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

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- Course Overview
- Course Objectives
- Course Format

Lesson 2 – New Features

Lesson 3 –Accessing SCRA
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- Accessing SCRA
- Getting Help

Q&A Period

Lesson 4 – Eligibility Processing

Q&A Period

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

Course Introduction

LESSON 1

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Common Terminology

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

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

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

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

New Features

LESSON 2

New Features

<u>What does the move to RFS mean to me as an Issuer?</u>

- Different path to access SCRA

<u>What new features will I see?:</u>

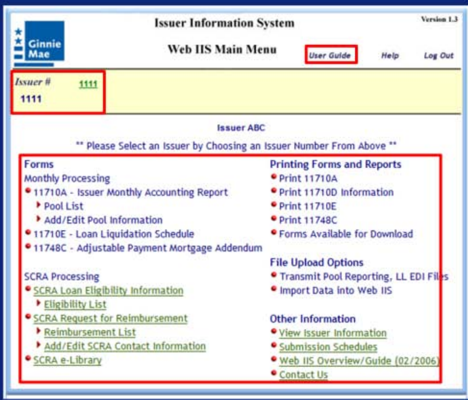
- Minor screen layout changes
- New procedure for saving files

New Features (continued)

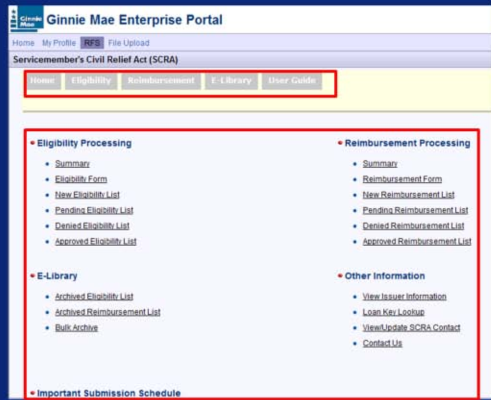
SCRA provides Issuers the ability to perform the following:

- 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.

Appearance and Screen Layout Changes



Old



New

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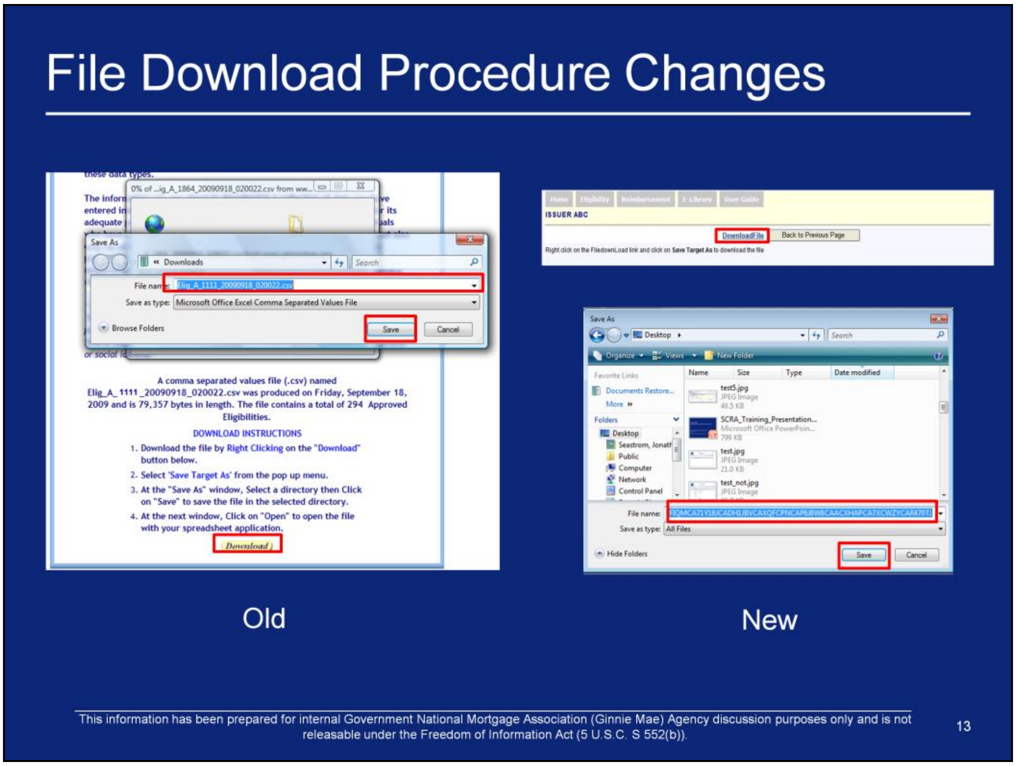
1. As displayed in the red boxes, some item's screen location has moved and overall appearance has been changed.



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

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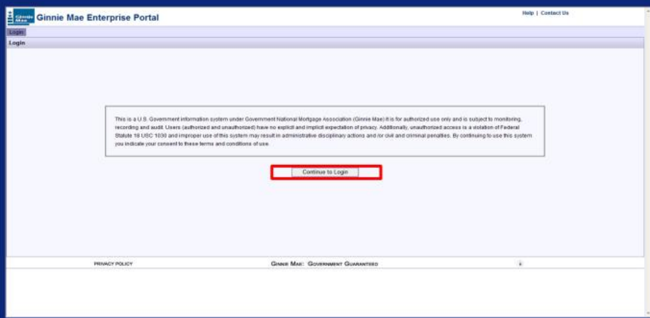
Logging on to GMEP and Accessing RFS

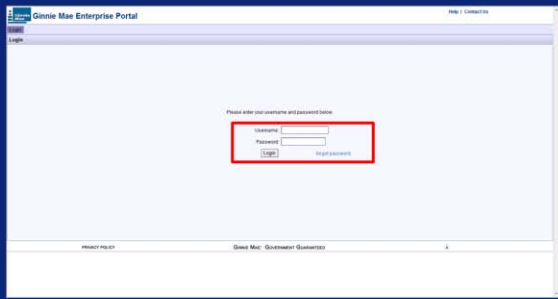
Steps for Logging on to GMEP and Accessing RFS:

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



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.

Obtaining Support for GMEP User Accounts

Locked out? Need a password reset?

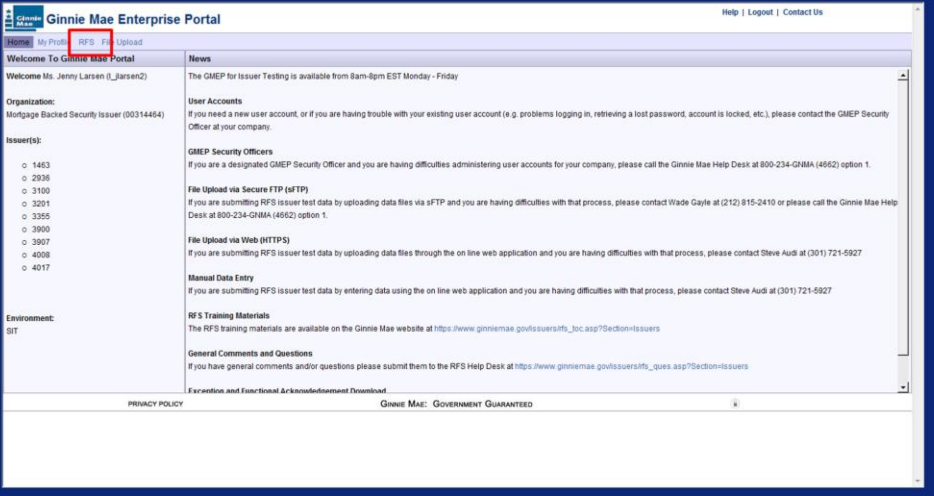
Step 1: Contact GMEP Security Officer at your organization.

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 ginniemae@bankofny.com with the subject line "Portal Registration"

Logging on to GMEP and Accessing RFS

Click on **RFS**



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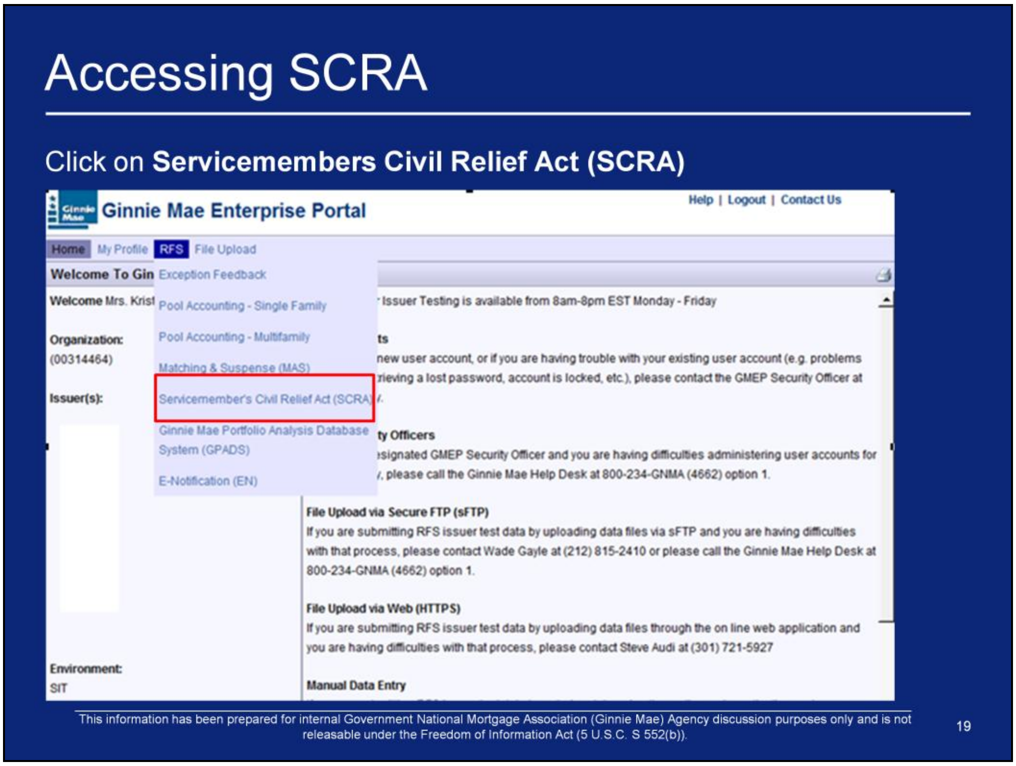
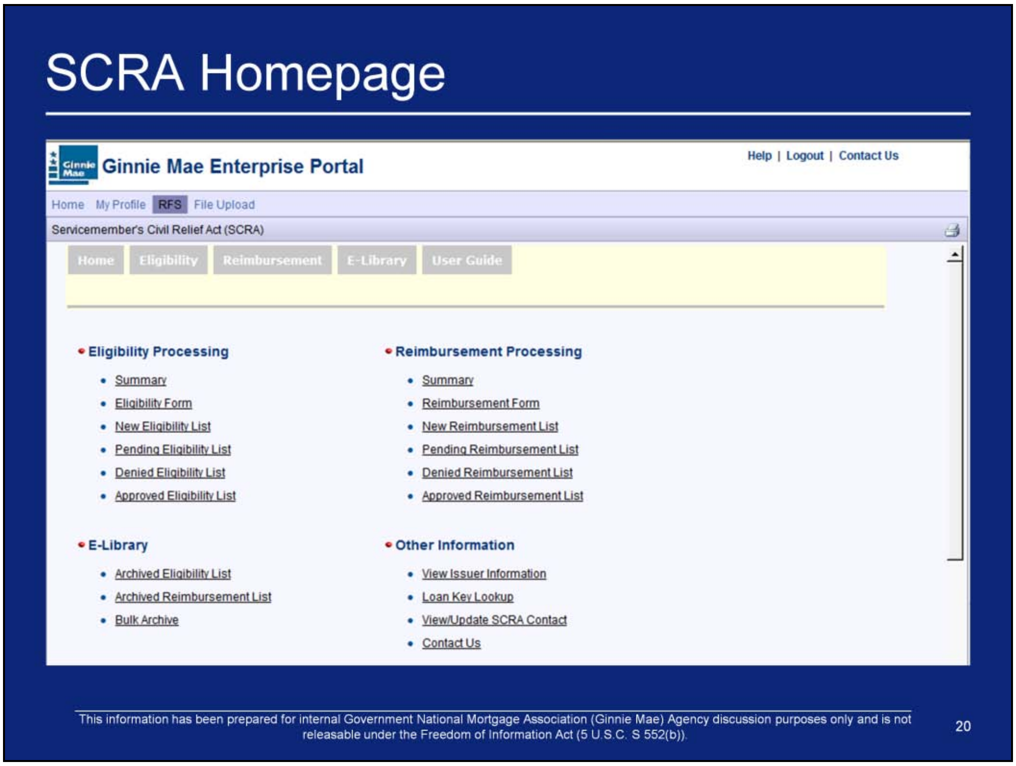
1. Once logged into the GMEP, click on the RFS link in the GMEP menu bar.



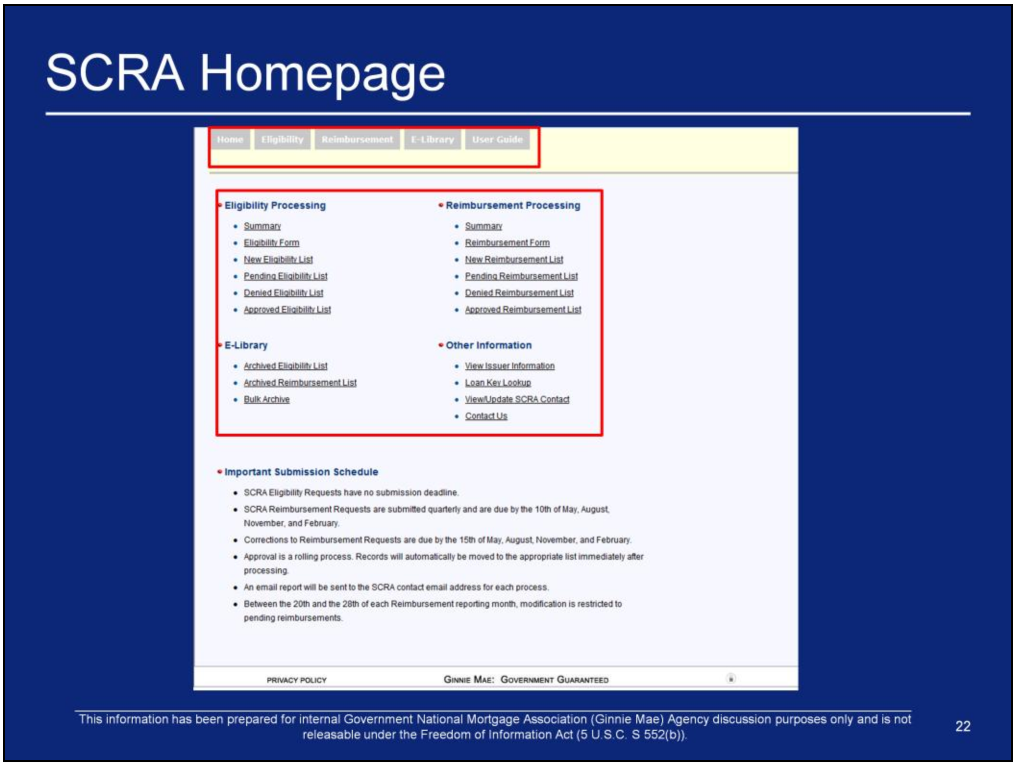
2. Select **Servicemembers Civil Relief Act (SCRA)** link from the RFS menu dropdown list



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.



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

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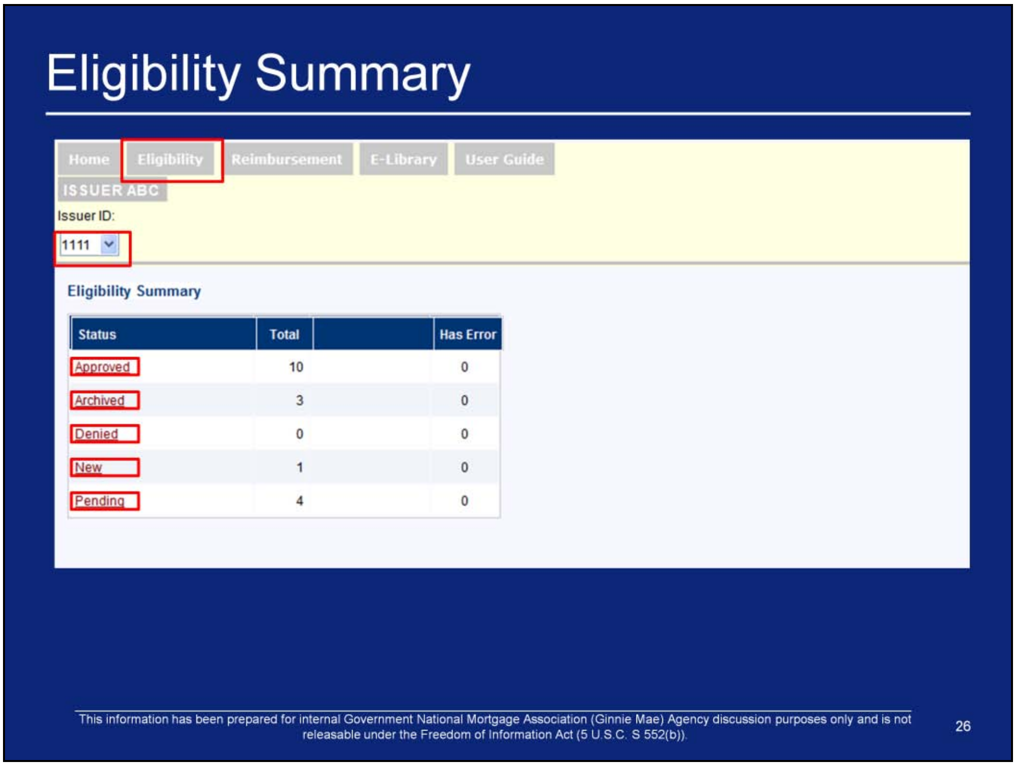
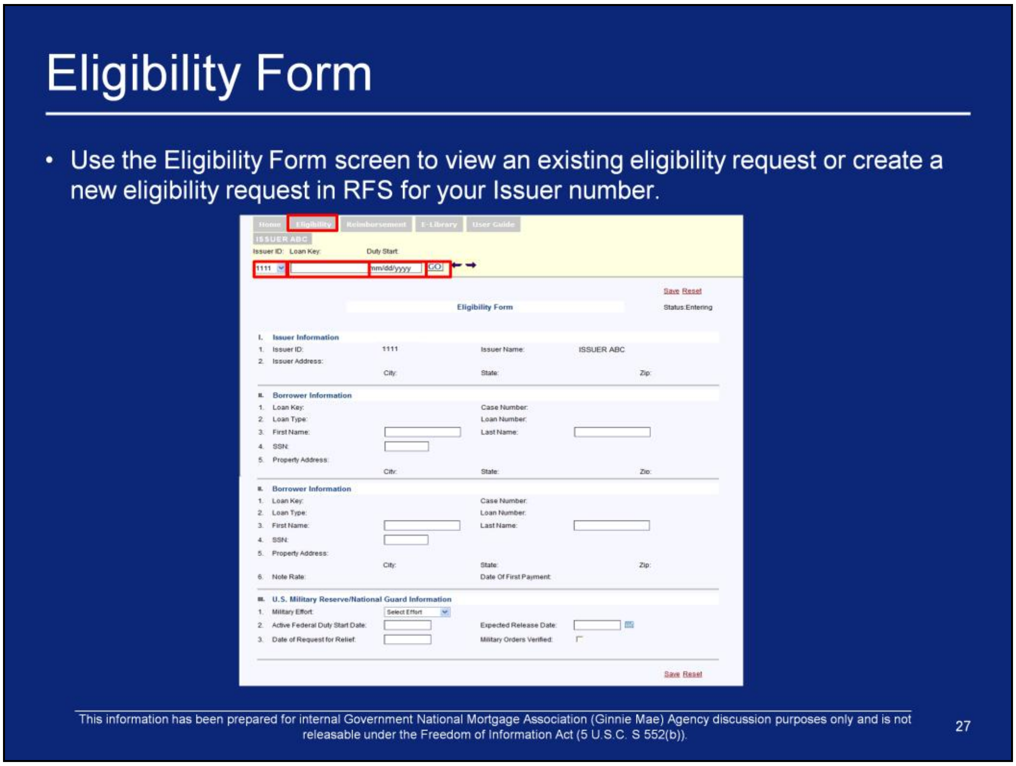
Eligibility Processing

- 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.

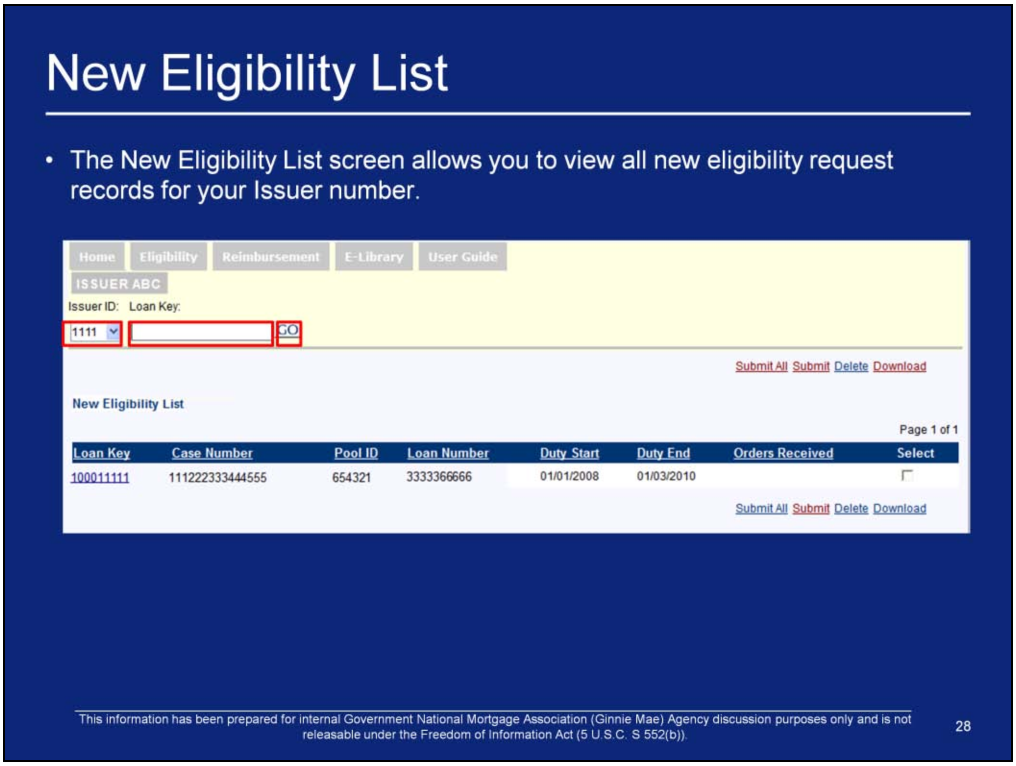


1. The Eligibility Summary screen displays the totals of all eligibility requests for the entered Issuer number by status. The screen also displays the number of eligibility requests which have errors for each status.
2. Click the Eligibility tab on the SCRA Menu. The Eligibility Summary screen is the 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".



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.

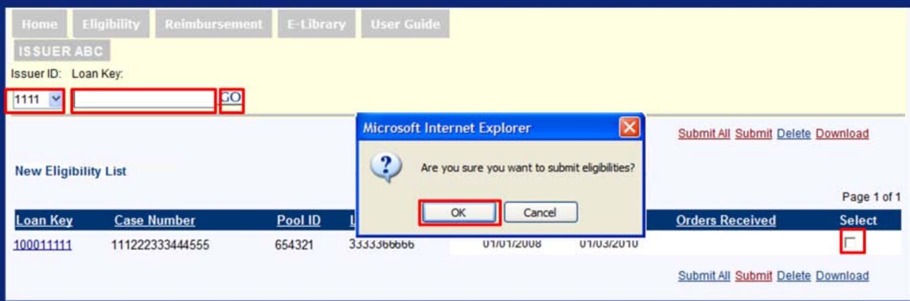


To view the New Eligibility List screen:

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.



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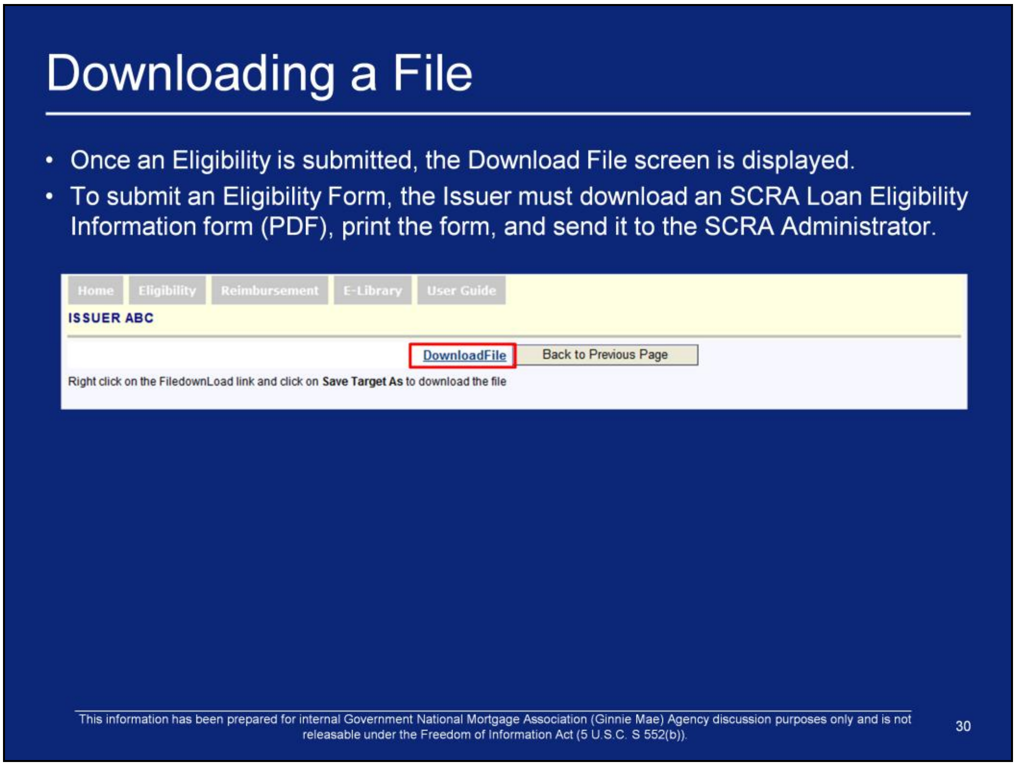
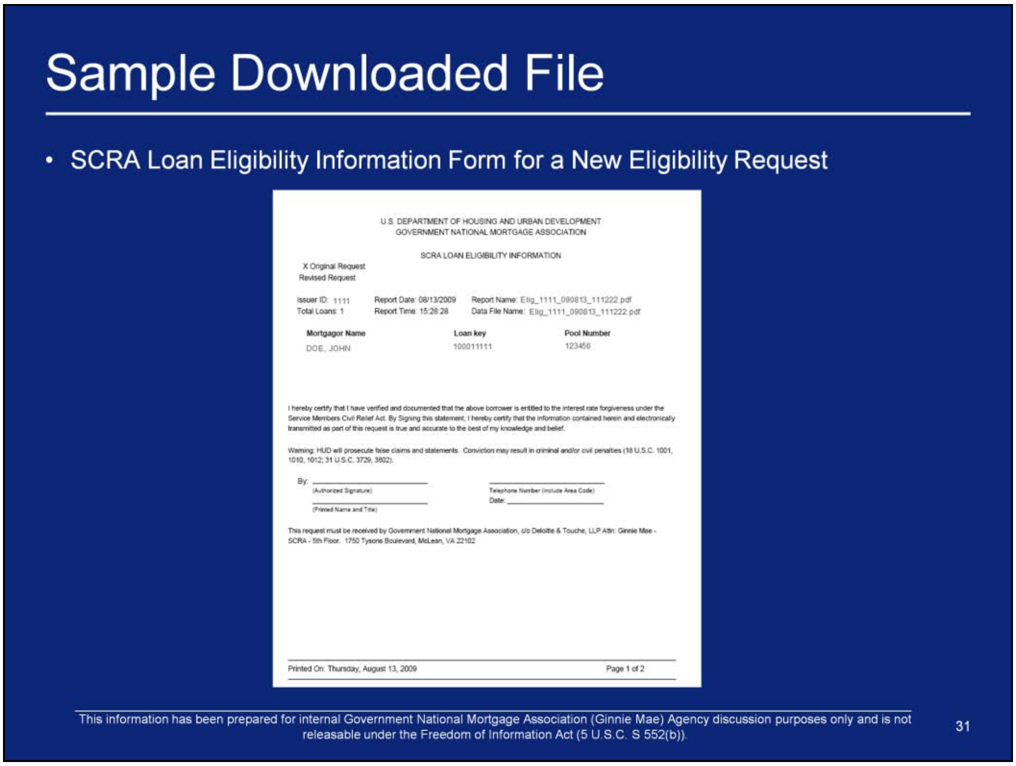
From the New Eligibility List screen

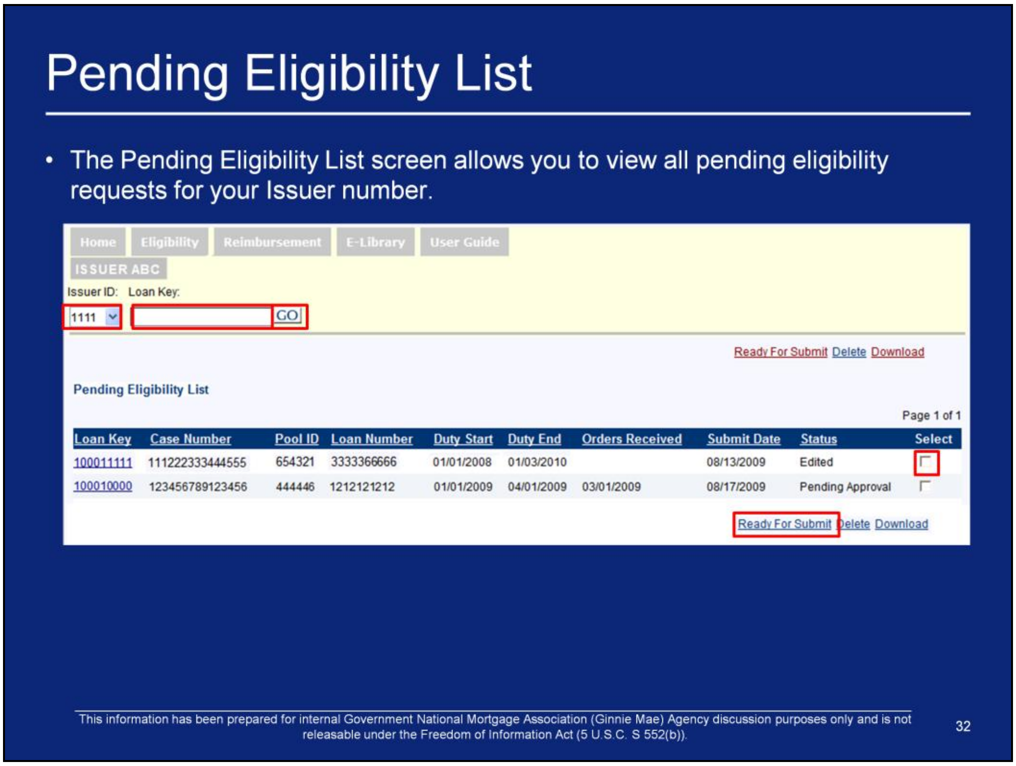
1. Place a checkmark in the ‘Select’ checkbox of the record(s) to submit. Click Submit.
2. A message will be displayed asking if you are sure you want to submit the selected eligibilities
3. Click OK to submit selected eligibilities, or CANCEL to cancel the request to submit.



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

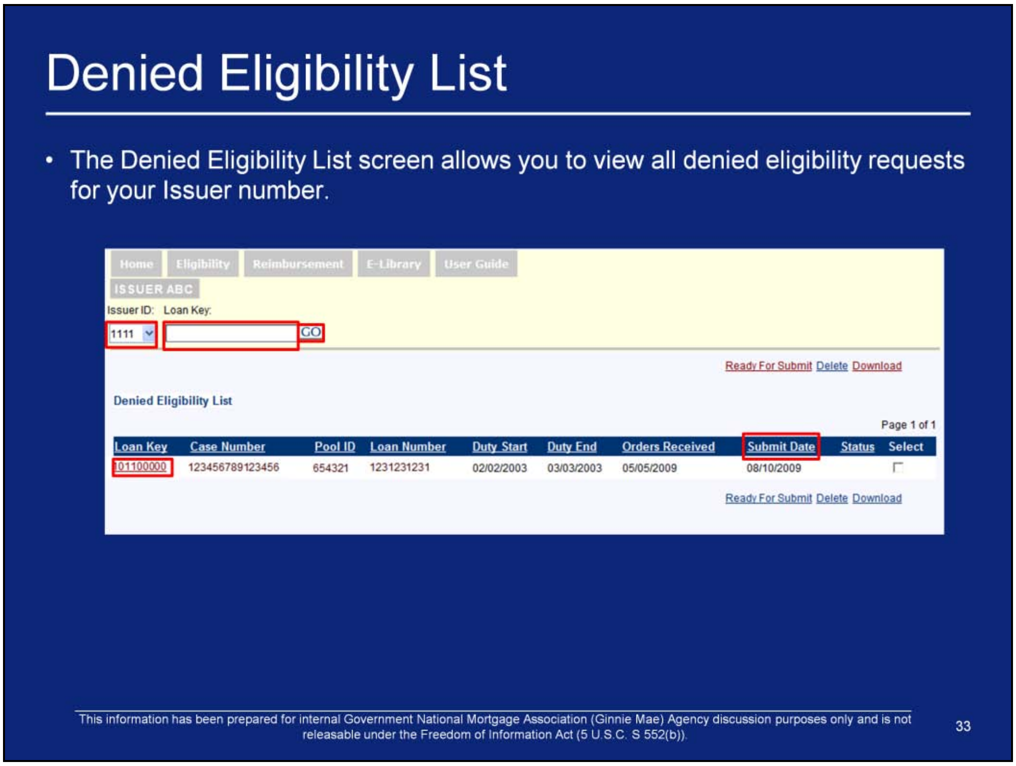


1. This screenshot represents a download created when a User submits a new eligibility request.
2. Page 2 of the PDF (not shown) contains loan information



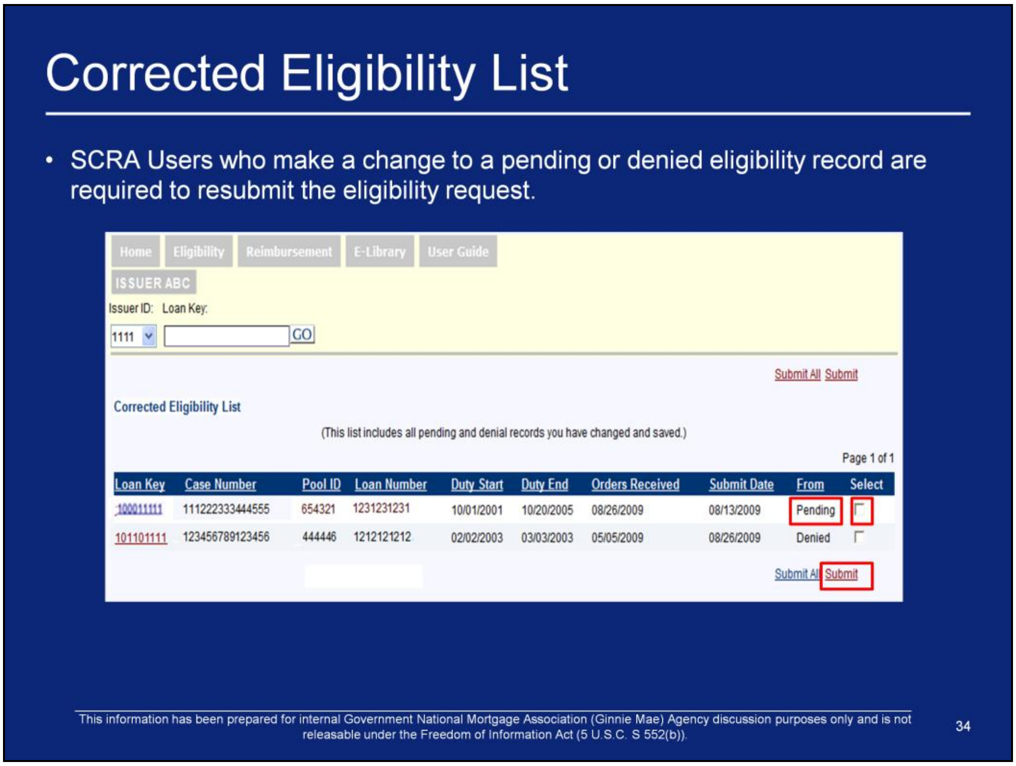
To view the Pending Eligibility List screen:

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.



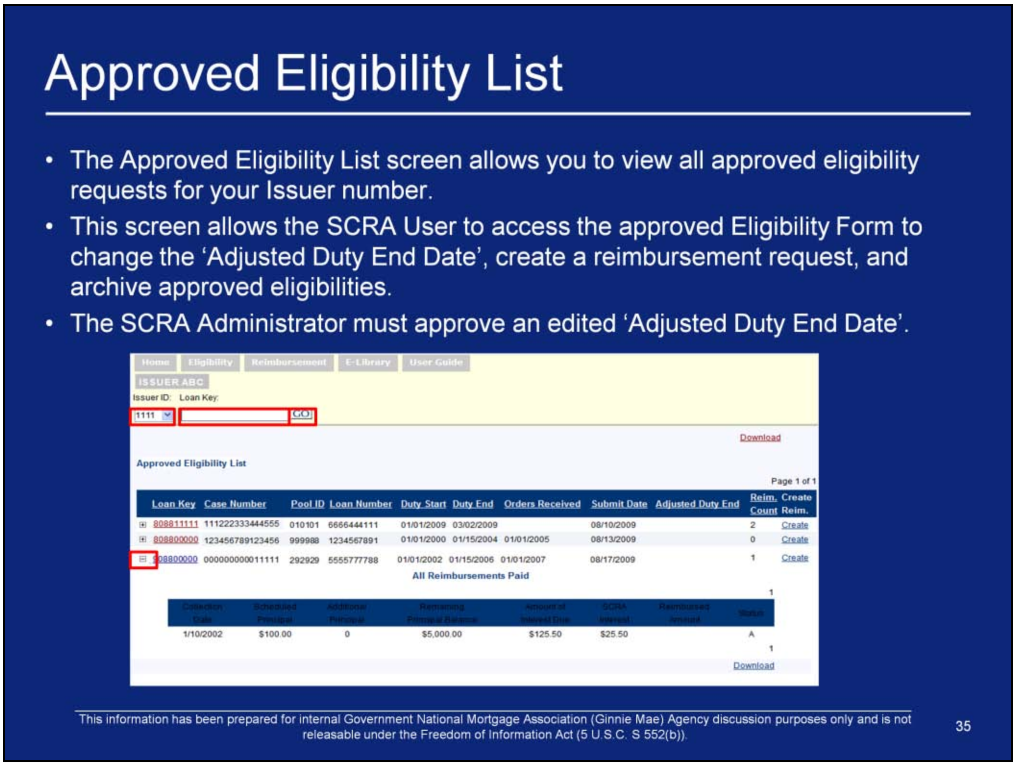
To view the Denied Eligibility List screen:

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.



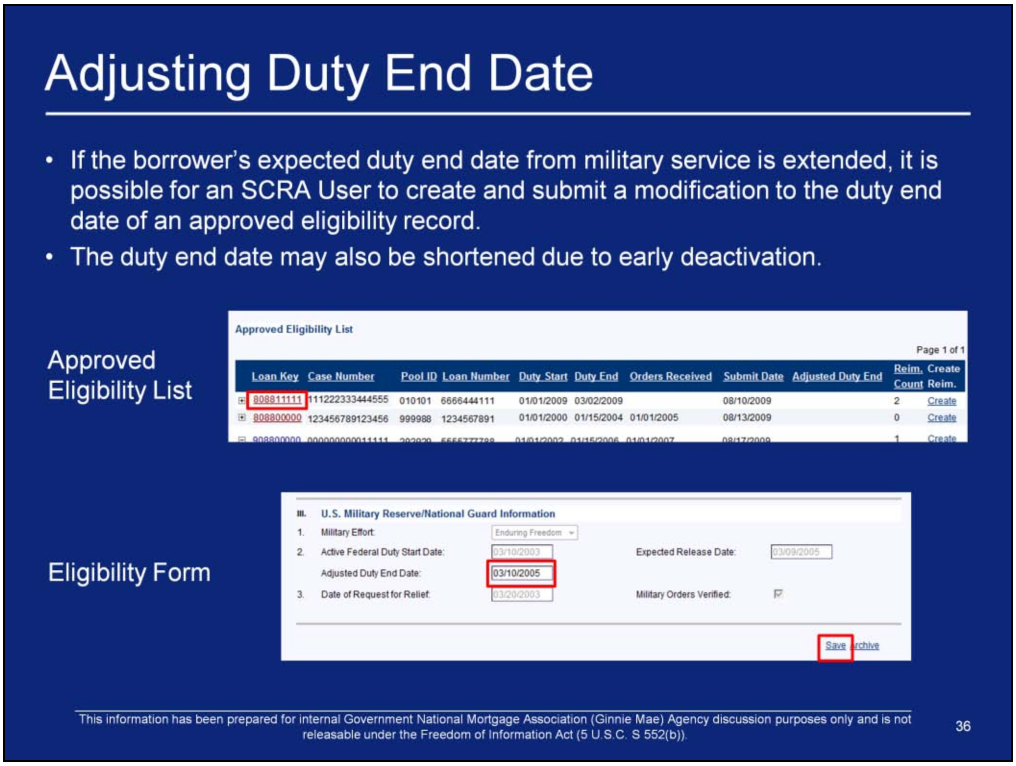
To submit a corrected eligibility:

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.



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.

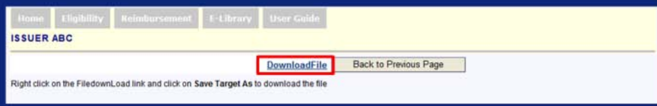


To extend or shorten the duty end date on an approved eligibility:

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.

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

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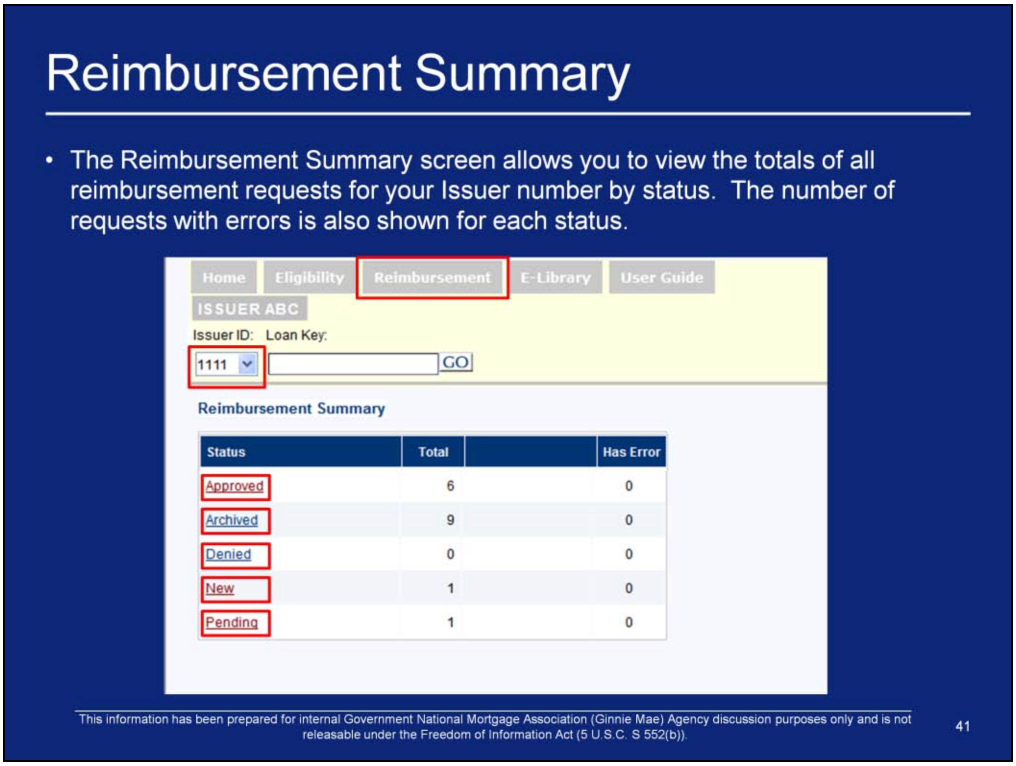
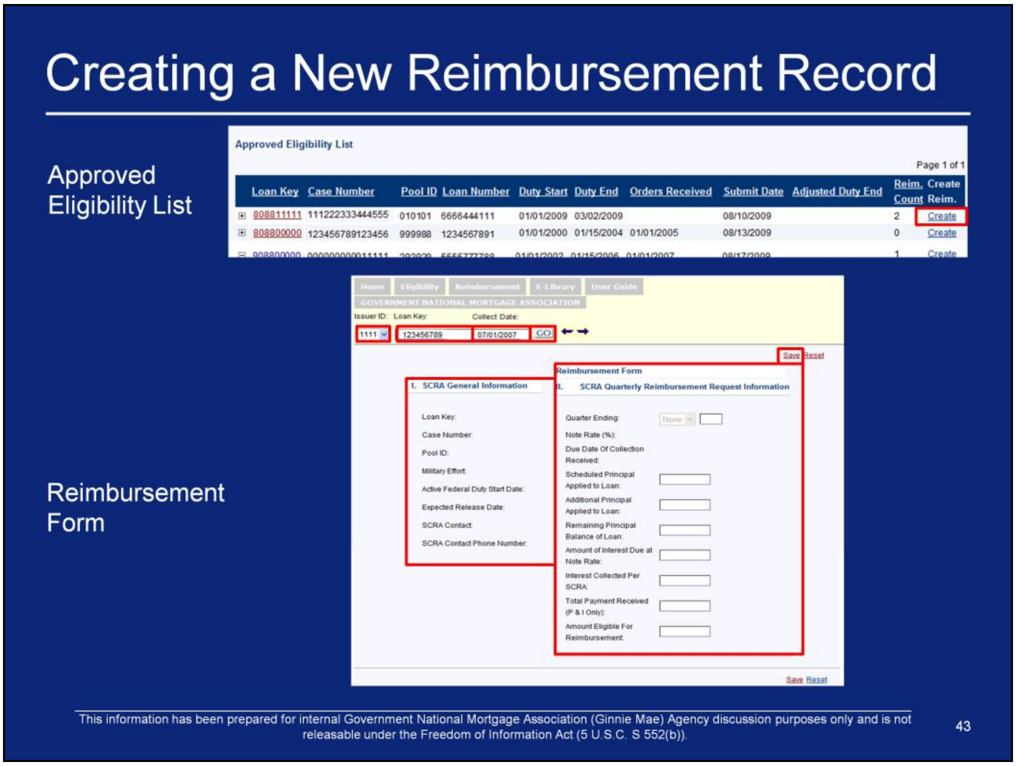


1. To review the summary of all reimbursements by status, click the Reimbursement tab on the SCRA Menu. The Reimbursement Summary page is the default screen that is displayed . The Reimbursement Summary screen may also be accessed directly from the SCRA Home screen by clicking the Reimbursement Summary link under the Reimbursement Processing section.
2. 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.
3. The Reimbursement Summary also contains links to all the Reimbursement Lists for your Issuer ID:
4. Approved Reimbursement List screen, click Approved
5. Archived Reimbursement List screen, click Archived
6. Denied Reimbursement List screen, click Denied
7. New Reimbursement List screen, click New
8. Pending Reimbursement List screen, click Pending.

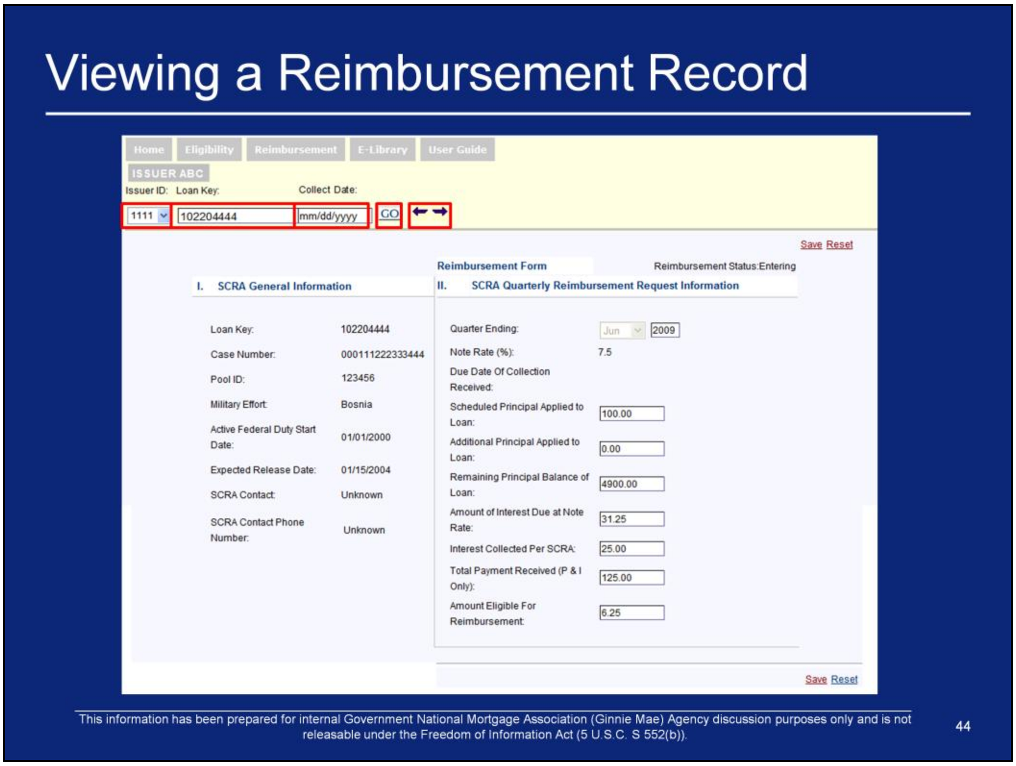
Reimbursement Form

- 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.

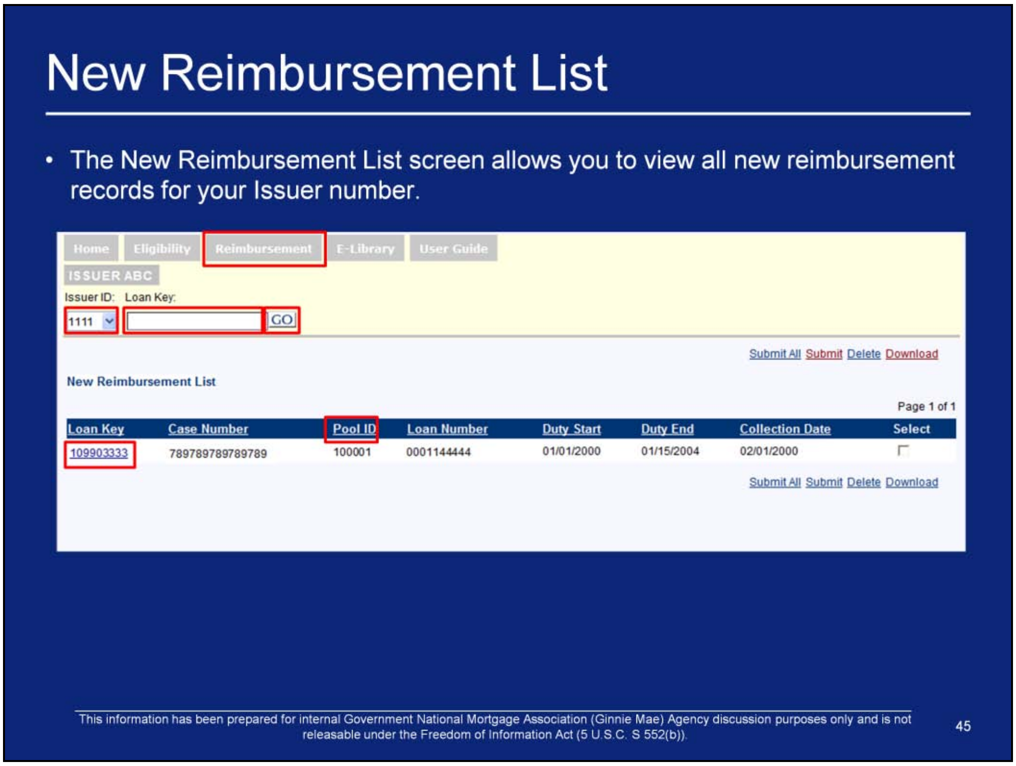


To create a new reimbursement request for an approved eligibility:

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

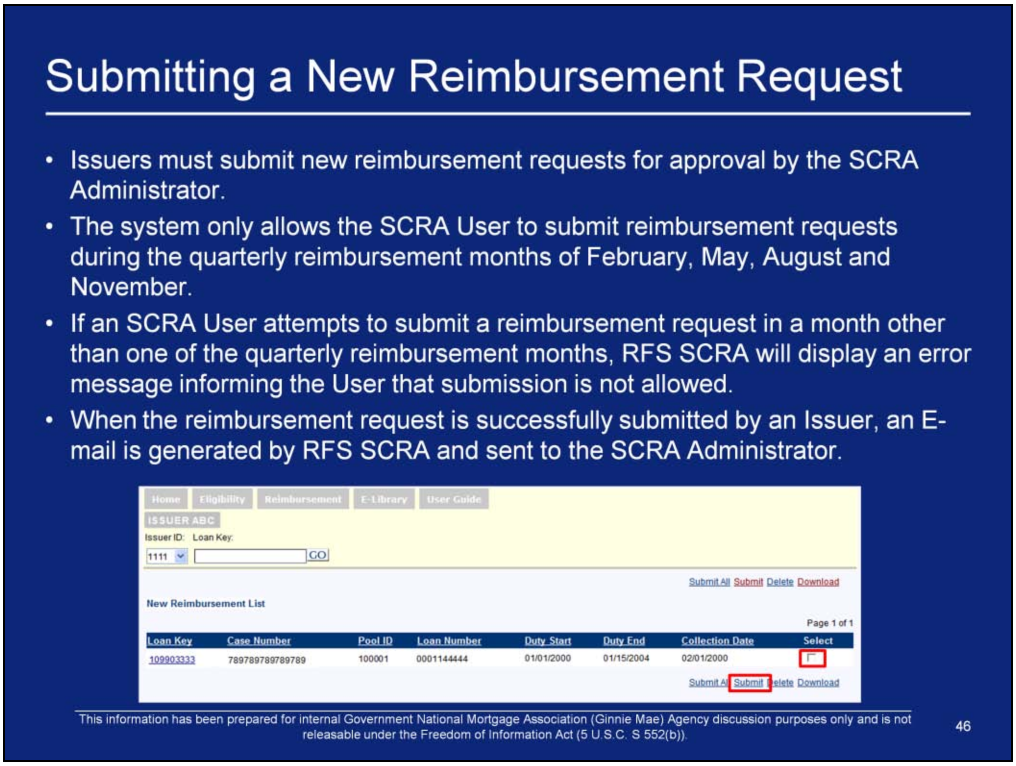


1. Click the Reimbursement tab on the SCRA Menu.
2. Click the Form sub tab to display a blank Reimbursement Form
3. The Reimbursement Form is also displayed by clicking the Reimbursement Form link under the Reimbursement Processing section of the SCRA Home page.
4. If you are authorized to view data 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 From icons.



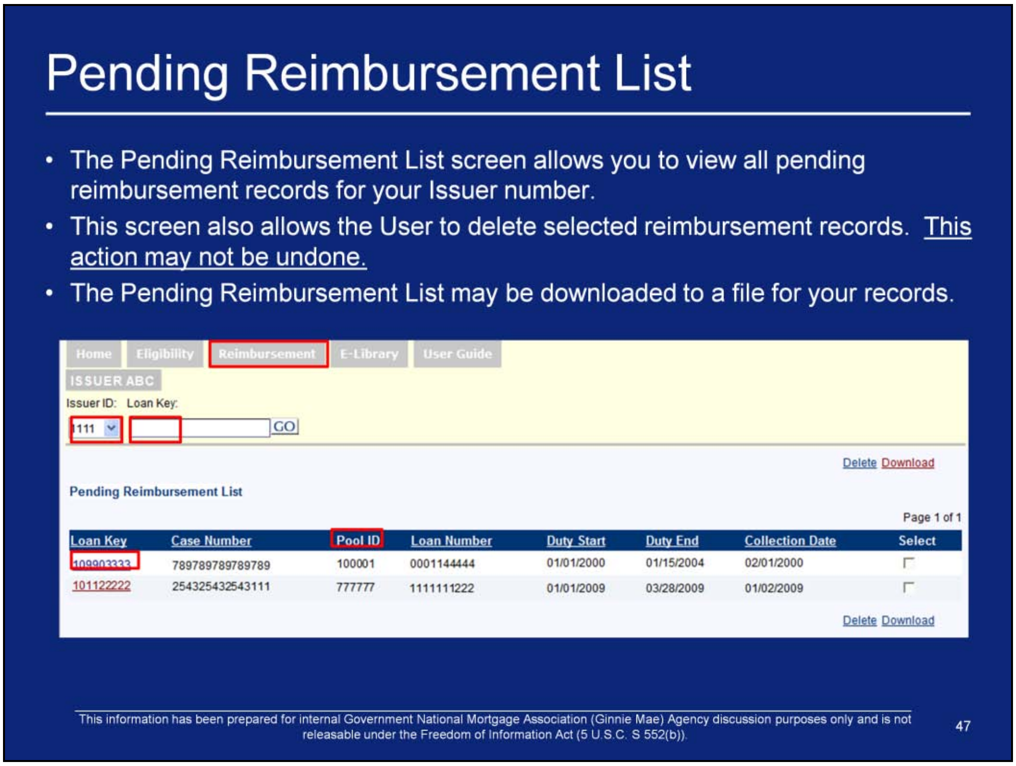
To view the New Reimbursement List:

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.



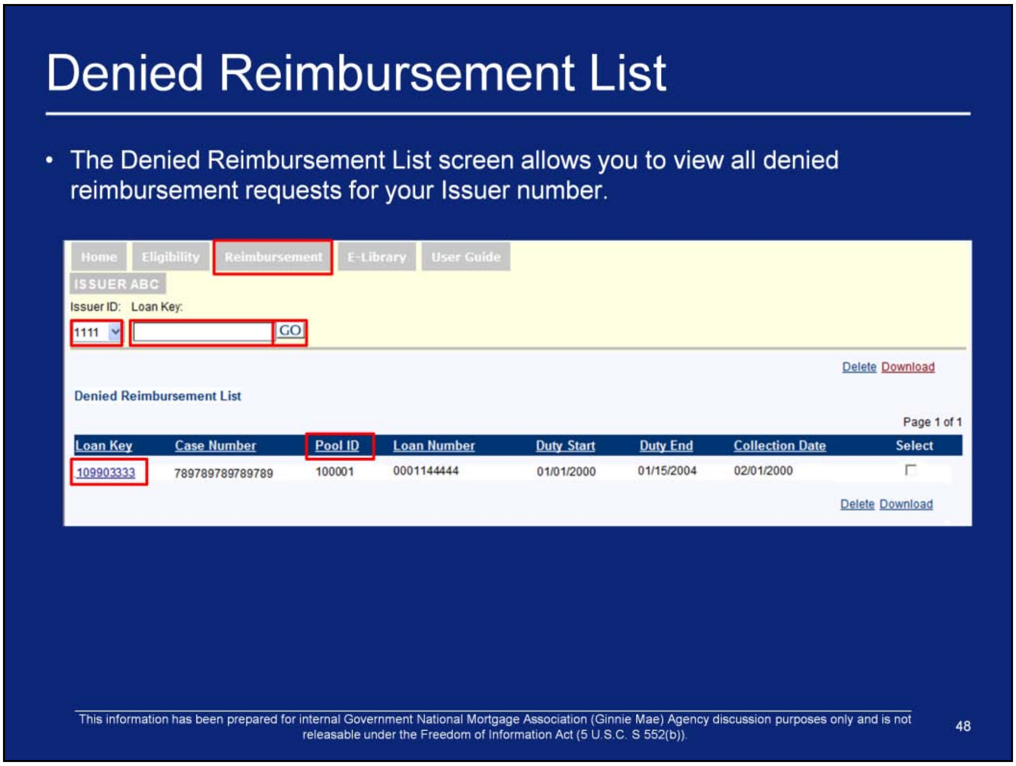
From the New Reimbursement List screen:

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.



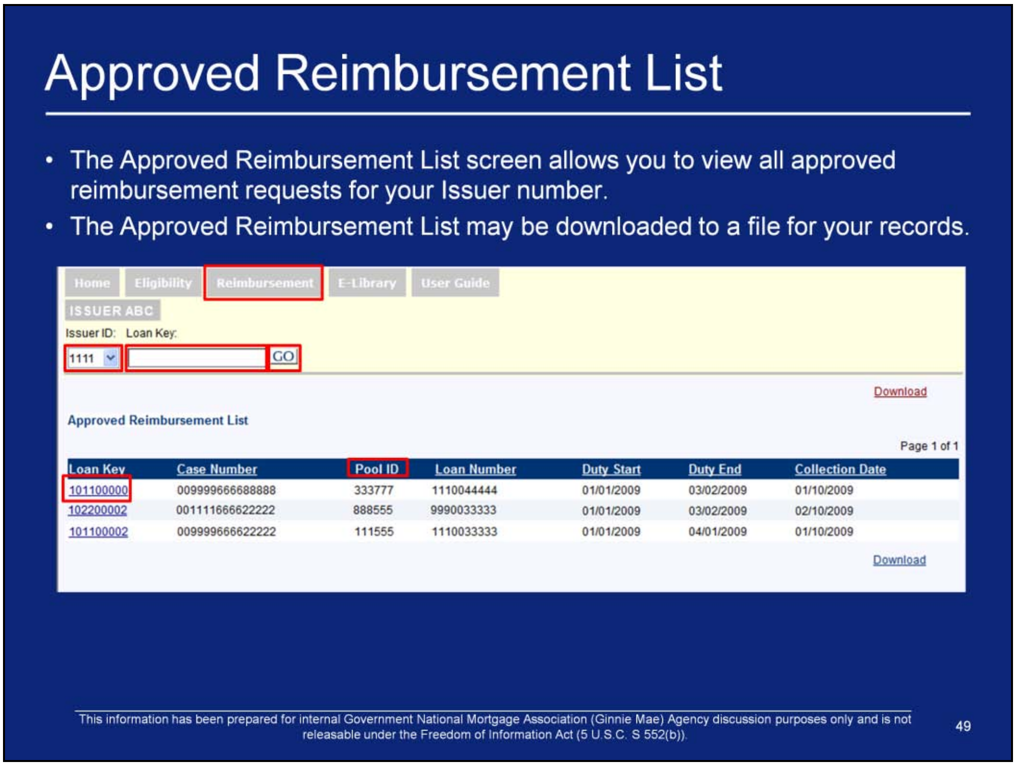
To view the Pending Reimbursement List:

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.



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.



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

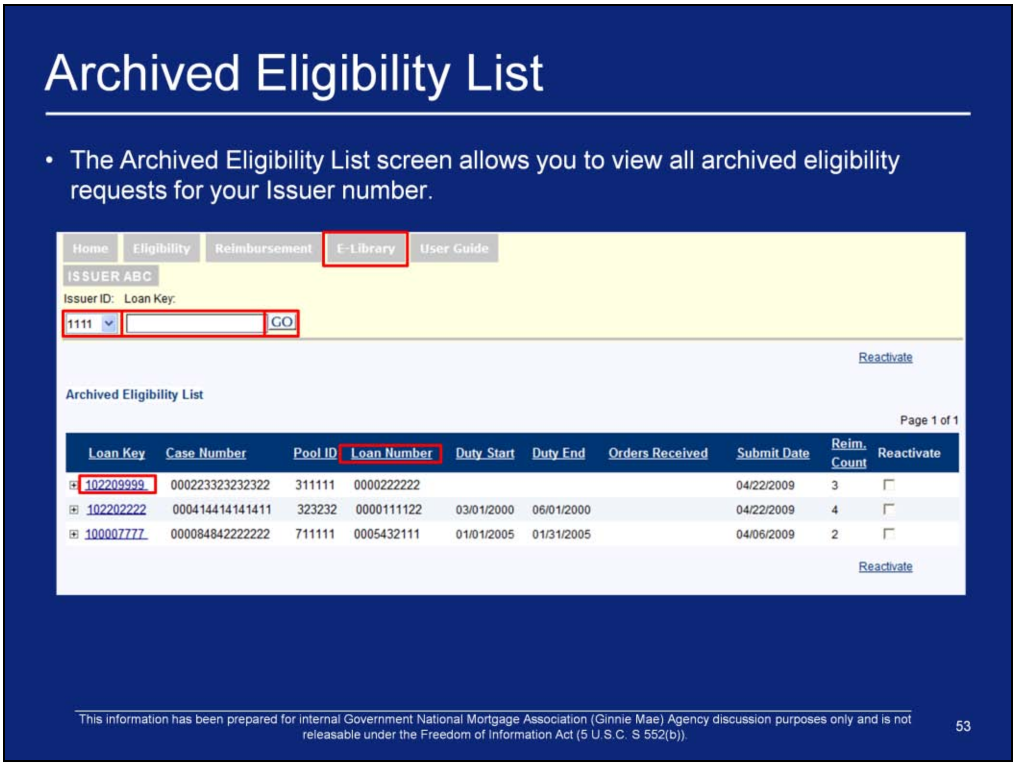
E-Library

LESSON 6

51

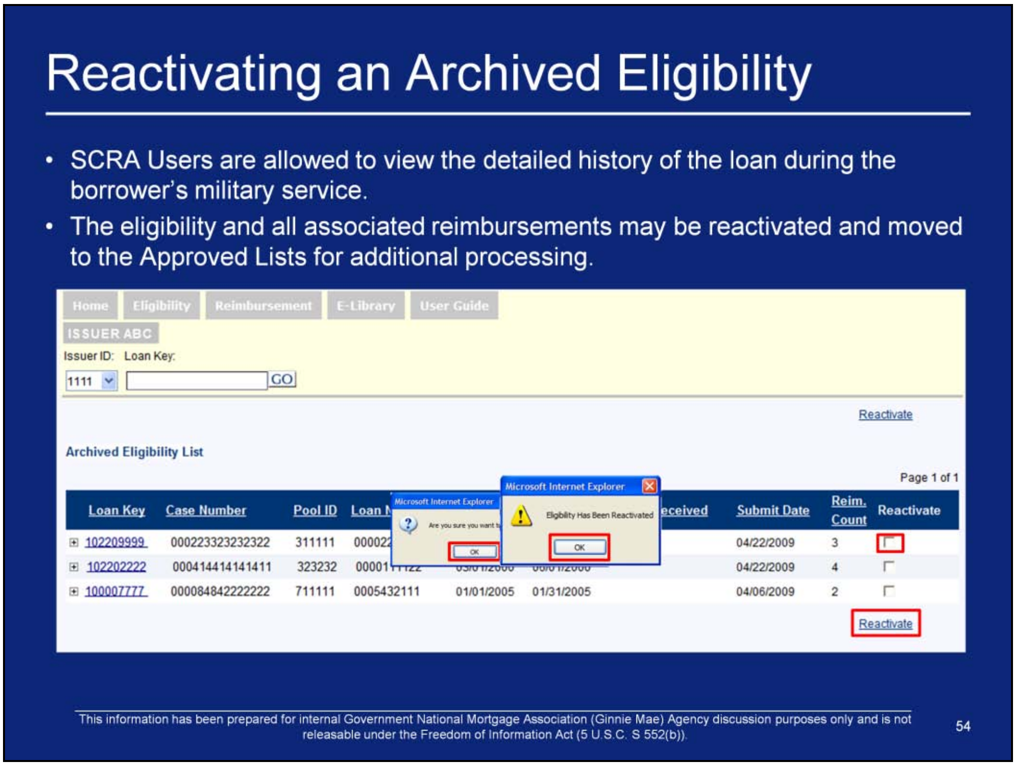
E-Library

- 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.



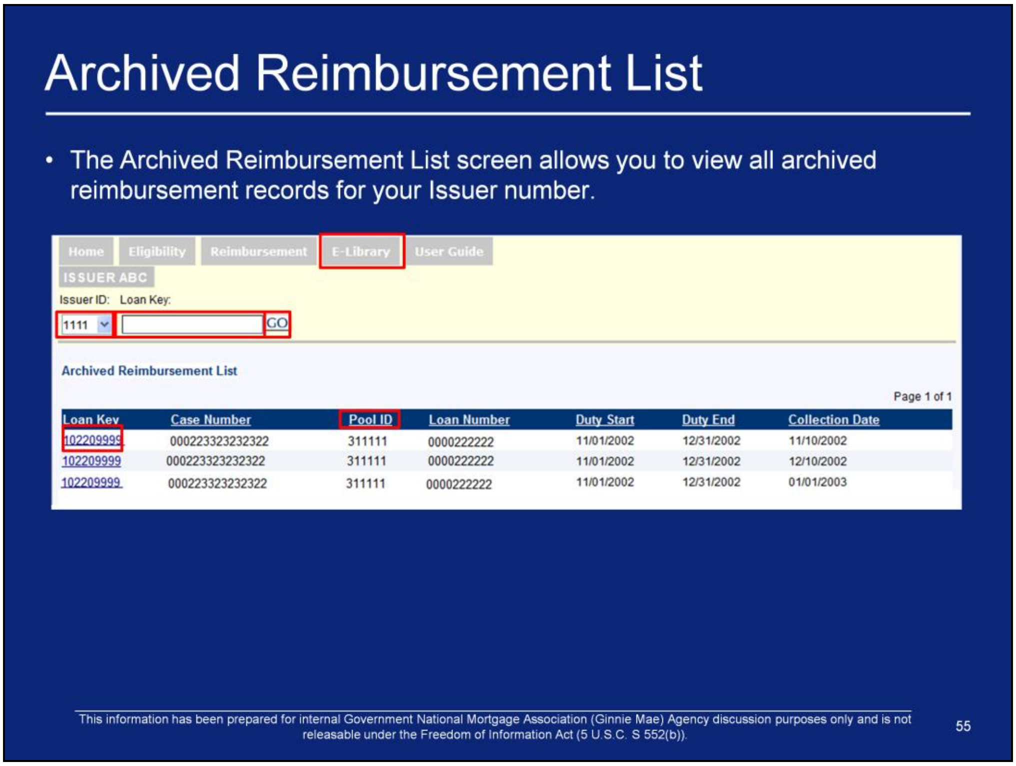
To view the Archived Eligibility List:

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.



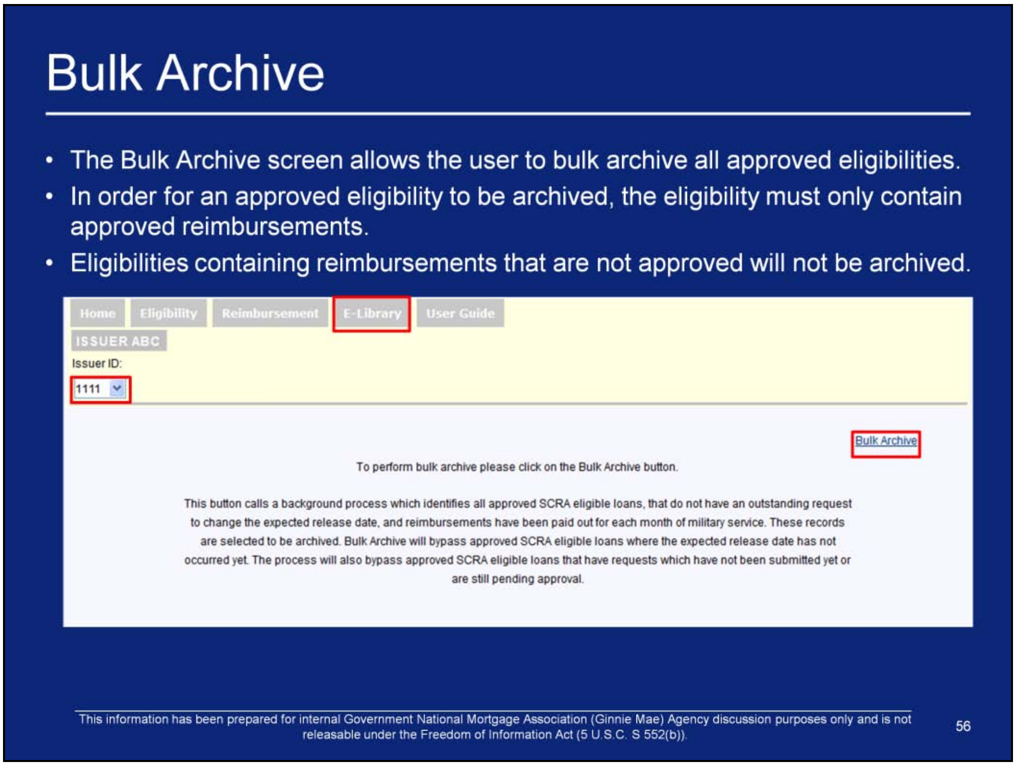
To reactivate an archived eligibility and the associated reimbursements:

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.



To view the Archived Reimbursement List:

1. 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.
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 Reimbursements for the selected Issuer.
3. ‘Loan Key’ is an optional field. Entering a ‘Loan Key’ retrieves all the Archived 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.



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

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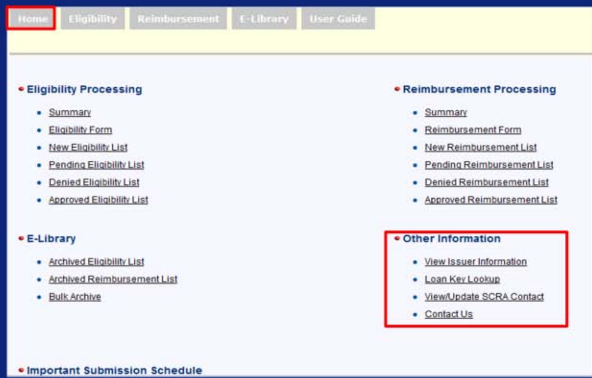
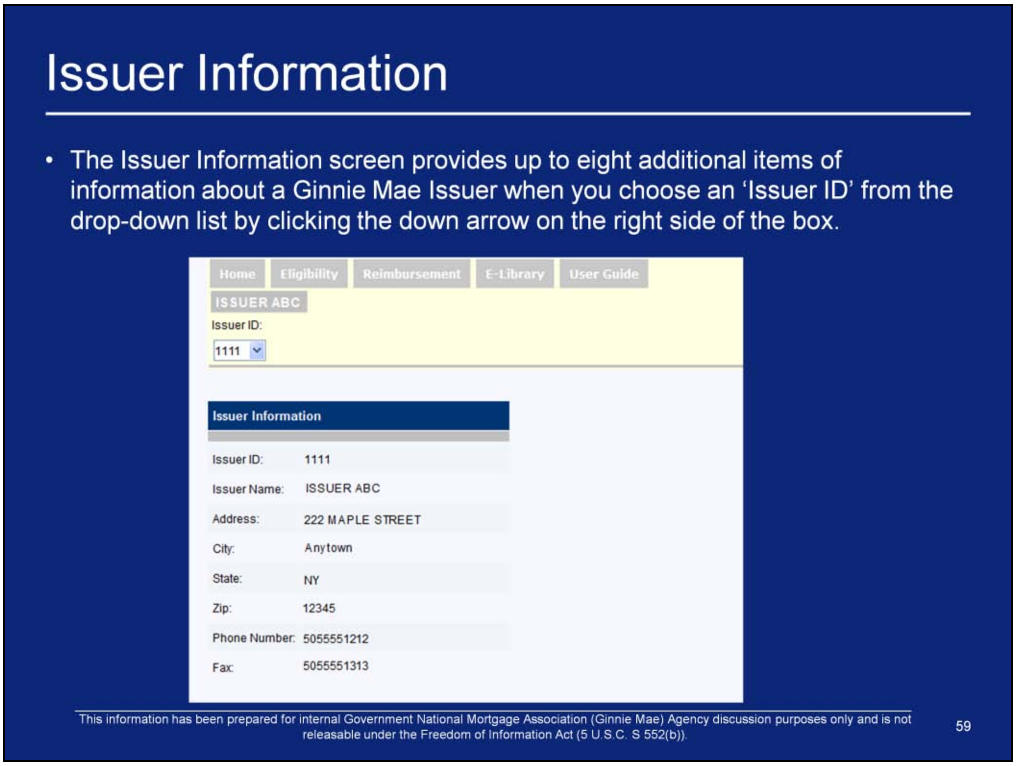
Other Information

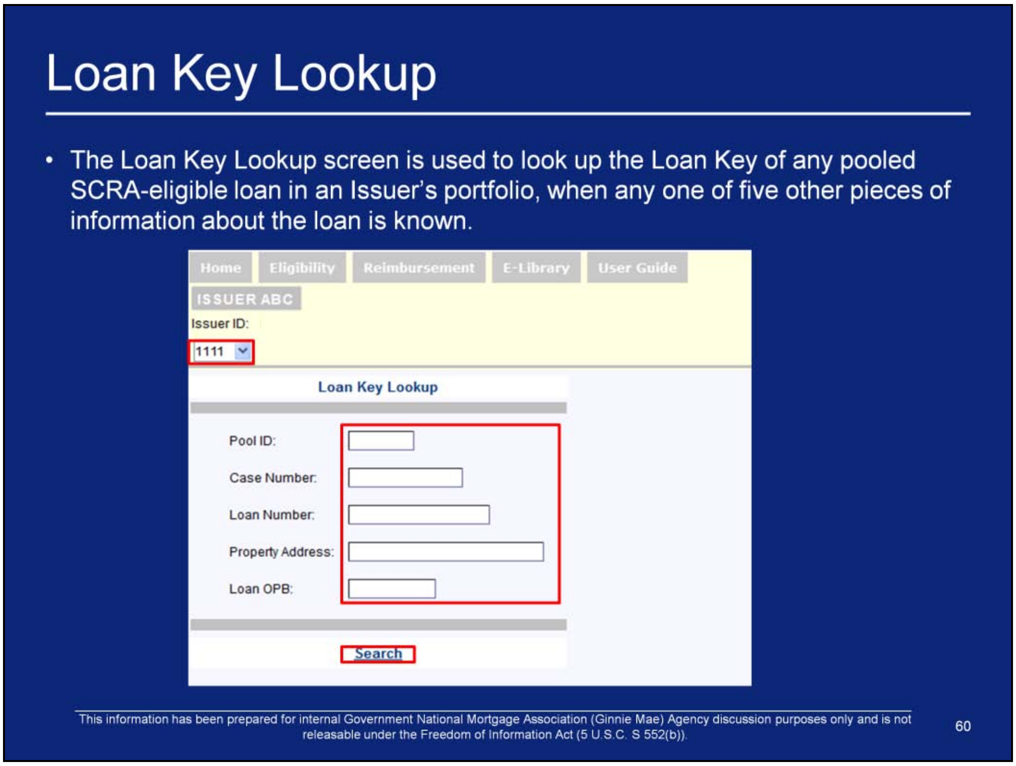
- The Other Information section of the SCRA Home screen is not accessible using the SCRA Menu bar.
- This section is used to obtain information regarding your Issuer information, perform a Loan Key lookup, obtain SCRA contact information, and contact your SCRA Administrator.





To view the Issuer Information screen for a given Issuer:

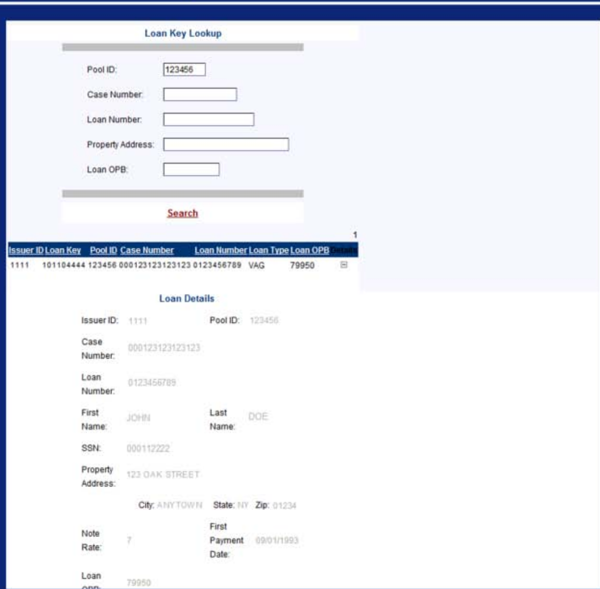
1. Click the Issuer Information link under the Other Information section of the SCRA Home page.
2. Select the 'Issuer ID' from the drop-down list. The drop-down list will contain the 'Issuer IDs' belonging to Issuers assigned to your organization. Clicking GO retrieves the Issuer Information for the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

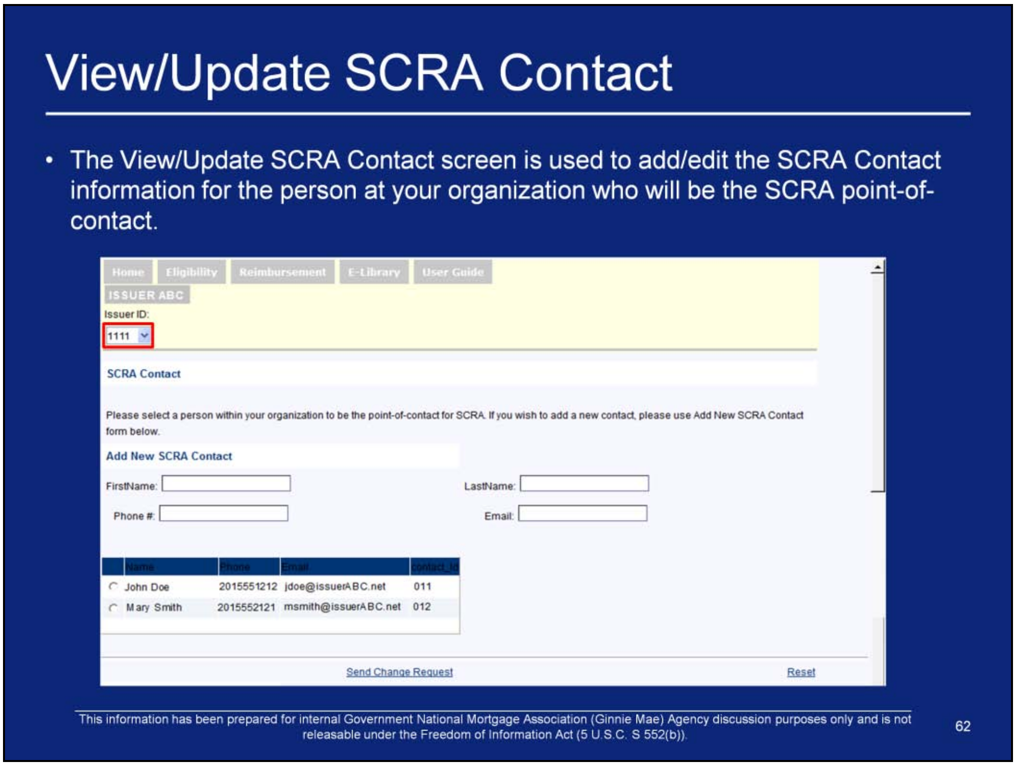


To view the Loan Key Lookup screen:

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.

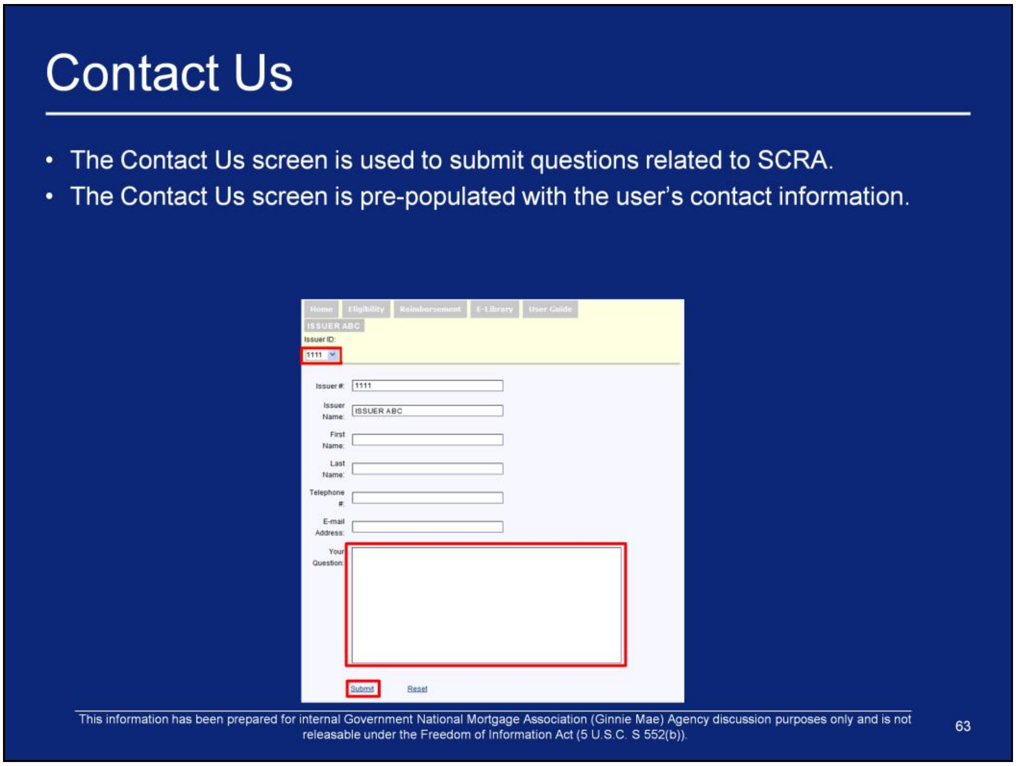
Loan Key Lookup Search Results Example





To access the View/Update SCRA Contact screen:

1. Click the <u>View/Update SCRA Contact link</u> 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.

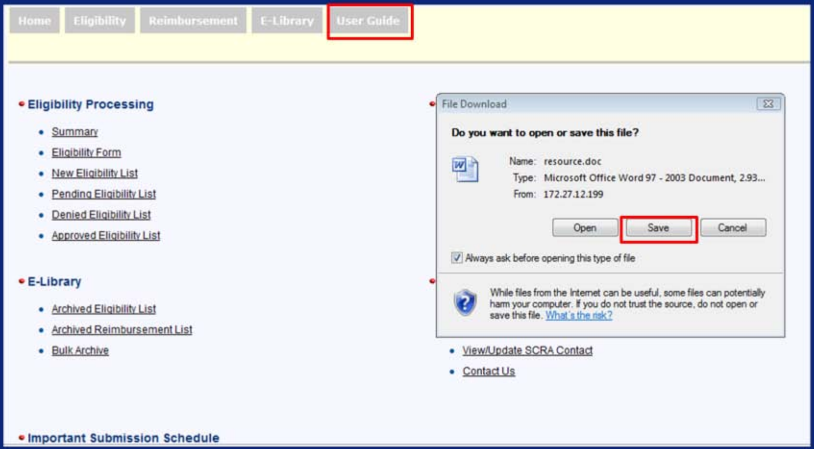


To view the Contact Us screen:

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

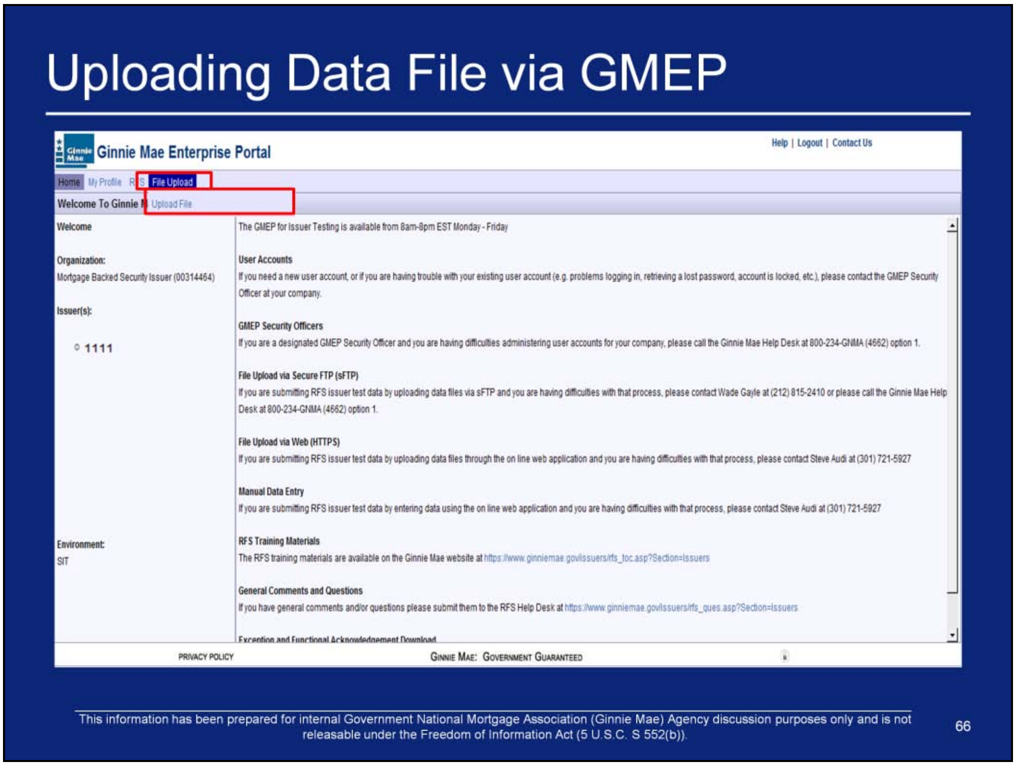
- Clicking the User Guide menu option will display a Microsoft Word version of the SCRA User Guide.
- This file can be saved to the User's computer.



File Upload Process

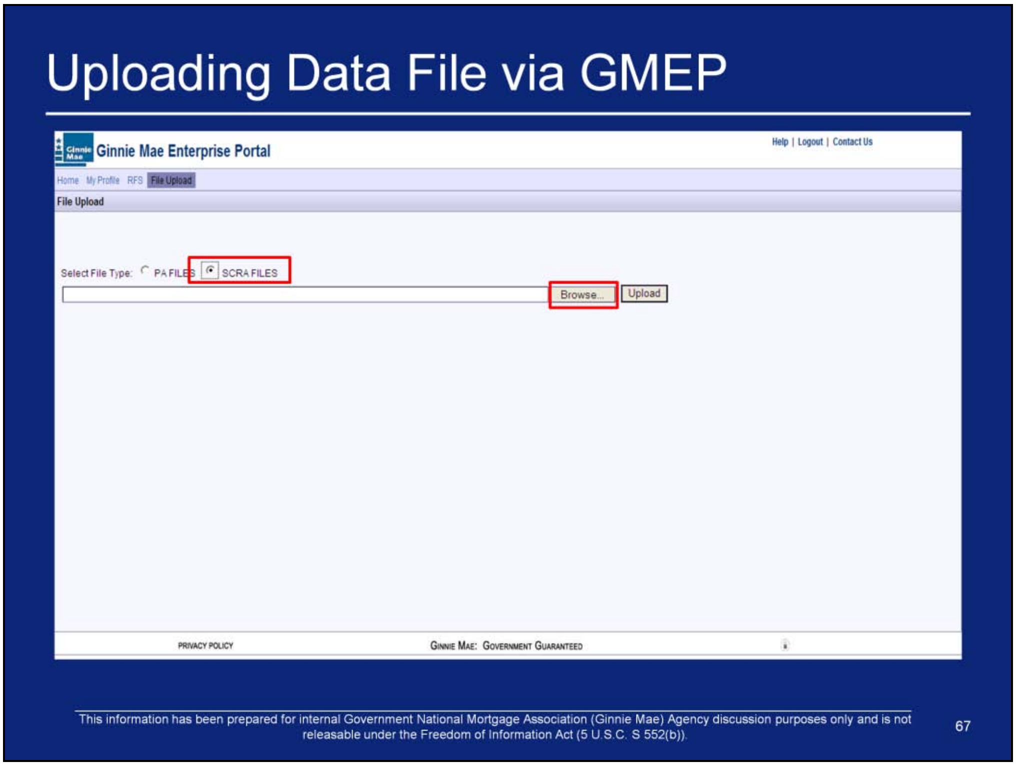
LESSON 8

65

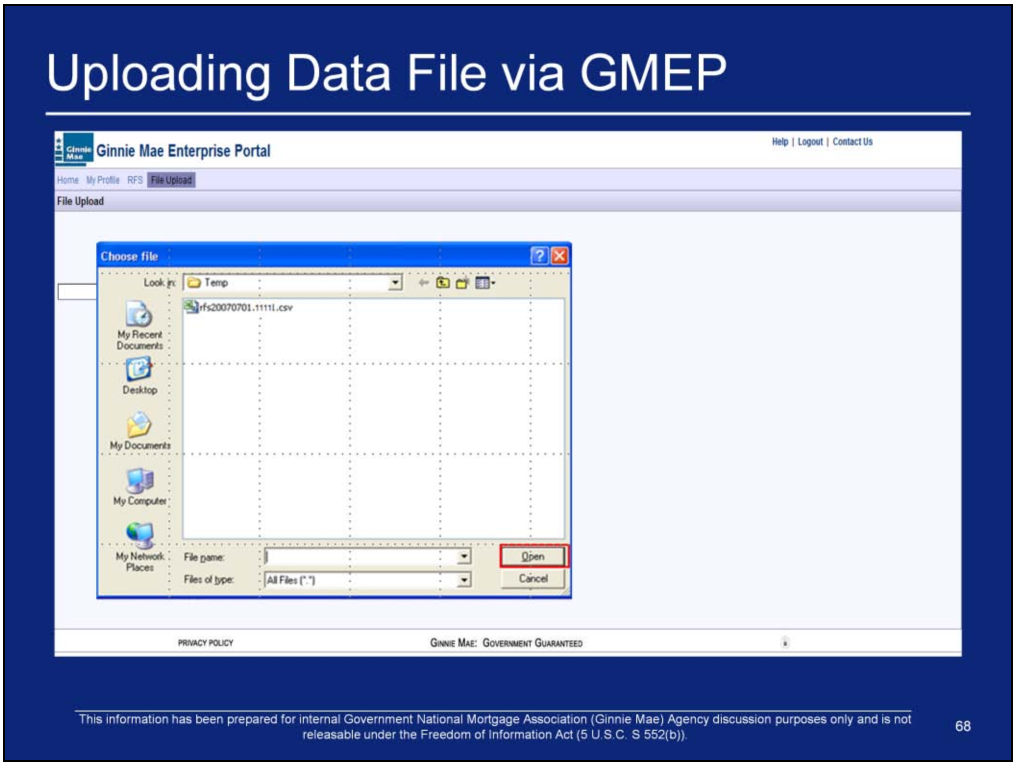


A. Report Pool and Loan Level Data Using HTTPS File Upload

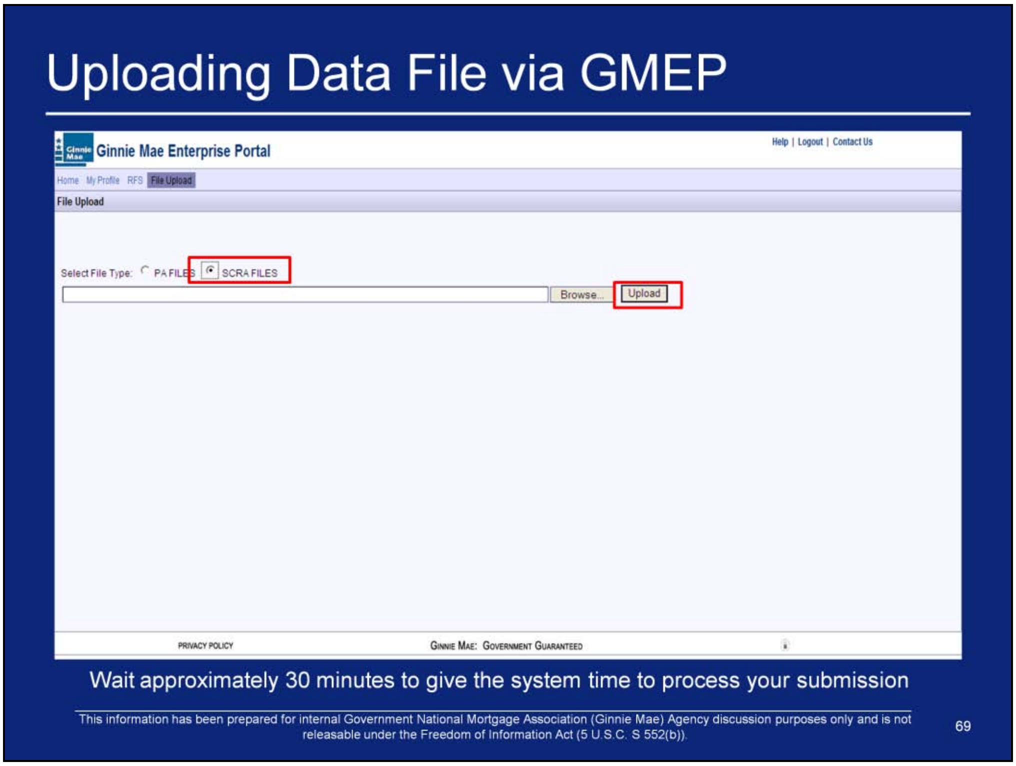
1. After logging in, point your mouse cursor on **‘File Upload’**.
2. Click on the **‘Upload File’** link in the drop down menu.



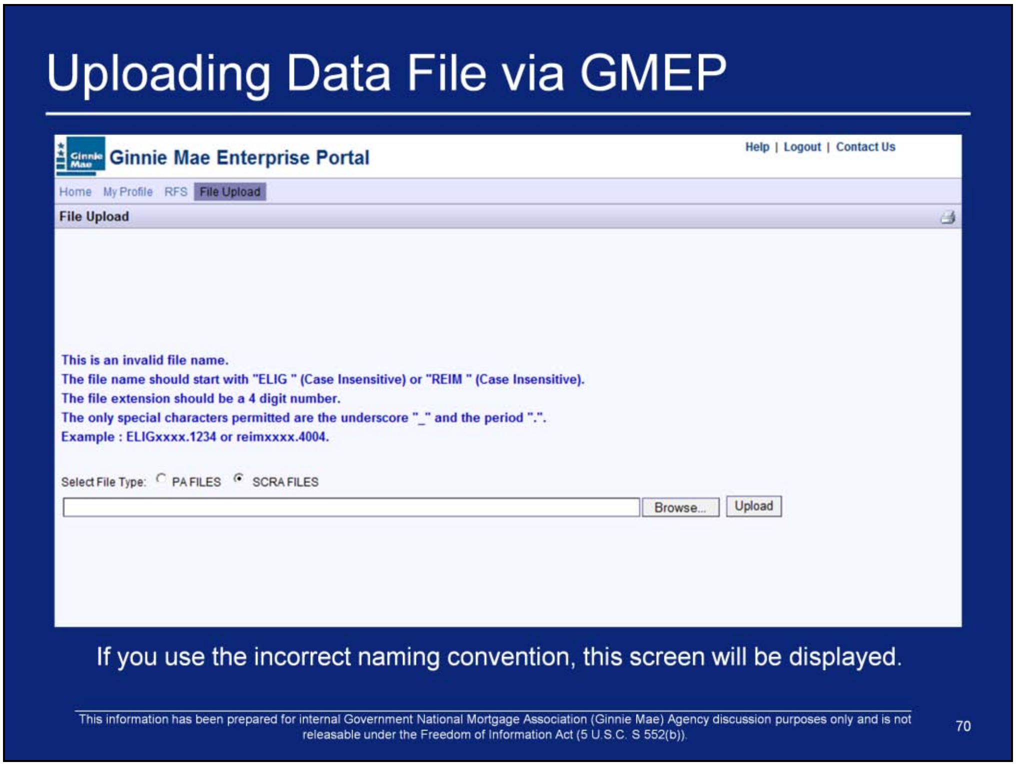
3. Click ‘**Browse’**.



4. Navigate to the file to upload.
5. Click **‘Open’**.

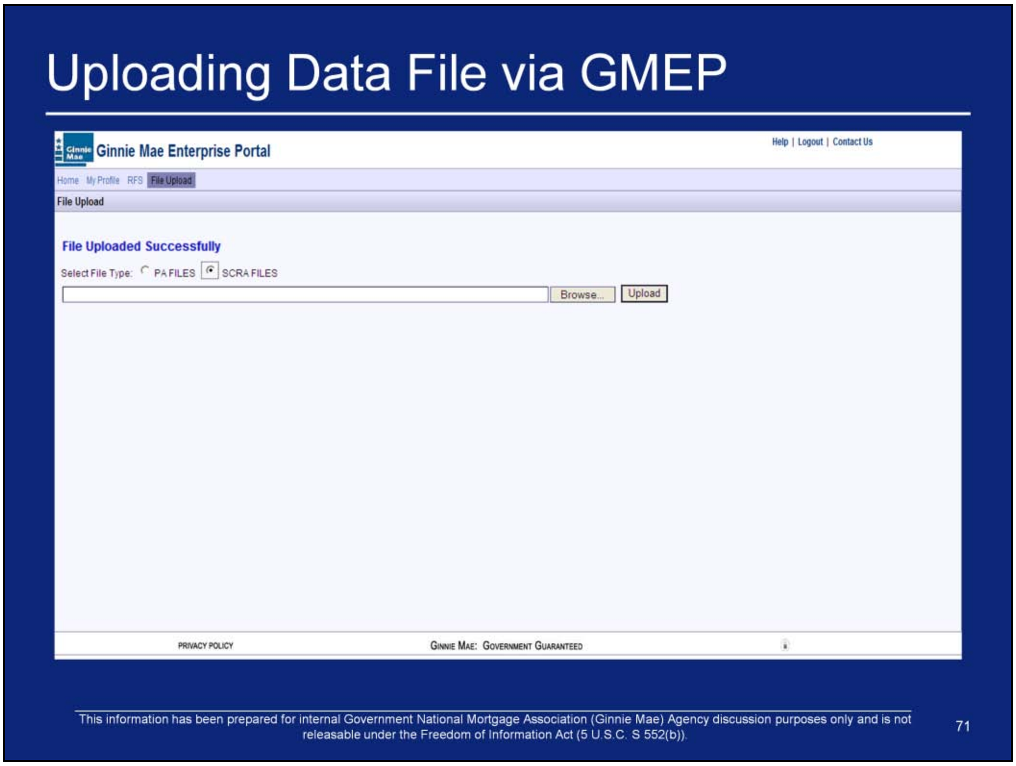


6. Click **‘Upload’**.
7. Click **‘OK’**.



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



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

Downloading Upload Feedback

LESSON 9

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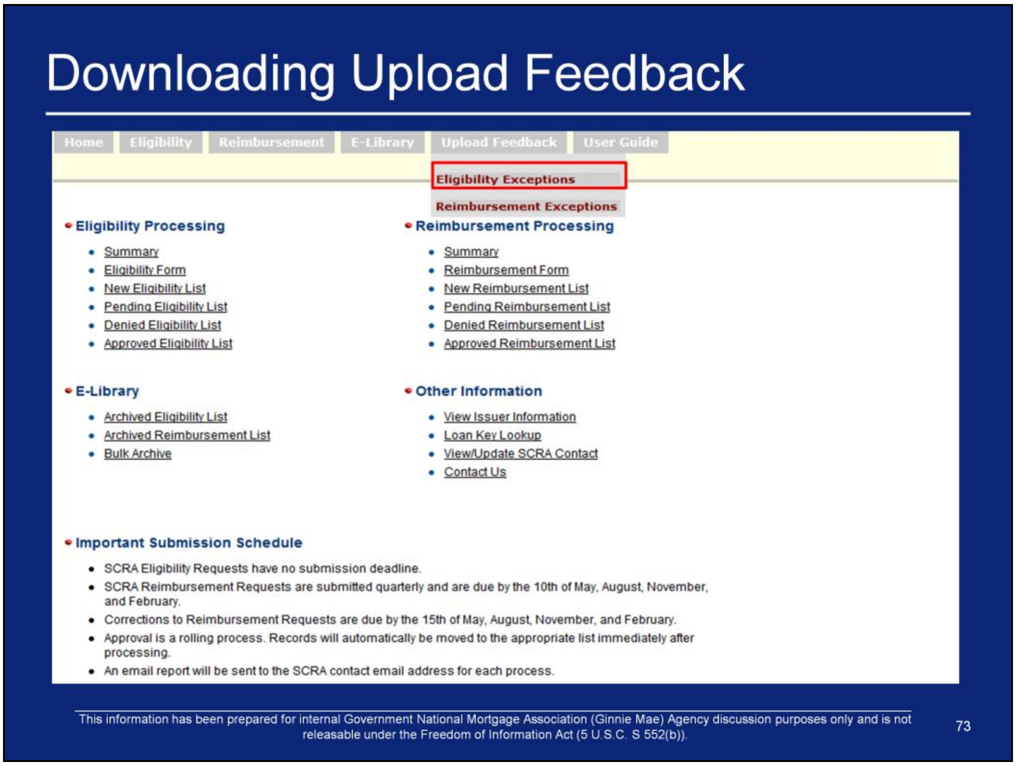
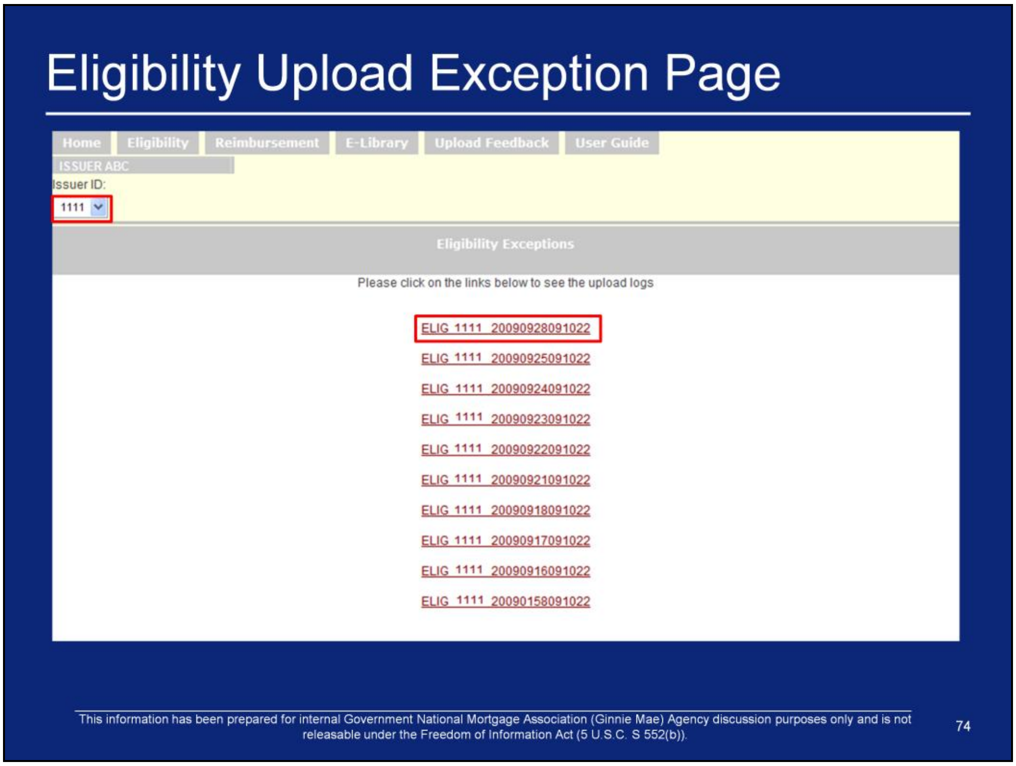


1. To download upload feedback click one of the two options under the ‘Upload Feedback’ on the SCRA menu bar.

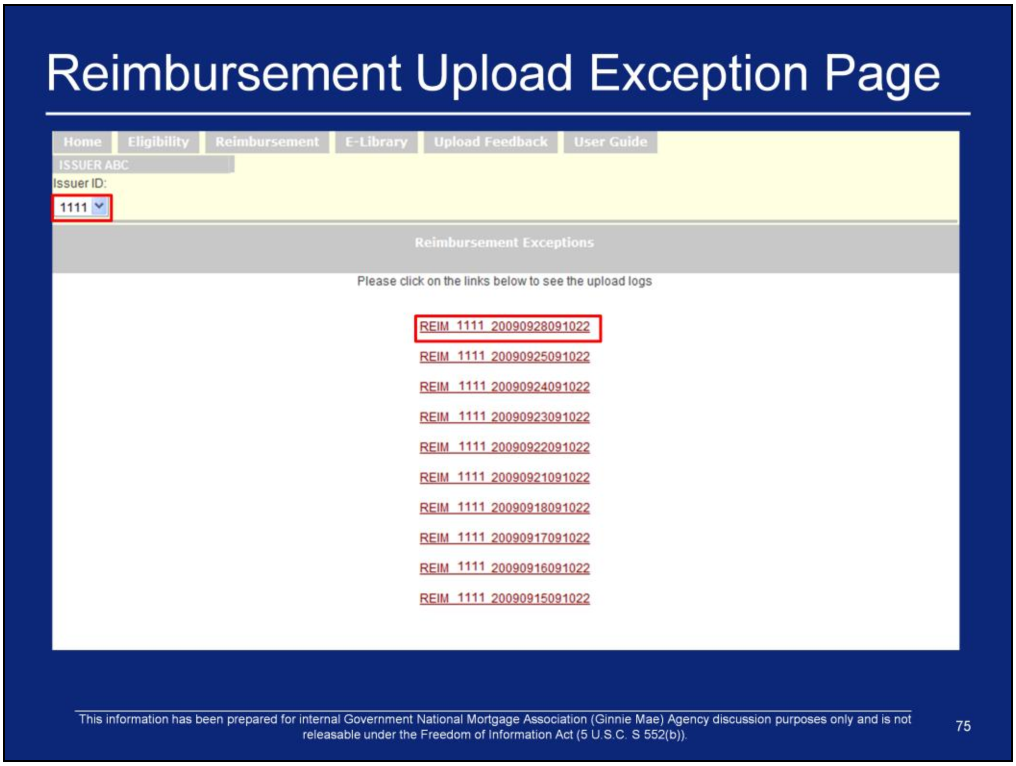


2. If you clicked on 'Eligibility Exceptions" on the previous screen the following page will display listing the Eligibility Exceptions

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.



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

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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.

Q & A Session

For more information see:
https://www.ginniemae.gov/Issuers/rfs_ques.asp?Section=Issuers