



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 a 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 Fannie 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.

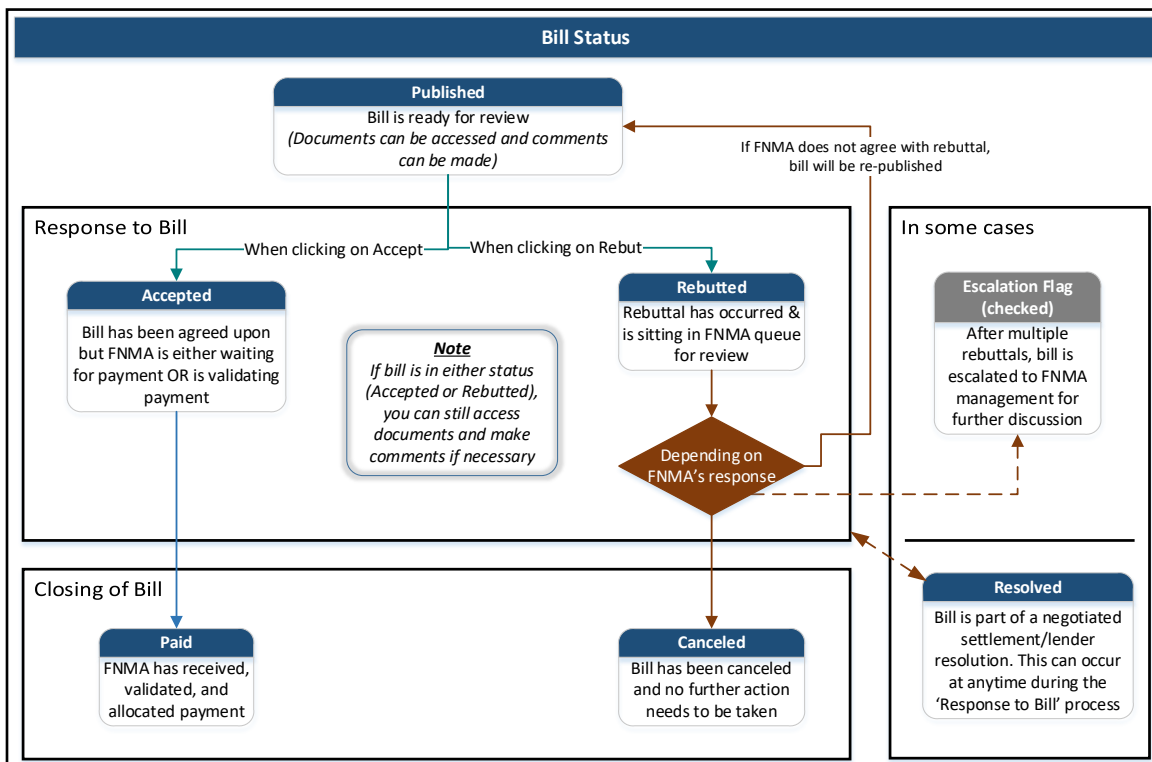


Fannie Mae Invoicing supports 21 distinct bill types: (continued...)

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

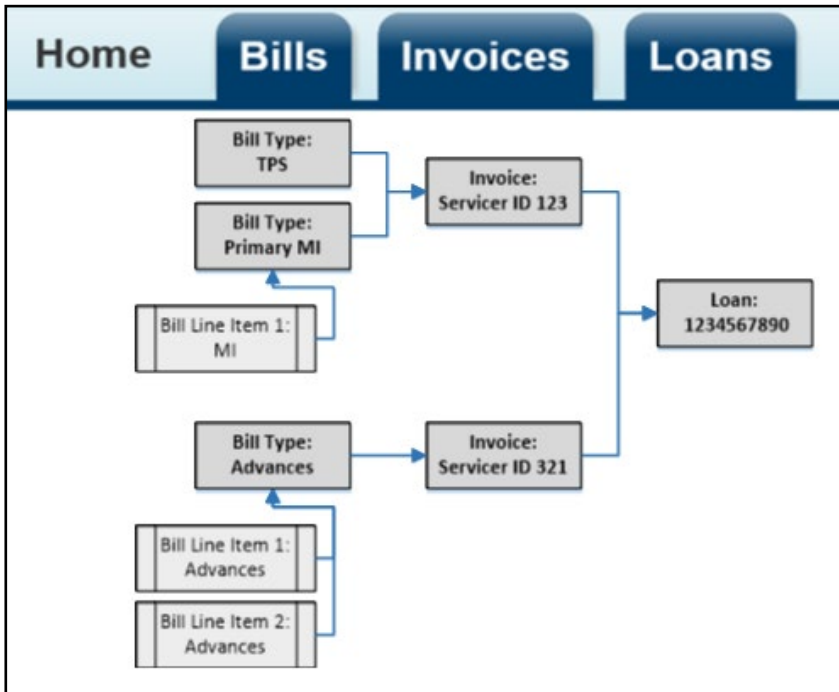
Workflow diagram on the different Bill Statuses a bill can go through.





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 On

USERNAME
XXXXXXXX

PASSWORD
.....

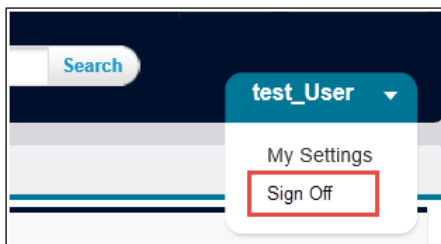
Sign On

Need Help With Your User ID or Password?

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.

The screenshot shows the Fannie Mae Invoicing Home Page. At the top right, there is a search bar (1) and a user profile dropdown (2) labeled 'Test User2'. Below the search bar is a navigation menu (2) with tabs for Home, Bills, Invoices, Loans, Reports, Dashboards, Accounts, Contacts, Bulk Loads, and Feedback. On the left side, there are two sections: 'Recent Items' (3) listing bill numbers and 'Reference Materials' (5) with links to 'Servicing Guide' and 'Training Manual'. The main content area is the 'Dashboard' (4), which includes a 'Refresh' button and a timestamp. It features three charts: 'Bill Status' (a pie chart showing 1 'Paid' record), 'Outstanding Bills' (a bar chart showing counts for April, June, and July 2017), and 'Bills by Type' (a donut chart showing counts for various bill types like Refunds, Fees, HOA, etc.).

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 various tabs will allow users to locate specific information pertaining to the tab name.

A horizontal navigation bar with the following tabs: Home, Bills, Invoices, Loans, Reports, Dashboards, Accounts, Contacts, Bulk Loads, and Feedback.

Legend

Home	Displays the Fannie Mae Invoicing Home Page.
Bills	Displays bills with detail information and the ability to accept or rebut payment amount.
Invoices	Displays invoices with the ability 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**.

The screenshot shows the 'Bills Home' page with a navigation bar at the top. On the left, there are sections for 'Recent Items' and 'Reference Materials'. The main area has a 'View:' dropdown menu that is open, showing a list of bill types such as '571 Refunds Bills', 'Accepted Bills', 'Advances Bills', 'All', 'Bills Approaching Deadline (Servicer)', 'Cancelled Bills', 'Comp Fees Bills', 'Comp Fees Rescission Bills', 'Deed-in-Lieu Bills', 'Escalated Bills', 'FHA Bills', 'FNM Review Bills', 'Hazard Insurance Recovery Bills', 'HOA Bills', 'Indemnifications Bills', and 'Lender Recourse Bills'. The 'All' option is highlighted in blue. To the right of the dropdown is a 'Go!' button. Below the dropdown, a table of bills is visible with columns for Servicer Name, Invoice, Bill Item Count, Total Bill Amount, Bill Remaining Balance, and Days Outstanding.

Result:

The screenshot shows the 'Bills Home' page with a list of bills. The 'View:' dropdown is set to 'All'. The table below has columns for Action, Bill ID, Bill Type, Bill Status, FNMA Loan #, Servicer Name, Invoice, Bill Item Count, Total Bill Amount, Bill Remaining Balance, and Days Outstanding. Numbered callouts are placed over the interface: 1. 'Accept' button, 2. 'Rebut' button, 3. 'Update Status' button, 4. Refresh icon, 5. Filter dropdown, 6. Action box.

Action	Bill ID	Bill Type	Bill Status	FNMA Loan #	Servicer Name	Invoice	Bill Item Count	Total Bill Amount	Bill Remaining Balance	Days Outstanding
<input type="checkbox"/>	BILL227016	Advances	Accepted	1700	Financial LLC (261)	INV134134	5	\$400.26	\$400.26	64
<input type="checkbox"/>	BILL227018	Advances	Accepted	1700	Financial LLC (261)	INV134147	4	\$8.00	\$8.00	69
<input type="checkbox"/>	BILL227024	Advances	Accepted	1701	Financial LLC (261)	INV125961	14	\$775.20	\$775.20	64
<input type="checkbox"/>	BILL227027	Advances	Published	1701	Financial LLC (261)	INV134148	3	\$5.00	\$5.00	69
<input type="checkbox"/>	BILL227028	Advances	Accepted	1701	Financial LLC (261)	INV134144	4	\$,480.42	\$,480.42	69
<input type="checkbox"/>	BILL227029	Advances	Rebutted	1701	Financial LLC (261)	INV134144	1	\$7.50	\$7.50	69
<input type="checkbox"/>	BILL227032	Advances	Rebutted	1701	Financial LLC (261)	INV134135	4	\$8.00	\$8.00	69
<input type="checkbox"/>	BILL227033	Advances	Published	1701	Financial LLC (261)	INV134139	1	\$11.00	\$11.00	1
<input type="checkbox"/>	BILL227034	Advances	Published	1701	Financial LLC (261)	INV134139	3	\$450.00	\$450.00	69
<input type="checkbox"/>	BILL227035	Advances	Published	1701	Financial LLC (261)	INV134141	4	\$85.00	\$85.00	69

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

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

Bill Detail

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

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

Servicer Information

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?	<input type="checkbox"/>	Corporate Family ID	WS

Bill Review

Rebuttal Count		Servicer Non Compliance Count	0
Previously Rebutted	<input type="checkbox"/>	Servicer Deadline Approaching	0
FNMA Response			
Bill Status Reason			
Escalation Flag	<input type="checkbox"/>		
Escalation Reason			

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	<input type="checkbox"/>	<input type="checkbox"/>
	ITEM133256	\$207.00	\$207.00	8/23/2017	<input type="checkbox"/>	<input type="checkbox"/>
	ITEM133257	\$100.00	\$100.00	8/23/2017	<input type="checkbox"/>	<input type="checkbox"/>

Files

No records to display

Comments

No records to display

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		<input type="checkbox"/>
	BA0000592706	Servicer Response #1	Active	10/24/2017	60	12		<input type="checkbox"/>

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.



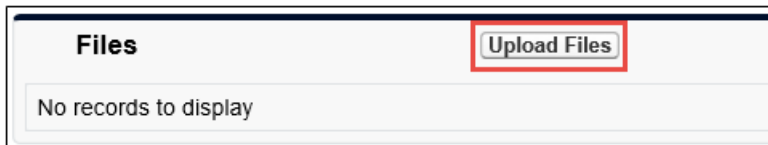
Files

Files can be attached and reviewed in the files section.

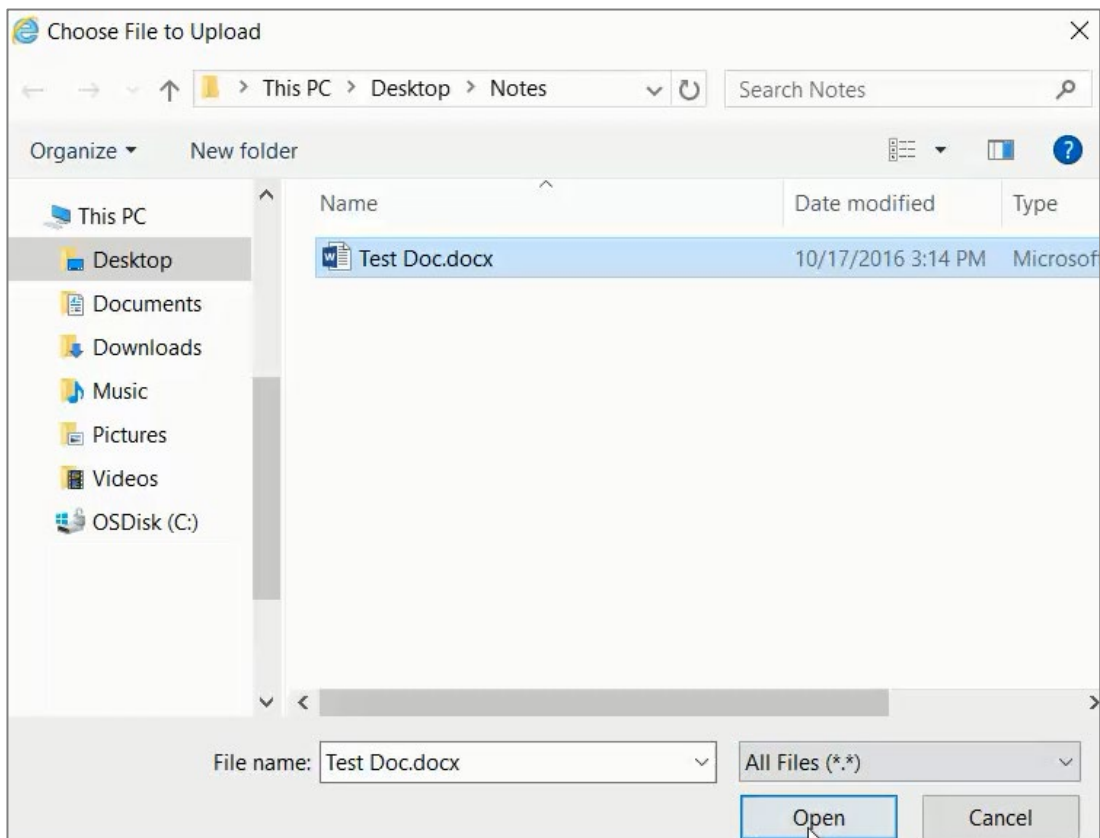
Upload Files

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

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



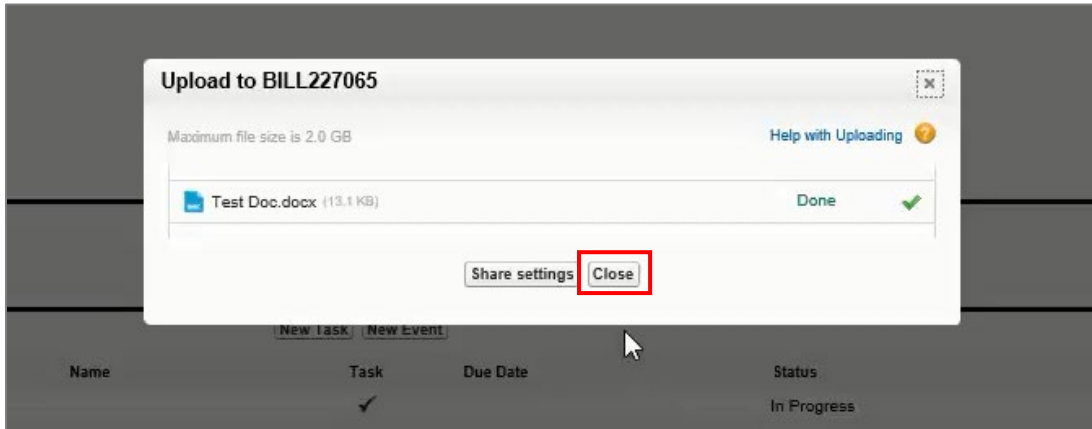
2. Navigate to the file to upload and select it.



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



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



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

Files			
Upload Files			
Action	Title	Last Modified	Created By
Download Del	Test Doc	3/10/2017 5:22 PM	Automation CSRS

Review Uploaded File Information

To review uploaded file information, follow the steps below:

- Click **Files Name**.

Files			
Upload Files			
Action	Title	Last Modified	Created By
Download Del	Test Doc	3/10/2017 5:22 PM	Automation CSRS

- 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**

The screenshot shows a 'Comments' section with a 'New Comment' button highlighted in red. Below the button, it says 'No records to display' and 'Always show me more records per related list'.

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

The screenshot shows the 'Comment Edit' form. The 'Comment Description' field is highlighted with a red box. Other fields include 'Owner' (TEST), 'Invoice', and 'Bill' (BILL359419). Buttons for 'Save', 'Save & New', and 'Cancel' are visible at the bottom.

NOTE: All other fields are optional.

3. Click **Save**.
Result:

The screenshot shows the 'Comment' summary page for CMNT000090080. A green banner at the top says 'Comment has been saved.' Below this, there are sections for 'Comment Detail' and 'Comment History [2]'. The 'Comment Detail' section shows the comment ID, description ('Test 1'), owner (TEST), and bill (BILL359419). The 'Comment History' section shows a log of actions, including 'Changed Comment ID to CMNT000090080' and 'Created'.

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**.

The screenshot shows a header bar with the title "Bill Assignments" and two buttons: "Assign To Me" (highlighted with a red box) and "Assign To Others". Below the header, the text "No records to display" is visible.

Result:

The screenshot shows the "Bill Assignments" header with "Assign To Me" (highlighted) and "Assign To Others" buttons. Below is a table with the following data:

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

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

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

The screenshot shows the "Bill Assignments" header with "Assign To Me" and "Assign To Others" (highlighted with a red box) buttons. Below the header, the text "No records to display" is visible.

- Select the appropriate name from the drop down box.

The screenshot shows a dialog box titled "Assign" with a close button (X). Inside, there is a label "Assign To" followed by a dropdown menu showing "Testor01". Below the dropdown is a "Save" button, which is highlighted with a red 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.

- Click **Save**.



Result:

Bill Assignments							
Action	Bill Assignment	Servicer User	Active	Assigned By	Assignment Date	Removed By	Removal Date
	POC-000095	Tester01	<input checked="" type="checkbox"/>	Tester05	6/6/2018		
	POC-000094	Tester05	<input type="checkbox"/>	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			
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			
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	Accepted	First Published Date	8/25/2017 1:19 PM
Bill Type	Advances	Date Published	8/25/2017
Instructions	Advances Instructions	Days from Publish	11

Rebutting Entire Bill

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

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

Bill Detail			
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	Advances Instructions	Days from Publish	0
FNMA Comments			



Result:

BILL330280

Bill ID: **BILL330280** | Bill Type: VA | Total Bill Amount: \$200.00 | Bill Item Count: 0

Rebuttal for BILL330280

Response Reason: **Funds previously submitted** | Servicer Agreed Amount: **150.00**

Servicer Comments: **training test** | Response Review Comments: [Empty]

Attach Files: **Choose File** Use Case Re...plate1.docx

Save Rebuttal

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:

Bill
BILL330280

Files | Comments | Bill Activities | Bill Versions | **Bill History (154)** | Open Activities | Receipt Allocations

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	Rebutted	First Published Date	8/3/2017 1:59 PM
Bill Type	VA	Date Published	8/3/2017
Instructions		Days from Publish	0
FNMA Comments			

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**.

Bill Detail		Accept	Rebut	Rebuttal History
FNMA Loan #	169			
Invoice	INV166584	Total Line Item Amount	\$378.00	
Bill ID	BILL360243	Bill Remaining Balance	\$378.00	
Bill Status	Rebutted	Receipt Allocation Total	\$0.00	
Bill Type	Advances	First Published Date	8/25/2017 11:32 AM	
Instructions	Advances Instructions	Date Published	8/25/2017	
		Days from Publish	11	

Result:

Rebuttal History									
Go Back									
History									
Bill ID	Bill Item ID	Response Reason	Servicer Agreed Amount	Servicer Comments	Response Review Comments	Created By	Created Date	Last Modified By	Last Modified Date
BILL360243	ITEM130415	Funds previously submitted		Previously submitted funds	Test Correct	TESTI	8/29/2017 11:52 AM	Automation CSRS	8/29/2017 11:53 AM

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.

Home	Bills	Invoices	Loans	Reports	Dashboards	Accounts	Contacts	Bulk Loads	Feedback																
<div style="display: flex;"> <div style="width: 20%;"> <p>Recent Items</p> <ul style="list-style-type: none"> INV125618 0000000000 BILL227033 BILL227034 BILL227027 BILL227016 BILL237541 ITEM109176 Resp-02407 <p>Reference Materials</p> <ul style="list-style-type: none"> Servicing Guide Training Manual </div> <div style="width: 80%;"> <p>Invoices Home</p> <p>View: <input type="text" value="All"/> <input type="button" value="Go"/></p> <p>Recent Invoices Recently Viewed <input type="button" value="v"/></p> <table border="1"> <thead> <tr> <th>Invoice ID</th> <th>FNMA Loan #</th> <th>Parent Servicer Name</th> <th>Corporate Family Name</th> <th>Invoice Status</th> <th>Total Invoice Amount</th> <th>Outstanding Invoice Amount</th> <th>Bill Count</th> </tr> </thead> <tbody> <tr> <td>INV125618</td> <td>1700</td> <td>ZZ</td> <td>FANIE</td> <td>OPEN</td> <td>\$152.16</td> <td>\$152.16</td> <td>11</td> </tr> </tbody> </table> </div> </div>										Invoice ID	FNMA Loan #	Parent Servicer Name	Corporate Family Name	Invoice Status	Total Invoice Amount	Outstanding Invoice Amount	Bill Count	INV125618	1700	ZZ	FANIE	OPEN	\$152.16	\$152.16	11
Invoice ID	FNMA Loan #	Parent Servicer Name	Corporate Family Name	Invoice Status	Total Invoice Amount	Outstanding Invoice Amount	Bill Count																		
INV125618	1700	ZZ	FANIE	OPEN	\$152.16	\$152.16	11																		
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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.

The screenshot shows the 'Invoices Home' page. At the top, there is a navigation bar with 'Home', 'Bills', 'Invoices', 'Loans', 'Reports', 'Dashboards', 'Accounts', 'Contacts', 'Bulk Loads', and 'Feedback'. Below this, there is a 'Recent Items' sidebar with a list of invoice IDs. The main content area has a 'View: All' dropdown menu and a 'Go!' button. Below that is a 'Recent Invoices' table with the following data:

Invoice ID	FNMA Loan #	Parent Servicer Name	Corporate Family Name	Invoice Status	Total Invoice Amount	Outstanding Invoice Amount	Bill Count
INV125618	1700	ZL	FANIE	OPEN	\$152.16	\$152.16	11

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

This screenshot is identical to the previous one, but the 'Invoice ID' 'INV125618' in the 'Recent Invoices' table is highlighted with a red box.

Result:

The screenshot shows the 'Invoice Detail' page for invoice ID 'INV204204'. It includes a 'Printable View' link, a 'Back to List: Bills' link, and a summary of the invoice details:

Invoice ID	INV204204	Invoice Status	OPEN
FNMA Loan #	142	Total Invoice Amount	\$55.00
Parent Servicer Name	1670	Outstanding Invoice Amount	\$55.00
Corporate Family Name	WS	Bill Count	2

Below the summary are three sections: 'Bills', 'Notice of Defects', and 'Comp Fees'. The 'Bills' section has an 'Accept' and 'Rebut' button and a table with one bill:

Action	Bill ID	Bill Type	Bill Status	Total Bill Amount	Bill Remaining Balance	Servicer Name	Days Outstanding	Bill Item Count
<input type="checkbox"/>	BILL405010	Advances	Published	\$55.00	\$55.00	Bank, N.A. (167)	0	1

The 'Notice of Defects' section shows 'No records to display'. The 'Comp Fees' section has a table with one fee:

Action	Bill ID	Bill Type	Bill Status	Total Bill Amount	Bill Remaining Balance	Servicer Name	Days Outstanding
<input type="checkbox"/>	BILL405009	Comp Fees	Published	\$200.00	\$200.00	Bank, N.A. (167)	0

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.

Home Bills Invoices **Loans** Reports Dashboards Accounts Contacts Bulk Loads Feedback

Recent Items

- BILL227033
- BILL227034
- BILL227027
- BILL227016
- BILL237541
- ITEM109176
- Resp-02407
- CMNT000005088
- BILL227035

Reference Materials

- Servicing Guide
- Training Manual

Loans Home

View:

Recent Loans Recently Viewed ▾

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

[Show 10 items](#)

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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.

Home Bills Invoices **Loans** Reports Dashboards Accounts Contacts Bulk Loads Feedback

Recent Items

- BILL227033
- BILL227034
- BILL227027
- BILL227016
- BILL237541
- ITEM109176
- Resp-02407
- CMNT000005088
- BILL227035

Reference Materials

- Servicing Guide
- Training Manual

Loans Home

View:

Recent Loans Recently Viewed ▾

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

[Show 10 items](#)

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

Loan ID +	Loan Status	Last Refreshed Date
0000	Claim Active	4/27/2017 7:39 AM
1048	Claim Active	4/27/2017 7:39 AM
1060	Claim Active	4/27/2017 7:39 AM
1091	Claim Resolved	4/11/2017 7:39 AM
1130	Claim Active	4/27/2017 7:39 AM
1220	Claim Active	4/27/2017 7:39 AM
1240	Claim Active	4/27/2017 7:39 AM
1350	Claim Active	4/27/2017 7:39 AM
1390	Claim Active	4/27/2017 7:39 AM
1481	Claim Active	4/27/2017 7:39 AM
1570	Claim Active	4/27/2017 7:39 AM

Result:

Loan Detail	
FNMA Loan Number	0000000000
Loan ID	0000000000
Loan Status	Claim Active
LPI Date	
Liquidation Date	
FCL Date	1/26/1995 12:00 AM
Datagram Received Date	1/26/1995 12:00 AM
Note Rate	7.00000
UPB	
Loan Review Status	10) Review Closed
Final Assessment Description	18) Waived
Repurchase Date	
Last Refreshed Date	4/27/2017 7:39 AM
Current Servicer Details	
Corporate Family ID	CI
Corporate Family Name	CI
Parent Servicer ID	20
Parent Servicer Name	20
Seller ID	
Seller	
Servicer loan Number	9
Servicer ID	202
Servicer Name	Mortgage Group, Inc. (202)
Servicer Status	Active
Has Sub-Servicers?	<input type="checkbox"/>
Sub-Servicer ID	
Sub-Servicer	
Property Address	
Property Street Address	STREET NAME STREET2
Property Address city	MELBOURNE
Property Address State	IL
Property Address Postal Code	3293-



Reports Tab

The Reports Tab Home page displays various canned reports.

Home Bills Invoices Loans **Reports** Dashboards Accounts Contacts Bulk Loads Feedback

Reports & Dashboards

Folders

Find a folder...

- All Folders
 - Bulk Response Templates
 - Servicer Dashboards
 - Servicer Reports

All Folders

Find reports and dashboards...

Recently Viewed All Types

Action	Name	Folder	Created By
▼	571 Research_Bulk_Response	Bulk Response Templates	User_Deploym...
	Servicer Dashboard	Servicer Dashboards	User_Deploym...
	Servicer Dashboard	Servicer Dashboards	User_Deploym...
	Servicer Dashboard	Servicer Dashboards	Analyst_CRT
▼	571 Research_Bulk_Rebuttal	Bulk Rebuttals Templates	User_Deploym...
▼	Advances_Bulk_Rebuttal	Bulk Rebuttals Templates	User_Deploym...
▼	FHA_Bulk_Rebuttal	Bulk Rebuttals Templates	User_Deploym...

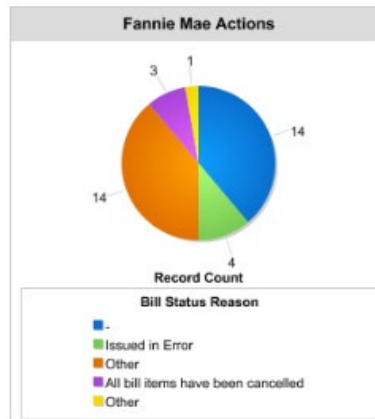
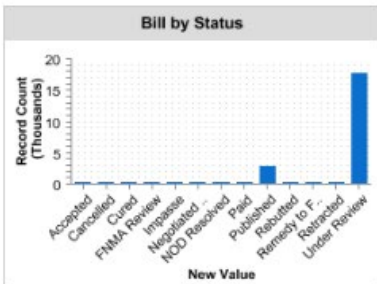
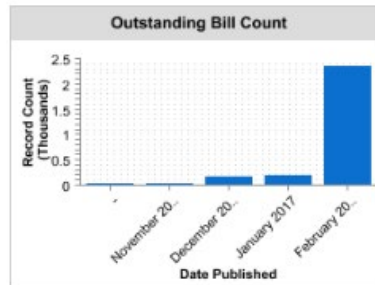
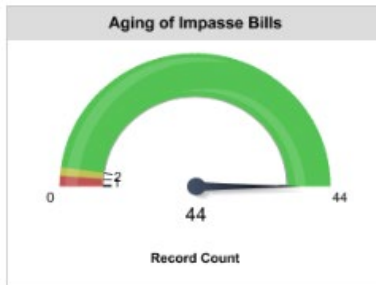
1-25 of 25

Page 1 of 1

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.

Home Bills Invoices Loans Reports Dashboards **Accounts** Contacts Bulk Loads Feedback

Recent Items

- INV125618
- 0000000000
- BILL227033
- BILL227034
- BILL227027
- BILL227016
- BILL237541
- ITEM109176
- Resp-02407

Reference Materials

- Servicing Guide
- Training Manual

Accounts Home

View: All Accounts Go!

Recent Accounts Recently Viewed

Account Name	Billing City	Phone
Financial LLC (261)		
FANIE		

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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.

Home Bills Invoices Loans Reports Dashboards **Accounts** Contacts Bulk Loads Feedback

Recent Items

- INV125618
- 0000000000
- BILL227033
- BILL227034
- BILL227027
- BILL227016
- BILL237541
- ITEM109176
- Resp-02407

Reference Materials

- Servicing Guide
- Training Manual

Accounts Home

View: All Accounts Go!

Recent Accounts Recently Viewed

Account Name	Billing City	Phone
Financial LLC (261)		
FANIE		

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1. Click appropriate **Account Name**.

Home Bills Invoices Loans Reports Dashboards **Accounts** Contacts Bulk Loads Feedback

Recent Items

- Financial LLC (261)
- INV125618
- 0000000000
- BILL227033
- BILL227034
- BILL227027
- BILL227016
- BILL237541
- ITEM109176

Reference Materials

- Servicing Guide
- Training Manual

Accounts All Accounts List Feed

Action	Parent Account	Account Name	Corporate Family ID	Parent Servicer ID	Servicer ID	Servicer Status	Billing State/Province	Phone	Type	Account C
Edit		FANIE	FANIE			Active			Corporate Family	user
Edit	261	Financial LL...	WI	261	261	Active			Servicer	user
Edit	FANIE	272	FANIE	272		Active			Parent Servicer	user

1-3 of 3 Previous Next Page 1 of 1

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Result:

Account
Printable View

Financial LLC (261)

Hide Feed

Post
File
New Task
More

Share
Follow

Followers
 No followers.

Show All Updates

There are no updates.

[Back to List: Accounts](#)

[Contacts \(2\)](#) | [Account History \(1\)](#)

Account Detail

Partner Account

Account Name **Financial LLC (261)** [View Hierarchy](#)

Parent Account **261**

Servicer ID **261**

Active Sub Servicers Count **0**

CSRS Users

Account Owner [Integration User](#)

Corporate Family ID **WI**

Servicer Status **Active**

Type **Servicer**

Parent Servicer ID **261**

Additional Information

Phone	Fax
Point of contact name	Point of contact email
Website	Description

Address Information

Shipping Address

Contacts

Action	Contact Name	Phone	Title	Email	Role
Edit	test_User				
Edit	test_User1				

Account History

Date	User	Action
10/22/2016 3:52 PM	Integration User	Created.

[Back To Top](#)

Always show me [fewer](#) / [more](#) records per related list

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.

Home
Bills
Invoices
Loans
Reports
Dashboards
Accounts
Contacts
Bulk Loads
Feedback

Recent Items

INV125618
Financial LLC (261)
000000000
BILL227033
BILL227034
BILL227027
BILL227016
BILL237541

Reference Materials

Servicing Guide
Training Manual

Contacts Home

View: All Contacts Go!

Recent Contacts

[Recently Viewed](#)

Name	Account Name	Phone	Title	Email	Role	Billing area(s) of responsibility
test_User	Financial LLC (261)					571 Research; Advances; Comp Fees; Comp Fees Rescission; DILS; FHA; Hazard Insurance; HOA/Tax; Indems; Lender Recourse; Mods; NoDs; Pool MI; Primary MI; REO Grams; TPS; Transfers; VA
test_User12	Financial LLC (261)					

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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

Home Bills Invoices Loans Reports Dashboards Accounts **Contacts** Bulk Loads Feedback

Recent Items

- INV125618
- Financial LLC (261)
- 000000000
- BILL227033
- BILL227034
- BILL227027
- BILL227016
- BILL237541

Reference Materials

- Servicing Guide
- Training Manual

Contacts Home

View: All Contacts Go

Recent Contacts Recently Viewed

Name	Account Name	Phone	Title	Email	Role	Billing area(s) of responsibility
test_User	Financial LLC (261)					571 Research; Advances; Comp Fees; Comp Fees Rescission; DILS; FHA; Hazard Insurance; HOA/Tax; Indems; Lender Recourse; Mods; NoDs; Pool MI; Primary MI; REOGRAMS; TPS; Transfers; VA
test_User12	Financial LLC (261)					

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1. Click appropriate **Name**.

Home Bills Invoices Loans Reports Dashboards Accounts **Contacts** Bulk Loads Feedback

Recent Items

- INV125618
- Financial LLC (261)
- 000000000
- BILL227033
- BILL227034
- BILL227027
- BILL227016
- BILL237541

Reference Materials

- Servicing Guide
- Training Manual

All Contacts

List Feed

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other All

Action	Name +	Phone	Title	Email	Role	Account Name
Edit +	FANNIE_Automation	(222) 222-2222		ven_x_pari@fanniemae.c...		FANNIE
Edit +	fannie_svr			ven_x_pari@fanniemae.c...	Analyst	FANNIE
Edit +	test_User12					Financial LLC (261)
Edit +	test_User					Financial LLC (261)

1-4 of 4

« Previous Next »

Page 1 of 1



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; REO Grams; 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](#) [Google Maps](#)
[Yahoo! Weather](#)

[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.

Contact Edit
Pilot User

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

Contact Edit
Save Cancel

Contact Information * = Required Information

First Name	<input type="text" value="--None--"/> <input type="text" value="Pilot User"/> x	Title	
Last Name	<input type="text" value="User"/>	Role	
Account Name		Email	
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; REO Grams; Tax; Third Party Sales; Transfers; VA		

Address Information Link, Review Address in Other Address

Mailing Street <input type="text"/>	Other Street <input type="text"/>
Mailing City <input type="text"/>	Other City <input type="text"/>
Mailing State/Province <input type="text"/>	Other State/Province <input type="text"/>
Mailing Zip/Postal Code <input type="text"/>	Other Zip/Postal Code <input type="text"/>
Mailing Country <input type="text"/>	Other Country <input type="text"/>

Additional Information

Phone <input type="text"/>	Extension <input type="text"/>
Mobile <input type="text"/>	Department <input type="text"/>
Fax <input type="text"/>	Assistant <input type="text"/>
Description <input type="text"/>	Asst. Phone <input type="text"/>
Contact Owner: BusinessAdmin	

Save Cancel

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.

The screenshot shows the 'Contact' page in the Fannie Mae Invoicing system. The 'Email Opt-Out' checkbox is checked, indicating that automatic billing notifications are turned off. The page includes sections for Contact Detail, Address Information, Additional Information, and Contact History.

Date	User	Action
4/29/2019 7:18 AM	Integration User	Changed Responsible Billing Area(s)

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.

The screenshot shows the 'Contact' page in the Fannie Mae Invoicing system. The 'Alternative Email ID' field is highlighted with a red box. The page includes sections for Contact Detail, Address Information, Additional Information, and Contact History.

Contact Detail	
Name	[Redacted]
Account Name	[Redacted]
Responsible Billing Area(s)	571 Refunds; Advances; Deed-in-Lieu
Title	[Redacted]
Role	[Redacted]
Email	[Redacted]

Address Information	
Mailing Address	[Redacted]
Other Address	[Redacted]

Additional Information	
Phone	[Redacted]
Mobile	[Redacted]
Fax	[Redacted]
Description	[Redacted]
Contact Owner	JAM User
Email Opt-Out	<input type="checkbox"/>
Custom Links	Google Search, Yahoo! Weather
Extension	[Redacted]
Department	[Redacted]
Assistant	[Redacted]
Asst. Phone	[Redacted]
Alternate Email ID	[Redacted]
Email Opt-Out Source	[Redacted]

Contact History		
Date	User	Action
4/20/2019 7:18 AM	Integration User	Changed Responsible Billing Area(s)

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 Uploads 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.

The screenshot shows the 'Reports & Dashboards' interface. The 'Reports' tab is active in the top navigation bar. On the left, under 'All Folders', 'Bulk Response Templates' is selected and highlighted with a red box. The main area displays a table of 'Bulk Response Templates' with the following entries:

Action	Name ↑
▼	571 Research_Bulk_Response
▼	Advances_Bulk_Response
▼	Comp Fees Rescission_Bulk_Response
▼	Comp Fees_Bulk_Response
▼	DILS_Bulk_Response

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**.

Home Bills Invoices Loans **Reports** Dashboards Accounts Contacts Bulk Loads Feedback

Advances_Bulk_Response

Report Generation Status: Complete

Report Options:

Filtered By: 1 AND (2 OR 3)
 1. Bill Type equals Advances
 2. Bill Status equals Published
 3. Bill Item Status equals Published

Bill Type	Bill Short Name	FNMA Loan #	Servicer ID	Servicer Loan Number	Campaign Code	Claim ID	Disbursement Type	Disbursement Date	Initial Billing Date	Bill Item Amount	571 Paid To	Statement Date	Prep
Advances	OC	1701	261	9	001	549585	Credits	8/27/2013	-	\$15.00	FN		- Sud Madh
Advances	OC	1701	261	9	001	347495	Credits	1/14/2009	-	\$50.00	FN		- Govir Kas

5. Click **Export**.

Home Bills Invoices Loans **Reports** Dashboards Accounts Contacts Bulk Loads Feedback

Advances_Bulk_Response

Export Report * = Required Information

Export File Encoding:

Export File Format:

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

FILE HOME INSERT PAGE LAYOUT FORMULAS DATA REVIEW VIEW ACROBAT

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

O15 :

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

Processing#	Record ID	Record Type	Status
BulkLoad - 0000005723	a0A7A000002F8oH	Bill Response	Initiated
BulkLoad - 0000005722	a0A7A000002F8oC	Bill Response	Initiated
BulkLoad - 0000005721	a0A7A000002F8o7	Bill Response	Initiated
BulkLoad - 0000005686	a0A7A0000029KCg	Bill Response	Initiated
BulkLoad - 0000004945	a0A7A000001STRs	Bill Response	Bill Response Process Completed
BulkLoad - 0000005614	a0A7A0000021Nko	Document Upload	Timeout
BulkLoad - 0000005613	a0A7A0000021CEI	Bill Response	Failed

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

Record Type Name	Description
Bill Response	This is used to update the status of bills.
Document Upload	This record type will be used for uploading zip files, and uploading data from the shared location - Data needs to be pushed to DSL

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



7. Click **Upload Files**.

Bulk Load
BulkLoad - 0000005613 Printable View

✓ Bulk Load has been saved.

[← Back to List: Bulk Loads](#)

[Files \(0\)](#) | [Bulk Load History \(1\)](#)

Bulk Load Detail

Bulk Bill Response Upload

Bulk Bill Response Upload

Processing#	BulkLoad - 0000005613	Last Modified By	<u>test_User</u>	3/24/2017 2:48 PM
Bill Type	571 Research	Validation Failure Count		
Status	Initiated			
Success Count				
Failure Count				
Total Record Count				

Files

No records to display

Bulk Load History

Date	User	Action
3/24/2017 2:48 PM	test_User	Created.

NOTE: Follow standard upload process.

8. Click **Close** in message box.

9. Click **Start Upload**,

Bulk Load
BulkLoad - 0000005613 Printable View

✓ Bulk Load has been saved.

[← Back to List: Bulk Loads](#)

[Files \(0\)](#) | [Bulk Load History \(1\)](#)

Bulk Load Detail

Bulk Bill Response Upload

Bulk Bill Response Upload

Processing#	BulkLoad - 0000005613	Last Modified By	<u>test_User</u>	3/24/2017 2:48 PM
Bill Type	571 Research	Validation Failure Count		
Status	Initiated			
Success Count				
Failure Count				
Total Record Count				

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:

Bulk Load Detail

▼ Bill Upload

Processing#	BulkLoad - 0000005479
Bill Type	
Status	Bill File Load Completed
Success Count	117
Failure Count	0
Total Record Count	117



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**.

New Bulk Load
Select Bulk Load Record Type

Select a record type for the new bulk load.

Select Bulk Load Record Type

Record Type of new record: **Document Upload** ▼

Continue **Cancel**

Available Bulk Load Record Types

Record Type Name	Description
Bill Response	This is used to update the status of bills.
Document Upload	This record type will be used for uploading zip files, and uploading data from the shared location - Data needs to be pushed to DSL

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

Bulk Load Edit
New Bulk Load

Bulk Load Edit **Save** **Save & New** **Cancel**

Information

Status: **Initiated** ▼ Owner: TEST

Success Count:

Failure Count:

Total Record Count:

Validation Failure Count:

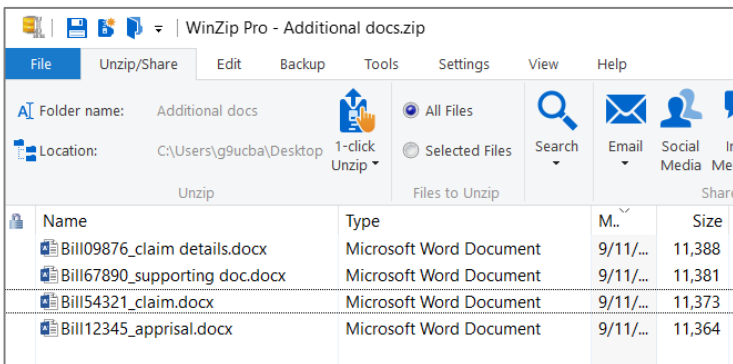
Save **Save & New** **Cancel**

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 7 thru 9 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:

BILL361055	Search Again	Options...						
Bills (1) Show Filters								
Bill ID	Total Bill Amount	Servicer Name	FNMA Loan #	Invoice	Invoice Date	Bill Type	Bill Status	First Published Date
<u>BILL361055</u>	\$357.00	Bank, N.A. (16)	169	INV164136		Advances	Published	8/25/2017 1:30 PM
Search All								

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**.

Recent Feedback

Feedback Number	Title	Created By	Created Date
FB00023	test	test_User, 3/29/2017 3:51 PM	3/29/2017
FB00022	test	test_User, 3/29/2017 3:49 PM	3/29/2017
FB00017	Test	test_User, 3/22/2017 4:41 PM	3/22/2017
FB00021	571	test_User, 3/24/2017 5:43 PM	3/24/2017
FB00020	571	test_User, 3/24/2017 5:40 PM	3/24/2017
FB00019	571	test_User, 3/23/2017 1:49 PM	3/23/2017



3. Enter appropriate information.

Feedback Edit
New Feedback

Feedback Edit Save Save & New Cancel

Information

Title Owner test_User

Description

Bill Type

Category

Save Save & New Cancel

NOTE: *There are no required fields.*

4. Click **Save**.

Result:

Feedback
FB00021 Printable View

[Back to List: Feedback](#) Notes & Attachments (0)

Feedback Detail Edit Clone

Feedback Number	FB00021	Owner	test_User [Change]
Title	571		
Description	We like the 571 process as it ...		
Bill Type	571 Research		
Category	Bulk Upload		
Created By	test_User , 3/24/2017 5:43 PM	Last Modified By	test_User , 3/24/2017 5:43 PM

Edit Clone

Notes & Attachments New Note Attach File

No records to display

[Back To Top](#) Always show me fewer ▲ / ▼ more records per related list



Frequently Asked Questions

Workflow

- Q. How do I find my work queue?**
A. Use the Bill tab “View sort function” to locate specific bill types to work.
- 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.
- 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.
- 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.
- Q. If we agree with the rebuttal how is the bill closed?**
A. The status of the bill will reflect one of the following: Canceled or Resolved. For Notice of Defect, bill status will be set to NOD Resolved or NOD Expired.
- 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.
- 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”.
- Q. Who do I contact if I have questions about the information in the system?**
A. Use the Feedback form.

Bills Tab

- Q. What happens if I rebut more than the allowed rebuttal limit?**
A. The bill will automatically go into a Fannie Mae escalated queue.
- 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.
- Q. Can I share only one document?**
A. No, at this time all documents under the “File” section will be shared.
- Q. How do I unshare a document already shared?**
A. Contact your administrator to unshare the document.
- 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.
- 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.