

Request Pool Numbers Issuer User Manual

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

Ginnie Mae, Mortgage-Backed Securities
Issuance and Bond Administration (MBSIBA)

Version 3.3



Application Details

Application Information	Description
Application Name	Request Pool Numbers
Application Acronym	RPN
Ginnie Mae SVP, Sponsor	Victoria Vargas
Ginnie Mae Application Owner	Daniel Boling
Version/Application Release Number	3.2

Document History

Version	Date of the Document	Author (Last Name, First Name)	Entity (Company or Department Author Represents)	Revision Description
.6	9/2/2013	Champ, Anita C. Photopoulos	NA	Initial draft
.7	10/10/2013	Champ, Anita C. Photopoulos	NA	Changes based on peer review and screenshot updates.
.8	11/1/2013	Reiter, Diane	NA	<ul style="list-style-type: none"> Contingencies section and Alternate Modes of Operation rewritten by Robert Koelmel Screen shots updated to reflect fictitious data TOC, Figures, Tables updated
.9	11/13/2013	Reiter, Diane	NA	<ul style="list-style-type: none"> Incorporate changes from Jumedra Buchner, Andrea Hunter and separate User Guide into 2: one for Issuer, one for AE Incorporated changes from Anita Champ Replaced Figure 2 with updated diagram Reporting section updated
1.0	11/27/2013	Reiter, Diane	NA	<ul style="list-style-type: none"> Reviewed Andrea Hunter's comments and updated accordingly

Version	Date of the Document	Author (Last Name, First Name)	Entity (Company or Department Author Represents)	Revision Description
				<ul style="list-style-type: none"> TOC, Figures, Tables updated, spellcheck
2.0	07/20/2022	Porter, Cedric	NA	Revised to reflect changes from the Ginnie Mae Enterprise Portal (GMEP) to MyGinnieMae Portal (MGM)
3.0	09/15/2022	Just-Buddy, Renee Cannon, Dave	Ginnie Mae Ampcus	Revised to reflect changes from Ginnie Mae Enterprise Portal (GMEP) to MyGinnieMae Portal (MGM) using Ginnie Mae's updated User Manual Framework provided by the Customer Experience Team.
3.1	10/25/2023	Jones, Chardae, Dunn, Ashley	BNY Mellon	Revised to reflect changes to MyGinnieMae (MGM Portal) update.
3.2	05/02/2025	Vicelli, Carolina	BNY	MGM Optimization - Revised to reflect updated frontend and UI screens
3.3	07/15/2025	Delle Donne, Don	BNY	Revised to reflect comments from client reviews

TABLE OF CONTENTS

1	INTRODUCTION.....	5
1.1	Application Overview	5
1.2	Business Data Workflow	6
2	USING THE REQUEST POOL NUMBERS APPLICATION.....	7
2.1	Accessing the Request Pool Numbers (RPN) Application	7
2.2	Requesting Pool Numbers	7
3	REPORTING.....	15
3.1	Report Capabilities.....	15
3.2	Report Procedures	16
3.2.1	Access	16
3.2.2	General Functionality	17
3.2.3	Available Pool Numbers Report	21
3.2.4	Approved Pool Numbers Report	22
3.2.5	Pool Number Requests Status Summary Report	23
3.2.6	Pool Number Requests Status Detail Report.....	25
4	RESOURCES	26
4.1	Help Desk Contact Information.....	26
4.2	MyGinnieMae Portal Dictionary	26
4.3	MyGinnieMae Self-Help Tools	26
5	APPENDIX.....	26
5.1	References.....	26
5.2	Key Terms.....	27
5.3	Pool Number Assignment Calculation	28
5.4	Figures	28
5.5	Tables.....	29



1 INTRODUCTION

This manual is written to provide instructions on how to use the Request Pool Numbers (RPN) application effectively. Issuers will utilize the Request Pool Numbers (RPN) application to request pool numbers and monitor pool number requests. The functional roles associated with the application are issuer and account executive.

Below are links that address common topics that pertain to the Request Pool Numbers (RPN)

- How to get access to [MyGinnieMae](#)
- Refer to the [MyGinnieMae Getting Started Manual](#) for System Prerequisites
- [Accessing the Request Pool Number \(RPN\) Application](#)
- [Key Terms](#)

1.1 Application Overview

Request Pool Numbers (RPN) application is an application in MyGinnieMae used by Issuers to request pool numbers online, download files of pool numbers provided and receive email notification of request status. Issuers can view, download, and print status of requests, available pool numbers, and pool numbers assigned. Issuers can export, view, and print reports.

[Back to Table of Contents](#)

1.2 Business Data Workflow

The high-level Business Workflow of the Request Pool Numbers (RPN) application is shown in the figure below:

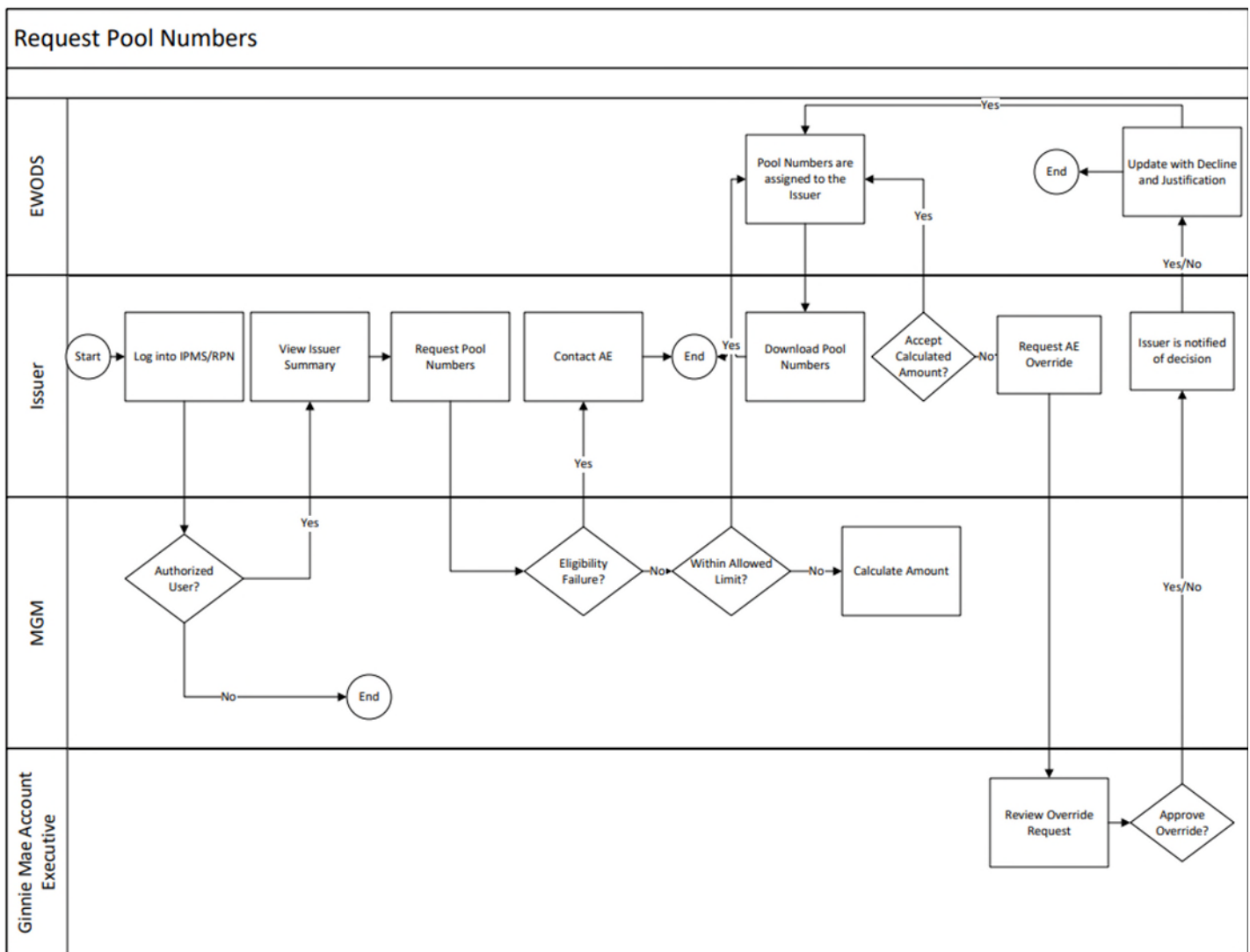


Figure 1 Business Data Workflow

[Back to the Table of Contents](#)

2 USING THE REQUEST POOL NUMBERS APPLICATION

2.1 Accessing the Request Pool Numbers (RPN) Application

Upon logging onto [MyGinnieMae \(MGM\)](#) the user is presented with My Dashboard, which displays options for navigating the MGM Portal. If the login was successful, the MGM Welcome screen will display:

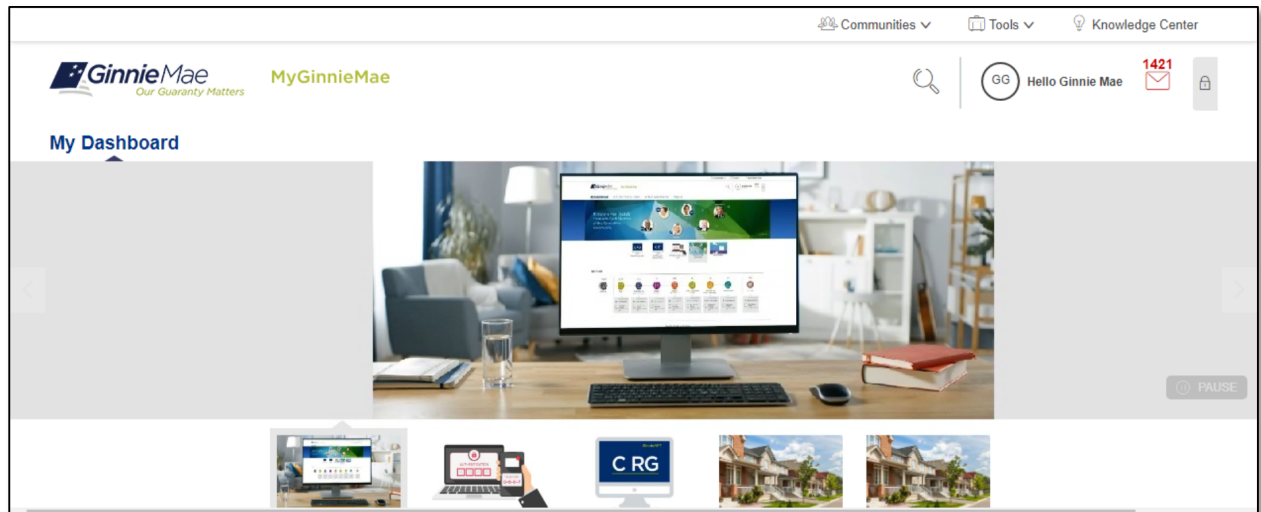


Figure 2 MGM Welcome Screen

2.2 Requesting Pool Numbers

1. From the main screen of the MGM, select **Tools**.
- Select **RPN** from the IPMS drop-down menu.

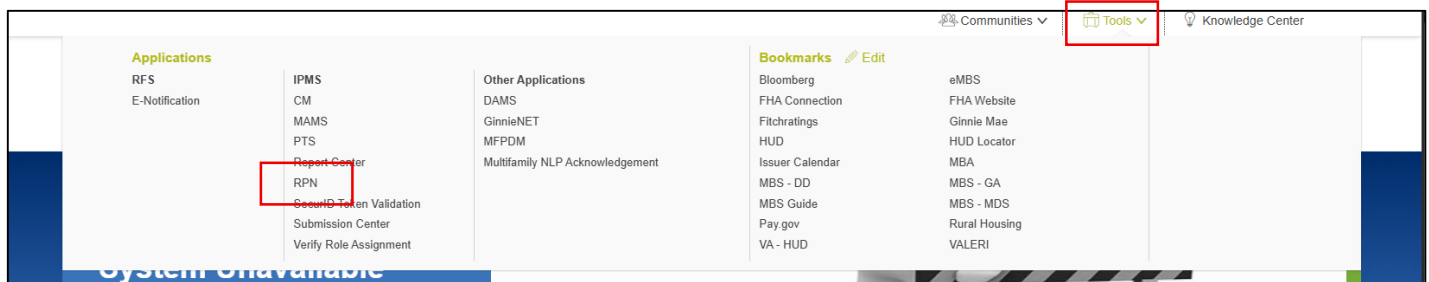




Figure 3 Tools Menu

The **Issuer Summary screen** appears. This screen displays all pool number activity for the requesting Issuer.

The screenshot shows the GinnieMae Issuer Summary screen. At the top, there's a navigation bar with 'Processing & Servicing' as the main section. Underneath, 'Request Pool Numbers' is selected. The interface includes filter sections for 'Requested Date' (set to 'All'), 'Requested Date' range (MM/DD/YYYY - MM/DD/YYYY) with 'From' and 'To' fields, and 'Status' (set to 'All'). There are 'Clear All Filters' and 'Apply Filters' buttons. Below the filters is a table with columns: Issuer Number, Issuer Name, Requested Date, Request Number, Pool Numbers Requested, Quarterly Average, Pool Numbers Unused (Alphanumeric), Requested By, Request Status, and View Pool Numbers. A single row is visible for Issuer 1555, GUILD MORTGAGE COMPANY, with 5000 Pool Numbers Requested and 1969 Pool Numbers Unused. A 'Request Pool Numbers' button is located in the top right corner of the table area.

Figure 4 Issuer Summary Screen

Field	Description
Requested Date Selection	Select a time span for the request activity. Options are: <ul style="list-style-type: none"> Last Month Last 3 Months Last 6 Months Last Year Date Range
From	If the <i>Date Range</i> option is selected in the <i>Requested Date</i> selection field, the <i>From</i> and <i>To</i> fields are activated. Select a start date for the request activity time span. Click the date control  to select a date.
To	Select an end date for the request activity time span. Click the date control  to select a date.
Status	Select 'All' to view all requests for the date range or select a status (Pending/Approved/Rejected) to filter the requests by that status.
Display	Click the Apply Filters button to display the pool number activity for the filter selections.
Requested Date	Date of pool number request.
Request Number	Pool number request number.
Pool Numbers Requested	Number of pools requested.





Field	Description
Quarterly Average	Rolling quarterly average from 12 months prior to date of request of used alphanumeric pool numbers as of the request date.
Pool Numbers Unused	Number of unused alphanumeric pool numbers for the Issuer.
Requested By	Name of requester.
Request Status	Request status.
View Pool Numbers	Download approved pool numbers by clicking the    icon in CSV, XML, or Excel format. The file can be saved to a specific location on the Issuer's desktop, opened, or printed.

Table 1 Issuer Summary Screen Fields

- Expand the  arrow icon next to an Issuer to see the detailed request activity for the Issuer:

Processing & Servicing

Commitment Management

Request Pool Numbers

Master Agreements

Pool Transfer

Submission Center

Summary

Request Pool Numbers

Requested Date

Requested Date

Status

All

From - To

All

Clear All Filters

Apply Filters

Request Pool Numbers





















Issuer Number	Issuer Name	Requested Date	Request Number	Pool Numbers Requested	Quarterly Average	Pool Numbers Unused (Alphanumeric)	Requested By	Request Status	View Pool Numbers
1555	GUILD MORTGAGE COMPANY				5000	1969			  
		04/02/2025 04:49 PM	112477	50			Tom Wu	APPROVED	  
		04/02/2025 04:46 PM	112476	50			Tom Wu	APPROVED	  
		03/20/2025 06:32 PM	112347	50			Tom Wu	REJECTED	  
		03/19/2025 01:19 PM	112333	200			Tom Wu	APPROVED	  
		03/19/2025 12:14 PM	112330	50			Tom Wu	APPROVED	  

Figure 5 Issuer Request Detail Screen

2. To download and save a particular pool request to MS Excel, click the  icon to the right of the request:

	A	B
1	PoolID	
2	FM3340	
3	FM3331	
4	FM3341	
5	FM3333	
6	FM3338	
7	FM3339	
8	FM3329	
9	FM3326	
10	FM3344	
11	FM3336	
12	FM3328	
13	FM3334	
14	FM3327	
15	FM3332	
16	FM3343	
17	FM3330	
18	FM3335	
19	FM3342	
20	FM3337	


Figure 6 Excel Pool Download

3. To download and save a particular pool request in XML format, click the  icon to the right of the request:

```
File Edit View Favorites Tools Help

<?xml version="1.0" encoding="UTF-8"?>
- <Pools>
  - <Pool>
    <PoolID>FM4569</PoolID>
  </Pool>
  - <Pool>
    <PoolID>FM5176</PoolID>
  </Pool>
  - <Pool>
    <PoolID>FM4674</PoolID>
  </Pool>
  - <Pool>
    <PoolID>FM4576</PoolID>
  </Pool>
  - <Pool>
    <PoolID>FM5083</PoolID>
  </Pool>
  - <Pool>
    <PoolID>FM5308</PoolID>
  </Pool>
  - <Pool>
    <PoolID>FM4794</PoolID>
  </Pool>
  - <Pool>
    <PoolID>FM4724</PoolID>
  </Pool>
  - <Pool>
    <PoolID>FM4451</PoolID>
  </Pool>
</Pools>
```

Figure 7 XML Pool Download

4. To request additional pool numbers for the Issuer(s), click the  button on the right-hand side of the screen.

The Request Pool Numbers screen appears:

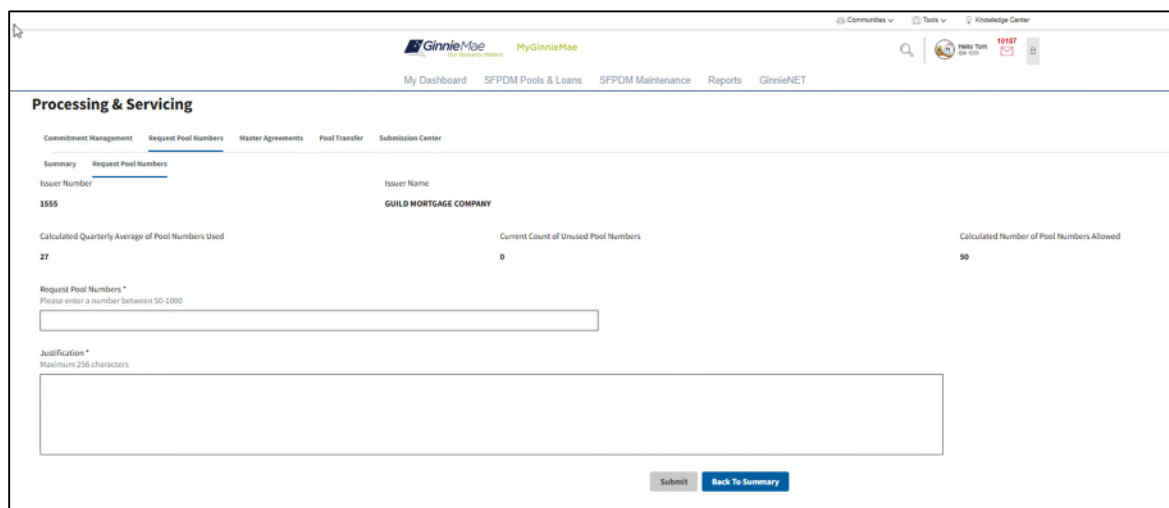



Figure 8 Issuer Pool Number Request Screen

Field	Description
Calculated Quarterly Average of Pool Numbers Used	Rolling quarterly average from 12 months prior to date of request of used alphanumeric pool numbers as of the request date.
Current Count of Pool Numbers Unused	The count of alphanumeric pool numbers already assigned to the Issuer but not used as of date of request.
Calculated Number of Pool Numbers Allowed	Maximum number of alphanumeric pool numbers allowed by Ginnie Mae for this Issuer.
Request Pool Numbers	Enter the number of alphanumeric pool numbers. A minimum of 50 pool numbers must be requested for SF and 3 for MF
Justification (limit 256 characters)	If the alphanumeric pool number is greater than the number allowed and an Account Executive (AE) override is requested, enter the reason for the override request (256-character limit).

Table 2 Issuer Pool Number Request Screen Fields

- Click the  button to submit the request.
- If the requested number of pools is less than or equal to the Calculated Number of Pools Allowed, the *Approved Request* screen appears:

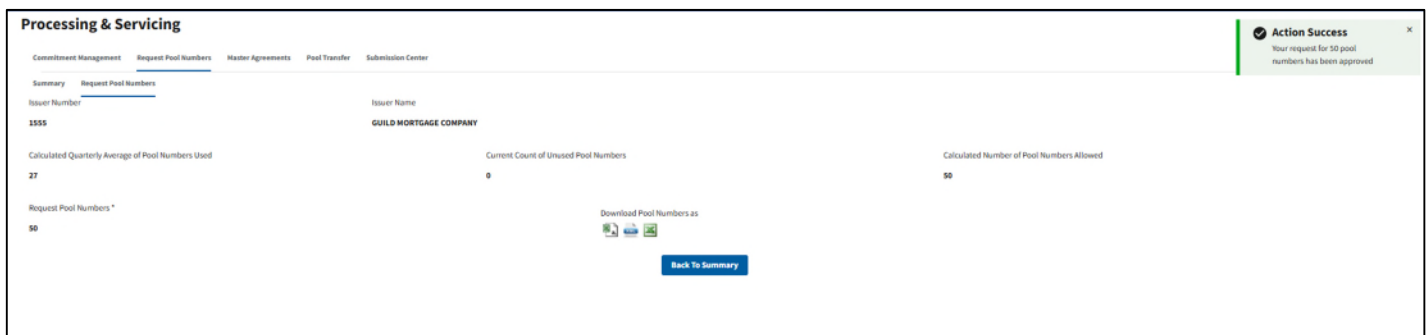






Figure 9 Approved Request Screen

- Click the  button to download the pool numbers in Excel format, the  button to download in CSV format, or the  button to download in HTML format.
- Click the  button to return to the Summary screen.

9. If the Issuer has not met the preconditions and is not in good standing with Ginnie Mae, a message to contact the AE will be displayed:

GinnieMae

Our Guaranty Matters

MyGinnieMae

RS

Hello Rustanna

ID# 4015

1517

My Dashboard

GinnieNET

Processing & Servicing

Commitment Management

Request Pool Numbers

Master Agreements

Pool Transfer

Submission Center

Summary

Request Pool Numbers

You are not authorized to request pool numbers. Please contact your AE for more information.

Issuer Number

4015

Issuer Name

REVERSE MORTGAGE SOLUTIONS, INC

Calculated Quarterly Average of Pool Numbers Used

6

Current Count of Unused Pool Numbers

2412

Calculated Number of Pool Numbers Allowed

0

Submit

Back To Summary

Figure 10 Unauthorized Issuer Screen

10. If the request is for more than the number of pool numbers allowed, the *Recalculated Request* screen appears:

GinnieMae

Our Guaranty Matters

MyGinnieMae

RS

Hello Rustanna

ID# 4015

1517

My Dashboard

GinnieNET

Processing & Servicing

Commitment Management

Request Pool Numbers

Master Agreements

Pool Transfer

Submission Center

Summary

Request Pool Numbers

This request exceeds the calculated allocation of pool numbers. Either request fewer pool numbers for immediate approval or to proceed with the processing of this request, select AE Override.

Issuer Number

3886

Issuer Name

CITIMORTGAGE, INC.

Calculated Quarterly Average of Pool Numbers Used

4

Current Count of Unused Pool Numbers

0

Calculated Number of Pool Numbers Allowed

50

Request Pool Numbers *

70

Justification *

Maximum 256 characters

Justification

Accept Calculated Number

Request AE Override

Back To Summary

Figure 11 Recalculated Request Screen

11. Click the

Accept Calculated Number

 button to accept the number allowed and download the pool numbers.

12. To request an AE Override of the system-calculated number, enter the justification in the *Justification* field. The justification can be up to 256 characters.

13. Click the **Request AE Override** button to initiate a Ginnie Mae AE review and override.

The Pending AE Override Request Confirmation screen appears:

The screenshot shows the 'Processing & Servicing' interface with the 'Request Pool Numbers' tab selected. A green 'Action Success' notification in the top right corner states: 'Your request is in process. Please contact your AE if you have any questions.' The main content area displays the following information:

Field	Value
Issuer Number	3886
Issuer Name	CITIMORTGAGE, INC.
Calculated Quarterly Average of Pool Numbers Used	4
Current Count of Unused Pool Numbers	0
Calculated Number of Pool Numbers Allowed	50
Request Pool Numbers *	70
Justification *	Justification

A 'Back To Summary' button is located at the bottom center of the screen.

Figure 12 Request Override Confirmation Screen

14. The AE receives notification of pending requests.

15. If the override request is approved, the Issuer receives an email notification of approval, the request appears on the **Issuer Summary** screen, and the Issuer can download the pool numbers.

16. If the override request is declined, the Issuer receives an email notification of the decline, and the **Declined Override Request** screen appears on the Summary screen:

The screenshot shows the 'Processing & Servicing' interface with the 'Request Pool Numbers' tab selected. A green 'Action Success' notification in the top right corner states: 'Issuer Request has been declined'. At the top, there is a search bar for 'Issuer Number/Name' with 'All' selected and a 'GO' button. Below the search bar, a 'Back to Summary' link is visible. The main content area displays the following information:

Field	Value
Issuer Number	4036
Issuer Name	BANK OF AMERICA
Calculated Quarterly Average of Pool Numbers Used	12
Current Count of Unused Pool Numbers	822
Request Pool Numbers	50
Issuer Override Reason	Justification
AE Justification	AE Justification

A 'Back To Summary' button is located at the bottom center of the screen.

Figure 13 Declined Override Request Screen

17. If the Issuer has available pool numbers equal to or exceeding the quarterly average used, the *Sufficient Pool Numbers Available* screen appears. If more pool numbers are required, the Issuer can submit an AE Override request as previously described or return to the **Issuer Summary** screen.

Processing & Servicing

Commitment Management Request Pool Numbers Master Agreements Pool Transfer Submission Center

Summary Request Pool Numbers

i Your organization has an adequate allocation of pool numbers. To proceed with processing of this request, select AE Override.

Issuer Number 1555 Issuer Name GUILD MORTGAGE COMPANY

Calculated Quarterly Average of Pool Numbers Used 27 Current Count of Unused Pool Numbers 1969 Calculated Number of Pool Numbers Allowed 0

Request Pool Numbers *
Please enter a number between 50-1000

Justification *
Maximum 256 characters

Request AE Override Back To Summary

Figure 14 Sufficient Pool Numbers Available Screen

3 REPORTING

Issuers can request reports via MGM. Reports have the capability to filter, sort, and export to external formats including Microsoft Excel, text, and PDF.

3.1 Report Capabilities

The following reports are available.

Report	Description
Approved Pool Numbers	This report displays the approved pools and the approval date. Issuers can only see the pool information within their portfolio.
Available Pool Numbers	This report displays the pool numbers assigned to a specific Issuer.

Report	Description
Status of Pool Number Requests (Summary and Detail)	<p>This report displays the status (Pending, Approved, or Declined) of an Issuer's AE override requests. A Detail screen displays the request and approval status for individual pool assignment requests.</p> <p>Issuers can only see the pool information within their portfolio.</p>

Table 3 Available Reports

[Back to the Table of Contents](#)

3.2 Report Procedures

Issuers, Ginnie Mae, and PPA Operations can request reports and can filter, sort, and export the data to various formats.

3.2.1 Access

- Log into the [MyGinnieMae \(MGM\)](#) portal.
- From the main screen of MGM, select Tools.
- Select Report Center under IPMS.
- Select the Report Center link.

The Report Center screen appears:

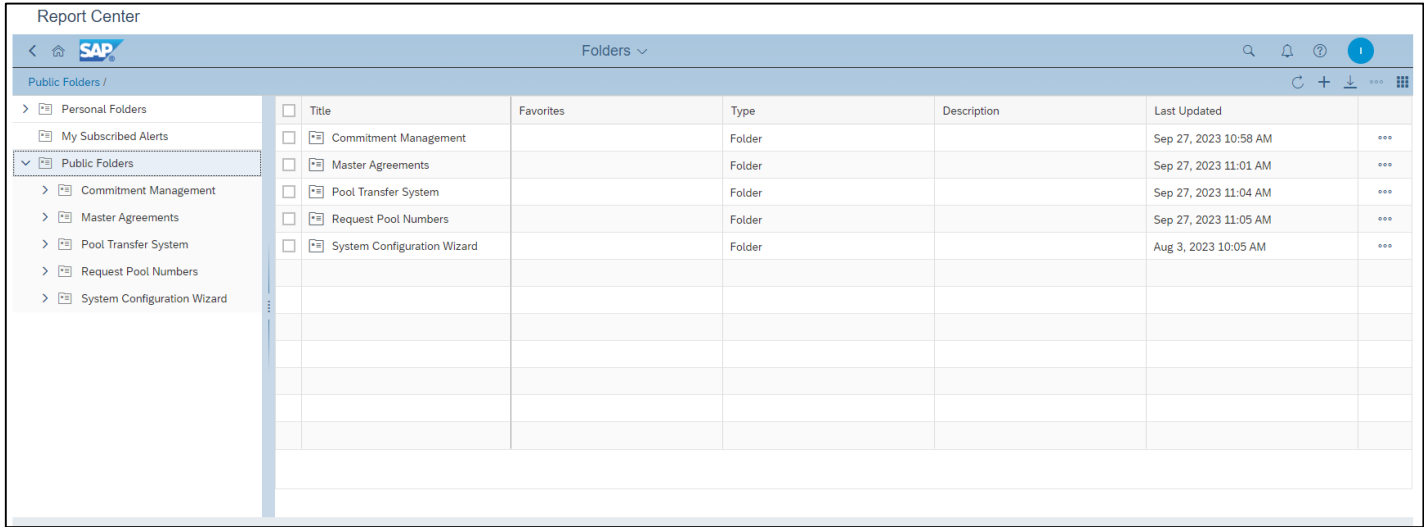
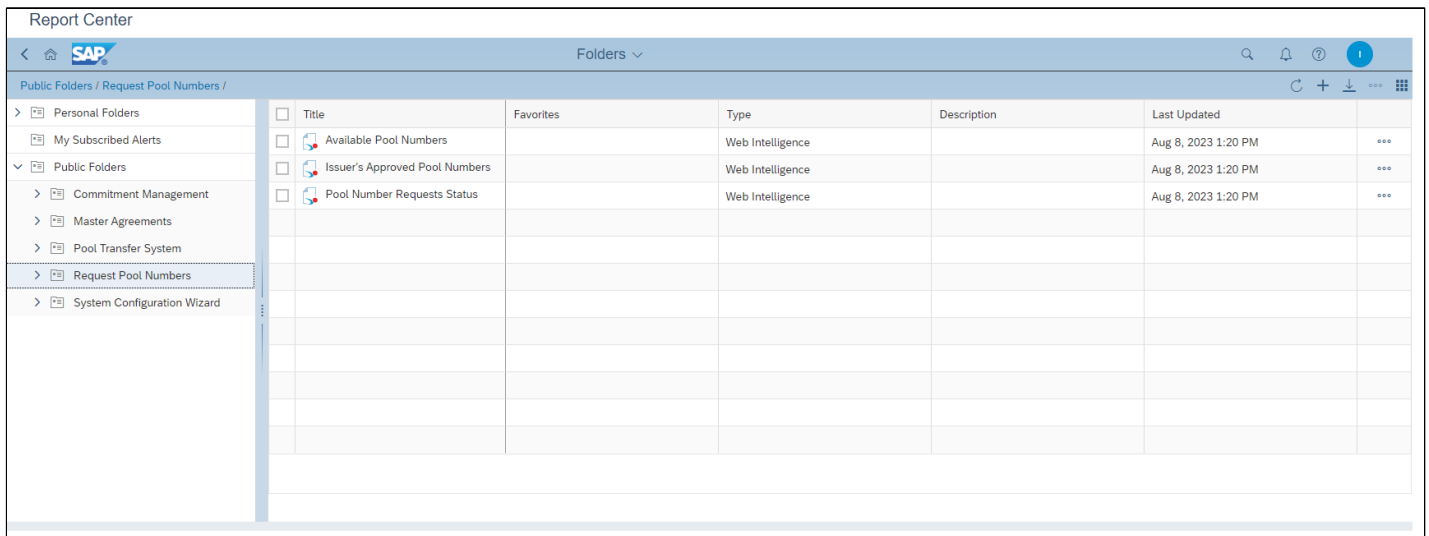


Figure 15 Report Center Screen

1. Click the  [Request Pool Numbers](#) hyperlink.

The available reports appear:



The screenshot shows the SAP Report Center interface. On the left, a navigation pane lists folders: Personal Folders, My Subscribed Alerts, Public Folders, Commitment Management, Master Agreements, Pool Transfer System, Request Pool Numbers (selected), and System Configuration Wizard. The main area displays a table of reports under the 'Request Pool Numbers' folder.

Title	Favorites	Type	Description	Last Updated
Available Pool Numbers		Web Intelligence		Aug 8, 2023 1:20 PM
Issuer's Approved Pool Numbers		Web Intelligence		Aug 8, 2023 1:20 PM
Pool Number Requests Status		Web Intelligence		Aug 8, 2023 1:20 PM

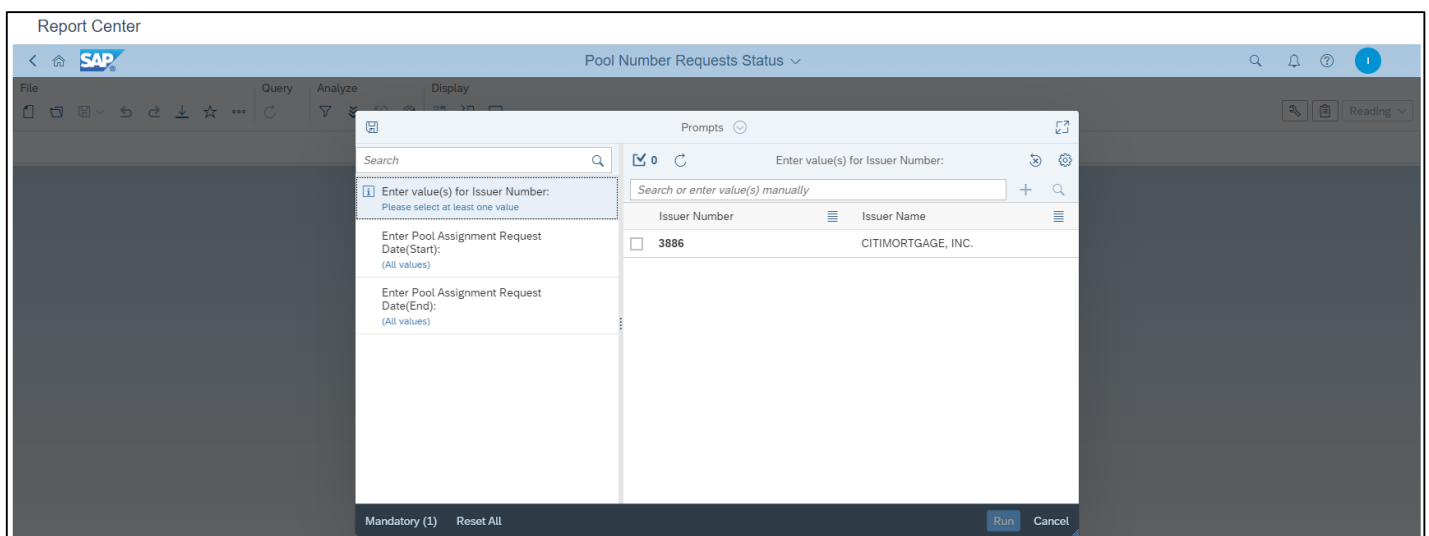
Figure 16 RPN Reports for Issuer

2. Select one of the available reports.

[Back to Table of Contents](#)

3.2.2 General Functionality




Once a report is selected from the Reports Selection screen, the **Selection Criteria** prompt appears and allows you to specify the report criteria.



The screenshot shows the SAP Selection Criteria screen for the 'Pool Number Requests Status' report. A 'Prompts' dialog box is open, allowing users to enter search criteria. The dialog has a search bar and a table for 'Issuer Number' and 'Issuer Name'. The 'Issuer Number' column has a value of '3886' and the 'Issuer Name' column has the value 'CITIMORTGAGE, INC.'. There are also fields for 'Enter Pool Assignment Request Date(Start):' and 'Enter Pool Assignment Request Date(End):', both with '(All values)' as the default. At the bottom, there are buttons for 'Mandatory (1)', 'Reset All', 'Run', and 'Cancel'.

Issuer Number	Issuer Name
<input type="checkbox"/> 3886	CITIMORTGAGE, INC.

Figure 17 Selection Criteria Screen

1. Select the applicable Issuer(s).
2. Click the  button to refresh the available values list box on the left.
3. Click the checkbox for the Issuers to be selected. Click the Run button to generate the report.
4. Click the  button to add the selections to the search box on the right or the  button to remove selections.
5. Optionally, to select a report date range, click the Start Date and End Date links on the left panel.
6. Click on Refresh (circled below) to get a list of the available dates and select one of them.

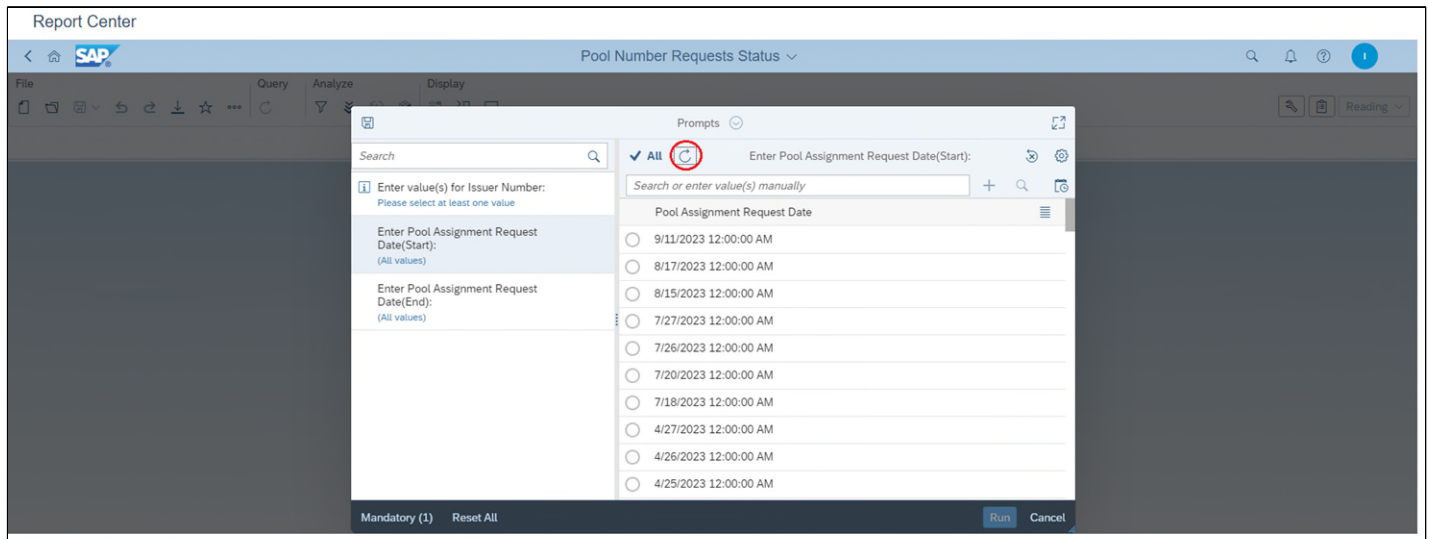
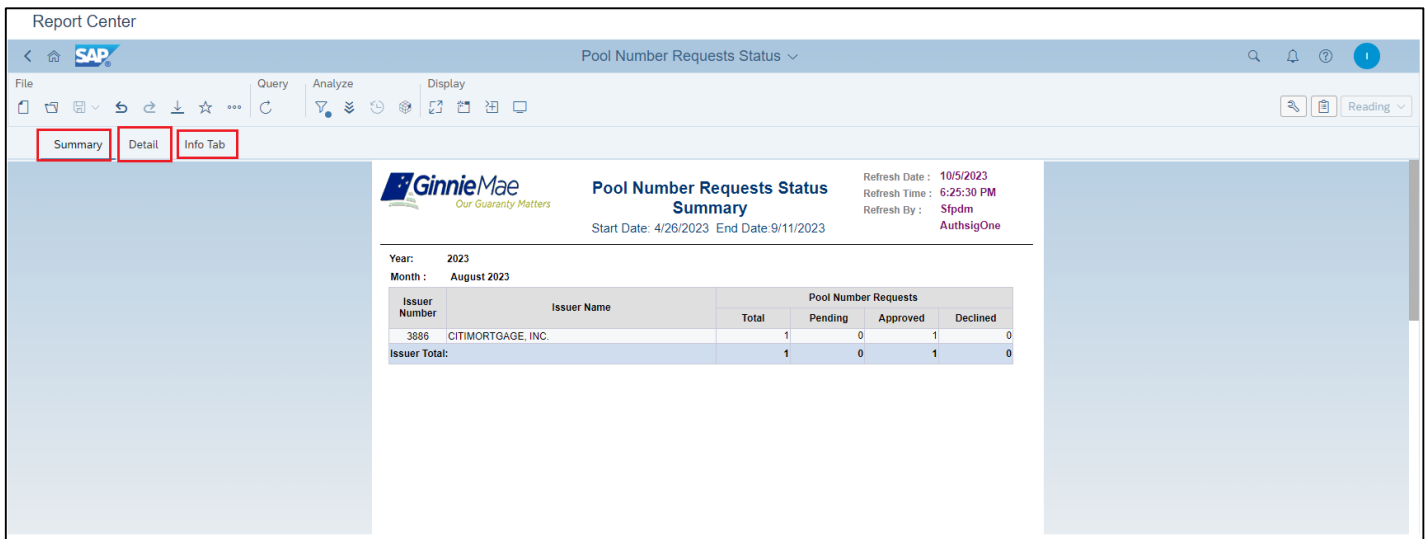


Figure 18 Report Date Selection

7. Click the Run button to generate the report. The report is displayed.



Pool Number Requests Status Summary

Start Date: 4/26/2023 End Date: 9/11/2023

Year: 2023
Month: August 2023

Issuer Number	Issuer Name	Pool Number Requests			
		Total	Pending	Approved	Declined
3896	CITIMORTGAGE, INC.	1	0	1	0
Issuer Total:		1	0	1	0

Refresh Date: 10/5/2023
Refresh Time: 6:25:30 PM
Refresh By: Sfpdm
AuthsigOne

Figure 19 Report Navigator

Menu Bar

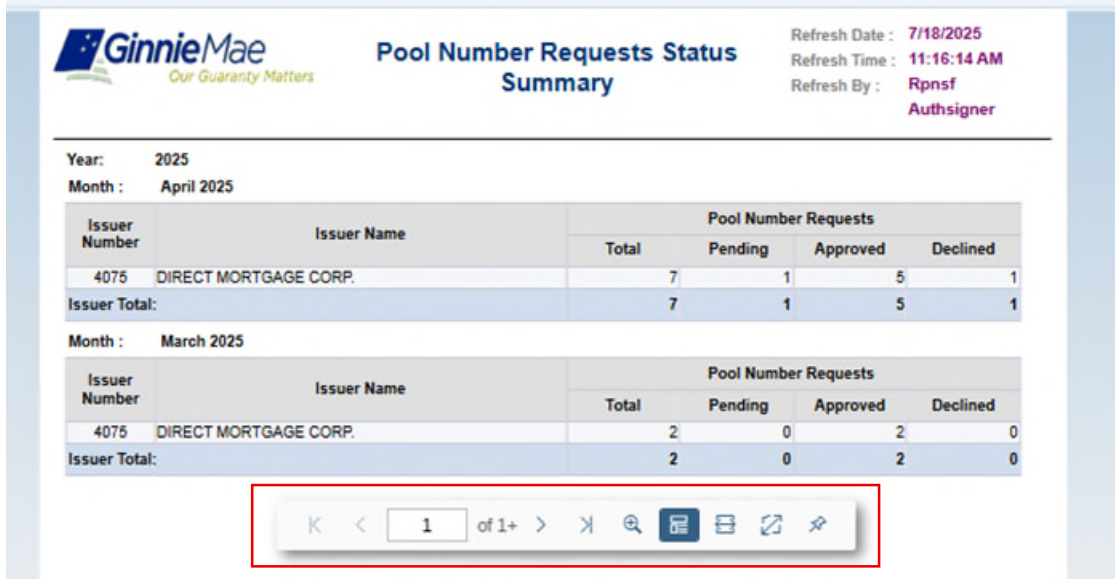












Function	Description
Save	To save the report, the user must select 'Export', as shown in Figure 20.
View	<p>When hovering over the report, a bar comes up at the bottom. Use this bar to page through the report and adjust the View options as desired using Zoom, Hide Print Layout, Fit to Width, and Fit to Page.</p> 
Print	Click the ellipsis  to access the  Print...  icon to print the report to PDF format.
Undo / Redo	Click the  or  icons to undo or redo previous report actions.
Zoom	Select a  magnification option to zoom in or out of the report. Zoom is located at the bottom in the navigation bar.
Navigate	For multi-page reports, click the  icon to go to the next page, the  icon to go to the last page, the  icon to go to the previous page, or the  icon to go to the first page.
Filtering/Analyze	Click the  to filter the report by one or more fields. Once the filter button is selected, the prompt and issuer number options will be available to filter the report by both options.
Favorite/Unfavorite	Selecting the  button outside of the report will 'favorite' the report and cannot be done while inside of a report.

Table 4 Menu Bar

Reporting Menu




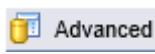


Report Function	Description
Navigation Map	Click the Navigation Map tab  to navigate to a particular section of the report by clicking on the elements on the map.
Selection Parameters	Click the User Input tab  to enter report selection parameters. Once the parameters are entered, click the  button to run the report. The actual selection prompts previously described can be accessed by clicking the  button in the User Input tab.
Filtering	Click the Input Controls tab  to enter filter the report by one or more fields. Once the report is filtered, the  button displays the filtering criteria in collapsible format.

Table 5 Reporting Menu

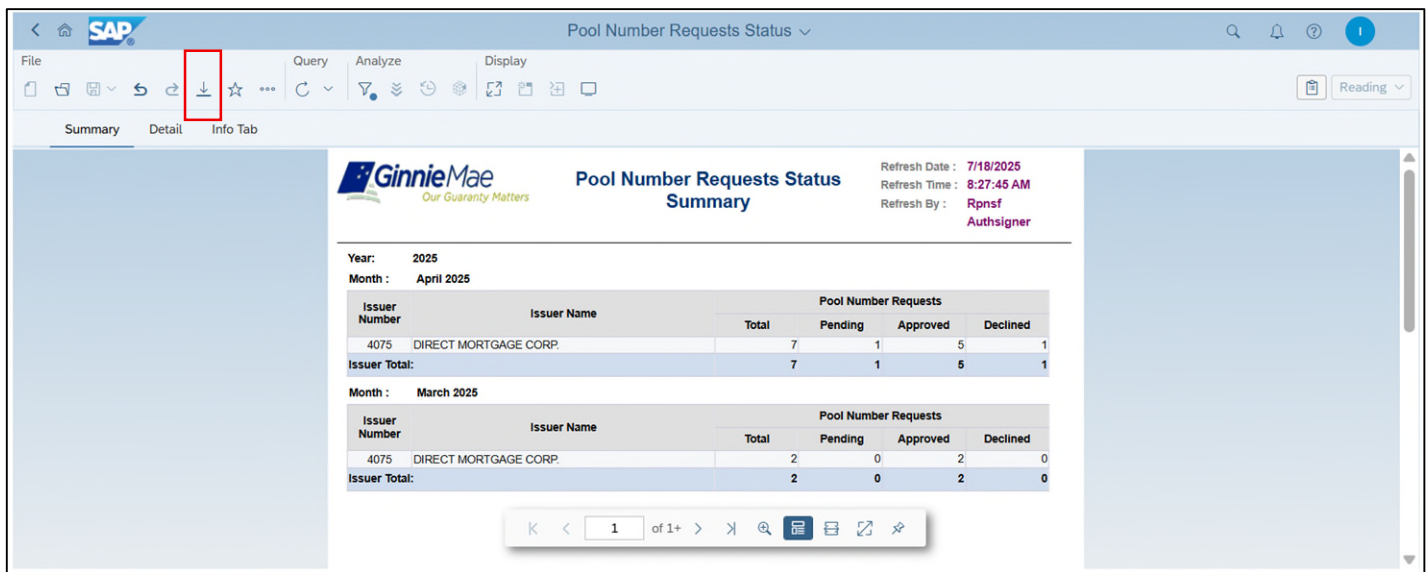


Figure 20 Export Function

Selection Tabs

Report Function	Description
Report Tab	Click the Report tab at the bottom of the report to view the report. This is the default view when a report is generated.


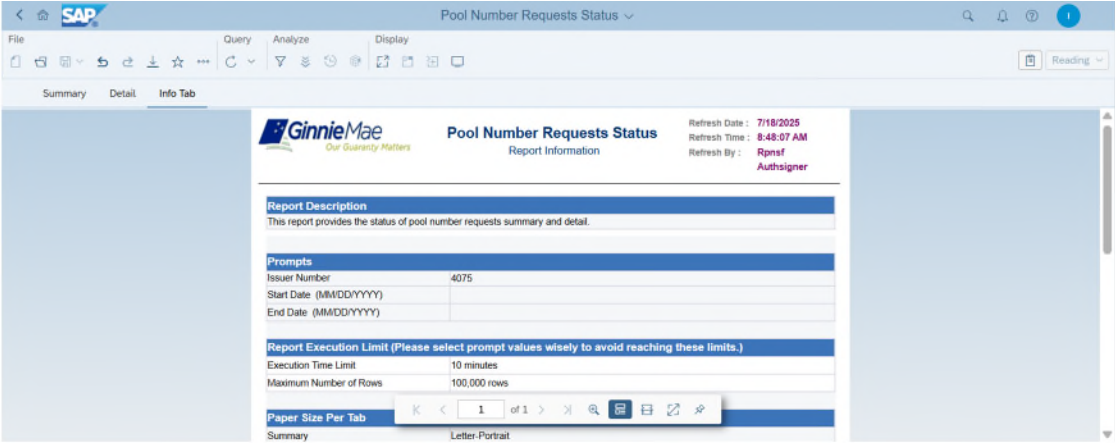

Report Function	Description
Information Tab	<p>Click the Information tab  to view additional information about the report. This ensures that the selection criteria are correctly reflected.</p> 

Table 6 Selection Tabs

[Back to Table of Contents](#)

3.2.3 Available Pool Numbers Report

This report displays the available numeric and alphanumeric pool numbers for the Issuer.

1. From the Issuer RPN Report screen, click the  **Available Pool Numbers** hyperlink.
2. In the *Selection Criteria* prompt, enter the report start and end dates.

3. Click the run button to generate the report:

Issuer Number	Issuer Name	Pool Numbers
3886	CITIMORTGAGE, INC.	AI0846 AI0868 AK5736 AN3291 AN3318 AQ3055 AS0024 AS0077 AT5977 AX8390 AX8422 AZ0720 AZ9999 BD7435 BD7436 BD7437 ...

Figure 21 Available Pool Numbers Report


Field/Column	Description
Issuer Number	Four-digit Issuer number assigned by Ginnie Mae.
Issuer Name	Issuer name.
Pool Numbers	Available numeric and alphanumeric pool numbers assigned to the Issuer.

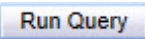
Table 7 Available Pool Numbers Report Columns

[Back to Table of Contents](#)

3.2.4 Approved Pool Numbers Report

This report displays the approved pools numbers and the approval date for the Issuer.

- From the Issuer RPN Report screen, click the  **Issuer's Approved Pool Numbers** hyperlink.
- In the **Selection Criteria** prompt, enter the Issuer and optionally the report start and end dates.

3. Click the  button to generate the report:

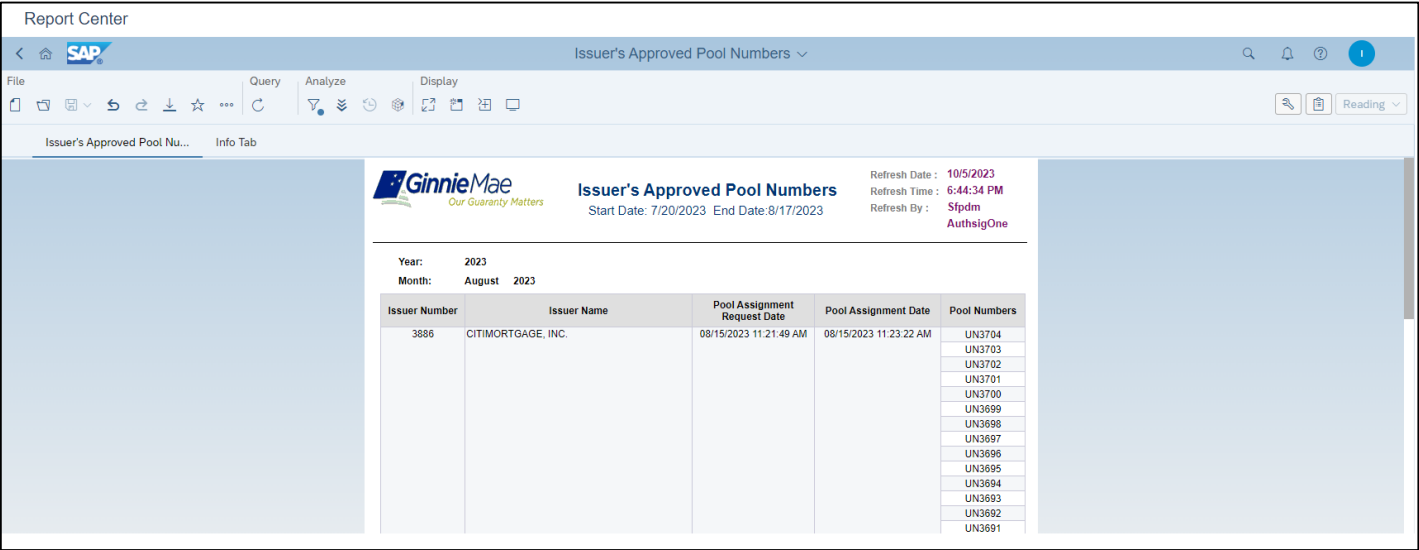


Figure 22 Approved Pool Numbers Report

Field/Column	Description
Year	Report year.
Month	Report month.
Issuer Number	Four-digit Issuer number assigned by Ginnie Mae.
Issuer Name	Issuer name.
Pool Assignment Request Date	The date on which the pool assignment request was submitted by the Issuer.
Pool Assignment Date	The date on which the pool assignment request was approved.
Pool Numbers	Pool numbers assigned. Note: This column also displays all available pool numbers that were assigned to the Issuer prior to the implementation of the modernized RPN system.

Table 8 Approved Pool Numbers Report Columns

[Back to Table of Contents](#)

3.2.5 Pool Number Requests Status Summary Report

This report displays the status (Pending, Approved, or Declined) of an Issuer’s AE override requests.

- 1. From the Issuer RPN Report screen, click the  Pool Number Requests Status hyperlink.

2. In the Selection Criteria prompt, enter the report start and end dates.
3. Click the run button to generate the report:

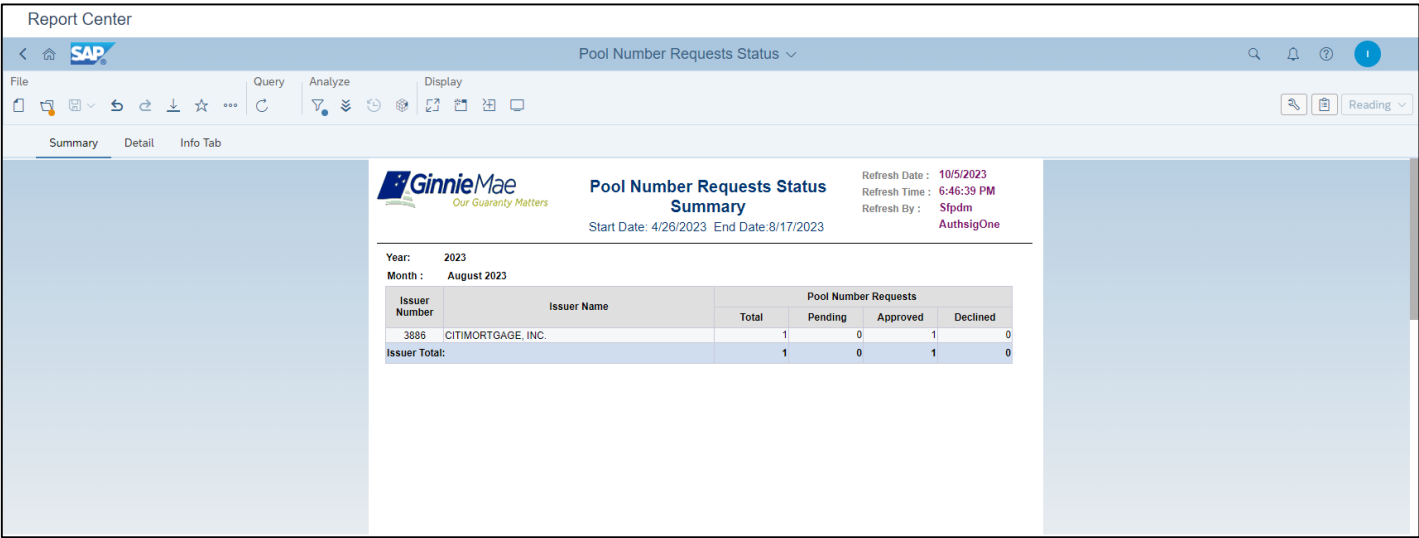


Figure 23 Pool Number Requests Status Summary Report

Field/Column	Description
Year	Report year.
Month	Report month.
Issuer Number	Four-digit Issuer number assigned by Ginnie Mae.
Issuer Name	Issuer name.
Total	Total pool number requests.
Pending	Total pending pool number requests.
Approved	Total approved pool number requests.
Declined	Total declined pool number requests.

Table 9 Pool Number Requests Status Summary Report Fields

[Back to Table of Contents](#)

3.2.6 Pool Number Requests Status Detail Report

This report displays the request and approval status for individual pool assignment requests. From the **Pool Number Requests Status Summary Report**, select the **Detail** tab to display the report.

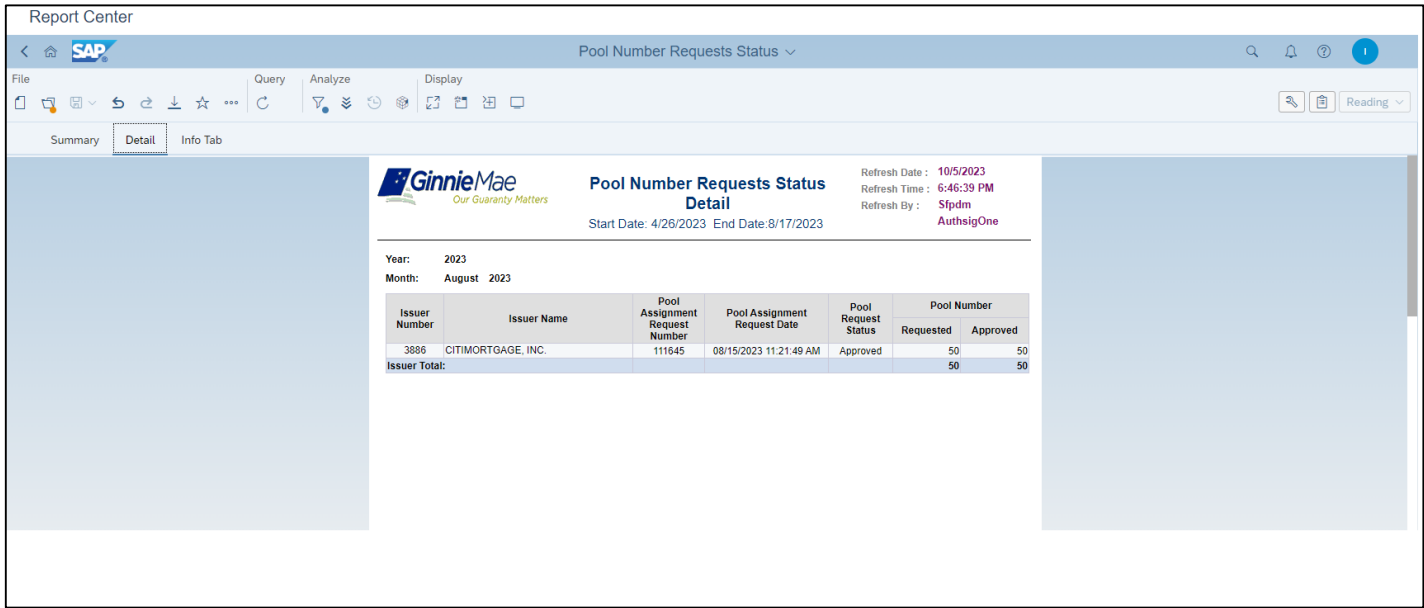


Figure 24 Pool Number Requests Status Detail Report

Field/Column	Description
Year	Report year.
Month	Report month.
Issuer Number	Four-digit Issuer number assigned by Ginnie Mae.
Issuer Name	Issuer name.
Pool Assignment Request Number	The pool assignment request number assigned to this request.
Pool Assignment Request Date	The date on which the pool assignment request was submitted by the Issuer.
Pool Request Status	Request status (Pending/Approved/Declined).
Pool Numbers Requested	The number of pools requested in the particular request.
Pool Numbers Approved	The number of pools approved for the particular request.

Table 10 Pool Number Requests Status Detail Report Fields

[Back to Table of Contents](#)

4 RESOURCES

4.1 Help Desk Contact Information

Contact Ginnie Mae Relationship Services Group/Help Desk at 1-800-234-4662, and then select Option 1.

4.2 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](#).

4.3 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/ToolsAndResources.aspx. Users may reference the 'Tools and Resources' section and the 'Training Recordings' section.

[Back to Table of Contents](#)

5 APPENDIX

5.1 References

The table below summarizes the documents referenced in this document.

Document Name	Description	Location
MyGinnieMae (MGM) User Guide	For Ginnie Mae users, describes how to use MGM	https://my.ginniemae.gov

Table 11 References

5.2 Key Terms

The table below provides definitions and explanations for terms and acronyms relevant to the content presented in this document.

Term	Definition
AE	Account Executive
APM	All Participant Memorandum
CL/CS	Construction Loan / Construction Loan Split-Rate
DD(D)	Detail Design (Document)
ETL	Extract, Transform, Load
EWODS	Enterprise-Wide Operational Data Store
Ginnie Mae	Government National Mortgage Association
GNET	GinnieNET
GNMA	Government National Mortgage Association
HTTPS	Hypertext Transfer Protocol Secure
HUD	U.S. Department of Housing and Urban Development
IPMS	Integrated Pool Management System
IPMSM	Integrated Pool Management System Modernization
IT	Information Technology
MA	Master Agreements
MAMS	Master Agreements Management System
MF	Multi Family
MGM	MyGinnieMae
MH	Manufactured Housing
ML	Multi Line
NPPS	New Pool Processing System
OCIO	Office of the Chief Information Officer
PDF	Portable Document Format
PM	Project Manager
PPA	Pool Processing Agent
PPM	Project Planning and Management
P&I	Principal and Interest
RPN	Request Pool Numbers
RPO	Returned from Post Office

Term	Definition
SA	Security Administrator
SDP	System Decision Paper
SF	Single Family
SFDC	Salesforce.com
SL	Single Line
SO	Organization Administrator Organization Administrator
TDD	Technical Design Document
UFS	Unclaimed Funds System
URL	Uniform Resource Locator

Table 12 Key Terms

5.3 Pool Number Assignment Calculation

The following formula is used to calculate the maximum pool number assignment:

Quarterly Average = (Total number of pools issued for the originating Issuer over the prior 12-month period) / 4.

Or Quarterly Average (New Issuer) = (Total number of pools issued during active months) / Number of months * 3.

New Pool Numbers Automatically Approved = Quarterly Average - alphanumeric pool numbers already in the Issuer's queue.

5.4 Figures

Figure 1 Business Dcoata Workflow	6
Figure 2 MGM Welcome Screen.....	7
Figure 3 Tools Menu	7
Figure 4 Issuer Summary Screen	8
Figure 5 Issuer Request Detail Screen	9
Figure 6 Excel Pool Download.....	10
Figure 7 XML Pool Download	11
Figure 8 Issuer Pool Number Request Screen	11
Figure 9 Approved Request Screen.....	12
Figure 10 Unauthorized Issuer Screen	13
Figure 11 Recalculated Request Screen	13
Figure 12 Request Override Confirmation Screen.....	14
Figure 13 Declined Override Request Screen	14

Figure 14 Sufficient Pool Numbers Available Screen.....	15
Figure 15 Report Center Screen.....	16
Figure 16 RPN Reports for Issuer.....	17
Figure 17 Selection Criteria Screen.....	17
Figure 18 Report Date Selection.....	18
Figure 19 Report Navigator.....	18
Figure 20 Export Function.....	20
Figure 21 Available Pool Numbers Report	22
Figure 22 Approved Pool Numbers Report.....	23
Figure 23 Pool Number Requests Status Summary Report.....	24
Figure 24 Pool Number Requests Status Detail Report	25

5.5 Tables

Table 1 Issuer Summary Screen Fields.....	9
Table 2 Issuer Pool Number Request Screen Fields	12
Table 3 Available Reports	16
Table 4 Menu Bar.....	19
Table 5 Reporting Menu.....	20
Table 6 Selection Tabs	21
Table 7 Available Pool Numbers Report Columns	22
Table 8 Approved Pool Numbers Report Columns.....	23
Table 9 Pool Number Requests Status Summary Report Fields	24
Table 10 Pool Number Requests Status Detail Report Fields	25
Table 11 References.....	27
Table 12 Key Terms.....	28

[Back to Table of Contents](#)