



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

Responding to Pending Vendor Action (PVA) Items..... 12

Voiding a Request..... 14

Managing Users 16



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 screenshot shows a 'Sign On' form with two input fields: 'USERNAME' and 'PASSWORD'. The 'USERNAME' field contains the placeholder text 'Username Here' and is marked as '* REQUIRED'. The 'PASSWORD' field contains a series of asterisks and is also marked as '* REQUIRED'. Below the fields is a green 'Sign On' button. At the bottom, there is a link that says 'Need help with unlocking your user ID or resetting your password?'.

The Property 360 homepage displays.

The screenshot shows the Property 360 homepage. The header includes the 'Property 360' logo and navigation links for 'Home', 'Excess Fees', and 'FAQs'. A user greeting 'Hi [redacted], role not found to view property data' is displayed. Below this is a search bar with a 'Select' dropdown and a search icon. The main content area features a section titled 'Property details at your fingertips!' with the subtitle 'Get the data you need faster by minimizing the need for multiple logins. Here's how it works:'. This section contains three icons and their corresponding descriptions: 'Enter Loan Number' (Find the current stage of your property's information with a valid loan number.), 'View Result' (Sort your properties by loan status and take action quickly.), and 'Generate Report' (Take necessary actions right from there - including creating reports.).



Forgot My Password/Username

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

The image shows a 'Sign On' form. At the top is the title 'Sign On'. Below it are two input fields: 'USERNAME' and 'PASSWORD'. Each field has a small asterisk and the word 'REQUIRED' below it. Below the password field is a green 'Sign On' button. At the bottom of the form, there is a link that says 'Need help with unlocking your user ID or resetting your password?'. This link is highlighted with a red rectangular box.

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.

The image shows a 'Password Reset' form. At the top is the Fannie Mae logo and the title 'Password Reset'. Below the title is a message: 'Enter your User ID and we will email a temporary link to reset your password.' Below this message is a 'User ID' input field, which is highlighted with a red rectangular box. Below the input field is a blue 'Submit' button, also highlighted with a red rectangular box.

Log Off Property 360

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

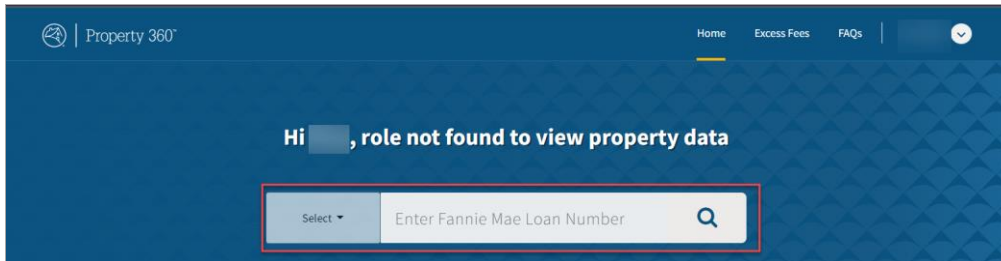
The image shows the Property 360 dashboard. At the top, there is a navigation bar with links for 'Home', 'Excess Fees', and 'FAQs'. On the right side of the navigation bar, there is a user menu icon (a circle with a person silhouette). Below this icon, a dropdown menu is visible, showing 'My Account' and 'Log Out'. The 'Log Out' button is highlighted with a red rectangular box. The main content area of the dashboard shows a message: 'Hi [redacted], role not found to view property data'. Below this message is a search bar with a 'Select' dropdown and a text input field labeled 'Enter Fannie Mae Loan Number'. A magnifying glass icon is next to the search bar.



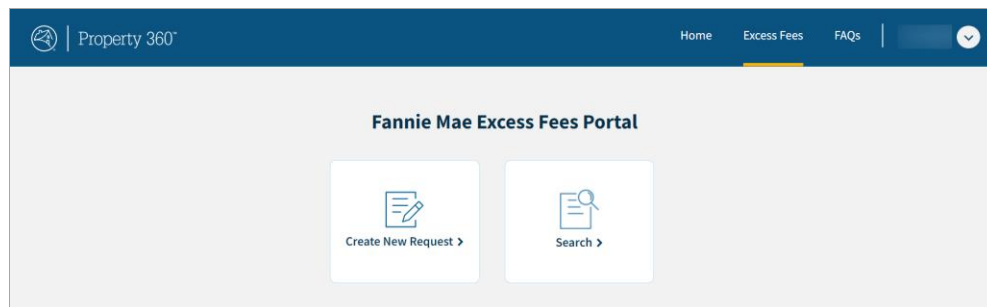
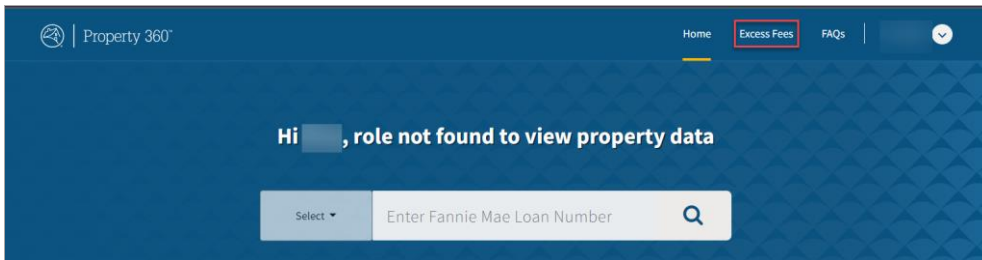
Property 360 Homepage

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

NOTE: The search box in the middle of the homepage provides property data collected for use within the REOgram Notification module of Property 360 and is only accessible for REOgram users.



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

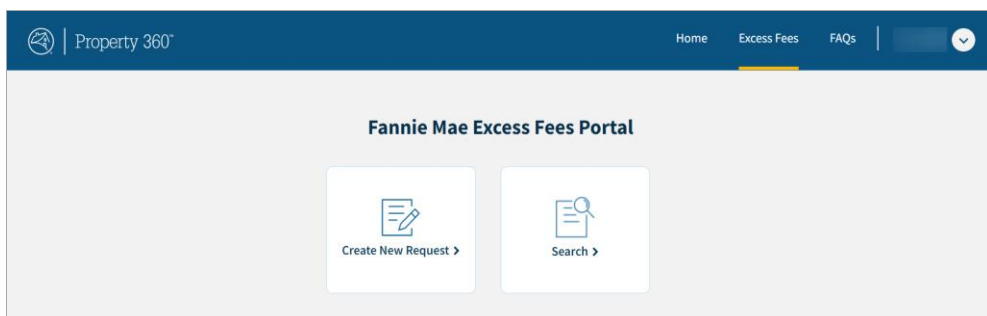


2. Proceed to the [Excess Fees Portal section](#).

Excess Fees Portal

The **Fannie Mae Excess Fees Portal** menu provides two action options:

- [Create New Request](#)
- [Search for Prior Requests](#)

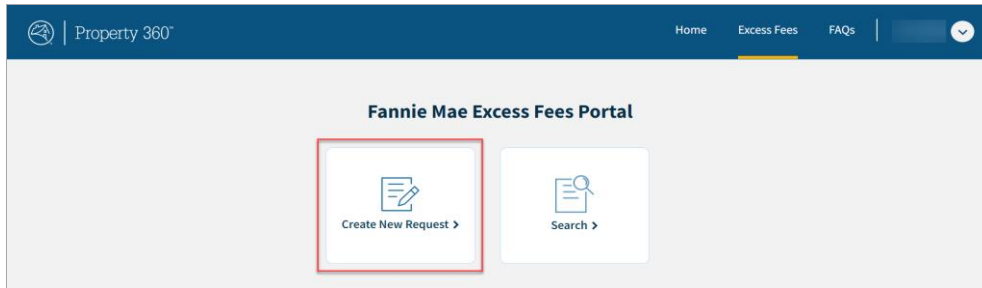




Create New Request

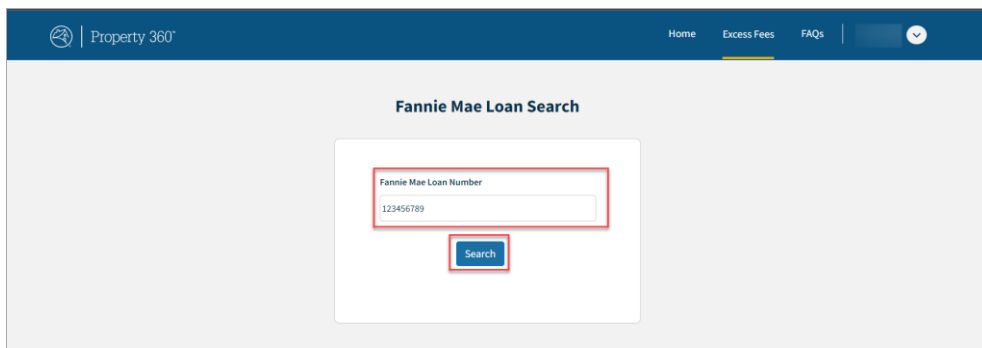
The steps below outline the process to create a new request.

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



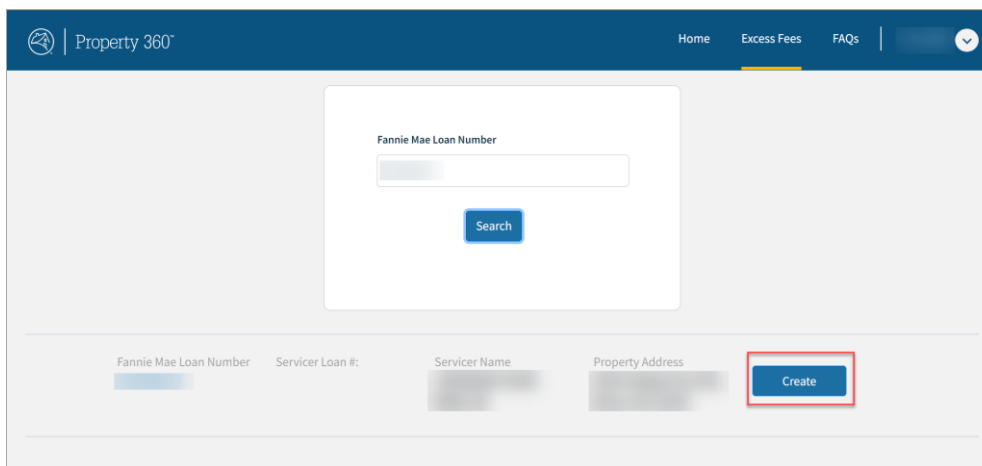
The Fannie Mae Loan Search screen displays.

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.

Property 360SM Home Excess Fees FAQs

Fannie Mae Loan Search / Excess Fee Details

Excess Fee and Cost Details Submit

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

Show more info

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

Excess Fee and Cost Details Submit

Fannie Mae Loan #	Request ID 6563	Submit Date	Property State NJ	Request Status 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

Show more info

Excess Fee and Cost Request

Vendor Reference #	* Referral Date mm/dd/yyyy
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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 mm/dd/yyyy
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Add Line Item

6. Click **Add Line Item**.

Excess Fee and Cost Request

Vendor Reference #	* Referral Date 3/23/2022
--------------------	------------------------------

Add Line Item



The **Line Item Details** screen displays.

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

The applicable data fields display for the line item selected.

8. Enter the required information indicated by asterisks.



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

10. Click **Validate and Submit**.

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

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.

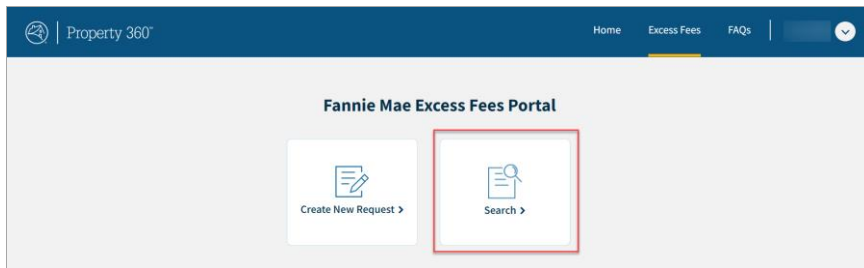
12. Does the line item information need to be revised?

- **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.

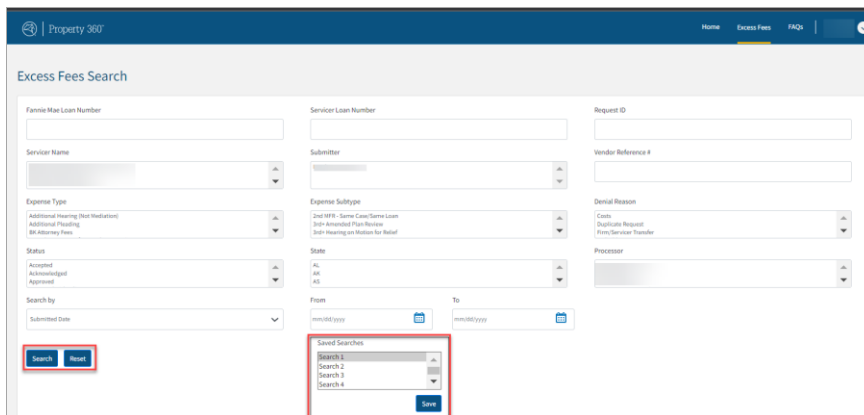


NOTE: Users can search by selecting one or more available data fields to filter criteria for a particular loan. Many of the data fields have dropdown menus with options available to assist in search selections.

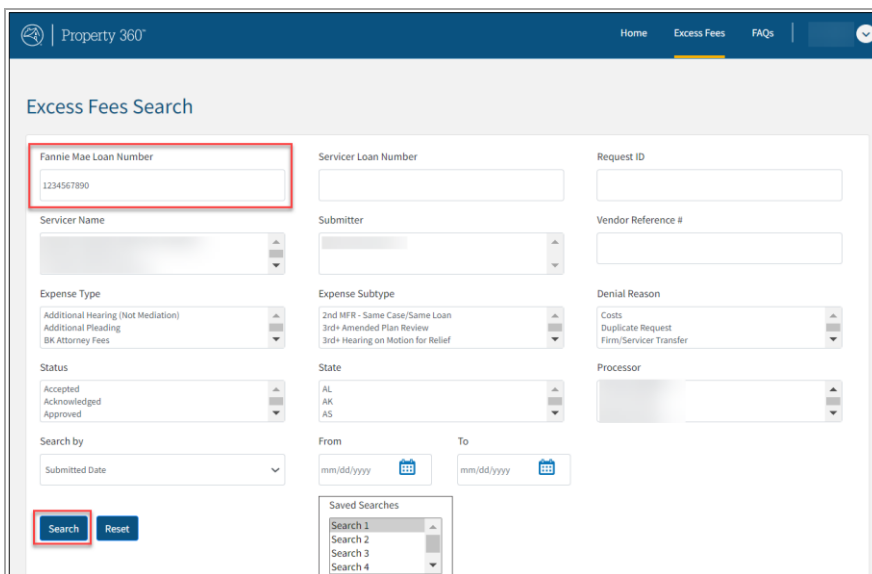
Example: Select **Approved** from the **Status** field and then select the applicable **Servicer Name** or a specific date range.

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.

Property 360[®]

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
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


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



Property 360[®]

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
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

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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.



Property 360[®]

Home

Excess Fees

FAQs

Request Search

Search Results

Excess Fee Details

Excess Fee and Cost Details

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

Show more info



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

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

Search Reset

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

Property 360[®] 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		\$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**.

The 'Add Comment' dialog box features a large text area with the word 'TEST' entered. Below the text area, a note states: 'Max length should be 4000 characters and non-ascii characters will be removed.' At the bottom right, there are 'Cancel' and 'Save' buttons.

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

This section displays a table of line items and a comments section. The line item table has columns for 'EXPENSE TYPE', 'EXPENSE SUBTYPE', 'REQUESTED AMOUNT', and 'APPROVED AMOUNT'. One item is listed: 'Additional Hearing (Not Mediation)' with a subtype of 'Case Management/Status Conference' and a requested amount of '\$250.00'. A pencil icon is visible next to this item. Below the table is a 'Comments' section with an 'Add Comment' button and a table of comments with columns for 'DATE', 'USER', 'SOURCE', 'STATUS', and 'COMMENT'. A comment is shown from 'Anu Satish' dated '01/19/2022 10:33 AM' with the text 'Testing PVA'.

The Line Item Details pop-up window displays.

9. Attach supporting documentation below **Upload New File**, if applicable.
10. Click **Validate and Submit**.

The 'Line Item Details' pop-up window contains a search bar, dropdowns for 'Expense Type' (set to 'Additional Hearing (Not Mediation)') and 'Expense Subtype' (set to 'Case Management/Status Conference'), and input fields for 'Quantity' (1), 'Unit Price' (250), and 'Judicial Indicator' (Judicial). It also includes a date picker for 'Current Hearing/Mediation Date' set to '12/25/2021'. Below these is an 'Additional Info' text area. At the bottom, there is an 'Upload New File' section with a dashed box for file upload, a note 'Maximum file size 100MB', and the text 'No Attachments Found'. 'Cancel' and 'Validate & Submit' buttons are at the bottom right.



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

Property 360° | Home | Excess Fees | FAQs | [User Profile]

Request Search / Search Results / Excess Fee Details

Excess Fee and Cost Details

[Submit]

Fannie Mae Loan #	Request ID 544	Submit Date 12/23/2021 12:35 PM	Property State PA	Request Status Pending Vendor Action
Vendor	Submitter Name	Vendor Reference #	Denial / Approved With Adjustment Reason	
Servicer Name	Servicer Loan #	Referral Date 12/02/2021	Processor Name	Status Date 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.

Property 360° | Home | Excess Fees | FAQs | [User Profile]

Fannie Mae Excess Fees Portal

Create New Request > [Search >]



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°											
Request Search / Search Results											
Excess Fees Search Results											
Sort By: [v] 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	Debra Wyatt	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
[REDACTED]	290	05/12/2022 04:56 PM	KY	Submitted
Vendor	Submitter Name	Vendor Reference #	Denial / Approved With Adjustment Reason	
[REDACTED]	P360 Attorney Submitter			
Servicer Name	Servicer Loan #	Referral Date	Processor Name	Status Date
[REDACTED]		05/01/2022		05/12/2022 04:56 PM

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

Property 360°

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
[REDACTED]	290	05/12/2022 04:56 PM	KY	Void

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

Expense Type	Expense Subtype	Denial Reason
Additional Hearing (Not Mediation)	2nd MFR - same case/same loan	Allegations Against Servicer
Additional Pleading	3rd+ Amended Plan Review	Allowable Fee/Cost
BK Attorney Fees	3rd+ Hearing on Motion for Relief	Costs
Status	State	Processor
Pending Vendor Action	AL	Auto Decision User
Submitted	AK	Debra Wyatt
Void	AS	Diana Ysuhaylas
Search by	From	To
Submitted Date	mm/dd/yyyy	mm/dd/yyyy
Search	Reset	
Saved Searches		
Search 1		
Search 2		
Search 3		
Search 4		

Excess Fees Search Results											
Sort By: [v] 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	Debra Wyatt	Additional Hearing (Not Mediation)	Required Hearing Attendance	[REDACTED]	Void	04/25/2023		\$500.00	\$0.00	P360
5079	MI	Debra Wyatt			[REDACTED]	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**