

# VALERI Servicer Newsflash

Friday August 22, 2014

## IMPORTANT INFORMATION

**Scheduling Reports** - If you have reports scheduled to run automatically and are having issues, please make sure the expiration date of that scheduled report has not lapsed. If you have verified the expiration date and the report still does not run automatically, send an e-mail to the VALERI Helpdesk with detailed information and screen shots of the issue.

## FOR YOUR INFORMATION

**Special Notifications and Updating the Bi-weekly Call List** – When sending special notifications from the VALERI helpdesk, we receive many undeliverable e-mail notifications. When an undeliverable notification is received, we remove all contact information from the bi-weekly call distribution list.

If you are a participant on the bi-weekly call and your e-mail address changes, you should notify the VALERI Helpdesk. Servicers should designate an individual to submit additions or deletions to the bi-weekly call list as means to ensure appropriate representation by your company.

## DEVELOPMENT UPDATES

**The Appeal Status Report** – This report has been updated to include the status of the “Review Appeal Late Acquisition” process.

**The Servicer Loan Listing Report** – VA recently added additional filters such as “Status”, “State/Territory”, “TVLB Flag”, “Origination Date”, and “termination date range”. If you wish to run a Servicer Loan Listing Report with all loans, simply select “NULL” for the all categories. However, if you just want a report for loans that originated in the year 2012, you would enter that year in the “origination date filter” and the report will list loans originated in 2012, and status of the loan, (active or terminated). It is recommended that you schedule this report as in many cases it is very large.

Please note, if you select NULL for all categories, you may only receive partial results depending on the size of your portfolio.

**The Servicer Events Report Log Report** – As of July 30, the report was returned to its original state allowing you to generate the report based on a date range of when the event was reported.