circles in the above image correspond to the following chart.

### Warehouse Lender Responsibilities:

- |   |   |
|---|---|
| 1 | Confirm your warehouse lender has a relationship with the lender specified in the wire instructions.  |
| 2 | Confirm the account number, ABA number, and Beneficiary Address are correct.  |
| 3 | Type in the text found in the header of the physical Bailee letter generated by your warehouse (or by your collateral agent, if applicable). Ensure the text is an exact match with that provided in the physical Bailee header. Refer to the Bailee Letter Name and Validation section for more information.   |
| 4 | Once steps 1-3 are complete, click the Approve button. The Approve button can only be selected once text has been entered in the Letter Name field. If the wire instructions are incorrect, click the blue Reject button. A comments box will appear in which the warehouse can note the reason for rejection. Once a wire is rejected, the lender will be notified through a system-generated email. The lender will need to make all necessary changes and resubmit the wire instructions to the warehouse lender for review. |
| 5 | Note: The warehouse lender name and 9-digit Fannie Mae-assigned ID number are displayed on the left side of the wire instruction details. Lenders also have a 9-digit Fannie Mae-assigned ID number displayed in the bottom left corner of the wire instructions.   |



# Disbursement Agents and Form 2004A

Lenders utilize disbursement agents when there are multiple warehouse lenders associated to a Lender's wire that have been established with Fannie Mae. Once Fannie Mae purchases the loan(s), the disbursement agent is responsible for disbursing funds to multiple warehouse lenders that have ownership interests under a Bailee letter.

[Form 2004A](#) (Release of Interest in Mortgages) typically states:

- The Lender is instructing Fannie Mae to wire funds using the disbursement agent's wire instructions which are different from the warehouse lender's Bailee letter.
- The warehouse lender agrees to waiving their wire instructions listed on their Bailee letter by signing Form 2004A.
- The warehouse lender's security interest will only be released if the proceeds from the transfer of the mortgages to Fannie Mae are delivered to the disbursement agent in accordance with the delivery instructions in Form 2004A.

**Note:** Many of Fannie Mae's lenders use a collateral agent along with a disbursement agent. In many of those relationships, the collateral agent is responsible for generating the Bailee letter. The collateral agent will update the wire instructions in the Bailee letter to reflect those of the disbursement agent, which eliminates the need for the Form 2004A.

Reviewing and providing a one-time approval of wire instructions involving a Disbursement Agent varies slightly.

Seller Name	Wire Type	Disbursement Agent	Account #	ABA #	Status
Lender Name	Cash				Pending
<div><div>Seller Name: Lender Name Receiver Type: Warehouse Lender Disbursement Agent: Disbursement Agent Name Warehouse Lender: Warehouse Lender Name</div><div>Letter Name: Letter Type: Bailee Account #: 00000000 ABA #: 00000000 Account Name:</div><div>Beneficiary Address: Test Beneficiary Address</div><div><div>Updated Date: Date Last Modified Updated By: Lender Loan Delivery Username</div><div><div>Cancel</div><div>Reject</div><div>Approve</div></div></div></div>					
Seller # 000000	Beneficiary Message Test Beneficiary Message				

The teal circles in the above image correspond to the following chart.

## Warehouse Lender Responsibilities:

- |   |  |
|---|--|
| 1 | Confirm the warehouse lender has a relationship with the lender and disbursement agent. Contact the lender directly with any questions or for more information.  |
| 2 | Confirm the account number, ABA number, and Beneficiary Address are correct. This information will be listed on Form 2004A. If the lender has not sent Form 2004A to the warehouse lender, contact the lender directly to obtain this information. |
| 3 | The warehouse lender is not responsible for filing in the Letter Name field for a wire involving a disbursement agent. This field can be completed by the lender or the disbursement agent.  |



- 4 Click the Approve button. Once approved, the wire instructions status will change from Pending to Pending Disbursement Agent Approval. Once the disbursement agent has reviewed and approved the wire instructions, the wire instructions will go into Active status. If the wire instructions are incorrect, click the blue Reject button. A comments box will appear where the warehouse can note the reason for rejection. Once a wire is rejected, the lender will be notified through a system-generated email. The lender will need to make all necessary changes and resubmit the wire instructions to the warehouse lender. Note: The disbursement agent can also reject the wire instructions after the warehouse lender's approval. If this occurs, the lender will make any necessary changes, resubmit the wire to the warehouse lender for approval, and then the wire instructions will be sent to the disbursement agent again for final approval.

## Bailee Letter Validation

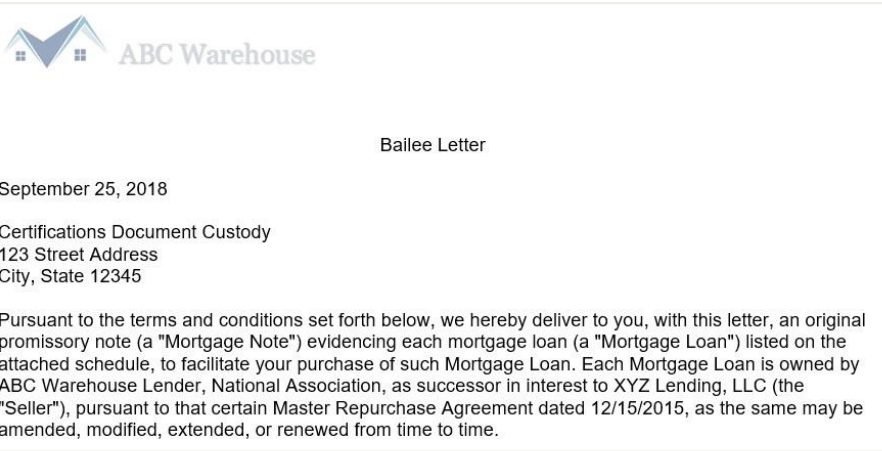
Document custodians use the administered 'Letter Name' in the certification process to complete the Bailee validation in the Document Certification application. The custodian compares the actual Bailee letterhead text entered by the warehouse lender user to the Loan Delivery Letter Name field. The name entered in Loan Delivery must **exactly match** the Bailee letterhead text in order to pass the Bailee validation.

NOTE: Warehouse lenders utilizing collateral agents to prepare Bailee letters must ensure the collateral agent has updated the Bailee letterhead to exactly match the Bailee Letter Name administered in Loan Delivery. It is the warehouse lender's responsibility to follow up with the collateral agent on the Bailee letterhead format, and it is the warehouse lender's responsibility to fill in the Bailee letter name field in Loan Delivery.

### Example 1: Bailee Letter created by Warehouse Lender

Warehouse Lender Name (legal entity name): ABC Warehouse Lender, National Association

Actual Bailee Letterhead: ABC Warehouse



The image shows a sample Bailee Letter from ABC Warehouse. At the top left is the ABC Warehouse logo, which consists of a stylized house icon with a blue roof and the text 'ABC Warehouse' in blue. Below the logo, the text 'Bailee Letter' is centered. The date 'September 25, 2018' is on the left. Below the date is the address: 'Certifications Document Custody', '123 Street Address', 'City, State 12345'. The main body of the letter states: 'Pursuant to the terms and conditions set forth below, we hereby deliver to you, with this letter, an original promissory note (a "Mortgage Note") evidencing each mortgage loan (a "Mortgage Loan") listed on the attached schedule, to facilitate your purchase of such Mortgage Loan. Each Mortgage Loan is owned by ABC Warehouse Lender, National Association, as successor in interest to XYZ Lending, LLC (the "Seller"), pursuant to that certain Master Repurchase Agreement dated 12/15/2015, as the same may be amended, modified, extended, or renewed from time to time.'

Enter the name in the Bailee Letter Name field so that the name **exactly matches** how it appears in the letterhead.

Acceptable:



Seller Name	Wire Type	Disbursement Agent	Account #	ABA #	Status
<b>Lender Name</b>	Cash				Pending
Seller Name: Lender Name Receiver Type: Warehouse Lender Disbursement Agent: Disbursement Agent Name Warehouse Lender: Warehouse Lender Name		Letter Name: ABC Warehouse Letter Type: Bailee Account #: 00000000 ABA #: 00000000 Account Name:	Beneficiary Address: Test Beneficiary Address  Updated Date: Date Last Modified Updated By: Lender Loan Delivery Username		
Seller # 000000		Beneficiary Message Test Beneficiary Message			


Not acceptable:

Lender Name	Wire Type	Disbursement Agent	Account #	ABA #	Status
<b>Lender Name</b>	Cash				Pending
Seller Name: Lender Name Receiver Type: Warehouse Lender Disbursement Agent: Disbursement Agent Name Warehouse Lender: Warehouse Lender Name		Letter Name: ABC Warehouse Lender, N.A. Letter Type: Bailee Account #: 00000000 ABA #: 00000000 Account Name:	Beneficiary Address: Test Beneficiary Address  Updated Date: Date Last Modified Updated By: Lender Loan Delivery Username		
Seller # 000000		Beneficiary Message Test Beneficiary Message			

Example 2: Bailee Letter created by Collateral Agent

Warehouse Lender Name (legal entity name): ABC Warehouse Lender, National Association

Actual Bailee Letterhead: ABC Warehouse Lender



MNO Collateral Agent

ABC Warehouse Lender

Bailee Letter

September 25, 2018

Certifications Document Custody  
123 Street Address  
City, State 12345

Pursuant to the terms and conditions set forth below, we hereby deliver to you, with this letter, an original promissory note (a "Mortgage Note") evidencing each mortgage loan (a "Mortgage Loan") listed on the attached schedule, to facilitate your purchase of such Mortgage Loan. Each Mortgage Loan is owned by ABC Warehouse Lender, National Association, as successor in interest to XYZ Lending, LLC (the "Seller"), pursuant to that certain Master Repurchase Agreement dated 12/15/2015, as the same may be amended, modified, extended, or renewed from time to time.

Enter the warehouse lender name in the Bailee Letter Name field so that the name **exactly matches** how it appears in the letterhead. Do not enter the collateral agent’s name in the Letter Name field.

Acceptable:



Seller Name	Wire Type	Disbursement Agent	Account #	ABA #	Status ▼
Lender Name	Cash				Pending
Seller Name: Lender Name Receiver Type: Warehouse Lender Disbursement Agent: Disbursement Agent Name Warehouse: Warehouse Lender: Warehouse Lender Name		Letter Name: <b>ABC Warehouse Lender</b> Letter Type: Bailee Account #: 00000000 ABA #: 00000000 Account Name:	Beneficiary Address: Test Beneficiary Address  Updated Date: Date Last Modified Updated By: Lender Loan Delivery Username		
Seller # 000000	Beneficiary Message Test Beneficiary Message				

Not acceptable:

Seller Name	Wire Type	Disbursement Agent	Account #	ABA #	Status ▼
Lender Name	Cash				Pending
Seller Name: Lender Name Receiver Type: Warehouse Lender Disbursement Agent: Disbursement Agent Name Warehouse: Warehouse Lender: Warehouse Lender Name		Letter Name: <b>MNO Collateral Agent</b> Letter Type: Bailee Account #: 00000000 ABA #: 00000000 Account Name:	Beneficiary Address: Test Beneficiary Address  Updated Date: Date Last Modified Updated By: Lender Loan Delivery Username		
Seller # 000000	Beneficiary Message Test Beneficiary Message				

## Bailee Letter Name Changes

If a Warehouse Lender plans to change its name, the Warehouse Lender must notify the groups below before the name change officially occurs:

- Sellers
- Disbursement Agents or Collateral Agents (if applicable)
- Custodians
- Fannie Mae Warehouse Support team

If the name change results in an **updated Bailee letterhead**, and the Warehouse Lender **has existing active wire instructions in Loan Delivery**, the Bailee Letter Name field must be updated to **exactly match** the updated Bailee letterhead for each set of wire instructions. It is **highly recommended** that the Letter Name field updates be made after business hours to reduce impact to daily production. Once the name field is updated, the warehouse lender must click the blue Save button for each set of wire instructions in order to save the updated name change.

## Registration

Each warehouse lender account must have at least two active Corporate Administrators assigned to it in Loan Delivery, but may have additional Corporate Administrators associated with the account. Access to Loan Delivery must be requested by a Corporate Administrator through Fannie Mae's Technology Manager application. Technology Manager allows a warehouse lender's Corporate Administrator(s) to manage user access for Fannie Mae's technology applications, such as Loan Delivery, and the registration process takes 1 to 2 weeks for completion.


Warehouse Lenders who do not have a Corporate Administrator registered with Fannie Mae:



For registration assistance or to obtain a corporate administrator user ID, you may email your request to [FannieMae\\_WarehouseLenderSupport@fanniemae.com](mailto:FannieMae_WarehouseLenderSupport@fanniemae.com). The support team will contact you with next steps.

Warehouse Lenders who do have a Corporate Administrator registered with Fannie Mae:

Your corporate administrator has the ability to grant [users](#) access to Loan Delivery within Technology Manager. Refer to the [Technology Manager Job Aids](#) for more information. If you need further assistance, contact Fannie Mae Warehouse Lender Support.

[https://singlefamily.fanniemae.com/applications-technology/technology-manager](#)

Home / **Technology Manager**

Applications & Technology

# Technology Manager


## Manage your access in one place


The Technology Manager platform allows customers to manage user access to all Fannie Mae technology applications.


**Live now: streamlined process for UCDP Lender Administrators**


We've transformed the Uniform Collateral Data Portal (UCDP) Admin Registration Form to an online self-serve workflow in Technology Manager. Eliminate processing wait times - UCDP Lender Administrators can now log in to Technology Manager to manage or create other Lender- Administrators, with requests completed in near real-time. [Learn more](#)


Once registered, click here to sign in with your Fannie Mae username and password.


Launch App 


Reset Password 

 [New User](#)

 [Registered Users](#)

 [Registered Admins](#)

 [Manage System IDs](#)

 [Help & Training](#)

**Technology Manager Availability**

Every day, 24 hours a day.

[All Technology Application Availability >](#)

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# Utilizing Loan Delivery

https://singlefamily.fanniemae.com/applications-technology/loan-delivery

Applications & Technology

## Loan Delivery

**Loan Delivery Updates**

View delivery-related guidance on [temporary appraisal flexibilities and loans in forbearance](#) due to COVID-19.

Review the [release notes](#) for more detail on the latest Loan Delivery changes and planned enhancements.

[New User](#)

[Help & Training](#)

[Release Notes](#)

[Quarterly Milestones](#)

**Loan Delivery Availability**

Every day, 24 hours a day, except from 5 p.m. ET Saturday to 8 a.m. ET Sunday due to maintenance.

[Outage alert >](#)

[All Technology Application Availability >](#)

Loan Delivery is a web-based application through which lenders submit loans to Fannie Mae for Whole Business Lending. In Loan Delivery, lenders can create and manage loan delivery orders, track the status of loan deliveries, generate reports, and export loan and pool data for use elsewhere in your organization.

Once registered, click here to sign in with your Fannie Mae username and password.

Click Manage Account to reset your password.

[Launch App](#)

[Manage Account >](#)

Upon signing in to [Loan Delivery](#) for the first time, warehouse lender user(s) will be prompted to sign up for email notifications. A notification is sent to a warehouse lender each time a lender lists such warehouse lender in their wire instructions. This is an optional but highly recommended feature. Modify email notification settings under the Seller Profile tab.

Fannie Mae

SELLER PROFILE INTERNAL

User Profile Custodians Wire Details

### User Profile

Contact your Technology Manager Administrator to update your profile information.

#### Contact Info

Full Name

Email

Phone

Ext.

Address

#### Email Notifications

Yes, I would like to receive email notifications for:

☒ Wiring Instruction Updates

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# Important Username Maintenance

In order to remain active in the Loan Delivery application, sign in with your username and password at least once every 90 days. Inactive users who are approaching deactivation will receive a system-generated email. It is highly recommended to set up a reoccurring calendar reminder as well.

- After 90 days of inactivity, the username will enter the first phase of deactivation. In order to reactivate access, [reset the password](#) associated with the username and sign in to Loan Delivery.
- After an additional 90 days of inactivity, the username will be placed into permanent deactivation. In order to reactivate the username, the warehouse lender corporate administrator user will need to sign into the [Technology Manager application](#) and [reset the deactivated user](#).

**Please note:** If the Warehouse Lender does not have Active User(s) and/or Corporate Administrator(s) in Loan Delivery, your organization will not be able to review and approve wiring instructions to be used by lenders when delivering loans.

## Additional Resources

Contact the Warehouse Lender Support Team at [FannieMae\\_WarehouseLenderSupport@fanniemae.com](mailto:FannieMae_WarehouseLenderSupport@fanniemae.com). Support Team hours are 9:30AM EST – 6PM EST weekdays. Support Team is not available during the following holidays:

New Year's Day

Martin Luther King, Jr. Day Presidents Day

Memorial Day

Independence Day

Labor Day

Columbus Day

Veterans Day

Thanksgiving Day

Christmas Day