

# RES-Post Payment Documentation Request Portal

## Frequently Asked Questions (FAQs)


### 1. What is the timeline for my documentation requests?

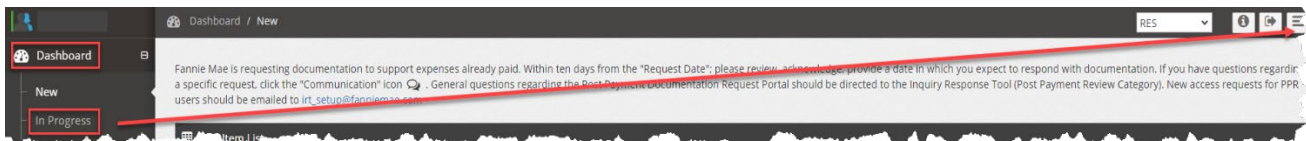
Servicers/vendors have 10 business days to acknowledge the request. If the request is not acknowledged within the 10 business days, the request auto-closes in the system.



### 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.

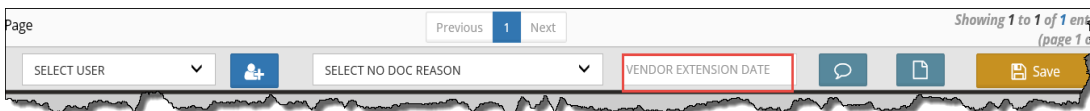
- Click **In Progress** below **Dashboard** on the left-hand side of the screen to display all acknowledged items.
- If you are unable to see the **Dashboard** menu, click on the 'collapse menu' icon  to expand the menu.



### 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**.

All 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 will stay assigned to the user that performed the initial acknowledgement.



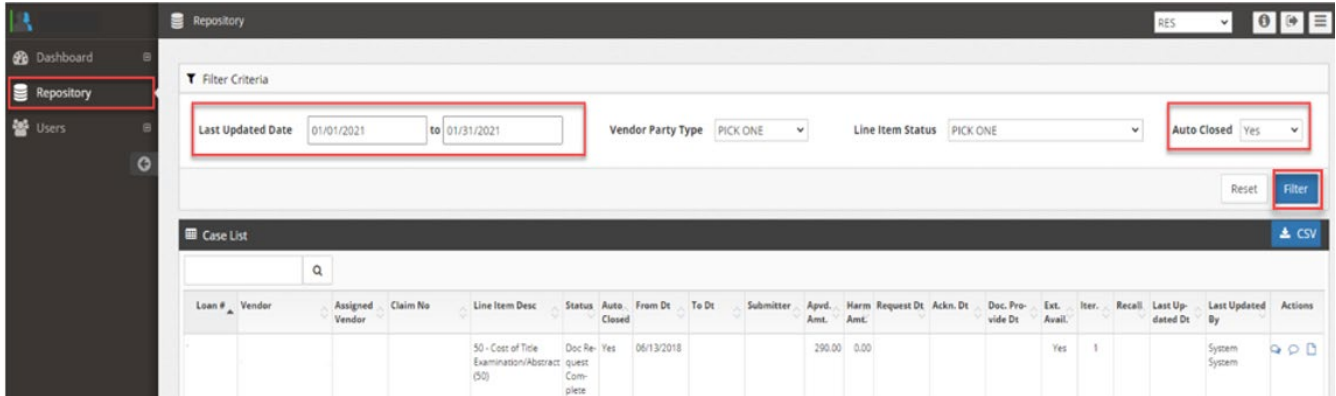
### 4. Is there a specific file format that is required when I respond to the documentation requests?

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 **Last Updated Date** range in the fields provided.
- c. Select **Yes** from the **Auto Closed** drop-down menu.
- d. Click **Filter** to display the results.

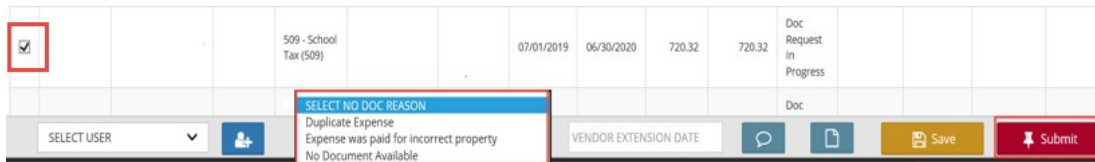


### 6. May I reactivate an auto-closed item and still provide documentation?

No, you are not able to reactivate an auto-closed item. Fannie Mae will share the auto-closed volume information with the servicers, for informational purposes, and address 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 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.



### 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.

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



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

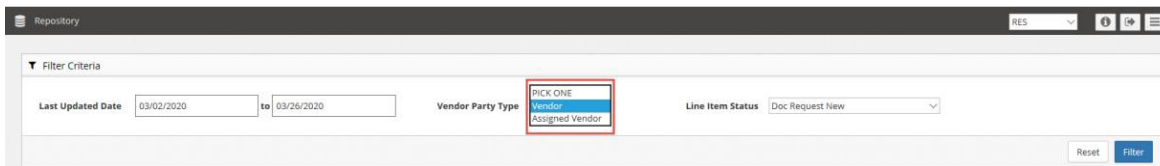
Users with the Vendor Primary role can perform the following through the **Application Administration** functionality:

- 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:** Vendor Primary users with IRT access can update an existing user’s profile to include RES access. If the Vendor Primary user **does not** have IRT access, send an email to [irt\\_setup@fanniemae.com](mailto:irt_setup@fanniemae.com) to request RES access on behalf of the user.

### 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 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. 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.	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	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	07/10/2018	03/04/2020	02/14/2020	Yes	1		03/04/2020		

### 12. 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.

### 13. 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 Key Terms, Definitions & User Manuals.



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

If an overpayment is identified, review the root cause 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
04/02/2021	Multiple	<ul style="list-style-type: none"><li>• All users (versus Vendor Primary users only) can perform doc request extensions across all 'open' items versus individual items</li><li>• Updated steps and screenshots for viewing auto-closed items</li><li>• Fannie Mae will share the auto-closed information with the servicers for informational purposes and address any concerns, as needed</li><li>• Vendor Primary users can add RES access to an existing user's profile</li><li>• Servicers should submit questions related to documentation requests via IRT versus the Disbursements email inbox</li><li>• Instructions added for when the post payment review identifies an overpayment</li></ul>