



Property 360 Expense Reimbursement User Guide

July 10, 2025





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Introduction

This document provides an overview of the Property 360™ application for Expense Reimbursement and outlines navigation steps for submitting and managing expense reimbursement claims.

To get started with submitting claims in Property 360™, review the information outlined below and watch the [Property 360 Expense Reimbursement 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).

System and Access Requirements

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**
 - **PROP360_PROD_EXPENSES_SUBMISSION**
- Read-only access: **PROP360-PROD EXPENSES-READONLY**

System Navigation

Log in to Property 360

1. Access [Property 360](#).
2. Enter **Username** and **Password** then click the **Sign On** button.

Sign On

USERNAME
Username Here
* REQUIRED

PASSWORD

* REQUIRED

Sign On

[Need help with unlocking your user ID or resetting your password?](#)

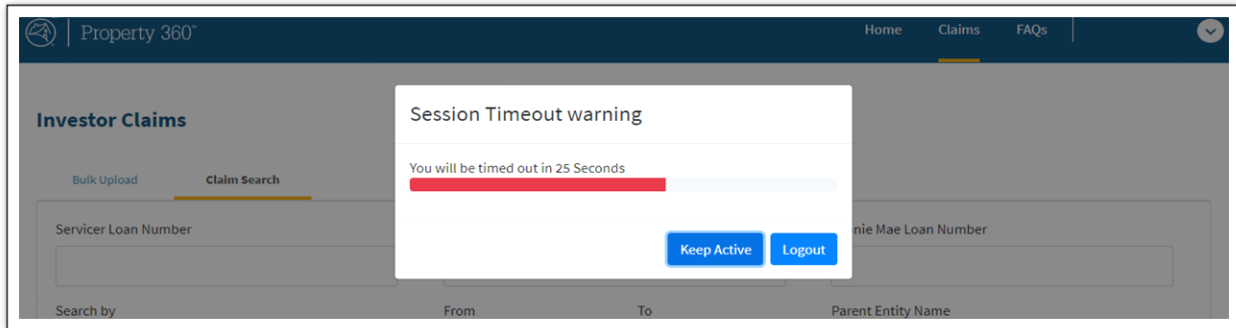


Forgot My Password/Username

Click Need help with unlocking your user ID or resetting your password? if login issues arise.

Log Off Property 360

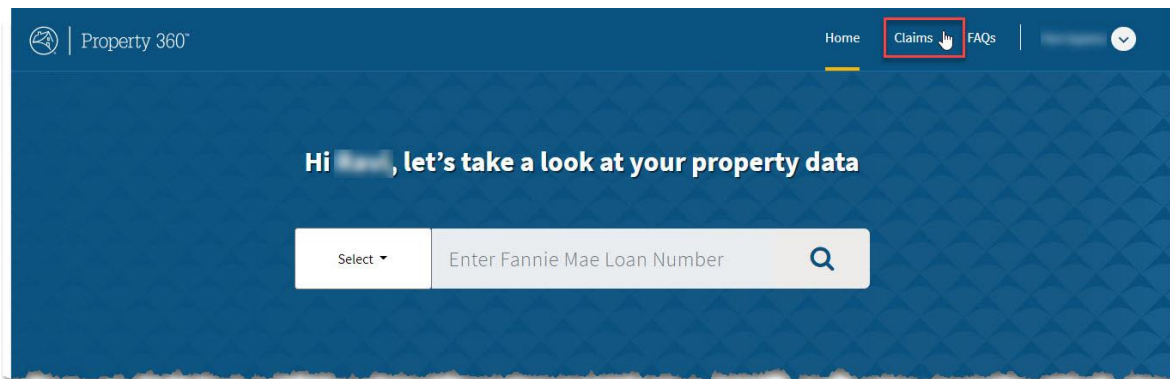
A Session Timeout warning appears after 30 minutes of inactivity with options to **Keep Active** or **Logout**.



Property 360 Homepage

After successful log in, the homepage displays. The view is dynamic based on user role access. All Property 360 portals are accessible from the ribbon across the top of the homepage.

1. Click **Claims**.



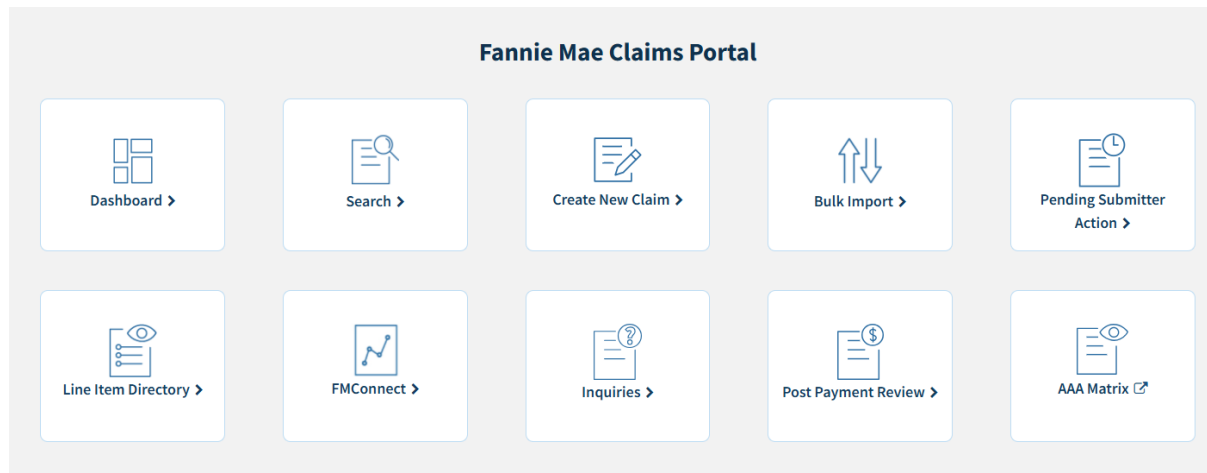
NOTE: The search box in the middle of the homepage provides property data collected for use within the REOgram Notification module of Property 360 and is only accessible for REOgram users.



Claims Portal

The Fannie Mae Claims Portal menu provides the following action options. Click on the hyperlink(s) to navigate to the corresponding subsection.

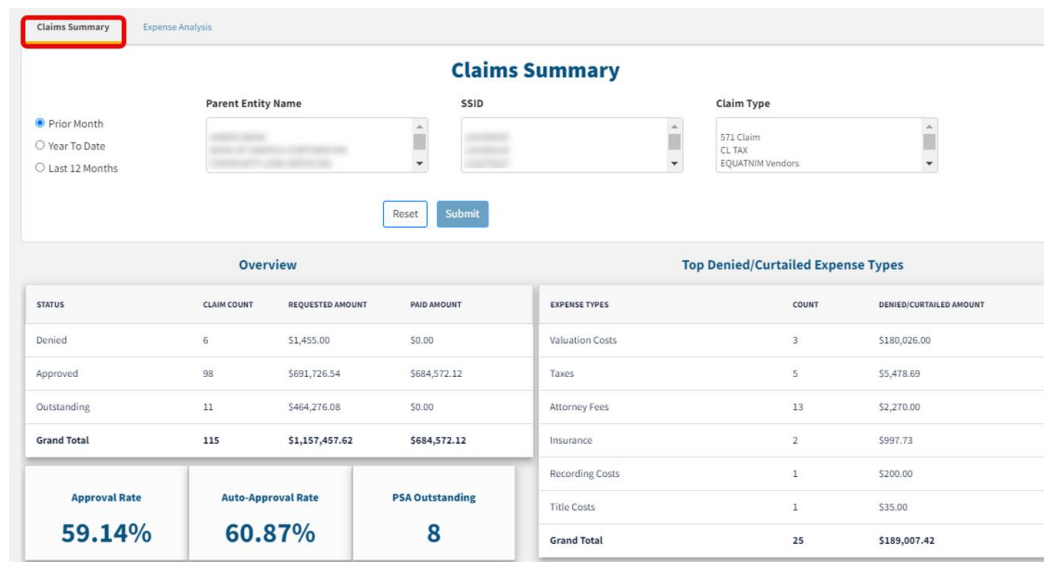
- [Metrics Dashboard](#) – Displays claims metrics and expense analysis.
- [Search](#) – Find previously submitted claims.
- [Create New Claim](#) – Submit single claims.
- [Bulk Import](#) – Upload a file with data to submit multiple claims for one or multiple loans.
- [Pending Submitter Action \(PSA\)](#) – Retrieve request from internal processors for additional information or documentation.
- [Line Item Directory](#) – Houses all expense reimbursement types, subtypes, and line item descriptions.
- [FMConnect](#) – Direct access to the Expense Reimbursement Reconciliation Report.
- [Inquiries](#) – Direct access to the Inquiry Response Tool (IRT).
- [Post Payment Review](#) – Direct access to the Post Payment Review Documentation Request
- [AAA Matrix](#) – Direct access to the Attorney Authorization Approval (AAA) Matrix.



Metrics Dashboard

Click the Dashboard tile on the Fannie Mae Claims Portal main page to open the Claims Dashboard.

Users can access this claims dashboard to view claims metrics and expense analysis. Click **Claims Summary** to easily identify and review claim decisions, approval rates, and the most common denied or curtailed expense types.





Click **Expense Analysis** to view the most common edits that cause a claim denial.

Claims Dashboard

Claims Summary **Expense Analysis**

Expense Reimbursement Expense Analysis

☒ Prior Month
☐ Year To Date
☐ Last 12 Months

Parent Entity Name

SSID

Claim Type
571 Claim
CL TAX
EQUATHIM Vendors

Top 5 Edits resulting in Denial

EDIT	COUNT	AMOUNT
Overlap: Line Item has overlapping dates.	1	\$974.86
Expense Incurred Prior To the Reimbursable Timeframe.	1	\$538.73
Expense appears excessive. Review for Fannie Mae pre-approval.	2	\$200.00
Expense Incurred After the Reimbursable Timeframe.	1	\$100.00
Pre-payment Audit. Review expense against documentation.	1	\$30.00
Grand Total	6	\$1,843.59

Search

Click the Search button on the Fannie Mae Claims Portal main page to open the global search function.

Users can search by selecting one or more available data fields to filter criteria for particular claim populations. Many of the data fields have drop-down menus with options available to assist in search selections.

Within the Search tab, users can select filtering criteria and click **Search** to obtain search results. Use **Reset** to clear all Search fields. Users can also navigate to the Reports tab to download results as an .XLSX and filter for specific search results.

NOTE: There is also a wildcard search option in the form of a Partial Match checkbox. At least four characters must be entered to enable this checkbox, and if checked, the search will return any claims with a servicer loan number that includes those characters, instead of only exact matches.

Search

Search Reports

Servicer Loan Number

Partial Match ☐

Claim Number

Fannie Mae Loan Number

Search by
Submitted Date
Decision Date
Check Date
Created Date

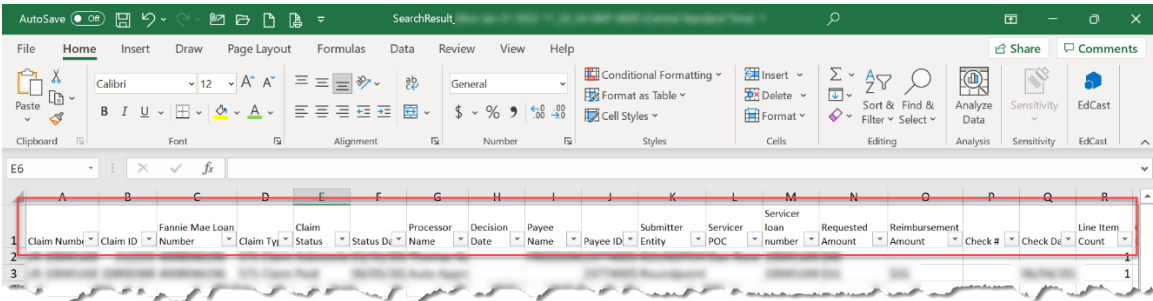
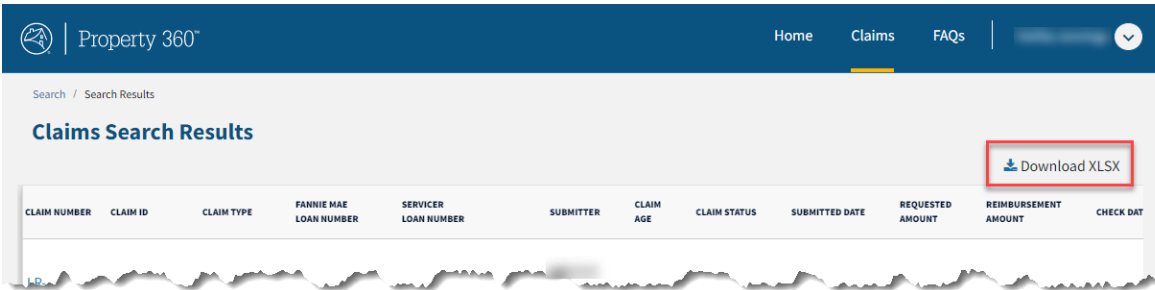
From To

Claim ID

Claim Status
Accepted
Acknowledged
Approved

Check/ACH Number

Audit Flag
Yes
No



Fannie Mae has implemented the following edit message: *Target Review - Supporting Documentation Required*. This edit requires servicers to attach supporting documentation to validate the expense. Expenses initially submitted without documentation will now appear in a Pending Submitter Action (PSA) status. If an attachment cannot be provided, a comment is required to continue processing the claim. If documentation to substantiate the expense is not provided, the expense could be denied.

Search

Search

Reports

Servicer Loan Number

Partial Match

☐

Claim Number

Fannie Mae Loan Number

Search by

Submitted Date

Decision Date

Check Date

Created Date

Claim Status

Accepted

Acknowledged

Approved

From

To

Claim ID

Check/ACH Number

Audit Flag

Yes

No

Search

Reset



Reports

Users can build and generate specific reports utilizing the **Reports** tab.

Search

[Search](#) **Reports**

The process will start a search query that will generate a report.

Searcher Loan Number

Claim Number

Fannie Mae Loan Number

Search by

Submitted Date
Decision Date
Check Date
Created Date

Claim Status

Accepted
Acknowledged
Approved

Expense Type

Attorney Fees
Court Costs
Deductible
Default Services Fees

Claim ID

Audit Flag

Yes
No

From To

Claim Type

571 Claim
HAMP
FNMA Mod

HECM Indicator

Yes
No

Submitter

1ST 2ND MORTGAGE COMPANY OF NEW JERSEY
1ST 2ND MORTGAGE COMPANY OF NEW JERSEY
1ST MIDAMERICA CREDIT UNION
1ST SECURITY BANK OF WASHINGTON
1ST SOURCE BANK

Transaction ID

Check/ACH Number

[Reset](#) [Generate Report](#)

Each time you click **Generate Report** a new report will begin processing.

NOTE: Click **Refresh** if download takes longer than 2 minutes.

Recent Reports

Downloaded files will be automatically deleted after 7 days from the repository.

[Refresh](#)

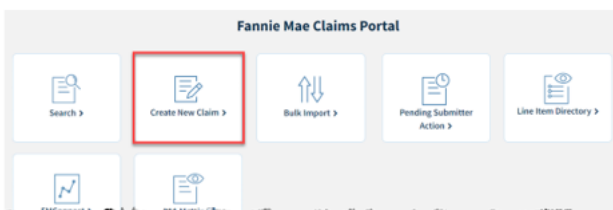
REPORT ID	REQUEST DATE/TIME	SEARCH CRITERIA	STATUS	ACTION
22517	11/13/2023 07:38 PM	Submitted From Date:09/01/2023 Submitted To Date:10/31/2023	Complete	Download File

Create New Claim

Single Claims Process Steps

The steps below outline the process to create a single claim.

1. From the Claims homepage, click on **Create New Claim**.



2. Enter the Fannie Mae loan number in the **Fannie Mae Loan Number** field. Select appropriate **Vendor/Service ID** from the dropdown.



3. Click **Search**.

The image shows a 'Fannie Mae Loan Search' form. It has two input fields: 'Fannie Mae Loan Number' and 'Vendor/Service ID'. Below these fields is a blue 'Search' button. The form is enclosed in a light gray border.

4. Complete required fields highlighted with * on the Claim Details page.

The image shows the 'Claim Details' page in the Fannie Mae Claims Portal. The page has a blue header with the 'Property 360' logo and navigation links for 'Home', 'Claims', and 'FAQs'. Below the header, there's a 'Fannie Mae Claims Portal / Create New Claim' breadcrumb. The main section is titled 'Claim Details' and contains several input fields with red asterisks indicating required fields: 'Fannie Mae Loan Number *', 'Servicer Loan Number *', 'Seller/Service ID *', 'Claim Status' (with a 'Hold' button), 'Claim Number *', 'Claim Type *' (with a dropdown menu), 'Request Date *' (with a calendar icon), 'First Time Vacancy Date' (with a calendar icon), 'Submitter *', 'Submitter POC *' (with a dropdown menu), 'Copied From', and 'Last Validation Date'. There are also tabs for 'Loan information' and 'Additional info'. At the top right of the form area, there are links for 'Submit', 'Validate', 'Print PDF', and 'Download XLSX'.

NOTE: The system will not allow the user to proceed to the next screen until all the required fields are populated. Reference the [Claim Type Descriptions](#) section for a list of usable claim types and corresponding definitions.

5. Click on **Add Line Item** to begin adding expenses to the claim. The system will allow up to 100-line items on each claim.

The image shows the 'Line Items' table in the Fannie Mae Claims Portal. The table has columns for 'EDIT', 'TRANSACTION ID', 'EXPENSE TYPE', 'EXPENSE SUBTYPE', 'SERVICE START DATE', 'SERVICE END DATE', 'RECOVERABLE', 'REQUESTED AMOUNT', 'REIMBURSEMENT AMOUNT', 'OPEN EDITS', and 'STATUS'. A 'Grand Total' row is shown at the bottom of the table with values of '\$0.00' for 'REQUESTED AMOUNT' and '\$0.00' for 'REIMBURSEMENT AMOUNT'. Below the table, there are two buttons: 'Delete Line Item' and 'Add Line Item'. A red arrow points to the 'Add Line Item' button. There is also a 'Save Comment' button at the top right of the table area.



6. Select the line item using the appropriate dropdown. Complete required fields highlighted with * and if applicable, enter comments and upload documents. Click **Add**.

NOTE: Only ASCII characters are acceptable for the claim or errors will occur.

The screenshot shows the 'Claim Line Item' search interface. A search bar is at the top. Below it, a list of items is displayed: 'MI Premium (61)', 'Wind Premium (60)', 'Property Preservation' (highlighted in blue), 'Cleaning - Initial (290)' (highlighted with a red box), 'Cleaning - Periodic (201)', 'Service Fee (301)', and 'Property Services' (highlighted in blue). A red arrow points to the 'Cleaning - Initial (290)' item.

7. Complete the required fields below, marked with a red asterisk “*”.

NOTE: Only ASCII characters are acceptable for the claim or errors will occur.

The screenshot shows the 'Claim Line Item' form. The 'Line Item Search' dropdown is open, showing the same list of items as before. A red arrow points to the 'Cleaning - Initial (290)' item. Below the dropdown, the form fields are filled out: 'Expense Type' is 'Property Preservation', 'Expense Subtype' is 'Cleaning - Initial (290)', 'Transaction ID' is '1701', 'Service Date' is '7/20/2021', 'Quantity' is '1', 'Unit Price' is '65', and 'Non-Recoverable Indicator' is a dropdown menu. The 'Line Item Comment' field contains the text 'Test'.

8. Click **Add** in the lower right-hand corner of the screen.

The screenshot shows the 'Claim Line Item' form. The 'Line Item Search' dropdown is closed. The form fields are filled out: 'Service Date' is '7/20/2021', 'Quantity' is '1', 'Unit Price' is '65', and 'Non-Recoverable Indicator' is a dropdown menu. The 'Line Item Comment' field contains the text 'Test'. Below the comment field, there is an 'Upload New File' section with a text box that says 'Drag and drop to upload or browse for files'. A red arrow points to the 'Add' button in the lower right-hand corner of the screen.



- Click **Validate** on the ribbon at the top of the page when all line items have been entered. This validation process ensures that all data has been entered correctly and allows the user to make corrections prior to submission.

The screenshot shows the 'Claim Details' form in the Property 360 system. The 'Validate' button in the top ribbon is highlighted with a red box and a red arrow. The form contains the following fields:

- Fannie Mae Loan Number *
- Service Loan Number *
- Seller Service ID *
- Claim Status: Hold
- Claim Number *
- Claim Type: 571 Claim
- Request Date/Date Identified *: 11/2/2023
- First Time Vacancy Date: mm/dd/yyyy
- Submitter *
- Submitter POC: Automation User
- Copied From
- Last Validation Date: 11/21/2023 09:23 AM

- Make any required corrections and re-validate until no additional errors are identified. The file has been confirmed when the **Validation Successful** popup message displays.

This screenshot shows the 'Claim Details' form with a green 'Validation Successful' popup message in the top right corner. The 'Validate' button in the ribbon is now active. The form fields are the same as in the previous screenshot.

- After a successful validation, click **Submit** to complete submission for Fannie Mae review.

This screenshot shows the 'Claim Details' form with the 'Submit' button in the ribbon highlighted by a red box and a red arrow. The 'Validation Successful' popup is still visible in the top right corner.

- Claims that can be automatically approved, update to an **Approved** status. Claims that cannot be automatically approved update to a **Submitted** status for manual review.

This screenshot shows the 'Claim Details' form with the 'Claim Status' dropdown menu open. The 'Approved' option is selected and highlighted with a red box. The 'Submitted' option is also visible. The form fields are the same as in the previous screenshots.



NOTE: Claims requiring a manual review can be found by using the Search button found on the Fannie Mae Claims Portal page. Claims that have been manually reviewed/decided on can be found by using the **Search** button on the Fannie Mae Claims Portal Home page.

Void A Claim

Users can void a claim when the claim is in a Hold, Pending Submitter Action, or Submitted status. This prevents a claim from being counted as a duplicate by the system. Once the claim has been voided, the servicer will be able to utilize that same claim number for a new claim.

Note: Submitters can still copy data from a voided claim.

Claim Details

Submit

Validate

Void

Print PDF

Download XLSX

Fannie Mae Loan Number *

Servicer Loan Number *

Seller Servicer ID *

Claim Status

Hold

Claim Number *

Claim Type *

571 Claim

Request Date *

3/10/2022

First Time Vacancy Date

mm/dd/yyyy

Submitter *

Submitter POC *

Copied From

Last Validation Date

03/12/2022 03:35 PM

Show more info

Claim Details

Copy claim

Print PDF

Download XLSX

Fannie Mae Claim ID

Claim Number

Claim Type

571 Claim

Claim Status

Void

Last Validation

03/12/2022 03:35 PM

Request Date

03/10/2022

Source

P360UI

Processor Name

Data as of

03/12/2022

Submission Count

Number of Edits

0/5

Claim Denial/Curtail Reason

Check Date

Check #

Copied From

Copied To

Show more info

Claim Level Edits

EDIT DESCRIPTION

SEVERITY

UPDATED BY

REASON

STATUS

COMMENTS

Claim filed after deadline.

Denial

Submitter Voided

Resolved

Bulk Import

The Bulk Import feature allows a user to upload a file with data to simultaneously submit multiple claims for one or multiple loans.

The Bulk Import process includes several stages, outlined below, coordinated to assist in submission success. Review the applicable sections for information required for each stage.

1. [Download](#) newest bulk upload template.
2. [Complete](#) the XMLS template detailing each expense on each claim for each loan.
3. [Validate](#) and upload the file for claim submission.
4. [Track](#) the upload's progress for file status and claim decisioning information.



Bulk Upload Procedure Steps

The steps below outline the process to submit multiple expense claims in bulk:

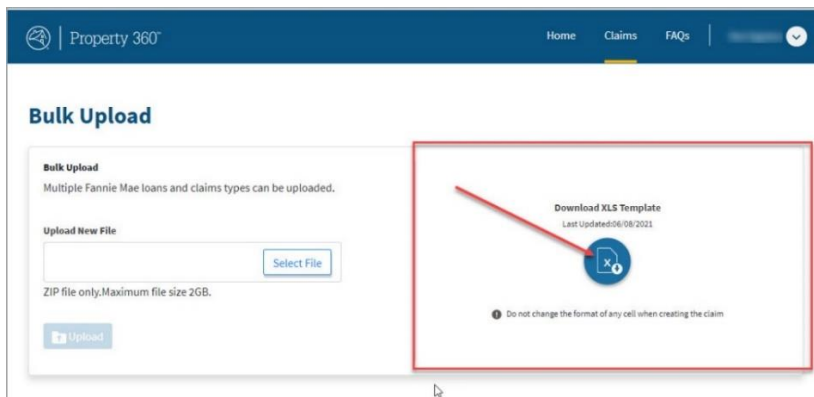
Download the Bulk Upload Template

1. Open the [portal](#).
2. Click on **Claims**.
3. Click **Bulk Import**.



4. Download the latest Excel document containing all the fields needed for bulk submission of claims.

NOTE: The last updated date is provided for convenience.



The Excel document contains all fields needed for the bulk submission of claims. The three tabs on the template and their functions are listed below:

Template Pages	Function
Claims	Contains claims data and where claim information is populated.
Error	Shows any errors found after validating the data.
Configurations	Shows the requirements and what is displayed for each line item.

Complete the Template

Gather claim information and begin populating the template. Each file can have multiple claims and each claim can have multiple line items, however, the maximum number of line items per claim cannot exceed 100. Ensure line items for the same claims have the same header information.

Brief descriptions for each of the columns and what information should be populated in each one can be found in the [Glossary of Terms](#) found at the end of this document.



NOTE: The required columns are marked with a red triangle in the column headers of the template.

Claim Number	Action	Payee/ Seller	Service ID	Claim Type	Fannie Mae Loan Number	Servicer Loan Number	Fir
123	New	121		571 Claim	123	987	
555	New	111		HECM	666	321	

Validate and Upload

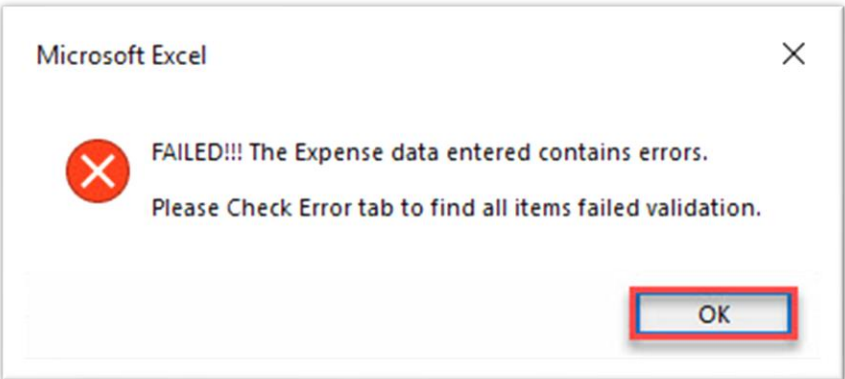
- 1. Click the **Validate and Export** button in the gray box at the top of the template.



- If the file is error free, it will generate a zip file containing the template .XLS file and .JSON file. A pop-up box will appear asking to save the zip file to a designated location. Once the zip file is saved, do not edit the .JSON or the .XLS file. If changes are needed, update the template file and re-generate the zip file by re-validating and exporting to JSON.



- If the file has errors, it will generate a warning box in the middle of the screen notifying the user the expense data entered has errors. Click **OK**.



- Click on the **Error** tab in the lower left-hand corner of the screen to view a list of the items needing to be updated. The **Claim Number** and **Transaction ID** column will identify the line items with data issues. The **Status Column** will list the actions needed to fix the issues. Update the failed items and re-validate.

29	555	3	New	111		HECM	666
30	579	7		101			
31	602	1		909			
32	626	5	New	192		HAMP	
33	669	1		161		HECM	
34	692	5		606			
35	716	9		404			
36	987	5		101			



- After re-validating, if all failed items are fixed, the Windows **Save As** box will appear and ask for a location to save the template in a zip file and name it (see **Step 2B** below).
 - When the zip file is created, drag, or add the files listed in the **Attachment Names** column to the zip file. The file names must match the names listed in the spreadsheet exactly or it will trigger an error. The zip file cannot be larger than 2GB.
2. Upload the saved zip file by clicking **Select File**. Locate and select the saved zip file and click **Upload**.
 - A. Select the file to be attached. (Make sure the document name and the file name on the spreadsheet match exactly).
 - B. Click **Upload**.

Track upload progress

After the upload is complete, the claim's zip file will be listed in the Recently Submitted list. Click the **refresh** button to show the latest status of the files. Clicking the **View All** button previews all bulk files submitted.

The four different file statuses are defined below:

Status	Definition
Staging	The file has been received and awaiting validation confirmation by the system.
Processing	A temporary status identifying a file running validation confirmation by the system.
Processed	All claims in the file have been created and/or rejected due to data issues. Details to the decisioning will be available at the individual claim level.
Error	The file did not load into the system due to system issues.

NOTE: Only after the file is processed will the date processed appear.



After claims are uploaded, there may be claims that were not auto-paid due to edits that generated. These claims can be resolved in Property 360 . The claims that are not eligible for auto-payment in Property 360 are visible by clicking on **File Name** and referencing the **Claim Status**.

Submitted Files

Last 6 months | Sort by | Filter | Download XLSX

FILE NAME	FILE ID	FILE STATUS	TOTAL SUBMITTED	APPROVED	REJECTED	MANUAL SUBMISSION	SUBMITTED DATE	PROCESSED DATE	SUBMITTED BY
Claim-Dated-08102020.zip		PROCESSING	NA	NA	NA	NA	08/20/2020	NA	AUYHOS
Claim-Dated-06182020.zip		PROCESSED	100	80	NA	20	08/18/2020	08/19/2020	USOPDI

Expand All

CLAIM NUMBER	FANNIE MAE LOAN NUMBER	CLAIM TYPE	CLAIM STATUS	PAYEE	REQUESTED AMOUNT	APPROVED AMOUNT	CHECK #	CHECK DATE
		571 Type	APPROVED		\$60.00	\$60.00	72732932	03/05/2020
		571 Type	Submitted		\$550.00	\$400.00	92393292	02/16/2020
		571 claims	REJECTED		\$60.00	0.00	22982921	11/20/2020
		Reconciliation	APPROVED		\$120.00	\$120.00	39393922	09/02/2020

After the file is uploaded, there may be claims that were not auto-paid due to edits that generated on the claim. These claims will then be manually reviewed for reimbursement by being moved to **Submitted** status.

The **Claim Statuses** and definitions are listed below.

Claim Status	Definition
Approved	The claim generated no edits and was auto-paid successfully.
Hold	The claim is being reviewed or updated by the submitter.
Rejected	The claim generated a system error and needs further attention due to a system issue.
Submitted	The claim generated an edit(s) and therefore needs to be manually reviewed.
Void	The submitter pulled the claim back from Submitted status and manually cancelled the claim.

Submitted Files

Servicers can locate submitted files by following the subsequent links: Home > Claims > Bulk Import > File Name. This menu lists all zip files uploaded by any users belonging to the servicer.


Recently Submitted | Refresh

FILE NAME	FILE ID	FILE STATUS	TOTAL RECEIVED	AUTO-APPROVED	REJECTED	MANUALLY REVIEWED	HOLD / VOID	SUBMITTED DATE	PROCESSED DATE	SUBMITTED BY
BULK_CLAIM_6_182638.zip	2130	PROCESSED	1				1	08/16/2021	08/16/2021	
BULK_CLAIM_6_181822.zip	2129	PROCESSED	1			1		08/16/2021	08/16/2021	
BULK_CLAIM_6_094808.zip	2123	PROCESSED	2		1	1		08/16/2021	08/16/2021	
BULK_CLAIM_6_163106.zip	2116	PROCESSED	1			1		08/11/2021	08/11/2021	
BULK_CLAIM_6_145947.zip	2114	PROCESSED	1			1		08/11/2021	08/11/2021	





There are 11 columns containing claims data for these files. All the column headers are clickable and will allow the user to sort the data in the column by that field .

Field	Definition
File Name	Name of the file that the user assigned it before uploading into Property 360.
File ID	Unique ID that is system generated as part of confirmation of a file being uploaded.
File Status	The four available statuses are: Staging, Processing, Processed and Error.
Total Received	Contains total number of claims in the file.
Auto-Approved	Total number of claims with no edits which were to be auto-paid.
Rejected	Total number of claims which failed validations due to claim-level or line-level data issues. Servicers can fix data issues and re-submit these claims in a new bulk upload file.
Manually Reviewed	Total number of claims which generated a claim level or line item edit(s) and were manually processed in Property 360.
Hold/Void	Total number of claims which are in a hold or void status.
Submitted Date	Date the file was first uploaded into Property 360.
Processed Date	Date the Bulk Upload file was validated by the system and claims were created in Property 360.
Submitted By	System User who uploaded the bulk upload file into Property 360.

Click on the blue expansion icon  to the right of each line, to view the following claim file information:

Recently Submitted | [Refresh](#)

FILE NAME	FILE ID	FILE STATUS	TOTAL RECEIVED	AUTO-APPROVED	REJECTED	MANUALLY REVIEWED	HOLD / VOID	SUBMITTED DATE	PROCESSED DATE	SUBMITTED BY
BULK_CLAIM_6_6182638.zip	2130	PROCESSED	1				1	08/16/2021	08/16/2021	
<div>Requested Amount: \$999,999.99</div> <div>Reimbursement Amount:</div> <div>File Level Error(s): No Error Found</div> <div>Download claim file View file details</div>										
BULK_CLAIM_6_6181822.zip	2129	PROCESSED	1			1		08/16/2021	08/16/2021	
BULK_CLAIM_6_6094808.zip	2123	PROCESSED	2		1	1		08/16/2021	08/16/2021	

Field	Definition
Requested Amount	Total dollar amount <i>submitted</i> for reimbursement on the claim.
Reimbursement Amount	Total dollar amount <i>approved</i> for reimbursement on the claim.
File level error(s)	Any system issues existing on file.
Download Claim File	Button which will generate the .ZIP file containing the data uploaded into Property 360.
View File Details	Button which generates a new page containing additional information about the file.



File Details

Servicers can locate the file details via the following path: **Home > Claims > Bulk Import > File Name > Expand Claim > View File Details**. The File Details page contains the financial information for the claims listed in the table. The status of the claim is also shown along with information that is both servicer entered and system generated. The definitions for some key fields can be found in the table below.

File Details								
File Name BULK_CLAIM_6_8344_...zip		Submitted By ...		Status PROCESSED		Download XLSX		
File ID ...	Received Claims 13 \$130.00	Auto-Approved 3 \$30.00	Rejected 3 \$30.00	Manually Reviewed 7 \$70.00	Hold/Void			
CLAIM NUMBER	FANNIE MAE LOAN NUMBER	CLAIM TYPE	CLAIM STATUS	PAYEE	REQUESTED AMOUNT	REIMBURSEMENT AMOUNT	CHECK#	CHECK DATE
VS00S0002	...	571 Claim	Rejected	...	\$10.00			
VS00S0006	...	571 Claim	Submitted	...	\$10.00			
VS00S0001	...	571 Claim	Pending Payment	...	\$10.00	\$10.00		
VS00S0004	...	571 Claim	Denied	...	\$10.00			
VS00S0005	...	571 Claim	Submitted	...	\$10.00			

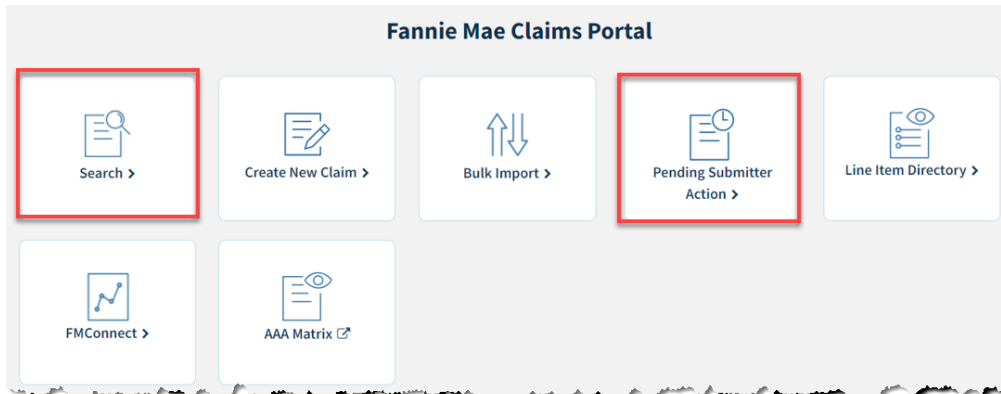
Field	Definition
Claim Number	Unique number that is system generated.
Claim Status	Available statuses are: Approved, Rejected and Submitted.
Reimbursement Amount	Total dollar amount <i>approved</i> for reimbursement on the claim.
Check #	Number that is generated for payments and tracking purposes.
Check Date	Date the payment was issued to servicer.



Pending Submitter Action (PSA)


When an internal processor needs additional information or documentation from the servicer, they can send the claim to Pending Submitter Action (PSA) status. The submitter can provide additional context or the requested documentation to help prevent a claim denial. Claims sent to PSA will remain in that status for up to 60 days; however, the claim will auto-deny if the claim status is not updated within that timeframe.

Submitters can access PSA requests by clicking on **Search** or **Pending Servicer Action** to display the PSA Queue.




PSA Queue

[Download XLSX](#)




CLAIM NUMBER	CLAIM ID	CLAIM TYPE	FANNIE MAE LOAN NUMBER	SERVICER LOAN NUMBER	SUBMITTER	COUNT 	CLAIM STATUS	SUBMITTED DATE	REQUESTED AMOUNT	REIMBURSEMENT AMOUNT	CHECK DATE	CHECK NUMBER	SYSTEM	SOURCE
		RECON				0	Pending Submitter Action	09/15/2023	\$1,233.22				P360	P360API
		RECON				0	Pending Submitter Action	09/15/2023	\$4,976.79			P360	P360API	
		HAMP				0	Pending Submitter Action	09/13/2023	\$282.24			P360	P360UI	
		571 Claim				7	Pending Submitter Action	09/21/2023	\$551.00			P360	P360BULK UPLOAD	
		571 Claim				41	Pending Submitter Action	10/26/2023	\$100.00			P360	P360UI	
		571 Claim				41	Pending Submitter Action	10/26/2023	\$100.00			P360	P360UI	

NOTE: Property 360 includes a **COUNT DOWN** column to indicate how many days are remaining before a claim in a PSA status is auto-denied.

Once the PSA claim is opened, only the line items in a “Marked For Review” status can be updated.

1. Click on the pencil icon  to open the line item.

Note: Only line items in the “Marked For Review” status are editable. The pencil icon appears black if the line item can be updated.

Line Items														Loan History		Edits		Comments	
<input type="checkbox"/>	EDIT	TRANSACTION ID	EXPENSE TYPE	EXPENSE SUBTYPE	SERVICE START DATE	SERVICE END DATE	RECOVERABLE	REQUESTED AMOUNT	REIMBURSEMENT AMOUNT	OPEN EDITS	STATUS								
<input type="checkbox"/>		1	Property Services	Discoloration	02/09/2021			\$100.00	\$100.00	4	Marked For Review				N				
<input type="checkbox"/>		2	Property Services	Disaster Inspection	02/09/2021	02/10/2021		\$100.00	\$100.00	2	Marked For Review				N				
<input type="checkbox"/>		3	Property Services	Graffiti Removal	02/09/2021			\$100.00	\$100.00	4	Pending				N				



2. Review the **Line Item Comments** entered by the internal processor to determine what additional information or documentation is being requested.

2 Attorney Fees HECM - FC - Judicial Foreclosure 03/01/2022 Non Recoverable \$23.00 \$23.00 3 Marked For Review N

Additional Info

Bucket : **Foreclosure Fee (20)** Paid Date :

Fannie Mae Line Item ID : **987801** Referral Date : **03/01/2022** Bankruptcy Chapter :

Quantity : **1** Judicial Indicator : **Judicial** Bankruptcy Case Number :

Measurement Size : Insurance Type : Bankruptcy Filed Date :

Unit Price : **\$23.00** Cancel Date : Copy :

Line Description :

*Line Item Comments Save

Line Item Comments

USER	DATE	COMMENT	REASON
ExpenseProcessor Analyst	04/05/2022	testing PSA	

Line Item Edits

EDIT DESCRIPTION	SEVERITY	UPDATED BY	REASON	STATUS	COMMENTS
Incorrect line item used for this expense.	Denial			Open	

3. Respond to the processor's request by performing the following, as applicable:
 - Update the editable data in the line item details
 - Attach documentation
 - Provide additional context
4. Enter required comments at the line level or within the edit when attaching the requested documentation:

2 Attorney Fees HECM - FC - Judicial Foreclosure 03/01/2022 Non Recoverable \$23.00 \$23.00 3 Marked For Review N

Additional Info

Bucket : **Foreclosure Fee (20)** Paid Date :

Fannie Mae Line Item ID : **987801** Referral Date : **03/01/2022** Bankruptcy Chapter :

Quantity : **1** Judicial Indicator : **Judicial** Bankruptcy Case Number :

Measurement Size : Insurance Type : Bankruptcy Filed Date :

Unit Price : **\$23.00** Cancel Date : Copy :

Line Description :

*Line Item Comments Save

Line Item Comments

USER	DATE	COMMENT	REASON
------	------	---------	--------



Property 360

Submitter *

Claim Comments

0 / 4000

Line Items

Loan History

Grand Total

Delete Line Item

*Service Date: 3/1/2022

*Quantity: 1

*Unit Price: 23

Non-Recoverable Indicator: Non Recoverable

*Bankruptcy Chapter: 12

*Bankruptcy Case Number:

*Bankruptcy File Date: 3/1/2022

Line Description

Upload New File

Drag and drop to upload or [browse for files](#)

Maximum file size 100MB.

No Attachments Found

*Line Item Comment

0 / 4000

* Line Item Comment is required for Marked For Review Line Item.

5. Once the claim is updated, click **Validate** to re-validate the claim or click **Submit** for resubmission.

PSA Queue / Claim Details

Claim Details

Submit Validate Void Print PDF Download XLSX

Fannie Mae Loan Number *

Servicer Loan Number *

Seller Servicer ID *

Claim Status: Pending Submitter Action

Claim Number *

Claim Type *: 571 Claim

Request Date *: 3/3/2022

First Time Vacancy Date: 3/2/2022

Deleting Line Items

Rather than address the line items sent to PSA, the expenses can be deleted from the claim. This includes lines that have already been decided.

1. Open the applicable line item and check the box to indicate what line(s) needs to be deleted.
2. Click **Delete Line Item**.

Line Items

Loan History

Edits

Comments

	EDIT	TRANSACTION ID	EXPENSE TYPE	EXPENSE SUBTYPE	SERVICE START DATE	SERVICE END DATE	RECOVERABLE	REQUESTED AMOUNT	REIMBURSEMENT AMOUNT	OPEN EDITS	STATUS
<input type="checkbox"/>			Taxes	City/School Combined	02/09/2022	02/15/2022	Not yet Recovered	\$44.00	\$1.00		Cancelled
<input type="checkbox"/>		54466786									
<input type="checkbox"/>		test									
Grand Total											
Delete Line Item											

FHA/VA/Rural HUD

Non

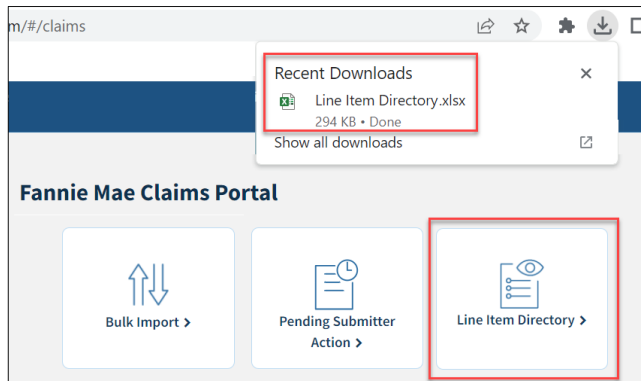
	EDIT	TRANSACTION ID	EXPENSE TYPE	EXPENSE SUBTYPE	SERVICE START DATE	SERVICE END DATE	RECOVERABLE	REQUESTED AMOUNT	REIMBURSEMENT AMOUNT	OPEN EDITS	STATUS
<input type="checkbox"/>		32432ewwd324	General Services	Co-op Dues	11/01/2021	11/16/2021		\$111.00	\$111.00	2	Marked For Review
<input type="checkbox"/>		icut033343	Property Services	Initial Grass Cut - Perimeter	03/01/2022		Non Recoverable	\$500.00	\$500.00	3	Marked For Review
Grand Total											
Delete Line Item											



Line Item Directory

The Line Item Directory is a spreadsheet that lists all expense reimbursement types and subtypes and corresponding descriptions. This spreadsheet allows users to:

- Leverage global keyword search capabilities.
- Filter and sort data capabilities.
- View historical line item changes.
- Review description of all expense subtypes.



	A	B	C	D	E	F
	Expense Type	Expense SubType	Start Date	End Date	Description	History
1	Attorney Fees	BK - Additional Court Appearance	1900-01-01	9999-12-31	Expense incurred due to an additional court appearance by a party to a suit, either in person or through an attorney, whether as plaintiff or defendant. The formal proceeding by which a defendant submits to the jurisdiction of the court.	
2	Attorney Fees	BK - Adversary Proceeding	1900-01-01	9999-12-31	Expense incurred due to an Adversary Proceeding in bankruptcy, a separate lawsuit filed within the bankruptcy case.	
3	Attorney Fees	BK - All Other Bankruptcy Fees	1900-01-01	9999-12-31	Expenses associated with additional bankruptcy fees associated with the specific action.	
4	Attorney Fees	BK - All Other Bankruptcy Fees	1900-01-01	9999-12-31	Expenses associated with additional bankruptcy fees associated with the specific action.	

FMConnect

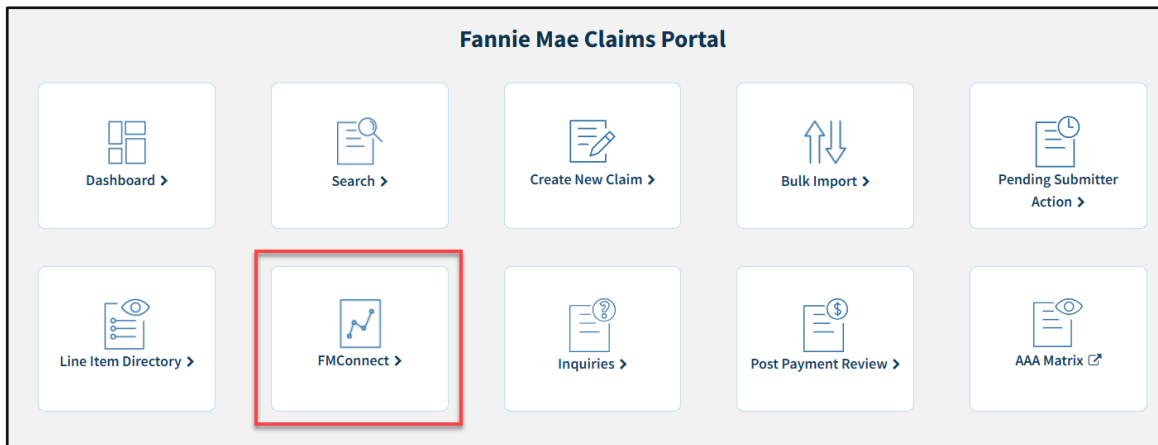
The FMConnect tile provides direct access to the Expense Reimbursement Reconciliation Report. To assist servicers that need to reconcile claim disbursements against their corporate advances, this report provides modification expenses and expense reimbursement details of the claim outcome. The report provides a snapshot of the total advance amount reported in the modification, disbursements made from expense reimbursement since the Last Paid Installment (LPI) date initiating the delinquency, and refunds made via CR322, which allows servicers to quickly determine if additional claims are needed or if a refund is due to Fannie Mae. The same data elements are available in Excel, .CSV, and .TXT formats. Report data is refreshed monthly.

Servicers can also access the [Report Center](#) to view their most used reports or favorites.





NOTE: Review section [E-5-01: Requesting Reimbursement for Expenses](#) in the Servicing Guide for details regarding reimbursement timelines.



Reconciliation Report

Use the dropdown menus to select the **Seller(s)/Servicer Number(s)**, **Report Date(s)**, **File Format**, and then click **Download**. The report opens in Excel.

Expense Reimbursement Reconciliation Report

☆ Help us improve your report experience

For servicers who need to reconcile claims disbursements against their corporate advances, this report provides expenses and expense reimbursement details to inform the claim outcome.

Report Category Custom Category

[Download Raw Data](#) [Full Report Description](#)

Download Raw Data

[clear all filters](#)

Select Seller(s) / Servicer Number(s)

30 items selected

Select Report Date(s)

2023-02-06

File Format

Select file format

Select Section

Raw Data

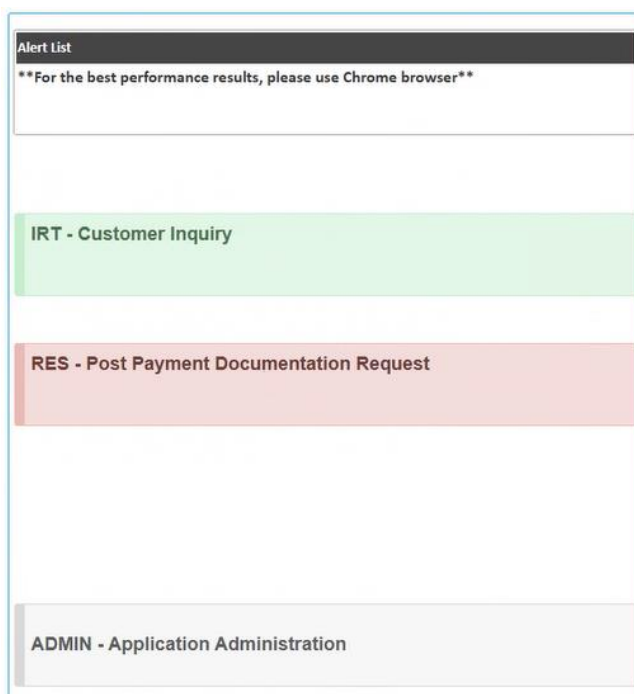
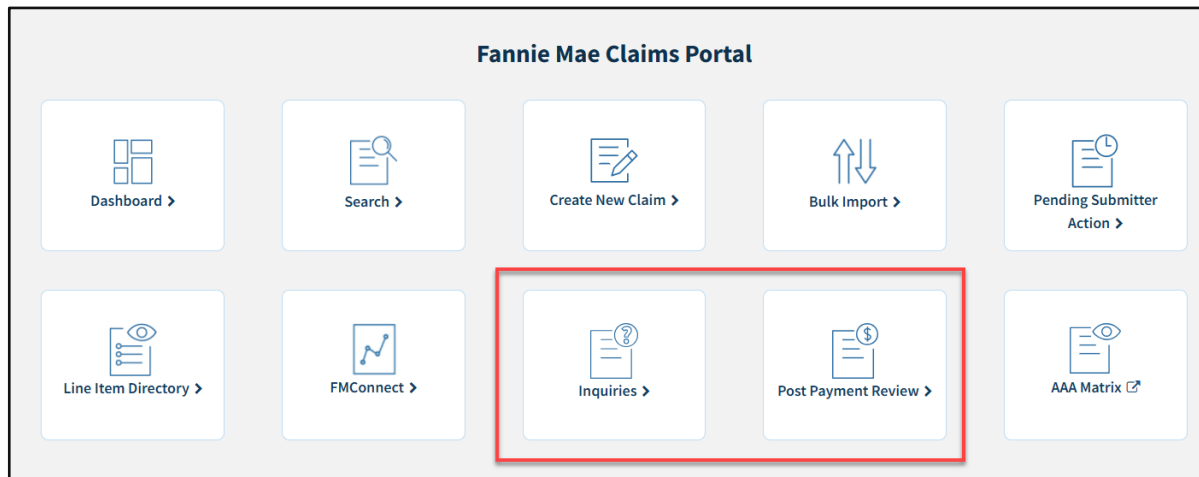
Fannie Mae Proprietary and Confidential – Subject to Non-Disclosure Obligations

Download



Inquiries and Post Payment Review

The Inquiries and Post Payment Review (PPR) tiles link directly to the Inquiry Response Tool (IRT) and the RES – Post Payment Documentation Request, respectively. Users can submit questions to the IRT team or provide any requested documentation to the PPR team.

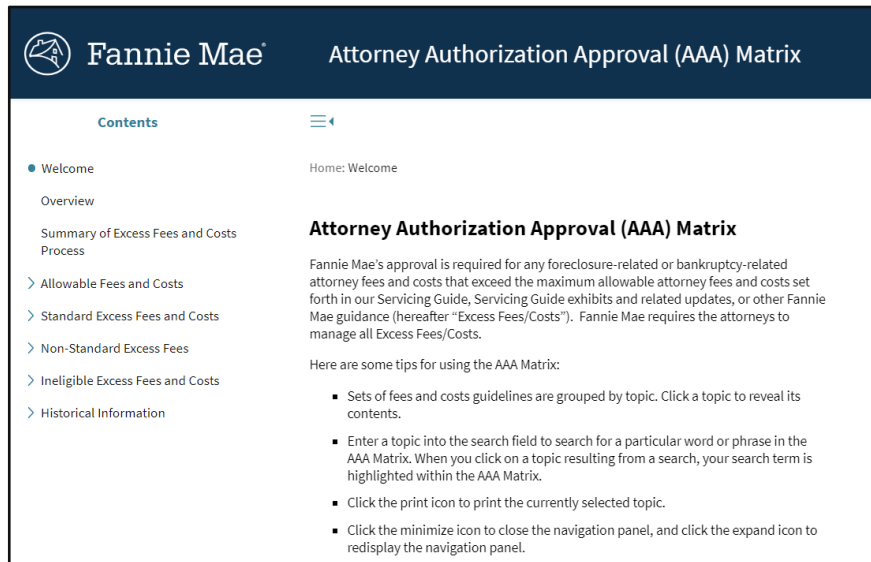
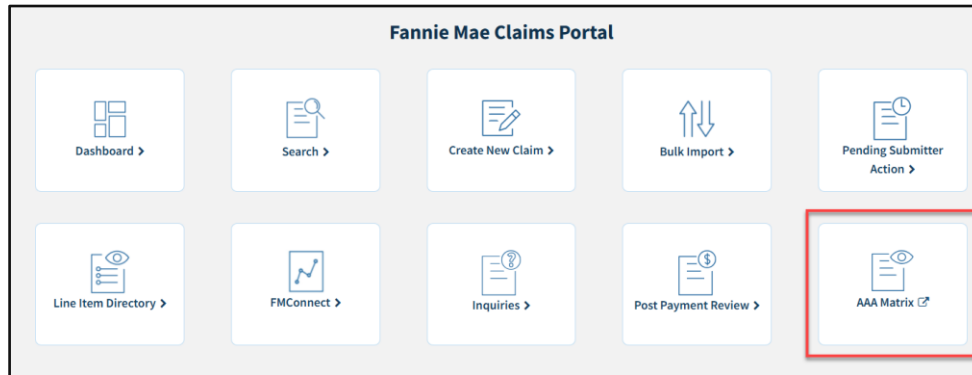




AAA Matrix

Fannie Mae approval is required for any foreclosure or bankruptcy-related attorney fees and costs that exceed the maximum allowable set forth in the Servicing Guide, Servicing Guide exhibits and related updates, or other Fannie Mae guidance (hereafter “Excess Fees/Costs”). Fannie Mae requires attorneys to manage all Excess Fees/Costs.

Attorney fees and costs associated with bankruptcy or foreclosure are paid up to the published allowable as outlined in the AAA Matrix, which can be accessed from the AAA Matrix tile in Property 360.



Expense Reimbursement Claims

An Expense Reimbursement Claim consists of three components:

- [Claim Details](#) – Includes both system-generated and servicer-provided loan and claim information.
- [Claim Level Edits](#) – Shows any claim-level edits preventing the claim for being eligible for auto-payment.
- [Line Item and Edit Details](#) – Shows current-claim expenses as well as historical expense information, current claim edits, and current claim decisioning comments.

Review the specific sections for additional details on each component.



Claim Details

Claim and loan information are used in decisioning claims for reimbursement eligibility. Some of the data is sourced from internal Fannie Mae systems and other pieces of information are provided by the servicer upon submission (see [Single Claims Process Steps](#) for a list of servicer-provided data points).

Claims can be **Printed to PDF** or **Downloaded to XLSX** for to meet documentation and reporting needs by clicking the options in the far-right corner of the Claim Details page.

Claim Details

Print PDF

Download XLSX

Fannie Mae Claim ID

Claim Number

Claim Type

Claim Status

Viv-Test_EE_001

571 Claim

Pending Payment

Last Validation

Request Date

Source

Processor Name

08/12/2021 04:28 PM

08/07/2021

P360UI

Auto Approver

Data as of

Submission Count

Number of Edits

Claim Denial/Curtail Reason

08/12/2021

1

0/4

Check Date

Check #

Copied From

Copied To

Show more info

The system defaults to a condensed view of Claim Details, but by expanding this section two additional components are visible: **Loan Information** and **Additional Information**.

Claim Level Edits

Claim Level Edits show any loan or claim edits preventing the claim from being eligible for autopayment. Review [Edits](#) section for more details on this topic.

EDIT DESCRIPTION	SEVERITY	UPDATED BY	REASON	STATUS	COMMENTS
Seller/Servicer is not assigned to Loan.	Denial		System Override: Exception is no longer valid.	Overridden	

Line Items

This section of the claim detail itemizes each line item requested. Data points are system-generated and only editable until Fannie Mae acknowledges the claim.

Details about the line item, including servicer-entered, system-generated and Fannie Mae-decisioning details, are visible when the line item is expanded using the expansion icon on the far right.

Line Items

Loan History

Edits

Comments

Loan Notes

Excess Fees

EDIT	TRANS ID	FW LINE ID	EXPENSE TYPE	EXPENSE SUBTYPE	SERVICE START DATE	SERVICE END DATE	RECOVERABLE	REQUESTED AMOUNT	REIMBURSEMENT AMOUNT	OPEN EDITS	STATUS	
			Attorney Fees	BK - All Other Bankruptcy Fees	10/23/2023		Non Recoverable	\$100.00	\$100.00	3	Submitted	N

Additional Info

Bucket

Bankruptcy Fee (21)

Paid Date

Referral Date

Bankruptcy Chapter

13

Quantity

1

Judicial Indicator

Measurement Size

Insurance Type

Bankruptcy Filed Date

10/23/2023

Unit Price

\$100.00

Cancel Date

Copy

Line Description

Comment added while adding Lint Item through automation

Line Item Edits

EDIT DESCRIPTION

SEVERITY

UPDATED BY

REASON

STATUS

COMMENTS

Expense Incurred After the Reimbursable Timeframe.

Denial

Open

Expense incurred outside the reimbursable timeframe.

Denial

Open

Expense appears excessive. Review for Fannie Mae pre-approval.

Prepayment Audit

Open

Grand Total

\$100.00

\$100.00



Loan History

The **Loan History** tab of the claim details provides historical request data for the life of the loan (including any request submitted by prior servicers).

The **Claim Number** is a clickable link that opens the selected claim in a separate tab, which allows users to have multiple claims open at one time. Users can also sort the expense line items using the **Service From Date** or filter using any of the fields with a filter box.

Line Items													
Loan History													
CLAIM NUMBER	LINE ITEM / TRANSACTION ID	BUCKET	EXPENSE TYPE	EXPENSE SUBTYPE	REQUESTED AMOUNT	REIMBURSEMENT AMOUNT	SUBMITTER NAME	VENDOR / SERVICER ID	SUBMITTED DATE	SERVICE FROM DATE	SERVICE TO DATE	LINE ITEM STATUS	SOURCE SYSTEM
CLM		Escrow Balance (280)	Deductible	Escrow Balance (280)	-\$558.69				09/13/2024			Denied	P360API
CLM		Escrow Balance (280)	Deductible	Escrow Payment Credit (280)	-\$477.26				09/13/2024			Denied	P360API
CLM		Escrow Balance (280)	Deductible	Escrow Balance (280)	-\$558.69				08/16/2024			Denied	P360API
CLM		Escrow Balance (280)	Deductible	Escrow Payment Credit (280)	-\$477.26				08/16/2024			Denied	P360API

Edits

If an edit fires on a claim, it is no longer eligible for auto-payment and will move to a **Submitted** status. The claim can be moved back into **Hold** status so revisions can be made which may allow the claim to auto-pay. As long as the claim is in **Hold** status, data can be corrected, re-validated and submitted. When a claim is approved or acknowledged, it can no longer be revised by the servicer.

Scroll to the bottom of the page to view the Line Items, Loan History, Edits, and Comments. The **Edits** tab will help identify what corrections are required.

Line Items									
Edits									
TRANSACTION ID	EDIT DESCRIPTION	SEVERITY	EDIT STATUS	CREATED DATE	UPDATED BY	UPDATED DATE	EXPENSE TYPE	EXPENSE SUBTYPE	
8a	Pre-payment Audit. Review expense against documentation.	Review Documentation	Overridden	04/05/2024		05/01/2025	Taxes	County Tax or County Special District Tax	
9	Pre-payment Audit. Review expense against documentation.	Review Documentation	Overridden	04/05/2024		05/01/2025	Taxes	County Tax or County Special District Tax	
	Claim includes modification expense filed after deadline. .	Manual Review	Resolved	04/04/2024		05/01/2025			
	Claim Exceeds Autopay threshold.	Prepayment Audit	Overridden	04/04/2024		05/01/2025			

The expense line level headers and definitions are listed below:

Field Name	Definition
Transaction ID	Displays a servicer-entered identifier assigned to each line item.
Edit Description	Displays the edit preventing a claim or expense from being auto paid.
Severity Indicator	Displays the actions that must be taken when a claim is reviewed; <ul style="list-style-type: none"><i>Review Documentation</i> – supporting documentation is required.<i>Manual Review</i> or <i>Prepayment Audit</i> – processors will review comments, supporting documentation, and/or relevant Fannie Mae systems. Note: If additional information is needed, the claim will be returned to the servicer via PSA with a request for further documentation or clarification.
Edit Status	Displays the current state of the edit, e.g, "Closed," "Denied," "Open," "Overridden," or "Resolved," based on review.
Created Date	Displays the date the claim was originally created.



Updated By	Displays the internal processor name or system that last modified the edit.
Update Date	Displays the date when the edit was last modified.
Expense Type	Displays the expense category.
Expense Subtype	Displays the expense subcategory.

To Update the Claim:

1. Move the claim from **Submitted** to **Hold** status by clicking the Hold button in the top-right corner of the page.

NOTE: New action buttons appear and the claim moves into a Hold status.

2. Edit the claim data by clicking the pencil icon next to the line item requiring correction. The **Claim Line Item** screen will open.

The **Claim Line Item** pop up box will open and display all updatable fields and allow attachments to be added.

NOTE: Attaching documentation is not necessary unless documentation is requested as part of the manual review process.



3. Make corrections and leave comments, if necessary.
4. Click **Save**.

5. Click **Validate**.

If there are no errors, the **Validation Successful** popup message displays.

6. Click **Submit**.
 - If the edit is resolved, the **Claim Status** indicator changes to **Approved**.
 - If the claim is not approved, repeat this process, making updates, validating, and submitting until all edits are resolved. If the edits cannot be resolved, the claim will proceed with manual review.

Comments

The **Comments** tab provides a consolidated view into comments provided on the claim. Servicers may add claim-specific information in the Comments section upon claim submission, to assist in claims processing. Fannie Mae will utilize claim comments to provide details on Claim Level Edits and/or Claim Level Denial reasons.

Line Items						Loan History		Edits		Comments	Chronology		Loan Notes		Excess Fees	
DATE	USER	SOURCE	VISIBILITY	COMMENT												
05/08/2024 10:21 AM		Internal	All	Claim denied: Total of previously reimbursed claim amounts plus current claim exceeds the approved Total Capitalized Advances amount. Please re-review your expenses to ensure that it doesn't exceed the capped amount, and any non-recoverable expenses are marked as such on the claim. Any resubmissions must be within 60 days of the Case Closed Date.												



Chronology

The **Chronology** tab displays every claim status from initial creation through claim resolution.

Line Items	Loan History	Edits	Comments	Chronology	Loan Notes	Excess Fees
DATE	TYPE	USER	STATUS	USER ASSIGNMENT		
08/30/2024 04:01 AM	Claim Status		Paid			
08/28/2024 06:06 PM	Claim Status		Pending Payment			
08/27/2024 07:14 PM	Claim Status		Approved			
08/27/2024 04:59 PM	Claim Status		Acknowledged			
08/27/2024 04:35 PM	User Assignment					
07/31/2024 11:27 AM	Claim Status		Submitted			
07/31/2024 11:24 AM	Claim Status		Hold			

Loan Notes

The **Loan Notes** tab displays additional notes from internal claim submitters when uploading bulk load loan notes.

While this tab is typically used by internal users only, external users can view additional notes on the loan if the **Visibility** indicator does not show “Internal Only”.

Line Items	Loan History	Edits	Comments	Chronology	Loan Notes	Excess Fees
DATE	USER	VISIBILITY	EFFECTIVE DATE	EXPIRATION DATE	NOTE	
11/15/2024 11:31 AM			11/15/2024	01/15/2025		

Excess Fees

The **Excess Fees** tab provides quick access to excess fee approval requests and displays the **Expense Type/Subtype**, **Status**, and **Approved Amount**.

Line Items	Loan History	Edits	Comments	Chronology	Loan Notes	Excess Fees	
REQUEST ID	SUBMITTED DATE	EXPENSE TYPE	EXPENSE SUBTYPE	STATUS	STATUS DATE	REQUESTED AMOUNT	APPROVED AMOUNT
	03/27/2024	Reschedule Sale (Adjournment, Postponement, etc.)	Due to Loss Mitigation	Approved	03/27/2024	\$200.00	\$200.00
	03/27/2024	Publication of Sale	Due to Loss Mitigation	Approved	03/27/2024	\$170.00	\$170.00
	02/05/2024	Reschedule Sale (Adjournment, Postponement, etc.)	Due to Loss Mitigation	Denied	02/05/2024	\$200.00	
	02/05/2024	Publication of Sale	Due to Loss Mitigation	Denied	02/05/2024	\$170.00	

Auto-Generated Claims

Property 360 automatically generates claims for workout incentives within days of the workout case closing. Reporting and search functionality now includes these claims and is available immediately within Property 360.

With the inclusion of these claims, servicers may see an increase in denied or curtailed claims; however, there is not an actual increase in denied claims. Rather, there is now visibility into all claims, where previously, claims were only created when a payment was applicable.

Servicers should submit inquiries related to workout incentives using the Inquiry Response Tool (IRT).



Business-to-Business (B2B) System Integration

B2B System Integration with Property 360™ for systemic claim submissions and real-time status reports is available for interested servicers. To get started, [submit an inquiry](#) referencing interest in B2B system integration to schedule a discovery call regarding integration technology requirements.

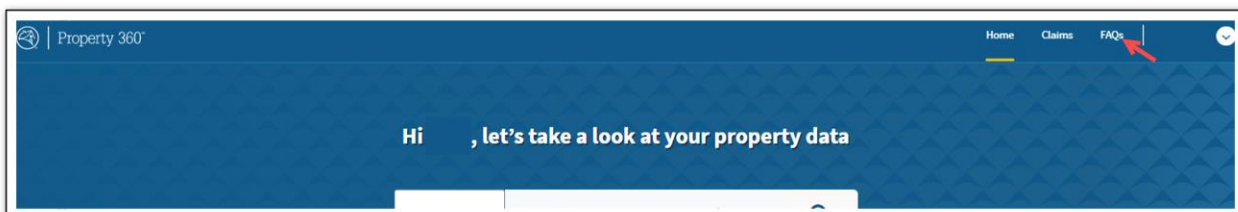
Claim Type Descriptions

Claim Type indicate the type of reimbursement being requested. Below is a list of available claim types and a description of the type.

Claim Type Name	Claim Type Code	Description
571 Claim	571 Claim	Business as usual expense reimbursement claims.
Core Logic Tax Validation Simplify Initiative	CL TAX	Not to be used for claim submissions.
Fannie Mae Expense Automated Processing (EAP) Internal	EAP	Reserved claim type for Fannie Mae internal use only.
Fannie Mae Modification	FNMA Mod	Reimbursement claims for expenses incurred during a loan modification.
Home Equity Conversion Mortgage	HECM	Reimbursement claims for expenses incurred on Home Equity Conversion Mortgage (HECM) loans.
Home Equity Conversion Mortgage Recon	HECM Recon	Reserved for reconciliation projects on expenses incurred on Home Equity Conversion Mortgage (HECM) loans. Do not use for business-as-usual processing.
Non-Performing Loan	NPL	Reimbursement claims for expenses incurred on both Non-Performing and Re-Performing loans.
Reconciliation	RECON	Used for servicer reconciliation.
Statute of Limitations	SOL	Reserved for claims with incurred expenses that predate a statute of limitations.

FAQs

Click on **FAQ** in the top-right corner to view helpful information for navigating and utilizing each module of the application. Property 360 Claims product support, site navigation inquiries, or claims processing and escalations, can be requested by submitting an inquiry through the [Expense Reimbursement Inquiry Response Tool](#).



Reference the [Servicer Expense Reimbursement Job Aid](#) for additional information.



Glossary of Terms

Terms referenced within the user guide are listed below; terms with red asterisk are required fields.

Term	Definition										
Action *	Identifies the type of interaction for this claim. Use the following action types:										
	<table><tr><th>Action Types</th><th>Definition</th></tr><tr><td>New</td><td>Identifies a first-time submission.</td></tr><tr><td>Submit</td><td>Claim is sent for auto-payment or manual review.</td></tr><tr><td>Validate</td><td>Ensures all data has been entered correctly and allows the user to make corrections prior to submission.</td></tr><tr><td>Void</td><td>Cancels a previously submitted claim.</td></tr></table>	Action Types	Definition	New	Identifies a first-time submission.	Submit	Claim is sent for auto-payment or manual review.	Validate	Ensures all data has been entered correctly and allows the user to make corrections prior to submission.	Void	Cancels a previously submitted claim.
	Action Types	Definition									
	New	Identifies a first-time submission.									
	Submit	Claim is sent for auto-payment or manual review.									
Validate	Ensures all data has been entered correctly and allows the user to make corrections prior to submission.										
Void	Cancels a previously submitted claim.										
Attachment Names	<p>The list of documents being attached to the line item. There is a maximum of 5 attachments per line item. These should be delineated with commas in-between the file names without spaces. See example below. The file name can be numerical as well but when there is more than one, it needs to be separated by commas.</p> <table><tr><th>Attachment Names</th></tr><tr><td>22222</td></tr><tr><td>22222</td></tr><tr><td>mikel,test,file</td></tr><tr><td>mikel,test,file</td></tr></table>	Attachment Names	22222	22222	mikel,test,file	mikel,test,file					
Attachment Names											
22222											
22222											
mikel,test,file											
mikel,test,file											
Bankruptcy Case Number	Only required for Bankruptcy expenses. Five-digit case ID assigned to the bankruptcy case.										
Bankruptcy Chapter	Only required for Bankruptcy expenses. The drop-down includes options for chapters 7, 9, 11, 12, 13 and 15 and should be included as applicable for all Bankruptcy items.										
Bankruptcy Filed Date	Only required for Bankruptcy expenses. Date the bankruptcy case was filed.										
Cancel Date	Only required for insurance expenses. Date the insurance policy was cancelled. If the policy was not canceled, leave the field blank.										
Claim Comments	Additional information about the loan/claim provided for documentation purposes.										
Claim Number *	ID for the claim. Servicers are responsible for claim number creation. The claim number must be unique for each servicer. For example, claim number 123 can only be used once per servicer unless the first claim has been voided.										
Claim Type *	<p>The claim type option should be selected from the drop-down menu to indicate the population for which the claim belongs. This will determine what rules apply to the claim and how it will be processed. Examples are 571 Claim, RECON, HECM, etc.</p> <p>Refer to the Claim Type Descriptions section for full list of claim types and definitions.</p>										
Expense Sub Type *	Sub-category drop-down for the expense being submitted. If Expense Type is populated, only Sub-categories within the selected Category are available. If the desired Sub-category is not available, consider selecting another Category.										
Expense Type*	Category drop-down for the expense being submitted. Access the Line Item Directory tile in Property 360 for a list of expenses.										
Fannie Mae Loan Number *	Loan number assigned by Fannie Mae.										



First Time Vacancy Date *	Earliest date which property was reported vacant.								
Insurance Type	Only required for insurance expenses. The type of insurance policy on the loan. Options are lender-placed or homeowner placed and are available from a drop-down menu.								
Judicial Indicator	Only required for foreclosure expenses. Options are judicial or non-judicial and are available from a drop-down menu.								
Line Item Comments	Additional information about the specific expense provided for documentation purposes.								
Measurements	Used for lot sizes on landscaping expenses which are in the property preservation category.								
Non-Recoverable Indicator	<div>Drop-down used to indicate recoverability from the borrower in the event of a reinstatement or payoff. The drop-down includes the options blank, non-recoverable and not-yet recovered.</div> <table><tr><th>Drop-down Option</th><th>Definition</th></tr><tr><td>Blank</td><td>This field is left blank when an expense will be recovered during reinstatement and/or payoff.</td></tr><tr><td>Non-recoverable</td><td>Advances not expected to be collected at time of reinstatement or pay-off.</td></tr><tr><td>Not-yet recovered</td><td>Advances which are expected to be collected at time of reinstatement or pay-off.</td></tr></table>	Drop-down Option	Definition	Blank	This field is left blank when an expense will be recovered during reinstatement and/or payoff.	Non-recoverable	Advances not expected to be collected at time of reinstatement or pay-off.	Not-yet recovered	Advances which are expected to be collected at time of reinstatement or pay-off.
Drop-down Option	Definition								
Blank	This field is left blank when an expense will be recovered during reinstatement and/or payoff.								
Non-recoverable	Advances not expected to be collected at time of reinstatement or pay-off.								
Not-yet recovered	Advances which are expected to be collected at time of reinstatement or pay-off.								
Paid Date	Date the expense was paid to the invoicing party.								
Payee/Seller Servicer ID *	Designate the (9-digit) Servicer ID number to send reimbursement payment.								
Quantity *	Used for the number of expenses being submitted on a single expense line.								
Referral Date	Only required for attorney fee and cost expenses. Date the bankruptcy or foreclosure case was referred to the law firm.								
Request Date *	The date the claim is submitted to Fannie Mae.								
Service End Date	The date the expense was terminated. End dates are commonly used for insurance and tax expenses, or if more than one expense is submitted within the same line with a range of dates.								
Service Start Date	The date the expense was incurred.								
Servicer Loan Number *	Loan number assigned by the servicer.								
Submitter POC *	Name of person submitting the claim and who should be contacted for questions or inquiries regarding the claim. This should be added in this format: first name, last name.								
Transaction ID *	Corresponds to the line item/expense type being submitted. Transaction ID must be unique within this claim. Servicers are responsible for Transaction ID creation. Typically, servicers will utilize a transaction code from within their accounting systems to reconcile the expense.								
Unit Price *	Dollar amount for each expense quantified on a single expense line.								

Further assistance on this process and/or technical support can be obtained via an inquiry within the [Expense Reimbursement Inquiry Response Tool \(IRT\)](#).



Revision History

Version	Date Revised	Description/Reason for Revision
8.0	04/30/24	<ul style="list-style-type: none">▪ Update to remove link to a retired document▪ Incorporated Property 360 Onboarding Checklist content
9.0	10/1/24	<ul style="list-style-type: none">▪ Removed link to the standalone FAQ document as this is now housed in Property 360.
10.0	03/13/25	<ul style="list-style-type: none">▪ Updated System and Access Requirements section with new role for claim submission▪ Updated Claims Portal section with new tiles and descriptions▪ Updated New Claim and Glossary sections with link for Claim Types and Definitions▪ Updated Line Items section with Loan History, Chronology, and Loan notes information
11.0	07/10/25	<ul style="list-style-type: none">▪ Update to Line Items - Edits section to add Line Level Header descriptions.