

Servicer Expense Reimbursement

System Enhancements Year in Review

August 28, 2019

We've heard you and updated our Servicing systems based on your feedback!

Find a recap of Servicing system updates over the past year below. In case you missed something, a snapshot of the enhancement and more information are rounded up here.

Expense Straight Through Processing (ESTP)

Launched **October 2018**

Servicers no longer need to attach supporting documentation when submitting a claim unless it is specifically requested. With this automation, many claims are auto-approved. [Learn more about ESTP.](#)

Expense Reimbursement Dashboard (ERD)

Launched **October 2018**

The Expense Reimbursement Dashboard (ERD) allows servicers to view expense reimbursement requests on Fannie Mae loans submitted within the last rolling 13-month period. The ERD also provides analyses on statuses, quantity, and monetary volumes. [Learn more about the ERD.](#)

Servicer Expense Reimbursement (LoanSphere Invoicing™)

Launched **March 2019**

The Copy and Resubmit claims feature allows servicers to copy an original claim and all eligible line items to resubmit. It copies all basic claim and loan information; however, fields like chronology and history are displayed as newly created claims. [Learn how to use this feature.](#)

Post-Payment Document Request Portal

Launched **April 2019**

Fannie Mae's Post Payment Documentation Request portal provides an efficient way for servicers to upload documentation on reimbursed expenses, particularly in circumstances where potential financial harm has been identified. [Learn how to use the portal.](#)

Servicer Expense Reimbursement (LoanSphere Invoicing™)

Launched **April 2019**

The following new fields were added to the Add Claim Line Item box in LoanSphere Invoicing: Paid Date, Tax Paid Amount and Tax Parcel for claim submission on applicable line items. [Review the release notes.](#)

Inquiry Response Tool Phone Call Capability

Launched **June 2019**

Servicers now have the capability to request a phone call via an Inquiry Response Tool (IRT) submission when they do not agree with the first-time resolution. This will eliminate the need to submit multiple IRT submissions. [Review the release notes.](#)

Ask Poli

Launched **July 2019**

Ask Poli is Fannie Mae's simple-to-use interface to ask policy-related questions. Ask Poli learns from questions and feedback for response accuracy so we can continue to refine question-and-answer pairings. Access Ask Poli by clicking on the Ask Poli box on the [Servicing Guide page.](#)



Expense Reimbursement Dashboard (ERD)

Launched **August 2019**

The Expense Reimbursement Dashboard (ERD) has been updated to include additional deep-dive analysis on exceptions and pay-out rates and opportunities for enhancements. [Learn more about the ERD.](#)