



## Property 360 Excess Fees and Costs External Guide





## Table of Contents

|   |    |
|---|----|
| Introduction .....                                    | 3  |
| System Navigation .....                               | 3  |
| Log in to Property 360 .....                          | 3  |
| Forgot My Password/Username .....                     | 4  |
| Log Off Property 360 .....                            | 4  |
| Property 360 Homepage .....                           | 5  |
| Excess Fees Portal .....                              | 5  |
| Create New Request .....                              | 6  |
| Search for Prior Requests .....                       | 10 |
| Edit Request .....                                    | 12 |
| Responding to Pending Vendor Action (PVA) Items ..... | 13 |
| Voiding a Request .....                               | 16 |
| Managing Users .....                                  | 17 |



## 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

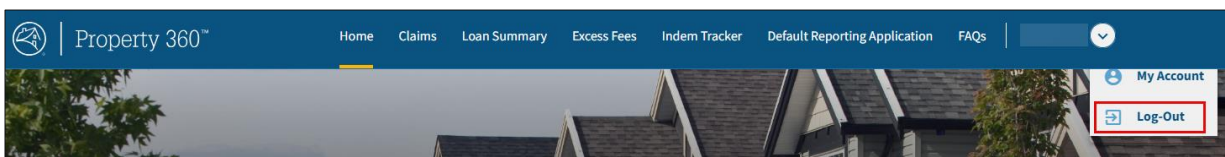
Enter your User ID and we will email a temporary link to reset your password.

User ID  
|

Submit

## Log Off Property 360

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



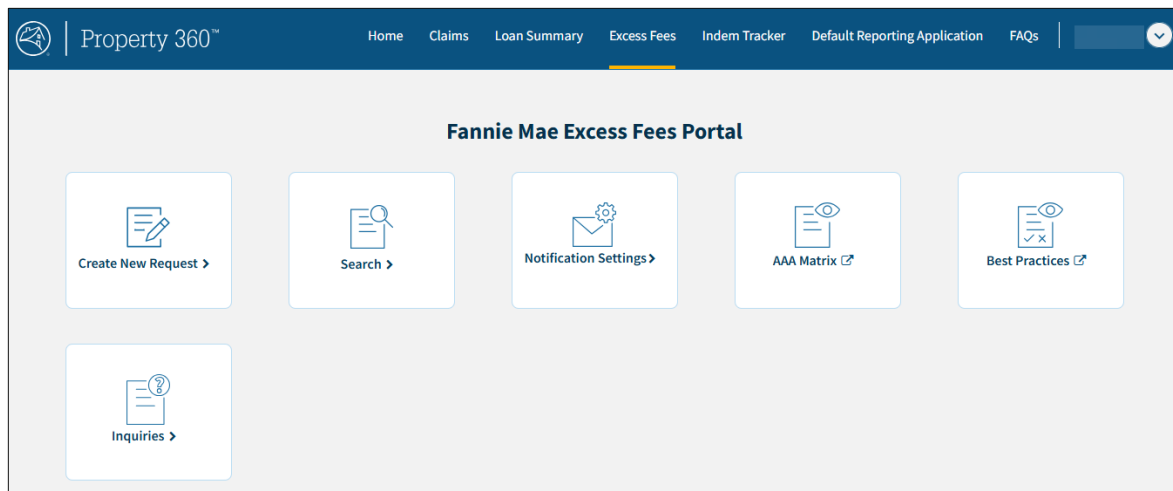
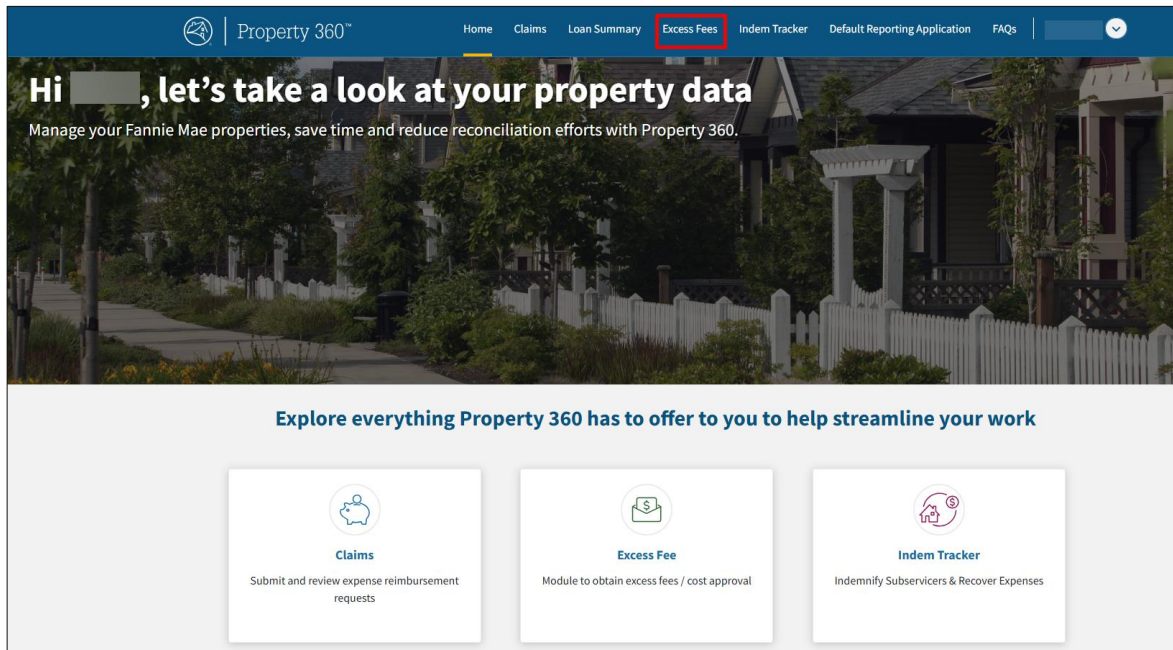


## Property 360 Homepage

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.



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

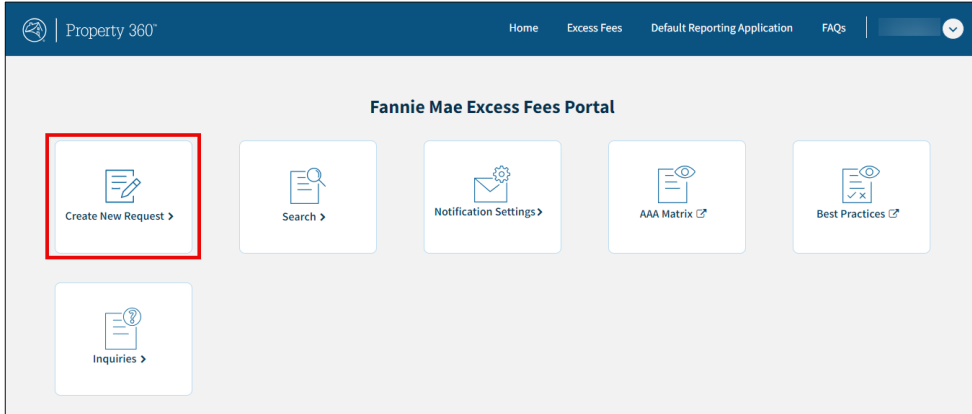


- AAA Matrix
- Best Practices
- Inquiries (Inquire Response Tool)

## Create New Request

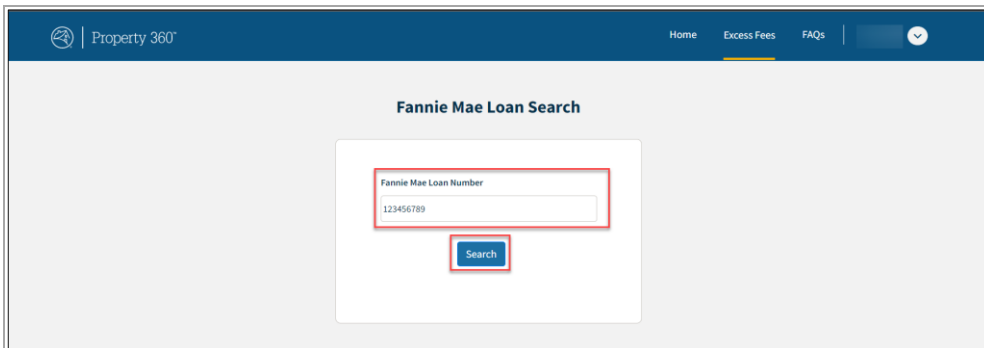
The steps below outline the process to create a new request.

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



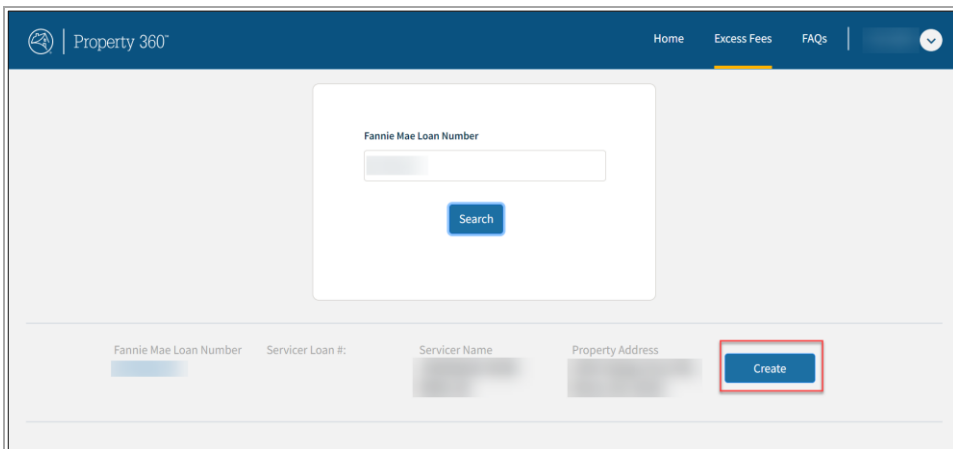
The Fannie Mae Loan Search screen displays.

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.

**Excess Fee and Cost Details**

|                   |                 |                    |  |                     |
|-------------------|-----------------|--------------------|--|---------------------|
| 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.

The screenshot shows the 'Line Item Details' screen. At the top, there is a 'Line Item Search' section with a search input field. Below this are three dropdown menus: '\* Expense Type', '\* Expense Subtype', and '\* Select Related AAA Matrix Section'. Further down are two more dropdown menus: '\* Quantity' and '\* Unit Price'. An 'Additional Info' text area is located below these. A dashed box contains an 'Upload New File' section with a drag-and-drop area and a 'No Attachments Found' message. At the bottom right, there are 'Cancel' and 'Validate & Submit' buttons.

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

This screenshot shows the 'Line Item Details' screen with the search dropdown menu open. The search input field contains the text 'search..'. The dropdown menu lists several options, with 'Title Update' and 'Reschedule Sale (Adjournment, Postponement, etc.)' highlighted in blue. Below the dropdown are the same three dropdown menus as in the previous screenshot: '\* Expense Type', '\* Expense Subtype', and '\* Select Related AAA Matrix Section'.

The applicable data fields display for the line item selected.





8. Enter the required information indicated by asterisks.

**Line Item Details**

Line Item Search  
Search...

\* Expense Type: Title Update  
\* Expense Subtype: Due to Loss Mitigation  
\* Select Related AAA Matrix Section: Standard Excess Fees and Costs

\* Quantity: [ ] \* Unit Price: [ ] Judicial Indicator: Judicial

\* 1st Title Update Date: mm/dd/yyyy [calendar icon] \* 1st Title Update Reason: [ ] \* 2nd Title Update Date: mm/dd/yyyy [calendar icon] \* 2nd Title Update Reason: [ ]

\* 3rd Title Update Date: mm/dd/yyyy [calendar icon] \* 3rd Title Update Reason: [ ] \* Current Title Update Date: mm/dd/yyyy [calendar icon] \* Current Title Update Reason: [ ]

\* Hold/Cancellation Date: mm/dd/yyyy [calendar icon] Proceed/Resume Date: mm/dd/yyyy [calendar icon] Sale Date Resc/Cancel: mm/dd/yyyy [calendar icon] New Sale Date: mm/dd/yyyy [calendar icon]

Additional Info: [ ]

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

**Upload New File**

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

Maximum file size 100MB.  
No Attachments Found

10. Click **Validate and Submit**.

Additional Info: [ ]

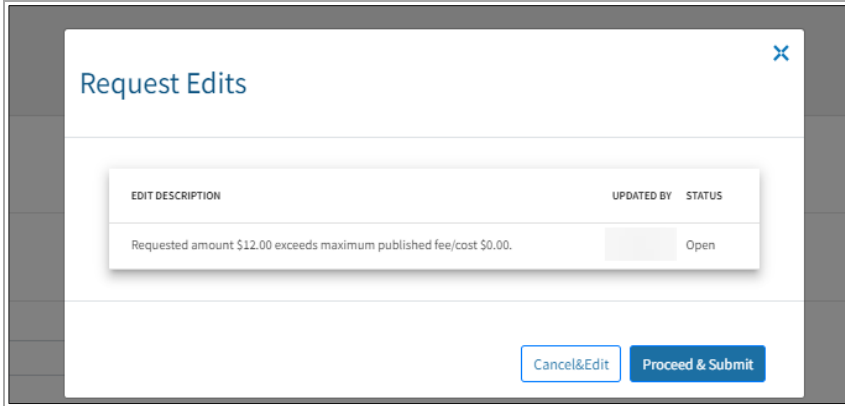
**Upload New File**

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

Maximum file size 100MB.  
No Attachments Found

Cancel Validate & Submit

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



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

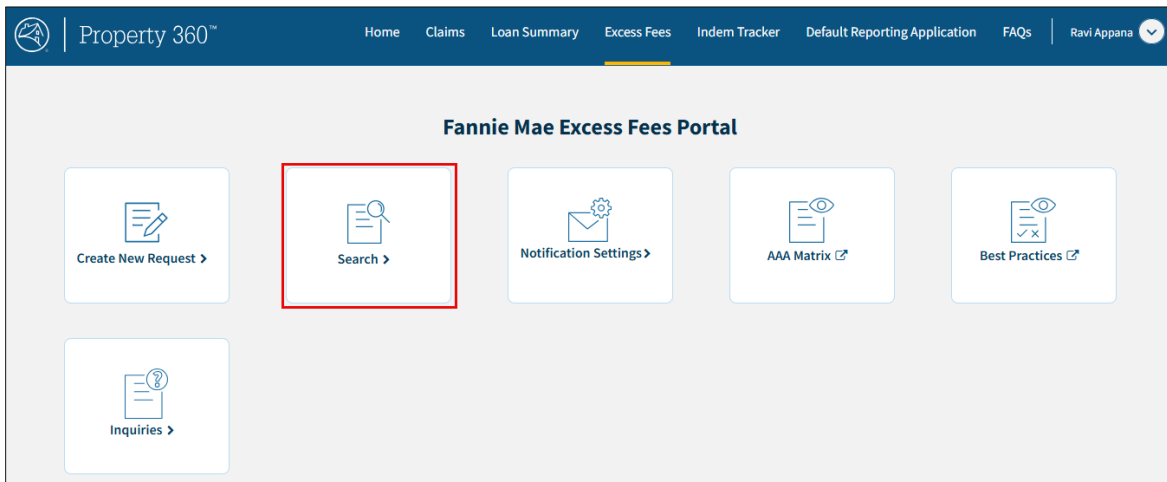
**NOTE:** Refer to the Attorney Authorization Approval (AAA) Matrix and/or the Fannie Mae [Servicing Guide](#), as applicable.

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- | Additional Pleading | Notice of Bankruptcy   |                        | Acknowledged | 12/14/2021  |           | \$100.00         |                 |
| 513        | KY    | PROP360- | Mediation           | 3rd+ Mediation Session |                        | 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         |                 |

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 |

## 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.

|   |                 |                     |  |                     |
|---|-----------------|---------------------|--|---------------------|
| <a href="#">Edit</a> <a href="#">Void</a> |                 |                     |  |                     |
| Fannie Mae Loan #                         | Request ID      | Submit Date         | Property State                           | Request Status      |
| [REDACTED]                                | 381             | 05/07/2024 10:03 AM | MI                                       | Submitted           |
| 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]      | 05/01/2024          | [REDACTED]                               | 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

## 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.

Property 360<sup>®</sup> Home Excess Fees FAQs

Request Search / Search Results

### Excess Fees Search Results

| 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”.

### Comments

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.   |

6. Click **Add Comment**.

### Comments

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**.

### Add Comment

TEST

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

Cancel Save



- 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               |

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

The Line Item Details pop-up window displays.

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

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

Property 360

Home Excess Fees FAQs

Request Search / Search Results / Excess Fee Details

Excess Fee and Cost Details

Submit

|                   |            |                     |                |                       |
|-------------------|------------|---------------------|----------------|-----------------------|
| Fannie Mae Loan # | Request ID | Submit Date         | Property State | Request Status        |
|                   | 544        | 12/23/2021 12:35 PM | PA             | Pending Vendor Action |

Vendor Submitter Name Vendor Reference # Denial / Approved With Adjustment Reason

Servicer Name Servicer Loan # Referral Date Processor Name Status Date

12/02/2021 12/23/2021 12:37 PM



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

**Request Edits**

| EDIT DESCRIPTION   | UPDATED BY | STATUS |
|--|------------|--------|
| Requested amount \$250.00 exceeds maximum published fee/cost \$0.00. |            | Open   |

Cancel/Edit Proceed & Submit

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.

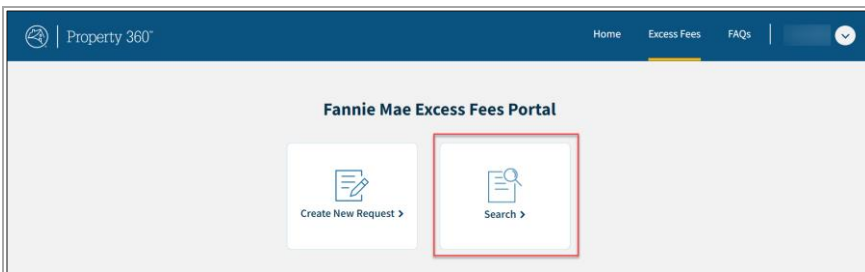
13. Does the line item information need to be revised?

- **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.

Property 360<sup>®</sup> Home Excess Fees Default Reporting Application FAQs P360 Attorney Submitter

Request Search / Search Results

**Excess Fees Search Results** Sort By: [Dropdown] Download XLSX

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





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

Request Search / Search Results / Excess Fee Details

**Excess Fee and Cost Details** Void

|                   |                         |                     |  |                     |
|-------------------|-------------------------|---------------------|--|---------------------|
| Fannie Mae Loan # | Request ID              | Submit Date         | Property State                           | Request Status      |
|                   | 290                     | 05/12/2022 04:56 PM | KY                                       | Submitted           |
| Vendor            | Submitter Name          | Vendor Reference #  | Denial / Approved With Adjustment Reason |                     |
|                   | P360 Attorney Submitter |                     |  |                     |
| Servicer Name     | Servicer Loan #         | Referral Date       | Processor Name                           | Status Date         |
|                   |                         | 05/01/2022          |  | 05/12/2022 04:56 PM |

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

Property 360 Home Excess Fees Default Reporting Application

Request Search / Search Results / Excess Fee Details

**Excess Fee and Cost Details**

Successfully 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 Ysuhuyaylas

Search by: Submitted Date

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

Search Reset

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

**Excess Fees Search Results** Sort By: [ ] Download XLSX

| 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**