

VHB PPM

Release 1.0

External Release Notification



Version 1.0

December 2024

**Department of Veterans Affairs
Office of Information and Technology**

1.1 Release Notes for LGY Suite – VHB PPM 1.0

Release Notification

From: VHB PPM

Version: 1.0

Production Deployment Date: December 2, 2024 @ 8:00PM CT/9:00PM ET

Focus of Release: VHB PPM 1.0 release creates the new Program Participant Management (PPM) system that includes new functionality for a lender self-service portal, improves processes for workflow assignments, maintenance tasks, and electronic lender payment submissions. These enhancements enable business process improvement for lenders, LGY users, and program participants, resulting in improved data efficiency and electronic processes .

With this release, lender users are able to self-manage their lender accounts by performing the following functions: Ability to view and update lender account information; Manage points of contact; Manage SAR and underwriters; Make lender fee payments; Add account information that will be used to make lender fee payments associated with applications or renewals and view transaction history. and view transaction history; Submit applications and manage agents; view sponsor relationships; complete annual renewal / validation; view correspondence between VA and the lender.

1.1 Enhancements

Key	Summary
LGYM-1854	This enhancement created a lender self-service portal that will allow for reduced application processing time and real-time updates to the lender contacts and profile information. The self-service portal will reduce the workload for internal LGY staff as well as the need for lenders to reach out directly to LGY staff.
LGYM-1856	This enhancement created a lender electronic self-service application process to allow for reduced application processing time, more complete applications, and enhanced application tracking capabilities, reducing the need for lenders to reach out directly to LGY staff.
LGYM-2252	This enhancement automated lender maintenance tasks that track current state, next steps, priority, and due dates, which will result in a better LGY work experience. Loan Specialists will have consistent ways to manage distribution of work, track work, and

	procedures to complete tasks. The streamlined process will provide an enhanced experience to lenders.
LGYM-2008	This enhancement enabled an electronic lender payment submission that is integrated with the payments platform that will provide more efficient and accurate financial transactions. The electronic receipt of payments will lead to enhanced tracking of payments and reduce manual intervention by LGY staff, creating a well-defined process for failed payments and help to quickly resolve those issues.
LGYM-2004	This enhancement created a data migration and synchronization plan to ensure a smooth transition of lender maintenance from SIM to PPM.
LGYM-5319	This enhancement created a system to manage business rules-enterprise settings, internal user administration and the management of internal roles and permissions, letter management, document management, and email validation. This will reduce the workload for IT staff and ensure that new directives and changes in business rules can be updated quickly.
LGYM-6628	This enhancement created an annual self-service renewal and validation process for all lender types. This allows lenders to: <ul style="list-style-type: none"> • Update company information • Submit fees related to renewals and lender administration • Affirm contact information on an annual basis • Effectively track application status • Be deactivated anytime a lender fails to complete a renewal • Reduce in processing time • Be notified of outstanding tasks, including renewals • Receive renewals, including agent relationships, electronically • Initiate all renewal requests without Regional Loan Center intervention

Annex

Revision History

Date	Version	Description	Author
12/2/2024	1.0	Initial	Beth Ann VanVleet

Acronyms: For a list of acronyms and meanings, please refer to the list [here](#).