ESR: Rejected Records and Corrections

SFH Guarantee Loan Program

ESR Rejected Files

Topics:

• Log into ESR Corrections
• Search rejected records
• Complete required corrections
ESR Rejected Files

ESR: USDA LINC

https://usdalinc.sc.egov.usda.gov/
ESR Rejected Files

Log in with e-Authentication

• Level Two account required

Successful Login
ESR Rejected Files

Menu Options
• Search Rejected Records
• Contact Maintenance
• Select Lender Profile

ESR Rejected Files

Menu Options
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• Contact Maintenance
• Select Lender Profile
ESR Rejected Files

Contact Maintenance

Electronic Status Report Corrections Help Guide
• Add new contacts
• Edit or delete existing contacts
• Search Rejected Records

Menu Options
• Search Rejected Records
• Contact Maintenance
• Select Lender Profile

Working with more than one servicer?
ESR Rejected Files

Menu Options

• Search Rejected Records
• Contact Maintenance
• Select Lender Profile

Report Types

• Investor Status
• Default Status
ESR Rejected Files

Investor Status

• Search monthly report
• Locate rejected loan statuses
• Borrower SSN is available

Rejected Records

• Review each record
• Error code(s) and message(s)
• Enter Borrower SSN to narrow results
ESR Rejected Files

Investor Status
Rejected Record Example
• Click on the Report Date to access the borrower and enter corrections

ESR Rejected Files

Investor Status
Rejected Record Example
• General Information
• Loan Status Detail
• Error Message(s)
ESR Rejected Files

Investor Status
Rejected Record Example
• Read error(s)
• Correct error(s)
• Submit changes

Previous data entry was $0.00

Investor Status
Rejected Record Example
• Correction message
• Select OK to return to the Search Rejected Records screen

Lender corrects the United Prinicipal to praniciipal river to correct the error and proceeds submit

Lender will get a message that the correction has been accepted.
ESR Rejected Files

Investor Status

Rejected Record Example

- Each rejected file must be corrected individually
- Once corrected, the borrower will be removed from this list

ESR Rejected Files

Investor Status

Borrower Not Found Example

- Error message confirms
- Click Report Date to access record and enter corrections
ESR Rejected Files

Investor Status
Borrower Not Found Example
• Scroll down the page
• Select correct response

ESR Rejected Files

Investor Status
Borrower Not Found Example
1. Enter SSN
2. Verify SSN
• Select Submit
ESR Rejected Files

Investor Status
Borrower Not Found Example
• Success message
• Return to main menu error page

ESR Rejected Files

Investor Status
Borrower Not Found Example
• No success message?
• Upload SSN Verification Documents
ESR Rejected Files

Investor Status
Borrower Not Found Example
• Read instructions

Add and Index Individual Document(s) into the Image Repository

Acceptable file formats include Adobe PDF and TIF (no password protected PDF files). Individual documents may be uploaded in the section below. File size is limited to 30 MB.

User must provide the location for each individual document on a separate row by selecting the “Browse” pushbutton. Up to 12 individual documents can be uploaded at a time. Select “Submit Document(s)” to upload individual document(s).

SSN Verification: Verification of SSN includes copy of Social Security card, W2 or W3. The Loan Note Guarantee must also be included.

It may take several minutes after documents are uploaded to completely process and be available for display.

ESR Rejected Files

Investor Status
Borrower Not Found Example
• Select Type of Document
• Browse & Attach file(s)
  • INCLUDE LNG
• Submit Document(s)
• Return to main report page

SSN should be corrected to permanent record.
ESR Rejected Files

Investor Status
Borrower Not Found Example
• USDA reviews
• USDA corrects record
• Servicer reports next cycle

ESR Rejected Files

Default Status
• Locate rejected loans: Default Status
• Borrower SSN is available
ESR Rejected Files

Default Status

- Review each record
- Error code(s) and message(s) displayed
- Click on Report Date to correct

ESR Rejected Files

Default Status

- Review error message(s)
- Correct error(s)
- Submit
ESR Rejected Files

Default Status

- Corrections accepted
- File removed from main menu list
- Return to Default Status report page to review other files

ESR Rejected Files

Default Code Help

- Need help?
- Default Code Help
- Code and explanation detail displays
ESR Rejected Files

Correction Timeframe

• Begin: 13th business day of the month
• End: last calendar day of the month

ESR Resources

USDA LINC

Updated As Needed!
**ESR Resources**

### ESR Help

<table>
<thead>
<tr>
<th>ISSUE</th>
<th>CONTACT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Log In problems</td>
<td><strong><a href="mailto:RD.NFAOC.HSB@STL.USDA.GOV">RD.NFAOC.HSB@STL.USDA.GOV</a></strong></td>
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<tr>
<td>Access to ESR</td>
<td>1-877-636-3789 option 1</td>
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<tr>
<td>Correction/Rejection questions</td>
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<tr>
<td>Technical questions</td>
<td><strong><a href="mailto:RD.GLS.PROD@one.usda.gov">RD.GLS.PROD@one.usda.gov</a></strong></td>
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<tr>
<td>Business/Operation questions</td>
<td><strong><a href="mailto:SFHGLDPROGRAM@wdc.usda.gov">SFHGLDPROGRAM@wdc.usda.gov</a></strong></td>
</tr>
</tbody>
</table>
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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 (800) 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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