

RES-Post Payment Documentation Request Portal

Frequently Asked Questions (FAQs)


1. What is the timeline for my documentation requests?

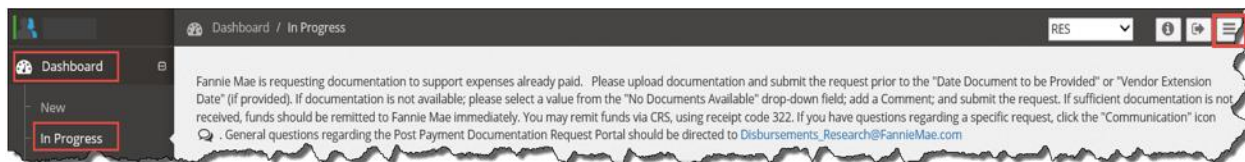
Servicers/vendors have 10 business days to acknowledge the request. If the request is not acknowledged within the 10 business days, the request auto-closes in the system.



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** and they now appear in the **In Progress** queue where they can be accessed and responded to.

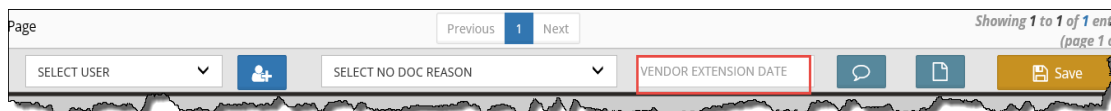
- Click **In Progress** below **Dashboard** on the left-hand side of the screen to display all acknowledged items.
- If you are unable to see the **Dashboard** menu, click on the 'collapse menu' icon  to expand the menu.



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**.

Users with **Vendor Primary** access also have the ability to 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 will stay assigned to the user that performed the initial acknowledgement.





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

To identify auto-closed items, enter the **Last Updated Date** range and select **Doc Request Complete** from the **Line Item Status** drop-down menu. Items that were auto-closed reflect **System** in the **Last Updated By** column.

Loan #	Vendor	Assigned Vendor	Claim No	Line Item Desc	Status	From Dt	To Dt	Submitter	Apvd. Amt.	Harm Amt.	Request Dt	Ackn. Dt	Doc. Provide Dt	Ext. Avail.	Iter.	Recall	Last Updated Dt	Last Updated By	Actions
	WELLS FARGO BANK N.A.	WELLS - WELLS FARGO & COMPANY		120 - Property Inspection Fees (120)	Doc Request Complete	05/25/2015	05/25/2015	(Wells Fargo)	15.00	0.00	08/22/2018		05/31/2019	Yes	2		03/20/2020	System	

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

No, you are not able to reactivate an auto-closed item. If you would like to provide documentation on an auto-closed item, please submit a request to disbursements_research@fanniemae.com.

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

Click the checkbox for the expense, select a **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.


<input checked="" type="checkbox"/>	509 - School Tax (509)	07/01/2019	06/30/2020	720.32	720.32	Doc Request In Progress
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SELECT NO DOC REASON
 Duplicate Expense
 Expense was paid for incorrect property
 No Document Available

SELECT USER [dropdown] [add icon] [VENDOR EXTENSION DATE] [comment icon] [document icon] [Save] [Submit]

7. 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.

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	

Showing 1 to 3 of 3 entries



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

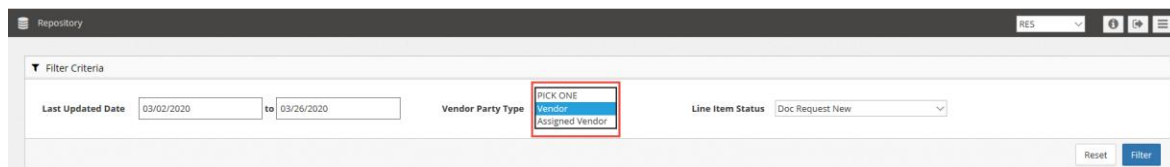
Users with the Vendor Primary role can perform the following:

- Assign/re-assign doc requests to specific users
- **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 who do **not** have existing Inquiry Response Tool (IRT) access

NOTE: If an existing user has access to IRT, the Vendor Primary user cannot update that user’s profile to include RES access. Email disbursements_research@fanniemae.com to request the access on behalf of the user.

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



10. **When I pull detail from the Repository, why is the same documentation pulling up multiple times for some loans?**

The Repository output file displays the detail for ‘all’ iterations. The Iterations (“Iter”) column reflects the count of documentation requests that have been requested for the specific expense. If a line item request has more than one iteration, the line item duplicates to align with the iteration count.

Loan #	Vendor	Assigned Vendor	Claim No	Line Item Desc	Status	From Dt	To Dt	Submitter	Apvd. Amt.	Harm Amt.	Request Dt	Ackn. Dt	Doc. Provide Dt	Ext. Avail.	Iter.	Recall	Last Updated Dt	Last Updated By	Actions
				60 - Hazard Premium (60)	Doc Request Complete	08/03/2018	08/02/2019		4,721.70	0.00	09/27/2018	03/04/2020	03/06/2020	Yes	2		03/04/2020		
				60 - Hazard Premium (60)	Doc Request Complete	08/03/2019	08/03/2020		4,721.70	0.00	07/10/2018	03/04/2020	02/14/2020	Yes	1		03/04/2020		

11. **Who do I contact with questions regarding my post payment documentation requests?**

Email Disbursements_Research@fanniemae.com or contact your Fannie Mae representative.

12. **Where can I find the Post Payment Documentation Requests Job Aid and FAQ documents?**

Users can access PDF versions of the RES-Post Payment Documentation Request Portal Job Aid and FAQ Key Terms, Definitions & User Manuals.

