



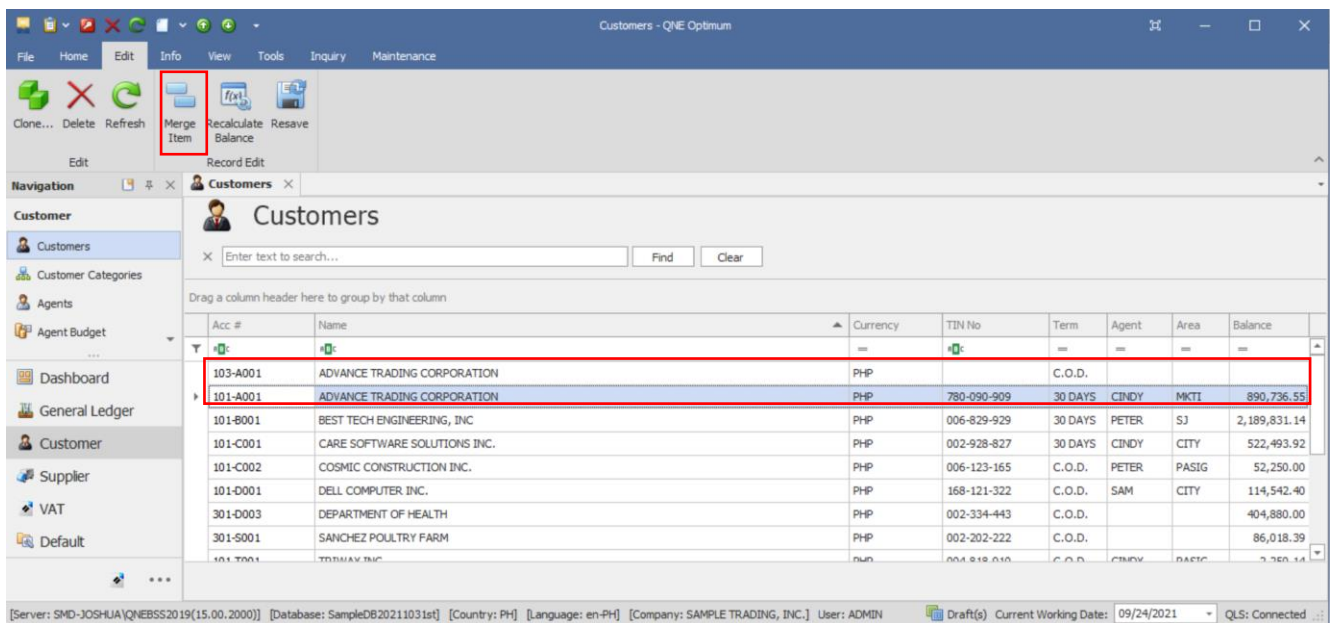
HOW TO MERGE DUPLICATE CUSTOMER/SUPPLIER ACCOUNT

Overview:

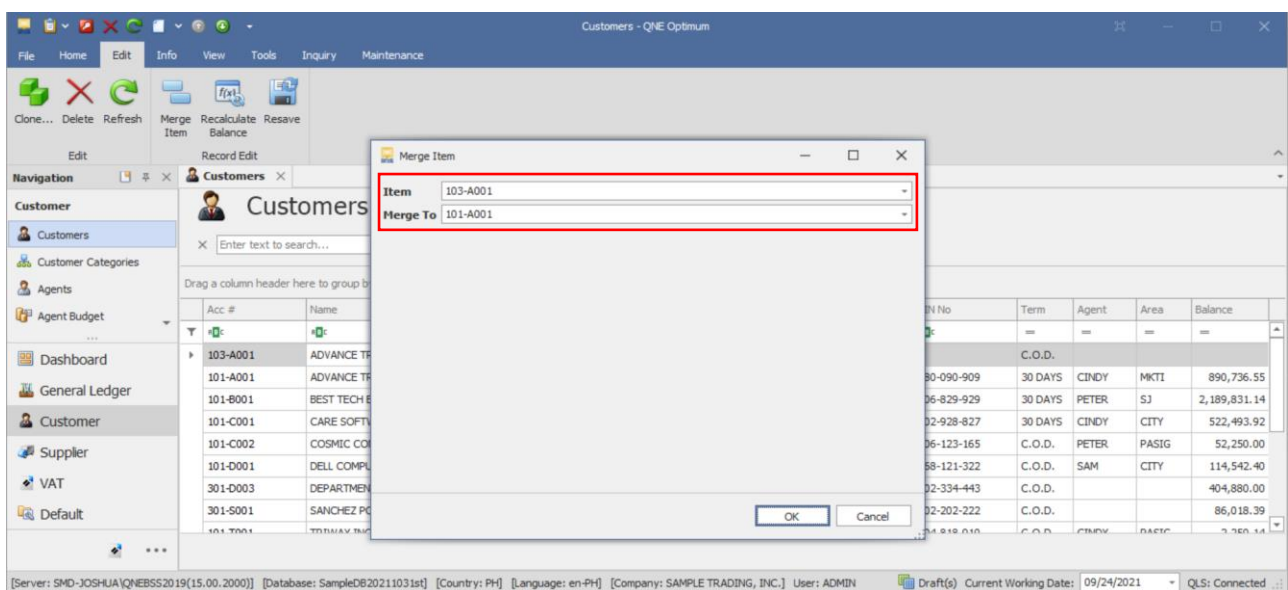
Merging can be done if a user mistakenly created a duplicate of Customer/Supplier or if user decided to correlate 2 Customers/Suppliers and consolidate their accounts and reports.

Procedure:

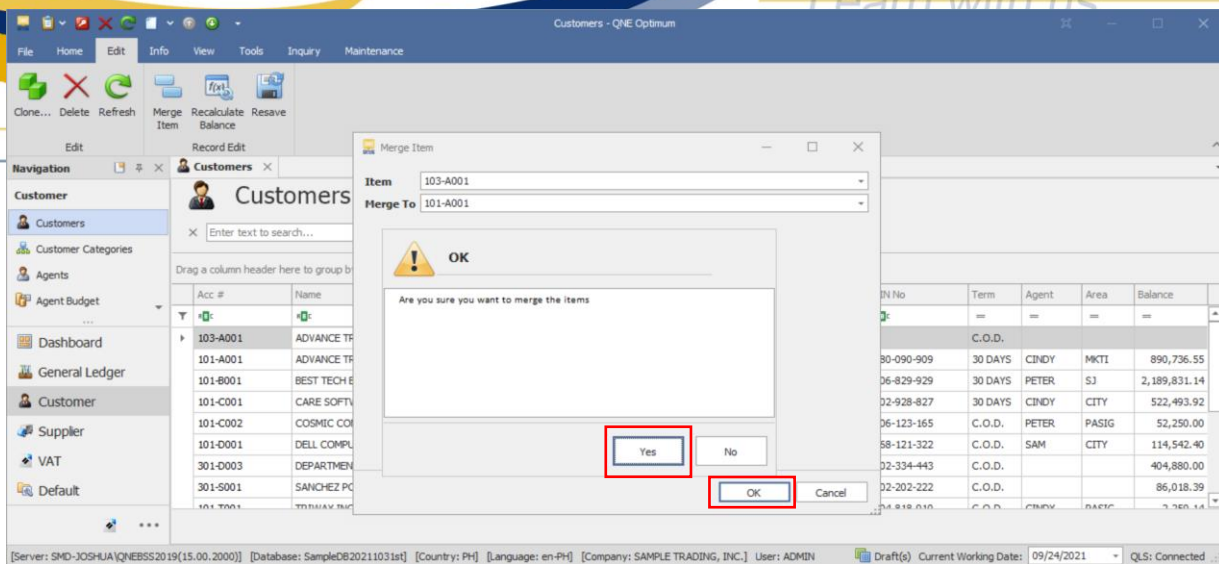
1. If a user mistakenly created 2 Customer, Go to **Customer Modules > Customers > Search**, to view list of Customers. Go to **"Edit"** tab and click **"Merge Items"**



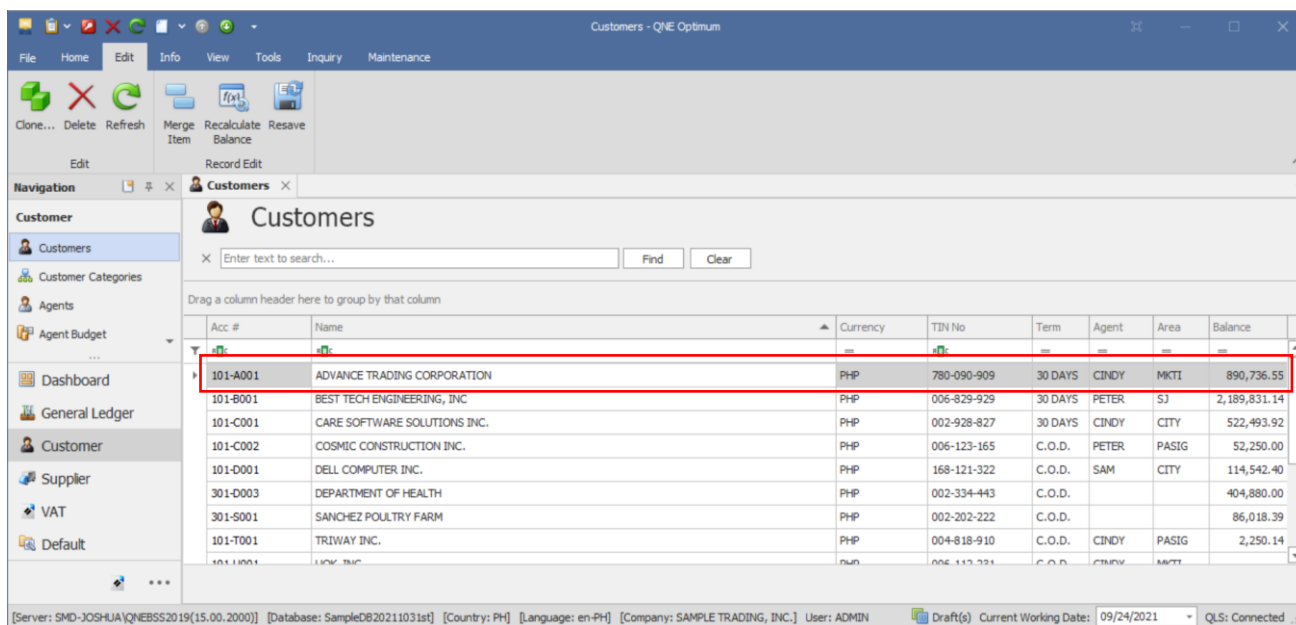
2. Select a Customer Account you want to merge (**Item**) and the Customer Account you want to merge it (**Merge To**)



3. Once the 2 Customer Accounts are selected, click **"OK"** to proceed with the merging.



4. Click "Refresh" to apply changes and 2 Customer Accounts are merged into 1 Customer Account.



- ✓ This procedure is both applicable on "Customers" and "Suppliers" Module
- ✓ All transactions under Customer/Supplier Account selected in "Item" will now be named under the Customer/Supplier Account selected in the "Merge To". Thus, system will combine all records into one account ("Merge To" Account) when generating reports.

NOTE:



Should you need further assistance on this please send us an email to support@qne.com.ph or you may log a ticket via support.qne.com.ph

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