

D+1 Monthly Reporting FAQs

These FAQs address common Sub-Servicer issues when attempting to upload for D+1 Monthly Reporting in myOptigo® Master Servicer Reporting.

Why am I getting a “Loan is not recognized error”?

This may mean that you are uploading under the wrong deal. Please ensure you are uploading under the correct Deal and Org/Sub-Org. You may need to upload at the Org level; do so by using the kebab. If this does not resolve the issue, please reach out to

MF_Master_Servicing_Reporting_Support@freddiemac.com.

Why am I not seeing my deal status change to “Complete” when I successfully uploaded my D+1 Monthly Reporting Remittance Report?

Even if you successfully uploaded a remittance report, that does not mean the deal status will change to Complete. Your remittance report may still have variances that need to be resolved. Please see the Reporting Status for the deal to get the accurate status of that deal and whether any actions need to be taken to move that deal status to Complete.

What are the formulas for Calculated Monthly Reporting Fields?

If you are receiving an error message for any of the following fields, it may be because you are calculating the field incorrectly. Please refer to the appropriate CREFC rules for the fields. For your reference, we have listed the CREFC requirements below for fields that are commonly missed.

Field Name	Formula
Ending Sched Balance	Beg Balance - Scheduled Principal - Unscheduled Principal Collections - Other Principal Adjustments + Neg Am / Cap Item
Actual Principal Rec'd	If payment is made (PTD = Scheduled Due Date) = Scheduled Principal Amount + Unscheduled Principal Collections + Other Principal Adjustments
Actual (Gross) Interest Rec'd	If payment is made (PTD = Scheduled Due Date) = Scheduled Interest Amount + Other Interest Adjustments
Actual Sub-Servicer Fee Paid	If payment is made (PTD = Scheduled Due Date) = Scheduled Sub-Servicer Fee
Addl Sub-Sub Fee Paid	If payment is made (PTD = Scheduled Due Date) = Scheduled Addl Sub-Sub Fee
Actual (Net) Interest Rec'd	If payment is made (PTD = Scheduled Due Date) = Actual (Gross) Interest Rec'd - Actual Sub-Servicer Fee Paid - Addl Sub-Sub Fee Paid
Remittance Amount	Actual Principal Rec'd + Actual (Net) Interest Rec'd + Prepayment Premium/Yield Maintenance (YM) Received + Prepayment Interest Excess (Shortfall) + Late Charges Rec'd + Default Interest Rec'd + (L126 or L147) + Assumption Fees Rec'd + Liquidation Fee + T&I Advances Reimbursed + Servicing Advances (Other Exp) Reimbursed + Reimbursed Interest on Advances + Special Servicing Fee + Workout Fee + Addl Amounts Rec'd