DUS Inspect Training

January 2022

Welcome to DUS Inspect training

Join one or more of these sessions to learn about system functionality, navigation and best practices

- January 18– DUS Inspect Overview

- January 19 – DUS Inspect Overview

- January 31 – Office Hours

Reminders

- **Recording in Progress:** We are recording this session to support training efforts.

- **Lines are muted:** Given the volume of attendees on this call, we have muted the lines.

- **Chat is being monitored:** We are monitoring messages, questions, and comments. Feel free to use this during the session to communicate with the session presenters.

Agenda

- DUS Inspect Overview

- User Roles and Functions

- DUS Inspect Demo

- Resources

- Questions

Presenters

- Mark Driscoll

- Terron Quarterman

- Manjuleeka (Manju) Mehta

- Mudasser (Mir) Khan

DUS Inspect Overview

What is DUS Inspect?

- A mobile inspection app (and complimentary web-based interface) to improve the efficiency of the property inspection process with data integration, process flows and actionable analytics.
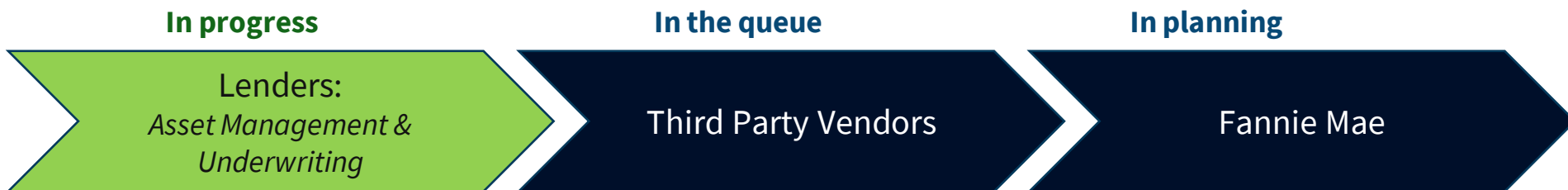
Where are we today?

- Application Rollout
  - Phased release: Asset Management and Underwriting
  - Demos and trainings
- Prioritizing additional features and functions

Road Map

In progress

Lenders:
Asset Management & Underwriting

In the queue

Third Party Vendors

In planning

Fannie Mae

User Roles and Functions

Inspector Role

- View inspections
- Perform inspections
- Edit inspections
- Deliver inspection reports

Reviewer Role

- View inspections
- Perform inspections
- Edit inspections
- Deliver inspection reports
- Assign inspections
- Review and certify inspections

Standard Workflow

Assign inspection → View/ perform/ edit/ submit inspection → Review / Certify inspection → Deliver an inspection

Color Key: Reviewer Role
Inspector Role

Desktop – Home / Landing Page

Home / Landing Page

See loans associated to the Seller Servicer Numbers

1. Lender Reviewers will see the Dashboard

2. Lender Reviewers and Lender Inspectors will see the List View

Desktop – Home / Landing Page

Preset Inspection Lists

Select preset Inspection Lists from the Inspections drop down

- The list includes:
  - All Inspections
  - Assigned to Vendor
  - Assigned-Lender Inspector
  - Certified
  - Inspections In Progress
  - Lender Review
  - Ready to Submit
  - Recently Viewed
  - See My Inspections
  - Unassigned

Desktop – Home / Landing Page

Action Buttons

Select inspection(s) and apply action buttons

1. Select an individual inspection or multiple inspections

2. Apply a workflow action

Lender Reviewer Action Buttons

Lender Inspector Action Buttons

Fannie Mae Confidential and Proprietary

Desktop – Inspection Record

Workflow Chevrons / Details Tab

See all the details from the property inspection including current workflow status

1. See the workflow status and next steps of an Inspection Record

2. The Details tab houses most of the inspection details for a specific inspection record

3. View, edit, and review inspection details from this menu and corresponding subsections

Desktop – Inspection Record

Inspection Data

Select any pencil icon to open the edit view

1. Select a specific menu and subsection then select the Expand All hyperlink to view the section details

2. Select any pencil icon to open the edit view

3. Select the Save button to save or Cancel button to exit without saving while in the edit view

Desktop – Inspection Record

Property Image(s)

Add images to an Inspection Record

1. Select Add Property Image(s) to upload photos from your photo library

2. While adding an image, simultaneously add that item to the Deferred Maintenance or Repair Verification list by selecting the Add to DM or Add to RV buttons

3. The Files section on the Records tab houses the uploaded photos, videos, and other files

Desktop – Inspection Record

Records Tab

Houses photos, videos, deferred maintenance and life safety items, unit mix, units inspected, operation & management plans, repair verification

- View, edit, and add:
  - Files
  - Operation & Management Plans
  - Capital Expenditures
  - Unit Mix
  - Units Inspected
  - Deferred Maintenance
  - Life Safety Items
  - Repair Verifications

Desktop – Inspection Record

Chatter Tab

Communicate with users in-app and provide updates to a specific record

Desktop – Inspection Record

MBA Form

Generate and export an MBA form into excel

1. Validate an Inspection Form on the Details tab

2. Fix errors to ensure MAMP and MBA Form requirements are met prior to submitting an Inspection Record for review, certification and generating an MBA Form

3. Produce an MBA Form in an Excel format with all the details entered in DUS Inspect

Mobile – Home / Landing Page
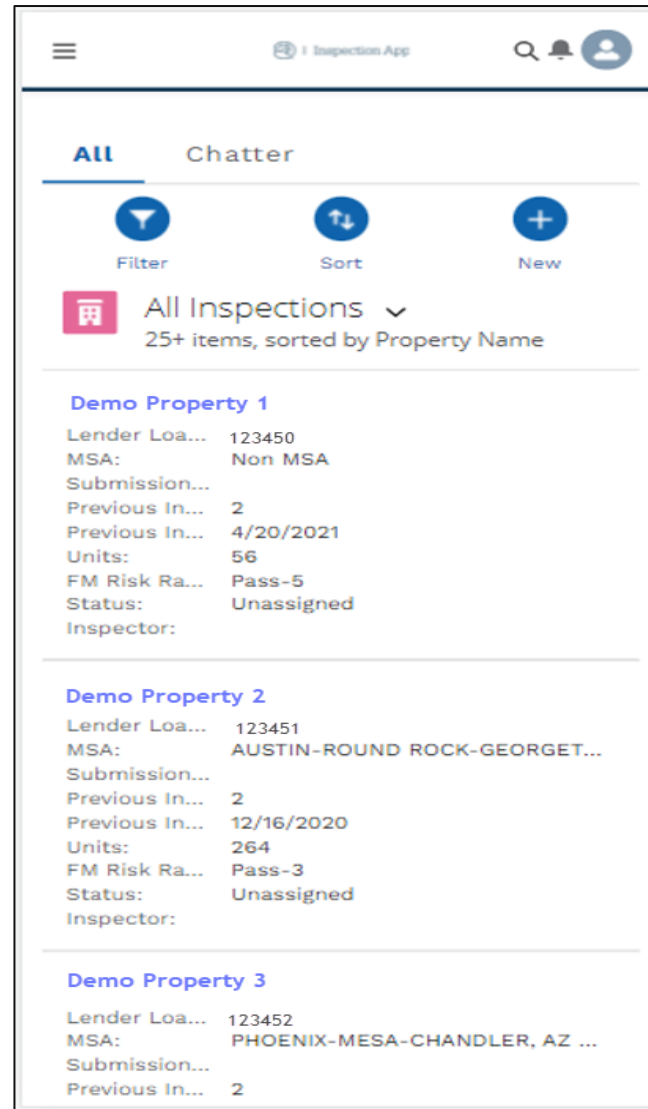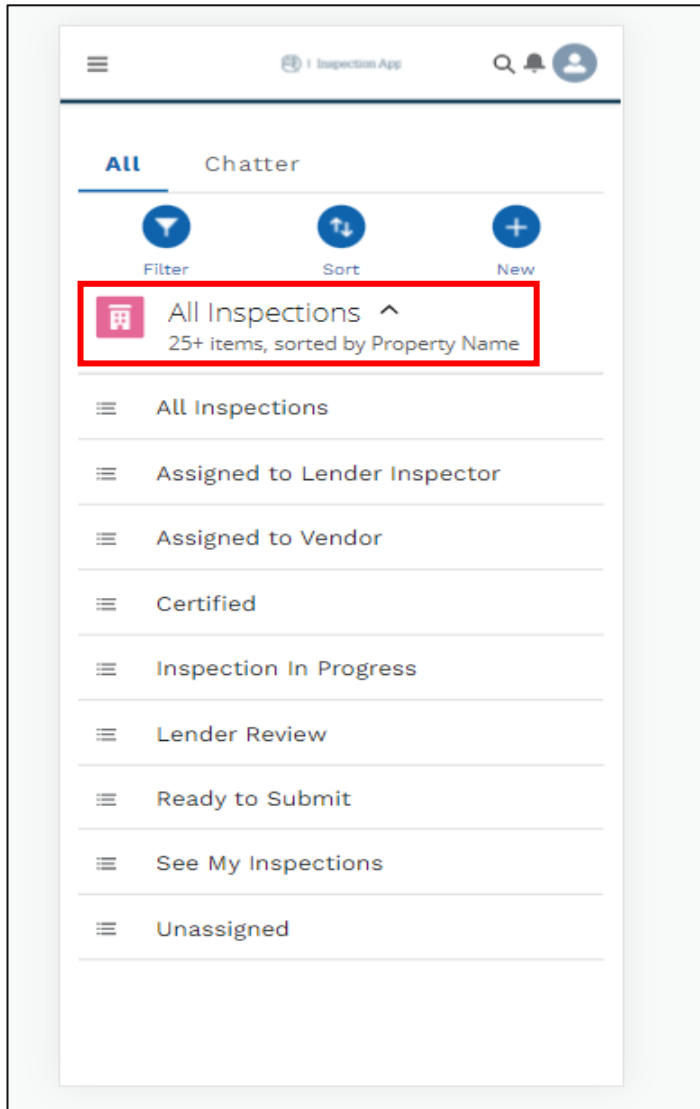
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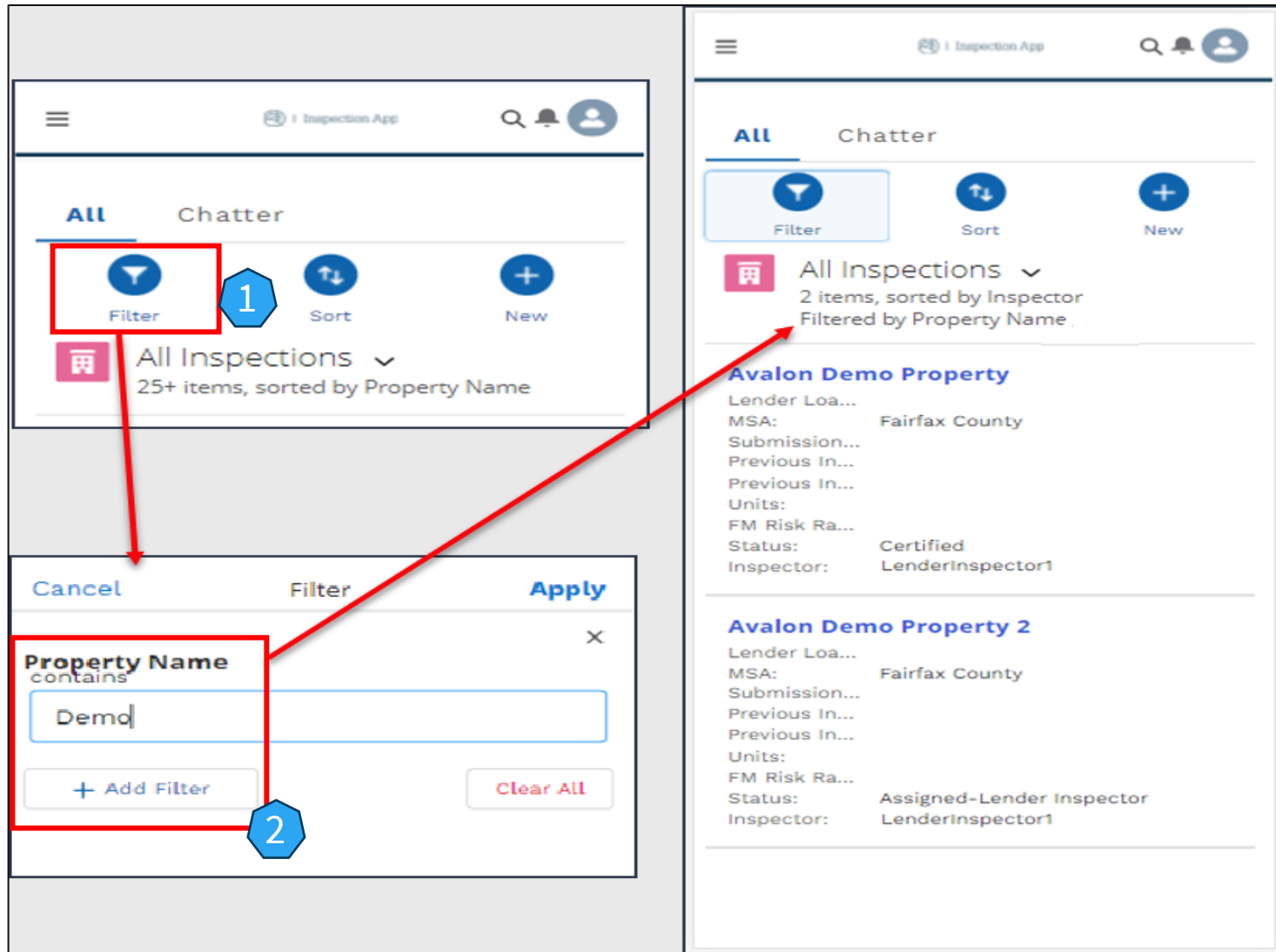
List View Filters

See a customized List View related to specific loan numbers, MSAs, etc.

1. Apply filters to navigate List View

2. Apply filters on Property Name, Lender Loan Number, MSA, FM Risk Rating, Status, and more.

Mobile – Inspection Record

Action Buttons and Tabs

See all the details from the property inspection

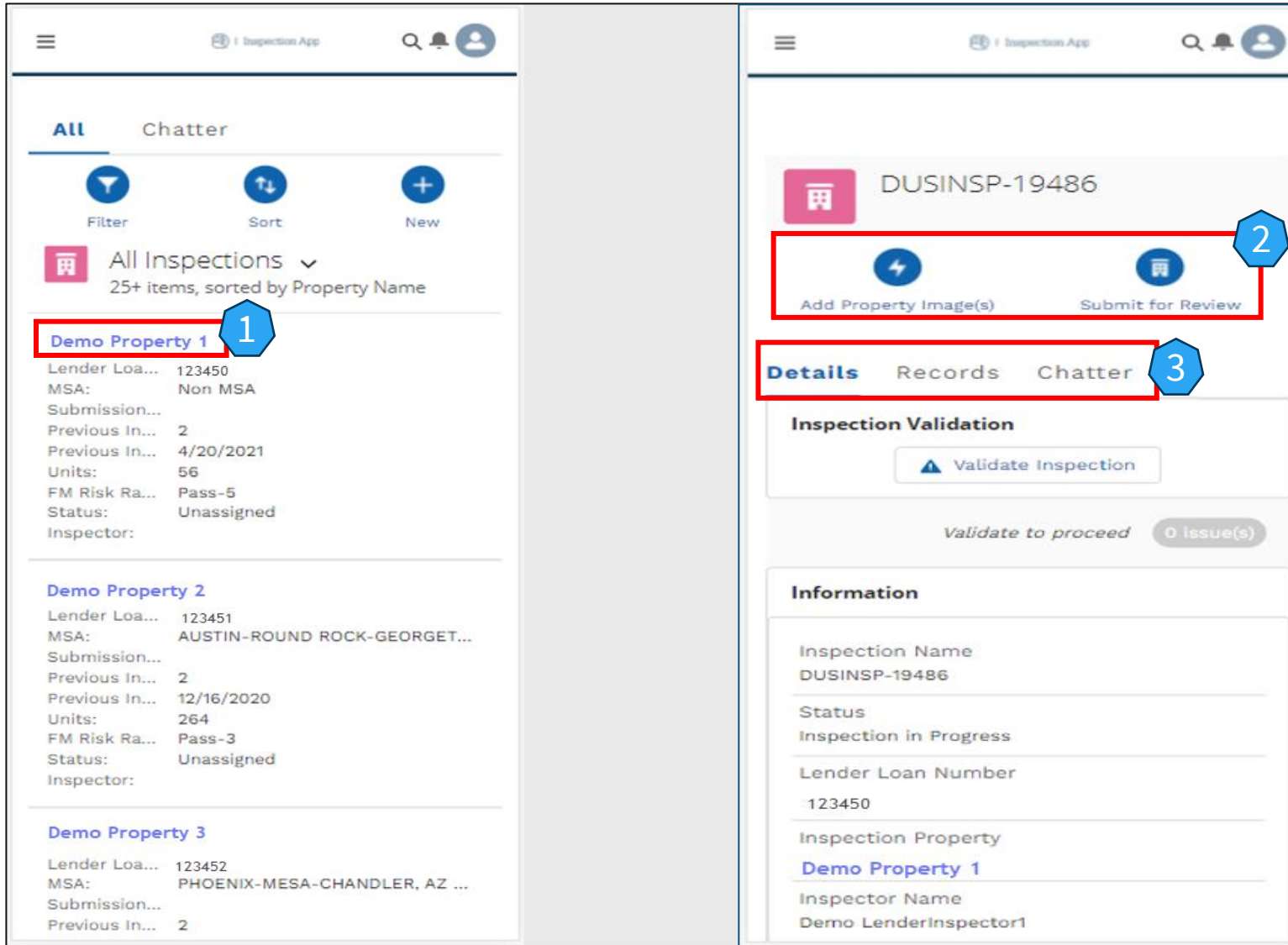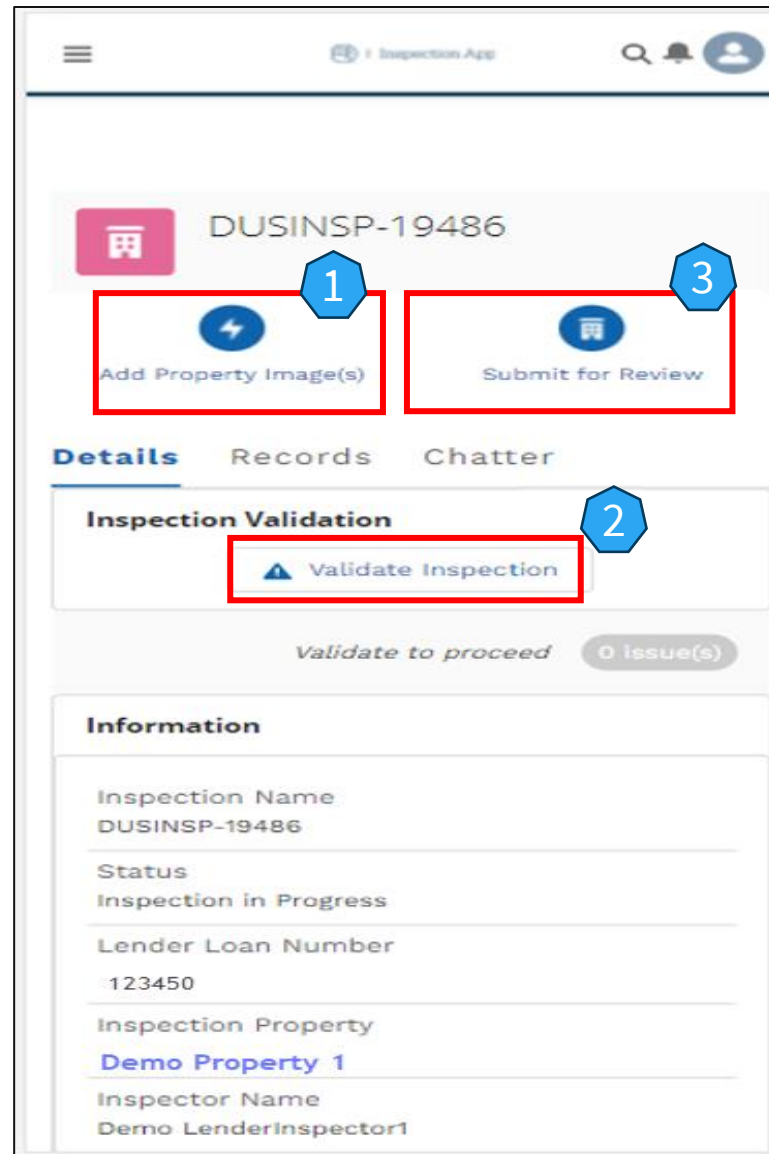1. Select the Property Name hyperlink to navigate to the Inspection Record

2. Inspection Records include Action Buttons:
   o Add Property Image(s)
   o Submit for Review
   o Validate Inspection

3. Inspection Records include the Details, Records, and Chatter tabs

Mobile – Inspection Record

Action buttons

Apply action buttons to perform certain functions

1. Select Add Property Image(s) to take photos and/or upload photos from your photo library

2. Select Validate Inspection to ensure MAMP and MBA Form requirements are met prior to submitting an Inspection Record for review and certification

3. Select Submit for Review to add the Inspection Record to the Reviewer's queue for certification

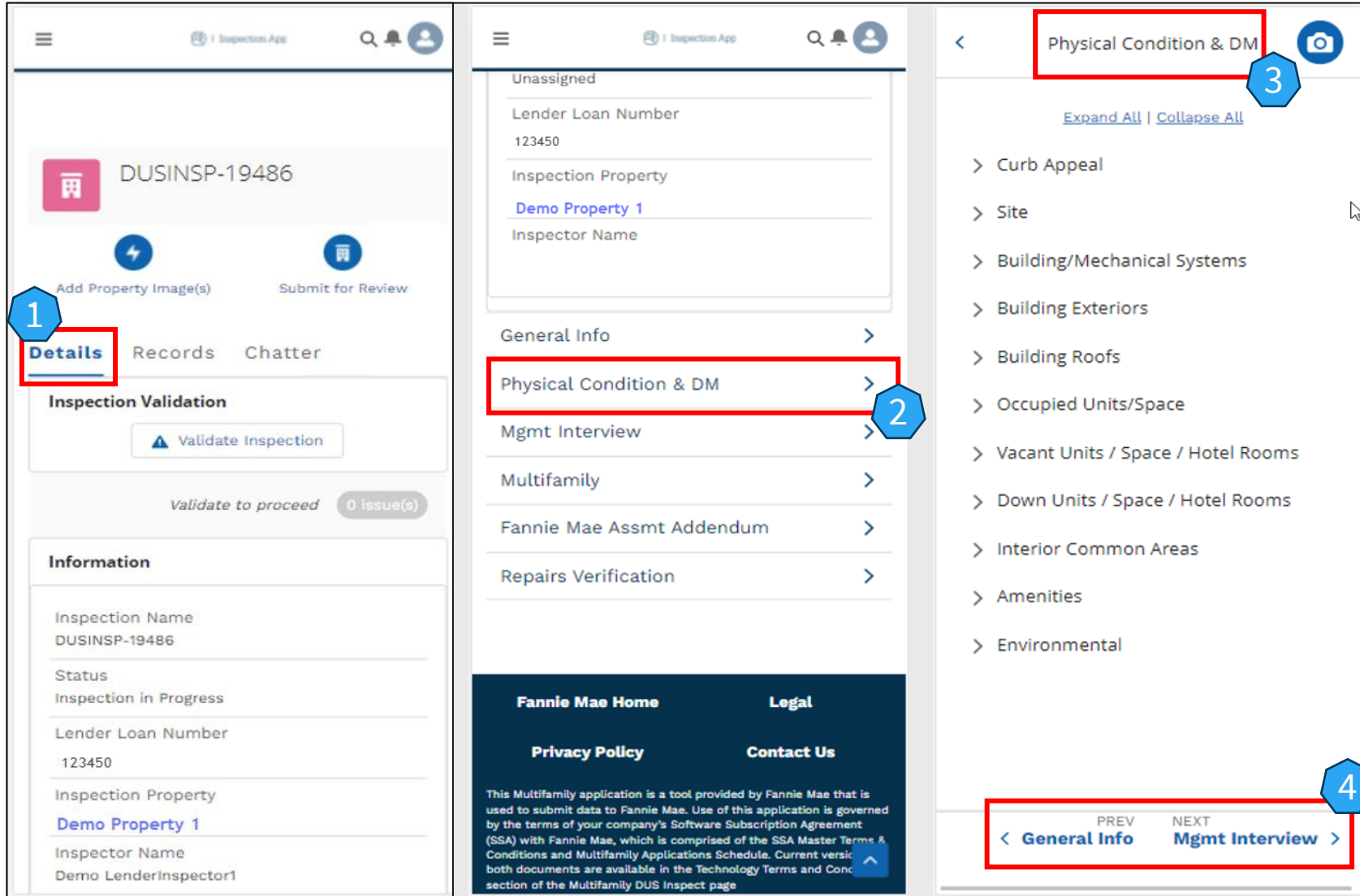# Mobile – Inspection Record

Property Image(s)

Add live photos and/or upload images to an Inspection Record from photo library

1. Select an image category and add comments

2. Simultaneously, add an item to the Deferred Maintenance or Repair Verification list by selecting the Add to DM or Add to RV buttons

Mobile – Inspection Record

Details Tab

See all the details from the property inspection

1. The Details tab houses most of the inspection details for a specific inspection record

2. View inspection details from this menu

3. View, edit, and review inspection details from the corresponding subsections

4. Select the PREV or NEXT hyperlinks at the bottom of the screen to navigate between the menu sections
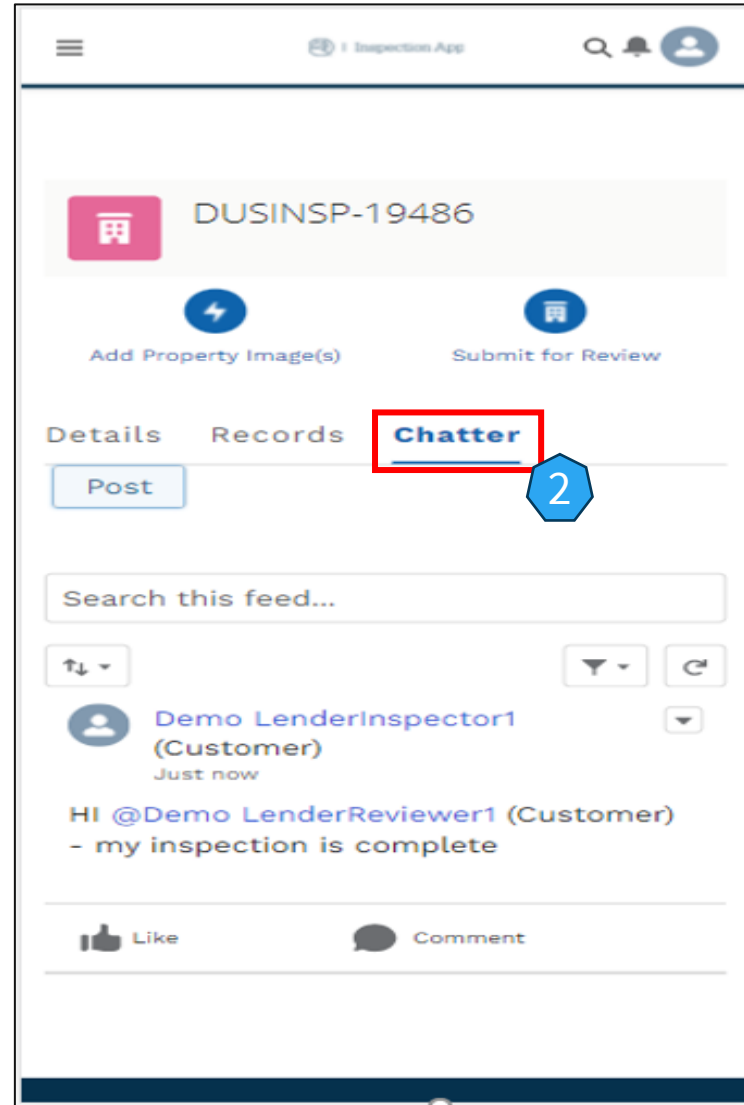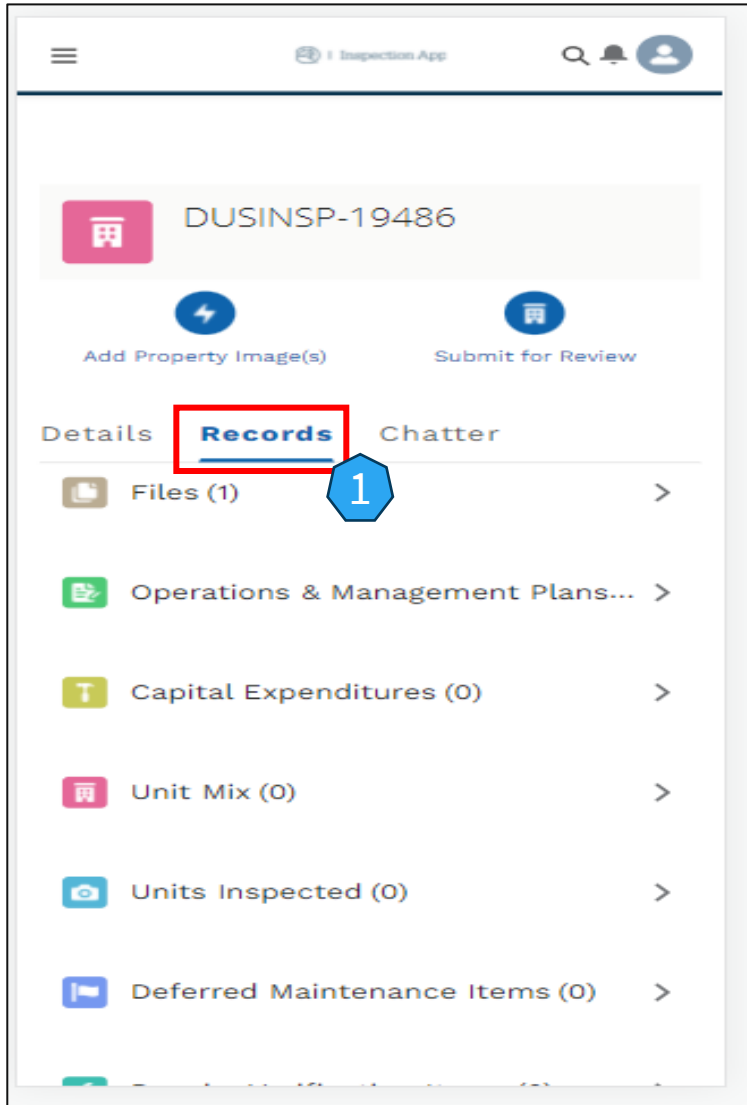
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Mobile – Inspection Record

Records and Chatter Tabs

1. View, edit, and add:

   - Files
   - Operation & Management Plans
   - Capital Expenditures
   - Unit Mix

   - Units Inspected
   - Deferred Maintenance
   - Life Safety Items
   - Repair Verifications

2. Communicate with users in-app and provide updates to a specific record

Resources

DUS Inspect Website

https://multifamily.fanniemae.com/applications-technology/dus-inspect
- Demo Videos
- Job Aids
- User Guide
- FAQs

For additional help, contact dus_inspect@fanniemae.com

Questions?