



How to Provide Documents through the Compliance and Customer Evaluations (CCE) Portal

Fannie Mae's Compliance and Customer Evaluations (CCE) File Transfer Portal (FTP) is a platform for Sellers and Servicers to submit electronic files and documents requested by Fannie Mae for Mortgage Origination Risk Assessment (MORA) and Servicer Total Achievement and Rewards™ (STAR™) reviews. Files submitted to the secure CCE portal are encrypted to protect non-public information.

Getting Started

Before submitting any documents, you must have access to the CCE portal. Asset Management Network (AMN) users can access the CCE portal through AMN; other users must follow the registration steps.

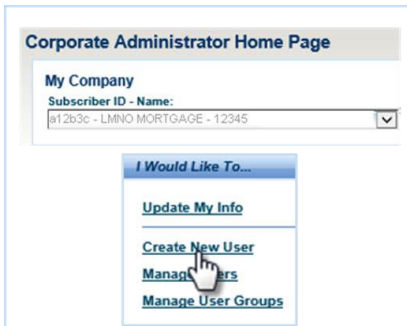
- **Existing Users** Fannie Mae Asset Management Network Users: [click](#) this link. Under Supporting Tools, click the link for the FTP. When the log in screen opens, enter your user name and password.
- **New Users:** Your Company's Corporate Administrator for Fannie Mae technology can grant you FTP access. These steps will be reviewed in a Portal Call with you as well.

If	Then
Not registered to use the CCE portal	See the Registration section below.
Having technological difficulties	Call 1-800-2FANNIE, Select Option 1, Enter your User Identification (ID), and then Option 1 again.

CCE Portal Registration

Your Corporate Administrator will need to follow a few steps once you have your User ID and password:

- Create a profile for you in the Technology Manger application. The [Technology Manager Job Aid](#) can assist with this task.
- Click on Corporate Administrator, then Manager Users, and Create a New User. Follow the instructions in this section, which will show the Corporate Administrator how to create a profile, add an application, and a role. The user does not need to complete a registration form.
- The Roles that need to be assigned for a CCE Review are: CCE Review and CCE Remediation.





CCE Portal General Instructions

Ready to upload your documents? Follow these steps:

- Gather your files in one location so you can easily find when ready to upload.
- When creating files, keep these helpful hints in mind:
 - We prefer one PDF per loan sample or selection.
 - Follow the naming conventions provided to you on the document request and during the Portal Call that will be conducted during the review process
 - May use alpha and numeric characters
 - May contain underscores, dashes, periods
 - May contain files such as xls, xlsx, pdf, doc, docx, zip, ppt, pptx, wav, csv
 - Special characters (parentheses, ampersands, etc.) are not allowed and will result in upload failure
 - No spaces between characters
 - File name cannot exceed 200 characters (reference the naming conventions provided)
 - File size cannot exceed 1024 MB
 - No corrupt or password protected files
 - Total number of files cannot exceed 15 files during an upload
 - Zip Files need to have to correct naming convention files in the Zip and
 - Folders are not permitted in a Zip file – this will result in a failure upload
- Launch the CCE portal:
 - The CCE portal is accessed via a link in Fannie Mae's Asset Management Network (AMN).
 - Go to www.fanniemae.com/singlefamily > Servicing > Asset Management Network (AMN) - <https://amn.acptfanniemae.com/Portal/pages>
 - On the AMN Screen, select the File Transfer Portal under Supporting Tools. AMN will launch in a new window.
 - Enter your User ID and Password on the log-in screen and click Login.
 - At the top left of the screen click on New and select CCE.





- Choose if you are submitting for Review or Remediation. Initially you will be submitting documents for Review. Remediation is used after the review is complete if there are findings that require remediation.
- Once you click Review or Remediation, you will see the Add Button. You can now upload your file(s) or Zip file(s).
- When the file is successfully uploaded, it will appear in the Uploaded Files Info.

Uploaded Files Info		
Transaction ID	File	Status
1971104	200220LBPSC_Modification_1733041924_AD1.zip	Upload Successful

Congratulations! You have submitted a file to the CCE portal.

Your files will be routed to Fannie Mae's Review Lead and/or Remediation Team. If you have any questions, please use the following email addresses:

[STAR Team](#)

[MORA Team](#)

[Remediation Team](#)