FHA Catalyst:
Claims Module
Single Family
Forward Claims
User Guide

U.S. Department of Housing and Urban Development

December 2020

Solution Information

	Information
Solution Name	*FHA Catalyst: Claims Module*
Solution Acronym	*CM*
Project Cost Accounting System (PCAS) Identifier	
Document Owner	*OCIO*
Primary Segment Sponsor	
Version/Release Number	*6.0*

Document History

Version No.	Date	Author	Revision Description
1.0	12/12/2019	Development Contractor	Original Document
2.0	2/28/2020	HITM	Platform Name updated throughout the document
3.0	3/12/2020	Development Contractor	Document updated to include bulk submission
4.0	7/14/2020	Development Contractor	Document updated to include submission correction process
5.0	8/27/2020	Development Contractor	Document updated to include dashboard, reporting, and error code processes
6.0	11/23/2020	Development Contractor	Viewing HUD Comments Field

Table of Contents

1. Welcome to *FHA Catalyst*: Claims Module

FHA Catalyst: Claims Module is a web-based system that supports all claim submission functions for the Federal Housing Administration (FHA). As part of the Housing Information Technology (IT) Modernization effort, the Claims Module will streamline the process for claim submitters and FHA staff. Users can submit single family forward claims to the same location electronically, which eliminates manual errors, enables real-time case status updates, and creates a modernized experience through automation.

This document has been developed to provide users with guidance on how to use the Claims Module. Please refer to the Single Family Housing Policy Handbook 4000.1 for in-depth information on FHA policy, event definitions, reporting timeframes, data elements, and post-audit requirements.

1.1 Navigating the *FHA Catalyst*: Claims Module User Guide

The table of contents for this guide is both searchable and linked. Selecting any of the chapter titles or subheadings will take users directly to that section. Users can navigate back to the table of contents by scrolling back to the start of the guide or using the return to table of contents links at the end of each section.

This guide features step-by-step instructions to complete tasks in the Claims Module, utilizing numbered lists, bullets, and screenshots.

Step-by-Step Instructions

1. Instructions describing how to complete tasks appear in lists.
2. Words that point to **links** or **boxes** that the user needs to select will appear in **bold.**
3. These instructions will describe how to complete processes using screenshots.
4. Screenshots may also include boxes, lines, and labels to show which part of the screen is important.

1.2 Understanding the Icons

This user guide features icons to alert users to important information, especially during step-by-step instructions. This guide uses the following icons:

- ⓘ Contains supplementary information about actions that servicers take in the Claims Module.
- ⚠ Contains cautionary information about actions; usually a clarifying statement to assist a user with execution.
- ❗ Indicates highly important information that is critical to an action.

2. Getting Started

2.1 Access Information

FHA Approved Mortgagees may request access for a new user by contacting the FHA Resource Center at answers@hud.gov. Users will receive an email from HUD containing their username and a password reset link.

2.2 Logging In

1. Navigate to *FHA Catalyst*: Claims Module site to view the log in page via Google Chrome: https://www.hud.gov/FHACatalyst-Claims
2. Enter your username and password, then select **Login**.

Figure 1: Login Page

2.3 Resetting Your Password

1. If you forgot your password, select **Forgot Password**

Figure 2: Forgot Password

2. Enter your username, then select **Reset Password** to reset your password. Password reset instructions will be sent to the email address associated with your account.

Figure 3: Reset Password

Return to table of contents

3. Account Profile

3.1 Viewing Your Account Profile

ℹ️ After logging in, you will be directed to the *FHA Catalyst*: Claims Module Home Page.

1. To view your account profile, select **Account Profile**.

CATALYST   👤 SCHEN

Start a New Claim   Check Claim Status   **Key Resources**

Tools and Resources for Mortgagees

Quick Links

Follow @FHAgov on Twitter

Connect with us at "Federal Housing
Administration" on LinkedIn

For system questions or endorsement
issues. Please email to answers@hud.gov

Please remember to include the FHA Case
Number if the request is case specific.

Select to view your account profile → **Account Profile**   **Bulk Uploads**

Claim Dashboard

Figure 4: *FHA Catalyst*

3.2 Updating Your Account Profile

1. To edit your account profile, select **Edit** in the top right corner of the account profile page.

Name	Title	Select to edit your account profile → Edit
Manager	Company Name	
Email	Phone	
Mobile	Address	
About Me		
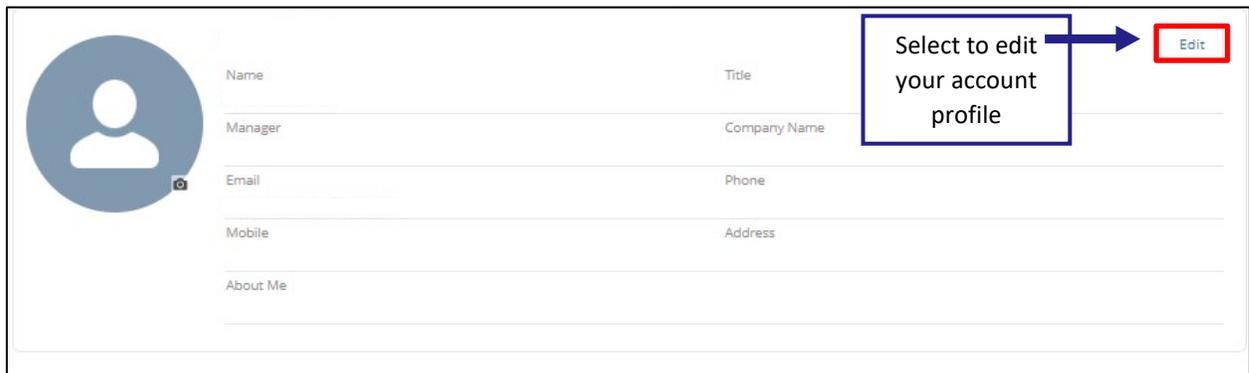
Figure 5: Edit Your Account Profile

2. Update the fields you would like to change, then select **Save**.

⚠ Required fields are denoted with a red asterisk.

Figure 6: Update Your Account Profile

4. Claim Entry and Submission – Single

4.1 Starting a New Claim

ℹ️ After logging in, you will be directed to the *FHA Catalyst*: Claims Module Home Page.

1. To submit a new claim via single submission, select **Start a New Claim**.

iCATALYST

Select to start a new claim →

Start a New Claim

Check Claim Status

Account Profile

Bulk Uploads

Claim Dashboard

Key Resources

Tools and Resources for Mortgagees

Quick Links

Follow @FHAgov on Twitter

Connect with us at "Federal Housing Administration" on LinkedIn

For system questions or endorsement issues. Please email to answers@hud.gov

Please remember to include the FHA Case Number if the request is case specific.

Figure 7: *FHA Catalyst*

2. From the Claim Initiation screen, select the desired claim type for submission and enter in the FHA case number for the claim.

3. Select **Save & Next** to continue**.**
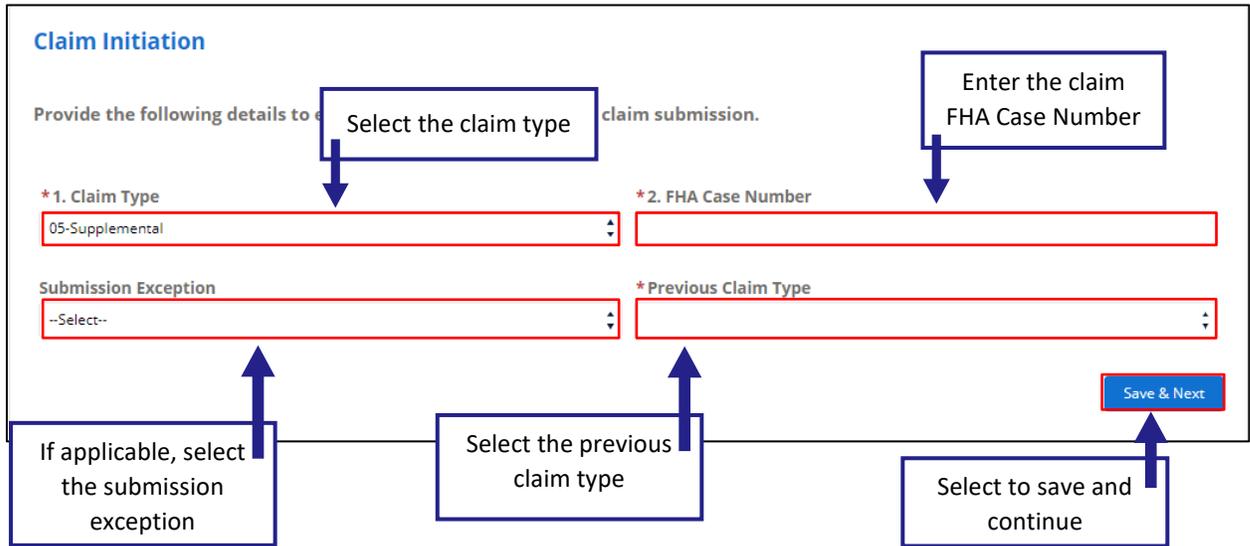
Figure 8: Claim Initiation Screen

4.2 Entering Information in a New Claim

- ⓘ Each part of the claim form (Part A, B, C, D, E) is broken up into separate screens. Enter information based on what is needed for the claim submission.
- ⚠ Required fields are denoted by a red asterisk.
- ⚠ Incorrect entries are noted underneath fields that must be resolved before continuing.

Part A - General Information

Provide the following details to ensure timely processing of this claim submission.

1. Claim Type
05-Supplemental

2. FHA Case Number
123-4567890

3. Section of the Act Code

Select the date of endorsement

*5. Endorsement Date (from MIC)
5/5/2000

7a. Due Date of First Payment to Principal and Interest: Original

7b. Due Date of First Payment to Principal and Interest: Modified

8. Due Date Last Complete Installment Paid

9. Date of Possession and Acquisition of Marketable Title

10. Date Deed or Assignment Filed for Record or Date of Closing or Appraisal

11. Foreclosure Proceedings
  a. Instituted
  b. Date of Deed in Lieu

Enter the Holding Mortgagee Number

Enter the Servicing Mortgagee Number

*12. Holding Mortgagee Number (Payee) (10 digits)

*13. Servicing Mortgagee Number (10 digits)

14. Mortgagee Reference Number (maximum of 15 digits)

*15a. Mortgage Amount: Original

Enter the Original Mortgage Amount

Figure 9: Part A – General Information

ℹ️ At the bottom of each page, there is an area to add mortgagee comments.

ℹ️ Navigation buttons are located at the bottom of each page so users can navigate through the submission process. Navigation buttons do the following:
  - Select **Previous** to navigate to the previous screen.
  - Select **Save & Next** to save all information in the claim and navigate to the next screen.
  - Select **Save & Close** to save all information in the claim and return to the *FHA Catalyst*.
  - Select **Cancel** to return to the *FHA Catalyst* without saving.

Mortgagee's Comments, If Any

Select to navigate through the site

Previous | Save & Next | Save & Close | Cancel

Enter mortgagee comments

Figure 10: Mortgagee Comments and Navigation Buttons

🚫 If **Save & Next** or **Save & Close** is selected without properly entering all required fields, a validation error appears and prevents proceeding to the next screen.

Validation errors occur when a user tries to advance when fields are incorrect

Figure 11: Validation Errors

ℹ️ To create **"repeaters"** – areas where the same information can be entered multiple times (e.g. 32. Schedule of Tax Information) – users can select the **Add** button to add information multiple times, if applicable.

⚠️ For example, selecting 'Add 32. Schedule of Tax Information' will add another set of 'Schedule of

Tax Information' fields which can be populated independently of each other.

Figure 12: Adding Repeaters

ⓘ To remove a repeater, select the **Trash Can** icon in the top-right corner.

Figure 13: Removing Repeaters

4.3 Attaching Documents to a Claim

⚠️ At the bottom of each page, there is a prompt to attach supporting documentation for each part of the claim.

1. Select **Upload Files** to attach files or drag and drop files from the user's computer into the box.
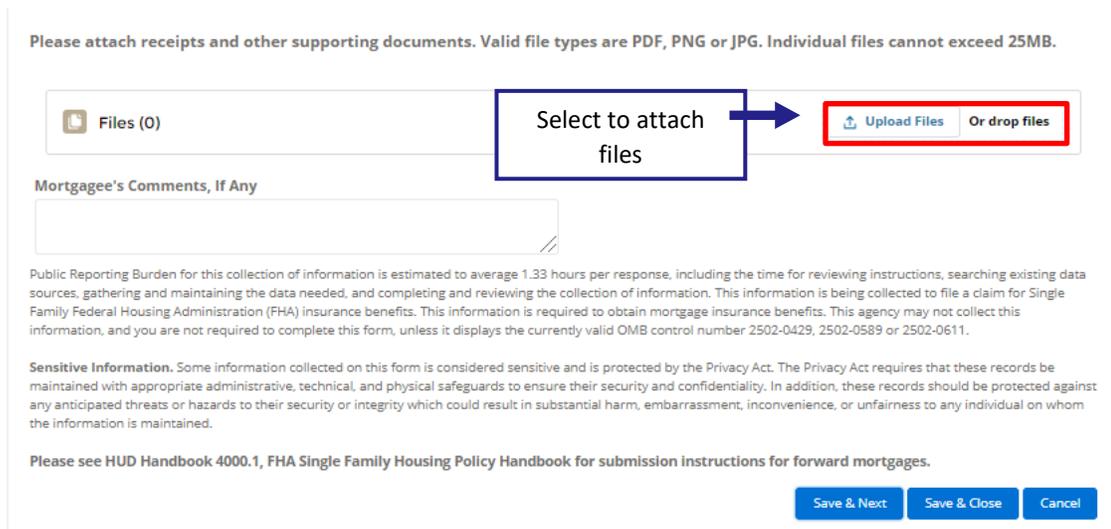
Figure 14: Attaching Supporting Claim Documentation

🛑 After attaching a file, a green check mark with a thumbnail of the document will appear, indicating the file is loaded and ready to be uploaded.

2. Once the files have been attached, select **Done** to upload it to the page.
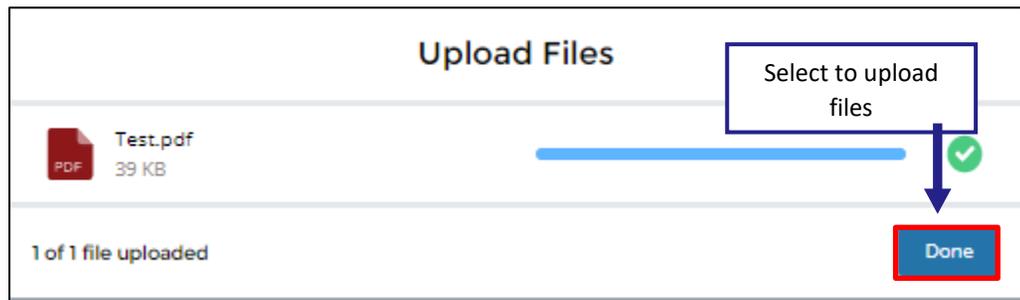
Figure 15: Attaching Supporting Documentation

ℹ️ Once a file has been uploaded, it can be seen at bottom of the page.

⚠️ To download an uploaded file directly to the user's desktop, select the **Download Icon**.

⚠️ To remove a file that has been uploaded, select the **Trash Can** icon.

⚠️ To continue to upload more files, select the **Upload Files** button.
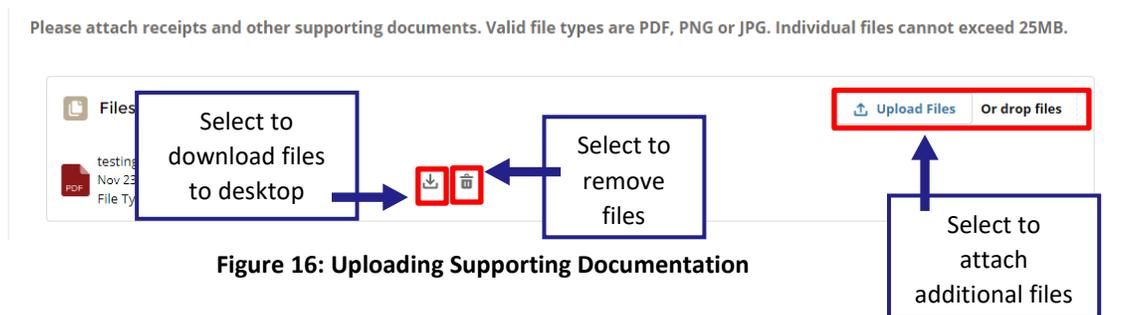
Figure 16: Uploading Supporting Documentation

4.4 Submitting a Claim

1. After completing all the parts of each form necessary to submit the claim, select **Save & Next**. From there, users will be directed to a read-only page containing all information entered on previous screens. (Using Supplemental Claim Type as an example, the flow will be from Part A, C, D, E and B)

e.g. Part C Screen (Using Supplemental Claim Type as an example)

Figure 17: Part C Screen

e.g. Part D Screen (Using Supplemental Claim Type as an example)

Figure 18: Part D Screen

e.g. Part E Screen (Using Supplemental Claim Type as an example)

Figure 19: Part E Screen

e.g. Part B Screen (Using Supplemental Claim Type as an example)

Part B - Fiscal Data

101. FHA Case Number: 123-1123606
103. Mortgagee's Reference Number

105. Exp. date to Submit Title Evidence, or fiscal data for Part B

Line Number	Description	Deductions	Additions	Interest
107	Adjustment to Loan Balance (if different from Item 17, Part A)			
108	Sale/Bid or Appraisal Value (for Coinsurance or Nonconveyance)			
109	Escrow Balance (as of date in Item 10, Part A - Date deed or assignment filed for record or date of closing or appraisal)			
110	Total Disbursements for Protection and Preservation (from line 264, Part C)		$0.00	$0.00
111	Total Disbursements (from line 305, Part D)		$0.00	$0.00
112	Attorney/Trustee Fees Paid (from line 306, Part D)		$0.00	$0.00
113	Foreclosure, Acquisition, Conveyance, and Other Costs (from line 307, Part D)		$0.00	$0.00
114	Bankruptcy Fee (if applicable) (from line 310, Part D)		$0.00	$0.00
115	Rental Income			
116	Rental Expense			
117	Total Taxes on Deed (from line 308, Part D)		$0.00	$0.00
118	Recovery or Damage (if not reported on Part A)			
120	Special Assessments (Do Not Use for Coinsurance) (from line 309, Part D)	$0.00	$0.00	$0.00
121	Mortgage Note Interest (Assignments, Coinsurance, and Special Forbearance Agreements Only)			

From | To | Rate %

122	Mortgage Insurance Premiums (from line 311, Part D)		$0.00	$0.00
123	Unapplied Section 235 Assistance Payments (Earned Assistance only)			
124	Overpaid Section 235 Assistance Payments			

Coinsurance or Nonconveyances Only

125	Overhead Costs (from line 405, Part E)		$0.00	
126	Uncollected Interest (Approved Forbearance Agreements Only)			
127	Amount due from buyer at closing or at appraisal notice date (from line 406, Part E)	$0.00		
128	Amount owed to buyer at closing or at appraisal notice date (from line 407, Part E)		$0.00	

See instructions

129	Additional closing costs (from line 408, Part E)	$0.00	$0.00	
130	Appraisal Fee (from line 409, Part E)		$0.00	
131	Deficiency Judgment Costs/Fees (from line 410, Part E)		$0.00	

134. Total Deductions =
135. Total Additions =
136. Total Interest =

137. Net Claim Amount (Columns B - A + C) = $0.00

Figure 20: Part B Screen

Figure 21: Claim Submission

2. Lenders need to ensure the Mortgagee Contact Name and Mortgagee Contact Telephone are entered, then can click Save & Next to view all Parts on the read only page before Submission.

3. The check box labeled "Ready to transmit claim to HUD?" must be checked to enable the Submit button.

4. Select **Submit** to submit the claim form.

5. After selecting **Submit**, a second prompt will open to confirm users wish to transmit the claim to HUD. Select **Submit** to complete the claim submission process or select **Cancel** to be returned to the read-only page.

Figure 22: Confirming Claim Submission

ℹ **Mortgagee's Comments, If Any:** The input can be added by Lenders during Claims entry. Visible to both Lenders and HUD users.

ℹ Lenders can see the lender status changes on the lender portal once updated by HUD.

Figure 23: Lender Status

ℹ Lenders can view the comments provided by HUD under Mortgagee's Comments, If Any.

Figure 24: Mortgagee Comments

NOTE: Lenders can go back to the all claims list view to check claim status by clicking DONE button. Or clicking FHA Catalyst Logo to go back to the lender landing home page.

Figure 25: All Claims

5. Claim Entry and Submission – Bulk

5.1 Submitting a Claim

🛈 After logging in, users will be directed to the *FHA Catalyst*: Claims Module Home Page.

1.
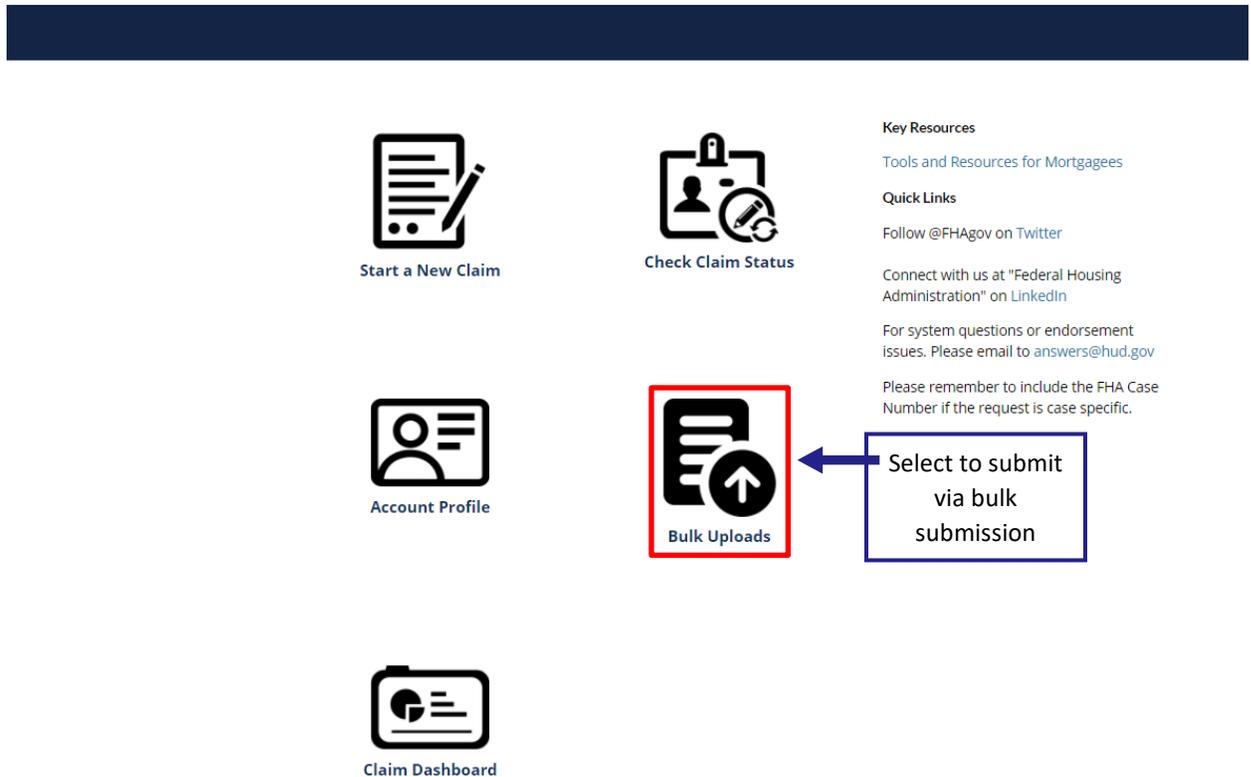
To submit a new claim via bulk submission, select **Bulk Uploads**.

Figure 26: Bulk Submission

2. From here, users will be directed to the Bulk Page, which includes an option to upload new bulk cases and a view of previous bulk cases.

⚠ The case status will vary based on where the case is in the upload process. Please navigate to Appendix A for definitions of each status.

⚠ Note: this status is the XML file validation only and does not guarantee processing of the individual FHA Case Numbers within the bulk case.

Figure 27: Bulk Cases

3. In the Upload File(s) section, select **Upload Files**, open the desired XML file to upload for processing, then select **Submit** or drag and drop desired files, then select **Submit.**
ℹ It may take a few minutes for the XML file to process.

Figure 28: XML File Upload

4. After selecting **Submit**, a second prompt will open to confirm users wish to transmit the claim to HUD. Select **Submit** to complete the claim submission process or select **Cancel** to be returned to the previous Upload File(s) page.
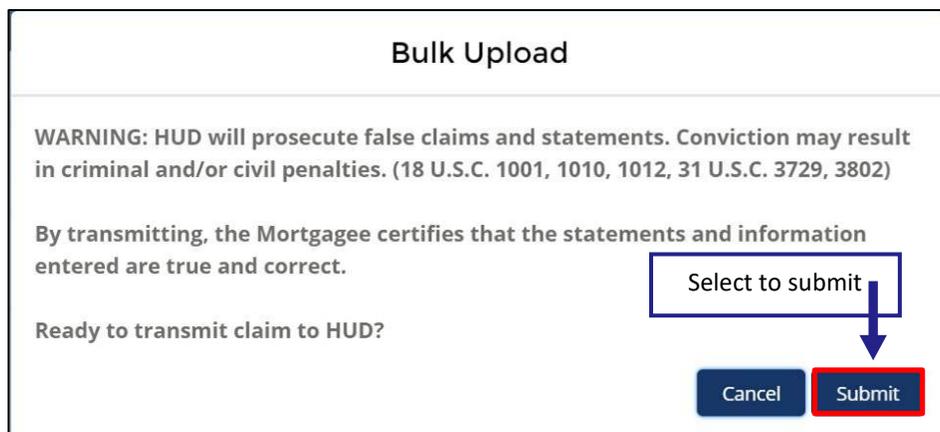
Figure 29: Confirming Claim Submission

⚠ After submitting the XML file, users will be redirected to the case information page with high-level submission details about the XML file.

- On the Case Information page, users can attach documents, view related claims, and see bulk XML upload errors.

⚠ The case status will vary based on where the case is in the upload process. Please navigate to Appendix A for definitions of each status.

5. To view individual claims, select a case number in **Related Cases** or select the **Check Claims Status** on the home page.

Figure 30: Case Information Page

5.2 Attaching Documents to Claims

1. To attach supporting documentation to claims, select the **Attach Documents** button.
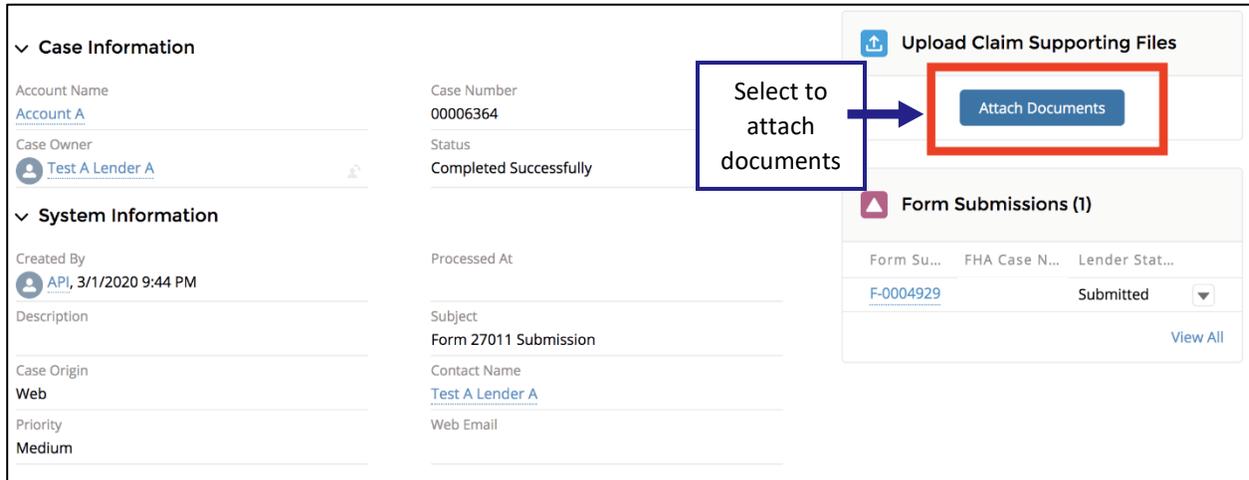
Figure 31: Attaching Supporting Documentation

2. Select the claim and related form section requiring document attachment, then select **Upload Files** to attach (Individual .PDF, .PNG, and .JPG files are accepted under 25 MB).
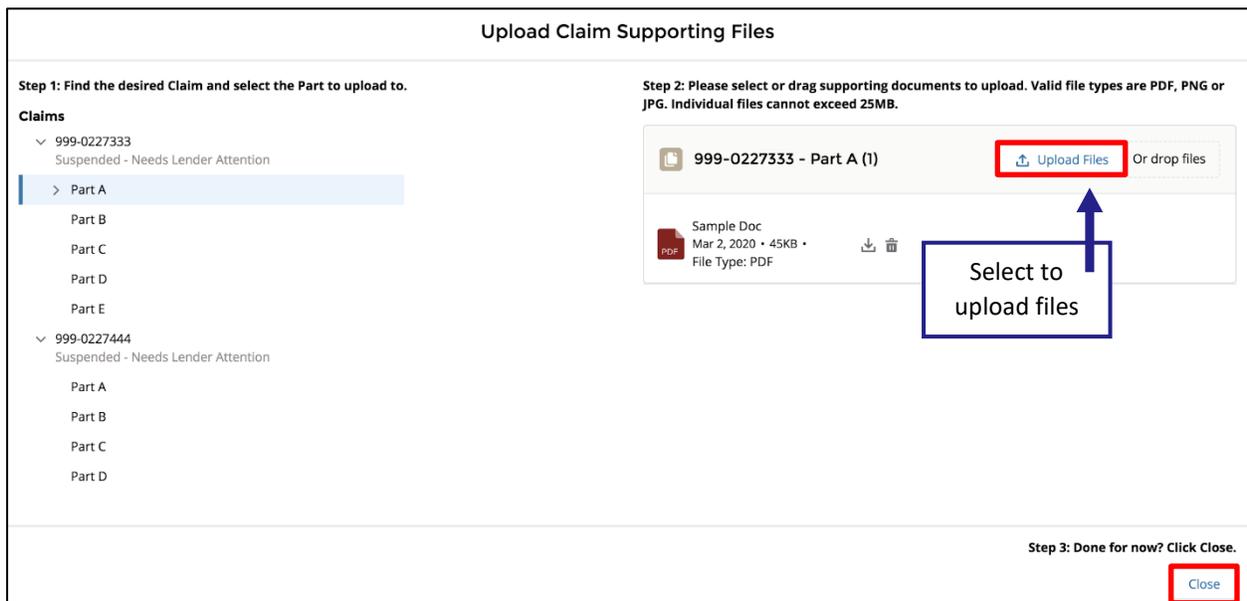
Figure 32: Uploading Supporting Documentation

3. When all supporting documentation has been uploaded, select **Close.**

⚠ Note: Files can only be uploaded for cases in "Draft" or "Suspended-Needs Lender Attention" status. If the claim had no errors, the status will be "Submitted", and users do not need to upload any documentation at this time.

5.3 Review Bulk Submission Errors

1. To review errors in bulk submission case, select **Review All** under the Error Logs.

Figure 33: Review Error Logs

ⓘ After selecting **View All**, users can view all errors associated with the uploaded submission. Selecting any of the IDs to view a more detailed description of each error.

2	I-000001403	This Servicing Mortgagee Nu...	This Servicing Mortgagee Number is not valid for your account to submit this claim.
3	I-000001404	Recovery or Estimate of Dam...	Recovery or Estimate of Damage is required if property conveyed is damaged.
4	I-000001405	Acceptable year range is bet...	Acceptable year range is between 40 years in the past through and including the next year from today.
5	I-000001406	Schedule of Tax Information ...	Schedule of Tax Information Period Covered From must be before or equal to Period Covered To.
6	I-000001407	Mortgage Insurance Premiu...	Mortgage Insurance Premiums Period Covered From must be before or equal to Period Covered To.
7	I-000001408	Mortgage Insurance Premiu...	Mortgage Insurance Premiums Period Covered From must be before or equal to Period Covered To.
8	I-000001409	This Servicing Mortgagee Nu...	This Servicing Mortgagee Number is not valid for your account to submit this claim.

Figure 34: View Error Logs

6. Checking Claim Status

6.1 Review Claim Status

1. To view a list of submitted claims, select **Check Claims Status** on the *FHA Catalyst*: Claims Module Home Page.
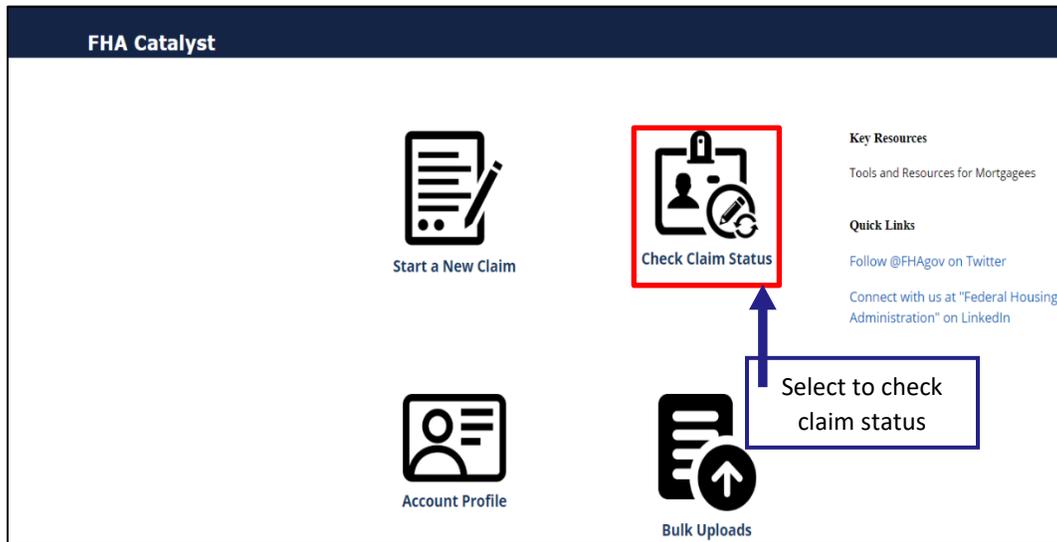
Figure 35: Check Claim Status

⚠ After selecting **Check Claim Status**, users can view various filtered lists of submitted claims.
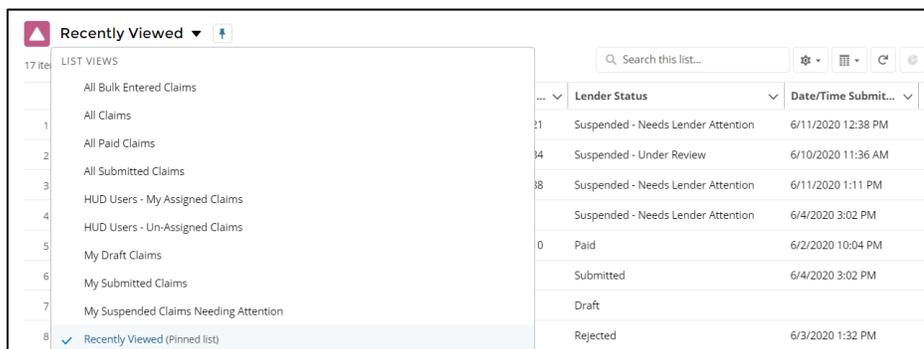
Figure 36: List Views

⚠ To update filter criteria, see the following:
- Select the **Dropdown** icon.
- Select the view containing specific claims (e.g., My Submitted Claims, My Paid Claims, etc.).

⚠ To set a specific view as the default view for every time navigating to this page, select the **Pin** icon.

Figure 37: Changing Filter Criteria

⚠ Each filtered list shows the following information:

- Form Submission Number (Reference number)
- Form Type (e.g., '05-Supplemental)
- FHA Case Number
- Mortgagee Reference Number
- Lender Status (Paid, Submitted, Draft, etc.)
- Date/Time Submitted

⚠ To view a read-only version (Paid Lender Status) or an editable version (Non-Paid Lender Status) of a claim, select the **Form Submission Number**.
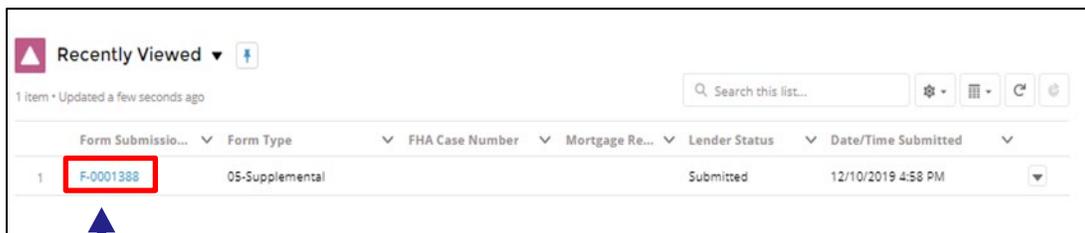
Figure 38: View Claims

6.2 Suspended Claim Status – Edit Codes

1. For FHA Case Numbers with Lender Statuses of either Suspended – Under Review or Suspended – Needs Lender Attention, select the **Form Submission Number**

	Form Submission ... ∨	Form Type ∨	FHA Case Number ∨	Mortgage ... ∨	Lender Status ∨	Date/Time Submit... ∨
1	F-0009893	33-National Emergenc...			Suspended - Needs Lender Attention	6/11/2020 12:38 PM

17 items • Updated a minute ago

Select to view the edit code

Figure 39: View Claims with Edit Codes

2. The Edit Code Section is at the top of the page.
3. Click on the Edit Codes.

Figure 40: Suspended Claim's Read Only View

4. The Edit Code(s) and description(s) are displayed. To correct, follow the instructions in Section 7. To close the Edit Code details, click on Edit Codes again.

Figure 41: Suspended Claim's Edit Code

Return to table of contents

7. Claims Corrections

ℹ️ A lender may submit claims corrections via single or bulk submission.

⛔ Corrections are not applicable for Supplemental Claims of any status or any paid or rejected claims.

7.1 Single Submission Corrections

1. To make a correction for single submission, select **Check Claims Status** on the *FHA Catalyst*: Claims Module Home Page.

2. Select the drop down to sort by **All Claims** or **All Submitted Claims**.

3. Select the form submission number.

Figure 42: Selecting Claim for Correction

ℹ️ A read-only version of the submitted claim will appear

Figure 43: Read-only Version of Submitted Claim

4. Scroll to the bottom of the form to view the correction.

Part B Documents

Files(0)   ⬆ Upload Files   Or drop files

Mortgagee's Comments, If Any
Info for HUD to know

Select to view Correction

Warning: Submissions made after 8 PM Eastern may not be processed until the following night.

Correction

Figure 44: Correction

5. Select the correction to open the claim for editing.
6. Make the necessary changes, then resubmit the claim using instructions in Section 4.4.
ℹ️ In the **Check Claims Status** on the *FHA Catalyst*: Claims Module Home Page, the new submitted information is captured.

🔺 **All Submitted Claims** ▼ 📌

29 items • Sorted by Form Type • Filtered by all form submissions - Lender Status • Updated a few seconds ago   🔍 Search this list…   ⚙ ▼   ▦ ▼

	Form Submission Number ∨	Form Type ↓		FHA Case N… ∨	Mortgage Ref… ∨	Lender St… ∨	Date/Time Submitted ∨
1	F-0010205	33-National Emergency Partial Claim				Submitted	7/7/2020 5:46 PM
2	F-0010189	33-National Emergency Partial Claim				Submitted	6/18/2020 1:53 PM

Figure 45: Updated Claim

7.2 Bulk Submission Corrections

1. Enter the updated or corrected claim information into the claims processing or submission system and generate a new XML file to upload into *FHA Catalyst.*
2. Ensure the XML indicates **Yes** in the 'CORRECTED_CLAIM' field.
⚠️ Select the correction on the XML:

<FHA_CASE_NUMBER>999-0520555</FHA_CASE_NUMBER>
<FORM_TYPE>33-National Emergency Partial Claim</FORM_TYPE>
<PREVIOUS_CLAIM_TYPE/>
<CORRECTED_CLAIM>Yes</CORRECTED_CLAIM>

3. To upload the claim, follow step 5 in Section 5.1.

8. Dashboarding

8.1 Navigating to the Dashboard

ℹ️ After logging in, users will be directed to the *FHA Catalyst*: Claims Module Home Page.

1. To view the Dashboard/Reports, select **Claim Dashboard.**
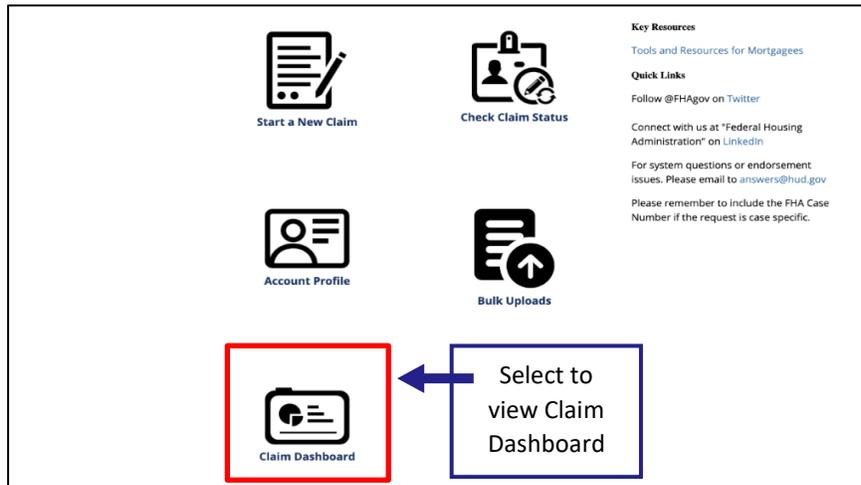
Figure 46: *FHA Catalyst* Claims Home Page

2. The page is divided into two halves: Claim Dashboard and Bulk Uploaded Cases Dashboard
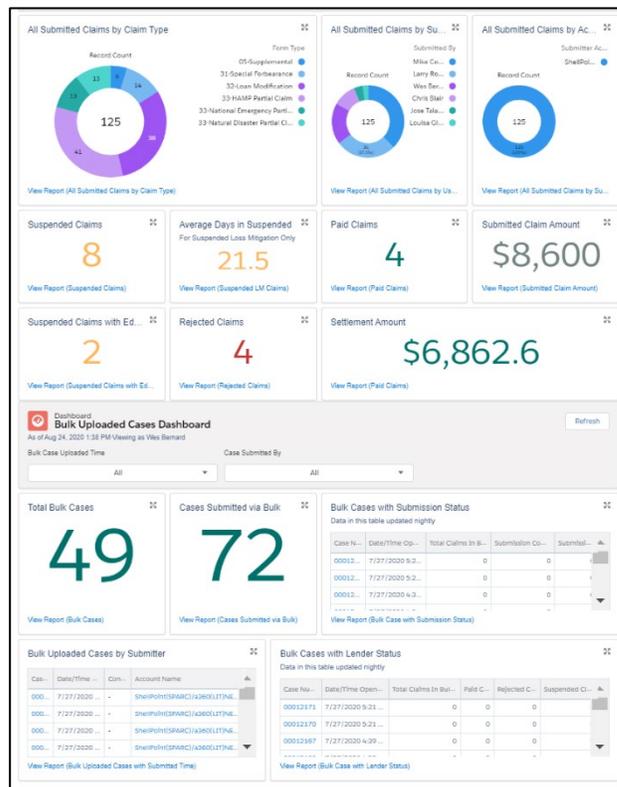
**Figure 47: Claim Dashboard and Bulk Uploaded Cases Dashboard**

8.2 Claim Dashboard
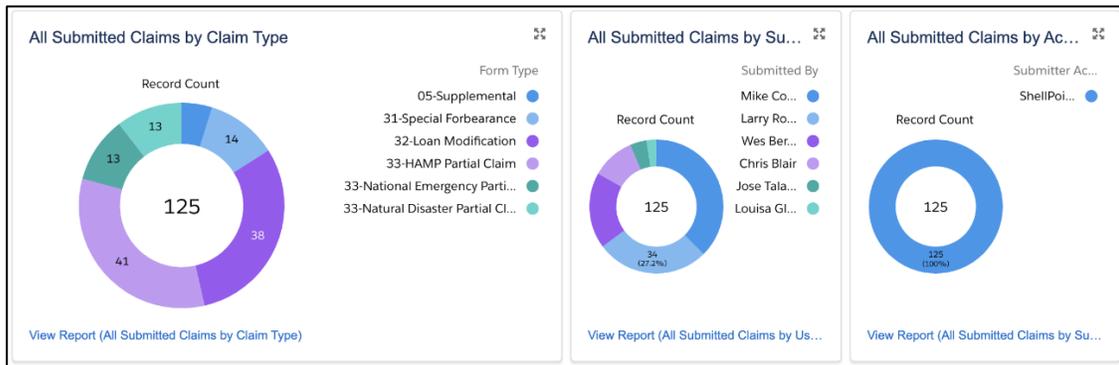
i The above dashboard displays the following information:

Dashboard Name	Description
All Submitted Claims by Claim Type	Number of Claim Submissions By Claim Type
All Submitted Claims by Submitter	Number of Claim Submissions By Claim Submitter
All Submitted Claims by Accounts	Number of Claim Submissions By Submitter Account

Figure 48: Claim Dashboard – Circle Charts
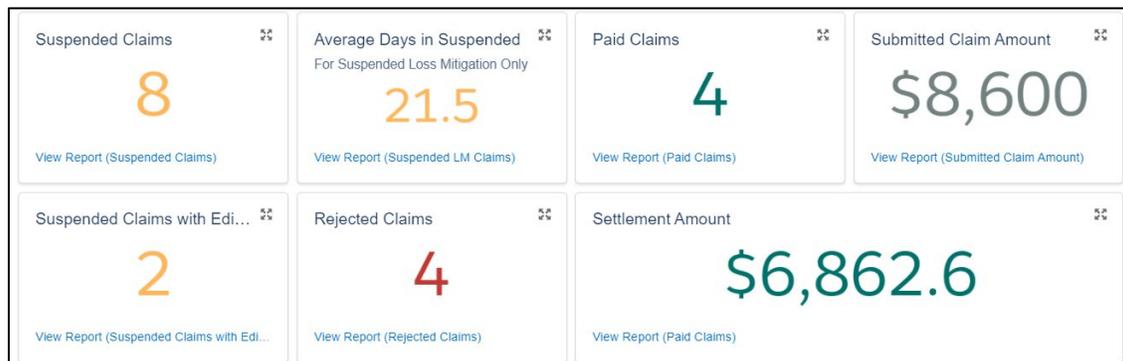
i The above dashboard displays the following information:

Dashboard Name	Description
Suspended Claims	Number of Claims with a Suspended Lender Status
Average Days in Suspended Status	Average Number of Days Loss Mitigation Claims remained in the Suspended Lender Status
Paid Claims	Number of Claims with a Paid Lender Status
Submitted Claim Amount	Each Paid Claim with the Requested Net Claim Amount
Settlement Amount	Each Paid Claim with the Actual Settlement Amount
Rejected Claims	Number of Claims with a Rejected Lender Status

Figure 49: Claim Dashboard - Metric Chart

i Click Refresh to update the dashboards (only once per minute)

Figure 50: Refresh the Claim Dashboard

8.3 Filtering the Claim Dashboard

1. Select **All** under Claim Submitted Time to filter/change the frequency for all dashboards.
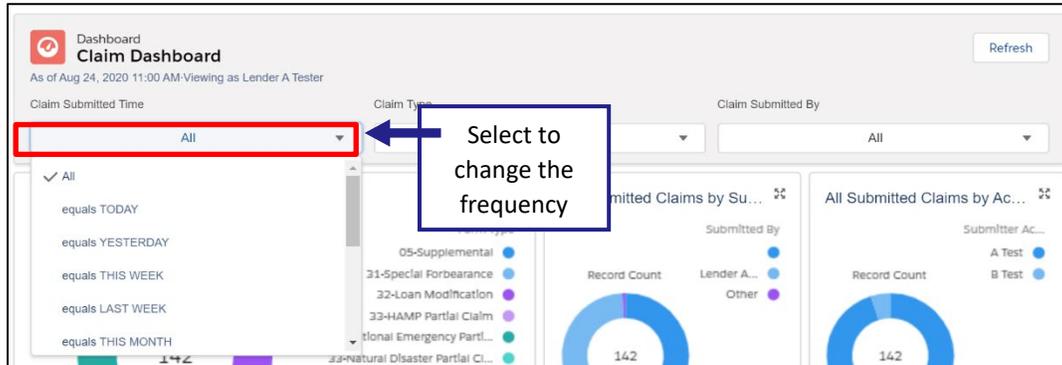

Figure 51: Claim Submitted Time

2. Select **All** under Claim Type to filter/change the claim types for all dashboards
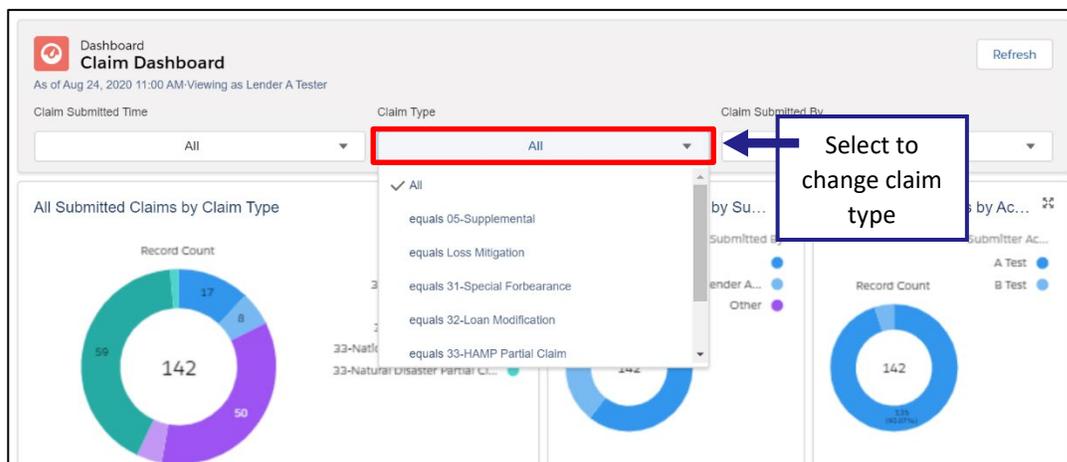

Figure 52: Claim Type

3. Select **All** under Claim Submitted by to filter/change claims submitted by users or only self.
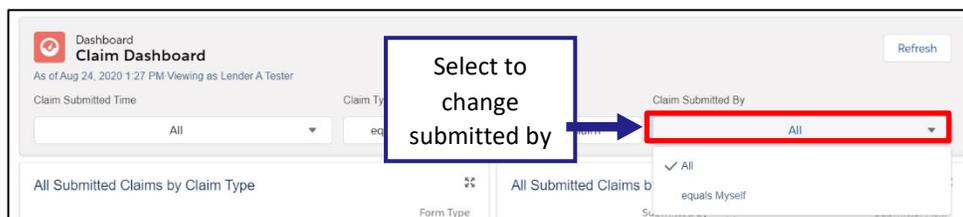
Figure 53: Claim Submitted By

8.4   Bulk Uploaded Cases Dashboard
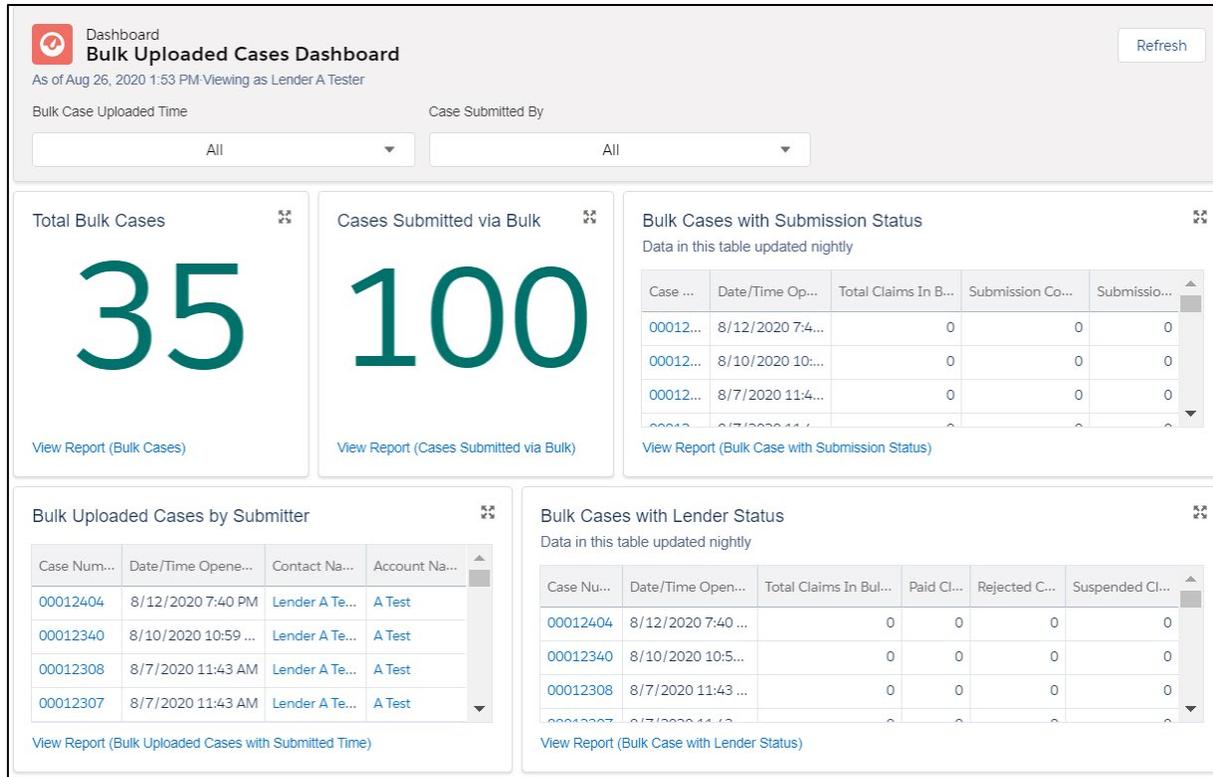
The Bulk Uploaded Cases Dashboard displays the following information:

Dashboard Name	Description
Total Bulk Cases	Number of Bulk Cases Submitted
Cases Submitted via Bulk	Number of FHA Case Numbers Submitted via a Bulk Case
Bulk Cases with Submission Status	Bulk Case Summary with the Submission Statuses Count
Bulk Cases with Lender Status	Bulk Case Summary with the Lender Statuses Count
Bulk Uploaded Cases by Submitter	Bulk Cases Submitted by the Submitter Name and Account

Figure 54: Bulk Uploaded Cases Dashboard

8.5 Filtering the Bulk Uploaded Cases Dashboard

1. Select **All** under Bulk Case Uploaded Time to filter/change the frequency for the dashboard.
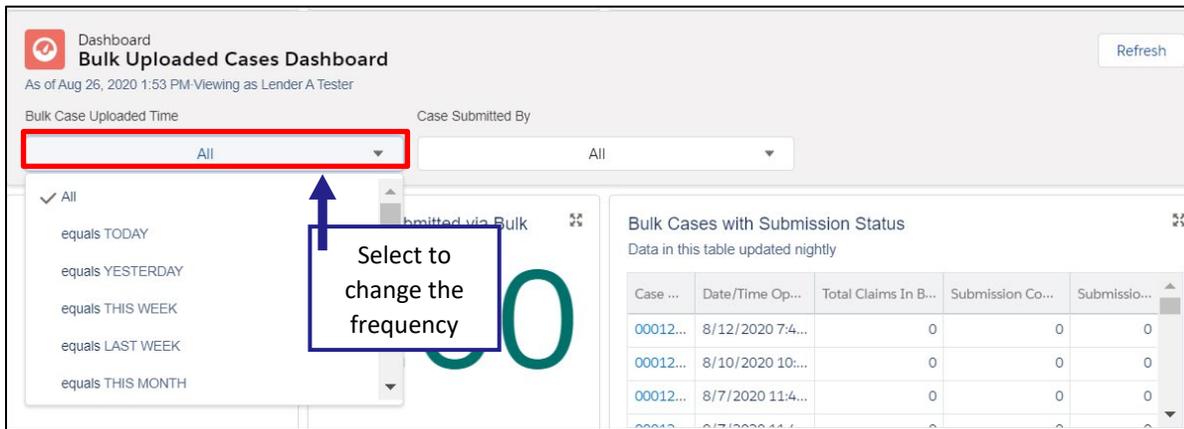
Figure 55: Cases Uploaded Frequency

2. Select **All** under Case Submitted By to filter/change claims submitted by users or only self.
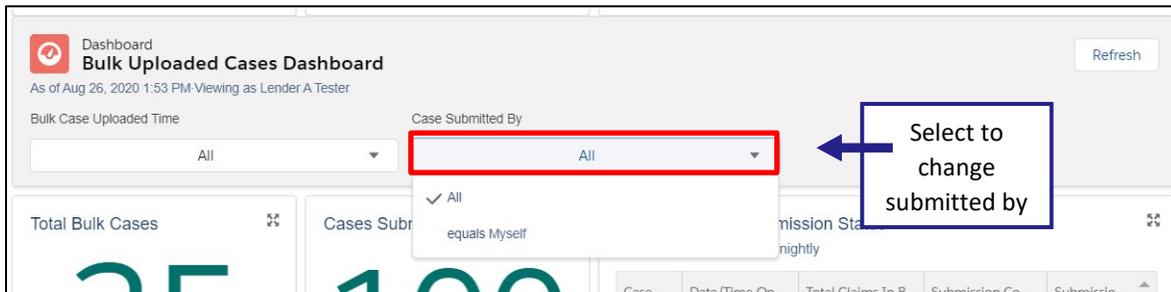
Figure 56: Cases Submitted By

8.6 Expanding and Exporting Dashboards

1. To expand a dashboard, select the **four arrows** icon in the top right corner.
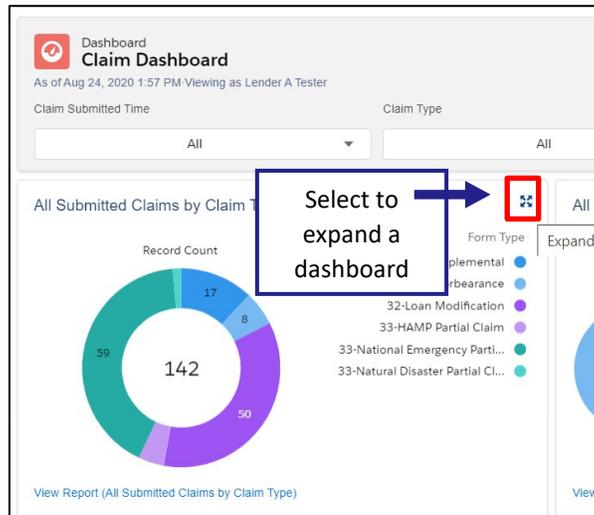
Figure 57: Expanding a Dashboard

2. Once expanded, select the **download** icon in the top right corner to export.
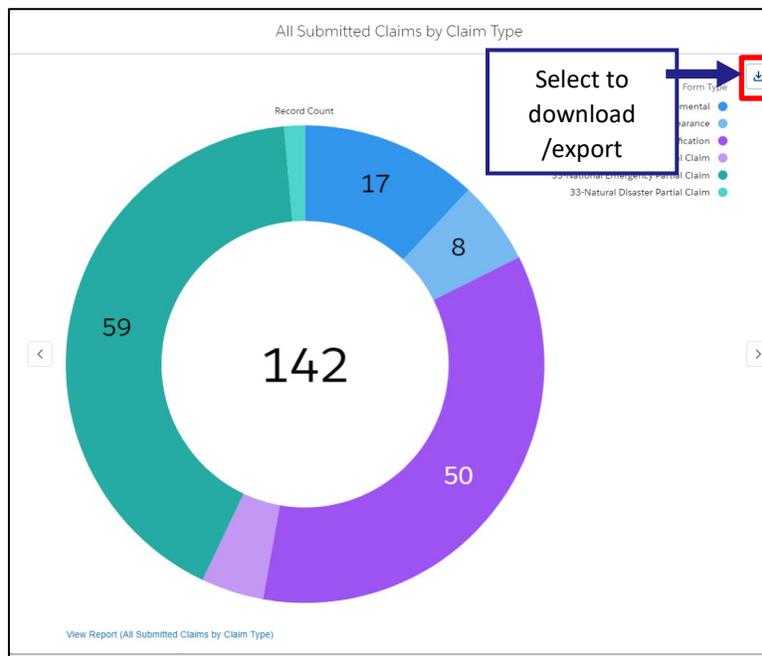
Figure 58: Exporting a Dashboard

ℹ The chart can now be emailed or pasted into a PowerPoint presentation.

3. Select the **white arrow** to return to the dashboard home page.
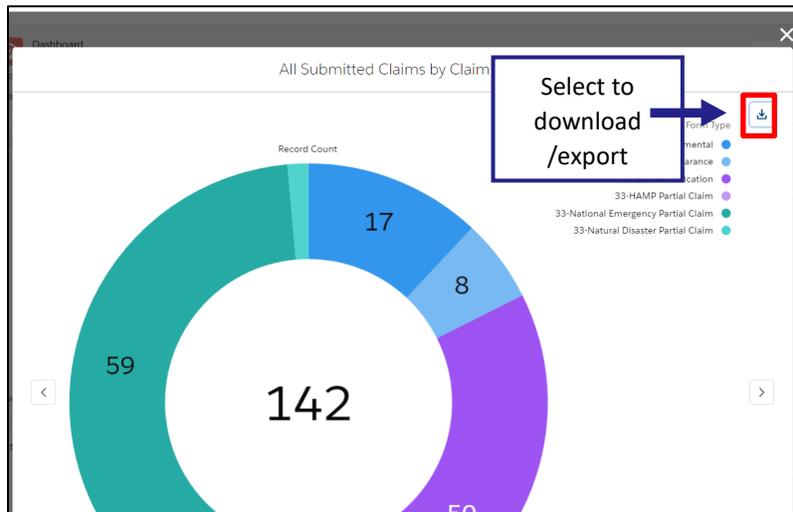
Figure 59: Return to Dashboard Home Page

9. Reporting

9.1 Managing Custom Reports

1. Select **Manage Custom Reports** to view all reports.

Figure 60: Viewing All Report

🛈 Reports can be filtered by most recently viewed reports.
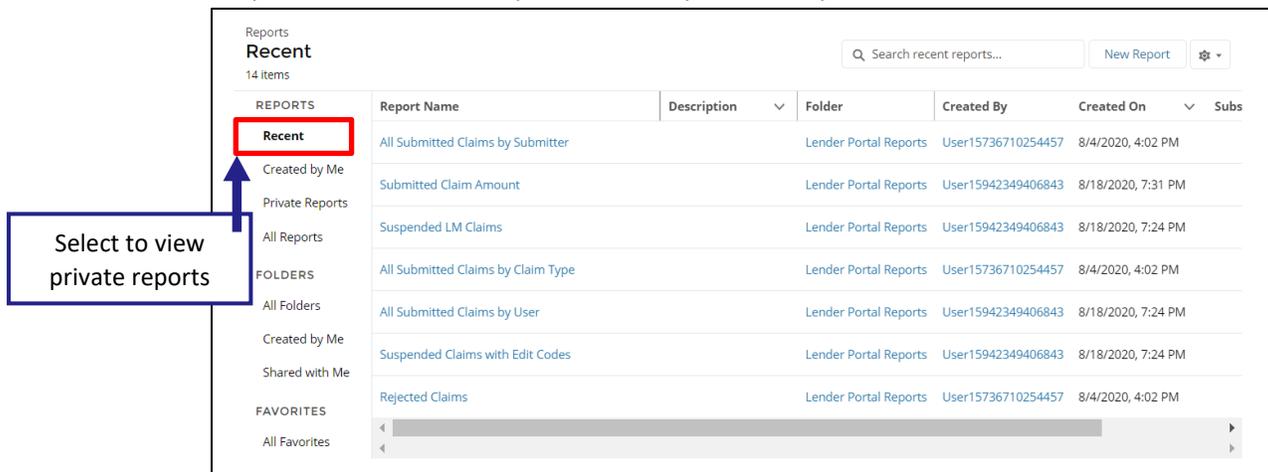
Figure 61: Most Recent Reports

🛈 Reports saved in the Private folder can be viewed by selecting **Private Reports.**
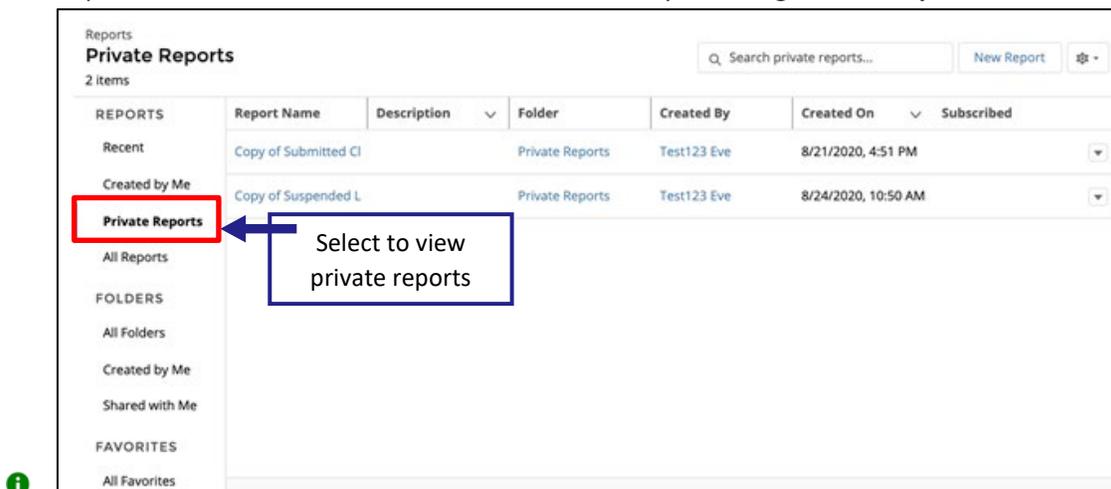

Figure 62: Viewing Private Reports

2. To access the details of a dashboard in a report, right click **View Report** below the desired dashboard.
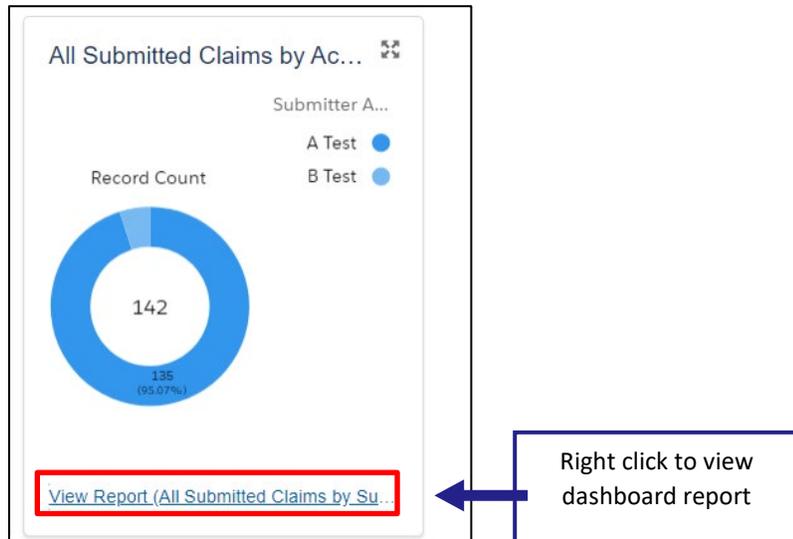
Figure 63: Viewing Dashboard Reports

3. Then, select **Open link in new tab**.
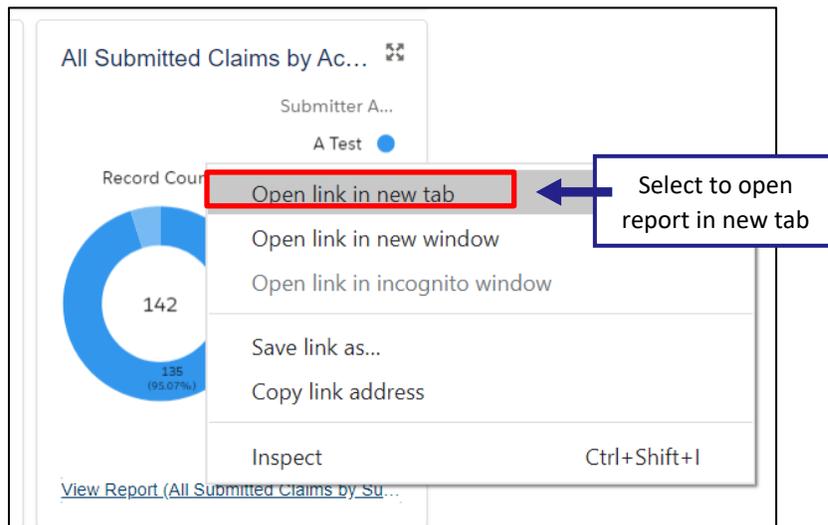
Figure 64: Opening Report in New Tab

⚠ The report will open in a new tab Titled "Report: [Name of Report]".
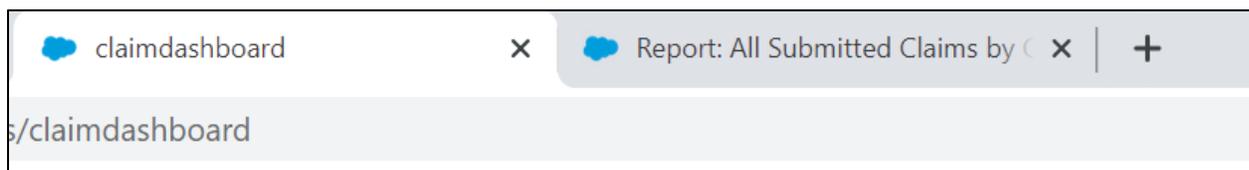
Figure 65: Report in New Tab

4. The Report is viewable.

Figure 66: Dashboard Report

9.2 Saving a Report

1. To save a report, select the **dropdown arrow** in the top right corner of the report, then select **Save As**.
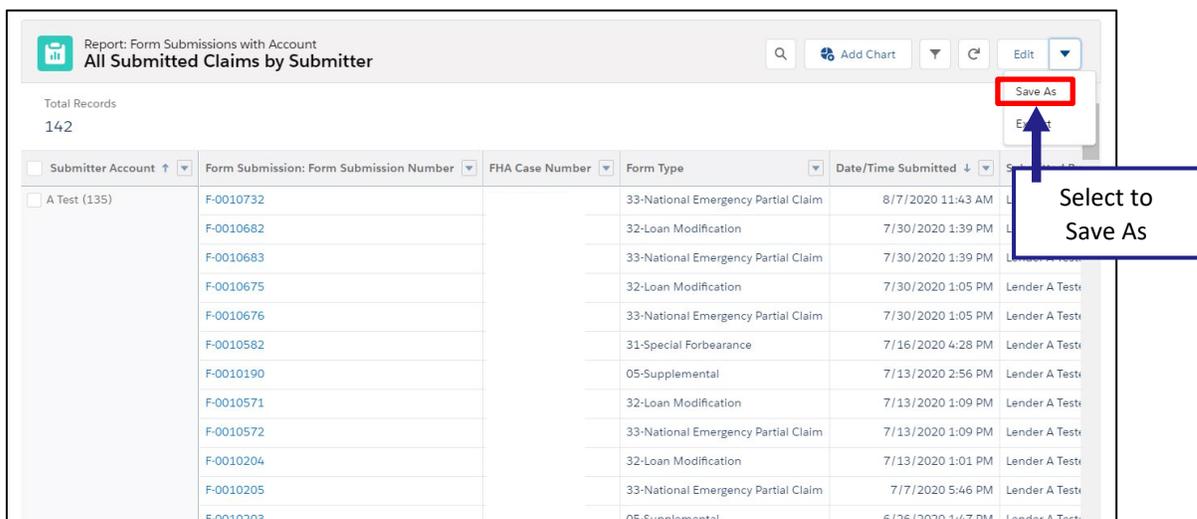

Figure 67: Saving a Report

2. Insert Report Name, Report Unique Name, and select **Select Folder** to choose where to save the report.

3. Then, select **Save.**
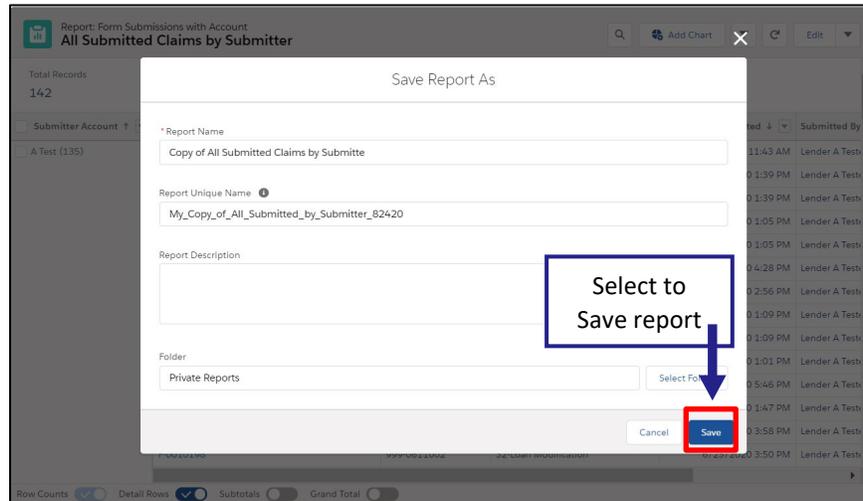
Figure 68: Saving a Report

9.3 Exporting a report

1. To export a report, select the **dropdown arrow** in the top right corner of the report, then select **Export**.
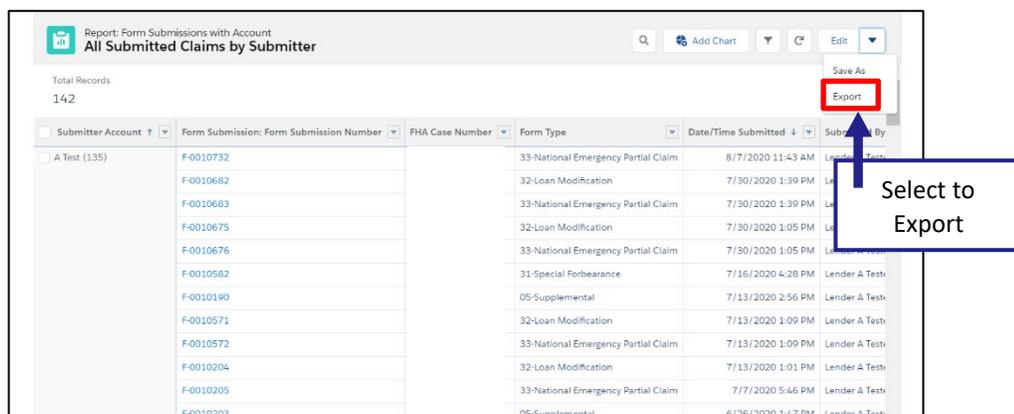
Figure 69: Exporting a Report

2. Select **Formatted Report**, then select **Export**.
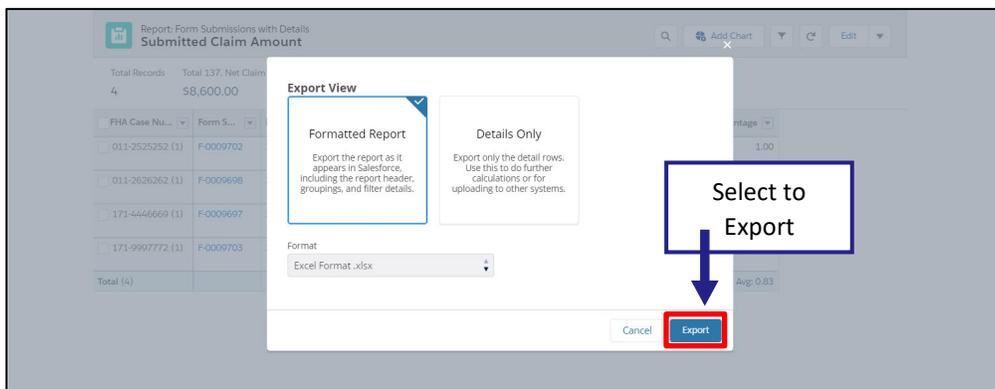
Figure 70: Exporting a Report

ℹ Open the downloaded file to view your report in Excel format.
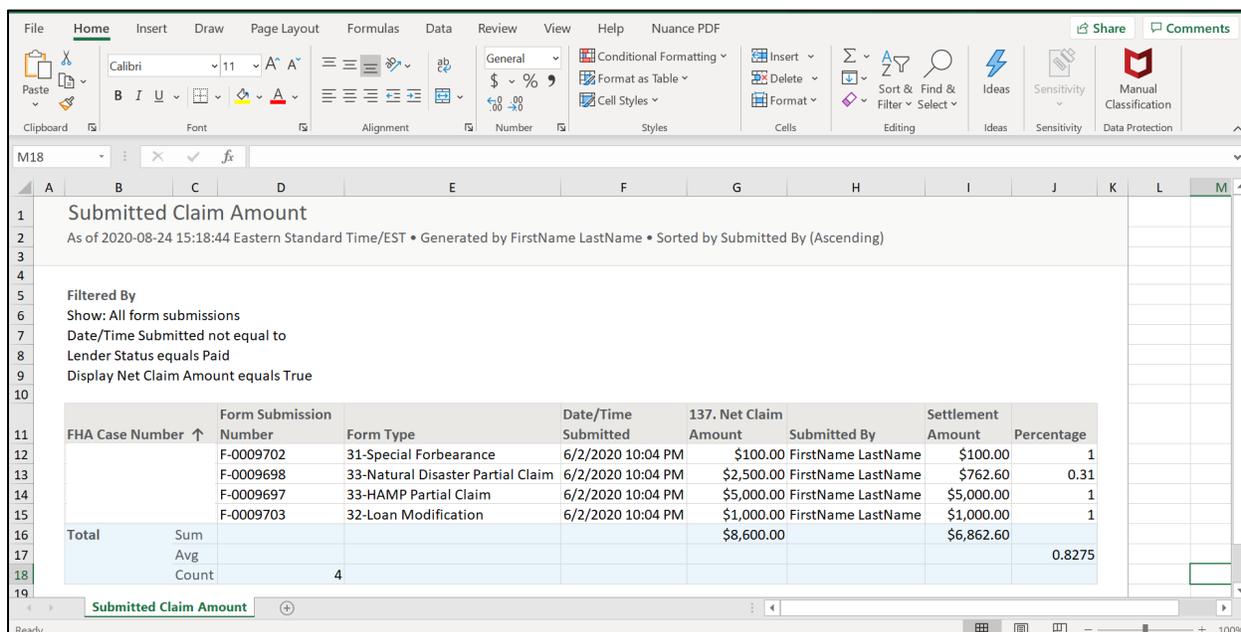
Figure 71: Report in Excel

10.Getting Help

For further assistance, please contact the FHA Resource Center:

- E-mail: answers@hud.gov.
- Call 1-800-CALLFHA (1-800-225-5342). Persons with hearing or speech impairments may reach this number by calling the Federal Information Relay Service at 1-800-877-8339.
- Emails and phone messages will be responded to during normal hours of operation, 8:00 AM to 8:00 PM (Eastern), Monday through Friday on all non-Federal holidays.

11. Appendix

11.1 Appendix A – Bulk Case Status Definitions

Bulk Case Status	Definition / Next Steps
New	Still in queue to be processed. **Wait for system to process claim(s).**
Uploaded	Claims are uploaded. **Wait for system to process claim(s).**
In Progress / In Validation	Claims are being validated for data quality. **Wait for system to process claim(s).**
Failed	The XML that was uploaded is invalid. **Read attached Error Logs and resubmit XML file after making corrections.**
Completed Successfully	All claims in the attached XML file were uploaded successfully. **Begin uploading supporting documentation.**
Completed with Error	Some claims in the attached XML file have data quality errors. **Read attached Error Logs and resolve individual claim errors. Upload supporting documentation for successfully uploaded claims.**

Table 1: Bulk Upload Status