

CCH Entities Trusts: 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.

Duplicate people records

When a new person is added to the CCH Entities database you will receive a warning if someone with the same name already exists. This only works if the name and spelling are exactly the same, for example, Elizabeth Smith and Liz Smith would not trigger the duplicate person message.

Over the years many duplicate records can be created in this way.

If you also have CCH Entities Companies please see the separate guide on how NZCO imports can also create duplicate people records.

Why are duplicate records a problem?

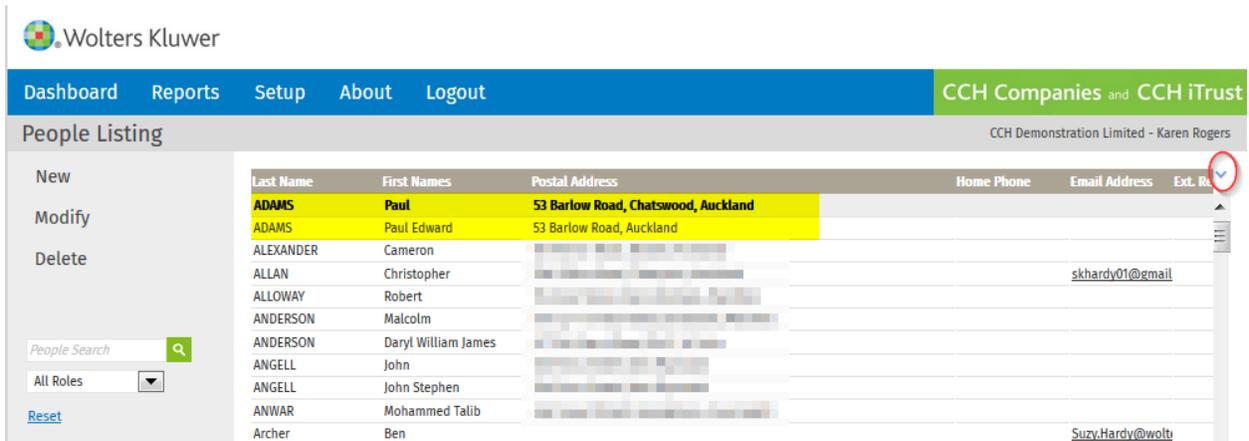
CCH Entities allows you to report on all links for a person. A person may be linked to a trust, a company or another person.

The reports will only work effectively if you have a single person record for each person.

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.



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Dashboard Reports Setup About Logout CCH Companies and CCH iTrust

People Listing CCH Demonstration Limited - Karen Rogers

Last Name	First Names	Postal Address	Home Phone	Email Address	Ext. No.
ADAMS	Paul	53 Barlow Road, Chatswood, Auckland			
ADAMS	Paul Edward	53 Barlow Road, Auckland			
ALEXANDER	Cameron				
ALLAN	Christopher			skhardy01@gmail	
ALLOWAY	Robert				
ANDERSON	Malcolm				
ANDERSON	Daryl William James				
ANGELL	John				
ANGELL	John Stephen				
ANWAR	Mohammed Talib				
Archer	Ben			Suzy.Hardy@wolt	

People Search [input] [magnifying glass icon]

All Roles [dropdown arrow]

Reset

What to do next

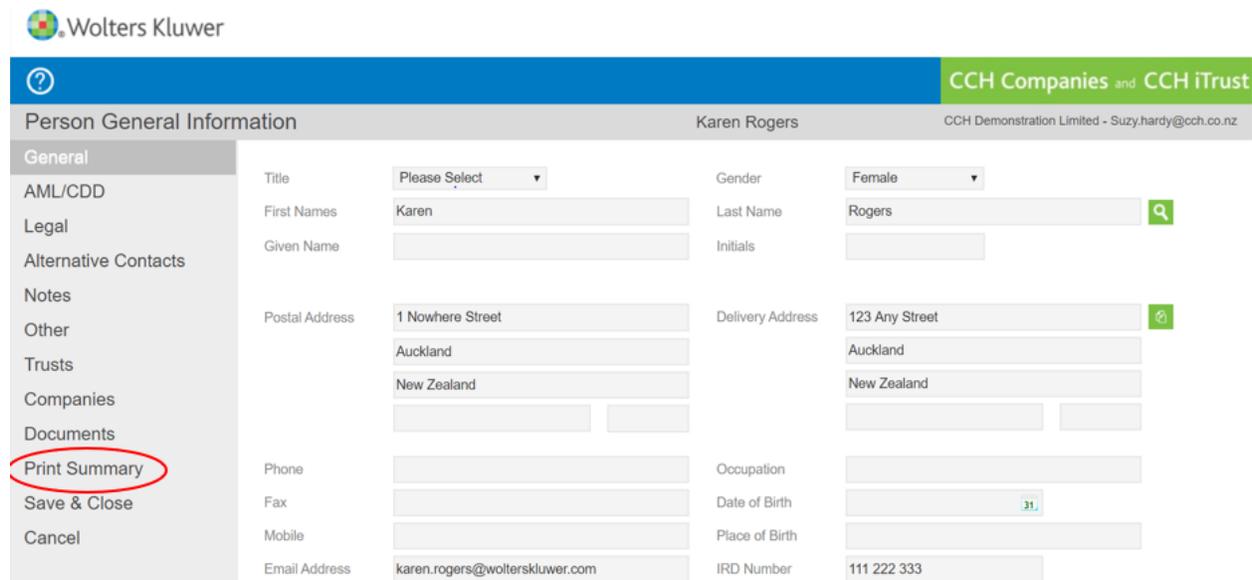
1. Identify correct information

Where duplicate people have been created over the years 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



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CCH Companies and CCH iTrust

Person General Information Karen Rogers CCH Demonstration Limited - Suzy.hardy@cch.co.nz

General	Title	Please Select	Gender	Female
AML/CDD	First Names	Karen	Last Name	Rogers
Legal	Given Name		Initials	
Alternative Contacts	Postal Address	1 Nowhere Street	Delivery Address	123 Any Street
Notes		Auckland		Auckland
Other		New Zealand		New Zealand
Trusts				
Companies	Phone		Occupation	
Documents	Fax		Date of Birth	31
Print Summary	Mobile		Place of Birth	
Save & Close	Email Address	karen.rogers@wolterskluwer.com	IRD Number	111 222 333
Cancel				

3. Fix Manually

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

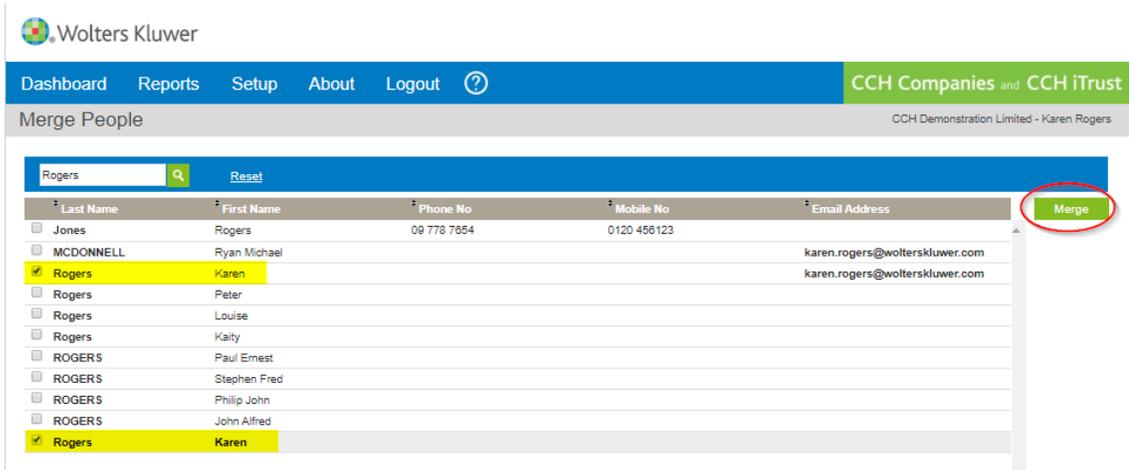
- i. Select one record to be kept. You may want to temporarily change the surname to show which one you intend to keep. You can rename it back once completed.
- ii. Link all trusts, companies or people to the person record you intend to keep.
- iii. Remove links between the records you intend to remove 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.

4. Use Merge Function

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.



The screenshot shows the 'Merge People' interface in the Wolters Kluwer system. At the top, there is a navigation bar with 'Dashboard', 'Reports', 'Setup', 'About', and 'Logout'. The current page is 'Merge People' under 'CCH Companies and CCH iTrust'. A search bar at the top left contains the text 'Rogers' and a 'Reset' button. Below the search bar is a table with the following columns: Last Name, First Name, Phone No, Mobile No, and Email Address. The table contains several records, with two rows highlighted in yellow: one for 'Rogers Karen' and another for 'Rogers Karen'. A 'Merge' button is circled in red in the top right corner of the table area.

Last Name	First Name	Phone No	Mobile No	Email Address	
<input type="checkbox"/>	Jones	Rogers	09 778 7654	0120 456123	
<input type="checkbox"/>	MCDONNELL	Ryan Michael		karen.rogers@wolterskluwer.com	
<input checked="" type="checkbox"/>	Rogers	Karen		karen.rogers@wolterskluwer.com	
<input type="checkbox"/>	Rogers	Peter			
<input type="checkbox"/>	Rogers	Louise			
<input type="checkbox"/>	Rogers	Kaitly			
<input type="checkbox"/>	ROGERS	Paul Ernest			
<input type="checkbox"/>	ROGERS	Stephen Fred			
<input type="checkbox"/>	ROGERS	Philip John			
<input type="checkbox"/>	ROGERS	John Alfred			
<input checked="" type="checkbox"/>	Rogers	Karen			

iii. You will be shown the following message, click **Proceed** if you are ready.

Merge People ?

The Merge function will merge up to 3 people person records together and is used to remove duplicates.
 Select the general information to be used in the final record in the next screen.
 Where multiple pieces of information are loaded against each person, for example documents or notes, these will be combined.
 Connections to companies, trusts and other people will be combined.
 Where a single source of data must be used, for example AML Review Date, this will be taken from Person 1 on the next screen.

Before Merging

Check that all records do belong to the same person
 Print a Summary Report for each person record

After Merging

Check all data compared to original summary reports
 Check all links to trusts, companies and people
 You may also need to update information at NZCO. Use the Exception Report to check for any differences.

Proceed
Cancel

iv. Use the checkboxes to select which general data you wish to use. The result is shown in the final column. Select **Merge**.

Dashboard Reports Setup About Logout ? CCH Companies and CCH iTrust

Merge People CCH Demonstration Limited - Karen Rogers

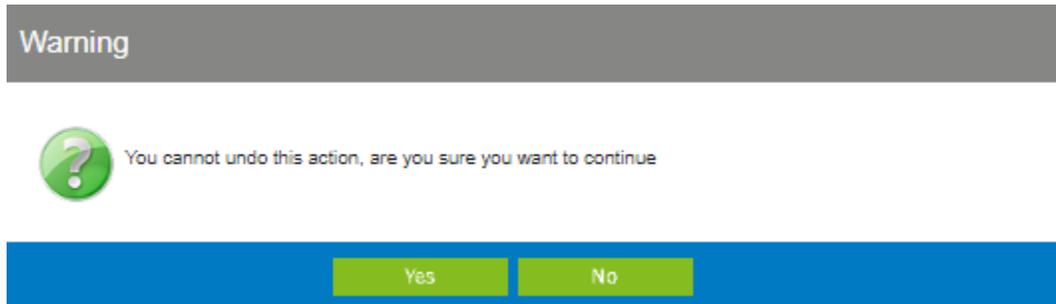
Select All
Select All

	Person 1	Person 2	Result
Title	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Gender	<input checked="" type="checkbox"/> F	<input type="checkbox"/>	F
First Name	<input checked="" type="checkbox"/> Karen	<input type="checkbox"/> Karen	Karen
Last Name	<input checked="" type="checkbox"/> Rogers	<input type="checkbox"/> Rogers	Rogers
Given Name	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Initials	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Postal Address 1	<input type="checkbox"/> 123 Any Street	<input checked="" type="checkbox"/> 1 Nowhere Street	1 Nowhere Street
Postal Address 2	<input type="checkbox"/> Auckland	<input checked="" type="checkbox"/> Auckland	Auckland
Postal Address 3	<input checked="" type="checkbox"/> New Zealand	<input type="checkbox"/>	New Zealand
Postal Address 4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Postal Address Postcode	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Delivery Address 1	<input checked="" type="checkbox"/> 123 Any Street	<input type="checkbox"/>	123 Any Street
Delivery Address 2	<input checked="" type="checkbox"/> Auckland	<input type="checkbox"/>	Auckland
Delivery Address 3	<input checked="" type="checkbox"/> New Zealand	<input type="checkbox"/>	New Zealand
Delivery Address 4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Delivery Address Postcode	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Phone	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Fax	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Mobile	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Email Address	<input checked="" type="checkbox"/> karen.rogers@wolterskluwer.com	<input type="checkbox"/>	karen.rogers@wolterskluwer.com
Work Phone	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Contact Method	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Occupation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Merge

<p>Items that will be merged:</p> <ul style="list-style-type: none"> - General fields as selected above - AML Documents and notes - Power of Attorney - Alternate Contacts - Notes - Trust links - Company links - People links (POA or Alt Contacts) - Documents 	<p>Items that cannot be merged:</p> <ul style="list-style-type: none"> - Single cell data for example Last or Next AML Review Date, Marital or Legal Status, Other (customized) fields. <p>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)</p>
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- v. Select Merge. **YOU CANNOT UNDO A MERGE.**



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