Fannie Mae Invoicing FAQs

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This document provides answers to frequently asked questions about the Fannie Mae Invoicing application used for servicing. For additional information, please visit the Fannie Mae Invoicing page.

1. **What is Fannie Mae Invoicing?**

   Fannie Mae's invoicing application is a web-based portal for servicers to access consolidated loan-level invoices, resolve claims submitted by Fannie Mae, add/retrieve documentation, and communicate with Single Family Operations teams. Fannie Mae Invoicing:

   - o   Establishes a consolidated and more transparent servicer claim system

   - o   Provides servicer benefits and internal process efficiencies

   - o   Provides servicer with self-serve information and access to claims

   - o   Builds in internal controls/review prior to notification to ensure accurate and fair claims

   - o   Standardizes claims process utilizing workflow and automation.

2. **How do I obtain access to the Fannie Mae Invoicing system?**

   Contact your Technology Manager Administrator to register. Once registered, users can set up their passwords and update personal profiles via Technology Manager.

3. **How do I manage user role-access to Fannie Mae Invoicing?**

   Your company's Technology Manager Administrator can assign your specific role-access for the invoice transaction types you are responsible for addressing so you can process them. Other role-accesses that are not provisioned at the individual level are view-only.

4. **How do I get started using Fannie Mae Invoicing?**

   Once you have confirmed access to Fannie Mae Invoicing, servicers should be using the system to resolve their claims, accessing invoices, and communicate with the operations teams. Important resources are available on the Fannie Mae Invoicing page.

5. **Are there any Web browser compatibility requirements?**

The Technology Requirements: Configurations for All Applications document located on FannieMae.com contains list of standard hardware and software equipment configurations required for Fannie Mae's technology solutions.

6. **What bill types are covered in the scope?**

- 571 Collections
- Advances
- DILs
- Fcl Delay Fees*
- Fcl Reporting Fees
- Fcl Rescission Fees
- Govt Claims – FHA
- Govt Claims – USDA
- Govt Claims – VA
- HOA
- Indemnifications
- Hazard Insurance
- Modifications
- MI Termination Recovery
- Notice of Defects
- Primary MI
- Pool MI
- Recourse
- Tax
- TPS

For Fcl Delay Fees, users do not have the ability to Accept/Rebut and only have "view only" access to the loan level information. The state netting and summary information will continue to be submitted outside of the system via email.

7. **What user roles are available to access Fannie Mae Invoicing?**

In addition to a view-only role, there is a role available for each bill type for users to be able to edit or take an action on a specific bill type. Users can be given access to one or more roles. Users will be able to view all bill types in the application but can only edit the bill types for which they were granted access.

8. **Do users receive email notifications from Fannie Mae Invoicing?**

There are two types of email notifications sent from Fannie Mae Invoicing to users.
   a. Effective March 25, all Fannie Mae Invoicing users will receive an automated email notification weekly on Wednesdays identifying outstanding Bills and Tasks.
   b. A email notification to the user who submitted the bulk upload file to provide the status of the bulk upload file, reporting of any failure

9. **Does Fannie Mae Invoicing require any changes to the existing software agreement?**

The Single-Family Servicing Applications Schedule will add Fannie Mae Invoicing as a licensed application and will be delivered in the form of a Software Subscription Agreement Bulletin. It will not require your signature to become effective.

10. **How are subservicers provisioned access to Fannie Mae Invoicing?**

Subservicers will be granted access to the application based on the [Data Access authorization (DAA) agreement](#) already in place with Fannie Mae. Subservicers who are given access to a specific 9-digit portfolio will only be able to see bills submitted to that specific 9-digit branch.

11. **Does the Master Servicer have access to the same information a subservicer has?**

Master servicers have the ability to view the same information via Fannie Mae Invoicing as their subservicers. We encourage master servicers to review the information and discuss them with their subservicers on a regular basis. Please remember that master servicers must grant access to subservicers using the [DAA](#).

12. **Do users have access to the entire corporate information on Fannie Mae Invoicing?**

Users only have access to the specific parent servicer portfolio that they have been granted access to. Users can be granted access either to the entire corporate family or to specific parent servicers under the corporation.

13. **Do users have access to all bill types in Fannie Mae Invoicing?**

Yes. Although some users may have access to *edit/modify* only specific bill types, all users within an organization will have *viewable* access to all bill types.

14. **How are user profiles set up in Fannie Mae Invoicing?**
    - We have defined one role per bill type. Servicers have the following options:
    - Choose a view-only role, which provides access to view all bill types within your organization.
    - Choose roles pertaining to one or more bill types, which provides them editable access to those specific bill types.

15. **What is the difference between a "bill" and an "invoice"?**

An invoice is a consolidation of multiple bills submitted to a servicer for a specific loan. For example: You can have an invoice on a loan with a *Comp Fees* bill as well as a *571 Refund* bill.

16. **Will CRFS no longer be sending invoices?**

CRFS uses Fannie Mae Invoicing to submit their invoices.

17. **Where do we rebut compensation fees?**

Compensation (i.e., Comp) Fee rebuttals will continue using the current email process. However, the loan-level information will be available to view within Fannie Mae Invoicing.

18. **How do you upload an appeal with supporting documents?**

There is a "Rebut" button on the Bill screen; upon clicking, it provides the rebuttal reason and allows you to attach supporting documentation.

19. **Is a "Rebut" the same as an "Appeal"?**

Yes. The Rebut option is the same as an Appeal, and therefore should be used when you would like to appeal the invoice with supporting details or documentation.

20. **How do we see a response from Fannie Mae?**

You will see the response from Fannie Mae in the "Rebuttal Response" section. The Bill Status should also change once Fannie Mae responds. If we agree with the rebuttal, the bill can then be cancelled or resubmitted with an updated amount.

21. **Is there a character limit on the Rebuttal Comments?**

Yes, it's approximately 15,000 characters. If needed, you may attach a word document with additional information to the Supporting Documentation.

22. **Who do we contact if we have questions or issues regarding the application?**

Please contact your Fannie Mae representative, or visit the Technology Support page for guidance on contacting our Technology Support Center, available 24 hours a day, seven days a week by calling 800-2FANNIE.

Additional Resources

- Fannie Mae Invoicing page
    - Fannie Mae Invoicing User Guide
- Fannie Mae Invoicing Learning Center