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.
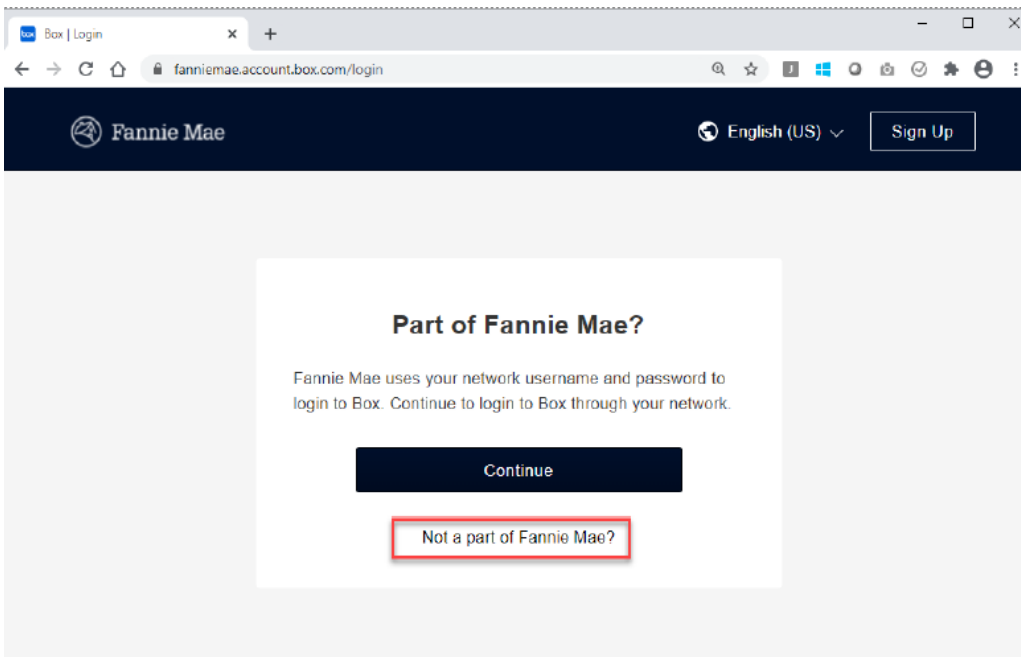

Click **Submit.**

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

Use the link that you received from the Box email Notification (example below).
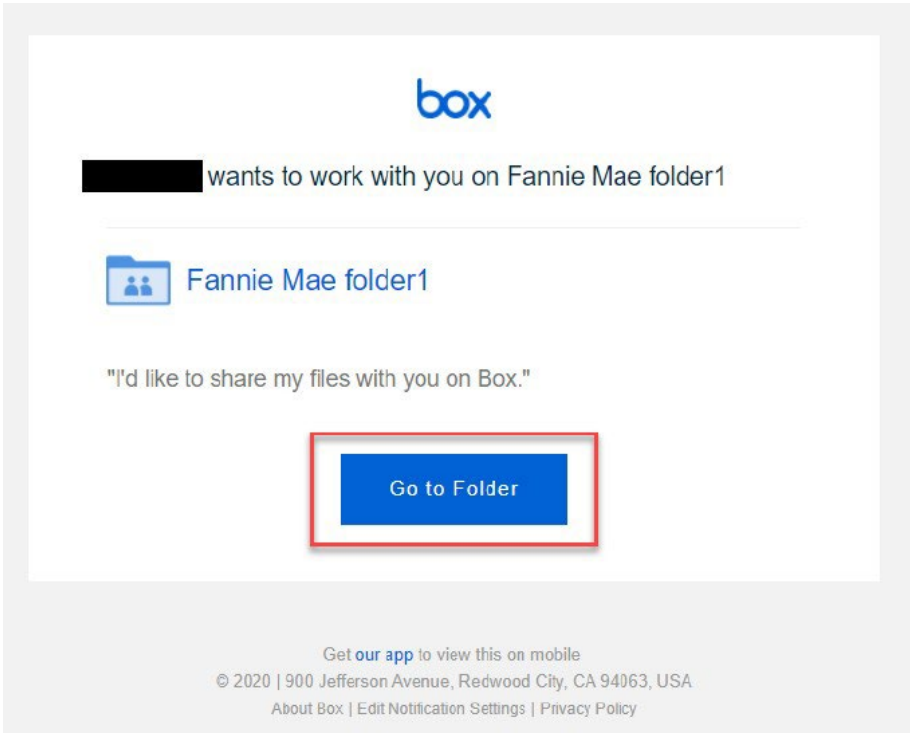
Alternatively, you can browse https://fanniemae.box.com

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:

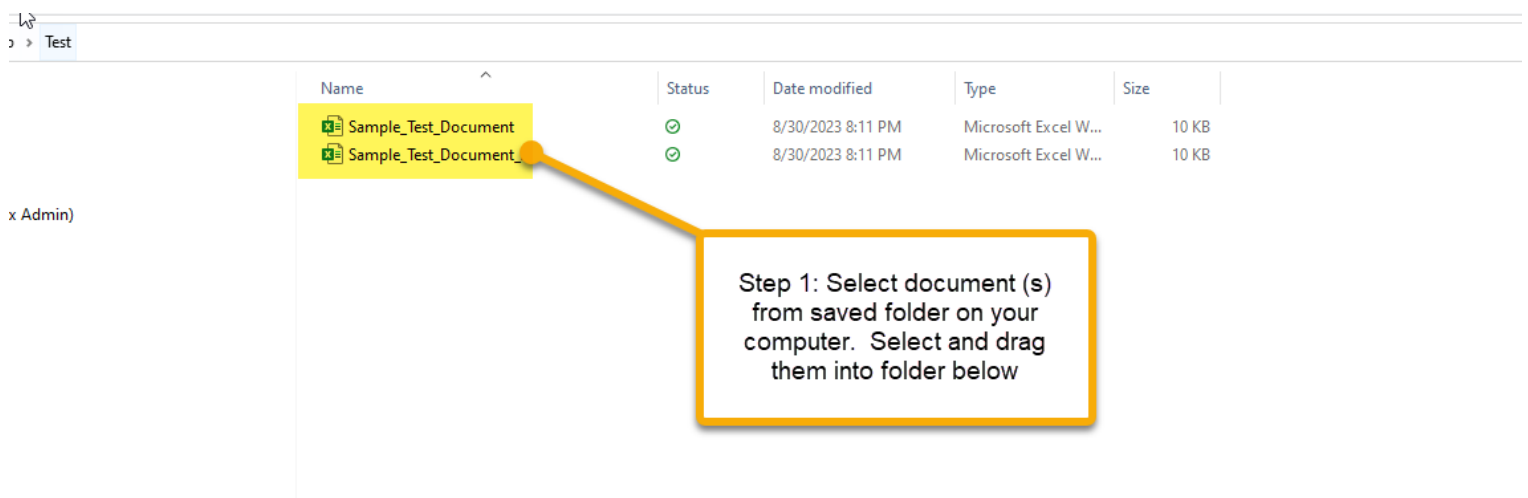You will then see folders and files that have been shared with you from Fannie Mae:
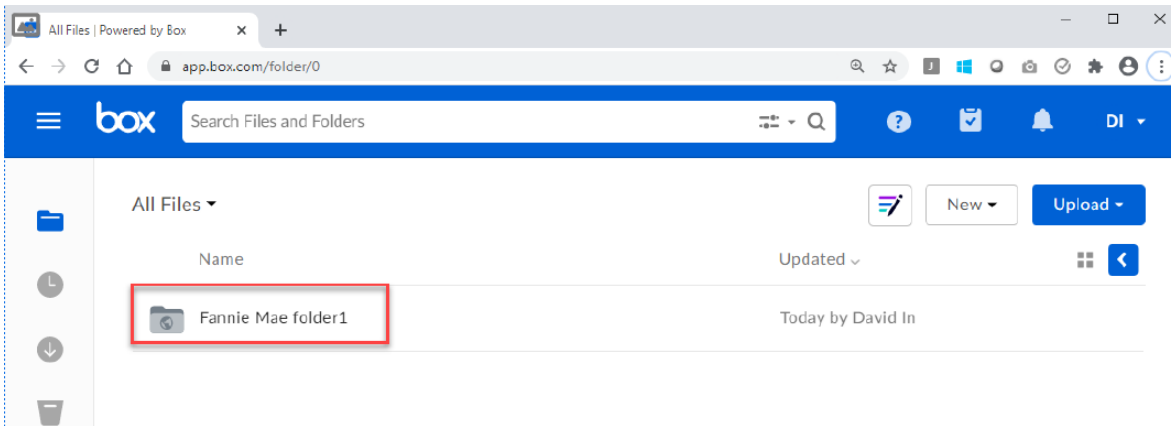
The Communications, Analytics, and Governance (CAG) Team will inform the Review Lead and/or Remediation Team when documents have been received in Box. If you have any questions, please use the following email addresses:

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 ▾

CCE Decision Mana...　New Tab　F-1-14: Processing...　SailPoint IdentityIQ...　HomeSite　HomeSite　CPM SRaM - CCE D...　CCE Change Contro...　QC Assignments- A...　Customer Manage...

Search Files and Folders

✓ "Sample_Test_Document.xlsx" was uploaded successfully.　Share　✕

All Files > SF Counterparty Risk Oversight > **Test Customer**

Upload is successful!

NAME	UPDATED
Sample_Test_Document.xlsx	Today by Jena Kurtz