Update, Cancel or Close a Transaction

Once a transaction has been added or changed to Pending status, you may need to make updates to the transaction. Updates may include editing commissions, closing the transaction or canceling the transaction should the deal fall through.

Fields marked with an asterisk (*) are mandatory.

To Update a Transaction:

First, locate the agreement in dash.

1. Select **Pending Transactions** from the drop down list.
2. In the Quick Search box on your dash homepage, type the transaction ID, MLS ID, or property address of the listing.
3. From the search results, click on the edit pencil tool to the left of the listing you wish to update.

The **Edit Transaction** form displays.

4. Make the necessary changes to the transaction by navigating to each tab at the top and making your updates.
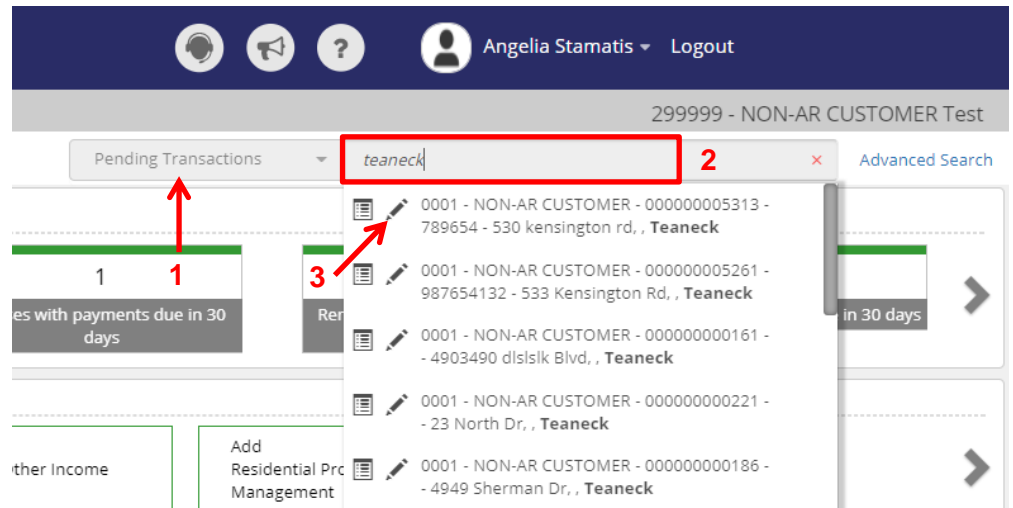5. When you are done, scroll down and click **Save**.

A confirmation displays, letting you know that you have updated the transaction successfully.

To Cancel a Transaction:

Locate the agreement in dash.

1. Select **Transaction** from the drop down list.
2. In the Quick Search box on your dash homepage, type the transaction ID, MLS ID, or property address of the listing.
3. From the search results, click on the edit pencil tool to the left of the listing you wish to update.

The **Edit Transaction** form displays.

4. Click **Actions** on the top right hand corner.
5. Click **Cancel Transaction**.

The **Cancel Transaction** window displays.

6. Enter the **Cancel Date** by clicking on the calendar and selecting the date.
7. Select the **Cancel Reason** from the dropdown.
8. Click **Save**.

A confirmation displays, letting you know that you have canceled the transaction successfully.
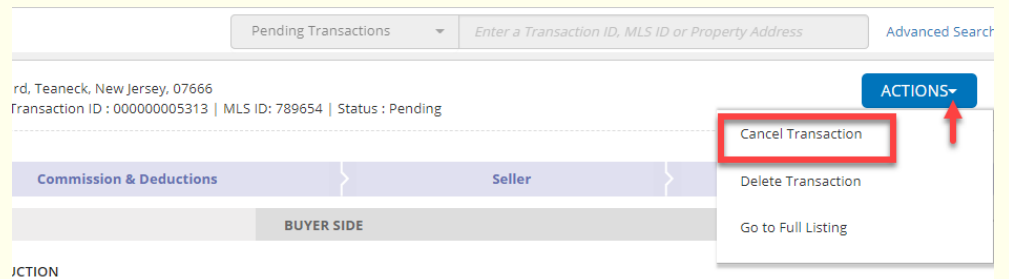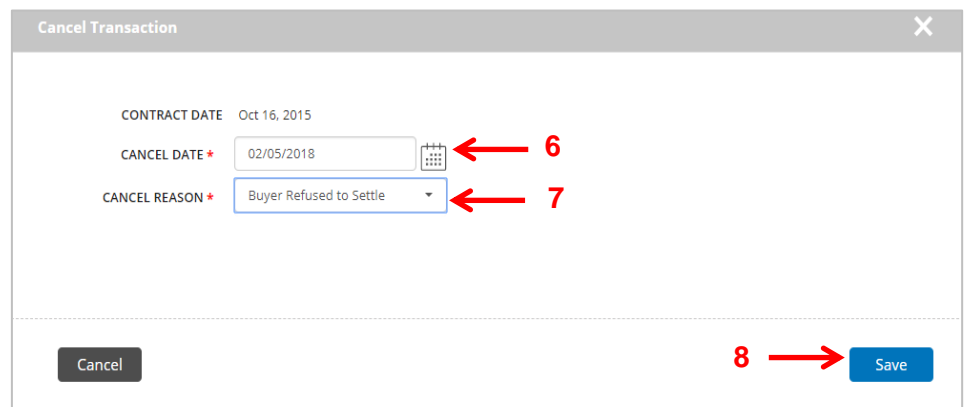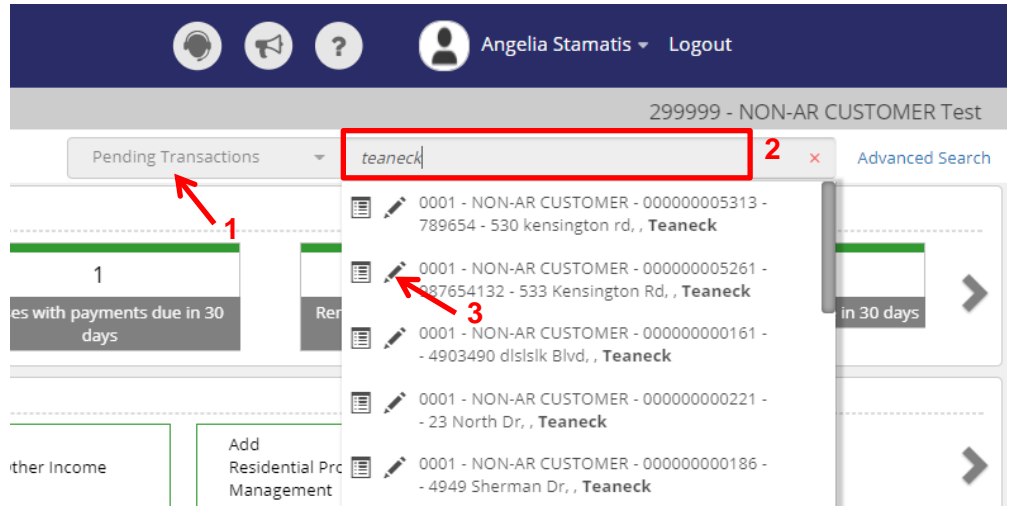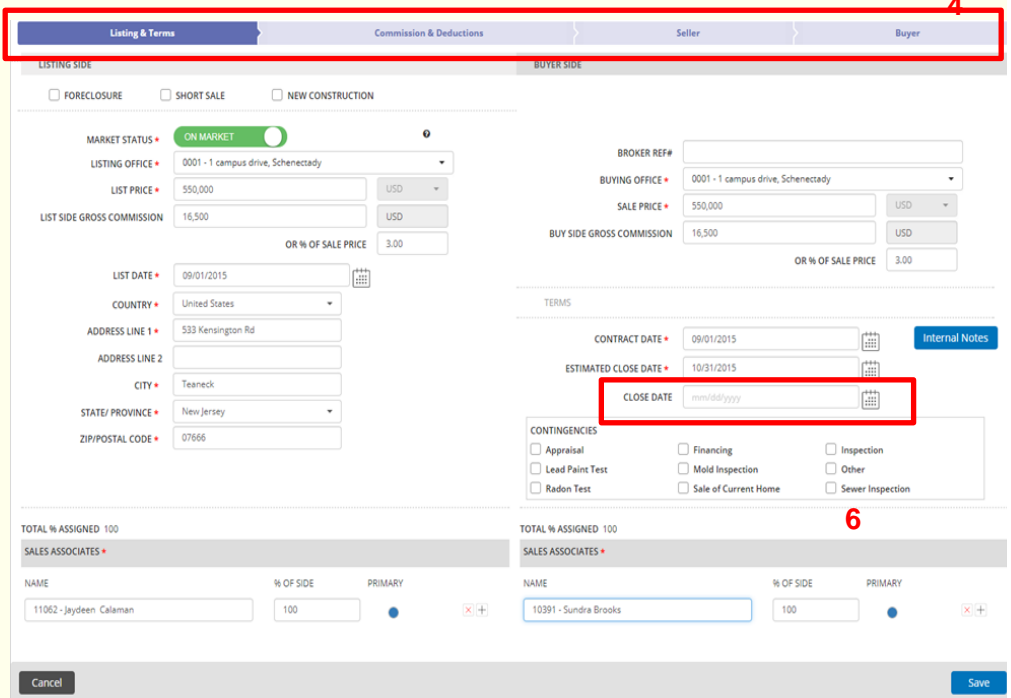
To Close a Transaction:

Locate the agreement in dash.

1. Select **Transaction** from the drop down list.
2. In the Quick Search box on your dash homepage, type the transaction ID, MLS ID, or property address of the listing.
3. From the search results, click on the edit pencil tool to the left of the pending transactions you wish to close.

The **Edit Transaction** form displays.

4. Navigate through the different tabs to review the information previously entered for accuracy.
5. When you are ready to close the transaction, go to the *Listings & Terms* tab.
6. Enter the **Close Date** by clicking on the calendar and selecting the date.

Note: The close date can only be entered once; therefore, it is important that all information is correct and that the transaction has actually closed.

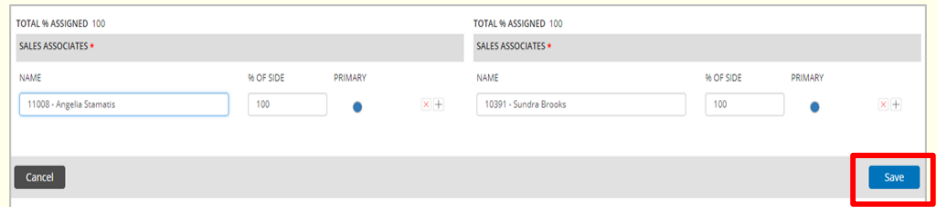|	
A popup window displays, alerting you that you will not be able to update the Close Date once you save the Transaction. 7. Click **OK** to proceed.	
8. Click **Save** at the bottom of the screen. A confirmation displays, letting you know that the transaction has been updated successfully. *Note: Once a transaction has been closed, royalty fees become due.*	
A confirmation displays, letting you know that you have canceled the transaction successfully. The More Actions section allows you to print the transaction, go to the transactions home page or to view the this transaction.	
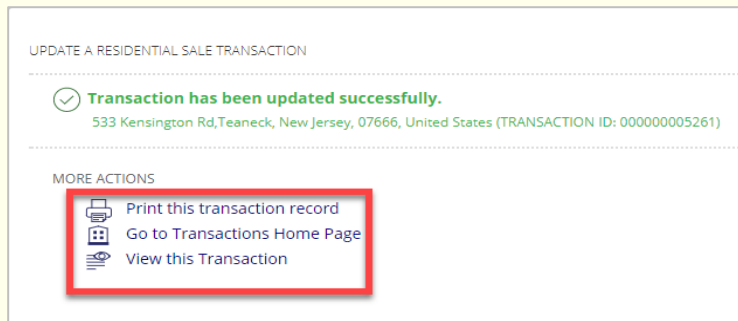
Note: You can also locate a transaction you need to update, cancel or close from the Browse Grid section at the bottom of the Transactions homepage. If you choose to locate the transaction that way, then:

1. Click on the transaction in the grid. An action overlay popup will appear.
2. Click **Update Transaction** to update or close the transaction, and **Cancel Transaction** to cancel the transaction.