



Master Agreements Management System Issuer User Manual

U.S. Department of Housing and Urban
Development (HUD)

Ginnie Mae, Office of Ginnie Mae, Mortgage-Backed
Securities Issuance and Bond Administration (MBSIBA)

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Application Details

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Application Name	Master Agreements Management System
Application Acronym	MAMS - Issuer
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1 INTRODUCTION

This manual is written to provide instructions on how to use the Master Agreement Management System (MAMS). Issuers, Sub servicers, Participation Agents or Document Custodians (Users) will utilize the Master Agreement Management System (MAMS) to input data required to create agreements, upload/import scanned copies of supporting documentation, print agreements, search/view agreements, access and view reports and certify forms using a multifactor authentication methodology. The functional roles associated with the application are Issuer, Sub Servicer, Participation Agent, and Document Custodian.

Below are links that address common topics that pertain to the Master Agreement Management System (MAMS).

- How to get access to [MyGinnieMae](#)
- Refer to the [MyGinnieMae Getting Started Manual](#) for System Prerequisites
- [Accessing the Master Agreements Management System \(MAMS\)](#)
- [Key Terms](#)

1.1 Application Overview

The Master Agreement Management System (MAMS) is an application in MyGinnieMae that enables Users to input data required to complete agreements, view entire filled in agreements in HUD PDF format, print agreements, secure the signatures of all required parties (where required), upload (import) scanned copies of signed PDF forms in the MGM MAMS application (where required), provide original signed agreements to Pool Processing Agents (where required), submit (certify) forms using multifactor authentication and complete recertifications/renewals.

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1.2 Business Data Workflows

Below are the process flow diagrams for different processing paths as applicable to the Master Agreement forms. Each path represents one logical workflow in Master Agreement processing and consists of one or several diagrams. Each flow in the path ends either with an “end” or off-page reference. Off-page reference indicates that there is another diagram representing part of the same path, which starts exactly where the previous diagram left off.

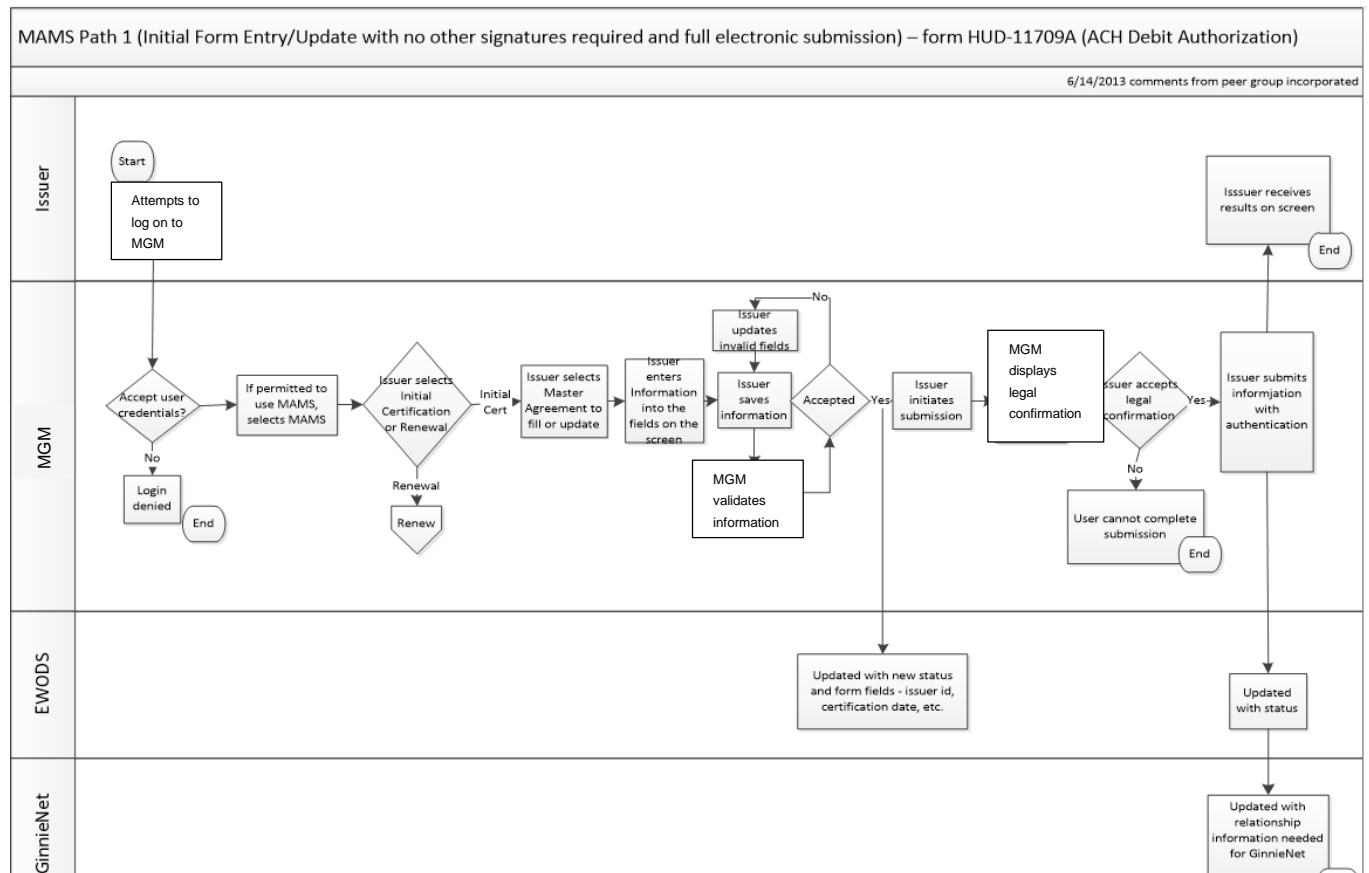


Figure 1 Path 1—Issuer is the Only Required Signature

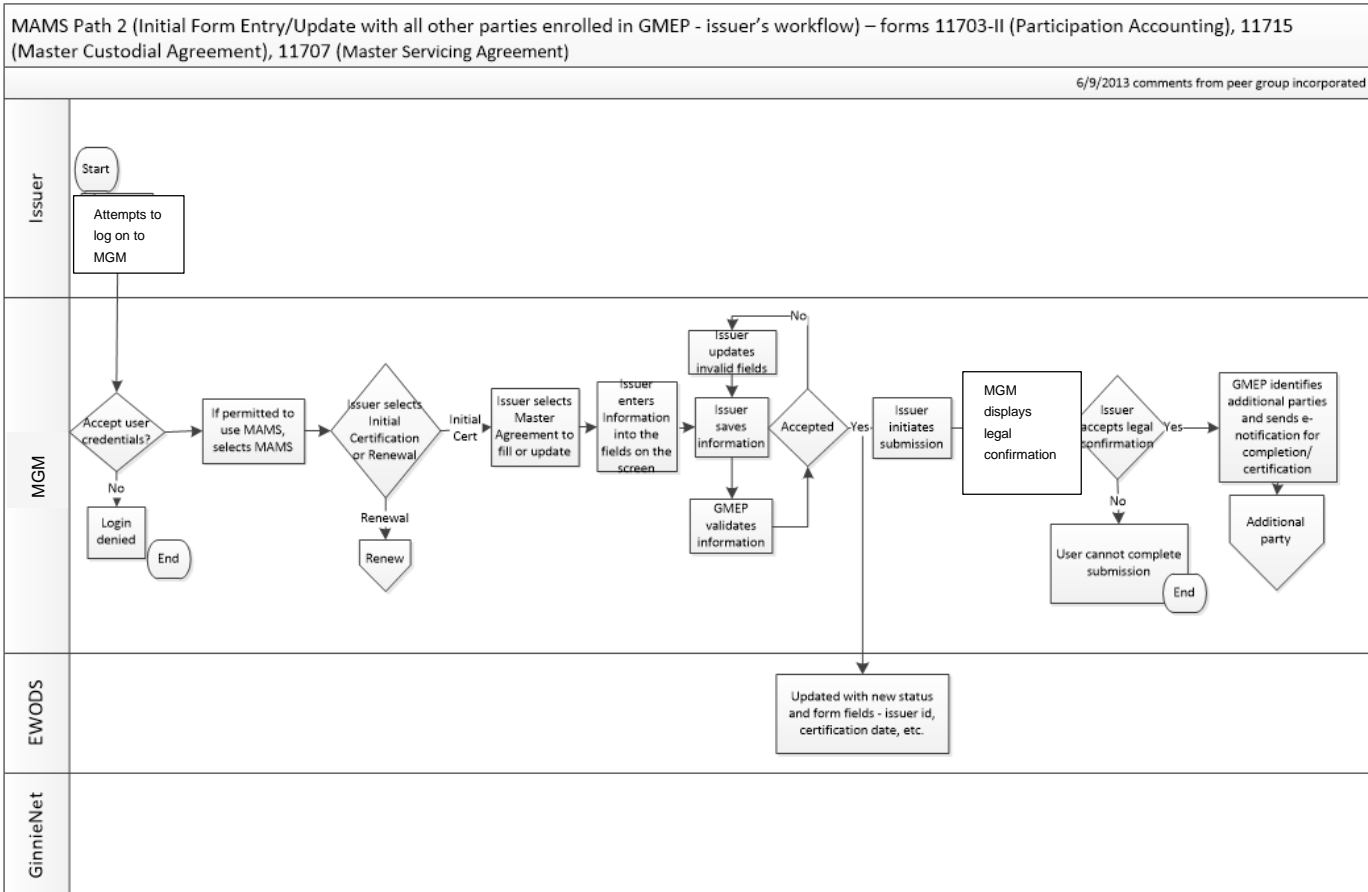


Figure 2 Issuer and Other Party (Parties) Already Enrolled with MGM

MAMS Path 3 - Form 11707 (Master Servicing Agreement) approval process					
Issuer/Subservicer					
GinnieNet	<p>GinnieNet is updated with appropriate relationship</p>				
MGM	<p>Forwards information for form approval to Salesforce via Web Services for processing</p> <p>MGM receives GM decision</p> <p>GMEP validates information</p>				
EWODS	<p>Updated with form fields, issuer id, certification date, etc.</p>				
GinnieNet	<p>Notification of completed form is sent to Ginnie Mae</p> <p>Updated with status</p> <p>Updated with relationship information needed for GinnieNet</p>				
Salesforce	<p>AE can view the form using Salesforce</p>				

```

graph TD
    Start([Start]) --> Attempt[Attempts to log on to MGM]
    Attempt --> AcceptCreds{Accept user credentials?}
    AcceptCreds -- No --> End1([End])
    AcceptCreds -- Yes --> SelectCert{Issuer selects Initial Certification or Renewal}
    SelectCert -- Renewal --> SelectMA[Issuer selects Master Agreement to fill or update]
    SelectMA --> EnterInfo1[Issuer enters information into the fields on the screen]
    EnterInfo1 --> SaveInfo1[Issuer saves information]
    SaveInfo1 --> Validated1[MGM validates information]
    Validated1 --> Accepted1{Accepted}
    Accepted1 --> PrintForm1[Issuer prints copy of form for external party signatures]
    PrintForm1 --> ObtainSignatures1[Issuer obtains external party signatures, creates PDF of signed form]
    ObtainSignatures1 --> AblePDF1{Able to create PDF?}
    AblePDF1 -- No --> Path5[Path 5]
    AblePDF1 -- Yes --> LogGMEP[Issuer logs onto GMEP to complete submission, selects "Saved Forms"]
    LogGMEP --> SubmitAuth[Issuer submits information with authentication]
    SubmitAuth --> AcceptLegal1{Issuer accepts legal confirmation}
    AcceptLegal1 -- No --> ReviewComp[BNYM reviews submitted information for completeness]
    ReviewComp --> FormAcceptable1{Form acceptable?}
    FormAcceptable1 -- no --> SubmitAuth
    FormAcceptable1 -- yes --> ObtainSignatures2[Issuer obtains external party signatures, creates PDF of signed form]
    ObtainSignatures2 --> End2([End])
    AcceptLegal1 -- Yes --> ObtainSignatures2
    
```

Figure 3 Path 4—Not All Parties Entered within MGM

Figure 3 Path 4—Not All Parties Enrolled within MGM

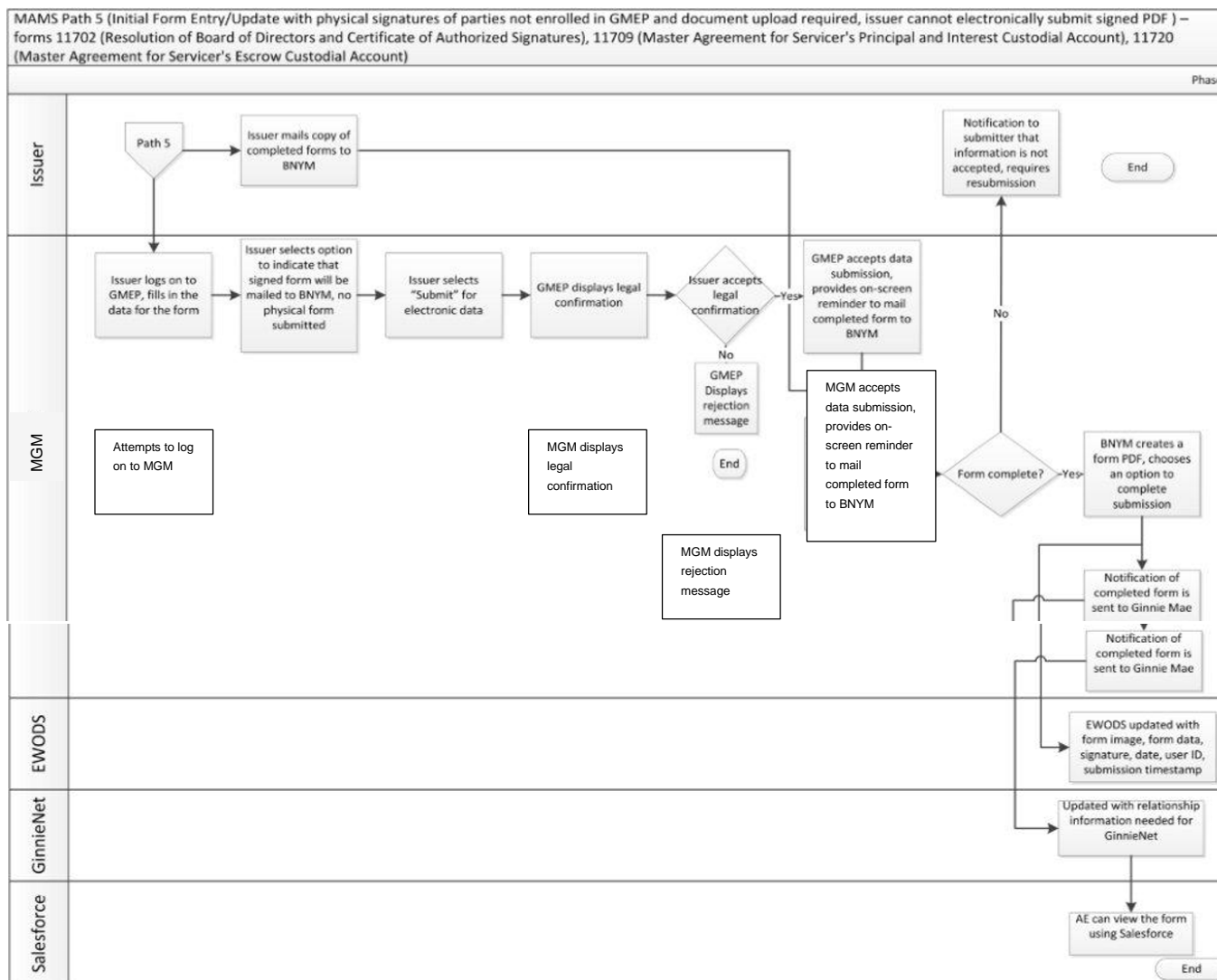


Figure 4 Path 5—Not All Parties Enrolled with in MGM and Forms Requiring PDF Form Submission

RENEWAL PATH:

In the renewal process no changes are made to the form or to initial certification.

An Issuer can select each of the following forms for renewal (listed on Page 2 and re-listed here for convenience). (Note: HUD-11709A is not required to be renewed on an annual basis):

1. Non-HECM Issuer:
 - a. HUD-11702 (Resolution of Board of Directors and Certificate of Authorized Signatures)
 - b. HUD-11707 (Master Servicing Agreement)
 - c. HUD-11709 (Master Agreement for Servicer's Principal and Interest Custodial Account)
 - d. HUD-11720 (Master Agreement for Servicer's Escrow Custodial Account)
 - e. HUD-11715 (Master Custodial Agreement).

2. HECM Issuer:
 - a. HUD-11702 (Resolution of Board of Directors and Certificate of Authorized Signatures)
 - b. HUD-11703-II (Master Agreement for Participation Accounting)
 - c. HUD-11707 (Master Servicing Agreement)
 - d. HUD-11709 (Master Agreement for Servicer's Principal and Interest Custodial Account)
 - e. HUD-11715 (Master Custodial Agreement).

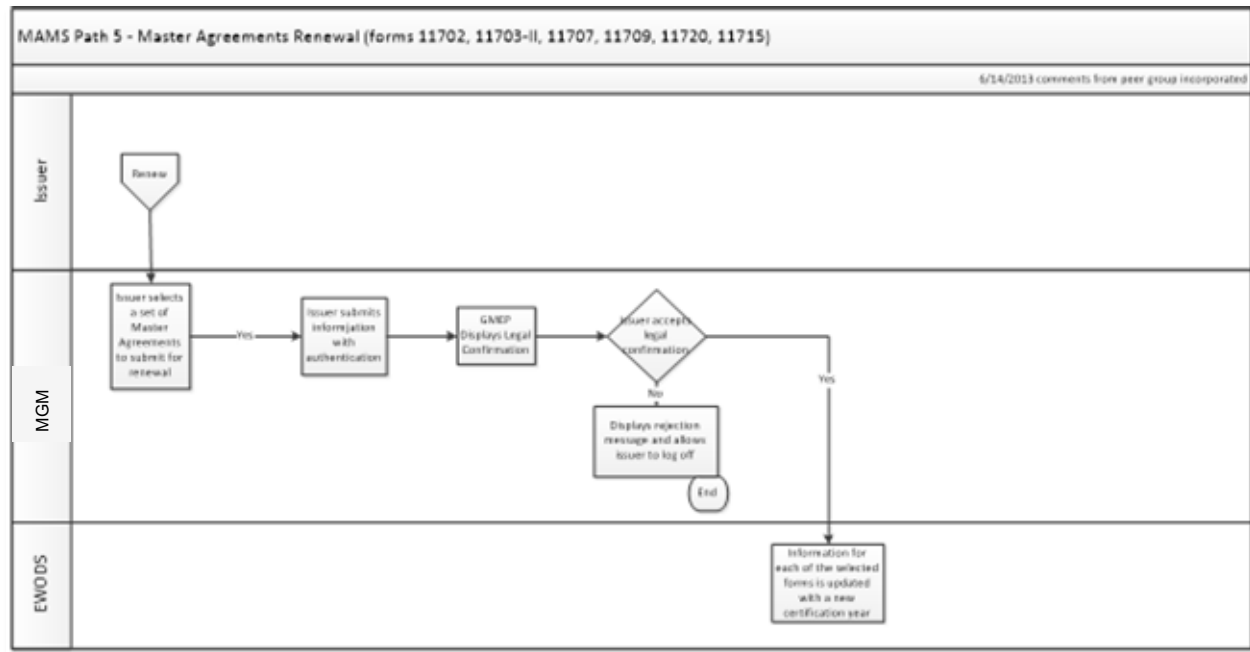


Figure 5 Path 6 – Master Agreements Renewal without any changes

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2 USING THE MASTER AGREEMENTS MANAGEMENT SYSTEM

2.1 Accessing the Master Agreements Management System

Upon logging onto [MyGinnieMae \(MGM\)](#) the user is presented with My Dashboard, which displays options for navigating the MGM Portal.



Figure 6 MGM Welcome Screen

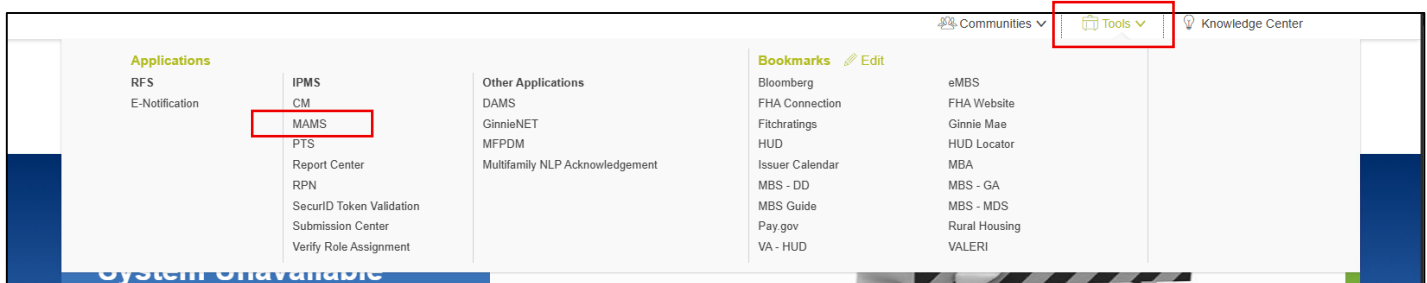


Figure 7 MGM Tools Menu

1. From the main screen of the MGM, select **Tools**.
2. Select Master Agreements (**MAMS**) from the IPMS drop-down menu.

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2.2 Solution Menu

After clicking MAMS from the Tools dropdown menu, the system will display the MAMS Summary Screen. (For additional help, please refer to the [Resources](#) section).

Processing & Servicing

Master Agreements

Submission Center

Summary

Search Forms

Create Form

Status

All

Clear All Filters

Apply Filters

Issuer Number	Issuer Name	eIssuer	PIIT Eligibility	Issuer Status	Participation Agent Status	Subservicer Status
4083	CELINK	No	No	Pending	N/A	Pending

Showing 1 - 1 out of 1

25

< First

< Previous

1

Next >

Last >

Figure 8 MAMS Summary Screen

The columns in the grid provide a summary view of the current activities and status for each of the Issuer(s). As each Issuer can potentially play multiple different roles (Issuer, Participation Agent, Subservicer), the three columns in the grid can show the respective status and indicate whether all activities are Completed or Pending Certification and/or Confirmation.

By clicking the link in the status column, the user can proceed to the screen where the user can view form specific status and take actions pertaining to the selected Issuer/Subservicer/Participation Agent. The user can also create a new form by selecting a form from the drop-down list and clicking on Go.

On the screen below, the complete list of forms for the Issuer can be viewed and can be added to the Submission Center. In addition, the user can also create a new form by selecting from the drop-down list of available forms and clicking **Go**.

The filters above the grid enable the user to do the following:

- Change the current Issuer being displayed.
- Change whether the Issuer, Participation Agent or Subservicer status is displayed by selecting the appropriate Role.
- Filter forms by status (Draft, New, Pending, and Completed).
- Select a different certification year to view the forms.

The grid displays all Master Agreements forms as groups and lists multiple instances of the forms below, if applicable. Forms can be viewed by clicking on the View link. When the View button is clicked, it opens up the corresponding form entry screen as described in the sections below.

Issuer Number/Name

4083 CELINK

elssuer

No

PIIT Eligibility

No

Role

Issuer

Form

All

Status

All

Certification Year

All

Clear All Filters

Apply Filters

Total: 202

Add to Submission Center

Figure 9 View Forms

The grid below displays the status of the Master Agreements when the User filters the Summary by Participation Agent role. All agreements where the counterparty has the Issuer selected as the Participation Agent are displayed in this grid.

Master Agreements

Submission Center

Summary

Search Forms

Issuer Number/Name

4148 CIT BANK, N.A.

elssuer

No

PIIT Eligibility

No

Role

Participation Agent

Status

All

Certification Year

All

Clear All Filters

Apply Filters

Total: 60

Add to Submission Center

Figure 10 View by Participation Agent Role

The forms can be searched by selecting the Search link as shown in the screen shot below.

By specifying the Issuer Number or Name, Form number and Certification Year, the list of applicable documents is displayed, and PDF forms or uploaded documents can be viewed.

Summary Search Forms

Issuer Number/Name: 4083 CELINK

elssuer: No PIIT Eligibility: No Role: Issuer Form: All

Status: All Certification Year: All

Clear All Filters Apply Filters

Total: 554 Add to Submission Center

Form Number/Name	Details	Certification Year	Description	Status	View	Actions
HUD-11702 - Resolution of Board of Directors and Certificate of Authorized Signatures						
HUD-11707 - Master Servicing Agreement						
		2019	Initial	Completed	View	
	DOVENMUEHLE MORTGAGE, INC.	2019	Initial	Completed	View	
		2019	Initial	Completed	View	
	CIT BANK, N.A.	2021	Initial	Pending AE Approval	View	
	CIT BANK, N.A.	2021	Initial	Pending AE Approval	View	
	CIT BANK, N.A.	2021	Initial	Pending AE Approval	View	
	CIT BANK, N.A.	2024	Renewal	Completed	View	
	CIT BANK, N.A.	2023	Renewal	Completed	View	

Figure 11 View All Applicable Documents

The Submission Center tab displays all the forms that have been added to the Submission Center as part of initial certification or renewal and are ready to be submitted.

Commitment Management Request Pool Numbers Master Agreements Submission Center

View by: -Select-

Clear All Filters Apply Filters

Selected: 0 Submit

Issuer Number	Issuer Name	Description	Actions	Delete
4036	BANK OF AMERICA	[169221 - MAMS_11715_ISSR_SUBMIT - 2025-02-05] - Initial Certification	View	Delete

Showing 1 - 1 out of 1 20 First Previous 1 Next Last

Figure 12 Submission Center View

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2.2.1 How to Create a Form

An Issuer is responsible for initiating the documentation required to complete their Certification. From the Master Agreements Summary screen, **click the Create Form drop-down, then select HUD-11702** (see Figure 13). **This is the first form to be created and must be approved before other forms can be submitted and certified.**

Form HUD-11702

After HUD-11702 is created, you can select: HUD-11707, HUD-11709, HUD-11709A, HUD-11720, HUD-11715, or HUD-11703-11. (Note: HUD-11707 must be created and approved by Account Executive before HUD-11720).

Below is an example of how to enter information for each form. A detailed review for each form is listed later in this document.

Select the form from the drop-down list.

The screenshot shows the 'Processing & Servicing' interface. At the top, there are tabs for 'Master Agreements' and 'Submission Center'. Below these are 'Summary' and 'Search Forms' tabs. A red arrow points to the 'Create Form' button in the top right corner. A dropdown menu is open, showing a list of form types: HUD-11702, HUD-11703-II, HUD-11707, HUD-11709, HUD-11709A, HUD-11715, and HUD-11720. Below the dropdown, there are filters for 'Issuer Number/Name' (4083 CELINK), 'Issuer' (No), 'PIIT Eligibility' (No), 'Role' (Issuer), and 'Form' (All). There are also filters for 'Status' (All) and 'Certification Year' (All). Below these filters are 'Clear All Filters' and 'Apply Filters' buttons. A table at the bottom shows a list of forms with columns for 'Total', 'Authorized Signers', 'Year', 'Initial', 'Replaced', and 'View'. The table has three rows: 6 - Authorized Signers (2019), 13 - Authorized Signers (2020), and 1 - Authorized Signers (2021).

Figure 13 Create a Form

The screenshot shows the 'HUD-11702 - Resolution Of Board Of Directors And Certificate Of Authorized Signatures' form. At the top, there is a back arrow and the form title. A 'Create Form' button is in the top right corner. Below the title, there is a note: '* Indicates Mandatory Fields'. The form is divided into sections. The 'Issuer Details' section includes fields for 'Issuer Number *' (a dropdown menu with '-Select-' selected), 'Issuer Name *' (a dropdown menu with '-Select-' selected), 'Board Meeting Place (Line 1)' (a text input field), 'Board Meeting Place (Line 2)' (a text input field), 'City' (a text input field), 'State' (a dropdown menu with 'Select' selected), 'Zip Code' (a text input field), and 'Board Meeting Date *' (a date input field with a calendar icon). The 'Board Meeting Date *' field is labeled 'MM/DD/YYYY'.

Figure 14 Enter Data in the Form

- Enter the building name/number and street address of the Issuer's Corporate office.
- Enter location of the Issuer's Corporate office.
- Select the date from the calendar for when the board approved the authorized signatories. The date may not be greater than the system date.

Certifying Officer Details

Secretary's Name *

Certifying Officer's Name *

Certifying Officer's Title *

Institutional Details

Institution Name

CELINK

Address (Line 1) *

Address (Line 2)

City *

State *

Zip Code *

Signed By ⓘ

Title ⓘ

Date

MM/DD/YYYY

Figure 15 Certify Officer and Institutional Details

- Enter the full name of the Issuer's Board of Directors Secretary (above)
- Enter the full name of the Authorized Officer at the Issuer's organization who is certifying the accuracy and completeness of the authorized signature list.
- Enter the full title of Officer at the Issuer's organization who is certifying the accuracy and completeness of the authorized signature list.

Authorized Signers

Replace Existing Authorized Signers *

☐ Yes
 ☒ No

Authorized Signers:

File Upload (CSV Only)

Download Active Signers

First Name*	Middle Name	Last Name*	Title*	Added Date	Delete
				04/21/2025	
				04/21/2025	
				04/21/2025	

+ Add Row

Figure 16 Upload the CSV File

Click 'Upload File' to upload the CSV file of authorized signatory names and titles to the form. The names and titles will display.

Authorized Signers: To add or remove an authorized signatory, click the 'Add Row' or 'Delete' button and enter the name and title of the signatory.

Figure 17 Save as Draft or Save for Submission

Click ‘Save as Draft’ or ‘Save for Submission’.

If Save as Draft option is selected, you can review the form details and make any subsequent changes and then Save for Submission. You can also select the form and ‘Add to Submission Center’ from the Details page.

In case you need to replace existing signatories, select the Replace Existing Authorized Signers option, and then upload/enter the new list of authorized signers in the signer’s grid, upload the signed copy of the physical document and then save for Submission.

2.2.2 How to Create a CSV File

Open Microsoft Excel and the file you wish to save as a CSV file. Once open, click File, choose the Save As option, and as the Save as type: Select the CSV (Comma delimited) (*.csv) option.

2.2.3 Master Agreements Search Criteria

The Master Agreement Management System (MAMS) Summary Screen provides the tools required to monitor the status of each Master Agreement. A specific Issuer Number may be selected or “All” if the user supports multiple Issuer numbers. The Status detail screen contains a complete list of the forms for an Issuer. The User can filter their search criteria using the following categories:

Issuer Number/Name: Changes the current Issuer being displayed by selecting another Issuer from drop down menu

Role: Select the appropriate role (Issuer – Participation Agent – Subservicer)

Form: Select applicable Form

Status: Filter by draft, new, pending or completed

Year: Select a different certification year. Click “Display.” A list of the Master Agreement forms meeting the search criteria will display.

Issuer Number/Name

4083 CELINK

elssuer

No

PIIT Eligibility

No

Role

Issuer

Form

All

Status

All

Certification Year

All

Clear All Filters

Apply Filters

Total: 554

Add to Submission Center

Figure 18 Master Agreements Detail Screen

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2.2.4 Input Screens for HUD Forms

Master Agreements input screens are shown below for the following HUD forms:

- HUD-11702 – this is the first form to be created and must exist before other forms can be certified.
- HUD-11707;
- HUD-11709;
- HUD-11709A;
- HUD-11720;
- HUD-11715;
- HUD-11703-II.

Processing & Servicing

[Commitment Management](#)
[Request Pool Numbers](#)
[Master Agreements](#)
[Submission Center](#)

[← HUD-11702 - Resolution Of Board Of Directors And Certificate Of Authorized Signatures](#)

Create Form

* Indicates Mandatory Fields

Issuer Details

Issuer Number *

-Select-

Issuer Name *

-Select-

Board Meeting Place (Line 1)

Board Meeting Place (Line 2)

City

State

Select

Zip Code

Board Meeting Date *

MM/DD/YYYY

Certifying Officer Details

Secretary's Name *

Certifying Officer's Name *

Certifying Officer's Title *

Institutional Details

Institution Name

Address (Line 1) *

Address (Line 2)

City *

State *

Select

Zip Code *

Signed By

Title

Date

MM/DD/YYYY

Authorized Signers

Replace Existing Authorized Signers *

☐ Yes
☒ No

Authorized Signers:

File Upload (CSV Only)

Download Active Signers

First Name*	Middle Name	Last Name*	Title*	Added Date	Delete
				07/18/2025	
				07/18/2025	
				07/18/2025	

+ Add Row

View as HUD PDF

Document

Upload file

Drag file here or [choose from folder](#)

View Document

Save as Draft

Save for Submission

Cancel

+ Back

Form Instructions: http://www.einniemas.com/doing_business_with_einniemas/issuer_resources/Pages/mbsguideonondoceditlib.aspx

Figure 19 Master Agreements Data Entry: HUD-11702

Processing & Servicing

[Commitment Management](#) [Request Pool Numbers](#) [Master Agreements](#) [Submission Center](#)

← HUD-11707 - Master Servicing Agreement

Create Form ▾

* Indicates Mandatory Fields

Issuer Details

Issuer Number *

-Select- ▾

Issuer Name *

-Select- ▾

Document Date *

MM/DD/YYYY



Signed By ⓘ

Title ⓘ

Serviced By

Serviced By *

☐ Issuer ☐ Subservicer

Subservicer Details

Issuer Number *

-Select- ▾

Issuer Name *

-Select- ▾

Document Date ⓘ

Signed By ⓘ

Title ⓘ

View as HUD PDF

Save as Draft

Save for Submission

Cancel

Form Instructions: http://www.ginniemae.gov/doing_business_with_ginniemae/issuer_resources/Pages/mbsguideappendiceslib.aspx

Figure 20 Master Agreements Data Entry: HUD-11707

Processing & Servicing

[Commitment Management](#) [Request Pool Numbers](#) [Master Agreements](#) [Submission Center](#)

← HUD-11709 - Master Agreement For Servicer's Principal And Interest Custodial Account

Create Form

* Indicates Mandatory Fields

Issuer Details

Issuer Number *

-Select-

Issuer Name *

-Select-

Document Date *

MM/DD/YYYY

Signed By ⓘ

Title ⓘ

P&I Account Type

P&I Account Type *

☐

Custodial Account

☐

Disbursement Account

Bank Details

Account Name *

P&I Bank ID *

Account Number *

Institutional Details

Institution Name *

Address (Line 1) *

Address (Line 2)

City *

State *

Zip Code *

Bank Officer Name

Bank Officer Title

Date *

MM/DD/YYYY

[View as HUD PDF](#)

Document

Upload file

Drag file here or [choose from folder](#)

[View Document](#)

Save as Draft

Save for Submission

Cancel

Form Instructions: http://www.ginniemae.gov/doing_business_with_ginniemae/issuer_resources/Pages/mbsguideappendiceslib.aspx

Figure 21 Master Agreements Data Entry: HUD-11709

Processing & Servicing

[Commitment Management](#) [Request Pool Numbers](#) [Master Agreements](#) [Submission Center](#)

← HUD-11709A - ACH Debit Authorization

Create Form

* Indicates Mandatory Fields

Note:

Form HUD 11709A may be submitted from the 1st business day to the next to last business day of the current month to be effective for the following month. However, submissions made prior to the 17th calendar day will not be processed until the evening of the 17th calendar day. Submissions made after the 17th calendar day through 7.00 p.m. of the next to last business day will be processed in the evening of the first available business day.

Issuer Details

Ginnie Mae Type *

☐ Ginnie Mae I ☐ Ginnie Mae II ☐ Ginnie Mae I & II

Issuer Number *

-Select-

Issuer Name *

-Select-

Address (Line 1) *

Address (Line 2)

City *

State *

Select

Zip Code *

Signed By ⓘ

Title ⓘ

Document Date *

MM/DD/YYYY

Custodial Account Changed

☐ Yes ☐ No

Central P&I Custodial Account

Account Number *

Account Name *

ACH Routing Code *

Name of Bank *

Address (Line 1) *

Address (Line 2)

City *

State *

Select

Zip Code *

View as HUD PDF

Save as Draft

Save for Submission

Cancel

Form Instructions: http://www.ginniemae.gov/doing_business_with_ginniemae/issuer_resources/Pages/mbsguideappendiceslib.aspx

Figure 22 Master Agreements Data Entry: HUD-11709A

Processing & Servicing

[Commitment Management](#) [Request Pool Numbers](#) [Master Agreements](#) [Submission Center](#)

← HUD-11715 - Master Custodial Agreement

Create Form

* Indicates Mandatory Fields

Issuer Details

Issuer Number *

-Select-

Issuer Name *

-Select-

Document Date *

MM/DD/YYYY



Custodian Number *

-Select-

Custodian Name *

-Select-

Regulatory Institution Name *

-Select-

Consideration *

Issuer's Signing Officer's Name ⓘ

Issuer's Signing Officer's Title ⓘ

Custodian's Signing Officer's Name ⓘ

Custodian's Signing Officer's Title ⓘ

View as HUD PDF

Save as Draft

Save for Submission

Cancel

Form Instructions: http://www.ginniemae.gov/doing_business_with_ginniemae/issuer_resources/Pages/mbsguideappendiceslib.aspx

Figure 23 Master Agreements Data Entry: HUD-11715

Processing & Servicing

[Commitment Management](#)
[Request Pool Numbers](#)
[Master Agreements](#)
[Submission Center](#)

[← HUD-11720 - Master Agreement For Servicer's Escrow Custodial Account](#)

Create Form

* Indicates Mandatory Fields

Issuer Details

Issuer Number *

-Select-

Issuer Name *

-Select-

Document Date *

MM/DD/YYYY

Signed By

Title

Custodial Institutional Details

Custodial Account Name *

Escrow Bank ID Number *

Escrow Account Number *

Institution Name *

Address (Line 1) *

Address (Line 2)

City *

State *

Select

Zip Code *

Bank Officer Name

Bank Officer Title

Date *

MM/DD/YYYY

Escrow Type

☐ Section 203(k) Escrow Funds

☐ Latent Defects Escrow

☐ MIP Escrow

☐ Repairs Escrow

☐ Reserve for Replacement Escrow

☐ Residual Receipts Escrow

☐ Operating Deficit Escrow

☐ Tenant Services Escrow

☐ Debt Service Reserve

☐ Other Escrow (explain)

Subservicer Details

Subservicer *

☐ Yes
☐ No

Issuer Number *

-Select-

Issuer Name *

-Select-

Signed By

Title

View as HUD PDF

Document

Upload file

Drag file here or [choose from folder](#)

View Document

Save as Draft

Save for Submission

Cancel

Form Instructions: http://www.ginniemae.gov/doing_business_with_ginniemae/issuer_resources/Pages/mbsguideappendiceslib.aspx

Figure 24 Master Agreements Data Entry: HUD 11720

Master Agreements Management System (MAMS) for Issuers | User Manual v 2.4

| 24

Processing & Servicing

[Commitment Management](#)
[Request Pool Numbers](#)
[Master Agreements](#)
[Submission Center](#)

[← HUD-11703-II - Master Agreement For Participation Accounting](#)
[Create Form](#)

* Indicates Mandatory Fields

Issuer Details

Issuer Number *

-Select-

Issuer Name *

-Select-

Document Date *

MM/DD/YYYY

Signed By

Title

Consideration *

Serviced By

Serviced By *

☐ Issuer
 ☐ Participation Agent

Participation Agent Details

Issuer Number *

-Select-

Issuer Name *

-Select-

Entity Type

Address (Line 1) *

Address (Line 2)

City *

State *

Select

Zip Code *

Signed By

Title

[View as HUD PDF](#)

Save as Draft

Save for Submission

Cancel

Form Instructions: http://www.ginniemae.gov/doing_business_with_ginniemae/issuer_resources/Pages/mbsguideappendiceslib.aspx

Figure 25 Master Agreements Data Entry: HUD 11703-II

2.2.5 Add or Modify Master Agreements Data

Issuers can submit changes to Master Agreements at any time during the calendar year. The changes to the Master Agreements (including the import of a newly scanned document) result in a change to the form status and will thus require recertification. Otherwise, changed data in the forms cannot be used.

2.2.6 View Master Agreements Data

Selecting the Master Agreements option in the IPMS drop-down menu displays the Summary screen below. The User can see the status of each of the associated Issuers.

Processing & Servicing

Issuer Number/Name

All

GO

Commitment Management

Master Agreements

Pool Transfer

ACH

Submission Center

Summary

Search Forms

Status

All

Clear All Filters

Apply Filters

Issuer Number	Issuer Name	eissuer	PIIT Eligibility	Status
1442	BANKERS GUARANTEE TITLE AND TRUST COMPANY	No	No	Pending
1535	ROSE COMMUNITY CAPITAL, LLC	No	No	Pending
1555	GUILD MORTGAGE COMPANY	No	Full	Not Started
1699	STANDARD MORTGAGE CORPORATION	No	No	Pending

Figure 26 Master Agreements Summary Page

If required, the user can also select a specific Issuer Number to view the summary. The columns in the grid provide a summary view of the current activities and statuses for each of the Issuer(s). As each Issuer can potentially play multiple different roles (Issuer, Participation Agent, Subservicer), the three columns in the grid show corresponding status and indicate whether all activities are Completed or Pending Certification and/or Confirmation.

Processing & Servicing

Master Agreements

Submission Center

Summary

Search Forms

Create Form

Status

All

Clear All Filters

Apply Filters

Issuer Number	Issuer Name	eissuer	PIIT Eligibility	Issuer Status	Participation Agent Status	Subservicer Status
4083	CELINK	No	No	Pending	N/A	Pending

Showing 1 - 1 out of 1

25

First

Previous

1

Next

Last

Figure 27 Status View of Associated Users

2.2.7 Upload Scanned Copies of the Form

Users are required to upload scanned signed copies of HUD-11702, HUD-11709 and HUD-11720 in PDF format in the application before the form can be submitted via the Submission Center. Should Users be unable to upload forms, the User can request the PPA to upload the forms on their behalf.

Upon successful submission of the HUD-11702, HUD-11709, and HUD-11720, the original of these forms must be submitted via mail to the PPA.

2.2.8 Replace Master Agreements Data

The system retains multiple copies of the same form which have been submitted. The user can delete a form in draft status. However, if a form has not been submitted, the user can replace the existing physical document with a new document and then submit the form. In this case, only the new document will be retained.

2.2.9 Run Reports

Reports are run on demand using the Report Center tab under the IPMS menu. Reporting is based on the user profile and offers filtering capabilities. See Section 6 for the actual reports and samples that are available.

2.2.10 Issuer Details

On this screen, the complete list of forms for the Issuer can be viewed and can be added to the Submission Center.

Commitment ManagementRequest Pool NumbersMaster AgreementsSubmission Center

SummarySearch Forms

Create Form

Issuer Number/Name

4083 CELINK

Issuer

No

PIIT Eligibility

No

Role

Issuer

Form

All

Status

All

Certification Year

All

Clear All Filters

Apply Filters

Total: 555

Add to Submission Center

5 - Authorized Signers	2023	Initial	Draft	View	<input type="checkbox"/> Add to Submission Center
6 - Authorized Signers	2021	Initial	Draft	View	<input type="checkbox"/> Add to Submission Center
6 - Authorized Signers	2021	Initial	Draft	View	<input type="checkbox"/> Add to Submission Center
6 - Authorized Signers	2021	Initial	Draft	View	<input type="checkbox"/> Add to Submission Center
5 - Authorized Signers	2021	Initial	Draft	View	<input type="checkbox"/> Add to Submission Center
6 - Authorized Signers	2021	Initial	Draft	View	<input type="checkbox"/> Add to Submission Center
6 - Authorized Signers	2021	Initial	Draft	View	<input type="checkbox"/> Add to Submission Center
6 - Authorized Signers	2021	Initial	Draft	View	<input type="checkbox"/> Add to Submission Center
4 - Authorized Signers	2021	Initial	Replaced	View	<input type="checkbox"/> Add to Submission Center
6 - Authorized Signers	2021	Initial	Draft	View	<input type="checkbox"/> Add to Submission Center

Figure 28 Issuer Specific Forms

The user can create a new form by selecting from the drop-down list of available forms.

Forms can be viewed by clicking on the View link next to them. When the View button is clicked, it opens the corresponding form-entry screen as described in the sections below.

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2.2.11 Participation Agent Details

This grid displays the status of the Master Agreements when the user filters the Summary by Participation Agent role. All agreements where the counterparty has the Issuer selected as the Participation Agent are displayed in this grid.

Issuer Number/Name

4148 CIT BANK, N.A.

Issuer

No

PIIT Eligibility

No

Role

Participation Agent

Status

All

Certification Year

All

Clear All Filters

Apply Filters

Total: 60

Add to Submission Center

Form Number/Name	Details	Certification Year	Description	Status	View	Actions
------------------	---------	--------------------	-------------	--------	------	---------

Figure 29 Participating Agent Details

	CELINK	2024	Initial	Rejected By Participating Agent	View	
	CELINK	2024	Initial	Pending Participation Agent Approval	View	<input type="radio"/> Approve <input type="radio"/> Reject
	CELINK	2025	Initial	Completed	View	
	CELINK	2025	Initial	Pending Participation Agent Approval	View	<input type="radio"/> Approve <input type="radio"/> Reject
	CELINK	2025	Initial	Pending Participation Agent Approval	View	<input type="radio"/> Approve <input type="radio"/> Reject
	CELINK	2025	Initial	Pending Participation Agent Approval	View	<input type="radio"/> Approve <input type="radio"/> Reject
	CELINK	2025	Initial	Completed	View	

Figure 30 Participation Agent Details Continued

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2.2.12 Subservicer Details

This grid displays the status of the Master Agreements when the user filters the Summary Subservicer role. All agreements where the counterparty has the Issuer selected as the Subservicer are displayed in this grid.

Issuer Number/Name

4021 SUNWEST MORTGAGE COMPANY, INC

elssuer

No

PIIT Eligibility

No

Role

Subservicer

Status

All

Certification Year

All

Clear All Filters

Apply Filters

Total: 5

Add to Submission Center

Form Number/Name	Details	Certification Year	Description	Status	View	Actions
^ HUD-11707 - Master Servicing Agreement						
	REVERSE MORTGAGE SOLUTIONS, INC	2023	Initial	Completed	View	
	CELINK	2025	Initial	Pending Subservicer Approval	View	<input type="radio"/> Approve <input type="radio"/> Reject
^ HUD-11720 - Master Agreement for Servicer's Escrow Custodial Account						
	REVERSE MORTGAGE SOLUTIONS, INC	2023	Initial	Completed	View	

Figure 31 Subservicer Details

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2.2.13 MAMS-Search

All forms can be searched by selecting the Search link as shown in the screen shot below.

By specifying the Issuer Number or Name, Form number and Certification year, the list of applicable documents are displayed, and PDF forms or uploaded documents can be viewed.

Commitment Management
Request Pool Numbers
Master Agreements
Submission Center

Summary
Search Forms
Create Form

Issuer Number/Name
4036 BANK OF AMERICA

issuer
PIIT Eligibility
Form
Certification Year

No
No
All
All

Clear All Filters
Apply Filters

Total: 197

Form Number/Name	Details	Certification Year	Description	Status	View
HUD-11702 - Resolution of Board of Directors and Certificate of Authorized Signatures					
	53 - Authorized Signers	2014	Initial	Replaced	View
	8 - Authorized Signers	2014	Initial	Rejected By BNY Mellon	View
	8 - Authorized Signers	2014	Initial	Replaced	View
	3 - Authorized Signers	2015	Initial	Replaced	View
	59 - Authorized Signers	2015	Initial	Replaced	View
	3 - Authorized Signers	2015	Initial	Replaced	View
	3 - Authorized Signers	2015	Initial	Replaced	View
	19 - Authorized Signers	2015	Initial	Replaced	View
	18 - Authorized Signers	2016	Initial	Replaced	View

Figure 32 Form Search

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2.2.14 Submission Center

The Submission Center tab can be used to display all the forms that have been previously entered and added to the Submission Center as part of initial certification or renewal and are ready to be submitted.

When the user clicks the Submit button, **legal confirmation text** is displayed. Once the user accepts the terms and conditions, the multifactor authentication mechanism can be used and the form's status/relationships are updated in EWODS, Mainframe, and GinnieNET, generating all necessary notifications.

Commitment Management
Request Pool Numbers
Master Agreements
Submission Center

View by:
-Select-
Clear All Filters
Apply Filters

Selected: 1
Submit

	Issuer Number	Issuer Name	Description	Actions	Delete
<input checked="" type="checkbox"/>	4083	CELINK	[169526 - MAMS_11702_ISSR_SUBMIT - 2025-07-17] - Initial Certification		
<input type="checkbox"/>	4083	CELINK	[169678 - MAMS_11720_ISSR_SUBMIT - 2025-06-11] - Initial Certification		
<input type="checkbox"/>	4083	CELINK	[169731 - MAMS_11715_ISSR_SUBMIT - 2025-06-11] - Initial Certification		

Figure 33 Form Submission

Legal Information

Each statement, report, and compilation of data or information submitted in connection with a Ginnie Mae MBS Program by an Issuer, funds custodian, document custodian, subcontract servicer, or other person or entity, directly or indirectly, to Ginnie Mae, its employees, its agents or its contractors (including, without limitation, the Ginnie Mae Reports Group) is deemed a submission to the United States that is relied upon by Ginnie Mae in the operation of a Ginnie Mae MBS Program. Submission of a statement, report, or compilation of data or information is deemed to be a certification by the person making the submission that each matter stated therein is true, correct, complete, and in accordance with the instructions issued by

☐ I accept the Terms and Conditions listed above.

Submit Form

[Cancel](#)

Figure 34 Legal Confirmation Text

Note: PPAs Approve of 11702, 11709, and 11720 Master Agreement forms.

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2.2.15 MAMS – Custodian Summary

The screen below shows the Document Custodian User Summary view. The columns in the grid provide a summary view of the current activities and statuses for each of the Issuer(s) that the User has access to and indicate whether all activities are Completed or Pending Certification and/or Confirmation.

Master Agreements
Submission Center

Summary

Status

All

Clear All Filters

Apply Filters

Issuer Number	Issuer Name	eIssuer	Status
1442	BANKERS GUARANTEE TITLE AND TRUST COMPANY	No	Completed
1555	GUILD MORTGAGE COMPANY	No	Completed
1746	DOVENMUEHLE MORTGAGE, INC.	No	Completed
1798	JAMES B. NUTTER & COMPANY	No	Pending Custodian Approval
1857	BANK OF HAWAII	No	Completed
2045	GERSHMAN INVESTMENT CORP.	No	Completed

Showing 1 - 25 out of 25

25

First
Previous
1
Next
Last

Figure 35 Custodian User Summary

2.2.16 MAMS – Custodian Detail

The screen below shows the Document Custodian User Detail view. The columns in the grid provide a view of the current activities and statuses for each of the Issuer(s) that the User has access to and indicate whether all activities are Completed or Pending Certification and/or Confirmation and enable the user to either approve or reject the form.

Master Agreements Submission Center

Summary

Issuer Number/Name: 1442 BANKERS GUARANTEE TITLE AND TRUST COMPANY

Issuer: No Form: All Status: All Certification Year: All

Clear All Filters Apply Filters

Total: 6 Add to Submission Center

Form Number/Name	Details	Certification Year	Status	View	Actions
^ HUD-11702 - Resolution of Board of Directors and Certificate of Authorized Signatures	1 - Authorized Signers	2020	Completed	View	
	1 - Authorized Signers	2020	Completed	View	
^ HUD-11715 - Master Custodial Agreement		2020	Completed	View	
		2022	Completed	View	

Figure 36 Custodian User Detail

2.2.17 Log Out

To Log Out

1. Click the **Log out** link on the upper right to exit the system.

Communities Tools Knowledge Center

GinnieMae MyGinnieMae

My Dashboard GinnieNET

Processing & Servicing

Commitment Management Request Pool Numbers Master Agreements Submission Center

Figure 37 Log Out Step 1

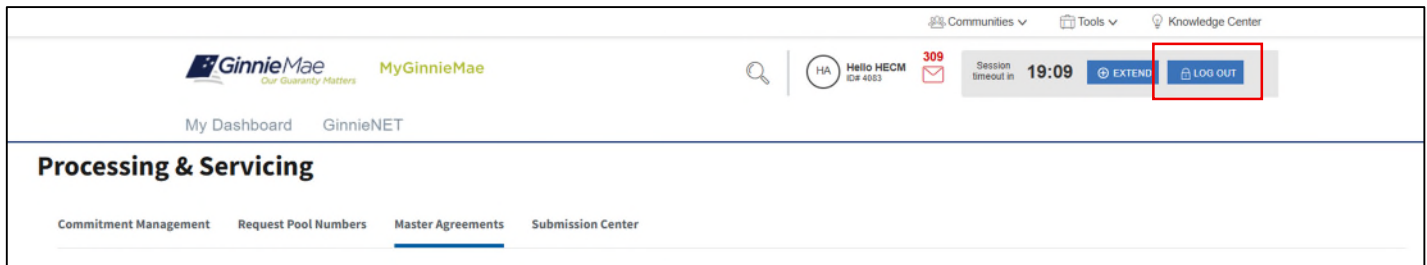


Figure 38 Log Out Step 2

Changing User ID and Password

Please refer to the MyGinnieMae Portal (MGM) User Guide for instructions on changing your user ID and password. This User guide can be found by selecting the **My Documents** option from the **My Profile** menu option on the Welcome page. If you have forgotten your password, click the **Forgot Password** button in MGM.

3 REPORTING

Request Business Objects report access via [MyGinnieMae \(MGM\)](#). MGM will grant report access based upon the assigned User Role.

3.1 Report Capabilities

The user with the Master Agreement Management role will have access to these reports:

Report	Description
Certification History Report	This report provides a summary certificate history for each Master Agreement.
Approved Master Agreements Report	This report provides a cumulative measure of all of the approved Master Agreements during a Fiscal year, along with the current span of an Issuer's portfolio.
Recertification Delinquent Forms by Issuers Report	This report provides details of the Master Agreements that have not yet been recertified by the specified due date. Users will be able to query reports by Issuer ID, Form Number and Certification Year for the Issuer numbers.

Table 1 Report List

3.2 Report Procedures

This section shows you how to:

- Access reports
- Run reports with prompts values
- Filter data in reports
- Save reports

You can refresh reports on demand with prompt values of your choice. The reports retrieve data based on the prompt values and display the data in one or more tabs. You can view and filter data in the reports and save the reports in PDF or Excel format on your PC.

Note: Reports should be saved using the Save as Excel option to save a report to Excel 2007 (instead of using the option to save as Excel 2007).

3.2.1 Access

1. Login to [MyGinnieMae \(MGM\)](#).
2. Click on the Tools Menu at the very top of the page.
3. Click on the Report Center under IPMS
4. Click on Public Folders
5. Click on Master Agreements

The Reports screen appears.

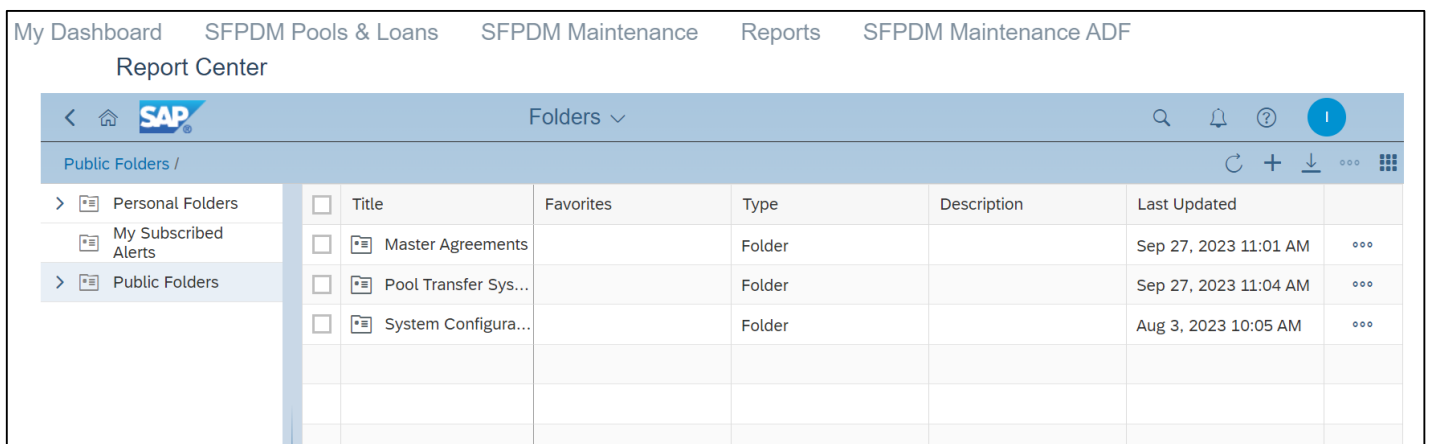



Figure 39 Report Center - Home Page

The Users can select Reports in the MAMS menu which then launches the Business Object home page for the MAMS application.

6. Select one of the available reports.
7. After running the report, it will take you to the Reports Center Page which lists the most recent data



APPROVED MASTER AGREEMENTS


Issuer Number: 4081
Issuer Name: COUNTRYPLACE MORTGAGE, LTD.


Custodian Number	Custodian Name	P&I Account	P&I Bank Name	P&I Routing Number	Escrow Account	Escrow Bank Name	Escrow Routing Number

Figure 40 Report Center - Approved Master Agreements (Prompts)


My Dashboard
SFPDM Pools & Loans
SFPDM Maintenance
Reports
SFPDM Maintenance ADF

File


Prompts
 1 Prompts


Issuer Number
 All Values

Approved Master Agreement... Info



Prompts Summary

Enter Issuer Number(s):
(All values)

Figure 41 Report Center – Approved Master Agreements Report

Issuer Number: 1234
Issuer Name: Bank ABC

Custodian Number	Custodian Name	P&I Account	P&I Bank Name	P&I Routing Number	Escrow Account	Escrow Bank Name	Escrow Routing Number

Figure 42 Report Center – Issuer Information

The screenshot shows the GinnieMae MyGinnieMae interface. The top navigation bar includes 'My Dashboard', 'SFPDM Pools & Loans', 'SFPDM Maintenance', 'Reports', and 'SFPDM Maintenance ADF'. Below this, a breadcrumb trail shows 'HUD-11702' selected. The main content area is titled 'Certification History' for 'HUD-11702 Resolution of Board of Directors and Certificate of Authorized Signatures'. It includes a refresh date of 10/5/2023 and a refresh time of 3:11:07 PM. A table displays the certification history for Issuer Number 123 (Bank ABC).

Issuer Number	Issuer Name	Effective Date	Certification Status	Certification Type
123	Bank ABC	01/01/2024	Draft	Renewal
		08/29/2023	Completed	Initial
		09/14/2018	Completed	Initial
		12/09/2015	Completed	Renewal
		01/01/2015	Completed	Renewal
		02/17/2014	Completed	Initial

Figure 43 Report Center – Certification History Report

The screenshot shows the GinnieMae MyGinnieMae interface with the 'Report Center' selected. The main content area is titled 'Master Agreement Renewals Delinquent Issuers' for 'Certification Year: 2023' and 'Certification Renewal End Date: 01/01/2024'. It includes a refresh date of 10/5/2023 and a refresh time of 3:15:39 PM. A table displays the delinquent issuers. The SAP toolbar at the top has the 'Download' button (represented by a downward arrow icon) highlighted with a red box.

Issuer Number	Issuer Name

Figure 44 Master Agreements Renewals – Delinquent Issuers Report with Download Button Highlighted

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3.2.2 General Functionality

Once a report is selected from the Reports Selection screen, the Selection Criteria prompt appears, and the user can specify the report criteria.

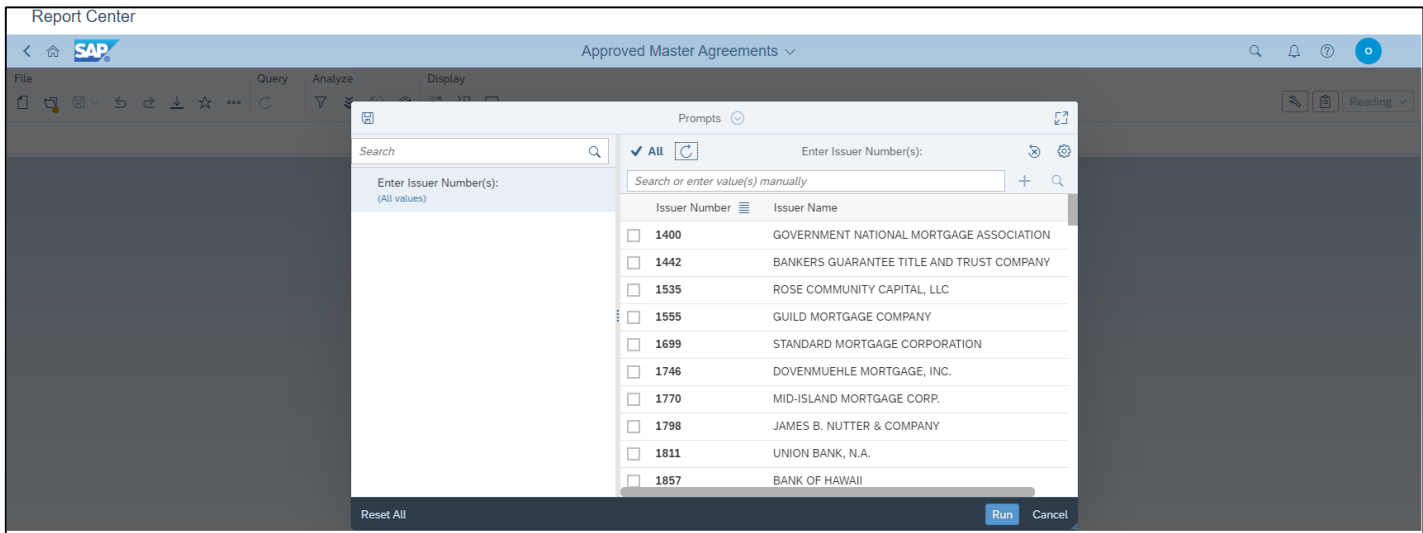




Figure 45 Report Issuer Number Selection

- 1. Select the Issuers to include in the report. Click the  button to refresh the available values list box on the left. Clicking the  will list all the available issuers. Then select the Issuers needed by clicking the check box to select them. Then click run to generate the report. See figure 5-4. Generated

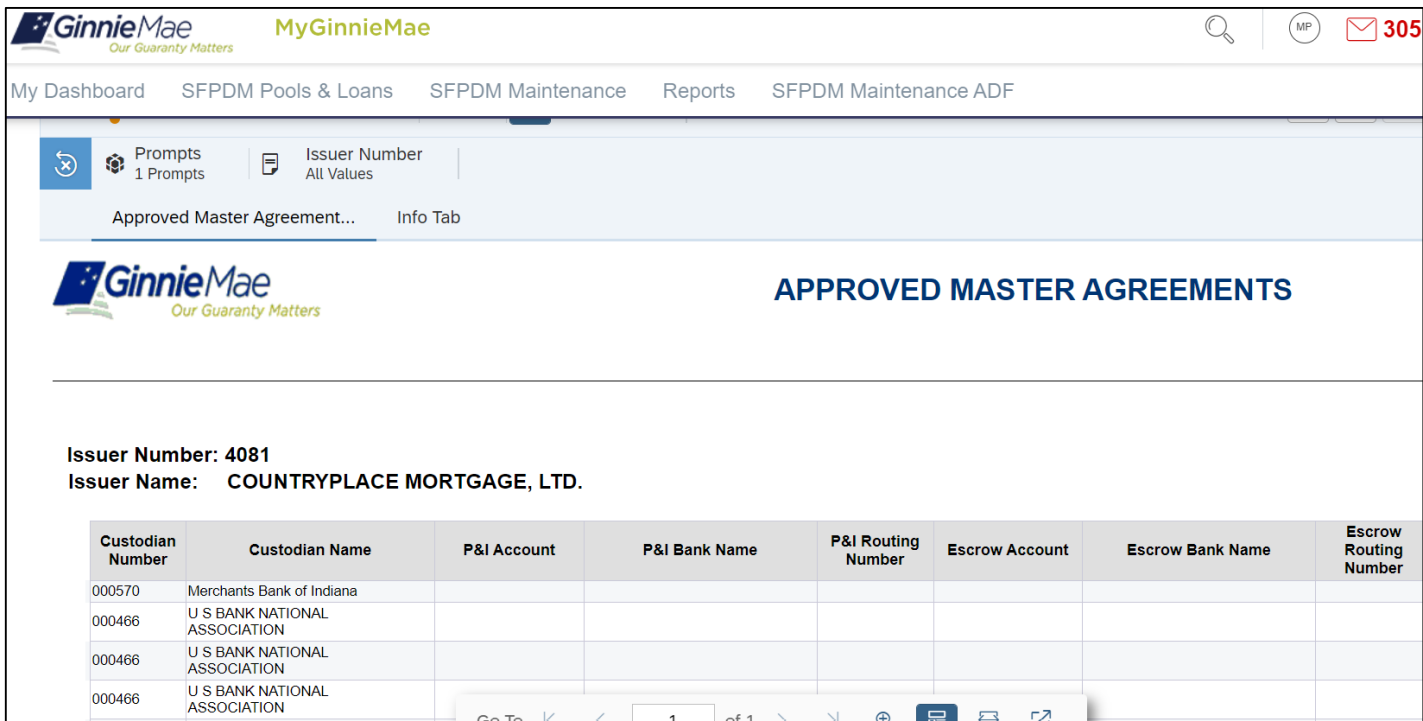















Figure 46 Report Center-Menu Bar

Report Function	Description
Save	The user must click on the download button (as shown in Figure 40) and then select from the options.
Print	Click the ellipsis  to access the  Print...  icon to print the report to PDF format.
Undo / Redo	Click the  or  icons to undo or redo previous report actions.
Zoom	Select a  magnification option to zoom in or out of the report. Zoom is located at the bottom in the navigation bar.
Navigate	For multi-page reports, click the  icon to go to the next page, the  icon to go to the last page, the  icon to go to the previous page, or the  icon to go to the first page.
Query/Refresh	Click the  in the middle to refresh all data providers parameters. It will also enable users to restart the report.
Filtering/Analyze	Click the  to filter the report by one or more fields. Once the filter button is selected the prompt and issuer number options will be available to filter the report by both options.
Favorite/Unfavorite	Selecting the  button outside of the report will 'favorite' the report and cannot be done while inside of a report.
Report Tab	Click the Report tab at the bottom of the report to view the report. This is the default view when a report is generated.

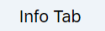
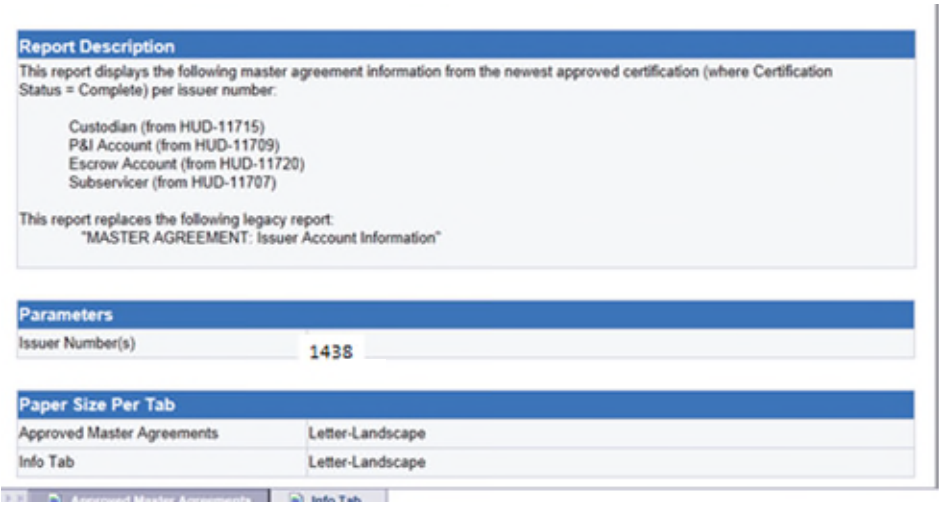
Report Function	Description
Information Tab	<p>Click the Information tab  at the top of the report to view additional information about the report. This ensures that the selection criteria are correctly reflected.</p> 

Table 2 Report Center Functions

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4 RESOURCES

The Resources section provides information and resources to help navigate the Master Agreements Management System (MAMS).

4.1 Training Resources

For additional help, training sessions and materials can be found on the [Issuer Training Page](#) of the Ginnie Mae website.

4.2 Help Desk Contact Information

Contact Ginnie Mae Relationship Services Group/Help Desk at 1-800-234-4662, and then select Option 1.

4.3 MyGinnieMae Portal Dictionary

The MyGinnieMae Portal Dictionary is a reference resource for all portal users. The dictionary contains definitions for terms that provide clarification around portal pages, applications, processes, and general functionality pertaining to the MyGinnieMae portal. Refer to the [MyGinnieMae Portal Dictionary](#).

4.4 MyGinnieMae Self-Help Tools

Users should first reference the appropriate section of the MyGinnieMae Getting Started User Manual for information on creating a user account, requesting functional roles, and managing a user account. Some functions a user may complete without the assistance of a system administrator such as:

- Changing a password every 90 days – [Changing a Password in MyGinnieMae QRC](#)
- Resetting a forgotten password – [Forgot Password in MyGinnieMae QRC](#)
- Updating profile information – [Managing My Profile in MyGinnieMae QRC](#)
- Registering for mobile delivery of the OTP – [Registering with the Oracle Mobile Authenticator QRC](#)
- Troubleshooting Errors in MyGinnieMae – [Troubleshooting and Common Errors in MyGinnieMae QRC](#)
- Using RSA SecurID QRCs – Click the link then scroll down and click on 'RSA Tokens':
https://www.ginniemae.gov/issuers/issuer_training/pages/qrcs.aspx

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5 APPENDIX

5.1 QRCs

A Quick Reference card is an abbreviated one to two-page reference document with step-by-step instructions on how to complete a specific action. Below is a list of QRCs for the content provided in this User Manual. QRCs are posted to the Ginnie Mae website at https://www.ginniemae.gov/issuers/issuer_training/pages/qrcs.aspx.

User Manual	QRC#	QRC Name	Description
Renewing Master Agreements in MAMS	IS-18	Renewing Master Agreements in MAMS	Step by step on how to renew agreements in MAMS
MAMS Quick Reference		MAMS Quick Reference	Basic interface instructions

User Manual	QRC#	QRC Name	Description
Managing Master Agreements	IS/DC-5	Managing Master Agreements in MAMS	How to manage master agreements in MAMS

Table 3 MAMS QRCs

5.2 Key Terms

The table below provides definitions and explanations for terms and acronyms relevant to the content presented within this document.

Term	Definition
AE	Account Executive
APM	All Participant Memorandum
BNY	Bank of New York Mellon Corporation
CL/CS	Construction Loan / Construction Loan Split-Rate
DD(D)	Detail Design (Document)
ETL	Extract, Transform, Load
EWODS	Enterprise Wide Operational Data Store
Ginnie Mae	Government National Mortgage Association
GNET	GinnieNET
GNMA	Government National Mortgage Association
HTTPS	Hypertext Transfer Protocol Secure
HUD	U.S. Department of Housing and Urban Development
IPMS	Integrated Pool Management System
IPMSM	Integrated Pool Management System Modernization
IT	Information Technology
MA	Master Agreements
MAMS	Master Agreements Management System
MF	Multi Family
MGM	MyGinnieMae
MH	Manufactured Housing
ML	Multi Line
NPPS	New Pool Processing System
OCIO	Office of the Chief Information Officer
PDF	Portable Document Format
PM	Project Manager

Term	Definition
PPA	Pool Processing Agent
PPM	Project Planning and Management
P&I	Principal and Interest
RPN	Request Pool Numbers
RPO	Returned from Post Office
SDP	System Decision Paper
SF	Single Family
SFDC	Salesforce.com
SL	Single Line
TDD	Technical Design Document
UFS	Unclaimed Funds System
URL	Uniform Resource Locator

Table 4 Key Terms

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