

VALERI

VA Loan Electronic Reporting Interface

VALERI Help Desk Servicer Communications for Monday, May 4, 2009

Action Required: Updated SWP Bulk Upload Template

Beginning Monday May 4, 2009, please use the updated SWP Bulk Upload template below. The new version now includes a section for Foreclosure Attorney Contact. Please contact the Help Desk if you have any questions.



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emplate.xls (...)

Action Required: Rejection and Business Rule Failures relating to ROS and TOC event

Please contact your assigned VA technician if a Results of Sale (ROS) or Transfer of Custody (TOC) event failed. Please note VALERI is designed to follow the required order of events; the ROS event must be reported before the TOC event.

Valid Notice of Values (NOVs)

As part of establishing bid before completing a foreclosure sale, you must receive the fair market value of the property through the Servicer Appraisal Processing Program (SAPP) or if you do not participate in SAPP, the Construction and Valuation (C&V) section issues the NOV. The value must be established either under SAPP or by VA in TAS.

Reminder: Revising or Withdrawing Events

Please note that VALERI generally allows you to revise or withdraw events for up to 3 days from the day you reported the event. For example, an Electronic Default Notification (EDN) was reported on 4/27/09 and processed date is 5/1/09. If you found out that the address was incorrect on 4/29/09, then you can go ahead and revise through the Servicer Web Portal (SWP). (Reference 2.3.3 of the Servicer Guide).

As a reminder, please review the Transfer of Custody (TOC) Rejection Guide posted under Document Library on the VALERI website at <http://www.homeloans.va.gov/valeri.htm> before contacting the assigned technician when your TOC event fails.

Reminder: Contacting the Help Desk

In order to expedite our response time, we would like to remind servicers to refrain from copying the Help Desk on any emails, unless they require Help Desk action. This will help us to minimize the volume of emails we receive and better address your questions in a timely manner.

Help Desk Contact Information

Hours: 7:30am-4pm EST

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

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