



Knowledge Base Article

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Article ID: 4090
Subject: Pro Gold i2 3.0 CrestEDG Submission Error Report
Last Modified: February 23, 2010
Applies to: Pro Gold i2 3.xx

Summary: After a Submission is made to **CrestEDG**, a report can be viewed to show information that was not submitted for a particular batch (i.e., Transactions, Persons, or Media) because of an error or missing information. The report is divided into two sections:

- (1) **Business Rule Violations** (Top section of report)
 - First section shows records that were “not accepted” by **CrestEDG**
 - Items reported under the Business Rule Violations list must fixed in Pro Gold and re-submitted
 - Transactions rejected by **CrestEDG** will continue to submit until all business rules are satisfied
- (2) **Successfully Received and Processed** (Bottom section of report)
 - Shows that records were accepted by **Crest EDG**

Cause: Records may be rejected by **CrestEDG** when any of the following conditions are true:

- Properties will not be accepted if they are missing information that is required by **CrestEDG** (The error on the report will show the reason the information was not accepted)
- Technical errors may also prevent the information from being received by **CrestEDG** (The error on the report will show if a technical problem occurred)
- Images will not submit to CrestEDG until the property record is accepted by **CrestEDG**

Procedure: Actions necessary to view and correct items on the submission report:

- **Step 1 View and print the Crest Submission Results report**
 - Right click on **Red Paper Clip Pro Gold Utilities** icon in System Tray in bottom right corner of screen
 - Select **Crest Dashboard** option to open the **Crest Submit Status** screen
 - The **Crest Submit Status** screen will display recent batches submitted
 - The screen shows a list of the recent submissions (i.e., batches) and their submission status
 - Each batch must be reviewed upon completion to see if any submission errors are identified
 - Batches with red exclamation points indicate submission errors
 - Batches (i.e., Transactions, Persons, or Media) with errors need to be printed and reviewed
 - Select the printer icon next to a submission item to generate the **Crest Submission Results** report
 - Print the report to know what properties/persons/media were “not accepted” and what error is
- **Step 2 Review printout and work the errors**
 - Use the errors on the report to correct the records that were “not accepted”
 - **Transactions Batch:** Property transactions with errors must be corrected in Pro Gold
 - Select **Work with Properties** icon from the **Transactions** menu
 - Transaction properties will display in the **Invalid Properties** list along with any data input invalid records (List is sorted by property address)
 - Select/retrieve the property record and correct the error on the report by updating missing or incorrect information; select **Save** button when done

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- **Note: When working an invalid record from a Crest Submission, the Save button in the property will not display an error message**
- **Persons Batch:** Person records are found in two places in Pro Gold i2
 - **Agents:** Select **Agent Information** icon in the **Main Menu =>Transactions => Agents and Offices** menu
 - Select/retrieve agent record
 - Correct the error on the report by updating missing or incorrect information; select **Save Agent** button when done
 - **Non-agents:** Select **Employee Setup** icon in the **Main Menu => Accounting => Employees** menu
 - Select/retrieve employee record
 - Correct the error on the report by updating missing or incorrect information; select **Save** button when done
- **Media Batch:** Each media record is attached to a specific property and must be accessed in the property record
 - Select **Work with Properties** icon in the **Main Menu =>Transactions => Agents and Offices** menu
 - Select/retrieve the correct property and click on the **Images** button to open the **Media** screen and access the media records
 - Correct the error on the report by updating missing or incorrect information
 - Select **Disk** icon on menu bar at the top of the **Media** screen to save when done
 - Click Red X in upper right corner of **Media** screen to close and exit
- Correct all records on the report
- Changes will be submitted to **CrestEDG** on the next submission
- Media (i.e., Images) will not submit to **CrestEDG** until the property record is accepted by **CrestEDG**
- Some errors may indicate to contact the **CrestEDG** help desk for resolution
- Any data changes to a transaction that has been marked **Paid in CrestEDG** must be done by contacting the **CrestEDG** help desk directly (**Will reject on submission**)

Additional Information: Below is a link you can use to access Enhancement HelpNet Center resources, which includes the Knowledge Base Article (KBA) Library, Pro Gold i2 Documentation, and Training Webcasts:

<http://secured.progoldi2.com/webcast.aspx>

- The Enhancement HelpNet links are located on the right side of the web page.

Related articles: N/A

Keywords: Business Rules, Batch, Error Report, CrestEDG, Images, Media, Person, Transaction, 4090

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