



RES – Post Payment Request Portal Release Notes

July 31, 2025

Effective October 1, 2025, servicers will no longer receive post payment documentation requests through the RES – Post Payment Request Portal application.

To support a smooth transition, the RES application will remain accessible until December 31, 2025. During this time, servicers are encouraged to:

- Submit any pending documentation requests, and
- Research and resolve any open billing items previously identified through post payment reviews.

Please note that servicers are still required to provide supporting documentation in Property 360 upon request, in accordance with [F-1-05, Expense Reimbursement](#). Additionally, overpaid expenses may still be subject to recovery through the existing 571 Refund-Intent to Bill process.