MyGinnieMae

U.S. Department of Housing and Urban Development (HUD)

Ginnie Mae, Office of Security Operations

Document Custodian Transfer Request Issuer & Document Custodian User Manual

Version 1.8

GinnieMae

Application Details

Application Information	Description
Application Name	Document Custodian Transfer Request
Application Acronym	DCTR
Application Developer	The Bank of New York (BNY)
Ginnie Mae Director, Approver	Victoria Vargas
Version/Release Number	1.8

Document History

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1.1	08-08-2024	Chris Amann	BNY	Edited and formatted document
1.2	08-27-2024	Anita Pathak	BNY	Addressed Ops review feedback
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1.8	07-11-2025	Anita Pathak	BNY	Addressed GNMA feedback

Table of Contents

LIST OF FIGURES

LIST OF TABLES

1   INTRODUCTION

Application Overview

A core Ginnie Mae function is to allow Issuers to transfer/merge pools from one or multiple Document Custodians to a New Document Custodian. The Document Custodian Transfer Request application provides an interface to those processes and procedures in MyGinnieMae (MGM).

Features

The following features are available to users:
- Document Custodian Transfer Request Summary
- Creating a New Transfer/Merger Request
- Import and Export pools from each Document Custodian
- Save, Delete, Validate, Modify, Submit, and Recall requests
- Request Summary and Approval Letter
- Enhanced Issuer Profile Report

Data Flows

The following data flow reflects the different operational activities for Document Custodian Transfer workflow:

- Issuers:
  - Create a new Transfer/Merger request.
  - Save the request.
  - Validate the request.
  - Submit the pool for Document Custodian acknowledgement, approval, or decline.
- DC:
  - Acknowledges the request.
  - The request is submitted to the Account Executive for approval.
- AE:
  - Approves the request

Note that the transfer of the pools is completed on the effective transfer date.

- Issuers:
  - Can delete a request if not submitted for Document Custodian acknowledgement/approval.
  - Can recall pools that have not been approved or acknowledged by a Document Custodian.

- Issuers, Document Custodians, and Account Executives:
  - Receive notifications via the portal and/or emails for request processing.

- Ginnie Mae Operations will have a view-only role for all requests.

Authorized Use / Permissions

Please refer to the My Ginnie Mae Portal – Getting Started Manual for authorization of user and assignment of their permissions.

2   SYSTEM PREREQUISITES

The DCTR application is on the current web-based MyGinnieMae Portal. No new or enhanced hardware is required to support the DCTR application. The Document Custodian acknowledgment/approval processes will be performed by DCs in MGM.

Please refer to the My Ginnie Mae Portal – Getting Started Manual for the system prerequisites for accessing MyGinnieMae and its associated applications.

3   GETTING STARTED

Upon logging into MyGinnieMae, the DCTR application is accessed via a tab on MGM. Before being granted access to the application, the user must complete the MyGinnieMae Portal registration process. Privileged users called Organization Administrators (formerly known as Security Officers and Enrollment Administrators) facilitate the registration and access provisioning process to create user accounts and assign functional roles within each organization.

A functional role is a system access profile based on the business activities used to ensure end-users have the appropriate level of access to be able to perform their job functions. There are six functional roles (Issuers) associated with DCTR.

Role	User	Description
SF-Collateral Management Basic User	Issuers	Users with this functional role can initiate a Document Custodian Transfer request for the Single-Family (SF) program type, add Custodians/Pools, and perform actions such as saving, validating, and modifying an existing request.
SF-Collateral Management Authorized Signer	Issuers	Users with this functional role can initiate a Document Custodian Transfer request for the SF program type, including adding Custodians/Pools, saving, validating, modifying, submitting, and recalling the request.
MF-Transfers Basic User	Issuers	Users with this functional role can initiate a Document Custodian Transfer request for the Multifamily (MF) program type, including adding or removing custodians and pools, as well as saving, validating, and modifying an existing request.

Role	User	Description
MF-Transfers Authorized Signer	Issuers	Users with this functional role can initiate a Document Custodian Transfer request for the MF program type, including adding Custodians/Pools, saving, validating, modifying, submitting, and recalling the request.
HECM-Collateral Management Basic User	Issuers	Users with this functional role can initiate a Document Custodian Transfer request for the Home Equity Conversion Mortgage (HECM) program type, including adding Custodians/Pools, saving, validating, and modifying an existing request.
HECM-Collateral Management Authorized Signer	Issuers	Users with this functional role can initiate a Document Custodian Transfer request for the HECM program type, including adding Custodians/Pools, saving, validating, modifying, submitting, and recalling the request.

Table 0 User Access

Please refer to the My Ginnie Mae Portal – Getting Started Manual for access and log in instructions for MyGinnieMae and associated applications.

4   USING THE APPLICATION

To get started:

1. Log into MyGinnieMae.

2. Select **Document Custodian Transfer Request** under the **Other Applications** heading from the **Tools** menu.

Figure 1: Document Custodian Transfer Request Tab

Issuer

Document Custodian Transfer Request Summary

The following screen displays a summary of Document Custodian Transfer Requests. The Issuer user can filter or search for an existing request, create a new request, export, validate, delete, submit, recall, download reports from the summary screen.

Figure 2: Document Custodian Transfer Request Summary

Filters Type

The top of the screen displays several fields that can be used to filter the number of records shown.

Figure 3: Filter

Filter Definitions

- To use data entry fields, enter the required data.

- To use the drop-down fields:

    1. Click the checkbox to select an item.

    2. Click the checked box again to unselect the item.

        Once checked, the number of items selected appears in the drop-down field.

- To use the transfer date field:

    Enter a data in MM/DD/YYYY format.
    OR
    Click the date icon (▢) to select a date from the calendar.

    Important: This is a Transfer Effective Date range field. You must enter/select a From and To date.

Filters	Definition
Request Number	Unique request Ids assigned to a request during the request creation.
New Custodians	Custodian Name and ID.
Request Type	Document Custodian Transfer Request Type. There are four request types available: 1. **Complete Portfolio Document Custodian Merger:** Complete Portfolio Document Custodian Merger is a request to merge the Issuer's entire Ginnie Mae MBS portfolio when a merger occurs between one or more Document Custodian Corporate Institution(s). The existing entity's Document Custodian Identification Number will update as the newly designated Document Custodian. 2. **Partial Portfolio Document Custodian Merger:** Partial Portfolio Document Custodian Merger a request to merge selected pools/loan packages of the Issuer's Ginnie Mae MBS Portfolio when a merger occurs between one or more Document Custodian Corporate Institution(s). The existing entity's Document Custodian Identification Number will update as the new designated Document Custodian 3. **Complete Portfolio Document Custodian Transfer:** Complete Portfolio Document Custodian Transfer is a request to transfer the Issuer's entire Ginnie Mae MBS portfolio from one or more active Document Custodian(s) to a new Document Custodian. 4. **Partial Portfolio Document Custodian Transfer**: Partial Portfolio Document Custodian Transfer is a request to transfer selected pools/loan packages from the Issuer's Ginnie Mae MBS portfolio from one or more active Document Custodian(s) to a new Document Custodian.
Transfer Effective Date	Transfer Effective Date range. Users can search for requests for a specific transfer effective date range.
Status	All Transfer Requests Statuses are available on the drop-down field. 1. **Approved by Ginnie Mae**: A Transfer/Merger request approved/acknowledged by the AE user. 2. **Draft**: A Transfer/Merger request created by Issuers but has not submitted to DC for approval/acknowledgement. 3. **Posted**: A Transfer /Merger request submitted by an Issuer for DC Approval. 4. **Declined by Custodian:** A Transfer/Merger declined by a Document Custodian.

Filters	Definition
	5. **Declined by Ginnie Mae**: A Transfer/Merger declined by an Account Executive. 6. **Pending Ginnie Mae Approval**: A Transfer /Merger request submitted by an Issuer for DC Approval. 7. **Completed:** Pools will be transferred from one or multiple DCs to a new DC on the Transfer Effective Date. 8. **Rejected by Ginnie Mae System**: A request, or all pools within a request, are rejected by the Mainframe system at the time of request completion.
Clear Filters (Button)	Click this button to remove all filters.
Apply Filter (Button)	Click this button to apply filters after selecting one or multiple search criteria.

Table 4.1 Document Custodian Transfer Request Filters

Request New Transfer Button

To request a new transfer:

1. Click the [REQUEST NEW TRANSFER] button.

   The Create New Transfer screen displays where you can enter required information and create and save requests.

Figure 4: Request New Transfer Button

Requests Summary

The Requests Summary sections display all requests created by the Issuers. The Issuer can open individual requests by clicking on each request number. Each column can be sorted in ascending or descending order. The columns are defined as follows:

Columns are defined as follows:

Field	Definition
Request Number	Unique request Ids assigned to a request during the request creation.
Issuer	Issuer ID and Name.
New Custodian	Document Custodian ID and name of new custodians.

Field	Definition
Effective Transfer Date	Dates on which the request will be completed.
Status	Status for each request.
Business Rules	Request Business Rules validation status.
Actions	Actions that Issuers can take as per request. Refer to the Request Ellipses section for more information.

Table 0 Document Custodian Transfer Request Summary Columns

Filters

Issuers can filter or search for specific requests by selecting the following criteria:

- Request Number

- New Custodian

- Request Type

- Effective Transfer Date

- Status

After selecting the desired criteria, click the **Apply Filters** button to execute the search.

Figure 5: Filters

Request Ellipses

The **Ellipses** ⋮ are located under the action column. An Issuer can perform actions such as deleting, validate, submit, recall, view documents, etc. The available actions depend on the status of the request. For instance, if a request is in posted status, the Issuer can only recall the request or view associated documents. However, if the request is in draft status, the Issuer can validate, delete, submit, or view associated documents.

Figure 6: Request Ellipses

The actions that an Issuer can take, based on the request status, are as follows:

Request Status	Actions from Ellipses
Draft	Submit, Delete, Validate, Docs, Export
Posted	Recall, Docs, Export
Pending Ginnie Mae Approval	Docs, Export
Approved by Ginnie Mae	Docs, Export
Declined by Custodian	Doc, Export
Declined by Ginnie Mae	Doc, Export
Completed	Docs, Export
Rejected by Ginnie Mae System	Doc, Export

Table 0 Ellipse Menu Options

Import Pools

When adding pools for a Document Custodian in a request, you can use the import feature to upload an external flat file that contains the list of pools to be included for the transfer or merger. See the import template file.
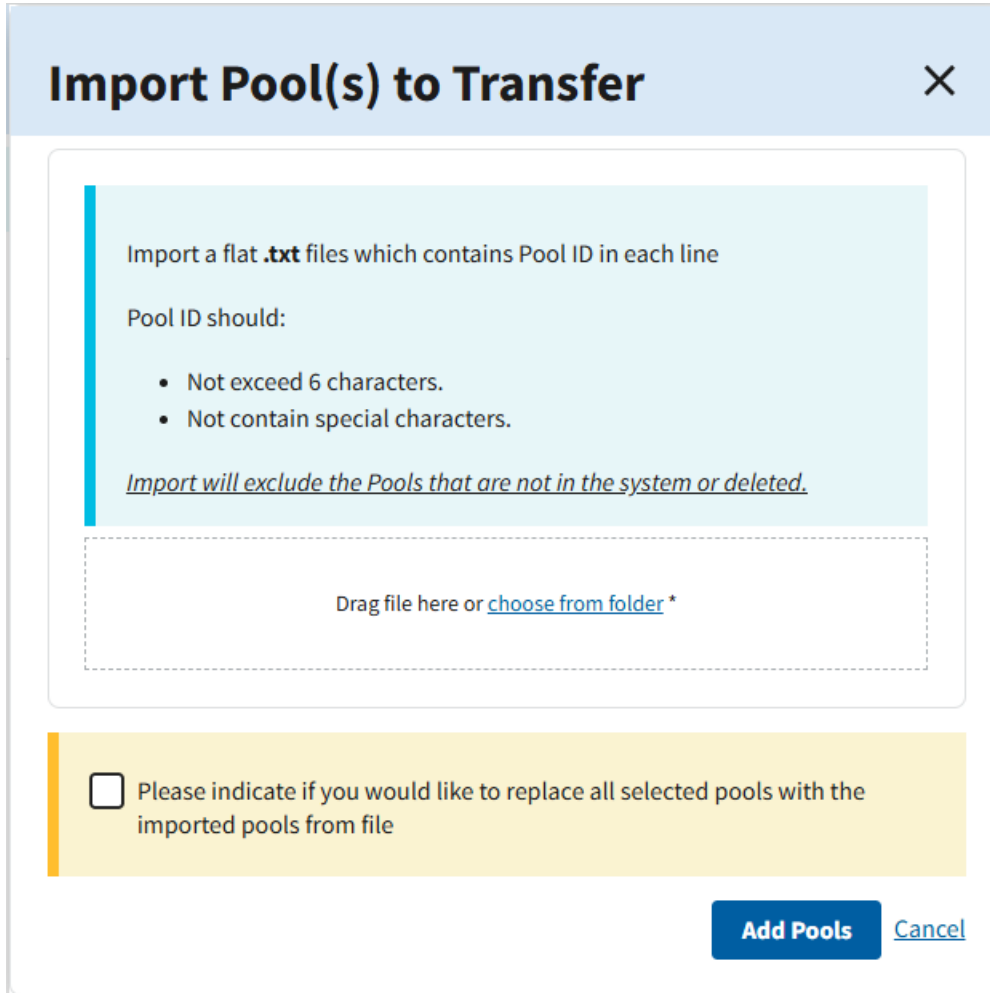**Import Flat File Template**

DCTM_Layout_Sampl
es.zip

To import pools:

1. Create a new request.

    Refer to the section in this guide for the type of request you want to add.

2. Add Custodian(s) as required.

3. Edit the Custodian to add pools.

4. Click the **Actions** button in the **Selected Pool(s) to Transfer** section.

5. Select **Import Pool(s) to Transfer** from the **Actions** menu.

Figure 7: Import Pools

Export Request

An Issuer or DC can export a request or multiple requests using the Export feature. For a single request export:

1. Click the **Ellipses** in the **Action** column**.**

2. Click the **Export** button**.**

   The exported item will be saved to the **Downloads** folder of your computer.

For a multiple request export:

1. Click the checkbox in front of the requests you want to export.

   Note: At least 2 requests must be selected.

2. Click the **Export** button.

   A window displays listing the requests you selected.

MyGinnieMae Portal | Document Custodian Transfer Request User Manual v 1.8

3. Click the **Export** button to export the requests.

   OR

   Click the **Cancel** button to cancel the request.

	Request ↓ Number	New Custodian ID ↕	Request Type ↕	Effective Transfer ↕ Date	Status ↕	Business Rules	Actions
Total: 5 Selected: 0							
☐	1726	000570 - Merchants Bank of Indiana	Partial Portfolio Document Custodian Transfer	🗑 Delete	⬆ Export 📄 Submit	✔ Validate	📁 Docs ⋮

Figure 8: Export Pools

Export File and File Layout Details: The export file layout adheres to the existing Ginnie*NET* DCTR files layout. The operations user will have access to the same layout as the Issuer. Similarly, the Account Executive (AE) user will use the same layout as the Document Custodian (DC). It is important to note that exports for both the AE and DC will exclude any retained pools. For further information and examples of the file layouts, please open the following attached document.

DCTR_ExportLayoutFiles.zip (Command Line)

Portal Notifications and Emails

Issuers, DCs, and AEs will get portal notifications during the request processing. The notifications can be accessed by clicking on the **Mail** icon then viewing the notifications related to requests.

Figure 9: Portal Notifications

Issuers, DCs, and AEs will receive emails during the processing of Document Custodian Transfer Requests.

Declined / Expired Requests

If a Transfer or Merger request is declined by either the DC or the AE, the Issuer must revise and save the request as a draft to continue working on it. The same request may then be modified, resubmitted, or deleted as required.

Saving Requests

Users should save their request and all related data or take necessary actions before leaving the request screen. Additionally, it is important to save the request prior to editing pools in the request.

Create a New Transfer / Merger

To create a Transfer/Merger request:

1. Click the **Request New Transfer** from Request Summary screen.

   The Create New Request Data Entry screen displays.

Figure 10: Request New Transfer/Merger

Complete Portfolio Document Custodian Transfer

A Complete Portfolio Document Custodian Transfer is a request to transfer the Issuer's entire Ginnie Mae MBS portfolio from one or more active Document Custodians to a New Document Custodian.

To transfer a complete portfolio transfer:

1. Click the **Request New Transfer** from Request Summary screen.
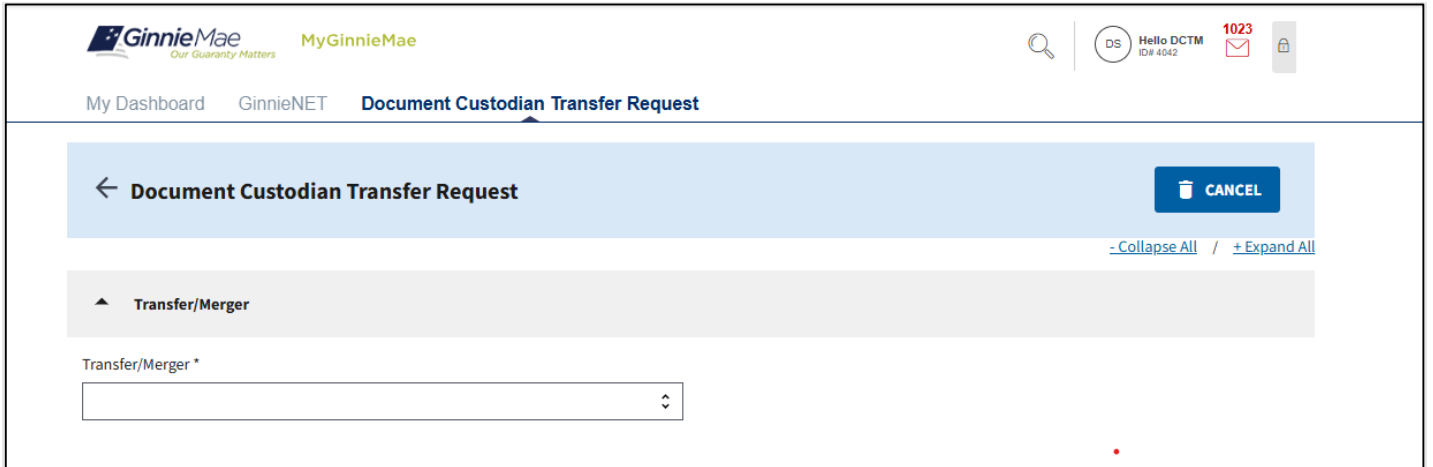   The Transfer/Merger screen displays.

Figure 11: Request Data Entry screen

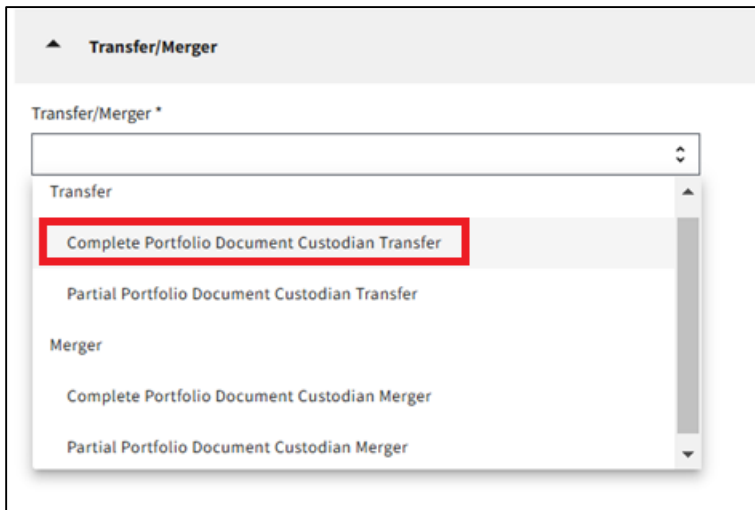2. Select the **Complete Portfolio Document Custodian Transfer** option from the **Transfer/Merger** drop-down**.**

Figure 12: Transfer/Merger Option

3. Complete the screen as required.

Field	Description
Number of Custodians	Required. Choose one of the following from the drop-down: • Multiple Document Custodian to New Document • One Document Custodian to a New Document Custodian
New Custodian	Required. Choose a Document Custodian from which Pools will be transferring. Only one new Custodian can be selected in a request.
Effective Transfer Date	Required. This date must be at least 10 business days and no more than 3 months from the request submission or creation date. The Effective Transfer Date is in MM/DD/YYYY format. Using the date

MyGinnieMae Portal | Document Custodian Transfer Request User Manual v 1.8

Field	Description
	picker or filling out the complete format is advised. Editing a specific position will adjust the value to match the required format.
Reason for Transfer Request	Required. Enter a reason for the transfer. You can enter up to 100 characters.

Table 0 Document Custodian Transfer Request Transfer Details Fields

Figure 13: Transfer/Merger & Transfer Detail

4. Click the **Continue** button to add **Custodians** in **Select Custodian(s)** section.
   Note: The button is not active until you complete all the required fields.

Figure 14: Selected Custodian(s)

5. Select the Custodian(s) to which you want to do a transfer in the **Custodians** field.
    An **+ Add** button displays.

6. Click the **+ Add** button.
    The Custodian(s) you selected display in the list.

Figure 15: Custodian(s) List

7. Click the ellipse ⋮ in the **Actions** column.

8. Select **Edit** from the ellipse menu.
    The Select Pool(s) screen displays.

9. Add/Remove pools as needed.
    a. To add all pools, click the **Action** button in the **Pool(s) on Record** section, select **Select All Pool(s)**, then click the **>>** button.
    b. To add specific pools, highlight the pool in the **Pool(s) on Record** section, then click the **>** button.
    c. To remove all pools, click the **Action** button in the **Selected Pool(s) to Transfer** section, select **Select All Pool(s)**, then click the **<<** button.
    d. To remove specific pools, highlight the pool in the **Selected Pool(s) on Transfer** section, then click the **<** button.

    Note: You must select all Custodians and all their associated valid pools for a **Complete Portfolio Document Custodian Transfer**.

    Note: You can import a list of pools from an external file (flat file). Refer to the Import Pools section of this

guide for more information.

Figure 16: Adding Pools

10. Click the **X** button at the top of the screen once all Custodians and their associated pools have been added to the request.
    The information is automatically saved by the system.

Figure 17: Selected Custodian(s) & Custodian (s) on Records

11. Click the **Validate** button to run the business rules against the request.

Figure 18: Validating a Request

Once the request is validated successfully without any errors on the request, you can submit the request to the receiving Document Custodian.

Figure 19: Submitting a Request

12. Click the **Submit** button for the request submission.
    An acknowledgement pop-up message with summary information of the request displays.
13. Click the **checkbox** for the acknowledgement of the summary or the request.
14. Enter **RSA SecurID Passcode.**
15. Click the **Submit** button to proceed with the submission.

Figure 20: Acknowledgement Pop Up

Once the request is submitted to the DC for approval, the request's status will be changed to **Posted**. The issuer can also **Recall** the request if the Document Custodian has not approved the request.

Figure 21: Submitted Request in Posted Status

Complete Portfolio Document Custodian Merger

Complete Portfolio Document Custodian Merger is a request to merge the Issuer's entire Ginnie Mae MBS portfolio when a merger occurs between one or more Document Custodian Corporate Institution(s). The existing entity's Document Custodian Identification Number will update as the newly designated Document Custodian.

1. Click the **Request New Transfer** from Request Summary screen.
   The Transfer/Merger screen displays.

Figure 22: Request Data Entry Screen

2. Select the **Complete Portfolio Document Custodian Merger** option from the **Transfer/Merger** drop-down.
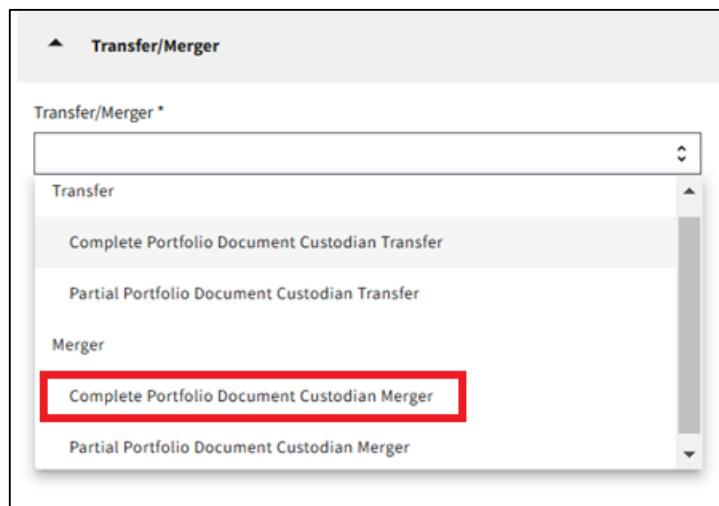
Figure 23: Transfer/Merger Option

3. Complete the screen as required.

Field	Description
Number of Custodians	Required. Choose one of the following from the drop-down: • Multiple Document Custodian to New Document • One Document Custodian to a New Document Custodian
New Custodian	Required. Choose a Document Custodian from which Pools will be transferring. Only one new Custodian can be selected in a request.
Effective Transfer Date	Required. This date must be at least 10 business days and no more than 3 months from the request submission or creation date. The Effective Transfer Date is in MM/DD/YYYY format. Using the date picker or filling out the complete format is advised. Editing a specific position will adjust the value to match the required format.
Reason for Transfer Request	Required. Enter a reason for the transfer. You can enter up to 100 characters.

Figure 24: Transfer/Merger & Transfer Detail

4. Click the [Continue] button to add **Custodians** in **Select Custodian(s)** section.
   Note: The button is not active until you complete all the required fields.

5. Select the Custodian(s) to which you want to do a transfer in the **Custodians** field.
   An **+ Add** button displays.

6. Click the **+ Add** button.
   The Custodian(s) you selected display in the list.

Figure 25: Custodian(s) List

7. Click the ellipse ⋮ in the **Actions** column.

8. Select **Edit** from the ellipse menu.
   The Select Pool(s) screen displays.

9. Add/Remove pools as needed.
   a. To add all pools, click the **Action** button in the **Pool(s) on Record** section, select **Select All Pool(s)**, then click the **>>** button.
   b. To add specific pools, highlight the pool in the **Pool(s) on Record** section, then click the **>** button.
   c. To remove all pools, click the **Action** button in the **Selected Pool(s) to Transfer** section, select **Select All Pool(s)**, then click the **<<** button.
   d. To remove specific pools, highlight the pool in the **Selected Pool(s) on Transfer** section, then click the **<** button.

   Note: You can import a list of pools from an external file (flat file). Refer to the Import Pools section of this guide for more information.

Figure 26: Adding Pools

10. Click the **X** button at the top of the screen once all Custodians and their associated pools have been added to the request.

The information is automatically saved by the system.

Figure 27: Selected Custodian(s) & Custodian (s) on Records

11. Click the **Validate** button to run the business rules against the request.
    Once the request is validated successfully without any errors on the request, you can submit the request to the receiving Document Custodian.
12. Click the **Submit** button for the request submission.
    An acknowledgement pop-up message with summary information of the request displays.
13. Click the **checkbox** for the acknowledgement of the summary or the request.
14. Enter **RSA SecurID Passcode.**
15. Click the **Submit** button to proceed with the submission.

Figure 28: Acknowledgement Pop Up

Once the request is submitted to the Document Custodian for approval, the request's status will be changed to **Posted** status. The Issuer can also **Recall** the request if the Document Custodian has not approved the request.

Figure 29: Submitted Request in Posted Status

Partial Portfolio Document Custodian Transfer

Partial Portfolio Document Custodian Transfer is a request to transfer selected pools/loan packages from the Issuer's Ginnie Mae MBS portfolio from one or more active Document Custodian(s) to a new Document Custodian.

1. Click the **Request New Transfer** button on the Request Summary screen.
   The Transfer/Merger screen displays.

Figure 30: Request Data entry screen

2. Select the **Partia**l **Portfolio Document Custodian Transfer** option from the **Transfer/Merger** drop-down.

Figure 31: Transfer/Merger Option

4. Complete the screen as required.

Field	Description
Number of Custodians	Required. Choose one of the following from the drop-down: • Multiple Document Custodian to New Document • One Document Custodian to a New Document Custodian

Field	Description
New Custodian	Required. Choose a Document Custodian from which Pools will be transferring. Only one new Custodian can be selected in a request.
Effective Transfer Date	Required. This date must be at least 10 business days and no more than 3 months from the request submission or creation date. The Effective Transfer Date is in MM/DD/YYYY format. Using the date picker or filling out the complete format is advised. Editing a specific position will adjust the value to match the required format.
Reason for Transfer Request	Required. Enter a reason for the transfer. You can enter up to 100 characters.

Figure 32: Transfer/Merger & Transfer Detail Sections

5. Click the **Continue** button to add **Custodians** in **Select Custodian(s)** section.
   Note: The button is not active until you complete all the required fields.

Figure 33: Selected Custodian(s)

6. Select the Custodian(s) to which you want to do a transfer in the **Custodians** field.
   An **+ Add** button displays.

7. Click the **+ Add** button.
   The Custodian(s) you selected display in the list.

Figure 34: Custodian(s) List

8. Click the ellipse [⋮] in the **Actions** column.

9. Select **Edit** from the ellipse menu.
   The Select Pool(s) screen displays.

10. Add/Remove pools as needed.
    a. To add all pools, click the **Action** button in the **Pool(s) on Record** section, select **Select All Pool(s)**, then click the **>>** button.
    b. To add specific pools, highlight the pool in the **Pool(s) on Record** section, then click the **>** button.
    c. To remove all pools, click the **Action** button in the **Selected Pool(s) to Transfer** section, select **Select All Pool(s)**, then click the **<<** button.
    d. To remove specific pools, highlight the pool in the **Selected Pool(s) on Transfer** section, then click the **<** button.

    Note: You can import a list of pools from an external file (flat file). Refer to the Import Pools section of this guide for more information.

MyGinnieMae Portal | Document Custodian Transfer Request User Manual v 1.8

Figure 35: Select Pool(s)

11. Click the **X** button at the top of the screen once all Custodians and their associated pools have been added to the request.

    The information is automatically saved by the system.

When the Issuer saves the request, it validates the request and updates the Pool Counts for **Number of Pool(s) Transferred** and **Custodian(s) on Record**. For example, 5 pools will be transferred to **New Document Custodian - 000149 - Wells Fargo Bank, N.A.,** while 648 pools will remain with **000350 - BANK OF NEW YORK MELLON CO.**

Figure 36: Selected Custododian(s) & Custodian(s) on Record

12. Click the **Validate** button to run the business rules against the request.
    Once the request is validated successfully without any errors on the request, you can submit the request to the receiving Document Custodian.
13. Click the **Submit** button for the request submission.
    An acknowledgement pop-up message with summary information of the request displays.
14. Click the **checkbox** for the acknowledgement of the summary or the request.
15. Enter **RSA SecurID Passcode.**
16. Click the **Submit** button to proceed with the submission.

Figure 37: Summary of Partial Portfolio Document Custodian Transfer Acknowledgment

Once the request is submitted to the Document Custodian approval, the status of the request will be changed to **Posted**. The Issuer must enter RSA token again to **Recall**.

Figure 38: Recall Request

Important: The issuer can only **Recall** the request if the Document Custodian has not approved the request.

Partial Portfolio Document Custodian Merger

Partial Portfolio Document Custodian Merger a request to merge selected pools/loan packages of the Issuer's Ginnie Mae MBS Portfolio when a merger occurs between one or more Document Custodian Corporate Institution(s). The existing entity's Document Custodian Identification Number will update as the new designated Document Custodian.

1. Click the [Request New Transfer] from Request Summary screen.
   The Transfer/Merger screen displays.

Figure 39: Request Data entry screen

2. Select **Partial Portfolio Document Custodian Transfer** option from the **Transfer/Merger** drop-down.

Figure 40: Transfer/Merger Option

3. Complete the screen as required.

Field	Description
Number of Custodians	Required. Choose one of the following from the drop-down: • Multiple Document Custodian to New Document • One Document Custodian to a New Document Custodian
New Custodian	Required. Choose a Document Custodian from which Pools will be transferring. Only one new Custodian can be selected in a request.
Effective Transfer Date	Required. This date must be at least 10 business days and no more than 3 months from the request submission or creation date. The Effective Transfer Date is in MM/DD/YYYY format. Using the date picker or filling out the complete format is advised. Editing a specific position will adjust the value to match the required format.
Reason for Transfer Request	Required. Enter a reason for the transfer. You can enter up to 100 characters.

Figure 41: Partial Portfolio Document Custodian Merger Data Entry

4. Click the [Continue] button to add **Custodians** in **Select Custodian(s)** section.
   Note: The button is not active until you complete all the required fields.

5. Select the Custodian(s) to which you want to do a transfer in the **Custodians** field.
   An **+ Add** button displays.

6. Click the **+ Add** button.
   The Custodian(s) you selected display in the list.

Figure 42: Custodian Info

7. Click the ellipse ⋮ in the **Actions** column.

Figure 43: Edit Document Custodians

8. Select **Edit** from the ellipse menu.
   The Select Pool(s) screen displays.

9. Add/Remove pools as needed.
   a. To add all pools, click the **Action** button in the **Pool(s) on Record** section, select **Select All Pool(s)**, then click the **>>** button.
   b. To add specific pools, highlight the pool in the **Pool(s) on Record** section, then click the **>** button.
   c. To remove all pools, click the **Action** button in the **Selected Pool(s) to Transfer** section, select **Select All Pool(s)**, then click the **<<** button.
   d. To remove specific pools, highlight the pool in the **Selected Pool(s) on Transfer** section, then click the **<** button.

   Note: You can import a list of pools from an external file (flat file). Refer to the Import Pools section of this guide for more information.

Figure 44: Adding Pools

10. Click the **X** button at the top of the screen once all Custodians and their associated pools have been added to the request.

The information is automatically saved by the system.

Figure 45: Saving a Request

11. Click the **Validate** button to run the business rules against the request.
    Once the request is validated successfully without any errors on the request, you can submit the request to the receiving Document Custodian.
12. Click the **Submit** button for the request submission.
    An acknowledgement pop-up message with summary information of the request displays.
13. Click the **checkbox** for the acknowledgement of the summary or the request.
14. Enter **RSA SecurID Passcode.**
15. Click the **Submit** button to proceed with the submission.

Figure 46: Acknowledge Popup for a Request Submission

Once the request is submitted to the Document Custodian for approval, the status of the request changes to **Posted**.

	Request Number ↓	New Custodian ID ↕	Request Type ↕	Effective Transfer Date ↕	Status ↕	Business Rules	Actions
☐	2207	000350 - BANK OF NEW YORK MELLON TRUST CO.	Partial Portfolio Document Custodian Merger	12/26/2024	Posted	⊘	⋮

Figure 47: Request Posted Status

MyGinnieMae Portal | Document Custodian Transfer Request User Manual v 1.8

The issuer can only **Recall** the request if the Document Custodian has not approved the request after the request submission. The Issuer must provide **Reason for Recall** and **RSA SecurID Passcode.** Once the **Recall** is successful, the request will be in **Draft** status and available for the Issuer

Figure 48: Recall Request

Document Custodian

Document Custodians play an important role in the Ginnie Mae process. A Document Custodian must hold documents related to the pooled mortgages on Ginnie Mae's behalf for the life of the pool or loan package. Prior to submission of a pool or loan package for processing, it is the Issuer's responsibility to select an eligible institution to serve as Document Custodian. The Document Custodian works directly under the Issuer. While an Issuer may use different Document Custodians for different pools or loan packages, each pool or loan package must have only one Document Custodian.

There are two types of Document Custodians: New and Relinquishing. A New Custodian takes on custodial duties for transferred pools, while a Relinquishing Custodian gives up these duties.

New Custodian: A Document Custodian is responsible for following actions during pools processing or Document Custodian Transfer request processing:

- Acknowledging / Declining a Document Custodian Transfer & Merger requests for all program types (Single Family, Multifamily & HMBS).

Relinquishing Custodian: A Document Custodian is responsible for following actions during pools processing or Document Custodian Transfer request processing:

- View DCTR requests, review request details, export DCTR requests or transferred pools, download request summaries or approval letters, receive notifications about DCTR request processing.

Features

The following features are available to Document Custodians for Document Custodian Transfer Merger request processing.

- Accessing Document Custodian Transfer Request Summary in My Ginnie Mae
- Acknowledging / Declining DCTR requests
- Export a single or multiple requests into a single flat file
- View list of all pools in a request
- Request Summary document for DCTR requests
- Portal Notifications/Emails throughout a DCTR request processing

Document Custodian Transfer Request quick access in Document Custodian's My Dashboard

Functional Role

A functional role is a system access profile based on the business activities used to ensure that end-users have the appropriate level of access to be able to perform their job functions and responsibilities. There are two functional roles associated with Document Custodian Transfer Request.

Role	User	Description
DC-Pool Certification Basic User	Basic User Document Custodian	Users can access Document Custodian Transfer Request in MGM, view all DCTR requests which are submitted to the document Custodians, Export Requests, and access Request Summary.
DC-Pool Certification and Collateral Release Management Authorized Signer	Authorized Signer Document Custodian	Users can access Document Custodian Transfer Request in MGM, view, Approve/Decline, export requests, and access Request Summary.

Table 0 Document Custodian Functional Roles

My Dashboard

A Document Custodian can see an overview of their pools in the "Document Custodian Transfer Request" section on My Dashboard. This section includes three categories: Pending Requests, Approved, and Rejected, each showing the respective pools and Issuers. Users can also switch between New Custodian and Relinquishing Custodian in the Type of Custodian dropdown.
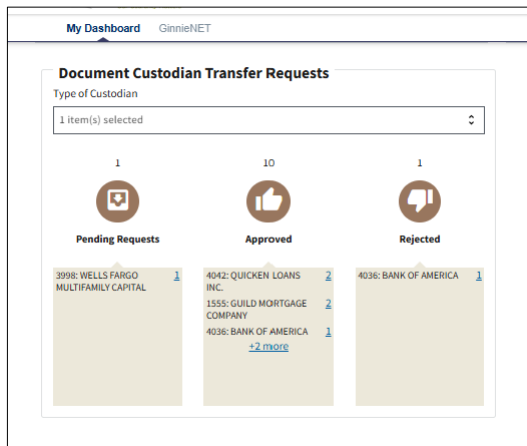
Figure 49: Document Custodian Transfer Requests

To access the DCTR Application:

1. Log into MyGinnieMae.

   The **Document Custodian Transfer Request** displays options for navigating to the Document Custodian Transfer Request application.

2. Click the **Document Custodian Transfer Request** tab at the top of the screen.
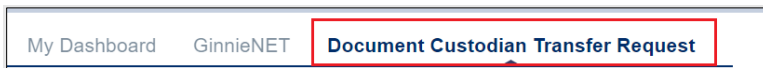
Figure 50: Document Custodian Transfer Request Tab

New/Relinquishing Custodian

New Custodian

A New Custodian is the recipient who accepts custodian duties for a transferred pool or pools.

Document Custodian Transfer Request Summary

The following screen displays a list of requests associated with the user that logged in. The Document Custodian can:

- Filter or search for an existing request
- Approve/decline requests
- Export requests
- Download reports

Document Custodian Transfer Request Summary

	Request Number	Issuer	Request Type	Effective Transfer Date	Status	Type of Custodian	Actions
☐	3694	3998 - WELLS FARGO MULTIFAMILY CAPITAL	Partial Portfolio Document Custodian Transfer	06/30/2025	Posted	New Custodian	⋮
☐	3187	1555 - GUILD MORTGAGE COMPANY	Complete Portfolio Document Custodian Transfer	04/24/2025	Rejected by Ginnie Mae System	Relinquishing Custodian	⋮
☐	2626	3886 - CITIMORTGAGE, INC.	Partial Portfolio Document Custodian Transfer	12/27/2024	Completed	Relinquishing Custodian	⋮
☐	1510	1555 - GUILD MORTGAGE COMPANY	Complete Portfolio Document Custodian Transfer	10/02/2024	Completed	Relinquishing Custodian	⋮
☐	1250	2045 - GERSHMAN INVESTMENT CORP.	Partial Portfolio Document Custodian Transfer	06/24/2025	Posted	Relinquishing Custodian	⋮
☐	1188	2045 - GERSHMAN INVESTMENT CORP.	Partial Portfolio Document Custodian Merger	08/21/2024	Completed	New Custodian	⋮
☐	938	2045 - GERSHMAN INVESTMENT CORP.	Partial Portfolio Document Custodian Merger	08/13/2024	Completed	New Custodian	⋮

Figure 51: Document Custodian Transfer Request Summary

Filters

Document Custodians can filter or search for specific requests by selecting the following criteria:

- Request Number

- Issuer

- Request Type

- Effective Transfer Date

- Status

- Type of Custodian

After selecting the desired criteria, click the **Apply Filters** button to execute the search.

Figure 52: Filter

Filters	Definition
Request Number	Unique request Ids assigned to a request during the request creation.
Issuers	Issuer Name and Id.
Request Type	Document Custodian Transfer Request Type. There are 4 request types in the drop-down menu. 1. **Complete Portfolio Document Custodian Merger:** Complete Portfolio Document Custodian Merger is a request to merge the Issuer's entire Ginnie Mae MBS portfolio when a merger occurs between one or more Document Custodian Corporate Institution(s). The existing entity's Document Custodian Identification Number will update as the newly designated Document Custodian. 2. **Partial Portfolio Document Custodian Merger:** Partial Portfolio Document Custodian Merger a request to merge selected pools/loan

Filters	Definition
	packages of the Issuer's Ginnie Mae MBS Portfolio when a merger occurs between one or more Document Custodian Corporate Institution(s). The existing entity's Document Custodian Identification Number will update as the new designated Document Custodian 3. **Complete Portfolio Document Custodian Transfer:** Complete Portfolio Document Custodian Transfer is a request to transfer the Issuer's entire Ginnie Mae MBS portfolio from one or more active Document Custodian(s) to a New Document Custodian. 4. **Partial Portfolio Document Custodian Transfer:** Partial Portfolio Document Custodian Transfer is a request to transfer selected pools/loan packages from the Issuer's Ginnie Mae MBS portfolio from one or more active Document Custodian(s) to a New Document Custodian.
Transfer Effective Date	Transfer Effective Date range. Users can search for requests for specific Transfer Effective Date Range.
Status	All Transfer Requests Statuses in the drop-down field: 1. **Approved by Ginnie Mae**: A Transfer/Merger request approved/acknowledged by the AE user. 2. **Pending Ginnie Mae Approval**: A Transfer/Merger request has been acknowledged by Document Custodian. 3. **Declined by Custodian**: A Transfer/Merger declined by a Document Custodian. 4. **Declined by Ginnie Mae**: A Transfer/Merger declined by an Account Executive. 5. **Posted: A Transfer /Merger**: A request submitted by an Issuer for DC Approval. 6. **Complete**: Pools get transferred from 1 or multiple DCs to a new DC on the Transfer Effective Date. 7. **Rejected by Ginnie Mae System**: A Transfer/Merger request is rejected by Mainframe system. The request was Approved by Ginnie Mae, however, was not processed in Mainframe due to some errors in the request.
Type of Custodian	1. New Custodian: The new custodian receives pools from the relinquishing custodian. 2. Relinquishing Custodian: The relinquishing custodian's pools are transferred to the new custodian.
Clear Filters (Button)	Users can clear the filter and reset it to no search criteria selection.
Apply Filter (Button)	Users can apply filters after selecting one or multiple search criteria.

Table 4.6 Document Custodian Transfer Request Filters

Requests Summary

The Requests Summary sections display all requests created by Issuers. The Issuer can open individual requests by clicking each request number. Each column can be sorted in ascending or descending order. Columns are defined as follows:

Field	Definition
Request Number	Unique request Ids assigned to a request during the request creation.
Issuer	Issuer ID and Name.
New Custodian	Document Custodian ID and name of new custodians.
Effective Transfer Date	Dates on which the request will be completed.
Status	Status for each request.
Business Rules	Request Business Rules validation status.
Actions	Actions that Issuers can take as per request. Refer to the Request Ellipses section for more information.

Table 0 Document Custodian Transfer Request Summary Columns

Figure 53: Request Summary

Filter

Document Custodians can filter or search for specific requests by selecting the following criteria:

- Request Number

- Issuer

- Request Type

- Effective Transfer Date

- Status

- Type of Custodian

After selecting the desired criteria, click the **Apply Filters** button to execute the search.

Figure 54: Filter

Request Ellipses

The Ellipses ⦙ are under the **Actions** column. A Document Custodian can take actions such as approval, decline, export view documents etc. A request's status will determine which action can be taken. For example, if a request is in **Posted** status, then the document custodian can Acknowledge, Decline, Export, and view documents.

Figure 55: Request Ellipses

Below are the actions a Document Custodian can take with request status.

Request Status	Actions from Ellipses
Posted	Acknowledge, Decline, Export, Docs (view Request Summary Document)
Pending Ginnie Mae Approval	Docs, Export
Approved by Ginnie Mae	Docs, Export
Declined by Custodian	Docs, Export
Declined by Ginnie Mae	Docs, Export
Completed	Docs, Export
Rejected by Ginnie Mae System	Doc, Export

Acknowledge / Declining a Request

The new Document Custodian can approve or decline a request. The DC can access the posted request(s) on the Document Custodian Transfer Request Summary screen.

To acknowledge a transfer or merger request, a new custodian can filter the "Type of Custodian" to "New Custodian" to see all relevant requests and find the one to acknowledge.

Acknowledge a Transfer /Merger Request

Figure 56: Acknowledge New Transfer/Merger

To Acknowledge a request:

1. Click the **Acknowledge** button from the ellipse.
   OR
   Open the request then click the **Acknowledge** button.

Figure 57: Request Acknowledge

2. Click the **checkbox** for the acknowledgement of the summary or the request.
3. Enter **RSA SecurID Passcode.**
4. Click the **Submit** button to proceed with the submission.
5. Review the acknowledgement and enter **RSA SecurID Passcode** Token and click **Submit** button.

Figure 58: Document Custodian Acknowledgement

Once a request is approved by the receiving Document Custodian, the status of request changes to **Pending Ginnie Mae Approval**.

Figure 59: Document Custodian Approved Request

Declining a Transfer/Merger Request

Figure 60: Document Custodian Ellipses

To decline a request:

1. Click **Decline** button from ellipse.
    OR
    Open the request then click the **Decline** button.

Figure 61: Document Custodian Decline

2. Click the **checkbox** for the acknowledgement of the summary or the request.
3. Enter a reason for declining the request.
4. Enter **RSA SecurID Passcode.**
5. Click the **Decline** button to proceed with the submission.

Figure 62: Document Custodian Decline Acknowledgement

Once a request is declined by the receiving Document Custodian, then the status of request changes to **Declined by Custodian** The request goes back to the Issuer to take further action.

Figure 63: Document Custodian Declined Request

Relinquishing Custodian

A relinquishing custodian is the custodian whose custodial duties are being transferred to another custodian.

Document Custodian Transfer Request Summary

The following screen displays a list of requests associated with the user that logged in. The New Custodian can:

- Filter or search for an existing request

- View DCTR requests, request detail

- Export requests/transferred pools

- Download Approval report

Document Custodian Transfer Request Summary

Request Number	Issuer	Request Type	Effective Transfer Date
Enter Request Number	-Select-	-Select-	MM/DD/YYYY - MM/DD/YYYY

Status	Type of Custodian		
-Select-	-Select-	**Clear All Filters**	**Apply Filters**

Showing 1 - 10 out of 10   20 ⇕   ⏮ First   ‹ Previous   **1**   Next ›   Last ⏭

Total: 10 Selected: 0

☐	Request Number ↓	Issuer ↕	Request Type ↕	Effective Transfer Date ↕	Status ↕	Type of Custodian	Actions
☐	3662	4036 - BANK OF AMERICA	Partial Portfolio Document Custodian Transfer	06/26/2025	Approved By Ginnie Mae	New Custodian	⋮
☐	3187	1555 - GUILD MORTGAGE COMPANY	Complete Portfolio Document Custodian Transfer	04/24/2025	Rejected by Ginnie Mae System	Relinquishing Custodian	⋮
☐	2953	1555 - GUILD MORTGAGE COMPANY	Partial Portfolio Document Custodian Transfer	02/07/2025	Completed	Relinquishing Custodian	⋮
☐	1727	4036 - BANK OF AMERICA	Complete Portfolio Document Custodian Merger	10/18/2024	Completed	Relinquishing Custodian	⋮
☐	1629	4042 - QUICKEN LOANS INC.	Partial Portfolio Document Custodian Transfer	10/09/2024	Completed	New Custodian	⋮
☐	1510	1555 - GUILD MORTGAGE COMPANY	Complete Portfolio Document Custodian Transfer	10/02/2024	Completed	New Custodian	⋮
☐	1509	4042 - QUICKEN LOANS INC.	Partial Portfolio Document Custodian Merger	10/02/2024	Completed	New Custodian	⋮
☐	1269	4042 - QUICKEN LOANS INC.	Partial Portfolio Document Custodian Merger	10/02/2024	Completed	Relinquishing Custodian	⋮
☐	1190	4036 - BANK OF AMERICA	Partial Portfolio Document Custodian Merger	08/21/2024	Completed	Relinquishing Custodian	⋮

Showing 1 - 10 out of 10   20 ⇕   ⏮ First   ‹ Previous   **1**   Next ›   Last ⏭

Figure 63: Document Custodian Transfer Request Summary

Filters

Document Custodians can filter or search for specific requests by selecting the following criteria:

- Request Number

- Issuer

- Request Type

- Effective Transfer Date

- Status

- Types of Custodian

After selecting the desired criteria, click the **Apply Filters** button to execute the search.

Document Custodian Transfer Request Summary

Request Number	Issuer	Request Type	Effective Transfer Date MM/DD/YYYY - MM/DD/YYYY
Enter Request Number	-Select-	-Select-	-

Status	Type of Custodian		
-Select-	-Select-	Clear All Filters	Apply Filters

Figure 64: Filter

Filters	Definition
Request Number	Unique request Ids assigned to a request during the request creation.
Issuers	Issuer Name and Id.
Request Type	Document Custodian Transfer Request Type. There are 4 request types in the drop-down menu. 1. **Complete Portfolio Document Custodian Merger:** Complete Portfolio Document Custodian Merger is a request to merge the Issuer's entire Ginnie Mae MBS portfolio when a merger occurs between one or more Document Custodian Corporate Institution(s). The existing entity's Document Custodian Identification Number will update as the newly designated Document Custodian. 2. **Partial Portfolio Document Custodian Merger:** Partial Portfolio Document Custodian Merger a request to merge selected pools/loan packages of the Issuer's Ginnie Mae MBS Portfolio when a merger

Filters	Definition
	occurs between one or more Document Custodian Corporate Institution(s). The existing entity's Document Custodian Identification Number will update as the new designated Document Custodian 3. **Complete Portfolio Document Custodian Transfer:** Complete Portfolio Document Custodian Transfer is a request to transfer the Issuer's entire Ginnie Mae MBS portfolio from one or more active Document Custodian(s) to a New Document Custodian. 4. **Partial Portfolio Document Custodian Transfer:** Partial Portfolio Document Custodian Transfer is a request to transfer selected pools/loan packages from the Issuer's Ginnie Mae MBS portfolio from one or more active Document Custodian(s) to a New Document Custodian.
Transfer Effective Date	Transfer Effective Date range. Users can search for requests for specific Transfer Effective Date Range.
Status	All Transfer Requests Statuses in the drop-down field: 1. **Approved by Ginnie Mae**: A Transfer/Merger request approved/acknowledged by the AE user. 2. **Pending Ginnie Mae Approval**: A Transfer/Merger request has been acknowledged by Document Custodian. 3. **Declined by Custodian**: A Transfer/Merger declined by a Document Custodian. 4. **Declined by Ginnie Mae**: A Transfer/Merger declined by an Account Executive. 5. **Posted: A Transfer /Merger**: A request submitted by an Issuer for DC Approval. 6. **Complete**: Pools get transferred from 1 or multiple DCs to a new DC on the Transfer Effective Date. 7. **Rejected by Ginnie Mae System**: A Transfer/Merger request is rejected by Mainframe system. The request was Approved by Ginnie Mae, however, was not processed in Mainframe due to some errors in the request.
Type of Custodians	1. New Custodian: The new custodian receives pools from the relinquishing custodian. 2. Relinquishing Custodian: The relinquishing custodian's pools are transferred to the new custodian.
Clear Filters (Button)	Users can clear the filter and reset it to no search criteria selection.
Apply Filter (Button)	Users can apply filters after selecting one or multiple search criteria.

0 Document Custodian Transfer Request Filters

Requests Summary

The Requests Summary sections display all requests created by Issuers belonging to the relinquishing DC . The DC can open individual requests by clicking each request number. Each column can be sorted in ascending or descending order. Columns are defined as follows:

Field	Definition
Request Number	Unique request Ids assigned to a request during the request creation.
Issuer	Issuer ID and Name.
New Custodian	Document Custodian ID and name of new custodians.
Effective Transfer Date	Dates on which the request will be completed.
Status	Status for each request.
Business Rules	Request Business Rules validation status.
Actions	Actions that Issuers can take as per request. Refer to the Request Ellipses section for more information.

Table 0 Document Custodian Transfer Request Summary Columns

Document Custodian Transfer Request Summary

Request Number	Issuer	Request Type	Effective Transfer Date
Enter Request Number	-Select-	-Select-	MM/DD/YYYY - MM/DD/YYYY

Status	Type of Custodian		
-Select-	-Select-	**Clear All Filters**	**Apply Filters**

Showing 1 - 10 out of 10 20 ⬍ I< First ‹ Previous **1** Next › Last >I

Total: 10 Selected: 0

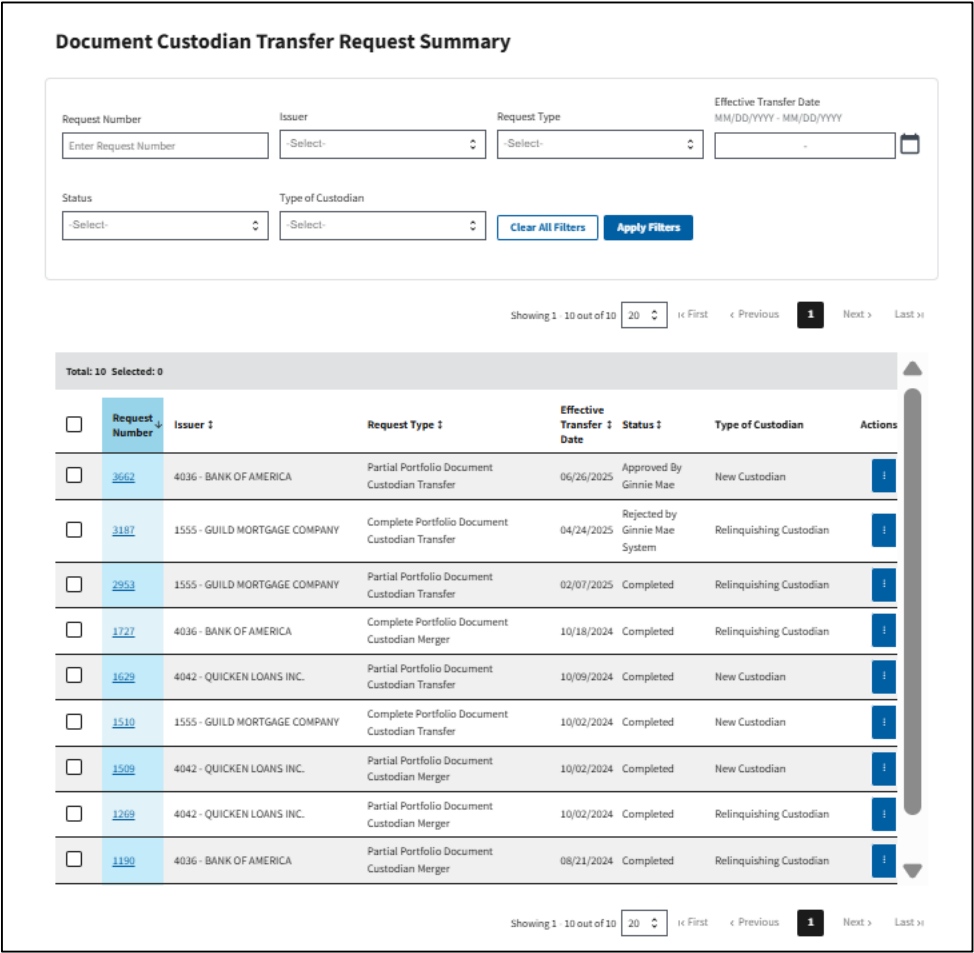| ☐	Request Number ↓	Issuer ⬍	Request Type ⬍	Effective Transfer Date ⬍	Status ⬍	Type of Custodian	Actions
☐	3662	4036 - BANK OF AMERICA	Partial Portfolio Document Custodian Transfer	06/26/2025	Approved By Ginnie Mae	New Custodian	⋮
☐	3187	1555 - GUILD MORTGAGE COMPANY	Complete Portfolio Document Custodian Transfer	04/24/2025	Rejected by Ginnie Mae System	Relinquishing Custodian	⋮
☐	2953	1555 - GUILD MORTGAGE COMPANY	Partial Portfolio Document Custodian Transfer	02/07/2025	Completed	Relinquishing Custodian	⋮
☐	1727	4036 - BANK OF AMERICA	Complete Portfolio Document Custodian Merger	10/18/2024	Completed	Relinquishing Custodian	⋮
☐	1629	4042 - QUICKEN LOANS INC.	Partial Portfolio Document Custodian Transfer	10/09/2024	Completed	New Custodian	⋮
☐	1510	1555 - GUILD MORTGAGE COMPANY	Complete Portfolio Document Custodian Transfer	10/02/2024	Completed	New Custodian	⋮
☐	1509	4042 - QUICKEN LOANS INC.	Partial Portfolio Document Custodian Merger	10/02/2024	Completed	New Custodian	⋮
☐	1269	4042 - QUICKEN LOANS INC.	Partial Portfolio Document Custodian Merger	10/02/2024	Completed	Relinquishing Custodian	⋮
☐	1190	4036 - BANK OF AMERICA	Partial Portfolio Document Custodian Merger	08/21/2024	Completed	Relinquishing Custodian	⋮

Showing 1 - 10 out of 10 20 ⬍ I< First ‹ Previous **1** Next › Last >I
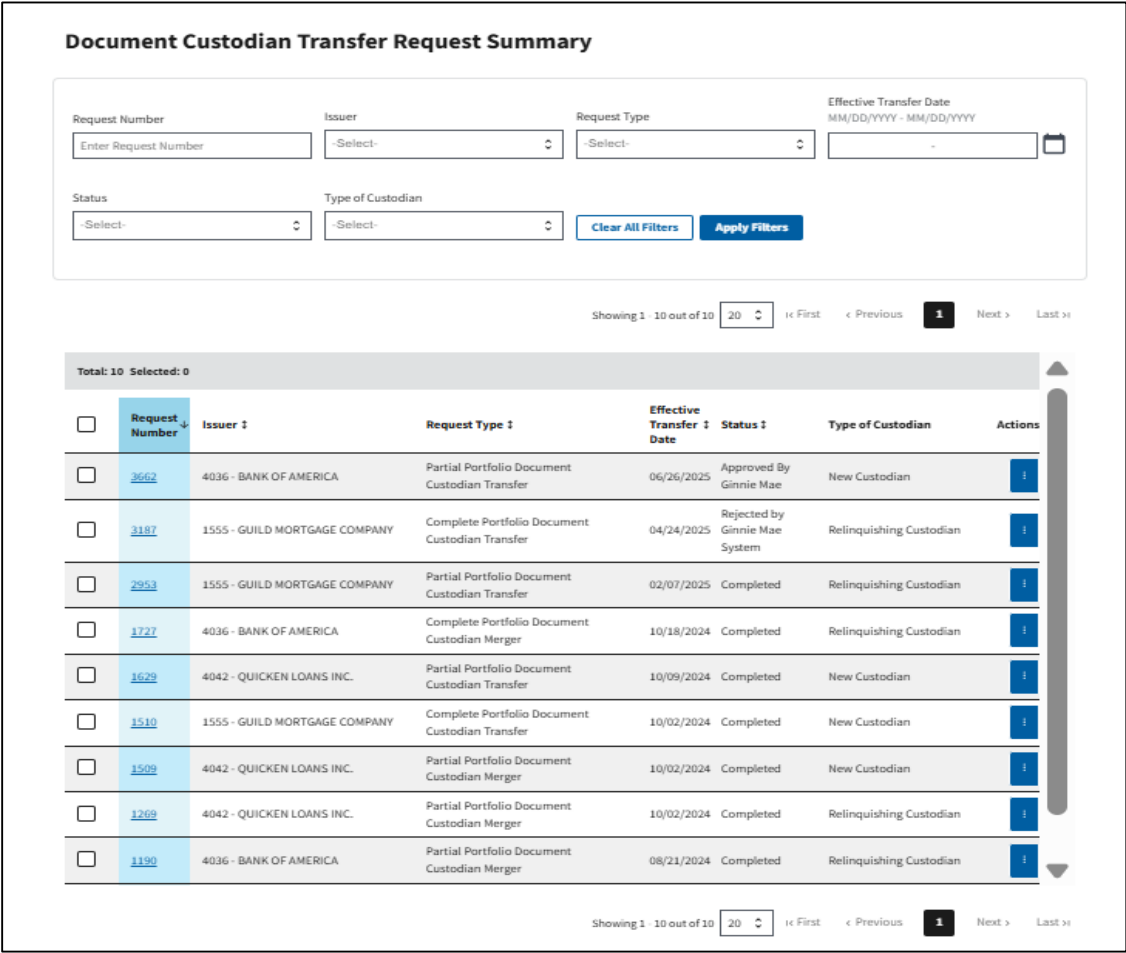
Figure 64: Request Summary

Filter

Document Custodians can filter or search for specific requests by selecting the following criteria:

- Request Number
- Issuer
- Request Type
- Effective Transfer Date
- Status

After selecting the desired criteria, click the **Apply Filters** button to execute the search.

Document Custodian Transfer Request Summary

Request Number	Issuer	Request Type	Effective Transfer Date MM/DD/YYYY - MM/DD/YYYY
Enter Request Number	-Select-	-Select-	-

Status	Type of Custodian		
-Select-	-Select-	Clear All Filters	Apply Filters

Figure 66: Filter

Request Ellipses

The Ellipses ⋮ are under the **Actions** column. A Relinquishing Custodian can take actions such export requests, view documents for all requests status.

Total: 6 Selected: 0

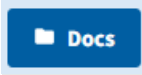|	Request Number ↓	Issuer ↕	Request Type ↕	Effective Transfer Date ↕	Status ↕	Type of Custodian	Actions
☐	3187	1555 - GUILD MORTGAGE COMPANY	Complete Portfolio Document Custodian Transfer	04/24/2025	Rejected by Ginnie Mae System	Relinquishing	Export Docs ⋮

Figure 67: Request Ellipses

Below are the actions a Document Custodian can take with request status.

Request Status	Actions from Ellipses
Posted	Docs, Export
Pending Ginnie Mae Approval	Docs, Export
Approved by Ginnie Mae	Docs, Export
Declined by Custodian	Docs, Export
Declined by Ginnie Mae	Docs, Export
Completed	Docs, Export
Rejected by Ginnie Mae System	Docs, Export

5   REPORTING

Document Custodian Transfer Request Documents/Report

Users can access, generate and print Document Custodian Transfer Request Documents from the [■ Docs] icon in the request.

To generate the report:

1. Access the Document Custodian Transfer and Request landing screen.

2. Click the Ellipses [⋮] are under the **Actions** column.

3. Click [■ Docs] from the ellipse menu.
    OR

4. Access an individual transfer the click the [■ Docs] icon.

The following documents can be accessed by the Issuer:

- **Request Summary**: Available once a request has been saved by an Issuer, this report contains a list of all the pools and their information that are part of the request. This document is accessible to the Issuer, New/ Relinquishing Document Custodian, GNMA Users, and BNY Operations.

- **Approval Letter**: Available after the Account Executive user has approved, this report is accessible to the Issuers, New/Relinquishing Document Custodians, BNY Operations, and Account Executives.

6   GETTING HELP

This section provides information on how to search for information and resources to assist with their account, navigating the portal and its applications, and troubleshooting issues.

Refer to MyGinnieMae Portal Getting Started Manual

- Troubleshooting and System Errors

Field-Level Validation

The Document Custodian Transfer request has two ways to indicate that there is a problem with the data being entered:

1. Field-level : The border of the field will turn red and an error will display.
2. Field-level hover-over: The border of the field will turn red and an associated error message displays when the user hovers over the field.

Note: A field may have more than one message depending on the data entry error.

Please enter an indication for this Transfer/Merger in 100 characters

Field is required.

Reason for Transfer Request *
Maximum 100 characters

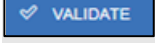Please enter an indication for this Transfer/Merger in 100 characters

Please enter an indication for this Transfer/Merger in 100 characters

Field is required.

Figure 68 Field-Level Validation Examples

Validation Fatal Error

Once you select the [✓ VALIDATE] button from the Request Header menu, the system will verify the entire Document Custodian Transfer Request (field validation, valid Document Custodian, valid pools) against a list of Ginnie Mae business rules. If issues with the data are found, the system will display the associated errors at the top of the screen upon which the error originates. An example of request related errors are as follows:
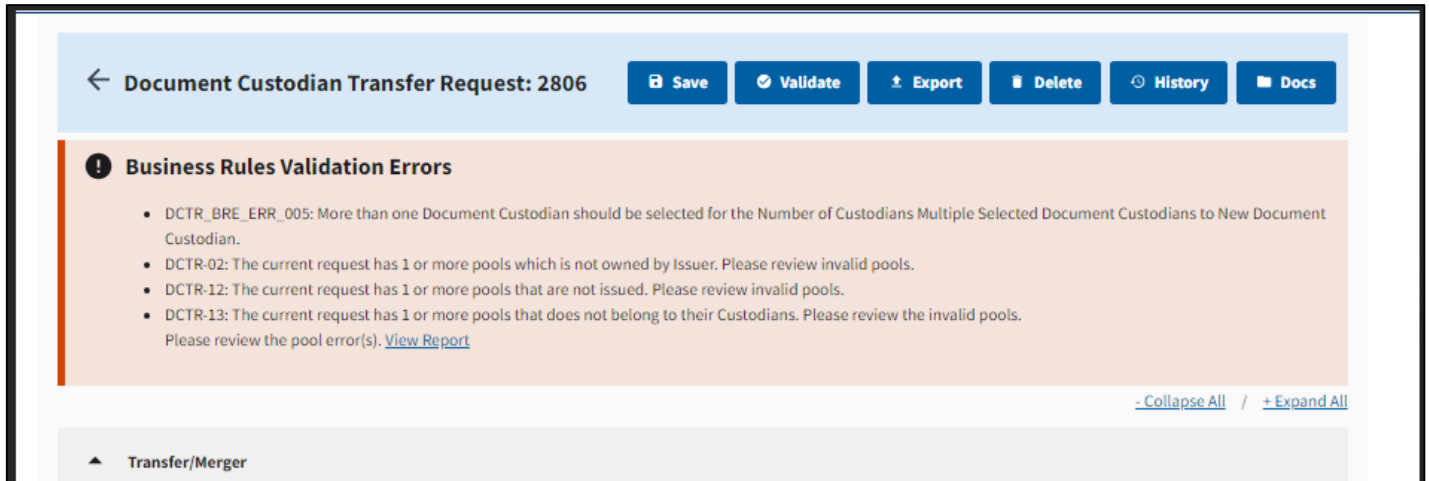

Figure 69: Validation Errors

Fatal error messages are displayed at the top of a request. These errors must be resolved before a request can be submitted to a Document Custodian for certification.

Date Selection Limitations

All date fields in Document Custodian Transfer Request provide the option to select a date from a date calendar widget. The date picker automatically only shows valid options.

The following is an example of a date picker limitation: Transfer Effective Date must be at least 10 business days from the request creation date and cannot be on a weekend or holiday (those days will be grayed out).
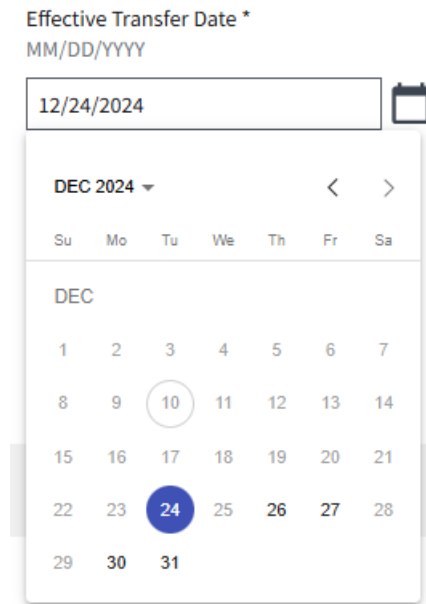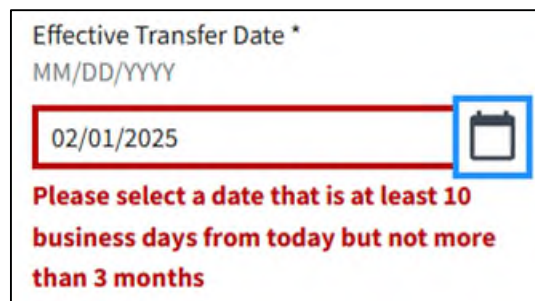

Figure 70: Date Calendar Limitation

You can also manually enter a date. If the date is not valid (at least 10 days from the creation date), an error will display.

Browser Back Button

While navigating the Document Custodian Transfer Request application, do no use the web- browser's back button because data may not be saved and any filters used may be cleared. Instead, use the back arrow buttons provided within the application.
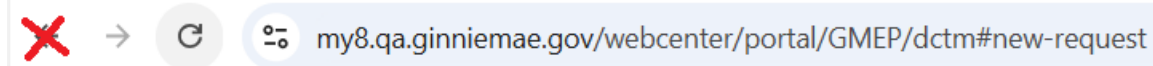
Figure 71: Browser Back Button

For example, when you are on the Request Detail screen header, the application back button will be displayed. It is recommended that you click this back button to return to the previous screen.

Figure 72: Application Back Button

Self-Help Tools

Users should first reference the appropriate section of the My Ginnie Mae Getting Started Manual for information on creating a User account, requesting functional roles, and managing your account. Some functions that a User may complete without the assistance of a system administrator are as follows:

- Changing a password every 90 days – Changing a Password in MyGinnieMae QRC

- Resetting a forgotten password – Forgot Password in MyGinnieMae QRC

- Updating profile information – Managing My Profile in MyGinnieMae QRC

- Registering for mobile delivery of the OTP – Registering with the Oracle Mobile Authenticator QRC

Easy reference tools like Quick Reference Video (QRV) and the Portal Help link at the bottom of each portal screen can be used to help answer common questions.

For more help, Users can access the training sessions and materials on the Issuer Training Page of the Ginnie Mae website at https://www.ginniemae.gov/issuers/issuer_training/screens/modernization.aspx.

MyGinnieMae Portal Dictionary

The MyGinnieMae Portal Dictionary is a reference resource for all portal users. The dictionary contains definitions for terms that provide clarification around portal screens, applications, processes, and general functionality pertaining to the MyGinnieMae portal. Refer to the MyGinnieMae Portal Dictionary.

Application Acronyms and Abbreviations

Term	Definition
AE	Account Executive
DCTM	Document Custodian Transfer & Merger
DCTR	Document Custodian Transfer Request
DC	Document Custodian
GNMA	Governmental National Mortgage Association (Ginnie Mae)
MyGinnieMae	Ginnie Mae Portal that hosts Document Custodian Transfer Request Application