

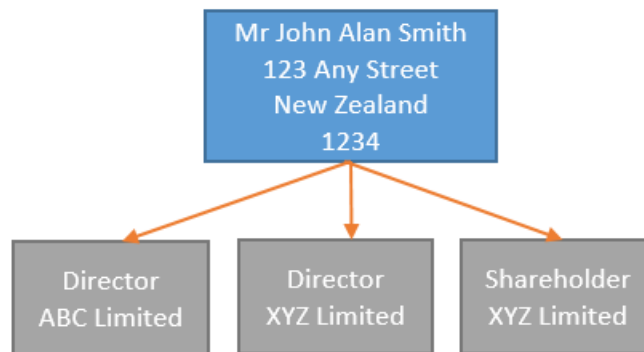


## CCH Entities: Duplicate People

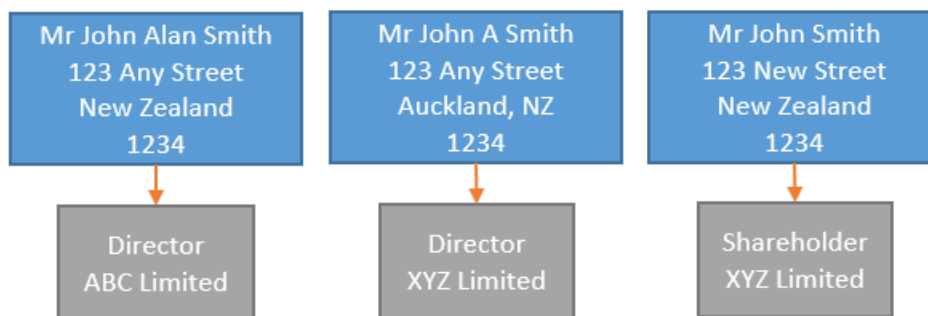
This guide will help you to understand why you may have duplicate people records in CCH Entities and what you should do about it.

### 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.



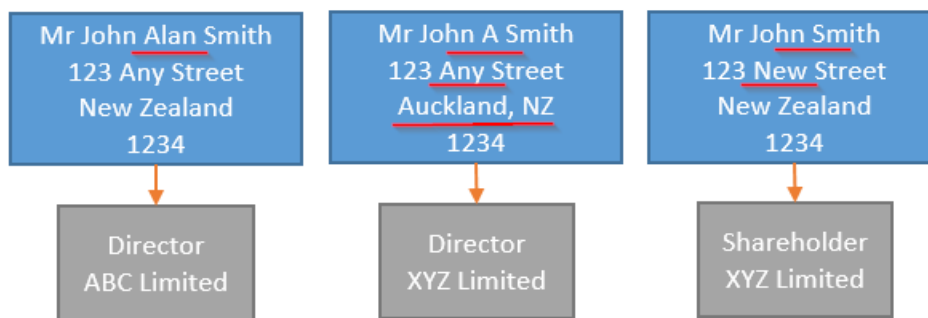
### NZCO import

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.

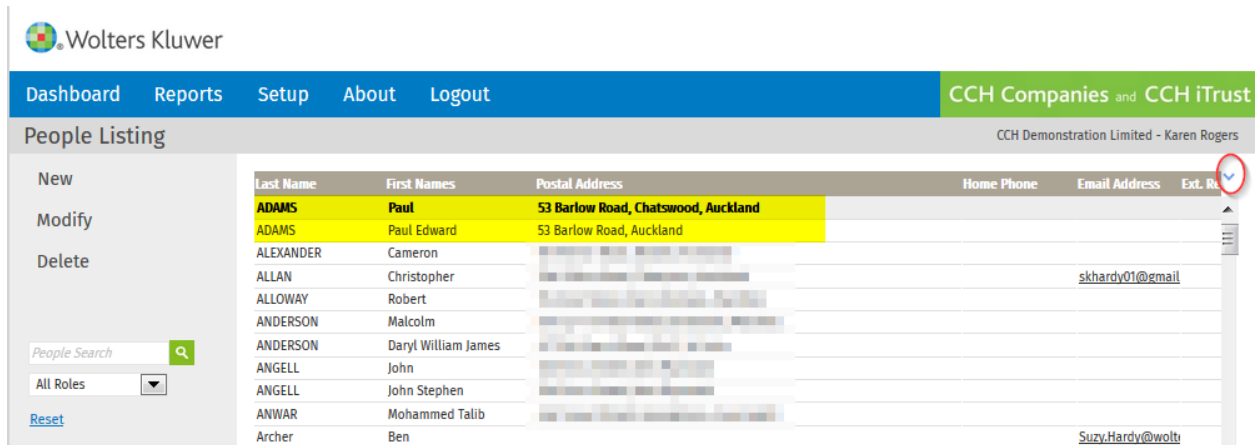


Common sense tells us that this is probably the same person, but, unfortunately, automated import routines are not known for their common sense!

## 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.



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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.
<b>ADAMS</b>	<b>Paul</b>	<b>53 Barlow Road, Chatswood, Auckland</b>			
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	

## What to do next

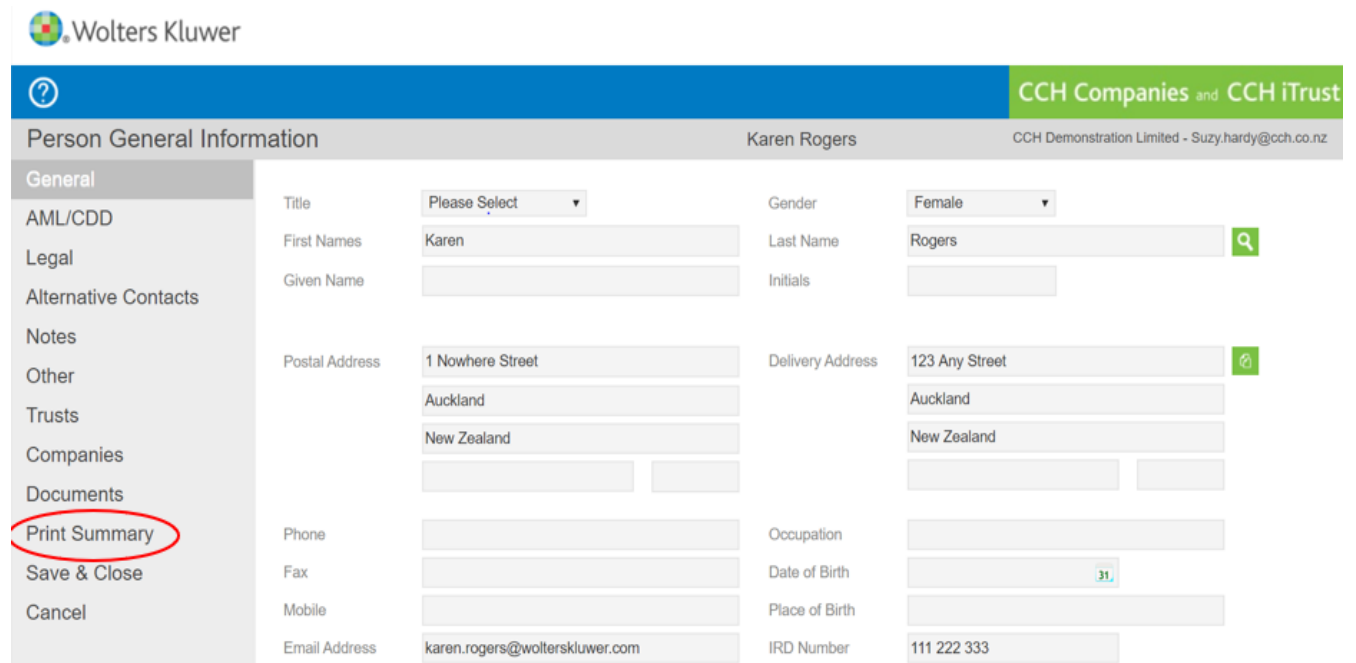
### 1. Identify correct information

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



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CCH Companies and CCH iTrust

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

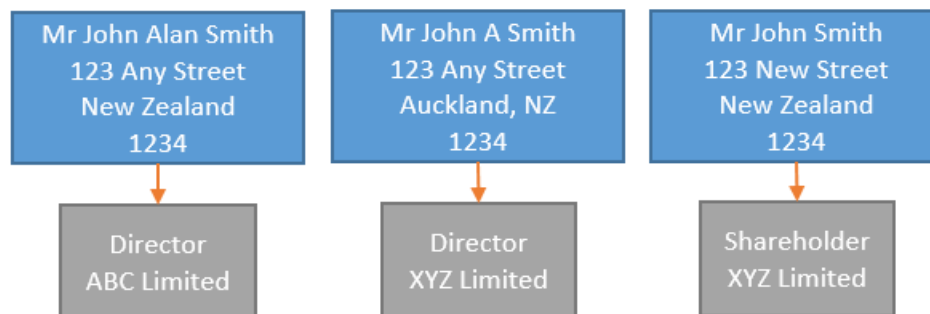
General	Title	Please Select	Gender	Female
AML/CDD	First Names	Karen	Last Name	Rogers
Legal	Given Name		Initials	
Alternative Contacts	Postal Address	1 Nowhere Street	Delivery Address	123 Any Street
Notes		Auckland		Auckland
Other		New Zealand		New Zealand
Trusts	Phone		Occupation	
Companies	Fax		Date of Birth	31
Documents	Mobile		Place of Birth	
<b>Print Summary</b>	Email Address	karen.rogers@wolterskluwer.com	IRD Number	111 222 333
Save & Close				
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 intent to keep. You can rename it back once completed.
- ii. Link all companies and trust to the person record you intent 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.

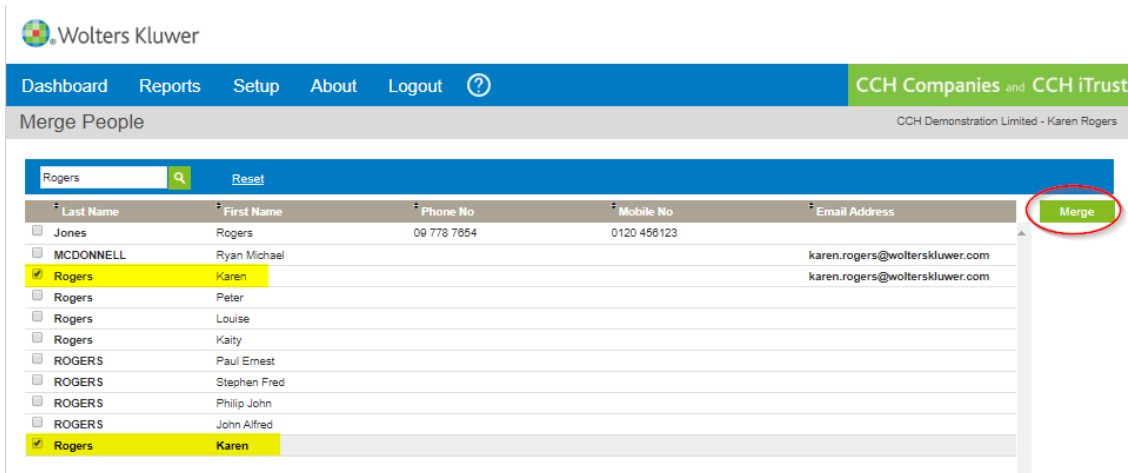
Now that Mr John A Smith (2) and Mr John Smith (3) are not linked to any companies, you should be able to delete them from the database.

#### 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.

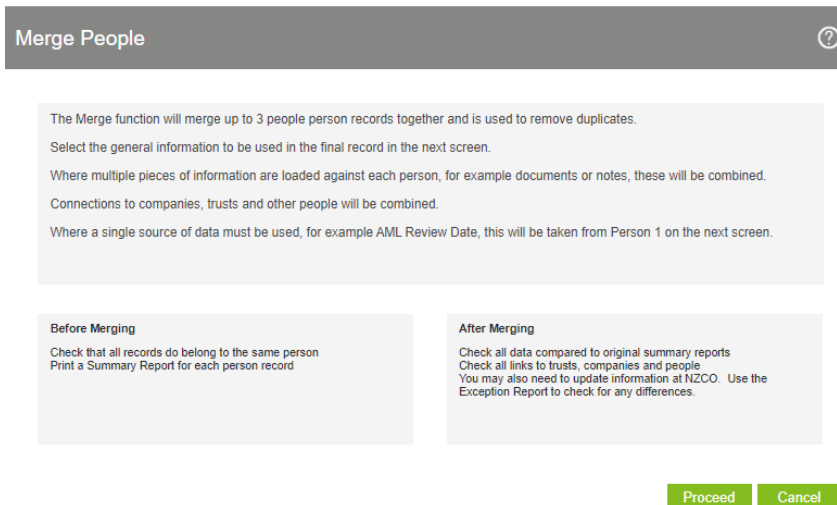
Remember you still need to check information and print a **Person Summary Report** for each record before you proceed.

- 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.



The screenshot shows the 'Merge People' page in the CCH Entities system. At the top, there is a navigation bar with 'Dashboard', 'Reports', 'Setup', 'About', and 'Logout'. The current page is 'Merge People' for 'CCH Demonstration Limited - Karen Rogers'. A search bar contains the text 'Rogers' and a 'Reset' button. Below the search bar is a table with columns: Last Name, First Name, Phone No, Mobile No, and Email Address. The table contains several records, with two records for 'Rogers Karen' highlighted in yellow. A 'Merge' button is located at the top right of the table, circled in red.

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



The screenshot shows the 'Merge People' confirmation dialog box. It contains the following text:

**Merge People**

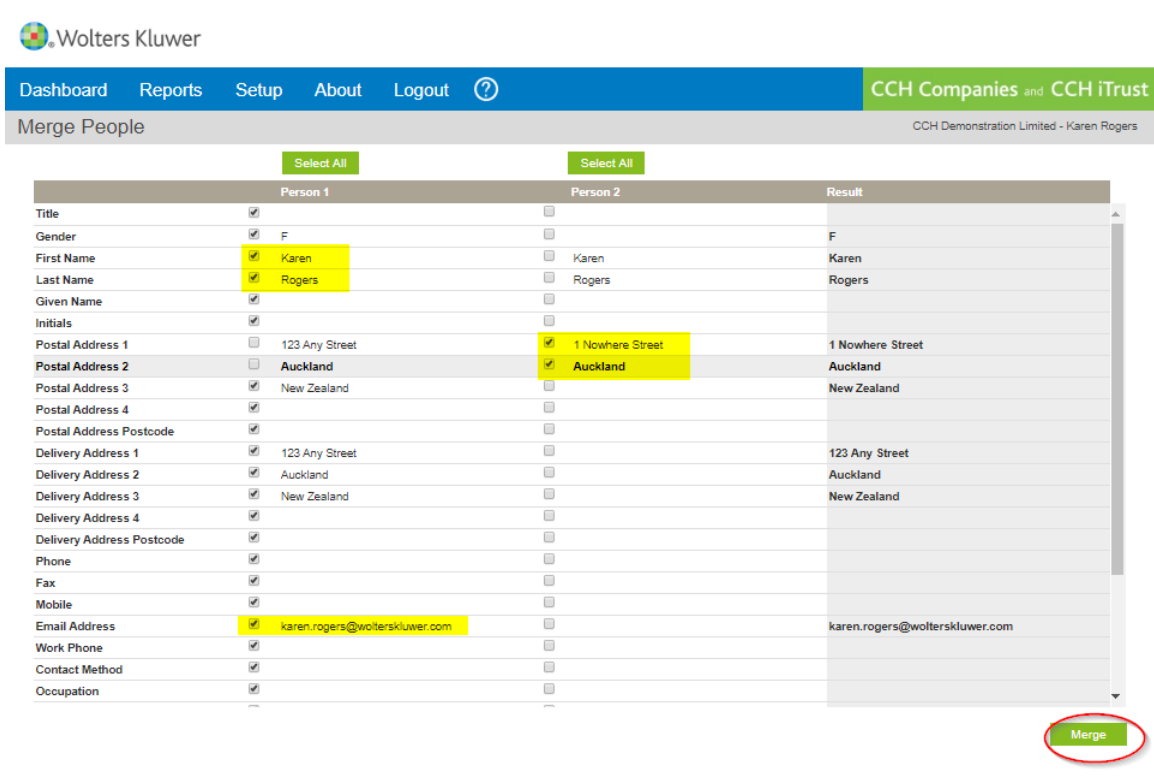
The Merge function will merge up to 3 people person records together and is used to remove duplicates.  
 Select the general information to be used in the final record in the next screen.  
 Where multiple pieces of information are loaded against each person, for example documents or notes, these will 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**.

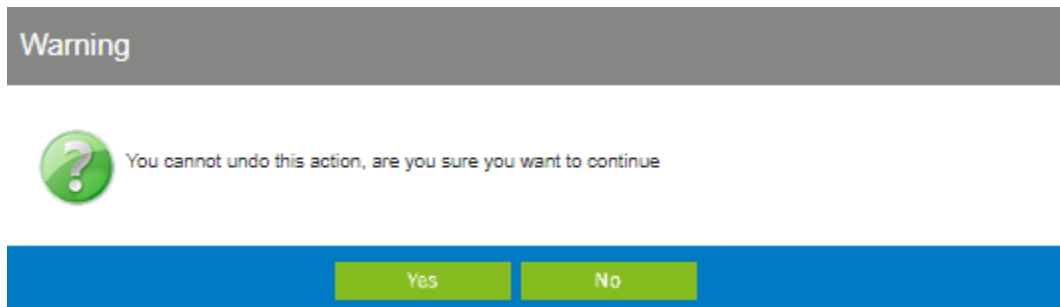


	Person 1	Person 2	Result
Title	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Gender	<input checked="" type="checkbox"/> F	<input type="checkbox"/>	F
First Name	<input checked="" type="checkbox"/> Karen	<input type="checkbox"/> Karen	Karen
Last Name	<input checked="" type="checkbox"/> 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"/>	

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