

# Case Processing Overview

This **FHA Connection Guide** module describes the case processing cycle, beginning with the **Case Processing** menu (Figure 1), and provides guidance on using the FHA Connection's:

- *main* case processing functions, including **Case Number Assignment, Appraisal Logging, Insurance Application** and **HECM Insurance Application** (see **Key Case Processing Functions**)
- case processing *support* functions, listed in **Figure 1** and discussed in **Case Processing Support Functions**
- other functions used in case processing that support Single Family Origination business processes (Figure 2) (see **FHA Approval Lists Functions that Support Case Processing**)

The screenshot shows the FHA Connection website interface. At the top, the navigation bar includes 'Home', 'Main Menu', 'ID Maintenance', 'E-mail Us', 'Contact Us', and 'Sign Off'. Below this, the breadcrumb trail reads 'Single Family FHA > Single Family Origination > Case Processing'. The main content area is titled 'Case Processing' and features a list of functions on the left and a 'Tutorial' button on the right. A yellow callout box on the left, labeled 'Function-specific What I Need to Know (WINK) modules (quick tips, illustrated procedures)', points to the 'Main case processing functions' section. Another yellow callout box on the right, labeled 'Case processing support functions', points to the 'Binder Selection' section. The footer contains links to various HUD resources.

**Function-specific What I Need to Know (WINK) modules (quick tips, illustrated procedures)**

**Main case processing functions**

- Case Number Assignment
- Appraisal Logging
- Insurance Application
- HECM Insurance Application

**Case processing support functions**

- 203k Calculator (with FHA Case Number)
  - Borrower/Address Change
  - CAIVRS Authorization
  - Case/Appraisal Transfer
  - Case Query
  - Conditional Commitment
  - Counseling Certificate
  - EEM Calculator
  - Electronic Binder Additions Upload
  - Escrow Closeout
  - Firm Commitment
  - HECM Calculator
  - HECM Financial Assessment
  - HECM Referral
  - Inspector Assignment
  - MIC/NOR List
  - MIP Calculator
  - Mortgage Credit Reject
  - Mortgage Insurance Certificate
  - Notice of Return
  - Post-endorsement Borrower SSN Correction
  - Refinance Authorization
  - Refinance Credit Query
- Secondary Financing

**Tutorial**

**Binder Selection**

HSG/FHA Home Page | HUD Single Family Housing Page  
 HUD Multifamily Housing Page | HUDCLIPS | Lenders Information | Mortgagee Letters  
 HUD Single Family Housing Policy Handbook 4000.1

Figure 1: Case Processing menu

## Key Case Processing Functions

The **Case Processing** menu is reached by following this path: **Single Family FHA > Single Family Origination > Case Processing**. As shown in **Figure 1** above, the **Case Processing** menu includes all functions necessary to process an FHA case from the initial assignment of an FHA case number through the application for FHA insurance and endorsement. When a borrower is an applicant for an HUD-insured mortgage:



- the lender gathers the information required for **Case Number Assignment** to establish the case in HUD's loan origination system and be assigned an FHA case number.
- once the FHA case number is assigned, the lender or sponsor/agent uses the case number to access and add or update information as the case progresses towards endorsement for FHA mortgage insurance.

**Table 1: Key Case Processing Functions** describes each of the functions required to bring an FHA case to endorsement and provides training resources for each one.

**Table 1: Key Case Processing Functions**

Function		Role	Training Resources
<b>Case Number Assignment</b>	<b>Establish a New Case</b>	Use <b>Validate Borrower/Address for Case Number Assignment</b> to validate the borrower and address information associated with a new case. Use <b>Case Number Assignment</b> to enter case-related information (categories are: General Information, As Required, Property Address, Compliance Inspection Fields, Borrower Information, and Lender Notes).	<ol style="list-style-type: none"> <li>1. <b>FHA Connection Guide: Case Number Assignment</b></li> <li>2. On the <b>Case Processing</b> menu page (<b>Figure 1</b>): <ul style="list-style-type: none"> <li>• <b>What I Need to Know (WINK): Case Number Assignment</b></li> <li>• <b>Processing a Mortgage</b> tutorial</li> </ul> </li> <li>3. On the <b>Case Number Assignment</b> menu page: <b>WINK: Establish a New Case</b></li> </ol>
	<b>Update Existing Case</b>	Use <b>Update Existing Case</b> to correct or add information on a case with an assigned case number prior to endorsement of the case. Note: <b>Borrower/Address Change</b> is used to correct borrower and property address information.	<ol style="list-style-type: none"> <li>1. <b>FHA Connection Guide: Case Number Assignment</b></li> <li>2. On the <b>Case Number Assignment</b> menu page: <b>WINK: Update an Existing Case</b></li> </ol>
	<b>Holds Tracking</b>	Use <b>Holds Tracking</b> to monitor cases held during <b>Case Number Assignment</b> to determine hold reasons and borrower validation status. Also use <b>Holds Tracking</b> to determine if subsequent changes to borrower information, e.g., using <b>Borrower/Address Change</b> , passed or failed overnight borrower validation.	<ol style="list-style-type: none"> <li>1. <b>FHA Connection Guide: Holds Tracking</b></li> <li>2. On the <b>Case Number Assignment</b> menu page: <b>WINK: Holds Tracking</b></li> </ol>

Table 1: Key Case Processing Functions

Function	Role	Training Resources
<b>Appraisal Logging</b>	Use <b>Appraisal Logging</b> to log, add, change, or review appraisal information in HUD's origination system for non-endorsed cases prior to insurance processing. Required for regular direct endorsement cases, but not for most irregular cases, except for DE HECM and 203(k) HUD Real Estate Owned (REO) cases. If the case requires an appraisal, <b>Appraisal Logging</b> must be processed before submitting the insurance application. After a case is endorsed for insurance, appraisal information is view-only.	<ol style="list-style-type: none"> <li>1. <b>FHA Connection Guide: Appraisal Logging</b></li> <li>2. On the <b>Case Processing</b> menu page (Figure 1): <ul style="list-style-type: none"> <li>• <b>WINK: Appraisal Logging</b></li> <li>• <b>Processing a Mortgage</b> tutorial</li> </ul> </li> </ol>
<b>Insurance Application</b>	Use <b>Insurance Application</b> to add, review, or change insurance application information for a case prior to endorsement. For the Lender Insurance (LI) program participants, <b>Insurance Application</b> is also used to endorse a case (excluding HECM cases).	<ol style="list-style-type: none"> <li>1. <b>FHA Connection Guide: Endorsing a Single Family FHA Case</b></li> <li>2. On the <b>Case Processing</b> menu page (Figure 1): <ul style="list-style-type: none"> <li>• <b>WINK: Insurance Application</b></li> <li>• <b>Processing a Mortgage</b> tutorial</li> </ul> </li> </ol>
<b>HECM Calculator</b>	Use <b>HECM Calculator</b> to calculate the principal limit of a HECM case and analyze/compare different payment options available for the borrower.	On the <b>HECM Calculator</b> pages, <b>Help Links</b>  , Business Background, Steps for Processing, and Field Descriptions.
<b>HECM Financial Assessment</b>	Use <b>HECM Financial Assessment</b> to add, change, or review the financial assessment information recorded for HECM cases established on or after April 27, 2015. The financial assessment is required to evaluate the ability of the borrowers to meet their financial obligation and must be completed before HECM Insurance Application can be processed.	<ol style="list-style-type: none"> <li>1. On the HECM Financial Assessment pages, <b>Help Links</b>  , Business Background, Steps for Processing, and Field Descriptions.</li> </ol>
<b>HECM Insurance Application</b>	Use <b>HECM Insurance Application</b> to add, review, or change insurance application information for a HECM case (including HECM refinance).	<ol style="list-style-type: none"> <li>1. <b>FHA Connection Guide: HECM Insurance Application</b></li> <li>2. On the <b>Case Processing</b> menu page (Figure 1): <ul style="list-style-type: none"> <li>• <b>WINK: HECM Insurance Application</b></li> <li>• <b>Processing a Mortgage</b> tutorial</li> </ul> </li> </ol>

## Case Processing Support Functions


The **Case Processing** menu includes **case processing support functions** for the input, updating, and retrieval of case information during the FHA case processing cycle. **Figure 1** lists the case processing support functions. For guidance on these support functions, refer to:

- **FHA Connection Guide’s Case Processing Support Functions** module at: [https://entp.hud.gov/pdf/mp\\_sfo06\\_csprocfnct.pdf](https://entp.hud.gov/pdf/mp_sfo06_csprocfnct.pdf)
- **Quick Start: Single Family Origination Case Processing** at: <https://entp.hud.gov/qckstart/funccpr.cfm>.

## FHA Approval Lists Functions that Support Case Processing

The **FHA Approval Lists** menu is reached by following this path: **Single Family FHA > Single Family Origination > FHA Approval Lists** (Figure 2). The functions accessed from the **FHA Approval Lists** menu provide:

- the ability to query HUD’s official information lists for Single Family origination (e.g., **Appraisers**)
- access to databases outside of HUD, e.g., the **GSA Lists** link to the General Services Administration’s **System for Award Management (SAM)** (consolidated Federal system of information designed for the purpose of government-wide acquisition and award support; includes parties excluded from receiving federal contracts, certain subcontracts, or certain types of federal financial and nonfinancial assistance and benefits).

Some of these functions are used as a lookup within other FHA Connection functions, such as **Case Number Assignment**. This lets you use **FHA Approval Lists** without exiting the page you are on. On the function page with which you are currently working (e.g., **Case Number Assignment**), a lookup icon  is displayed next to a field for which the lookup can be used. Click the lookup icon to search for the appropriate information and enter it in the field. See the **FHA Connection Guide** module: **Using the FHA Connection** for additional information on available user aids.

Training on the **FHA Approval Lists** functions is available as follows:

- **FHA Connection Guide’s FHA Approval Lists** module at [https://entp.hud.gov/pdf/mp\\_sfo07\\_fha.pdf](https://entp.hud.gov/pdf/mp_sfo07_fha.pdf)
- **WINK** modules located adjacent to the listed function: **203k Consultants, Appraisers, HECM Counselors, Inspectors, Nonprofits, and Underwriters** (Figure 2)
- **Quick Start: Single Family Origination FHA Approval Lists** at: <https://entp.hud.gov/qckstart/funcfha.cfm>.



Figure 2: FHA Approval Lists menu