



In the Order Lobby, each order will have an assigned status. You can filter your lobby to show orders in a particular status by selecting the sort icon. Closed orders will only appear under the **Closed** tab.

- **New:** An order that has been submitted via an integration and has not been opened.
- **Configuration Needed:** An order that has not yet been sent to business parties or Consumers.
- **Pending Review:** Consumer(s) have been invited, but have not yet begun their Pre-Closing Document Review.
- **Under Review:** Consumer(s) have created their account and have started reviewing their documents.
- **Pending Closing:** All Consumer(s) listed on the order have completed their document review. The order is ready to close.

The screenshot displays the Pavaso Digital Close Enterprise Order Lobby. The interface includes a top navigation bar with links to Home, My Messages, My Team, My Company, Support Center, and Candy Closer. Below this is a header for 'Digital Close Enterprise' with a 'Lobby' tab selected. The main area is titled 'Order Lobby' and includes filters for 'Display orders from' (10/27/2022 to 1/25/2023) and a search bar. A table of orders is displayed with columns for ORDER NUMBER, LOAN NUMBER, BORROWER, SELLER, NOTARY, COMPANY, PROPERTY, SCHEDULED CLOSING DATE, ACTUAL CLOSING DATE, and STATUS. The STATUS column is highlighted with a red box, and a dropdown menu is open showing options: Pending Closing, Configuration Needed, Pending Review, and Configuration Needed. The bottom of the page has links for Home, Terms & Conditions, Privacy Policy, and Support Center, along with a copyright notice for Pavaso, Inc.

## Pavaso Support

**Support Hours:** <https://pavaso.com/contact/>

**Phone/ Closing Hotline:** (866) 288-7051

**Email:** [support@pavaso.com](mailto:support@pavaso.com)

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