Knowledge Base Article

Article ID: 4089
Subject: Requirements for Successful Transmission of a Canceled Property Record to CrestEDG
Last Modified: February 26, 2009

Applies to: Pro Gold i2 3.xx

Purpose: The **Crest Single Entry** reporting process has checks built into it that must be satisfied before a record can be canceled in **CrestEDG**.

Procedure: Actions required for reporting a property record as canceled for transmission to **CrestEDG**

- **Step 1: In Crest Tab**

    - Select the dropdown box of the **Cancel Reason** field and select the appropriate option

- **Step 2: In Property Tab**

    - Enter the date the transaction canceled in the **OM Date** field
    - Change the **Property Status** to **Canceled**

- **Step 3: If the property is your listing, you must do the following:**

    - Select the button to the right of the **Property Status** field
    - Select **Yes** to create a new property record (Creates a new listing record and transfers the marketing and showing data from the old listing record to the new listing record)
    - Click **Save** button

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: 4084, 4085, 4086, 4087, 4088

Keywords: Crest, Canceled, Status, Submission, 4089