

# 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.

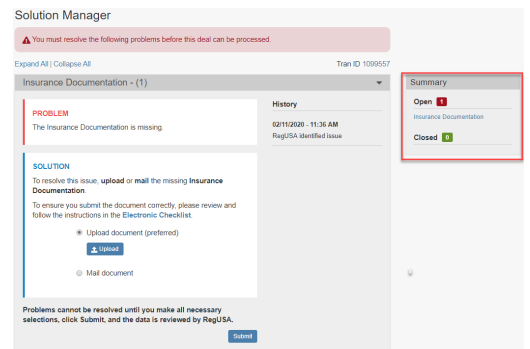
## Accessing Solution Manager

1. On the Deal Status Queue, select the exclamation point icon on the **Problem Status** column. This will open the **Solution Manager**.

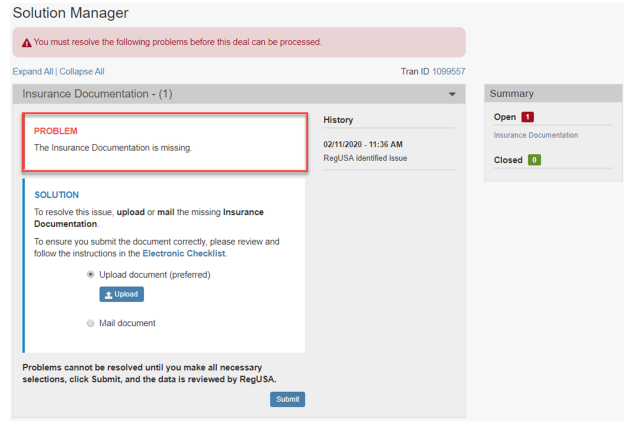


2. Once Solution Manager opens, find the **Summary** on the right side and click on an **Open** problem.

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



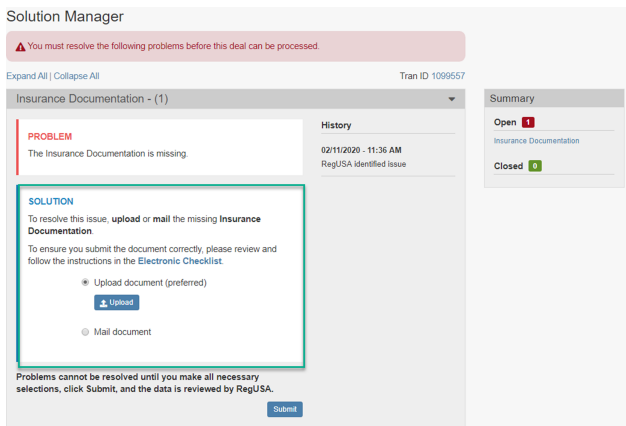
3. Once the problem displays, look at the **Problem** box that is presented. The problems will vary from state to state so it is important to read this information.



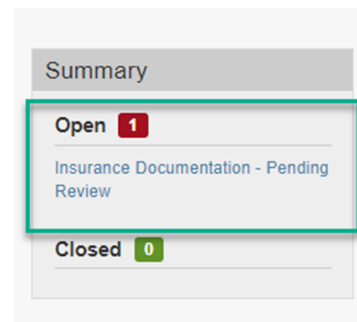
4. View the **Solution** presented in the box below the Problem, take action to resolve the problem, and click **Submit**.

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.

		Problem Status
☰	📄	⊙
☰	📄	⊙
☰	📄	⊙
☰	📄	⊙
☰	📄	⊙
☰	📄	⊙
☰	📄	⊙
☰	📄	⊙
☰	📄	!
☰	📄	!
☰	📄	✓
☰	📄	✓
☰	📄	✓

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.