

# VALERI Servicer NewsFlash

Monday, October 19, 2009

## IMPORTANT- PLEASE READ

### Total Eligible Indebtedness

Total Eligible Indebtedness consists of the unpaid principal balance, accrued unpaid interest, allowable paid liquidation expenses, and allowable advances, less any credits **at time of liquidation**. Please note the amount does not include advances and expenses paid after the loan termination date or "cutoff date". The total indebtedness amount is reduced by amounts paid (attorney fees, foreclosure costs, etc.) after the cutoff or termination date.

### Withdraw/Revise Event Function

The "Withdraw/revise event" function is not available. The Help Desk is currently working with the development team to fix this defect. In the meantime, if you need to revise or withdraw an event, please send an e-mail request to the Help Desk and attention it to Mary Ann.

### Duplicate TOC Reporting

Direct connect servicers should refrain from manually reporting the Transfer of Custody event through Servicer Web Portal, as this is automatically done through your servicing system. If you report it manually, the system will reject your TOC and cause a delay in reporting the event within the required timeframe.

## DEVELOPMENT UPDATE

### Development Update: Manifest 1.27

Release 1.27 was deployed on **Friday**, October 16<sup>th</sup>. This release contains 20 business rules updates. Among other updates, technicians will be able to enter a justification during the approval of a Late Acquisition.

### Helpful Hints

#### Tip of the Week

The VALERI Document Library for Servicers contains a number of useful resources including the VA Servicer Guide, VA Regulations and other useful information. The Library can be accessed at <http://www.homeloans.va.gov/valeri.htm>.

### Help Desk Contact Information

**Hours:** 7:30am-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  
7:30am-4pm EST  
[valerihelpdesk.vbaco@va.gov](mailto:valerihelpdesk.vbaco@va.gov)