

Why is the giving history not populating on constituent records?

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As of July 12, 2021, this "Learn Veracross" site has been deprecated. It will remain live at least through October 1, 2021, but will no longer be updated. Q&A articles are only visible to authenticated users in the Veracross Community; please speak with your implementation or account manager for additional information.

The screenshot shows the 'GENERAL' tab of a constituent record in Veracross. The interface includes a navigation menu on the left with categories like 'General', 'OPPORTUNITIES', and 'Campaign'. The main content area is divided into three sections: 'Individual', 'Spouse', and 'Constituent'. The 'Constituent' section contains several dropdown menus for 'RECORD TYPE', 'PRIMARY DEV ROLE', and 'LEADERSHIP PROSPECT ...'. A field labeled '# DUPLICATE CONSTITUENTS...' is highlighted with a red box, showing a value of '1' and a pop-out arrow icon. The top of the interface features a search bar, a 'Main' tab, and an 'UPDATE' button.

This article pertains to [Development 3](#).

This issue is typically due to there being one or more duplicate constituent records, which is indicated in the **# Duplicate Constituents** field on the General tab of the Constituent record.

Click the pop-out arrow on this field to open the Duplicate Constituent query which allows you to merge records as needed per [this](#) documentation.

Once the duplicate records are merged, the giving history is populated for the surviving record.