CCH Entities: Duplicate People

This guide will help you to understand why you may have duplicate people records in CCH Entities and what you should do about it.

NZCO data v CCH Entities

**CCH Entities** has a single person record linked to multiple companies. This means you can see all company connections for an individual and, if name or address details change, you only need to update 1 record.

**NZCO** create a new person record for each company. If name and address details change, you need to find and change information in multiple places. This means that discrepancies can occur and the same person could have different names and addresses for each of their companies.
NZCO import
When data is imported from NZCO to CCH Entities, we can recognise and combine records for the same person.

This will only work if all details are the same.

Where details are not the same, a duplicate person will be created in your CCH Entities database.

In this example, three person records would be created due to the differences in name format and address.

Common sense tells us that this is probably the same person, but, unfortunately, automated import routines are not known for their common sense!
How to find potential duplicates
On the dashboard, go to ALL PEOPLE. Any duplicates are usually fairly obvious in this list.

Use the small blue arrow to export the information into Excel. If your database is large, it can help to use the additional tools in Excel to sort and find potential duplicates.
What to do next

1. **Identify correct information**

Where duplicate people have been created by the NZCO import there may be a little detective work required particularly if the name is the same but the address differs.

You may need to contact your client and check which information is correct.

2. **Collect all information**

Print a person summary for each duplicate record
3. Fix Manually

Once you are certain you have the correct information, you will need to:

i. Select one record to be kept. You may want to temporarily change the surname to show which one you intend to keep. You can rename it back once completed.

ii. Link all companies and trust to the person record you intend to keep.

iii. Remove links between the records you intend to remove and any companies, trusts or people.

iv. You may need to download and re-upload any linked documents held in records you intend to delete (see Documents and AML tab).

v. Delete the person records you no longer need. You can only delete a person record when it is not linked to any companies, trusts or people.

vi. Inform NZCO of the changes you have made if the details no longer match.

In our example, let’s assume the name and address in the first box are correct.

i. Open XYZ Limited

ii. Go to DIRECTORS, select ADD and find the first record for Mr John Alan Smith (1). Add him as a director.

iii. DELETE the second record for Mr John A Smith(2)

iv. Inform NZCO that the director details for XYZ Limited should be updated.

i. Open XYZ Limited

ii. Go to SHAREHOLDERS and highlight the third record for Mr John Smith (3)

iii. Select MODIFY, then MODIFY again in the next screen. Select the first record for Mr John Alan Smith(1) and SAVE.

iv. Inform NZCO that the shareholder details for XYZ Limited should be updated.

Now that Mr John A Smith (2) and Mr John Smith (3) are not linked to any companies, you should be able to delete them from the database.
4. **Use Merge Function (recommended)**

The Merge function can merge up to 3 people records together. If you have more than 3 records you can repeat the process more than once.

Remember you still need to check information and print a **Person Summary Report** for each record before you proceed.

i. Go to **Reports** and select **Merge People** under **Other Reports**.

ii. Select the records you intend to merge and click **Merge**. You can use the Search box and the top to narrow down this list.

iii. You will be shown the following message, click **Proceed** if you are ready.
iv. Use the checkboxes to select which general data you wish to use. The result is shown in the final column. Select **Merge**.

<table>
<thead>
<tr>
<th>Items that will be merged:</th>
<th>Items that cannot be merged:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- General fields as selected above</td>
<td>- Single cell data for example Last or Next AML Review Date, Marital or Legal Status, Other (customized) fields.</td>
</tr>
<tr>
<td>- AML Documents and notes</td>
<td>Where single cell data is used the Merge function will take this from Person 1 in the above screen or the first record it finds with that data complete (so if Person 1 is blank, then it will use the data from Person 2)</td>
</tr>
<tr>
<td>- Power of Attorney</td>
<td></td>
</tr>
<tr>
<td>- Alternate Contacts</td>
<td></td>
</tr>
<tr>
<td>- Notes</td>
<td></td>
</tr>
<tr>
<td>- Trust links</td>
<td></td>
</tr>
<tr>
<td>- Company links</td>
<td></td>
</tr>
<tr>
<td>- People links (POA or Alt Contacts)</td>
<td></td>
</tr>
<tr>
<td>- Documents</td>
<td></td>
</tr>
</tbody>
</table>
v. Select Merge. **YOU CANNOT UNDO A MERGE.**

vi. Use your **Person Summary Reports** to check all data has merged correctly.

vii. Use the **Exception Report** and update NZCO if you have changed information for a person who is linked to a company.

See also: [Understanding Exception Reports](wolterskluwer.co.nz/cch-companies/02)