



Knowledge Base Article

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Article ID: 4142
Subject: Deleting a Contact (i.e., Prospect) Record
Last Modified: September 18, 2007

Applies to: Pro Gold i2 3.0

Issue: A prospect record is entered under the Contact Manager Professional icon on the Contacts Tab and needs to be removed. Pro Gold i2 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 **Contacts Tab**
 - Select **Contact Manager Professional** 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 **Contact Manager Professional**
 - **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 i2 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

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