Knowledge Base Article

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

Keywords: Delete, Property, Work with Properties, Remove, Maintenance, 4136