

## Stage and Status Reference Guide

Here is a guide to help you understand the stage and statuses of your customer's loan as it goes through VelocityGO. As the application moves through these stages and statuses both the contractor and the customer will receive email notifications to alert them where their loans are throughout the approval process.

**Application/Open** – The application has been started but it has not been submitted. For customer entered applications, this may be because the customer has not finished submitting the application or we are waiting for a co-applicant to complete the application process. For contractor entered applications, the contractor has not yet completed submitting the application. For EFS entered applications, EFS is waiting for the customer to adjust a paper application. EFS is not able to move forward with this loan until the application has moved out of the application stage.

### Offer Selection

**Open** – For contractor or EFS entered applications, the loan will be in Offer Selection while it is being reviewed. If the customer entered the application, the loan will be in this state if being reviewed by EFS for eligibility or EFS is waiting for the customer to select an offer. Customers receive automated notifications to select the offer. Contractors receive a notification that offers were generated or the loan is pending for further review.

**Subsidy Pending** – The incentive application is being reviewed by the EFS team. Supporting documents may be required. See document manager for open placeholders to identify required documents.

**Subsidy Qualified** – The incentive has been preapproved and is awaiting final decision. Additional documents may be required for review. See document manager for open placeholders to identify required documents.

**Hold** – There was an issue identified and the customer and contractor should refer to emails associated with the hold.

**Pending** – Supporting documents are needed before application can be reviewed. See document manager for open placeholders to identify required documents.

### Project and Document Review

**Open** – The loan has been conditionally preapproved and EFS is gathering supporting documentation. Both customers and contractors will have received an email notification that the loan is pre-approved. Please see document manager for open placeholders to identify information needed.

**Rework Needed** – The loan has been conditionally preapproved and EFS is gathering additional supporting documentation. Please see document manager for pending information needed and emails for any issues that need to be resolved.



**Rate Discount Qualified** – The loan has been conditionally preapproved for the loan and incentives. EFS is gathering supporting documentation. Please see document manager for pending information needed.

**Loan Term Extension Qualified** – The loan has been conditionally preapproved for the loan and incentives and EFS is gathering supporting documentation. Please see document manager for pending information needed.

**Approval** – All supporting documents required of the customer and contractor have been received and accepted. The application has been submitted for review. There are several different statuses under this Approval Stage:

**Pending Manager/Coord Review** – The loan is being reviewed for approval.

**Loan Docs Sent** – The loan has been approved and notifications have been sent to the customer to sign the loan documents electronically through DocuSign. The contractor will receive an automated email notification that the loan is approved.

**Loan Documents Accepted** – Loan documents have been signed by the customer accepted by EFS. The contractor will receive an automated email notification to schedule work on the project.

**Project Installation/Open** – The contractor has received notification by email to complete the installation of approved measures.

**Funding/Funding QA** – The installation is complete and all required documentation has been received. The file is being processed for payment.

### **Complete**

**Paid** – The loan has been paid in full to the contractor(s). Contractors receive a notification indicating the amount paid to them. The customer receives a notification that the loan has commenced with instructions regarding repayment of the loan.

**Withdrawn** – The loan or incentive application has been withdrawn. The customer and contractor receive email notification explaining the withdrawal was either by request of the customer or because the loan has expired.

**Denied** – The loan or incentive application was unable to be approved. Customers receive notification identifying why the loan was not approved. Contractors receive notification the loan could not be approved.

**Complete** – The incentive has been approved.

**ID Verification Failed** – The customer did not pass the identity verification process.

