PRO GOLD i2

Knowledge Base Article

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Article ID: **4249**
Subject: **How to Delete a Property for Realogy Single Entry**
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Applies to: **Pro Gold i2 3.xx**

Purpose: There are times when 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 <u>if a property has been transmitted to Crest EDG, then the property CANNOT be deleted.</u>

Procedure: Actions required to delete a property from Pro Gold:

Step 1: Note: If the property has been transmitted to Crest, then the property cannot be deleted from Pro Gold

    a. If needed, the property can be cancelled. See <u>Knowledge Base Article 4089</u> for details on how to cancel a property with Realogy Single Entry

Step 2: If the property has not been transmitted to Crest, then it can be deleted through Pro Gold:

    a. At **Main Menu** => **Transactions** option

        i. Click the **Work with Properties** icon
        ii. Retrieve the desired record from the search screen
        iii. Select **Deleted** option in the **Property Status** field
        iv. Select the **Marketing and Showings tabs** and look for any activity listed
        v. Delete all the activity by clicking the red "X" next to each activity record
        vi. 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

    b. At **Main Menu** => **Transactions** option

        i. Click the **File Maintenance** icon
        ii. Verify the date displayed is today's date, if it is, select **Yes**
        iii. Select **Yes** to the sync to **VML** prompt
        iv. System will display a **Maintenance Complete** screen with results how many property records were deleted
        v. Click the **OK** button to close the screen

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: Delete, Property, Work with Properties, Remove, Maintenance, Crest, Realogy Single Entry, 4249