RES-Post Payment Documentation Request Portal

Frequently Asked Questions (FAQs)

1. What is the timeline for my documentation requests?

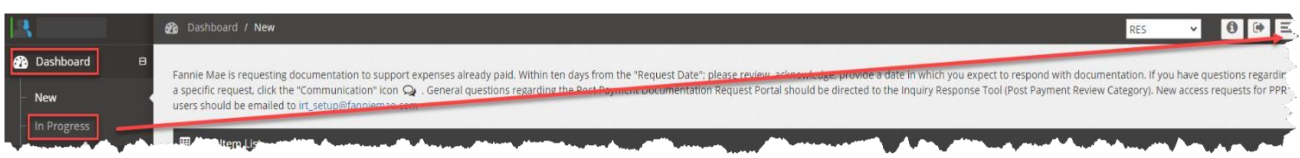
Servicers/vendors have 10 business days to acknowledge the request. If the request is not acknowledged within the 10 business days, the request auto-closes in the system.

2. 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.

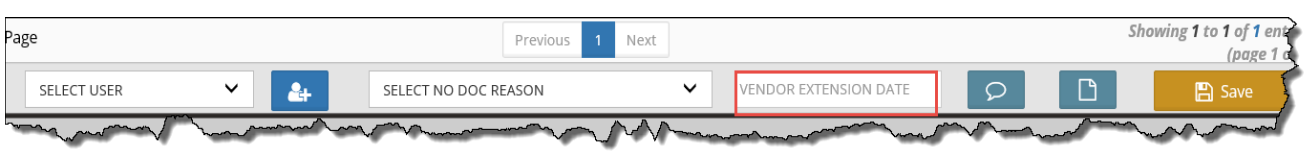
b. If you are unable to see the **Dashboard** menu, click on the collapse menu icon to expand the menu.



3. 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.



4. Is there a specific file format that is required when I respond to the documentation requests?

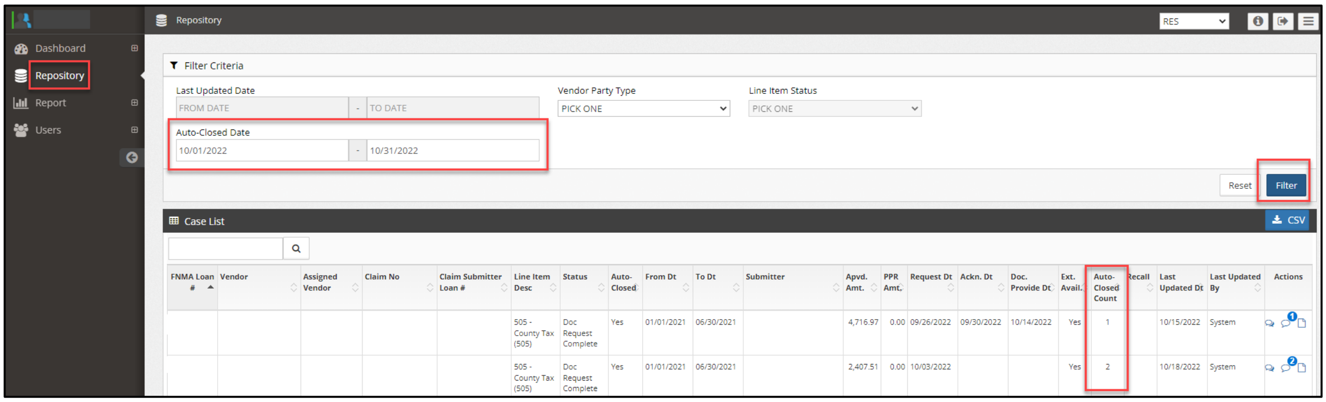
Yes, only PDF formatted documents can be attached when responding to the documentation requests.

5. 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*



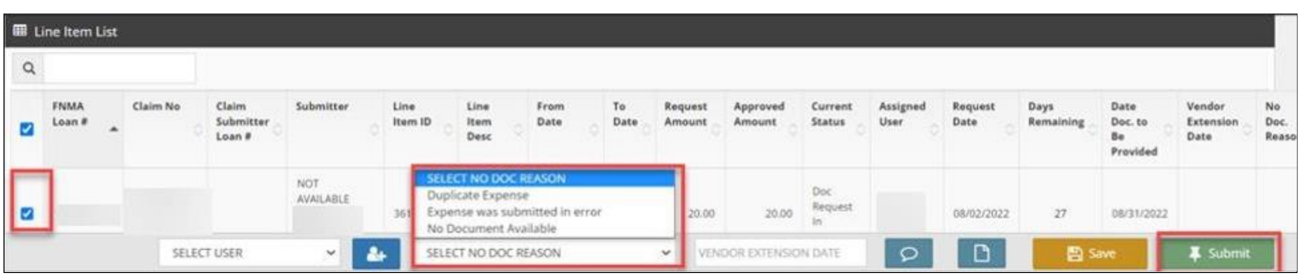
IMPORTANT: The **Auto-Closed Count** represents the total count history of auto-closed doc requests for the expense, regardless of the date parameters used.

6. 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.

7. 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.



8. 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.

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

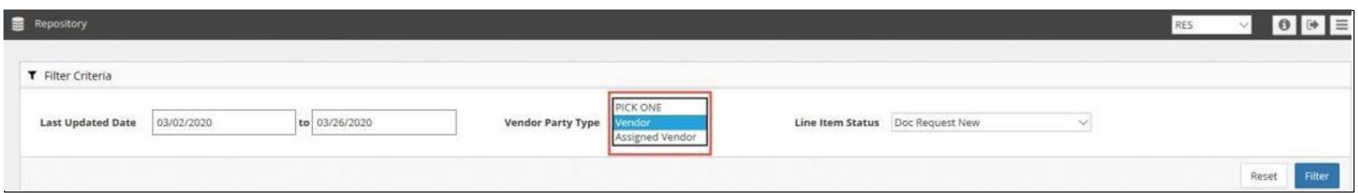
Users with the Vendor Primary role can perform the following through the **Application Administration** functionality:

- 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.*

10. 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).



11. 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 Year-to-Date (YTD) on the 3rd business day of every month.*

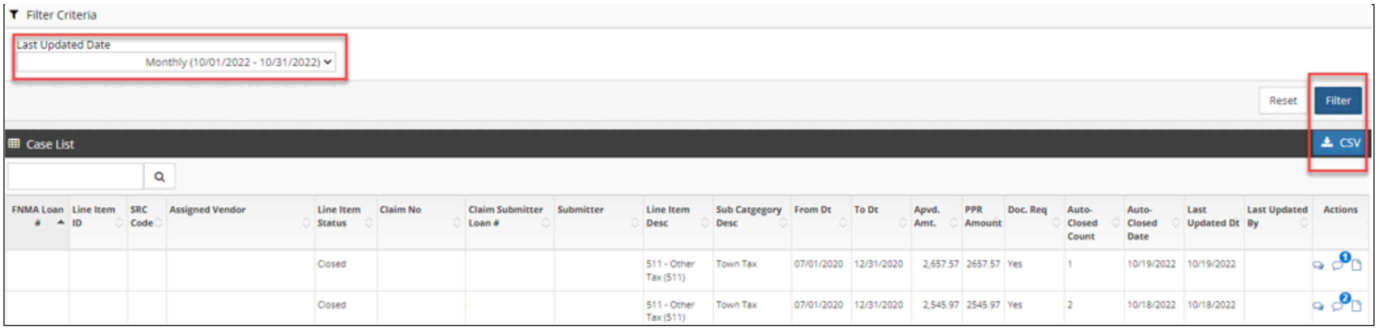
b. *Use the following criteria to filter the PPR results:*

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.



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

12. 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

NOTE: *Due to the merging of the LoanSphere and Property 360 data, the **Line Item ID** number is appended with **360** or **36** inthe PPR results for Property 360 submitted claims.*

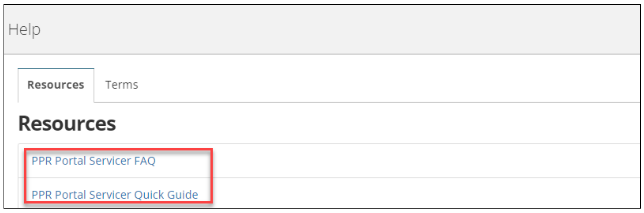
Line Item ID
360129116

13. 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.

14. 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.



15. 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.

List of RES – Post Payment Documentation Request Portal FAQ Revisions

Specific updates to the RES – Post Payment Documentation Request Portal FAQ document are listed in the table below.

Revision Date	Page Number	Revision
4/2/2021	Multiple	• All users (versus Vendor Primary users only) can perform doc request extensions across all open items versus individual items • 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 • Instructions added for when the post payment review identifies an overpayment
8/18/2022	Multiple	• Added FAQ regarding enhancement to provide full post payment review results reporting • Updated existing FAQ regarding enhancement to provide auto-closed count indicator/information • Replaced existing screenshots with updated UI screenshots • Updated language regarding Vendor Primary role • Added information regarding the 1st and 2nd time documentation auto-closed process
12/1/2022	Multiple	• Updated existing FAQ regarding auto-closed doc request reporting • Updated existing FAQ regarding post payment review results reporting