

VALERI Special Announcement

July 3, 2019

A fix has been deployed to resolve the uploading and viewing issues with documents in the VALERI application. Users can now resume uploading and viewing document files of up to 3.8MB. Users will receive an error message in the VALERI application when attempting to upload files over 3.8 MB. If users receive an error message when uploading a file around 3.8MB (for example 3.75 MB, 3.82 MB, etc.), they should close the browser and refresh, which should resolve the error message.

While the current maximum document size is 3.8MB, this is only a temporary fix and document size will be increased in the future. Additionally, some documents that were uploaded in the new application may need to be re-uploaded. VA Loan Technicians will be reaching out to servicers on individual cases requiring documents, as necessary. For files larger than 3.8MB that were migrated over to the new application, a message will display communicating that the file is greater than 3.8MB and cannot be downloaded for viewing.

The issues with document uploading and viewing have no impact on uploading the Bulk Upload Templates.

Thank you for your patience as we worked through this issue.