



My Order is not in the Pending Closing status.

There are two steps that need to be completed by each Borrower before an Order can go into the Pending Closing status:

One: Each Borrower must review and accept each document.

Each Borrower must review and accept each document or at the very least review each document.

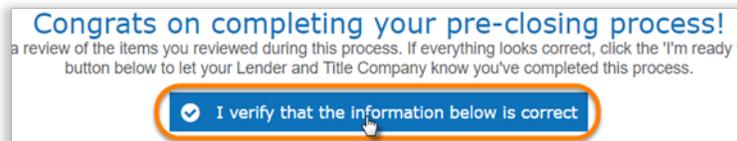
Note: Any documents not accepted will not batch sign automatically.

To verify which Borrower has reviewed and/or accepted which document. See [Document Review Status](#).

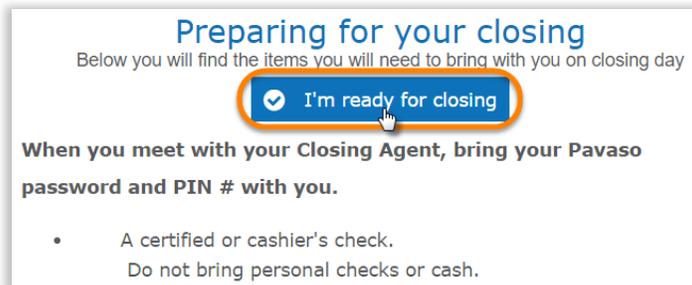
Two: Completing the Review and Accept process

When finished reviewing and/or accepting each document, each Borrower **must** click on two buttons:

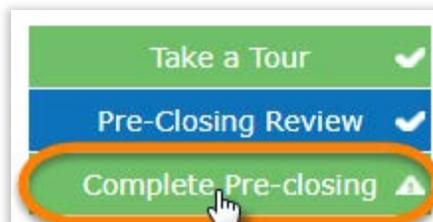
1. "I verify my information is correct"



2. "I am ready to close"



Note: If you do not automatically see this screen, click on the green "Complete Pre-closing" button on the bottom left of your screen.



Pavaso Support

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

Phone/ Closing Hotline: (866) 288-7051

Email: support@pavaso.com

Online Help Library: Sign in to your Pavaso account and select Support Center