

Document Delivery via the CCE Review Portal for MORA and STAR Reviews

The Fannie Mae Compliance and Customer Evaluations (CCE) File Transfer Portal (FTP) is the electronic document submission format through which Sellers and Servicers must submit electronic files and documents requested by Fannie Mae for Mortgage Origination Risk Assessment (MORA) and Servicer Total Achievement and Rewards™ (STAR™) reviews.

Background Information

The CCE Team is here to assist customers in providing documentation. If you have any questions, please do not hesitate to ask.

- Documents must be submitted via the FTP — a secure environment that uses encryption to protect non-public information.
- Please follow the naming convention provided in the Document Requests to ensure that documents are properly matched with the corresponding items on the Document Request.
- Fannie Mae’s technology identifies, catalogs, and reconciles documents uploaded to the FTP based on the filename. Documents are sorted using the naming convention and stored together to initiate a timely review. This provides for faster reconciliation and allows us to produce an Outstanding Files Report showing any missing items, improving our communication with you on the completion of the document request.
- Fannie Mae receives over 100 documents uploaded to the FTP every day for seller (MORA) and servicer (STAR) reviews. Using the requested naming convention is critical to ensure that each set of review documents is properly identified.

Getting Started

To gain access to the FTP and submit the zip file(s) containing documents:

- **Existing Users**, [click](#) this link. Under Supporting Tools, click the link for the FTP. When the login screen opens, enter your username and password.
- **New Users:** The Corporate Administrator in your office can grant you FTP access. The steps are outlined below and will also be reviewed on a Portal Call. The Portal Call will be scheduled after the Document Request is issued.

If you're	Then
Not registered to use the FTP	Please scroll below to the section labeled FTP Registration
Registered to use the FTP	Please scroll below to the section labeled FTP General Instructions
Having technological difficulties	Call 1-800-2FANNIE, Select Option 1, Enter your User Identification (ID), and then Option 1 again.



FTP Registration

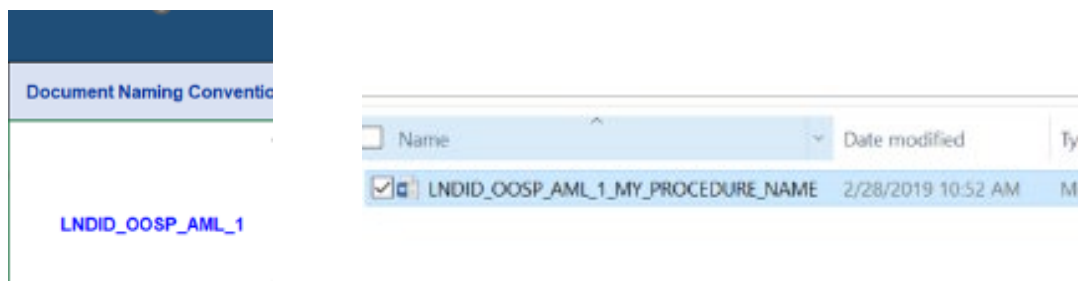
Your Corporate Administrator will need to follow a few steps once you have your user ID and password. He or she must:

- Create a profile for you in the Technology Manager application. The [Technology Manager Job Aid](#) can assist with this task.
- Click on Corporate Administrator, then Manager Users, and Create a New User. Follow the instructions in this section to create a profile, select File Transfer Portal as the application, and a role. The user does not need to complete a registration form.
- The Roles that need to be assigned for a CCE Review are: **CCE Review** and **CCE Remediation**.



Naming the Documents

- Copy the naming convention provided on the Document Request and paste to rename the document.
- OR
- If preferred, copy the naming conventions from the Document Request and paste in front of the existing file name. There **must** be an underscore between Fannie Mae's file name and your file name.



- Provide one PDF per loan sample or selection.
- May contain files in the following formats: xls, xlsx, pdf, doc, docx, zip, ppt, and pptx.

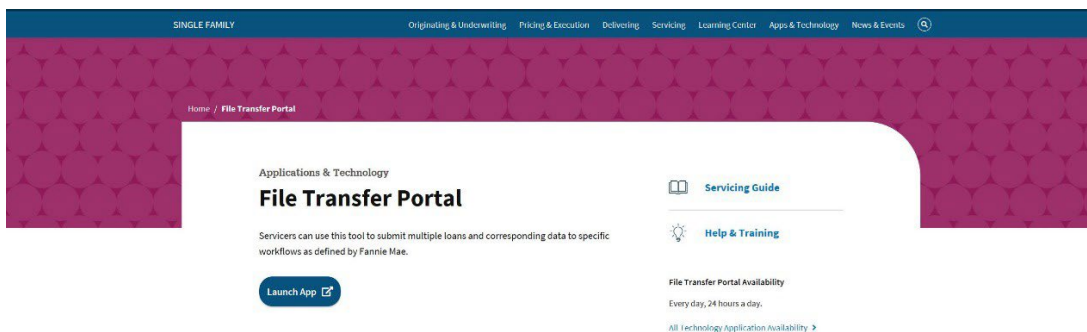


- Special characters (parentheses, commas, ampersands, etc.) are not allowed and will result in an upload failure.
- No spaces between characters.
- A file name cannot **exceed 200 characters** (reference the provided naming conventions).
- File size cannot exceed 1024 MB.
- Do not encrypt or password-protect files.

FTP General Instructions

Ready to upload the documents? Follow these steps:

- Launch the FTP: <https://singlefamily.fanniemae.com/applications-technology/file-transfer-portal>
- Hit Launch App and enter your username and password on the login screen and click Login.
- Enter your username and password on the login screen and click Login.



- Upload document(s):
 - At the top left of the screen, click on New and select CCE:



- From CCE, choose if you are submitting for Review or Remediation. Initially, you will submit to **CCE Review**. Remediation is selected after the review is complete if there are findings that require remediation.



- Once you click Review or Remediation, you will see **Select File**. You can now add your zip file (s) by selecting **Add File to Upload**. Note: The status will say Not Uploaded until you have clicked the **Upload** button. This does not mean the transmission failed.
- When all zip files have been added, click Upload to transmit documentation.
- When the zip file is successfully uploaded, it will appear in the Uploaded Files Info.
- **Reminder** — You can only upload **15 zip files** at a time.

✓ File added in list.

Allowed file extensions to upload are txt,zip,pdf,xls,gz,csv

Select Files **Step 1** No file selected Add File To Upload **Step 2**

File Name	File Size(KB)	File Ext	Status	Action
TestFile.pdf	6285	pdf	Not Uploaded	✗
proffile_test.18_2.txt	8	txt	Not Uploaded	✗

Clear All Upload **Step 3**

Uploaded Files Info

No files currently uploaded

Congratulations! You have submitted a file to the CCE FTP.

Allowed file extensions to upload are txt,zip,pdf,xls,gz,csv

Select Files No file selected Add File To Upload

File Name	File Size(KB)	File Ext	Status	Action
Please add files for upload				

Clear All Upload

Uploaded Files Info

Transaction ID	File	Status
2377917	TestFile.pdf	Upload Successful
2377918	proffile_test.18_2.txt	Upload Successful



The Communications, Analytics, and Governance (CAG) Team will inform the Review Lead and/or Remediation Team when documents have been received in the FTP. If you have any questions, please use the following email addresses:

[STAR Team](#)

[MORA Team](#)

[Remediation Team](#)