



## Multifamily Mortgage Business Lender Letter 19-01

January 2, 2019

To: Multifamily Lenders  
From: Lisa Carlson, Vice President Policy and Lender Risk Management  
Subject: Lender Letter 19-01 | Use of DUS DocWay™ for Reporting

### HIGHLIGHTS

Effective January 2, 2019, Lenders will use DUS DocWay to provide financial statements, DUS Capital compliance attestations, and other elements of the quarterly submissions to the Multifamily Lender Risk Management team rather than delivering them via email or U.S. Mail.

### Lender Reporting submitted through DUS DocWay

To improve the quarterly reporting process to Fannie Mae Multifamily Partner Risk Management required by Part II, Chapter 4 of the Multifamily Selling and Servicing Guide (“Guide”), Lenders will submit financial statements, DUS Capital compliance attestations, and other elements of the quarterly submissions using DUS DocWay rather than the current delivery method via email or U.S. Mail. Please note that submission using DUS DocWay supersedes the Address for Submissions instructions referenced in Part II, Section 406 of the Guide.

### What You Can Expect with DUS DocWay

DUS DocWay will simplify your business with a new integrated document management solution. The new system will improve traceability and provide a user-friendly interface with robust document import and search capabilities. Key features include:

- ability to upload multiple documents from your desktop;
- drag and drop feature allows you to drag documents from your desktop into the system;
- ability to view your documents directly in the DUS DocWay workspace;
- ability to view file contents with the most popular browsers;
- homepage with easy access links to Fannie Mae Multifamily’s transaction systems and guide updates;
- customizable workspace for efficient document viewing and searching; and
- streamlined document delivery and post submission document update process.



## Lender Training

Training was provided in October and November 2018, and is being offered again on February 12, 2019. This interactive session will include a review of DUS DocWay's features, along with step-by-step instructions on how to import financial documents. If you have not received an invitation to this training and would like to attend, request an invitation at [DUSDocWay\\_Support@fanniemae.com](mailto:DUSDocWay_Support@fanniemae.com).

The DUS DocWay team will provide support before and after training, including:

- one-on-one walk-throughs and demonstrations on request;
- reference documentation; and
- scheduled check-ins to answer any questions and to accept feedback from Lenders.

## Lender Access

Lenders can request and access DocWay by taking the following steps:

- Login information can be obtained by contacting your company's Technology Manager Administrator ("Corp Admin"), who manages the Lender's access to all Fannie Mae applications, including DUS DocWay.
- The Corp Admin will select a specified DUS DocWay role for the user, either:
  - "Lender\_Financial\_Contributor" (needed if the user will be uploading documents for submission to Fannie Mae); or
  - "Lender\_Financial\_Reader" for view only access; and
- The Corp Admin will then provide the user with a username and password to access DUS DocWay.

To begin uploading documents or for more information, go to the "fanniemae.com" webpage for DUS DocWay:

<https://www.fanniemae.com/multifamily/dus-docway>

## Effective Date

This Lender Letter is effective starting January 2, 2019 for Q4 2018 reporting packages.

## Questions

Please contact DUS DocWay Support at [DUSDocWaySupport@fanniemae.com](mailto:DUSDocWaySupport@fanniemae.com) or [Fannie Mae Multifamily Partner Risk Management](#) with any questions.