Cash Remittance System Release Notes

August 9, 2017
Updated Sept. 11, 2017

Effective **September 9, 2017,** the Cash Remittance System™ (CRS™) will be updated as part of the version 5.0 release featuring several user interface changes. Some of these changes may require updates to your systems or processes.

ⓘ **Important Update:** This document features a new section to remediate recent Internet Explorer browser compatibility issues that have occurred as a result of this CRS release. If you are impacted by these issues, follow the steps in the ***Addendum* (see page 2).** If you require further assistance, call (800) 2-FANNIE (press 1, then 3).

Contact Information Updates

At present, Contact Information is required for each lender number and remittance code combination you request in CRS. With this release, the Contact Information field is now optional, with the exception of all 300–series remittance codes. The Contact Information section will be moved under the Drafting Instructions tab, and will no longer have a standalone tab. These changes will help simplify user interface navigation. Note that existing contact information will be transitioned automatically; users do not need to re-enter any information for their existing records.

Drafting Instructions Updates

Drafting instructions are required prior to submitting draft requests for specific Remittance Codes. The default Drafting Instructions option under Remit Code 000 will no longer be available as of September 9. As a result, Drafting Instructions must be set up for specific Remittance Codes prior to submitting a draft request. Note that if recent remittances have been submitted using the Drafting Instructions under Remit Code 000, the Drafting Instructions will be transitioned automatically; users will not need to re-enter this information for the specific Remittance Codes.

Also with this release, the Addenda Record field will be removed from the Drafting Instructions user interface.

Draft Request Confirmation

Upon creating or modifying Draft Requests in CRS, users will receive a pop-up message requesting users to confirm their data prior to submission. This added layer of security provides CRS users the opportunity to confirm or cancel Draft Requests prior to submission.

Remittance Codes Updates

We are introducing new remittance codes and updating the description on some existing remittance codes. The updated descriptions will make it easier to identify payments to better align with the payment type. These changes will be reflected in the CRS User Guide effective September 9, 2017.

Extended Submission Time

Currently, users have until 3:00 p.m. Eastern Time (ET) to update or create Banking Instructions that become effective on the current business day. This release will extend the submission time by an

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additional hour (i.e., 4:00 p.m. ET). This change will provide users an additional hour to submit banking instructions which can be applied to transactions remitted the same day.

New Alert Message

With this release, a message will appear if a user attempts to input an effective date of greater than (>) six months from the current date in the Drafting Instructions.

For More Information

The CRS User Guide will be updated as of September 9, to reflect these release changes. Additional CRS information and resources can be found on the CRS page of FannieMae.com. For more information about this release, please contact your Fannie Mae representative.

ADDENDUM

With this CRS system release, some users have experienced difficulties when trying to remit draft requests. You may experience issues if you are using the following:
- Internet Explorer (IE) 11
- Compatibility mode while an IE browser is on

If you are impacted by these issues, refer to this section for steps to resolve the issue. If you require further assistance, call (800) 2-FANNIE (press 1, then 3).

- You may be impacted by this issue if you are unable to confirm a Draft Request after clicking on "Save Draft, or the page looks similar to the following screenshot:
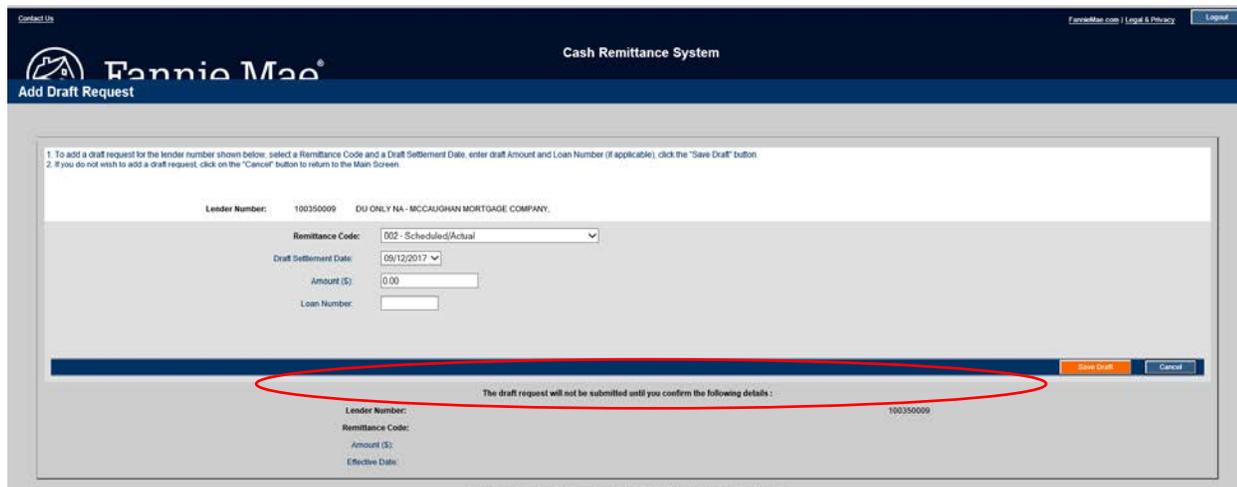

If you receive this error, there are two options:

- Option 1: **Use a different browser** (e.g., Firefox, Chrome) to remit transactions.
- Option 2: **Turn off the Compatibility View** feature in Internet Explorer for eFannieMae.com to be able to submit Draft Requests in Internet Explorer.
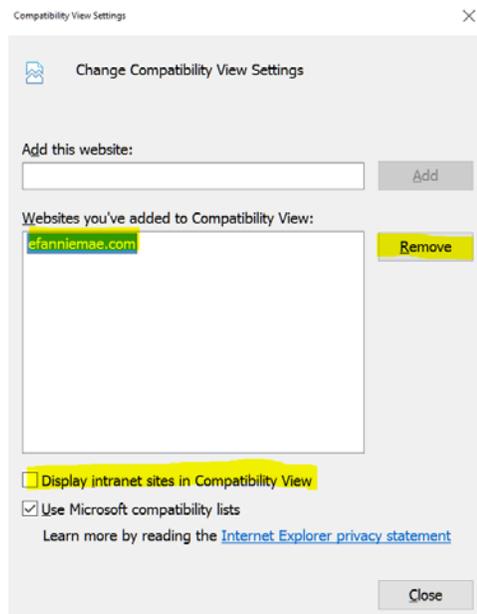
How to turn off the Compatibility View feature:

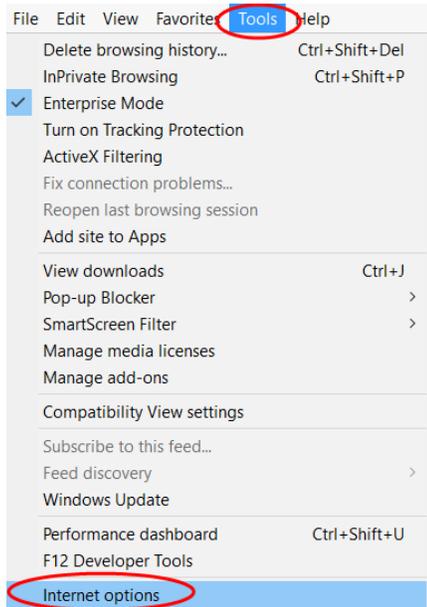- On the Internet Explorer browser, go to **Tools > Compatibility View Settings**
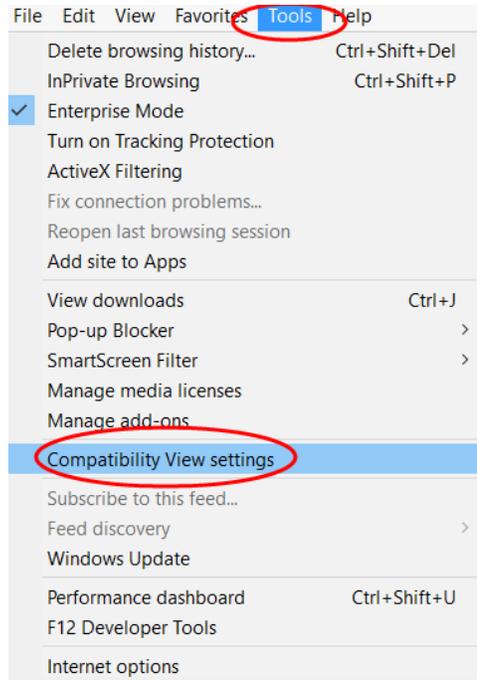
- Under the "Websites you've added to compatibility view" make sure to select efanniemae.com and click **remove**. Then **close**.
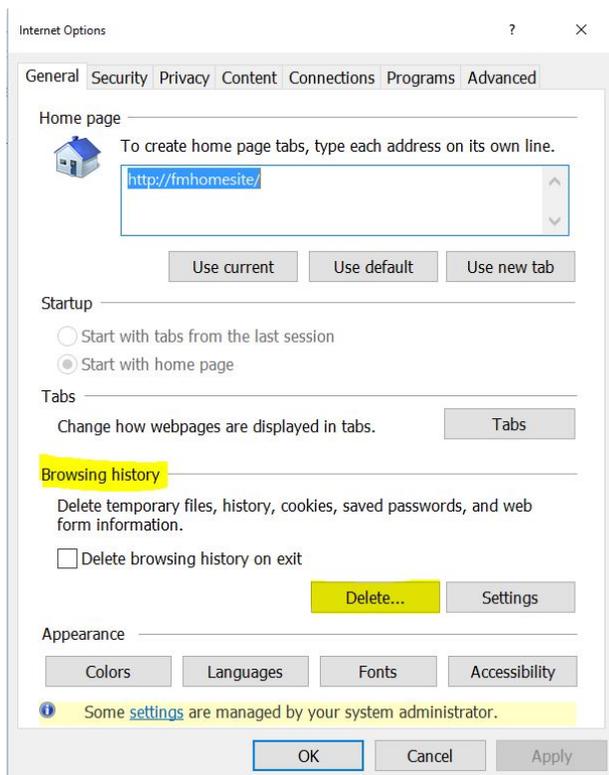
- Next, clear the cookies and cache.

  o Go to **Tools** then **Internet Options**.

  o On the **General** tab, click **Delete** under the Browsing history.

- In the next window make sure *Temporary Internet files and websites files* and *Cookies and website data* are both checked. Everything else should be unchecked. Click **Delete** at the bottom.

- Close all Internet browsers.
- Re-open the IE browser and log back into the CRS application.
- The Welcome page should now display the header correctly. Proceed to the Draft Request tab and submit remittances.