

**U.S. Department of Veterans Affairs
Veterans Benefits Administration
VA Loan Electronic Reporting Interface
VA Servicer Web Portal Event Administration Guide**

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Document Control

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1 Summary

The VA Loan Electronic Reporting Interface (VALERI) is a web-based system that supports VA employees and servicers operating in the new regulatory environment. As a VA loan servicer, you are required to report certain events to VA according to 38 CFR 36.4817. If you use a service bureau that has a direct connection or your servicing shop has a direct connection with VA, most servicing events will be reported through a nightly file exchange process. VA has also provided servicer administrator users with the ability to report all events through the Servicer Web Portal (SWP). This feature is not a substitute for your servicing system. Only a handful of administrative users will have access to this feature, and it is only to be used in very specific circumstances. Prior to reporting an event using this feature, we also ask that you contact the VALERI Help Desk in case additional means are necessary to ensure that the event is processed properly.

This document has been developed to provide you as an administrative user, with guidance on how and when to report an event to VA via the SWP. It also includes system instructions to guide you through the process of reporting an event through the Portal. Refer to the VALERI Servicer Guide for information on event definitions, reporting timeframes, data elements, and post-audit documents.

2 Situations Requiring SWP Event Reporting

VA expects your company to report events automatically through your daily change file process whenever possible. As a VALERI administrator, you may need to report an event through the SWP that is normally reported through the daily change file. You may be required to do this when your company needs to:

- Report an historical event.
- Correct information that was reported in a previous service bureau event.
- Re-report a rejected service bureau event.
- Report a service bureau event that did not map over to VALERI.

2.1 Report an Historical Event

In some cases, you will need to report historical events (i.e. events that occurred prior to your data migration date) if the absence of that historical event is preventing you from taking another action in VALERI. A few examples of historical events you might need to report would be:

- A sale or deed-in-lieu event: If you need to transfer custody of a property to VA, you will first have to report the sale or recording of the deed-in-lieu of foreclosure. If the sale or recording of a deed-in-lieu of foreclosure occurred prior to your data migration date and the Results of Sale or Deed-in-lieu Complete event did not come over into VALERI, you will need to report the appropriate event through the SWP. Once the Results of Sale or Deed-in-lieu Complete event has been reported, you may report the Transfer of Custody event.

- A loan termination event: VALERI will reject a Basic Claim event for a terminated loan if the loan is not in a terminated status in VALERI. For example, this could occur on a transition loan if the loan termination occurred during the blackout period, and the loan termination data was already in your servicing system at the time your company initialized its data in VALERI. In this case, the loan termination event may not have been created in VALERI. If you need to file a claim and you see that the loan's status on the SWP is Guaranty Issued, you will need to report the loan termination event. The appropriate loan termination event will be one of the following: Compromise Sale Complete, Deed-in-lieu Complete, Results of Sale, or Confirmed Sale Date with no Transfer of Custody.
- A bankruptcy event: The Bankruptcy Filed event must be reported for all loans in active bankruptcy. You will need to report historical Bankruptcy Filed events through the SWP if your company's data migrated to VALERI and the Bankruptcy Filed event did not come over into VALERI. This event is important because it signals VALERI to automatically allow an additional 180 days of interest beyond the maximum allowable interest timeframe for that loan.

Please note that you should not report any historical Repayment Plan Approved, Special Forbearance Approved, or Loan Modification Complete events. VA will not pay incentives for these loss mitigation options if they were completed prior to your VALERI go-live date.

2.2 Correct Information that was Reported in a Previous Service Bureau Event

You may need to use the SWP when an event that was reported through your service bureau came into VALERI and was processed with incorrect information. For example, if your company reports a Results of Sale event and one or more of the data elements is incorrect (for example, total eligible indebtedness), you will need to use the SWP to re-report a new Results of Sale event. Be sure to contact the VALERI Help Desk prior to reporting a new Results of Sale event, or any loan termination event, as additional work will be needed to cancel the previously reported event first.

Please note that there is an event revision and withdrawal window of three days prior to an event's processing date. Events may be revised or withdrawn through your service bureau within this window, and you will not have to use the SWP to correct the data.

2.3 Re-report a Rejected Service Bureau Event

VALERI creates certain events based on the data that exists in your servicing system. You are responsible for entering the appropriate data into your servicing system by the event due date.

In some cases, events will be reported to VALERI via your service bureau and they will reject due to one or more business rule failures. For example, the Results of Sale event is reported through your service bureau. One of the business rules for this event requires that the total eligible indebtedness reported by the servicer must be greater than one dollar. If you report this event and the business rule fails, VALERI rejects the event and you will need to re-report it with the correct information. This event cannot be re-reported through your service bureau because the event is reported only when

there is a change in the date of sale. This is because the date of sale is the triggering field for the Results of Sale event. In this situation, the event would need to be reported again through the Servicer Web Portal.

If you are unsure about whether or not an event was rejected, you can access the Servicer Events Report Log Report. This report will tell you if the event had any fatal business rule failures and if so, what the business rule failure was. The report should be run starting on the date that you submitted the event to VA.

2.4 Report a Service Bureau Event that Did Not Map Over to VALERI

In rare situations, you may enter event data into your servicing system and your service bureau will fail to trigger the event in VALERI. This situation applies only when your event is completely absent in VALERI. In these cases, you may need to manually report the event using the SWP. For example, when you enter the date the loan modification was completed in your servicing system, this triggers the event to be reported in VALERI the next morning. If the event fails to trigger, you can use the SWP to manually enter the information. You should also immediately notify the VALERI Help Desk if your service bureau event does not map over to VALERI, as it may be a system bug that needs to be resolved.

Please note that you should allow at least one business day for an event to show up in VALERI after you have entered it into your servicing system, as your service bureau reports events to VA through a nightly file exchange process. If the event does not show up after one day, then it likely did not map over to VALERI.

3 When You Should Not Use the SWP to Report an Event

You should generally report an event using the Event Administrator feature only for the scenarios described in this document. The VALERI Help Desk is your best resource to evaluate whether you need to use the SWP to report an event.

Here are some examples of times when you should not be reporting an event on the SWP:

- The event's information does not exist in your servicing system.
- The corresponding servicing system event is still in a pending state in VALERI or is still within the three day revision timeframe.

Please remember that you are responsible for reporting each data element accurately, in your servicing system or in VALERI.

4 Process for Reporting Events through the SWP

If you need to report an event to VA through the SWP based on the situations described in section 2, you must report the event using the following process:

- Check event details in your servicing system.

- Verify information on the SWP.
- Notify VALERI Help Desk.
- Report event through the SWP.

4.1 Check Event Details in Your Servicing System

To maintain data integrity between your servicing system and VALERI, event data that exists in your servicing system must match the event data that you are reporting through the SWP. If the data in your system does not match the data you want to enter in the SWP, you must enter the correct data into your servicing system. For example, if you reported a Results of Sale event that was rejected by VALERI because the data element for total eligible indebtedness was not reported, you would enter the total eligible indebtedness into the appropriate screen of your servicing system.

If you enter data into your servicing system, you should wait until the next business day before reporting the event on the SWP. In some cases, entering the event data into your system will automatically re-report the event for you.

4.2 Verify Information on the SWP

Prior to reporting any event through the SWP, you must access the loan and review the loan information to determine what action you will need to take. The Help Desk is your best resource if you are unsure if the loan's situation requires reporting an event through the Event Administration feature. You should review all of the loan information as well as the submitted events. You may also need to take specific actions. For example:

- If you need to report an historical event according to the guidance provided in section 2.1, you must verify that the historical event was not previously reported. If the historical event was previously reported and accepted by VALERI, you will not need to re-report the event.
- If you need to report a loan termination event prior to filing a claim, according to the guidance provided in section 2.1, you must verify that the loan status on the loan information page is Guaranty Issued. If the loan is in a terminated status, you would not need to proceed with reporting the required loan termination event.
- If you need to re-report a rejected service bureau event according to the guidance provided in section 2.3, you must verify that the previously reported service bureau event was actually rejected (indicated by a red x next to the name of the event). You must also view the event data to determine the cause of the event failure. Prior to reporting the new event, verify the correct event information that needs to be reported.

4.3 Notify VALERI Help Desk

You must notify the VALERI Help Desk in by phone and e-mail any time you report an event using the Event Administration function on the SWP. This control has been put into place to ensure that the Department of Veterans Affairs (VA) has an accurate record of the number and types of events that were reported by servicer administrator users. It

is also a safeguard in case additional steps need to be taken by the Help Desk to ensure that your event will be processed correctly. The Help Desk can be reached at 1-877-309-6947 and valerihelpdesk@ccsin.com.

4.4 Report Event through the SWP

Once you have logged on to the SWP at <https://www.vbavaleri.com>, search for your loan and access the loan information screen. From the loan information screen, you will access the Report an Event screen, as shown in Figure 1.

Figure 1: Access Report an Event Screen

The screenshot shows the VALERI Servicer Web Portal interface. The left navigation menu includes links for Loan Search, Transfer Loan, Exit Portal, Loan Information, Report an Event (highlighted with a red box), Submit Documents, and Appeals. The main content area displays 'Loan Information' for a specific loan, including a Loan Summary and a table of Reported Events. A callout box with the text '1. Click Report an Event' points to the 'Report an Event' link in the navigation menu.

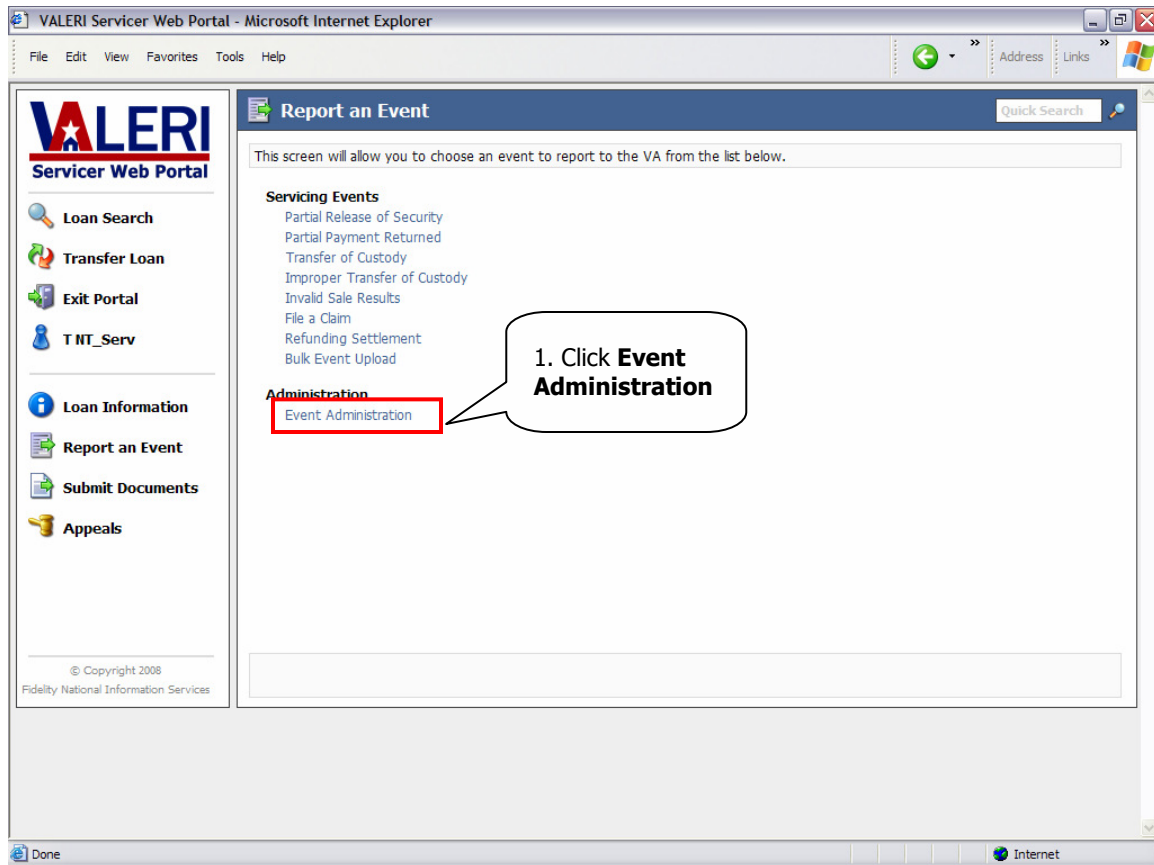
Event Name	Status	Report Date	Process Date
Monthly Loan Status Update	✓	11/26/07	11/26/07

Legend: Pending (⊖), Accepted (✓), Accepted with Errors (✓), Rejected (✗)

Instructions:

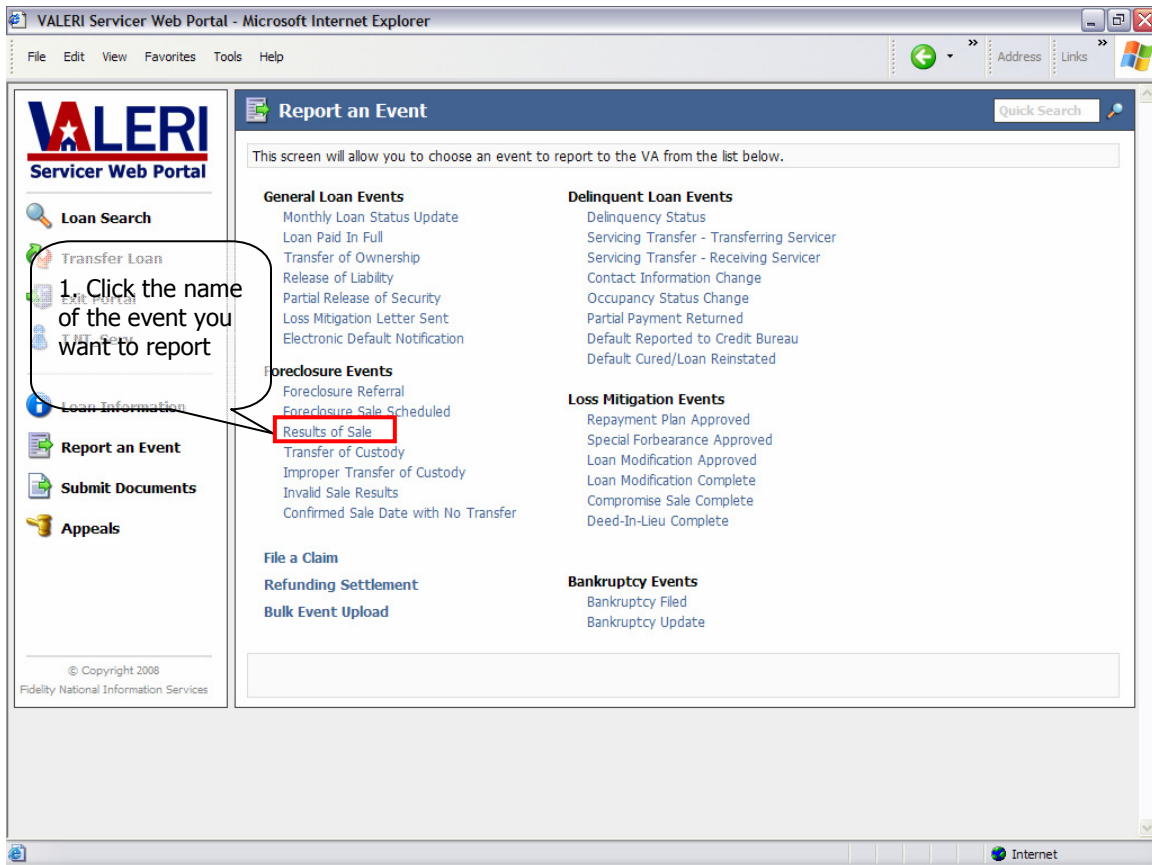
1. Click **Report an Event**.

Clicking the Report an Event link takes you to the Report an Event screen, where you will see the Portal-only events that may be submitted by your company as well as an option to access the Event Administration feature. Select the Event Administration link, as shown in Figure 2: Navigate to Event Administration.

Figure 2: Navigate to Event Administration**Instructions:**

1. Click **Event Administration**.

When you click the Event Administration link, VALERI takes you to a screen that displays all of the service bureau events. To report an event, click on the name of the event that you want to report, as shown in Figure 3: Choose Event to Report.

Figure 3: Choose Event to Report**Instructions:**

1. Click the name of the event you want to report.

When you click the event name, VALERI displays a screen that allows you to enter the event data. In all cases, even when you are re-reporting an event that was rejected or reported incorrectly, you must fill in all of the data fields that apply to that event. An example of the process for filling in event data is shown in Figure 4: Resubmit Results of Sale Event.

Figure 4: Resubmit Results of Sale Event

VALERI Servicer Web Portal - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address Links

VALERI
Servicer Web Portal

Loan Search
Transfer Loan
Exit Portal
T NT_Serv

Loan Information
Report an Event
Submit Documents
Appeals

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Fidelity National Information Services

Resubmit Results of Sale Event

For Loan #060660605832

Quick Search

Guidance: Reported when the foreclosure process is complete, the holder reports the results of the foreclosure sale.

Note: Fields in blue are required.

Date of Sale: 05/11/2008

Sheriff's Appraised Value: 0

Successful Bidder: Holder

Amount of Successful Bid: 65000

Net Value: 65000

Total Eligible Indebtedness: 87000

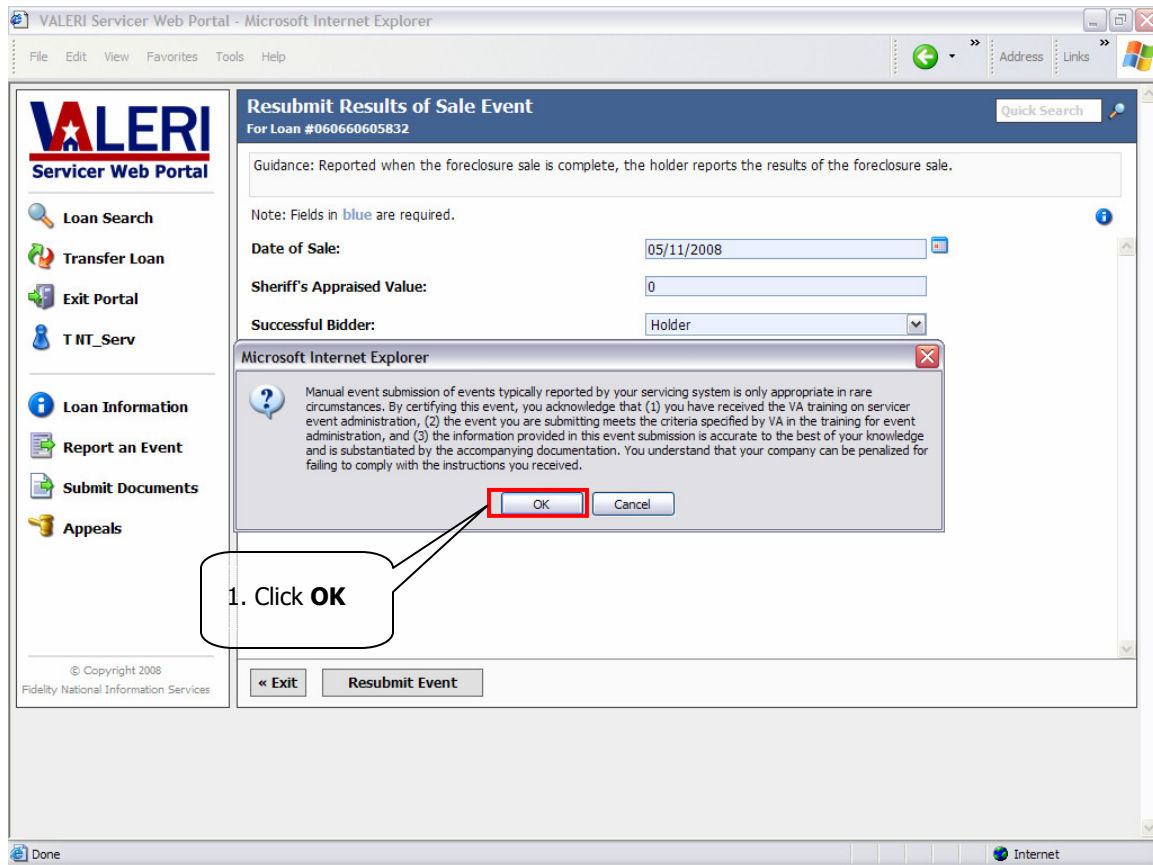
Justification: Here is where you write your justification that will be read by the VA technician.

« Exit Resubmit Event

Instructions:

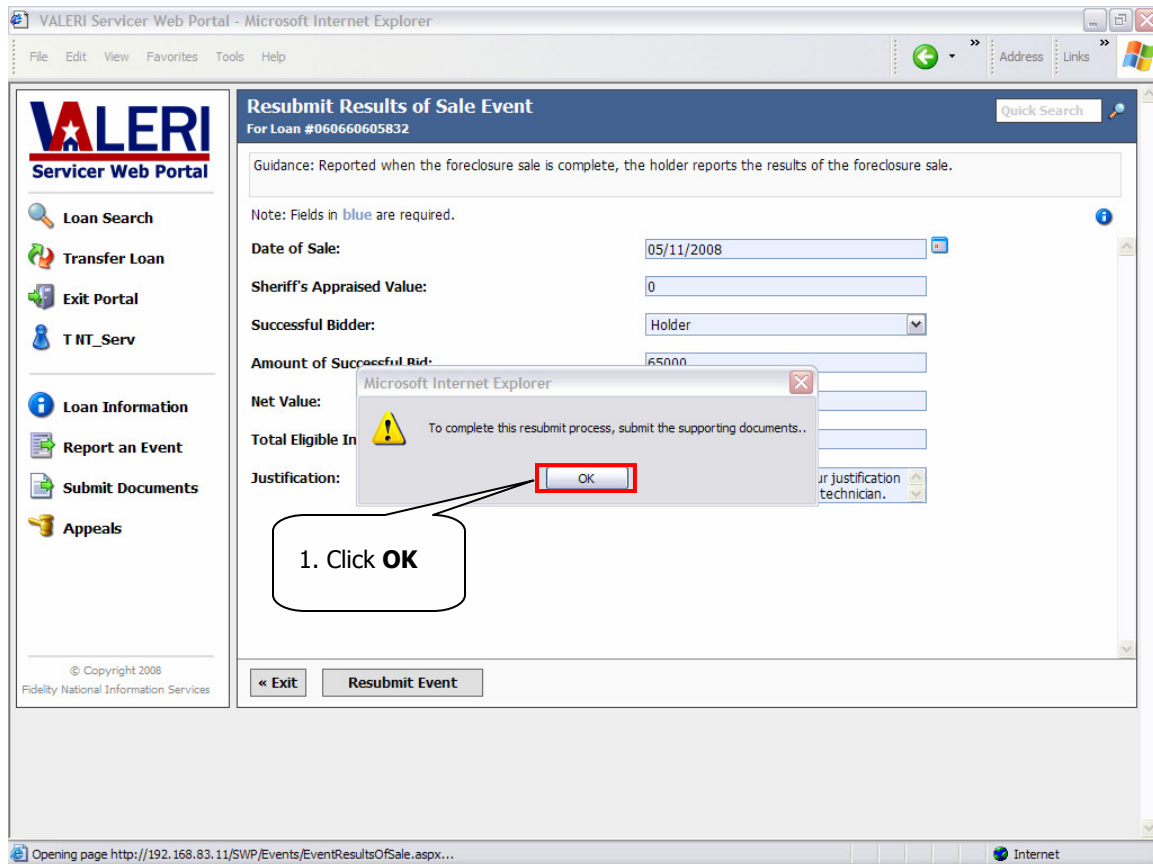
1. Type all of the event data for the event. Please note that fields in blue are required.
2. Type the justification for submitting the event on the SWP.
3. Click **Resubmit Event**.

When you click the Resubmit Event button, an event administration message appears on your screen. The message must be agreed to in order to complete the event submission process. The message reads: "Manual event submission of events typically reported by your servicing system is only appropriate in rare circumstances. By certifying this event, you acknowledge that (1) you have received the VA training on servicer event administration, (2) the event you are submitting meets the criteria specified by VA in the training for event administration, and (3) the information provided in this event submission is accurate to the best of your knowledge and is substantiated by the accompanying documentation. You understand that your company can be penalized for failing to comply with the instructions you received." Agree to the message by clicking OK, as shown in Figure 5: Respond to Event Administration Message.

Figure 5: Respond to Event Administration Message**Instructions:**

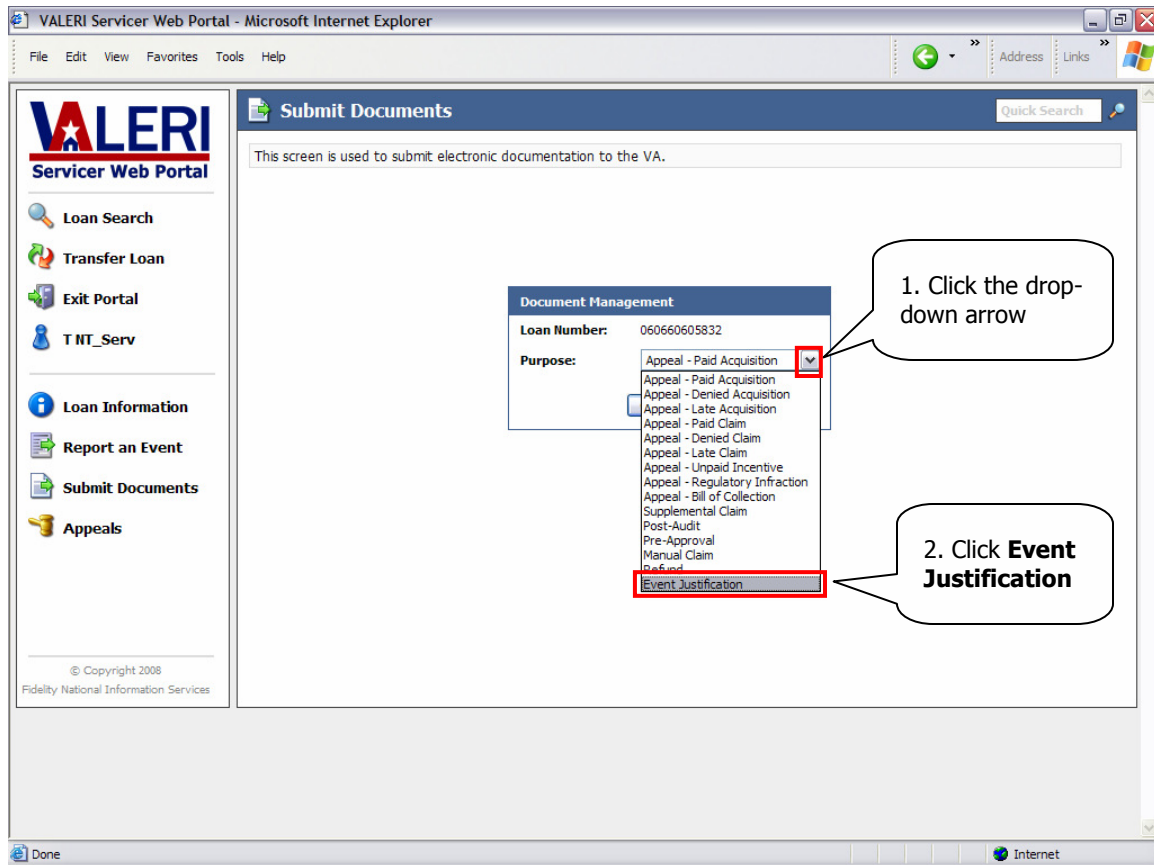
1. Click **OK** to agree to the message.

When you click OK, VALERI displays a new pop-up message asking you to submit the required supporting documentation. Navigate to the document management feature using the steps shown in Figure 6: Respond to Document Submission Message.

Figure 6: Respond to Document Submission Message**Instructions:**

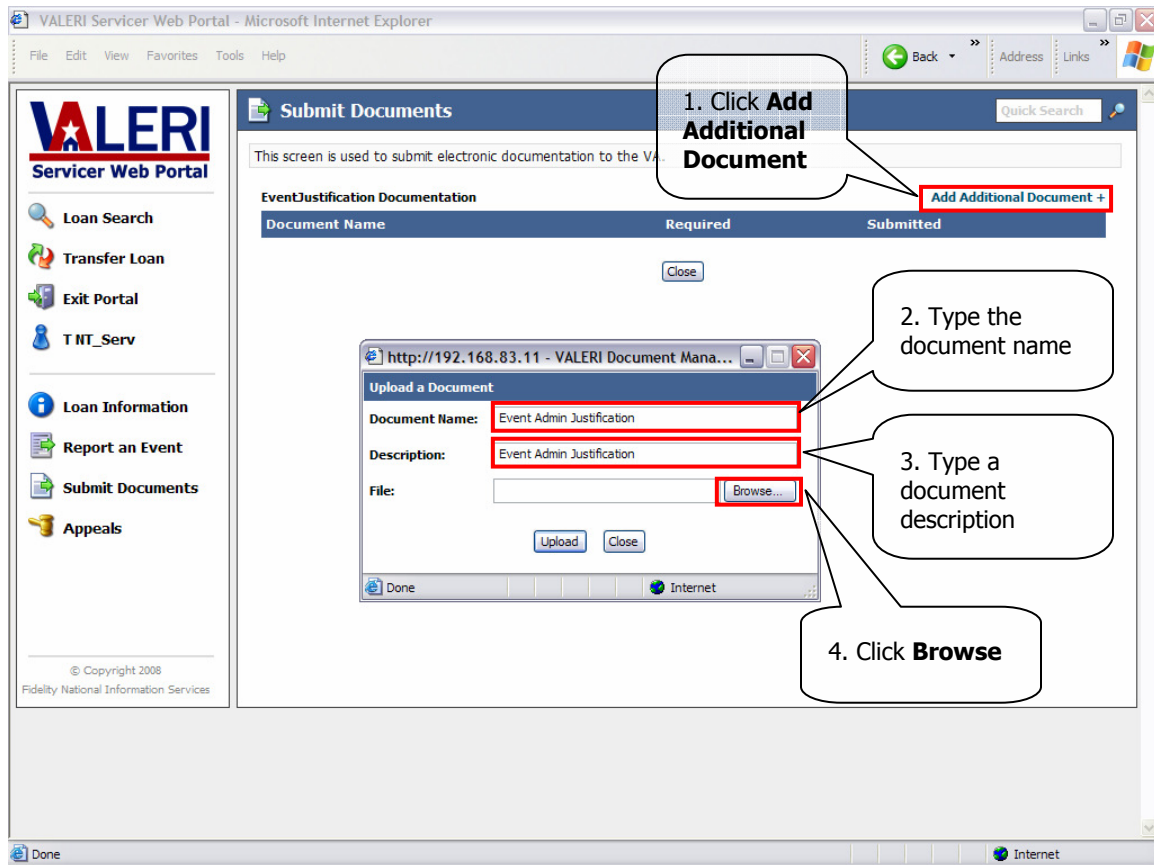
1. Click **OK**.

When you click OK VALERI takes you to the Document Manager utility. This feature allows you to choose a document type and upload a document to VALERI. Supporting documentation is required for all events that are reported through the Event Administration feature. Choose a document type using the steps shown in Figure 7: Choose a Document Type to Submit for the Event.

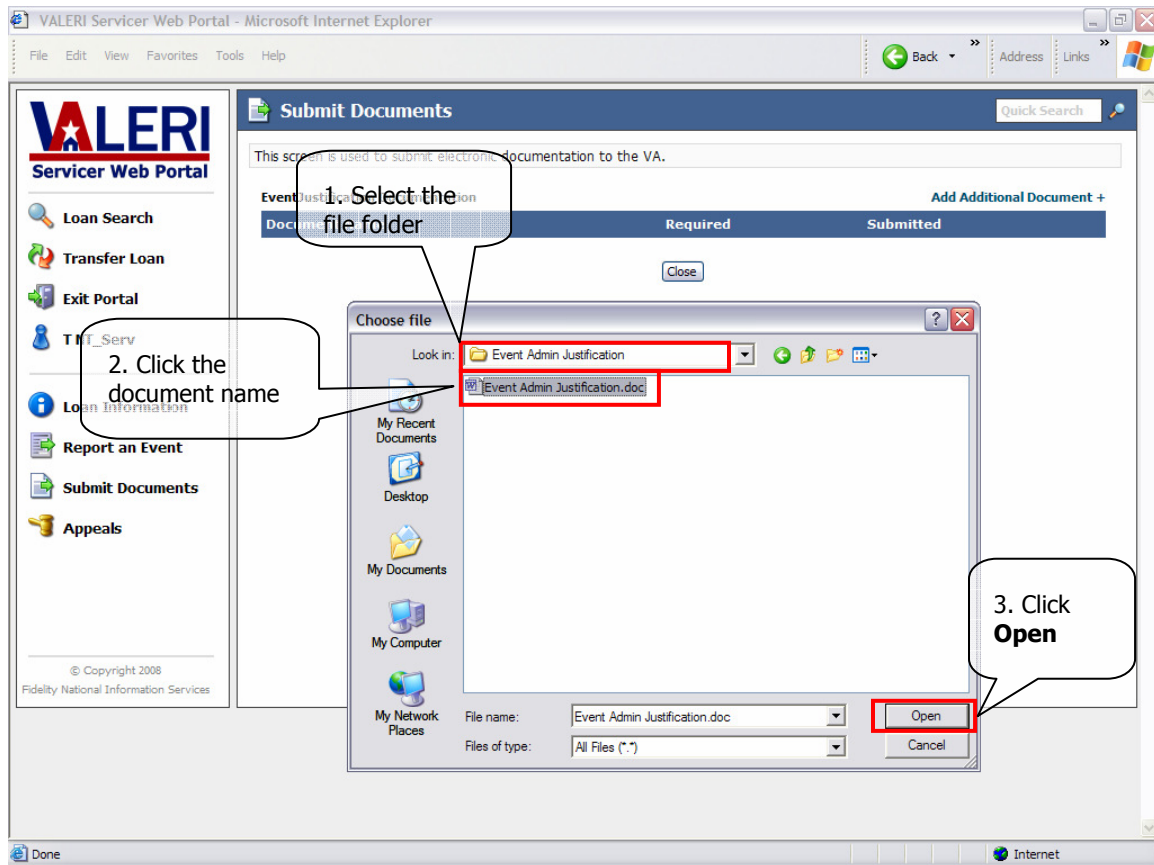
Figure 7: Choose a Document Type to Submit for the Event**Instructions:**

1. Click the drop-down arrow.
2. Select the **Event Justification** document type.

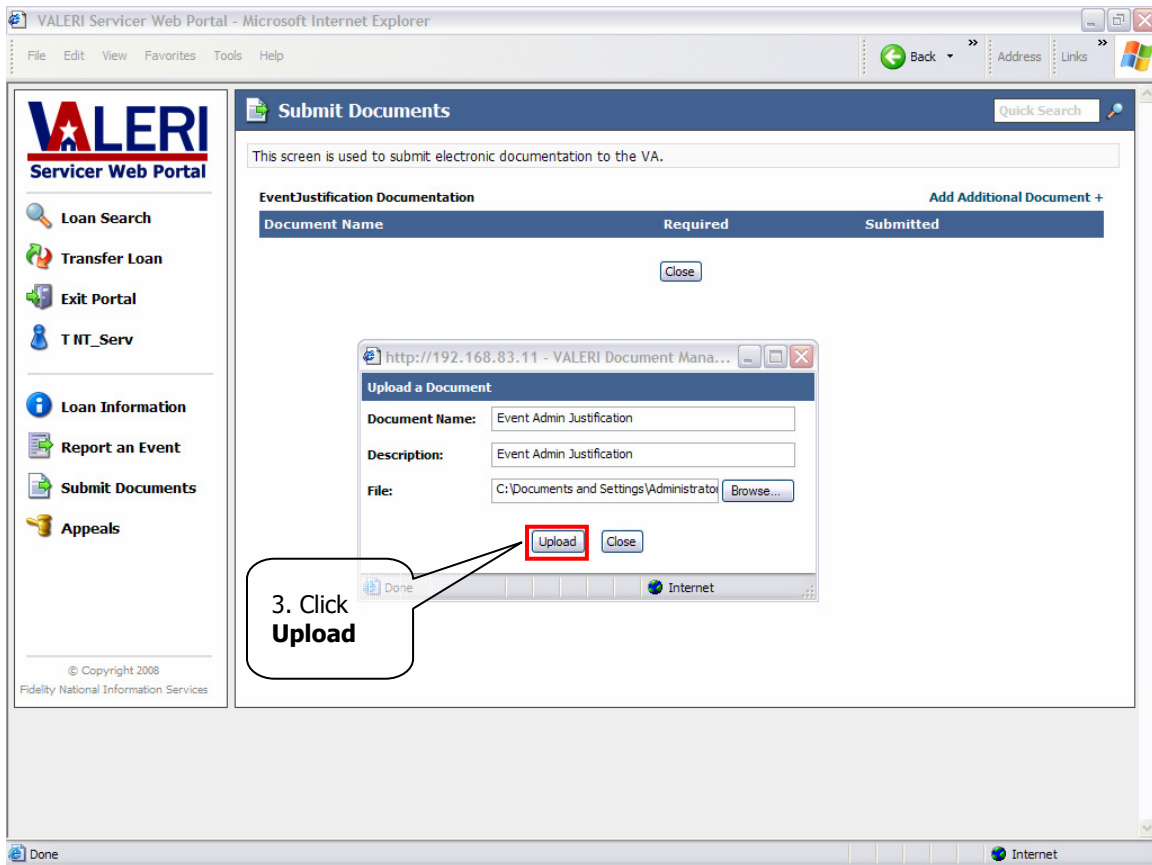
When you have selected the document type to upload, VALERI takes you to a screen that allows you to browse in a new document, as shown in Figures 8, 9, and 10.

Figure 8: Add a Document Name and Description**Instructions:**

1. Click **Add Additional Document**.
2. Type the name of the document in the **Document Name** field.
3. Type a document description in the **Description** field.
4. Click **Browse**.

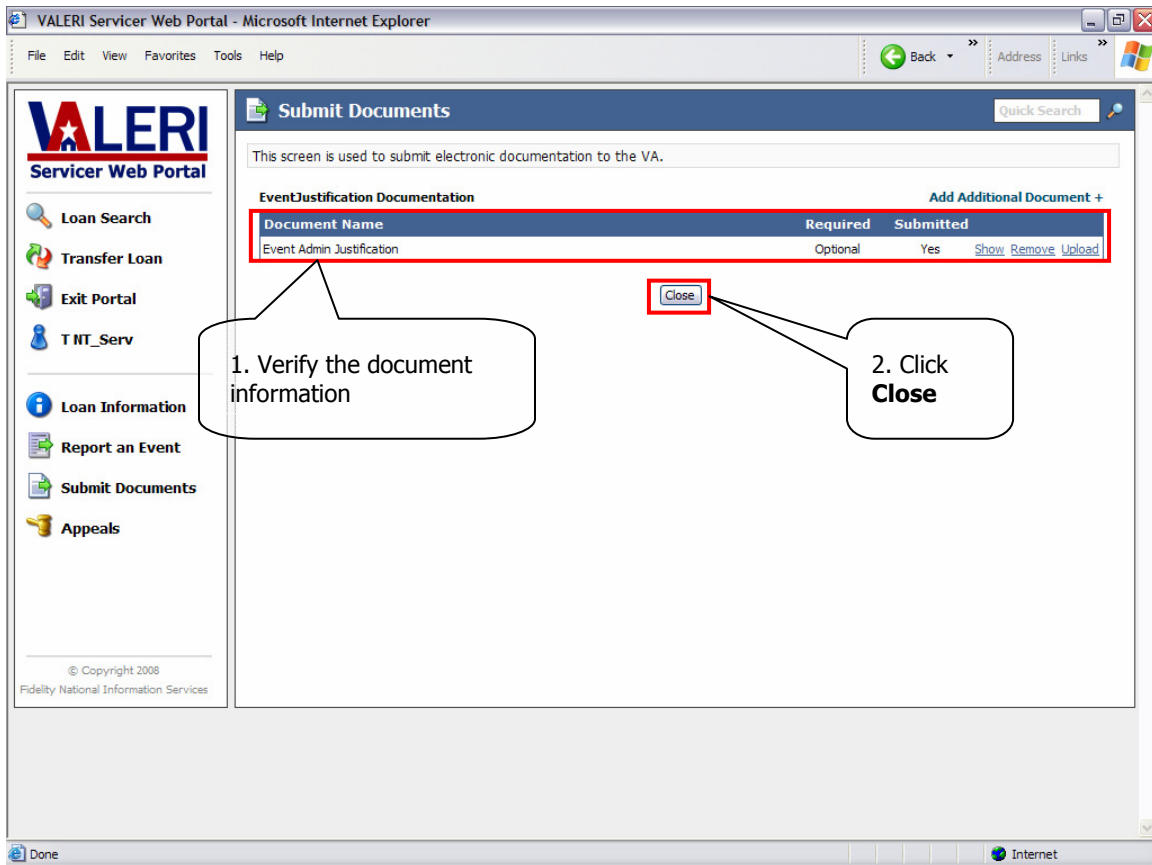
Figure 9: Select the Document to Upload**Instructions:**

1. Select the file folder where the document is located on your computer.
2. Click the document name.
3. Click **Open** to add the document to the SWP.

Figure 10: Upload the Selected Document**Instructions:**

1. Click **Upload**.

Once you have uploaded the document, VALERI returns you to the main screen of the Document Manager feature. From there, you can view the document as shown in Figure 11: Confirm the Document was Uploaded.

Figure 11: Confirm the Document was Uploaded**Instructions:**

1. Verify the document information. The status under the Submitted column should say "Yes" and the Show, Remove, and Upload hyperlinks should appear.
2. Click **Close**. You have completed the steps necessary for submitting an event using the Event Administration feature.

5 Consequences of Abusing Event Administration

VA expects you to use the Event Administration feature only in those situations where it is absolutely necessary, and will be monitoring your use of the Event Administration feature. There is significant risk and responsibility associated with using this feature, and it is only to be used when absolutely necessary. It is not a substitute for your servicing system.

This feature is to be limited to only a handful of Administrative users. Servicer Administrators will be required to sign a document confirming that they understand all necessary guidelines. Please contact the VALERI Help Desk if you have not yet received or signed this document.

VA will be monitoring your Event Administration activities closely. If VA determines you are abusing your authority to report events through the Event Administration feature, they may choose to adjust the guaranty by the amount of any additional loss to the government.