



Knowledge Base Article

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Article ID: 4136
Subject: Deleting a Property Record
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Applies to: Pro Gold i2 3.xx

Purpose: A property record is entered under the Work with Properties icon on the Properties Tab and needs to be removed. Pro Gold i2 does allow removal, but there are a few circumstances where the removal process will "not" delete the record: If the property record contains any marketing, showing or escrow activity in the property.

Procedure: Actions required to delete a property record:

- At the **Main Menu**, select the **Transactions** option
 - Select **Work with Properties** icon
 - Retrieve the desired record from the search screen
 - Select **Deleted** option in the **Property Status** field
 - Select the **Marketing and Showings tabs** and look for any activity listed
 - Delete all the activity by clicking the red "X" next to each activity record
 - Select **Done** button to save the record and exit **Work with Properties**
 - **Note:** The system will not delete a property record if it contains escrow records and they should not be deleted from the property.
- At the **Main Menu**, select the **Transactions** option
 - Select **File Maintenance** icon
 - Verify the date displayed is today's date, if it is, select **Yes**
 - Select **Yes** to the sync to **VML** prompt
 - System will display a **Maintenance Complete** screen with results how many property records were deleted
 - Click **OK** button to close the screen

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

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