Knowledge Base Article

Article ID:	**4094**
Subject:	**Pro Gold i2 3.0 SingleEntry Properties Missing from Crest or Realogy Brand Websites**
Last Modified:	**September 5, 2008**
Applies to:	**Pro Gold 3.0**

Issue: The Pro Gold i2 SingleEntry process submits information from Pro Gold i2 to CrestEDG where properties are then posted on the brand websites of Century21.com, ColdwellBanker.com, or ERA.com.

Cause: There are several reasons that a property may not appear on the Brand Website:

- The property has not been submitted or accepted by CrestEDG.
- The property does not have the required number of pictures to be shown on the brand website.
- The property has expired.

Resolution: Make necessary updates in Pro Gold i2 and submit the new information to CrestEDG through the Realogy Export from Pro Gold i2.

- Go into the Properties Tab.
- Select the Work with Properties icon.
- Select the property.
- Click the Save button to see if any business rule violations appear.
    - If a window appears with the business rules, update all requirements listed.
    - The property will not be accepted by Crest until all rules are satisfied.
- In the Property tab of the property, click on the images button to see the images listed for the property.
    - If no images are listed or there are fewer than the number of images required by the brand website, then manually add the images.
    - Properties without images or fewer images than the brand website requirement will be submitted to CrestEDG but fail to appear on the brand website.
- In the Property tab of the property, verify the expiration date is correct.
    - With most MLS imports, an expiration date that is modified in the MLS will not be brought into Pro Gold i2. Therefore, if a listing extension has occurred, the date may not have been updated in Pro Gold i2.
    - Expired listings will be removed from the brand website upon expiration.
- Once any changes have been made, perform a Realogy Export to submit information to Crest. (For more information on performing the Realogy Export, see Knowledge Base Article 4208.)

References: 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: SingleEntry, Century21.com, ColdwellBanker.com, ERA.com, Missing Properties, 4094