

Ginnie Mae Central (GMC) Compliance & Monitoring (C&M) User Manual

U.S. Department of Housing and Urban
Development (HUD)

Ginnie Mae, Office of Issuer & Portfolio Management
Prepared by Deloitte

Version 2



Application Details

Application Information	Description
Application Name	Ginnie Mae Central
Application Acronym	GMC
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Ginnie Mae Application Owner	Marcus Valentine
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Document History

Version	Date of the Document	Author (Last Name, First Name)	Entity (Company or Department Author Represents)	Revision Description
1	10/16/2023	Rayes, Leith	Deloitte	First draft of GMC C&M User Manual
2	3/25/2024	Rayes, Leith	Deloitte	Updated to include enhancement functionality (RSA token)

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1 INTRODUCTION

This manual is written to provide instructions on how to use the Ginnie Mae Central (GMC) Compliance & Monitoring (C&M) module. Issuers and Document Custodians will utilize the GMC C&M module to submit requested documentation required for Ginnie Mae to perform a compliance reviews in accordance with Ginnie Mae Guide 5500.3, as amended.

Below are links that address common topics that pertain to the Ginnie Mae Central C&M module.

- How to [Register for an Account in MyGinnieMae](#)
- Refer to the [MyGinnieMae Getting Started Manual](#) for System Prerequisites
- [Accessing the Ginnie Mae Central](#)
- [MGM Portal Dictionary](#)

1.1 Application Overview

The Ginnie Mae Central C&M module is an application in MyGinnieMae used by Issuers and Document Custodians to submit required documentation, respond to requests, and upload Finding Resolution Plans (FRPs) related to compliance reviews of Ginnie Mae's Mortgage-Backed Securities (MBS) program guidelines.

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1.2 Business Workflow

The high-level Business Workflow of the GMC C&M module is shown in Figure 1 below:

Figure 1: C&M Module Workflow

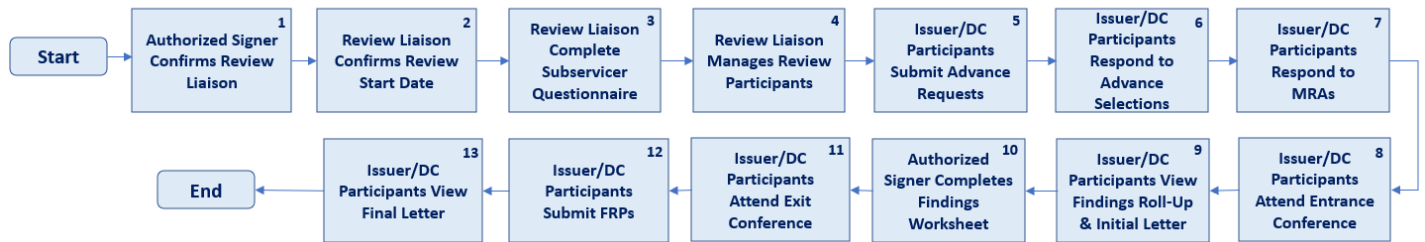


Table 1: C&M Process Description

Step	Description	User	Review Phase	QRC #
1	Once Ginnie Mae schedules a review, the Issuer's / Document Custodian's Authorized Signer receives an email notifying them to assign the Review Liaison for the upcoming review.	Authorized Signer	Scheduled	QRC-GMC-CM:1.0, QRC-GMC-CM-DC:1.0
2	Once assigned, the Review Liaison will view the initially proposed start date and either confirm or request an alternative. For Issuers, the Review Liaison <i>may</i> also add Subservicer (s) to the review, if applicable.	Review Liaison	Scheduled	QRC-GMC-CM:2.0, QRC-GMC-CM-DC:2.0
3*	IF the Issuer uses a Subservicer, the Review Liaison will be required to complete the Subservicer Questionnaire.	Review Liaison	Scheduled	QRC-GMC-CM:3.0
4	The Review Liaison may add participants to the review. To be added as a participant, users must be registered in MyGinnieMae and assigned the necessary GMC C&M role by the Issuer's Org Admin.	Review Liaison	Planning	QRC-GMC-CM:4.0, QRC-GMC-CM-DC:3.0
5	Once the Review Team sends the Advance Package, Issuer / DC Participants are required to respond by uploading the requested documentation.	Issuer/DC Participant (Authorized Signer, Review Liaison, Basic User)	Advance	QRC-GMC-CM:5.0, QRC-GMC-CM-DC:4.0
6	Once Ginnie Mae makes Advance Selections, Issuer / DC Participants are required to respond.	Issuer/DC Participant	Advance	QRC-GMC-CM:6.0, QRC-GMC-CM-DC:5.0
7	If Ginnie Mae logs Matters Requiring Attention (MRA), the Issuer / DC Participant must respond.	Issuer/DC Participant	Planning – Remediation	QRC-GMC-CM:7.0, QRC-GMC-CM-DC:6.0
8	Once the Review Team logs the Entrance Conference details, Issuer / DC Participants may view them on the Entrance Conference tab.	Issuer/DC Participant	In-Review	QRC-GMC-CM:8.0, QRC-GMC-CM-DC:7.0

9	Issuer / DC Participants can view findings logged by the Review Team.	Issuer/DC Participant	In-Review	QRC-GMC-CM:9.0, QRC-GMC-CM-DC:8.0
10	Once the Initial Letter is generated, the Authorized Signer will receive an email to complete the Findings Worksheet.	Authorized Signer	In-Review	QRC-GMC-CM:10.0, QRC-GMC-CM-DC:9.0
11	Once the Review Team logs the Exit Conference details, Issuer / DC Participants may view them on the Exit Conference tab.	Issuer/DC Participant	Remediation	QRC-GMC-CM:11.0, QRC-GMC-CM-DC:10.0
12	Issuer / DC Participants must submit Finding Resolution Plans (FRPs) for all open findings.	Issuer/DC Participant	Remediation	QRC-GMC-CM:12.0, QRC-GMC-CM-DC:11.0
13	Once all Findings are mitigated and the Review is closed, Issuer / DC Participants can view and download the Final Letter.	Issuer/DC Participant	Closed	QRC-GMC-CM:13.0, QRC-GMC-CM-DC:12.0

*Only applicable to Issuers

2 USING THE APPLICATION

2.1 Navigating the C&M Homepages

Figure 2: C&M Issuer Homepage

ID	Review Type	Scope Type	Status	Start Date	Test Month	Review Lead	Review Liaison	Location
999000185	Compliance	Expanded	In Review	9/29/2023	June 2023	review user12	julius signer	Remote

- **Tasks:** The panel on the left-hand side will display any review workflow tasks available to the user (i.e., Assign Review Liaison, Confirm Review Start Date, etc.).
- **Current Review Banner:** The banner across the top of the page will display the current review (if applicable) and corresponding details (Start Date, Scope Type, Test Month, Location).
- **My Company Reviews:** This grid will display all C&M reviews conducted on the Issuer.
- **View Company Profile:** This will display the Issuer's profile, including key information.

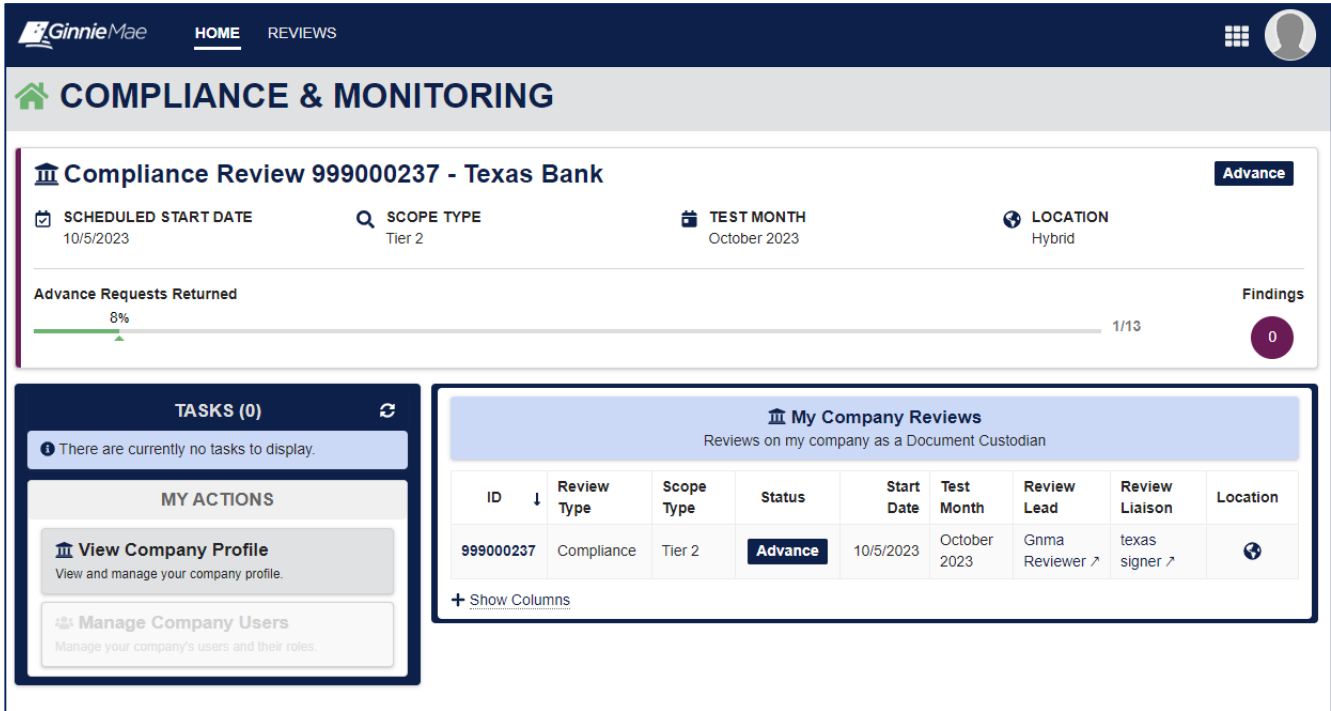
Figure 3: Subservicer Homepage

The screenshot displays the GinnieMae Subservicer Homepage. At the top, there is a navigation bar with 'HOME' and 'REVIEWS' tabs, and a user profile icon. Below this is a 'COMPLIANCE & MONITORING' header. The main content area features a 'Compliance Review 999000260 - Julius Mortgage' banner with an 'Advance' button. Below the banner, there are four filters: 'SCHEDULED START DATE' (10/4/2023), 'SCOPE TYPE' (Expanded), 'TEST MONTH' (July 2023), and 'LOCATION' (Remote). A progress bar shows 'Advance Requests Returned' at 0% (0/40) and 'Findings' at 0. On the left, a 'TASKS (0)' panel indicates no tasks are currently displayed, and a 'MY ACTIONS' panel includes a 'View Company Profile' button. The main content is divided into two grids: 'My Company Reviews' (Reviews where my company is the main Issuer) and 'My Subservicer Reviews' (Reviews where my company is the Subservicer). The 'My Subservicer Reviews' grid contains one entry for ID 999000330, which is a Compliance review for Julius Mortgage (12321) with an 'Advance' status. The grid columns include ID, Subject, Review Type, Scope Type, Status, Start Date, Test Month, Review Lead, Sub-Review POC, and Location.

ID	Subject	Review Type	Scope Type	Status	Start Date	Test Month	Review Lead	Sub-Review POC	Location
999000330	Julius Mortgage (12321)	Compliance	Expanded	Advance	10/4/2023	July 2023	review user12	kellog basic	

- **Tasks:** The panel on the left-hand side will display any review workflow tasks available to the user (i.e., Assign Review Liaison, Confirm Review Start Date, etc.).
- **Current Review Banner:** The banner across the top of the page will display the current review (if applicable) and corresponding details (Start Date, Scope Type, Test Month, Location).
- **My Company Reviews:** This grid will display all C&M reviews conducted on the Issuer.
- **My Subservicer Reviews:** This grid will display all C&M reviews conducted where the Issuer served as a Subservicer.
- **View Company Profile:** This will display the Issuer’s profile, including key information.

Figure 4: Document Custodian Homepage



- **Tasks:** The panel on the left-hand side will display any review workflow tasks available to the user (i.e., Assign Review Liaison, Confirm Review Start Date, etc.).
- **Current Review Banner:** The banner across the top of the page will display the current review (if applicable) and corresponding details (Start Date, Scope Type, Test Month, Location).
- **My Company Reviews:** This grid will display all C&M reviews conducted on the Document Custodian.
- **View Company Profile:** This will display the Document Custodian’s profile, including key information.

2.2 Review Milestones

A Compliance & Monitoring (C&M) review includes multiple milestones, users are required to complete actions to move the review through each milestone. Table 2 defines each review milestone in further detail.

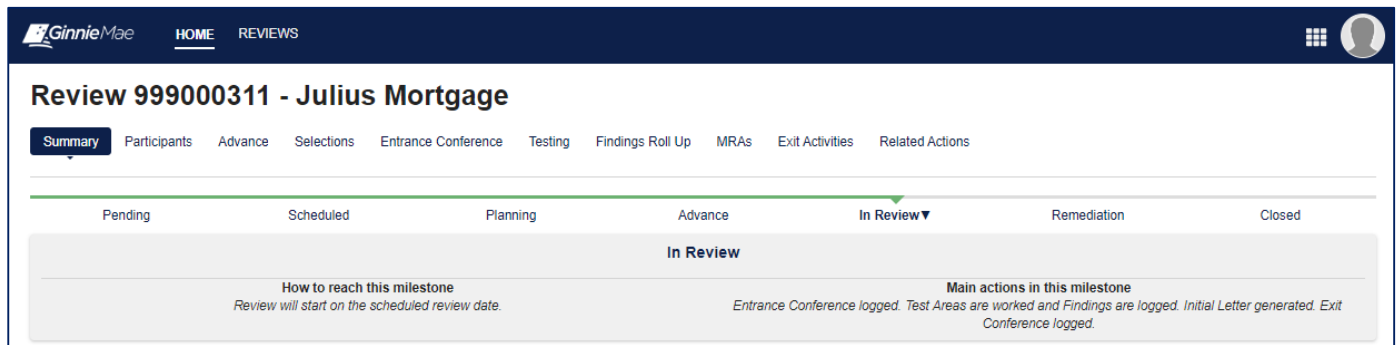
Table 2: C&M Review Milestones

Review Milestone	How to Reach This Milestone	Main Actions in This Milestone
Pending	Review has been added to a future quarter's Itinerary. Review Lead added by Advance Manager. Authorized Signers confirm Review Liaison.	Review Liaison and Advance Manager agree on a scheduled start date.

Scheduled	Review Liaison and Advance Manager agree on a scheduled start date.	Review Liaison completes the Subservicer Questionnaire (if applicable). Review Lead and Review Liaison can manage participants.
Planning	Review Liaison completes the Subservicer Questionnaire (if applicable).	Review Lead sends the Advance Package.
Advance	Review Lead sends the Advance Package.	Review Liaison responds to the Advance Questionnaire. Address Advance Requests and Advance Selections.
In Review	Review will start on the scheduled review date.	Entrance Conference logged. Test Areas are worked and Findings are logged. Initial Letter generated. Exit Conference logged.
Remediation	Authorized Signer completes the Findings Worksheet. Review Lead confirms the move into Remediation.	Findings Resolution Plans are worked and reviewed.
Closed	Final Letter generated and review closed out.	No further actions can be taken on this review.

The application is intuitively designed to enable Issuers, Subservicers, and Document Custodians to progress through the review workflow. A user can view the review progress bar on the Summary tab of the review record, as seen in Figure 5. Each milestone name, once selected, will display instructions to the user on the major actions required to reach it.

Figure 5: Review Milestone Bar



2.3 Review Tabs

Review tabs (Summary, Participants, Advance, Selections, etc..) will become available as the review progresses throughout the workflow. The application screenshots below will depict which tabs each user should see on the review record during each milestone status.

Figure 6: Review Record - Pending



Figure 7: Review Record - Scheduled

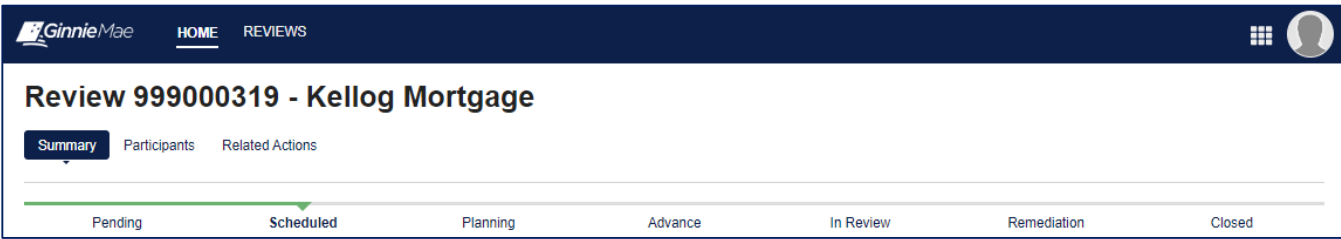


Figure 8: Review Record - Planning

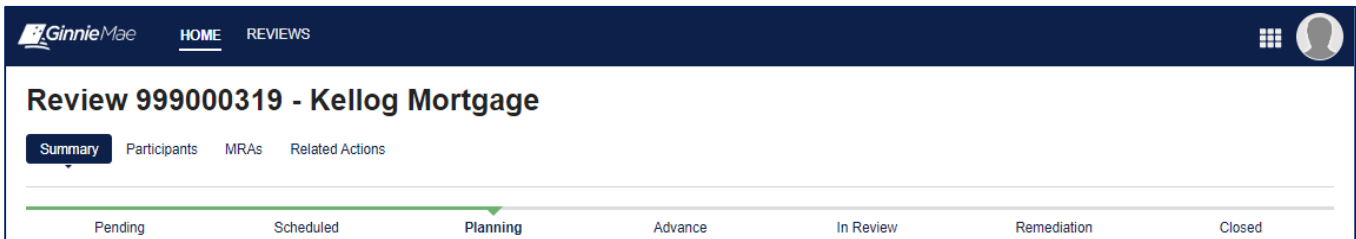


Figure 9: Review Record - Advance

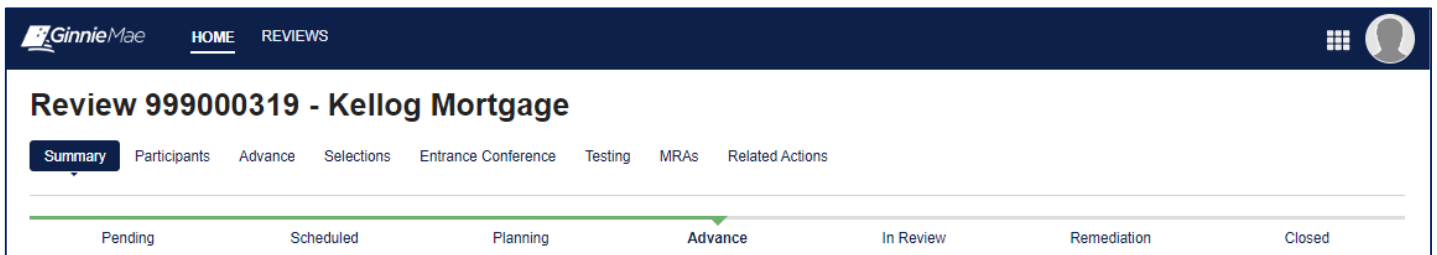


Figure 10: Review Record - In Review

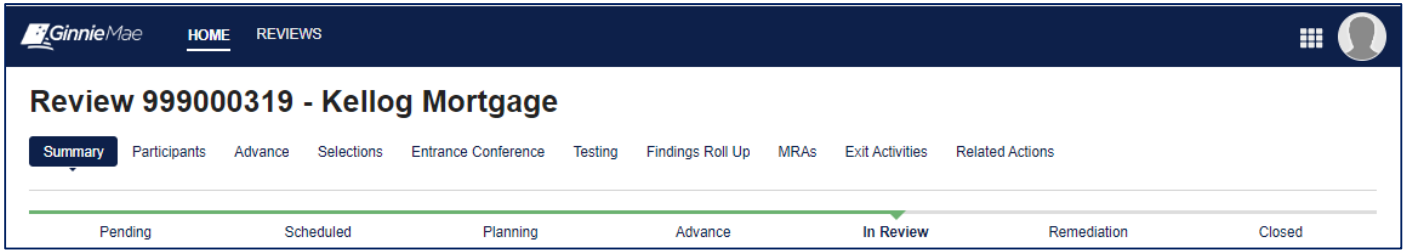


Figure 11: Review Record - Remediation

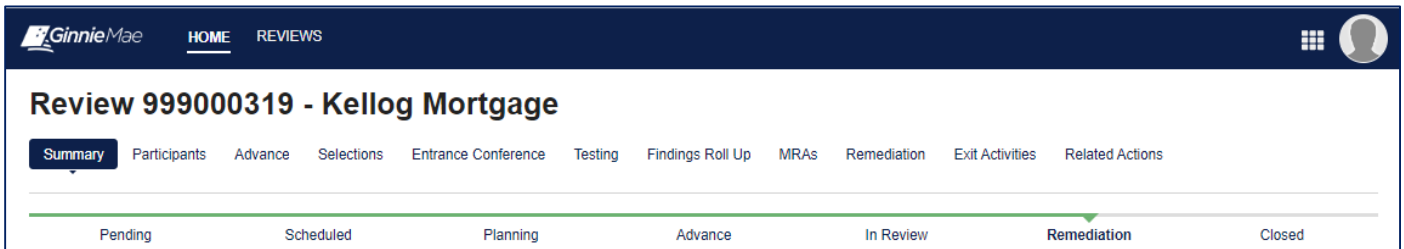
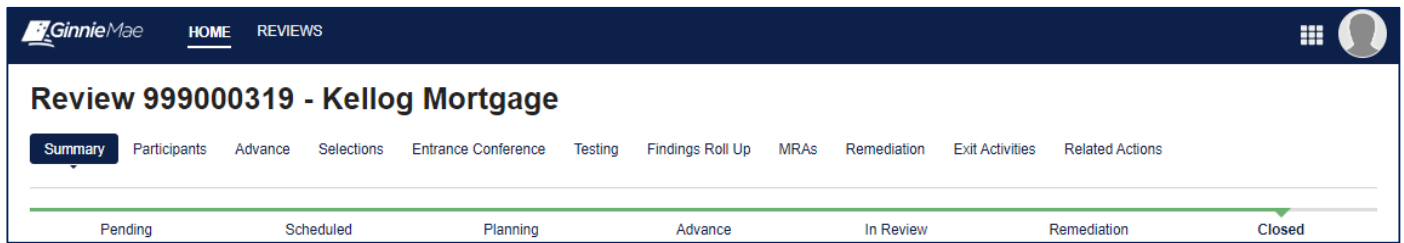


Figure 12: Review Record - Closed



2.4 MyGinnieMae (MGM) Functional Roles – Accessing the Application

The following table details the MGM functional roles required to access the GMC C&M module as an Issuer, Subservicer, or Document Custodian user. Before being granted access to the application, the user must complete the MyGinnieMae Portal registration process. Privileged users called Organization Administrators, formerly known as Security Officers and Enrollment Administrators, facilitate the registration and access provisioning process to create user accounts and assign functional roles within each organization. A functional role is a system access profile based on business activities used to ensure End Users have the appropriate level of access to be able to perform their job functions and responsibilities. See below for the functional roles associated with the GMC application.

Table 3: MGM Functional Role Mapping

Functional Role	Application Role
SF-Compliance and Oversight User	C&M module: Basic User
MF-Compliance and Oversight User	C&M module: Basic User
HECM-Compliance and Oversight User	C&M module: Basic User
SF-Compliance & Monitoring Authorized Signer	C&M module: Authorized Signer
MF-Compliance & Monitoring Authorized Signer	C&M module: Authorized Signer
HECM-Compliance & Monitoring Authorized Signer	C&M module: Authorized Signer
SS-Compliance & Monitoring User	C&M module: Subservicer
DC-Compliance & Monitoring Authorized Signer	C&M Module: Document Custodian Authorized Signer
DC-Management and Oversight	C&M module: Document Custodian Basic User

2.5 Complete Findings Worksheet Using RSA Token

For the Authorized Signer to complete the Findings Worksheet task, they must successfully complete the RSA authentication step. For full instructions on how to complete certification, including using RSA token for an additional layer of authentication, please reference the Complete Findings Worksheet QRC in the Appendix.

Figure 13: Authenticate with RSA

The screenshot shows the 'Authentication with RSA SecurID' screen in the GinnieMae portal. At the top left is the GinnieMae logo, and at the top right is a user profile icon. The main content area contains the following text:

Authentication with RSA SecurID

1. Open the RSA SecurID Authenticate app.
2. Enter the eight-digit number that displays on the screen.

Below the instructions is a text input field labeled 'Enter SecurID Passcode' with a character count '0/8' and a 'VALIDATE' button to its right. Below the input field is a link: 'Help signing in with RSA SecurID Access'. At the bottom left is a 'CANCEL' button, and at the bottom right is a 'SUBMIT' button.

3 REPORTS

3.1 Initial Letter

During a C&M Review on a given Issuer or Document Custodian, the application will generate an Initial Letter once testing has concluded which will detail the findings logged on a review. The Initial Letter will include information on the Finding Code, Risk Level, Details and Finding Resolution Plan (FRP) deadlines. The Initial Letter will be available for the Issuer/Document Custodian to view and download on the Summary tab of the review record.

3.2 Final Letter

The application will generate the Final Letter once the Remediation phase has concluded. The Final Letter will include information on the status of each Finding Resolution Plan (FRP) and display Ginnie Mae's review decision (Mitigated, Conditionally Mitigated, Deleted, or Waived). The Final Letter will be available for the Issuer/Document Custodian to view and download on the Summary tab of the review record.

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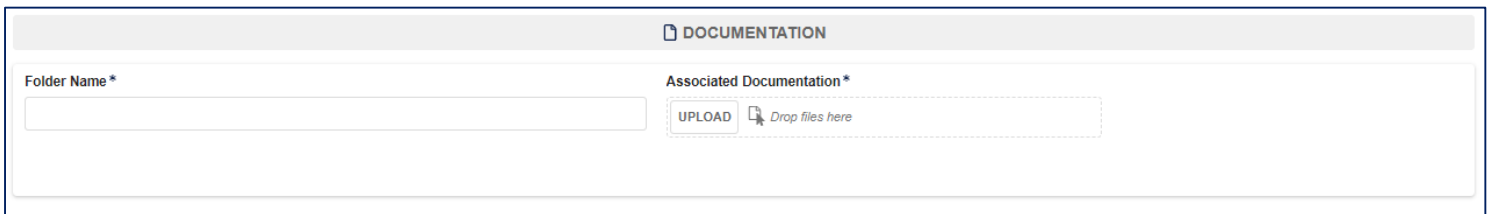
4 TROUBLESHOOTING AND SYSTEM ERRORS

This section is designed to help identify common errors you may encounter as an External User and provide tips for troubleshooting issues. If the suggested tips are unsuccessful or errors persist, refer please contact: askGinnieMae@hud.gov.

4.1 Required Field Error Message

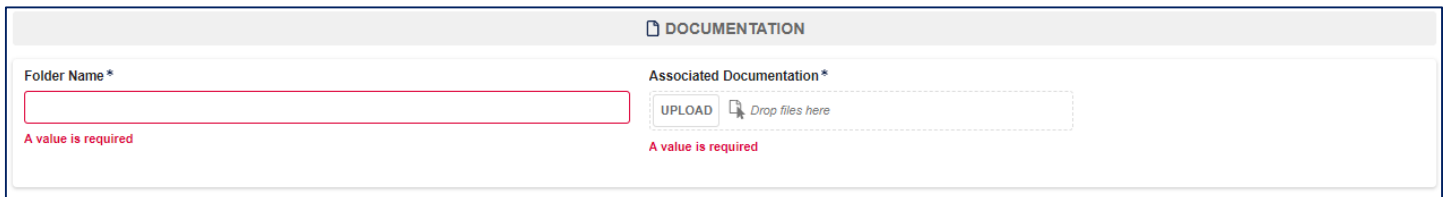
Issue: The application has built in data validation functionality to require the user to input certain fields before continuing. All required fields are denoted with an Asterisk (*) as seen in Figure 13 below and / or trigger the system to display an error message if users attempt to continue without completing required fields, as seen in Figure 14 below.

Figure 14: Required Fields



The screenshot shows a form with a header 'DOCUMENTATION'. There are two main sections: 'Folder Name *' and 'Associated Documentation *'. The 'Folder Name *' section has a text input field. The 'Associated Documentation *' section has an 'UPLOAD' button and a dashed box containing the text 'Drop files here'.

Figure 15: Required Field Error Message



The screenshot shows the same form as Figure 14, but with error messages. The 'Folder Name *' input field has a red border and a red error message 'A value is required' below it. The 'Associated Documentation *' dashed box also has a red error message 'A value is required' below it.

Resolution: Enter all required information and retry proceeding through the system.

4.2 Character Limitation Error Message

Issue: The application contains controls to limit the number of characters a user can input. If the character count exceeds the designed limit, the system will display an error message to the user as seen in Figure 15 below.

Figure 16: Character Limit Error Message

The screenshot shows a web form titled "Respond to Advance Request" with a sub-header "ADDITIONAL INFORMATION". Below this is a "Response Comments" section containing a text area with the word "TESTING" repeated four times. A red error message is displayed below the text area: "The text cannot be longer than 4,000 characters. 14,502 characters received." Below the error message is a "DOCUMENTATION" section with two fields: "Folder Name*" and "Associated Documentation*". The "Folder Name*" field is empty, and the "Associated Documentation*" field contains an "UPLOAD" button and a "Drop files here" prompt.

Resolution: Condense the response until the user has reduced the number of characters below the limited displayed in the error message.

4.3 Folder Name Field Fails to Save Properly When Multiple Entered Rapidly

Issue: If attempting to rapidly enter folder name fields, the system may not retain the inputted values as seen in Figure 16.

Figure 17: Folder Name Field

The screenshot shows three identical rows of form fields. Each row has a "Folder Name*" field and an "Associated Documentation*" field. The first row's "Folder Name*" field contains the text "Testing1" and has a character count of "8/1000". The second and third rows' "Folder Name*" fields are empty and have a character count of "0/1000". Each "Associated Documentation*" field contains an "UPLOAD" button and a "Drop files here" prompt.

Resolution: Decrease the pace at which folder name fields are populated. The system will take a few seconds to register the value of each field and save it in the form. Please ensure all fields are accurately populated.

5 RESOURCES

The GMC Landing page will display links to the following resources for Issuer & Document Custodian users:

- **System Help:** User Manual, FAQs & Training Documentation, Request Help
- **Guidelines:** MBS Guide, HUD Audit Guide, Current APMs
- **Access Other Systems:** MyGinnieMae, Ginnie Mae Website, IOPP

5.1 Training Resources

For additional help, training sessions and materials can be found on the [Issuer Training Page](#) of the Ginnie Mae website at https://www.ginniemae.gov/issuers/issuer_training/pages/modernization.aspx.

5.2 QRCs

A Quick Reference Card or QRC is an abbreviated one to two-page reference document with step-by-step instructions on how to complete a specific action. A list of QRCs for the content provided in this User Manual is available in the [Appendix](#). QRCs are posted to the Ginnie Mae website at https://www.ginniemae.gov/issuers/issuer_training/pages/qrcs.aspx.

5.3 Help Desk Contact Information

If assistance is needed, please contact: askGinnieMae@hud.gov

5.4 MyGinnieMae Portal Dictionary

The MyGinnieMae Portal Dictionary is a reference resource for all portal users. The dictionary contains definitions for terms that provide clarification around portal pages, applications, processes, and general functionality pertaining to the MyGinnieMae portal. Refer to the [MyGinnieMae Portal Dictionary](#).

5.5 MyGinnieMae Self-Help Tools

Users should first reference the appropriate section of the MyGinnieMae Getting Started User Manual for information on creating a user account, requesting functional roles, and managing a user account. Some functions a user may complete without the assistance of a system administrator such as:

- Changing a password every 90 days – [Changing a Password in MyGinnieMae QRC](#)
- Resetting a forgotten password – [Forgot Password in MyGinnieMae QRC](#)
- Updating profile information – [Managing My Profile in MyGinnieMae QRC](#)
- Registering for mobile delivery of the OTP – [Registering with the Oracle Mobile Authenticator QRC](#)
- Troubleshooting Errors in MyGinnieMae – [Troubleshooting and Common Errors in MyGinnieMae QRC](#)

To get more help, users may access the training sessions and materials on the Issuer Training Page of the Ginnie Mae website at https://www.ginniemae.gov/issuers/issuer_training/pages/modernization.aspx

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6 APPENDIX

6.1 QRCs

A Quick Reference card is an abbreviated one to two-page reference document with step-by-step instructions on how to complete a specific action. Below is a list of QRCs for the content provided in this User Manual. QRCs are posted to the Ginnie Mae website at https://www.ginniemae.gov/issuers/issuer_training/pages/qrcs.aspx.

Table 4: Issuer QRCs

User Manual	QRC#	QRC Name	Description
Ginnie Mae Central (GMC) C&M module	QRC-GMC-CM:1.0	Confirm Review Liaison	<ul style="list-style-type: none"> Authorized Signer confirms Review Liaison for C&M review
Ginnie Mae Central (GMC) C&M module	QRC-GMC-CM:2.0	Confirm Review Start Date & Subservicer	<ul style="list-style-type: none"> Review Liaison confirms review start date or proposes alternative
Ginnie Mae Central (GMC) C&M module	QRC-GMC-CM:3.0	Complete Subservicer Questionnaire*	<ul style="list-style-type: none"> Review Liaison completes Subservicer Questionnaire, if applicable
Ginnie Mae Central (GMC) C&M module	QRC-GMC-CM:4.0	Manage Review Participants	<ul style="list-style-type: none"> Review Liaison adds Issuer participants to the review
Ginnie Mae Central (GMC) C&M module	QRC-GMC-CM:5.0	Submit Advance Questionnaire & Requests	<ul style="list-style-type: none"> Issuer Participants submit Advance Requests
Ginnie Mae Central (GMC) C&M module	QRC-GMC-CM:6.0	Respond to Advance Selections	<ul style="list-style-type: none"> Issuer participant responds to Advance Selections
Ginnie Mae Central (GMC) C&M module	QRC-GMC-CM:7.0	Respond to MRAs	<ul style="list-style-type: none"> Issuer participants respond to Matter Requiring Attention (MRA)
Ginnie Mae Central (GMC) C&M module	QRC-GMC-CM:8.0	Attend Entrance Conference	<ul style="list-style-type: none"> Issuer participants attend the Entrance Conference
Ginnie Mae Central (GMC) C&M module	QRC-GMC-CM:9.0	View Findings Roll Up & Initial Letter	<ul style="list-style-type: none"> Issuer participants view review findings and Initial Letter
Ginnie Mae Central (GMC) C&M module	QRC-GMC-CM:10.0	Submit Findings Worksheet	<ul style="list-style-type: none"> Authorized Signer completes Findings Worksheet

User Manual	QRC#	QRC Name	Description
Ginnie Mae Central (GMC) C&M module	QRC-GMC-CM:11.0	Attend Exit Conference	<ul style="list-style-type: none"> Issuer participants attend Exit Conference
Ginnie Mae Central (GMC) C&M module	QRC-GMC-CM:12.0	Submit Finding Resolution Plans (FRPs)	<ul style="list-style-type: none"> Issuer participants submit FRPs
Ginnie Mae Central (GMC) C&M module	QRC-GMC-CM:13.0	View Final Letter	<ul style="list-style-type: none"> Issuer participants view and download the Final Letter

Table 5: Document Custodian QRCs

User Manual	QRC#	QRC Name	Description
Ginnie Mae Central (GMC) C&M module	QRC-GMC-CM-DC:1.0	Confirm Review Liaison	<ul style="list-style-type: none"> Authorized Signer confirms Review Liaison for scheduled C&M review
Ginnie Mae Central (GMC) C&M module	QRC-GMC-CM-DC:2.0	Confirm Review Start Date	<ul style="list-style-type: none"> Review Liaison confirms review start date or proposes alternative time
Ginnie Mae Central (GMC) C&M module	QRC-GMC-CM-DC:3.0	Manage Review Participants	<ul style="list-style-type: none"> Review Liaison adds DC Participants to the review
Ginnie Mae Central (GMC) C&M module	QRC-GMC-CM-DC:4.0	Submit Advance Questionnaire & Requests	<ul style="list-style-type: none"> Document Custodian Participants submit Advance Requests
Ginnie Mae Central (GMC) C&M module	QRC-GMC-CM-DC:5.0	Respond to Advance Selections	<ul style="list-style-type: none"> Document Custodian Participants respond to Advance Selections
Ginnie Mae Central (GMC) C&M module	QRC-GMC-CM-DC:6.0	Respond to MRAs	<ul style="list-style-type: none"> Document Custodian Participants respond to Matter Requiring Attention (MRA)
Ginnie Mae Central (GMC) C&M module	QRC-GMC-CM-DC:7.0	Attend Entrance Conference	<ul style="list-style-type: none"> Document Custodian Participants attend the Entrance Conference

User Manual	QRC#	QRC Name	Description
Ginnie Mae Central (GMC) C&M module	QRC-GMC-CM-DC:8.0	View Findings Roll Up & Initial Letter	<ul style="list-style-type: none"> Document Custodian Participants view review findings and Initial Letter
Ginnie Mae Central (GMC) C&M module	QRC-GMC-CM-DC:9.0	Submit Findings Worksheet	<ul style="list-style-type: none"> Authorized Signer completes Findings Worksheet
Ginnie Mae Central (GMC) C&M module	QRC-GMC-CM-DC:10.0	Attend Exit Conference	<ul style="list-style-type: none"> Document Custodian Participants attend Exit Conference
Ginnie Mae Central (GMC) C&M module	QRC-GMC-CM-DC:11.0	Submit Finding Resolution Plans (FRPs)	<ul style="list-style-type: none"> Document Custodian Participants submit FRPs
Ginnie Mae Central (GMC) C&M module	QRC-GMC-CM-DC:12.0	View Final Letter	<ul style="list-style-type: none"> Document Custodian Participants view and download the Final Letter

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