



## Updated Post Payment Documentation Request Portal Release Notification

April 15, 2019

Effective April 15, 2019, the Post Payment Documentation Request Portal (RES) will have a new look and feel.

As a result of the update, the portal will be unavailable starting April 11, 2019 at 5:00 pm CST through April 14, 2019.

*This enhancement includes the following items:*

- User friendly interface.
- **Resources** section that contains reference material.
- Communication icon where users can send a message about a specific request for clarification without having to complete the item.

As a reminder, line items must be acknowledged within ten (10) days from the request date. Failure to acknowledge an item will auto complete the case and may be subject to collection activities.

### **For More Information**

Reference the [Post Payment Documentation Request Portal Job Aid](#) for instructions on how to access the portal, as well as steps to complete document requests. For other Expense Reimbursement related information, visit the [Servicer Expense Reimbursement page](#).

If you have any questions regarding the Post Payment Documentation Request Portal, please submit your inquiry to [Disbursements\\_Research@FannieMae.com](mailto:Disbursements_Research@FannieMae.com).