# Document Delivery through Box for MORA, Servicing Compliance, and CMR Reviews

The Fannie Mae Counterparty Risk Oversight (CRO) 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), Servicing Compliance reviews, and Cash Management Reviews (CMR).

## Background Information

- We are here to assist our customers in providing documentation. Documents must be submitted via CRO 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 CRO 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 CRO Box every day for seller (MORA) and Servicer Compliance and (CMR) reviews. Using the requested naming convention is critical to ensure that each set of review documents is properly identified.

## Special Instructions

- 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.

**Note: To avoid delays, please ensure all instructions are followed; otherwise, the document package will need to be resubmitted.**

## 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).
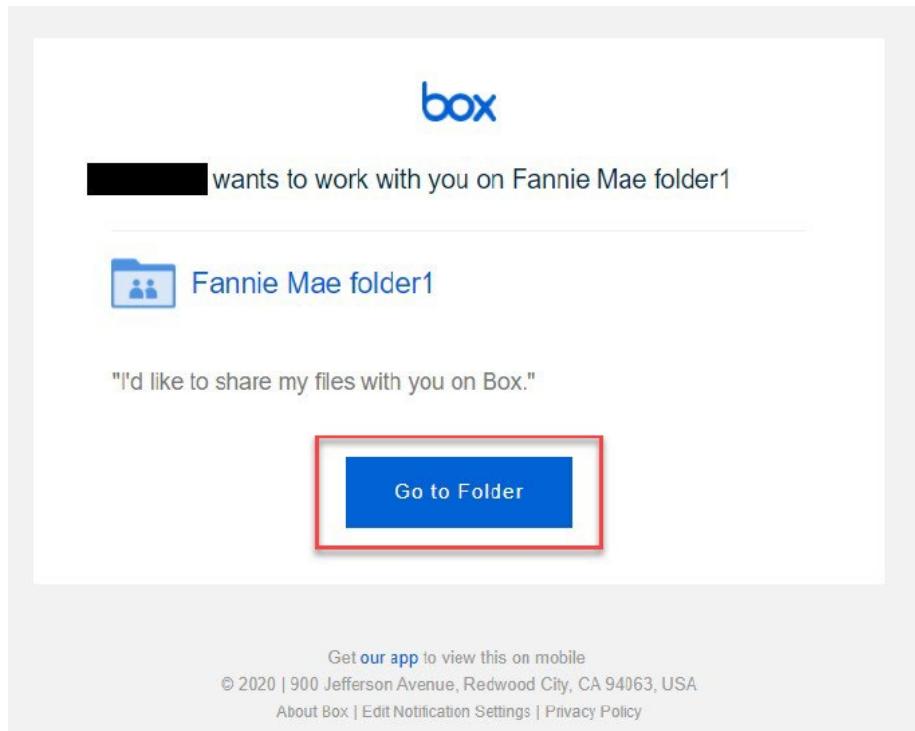


Alternatively, you can browse https://fanniemae.box.com. Ensure you select "**Not Part of Fannie Mae?**" to sign in.
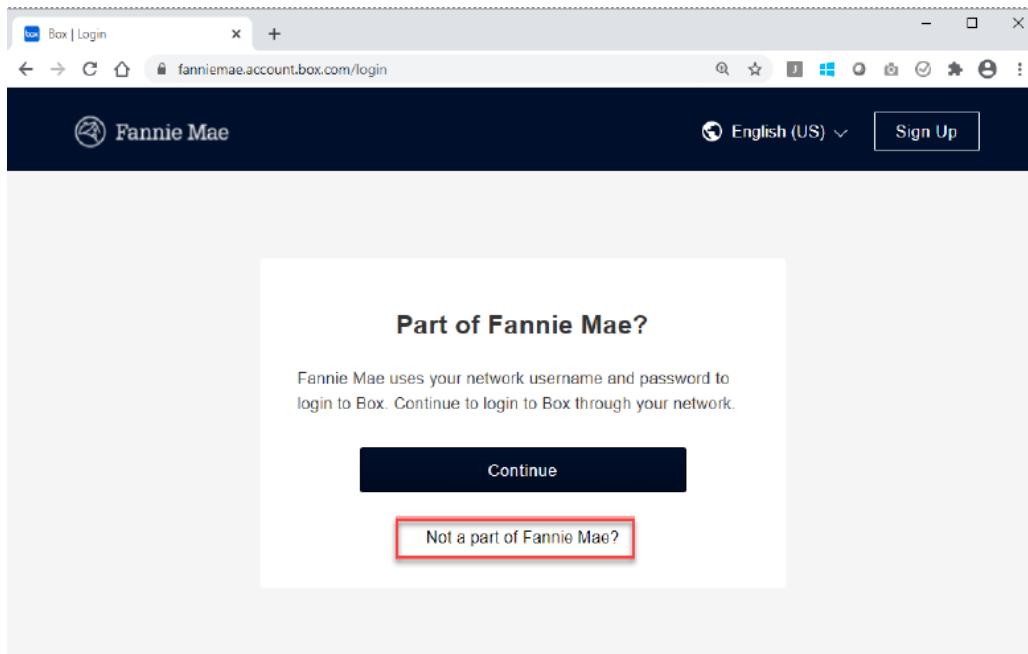
To sign into your Box account, enter the email address and password that you registered as shown below.
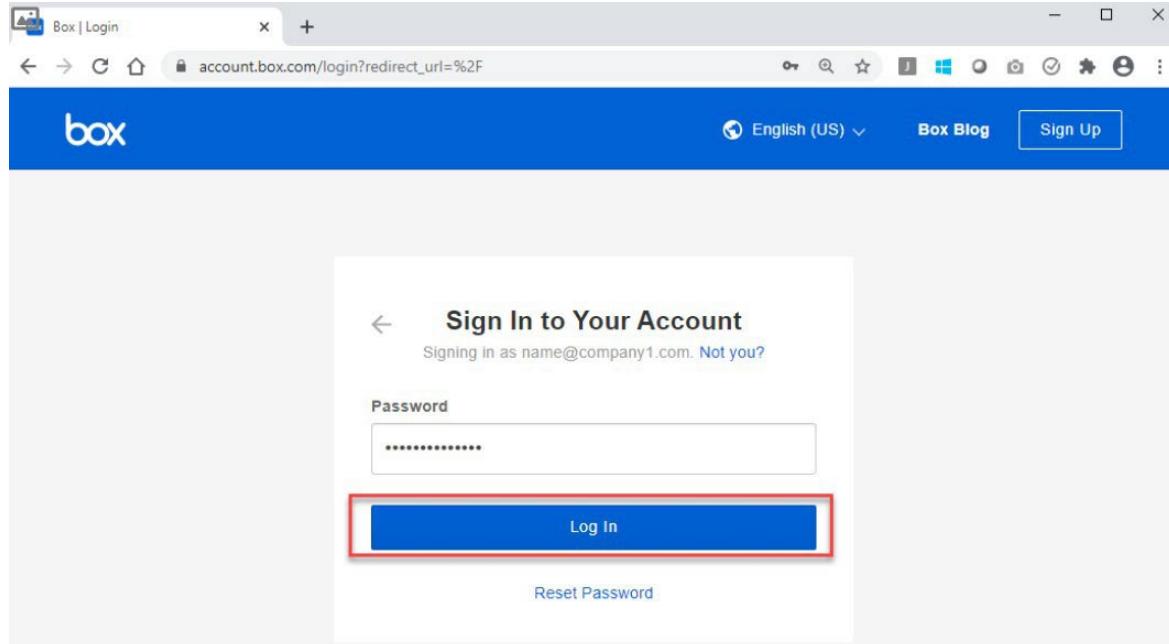


You will then see folders and files that have been shared with you from Fannie Mae.
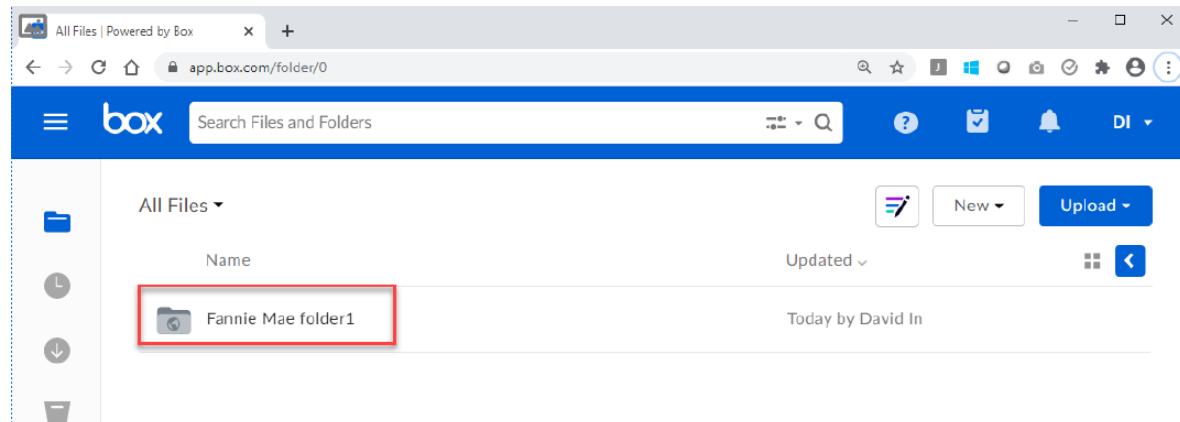


The Communications, Administrative, and Governance (CAG) Team will inform the Review Lead and/or Remediation Team when documents have been received in CRO Box.