FHA Catalyst: Claims Module

Single Family Forward Claims User Guide

U.S. Department of Housing and Urban Development

September 2023

Solution Information

	Information
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Document History

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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
7.0	03/05/2021	Development Contractor	View HUD Comments Field in Claim; View AOP; Add Bulk Case Status Definition; Add Default Lender Statuses after Submission; Add Correction Button and Scenarios
7.3	05/21/2021	Development Contractor	Updating Claim – Upload documents
7.4	07/20/2023	Development Contractor	Added Bulk Certification page, Pending Certification status, updated claim layouts, Table of Figures, wording updated throughout
7.5	09/11/2023	Development Contractor	Added attachments for supplemental claims, Pending Documentation status

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1. Introduction

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 streamlines 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 This 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.

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2. Getting Started

2.1 Access Information

FHA Approved Mortgagees may request access for a new user, ask system questions, or address endorsement issues with FHA Case Number 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**.

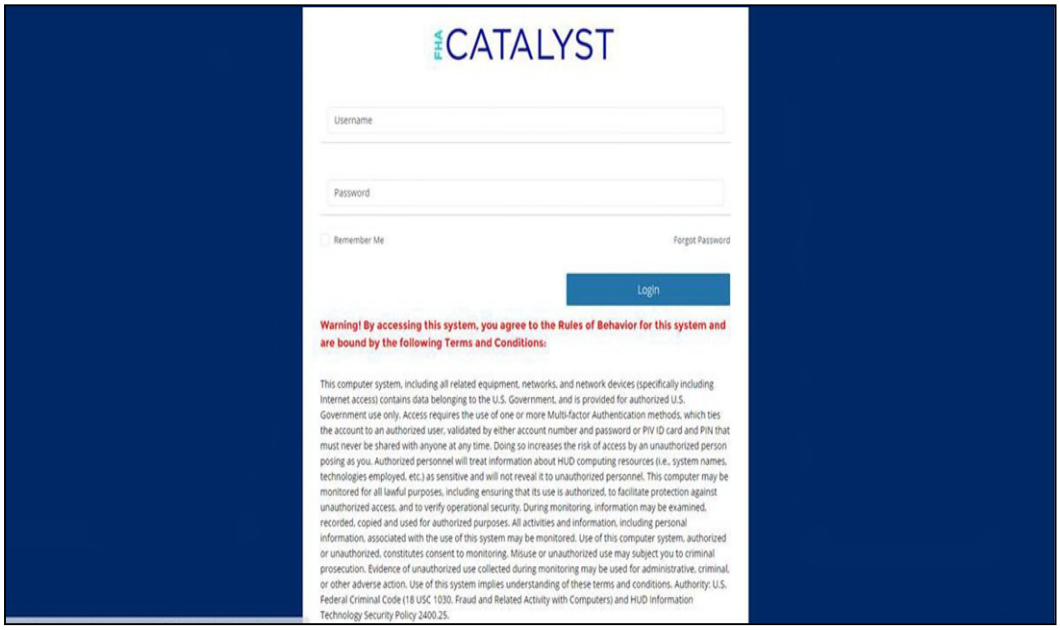


Figure 1: Login Page

2.3 Resetting Your Password

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

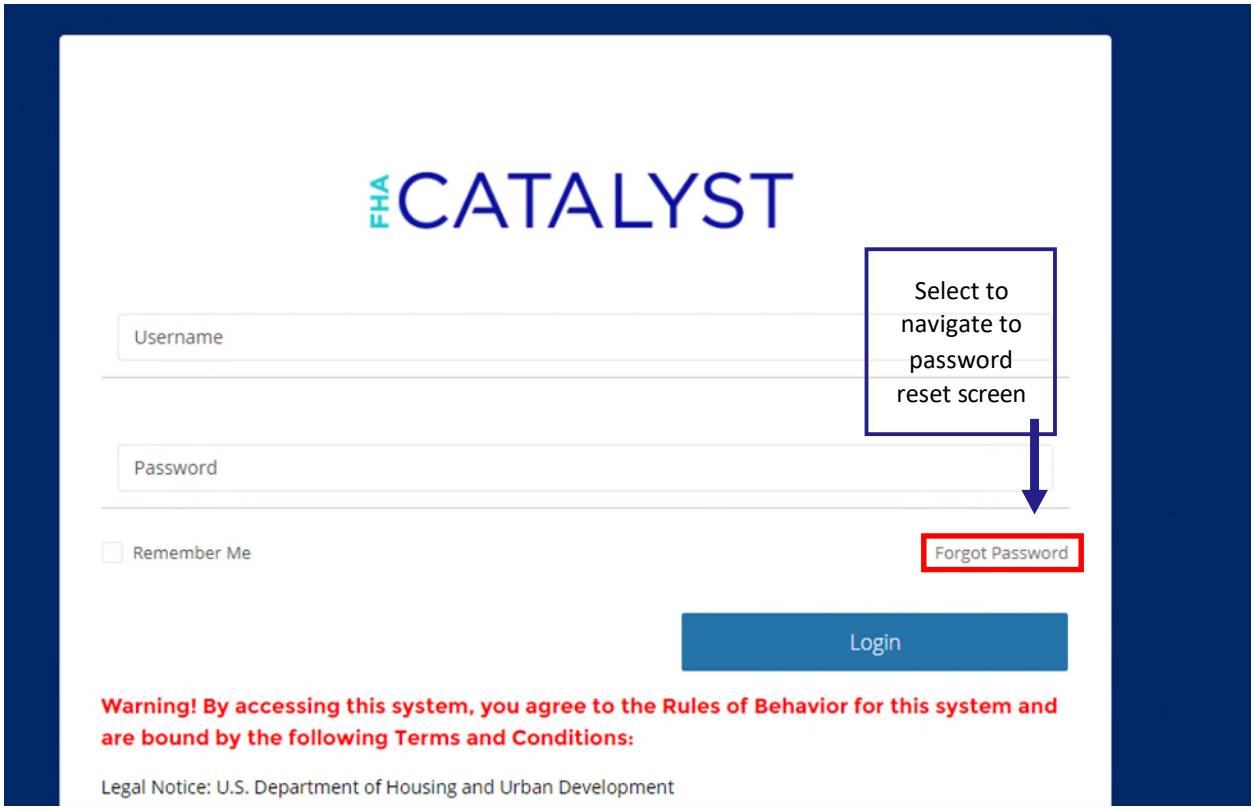


Figure 2: Forgot Password

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.

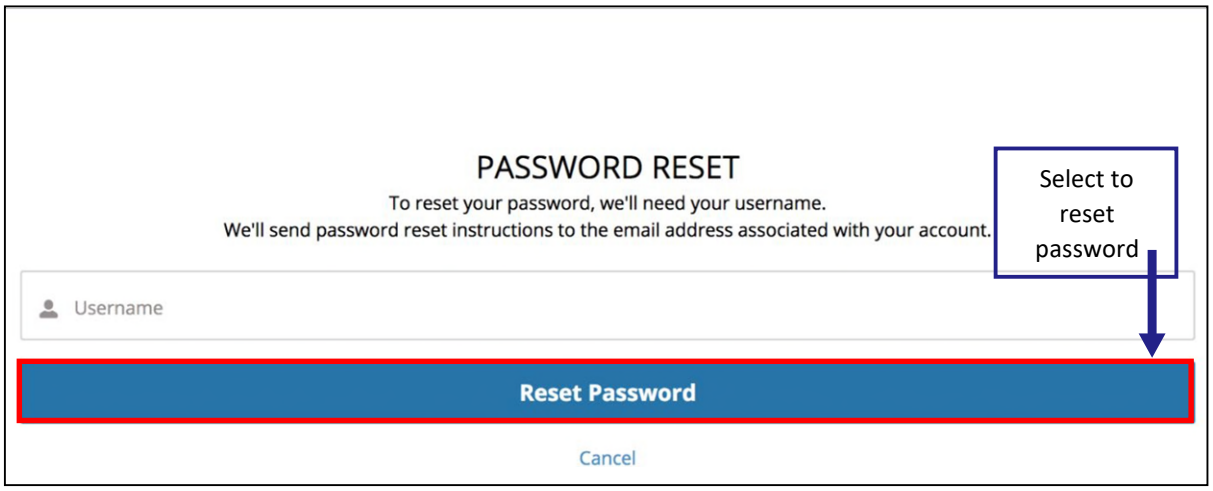


Figure 3: Password Reset

Return to table of contents

2.4. Editing Your Account Profile

1. To view your account profile, select **Account Profile** from the Home Page.

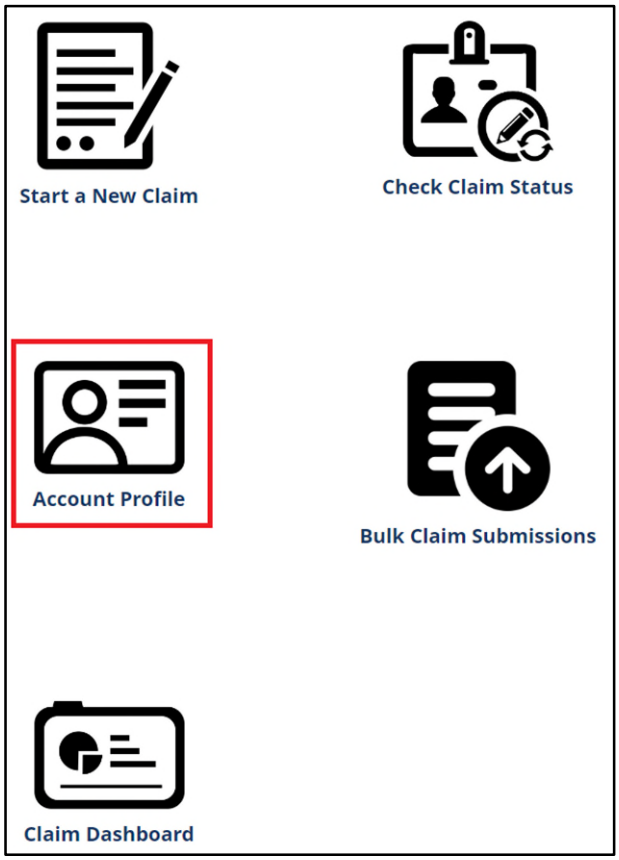


Figure 4: Open Account Profile

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

Figure 5: Edit Account Profile

3. Update the fields you would like to change, then select **Save**. Required fields are denoted with a red asterisk.

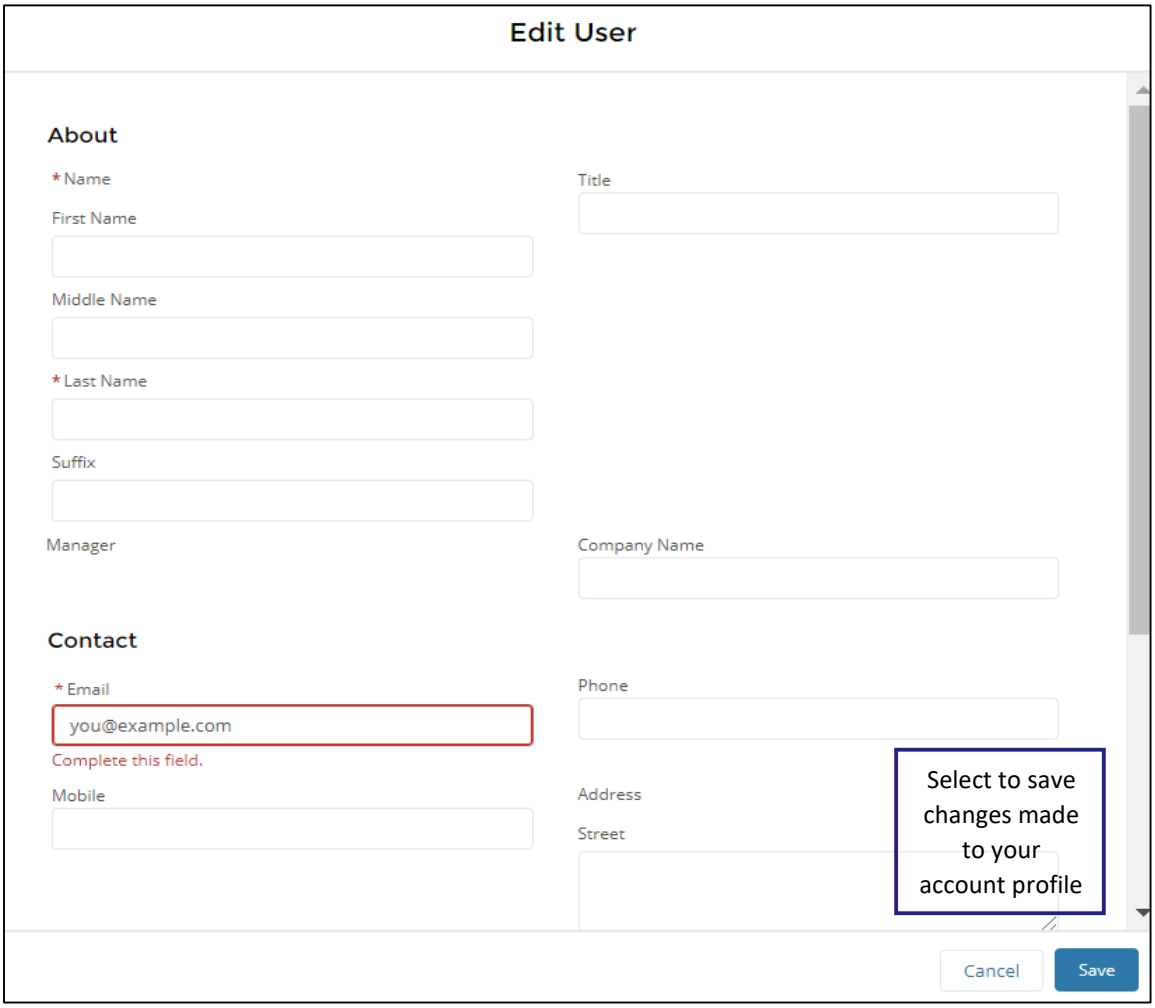


Figure 6: Edit User

Return to table of contents

3. Claim Entry and Submission – Single

3.1 Starting a New Claim

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

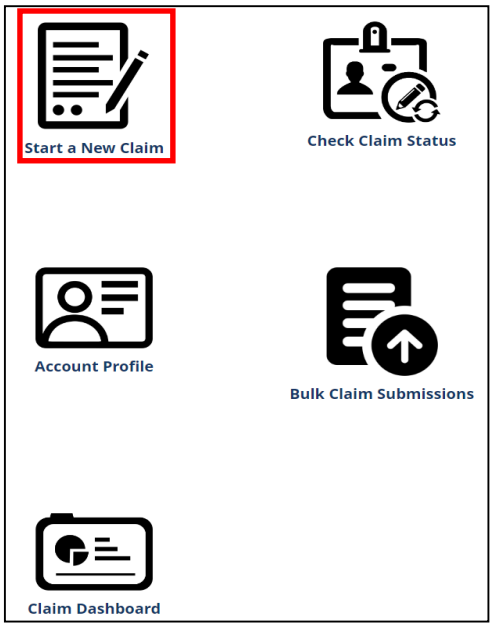


Figure 7: New Claim Home Page

2. From the Claim Initiation screen, select the desired claim type.
3. From the Claim Initiation screen, select the desired claim designation for this claim type and enter the FHA case number for the claim. If applicable, also enter the previous claim type.
4. Select **Save & Next** to continue.

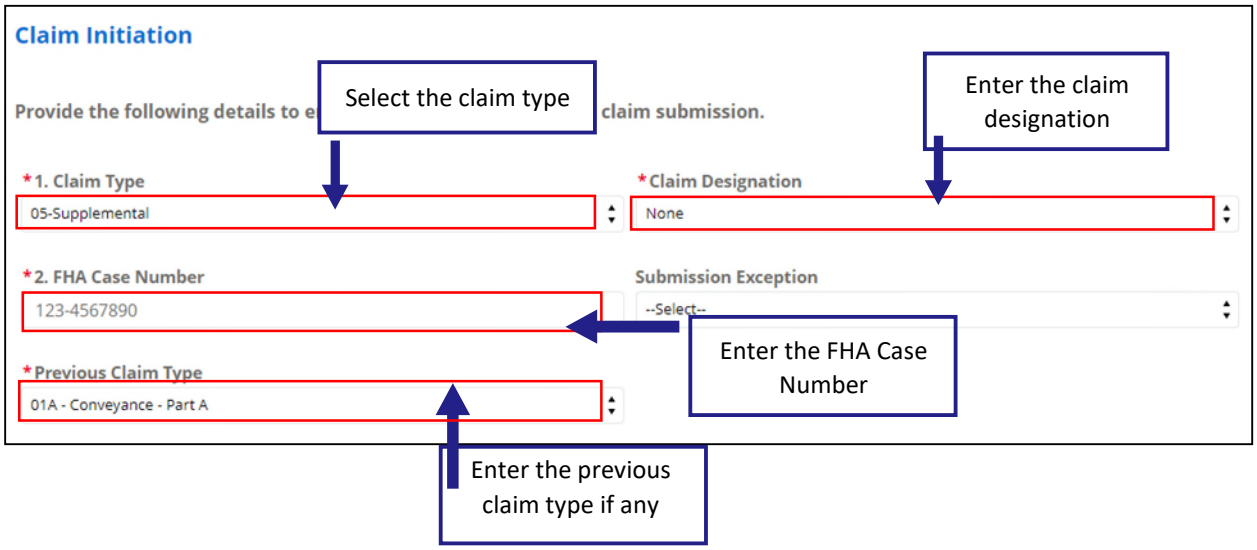


Figure 8: Claim Initiation Page

3.2 Entering Information in a New Claim

1. Each part of the claim form (Part A, B, C, D, E) is broken up into separate screens. Enter information on each screen 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.

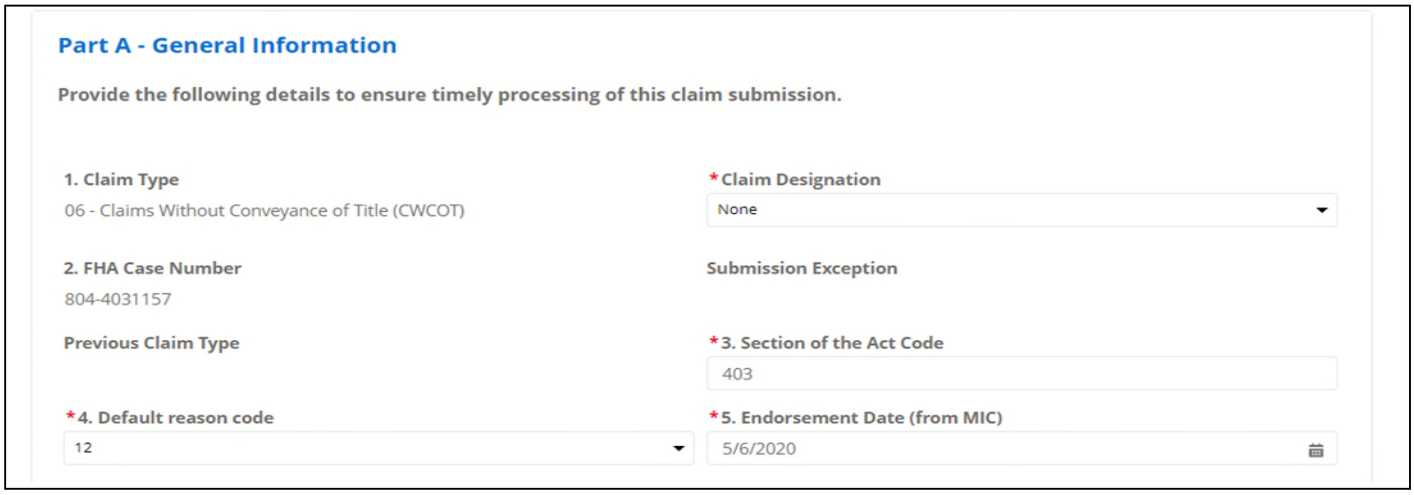


Figure 9: Part A

2. Navigation buttons are located at the bottom of each page so users can navigate through the submission process. Each part of the claim is on its own page. Navigation buttons include:
    - 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 Home Page.
    - Select **Cancel** to return to the Home Page without saving.

Figure 10: Navigation Buttons

3. 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.

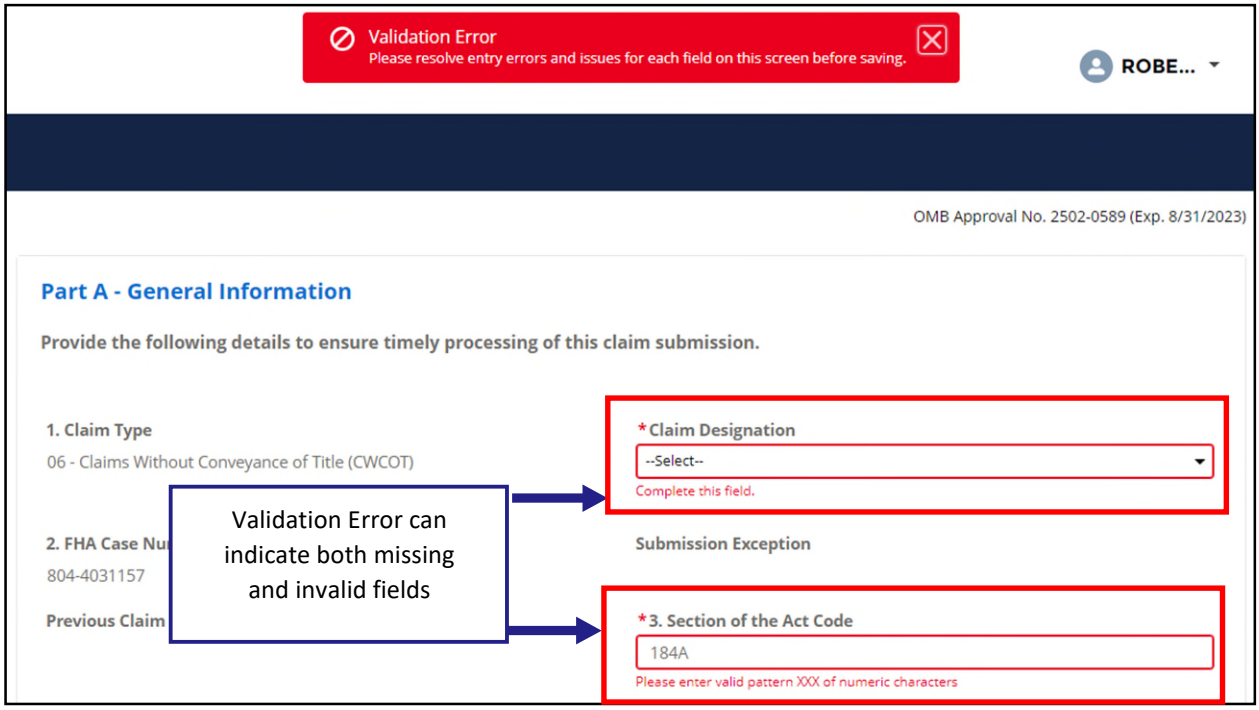


Figure 11: Validation Errors

4. 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.

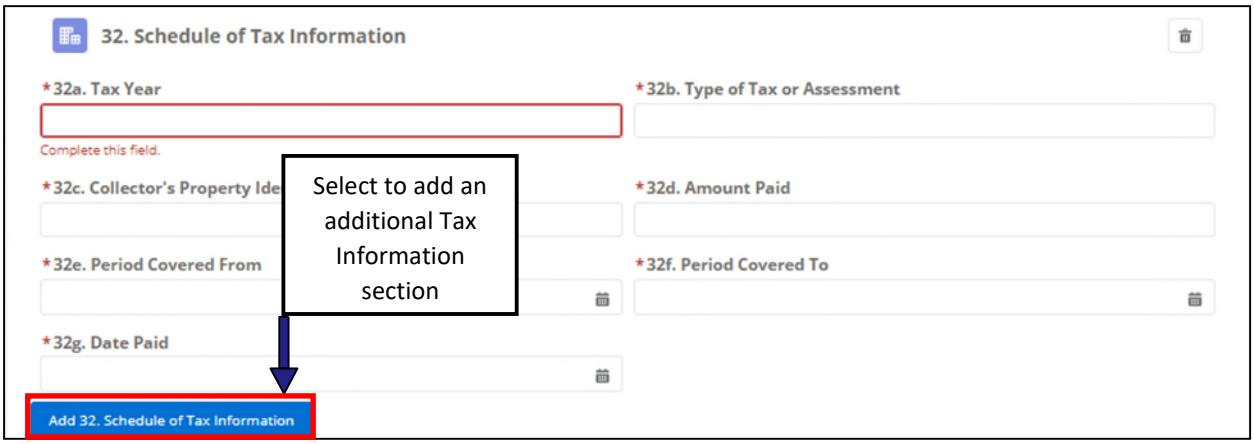


Figure 12: Adding Repeaters

5. To remove a repeater, select the **Trash Can** icon in the top-right corner or the right of the row.

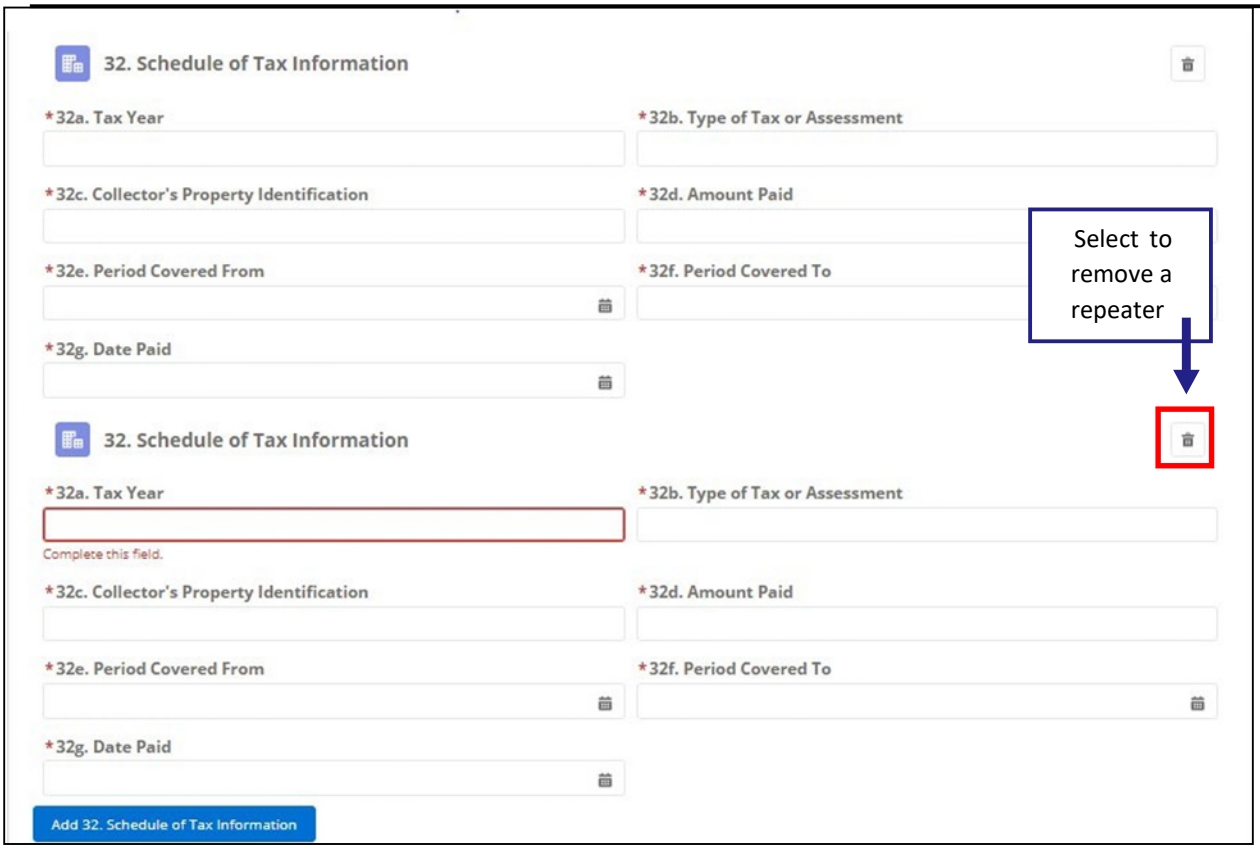


Figure 13: Removing Repeaters

3.3 Attaching Files to a Claim

1. At the bottom of each page, there is a prompt to attach supporting documentation for each part of the claim. Select **Upload Files** to attach files or drag and drop files from the user's computer into the box.
    - Some claim types have multiple prompts to upload files. When viewing these claims, HUD can see which type of documentation each file was uploaded for.

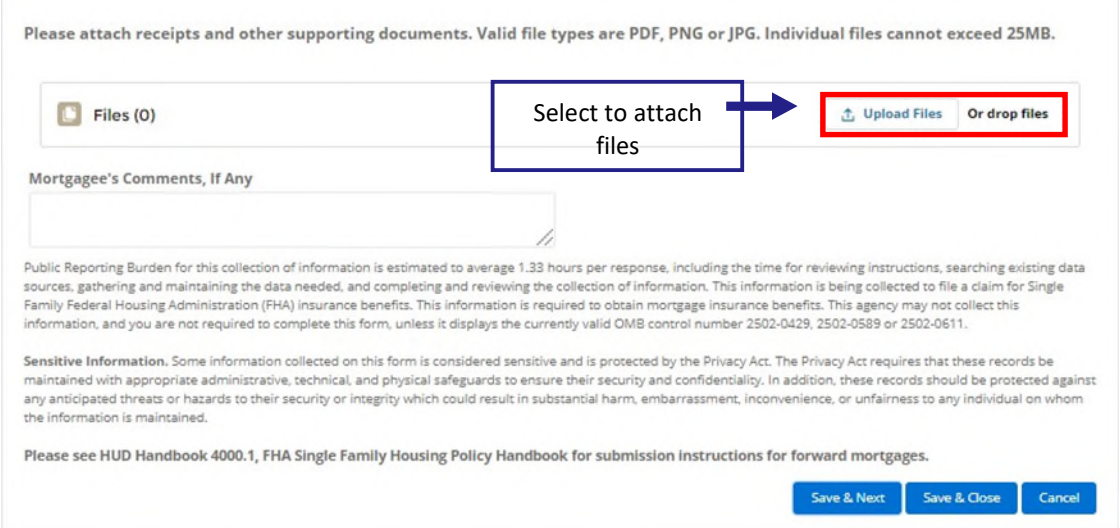


Figure 14: Upload Files

2. 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.
3. Once the files have been attached, select **Done** to upload it to the page.

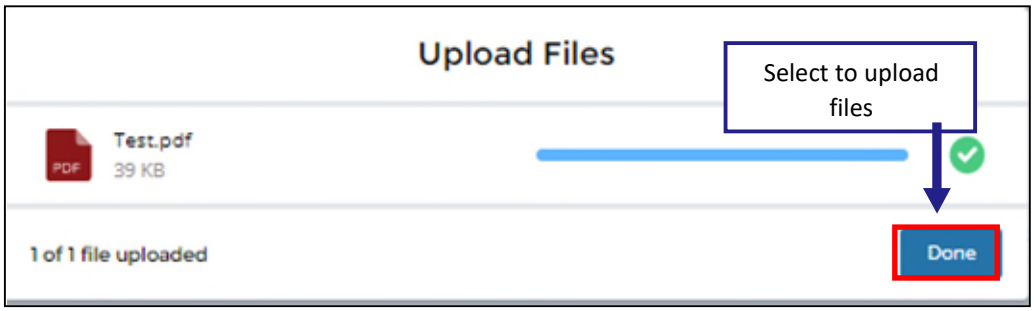


Figure 15: Completing File Upload

4. Once a file has been uploaded, it can be seen at the bottom of the claim 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 or drag and drop files.

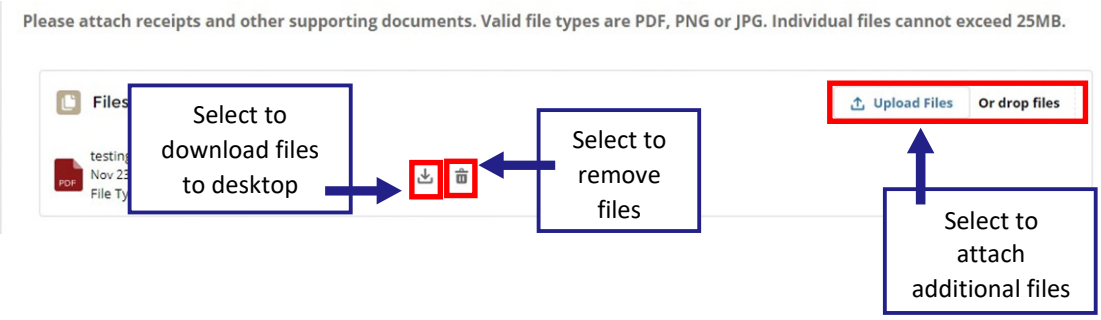
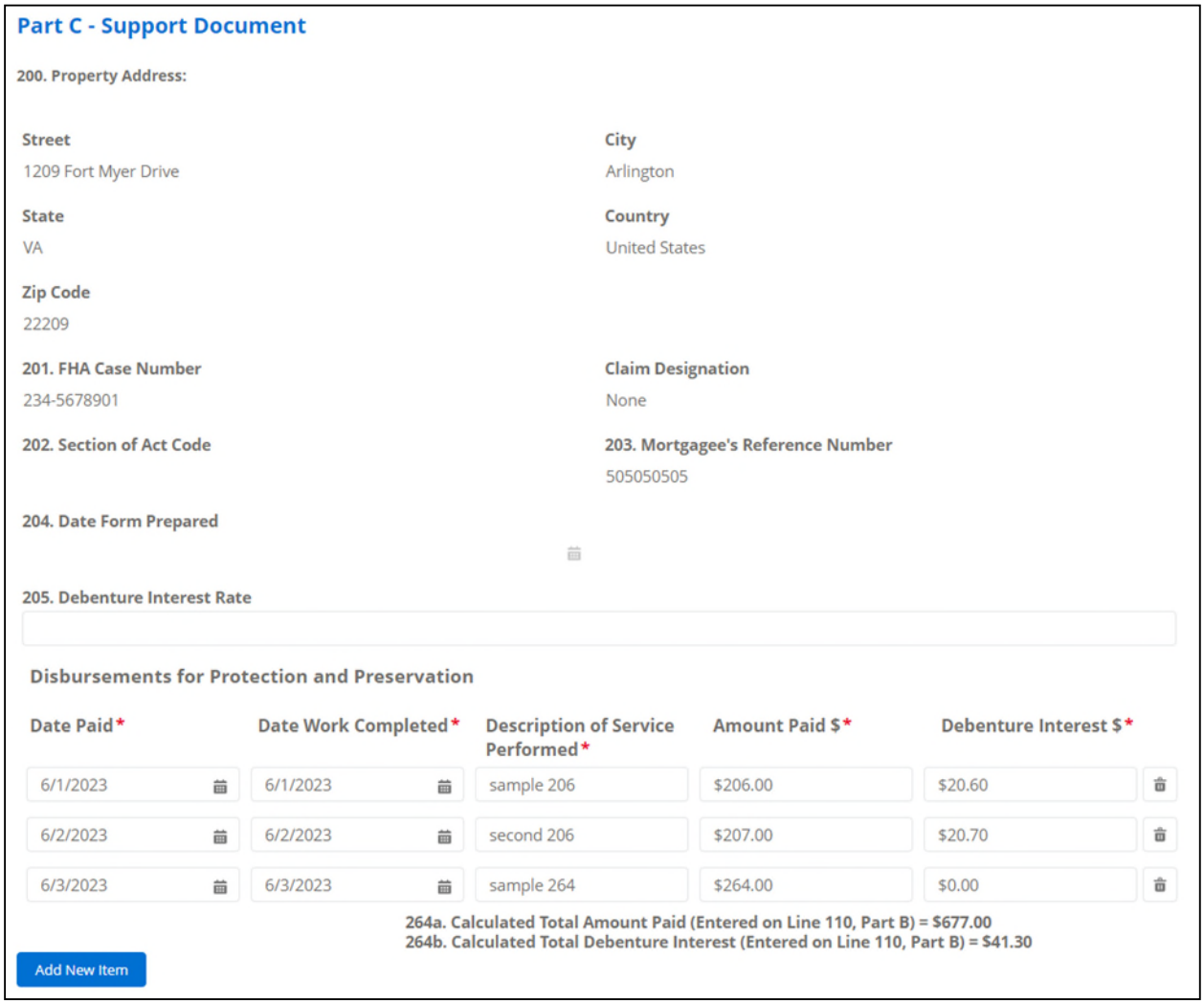


Figure 16: Download or Remove Files

3.4 Entering Additional Claim Data

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 summarizing the previous screens. (For example, a Supplemental claim flows from Part A to C, then to D, E, and B.)

2. **Fill out Part C if applicable** (using Supplemental Claim Type as an example)
    - Each subsequent claim part has some read-only fields populated in earlier screens. To change this data, select "Previous" and correct the original field.



Part C - Support Document

200. Property Address:

Street 1209 Fort Myer Drive	**City** Arlington
State VA	**Country** United States
Zip Code 22209	
201. FHA Case Number 234-5678901	**Claim Designation** None
202. Section of Act Code	**203. Mortgagee's Reference Number** 505050505
204. Date Form Prepared	
205. Debenture Interest Rate	

Disbursements for Protection and Preservation

Date Paid*	Date Work Completed*	Description of Service Performed*	Amount Paid $*	Debenture Interest $*
6/1/2023	6/1/2023	sample 206	$206.00	$20.60
6/2/2023	6/2/2023	second 206	$207.00	$20.70
6/3/2023	6/3/2023	sample 264	$264.00	$0.00

264a. Calculated Total Amount Paid (Entered on Line 110, Part B) = $677.00
264b. Calculated Total Debenture Interest (Entered on Line 110, Part B) = $41.30

Add New Item

Figure 17: Part C

3. **Fill out Part D if applicable** (using Supplemental Claim Type as an example)

- Required field indicators for Repeater elements are applicable only if at least one of those items is added to the claim. For example, line 305 does not trigger a validation error because there are no disbursements applicable under line 305 for this claim.

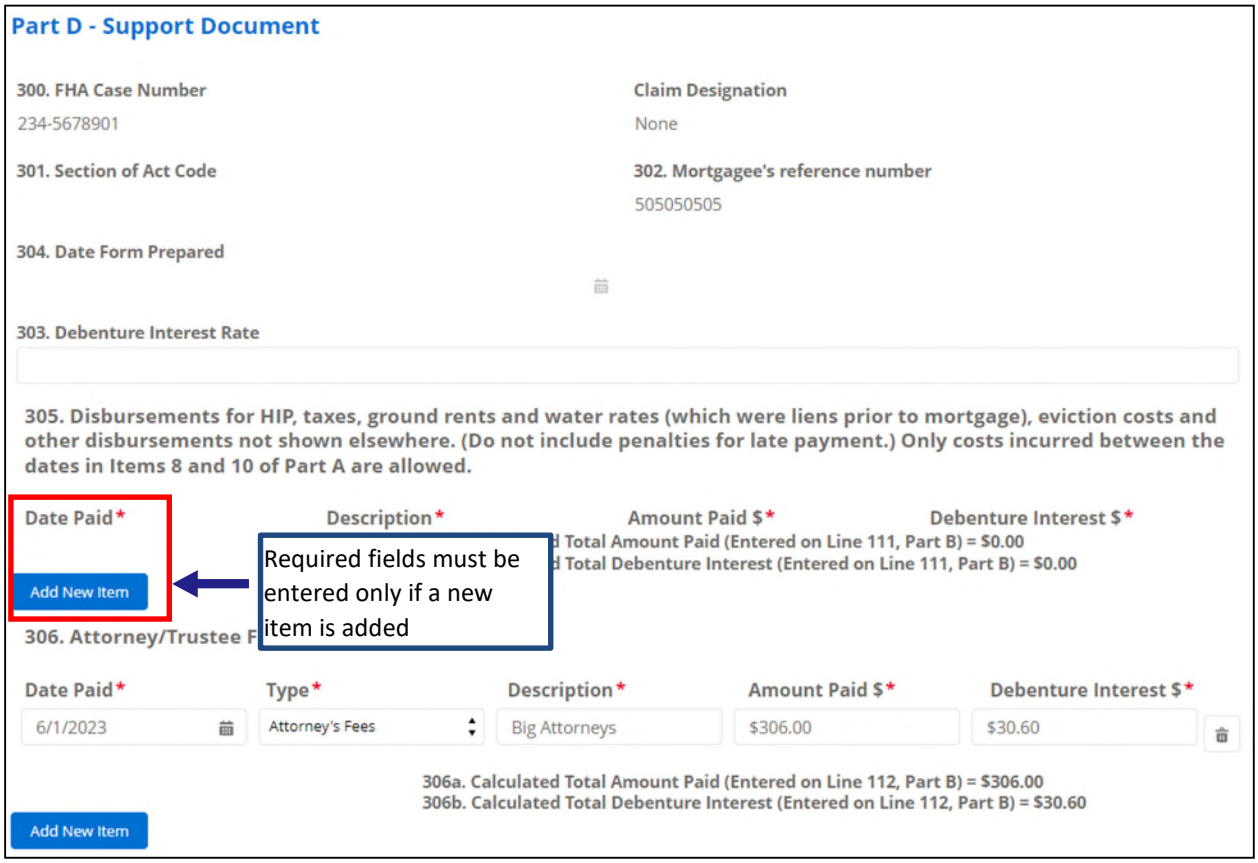
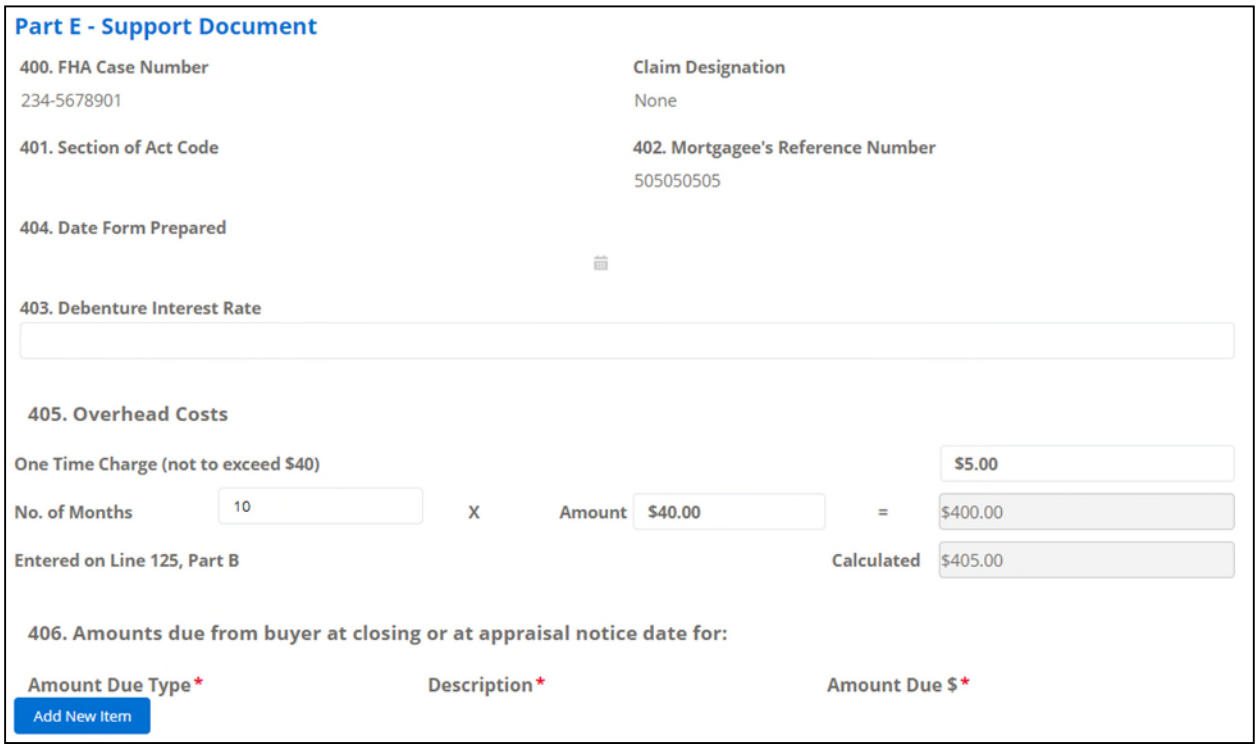


Figure 18: Part D

4. **Fill out Part E if applicable** (using Supplemental Claim Type as an example)



Part E - Support Document

400. FHA Case Number
234-5678901

Claim Designation
None

401. Section of Act Code

402. Mortgagee's Reference Number
505050505

404. Date Form Prepared

403. Debenture Interest Rate

405. Overhead Costs

One Time Charge (not to exceed $40) $5.00

No. of Months 10 X Amount $40.00 = $400.00

Entered on Line 125, Part B Calculated $405.00

406. Amounts due from buyer at closing or at appraisal notice date for:

Amount Due Type* Description* Amount Due $*

Add New Item

Figure 19: Part E

4. **Fill out Part B if applicable** (Using Supplemental Claim Type as an example)
    - Data entered in Parts A, C, D, or E cannot be edited in Part B. If an error is identified, change the original amounts using the "Previous" and "Save and Next" buttons to recalculate Part B.

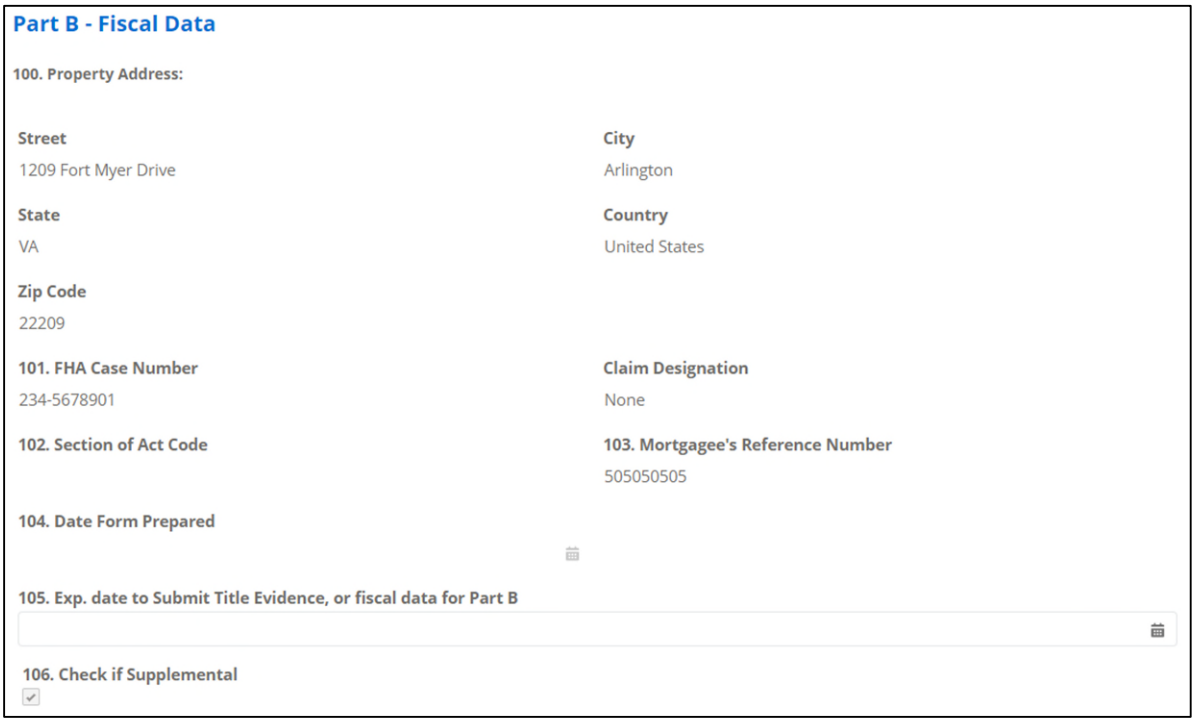


Figure 20: Part B Top Section

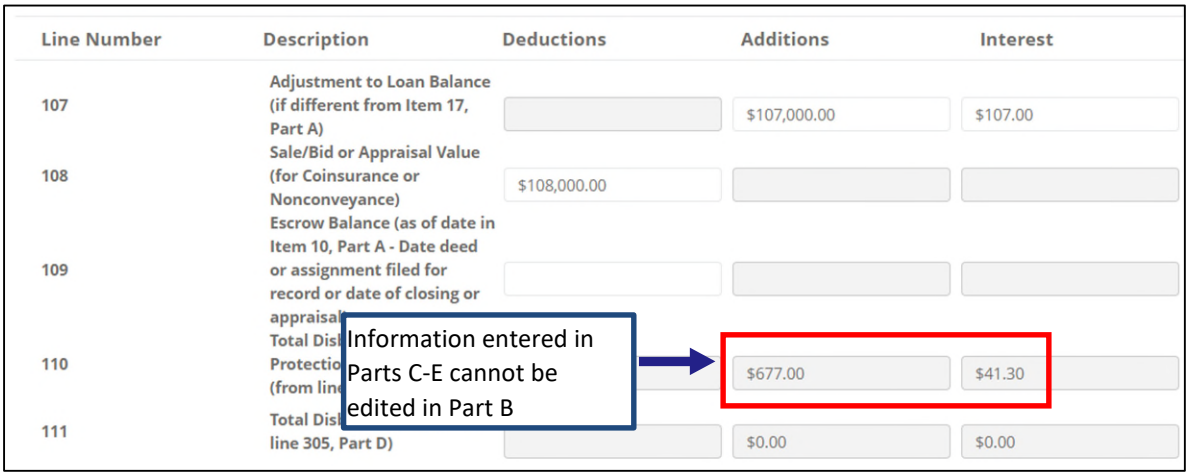


Figure 21: Part B Table

5. 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.

2.4 New Claims

Only employees of the Mortgagee's Servicer can submit claims to HUD directly from this screen. Contractors will

see different certification language and next steps.

For Employees:

1. The check box certifying that the claim is true and correct must be checked to enable the Sign and Submit button.
2. Select **Sign and Submit** to submit the claim form to HUD.

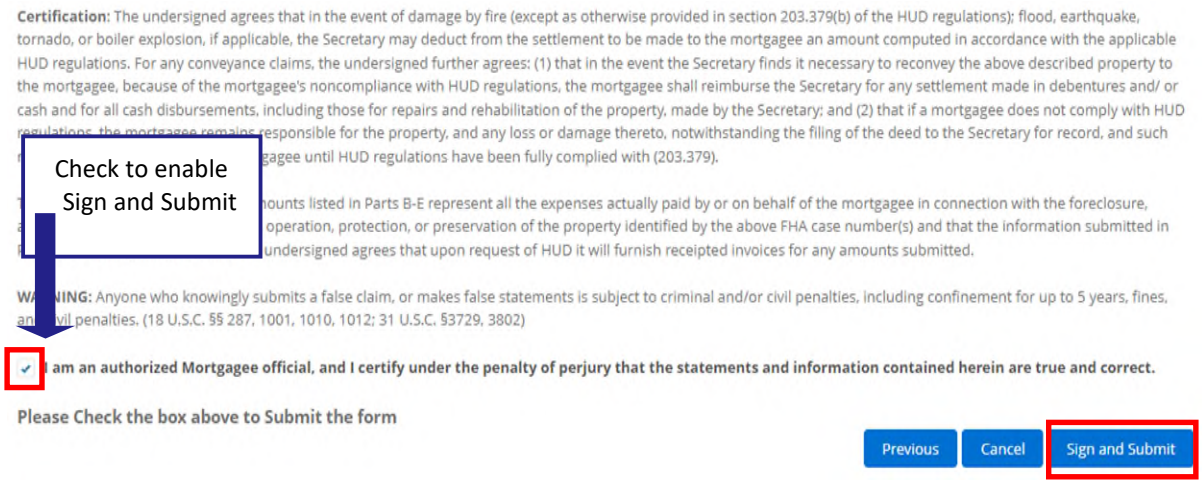


Figure 22: Sign and Submit

3. 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 **Cancel** to be returned to the read-only page.

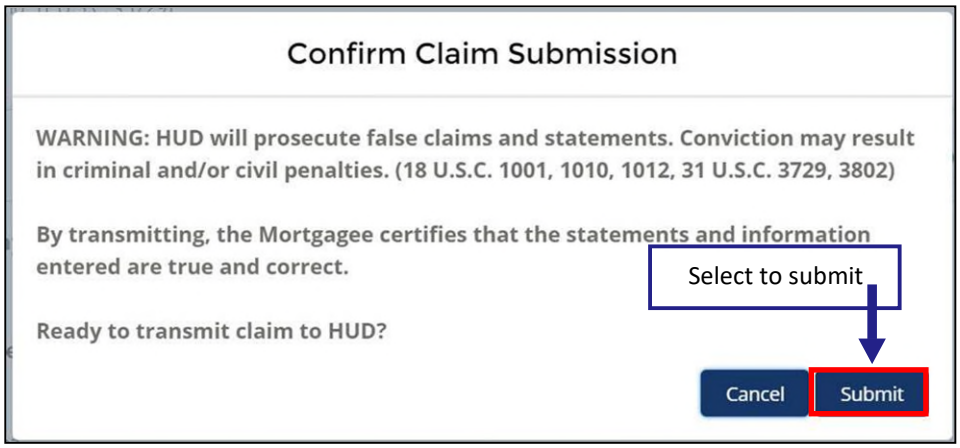


Figure 23: Confirm Claim Submission (Employee)

4. Immediately after submission, the status of the claim depends on the claim type:
    - Default Lender Status of "Suspended – Under Review":
        - 11A-Reacquisition – Part A
        - 11AB – Reacquisition – Parts A/B
        - 41A-Replacement Conveyance Part A
        - 41B-Replacement Conveyance Part B
        - 46-Replacement Claims Without Conveyance of Title (CWCOT)
        - 47-Replacement Pre-Foreclosure Sale (PFS)
    - Default Lender Status of "Submitted":
        - 01A-Conveyance-Part A
        - 01B-Conveyance-Part B
        - 02-Assignment
        - 05-Supplemental
        - 06-Claims Without Conveyance of Title (CWCOT)
        - 07-Pre-Foreclosure Sale (PFS)
        - 31-Special Forbearance
        - 32-Loan Modification
        - 33-HAMP Partial Claim
        - 33-National Emergency Partial Claim
        - 33-Natural Disaster Partial Claim

For Contractors:

1. Select **Complete** to complete the claim form and send it to the Mortgagee for certification.

Figure 24: Complete Claim (Contractor)

2. Contact an authorized employee of the Mortgagee to review and certify the claim, as described in "For Employees" above.
3. The "All Claims Pending Certification" view identifies any claims pending certification. These claims can still be edited before final submission to HUD.

After Submission:

1. Lenders can see the lender status changes on the lender portal once updated by HUD. The claim information will be read-only.

OMB Approval No. 2502-0589 (Exp. 8/31/2023)

Part A - General Information

Lender Status Paid	**Date/Time Submitted** **Date** 11/23/2020 **Time** 5:25 PM
Submitted By/Signature	**Submitter Account** Test Claims C Account
1. Claim Type 05-Supplemental	**2. FHA Case Number** 123-1123506

Figure 25: Lender Status

2. Lenders can return to the All Claims list view to check claim status by clicking the Done button from the read only page view.

Mortgagee's Comments, If Any

HUD Comments, If Any

FHA Case Number is Invalid. Please resubmit a new Claim with a Valid FHA Case Number.

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

Correction Done

Figure 26: Read Only View

FHA CATALYST Search... SCHEN

All Claims

50+ items • Sorted by Date/Time Submitted • Filtered by All form submissions - Internal Status • Updated a few seconds ago

Search this list...

	Form...	Form Type	FHA Ca...	Mortgage Referen...	Lender Status	Date/Time S...	Owner Account
1	F-0025958	11A - Reacquisition - P...	132-1111110	123-99900-12	Paid	4/7/2021 12:00 PM	Test Claims Account B
2	F-0026387	06 - Claims Without Co...	132-6666666		Submitted	3/5/2021 9:10 PM	Test Claims Account B
3	F-0026388	01A - Conveyance - Par...	101-1110115	123455432100	Draft	3/5/2021 9:05 PM	Test Claims 3rd Party A...
4	F-0026385	05-Supplemental	106-3323333	24689	Submitted	3/5/2021 8:48 PM	Test Claims 3rd Party A...
5	F-0026380	02-Assignment	132-0000001		Draft	3/5/2021 3:05 PM	Test Claims Account B
6	F-0026359	41A - Replacement Co...	999-1951111	123455432100	Suspended - Under Re...	3/5/2021 1:26 PM	Test Claims 3rd Party A...
7	F-0026358	33-Natural Disaster Pa...	106-4341474	123455432100	Rejected	3/5/2021 1:25 PM	Test Claims 3rd Party A...
8	F-0026357	33-HAMP Partial Claim	999-0105606	123455432100	Rejected	3/5/2021 1:22 PM	Test Claims 3rd Party A...
9	F-0026356	31-Special Forbearance	999-0010008	123455432100	Rejected	3/5/2021 1:21 PM	Test Claims 3rd Party A...
10	F-0026349	06 - Claims Without Co...	100-1121111	112358	Rejected	3/5/2021 11:41 AM	Test Claims 3rd Party A...
11	F-0026348	05-Supplemental	106-3323333	24689	Rejected	3/5/2021 11:40 AM	Test Claims 3rd Party A...

Figure 27: All Claims List View

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4. Claim Entry and Submission – Bulk

4.1 Uploading a Bulk Claim

1. To submit a new claim via bulk submission, select **Bulk Claim Submissions** on the Claims Module Home Page**.**
    - Submissions via API follow the same path as these bulk submissions, starting at step 5.

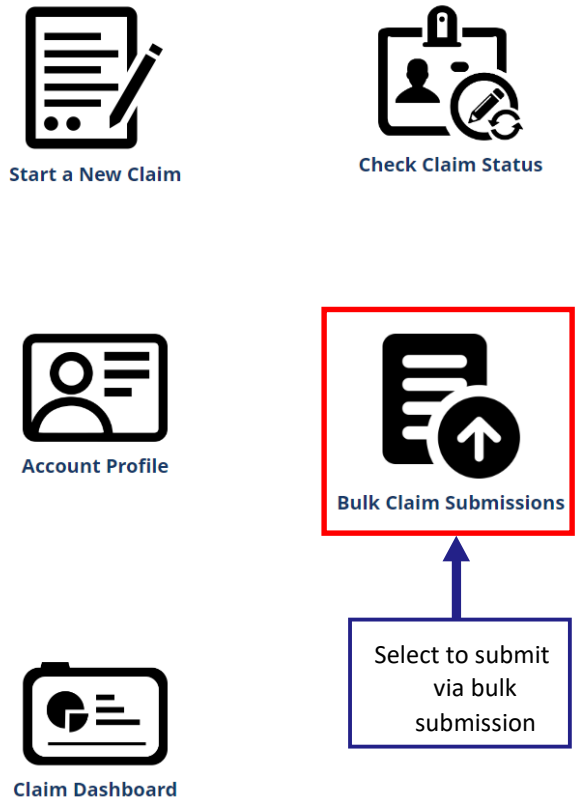

Figure 28: Starting a Bulk Submission

2. The Bulk Uploads tab includes an option to upload new bulk cases via XML file and a view of previous bulk cases.
    - The case status will vary based on where the case is in the upload process. See Appendix A for definitions of each status.
    - The case status applies to the XML file validation only and does not guarantee processing of the individual FHA Case Numbers within the bulk case.

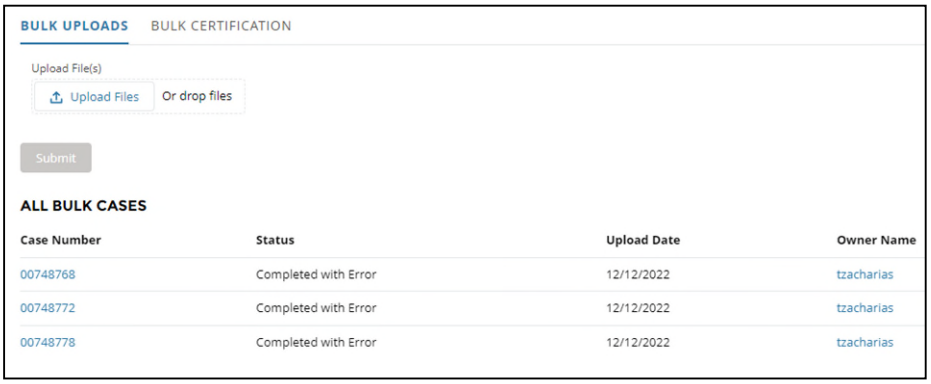

Figure 29: Bulk Uploads Tab

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.**
    - It may take a few minutes for the XML file to process.

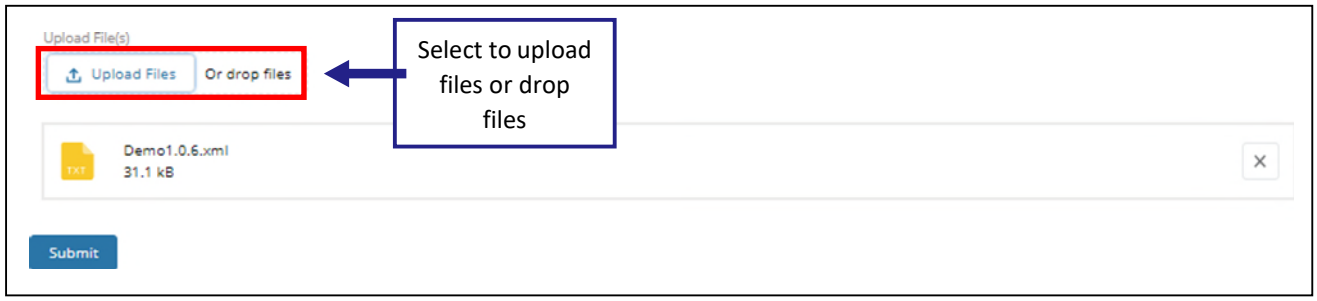

Figure 30: XML File Upload

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.

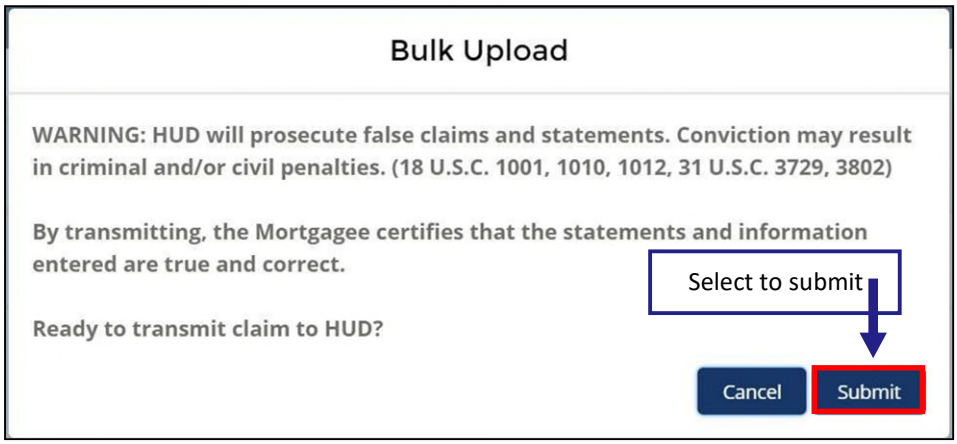

Figure 31: Confirm Bulk Upload

5. 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.

6. To view individual claims, open a bulk case and select a case number in **Related Cases** or return to the home page and select **Check Claims Status**.

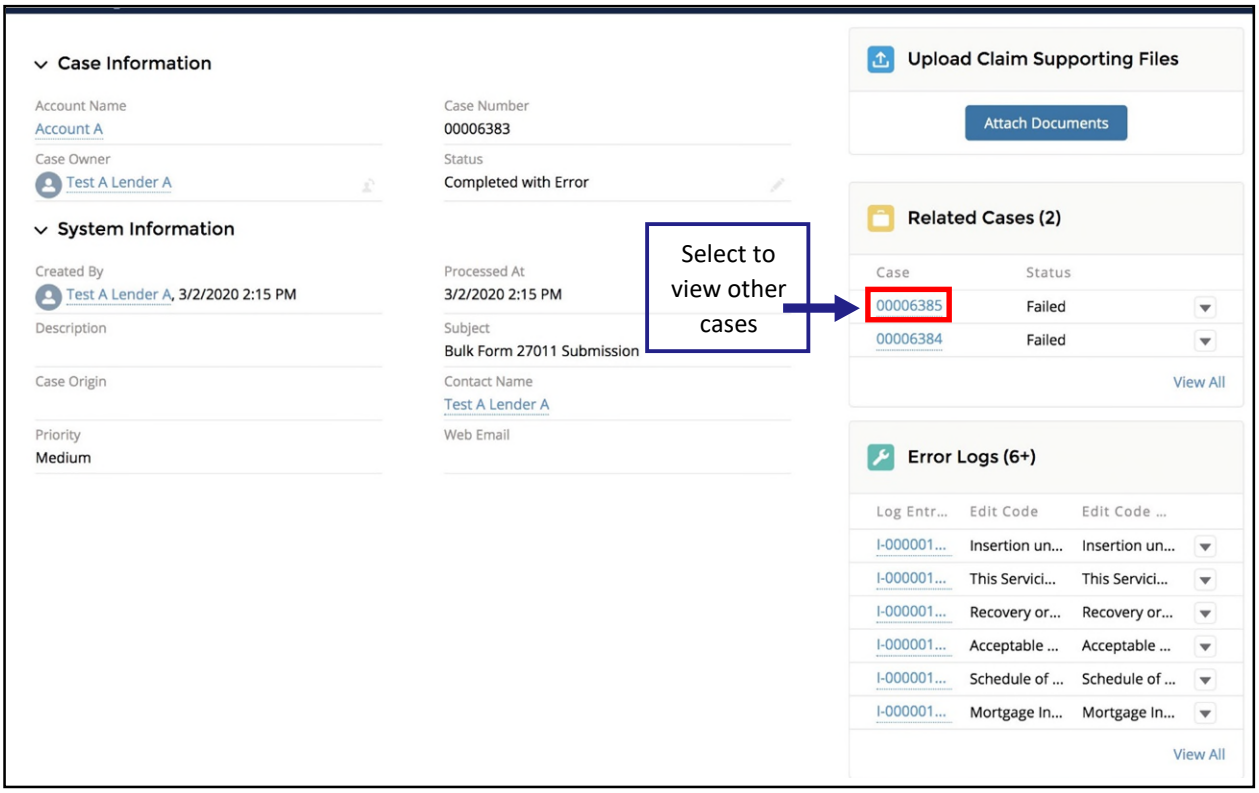

Figure 32: Case Information Page

7. To submit a claim once the bulk upload process is complete, navigate to the **Bulk Certification** tab. This page shows a list of claims pending certification. To view or edit an individual claim before submitting it, select a case number. To choose which claims to submit to HUD, check the boxes by each of the desired claim
8. To submit the selected claims to HUD, check the certification box and select **Sign and Submit**. Any claims not checked will remain pending.
    - **Important:** HUD will not review claims until this step is completed. Claims can remain in "Pending Certification" status indefinitely, until they are certified and submitted.

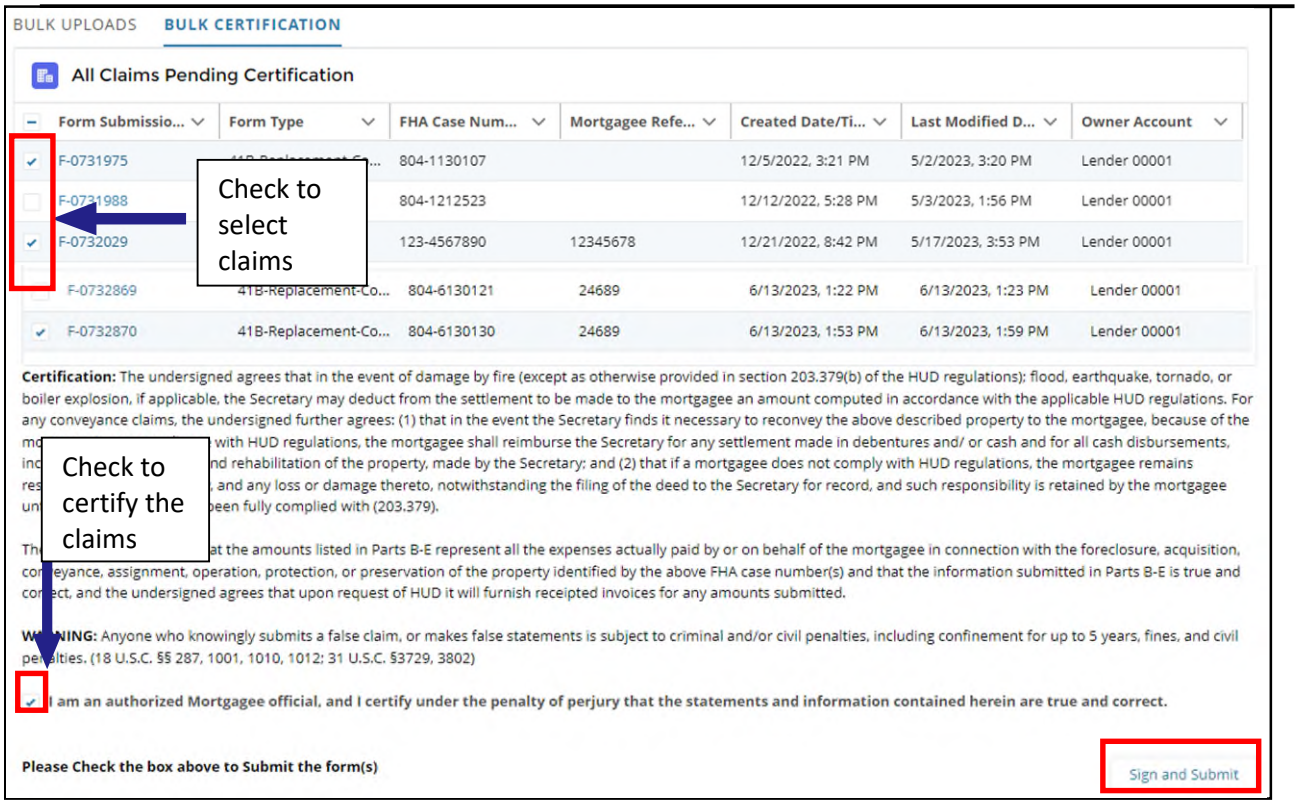

Figure 33: Bulk Certification

4.2 Attaching Supporting Files to Claims

1. To attach supporting documentation to claims, select the **Attach Documents** button.

   - **Note:** Files can only be uploaded for claims that the lender can edit: the lender status must be "Draft", "Draft - Pending Documentation", "Pending Certification", or "Suspended-Needs Lender Attention". Additional documentation cannot be uploaded for claims that have already been submitted to HUD.

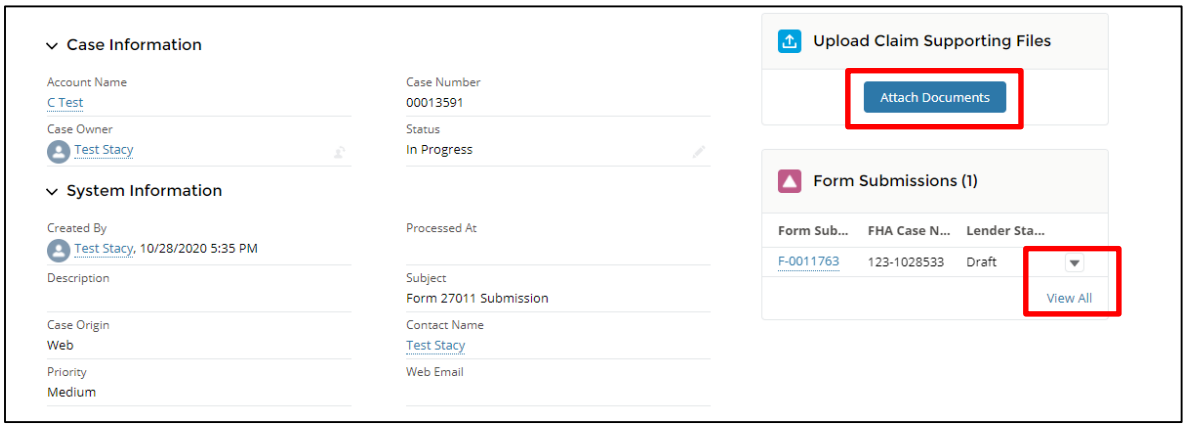

Figure 34: Attach Documents

2. Select the claim and the related form section for each desired document attachment, then select **Upload Files** to attach. Individual .PDF, .PNG, and .JPG files are accepted but each file should be under 25 MB.

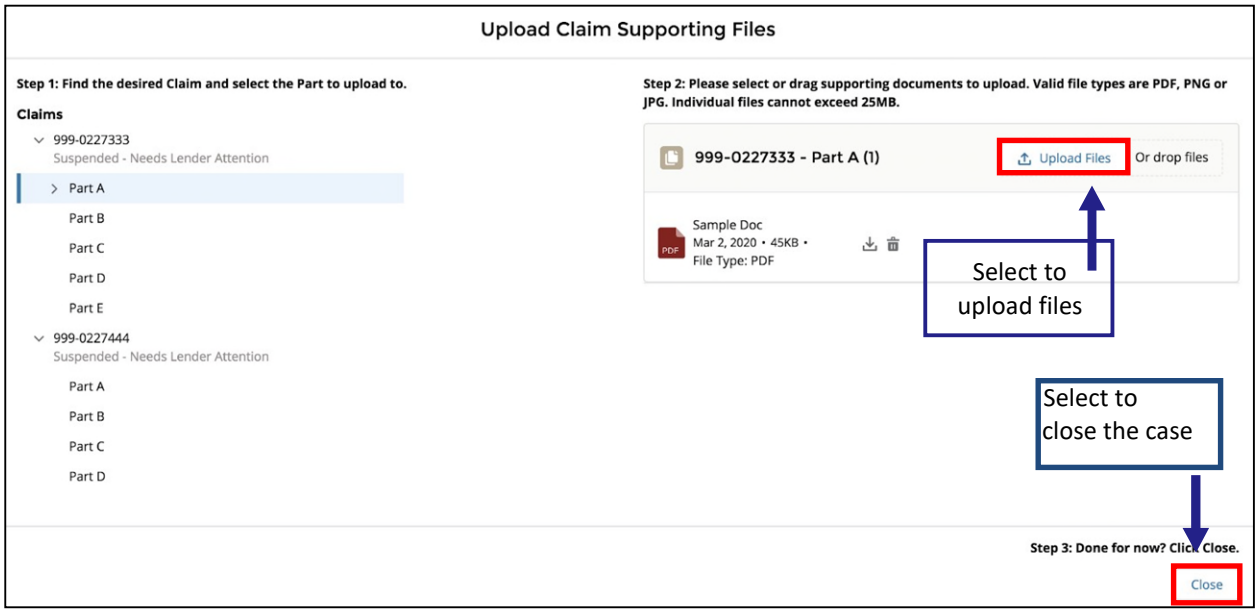

Figure 35: Upload Claim Supporting Files

3. Supplemental claims (claim type 05) require document upload before continuing with the claim submission process. Their status will be "Draft – Pending Documentation" after being uploaded. At least one document must be uploaded for the Initial Claim in Part A, in addition to supporting documentation anywhere in the claim as necessary. When all needed files are uploaded, click the "Complete" button above the Upload Files controls to mark the claim as ready for certification and submission to HUD.

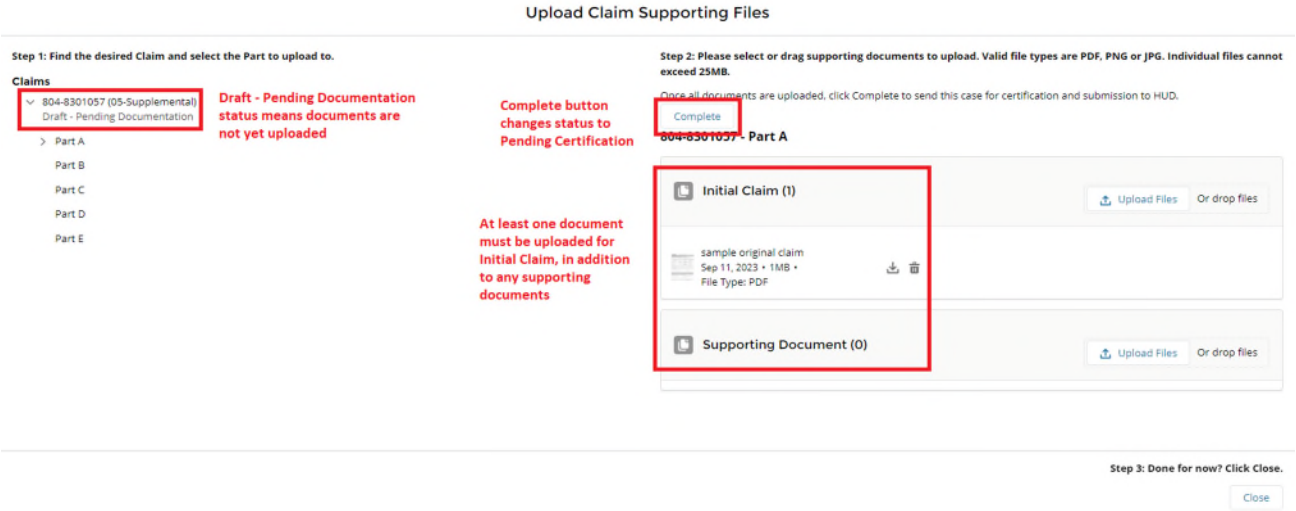

Figure 36: Supporting Files for Supplemental Claims

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

4.3 Review Bulk Submission Errors

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

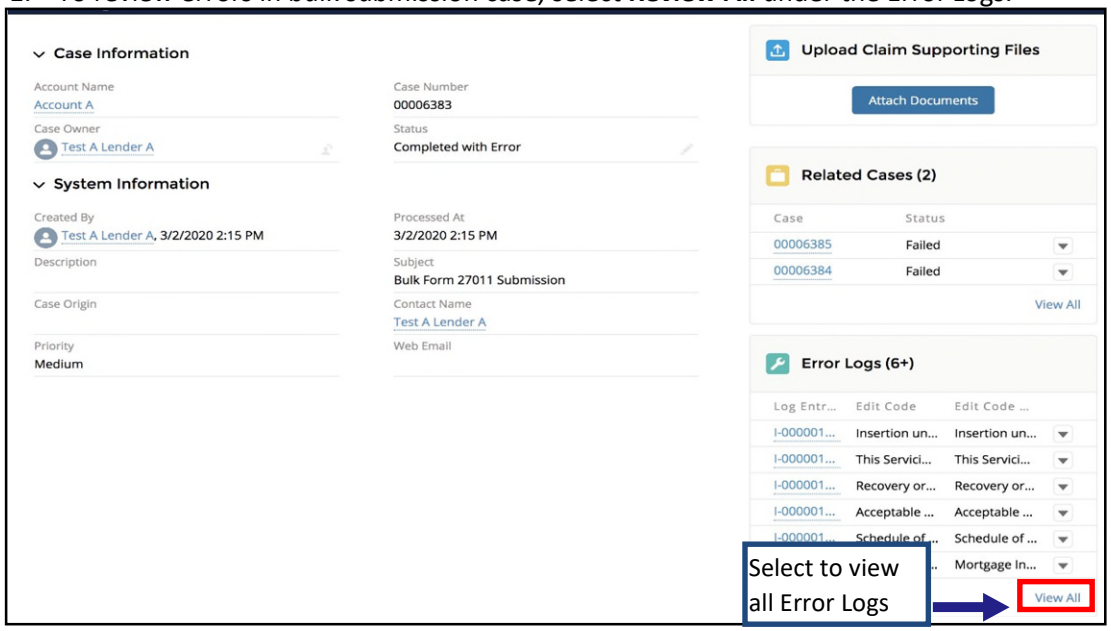

Figure 37: Viewing Error Logs

2. After selecting **View All**, users can view all errors associated with the uploaded submission. Select any of the error 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 38: View All Error Logs

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5. Checking Claim Status

5.1 Review Claim Status

1. To view a list of submitted claims, select **Check Claims Status** on the Home Page.

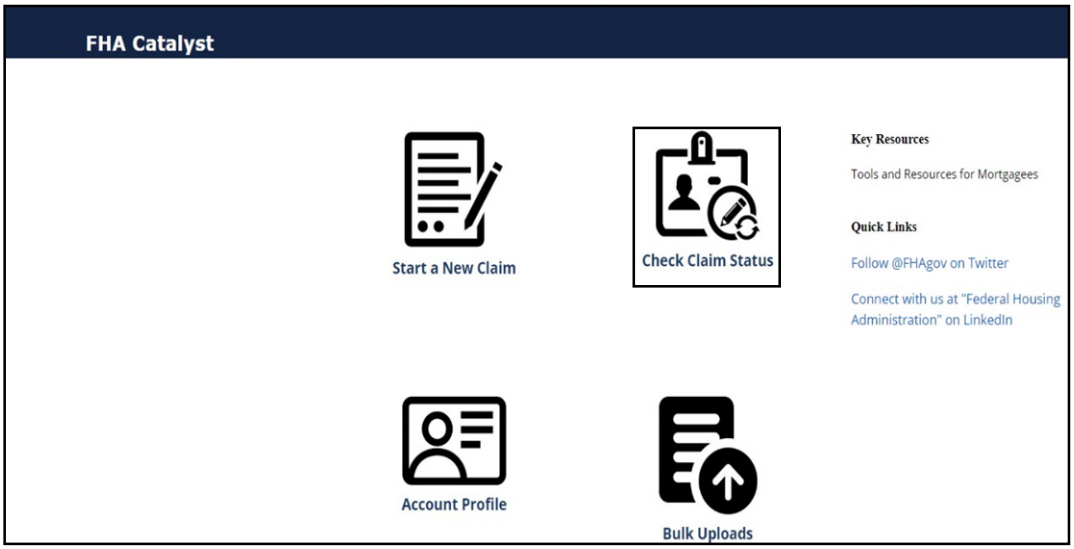

Figure 39: Check Claim Status

2. After selecting **Check Claim Status**, users can view various filtered lists of claims.

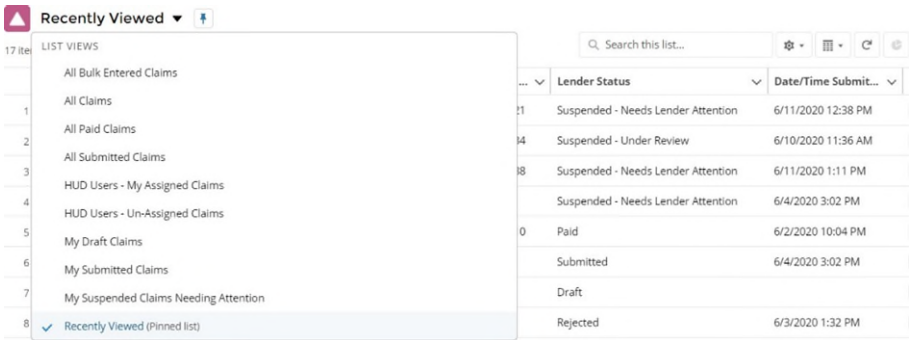

Figure 40: List Views

3. To view a list with other filter criteria, select the Dropdown icon, then select a view containing specific claims (e.g. My Submitted Claims, My Paid Claims, etc.)
4. To set a specific view as the default view for every time navigating to this page, select the **Pin** icon.

Figure 41: Changing Filters

5. Each filtered list shows the following information:
    - Form Submission Number (Reference number) (F-xxxxxxx)
    - Form Type (= Claim Type) (e.g. 05-Supplemental)
    - FHA Case Number (xxx-xxxxxxx)
    - Mortgagee Reference Number (maximum of 15 digits)
    - Lender Status (Paid, Submitted, Draft, etc.)
    - Date/Time Submitted (e.g. 12/10/2019 4:58 PM)

6. To view a read-only version (Lender Status = Paid, Rejected, Bill Sent, Full Payment Sent to HUD) or an editable version (Lender Status = Draft) of a claim, select the **Form Submission Number**.

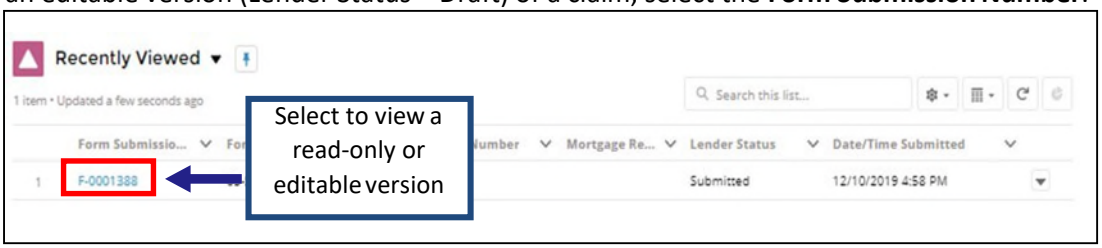

Figure 42: Open a Read-Only View

5.2 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.**

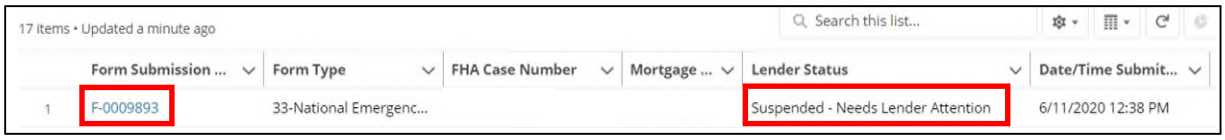

Figure 43: Opening a Suspended Claim

2. Click on the Edit Codes section at the top of the page to expand it.

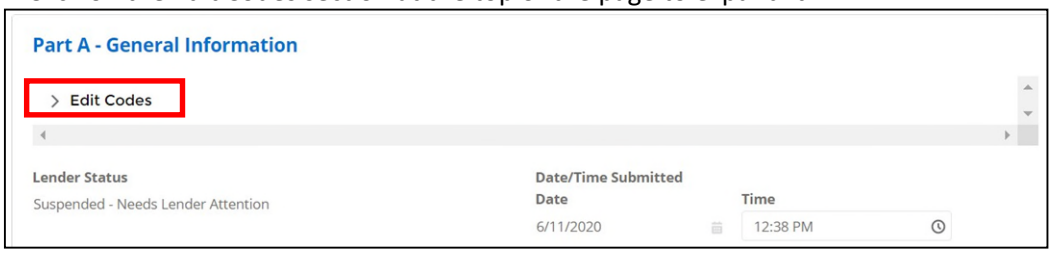

Figure 44: Suspended Claim's Read Only View

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

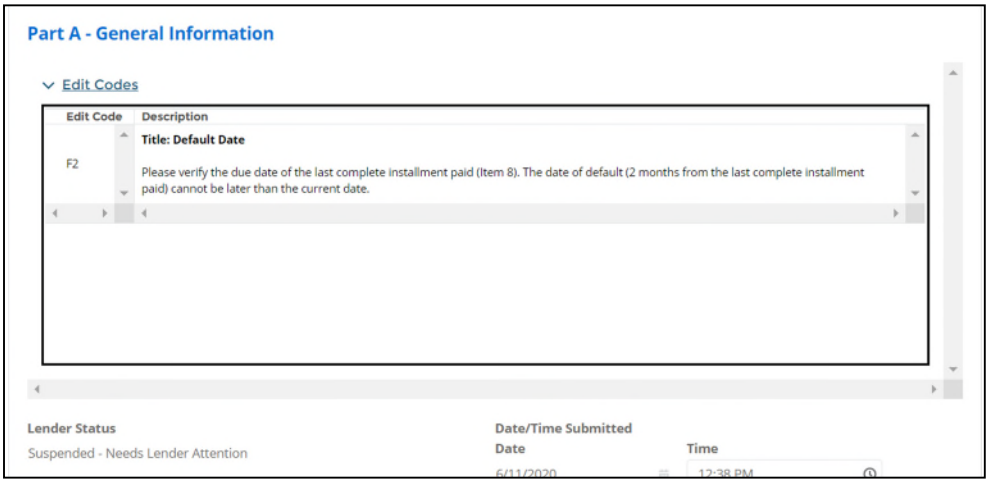

Figure 45: Edit Codes Expanded

4. In this read-only view of a Claim, users can also view 'HUD Comments' provided by HUD Users. (Note: This field may also be viewed via various reports in the Claims Dashboard)

6. Claims Corrections and Updates

A lender may submit claims corrections via single or bulk submission. Corrections are not applicable for Supplemental Claims in any lender statuses. For other claims, lenders can correct a claim when the Lender Status is “Submitted”, “Suspended-Under Review” or “Suspended-Needs Lender Attention”.

6.1 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.

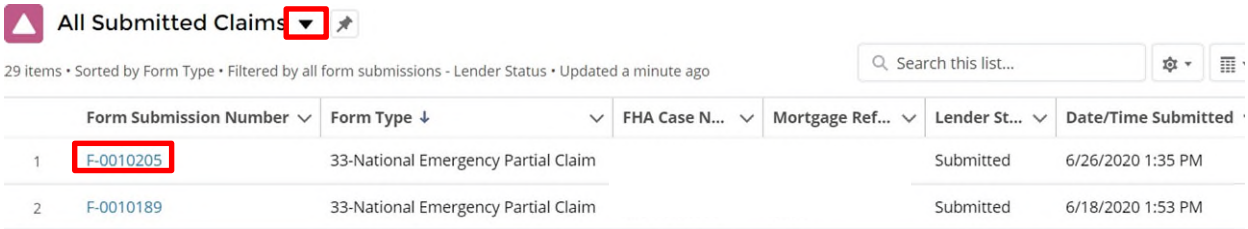

Figure 46: Opening a Claim to Correct

4. A read-only version of the submitted claim will appear.

Figure 47: Read-only Part A

5. Select **Correction** at the end of the form to open the claim for editing.

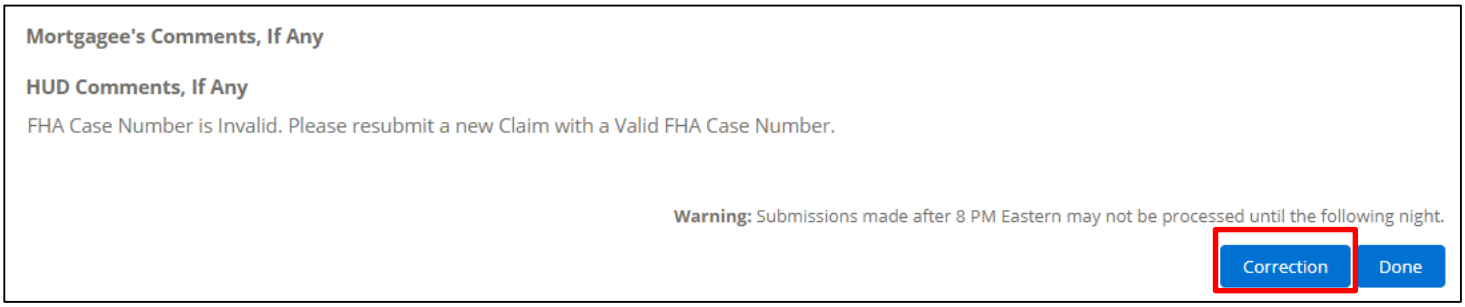

Figure 48: Starting a Correction

6. Make the necessary changes, then resubmit the claim using instructions in Section 4.4.
    - If no correction is needed, click **Done** to return to the list view.
7. In the **Check Claims Status** on the *FHA Catalyst*: Claims Module Home Page, the new submitted information is captured.

6.2 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.
3. 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>
```

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

6.3 Upload Additional Documents

For non-Supplemental claim types, in addition to submitting documents during data entry, users may upload documents to Catalyst after submitting Claims, without going through the 'Corrections' resubmission process.

1. From the read-only view of a submitted Claim, the User can select the 'Upload Documents' button (Figure 7.3 A). The button is only enabled when Lender Status = "Submitted", "Suspended - Under Review", or "Suspended - Needs Lender Attention"

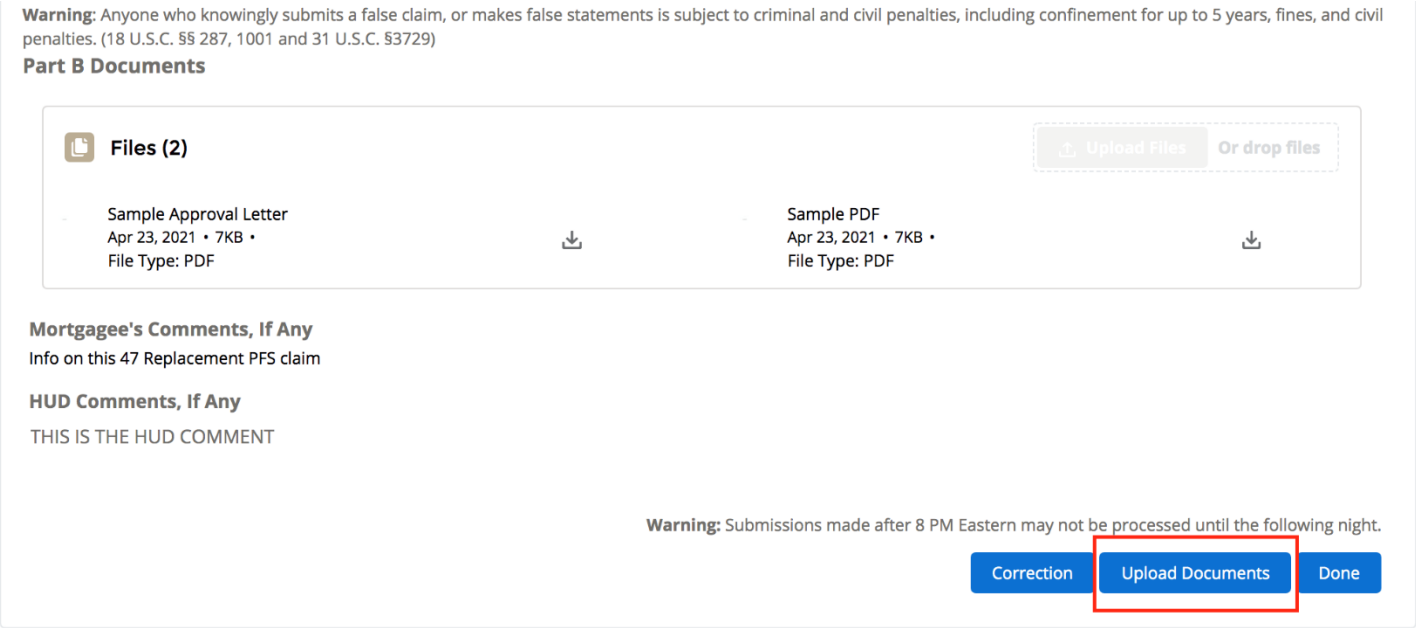

Figure 49: Upload Documents from Read-Only Claim

2. On the same page, the File Upload component(s) will be enabled, allowing additional uploads, and the downloading of already uploaded files.

3. Users are not able to Delete any previously uploaded file but may Delete files added during the current upload session.

4. Once the user has finished uploading any additional documents, they should select the "Documentation Update Complete" button available at the bottom of the page. This will provide an update to the claim that additional documentation has been uploaded.

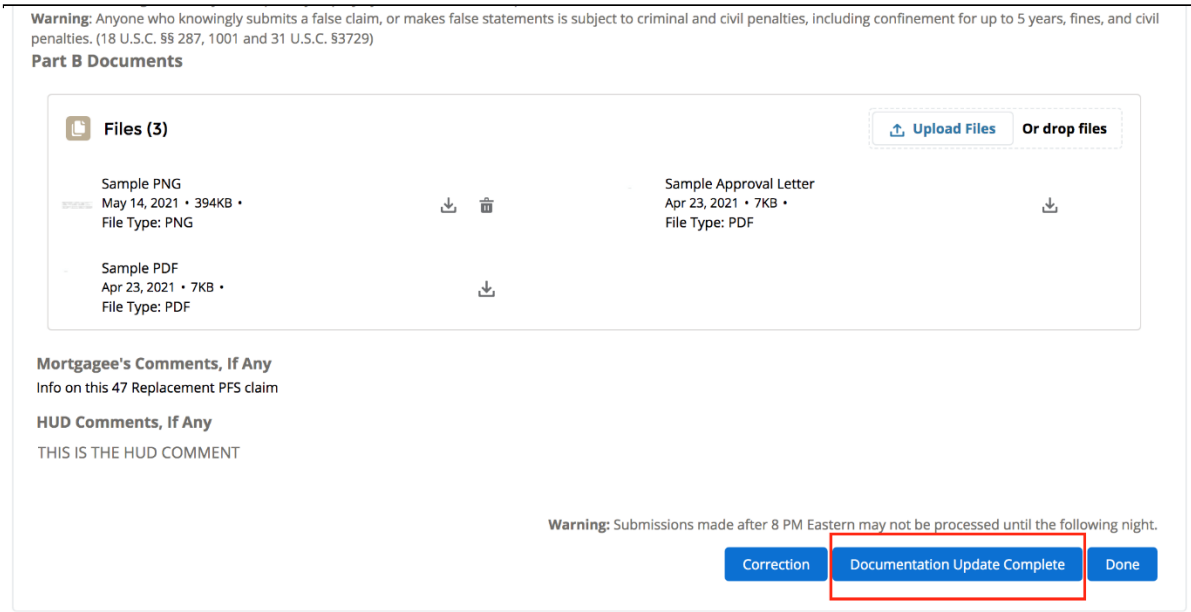

Figure 50: Documentation Upload Complete

7. Advice of Payment

When a claim is processed, HUD will provide the Advice of Payment (AOP). Previously Mortgagees may locate AOP under the Single Family Insurance Claims Processing menu in the Single Family FHA/Single Family Servicing section of FHA Connection and AOP is available by accessing the 'Claim Status' function.

FHA Catalyst provides these for newly processed claims. Users will be able click 'View AOP' button at the bottom of the read-only pageview for claim types 01A, 01B, 02, 05, 06, 07, 31, 32, and 33 for claims submitted and paid within FHA Catalyst. Other claims submitted and paid within FHA Catalyst will have their AOPs provided to Mortgagees per existing processes (via email). After the user clicks on the 'View AOP' button, a new web page/tab will open with the PDF File: *Advice of Payment* provided for lenders to view and download.

1. When Lender Status = Paid, navigate to the read only view of the claim and select **View AOP**.

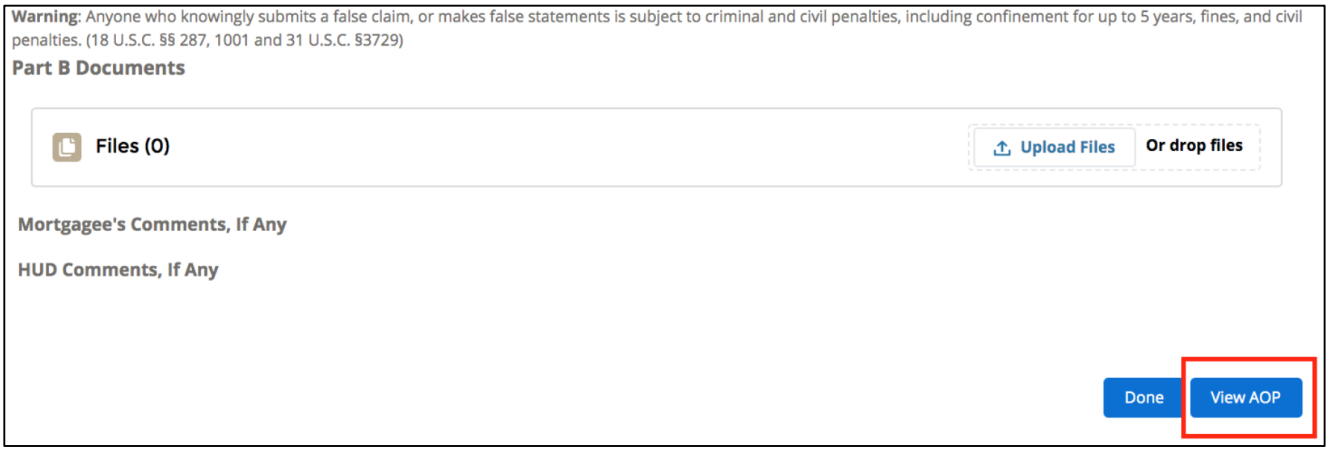

Figure 51: View AOP on Read Only Page

2. A pdf file with title of AOPPdfView opens in a new tab/web page. Lenders can download or print the Advice of Payment PDF File for record by clicking the **Download** or **Print** icons on the top right of the page.

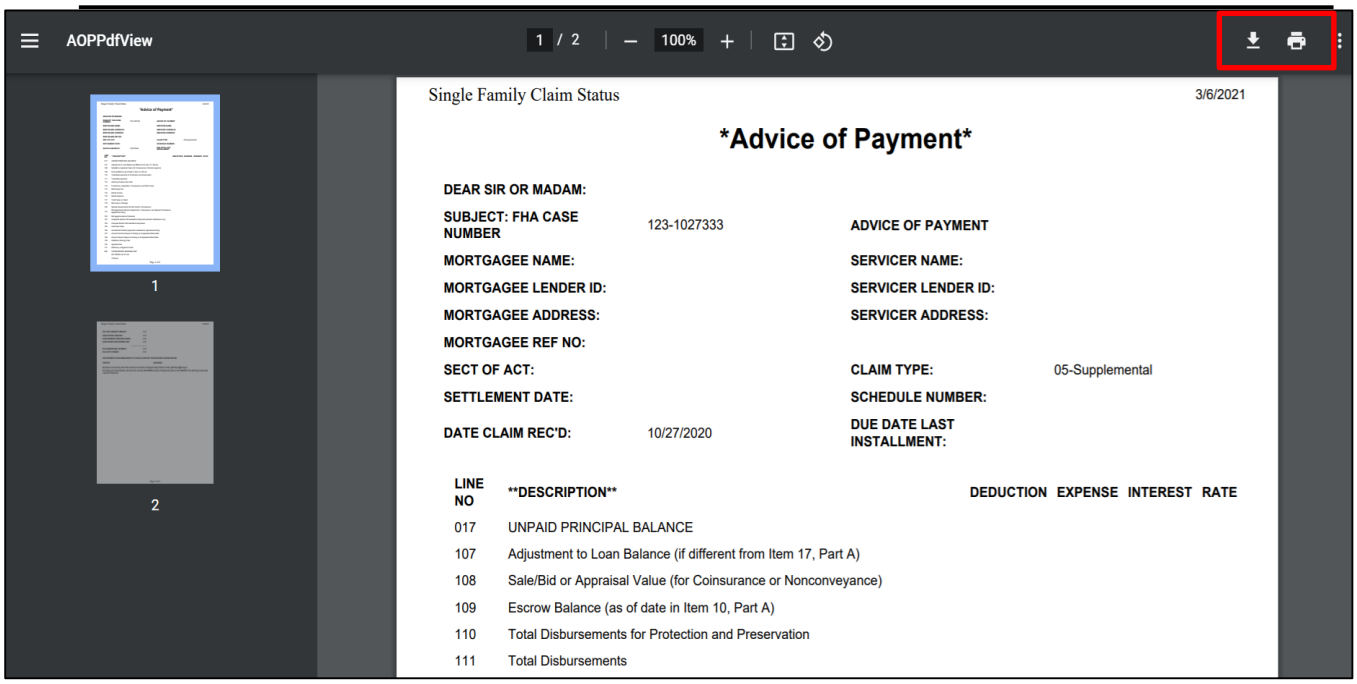

Figure 52: Download and Print AOP

Advice of Payment

DEAR SIR OR MADAM:			
SUBJECT: FHA CASE NUMBER	999-1234321	**ADVICE OF PAYMENT**	
MORTGAGEE NAME:	HOLDER TEST	**SERVICER NAME:**	SERVICER TEST
MORTGAGEE LENDER ID:	99999	**SERVICER LENDER ID:**	99999
MORTGAGEE ADDRESS:	1 MAIN ST WASHINGTON DC 200010001	**SERVICER ADDRESS:**	1500 PENN AVE WASH DC 20001
MORTGAGEE REF NO:			
SECT OF ACT:	0703	**CLAIM TYPE:**	02-Assignment
SETTLEMENT DATE:	3/2/2021	**SCHEDULE NUMBER:**	0482E
DATE CLAIM REC'D:	2/9/2021	**DUE DATE LAST INSTALLMENT:**	11/1/2018

LINE NO	**DESCRIPTION**	DEDUCTION	EXPENSE	INTEREST	RATE
017	UNPAID PRINCIPAL BALANCE		38255.17		
107	Adjustment to Loan Balance (if different from Item 17, Part A)	0.00	0.00		
108	Sale/Bid or Appraisal Value (for Coinsurance or Nonconveyance)	0.00			
109	Escrow Balance (as of date in Item 10, Part A)	0.00			
110	Total Disbursements for Protection and Preservation		0.00	0.00	
111	Total Disbursements		0.00	0.00	

Figure 53: AOP PDF

8. Dashboard

8.1 Navigating to Dashboards

1. To view Dashboards and Reports, select **Claim Dashboard** from the home page.

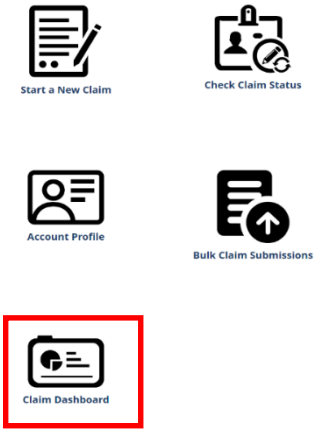

Figure 54: Claim Dashboard on Home Page

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

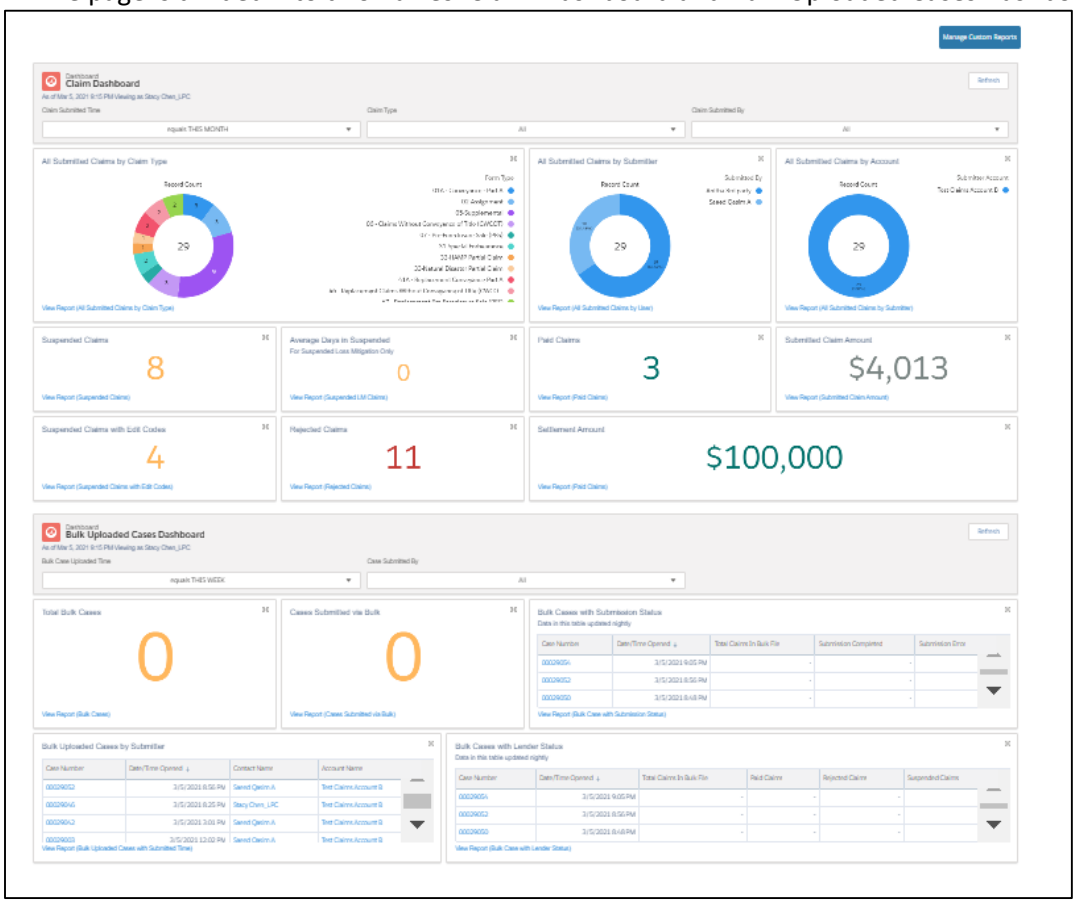

Figure 55: Claim and Bulk Uploaded Cases Dashboards

8.2 Claim Dashboard

1. The donut charts at the top of the Claim Dashboard display the following information:

Dashboard Name	Description
All Submitted Claims by Claim Type	Claims with at least Submitted status, grouped by Form Type (claim type)
All Submitted Claims by Submitter	Claims with at least Submitted status, grouped by Submitted By (submitting employee)
All Submitted Claims by Accounts	Claims with at least Submitted status, grouped by Submitter Account (lender)

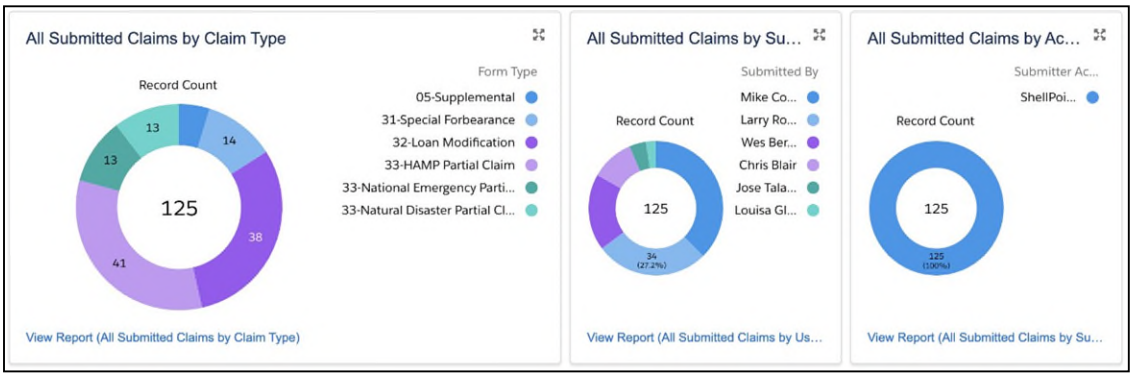

Figure 56: Claim Dashboard Donut Charts

2. The metric charts in the Claim Dashboard display the following information:

Dashboard Name	Description
Suspended Claims	Count of Claims with Suspended lender status
Average Days in Suspended Status	Average Number of Days Loss Mitigation Claims remained in the Suspended lender status
Paid Claims	Count of Claims with a Paid lender status
Submitted Claim Amount	Total value of Requested Net Claim Amount for Paid Claims
Suspended Claims with Edit Codes	Count of Claims with Suspended status that have any edit codes
Settlement Amount	Total value of Actual Settlement Amount for Paid Claims
Rejected Claims	Count of Claims with Rejected lender status

Figure 57: Claim Dashboard Metric Charts

3. Click Refresh to update the dashboards (no more than once per minute).

Figure 58: Refresh a Dashboard

8.3 Filtering the Claim Dashboard

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

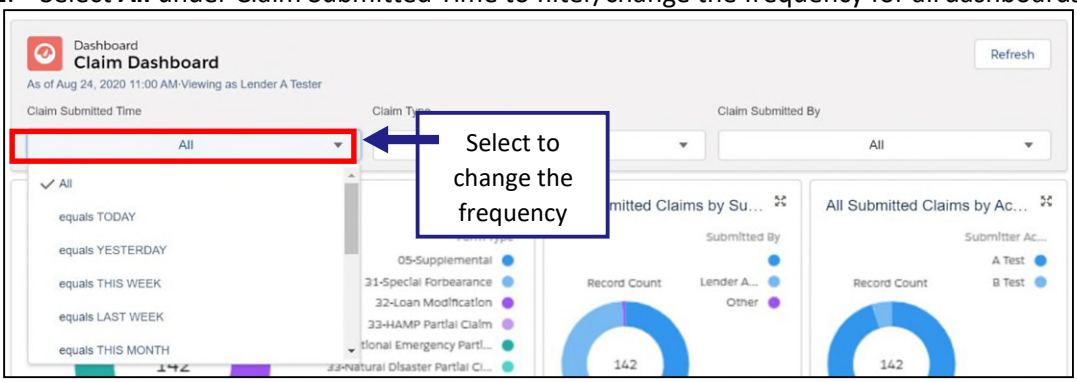

Figure 59: Filter Claims by Submitted Time

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

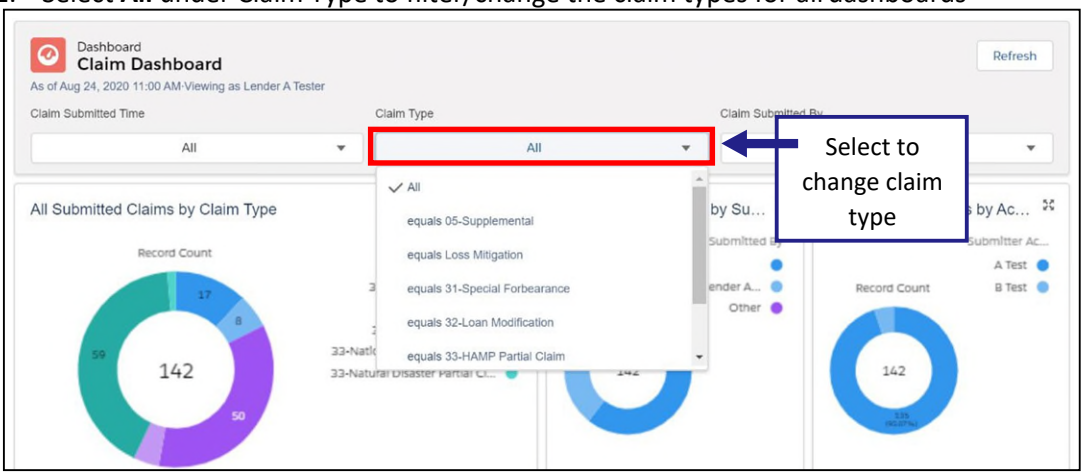

Figure 60: Filter Claims by Type

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

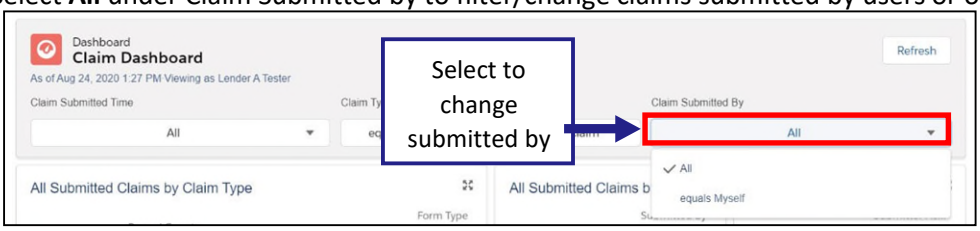

Figure 61: Filter Claims by Submitter

8.4 Bulk Uploaded Cases Dashboard

1. The Bulk Uploaded Cases Dashboard displays the following information as either metrics or tables:

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

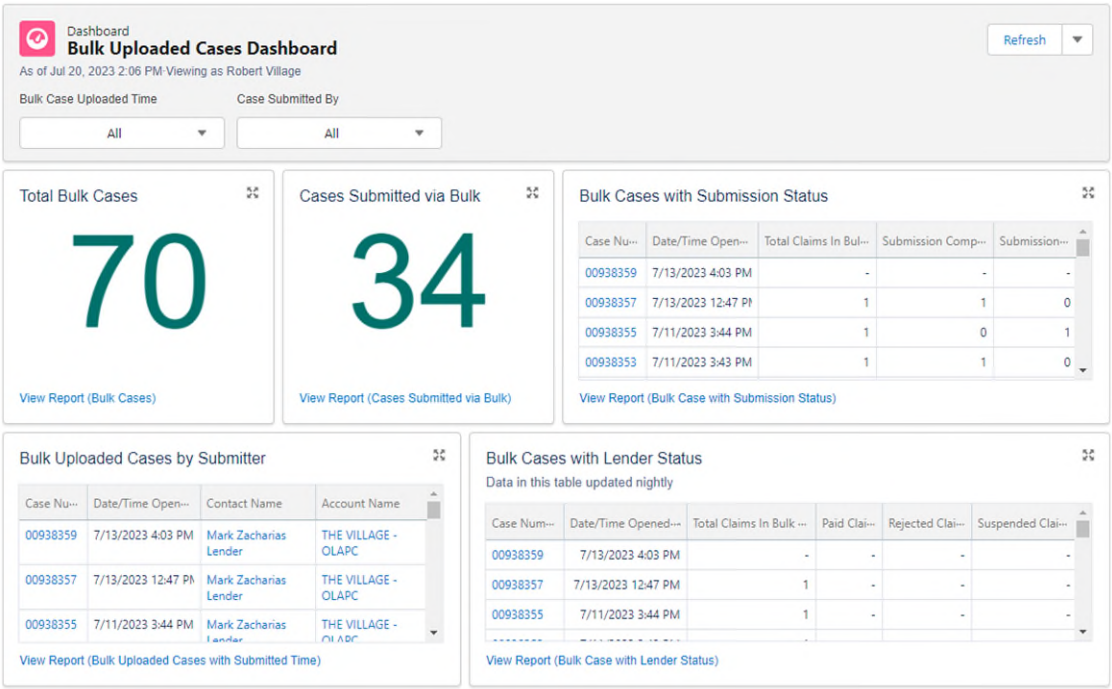

Figure 62: Bulk Uploaded Cases Dashboard

8.5 Filtering the Bulk Uploaded Cases Dashboard

1. Select **All** under Bulk Case Uploaded Time to filter/change the frequency for the dashboard.

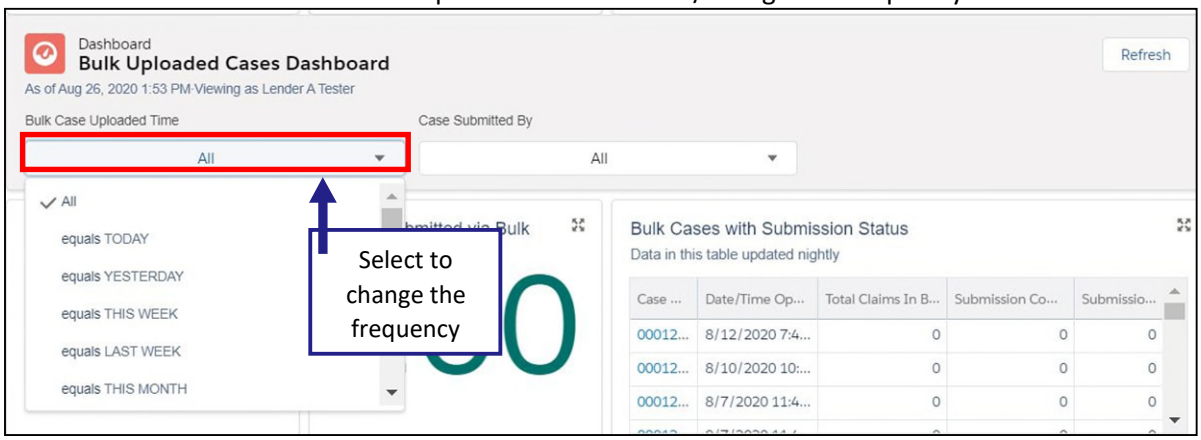

Figure 63: Filter Bulk Uploads by Time

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

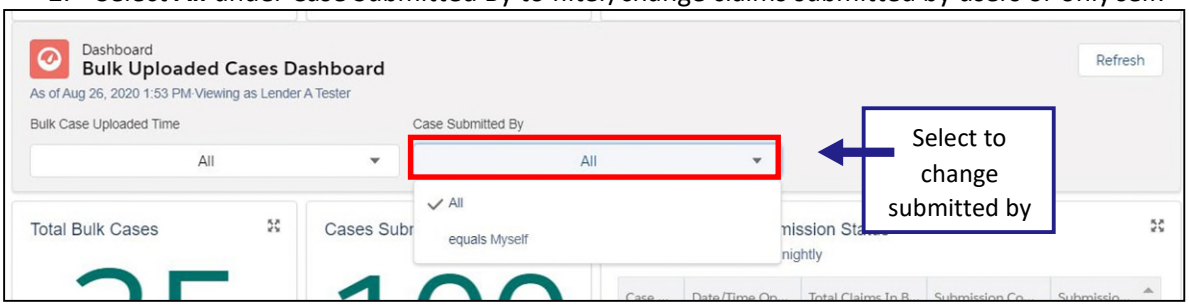

Figure 64: Filter Bulk Uploads by Submitter

8.6 Expanding and Exporting Dashboards

1. To expand a dashboard, select the **four arrows** icon in the top right corner.

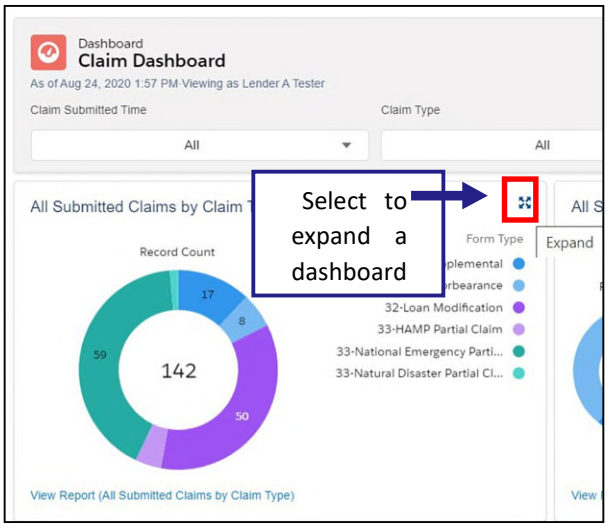

Figure 65: Expanding a Dashboard

2. Once expanded, select the **download** icon in the top right corner to export.

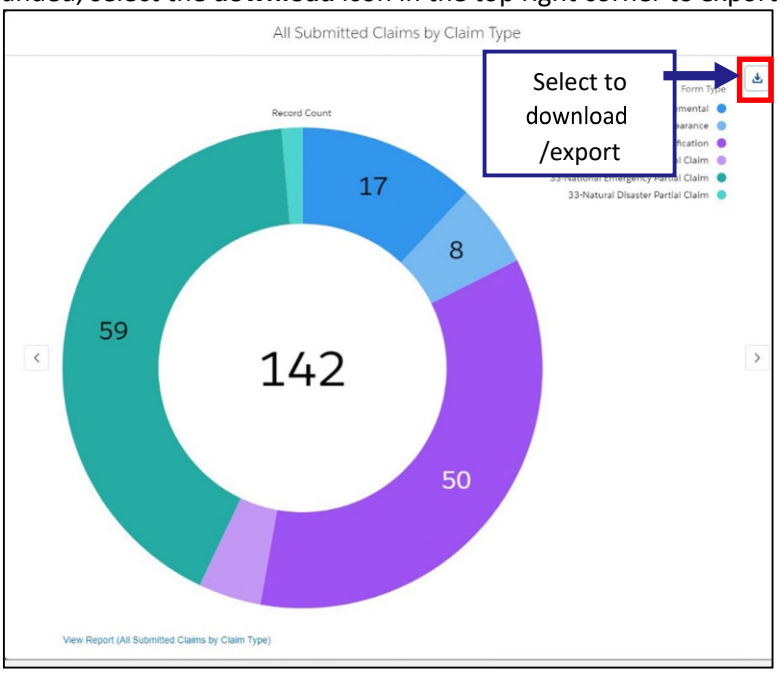

Figure 66: Downloading a Dashboard

3. The chart can now be emailed or pasted into a PowerPoint presentation. Select the **white arrow** to return to the dashboard home page.
4. Select **View Report** to see details of any dashboard. For example, viewing a report of rejected claims displays the HUD Comments for each rejected claim.

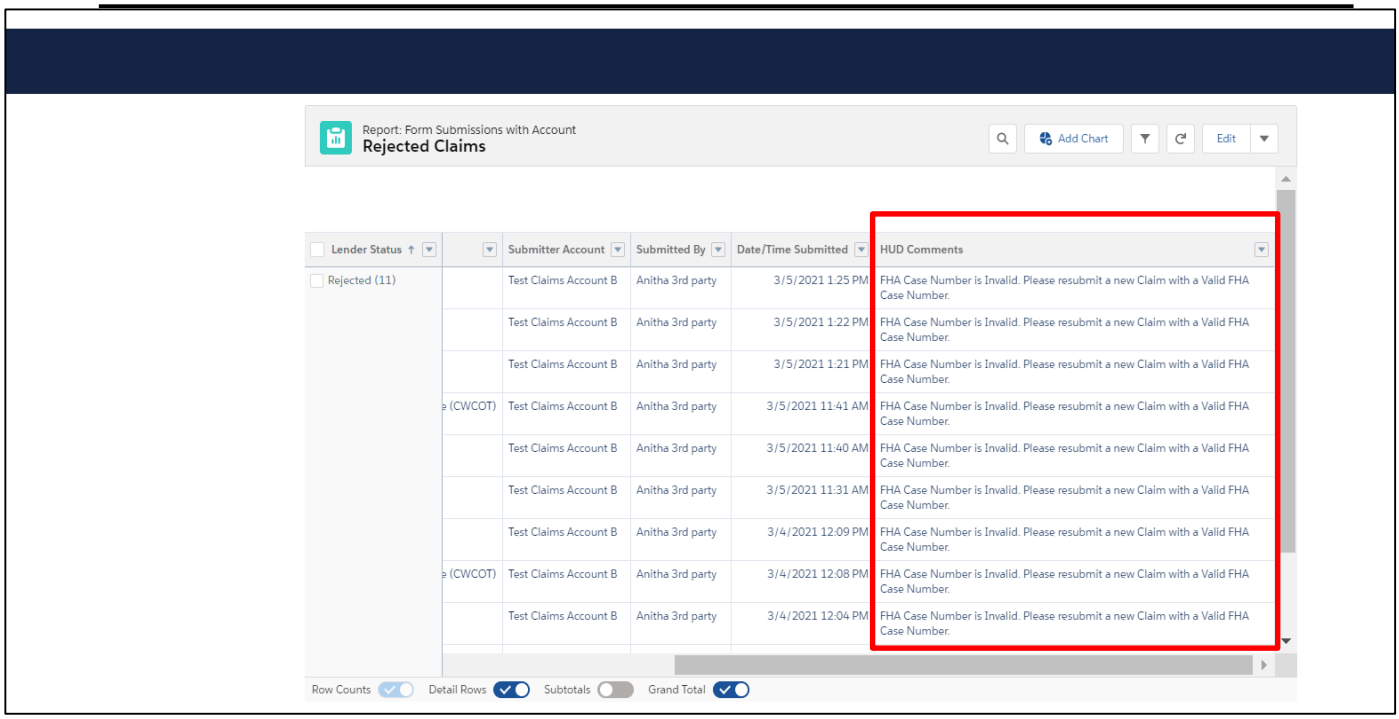

Figure 67: View HUD Comments from Claim Dashboard

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9. Reporting

9.1 Managing Custom Reports

1. From the Claim Dashboard page, select **Manage Custom Reports** to view all reports.

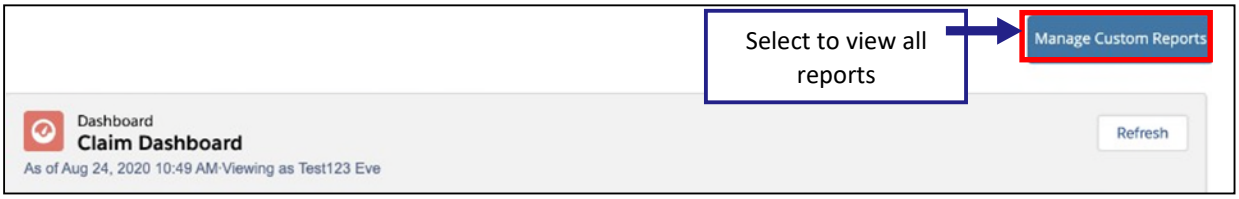

Figure 68: View and Manage Reports

2. By default, the most recent reports are displayed.

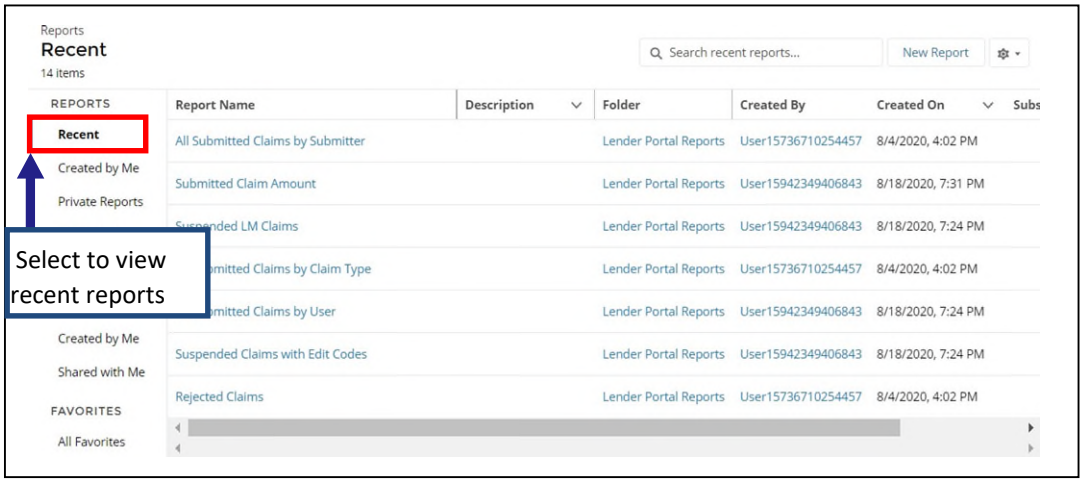

Figure 69: Most Recent Reports

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

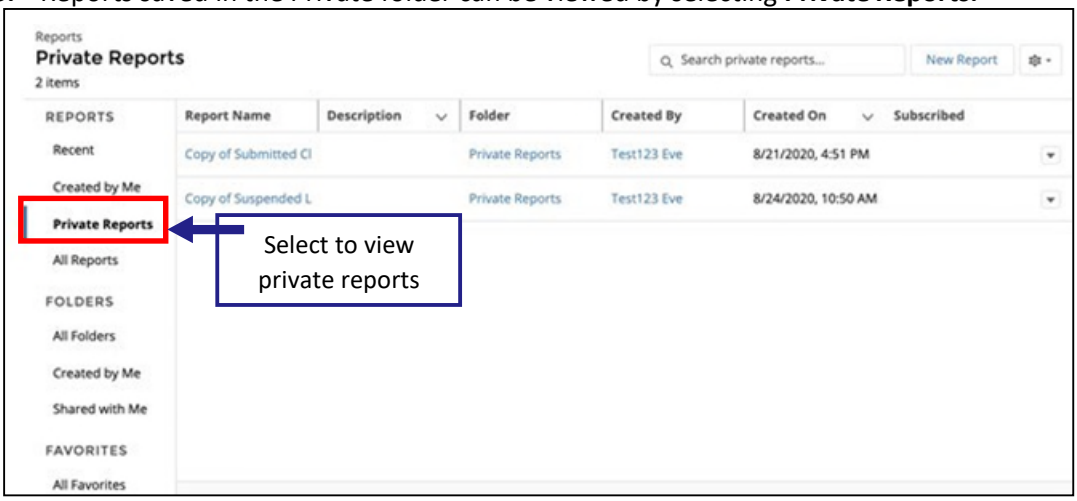

Figure 70: Private Reports

4. To access the details of a dashboard in a report, click **View Report** below that dashboard.
    - To open the report separately, right-click View Report, then select “Open link in new tab”. The title of the new tab will be “Report: [Name of Report]”.

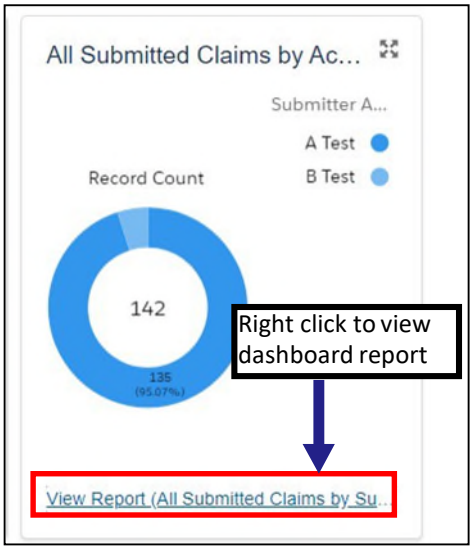

Figure 71: View Report from Dashboard

2. The Report is displayed.

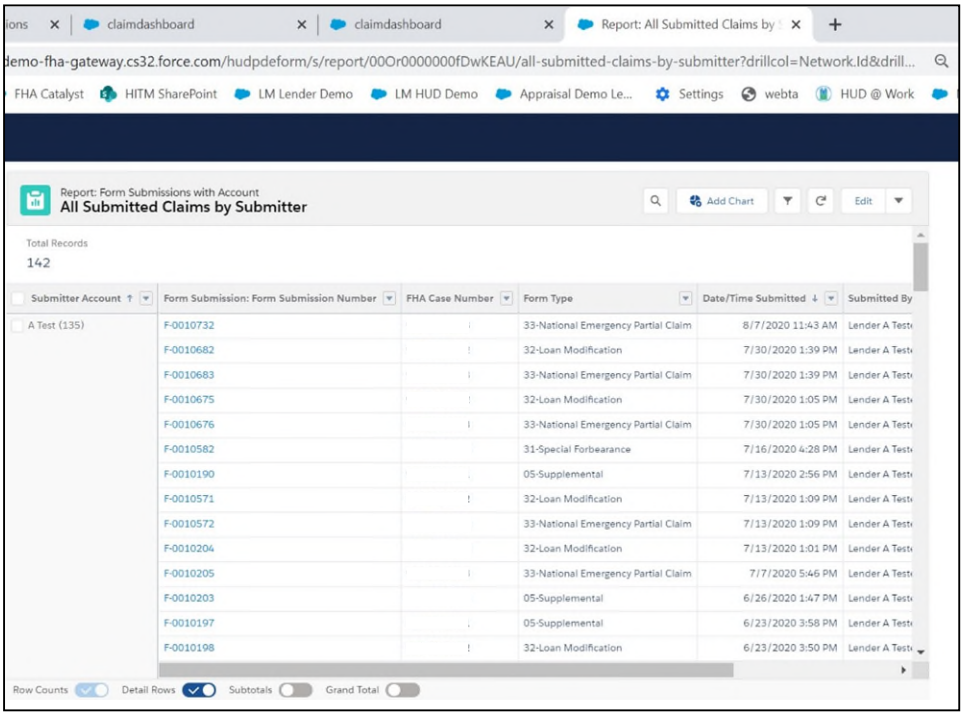

Figure 72: Report View

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**.

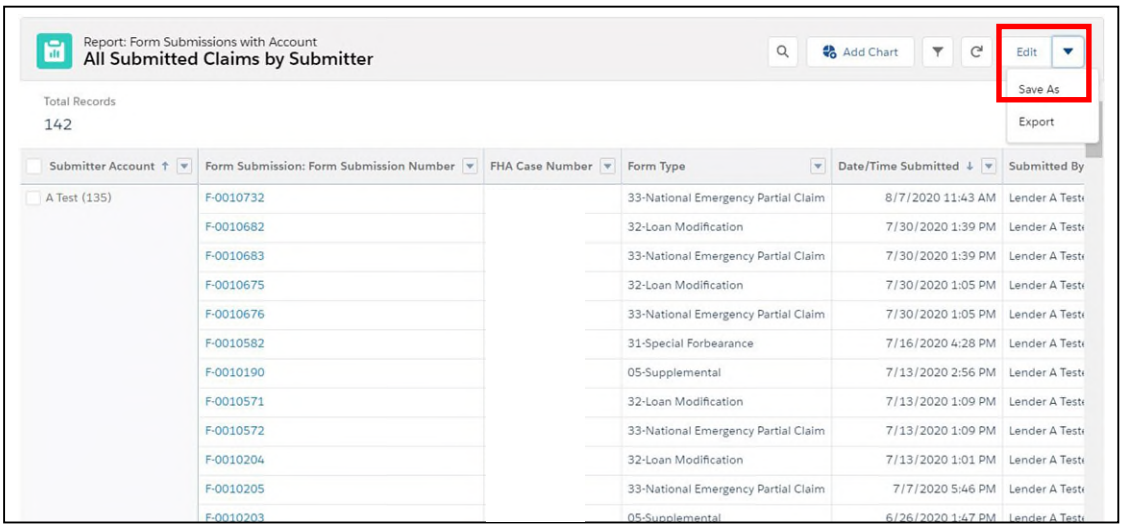

Figure 73: Save As

2. Choose a Report Name for display, a Report Unique Name for internal system reference, and a description of the report's contents.
3. Select **Select Folder** to choose where to save the report, then **Save** to save the report**.**

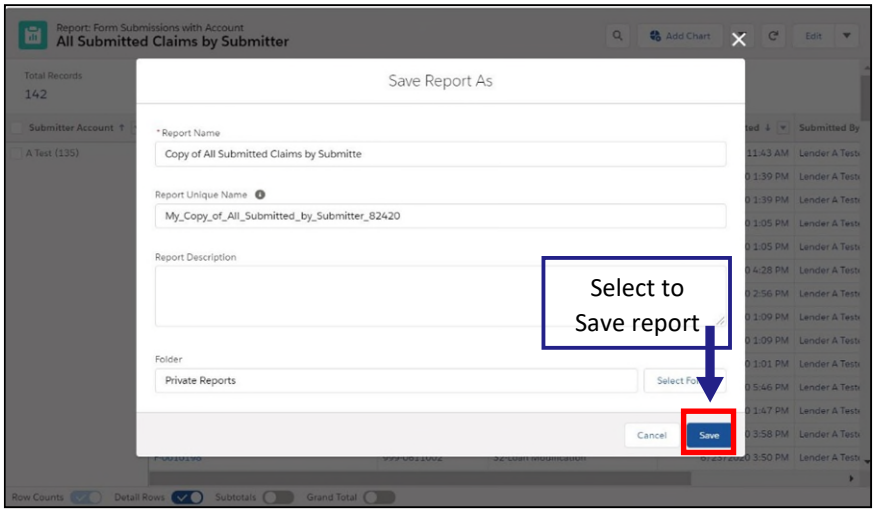

Figure 74: Save Report

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.**

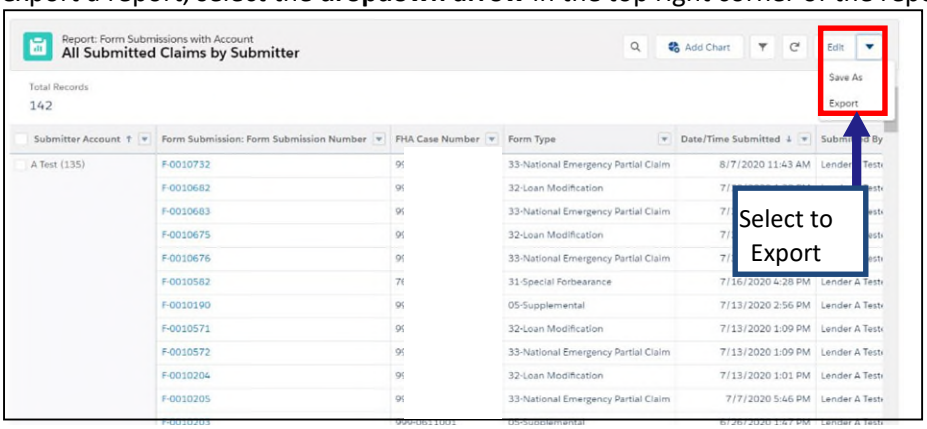

Figure 75: Exporting a Report

2. Select **Formatted Report**, then select **Export**.

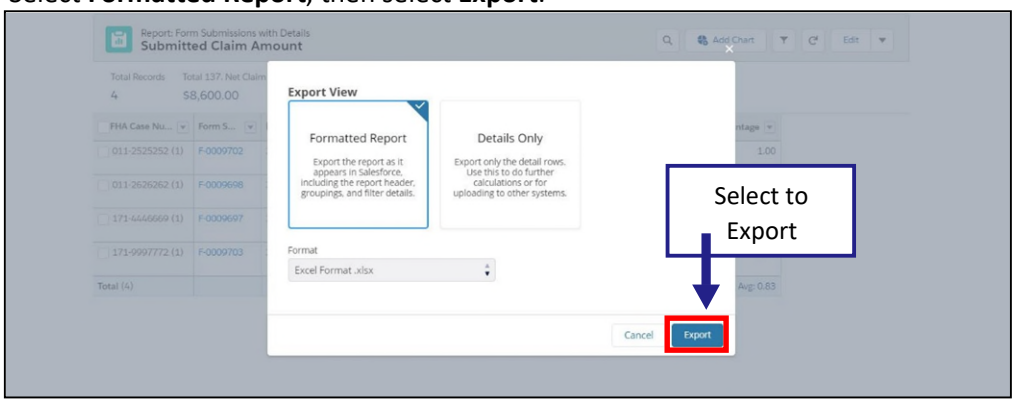

Figure 76: Export View

3. Open the downloaded file to view your report in Excel format.

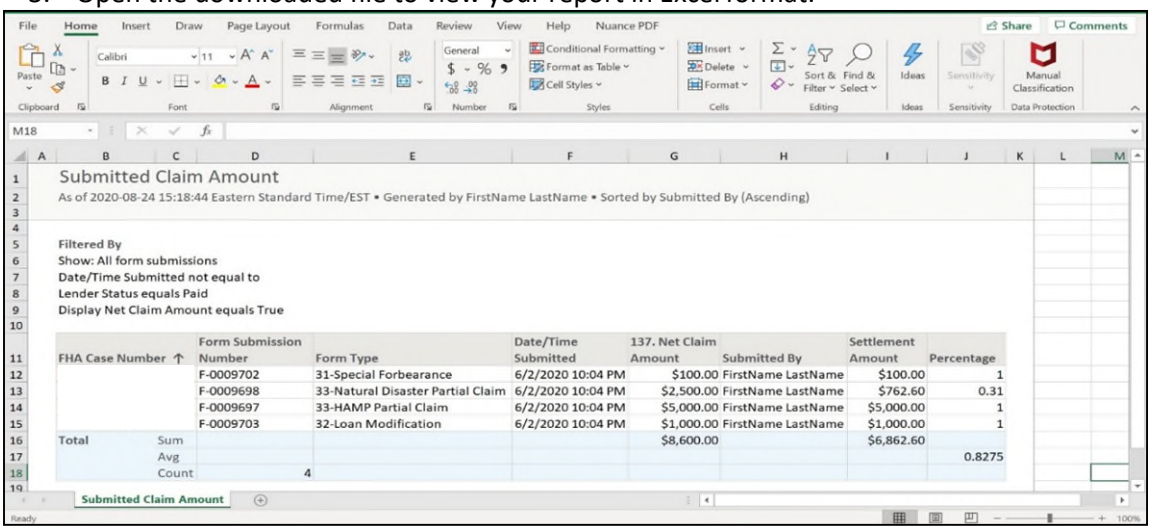

Figure 77: Exported Report in Excel

10. Getting Help

For further assistance, please contact the FHA Resource Center:

- E-mail: answers@hud.gov or FHACatalyst@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.

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11.Appendix

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	All claims in the attached XML file were uploaded successfully. **Begin uploading supporting documentation.**
Completed with Error	At least a single claim in the attached XML file has a data quality errors; some claims may have also fully processed. **Read attached Error Logs and resolve individual claim errors. Upload supporting documentation for successfully uploaded claims.**
(Individual Case) Completed Successfully	Individual claims added via bulk files will also show a status. Completed Successfully means that the Claim has passed all validations and is submitted or ready to perform additional submission tasks.
(individual Case) Failed	A claim added via bulk processes that has data quality errors and has not been submitted for full processing / payment.

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