Fannie Mae Invoicing Servicer Task Servicer User Guide

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1) Introduction

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
Loan	Giving money, property or other material goods to another party in exchange for future repayment of the principal amount along with interest or other finance charges. (Standard Fannie Mae term).
Invoice	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 composite billing detail is reflected.
Servicer Task	A Task/Activity requested by Fannie Mae, seeking for an action to be taken by servicer

Currently, Fannie Mae Invoicing supports 20 distinct bill types described below:

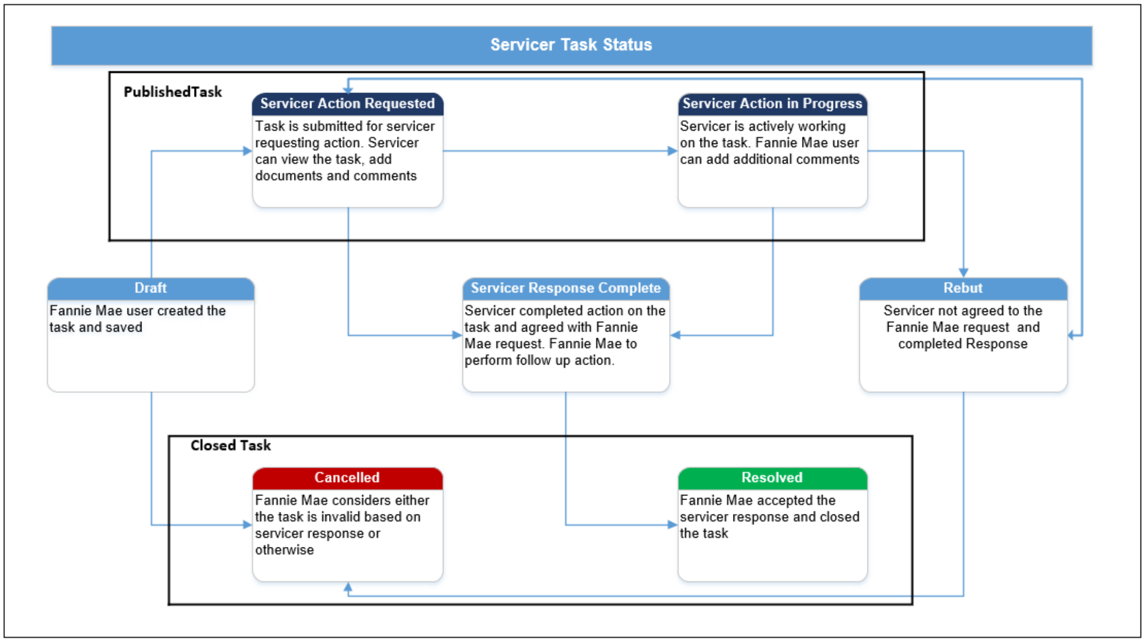
Bill Type	Description
571 Refunds	571 Disbursement collection relates to items paid in error or the overpayment of expense reimbursement, resulting in refunds due back to Fannie Mae.
Advances	Recoverable expenses that should have been collected from the borrower during the payoff, or all expenses paid out to servicers for repurchases.
Comp Fees	Fannie Mae issues compensatory fee invoices to servicers if the servicer fails to complete a foreclosure action within the applicable state timelines.
Comp Fees Rescission	Fannie Mae may assess 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 the status of the claim to ensure fair and timely decision and settlement has 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 REO properties and servicing issues.
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. Please submit payment within 30 days from the date of publishing the bill.

1) Introduction
(continued…)

Bill Type	Description
Modifications (Mods)	Funds Fannie Mae previously paid to servicers when a modification is not completed.
Notice of Defects (NODs)	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 Billings 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.
REOGrams	A fee for servicers' failure to properly report the datagram within 24 hours of the sale date or executed DIL.
Tax	Billings 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.
Veterans Affairs (VA)	Servicer billings associated with curtailments to the claim payments made by the government entity.
USDA	Servicer billings associated with curtailments to the claim payments made by the government entity.

1.1 Servicer Task Workflow Diagram

The following workflow diagram displays the different Task statuses.



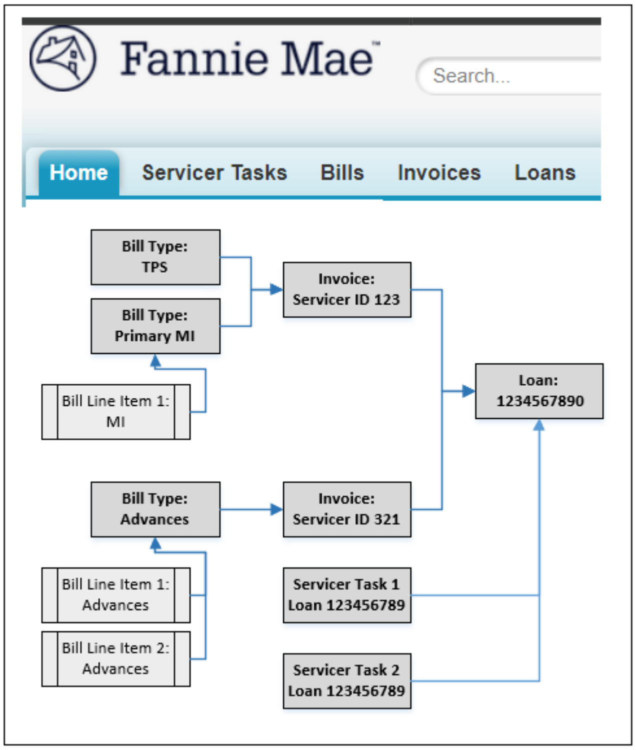
1.2 Task Statuses

The following table explains the task statuses as it moves through its life cycle.

Task Status	Who Initiates?	Who Can Take Action?	What Does it Means?
Draft	Fannie Mae	Fannie Mae	When a task is created it defaults to draft.
Servicer Action Requested	Fannie Mae	Servicer	Fannie Mae user selects this action when the task is ready to be published to the servicer.
Servicer Action in Progress	Servicer	Servicer	Servicer selects this action when the task has been initiated or has agreed to take a task.
Rebut	Servicer	Fannie Mae	Servicer selects this action when the servicer disagrees to take an action or has a question / concern about a task.
Servicer Response Complete	Servicer	Fannie Mae	Servicer selects this action when the servicer has completed taking an action as requested by Fannie Mae.
Resolved	Fannie Mae	Fannie Mae	Fannie Mae user selects this action when the servicer validated the action and is satisfied with the action taken by the servicer.
Cancel	Fannie Mae	Fannie Mae	Fannie Mae user canceled the action.

1.3 Relationship Diagram

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



2) Application Access

To obtain access to Fannie Mae Invoicing, submit a request for the follow the procedures from Fannie Mae Technology Manager for Administrators Job Aids: https://singlefamily.fanniemae.com/media/22596/display.

Also refer to the following Technology Manager for Administrators Job Aids on the Fannie Mae Invoicing page: www.fanniemae.com/singlefamily/fannie-mae-invoicing.

- Set Up an Available Application (Specific for FNM Invoicing).
- Grant a User Access to an Application (Specific for FNM Invoicing).

NOTE(s): *When following the Grant a User Access to an Application (Specific for FNM Invoicing) Job Aid:*

- *Remember that the "CSRS_Partner_User_Default" role is **mandatory** for all users to have in their profile.*
- *The "CSRS_Vendor_User" role is NOT for servicers. It is only for vendors.*

3) Logging In and Out

3.1 Log In

Enter https://fanniemae-singlefamily.force.com/ in your Internet browser.

> **Note:** *A LAUNCH APP button is available on the Fannie Mae Invoicing page as of September 25, 2017.*

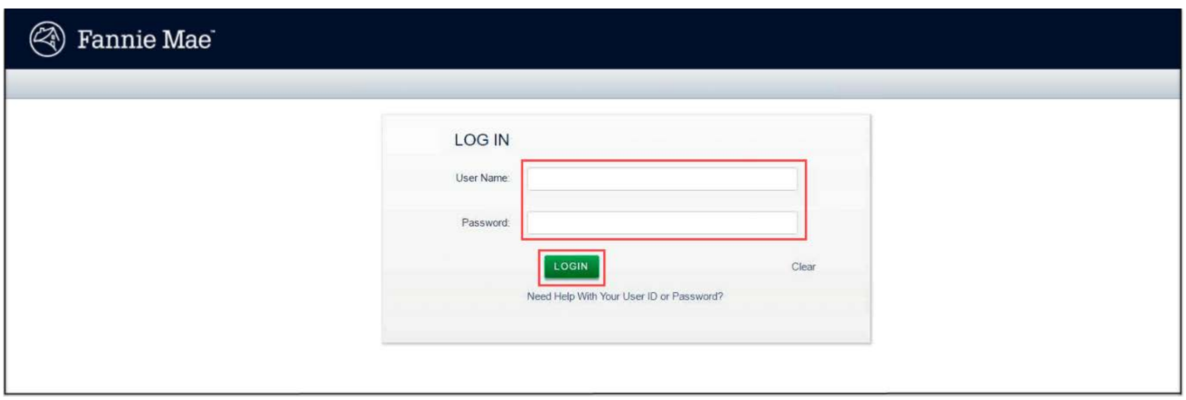
To log into the system, follow the steps below:

1. Enter “User Name”, provided by Fannie Mae (or your SRDBS User Name).

2. Enter “Password”, initially provided by Fannie Mae (or your SRDBS Password).

   Important: All users of the Servicer REAM Deficiency Billing System (SRDBS) were automatically granted access to Fannie Mae Invoicing as of September 25, 2017, based on those same credentials. If you are a new user, contact your Technology Manager Administrator to have them register you as a Fannie Mae Invoicing user. Fannie Mae Invoicing will be listed in Technology Manager as of Sept. 25, 2017, for administrators to assign access to staff as needed. Once registered, users can set up their passwords and update personal profiles via Technology Manager.

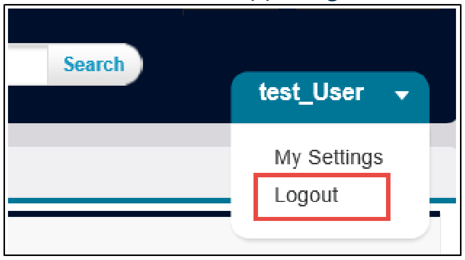
3. Click “Login”.



3.2 Log Out

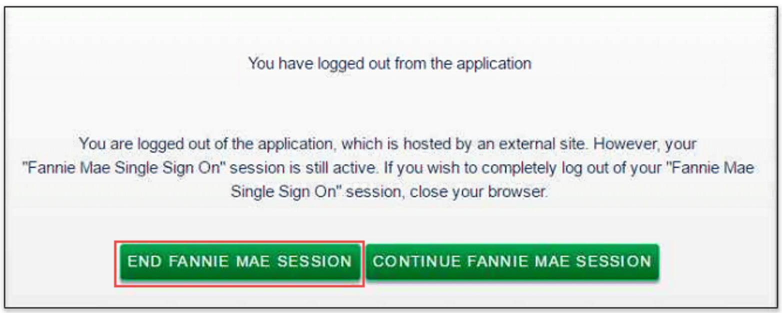
To log out of the system follow the steps below:

1. Click blue box in upper-right of screen.



2. Click “Logout”.

Result:



3. Click “End Fannie Mae Session”.

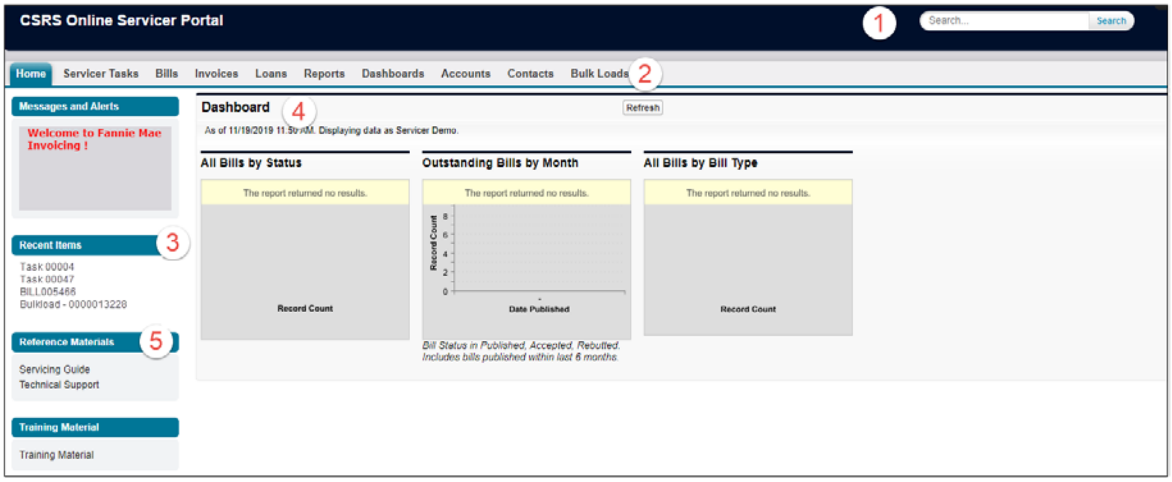
Result:

4. Click “Confirm”.

4) Navigation

4.1 Fannie Mae Invoicing Home Page

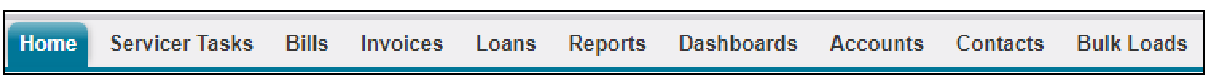
After logging into Fannie Mae Invoicing, the Home page will appear.



Legend

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

4.2 Navigation Tabs



Legend

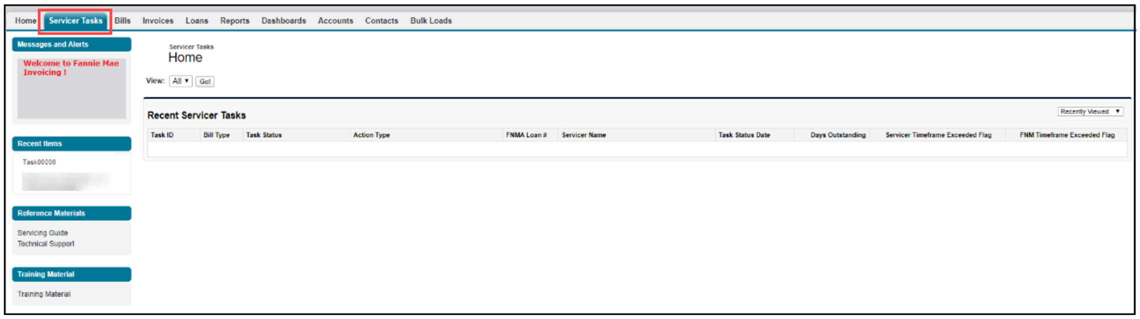
Home	Displays the Fannie Mae Invoicing Home Page.
Servicer Tasks	Displays Tasks with detail information and the ability to agree to complete the task or rebut.
Bills	Displays bills with detail information and the ability to accept or rebut payment amount.
Invoices	Displays invoices with the ability to 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.
Contacts	Provides access to users/ contacts associated with the servicer account.
Bulk Load	Allows uploading of multiple documents and response to multiple bills.

5) Tasks

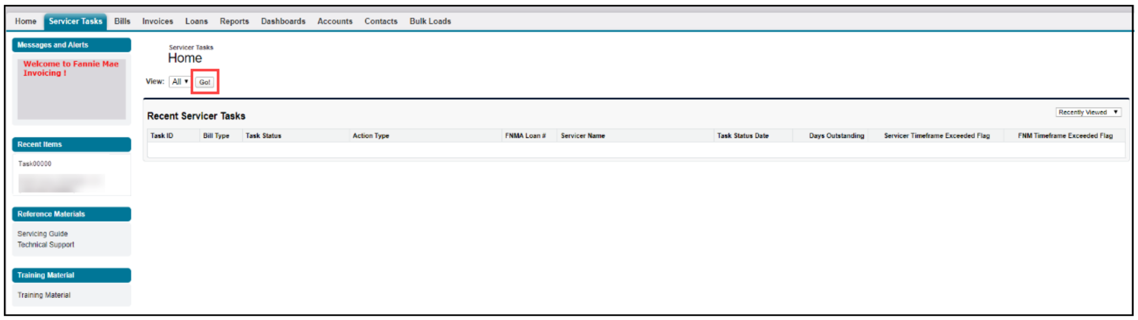
5.1 View Servicer Tasks

Servicer Tasks are viewable from the "Servicer Tasks" or "Reports" tabs. Please refer to the "Reports" tab section of this guide for information on the viewable Servicer Tasks within Reports tab. Follow the steps below to view tasks:

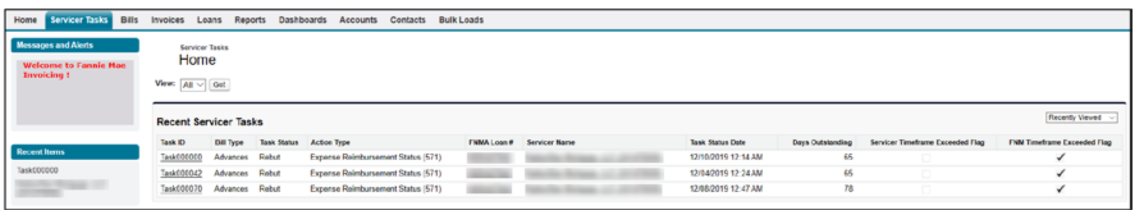
1. Click "Servicer Tasks" tab.



2. Click "Go".

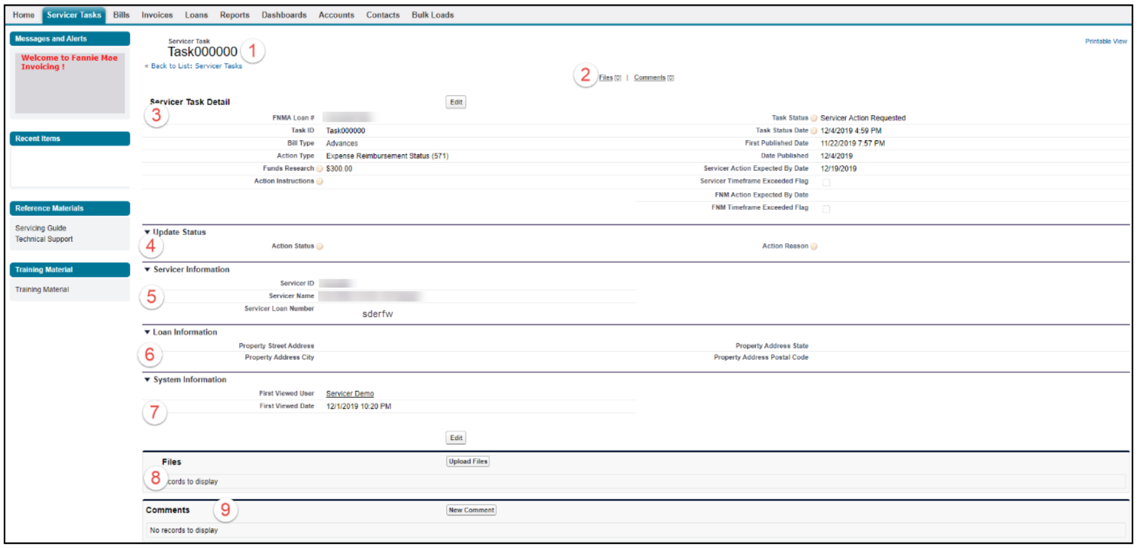


3. Click desired task to view details.



5.2 Servicer Task Detail

Servicer Task Detail Screen.



Legend

1	Task ID	The system will automatically assign a Task 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 task.
3	Task Detail	Provides a summary of task for which action is requested for.
4	Update Status	Type of action performed on task.
5	Servicer Information	Servicer responsible for taking an action on the task.
6	Loan Information	Loan property information.
7	System Information	Includes information about the user who created the task, and the user who first viewed the task, warning message etc.
8	Files	Contains any files uploaded.
9	Comments	Includes any comments made on the task (either through new comment or from action reason).

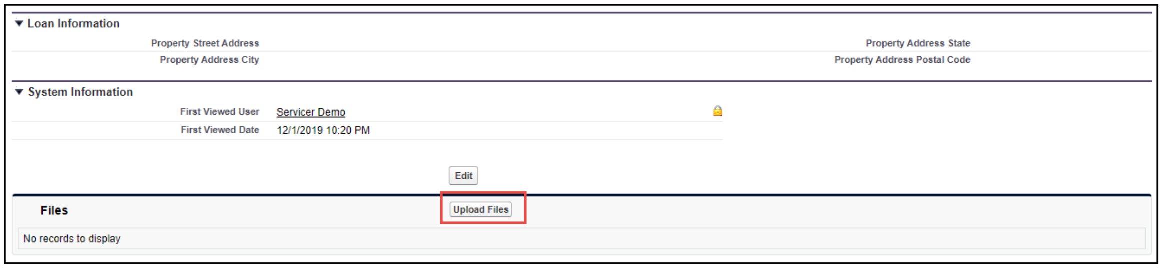
5.2 Servicer Task Detail
(continued…)

Legend: Servicer Task Detail Screen: Section 3 Field Detail Definitions.

Action Type	Category of the servicer task being created i.e. Servicer File Supplemental Claim, Servicer File Initial Claim, Funds Research, Expense Reimbursement Status (571), And Document Requested.
Funds Research	Indicates the dollar amount that require research.
Action Instructions	Fannie Mae user provides additional information on the task.
Task Status	Indicates the current status of the Task. Read only field and default value is 'Draft' when task is created.
Task Status Date	Read only field, Indicates the Date on which the status of the task was updated.
First Published Date	The date when the servicer action is requested for the first time. By default, it is null and won't change once populated.
Date Published	Latest date when the servicer action was requested (when the task republished).
Servicer Action Expected by Date	Date the servicer is expected to respond to the request.
Servicer Timeframe Exceeded Flag	Flag indicates the servicer has not taken an action on the task and the current date exceeds expected by date.
FNMA Action Expected by Date	Date Fannie Mae is expected to respond to the task.
FNMA Timeframe Exceeded Flag	Flag indicates Fannie Mae has not taken an action on the task and the current date exceeds expected by date.
Action Status	The action being taken by user on the task. Servicer Action requested - Indicates Fannie Mae is requesting the servicer to complete the action. Resolved – Action taken by the servicer is complete and no further action is needed. Cancelled - Servicer no longer needs to fulfill the requested action on this task.
Action Reason	The Reason provided for the action being taken. Mandatory to provide a reason for Rebutting / Cancelling the task. Text in this field will automatically move to the comment section of the task page and the text will be cleared when when the save button is clicked on.
Servicer Loan Number	Loan number unique to the servicer.
Created By	Name of the user who created the task.
Last Modified By	Name of the user who last updated the task.
First Viewed User	Name of the servicer who first viewed the task.
First Viewed Date	Date the servicer first viewed the task.

6) Files

Documents related to the task can be uploaded from this section using ‘Upload Files’ button. Functionality is similar to that of Bills. Instructions are located in the Fannie Mae Invoicing Servicer User Guide and can be accessed through the following link and actions: https://singlefamily.fanniemae.com/media/6761/display > Table of Contents>Bills Tab>Files.



> **Note:** *The documents can be of any format with a maximum size of 2GB per file.*

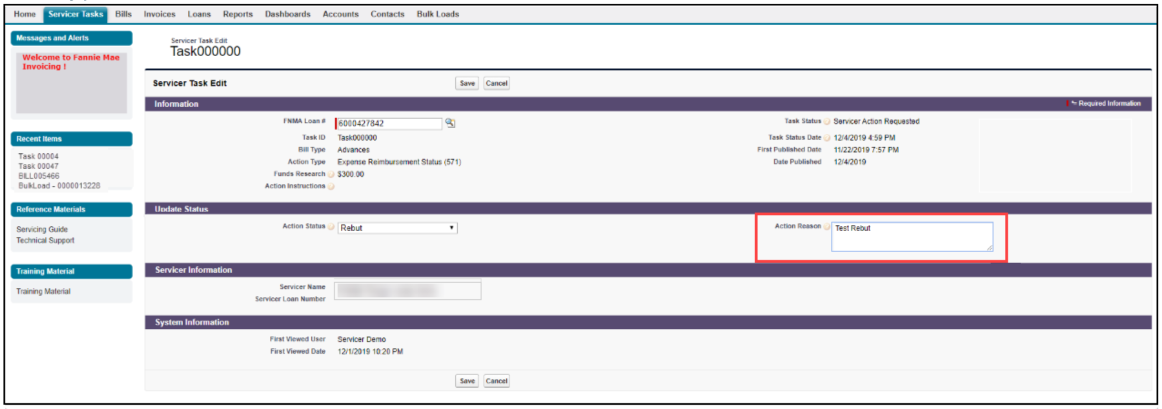
7) Comments

Users can add comments. Instructions are located in the Fannie Mae Invoicing Servicer User Guide and can be accessed through the following link and actions: https://singlefamily.fanniemae.com/media/6761/display > Table of Contents>Bills Tab>Comments.

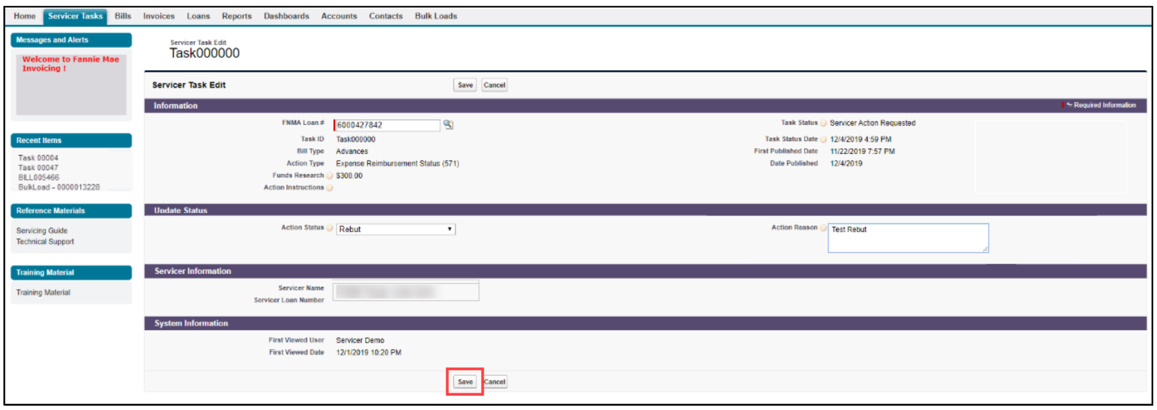
8) Add Action Reason

Add an Action Reason while updating Action Status. Follow the steps below to add an Action Reason:

1. Type action reason in "Action Reason" field.

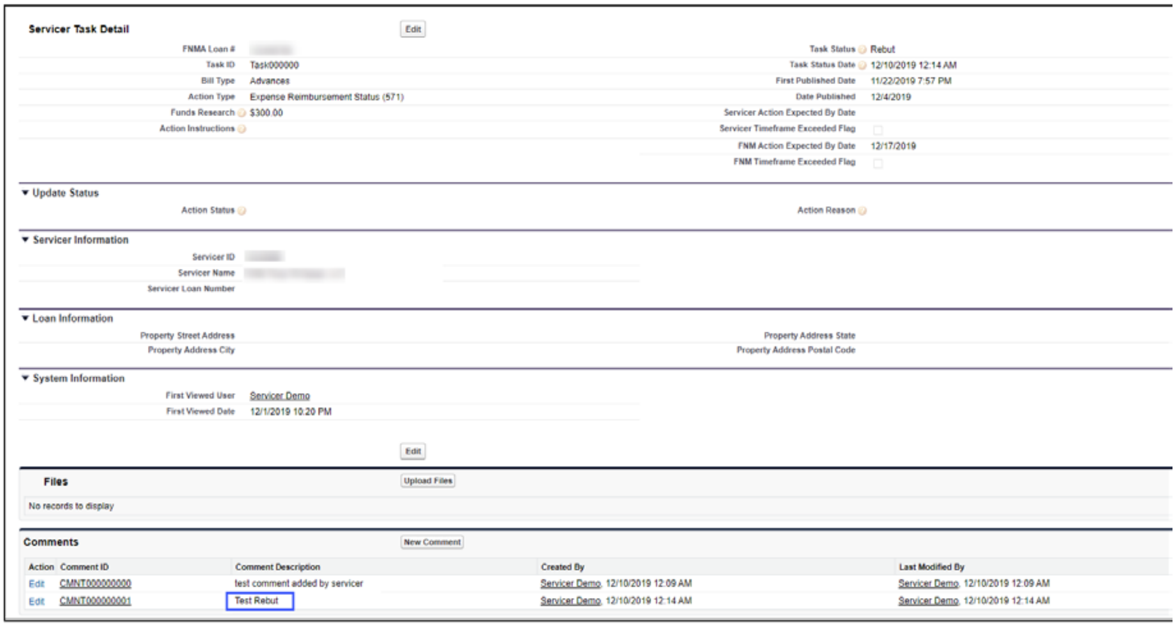


2. Click "Save".



8) Add Action Reason
(continued…)

Result: Reason is saved as a comment.

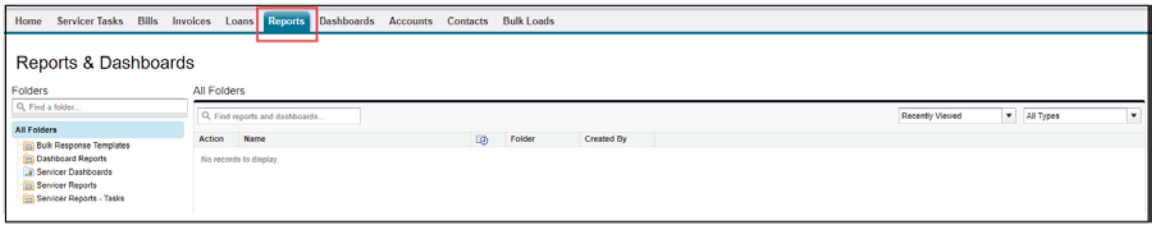


9) Reports Tab

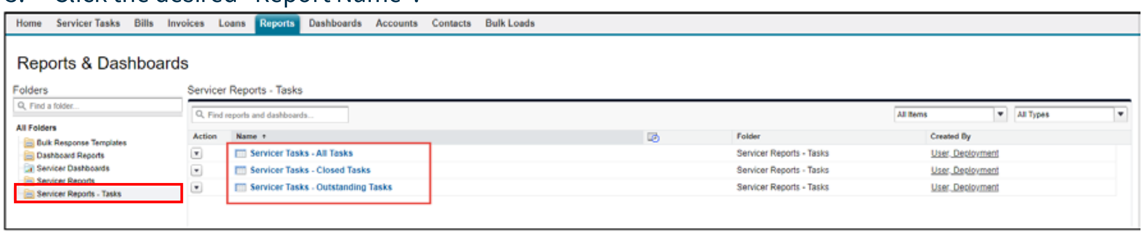
Users will be able to see the data in the form of canned reports. The report is generated when the user ran the report and the information reflects the data at the time the report was run. The report can be exported into Excel or .csv format for further analysis. Follow the steps below to view and export reports:

9.1 What's been added

1. Click "Reports" tab.



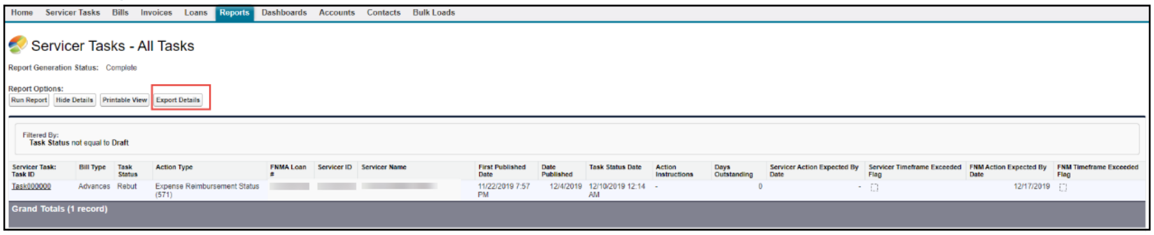
2. Click "Servicer Reports – Tasks" folder.
3. Click the desired "Report Name".



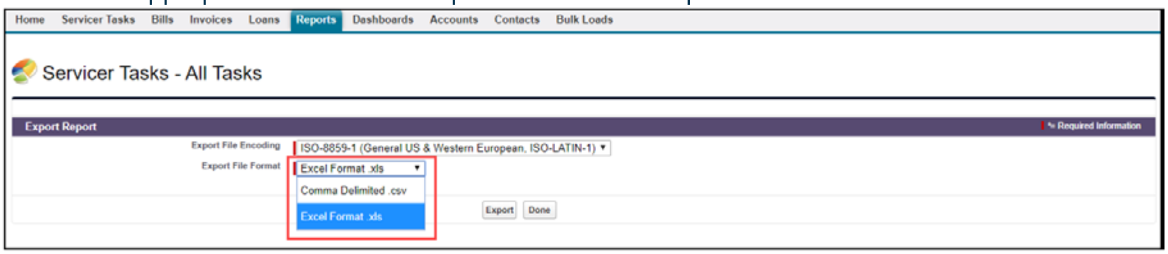
Report Name	Report Function
Servicer Tasks - All tasks	List of all tasks created till date.
Servicer Tasks - Closed tasks	List of all tasks which are Resolved or Cancelled.
Servicer Tasks - Outstanding Tasks	List of all tasks which are not Resolved or Cancelled.

9.1 What's been added (continued…)

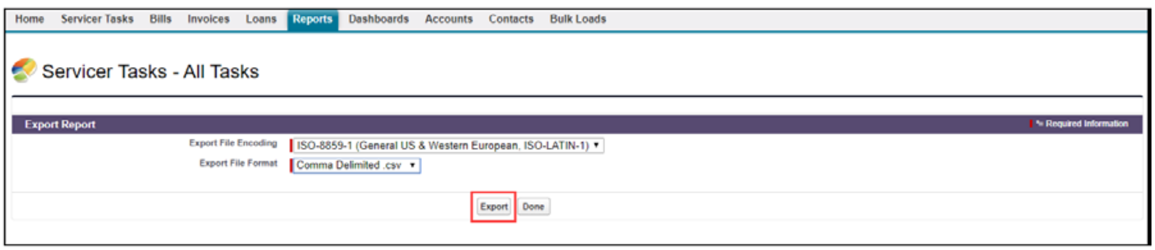
4. Click "Export Details" button.



5. Select appropriate format from "Export File Format" dropdown.



6. Click "Export" button.

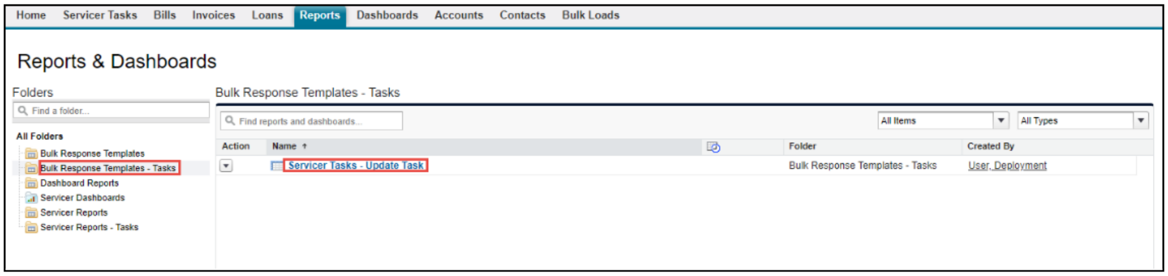


7. Save the file to desired location.

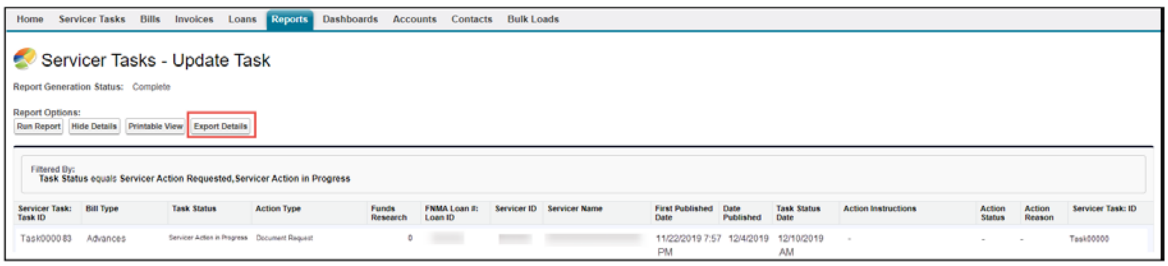
9.2 Servicer Task – Bulk Response File Save

The response for multiple servicer tasks can be submitted through bulk upload functionality. The first step in the process is to generate and save the file. Follow the steps below:

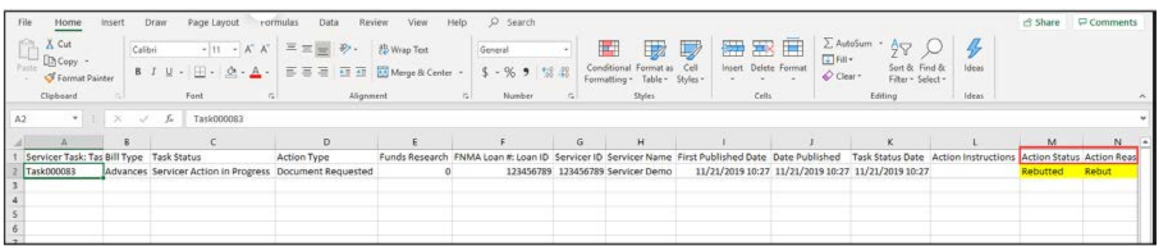
1. Click "Reports" tab.
2. Click "Bulk Response Templates – Tasks" folder.
3. Click "Servicer Tasks – Update Task" report.



4. Export & save the report to a .csv file



5. Enter appropriate mandatory information in the "Action Status" and "Action Reason" fields.



Informational Table

User	Action Status From	Action Status To	Comments
External	Servicer Action Requested	Servicer Action in Progress	Action Status (Mandatory)
External	Servicer Action Requested	Servicer Response Complete	Action Status (Mandatory)
External	Servicer Response Progress	Servicer Response Complete	Action Status (Mandatory)
External	Servicer Action Requested	Rebut	Action Status (Mandatory) & Action Reason (Mandatory)
External	Servicer Action Progress	Rebut	Action Status (Mandatory) & Action Reason (Mandatory)

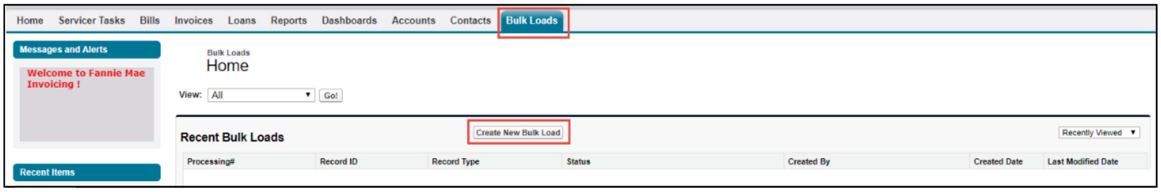
Note: *Any updates made in other fields will be ignored while processing.*

6. Save as ".csv file".

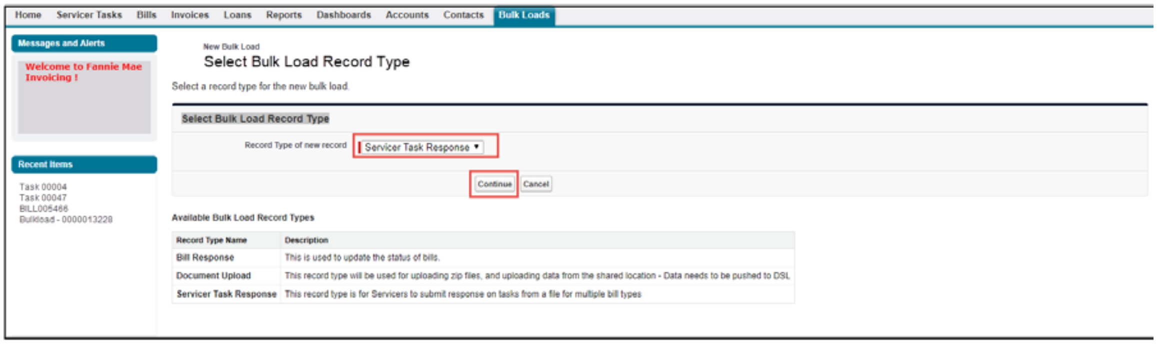
9.3 Servicer Task – Bulk Upload

The next step in the Bulk Load process is to upload the file saved in 9.2 Servicer Task – Bulk Response File Save. Follow the steps below to complete this task:

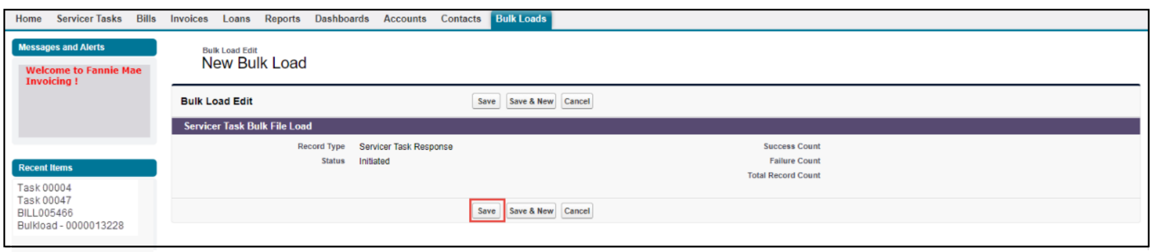
1. Click "Bulk Loads" tab and click "Create New Bulk Load" button.



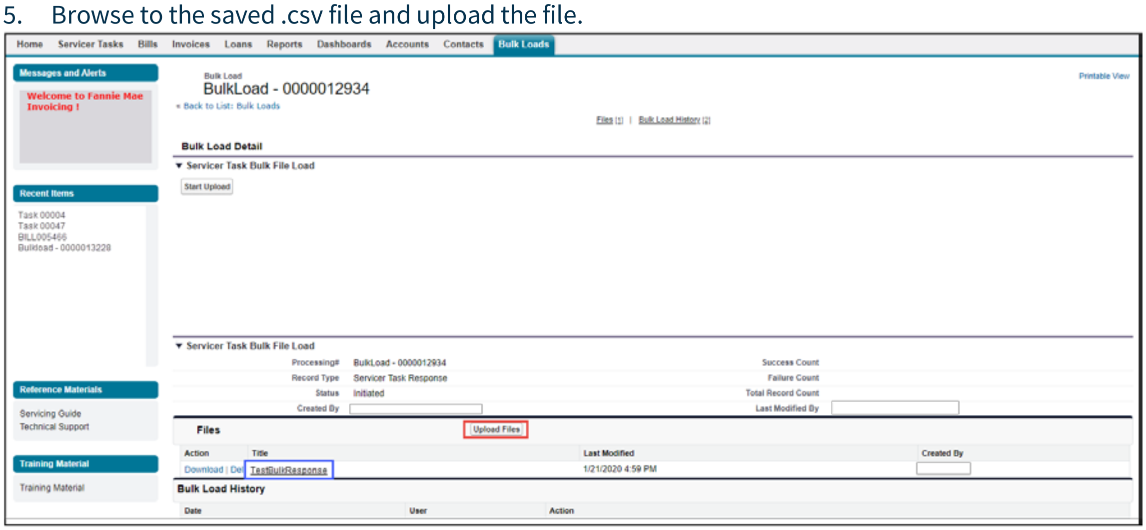
2. Select "Servicer Task Response" record type from "Record Type of new record" dropdown.
3. Click "Continue".



4. Click "Save".



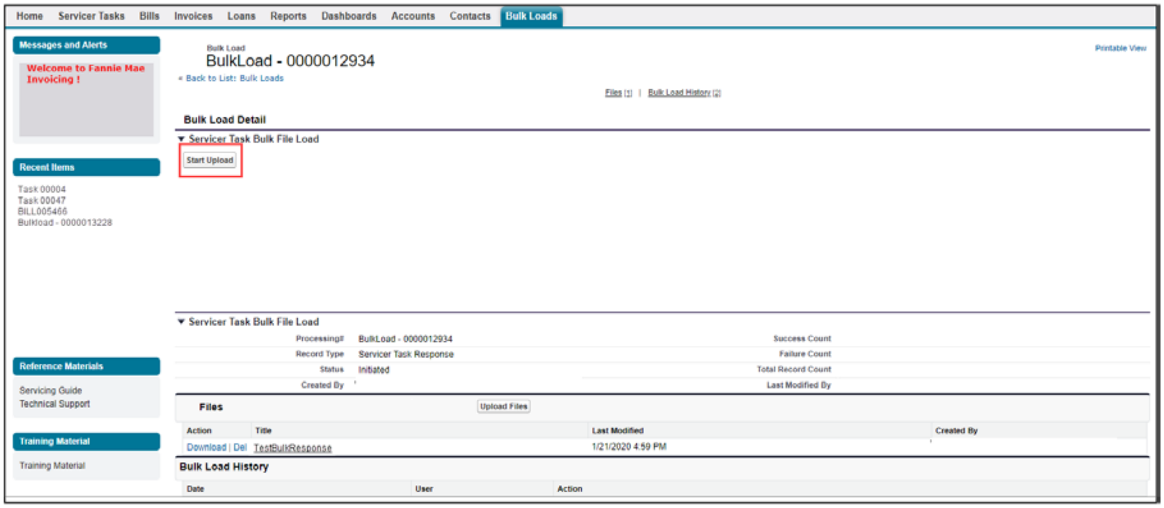
5. Browse to the saved .csv file and upload the file.



Note: *The uploaded file appears in the Files section.*

9.3 Servicer Task – Bulk Upload (continued…)

6. Click “Start Upload” button.



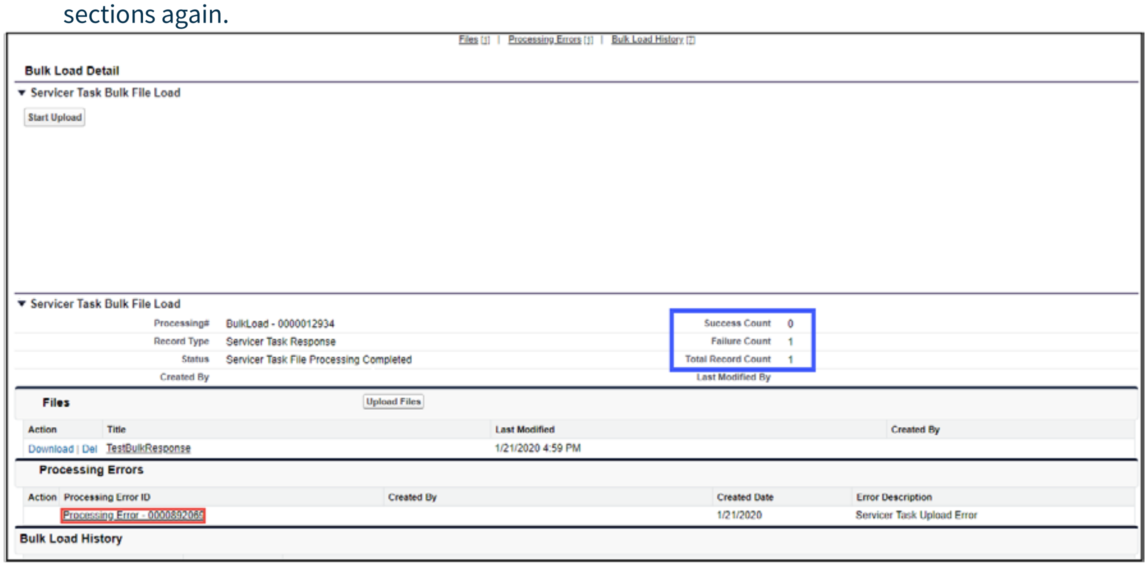
Note: *On completion of the process the Status will be updated to “Servicer Task File Processing Completed”.*

Note: *Servicing Task Bulk File Upload section will reflect the details of the file processed, including the File Processing status and the record counts.*

9.4 Servicer Task -Bulk Upload Error

If an error occurs it can be viewed by clicking the error ID in the “Processing Errors Section”. Follow the steps below to correct:

1. Click the “Processing Error ID”.
2. Identify errors and make corrections to file originally submitted.
3. Repeat steps in “Servicer Task – Bulk Response File Save” and “Servicer Task – Bulk Upload” sections again.



10) Validation Rules

This table details the validation rules processed when responding to a task.

Actor	Action	Validation Message	Hard Reject
Servicer	Edit Servicer name, Fannie Mae loan number.	Review all error messages below to correct your data. Error: No matches found. (Highlighting the field).	Hard
Servicer	Change task status to resolved when current action status is draft or rebut.	Error: Invalid Data. Review all error messages below to correct your data. Task can be edited only when the Task Status is Draft, Rebut, Servicer Response Complete.	Hard
Servicer	Edit task when current status is Resolved/ Cancelled / Servicer Action Requested/ Servicer Action in Progress.	Task can be edited only when the Task Status is Draft, Rebut, Servicer Response Complete.	Hard
Servicer	Edit task when current status is Rebut/ Servicer Action Complete/ Cancelled/ Resolved.	Task can be edited only when the Task Status is Draft, Rebut, Servicer Response Complete.	Hard

The following table details the validation rules verified when a bulk task response is processed.

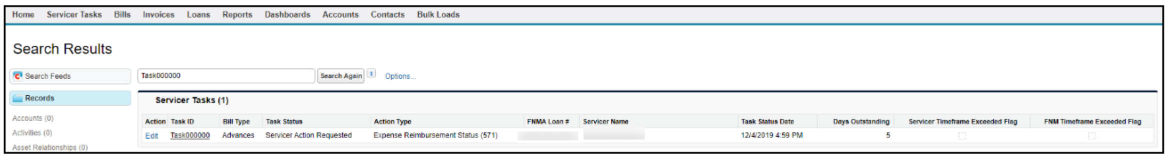
Validation Type	Action	Validation Message	Hard Reject
File validation	Processing Bulk Load without uploading a file.	Please upload a file to be submitted for processing	Hard
File validation	More than one file is uploaded to the bulk load.	Only one file can exist when submitting for processing.	Hard
File validation	File with incorrect file type is uploaded.	Failed to upload file for processing due to incorrect file format. Only csv files should be uploaded.	Hard
File validation	NULL file with no data is uploaded.	Failed to upload. Empty file cannot be uploaded.	Hard
File validation	File Size is more than 20MB.	Failed upload file with size more than 20MB.	Hard
File validation	Header fields from the template does not match to the file that has been uploaded.	Failed to Upload. Header Data Incorrect.	Hard
Record level Validation	Mandatory Fields are left blank.	Missing value for column XXX: Values for the row from the file is displayed.	Hard
Record level Validation	Action Status is not updated to the appropriate Status.	Invalid value for column: Values for the row from the file is displayed.	Hard

11) Search Feature

Servicers Tasks viewable from “Search” bar.

1. Enter Task# and click “Search” button.

2. Click “Task#” from the search results.



12) Servicer Tasks Tab Frequently Asked Questions

1. **Q. How do I act on a task which is in my queue?**
   A. Open the task, click “Edit” on task detail page, update Action status with an Action Reason.

2. **Q. When can I edit the task?**
   A. Task can be edited only when Task Status is Servicer Action Requested or Servicer Action in Progress.

3. **Q. If I rebut a task or if I update the status to Servicer Response Complete in error how do I get it back?**
   A. A comment can be added to the task requesting Fannie Mae to push task back to Servicer Action Requested.

4. **Q. How do I attach documents to the task?**
   A. Use Files section to attach documents to task.

5. **Q. Can I take any action or add comments on a task which is in Resolved or Cancelled status?**
   A. No At this point no action can be taken on resolved or cancelled tasks. Need to create a new task for the work item.

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

7. **Q. When will the Servicer Timeframe Exceeded Flag be checked?**
   A. When the servicer action Expected by Date is passed.