

Ginnie Mae Reporting and Feedback System (RFS)

Servicemembers Civil Relief Act (SCRA) Training

October 7, 2009

The agenda for this training course can be found here:

<http://www.ginniemae.gov/issuers/RFS-SCRAagenda10-2009.pdf>

Agenda

Lesson 1 – Course Introduction

- Common Terminology
- Course Overview
- Course Objectives
- Course Format

Lesson 2 – New Features

Lesson 3 –Accessing SCRA

- Logging into the Ginnie Mae Enterprise Portal (GMEP)
- Accessing SCRA
- Getting Help

Q&A Period

Lesson 4 – Eligibility Processing

Q&A Period

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Agenda

Lesson 5 – Reimbursement Processing

Q&A Period

Lesson 6 – E-Library

Lesson 7 – Other Information

Lesson 8 – File Upload Process

Lesson 9 – Downloading Upload Feedback

Q&A Period

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3

Course Introduction

LESSON 1

Common Terminology

- CPTA – Central Paying and Transfer Agent
- GMEP – Ginnie Mae Enterprise Portal
- MBSAA – Mortgage-Backed Securities Administration Agent
- RFS – Reporting and Feedback System

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Course Overview

Course Description

This training course will explain the differences between the legacy e-Access SCRA application and the new SCRA within the Reporting and Feedback System (RFS).

Issuers will access SCRA through the Ginnie Mae Enterprise Portal (GMEP), a web based application that will serve as a single gateway for accessing all Ginnie Mae information systems.

Audience

All Ginnie Mae Issuers

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Course Objectives

After completing this course, you will be able to:

- Understand the changes from the legacy e-Access SCRA application to the new SCRA application
- Access the GMEP and the SCRA application
- Use the major functions of SCRA

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7

Course Format

The course format will be interactive:

- Participants will be in listen-only mode
- Course will be taught in 9 lessons
- Participants will have opportunities to ask questions during periodic intervals
- Operator will provide instructions regarding asking questions

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8

New Features

LESSON 2

New Features

What does the move to RFS mean to me as an Issuer?

- Different path to access SCRA

What new features will I see?:

- Minor screen layout changes
- New procedure for saving files

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10

New Features (continued)

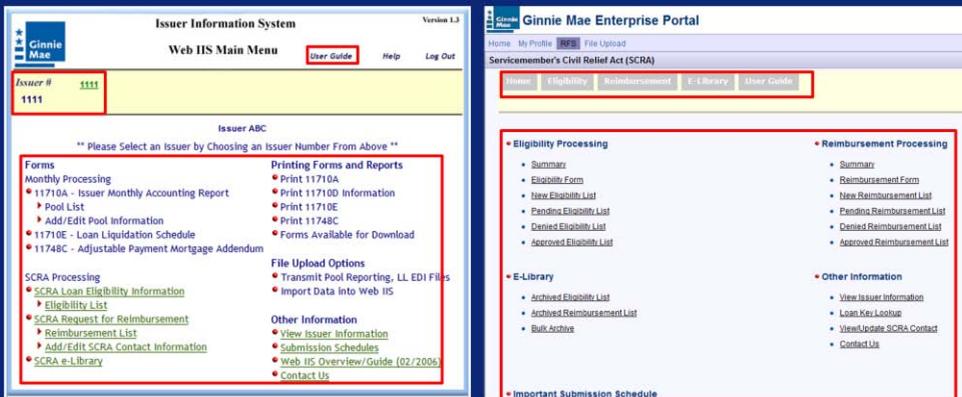
SCRA provides Issuers the ability to perform the following:

- Issuer input of Eligibility information
- Issuer input of Reimbursement Requests against an approved Eligibility
- Issuer request for payment of approved Reimbursement Requests on a Quarterly basis
- Tracking of Eligibilities and Reimbursements through the entire process
- Creation of all needed reports for Eligibility and Reimbursement information
 - Issuer forms and downloads
- Creation of Payment files for Central Paying and Transfer Agent (CPTA) to send payments to Issuers.

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11

Appearance and Screen Layout Changes



Old

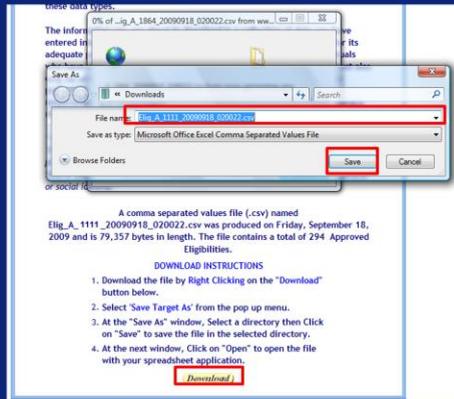
New

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12

1. As displayed in the red boxes, some item's screen location has moved and overall appearance has been changed.

File Download Procedure Changes



Old



New

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13

1. Within e-Access, the Save As screen appears with the File name pre-populated as displayed in the left screenshot
2. Within the new SCRA application, if a user wishes to download a file, he/she must change the file name. You will need to change the file name to a name to something that easily identifies the file. (e.g ELIG.1234.1234) before saving it to your computer

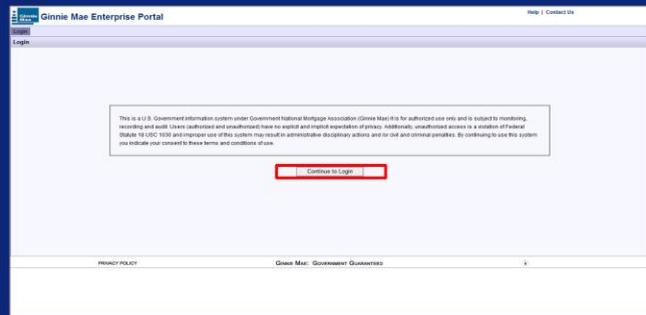
Accessing SCRA

LESSON 3

Logging on to GMEP and Accessing RFS

Steps for Logging on to GMEP and Accessing RFS:

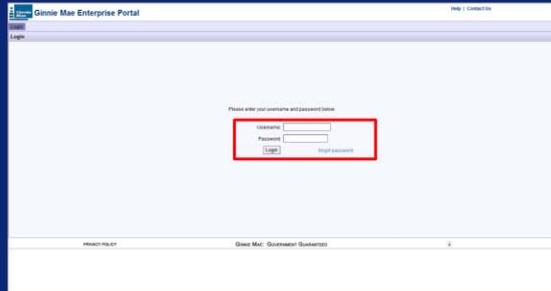
- Launch Internet Explorer
- Navigate to: <https://www.eginniemae.net>
- Click 'Continue to Login'



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Logging on to GMEP and Accessing RFS

Enter your **Username** and **Password** and click the **Login** button



- Ginnie Mae will assign usernames to the first two Security Officers.
- These Security Officers will create all other usernames for your company.
- Upon your first successful log in, you will be required to answer various security questions.
- At that point, you will be required to change your password.

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Obtaining Support for GMEP User Accounts

Locked out? Need a password reset?

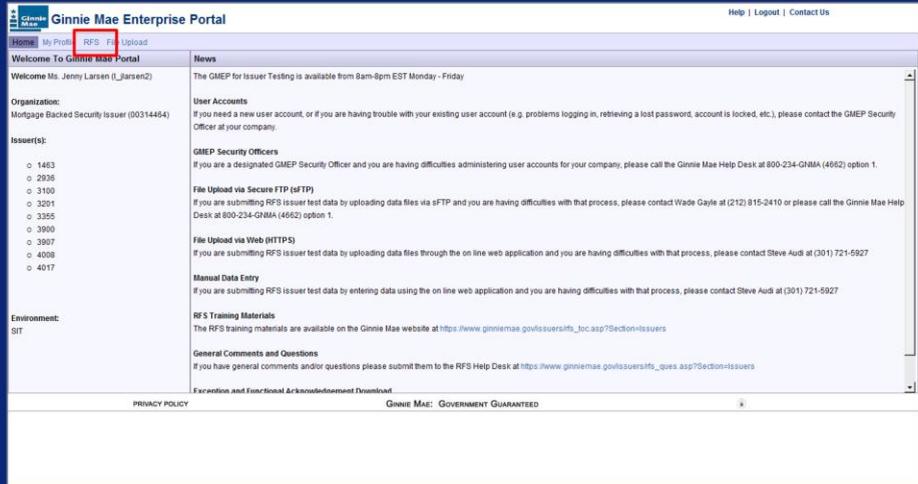
Step 1: Contact GMEP Security Officer at your organization.

Step 2: If you don't know who that person is or if the security officer is locked out of the system, contact the Ginnie Mae Help Desk by calling (800) 234-4662, Option 1.

Alternatively, send an email to ginniemaebankofny.com with the subject line "Portal Registration"

Logging on to GMEP and Accessing RFS

Click on RFS



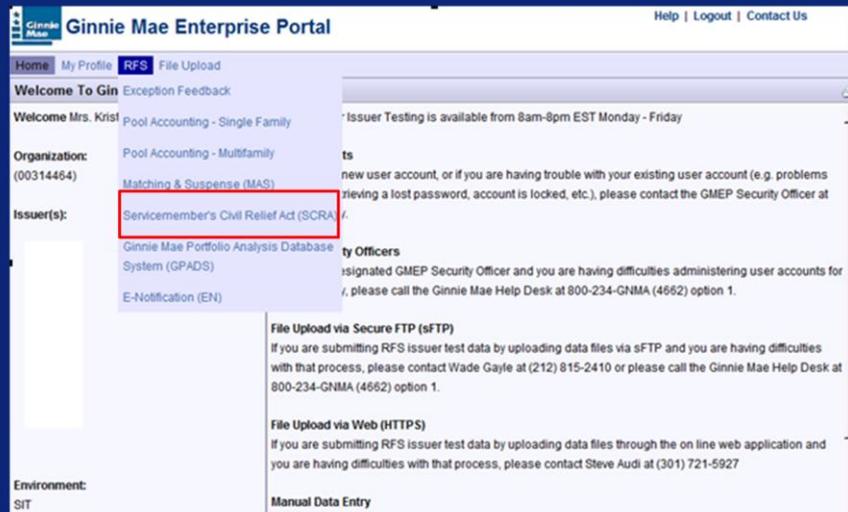
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18

1. Once logged into the GMEP, click on the RFS link in the GMEP menu bar.

Accessing SCRA

Click on **Servicemembers Civil Relief Act (SCRA)**



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19

2. Select **Servicemembers Civil Relief Act (SCRA)** link from the RFS menu dropdown list

SCRA Homepage

The screenshot shows the SCRA homepage within the Ginnie Mae Enterprise Portal. The page features a navigation bar with links for Home, My Profile, RFS, and File Upload. Below this is a breadcrumb trail for 'Servicemember's Civil Relief Act (SCRA)' and a secondary navigation menu with tabs for Home, Eligibility, Reimbursement, E-Library, and User Guide. The main content area is organized into four columns of links:

- Eligibility Processing**
 - [Summary](#)
 - [Eligibility Form](#)
 - [New Eligibility List](#)
 - [Pending Eligibility List](#)
 - [Denied Eligibility List](#)
 - [Approved Eligibility List](#)
- Reimbursement Processing**
 - [Summary](#)
 - [Reimbursement Form](#)
 - [New Reimbursement List](#)
 - [Pending Reimbursement List](#)
 - [Denied Reimbursement List](#)
 - [Approved Reimbursement List](#)
- E-Library**
 - [Archived Eligibility List](#)
 - [Archived Reimbursement List](#)
 - [Bulk Archive](#)
- Other Information**
 - [View Issuer Information](#)
 - [Loan Key Lookup](#)
 - [View/Update SCRA Contact](#)
 - [Contact Us](#)

At the bottom of the page, a disclaimer states: 'This information has been prepared for internal Government National Mortgage Association (Ginnie Mae) Agency discussion purposes only and is not releasable under the Freedom of Information Act (5 U.S.C. § 552(b)).' The page number '20' is located in the bottom right corner.

3. Once logged in, the SCRA homepage will display.

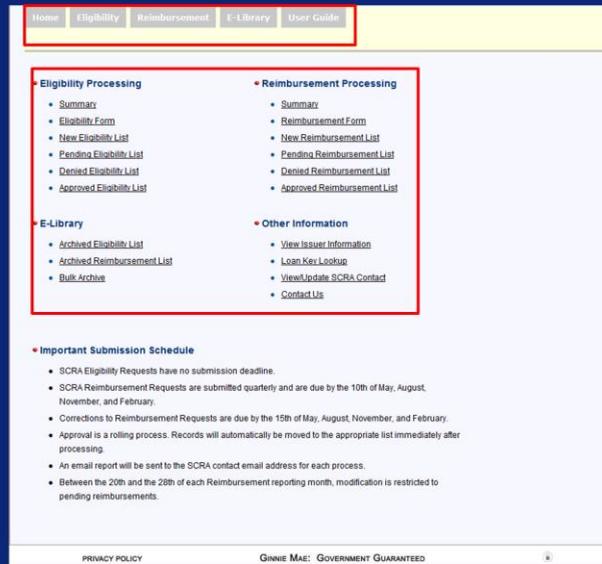
Getting Help

- From anywhere in the SCRA system, the User can click on the **Help** link located at the top right portion of the screen.
- The **User Guide** is accessible from the SCRA menu along the top of the screen.
- If you have any questions about SCRA, RFS, or the GMEP, please contact your GMEP Security Officer.



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SCRA Homepage



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22

1. This is the SCRA Home page for the SCRA Module
2. All screens are accessible by using one of the two menu systems: the tabbed menu at the top of the screen or the table-style menu characterized by pale blue headings above active links.
3. Some pages which are accessible using one menu may not be accessible using the other menu.

Q & A Session

10 Minute Limit

Eligibility Processing

LESSON 4

Eligibility Processing

- SCRA Eligibility processing provides the Issuer functionality to create and update SCRA Eligibility information using the SCRA Loan Eligibility Information form.
- Eligibility lists may be used to locate particular eligibility records in order to submit, delete or update those records.
- You can also use the approved, denied, and pending lists to download files containing the eligibility information contained on the corresponding list screen.

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25

Eligibility Summary



Home Eligibility Reimbursement E-Library User Guide

ISSUER ABC

Issuer ID:
1111

Eligibility Summary

Status	Total	Has Error
Approved	10	0
Archived	3	0
Denied	0	0
New	1	0
Pending	4	0

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26

1. The Eligibility Summary screen displays the totals of all eligibility requests for the entered Issuer number by status. The screen also displays the number of eligibility requests which have errors for each status.
2. Click the Eligibility tab on the SCRA Menu. The Eligibility Summary screen is the default screen that is displayed. The screen displays the summary of all eligibilities by status. The Eligibility Summary screen is also displayed by clicking Summary under the Eligibility Processing section of the SCRA Home page.
3. If you are authorized to view data for more than one 'Issuer ID', you may choose an 'Issuer ID' from the drop-down list by clicking the down arrow on the right side of the box.
4. The Eligibility Summary also contains links to all the Eligibility Lists for the selected 'Issuer ID'. The following eligibility list screens may be accessed by clicking the corresponding 'Status':
 1. Approved Eligibility List screen, click "Approved"
 2. Archived Eligibility List screen, click "Archived"
 3. Denied Eligibility List screen, click "Denied"
 4. New Eligibility List screen, click "New"
 5. Pending Eligibility List screen, click "Pending".

Eligibility Form

- Use the Eligibility Form screen to view an existing eligibility request or create a new eligibility request in RFS for your Issuer number.

The screenshot shows the 'Eligibility Form' interface. At the top, there are tabs for 'Eligibility', 'Subservicement', 'E-Library', and 'User Guide'. Below the tabs, there are input fields for 'Issuer ID' (1111), 'Loan Key' (mm/dd/yyyy), and 'Duty Start'. A 'GO' button is highlighted. The form is divided into several sections: I. Issuer Information, II. Borrower Information, III. Borrower Information, and IV. U.S. Military Reserve/National Guard Information. Each section contains various input fields and labels. There are 'Save Based' buttons at the top right and bottom right of the form.

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27

To create a new SCRA Eligibility request:

1. Click Eligibility > Form on the SCRA Menu to display a blank Eligibility Form
2. The Eligibility Form screen is also displayed by clicking the [Eligibility Form](#) link under the Eligibility Processing section of the SCRA Home page.
3. Fields, buttons and links on the Eligibility Form are described in the SCRA user guide
4. Select the 'Issuer ID' from the drop-down list. The drop-down list will contain the 'Issuer IDs' belonging to Issuers assigned to your organization.
5. Enter the 'Loan Key' of the loan you wish to access in the 'Loan Key' text box.
6. You may enter the 'Duty Start' in the 'Duty Start' text box, or leave it blank. If you enter a date (format: mm/dd/yyyy), the 'Active Federal Duty Start Date' will be pre-populated (and still editable) with the date you entered. Otherwise, you will enter the date on the Form.
7. Click the 'GO' button
8. If there is an eligibility record in the database with the same 'Loan Key' and 'Duty Start', the data will be displayed, at which time you can edit the information (see section 4.2.2 within the SCRA User Guide for instructions).
9. Pursuant to APM 02-25, eligibility requests may be submitted regardless of military effort. However, the 'Military Effort' field is still a required value. Many Issuers track their requests by military effort.
10. Note: The "All Other Efforts" and "Enduring Freedom" military efforts may only be used when the active duty start date is September 11, 2001, or later. This is in accordance with APM 02-25.
11. When data is entered in certain fields, such as 'Active Federal Duty Start Date', error checking is performed when the data is entered. If there is an error detected, the Current Exceptions screen is displayed at the top of the Eligibility Form.

New Eligibility List

- The New Eligibility List screen allows you to view all new eligibility request records for your Issuer number.

Home Eligibility Reimbursement E-Library User Guide

ISSUER ABC

Issuer ID: Loan Key:

1111 [] GO

[Submit All](#) [Submit](#) [Delete](#) [Download](#)

New Eligibility List Page 1 of 1

<u>Loan Key</u>	<u>Case Number</u>	<u>Pool ID</u>	<u>Loan Number</u>	<u>Duty Start</u>	<u>Duty End</u>	<u>Orders Received</u>	<u>Select</u>
100011111	111222333444555	654321	3333366666	01/01/2008	01/03/2010		<input type="checkbox"/>

[Submit All](#) [Submit](#) [Delete](#) [Download](#)

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28

To view the New Eligibility List screen:

1. Click Eligibility > New List on the SCRA Menu. The New Eligibility List screen is also displayed by clicking the New Eligibility List link under the Eligibility Processing section of the SCRA Home page.
2. Select the 'Issuer ID' from the drop-down list. The drop-down list will contain the 'Issuer IDs' belonging to Issuers assigned to your organization.
3. Enter the 'Loan Key' of the loan you wish to access in the 'Loan Key' text box. Click GO.
4. Click any underlined column heading to sort the data in ascending or descending order by that field.

Submitting a New Eligibility Request

- Issuers must submit new eligibility requests for approval by the SCRA Administrator.
- Once the Eligibility Form is electronically submitted through SCRA, the Issuer must download an SCRA Loan Eligibility Information PDF form. The Issuer must also print, sign, and mail the form to the SCRA Administrator.
- In RFS SCRA, the Eligibility record is then moved to the Pending Eligibility List to await approval. Upon successful submission of a new eligibility request, RFS SCRA automatically generates and sends an E-mail to the SCRA Administrator.

Home Eligibility Reimbursement E-Library User Guide

ISSUER: ABC

Issuer ID: Loan Key:

1111

New Eligibility List

Loan Key	Case Number	Pool ID		Orders Received	Select	
100011111	111222333444555	654321	3333333333	01/01/2008	01/01/2010	<input type="checkbox"/>

Page 1 of 1

Submit All Submit Delete Download

Submit All Submit Delete Download

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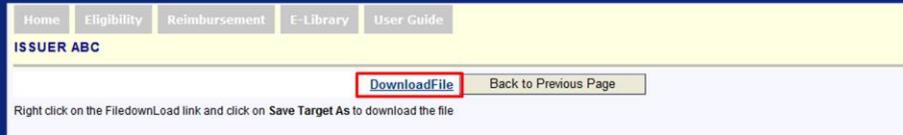
29

From the New Eligibility List screen

1. Place a checkmark in the 'Select' checkbox of the record(s) to submit. Click Submit.
2. A message will be displayed asking if you are sure you want to submit the selected eligibilities
3. Click OK to submit selected eligibilities, or CANCEL to cancel the request to submit.

Downloading a File

- Once an Eligibility is submitted, the Download File screen is displayed.
- To submit an Eligibility Form, the Issuer must download an SCRA Loan Eligibility Information form (PDF), print the form, and send it to the SCRA Administrator.



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30

1. The Download File screen is displayed when an SCRA User or SCRA Administrator submits a “New” or “Edited” eligibility. It is also displayed when a User clicks the Download link on one of the following List screens:
 1. Pending Eligibility List
 2. Denied Eligibility List
 3. Approved Eligibility List
 4. Approved Reimbursement List
 5. Pending Reimbursement List
2. Right click on the DownloadFile link. Select the desired downloading/viewing option from the window that is displayed.
3. Change the File Name to a name that easily identifies the file. (e.g ELIG.1234.1234) before saving it to your computer

Sample Downloaded File

- SCRA Loan Eligibility Information Form for a New Eligibility Request

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
GOVERNMENT NATIONAL MORTGAGE ASSOCIATION

SCRA LOAN ELIGIBILITY INFORMATION

Original Request
 Revised Request

Issue ID: 1111 Report Date: 09/13/2009 Report Name: Elig_1111_090913_111222.pdf
Total Loans: 1 Report Time: 15:28:28 Data File Name: Elig_1111_090913_111222.pdf

Mortgagor Name	Loan Key	Pool Number
DOE, JOHN	100011111	123456

I hereby certify that I have verified and documented that the above borrower is entitled to the interest rate forgiveness under the Service Members Civil Relief Act. By signing this statement, I hereby certify that the information contained herein and electronically transmitted as part of this request is true and accurate to the best of my knowledge and belief.

Warning: HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties (18 U.S.C. 1001, 1010, 1012, 33 U.S.C. 3729, 3802).

By _____ Telephone Number (Include Area Code) _____
(Authorized Signature) Date _____
(Printed Name and Title)

This request must be received by Government National Mortgage Association, c/o DeLoitte & Touche, LLP Attn: Genesis Mae - SCRA - 9th Floor, 1750 Tysons Boulevard, McLean, VA 22102

Printed On: Thursday, August 13, 2009 Page 1 of 2

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31

1. This screenshot represents a download created when a User submits a new eligibility request.
2. Page 2 of the PDF (not shown) contains loan information

Pending Eligibility List

- The Pending Eligibility List screen allows you to view all pending eligibility requests for your Issuer number.

Home Eligibility Reimbursement E-Library User Guide

ISSUER ABC

Issuer ID: Loan Key:

1111 [] GO

[Ready For Submit](#) [Delete](#) [Download](#)

Pending Eligibility List Page 1 of 1

<u>Loan Key</u>	<u>Case Number</u>	<u>Pool ID</u>	<u>Loan Number</u>	<u>Duty Start</u>	<u>Duty End</u>	<u>Orders Received</u>	<u>Submit Date</u>	<u>Status</u>	<u>Select</u>
100011111	111222333444555	654321	3333366666	01/01/2008	01/03/2010		08/13/2009	Edited	<input checked="" type="checkbox"/>
100010000	123456789123456	444446	1212121212	01/01/2009	04/01/2009	03/01/2009	08/17/2009	Pending Approval	<input type="checkbox"/>

[Ready For Submit](#) [Delete](#) [Download](#)

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32

To view the Pending Eligibility List screen:

1. Click Eligibility > Pending List on the SCRA Menu. The Pending Eligibility List screen is also displayed by clicking the Pending Eligibility List link under the Eligibility Processing section of the SCRA Home page.
2. Select the 'Issuer ID' from the drop-down list. The drop-down list will contain the 'Issuer IDs' belonging to Issuers assigned to your organization. The system will display the list of pending eligibilities for the Issuer ID selected.
3. You may enter the 'Loan Key' of the loan you wish to access in the 'Loan Key' text box. You must click GO to display the resulting pending eligibility.
4. The 'Status' field on the Pending Eligibility List allows you to monitor the progress of the pending eligibility. When the field value is set to "Pending Eligibility", that record has received one of the two required approvals from an SCRA Administrator.
5. From this list you may select eligibility records with the "Edited" status to move to the Corrected Eligibilities List. Place a checkmark in the 'Select' checkbox, and then click Ready For Submit. The Corrected Eligibilities List is displayed. From that screen you may submit the eligibility. We will talk more about this in later slides.
6. Click an individual 'Loan Key' number to view the Eligibility Form for that loan.
7. Click any underlined column heading to sort the data by that category.

Denied Eligibility List

- The Denied Eligibility List screen allows you to view all denied eligibility requests for your Issuer number.

Loan Key	Case Number	Pool ID	Loan Number	Duty Start	Duty End	Orders Received	Submit Date	Status	Select
01100000	123456789123456	654321	1231231231	02/02/2003	03/03/2003	05/05/2009	08/10/2009		☐

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33

To view the Denied Eligibility List screen:

1. Click Eligibility > Denied List on the SCRA menu to display the Denied Eligibility List. The Denied Eligibility List screen is also displayed by clicking the Denied Eligibility List link under the Eligibility Processing section of the SCRA Home page.
2. Select the 'Issuer ID' from the drop-down list. The drop-down list will contain the 'Issuer IDs' belonging to Issuers assigned to your organization. The system displays the list of pending eligibilities for the Issuer ID selected.
3. You may enter the 'Loan Key' of the loan you wish to access in the 'Loan Key' text box. You must click GO to display the resulting pending eligibility.
4. Click an individual 'Loan Key' number to view the Eligibility Form for that loan.
5. Click any underlined column heading to sort the data by that category.

Corrected Eligibility List

- SCRA Users who make a change to a pending or denied eligibility record are required to resubmit the eligibility request.

Loan Key	Case Number	Pool ID	Loan Number	Duty Start	Duty End	Orders Received	Submit Date	From	Select
100011111	111222333444555	654321	1231231231	10/01/2001	10/20/2005	08/26/2009	08/13/2009	Pending	<input checked="" type="checkbox"/>
101101111	123456789123456	444446	1212121212	02/02/2003	03/03/2003	05/05/2009	08/26/2009	Denied	<input type="checkbox"/>

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34

To submit a corrected eligibility:

1. Access the Eligibility Form by clicking an individual Loan Key value from either the Pending Eligibility List (Slide 32) or the Denied Eligibility List (Slide 33).
2. Make the necessary corrections. Click SAVE to save the correction. A pop-up window will be displayed acknowledging that the data was updated. Click OK.
3. Navigate back to the eligibility list from which the modified Eligibility Form originated. Place a checkmark in the 'Select' column near the edited eligibility. Click Ready For Submit. The Corrected Eligibility List screen is displayed (Current Slide).
4. Place a checkmark in the 'Select' checkbox for the corrected eligibilities that are ready to be submitted. Click Submit. A dialog box will display asking for confirmation. Click OK to submit the selected eligibilities, or CANCEL to cancel the request to submit.
5. To submit all the eligibilities in the Corrected Eligibility List, click Submit All. A dialog box will display asking for confirmation. Click OK to submit all eligibilities, or CANCEL to cancel the request to submit.
6. When a corrected eligibility is submitted, the Download File screen is displayed. See slide 30 for instructions on downloading the SCRA Loan Eligibility Information statement PDF file. You should print the PDF file, review the corrections, sign it, and send it to your SCRA Administrator, along with a copy of the borrower's Military Orders.

Approved Eligibility List

- The Approved Eligibility List screen allows you to view all approved eligibility requests for your Issuer number.
- This screen allows the SCRA User to access the approved Eligibility Form to change the 'Adjusted Duty End Date', create a reimbursement request, and archive approved eligibilities.
- The SCRA Administrator must approve an edited 'Adjusted Duty End Date'.

Loan Key	Case Number	Pool ID	Loan Number	Duty Start	Duty End	Orders Received	Submit Date	Adjusted Duty End	Reim. Count	Create Reim.
808811111	11122233444555	010101	6666444111	01/01/2009	03/02/2009		08/10/2009		2	Create
808800000	123456789123456	999988	1234567891	01/01/2000	01/15/2004	01/01/2005	08/13/2009		0	Create
808800000	00000000011111	292929	5555777788	01/01/2002	01/15/2006	01/01/2007	08/17/2009		1	Create

Reimbursement Date	Reimbursement Amount	Reimbursement Principal	Reimbursement Interest	Reimbursement Fees	SCRA Approved Amount	Reimbursement Status
1/10/2002	\$100.00	0	\$5,000.00	\$125.50	\$25.50	A

This information has been prepared for internal Government National Mortgage Association (Ginnie Mae) Agency discussion purposes only and is not releasable under the Freedom of Information Act (5 U.S.C. § 552(b)).

35

To view the Approved Eligibility List:

1. Click Eligibility > Approved List on the SCRA Menu to display the Approved Eligibility List. The Approved Eligibility List screen is also displayed by clicking the Approved Eligibility List link under the Eligibility Processing section of the SCRA Home page.
2. Select the 'Issuer ID' from the drop-down list. The drop-down list will contain the 'Issuer IDs' belonging to Issuers assigned to your organization. RFS SCRA displays the list of approved eligibilities for the Issuer ID selected (Current Slide).
3. You may enter the 'Loan Key' of the loan you wish to access in the 'Loan Key' text box. You must click GO to display the resulting approved eligibility.
4. Click an individual 'Loan Key' number to view the Eligibility Form from for that loan. The 'Adjusted Duty End Date' may be edited on an Approved Eligibility Form
5. Click any underlined column heading to sort the data by that category.
6. An Eligibility record may be expanded by clicking the icon to show the All Reimbursements Paid information. To collapse the All Reimbursements Paid information, click the icon.

Adjusting Duty End Date

- If the borrower's expected duty end date from military service is extended, it is possible for an SCRA User to create and submit a modification to the duty end date of an approved eligibility record.
- The duty end date may also be shortened due to early deactivation.

Approved Eligibility List

Approved Eligibility List Page 1 of 1

Loan Key	Case Number	Pool ID	Loan Number	Duty Start	Duty End	Orders Received	Submit Date	Adjusted Duty End	Reim. Count	Create Reim.
808811111	111222333444555	010101	6666444111	01/01/2009	03/02/2009		08/10/2009		2	Create
808800000	123456789123456	999988	1234567891	01/01/2000	01/15/2004	01/01/2005	08/13/2009		0	Create
808800000	000000000111111	000000	5555777888	01/01/2002	01/15/2006	01/01/2007	08/17/2009		1	Create

Eligibility Form

III. U.S. Military Reserve/National Guard Information

1. Military Effort:

2. Active Federal Duty Start Date: Expected Release Date:

Adjusted Duty End Date:

3. Date of Request for Relief: Military Orders Verified:

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36

To extend or shorten the duty end date on an approved eligibility:

1. Open the Approved Eligibility List (see instructions from previous slide).
2. Click on the 'Loan Key' of the record to be edited. The Eligibility Form is displayed for the record (see slide 27 for an example of the Eligibility Form).
3. Enter the new duty end date in the 'Adjusted Duty End Date' field.
4. Click Save.

Adjusting Duty End Date (continued)

- The Download File screen will be displayed after you click “save”.



- Follow instructions to download, print, sign, and send the signed SCRA Loan Eligibility Information form to your SCRA Administrator.
- Attach a copy of the borrower’s military orders for SCRA Administrator approval.

Archiving an Approved Eligibility

- Approved eligibility loans can be archived so that they no longer appear on the Approved Eligibility List.
- Loans may be archived, after all the possible reimbursements have been paid, to shorten the list.
- Records can be archived individually or you can use the Bulk Archive option to automatically archive all completely reimbursed loans on the Approved Eligibility List.

Approved Eligibility List

Approved Eligibility List Page 1 of 1

Loan Key	Case Number	Pool ID	Loan Number	Duty Start	Duty End	Orders Received	Submit Date	Adjusted Duty End	Reim. Count	Create Reim.
808811111	111222333444555	010101	6666444111	01/01/2009	03/02/2009		08/10/2009		2	Create
808800000	123456789123456	999988	1234567891	01/01/2000	01/15/2004	01/01/2005	08/13/2009		0	Create
808800000	000000000111111	000000	5555777777	01/01/2002	01/15/2006	01/01/2007	08/17/2009		1	Create

Eligibility Form

Eligibility Form Save archive

Status: Approved

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38

1. Open the Approved Eligibility List
2. Click an individual 'Loan Key' to view the Eligibility Form. Eligibility forms with an "approved" status have the Archive link available.
3. Click Archive to archive the individual record.

Q & A Session

10 Minute Limit

Reimbursement Processing

LESSON 5

Reimbursement Summary

- The Reimbursement Summary screen allows you to view the totals of all reimbursement requests for your Issuer number by status. The number of requests with errors is also shown for each status.



Home Eligibility **Reimbursement** E-Library User Guide

ISSUER ABC

Issuer ID: Loan Key:

1111 GO

Reimbursement Summary

Status	Total	Has Error
Approved	6	0
Archived	9	0
Denied	0	0
New	1	0
Pending	1	0

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41

- To review the summary of all reimbursements by status, click the Reimbursement tab on the SCRA Menu. The Reimbursement Summary page is the default screen that is displayed. The Reimbursement Summary screen may also be accessed directly from the SCRA Home screen by clicking the [Reimbursement Summary](#) link under the Reimbursement Processing section.
- If you are authorized to view data for more than one Issuer ID, choose an 'Issuer ID' from the drop-down list by clicking the down arrow on the right side of the box.
- The Reimbursement Summary also contains links to all the Reimbursement Lists for your Issuer ID:
- Approved Reimbursement List screen, click [Approved](#)
- Archived Reimbursement List screen, click [Archived](#)
- Denied Reimbursement List screen, click [Denied](#)
- New Reimbursement List screen, click [New](#)
- Pending Reimbursement List screen, click [Pending](#).

Reimbursement Form

- Use the Reimbursement Form screen to view an existing reimbursement request or enter a new reimbursement request into RFS for your Issuer number.
- Reimbursement request records can be created only for approved eligibility records.

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42

Creating a New Reimbursement Record

Approved Eligibility List

Approved Eligibility List Page 1 of 1

Loan Key	Case Number	Pool ID	Loan Number	Duty Start	Duty End	Orders Received	Submit Date	Adjusted Duty End	Reim. Count	Create Reim.
808811111	11122233444555	010101	6666444111	01/01/2009	03/02/2009		08/10/2009		2	Create
808800000	123456789123456	999988	1234567891	01/01/2000	01/15/2004	01/01/2005	08/13/2009		0	Create
808800000	00000000011111	000000	5555222288	01/01/2007	01/15/2005	01/01/2007	08/17/2009		1	Create

Reimbursement Form

Home Eligibility Reimbursement E Library User Guide

ISSUE/STATUS/ ACTION/ REIMBURSEMENT/ ASSOCIATION

Issuer ID: Loan Key: Collect Date: GO

I. SCRA General Information

Loan Key:

Case Number:

Pool ID:

Military Effort:

Active Federal Duty Start Date:

Expected Release Date:

SCRA Contact:

SCRA Contact Phone Number:

Reimbursement Form

II. SCRA Quarterly Reimbursement Request Information

Quarter Ending:

Note Rate (%):

Due Date Of Collection:

Revised:

Scheduled Principal Applied to Loan:

Additional Principal Applied to Loan:

Remaining Principal Balance of Loan:

Amount of Interest Due at Note Rate:

Interest Collected Per SCRA:

Total Payment Received (P & I Only):

Amount Eligible For Reimbursement:

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43

To create a new reimbursement request for an approved eligibility:

1. From the Approved Eligibility List, click the Create link to display a Reimbursement Form.
2. The Issuer ID and Loan Key search fields are pre-populated. You must enter the 'Collect Date'. The 'Collect Date' should always be the first day of the month. Click GO.
3. SCRA General Information is pre-populated with data from the Eligibility record. SCRA Quarterly Reimbursement Request Information contains editable fields for entering the reimbursement request data. Enter the required data (see Table 11 within the SCRA User Guide for a definition of fields) then click Save.
4. Upon successful saving of the reimbursement request, RFS SCRA displays a confirmation message "Data Updated"
5. Click OK
6. The reimbursement record is moved to the New Reimbursement List

Viewing a Reimbursement Record

Home Eligibility Reimbursement E-Library User Guide

ISSUER ABC

Issuer ID: Loan Key: Collect Date:

1111 102204444 mm/dd/yyyy GO

Save Reset

Reimbursement Form Reimbursement Status Entering

I. SCRA General Information

Loan Key: 102204444

Case Number: 0001122233444

Pool ID: 123456

Military Effort: Bosnia

Active Federal Duty Start Date: 01/01/2000

Expected Release Date: 01/15/2004

SCRA Contact: Unknown

SCRA Contact Phone Number: Unknown

II. SCRA Quarterly Reimbursement Request Information

Quarter Ending: Jun 2009

Note Rate (%): 7.5

Due Date Of Collection Received:

Scheduled Principal Applied to Loan: 100.00

Additional Principal Applied to Loan: 0.00

Remaining Principal Balance of Loan: 4900.00

Amount of Interest Due at Note Rate: 31.25

Interest Collected Per SCRA: 25.00

Total Payment Received (P & I Only): 125.00

Amount Eligible For Reimbursement: 6.25

Save Reset

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44

1. Click the Reimbursement tab on the SCRA Menu.
2. Click the Form sub tab to display a blank Reimbursement Form
3. The Reimbursement Form is also displayed by clicking the Reimbursement Form link under the Reimbursement Processing section of the SCRA Home page.
4. If you are authorized to view data for more than one Issuer ID, choose an 'Issuer ID' from the drop-down list by clicking the down arrow on the right side of the box.
5. Enter the Loan Key of the loan you wish to access into the 'Loan Key' text box and click GO.
6. Enter the Collect Date of the reimbursement you wish to view in the 'Collect Date' text box and click GO.
7. If a 'Collect Date' is not entered, all reimbursements associated with that 'Issuer ID'/'Loan Key' combination will be retrieved.
8. The reimbursement record with the earliest Collect Date will be displayed (Screen Displayed).
9. You may scroll through the resulting reimbursements using the side arrow icons within the Reimbursement Form icons.

New Reimbursement List

- The New Reimbursement List screen allows you to view all new reimbursement records for your Issuer number.

Home Eligibility **Reimbursement** E-Library User Guide

ISSUER ABC

IssuerID: Loan Key:

1111 GO

[Submit All](#) [Submit](#) [Delete](#) [Download](#)

New Reimbursement List Page 1 of 1

<u>Loan Key</u>	Case Number	<u>Pool ID</u>	Loan Number	Duty Start	Duty End	Collection Date	Select
109903333	789789789789789	100001	000114444	01/01/2000	01/15/2004	02/01/2000	<input type="checkbox"/>

[Submit All](#) [Submit](#) [Delete](#) [Download](#)

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45

To view the New Reimbursement List:

1. Click Reimbursement > New List on the SCRA Menu to view the New Reimbursement List screen. The New Reimbursement List screen is also displayed by clicking the New Reimbursement List link under the Reimbursement Processing section of the SCRA Home page.
2. Select the 'Issuer ID' from the drop-down list. The drop-down list will contain the 'Issuer IDs' belonging to Issuers assigned to your organization. Clicking GO retrieves the list of New Reimbursements for the selected Issuer.
3. 'Loan Key' is an optional field. Entering a 'Loan Key' retrieves all the new reimbursements associated with that loan for the entered 'Issuer ID'
4. Click an individual 'Loan Key' number to view the Reimbursement Form for that loan.
5. Click any underlined column heading to sort the data by that category.

Submitting a New Reimbursement Request

- Issuers must submit new reimbursement requests for approval by the SCRA Administrator.
- The system only allows the SCRA User to submit reimbursement requests during the quarterly reimbursement months of February, May, August and November.
- If an SCRA User attempts to submit a reimbursement request in a month other than one of the quarterly reimbursement months, RFS SCRA will display an error message informing the User that submission is not allowed.
- When the reimbursement request is successfully submitted by an Issuer, an E-mail is generated by RFS SCRA and sent to the SCRA Administrator.

Loan Key	Case Number	Pool ID	Loan Number	Duty Start	Duty End	Collection Date	Select
109903333	789789789789789	100001	000114444	01/01/2000	01/15/2004	02/01/2000	<input checked="" type="checkbox"/>

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46

From the New Reimbursement List screen:

1. Place a checkmark in the 'Select' checkbox of the record(s) to submit. Click SUBMIT.
2. A message will be displayed asking if you are sure you want to submit the selected reimbursements.
3. Click OK to submit selected reimbursements, or CANCEL to cancel the request to submit.
4. Alternatively, to submit all of the reimbursements in the New Reimbursement List, click Submit All.
5. A dialog box will display asking for confirmation.
6. Click OK to submit all reimbursements, or CANCEL to cancel the request to submit.
7. The Download File screen is displayed. See Slide 30 for instructions on downloading the SCRA Quarterly Reimbursement Request form. You should review, print, sign, and mail the form to your SCRA Administrator.

Pending Reimbursement List

- The Pending Reimbursement List screen allows you to view all pending reimbursement records for your Issuer number.
- This screen also allows the User to delete selected reimbursement records. This action may not be undone.
- The Pending Reimbursement List may be downloaded to a file for your records.

Loan Key	Case Number	Pool ID	Loan Number	Duty Start	Duty End	Collection Date	Select
<u>100003333</u>	789789789789789	100001	0001144444	01/01/2000	01/15/2004	02/01/2000	<input type="checkbox"/>
<u>101122222</u>	254325432543111	777777	1111111222	01/01/2009	03/28/2009	01/02/2009	<input type="checkbox"/>

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47

To view the Pending Reimbursement List:

1. Click Reimbursement > Pending List on the SCRA Menu. The Pending Reimbursement List screen is also displayed by clicking the Pending Reimbursement List link under the Reimbursement Processing section of the SCRA Home page.
2. Select the 'Issuer ID' from the drop-down list. The drop-down list will contain the 'Issuer IDs' belonging to Issuers assigned to your organization. Clicking GO retrieves the list of Pending Reimbursements for the selected Issuer.
3. 'Loan Key' is an optional field. Entering a 'Loan Key' retrieves all the Pending Reimbursements associated with that loan for the entered 'Issuer ID'
4. Click an individual 'Loan Key' number to view the Reimbursement Form for that loan.
5. Click any underlined column heading to sort the data by that category.

Denied Reimbursement List

- The Denied Reimbursement List screen allows you to view all denied reimbursement requests for your Issuer number.

Loan Key	Case Number	Pool ID	Loan Number	Duty Start	Duty End	Collection Date	Select
109903333	789789789789789	100001	0001144444	01/01/2000	01/15/2004	02/01/2000	☐

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48

To view the Denied Reimbursement List:

1. Click Reimbursement > Denied List on the SCRA Menu. The Denied Reimbursement List screen is also displayed by clicking the Denied Reimbursement List link under the Reimbursement Processing section of the SCRA Home page.
2. Select the 'Issuer ID' from the drop-down list. The drop-down list will contain the 'Issuer IDs' belonging to Issuers assigned to your organization. Clicking GO retrieves the list of denied Reimbursements for the selected Issuer.
3. 'Loan Key' is an optional field. Entering a 'Loan Key' retrieves all the denied Reimbursements associated with that loan for the entered 'Issuer ID'.
4. Click an individual 'Loan Key' number to view the Reimbursement Form for that loan.
5. Click any underlined column heading to sort the data by that category.

Approved Reimbursement List

- The Approved Reimbursement List screen allows you to view all approved reimbursement requests for your Issuer number.
- The Approved Reimbursement List may be downloaded to a file for your records.

<u>Loan Key</u>	Case Number	Pool ID	Loan Number	Duty Start	Duty End	Collection Date
101100000	009999666688888	333777	1110044444	01/01/2009	03/02/2009	01/10/2009
102200002	001111666622222	888555	9990033333	01/01/2009	03/02/2009	02/10/2009
101100002	009999666622222	111555	1110033333	01/01/2009	04/01/2009	01/10/2009

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49

To view the Approved Reimbursement List:

1. Click the Reimbursement tab on the SCRA Menu. Click the Approved List tab. The Approved Reimbursement List screen is also displayed by clicking the Approved Reimbursement List link under the Reimbursement Processing section of the SCRA Home page.
2. Select the 'Issuer ID' from the drop-down list. The drop-down list will contain the 'Issuer IDs' belonging to Issuers assigned to your organization. Clicking GO retrieves the list of approved Reimbursements for the selected Issuer.
3. 'Loan Key' is an optional field. Entering a 'Loan Key' retrieves all the approved Reimbursements associated with that loan for the entered 'Issuer ID'.
4. Click an individual 'Loan Key' number to view the Reimbursement Form from for that loan.
5. Click any underlined column heading to sort the data by that category.

Q & A Session

10 Minute Limit

E-Library

LESSON 6

E-Library

- The functionality provided by the E-Library helps to maintain concise lists, showing the Issuer only records that require additional work
 - Issuers will have the ability to archive eligibilities as well as delete pending eligibility requests
 - Archived eligibilities will no longer be eligible for reimbursement.
 - Archived eligibilities will be removed from the Issuer's list of eligibilities but not deleted from the system.
- These functionalities help to maintain concise lists, showing the Issuer only records that require additional work.

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52

Archived Eligibility List

- The Archived Eligibility List screen allows you to view all archived eligibility requests for your Issuer number.

<u>Loan Key</u>	Case Number	Pool ID	Loan Number	Duty Start	Duty End	Orders Received	Submit Date	Reim. Count	Reactivate
<u>102209999</u>	000223323232322	311111	0000222222				04/22/2009	3	<input type="checkbox"/>
<u>102202222</u>	000414414141411	323232	0000111122	03/01/2000	06/01/2000		04/22/2009	4	<input type="checkbox"/>
<u>100007777</u>	000084842222222	711111	0005432111	01/01/2005	01/31/2005		04/06/2009	2	<input type="checkbox"/>

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53

To view the Archived Eligibility List:

1. Click E-Library > Archived Eligibility List on the SCRA Menu to view the Archived Eligibility List screen. The Archived Eligibility List screen is also displayed by clicking the Archived Eligibility List link under the E-Library section of the SCRA Home page.
2. Select the 'Issuer ID' from the drop-down list. The drop-down list will contain the 'Issuer IDs' belonging to Issuers assigned to your organization. Clicking GO retrieves the list of Archived Eligibilities for the selected Issuer
3. 'Loan Key' is an optional field. Entering a 'Loan Key' retrieves the Archived Eligibility associated with that loan for the entered 'Issuer ID'.
4. Click an individual 'Loan Key' number to view the Eligibility Form for that loan.
5. Click any underlined column heading to sort the data by that category.

Reactivating an Archived Eligibility

- SCRA Users are allowed to view the detailed history of the loan during the borrower's military service.
- The eligibility and all associated reimbursements may be reactivated and moved to the Approved Lists for additional processing.

Home Eligibility Reimbursement E-Library User Guide

ISSUER ABC

Issuer ID: Loan Key:

1111 GO

Reactivate

Archived Eligibility List Page 1 of 1

Loan Key	Case Number	Pool ID	Loan ID	Received	Submit Date	Reim. Count	Reactivate
102209999	000223323232322	311111	00002	<input checked="" type="checkbox"/>	04/22/2009	3	<input checked="" type="checkbox"/>
102202222	000414414141411	323232	00001	<input type="checkbox"/>	04/22/2009	4	<input type="checkbox"/>
100007777	000084842222222	711111	0005432111	<input type="checkbox"/>	04/06/2009	2	<input type="checkbox"/>

Reactivate

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54

To reactivate an archived eligibility and the associated reimbursements:

1. Open the Archived Eligibilities List from the E-Library tab
2. Click the checkbox in the Reactivate column for the eligibility you would like to reactivate.
3. Click the Reactivate link. A confirmation dialog will be displayed asking you if you want to reactivate the selected eligibilities. Click OK.
4. A dialog box displays confirming the reactivation. Click OK
5. The eligibility and reimbursement records may now be accessed on the Approved Eligibility List and the Approved Reimbursement List.

Archived Reimbursement List

- The Archived Reimbursement List screen allows you to view all archived reimbursement records for your Issuer number.

Loan Key	Case Number	Pool ID	Loan Number	Duty Start	Duty End	Collection Date
102209999	0002233232322	311111	0000222222	11/01/2002	12/31/2002	11/10/2002
102209999	0002233232322	311111	0000222222	11/01/2002	12/31/2002	12/10/2002
102209999	0002233232322	311111	0000222222	11/01/2002	12/31/2002	01/01/2003

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55

To view the Archived Reimbursement List:

- Click the E-Library > Archived Reimbursement List on the SCRA Menu to display the Archived Reimbursement List screen. The Archived Reimbursement List screen is also displayed by clicking the Archived Reimbursement List link under the E-Library section of the SCRA Home page.
- Select the 'Issuer ID' from the drop-down list. The drop-down list will contain the 'Issuer IDs' belonging to Issuers assigned to your organization. Clicking GO retrieves the list of Archived Reimbursements for the selected Issuer.
- 'Loan Key' is an optional field. Entering a 'Loan Key' retrieves all the Archived Reimbursements associated with that loan for the entered 'Issuer ID'.
- Click an individual 'Loan Key' number to view the Reimbursement Form for that loan.
- Click any underlined column heading to sort the data by that category.

Bulk Archive

- The Bulk Archive screen allows the user to bulk archive all approved eligibilities.
- In order for an approved eligibility to be archived, the eligibility must only contain approved reimbursements.
- Eligibilities containing reimbursements that are not approved will not be archived.

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56

To view the Bulk Archive screen:

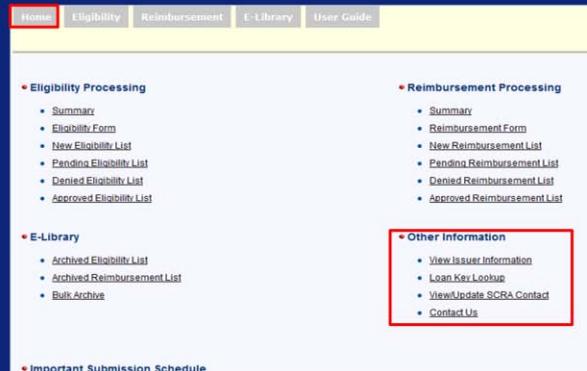
1. Click E-Library > Bulk Archive on the SCRA Menu to view the Bulk Archive screen. The Bulk Archive screen is also displayed by clicking the Bulk Archive link under the E-Library section of the SCRA Home page.
2. Select the 'Issuer ID' from the drop-down list. The drop-down list will contain the 'Issuer IDs' belonging to Issuers assigned to your organization.
3. Click the Bulk Archive link to archive all approved SCRA eligible loans that do not have an outstanding request to change the expected release date, and for which reimbursements have been paid out for each month of military service.

Other Information

LESSON 7

Other Information

- The Other Information section of the SCRA Home screen is not accessible using the SCRA Menu bar.
- This section is used to obtain information regarding your Issuer information, perform a Loan Key lookup, obtain SCRA contact information, and contact your SCRA Administrator.



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Issuer Information

- The Issuer Information screen provides up to eight additional items of information about a Ginnie Mae Issuer when you choose an 'Issuer ID' from the drop-down list by clicking the down arrow on the right side of the box.

Home	Eligibility	Reimbursement	E-Library	User Guide
ISSUER ABC				
Issuer ID:				
1111				
Issuer Information				
Issuer ID:	1111			
Issuer Name:	ISSUER ABC			
Address:	222 MAPLE STREET			
City:	Anytown			
State:	NY			
Zip:	12345			
Phone Number:	5055551212			
Fax:	5055551313			

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59

To view the Issuer Information screen for a given Issuer:

1. Click the Issuer Information link under the Other Information section of the SCRA Home page.
2. Select the 'Issuer ID' from the drop-down list. The drop-down list will contain the 'Issuer IDs' belonging to Issuers assigned to your organization. Clicking GO retrieves the Issuer Information for the selected Issuer.

Loan Key Lookup

- The Loan Key Lookup screen is used to look up the Loan Key of any pooled SCRA-eligible loan in an Issuer's portfolio, when any one of five other pieces of information about the loan is known.

Home Eligibility Reimbursement E-Library User Guide

ISSUER ABC

Issuer ID: 1111

Loan Key Lookup

Pool ID:

Case Number:

Loan Number:

Property Address:

Loan OPB:

Search

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60

To view the Loan Key Lookup screen:

1. Click the Loan Key Lookup link under the Other section of the SCRA Home page.
2. Select the 'Issuer ID' from the drop-down list. The drop-down list will contain the 'Issuer IDs' belonging to Issuers assigned to your organization.
3. Enter the known information about the loan in the corresponding text box. Only one field is required to be populated.
4. Clicking SEARCH retrieves the Issuer Information for the selected Issuer.

Loan Key Lookup Search Results Example

Loan Key Lookup

Pool ID:

Case Number:

Loan Number:

Property Address:

Loan OPB:

Search

Issuer ID	Loan Key	Pool ID	Case Number	Loan Number	Loan Type	Loan OPB	
1111	101104444	123456	000123123123123	0123456789	VAG	79950	1

Loan Details

Issuer ID: 1111 Pool ID: 123456

Case Number: 000123123123123

Loan Number: 0123456789

First Name: JOHN Last Name: DOE

SSN: 000112222

Property Address: 123 OAK STREET

City: ANYTOWN State: NY Zip: 01234

Note Rate: 7 First Payment Date: 0001/1/1993

Loan OPB: 79950

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View/Update SCRA Contact

- The View/Update SCRA Contact screen is used to add/edit the SCRA Contact information for the person at your organization who will be the SCRA point-of-contact.

Name	Phone	Email	Contact ID
<input type="radio"/> John Doe	2015551212	jdoe@issuerABC.net	011
<input type="radio"/> Mary Smith	2015552121	msmith@issuerABC.net	012

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62

To access the View/Update SCRA Contact screen:

1. Click the [View/Update SCRA Contact](#) link under the Other section of the SCRA Home page.
2. Select the 'Issuer ID' from the drop-down list. The drop-down list will contain the 'Issuer IDs' belonging to Issuers assigned to your organization.
3. All of the contacts associated with the selected 'Issuer ID' that are present in the RFS Contact Management module will be displayed on the screen. If the desired SCRA point-of-contact is listed, the User may click the radio button next to that person's name.
4. When the desired SCRA point-of-contact is not in the RFS Contact Management database, use the editable text boxes at the top of the screen to add the person's information.
5. After the point-of contact is selected using a radio button or the text boxes, the SEND CHANGE REQUEST button is clicked, and the request will be sent to the RFS Contact Management Administrator.

Contact Us

- The Contact Us screen is used to submit questions related to SCRA.
- The Contact Us screen is pre-populated with the user's contact information.

The screenshot shows a web form titled "ISSUER ABC". At the top, there are navigation tabs: Home, Eligibility, Reimbursement, E-Library, and User Guide. Below the tabs, the "Issuer ID" is displayed as "1111" in a red-bordered box. The form contains several input fields: "Issuer #", "Issuer Name", "First Name", "Last Name", "Telephone #", and "E-mail Address". All these fields are pre-populated with the text "1111", "ISSUER ABC", and "1111" respectively. A large, empty text box labeled "Your Question" is highlighted with a red border. At the bottom of the form, there are "Submit" and "Reset" buttons.

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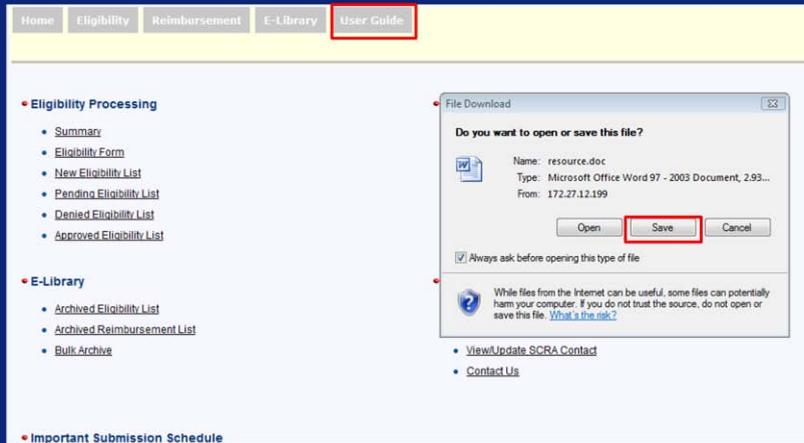
63

To view the Contact Us screen:

1. Click the Contact Us link under the Other section of the SCRA Home page.
2. Select the 'Issuer ID' from the drop-down list. The drop-down list will contain the 'Issuer IDs' belonging to Issuers assigned to your organization. All fields on the screen are pre-populated, except for the 'Your Question' text box. Enter your question in the 'Your Question' text box and hit SUBMIT to send the E-mail.

User Guide

- Clicking the User Guide menu option will display a Microsoft Word version of the SCRA User Guide.
- This file can be saved to the User's computer.



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File Upload Process

LESSON 8

Uploading Data File via GMEP

The screenshot displays the Ginnie Mae Enterprise Portal interface. At the top, the navigation bar includes 'Home', 'My Profile', 'File Upload', and 'Upload File'. The 'File Upload' menu is highlighted with a red box, and the 'Upload File' link is also highlighted with a red box. The main content area is divided into two columns. The left column contains 'Welcome', 'Organization: Mortgage Backed Security Issuer (00314464)', 'Issuer(s): 1111', and 'Environment: SIT'. The right column contains 'The GMEP for Issuer Testing is available from 8am-8pm EST Monday - Friday', 'User Accounts', 'GMEP Security Officers', 'File Upload via Secure FTP (sFTP)', 'File Upload via Web (HTTPS)', 'Manual Data Entry', 'RFS Training Materials', and 'General Comments and Questions'. The footer includes 'PRIVACY POLICY', 'GINNIE MAE: GOVERNMENT GUARANTEED', and a disclaimer: 'This information has been prepared for internal Government National Mortgage Association (Ginnie Mae) Agency discussion purposes only and is not releasable under the Freedom of Information Act (5 U.S.C. § 552(b)).' The page number '66' is located in the bottom right corner.

A. Report Pool and Loan Level Data Using HTTPS File Upload

1. After logging in, point your mouse cursor on **'File Upload'**.
2. Click on the **'Upload File'** link in the drop down menu.

Uploading Data File via GMEP

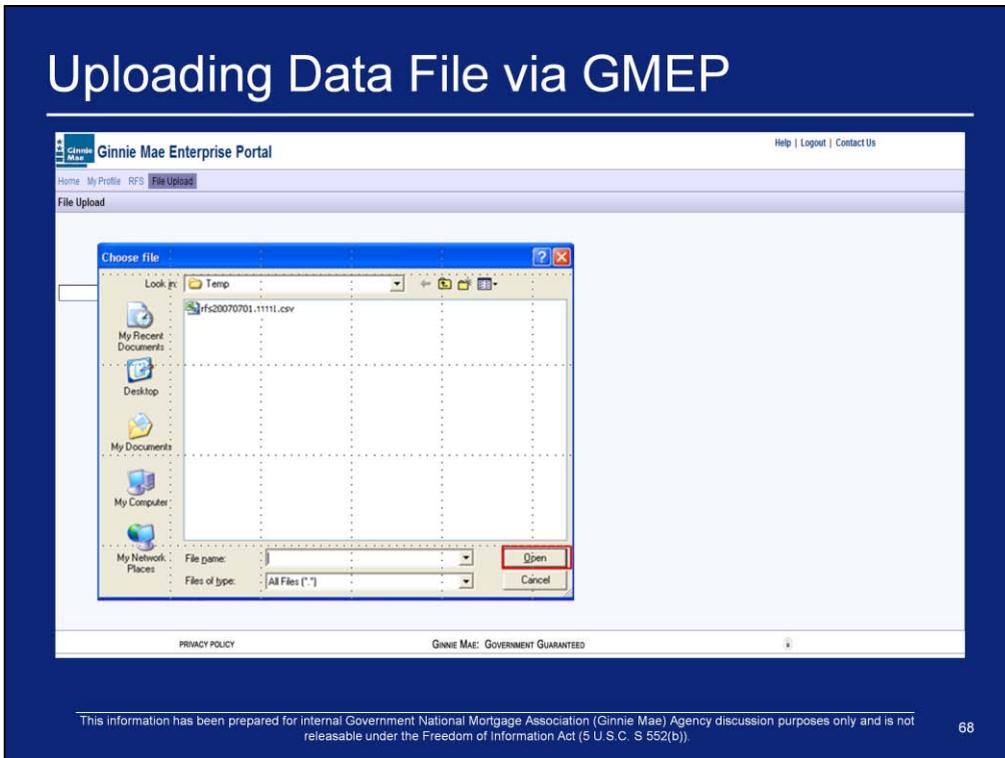
The screenshot shows the Ginnie Mae Enterprise Portal interface. At the top, the header includes the Ginnie Mae logo, the text "Ginnie Mae Enterprise Portal", and links for "Help | Logout | Contact Us". Below the header is a navigation bar with "Home", "My Profile", "RFS", and "File Upload". The main content area is titled "File Upload" and contains a "Select File Type:" dropdown menu with "PA FILES" and "SCRA FILES" options. A "Browse..." button and an "Upload" button are positioned to the right of the dropdown. The footer of the page includes "PRIVACY POLICY", "GINNIE MAE: GOVERNMENT GUARANTEED", and a small icon.

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67

3. Click **'Browse'**.

Uploading Data File via GMEP



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68

4. Navigate to the file to upload.
5. Click **'Open'**.

Uploading Data File via GMEP

Wait approximately 30 minutes to give the system time to process your submission

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6. Click **'Upload'**.
7. Click **'OK'**.

Uploading Data File via GMEP

The screenshot shows the 'Ginnie Mae Enterprise Portal' with a 'File Upload' tab selected. The page displays an error message: 'This is an invalid file name. The file name should start with "ELIG " (Case Insensitive) or "REIM " (Case Insensitive). The file extension should be a 4 digit number. The only special characters permitted are the underscore "_" and the period ".". Example : ELIGxxxx.1234 or reimxxxx.4004.' Below the message, there are radio buttons for 'PA FILES' and 'SCRA FILES', a text input field, and 'Browse...' and 'Upload' buttons.

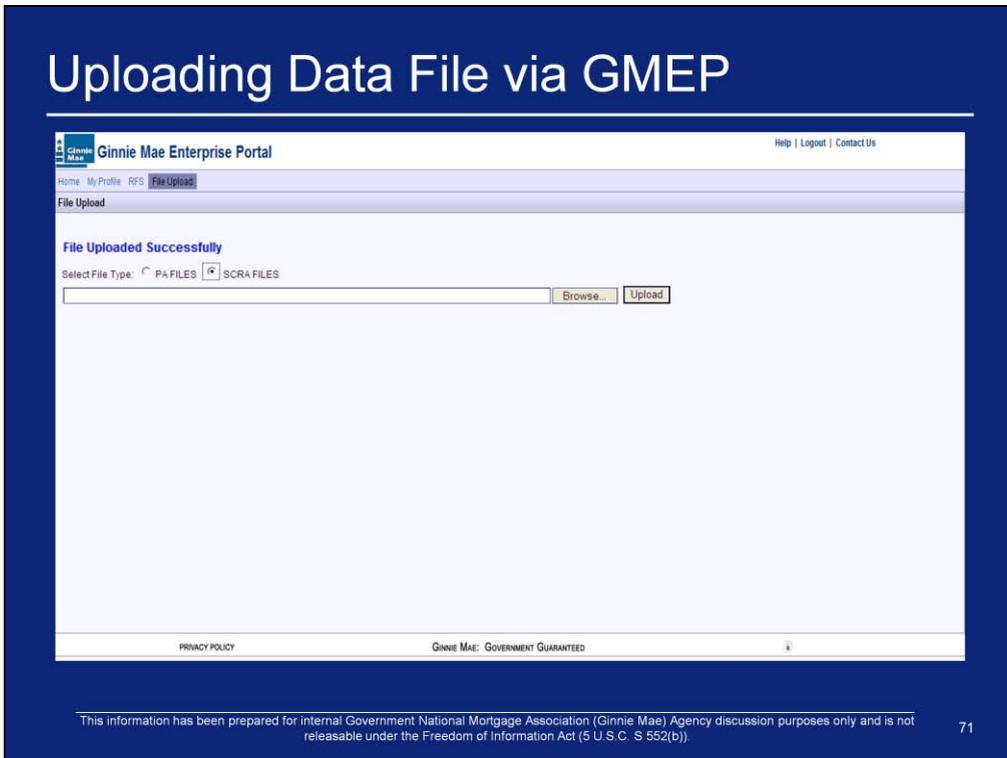
If you use the incorrect naming convention, this screen will be displayed.

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70

8. If you attempt to upload a file with the wrong file naming convention the following screen will display.
9. Change the name of the file following the instructions on the screen and re-upload the file

Uploading Data File via GMEP



10. "File Uploaded Successfully" will display after you successfully upload a file.

Downloading Upload Feedback

LESSON 9

Downloading Upload Feedback

Home | Eligibility | Reimbursement | E-Library | **Upload Feedback** | User Guide

Eligibility Exceptions

Reimbursement Exceptions

- **Eligibility Processing**
 - [Summary](#)
 - [Eligibility Form](#)
 - [New Eligibility List](#)
 - [Pending Eligibility List](#)
 - [Denied Eligibility List](#)
 - [Approved Eligibility List](#)
- **Reimbursement Processing**
 - [Summary](#)
 - [Reimbursement Form](#)
 - [New Reimbursement List](#)
 - [Pending Reimbursement List](#)
 - [Denied Reimbursement List](#)
 - [Approved Reimbursement List](#)
- **E-Library**
 - [Archived Eligibility List](#)
 - [Archived Reimbursement List](#)
 - [Bulk Archive](#)
- **Other Information**
 - [View Issuer Information](#)
 - [Loan Key Lookup](#)
 - [View/Update SCRA Contact](#)
 - [Contact Us](#)
- **Important Submission Schedule**
 - SCRA Eligibility Requests have no submission deadline.
 - SCRA Reimbursement Requests are submitted quarterly and are due by the 10th of May, August, November, and February.
 - Corrections to Reimbursement Requests are due by the 15th of May, August, November, and February.
 - Approval is a rolling process. Records will automatically be moved to the appropriate list immediately after processing.
 - An email report will be sent to the SCRA contact email address for each process.

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73

1. To download upload feedback click one of the two options under the 'Upload Feedback' on the SCRA menu bar.

Eligibility Upload Exception Page



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74

2. If you clicked on 'Eligibility Exceptions' on the previous screen the following page will display listing the Eligibility Exceptions

3. To download one of the Eligibility Exception files listed on the screen the user must do the following:

- Copy the file name you wish to download
- Right click on the file name link
- Click "Save Target As"
- In the prompt "Save As" window, choose a directory from the "Save in" drop-down list
- Replace the default file name "resource" with the name that you copied before download
- In the "Save as type", select "All files"
- Click "Save" button to save the file

4. If you wish to see Eligibility Exceptions for other Issuer ID's that your organization is associated with you may click on the Issuer ID drop down box and select another Issuer ID. The screen will automatically refresh with Eligibility Exceptions for newly selected Issuer ID.

Reimbursement Upload Exception Page

Home | Eligibility | Reimbursement | E-Library | Upload Feedback | User Guide

ISSUER ABC
Issuer ID: 1111

Reimbursement Exceptions

Please click on the links below to see the upload logs

- [REIM 1111_20090928091022](#)
- [REIM 1111_20090925091022](#)
- [REIM 1111_20090924091022](#)
- [REIM 1111_20090923091022](#)
- [REIM 1111_20090922091022](#)
- [REIM 1111_20090921091022](#)
- [REIM 1111_20090918091022](#)
- [REIM 1111_20090917091022](#)
- [REIM 1111_20090916091022](#)
- [REIM 1111_20090915091022](#)

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75

2. If you clicked on ‘Reimbursement Exceptions’ on the previous screen the following page will display listing the Reimbursement Exceptions

3. To download one of the Reimbursement Exception files listed on the screen the user must do the following:

- Copy the file name you wish to download
- Right click on the file name link
- Click “Save Target As”
- In the prompt “Save As” window, choose a directory from the “Save in” drop-down list
- Replace the default file name “resource” with the name that you copied before download
- In the “Save as type”, select “All files”
- Click “Save” button to save the file

4. If you wish to see Reimbursement Exceptions for other Issuer ID’s that your organization is associated with you may click on the Issuer ID drop down box and select another Issuer ID. The screen will automatically refresh with Reimbursement Exceptions for newly selected Issuer ID.

Obtaining Support for SCRA

Need help answering questions about SCRA?

Step 1: Refer to the SCRA User Guide

Step 2: If you can not find the answer to your question within the SCRA User Guide, please contact the SCRA administrator by calling (703) 251-1660.

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76

Q & A Session

For more information see:

https://www.ginniemaegov/Issuers/rfs_ques.asp?Section=Issuers