

VALERI Servicer Newsflash

Friday, April 11, 2014

IMPORTANT INFORMATION

Servicer POC List in VALERI - In our effort to provide servicers with timely responses to inquiries, please remember to create or update your Servicer Point of Contact (POC) List in VALERI for all categories such as Adequacy of Servicing, Loss Mitigation, Foreclosure, etc. VA Loan Technicians will use the most current contact information in VALERI to send and respond to your inquiries. For those servicers who have not created their Servicer POC list, please see the attached instructions on how to complete this process or you may obtain a copy of the document at

http://www.benefits.va.gov/HOMELOANS/documents/docs/newsletter/VALERIServicerNewsflash_POC_Guide.pdf

Servicer Web Portal (SWP) Bulk Upload Template - Recent changes/updates have been made to the SWP Bulk Upload Template and the updated template (Version5) will be available Monday morning, April 14, on the VALERI Internet site at http://www.benefits.va.gov/HOMELOANS/servicers_valeri.asp. **Please begin using Version 5 on Monday, April 14.** To ensure you have the most updated Version, "V5" will be listed on the first tab of the document. Please discard all old versions.

FOR YOUR INFORMATION

Who to Contact – Please refer questions to the following:

- Loan Specific Questions: The assigned Loan Technician in VALERI
- System Outages: valerihelpdesk.vbaco@va.gov
- Data Quality Issues: valeridataquality.vbaspl@va.gov
- UserID and Password Requests: Your company's VALERI Administrator
- Cancelling Events: The assigned Loan Technician in VALERI
- New Servicers Joining VALERI: valerihelpdesk.vbaco@va.gov
- Escalating an Issue: Senior Loan Technician (SLT) or Servicing Officer (SO) in the same RLC as the assigned technician
- 2nd Escalation Level: LAO at the same RLC as the assigned technician

DEVELOPMENT UPDATES

On Saturday, April 12, 2014, VA will deploy VALERI manifest 2.27. The following system enhancements will be included in this release:

CQ9995 – Attorney Information changes. When reporting phone numbers, you will now be limited to the three letters "ext" when providing an extension. All other characters are required to be numeric with the exception of dashes and parenthesis.

CQ10278 – Post Audits were not auto generated in March and April. We were required to generate a few days late but servicers were allowed the 30 days to submit documentation. This is being corrected and May Post Audits should generate on May 1.

CQ9792 – New Password Reset. You will now have the ability to reset a password if you forgot to do so before being locked out of the VALERI application. You will be notified 5 days prior to your password expiring to help avoid being locked out of VALERI.