

How to consolidate duplicate customer accounts

Two programs have been developed as a part of the version G release of PROMPT Business System to consolidate and purge duplicate customers. To accomplish this objective you must enter the “from” customer number and “to” customer number into a work file that is run later to process the duplicates.

After the consolidation and purge program is run the “from” customer number no longer is use in the system. The programs, both entry and execution are found on the AR supervisory menu, options 9 and 10, because this is a manager function. This software will consolidate and purge ANY TWO ACCOUNTS and is not easily reversible. GET IT RIGHT when you enter the from and to customer numbers, meaning these must TRULY be duplicate accounts.

Finally, the consolidation and purge program must be run after hours, when no one is using the system. Start it when you leave at night.

The task defined (for anyone interested in the program details):

1. Enter the from and to customer numbers in a work file for processing at night. The date consolidated is to be posted by the consolidation and purge program. The file builds forever; meaning once a date consolidated is posted the record cannot be deleted, because we want an audit trail of consolidated/purged cases. The file reveals the files where records were consolidated and/or purged. **This data MUST be reviewed to be sure there is NOT a “D” under the “Invoices” file heading.** This means a duplicate invoice number was encountered when changing the customer number in an invoice. The user must resolve this issue, and you should call if this occurs. It cannot happen if all invoices in your files were entered in sales order processing.
2. The only data in the customer master file that will be transferred to the “TO” record is
 - a. The oldest date account opened will be used
 - b. The most recent date last purchase will be used
 - c. Sales this month will be added
 - d. Sales this year will be added
 - e. Sales last year will be added
 - f. # invoices this year will be added
 - g. # invoices last year will be added
 - h. # invoices MTD will be added
 - i. Last contact date will only be transferred if there is none in “TO Record (Same for next follow up date)
 - j. The customer file is read sequentially to check for a change in bill to number

3. Data to be consolidated in ARSUMFLE is:
 - a. The most recent date will be used for date of last payment
 - b. Total \$ memo will be added
 - c. Total account balance will be added
 - d. Current through over 90 each filed will be added
 - e. Unapplied cash will be added
 - f. Service charge both MTD and YTD will be added
 - g. Open to buy will be added
 - h. Highest Acct bal will be used
 - i. Amount of open orders will be added
 - j. Number of invoices will be added
 - k. WTD AVG BASE 4 AVG DTP will be added
 - l. Cum inv ct 4 AVG DTP will be added
 - m. Average days to pay will be recomputed
 - n. Previous statement balance will be added
4. All invoices for the "From" customer number will be revised (delete and add) to have the "To" customer number. If for any reason the same invoice number is encountered the data will not be consolidated.
5. All payments for the "From" customer number will be revised (delete and add) to have the "To" customer number.
6. All credit cards on the "From" customer number will go to the To customer number and duplicated will be ignored.
7. All notes will be transferred to the "TO" account
8. All ARSHAFLE records will be transferred to the "To" account unless there is a duplicate on line number zero, and no duplicate will survive.
9. All sales orders of the "From" customer will be revised as follows:
 - a. Order Headers – Change the ordered customer number and ship to name to the "To" data.
 - b. Order Detail – Change the ordered customer number in each record of each order.
 - c. The sales order processing file will be checked to change any bill to number that is equal to the from customer number.
10. All purchase orders will be revised by changing the customer number and the ARSHAFLE number in POORHFLE.
11. Records in OPCLSFLE will have the customer number changed.
12. Records in OPCOMFLE will have the customer number changed.