Servicer Expense Reimbursement
System Enhancements Year in Review

August 28, 2019

We’ve heard you and updated our Servicing systems based on your feedback!
Find a recap of Servicing system updates over the past year below. In case you missed something, a snapshot of the enhancement and more information are rounded up here.

**Expense Straight Through Processing (ESTP)**
Launched **October 2018**
Servicers no longer need to attach supporting documentation when submitting a claim unless it is specifically requested. With this automation, many claims are auto-approved. Learn more about ESTP.

**Expense Reimbursement Dashboard (ERD)**
Launched **October 2018**
The Expense Reimbursement Dashboard (ERD) allows servicers to view expense reimbursement requests on Fannie Mae loans submitted within the last rolling 13-month period. The ERD also provides analyses on statuses, quantity, and monetary volumes. Learn more about the ERD.

**Servicer Expense Reimbursement (LoanSphere Invoicing™)**
Launched **March 2019**
The Copy and Resubmit claims feature allows servicers to copy an original claim and all eligible line items to resubmit. It copies all basic claim and loan information; however, fields like chronology and history are displayed as newly created claims. Learn how to use this feature.

**Post-Payment Document Request Portal**
Launched **April 2019**
Fannie Mae’s Post Payment Documentation Request portal provides an efficient way for servicers to upload documentation on reimbursed expenses, particularly in circumstances where potential financial harm has been identified. Learn how to use the portal.

**Servicer Expense Reimbursement (LoanSphere Invoicing™)**
Launched **April 2019**
The following new fields were added to the Add Claim Line Item box in LoanSphere Invoicing: Paid Date, Tax Paid Amount and Tax Parcel for claim submission on applicable line items. Review the release notes.

**Inquiry Response Tool Phone Call Capability**
Launched **June 2019**
Servicers now have the capability to request a phone call via an Inquiry Response Tool (IRT) submission when they do not agree with the first-time resolution. This will eliminate the need to submit multiple IRT submissions. Review the release notes.

**Ask Poli**
Launched **July 2019**
Ask Poli is Fannie Mae’s simple-to-use interface to ask policy-related questions. Ask Poli learns from questions and feedback for response accuracy so we can continue to refine question-and-answer pairings. Access Ask Poli by clicking on the Ask Poli box on the Servicing Guide page.
Expense Reimbursement Dashboard (ERD)

Launched August 2019

The Expense Reimbursement Dashboard (ERD) has been updated to include additional deep-dive analysis on exceptions and payout rates and opportunities for enhancements. Learn more about the ERD.