

Purpose

The purpose of this instruction is to resolve duplicate records by merging customer data into one BP record while maintaining the history from all records.

Trigger

Perform this procedure when Duplicate Check validation identifies potential duplicates for merge from the create or maintain processes.

Prerequisites

- Business Partners are identified as potential duplicates from the Duplicate Check Validation.
- Business Partners are not in process of a merge or cleansing case.

Helpful Hints

- "xxxx" within a document represents a variable, which may consist of a name, number, etc.
- In the field description tables, **R** indicates the action is required, **O** indicates the action is optional, and **C** indicates the action is conditional.
- The following notes may be used throughout this work instruction:

Note type	Icon	Description
A general note of information		This is the most commonly used note icon. It is the default icon in the uPerform system for all notes. Use this icon for general information that falls out of the scope of these other icons.
A cautionary note		Use this note to communicate to the end-user of something that MUST be completed or another trigger that should be started and is related to the procedure.
A critical note		Use this note to specify something that MUST NOT be done during the

		procedure.
Contact someone		Use this icon to specify to the end-user the need to initiate a communication within the organization due to an event in the procedure.
A reference is available		Use this note to specify that more information is available in another location. You may reference SOPs, another system, or document.

Procedure

1. Start the transaction from the Duplicate Check pop-up.

Duplicate Check

Identified Duplicates				
BP Number/ID	Address	Similarity in %	Archived	Case Exists
8000028479	ERNEST / 711 HALL RD / SEAGOVILLE TX 75159-1731	94.0	<input type="checkbox"/>	

Choose Merge Ignore Not a Duplicate Cancel

2. Select the duplicate identified row.

 The Duplicate Check screen is a result of several different triggers. The transaction below can be triggered via the Potential Duplicates Report located in the Reports section of the BP Accounts Screen or editing/maintaining a Business Partner customer record. This pop-up will generate when making even a simple change to the record, such as editing a zip code or phone number.

The following steps detail how to merge to records in the event that a true duplicate has been found and should be merged.

 The Identified Duplicates screen is displayed with information about the identified potential duplicate:

- BP Number and Address relate to the identified duplicate(s).
- Similarity in % is based on a combination of Name (business, first, middle and last), Suffix, zip code and date of birth.
- Archived indicates that the record has been Archived, in other words was the losing record in a previous merge.
- Case Exists indicates that a merge has been initiated and a Cleansing case has been created.

Duplicate Check

Identified Duplicates					
BP Number/ID	Address	Similarity in %	Archived	Case Exists	
8000028479	ERNEST / 711 HALL RD / SEAGOVILLE TX 75159-1731	94.0	<input type="checkbox"/>		

Choose Merge Ignore Not a Duplicate Cancel

3. Click the **Merge**  button to create the Cleansing Case.

 The following actions can be selected by the user:

- **Choose** allows the user to select an existing duplicate record and cancels the creation of the new record. *If the record is determined to be the same customer, the user should select this, and not create the new record.*
- **Merge** begins the process of combining the new and existing record. *This choice is rarely necessary when creating a new customer.*
- **Ignore** allows the new BP record to be saved but Duplicate check will validate the record each time that it is viewed. *Allows user to temporarily bypass the decision.*
- **Not a Duplicate** creates the new BP record and prevents Duplicate check from validating the record in the future. *Identifies the new record as a unique customer.*
- **Cancel** allows the user to return to the record and update the customer information.

Duplicate Check

Cleansing Case

Cleansing Case ID: Processor (User):

Note for Processor: Created On:

Status:

BP Number/ID	Common Customer Name	Master	Created On	Created By	Archived
8000028479	MR ERNEST ROBERT WILLIAMS	<input type="checkbox"/>	09/04/2014	MITRAININ007	<input type="checkbox"/>
8000028510	Ernie Williams	<input type="checkbox"/>	09/24/2014	MITRAININ014	<input type="checkbox"/>

4. Click the **Master** check box to identify the Master record.



The Master record is also known as the 'Winning' record.

A BP record that is a part of an SSN Family is always the Master record.

Duplicate Check

Cleansing Case

Cleansing Case ID: Processor (User):

Note for Processor: Created On:

Status:

BP Number/ID	Common Customer Name	Master	Created On	Created By	Archived
8000028479	MR ERNEST ROBERT WILLIAMS	<input checked="" type="checkbox"/>	09/04/2014	MITRAININ007	<input type="checkbox"/>
8000028510	Ernie Williams	<input type="checkbox"/>	09/24/2014	MITRAININ014	<input type="checkbox"/>

5. Click the **Note for Processor:** field to instruct the SSO.



The initiated cleansing case will be processed and completed by a State Security Officer (SSO)/ State Specialist.

Duplicate Check

Cleansing Case

Cleansing Case ID: Processor (User):

Note for Processor: Created On:

Status:

BP Number/ID	Common Customer Name	Master	Created On	Created By	Archived
8000028479	MR ERNEST ROBERT WILLIAMS	<input checked="" type="checkbox"/>	09/04/2014	MITRAININ007	<input type="checkbox"/>
8000028510	Ernie Williams	<input type="checkbox"/>	09/24/2014	MITRAININ014	<input type="checkbox"/>

6. As required, complete/review the following fields:

Field	R/O/C	Description
Note for Processor:	R	Notes to the State Specialist regarding merge Example: Merge Records

 User will need to enter detailed information about the reason the merge is necessary, for the SSO to review.

Duplicate Check

Cleansing Case

Cleansing Case ID: Processor (User):

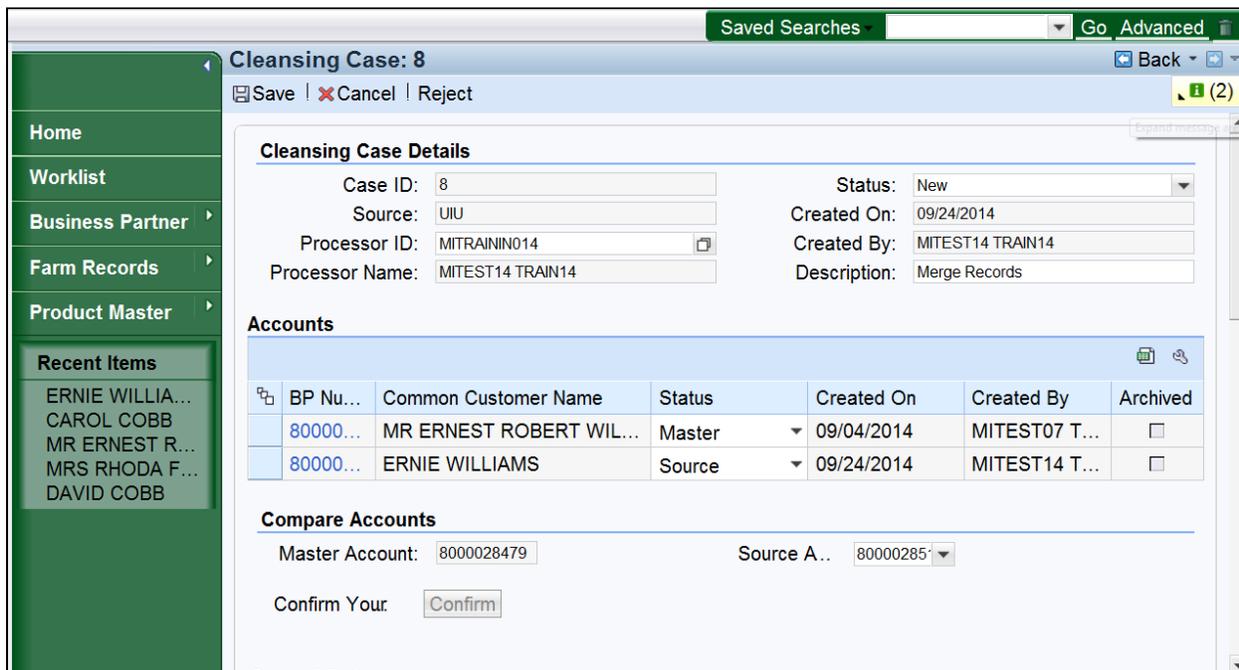
Note for Processor: Created On:

Status:

BP Number/ID	Common Customer Name	Master	Created On	Created By	Archived
8000028479	MR ERNEST ROBERT WILLIAMS	<input checked="" type="checkbox"/>	09/04/2014	MITRAININ007	<input type="checkbox"/>
8000028510	Ernie Williams	<input type="checkbox"/>	09/24/2014	MITRAININ014	<input type="checkbox"/>

7. Click the **Merge Now** button to continue to the Cleansing Case details.

Cleansing Case: 8



Cleansing Case: 8

Save | Cancel | Reject

Cleansing Case Details

Case ID: 8 Status: New
 Source: UIU Created On: 09/24/2014
 Processor ID: MITRAININ014 Created By: MITEST14 TRAIN14
 Processor Name: MITEST14 TRAIN14 Description: Merge Records

Accounts

BP Nu...	Common Customer Name	Status	Created On	Created By	Archived
80000...	MR ERNEST ROBERT WIL...	Master	09/04/2014	MITEST07 T...	<input type="checkbox"/>
80000...	ERNIE WILLIAMS	Source	09/24/2014	MITEST14 T...	<input type="checkbox"/>

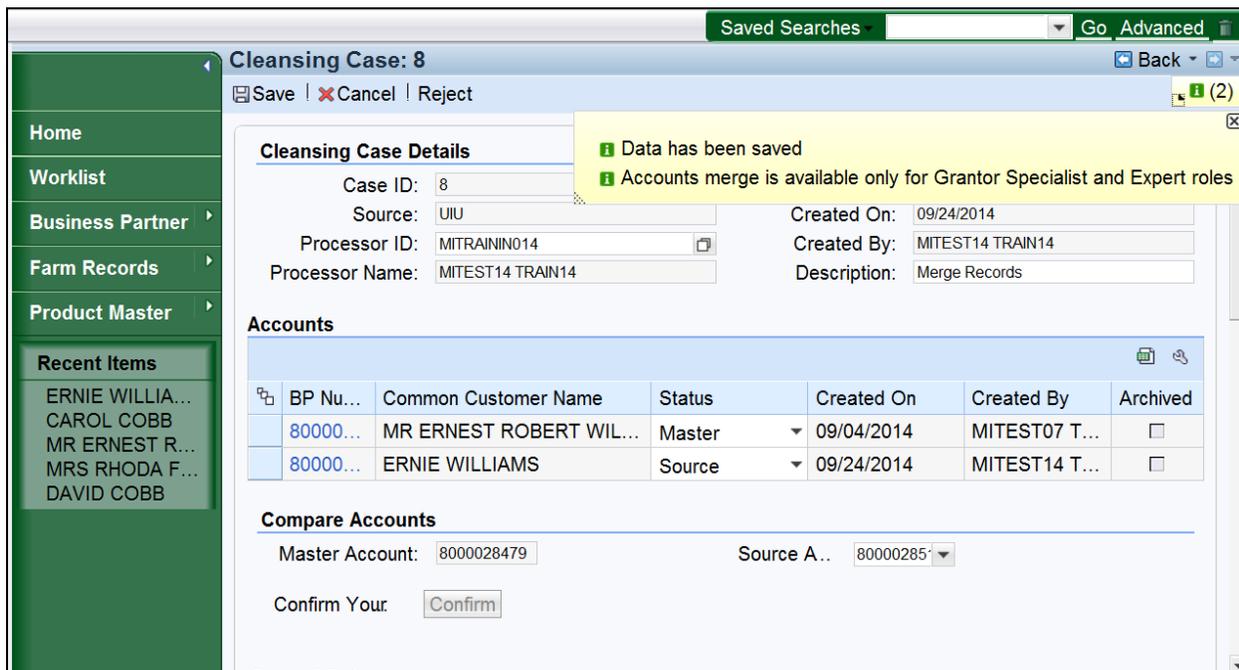
Compare Accounts

Master Account: 8000028479 Source A.. 80000285

Confirm Your:

8. Click the **Expand message area** button.

Cleansing Case: 8



Cleansing Case: 8

Save | Cancel | Reject

Cleansing Case Details

Case ID: 8 Status: New
 Source: UIU Created On: 09/24/2014
 Processor ID: MITRAININ014 Created By: MITEST14 TRAIN14
 Processor Name: MITEST14 TRAIN14 Description: Merge Records

Accounts

BP Nu...	Common Customer Name	Status	Created On	Created By	Archived
80000...	MR ERNEST ROBERT WIL...	Master	09/04/2014	MITEST07 T...	<input type="checkbox"/>
80000...	ERNIE WILLIAMS	Source	09/24/2014	MITEST14 T...	<input type="checkbox"/>

Compare Accounts

Master Account: 8000028479 Source A.. 80000285

Confirm Your:

Message:
 Data has been saved
 Accounts merge is available only for Grantor Specialist and Expert roles

9. Click the **Collapse message area** button.



Cleansing Case: 8

Cleansing Case: 8 | Saved Searches | Go Advanced | Back | (2)

Save | Cancel | Reject

Cleansing Case Details

Case ID: 8 | Status: New
 Source: UIU | Created On: 09/24/2014
 Processor ID: MITRAININ014 | Created By: MITEST14 TRAIN14
 Processor Name: MITEST14 TRAIN14 | Description: Merge Records

Accounts

BP Nu...	Common Customer Name	Status	Created On	Created By	Archived
80000...	MR ERNEST ROBERT WIL...	Master	09/04/2014	MITEST07 T...	<input type="checkbox"/>
80000...	ERNIE WILLIAMS	Source	09/24/2014	MITEST14 T...	<input type="checkbox"/>

Compare Accounts

Master Account: 8000028479 | Source A..: 800002857

Confirm Your:

10. Scroll down to view the Cleansing Case .

Cleansing Case: 8

Cleansing Case: 8 | Saved Searches | Go Advanced | Back | (2)

Save | Cancel | Reject

Tax Numbers	<input checked="" type="checkbox"/>	615121234 Social Security Number	<input type="checkbox"/>	NOTAXID No Tax ID Type
Main Address	<input checked="" type="checkbox"/>	711 HALL RD / SEAGOVILLE TX 7515...	<input type="checkbox"/>	711 S HIGHWAY 175 / SEAG...
Program Partici...	<input checked="" type="checkbox"/>	FSA CUSTOMER 60739 Y Y	<input checked="" type="checkbox"/>	FSA CUSTOMER 65706 Y A
Program Partici...	<input checked="" type="checkbox"/>	FSA CUSTOMER 65706 Y Y	<input checked="" type="checkbox"/>	FARM LOAN PROGRAM CUS...
Program Partici...	<input checked="" type="checkbox"/>	AG NRCS CUSTOMER 66227 Y A	<input type="checkbox"/>	
Program Partici...	<input checked="" type="checkbox"/>	FSA CUSTOMER 66018 Y Y	<input type="checkbox"/>	
Program Partici...	<input checked="" type="checkbox"/>	FARM LOAN PROGRAM CUSTOMER ...	<input type="checkbox"/>	
Associated Cou...	<input checked="" type="checkbox"/>	711 HALL RD GEORGIA BACON	<input checked="" type="checkbox"/>	711 S HIGHWAY 175 TEXAS...
Associated Cou...	<input checked="" type="checkbox"/>	711 HALL RD TEXAS ATASCOSA	<input checked="" type="checkbox"/>	711 S HIGHWAY 175 TEXAS...
Associated Cou...	<input checked="" type="checkbox"/>	711 HALL RD TEXAS KAUFMAN	<input type="checkbox"/>	
Associated Cou...	<input checked="" type="checkbox"/>	711 HALL RD TEXAS DALLAS	<input type="checkbox"/>	
Race	<input checked="" type="checkbox"/>	Black or African American Customer D...	<input checked="" type="checkbox"/>	White Not Verified

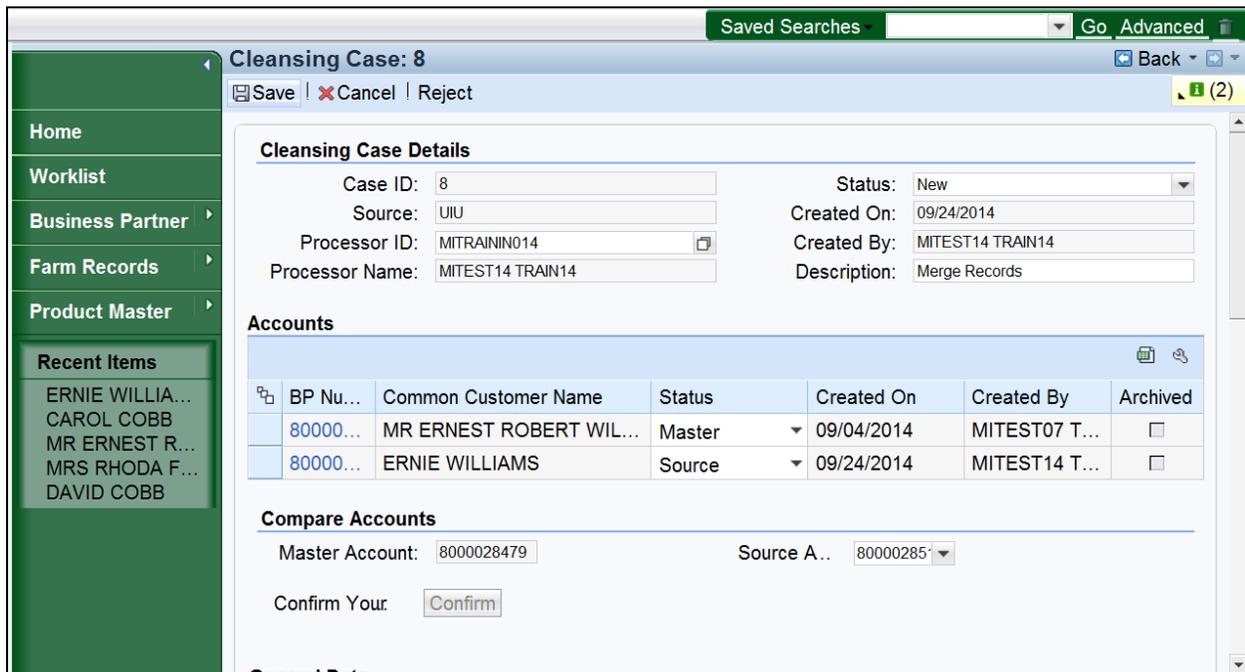
Application Log File

M...	L...	Message Text	Time Stamp
No result found			

11. Scroll up to Save the Cleansing Case.

-  The Cleansing Case displays the data from the Master and Source BP records. The State Security Officer (SSO)/State Specialist will select the data to retain in the Master record.

Cleansing Case: 8



Cleansing Case: 8

Save | Cancel | Reject

Cleansing Case Details

Case ID: 8 Status: New

Source: UIU Created On: 09/24/2014

Processor ID: MITRAININ014 Created By: MITEST14 TRAIN14

Processor Name: MITEST14 TRAIN14 Description: Merge Records

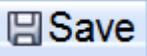
Accounts

BP Nu...	Common Customer Name	Status	Created On	Created By	Archived
80000...	MR ERNEST ROBERT WIL...	Master	09/04/2014	MITEST07 T...	<input type="checkbox"/>
80000...	ERNIE WILLIAMS	Source	09/24/2014	MITEST14 T...	<input type="checkbox"/>

Compare Accounts

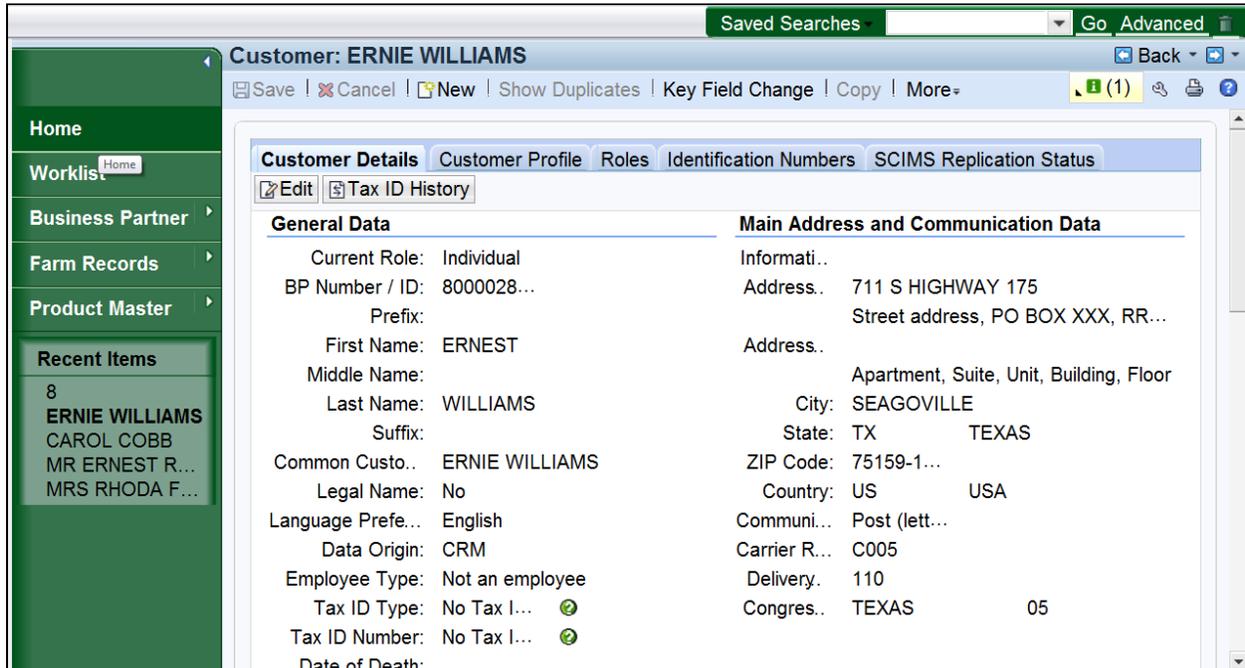
Master Account: 8000028479 Source A..: 80000285

Confirm Your:

12. Click the **Save**  button.

-  You must click Save to create the workflow for the State Security Officer. Failure to click Save will result in the notification not being generated.

Customer: ERNIE WILLIAMS



Customer: ERNIE WILLIAMS

Save | Cancel | New | Show Duplicates | Key Field Change | Copy | More

Customer Details | Customer Profile | Roles | Identification Numbers | SCIMS Replication Status

Edit | Tax ID History

General Data	Main Address and Communication Data
Current Role: Individual	Informati..
BP Number / ID: 8000028...	Address.. 711 S HIGHWAY 175
Prefix:	Street address, PO BOX XXX, RR...
First Name: ERNEST	Address..
Middle Name:	Apartment, Suite, Unit, Building, Floor
Last Name: WILLIAMS	City: SEAGOVILLE
Suffix:	State: TX TEXAS
Common Custo.. ERNIE WILLIAMS	ZIP Code: 75159-1...
Legal Name: No	Country: US USA
Language Prefe... English	Communi... Post (lett...
Data Origin: CRM	Carrier R... C005
Employee Type: Not an employee	Delivery.. 110
Tax ID Type: No Tax I... 	Congres.. TEXAS 05
Tax ID Number: No Tax I... 	
Date of Death:	

13.

Home

Click the Home button. You have completed the transaction.



All State Specialists with the appropriate credentials will receive the workflow alert. However, only the State Security Officer (SSO) shall take action on the cleansing case and merge the BP records.

Information on both records is available in the change history and on the Identification Numbers tab and the losing record will be archived.



Result

You have initiated a merge of two BP customer records.