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2.01 INTRODUCTION

a. The VA Loan Electronic Reporting Interface (VALERI) is a web-based application that supports VA employees and servicers operating in the current regulatory environment. VALERI is central to overseeing the servicing of VA-guaranteed loans.

b. The VALERI application is used to view information on a loan, monitor the servicing of VA loans, generate loss mitigation recommendations, review the adequacy of servicing, review for payment of non-routine acquisitions, claims and incentives, conduct post-audits, and manage workloads by completing VALERI “processes” that guide technicians through each step of their review.

c. This chapter will provide an understanding of the following:

1. System interfaces and cycle times.

2. Technician roles and responsibilities.

3. Servicer event reporting.

4. Case assignment and reassignment.

5. Accessing VALERI.

6. NewTrak Application.

7. Servicer Web Portal (SWP).

8. Reports.

9. Handling Paper/Electronic Documents.

2.02 SYSTEM INTERFACES AND CYCLE TIMES

a. VALERI interfaces with the following VA systems:

1. The Web-enabled Loan Guaranty System (WebLGY). Loan Production (LP) oversees the

origination of VA-guaranteed loans. LP uses WebLGY to capture VA baseline loan information such as property, Veteran, lender, and loan data. Construction and Valuation (C&V) is responsible for managing the valuation of VA-guaranteed properties, and overseeing all matters related to fee appraisers, the Lender Appraisal Processing Program (LAPP), and the Servicer Appraisal Processing Program (SAPP). C&V uses WebLGY for appraisal requests and to capture appraisal information.

(a) Updates nightly.

(b) Two-way direction.

(c) Information sent to VALERI includes baseline loan information, Notice of Value (NOV) issue date, NOV expiration date, and NOV “as-is” amount.

(d) Information sent by VALERI includes loan status update and Veteran entitlement updates.

2. The Centralized Property Tracking System (CPTS). Property Management (PM) is

responsible for the preservation, marketing, sale of acquired properties and uses CPTS to

manage this function.

(a) Updates nightly.

(b) Two-way direction.

(c) Information sent to VALERI includes post-sale analyses, redeemed properties, and

property address changes.

(d) Information sent by VALERI includes acquired properties, changes in capital value, and

returns of custody.

3. The Financial Management System (FMS). The Office of Finance oversees the day-to-day

VA financial operations and uses FMS to manage this function.

1. Updates nightly.
2. Two-way direction.
3. Information sent to VALERI includes payment status details, notification of servicer

payment or offset closing out a bill of collection, vendor information update, and all payments

for incentives, claims, and acquisitions.

1. Information sent by VALERI includes payment transaction data and bill of collection

established.

2.03 TECHNICIAN ROLES AND RESPONSIBILITIES

a. Access to certain functions in VALERI is based on specific roles and responsibilities at VA. Loan Administration employees are assigned one of the following roles:

1. Assistant Loan Technician (ALT).
2. Loan Technician (LT).
3. Senior Loan Technician (SLT).
4. Servicing Officer (SO).
5. Loan Administration Officer (LAO).

b. ALTs require approval from an SLT or SO (depending on the process) for all work completed in VALERI. LTs have the ability to approve some of their own recommendations, but require approval from an SLT or SO for the majority of work completed. SLTs and SOs are tasked with approving work completed by ALTs and LTs.

2.04 SERVICER EVENT REPORTING

a. Under Title 38 Code of Federal Regulations (C.F.R.), Section 36.4317, servicers must report events to VA to provide updates on the status of their loans. The reporting requirements apply to all VA-guaranteed loans, excluding manufactured homes that are not affixed to a permanent foundation, as defined in 36.4301. All data and events are reported electronically through VALERI.

b. Servicers report events as they occur, pursuant to regulatory requirements. For example, servicers are required to report the Electronic Default Notification (EDN) to inform VA that a loan is in default when a loan becomes at least 61 days delinquent. VA requires servicers to report data and events in order to monitor its portfolio of active loans and perform oversight of loan servicing activities.

c. Events reported in VALERI contain at least one or more data elements that provide specific information to VA about the loan. All reporting requirements are discussed in detail throughout this manual.

d. This section describes the following items regarding servicer event reporting:

1. How servicers report events to VA.

2. Reporting timeframes.

3. Event revision and withdrawal.

4. Late reporting.

e. Servicers Report Events to VA. If a servicer uses a service bureau that has a direct connection with VA, their service bureau will submit data through a nightly file exchange process which results in the creation of most servicing events in the VALERI application. Otherwise, servicers use the SWP to submit all events individually or through the bulk-upload process directly into the VALERI application. See below for additional information on each reporting method:

1. Automatically through the Service bureau. Servicers are responsible for entering data into

their servicing system. That data will then be collected and submitted on the servicer’s behalf through the nightly file exchange from the servicer’s service bureau. When submitted through a service bureau, the data cannot be revised or withdrawn after the file has been submitted to VA.

2. Manually through the SWP. Servicers are responsible for submitting the events directly into

the SWP by the event due date. When submitting events through the SWP, servicers have the ability to submit, revise, and/or withdraw events as long as the event has not processed in the VALERI application. There are some events that all servicers must report through the SWP. The events are listed below and are described in greater detail throughout this manual:

* 1. Basic Claim.
  2. Partial Release of Security.
  3. Partial Payment Returned.
  4. Invalid Sale Results.
  5. Foreclosure Attorney Information.
  6. Improper Transfer of Custody (TOC).

3. Manually through Bulk Upload. Servicers may also use a bulk-upload template to report

multiple events at one time through the SWP. If a servicer contacts VA regarding the bulk upload process, they may be referred to the VALERI website at <http://www.benefits.va.gov/HOMELOANS/servicers_valeri.asp>, where they will find a bulk upload guide and template. Once data is submitted through a bulk-upload spreadsheet, the data cannot be revised or withdrawn after the file has been submitted.

NOTE: All servicers must report any Unauthorized Transfer of Ownership and Extenuating Property Circumstances to VA by telephone call, e-mail, fax, or letter, which are described in greater detail in Chapter 3, General Loan Servicing.

f. Reporting Timeframes. Servicers must report all events according to VA-specified timeframes. Most events will be reported on either a monthly basis or when the action occurs on the loan.

1. Event Reporting Timeframes.

(a) General Loan Event.

(1) Monthly Loan Status Updates are submitted automatically via the service bureau, or manually through the SWP. The event must be reported by day 7 of every month until the loan becomes 61 or more days delinquent.

(2) Release of Liability is submitted automatically via the service bureau or manually through the SWP. The event must be reported by day 7 of the month following the month in which the servicer released the obligor from liability.

(3) Transfer of Ownership is submitted automatically via the service bureau or manually through the SWP. The event must be reported by calendar day 7 of the month following the month in which the servicer learns that an authorized transfer has been completed.

(4) Unauthorized Transfer of Ownership is submitted via telephone, e-mail, fax, or letter.

The event must be reported by day 7 of the month following the month in which the servicer discovered that the unauthorized transfer of ownership occurred.

(5) Partial Release of Security is submitted manually via the SWP. The event must be

reported by day 7 of the month following the month in which the holder released the lien on a part of the security for the loan pursuant to 38 C.F.R. 36.4327.

(6) Loan Paid in Full is submitted automatically via a service bureau or manually through the

SWP. The event must be reported by day 7 of the month following the month in which the loan was paid-in-full.

(7) Servicing Transfer (Transferring Servicer) is submitted automatically via a service bureau

or manually through the SWP by the servicer transferring the loan. The event must be reported by day 7 of the month following the month in which servicer sold and transferred the loan.

(8) Servicing Transfer (Receiving Servicer) is submitted automatically via a service bureau or

manually through the SWP by the servicer boarding the new loan. The event must be reported by day 7 of the month following the month in which the servicer boarded the new loan.

(9) Contact Information Change is submitted automatically via a service bureau or manually

through the SWP. The event must be reported by day 7 of the month following the month in which the information changed.

(10) Occupancy Status Change is submitted automatically via a service bureau or manually

through the SWP. The event must be reported by day 7 of the month following the month in which there was a change.

(b) Delinquent Loan Events

(1) EDN is submitted automatically via a service bureau or manually through the SWP. The event must be reported by day 7 after the 61st day of delinquency.

(2) Loss Mitigation Letter Sent is submitted automatically via a service bureau or manually

through the SWP. The event must be reported by day 7 of the month following the month in which the servicer sent the loss mitigation letter to the borrower.

(3) Delinquency Status is submitted automatically via a service bureau or manually through the SWP. The event must be reported by day 7 of the month following the month in which the servicer reported the delinquency to VA and once per month by day 7 until default cures or the loan terminates.

(4) Default Cured/Loan Reinstated is submitted automatically via a service bureau or

manually through the SWP. The event must be reported by day 7 of the month following the month in which the default cures.

(5) Default Reported to Credit Bureau is submitted automatically via a service bureau or

manually through the SWP. The event must be reported by day 7 of the month following the month in which the servicer reported the default to the credit bureau.

(6) Partial Payment Returned is submitted manually via the SWP. The event must be

reported by day 7 of the month following the month in which the servicer returned the partial payment to the borrower.

(7) Foreclosure Attorney Contact Information is submitted automatically via a service bureau, or manually through the SWP. The event should be reported by day 7 after the day the servicer refers the case to a foreclosure attorney.

(c) Loss Mitigation Events

(1) Repayment Plan Approved is submitted automatically via a service bureau, or manually

through the SWP. The event must be reported by day 7 of the month following the month in which the servicer approved the repayment plan.

(2) Special Forbearance Approved is submitted automatically via a service bureau, or manually through the SWP. The event must be reported by day 7 of the month following the month in which the servicer approved the special forbearance agreement.

(3) Loan Modification Approved is submitted automatically via a service bureau, or manually

through the SWP. The event must be reported by day 7 of the month following the month in which the servicer approved the loan modification.

(4) Loan Modification Complete is submitted automatically via a service bureau, or manually

through the SWP. The event must be reported by day 7 of the month following the month in which the borrower executed the loan modification agreement.

(5) Compromise Sale Complete is submitted automatically via a service bureau, or manually

through the SWP. The event must be reported by day 7 of the month following the month in which the compromise sale closed.

(6) Deed-in-lieu (DIL) Complete is submitted automatically via a service bureau, or manually

through the SWP. The event must be reported by day 7 after the deed is recorded or sent for recording.

(d) Foreclosure Events

(1) Foreclosure Referral is submitted automatically via a service bureau, or manually through the SWP. The event must be reported by day 7 after the day the servicer refers the case to foreclosure attorney.

(2) Foreclosure Sale Scheduled is submitted automatically via a service bureau, or manually through the SWP. The event must be reported by day 7 after the day that the servicer is notified of the scheduled sale date.

(3) Results of Sale are submitted automatically via a service bureau, or manually through the SWP. The event must be reported by day 7 after the sale.

(4) Confirmed Sale Date with no transfer is submitted automatically via a service bureau, or manually through the SWP. The event must be reported by day 7 of the month following the month the sale is confirmed if the servicer is not transferring custody of the property to VA. The event is only reported in confirmation/ratification of sale states.

(5) TOC is submitted automatically via a service bureau, or manually through the SWP. The event must be reported by day 15 from the date of loan termination (for foreclosure and DIL of foreclosure only).

(6) Invalid Sale Results is submitted manually through the SWP. The event must be reported by day 7 after the servicer discovered that the foreclosure sale was invalid.

(7) Improper TOC is submitted manually through the SWP. The event must be reported by day 7 after the servicer discovered that the TOC of the property to VA was improper. NOTE: The event may NOT be reported unless the acquisition payment has been certified by VA.

(e) Claim Events

(1) File a Claim is submitted manually through the SWP. The event must be submitted

by day 365 after loan termination (non-refund loans), or by day 60 after the loan has been approved for refund (refunded loans).

(2) File a Supplemental Claim is submitted manually through the SWP. The event may

only be submitted after the File a Claim event, but before day 365 after loan termination (non-refund loans) and only include items omitted from the File a Claim event. Servicers do not have an option to file a supplemental claim on refunded loans.

(f) Bankruptcy Events

(1) Bankruptcy Filed is submitted automatically via a service bureau, or manually through

SWP. The event must be reported by the day 7 after the servicer discovers that the obligor has filed for bankruptcy.

(2) Bankruptcy Update is submitted automatically via a service bureau, or manually through

SWP. The event must be reported by the day after a significant bankruptcy event has occurred (Relief of Stay Filed, Discharge, Dismissal, Stay Lifted).

g. Revision and Withdrawal. If a servicer reported an event to VA erroneously, they may only

revise or withdraw the event if the event was reported directly into the SWP and is still in a pending status. Servicers cannot withdraw or revise any event once the file has been submitted either through a bulk-upload spreadsheet or through a service bureau nightly file.

1. If a servicer reported an event erroneously, but the timeframe for revising or withdrawing an event has passed, they must contact the technician assigned to the loan. The VA-assigned technician will review the file to determine if cancelling the event is the correct action to take in VALERI.

2. If the assigned technician determines the event(s) need to be cancelled, the technician will document all findings and actions in the case notes and submit a request to the Regional Loan Center (RLC) designated VALERI Point of Contact (POC) for review of the recommendation. The POC will document the case notes and submit any needed changes to the VALERI helpdesk e-mail box for action. If the loan is unassigned, the servicer will contact the RLC of jurisdiction or the VALERI helpdesk for review and assistance.

h. Late Reporting. For every event a servicer submits to VA, VALERI records information

regarding the timeliness of the submission. An event is reported late if servicers fail to submit the event in accordance with the VA specified timeframe. Late reporting is a regulatory infraction that may affect a servicer’s performance rating.

2.05 CASE ASSIGNMENT AND REASSIGNMENT

a. Cases in default are assigned to a technician, based on a nationwide workload, and can be reassigned if necessary. VALERI will not assign a post audit review to the same technician that was assigned the loan when it was first reported in default.

b. Assignment of Cases in Default. After a servicer reports an EDN, the case is automatically assigned to the next available loan technician with the least number of cases assigned. This is completed through a balanced assignment method. The technician is assigned to the case until the following conditions are met:

1. The loan is reinstated or terminated.

2. All open processes are completed or closed.

3. Timeframes for claim filing, system processing, payment certification, or appeals have

expired.

c. If a loan subsequently goes into default after it has reinstated, it is assigned to the next available technician based on the method above.

d. Assignment of Cases for Post Audit. VALERI assigns a post-audit review case to a

technician that was not originally assigned to the loan. Post audits are assigned without regard to the number of pending post audits or other cases in the technician’s workbasket.

e. Reassignment of Cases. Loan Administration Officers (LAOs) have the ability to reassign

individual cases, groups of cases, and individual tasks to other employees. However, station management cannot reassign groups of cases with the intention of creating specialized teams to work specific processes. VA Central Office (VACO) may reassign cases upon request from the LAO at the national level for reasons such as retirement, promotion, etc.

2.06 CASELOAD REDISTRIBUTION

a. Strategic Reassignment of Multiple Loan Technicians (LTs).

1. Based on various strategic needs, Regional Office (RO) management occasionally reassigns Loan Guaranty staff to different sections. When this occurs in Loan Administration, the caseloads assigned to the LTs are redistributed within the RLC or on a nationwide basis to all available technicians.

2. This caseload redistribution is designed to level the work across all LTs nationwide, thus resulting in increased work throughout all RLCs. Therefore, decisions to voluntarily reassign one or more LTs in VALERI must be done with consideration of the effects that such actions will have on all LTs available for case assignment. An RLC must obtain the Office of Field Operations (OFO) approval prior to reassigning more than one Loan Technician via the Strategic Reassignment Approval Process outlined below:

(a) The Loan Guaranty Officer (LGO) notifies the RO Director or Designee of the intent to

strategically reassign Loan Administration staff to other duties within the set timeframe.

(b) The VARO Director or Designee communicates their intent to strategically reassign

caseload(s) to the VA District Office.

(c) VA District Office reviews for approval prior to sending to OFO.

(d) OFO notifies VA Central Office (VACO) Loan Guaranty Service, and RO Director or Designee of their approval to reassign selected staff from Loan Administration.

(e) VACO Loan Guaranty Service inactivates selected staff from VALERI, flags all of

their assigned cases for nationwide redistribution, and confirms with affected LGO and OFO when actions are complete.

b. Employee Absences

1. LTs. When LTs are out of the office, their caseloads will either be monitored or

redistributed depending upon the duration of the absence. When an LT is away for 20-business days or less, all casework will be completed within the respective RLC. When an LT is out of the office for 21-business days or more, the LAO may request that VACO perform a nationwide redistribution of the technician’s caseload (if an LAO knows the technician will return reasonably close to the 20 day cutoff, they may elect not to have the cases reassigned).

NOTE: that these procedures apply only to employee absence, and not temporary reassignment to complete other duties.

(a) Short-term Absences. If an LT will be out of the office for 20-business

days or less, their cases will remain in their workbasket. The technician’s SLT must review the workbasket on a daily basis to ensure that processes requiring immediate attention are completed.

(b) Long-term Absences. If an LT is out of the office for 21 business-days or

more, the LAO may request, with a copy to their LGO, that VACO Loan Guaranty Service redistribute the entire caseload. LAOs may reassign individual cases on an as-needed basis prior to the nationwide redistribution.

1. Senior Loan Technicians – The SO or LAO is responsible for designating a backup to

handle responsibilities while an SLT is out of the office for any period of time. When an SLT is out of the office, the designated backup will monitor the team’s workbasket and complete actions needed for the absent SLT. If needed, the SLT can obtain a list of loans to review from an SO.

1. Servicing Officers – The LAO is responsible for designating another SO to handle

responsibilities while the SO is out of the office for 20 business-days or less. When an SO is away for 21 business-days or more, his or her teams may be temporarily reassigned to other SOs within the same RLC.

1. Short-term Absences – When an SO is away for 20 business-days or less, another SO will

monitor the workbaskets of the absent SO’s team members to ensure work is completed timely.

1. Long-term Absences – If an SO is out of the office for 21 business-days or more, the

LAO may request, with a copy to their LGO, that VACO Loan Guaranty Service reassign his or her teams to other SOs within the same RLC.

4. Temporary Details. The LAO may request VACO Loan Guaranty Service to redistribute the detailed technician’s entire caseload. The request must specify whether the user will require access during the detail. Loan Administration Officers – When an LAO is out of the office for 1 or more days, he or she will designate an SO within the RLC to be the acting LAO. The LAO will notify VACO Loan Guaranty Service, with a copy to their LGO, of the role change prior to the absence and include the expected return date.

1. Planned Absences – When an LAO plans to be out of the office for one or more business

days, he or she will contact VACO Loan Guaranty Service, with a copy to their LGO, prior to the absence and designation of an SO to be the acting LAO. VACO Loan Guaranty Service will adjust each user’s role in VALERI for the duration of the absence.

1. Unexpected Absences – When an LAO is unexpectedly out of the office for 1 or more

business days, the LGO will contact VACO Loan Guaranty and designate an SO within the RLC to be the acting LAO during the absence. VACO Loan Guaranty will adjust each user’s role in VALERI accordingly for the duration of the absence.

c. Office Closure.

An entire RLC may halt operations for a period of time in the instance of a natural disaster or other catastrophic event. If the RLC actively participates in a telework program and can complete the necessary work during the office closure, the LGO or designee will notify the VALERI helpdesk at [valerihelpdesk.vbaco@va.gov](mailto:valerihelpdesk.vbaco@va.gov), as soon as possible that no assistance is needed during the closure. VACO Loan Guaranty Service will follow the office closure policy as noted below unless the impacted office notifies the VALERI helpdesk that work can be retained and completed within the RLC. Information will be relayed to all RLCs as it becomes available. If the closure is less than 6-business days, other RLCs will monitor the affected RLC’s work and ensure important processes are completed timely. If an RLC remains closed for more than 6-business days, all affected caseloads may be redistributed nationwide. OFO will contact VACO Loan Guaranty Service of the affected RLC’s closure and expected return to operating status. NOTE: if an RLC is expected to be reopened shortly after the business day 6, that station’s workload may remain and the back-up RLC will continue to monitor important processes until the office is functional again.

1. 5-Business Days or Less. VACO Loan Guaranty Service will maintain a list of RLCs

in alphabetic order (as shown below), and on a rotational basis direct a back-up RLC to monitor the affected RLC’s caseload. The back-up RLC listing is as follows:

(a) Atlanta

(b) Cleveland

(c) Denver

(d) Houston

(e) Phoenix

(f) Roanoke

(g) St. Paul

(h) St. Petersburg

2. Should the assigned back-up RLC be unable to perform the duties required, that assignment will rotate to the next available RLC. The LAO in the back-up RLC will access the closed station’s workbasket and distribute the most important time-sensitive processes internally. The back-up RLC will complete all of these processes in addition to all approvals and certifications associated with these processes. The most important time-sensitive processes are listed below:

1. Review Non-Routine Acquisition.
2. Certify Routine Acquisition.

3. The following processes should only be completed if the foreclosure sale date is imminent (< 7 calendar days away):

(a) Review Substantial Equity.

(b) Notify Veteran of Substantial Equity.

1. Postpone Loan Termination Action.
2. Notify Veteran of Postponed Loan Termination Action.

4. 6 Business-Days or More. VACO Loan Guaranty Service will contact OFO to

determine the likely opening date of the affected RLC. Based on mutual agreement with OFO, VACO Loan Guaranty Service will inactivate the affected RLC’s staff and redistribute their caseloads nationwide. These users will be reactivated when the RLC returns to operating status.

2.07 ACCESSING VALERI

a. VALERI is a web-based application which provides technicians and servicers the ability to gain access to VA-guaranteed loan data. They can log on to the website at <https://www.vbavaleri.com/GSM2.0/LoginForm.aspx>. The following section describes the applications that are available for each role:

1. Administration. The administration application allows SOs and LAOs to make

adjustments within VALERI when necessary, such as loan modification terms or the extension or adjustment to an NOV.

2. NewTrak. The primary application a technician uses to complete tasks and processes. All

Loan Administration employees and employees with Read Only High (ROH) have access to the VA NewTrak application.

3. Reports. The Reports application allows SOs, LAOs, ROH, employees and servicers access to view and create reports based on their role within the VALERI application.

4. Servicer Web Portal. This application allows SLTs, SOs, LAOs, and servicers access to

information and the servicers the ability to report on each loan. This access enables VA technicians to see what data can be reported and viewed by the servicer and is essential in providing guidance to servicers on any reporting issues. VACO staff with designated roles of Subject Matter Expert (SME), Super Admin, or Central Office Servicer Liaison (COSL) have access to all available applications within VALERI.

b. Procedures for Requesting Access or Change to Employee Status/Role. RLCs and VACO may request VACO Loan Guaranty Service, Loan Management to initiate or change an employee status or role. Types of requests include the following:

1. Add a new employee.
2. Deactivate an account for an employee who is retiring, being reassigned, or being terminated.
3. Prior to the effective date of employee deactivation, the LAO must send notification to all LAOs.
4. Eligible/ineligible for case assignment (only at RLC level).
5. Promotion from ALT to LT.
6. Coverage of LAO by the SO during out of office situations.

6. The LGO, ALGO, LAO, VACO Assistant Director or equivalent will submit a request to the VALERI Helpdesk at VALERIHelpDesk.vbaco@va.gov. When the LGO is not the requester, the LGO will be copied on the request. The request must include the following:

1. Specific action requested.
2. Employee’s name.
3. RLC or VACO Staff Office.
4. Employee’s VA e-mail address.
5. Employee’s toll-free number and extension.
6. Employee’s Role (ALT/LT/SLT/SO/LAO/ROH).
7. If requesting ROH, specify whether reports access is required.
8. Employee’s Supervisor (only at RLC level).
9. Assigned VALERI Team (only at RLC level).
10. RLC/VACO Mailing Address.

7. Once the request is received by the VALERI Helpdesk, a VACO Loan Management Supervisor will review and take appropriate action. After the request has been fully processed, employees new to VALERI will receive an e-mail with their user name and temporary password. The temporary password is time sensitive and all new VA employees should immediately log into the VALERI application to validate their access. Employees with only a status or role change will not receive an e-mail from VALERI, but should be notified by their supervisor once the change is completed.

2.08 NEWTRAK APPLICATION

a. NewTrak is an application that enables VA technicians to handle a variety of business processes, tasks, holds, and issues. NewTrak allows the ability to:

1. Manage, view and complete processes, within individual workbaskets, that are

opened based on data reported by the servicer or timeframes set by VA for such reviews. Examples of these processes are: Adequacy of Servicing (AOS), Pre-approval, Pre-foreclosure Review, claims, and post audits.

2. View, filter, search, and sort current or delinquent loans.

3. Review detailed information on a VA-guaranteed loan, including events generated by data

submitted by the servicer. If a VA technician determines the origination data provided by WebLGY in VALERI is incorrect, they should contact Loan Production (LP) at their RLC. The VA technician will provide LP with supporting documentation and request the information be updated in WebLGY.

4. Add case notes on individual loans.

5. Upload and view documents.

6. Complete, review and add tasks, holds or issues on cases that need further review.

b. The NewTrak home page has several features such as a Toolbar, an Announcements Area, and links for business process activities.

1. The NewTrak Toolbar provides the following options:

(a) The Tasks link allows a user to view and complete all tasks assigned.

(b) The Workbasket link allows a user to view and access their active workbasket.

(c) The logout link logs a user out of the VALERI application website, and back to the

login screen.

(d) The Exit link returns the user to the application’s screen.

2. The NewTrak Announcements panel displays current, and archived notices issued by VACO.

3. The NewTrak links provide the following options:

(a) The Task link allows a user to view and complete all tasks assigned. All user roles have

the task link feature.

(b) The Administrative Actions link allows the LAO the ability to reassign cases from one

user to another on an as needed basis.

(c) The Holds/Issues link allows the SLT, SO, and LAO the ability to view, review, and

approve/deny a hold or issue that was recommended on a loan.

(d) The My Work Groups link allows a user, based on role, to access, and perform work that

needs completion, approval, and/or certification. All user roles have the My Work Groups link feature.

4. Within NewTrak, users can view the following information:

(a) The Loan Information link shows loan information along with all events a servicer reports on the loan. Events are located under the Event Inbox which shows the business rules and data elements associated with each event submitted by the servicer. A data element is information reported by the servicer that provides VA with the required information and status on a loan.

(b) VALERI evaluates all events against a set of business rules that define whether or not the servicer is complying with VA rules and servicing regulations. VALERI identifies whether the event failed any business rules, and whether or not there are any regulatory infractions that were identified due to a business rule failure.

(c) The following list identifies the status of each event reported to VA:

(1) Pending. The event is in a holding stage waiting processing.

(2) Not Processed. The event was withdrawn or cancelled by the servicer prior to processing.

(3) Accepted. The event was evaluated correctly and does not require further review.

(4) Requires Review. The event requires further review due to a failed business rule within the event.

(5) Rejected. There was at least one fatal business rule failure which caused VALERI to reject

the event.

5. Technicians are required to review and determine the validity of all business rule failures prior to any payments being made to the servicer.

6. The Payment History link displays the payment transactions for the loan. It details information on the transaction type, transaction number, servicer name, servicer number, payment amount, payment approval date, payment certification date, and payment status.

c. Workbasket Overview. VALERI routes processes to a technician’s workbasket for

completion. The workbasket displays the following details about each process step: Loan Number, Funding Fee Exempt, Process, Step, Due, RLC, Tech Name, Servicer Number, and Servicer Name. The workbasket automatically defaults to reflect all process steps by due date. If a step is overdue, the process will show in red font. Technicians also have the ability to add filters within their workbaskets to allow them to access items according to specified criteria. For example, a filter can be created that allows a technician to quickly access all post audit processes that are open. These filters can be saved, edited and deleted, as necessary.

d. Process Due Dates. All timeframes for process due dates are shown in calendar

days and must be completed within the established VALERI timeframes. Timeliness for completing all processes is reflected in the RLC station’s performance. If a technician will be away from work during a period of time and the process will become due in their workbasket, they should attempt to complete those processes prior to the due date. If a technician is unable to complete those processes, a supervisor has the ability to reassign a case or a process that will come due during their absence.

e. Policies for Accessing Other Workbaskets. To provide flexibility, and facilitate the

reassignment of work, VALERI allows certain roles to view workbaskets of other employees. However, Loan Management in CO restricts the viewing of workbaskets according to the following rules: LAOs may view the workbaskets for all employees at the RLC. SOs may view the workbaskets of all the technicians they directly supervise. SLTs may view the workbaskets of all the technicians assigned to their team.

f. Complete VALERI Processes. When VALERI initiates a process on a loan, it routes the

process and all of its steps to the VA-assigned technician’s workbasket. Technicians can:

1. Access and view a VALERI process.
2. Complete a VALERI process.
3. Place a hold on a loan.
4. Add an issue to a loan.
5. Add case notes.
6. Open a manual process.

g. Case Note Documentation. The technician must document contact and action taken in the

VALERI case notes for all interactions with the Veteran, spouse, or authorized third party representative and the servicer of the loan. In addition to entering a detailed record of the communication, VALERI case notes should list a call back number and/or clear e-mail address, if available. Case notes can also be used for information that clarifies a situation and are integral to certain processes. For example, case notes must be documented when a borrower contacts VA to report that the servicer has returned a payment to them. In this situation, the technician would document the complaint and any additional information that the borrower provides. Case notes are accessible through the Notes Link on the toolbar. Case notes can be one of the following types:

1. Borrower Contact.
2. Loss Mitigation.
3. Servicer Contact.
4. Others.

h. Manual Processes. VALERI initiates most processes automatically based on what events

have been reported on the loan. However, VALERI also provides technicians the ability to manually open certain processes when necessary. This may be needed if the technician identifies further review. For example, if a borrower reaches out directly to VA, the technician has the ability to manually open the Refund process for review. The Manual Process feature is located on the top toolbar of the Loan Information screen or the Process Screen. Once opened, the process will show in the technician’s workbasket for completion.

2.09 SERVICER WEB PORTAL (SWP)

Servicers use the SWP to access VALERI. SWP is the primary means for servicers to communicate with VA on the status of guaranteed loans. It enables servicers to report events, submit claims, submit appeals, and upload documents in VALERI. All VA technicians have access to information in the SWP.

2.10 REPORTS

SOs and LAOs have access to view and generate reports in VALERI through the Reports application. Servicers have access to various servicer operational reports for loans within their portfolio.

2.11 HANDLING PAPER / ELECTRONIC DOCUMENTS

One of the goals of the VALERI application is to promote a paperless environment. Technicians must upload all documents received in paper form or via electronic mail in the VALERI application immediately upon receipt. Documents are managed through the Documents link on the top toolbar.