Implementation Readiness Tracker

Job Aid

Version 1.3 – August 26, 2026

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Implementation Readiness Tracker

At-a-Glance

The **Implementation Readiness Tracker** is used to report your organization's readiness for applicable servicing changes and help Fannie Mae monitor overall implementation progress.

What You Need to Know

- **Verify your profile** at each login, including company and Technology Service Provider information.
- **Servicers are responsible for reporting their own readiness, even when using a Technology Service Provider.**
- **If no servicer development is required,** answer readiness questions based on your organization's ability to report directly through the user interface.
- **Keep readiness status current** for each assigned phase: Not Started, On Track, Off Track, or Completed. **Off Track requires commentary.**
- **Complete required milestones and questions** before confirming a phase as complete. **Once Completion is confirmed, the phase is locked and no further updates can be made.**
- **Monitor target dates and phase flags.** At-Risk and Past-Due flags indicate that attention or action may be needed.

Remember

Report regularly, keep information current, and address issues early to support implementation readiness.

Need help or need to update a Reporting POC? Contact the Future of Servicing mailbox.

Overview

The Implementation Readiness Tracker is a centralized tool for servicers and Technology Service Providers to report readiness for servicing changes outlined in Lender Letter LL-2026-05. Steps for completing the Tracker screens are listed in the left side panel of each page. This Job Aid will provide additional guidance. Troubleshooting tips can be found at the end of this document. Other resources (e.g., Readiness Checklists for servicers and Technology Service Providers) are available on the Servicing Platform webpage.

Get Started

If your company has already listed you as a Reporting Point of Contact (POC), then you've been registered and granted access. When you receive the email titled "You are registered for the tracker," log in with your work email address. Organizations may assign different users to different releases, such as Escrow Reporting, Delinquency Reporting, and Loan Data Change. Contact Future of Servicing

- Register additional Reporting POCs, or
- Update release assignments.

NOTE: Only those servicers and TSPs that have been identified by Fannie Mae are required to report their status.

Log In

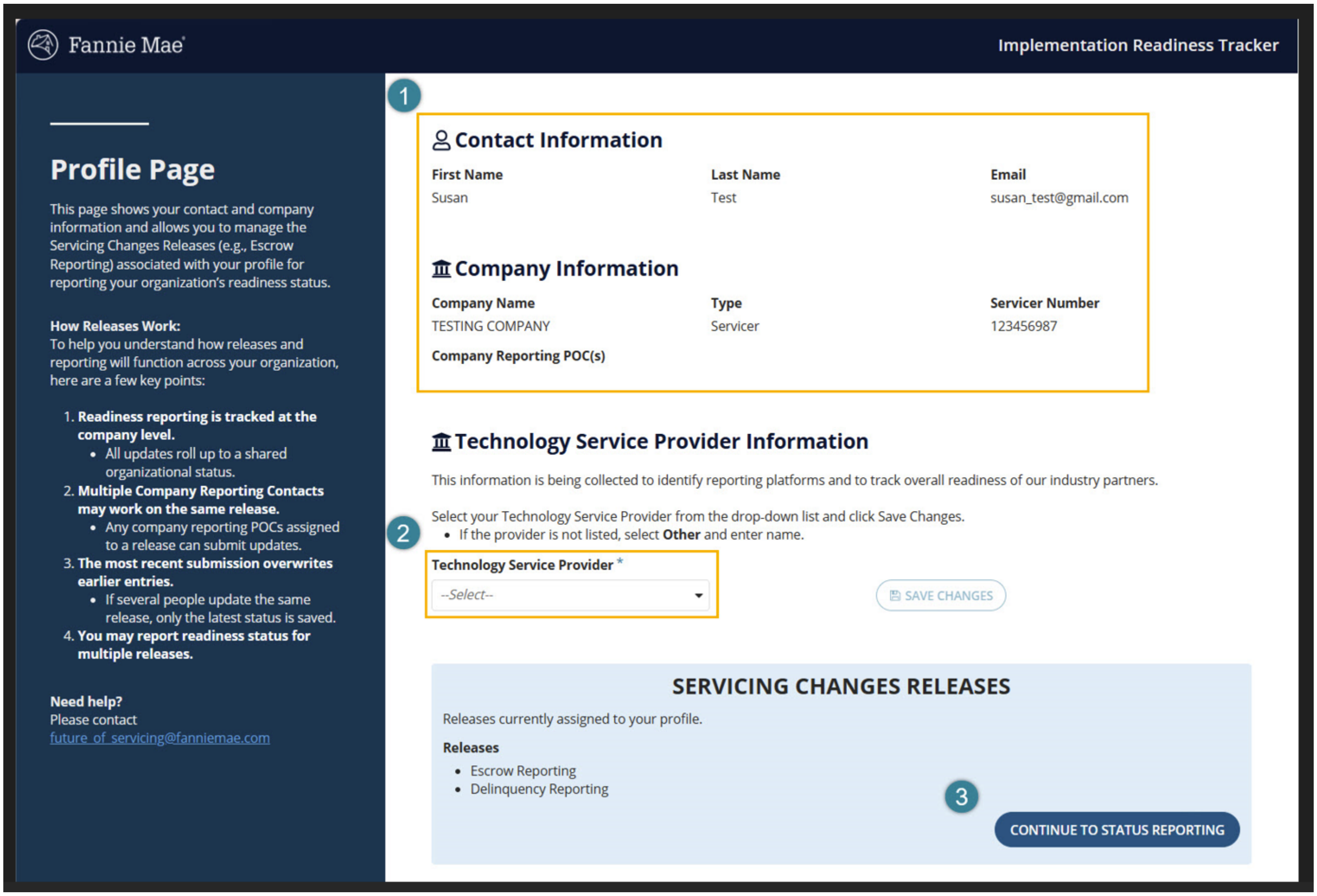
1. Open the Implementation Readiness Tracker link and click **Let's Begin**.
2. Follow the instructions on the left side of the screen to log in.

Profile Page

The Profile Page is divided into three sections: Contact and Company information, Technology Service Provider Information (for servicers only) and Servicing Changes Release(s).

1. At each login, verify that contact and company information is correct. If updates are needed, contact Fannie Mae via the Future of Servicing.
2. Select a Technology Service Provider and click **Save Changes**.
3. In the Servicing Changes Release box, assigned releases are listed on the left. Click **Continue to Status Reporting**.

Follow the instructions on the left-hand side of the screen for additional guidance.



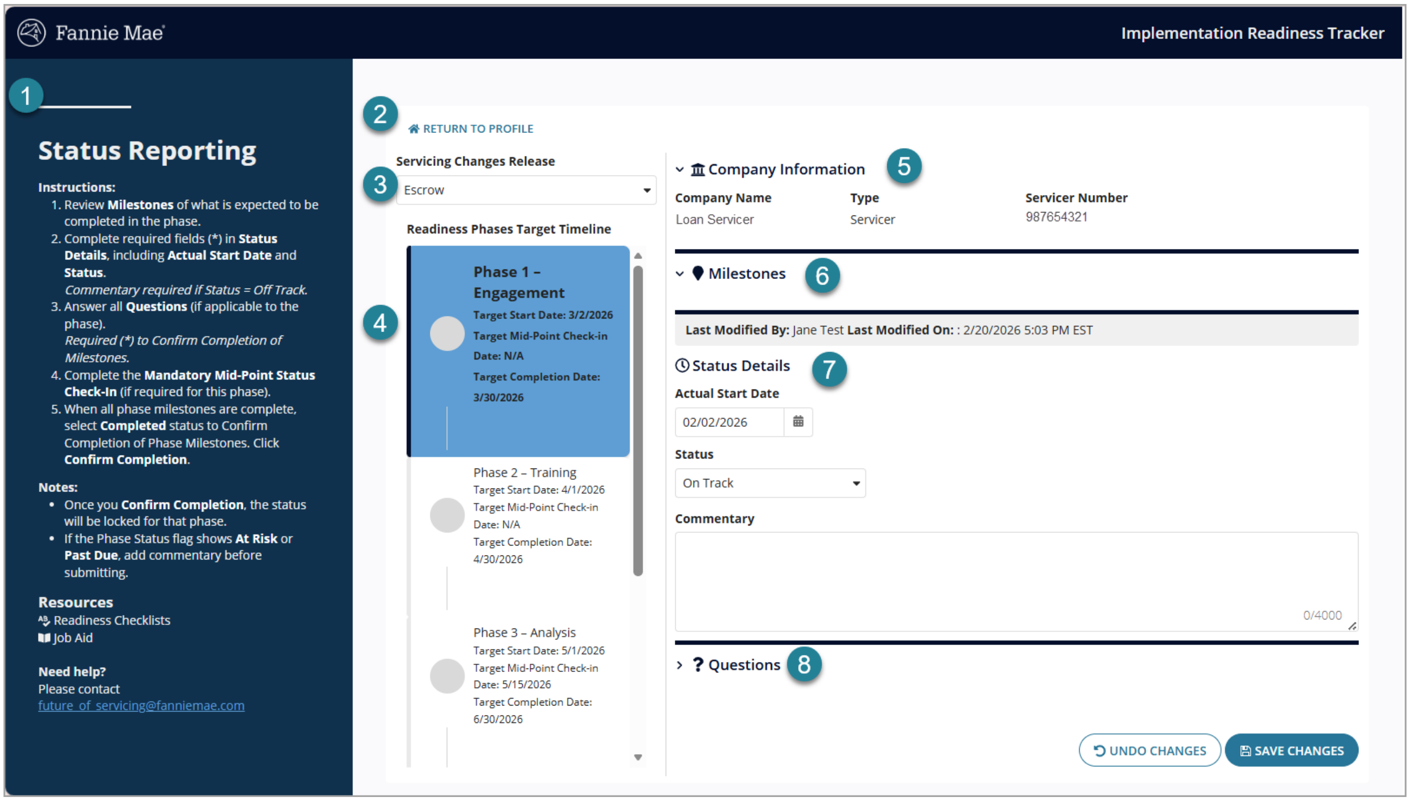
Status Reporting

The Status Reporting page is used to submit status updates for each readiness phase of your assigned releases. Below is a summary of the page's key elements and next steps. Follow the steps in the left-hand panel to complete the status updates.

Field		Description
1	Left Panel	Provides instructions for reporting statuses and provides links to additional resources.
2	Return to Profile	Link to return to the **Profile Page**, if necessary.
3	Servicing Changes Release	Navigate between releases using this drop-down.
4	Readiness Phase Target Timeline & Phases	Displays the readiness phases and target timeline for the selected release, including the **Target Mid-Point Check-in Date.** Follow the link for more info on [Target Mid-Point Check-in.](#) **(Only required for Escrow Reporting)**
5	Company Information	Displays your Company Name, Company Type, Servicer Number (servicers only). Verify for accuracy.
6	Milestones	Lists the milestones that must be completed during each phase.
7	Status Details	Enter key dates and status for the selected phase. See the **Status** table below for phase details. If **Off Track** is chosen, commentary is required.
8	Questions	Answer required questions for the phase, if applicable. Some phases do not include questions.

Status	Definition

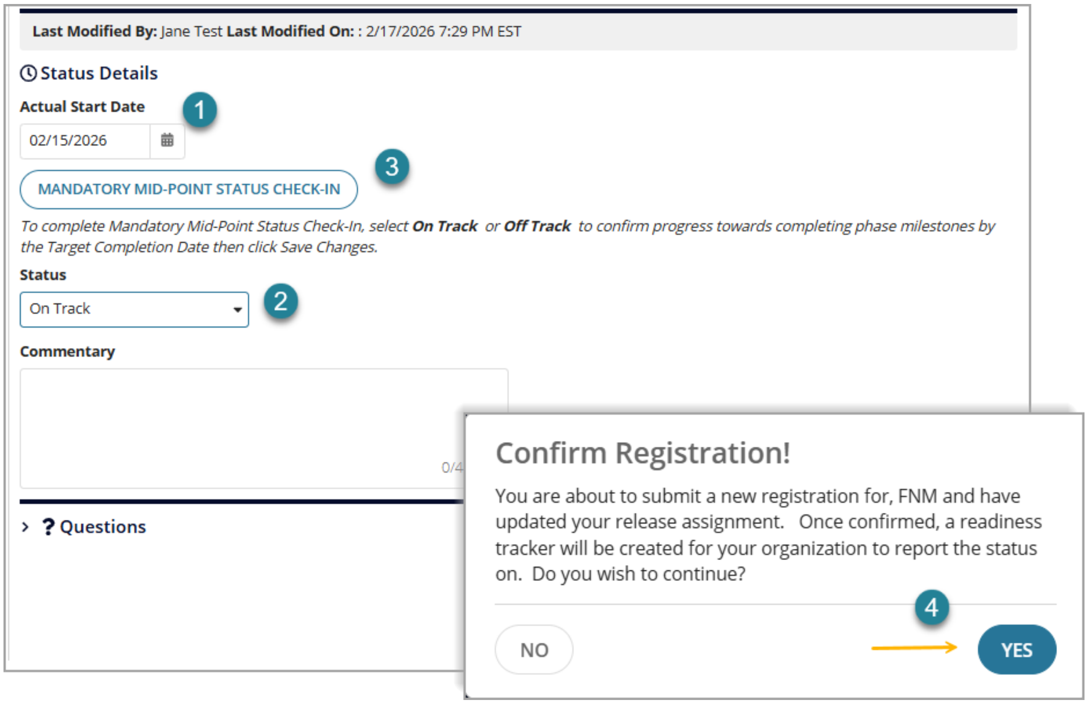
Not Started	Phase Milestones have not been started.
On Track	Phase Milestones have been started are on track to be completed by the **Targeted Completion Date**.
Off Track	Phase milestones will not be finished by the **Targeted Completion Date**. Commentary is required.
Completed	All milestones for this phase are completed and are confirmed on behalf of your organization.



Mandatory Mid-Point Status Check-in (Required for Escrow Reporting Only)

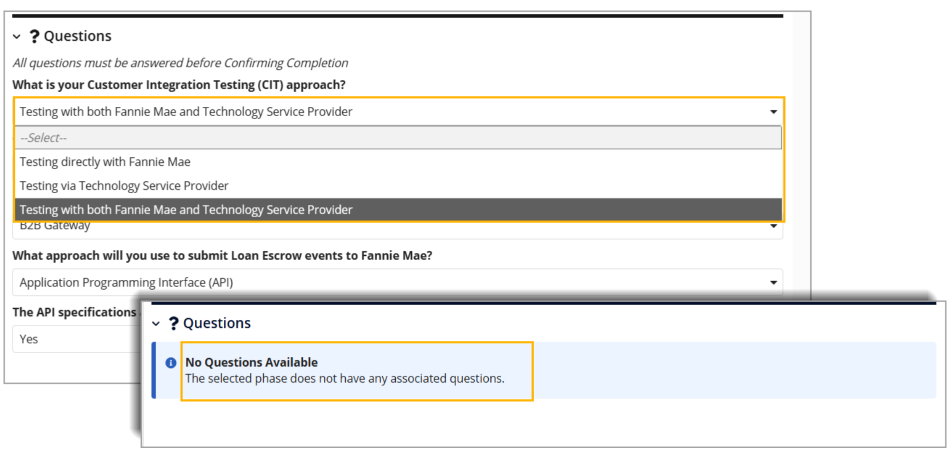
Industry partners must complete a Mandatory Mid-Point Status Check-in. If required, check in by the mid-point check-in date. If the check-in is not completed by the deadline, an **At-Risk** flag will display for that phase.

1. Verify an **Actual Start Date** is selected.
2. Ensure that a status of **On Track** or **Off Track** is selected.
3. Click the **Mandatory Mid-Point Status Check-in** button and **Save Changes**
4. Click **Yes** to confirm check-in.



Questions

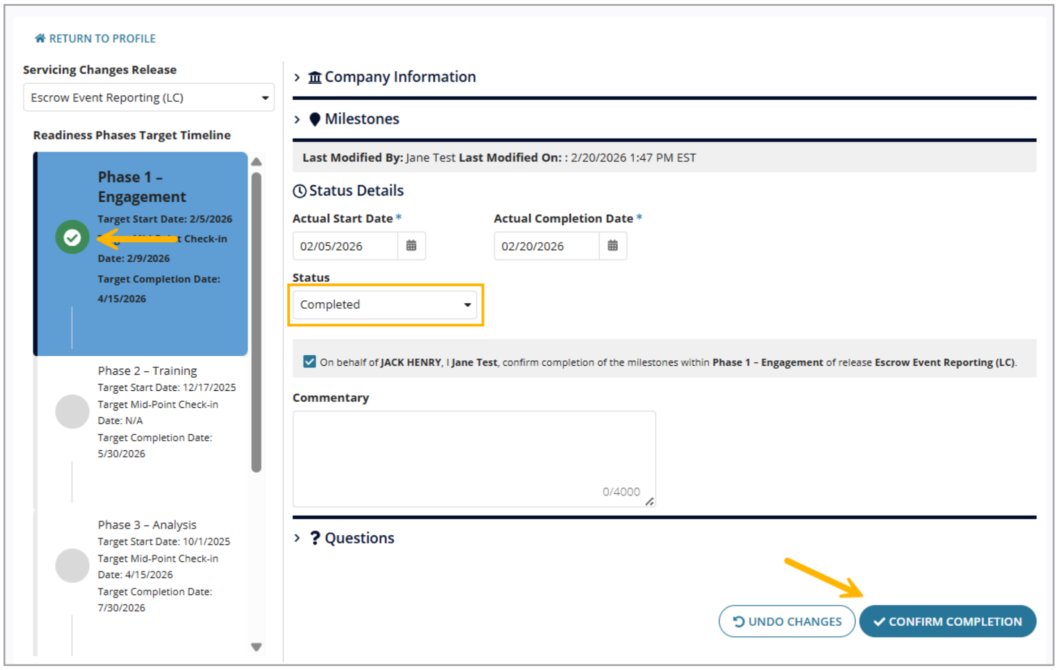
Some phases have questions that are required to be answered **PRIOR** to performing the **Confirm Completion** step. If there are no questions in a phase, and all milestones have been met, proceed with [Confirm Completion](#) process.



Confirm Completion

1. When all phase milestones are completed and all questions are answered, follow the instructions on the left panel to revise status to **Completed**. After a phase is marked complete, it is **locked** and no further updates can be made.
2. Click **Confirm Completion**. The Phase Flag will turn green. **If you fail to click on Confirm Completion, the phase will not be considered complete.**

> **NOTE:** *If a phase is not completed by the Target Completion Date, a notification email will be sent to the reporting POCs advising that action is required.*



Phase Flags

There are three Phase Flags. For guidance on resolving **At Risk** and **Past Due** flags, please review the table and Troubleshooting tips below to address each flag and ensure your organization remains on track.

Phase Flags	
	Completed: Phase (status) is Completed and you have confirmed completion of phase milestones.
	The At-Risk flag occurs when - ▪ Your organization has indicated a status **Off Track** at any time during the phase. ▪ The **Mandatory Mid-Point Status Check-In** was not completed by the Target Mid-Point Check-In Date. (Required for Escrow Reporting Only. To resolve this flag, update the status to On Track or complete the phase.
	The **Past Due** flag occurs when your organization has not confirmed a phase as **Completed** by the **Target Completion Date**. Complete the phase milestones, update the status to **Completed** and perform the **Confirm Completion** step to clear the flag.

Help

What should I do if I experience technical difficulties?

Contact the Future of Servicing mailbox and include your contact and company information.

Trouble Shooting Tips

1. If you're having trouble logging in, please contact the **Future of Servicing team** for assistance. The issue may be related to using an outdated link.
2. To clear a **Past Due** or **At Risk** flag for a phase, make sure you have completed all required milestones and answered any required questions. Then, select **Complete** as the status and click **Confirm Completion** at the bottom of the **Status Reporting** page.
3. If you mark a task as complete by mistake, the status cannot be changed. Instead, add a comment in the next phase explaining that the task was completed in error.
4. If you receive a **Past Due email notification**, you do not need to contact the **Future of Servicing mailbox**. Instead, follow the steps outlined in **Troubleshooting Tip #2** above.

Change Log

Version Number	Publication Date	Description of Change
1	2.20.2026	Initial publication of Job Aid
1.1	5.7.2026	1. Removed reference to mid-point check-in opening 7 days prior to the mid-point date. 2. Added a note advising if a phase Target Completion Date is missing, an email will be sent to the reporting POCs.
1.2	6.5.2026	Updated link to the Implementation Readiness Tracker in the Job Aid Section. It now points to the correct environment.
1.3	8.26.2026	1. Deleted Escrow Milestones since all milestones will be housed separately. 2. Updated the profile screenshot that shows releases are display only. 3. Updated references to Mid-point check in – only required for certain phases within the escrow release. 4. Checklists have been moved into a separate document. 5. FAQs have been moved to the main FAQs on the Servicing Platform webpage. 6. Added trouble shooting tips.