

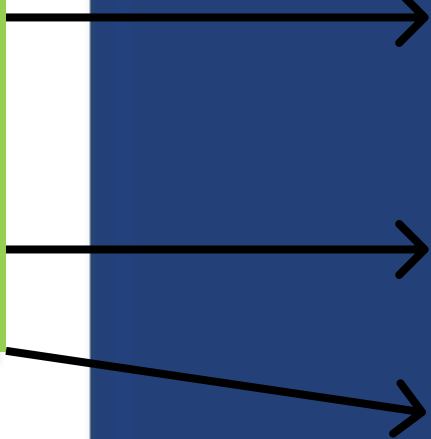


Welcome! This training will guide you through Master Servicing Monthly Reporting Submission within our myOptigo platform.



Welcome to myOptigo®

myOptigo Login Page:
Using Chrome or Edge, enter in your login credentials and click Sign On.



Secure Login

Please do not bookmark this page. Bookmark after login.

Username

Password

SIGN ON

[Forgot your username/password?](#)

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

ABC National Association

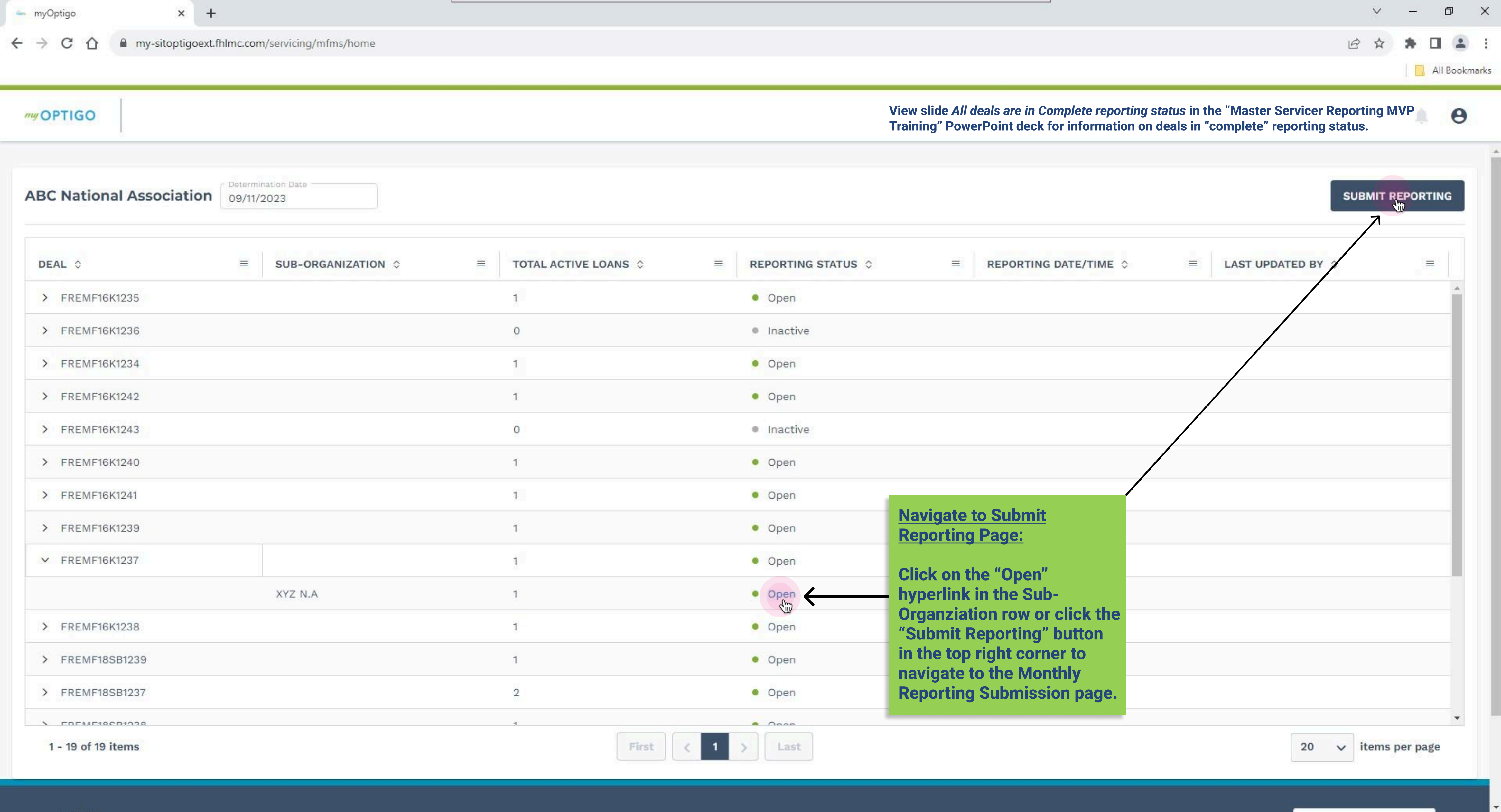
Before going through the steps to submit reporting, first view your Organization's name in the top left corner of the landing page. Next to the Servicer name, view the determination date to confirm the month that you are submitting reporting for.

SUBMIT REPORTING

DEAL	SUB-ORGANIZATION	TOTAL ACTIVE LOANS	REPORTING STATUS	REPORTING DATE/TIME	LAST UPDATED BY
> FREMF16K1235		1	● Open		
		0	● Inactive		
		1	● Open		
		1	● Open		
		0	● Inactive		
		1	● Open		
> FREMF16K1241		1	● Open		
> FREMF16K1239		1	● Open		
> FREMF16K1237		1	● Open		
> FREMF16K1238		1	● Open		
> FREMF18SB1239		1	● Open		
> FREMF18SB1237		2	● Open		
> FREMF18SB1238		1	● Open		
> FREMF18SB1235		0	● Open		

Click Drop Down Arrow to View Sub-Organization:
Next to the Deal ID number, select the drop down arrow to view Sub-Organization data.





View slide All deals are in Complete reporting status in the "Master Servicer Reporting MVP Training" PowerPoint deck for information on deals in "complete" reporting status.

ABC National Association
Determination Date: 09/11/2023

SUBMIT REPORTING

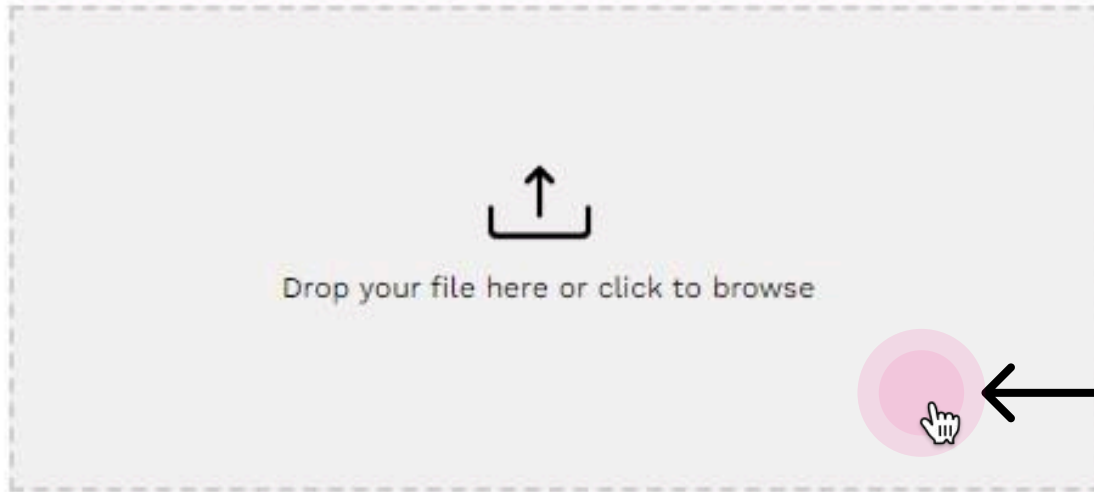
DEAL	SUB-ORGANIZATION	TOTAL ACTIVE LOANS	REPORTING STATUS	REPORTING DATE/TIME	LAST UPDATED BY
> FREMF16K1235		1	● Open		
> FREMF16K1236		0	● Inactive		
> FREMF16K1234		1	● Open		
> FREMF16K1242		1	● Open		
> FREMF16K1243		0	● Inactive		
> FREMF16K1240		1	● Open		
> FREMF16K1241		1	● Open		
> FREMF16K1239		1	● Open		
▼ FREMF16K1237		1	● Open		
	XYZ N.A.	1	● Open		
> FREMF16K1238		1	● Open		
> FREMF18SB1239		1	● Open		
> FREMF18SB1237		2	● Open		
> FREMF18SB1238		1	● Open		

Navigate to Submit Reporting Page:
Click on the "Open" hyperlink in the Sub-Organization row or click the "Submit Reporting" button in the top right corner to navigate to the Monthly Reporting Submission page.

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Upload IRP Data

[BACK TO LANDING PAGE](#)

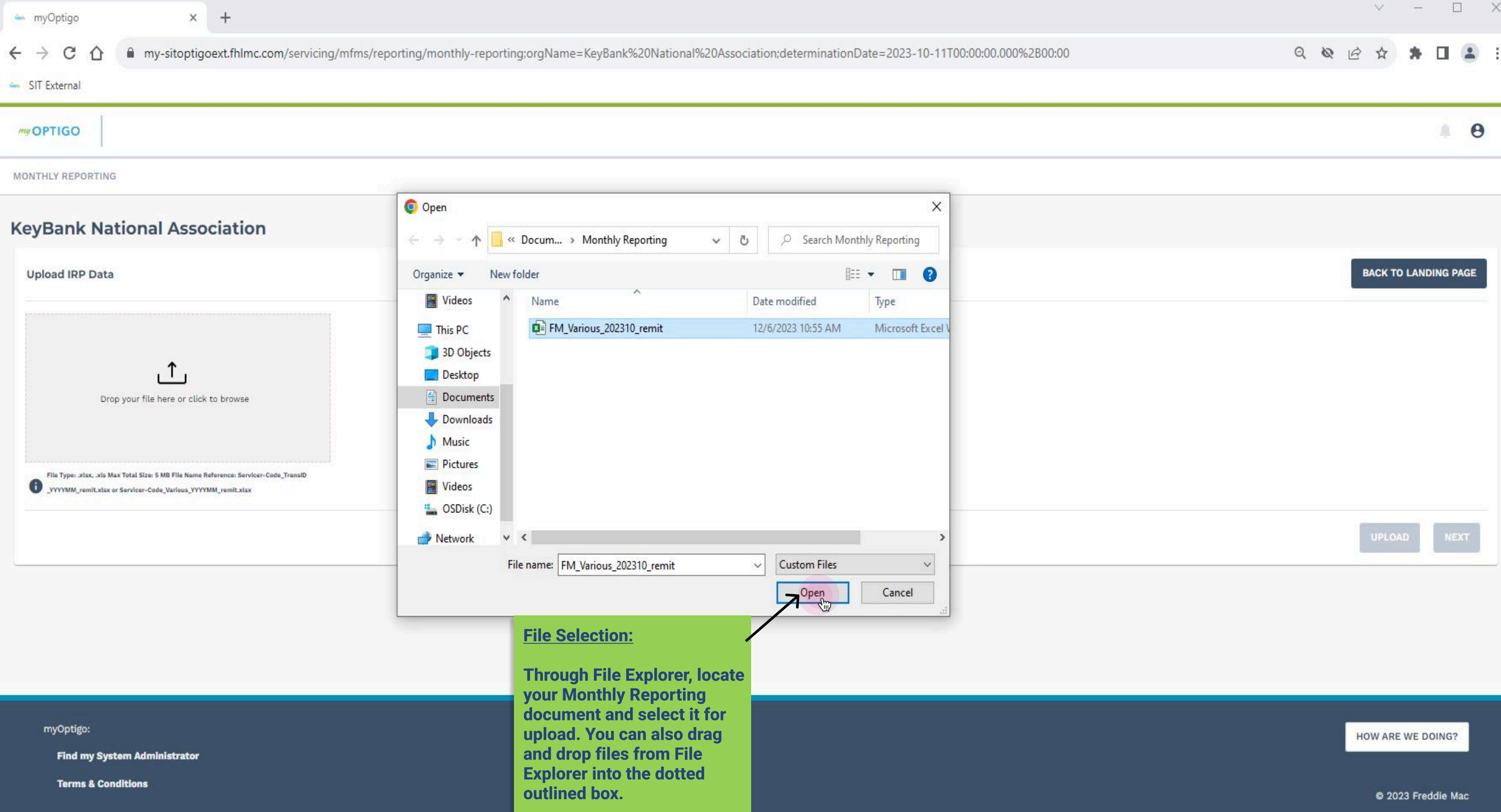


How to Attach Reporting Document:
Click inside the dotted outlined box to open File Explorer for file selection.

File Type: .xlsx, .xls Max Total Size: 5 MB File Name Reference: Servicer-Code_TransID
_YYYYMM_remit.xlsx or Servicer-Code_Various_YYYYMM_remit.xlsx

[UPLOAD](#) [NEXT](#)

*View slide **Attaching a file or files for upload** in the "Master Servicer Reporting MVP Training" PowerPoint deck for more information on how to attach files.*

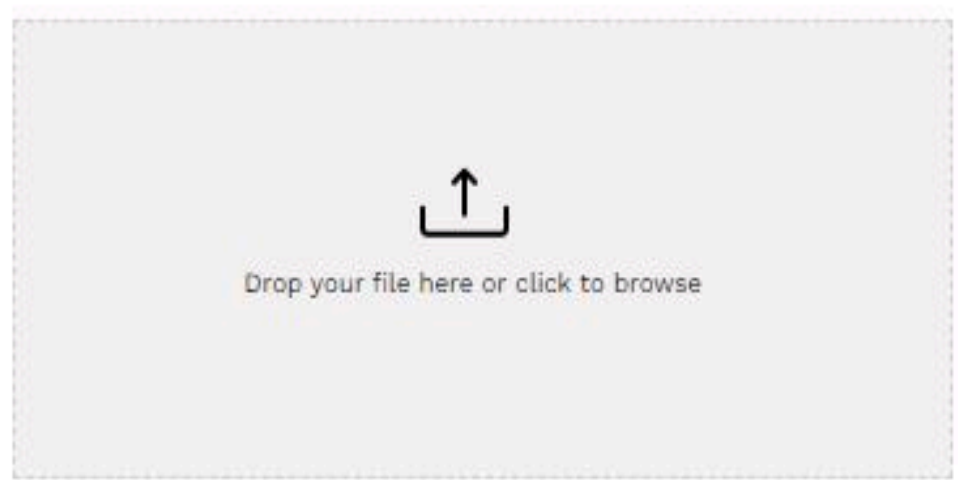


File Selection:

Through File Explorer, locate your Monthly Reporting document and select it for upload. You can also drag and drop files from File Explorer into the dotted outlined box.

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Upload IRP Data BACK TO LANDING PAGE



Now that the Monthly Reporting file is visible underneath the dotted box, you are ready to upload.

Upload Monthly Reporting File:
Click the Upload button to upload the report.

File Type: .xlsx, .xls Max Total Size: 5 MB File Name Reference: Servicer-Code_TransID
_YYYYMM_remit.xlsx or Servicer-Code_Various_YYYYMM_remit.xlsx

FM_Various_202310_remit
.xlsx | 2023-12-06 11:59:52 EST

← **File Ready for Upload:**
View that the selected file is ready for upload underneath the dotted box.

UPLOAD NEXT

MONTHLY REPORTING

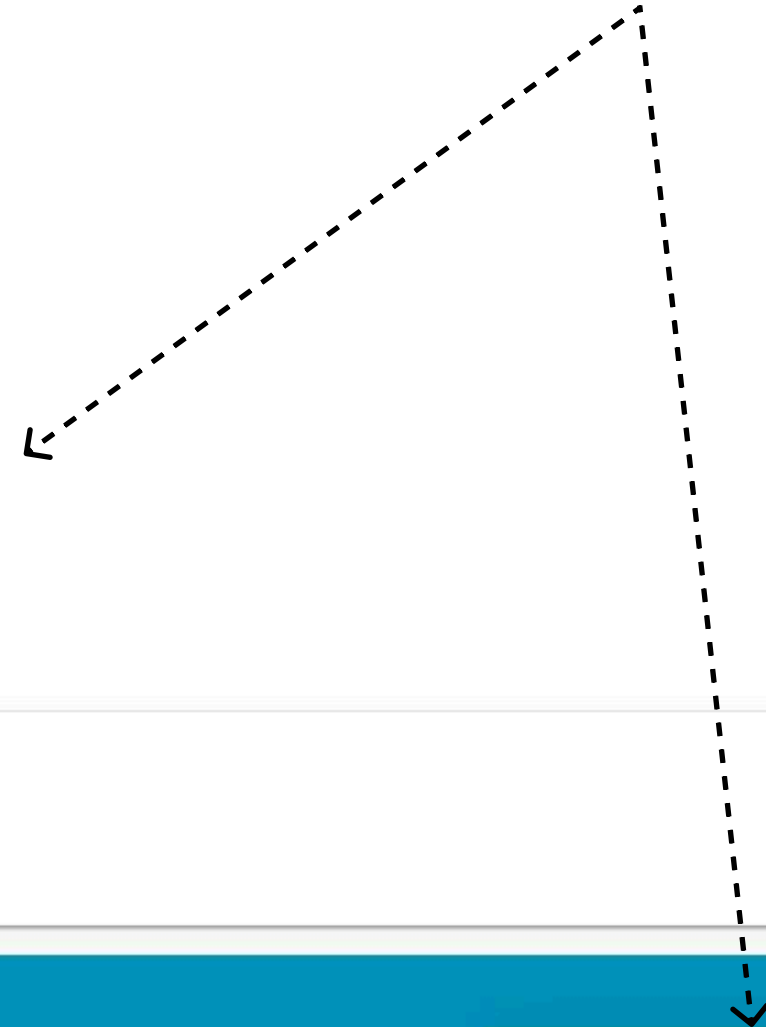
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Upload IRP Data

[BACK TO LANDING PAGE](#)



After clicking upload, the file upload will process and you will receive a green check mark next to the uploaded file and Successfully Uploaded message.



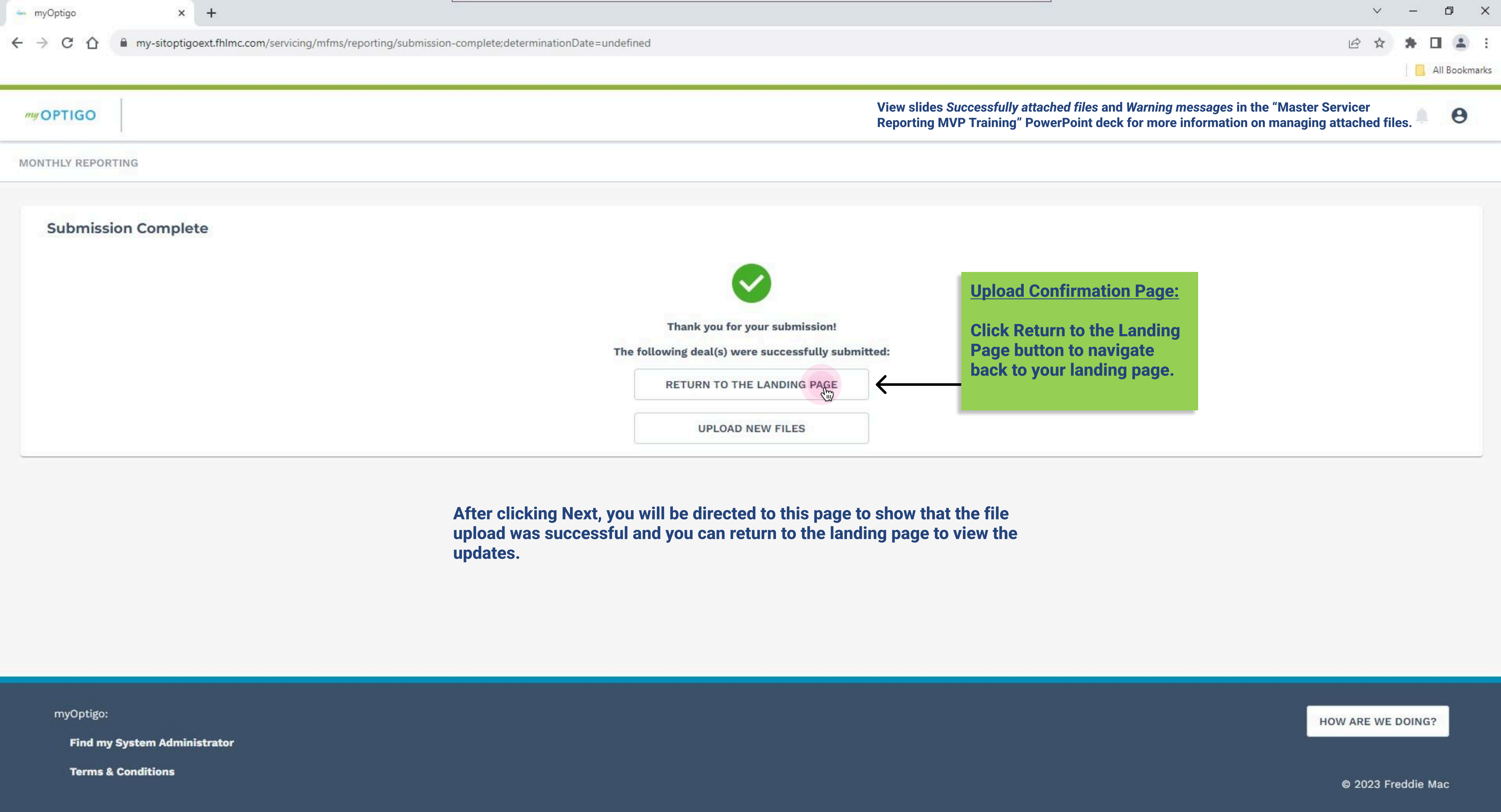
File Type: .xlsx, .xls Max Total Size: 5 MB File Name Reference: Servicer-Code_TransID
_YYYYMM_remit.xlsx or Servicer-Code_Various_YYYYMM_remit.xlsx

FM_Various_202310_remit	✓
.xlsx 2023-12-06 14:19:31 EST	

Post-Uploading Next Steps:
Click the Next button to move to the confirmation page.

[UPLOAD](#) [NEXT](#)

Files have been successfully uploaded! ✕



Submission Complete



Thank you for your submission!

The following deal(s) were successfully submitted:

RETURN TO THE LANDING PAGE

UPLOAD NEW FILES

Upload Confirmation Page:
Click Return to the Landing Page button to navigate back to your landing page.

After clicking Next, you will be directed to this page to show that the file upload was successful and you can return to the landing page to view the updates.

This is the last page of the Submit Monthly Reporting training module.

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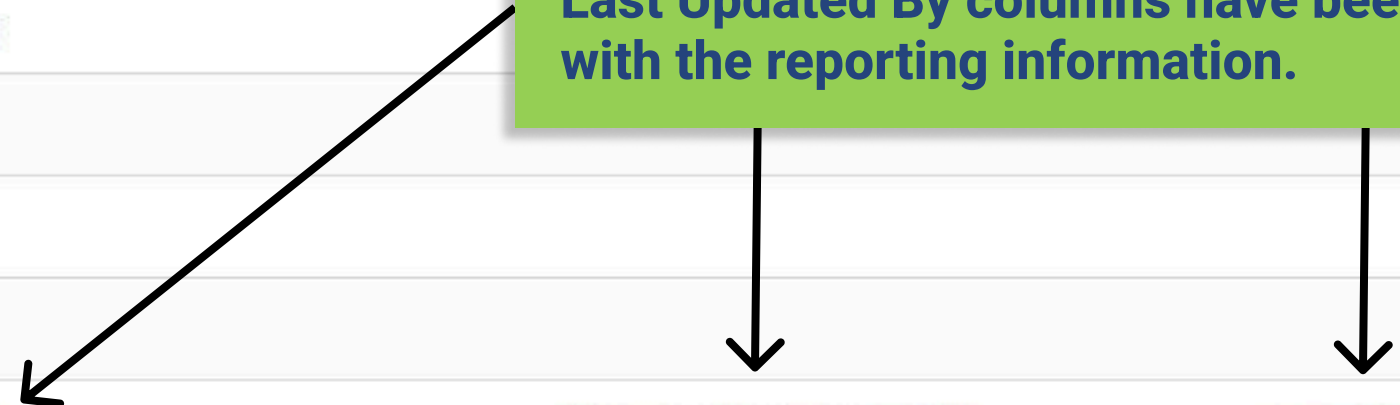
Determination Date
09/11/2023

You will now see that the Reporting Status is showing as Complete, along with the Reporting Date/Time and Last Updated By columns reflecting the reporting upload time and the user name of user who uploaded the reporting file.

SUBMIT REPORTING

DEAL	SUB-ORGANIZATION	TOTAL ACTIVE LOANS	REPORTING STATUS	REPORTING DATE/TIME	LAST UPDATED BY
> FREMF16K1235		1	● Open		
> FREMF16K1236		0	● Inactive		
> FREMF16K1234		1	● Open		
> FREMF16K1242		1	● Open		
> FREMF16K1243		0	● Inactive		
> FREMF16K1240		1	● Open		
> FREMF16K1241		1	● Open		
> FREMF16K1239		1	● Open		
▼ FREMF16K1237		1	● Complete	2023-10-30 08:52:26 EST	MF102848
	XYZ N.A	1	● Complete	2023-10-30 08:52:26 EST	MF102848
> FREMF16K1238		1	● Open		
> FREMF18SB1239		1	● Open		
> FREMF18SB1237		2	● Open		
> FREMF18SB1238		1	● Open		

Reporting Confirmation - Servicer Landing Page:
Confirm that the Reporting Status has changed to "Complete" and the Reporting Date/Time & Last Updated By columns have been updated with the reporting information.



View slide Summary of reporting submission status after validation results are displayed in the "Master Servicer Reporting MVP Training" PowerPoint deck for more information on reporting submission status and file management.



This section of the training will guide you through the Monthly Reporting - **Error Scenarios** within our myOptigo. platform.

Possible errors include:

Incorrect File Name error, File Size Limit error, Incorrect File Extension error, Incorrect Column Format error, Transaction ID error, or a data entry error.

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Accepted File Naming Conventions =

Servicer-Code_TransID _YYYYMM_remit.xlsx OR Servicer-Code_Various_YYYYMM_remit.xlsx

BACK TO LANDING PAGE

Upload IRP Data



File Type: .xlsx, .xls Max Total Size: 5 MB File Name Reference: Servicer-Code_TransID
_YYYYMM_remit.xlsx or Servicer-Code_Various_YYYYMM_remit.xlsx

Warning [X]

FM_namingError_Various_202310.xlsx - The file naming is incorrect. Please resolve and try again.

OK

UPLOAD NEXT

Incorrect Naming Convention Error:

If you receive a "file name is incorrect" error, click OK, then rename the file with the accepted naming convention and reattempt the file upload.

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Upload IRP Data BACK TO LANDING PAGE



File Type: .xlsx, .xls Max Total Size: 5 MB File Name Reference: Servicer-Code_TransID
_YYYYMM_remit.xlsx or Servicer-Code_Various_YYYYMM_remit.xlsx

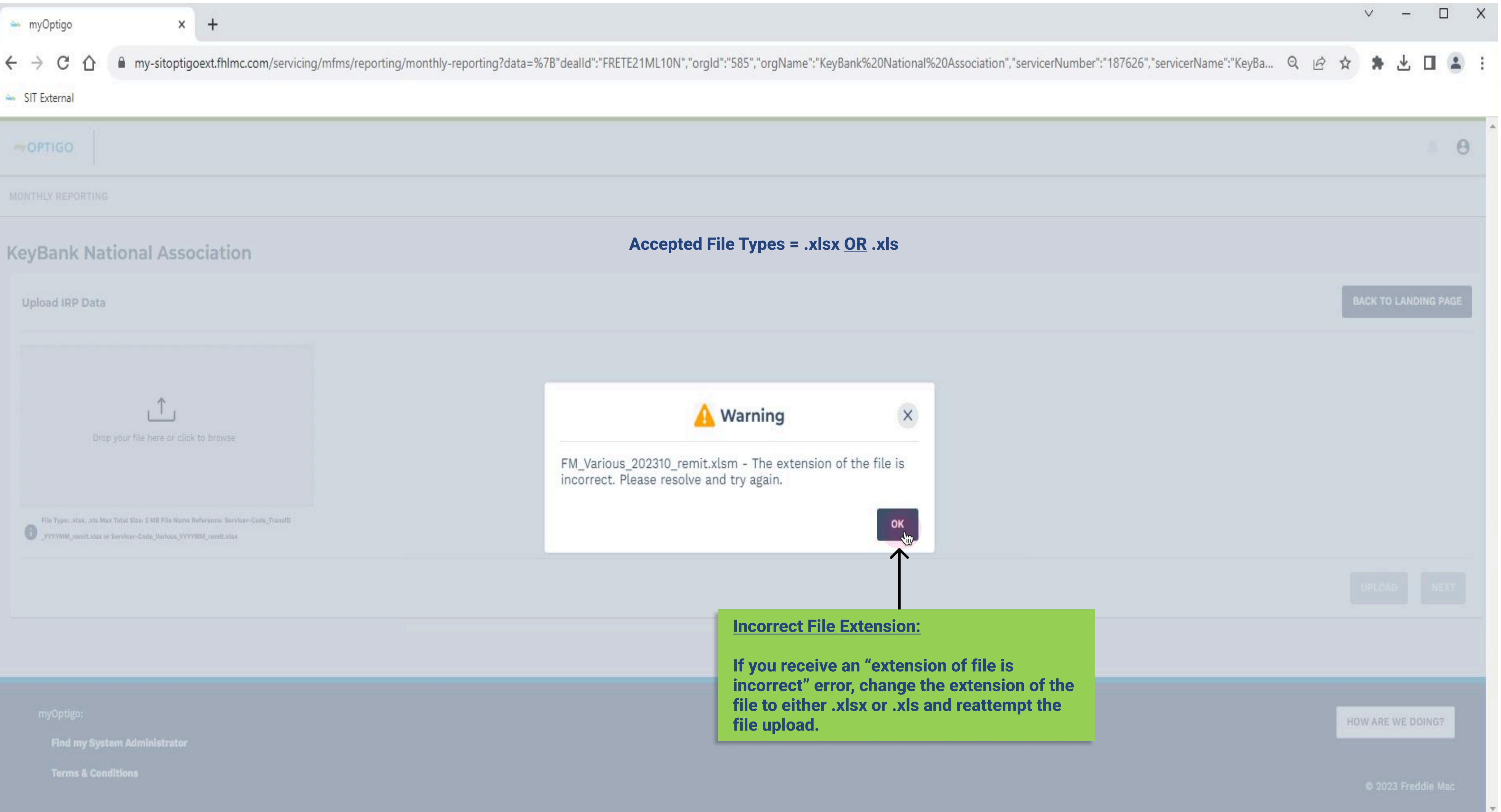
Warning ✕

FM_Various_202310_remit.xlsx - The file goes over the size limit. Please resolve and try again.

OK

UPLOAD NEXT

File Size Limit Error:
If you receive a "file goes over the size limit" error, reduce the file size by only entering in the required information and reattempt the file upload.



Accepted File Types = .xlsx OR .xls

Upload IRP Data

BACK TO LANDING PAGE



File Type: .xlsx, .xls Max Total Size: 5MB File Name Reference: Servicer-Code_TransID
_YYYYMM_remit.xlsx or Servicer-Code_Various_YYYYMM_remit.xlsx

Warning

FM_Various_202310_remit.xlsm - The extension of the file is incorrect. Please resolve and try again.

OK

UPLOAD

NEXT

Incorrect File Extension:

If you receive an "extension of file is incorrect" error, change the extension of the file to either .xlsx or .xls and reattempt the file upload.

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Upload IRP Data

BACK TO LANDING PAGE



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

FM_TransIDError_202310_remit
.xlsx | 2023-12-06 15:16:34 EST

TransID is not recognized. Please make necessary corrections and reattach the file.

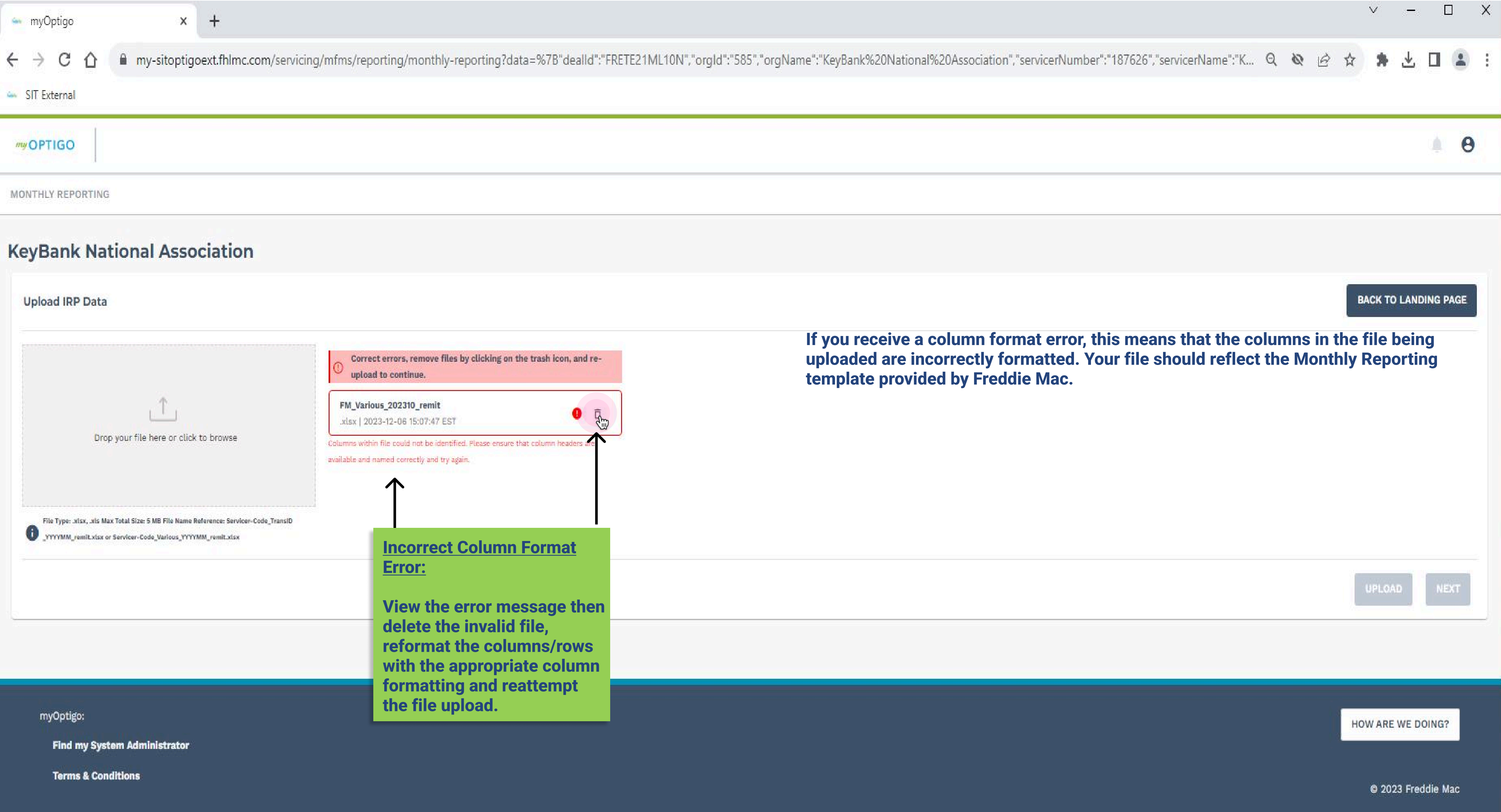
If you receive a TransID error, this means that the Transaction ID on the Monthly Reporting file being uploaded does not match the Deal that you are attempting the upload for.

File Type: .xlsx, .xls Max Total Size: 5 MB File Name Reference: Servicer-Code_TransID
_YYYYMM_remit.xlsx or Servicer-Code_Various_YYYYMM_remit.xlsx

Transaction ID Error:
View the error message then delete the invalid file, rename the file with the appropriate TransID and reattempt the file upload.

UPLOAD

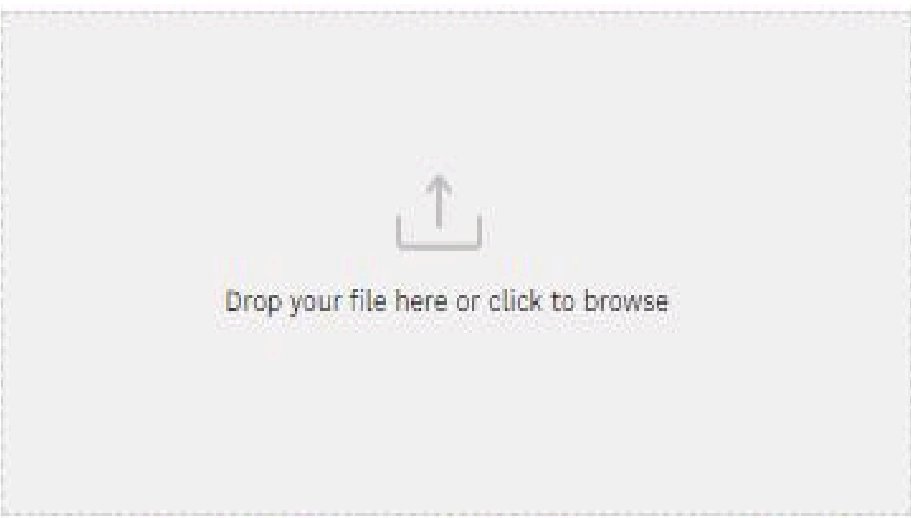
NEXT



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Upload IRP Data

[BACK TO LANDING PAGE](#)



File Type: .xlsx, .xls Max Total Size: 5 MB File Name Reference: Servicer-Code_TransID
_YYYYMM_remit.xlsx or Servicer-Code_Various_YYYYMM_remit.xlsx

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

FM_Various_202310_remit
.xlsx | 2023-12-06 15:07:47 EST

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



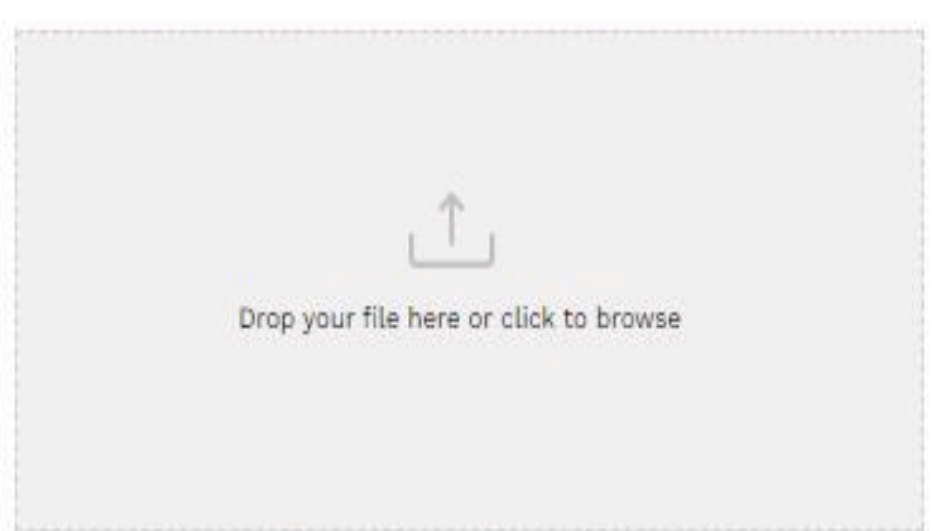
If you receive a column format error, this means that the columns in the file being uploaded are incorrectly formatted. Your file should reflect the Monthly Reporting template provided by Freddie Mac.

UPLOAD

NEXT

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Upload IRP Data BACK TO LANDING PAGE



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

FM_Various_202310_remit
.xlsx | 2023-12-06 15:27:11 EST

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

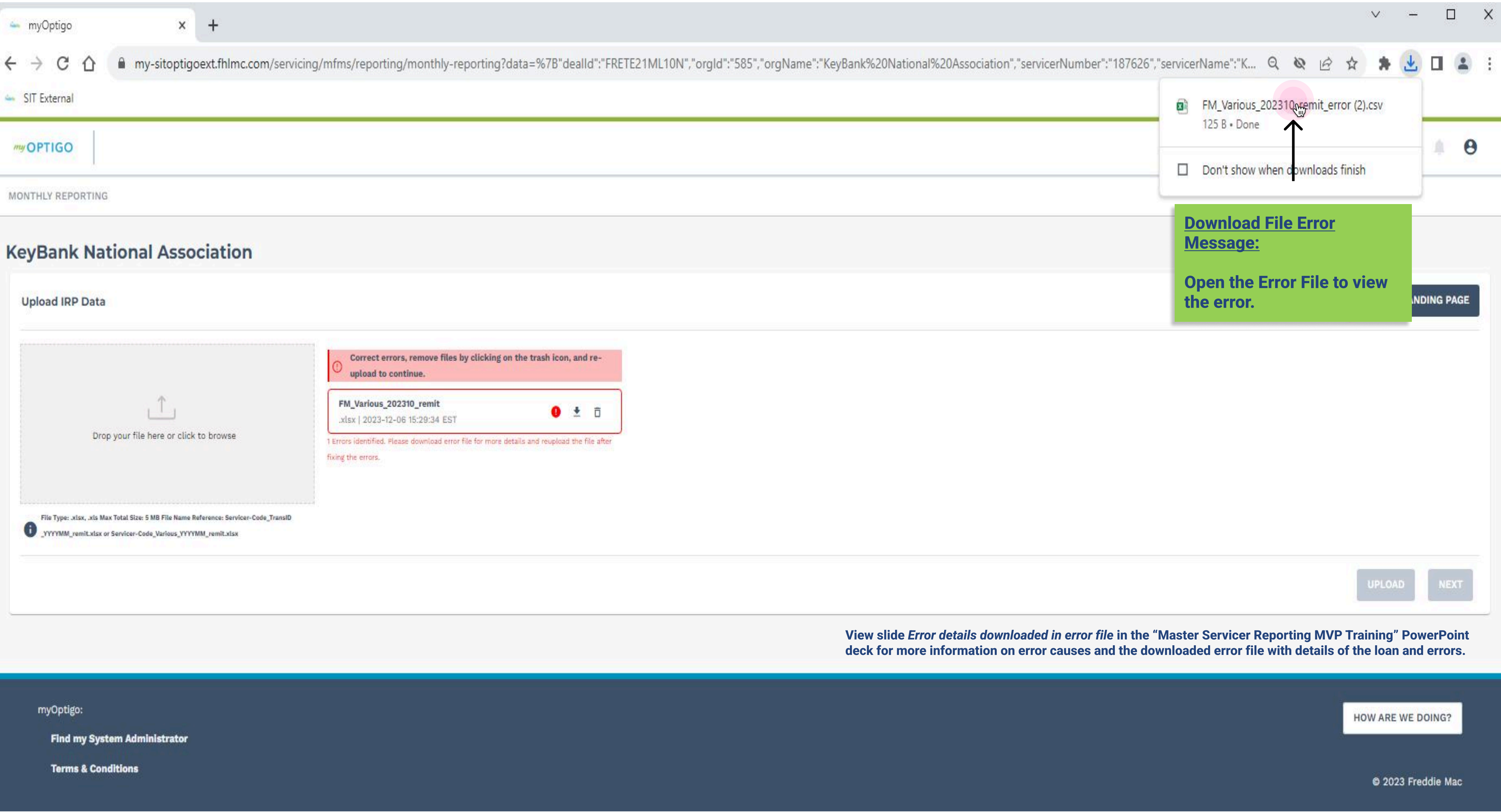
View File Error:
View the warning box and error message.

Download File Error Message:
Clicking the download icon to download the error file.

If you receive an error message after uploading the report, first view the error message, then download the Error Message File to view the file specific error message.

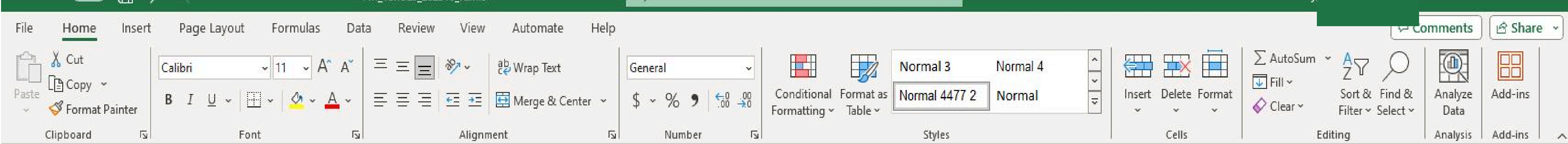
UPLOAD NEXT

View Error messages for different error scenarios slides in the "Master Servicer Reporting MVP Training" PowerPoint deck for more information on error message types.



Download File Error Message:
Open the Error File to view the error.

View slide *Error details downloaded in error file* in the "Master Servicer Reporting MVP Training" PowerPoint deck for more information on error causes and the downloaded error file with details of the loan and errors.



	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC
1	Transaction Id	FRE Loan Id	Field Name	Field Value	Message																
2	FREMF21KLU3	503003956	Loan ID	503003956	Loan ID must be populated, data must be 9 digit numbers, Duplicate loan number is not allowed, Negative value is not allowed, Loan cannot be in a deal for which reporting has already been submitted and reporting status is 'Complete,' all loans in the deal must be included in the same upload file.																
3																					
4																					
5																					
6																					
7																					
8																					
9																					
10																					
11																					
12																					
13																					
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17																					
18																					
19																					
20																					
21																					
22																					

View File Error Message:
View the file error message and resolve the error.

Click to navigate to next screen

View slide *Downloadable error file* in the "Master Servicer Reporting MVP Training" PowerPoint deck for more information on the error file columns.

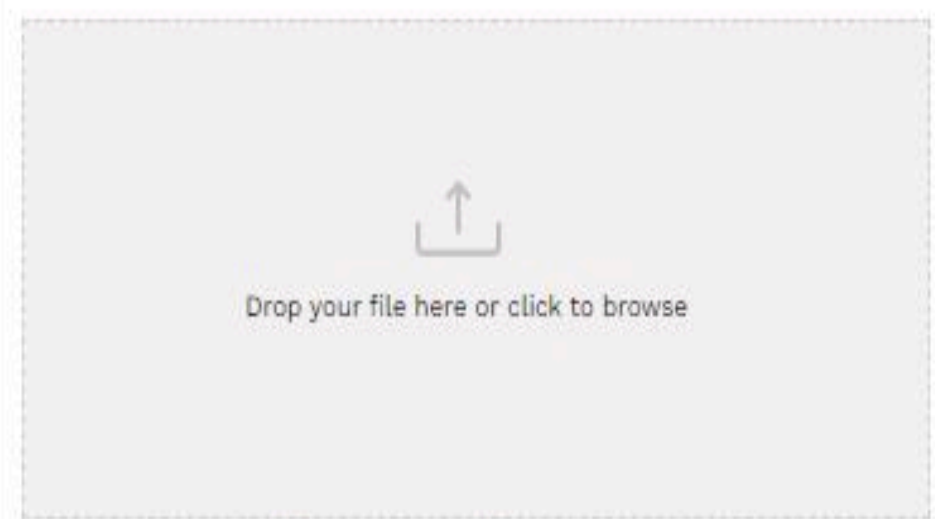
This is the last page of the How to Handle Monthly Report Uploading Error Scenarios training module.

MONTHLY REPORTING

KeyBank National Association

Upload IRP Data

[BACK TO LANDING PAGE](#)



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

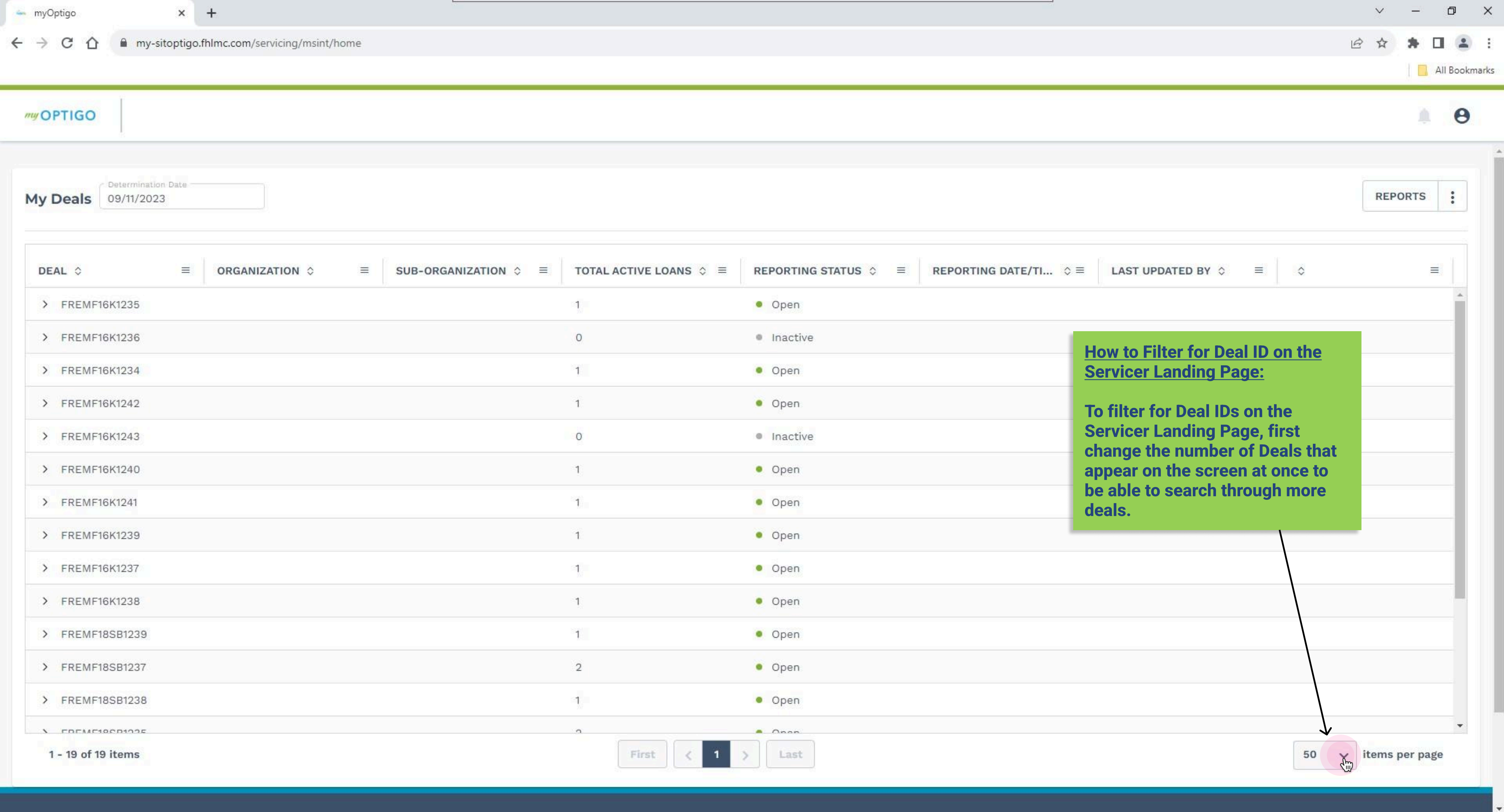
FM_Various_202310_remit .xlsx 2023-12-06 15:27:11 EST			
---	--	--	--

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

Delete Invalid File:
Click the trash can icon to remove the invalid file and reattempt the file upload.

File Type: .xlsx, .xls Max Total Size: 5 MB File Name Reference: Servicer-Code_TransID
_YYYYMM_remit.xlsx or Servicer-Code_Various_YYYYMM_remit.xlsx

[UPLOAD](#) [NEXT](#)



My Deals

Determination Date
09/11/2023

REPORTS

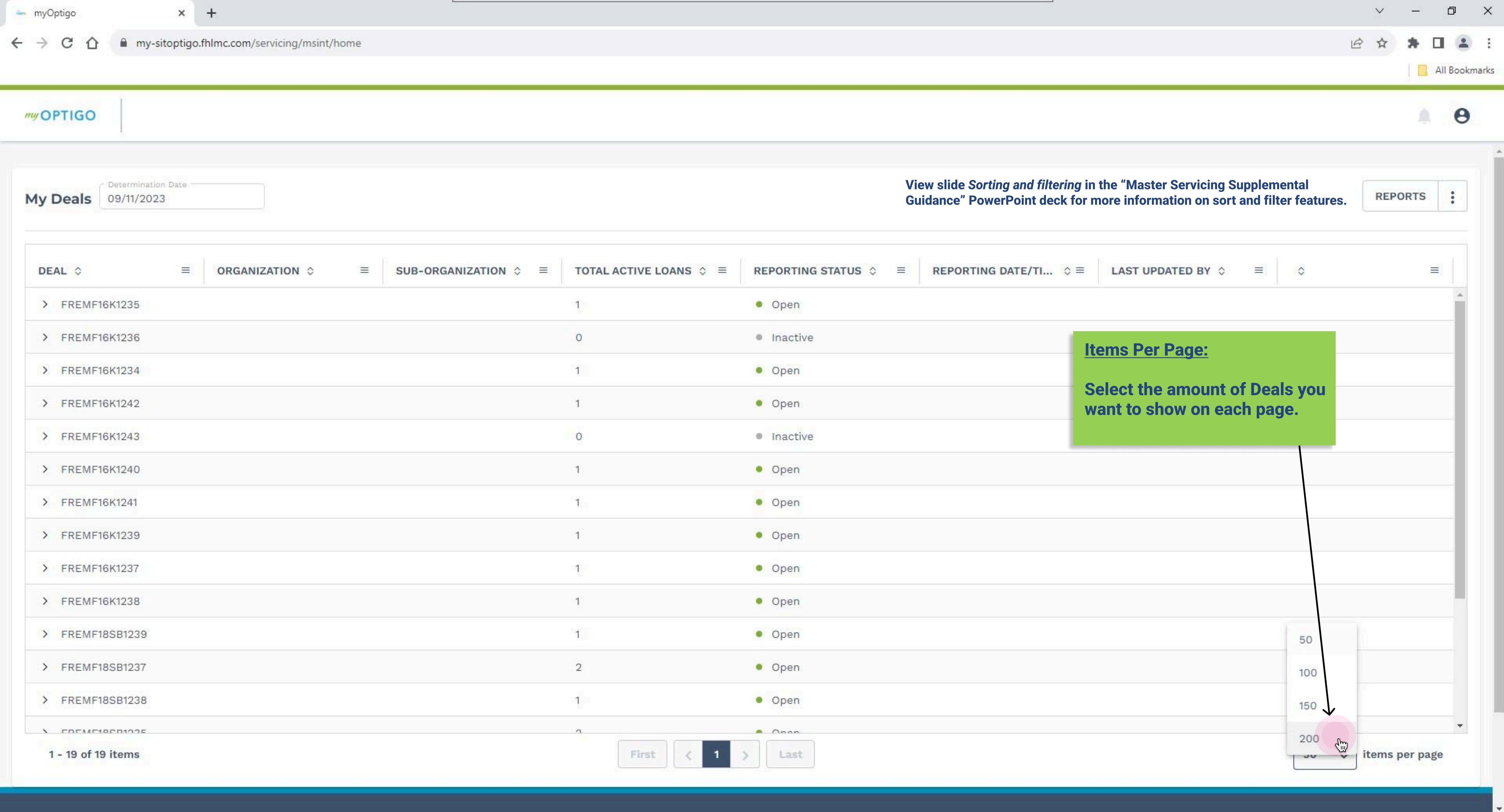
DEAL	ORGANIZATION	SUB-ORGANIZATION	TOTAL ACTIVE LOANS	REPORTING STATUS	REPORTING DATE/TI...	LAST UPDATED BY
> FREMF16K1235			1	● Open		
> FREMF16K1236			0	● Inactive		
> FREMF16K1234			1	● Open		
> FREMF16K1242			1	● Open		
> FREMF16K1243			0	● Inactive		
> FREMF16K1240			1	● Open		
> FREMF16K1241			1	● Open		
> FREMF16K1239			1	● Open		
> FREMF16K1237			1	● Open		
> FREMF16K1238			1	● Open		
> FREMF18SB1239			1	● Open		
> FREMF18SB1237			2	● Open		
> FREMF18SB1238			1	● Open		
> FREMF18SB1235			0	● Open		

How to Filter for Deal ID on the Servicer Landing Page:
To filter for Deal IDs on the Servicer Landing Page, first change the number of Deals that appear on the screen at once to be able to search through more deals.

1 - 19 of 19 items

First < 1 > Last

50 items per page



My Deals

Determination Date
09/11/2023

View slide *Sorting and filtering* in the "Master Servicing Supplemental Guidance" PowerPoint deck for more information on sort and filter features.

REPORTS

DEAL	ORGANIZATION	SUB-ORGANIZATION	TOTAL ACTIVE LOANS	REPORTING STATUS	REPORTING DATE/TI...	LAST UPDATED BY
> FREMF16K1235			1	● Open		
> FREMF16K1236			0	● Inactive		
> FREMF16K1234			1	● Open		
> FREMF16K1242			1	● Open		
> FREMF16K1243			0	● Inactive		
> FREMF16K1240			1	● Open		
> FREMF16K1241			1	● Open		
> FREMF16K1239			1	● Open		
> FREMF16K1237			1	● Open		
> FREMF16K1238			1	● Open		
> FREMF18SB1239			1	● Open		
> FREMF18SB1237			2	● Open		
> FREMF18SB1238			1	● Open		
> FREMF18SB1235			0	● Open		

Items Per Page:
Select the amount of Deals you want to show on each page.

- 50
- 100
- 150
- 200

items per page

1 - 19 of 19 items

First < 1 > Last

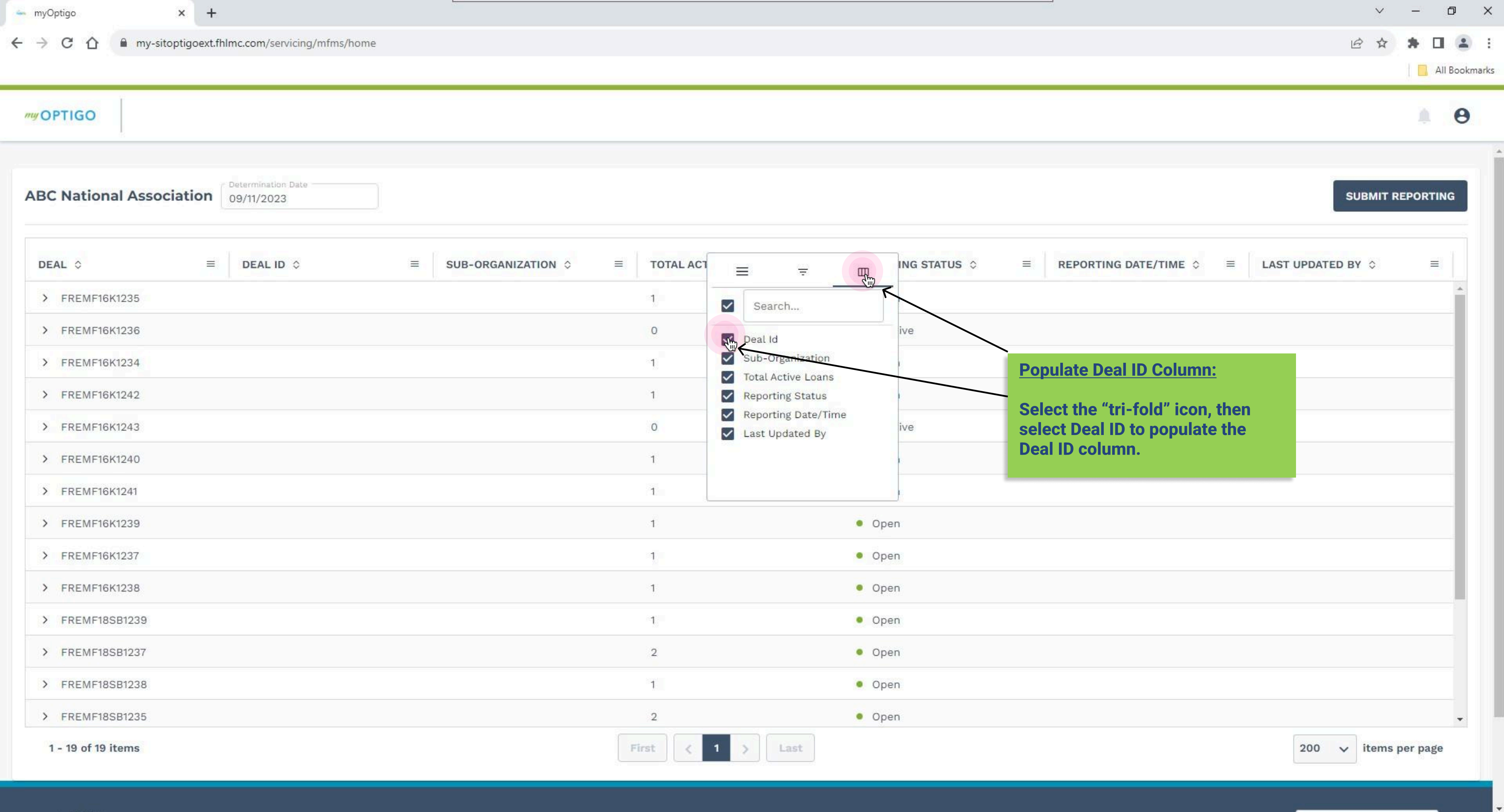
ABC National Association

Determination Date
09/11/2023

SUBMIT REPORTING

DEAL	SUB-ORGANIZATION	TOTAL ACTIVE LOANS	REPORTING STATUS	REPORTING DATE/TIME	LAST UPDATED BY
> FREMF16K1235		1	● Open		
> FREMF16K1236		0	● Inactive		
> FREMF16K1234		1	● Open		
> FREMF16K1242		1			
> FREMF16K1243		0			
> FREMF16K1240		1			
> FREMF16K1241		1	● Open		
> FREMF16K1239		1	● Open		
> FREMF16K1237		1	● Open		
> FREMF16K1238		1	● Open		
> FREMF18SB1239		1	● Open		
> FREMF18SB1237		2	● Open		
> FREMF18SB1238		1	● Open		
> FREMF18SB1235		2	● Open		

Populate Deal ID Column:
Select the "hamburger" filtering icon on any of the available columns.



ABC National Association

Determination Date
09/11/2023

SUBMIT REPORTING

DEAL	DEAL ID	SUB-ORGANIZATION	TOTAL ACTIVE LOANS	REPORTING STATUS	REPORTING DATE/TIME	LAST UPDATED BY
> FREMF16K1235			1			
> FREMF16K1236			0	ive		
> FREMF16K1234			1			
> FREMF16K1242			1			
> FREMF16K1243			0			
> FREMF16K1240			1			
> FREMF16K1241			1			
> FREMF16K1239			1	● Open		
> FREMF16K1237			1	● Open		
> FREMF16K1238			1	● Open		
> FREMF18SB1239			1	● Open		
> FREMF18SB1237			2	● Open		
> FREMF18SB1238			1	● Open		
> FREMF18SB1235			2	● Open		

Populate Deal ID Column:
Select the "tri-fold" icon, then select Deal ID to populate the Deal ID column.

ABC National Association

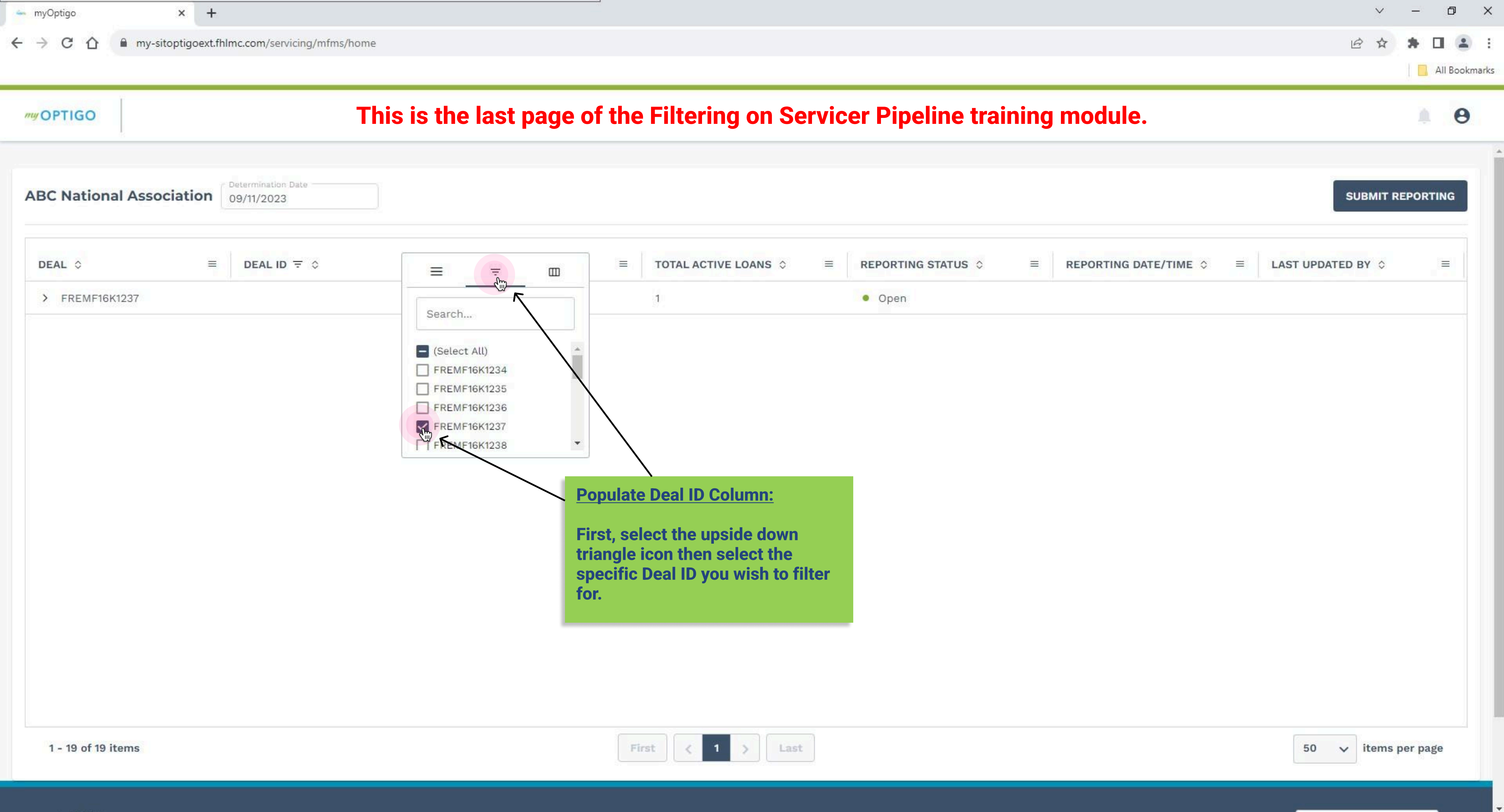
Determination Date
09/11/2023

SUBMIT REPORTING

DEAL	DEAL ID	SUB-ORGANIZATION	TOTAL ACTIVE LOANS	REPORTING STATUS	REPORTING DATE/TIME	LAST UPDATED BY
>	FREMF16K1235		1	● Open		
>	FREMF16K1236		0	● Inactive		
>	FREMF16K1234			● Open		
>	FREMF16K1242			● Open		
>	FREMF16K1243			● Inactive		
>	FREMF16K1240		1	● Open		
>	FREMF16K1241		1	● Open		
>	FREMF16K1239		1	● Open		
>	FREMF16K1237		1	● Open		
>	FREMF16K1238		1	● Open		
>	FREMF18SB1239		1	● Open		
>	FREMF18SB1237		2	● Open		
>	FREMF18SB1238		1	● Open		
>	FREMF18SB1235		0	● Open		



Populate Deal ID Column:
Click the "hamburger" icon on the Deal ID column to populate the filtering options.



This is the last page of the Filtering on Servicer Pipeline training module.

ABC National Association
Determination Date: 09/11/2023

SUBMIT REPORTING

DEAL DEAL ID TOTAL ACTIVE LOANS REPORTING STATUS REPORTING DATE/TIME LAST UPDATED BY

> FREMF16K1237 1 Open

Search...

- (Select All)
- FREMF16K1234
- FREMF16K1235
- FREMF16K1236
- FREMF16K1237
- FREMF16K1238

Populate Deal ID Column:
First, select the upside down triangle icon then select the specific Deal ID you wish to filter for.

1 - 19 of 19 items

First < 1 > Last

50 items per page