Fannie Mae Invoicing FAQs

This document provides answers to frequently asked questions about the Fannie Mae Invoicing application used for servicing. This application will be available for use as of September 25, 2017. For additional information, please visit the Fannie Mae Invoicing page on FannieMae.com.

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

   Fannie Mae's new invoicing application was developed under the Simplifying Servicing™ initiative to provide a web-based portal for servicers to access consolidated loan-level invoices, resolve claims, add/retrieve documentation, and communicate with Single Family Operations teams. Eventually, this system will replace the current Servicer REAM Deficiency Billing System (SRDBS), along with digitizing several manual processes used today. It is intended to:
   - Establish a consolidated and more transparent servicer claim system
   - Provide servicer benefits and internal process efficiencies
   - Provide servicer with self-serve information and access to claims
   - Build-in internal controls/review prior to notification to ensure accurate and fair claims
   - Standardize claims process utilizing workflow and automation.

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

   All current users of the SRDBS system will be automatically granted access to Fannie Mae Invoicing as of September 25, 2017, based on those same credentials. Servicers are encouraged to log into Fannie Mae Invoicing to ensure their access to the system. 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 September 25 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. **How do I manage user role-access to Fannie Mae Invoicing?**

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

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

   Once you have confirmed access to the system (on or after September 25), servicers are encouraged to begin using it at any time to resolve their claims, accessing invoices, and communicate with the operations teams. Important resources to help you get started will be available on the Fannie Mae Invoicing page – fact sheet, user guide (available prior to September 25), and more.
5. **When can I begin using Fannie Mae Invoicing?**

The new Fannie Mae Invoicing application is available to all servicers as of September 25, 2017, however, there is approximately a three-month transition period to become accustomed to the new process. Fannie Mae anticipates all servicers to be using Fannie Mae Invoicing by December 31, 2017. More information will be communicated at a later date regarding this transition period.

6. **Can I still use SRDBS after September 25? When will it officially retire?**

Yes, you may continue reviewing your existing invoices until the end of 2017 if you wish. However, servicers are encouraged to begin using the new system as soon as possible to ensure ample time for becoming accustomed to the new process and application features.

SRDBS will be available through the end of 2017. It will be communicated in Q4 regarding the specific timeframe for retiring SRDBS. This is contingent on ensuring all existing HOA/Tax activity in SRDBS is addressed.

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

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

8. **Can I bookmark or add Fannie Mae Invoicing to my favorites?**

Refer to the [Bookmarking Best Practices](#) document located on FannieMae.com for guidance on bookmarks.

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

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

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

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

In addition to a view-only role, there is a role available for each of the 18 bill type for users to be able to edit or take an action on a specific bill type. Users can be given access to one or more roles. Users will be able
to view all bill types in the application, but can only edit the bill types for which they have been given access.

11. Will users receive email notifications from Fannie Mae Invoicing? NEW

There are two types of email notifications sent from Fannie Mae Invoicing to users. One is a bulk notification email that shows any new bills submitted in the last 24 hours based on the user’s selected billing roles. The other is an individual email for each new bill submitted in the application. The individual email notifications can be turned off in the user settings, however the bulk email cannot be turned off and will be sent to users only when new bills are submitted for their responsible billing areas.

12. Will existing inflight bills be available in Fannie Mae Invoicing? NEW

Except for HOA and Tax bills, outstanding bills for the remaining bill types will be loaded into Fannie Mae Invoicing.

13. Will the new Fannie Mae Invoicing system require any changes to the existing software agreement? NEW

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

14. How will subservicers be provisioned access to Fannie Mae Invoicing? NEW

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

15. Will the Master Servicer have access to the same information a subservicer has? NEW

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

16. Will users have access to the entire corporate information on Fannie Mae Invoicing? NEW

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

17. Will existing invoices in SRDBS be moved over to Fannie Mae Invoicing automatically? NEW

Existing outstanding billing data will be loaded into the system and be available as of September 25, 2017. SRDBS currently handles four bill types: Indemnifications (Indems), Notice of Defects (NODs), HOA, and Tax. As of September 25, all existing invoices for Indems and NODs will be transferred automatically from SRDBS to Fannie Mae Invoicing. However existing HOA and Tax bills will continue to be resolved in SRDBS.
18. Will any new information/bills be added to SRDBS after Sept. 25? **NEW**

New information for all four bill types will be added to the new system as of September 25, 2017, and going forward. Only for HOA/Tax bills specifically, users will need to utilize both systems until the inventory in SRDBS is resolved.

19. Will users have access to all bill types in Fannie Mae Invoicing? **NEW**

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

20. How are user profiles set up in Fannie Mae Invoicing? **NEW**

We have defined one role per bill type. Servicers have the following options:

- Choose a view-only role, which provides access to view all bill types within your organization.
- Choose roles pertaining to one or more bill types, which provides them editable access to those specific bill types.

**Additional Resources**

- [Fannie Mae Invoicing page](#)
  - [Fact Sheet](#)
  - Fannie Mae Invoicing User Guide – *Coming Soon!*

- [SRDBS page](#)