



Document Delivery through Box for MORA, STAR, and CMR Reviews

The Fannie Mae Compliance and Customer Evaluations (CCE) Box 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) Servicer Total Achievement and Rewards™ (STAR™) reviews and Cash Management Reviews (CMR).

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 Box — 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 Box 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 Box every day for seller (MORA) and servicer (STAR) and (CMR) reviews. Using the requested naming convention is critical to ensure that each set of review documents is properly identified.

Special Notes

- Special characters (parentheses, commas, ampersands, etc.) are not allowed and will result in an upload failure.
- Spaces between characters are not allowed.
- A file name cannot **exceed 100 characters** (reference the provided naming conventions).
- File size cannot exceed 150 GB.
- Do not encrypt or password-protect files.
- **Do not** zip or upload folders.



Getting Started

Sign up for a Free Box Account via <https://account.box.com/signup/n/personal>.

If you already have a Box account, you can skip this step.

Box Individual
Let's Get Started

Your Information

First Last ✓

name@company1.com ✓

..... Good

.....

I live in the European Economic Area

✓ I'm not a robot reCAPTCHA
Privacy - Terms

Submit

By registering, you agree to Box's Terms of Service and Privacy Policy. You also agree to receive emails from Box regarding product and service updates, special offers, events and webinars, and other marketing materials. You may unsubscribe at any time.

Box Individual
Free

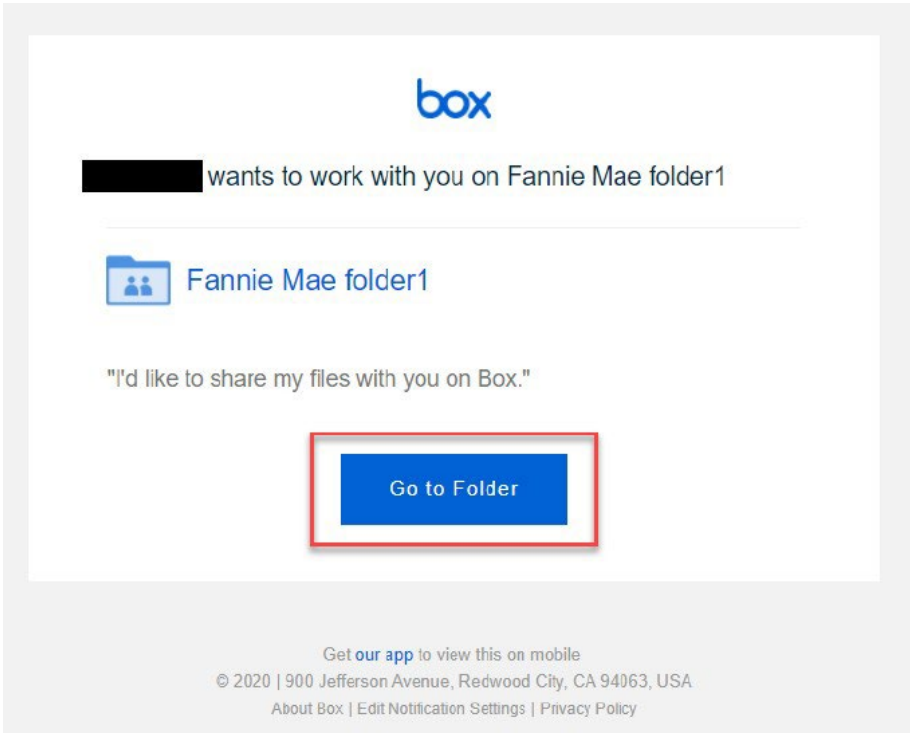
10GB Storage
Securely Access Your Content
from Anywhere

✓ Selected

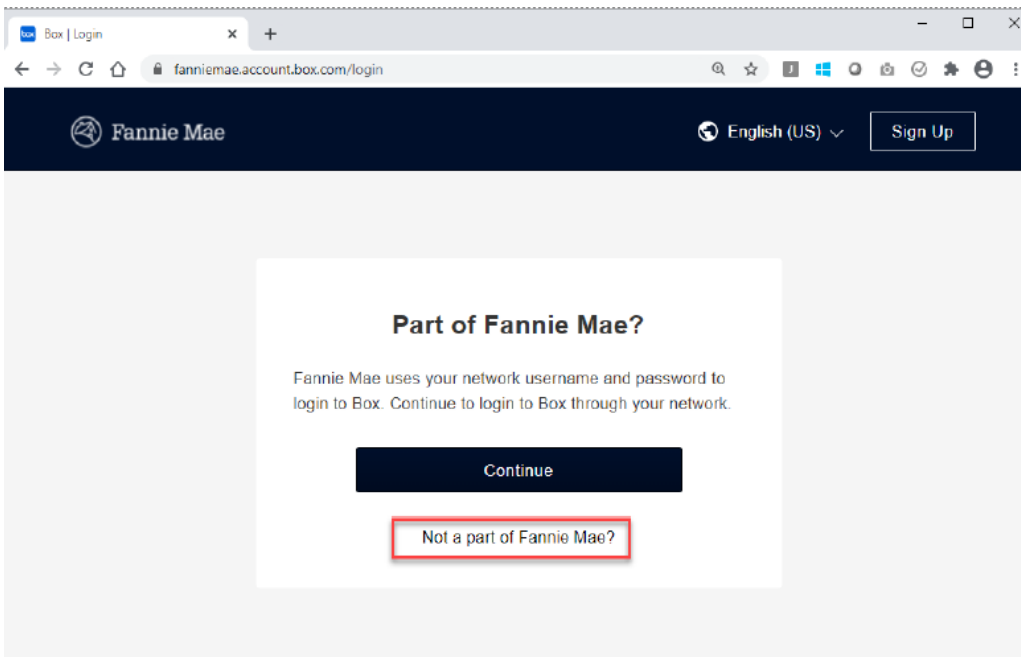
Click **Submit**.

To sign into the Fannie Mae Box Workspace, you can:

Use the link that you received from the Box email Notification (example below).



Alternatively, you can browse <https://fanniemaebox.com>
Ensure you select “Not Part of Fannie Mae?” to sign in.





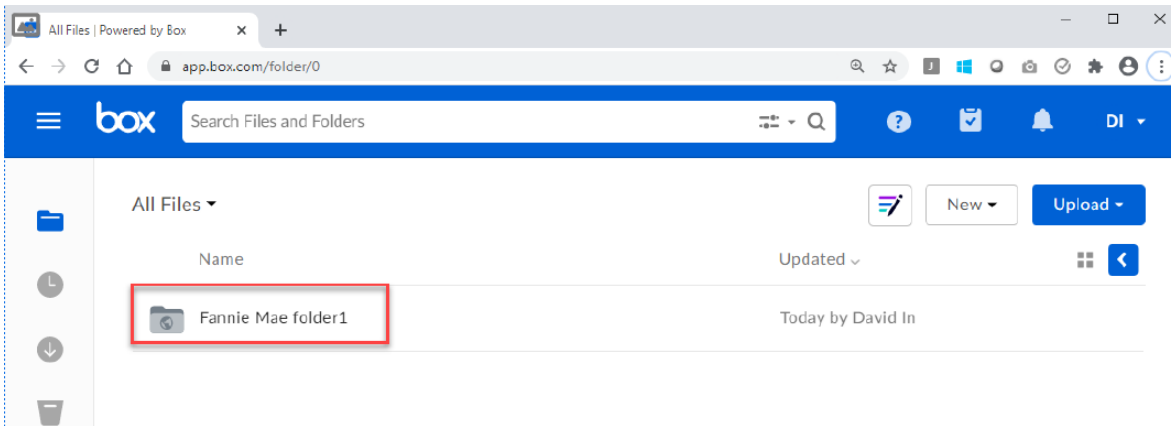
To sign into your Box account, enter the email address and password that you registered:

The screenshot shows a web browser window with the URL `account.box.com/login?redirect_url=/`. The page features the Box logo and navigation links for "English (US)", "Box Blog", and "Sign Up". The main heading is "Sign In to Your Account". Below this, there is a form with the label "Email Address" and a text input field containing "name@company1.com". A blue "Next" button is positioned below the input field. The input field is highlighted with a red rectangular border.

The screenshot shows the next step of the login process. The URL is `account.box.com/login?redirect_url=%2F`. The heading "Sign In to Your Account" is followed by a back arrow and the text "Signing in as name@company1.com. Not you?". Below this is a "Password" label and a text input field filled with dots. A blue "Log In" button is highlighted with a red rectangular border. A "Reset Password" link is located below the button.



You will then see folders and files that have been shared with you from Fannie Mae:



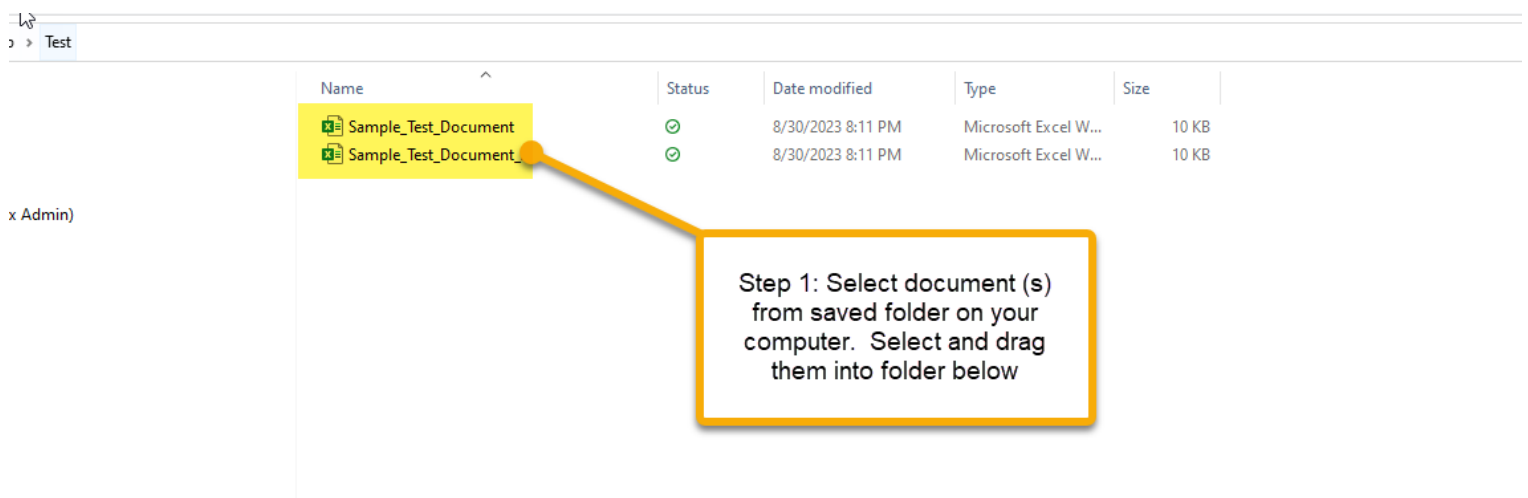
The Communications, Analytics, and Governance (CAG) Team will inform the Review Lead and/or Remediation Team when documents have been received in Box. If you have any questions, please use the following email addresses:

[STAR Team](#)

[MORA Team](#)

[Remediation Team](#)

Uploading Files into Box





Step 2: Drop files selected in Step 1 into folder (here)



Get started by adding your first file

Create new documents directly within Box or upload an existing file

Upload

Search Files and Folders

"Sample_Test_Document.xlsx" was uploaded successfully.

Share X

All Files > SF Counterparty Risk Oversight > Test Customer

NAME

UPDATED

Upload is successful!

Sample_Test_Document.xlsx

Today by Jena Kurtz