Fannie Mae Invoicing Servicer User Guide

June 29, 2021

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Overview

Fannie Mae Invoicing is a web-based Fannie Mae portal that provides servicers with ta consolidated view of loan-level invoices and bills and the ability to resolve claims, add/retrieve documentation, and interact with Fannie Mae. The servicer tasks functionality provides a common platform for interacting with servicers for all types of communications related to a loan.

Key Fannie Mae Invoicing Terms:

Term	Definition
Invoicing	A consolidation of all billing activities for a specific servicer ID.
Bill Type	A claim of a specific nature. May reflect an aggregation of subordinate claims, known as bill line items.
Bill Line Item	Granular breakdown of claims where composited billing detail is reflected.
Servicer Task	A Task/Activity requested by Dannie Mae, seeking for an action to be taken by servicer.

Fannie Mae Invoicing supports 21 distinct bill types:

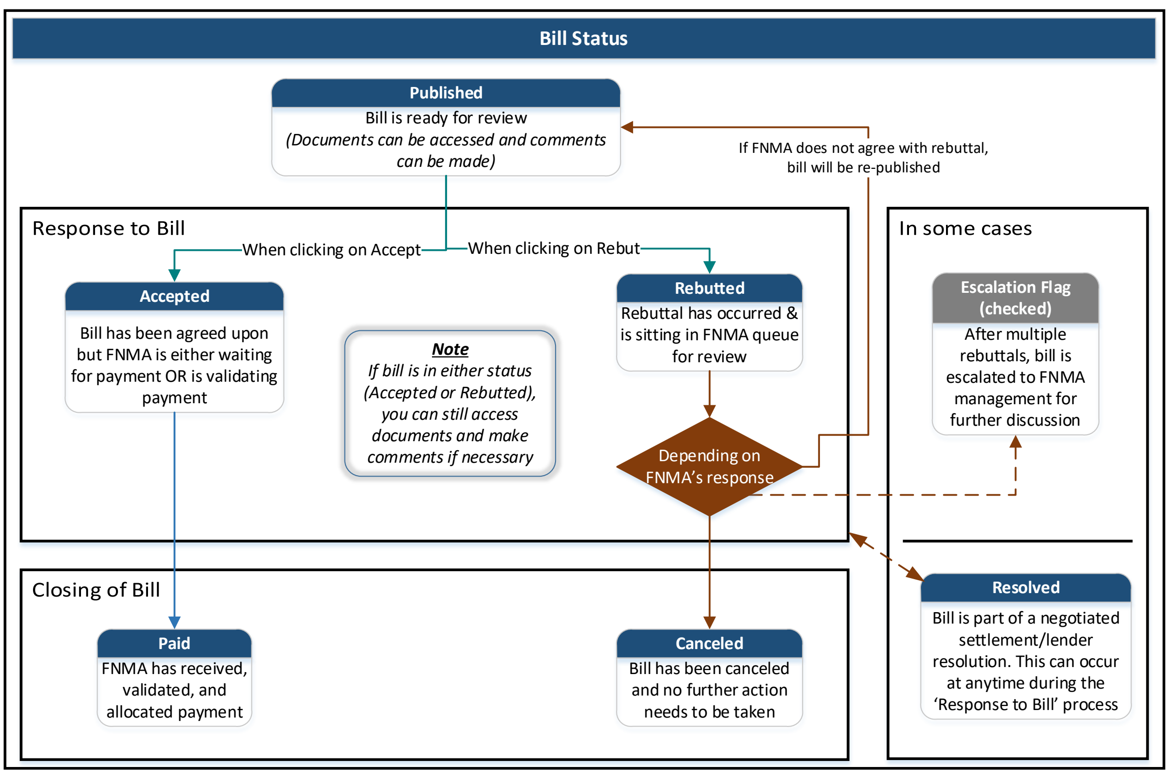
Bill Type	Description
571 Refunds	571 Disbursement collection relates to items paid in error or the overpayment of expense reimbursement, resulting in refunds due back to Fannie Mae.
Advances	Recoverable expenses that should have been collected from the borrower during the payoff, or all expenses paid out to servicers for repurchases.
Comp Fees	Fannie Mae issues compensatory invoices to servicers if the servicer fails to complete a foreclosure action within the applicable state timelines.
Comp Fees Rescission	Fannie Mae may access a compensatory fee if a servicer must rescind a foreclosure sale due to the servicer's failure to adhere to Fannie Mae guidelines.
Deed-In-Lieu (DILS)	Servicers are required to collect a cash contribution from the borrower as part of the terms of the DIL approval.
FHA	Servicer billings associated with curtailments to the claim payments made by the government entity.
Hazard Insurance	When a property suffers a loss due to damage, the Hazard Recovery vendors will gather documentation from prior servicers to support their insurable loss claim and file a hazard insurance claims in an attempt to recover any losses and remit to Fannie Mae. The vendors will continue to follow up that status of the claim to ensure fair and timely decision and settlement have been reached by the hazard insurance carrier. The Hazard Recovery vendors will pursue all settled hazard insurance loss proceeds from the hazard insurance carriers and servicers to manage the final recovery efforts until all proceeds have been received and remitted to Fannie Mae. The Hazard Recovery team within Fannie Mae work to identify, manage and reconcile the hazard insurance proceeds, in addition to the ongoing recovery effort to recuperate aged outstanding hazard proceeds.
Homeowner Association (HOA)	Billings facilitating the collection of payments for Homeowner Association deficiencies paid at REO Closing.
Indems	Indemnification billings related to REP properties and servicing issues.
Investor Reporting Comp Fees	Billings for servicers not in compliance with reporting and remitting funds.
Lender Recourse	Contractual agreement by servicer to reimburse Fannie Mae for loss amount.
MI Termination Recovery	Servicers billing associated to MI Termination valuation request submitted via SMDU. Valuation cost shall be remitted via CRS using remittance code 360. Submit payment within 30 days from the date of publishing the bill.

Fannie Mae Invoicing supports 21 distinct bill types: (continued…)

Bill Type	Description
Modifications (Mods)	Funds Fannie Mae previously paid to servicers when a modification is not completed.
Notice of Defects	Notice of Defects (NODS) pertaining to Real Estate Owned properties and servicing related issues.
Pool Mortgage Insurance (MI)	Billings associated with MI Curtailments or Denials. The Curtailment Bill includes expenses curtailed from the MI due to servicer errors or unfiled expenses. Denial Bills include bills for MI claim denials and incorrect cancellations.
Primary Mortgage Insurance (MI)	Billings associated with MI Curtailments or Denials. The Curtailment Bill includes expenses curtailed from the MI due to servicer errors or unfiled expenses and denial bills include billings for MI claim denials and incorrect cancellations.
REO Grams	A fee for servicers' failure to properly report the datagram within 24 hours of the sale date or executed DIL.
Tax	Billing facilitating the collection of payments for property tax deficiencies paid at REO closing.
Third Party Sales (TPS)	Funds owed by servicer due to shortage remitted to Fannie Mae as a result of the property liquidating as a TPS sale.
USDA	Servicer billings associated with curtailments to the claim payments made by the government entity.
Veterans Affairs (VA)	Servicer billings associated with curtailments to the claim payments made by the government entity.

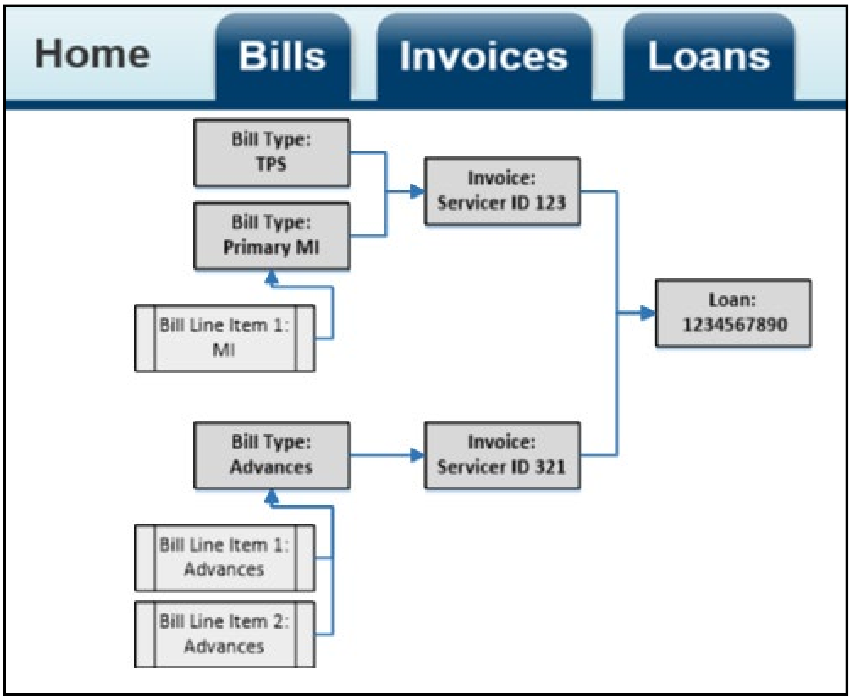
Workflow Diagram

Workflow idagram on the different Bill Statuses a bill can go through.



Relationship Diagram

The relationship of loans, invoices, servicer tasks, bill types and line items are shown below:



Application Access

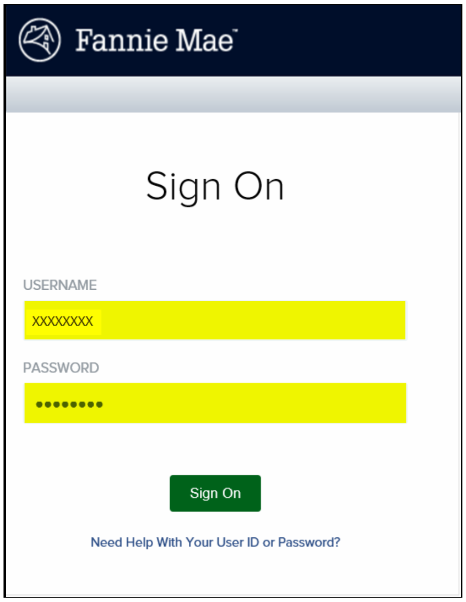
To obtain access to Fannie Mae Invoicing, follow the procedures on the Technology Manager for Administrators Grant a User Group Access to an Application. In the procedures when the **Set Up Application screen** appears use the **User Roles** table below to assign access.

CSRS_PARTNER_USER_DEFAULT	**Mandatory** for all users to have in their profile
INV_CSRS_571_RESEARCH_USER	
INV_CSRS_ADVANCES_USER	
INV_CSRS_COMP_FEES_USER	
INV_CSRS_COMP_FEES_RESCISSION_USER	
INV_CSRS_DILS_USER	
INV_CSRS_FHA_USER	
INV_CSRS_HOA_USER	
INV_CSRS_HAZARD_INSURANCE_USER	
INV_CSRS_INDEMS_USER	
INV_CSRS_LENDER_RECOURSE_USER	
INV_CSRS_MI_TERMINATION_RECOVERY_USER	
INV_CSRS_MODS_USER	
INV_CSRS_NODS_USER	
INV_CSRS_POOL_MI_USER	
INV_CSRS_PRIMARY_MI_USER	
INV_CSRS_REOGRAMS_USER	
INV_CSRS_TPS_USER	
INV_CSRS_TAX_USER	
INV_CSRS_VA_USER	
INV_CSRS_USDA_USER	
INV_CSRS_IR_COMP_FEES	
CSRS_VENDOR_USER	**Only** for vendors

Sign On to Fannie Mae Invoicing

To sign on to Fannie Mae Invoicing, follow the steps below:

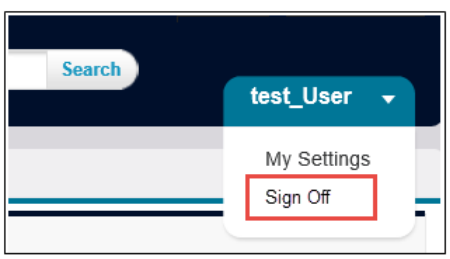
1. Click **Fannie Mae Invoicing** link: https//fanniemae-singlefamily.force.com/.
2. Enter **Username** and **Password** or SRDBS Username and Password.
3. Click **Sign On**.



Sign Out of Fannie Mae Invoicing

To Sign Out of SMDU UI follow the steps below:

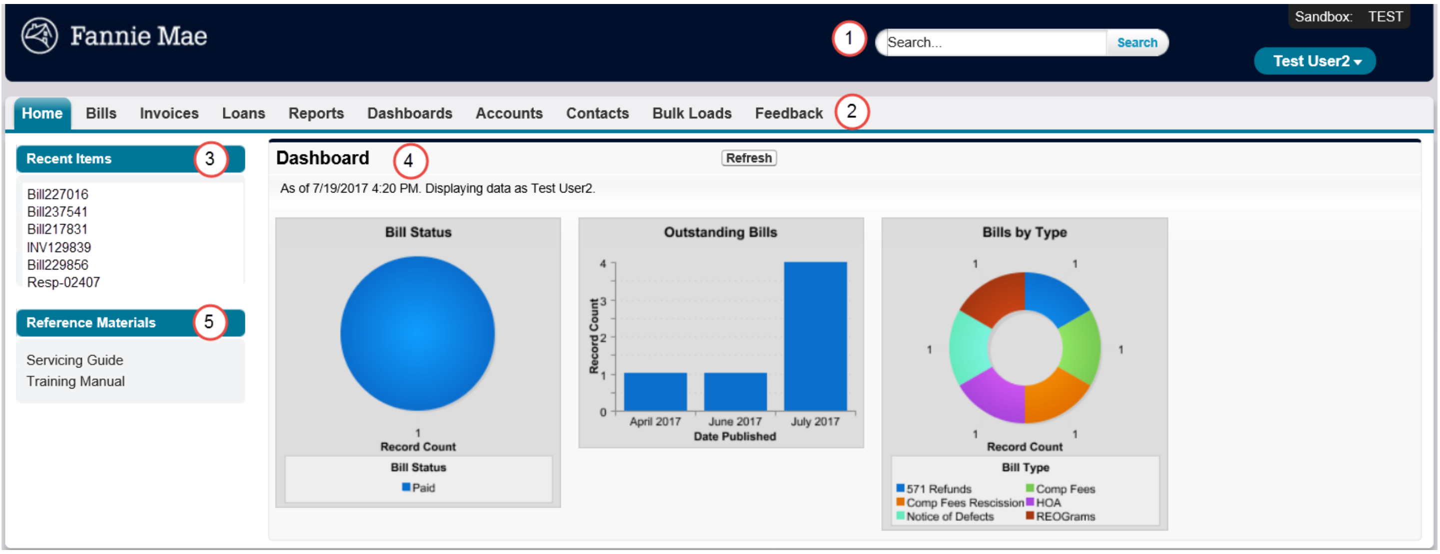
1. Click the **Triangle** to the right of username.
2. Click **Sign Off**.



Navigation

Fannie Mae Invoicing Home Page

After logging into Fannie Mae Invoicing, the Home page will appear.

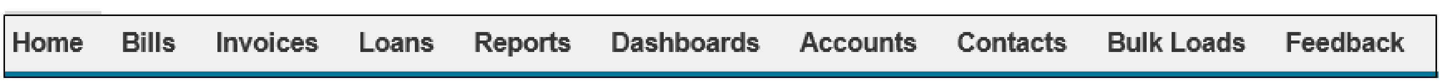


Legend

1	Search	Will locate items within all tabs.
2	Navigation Tabs	Allow for quick navigation to topics of interest.
3	Recent Items	Displays the 10 most recent items viewed.
4	Dashboard	Displays various status dashboards.
5	Reference Materials	Section to view reference documentation.

Navigation Tabs

Clicking on the varous tabs will allow users to locate specific information pertaining to the tab name.



Legend

Home	Displays the Fannie Mae Invocing Home Page.
Bills	Displays bills with detail information and the ability to accept or rebut payent amount.
Invoices	Displays invoices with the abilty to view bills within each invoice.
Loans	Provides detailed loan level information.
Reports	Allows for viewing of canned reports.
Dashboards	Displays various status dashboards.
Accounts	Provides access to servicer Fannie Mae account information.
Contract	Provides access to users/contact associated with the servicer account.
Bulk Loads	Allows uploading of multiple documents and response to multiple bills.
Feedback	User can submit questions about Fannie Mae Invoicing.

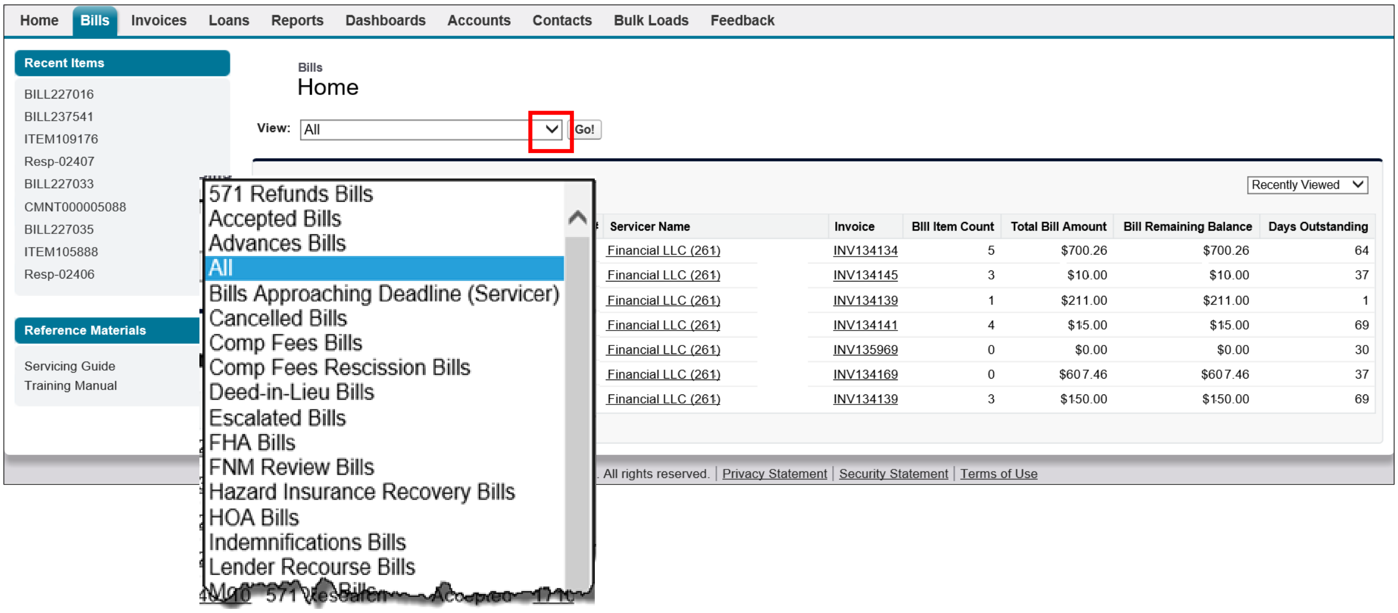
Bills Tab

The Bills Tab Home page contains the most recent bills opened as well as the ability to filter all bills for review.

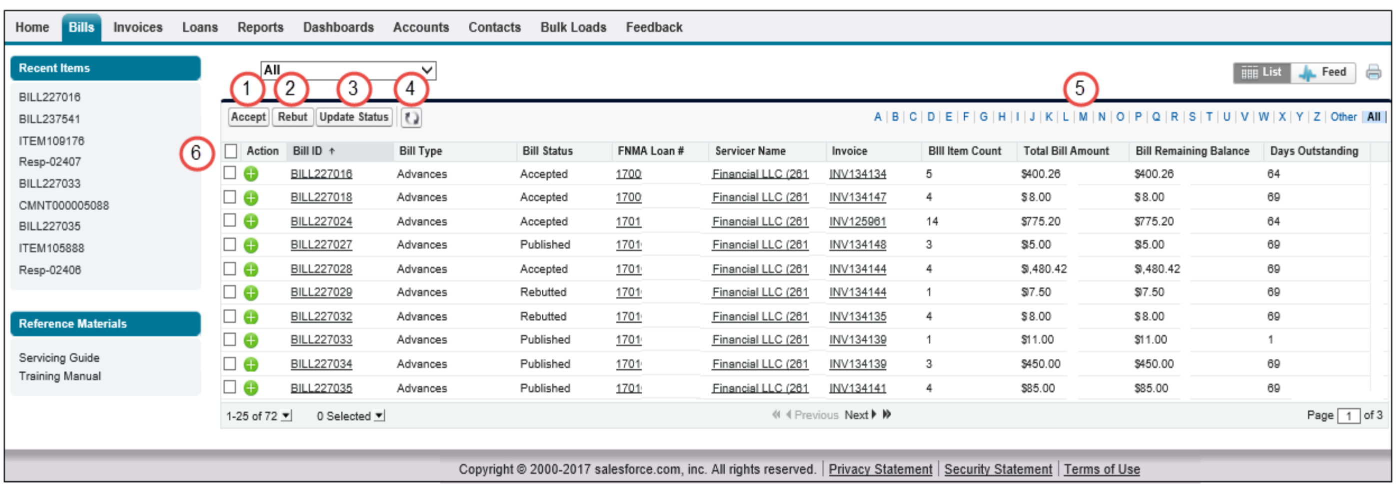
Viewing Bills

In the **View** drop down bills can be filtered by bill type or bill status.   Follow the steps to view available bills.

1. Click the appropriate bill type from the **view** drop down.
2. Click **Go**.



Result:



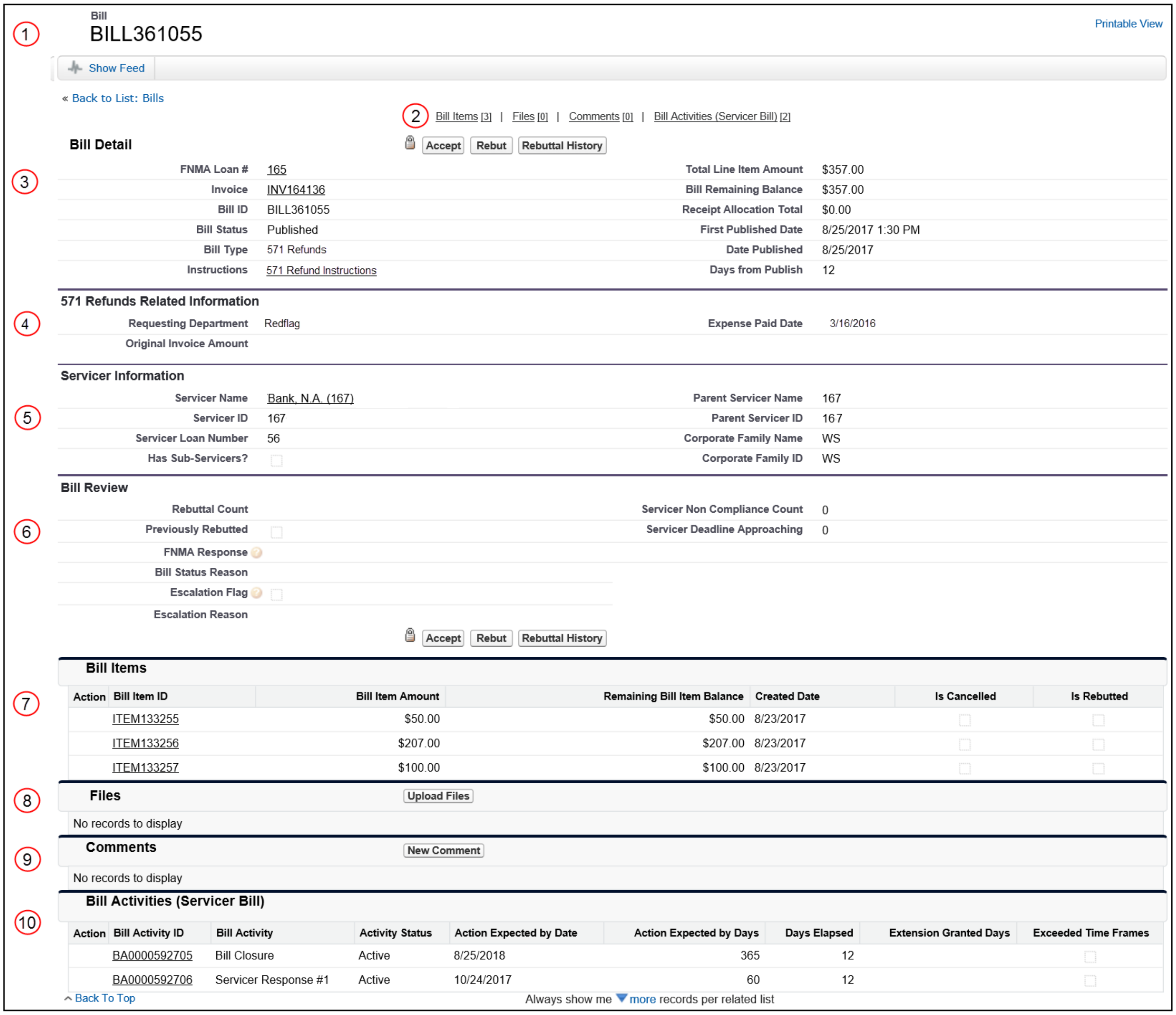
Legend

1	Accept Button	Used to accept all selected bill amounts.
2	Rebut Button	Used to rebut all selected bill amounts.
3	Update Status Button	Only for Fannie Mae usage at this time.
4	Refresh Icon	Refresh information.
5	Letters/Other/All	Used to locate specific bill by the categories in the bill header.
6	Action Box	Select multiple bills to either accept or rebut at the same time.

3. Click **Bill ID** of appropriate bill to view bill details.

Bill Details

The Bill Detail page provides detailed bill information.



1 Bill
BILL361055

Printable View

Show Feed

« Back to List: Bills

2 Bill Items [3] | Files [0] | Comments [0] | Bill Activities (Servicer Bill) [2]

Bill Detail — Accept | Rebut | Rebuttal History

3

FNMA Loan #	165	Total Line Item Amount	$357.00
Invoice	INV164136	Bill Remaining Balance	$357.00
Bill ID	BILL361055	Receipt Allocation Total	$0.00
Bill Status	Published	First Published Date	8/25/2017 1:30 PM
Bill Type	571 Refunds	Date Published	8/25/2017
Instructions	571 Refund Instructions	Days from Publish	12

571 Refunds Related Information

4

Requesting Department	Redflag	Expense Paid Date	3/16/2016
Original Invoice Amount			

Servicer Information

5

Servicer Name	Bank, N.A. (167)	Parent Servicer Name	167
Servicer ID	167	Parent Servicer ID	167
Servicer Loan Number	56	Corporate Family Name	WS
Has Sub-Servicers?		Corporate Family ID	WS

Bill Review

6

Rebuttal Count		Servicer Non Compliance Count	0
Previously Rebutted		Servicer Deadline Approaching	0
FNMA Response			
Bill Status Reason			
Escalation Flag			
Escalation Reason			

Accept | Rebut | Rebuttal History

7 Bill Items

Action	Bill Item ID	Bill Item Amount	Remaining Bill Item Balance	Created Date	Is Cancelled	Is Rebutted
	ITEM133255	$50.00	$50.00	8/23/2017		
	ITEM133256	$207.00	$207.00	8/23/2017		
	ITEM133257	$100.00	$100.00	8/23/2017		

8 Files — Upload Files

No records to display

9 Comments — New Comment

No records to display

10 Bill Activities (Servicer Bill)

Action	Bill Activity ID	Bill Activity	Activity Status	Action Expected by Date	Action Expected by Days	Days Elapsed	Extension Granted Days	Exceeded Time Frames
	BA0000592705	Bill Closure	Active	8/25/2018	365	12		
	BA0000592706	Servicer Response #1	Active	10/24/2017	60	12		

^ Back To Top — Always show me more records per related list

Legend

1	Bill ID	The system will automatically assign a bill id number to each task.
2	Hover Over Links	Provides user the ability to view items within various sections without the need to scroll down the page. Hover over links shown will be specific to each individual bill.
3	Bill Detail	Provides a summary of what you are being billed for.
4	Bill Type Related Info	Bill type specific information.
5	Servicer Information	Servicer related to the bill.
6	Bill Review	Overall review of the bill.
7	Bill Items	Certain bill types allow for the specification of more granular billing details related to a given claim. For claims which do specify the need to accommodate more granular claim detail, the individual line item bill amounts will roll up to an aggregate bill amount at the bill level.
8	Files	Contains any files uploaded.
9	Comments	Includes any comments made on the task (wither through new comment or from action reason).
10	Billing Activities	Displays activity and the aging of the bill and deadlines for responses.

Files

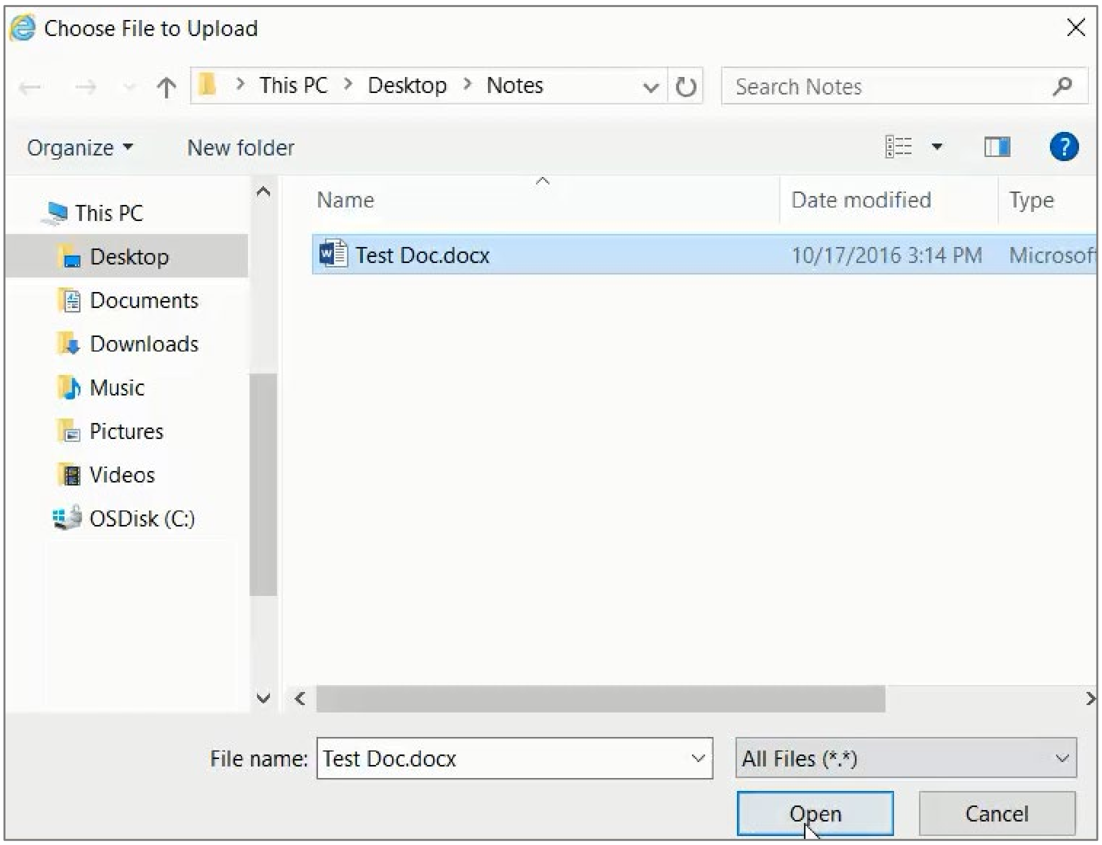
Files can be attached and reviewed in the files section.

Upload Files

To upload files within the bill, follow the steps below:

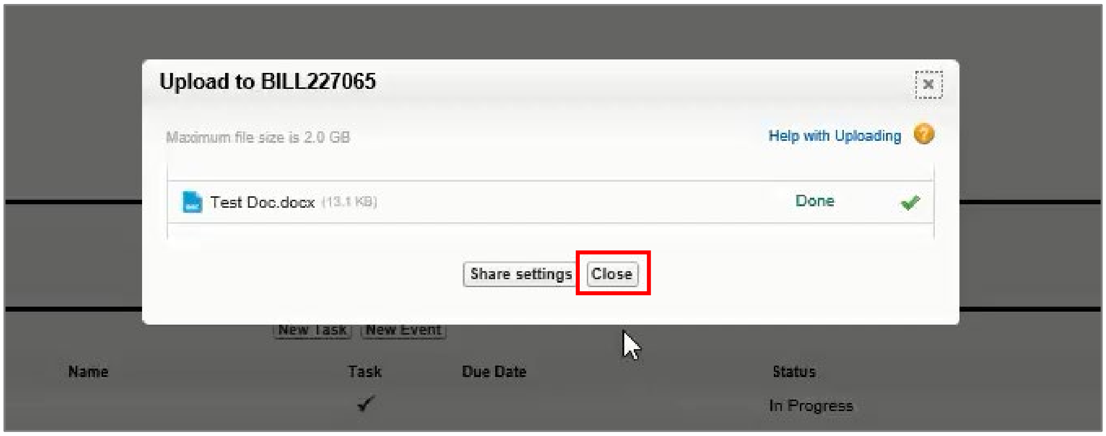
1. Click **Upload Files** within the Files section of the bill

2. Navigate to the file to upload and select it.

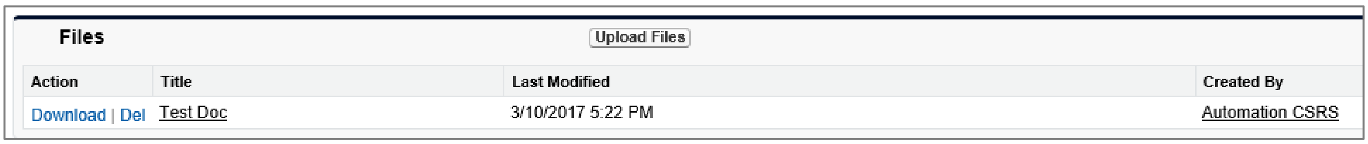


> **NOTE:** *The max file size that can be uploaded is 20MB.*

3. Once the status displays *Done*, click **Close** to close out of the progress window.



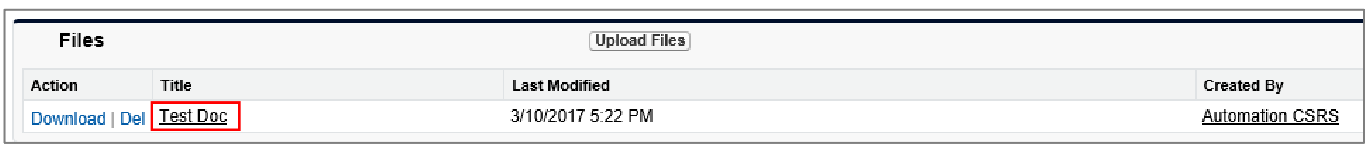
Result: The file uploaded will appear under the Files section.



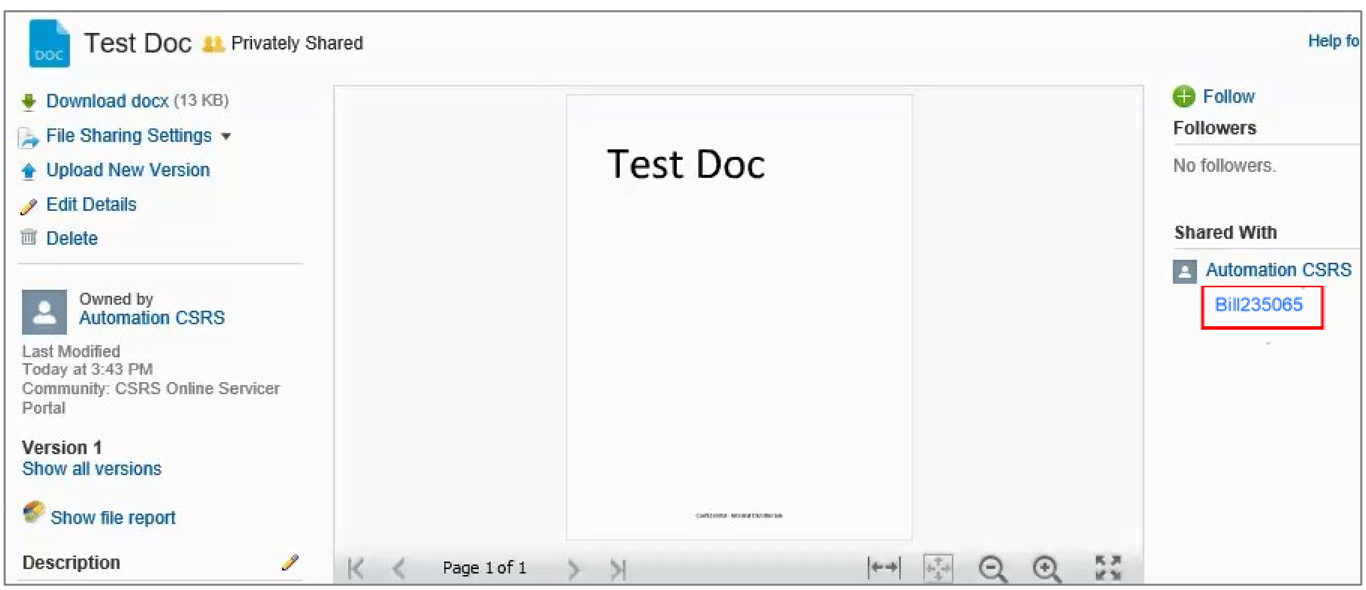
Review Uploaded File Information

To review uploaded file information, follow the steps below:

1. Click **Files Name**.



2. Review information.



> **NOTE:** *Click* ***Bill ID*** *to return to Bill Details screen.*

Comments

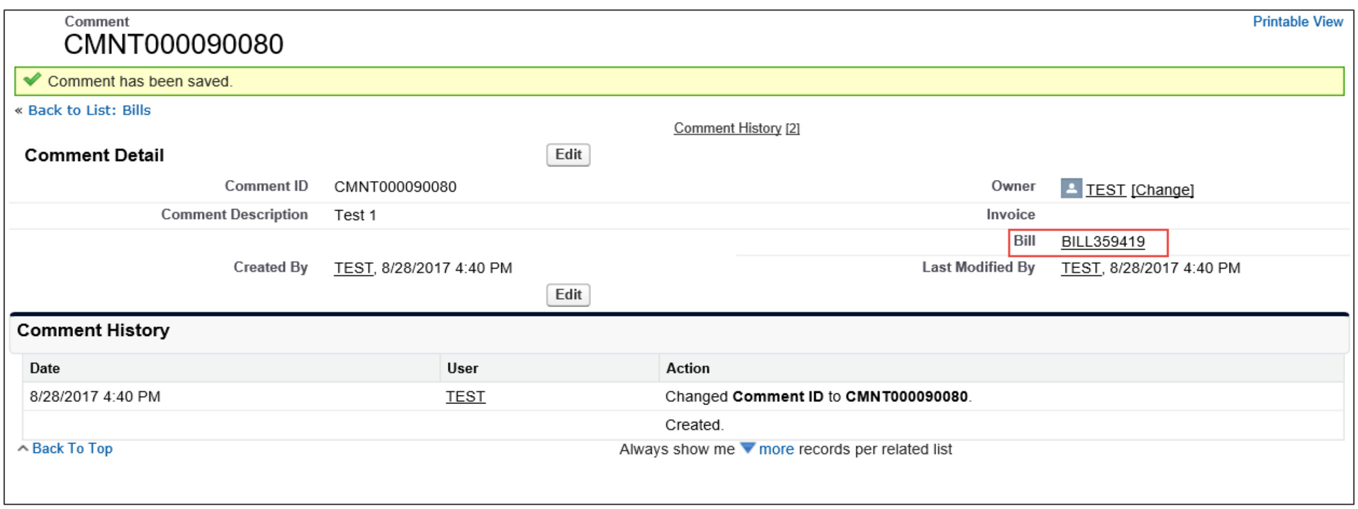
If there are any questions while reviewing the bill and do not yet want to Accept or Rebut the bill, a comment can be created to Fannie Mae for questions. To create **Comments**, follow the steps below.

1. Click **New Comment**

2. Enter comment in **Comment Description** field.

> **NOTE:** *All other fields are optional.*

3. Click **Save**.
   Result:



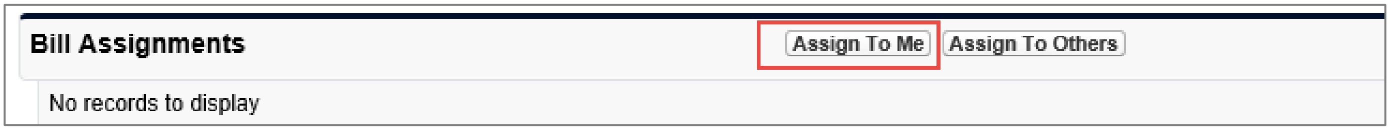
> **NOTE:** *Once the comment has been saved, a summary of the comment created will appear along with a Comment History section.*
>
> **NOTE:** *Click **Bill name** to go back to the Bill Details screen.*

Bill Assignments

The Bill Assignment section allows for the assigning of yourself or others to a bill to indicate who will be the point of contact (POC) for that particular bill. Assigning a bill is **optional** and the action can only be taken by a servicer. This section is read-only to Fannie Mae users. To assign a bill, follow the steps below.

Assign a Bill to Self

- Click **Assign Me**.

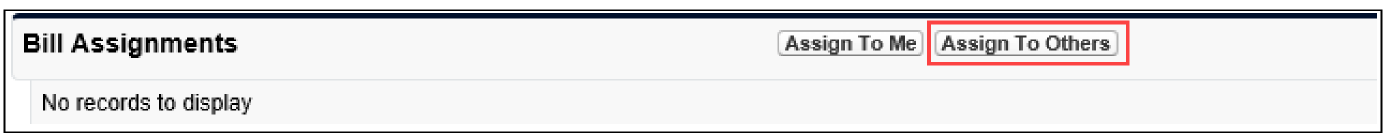


Result:

NOTE: *A message will appear stating the **Bill has been assigned to you** and your name will appear in the bill assignment section*

Assign a Bill to Others

1. Click **Assign to Others** and select a name from the drop down field.

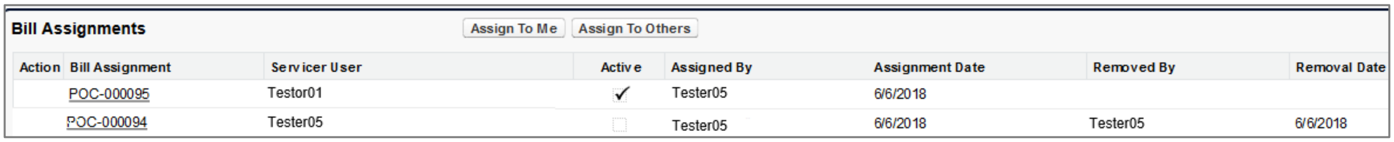


2. Select the appropriate name from the drop down box.

NOTE: *The only names that will appear in the Assign To drop down box are users who are active in the system and have access to the bill type being assigned to them.*

3. Click **Save**.

Result:



Bill Assignments Assign To Me | Assign To Others

Action	Bill Assignment	Servicer User	Active	Assigned By	Assignment Date	Removed By	Removal Date
	POC-000095	Tester01	✓	Tester05	6/6/2018		
	POC-000094	Tester05		Tester05	6/6/2018	Tester05	6/6/2018

> **NOTE:** *Users from the Bill Assignments section cannot be deleted but other users can be reassigned to this bill by following these same steps.*

Accepting/Rebutting Bills

Accepting Entire Bill

To accept to pay the amount on the bill, follow the steps below.

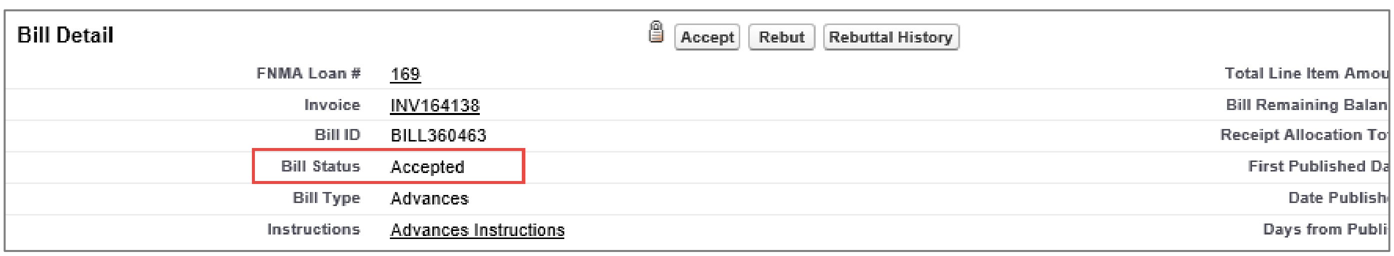
1. Review bill details.
2. Click **Accept**.

Bill Detail Accept | Rebut | Rebuttal History

FNMA Loan #	169	Total Line Item Amount	$690.00
Invoice	INV164138	Bill Remaining Balance	$690.00
Bill ID	BILL360463	Receipt Allocation Total	$0.00
Bill Status	Published	First Published Date	8/25/2017 1:19 PM
Bill Type	Advances	Date Published	8/25/2017
Instructions	Advances Instructions	Days from Publish	11

> **NOTE:** *If a bill contains one or more bill line items, by clicking Accept, all bill line items that are a part of the bill will be accepted.*

3. Click **OK** in message box that appears.
4. Click **OK** in message box indicating, the bill has been accepted.
   Result:



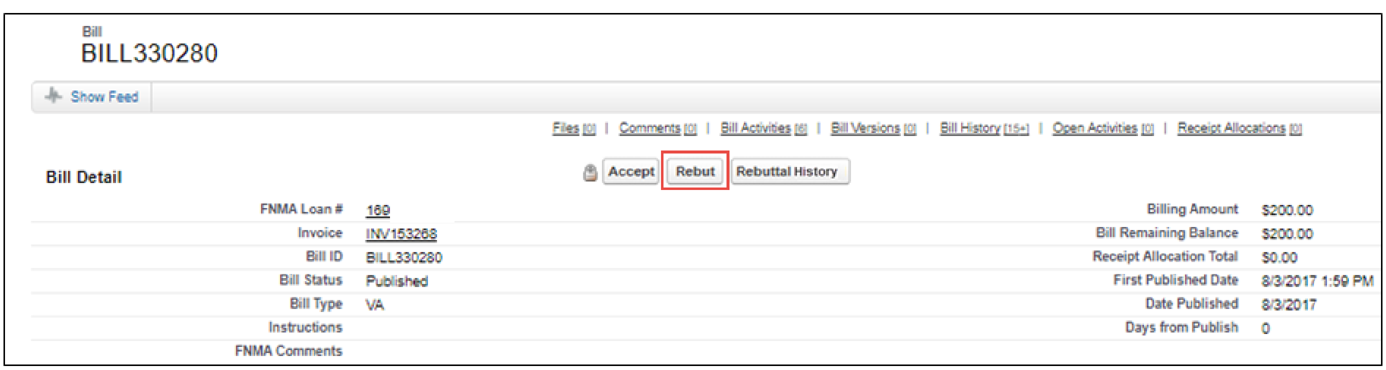
Bill Detail Accept | Rebut | Rebuttal History

FNMA Loan #	169	Total Line Item Amou
Invoice	INV164138	Bill Remaining Balan
Bill ID	BILL360463	Receipt Allocation To
Bill Status	Accepted	First Published Da
Bill Type	Advances	Date Publish
Instructions	Advances Instructions	Days from Publi

Rebutting Entire Bill

To rebut the amount on the bill, follow the steps below.

1. Review bill details.
2. Click **Rebut**.



Bill
BILL330280

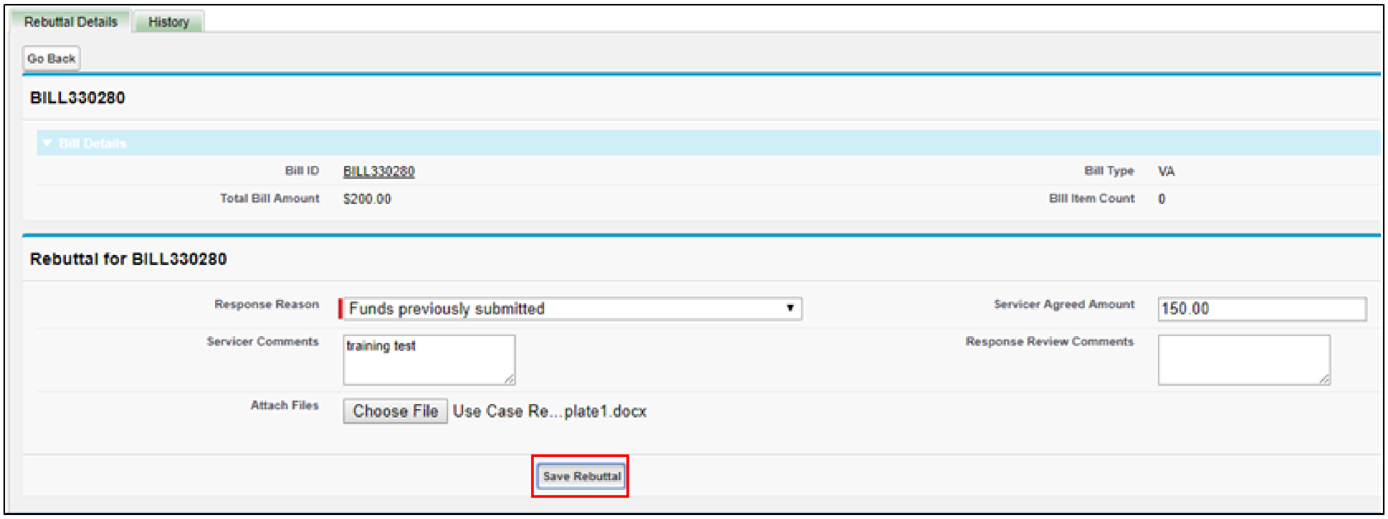
Show Feed

Files [0] | Comments [0] | Bill Activities [6] | Bill Versions [0] | Bill History [15+] | Open Activities [0] | Receipt Allocations [0]

Bill Detail Accept | Rebut | Rebuttal History

FNMA Loan #	169	Billing Amount	$200.00
Invoice	INV153268	Bill Remaining Balance	$200.00
Bill ID	BILL330280	Receipt Allocation Total	$0.00
Bill Status	Published	First Published Date	8/3/2017 1:59 PM
Bill Type	VA	Date Published	8/3/2017
Instructions		Days from Publish	0
FNMA Comments			

Result:



NOTE: *Rebut screen has two tabs:*

- ***Rebuttal Details** – form to fill out explaining reason for rebuttal.*
- ***History** – view history of previous rebuttals made on the bill.*

3. On the **Rebuttal Details** tab select appropriate reason from **Response Reason** drop down.

   NOTE: *Response Reason drop down options will vary per bill type.*

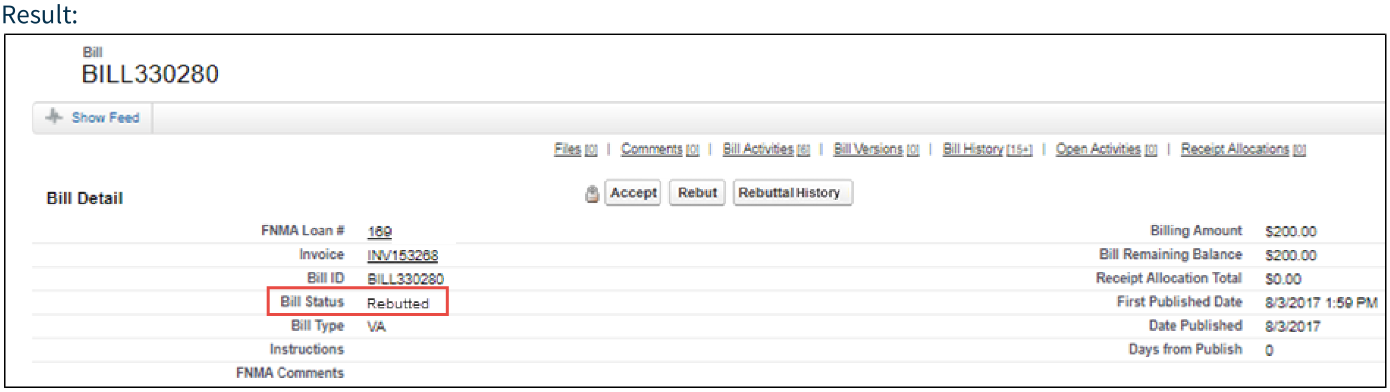
4. Enter comments in **Servicer Comments** field.
5. **Servicer Amount** field is optional to complete.
6. Click **Choose File**.

   NOTE: *Use this feature if attaching supporting documentation.*

   NOTE: *ONLY One file per rebuttal can be attache. To attach other files do so in the [Files](#) section of the Bill Detail screen.*

7. Click **Save Rebuttal**.
8. Click **OK** in message box that appears.

   Result:

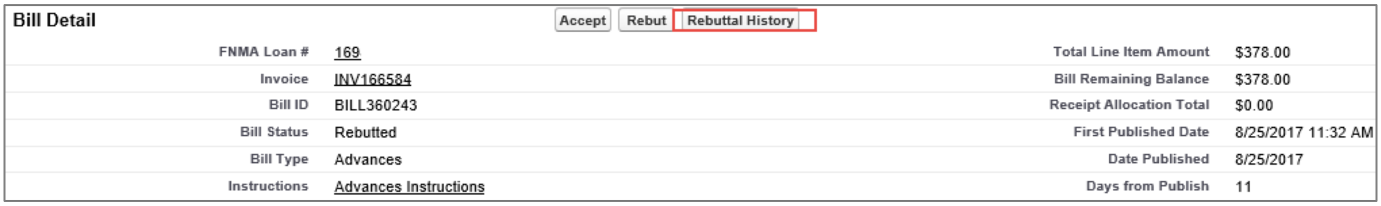


NOTE: *The Bill Status will change to **Rebutted**.*

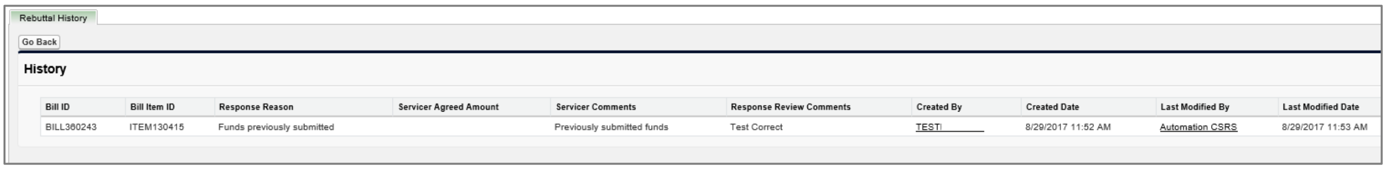
Rebuttal History

The Rebuttal History provides a summary of any previous rebuttals that have occurred on the bill, as well as, Fannie Mae's response to those rebuttals. To view the Rebuttal History, follow the steps below.

1. Click **Rebuttal History**.



Result:

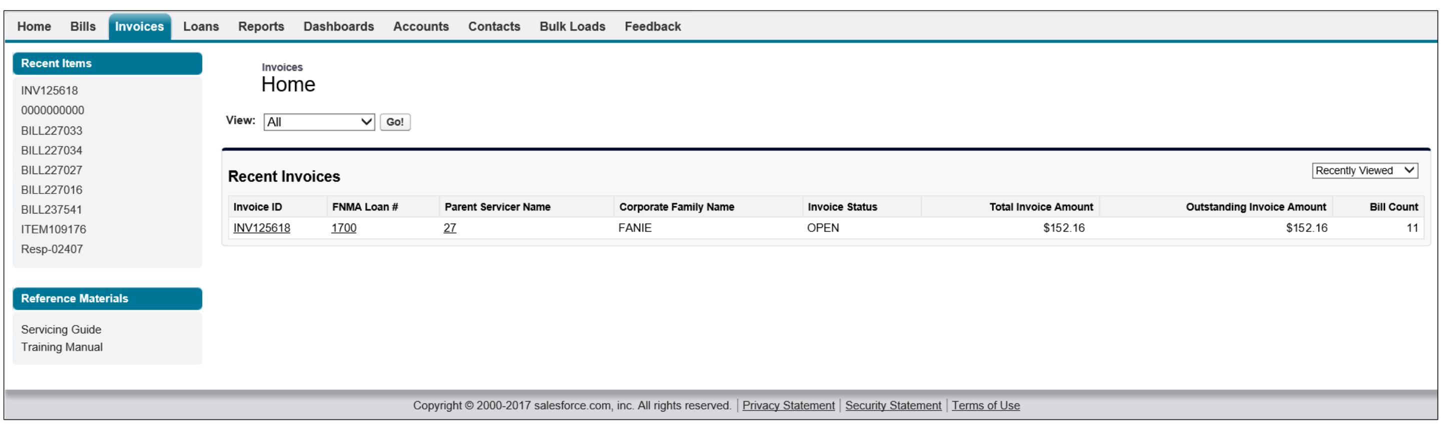


> **NOTE:** *The most recent rebuttal is located at the top.*

2. Click **Go Back** to return to the Bill Details screen.

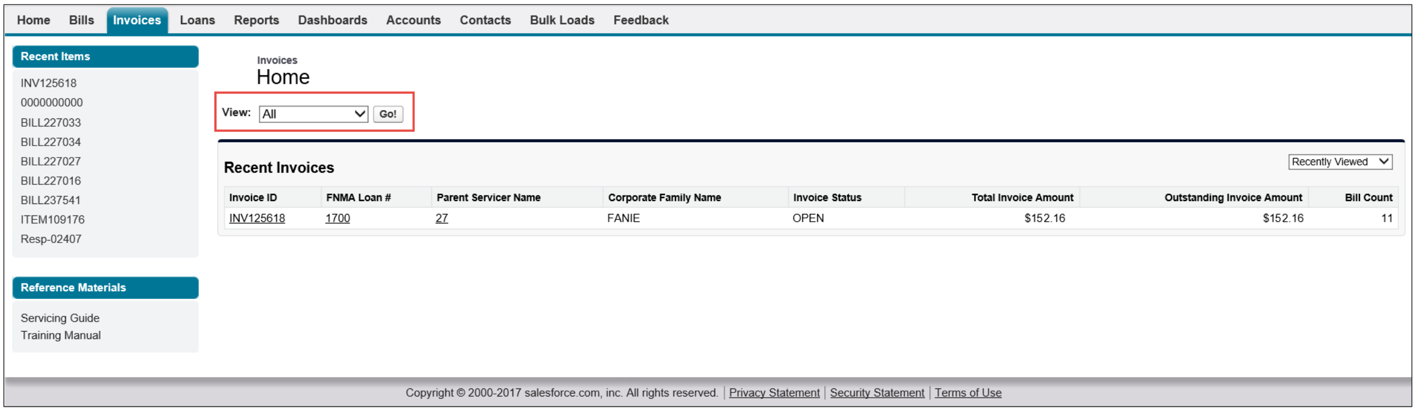
Invoices Tab

The Invoices Tab Home page displays a quick view of the invoices.

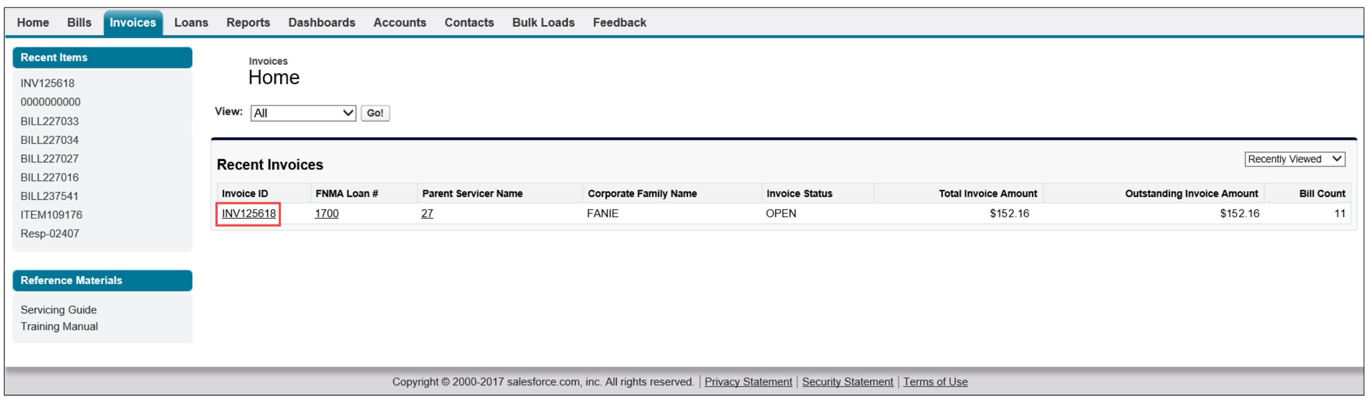


Viewing Invoices

Invoices can be viewed by selecting the appropriate **View** field drop down name and click **Go** or clicking the **Invoice ID**. The steps below assume that **All** was selected in the **View** field and **Go** was clicked.



1. Click **Invoice ID** of appropriate invoice.



Result:

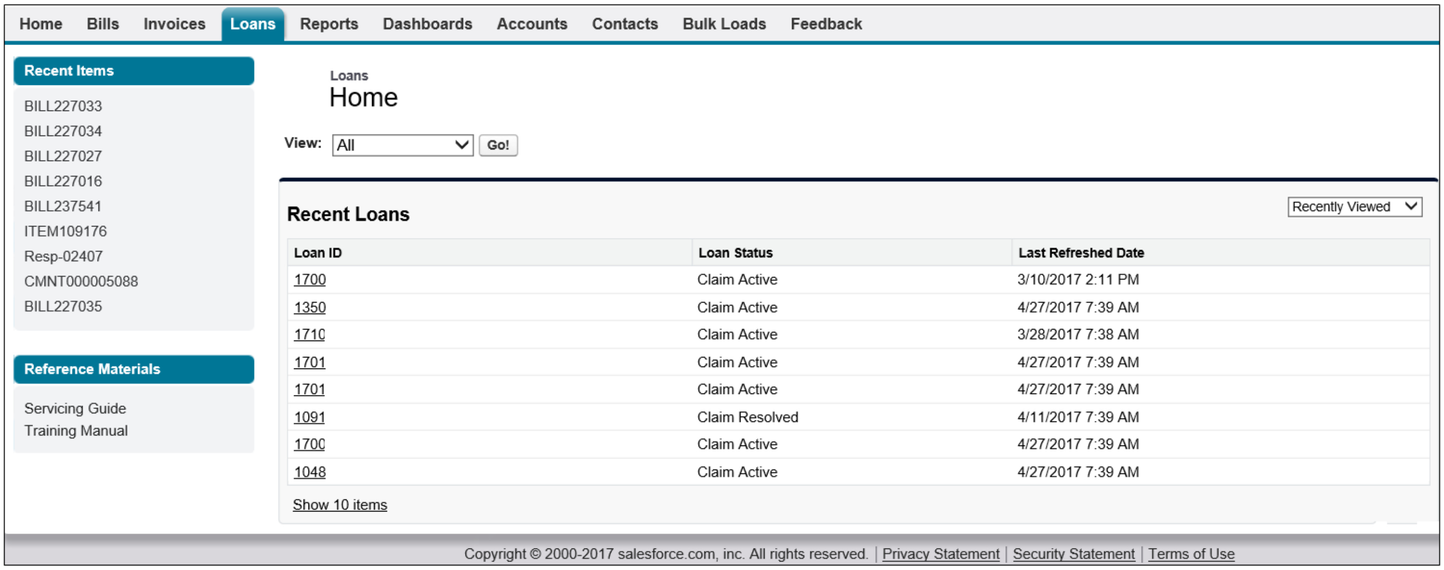
> **NOTE:** *The invoice provides the sum amount of all the bills associated to the Fannie Mae loan and Servicer ID. Comp Fees and NODs have their own section and are not included in the total Invoice Amount.*

2. Click **Bill ID** to view bills.

> **NOTE:** *Within the Invoice page, the bill can be accepted or rebutted by clicking the check box next to the Bill ID.*

Loans Tab

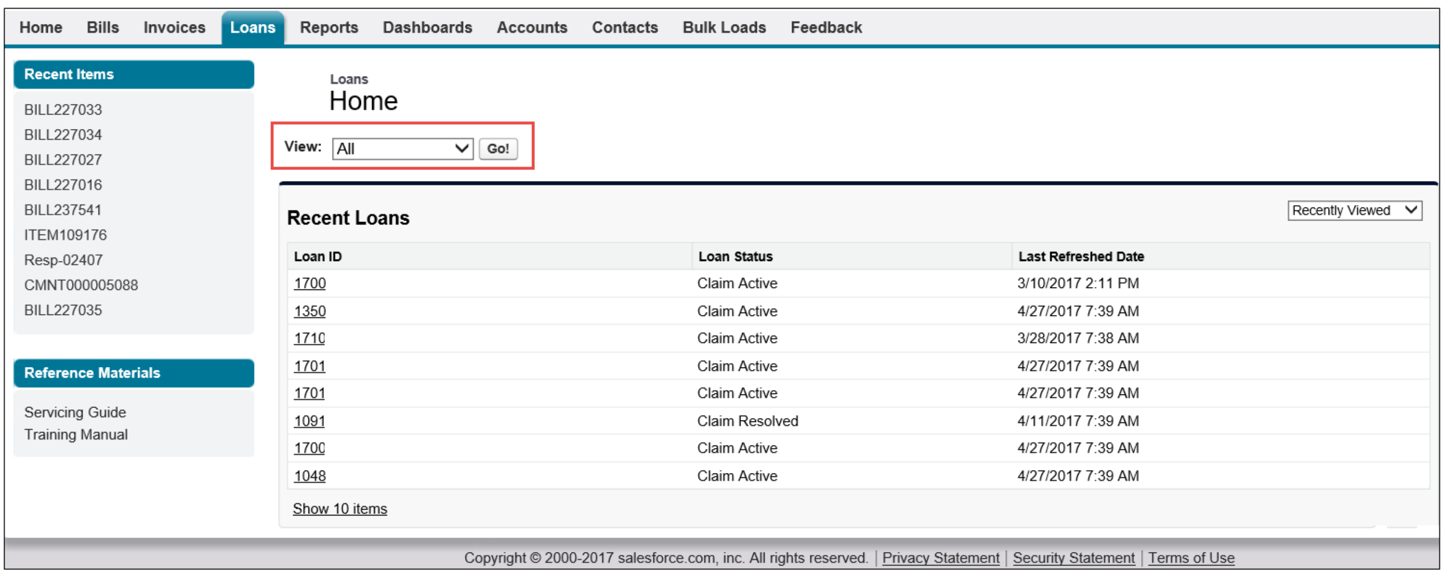
The Loans Tab Home page displays all recently viewed or updated loans.



Loan ID	Loan Status	Last Refreshed Date
1700	Claim Active	3/10/2017 2:11 PM
1350	Claim Active	4/27/2017 7:39 AM
1710	Claim Active	3/28/2017 7:38 AM
1701	Claim Active	4/27/2017 7:39 AM
1701	Claim Active	4/27/2017 7:39 AM
1091	Claim Resolved	4/11/2017 7:39 AM
1700	Claim Active	4/27/2017 7:39 AM
1048	Claim Active	4/27/2017 7:39 AM

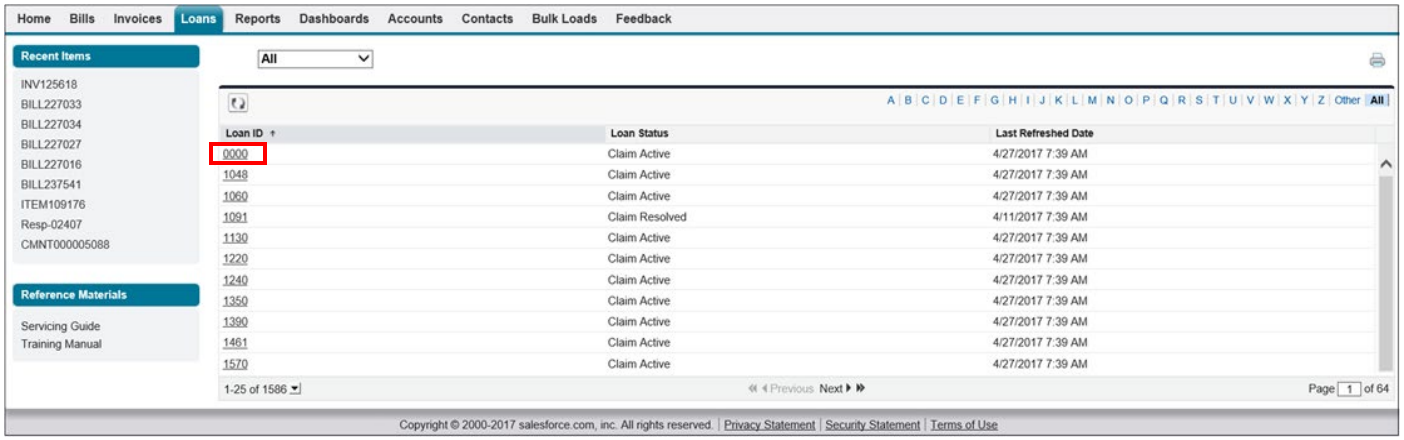
Viewing Loans

Loans can be viewed by selecting the appropriate **View** field drop down name and click **Go** or clicking the **Loan ID**. The steps below assume that **All** was selected in the **View** field and **Go** was clicked.

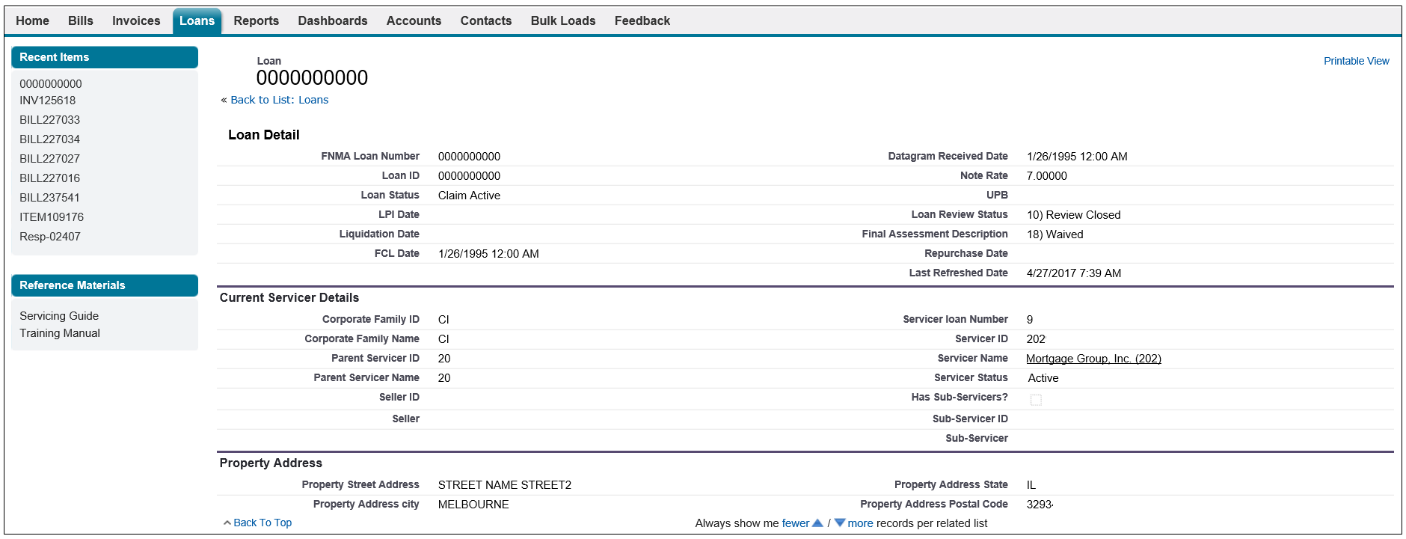


Loan ID	Loan Status	Last Refreshed Date
1700	Claim Active	3/10/2017 2:11 PM
1350	Claim Active	4/27/2017 7:39 AM
1710	Claim Active	3/28/2017 7:38 AM
1701	Claim Active	4/27/2017 7:39 AM
1701	Claim Active	4/27/2017 7:39 AM
1091	Claim Resolved	4/11/2017 7:39 AM
1700	Claim Active	4/27/2017 7:39 AM
1048	Claim Active	4/27/2017 7:39 AM

1. Click appropriate **Loan ID** number.

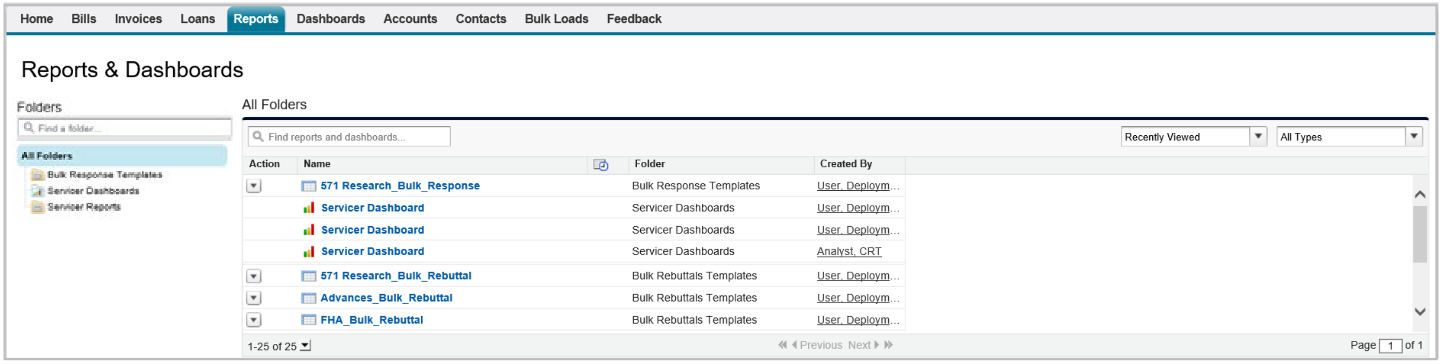


Result:



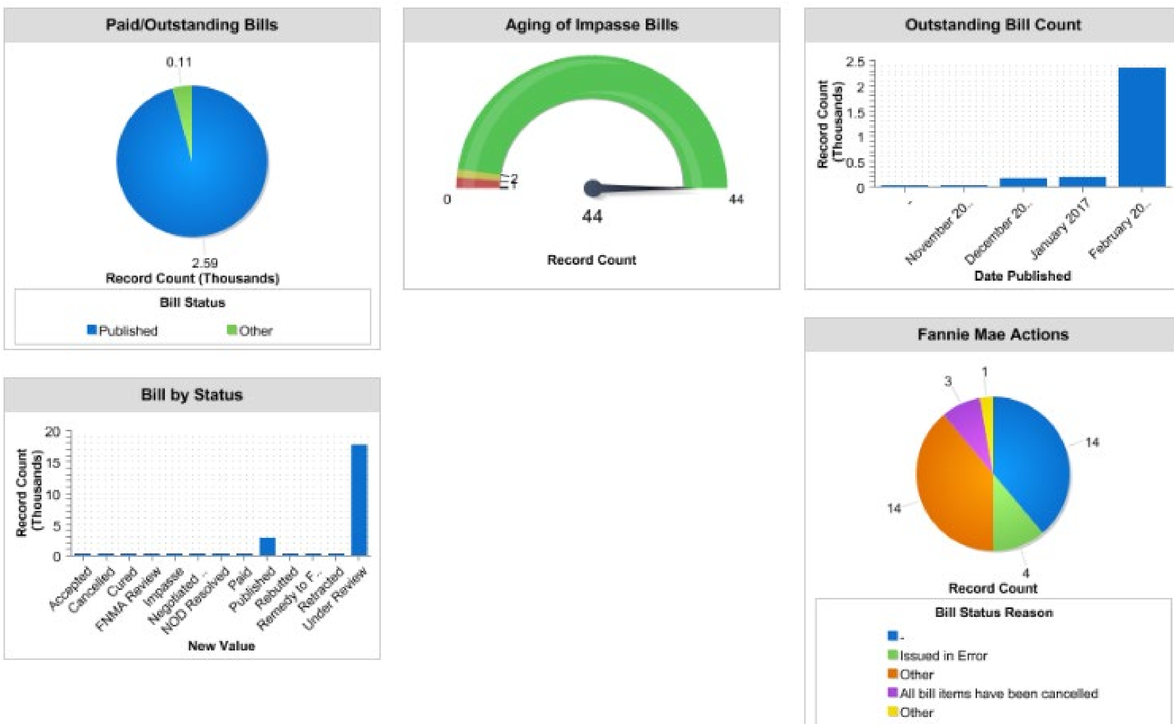
Reports Tab

The Reports Tab Home page displays various canned reports.



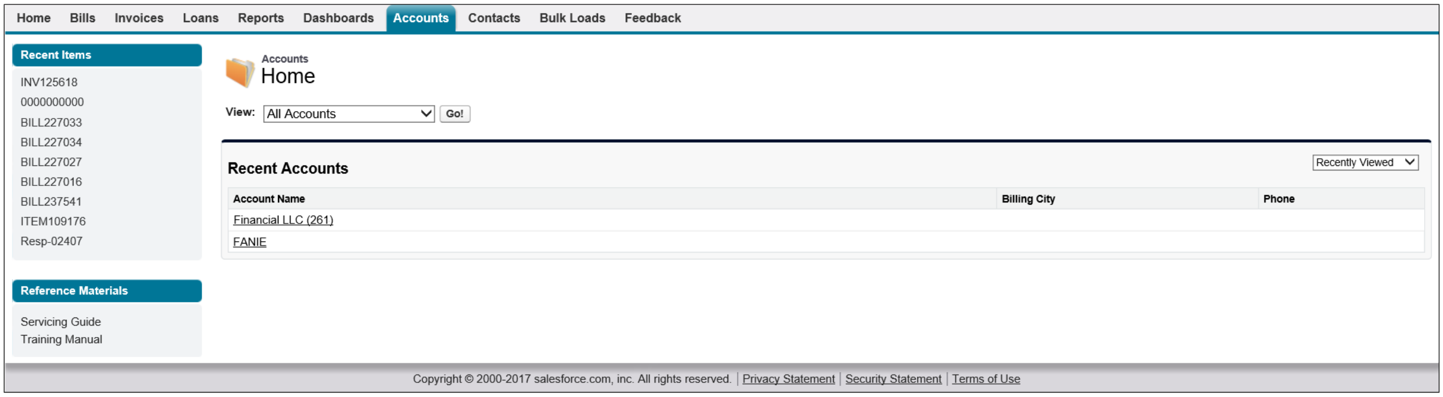
> **NOTE:** *Different reports will display in the main section of the page depending upon the folder selected.*
>
> **NOTE:** *Clicking on a report with a graph icon will open the Dashboard tab.*

Result:



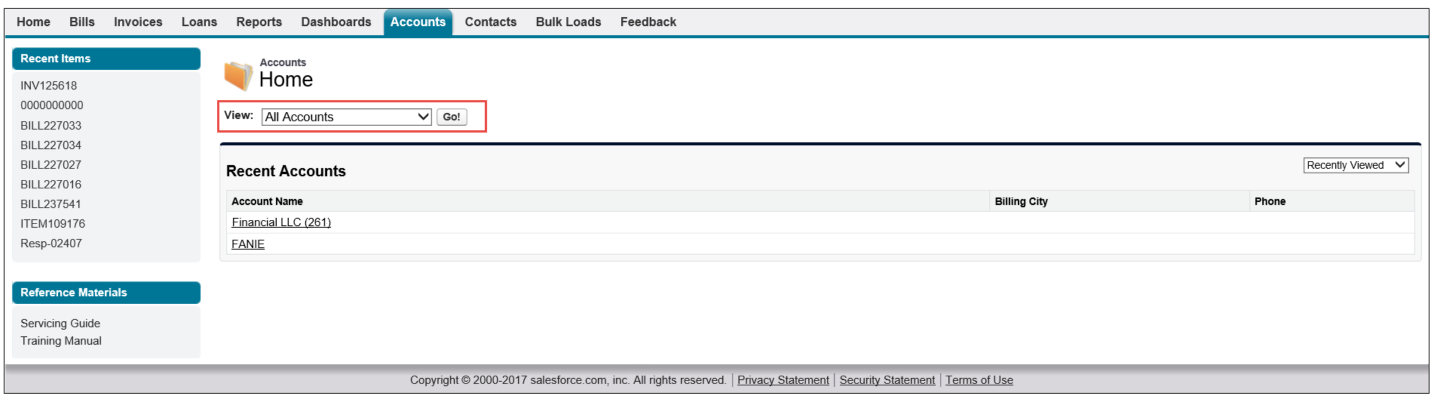
Accounts Tab

The Accounts Tab Home page contains a quick view of your accounts.

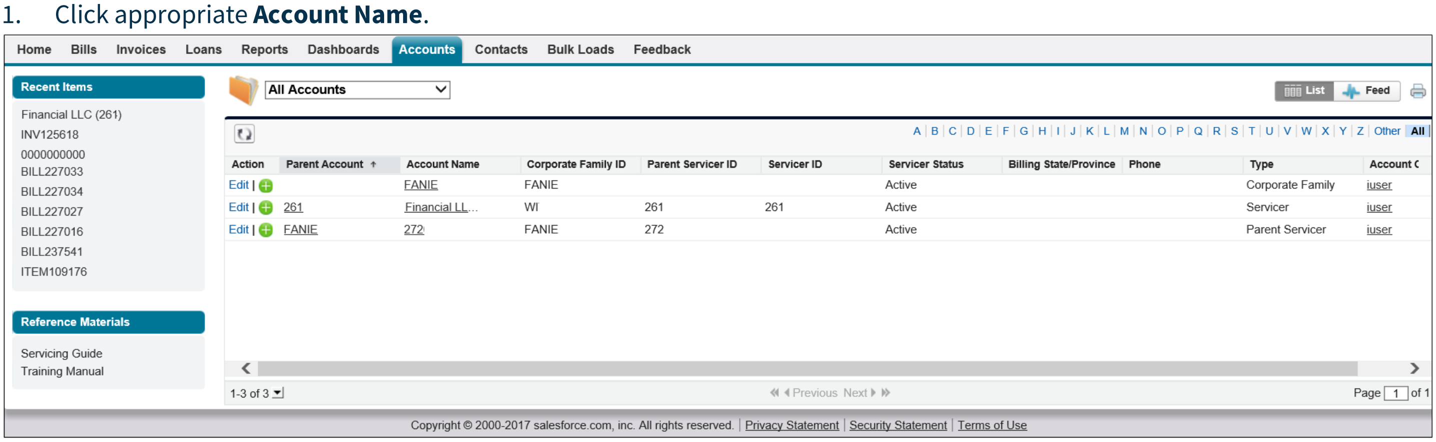


Viewing Accounts

Accounts can be viewed by selecting the appropriate **View** field drop down name and click **Go** or clicking the **Account Name**. The steps below assume that **All Accounts** was selected in the **View** field and **Go** was clicked.

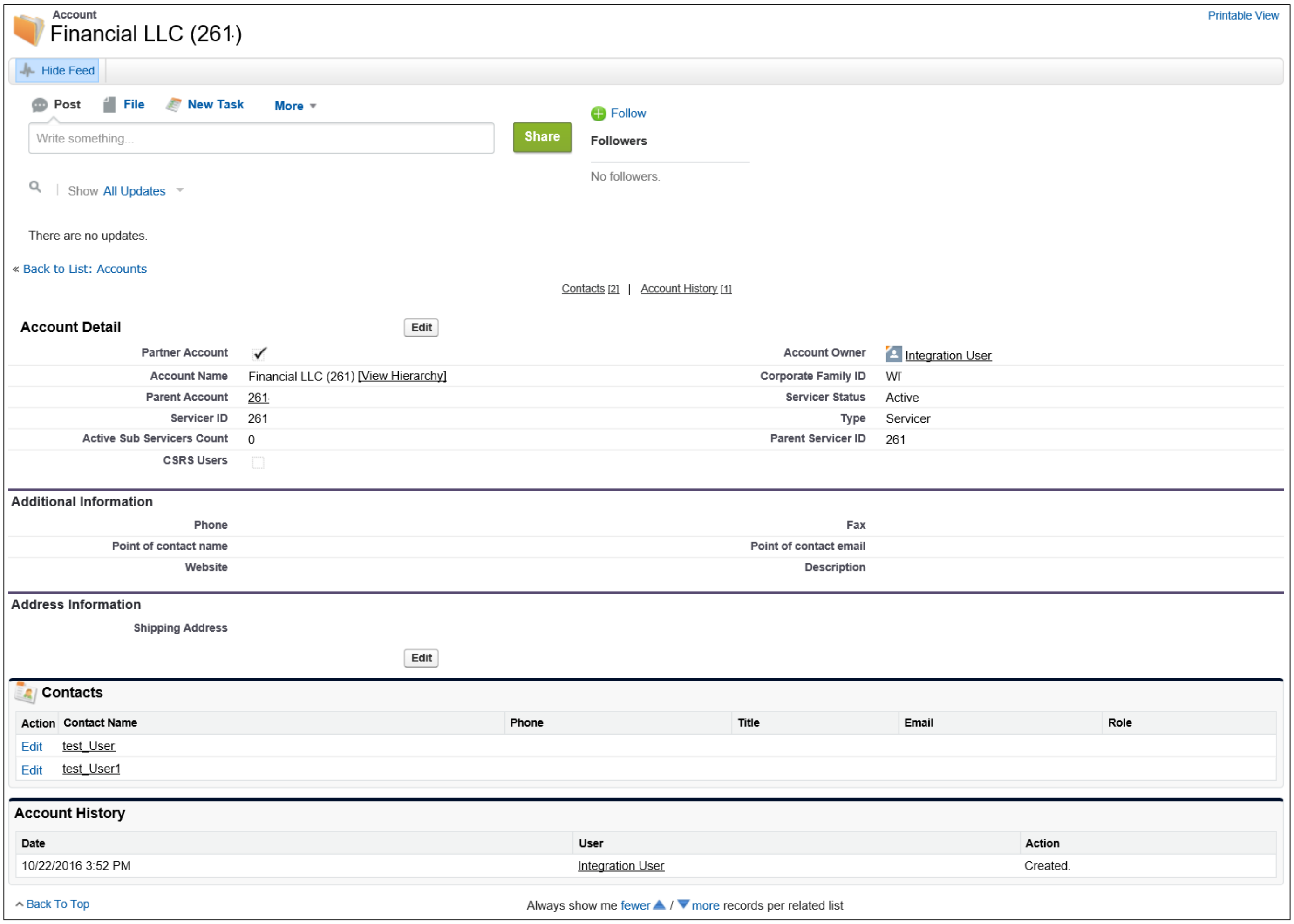


1. Click appropriate **Account Name**.



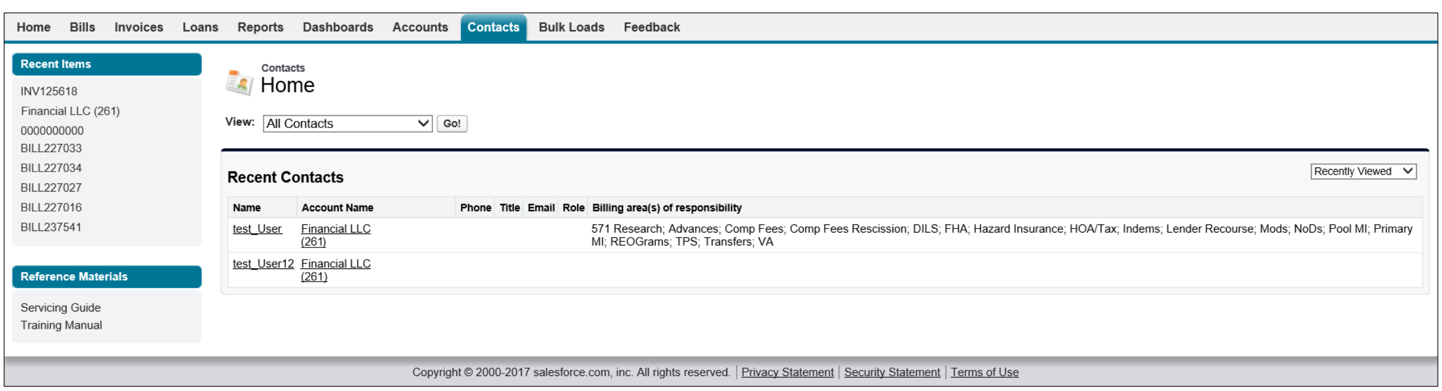
:

Result:



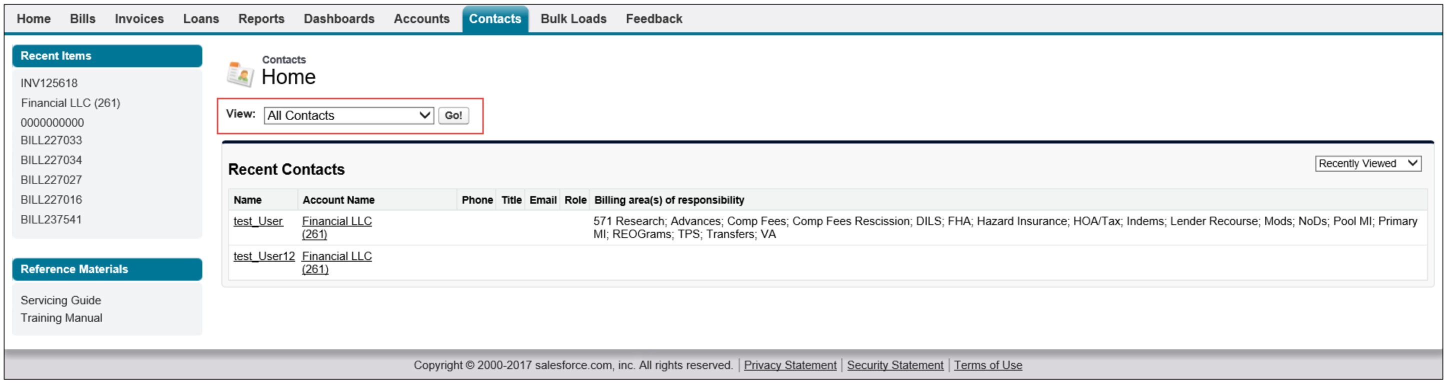
Contacts Tab

The Contacts Tab Home page provides a quick view of the existing contacts, making updates and/or changes to contacts, and turning email notifications on or off.

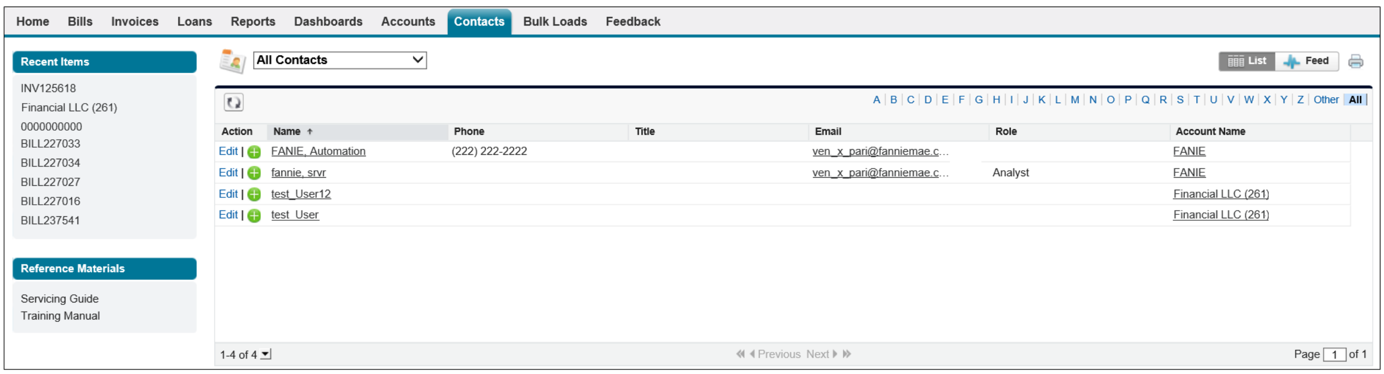


Viewing Contacts

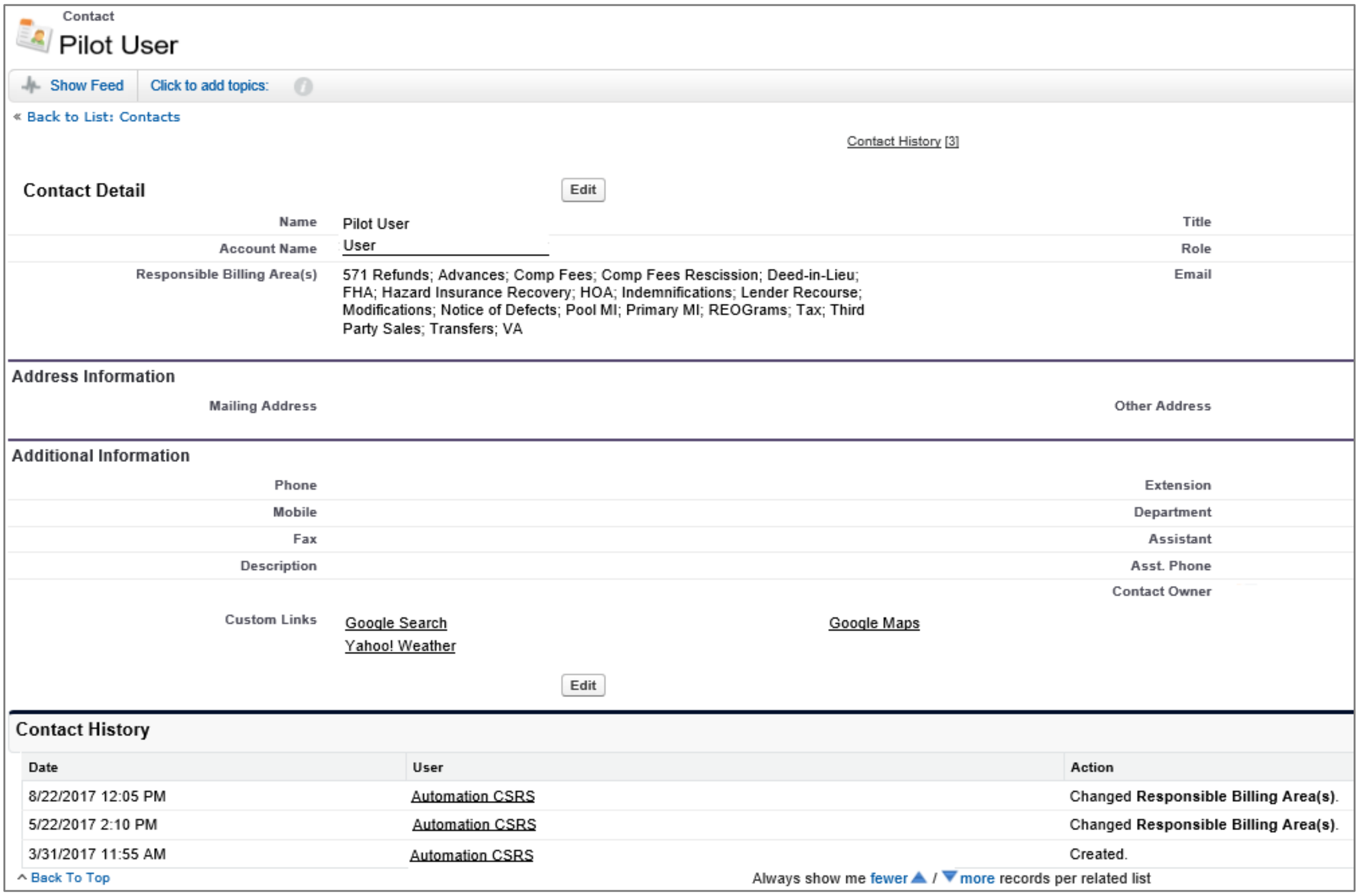
Contacts can be viewed by selecting the appropriate **View** field drop down name and click **Go** or clicking the **Recent Contact Name**. The steps below assume that **All Contacts** was selected in the **View** field and **Go** was clicked



1. Click appropriate **Name**.



Result:



Contact

Pilot User

Show Feed | Click to add topics:

« Back to List: Contacts

Contact History [3]

Contact Detail

Edit

Name	Pilot User	Title	
Account Name	User	Role	
Responsible Billing Area(s)	571 Refunds; Advances; Comp Fees; Comp Fees Rescission; Deed-in-Lieu; FHA; Hazard Insurance Recovery; HOA; Indemnifications; Lender Recourse; Modifications; Notice of Defects; Pool MI; Primary MI; REOGrams; Tax; Third Party Sales; Transfers; VA	Email	

Address Information

Mailing Address		Other Address	

Additional Information

Phone		Extension	
Mobile		Department	
Fax		Assistant	
Description		Asst. Phone	
		Contact Owner	
Custom Links	Google Search Yahoo! Weather	Google Maps	

Edit

Contact History

Date	User	Action
8/22/2017 12:05 PM	Automation CSRS	Changed **Responsible Billing Area(s)**.
5/22/2017 2:10 PM	Automation CSRS	Changed **Responsible Billing Area(s)**.
3/31/2017 11:55 AM	Automation CSRS	Created.

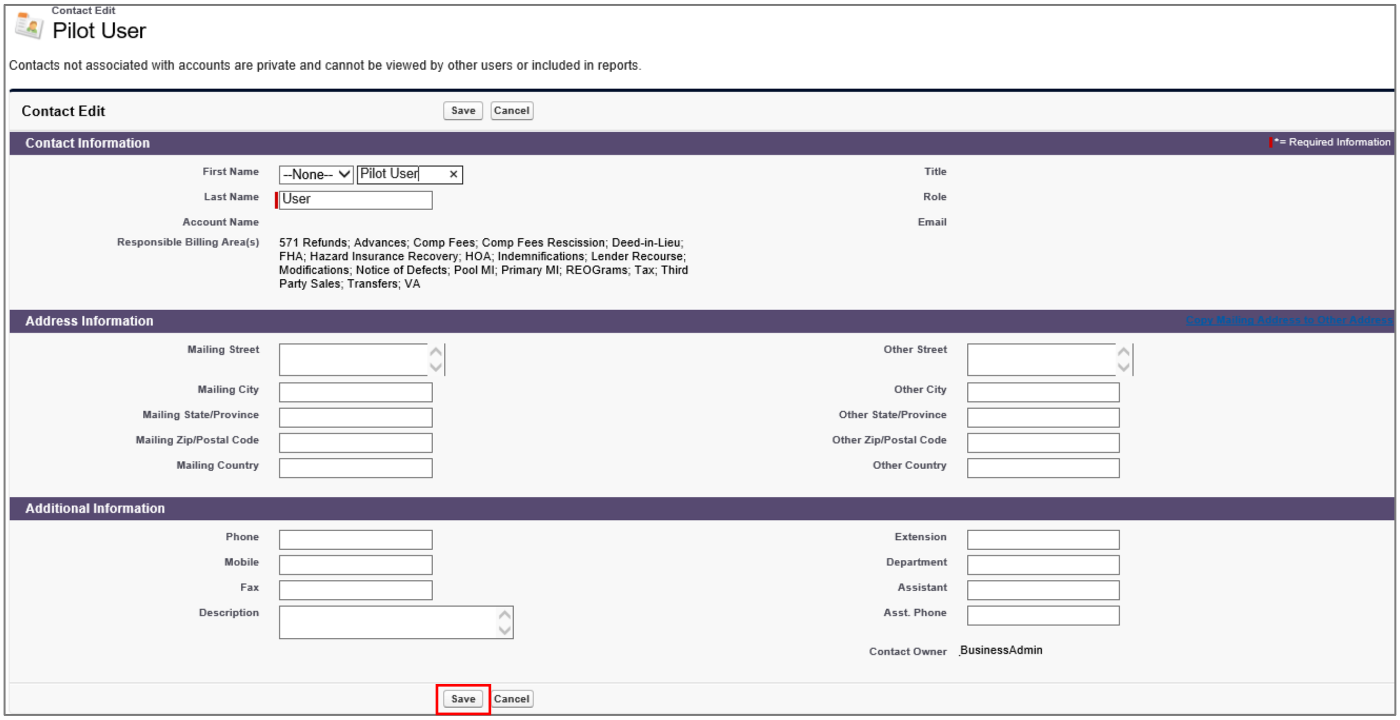
^ Back To Top

Always show me fewer ▲ / ▼ more records per related list

Edit Contacts

To edit a contact, follow the steps below.

1. Click **Edit**, shown in the example above. Make appropriate updates and/or corrections.



> **NOTE:** *Updates cannot be made to the Contact Information section*

2. Click **Save**.

> **NOTE:** *Contacts not associated with accounts are private and cannot be viewed by other users or included in reports.*

Turning Off Automatic Billing Notifications

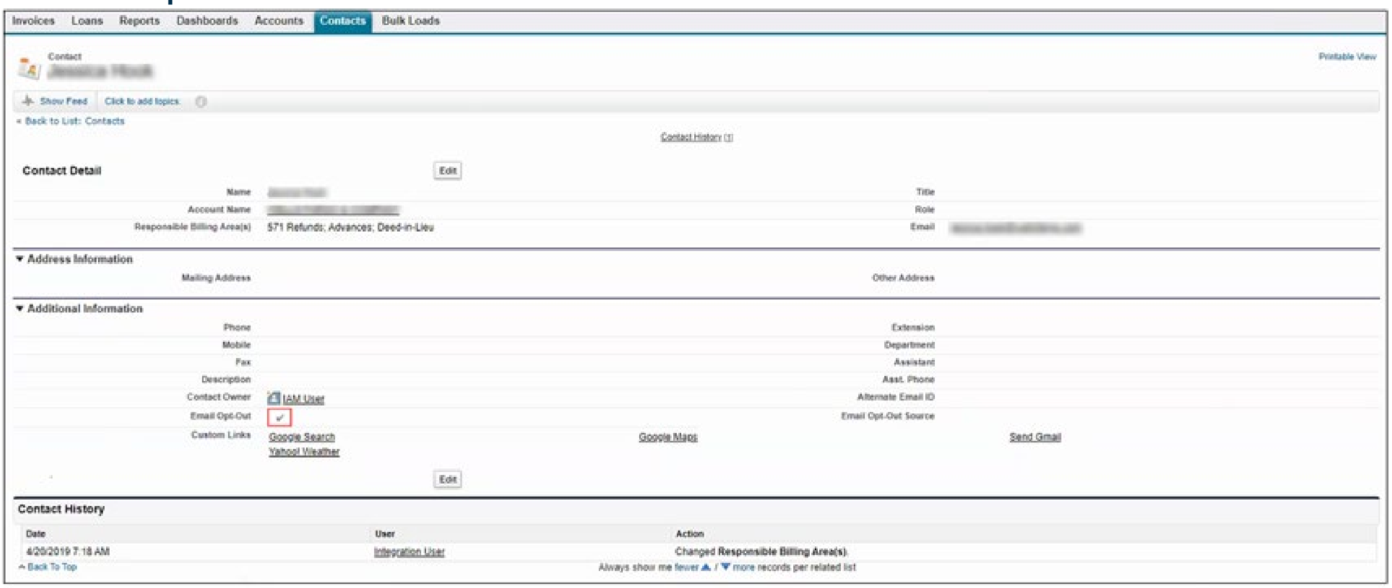
For users that would like to turn off the automatically generated billing notifications there are two options.

- Complete within the Fannie Mae Invoicing system
- Complete through email

Turn Off Within the System

To turn off the automatic billing notifications functionality within the system, follow the steps below.

1. Click **Contact** tab.
2. Check **Email Opt-Out** box.



> **NOTE:** *To opt back into automatic bill notifications, uncheck the Email Opt-Out box.*

Turn Off Through Email

To turn the automatic billing notification functionality off through email, follow the steps below.

1. Click the unsubscribe link from the weekly billing notification received.

   > **NOTE:** *By default, the email will include the username and registered email id.*

2. Click **Send**.

   > **NOTE:** *Fannie Mae will send a notification of the opt-out status.*
   >
   > **NOTE:** *This step can be done in the same email sent to Fannie Mae to add an alternative email address [through email](#) section*

Adding an Alternative Email Address to Automatic Billing Notification

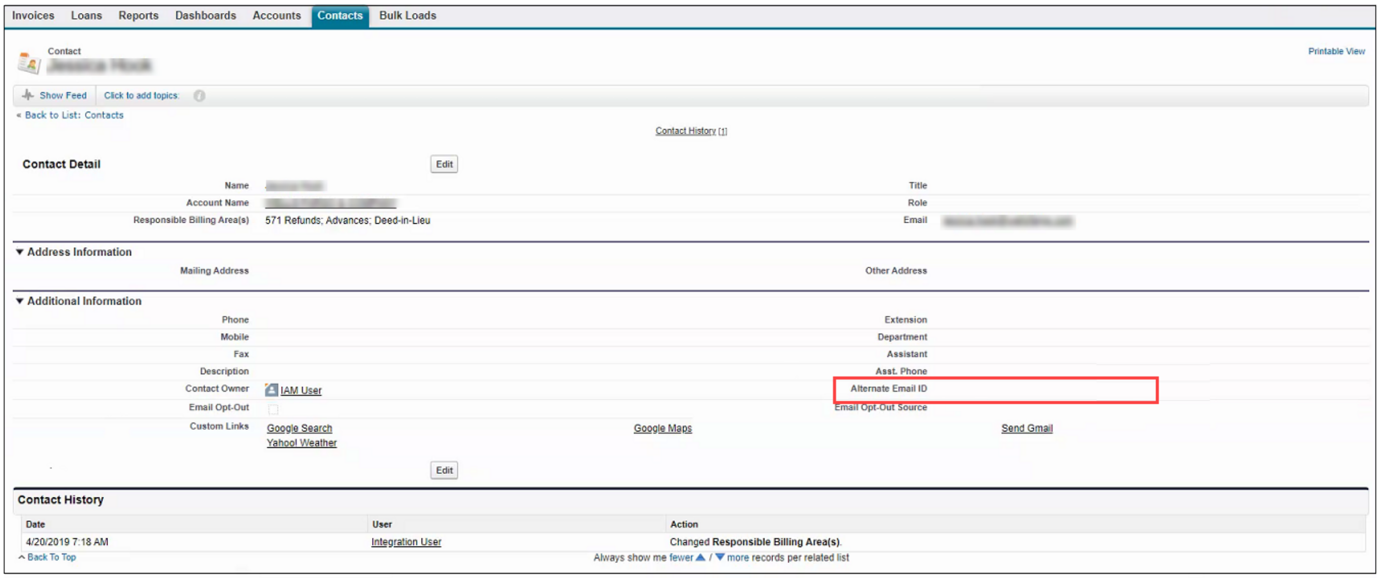
For users that would like to set up an alternative contact to receive the automatically generated billing notifications within the Fannie Mae Invoicing system there are two options.

- Complete within the Fannie Mae Invoicing system
- Complete through email

Add Alternative Email Within the System

To add an alternative email address to receive automatic billing notifications, follow the steps below.

1. Click **Contact** tab.
2. Enter the new email address in the **Alternative Email ID** field.



> **NOTE:** *To remove the alternative email id, delete the current email address listed in the Alternative Email ID field.*

Add Alternative Email Through Email

To add an alternative email address to receive automatic billing notifications, follow the steps below.

1. Click the unsubscribe link from the weekly billing notification received.
2. Provide an alternative email address only if the notifications need to be forwarded to another point of contact (POS) within your organization.

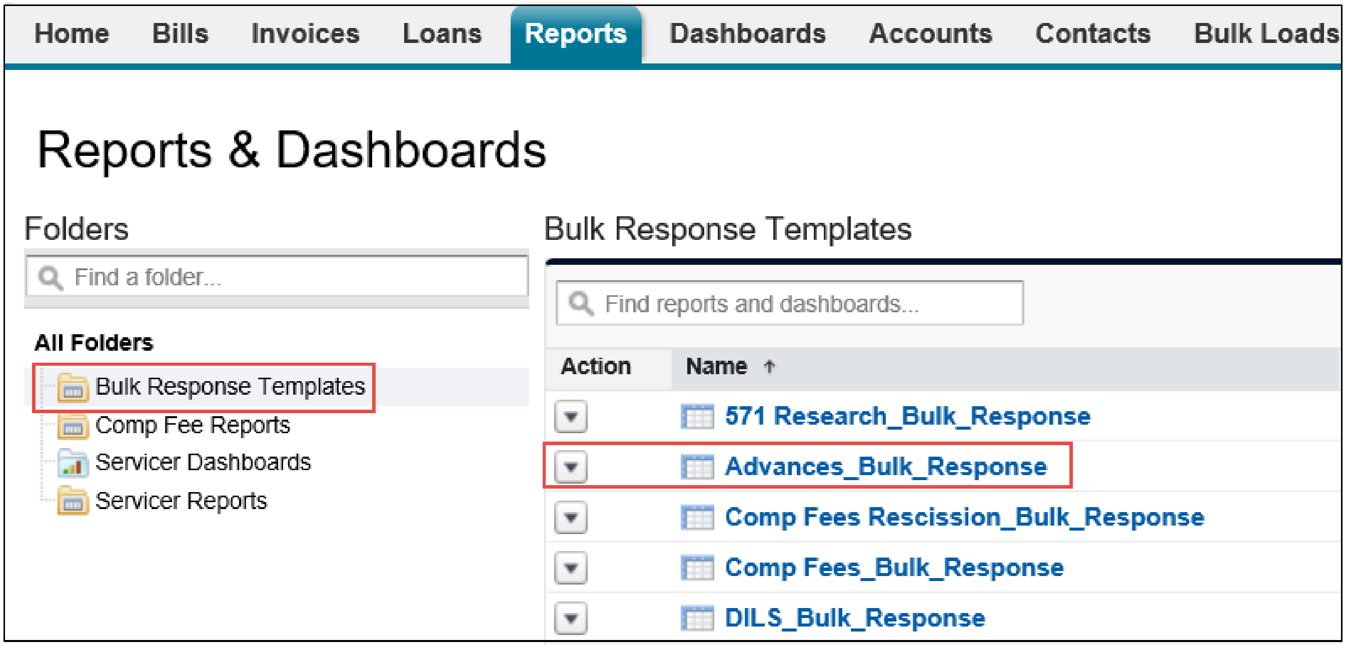
> **NOTE:** *Fannie Mae will send a notification of the opt-out status.*
>
> **NOTE:** *This step can be done in the same email sent to Fannie Mae to turn off automatic billing notifications [through email](#) section.*

Bulk Upload Tab

The Bulk Loads Tab Home page provides a method to upload response files and supporting documents for multiple bills.

Bill Response Bulk Upload Document Preparation

1. Click **Reports** tab.
2. Click **Bulk Response Templates**.
3. Select appropriate templates.

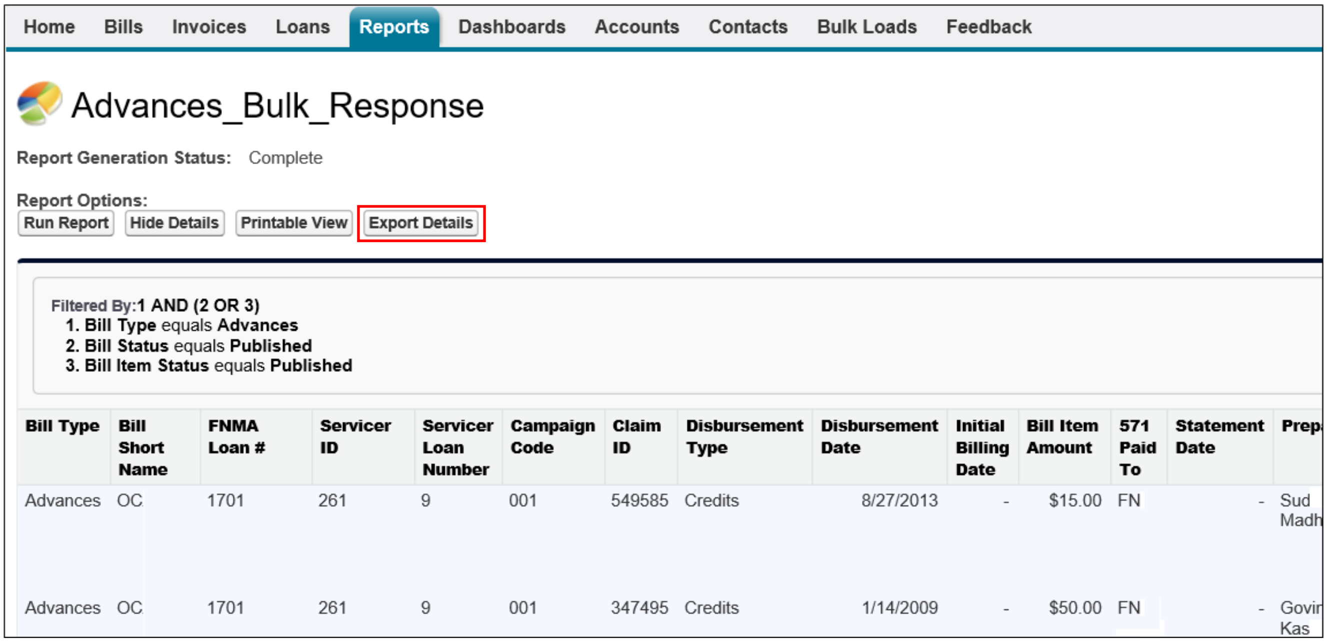


NOTE: *Do not select templates that end in **wItems**, as currently, bills can only be accepted/rebutted at the bill level and not line item level.*

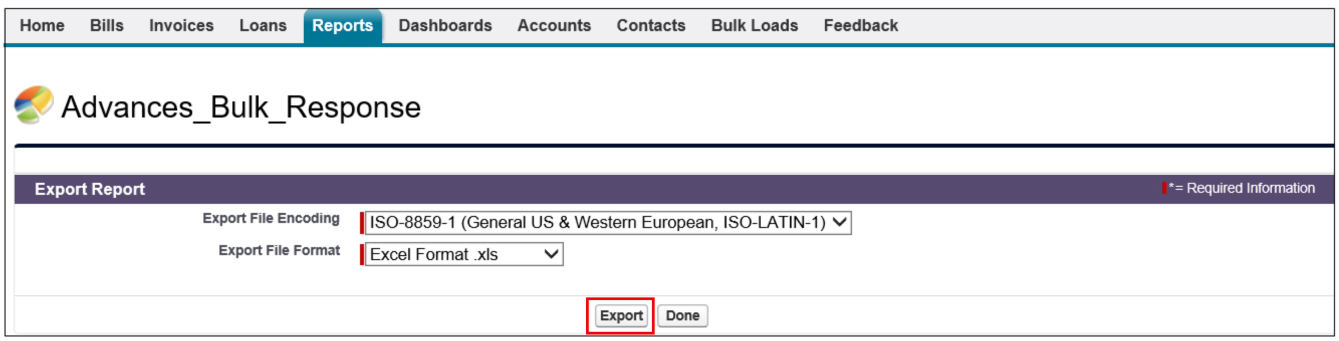
NOTE: *Each bill type has its own template.*

NOTE: *Once the Bill Type template is selected, all the bills associated with the Bill Type and only those in Published Bill Status will appear on the screen.*

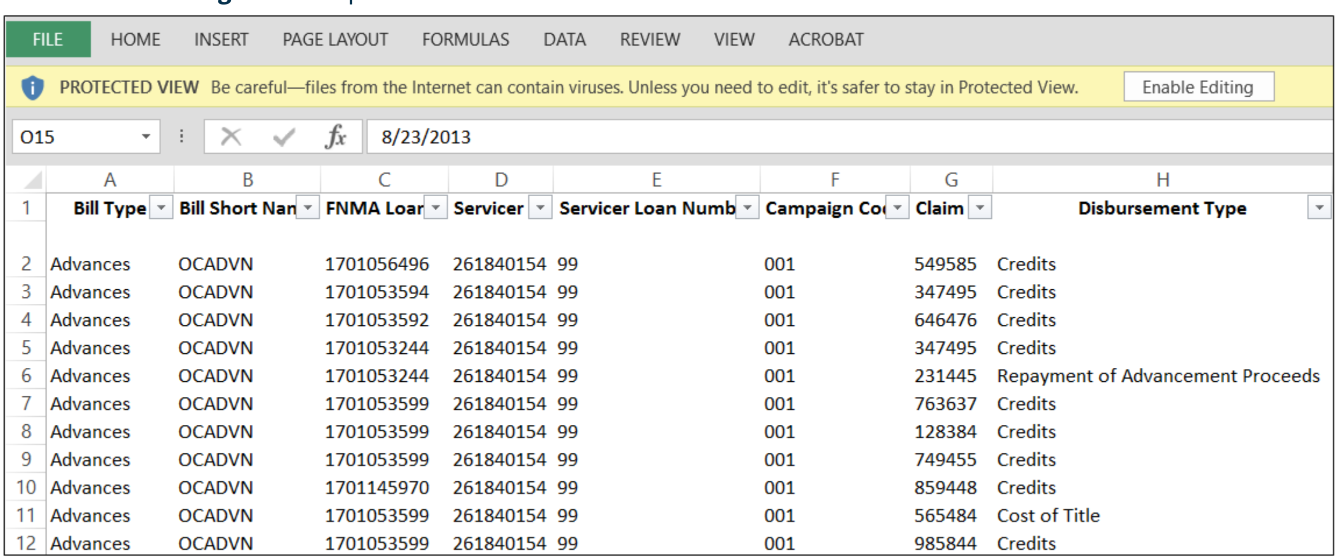
4. Click **Export Details**.



5. Click **Export**.



6. Click **Enable Editing** to make updates to data.



	A	B	C	D	E	F	G	H
1	Bill Type	Bill Short Nan	FNMA Loar	Servicer	Servicer Loan Numb	Campaign Co	Claim	Disbursement Type
2	Advances	OCADVN	1701056496	261840154	99	001	549585	Credits
3	Advances	OCADVN	1701053594	261840154	99	001	347495	Credits
4	Advances	OCADVN	1701053592	261840154	99	001	646476	Credits
5	Advances	OCADVN	1701053244	261840154	99	001	347495	Credits
6	Advances	OCADVN	1701053244	261840154	99	001	231445	Repayment of Advancement Proceeds
7	Advances	OCADVN	1701053599	261840154	99	001	763637	Credits
8	Advances	OCADVN	1701053599	261840154	99	001	128384	Credits
9	Advances	OCADVN	1701053599	261840154	99	001	749455	Credits
10	Advances	OCADVN	1701145970	261840154	99	001	859448	Credits
11	Advances	OCADVN	1701053599	261840154	99	001	565484	Cost of Title
12	Advances	OCADVN	1701053599	261840154	99	001	985844	Credits

7. Scroll towards the end of the document as the Reason and Status fields require information in them.

U	V	W	X
Reason	**Servicer Agreed Amount**	**Status**	**Servicer Comment**

NOTE: *The Servicer Agreed Amount and the Servicer Comments fields are NOT required but optional to complete.*

The chart below lists options that Fannie Mae Invoicing will accept for the **Reason** field on the bulk response template shown above. If the values are not exactly from the given values (along with spelling), Fannie Mae Invoicing will reject/fail the upload process of the file.

Bill Type	**Rebuttal Reason**
Comp Fee Rescission	Funds previously submitted
	Rescission of Sale Did Not Occur
	Bankruptcy
	Litigation
	Loss Mitigation
	Title Issue
	Deceased Borrower
	Other (Comments/Supporting docs provided)
Hazard Insurance Recovery / 571 Refunds	Funds previously submitted
	Unable to locate loan
	Submitted (Proceeds) is it duplicate bill?
	Other (Comments/Supporting docs provided)
Deed-In-Lieu	Funds Previously submitted
	Unable to locate loan
	Other (Comments/Supporting docs provided)
Third Party Sale	Funds previously submitted
	State Statute - Fee Sensitive
	Unable to locate loan
	Submitted (Proceeds) is it duplicate bill?
	Other (Comments/Supporting docs provided)
	Sale Date incorrect
	Third Party Sale Rescinded
	Unrecoverable (Supporting Docs/comments provided)
	Pending Legal Litigation
MI Termination Recovery	Funds previously submitted
	Unable to locate loan
	Other (Comments/Supporting docs provided)
	Unrecoverable (Supporting docs/comments provided)
	Unrecoverable per State Statute (Supporting docs/comments provided)
	Disagree - Prior servicer is responsible
	Proof of Payment Needed
	Escalated for further review
	Prorated Uncollectable Paid in Full
MI_Primary	Other (Comments/Supporting docs provided)
	Date of Claimable timeframe
	Prorate Expenses
	Breakdown Request
	Unrecoverable per MICO Guides

Bill Type	Rebuttal Reason
MI Primary	Loan is part of a resolution
	Comp Fee needs to be applied
	Funds were already remitted
	Never received funds from MI
	Received partial payment from MI
MI Pool	Funds Previously submitted
	State Statute - Fee Sensitive
	Indemnification
	Submitted (Proceeds) is it duplicate bill?
	Other (Comments/Supporting docs provided)
	Unrecoverable (Supporting Docs/comments provided)
	Disbursement prior to transfer date
Lender Recourse	Funds Previously submitted
	State Statute - Fee Sensitive
	Indemnification
	Submitted (Proceeds) is it duplicate bill?
	Other (Comments/Supporting docs provided)
	Unrecoverable (Supporting Docs/comments provided)
	Disbursement prior to transfer date
Indemnifications	Other (Comments/Supporting docs provided)
	Disagree with the violation (Supporting docs required)
	Cured (Supporting docs provided)
	Disagree with the Bill Amount (Supporting docs required)
Notice of Defect	Other (Comments/Supporting docs provided)
	Disagree with the violation (Supporting docs required)
	Cured (Supporting docs provided)
Tax / HOA	Funds previously submitted
	Unable to locate loan
	Other (Comments/Supporting docs provided)
	Unrecoverable (Supporting Docs/comments provided)
USDA	Funds Previously submitted
	Other (Comments/Supporting docs provided)
	Clarification needed for Make Whole/Bill Breakdown
VA / FHA	Funds Previously submitted
	Other (Comments/Supporting docs provided)
	Clarification needed for Make Whole/Bill Breakdown

> **NOTE:** *Reason responses are not case sensitive.*

8. Enter **Accept** or **Rebut** in **Status** filed.

> **NOTE:** *If accepting bill, no reason request is required.*

9. Enter appropriate supporting comment in **Servicer Comments** field.
10. Save Excel file to computer.

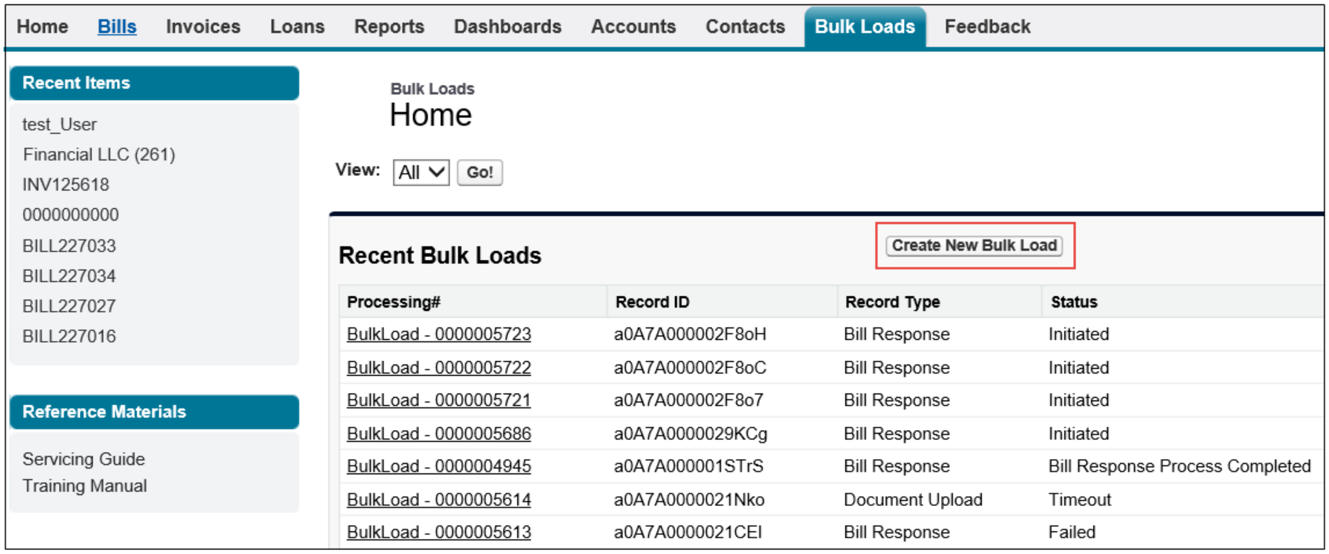
> **NOTE:** *File type should be .xls or .xlsx.*

11. Click **Done** on Export Report screen.

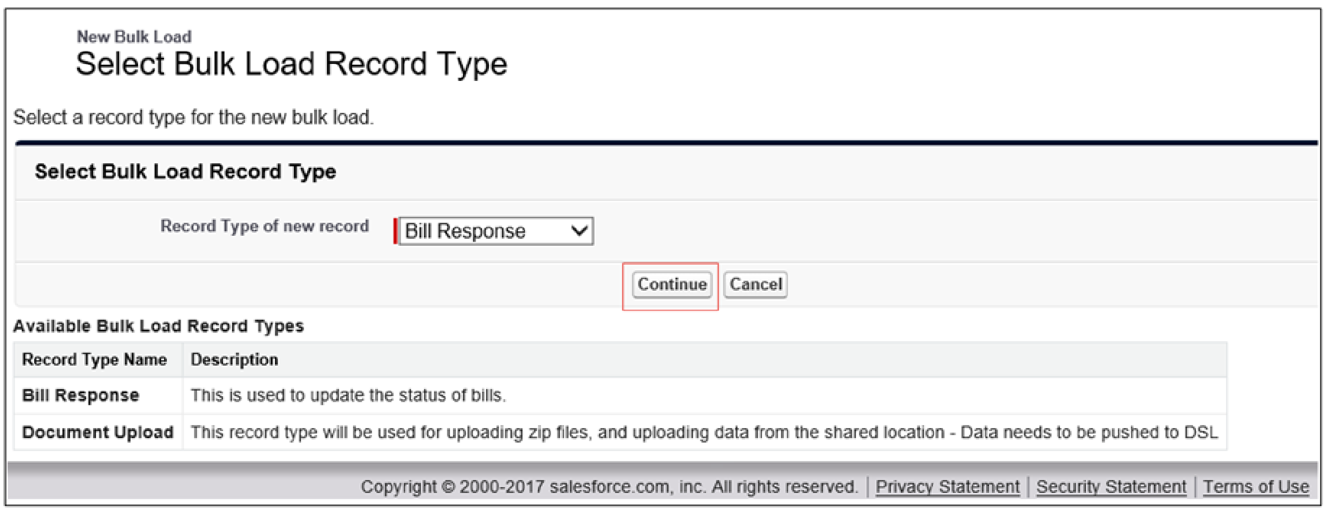
Bill Response Upload

To attach appropriate Bill Response files and start upload process, follow the steps below.

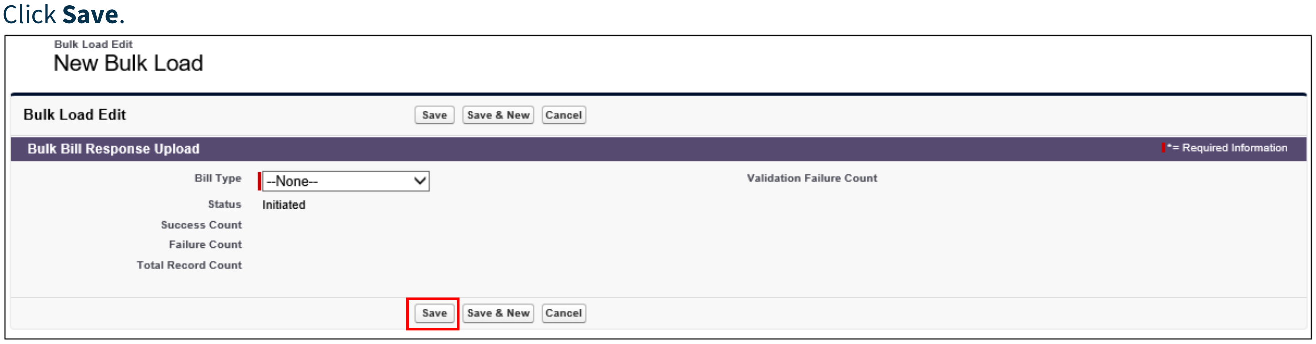
1. Click **Bulk Loads** tab.
2. Click **Create New Bulk Load**.



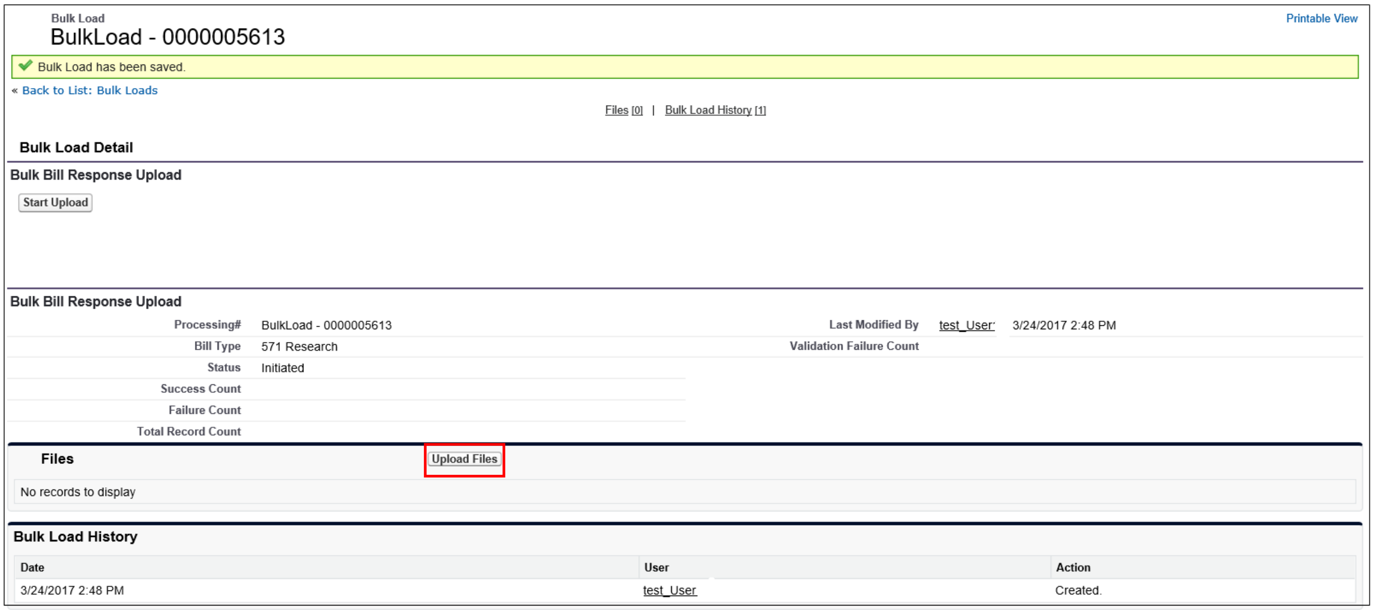
3. From the **Record Type of new record** drop down select **Bill Response**.
4. Click **Continue**.



5. From the **Bill Type** drop down select the appropriate bill type form.
6. Click **Save**.

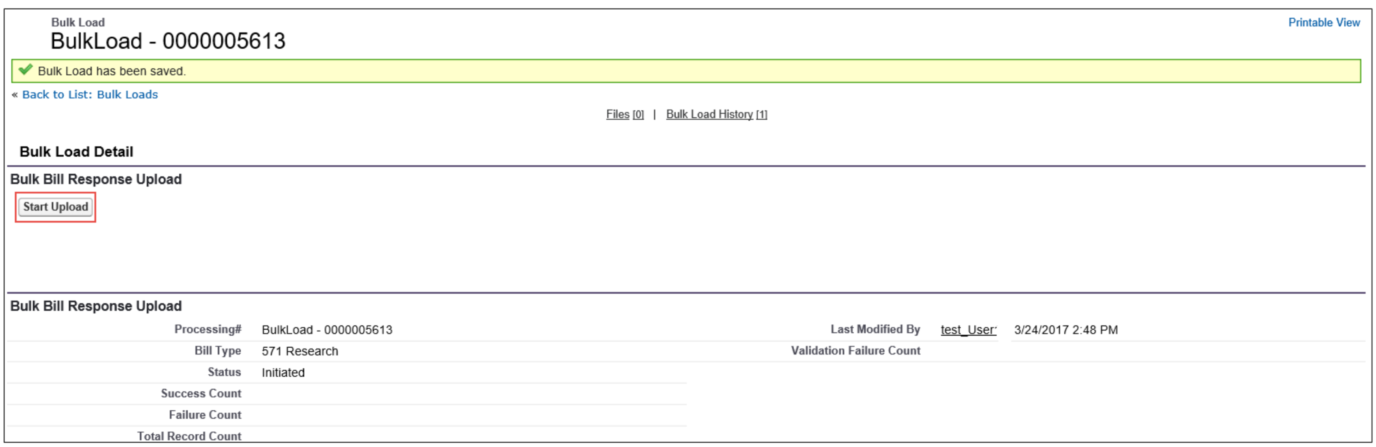


7. Click **Upload Files**.



> **NOTE:** *Follow standard upload process.*

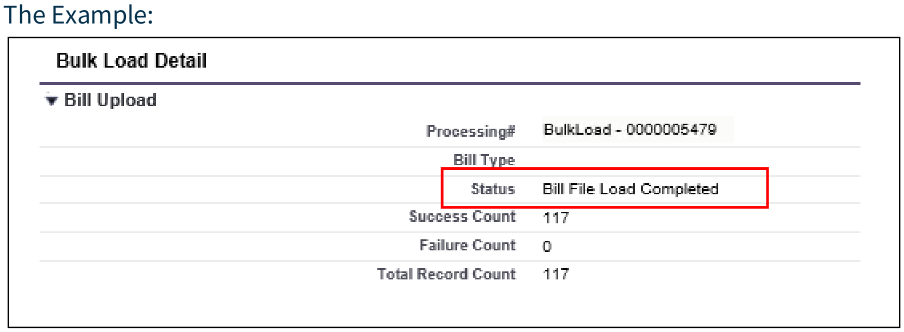
8. Click **Close** in message box.
9. Click **Start Upload**,



> **NOTE:** *The response file will be processed.*

The Bulk Bill Response Upload section will detail if all bills have uploaded successfully or not by stating either: Failed, Partially Loaded, or Bill File Load Completed in the Status field.

The Example:



If there are any issues with the upload a message will appear under the Processing Error section which will explain what the issue is. Correct the error(s) in the file and reload the file.

Example

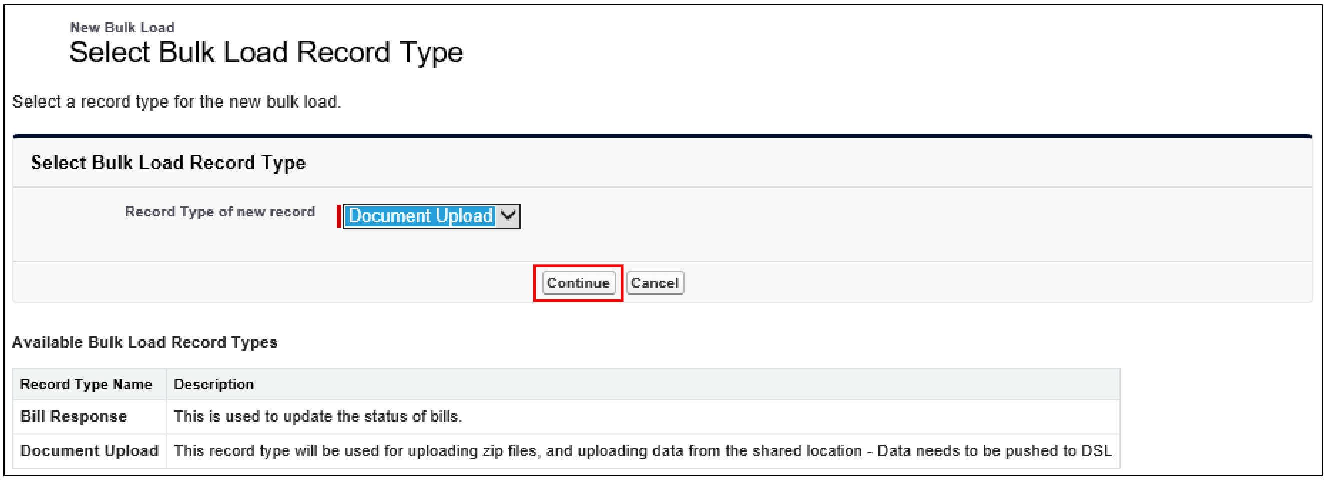
Processing Errors

Action	Processing Error ID	Created By	Created Date	Error Description
Edit | Del	Processing Error - 0000087305	Integration User, 2/21/2017 4:03 PM	2/21/2017	Bill load failed with errors: Billing Status: bad value for restricted picklist field: Expired - for Loan#: 1703715668, Servicer ID: 272550069 and Bill ID:
Edit | Del	Processing Error - 0000087306	Integration User, 2/21/2017 4:03 PM	2/21/2017	Bill load failed with errors: Billing Status: bad value for restricted picklist field: Expired - for Loan#: 1705035153, Servicer ID: 272550069 and Bill ID:
Edit | Del	Processing Error - 0000087307	Integration User, 2/21/2017 4:03 PM	2/21/2017	Bill load failed with errors: Billing Status: bad value for restricted picklist field: Expired - for Loan#: 1699307319, Servicer ID: 272550077 and Bill ID:

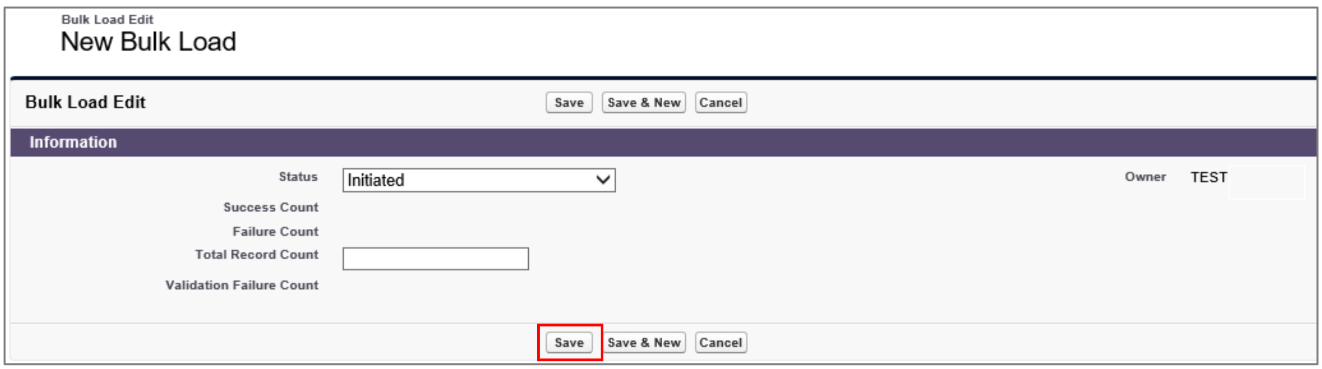
Document Upload

For Document Uploads, follow the steps below.

1. From the **Record Type of new record** drop down select **Document Upload**.



2. Click **Continue**.
3. Click **Save**.

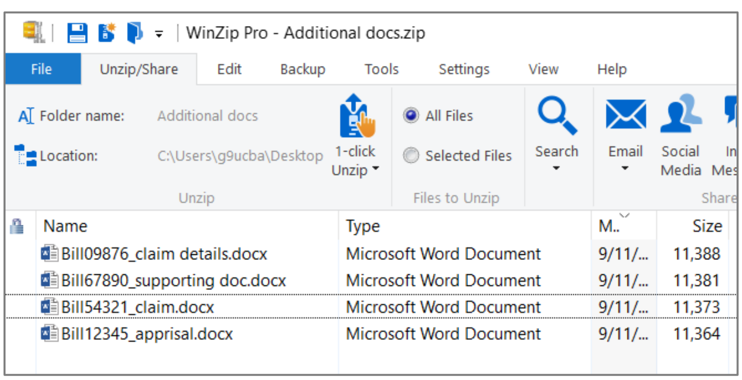


NOTE: *Status will default to Initiated. Do NOT enter anything in the Total Record Count field.*

NOTE: *To upload multiple documents, each document must have the following naming convention: Bill ID_filename.ext*

Example: Bill14567_Appraisal.doc or Bill2345_Legal_Fees.pdf.

NOTE: *Zip all desired files and upload as one document.*



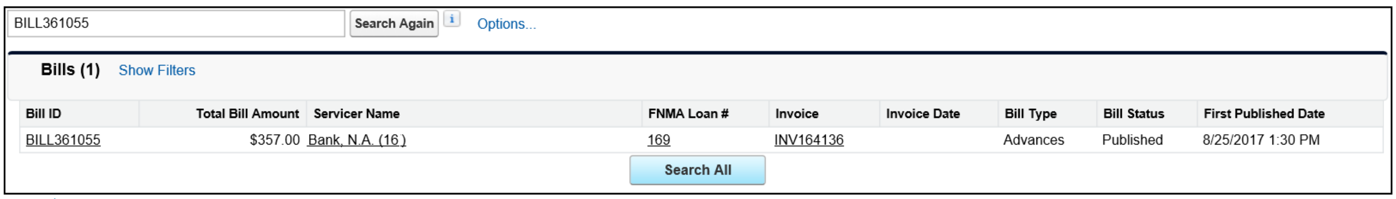
NOTE: *Follow steps <u>7 thru 9</u> from the Bill Response Upload procedures. The documents will attach to the bills placed in the file name.*

Search Feature

The Search field is located above the navigation bar. Search allows for searching by Bill ID, Bill Line Item ID, Invoicing ID, Loan Number, Document Name along with others.

Example:

Result:

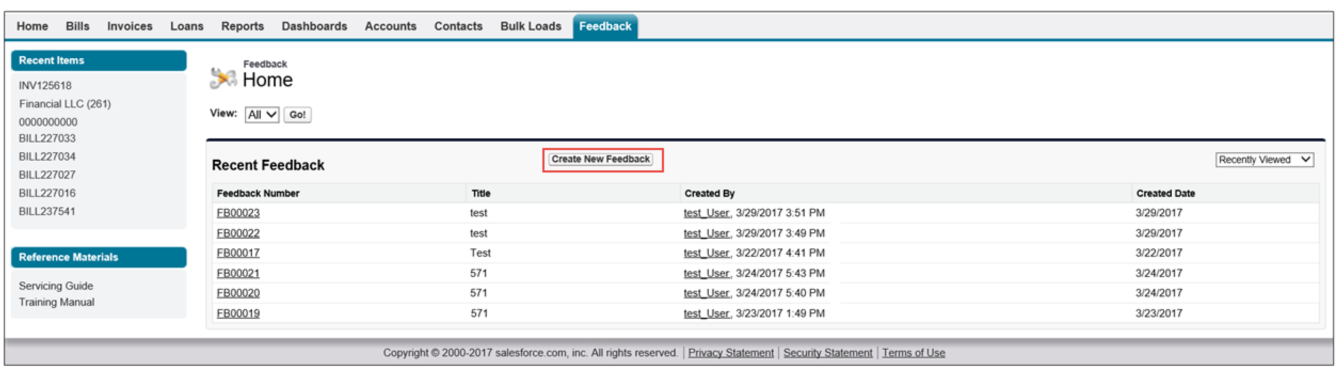


> **NOTE:** *Click **underlined item** to view specific information.*

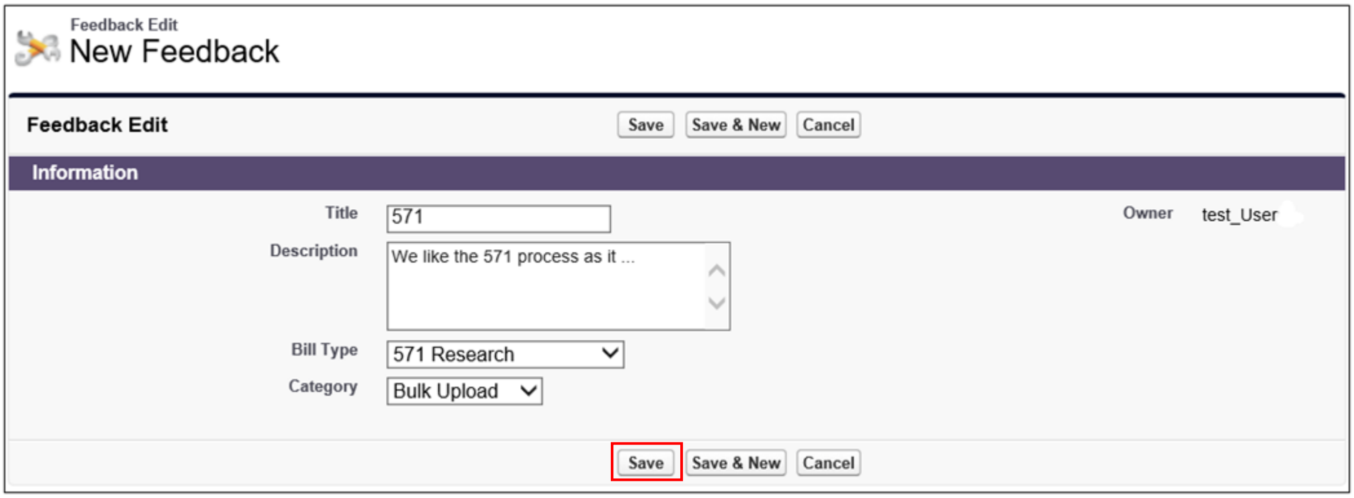
Feedback Tab

The Feedback Tab Home page is to provide quick feedback to Fannie Mae.

1. Click **Feedback** tab.
2. Click **Create New Feedback**.



3. Enter appropriate information.



> **NOTE:** *There are no required fields.*

4. Click **Save**.
   Result:

Frequently Asked Questions

Workflow

1. **Q. How do I find my work queue?**
   A. Use the Bill tab "View sort function" to locate specific bill types to work.

2. **Q. What are the criteria for the bill/invoices to load from top to bottom in their respective tabs?**
   A. Most recently created bills/ invoices are displayed first.

3. **Q. How is a bill escalated within the system?**
   A. If no action is taken per the set amount of time and/or the fifth time a bill is rebutted, it is flagged and is sent to a Fannie Mae escalated queue.

4. **Q. If I rebut a bill what happens next?**
   A. If Fannie Mae does not agree with the rebuttal, then the bill can be re-published without any changes being made. If Fannie Mae partially agrees with the rebuttal then changes can be made to the bill/bill items. If Fannie Mae agrees with the rebuttal, then Fannie Mae will close out the bill without making changes.

5. **Q. If we agree with the rebuttal how is the bill closed?**
   A. The status of the bill with reflect one of the following: Canceled or Resolved. For Notice of Defect, bill status will be set to NOD Resolved or NOD Expired.

6. **Q. Can more than one person be working on a bill at the same time?**
   A. Yes, multiple users can access and work on a bill.

7. **Q. Who do I contact if I have technical issues with the system?**
   A. Under Reference Materials, located on the left side panel, there is a link for "Technical Support".

8. **Q. Who do I contact if I have questions about the information in the system?**
   A. Use the Feedback form.

Bills Tab

1. **Q. What happens if I rebut more than the allowed rebuttal limit?**
   A. The bill will automatically go into a Fannie Mae escalated queue.

2. **Q. If I accept or rebut a bill in error how do I get it back?**
   A. A comment can be added to the bill requesting Fannie Mae to push bill back to Published status.

3. **Q. Can I share only one document?**
   A. No, at this time all documents under the "File" section will be shared.

4. **Q. How do I unshare a document already shared?**
   A. Contact your administrator to unshare the document.

5. **Q. How will I know a bill is paid?**
   A. The status of the bill will be set to "Paid" and there will be a "Receipt Allocation" information displayed on the bill details page.

6. **Q. Will bills be deleted from view in the system?**
   A. Once a bill is first published, it will always remain visible.

7. **Q. Can sub-servicers see documents uploads to the bill by Fannie Mae?**
   A. Yes, Sub-servicers can see all Documents associated to the bills they are able to access.

8. **Q. Where can I see if a bill/invoice was paid?**
   A. Within the Bills Tab, there is a View option called Paid. This will list all bills that have been paid.

Reports Tab

1. **Q. Can I create personalized reports?**
   A. No, not at this time.

Bulk Uploads

1. **Q. Where do I find why a bulk upload failed?**
   A. Bulk uploads that have failed will be listed as "Failed" in the status column. Click the "Processing Id' and the reason for the failure is provided in the "Processing Errors" section in the "Error Description" column.

2. **Q. How do I correct the errors identified?**
   A. Make the identified corrections to the initial spreadsheet and re upload the file.

3. **Q. What happens if I click "Start Upload" button twice?**
   A. The system will display the following message. "Bill Upload has already been submitted for processing".

4. **Q. Does the Bill Response and Bill Upload reports need to be in any certain naming convention?**
   A. Bill Response file can be given any name and Bill Upload files can be given any name.

5. **Q. What is the max file size that can be uploaded in both File section of a Bill and Bulk Load tab?**
   A. The max is 20MB.