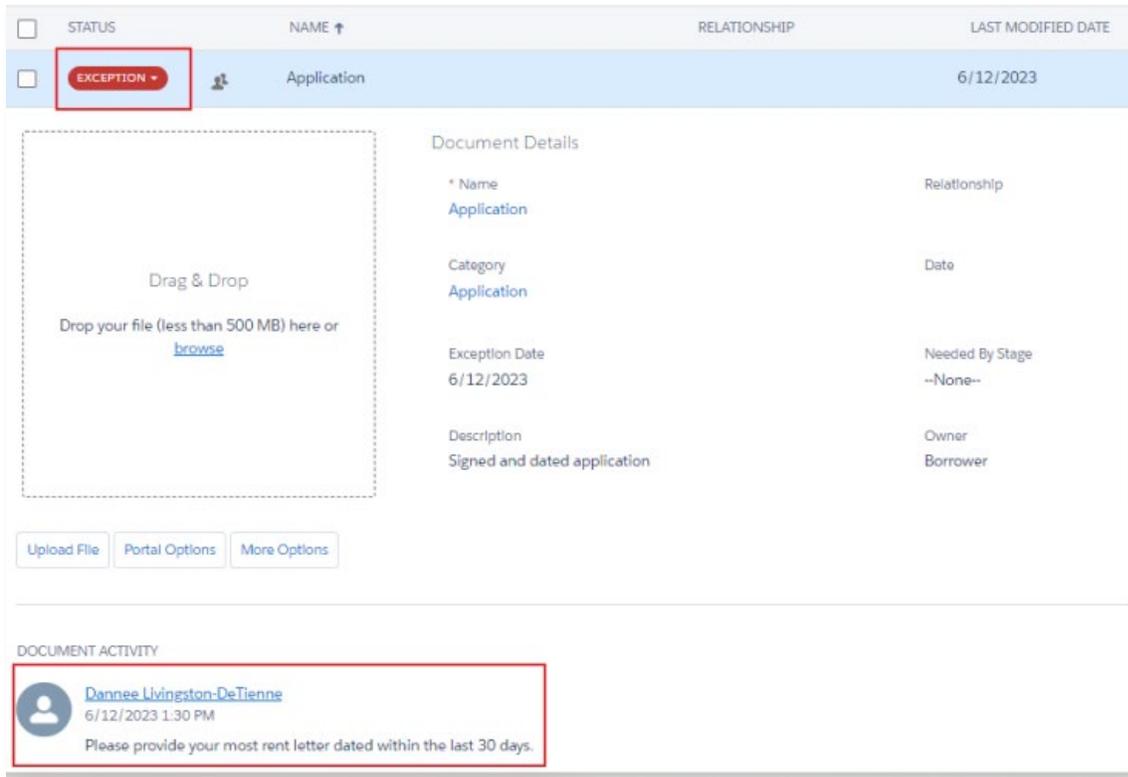**VelocityGO Placeholder Status Change**

You have likely encountered the placeholder status of "reviewed" when a placeholder document is not acceptable. We realized this created some confusion so you will now see this status changed to "exception". Exception simply means that the uploaded document has been reviewed and something more is needed. This will not impact how you can interact with the placeholder and you will still be able to upload to the placeholder like before. This new functionality will allow us to automatically initiate an email to the customer notifying them of the review and allows them to see exactly what is still needed when they log into the portal. Here are a few examples we have compiled to demonstrate how this change will appear in VelocityGO.

What you see in the Contractor Portal:

Below is an example of what you will see in document manager when an item is placed into "exception". In the comments section associated with the document, you will be able to see what is still needed.

What a customer will see:

Below is an example of an email that a customer will receive when a placeholder on their application is placed into "exception" status.
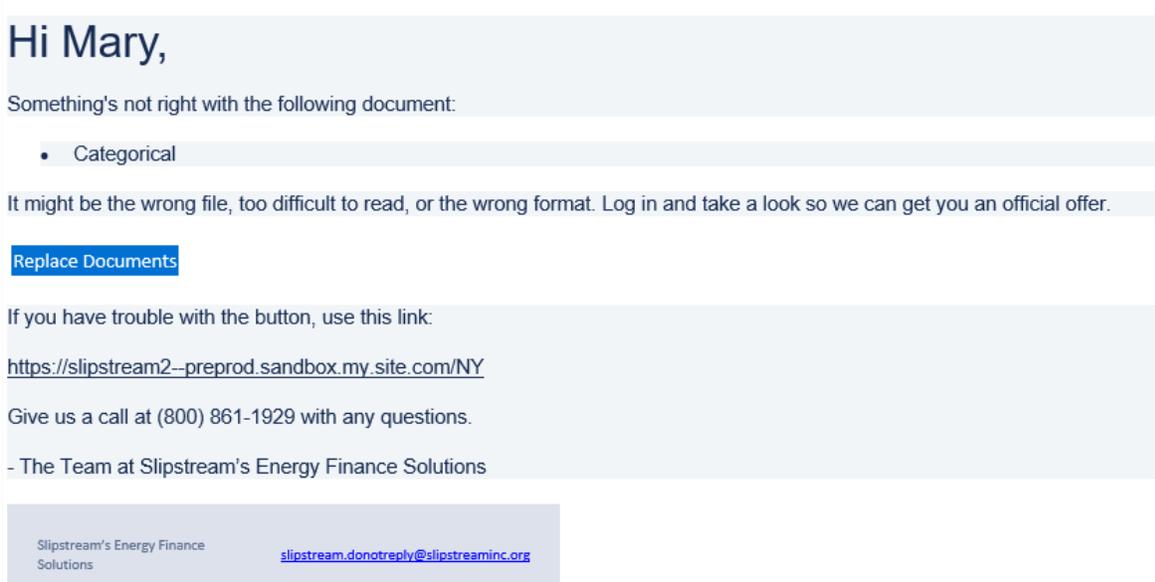
When the customer follows the portal link they received in the email shared above, this is what they will see in the portal on their application.