Cash Remittance System (CRS™) User Guide
January 2019

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Getting Started

1.1 What is the Cash Remittance System?

The Cash Remittance System (CRS) allows a user to set up drafting information and transmit your Fannie Mae remittances via the Internet. Using CRS, you can:

- Designate the contact person that Fannie Mae should call with questions about specific accounts or remittances

- Define the bank accounts to be electronically drafted for the remittances you make to Fannie Mae

- Enter your draft requests using the online web pages or import a file of draft requests to Fannie Mae

- Produce reports to verify drafting instructions and draft requests

1.2 Business Overview

CRS has two basic functions:

- Setting up reference information
- Processing draft requests

1.3 Prerequisites

In order to use CRS, you must be:

- Familiar with using Microsoft Windows® based applications

- Registered with Fannie Mae as a CRS user and have a valid CRS user ID and password

Microsoft Windows and Internet Explorer® are registered trademarks of Microsoft Corporation.

1.4 Technology Manager for Administrators

If you need assistance with Technology Manager Administrator registration or user administration, visit the Fannie Mae Technology Manager page here for single-family users, and here for multifamily users. You will find an Administrator registration form there, in addition to job aids, eLearnings, and other training resources.

Additionally, a job aid for Technology Manager Administrators can be found here. If you require live assistance, please call Fannie Mae at 800-2FANNIE (800-232-6643). Assistance is available 24 hours a day, seven days a week.

1.5 Becoming a Registered CRS User

Are you a first time CRS user? If so, contact the designated Technology Manager Administrator at your company to discuss CRS registration. Only Administrators have the ability to set up and manage application access for users. Once registered, you can set up your passwords and update your personal profile via Technology Manager.

If you have questions about using Technology Manager, access Fannie Mae's Single Family Technology Manager page or the Multifamily Technology Manager page for additional resources. If you need a copy of the Data Access Authorization Form to submit to the Fannie Mae Technology Registration Group, a copy is located here for single-family users and here for multifamily users.

1.6 Accessing CRS

To access CRS, go to the Cash Remittance System home page on FannieMae.com, located at:

- www.fanniemae.com/singlefamily/cash-remittance-system

- www.fanniemae.com/multifamily/cash-remittance-system

Click on the "Launch App" button on the Cash Remittance System home page.

Figure 1: CRS Home page on FannieMae.com.

Similarly, you may access the application directly using this URL: https://fapt.efanniemae.com/crs. Feel free to bookmark this URL in your browser for quick access to the application.

> **NOTE:** *Be aware that:*
>
> * CRS is designed for optimal use in Internet Explorer 11.0
> * You must be connected to the Internet
> * You must access CRS via a web browser, such as Internet Explorer
> * Pop ups must be enable for this site
> * Login must be with a valid CRS user ID and password

The application will open to the CRS login page in a separate browser window.

Figure 2: CRS Login page

> **NOTE:** *Fannie Mae may occasionally need to communicate messages to CRS users concerning planned system outages or other notifications that are required to keep the CRS user community informed. CRS will display these messages above the credential entry fields on the login screen.*

Enter your CRS user ID and password, and click "Login." The application will open to the Main Menu (Figure 3 below).

Figure 3: CRS Main Menu Screen
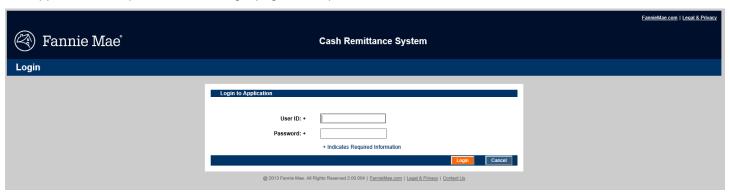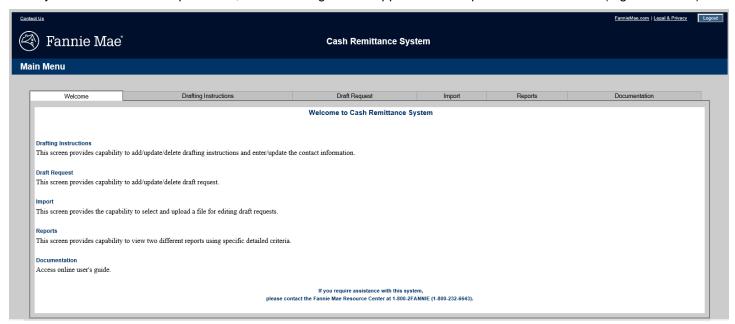
1.7 CRS Basics

When you use CRS, you will be entering and reviewing data in the application pages by using the following features:

- **Hyperlinks** are words or numbers underlined in color. When you click on an underlined item, a related page of information appears.

  For example, the remittance codes on the Draft Request report are hyperlinks that direct you to the option you select.

- **Tabbed Navigation** allows you to click a tab to take you to specific features the system offers, such as Drafting Instructions, and Draft Request. Application tabs appear in white (active tab) and grey (inactive tab) coloring. When you select a tab, the functionality related to that feature is displayed.

- **Command buttons** are orange or blue boxes that let you perform specific functions such as Submit, Save, or Modify.

- **List boxes** are boxes that contain a list of choices. Often, you must use a scroll bar to view all options. Click on the desired selection.

- **Data entry fields** provide blank spaces where you can type information.

- **The + symbol next to a data entry field** indicates that data is required in that data entry field.

- **Scroll bars** appear at the right or bottom edge of a page whose contents are not all currently visible. Scroll bars contain up and down or right and left scroll arrows. By clicking on a scroll arrow, you can move the page so that you can see all the information.

- **Messaging:** Information messages are displayed in blue font and error messages are displayed in red font.

1.8 Data Entry Tips

The following tips can save you time while you are entering data in CRS pages:

- You can use several different methods to position the cursor on a field, list, or button:
  - To move to the next field, list, or button on a page, press the Tab key.
  - To move backward through the fields, lists, or buttons on the page, hold down the Shift key and press the Tab key.
  - Use the left button on your mouse to click on a field, button, or list you want to use.
- To enter data in a field, simply type the data once you position the cursor in the field. If you need to type over existing data, you can either highlight the data and then type over it, or use the Delete key to delete the existing data from the field and then enter the new data.
- Use the calendar function to enter dates in CRS.
- Enter all dates in the mm/dd/yyyy format when entering manually. For example, enter October 13, 2018, as 10/13/2018.

1.9 Saving Information

You can save any CRS page that you access while entering data or viewing information. For example, you can save the Draft Request page you use to enter a draft request. When the page you want to save is displayed on the screen, take the following steps:

1. Click the **File** menu selection in your browser's toolbar, and then **Save As**. The Save As dialog box appears.
2. Select the drive and folder where you want to save the information. Enter a file name for the information. You must save the information as the default file type displayed in the Save as type field of the Save As dialog box. Click on **Save.**

1.10 Printing

If you wish to print any of the information or reports CRS displays, click on the **Print** icon in your browser's tool bar. Or click on **File** in the browser's menu bar, and then click on **Print**. The information or report will print to your designated default printer.

1.11 Exiting CRS

To end your session and exit CRS, click on the **Logout** button that is located in the upper right corner of the Web browser.

1.12 Getting Help

For technical support and assistance in using CRS, call 800-2FANNIE (232-6643), Option 1. Assistance is available 24 hours a day, seven days a week (excludes major holidays).

Visit the Cash Remittance System anytime on FannieMae.com via the following links:

- www.fanniemae.com/singlefamily/cash-remittance-system
- www.fanniemae.com/multifamily/cash-remittance-system

2 Setting Up Reference Information

There are two types of reference information: drafting instructions and contact information. Drafting instructions are needed before submitting your first draft request for a particular lender/remit code combination in order to process draft requests, CRS requires you to enter the contact information for all 300 series remittance codes. Separate reference information can be submitted for each lender number/remittance code combination.

Periodically verify and update your reference information to keep it accurate. This section explains how to set up and change this information.

2.1 Entering Contact Information

Figure 4: CRS Contact Information

The name and phone number of a contact person within your organization is required for all 300 series remittance codes. Contact information is optional for all other remittance codes.

To enter contact information, take the following steps:

1. Click on the Drafting Instructions tab. CRS displays information for the first lender number and remittance code in each respective drop down list.

2. Select the **lender number** for which you are entering contact information. The lender name appears.

3. Select the **remittance code** for which you are entering contact information.

4. Enter the contact information data:

   - **Contact Name (required for 300 series remittance codes)**

   - **Phone Number (required for 300 series remittance codes)**

   - Phone Number extension (optional)

5. Click on **Save** next to the contact information. A confirmation message displays once you have successfully submitted contact information for the lender and remittance code combination requested.

2.2 Enter Drafting Instructions

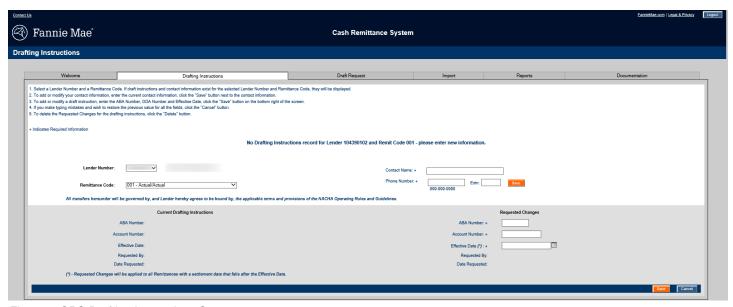*Figure 5: CRS Drafting Instructions Screen*

After you enter all your drafting instructions, you can print the Drafting Instructions Report, which can be accessed on the Reports tab, and contains all the instructions you have established (see *Reports* below). You can save this report for your records.

Use the Drafting Instructions option to:

- Enter new drafting instructions

- Change existing drafting instructions

- Delete drafting instructions that have not yet become effective

When creating or changing your drafting instructions for P&I remittances 001, 002, 003, 004, or 005, you must also submit a Letter of Authorization for P&I and T&I Custodial Account (Forms 1013, 1014) which are available on the FannieMae.com Forms page.

2.2.1 Entering New Drafting Instructions
To enter drafting instructions, take the following steps:

1. Click the **Drafting Instructions** tab. CRS displays the Drafting Instructions screen.

   The Drafting Instructions screen contains two columns of information: Current Drafting Instructions and Requested Changes. If you are entering instructions for a remittance code for the first time, the Current Drafting Instructions fields are blank.

2. Select the **lender number** for which you are entering drafting instructions. CRS displays the lender name.

3. Select the **remittance code** for which you are entering drafting instructions. CRS displays the description of the remittance code and any current or requested changes to drafting instructions.

4. Enter the banking information data:

   ○ **ABA Number (required)**

   ○ **Account Number (required)**

   ○ **Effective Date (mm/dd/yyyy) (required)**

Drafting instructions may be effective on the current date or any date up to six months in the future. An effective date that is prior to the current date is not allowed.

Before 4:00 p.m. ET, the default effective date displayed is the current business day. CRS processing takes place at 4:00 p.m., ET, at that time, the default effective date changes to the next business day. You can accept the default date or override the default by choosing a new date on the calendar.

The Effective Date determines when the new instructions will be applied to a remittance request. When the Effective Date chosen is:

- The current date – remittances submitted by 4:00 p.m. ET will be processed using the updated Drafting Instructions.

- Any future date – Any remittances with a Settlement Date that falls after the chosen Effective Date will be processed using the updated Drafting Instructions.

Click **Save**.

> **N O T E :** *In order for drafting instructions to be effective the same day, you must save your drafting instructions by 4:00 p.m. ET.*

- A confirmation message displays stating you have successfully updated the drafting instructions for the lender and remittance code combination you just requested. This data is saved and the drafting instructions will become effective on your specified date.

If this is a 300 series remittance code, and **you have not provided** contact information for the lender number and remittance code combination you just requested, CRS will display a message on screen stating no contact information exists for that specific remittance code.

- Enter and save contact information for the lender number and remittance code combination specified in this draft instruction, then re-submit the drafting instructions.

2.2.2 Changing Drafting Instructions

To change drafting instructions:

1. Click the **Drafting Instructions** tab. CRS displays the Drafting Instructions screen.

   The Drafting Instructions page contains two columns of information: Current Drafting Instructions and Requested Changes. The currently active instructions appear in the Current Drafting Instructions column.

2. Select the **lender number** for which you need to modify drafting instructions. CRS displays the lender name.

3. Select the **remittance code** for which you need to modify drafting instructions. CRS displays the description of the remittance code and any current drafting instructions.

4. Make your necessary changes to the data in the Requested Changes column:

   - **ABA Number (required)**
   - **Account Number (required)**
   - **Effective Date (mm/dd/yyyy) (required)**

5. Click on **Save**.

CRS displays a confirmation message stating you have successfully updated the drafting instructions for the lender and remittance code combination you have just requested.

2.2.3 Deleting Drafting Instructions

2.2.3.1 Deleting Requested Changes to Drafting Instructions

Requested Changes to drafting instructions may be deleted up to certain cut-off times.

- If drafting instructions are requested with the current day as the Effective Date, they may be deleted prior to 4:00 p.m. ET on the current day.

- If drafting instructions are requested with a future Effective Date, they may be deleted before 4:00 p.m. ET on the specified Effective Date.

To delete drafting instructions, take the following steps:

1. Click on the **Drafting Instructions** tab. CRS displays the Drafting Instructions screen.

   The Drafting Instructions page contains two columns of information: Current Drafting Instructions and Requested Changes.

2. Select the **lender number** for which you are deleting drafting instructions, CRS displays the lender name.

3. Select the **remittance code** for which you are deleting drafting instructions. CRS displays the description of the remittance code and any drafting instructions.

   N O T E: *If no drafting instructions exist for this lender number and remittance code combination, deleting the Requested Changes drafting instructions will cause any pending remittance requests to fail. Please ensure that there are no pending remittance requests for this lender and remittance code before deleting the Requested Changes drafting instruction.*

4. Click on **Delete**. The Requested Changes drafting instructions are deleted. CRS displays a message stating you have successfully deleted the Requested Changes to drafting instructions for the lender and remittance code combination you have just requested.

2.2.3.2 Inactivating Current Drafting Instructions

   N O T E: *You may not delete drafting instructions for currently active draft accounts. You can only modify or inactivate your drafting instructions.*

1. Click on the **Drafting Instructions** tab. CRS displays the Drafting Instructions screen.

   The Drafting Instructions page contains two columns of information: Current Drafting Instructions and Requested Changes.

2. Select the **lender number** for which you are inactivating current drafting instructions, CRS displays the lender name.

3. Select the **remittance code** for which you are inactivating current drafting instructions. CRS displays the description of the remittance code and any current drafting instructions.

4. Enter all zeroes in the ABA field in the Requested Changes column.

5. Choose the effective date that you want the inactivation to take effect.

6. Click **Save.**

CRS displays a confirmation message stating you have successfully updated the drafting instructions for the lender and remittance code combination you have just requested.

The Current Drafting Instructions will reflect this change on the Effective Date that you chose and remittances with settlement dates starting from this date will not post to your account.

Processing and Monitoring Draft Requests
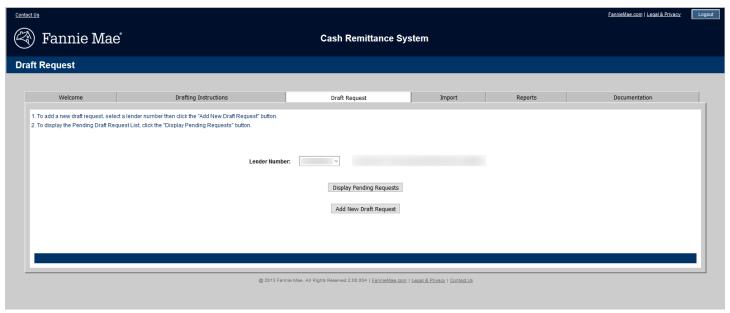## 2.3 Processing Draft Requests

Figure 6: CRS Draft Request screen

Use the Draft Request option to enter a draft request for any lender numbers for which you are authorized to submit remittances. You can enter requests using the Draft Request option described here or you can enter a batch file of draft requests by using the Import option. Import function is discussed in Section 3.2 Importing a Batch File of Draft Requests.

> **N O T E :** *You must have entered drafting instructions before you enter a draft request.*

3.1.1 Entering a Draft Request

To enter a draft request, take the following steps:

1. Click the **Draft Request** tab. CRS displays the Draft Request screen, displaying the following:

   - Lender Number
   - A Display Pending Requests button
   - An Add New Draft Request button

2. Select the **lender number** for which you want to enter a draft request.

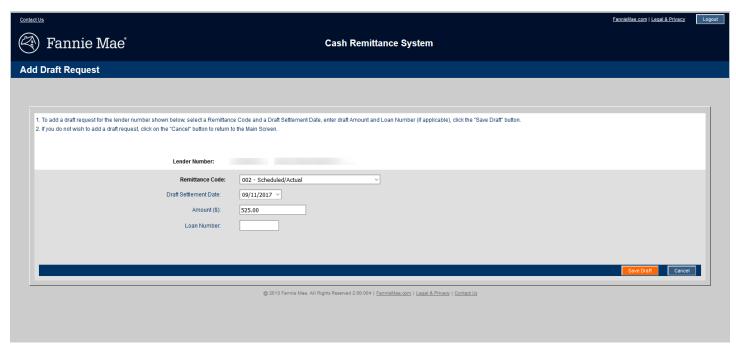3. Click the **Add New Draft Request** button. The Add Draft Request page appears.

Figure 7: CRS Add Draft Request screen

4. Select the **remittance code** you want; refer to Appendix A for a list of remittance codes available in CRS.

5. Enter the following draft information:

   ○ Draft Settlement Date

Until 4:00 p.m., ET, each business day, the next business date appears as the default settlement date. You can choose a later date from the dropdown list (up to 20 business days in the future). The default date is dictated by the time of day you enter the request. The following table explains the default value used for the default settlement date:

If you…	Then default settlement date =	Example:
Save a draft request before 4:00 p.m., ET	On the next business day	Enter a draft request on Monday April 19, the settlement date will default to Tuesday, April 20.
Save a draft request after 4:00 p.m., ET	On the second business day	Enter a draft request on Monday April 19, the settlement date will default to Wednesday, April 21.

   ○ Amount

   N O T E： *The maximum draft amount is $99,999,999.99. The draft amount must be a positive number.*

   ○ Loan Number (required for remittance codes, 028, 029 and all 300 series)

6. Click on **Save Draft**.

7. A pop up window will display. Verify draft request details for accuracy, press Confirm to submit the draft request or Cancel to modify.

   N O T E： *The draft request will not be submitted until the information is confirmed.*

8. The draft request is saved in the database and the system displays a message stating you have successfully added a draft request for the lender and remittance code combination you have just requested.

3.1.2 **Modifying a Draft Request**

Draft requests can be modified until they are processed and forwarded to the Automated Clearing House (ACH) network. Processing takes place at 4:00 p.m., ET, the business day before the scheduled settlement date. A draft request will display a status code of "P" for pending, once processed the status code changes to "S" for sent, and you can no longer make changes to it. If multiple users select the same transaction to modify at the same time, the last change saved is the change recorded.

To modify a draft request, take the following steps:

1. Click the **Draft Request** tab. CRS displays the Draft Request screen.

2. Select the **lender number** of the draft request you want to modify.

3. Click the **Display Pending Requests** button.

Figure 8: CRS Pending Requests Screen

A list of draft requests appears, displaying the following:

- All pending draft requests.

- All draft requests, pending or sent, entered on the current day.

If the request is pending, the remittance code is underlined, indicating it is a hyperlink.

4. Click on the **remittance code hyperlink** of the draft you want to modify. The Modify/Delete Draft Request page appears.

Figure 9: CRS Modify/Delete Draft Request Screen

5. Make changes to any of the following data:

   • Remittance code

   • Draft settlement date

   • Amount

   • Loan Number (only needed for certain remittance codes)

6. Click on **Modify**.

7. A pop up window will display. Verify draft request details for accuracy, press Confirm to submit the draft request or Cancel to modify.

   > **N O T E :** *The draft request will not be submitted until the information is confirmed.*

8. A confirmation message appears that your draft request has been updated for your lender and remittance code selection.

3.1.3 Deleting a Draft Request

You can use the Draft Request option to delete a draft request that has a status of "P" for pending. To delete a draft request, take the following steps:

1. Click on the **Draft Request** tab. CRS displays the Draft Request screen.

2. Select the **lender number** of the draft request you want to delete.
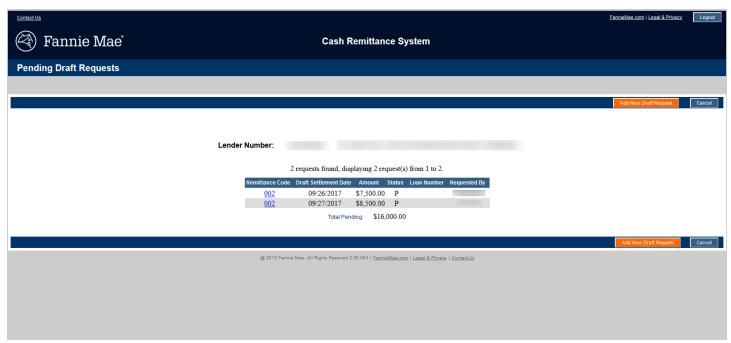
3. Click the **Display Pending Requests** button. A list of draft requests appears, displaying the following:

   • All pending draft requests.

   • All draft requests, pending or sent, entered on the current day.

   • If the request is pending, the remittance code is underlined, indicating it is a hyperlink.

4. Click on the **remittance code hyperlink** of the draft you want to delete. The Modify/Delete Draft Request page appears.
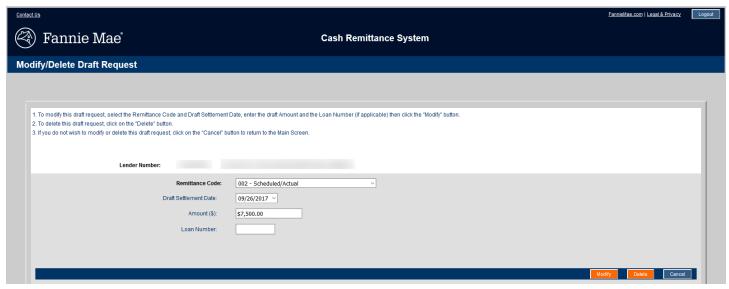
5. Click on **Delete**. The draft request is deleted from the database. A confirmation message appears that your draft

request has been deleted for your lender and remittance code selection.

3.2 Importing a Batch File of Draft Requests

You can send batch files containing draft requests to Fannie Mae by using the Import option. The first step in this process is to create a batch file of the draft requests. Files to be imported into CRS must be in .txt format. Please see Appendix B: Batch File Layout for import file format details. The maximum file size allowed using the Import function is 100kb. CRS can also process 1,000 transactions in a single file. To import a batch file of draft requests, take the following steps:

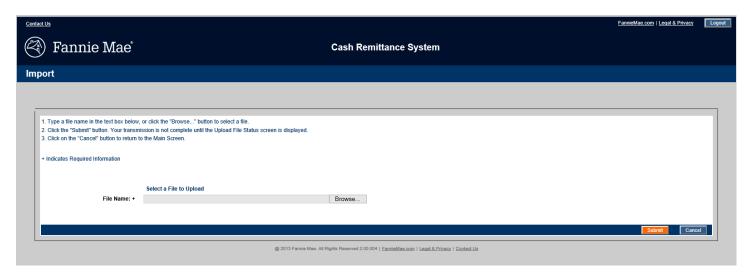1. Click the **Import** tab. CRS displays the Import screen.

Figure 10: CRS Import screen

2. Use the **Browse** button to select the file containing your Draft Requests.

3. Click on **Submit**. CRS will then upload the file you submitted.

CRS displays the Import Status Report screen which shows whether each record was accepted or rejected. Accepted requests are saved to the system and scheduled for payment. Any draft requests that are not accepted will show errors for each line that was not accepted. Make corrections on your batch file for the records that have errors, remove the successful submissions, and then resubmit the file again to complete your original request.

3.3 Reports

CRS produces two reports: the Drafting Instruction Report and the Draft Request Report. Each of these reports can be accessed from the Reports tab. The Drafting Instructions Report lets you see all the drafting instructions set up for all remittance codes for each lender number. The Draft Request Report lists all draft requests that have been entered in the past 100 days. Two versions of this report are available: Summary and Detail.
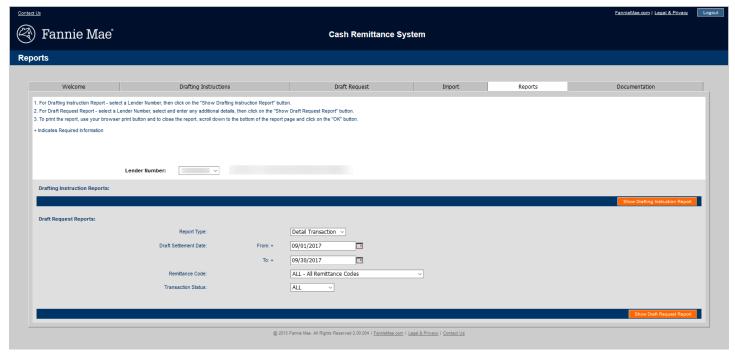
Figure 11: CRS Report screen

3.3.1 Drafting Instructions Report

The Drafting Instructions report displays the drafting instructions set up for all remittance codes for each lender number.

To view or print a Drafting Instructions Report, take the following steps:

1. Click on the **Reports** tab. CRS displays the Reports screen.

2. Select your desired lender number.

3. Click on **Show Drafting Instructions Report**. The report appears on your screen. You can scroll through the report to view the information online, or you can print the report by clicking on the **Print** icon at the top of the page or by clicking on **File** in the browser's menu bar, then selecting **Print**.

4. Click **OK** to return back to the Reports tab.

3.3.2 Draft Request Report

The Draft Request report displays a list of all draft requests that have been entered in CRS in the past 100 days. You decide which draft requests you want to see by entering search criteria before you request the report. You can print a Draft Request Report concerning your draft requests and file it for your records.

To retrieve a Draft Request Report take the following steps:

1. Click on the **Reports** tab. CRS displays the Reports screen.

2. Select your desired lender number.

3. Select the filters that you want to see reflected in the report.

Filter Types:	Filter Selections:
Report Type	• Detail Transaction: displays a list of each individual draft request entered • Summary: displays a summary total for each remittance code and each entry date.
Draft Settlement Date	• From: mm/dd/yyyy – choose date from calendar • To: mm/dd/yyyy – choose date from calendar
Remittance Code	• By all remittance codes • By an individual remittance code
Transaction Status	• All • Pending • Sent • Processing • Deleted

4. Click on **Show Draft Request Report**. The report appears on your screen. You can scroll through the report to view the information online, or you can print the report by clicking on your browser's **Print** icon or by clicking on **File** in the browser's menu bar, then clicking on **Print**.

Appendix A: Remittance Codes

- Remittance Codes 004 and 005 are only available for maintaining bank instructions. Draft requests cannot be submitted for these remittance codes.

- Draft requests for italicized remittance codes require the entry of a Fannie Mae loan number.

Remittance Code	Description
001	Actual/Actual
002	Scheduled/Actual
003	S/S MRS
004	S/S Rapid Payment Method (Bank Instructions only)
005	S/S MBS Express (Bank Instructions only)
007	Capmark T&I and MIP
020	MF Old Prior Approval Loans
021	MF New Prior Approval Loans
022	MF DUS Loans
024	MF MRS Loans
025	MF PLASS FHA Loans
027	Credit Enhancement Fees
028	*Direct Bond Payments*
029	*Multifamily Mezzanine Loans*
030	RTF P&I
309	*Lender Make Whole Proceeds*
310	*HUD-1 Sales Proceeds*
311	*3rd Party Sales Proceeds*
312	*Recourse Proceeds*
313	*REO Gram Compensatory*
314	*Redemption Proceeds*

Remittance Code	Description
315	Repurchase Proceeds
316	Loss Reimbursement Proceeds
317	Escrow Balance Proceeds
318	Hazard Insurance Premium Refund Proceeds
319	Rental Proceeds
320	Advance Billed Collection
322	Repayment of Advance Proceeds
323	Additional Interest Due
324	Mortgagor Contribution
326	Supplemental Pool Recourse
327	Curtailment Pool Recourse
332	Hazard Insurance Recovery
333	Indemnification Funds
334	Supplemental Billing Receipt
335	Mortgagor Deficiency Proceeds
336	MI Premium Refunds Svc
337	MI Settlements
350	Modification Advance Proceeds
351	TPS Curtailment Proceeds
352	Payoff/Repurchase Advance Proceeds
353	Reinstated Advance Proceeds
354	Participation Proceeds
356	Other Workout Settlement Proceeds
357	Short Sale Proceeds
358	HECM Curtailed Debenture Int Pymt

Remittance Code	Description
359	HECM Curtailed Expense & UPB Payment
360	MI Termination Recovery Proceed
370	Other Receipt – Liquidation

Appendix B: Batch File Layout

Use these conventions to create a batch file for import to Fannie Mae:

- Each import file must be in .txt format
- Each import file should contain one or more lines
- Each line is a single draft transaction record
- Each line in the file is formatted as shown below:

Field Name	Position	Data Type (Format)	Comments
Lender ID	1-9	Numeric 999999999	**Required**
Remittance Code	10-13	999	**Required** Left-justify, right pad with spaces if necessary.
Draft Amount	14-28	$9999999999.99, or $999,999,999.99, or $9999999999, or $999,999.99, or 999,999.99, or 999,999	**Required** The draft amount field can be shorter than 15 characters. The field can contain "$" and "," unless you are entering the maximum amount. The field can contain cents ".00 through .99". There can be blank spaces before or after the amount. CRS will add a ".00" cent amount to draft amounts that are entered in whole amounts. ex: 9999999999 will be drafted as $9,999,999,999.00. CRS will not add a ".00" cent amount to whole amounts that exceed the maximum draft amount.
Fannie Mae Loan Number	29-38	9999999999 or blank	**Required for remittance codes, 028, 029 and those that begin with the number "3".** Type 10 spaces if you are not entering a Fannie Mae loan number but you are entering a draft date. If you are entering neither a Fannie Mae loan number nor a draft date you do not have to enter anything here.
Draft Settlement Date	39-48	mm/dd/yyyy	Optional If this field is left blank, the system will default settlement to the next business day.

Examples:
```
123456789001   9999999999.99      04/22/2018
123456789001   7,999,999,999      04/22/2018
123456789029   9999999999.99 123456789004/22/2018
123456789001   $3,189,972.93      04/22/2018
123456789028    $3,168.22  123456789004/22/2018
123456789001   7,999,999,999      04/22/2018
123456789001    9999999999        04/22/2018
123456789001   15499399.50        04/22/2018
123456789320   $57689.66   123456789004/22/2018
```