



Property 360 Excess Fees and Costs External Guide





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Introduction

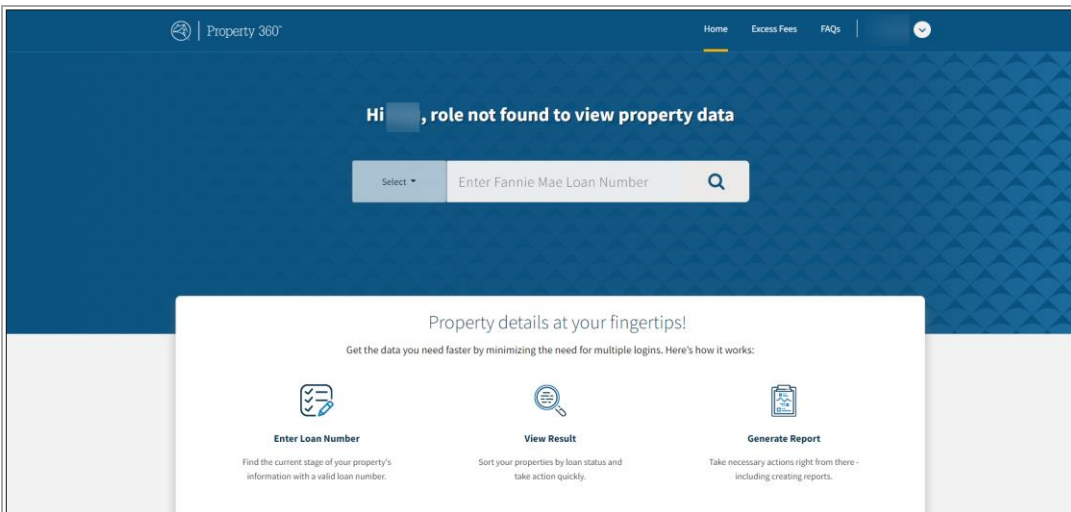
This document provides firms with the steps necessary for navigating the Property 360™ Excess Fees Portal. Refer to the [Managing Users](#) section of this document for information on how to request access to Property 360.

System Navigation

Log in to Property 360

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

The Property 360 homepage displays.





Forgot My Password/Username

1. Click **Need help with unlocking your user ID or resetting your password.**

Sign On

USERNAME
|
* REQUIRED

PASSWORD
|
* REQUIRED

Sign On

Need help with unlocking your user ID or resetting your password?

The **Password Reset** pop-up window appears.

2. Enter your **User ID** and click **Submit**.

NOTE: An automated email is sent outlining the instructions for resetting your password.

Fannie Mae

Password Reset

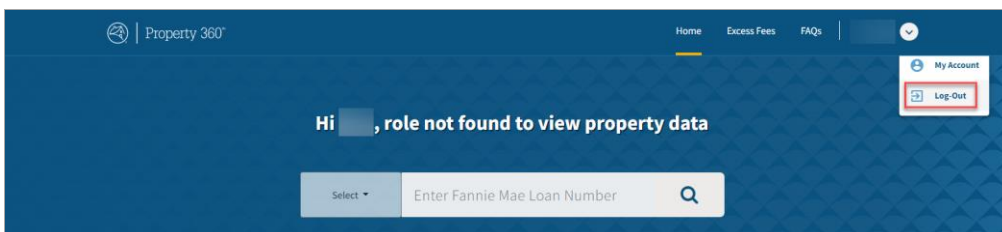
Enter your User ID and we will email a temporary link to reset your password.

User ID
|

Submit

Log Off Property 360

Click on the arrow in the top-right corner of the screen and click **Log Out**.

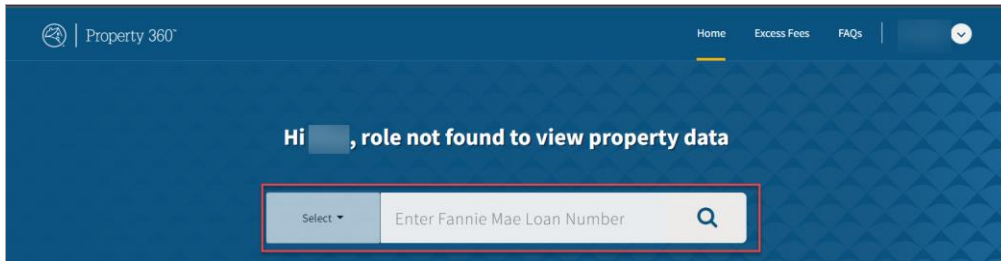




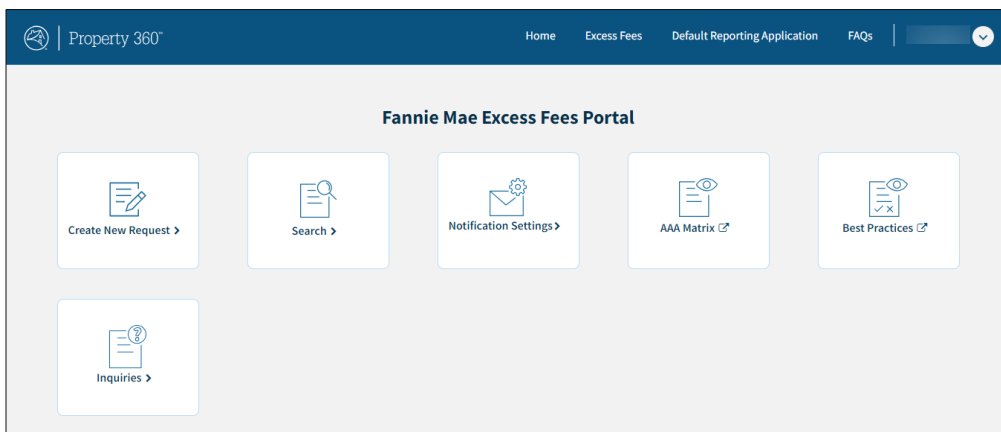
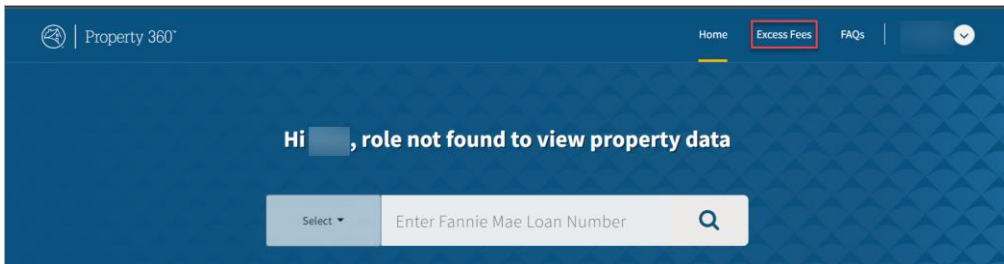
Property 360 Homepage

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

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.



1. Click **Excess Fees** to launch the Fannie Mae Excess Fees Portal.



2. Proceed to the [Excess Fees Portal section](#).

Excess Fees Portal

The **Fannie Mae Excess Fees Portal** menu provides the follow options:

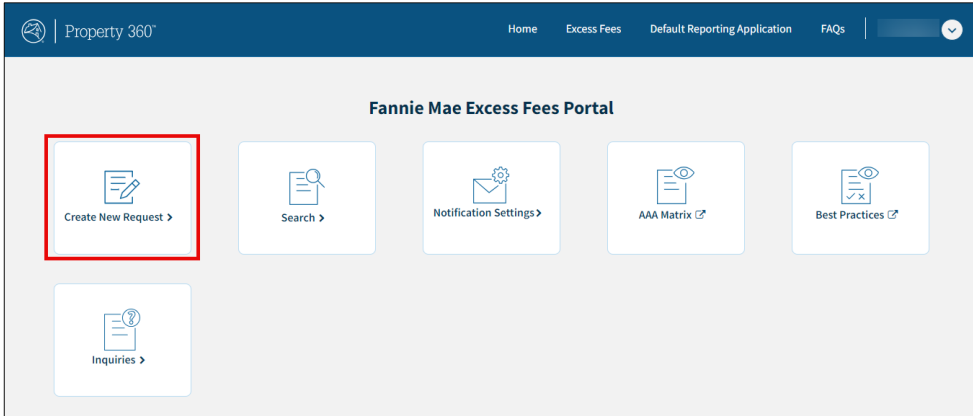
- [Create New Request](#)
- [Search for Prior Requests](#)
- Notification Settings
- AAA Matrix
- Best Practices
- Inquiries (Inquire Response Tool)



Create New Request

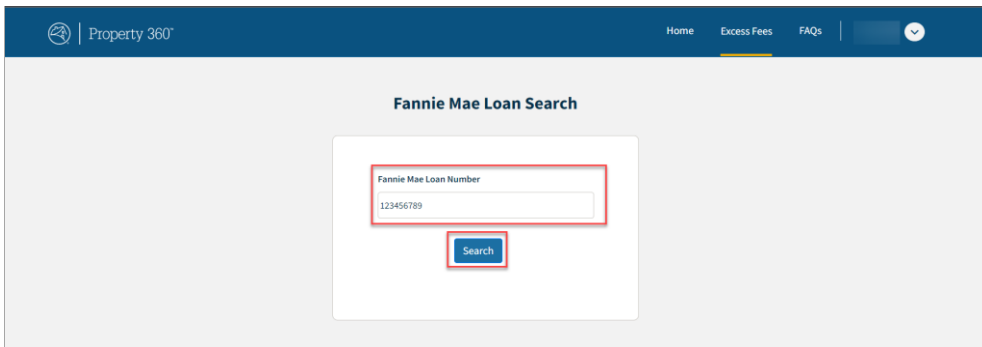
The steps below outline the process to create a new request.

1. From the Fannie Mae Excess Fees Portal homepage, click **Create New Request**.



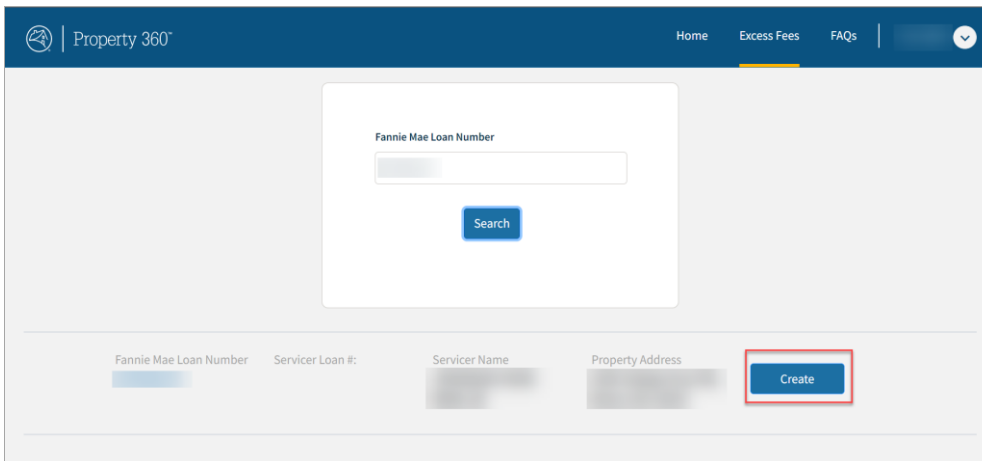
The Fannie Mae Loan Search screen displays.

2. Enter the 10-digit **Fannie Mae Loan Number** and click **Search**.



The search results display.

3. Click **Create** to display the Excess Fee and Cost Details screen.





NOTE: Key data fields auto-populate.

Fannie Mae Loan #	Request ID	Submit Date	Property State	Request Status
	655		KY	Hold
Vendor	Submitter Name	Vendor Reference #	Denial / Approved With Adjustment Reason	
Servicer Name	Servicer Loan #	Referral Date	Processor Name	Status Date
		01/26/2022		01/05/2022 12:20 PM

4. Enter the **Servicer Loan #** and **Vendor Reference #**, if applicable.

Fannie Mae Loan #	Request ID	Submit Date	Property State	Request Status
	6563		NJ	Hold
Vendor	Submitter Name	Vendor Reference #	Denial / Approved With Adjustment Reason	
Servicer Name	Servicer Loan #	Referral Date	Processor Name	Status Date
				03/16/2022 11:38 AM

Excess Fee and Cost Request

Vendor Reference # * Referral Date

[Add Line Item](#)

5. Click on the calendar icon to select or manually enter the **Referral Date**.

Excess Fee and Cost Request

Vendor Reference # * Referral Date

[Add Line Item](#)

6. Click **Add Line Item**.

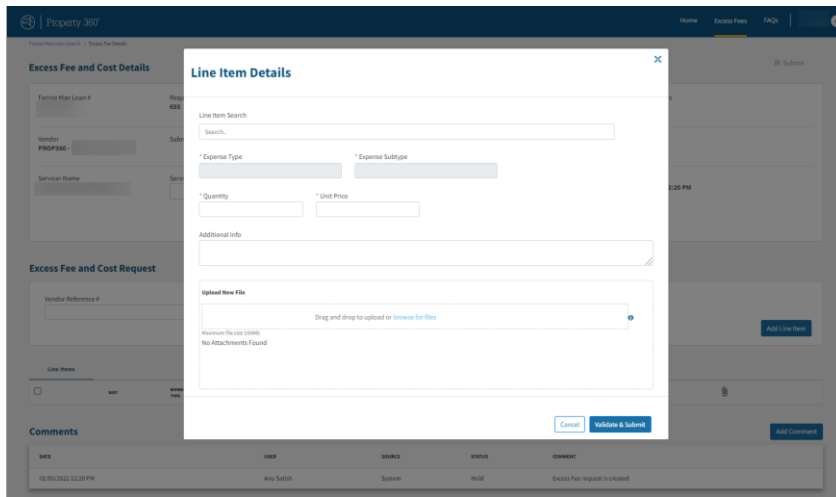
Excess Fee and Cost Request

Vendor Reference # * Referral Date

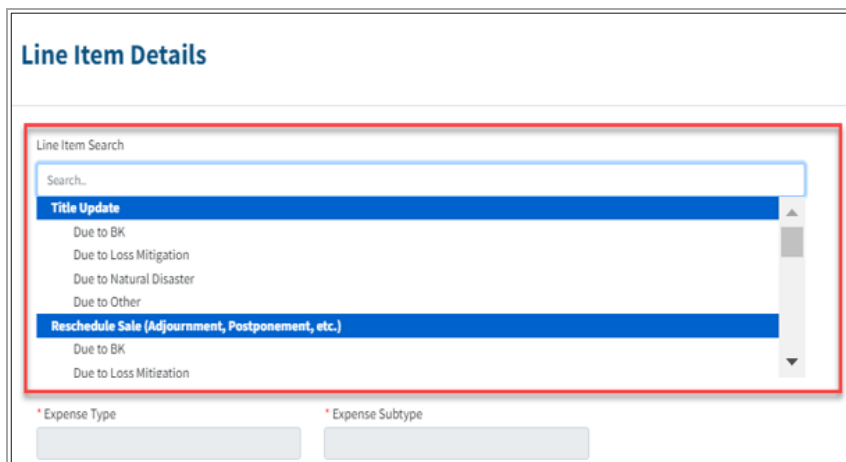
[Add Line Item](#)



The **Line Item Details** screen displays.

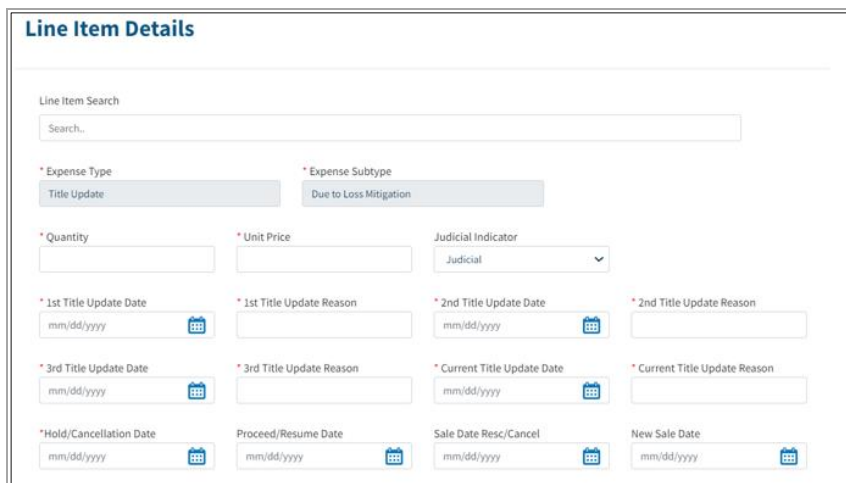


7. Enter a keyword in the **Search** field or scroll through the dropdown menu to select the applicable line item.



The applicable data fields display for the line item selected.

8. Enter the required information indicated by asterisks.





9. Attach supporting documentation below **Upload New File**, if applicable.

10. Click **Validate and Submit**.

The **Request Edits** pop-up window displays if there are any discrepancies (e.g., fee over threshold).

EDIT DESCRIPTION	UPDATED BY	STATUS
Requested amount \$12.00 exceeds maximum published fee/cost \$0.00.		Open

11. Review the edit to ensure the request meets the published guidance.

NOTE: Refer to the Attorney Authorization Approval (AAA) Matrix and/or the Fannie Mae [Servicing Guide](#), as applicable.

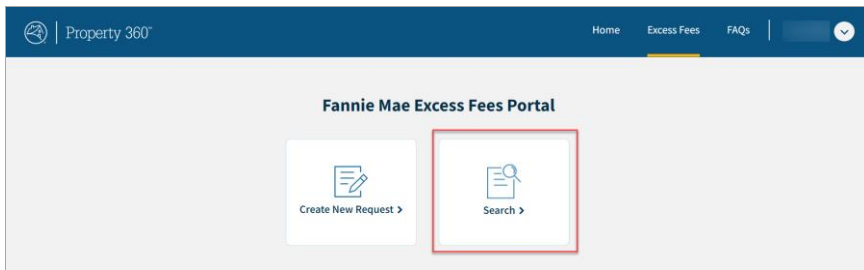
12. Does the line item information need to be revised?

- **Yes** – Click **Cancel & Edit** to navigate back to the Line Item Details screen. Make the necessary updates and then click **Validate & Submit**. Click **Proceed & Submit** to submit the request.
- **No** – Click **Proceed & Submit** to submit the request. The user is routed back to the Excess Fee and Cost Detail screen and the **Request Status** updates to “Submitted”. The Excess Fee and Cost submission is complete. Click on the **Excess Fees** tab to enter a new Fannie Mae loan number or search for a new request.



Search for Prior Requests

1. Click the **Search** button on the Fannie Mae Excess Fees Portal homepage to open the global search function.

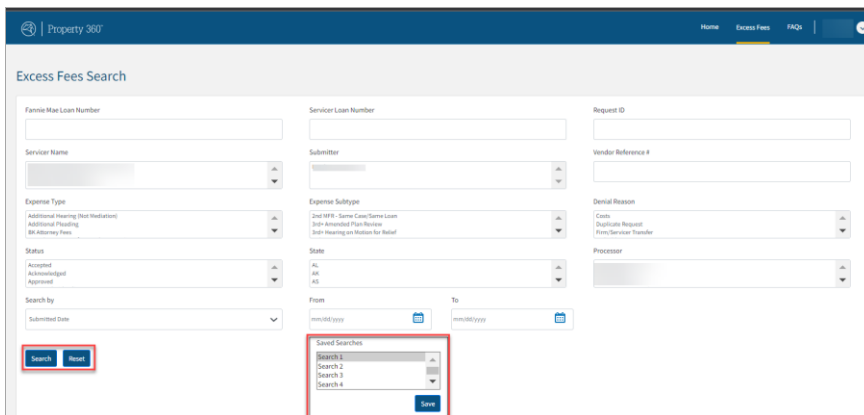


NOTE: Users can search by selecting one or more available data fields to filter criteria for a particular loan. Many of the data fields have dropdown menus with options available to assist in search selections.

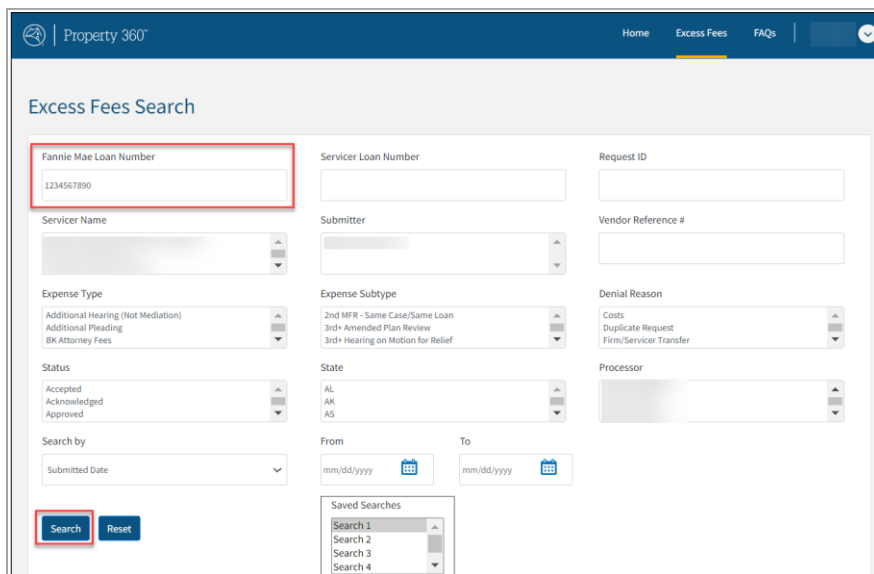
Example: Select **Approved** from the **Status** field and then select the applicable **Servicer Name** or a specific date range.

2. Select filtering criteria and click **Search** to obtain search results. Use **Reset** to clear all search fields.

NOTE: As an optional feature, users can save specific search criteria. To do this, select all applicable search fields, click **Search 1** (2, 3, etc.), and then click **Save**.



3. Enter the 10-digit **Fannie Mae Loan Number** and click **Search**.





The **Excess Fees Search Results** display.

REQUEST ID	STATE	VENDOR	EXPENSE TYPE	EXPENSE SUBTYPE	FANNIE MAE LOAN NUMBER	STATUS	STATUS DATE	PROCESSOR	REQUESTED AMOUNT	APPROVED AMOUNT
381	KY	PROP360 - [REDACTED]	Additional Pleading	Notice of Bankruptcy	[REDACTED]	Acknowledged	12/14/2021		\$100.00	
513	KY	PROP360 - [REDACTED]	Mediation	3rd+ Mediation Session	[REDACTED]	Submitted	12/22/2021		\$350.00	

Items per page: 50 | 1 - 2 of 2 | < > >>

4. Click on the applicable **Request ID** to open the excess fee/cost request.

REQUEST ID	STATE	VENDOR	EXPENSE TYPE	EXPENSE SUBTYPE	FANNIE MAE LOAN NUMBER	STATUS	STATUS DATE	PROCESSOR	REQUESTED AMOUNT	APPROVED AMOUNT
381	KY	PROP360 - [REDACTED]	Additional Pleading	Notice of Bankruptcy	[REDACTED]	Acknowledged	12/14/2021		\$100.00	
513	KY	PROP360 - [REDACTED]	Mediation	3rd+ Mediation Session	[REDACTED]	Submitted	12/22/2021		\$350.00	

Items per page: 50 | 1 - 2 of 2 | < > >>

The **Excess Fee and Costs Details** display.

NOTE: Click the browser back button or path hyperlinks below the Property 360 logo to navigate back to the **Excess Fees Search Request** page.

Fannie Mae Loan #	Request ID	Submit Date	Property State	Request Status
[REDACTED]	381	12/14/2021 01:24 PM	KY	Acknowledged
Vendor	Submitter Name	Vendor Reference #	Denial / Approved With Adjustment Reason	
[REDACTED]	[REDACTED]	[REDACTED]		
Servicer Name	Servicer Loan #	Referral Date	Processor Name	Status Date
[REDACTED]	[REDACTED]	12/07/2021	[REDACTED]	12/14/2021 01:24 PM

Show more info



Edit Request

NOTE: Only requests in **Submitted** status can be edited.

1. Perform the steps in the Search for a Prior Requests section to search for the request.
2. Click on the **Edit** icon at the top of the page.

Excess Fee and Cost Details Edit Void

Fannie Mae Loan #	Request ID	Submit Date 05/07/2024 10:03 AM	Property State MI	Request Status Submitted
Vendor	Submitter Name	Vendor Reference #	Denial / Approved With Adjustment Reason	
Servicer Name	Servicer Loan #	Referral Date 05/01/2024	Processor Name	Status Date 05/07/2024 10:03 AM

3. Click the pencil icon.

Line Items						
<input type="checkbox"/>	EDIT	EXPENSE TYPE	EXPENSE SUBTYPE	REQUESTED AMOUNT	APPROVED AMOUNT	
<input type="checkbox"/>		Additional Hearing (Not Mediation)	Required Hearing Attendance	\$250.00		N

The Line Item Details pop-up window displays.

4. Edit the desired fields and attach documents, if applicable.
5. Click **Validate & Submit**.

Line Item Details

Line Item Search

* Expense Type: Additional Hearing (Not Mediation) * Expense Subtype: Required Hearing Attendance

* Quantity: 1 * Unit Price: 250 Judicial Indicator: Non-Judicial

* Current Hearing/Mediation Date: 5/3/2024

* Additional Info: additional hearing date set

Upload New File

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

Maximum file size 100MB.
No Attachments Found

Cancel **Validate & Submit**



Responding to Pending Vendor Action (PVA) Items

NOTE: Firms will need to log in to the **Excess Fees Portal** to identify requests with pending vendor action as a notification is not sent.

1. Perform the steps in the [Search for Prior Requests section](#) to search for the loan(s).
2. Select **Pending Vendor Action** from the **Status** menu.
3. Click **Search**.

Expense Type: Additional Hearing (Not Mediation), Additional Pleading, BK Attorney Fees

Expense Subtype: 2nd MFR - Same Case/Same Loan, 3rd+ Amended Plan Review, 3rd+ Hearing on Motion for Relief

Denial Reason: Servicer Error/Delay, Servicer Function, Title Issue

Status: Hold, **Pending Vendor Action**, Submitted

State: AL, AK, AS

Processor: [Redacted]

Search by: Submitted Date

From: 1/12/2022 To: 1/29/2022

Search [Search] [Reset]

Saved Searches: Search 1, Search 2, Search 3, Search 4

4. Click on the **Request ID** to open the fee/cost request.

REQUEST ID	STATE	VENDOR	EXPENSE TYPE	EXPENSE SUBTYPE	FANNIE MAE LOAN NUMBER	STATUS	STATUS DATE	PROCESSOR	REQUESTED AMOUNT	APPROVED AMOUNT
544	PA	[Redacted]	Additional Hearing (Not Mediation)	Case Management/Status Conference	[Redacted]	Pending Vendor Action	12/23/2021	[Redacted]	\$250.00	

Items per page: 50 1 - 1 of 1

5. Review the **Comments** located toward the bottom of the Excess Fee and Cost Details page.

NOTE: The **Source** column displays “Internal” and the **Status** column displays “Pending Vendor Action”.

DATE	USER	SOURCE	STATUS	COMMENT
12/23/2021 12:42 PM	[Redacted]	External	Pending Vendor Action	testing PVA
12/23/2021 12:37 PM	ExpenseProcessor Director	System	Pending Vendor Action	Excess Fee request is Pending Vendor Action. Requested Amount is \$250.00. Approved Amount is \$.
12/23/2021 12:37 PM	ExpenseProcessor Director	Internal	Pending Vendor Action	Please provide hearing details.

6. Click **Add Comment**.

DATE	USER	SOURCE	STATUS	COMMENT
12/23/2021 12:42 PM	[Redacted]	External	Pending Vendor Action	testing PVA
12/23/2021 12:37 PM	ExpenseProcessor Director	System	Pending Vendor Action	Excess Fee request is Pending Vendor Action. Requested Amount is \$250.00. Approved Amount is \$.
12/23/2021 12:37 PM	ExpenseProcessor Director	Internal	Pending Vendor Action	Please provide hearing details.



7. Enter a comment providing the information requested and click **Save**.

TEST

Max length should be 4000 characters and non-ascii characters will be removed.

Cancel Save

8. Click on the pencil icon in the **Line Items** section to update the **Expense Type** or **Expense Subtype** or upload an attachment(s), as applicable.

EXPENSE TYPE	EXPENSE SUBTYPE	REQUESTED AMOUNT	APPROVED AMOUNT	
Additional Hearing (Not Mediation)	Case Management/Status Conference	\$250.00	N	

Comments

DATE	USER	SOURCE	STATUS	COMMENT
01/19/2022 10:33 AM	Anu Satish	External	Pending Vendor Action	Testing PVA.

Add Comment

The Line Item Details pop-up window displays.

9. Attach supporting documentation below **Upload New File**, if applicable.

10. Click **Validate and Submit**.

Line Item Search

Search...

* Expense Type: Additional Hearing (Not Mediation) | * Expense Subtype: Case Management/Status Conference

* Quantity: 1 | * Unit Price: 250 | Judicial Indicator: Judicial

* Current Hearing/Mediation Date: 12/25/2021

Additional Info

Upload New File

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

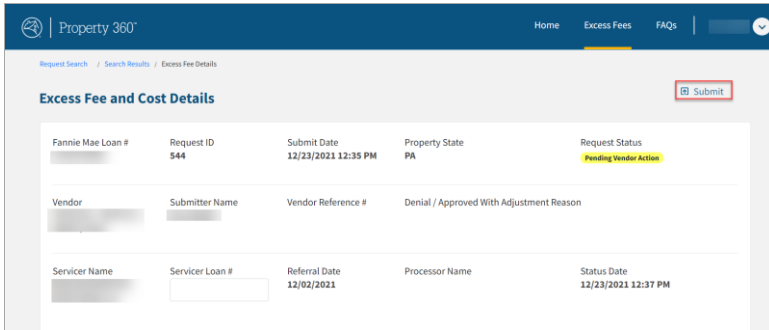
Maximum file size 100MB.

No Attachments Found

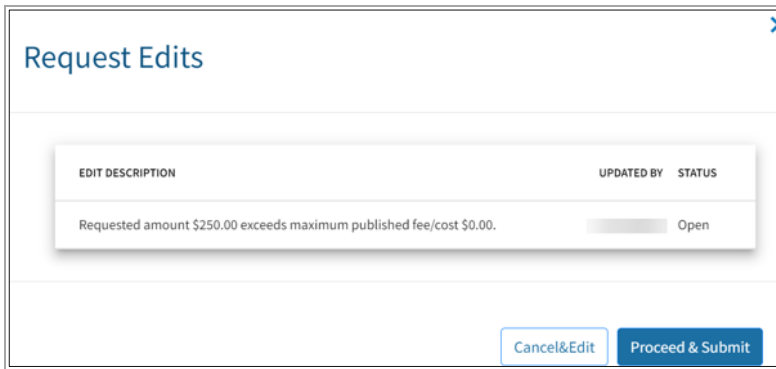
Cancel Validate & Submit



11. Click **Submit** in the top-right corner of the **Excess Fee and Cost Details** page.



The **Request Edits** pop-up window displays if discrepancies are found.



12. Review the edit to ensure the request meets the published guidance.

NOTE: Refer to the Attorney Authorization Approval (AAA) Matrix and/or the Fannie Mae [Servicing Guide](#), as applicable.

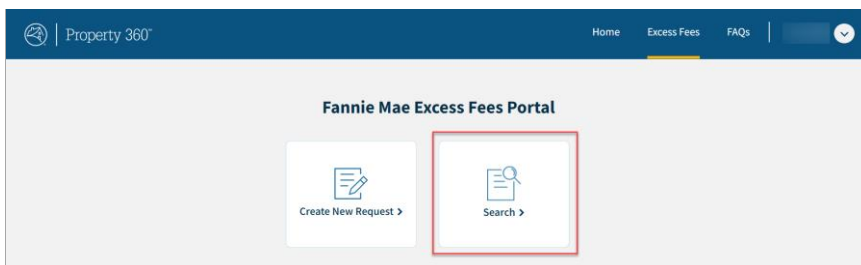
13. Does the line item information need to be revised?

- **Yes** – Click **Cancel & Edit** to navigate back to the Line Item Details screen. Make the necessary updates and then click **Validate & Submit**. Click **Proceed & Submit** to submit the request.
- **No** – Click **Proceed & Submit** to submit the request. The user is routed back to the Excess Fee and Cost Detail screen and the **Request Status** updates to “Submitted”. The Excess Fee and Cost submission is complete. Click on the **Excess Fees** tab to enter a new Fannie Mae loan number or search for a new request.

Voiding a Request

NOTE: All requests in Pending Vendor Action status for more than 30 days will be system voided.

1. Click the **Search** button on the Fannie Mae Excess Fees Portal homepage to open the search function.





2. Select filtering criteria to locate the request to be voided and click **Search** to obtain search results.

NOTE: Only requests in **Hold**, **Pending Vendor Action** and **Submitted** status can be voided.

The **Excess Fees Search Results** display.

3. Click on the applicable **Request ID** to open the excess fee/cost request.

REQUEST ID	STATE	VENDOR	EXPENSE TYPE	EXPENSE SUBTYPE	FANNIE MAE LOAN NUMBER	STATUS	STATUS DATE	PROCESSOR	REQUESTED AMOUNT	APPROVED AMOUNT	SOURCE SYSTEM
290	KY	...	BK Attorney Fees	2nd MFR - same case/same loan	...	Submitted	05/12/2022	...	\$2,000.00	...	P360

4. Click on the **Void** icon located in the top right corner.

Fannie Mae Loan #	Request ID	Submit Date	Property State	Request Status
...	290	05/12/2022 04:56 PM	KY	Submitted

5. A pop up will be displayed confirming the request was voided.

Fannie Mae Loan #	Request ID	Submit Date	Property State	Request Status
...	290	05/12/2022 04:56 PM	KY	Void

To locate voided requests, filter by **Void** status on the **Search** page.

Expense Type: Additional Hearing (Not Mediation), Additional Pleading, BK Attorney Fees

Expense Subtype: 2nd MFR - same case/same loan, 3rd+ Amended Plan Review, 3rd+ Hearing on Motion for Relief

Denial Reason: Allegations Against Servicer, Allowable Fee/Cost, Costs

Status: Pending Vendor Action, Submitted, **Void**

State: AL, AK, AS

Processor: Auto Decision User, Debra Wyatt, Diana Ysuhaylas

Search by: Submitted Date

From: mm/dd/yyyy To: mm/dd/yyyy

Search: **Search** Reset

Saved Searches: Search 1, Search 2, Search 3, Search 4

REQUEST ID	STATE	VENDOR	EXPENSE TYPE	EXPENSE SUBTYPE	FANNIE MAE LOAN NUMBER	STATUS	STATUS DATE	PROCESSOR	REQUESTED AMOUNT	APPROVED AMOUNT	SOURCE SYSTEM
5083	MI	...	Additional Hearing (Not Mediation)	Required Hearing Attendance	...	Void	04/25/2023	...	\$500.00	\$0.00	P360
5079	MI	Void	04/25/2023	\$0.00	P360



Managing Users

Access to Property 360 is managed in the [Technology Manager](#) application by admin users at the law firm.

Refer to the [Create a New User](#) and [Grant a User Access to an Application](#) Technology Manager Job Aids.

Select from the applicable user roles:

- To submit requests: **PROP360_PROD_EXCESSFEES_SUBMISSION**
- Read-only access: **PROP360_PROD_EXCESSFEES_READONLY**