

Master Servicing Release Notes

Release Details

Effective **April 10, 2023**, the **Master Servicing Portfolio Manager (MSPM) 2.1 Release** was implemented. Master Servicing Portfolio Manager is an application that offers servicers management oversight and self-service functionality related to performance, loan activities and portfolio management that will help drive efficiency and straight through processing. The application provides the self-service capability to access Loan and Cash exceptions, allowing both servicers and Fannie Mae, visibility into Exception Resolution Plans.

Enhancements

This release includes the following UI enhancements for “My Performance”:

- My Performance – Ability for external users to upload bulk resolution comments. This enhancement will reduce effort and improve efficiency. To upload bulk files, follow the steps in the [Master Servicing Portfolio Manager User Guide](#), page 21.
- My Performance – Add Servicer Loan ID to UI and downloads, allows easy access for servicer to search and reconcile by servicer loan number.
- My Performance – Loan level and Cash Level downloads for exceptions to include all exceptions from all status tabs (Response Pending, Confirmation Pending, Fannie Mae Approval pending, Fannie Mae Approved). This enhancement will reduce the effort of downloading individual files, improve efficiency and serves as a control report for loan level exceptions.

Additional Helpful Resources

For more information about this release, please contact MSPM-Master Servicing Portfolio Manager at [MSPM-Master Servicing Portfolio Manager@fanniemae.com](mailto:MSPM-Master_Servicing_Portfolio_Manager@fanniemae.com).

Other helpful resources:

- Visit the [Master Servicing Portfolio Manager](#) page
- Read the [Master Servicing Portfolio Manager User Guide](#)