



Fannie Mae™

Default Management Reporting System (DMRS)

DMRS Training Overview



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Purpose

The purpose of this document is to explain the outlined training plan for servicers and attorney firms who are actively reporting to the Default Management Reporting System (DMRS).

DMRS Training Expectations

1. Attend the available DMRS training modules located on the DMRS webpage, as needed.

<https://www.fanniemae.com/singlefamily/default-management-reporting-system>

All DMRS training modules are web based sessions that can be attended by the servicer or attorney firm at their convenience.

2. Have a working knowledge of the concepts covered in each training module in order to meet Fannie Mae's expectations for daily reporting and DMRS system use.
3. Suggested participants: Fannie Mae recommends that all users of the system attend the DMRS Overview video and modules 1, 2, 3, and 6. Only users who will be reporting via the spreadsheet upload or direct entry methods should attend modules 4 and 5. A user of the system is considered anyone who is involved with the data submission process, event failure and exception review, or DMRS system report analysis.

DMRS Training Module Overview

- **DMRS Overview Video**
 - Purpose: The purpose of the overview video is to give users a sense of basic system navigation.
 - Duration: 10 minutes
- **Module 1: Getting Started**
 - Purpose: The purpose of module 1 is to introduce users to basic concepts and tasks regularly performed in DMRS.
 - Duration: 15 minutes
 - Includes Assessment at the completion of the module. Users must receive a score of 80% or higher on the assessment.
 - *NOTE*: Credentials for the DMRS system will not be provided until a Servicer or Firm has passed the Data Validation phase of on-boarding and successfully completed the module 1 assessment with a score of 80% or higher.
 - Job aid available
- **Module 2: DMRS Data**
 - Purpose: The purpose of module 2 is to explain the data collected by DMRS. This module is important because it provides a more in-depth look at the data relationship between events and data points.
 - Duration: 15 minutes
 - Job aid available
- **Module 3: Contextual Validation Exception Report**
 - Purpose: The purpose of the Contextual Validation Exception Report training is to explain how users identify event failures and when to correct the failures.
 - Duration: 20 minutes
 - Job aid available
- **Module 4: Spreadsheet Upload Submissions**
 - Purpose: The purpose of module 4 is to explain the process of acquiring the DMRS spreadsheet template from the DMRS User Interface and how to upload a completed template for submission.
 - Duration: 15 minutes



- Job aid available
- **Module 5: Direct Entry Submissions**
 - Purpose: The purpose of module 5 is to explain the process of reporting DMRS events through the direct entry method available in the DMRS User Interface.
 - Duration: 15 minutes
 - Job aid available
- **Module 6: Business Rule Engine**
 - Purpose: The purpose of module 6 is to explain the DMRS business rule engine that evaluates submitted events from servicers and firms. With this evaluation, the system will flag certain events as an exception to the process which may indicate the need for further review.
 - Duration: 20 minutes
 - Job aid available

Other Job Aids

Not all concepts require a web based training module. The topics listed below are explored in standalone job aids. All users of DMRS can benefit from this additional information, regardless of submission method.

- **Password Help**—This document assists users with creating, changing, and resetting a password for DMRS.
- **Invalid Loan Event Failure**—This document explains the Invalid Loan Event Failure Report in detail.
 - This job aid corresponds to the Contextual Validation Exception Report Module and job aid.
- **Delay Events**—This document explains the relationship of delay events in DMRS and how open delays can be closed.
- **DMRS Reports**—This document outlines all reports in DMRS and explains their purpose and uses.
- **Correcting Event Failures**—This document outlines the Event Failures report which can be used to correct and re-submit failed events.
 - This job aid corresponds to the Contextual Validation Exception Report Module and job aid.
- **Foreclosure Holds**—This document explains the Foreclosure Holds report and how to use the report to close an open hold/delay in DMRS.
- **Foreclosure Process by State**—This document explains the Foreclosure Process by State screen, which provides guidance on expected foreclosure milestones based on the property state.

Additional Questions

Many questions can be answered using the Help section of DMRS. For any questions related to DMRS Direct Entry of Events that cannot be found in the Help section, please contact Fannie Mae using one of the following email addresses:

- Servicers: DMRS_Support@FannieMae.com
- Firms: DMRS_AttySupport@FannieMae.com