Fannie Mae

# Fannie Mae Pre-Foreclosure Property Inspection and Preservation Program User Guide

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## Table of Contents

Obtaining Access to the Inspection and Preservation Program User Interface .......... 3
Getting Started .......... 4
Log in to Property 360 .......... 4
Log out of Property 360 .......... 6
Searching for Properties .......... 7
Error Messages .......... 8
Submitting a Pre-Foreclosure .......... 9
Loan Information .......... 10
Foreclosure Information .......... 11
Borrower Information .......... 12
Hazard Claim Information .......... 12
HOA Information .......... 13
Miscellaneous Information .......... 13
Loan Summary Data Review .......... 14
Updating a Loan .......... 15
Reviewing Single Loan Inspection Data .......... 17
Reviewing Single Loan Preservation Data .......... 18
Reviewing Single Loan Expense Data .......... 19
Download Bulk Inspection, Preservation and Expense Data .......... 20
Frequently Asked Questions .......... 23
Additional Help .......... 23

# Pre-Foreclosure Property Inspection and Preservation Program User Guide

The Pre-Foreclosure Property Inspection and Preservation Program User Guide provides step-by-step instructions on how to view and update the current stage of your property. It also provides instructions on how to obtain access to the User Interface via Property 360 as well as common error codes and how to address them.

## Obtaining Access to the Inspection and Preservation Program User Interface

Make sure you have registered and received a username and password credentials for accessing the Pre-Foreclosure Property Inspection and Preservation Program. If this has not been completed, follow the steps below:

1. Contact the Technology Manager User Administrator at your organization. If the servicer doesn't have a user admin already set up, use the links below to get a user admin created in Technology Manager.

> **NOTE:** *Please do not create a new user ID if the specific user already has an ID in Technology Manager. The user can have multiple applications associated to their user ID.*
>
> **NOTE:** *User Admin Guide - https://fanniemae.articulate-online.com/p/7778775518/story_html5.html?Cust=77787&DocumentID=2796df88-1eed-4671-8d12-aa4f8cdf0fa1&Popped=True&v=1&InitialPage=story.html*
>
> **NOTE:** *Help (FAQs) - https://www.fanniemae.com/content/faq/technology-manager-faqs.pdf*
>
> **NOTE:** *Registration Form for User Admin - https://technologymanager.efanniemae.com/selfservice/pages/eform/eFormRegistration.jsf*

2. Property-360 Pre-Foreclosure User Interface access is needed for your user ID. (Modify the user on Technology Manager portal and add the application "Property 360"). Add the Property 360 application to the User's group and then add below role under this application.

   **PREFCL_LOAN_SUBMISSION_USER role**

3. REO Integration access is also needed for your user id. (Modify the user on Technology Manager portal and add the application "REO Integration"). Add the REO Integration application to the User's group and then add the below role under this application.

   **PREFCL_LOAN_SUBMISSION_USER role**

> **NOTE:** *Before your tech admin will be able to add an application to users, they will first need to go to the Manage Applications section in Technology Manager to add the application to the desired User Group(s). If they go to Available Applications after selecting Manage Applications, they should see the applications on the list. Once that has been done, then the tech admin can go back to Manage Users to add the application(s) to any desired users. Any additional questions, you can call the Technology Support Center at 1-800-2FANNIE.*

## Getting Started

4. Review the **Pre-foreclosure Program Getting Started Data.xlsx** for the data fields needed to complete the application before logging into Pre-Foreclosure in Property 360.

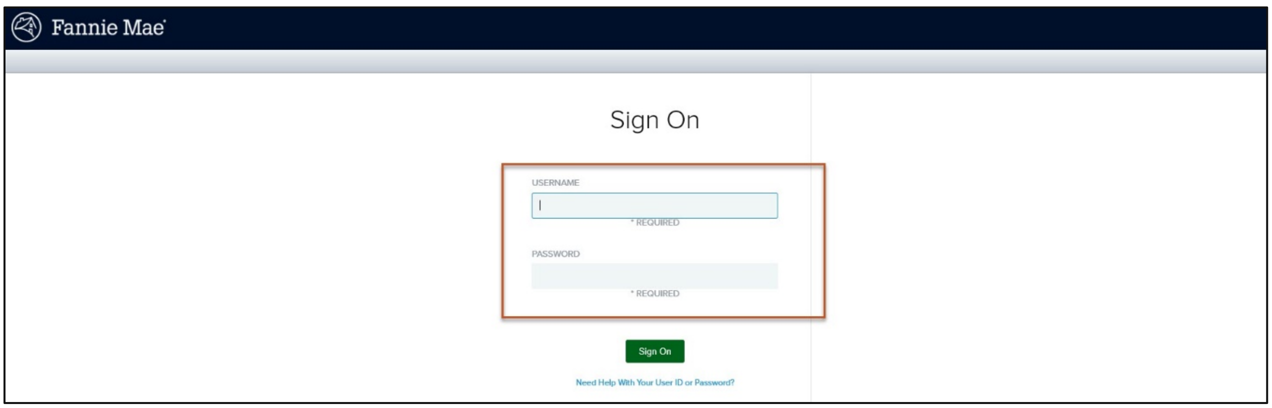
> **NOTE:** *The loan data must be submitted in one session.*

## Log in to Property 360

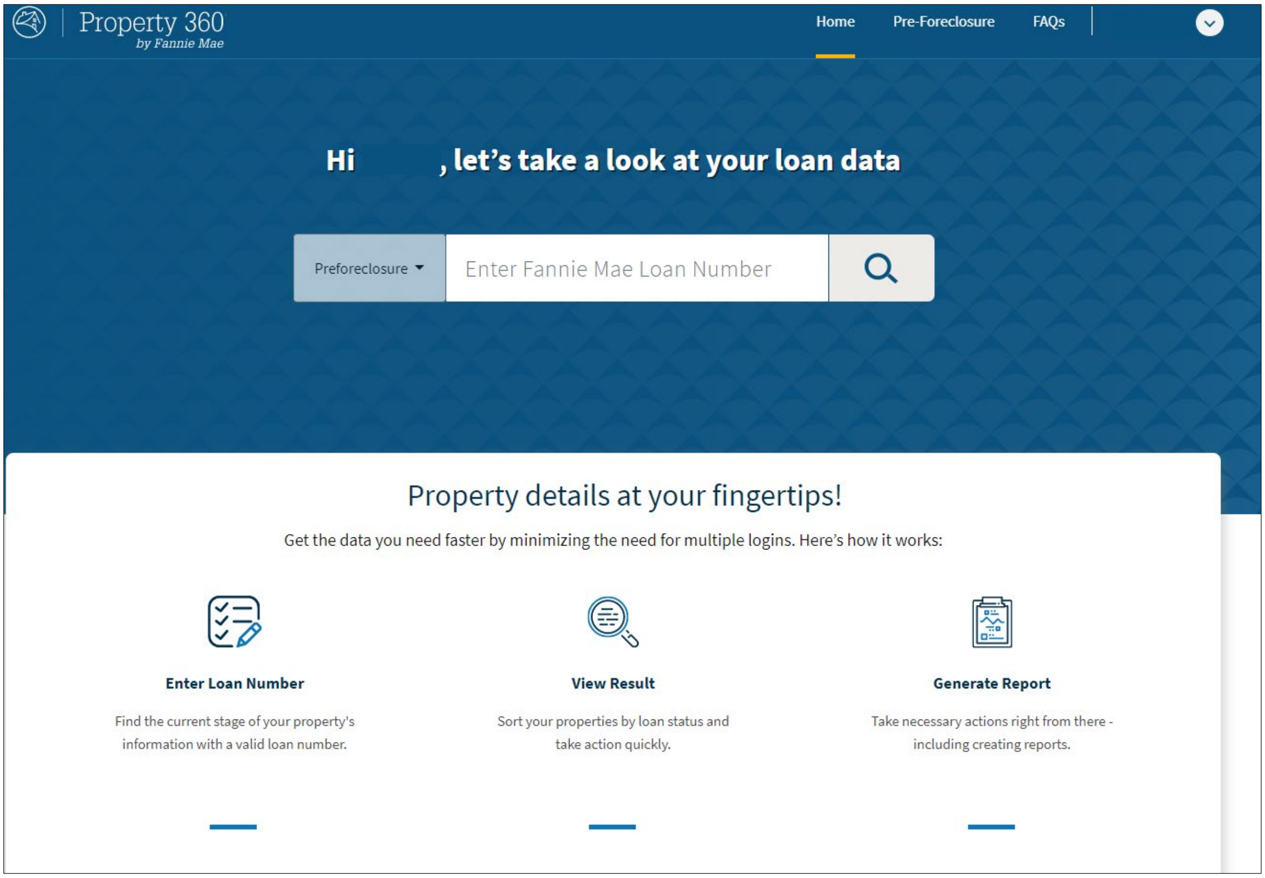
Property 360 is a single sign-on system. You can set Property 360 as a Favorite in your browser.

Follow the steps below to access Property 360:

1. Access Property 360 at https://property360.fanniemae.com/
2. Enter **USERNAME** and **PASSWORD** provided by Fannie Mae.
3. Click **Sign On**.



Result: The Property 360 initial screen displays.

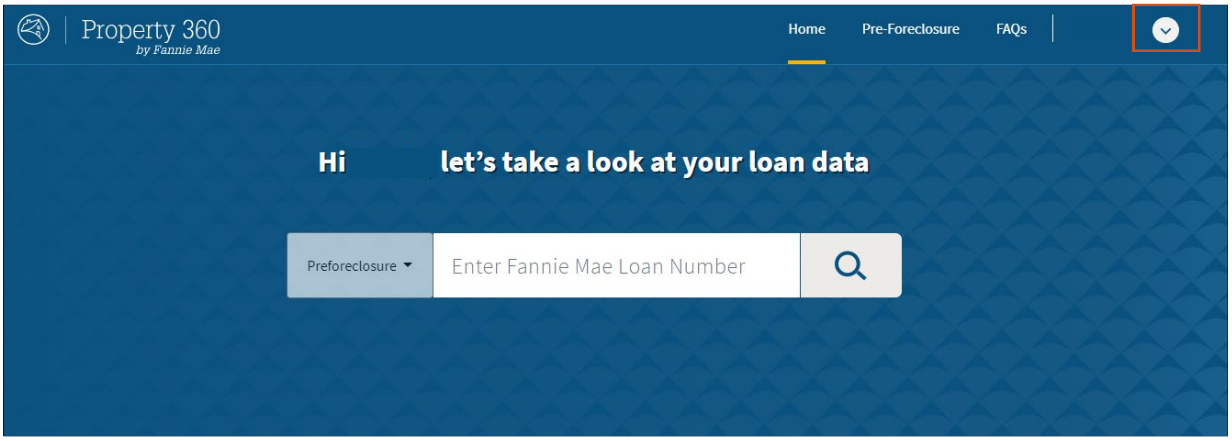



**NOTE:** *The system automatically logs off after 30 minutes of inactivity.*

# Log out of Property 360

Follow the steps below to log out of Property 360:

1. Click the expand and collapse arrow.




2. Click **Log-Out**.

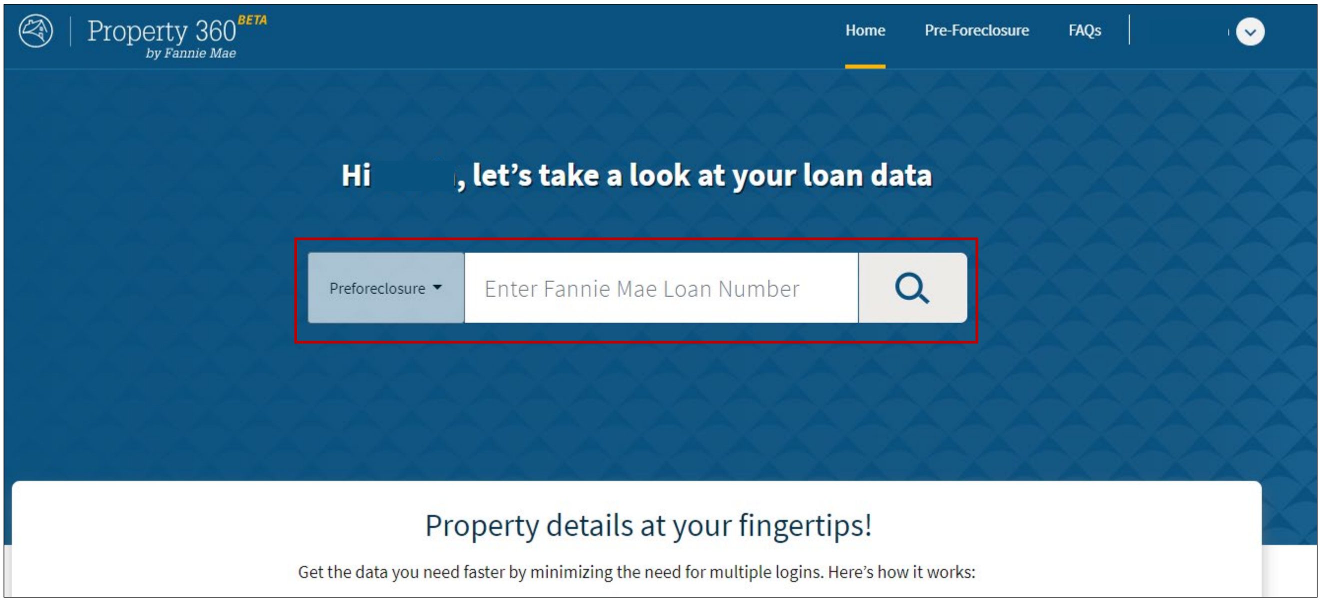

  

# Searching for Properties

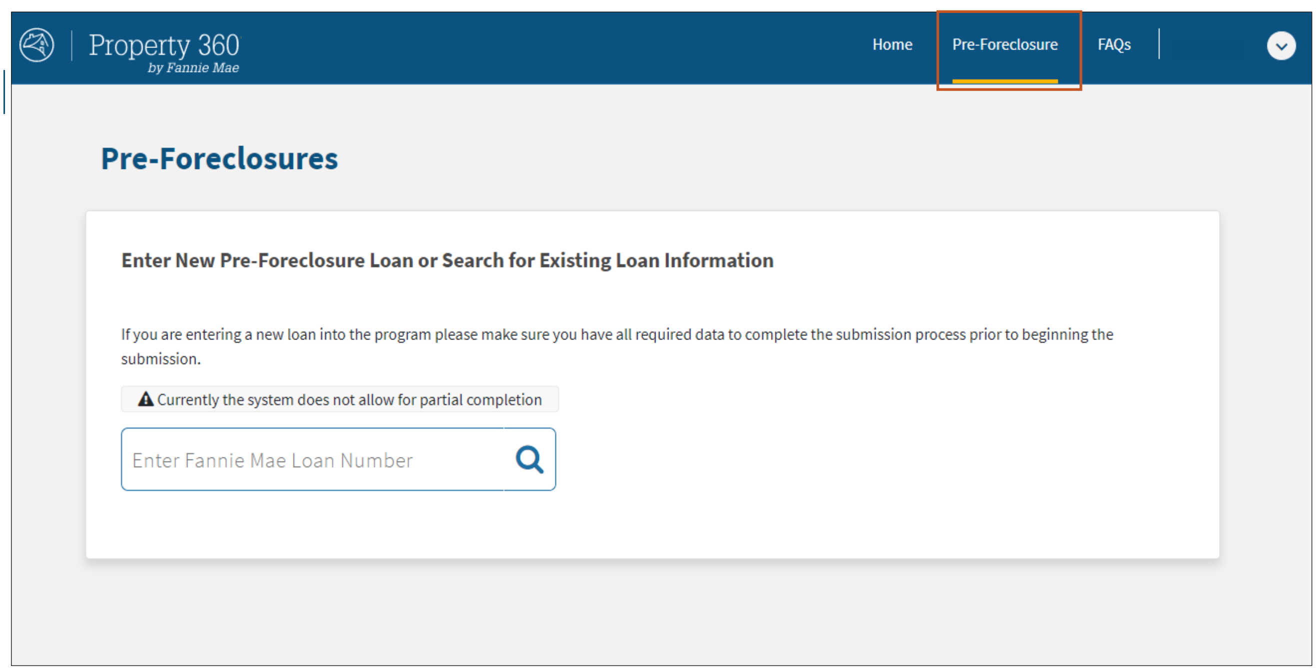
Enter the Fannie Mae loan number or property address to view loans in Property 360.

Follow the steps below for each of the different search methods:

1. Enter the full Fannie Mae Loan Number into the **Search** field.




2. Click the **Magnifying Glass**.



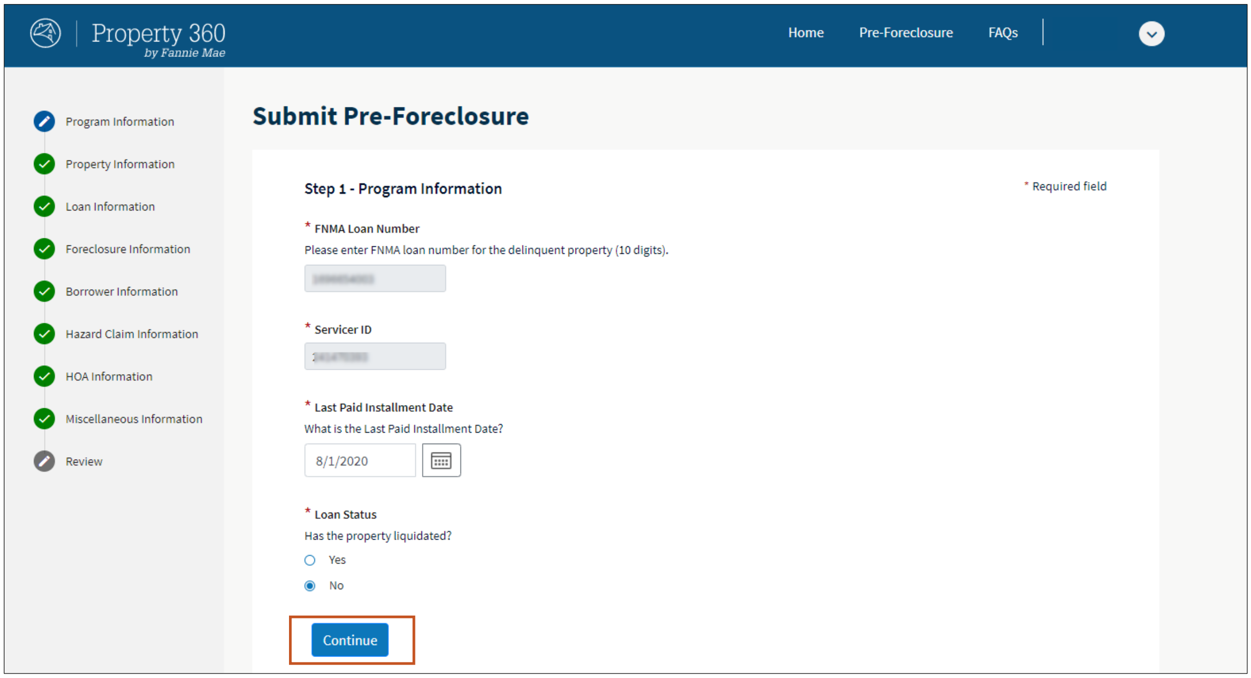
## Error Messages

These are the error messages and the reasons you may receive them.

| Error Message | Error Reason |
|---|---|
| We have encountered some technical Issues. Please try again later. | Fannie Mae has some internal technical issues. Nothing to be done by the servicer. Try again later |
| User does not have permission to access the application.<br>Please request for the required roles. | Servicer has to request the proper permissions to utilize this application: PREFCL_LOAN_PRSVN_REQUEST_USER or PREFCL_LOAN_SUBMISSION_USER for PreFCL functionality |
| User session expired. Please login again. | Servicer has to logout and login again. |
| This Loan ID does not exist. | The loan ID you are searching for is either not a Fannie Mae loan or doesn't belong to your portfolio. Check the loan number to ensure you have the right digits and try again. |
| Loan is not accessible to the servicer. | Please check your loan number as you might not have the right digits. Then try again. |
| Servicer ID provided on the loan is invalid. | You can only view the loans that are associated to your Servicer Id. |
| Loan is an REO and is invalid for Pre-foreclosure Program. | Loan is an REO and is invalid for Pre-foreclosure Program. |
| Loan is either liquidated or not a valid FNM Loan#. | Loan is either liquidated or not a valid Fannie Mae Loan#. |
| Request rejected as Loan status cannot be Current for a given LPI Date. | The LPI (Last Paid Installment) Date does not match the loan status of Current. Double-check the LPI Date to ensure it is updated and try again. |

## Submitting a Pre-Foreclosure

Result: The Submit Pre-Foreclosure screen displays. Some fields are already populated. Begin validating or updating the information in the Program Information section.




Validate or update the information and click **Continue**.

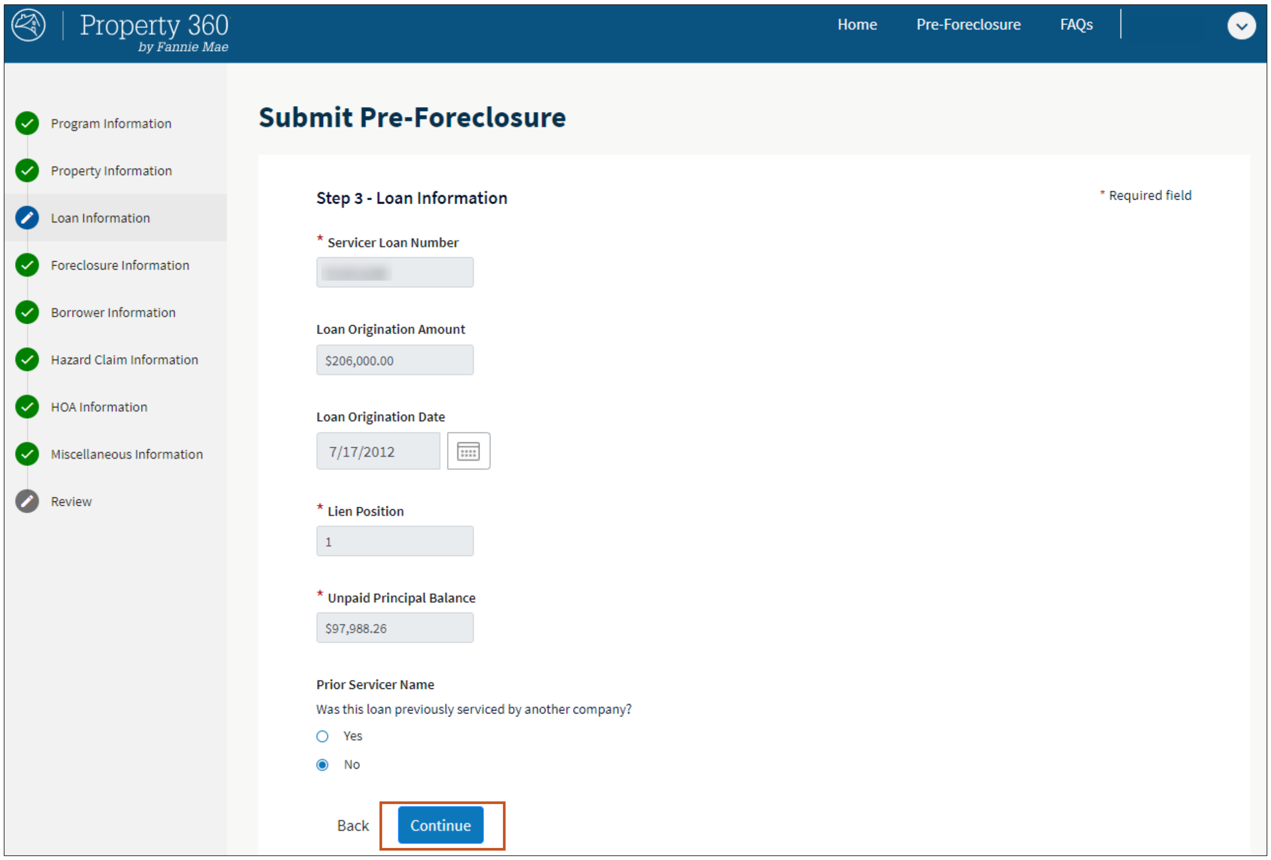
**NOTE:** *Verify and complete all eight Information sections. Required fields are indicated with a red asterisk.*

**NOTE:** *Grayed out fields may not be updated.*

**NOTE:** *On all of the information screens, except for Program and Review, click the **Back** button to return to a previous section.*

# Loan Information

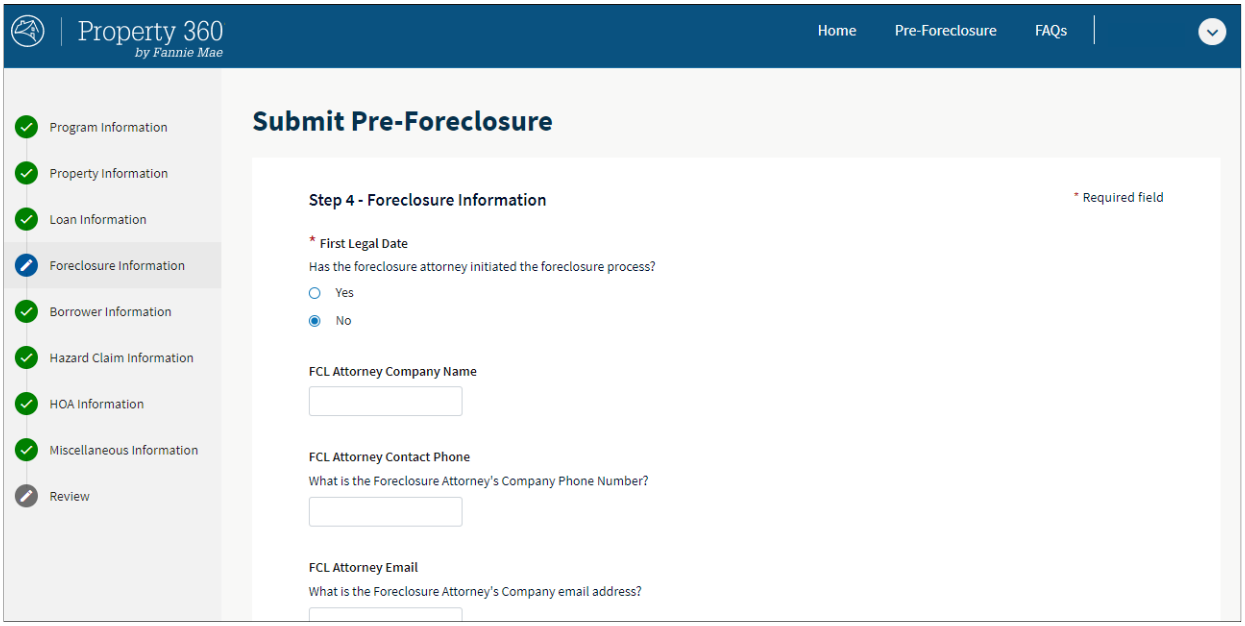
Result: The Loan Information section displays.




Validate or update the information and click **Continue**.

# Foreclosure Information

Result: The Forclosure Information section displays.

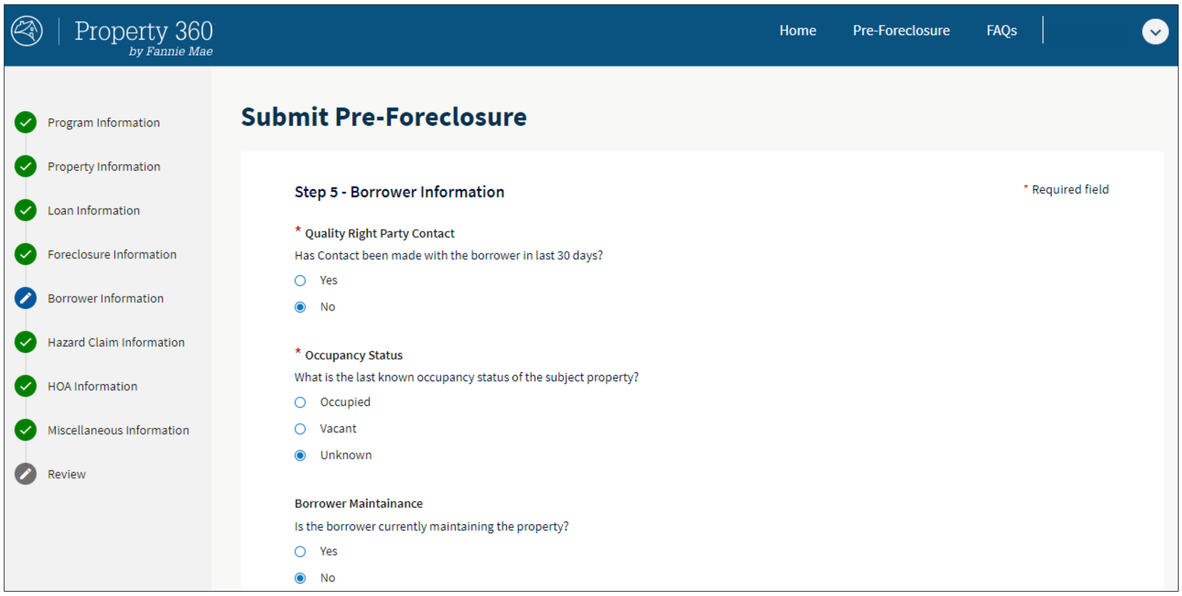



Validate or update the information and click **Continue** at the bottom of the section.

## Borrower Information

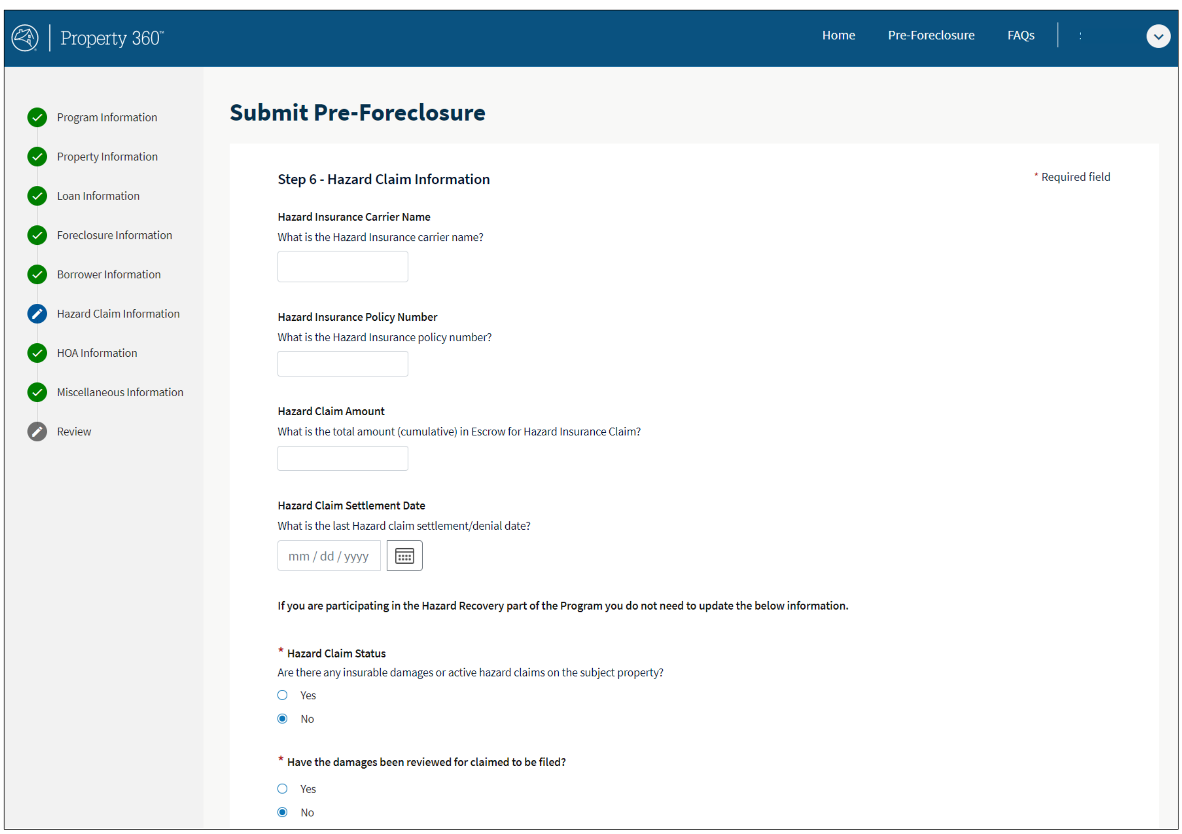
Result: The Borrower Information section displays.




Validate or update the information and click **Continue** at the bottom of the section.

## Hazard Claim Information

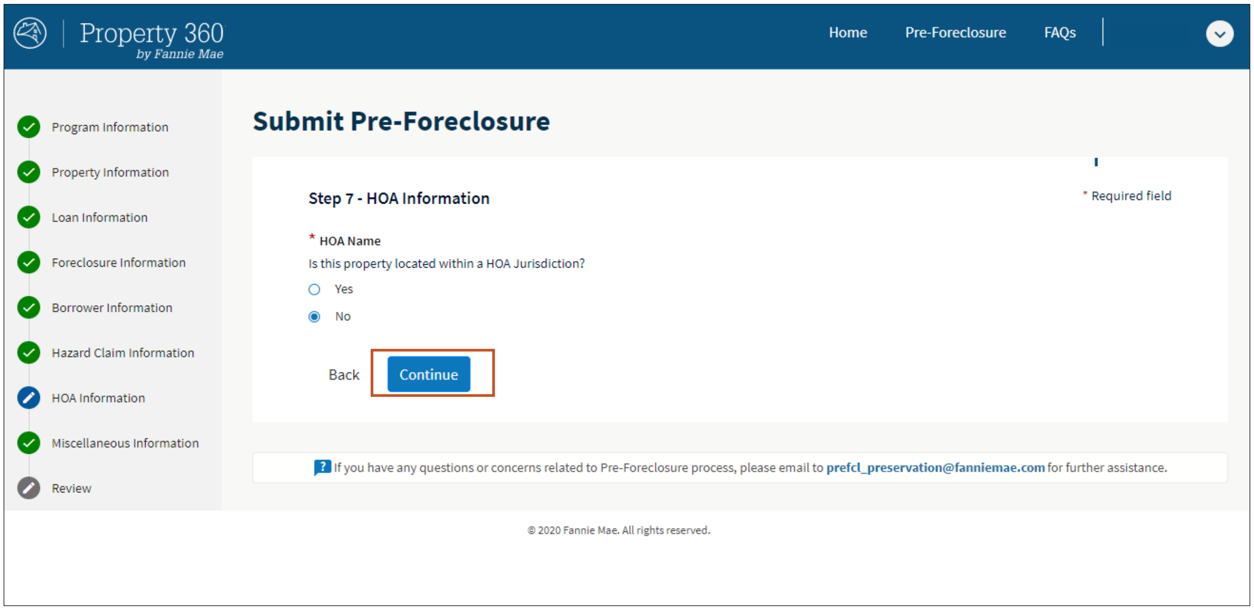
Result: The Hazard Claim section displays.



Validate or update the information and click **Continue**.

# HOA Information

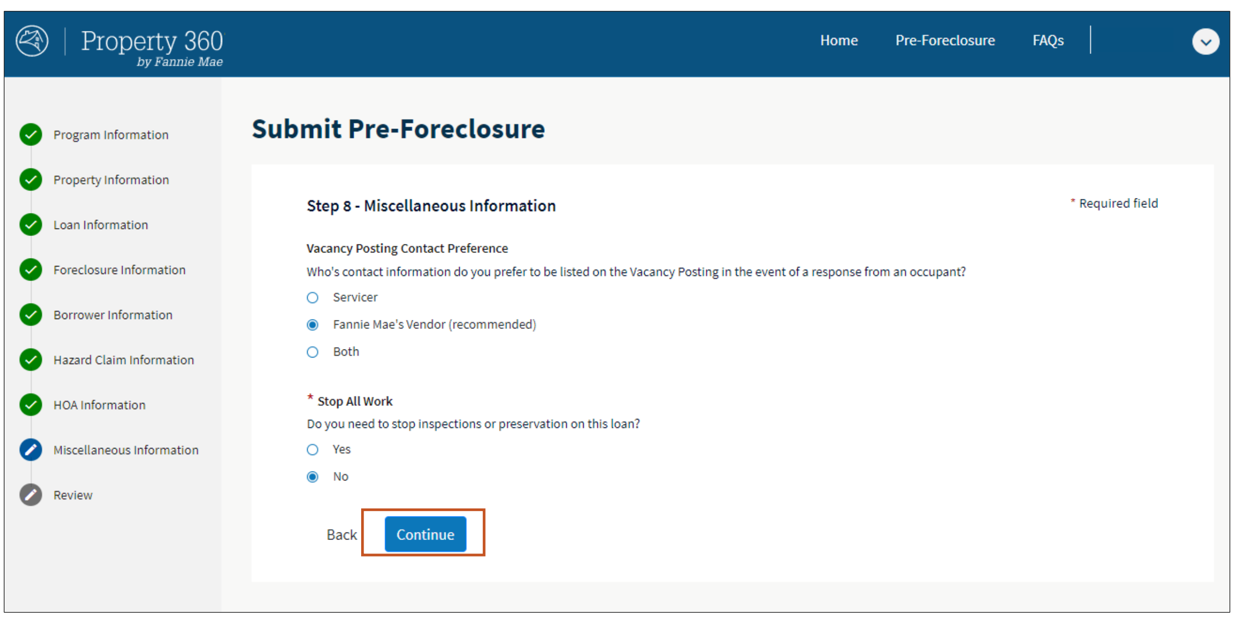
Result: The HOA Information section displays.




Validate or update the information and click **Continue**.

# Miscellaneous Information

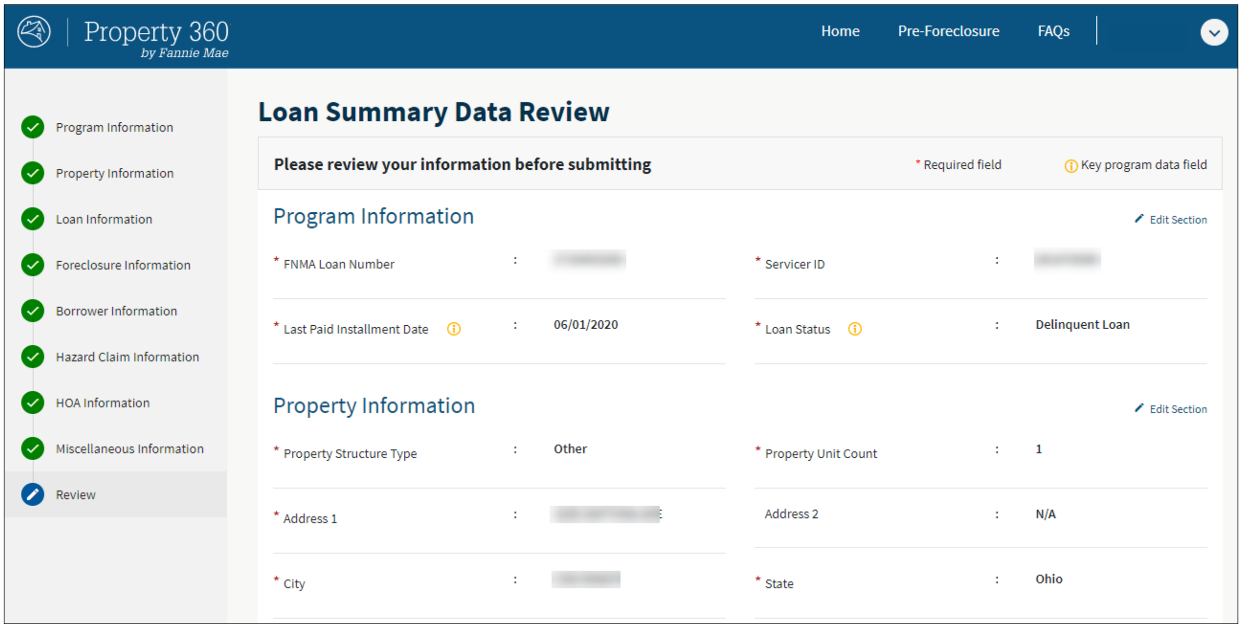
Result: The Miscellaneous Information section displays.




Validate or update the information and click **Continue**.

# Loan Summary Data Review

Result: Loan Summary Data Review section displays.

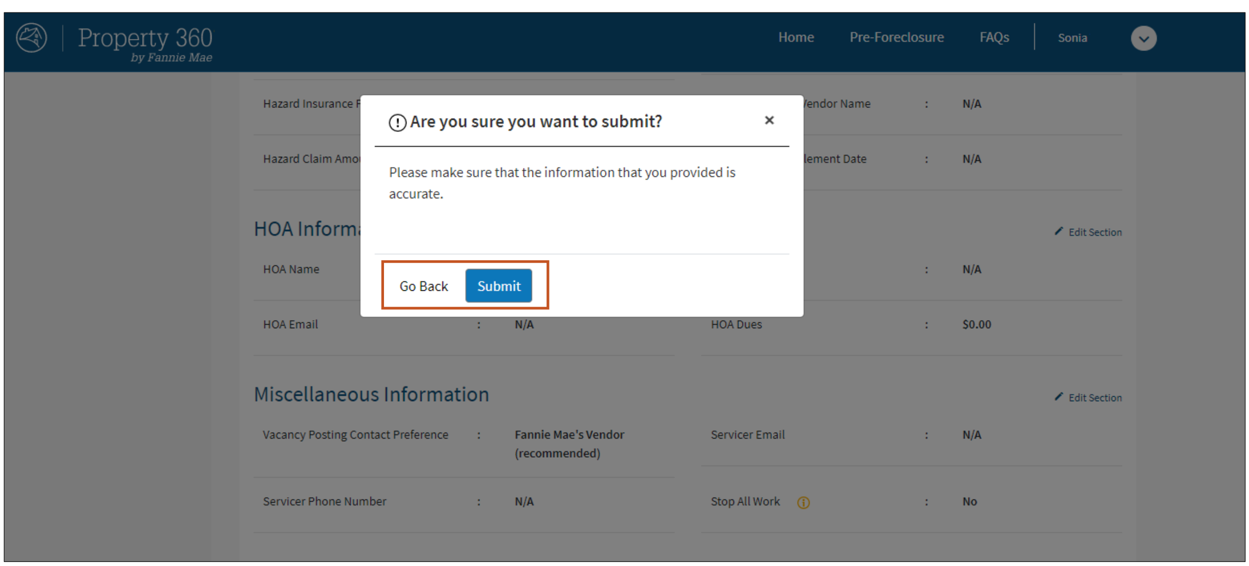



**NOTE:** *All Key data fields indicated with a yellow ⓘ icon and/or a red asterisk * must be completed.*

Validate information and click **Continue**.

**NOTE:** *If any information needs updating, click on the Edit section icon to go back to that section and make the updates. Then continue on to the Review section and click Continue*

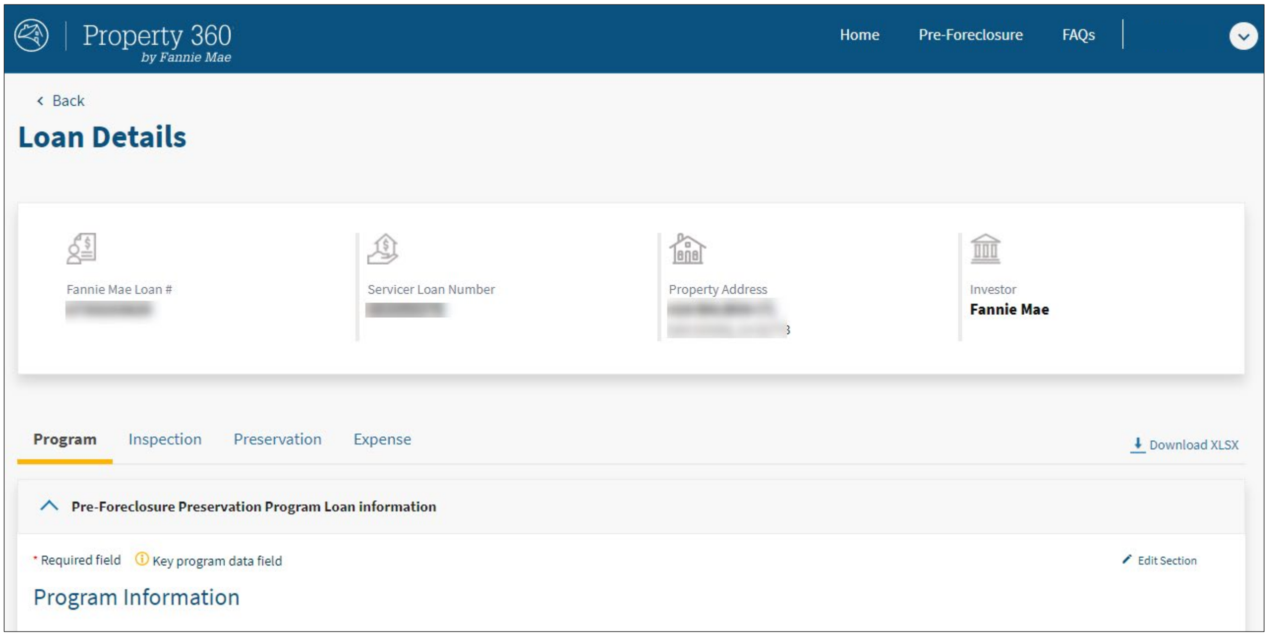
Result: A submit confirmation message displays.




Click **Submit**.

**NOTE:** *Click **Go Back** to make any changes if needed.*

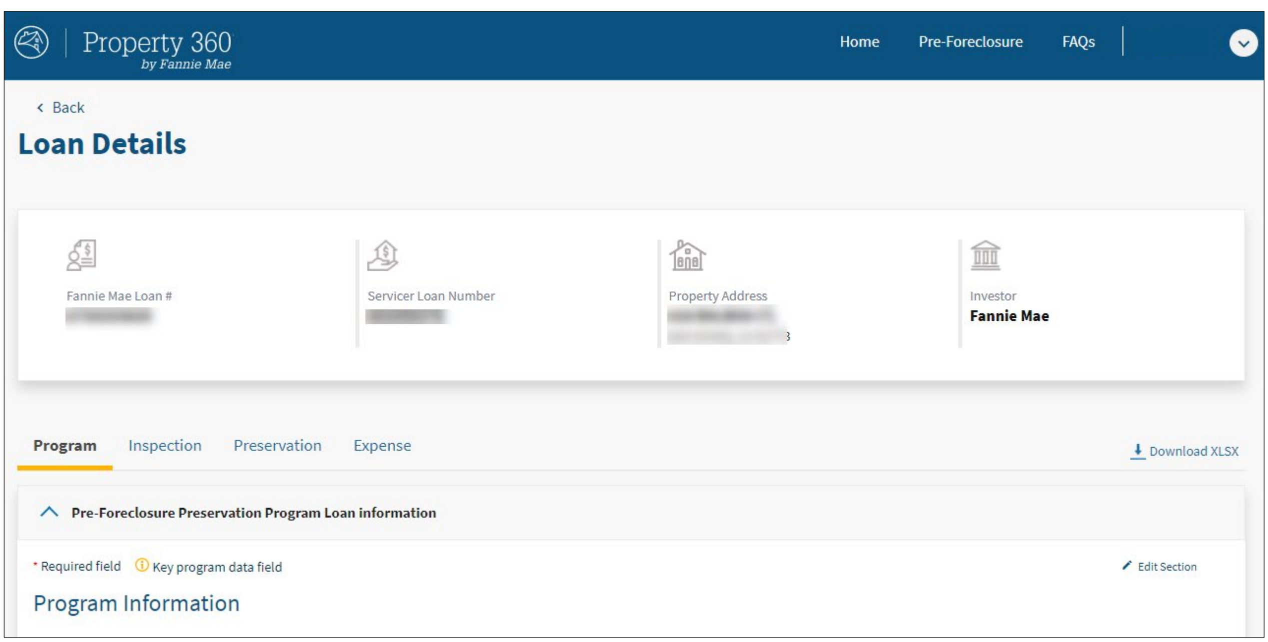
Result: The Loan Details Summary section displays.



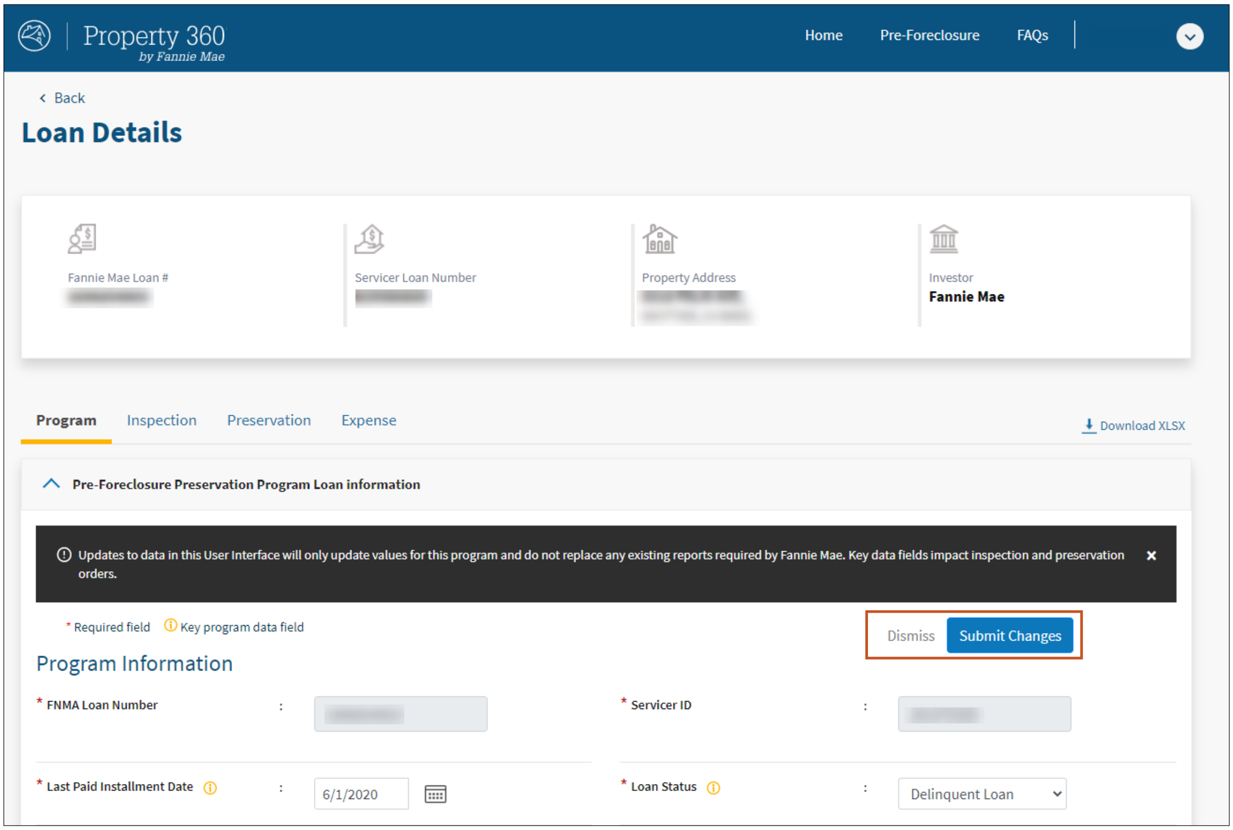

## Updating a Loan

Program Information may be updated once a loan is in the Pre-foreclosure application.

1. Click the **Pre-Foreclosure Preservation Program Loan Information** expand and collapse arrow.
2. Click **Edit Section**.



Result: The Loan Details Summary section displays.



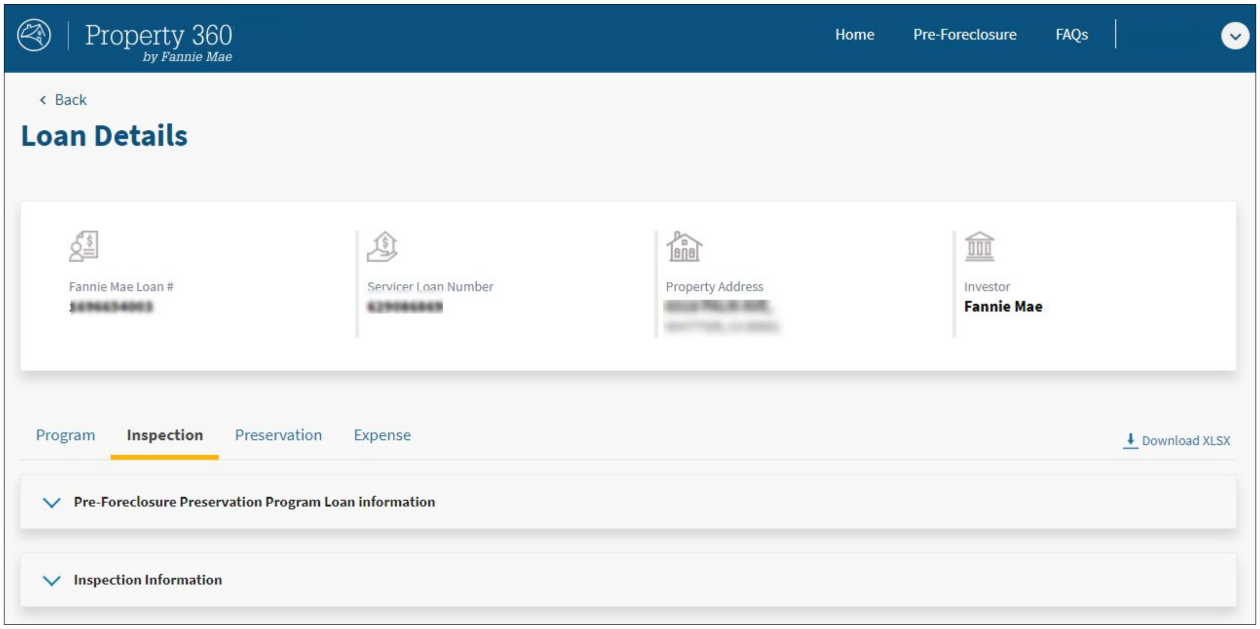

Make any changes and click **Submit Changes**.

> **NOTE:** *Click **Dismiss** to cancel any changes.*

# Reviewing Single Loan Inspection Data

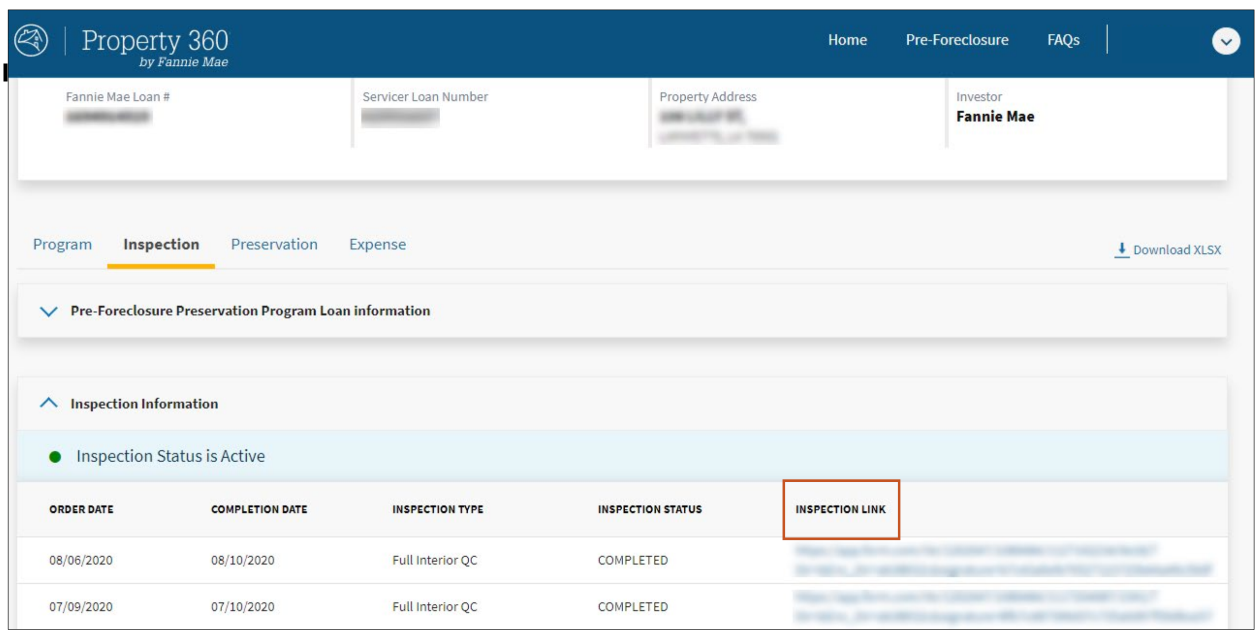
Inspection details may be updated once a loan is in the Pre-foreclosure application.

Click **Inspection** or click the **Inspection Information** expand and collapse arrow to view inspections services performed on the property.




Result: The current Inspection Status displays.

Click an

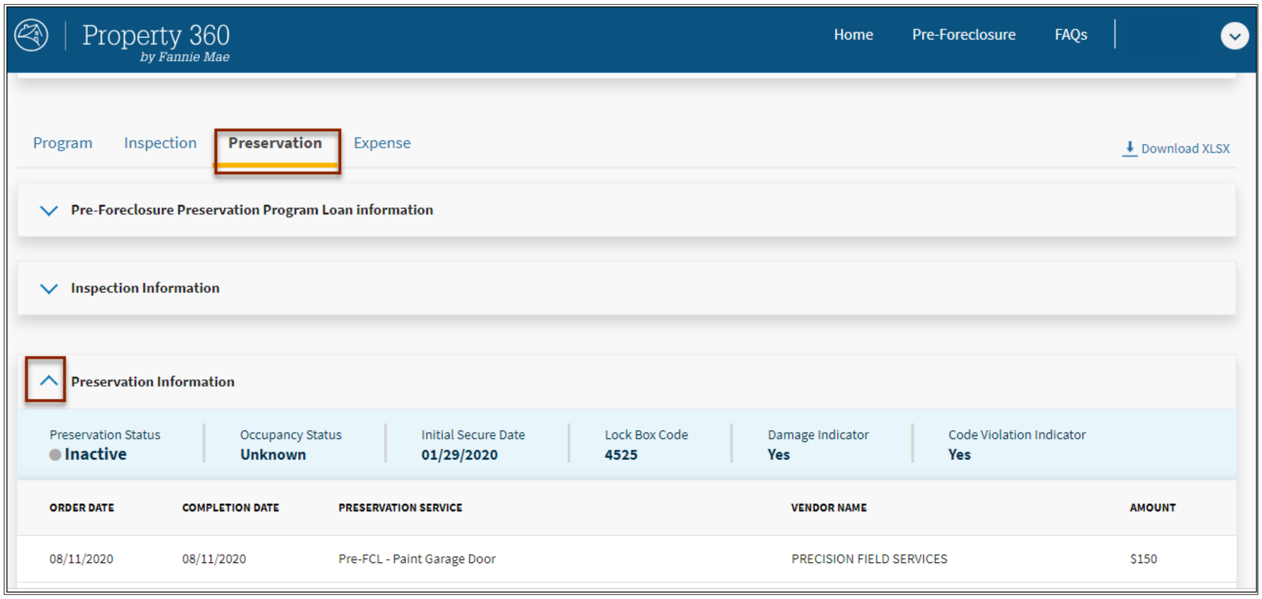


## Reviewing Single Loan Preservation Data

Preservation details may be updated once a loan is in the Pre-foreclosure appliction.

Click **Preservation** or click the **Preservation** expand and collapse arrow to view preservation services performed on the property.

Result: The Preservation Status displays the current status.

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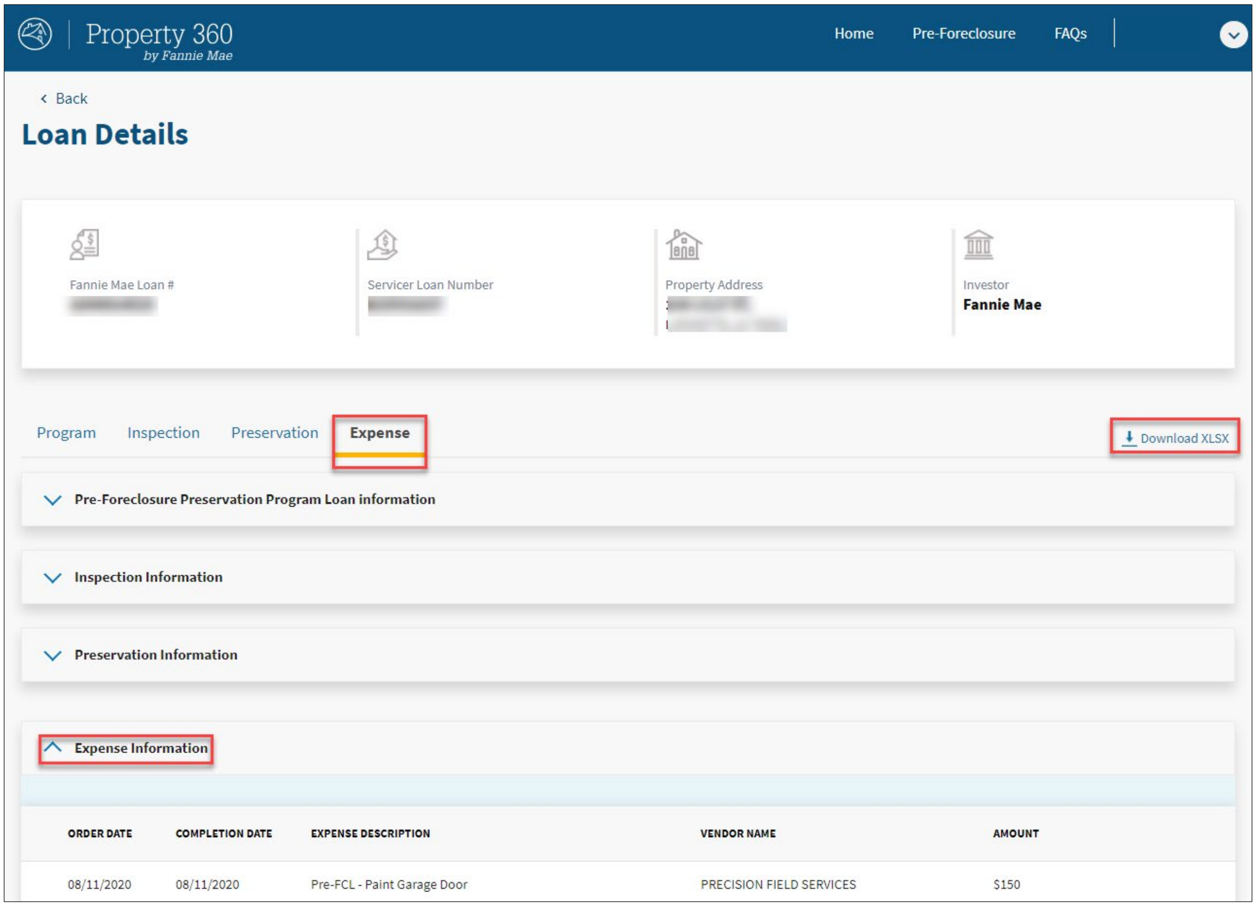
# Reviewing Single Loan Expense Data

Click **Expense** or click the **Expense** expand and collapse arrow to view expense information.

Result: The Expense information displays.

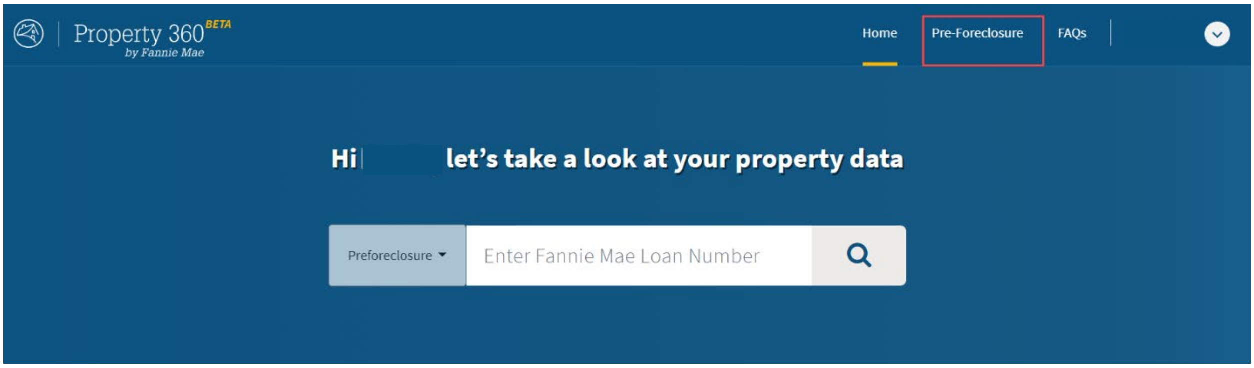



**NOTE:** *Click **Download XLSX** to download detailed inspection, preservation, and expense information to Excel.*

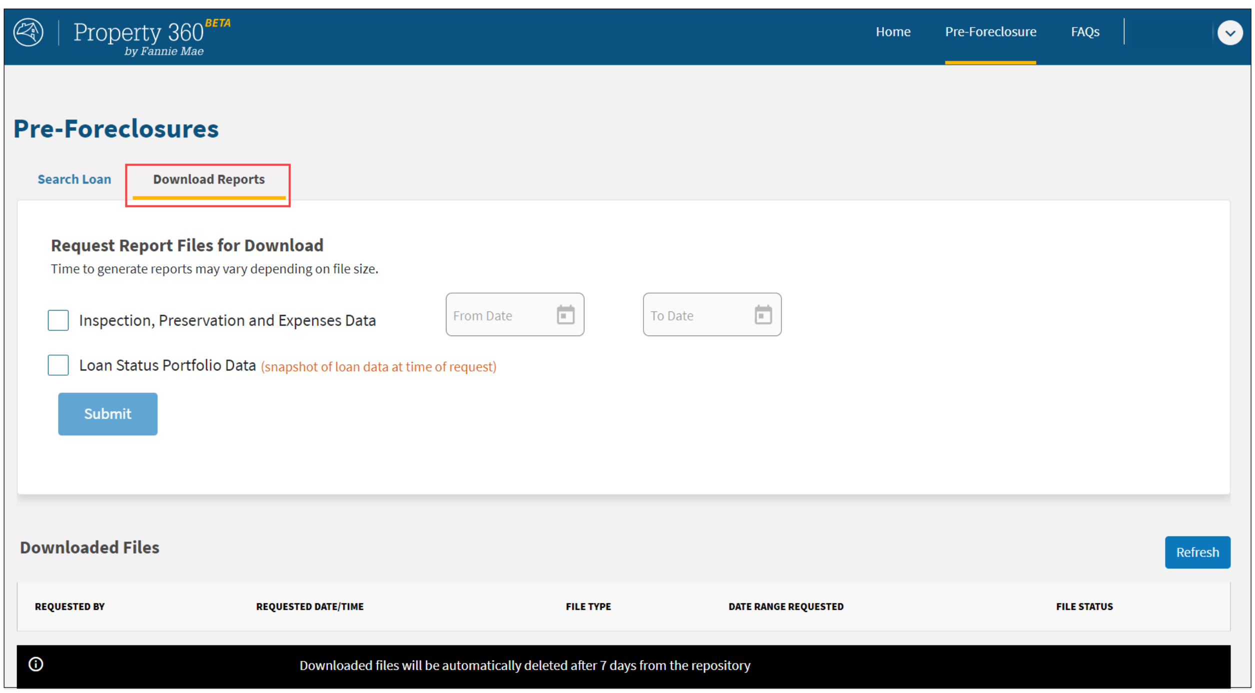
# Download Bulk Inspection, Preservation and Expense Data

Two types of reports can be bulk downloaded: Inspection, Preservation and Expenses Data and Loan Status Portfolio Data. The Inspection, Preservation and Expenses Data is a zip file with the three reports with inspection, preservation and expense data related to all loans for the timeframe selected. The Loan Status Portfolio Data is a snapshot of existing submitted loans to Fannie Mae.

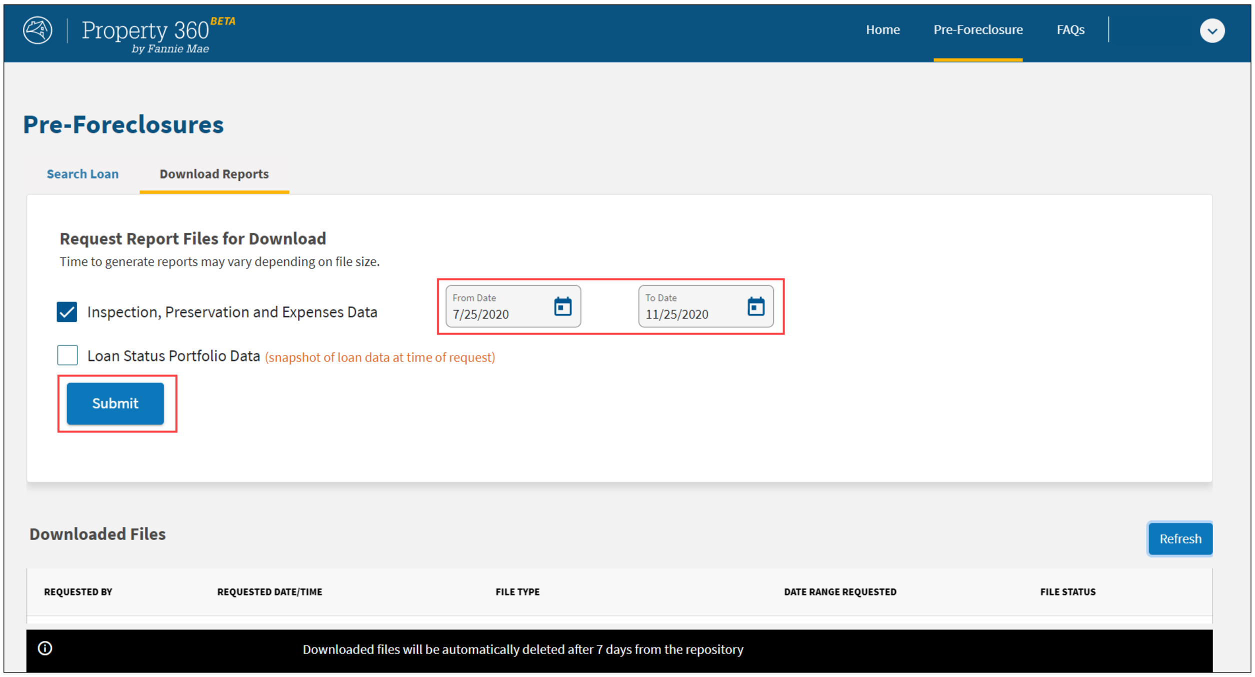
1. Click **Pre-Foreclosure** tab.




2. Click **Download Reports** tab.



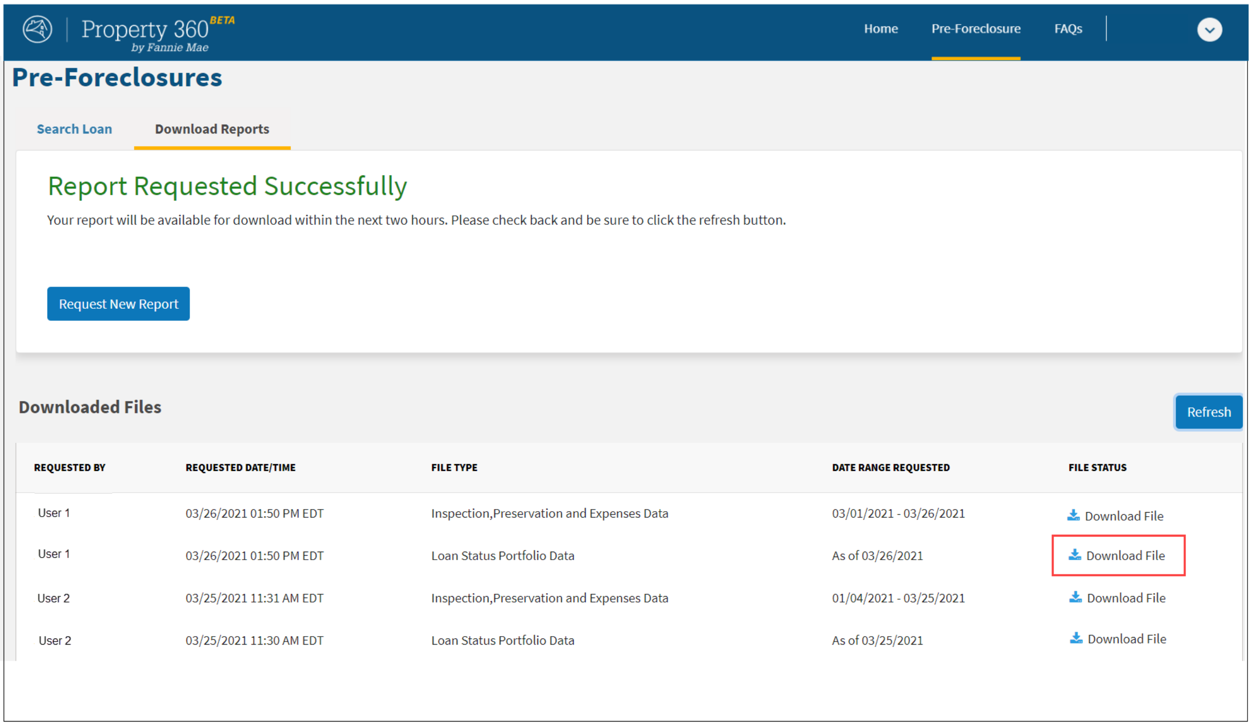
3. **Check appropriate** report box.
4. Click **Submit** button.



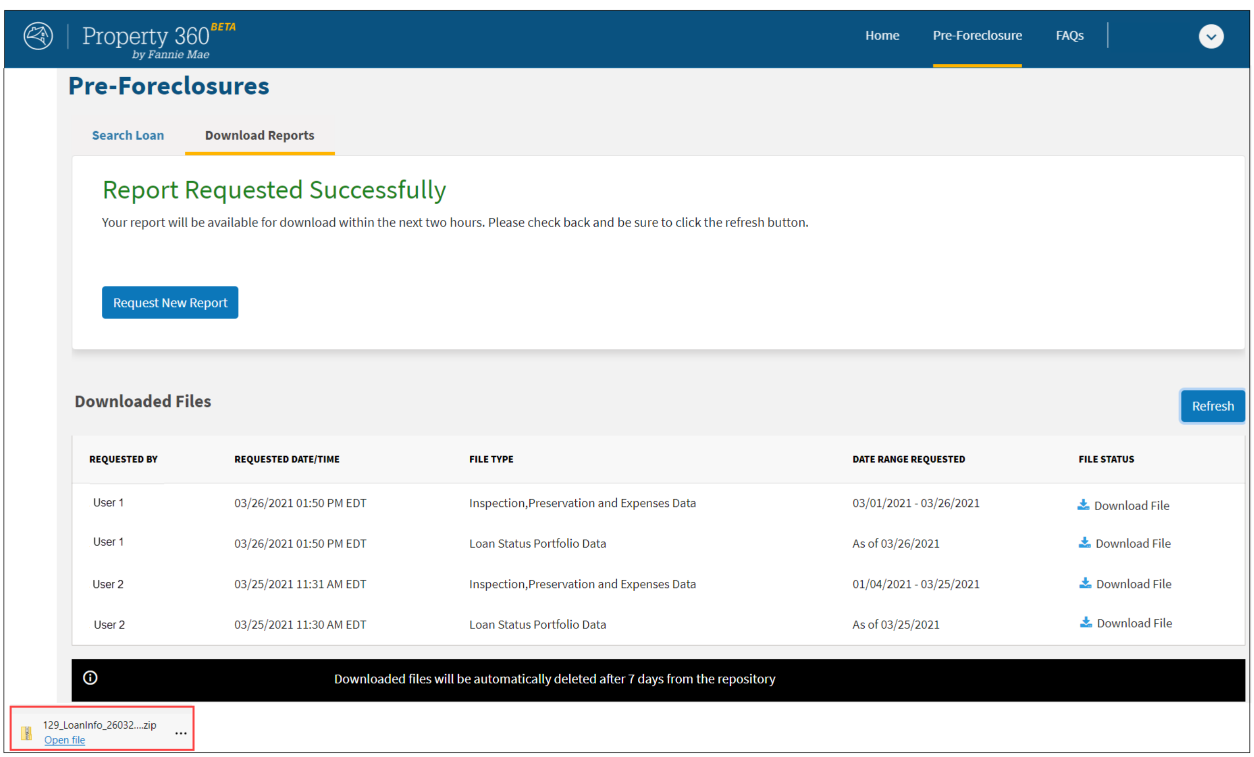

> **NOTE:** *If requesting the Inspections, Preservations and Expenses Data report **Enter** appropriate dates in the **From Date** and **To Date** fields.*

> **NOTE:** *Both sets of reports can be pulled at the same time. Reports can take up to several hours to come back and be downloadable. You can click the refresh button on the left side of the screen when you go back to check.*

5. Click the desired reports **Download Files** icon.

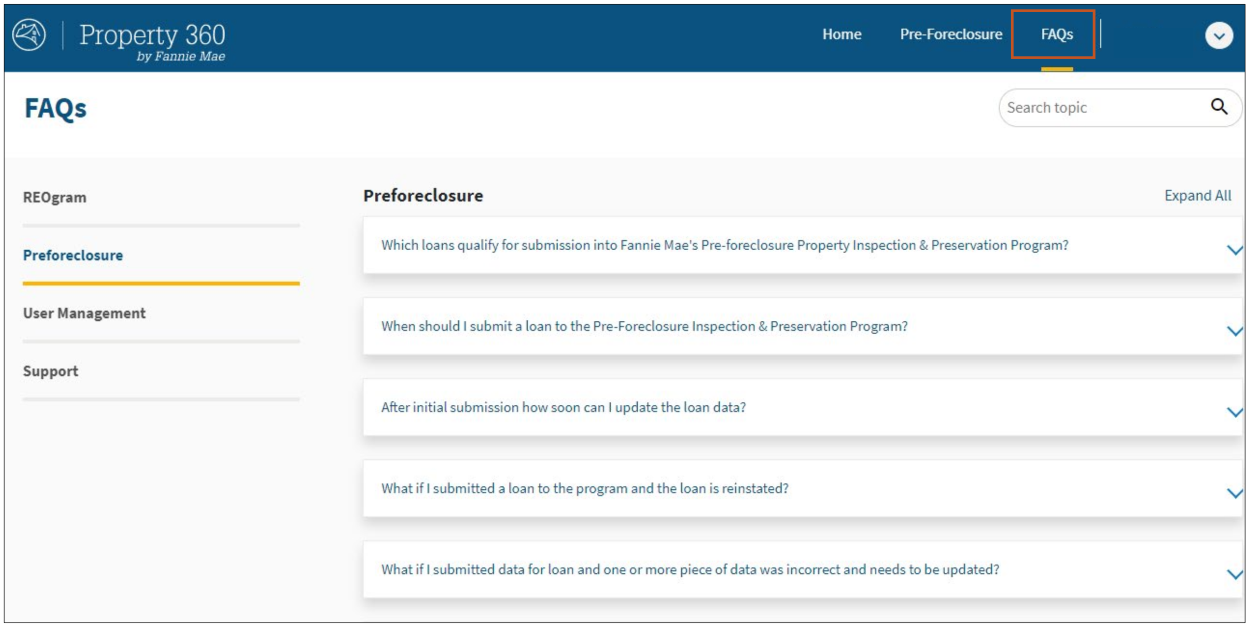



6. Click **Zipped Report** and follow normal unzip procedures to extract file and view in Excel format.



# Frequently Asked Questions

Click **FAQs** for answers to common questions.




**NOTE:** *Click the appropriate section to sort questions by **REOgram**, **Preforeclosure**, **User Management**, and **Support**.*

# Additional Help

For additional inspection and preservation help, email prefcl_preservation@fanniemae.com. The preservation team should get back to you in 24 hours with an answer.

For additional technical support, email ? or call ? and the Fannie Mae help desk should get back with you in 24 hours with an answer.