



Ginnie Mae Central (GMC) Requests Module User Manual

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

Ginnie Mae, Office of Issuer & Portfolio Management
Prepared by Deloitte

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Application Details

Application Information	Description
Application Name	Ginnie Mae Central
Application Acronym	GMC
Ginnie Mae SVP, Sponsor	Harlan Jones
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Version	Date of the Document	Author (Last Name, First Name)	Entity (Company or Department Author Represents)	Revision Description
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1 INTRODUCTION

This manual is written to provide instructions on how to use the Ginnie Mae Central (GMC) Requests module. Multifamily Program Issuers will utilize the GMC Requests module to submit their Request for Reimbursement of Mortgage Claim Costs to Ginnie Mae for review and approval. The functional roles associated with the application are Financial Statements & Insurance Policy & Reimbursement Claims Basic User and Insurance Policy & Reimbursement Claims Authorized Signer.

Below are links that address common topics that pertain to the Ginnie Mae Central Requests module.

- How to [Register for an Account in MyGinnieMae](#)
- Refer to the [MyGinnieMae Getting Started Manual](#) for System Prerequisites
- [Link to Access Ginnie Mae Central](#)
- [MGM Portal Dictionary](#)

1.1 Application Overview

The Ginnie Mae Central Requests module is an application in MyGinnieMae that Issuers use to submit their Request for Reimbursement of Mortgage Claim Costs to Ginnie Mae for review and approval.

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1.2 Business Workflow

The high-level Business Workflow of the GMC Requests module Reimbursement Claims process is shown in the figure below:

Figure 1: Requests Module – Reimbursement Claims High-Level Process Flow

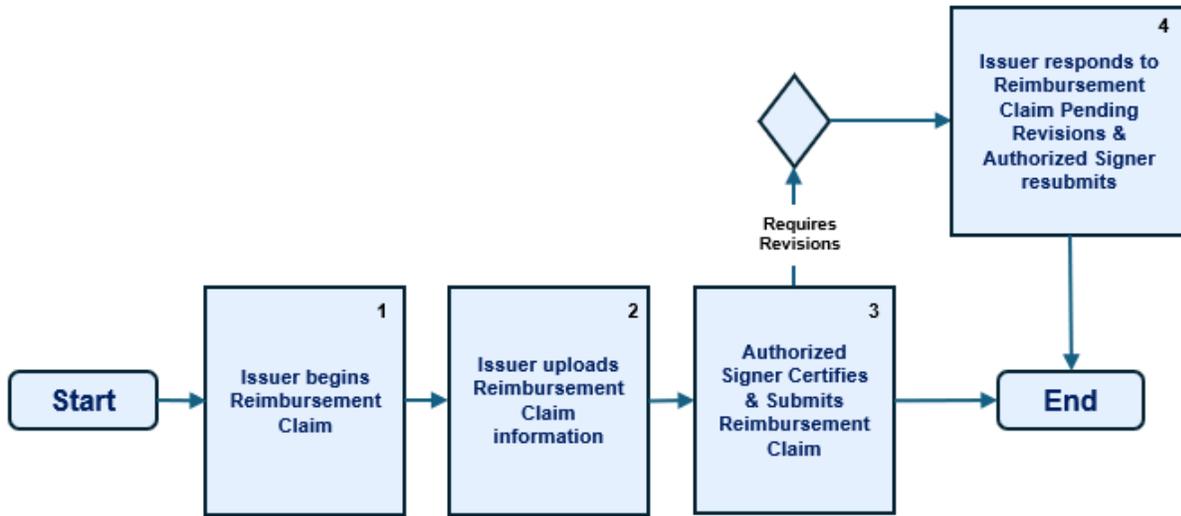


Table 1: Requests Module – Reimbursement Claims Process Description

Step	Description	User	QRC
1	Issuer uploads Reimbursement Claim information	Basic User or Authorized Signer	QRC-GMC-MF-RC-1.0
2	Authorized Signer Reviews Reimbursement Claim details, Certifies & Submits Reimbursement Claim	Authorized Signer	QRC-GMC-MF-RC-2.0
3	If Ginnie Mae sends the request back to the Issuer for revisions, the Issuer must review the comments and make the appropriate corrections to the previously submitted Reimbursement Claims information. Once completed, Issuer's Authorized Signer must certify to resubmit.	Basic User / Authorized Signer required for resubmission	QRC-GMC-MF-RC-3.0
4	Issuer Cancels Reimbursement Claim	Basic User or Authorized Signer	QRC-GMC-MF-RC-4.0

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2 USING THE APPLICATION

2.1 MyGinnieMae (MGM) Functional Roles - Accessing the Application

The following table details the MGM functional roles required to access the GMC Requests module as an Issuer user. 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 business activities used to ensure End Users have the appropriate level of access to be able to perform their job functions and responsibilities. See below for the functional roles associated with the GMC application.

The roles required for the Requests module are as follows:

Table 2: MGM Role Mapping

Functional Role	Application Role
MF-Financial Statements & Insurance Policy & Reimbursement Claims Basic User	Request module: Basic User
MF-Insurance Policy & Reimbursement Claims Authorized Signer	Request module: Authorized Signer

- The MF–Financial Statements & Insurance Policy & Reimbursement Claims Basic User role allows the user to draft and update the Reimbursement Claim Form but will not be able to Sign, Certify & Submit the claim form.
- The MF–Insurance Policy & Reimbursement Claims Authorized Signer role allows the user to do all the functions of the basic user role plus the ability to Sign, Certify & Submit the claim form.

2.2 Navigating the Requests Homepage

Requests
Welcome, boston signer1
Return to Ginnie Mae Central
February 11, 2026

Create New Request
Get started here on a request type of your choice

My Resources

- Platform Navigation
 - My Issuer Profile
- System Help
 - User Manual
 - FAQs & Training Documentation
 - Request Help
- Guidelines
 - MBS Guide
 - HUD Audit Guide
- Access Other Systems
 - MyGinnieMae

Request ID	Issuer Name	Issuer Number	Request Name	Request Type	Request Status	Request Date
5	Boston Mortgage	5342	Reimbursement of Claim Cost - Race Track	Reimbursement Request	Pending Revision	1/16/2026

Figure 2: Requests Module Homepage

- **Create New Request:** Opens a new request form and prompts users to enter the required loan and claim identifiers, reimbursement details (e.g., amounts and relevant dates), and supporting documentation.
- **My Resources:** The panel on the left-hand side of the screen provides the user with easily accessible resources.
 - **Platform Navigation**
 - **My Issuer Profile:** This will display the Issuer’s profile, including key user information as well as queues for other GMC Modules.
 - **System Help**
 - **User Manual:** Opens link to this User Manual on Ginnie Mae website.
 - **FAQs & Training Documentation:** Opens link to training resources on Ginnie Mae website.
 - **Request Help:** Opens an email to draft and send to askGinnieMae@hud.gov
 - **Guidelines**
 - **MBS Guide:** Links the user to the digital MBS Guide.
 - **HUD Audit Guide:** Links the user to the OIG HUD Consolidated Audit Guide
 - **Access Other Systems**
 - **MyGinnieMae:** Links user to the landing page to log in to MyGinnieMae.

- **Requests:** Displays a summary list of reimbursement requests and provides quick access to view, filter, and open individual items.

2.3 Review Milestones

The following table outlines each milestone included in the Requests review process.

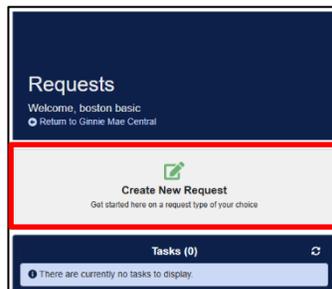
Table 3: Requests Module Review Milestones

Milestone	Main Actions in This Milestone
Drafting	Issuer has started a claim and is in the process of uploading all corresponding information
Pending Revision	Ginnie Mae has sent back submission to Issuer for revisions and resubmission
In GNMA Review	Claim is submitted and in Ginnie Mae's review
Complete	The claim has been completed, and payment is processing or has been made
Request Canceled	Issuer takes the action to cancel the claim they started
Request Rejected	Ginnie Mae rejects a submitted claim

2.4 Issuer Uploads Reimbursement Claim Information

- From the Reimbursement Claims homepage, select the **Create a New Request** button.

Figure 3: Create a New Request



- On the **Create New Request** screen, select **Reimbursement Request**.
- Select the **Continue** button.

Figure 4: Select the Reimbursement Request Type

The screenshot shows a web interface titled "Create New Request". Inside, there is a section "Select the Request Type" with the instruction "Please choose one of the options below." A single option, "Reimbursement Request", is displayed with a green dollar sign icon and is highlighted by a red rectangular box. At the bottom of the form, there are two buttons: "CANCEL" on the left and "CONTINUE" on the right.

- If the Issuer participates in multiple programs, select the **Issuer Program** for reimbursement.
- Enter the requested **Mortgage Information** (GNMA Pool Number, FHA Project Number, and Project Name).
- Select the **CONTINUE** button.

Figure 5: Issuer Program Selection and Enter Mortgage Information

The screenshot displays a multi-step process titled "Request for Reimbursement of Mortgage Insurance Claim Costs". The steps are: Step 1 - Enter Mortgage Information, Step 2 - Upload and Enter FHA Claim Information, Step 3 - Enter ACH Banking Instructions, and Step 4 - Review Request. The current step is Step 1. It is divided into two sections: "Issuer Program Selection" and "Enter Mortgage Information". The "Issuer Program Selection" section shows a table with "Issuer Number" (0342) and "Issuer Name" (Boston Mortgage). The "Enter Mortgage Information" section has three input fields: "GNMA Pool Number", "FHA Project Number", and "Project Name". A red box highlights both sections. At the bottom, there are "CANCEL", "SAVE", and "CONTINUE" buttons.

- Complete all of the sections of the **Upload and Enter FHA Claim Information** form.

Figure 6: Upload and Enter FHA Claim Information Form

Note: Date must be in the past 60 days to be requested.

- FHA Transmittal Letter
 - Upload the FHA Transmittal Letter
 - Enter the Date on the FHA Transmittal Letter
 - Select the “Yes” or “No” radio under the question Has claim interest been curtailed by FHA?

Figure 7: FHA Transmittal Letter Section

Final Settlement Statement

- Upload the Final Settlement Statement
- Enter 1% of Unpaid Principal Balance
- Enter the date range and the amount for **Partial – Interest Reimbursed by HUD**
- Enter the date range and the amount for **Final – Interest Reimbursed by HUD**

Figure 8: Final Settlement Statement Section

The screenshot shows a form titled "Final Settlement Statement" with a dropdown arrow. Below the title is the label "Final Settlement Statement *". There are four main input areas: 1. An "UPLOAD" button with a file icon and the text "Drop or paste file here". 2. A text input field for "1% of Unpaid Principal Balance". 3. A section for "Partial - Interest Reimbursed by HUD" containing two rows. Each row has a "From" date field (format mm/dd/yyyy), a "To" date field (format mm/dd/yyyy), and an "Amount" field. 4. A section for "Final - Interest Reimbursed by HUD" containing two rows, each with a "From" date field, a "To" date field, and an "Amount" field.

Liquidation Schedule

- Upload the HUD-11710-E Liquidation Schedule
- Enter the Last Paid Installment Date
- Enter the Unpaid Principal Balance
- Enter the Total Interest Due
- Select the **Reason for Removal** from the drop-down menu

Figure 9: Liquidation Schedule Section

The screenshot shows a form titled "Liquidation Schedule" with a dropdown arrow. Below the title is the label "HUD-11710-E Liquidation Schedule *". There are five main input areas: 1. An "UPLOAD" button with a file icon and the text "Drop or paste file here". 2. A text input field for "Last Paid Installment Date" with a date picker icon and the format mm/dd/yyyy. 3. A text input field for "Total Interest Due". 4. A text input field for "Unpaid Principal Balance". 5. A dropdown menu for "Reason for Removal" with the text "--- Select a value ---".

- Additional Fields
 - Enter the Issue of Securities Date
 - Enter the Mortgage Default Date
 - Enter the Liquidation Date
 - Enter the Security Rate
 - Enter the Mortgage Rate
 - Enter the Interest Paid to Holders
- Select the **CONTINUE** button.

Figure 10: Additional Fields Section

Additional Fields

Issue of Securities Date

Mortgage Default Date

Liquidation Date

Security Rate

Mortgage Rate

Interest Paid to Holders

CANCEL BACK SAVE **CONTINUE**

- Complete the information in the **Enter ACH Banking Information** form.
- Select the **CONTINUE** button.

Figure 7: Enter ACH Banking Instructions

Request for Reimbursement of Mortgage Insurance Claim Costs

(Subject to the provisions of Section 1001, U.S. Code, Title 18, governing statement made to the United States Government)

Step 1 - Enter Mortgage Information Step 2 - Upload and Enter FHA Claim Information **Step 3 - Enter ACH Banking Instructions** Step 4 - Review Request

Enter ACH Banking Instructions
Fill out the fields below

<p>Financial Institution Information</p> <p>Financial Institution's Name <input type="text"/></p> <p>City <input type="text"/></p> <p>State <input type="text" value="Select a State"/></p> <p>ACH ABA Number <input type="text"/></p> <p>Account Name <input type="text"/></p> <p>Account Number <input type="text"/></p> <p>Reference <input type="text"/></p>	<p>Payee/Vendor/Issuer Information</p> <p>Payee's Name <input type="text"/></p> <p>Street Address <input type="text"/></p> <p>Apartment, Suite, etc. <input type="text"/></p> <p>City <input type="text"/></p> <p>State <input type="text" value="Select a State"/></p> <p>Zipcode <input type="text"/></p> <p>Taxpayer Identification Number (TIN) <input type="text"/></p>
---	---

CANCEL BACK SAVE **CONTINUE**

The next steps in the Reimbursement claim are dependent on the user role.

- Basic Users will only be able to review the Reimbursement Claim Form but will not be able to Sign and Certify & Submit. Basic Users will need to notify an Authorized Signer to Review the Form, Sign and Certify & Submit. ([2.5.1 Submit Reimbursement Claim Request – Basic User or Authorized Signer Completes Form](#))
- Authorized Signers will be able to review the Reimbursement Claim Form AND Sign and Certify & Submit.
 - Authorized Signers can log in to review the Reimbursement Claim Form drafted by a Basic User in order to Sign and Certify & Submit ([2.5.2 Submit Reimbursement Claim Request – Authorized Signer Completes Form](#)).

2.5 Issuer Submits Reimbursement Claim Information

2.5.1 Submit Reimbursement Claim Request – Basic User or Authorized Signer Completes Form

- Upon receiving a request to complete a Reimbursement Request, select the **Request ID** on the Requests homepage.

Figure 12: Requests ID

The screenshot shows the 'Requests' homepage. At the top, it says 'Requests' and 'Welcome, boston signer1'. There is a 'Create New Request' button and a 'Tasks (0)' section. A table titled 'Requests' is displayed with the following data:

Request ID	Issuer Name	Issuer Number	Request Name	Request Type	Request Status	Request Date
5	Boston Mortgage	5342	Reimbursement of Claim Cost - Race Track	Reimbursement Request	Drafting	-

- Select the **UPDATE REQUEST** button to review the Reimbursement Form.

Figure 13: Update Request

The screenshot shows the 'Reimbursement Request (Request ID: 5) - Boston Mortgage' form. It has a 'Summary' tab and a 'Related Actions' section. The form is currently in the 'Drafting' stage. The 'UPDATE REQUEST' button is highlighted in red. The form contains the following information:

Reimbursement Claim Details	
Mortgage Information	
Issuer Number	5342
FHA Project No.	000000000000016
Issuer Name	Boston Mortgage
Name of Project	Race Track
GNMA Pool No.	123456
Date Request Received	-
FHA Transmittal Letter	
Date on FHA Transmittal Letter	1/1/2026
Date of Curtailment	-
Elapsed Days	15
Less Curtailment Amount	-
Has claim interest been curtailed by FHA?	No
Final Settlement Statement	
1% of Unpaid Principal Balance	\$50,000.00
Partial - Interest Reimbursed by HUD	
From	11/1/2025
To	11/30/2025
Amount	\$10,000.00
Final - Interest Reimbursed by HUD	
From	12/1/2025
To	12/31/2025
Amount	\$40,000.00

- Review all Steps 1-4 of the Reimbursement Form in order to Sign and Certify & Submit the form.

Figure 14: Review Reimbursement Form Steps 1-4

Request for Reimbursement of Mortgage Insurance Claim Costs
(Subject to the provisions of Section 1001, U.S. Code, Title 18, governing statement made to the United States Government)

Step 1 - Enter Mortgage Information
Step 2 - Upload and Enter FHA Claim Information
Step 3 - Enter ACH Banking Instructions
Step 4 - Review Request

2.5.2 Submit Reimbursement Claim Request – Authorized Signer Completes Form

- Once all steps in the Reimbursement Claim Request have been completed, review the **Request for Reimbursement of Mortgage Insurance Claims Costs** summary.
- Select the **SIGN** button*.
- Select the **CERTIFY & SUBMIT** button.

Figure 15: Request for Reimbursement of Mortgage Insurance Claims Costs

Request for Reimbursement of Mortgage Insurance Claim Costs
(Subject to the provisions of Section 1001, U.S. Code, Title 18, governing statement made to the United States Government)

Step 1 - Enter Mortgage Information
Step 2 - Upload and Enter FHA Claim Information
Step 3 - Enter ACH Banking Instructions
Step 4 - Review Request

Review Request
Information below has been entered in previous steps or pulled in from an integration.

GNMA Pool No.	125456	FHA Project No.	00000000000015	Project Name	Ratio Track
Mortgage Default Date	9/30/2025	Issue of Securities Date	9/30/2025	Liquidation Date	10/30/2025
Supplemental Settlement	1/1/2026				

The mortgage insurance claim, corresponding to our assignment of the mortgage secured by the above-described project, has been finally settled by HUD. Pursuant to Section 9.03 of the Guaranty Agreement for the above Ginnie Mae MBS pool, we hereby request reimbursement of the following mortgage insurance claim costs:

Security Rate	4.200%	Mortgage Rate	4.900%	Interest Rate Factor	0.8571429
1% of Unpaid Principal Balance	\$50,000.00	Interest Paid to Holders	\$25,000.00	LESS Curtailment	\$0.00
Date Request Received					
TOTAL	\$25,000.00 x 0.8571429 =				\$21,428.57

Partial - Interest Reimbursed by HUD

From	To	Amount
Oct. 31, 2025	Nov. 29, 2025	\$10,000.00

Final - Interest Reimbursed by HUD

From	To	Amount
Nov. 30, 2025	Dec. 30, 2025	\$40,000.00

Total Interest	\$80,000.00
Net Interest Cost	\$0.00
85% of Net Interest	\$0.00
Total Reimbursement	\$60,000.00

It is understood that (1) if recoveries are realized on the FHA/HUD Certificate of Claim, we are to promptly remit to you any Ginnie Mae pro rata share in such recoveries, and (2) if the mortgage pool is terminated, no final payment is to be made to the security holders until they surrender to us all outstanding mortgage-backed certificates, which we are to promptly return to you for cancellation.

WE HEREBY CERTIFY THAT TO THE BEST OF OUR KNOWLEDGE AND BELIEF:

A. All principal due to the security holders has been timely passed through, all proper administrative actions have been taken, and compliance with all corresponding FHA and Ginnie Mae regulations has been effected.

B. All Statements made heretofore and in this Liquidation Schedule heretofore attached are true.

C. We have not elected to receive mortgage insurance benefits for the above described project in the form of FHA debentures.

ELECTRONIC SIGNATURE

Signature	Date

CANCEL BACK
SAVE **CERTIFY & SUBMIT**

- Select the **CONFIRM** button to confirm the submission of the Reimbursement Request.

Figure 16: Confirm Submission of Reimbursement Request

Confirmation

If you submit this form, the Reimbursement Request will be sent to Ginnie Mae. Are you sure you want to continue?

BACK
CONFIRM

2.6 Issuer Completes Reimbursement Claim Pending Revisions Request

2.6.1 Complete Update to Reimbursement Pending Revisions – Basic User or Authorized Signer Completes Form

- Upon receiving a request to update a Reimbursement Request due to necessary revisions, select the **Request ID** on the Requests homepage.

Figure 17: Requests ID

Request ID	Issuer Name	Issuer Number	Request Name	Request Type	Request Status	Request Date
5	Boston Mortgage	5342	Reimbursement of Claim Cost - Race Track	Reimbursement Request	Pending Revision	1/16/2026

- Select the **ADJUST REQUEST** button to review the Reimbursement Form and subsequent request for revisions from Ginnie Mae.

Figure 18: Adjust Request Button

Reimbursement Request (Request ID: 5) - Boston Mortgage

ADJUST REQUEST

Summary
Related Actions

Drafting
Pending Revision
In GNMA Review
Complete

Reimbursement Claim Details

Mortgage Information

Issuer Number	5342	Issuer Name	Boston Mortgage	GNMA Pool No.	123456
FHA Project No.	0000000000000016	Name of Project	Race Track	Date Request Received	1/16/2026

FHA Transmittal Letter

Date on FHA Transmittal Letter	1/1/2026	Elapsed Days	15	Has claim interest been curtailed by FHA?	No
Date of Curtailment	-	Less Curtailment Amount	-		

Final Settlement Statement

1% of Unpaid Principal Balance	\$50,000.00				
Partial - Interest Reimbursed by HUD					
From	11/1/2025	To	11/30/2025	Amount	\$10,000.00
Final - Interest Reimbursed by HUD					

- Review the **Requested Revisions from Ginnie Mae** and update accordingly.
- Select the **CONTINUE** button to progress through the steps and make requested/necessary revisions.

Figure 19: Requested Revisions from Ginnie Mae

The next steps in the Reimbursement claim are dependent on the user role.

- Basic Users will only be able to update the Reimbursement Claim Form to address pending revisions but will not be able to Sign and Certify & Submit. Basic Users will need to notify an Authorized Signer to Review the Form, Sign and Certify & Submit.
- Authorized Signers will be able to review and/or update the Reimbursement Claim Form to address pending revisions AND Sign and Certify & Submit.
 - Authorized Signers can log in to review the Reimbursement Claim Form and subsequent revisions drafted by a Basic User in order to Sign and Certify & Submit. ([2.6.2 Submit Reimbursement Claim Request – Authorized Signer Completes Form](#))

2.6.2 Submit Reimbursement Claim Request – Authorized Signer Completes Form

- Once all steps in the **Requested Revisions from Ginnie Mae** have been updated, review the **Request for Reimbursement of Mortgage Insurance Claims Costs** summary.
- Select the **SIGN** button*.
- Select the **CERTIFY & SUBMIT** button.

Figure 20: Requested Revisions from Ginnie Mae

Request for Reimbursement of Mortgage Insurance Claim Costs
(Subject to the provisions of Section 1001, U.S. Code, Title 18, governing statement made to the United States Government)

Step 1 - Enter Mortgage Information Step 2 - Upload and Enter FHA Claim Information Step 3 - Enter ACH Banking Instructions **Step 4 - Review Request**

Requested Revisions from Ginnie Mae
 The amount requested (\$50,000) does not match the supporting documentation provided.

Revision Comments
 Documentation updated 2/14/2025

Review Request
Information below has been entered in previous steps or pulled in from an integration.

GNMA Pool No.	123456	FHA Project No.	000000000000016	Project Name	Race Track
Mortgage Default Date	9/30/2025	Issue of Securities Date	9/30/2025	Liquidation Date	10/30/2025
Supplemental Settlement	1/1/2026				

The mortgage insurance claim, corresponding to our assignment of the mortgage secured by the above-described project, has been finally settled by HUD. Pursuant to Section 9.03 of the Guaranty Agreement for the above Ginnie Mae MBS pool, we hereby request reimbursement of the following mortgage insurance claim costs:

Security Rate	4.200%	Mortgage Rate	4.900%	Interest Rate Factor	0.857142857
% of Unpaid Principal Balance	\$50,000.00	Interest Paid to Holders	\$25,000.00	LESS Curtailment	\$0
Date Request Received	1/16/2026				

TOTAL $\$25,000.00 \times 0.8571429 = \$21,428.57$

Partial - Interest Reimbursed by HUD					
From	11/1/2025	To	11/30/2025	Amount	\$10,000.00
Final - Interest Reimbursed by HUD					
From	12/1/2025	To	12/31/2025	Amount	\$40,000.00

Total Interest $\$50,000.00$
Net Interest Cost \$0.00
85% of Net Interest \$0.00

Total Reimbursement $\$50,000.00$

It is understood that (1) if recoveries are realized on the FHA/HUD Certificate of Claim, we are to promptly remit to you any Ginnie Mae pro rata share in such recoveries, and (2) if the mortgage pool is terminated, no final payment is to be made to the security holders until they surrender to us all outstanding mortgage-backed certificates, which we are to promptly return to you for cancellation.

WE HEREBY CERTIFY THAT TO THE BEST OF OUR KNOWLEDGE AND BELIEF:
 A. All principal due the security holders has been timely passed through; all proper administrative actions have been taken; and compliance with all corresponding FHA and Ginnie Mae regulations has been effected.
 B. All Statements made hereinbefore and in the Liquidation Schedule herewith attached are true.
 C. We have not elected to receive mortgage insurance benefits for the above-described project in the form of FHA debentures.

ELECTRONIC SIGNATURE

Signature	Date
<input type="text"/>	<input type="text"/>

SIGN

SAVE CERTIFY & SUBMIT

CANCEL BACK

*Please note that Authorized Signers must be active on the HUD 11702 in order to Sign, Certify, and Submit the Request for Reimbursement.

Figure 21: Error Presented when Authorized Signer not on HUD 11702

There was a problem with your account. Reimbursement Request Submission Certification can not be complete for .

You are not active on the HUD 11702. Please work with your organization to be reinstated or coordinate Reimbursement Request Submission Certification with a representative currently on the 11702. For additional questions, please reach out to askGinnieMae@hud.gov.

Please see the following Quick Reference Guides for further information:

- [IS/DC-5 | Managing Master Agreements in MAMS for MyGinnieMae Users](#)
- [QRC-IS18 | Renewing Master Agreements in MAMS](#)

2.7 Issuer Cancels a Drafting Reimbursement Claim

- Select the **Request ID** on the Requests homepage that is in the “Drafting” Status.

Figure 22: Cancel a Drafted Reimbursement Claim

The screenshot shows the 'Requests' homepage. At the top, it says 'Welcome, Chesapeake Signer' and 'Return to Ginnie Mae Central'. The date is 'February 12, 2026'. There is a 'Create New Request' button and a 'My Resources' section. The main content is a table titled 'Requests' with the following data:

Request ID	Issuer Name	Issuer Number	Request Name	Request Type	Request Status	Request Date
13	Chesapeake Mortgage	5483	Reimbursement of Claim Cost - QRC	Reimbursement Request	Drafting	-

- Select the **Related Actions** tab and under Related Actions, select the **Cancel** option.

Figure 23: Related Actions Tab

The screenshot shows the 'Reimbursement Request (Request ID: 13) - Chesapeake Mortgage' page. The 'Related Actions' tab is selected and highlighted. Below the tab, there are two options: 'Update Request' (Update Reimbursement Request) and 'Cancel' (Cancel Reimbursement Request). The 'Cancel' option is highlighted with a red box.

- Once the cancellation has been confirmed by the user, the corresponding Request Status will label this claim as **Request Canceled**.

Figure 24: Updated Request Canceled Status

The screenshot shows the 'Requests' homepage, similar to Figure 22, but the 'Request Status' for the request with ID 13 is now 'Request Canceled'.

Request ID	Issuer Name	Issuer Number	Request Name	Request Type	Request Status	Request Date
13	Chesapeake Mortgage	5483	Reimbursement of Claim Cost - QRC	Reimbursement Request	Request Canceled	-

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3 RESOURCES

The Resources section provides information and resources to help navigate the Ginnie Mae Central Insurance module.

3.1 Training Resources

For additional help, training sessions and materials can be found on the [Issuer Training Page](#) of the Ginnie Mae website at https://www.ginniemae.gov/issuers/issuer_training/pages/modernization.aspx.

3.2 QRCs

A Quick Reference Card or QRC is an abbreviated one to two-page reference document with step-by-step instructions on how to complete a specific action. A list of QRCs for the content provided in this User Manual is available in the [Appendix](#). QRCs are posted to the Ginnie Mae website at https://www.ginniemae.gov/issuers/issuer_training/pages/qrcs.aspx.

3.3 Help Desk Contact Information

If assistance is needed, please contact: askGinnieMae@hud.gov

3.4 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 pages, applications, processes, and general functionality pertaining to the MyGinnieMae portal. Refer to the [MyGinnieMae Portal Dictionary](#).

3.5 MyGinnieMae Self-Help Tools

Users should first reference the appropriate section of the MyGinnieMae Getting Started User Manual for information on creating a user account, requesting functional roles, and managing a user account. Some functions a user may complete without the assistance of a system administrator such as:

- 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](#)
- Troubleshooting Errors in MyGinnieMae – [Troubleshooting and Common Errors in MyGinnieMae QRC](#)

To get more help, users may access the training sessions and materials on the Issuer Training Page of the Ginnie Mae website at https://www.ginniemae.gov/issuers/issuer_training/pages/modernization.aspx

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4.1 QRCs

A Quick Reference card is an abbreviated one to two-page reference document with step-by-step instructions on how to complete a specific action. Below is a list of QRCs for the content provided in this User Manual. QRCs are posted to the Ginnie Mae website at https://www.ginniemae.gov/issuers/issuer_training/pages/qrcs.aspx.

Table 4: Requests Module QRCs

User Manual	QRC#	QRC Name	Description
Ginnie Mae Central (GMC) Requests module	QRC-GMC-MF-RC-1.0	Upload Reimbursement Claim Information	<ul style="list-style-type: none"> Basic User or Authorized Signer accesses the Requests module to begin a Reimbursement Claim, completing the necessary steps by inputting the necessary information needed for the claim.
Ginnie Mae Central (GMC) Requests module	QRC-GMC-MF-RC-2.0	Submit Reimbursement Claim	<ul style="list-style-type: none"> Authorized Signer on the HUD-11702 must verify that the information entered is correct, provide electronic signature and submit to Ginnie Mae.
Ginnie Mae Central (GMC) Requests module	QRC-GMC-MF-RC-3.0	Completes Reimbursement Claim Pending Revisions Request	<ul style="list-style-type: none"> Ginnie Mae sends back the Reimbursement Claim with specific areas that need to be addressed and resubmitted.
Ginnie Mae Central (GMC) Requests module	QRC-GMC-MF-RC-4.0	Cancel a Drafted Reimbursement Request	<ul style="list-style-type: none"> The Issuer decides to cancel a Reimbursement Claim they began drafting.

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