



Seller/Servicer Initiated Post-Purchase Adjustment (PPA) Job Aid

Sellers and Servicers are required to use the Post-Purchase Adjustment (PPA) Request Form and submit data changes through Loan Servicing Data Utility (LSDU) when a discrepancy exists between Seller/servicer loan records and data attributes submitted to Fannie Mae at the time of delivery.

Listed below are the step-by-step details on the process and requirements for a PPA submission.

The Chrome web browser is recommended when using the PPA Request Form.

Prior to PPA Submission:

1. Research the discrepancy.
 - Review your records (e.g., Fannie Mae funding notification purchase advice, mortgage note, etc.).
 - Compare Fannie Mae's loan-level records with your records to determine the scope and cause of the discrepancy.
2. Refer to the [Loan Servicing Data Utility \(LSDU\)](#) home page to begin the PPA data correction process.
Key topics to use:
 - LSDU credentials:
 - Request the following two roles from technology manager: External View and Seller Update.
 - How to Use LSDU
 - LSDU User Guide
 - Technology Support

PPA Submission:

Follow the steps below to complete the PPA web request form.

1. Log into the PPA web portal via [Loan Servicing Data Utility](#) and proceed to the **Loan Data Change** tab.

NOTE: *If there are more than 50 attributes, send an email to post_purchaseadjustments@fanniemae.com for specific submission instructions. If there are less than 50 attributes continue to step 2.*



2. Enter 9-digit Seller/Service Number in Seller/Service field.
3. Enter the person's name who is completing this form in the Contact Name field.
4. Enter the person's contact email address who is completing this form in the Contact Email field.

If there are more than 50 attributes, please send an email to post_purchaseadjustments@fanniemae.com Job Aid

1. Seller/Service Number


2. Contact Name

3. Contact Email

4. Sample PPA Request Form
Please download the template to enter loan and attribute details.
[Download Sample PPA File](#)

5. Upload PPA Request Form
Please upload the updated PPA Request Form as a .CSV file only

Or drop files

I'm not a robot 
reCAPTCHA
Privacy Terms

5. Click "Download Sample PPA File".



6. Complete the PPA request form and **save as a .csv file** to desired location on computer.

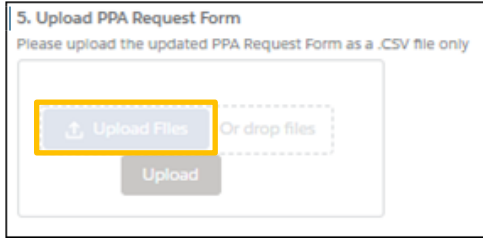
How to Complete the PPA request form.

FM Loan No.	Adjustment Code	Adjustment From	Adjustment To	Adjustment Type	Effective Date	Scheduled Sequence Number	Repurchase	Reclass	Routine Servicing	Submitter Comments
1	2	3	4	5	6	7			8	

1.	Loan Number	Enter Fannie Mae 10-digit loan number. NOTE: Up to 50 attributes can be added to the request form. If there are more than 50; email post_purchaseadjustments@fanniemae.com .
2.	Adjustment Code	Select adjustment code from drop-down list only. NOTE: Email post_purchaseadjustments@fanniemae.com with questions on the adjustment code selection.
3.	Adjustment From	Select when removing a special feature code and/or selecting an adjustment code with enumerated data type. NOTE: Refer to the PPA Data Change Rules Matrix , Enumerations Tab.
4.	Adjustment To	Select data change values. <ul style="list-style-type: none"> All percentage type changes must be in decimal format (i.e., 25% = 0.25). All dollar figures must NOT include the “\$” or “,” signs and be in xxxx.xx format. All dates should be in MM/DD/YYYY format. For adjustment codes with enumerated data types, an allowable reference value must be selected from the dropdown. (Refer to PPA Data Change Rules Matrix, Enumerations Tab). NOTE: If the data format is not correct, the PPA form will NOT allow the upload to continue.
5.	Adjustment Type	<ul style="list-style-type: none"> For adjustments due to mis-delivery, select “At Acquisition” from the dropdown. For loan modification adjustments Only, select “Other” from the dropdown.
6.	Effective Date	Enter only if Adjustment Type is “Other” (Loan Modification Adjustments). NOTE: All dates should be in MM/DD/YYYY format. NOTE: Save date format as Text to ensure MM/DD/YYYY format is updated.
7.	Internal Use Only	Internal Use Only.
8.	Submitter Comments	Enter clarification comments and identify if your request is priority. NOTE: Priority requests are reserved for Business Day 1 & 2 only. Requests submitted after 10 a.m. EST on BD2 will not be processed by cycle close. NOTE: Do not use any special characters such as : , ‘ \$ % - ? in the Submitter Comments. If any special characters are used, the PPA form will NOT allow you to proceed with the PPA submission upload.



- Upload PPA request form by either clicking the Upload button, locating the form, and attaching it to the page or drag and drop the file in the **Upload** box.



NOTE: When the file name appears above the blue “Upload” button the file has successfully been attached.

Results:



- Identify if there are any warning icons.

If no ⚠ Warning icons appear	If a ⚠ Warning icon appears
Go to step 9.	<ol style="list-style-type: none"> Hover over edit icon to identify the error that needs to be corrected in the uploaded PPA form. Review all the edits identified. Make the applicable corrections to the PPA form and save again as a .csv file. Upload corrected PPA form file. <p>NOTE: The corrected PPA form will delete any prior uploaded files.</p> <p>Common warning errors:</p> <ul style="list-style-type: none"> Missing supporting documents when applicable. Blanks in the “Adjustment To” and “Adjustment From” fields. Same loan with duplicate “Adjustment To” value. Blank Fannie Mae loan number. Special Feature Codes that are not listed on Document Rules Matrix. The “Adjustment To” or the “Adjustment From” fields require MM/DD/YYYY format if applicable. <ol style="list-style-type: none"> Go to step 9.



9. Click “^” arrow icon by desired item to identify the required documents to upload.

NOTE: Ensure all supporting documents are labeled with the Fannie Mae 10-digit loan number and description of the document. Example: 12345667890-Mortgage Note.

NOTE: If multiple saved files make up the requested document, do not zip the multiple documents together. Upload each document separately per data change request line item.

Result:

Legend

1.	Arrow icon. Up position “^” item documents hidden. Down position “v” item documents visible.
2.	Action icons.
3.	“Documents Uploaded” icon shows document uploaded to item.
4.	Upload Files or drop files icons. Use upload functionality or drag and drop supporting files. Once one file is uploaded icons gray out as only one document download allowed.
5.	File naming convention “Fannie Mae Loan Number_Document Name.pdf”.
6.	Displays the list of the loan numbers and data attribute combinations.
7.	Submit supporting documents for either “Set A” or “Set B”.



10. Check “I’m not a robot” box and follow instructions.

The screenshot shows a web form with a checked box labeled "I'm not a robot" and a reCAPTCHA icon. Below the box are "Cancel" and "Submit" buttons.

11. Click “Submit.”

Result:

The screenshot shows a confirmation message titled "Post Purchase Adjustment (PPA) Request Form". The message reads: "Thank you for being a valued Fannie Mae partner. We appreciate the opportunity to assist you. An analyst will review your inquiry and provide a response within 24 hours." Below the message is a case number: "** For reference, the case number for your inquiry is: 00982502".

NOTE: A confirmation message will appear with the case number and an email will be sent. Use this case number as reference when corresponding about the PPA request.

NOTE: If **no** supporting documents are provided, you will not be able to proceed with PPA Submission.

Checking Data Change Status:

- Once a request is submitted within 45 minutes users can access [Loan Servicing Data Utility](#) to view real time data change status.

After Receiving PPA Completion Email:

- Review the completed Post-Purchase Adjustment Notification report available in [Fannie Mae Connect – Post-Purchase Adjustment Notification](#) for adjustment details or to view loan level price adjustments related data change corrections.
- Ensure that sufficient funds are available in the dedicated account prior to the scheduled draft date as indicated in the Committing and Delivery Fee Draft Notifications report in [Fannie Mae Connect](#).
- Whole loan LLPA drafts or refunds typically occur within five business days after the post-purchase adjustment notification has posted to [Fannie Mae Connect](#).
- Mortgage-Backed Securities (MBS) LLPA drafts or refunds occur on the fifth business day of the following month.

NOTE: Processing time for most post-purchase adjustment requests is 10 business days from initial submission through data correction. Certain request may require additional levels of review, or documentation from the lender and/or approval(s) that require additional time to process.

Resources:

- [Seller/Servicer Post-Purchase Adjustment Home Page](#)
- [Seller/Servicer Post-Purchase Adjustment Form](#)
- [Fannie Mae Connect – Post-Purchase Adjustment Notification](#)
- [Loan Servicing Data Utility \(LSDU\) User Guide](#)
- [Loan Servicing Data Utility \(LSDU\) Home page](#)
- [Fee Lookup Tool](#)