



## MULTIFAMILY DUS DOCWAY™ FREQUENTLY ASKED QUESTIONS (FAQs)

May 2018

VERSION 1.2 – Updated to reflect enhancements implemented in DUS DocWay Release 2.2

On October 30, 2017, DUS DocWay™ replaced the Multidoc Express™ (MDE) system. DUS DocWay is a web-based application through which Lenders submit Loan Documents to Fannie Mae. DUS DocWay is a streamlined document management solution equipped with intuitive navigation, the ability to upload multiple documents, an enhanced post submission document update process, and much more.

Listed below are common questions on the functionality and requirements related to the Multifamily's DUS DocWay application grouped into the following categories:

- A. [General Training Questions](#)
- B. [Access](#)
- C. [Importing Documents/Creating a Loan Package](#)
- D. [Workflow](#)
- E. [Searching](#)
- F. [Source System Integration](#)

### A. General Training Questions

#### 1. I have a question about how to do something in DUS DocWay – is there someone I can call?

The Help Desk number is 1-800-2FANNIE (1-800-232-6643). Support is available 24 hours a day, except for Fannie Mae Holidays. For training related questions, email:

[DUSDocWay\\_Support@FannieMae.com](mailto:DUSDocWay_Support@FannieMae.com).

#### 2. I didn't attend training; how can I get access to the training material?

Resources are available on the DUS DocWay webpage [here](#). To request additional training or for training related questions, email: [DUSDocWay\\_Support@FannieMae.com](mailto:DUSDocWay_Support@FannieMae.com).

### B. Access

#### 3. How do I sign up to use DUS DocWay?

To register for access to DUS DocWay application, contact your company's Technology Manager Administrator. You can access Technology Manager resources [here](#).

#### 4. Where do I go to log in to DUS DocWay?

Go to [Fannie Mae Multifamily](#) > Delivery > DUS DocWay > Launch App.

#### 5. What username and password should I use to login to DUS DocWay?

To log in to DUS DocWay, you will use the same user ID and password from Technology Manager managed by your Corporate Administrator. Your Corporate Admin can assist you if you do not have access to DUS DocWay.



### C. Importing Documents / Creating a Loan Package

6. I imported a Financial Statement, however, when I went to pick a Document Category and Document Type, I did not see a category for "Financials." Should financials be uploaded as "Operating Statements"?

Yes, for Financials, select the Document Category *Operating Statements*.

7. With Multidoc Express, only certain forms of Word and Excel documents were accepted. For example, Excel had to be delivered in 1997-2003 format. Is this the case in DUS DocWay?

All file formats may be uploaded by DUS DocWay – there are no restrictions, other than the file size, which may be up to 300MB.

8. After I submit a Loan Package to Fannie Mae, can another document be added to the package?

Yes, if the Loan Package is in *Submitted* status, you can still import documents and associate them to the package. Select the commitment number (or collateral reference number) for that package on the *Edit Properties* screen when importing the document. When you submit a document to a Loan Package that is already in *Submitted* status, the document will also acquire the *Submitted* status.

9. Which document category and type should I associate with documents for a High Performance Building (HPB) Report?

- Assign the Form 4099.H to the Document Category of *PCA/Engineer or Architect Report & Termite Inspection*, and the Document Type of *Form 4099.H – High Performance Building (HPB) Report*.
- Assign the HPB Narrative to the Document Category of *PCA/Engineer or Architect Report & Termite Inspection*, and the Document Type of *Narrative – High Performance Building (HPB) Report*.
- Please assign the Green Building Certification to the Document Category of *Compliance/Certification* and the Document Type of *Green Building Certification*.




## D. Workflow

- 10. Someone else in my office uploaded documents to create a loan package for one of our commitments and then left for the day. Unfortunately, one of the documents was uploaded twice. I need to submit the package immediately. What do I do?**

No problem! Before you submit the loan package to Fannie Mae, you may delete documents by selecting the commitment in the Loan Packages window, and when the document is displayed in the Content List, right click and select Delete from the dropdown menu.

- 11. I submitted a loan package for internal review but the status hasn't changed. Did I do something wrong?**

No, you did nothing wrong! To display the latest updates on your screen, including status changes, refresh the display by clicking on the dropdown button next to the *Loan Packages* label Loan Packages  , and select *Refresh* from the dropdown. Alternately, you can click on the dropdown button on the *External Workspace* tab near the top left of your screen to then display and select the *Reset Workspace* option from the dropdown; taking this action refreshes all data, resets the Workspace to the standard view, and returns you to the *Welcome* screen.

- 12. Can we delete files that are returned by Fannie Mae?**

As part of Fannie Mae's records management policy, files that have already been submitted to Fannie Mae cannot be deleted. You will be able to see returned documents in the *Content List* for a specified Loan Package, and you may update a document that needs correction by selecting Import New Version. You may also upload additional documents to a *Submitted* loan package.

- 13. Someone else in my office uploaded some documents to a loan package, and then submitted the package for (internal) review and left for the day. I'm reviewing the package and I want to update a document. How do I update a document as the reviewer?**

When you review a Loan Package, you can edit a document by right clicking on it and selecting *Edit* from the dropdown. The document will then be checked out. To replace the document with an updated version (or a different document), right click on the document again and select *Check In* from the dropdown. Click on the *Properties* tab on the *Check In* popup, and use the ellipses to open a window where you can select the document to check it in. You may also delete the document and upload a new one.

## E. Searching

- 14. Can Loan Packages be sorted by status (i.e., can you move the ones in "Draft" status to the top)?**

Yes, you can sort by status in the *Loan Packages List* by clicking on the *Status* column header.



## F. Source System Integration

**15. Can we get to DUS DocWay by signing into Committing & Delivery (C & D™) instead of the other way around?**

You can access C&D through DUS DocWay, but cannot access DUS DocWay through C&D. This functionality will be offered as part of a future enhancement.

**16. Do I have to wait until a Commitment is confirmed in C&D before I can see the deal in DUS DocWay?**

No! You can import documents and associate them with a Commitment immediately after the Commitment is created in C&D. Related: the best practice is to associate a Property in C&D prior to importing documents in DUS DocWay. This allows you to associate a Property to the document in DUS DocWay.

**17. When is the information I entered into C&D going to be available in DocWay?**

Deal information entered into C&D is available in DUS DocWay within minutes.

**18. When is information I entered into the Multifamily Structured Facility Management System (MSFMS) going to be available in DocWay?**

Deal information entered into MSFMS is available in DUS DocWay within minutes.

### Questions?

Email [DUSDocWay\\_Support@fanniemae.com](mailto:DUSDocWay_Support@fanniemae.com) to ask questions, request additional training, or provide feedback.