

Introduction

Freddie Mac continues to add products to the Resolve® Application Programming Interface (API) and User Interface (UI) submission paths. As announced in the *Single-Family Seller/Servicer Guide* (Guide) [Bulletin 2022-12](#), Freddie Mac is working to retire Workout Prospector®. Future Guide Bulletins will announce when Servicers must transition processing of products to Resolve and no longer in Workout Prospector. Servicers are encouraged to periodically reference the [Resolve Product Timeline](#) to learn which products are available for the API and UI submission paths. For additional clarity, this reference tool outlines the functionality currently available in Workout Prospector compared to the current and upcoming functionality in Resolve, for both API and UI submission paths.

Legend:

- ✓ Currently Available
- ✗ Currently Not Available
- C In Progress

Resolve Product Availability Matrix (as of October 2023)							
Workout Program Products ('Workout Program Type')	Workout Reporting Status Type (e.g., Settlement Request)	WP	API (Current Availability)	UI (Current Availability)	API (Coming in 2023)	UI (Coming in 2023/2024)	Details/Resources
Retention Workouts							
Payment Deferrals	Draft	✓	✓	✗	-----	✓ 5/15/2023	Bulletin 2022-26 , dated 12/14/2022, announced Payment Deferrals will be available for submission via the UI as of 5/15/2023. Servicers must transition processing of Payment Deferrals via Resolve and no longer in Workout Prospector no later than 8/31/2023.
	Workout Approval Request	✓	✓	✗	-----		
	Cancellation Request	✗	✓	✗	-----		
	Settlement Request	✓	✓	✗	-----		



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Workout Program Products ('Workout Program Type')	Workout Reporting Status Type (e.g., Settlement Request)	WP	API (Current Availability)	UI (Current Availability)	API (Coming in 2023)	UI (Coming in 2023/2024)	Details/Resources
Flex Modification	Draft	✓	✓	✓	-----	-----	<p>Bulletin 2022-21, dated 10/12/2022, announced Flex Modifications were added to the UI 12/5/2022 (Draft, Trial Period Approval, Cancellation, and exception review available).</p> <p>Bulletin 2022-26, dated 12/14/2022, announced Servicers must transition processing of Flex Modifications via Resolve and, no longer in Workout Prospector no later than 8/31/2023.</p>
	Trial Period Approval Request	✓	✓	✓	-----	-----	
	Workout Approval Request	✓	✓	✓	-----	-----	
	Cancellation Request	✗	✓	✓	-----	-----	
	Settlement Request	✓	✓	✓	-----	-----	
Custom Modifications	Workout Approval Request	✓	✗	✗	✗	C 2024: Q1+	
	Cancellation	✗	✗				
	Settlement	✗	✗				



Resolve Product Availability Matrix (as of October 2023)

Workout Program Products ('Workout Program Type')	Workout Reporting Status Type (e.g., Settlement Request)	WP	API (Current Availability)	UI (Current Availability)	API (Coming in 2023)	UI (Coming in 2023/2024)	Details/Resources
Liquidation Workouts							
Short Sales	Workout Approval Request	✗	✓	✓	-----	-----	Bulletin 2022-9 , dated 4/13/2022, announced as of 8/1/2022 all new short sale requests must be submitted via Resolve and no longer in Workout Prospector.
	Cancellation Request	✗	✓	✓			
	Settlement Request	✗	✓	✓			
Make-Whole Preforeclosure Sale	Workout Approval Request	✗	✗	✗	✗	TBD	
	Cancellation	✗					
	Settlement	✗					
Charge-Offs	Workout Approval Request	✓	✗	✗	✗	✓	Bulletin 2023-20 , dated 10/11/2023, announced beginning 10/30/2023 Servicers could use Resolve to submit charge-off recommendations.
	Cancellation Request	✗					
	Settlement Request	✓					
Deed-in-Lieu	Workout Approval Request	✓	✗	✗	✗	C 2024: Q1+	
	Cancellation Request	✗					
	Settlement Request	✓					



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Workout Program Products ('Workout Program Type')	Workout Reporting Status Type (e.g., Settlement Request)	WP	API (Current Availability)	UI (Current Availability)	API (Coming in 2023)	UI (Coming in 2023/2024)	Details/Resources
Third Party Sales	Workout Approval	✓	✗	✗	✗	C 2024: Q1+	
	Cancellation Request	✗					
	Settlement Request	✓					
Forbearance Extension Requests	Workout Approval Request	✗	✗	✓	✗	-----	
FHA/VA/RHS Loan Modifications for Settlement Processing	Workout Approval Request	✗	✗	✓	✗	-----	
Workout Options	Workout Approval Request	✗	✓	✗	-----	✗	Currently for Payment Deferral and Flex Modification products only, via the API submission path.

Additional Resources: [Resolve](#), [Resolve APIs](#) and [Resolve Training](#) web pages; [Workout Prospector Users' Guide](#)

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