

VALERI

VA Loan Electronic Reporting Interface

VALERI Help Desk Servicer Communications for Wednesday, January 7, 2009

New Daily Change File, Compliance Required by May 1, 2009

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) and let us know when your new file will be ready. There will be a phased implementation of this new file. Your servicing shop may start submitting its new file in any of the following four groups: **Feb 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.

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.

VALERI Servers Down January 16th, 2pm EST -January 18th

The physical servers that house VALERI will be moving and the system will be down on Friday, January 16th from 2pm EST- Sunday, January 18th and will be up and running the morning of Monday, January 19th.

GNMA Coupon Rate

The GNMA Coupon Rate in effect as of the close of business on December 31 was 4.5 percent. This mean that any loan modification that is approved in the month of January may not carry an interest rate greater than 5 percent. This information is also posted on the VALERI website.

Max allowable update

Please note that there will be a few changes to the max allowable spreadsheet and the updated document will be posted on <http://homeloans.va.gov/valeri.htm> early next week.

Emails and Error Messages to the Help Desk

Please continue to send clear and descriptive emails of issues you come across in VALERI. Be sure to include the VA loan number, what you are doing in the system, and the exact problem that occurred. Also, if you come across a server or error message in VALERI and are reporting it to the Help Desk, please copy and paste a screen shot of the error into a Word Document and attach the document to an email. This allows us to forward the error message directly to our second level help desk. Thanks for your assistance with this.

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

Fax: 215-991-5448

7:30am-4pm EST

valerihelpdesk.vbaco@va.gov



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