VALERI

VA Loan Electronic Reporting Interface
VALERI Help Desk Servicer Communications for Friday, January 16, 2009

Important- Please Read
VALERI Servers Down January 16th, 2pm EST -January 18th
The physical servers that house VALERI are moving **today** and we expect VALERI to go down today at 2pm EST. Please complete whatever you are working on prior to this time. The system will be down until Sunday, January 18th and will be up and running the morning of Monday, January 19th.

VALERI Help Desk Closure Next Week on January 19th, 20th
Please note that the VALERI Help Desk will be closed Monday, January 19th and Tuesday, January 20th in recognition of MLK Day and Inauguration Day. We will reopen on Wednesday morning at 7am EST and will respond to your emails as soon as possible.

Attention! VALERI POCS: New IP Addresses for VALERI
Please note that the separate email that was sent detailing the IP address change is attached in a document below for your reference. This information may need to be referred to your IT department to ensure continuous and successful transmission of daily changes files to VALERI. The old IP address for sftp1.vbavaleri.com (72.15.220.65) will remain active throughout the move for files being received over the weekend. The new IP address, 97.65.216.103 (sftp1.vbavaleri.com), for daily submission of servicer change files, will be available after 7am ET, Monday, January 19, 2009. Servicers should ensure that necessary changes are made to the IP address and related firewall rules by Tuesday, January 20, 2009, as the old address will not be accessible beyond Thursday, January 22, 2009. Please let us know if you did not receive Andrew Trevayne's email and we will send it to you.

Action Required for Direct Connection Servicers: New Daily Change File, Compliance Required by May 1, 2009
We still have not heard from a number of servicers regarding this initiative. All direct connection servicers are required to use the new daily change file by May 1, 2009. The file is being updated to include the Transfer of Custody Event. This will allow servicers to send this event over to VALERI automatically and will no longer require you to manually report each Transfer of Custody through the Servicer Web Portal. Please work with your service bureau (MSP, Fi-serv, etc) to prepare your new file. There will be a phased implementation of this new file. Your servicing shop may begin submitting the new file in any of the following four groups: **February 1, March 1, April 1, or May 1**. Once you know when your file will be ready, please email the Help Desk indicating which group you would like to join.

Password Reset
The password reset function should now be working in VALERI. Please let us know if you have any problems with this.

Event Administration EDN Issue
If you are a direct connection servicer that uses the Event Administration feature to manually report events in the Servicer Web Portal, please note that the Electronic Default Notification event is currently not working. All other events can still be reported and we expect the EDN issue to be fixed sometime in February. In the meantime please use the Bulk Upload Template should you need to manually report an EDN to VALERI. The information for accessing this template is

below. You can also find a guide on how to use the template at:
http://homeloans.va.gov/valeri.htm as well. Do not hesitate to e-mail the Help Desk if you require further assistance with this and thanks for your patience while we resolve this issue.

New Bulk Upload Template as of January 10th, 2009
All servicers that use the bulk upload template (primarily servicer web portal servicers) will need to use the new template effective January 10th, 2009. Please note that this is a date change from before. The new template is attached below for your reference and is also available at:
http://homeloans.va.gov/valeri.htm and is filed entitled " 2009-01-12 SWP Bulk Upload Template - *Posted 12/31/2008 ." All other versions of the template will result in an error message and will not be accepted in VALERI.

Change to Help Desk Point of Contact Information
Tanya Brennan is no longer on the VALERI project and her e-mail tanya.brennan@va.gov was deactivated. For escalated issues or questions regarding VALERI please direct your e-mails to Andrew Trevayne at andrew.trevayne@va.gov.

Reminder: New Help Desk Contact Information
New Hours: 7:30am-4pm EST
New 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
New Fax: 215-991-5448
Same Phone: While email is now the best way to contact us, our phone number has remain unchanged and is: 1-877-309-6947

Thanks,
The VALERI Help Desk Team
1-877-309-6947
7:30am-4pm EST
valerihelpdesk.vbaco@va.gov

IP Change.doc (35 KB)