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:**
    a. If it is a DUS Gateway ® API **question**, describe the question and what is needed as clearly as possible.
    b. If it is a DUS Gateway ® API **technical issue**, provide the following, as applicable:
        i. Environment (e.g., UAT, Prod):
        ii. Deal Name and Fannie Mae Deal ID:
        iii. Summary of Issue/ Error:
        iv. Steps to Reproduce:
        v. Expected Results:
        vi. Date & Time of Error (Eastern Time (ET]):
        vii. Request Body/Payload:
        viii. 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 team and please include them in the email if they indicated they need Fannie Mae guidance on the issue.
- 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**.