Fannie Mae

Property 360 Expense Reimbursement Onboarding Checklist

To get started with submitting claims in Property 360™, review the information outlined below and watch the Property 360 Claim Submission Demo.

Gaining Access to Property 360

To utilize Property 360, technology managers must 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***

Claim Submission

Once access to Property 360 is obtained, users can create single and bulk claims for multiple submissions. Use the resources below for more information on the submission process:

- Property 360 Claim Submission Job Aid
- Property 360 Bulk Claim Submission eLearning

Property 360 Best Practices

Consider the following best practices when using Property 360:

- Use the latest version of Chrome
- "Validate and Export" the bulk claim file often to prevent errors in submissions
- Complete the Property 360 User Survey (sent via email after the initial claim submission)

Additional Resources

For additional information, review the Property 360 FAQs or refer to the Property 360 page.

If you are still unable to gain access or create a successful claim submission, please submit an inquiry via the Expense Reimbursement Inquiry Response Tool for further Property 360 support.