

VALERI Servicer NewsFlash

Tuesday, October 27, 2009

IMPORTANT- PLEASE READ

Sending in Screen Shots

Please refrain from copying screen shots into the body of an email. Instead, when forwarding a screen shot to the Help Desk please send it as an attachment in a Word document. This is the only way we can ensure that we are able to view the screen shot and forward it to development.

FOR YOUR INFORMATION

Post-Audit Documentation

Please remember that providing the requested documents at post-audit is very important. If these documents are not provided to the VA within the requested timeframe, you run the risk of a regulatory infraction being added and line items associated with the requested documents could potentially be BOC-ed.

It is VA's intent to assist you with this process. Please comply with the post-audit timeframes and the requested documents to avoid potential regulatory infractions and line item BOCs.

DEVELOPMENT UPDATE

Runtime Error in Servicer Web Portal

We have heard from many of you that you are experiencing a Runtime error when trying to log into the Servicer Web Portal (SWP). We are looking into this issue and hope to resolve it in an upcoming interim release. In the meanwhile, please try closing out of your browser, opening up a new one and logging in again.

Help Desk Contact Information

Hours: 7:30am-4pm EST

E-mail: Please send all help desk e-mails to: valerihelpdesk.vbaco@va.gov

Data Quality Issues: Please send all data quality related issues to valeridataquality.vbaco@va.gov

Fax: 215-991-5448

Phone: While email is now the best way to contact us, our phone number remains unchanged and is: 1-877-309-6947

Thanks,

The VALERI Help Desk Team

1-877-309-6947

Fax: 215-991-5448

7:30am-4pm EST

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