

VALERI Servicer NewsFlash

Monday, November 16, 2009

IMPORTANT- PLEASE READ

Changes to VALERI Support Model

Effective today, servicers can now escalate all VALERI functional and technical issues to the Assigned Loan Technician in VALERI or the RLC of nearest geographic proximity. The Loan Technician will work with servicers and the appropriate VA resources to resolve these issues. The VALERI Helpdesk, valerihelpdesk.vbaco@va.gov and (877) 309-6947, will no longer be used to report VALERI issues. Additional information, including FAQs, has been posted to: <http://www.homeloans.va.gov/valeri.htm>

FOR YOUR INFORMATION

Servicer Web Portal Administration Guide

The VA Servicer Web Portal Event Administration Guide is available at <http://www.homeloans.va.gov/valeri.htm>. Completed forms for new admin users should be faxed to 215-991-5448.

Training on VALERI Reports

VA will host a WebEx training for servicers regarding VALERI reports. Please email Mary Ann Mills at mary.mills@va.gov to receive attendee information. Please also include specific topics or questions you would like to be included in the agenda prior to November 23, 2009.

DEVELOPMENT UPDATE

Manifest 1.28

Manifest 1.28 will be implemented the evening of 11/20.

Helpful Hint

Experiencing problems with your userID? Need a new userID for an employee? Make sure you email these requests to your companies VALERI Administrator who can resolve these issues.

Thanks,

The VALERI Support Team

Questions? Refer to <http://www.homeloans.va.gov/valeri.htm> for support.