



# Exception Reporting Portal Servicer User Manual





## Revision History

Version	Date Revised	Description/Reason for Revision
1.00	10/01/2018	New Document
1.01	07/16/2019	<p>Illustration of Save Icon added to page 26 for clarity.</p> <p><b>Report Types Retired and Removed page 45.</b> DQR_FNMA_MOD_TERM_QC DQR_FNMA_MOD_PRIORELG DQR_FNMA_MOD_INTRT_QC DQR_MOD_PROP_VAL_QC DQR_FNMA_MOD_RT_DIFF DQR_MOD_PI_0_PCT DQR_SVC_FEE_NOTE_RT DQR_MOD_DELQ_INT_CALC</p> <p><b>Report Types Added page 45.</b> DQR_FLEX_MOD_INT_RATE DQR_DISASTER_CAP_EXT DQR_FLEX_MOD_FORB CMDS</p>
1.02	08/03/2020	<p>Added two new sections: Updating User Email Notifications, Bulk Decisioning Tasks or Exceptions</p> <p>Updated steps/screenshots throughout manual to mirror the existing ERP</p> <p>Retired the HAMP_Mismatch_Recon Report</p> <p>Added the Forbearance Duration Report and the Unapproved Attorney List Report</p>
1.03	12/22/2021	Added “Follow-Up” Report Status
1.04	07/24/2025	Updated to reflect new DRS SSO functionality



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## Exception Reporting Portal Overview

This document provides process instructions for the Exception Reporting Portal (ERP). The ERP is simple to navigate and allows Fannie Mae servicers to maximize efficiency and easily manage pipelines with features such as:

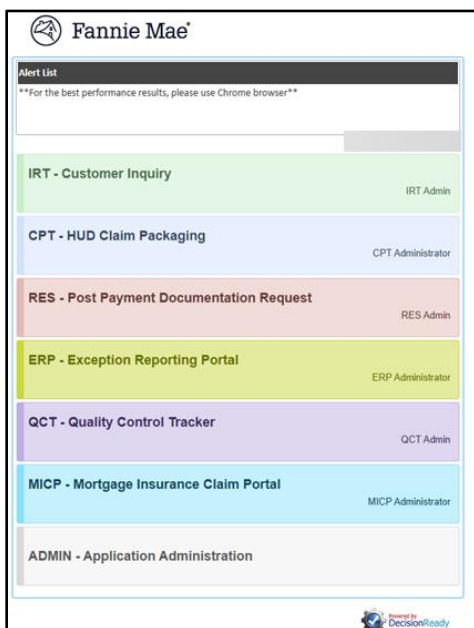
- Simple reporting capabilities,
- Real-time access to pipeline activities and communication with Fannie Mae analysts,
- Easy access to loan details, and
- The ability to resolve case issues in one place.

## Logging into the Exception Reporting Portal

1. Access the [Exception Reporting Portal](#).
2. Click **Login with fmsso**.

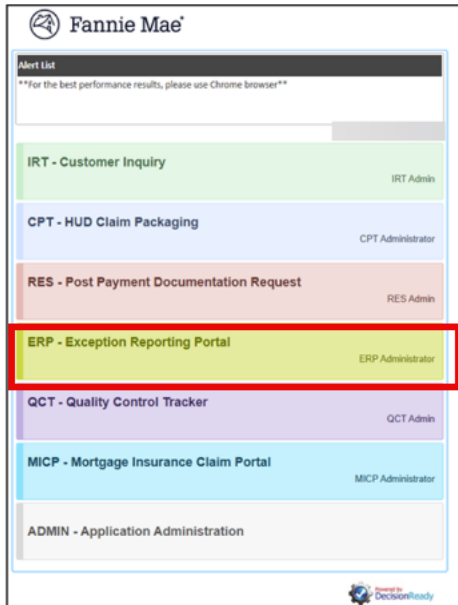


**NOTE:** Upon authentication via SSO, the user is automatically redirected to the DRS listings screen. This screen displays only the DRS applications that the user is authorized to access.



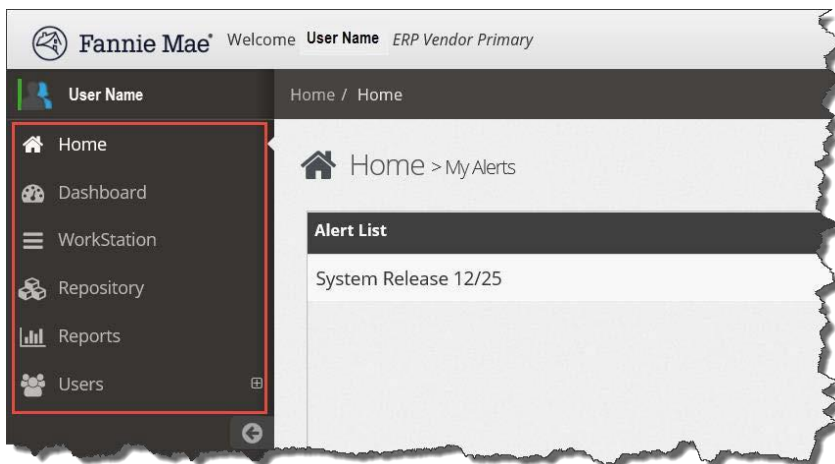


3. Click **ERP – Exception Reporting Portal** from the list of applications.



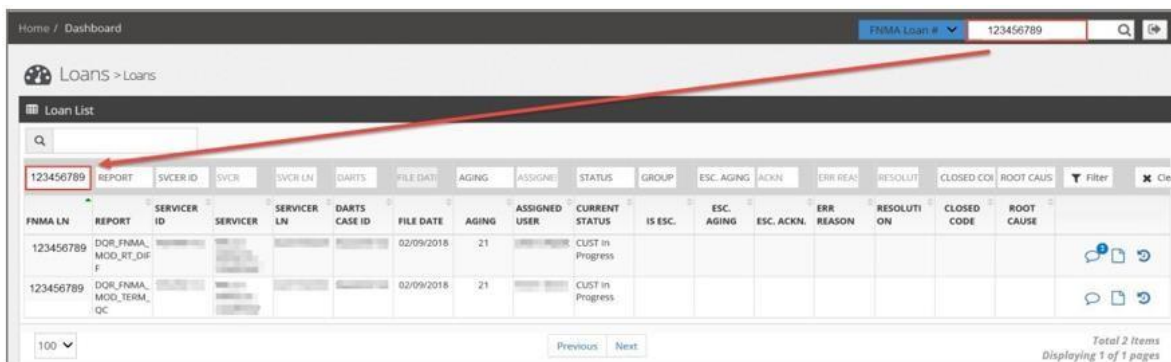
## Main Menu – Home Screen

After the user logs in successfully, the application displays the Home screen as well as the main menu items on the left-hand side of the screen.



Alerts such as announcements, scheduled outages, and enhancements are displayed in the **My Alerts** box on the Home screen.

Enter a loan number in the **FNMA Loan #** search field in the upper-right corner to display all the instances of that loan within ERP Reports. This search functionality is available on all ERP screens.


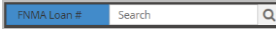










## ERP Basic Navigation

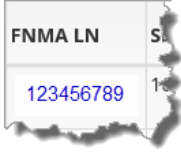







Review the tables below for common navigation features and definitions.

### Navigation Icons

Icon Name	Icon	Definition
<b>FNMA LN # Link</b>		Fannie Mae loan number link to <a href="#">Workstation</a> .
<b>FNMA Loan # Search</b>		Located in the upper-right corner of every screen.  Enter the FNMA Loan # to search for this loan in all reports.
<b>Sign Out</b>		Located in the upper-right corner of each screen. It is best practice to sign out of the system rather than closing the browser to ensure the session ends properly.
<b>Collapse Main Menu/Full Screen</b>		Located in the upper-right corner of each screen. Click to completely collapse the main menu to make workspace full-screen.
<b>Collapse Main Menu to Icons</b>		Located at the bottom of the menu panel on the left side. Click to collapse the main menu to display icons only or to reopen the panel.
<b>Collapse Dashboard Box</b>		Located at the top right corner of every dashboard box.  Click to collapse a particular box on the dashboard.
<b>Full Screen</b>		Located at the top right corner of every dashboard box.  Click to view any dashboard box to view the box in full- screen mode.
<b>CSV</b>		Located on the report pages. Click to download the report into a CSV file to be viewed and manipulated in Excel.



## Actionable Icons

Actionable Links/Icons	Purpose
	From the Loan List, the Fannie Mae loan number hyperlink routes the user to <a href="#">Workstation</a> .
	View activity log.
	Save.
	Vendor questions to Fannie Mae.
	Allows the servicer to mark an exception that has been reviewed without taking action.
	View comments. The circled number indicates the number of comments present.
	View/add attachments.
	View activity log.

## Page Setup

When creating reports through the Dashboard, Workstation, Repository, or Reports options, the default setting for results per page is 100. This can be customized.

1. Click the **Results per Page** drop-down in the lower-left corner to change the setting to 20 or 50 results per page.
2. Use the **Previous** and **Next** buttons to navigate from page to page.
3. Note the total number of pages in the bottom, lower-right corner of the report.

[illegible]

# Dashboard

The Dashboard provides pipeline monitoring at a glance. Click on the blue number links to display the [Workstation](#) and review/decision exceptions.

Click and drag dashboard boxes to rearrange according to user preference. Dashboard modules and their functions are outlined below.

Welcome | ERP Vendor Primary

Exception Reporting Portal

Home / Dashboard

ERP

EMMA Loan #

Search

Home
Dashboard
Workstation
Repository
Reports
Users

Dashboard

Exception Reporting Portal (KPIs)

- Pending customer question <= 3 days old
- Pending customer question > 3 days old
- Customer question responded

Active Loan Pipeline by Report Type and Status

ID	Report Type	CUST In Progress	Pending System Update
11	ODR_MOD_IN_ACTIVE_TRAX		
15	HAMP_MISMATCH_RECON		
16	HAMP_CASE_MISSING_IN_DARTS		
17	HAMP_LOST_GOOD_STANDING		
21	ODR_FLEX_MOO_FORB		
22	ODR_DISASTER_CAP_EXT		
23	ODR_FLEX_MOO_INT_RATE		
25	ODR_DISASTER_EXT		

Loans By Status

Active Loan Pipeline Aging

Service Name	Aging < 30	31 - 45	46 - 60	61 - 90	90 +
INC.	5			6	

## Exception Reporting Portal (KPIs)

Servicers can monitor response times for questions submitted to Fannie Mae.

1. Click the blue number link to view the Loan List associated with each timeframe (KPI).

Exception Reporting Platform (KPI's)	
0	Pending customer question <=3 days old
2	Pending customer question > 3 days old
3	Customer question responded





The Loan List displays.

Loan List																
FNMA LN	REPORT	SVCR ID	SVCR	SVCR LN	DARTS	FILE DA	AGING	ASSIGN	STATUS	GROUP	ESC. AGING	ACKN	ERR RE	RESOLUT	CLOSED CO	ROOT CAUS
FNMA LN	REPORT	SERVICER ID	SERVICER	SERVICER LN	DARTS CASE ID	FILE DATE	AGING	ASSIGNED USER	CURRENT STATUS	IS ESC.	ESC. AGING	ESC. ACKN.	ERR. REASON	RESOLUTION	CLOSED CODE	ROOT CAUSE
123456789	DQR_FNM A_MOO_RT _DIFF					02/09/201 8	26		FNMA In Progress				Incorrect Campaign ID	Case Canceled - Resubmitted		
	DQR_FNM A_MOO_RT _DIFF					02/09/201 8	26		Exclusion				Keystroke	Not Resolved - Request for FNMA Exclusion	Analyst Override	Servicer system error

2. Click [Actionable Icons](#) to view recent activity on a loan.

Active Loan Pipeline Aging

Manage the pipeline by exception age from less than 30 days to greater than 90 days.

1. Click the blue number link associated with each aging period to be routed directly to that loan population.

Active Loan Pipeline Aging					
Servicer Name		Aging < 30	31 - 45	46 - 60	61 - 90
ABC Loan Servicing		354	242		

The Loan List displays.

Loans > Loans																
Loan List																
FNMA LN	REPORT	SVCR ID	SVCR	SVCR LN	DARTS	FILE DATE	AGING	ASSIGNED	STATUS	GROUP	ESC. AGING	ACKN	ERR REAS	RESOLUT	CLOSED CO	ROOT CAUS
FNMA LN	REPORT	SERVICER ID	SERVICER	SERVICER LN	DARTS CASE ID	FILE DATE	AGING	ASSIGNED USER	CURRENT STATUS	IS ESC.	ESC. AGING	ESC. ACKN.	ERR. REASON	RESOLUTION	CLOSED CODE	ROOT CAUSE
123456789	DQR_MOD_P ROP_VAL_QC					02/08/2018	26		CUST In Progress							
	DQR_MOD_P ROP_VAL_QC					02/09/2018	26		CUST In Progress							

2. Click [Actionable Icons](#) to view recent activity on a loan.

Active Loan Pipeline by Report Type and Status

Manage the pipeline by report type and status. The Dashboard view is segmented by report type and loan count by status.

Click on the blue number link(s) to be routed to the applicable Loan List(s), view recent activity, and access the [Workstation](#) to take the appropriate action.

- **CUST In Progress:** Routes user to tasks that need to be completed in the [Workstation](#).
- **Follow Up:** Routes user to a list of exceptions pending a follow-up review within 60 days.
- **Pending System Update:** Routes user to list of items that have been completed.

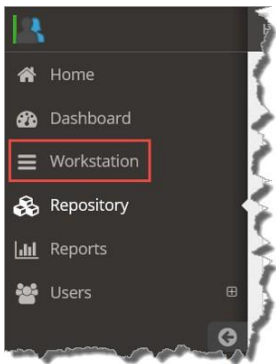
A full list of [report statuses](#) and [report types](#) and their definitions can be found in the appendix section of this document.



Active Loan Pipeline by Report Type and Status					
Id	Report Type	CUST In Progress	Pending System Update	Follow Up < 61	Follow Up > 60
16	HAMP_CASE_MISSING_IN_DARTS	10			
17	HAMP_LOST_GOOD_STANDING				
21	DQR_FLEX_MOD_FORB	2			
22	DQR_DISASTER_CAP_EXT				
23	DQR_FLEX_MOD_INT_RATE	3			
25	DQR_DISASTER_EXT	17	1	1	
27	ERP_CMDS (2)				

## Workstation

The Workstation allows users to view the active loan exception population as well as receive work assignments. Exceptions can be actioned using the **+Action** icons located on the right-hand side of the screen.



Workstation												
Report List 26 - ERP_CMDS												
FNMA LN	SVCR ID	SVCR	SERVICER_LN	DARTS_CASE	FILE DATE	AGING	ASSIGNED U	STATUS	ERR REASON	RESOLUTION	ACKN	
FNMA LN	SERVICER ID	SERVICER	SERVICER_LOAN_NUMBER	DARTS_CASE_ID	FILE DATE	AGING	ASSIGNED USER	CURRENT STATUS	ERR REASON	RESOLUTION	ACKN	+ Action
					04/14/2020	65		CUST In Progress				
					04/14/2020	65		CUST In Progress				
					04/14/2020	65		CUST In Progress				

## Navigation

### Report Types and Definitions

The Workstation enables users to view reports that have assigned exceptions and prioritize the work on these reports accordingly. Reference the [Report Types](#) table to view a list of available reports and corresponding descriptions. Use the steps below to pull a report, filter, sort the results, and save the report as a CSV file, if applicable.

Workstation												
Report List												
Pick One												
23 - DQR_FLEX_MOD_INT_RATE												
26 - ERP_CMDS												
31 - CMDS DVZ2												
32 - CMDS with State												
53 - ERP_BC27_CMDS												
53 - Forb. Duration 12+ Months (2)												
55 - Forbearance GT12MO												
FNMA LN	SERVICER ID	SERVICER	NUMBER	DARTS_CASE_ID	FILE DATE	AGING	ASSIGNED USER	CURRENT STATUS	ERR REASON	RESOLUTION	ACKN	+ Action
					04/05/2020	86		Pending System Update	System Related - Servicer	Existing Case Corrected or Correction At Closing		



### Column Headers

Some column headers are designed to be filterable. Some columns can be drilled down with options while other fields allow specific information to be entered.

To filter a report by characteristics such as **File Date**, **Aging**, **Status**, **Err Reason**, or **Resolution**:

1. Click on an active field in the top row and select the applicable filtering criteria from the drop-down menu(s).



2. Click **Filter**.
3. Click **Clear** to remove filters.



To filter based on a specific data element such as **FNMA Ln #**, **Servicer ID**, **Servicer**, **Servicer Loan Number**, **Darts Case ID**, and **ACKN**:

1. Click in an open field in the grey banner above the column and enter free text.



2. Click **Filter**.
3. Click **Clear** to remove filters.



**NOTE:** First name, last name, or any portion of a name or number can be entered for the search.

The filtered columns are highlighted in yellow. The results can be filtered further by repeating these steps in another column, if necessary.

123456789	555555555	SVCR	SERVICER LO	DARTS CASE	FILE DATE	AGING	ASSIGNED U	STAT
FNMA LN	SERVICER ID	SERVICER	SERVICER LOAN NUMBER	DARTS CASE ID	FILE DATE	AGING	ASSIGNED USER	CURR STATU
123456789	555555555				03/07/2018	1		CUST
					03/07/2018	1		CUST

### Report Selection

Different data elements may be required to address the inquiries in a user's pipeline. Each report in the Report List



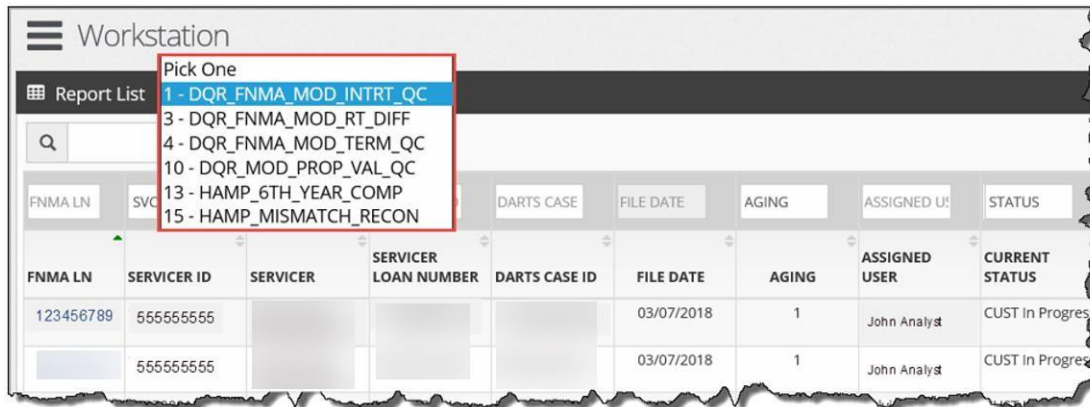
can be drilled down to display different data sets.

Reference the [Report Types](#) table to view a list of available reports and corresponding descriptions.

**NOTE:** Reports that do not contain active items are not displayed as an option in the drop-down menu.

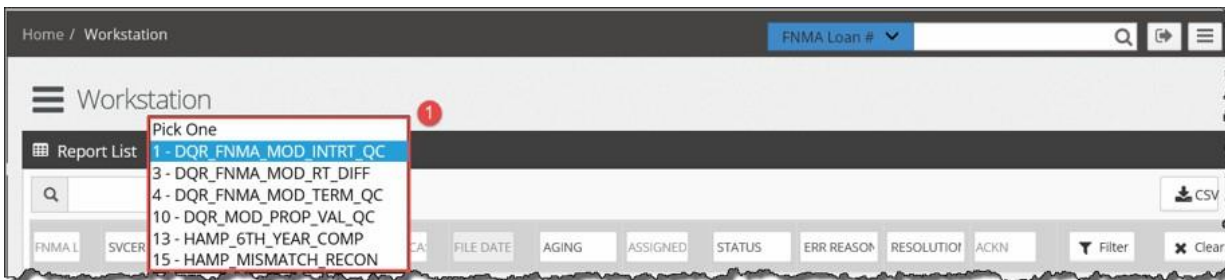
To quickly move between reports within the Workstation, use the Report List drop-down menu.

The **Workstation** defaults to the first report in the menu and displays the results. Select a report from the **Report List** drop-down menu.



Perform the following steps to search for a specific loan within a report:

1. Select the report from the **Report List** drop-down menu or enter the loan number in the **Search** field and click the magnifying glass icon.



The list of loans associated with this report displays.

The columns are defined in the table below.

Column Name		Definition
A	FNMA Loan Number	Identification number assigned by Fannie Mae
B	Servicer ID	Identification number assigned to the servicer by Fannie Mae
C	Servicer	Servicer name
D	Servicer Loan Number	Loan identification number assigned by the servicer
E	DARTS Case ID	Unique identification number assigned in the DARTS system
F	File Date	The date the record was added to the system
G	Aging	Number of days in the active pipeline
H	Assigned User	Analyst's user name
I	Current Status	Reference the <a href="#">Report Statuses and Definitions</a> table
J	Err Reason	The cause of the exception
K	Resolution	The solution to the issue

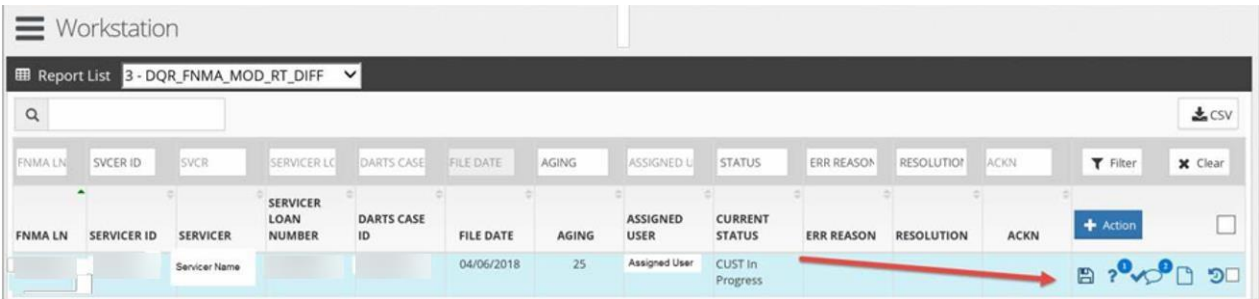


L	Acknowledge	Non-required field that allows the servicer to mark an exception that has been reviewed without taking action
---	-------------	---

Report results may be sorted and filtered using the [column header](#) controls.

Action Icons

[Actionable icons](#) appear on the far right side of each row. Use these icons to manage assigned inquiries in the pipeline, individually or in bulk. Action icon functions are outlined in the [Actionable Icons](#) section of this manual.



To complete actions, review the steps below.

Acknowledgment

The Acknowledge checkmark icon indicates that the task or exception has been received but has not been worked.

- 1. Click the checkmark icon to acknowledge receipt of the task.



The user's name and the date auto-populate in the **ACKN** (Acknowledge) column and the checkmark icon disappears from the **+Action** column.



Comments

Users may view external comments by clicking the comment bubble icon in the **+Action** column. The number next to the comment bubble icon indicates how many comments have been added to the task or exception.

- 1. Click the Comment bubble icon. The Comments pop-up window displays.



- 2. Click inside the Comment text box to enter external comments.
- 3. Click **Save**.
- 4. Enter key words or a name in the search box to search for specific comments.
- 5. View the documents in chronological order with the most recent appearing first or click the arrows next to the **Created Date** column header to reverse the order.
- 6. Adjust how many comments display per page by clicking the **results per page** drop-down arrow. Choose 10, 25,



50 or 100 comments per page.

7. Navigate through pages of comments using the **Previous** and **Next** controls.

The screenshot shows a 'Comments' window with a close button (X) in the top right. At the top is a dropdown menu set to 'External'. Below it is a text area with a red '2' and the placeholder 'Enter comments here.'. To the right of the text area is a red '3' and a blue 'Save' button. Below the text area is a search bar with 'Brenda' entered and a red '4'. Below the search bar is a table with columns: 'Created By', 'Created Date', 'Comment Type', and 'Comments'. The table has two rows of data. To the right of the table is a red '5'. Below the table is a dropdown menu set to '10' with a red '6'. To the right of the dropdown are 'Previous' and 'Next' buttons, with 'Next' having a red '7'. To the right of the buttons is the text 'Showing 1 to 2 of 2 entries'.

## Documents

Supporting documentation is often required. These documents can be attached using the Documents icon in the **+Action** column. The green number next to the icon indicates how many documents are attached.

The screenshot shows a table row with columns: 'ED USER', 'CURRENT STATUS', 'ERR REASON', 'RESOLUTION', 'ACKN', and '+ Action'. The 'CURRENT STATUS' column contains 'CUST In Progress'. The '+ Action' column contains a blue button with a white plus sign and the text '+ Action'. To the right of the button is a red box containing a green '2' and a document icon.

1. Click the **Documents** icon. The Documents pop-up box window displays.
2. Enter a description in the required **Document Description** field.
3. Click **Browse** to locate the document file and select the desired document. Only PDF,DOC, DOCX, XLS, and XLSX files are acceptable formats.
4. Click **Save**.
5. Enter key words or a name in the search box to search for a specific attachment.
6. View the documents in chronological order with the most recent appearing first or click the arrows next to the **Created Date** column header to reverse the order.
7. Adjust how many documents display per page by clicking the **results per page** dropdown arrow. Choose 10, 25, 50 or 100 comments per page.
8. Navigate through pages of documents using the **Previous** and **Next** controls.

The screenshot shows a 'Documents' window with a close button (X) in the top right. At the top is a dropdown menu set to 'External'. Below it is a text area with a red '2' and the placeholder 'Document Description\*'. To the right of the text area is a blue 'Browse' button with a red '3'. Below the text area is a search bar with a red '5'. Below the search bar is a table with columns: 'Created By', 'Created Date', 'Doc. Type', 'Document', and 'Action'. The table has two rows of data. To the right of the table is a red '6'. Below the table is a dropdown menu set to '10' with a red '7'. To the right of the dropdown are 'Previous' and 'Next' buttons, with 'Next' having a red '8'. To the right of the buttons is the text 'Showing 1 to 2 of 2 entries'.





## Loan History

The loan history screen displays all loan activity, including a description of the activity, who was assigned to the loan, who performed the action task and when the task was completed.

1. Click the **Loan History** icon in the **+Action** column.

CURRENT STATUS	ERR REASON	RESOLUTION	ACKN	+ Action
CUST In Progress			05/09/2018	    

2. View the loan history activity.
3. Click the results per page drop-down to change the number of results that display on the page.
4. Use the **Previous** and **Next** navigation buttons to scroll through the search results.






Log Desc	From Status	To Status	Is Esc.	Esc. Date	Err. Reason	Resolution	Closed Code	Root Cause	Assigned User	Logged By	Logged Date
VENDOR Acknowledgement	CUST In Progress	CUST In Progress									05/09/2018
File Load - New		CUST In Progress								System (System)	05/07/2018

10 Previous 1 Next Showing 1 to 2 of 2 entries

## Save

Use the **Save** icon to complete the vendor decisioning process.

1. Click the **Save** icon in the **+Action** column. The Vendor Decision pop-up window displays.

RESOLUTION	CLOSED CODE	ROOT CAUSE	F/U DATE	+ Action
RESOLUTION	CLOSED CODE	ROOT CAUSE	F/U DATE	    

2. Click **Select Error Reason** to choose a reason from the drop-down menu.

Vendor Decision

You have selected 1 loan(s).

Select Error Reason

FNMA Approved Exception/Waiver

Incorrect Campaign ID

Keystroke

Miscalculation/QA Failure

System Related - FNMA HSSN or SMDU

System Related - Servicer

Save



3. Click **Select Resolution** to choose a resolution from the drop-down menu.
4. Click **Save**.

Vendor Decision

You have selected 1 loan(s).

Keystroke

- Select Resolution
- Case Canceled - No Resubmit
- Case Canceled - Resubmitted
- Existing Case Corrected or Correction At Closing
- Not Resolved - Request for FNMA Exclusion

Save

## + Action

Loans can be selected to be worked in bulk using the **+ Action** button.

1. Use the Sort and Filter options to drill down to the desired loans within the pipeline.
2. Click the **Checkbox** at the end of each row to make selections.
3. Click the **+ Action** button.
4. Select a task from the **+ Action** drop-down menu.

Report List 1 - DQR\_FNMA\_MOD\_INTRT\_QC

FNMA LN	SVCER ID	SVCR	SERVICER LO	DARTS CASE	FILE DATE	AGING	ASSIGNED US	STATUS	ERR REASON	RESOLUTION	ACKN	Filter	Clear
												+ Action	
					03/07/2018	5		CUST In Progress					
					03/07/2018	5		CUST In Progress					
					03/07/2018	5		CUST In Progress					

## Bulk Decision

1. Click the **+ Action** button.
2. Select **Bulk Decision** from the drop-down menu.

SOLUTION ACKN Filter Clear

+ Action

- Bulk Decision
- Bulk Question to FNMA
- Bulk Acknowledgement

The **Vendor Decision** pop-up window displays.

Vendor Decision

You have selected 1 loan(s).

Select Error Reason

Select Resolution

Save





- Click **Select Error Reason** to choose a reason from the drop-down menu.

- Click **Select Resolution** to choose a resolution from the drop-down menu.

- Click **Save**. The decided tasks are cleared from the pipeline.


## Sending a Bulk Question to Fannie Mae

- Select loans to be handled in bulk by checking the box at the end of each row.
- Click **+ Action**.
- Select **Bulk Question to FNMA** from the drop-down menu.



The **Vendor Question to FNMA** pop-up box appears.

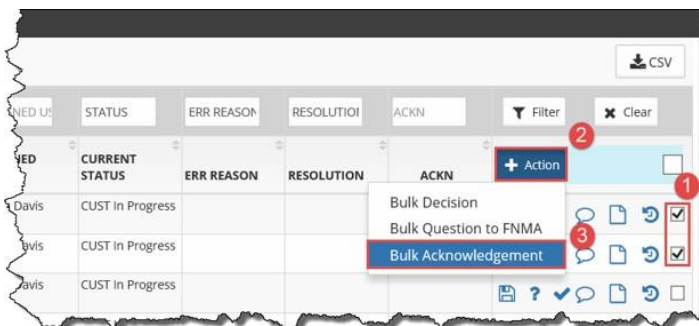
4. Type a question for all selected loans in the **Vendor Question to FNMA** text box. Only one question can be asked per interaction.
5. Click **Save**.

The question is sent to Fannie Mae and a red question mark icon  becomes visible in the **+Action** column to indicate an outstanding question.

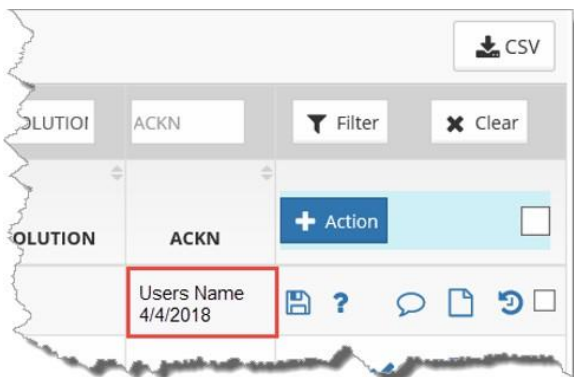
### Bulk Acknowledgement

Acknowledged loans are loans that have been opened by the analyst but have not been resolved. Acknowledgment lets the servicer know the request has been received and placed in the queue to be addressed.

1. Select loans to be handled in bulk by checking the box at the end of each row.
2. Click **+ Action**.
3. Select **Bulk Acknowledgment** from the drop-down menu.



The user's name auto-populates in the **ACKN** (Acknowledge) column.





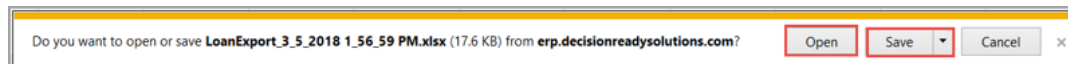
## Export to Excel

Reports may be downloaded to Excel. The data may be sorted and filtered within ERP, or the entire report can be sent as a CSV file to Excel and may be manipulated there.

1. Click the **CSV** button. A pop-up box displays in the top-right corner.

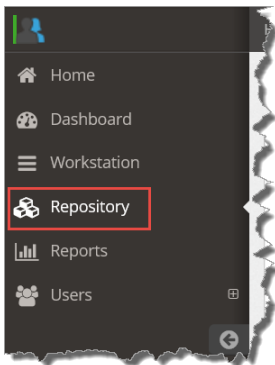


2. Click **Open** to open the file directly in Excel **OR**
3. Click **Save** to save the file directly to the PC.



## Repository

Create ad hoc reports from the ERP common data elements across all reports.



1. Click the arrows for each menu (**Report Type**, **Loan Status**, and **Aging**), as applicable.
2. Drill down further by adding a **Received Date**, **Closed Date** and/or **Last Activity Date**.
3. Click **Filter** to generate results.
4. Click **Reset** to clear filter settings and start over.

Repository

Filter Criteria

Report Type: 4 - DQR\_FNMA\_MOD\_TERM\_QC

Loan Status: Closed

Aging: Less than 30

Received Date: [ ] To: [ ]

Closed Date: [ ] To: [ ]

Last Activity Date: [ ] To: [ ]

Reset Filter

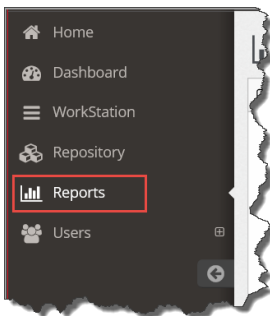


Filter Criteria	Function
Report Query	Select a report to query.
Loan Status	Select a report to query.
Aging	Select an aging category to query.
Received Date	Enter FROM and TO dates as needed for the query.
Closed Date	Enter FROM and TO dates as needed for the query.
Last Activity Date	Enter FROM and TO dates as needed for the query.

- Click the “-” in the corner of the Filter Criteria box to collapse it and click + to expand.
- Click the **CSV** icon to export the file to Excel. Findings can be manipulated within Excel.

## Reports

The **Reports** tab differs from the **Repository** tab as it only utilizes common data elements for a specific report. Only one report type can be referenced at a time. A [Report Type](#) selection is required to generate findings.



- Select a [Report Type](#) (required) and any other filtering criteria, as appropriate.
- Select **Loan Status** and **Aging**, if necessary.



Filter Criteria	Function
<a href="#">Report Type</a>	Select a report to query.
Loan Status	Select a loan status to query.
Aging	Select an aging category to query.
Received Date	Enter FROM and TO dates as needed for the query.
Closed Date	Enter FROM and TO dates as needed for the query.
Last Activity Date	Enter FROM and TO dates as needed for the query.

3. Select date ranges, if necessary.
4. Click **Reset** to clear filter selections.
5. Click **CSV**. This report is not displayed in ERP and must be exported to Excel to view.

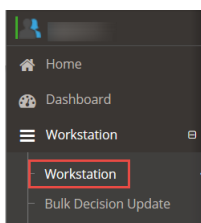
A screenshot of a web application's filter criteria form. The form has three sections: 'Received Date', 'Closed Date', and 'Last Activity Date', each with 'To' and 'From' date input fields. A red box labeled '3' highlights these date input fields. Below the date fields are two buttons: 'Reset' (labeled '4') and 'CSV' (labeled '5').

6. Click **Save** to name the report and save it or **Open** to view it in Excel.

A screenshot of a report save dialog box. It shows a dropdown menu for 'Pick One' with the value '13 - HAMP\_5TH\_YEAR\_COMP'. Below it are 'Aging' and 'Last Activity Date' sections, each with a 'Pick One' dropdown and date input fields. At the bottom right are 'Reset' and 'CSV' buttons. A yellow banner at the bottom asks 'Do you want to open or save ERPLoanReport-2018-02-23-13-HAMP\_5TH\_YEAR\_COMP.xlsx from fnmaerpuat.decisionreadysolutions.com?'. The 'Open' and 'Save' buttons are highlighted with red boxes.

## Bulk Decisioning Tasks or Exceptions

1. Click **Workstation** from the menu tree on the left-hand side of the screen.



2. Select the applicable report from the **Report List** drop-down menu.

A screenshot of the 'Workstation' page. The page has a header with 'ERP' and 'FNMA Loan #' dropdowns and a search bar. Below the header is a 'Report List' dropdown menu that is open, showing a list of reports: '23 - DQR\_FLEX\_MOD\_INT\_RATE', '26 - ERP\_CMDS', '31 - CMDS DIV22', '32 - CMDSwithState', '52 - ERP\_BC27\_CMDS', '53 - Forb. Duration 12+ Months (2)', and '55 - Forbearance GT12MO'. The '23 - DQR\_FLEX\_MOD\_INT\_RATE' report is selected and highlighted. Below the dropdown is a table with columns: CASE, FILE DATE, AGING, ASSIGNED USER, STATUS, ERR REASON, RESOLUTION, ACKN, and Action. The table contains one row of data.



- Click **CSV** to export the data to an Excel file.

Home / Workstation / Workstation

ERP FNMA Loan # Search

Workstation

Report List 23 - DQR\_FLEX\_MOD\_INT\_RATE

CSV

FNMA LN	SVCER ID	SVCER	SERVICER, LC	DARTS_CASE	FILE DATE	AGING	ASSIGNED U	STATUS	ERR REASON	RESOLUTION	ACKN	Filter	Clear
FNMA LN	SERVICER ID	SERVICER	SERVICER LOAN NUMBER	DARTS_CASE_ID	FILE DATE	AGING	ASSIGNED USER	CURRENT STATUS	ERR REASON	RESOLUTION	ACKN	+ Action	
					04/06/2020	85		Pending System Update	System Related - Servicer	Existing Case Corrected or Correction At Closing			

- Click **Open** when the pop-up window appears at the bottom of the screen.

What do you want to do with  
ERPLoanWorkstationExport-2020-06-30-  
From: fnmaerpuat.decisionreadysolutions.com

Open Save ^ Cancel

The Excel file opens.

AutoSave ON

ERPLoanWorkstationExport-2020-06-30- (1).xlsx - Protected View - Excel

File Home Insert Draw Page Layout Formulas Data Review View Help ACROBAT Search

PROTECTED VIEW Be careful—files from the Internet can contain viruses. Unless you need to edit, it's safer to stay in Protected View. Enable Editing

ERP LOAN ID	REPORT TYPE ID	REPORT	FNMA LN	SERVICER ID	SERVICER	SERVICER LOAN NUMBER	DARTS CASE ID	FILE DATE	AGING	ASSIGNED USER	CURRENT STATUS	ERROR
23	ERP_BC16							04/06/2020	85		Pending System Upd System	
23	ERP_BC16							04/06/2020	85		Pending System Upd System	
23	ERP_BC16							04/06/2020	85		Pending System Upd System	

- Scroll to the left to display the **Error Reason** and **Resolution** columns.

L	M	N
CURRENT STATUS	ERROR REASON	RESOLUTION
Pending System Upd System	System Related - Servicer	Existing Case Corrected or Correction At Closing
Pending System Upd System	System Related - Servicer	Existing Case Corrected or Correction At Closing
Pending System Upd System	System Related - Servicer	Existing Case Corrected or Correction At Closing

- Enter the **Error Reason** and **Resolution** exactly as identified in the ERP portal to populate the corresponding columns in Excel.

**NOTE:** Users can create a dynamic drop-down menu in Excel or manually enter the Error Reason and Resolution for each line item.

Home / Workstation / Workstation

ERP FNMA Loan # Search

Workstation

Report List 23 - DQR\_FLEX\_MOD\_INT\_RATE

CSV

FNMA LN	SVCER ID	SVCER	SERVICER, LC	DARTS_CASE	FILE DATE	AGING	ASSIGNED U	STATUS	ERR REASON	RESOLUTION	ACKN	Filter	Clear
FNMA LN	SERVICER ID	SERVICER	SERVICER LOAN NUMBER	DARTS_CASE_ID	FILE DATE	AGING	ASSIGNED USER	CURRENT STATUS	ERR REASON	RESOLUTION	ACKN	+ Action	
					04/06/2020	85		Pending System Update	System Related - Servicer	Existing Case Corrected or Correction At Closing			

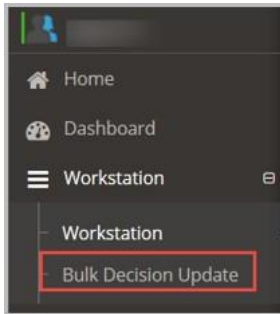
L	M	N
CURRENT STATUS	ERROR REASON	RESOLUTION
Pending System Upd System	System Related - Servicer	Existing Case Corrected or Correction At Closing
Pending System Upd System	System Related - Servicer	Existing Case Corrected or Correction At Closing
Pending System Upd System	System Related - Servicer	Existing Case Corrected or Correction At Closing

- Enter all applicable comments in the **Bulk Decision Comment** column. Comments entered in this column can be viewed by Fannie Mae.



M	N	O	P
ERROR REASON	RESOLUTION	VENDOR ACKN	BULK DECISION COMMENT
System Related - Servicer	Existing Case Corrected or Correction At Closing		
System Related - Servicer	Existing Case Corrected or Correction At Closing		
System Related - Servicer	Existing Case Corrected or Correction At Closing		

8. Save the Excel file to your desktop.
9. Click **Bulk Decision Update** below **Workstation** on the left-hand side of the screen.



10. Click the applicable report from the **Select Report** drop-down menu.

11. Click **Browse** and select the Excel file saved earlier in this section.

12. Click **Upload**.

**NOTE:** The uploaded report is sent to Fannie Mae.



## Appendices

### Appendix A - Report Statuses and Definitions

Status	Definition
<b>Closed</b>	Report updated and loan requires no further action.
<b>CUST In Progress</b>	Required actions are outstanding and require attention.
<b>Exclusion/Exclusion and Referral</b>	Status to be used when a servicer can take no action to update a system to resolve the issue and it will never be closed within the ERP tool.
<b>Follow-Up</b>	This status is for exceptions needing to remain in their current exception status for more than 60 days. Servicers should review exceptions in a follow-up status within 60 days of the follow-up date.
<b>FNMA In Progress</b>	Indicates Fannie Mae has action(s) to complete
<b>Pending System Update</b>	Required actions are complete and waiting for the report to update and close.

### Appendix B - Report Types

ERP Name	Report Name	Report Description
DQR_FLEX_MOD_INT_ RATE	Flex Modification - Interest Rate	Compares post modification Interest Rate in HSSN/DARTS against the Fannie Mae effective rate per policy guidelines
DQR_DISASTER_CAP_EXT	Disaster Cap & Extend	Compares post modification Forbearance amount in HSSN/DARTS against policy guidelines
MOD_W_ACTIVE_TRAX_ CASE	Mods with active TRAX case	HAMP Mods that are in a trial period and the Servicers have sent them to FC Sale so there is a case in TRAX for the active REO
LOSS_GOOD_STANDING	HAMP 6th year Incentive report	Loans that have potentially lost good standing (reached 90 days delinquent during the modification history)
HAMP_CASE_MISSING_ DARTS	HAMP 6th year Incentive report	Loans where a Non HAMP subsequent modification has occurred.
CMDS	Consecutive Months Delinquency Status	Identifies loans that have exceeded the expected threshold for the Delinquent Status Code reported in HSSN/DARTS





DQR_FLEX_MOD_FORB	Flex Modification - Forbearance	Compares post modification Forbearance amount in HSSN/DARTS against policy guidelines
Forb. Duration 12+ Months	Forbearance Duration Report	This report identifies forbearances reporting with a duration of greater than 12 months. The duration is based on the delinquency reporting of start and completion dates. Servicers will remediate by correcting the start and completion dates to equal 12 months or less.
ERP_UAL	Unapproved Attorney List (UAL)	Identifies a foreclosure or bankruptcy case opened in DMRS by an attorney not listed on the Fannie Mae no objection list for that particular jurisdiction or state.