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.*

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: When will the Q4 2025 changes be available in UAT??

EMAIL BODY:

If it is a DUS Gateway ® API **question**, describe the question and what is needed as clearly as possible.

If it is a DUS Gateway ® API **technical issue**, provide the following, as applicable:

1. **Environment (e.g., UAT, Prod):**
2. **Was a valid access token included in the headers for the API call that failed?:**
3. **Deal Name and Fannie Mae Deal ID:**
4. **Resubmission ID(s) (if applicable):**
5. **Summary of Issue/ Error:**
6. **Steps to Reproduce:**
7. **Expected Results:**
8. **Request Body/Payload (e.g., JSON file):**
9. **Date & Time of Error (please specify time zone):**
10. **Error Message(s) Received:**

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.
- For technical issues, please communicate with your API Technology team before reaching out to Fannie Mae, and please include them in the Lender Support email if they indicated Fannie Mae guidance is still needed.
- Fannie Mae will endeavor to reply within one (1) business day; if your issue is time-critical, indicate 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.

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**.