

VALERI Servicer Newsflash

Friday, October 11, 2013

IMPORTANT INFORMATION

VALERI Application Access

Some users have had issues logging into VALERI. If you have issues and saved VALERI as a favorite, you will need to delete it, and then save the following site as a favorite:

<https://www.vbavaleri.com/GSM2.0/LoginForm.aspx>. This process should resolve any issues logging into VALERI.

Duplicate Reporting

Servicers that report data through a nightly file process should not report events through the Servicer Web Portal (SWP) unless the event failed, and that is the only solution to sending the data to VALERI. In some cases, duplicate events have been generated and are causing problems in VALERI, especially with Transfer of Custody, Compromise Sale Complete, and Results of Sale events. Again, do not report through SWP if you report data through your nightly files.

FOR YOUR INFORMATION

State Foreclosure and Statutory Bid Information

We have updated the spreadsheet with State foreclosure information to reflect that Kansas is a statutory bid State. You may view the information at http://benefits.va.gov/homeloans/servicers_valeri.asp.

Scheduling Reports

To schedule a report, please follow these steps:

- 1) Select the report, for example "Claim Payment Status Report"
- 2) Select the "Actions" tab and click on the drop-down arrow and select "Schedule"
- 3) The next page will allow you to select different features such as recurrence, parameters, and format
- 4) After making your selections, click "Schedule"

To see a listing of scheduled reports, select "Actions" and click on "History".

DEVELOPMENT UPDATES

On Saturday, October 12, 2013, VA will deploy VALERI manifest 2.24. The following system enhancements will be included in this release:

CQ 9674 – Appeal Claims: Appeal claims filed by servicers have been submitted with incorrect line item descriptions, which have resulted in erroneous denials or appeals being placed on hold. Using a "sort" filter in SWP to find expenses caused the line item errors. The sort function has been corrected.

CQ 9313 – Servicer Administrator Information Concerning Inactive Users: VALERI will automatically deactivate a user if they do not log into VALERI for 90 days. When this occurs, the "Active" box in a user profile will be unchecked and a note will display ("Inactivated by VALERI on date"). When a Servicer Administrator deactivates a user, the administrator's name will appear with the date.

CQ 9351 – Servicers will now have the ability to view all uploaded documents at any time, whether uploaded by a VA employee or a Servicer employee. However, only the person who uploaded a document can delete it. We anticipate this will minimize duplicate uploading.

CQ 9832 – Hybrid ARM Claims: VALERI will now recognize "hybrid" ARM mortgage loans. Therefore, you may now file your hybrid ARM claims.