



Knowledge Base Article

Free Download Real Estate Software - ProGold i2 web site: www.progoldi2.com
Real Estate Search Engine - ViewMyListing.com web site: www.viewmylisting.com
Search Local Classifieds - www.viewmylisting.com/buy-sale-trade
Agent Tools web site: www.viewmylisting9ae.com

Article ID: 4278
Subject: How to Complete an Office Consolidation for Realogy Single Entry
Last Modified: March 23, 2010

Applies to: Pro Gold i2 3.xx

Summary: When a company is setup for Single Entry through Pro Gold, the Non Coop office records have to be strictly controlled. When an office is no longer valid, the office must be formally deactivated to remove it from reporting to CrestEDG via the Single Entry process.

Procedure: Actions required to have a Non Coop office record set to not report to CrestEDG via Single Entry:

Step 1: Notify your brand representative that an office needs to be consolidated

Step 2: Notify Taro Systems via the Enhancement HelpNet Center that you are consolidating an office and have requested the action through your brand representative

Step 3: You will need to move the agents in the consolidated office to another of your offices in Pro Gold i2

Step 4: The action to de-activate the office record in Pro Gold i2 requires elevation to Level 3 Support for a flat fee of \$80.00. Use link provided to access the authorization form:
<http://tkb.progoldxp.com/Show Article.aspx?tkbid=40001>

Step 5: Contact Taro Systems' Enhancement HelpNet Center to schedule the office's deactivation procedure, confirm the action to be taken and verify the receipt of your authorization form

Step 6: Once the action is confirmed and the authorization form receipted, we will make the changes necessary to stop reporting the office to CrestEDG

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: Crest, De-Activate, Office, Realogy, Single Entry, 4278

Information deemed reliable, but not guaranteed. Taro Systems, Inc. makes every reasonable effort to ensure its accuracy. Proprietary Information Protected by Taro Network of Companies, Copyright © 2007 Taro Systems, Inc.