



Welcome! This training will guide you through Master Servicing Delinquent Payment Reporting within our myOptigo® platform.



Sign in to your account

SIGN ON

[Forgot your Username/Password?](#)

[Need to modify your Multifactor Authentication \(MFA\) devices? Log into the Management Portal.](#)

[myOptigo Login Page:](#)

Using Chrome or Edge, enter your login credentials and click 'Sign On.'



[Reset view](#)

Determination Date
06/11/2024

SUBMIT REPORTING ▾

DOWNLOAD DATA ▾

MONTHLY REPORTING

DELINQUENT PAYMENT REPORTING

Deal Homepage:

Click on the "Delinquent Payment Reporting" to access Delinquent Payment Reporting dashboard.

User does not need to navigate to Delinquent Payment Reporting tab in order to submit data.

| DEALID | TRANSID | SUB-ORGANIZATION | TOTAL ACTIVE LOANS | REPORTING STATUS | REPORTING DATE/TIME | LAST UPDATED BY |
|--------|---------|------------------|--------------------|------------------|---------------------|-----------------|
| > | | | 1 | ● Open | | |
| > | | | 3 | ● Open | | |
| > | | | 2 | ● Open | | |
| > | | | 0 | ● Inactive | | |
| > | | | 2 | ● Open | | |
| > | | | 1 | ● Open | | |
| > | | | 1 | ● Open | | |
| > | | | 1 | ● Open | | |
| > | | | 2 | ● Open | | |
| > | | | 1 | ● Open | | |
| > | | | 1 | ● Open | | |
| > | | | 1 | ● Open | | |

Submit Delinquent Payment Reporting Data

[BACK TO DELINQUENT PAYMENT REPORTING PAGE](#)



Submit Reporting Data:
Drag and drop a file, or click manually browse to upload delinquent payment reporting data files.
Click the upload icon to continue.


File Type: .xlsx, .xls Max Total Size: 5 MB File Name Reference: Sub-Servicer Code_TransID
_YYYYMM_remitdlq.xlsx or Sub-Servicer Code_Various_YYYYMM_remitdlq.xlsx

UPLOAD

NEXT

Submit Delinquent Payment Reporting Data

[BACK TO DELINQUENT PAYMENT REPORTING PAGE](#)


Drop your file here or click to browse

File Type: .xlsx, .xls Max Total Size: 5 MB File Name Reference: Sub-Service Code_Trans
_YYYYMM_remitdlq.xlsx or Sub-Service Code_Various_YYYYMM_remitdlq.xlsx

 **Warning** 

_202310_remitdlq.xlsx - The YYYYMM in the YYYYMM_remit of the file name should be consistent with the YYYYMM of the Determination Date.



Submit Reporting Data:

This is an example of a warning modal pop up. A warning will pop up if naming convention, file type, and/or size of file is incorrect. Here, the file name is inconsistent with Determination Date.

Please note warning modal will also pop up if determination date does not match the current month of the reporting cycle.


Click "OK" to continue.

Submit Delinquent Payment Reporting Data


[BACK TO DELINQUENT PAYMENT REPORTING PAGE](#)



File Type: .xlsx, .xls Max Total Size: 5 MB File Name Reference: Sub-Servicer Code_TransID
_YYYYMM_remitdlq.xlsx or Sub-Servicer Code_Various_YYYYMM_remitdlq.xlsx

_202406_remitdlq 
.xlsx | 2024-07-02 11:53:13 EST

_202406_remitdlq 
.xlsx | 2024-07-02 11:54:15 EST

Submit Reporting Data:
To delete an attached file, click the trash icon.
Click here to continue: 

[UPLOAD](#)

[NEXT](#)

Submit Delinquent Payment Reporting Data

[BACK TO DELINQUENT PAYMENT REPORTING PAGE](#)



File Type: .xlsx, .xls Max Total Size: 5 MB File Name Reference: Sub-Servicer Code_TransID
_YYYYMM_remitdlq.xlsx or Sub-Servicer Code_Various_YYYYMM_remitdlq.xlsx

_202406_remitdlq 
.xlsx | 2024-07-02 11:53:13 EST

_202406_remitdlq 
.xlsx | 2024-07-02 11:54:15 EST

Submit Reporting Data:
Click "Upload" to begin validation of the files.

UPLOAD  **NEXT**

Submit Delinquent Payment Reporting Data

[BACK TO DELINQUENT PAYMENT REPORTING PAGE](#)



Correct errors, remove files by clicking on the trash icon, and re-upload to continue.

_202406_remitdlq

.xlsx | 2024-07-02 11:54:28 EST

Columns within file could not be identified. Please ensure that column headers are available and named correctly and try again.

Error File Example 1:

An error message will pop up if an erroneous file is detected.

Click the trash icon in order to remove the erroneous file and proceed to next step.

File Type: .xlsx, .xls Max Total Size: 5 MB File Name Reference: Sub-Servicer Code_TransID
_YYYYMM_remitdlq.xlsx or Sub-Servicer Code_Various_YYYYMM_remitdlq.xlsx

_202406_remitdlq

.xlsx | 2024-07-02 11:54:28 EST

UPLOAD

NEXT

Submit Delinquent Payment Reporting Data

[BACK TO DELINQUENT PAYMENT REPORTING PAGE](#)



Correct errors, remove files by clicking on the trash icon, and re-upload to continue.

.xlsx | 2024-07-05 10:51:23 EST | **_202406_remitdlq**

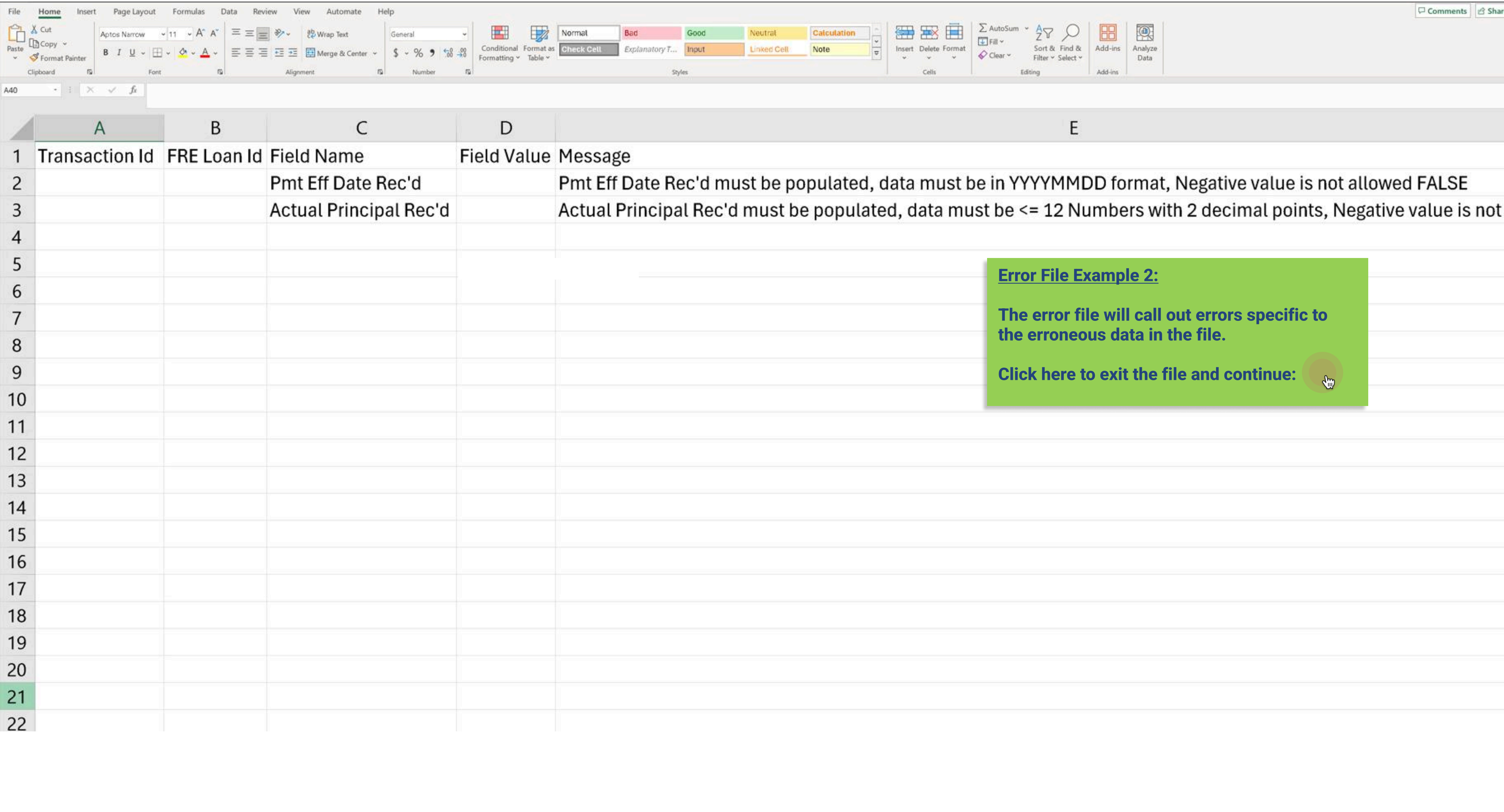
2 Errors identified. Please download error file for more details and reupload the file after fixing the errors.

Error File Example 2:
Here, there were 2 errors identified in a file. An error file will be available for download in Excel.
Click the download icon to continue.

File Type: .xlsx, .xls Max Total Size: 5 MB File Name Reference: Sub-Servicer Code_TransID
_YYYYMM_remitdlq.xlsx or Sub-Servicer Code_Various_YYYYMM_remitdlq.xlsx

UPLOAD

NEXT



File Home Insert Page Layout Formulas Data Review View Automate Help


Clipboard Font Alignment Number Styles Cells Editing Add-ins

A40

| | A | B | C | D | E |
|----|----------------|-------------|------------------------|-------------|-------------------------------------------------------------------------------------------------------------------|
| 1 | Transaction Id | FRE Loan Id | Field Name | Field Value | Message |
| 2 | | | Pmt Eff Date Rec'd | | Pmt Eff Date Rec'd must be populated, data must be in YYYYMMDD format, Negative value is not allowed FALSE |
| 3 | | | Actual Principal Rec'd | | Actual Principal Rec'd must be populated, data must be <= 12 Numbers with 2 decimal points, Negative value is not |
| 4 | | | | | |
| 5 | | | | | |
| 6 | | | | | |
| 7 | | | | | |
| 8 | | | | | |
| 9 | | | | | |
| 10 | | | | | |
| 11 | | | | | |
| 12 | | | | | |
| 13 | | | | | |
| 14 | | | | | |
| 15 | | | | | |
| 16 | | | | | |
| 17 | | | | | |
| 18 | | | | | |
| 19 | | | | | |
| 20 | | | | | |
| 21 | | | | | |
| 22 | | | | | |

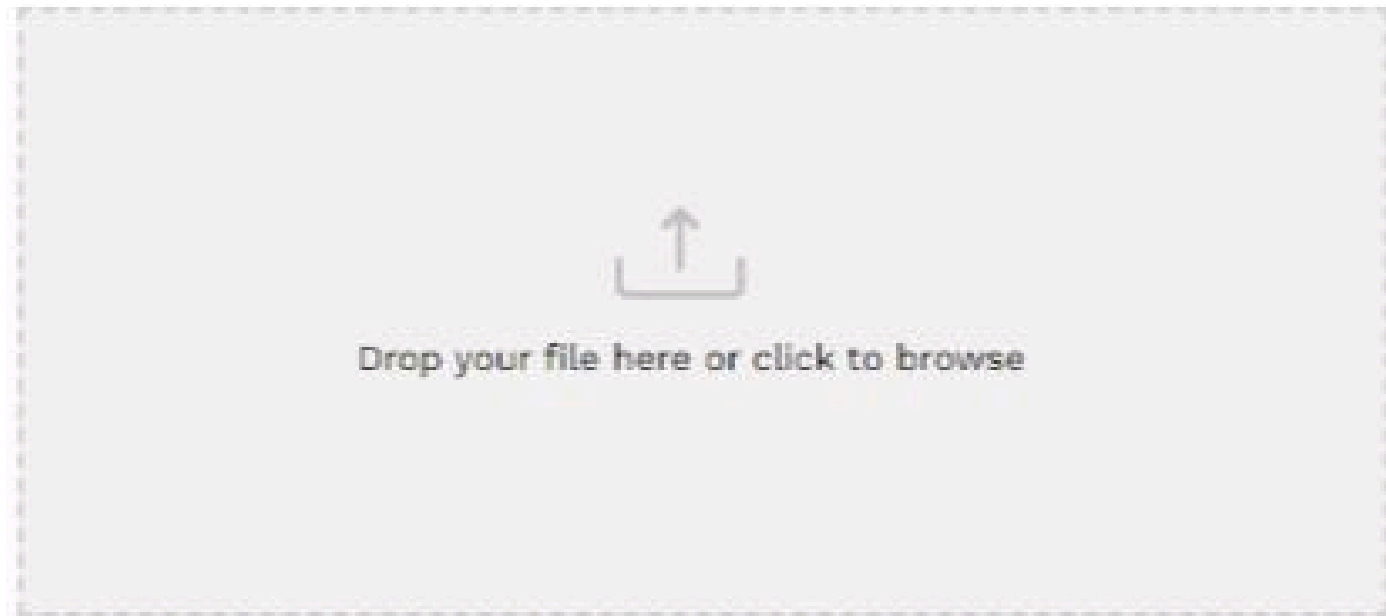
Error File Example 2:

The error file will call out errors specific to the erroneous data in the file.

Click here to exit the file and continue: 

Submit Delinquent Payment Reporting Data

[BACK TO DELINQUENT PAYMENT REPORTING PAGE](#)



File Type: .xlsx, .xls Max Total Size: 5 MB File Name Reference: Sub-Service Code_TransID
_YYYYMM_remitdlq.xlsx or Sub-Service Code_Various_YYYYMM_remitdlq.xlsx

_202406_remitdlq

.xlsx | 2024-07-02 11:54:28 EST

Submit Reporting Data:
Once all errors have been resolved and files have been successfully validated, click 'Next' to proceed.

UPLOAD

NEXT

Submission Complete



Thank you for your submission!

[RETURN TO THE LANDING PAGE](#)

Submit Reporting Data:

A "Submission Complete" page will pop up, confirming submission.

Click "Return to the Landing Page" to return to the dashboard.



You have reached the end of this training.