

United States Department of Agriculture

#### **Rural Development**

# Introduction to Electronic Status Reporting (ESR) SFH Guaranteed Loan Program

# **Topics**

- ESR Basics
- Sign up / E-Authentication
- Access ESR
- Resources

# **Electronic Status Reporting: ESR**

- Electronically capture current loan status and delinquency information
- Monitor USDA portfolio and lender performance
- Servicers report loan and default status monthly

### **Electronic Status Reporting: Monthly**

**Two Options to report:** 

- 1. Web Reporting: Individual manual entry/review
- 2. Transmit/Review EDI X12 files (batch submissions)

### **Reporting Window**

**Investor Status and Default Status Reports** 

- Due by the 6<sup>th</sup> business day, 7pm CST
- No changes or updates allowed until the next month report
- Rejected/Error Corrections: Begin 13<sup>th</sup> business day end of calendar month

# **Reporting Follows Servicing!**

- Report each DQ and/or servicing event(s)
- Approved Lender/Servicer is responsible for timely/accurate reporting

### **Reporting Follows Servicing: Example**

- Loan reported Delinquent (42) June 4th
- Loan Modification (28) approved June 20<sup>th</sup>
- July 1<sup>st</sup> = June reporting window:
- Code 28: Loan Modification

### **Gain Access to ESR**

- **1.** Approved USDA Lender / Servicer
- 2. Activated e-Authentication Account: Level Two
- 3. Approved Trading Partner Agreement w/USDA



• <u>https://forms.sc.egov.usda.gov/eForms/searchAction.do</u>

### **Gain Access to ESR**

- **1.** Approved USDA Lender / Servicer
  - Form RD 3555-16

USDA Form RD 3555-16 (Rev. 12-14)

AGREEMENT FOR PARTICIPATION IN SINGLE FAMILY HOUSING FORM APPROVED

OMB No. 0575-0179

IN SINGLE FAMILY HOUSING GUARANTEED/INSURED LOAN PROGRAMS OF THE UNITED STATES GOVERNMENT

INTRODUCTION

The purpose of this Agreement is to establish the Lender as an approved originator, servicer, or holder of single family housing loans for the Rural Housing Service (RHS), and to provide general terms and conditions for originating and servicing such loans.

Agency/Department Rural Housing Service	Participating Lender:
Address:	Tax Identification No.:
	Home Office Address:
	Telephone No.:

At the time of this agreement, the Lender is designated as an RHS Approved Lender, and has the authority assigned to such Lenders under Agency regulations. The Agency may, in its own discretion, change such designation upon written notification to the Lender.

#### PART I - GENERAL REQUIREMENTS

This part sets forth the requirements for participation in single family housing guaranteed/insured loan programs of the Federal Government. Notwithstanding any other provisions of this Agreement, should there be a conflict between this Agreement and any statute or Agency rule or regulation, the latter shall prevail.

#### A. Duties and Responsibilities of the Agency

- Payment on Claims. The Agency agrees to make payment on its claims in accordance with the terms of the guarantee/insurance and consistent with Agency regulations.
- Information on Regulations and Guidelines. The Agency shall make all reasonable efforts to provide the Lender with information concerning regulations and guidelines that the Lender is required to follow to be in compliance with the Agency's guaranteed/insured loan program.
- Personnel Available for Consultation. The Agency shall make personnel available for consultation on interpretations of Agency regulations and guidelines. The Lender may consult with Agency personnel regarding unusual underwriting, loan closing, loan servicing, and loan liquidation questions.
- 4. Agency Review of Lender Actions. In conducting reviews of specific actions taken by the Lender the Agency hall determine the propriety of any decision made by the Lender the Lender that the time the specified action was taken. It is understood by the Agency and intended by this Agreement that the Lender has the authority to exercise reasonable judgment in performing any non-supervised act within its authority. However, the Agency reserves the right to question any act performed or conclusion drawn by the Lender which is inconsistent with this Agreement or Agency regulations or guidelense.
- 5. Lender Right to Appeal Adverse Actions. The Agency shall clearly state in its regulations which adverse actions taken by the Agency may be appealed by the Lender. The regulations shall provide procedures and requirements for such appeals.

#### B. General Requirements for the Lender

Eligibility to Participate. The Lender, to be an approved participant with the Agency in its guaranteed/insured loan program, must be a
a corporation or other acceptable legal entity, as defined by Agency regulations, with legal authority to participate in the program.
 The Agency will determine whether the Lender meets all eligibility requirements for participation in the Agency's guaranteed/

- The Agency will determine whether the Lender meets all eligibility requirements for participation in the Agency's guaranteed insured loan program.
- The Lender must continue to meet the Agency's lender eligibility requirements at all times, as determined by the Agency, during
  the terms of this Agreement.

 Knowledge of Program Requirements. The Lender is required to obtain and keep itself informed of all program regulations and guidelines, including all amendments and revisions of program requirements and policies.

3. Notification. The Lender shall immediately notify the Agency in writing if the Lender:

- Ceases to possess the minimum net capital and/or an acceptable level of liquidity/working capital, as required under this Agreement;
- Becomes insolvent,
- Has filed for any type of bankruptcy protection, has been forced into involuntary bankruptcy, or has requested an assignment for the benefit of creditors;

According to the Paperwork Reduction Act of 1993, an agoncy may not conductor synutry, and a person it not required to respond a collection of information unless it displays a valid OABC control unwhork A valid OABC who could name for the histoficantian could be information could be information could be information of the synutry of t

# **Gain Access to ESR**

- 2. Activated e-Authentication Account: Level Two
  - Each user must establish their own account
  - Shared accounts are unauthorized

# **ESR: USDA LINC**

#### https://usdalinc.sc.egov.usda.gov/



USDA	United States Department of Agriculture	USDA LINC Let	nder Interactive N	etwork <b>C</b> onnection				
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#### Single Family Guaranteed Rural Housing

Electronic Status Reporting (ESR) Guaranteed Annual Fee Loss Claim Administration Guaranteed Underwriting System (GUS) Lender Loan Closing/Administration ID Cross Reference Application Authorization Lender PAD Account Maintenance Training and Resource Library

#### Multi-Family Housing

Lender Loan Closing/Administration ID Cross Reference Application Authorization Lender Status Report List Lender PAD Account Maintenance

#### **Community Facilities**

Lender Loan Closing/Administration ID Cross Reference Application Authorization Lender Status Report List Lender PAD Account Maintenance



# Log in with e-Authentication

Level Two account required



#### WARNING

#### Upon Login You Agree to the Following Information:

- You are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only.
- Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.
- By using this information system, you understand and consent to the following:
  - You have no reasonable expectation of privacy regarding any communications or data transiting or stored on this information system. At any time, the government may for any lawful government purpose monitor, intercept, search and seize any communication or data transiting or stored on this information system.
  - Any communications or data transiting or stored on this information system may be disclosed or used for any lawful government purpose.
  - Your consent is final and irrevocable. You may not rely on any statements or informal policies purporting to provide you with any expectation of privacy regarding communications on this system, whether oral or written, by your supervisor or any other official, except USDA's Chief Information Officer.

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# Create e-Authentication Account: LEVEL TWO

- ESR User Guide: Gaining Access to ESR
- Step by Step Instructions
- Provide activated e-Auth ID to SA



SFH Electronic Status Reporting USDA Lender Interactive Network Connection

#### Gaining Access to ESR

Updating Account from Level 1 to Level 2 Obtaining an eAuthentication Account for Level 2 EAuthentication Errors Forgot your User ID Change User Password Forgotten User Password EAuthentication Q&A

#### Updating your Account from Level 1 to Level 2

- Type in <u>https://usdalinc.sc.egov.usda.gov/</u> and press Enter. The USDA LINC Home page is displayed.
- 2. Click RHS LINC Home.
- 3. Click Electronic Status Reporting (ESR)



# **Gain Access to ESR**

- 3. Approved Trading Partner Agreement w/USDA
- USDA LINC Training and Resource Library
- <u>https://www.rd.usda.gov/programs-services/lenders/usda-linc-training-</u> <u>resource-library</u>

### **ESR User Agreement**

#### Electronic Status Reporting (ESR)

#### Documentation & Resources - Current

- 1. ESR Implementation Guide (Current Guide) (PDF)
- 2. ESR Implementation Guide for the April 1, 2018 Effective Date (PDF) revised May, 2017
- ESR Implementation Guide Release Notes for the April 1, 2018 Effective Date (PDF) revised May, 2017
- Trading Partner Agreement 4.



### Agreement

- 7 pages
- Fillable pdf





#### Basic Trading Partner Agreement Electronic Status Reporting

#### 1.0 INTRODUCTION

This agreement between the U.S. Department of Agriculture (USDA), Rural Housing Service (RHS), and

hereafter known as Trading Partner, prescribes the general procedures and policies to be followed when accessing the Electronic Status Reporting (ESR) application used for transmitting and receiving electronic loan default and loan status reports to RHS.

The Trading Partner Agreement (Agreement) is a key document in the implementation process of ESR. This Agreement sets forth the rights and obligations of the ESR trading parties and outlines the conditions that will allow the parties to communicate electronically with each other.

#### 1.0 DEFINITIONS

Application Authorization Security Management system (AASM) -- a secured Web application used to authorize access to other USDA applications once the user has an e-Auth ID of the appropriate level for the desired application.

E-Authentication system (e-Auth) -- a system used by USDA agencies to enable customers to obtain authenticated accounts that will allow them to access USDA Web applications and services via the Internet.

Electronic Data Interchange (EDI) – an electronic communication method that provides standards for exchanging data via any electronic means. It is the computer-to-computer interchange of stridty formatted messages that represent documents other than monetary instruments. EDI implies a sequence of messages between two parties, either of whom may serve as originator or recipient. The formatted data representing the documents may be transmitted from originator to recipient via telecommunications or physically transported on electronic storage media.

USDA LINC -- the U.S. Department of Agriculture's Lender Interactive Network Connection (LINC) web site.

GRH LINC -- the Single Family Guaranteed Rural Housing section of the RHS LINC web site. This section provides links to the Electronic Status Reporting application as well as other SFH Guaranteed applications and information available to lenders.

RHS LINC -- a sub-section of the Rural Housing section of the USDA LINC web site.

Rural Housing Service Business Day -- a RHS business day is a day in which RHS is officially open for normal business at its St. Louis, Missouri, office.

Rural Housing Service ESR Implementation Guide -- a RHS-provided manual that describes the electronic submission of business documents to RHS.

Rural Housing Service Processor -- the RHS-owned computer that receives electronic business documents from the RHS ESR Web Server for subsequent processing by the appropriate RHS computer application program.

Service Bureau -- an agent of the Trading Partner authorized by the Trading Partner to submit business documents electronically to RHS. The Trading Partner must specify this relationship in a properly executed addendum to this agreement.

System - The Electronic Status Reporting web application and supporting AASM and e-Auth applications and systems.

Trading Partner -- the RHS approved lender (identifiable by the 9-digit lender tax ID number and RHS-issued 3-digit branch number) who consents to the electronic exchange of pertinent business documents in accordance with all specifications of the agreement.

Trading Partner Security Administrator -- an employee of the Trading Partner (Lender) designated by the Trading Partner and granted access to AASM so that they can authorize ESR access to additional users of the Trading Partner.

### Agreement

- Page 6 of 7
- Servicer Information
- SA Information
- Electronic signature

DA United States Department of	Clea
Agriculture	
.0 APPROVAL	
Tax Identification Number (TIN):	
USDA Issue Branch Number (TPA's Servicing Branch):	
Complete legal name of Business [aka: Trading Partner]:	
Street address of Trading Partner:	
City, St, Zip Code:	
PA (Lender) Branch Security Administrator (SA) Information	
lame of SA #1 Name of SA #2	
-mail of SA #1 E-mail of SA #2	
Phone Number 5A #1 Phone Number of SA #2	
A with ID of \$4.#1	
Name of person executing Agreement for Trading Partner:	
Title of person executing Agreement for Trading Partner:	
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Title of person executing Agreement for Trading Partner: Date of Execution: Complete this section if using a Service Bureau to send and receive EDI transactions Service Bureau Name: Address: City, St. Zip Code: Service Bureau Contact Email Address: Service Bureau Contact Phone Number: NOTE: By identifying a Service Bureau on this Agreement, you are hereby authorizing RHS to sureau with respect to the delivery and receipt of business documents of the said Trading Part rading Partner's obligations under this agreement and applicable Rural Housing Service refer	communicate with ide ner and it is understor noe procedures rema
Title of person executing Agreement for Trading Partner: Date of Execution: Date of Execution: Complete this section if using a Service Bureau to send and receive EDI transactions Service Bureau Contact Name: Address: City, St. Zip Code: Service Bureau Contact Email Address: Service Bureau Contact Email Address: Service Bureau Contact Phone Number:  OTE: By identifying a Service Bureau on this Agreement, you are hereby authorizing RHS to Nureau with respect to the delivery and receipt of business documents of the said Trading Part rading Partner's obligations under this agreement and applicable Rural Housing Service Fer	communicate with idd ner and it is understo ence procedures rema
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Title of person executing Agreement for Trading Partner: Date of Execution: Date of Execution: Complete this section if using a Service Bureau to send and receive EDI transactions Service Bureau Name: Service Bureau Contact Name: Address: City, St. Zip Code: Service Bureau Contact Email Address: Service Bureau Contact Email Address: Service Bureau Contact Phone Number: VOTE: By identifying a Service Bureau on this Agreement, you are hereby authorizing RHS to Sureau with respect to the delivery and receipt of business documents of the said Trading Part rading Partner' [aka Lender/Service] (RHS)	communicate with ide ner and it is understo nee procedures rema
Title of person executing Agreement for Trading Partner: Date of Execution: Complete this section if using a Service Bureau to send and receive EDI transactions Service Bureau Name: Address: City, St. Zip Code: Service Bureau Contact Email Address: Service Bureau Contact Phone Number: NOTE: By identifying a Service Bureau on this Agreement, you are hereby authorizing RHS to Sureau with respect to the delivery and receive of business documents of the said Trading Part rading Partner' [aka Lender/Servicer] "Trading Partner'' [aka Lender/Servicer] "RHS" By Signature Authorit	communicate with idd ner and it is understoo nice procedures rema y of the
Title of person executing Agreement for Trading Partner: Date of Execution: Date of Execution: Complete this section if using a Service Bureau to send and receive EDI transactions Service Bureau Contact Name: Address: City, St. Zip Code: Service Bureau Contact Email Address: Service Bureau Contact Phone Number: VOTE: By identifying a Service Bureau on this Agreement, you are hereby authorizing RHS to Sureau with respect to the delivery and receipt of business documents of the said Trading Part rading Partner's obligations under this agreement and applicable Rural Housing Service refer	communicate with idd ner and it is understo noe procedures rema y of the

By executing this form, I confirm I am a duly authorized officer of the company and recreasent and warrant the information in this form is complete and accurate

### Agreement

- Page 7 of 7
- Where to submit
- Electronic option preferred

United States Department of Agriculture

USDA, RHS ESR/EDI Contact: Housing Services Branch Guaranteed Loan Division National Financial and Accounting Operations Center 4300 Goodfellow Blvd. Building 104, Post H50, FC-1322 St. Louis, MO 63120 Telephone: 877-638-3789 Email: <u>RD.NEAOC.HSB/00STL.USDA.GOV</u>

Send Completed/Signed Trading Partner Agreement to: <u>RD.NFAOC.HSB@STL.USDA.GOV</u>

• SA's receive email confirmation of approval

# **NOW LOGIN!**



# **ESR: USDA LINC**

#### https://usdalinc.sc.egov.usda.gov/



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#### Single Family Guaranteed Rural Housing

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# **Log in with E-Authentication**

• Level Two account required



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- By using this information system, you understand and consent to the following:
  - You have no reasonable expectation of privacy regarding any communications or data transiting or stored on this information system. At any time, the government may for any lawful government purpose monitor, intercept, search and seize any communication or data transiting or stored on this information system.
  - Any communications or data transiting or stored on this information system may be disclosed or used for any lawful government purpose.
  - Your consent is final and irrevocable. You may not rely on any statements or informal policies purporting to provide you with any expectation of privacy regarding communications on this system, whether oral or written, by your supervisor or any other official, except USDA's Chief Information Officer.

eAuthentication Home | USDA.gov | Site Map Accessibility Statement | Privacy Policy | Non-Discrimination Statement | USA.gov

### **Successful Login**



Electronic Status Reporting Home | USDA.gov Accessibility Statement | Privacy Policy | Non-Discrimination Statement

## **USDA LINC: Training and Resource Library**

#### https://www.rd.usda.gov/programs-services/lenders/usda-linc-training-resource-library



#### Electronic Status Reporting (ESR)

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- 2. ESR Implementation Guide for the April 1, 2018 Effective Date (PDF) revised May, 2017
- 3. ESR Implementation Guide Release Notes for the April 1, 2018 Effective Date (PDF) revised May, 2017
- 4. Trading Partner Agreement

Additional Trainings and Resources Coming Soon!



• User Guide



SFH Electronic Status Reporting USDA Lender Interactive Network Connection

#### Electronic Status Reporting (ESR) User Guide

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#### **ESR Resources**

# **GovDelivery Sign Up**

#### https://www.rd.usda.gov/programs-services/lenders/usda-linc-training-resource-library



### **ESR Resources**

# **GovDelivery Sign Up**

Used States Department Rural Development		GovDe	livery
Email Updates To sign up for updates of information below. *Email Address	r to access your subscril	ber preferences, please en	ter your contact
Submit Cance			

### **ESR Resources**

# **ESR Help**

ISSUE	CONTACT
Log In problems Access to ESR Correction/Rejection questions	RD.NFAOC.HSB@STL.USDA.GOV 1-877-636-3789 option 1
Technical questions	RD.GLS.PROD@one.usda.gov
Business/Operation questions	SFHGLDPROGRAM@wdc.usda.gov



In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at How to File a Program Discrimination Complaint and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.

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