U.S. Department of Veterans Affairs

Veterans Benefits Administration

VA Loan Electronic Reporting Interface

Scheduling Automatic Reports Quick Reference Guide

Version 1.0

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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, one of the tools available to you to view up-to-date information on your loans is the Reports application. This document lists all of the reports available to you. You will want to review the list of reports and check the reports often. Depending on the needs of your company, you have the option to set the reports to run automatically on a daily, weekly, or monthly basis. After a report has been run it will remain in the Reports section of VALERI for you to access.

This document is divided into the following areas:

- Summary of each VALERI report
- Schedule Automatic Reports.
- Running a Report for a Specific Date Range.

If you have any questions about VALERI or are unsure if your scheduled reports are working properly the VALERI Help Desk can help. You can reach the Help Desk at 1-877-309-6947 or valerihelpdesk@ccsin.com Monday through Friday, 7:30AM to 4PM Eastern Time.

2   Summary of each VALERI Report

This section provides a brief description of each Servicer Operational Report available on the VALERI Reports application. All reports should be monitored regularly, preferably on a daily basis.

The following Servicer Operational Reports are available to you:

- Acquisition Payment Status Report.
- Appeal Status Report.
- Bill of Collection Status and Offsets Report.
- Claim Payment Status Report.
- Claims Summary Report.
- Incentive Payment Status Report.

- Non-Matching Report.

- Payment Denial Report.

- Post-Audit Selections and Results Report.

- Reconveyance Status Report.

- Refund Status Report.

- Servicer Events Report Log Report.

- VA Contact Information Report.

2.1 Acquisition Payment Status Report

You can access the Acquisition Payment Status Report to find information on acquisition payments VA certified during a certain range of dates. The report tells you the loan number, property address, payment certification date, bid type (net value or total debt), and the acquisition payment amount.

One of the most important purposes of the Acquisition Payment Status Report is to tell you the amount of the acquisition payment. If you plan to file a claim for the loan, and the bid type was net value (i.e. net value was less than the total indebtedness), you want to compare the borrower's total indebtedness to the acquisition amount. If the difference between the two is more than the loan's maximum guaranty amount, you will be required to write off the amount not covered by the guaranty when you receive your claim payment.

2.2 Appeal Status Report

You can access the Appeal Status Report to find information on appeals you filed during a certain range of dates. The report also tells you the status of the appeals, the results of VA's review, and the dollar amounts allowed or disallowed on the appeals.

One of the most important purposes of the Appeal Status Report is to determine the results of your appeal (approved, denied, pending) and the dollar amount allowed on the appeal. If any amount was disallowed on the appeal, it will appear in the "amount disallowed" column.

2.3 Bill of Collections Status and Offsets Report

You can access the Bill of Collections Status and Offsets Report to find information on bills of collection that were issued to your company during a certain range of dates. The report tells you the bill of collection amount, the reason for the bill of collection, and

the due date for satisfying the bill of collection. If a bill of collection was issued for multiple line items on a claim, the report lists each line item separately. You can also view information on whether or not VA received a cash receipt for the bill of collection and whether or not VA offset another payment because of the bill of collection.

One of the most important purposes of the bill of collection status and offsets report is to determine the total amount, the reason, and the due date for satisfying the bill of collection. These items can all be found in the "BOC Details" panel of the report. Bills of Collection may be appealed within 30 days of when they are issued.

2.4 Claim Payment Status Report

You can access the Claim Payment Status Report to find information on claim payments VA certified during a certain range of dates. The report tells you the VA and Servicer loan numbers, the payment certification date, and the payment certification amount. The report also gives you a detailed breakdown of the claim payment line items so you can see exactly how VA calculated the claim payment, and whether or not any items were disallowed.

One of the most important purposes of the Claim Payment Status Report is to determine the payment certification date and the total claim payment amount. The certification date is important because you have 30 days from the certification date to submit any appeals. The total claim payment amount is important because you are required write off any unguaranteed portion of the indebtedness.

2.5 Claims Summary Report

You can access the Claims Summary Report to find summary information on claim payments VA certified during a certain range of dates. The report tells you the VA and servicer loan numbers, the payment transaction number, the payment certification date and amount, and VALERI's calculation of the total eligible indebtedness.

The Claims Summary Report is an alternative to the Claim Payment Status report. The Claim Payment Status report provides detailed information on claim line items and other calculations, while the Summary Report provides a brief list of all claim payments.

2.6 Incentive Payment Status Report

You can access the Incentive Payment Status Report to find information on incentive payments VA certified during a certain range of dates. The report tells you the VA and servicer loan numbers, borrower name and property address, the payment certification date, the payment amount, and the reason for the payment. The reason can be a repayment plan, special forbearance, loan modification, compromise sale, or deed-in-lieu of foreclosure.

One of the most important purposes of the Incentive Payment Status Report is to determine the incentive payment amount and the date the incentive payment was certified.

2.7 Non-Matching Report

You can access the Non-Matching Report to see if there were any problems with your loans mapping to the VALERI system. Any loan that appears on this report indicates a loan or an event on a loan that failed to come over into VALERI. The report tells you the servicer loan number, event type, Loan Identification Number (LIN), servicer origination date, servicer origination amount and the property state. There are additional columns that will show what the VA has on record for the particular loan's origination date, amount or state to help you make corrections. If your VA loan number cannot be found in VALERI these columns will be blank and you will need to ask for the correct VA loan number. In general you will want to review the report daily, make the necessary changes in your system and re-report the loans and events that appear on this report.

2.8 Payment Denial Report

You can access the Payment Denial Report to find information on incentive, acquisition, and claim payments VA denied during a certain range of dates. The report tells you the Loan Identification Number (LIN), payment type (incentive, acquisition, or claim), the date the event that triggered the payment process was submitted, the payment amount, the denial date, and the reason for the denial.

One of the most important purposes of the Payment Denial Report is to tell you the date the payment was denied. As you know, you have 30 days to appeal any VA decision regarding a denied incentive, acquisition, or claim payment.

2.9 Post Audit Selections and Results Report

You can access the Post-Audit Selections and Results Report to find information on which loans in your portfolio have been selected for post-audit during a certain range of dates. You can also access this report to find the results of the post-audits on those loans. The report tells you the date the loan was selected for post-audit, the result of the post-audit including any bills of collection that were issued, and the details of the bill of collection.

The most important purpose of the Post-Audit Selections and Results Report is to determine the date a loan was selected for post-audit. As you know, you have 30 days from the date a loan is selected for post-audit to submit all required supporting documentation to VA.

2.10   Reconveyance Status Report

You can access the Reconveyance Status Report to find information on properties that VA has returned to your custody during a certain range of dates. The report tells you the VA loan identification number, property address, borrower name, and the date and reason for the return of custody.

The most important purpose of the Reconveyance Status report is to determine the date VA returned custody of a property to you. As you know, you are responsible for protecting and preserving a property as of the date VA returns custody of the property.

2.11   Refund Status Report

You can access the Refund Status Report to find information on loans that are or were being considered for a refund during a certain range of dates. The report tells you the VA and servicer loan numbers, borrower name, the refund consideration date, the refund approval or denial date, and the refund settlement date.

One of the most important purposes of the Refund Status Report is to determine the refund settlement date. If a refund is approved by VA, you have up to the refund settlement date to submit your claim and required title documents to VA.

2.12   Servicer Events Report Log Report

You can access the Servicer Events Report Log Report to find information on events submitted for multiple loans during a certain range of dates. The report tells you whether VALERI accepted or rejected the events. If an event was rejected, it tells you the business rule failure(s) that caused the rejection.

One of the most important purposes of the Servicer Events Report Log report is to tell you when events were rejected by VALERI. For example, if VALERI rejects a Transfer of Custody event, VA has not accepted a transfer of custody for that property.

2.13   VA Contact Information Report

You can access the VA Contact Information Report to find information on defaulted loans that were assigned to a VA technician during a certain range of dates. The report tells you the VA and servicer loan numbers, borrower name, loan status, and the assigned technician information.

One of the most important purposes of the VA Contact Information Report is to determine the phone number and e-mail address of the assigned technician. Once a loan is assigned to a VA technician, you are expected to work with that technician via telephone and e-mail if you need assistance with your loan.

3 Schedule Automatic Reports

By following a few basic steps you can set up any of these reports to run on an automatic basis. If you have an administrator account in VALERI all other administrators can see the reports you have set up. Likewise if you have a regular employee account in VALERI all other employees can see the reports you have set up. To save time you may want only one administrator and one employee to schedule reports.

3.1 Log into Reports

You should have been provided with a username and password to log into VALERI on your go-live date. If you did not receive your username and password, contact someone at your company with administrator access in VALERI and they can create an account for you. Should you need further assistance please contact the Help Desk.

To log into the SWP, access https://www.vbavaleri.com and enter your username, password, and company name in the fields shown in Figure 1: Enter your login information.

Figure 1: Enter your login information
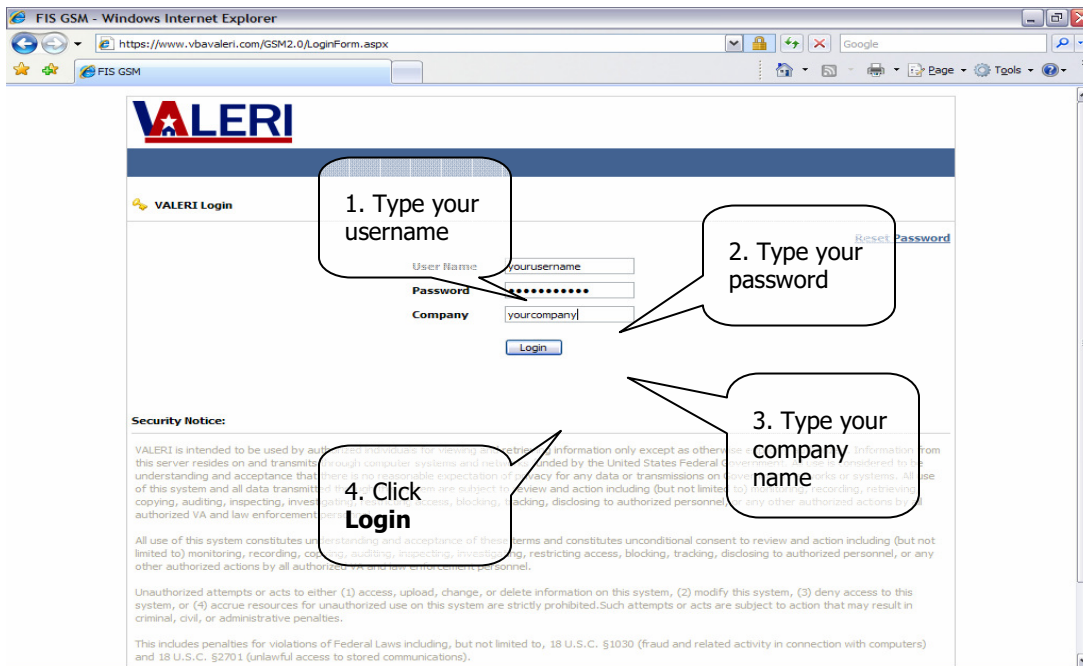
Instructions:

1. Type your username into the User Name field.

2. Type your password into the Password field.

3. Type your company name in the Company field.

4. Click "Login".

Once you are logged in, VALERI takes you to the Applications screen. From there, you can choose either the Servicer Web Portal application, or the Reports application as shown in Figure 2: Access Reports.

Figure 2: Access Reports
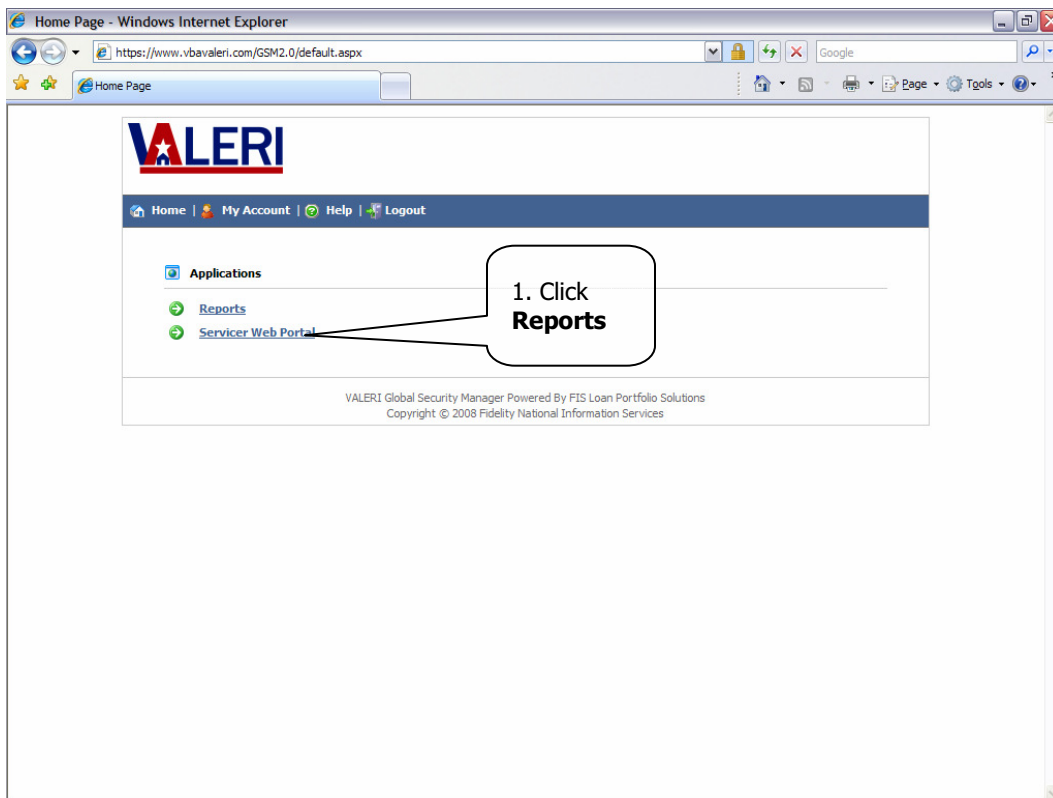
Instructions:

1. Click Reports to access the Reports homepage.

Once you click the Reports link, VALERI takes you to Reports homepage, as shown in Figure 3: View Reports Homepage.

Figure 3: View Reports Homepage
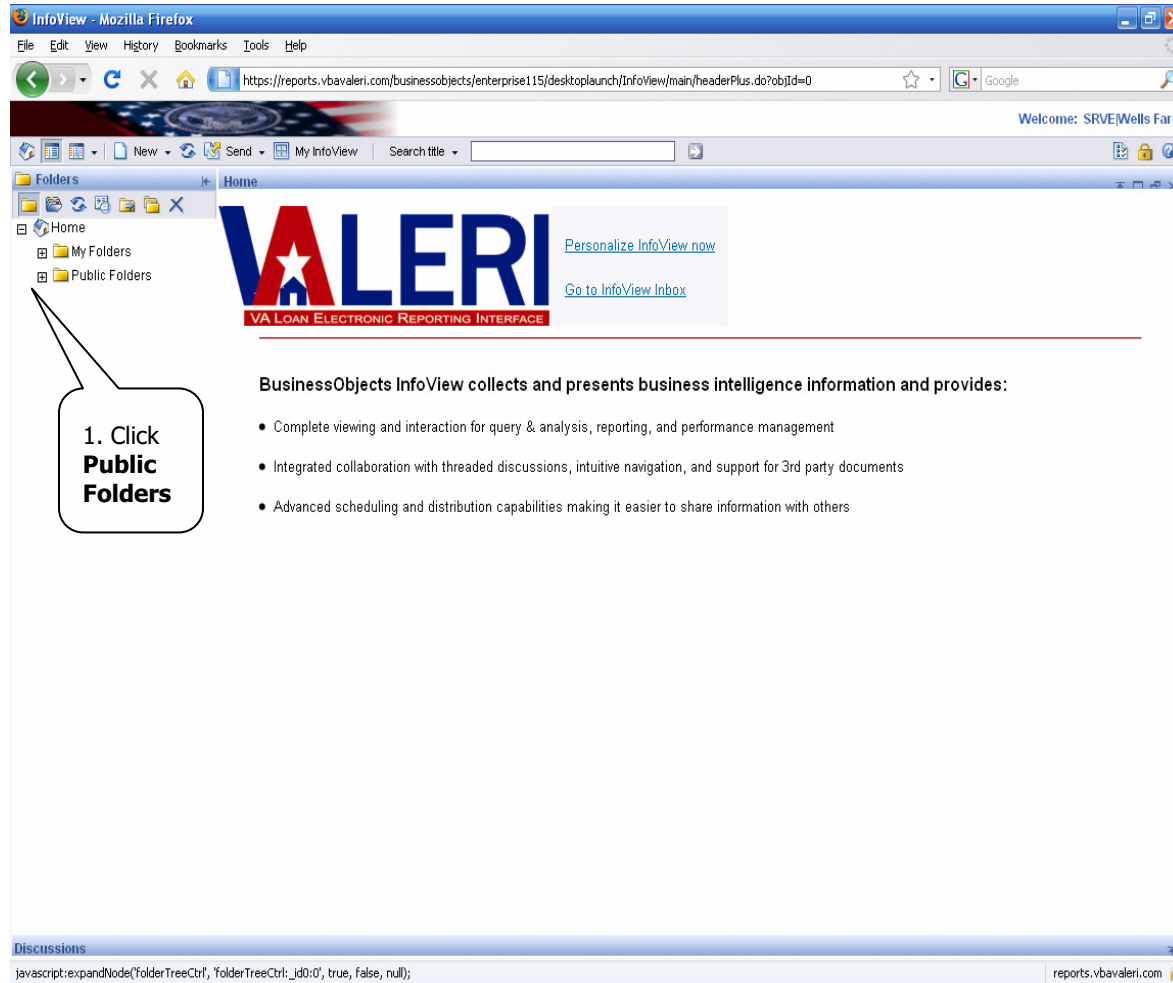
Instructions:

1. Click the plus sign next to Public Folders to expand the folder.

This will show you the VA Reports folder as shown in Figure 4: Open VA Reports Folder.

Figure 4: Open VA Reports Folder
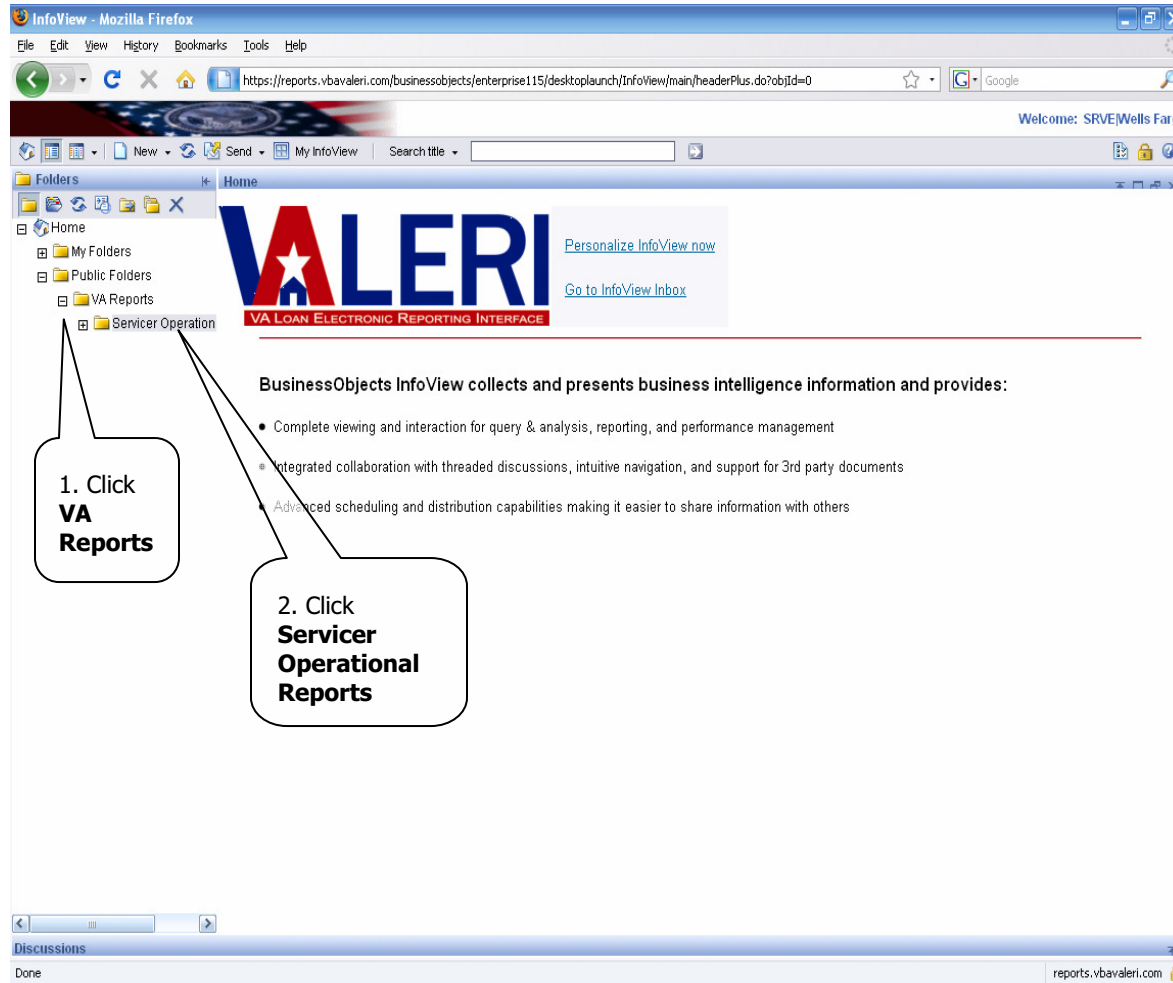
Instructions:

1. Click the plus sign next to VA Reports to expand the folder.

2. Click on Servicer Operational Reports to pull up a list of all available reports.

This will show you the complete list of reports as shown in Figure 5: View List of Reports. (Note that there are two pages of reports depending on the web browser you are using.)

Figure 5: View List of Reports

3.2 Set up the Schedule

By entering a few settings, your report will be scheduled to run automatically. This only needs to be done once per report. After you have selected which report you would like to schedule proceed with scheduling as is shown in Figure 6: Schedule a Report.

Figure 6: Schedule a Report

Instructions:

1. Click Schedule directly under the title of the report you want to schedule.

This will take you to the page shown in Figure 7: Set up a Schedule, where you can enter the specifics of when and how often you would like the report run.

The other links you see under the title of each report correspond to the following:

View Latest Instance: This link will take you to a blank page until the report is scheduled. After scheduling you can see the most recent report that was run by clicking on this link.

History: This link shows you a complete list of all the reports that have ever been run.

Properties: This link is used infrequently and has a description of the information contained in the report.

**Figure 7: Set up a Schedule**
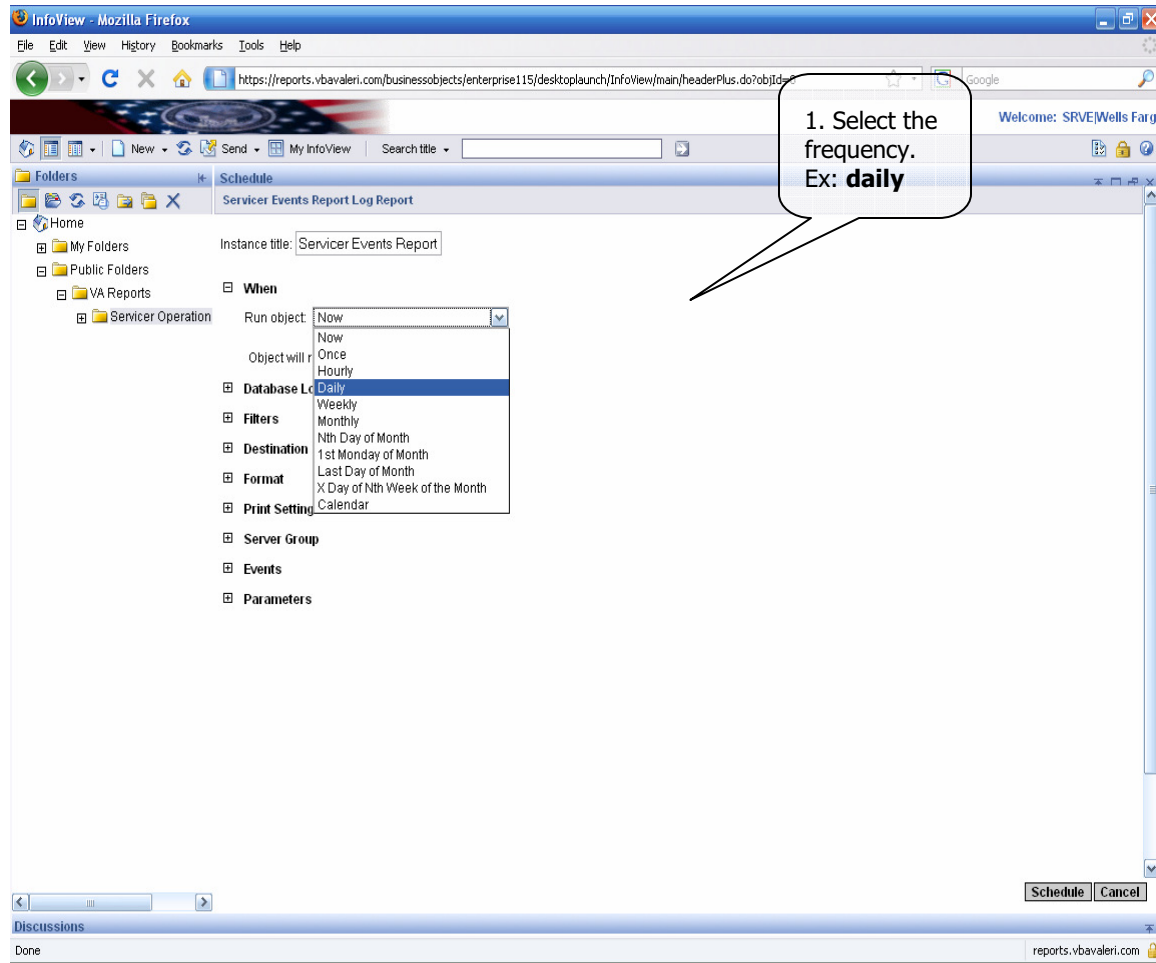
Instructions:

1. Click the dropdown menu next to 'run object' and select how often you want this report run. (Daily, weekly, monthly)

If you decide to schedule a weekly or monthly report you will need to select when you would like the report run. For example, with a weekly report you may want it run every Sunday, while for a monthly report you may want it to run on the 1st of the month. In this example we chose daily. Once you make a selection the date and time fields will appear as shown in Figure 8: Enter Date and Time.

Figure 8: **Enter Date and Time**
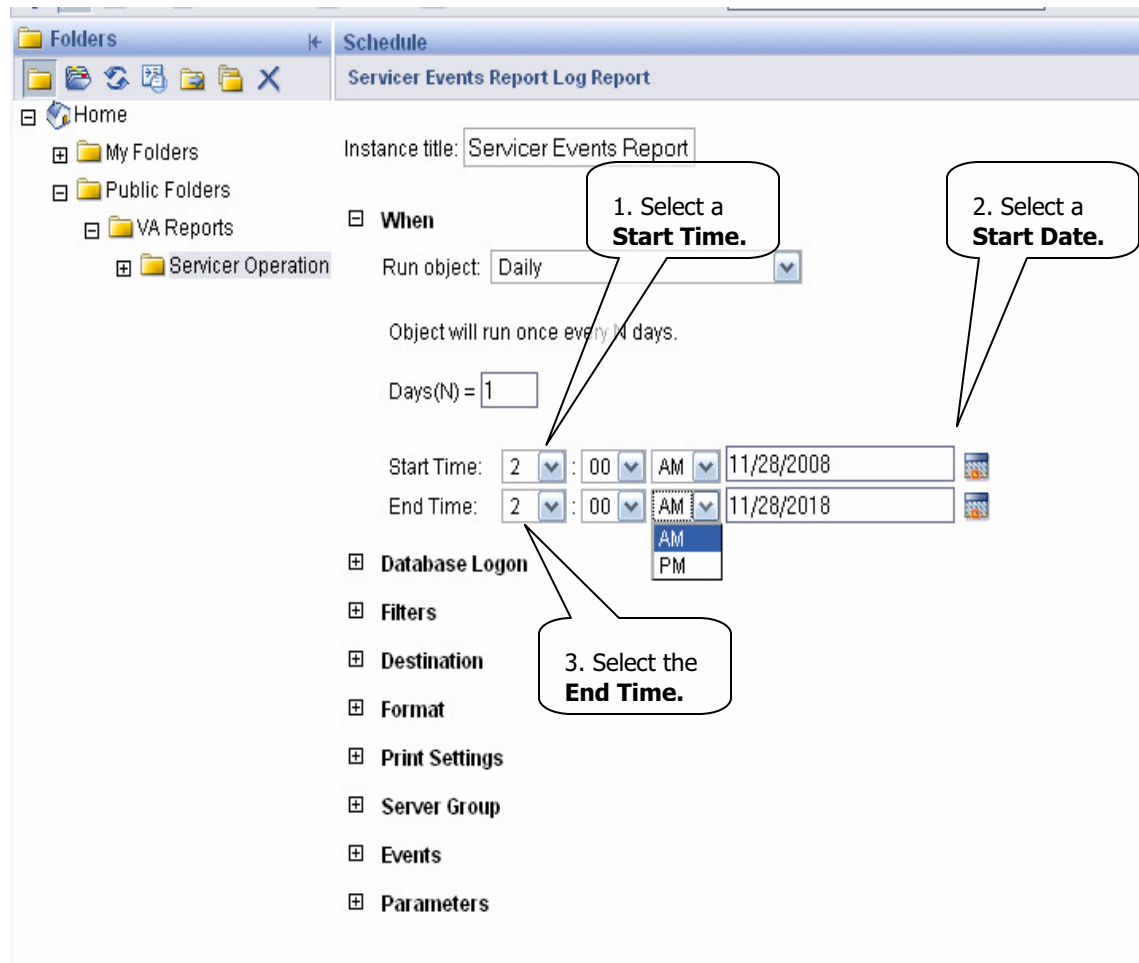
Instructions:

1. Select a Start Time between 12:00 AM and 6:00 AM. In the figure you can see that we chose 2:00 AM. This will make sure the report is run after hours and will not slow down your system. This also ensures that the report will be available for you first thing in the morning.

2. Select a Start Date by clicking on the calendar icon. It will always default to today's date. You do not need to change this for daily reports but may want to change it for weekly or monthly. (i.e. If you want the weekly report to run every Monday morning).

3. Select the same time for the End Time that you chose for the Start Time. You will notice that we entered 2:00 AM here as well. This entry sets the time for the last time the report will be run. You will notice that the End Date defaults to ten years in the future and therefore does not need to be changed.

You will now complete the parameters section of scheduling reports as is shown in Figure 9: Set Parameters.
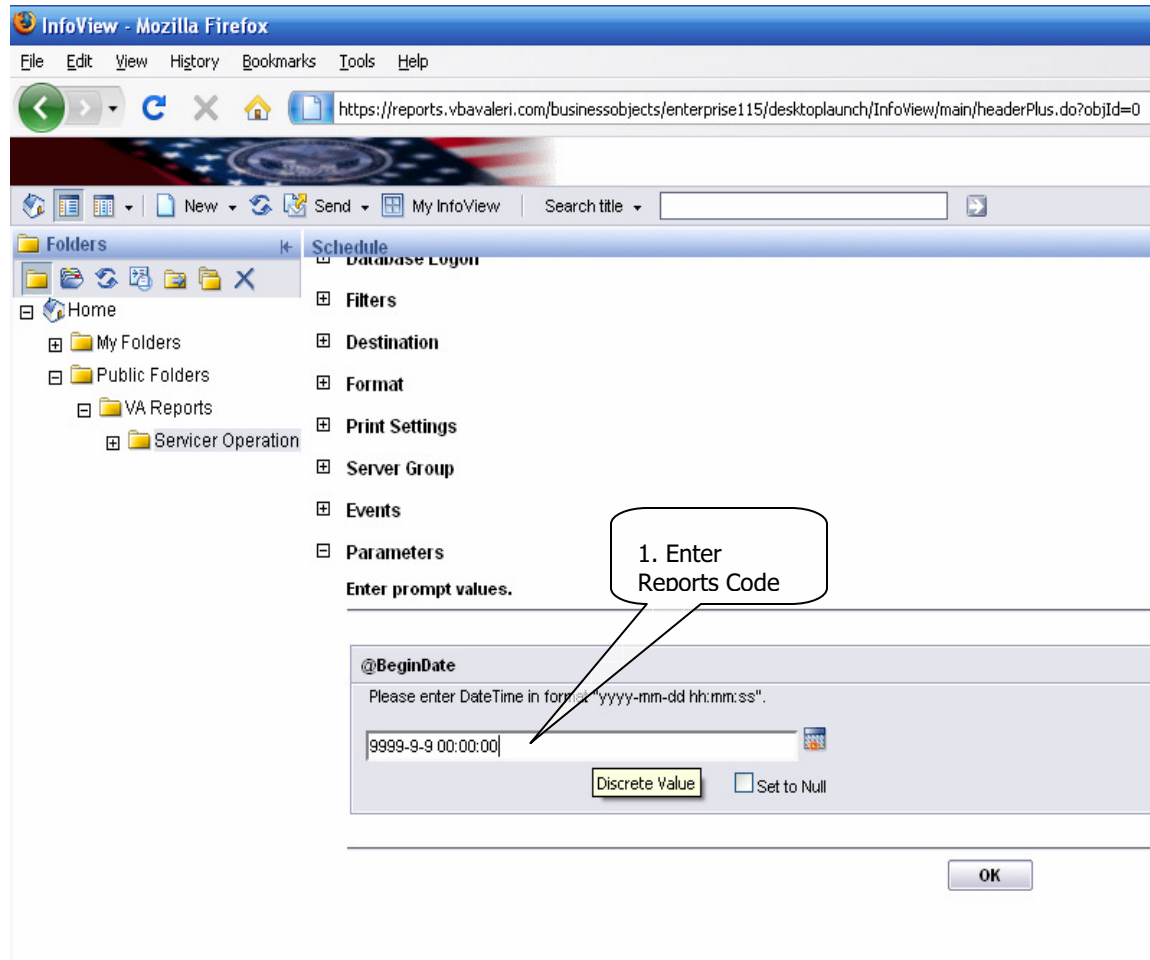
Figure 9: Set Parameters
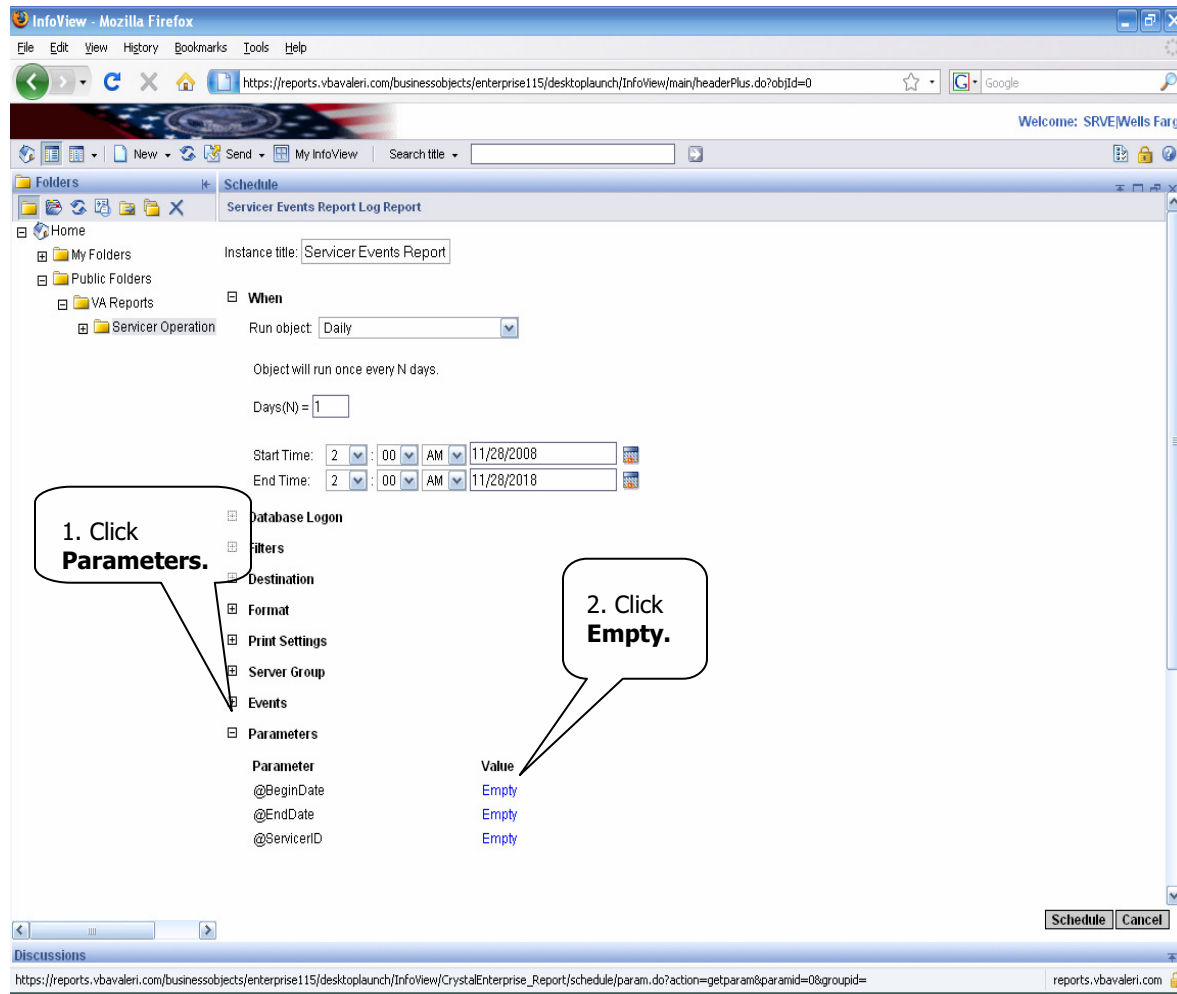
Instructions:

1. Click the plus sign next to Parameters. This expands the parameters section.

2. Click on the Empty value next to @BeginDate.

This will take you to the page shown in Figure 10**:** Enter Begin Date.
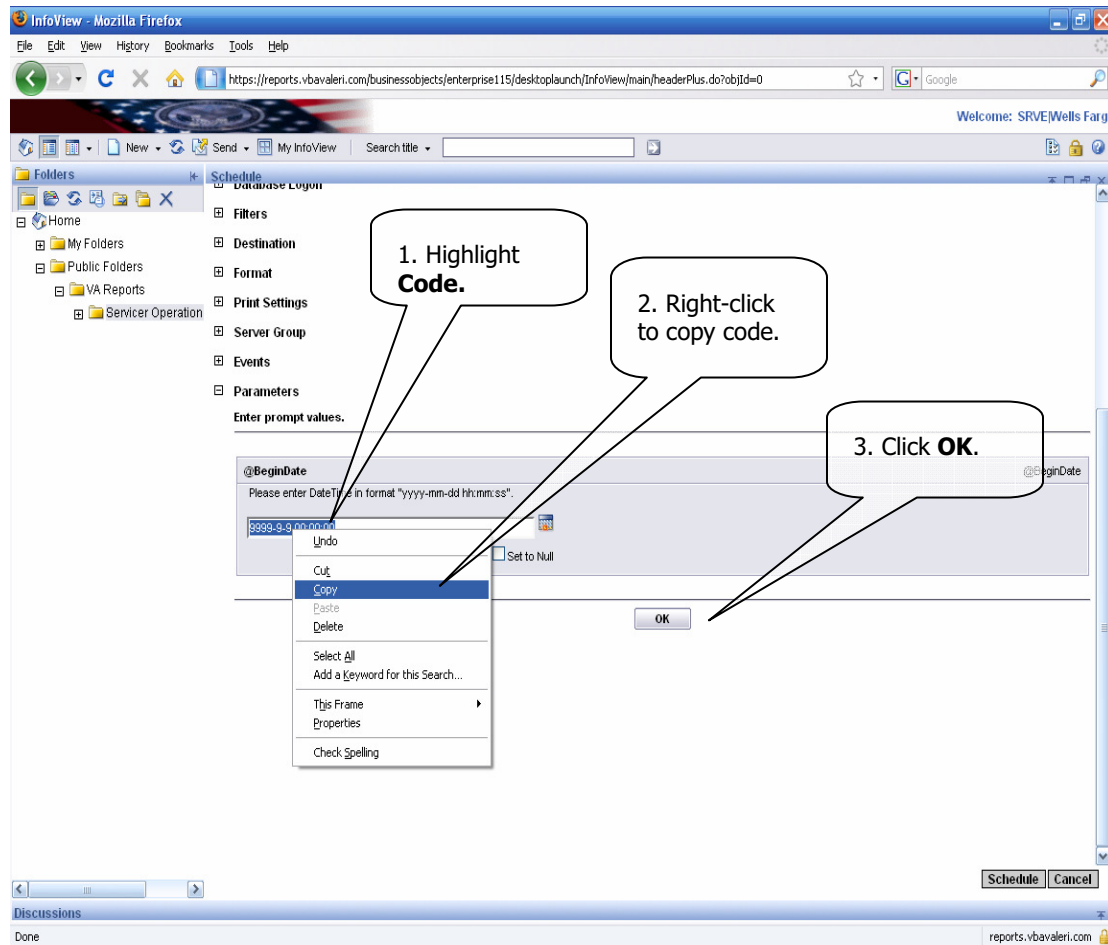
Figure 10: **Enter Begin Date**

Instructions:

1. Enter the corresponding Reports code followed by a series of zeroes for the time.

If you are scheduling daily reports enter: **9999-9-9 00:00:00**, weekly: **4444-4-4 00:00:00**, or monthly: **8888-8-8 00:00:00.**

You want to use this code for the End Date field also. Copy and paste as is shown in Figure 11**:** Copy the Code.

Figure 11: **Copy the Code**

Instructions:

1. Highlight everything in the @BeginDate field. (ex: 9999-9-9 00:00:00)

2. Right-click and select copy from the drop down menu.

3. Click ok.

This will take you back to the Parameters page as shown in Figure 12**:** Enter End Date.
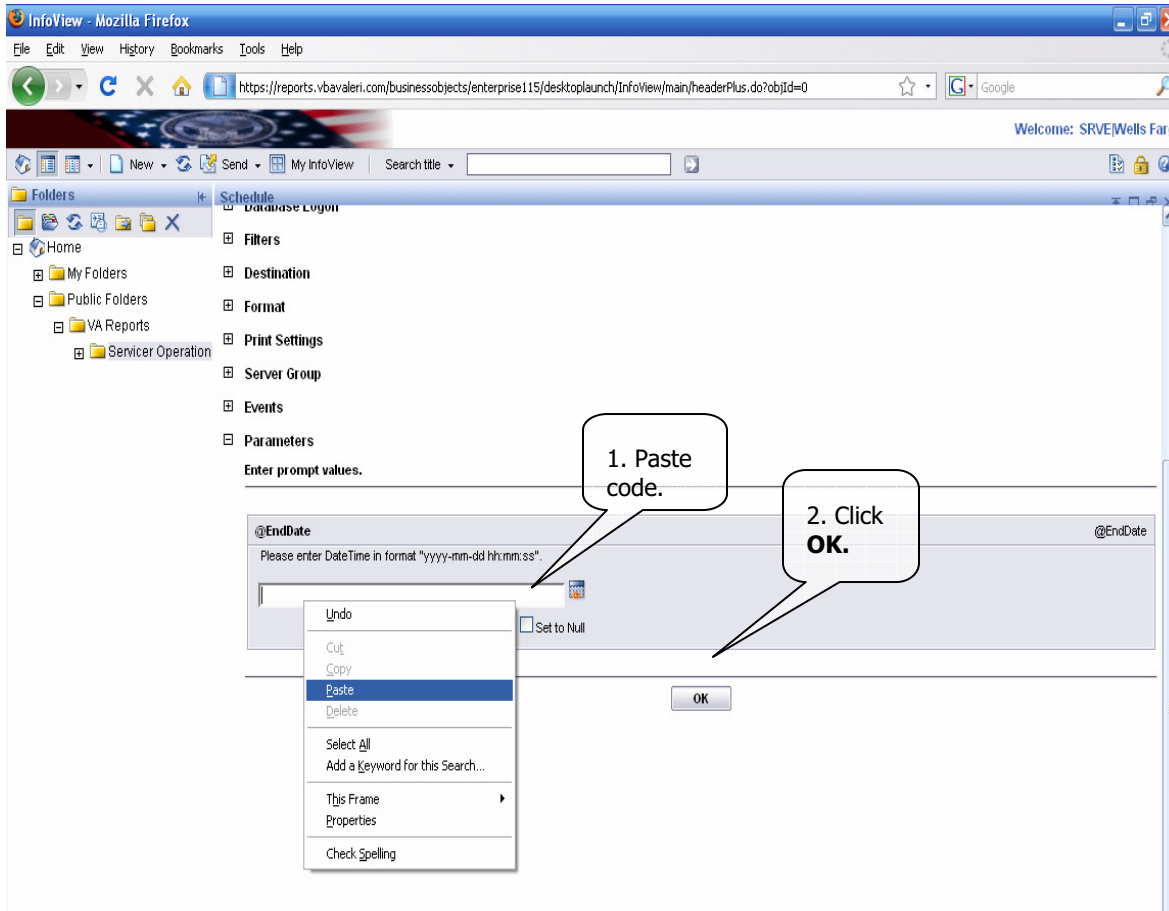
Figure 12: **Enter End Date**
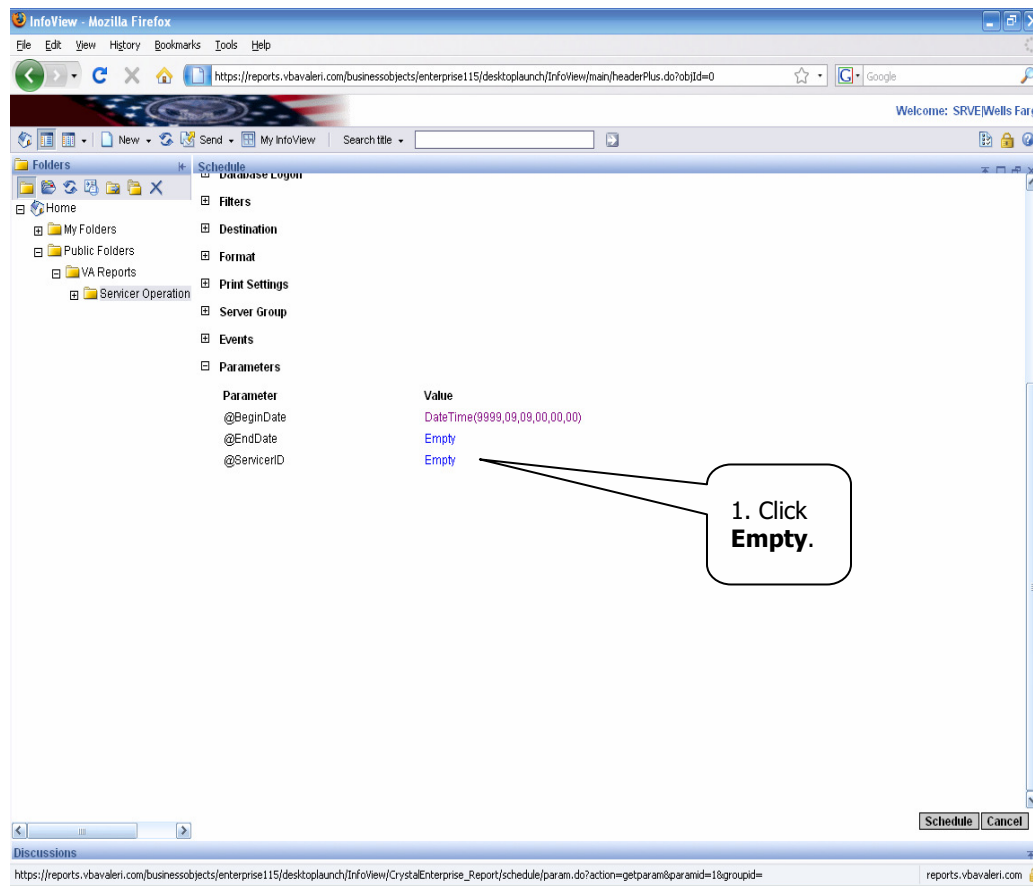
Instructions:

1. Click Empty next to @EndDate.

This will take you to the End Date page as seen in Figure 13**:** Paste the Code.
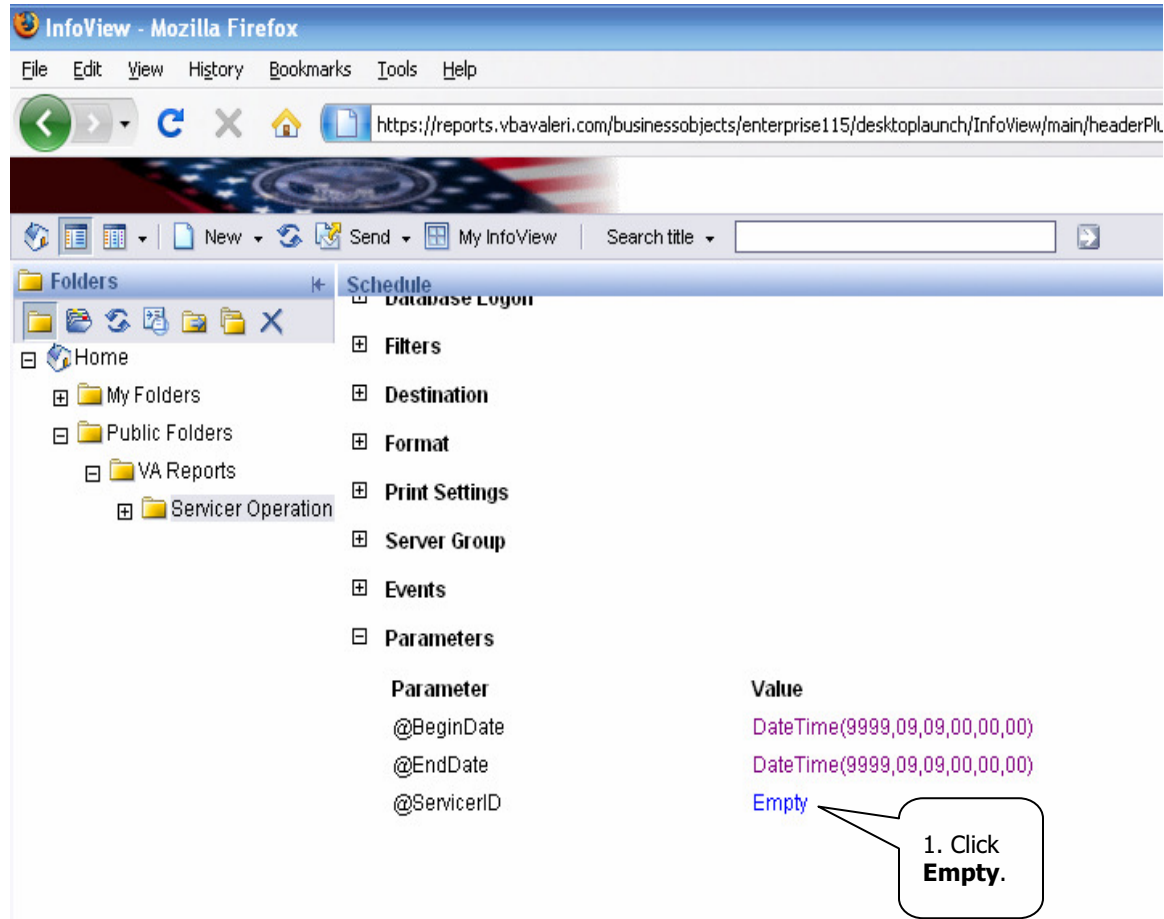
Figure 13: **Paste the Code**

Instructions:

1. Right-click in the box and select paste. You can also just retype the code from Figure 10.

2. Click OK.

This will take you back to the Parameters page as seen Figure 14: Open Servicer ID.
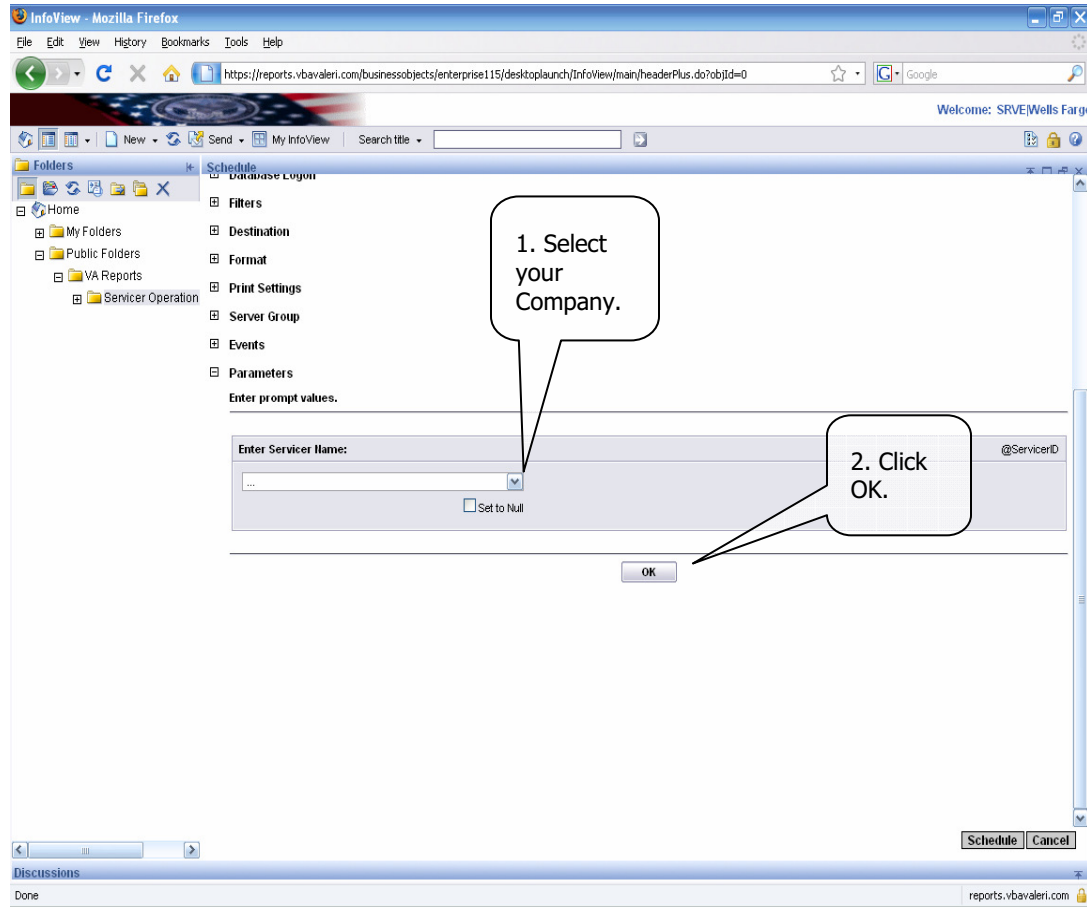
Figure 14: Open Servicer ID

Instructions:

1. Click Empty next to @ServicerID.

This will take you to the Servicer ID page as seen in Figure 15: Select Your Company.
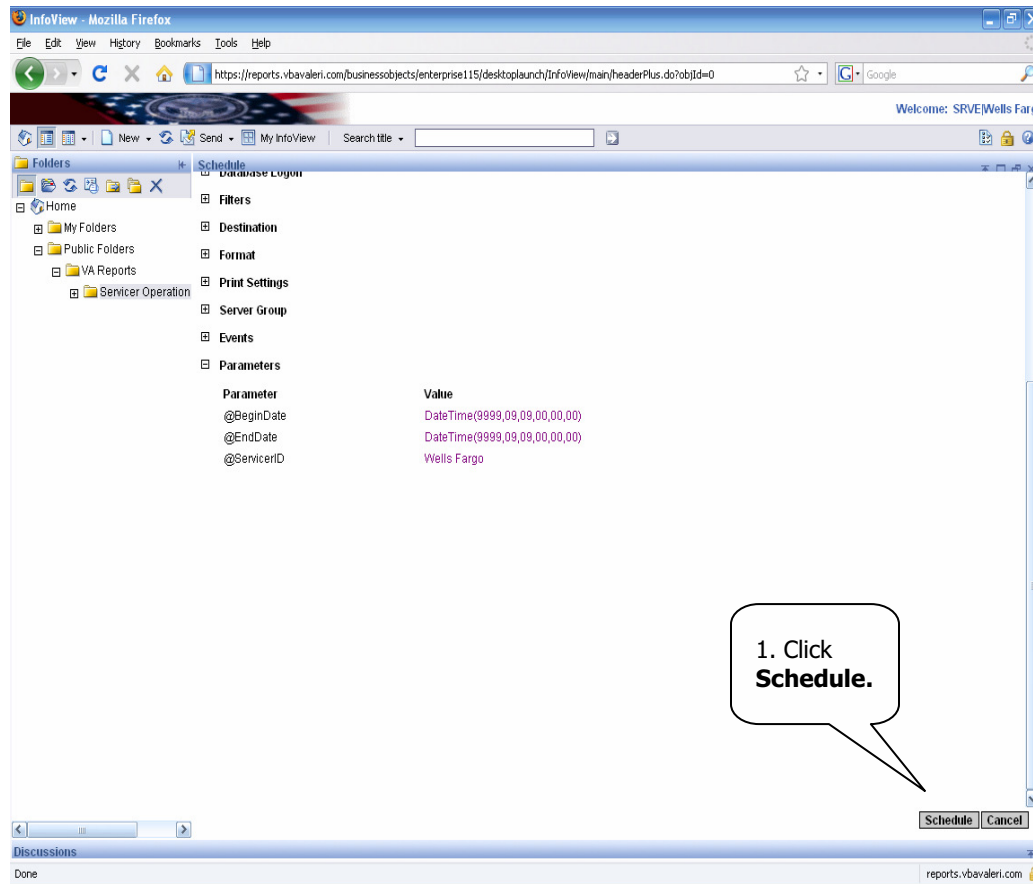
Figure 15: Select Your Company

Instructions:

1. Click the dropdown menu and select your company's name.

2. Click OK.

This will take you back to the Schedule where you should see all the fields completed. Proceed to Figure 16: Apply the New Schedule, to finish the process.
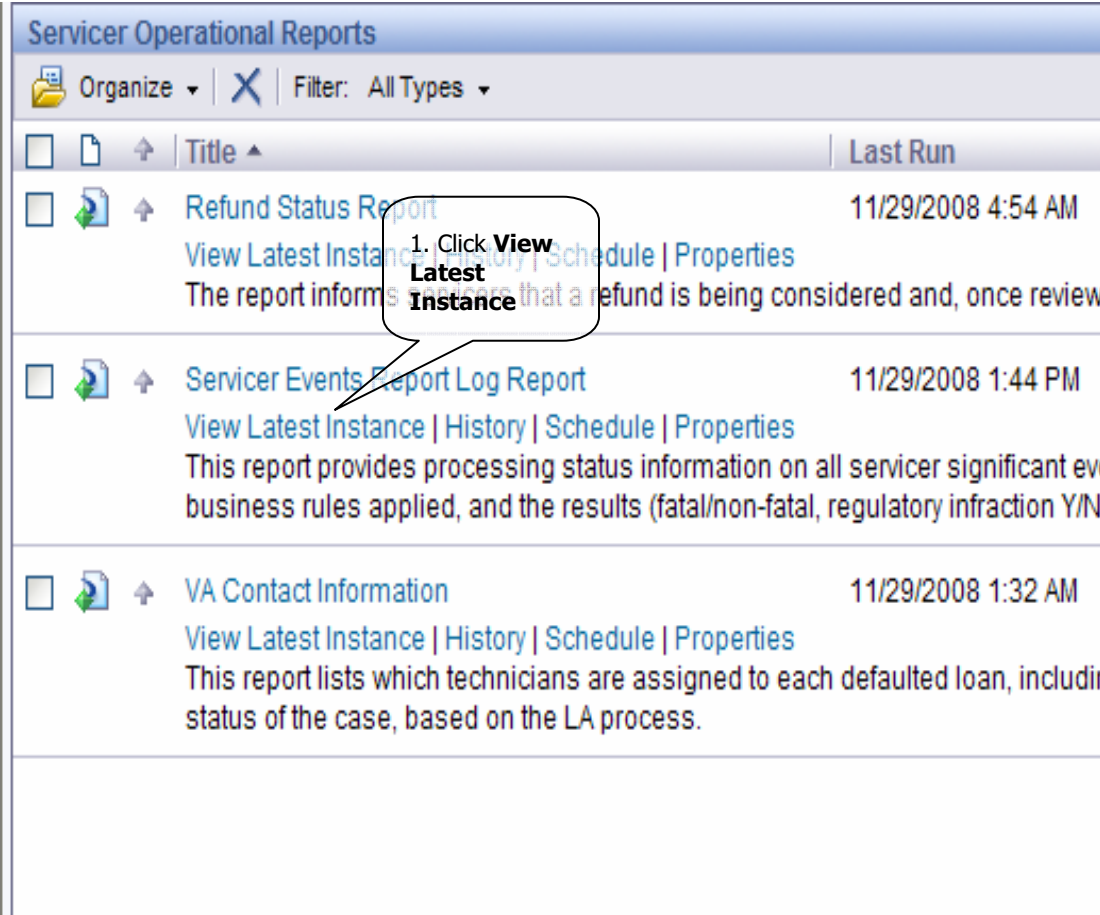
Figure 16: Apply the New Schedule

Instructions:

1. Click Schedule. Depending on your web browser you may need to scroll down the page to see the Schedule button.

Your report has now been scheduled. Repeat these steps for any other reports you would like scheduled for your company. Once the report has been run you will need to click on 'View Latest Instance' to see the most recent report that was run as shown in Figure 17: View the Latest Instance.

**Figure 17: View the Latest Instance**

Instructions:

1. Click View Latest Instance.

This will bring up a report with your company's data for the specified time frame. If there is no data on your report it will say 'no data found matching the report criteria' and will look like Figure 18: View Blank Report. This just means there was no data for that particular day, week, or month depending on how often your report is set to run.

Figure 18: View Blank Report
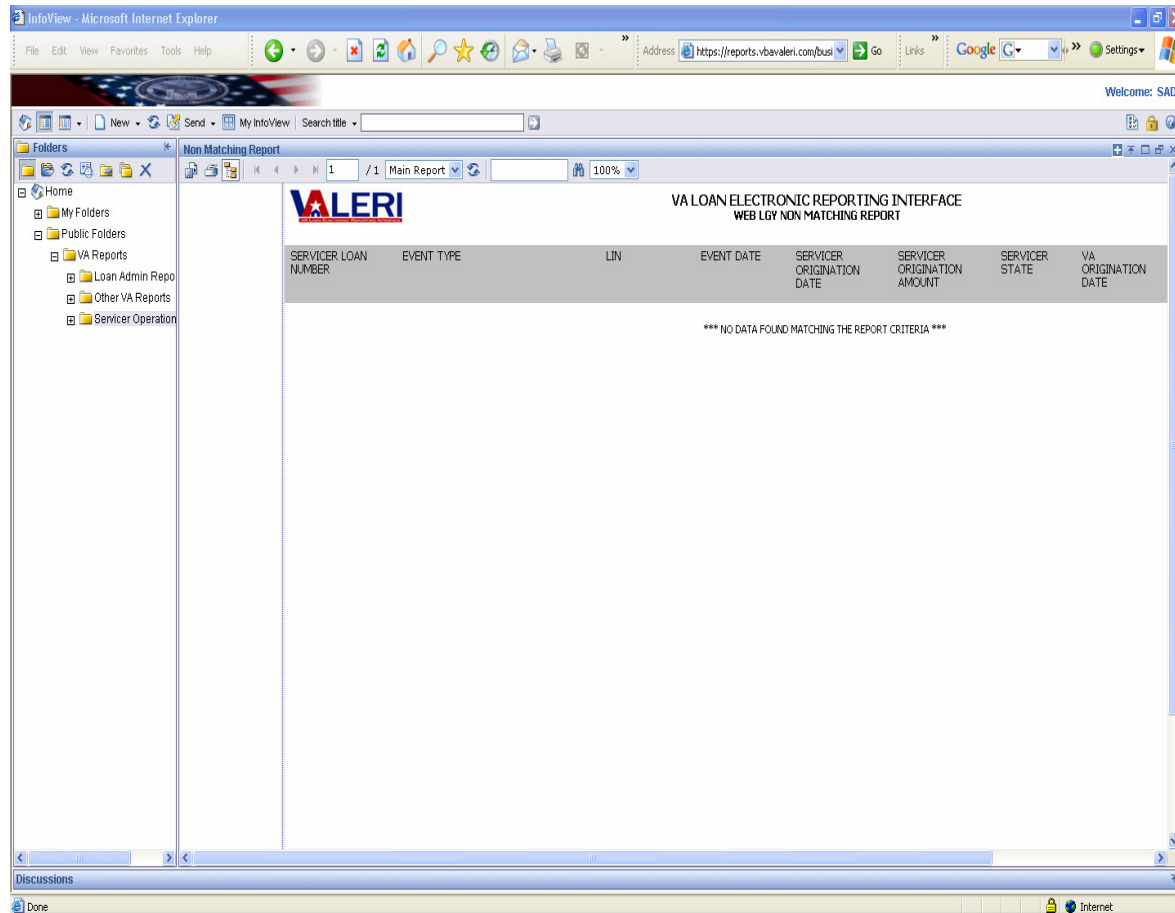
You can also see a complete list of every automatic report that was run in VALERI. If you are viewing the entire list of reports you will want to click on the 'History' hyperlink as shown in Figure 19: Find History of the Report.

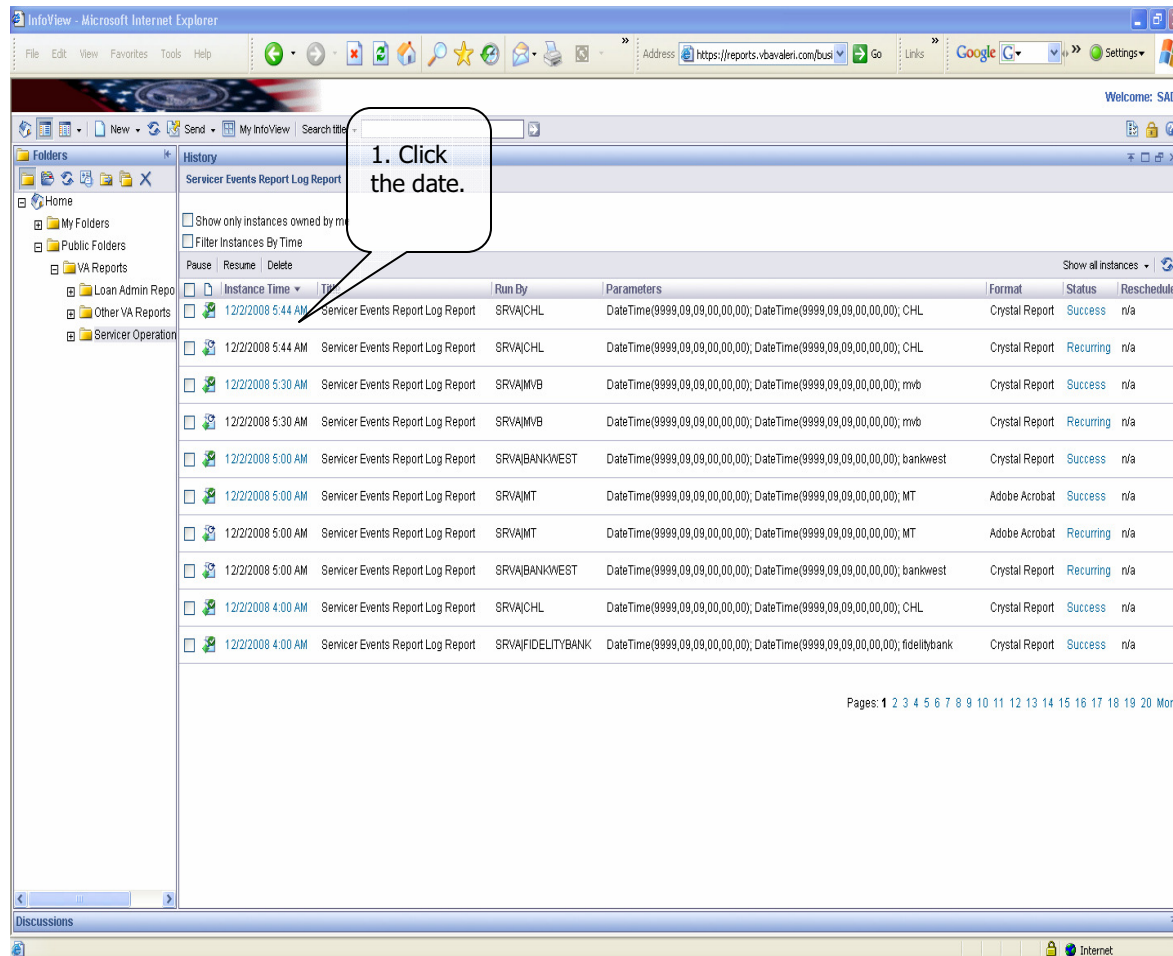**Figure 19: Find History of the Report**
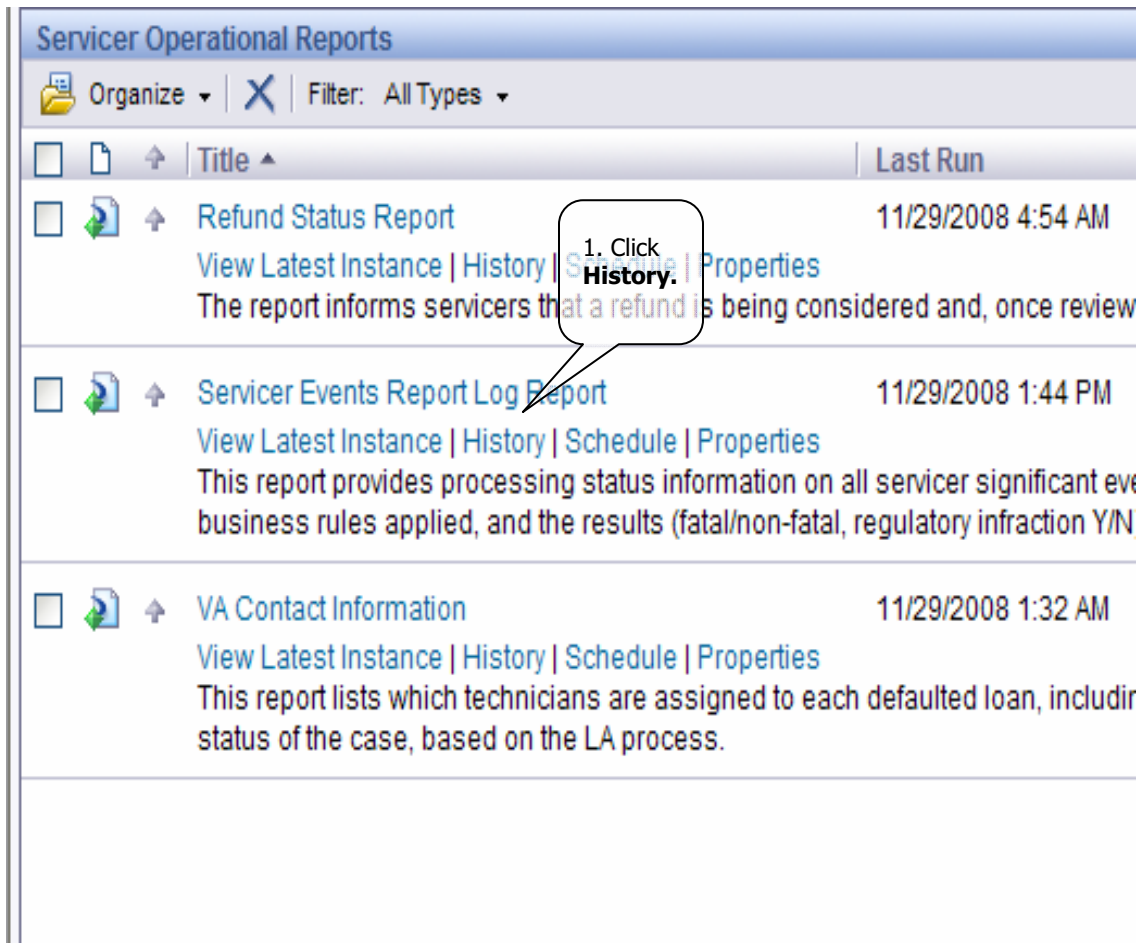
Instructions:

1. Click History.

You can now see an entire list of every time this report was automatically run. You can also view a specific report on the list by clicking on the date next to the report as is shown in Figure 20: Choose a Historic Report.

**Figure 20: Choose a Historic Report**

Instructions:

1. Click the date of the report you want to view.

4   Run a Report for a Specific Date Range

Even if you set up automatic scheduling for your reports, you always have the option to run reports for a specific date. For example, if you have your Servicer Event Report Log Report running daily you can also run it for the past week to see a cumulative list of the events reported. This section of the document will explain how to run ad hoc reports.

When you click the Reports link, VALERI takes you to the InfoView home page, where you will need to expand the reports folders to view the Servicer Operational Reports, as shown in Figure 21: Navigate to Servicer Operational Reports.

## Figure 21: Navigate to Servicer Operational Reports
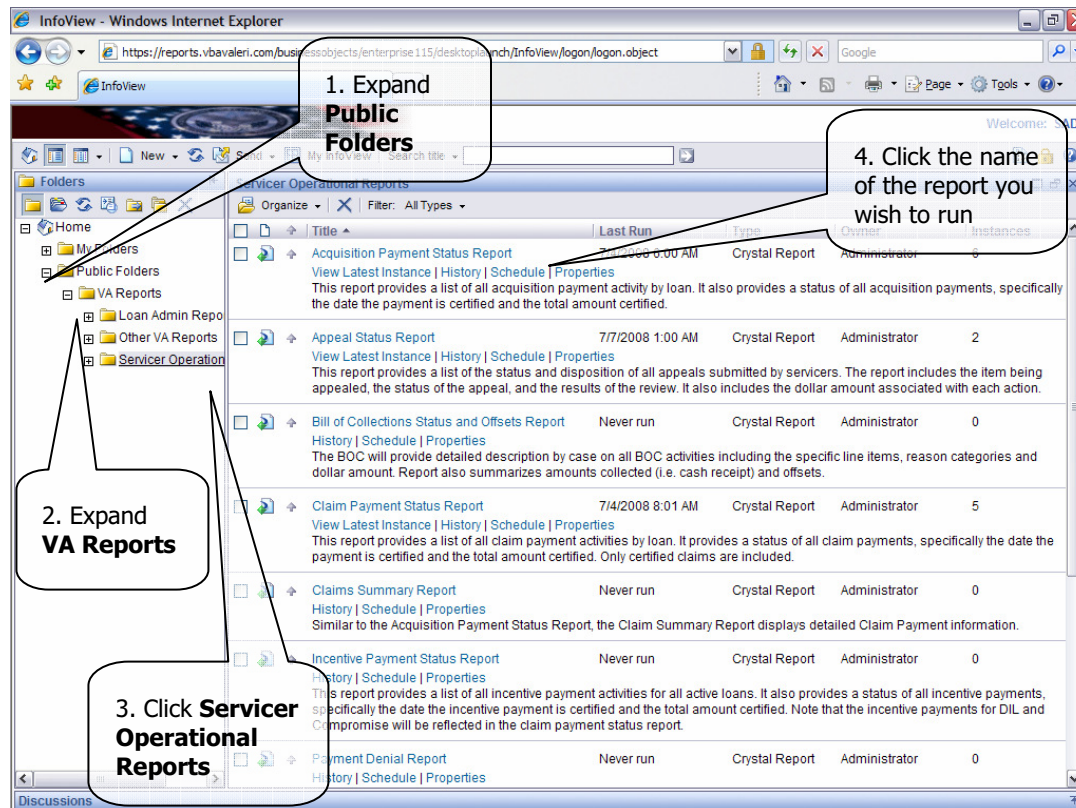
Instructions:

1. Expand Public Folders.

2. Expand VA Reports.

3. Click Servicer Operational Reports.

4. Click the name of the report you wish to run.

When you click the name of the report to run, VALERI takes you to a screen where you can select the date parameters for the report, as shown in Figure 22: Select report date parameters.

**Figure 22: Select report date parameters**
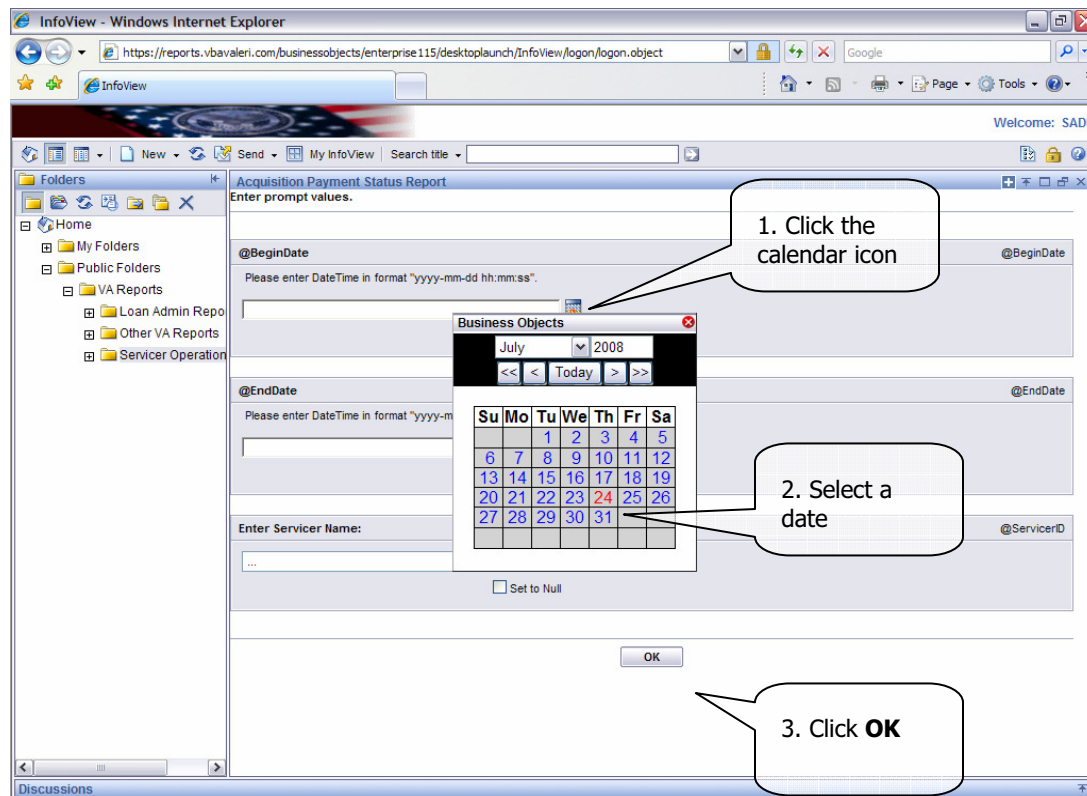
Instructions:

1. Click the calendar icon next to the date fields.

2. Select a begin date and an end date.

3. Click the OK button to generate the report.

Once your report is generated, VALERI will display the date for the date range selected. For example, if you selected the Acquisition Payment Status Report for dates July 25 through August 25, the report would display all of the acquisition payments that were certified in VALERI during that date range. To export the report to excel, word, pdf or other file format, click the export icon as shown in Figure 23: Export a report.

Figure 23: Export a report
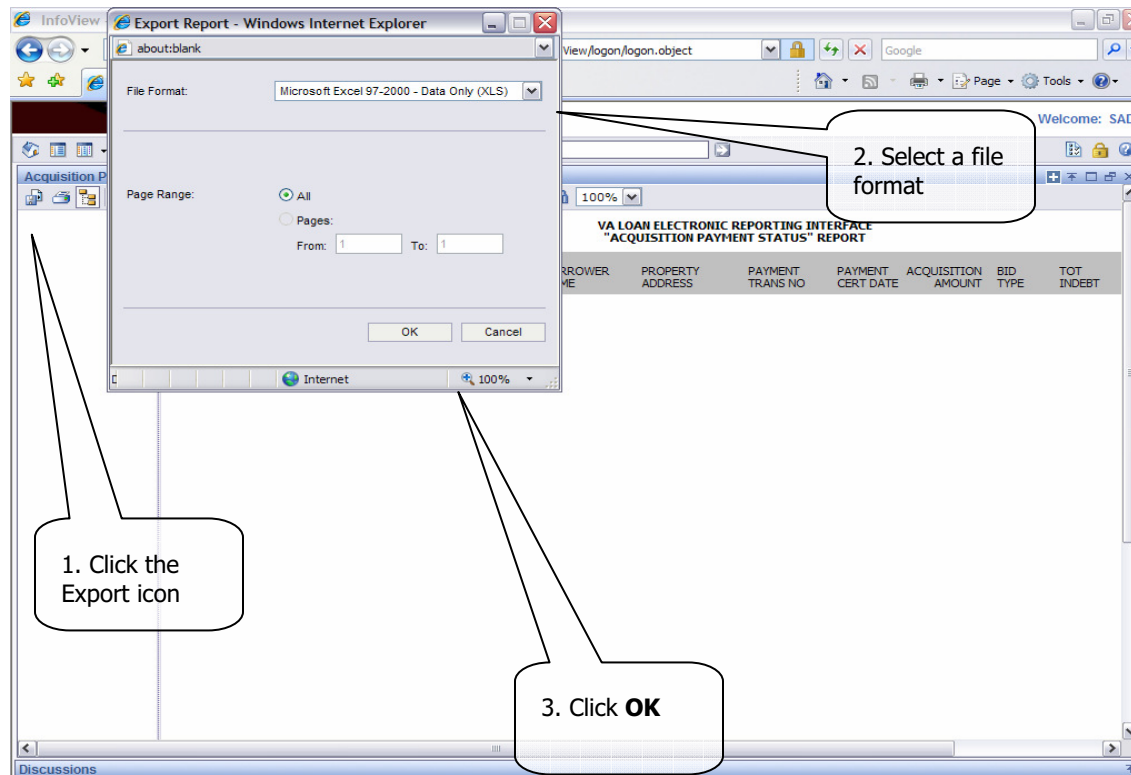
Instructions:

1. Click the Export icon. A pop-up box will appear.

2. Select a file format.

3. Click OK.

When you click OK, VALERI will generate the report in the file format you selected.