

## Servicer POC Enhancement Guide

The following screen shots demonstrate how to use the Servicer POC Update function, which allows VALERI Servicer Administrators to modify their organization's Points Of Contact (POCs). With this new feature, servicers will no longer be required to contact the VALERI help desk to modify (e.g., add, delete or edit) their POC list.

To add, delete or edit a POC, please follow these steps:

- Select the Companies link at top of screen.



VALERI

Home | Users | Companies | Logout

Applications

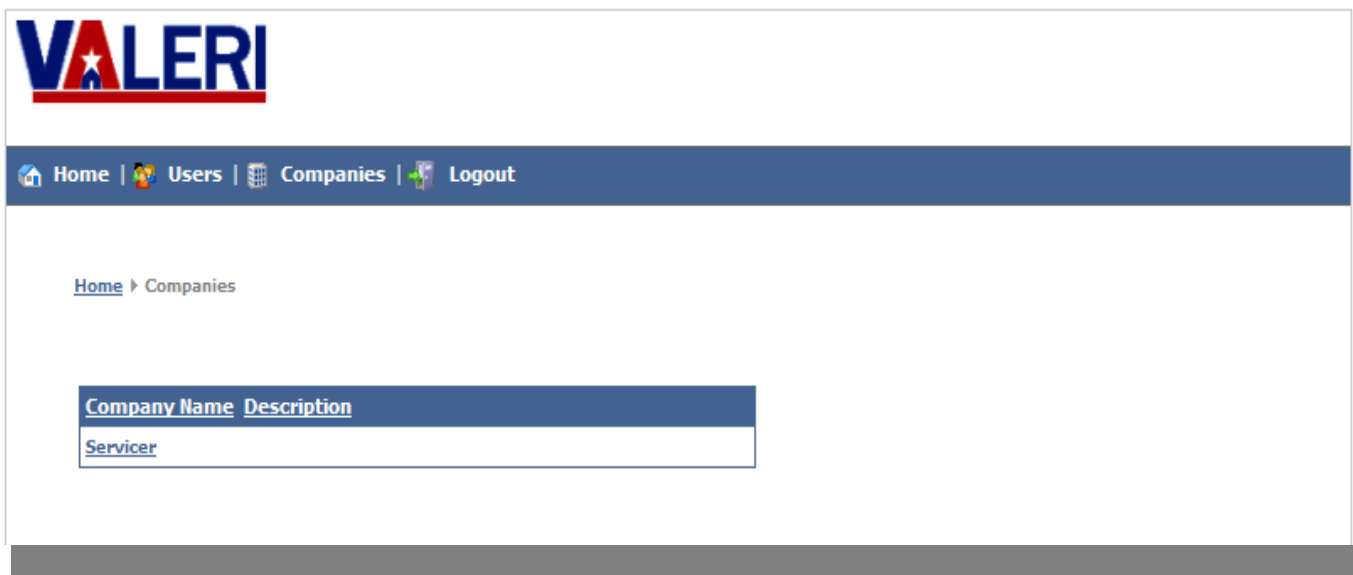
Reports

ServicerWebPortal

Reset Password

VALERI 2.19.0.70 GSM Powered By LPSDesktop  
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- Select your company name.



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Home > Companies

Company Name	Description
Servicer	

- Select “Add Servicer Point of Contact Information” for your company.



[Home](#) > [Companies](#) > Company Detail

> [Add Servicer Point Of Contact Information for :](#)

No Servicer Point Of Contact Information on file.

- Enter the requested information in the fields, and click “save” (at bottom of screen).



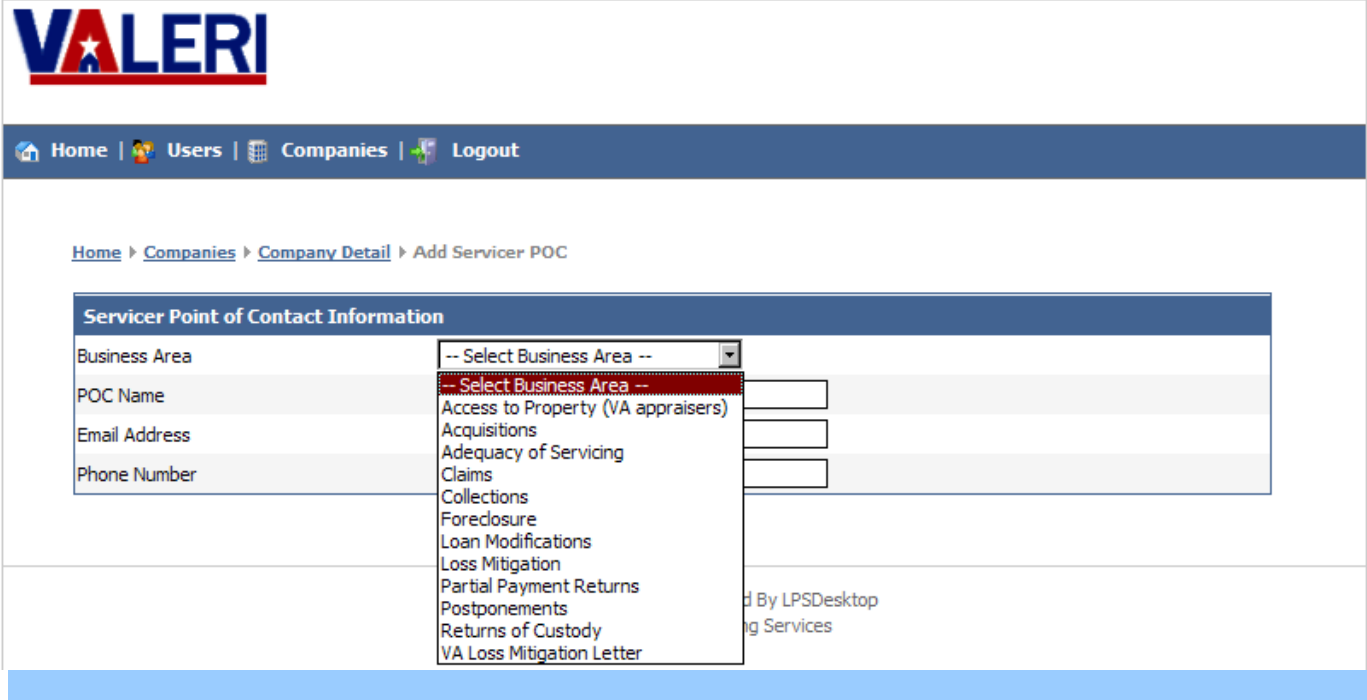
[Home](#) > [Companies](#) > [Company Detail](#) > Add Servicer POC

#### Servicer Point of Contact Information

Business Area	<input type="text" value="-- Select Business Area --"/>
POC Name	<input type="text"/>
Email Address	<input type="text"/>
Phone Number	<input type="text"/>

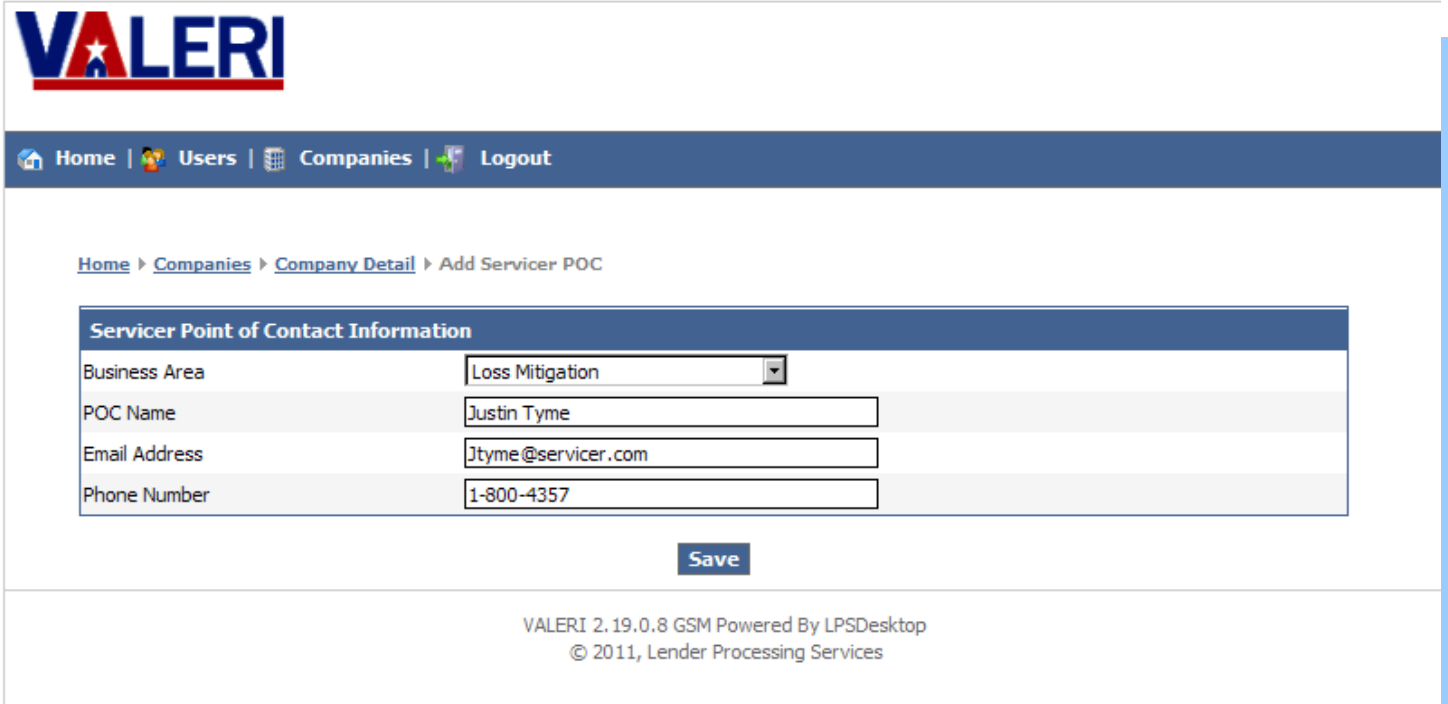
[Save](#)

There are 12 business areas currently available but VA will review for additional categories.



The screenshot shows the VALERI web application interface. At the top is the VALERI logo. Below it is a navigation bar with links for Home, Users, Companies, and Logout. The breadcrumb trail indicates the user is in 'Home > Companies > Company Detail > Add Servicer POC'. The main form is titled 'Servicer Point of Contact Information' and contains four input fields: Business Area, POC Name, Email Address, and Phone Number. The 'Business Area' dropdown menu is open, displaying a list of 12 options: -- Select Business Area --, Access to Property (VA appraisers), Acquisitions, Adequacy of Servicing, Claims, Collections, Foreclosure, Loan Modifications, Loss Mitigation, Partial Payment Returns, Postponements, Returns of Custody, and VA Loss Mitigation Letter. The 'POC Name' field contains 'Justin Tyme', 'Email Address' contains 'Jtyme@servicer.com', and 'Phone Number' contains '1-800-4357'. The bottom of the page shows the text 'Powered By LPSDesktop' and 'Lender Processing Services'.

- Below is an example of “entered and saved” information.



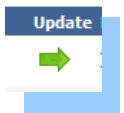
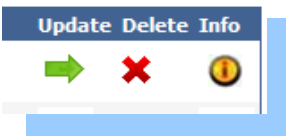
This screenshot shows the same VALERI web application interface as the previous one, but with the 'Business Area' dropdown menu set to 'Loss Mitigation'. The other fields remain the same: 'POC Name' is 'Justin Tyme', 'Email Address' is 'Jtyme@servicer.com', and 'Phone Number' is '1-800-4357'. A blue 'Save' button is now visible below the form fields. The footer of the page contains the text 'VALERI 2.19.0.8 GSM Powered By LPSDesktop' and '© 2011, Lender Processing Services'.

- Once you click “save,” you will be returned to the main page and your saved contacts will be displayed.

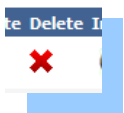
The screenshot shows the VALERI web application interface. At the top is the VALERI logo. Below it is a navigation bar with links for Home, Users, Companies, and Logout. The main content area shows a breadcrumb trail: Home > Companies > Company Detail. Below this is a link to "Add Servicer Point Of Contact Information for ams". A table displays the following data:

Business Area	POC Name	Email Address	Phone Number	Update	Delete	Info
Access to Property (VA appraisers)	General Contact	property.preservation@servicer.com				
Adequacy of Servicing	General email	va.reporting@servicer.com				
Loss Mitigation	Justin Tyme	jtyme@servicer.com	1-800-4357			

- These three symbols are your options to modify your company’s POCs.



(1) If you click on the green arrow, it will let you update the POC information.



(2) If you select the red X, the POC contact information will be deleted.

te Info



(3) If you hover over the “Info” icon, a message box will pop up advising who created the contact data and the date it was created.



Home | Users | Companies | Logout

Home > Companies > Company Detail

> Add Servicer Point Of Contact Information for ams

Business Area	POC Name	Email Address	Phone Number	Update	Delete	Info
Access to Property (VA appraisers)	General Contact	property.preservation@servicer.com				
Adequacy of Servicing	General email	va.reporting@servicer.com				
Loss Mitigation	Justin Tyme	jtyme@servicer.com	1-800-4357			

Created by hdesk hdesk w/ ams on 12/6/2012

- If you select the “View Deleted Records” box at the top of the screen, you will have the ability to view all previously deleted contacts.



Home | Users | Companies | Logout

Home > Companies > Company Detail

> Add Servicer Point Of Contact Information for ams  View Deleted Records

Business Area	POC Name	Email Address	Phone Number	Update	Delete	Info
Access to Property (VA appraisers)	General Contact	property.preservation@servicer.com				
Adequacy of Servicing	General email	va.reporting@servicer.com				
Loss Mitigation	Justin Tyme	jtyme@servicer.com	1-800-4357			
Partial Payment Returns	Shalonda Anderson	sanderson@servicer.com	1-800-1234			



- If you hover over the “Info” icon, a message box will appear which indicates who created the contact, who deleted it, and the dates these actions were completed.

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Home | Users | Companies | Logout

Home > Companies > Company Detail

> Add Servicer Point Of Contact Information for ams  View Deleted Records

Business Area	POC Name	Email Address	Phone Number	Update	Delete	Info
Access to Property (VA appraisers)	General Contact	property.preservation@servicer.com		➔	✖	ⓘ
Adequacy of Servicing	General email	va.reporting@servicer.com		➔	✖	ⓘ
Loss Mitigation	Justin Tyme	jtyme@servicer.com	1-800-4357	➔	✖	ⓘ
Partial Payment Returns	Shalonda Anderson	sanderson@servicer.com	1-800-1234			ⓘ

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If you have any questions about how to use this feature, please feel free to contact the VALERI Help Desk at [valerihelpdesk.vbaco@va.gov](mailto:valerihelpdesk.vbaco@va.gov).