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) per the [DUS Gateway API Requirement - Layer Cake Explanation](#), the Lender may request an exception to the API Requirement from Fannie Mae. This document details the Lender processes for API Requirement Exception Handling.

DUS Gateway® Lender Process: Requesting API Requirement Exceptions

REQUESTING EXCEPTIONS: Methods

Methods For Requesting Exceptions

1. **CHATTER in DUS Gateway®:** Lender CHATTERs its Deal Team. Please also tag @DUSGateway_APIs.
2. **No Access to DUS Gateway®:** If a Lender does NOT have access to DUS Gateway® Production, they can send an email to: DUSGateway_APIs@fanniemae.com.
3. **CASE in DUS Gateway®:** Lender opens a CASE in DUS Gateway® from the "Case" link in the top blue banner of the Deal.

For all Methods above, use

- **TITLE**: API Exception Request for <DealName>, <FannieMaeDealId>
- **DESCRIPTION**: See below to document the
    1. Reason
    2. Preventive Action(s)

REQUESTING EXCEPTIONS: Documenting the REASON for the Exception

No matter the reason for requesting an exception, the Lender must provide documentation for the requested exception.

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 can describe the reason for the exception to the API Requirement.

2. If the Lender's reason for the exception is ***technical*** *(e.g., Lender's API was not functioning correctly)*, the Lender must provide the following information:
    a. Environment: Production
    b. Deal Name and Fannie Mae Deal ID:
    c. Summary of Issue/ Error:
    d. Steps to Reproduce:
    e. Expected Results:
    f. Date & Time of Error (Eastern Time (ET]):
    g. Request Body/Payload:
    h. Error Message(s) Received:

REQUESTING EXCEPTIONS: Documenting PREVENTIVE ACTIONS

In addition to correcting this Deal, our goal is prevention. Please describe any action(s) that can be implemented to **prevent** this from happening again (*e.g., modification to your API system or an API communication/training to the team)*?

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**.