

# eBoutique® Reverse Mortgage Servicing User's Guide - August 2023





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The *eBoutique Reverse Mortgage Servicing User's Guide* is to be used in conjunction with a lender's Single Family Servicing Applications Schedule to the Fannie Mae Software Subscription Agreement, the Mortgage Selling and Servicing Contract, Fannie Mae's *Selling Guide* and *Servicing Guide*, and Fannie Mae's *Reverse Mortgage Selling and Servicing Guide*. Information in the *eBoutique Reverse Mortgage Servicing User's Guide* — in its current form or as amended — is legally part of a lender's obligations, which means that the breach of any of the requirements hereunder is a violation that can trigger remedies discussed in the *Selling Guide*, the *Servicing Guide*, *Reverse Mortgage Selling and Servicing Guide*, the Mortgage Selling and Servicing Contract, or the Single Family Servicing Applications Schedule to the Fannie Mae Software Subscription Agreement.

Fannie Mae reserves the right to amend or waive any of the requirements of this guide, to impose additional requirements, and to rescind or amend any and all material set forth in this guide. Nothing herein absolves the lender of complying with applicable federal, state, and local laws and regulations. The lender is responsible for ensuring that its staff is thoroughly familiar with the content and requirements of this guide, as it now exists and as it may be amended from time to time.



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## How to Use this Guide

This guide explains how to use eBoutique®. It provides both the task-oriented documentation (the “how to” instructions) and the reference documentation you need to use the system.

**Chapter 1, “What is eBoutique Servicing?”** provides an overview of the system.

**Chapter 2, “Accessing eBoutique,”** provides the system requirements and information on how to access and use the system.

**Chapter 3, “Query Loans,”** shows how to select and query information about specific loans.

**Chapter 4, “Query Transactions,”** shows how to select and query information about specific loan transactions.

**Chapter 5, “Query Servicer Transfers,”** describes how to transmit servicing transfers to Fannie Mae.

**Chapter 6, “Perform Transactions,”** shows how to process loan transactions.

**Chapter 7, “Reports,”** describes how to view and print monthly and daily reports based on the loans that you service.

**Chapter 8, “View Purchase Advice,”** shows how to view a specific purchase advice report for a purchased loan.

**Chapter 9, “Submit Trial Balance,”** describes how to submit your loan trial balances.

**Chapter 10, “Upload File,”** shows how to select and upload a file for editing and updating.

**Chapter 11, “View Transmission,”** describes how to view your transmission status and submission date.

**Appendix A, “System Codes,”** describes and defines the codes used in eBoutique.

**Appendix B, “File Formats,”** describes and defines the individual file formats used in eBoutique.



## Chapter One: What is eBoutique Servicing?

The **eBoutique® Servicing System** is a Web-based application that provides access to the Fannie Mae Reverse Mortgage database and allows you to perform the following loan servicing functions:

- Enter seven types of loan transactions: Unscheduled, Partial Prepayment, Payment Change, Payoff, Loan Status Maintenance, and Servicing Transfers.
- Query the database for information about loans, transactions, service transfers, and loan payoff figures.
- View, search, download, and print daily and monthly reports.
- View Purchase Advices.
- Compare loan balances with those in Fannie Mae's database.
- Upload multiple transactions through the Upload feature.

As a Loan Servicer, you will be able to access loan data for all the reverse mortgages you service. Refer to the *Reverse Mortgage Selling and Servicing Guide* if you have any questions about reverse mortgage servicing processes.

### ***Important Updates***

- **Effective September 11<sup>th</sup>, 2023 – 6AM EST** – eBoutique URL will change from <https://guarantytechnology.efanniemae.com/eBoutique/> to <https://eboutique.fanniemae.com>
- No changes to DUO sign in process
- Go to **page 57** to view the **eBoutique® External Quick Release Notes**

### ***Why does eBoutique look different?***

The **eBoutique® Servicing System** has been migrated over to the cloud. The user interface has been given a modern new look along with improved functionality across all services. The look, feel, and functionality from eBoutique® remains the same in cloud. We have updated this guide's pictures to match with the cloud application.



## Chapter Two: Accessing eBoutique

### System Requirements

To use eBoutique®, you need:

- Internet access
- Latest version of Google Chrome or Microsoft Edge
- Latest version of Acrobat® Reader
- At least Microsoft® Windows 10
- An eBoutique User ID and password

**NOTE:** You must register for eBoutique to obtain a User ID and password. If you have not already done so, go to the eBoutique page (<https://www.fanniemae.com/singlefamily/eboutique>) and click **New User**. If you are a registered user, then click **Launch App**.

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Applications & Technology

# eBoutique

Supporting reverse mortgages owned by Fannie Mae

eBoutique offers easy and convenient access to Fannie Mae's loan accounting database for reverse mortgages.

[Launch App](#)

[New User](#)

[Servicing Guide](#)

[Servicing Guide Exhibits](#)

[Help & Training](#)

**eBoutique Availability**  
Monday through Friday, 9 a.m. to 8 p.m. ET.  
[All Technology Application Availability](#)



## Users

### New User

Contact the designated Technology Manager administrator at your company to register you for the application(s). Only administrators have the ability to set up and manage application access for users. Once registered, users can set up their passwords and update their personal profiles via Technology Manager.

Learn what to expect as a [new user](#).

### Registered Users

All users can update or change profile and security information including:

- Password
- Security question and Answer
- E-mail address
- Work address

[Click here](#) for all resources for registered users.

**NOTE:** For more information about registered users and how to reset your password, please visit [Registered Users | Fannie Mae](#).



## Launching eBoutique Application

1. If you have already registered and want to go the eBoutique page, select this link (<https://www.fanniemae.com/singlefamily/eboutique>) and click the **Launch App** button.
2. Or you can go to [www.fanniemae.com/singlefamily/index](https://www.fanniemae.com/singlefamily/index). Click the **Apps & Technology** Tab, scroll down, select **Servicing** section, and select the **eBoutique** button under **Master Servicing**.

The screenshot shows the Fannie Mae website interface. At the top, the navigation bar includes 'SINGLE FAMILY' and several tabs: 'Originating & Underwriting', 'Pricing & Execution', 'Delivering', 'Servicing', 'Learning Center', 'Apps & Technology', and 'News & Events'. The 'Apps & Technology' tab is highlighted with a red box and a red arrow. Below the navigation bar, the page title is 'Applications & Technology'. A blue box contains the text: 'Use multifactor authentication to access browser-based applications'. To the right, there is a circular diagram labeled 'Mortgage Technology Platform' with segments for 'Production', 'Pricing & Execution - Whole Loan/MBS', 'Servicing Marketplace', 'Loan Delivery', 'Servicing', 'Fannie Mae Connect', 'EarlyCheck', and 'Collateral Underwriter'. Below this, a 'Technology' menu is displayed with a 'Launch App' button. The 'Servicing' section in the left sidebar is highlighted with a red box and a red arrow. The 'eBoutique' option under 'Master Servicing' is also highlighted with a red box and a red arrow. Other options in the 'Technology' menu include 'Cash Remittance System', 'eTransfers', 'Loan Servicing Data Utility (LSDU)', 'Master Servicing Portfolio Manager', 'Quick Exchange', 'Servicer's Reconciliation Facility (SURF)', 'Servicing Transfer Approvals', 'Loss Mitigation', 'Asset Management Network (AMN)', and 'Default Reporting Application'. A 'Give Feedback' button is visible in the bottom right corner.



3. From the eBoutique page, click the **Launch App** button to launch the application.

Applications & Technology

## eBoutique

**Use multifactor authentication to access browser-based applications**

Multifactor authentication (MFA) screens are currently visible when logging in, as MFA will soon be required to access Fannie Mae browser-based applications. After **February 25, 2023**, the option to skip registration will no longer be available and users will be required to log in with a User ID and another form of authentication.

[Learn more >](#)

### Supporting reverse mortgages owned by Fannie Mae

eBoutique offers easy and convenient access to Fannie Mae's loan accounting database for reverse mortgages.

[Launch App](#)

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**eBoutique Availability**  
Monday through Friday, 9 a.m. to 8 p.m. ET.  
[All Technology Application Availability >](#)

[Give Feedback](#)



4. This brings you to the **eBoutique Sign On** page. We **recommend** that you **bookmark** this page. Log on to eBoutique using your provided User ID and password.

**Sign On**

USERNAME  
[Input Field]  
\* REQUIRED

PASSWORD  
[Input Field]  
\* REQUIRED

**Sign On**

[Need help with unlocking your user ID or resetting your password?](#)

**NOTE:** If you do not have a user ID and password, please refer to page 8 for more information. If multi-factor authentication is enabled, then a push notification will be sent before you can login successfully.

5. The **eBoutique Main Menu** appears. Click on **Reverse Mortgage** to continue.

Fannie Mae | Help Legal Contact Us EB Admin Internal

Main Menu  
**Reverse Mortgage** ▾  
Admin ▾

Register for Multifactor Authentication by Feb 26. Learn more: [shorturl.at/kqDOX](https://shorturl.at/kqDOX)

eBoutique

**eBoutique**

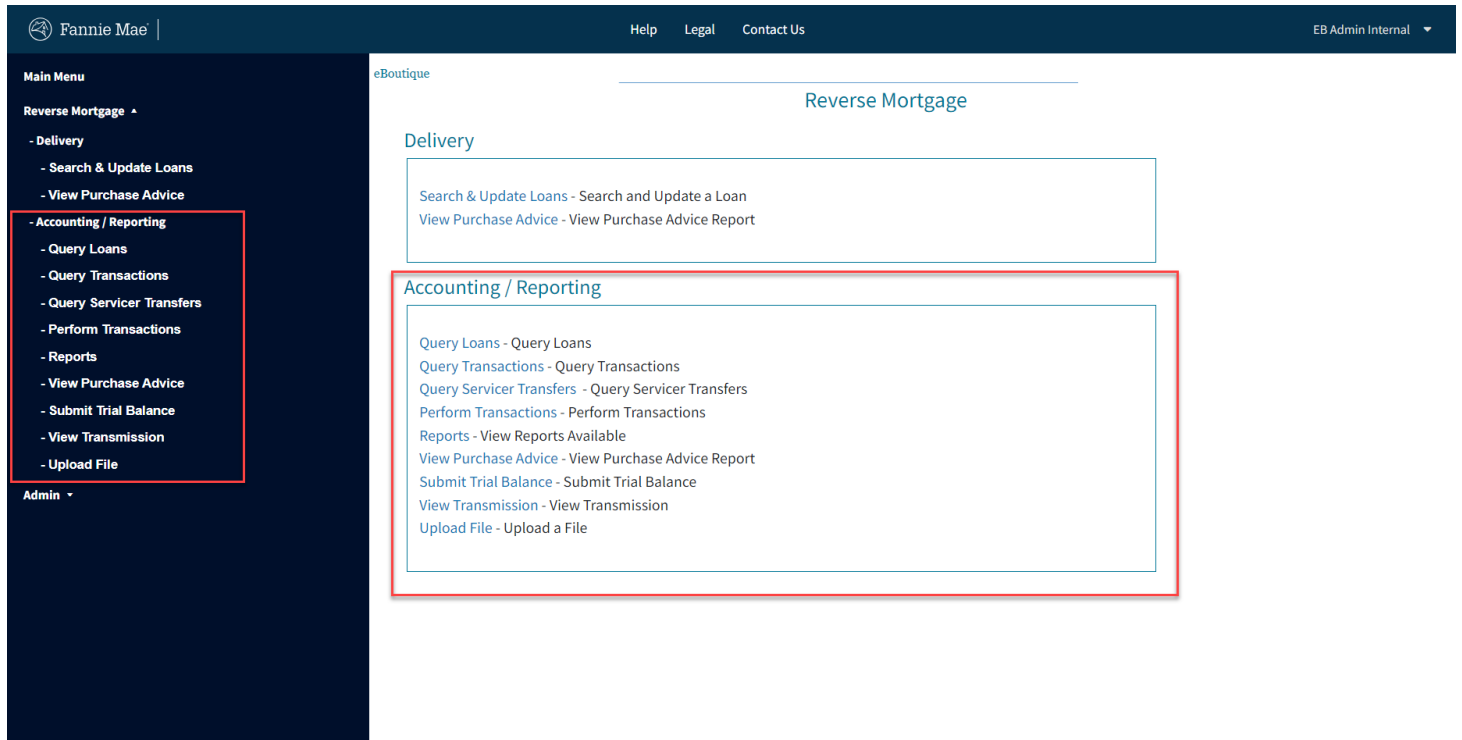
eBoutique

\*Reverse Mortgage \*Home Stay  
\*WRAP \*CtoP \*Energy

eBoutique



6. The following **Reverse Mortgage** main menu opens.



From here, you can select any of the hyperlinks either on the left side or in the center of the page to access the screens.

**NOTE:** *If you are assigned to use eBoutique for Servicing only, the Reverse Mortgage screen displays Accounting/Reporting links only.*

### **eBoutique Basics**

When you use eBoutique, you will be entering and reviewing data in the application pages by using the following features:

- **Hyperlinks** are words or numbers underlined in color. When you hover over the link, it will be underlined. When you click on the colored item, a related page of information appears. For example, the options at the left of each transaction page are hyperlinks that take you to the option you select.
- **Command buttons** are either blue boxes or white boxes that let you perform specific functions such as Submit, Save, or Transmit.
- **List boxes** are boxes that contain a list of choices. Often, you must use a scroll bar to view all the choices. Click on the selection you want.
- **Data entry fields** provide blank spaces where you can type information.
- **Scroll bars** appear at the right or bottom edge of pages when the contents are not all currently visible. Scroll bars contain up and down or right and left **scroll arrows**. By clicking on a scroll arrow, you can move the page so that you can see all the information.





## Data Entry Tips

The following tips can save you time while you are entering data in eBoutique:

- You can use several different methods to position the cursor on a field, list, or button:
  - Press **Tab** to move to the next field, list, or button on a page.
  - Hold down the **Shift** key and press **Tab** to move backward through the information on the page.
  - Use the left button on your mouse to click on a field, button, or list you want to use.
- To enter data in a field, position your cursor in the field and simply type the data. If you need to type over existing data, you can either highlight the data and then type over it or use the **Del** key to delete the existing data from the field, and then enter the new data.

**Warning:** Using the browser’s Back button is not recommended. Doing so can potentially submit your last transaction again resulting in duplicate records. Please use the navigation menu and on page buttons instead.

## Transaction Processing

Three commands will appear at the bottom of each transaction screen. The description and definition are defined below:

This button:	Let’s you:
Submit	Save the data you enter and resubmit it for editing and processing. If it passes all the edits performed, a confirmation message appears in the message area. If it fails an edit, eBoutique displays an edit message for each failed edit and denies submission. You can correct the data and resubmit the transaction.
Clear	Clear the data you enter in data entry fields or select in list boxes if you have not yet clicked on the Submit button.
Cancel	Deletes all information inputted in screen. Returns to previous screen.

## Printing

If you wish to print any of the information or reports that eBoutique displays, you can click on the **Print** icon or click **Ok** next to the **dropdown menu** labeled “**Printable View**”, if present on the page. If the dropdown menu does not display “Printable View”, click the **dropdown menu**, and select “Printable View”.

**NOTE:** If you try to print the information on the page without using the options mentioned above, there is no guarantee the information will be presented the same as what is displayed on the screen.



## Chapter Three: Query Loans

The eBoutique® Query Loans option lets you view information about a specific loan or about a group of loans that you define. For example, you could view all loans in bankruptcy status, all the loans for a specific interest rate, or all loans purchased between specific dates. By inputting data into a specific box, you can obtain loan data on a specific loan or a group of loans by servicer. The level of information will depend on the amount of specific data you input into the screen. If you click on the Action Code drop-down box, you can select a specific action code as listed in Appendix A.

The following information is available when your query displays its results:

- Summary loan information
- Loan detail
- Information about the transactions entered for loans

You can view just the summary information or drill down to see the details.

1. Select **Query Loans** from the **Accounting/Reporting** main menu.

### Accounting / Reporting

Query Loans - Query Loans

Query Transactions - Query Transactions

Query Servicer Transfers - Query Servicer Transfers

Perform Transactions - Perform Transactions

Reports - View Reports Available

View Purchase Advice - View Purchase Advice Report

Submit Trial Balance - Submit Trial Balance

View Transmission - View Transmission

Upload File - Upload a File

**NOTE:** eBoutique will not process the query if there are more than 500 records. You will have to refine your query to have less than 500 records.



2. The **Submit Loan Query** page opens. In the fields below, enter the data that meets the criteria you want to view.

- If you want information for a single loan, enter only the loan number.
- If you want to see a group of loans that fall into specific criteria, such as all loans purchased between certain dates, enter information in those fields.
- Combinations of query criteria may be used to narrow the results of a query. For example, you could enter the following criteria data:
  - Servicer – 999999999
  - Product Type – HKM
  - Payment Plan Type – Line of Credit
  - Purchase Date Range – 01/01/2006 – 01/25/2006

You then view a list of all HKM Line of Credit loans purchased after January 1, 2006 for Servicer 999999999.

### Submit Loan Query

Enter either a **Loan Number:**  Or **FHA Case Number:**  912 ▼

or any combination of the following attributes:

**Servicer Number:**

**Loan Status:**  ▼ **Scheduled Payment Status:**  ▼

**Payment Plan:**  ▼ **Product Type:**  ▼

*Purchase Date Range:*

**from:**  **to:**

*Funding Date Range:*

**from:**  **to:**

*Interest Rate Range:*

**between:**  **and:**

*Loan Balance Range:*

**between:**  **and:**



Press **Tab** to move between fields:

- Loan Number or FHA Case Number
- Servicer Number
- Loan Status
- Scheduled Payment Status
- Payment Plan
- Product Type
- Purchase Date Range
- Funding Date Range
- Interest Date Range
- Loan Balance Date Range

**NOTE:** DO NOT press the **Enter** key to move between fields as this key works the same as the **Submit** button.

3. Click on the **Submit** button to process the query.

4. A list of the loan or loans meeting the requested criteria appears. Click on a loan number hyperlink in the **List of Loans** page to display the Loan Detail page for an individual loan.

The screenshot displays the 'List of Loans' interface. The table contains the following data:

Servicer Number	Loan Number	Payment Plan	Product Type	Loan Balance	Net Princ Limit	Net LOC
999999999	<a href="#">[Link]</a>	Line of Credit	HKM	\$0.00	\$309,985.95	-\$1,312.11
999999999	<a href="#">[Link]</a>	Line of Credit	HKM	\$184,120.96	-\$4,096.27	-\$3,939.71
999999999	<a href="#">[Link]</a>	Line of Credit	HKM	\$94,864.14	\$13,649.30	\$13,701.05
999999999	<a href="#">[Link]</a>	Line of Credit	HKM	\$235,727.66	-\$7,348.43	-\$7,094.27
999999999	<a href="#">[Link]</a>	Line of Credit	HKM	\$150,611.20	-\$557.94	-\$285.64
999999999	<a href="#">[Link]</a>	Line of Credit	HKM	\$121,882.77	-\$4,959.63	-\$4,892.25



5. The **Loan Detail** page opens. Click the **Transactions** link to see the transactions associated with the loan.

eBoutique

## Loan Details

<b>Fannie Mae Loan Number:</b>	[REDACTED]	<b>FHA Case Number:</b>	[REDACTED]
<b>Servicer Number:</b>	[REDACTED]	<b>Scheduled Payment Status:</b>	Default
<b>Product Type:</b>	HKM	<b>Loan Status:</b>	PAYOFF
<b>Interest Rate Type:</b>	Adjustable		
<b>Payment Plan:</b>	Line of Credit	<b>Monthly Taxes/Insurance:</b>	\$0.00
<b>Monthly Scheduled Payment:</b>	\$0.00	<b>Loan Term:</b>	0
<b>Interest Rate:</b>	1.960%	<b>Margin:</b>	1.50%
<b>Funding Date:</b>	12/12/2005	<b>Purchase Date:</b>	01/02/2006
<b>Next Adjusted Date:</b>	04/01/2016	<b>Lender Loan ID:</b>	[REDACTED]
<b>Address:</b>	MJFHRRJYETJUEUBO_N_P_I_	<b>City:</b>	SAN DIEGO
<b>State:</b>	CA	<b>Zip:</b>	92119



### Purchasing Details

Closing Date:	12/06/2005
Borrower Birthdate:	[REDACTED]
MCA/APV Amount:	\$312,895.00
Expected Average Interest Rate:	5.98%
Service Fee:	\$35.00
UPB at Purchase:	\$217,112.92
98% Max Claim Amount:	\$306,637.10

[Transactions](#)

Cancel

6. The **List of Transactions** opens. Click on a **Trans ID** hyperlink in the **List of Transactions** to view the detailed data for a single transaction. You *may* need to scroll to the right of the page to view the Trans ID column.

eBoutique

### List of Transactions

Printable View

Showing 1 to 5 of 5 entries

Delete ?	Servicer Number	Loan Number	Effective Date	Action Code	Transaction Description	Trans Amount	Reversed	Trans ID	Product Type	Receipt Date	Transaction Status	Transaction Type
<input type="checkbox"/>	[REDACTED]	[REDACTED]	03/18/2016	31-PAYOFF DUE TO DEATH	Payoff Transaction	-\$311,673.96	N	[REDACTED]	HKM	03/18/2016	Applied	Current
<input type="checkbox"/>	[REDACTED]	[REDACTED]	09/24/2015	91-ACTION UNSCHED INSURANCE	Unscheduled Payment	\$465.00	Y	[REDACTED]	HKM	09/24/2015	Applied	Current
<input type="checkbox"/>	[REDACTED]	[REDACTED]	09/24/2015	91-ACTION UNSCHED INSURANCE	Unscheduled Payment	-\$465.00	N	[REDACTED]	HKM	09/24/2015	Applied	Reversal
<input type="checkbox"/>	[REDACTED]	[REDACTED]	09/24/2015	93-ACTION UNSCHED APPRAISAL	Unscheduled Payment	\$465.00	N	[REDACTED]	HKM	09/24/2015	Applied	Current
<input type="checkbox"/>	[REDACTED]	[REDACTED]	09/11/2015	55-CALLED DUE DEATH	Loan Status Maintenance	\$0.00	N	[REDACTED]	HKM	09/14/2015	Applied	Current



7. The **Transaction Detail** for the individual loan is displayed.

eBoutique

## Transaction Detail

<b>Fannie Mae Loan Number:</b>	[REDACTED]	<b>Transaction ID:</b>	[REDACTED]
<b>Servicer Number:</b>	[REDACTED]	<b>Creation Date:</b>	03/18/2016 09:37:34 AM
<b>Effective Date:</b>	03/18/2016	<b>Transaction Amt:</b>	-\$311,673.96
<b>Product Type:</b>	HKM	<b>Action Code:</b>	31-PAYOFF DUE TO DEATH
<b>Transaction Type:</b>	Current	<b>Reversed:</b>	No
<b>User ID:</b>	[REDACTED]	<b>Transaction Status:</b>	Applied

[Reverse Transaction](#)

Cancel

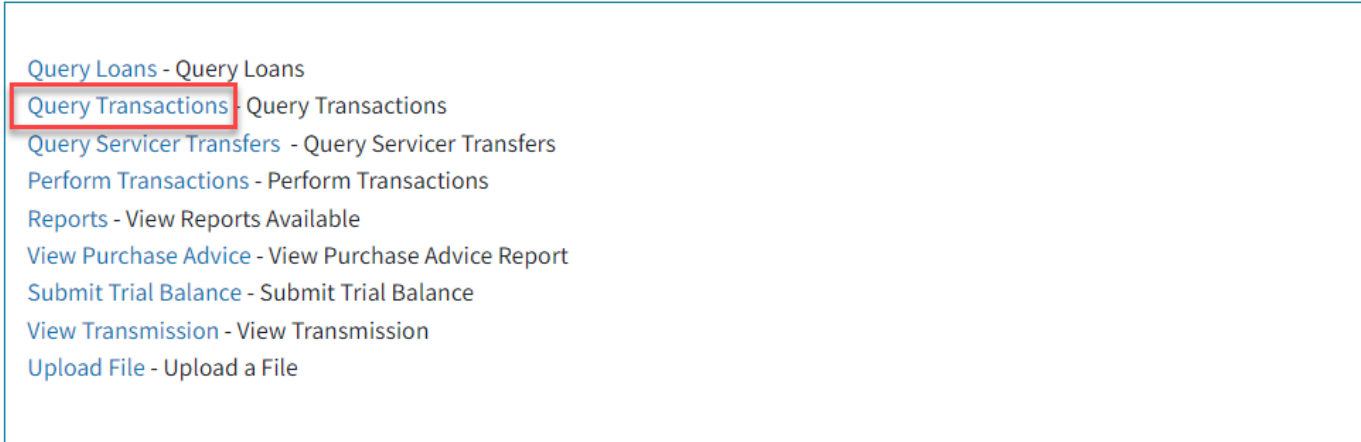


## Chapter Four: Query Transactions

You can select and query information about specific loan transactions in eBoutique®.

1. From the **Accounting/Reporting** main menu, select **Query Transactions**.

### Accounting / Reporting



Query Loans - Query Loans  
**Query Transactions - Query Transactions**  
Query Servicer Transfers - Query Servicer Transfers  
Perform Transactions - Perform Transactions  
Reports - View Reports Available  
View Purchase Advice - View Purchase Advice Report  
Submit Trial Balance - Submit Trial Balance  
View Transmission - View Transmission  
Upload File - Upload a File

2. The **Submit Transaction Query** screen opens. Enter data in the fields below that meet the criteria you want to view.

- If you want information for a single loan, enter only the loan number.
- If you want to see a group of loans that fall into specific criteria, such as all loans purchased between certain dates, enter information in those fields.
- Combinations of query criteria may be used to narrow the results of a query. For example, you could enter the following criteria data:
  - Servicer – 999999999
  - Product Type – HECM
  - Action Code – Payment Change
  - Effective Date Range – 02/01/2012

You then view a list of HECM loans and transactions with a Payment Change that have an effective date of 05/01/2012 for Servicer 99999999.





## Submit Transaction Query

Enter a **Loan Number:**  Or **Servicer Number:**

or any combination of the following attributes:

**Transaction Status:**  **Product Type:**

**Action Code:**  **Transaction Designator:**

**Effective Date Range:**

**From:**  **To:**

**Creation Date Range:**

**From:**  **To:**

**Sort By:**

Press **Tab** to move between fields:

- Loan Number
- Servicer Number
- Transaction Status
- Product Type
- Action Code (see Appendix A)
- Transaction Designator
- Effective Date Range From: and To:
- Creation Date Range From: and To:
- Sort By:

**NOTE:** *DO NOT* press the **Enter** key to move between fields, as this key is the same as the **Submit** button. Use the **Tab** key to move between fields.

Click the **Submit** button on the Submit Transaction Query screen to process the query.



3. A list of the transactions meeting the requested criteria appears.

eBoutique

## List of Transactions

Printable View

Ok

Showing 1 to 2 of 2 entries

Delete ?	Servicer Number	Loan Number	Effective Date	Action Code	Transaction Description	Trans Amount	Reversed	Trans ID	Product Type	Receipt Date	Transaction Status	Transaction Type
<input type="checkbox"/>			05/01/2012	PAYMENT CHANGE	Payment Change	\$0.00	N		HECM	04/09/2012	Applied	Current
<input type="checkbox"/>			10/01/2013	PAYMENT CHANGE	Payment Change	\$0.00	N		HECM	09/26/2013	Applied	Current

1 10

Select All

Unselect All

Delete

Cancel

Information can be printed or downloaded by selecting the **Printable View** or **Download To Excel** options in the drop-down box near the upper right of the screen. Click on a **Loan Number** hyperlink to display individual loan details.

4. The **Loan Detail** page for the individual loan opens. Click on the **Transactions** hyperlink to view a list of all transactions for the selected loan.

eBoutique

## Loan Details

<b>Fannie Mae Loan Number:</b>		<b>FHA Case Number:</b>	
<b>Servicer Number:</b>		<b>Scheduled Payment Status:</b>	Default
<b>Product Type:</b>	HECM	<b>Loan Status:</b>	PAYOFF
<b>Interest Rate Type:</b>	Adjustable		
<b>Payment Plan:</b>	Line of Credit	<b>Monthly Taxes/Insurance:</b>	
<b>Monthly Scheduled Payment:</b>	\$0.00	<b>Loan Term:</b>	
<b>Interest Rate:</b>	3.625%	<b>Margin:</b>	3.40%
<b>Funding Date:</b>	08/06/2007	<b>Purchase Date:</b>	08/15/2007
<b>Next Adjusted Date:</b>	05/01/2013	<b>Lender Loan ID:</b>	176951000
<b>Address:</b>	MJFHRJYETJUEUBO_N_P_L	<b>City:</b>	MECHANICSVILLE
<b>State:</b>	VA	<b>Zip:</b>	23111



Current Loan Balances	
Loan Balance:	\$0.00
Servicing Fee Set-Aside:	\$3,157.89
Repairs Set-Aside:	\$0.00
First Year Property Charges:	\$0.00
Taxes/Insurance Set-Aside:	\$0.00
Line of Credit Reserve:	\$14,854.60
Net Line of Credit:	\$0.00
Unscheduled Loan Balance:	\$14,854.60
Principal Limit:	\$145,242.28
Net Principal Limit:	\$0.00
Outstanding Cash Balance:	\$142,084.39

Begin Loan Balances	
Begin Loan Balance:	\$159,953.21
Begin Servicing Fee Set-Aside:	\$3,157.89
Begin Repairs Set-Aside:	\$0.00
Begin First Year Property Charges:	\$0.00
Begin Taxes/Insurance Set-Aside:	\$0.00
Begin Line of Credit Reserve:	\$14,854.60
Begin Net Line of Credit:	\$0.00
Begin Unscheduled Loan Balance:	\$14,854.60
Begin Principal Limit:	\$145,242.28
Begin Net Principal Limit:	\$0.00
Begin Outstanding Cash Balance:	\$142,084.39

### Purchasing Details

Closing Date:	07/31/2007
Borrower Birthdate:	██████████
MCA/APV Amount:	\$0.00
Expected Average Interest Rate:	0%
Service Fee:	\$30.00
UPB at Purchase:	\$6,529.79
98% Max Claim Amount:	\$0.00

Transactions

Cancel



5. The **List of Transactions** for the selected loan opens. Click on a **Trans ID** hyperlink to view the detailed data for a single transaction. You may need to scroll to the right of the page to view this link.

eBoutique

## List of Transactions

Printable View

Ok

Showing 1 to 10 of 86 entries

Delete ?	Servicer Number	Loan Number	Effective Date	Action Code	Transaction Description	Trans Amount	Reversed	Trans ID	Product Type	Receipt Date	Transaction Status	Transaction Type
<input type="checkbox"/>			04/02/2013	66-REFINANCED	Payoff Transaction	-\$159,999.96	N		HECM	04/02/2013	Applied	Current
<input type="checkbox"/>			05/22/2012	44-UNSCHE NET LINE CREDIT	Unscheduled Payment	\$14,854.60	N		HECM	05/22/2012	Applied	Current
<input type="checkbox"/>			05/21/2012	44-UNSCHE NET LINE CREDIT	Unscheduled Payment	-\$14,854.60	N		HECM	05/21/2012	Applied	Reversal
<input type="checkbox"/>			05/21/2012	44-UNSCHE NET LINE CREDIT	Unscheduled Payment	\$14,854.60	Y		HECM	05/21/2012	Applied	Current
<input type="checkbox"/>			05/08/2012	44-UNSCHE NET LINE CREDIT	Unscheduled Payment	-\$14,854.60	N		HECM	05/08/2012	Applied	Reversal
<input type="checkbox"/>			05/08/2012	44-UNSCHE NET LINE CREDIT	Unscheduled Payment	\$14,854.60	Y		HECM	05/08/2012	Applied	Current
<input type="checkbox"/>			05/01/2012	PAYMENT CHANGE	Payment Change	\$0.00	N		HECM	04/09/2012	Applied	Current
<input type="checkbox"/>			04/02/2012	103-RECORD SCHEDULED PYMT	Scheduled Payment	\$300.00	N		HECM	03/30/2012	Applied	Current
<input type="checkbox"/>			03/20/2012	44-UNSCHE NET LINE CREDIT	Unscheduled Payment	\$3,600.00	N		HECM	03/20/2012	Applied	Current
<input type="checkbox"/>			03/01/2012	103-RECORD SCHEDULED PYMT	Scheduled Payment	\$300.00	N		HECM	02/29/2012	Applied	Current



6. The **Transaction Detail** for the individual loan is displayed.

eBoutique

## Transaction Detail

<b>Fannie Mae Loan Number:</b>	XXXXXXXXXX	<b>Transaction ID:</b>	XXXXXXXXXX
<b>Servicer Number:</b>	XXXXXXXXXX	<b>Creation Date:</b>	04/02/2013 11:16:47 AM
<b>Effective Date:</b>	04/02/2013	<b>Transaction Amt:</b>	-\$159,999.96
<b>Product Type:</b>	HECM	<b>Action Code:</b>	66-REFINANCED
<b>Transaction Type:</b>	Current	<b>Reversed:</b>	No
<b>User ID:</b>	XXXXXXXXXX	<b>Transaction Status:</b>	Applied

[Reverse Transaction](#)

Cancel



## Chapter Five: Query Servicer Transfers

You can transmit servicing transfers to Fannie Mae in eBoutique®.

1. From the **Accounting/Reporting** main menu, select **Query Servicer Transfers**. The following screen will appear.

### Accounting / Reporting

Query Loans - Query Loans

Query Transactions - Query Transactions

Query Servicer Transfers - Query Servicer Transfers

Perform Transactions - Perform Transactions

Reports - View Reports Available

View Purchase Advice - View Purchase Advice Report

Submit Trial Balance - Submit Trial Balance

View Transmission - View Transmission

Upload File - Upload a File

2. You can select the transfers you want by using any combination of the following four criteria:

- Servicer Numbers
- Effective Dates
- Receipt Dates
- Transaction Status (NEW)

eBoutique

### Submit Servicer Transfer Query

<b>Servicer Number Transfer from:</b>	<input type="text"/>	<b>to:</b>	<input type="text"/>
<b>Effective Date Range from:</b>	<input type="text" value="📅 ✖ MM/DD/YYYY"/>	<b>to:</b>	<input type="text" value="📅 ✖ MM/DD/YYYY"/>
<b>Receipt Date Range from:</b>	<input type="text" value="📅 ✖ MM/DD/YYYY"/>	<b>to:</b>	<input type="text" value="📅 ✖ MM/DD/YYYY"/>
<b>Transaction Status:</b>	<input style="width: 100%;" type="text" value="Choose"/>		
<b>Sort By:</b>	<input style="width: 100%;" type="text" value="Choose"/>		



For example, you could view all transfers from one servicer number to another regardless of the transfer's effective or creation dates. Or, you could refine the criteria by limiting the transfers for a specific servicer to a certain range of effective dates. Or, you could specify the servicer, and a range of both effective and creation dates.

If you enter no criteria at all, a list of all transfers for all the servicer numbers you use appears.

Items may be sorted by Servicer number, Effective Date, Receipt Date or Status.

**NOTE:** You can only retrieve 500 records at a time. If your query would display more than 500 records, you will receive an error message. Refine your criteria to narrow your search.

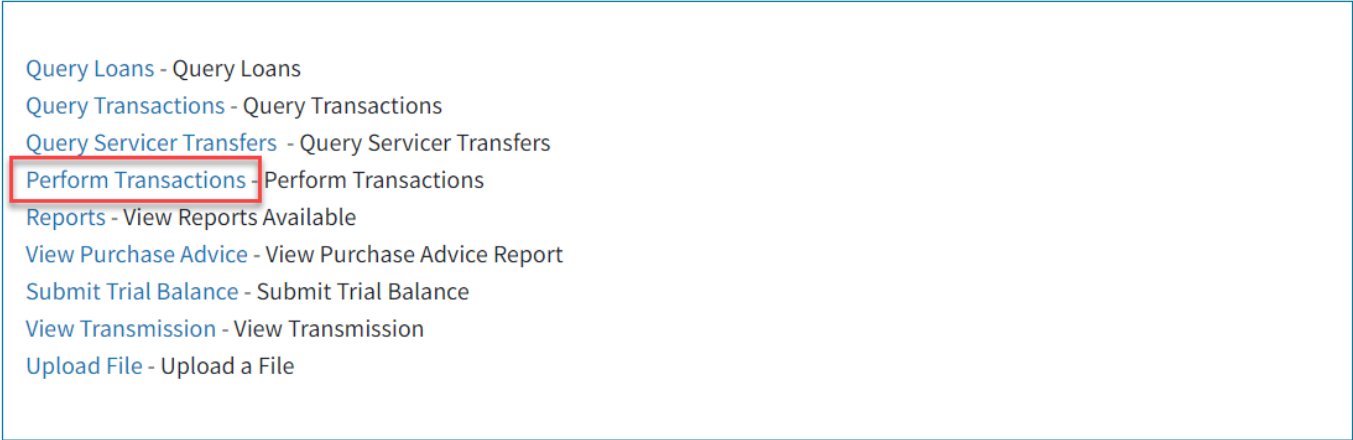
## Chapter Six: Perform Transactions

### Transaction Menu

You can process loan transactions in eBoutique®.

From the **Accounting/Reporting** main menu, select **Perform Transactions**. The following screen will appear.

### Accounting / Reporting



Query Loans - Query Loans  
Query Transactions - Query Transactions  
Query Servicer Transfers - Query Servicer Transfers  
**Perform Transactions - Perform Transactions**  
Reports - View Reports Available  
View Purchase Advice - View Purchase Advice Report  
Submit Trial Balance - Submit Trial Balance  
View Transmission - View Transmission  
Upload File - Upload a File

You can process six types of loan transactions and calculate a loan payoff for the loans you service. You can reverse a transaction if an error is made in the transaction entry.

The seven transactions that appear on the Transaction Menu page are:

- **Unscheduled**
- **Partial Prepayment**
- **Loan Status Maintenance**
- **Payment Change**
- **Loan Payoff**
- **Servicer Transfer**
- **Calculate Loan Payoff**



## Unscheduled Payment

1. To enter an Unscheduled Payment, click on the Unscheduled hyperlink:

eBoutique

### Unscheduled

<a href="#">Unscheduled</a>	<a href="#">Partial Prepayment</a>	<a href="#">Loan Status Maintenance</a>
<a href="#">Payment Change</a>	<a href="#">Loan Payoff</a>	<a href="#">Servicer Transfer</a>
<a href="#">Calculate Loan Payoff</a>		

1. Type in the loan number. 2. Type in the effective date. 3. Type in the transaction amount. 4. Select an action code. 5. Click on Submit to submit a transaction. 6. Click on Clear to clear all the fields. 7. Click on LoanDetail to get the details on the loan. 8. Click on Transactions to view all the transactions for the loan.

+ Indicates required information

+ **Loan Number:**

+ **Effective Date:**

+ **Transaction Amount:**

+ **Action Code:**

2. Enter the following data, pressing **Tab** to move between fields:

- Loan Number
- Effective Date, using MM/DD/YYYY format
- Transaction Amount
- Action Code (see Appendix A for available Action Codes)

3. Click on the **Submit** button to save and process the data:

- If the transaction passes all the edits performed, a confirmation message appears in the message area.
- If the transaction fails an edit, eBoutique displays an edit message for each failed edit and denies the submission. You can correct the data and resubmit the transaction.





## Partial Prepayment

1. To enter a Partial Prepayment, click on the Partial Prepayment hyperlink:

eBoutique

### Partial Prepayment

[Unscheduled](#)                      [Partial Prepayment](#)                      [Loan Status Maintenance](#)  
[Payment Change](#)                      [Loan Payoff](#)                      [Servicer Transfer](#)  
[Calculate Loan Payoff](#)

1. Type in the loan number. 2. Type in the effective date. 3. Type in the transaction amount. 4. Select an action code. 5. Click on Submit to submit a transaction. 6. Click on Clear to clear all the fields. 7. Click on LoanDetail to get the details on the loan. 8. Click on Transactions to view all the transactions for the loan.

+ Indicates required information

+ **Loan Number:**

+ **Effective Date:**

+ **Transaction Amount:**

+ **Action Code:**

Clear Submit Loan Detail Transactions

2. Enter the following data, pressing **Tab** to move between fields:

- Loan Number
- Effective Date, using MM/DD/YYYY format
- Transaction Amount
- Action Code (see Appendix A for available Action Codes)

3. Click on the **Submit** button to save and process the data:

- If the transaction passes all the edits performed, a confirmation message appears in the message area.
- If the transaction fails an edit, eBoutique® displays an edit message for each failed edit and denies the submission. You can correct the data and resubmit the transaction.



## Loan Status Maintenance

1. To enter Loan Status Maintenance, click on the Loan Status Maintenance hyperlink:

eBoutique

### Loan Status Maintenance

<a href="#">Unscheduled</a>	<a href="#">Partial Prepayment</a>	<a href="#">Loan Status Maintenance</a>
<a href="#">Payment Change</a>	<a href="#">Loan Payoff</a>	<a href="#">Servicer Transfer</a>
<a href="#">Calculate Loan Payoff</a>		

1. Type in the loan number. 2. Type in the effective date. 3. Select an action code. 4. Click on Submit to submit a transaction. 5. Click on Clear to clear all the fields. 6. Click on LoanDetail to get the details on the loan. 7. Click on Transactions to view all the transactions for the loan.

+ Indicates required information

+ **Loan Number:**

+ **Effective Date:**

+ **Action Code:**

2. Enter the following data, pressing **Tab** to move between fields:

- Loan Number
- Effective Date, using MM/DD/YYYY format
- Action Code (see Appendix A for available Action Codes)

3. Click on **Submit** button to save and process the data:

- If the transaction passes all the edits performed, a confirmation message appears in the message area.
- If the transaction fails an edit, eBoutique displays an edit message for each failed edit and denies the submission. You can correct the data and resubmit the transaction.



## Payment Change

1. To enter a Payment Change, click on the Payment Change hyperlink:

eBoutique

### Payment Change

[Unscheduled](#)                      [Partial Prepayment](#)                      [Loan Status Maintenance](#)  
[Payment Change](#)                      [Loan Payoff](#)                      [Servicer Transfer](#)  
[Calculate Loan Payoff](#)

1. Type in the loan number. 2. Type in the effective date. 3. Enter the remaining fields. 4. Click on Submit to submit a transaction. 5. Click on Clear to clear all the fields. 6. Click on LoanDetail to get the details on the loan. 7. Click on Transactions to view all the transactions for the loan.  
+ Indicates required information

+ Loan Number:	<input type="text"/>	+ Effective Date:	<input type="text" value="MM/DD/YYYY"/>
+ Payment Plan:	<input type="text" value="Term"/>	Line of Credit Reserve:	<input type="text"/>
Scheduled Payment:	<input type="text"/>	Loan Term:	<input type="text"/>

#### Taxes and Insurance

Enter an amount:  or a percentage:

Withholding Date Range

From:  To:

Reason for Payment Change:

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2. Enter the following data, pressing **Tab** to move between fields:

- Loan Number
- Effective Date, using MM/DD/YYYY format
- Payment Plan type (see Appendix A for available Payment Plan types)
- Line of Credit Reserve amount
- Scheduled Payment amount
- Loan Term, by total number of months
- Amount of Taxes and Insurance or the percentage of the loan to be allocated for Taxes and Insurance
- Date when escrowing of funds should start



- Date when escrowing of funds should end
- Reason for Payment Change (see Appendix A for available Payment Change codes)

3. Click on the **Submit** button to save and process the data:

- If the transaction passes all the edits performed, a confirmation message will appear.
- If the transaction fails an edit, eBoutique displays an edit message for each failed edit and denies the submission. You can correct the data and resubmit the transaction.

## Loan Payoff

1. To enter Payoff information, click on the **Loan Payoff** hyperlink:

eBoutique

---

Loan Payoff

---

<a href="#">Unscheduled</a>	<a href="#">Partial Prepayment</a>	<a href="#">Loan Status Maintenance</a>
<a href="#">Payment Change</a>	<a href="#">Loan Payoff</a>	<a href="#">Servicer Transfer</a>
<a href="#">Calculate Loan Payoff</a>		

---

1. Type in the loan number. 2. Type in the effective date. 3. Type in the transaction amount. 4. Select an action code. 5. Click on Submit to submit a transaction. 6. Click on Clear to clear all the fields. 7. Click on LoanDetail to get the details on the loan. 8. Click on Transactions to view all the transactions for the loan.  
+ Indicates required information

+ Loan Number:

+ Effective Date:

+ Transaction Amount:

+ Action Code:

2. Enter the following data, pressing **Tab** to move between fields:

- Loan Number
- Effective Date, using MM/DD/YYYY format
- Transaction Amount
- Action Code (see Appendix A for available Action Codes)

3. Click on the **Submit** button to save and process the data:

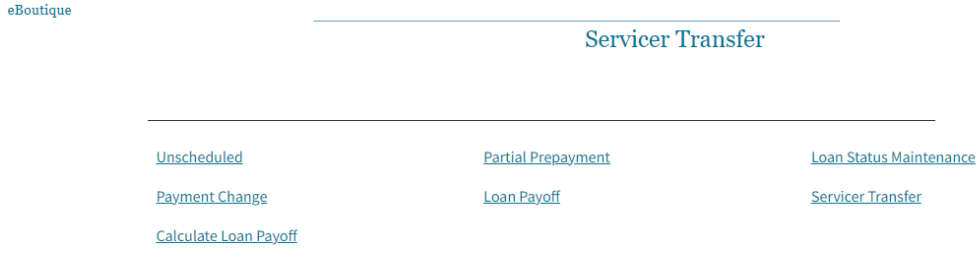
- If the transaction passes all the edits performed, a confirmation message appears in the message area.
- If the transaction fails an edit, eBoutique displays an edit message for each failed edit and denies the submission. You can correct the data and resubmit the transaction.
- If you have entered an incorrect payoff amount or no amount at all, eBoutique displays the system-calculated payoff at the bottom of the page.



**NOTE:** eBoutique will only accept payoff amounts that are within \$1.00 tolerance of the system amount.

## Servicer Transfer

1. To enter a Servicer Transfer, click on the **Servicer Transfer** hyperlink:



1. Type in the Old Servicer Number. 2. Type in the New Servicer Number. 3. Type in the effective date. 4. Pick a Source from the list. 5. Click on Submit to get all loans for the Old Servicer. 5. Click on Clear to clear all the fields.  
+ Indicates required information

+ Old Servicer Number:

+ New Servicer Number:

+ Effective Date:

+ Source:

The **Servicer Transfer** entry screen lets you record the transfer of some or all the loans in your portfolio to another Servicer.

All servicing transfers require approval by your Reverse Mortgage Portfolio Manager. Before entering and transmitting a transfer request, you must first begin this approval process by contacting your Portfolio Manager. All servicing transfers are submitted to eBoutique in a “Pending” status. The transfer request will be changed to “Approved” status by the Portfolio Manager.

2. Enter the following data, pressing **Tab** to move between fields:

- Old Servicer Number
- New Servicer Number
- Effective Date, using MM/DD/YYYY format
- Source (see Appendix A for available Source Codes)

3. Click on the **Submit** button to save and process the data:

- If the transaction passes all the edits performed, a confirmation message appears in the message area.
- If the transaction fails an edit, eBoutique displays an edit message for each failed edit and denies the submission. You can correct the data and resubmit the transaction.



## Calculate Loan Payoff

1. To calculate a Loan Payoff Amount, click on the **Calculate Loan Payoff** hyperlink:

eBoutique

---

Calculate Loan Payoff

---

<a href="#">Unscheduled</a>	<a href="#">Partial Prepayment</a>	<a href="#">Loan Status Maintenance</a>
<a href="#">Payment Change</a>	<a href="#">Loan Payoff</a>	<a href="#">Servicer Transfer</a>
<a href="#">Calculate Loan Payoff</a>		

---

1. Type in the loan number. 2. Type in the effective date. 3. Click on Submit to submit a transaction. 4. Click on Clear to clear all the fields.  
+ Indicates required information

+ Loan Number:

+ Effective Date:

The Calculate Loan Payoff option lets you view the payoff amount for any loan you service. The effective date cannot be after the current month to properly calculate the payoff amount.

2. Enter the following data, pressing **Tab** to move between fields:

- Loan Number
- Effective Date, using MM/DD/YYYY format

**NOTE:** *The effective date cannot be a date that falls after the month in which you are asking for the payoff amount.*

*For example, if you are entering the transaction during the month of May, you can ask for payoff amounts for the dates of May, May 15, or May 30. You cannot enter a date in June.*

*However, although you can obtain a payoff amount for a date after the current date if it is in the current month, you cannot process the payoff until the effective date is the current date or a prior date.*

3. Click on the **Submit** button to process the query.



## Reversing a Transaction

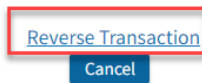
You can reverse the following transactions if they were entered in error: Unscheduled, Payment Change, Partial Prepayment, Payoff, Loan Status Maintenance, and Servicer Transfers.

1. From the **Transaction Detail** screen, click on the **Reverse Transaction** hyperlink:

eBoutique

### Transaction Detail

<b>Fannie Mae Loan Number:</b>	[REDACTED]	<b>Transaction ID:</b>	[REDACTED]
<b>Servicer Number:</b>	[REDACTED]	<b>Creation Date:</b>	04/02/2013 11:16:47 AM
<b>Effective Date:</b>	04/02/2013	<b>Transaction Amt:</b>	-\$159,999.96
<b>Product Type:</b>	HECM	<b>Action Code:</b>	66-REFINANCED
<b>Transaction Type:</b>	Current	<b>Reversed:</b>	No
<b>User ID:</b>	[REDACTED]	<b>Transaction Status:</b>	Applied



This will reverse the specific transaction you have requested.

**NOTE:** *Servicers can only reverse transactions that they entered in the current month. Transactions for prior period requires a request to Fannie Mae to reverse.*



## Chapter Seven: Reports

You can view monthly and daily reports based on the loans that you service in eBoutique®.

1. From the **Accounting/Reporting** main menu, select **Reports**. The following screen will appear.

### Accounting / Reporting

Query Loans - Query Loans  
Query Transactions - Query Transactions  
Query Servicer Transfers - Query Servicer Transfers  
Perform Transactions - Perform Transactions  
**Reports** - View Reports Available  
View Purchase Advice - View Purchase Advice Report  
Submit Trial Balance - Submit Trial Balance  
View Transmission - View Transmission  
Upload File - Upload a File

2. The **Reports** screen appears. Daily, Monthly or Adhoc Reports may be selected from this screen. A listing of the reports available under each heading may be accessed from the dropdown selection.

eBoutique

### Reports

**Daily Reports:**

**Monthly Reports:**

**Adhoc Reports:**

3. Select the report to be run and input the fields below to access the information.
4. Input the Servicer Number.
5. Input the Fannie Mae Loan Number.
6. Select the Reporting Period. Only the last 12 months of reports will be available.
7. Click on the **Submit** button.





## Example of a Monthly Reports query:

eBoutique

### Monthly Reports

**Report Name:** 01-Disbursement Reconciliation Report (Detailed)

**Servicer Number:**

**Fannie Mae Loan Number:**

**Reporting Period (YYYYMM):**

**Submit**

Clear

Cancel

Download (Delimited)

Download (PDF)

## Example of a Daily Reports query:

eBoutique

### Daily Reports

**Report Name:** 27-Servicing Transfer Data Log Report

**Servicer Number:**

**Reporting Period (YYYYMM):**

**Submit**

Clear

Cancel



## Navigating in Reports

Run Date = 05/12/2023

Run Time = 10:56:11 AM

Servicer No = ALL

FannieMae Loan No = ALL

Reporting Period = 05/2023

### Fannie Mae Reverse Mortgage System

#### Disbursement Reconciliation Report (Excluded Manual Wire)

Reporting Period: 05/2023

#### Detail Report

Servicer Number: 9999999999

Product Type: HECM Loan

Servicer Name: [REDACTED]

LENDER REIMBURSEMENT					SCHEDULED PAYMENT RECONCILIATION				
FannieMae Loan Number	UnScheduled payment Applied	Servicing Fee Applied	MIP Applied	Total Reimbursement Applied	Partial RePayment	Scheduled Payment Advance	Adjustment to Scheduled Payment Advance	Net Monthly Advance	
[REDACTED]	0.00	35.00	109.76	144.76	0.00	0.00	0.00	0.00	0.00
[REDACTED]	0.00	35.00	189.37	224.37	0.00	0.00	0.00	0.00	0.00
[REDACTED]	8,142.23	35.00	61.95	96.95	0.00	0.00	0.00	0.00	0.00
[REDACTED]	0.00	35.00	55.51	90.51	0.00	0.00	0.00	0.00	0.00
[REDACTED]	0.00	25.00	48.37	73.37	0.00	0.00	0.00	0.00	0.00
[REDACTED]	0.00	35.00	150.22	185.22	0.00	0.00	0.00	0.00	0.00

The selected report appears in a pop-up window on the current page with the full file name shown in bold on the top. From here, the report may be printed or saved as a PDF.

Reports are listed in ascending loan number order. From the pop-up window, you will be able to scroll through the report and zoom in from inside this window.

To close the report, click on the **X** in the upper right corner of your browser tab.

1. To print the report, select the **printer icon** option from the menu bar in the top right.
2. To save the report, select the **download** icon from the menu bar in the top right. It is located to the left of the printer icon. This will save the report as a PDF document.



Disbursement\_Reconciliation\_Detail\_Report\_08\_21\_2023\_...RPT\_01.pdf

Run Date = 08/01/2023    Run Time = 12:16:53 AM    Servicer No = ALL    FannieMae Loan No = ALL    Reporting Period = 05/2023

**Fannie Mae Reverse Mortgage System**

**Disbursement Reconciliation Report (Excluded Manual Wire)**  
**Reporting Period: 05/2023**  
**Detail Report**

Servicer Number: [redacted]    Product Type: HECM Loan  
 Servicer Name: [redacted]

LENDER REIMBURSEMENT						SCHEDULED PAYMENT RECONCILIATION		
FannieMae Loan Number	UnScheduled payment Applied	Servicing Fee Applied	MIP Applied	Total Reimbursement Applied	Partial RePayment	Scheduled Payment Advance	Adjustment to Scheduled Payment Advance	Net Monthly Advance
	0.00	35.00	110.92	145.92	0.00	0.00	0.00	0.00
	0.00	35.00	193.54	228.54	0.00	0.00	0.00	0.00
	0.00	35.00	66.08	101.08	0.00	0.00	0.00	0.00
	0.00	35.00	56.15	91.15	0.00	0.00	0.00	0.00
	0.00	25.00	48.92	73.92	0.00	0.00	0.00	0.00
	0.00	35.00	152.72	187.72	0.00	0.00	0.00	0.00
	0.00	35.00	167.26	202.26	0.00	0.00	0.00	0.00
	0.00	30.00	146.90	176.90	0.00	0.00	0.00	0.00
	0.00	35.00	59.14	94.14	0.00	0.00	0.00	0.00
	0.00	35.00	364.85	399.85	0.00	0.00	0.00	0.00
	0.00	35.00	205.92	240.92	0.00	0.00	0.00	0.00
	0.00	35.00	325.85	360.85	0.00	0.00	0.00	0.00
	0.00	35.00	369.32	404.32	0.00	0.00	0.00	0.00
<b>13</b>	<b>0.00</b>	<b>440.00</b>	<b>2,267.57</b>	<b>2,707.57</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>

Close    Print    Download

### Chapter Eight: View Purchase Advice

You can view a specific purchase advice for a purchased loan in eBoutique®.

1. From the Accounting/Reporting main menu, select View Purchase Advice hyperlink. The following screen will appear.

#### Accounting / Reporting

- [Query Loans - Query Loans](#)
- [Query Transactions - Query Transactions](#)
- [Query Servicer Transfers - Query Servicer Transfers](#)
- [Perform Transactions - Perform Transactions](#)
- [Reports - View Reports Available](#)
- [View Purchase Advice - View Purchase Advice Report](#)
- [Submit Trial Balance - Submit Trial Balance](#)
- [View Transmission - View Transmission](#)
- [Upload File - Upload a File](#)



- The **View Purchase Advice** screen opens. Input the parameters as requested and click on the **Submit** button.

eBoutique

## View Purchase Advice

Please select one of the search criteria below:

**Fannie Mae Loan Number:**

**Submit**

**Lender Loan ID:**

**Seller Number:**

**Date: (MM/DD/YYYY)**

**Submit**

- The Purchase Advice appears in your browser's built-in PDF viewer on a new tab. You can view, print, or download the advice as needed from the PDF viewer.

Run Date = 08/21/2023 Run Time = 02:31:15 PM

### Fannie Mae Reverse Mortgage System

#### Purchase Advice by Seller Report

Reporting Date : 08/21/2023

<b>PURCHASE DATE</b>	10/29/2007
<b>SELLER NO/NAME</b>	[Blurred]
<b>SERVICER NO/NAME</b>	[Blurred]
<b>FANNIE MAE LOAN #</b>	[Blurred]
<b>LENDER LOAN ID</b>	[Blurred]
<b>FHA CASE NUMBER</b>	[Blurred]
<b>PAYMENT PLAN</b>	LOC
<b>CONTRACT NO/PERIOD</b>	342167 / 2
<b>ARM PLAN NUMBER</b>	00857
<b>MORTGAGE RATE CEILING</b>	15.24

**NOTE:** Some information on this sample report is blurred to protect confidentiality.



## Chapter Nine: Submit Trial Balance

You can submit your loan trial balances on eBoutique®.

1. From the **Accounting/Reporting** main menu, select **Submit Trial Balance** hyperlink. The following screen will appear:

### Accounting / Reporting

[Query Loans](#) - Query Loans  
[Query Transactions](#) - Query Transactions  
[Query Servicer Transfers](#) - Query Servicer Transfers  
[Perform Transactions](#) - Perform Transactions  
[Reports](#) - View Reports Available  
[View Purchase Advice](#) - View Purchase Advice Report  
**[Submit Trial Balance](#)** - Submit Trial Balance  
[View Transmission](#) - View Transmission  
[Upload File](#) - Upload a File



2. The **Submit Trial Balance** screen opens. Enter the data you want to compare with Fannie Mae's data, pressing **Tab** to move between fields.

eBoutique

## Submit Trial Balance

### Identify Loan:

Loan Number:

Reporting Period:

FHA Case Number:

912

### Enter loan balance trial Information:

Interest Rate:

Payment Plan:

Loan Balance:

Net Prin Limit:

Orig Line Of Credit:

Net Line Of Credit:

### Set Asides

1st Year Prop Chgs:

Tax/Insurance:

Repairs:

Servicing Fee:

Scheduled Payment:

Term:

### Enter purchasing data trial Information:

Closing Date:

Borrower Birthdate:

Exp Avg Int Rate:

Max Claim Amount:

Margin:

Service Fee:

The following fields are required, regardless of which balances you are checking:

- Loan Number
- Reporting Period, in MM/YYYY format
- Payment Plan
- Interest Rate
- Original Line of Credit (required if Payment Plan is Modified Term, Modified Tenure, or Line of Credit; not required for Term and Tenure)
- Net Line of Credit (required if Payment Plan is Modified Term, Modified Tenure, or Line of Credit; not required for Term and Tenure)
- Net Principal Limit



- Servicing Fee
  - Scheduled Payment (required if payment plan is Term, Tenure, Modified Term, or Modified Tenure; not required for LOC)
  - Term (required if Payment Plan is Term or Modified Term)
3. Click on the **Submit** button to process the query.
  4. View the results. You may see two types of positive responses:
    - If there are no differences, eBoutique displays the following message:  
“Of the loan attributes entered none were found to differ.”
    - If there are differences between the dollar values and margin figures you entered, you see a table with three columns: your data, Fannie Mae’s data, and the difference between them.

## Chapter Ten: Upload a File

You can select and upload a file for editing and updating on eBoutique®. The Upload Reverse Mortgage File option lets you transmit files to Fannie Mae.

1. From the **Accounting/Reporting** main menu, select the **Upload File** hyperlink.

### Accounting / Reporting

[Query Loans](#) - Query Loans  
[Query Transactions](#) - Query Transactions  
[Query Servicer Transfers](#) - Query Servicer Transfers  
[Perform Transactions](#) - Perform Transactions  
[Reports](#) - View Reports Available  
[View Purchase Advice](#) - View Purchase Advice Report  
[Submit Trial Balance](#) - Submit Trial Balance  
[View Transmission](#) - View Transmission  
[Upload File](#) - Upload a File



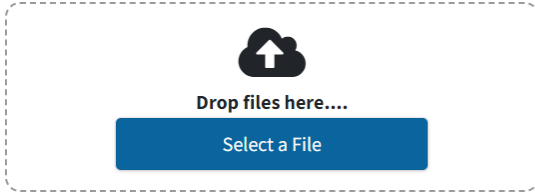
2. The **Upload Reverse Mortgage File** screen opens.

eBoutique

## Upload Reverse Mortgage File

Enter Servicer Number (9 Digits):

Select File Type:



Maximum single file size supported: 15 MB

Valid filename characters: alphanumeric characters and the following special characters - . () \_ !

3. Using the **Select File Type** drop-down menu, select Transactions, Trial Balance, or Servicing Transfers files for processing.

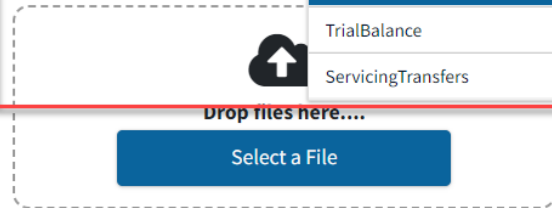
eBoutique

## Upload Reverse Mortgage File

Enter Servicer Number (9 Digits):

Select File Type:

- Transactions
- TrialBalance
- ServicingTransfers



Maximum single file size supported: 15 MB

Valid filename characters: alphanumeric characters and the following special characters - . () \_ !






4. Specify a file to upload by clicking the blue **Select a File** button to easily choose the file you want to transmit

eBoutique

### Upload Reverse Mortgage File

Enter Servicer Number (9 Digits):

Select File Type:



Drop files here....

Select a File

Maximum single file size supported: 15 MB  
Valid filename characters: alphanumeric characters and the following special characters - . () \_ !

Cancel


5. Click on the **Start Upload** button to upload your file.

eBoutique

### Upload Reverse Mortgage File

Enter Servicer Number (9 Digits):

Select File Type:



Drop files here....

Select a File

Maximum single file size supported: 15 MB  
Valid filename characters: alphanumeric characters and the following special characters - . () \_ !

<small>File Name</small>	<b>GarbageFile.txt</b>	<a href="#">Remove</a>
--------------------------	------------------------	------------------------

**Start Upload**

Cancel



6. The **Reverse Mortgage File Upload Status** screen will display, showing the name, date/time stamp and tracking ID of the file you have uploaded.

eBoutique

---

## Reverse Mortgage File Upload Status

*The following File has been uploaded...*

**File Name:** GarbageFile.txt.150169

*Your tracking number is shown below. Please keep this number for your records and use it to reference your submission.*

**Tracking Id:** 150169

2 record(s) were transmitted

*Warning: Do not hit the Back button, it will resubmit your uploaded file. To view the status and contents of your file, go to the View Transmission screen.*

---

To view the status of the transmission, go to the **View Transmission** link. (Refer to [Chapter Eleven: View Transmission](#) for details.)

Please note that files transmitted after 2:30 p.m. EST will be processed for the following day for the next day's cash disbursement. For example, a file transmitted Monday after 2:30 p.m. EST will be processed Tuesday for Wednesday cash disbursement.

If there are any format errors in your file, the transaction won't be saved and will be displayed in your daily reports. The errors must be corrected before the file can be transmitted successfully.

Using the **Reports** option (referencing the date the file was uploaded), you can generate a report that will list successful transactions and edit error messages for the unsuccessful transactions.



## Chapter Eleven: View Transmission

You can view the transmission status of your uploaded servicing files by submission date with eBoutique®.

1. From the Accounting/Reporting main menu, select the View Transmission hyperlink.

### Accounting / Reporting

Query Loans - Query Loans  
Query Transactions - Query Transactions  
Query Servicer Transfers - Query Servicer Transfers  
Perform Transactions - Perform Transactions  
Reports - View Reports Available  
View Purchase Advice - View Purchase Advice Report  
Submit Trial Balance - Submit Trial Balance  
**View Transmission - View Transmission**  
Upload File - Upload a File

2. The **View Transmission** screen opens. Input the search date as MM/YYYY. Data can be retrieved by Month, Date, or User ID. Select the search criteria and select the **Search** button.


eBoutique

### View Transmission Status List

1. Enter/select a date from the list. 2. Click on the Search button to view all transmissions for the selected month. 3. Click on the Cancel button to go to the previous page.

#### Reverse Mortgage Transmission Search

Search by month: 05/2023 ▼

Search by date:   
MM/dd/YYYY

Search by user id:

Search

Cancel



3. The Status of your transmission appears. This screen reflects the tracking ID for the file, date the file was submitted, file name with a date/time stamp, submission type, submission status, number of transactions processed, success count, and User ID of the user who submitted the file.

Information can be printed or downloaded by selecting the **Printable View** or **Download To Excel** options in the drop-down box near the upper right of the screen.

eBoutique

### View Transmission Status List

Search by month:

Search by date:

Search by user id:

Showing 1 to 10 of 27 entries

View Transmission Status List Tracking ID	Submission Date	File Name	Submission Type	Submission Status	Number Of Transactions Processed	Success Count	Last Updated UID
150168	05/10/2023	Upload_04302023231532.txt.150168	Trial Balance	Processed	18	13	*****
150167	05/10/2023	TrialBalance#11.txt.150167	Trial Balance	Loaded	47	0	*****
150166	05/10/2023	TBLTR_050123.txt.150166	Trial Balance	Processed	18212	17197	*****
150165	05/09/2023	TC#100Upload.txt.150165	Servicing Transfer	Loaded	26	26	*****
150164	05/09/2023	C_ServicerTransfer.txt.150164	Servicing Transfer	Loaded	13	13	*****
150163	05/09/2023	C2_ServicerTransfer.txt.150163	Servicing Transfer	Loaded	13	0	*****
150162	05/09/2023	Chary-Servicer-Transfer.txt.150162	Servicing Transfer	Loaded	9792	0	*****
150161	05/09/2023	ProdTransFile_123.txt.150161	Servicing eBoutique	Processed	69	67	*****
150160	05/04/2023	LOANTR_050423.txt.150160	Servicing eBoutique	Processed	487	352	*****
150159	05/04/2023	GeneralTransFile.txt.150159	Servicing eBoutique	Processed	5	5	*****

1 2 3 Next →



## Appendix A: System Codes

Please note that these codes may change to reflect enhancements in the eBoutique® system. A Lender Letter or an announcement will generally precede any changes or additions. The eBoutique system would display the changes automatically.

### **Unscheduled Payment Action Codes-02**

<b>The Drop-Down List Displays:</b>	<b>It Means:</b>
41-Unschd_Pymt/Repairs_Not_Final	Repairs set-aside (not final payment)
42-Unschd_Pymt/1stYr_Prop_Chg_Not_Final	First-year property charges set-aside (not final payment)
43-Unschd_Pymt/Taxes_&_Insurance	Unscheduled taxes and insurance set-aside
44-Unschd_Pymt/Net_Line_of_Credit	Net line of credit set-aside
45-Unschd_Pymt/Repairs_Final	Repair set-aside (final payment)
46-Unschd_Pymt/1st Yr_Prop_Chg_Final	First-year property charges set-aside (final payment)
47-Unschd_Pymt/Appraisal_Fee	Appraisal fee set-aside
48-Unschd_Pymt/LOC Tax Payment	Tax payment from line of credit
49-Unschd_Pymt/Payment_Plan_Change	Payment Plan Change Fee
90-Taxes	
91-Insurance	
92-Inspections	
93-Appraisals	
94-Property Preservation	

### **Partial Prepayment Action Codes-01**

<b>The Drop-Down List Displays:</b>	<b>It Means:</b>
80-Part_Prepymt/Reduce_UPB_Only	Reduce the Unpaid Balance (UPB only) (HECM only)
81-Part_Prepymt/Increase_Net-LOC	Increase the Net Line of Credit
82-Part_Prepymt/Inc_Repair_Set-Aside	Increase the Repair Set-Aside
83-Part_Prepymt/Inc_Taxes&Ins	Increase Taxes and Insurance
84-Part_Prepymt/Inc_1st_Yr_Prop_Chgs	Increase the First-Year Property Charges Set-Aside



### **Payoff Transaction Action Codes-06**

<b>The Drop-Down List Displays:</b>	<b>It Means:</b>
65-Repurchased	Loan was repurchased
66-Refinance	Loan was refinanced
31-Payoff/Death	Loan paid off because of death of borrower
32-Payoff/Borrower_Moved	Borrower is moving to a different residence
33-Payoff/Borrower_Paid_Off	Borrower paid off loan but is remaining in property
34-Payoff/Other_Reason	Any other reason for termination
35-Payoff/Unknown_Reason	Reason for the termination is not known

### **Loan Status Maintenance Action Codes-03**

<b>The Drop-Down List Displays:</b>	<b>It Means:</b>
0- Active	Loan is active
01-Suspend_Scheduled_Payment	Stop disbursement/payment suspended
02-Resume_Scheduled_Payment	Start disbursement/payment resumed
11-Refer for FCL: Death	Referred for Foreclosure due to death
12-Refer for FCL: Non-Occupancy	Referred for Foreclosure due to non-occupancy
13-Refer for FCL: T&I	Referred for Foreclosure due to T&I
14-Refer for FCL: Other	Referred for Foreclosure due to other reasons
15-Bankruptcy	In bankruptcy/litigation
20-Referred for Deed-In-Lieu	Referred for Deed-In-Lieu
50-Default: Non-Occupancy	Default due to non-occupancy
51-Default: T&I	Default due to T&I
52- Default: Other	Default due to other reasons
53-Default: Valid Repayment Plan	Default but with a valid repayment plan
55-Called Due: Death	Called Due because of death
56-Called Due: Non-Occupancy	Called Due because of non-occupancy



57-Called Due: T&I	Called Due because of T&I
58-Called Due: Other	Called Due because of other reasons
70-Liquid/Held_for_Sale	Liquidated/Held for sale
71-Liquid/3rd_Party_Sale/Short-Payoff	Liquidated/third party sale
72-Liquid/Pending_Conveyance	Liquidated pending conveyance/ assigned to HUD (HECM only)

**Service Transfer Source Codes**

<b>The Drop-Down List Displays:</b>	<b>It Means:</b>
PARTIAL	Transfers the loans you select from the displayed loan list
ALL	Transfers all loans in your portfolio to a new Servicer
ALL HECM	Transfers all HECM loans in your portfolio to the new Servicer
ALL HKM	Transfers all HKM loans in your portfolio to the new Servicer

**Service Transfer Status Codes**

<b>This Code:</b>	<b>Means:</b>
1	Status Pending
2	Status Approved
3	Status Accepted
4	Status Rejected
5	Status Deleted



## Appendix B: File Formats

### *Loan Servicing Transactions File Formats*

Column	Field Name	Data Type	Length
1-2	Transaction Designator	Character, where: 01 = partial prepayment	2
3-12	Fannie Mae Loan Number	Character	10
13-21	Servicer Number	Character	9
22-27	Report Period	Date (YYYYMM)	6
28-35	Effective Date	Date (YYYYMMDD)	8
36-49	Amount	Numeric	12V2
50-51	Action Code	Character. See Appendix A in eBoutique® User Guide.	2
52-65	Appraisal	Numeric	12V2
66	Reversal Indicator	Character. Use y for Yes and n for No.	1

### *Payment Change Transactions File Formats*

Column	Field Name	Data Type	Length
1-2	Transaction Designator	Character. Use 04 (payment change transaction).	2
3-12	Fannie Mae Loan Number	Character	10
13-21	Servicer Number	Character	9
22-29	Effective Date	Date (YYYYMMDD)	8
30	Payment Plan	Numeric, where: 1 = Term 2 = Tenure 3 = Modified Term 4 = Modified Tenure 5 = Line of Credit	1
31-44	Scheduled Payment	Numeric	12V2
45-47	Term	Numeric	3
48-61	Line of Credit Reserve	Numeric	12V2





62-75	Monthly Taxes and Insurance Withholding Amount	Numeric	12V2
76-77	Monthly Taxes and Insurance Withholding Percent	Numeric	2
78-85	Withholding From Date	Date (YYYYMMDD)	8
86-93	Withholding To Date	Date (YYYYMMDD)	8
94	Reversal Indicator	Character: Use y for Yes or n for No	1

### ***Servicer Transfers Transaction File Format***

<b>Column</b>	<b>Field Name</b>	<b>Data Type</b>	<b>Length</b>
1-2	Transaction Designator	Character. Use 05 (Servicer Transfers).	2
3-11	Transferor Servicer Number	Character	9
12-20	Transferee Servicer Number	Character	9
21	Transfer Option	Numeric, where: 1 = All 2 = All HECM 3 = All Home Keeper 4 = Specific Loan	1
22-31	Fannie Mae Loan Number	Character	10
32-39	Effective Date	Date (YYYYMMDD)	8
40	Delete Loan Indicator	Character. Use Y or N.	1

### ***Trial Balance Transactions File Formats***

<b>Column</b>	<b>Field Name</b>	<b>Data Type</b>	<b>Length</b>
1-2	Transaction Designator	Character. Use 99 (trial balance).	2
3-11	Servicer Number	Character (Original servicer number)	9
12-20	Subservicer Number	Character	9
21-26	Reporting Period	Date (YYYYMM)	6
27-36	Fannie Mae Loan Number	Character	10



37	Payment Plan	Numeric, where: 1 = Term 2 = Tenure 3 = Modified Term 4 = Modified Tenure 5 = Line of Credit	1
38-51	Loan Balance	Numeric	12V2
52-62	Current Interest Rate	Numeric	7V4
63-76	Net Principal Limit	Numeric	12V2
77-90	Line of Credit Reserve***	Numeric	12V2
91-104	Net Line of Credit	Numeric	12V2
105-118	First Year Property Charges Set Aside	Numeric	12V2
119-132	Taxes and Insurance Set Aside	Numeric	12V2
133-146	Repairs Set Aside	Numeric	12V2
147-160	Servicing Fee Set Aside	Numeric	12V2
161-174	Scheduled Payment	Numeric	12V2
175	Indicator	Character (Use P)	1
176-189	Tolerance Level	Numeric	12V2

**eBoutique® Data Extract**

Column	Field Name	Source	Length
1-2	LoanNum	LoanHistory	2
3-11	ServicerNum	LoanHistory	9
12-20	Productive	LoanHistory	9
21-26	LoanBalanceBegin	LoanHistory	6
27-36	LoanBalanceInterest	LoanHistory (derived)	10
37	LoanBalanceMip	LoanHistory (derived)	1
38-51	SchedPayment	LoanHistory (derived)	12V2
52-62	SchedPaymentInt	LoanHistory (derived)	7V4



63-76	SchedPaymentMip	LoanHistory (derived)	12V2
91-104	UnscheduledPaymentInt	LoanHistory (derived)	12V2
63-76	SchedPaymentMip	LoanHistory (derived)	12V2
105-118	UnscheduledPaymentMip	LoanHistory (derived)	12V2
119-132	SrvcngFee	LoanHistory (derived)	12V2
133-146	Prepayments	LoanHistory (derived)	12V2
147-160	PrepaymentsInt	LoanHistory (derived)	12V2
161-174	PrepaymentsMip	LoanHistory (derived)	12V2
175	Payoffs	LoanHistory (derived)	1
	TotalAdjusments	LoanHistory (derived)	
	AdjMip	LoanHistory (derived)	
	AdjInt	LoanHistory (derived)	
	LoanBalanceCurr	LoanHistory	
	NoteRate	LoanHistory	
	NoteRateNew	LoanHistory (derived)	
	LineofCreditResBegin	LoanHistory	
	LineofCreditResAct	LoanHistory (derived)	
	LineofCreditResCurr	LoanHistory	
	NetLineofCretBegin	LoanHistory	

Column	Field Name	Source	Length
	NetLineofCreditAct	LoanHistory (derived)	
	NetLineofCreditCurr	LoanHistory	
	PncplLimitBegin	LoanHistory	
	PncplLimitAct	LoanHistory (derived)	
	PncplLimitCurr	LoanHistory	
	NePncplLimitBegin	LoanHistory	
	NetPncplLimitAct	LoanHistory (derived)	



	NetPrncplLimitCurr	LoanHistory	
--	--------------------	-------------	--

Column	Field Name	Source	Length
	UlbBegin	LoanHistory	
	UlbAct	LoanHistory (derived)	
	UlbCurr	LoanHistory	
	SrvchgFeeCurr	LoanHistory	
	TICurr	LoanHistory	
	ReparisFeeCurr	LoanHistory	
	FirstYrPropFeeCurr	LoanHistory	
	PaymentPlan	LoanHistory	
	LoanTerm	LoanHistory	
	FundingDate	Form928Sec2	
	PurchaseDate	Form928SecHeader	
	OrgPrncplLimit	Form928Sec3	
	MaxClaimAmount	Form928Sec2	
	PropertyApprsdVal	Form928Sec2	
	ExpAvgIntRate	Form928Sec2	
	BorrowerDOB	Form928Sec2	



# eBoutique® External Quick Release Notes





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## Introduction

### Migration of the eBoutique Servicing System from the current Struts to AWS

We are pleased to inform you of the completion of the eBoutique Servicing System migration from the current platform to the cloud. In this release, quality of life changes were made to the user interface (UI) and reports. Changes for each element of the UI and reports are outlined below.

### Important Updates

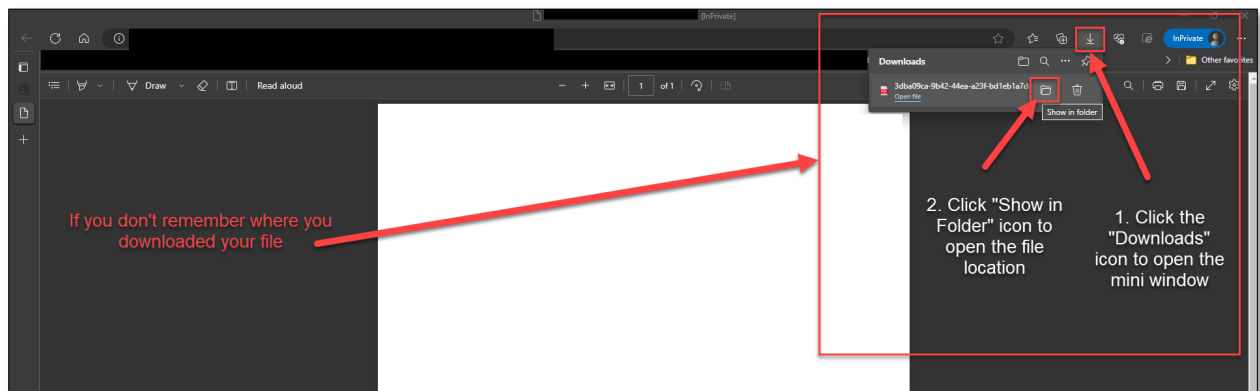
- **Effective September 11<sup>th</sup>, 2023 - 6AM EST** – eBoutique URL will change from <https://guarantytechnology.efanniemae.com/eBoutique/> to <https://eboutique.fanniemae.com>
- No changes to DUO sign in process

### Browser Guide – [Return to Table of Contents](#)

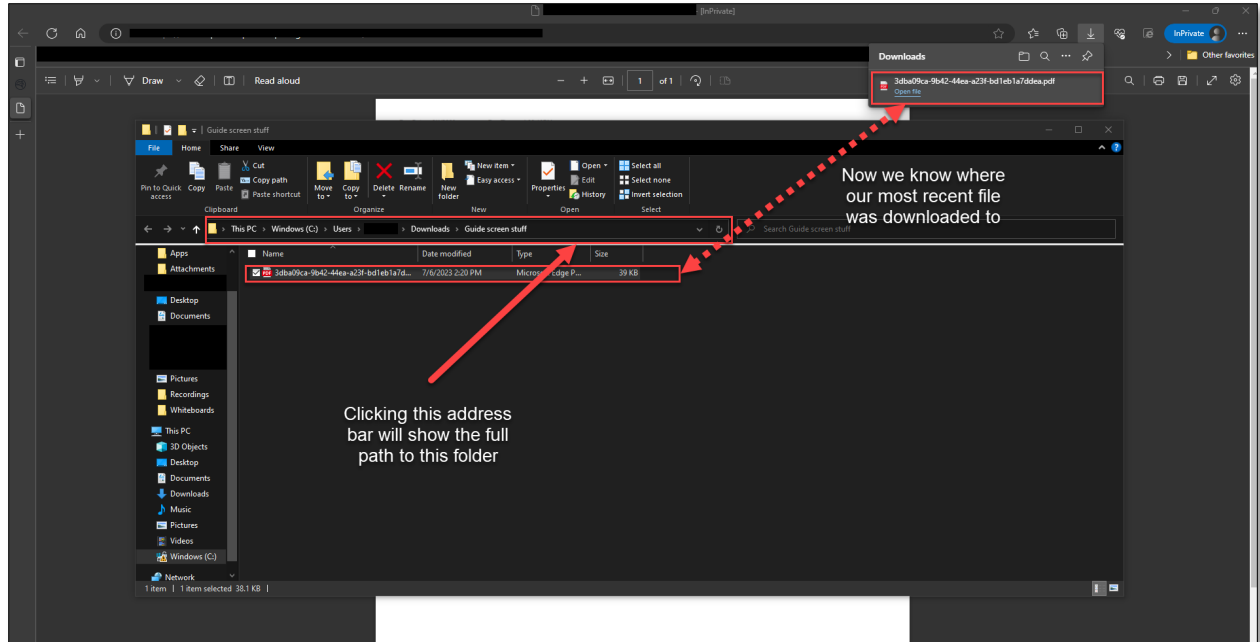
Note: This section applies to Windows users only. The instructions shown as if the browser asks where the file should be saved.

### Where did I save my file? – [Return to Table of Contents](#)

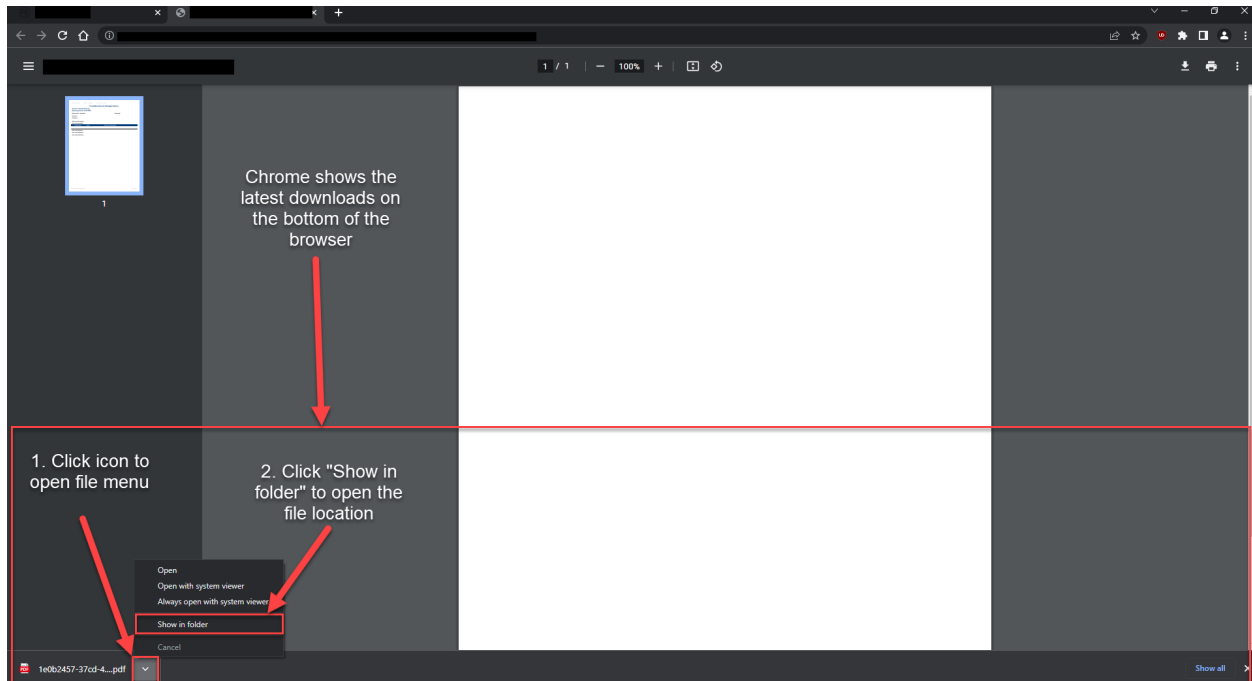
#### Microsoft Edge – [Return to Table of Contents](#)

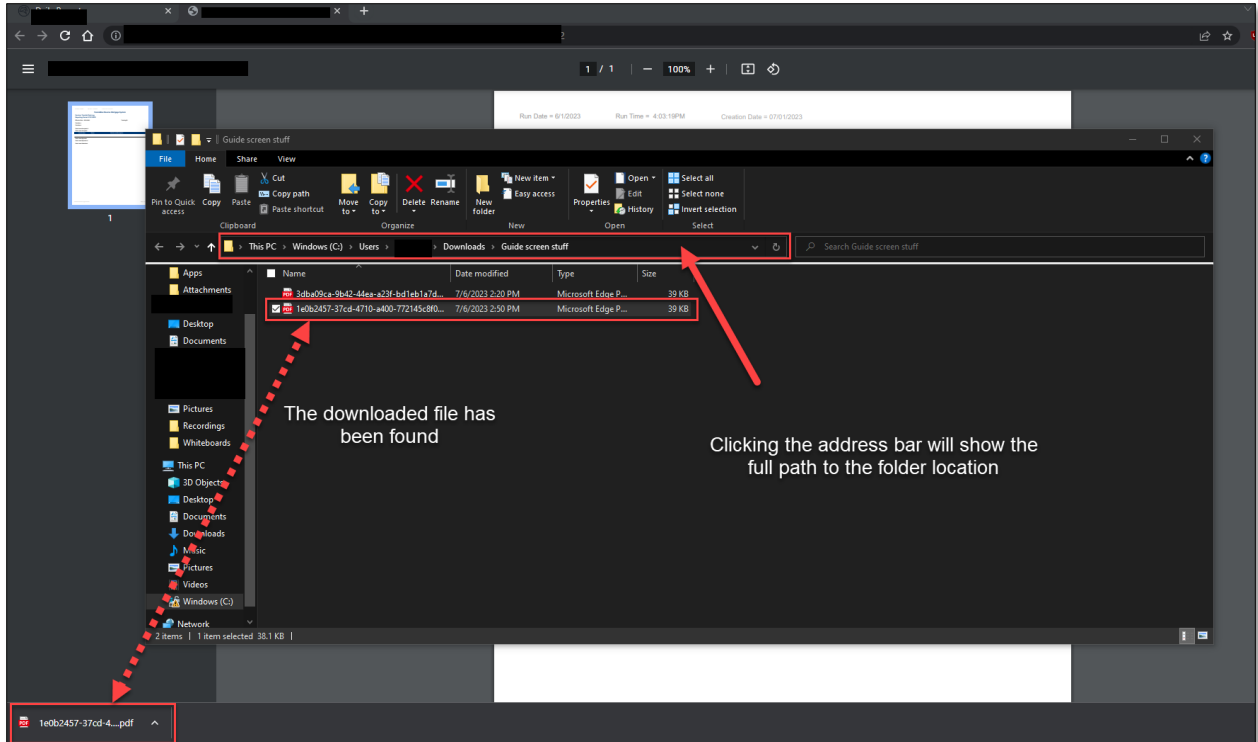






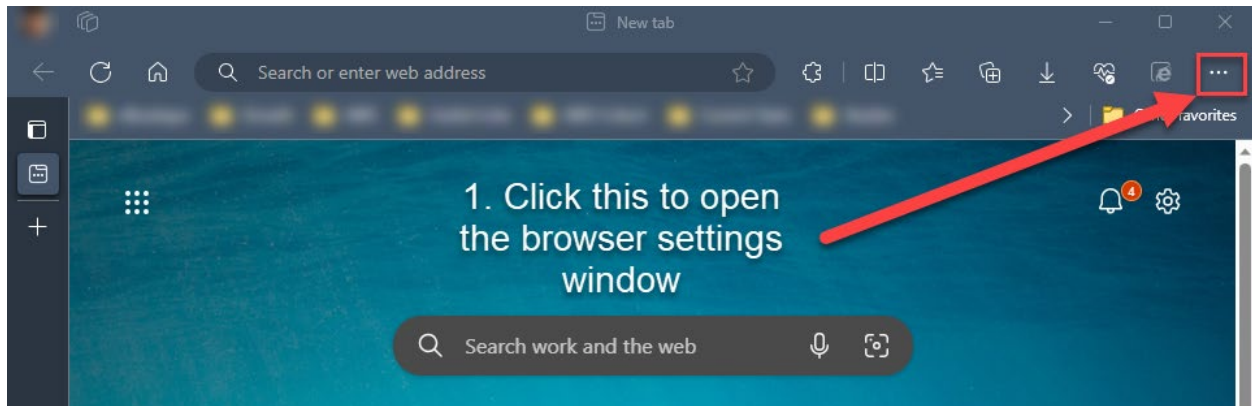
### Google Chrome - [Return to Table of Contents](#)

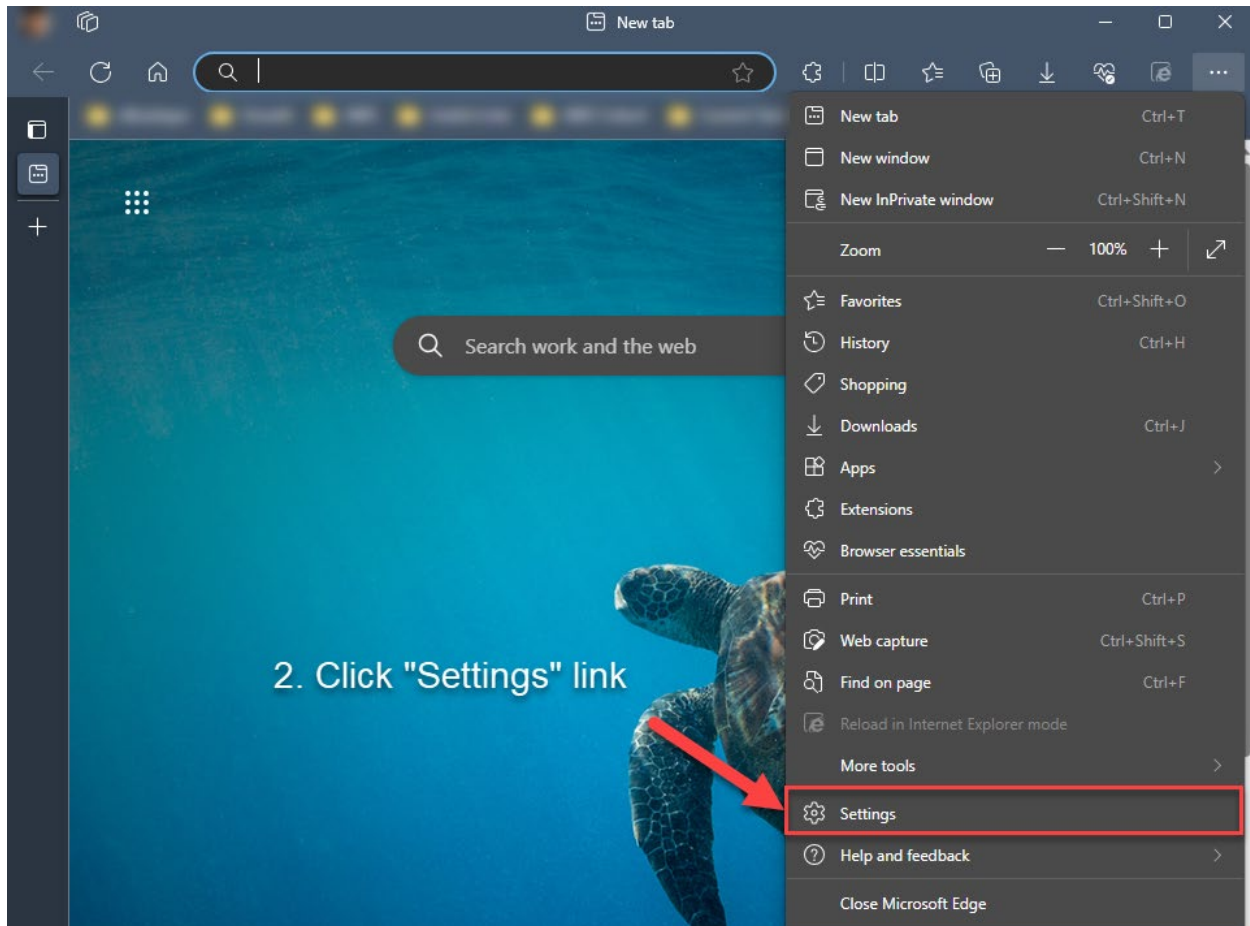


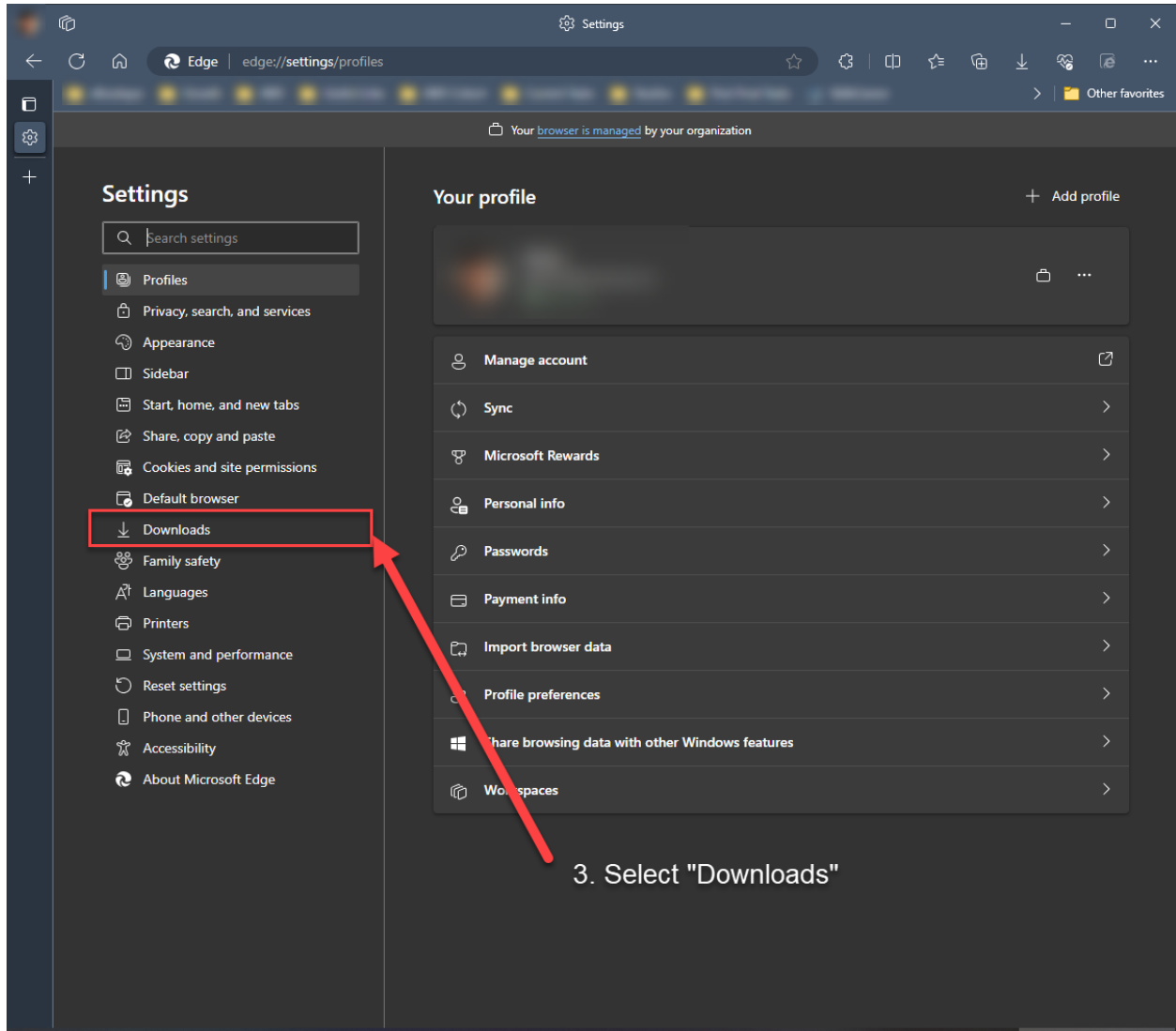


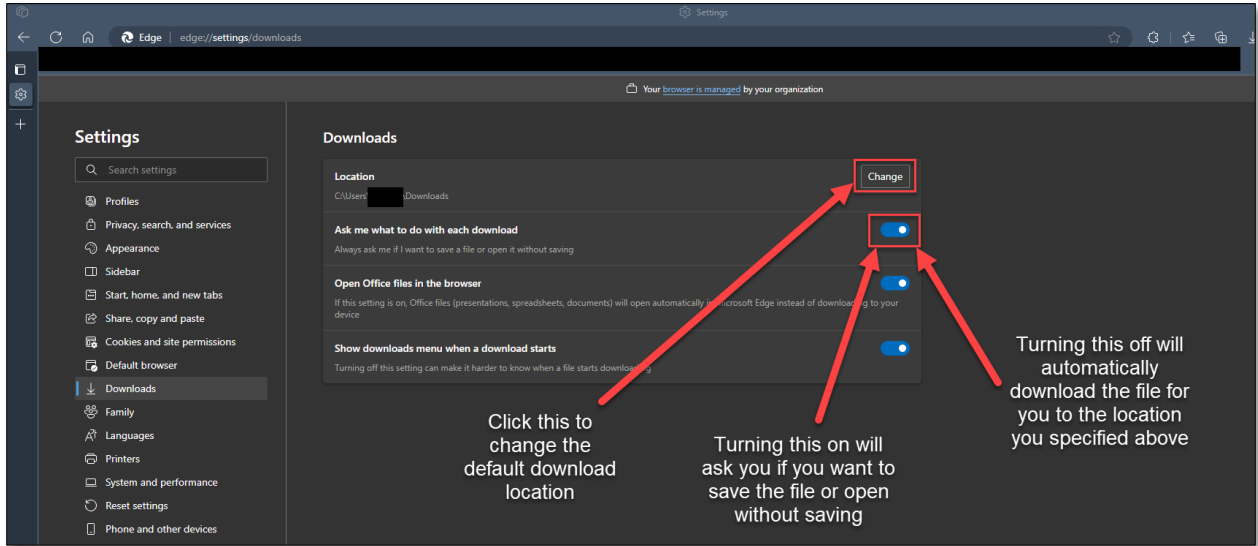
How to change Download Settings – [Return to Table of Contents](#)

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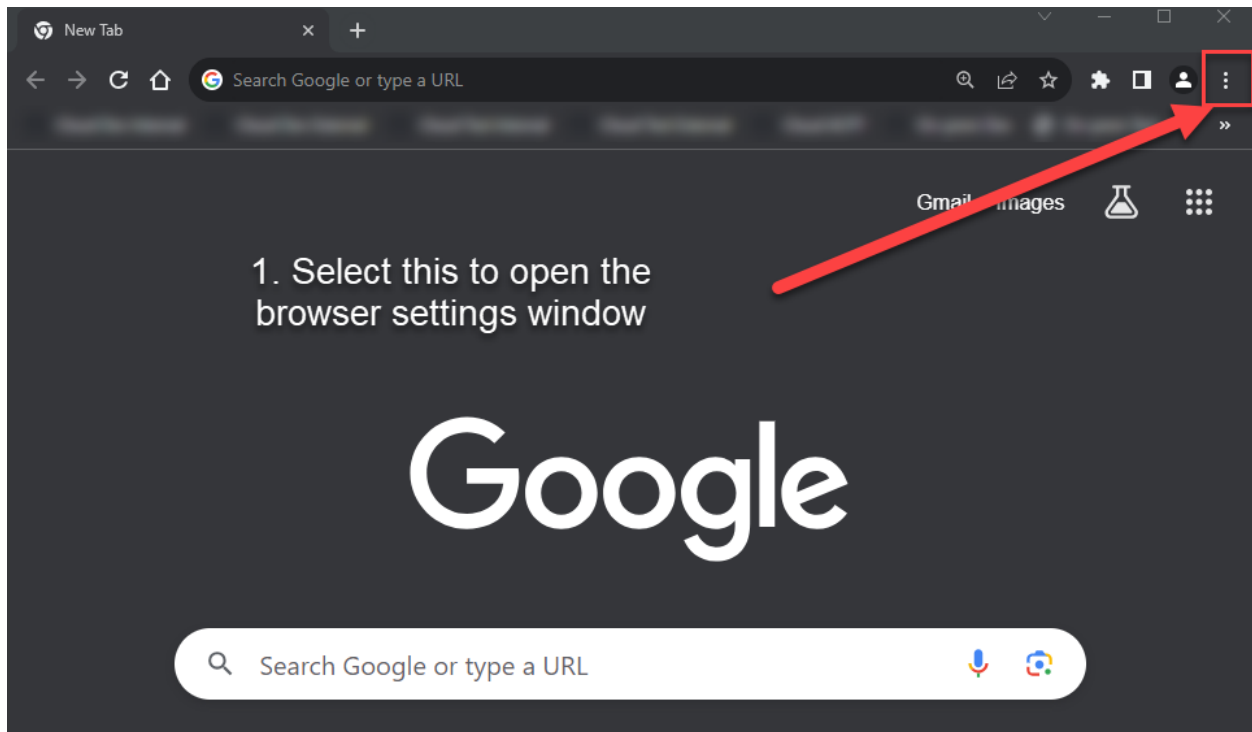


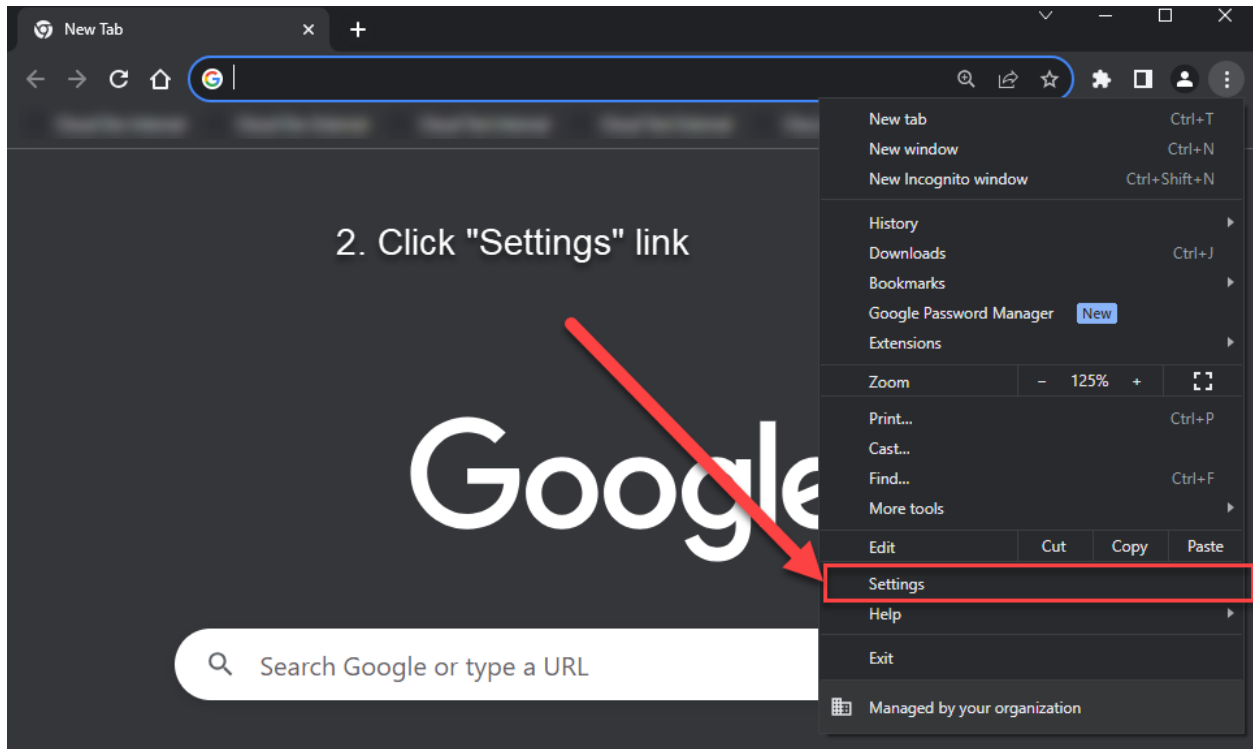


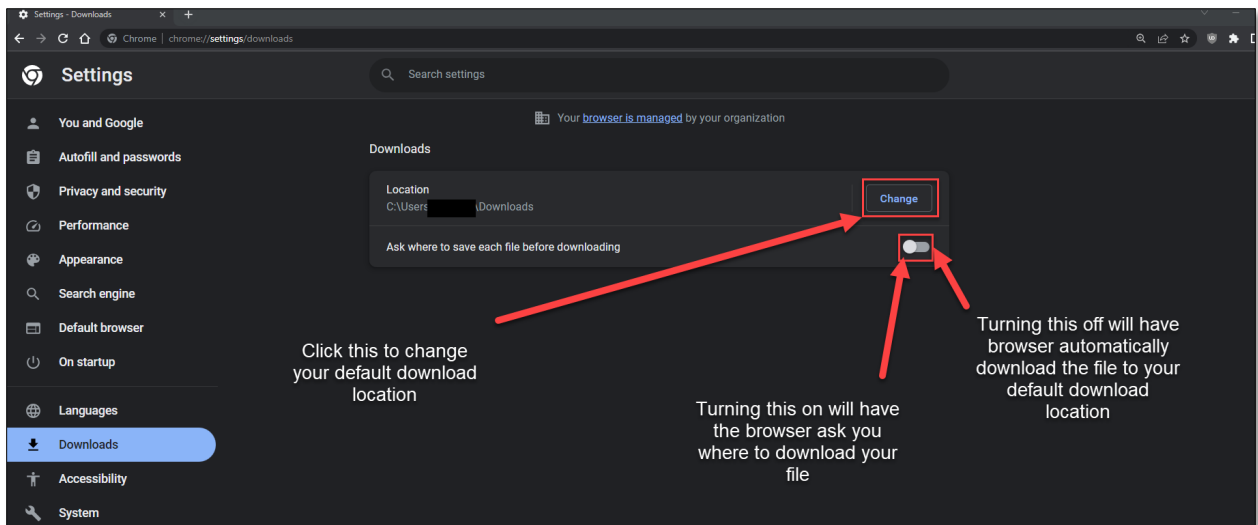
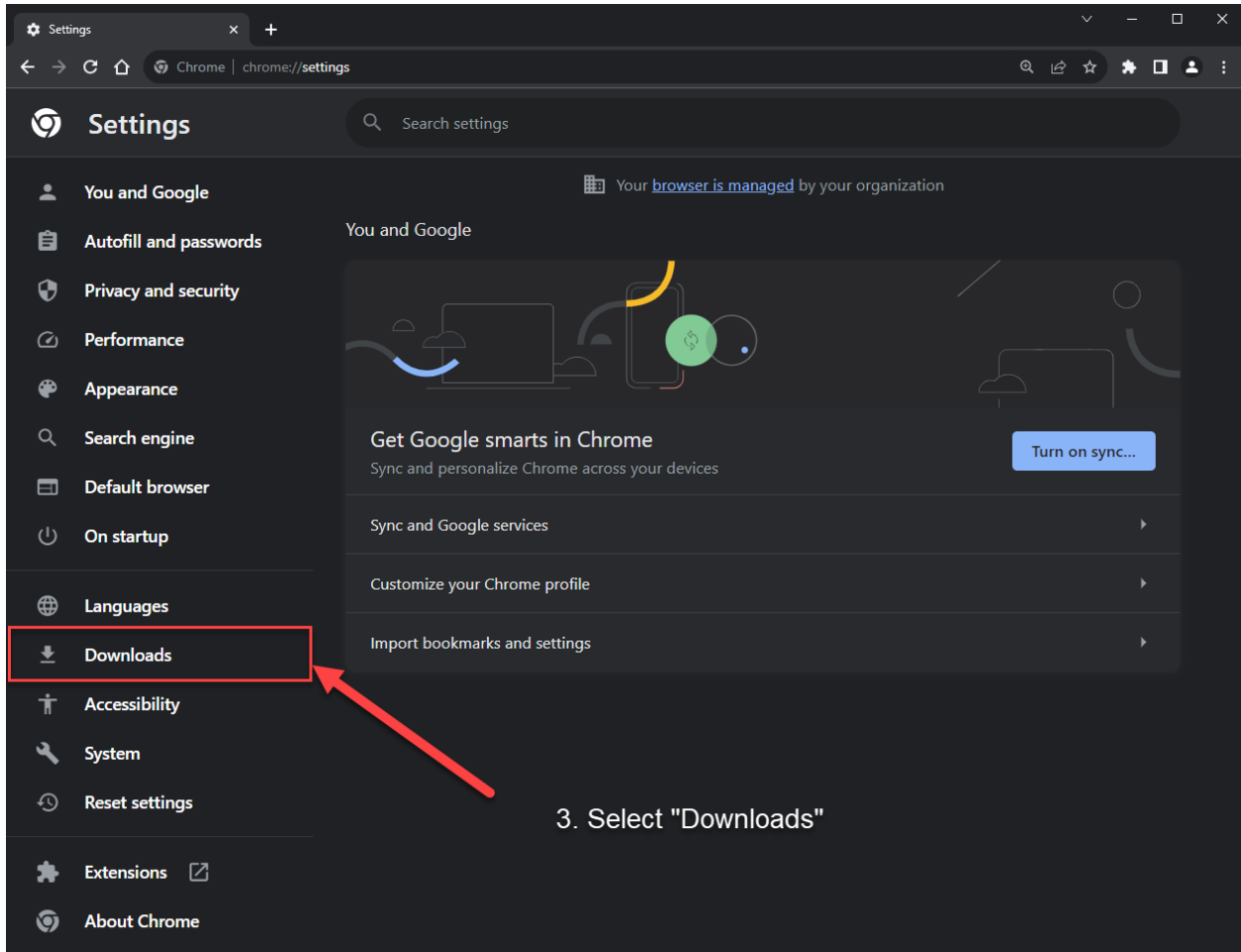




### Google Chrome - [Return to Table of Contents](#)



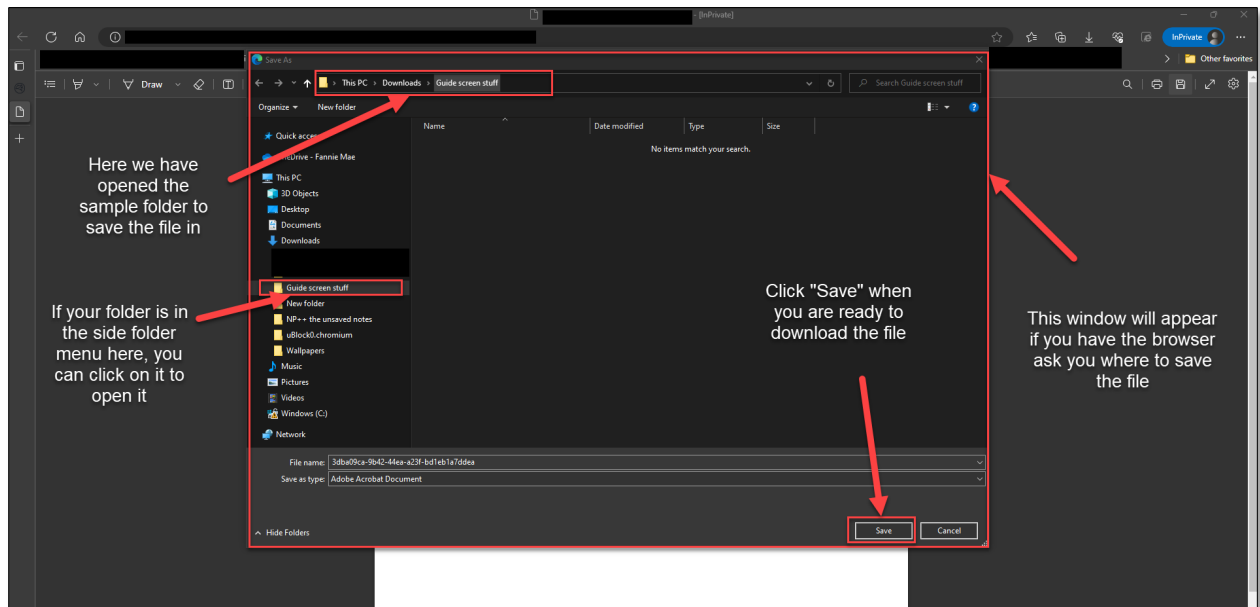
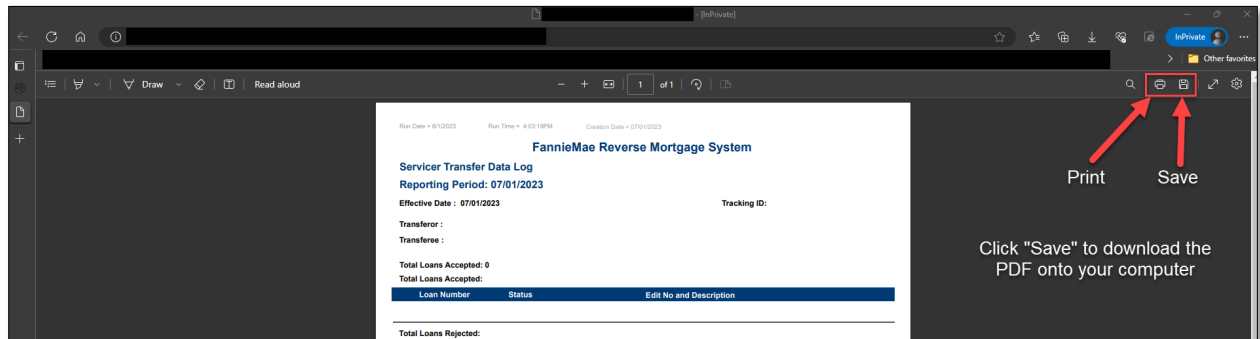




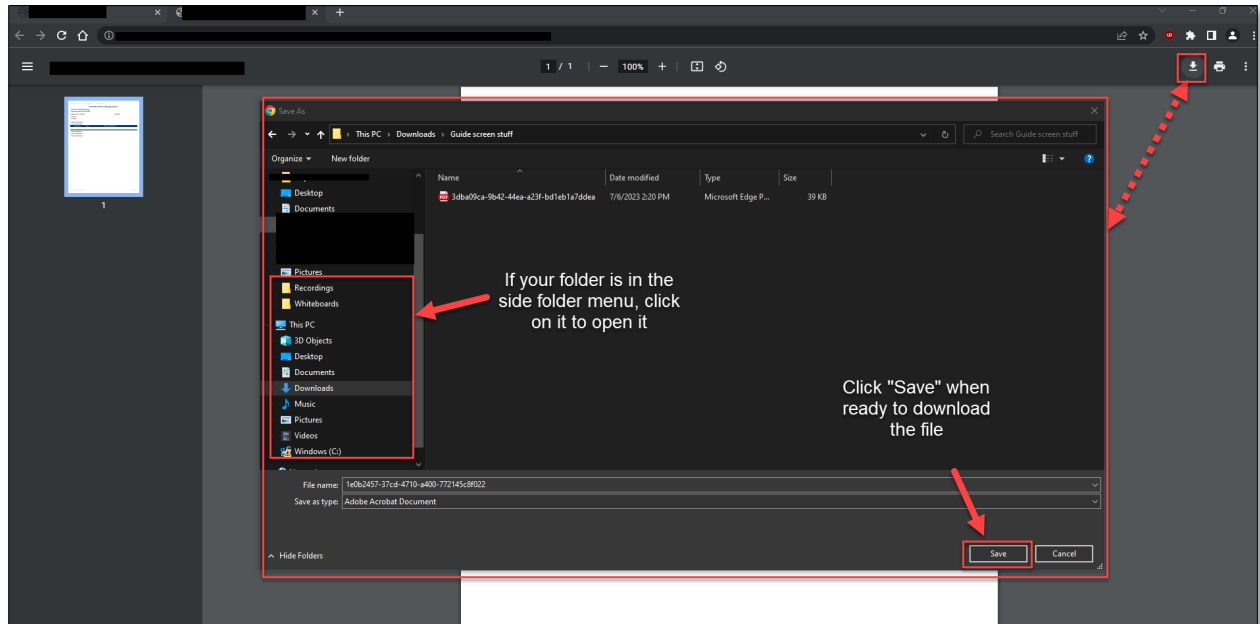
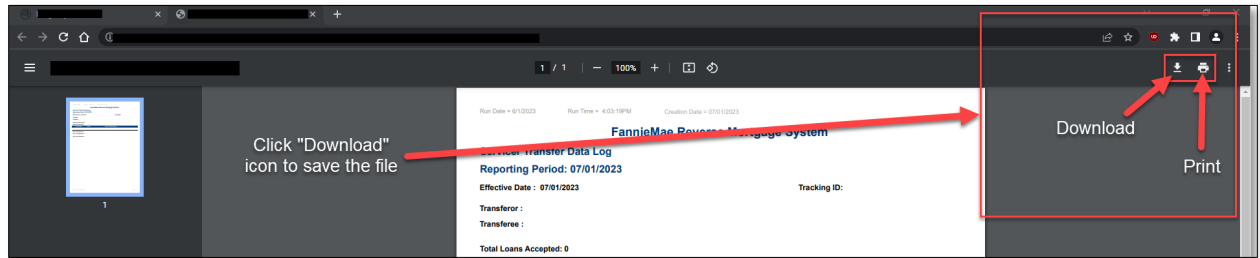


## How do I download PDF files?

Microsoft Edge – [Return to Table of Contents](#)









## Descoped Pages – [Return to Table of Contents](#)

The following pages were not migrated over to the new application. The red boxes and arrows show the subpage or section that was removed.

### Reverse Mortgage – Delivery – [Return to Table of Contents](#)

Application	Menu Item	Status
New application	- Delivery	Present
	- Search & Update Loans	Present
	- View Purchase Advice	Present
	- Contact Info	Present
Old application	- Add Loan	Removed
	- Search & Update Loans	Present
	- Reports	Removed
	- Old Reports	Removed
	- Transmit Loans	Removed
	- Upload File	Removed
	- View Transmission	Removed
	- View Purchase Advice	Present
- Contact Info	Present	



**Main Menu**

Reverse Mortgage ▾

- Accounting / Reporting
- Query Loans
- Query Transactions
- Query Servicer Transfers
- Perform Transactions
- Reports
- View Purchase Advice
- Submit Trial Balance
- View Transmission
- Upload File

**New application**

**Main Menu**

Reverse Mortgage

-Accounting/Reporting

- Query Loans
- Query Transactions
- Query Servicer Transfers
- Perform Transactions
- **Old Reports**
- Reports
- View Purchase Advice
- Submit Trial Balance
- View Transmission
- Upload File

**Old application**

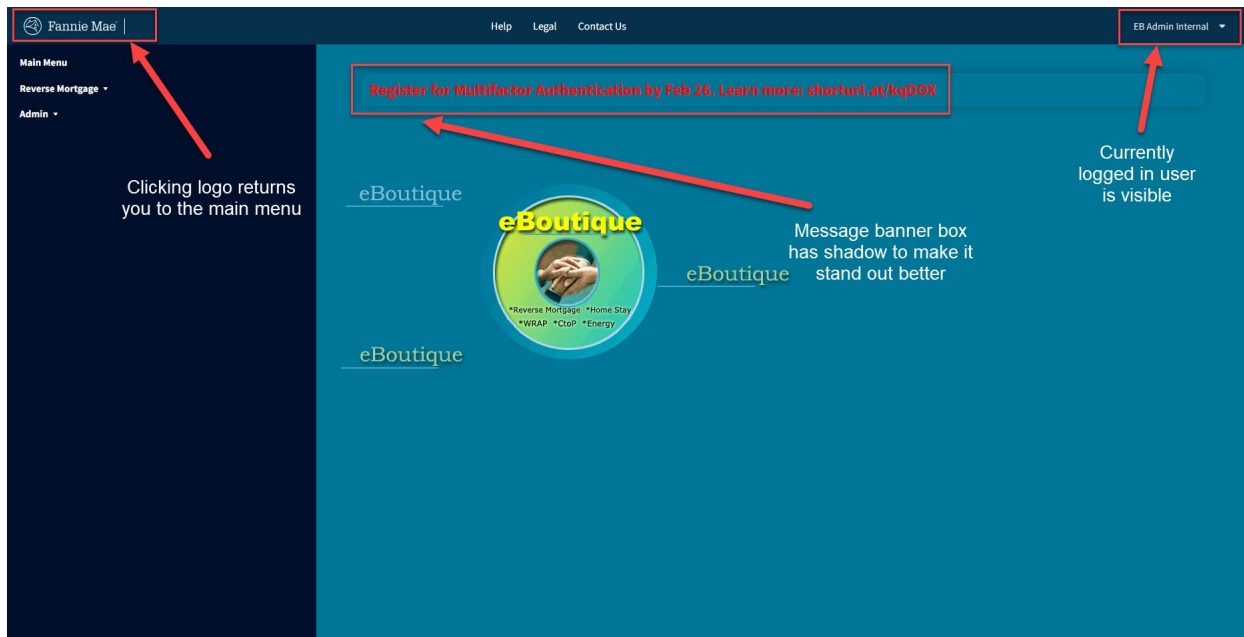




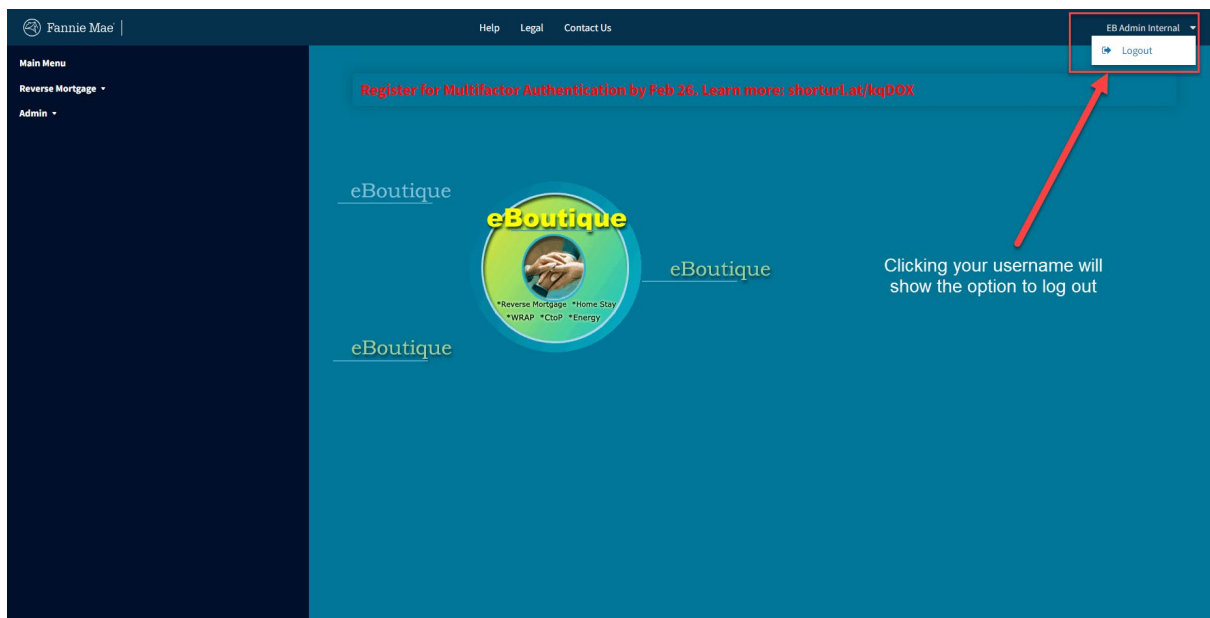
## UI Changes - [Return to Table of Contents](#)

This section displays the UI differences between the new and old application. Key differences are highlighted with arrows and boxes.

### Main Menu - [Return to Table of Contents](#)



### Log Out Button - [Return to Table of Contents](#)





Page will not expand to fit the entire browser window

### Action and Secondary Buttons – [Return to Table of Contents](#)

Action buttons will be blue boxes and secondary buttons are white boxes





### Calendar Date Field – [Return to Table of Contents](#)

The calendar date fields in the new application have been updated to be easier to use.

### How do I use this new calendar? – [Return to Table of Contents](#)

**Report Name:** 01-Disbursement Reconciliation Report (Detailed)

**Report Date:** 08/02/2023

Select the month with ease using this month dropdown list

New application

**Report Name:** 01-Disbursement Reconciliation Report (Detailed)

**Report Date:** 08/02/2023

Use the scroll bar to search for older years

Select the year from the year dropdown list

New application



eBoutique

Help Legal Contact Us EB Admin Internal

### Daily Reports

Report Name: 01-Disbursement Reconciliation Report (Detailed)

Servicer Number:

Fannie Mae Loan Number:

Report Date:  August 2023

Submit Clear Cancel Download (EXCEL)

S	M	T	W	T	F	S
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

Goes to the previous month

Goes to the next month

Select the day from the calendar

New application

eBoutique

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### Daily Reports

Report Name: 01-Disbursement Reconciliation Report (Detailed)

Servicer Number:

Fannie Mae Loan Number:

Report Date:

Submit Clear Cancel Download (Delimited)

Previous year

Previous month

Next month

Next year

Changing the calendar window size to increase the calendar size was non-operational

Old application



How can I clear the date from the field? – [Return to Table of Contents](#)

**Report Name:** 01-Disbursement Reconciliation Report (Detailed)

**Report Date:** 08/02/2023

Buttons: Submit, Clear, Cancel, Download (Delimited), Download (PDF), Download (EXCEL)

Annotations:
 

- 1: Points to the 'X' icon in the date field.
- 2: Points to the 'Clear' button.

How can I clear the date?  
 1. Click the "X" found in the text box  
 2. Click "Clear" button near the bottom of the page

It will revert back to the original value you selected

New application

**Report Name:** 01-Disbursement Reconciliation Report (Detailed)

**Report Date:** 08/01/2023

Buttons: Submit, Clear, Cancel, Download (EXCEL)

Calendar view showing August 2023 with the 1st highlighted.

Annotations:
 

- Red arrow points to the error symbol (triangle with 'x') in the date field.

Manually deleting the date will not clear it from the field

If you see this error symbol, click away from the box

New application





## Upload File Page – [Return to Table of Contents](#)

Additional steps were added for extra security ensuring selected files are safe to upload.

### How do I select a file type? – [Return to Table of Contents](#)

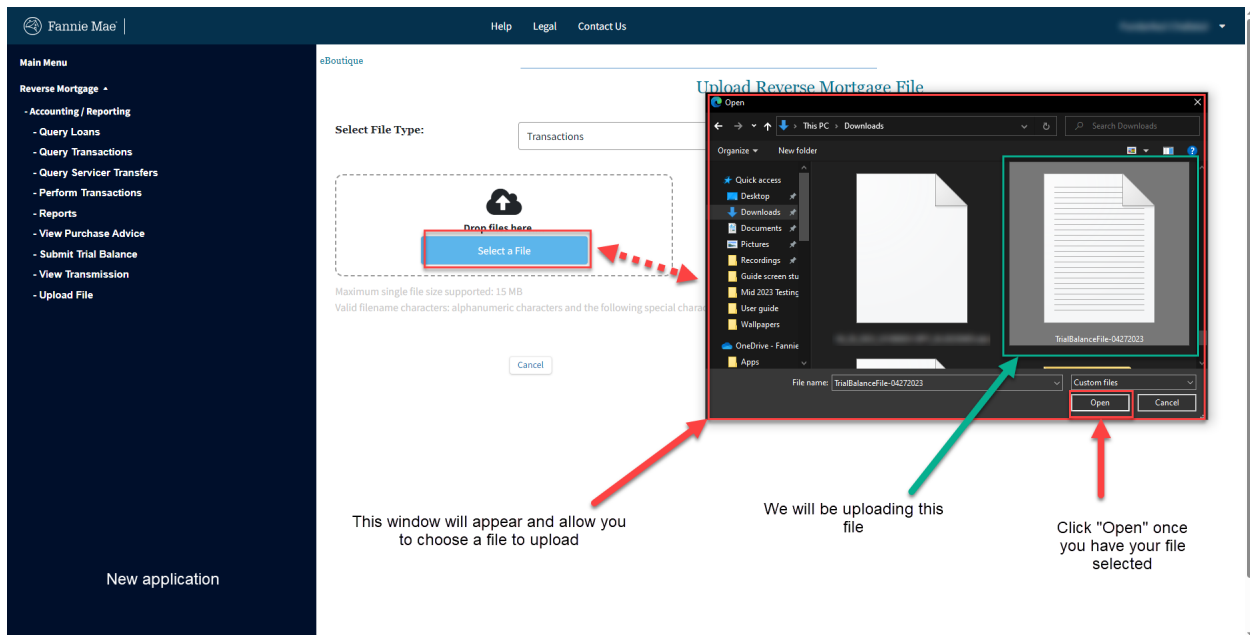
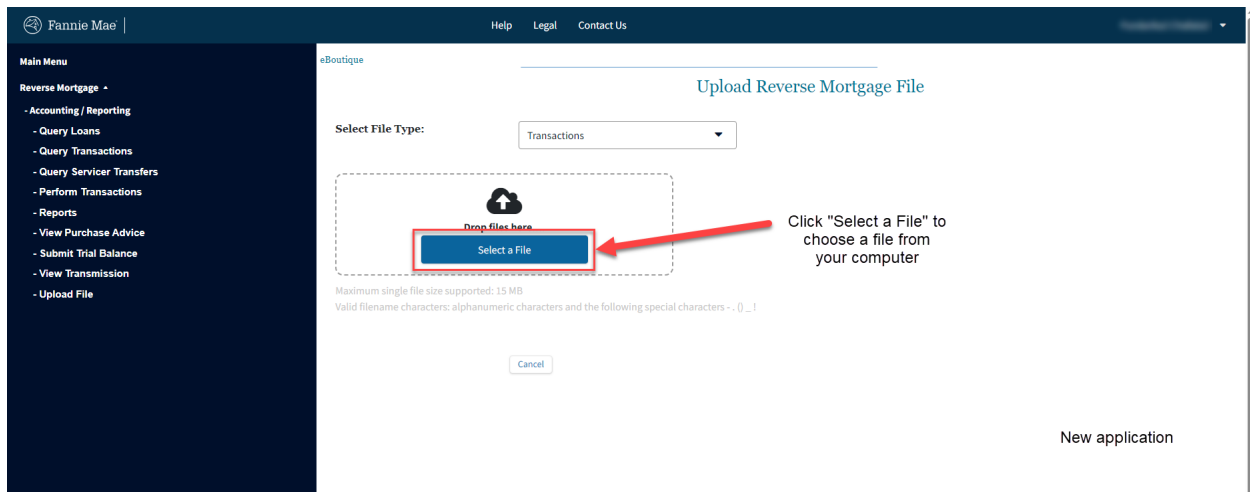
The screenshot shows the 'Upload Reverse Mortgage File' page in the Fannie Mae eBoutique. On the left is a dark blue sidebar with a 'Main Menu' and a 'Reverse Mortgage' section containing various options like 'Accounting / Reporting', 'Query Loans', 'Query Transactions', 'Query Servicer Transfers', 'Perform Transactions', 'Reports', 'View Purchase Advice', 'Submit Trial Balance', 'View Transmission', and 'Upload File'. The main content area has a header 'eBoutique' and 'Upload Reverse Mortgage File'. A 'Select File Type:' dropdown menu is open, showing options: 'Transactions', 'Transactions', 'TrialBalance', and 'ServicingTransfers'. A red box highlights the dropdown, and a red arrow points to the 'ServicingTransfers' option. Below the dropdown is a 'Drop files here...' area with a cloud icon and a 'Select a File' button. At the bottom, there is a 'Cancel' button and the text 'New application'. Below the main content area, the text 'New application' is repeated.

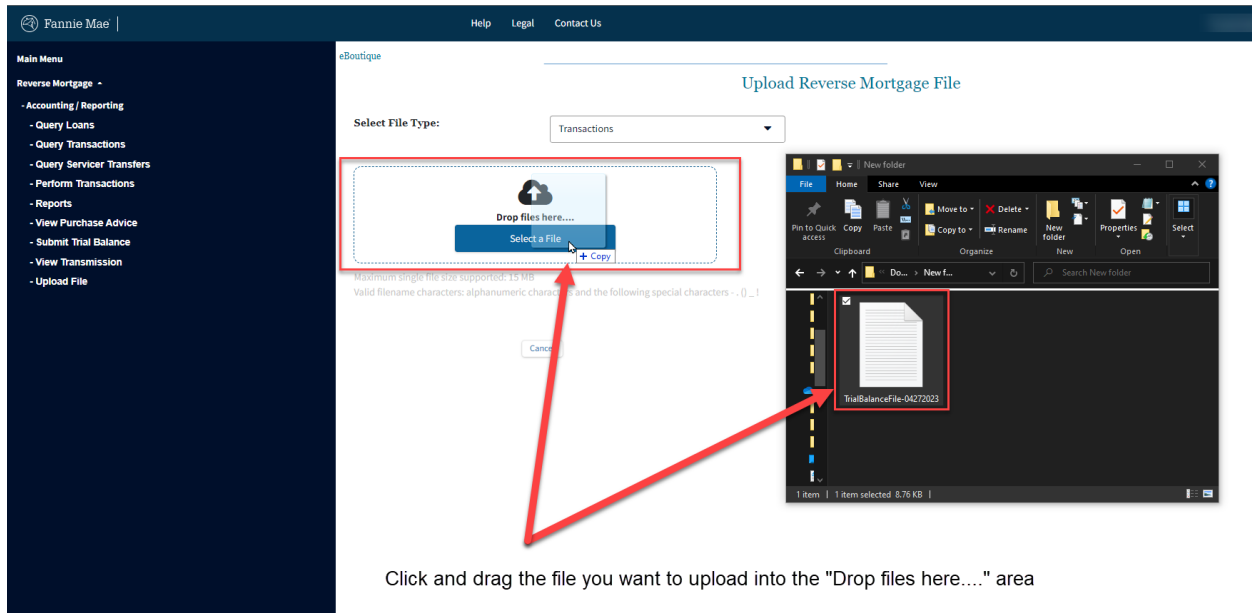
This screenshot is similar to the one above, but the 'Select File Type:' dropdown menu is magnified. The 'ServicingTransfers' option is now the only visible option in the dropdown. A red box highlights the dropdown, and a red arrow points to the 'ServicingTransfers' text. Below the dropdown is the 'Drop files here...' area with a cloud icon and a 'Select a File' button. At the bottom, there is a 'Cancel' button and the text 'New application'. Below the main content area, the text 'New application' is repeated.



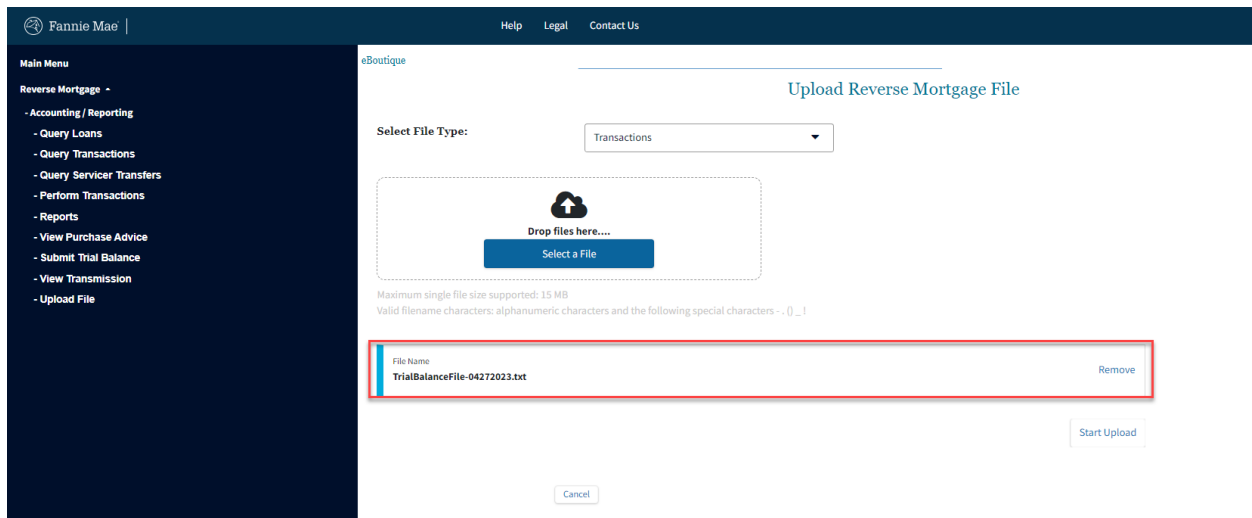
How can I upload a file? – [Return to Table of Contents](#)

Using the “Select a File” Button – [Return to Table of Contents](#)





Click and drag the file you want to upload into the "Drop files here...." area





How do I start the upload after selecting a file? – [Return to Table of Contents](#)

**Upload Reverse Mortgage File**

Select File Type: Transactions

Drop files here...  
Select a File

Maximum single file size supported: 15 MB  
Valid filename characters: alphanumeric characters and the following special characters - \_ . !

File Name  
TrialBalanceFile-04272023.txt

Remove

Start Upload

Cancel

Click "Start Upload" to begin the file upload

This will verify that the file meets the requirements and it is safe to upload into the system

**Upload Reverse Mortgage File**

Select File Type: Transactions

File Name  
TrialBalanceFile-04272023.txt

Uploading File...

Start Upload

Cancel

You will see "Uploading File.." with a loading icon showing the file is currently being uploaded



Upload Reverse Mortgage File

Select File Type: Transactions

File Name: TrialBalanceFile-04272023.txt Complete ✓

Start Upload

Once the "Complete" message shows with the green check mark, then your file has been uploaded successfully

Reverse Mortgage File Upload Status

The following File has been uploaded...

File Name: TrialBalanceFile-04272023.TXT.150378

Your tracking number is shown below. Please keep this number for your records and use it to reference your submission.

Tracking Id: 150378  
47 record(s) were transmitted

A tracking ID is shown for the uploaded file

Warning: Do not hit the Back button, it will resubmit your uploaded file. To view the status and contents of your file, go to the View Transmission screen.

New application



How can I remove a file from being uploaded? – [Return to Table of Contents](#)

**Upload Reverse Mortgage File**

Select File Type: Transactions

Drop files here...  
Select a File

Maximum single file size supported: 15 MB  
Valid filename characters: alphanumeric characters and the following special characters - . \_ !

File Name  
TrialBalanceFile-04272023.txt

Remove

Start Upload

Cancel

Remove button has been magnified for better viewing

Click "Remove" if you don't want this file to be uploaded

New application

**Upload Reverse Mortgage File**

Select File Type: Transactions

Drop files here...  
Select a File

Maximum single file size supported: 15 MB  
Valid filename characters: alphanumeric characters and the following special characters - . \_ !

Cancel

You are now free to select another file for upload by clicking this button

New application



What happens if the file type is not supported? – [Return to Table of Contents](#)

The screenshot shows the 'Upload Reverse Mortgage File' interface. A red box highlights an error message: "You must correct the following error(s) before proceeding: Invalid file type. Supported file types are .dat and .txt". A red arrow points from this message to the file upload area. Another red arrow points from the text "You will receive this error message if you attempt to upload a file that is not supported by the application" to the same error message. Below the error message, the text "The error message has been magnified for better viewing" is present. The interface includes a "Select File Type" dropdown menu set to "Transactions", a "Drop files here..." area with a "Select a File" button, and a "Cancel" button. The page title is "Upload Reverse Mortgage File" and the breadcrumb is "eBoutique".

What happens if the file is larger than the maximum file size supported? – [Return to Table of Contents](#)

The screenshot shows the 'Upload Reverse Mortgage File' interface. A red box highlights an error message: "Following files exceed maximum allowed size: New Text Document.txt". A red arrow points from the text "This message will tell you if your file is too large to upload" to this error message. Below the error message, the text "Image magnified for better viewing" is present. The interface includes a "Select File Type" dropdown menu set to "Transactions", a "Drop files here..." area with a "Select a File" button, and a "Cancel" button. The page title is "Upload Reverse Mortgage File" and the breadcrumb is "eBoutique".



eBoutique

Help Legal Contact Us

EB Admin Internal

Main Menu

Reverse Mortgage

- Delivery
- Search & Update Loans
- View Purchase Advice
- Accounting / Reporting
- Query Loans
- Query Transactions
- Query Servicer Transfers
- Perform Transactions
- Reports
- View Purchase Advice
- Submit Trial Balance
- View Transmission
- Upload File

Admin

List of Transactions

Print or Download to Excel

Shows the number of entries being shown out of the total

Printable View [OK]

Showing 1 to 10 of 38 entries

Delete ?	Servicer Number	Loan Number	Effective Date	Action Code	Transaction Description	Trans Amount	Reversed	Trans ID	Product Type	Receipt Date	Transaction Status	Transaction Type
<input type="checkbox"/>			06/01/2023	SERVICING TRANSFER	Service Transfer	\$0.00	N		HECM	07/31/2023	Applied	Current
<input type="checkbox"/>			06/01/2013	SERVICING TRANSFER	Service Transfer	\$0.00	N		HECM	05/28/2013	Applied	Current
<input type="checkbox"/>			06/02/2023	44-UNSCHEDED NET LINE CREDIT	Unscheduled Payment	\$500.00	N		HECM	06/02/2023	Applied	Current
<input type="checkbox"/>			04/21/2023	44-UNSCHEDED NET LINE CREDIT	Unscheduled Payment	\$1,000.00	N		HECM	04/21/2023	Applied	Current
<input type="checkbox"/>			02/02/2023	44-UNSCHEDED NET LINE CREDIT	Unscheduled Payment	\$1,500.00	N		HECM	02/02/2023	Applied	Current
<input type="checkbox"/>			05/17/2022	44-UNSCHEDED NET LINE CREDIT	Unscheduled Payment	\$1,000.00	N		HECM	05/17/2022	Applied	Current
<input type="checkbox"/>			01/20/2022	44-UNSCHEDED NET LINE CREDIT	Unscheduled Payment	\$2,000.00	N		HECM	01/20/2022	Applied	Current
<input type="checkbox"/>			08/19/2021	44-UNSCHEDED NET LINE CREDIT	Unscheduled Payment	\$1,500.00	N		HECM	08/19/2021	Applied	Current
<input type="checkbox"/>			08/03/2021	44-UNSCHEDED NET LINE CREDIT	Unscheduled Payment	\$1,500.00	N		HECM	08/03/2021	Applied	Current
<input type="checkbox"/>			01/19/2021	44-UNSCHEDED NET LINE CREDIT	Unscheduled Payment	\$1,000.00	N		HECM	01/19/2021	Applied	Current

Pagination for table

1 2 3 4 Next 10

Changes the number of entries displayed for each page

eBoutique

Help Legal Contact Us Logout

Main Menu

Reverse Mortgage

- Delivery
- Search & Update Loans
- Reports
- Old Reports
- View Transmission
- View Purchase Advice

Accounting/Reporting

- Query Loans
- Query Transactions
- Query Servicer Transfers
- Perform Transactions
- Old Reports
- Reports
- View Purchase Advice
- Submit Trial Balance
- View Transmission
- Upload File

Custodian

Admin

List of Transactions

Printable View [OK]

Records: Total Found: 38 Current Set: 2 Show 25 Per Page 1

Delete ?	Servicer Number	Loan Number	Effective Date	Action Code	Transaction Description	Trans Amount	Reversed	Trans ID	Product Type	Receipt Date	Transaction Status	Transaction Type
<input type="checkbox"/>			06/01/2023	SERVICING TRANSFER	Service Transfer	\$0.00	N		HECM	07/31/2023	Applied	Current
<input type="checkbox"/>			06/01/2013	SERVICING TRANSFER	Service Transfer	\$0.00	N		HECM	05/28/2013	Applied	Current
<input type="checkbox"/>			06/02/2023	44-UNSCHEDED NET LINE CREDIT	Unscheduled Payment	\$500.00	N		HECM	06/02/2023	Applied	Current
<input type="checkbox"/>			04/21/2023	44-UNSCHEDED NET LINE CREDIT	Unscheduled Payment	\$1,000.00	N		HECM	04/21/2023	Applied	Current
<input type="checkbox"/>			02/02/2023	44-UNSCHEDED NET LINE CREDIT	Unscheduled Payment	\$1,500.00	N		HECM	02/02/2023	Applied	Current
<input type="checkbox"/>			05/17/2022	44-UNSCHEDED NET LINE CREDIT	Unscheduled Payment	\$1,000.00	N		HECM	05/17/2022	Applied	Current
<input type="checkbox"/>			01/20/2022	44-UNSCHEDED NET LINE CREDIT	Unscheduled Payment	\$2,000.00	N		HECM	01/20/2022	Applied	Current
<input type="checkbox"/>			08/19/2021	44-UNSCHEDED NET LINE CREDIT	Unscheduled Payment	\$1,500.00	N		HECM	08/19/2021	Applied	Current
<input type="checkbox"/>			08/03/2021	44-UNSCHEDED NET LINE CREDIT	Unscheduled Payment	\$1,500.00	N		HECM	08/03/2021	Applied	Current
<input type="checkbox"/>			01/19/2021	44-UNSCHEDED NET LINE CREDIT	Unscheduled Payment	\$1,000.00	N		HECM	01/19/2021	Applied	Current
<input type="checkbox"/>			12/11/2020	44-UNSCHEDED NET LINE CREDIT	Unscheduled Payment	\$2,000.00	N		HECM	12/11/2020	Applied	Current
<input type="checkbox"/>			07/10/2020	44-UNSCHEDED NET LINE CREDIT	Unscheduled Payment	\$1,000.00	N		HECM	07/10/2020	Applied	Current
<input type="checkbox"/>			02/24/2020	94-UNSCHEDED PROP PRESERVATION	Unscheduled Payment	\$135.00	N		HECM	02/24/2020	Applied	Current
<input type="checkbox"/>			02/24/2020	94-UNSCHEDED PROP PRESERVATION	Unscheduled Payment	\$5.00	N		HECM	02/24/2020	Applied	Current
<input type="checkbox"/>			02/05/2020	44-UNSCHEDED NET LINE CREDIT	Unscheduled Payment	\$1,000.00	N		HECM	02/05/2020	Applied	Current
<input type="checkbox"/>			11/26/2019	44-UNSCHEDED NET LINE CREDIT	Unscheduled Payment	\$3,000.00	N		HECM	11/26/2019	Applied	Current
<input type="checkbox"/>			05/24/2019	44-UNSCHEDED NET LINE CREDIT	Unscheduled Payment	\$6,000.00	N		HECM	05/24/2019	Applied	Current
<input type="checkbox"/>			04/08/2019	44-UNSCHEDED NET LINE CREDIT	Unscheduled Payment	\$3,000.00	N		HECM	04/08/2019	Applied	Current
<input type="checkbox"/>			02/28/2019	44-UNSCHEDED NET LINE CREDIT	Unscheduled Payment	\$1,000.00	N		HECM	02/28/2019	Applied	Current
<input type="checkbox"/>			02/01/2019	44-UNSCHEDED NET LINE CREDIT	Unscheduled Payment	\$1,500.00	N		HECM	02/01/2019	Applied	Current
<input type="checkbox"/>			10/05/2018	44-UNSCHEDED NET LINE CREDIT	Unscheduled Payment	\$6,000.00	N		HECM	10/05/2018	Applied	Current
<input type="checkbox"/>			09/07/2018	44-UNSCHEDED NET LINE CREDIT	Unscheduled Payment	\$2,000.00	N		HECM	09/07/2018	Applied	Current
<input type="checkbox"/>			05/24/2018	44-UNSCHEDED NET LINE CREDIT	Unscheduled Payment	\$1,000.00	N		HECM	05/24/2018	Applied	Current
<input type="checkbox"/>			04/26/2018	44-UNSCHEDED NET LINE CREDIT	Unscheduled Payment	\$1,000.00	N		HECM	04/26/2018	Applied	Current
<input type="checkbox"/>			02/20/2018	44-UNSCHEDED NET LINE CREDIT	Unscheduled Payment	\$1,000.00	N		HECM	02/20/2018	Applied	Current

Records: Total Found: 38 Current Set: 2 Show 25 Per Page 1

Select All Unselect All Delete Cancel

Shown at top and bottom of table





### Trial Balance Results Table – [Return to Table of Contents](#)

**Main Menu**

Reverse Mortgage -

- Accounting / Reporting
- Query Loans
- Query Transactions
- Query Servicer Transfers
- Perform Transactions
- Reports
- View Purchase Advice
- Submit Trial Balance
- View Transmission
- Upload File

After data is entered in this page and submitted, then you will see the "Trial Balance Results" page

Submit Trial Balance

*Identify Loan:*

Loan Number:

FHA Case Number:

Reporting Period:

---

*Enter loan balance trial Information:*

Interest Rate:

Loan Balance:

Orig Line Of Credit:

Payment Plan:

Net Prin Limit:

Net Line Of Credit:

*Set Asides*

1st Year Prop Chgs:

Repairs:

Scheduled Payment:

Tax/Insurance:

Servicing Fee:

Term:

---

*Enter purchasing data trial Information:*

Closing Date:

Exp Avg Int Rate:

Margin:

Borrower Birthdate:

Max Claim Amount:

Service Fee:

Trial Balance Results New application

*Of the loan attributes entered only the following attributes were found to differ:*

	Your Value	Fannie Mae Value
<b>Interest Rate</b>	12351235523%	5.56%
<b>Payment Plan</b>	Term	Line of Credit

Expanded table and large row and column labels

Trial Balance Results

*Of the loan attributes entered only the following attributes were found to differ:*

	Your Value	Fannie Mae Value
<b>Interest Rate</b>	1234135%	5.56%
<b>Payment Plan</b>	Term	LOC

Old application



Loan Details Table – [Return to Table of Contents](#)

eBoutique

### Loan Details

**New application**

<b>Fannie Mae Loan Number:</b>	[REDACTED]	<b>FHA Case Number:</b>	[REDACTED]
<b>Servicer Number:</b>	[REDACTED]	<b>Scheduled Payment Status:</b>	Default
<b>Product Type:</b>	HECM	<b>Loan Status:</b>	0-LOAN ACTIVE
<b>Interest Rate Type:</b>	Adjustable		
<b>Payment Plan:</b>	Line of Credit	<b>Monthly Taxes/Insurance:</b>	\$0.00
<b>Monthly Scheduled Payment:</b>	\$0.00	<b>Loan Term:</b>	0
<b>Interest Rate:</b>	5.720%	<b>Margin:</b>	1.00%
<b>Funding Date:</b>	[REDACTED]	<b>Purchase Date:</b>	[REDACTED]
<b>Next Adjusted Date:</b>	[REDACTED]	<b>Lender Loan ID:</b>	[REDACTED]
<b>Address:</b>	MPKHRADFPDARBEZ_N_P_I_City: [REDACTED]		
<b>State:</b>	FL	<b>Zip:</b>	[REDACTED]

Current Loan Balances		Begin Loan Balances	
<b>Loan Balance:</b>	\$269,053.11	<b>Begin Loan Balance:</b>	\$269,053.11
<b>Servicing Fee Set-Aside:</b>	\$4,054.11	<b>Begin Servicing Fee Set-Aside:</b>	\$4,054.11
<b>Repairs Set-Aside:</b>	\$0.00	<b>Begin Repairs Set-Aside:</b>	\$0.00
<b>First Year Property Charges:</b>	\$0.00	<b>Begin First Year Property Charges:</b>	\$0.00
<b>Taxes/Insurance Set-Aside:</b>	\$0.00		

Row labels are bold for better visibility

eBoutique

### Loan Detail

<b>Fannie Mae Loan Number:</b>	[REDACTED]	<b>FHA Case Number:</b>	2217112252
<b>Servicer Number:</b>	[REDACTED]	<b>Scheduled Payment Status:</b>	Default
<b>Product Type:</b>	HECM	<b>Loan Status:</b>	0-LOAN ACTIVE
<b>Interest Rate Type:</b>	Adjustable		
<b>Payment Plan:</b>	Line of Credit	<b>Monthly Taxes/Insurance:</b>	\$0.00
<b>Monthly Scheduled Payment:</b>	\$0.00	<b>Loan Term:</b>	0
<b>Interest Rate:</b>	5.72%	<b>Margin:</b>	1%
<b>Funding Date:</b>	[REDACTED]	<b>Purchase Date:</b>	[REDACTED]
<b>Next Adjusted Date:</b>	[REDACTED]	<b>Lender Loan ID:</b>	[REDACTED]
<b>Address:</b>	MPKHRADFPDARBEZ_N_P_I_City: [REDACTED]		
<b>State:</b>	FL	<b>Zip:</b>	[REDACTED]

Current Loan Balances		Begin Loan Balances	
<b>Loan Balance:</b>	\$269,053.11	<b>Begin Loan Balance:</b>	\$269,053.11
<b>Servicing Fee Set-Aside:</b>	\$4,054.11	<b>Begin Servicing Fee Set-Aside:</b>	\$4,054.11
<b>Repairs Set-Aside:</b>	\$0.00	<b>Begin Repairs Set-Aside:</b>	\$0.00
<b>First Year Property Charges:</b>	\$0.00	<b>Begin First Year Property Charges:</b>	\$0.00
<b>Taxes/Insurance Set-Aside:</b>	\$0.00	<b>Begin Taxes/Insurance Set-Aside:</b>	\$0.00
<b>Line of Credit Reserve:</b>	-\$2,692.04	<b>Begin Line of Credit Reserve:</b>	-\$2,692.04
<b>Net Line of Credit:</b>	-\$7,629.71	<b>Begin Net Line of Credit:</b>	-\$7,629.71
<b>Unscheduled Loan Balance:</b>	\$4,937.67	<b>Begin Unscheduled Loan Balance:</b>	\$4,937.67
<b>Principal Limit:</b>	\$265,477.51	<b>Begin Principal Limit:</b>	\$265,477.51
<b>Net Principal Limit:</b>	-\$7,629.71	<b>Begin Net Principal Limit:</b>	-\$7,629.71
<b>Outstanding Cash Balance:</b>		<b>Begin Outstanding Cash Balance:</b>	

Row labels are not bolded

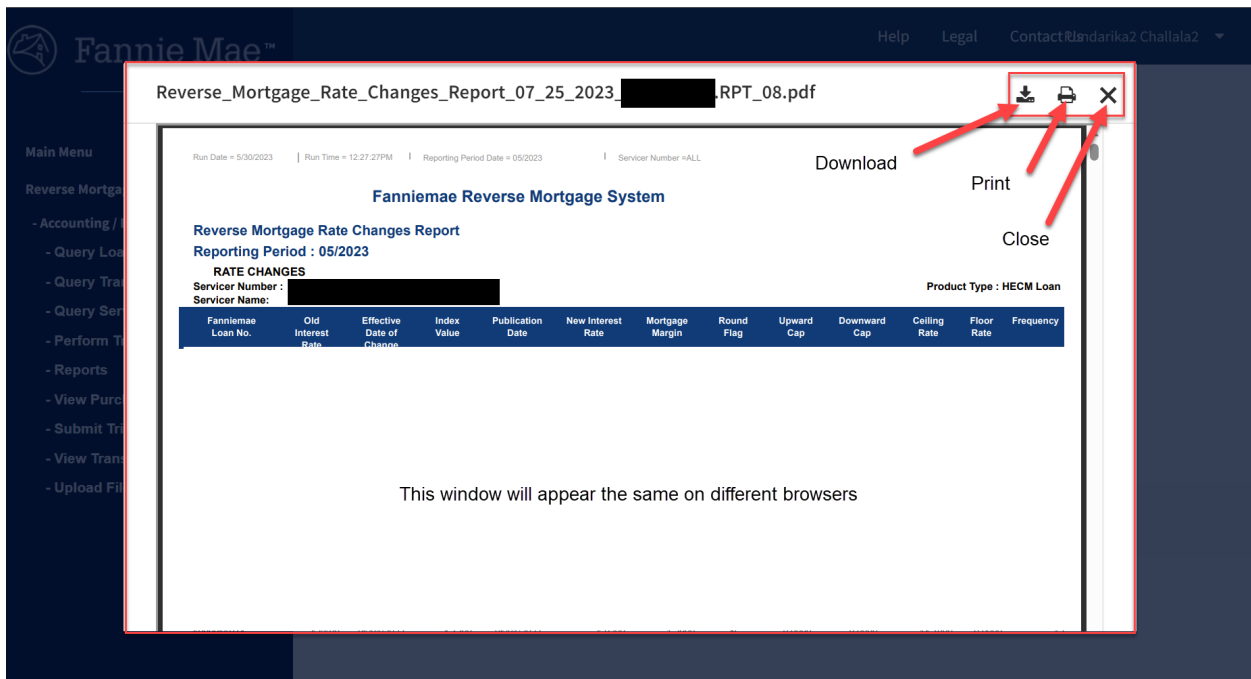
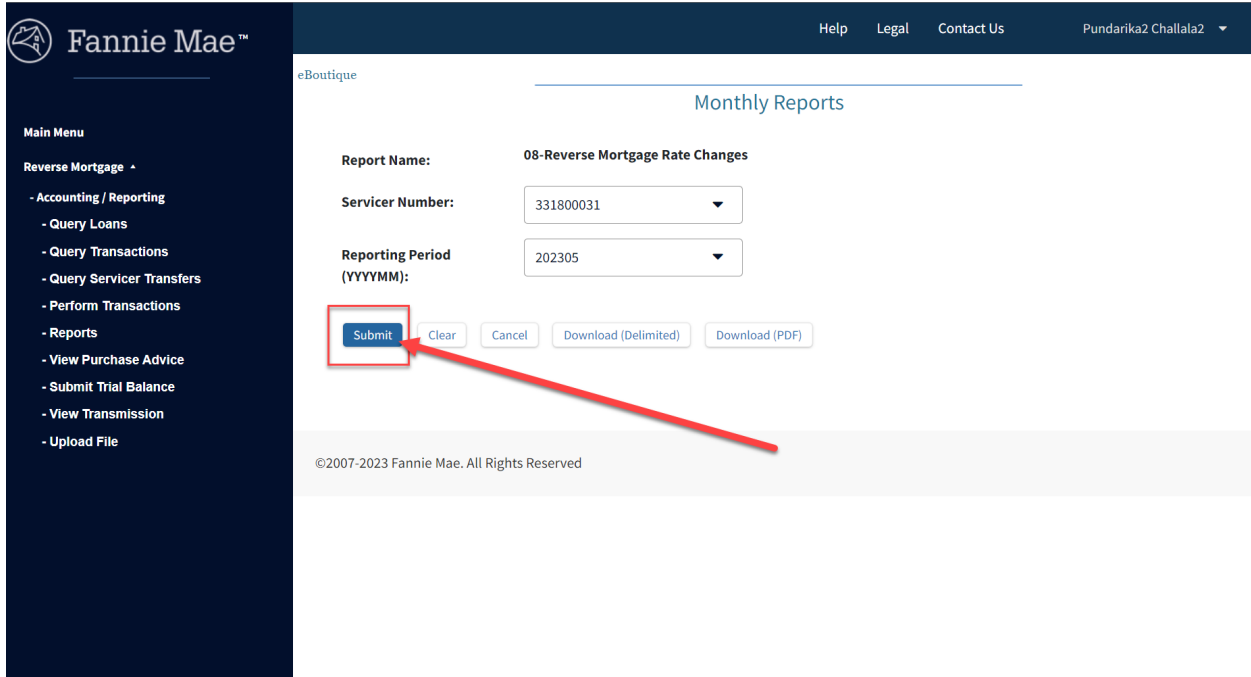
Old application

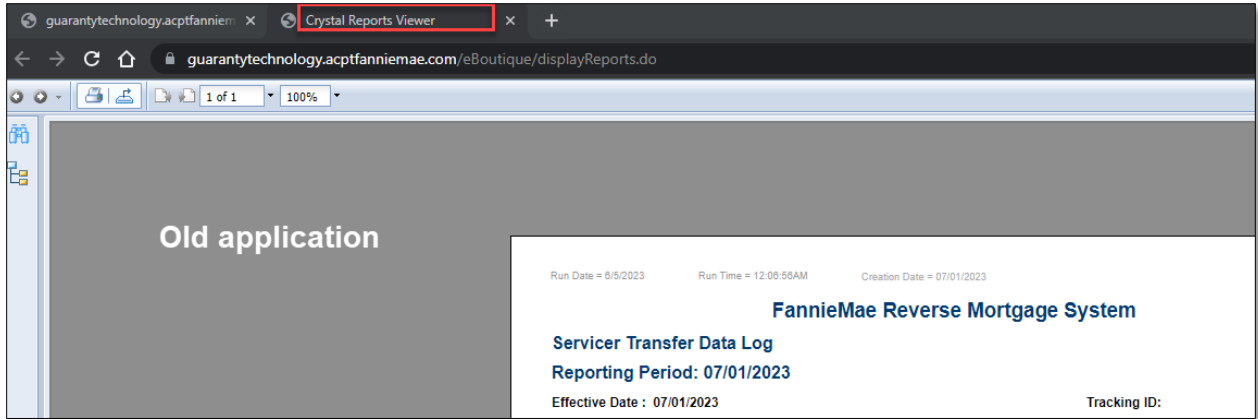


# Reports – [Return to Table of Contents](#)

## Reports Viewer – [Return to Table of Contents](#)

Instead of the Crystal Report Viewer, the new application displays the report in a pop-up window allowing the user to download or print the PDF file.





Report Page Buttons – [Return to Table of Contents](#)