VALERI Servicer Newsflash

September 9, 2019

IMPORTANT INFORMATION

Transfer of Custody (TOC) – Some TOC events reported via servicing system nightly files are not being generated in VALERI. In these instances, the event should be reported manually on the Events Bulk Upload Template. The template and the VALERI Servicer User Guide are available at https://www.benefits.va.gov/HOMELOANS/servicers_valeri_guides.asp. If the TOC event is rejected and the only business rule that fails is for late event reporting (15 days), the appeal link will be enabled.

Claim and Incentive Payments (Update from 8/15/19 Newsflash) – Issue with payments not generating on some incentives has been resolved. The claim payment generation issue is still pending.

Analytics Reports (Update from 8/15/19 Newsflash) – The system issue affecting reported events not reflecting in reports as of July 12, 2019, and June 15 through June 21, 2019, has been resolved.

Supplemental Claims – A system issue was identified where servicers are receiving an error message when attempting to submit a supplemental claim. Additional information will be provided at a later date.

Appeals – Servicers must upload documents and select the 'Submit' button to complete the appeal submission.

Loan Technician Contact Information – Loan Technician contact information is now located as an article in 'Knowledge' in VALERI. It is also still available at https://www.benefits.va.gov/homeloans/servicers_valeri.asp.

REMINDERS

Accessing VALERI – The new VALERI application must be accessed with the Google Chrome browser.

VALERI Assistance – The assigned loan technician should continue to be the first point of contact (VA Servicer Handbook M26-4, Chapter 1). VALERI system related inquiries for loans that are unassigned must be directed to valeri.vbaco@va.gov. Loan Management policy inquiries should still be directed to the VALERI Helpdesk at valerihelpdesk.vbaco@va.gov. When submitting inquiries related to upload issues, servicers must provide the uploaded spreadsheet and the auto-generated error message received.