

## Why didn't source contact information change to the destination contact?

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**Problem:** I combined two recruiters, and the address that was included under the "source" contact did not carry over to the "destination" contact. My understanding of this feature was that it would, in fact, combine any information contained under either entry. **Likely Cause(s):** n/a **Resolution:** The "Combine Recruiters" function was originally designed to combine duplicate recruiter records (2 records for one person) but has also been used for combining records from a recruiter who no longer works for the company with someone who does. The address (contact information) does not carry over to the "Destination" contact. Only the associated activity would be moved (job postings, OCR requests, etc...).

**Program Setting:** n/a

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