Mortgage Servicing Data Quality System

Mortgage Servicing Data Quality System can be used to find results of transfers, assumptions, and termination transactions sent electronically via Electronic Data Interchange (EDI) to the Single Family Insurance System for a specific case, time period, or resulting error code. It can also be used to obtain a detailed description of a particular error code and how to resolve the error. The following options are available:

Error Code Description and Corrective Action - displays a detailed description of an error code in addition to hints to rectify the problem that caused the error. An error code list with descriptions and corrective actions can be printed.

Individual Case Servicing Query - displays the results of a Mortgage Record Change transaction for an individual case. The results can be restricted to display only Assumptions, Transfers, Terminations, or any combination of the three. Also, select whether you want the results of the most recent mortgage record change or a history of all the mortgage record changes dating back two months.

Pre-endorsement Transfer Transactions for a Period – displays pre-endorsement transfer transaction error information. Enter the sending mortgagee number and the start and end dates of the list. Optionally, you may select whether you want the results to include the holder, servicer, and/or effective date.

Service Transactions for an Error Code - displays all of the cases with a particular error code. Enter the sending mortgagee number and the start and end dates of the list. One or more error codes can be selected. You may also select the fields that you want to display for the results.

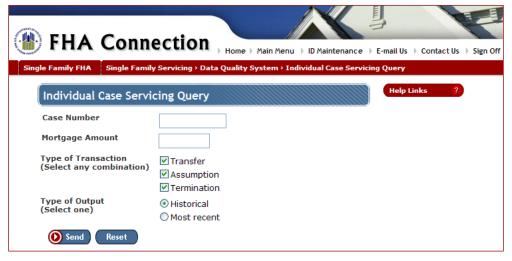
Service Transactions for a Period - displays all of the service transactions of a particular type. The types of transactions are: Transfers, Assumptions, and Terminations. These transactions types can have any of the following four result types: Updated, Rejected, Suspended, or Duplicate. Any combination of the transaction or results can be displayed. Enter the sending mortgagee number, start date, and end dates of the list.

Obtaining Mortgage Servicing Information

Determine the mortgage servicing information needed and select the desired menu option. You may need to enter the sending mortgagee number, a start date, and an end date to limit the search. Click the applicable check boxes to display the pertinent information.

The following example provides the steps for completing the Individual Case Servicing Query page.

- 1. Select Mortgage Servicing Data Quality System on the Single Family Servicing menu.
- Select Individual Case Servicing Query on the Mortgage Servicing Data Quality System menu.
 The Individual Case Servicing Query page displays.



3. Figure 1: Individual Case Servicing Query page

Single Family FHA | Single Family Servicing > Mortgage Servicing Data Quality System

- 4. Enter the case number and mortgage amount to select a specific case.
- 5. Click the type of transaction desired. More than one check box can be selected.
- 6. Click the type of output desired. Only one radio button can be selected.
- 7. Click O send . The Individual Case Query Results page displays the selected information (see Figure 2 for sample results page). The information can be downloaded to be used in a report format.

Note: If you need assistance completing the selection criteria or with field definitions, click Help Links



Figure 2: Individual Case Query - Results page