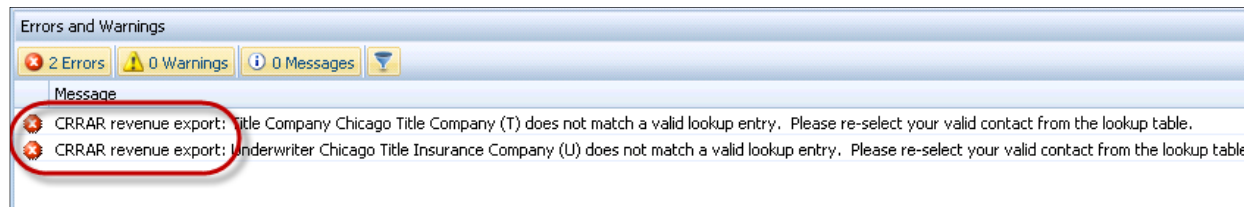


Resolving Error Messages

SoftPro Select reports the income for your Operation to Accounting using rules established by CRRAR – Centralized Revenue Recognition Accounts Receivable. As each order moves to completion, various rules are applied in SoftPro Select to ensure the revenue can be reported correctly to CRRAR. When revenue is posted, it is validated based on the stage of completion. If the order does not comply, you could encounter a **CRRAR revenue export** error message.



Here is an alphabetical list of the possible **CRRAR revenue export** error messages, and how to resolve them.

Error Message	What's Wrong?	How to Resolve
1. <Contact Type> <Contact Name> (<Contact Code>) does not match a valid lookup entry. Please select a valid contact from the lookup table.	The fields on a revenue Contact (Settlement Agent or Title Company on a fee ticket/ Bill to on an invoice) do not match the fields in the lookup table.	Re-select the Contact from the lookup table. If that doesn't resolve the error, contact the person in your Operation who has lookup table permissions.
2. <Contact Type> <Contact Name> (<Contact Code>) is not licensed in <Property 1 State>. Please re-select your valid contact from the lookup table.	This revenue Contact (Settlement Agent or Title Company on a fee ticket/ Bill to on an invoice) is missing a valid license for the property state in the lookup table.	Contact Local IT Support to get the appropriate license number added to the lookup table.
3. A county is required.	The County is missing.	Select it from the lookup table.
4. A property type is required.	The Property Type is missing.	Select it from the lookup table.
5. A state is required.	The State is missing.	Select it from the lookup table.
6. City is not valid. Please select an entry from the City lookup table.	The City does not match valid combinations in the lookup table.	Select it from the lookup table.
7. County and state are not valid. Please select an entry from the County lookup table.	The County and State do not match valid combinations in the lookup table.	Select it from the lookup table.
8. Coverage amount is required on <title product> and must be negative.	The premium amount is negative, but the coverage amount is blank, zero, or positive.	Re-enter the Sales price , or Loan amount (or appropriate coverage amount).
9. Coverage amount is required on <title product> and must be positive.	The premium amount is positive, but the coverage amount is blank, zero, or negative.	Re-enter the Sales price , or Loan amount (or appropriate coverage amount).

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10. Liability amount on <endorsement description> must be a <positive/negative> amount.	The liability amount is not positive/negative to match the charge amount.	Re-enter the Sales price , or Loan amount (or appropriate liability amount).
11. Lookup table County does not include overlay path .CountyGSACode#.	The County and State do not match valid combinations in the lookup table.	Select it from the lookup table.
12. Order type is required.	The Order Type is missing.	Select the Order type .
13. Product type is required.	The Product Type is missing.	Select the Product type .
14. Remit To is required and must be a revenue contact.	The Remit to revenue Contact is missing.	On the Invoice screen, select the Remit to revenue Contact. If that doesn't resolve the error, contact the person in your Operation who has lookup table permissions.
15. The Bill to contact is required	The Bill to revenue Contact is missing.	On the Invoice screen, select the Bill to revenue Contact. If that doesn't resolve the error, contact the person in your Operation who has lookup table permissions.
16. The HUD-1 Amount contains premiums for more than one underwriter. Please move the premiums for one of the underwriters to a separate HUD-1 Amount.	A single Underwriter has multiple premium charges on the HUD-1. For revenue recognition, each Underwriter has to have its own charge line.	On the HUD-1, separate the premium charges for each Underwriter by line.
17. The underwriter is required for the policy.	A policy is selected, but no Underwriter is selected.	Select an Underwriter.
18. There is no available lookup table setup for Property.County.	There is no lookup table, so a County was entered manually.	Contact Local IT Support to get the appropriate lookup table added.
19. This invoice contains premiums for more than one underwriter. Please move the premiums for one of the underwriters to a separate invoice.	A single Underwriter has multiple premium charges on an invoice. For revenue recognition, each Underwriter has to have its own charge line.	On the invoice, separate the premium charges for each Underwriter by line.
20. Title Company _____ (T) does not match a valid lookup entry. Please re-select your valid contact from the lookup table.	The fields on the Title Company Contact do not match the fields in the lookup table.	Re-select the Contact from the lookup table. If that doesn't resolve the error, contact the person in your Operation who has lookup table permissions.

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21. Transaction code <code> on <endorsement description> cannot have a liability amount. Please remove it.	A liability amount was entered for an endorsement in the New liability amount field when the field is supposed to be blank.	On the Endorsement screen, clear the New liability amount field.
22. Transaction code is required on <title product>.	The policy or endorsement is missing a Transaction code .	On the policy or endorsement Select the transaction code.
23. Underwriter _____ (U) does not match a valid lookup entry. Please re-select your valid contact from the lookup table.	The fields on the Underwriter Contact do not match the fields in the lookup table.	Re-select the Contact from the lookup table. If that doesn't resolve the error, contact the person in your Operation who has lookup table permissions.
24. Underwriter <Underwriter Name> (<Contact Code>) is not valid for this operation.	The Underwriter Contact is not an approved "in-family".	Re-select the Contact from the lookup table. If that doesn't resolve the error, contact Local IT Support to get the appropriate Underwriter added to the lookup table.