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

ESR Introduction

Topics

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

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

ESR Introduction

Electronic Status Reporting: Monthly

Two Options to report:

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

Reporting Window
Investor Status and Default Status Reports

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

ESR Introduction

Reporting Follows Servicing!

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

Reporting Follows Servicing: Example

- Loan reported Delinquent (42) June 4\textsuperscript{th}
- Loan Modification (28) approved June 20\textsuperscript{th}

July 1\textsuperscript{st} = June reporting window:

- Code 28: Loan Modification

ESR Introduction

Gain Access to ESR

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

Gain Access to ESR

1. Approved USDA Lender / Servicer
   • Form RD 3555-16
   • [https://forms.sc.egov.usda.gov/eForms/searchAction.do](https://forms.sc.egov.usda.gov/eForms/searchAction.do)
ESR Introduction

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/
ESR Introduction

Log in with e-Authentication

- Level Two account required
Need an e-Authentication Account?

• Select Create an account

Create e-Authentication Account:
LEVEL TWO

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

Gain Access to ESR

3. Approved Trading Partner Agreement w/USDA

• USDA LINC Training and Resource Library
  
• https://www.rd.usda.gov/programs-services/lenders/usda-linc-training-resource-library

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

USDA LINC Training & Resource Library

7 CFR 3555 | Electronic Status Reporting | Guaranteed Loan Program | Guaranteed Underwriting System | Loan Officer Training | Loan Servicing | Loan Administration | Appraisal Guide | Loan Closure | Property Valuation | Security

The documents and materials contained in the USDA LINC Training and Resource Library use Adobe PDF and Adobe Flash formats. To view PDF files, you must have Adobe Acrobat Reader installed on your computer. To view Flash files, you must have Adobe Flash Player installed on your computer.
ESR Introduction

Agreement
• 7 pages
• Fillable pdf

ESR Introduction

Agreement
• Page 6 of 7
• Servicer Information
• SA Information
• Electronic signature
ESR Introduction

Agreement

• Page 7 of 7

• Where to submit

• Electronic option preferred

• SA’s receive email confirmation of approval

NOW LOGIN!
ESR Introduction

ESR: USDA LINC

https://usdalinc.sc.egov.usda.gov/
ESR Introduction

Log in with E-Authentication
• Level Two account required

Successful Login
ESR Introduction

USDA LINC: Training and Resource Library


Additional Trainings and Resources Coming Soon!

ESR Introduction

Table of Contents

• User Guide
ESR Resources

GovDelivery Sign Up

ESR Resources

ESR Help

<table>
<thead>
<tr>
<th>ISSUE</th>
<th>CONTACT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Log In problems</td>
<td><a href="mailto:RD.NFAOC.HSB@STL.USDA.GOV">RD.NFAOC.HSB@STL.USDA.GOV</a></td>
</tr>
<tr>
<td>Access to ESR</td>
<td>1-877-636-3789 option 1</td>
</tr>
<tr>
<td>Correction/Rejection questions</td>
<td></td>
</tr>
<tr>
<td>Technical questions</td>
<td><a href="mailto:RD.GLS.PROD@one.usda.gov">RD.GLS.PROD@one.usda.gov</a></td>
</tr>
<tr>
<td>Business/Operation questions</td>
<td><a href="mailto:SFHGLDPROGRAM@wdc.usda.gov">SFHGLDPROGRAM@wdc.usda.gov</a></td>
</tr>
</tbody>
</table>
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.

USDA is an equal opportunity provider, employer, and lender.