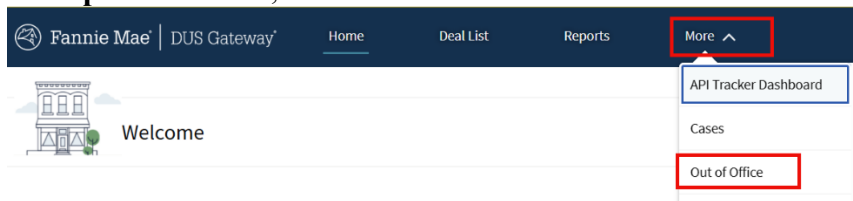


Lender Out of Office

We've introduced an Out of Office feature that allows lenders to log their Out of Office. When a lender is tagged in a Chatter post on a deal, the person who tagged them will receive the lender's Out of Office message as an automatic reply. Similarly, if a lender tags another lender or an internal Fannie Mae user who is out of office, they will receive an auto-response indicating that the tagged user is currently Out of Office.

Steps to Set Out of Office

1. **Log in to Lender DUS Gateway.**
2. On the **header menu**, click on the **More** tab.
3. From the **drop-down menu**, select **Out of Office**.



- a.
4. Click **New** to create a new Out of Office entry.
5. Fill out the form:
 - a. **Start Date:** Enter the date your Out of Office begins.
 - b. **End Date:** Enter the date your Out of Office ends.
 - c. **Message:** Add your Out of Office message (e.g., who to contact while you're away).
6. Click **Save** to confirm.

New Out Of Office

* = Required Information

Information

* Start Date	Owner
11/24/2025	Shakeout User1
* End Date	
11/28/2025	
* OOO Message	
I will be out of office from 11/24/2025 to 11/28/2025. Please reach out to Test for additional support.	

7. Cancel Save & New Save

Out of Office Notifications

1. Navigate to a Deal record
2. Open the **Chatter** tab
3. Add a post and tag either a Lender user or a Fannie Mae user
 1. If a tagged user is out of office, you will receive an out-of-office reply from either the Lender or the internal Fannie Mae user.



[Shakeout User1 \(PennyMac Corp.\)](#)
8m ago

[@Ron Howard \(Fannie Mae Multifamily\)](#) [@Shakeout User1 \(PennyMac Corp.\)](#) Demo Message: Please review this Deal

Like

Comment



[Ron Howard \(Fannie Mae Multifamily\)](#)
8 minutes ago

I am out of the office from 11/19/2025 to 11/30/2025. Hi, I am out for thanksgiving weekend.
Please expect replies from 1st onwards.

Like



[Shakeout User1 \(PennyMac Corp.\)](#)
8 minutes ago

I am out of the office from 11/25/2025 to 11/28/2025. I will be out of office from 11/24/2025 to 11/28/2025. Please reach out to Test for additional support.

Like