

# Frequently Asked Questions

## Multifamily Pool Delivery Module (MFPDM)

These Frequently Asked Questions (FAQs) are available to assist users with the Multifamily Pool Delivery Module (MFPDM) on the MyGinnieMae Portal.

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### 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.

### 2. Which pooling system should I use for existing Multifamily Pools?

Existing pools will remain in GinnieNET, 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 GinnieNET?

Yes. Once a pool is submitted for Final Certification, it can be viewed in GinnieNET as the certification and issuance of pools will continue as it does today.

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### 4. What browsers are supported?

Users can access the MyGinnieMae Portal and MFPDM via Internet Explorer (IE), Firefox, or Chrome.

### 5. Can I access the MFPDM application via our current setup on GMEP 1.0?

No. To access MFPDM, Users are required to log in through the MyGinnieMae Portal using the following URL <https://my.ginniemae.gov>.

### 6. Can I access GMEP 1.0 and GinnieNET through the MyGinnieMae Portal?

At this time MFPDM Pilot Users can access RPN and CM GMEP 1.0 applications, and GinnieNET through the MyGinnieMae Portal, which acts as a single point of access. Once Users are logged into the portal they will not be required to enter their credentials again. For more details please see the Quick Reference Card:

[https://www.ginniemae.gov/issuers/issuers\\_training/Documents/myginniemae\\_login\\_qrc.pdf](https://www.ginniemae.gov/issuers/issuers_training/Documents/myginniemae_login_qrc.pdf)

Users can also continue to access all GMEP 1.0 applications and GinnieNET directly, as they do today.

### 7. 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.

### 8. 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.

### 9. How should I submit pools for Recertification?

Users will continue to process pools for Recertification on GinnieNET.

### 10. Will there be any changes in Monthly Reporting?

Reporting will remain unchanged.

### 11. What is the definition of Pool in ‘Draft’ status?

In MFPDM, all pools that have not yet Submitted for Final Certification are marked as ‘Draft’ pools.

### 12. 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.

### 13. 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.

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**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 had previously been deleted. A user may also choose to delete a Loan from the Loan Details screen.

### 14. 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. Only Authorized Signers are 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 Signer to filter out pool prepared by data entry users that are ready for submission.

### 15. Will the Document Custodian use the MFPDM module to certify/reject our pools?

No. Document Custodians will continue to use GinnieNET to certify/reject pools.

### 16. Can we still use GinnieNET to process our pools?

It is recommended that all new pools be submitted through MFPDM; however Users will still have access to GinnieNET.

### 17. 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.

### 18. If I do not have access to my email will I still be able to log into the system to process my pools?

In order to access MFPDM, Users will need access to their email so they can receive the One-Time Password (OTP) which is only sent via e-mail. Users can access the MyGinnieMae Portal by entering the User ID (user’s email) and Password to access the Dashboard on the portal. Please refer to the MFPDM Issuer User Manual for further information on how to Log In to MyGinnieMae Portal and the OTP required when accessing MFPDM.

### 19. Is there an export/import function on MFPDM?

Yes, Users can import and export pools using MFPDM.

### 20. How do I submit any questions, comments or issues concerning MFPDM?

For any technical issues, please call the Ginnie Mae Help Desk at 1 (800) 234-GNMA (4662), Option 1 or email [ginniemae1@bnymellon.com](mailto:ginniemae1@bnymellon.com) and on the subject line, please add: MFPDM.