VALERI Special Announcement

April 28, 2021

The VALERI application will be unavailable on Thursday, April 29, 2021, from 9:00 p.m. to 11:59 p.m. EST for a system deployment. All users must log out of the system by 8:45 p.m. EST. The deployment will include the following items:

- LM-3722 – Current line item "Vacant Property Registration" on the VALERI Fee Cost Schedule (row number 121) will be renamed to "Property Registration." The updated VALERI Fee Cost Schedule will be available at https://www.benefits.va.gov/HOMELOANS/servicers_valeri_rules.asp.

- LM-21733 – The Pre-Approval screen will automatically refresh with the correct status after the request is submitted.

- LM-23985, LM-20905 and LM-23978 – Each servicer organization will be provided with five document generation licenses to be allocated by the Servicer Administrator. This license is separate from the analytics license and will allow for exporting of certified claim information. In addition, there will be changes to the User Administrator screen to include: correcting the analytics license counter when an administrator edits or assigns a license; showing a count of licenses used compared to how many are available; and automatically refreshing the web page after a license assignment edit is made.

- LM-22139 – There will be a new "Claims" tab to view all certified claims. Users will be able to filter certified claims by either a date range or the claim type. Users with a Document Generation license will be able to export the claim information.

- LM-22905 – The "Claims Hub" will display all certified claims associated to an individual loan. Users with a Document Generation license will be able to export the claim information.

- LM-24178 – The ServiceNow link will be available in the Servicer Web Portal (SWP). Users can select the top menu bar in the SWP, select the "More" dropdown, then select the link called "HelpDesk Inquiry item" that will direct the users to the ServiceNow site.

- LM-23128 – The Adequacy of Servicer Action Required report will display the most recent Reason for Default when there are multiple default reasons.

- LM-4024 – A new report named Post Audit Incentive Results will be available in the Analytics Reports tab.

- LM-24488 – The Servicer Administrator will be able to assign an analytic license to a Servicer Company Administrator role.

- LM 22860 – The User Administration screen will allow a more streamlined process for Servicer Administrators to edit or deactivate a user.

Detailed release notes can be found on the VA Home Loans Technology Updates website at https://www.benefits.va.gov/HOMELOANS/technology_releases.asp. All inquiries related to this announcement should be submitted in ServiceNow at https://yourit.va.gov/csm.