

# **Solution Manager**

### Introduction

Solution Manager allows users to quickly and accurately resolve problems within the transaction once the deal is received by RegUSA.

## **Problem Status Column Icons**

#### Green Checkmark:

All problems have been resolved.

#### **Red Exclamation Point:**

Indicates a problem must be resolved before deal can be processed.

#### **Dotted Circle:**

Indicates problems have been solved and are pending review.

#### Blank:

No icon indicates there are no issues and the deal is being processed.

### **Accessing Solution Manager**

- 1. On the Deal Status Queue, select the exclamation point icon on the **Problem Status** column. This will open the **Solution Manager**.
- 2. Once Solution Manager opens, find the **Summary** on the right side and click on an **Open** problem.

*Important:* Mismatch data problems must be resolved first prior to fixing any additional problems.



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3. Once the problem displays, look at the **Problem** box that is presented. The problems will vary from state to state so it is important to read this information.

4. View the **Solution** presented in the box below the Problem, take action to resolve the problem, and click **Submit**.

The solutions can vary but can include some common action types such as:

- Uploading a document.
- Mailing an original document.
- Accepting or declining a fee or tax discrepancy.

5. Once the solution has been submitted, the **Summary** will display the open problem as **Pending Review** and the next problem in the **Summary** list will display.

6. Once the solution(s) has been submitted, it will display as a dotted circle icon under the **Problem Status** column in the Deal Status Queue.

7. It will remain displayed as the dotted circle icon until the solution has been reviewed by RegUSA. At that time the icon will turn to a green check mark if it is resolved or reset to a red exclamation point if it is not resolved.

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surance Documentation - (1)		Summary
PROBLEM The Insurance Documentation is missing.	History 02/11/2020 - 11:36 AM RegUSA identified issue	Open 1 Insurance Documentation Closed 0
SOLUTION To resolve this issue, upload or mail the missing Insurance Documentation To ensure you submit the document correctly, please review and follow the instructions in the Electronic Checklist. Upload document (preferred) Mail document		

	T 10.400	0557
id All   Collapse All	Tran ID 109	9557
surance Documentation - (1)		<ul> <li>Summary</li> </ul>
22021 54	History	Open 1
The Insurance Documentation is missing.	02/11/2020 - 11:36 AM	Insurance Documentation
	RegUSA identified issue	Closed 0
	1	
SOLUTION		
To resolve this issue, upload or mail the missing Insurance Documentation.		
To ensure you submit the document correctly, please review and		
follow the instructions in the Electronic Checklist.		
<ul> <li>Upload document (preferred)</li> </ul>		
1 Upload		
Mail document		



