



Master Servicing Portfolio Manager User Guide

April 2023





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Master Servicing Portfolio Manager Overview

Master Servicing Portfolio Manager offers management oversight and self-service functionality related to performance, loan activities, and portfolio management that will help drive efficiency and straight through processing. The first iteration of this self-service management tool will provide Fannie Mae servicers the ability to access loan and cash exceptions at the end of the reporting period, which require servicer review and confirmation. Servicers can use the tool to enter resolution plans and resolution dates to address these exceptions. Master Servicing Portfolio Manager will provide information on seven exceptions during the initial application roll out as listed below.

Exceptions:

- Late Liquidations – Liquidations that are reported later than the first business day after the servicer processes the payment transaction in its system.
- Ending Hard Rejects – A loan that has an unresolved hard reject as of the end of Fannie Mae’s reporting period.
- Aged Hard Reject – A loan that hard rejects for five consecutive reporting periods. A loan that started Fannie Mae’s reporting period with a hard reject but did not end the period with a hard reject is included in the count.
- Aged Soft Reject – A loan that soft rejects for five consecutive reporting periods. A loan that started Fannie Mae’s reporting period with a soft reject but did not end the period with a soft reject is included in the count.
- Loans not Reported Interim – A loan not reported as of the interim reporting date as defined on Fannie Mae’s Investor Reporting and Remitting Calendar.
- Loan not Reported EOC – A loan not reported as of the end of the reporting cycle as defined on Fannie Mae’s Investor Reporting and Remitting Calendar.
- Cash Differences – An Actual/Actual servicer that is under or over Fannie Mae’s remittance thresholds.

Note: Fannie Mae’s Investor Reporting and Remitting Calendar is available on <https://www.fanniemae.com/>

Benefits

- Self-service access to information, facilitating servicer adherence to Fannie Mae’s investor reporting requirements.
- Visibility into consolidated servicer investor reporting metrics (at the end of the reporting period) to help drive improvements and process enhancements.
- Increased transparency between servicer and Fannie Mae related to Loan and Cash exception management.

Browser Requirements

For optimal performance, the preferred browser for Master Servicing Portfolio Manager is Google Chrome. The following is a list of acceptable browsers:

- Google Chrome™ (PREFERRED)
- Microsoft Edge®
- Firefox®

System Availability

Master Servicing Portfolio Manager is available Monday through Sunday, 24 hours a day except for every second Sunday between 2 a.m. and 6 a.m. ET. Should Master Servicing Portfolio Manager not be available during these hours, a notification will be posted.

System Access

To access Master Servicing Portfolio Manager, your company’s Technology Manager Administrator must request access for you. See [Technology Manager](#) section of this user guide.



Ask Poli®

Ask Poli® is Fannie Mae's policy question search tool powered by artificial intelligence. It reduces the steps and time it takes to track down answers so you can get immediate and accurate responses to policy questions. The Ask Poli® widget appears on the bottom right side of Master Servicing Portfolio Manager screens. Click the widget to enter questions and get answers that include information from the Fannie Mae Selling and Servicing Guides as well as unique Ask Poli content.

Support

For help with Master Servicing Portfolio Manager, servicers should call 1-800-2FANNIE (1-800-232-6643) option 1 and option 6 or contact master_servicing@fanniemae.com.

Technology Manager

The following information provides Servicers' Corporate Administrators with the required application and roles which need to be requested through Fannie Mae's Technology Manager to access and work requests within the Master Servicing Portfolio Manager Application.

Application to Request:

- Master Servicing Portfolio Manager

Roles to Request:

- If you are a Master Servicer utilizing a Sub-servicer, you would select - MSPM – **External** READ_REQUEST
- If you determine root cause(s) and create resolution plan(s) and date(s), you will select - MSPM - **External** READ_REQUEST_WRITE
- If you Confirm root cause(s), resolution plan(s) and date(s) you would select - MSPM – **External** ATTEST

Role definitions:

- MSPM - **External** READ_REQUEST, Read access to Master Servicing Portfolio Manager cases.
- MSPM - **External** READ_REQUEST_WRITE, All **External** READ-REQUEST access, plus updating servicer exception(s) and submit workflow request cases.
- MSPM - **External** ATTEST, All **External** READ-REQUEST_WRITE access, plus approving workflow request cases.

Step-by-Step Instructions

- [Technology Manger Job Aids](#)
- [Setup Available Applications](#)
- [Create New User](#)
- [Grant a User Access to an Application](#)



Resources:

- [Technology Manager webpage](#)
- [Technology Support Center](#)

Home / Technology Manager

Applications & Technology

Technology Manager

Manage your access in one place

The Technology Manager platform allows customers to manage user access to all Fannie Mae technology applications.

[Launch App](#) [Reset Password](#)

Meet the new Technology Manager Virtual Assistant

The Virtual Assistant can answer questions and guide you through the new, streamlined steps to create multiple users in one session, quickly duplicate user access, and more.

[Learn More](#)

[New User](#)

[Registered Users](#)

[Registered Admins](#)

[Manage System IDs](#)

[Help & Training](#)

Technology Manager Availability

Every day, 24 hours a day.

[All Technology Application Availability](#)

Home / Technology Support Center

Applications & Technology

Technology Support Center

The Technology Support Center is the primary point of contact for Fannie Mae customers seeking information on or assistance with Fannie Mae technology applications. Reach out to us via phone or web chat using the links below, or try using our online search to answer your question. We are eager to help you.

Please note that the Web Chat and Share My Desktop links are only available to registered technology application users.

- Call Us at 1-800-2FANNIE (1-800-232-6643)
- [Open a Web Chat](#)
- [Share My Desktop](#)

The Support Center's hours of operation are every day, 24 hours a day, except for the holidays listed below:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas Day

On the evening prior to a holiday closure, the Technology Support Center will close at 8:00 p.m. ET and will reopen the day after the holiday at 8:00 a.m. ET.

Password Reset

If your account is locked or deactivated, or you forgot your user ID, contact your Technology Manager administrator. Otherwise, use the link below.

[Reset password](#)

Technology Application Availability

If you're having trouble with an application, it may be undergoing maintenance or enhancements.

[Check availability](#)

Technology Manager

Technology Manager is an application that allows customers to manage user access to Fannie Mae technology applications.

[Go to Technology Manager](#)



Sign On / Log Out

Sign On

To sign on to Master Servicing Portfolio Manager, follow the steps below:

1. Click [here](#) to access Master Servicing Portfolio Manager.
2. Enter **USERNAME** and **PASSWORD**.
3. Click **Sign On**.

Sign On

USERNAME

PASSWORD

* REQUIRED

* REQUIRED

Sign On

Need help with unlocking your user ID or resetting your password?

Note: Username consists of 8 characters.

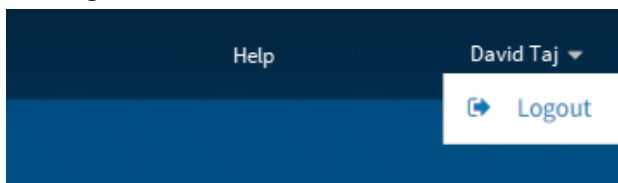
Note: See your Technology Administrator with any password issues.

Note: After signing on, the [Master Servicing Portfolio Manager landing page](#) appears.

Log Out

To log out of Master Servicing Portfolio Manager, follow the steps below:

1. Click **Arrow** in the upper corner of the screen.
2. Click **Logout**.





Master Servicing Portfolio Manager Main Screen Overview

On successful log in, Master Servicing Portfolio Manager the Main screen. will display.

Master Servicing Portfolio Manager | Help | David Taj

My Performance

Response Pending (3) | Confirmation Pending (0) | Fannie Mae Approval Pending (0) | Fannie Mae Approved (0) | Reporting Period: 04/2021

0 Late Liquidations | 0 Ending Hard Reject | 1 Aged Hard Reject | 1 Loan Not Reported EOC | 1 Loan Not Reported Interim | 0 Aged Soft Reject | 0 Cash Difference

Exceptions | Response Pending

Case ID Number	Servicer Number	Exception Type	Total Loan Count	Cash Amount	Reporting Period
4394		Aged Hard Reject	1		04/2021
4399		Loan Not Reported EOC	36		04/2021
4368		Loan Not Reported Interim	6		04/2021

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Screen Location	Description
1	Reporting period dropdown menu.
2	<p>Work pending tabs</p> <ul style="list-style-type: none"> • Response Pending – Servicer Action Required. • Confirmation Pending – Servicer created resolution plan, but it is awaiting servicer approval to submit to Fannie Mae. • Fannie Mae Approval Pending – Servicer submitted resolution plan(s) awaiting Fannie Mae approval. • Fannie Mae Approved – Fannie Mae approved resolution plan(s).
3	<p>Work Status</p> <ul style="list-style-type: none"> ✓ - Ok icon – no further action required. ⚠ - Warning icon – action required.
4	<p>Displays outstanding items for selected work pending tabs.</p> <ul style="list-style-type: none"> • Case Id Number – The reporting period, the nine-digit servicer number, and exception for the servicer. A case can contain multiple loans. A case id can have multiple plans. • Plan – Is an individual root cause and resolution plan.
5	<p>Download Options and Download buttons.</p> <p>Note: There are three download options: case level, loan level, and cash level.</p>
6	<p>Ask Poli Widget provides answers to Fannie Mae policy questions.</p> <p>Note: Click here for more details.</p>

Note: If a Work **Pending** tab is clicked, then all exception information within that tab will display.

Response Pending (3) Confirmation Pending (0) Fannie Mae Approval Pending (0) Fannie Mae Approved (0)

Reporting Period: 04/2021 ▼

✓ 0 Late Liquidations	✓ 0 Ending Hard Reject	⚠️ 1 Aged Hard Reject	⚠️ 1 Loan Not Reported EOC	⚠️ 1 Loan Not Reported Interim	✓ 0 Aged Soft Reject	✓ 0 Cash Difference
------------------------------------	-------------------------------------	------------------------------------	---	---	-----------------------------------	----------------------------------

Exceptions | Response Pending

Updated as of 06/14/2021 at 12:22pm EST Download Options ▼ Download

Show all Exceptions

Case ID Number	Servicer Number	Exception Type	Total Loan Count	Cash Amount	Reporting Period
4394	(S)	Aged Hard Reject	1		04/2021
4399	(S)	Loan Not Reported EOC	36		04/2021
4368	(S)	Loan Not Reported Interim	6		04/2021

1 [25] ▼

Note: If an **Exception Type** icon is clicked, then only that exception information displays.

0 Late Liquidations	0 Ending Hard Reject	Aged Hard Reject	Loan Not Reported EOC	Loan Not Reported Interim	0 Aged Soft Reject	0 Cash Difference



View Loan Information

To view loan information, follow the steps below.

1. Click desired **Case ID Number**.

Exceptions | Response Pending

Updated as of 06/14/2021 at 12:27pm EST

Download Options

Download

Show all Exceptions

Case ID Number	Servicer Number	Exception Type	Total Loan Count	Cash Amount	Reporting Period
4394	[REDACTED]	Aged Hard Reject	1		04/2021
4399	[REDACTED]	Loan Not Reported EOC	36		04/2021
4368	[REDACTED]	Loan Not Reported Interim	6		04/2021

1 25

Note: In this case there are thirty-six loans.

2. View Loan Information per selected case id number.

Create Resolution Plan(s)/Confirm Resolution Plan(s)

To create a resolution plan, follow the steps below.

1. Click **Create resolution plan**.

My Performance

Response Pending / Case ID : 4399

Case ID: 4399

Updated as of

Servicer Number

Exception Type Loan Not Reported EOC

Reporting Period 04/2021

Total Loan Count 36

Response Pending | Loans To Manage (33)

Create resolution plan

Fannie Mae Loan Number	Reject Reason	Remittance Type	Transaction Processing Date	LPI Date (Reported)	Actual UPB Amount(Reported) (\$)	Principal Amount
	File Upload Issue	Actual/Actual	5/3/2021	12/31/1969		
	File Upload Issue	Actual/Actual	5/3/2021	12/31/1969		
	File Upload Issue	Actual/Actual	5/3/2021	12/31/1969		
	File Upload Issue	Actual/Actual	5/3/2021	12/31/1969		



- Click box(es) for **loans(s) to include in resolution plan**.

The screenshot shows a table titled 'Loans To Manage (33)' with columns for 'Fannie Mae Loan Number', 'Reject Reason', and 'Remittance Type'. Several rows are visible, with 'Missing LAR' as the reject reason and 'Actual/Actual' as the remittance type. To the right, a modal titled 'Create Resolution Plan' is open, showing '33 Loans Selected' and a grid of 33 red selection buttons. At the bottom of the modal are 'Cancel' and 'Next' buttons.

Note: Select loans with matching **root cause**.

- Click **Next**.
- Select **appropriate root cause** from Root Cause dropdown list.

Note: The Root Cause dropdown list will vary per the exception type. Click [here](#) to view Exception Root Cause Names and Resolution examples.

- Enter a **specific resolution plan** that will be implemented to correct the exception in the Resolution Plan field.
- Select the **date** when the plan will be completed in the Plan Completion Date field.
- Click **Next**.

This screenshot shows the 'Create Resolution Plan' modal with the 'Enter Plan Details' step active. The 'Root Cause' dropdown is set to 'File Upload Issue'. The 'Resolution Plan' text area contains the instruction: 'Upload files in order that P&I activity is applied resulting in the file processing correctly.' The 'Plan Completion Date' is set to '02/15/2022'. At the bottom, there are 'Back', 'Cancel', and 'Next' buttons.

Note: See [Exception Root Cause Quality Resolution Examples](#) for sample resolution plans. Failure to create comprehensive remediation plans will result in a denial from Fannie Mae.



8. Click **Save**.

Loans Selected (33)

Loan 1

Loan 2

Loan 3

Loan 4

Loan 5

Loan 6

Loan 7

Loan 8

Loan 9

Loan 10

Loan 11

Loan 12

Loan 13

Loan 14

Loan 15

Loan 16

Loan 17

Loan 18

Loan 19

Loan 20

Loan 21

Loan 22

Loan 23

Loan 24

Loan 25

Loan 26

Loan 27

Loan 28

Loan 29

Loan 30

Loan 31

Loan 32

Loan 33

Back

Cancel

Save

9. Click **Got it, thanks**.

Please use the following plan identifier to track the status of your plan: 292

Until all loans or cash have been added to a resolution plan, all saved exception resolution plans will remain on this page.

Got it, thanks

Note: To edit a plan, see [Edit Exception Resolution Plans](#).

Note: To delete a plan, see [Delete Exception Resolution Plans](#).

10.

If...	Then...
there are more loans in the case id number to be managed	proceed to step 1 to create resolution plans for all loans in the case.
all the loans in the case id number have a resolution plan created	proceed to step 11.

Note: All loans **must have** a resolution plan before the case can be confirmed.



11. Select appropriate **plan(s)** to confirm.

click...	results...
header check box	confirms all plans.
line-item check box(s)	confirms only those plans checked.

Exceptions | Confirmation Pending

Updated as of Mar 24, 2022, 10:34:59 AM

Show all Exceptions

Confirm All Plans

<input type="checkbox"/>	Case ID Number	Servicer Number	Exception Type	Total Plans	Total Loan Count	Cash Amount	Confirmed By	Approved By
<input checked="" type="checkbox"/>	858900059	CU00000000	Ending Hard Reject	1	1			
	Plan ID Number	Loans Selected	Root Cause	Resolution Plan	Resolution Date			
	398	1	File Upload Issue	Quality plan	Mar 30, 2022			
<input checked="" type="checkbox"/>	858900020	CU00000000	Ending Hard Reject	1	1			
	Plan ID Number	Loans Selected	Root Cause	Resolution Plan	Resolution Date			
	397	1	File Upload Issue	Quality plan	Mar 30, 2022			

1

25

12. Click **Confirm All Plans**.

- Note:

This will confirm all plans that have been checked.
- Note:

These confirmed plans will move to the **Fannie Mae Approval Pending** tab.



Edit Exception Resolution Plan(s)

There are two options to get to the **Edit Exception Resolution Plans Screen**.

Note: Edits *can be made* to exception resolution plans until the plan has moved to the **Approved** status.

Option 1

To edit plans when in the case, follow the steps below.

1. Click **Edit Plan**.

Confirmation Pending / Case ID : 4399

Case ID: 4399
Updated as of

Servicer Number | Exception Type Loan Not Reported EOC | Reporting Period 04/2021 | Total Loan Count 36

[Confirm all plans](#)

Saved Exception Resolution Plans(2)

Plan ID : 292		Edit Plan Delete Plan
Root Cause BD1 Modification	Resolution Plan ensure mod data matches fannie mae	Resolution Date 2/15/22
Loans Selected(33) View		
Plan ID : 284		Edit Plan Delete Plan
Root Cause BD1 Modification	Resolution Plan mods will be match Fannie Mae Data	Resolution Date 2/15/22
Loans Selected(3) View		

2. Make appropriate changes to the **Root Cause**, **Resolution Plan**, and **Resolution Date** fields.

Confirmation Pending / Case ID : 4399

Case ID: 4399
Updated as of

Servicer Number | Exception Type Loan Not Reported EOC | Reporting Period 04/2021 | Total Loan Count 36

[Confirm all plans](#)

Plan ID : 292 [Save Changes](#) [Cancel Changes](#)


Root Cause BD1 Modification ▼	Resolution Plan ensure mod data matches fannie mae	Resolution Date 📅 ✖ 02/15/2022
Loans Selected(33) View		
Plan ID : 284		Edit Plan Delete Plan
Root Cause BD1 Modification	Resolution Plan mods will be match Fannie Mae Data	Resolution Date 2/15/22
Loans Selected(3) View		

Note: Changes made will impact all loans within the plan id.

Note: Click [here](#) to view Exception Root Cause Names and Resolution examples.



3. Click **Save Changes**.
4. Click **Got it, thanks**.



Please use the following plan identifier to track the status of your plan: 292

Until all loans or cash have been added to a resolution plan, all saved exception resolution plans will remain on this page.

[Got it, thanks](#)

5. Click [My Performance](#) to get back to the main screen.

[My Performance](#)

Option 2

To confirm cases using the **Confirmation Pending** or **Fannie Mae Approval Pending** tabs, follow the steps below.

1. Click **Confirmation Pending** or **Fannie Mae Approval Pending** tab.
2. Click appropriate **Case ID Number**.

Response Pending (2) **Confirmation Pending (1)** Fannie Mae Approval Pending (0) Fannie Mae Approved (0)

Reporting Period 04/2021

0
Late Liquidations

0
Ending Hard Reject

0
Aged Hard Reject

1
Loan Not Reported EOC

0
Loan Not Reported Interim

0
Aged Soft Reject

0
Cash Difference

Exceptions | Confirmation Pending

Updated as of Mar 24, 2022 10:54:59 AM

Download Options Download

Show all Exceptions

Case ID Number	Servicer Number	Exception Type	Total Loan Count	Cash Amount	Reporting Period
4399		Loan Not Reported EOC	36		04/2021

1 25

3. Click **Edit Plan**.

Confirmation Pending / Case ID : 4399

Case ID: 4399

Updated as of

Servicer Number | Exception Type Loan Not Reported EOC | Reporting Period 04/2021 | Total Loan Count 36

Confirm all plans

Saved Exception Resolution Plans(2)

Plan ID : 292

Root Cause
BD1 Modification

Loans Selected(33) [View](#)

Resolution Plan
ensure mod data matches fannie mae

[Edit Plan](#) [Delete Plan](#)

Resolution Date
2/15/22

Plan ID : 284

Root Cause
BD1 Modification

Loans Selected(3) [View](#)

Resolution Plan
mods will be match Fannie Mae Data

[Edit Plan](#) [Delete Plan](#)

Resolution Date
2/15/22



4. Make appropriate changes to the **Root Cause**, **Resolution Plan**, and **Resolution Date** fields.

Confirmation Pending / Case ID: 4399

Case ID: 4399
Updated as of

Servicer Number [REDACTED] | Exception Type Loan Not Reported EOC | Reporting Period 04/2021 | Total Loan Count 36

[Confirm all plans](#)

Plan ID : 292 [Save Changes](#) [Cancel Changes](#)

Root Cause	Resolution Plan	Resolution Date
BD1 Modification	ensure mod data matches fannie mae	02/15/2022

Loans Selected(33) [View](#)

Plan ID : 284 [Edit Plan](#) [Delete Plan](#)

Root Cause	Resolution Plan	Resolution Date
BD1 Modification	mods will be match Fannie Mae Data	2/15/22

Loans Selected(3) [View](#)

Note: Changes made will impact all loans within the plan id.

Delete Exception Resolution Plan(s)

There are two options to get to the **Delete Exception Resolution Plans Screen**.

Note: Deletions **can be made** to exception resolution plans until the plan has moved to the **Approved** status.

Option 1

To delete a plan, follow the steps below.

1. Click **Delete Plan**.

Confirmation Pending / Case ID : 4399

Case ID: 4399
Updated as of

Servicer Number [REDACTED] | Exception Type Loan Not Reported EOC | Reporting Period 04/2021 | Total Loan Count 36

[Confirm all plans](#)

Saved Exception Resolution Plans(2)

Plan ID : 292 [Edit Plan](#) [Delete Plan](#)

Root Cause	Resolution Plan	Resolution Date
BD1 Modification	ensure mod data matches fannie mae	2/15/22

Loans Selected(33) [View](#)

Plan ID : 284 [Edit Plan](#) [Delete Plan](#)

Root Cause	Resolution Plan	Resolution Date
BD1 Modification	mods will be match Fannie Mae Data	2/15/22

Loans Selected(3) [View](#)

Note: Deleted loans need to have a new resolution plan created.



2. Either click [Create resolution plan](#) or [My Performance](#) tab to get back to the main screen.

My Performance

Response Pending / Case ID : 4399

Case ID: 4399
Updated as of

Servicer Number | Exception Type Loan Not Reported EOC | Reporting Period 04/2021 | Total Loan Count 36

Response Pending | **Loans To Manage (33)**

Create resolution plan

Updated as of Mar 24, 2022, 10:34 AM

Fannie Mae Loan Number	Reject Reason	Remittance Type	Transaction Processing Date	LPI Date (Reported)	Actual UPB Amount(Reported) (\$)	Principal Amount
	Missing LAR	Actual/Actual	5/3/2021	12/31/1969		
	Missing LAR	Actual/Actual	5/3/2021	12/31/1969		
	Missing LAR	Actual/Actual	5/3/2021	12/31/1969		
	Missing LAR	Actual/Actual	5/3/2021	12/31/1969		
	Missing LAR	Actual/Actual	5/3/2021	12/31/1969		
	Missing LAR	Actual/Actual	5/3/2021	12/31/1969		

Note: This case will go back in the **Response Pending** tab located on the landing page.

3. Follow [Create Resolution Plan\(s\)](#) steps.

Option 2

To access the **Confirmation Pending** or **Fannie Mae Approval Pending** tabs, follow the steps below.

1. Click **Confirmation Pending** or **Fannie Mae Approval Pending** tab.
2. Click appropriate **Case ID Number**.

Response Pending (2) **Confirmation Pending (1)** Fannie Mae Approval Pending (0) Fannie Mae Approved (0)

Reporting Period 04/2021

0 Late Liquidations

0 Ending Hard Reject

0 Aged Hard Reject

1 Loan Not Reported EOC

0 Loan Not Reported Interim

0 Aged Soft Reject

0 Cash Difference

Exceptions | Fannie Mae Approval Pending

Updated as of Mar 24, 2022, 10:34 AM

Download Options Download

Show all Exceptions

Case ID Number	Servicer Number	Exception Type	Total Loan Count	Cash Amount	Reporting Period
4399		Loan Not Reported EOC	36		04/2021

1 25



3. Click **Delete Plan**.

Confirmation Pending / Case ID : 4399

Case ID: 4399

Updated as of

Servicer Number

Exception Type Loan Not Reported EOC

Reporting Period 04/2021

Total Loan Count 36

Confirm all plans

Saved Exception Resolution Plans(2)

Plan ID : 292

Root Cause
BD1 Modification

Loans Selected(33) [View](#)

Resolution Plan
ensure mod data matches fannie mae

Resolution Date
2/15/22

[Edit Plan](#)

[Delete Plan](#)

Plan ID : 284

Root Cause
BD1 Modification

Loans Selected(3) [View](#)

Resolution Plan
mods will be match Fannie Mae Data

Resolution Date
2/15/22

[Edit Plan](#)

[Delete Plan](#)

4. Click **Got it, thanks**.

Please use the following plan identifier to track the status of your plan: 292

Until all loans or cash have been added to a resolution plan, all saved exception resolution plans will remain on this page.

Got it, thanks

5. Click **My Performance** to get back to the main screen.

My Performance

6. Follow [Create Resolution Plan\(s\)](#) steps.



Confirmation of Exception Resolution Plan

Exception resolution plans are confirmed either through the [Create an Exception Resolution Plan step 10](#) or by clicking the **Confirmation Pending** tab.

To confirm exception resolution plans through the **Confirmation Pending** tab, follow the steps below.

- 1. Click **Confirmation Pending** tab.
- 2. Click appropriate **Case ID Number(s)**.

Response Pending (1)

Confirmation Pending (2)

Fannie Mae Approval Pending (0)

Fannie Mae Approved (0)

Reporting Period04/2021

0Late Liquidations

0Ending Hard Reject

0Aged Hard Reject

1Loan Not Reported EOC

1Loan Not Reported Interim

0Aged Soft Reject

0Cash Difference

Exceptions | Confirmation Pending

Updated as of Mar 24, 2022, 10:34:39 AM

Download Options

Download

Show all Exceptions

Case ID Number	Servicer Number	Exception Type	Total Loan Count	Cash Amount	Reporting Period
4399	1000000000	Loan Not Reported EOC	36		04/2021
4368	1000000000	Loan Not Reported Interim	6		04/2021

125

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Exception Root Cause Names and Resolution Plan Comments Examples

A resolution plan is required to be entered for each exception case. An appropriate resolution plan addresses the exceptions root cause and eliminates repeat occurrences of the exception going forward.

Commentary must be provided at the loan level and must include the issue that created the reject (i.e., “root cause”), the action to be taken to resolve the issue, the party responsible for taking the corrective action, and the date by which the corrective action will be taken.

Allowable Root Causes Per Exception

Note: The headings are the exception types and those listed below are the allowable root causes for that exception.

Cash Difference	Late Liquidations	Ending Hard Reject	Aged Hard Reject	Loan Not Reported EOC	Aged Soft Reject	Loan Not Reported Interim
Payment Deferral Discrepancy	Modification Discrepancy	PPA	ARM Attribute Fannie Mae Responsible	Loan Transfer Issue	ARM Attribute Fannie Mae Responsible	Loan Transfer Issue
Modification Discrepancy	Re-add	Modification Discrepancy	ARM Attribute Servicer Responsible	File Upload Issue	ARM Attribute Servicer Responsible	File Upload Issue
System Issue - Servicer	System Issue	Detailed Reporting	Bankruptcy or Bankruptcy Cramdown	Core Processing Issue	Bankruptcy or Bankruptcy Cramdown	Core Processing Issue
Over remittance	Other	File Upload Issue	BiWeekly	BD1 Modification	BiWeekly	Other
Under remittance		Other	Fixed Rate Attribute Fannie Mae Responsible	Other	Modification Discrepancy	
Late Remittance			Fixed Rate Attribute Servicer Responsible		Fixed Rate Attribute Fannie Mae Responsible	
Late Reporting of Liquidation/LAR			Payment Deferral		Fixed Rate Attribute Servicer Responsible	
LAR reporting error			System Issue		Payment Deferral	
Hard Rejects			Recast		System Issue	
Soft Rejects			Curtailment		Curtailment	
Post Purchase Adjustments			Modification Discrepancy		Recast	
Other						

Resolution Plan Comments Examples

Note: The resolution plan comments below are just examples.

Exception Type	Root Cause	Resolution Plan Includes... (Action), (Attribute(s)), (Outcome)
Ending Hard Reject	PPA/delivery error	Submit PPA to correct LPI at Acquisition and Acquisition UPB which will cause the loan to amortize to the correct UPB.
Ending Hard Reject	Modification Discrepancy	Cancel and resubmit modification closed on 5/14/2021 due to incorrect values provided for capitalized amount which will correct the UPB.
Late Liquidation	Re-add	Adjust the payoff codes in our core system so that repurchases are coded as such and not payoffs.
Late Liquidation	Modification Discrepancy	Cancel and resubmit modification closed on 5/14/2021 due to incorrect values provided for capitalized amount which will correct the UPB.
Recurring Aged Hard Reject	Loan Setup Error	Submit a PPA to adjust the current payment so that the correct scheduled principal will be reported going forward.
Recurring Aged Hard Reject	Curtailment/Recast	Update current payment amount to match Fannie Mae's system.
Recurring Aged Soft Reject	Modification Discrepancy	Cancel and submit modification due to incorrect values provided for pre-mod UPB which will correct the post mod figures.
Recurring Aged Soft Reject	Loan Setup Error	Adjust our core servicing fee on these loans to the correct 0.25% so that the pass-through interest will be reported correctly each month going forward.
Cash Difference	Timing Issue	Update our cash processing calendar so that EOM activity will be captured when the last calendar day of the month falls on a weekend.
Cash Difference	Late Remittance	Update end of month remittance process to include manual check on BD1 to ensure timely remittance.

Note: Click [here](#) to return to Create Resolution Plan(s)/Confirm Resolution Plan(s) step 4.

Note: Click [here](#) to return to Edit Exception Resolution Plan(s) step 2.



Approved Exception Resolution Plan

Fannie Mae will review and approve the Exception Resolution Plan, which will move the Plan to the Approved tab. The Exception Resolution Plan then becomes viewable but is no longer editable.

Note: If Fannie Mae does not approve the Exception Resolution Plan, Fannie Mae will inform the servicer and suggest corrective actions.

Download

Master Servicing Portfolio Manager information can be downloaded using three different criteria: case level, loan level, and cash level.

To download Master Servicing Portfolio Manager information to a spreadsheet, follow the steps below:

1. Click **Download Options** icon ▼ .

The screenshot shows the 'Master Servicing Portfolio Manager' interface. At the top, there's a header with 'My Performance' and a user profile 'David Taj'. Below the header, a section titled 'Select a reporting period to manage your exceptions.' has a dropdown menu set to '04/2021'. Underneath, there are tabs for 'Response Pending (3)', 'Attestation Pending (0)', 'Approval Pending (0)', and 'Approved (0)'. A row of seven status cards follows: '0 Late Liquidations', '0 Ending Hard Reject', '1 Aged Hard Reject', '1 Loan Not Reported EOC', '1 Loan Not Reported Interim', '0 Aged Soft Reject', and '0 Cash Difference'. Below this is the 'Exceptions | Response Pending' section, updated as of 06/14/2021 at 12:22pm EST. It features a 'Download Options' button (highlighted with an orange box) and a 'Download' button. A table titled 'Show all Exceptions' lists three items: Case ID 4394 (Aged Hard Reject, 1 loan), Case ID 4399 (Loan Not Reported EOC, 36 loans), and Case ID 4368 (Loan Not Reported Interim, 6 loans). At the bottom left, there's a pagination control showing '1' to '25'.

2. Click the appropriate **Download Option**.

This is a close-up of the 'Download Options' dropdown menu. The menu is open, showing three options: 'Case Level', 'Loan Level', and 'Cash Level'. The 'Loan Level' option is highlighted with an orange box. The background shows parts of the table from the previous screenshot, including headers like 'Loan Count', 'Cash Amount', and 'Completed By'.

3. Click **Download**.



Bulk Uploads

Master Servicing Portfolio Manager allows for bulk uploads at the *loan level and cash levels*.

To upload bulk files, follow the steps below:

1. Select either **Loan Level** or **Cash Level** from the Download Options drop-down menu.

Updated as of Jan 30, 2023, 2:53:23 PM

Download Options ▼

Download

Case Level

Loan Level

Cash Level

Cash Amount

Approved By

Search Confirme

Search Approver

2. Click, **Download**.

5 Late Liquidations

0 Ending Hard Reject

0 Aged Hard Reject

0 Loan Not Reported EOC

0 Aged Soft Reject

0 Cash Difference

Upload Resolution Plans

Exceptions | Response Pending

Updated as of Jan 30, 2023, 2:33:44 PM

Download Options ▼

Download

Reset Filters

Case ID Number	Servicer Number	Servicer Name	Exception Type	Total Plans	Total Loan Count	Cash Amount	Confirmed By	Approved By
83982		Temporarily Not Available	Late Liquidations	0	2			
83983		Temporarily Not Available	Late Liquidations	0	2			
84241		Temporarily Not Available	Late Liquidations	0	1			
84242		Temporarily Not Available	Late Liquidations	0	1			

Search Caseld

Search Servicer

Search Servicer

Search Exception

Search Confirme

Search Approver

3. Click, **Save**.

Save As: Loan Level Exception Report 20231

Updated as of Jan 30, 2023, 2:33:44 PM

Loan Level

Download

Tags:

Where: Downloads

Cancel

Save

Cash Amount

Confirmed By

Approved By

Search Confirme

Search Approver



4. Click **Exc...csv** file.

Upload Resolution Plans

Exceptions | Response Pending Updated as of Jan 30, 2023, 2:33:44 PM **Loan Level** **Download**

Reset Filters

Case ID Number	Service Number	Service Name	Exception Type	Total Plans	Total Loan Count	Cash Amount	Confirmed By	Approved By
83982		Temporarily Not Available	Late Liquidations	0	2			
83983		Temporarily Not Available	Late Liquidations	0	2			
84241		Temporarily Not Available	Late Liquidations	0	1			
84242		Temporarily Not Available	Late Liquidations	0	1			
84245		Temporarily Not Available	Late Liquidations	0	1			

1 25

Loan Level Exc...csv

Note: The **Exc....csv** file may appear in various places on the screen depending on computer settings.

5. Scroll right to locate the following columns and enter the appropriate information.

- Root Cause
- Resolution Plan
- Resolution Date

Actual UPB Amount (Fannie Mae Expected)									
	V	W	X	Y	Z	AA	AB	AC	
1st Fannie Mae Data	Interest Rate (Latest Fannie Mae Data) (%)	Pass Throi	P&I Amou	Gross Ser	Root Cause	Resolution Plan	Resolution Date	Resolution Author	
2	3.125	2.875	931.93	0.25	Loan Transfer Issue	Loan was coded incorrectly. Will report on loans with these issues by last day of month if the reject has not been cleared.	1/9/2023		
3	3	2.625	437.91	0.375	Loan Transfer Issue	Loan was coded incorrectly. Will report on loans with these issues by last day of month if the reject has not been cleared.	1/9/2023		
4	5	4.75	662.22	0.25	Loan Transfer Issue	Loan was coded incorrectly. Will report on loans with these issues by last day of month if the reject has not been cleared.	1/9/2023		
5	2.875	2.625	2530.14	0.25	Loan Transfer Issue	Loan was coded incorrectly. Will report on loans with these issues by last day of month if the reject has not been cleared.	1/9/2023		
6	4.75	4.1	1183.42	0.25	ARM Attribute Servicer Responsible	These loans index lookback date was recorded incorrectly when purchased, lookback date to be corrected in our system.	1/1/2023		
7	3.75	3.1	100.03	0.25	ARM Attribute Servicer Responsible	These loans index lookback date was recorded incorrectly when purchased, lookback date to be corrected in our system.	1/1/2023		
8	2.875	2.225	237.46	0.25	ARM Attribute Servicer Responsible	These loans index lookback date was recorded incorrectly when purchased, lookback date to be corrected in our system.	1/1/2023		
9	3.75	3.1	213.94	0.25	ARM Attribute Servicer Responsible	These loans index lookback date was recorded incorrectly when purchased, lookback date to be corrected in our system.	1/1/2023		
10	4.875	4.225	1087.73	0.25	ARM Attribute Servicer Responsible	These loans index lookback date was recorded incorrectly when purchased, lookback date to be corrected in our system.	1/1/2023		
11	5.75	5	1842	0.25	ARM Attribute Servicer Responsible	These loans index lookback date was recorded incorrectly when purchased, lookback date to be corrected in our system.	1/1/2023		
12	2.5	2.25	1395.57	0.25	Payment Deferral	Make system correction to fix the adjusted Modification UPB	2/21/2023		

Note: For root cause and resolution plan information click [here](#).

Note: The Resolution Date cannot be prior to the month of the exception.

Note: If any modification is made to other fields, they will not be saved.

6. Save **Excel file** to your computer.

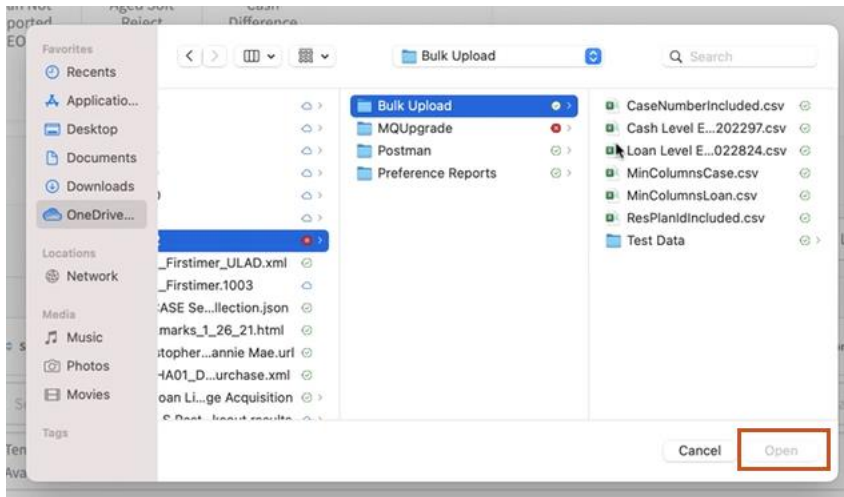
Note: Save as an **Excel** or **csv** file.



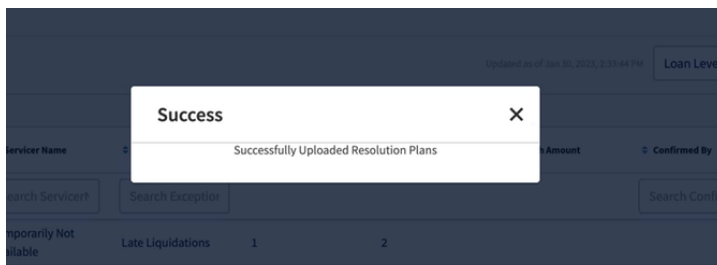
- Click **Upload Resolution Plans** to locate and upload Excel file.

Case ID Number	Servicer Number	Servicer Name	Exception Type	Total Plans	Total Loan Count	Cash Amount	Confirmed By	Approved By
83982		Temporarily Not Available	Late Liquidations	0	2			
83983		Temporarily Not Available	Late Liquidations	0	2			
84241		Temporarily Not Available	Late Liquidations	0	1			
84242		Temporarily Not Available	Late Liquidations	0	1			

- Locate **appropriate file** and click **Open**.

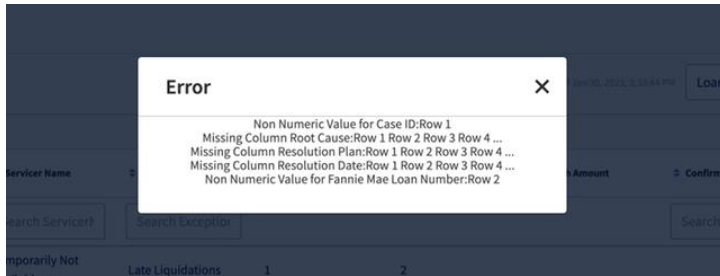


- If the file was uploaded successfully the following pop-up box will appear.





- If there was an error in the uploaded file, the following pop-up box will appear.



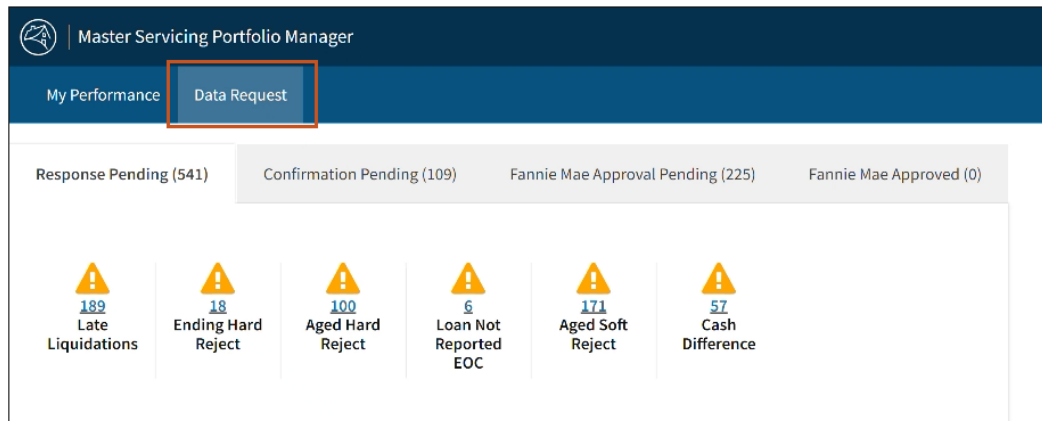
Note: The error message only shows up to 4 rows of errors. If the error message contains three dots at the end, this indicates that there are other rows with that error in the file.

Data Downloads

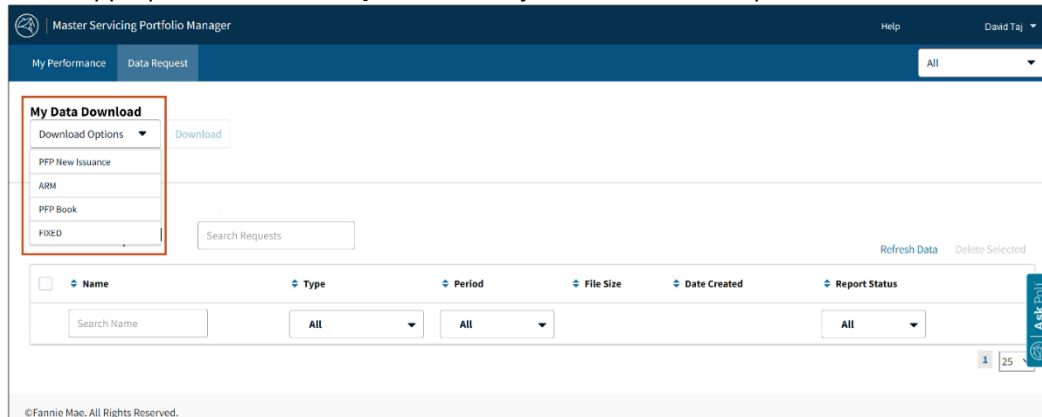
Master Servicing Portfolio Manager allows for data downloads.

To conduct the data download process, follow the steps below:

1. Click **Data Request** tab.



2. Select appropriate **Download Options** from My Data Download drop-down menu.





3. Select appropriate **Servicer Number(s)** from the Search Request drop-down menu.

Note: The header will change to **number of items selected** from **Search Request**.

4. Select the appropriate **Reporting Period** from the Reporting Period drop-down menu.

5. Click **Download**.
6. Confirm information in **pop-up box**, if information is correct, click **Continue**.

Note: To change file name, click the pencil icon and type the name change, **without spaces**, in the field presented. Click Continue.



- Click **Download** on the appropriate data download set.

My Data Download
Download Options Download

1 Data Requests Search Requests Refresh Data Delete Selected

<input type="checkbox"/>	Name	Type	Period	File Size	Date Created	Report Status	
<input type="checkbox"/>	FIXED_202212.csv	FIXED	Dec 2022	1.43 KB	2/2/23, 1:53 PM	Completed	Download

1 25

- Click .csv file

My Data Download
Download Options Download

1 Data Requests Search Requests Refresh Data Delete Selected

<input type="checkbox"/>	Name	Type	Period	File Size	Date Created	Report Status	
<input type="checkbox"/>	FIXED_202212.csv	FIXED	Dec 2022	1.43 KB	2/2/23, 1:53 PM	Completed	Download

1 25

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FIXED_202212.csv Show all

Note: The .csv file may appear in various places on the screen depending on computer settings.

- Open .csv file.

Note: Use standard sort/filter functionality as appropriate to view data.



Deleting Unwanted Data Download File(s)

To delete unwanted files that were generated in error or are no longer useful follow the steps below:

1. Click **radial button** to the right of the file to be deleted.

My Data Download
Download Options ▼ Download

2 Data Requests Search Requests

Refresh Data Delete Selected

<input type="checkbox"/>	Name	Type	Period	File Size	Date Created	Report Status	
<input checked="" type="checkbox"/>	FIXED_202212.csv	FIXED	Dec 2022		2/2/23, 1:56 PM	Error	Download
<input type="checkbox"/>	FIXED_202212.csv	ARM	Dec 2022	1.43 KB	2/2/23, 1:53 PM	Completed	Download
<input type="checkbox"/>	ARM_202212.csv	ARM	Dec 2022	1.44 KB	2/1/23, 1:34 PM	Completed	Download
<input type="checkbox"/>	PPF Book_202214.csv	ARM	Dec 2022	1.32 KB	1/31/23, 1:53 PM	Completed	Download

1 25 ▼

2. Click **Delete Selected**.

My Data Download
Download Options ▼ Download

2 Data Requests Search Requests

Refresh Data Delete Selected

<input type="checkbox"/>	Name	Type	Period	File Size	Date Created	Report Status	
<input checked="" type="checkbox"/>	FIXED_202212.csv	FIXED	Dec 2022		2/2/23, 1:56 PM	Error	Download
<input type="checkbox"/>	FIXED_202212.csv	ARM	Dec 2022	1.43 KB	2/2/23, 1:53 PM	Completed	Download
<input type="checkbox"/>	ARM_202212.csv	ARM	Dec 2022	1.44 KB	2/1/23, 1:34 PM	Completed	Download
<input type="checkbox"/>	PPF Book_202214.csv	ARM	Dec 2022	1.32 KB	1/31/23, 1:53 PM	Completed	Download

1 25 ▼

Screen after deletion

My Data Download
Download Options ▼ Download

2 Data Requests Search Requests

Refresh Data Delete Selected

<input type="checkbox"/>	Name	Type	Period	File Size	Date Created	Report Status	
<input type="checkbox"/>	FIXED_202212.csv	ARM	Dec 2022	1.43 KB	2/2/23, 1:53 PM	Completed	Download
<input type="checkbox"/>	ARM_202212.csv	ARM	Dec 2022	1.43 KB	2/1/23, 1:53 PM	Completed	Download
<input type="checkbox"/>	PPF Book_202212.csv	ARM	Dec 2022	1.44 KB	1/31/23, 1:34 PM	Completed	Download

4 32 1 25 ▼