

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**)

The screenshot shows the 'Case Processing' menu on the FHA Connection website. The menu is organized into two main sections: 'Main case processing functions' and 'Case processing support functions'. The 'Main case processing functions' section includes Case Number Assignment, Appraisal Logging, Insurance Application, and HECM Insurance Application. The 'Case processing support functions' section includes a long list of functions such as Appraiser Reassignment, Borrower/Address Change, CAIVRS Authorization, Case Query, Case Transfer, Conditional Commitment, Electronic Binder Additions Upload, Electronic Case Binder Upload, Escrow Closeout, Firm Commitment, Inspector Assignment, MIC/NOR List, MIP Calculator, Mortgage Credit Reject, Mortgage Insurance Certificate, Notice of Return, Post-endorsement Borrower SSN Correction, Refinance Authorization, and Refinance Credit Query. A 'Tutorial' link for 'Processing a Mortgage for FHA Insurance' and a 'What I Need to Know' button are also visible. A callout box on the left points to the 'What I Need to Know' button, and another callout box on the right points to the 'Tutorial' link.

Function-specific *What I Need to Know* modules (quick tips, illustrated procedures)

Case Processing

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Single Family Origination > Case Processing

Case Number Assignment

Appraisal Logging

Insurance Application

HECM Insurance Application

Main case processing functions

Processing a Mortgage for FHA Insurance Tutorial

What I Need to Know

Appraiser Reassignment

Borrower/Address Change

CAIVRS Authorization

Case Query

Case Transfer

Conditional Commitment

Electronic Binder Additions Upload

Electronic Case Binder Upload

Escrow Closeout

Firm Commitment

Inspector Assignment

MIC/NOR List

MIP Calculator

Mortgage Credit Reject

Mortgage Insurance Certificate

Notice of Return

Post-endorsement Borrower SSN Correction

Refinance Authorization

Refinance Credit Query

Binder Selection

Case processing support functions

HSG/FHA Home Page | HUD Single Family Housing Page
HUD Multifamily Housing Page | HUDCLIPS | Lenders Information | Mortgagee Letters

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 1: Key Case Processing Functions

Function		Role	Training Resources
Case Number Assignment	Establish a New Case	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).	<ol style="list-style-type: none"> 1. FHA Connection Guide: Case Number Assignment 2. On the Case Processing menu page (Figure 1): <ul style="list-style-type: none"> • What I Need to Know (WINK): Case Number Assignment • Processing a Mortgage tutorial 3. On the Case Number Assignment menu page: WINK: Establish a New Case
	Update Existing Case	Use Update Existing Case to correct information on a case with an assigned case number prior to endorsement of the case.	<ol style="list-style-type: none"> 1. FHA Connection Guide: Case Number Assignment 2. On the Case Number Assignment menu page: WINK: Update an Existing Case
	Holds Tracking	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.	<ol style="list-style-type: none"> 1. FHA Connection Guide: Holds Tracking 2. On the Case Number Assignment menu page: WINK: Holds Tracking

Table 1: Key Case Processing Functions

Function	Role	Training Resources
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.	<ol style="list-style-type: none"> 1. FHA Connection Guide: Appraisal Logging 2. On the Case Processing menu page (Figure 1): <ul style="list-style-type: none"> • 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).	<ol style="list-style-type: none"> 1. FHA Connection Guide: Endorsing a Single Family FHA Case 2. On the Case Processing menu page (Figure 1): <ul style="list-style-type: none"> • 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).	<ol style="list-style-type: none"> 1. FHA Connection Guide: HECM Insurance Application 2. On the Case Processing menu page (Figure 1): <ul style="list-style-type: none"> • 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:

- **FHA Connection Guide's Case Processing Support Functions** module at https://entp.hud.gov/pdf/mp_sfo06_csprocfnct.pdf
- **Quick Start Guide's Functions Defined** section (select Single Family Origination\Case Processing) at <https://entp.hud.gov/gckstart/funcpr.cfm>.

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:

- **FHA Connection Guide’s FHA Approval Lists** module at https://entp.hud.gov/pdf/mp_sfo07_fha.pdf
- **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/gckstart/funcfha.cfm>

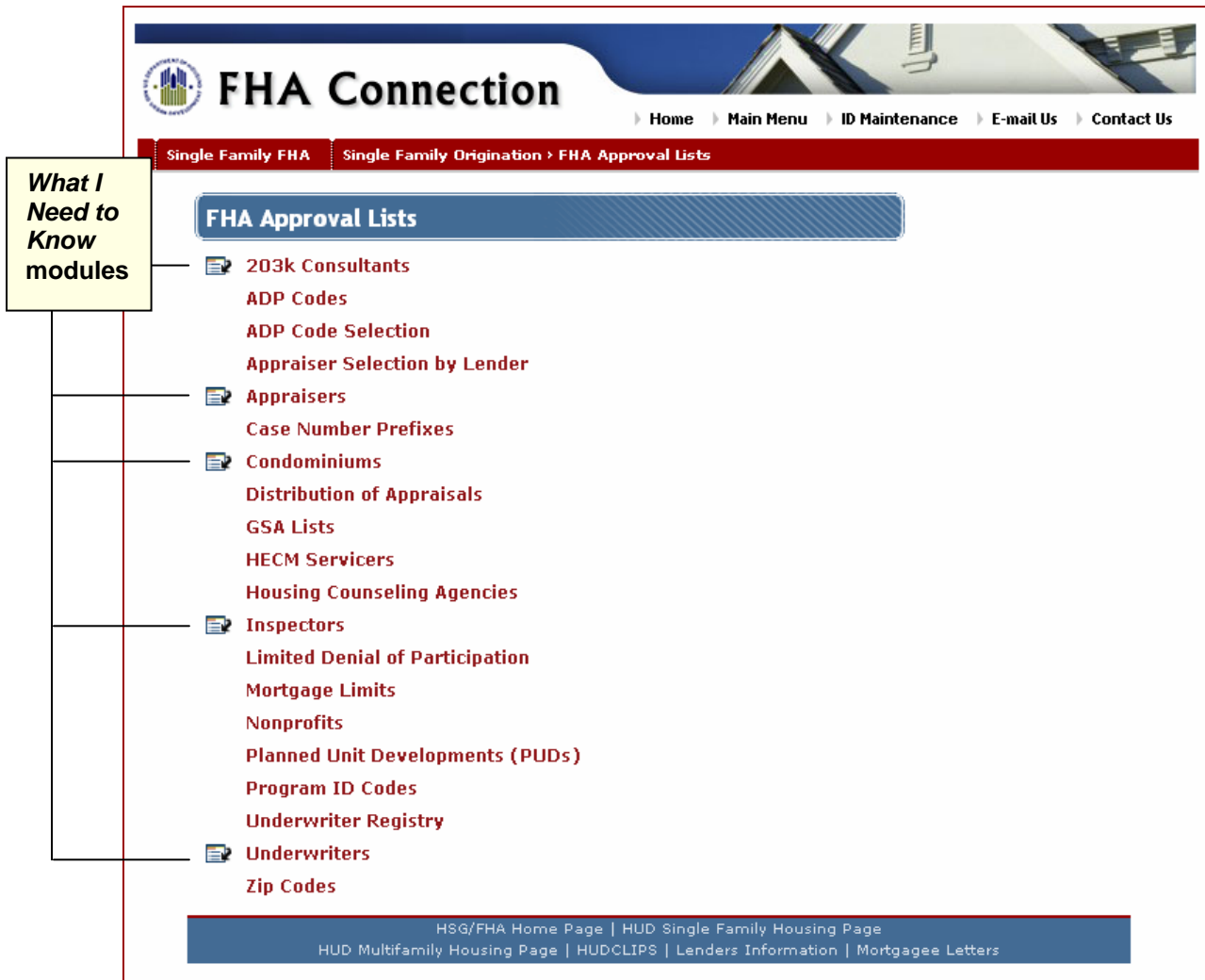


Figure 2: Illustration of FHA Approval Lists menu