



DUS Inspect Frequently Asked Questions

DUS Inspect™ Overview

What is DUS Inspect?

DUS Inspect is part of the Fannie Mae Multifamily application technology suite enabling more efficient loan and risk management functions. The DUS Inspect application will be built out over time with increased scope and functionality, but the initial December 2021 launch provides Servicers the ability to:

- Assign, perform, review, and deliver inspections from both a mobile application and/or web-based interface
- Access prepopulated property data and inspection due dates in a centralized dashboard

With the introduction of DUS Inspect, what is changing regarding the inspection form Servicers are required to submit?

We are not changing how the data is submitted and the information required it is still the same. For example, using DUS Inspect, you are now able to produce and export the current inspection form from the application, then upload into MAMP, rather than manually entering information directly into the excel based inspection form.

Does the DUS Inspect application have any underwriting and credit capabilities or is this exclusively an asset management tool?

During this initial release, DUS Inspect is focused primarily on supporting asset management functions, however, underwriting and credit users can create an inspection form from the application.

Are Servicers required to use DUS Inspect?

Servicers are not required to use DUS Inspect. However, future enhancements and functionality are prioritized and developed based on continuous feedback from our users. The DUS community's engagement and adoption is critical to realizing the full potential of DUS Inspect.



DUS Inspect Access and Users

Who can have access to DUS Inspect?

DUS Inspect will primarily be used by users within Fannie Mae Multifamily DUS Lender and Servicer organizations in asset management and underwriting who perform and review property inspections.

How do users get access to DUS Inspect?

A Servicer's Corporate and / or User Administrator can assign you a role for DUS Inspect. The roles available include:

- a) Lender Reviewer Access (Lender Property Reviewer)
 - Assign inspections
 - View inspections
 - Perform inspections
 - Edit inspections
 - Deliver inspection reports
 - Review and certify inspections

- b) Lender Inspector Access (Lender Property Inspector)
 - View inspections
 - Perform inspections
 - Edit inspections
 - Deliver inspection reports

Contact your administrator if you believe you do not have the correct access / user role privileges. Please review the onboarding guides located under job aids on the DUS Inspect website <https://multifamily.fanniemae.com/applications-technology/dus-inspect>

DUS Inspect Help

Who should users reach out to at Fannie Mae if they are unable to access DUS Inspect?

If you have an issue accessing DUS Inspect, please review the onboarding job aids on the DUS Inspect website <https://multifamily.fanniemae.com/applications-technology/dus-inspect> and contact your User Administrator to ask them to review your role setup. Contact dus_inspect@fanniemae.com for additional assistance.

Who should users contact for questions about navigating DUS Inspect?

If you have a question about system access, system navigation, or general questions about system data, please review the job aids on the DUS Inspect website <https://multifamily.fanniemae.com/applications-technology/dus-inspect> or contact dus_inspect@fanniemae.com.



DUS Inspect General Functionality Questions

What are the preferred browsers to use for DUS Inspect?

Fannie Mae applications are currently compatible with computers that run on the Microsoft® Windows® 8.1 Enterprise Edition. Your Web browser must be set to enable Java™ and JavaScript™ and to accept cookies. The following browsers have been tested with our secure servers and are necessary for secure connections:

Google Chrome™ Version 86, Microsoft Edge® Version 95, and Mozilla Firefox® Version 38.1.1

Will inspections completed in DUS Inspect automatically feed into MAMP?

Inspections completed in DUS Inspect will not automatically feed into MAMP as these systems are not currently connected. Servicers should still submit inspections into MAMP following existing processes.

What loans are included in the DUS Inspect application?

Presently, the functionality built within the first DUS Inspect release only includes loans with an upcoming inspection due date. In addition, loans with multiple properties (e.g., credit facilities) and properties with multiple loans (e.g., 2nd liens) are not included in the first DUS Inspect release.

Why would users be unable to find a loan on the DUS Inspect Home Page / List View?

If you are unable to locate a loan you are looking for, please check that you have “All Inspections” selected on the List View and you have removed any filters you may have applied. If, after clearing filters, you are still unable to locate a loan, this may be associated with the submission due date. The first DUS Inspect release only includes loans with an upcoming inspection due date. If a loan is not included and you would like to add it, you click the “New” button to add new loans.

What is an HEIC image and what happens when a user uploads an HEIC image from an Apple device to DUS Inspect?

HEIC is a compressed image format used on Apple devices. HEIC images are not currently accepted in DUS Inspect, however the application will automatically convert HEIC images to a jpeg format. The exception to this is when uploading an HEIC image from a MacBook photo folder to DUS Inspect which is not supported at this time.

Note: In the event of an HEIC image being uploaded to DUS Inspect from a MacBook photo folder, the desktop photo preview functionality and downloading the photo into an Inspection Form in excel will not behave as expected.

Where should users go for questions about using the DUS Inspect application?

If you have issues navigating through DUS Inspect, please review the User Navigation Guide located under job aids on the DUS Inspect website <https://multifamily.fanniemae.com/applications-technology/dus-inspect> or contact dus_inspect@fanniemae.com.

Will DUS Inspect eventually prepopulate more inspection data for Servicers?

Fannie Mae will continue to plan, develop, and deploy updates to the DUS Inspect application. We will assess the application and determine if there are enhancement that can be planned.