Case Processing Overview

This *FHA Connection Guide* module describes the case processing cycle, beginning with the **Case Processing** menu (Figure 1), and provides and guides you to training on using the FHA Connection’s:

- *main* case processing functions (Case Number Assignment, Appraisal Logging, and Insurance Application/HECM Insurance Application) (see **Key Case Processing Functions**)
- case processing support functions, listed in Figure 1 and discussed in **The Role of Case Processing Support Functions**
- others functions used in case processing that support Single Family Origination business processes (Figure 2) (see **Other Menus/Functions that Support Case Processing**)

Figure 1: Illustration of Case Processing menu
Key Case Processing Functions

The Case Processing menu is reached by following the path Single Family FHA > Single Family Origination > Case Processing. As shown in Figure 1 above, the Case Processing menu includes all functions necessary to process an FHA case from initial application through endorsement (FHA insurance). After a borrower applies for an FHA-insured mortgage:

• the lender gathers the information required to use the Case Number Assignment function to establish the case in HUD’s loan origination system in order to be assigned an FHA case number
• once the case number is assigned, a lender or sponsor/agent may use it to access and update existing case information during the processing cycle

Table 1: Key Case Processing Functions describes each of the functions required to bring an FHA case to endorsement, and guides you to training resources on each one.

<table>
<thead>
<tr>
<th>Function</th>
<th>Role</th>
<th>Training Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case Number Assignment</td>
<td>Establish a New Case</td>
<td>1. FHA Connection Guide: Case Number Assignment</td>
</tr>
<tr>
<td></td>
<td>Use Validate Borrower/Address for Case Number Assignment to validate the borrower and address information associated with a new case. Use Case Number Assignment to enter case-related information (categories are: General Information, As Required, Property Address, Appraiser Fields, Compliance Inspection Fields, Borrower Information).</td>
<td>2. On the Case Processing menu page (Figure 1):</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• What I Need to Know (WINK): Case Number Assignment</td>
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<td>• Processing a Mortgage tutorial</td>
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<td>3. On the Case Number Assignment menu page: WINK: Establish a New Case</td>
</tr>
<tr>
<td>Update Existing Case</td>
<td>Use Update Existing Case to correct information on a case with an assigned case number prior to endorsement of the case.</td>
<td>1. FHA Connection Guide: Case Number Assignment</td>
</tr>
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<td></td>
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<td>2. On the Case Number Assignment menu page:</td>
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<td></td>
<td></td>
<td>WINK: Update an Existing Case</td>
</tr>
<tr>
<td>Holds Tracking</td>
<td>Use Holds Tracking to monitor cases held during Case Number Assignment to determine hold reasons and borrower validation status. Also use Holds Tracking to determine if subsequent changes to borrower information, e.g., using Borrower/Address Change, passed or failed overnight borrower validation.</td>
<td>1. FHA Connection Guide: Holds Tracking</td>
</tr>
<tr>
<td></td>
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<td>2. On the Case Number Assignment menu page:</td>
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<tr>
<td></td>
<td></td>
<td>WINK: Holds Tracking</td>
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| Appraisal Logging                | Use Appraisal Logging to log, add, change, or review appraisal information in HUD’s origination system for nonendorsed cases prior to insurance processing. Required for regular direct endorsement cases, but not for most irregular cases, except for DE HECM and 203(k) Real Estate Owned (REO) cases. If the case requires an appraisal, Appraisal Logging must be processed before submitting the insurance application. After a case is endorsed for insurance, appraisal information is view-only. | 1. FHA Connection Guide: Appraisal Logging  
2. On the Case Processing menu page (Figure 1):  
   - WINK: Appraisal Logging  
   - Processing a Mortgage tutorial |
| Insurance Application            | Use Insurance Application to add, review, or change insurance application information for a case prior to endorsement. For the Lender Insurance (LI) program participants, Insurance Application is also used to endorse a case (excluding HECM cases). | 1. FHA Connection Guide: Endorsing a Single Family FHA Case  
2. On the Case Processing menu page (Figure 1):  
   - WINK: Insurance Application  
   - Processing a Mortgage tutorial |
| HECM Insurance Application       | Use HECM Insurance Application to add, review, or change insurance application information for a HECM case (including HECM refinance). | 1. FHA Connection Guide: HECM Insurance Application  
2. On the Case Processing menu page (Figure 1):  
   - WINK: HECM Insurance Application  
   - Processing a Mortgage tutorial |

The Role of Case Processing Support Functions

The Case Processing menu includes case processing support functions that assist in information input, retrieval, and update in the FHA case processing cycle. For a listing of case processing support functions, refer to Figure 1. For training on the case processing support functions, refer to:


Other Menus/Functions that Support Case Processing

The FHA Approval Lists menu is reached by following the path Single Family FHA > Single Family Origination > FHA Approval Lists. The FHA Approval Lists menu (Figure 2) and its functions provide/support:

- the ability to query HUD’s official information lists, e.g., Appraisers
• access to databases outside of HUD, e.g., the GSA Lists link to the General Services Administration’s Excluded Parties List System (EPLS) (database of parties excluded from receiving federal contracts, certain subcontracts, or certain types of federal financial and nonfinancial assistance and benefits).

• lookup interfaces from other FHA Connection functions, e.g., Case Number Assignment. This lets you query FHA Approval Lists without exiting the page you are on. Use the lookup icon next to a field to find information to enter in that field as you work in a specific function. See the FHA Connection Guide module: Using the FHA Connection for additional information regarding available user aids.

Training on FHA Approval Lists functions is available in the:


• WINK modules located adjacent to the following functions’ links: 203k Consultants, Appraisers, Condominiums, Inspectors, and Underwriters (Figure 2)

• Quick Start Guide’s Functions Defined section (select Single Family Origination\FHA Approval Lists) at https://entp.hud.gov/qckstart/funcfha.cfm