

# **Fannie Mae Property 360 Third Party Sale (TPS) User Guide**





# Table of Contents

|  |    |
|--|----|
| Purpose.....                                 | 3  |
| System and Access Requirements.....          | 3  |
| Log in to Property 360.....                  | 3  |
| System Log Off.....                          | 4  |
| Searching for a TPS Case.....                | 4  |
| Case Details.....                            | 7  |
| Sale Reconciliation.....                     | 9  |
| Foreclosure Sale Information.....            | 9  |
| Update Foreclosure Sale Information.....     | 9  |
| Update Foreclosure Attorney Information..... | 11 |
| Exceptions.....                              | 12 |
| Manage Exceptions.....                       | 12 |
| Request Override.....                        | 13 |
| Missing Documents.....                       | 14 |
| Delayed Proceeds.....                        | 14 |
| Comments Tab.....                            | 15 |
| Adding a New Comment.....                    | 15 |
| View Comments.....                           | 17 |
| Attachments Tab.....                         | 17 |
| Adding a New Attachment.....                 | 17 |
| View Attachments.....                        | 19 |
| Change Log Tab.....                          | 19 |
| Logging out of Property 360.....             | 19 |
| Appendix.....                                | 20 |
| TPS Case Search Fields.....                  | 20 |
| Common Features on Search Screen.....        | 22 |
| Editable Fields.....                         | 22 |
| Data Attributes on Case Details Screen.....  | 23 |
| Exception Types.....                         | 23 |



## Purpose

This Guide provides an overview of how to manage the Third Party Sales (TPS) process in Property 360™. Servicers can access Property 360 to:

- Review TPS cases.
- Update missing data.
- Review exceptions on TPS cases and take subsequent corrective actions.

Third Party Sale cases are created in Property 360 based on the following criteria:

- Loans liquidated from Servicing Investor Reporting (SIR) with loan action code 71, OR
- Foreclosure sale event (Sold to Third Party Sale) reported by attorney in the Default Reporting Application (DRA)

## System and Access Requirements

If you are already a registered user for Fannie Mae application(s), ensure your Corporate Administrator has registered you with the appropriate Property 360 role via Fannie Mae Technology Manager. If not, make sure you have registered and received a username and password credentials from your Corporate Administrator for accessing Property 360. For additional details, please refer to the [Fannie Mae Technology Manager homepage](#).

Name of application: **Liquidation Reconciliation Services** (Application Code: **HCG**).

Below are the roles for the TPS functionality in Property 360:

- **PROP360-PROD-TPS-READONLY** – Read-only access
- **PROP360-PROD-TPS-DECISION** – User can update data, request override on exceptions, upload documents and add comments.

**NOTE:** Use Google Chrome or Microsoft Edge when accessing Property 360 for optimal use.

## Log in to Property 360

Perform the following steps to access Property 360:

**NOTE:** Property 360 is a Single Sign On (SSO) system.

1. Access [Property 360](#).
2. Enter the **USERNAME** and **PASSWORD**.
3. Click **Sign On**.

Fannie Mae

### Sign On

USERNAME  
\* REQUIRED

PASSWORD  
\*\*\*\*\*  
\* REQUIRED

Sign On

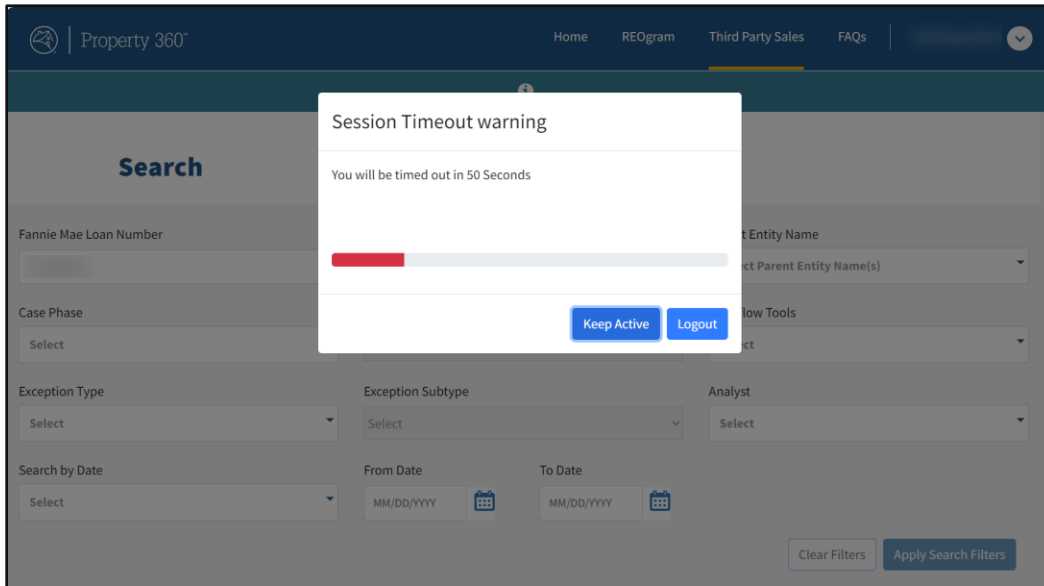
Need help with unlocking your user ID or resetting your password?



## System Log Off

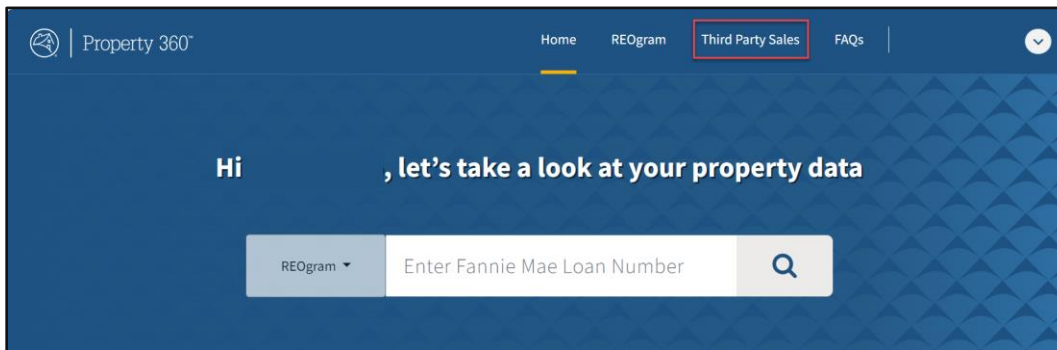
The system automatically logs off after 30 minutes of inactivity. A warning message displays at 28 minutes indicating the upcoming log off. A Session Timeout warning displays as the system shuts down.

**NOTE:** Click **Keep Active** to keep Property 360 open or click **Logout**.

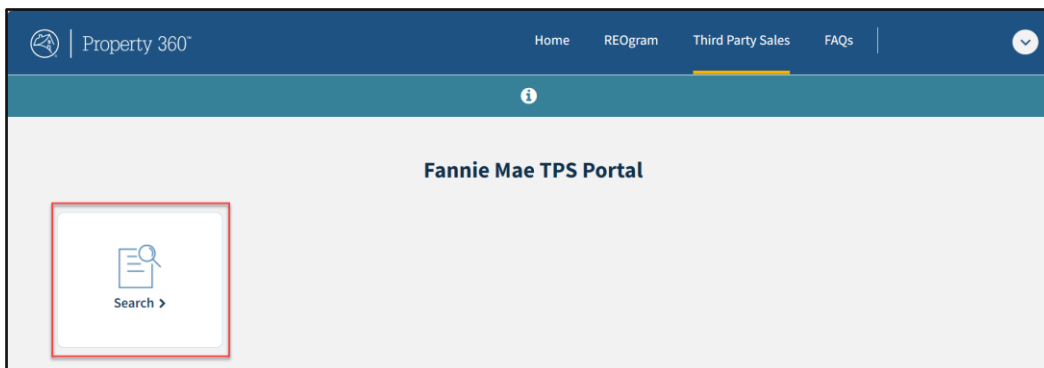


## Searching for a TPS Case

1. From the Property 360 homepage, click **Third Party Sales**.



2. Click **Search**.





The **Search** screen displays.

3. Enter applicable information in the search fields provided.

**NOTE:** Users can enter information in one or multiple search fields. Refer to the [TPS Case Search Fields section](#).

- Fannie Mae Loan Number
- Servicer Loan Number
- Case Phase
- Case Status
- Workflow Tools
- Exception Type
- Exception Subtype
- Analyst
- Search by Date
- From Date/To Date

**NOTE:** The **Parent Entity Name** field is not a searchable field for servicers.



4. Click **Apply Search Filters**.

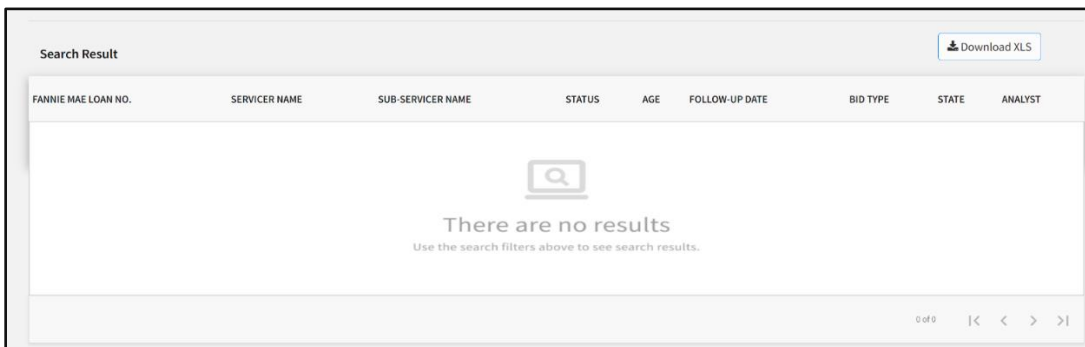
The screenshot shows the Property 360 search interface. The top navigation bar includes 'Home', 'REOgram', 'Third Party Sales', and 'FAQs'. The search section is titled 'Search' and contains several filter categories: 'Fannie Mae Loan Number' (text input), 'Servicer Loan Number' (text input), 'Parent Entity Name' (dropdown), 'Case Phase' (dropdown with 'PRE-RECON PHASE' selected), 'Case Status' (dropdown with 'Select' selected), 'Workflow Tools' (dropdown with 'Select' selected), 'Exception Type' (dropdown with 'Select' selected), 'Exception Subtype' (dropdown with 'Select' selected), 'Analyst' (dropdown with 'Select' selected), and 'Search by Date' (dropdown with 'Select' selected). There are also 'From Date' and 'To Date' fields with calendar icons. At the bottom right, there are 'Clear Filters' and 'Apply Search Filters' buttons, with the latter highlighted in red.

Loans that match the search criteria display. The **Search Result** section appears blank if there are no loans that match the search criteria.

The screenshot shows the search results section of the Property 360 interface. The search filters are visible at the top. Below the filters, there is a 'Search Result' section with a 'Download XLS' button. A table displays the search results:

| FANNIE MAE LOAN NO. | SERVICER NAME | SUB-SERVICER NAME | STATUS | AGE | FOLLOW-UP DATE | BID TYPE             | STATE | ANALYST |
|---------------------|---------------|-------------------|--------|-----|----------------|----------------------|-------|---------|
|                     |               |                   | INTAKE | 10  |                | Fannie Mae Specified | MI    |         |

At the bottom right of the table, there is a pagination indicator '1 - 1 of 1' and navigation arrows.





5. Click **Download XLS** to download search results.
6. Click **Clear Filters** to clear existing search conditions.

Property 360 | Home | REOgram | Third Party Sales | FAQs

Select | Select | Select

Search by Date: Select | From Date: MM/DD/YYYY | To Date: MM/DD/YYYY

**Clear Filters** | **Apply Search Filters**

Search Result | [Download XLS](#)

| FANNIE MAE LOAN NO. | SERVICER NAME | SUB-SERVICER NAME | STATUS | AGE | FOLLOW-UP DATE | BID TYPE             | STATE | ANALYST |
|---------------------|---------------|-------------------|--------|-----|----------------|----------------------|-------|---------|
|                     |               |                   | INTAKE | 10  |                | Fannie Mae Specified | MI    |         |

1 - 1 of 1 | < >

## Case Details

1. Click on the Fannie Mae loan number hyperlink to display the Case Details screen.

Property 360 | Home | REOgram | Third Party Sales | FAQs

Select | Select | Select

Search by Date: Select | From Date: MM/DD/YYYY | To Date: MM/DD/YYYY

**Clear Filters** | **Apply Search Filters**

Search Result | [Download XLS](#)

| FANNIE MAE LOAN NO. | SERVICER NAME | SUB-SERVICER NAME | STATUS | AGE | FOLLOW-UP DATE | BID TYPE             | STATE | ANALYST |
|---------------------|---------------|-------------------|--------|-----|----------------|----------------------|-------|---------|
|                     |               |                   | INTAKE | 10  |                | Fannie Mae Specified | MI    |         |

1 - 1 of 1 | < >

Property 360 | Home | REOgram | Third Party Sales | FAQs

**Case Details**

[Back To Search Results](#)

|                        |                      |                         |                      |             |
|------------------------|----------------------|-------------------------|----------------------|-------------|
| Fannie Mae Loan Number | Servicer Loan Number | Total Age               | Case Created         | Status      |
|                        |                      | 1                       | 10/17/2023           | » INTAKE    |
| Servicer               | Sub-Servicer         | Foreclosure Type        | Bid Type             | Status Age  |
|                        |                      | NonJudicial             | Fannie Mae Specified | 1           |
| Analyst                | On Hold Reason       | Delayed Proceeds Reason | Follow Up Date       | Status Date |
|                        |                      |                         |                      | 10/17/2023  |

[Show Additional Details](#)



2. Click **Show Additional Details** to display more case information.

[← Back To Search Results](#)

|                              |                      |                         |                |                             |
|------------------------------|----------------------|-------------------------|----------------|-----------------------------|
| Fannie Mae Loan Number       | Servicer Loan Number | Total Age               | Case Created   | Status <a href="#">Edit</a> |
| [REDACTED]                   |                      | 0                       | 10/17/2023     | <a href="#">» INTAKE</a>    |
| Servicer                     | Sub-Servicer         | Foreclosure Type        | Bid Type       | Status Age                  |
|                              |                      | <b>NonJudicial</b>      |                | 0                           |
| Analyst <a href="#">Edit</a> | On Hold Reason       | Delayed Proceeds Reason | Follow Up Date | Status Date                 |
| unassigned                   |                      |                         |                | 10/17/2023                  |

[Show Additional Details](#)

|                              |                      |                         |                |                             |
|------------------------------|----------------------|-------------------------|----------------|-----------------------------|
| Fannie Mae Loan Number       | Servicer Loan Number | Total Age               | Case Created   | Status <a href="#">Edit</a> |
| [REDACTED]                   |                      | 0                       | 10/17/2023     | <a href="#">» INTAKE</a>    |
| Servicer                     | Sub-Servicer         | Foreclosure Type        | Bid Type       | Status Age                  |
|                              |                      | <b>NonJudicial</b>      |                | 0                           |
| Analyst <a href="#">Edit</a> | On Hold Reason       | Delayed Proceeds Reason | Follow Up Date | Status Date                 |
| unassigned                   |                      |                         |                | 10/17/2023                  |

| Loan Information  | Property Information | MI Information            | Recourse Information       | LQC Information       |
|-------------------|----------------------|---------------------------|----------------------------|-----------------------|
| LPI Date          | Address              | MI Indicator<br><b>No</b> | Recourse Company           | Loan QC Review Status |
| Liquidation Date  | City                 | MI Claim Status           | Recourse Type              | Loan QC Review Type   |
| Removal Date      | State                | MI Claim Status Date      | Recourse Claim Status      |                       |
| Product Type      | Zip Code             | MI Resolution Name        | Recourse Claim Status Date |                       |
| Note Rate         |                      | MI Company Name           | Credit Enhancement Deal ID |                       |
| Pass Through Rate |                      |                           | Recourse Portfolio Status  |                       |

[^ Hide Additional Details](#)

3. Click **Hide Additional Details** to condense the details shown.

| Loan Information  | Property Information | MI Information            | Recourse Information       | LQC Information       |
|-------------------|----------------------|---------------------------|----------------------------|-----------------------|
| LPI Date          | Address              | MI Indicator<br><b>No</b> | Recourse Company           | Loan QC Review Status |
| Liquidation Date  | City                 | MI Claim Status           | Recourse Type              | Loan QC Review Type   |
| Removal Date      | State                | MI Claim Status Date      | Recourse Claim Status      |                       |
| Product Type      | Zip Code             | MI Resolution Name        | Recourse Claim Status Date |                       |
| Note Rate         |                      | MI Company Name           | Credit Enhancement Deal ID |                       |
| Pass Through Rate |                      |                           | Recourse Portfolio Status  |                       |

[^ Hide Additional Details](#)





# Sale Reconciliation

## Foreclosure Sale Information

Perform the steps outlined in this section to update missing and/or incorrect foreclosure sale or attorney information.

### Update Foreclosure Sale Information

1. Click on the **Sale Reconciliation** tab.

|                        |                      |                         |                      |             |
|------------------------|----------------------|-------------------------|----------------------|-------------|
| Fannie Mae Loan Number | Servicer Loan Number | Total Age               | Case Created         | Status      |
| [Redacted]             | [Redacted]           | 15                      | 09/25/2023           | INTAKE      |
| Servicer               | Sub-Servicer         | Foreclosure Type        | Bid Type             | Status Age  |
| [Redacted]             | [Redacted]           | NonJudicial             | Fannie Mae Specified | 15          |
| Analyst                | On Hold Reason       | Delayed Proceeds Reason | Follow Up Date       | Status Date |
| [Redacted]             | [Redacted]           | [Redacted]              | [Redacted]           | 09/25/2023  |

▼ Show Additional Details

Sale Reconciliation | Exceptions | Comments | Attachments

Foreclosure Sale Information ▼ Show More

2. Click on **Show More** to display the Foreclosure Sale Information.

Case Details

← Back To Search Results

|                        |                      |                         |                      |             |
|------------------------|----------------------|-------------------------|----------------------|-------------|
| Fannie Mae Loan Number | Servicer Loan Number | Total Age               | Case Created         | Status      |
| [Redacted]             | [Redacted]           | 1                       | 10/17/2023           | INTAKE      |
| Servicer               | Sub-Servicer         | Foreclosure Type        | Bid Type             | Status Age  |
| [Redacted]             | [Redacted]           | NonJudicial             | Fannie Mae Specified | 1           |
| Analyst                | On Hold Reason       | Delayed Proceeds Reason | Follow Up Date       | Status Date |
| [Redacted]             | [Redacted]           | [Redacted]              | [Redacted]           | 10/17/2023  |

▼ Show Additional Details

Sale Reconciliation | Exceptions | Comments | Attachments

Foreclosure Sale Information ▼ Show More

Sale Reconciliation | Exceptions | Comments | Attachments

Foreclosure Sale Information ^ Show Less

| Foreclosure Sale Data              | System/Servicer      | Analyst              | Sale Information               |             |
|------------------------------------|----------------------|----------------------|--------------------------------|-------------|
| Attorney Reported FCL Date         | 06/08/2023           | 06/08/2023           | Case Created By                | DRA         |
| FCL Bid Amount                     | \$21,900.00          | \$21,900.00          | Prior REO                      | -           |
| Successful Bid Amount              | \$21,901.00          | \$21,901.00          | Pending Expenses               | No          |
| Judgement Amount                   |                      |                      | SIR Liquidation Date           |             |
| Servicer TPS Proceeds Deposit Date |                      |                      | Calculated Reserve Price       | \$21,900.00 |
| Foreclosure Type                   | NonJudicial          | NonJudicial          | Reserved Price Expiration Date | 06/18/2023  |
| Bid Type                           | Fannie Mae Specified | Fannie Mae Specified | Bid Type(System Calculated)    | -           |
|                                    |                      |                      | Prior TPS                      | No          |

Comments

| CREATED BY | DATE | VISIBILITY | COMMENTS |
|------------|------|------------|----------|
|            |      |            |          |

Foreclosure Attorney ✎ Edit

xxxxx@fanniemae.com  
1111111111



3. Click **Edit** to the right of **Foreclosure Sale Data** to enter/update missing or incorrect data.

Sale Reconciliation   Exceptions   Comments   Attachments

**Foreclosure Sale Information** ^ Show Less

| Foreclosure Sale Data              | System/Servicer      | Analyst              | Sale Information                          |
|------------------------------------|----------------------|----------------------|---|
| Attorney Reported FCL Date         | 06/08/2023           | 06/08/2023           | Case Created By DRA                       |
| FCL Bid Amount                     | \$21,900.00          | \$21,900.00          | Prior REO -                               |
| Successful Bid Amount              | \$21,901.00          | \$21,901.00          | Pending Expenses No                       |
| Judgement Amount                   |                      |                      | SIR Liquidation Date                      |
| Servicer TPS Proceeds Deposit Date |                      |                      | Calculated Reserve Price \$21,900.00      |
| Foreclosure Type                   | NonJudicial          | NonJudicial          | Reserved Price Expiration Date 06/18/2023 |
| Bid Type                           | Fannie Mae Specified | Fannie Mae Specified | Bid Type(System Calculated) -             |
|                                    |                      |                      | Prior TPS No                              |

**Comments**

| CREATED BY | DATE | VISIBILITY | COMMENTS |
|------------|------|------------|----------|
|            |      |            |          |

**Foreclosure Attorney** [Edit](#)

xxxxx@fanniemac.com  
1111111111

The **Edit Foreclosure Sale Data** screen displays.

**Edit Foreclosure Sale Data**

|                                    | System/Servicer                         | Analyst              |
|------------------------------------|---|----------------------|
| Attorney Reported FCL Date         | <input type="text" value="06/08/2023"/> | 06/08/2023           |
| FCL Bid Amount                     | <input type="text" value="21900"/>      | \$21,900.00          |
| Successful Bid Amount              | <input type="text" value="21901"/>      | \$21,901.00          |
| Judgement Amount                   | <input type="text"/>                    |                      |
| Servicer TPS Proceeds Deposit Date | <input type="text" value="mm/dd/yyyy"/> |                      |
| Foreclosure Type                   | NonJudic... ▾                           | NonJudicial          |
| Bid Type                           | Fannie M... ▾                           | Fannie Mae Specified |

4. Edit the fields, as applicable, and click **Submit**.

**Edit Foreclosure Sale Data**

|                                    | System/Servicer                         | Analyst      |
|------------------------------------|---|--------------|
| Attorney Reported FCL Date         | <input type="text" value="05/12/2023"/> | 05/12/2023   |
| FCL Bid Amount                     | <input type="text" value="60000"/>      | \$60,000.00  |
| Successful Bid Amount              | <input type="text" value="117000"/>     | \$117,000.00 |
| Judgement Amount                   | <input type="text" value="999"/>        |              |
| Servicer TPS Proceeds Deposit Date | <input type="text" value="09/25/1994"/> | 09/25/1994   |
| Foreclosure Type                   | NonJudici ▾                             | NonJudicial  |
| Bid Type                           | <input type="text" value=""/>           |              |



## Update Foreclosure Attorney Information

1. Click **Edit** to the right of **Foreclosure Attorney** to update or enter foreclosure attorney information.

Foreclosure Sale Information ^ Show Less

| Foreclosure Sale Data              | System/Servicer      | Analyst              | Sale Information               |             |
|------------------------------------|----------------------|----------------------|--------------------------------|-------------|
| Attorney Reported FCL Date         | 06/08/2023           | 06/08/2023           | Case Created By                | DRA         |
| FCL Bid Amount                     | \$21,900.00          | \$21,900.00          | Prior REO                      | -           |
| Successful Bid Amount              | \$21,901.00          | \$21,901.00          | Pending Expenses               | No          |
| Judgement Amount                   |                      |                      | SIR Liquidation Date           |             |
| Servicer TPS Proceeds Deposit Date |                      |                      | Calculated Reserve Price       | \$21,900.00 |
| Foreclosure Type                   | NonJudicial          | NonJudicial          | Reserved Price Expiration Date | 06/18/2023  |
| Bid Type                           | Fannie Mae Specified | Fannie Mae Specified | Bid Type(System Calculated)    | -           |
|                                    |                      |                      | Prior TPS                      | No          |

Comments

| CREATED BY | DATE | VISIBILITY | COMMENTS |
|------------|------|------------|----------|
|------------|------|------------|----------|

**Foreclosure Attorney** Edit

[Redacted]  
 [xxxxx@fanniemae.com](mailto:xxxxx@fanniemae.com)  
 1111111111

2. Select the applicable attorney from the drop-down menu.

### Edit Foreclosure Attorney

Foreclosure Attorney

[Redacted]

Cancel Update

3. Click **Update**.

**NOTE:** The attorney email address and phone number fields can be updated, as needed.

### Edit Foreclosure Attorney

Foreclosure Attorney

[Redacted]

Cancel Update



# Exceptions

The Exceptions screen displays exceptions that have triggered on a TPS case. Perform the steps in this section, as applicable, to remedy the exception.

- Update data in Investor Reporting or DRA
- Update loan data in the Foreclosure Sale Information section of Property 360
- Remit sale proceeds (Remit Code 311 or 314)
- Request override in Property 360 if the exception can be overridden

## Manage Exceptions

1. Click on the **Exceptions** tab.

**NOTE:** Refer to the [Exception Types table](#) for a full list of exception types.

The screenshot shows a summary card at the top with fields: Fannie Mae Loan Number, Servicer Loan Number, Total Age (15), Case Created (09/25/2023), Status (INTAKE), Servicer, Sub-Servicer, Foreclosure Type (NonJudicial), Bid Type (Fannie Mae Specified), Status Age (15), Analyst, On Hold Reason, Delayed Proceeds Reason, Follow Up Date, and Status Date (09/25/2023). Below the card is a navigation bar with tabs: Sale Reconciliation, **Exceptions**, Comments, and Attachments. The main table lists exceptions:

| EXCEPTION TYPE ↑            | CREATED DATE ↑ | EXCEPTION DESCRIPTION ↑   | STATUS ↑ | STATUS DATE ↑ | COMMENTS ↑ | RESOLVED BY ↑ | Filter       |
|-----------------------------|----------------|---|----------|---------------|------------|---------------|--------------|
| Case Creation and Pre Recon | 09/26/2023     | Loan reported as Third Party Sale in DRA but not liquidated ... | OPEN     | 09/26/2023    |            |               | View Details |
| Case Creation and Pre Recon | 09/26/2023     | Judgement Amount is missing                                     | OPEN     | 09/26/2023    |            |               | View Details |

2. Click **View Details** to expand the exception information.

This screenshot shows the expanded view of the exceptions table. The 'View Details' button for the first exception is highlighted with a red box.

| EXCEPTION TYPE ↑            | CREATED DATE ↑ | EXCEPTION DESCRIPTION ↑   | STATUS ↑ | STATUS DATE ↑ | COMMENTS ↑ | RESOLVED BY ↑ | Filter       |
|-----------------------------|----------------|---|----------|---------------|------------|---------------|--------------|
| Case Creation and Pre Recon | 10/17/2023     | Loan reported as Third Party Sale in DRA but not liquidated ... | OPEN     | 10/17/2023    |            |               | View Details |
| Case Creation and Pre Recon | 10/17/2023     | Missing documents – initial TPS document submission             | OPEN     | 10/17/2023    |            |               | View Details |

3. Proceed to the applicable section to resolve the exception.

- [Request Override](#)
- [Missing Documents](#)
- [Delayed Proceeds](#)

**NOTE:** Exceptions that cannot be overridden must be cleared by taking corrective action in Fannie Mae source systems such as: Investor Reporting, DRA, or by updating the Foreclosure Sale Information in Property 360.



## Request Override

In scenarios where exceptions cannot be cleared through Investor Reporting or DRA, perform the steps in this section to request the exception to be overridden. The request is reviewed by an internal Fannie Mae analyst and resolved appropriately.

1. Click **Action** and select **Request Override**.

| EXCEPTION TYPE ↑            | CREATED DATE ↑ | EXCEPTION DESCRIPTION ↑   | STATUS ↑ | STATUS DATE ↑ | COMMENTS ↑ | RESOLVED BY ↑ |
|-----------------------------|----------------|---|----------|---------------|------------|---------------|
| Case Creation and Pre Recon | 09/26/2023     | Loan reported as Third Party Sale in DRA but not liquidated ... | OPEN     | 09/26/2023    |            |               |

The **Override** message box displays.

2. Enter the reason(s) for requesting an exception override and click **Submit Request**.

**NOTE:** The exception status updates to **Override Requested**.

Fannie Mae overrides or denies the request.

- **Override** – The status of the exception updates to **Overridden**.
- **Denial** – The status of the exception updates to **Denied**. The Servicer has the option to provide additional documentation and request override again.



## Missing Documents

1. Click **Action** and select **Missing Documents** from the drop-down menu.

2. Enter comments to indicate the reason for the missing documents.
3. Click on the calendar icon to select a **Follow Up Date**.
4. Click **Submit**.

### Missing Documents

Comments (required)

You will need to add comments to proceed

Please add comments with details

Max Length in 250 characters

**Missed Documents Follow Up Date**

System default is +60 days, you may change this date.

**NOTE:** The exception status updates to **Open-Missing Documents**.

## Delayed Proceeds

1. Click **Action** and select **Delayed Proceeds** from the drop-down menu.

2. Select the applicable reason for the delayed proceeds.
3. Enter comments that indicate the reason for delayed proceeds.
4. Click on the calendar icon and select a **Follow Up Date**.

**NOTE:** Users cannot select a Follow Up Date that is more than 60 days out. In instances where a response is not received within the initial 60 days, users should provide Fannie Mae with an update and subsequently select a new Follow Up Date.



5. Click **Submit**.

**Delayed proceeds**

Reason for delayed proceeds

Bankruptcy

Court Delay

Litigation

Rescission

Other (Specify details in comments)

Comments (required)  Internal Only

You will need to add comments to proceed

Please add comments with details

Max Length in 250 characters

Delayed Proceeds Follow Up Date

MM/DD/YYYY

System default is +60 days, you may change this date.

**NOTE:** The exception status updates to **Open-Delayed Proceeds**.

## Comments Tab

Click on the **Comments** tab to view and add comments, as applicable.

Sale Reconciliation   Exceptions   **Comments**   Attachments

**Comment History**

CREATED DATE ↑   CREATED BY ↑   CASE ID ↑   SOURCE ↑   TYPE ↑   VISIBILITY ↑   COMMENTS ↑  

## Adding a New Comment

1. Click **Add Comment**.

Sale Reconciliation   Exceptions   **Comments**   Attachments

**Comment History**

CREATED DATE ↑   CREATED BY ↑   CASE ID ↑   SOURCE ↑   TYPE ↑   VISIBILITY ↑   COMMENTS ↑  

2. Select the applicable **Comment Type** from the drop-down menu.

- Approve Sale Reconciliation VP
- Request Override
- Decision Approve Deny
- Delayed Proceeds Reason
- Doc missing
- Follow-up
- Escalation
- Offset



- Reconciliation
- Approve Sales Reconciliation Manager
- Approve Sales Reconciliation Director
- Exceptions
- Case Status
- General
- Foreclosure Sale Information

**Add Comment**

Comment Type

- Approve Sale Reconciliation VP
- Request Override
- Decision Approve Deny
- Delayed Proceeds Reason
- Doc missing

Submit

3. Enter a comment(s) that provides all applicable detail related to the comment type selected.

**NOTE:** The maximum character count is 250. Comments with more than 250 characters will be truncated to the first 250 characters.

**Add Comment**

Comment Type

Foreclosure Sale Information

Comments (required)

You will need to add comments to proceed

Please add comments with details

Max Length in 250 characters

Cancel Submit

4. Click **Submit**.



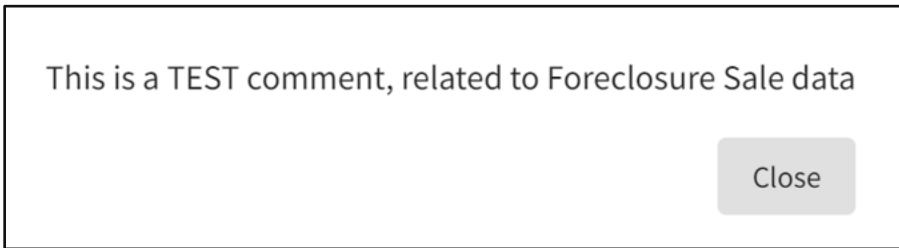


## View Comments

1. Click on the **Comments** tab to view comments associated with the loan number.

**NOTE:** Comments not displayed in their entirety in this view can be accessed by clicking on the 3 ellipses (...) at the end of the comment.

| CREATED DATE ↑ | CREATED BY ↑ | CASE ID ↑ | SOURCE ↑ | TYPE ↑      | VISIBILITY ↑ | COMMENTS ↑                        |
|----------------|--------------|-----------|----------|-------------|--------------|-----------------------------------|
| 10/16/2023     |              | 61613     | Internal | Sales Recon | Internal     | This is a TEST comment, relate... |



## Attachments Tab

Perform the steps in this section to view or upload required documents for the TPS case.

1. Click on the **Attachments** tab to add or view existing attachments.

| Upload Date ↑            | Upload By ↑ | Source ↑ | Case ID ↑ | Type ↑ | Visibility ↑ | Attachment ↑ | Description ↑ |
|--------------------------|-------------|----------|-----------|--------|--------------|--------------|---------------|
| There are no attachments |             |          |           |        |              |              |               |

## Adding a New Attachment

1. Click **Add Attachment**.

| Upload Date ↑            | Upload By ↑ | Source ↑ | Case ID ↑ | Type ↑ | Visibility ↑ | Attachment ↑ | Description ↑ |
|--------------------------|-------------|----------|-----------|--------|--------------|--------------|---------------|
| There are no attachments |             |          |           |        |              |              |               |

2. Click **Browse for file** and navigate to the applicable file for upload.
3. Select the applicable attachment type.



4. Click **Upload**.

**Add Attachment**

Upload File  Internal Only

Drag and drop to upload or [Browse for file](#)

Test Sample.pdf

Type Of Attachment (required)

Bidding Instructions  Final Judgement

Copy of Check / Proceeds  Other (Specify Below)

[Cancel](#) [Upload](#)

Uploaded documents are displayed in the **Attachments** tab.

| Upload Date ↑ | Upload By ↑ | Source ↑ | Case ID ↑ | Type ↑          | Visibility ↑ | Attachment ↑                    | Description ↑ |
|---------------|-------------|----------|-----------|-----------------|--------------|---------------------------------|---------------|
| 10/16/2023    | bBuraj      | TPS      | 56584     | FileTyp is null | Y            | <a href="#">Test Sample.pdf</a> |               |

**NOTE:** To attach a document other than the ones specified, select **Other** and enter the description of the document in the field provided. Click **Upload**.

**Add Attachment**

Upload File  Internal Only

Drag and drop to upload or [Browse for file](#)

Test Sample.pdf

Type Of Attachment (required)

Bidding Instructions  Final Judgement

Copy of Check / Proceeds  Other (Specify Below)

Description

Attached document is a TEST document to demonstrate attachment of Type = Other

Max Length in 100 characters

[Cancel](#) [Upload](#)

**NOTE:** The description of the uploaded document displays.

| Upload Date ↑ | Upload By ↑ | Source ↑ | Case ID ↑ | Type ↑          | Visibility ↑ | Attachment ↑                    | Description ↑  |
|---------------|-------------|----------|-----------|-----------------|--------------|---------------------------------|--|
| 10/16/2023    |             | TPS      | 56584     | FileTyp is null | Y            | <a href="#">Test Sample.pdf</a> |  |
| 10/16/2023    |             | TPS      | 56584     | FileTyp is null | Y            | <a href="#">Test Sample.pdf</a> | Attached document is a TEST document to demonstrate attachment of Type = Other |



## View Attachments

1. Click on the **Attachment** hyperlink to view and/or save the document.

| Upload Date ↑ | Upload By ↑ | Source ↑ | Case ID ↑ | Type ↑           | Visibility ↑ | Attachment ↑                    | Description ↑  |
|---------------|-------------|----------|-----------|------------------|--------------|---------------------------------|--|
| 10/16/2023    |             | TPS      | 56584     | FileType is null | Y            | <a href="#">Test Sample.pdf</a> |  |
| 10/16/2023    |             | TPS      | 56584     | FileType is null | Y            | <a href="#">Test Sample.pdf</a> | Attached document is a TEST document to demonstrate attachment of Type = Other |

## Change Log Tab

The **Change Log** tab displays the history of changes made on critical data attributes.

| Created Date | Created By      | Case ID | Type of Change | From     | To                 |
|--------------|-----------------|---------|----------------|----------|--------------------|
| 01/09/2024   | TpsP360 Analyst | 64349   | RECONAMOUNT    | -2875.74 | -422.7399999999998 |
| 01/09/2024   | TpsP360 Analyst | 64349   | TOTALDEBT      | 19231.98 | 16778.98           |

## Logging out of Property 360

1. Click the drop-down arrow located in the upper-right corner of the screen.
2. Click **Log Out**.

The screenshot shows the Property 360 interface. In the top right corner, there is a user profile icon with a dropdown arrow. The dropdown menu is open, showing options for 'My Account' and 'Log Out'. The 'Log Out' option is highlighted with a red box. Below the menu, the 'Case Details' section is visible, showing various case attributes like Fannie Mae Loan Number, Servicer Loan Number, Total Age, Case Created, Status, Servicer, Sub-Servicer, Foreclosure Type, Bid Type, Status Age, Analyst, On Hold Reason, Delayed Proceeds Reason, Follow Up Date, and Status Date.



# Appendix

## TPS Case Search Fields

TPS case search fields that can be used individually or in combination.

Fields with an asterisk (\*) display information relevant to internal Fannie Mae users only.

| Search Fields                      | Description  |
|------------------------------------|--|
| Fannie Mae Loan Number             | 10-digit Fannie Mae loan number  |
| Servicer Loan Number               | Servicer assigned loan number  |
| Parent Entity Name*                | Assigned servicer name   |
| Case Phase/Case Status             | The Case Phase must be chosen prior to selecting a Case Status.<br>The Case Status is conditional to each of the Case Phase.   |
| Pre-Recon Phase                    | Inactive   |
| Pre-Recon Phase                    | Intake   |
| Recon Phase                        | 90-day claim period  |
| Recon Phase                        | Recon ready  |
| Recon Phase                        | Recon in Progress  |
| Recon Phase                        | On hold - additional documents requested   |
| Recon Phase                        | On hold - Partial sales proceeds   |
| Recon Phase                        | On hold - Pending 571  |
| Recon Phase                        | On hold - Pending loan Re-add  |
| Recon Phase                        | Servicer billed  |
| Recon Phase*                       | Awaiting Recon Manager approval  |
| Recon Phase*                       | Awaiting Recon Director approval   |
| Recon Phase*                       | Awaiting Recon VP approval   |
| Recon Phase*                       | Recon approval Denied  |
| Recon Phase                        | Reconciled   |
| Completion Phase*                  |  |
| Workflow Tools*                    |  |
| Exception Type / Exception Subtype | Exception Type must be chosen prior to selecting an Exception Subtype.<br>Exception Subtype is conditional to each of the Exception Types selected.<br><b>NOTE:</b> Refer to the <a href="#">Exception Types table</a> . |
| Analyst                            | Users can search by the name of the internal Fannie Mae Analyst assigned to the case.  |
| Search by Date / From Date/To Date | Search by Date field must be selected prior to selecting the From and To Date.<br>From and To Date is conditional to the Search by Date field.   |
| Completed Date                     | The date the TPS case was completed.   |
| Follow Up Date                     | The date selected to follow up on the TPS case.  |
| Liquidated Date                    | The date when the loan was liquidated from Investor Reporting.   |
| Reconciled Date                    | The date when the TPS case was reconciled.   |



| Field Names         | Description   |
|---------------------|---|
| Fannie Mae Loan No. | Displays Fannie Mae loan number                               |
| Servicer Name       | Name of the Servicer on the loan                              |
| Sub-Servicer Name   | Name of the Sub-Servicer on the loan (if applicable)          |
| Status              | Current Status of the TPS case.                               |
| Age                 | Number of days the case is in the current Status              |
| Follow Up Date      | Not applicable  |
| Bid Type            | Displays Bid Type on the TPS Case                             |
| State               | Displays the geographical state where the property is located |
| Analyst             | Fannie Mae Analyst assigned to the TPS Case                   |

### Search

Fannie Mae Loan Number:

Servicer Loan Number:

Parent Entity Name:

Case Phase:

Case Status:

Workflow Tools:

Exception Type:

Exception Subtype:

Analyst:

Search by Date:

From Date:

To Date:

---

**Search Result**

| FANNIE MAE LOAN NO. | SERVICER NAME | SUB-SERVICER NAME | STATUS  | AGE | FOLLOW-UP DATE | BID TYPE             | STATE | ANALYST |
|---------------------|---------------|-------------------|---------|-----|----------------|----------------------|-------|---------|
|                     |               |                   | ON HOLD | 76  |                | Fannie Mae Specified | NY    |         |



## Common Features on Search Screen

| Feature                   | Description  |
|---------------------------|--|
| Apply Search Filters      | Click <b>Apply Search Filters</b> to filter information across multiple column headings. |
| Clear Filters             | Click <b>Clear Filters</b> to remove the filter.   |
| Download XLS              | Download select or all loans in an Excel format.   |
| Page scrolling pagination | Displays when the number of records exceeds 10. Allows user to scroll through pages      |

### Search

Search Result

| FANNIE MAE LOAN NO. | SERVICER NAME | SUB-SERVICER NAME | STATUS  | AGE | FOLLOW-UP DATE | BID TYPE             | STATE | ANALYST |
|---------------------|---------------|-------------------|---------|-----|----------------|----------------------|-------|---------|
|                     |               |                   | ON HOLD | 76  |                | Fannie Mae Specified | NY    |         |

Search Result

| FANNIE MAE LOAN NO. | SERVICER NAME | SUB-SERVICER NAME | STATUS  | AGE | FOLLOW-UP DATE | BID TYPE             | STATE | ANALYST |
|---------------------|---------------|-------------------|---------|-----|----------------|----------------------|-------|---------|
|                     |               |                   | ON HOLD | 76  |                | Fannie Mae Specified | NY    |         |
|                     |               |                   | ON HOLD | 76  |                | Fannie Mae Specified | NE    |         |
|                     |               |                   | ON HOLD | 76  |                | Fannie Mae Specified | AL    |         |
|                     |               |                   | ON HOLD | 43  |                | Total Debt           | MD    |         |

1 - 4 of 4

## Editable Fields

Refer to the table below for a list of editable fields in the Property 360 TPS application.

| Field Name                         | Details   |
|------------------------------------|---|
| Attorney Reported FCL Date         | Required field – cannot be blank                |
| FCL Bid Amount                     | Required field – cannot be blank                |
| Successful Bid Amount              | Required field – cannot be blank                |
| Judgement Amount                   | Required field ‘IF’ Foreclosure Type = Judicial |
| Servicer TPS Proceeds Deposit Date | Optional  |
| Foreclosure Type                   | Required field – cannot be blank                |
| Bid Type                           | Required field – cannot be blank                |



|                                |                                  |
|--------------------------------|----------------------------------|
| Foreclosure Attorney           | Required field – cannot be blank |
| Foreclosure Attorney Email     | Required field – cannot be blank |
| Foreclosure Attorney Telephone | Required field – cannot be blank |

## Data Attributes on Case Details Screen

| Field Name              | Description   |
|-------------------------|---|
| Fannie Mae Loan Number  | Displays Fannie Mae loan number   |
| Servicer Loan Number    | Displays servicer loan number   |
| Total Age               | Age of the TPS case from case creation date   |
| Case Created            | Date the TPS case was created   |
| Status                  | Current status of the TPS case  |
| Servicer                | Displays Servicer ID and Servicer Name on the loan                                  |
| Sub-Servicer            | Displays Sub-Servicer ID and Sub-Servicer Name on the loan, if applicable           |
| Foreclosure Type        | Displays Foreclosure Type (Judicial or Non-Judicial)                                |
| Bid Type                | Displays Bid Type on the TPS Case   |
| Status Age              | Age of the TPS case in its current status   |
| Analyst                 | Fannie Mae Analyst assigned to the TPS Case   |
| On Hold Reason          | Displays the reason for the Sale Reconciliation to be On Hold                       |
| Delayed Proceeds Reason | Displays the reason for the Delay in Remittance of the Sales Proceeds to Fannie Mae |
| Follow Up Date          | Not Applicable  |
| Status Date             | Date the TPS Case moved to its current status                                       |

Case Details

[← Back To Search Results](#)

|                        |                      |                         |                |             |
|------------------------|----------------------|-------------------------|----------------|-------------|
| Fannie Mae Loan Number | Servicer Loan Number | Total Age               | Case Created   | Status      |
| ██████████             | ██████████           | 10                      | 10/17/2023     | INTAKE      |
| Servicer               | Sub-Servicer         | Foreclosure Type        | Bid Type       | Status Age  |
| ██████████             | ██████████           | Judicial                | Total Debt     | 10          |
| Analyst                | On Hold Reason       | Delayed Proceeds Reason | Follow Up Date | Status Date |
| ██████████             |                      |                         |                | 10/17/2023  |

[Show Additional Details](#)

## Exception Types

Exception type messages and the business rules validations.

| Exception Type              | Exception Code | Exception Message Displayed   | Recommended Servicer Action  | Override Requestable By Servicer | Overridable By Internal User |
|-----------------------------|----------------|---|--|----------------------------------|------------------------------|
| Case Creation and Pre Recon | 201            | Loan reported as Third Party Sale in DRA but not liquidated with Action Code 71 in Investor Reporting | Submit LAR 71 in SIR OR Request the Attorney to Cancel Foreclosure Sale Reporting in DRA, as appropriate | N                                | Y                            |
| Case Creation and Pre Recon | 207            | Foreclosure Sale Date is missing  | Update the Attorney Reported FCL Date from the Foreclosure Sale Information screen.                      | N                                | Y                            |
| Case Creation and Pre Recon | 209            | Foreclosure Bid Amount reported by Servicer is missing  | Update the FCL Bid Amount from the Foreclosure Sale Information screen.                                  | N                                | Y                            |



|                             |     |  |  |   |   |
|-----------------------------|-----|--|--|---|---|
| Case Creation and Pre Recon | 208 | Successful Bid Amount is missing   | Update the Successful Bid Amount from the Foreclosure Sale Information screen.   | N | Y |
| Case Creation and Pre Recon | 212 | Judgement Amount is missing  | Update the Judgement Amount from the Foreclosure Sale Information screen.  | N | Y |
| Case Creation and Pre Recon | 206 | Foreclosure Sale Bid Type is missing   | Update the Bid Type from the Foreclosure Sale Information screen.  | N | N |
| Case Creation and Pre Recon | 213 | Foreclosure Attorney info is missing   | Update the Foreclosure Attorney information (Attorney Firm Name, Email Address and Phone Number) from the Foreclosure Attorney screen.                                     | N | Y |
| Case Creation and Pre Recon | 215 | Liquidation Date mismatch  | Re-instate the loan to SIR, update the Liquidation Date and Submit LAR 71 in SIR.  | N | Y |
| Case Creation and Pre Recon | 216 | Liquidation month mismatch   | Re-instate the loan to SIR, update the Liquidation Date and Submit LAR 71 in SIR<br>OR<br>Request the Exception to be overridden, as appropriate.                          | Y | Y |
| Sales Recon                 | 306 | Loan awaiting Reinstatement (re-add) by Servicer   | Re-instate the loan to SIR, update/correct the appropriate loan attribute in SIR and Submit LAR 71 in SIR<br>OR<br>Request the Exception to be overridden, as appropriate. | Y | Y |
| Case Creation and Pre Recon | 217 | Missing Third Party Sale Proceeds (Remit Code 311 or 314)  | Remit Third Party Sales Proceeds (Remit Code 311)<br>OR<br>Request the Exception to be overridden, as appropriate.   | Y | Y |
| Sales Recon                 | 305 | Partial sales proceeds   | Remit the remainder of the Third Party Sales Proceeds (Remit Code 311)<br>OR<br>Request the Exception to be overridden, as appropriate.                                    | Y | Y |
| Sales Recon                 | 302 | Missing Third Party Sale Proceeds (Remit Code 311 and 314) while case is in RECONCILIATION phase | Remit Third Party Sales Proceeds (Remit Code 311)<br>OR<br>Request the Exception to be overridden, as appropriate.   | Y | Y |
| Case Creation and Pre Recon | 219 | Missing documents - initial TPS document submission  | Upload the required documents in the Attachments screen.<br><br><ul style="list-style-type: none"> <li>If Foreclosure Type = Judicial, Bidding</li> </ul>                  | Y | Y |





|                             |     |  |  |   |   |
|-----------------------------|-----|--|--|---|---|
|                             |     |  | <p>Instructions, Copy of Check/Proceeds AND Final Judgement are required.</p> <ul style="list-style-type: none"> <li>For all other foreclosure types, only Bidding Instructions and Copy of Check/Proceeds are required.</li> </ul> <p>OR</p> <p>Request the Exception to be overridden, as appropriate.</p>   |   |   |
| Sales Recon                 | 307 | Additional Supporting docs (provide supporting docs on detailed expenses incurred during sale, etc.) | <p>Upload the requested additional documents in the Attachments screen</p> <p>OR</p> <p>Request the Exception to be overridden, as appropriate.</p>  | Y | Y |
| Sales Recon                 | 304 | Servicer Billing exist in Pending status in Fannie Mae Invoicing                                     | <p>Review the Servicer Billing in Fannie Mae Invoicing system and take appropriate action</p> <p>OR</p> <p>Request the Exception to be overridden, as appropriate.</p>   | Y | Y |
| Case Creation and Pre Recon | 202 | Active REO case exists   | <p>If loan is Third Party Sale, request the REO to be eliminated</p> <p>OR</p> <p>if loan is REO:</p> <ol style="list-style-type: none"> <li>Re-instate the loan to SIR and Submit LAR 71 in SIR</li> <li>Request the Attorney to update Foreclosure Sale Reporting in DRA</li> </ol> <p>OR</p> <p>Request the Exception to be overridden, as appropriate.</p> | Y | Y |
| Case Creation and Pre Recon | 214 | Active DARTS case exists   | <p>If loan is Third Party Sale, request the active Loss Mitigation Workout case to be Cancelled</p> <p>OR</p> <p>if loan is actively undergoing Loss Mitigation Workout:</p> <ol style="list-style-type: none"> <li>Re-instate the loan to SIR</li> <li>Request the Attorney to update Foreclosure Sale Reporting in DRA</li> </ol>                            | N | Y |



|                             |     |                             |   |   |   |
|-----------------------------|-----|-----------------------------|---|---|---|
| Case Creation and Pre Recon | 225 | Foreclosure Type is missing | Update the Foreclosure Type from the Foreclosure Sale Information screen. | N | Y |
|-----------------------------|-----|-----------------------------|---|---|---|