

Property 360 for Expense Reimbursement – Release Notes

March 23, 2023

On March 18, Fannie Mae implemented the ExPO-P360-AWS-2.1.0 and 2.2.0 releases which included the following updates:

Summary:

Ticket Number	System Features and Defects
Claims	
SFLSTSVC-67070	Move Line-Item ID to line tab columns and remove from Hamburger menu
SFLSTSVC-81417	360UX - Search - Servicers unable to see all claims for loan
SFLSTSVC-94282	360UX - Add Processor comments to Search Exports
SFLSTSVC-102474	Unassigned Servicer - Claim Info Risk
Defects	
SFLSTSVC-101647	360UX - Remove deactivated line item from available options
SFLSTSVC-105049	Regression - Not able to search or create a claim -Technical error please try again later (504 Error in the API response) is thrown
SFLSTSVC-105791	REG - Comments are not displayed after Claim submission.

Details

Move Line Item ID to line tab columns and remove from Hamburger menu

This update relocated the Fannie Mae (FM) Line Item ID from the expense details inside the hamburger menu to the columns on the line header. Moving the FM Line Item ID makes reviewing edits and processing line items more efficient as users can easily identify line items associated with edits that reference the Line Item ID.



TRANS ID	FM LINE ID	EXPENSE TYPE	EXPENSE SUBTYPE	SERVICE START DATE	SERVICE END DATE	RECOVERABLE	REQUESTED AMOUNT	REIMBURSEMENT AMOUNT	OPEN EDITS	STATUS		
1	1417173	Property Services	Boarding - Boarded Doors (UI)	12/09/2020			\$500.00	\$0.00		Denied	N	
2	1417174	Property Services	Boarding - Crawl Space	11/12/2021			\$600.00	\$0.00		Denied	N	

Add Processor comments to Search Exports

This update allows users to filter the view for denials and curtailments after exporting or downloading search results. Users can now easily review the processor’s decisioning comments at the claim and/or line level which increases claim accuracy on future resubmissions by reducing mistakes.



	A	B	C	D	E	F	G	AQ	AR	AS
1	Claim Number	Claim ID	Fannie Mae Loan Number	Claim Ty	Claim Status	Status Date	Assigned Processor Name	Denied/Curtailed Reason	Processor Comments	Claim System
2				571 Claim	Denied	12/27/2022		Allowable already reimbursed	Denied claim. Allowable already reimbursed	P360
3										
4										

Unassigned Servicer - Claim Info Risk

This update ensures confidential third party information is not visible to servicers who do not currently hold the loan. While submitters can still create a claim on any loan, NPI data is restricted from unauthorized parties.

Servicers unable to see all claims for loan

This update allows current servicers to view the full claim history, including open claims and documentation, for a specific loan. Previously, servicers only had access to claims they created or with an authorized SSID, now the entire claim history is visible.

(Defect) Remove deactivated line item from available options

FHA/VA Reimbursement is a deactivated line item that has been removed from dropdown options available to users but will continue to be reflected in reporting.

(Defect) Comments are not displayed after Claim submission

External users have been unable to view claim comments after navigating to the Comments tab on the Claim Details screen, this issue is now resolved.

(Defect) Unable to search or create a claim, “Technical Error Please Try Again Later” is displayed

Users received a technical error requesting they try again later, when attempting to search or create a new claim, this issue is now resolved.

Additional Resources

For additional information, refer to the [Property 360 Page](#) or submit a request using the [Inquiry Response Tool](#).