



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.



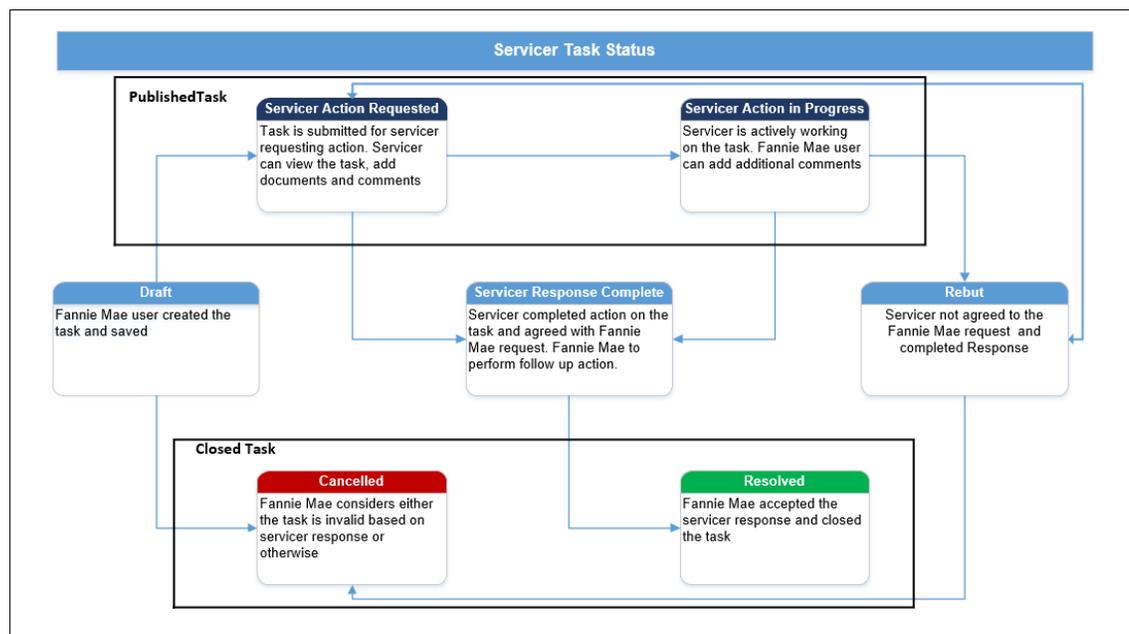
1) Introduction (continued...)

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.
REO Grams	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

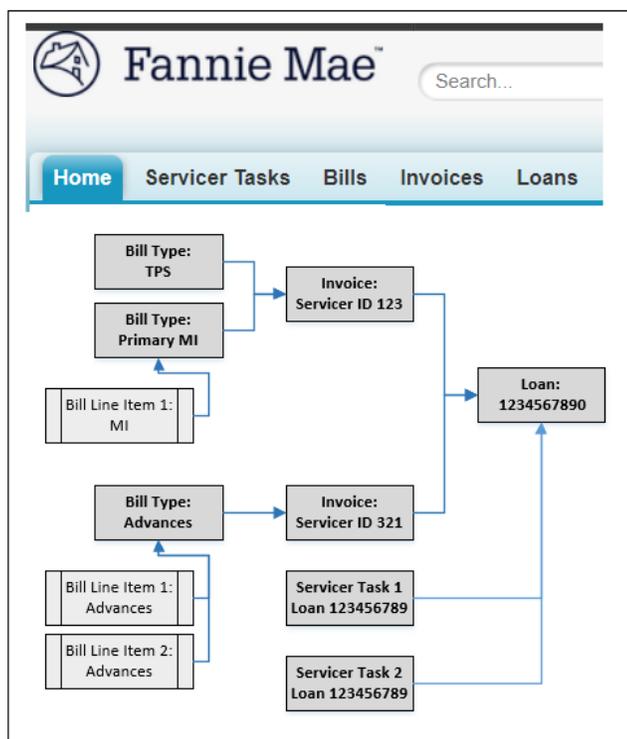
The following table explains the task statuses as it moves through its life cycle.

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

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:

3.1 Log In

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”.

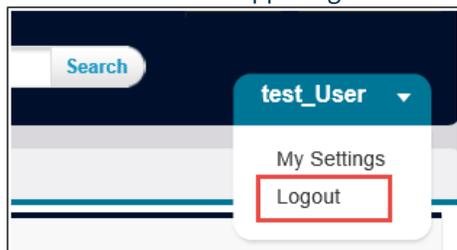
The screenshot shows the Fannie Mae login interface. At the top, there is a dark blue header with the Fannie Mae logo and the text "Fannie Mae". Below this is a light gray box containing the login form. The form is titled "LOG IN" and has two input fields: "User Name" and "Password". A red box highlights both input fields. Below the "Password" field is a green "LOGIN" button, also highlighted with a red box. To the right of the "LOGIN" button is a "Clear" link. Below the "LOGIN" button is a link that says "Need Help With Your User ID or Password?".



3.2 Log Out

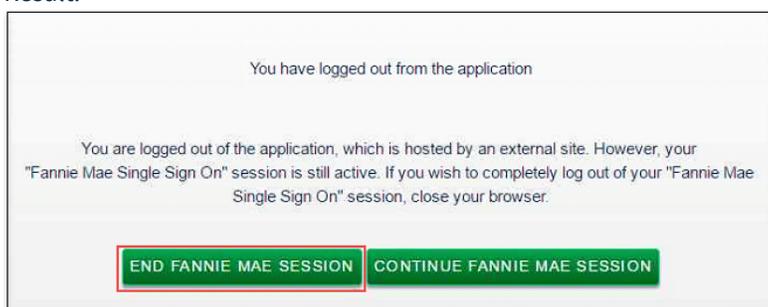
To log out of the system follow the steps below:

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.

The screenshot shows the top navigation bar with 'Servicer Tasks' highlighted. The main content area displays a 'Home' header and a 'Recent Servicer Tasks' table. The table has columns for Task ID, Bill Type, Task Status, Action Type, FNMA Loan #, Servicer Name, Task Status Date, Days Outstanding, Service Timeframe Exceeded Flag, and FNM Timeframe Exceeded Flag. A 'View: All' dropdown and a 'Go' button are visible above the table.

2. Click “Go”.

This screenshot is identical to the previous one, but the 'Go' button in the 'View: All' dropdown menu is highlighted with a red box, indicating the next step in the process.

3. Click desired task to view details.

This screenshot shows the 'Recent Servicer Tasks' table populated with data. The table has the following columns: Task ID, Bill Type, Task Status, Action Type, FNMA Loan #, Servicer Name, Task Status Date, Days Outstanding, Service Timeframe Exceeded Flag, and FNM Timeframe Exceeded Flag. The data rows are as follows:

Task ID	Bill Type	Task Status	Action Type	FNMA Loan #	Servicer Name	Task Status Date	Days Outstanding	Service Timeframe Exceeded Flag	FNM Timeframe Exceeded Flag
Task00001	Advances	Rebut	Expense Reimbursement Status (571)			12/15/2015 12:14 AM	65	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Task00002	Advances	Rebut	Expense Reimbursement Status (571)			12/14/2015 12:14 AM	65	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Task00003	Advances	Rebut	Expense Reimbursement Status (571)			12/08/2015 12:47 AM	78	<input type="checkbox"/>	<input checked="" type="checkbox"/>



5.2 Servicer Task Detail

Servicer Task Detail Screen.

The screenshot shows the 'Servicer Task Detail' screen for Task ID 'Task000000'. The interface includes a navigation menu at the top, a left sidebar with sections like 'Messages and Alerts', 'Recent Items', 'Reference Materials', and 'Training Material', and a main content area. The main content area is divided into several sections: 'Servicer Task Detail' (Task ID, FNMA Loan #, etc.), 'Update Status' (Action Status, Reason), 'Servicer Information' (Servicer ID, Name, Loan Number), 'Loan Information' (Property Address), 'System Information' (First Viewed User, Date), 'Files' (Upload Files), and 'Comments' (New Comment). Numbered callouts (1-9) point to specific elements: 1 (Task ID), 2 (Files/Comments links), 3 (Task Detail section), 4 (Update Status section), 5 (Servicer Information section), 6 (Loan Information section), 7 (System Information section), 8 (Files section), and 9 (Comments section).

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.

▼ Loan Information	
Property Street Address	Property Address State
Property Address City	Property Address Postal Code
▼ System Information	
First Viewed User	Service Demo
First Viewed Date	12/1/2019 10:20 PM
Edit	
Files	
Upload Files	
No records to display	

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.

Comments	
New Comment	
No records to display	
Always show me more records per related list	
Back To Top	



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.

The screenshot shows the 'Servicer Task Edit' form for Task 0000000. The 'Update Status' section is active, showing 'Action Status' set to 'Rebut' and 'Action Reason' set to 'Test Rebut'. The 'Action Reason' field is highlighted with a red box.

Information	
FNMA Loan #	6010427842
Task ID	Task000000
Task Status	Servicer Action Requested
Bill Type	Advances
Action Type	Expense Reimbursement Status (571)
Funds Research	\$300.00
Task Status Date	12/4/2019 4:59 PM
First Published Date	11/22/2019 7:57 PM
Date Published	12/4/2019

Update Status	
Action Status	Rebut
Action Reason	Test Rebut

Servicer Information	
Servicer Name	
Servicer Loan Number	

System Information	
First Viewed User	Servicer Demo
First Viewed Date	12/1/2019 10:20 PM

2. Click “Save”.

The screenshot shows the 'Servicer Task Edit' form for Task 0000000. The 'Update Status' section is active, showing 'Action Status' set to 'Rebut' and 'Action Reason' set to 'Test Rebut'. The 'Save' button is highlighted with a red box.

Information	
FNMA Loan #	6010427842
Task ID	Task000000
Task Status	Servicer Action Requested
Bill Type	Advances
Action Type	Expense Reimbursement Status (571)
Funds Research	\$300.00
Task Status Date	12/4/2019 4:59 PM
First Published Date	11/22/2019 7:57 PM
Date Published	12/4/2019

Update Status	
Action Status	Rebut
Action Reason	Test Rebut

Servicer Information	
Servicer Name	
Servicer Loan Number	

System Information	
First Viewed User	Servicer Demo
First Viewed Date	12/1/2019 10:20 PM



8) Add Action Reason (continued...)

Result: Reason is saved as a comment.

Service Task Detail [Edit](#)

FNMA Loan #	Task Status ⌵ Rebut
Task ID Tash000000	Task Status Date ⌵ 12/10/2019 12:14 AM
Bill Type Advances	First Published Date 11/22/2019 7:57 PM
Action Type Expense Reimbursement Status (571)	Date Published 12/4/2019
Funds Research ⌵ \$300.00	Service Action Expected By Date
Action Instructions ⌵	Service Timeframe Exceeded Flag <input type="checkbox"/>
	FNM Action Expected By Date 12/17/2019
	FNM Timeframe Exceeded Flag <input type="checkbox"/>

Update Status

Action Status ⌵ Action Reason ⌵

Service Information

Service ID ⌵

Service Name ⌵

Service Loan Number ⌵

Loan Information

Property Street Address ⌵ Property Address State ⌵

Property Address City ⌵ Property Address Postal Code ⌵

System Information

First Viewed User ⌵ Service Demo

First Viewed Date ⌵ 12/1/2019 10:20 PM

[Edit](#)

Files [Upload Files](#)

No records to display

Comments [New Comment](#)

Action	Comment ID	Comment Description	Created By	Last Modified By
Edit	CMNT000000000	test comment added by servicer	Service Demo 12/10/2019 12:09 AM	Service Demo 12/10/2019 12:09 AM
Edit	CMNT000000001	Test Rebut	Service Demo 12/10/2019 12:14 AM	Service Demo 12/10/2019 12:14 AM

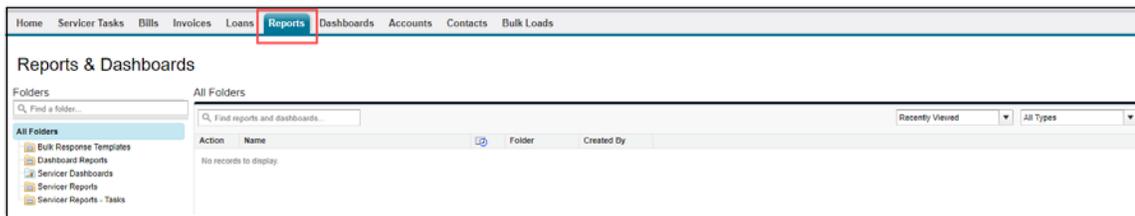


9) Reports Tab

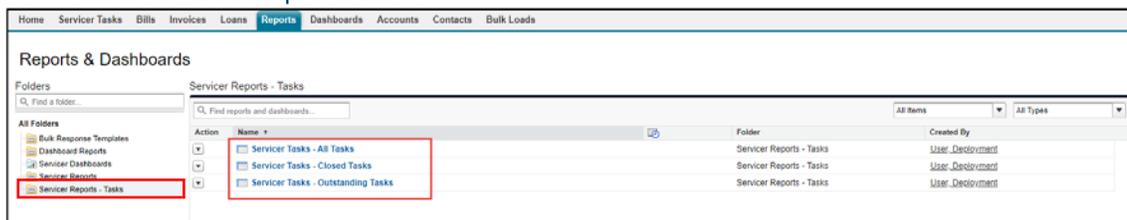
Users will be able to see the data in the form of canned reports. The report is generated when the user ran the report and the information reflects the data at the time the report was run. The report can be exported into Excel or .csv format for further analysis. Follow the steps below to view and export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

Home Servicer Tasks Bills Invoices Loans Reports Dashboards Accounts Contacts Bulk Loads

Servicer Tasks - All Tasks

Report Generation Status: Complete

Report Options: Run Report Hide Details Printable View **Export Details**

Filtered By: Task Status not equal to Draft

Servicer Task ID	Bill Type	Task Status	Action Type	FNMA Loan #	Servicer ID	Servicer Name	First Published Date	Date Published	Task Status Date	Action Instructions	Days Outstanding	Servicer Action Expected By Date	Servicer Timeframe Exceeded Flag	FNM Action Expected By Date	FNM Timeframe Exceeded Flag
Task00000	Advances	Rebut	Expense Reimbursement Status (S71)				11/22/2019 7:57 PM	12/4/2019	12/19/2019 12:14 AM		0			12/17/2019	

Grand Totals (1 record)

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

Home Servicer Tasks Bills Invoices Loans Reports Dashboards Accounts Contacts Bulk Loads

Servicer Tasks - All Tasks

Export Report Required Information

Export File Encoding: ISO-8859-1 (General US & Western European, ISO-LATIN-1)

Export File Format: **Excel Format .xls** (selected)
Comma Delimited .csv
Excel Format .xls

Export Done

6. Click "Export" button.

Home Servicer Tasks Bills Invoices Loans Reports Dashboards Accounts Contacts Bulk Loads

Servicer Tasks - All Tasks

Export Report Required Information

Export File Encoding: ISO-8859-1 (General US & Western European, ISO-LATIN-1)

Export File Format: Comma Delimited .csv

Export Done

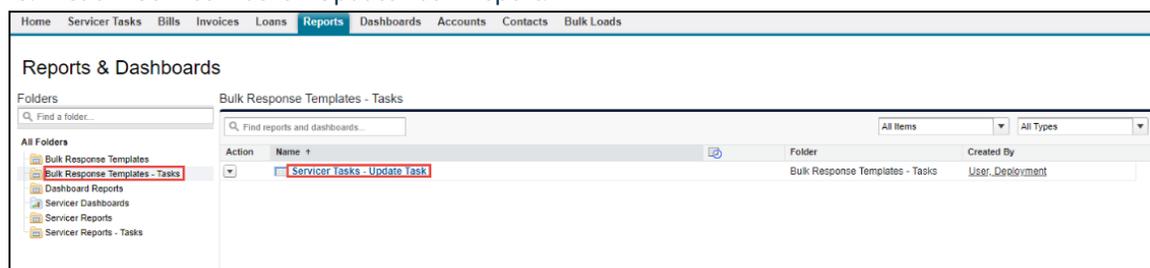
7. Save the file to desired location.



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:

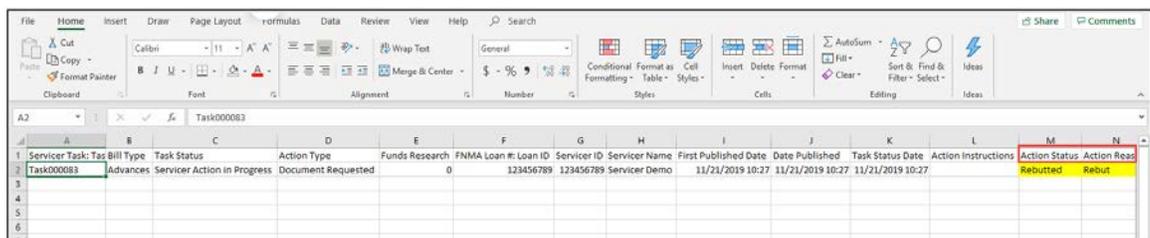
1. Click “Reports” tab.
2. Click “Bulk Response Templates – Tasks” folder.
3. Click “Servicer Tasks – Update Task” report.



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.

Home Servicer Tasks Bills Invoices Loans Reports Dashboards Accounts Contacts **Bulk Loads**

Messages and Alerts
Welcome to Fannie Mae Invoicing!

Bulk Loads Home
View: All | Go

Recent Bulk Loads Recently Viewed

[Create New Bulk Load](#)

Processing#	Record ID	Record Type	Status	Created By	Created Date	Last Modified Date
-------------	-----------	-------------	--------	------------	--------------	--------------------

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

Home Servicer Tasks Bills Invoices Loans Reports Dashboards Accounts Contacts **Bulk Loads**

Messages and Alerts
Welcome to Fannie Mae Invoicing!

Recent Items
Task 00004
Task 00047
BILL005486
Bulkload - 0000013220

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: **Servicer Task Response**

[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.
Servicer Task Response	This record type is for Servicers to submit response on tasks from a file for multiple bill types.

4. Click “Save”.

Home Servicer Tasks Bills Invoices Loans Reports Dashboards Accounts Contacts **Bulk Loads**

Messages and Alerts
Welcome to Fannie Mae Invoicing!

Recent Items
Task 00004
Task 00047
BILL005486
Bulkload - 0000013220

Bulk Load Edit
New Bulk Load

Bulk Load Edit [Save](#) [Save & New](#) [Cancel](#)

Servicer Task Bulk File Load

Record Type	Servicer Task Response	Success Count
Status	Initiated	Failure Count
		Total Record Count

[Save](#) [Save & New](#) [Cancel](#)

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

Home Servicer Tasks Bills Invoices Loans Reports Dashboards Accounts Contacts **Bulk Loads**

Messages and Alerts
Welcome to Fannie Mae Invoicing!

Recent Items
Task 00004
Task 00047
BILL005486
Bulkload - 0000013220

Reference Materials
Servicing Guide
Technical Support

Training Material
Training Material

Bulk Load
BulkLoad - 0000012934 Printable View

[Back to List: Bulk Loads](#) [Files \(1\)](#) | [Bulk Load History \(2\)](#)

Bulk Load Detail

Servicer Task Bulk File Load [Start Upload](#)

Servicer Task Bulk File Load

Processing#	BulkLoad - 0000012934	Success Count
Record Type	Servicer Task Response	Failure Count
Status	Initiated	Total Record Count
Created By		Last Modified By

Files [Upload Files](#)

Action	Title	Last Modified	Created By
Download Delete	TaskBulkResponse	1/21/2020 4:59 PM	

Bulk Load History

Date	User	Action
------	------	--------

Note: The uploaded file appears in the Files section.



9.3 Servicer Task – Bulk Upload (continued...)

6. Click “Start Upload” button.

The screenshot shows the 'Bulk Load' interface for BulkLoad - 0000012934. The 'Servicer Task Bulk File Load' section has a 'Start Upload' button highlighted with a red box. Below this is a table with columns: Processing#, Record Type, Status, Created By, Success Count, Failure Count, Total Record Count, and Last Modified By. The 'Files' section shows a table with columns: Action, Title, Last Modified, and Created By. The 'Bulk Load History' section is partially visible at the bottom.

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.

The screenshot shows the 'Bulk Load Detail' interface for BulkLoad - 0000012934. The 'Servicer Task Bulk File Load' section has a 'Start Upload' button. Below this is a table with columns: Processing#, Record Type, Status, Created By, Success Count, Failure Count, Total Record Count, and Last Modified By. The 'Files' section shows a table with columns: Action, Title, Last Modified, and Created By. The 'Processing Errors' section shows a table with columns: Action, Processing Error ID, Created By, Created Date, and Error Description. The 'Processing Error ID' column has a value 'Processing Error - 0000592085' highlighted in a red box.



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.

Action	Task ID	Bill Type	Task Status	Action Type	FIMA Loan #	Servicer Name	Task Status Date	Days Outstanding	Servicer Timeframe Exceeded Flag	FIM Timeframe Exceeded Flag
Edit	Task000000	Advances	Servicer Action Requested	Expense Reimbursement Status (571)			12/4/2019 4:59 PM	5		

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.