PRO GOLD XP   Knowledge Base Article

Article ID: **4141**
Subject: **Deleting a Prospect (i.e., Contact) Record**
Last Modified: **September 18, 2007**

Applies to: **Pro Gold XP 2.0**

Issue: A prospect record is entered under the Work With Prospects icon on the Prospects Tab and needs to be removed. Pro Gold XP does allow removal, but there is one circumstance where the removal process will "not" delete the record: If the contact record is linked to a property via the Buyer/Seller Tab.

Resolution: Actions required to delete a prospect record:

- Go to the main **Prospects Tab**
    - Select **Work With Prospects** icon.
    - Use binoculars to retrieve the desired record
    - Select **Edit** button to open the record for edit
    - Select **Delete** option in the **Status** field
    - Select **Done** button to save the record and exit **Work With Prospects**
    - **Note**: The system will not delete a prospect record if it is linked to a property via the **Buyer/Seller Tab**.
- Go to main **Properties Tab**
    - Select **File Maintenance** icon
    - Verify the date displayed is today's date, if it is, select **Yes**
    - Select **Yes** to the sync to **VML** prompt
    - System will display a **Maintenance Complete** screen with results how many prospect (contact) records were deleted
    - Click **OK** button to close the screen

References: Below is a link you can use to access Enhancement HelpNet Center resources, which includes the Knowledge Base Article (KBA) Library, Pro Gold XP 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: N/A

Keywords: Prospect, Contact, Delete, Remove, Maintenance, 4141