

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.
2. Select **Individual Case Servicing Query** on the **Mortgage Servicing Data Quality System** menu. The Individual Case Servicing Query page displays.

The screenshot shows the 'Individual Case Servicing Query' page within the 'FHA Connection' system. The page has a red header with navigation links: Home, Main Menu, ID Maintenance, E-mail Us, Contact Us, and Sign Off. Below the header, a red sub-header contains the breadcrumb: Single Family FHA > Single Family Servicing > Data Quality System > Individual Case Servicing Query. The main content area has a title bar 'Individual Case Servicing Query' and a 'Help Links' button. The form includes input fields for 'Case Number' and 'Mortgage Amount'. Under 'Type of Transaction (Select any combination)', there are three checked checkboxes: 'Transfer', 'Assumption', and 'Termination'. Under 'Type of Output (Select one)', there are two radio buttons: 'Historical' (selected) and 'Most recent'. At the bottom are 'Send' and 'Reset' buttons.

3. Figure 1: Individual Case Servicing Query page

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  **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** .



FHA Connection

Home Main Menu ID Maintenance E-mail Us Contact Us Sign Off

Single Family FHA Single Family Servicing > Data Quality System > Individual Case Servicing Query

Individual Case Servicing Query - Results

 **SUCCESS**

Individual Case Servicing Query Successful

Report Summary

Run Date	Dec 8, 2011
Case Number	011-1231234
Mortgage Amount entered	221911
Type of Transaction(s) selected	Transfer Assumption Termination
Output Type	Historical

Detail Records

Transaction Type	Process Date	Transaction Result	Error Code	Effective Date	Sending Mortgagee	Holder Mortgagee	Servicer Mortgagee	Mortgagor Name
Transfer	Jul 15, 2011	Updated	-	Jul 1, 2011	23456	23456	23456	BENNETT
Transfer	Jun 21, 2011	Suspended	EE	Jul 1, 2011	23456	23456	23456	BENNETT

[Download all records](#)



[New Request](#)

Figure 2: Individual Case Query – Results page