



# Property 360 Frequently Asked Questions

November 2021

Property 360™ is replacing LoanSphere 571 Invoicing in 2022. Currently, servicers will be able to use Property 360 for individual and bulk claim submissions, and additional functionalities such as Excess Fees and Costs request will be available soon. Other product information is located on the [Property 360 product page](#).

For additional information not covered in this document or for assistance with onboarding to Property 360, please submit an inquiry through the [Inquiry Response Tool \(IRT\)](#).

## General Questions

### Q1. What is Property 360?

Property 360 is a new Fannie Mae in-house web-based platform designed for REOgram submissions, expense reimbursement claims, Excess Fees and Costs requests, and Property Preservation Pre-Foreclosure expense submissions.

### Q2. What are some the benefits of Property 360 Claims Portal?

- When fully implemented, Property 360 will provide one location for all Servicer Expense Reimbursement claim submissions, Excess Fees and Costs requests, Property Preservation expense submissions, pre-payment audits, escalations, reporting, and financial summaries.
- Flexible bulk upload solution with simple file formats (e.g. Excel) for easy submissions
- No-cost solution for all servicers
- Allows Fannie Mae to provide proactive feedback on potential denials and payment audits
- Flexible submission requirements to accommodate future changes in the market

### Q3. When will functionality in Property 360 be available?

- **Available now:** Servicers can create single claims or submit multiple claims at once via Bulk Upload. Fannie Mae can process both claim submission types within Property 360.
- **Fall 2021:** Additional functionality available in Property 360 to include: Investor Pre-approvals (Excess fees and Costs) requests and additional claim decisioning functionalities.

### Q4. Will I be required to use Property 360?

Yes. In 2022, Fannie Mae will no longer process claims within Black Knight's LoanSphere 571 Invoicing and Property 360 will be the only application available for expense reimbursement.

### Q5. Will there be any system enhancements needed to my company's systems to use Property 360?

No. Fannie Mae's Property 360 is web-based, so no integration is needed. However, servicers that are interested in utilizing B2B System Integration with Property 360™ for systemic claim submissions and real-time status reports may [submit an inquiry](#) referencing interest in B2B system integration to schedule a discovery call regarding integration technology requirements.



## Onboarding Questions

**Q6. How do I gain access to Property 360?**

Refer to the *Expense Reimbursement Property 360 Onboarding Checklist* for instructions on how to request access for Property 360. For additional assistance, submit a request via the Expense Reimbursement [Inquiry Response Tool](#).

**Q7. What if my company is already in Property 360 for REOgram or other uses; do I need to do anything to add Expense Reimbursement?**

Yes. Each Property 360 module requires that specific role-based access be added to each user's profile by the servicer's technology manager.

## Expense Reimbursement

**Q8. How do I submit an expense for reimbursement?**

Refer to the [Expense Reimbursement Property 360 User Guide](#) for step-by-step instructions related to the claim submission processes.

**Q9. What is the time frame for payment to be issued?**

Once the claim is approved, the time frame for expense reimbursement will be 3-4 business days for ACH wire.

**Q10. Will there be a way to identify if payments received are from LoanSphere 571 Invoicing submissions or Property 360 submissions?**

There are no distinctions between the submission platforms and the check issued will contain a combined payment. Both LoanSphere 571 Invoicing and Property 360 provide check payment details to assist in payment identification.

## System Questions

**Q11. Which internet browser should I use to access Property 360?**

We recommend using the latest version of Chrome or Fire Fox, as other browsers may not allow full accessibility to all functions.

**Q12. Will all previous claim data from LoanSphere 571 Invoicing be accessible in Property 360?**

Yes. When Property 360 is fully implemented, previously submitted expense claims, historical data, and Excess Fees and Costs data will be transitioned. Furthermore, several years of supporting documentation will also be attached within claims.

**Q13. Why am I not able to use the search bar on the home page?**

The search function on the home page is only available for REOgram Notification users. Without those permissions, this feature is not available. However, expense reimbursement search features are available through the Search function under the Claims link (see **Search** section within the Expense Reimbursement Property 360 User Guide for additional details).



**Q14. How can I reset my password?**

Fannie Mae utilizes Single Sign-On capabilities and if you are having issues logging into Property 360, requests for password resets will need to be submitted via the Expense Reimbursement [Inquiry Response Tool](#).

## **Bulk Submission Questions**

**Q15. How many expenses can be submitted in the bulk submission process?**

Servicers can submit up to 100-line items per claim as there is no defined limit to the amount of claims in a bulk upload file; however, the entire bulk upload file cannot exceed the 2GB size limit.

**Q16. What claim number can be used for bulk submission?**

If a claim number has already been submitted and approved, the system will not allow for an identical claim number. If the submission is not a duplicate expense, the servicer can add an additional character to the claim number for resubmission.

**Q17. How do I attach document(s) for a bulk upload?**

Servicers will need to download and complete the .XLS template to submit a bulk upload file. Additional information related to the bulk submission process is located in the [Property 360 Claims Bulk Upload Job Aid](#).

**Q18. What causes a claim to be rejected?**

Claims can be rejected for a variety of data reasons, which must be resolved prior to submission. The rejection reason will be available in Property 360 for review.

**Q19. What happens when an edit fires on a claim?**

An edit fires when a claim is not eligible for autopayment. These claims change to a **Submitted** status and are manually reviewed for expense reimbursement.

**Q20. How do I find help if my question does not appear in this document?**

If you have further questions, or need technical support, please send an inquiry via the Expense Reimbursement [Inquiry Response Tool](#).

For initial access to the IRT, please send the following information to [IRT\\_setup@fanniemae.com](mailto:IRT_setup@fanniemae.com):

- Full Name
- Servicer Name
- Phone Number
- Email address