

# VALERI

VA Loan Electronic Reporting Interface

**VALERI Help Desk Servicer Communications for Friday, August 14, 2009**

**Attention: Claims Bulk Upload Spreadsheet**

When submitting claims from the bulk upload spreadsheet, please do not type in claim line items manually, rather make sure to use the drop downs for line items. If you manually type in the claim line items, VALERI will not recognize these line items because they are not in the format that VALERI expects to see them in.

**Reminder: Canceling Events**

Manifest 1.25 was released this weekend and the defect preventing events from being canceled has been resolved. Please contact your assigned loan technician, if you have events that need to be canceled.

**Help Desk Contact Information**

**Hours:** 8:30am-4pm EST

**E-mail:** Please send all help desk e-mails to: [valerihelpdesk.vbaco@va.gov](mailto:valerihelpdesk.vbaco@va.gov)

**Data Quality Issues:** Please send all data quality related issues to [valeridataquality.vbaco@va.gov](mailto: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

8:30am-4pm EST

[valerihelpdesk.vbaco@va.gov](mailto:valerihelpdesk.vbaco@va.gov)