



Property 360 for Expense Reimbursement - Update

July 28, 2021

Beginning in August, servicers can submit both single and bulk upload claims within Property 360™. Furthermore, Fannie Mae will be able to fully process all claims without the need to resubmit in LoanSphere 571 Invoicing for manual processing. Servicers are encouraged to begin utilizing Property 360 for both bulk uploads and single claim submissions.

Gaining Access to Property 360

To utilize Property 360, technology managers will need to complete the following the steps:

1. Follow the instructions listed in [Set Up an Available Application](#) to set up the Property 360 application for the company.

NOTE: Select **Property 360** from the Available Applications tab.

2. Follow the instructions listed in [Grant a User Group Access to an Application](#) to assign individuals to the applicable user group.

NOTE: Select the applicable user group:

- To submit claims: **PROP360-PROD-EXPENSES-BULKUPLOAD**
- Read-only access: **PROP360-PROD EXPENSES-READONLY**

Property 360 Planned Functional Availability Timelines

- **Available Now** - Servicer Bulk Upload: Servicers can easily submit multiple claims at once via Bulk Upload.
- **August 2021** - Servicers will be able to create single claims and Fannie Mae will be able to fully process all claims within Property 360. Any expense ineligible for autopay will be processed in Property 360 via a manual review.
- **Fall 2021** - Additional functionality planned in Property 360 to include: Investor Pre-Approval (Excess Fees and Costs) requests and additional claim decisioning functionalities.
- **In 2022 - All claim submissions will be processed within Property 360.**

Additional Resources

For additional information, refer to the [Property 360 page](#) or submit an inquiry through the [Inquiry Response Tool \(IRT\)](#).