

## **RES-Post Payment Documentation Request Portal**

## Responding to an Expense Reimbursement Post Payment Documentation Request

Fannie Mae's RES-Post Payment Documentation Request Portal ("RES Portal") provides an efficient and simple way for servicers and vendors to upload supporting documentation for reimbursed expenses. This quick reference guide outlines how to access and navigate the RES portal.

## **Accessing the RES Portal**

- All active users of the Inquiry Response Tool (IRT) can use the same username and password to log into to the RES Portal, if the user has access to the RES Portal. Refer to the <u>Logging into the RES Portal</u> section.
- If a user does not have access to the RES Portal, confirm if your office has a user with an active RES Vendor Primary
  role. A user with this role is responsible for setting up additional user accounts, as needed. If there are no active
  Vendor Primary user accounts for your office, please email <u>irt\_setup@fanniemae.com</u> to request a username and
  password for the Vendor Primary user.

**IMPORTANT:** Only RES Vendor Primary users can activate or deactivate a user's RES access. If a RES Vendor Primary user does not exist, send an email to <u>irt\_setup@fanniemae.com</u> to request the user profile access.

Additional information about how to review documentation requests in the RES Portal is outlined below.

#### **Role Access**

Users will have one of the following roles in the RES Portal:

Role Type	View Login History	Manage User	Reset User	Create User	Assign/ Re-assign Doc Request	Perform Doc Request Extension	Repository/Report Access	View/ Respond to Doc Requests
Vendor Primary	х	х	х	х	Х	х	Х	х
Vendor Secondary					Х	х	Х	х



## Notifications

At the end of each week, RES Portal users will receive an email notification, indicating any required action(s). The email willinclude the loan information for **new** and **in progress** documentation requests and auto-closed counts for the prior week (see example below).



Payment Documentation Request at https://fanniemae.decisionreadysolutions.com.

## **Timeline for Responding to a Documentation Request**



## Logging into the RES Portal

- 1. Click on the following link: <u>http://fanniemae.decisionreadysolutions.com/</u> to access the Mortgage Production & Tracking Technology website.
- 2. Enter your User Name and Password and click Submit.





🖄 Fannie Mae

IRT - Customer Inquiry	IRT Vendor Secondary
RES - Post Payment Documentation Request	RES Vendor Primary
ADMIN - Application Administration	
	DecisionReady



- For users with access to multiple DRS applications, the *single login* page known as the Operations and Support Portal displays.
- Vendor Primary users can access the ADMIN-Application Administration to manage their users' access, as needed.
- 3. Click on the **RES Post Payment Documentation Request** button to access the RES Portal.

Fannie Mae*	
IRT - Customer Inquiry	IRT Vendor Secondary
RES - Post Payment Documentation Request	RES Vendor Primary
ADMIN - Application Administration	

DecisionReady

Users can click on the Information icon to access PDF versions of the RES-Post Payment Documentation Request Portal Job Aidand FAQ documentation.



#### **Reviewing a Documentation Request**

The **Dashboard** screen displays **PPR Performance data** and **New** and **In Progress** post payment documentation requests. See below for additional information found on the dashboard for post payment documentation requests.

#### **Dashboard - PPR Performance**

The PPR Performance dashboard provides users with the following information:

 Active Documentation Request Counts – Counts are hyperlinked directly to the New or In Progress dashboard views

Post Payment Review Documentation Request Metr	rics
Post Payment Review	v Documentation Request Metrics
Doc Request New	Doc Request In Progress
0	0



→ **IMPORTANT:** The **In Progress** count shown on the metrics table represents the **total count** of in progress items for the servicer/vendor, not the count that may be assigned to a specific user.

- Potential Overpayment Metrics closed review decision counts for the prior week, prior month, and Year-To-Date (YTD) for the following:
  - Auto-closed in the RES application due to non-response
  - o Received a No Document Available response by the servicer/vendor
  - Closed as Inconclusive Documentation based on the documentation provided by the servicer/vendor in the RES application

Potential Overpayment Metrics						
Potential Overpayment Metrics						
Metric	Prior Week	Prior Month	Year to Date			
Doc Request Auto-Closed 1	12	3	3			
Doc Request Auto-Closed 2	3	0	0			
No Document Available	0	0	2			
Inconclusive Documentation	0	0	0			





- Post Payment Review Results Prior Month The previous month's closed review decision percent breakdown for the following:
  - $\circ$  Validated
  - o Potential Overpayment
  - o Overpayment

Post Payment Review Results Prior Month						
	Post Payment Review Results Prior Month (06/01/2023 - 06/30/2023)					
Validated	Potential Overpayment	Overpayment				
98.6 %	1.4 %	0.0 %				

- **Post Payment Review Results YTD** The YTD closed review decision percent breakdown for the following:
  - Validated
  - Potential Overpayment
  - o Overpayment

III Post Payment Review Results YTD					
	Post Payment Review Results YTD (01/01/2023 - 06/30/2023)				
Validated	Potential Overpayment	Overpayment			
99.3 %	0.3 %	0.4 %			



- The PPR Performance dashboard is the default landing page. Users can access their active documentation requests by clicking on the Post Payment Review Documentation Request Metrics count hyperlinks or by clicking New or In Progress from the menu on the left-hand side of the dashboard.
- Users can access the loan level detail for their Post Payment Review Results by clicking on <u>PPR Results</u>.

#### **Dashboard - New**

The **New** section of the dashboard provides a link to the data for all new documentation requests.



#### Expense Detail:

 NMA Loan	Claim No	Claim Submitter Loan #	Submitter	O ID O	Line Item Desc	O Date O	To Date	Request Amount	Approved Amount	Current Status	Assigned User	Request Date	Days Remaining	Action
	1				203 - Locksmith (203)	09/05/2019		20.00	20.00	Doc Request New		08/02/2022	14	95

#### Current Status:

This column indicates the status of the documentation request (e.g., **Doc Request New** is a new request submitted by Fannie Mae that has not yet been acknowledged by the servicer/vendor).

**NOTE**: If the **Current Status** is black, this is a first request. If the **Current Status** is red, this is a second request.

current Status	Assigned User	Request Date	Days Remaining	Action
Doc Request New		02/24/2020	10	Q 0 <sup>0</sup>
Doc Request New		02/23/2020	7	
Doc Request New		02/26/2020	12	20

#### Request Date:

This column indicates the date that the documentation request was sent to the servicer/vendor.

Current Status	Assigned User	Request Date	Days Remaining	Action
Doc Request New		02/24/2020	10	Q 0 <sup>1</sup>
Doc Request New		02/23/2020	7	Q 0 <sup>0</sup>
Doc Request New		02/26/2020	12	Q 0 <sup>2</sup>

#### Days Remaining:

This column indicates the number of calendar days that are remaining for the servicer/vendor to acknowledge thedocumentation request.

**NOTE**: Documentation requests must be acknowledged within 10 business days, or they will auto-close as *Supporting documentation not received*.

Current Status	Assigned User	Request Date	Days Remaining	Action
Doc Request New		02/24/2020	10	Q 0 <sup>0</sup>
Doc Request New		02/23/2020	7	
Doc Request New		02/26/2020	12	Q 0 <sup>2</sup>

#### Action:

Users can click on the communication icon to submit a question to Fannie Mae regarding the documentationrequest or provide information/clarification about the expense.

Current Status	Assigned User	Request Date	Days Remaining	Action
Doc Request New		02/24/2020	10	Q 🔎
Doc Request New		02/23/2020	7	
Doc Request New		02/26/2020	12	

С	ommunic	ation	×	
	Comment	Incorrect service date provided on the claim. Correct service date is 11/19/19.		
	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	Save Comments		

Users can click on the comment icon to review the information provided by Fannie Mae regarding thedocumentation and/or clarification request.

Current Status	Assigned User	Request Date	Days Remaining	Action
Doc Request New		02/24/2020	10	
Doc Request New		02/23/2020	7	
Doc Request New		02/26/2020	12	Q 0 <sup>2</sup>
			Showing 1	to 3 of 3 entrie
Comment				Con Con

I Comment List						5
Q Comment Type 🛇	Date 🔻	User 🗘	Role 🗘	Track 🛇	Iteration 🔷	Comment
External	08/02/2022		RES Lead			Please provide supporting documentation for this expense.
10 V Entries Pe	r Page	$\sim \sim \sim \sim \sim$		Previous	1 Next	Showing 1 to 1 of 1 entri (page 1 of

## Acknowledging the Request

1. Click in the first checkbox to select all expenses or select an applicable expense(s).

	Dashboard / New											RES	×	0 🔅 🗄
Dashboard	B Fannie Mae is requesting documenta	tion to support exp	enses already paid. Wit	hin ten days from the	"Request Date	: please reviev	v. acknow	ledze, provide a	date in which vo	u expect to re	spond with do	cumentation. I	f you have ques	tions regardin
New	a specific request, click the "Commun users should be emailed to int, setup	ication" icon Q .	General questions rega	rding the Post Payme	nt Documentat	ion Request Po	rtal shoul	ld be directed to	the Inquiry Resp	onse Tool (Pos	it Payment Re	view Category)	New access rec	uests for PPR
	The second	2-40-5-200-5-21			-				_					
Repository	Che nem Est													
📑 Users	a 4		1000000			12335	-	1.2.2.	12000.001	ing works to	1.12020000		1/28/5	
	Clean No	Claim Submitter Loan #	Submitter	0 ID 0	Desc	Date C	Date	Amount 0	Amount 0	Status C	User	Date	Remaining	Action
					203 - Lockamith (203)	09/05/2019		20.00	20.00	Doc Request New		08/02/2022	34	9 c <sup>0</sup>



### 2. Click the **Acknowledge** button.

۹															
	FNMA Loan	Claim No	Claim Submitter Loan #	Submitter	O ID O	Line Item Desc	From Date	To Date	Request Amount	Approved Amount	Current Status	Assigned User	Request Date	Days Remaining	Action
						203 - Locksmith (203)	09/05/2019		20.00	20.00	Doc Request New		08/02/2022	14	90
50	✓ Entries Pe	r Page				Pie	evious 1 N	lext						Showing 1 to	1 of 1 entri

The user receives a prompt to enter a date that the document(s) will be provided.

3. Enter a date(s) that is no more than 30 days from the current date.



4. Click Acknowledge.

**IMPORTANT:** Users must **Acknowledge** the expense(s) in the dashboard queue before documentation can be attached.

#### **Dashboard - In Progress:**

The In Progress section of the dashboard provides a link to the data for all acknowledged documentation requests.

	gg: Dushboard / In Progress	RES 🗸 🙆 🕪 🗏
Dashboard B     PPR Performance     New	Fannie Mae is requesting documentation to support expenses already paid. Please upload documentation and submit the request prior to the "Date Document to be Provided" or "Vendor Extension Date" (if provided), if do from the "No Documentation is not received, funds should be remitted to Exnin Mae immediately. You may remit funds via CRS, regarding specific request, click the "Communication" icon $Q_{-}$ , General questions regarding specific request, click the "Communication" (Post Payment Review Categorian) and to int, setup@fanniemae.com	cumentation is not available: please select a value using receipt code 322. If you have questions sry), New access requests for PPR users should be
In Progress	Ø Filter Criteria	-
Repository	Line Item Description:	
- _ 	<b>IPORTANT</b> : If you are unable to see the <b>Dashboard</b> menu, click on the collapse menu icon	to expand the menu
3	B: Dashboard / New	RES 🗸 🛈 🔂 🗮
Dashboard     New	Famile Mae is requesting documentation to support expenses already paid. Within ten days from the "Request Date": please review, advecting accurate a date in which you expect to respond with a specific request, click the "communication" con Q General questions resarding the Root Reymon opcommitation Request Portal should be directed to the inquiry Response Tool (Post Payment R users should be emailed to int. setup) fancing as even.	ocumentation. If you have questions regardineview Category). New access requests for PPR
In Progress		and an an and

**NOTE**: When the expense(s) is acknowledged, the **Current Status** changes from **Doc Request New** to **Doc Request in Progress** and the **Days Remaining** column updates to reflect the count of calendar days remaining to attach the documentation, based on the acknowledged date provided by the servicer/vendor.

2																		
1	FNMA Loan #	•	Claim No	Claim Submitter Lean #	Submitter	Line Item ID	Line Item Desc 0	From Date	To Date	Request Amount	Approved Amount	Current Status	Assigned User	Request Date	Days Remaining	Date Doc. to Be Provided	Vendor Extension Date	No Doc. Reason
							203 - Locksmith (203)	09/05/2019		20.00	20.00	Doc Request In Progress		08/02/2022	29	08/31/2022		

1. Click on the Select User drop-down menu to assign/reassign items to specific users, if applicable.

**IMPORTANT:** While this step is not mandatory, users have the ability to assign all of the requests or individual new requests to specific users. Vendor Primary users are also able to request doc request extensions across all open requests, asneeded. If the Vendor Primary user requests extensions across all open items, the request will stay assigned to the user who performed the initial acknowledgement.

		Previous 1	Next		Showing <b>1</b> to <b>1</b> o (p	f <b>1</b> entries age 1 of 1)	
SELECT USER	× 🌲	SELECT NO DOC REASON	VENDOR EXTENS	ION DATE	🖹 Save	🖡 Submit	Ņ
	and some of	and marked and	a for the second second	A Sharen	Section of the sectio	© 20	

2. Review the expense item details.

**NOTE**: The user can provide a **No Doc Reason** (if applicable), click on the **Comment** icon (B), to add comments, or **Save** (C) the research item to complete at a later time.

m	ine Item	List																
Q																		
	FNMA Loan #	•	Claim No	Claim Submitter Loan #	Submitter	Line Item ID	Line Item Desc	From Date	To Date	Request Amount	Approved Amount	Current Status	Assigned User	Request Date	Days Remaining	Date Doc. to Be Provided	Vendor Extension Date	No Doc. Reas
							203 - Locksmith (203)	09/05/2019		20.00	20.00	Doc Request In Propress		05/02/2022	29	08/31/2022		
50	v Entr	ies Pe	r Page		ŀ	Dup Expl No I	CT NO DOC P licate Expensi ense was subr locument Avi	EASON E mitted in erzor elable	8	eat			B		C	Showing 1	to 1 of 1 entri (poge 1 of	es 1)
			SELE	CT USER	× 6	SELE	CT NO DOC R	EASON		· VEN	DOR EXTENSIO	IN DATE	D		😜 s	we	I Submit	

3. Click on the page icon to attach the requested documentation.

**IMPORTANT:** Only PDF formatted documents can be attached.

		Previous 1	Next		Showing <b>1</b> to <b>1</b> o	f <b>1</b> entries age 1 of 1)	1
SELECT USER	× 🚑	SELECT NO DOC REASON	VENDOR EXTENSION DATE	9 D	🖹 Save	📮 Submit	
	~~~	mar mar and and	- A san game and	A second and	Second Street	0 20	m



4. Enter a description for the document and then click **Browse** to navigate to and select the applicable document.

Document			
	Document Description*		
Document	Other Tax	×	Browse
		.pdf only	
			🖺 Save Document
man	the second secon		and and a second second

► IMPORTANT: Once the document is selected, the document can be saved and submitted later or now.
A comment can be added but is not required.

cument			
	Document Description*		
ocument		.pdf only	Browse
omment			
		Save and Submit Later Save and	Submit Now

5. To request an extension date at the expiration of the original document upload date, enter the new Vendor Extension Date (limited to an additional 30 days) and click **Save**.

age			Previous 1	Next			Sh	owing <b>1</b> to <b>1</b> of <b>1</b> e (page
SELECT USER	~	2+	SELECT NO DOC REASON	~	VENDOR EXTENSION DATE	9		🖹 Save
manna	The	America		M			- And - and	and the second

6. Click **Submit** to complete the documentation request submission.



#### Repository

The **Repository** screen provides servicers access to documentation request detail.

#### **Documentation Requests**

Users perform the steps outlined in this section to query their post payment documentation requests and generate a report.

1. Click **Repository** located on the left-hand side of the screen.

13		Repository						RES	• 0 ⊕ ≡
Dashboard	-								
Repository		<ul> <li>Filter Criteria</li> </ul>							
		Last Updated Date		Vendor Party Type		Line Item Status			
Lill Report ⊞		FROM DATE	- TO DATE	PICK ONE	~	PICK ONE	~		
👹 Users 🛛 🗎		Auto-Closed Date							
O		FROM DATE	TO DATE						
									Reset Filter

2. Use the following criteria to filter the documentation request detail:

#### **Last Updated Date**

Enter date parameters for documentation request activity

#### **Vendor Party Type**

- Vendor Vendor name associated with the vendor/servicer number from the claim
- Assigned Vendor Submitter name or sub-servicer name, as applicable

#### Line Item Status

- Doc Request New Documentation request sent to the servicer/vendor, but not yet acknowledged
- Doc Request In Progress Documentation request acknowledged by the servicer/vendor, butdocumentation has not been submitted
- Doc Request Complete Documentation request has been fulfilled by the servicer/vendor, but not yet completed by Fannie Mae <u>OR</u> documentation request auto-closed in the system due to nonresponse by the servicer/vendor
- Recalled Document Request Documentation requests that were sent by Fannie Mae but recalled back.No action needed by the servicer/vendor.

#### Auto-Closed Date

Enter date parameters for auto-closed documentation request activity

**NOTE**: The system provides details related to documentation requests that were auto-closed in the system due to the expiration of:

- The 10-business-day time allowed to acknowledge a document request.
- The acknowledged date provided by the servicer/vendor.
- 3. Once the criteria are selected, click **Filter** to display the case list.

8		🛢 Repository					RES	× 0	() ≡
🚯 Dashboard	⊞								
nepository		▼ Filter Criteria							
		Last Updated Date		Vendor Party Type	Line Item Status				
III Report	æ	FROM DATE	- TO DATE	PICK ONE 🗸	PICK ONE	~			
曫 Users	⇔	Auto-Closed Date							
	G	10/01/2022	- 10/31/2022						
								Reset	Filter

- Vendor Vendor name associated with the vendor/servicer number from the claim
- Assigned Vendor Submitter name or sub-servicer name, as applicable
- **Submitter** Submitter name from the claim
- Auto-Closed Count Total count history of auto-closed doc requests for the expense, regardless of the date parameters used
  - **1**: Line item with doc request that resulted in 1 auto-close
  - 2: Line item with doc requests that resulted in 2 auto-closes

																				_	
III Case List																				± (	csv
	۹																				
FNMA Loan	Assigned Vendor	Claim No	Claim Submitter Loan #	Line Item O Desc	Status	Auto- Closed	From Dt	To Dt	Submitter	Apvd. Amt. 🔿	PPR Amt	Request Dt	Ackn. Dt	Doc. Provide DE	Ext. Avail.	Auto- Closed Count	Recall	Last Updated Dt	Last Updated By 이	Actio	ons
				511 - Other Tax (511)	Doc Request Complete	Yes	07/01/2020	12/31/2020		2,657.57	0.00	10/04/2022			Yes	1		10/19/2022	System	9 Q	90
				511 - Other Tax (511)	Doc Request Complete	Yes	07/01/2020	12/31/2020		2,545.97	0.00	10/03/2022			Yes	2		10/18/2022	System	9 d	2
				511 - Other Tax (511)	Doc Request Complete	Yes	01/01/2020	06/30/2020		1,786.22	0.00	10/03/2022			Yes	2		10/18/2022	System	9 Q	9



4. Click the **CSV** link to generate a .csv file containing the filtered data.

🎟 Case Li	st																				🛓 CSV
		٩																			
FNMA Loan # 🔺	Vendor	Assigned Vendor	Claim No	Claim Submitter Loan #	Line Item Desc	Status	Auto- Closed	From Dt	To Dt	Submitter	Apvd. Amt.	PPR Amt	Request Dt	Ackn. Dt	Doc. Provide Dt	Ext. Avail.	Auto- Closed Count	Recall	Last Updated Dt	Last Updated By	Actions
					505 - County Tax (505)	Doc Request Complete	Yes	01/01/2021	06/30/2021		4,716.9	7 0.00	09/26/2022	09/30/2022	10/14/2022	Yes	1		10/15/2022	System	Q 2 <sup>0</sup> D
					505 - County Tax (505)	Doc Request Complete	Yes	01/01/2021	06/30/2021		2,407.5	1 0.00	10/03/2022			Yes	2		10/18/2022	System	9 2 <mark>0</mark> 0

#### Reports

The Reports screen provides servicers access to the post payment review detail (PPR Results) for the prior month and YTDactivities.

#### **PPR Results**

Users perform the steps outlined in this section to query their post payment review results and generate a report.

1. Click **Report** located on the left-hand side of the screen and then click **PPR Results.** 

1.8	Repository						RES	× 0 ⊕ Ξ
Dashboard	Filter Criteria							
Repository	Last Updated Date		Vendor Party Type		Line Item Status			
Report	B FROM DATE	- TO DATE	PICK ONE	v	PICK ONE	¥		
- PPR Results	Auto-Closed Date							
🔮 Users	IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	- 10/31/2022						

2. Use the following criteria to filter the PPR results:

#### Last Updated Date

- Monthly PPR results for the prior month
- Year to Date (YTD) PPR results for the current YTD

13	Lill Report / PPR Results		RES	· 0	• =
📸 Dashboard 🛛 🗎					
Repository	Filter Criteria      Last Undated Date				
Lill Report 🛛	PICK ONE				
PPR Results	Monthly (07/01/2022 - 07/31/2022) Year to Date (01/01/2022 - 07/31/2022)			Reset	Filter
🖀 Users 🛛 🗉					
G					

**IMPORTANT:** PPR results are updated for the prior month and YTD on the 3<sup>rd</sup> business day of each month.

I Case I	List																		📥 CSV
		٩																	
FNMA Loa	n Line Item A ID	SRC Code	Assigned Vendor	Line Item Status	Claim No	Claim Submitter	Submitter	Line Item Desc	Sub Catgegory Desc	From Dt	To Dt	Apvd. Amt.	PPR Amount	Doc. Req	Auto- Closed Count	Auto- Closed C Date	Last Updated Dt	Last Updated By	Actions
				Closed				505 - County Tax (505)	County Tax or County Special District Tax	01/01/2021	06/30/2021	4,716.97	4715.97	Yes	1	10/15/2022	10/15/2022		۹ <mark>0</mark> 0
				Closed				505 - County Tax (505)	County Tax or County Special District Tax	07/01/2021	12/31/2021	1,290,02	0.00	No			10/06/2022		<b>∘ ⁰</b> ⊡
				Closed				505 - County Tax (505)	County Tax or County Special District Tax	01/01/2021	06/30/2021	2,407.51	2407.51	Yes	2	10/18/2022	10/18/2022		9 0 <sup>0</sup> 0



3. Once the criteria are selected, click **Filter** to display the applicable PPR results list.

▼ Filter Criteria																	
Last Updated Date	Monthly (10/01/2022 - 10/31/202	2) 🗙															
																Reset	Filter
🎟 Case List																	🛓 CSV
	Q																
FNMA Loan Line Item # A ID	SRC Assigned Vendor	Line Item Status	Claim No	Claim Submitter Loan #	Submitter	Line Item Desc 🔷	Sub Catgegory Desc	From Dt	To Dt	Apvd. Amt. 🗘	PPR Amount	Doc. Req	Auto- Closed Count	Auto- Closed 🗘 Date	Last Updated Dt	Last Updated By	Actions
		Closed				511 - Other Tax (511)	Town Tax	07/01/2020	12/31/2020	2,657.57	2657.57	Yes	1	10/19/2022	10/19/2022		Q 2 <sup>0</sup> D
		Closed		н		511 - Other Tax (511)	Town Tax	07/01/2020	12/31/2020	2,545.97	2545.97	Yes	2	10/18/2022	10/18/2022		9 2 <mark>0</mark> 1

<u>`</u>\_\_\_\_

**IMPORTANT:** The **Auto-Closed Count** represents the total count history of auto-closed doc requests for the expense in the YTD PRR results.

#### **Auto-Closed Counts**

- Blank: Line item with no doc requests needed
- **0:** Line item with doc request that resulted in no auto-close
- 1: Line item with doc request that resulted in 1 auto-close
- 2: Line item with doc request that resulted in 2 auto-closes
- 4. Click the **CSV** link to generate a .csv file containing the filtered data.

▼ Filter Criteria																		
Last Updated Date	Mor	thly (10/01/2022 - 10/31/202	2) 🗸															
																	Reset	Filter
I Case List																		🛓 CSV
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FNMA Loan Line Item #    ID	SRC Code 🗘	Assigned Vendor	Line Item Status	Claim No	Claim Submitter Loan #	Submitter	Line Item Desc 🔷	Sub Catgegory Desc	From Dt	To Dt	Apvd. Amt.	PPR Amount	Doc. Req	Auto- Closed 〇 Count	Auto- Closed 〇 Date	Last Updated Dt	Last Updated By	Actions

#### Users

The **Users** screen provides Vendor Primary users access to active and inactive user information.

#### **Filter Criteria**

Vendor Primary users perform the steps outlined in this section to query their user's information.

1. Click Users located on the left-hand side of the screen and then click Active Users or Inactive Users, as needed.



2. Use the following criteria to filter the user's information:

Filter By:

• Role – System default value

- Role:
- RES Vendor Primary
- RES Vendor
- SecondaryVendor:
- Servicer Name System default value
  - o Field auto-populates after **Role** type is selected
- 3. Once the criteria are selected, click **Filter** to display the users list.



## **Additional Information**

RES-Post Payment Documentation questions should be submitted via the Inquiry Response Tool (IRT) using the **Post Payment Review** category.



## **Frequently Asked Questions (FAQs)**

## What is the timeline for my documentation requests?

Servicers/vendors have 10 business days to acknowledge the request. If the request is not acknowledged within the 10 business days, the request auto-closes in the system.



## I acknowledged my doc request, but then it disappeared. Where did it go?

When expenses are acknowledged, the Current Status changes from Doc Request New to Doc Request in Progress. The requests then display in the In Progress queue, where they can be accessed and responded to.

- a. Click In Progress below Dashboard on the left-hand side of the screen to display all acknowledged items.
- b. If you are unable to see the Dashboard menu, click on the collapse menu icon to expand the menu.

12		🚯 Dashboard / In Progress RES 💙 🕖 💽 🗮
æ	Dashboard 🛛 🖯	Famile Mate It requestion to support excenses already paid. Please unload documentation and submit the request prior to the "Date Document to be \$2xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
	PPR Performance	from the "No Documents Available" drop-down field: add a Comment and submit the request. If sufficient documentation is not recorded Log-document attraction to the inner Masses and and the request of the sufficient documentation is not recorded. Log-documentation is not recorded to the inner Masses and the request documentation request and the request of the inner Masses and the inner Masses and the request documentation and the request of the inner Masses and the request documentation is not recorded to the inner Masses and the request documentation is not recorded to the request documentation and the request documentation is not recorded to the request documentation and the request doc
H	New	emailed to irt_setup@fanilemae.com
	In Progress	2 Filter Criteria

## Can I request an extension for my documentation requests?

Yes, just enter a date (limited to an additional 30 days) in the Vendor Extension Date field and click Save.

Vendor Primary users can perform doc request extensions across all open items versus individual items, if needed. If the Vendor Primary requests extensions across all open items, the request stays assigned to the user that performed the initial acknowledgement.

Page		Previous 1	Next		Showing <b>1</b> to <b>1</b> of <b>1</b> ent (page 1 d
SELECT USER	× 🚑	SELECT NO DOC REASON	VENDOR EXTENSION DATE	2	🗅 🕒 Save
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## Is there a specific file format that is required when I respond to the documentation requests?

Yes, only PDF formatted documents can be attached when responding to the documentation requests.

#### How can I see the documentation requests that have auto-closed in the system due to non-response?

- a. Click **Repository** on the left side of the screen.
- b. Enter the Auto-Closed Date range in the fields provided.
- c. Click Filter to display the results.

#### NOTE: The Auto-Closed Count column reflects the following:

- 1: Line item with doc request that resulted in 1 auto-close
- 2: Line item with doc requests that resulted in 2 auto-closes

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**IMPORTANT:** The **Auto-Closed Count** represents the total count history of auto-closed doc requests for the expense, regardless of the date parameters used.

## May I reactivate an auto-closed item and still provide documentation?

No, you are not able to reactivate an auto-closed item. Each month, Fannie Mae re-opens 1st time auto-closed items from the prior month, as a one-time courtesy. Fannie Mae also shares the auto-closed volume information with the servicers, for informational purposes, and addresses any concerns, as needed.

## If I don't have documentation to support the expense, how do I respond in the system?

Click the checkbox for the expense, select the applicable No Doc Reason from the drop-down menu, and click Submit. PDF uploads and free text comments are not required, however best practice is to provide clarifying comments, as needed.

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2	FNMA Loan #		Claim No	Claim Submitter Loan #	Submitter	Line Item	o ما	Line Item Desc	From Date	To Date	Requ Amo	uest junt	Approved Amount	Current Status	Assigned User	Request Date	Days Remaining	Date Doc. to Be Provided	Vendor Extension Date	No Doc. Reaso
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## Why am I receiving this documentation request? The documentation is already attached in the claim.

Fannie Mae provides comments with the documentation request that include additional request details. Occasionally, Fannie Mae is simply requesting clarification about previously provided documentation.

If the comment only indicates a general request for documentation, click on the communication icon and comment back to Fannie Mae where the documentation was previously provided. No additional action is needed. Fannie Mae will recall the documentation request and proceed with the post payment review.

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Current Status	Assigned User	Request Date	Days Remaining	Action
Doc Request New		02/24/2020	10	Q 0
Doc Request New		02/23/2020	7	Q 00
Doc Request New		02/26/2020	12	00

## As a Vendor Primary user, what additional functionality do I have in the RES application?

Users with the Vendor Primary role can perform the following through the **Application Administration** functionality:

- View a user's login history
- Manage existing user profiles: role access updates, email notification updates, user access updates, and user information updates
- Set up new user profiles for individuals in their office

**NOTE:** Only RES Vendor Primary users can activate or deactivate a user's RES access. If a RES Vendor Primary user does not exist, send an email to irt\_setup@fanniemae.com to request access.

## When I filter the data in the Repository, what is the difference between Vendor and Assigned Vendor for the Vendor Party Type?

- Vendor This field identifies the vendor's name associated with the servicer/vendor number from the claim.
- Assigned Vendor This field identifies the sub-servicer name if one exists. Otherwise, the name in the field will match the vendor ID (submitting vendor).

Repository							RES	∨ 0 ⊮ ≡
▼ Filter Criteria								
Last Updated Date	03/02/2020	to 03/26/2020	Vendor Party Type Vendor Assigned Ven	Line Item Status	Doc Request New	~		
								Reset Filter

- Active documentation request counts
- Potential Overpayment Metrics
- Post Payment Review Result percentages for prior month
- Post Payment Review Result percentages for year-to-date (YTD)

<b>6</b> •	ashboard 7 PPR Performance					RES	v O			
Dashboard 0										
PPR Performance	Post Payment Review Documentation Re	quest Metrics		Potential Overpayment Metrics	C.					
New	Post Payr	nent Review Documentation Request	Metrics	Potential Overpayment Metrics						
In Progress	Doc Request New	De	c Request In Progress	Metric	Prior Week	Prior Month	Year to Date			
Repository.	0		0	Doc Request Auto-Closed 1	12	3	3			
Report B				Doc Request Auto-Closed 2	3	0	0			
Users				No Document Available	0	0	2			
0				Inconclusive Documentation	0	0	0			
	Post Payment Review Results Prior Mont	h		Post Payment Review Results Y	TD					
	Por	st Payment Review Results Prior Mon (06/01/2023 - 06/30/2023)	h		Post Payment Review Results (01/01/2023 - 06/30/2023)	YTD				
	Validated Potential Overpayment		Overpayment	Validated	Potential Overpayment		Overpayment			
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## How can I find the loan detail for my post payment reviews?

Users can access reporting that provides all post payment review results, including expense/claim detail, post payment review



decisions, and comments supporting review decisions.

- a. Click Report on the left side of the screen and then click PPR Results. **NOTE:** PPR results are updated for the prior month and YTD on the third business day of every month.
- b. Use the following criteria to filter the PPR results: Last Updated Date
  - Monthly PPR results for the prior month
  - Year to Date PPR results for the current YTD
- c. Once the criteria are selected, click **Filter** to display the applicable Case List.
- d. Click the **CSV** link to generate a .csv file containing the filtered data.

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Dashboard	T Filter Criteria	
Lill Report	B PICK ONE C PICK ONE	
Users I	Monthly (0)/01/2022 - 07/31/2022) Wear to Date (0)/01/2022 - 07/31/2022)	Reset Filter
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T Filter C	riteria																		
Last Upda	ated Date	Мо	nthly (10/01/2022 - 10/3	1/2022) 🗸															
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FNMA Loan	Line Item	SRC Code	Assigned Vendor	C Status	Claim No	Claim Submitter	Submitter	C Desc	Sub Catgegory Desc	From Dt	To Dt	Apvd. Amt.	PPR Amount	Doc. Req	Auto- Closed Count	Closed C Date	Last Updated Dt	Last Updated By	Actions
				Closed				511 - Other Tex (511)	Town Tax	07/01/2020	12/31/2020	2,657.57	2657.57	Yes	1	10/19/2022	10/19/2022		9 0 <sup>0</sup> 0
				Cosed				511 - Other Tax (511)	Town Tax	07/01/2020	12/31/2020	2,545.97	2545.97	Yes	2	10/18/2022	10/18/2022		9 ° D

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**IMPORTANT**: The **Auto-Closed Count** represents the total count history of auto-closed doc requests for the expense in the YTD PPR results.

- Blank: Line item with no doc request needed
- 0: Line item with doc request that resulted in no auto-close
- 1: Line item with doc request that resulted in 1 auto-close
- **2:** Line item with doc requests that resulted in 2 auto-closes

# My Property 360 claim has multiples of the same expense. How do I identify which specific expense was reviewed from the post payment review results?

Users can identify the specific line item expense by referencing the Line Item ID field from the PPR Results CSV export. This ID number is sourced from Property 360 and is viewable in Property 360 when the expense is expanded.

RES Case 🖵	FNMA Loan # 🖵	Line Item ID 🤟	Claim No 🥃
123456	1234567890	360129116	ABCD123

	Service Costs			Mailing Expenses	10	J/08/2021		\$7.33	\$7.33		N	=
	Service Costs			Mailing Expenses		1/08/2021		\$7.33	\$7.33		N	=
Additional In	nfo											x
Bucket			Certified M	ail Costs (40)					Paid Date	30/05/2021		
Fannie Mae L	ine Item ID	1	129114		Referral Date		05/11/2011		Bankruptcy Chapter			
Quantity		1	1		Judicial Indicator		Judicial		Bankruptcy Case Number			
Measuremen	t Size				Insurance Type				Bankruptcy Filed Date			
Unit Price			\$7.33		Cancel Date	1			Copy			
Line Descript	ion											

## Who do I contact with questions regarding my post payment documentation requests?

Questions related to the RES-Post Payment Documentation Portal should be submitted via the Inquiry Response Tool (IRT) using the **Post Payment Review** category.

## Where can I find the Post Payment Documentation Requests Job Aid and FAQ documents?

Users can click on the Information icon to access PDF versions of the RES-Post Payment Documentation Request Portal Job Aid and FAQ documents.

Repository
Help
Resources Terms
Resources
PPR Portal Servicer FAQ
PPR Portal Servicer Quick Guide

## What action is required if the Post Payment Review identifies an overpayment?

If an overpayment is identified, review the Root Cause/Primary Observations referenced in the PPR results and address any internal process gaps that allowed the overpayment. Fannie Mae expects the servicer to address any overpayment issues in their process. A return of funds may be requested through Fannie Mae Invoicing. Servicers can proactively remit overpaid funds through the cash remittance system (CMS) using code 322.



## **Revision History**

<b>Revision Date</b>	Page Number	Revision
		<ul> <li>Updated direction for submitting post payment review questions to InquiryResponse Tool (IRT)</li> </ul>
		Updated email address used to submit username and password requests
		• Vendor Primary users can add RES access to an existing user's profile
		Additional functionality added for users with the Vendor Secondary role
4/2/2021	Multiple	Replaced existing screenshots with updated UI screenshots
1/2/2021	multiple	<ul> <li>All users (versus Vendor Primary users only) can perform docrequest extensions across all open items versus individual items</li> </ul>
		Updated steps and screenshots for viewing auto-closed items
		• Fannie Mae will share the auto-closed information with the servicers for informational purposes and address any concerns, as needed
		• Vendor Primary users can add RES access to an existing user's profile
		• Servicers should submit questions related to documentation requests via IRT versus the Disbursements email inbox
		<ul> <li>Instructions added for when the post payment review identifiesan overpayment</li> </ul>
		Enhancement to provide full post payment review results reporting
		Enhancement to provide auto-closed count indicator/information
		Replaced existing screenshots with updated UI screenshots
8/18/2022	Multiple	Added information and screenshots to the Users section
		<ul> <li>Added FAQ regarding enhancement to provide full post paymentreview results reporting</li> </ul>
		<ul> <li>Updated existing FAQ regarding enhancement to provide auto-closed count indicator/information</li> </ul>
		Replaced existing screenshots with updated UI screenshots
		Updated language regarding Vendor Primary role
		<ul> <li>Added information regarding the 1<sup>st</sup> and 2<sup>nd</sup> time documentation auto-closed process</li> </ul>
		Enhancement to update repository auto-closed date data
12/1/2022	Multiple	Enhancement to update PPR Results data
12/1/2022	Multiple	Updated existing FAQ regarding auto-closed doc requestreporting
		Updated existing FAQ regarding post payment review results reporting
8/4/2023	Multiple	<ul> <li>Enhancement to provide PPR Performance data on the Dashboard</li> <li>Added information and screenshots to the Dashboard section</li> <li>Updated existing FAQ regarding enhancement to provide post payment review performance dashboard metrics (#11)</li> </ul>