DUS Gateway API Lender Support Process

**Purpose**: This process clarifies how Lenders can ask DUS Gateway ® API questions or request help with DUS Gateway ® API technical issues, to ensure Fannie Mae can provide responses as quickly and accurately as possible.

Failure to follow this process or adhere to any requirements may delay a response from Fannie Mae.

## Lender Process: Requesting DUS Gateway® API Support (Questions or Issues)

Send a new\*\* email to DUSGateway\_APIs@fanniemae.com providing the following:
*\*\* i.e., Do NOT reply to past emails with questions/issues for a new scenario.*

1. **EMAIL SUBJECT**: Clarify the scope of the question/issue:
 **<Issue or Question>: <Prod or UAT:> <Brief Description> For <DealId>**, for example,
Issue: Prod: API 500 Error for Deal 234567
or
Question: UAT: What is our login information?
2. **EMAIL BODY:**
	1. If it is a DUS Gateway ® API question, describe the question and what is needed as clearly as possible.
	2. If it is a DUS Gateway ® API technical issue, complete/attach [**Exhibit A, DUS Gateway API Error Reporting Template**](#_DUS_Gateway_API) (below) including attaching applicable payloads and/or error messages.

## Fannie Mae Process: Responding to DUSGateway\_APIs Support Requests

The DUS Gateway® API team will review and respond to questions/issues sent to DUSGateway\_APIs@fanniemae.com, targeting a **response to the Lender within one (1) Business Day**.

**Process Requirements**:

* Even if your question is for a specific individual at Fannie Mae, **send all emails to** **DUSGateway\_APIs@fanniemae.com**. You can add/CC the individual’s name if you want to reference them in the email. Please do not send emails to individuals only.
* Fannie Mae will endeavor to reply within one (1) business day, but if your issue is time-critical, indicate that in the email subject.
* Please include only one (1) issue/scenario per email.
* After an issue/question is resolved/answered, please do not reply to that email with new issues/questions or a new scenario; instead, please send a new email to DUSGateway\_APIs@fanniemae.com.

EXHIBIT A

|  |  |  |
| --- | --- | --- |
| DUS Gateway API Error Reporting Template**Please attach form or copy/paste content when communicating a technical error.** |   |  |
|  |  |
| **Summary of Issue/ Error:** |  |  |  |
| **What did you EXPECT would happen?:** |  |  |  |
| **Steps to Reproduce:** |  |  |  |
| **Date & Time of Error *(Eastern Time (ET])*:** |  |  |  |
| **Environment *(e.g., Acpt/UAT, Prod)*:** |  |  |  |
| **URL for obtaining the FMSSO token:** |  |  |  |
| **URL for API:** |  |  |  |
| **HTTP Method *(e.g., GET, POST, PATCH)*:** |  |  |  |
| **Headers *(see example below\*\*)*:** |  |  |  |
| **Id(s) used in the request *(e.g., Deal Id/Property Id)*:** |  |   |   |
| **Request Body/Payload:** |  |  |  |
| **Error Message(s) Received:** |  |  |  |
| **Response Status *(e.g., 403, 500)*:** |  |  |  |

**\*\* Headers Example:**

* x-fnma-access-token:{{x-fnma-access-token}}
* x-fnma-api-key:{{x-fnma-api-key}}
* Content-Type:application/json
* x-fnma-tsp-auth-code:{{x-fnm-tsp-auth-code}}
* x-fnma-channel:api