

VALERI Servicer Newsflash

May 25, 2017

IMPORTANT INFORMATION

Servicer Handbook Update – Revisions to multiple chapters and Appendix G have been posted in M26-4 and are reflected on the transmittal document dated May 9, 2017. They can be accessed at http://www.benefits.va.gov/WARMS/M26_4.asp.

Document Uploads – Some servicer upload attempts to the VALERI application are being rejected due to a possible virus within Microsoft Word documents. This may be due to the recently identified Dridex malware. If an upload attempt is rejected, servicers will receive a generic error message indicating that the upload was not successful. Servicers experiencing issues with uploading documents to the application should reach out to their Information Technology department to run a virus scan.

REMINDERS

Reports – Servicers can schedule their reports to generate during non-working hours to prevent delays and reduce the probability of encountering error messages with high volume requests. Previously scheduled reports should be reviewed monthly and deleted if no longer required. The Scheduling Reports Quick Reference Guide can be accessed at http://www.benefits.va.gov/HOMELOANS/servicers_valeri_guides.asp.

If attempting to generate an unscheduled report, sufficient time should be allowed for the report to process. Cancelling and restarting the report while it is in progress will result in further delays and/or report errors.

Servicer Web Portal (SWP) Event Reporting – When reporting daily events through the SWP, servicers should not report more than one event per 24 hours on the same loan. Reporting multiple events on the same day can cause the events to process and /or display incorrectly, and some events may reject.