Exception Handling Process: DUS Gateway® API Requirement

**Purpose**: If a Lender submits a standalone deal and the **API Requirement Met? = NO** (i.e., the DUS Gateway® User Interface [UI] was used for any the seven [7] actions that require API use), the Lender may request an exception to the API Requirement from Fannie Mae. This document details the Lender processes for API Requirement Exception Handling.

## Lender Process: Requesting DUS Gateway® API Requirement Exceptions

### Methods For Requesting Exceptions

1. **DUS Gateway® “Case”:** Lender opens a CASE in DUS Gateway® from the “Case” link in the top blue banner.
2. **DUS Gateway® Chatter:** Lender CHATTERs its Deal Team to ask to return the Deal so it may update the Deal to use the APIs for all seven (7) required actions before Submitting the Deal.
3. **No Access to DUS Gateway® Production?**  If the person requesting the exception on behalf of Lender does not have access to DUS Gateway® Production, he/she can send an email to [DUSGateway\_APIs@fanniemae.com](mailto:DUSGateway_APIs@fanniemae.com).

### Exception Title/Subject

The following wording must be sent as the initial words of the Deal's Chatter, the **title** of the DUS Gateway Case, or the **subject** of the [DUSGateway\_APIs@fanniemae.com](mailto:DUSGateway_APIs@fanniemae.com) email: **Lender API Exception Request for <DealId>**

### Exception Reason Description

The Lender must provide documentation for the requested exception as the next words/message(s) in the Deal's Chatter, the **description** of the DUS Gateway Case, or the **body** of the [DUSGateway\_APIs@fanniemae.com](mailto:DUSGateway_APIs@fanniemae.com) email as follows:

1. If the Lender’s reason for the exception is ***NOT technical*** *(e.g., if a new hire forgot to use the API for one new Deal Participant)*, the Lender must describe the reason for the exception.
2. If the Lender’s reason for the exception is ***technical*** *(e.g., Lender received an error when trying to Submit the deal using the API)*, the Lender must complete and include the [**API Error Reporting Template**](#_DUS_Gateway_API) attached as Exhibit A so that Fannie Mae can validate the error. If the Lender is submitting a DUS Gateway Case, the Lender must then cut and paste the text from the completed form out of the MS Word template and into the Case’s “Description” field (since documents cannot be attached to a Case).

**NOTE**: Example of a direct cut/paste from [**API Error Reporting Template**](#_DUS_Gateway_API):

* 1. Summary of Issue/Error: Response
  2. What did you EXPECT would happen?: Response
  3. Steps to Reproduce: Response
  4. Date & Time of Error (Eastern Time (ET]): Response
  5. Environment (e.g., Acpt/UAT, Prod): Response
  6. URL for obtaining the FMSSO token: Response
  7. URL for API: Response
  8. HTTP Method: (e.g., GET, POST, PATCH): Response
  9. Headers (see example below\*\*): Response
  10. Id(s) used in the request (e.g., Deal Id/Property Id): Response
  11. Request Body/Payload: Response
  12. Error Message(s) Received: Response
  13. Response Status (e.g., 403, 500): Response

## Fannie Mae Process: Decisioning Exception Requests

DUS Gateway® team will review and make decisions on outstanding API Requirement Exceptions, targeting a **response to the Lender within one (1) Business Day**.

**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