MyGinnieMae Portal
Multifamily Pool Delivery Module (MFPDM) Training

V 1.3

Agenda

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MFPDM Video Demonstration

– Pools and Loan Page

– Creation, Validation, Submission

MFPDM **FAQS**

1. Which pooling system should I use to create new Multifamily Pools?
MFPDM is to be used to create and submit all new Multifamily pools. There will not be a parallel period; pools processed via MFPDM are production pools. It is recommended that all new pools be submitted through MFPDM. However, Users will still have access to Ginnie*NET*.

2. Which pooling system should I use for existing Multifamily Pools?
Existing pools will remain in Ginnie*NET*, including subsequent draws for CL/CS and conversions. MFPDM will only be used for new pools.

3. Can I view pools entered via MFPDM in Ginnie*NET*?
Yes. Once a pool is submitted for Final Certification, it can be viewed in Ginnie*NET* as the certification and issuance of pools will continue as it does today.

4. How do I view error messages and warnings on MFPDM?
Import Errors and **Fatal and Warning Messages** can be viewed on the Pool Details and Loan Details pages. In addition, Users can also download the *Edits Report* under the MFPDM Docs menu option.

5. Where do I access Pool Reports and HUD Forms?
All HUD Forms will be available for downloading and printing under the MFPDM Docs menu option.

6. How should I submit pools for Recertification?
Users will continue to process pools for Recertification on Ginnie*NET*.

MFPDM **FAQS**

7. Will there be any changes in Monthly Reporting?
Reporting will remain unchanged.

8. What is the definition of Pool in 'Draft' status?
In MFPDM, all pools that have not yet been *Submitted for Final Certification,* are marked as *Draft* pools.

9. Can I validate a pool without submitting?
Yes. Once a pool is saved, Users can select the *Validate* button at any time to run the Business Rules Engine. In addition, when any User selects to *Submit* a pool, the validations are run automatically.

10. What is the difference between 'Delete' and 'Recall' of a Pool in MFPDM?
Recall: Action available to Users with the 'Authorized Signer' role, allows the User to revert a pool that is in *Submitted for Final Certification* or *Final Certified* (if the pool has yet to be swept to mainframe) status back to *Draft* status.
Delete: Action available to all Users for pools that are in *Draft* status. Deleting a pool removes it entirely from the system. A User may reuse a Pool Number that was previously deleted. A User may also choose to delete a Loan from the 'Loan Details' screen.

11. What is the difference between an Authorized Signer and a Data Entry User?
Data Entry and Authorized Signer Users are able to create, update, and delete pools in Draft status.
Data Entry Users: May submit a pool to Authorized Signers for their review and submission to the Document Custodian.
Authorized Signers: Are the only Users able to submit a pool for certification to the Document Custodian. For ease of use, a *Ready for Submission* quick filter button is available on the Pools & Loans page for the Authorized Signers to filter out pools prepared by Data Entry Users, that are ready for submission.

MFPDM **FAQS**

12. Will the Document Custodian use the MFPDM module to certify/reject our pools?
No. Document Custodians will continue to use Ginnie*NET* to certify/reject pools.

13. Will I still receive the notice via e-notification when Pools are certified?
Yes, Users will receive an e-notification and a portal message when Pools are *Final Certified* by the Document Custodian.

14. Is there an export/import function on MFPDM?
Yes, Users can import and export pools using MFPDM.

15. Where do I go if I have questions concerning MFPDM?
Please consult the MFPDM User Manual for step-by-step instructions on using the application. For additional support contact Ginnie Mae Customer Support at 1-833-GNMA HELP / 1-833-466-2435, or email ginniemae1@bnymellon.com and on the subject line, please add: MFPDM.

16. Where do I go if I have questions concerning MyGinnieMae?
General release and training questions, as well as feedback and comments about MyGinnieMae may be directed to the Ginnie Mae Customer Experience Group at CXG@hud.gov. If you require assistance with gaining access or your account, please refer to the Organization Administrator, formerly known as the Security Officer or Enrollment Administrator at your organization. General Troubleshooting and System Errors are explained in the MyGinnieMae Getting Started Manual, or you may consult Ginnie Mae Customer Support for additional information.

GETTING HELP **RESOURCES**

- **Modernization Page on GinnieMae.gov**
  https://www.ginniemae.gov/issuers/issuer_training/Pages/modernization.aspx
  - ✓ User Guides
  - ✓ Quick Reference Cards
  - ✓ Training Overviews
  - ✓ Release and Training Schedule
  - ✓ Training Materials and Recordings

- For technical questions about accessing the portal and using its applications, contact **Ginnie Mae Customer Support** at 1-833-GNMA HELP **/** 1-833-466-2435 or ginniemae1@bnymellon.com

- For questions about the waves, training, user materials and general MyGinnieMae inquires contact the **Ginnie Mae Customer Experience Group** at cxg@hud.gov