

Vehicle - Vehicle Merge AV Ref # 576

About:

On occasion, vehicle tags can get duplicated due to employees keying the information in differently (ex. ABC123 vs. ABC-123). However, BPOS has a merge feature that allows you to select your duplicate vehicles when you see them on the Vehicle Lookup screen and merge them into one record.

How:

1. Merging vehicles will be accessed via the Vehicle Lookup. Go to Views → Sales Counter → Click on the Vehicle Lookup button on your toolbar:



2. If you had an active customer already, their vehicles will display. Otherwise, you can perform a search for the vehicle. When you see you have duplicates, you can either highlight the duplicates or hold down your **CTRL key** while using your mouse to select each duplicate:

| earch | A18 | | | | | | 2:5 | | | | |
|----------|--------|-------------|-----------------|--------------|---------|---------|----------|----------|-----------------|--------------|----------|
| | | ARCODE | | | | | | | | | |
| 50 . | | | | | | | | | | | |
| | Deere | L (400) | | | | h la la | Marra Or | la sta d | | Delete Mehie | |
| Clear | Recen | t (max 100) | All For Custome | Edit Venicie | Add Ve | enicie | merge Se | elected | CARFAX 100IS | Delete Venic | er |
| Тад | Cust # | 1 | Vame | Short Name | ST# Yea | rl | Make | | Model | Last Service | |
| A18-1329 | 180926 | HEATHER Y | YETI | YETI | 4 2003 | | YSLER | SEBRI | IG LXI | 03/22/2012 | <u>.</u> |
| A180495 | 9751 | CONSOLID | ATED SERVI | CONSOLIDAT | 2 00 | FOR | D | | | | 1 |
| A181329 | 180926 | HEATHER Y | YETI | YETI | 4 2003 | CHR | YSLER | SEBRI | IG LXI COUPE | 12/15/201 | |
| A1831 | 200990 | RICH FULT | ON | FULTON | 1 2008 | BHYU | NDAI | SANTA | FE GLS | 05/17/2013 | 3 |
| A18641 | 129859 | ARTHUR BI | LUME | BLUME | 3 2002 | SUB | ARU | OUTBA | CK | 11/01/2006 | 5 |
| A187CP | 189845 | LAUREN M | ATTHEWS | MATTHEWS | 9 2000 |) OLD | SMOBILE | ALERO | | 09/30/2015 | 5 E |
| A19-BYG | 236414 | SUMIL KAT | IKALA | KATIKALA | 1 2009 | BMV | ٧ | 3281 | | 10/21/201 | 5 I |
| A190331 | 119560 | YVONNE & | LARRY BUR | BURGIN | 9 1996 | 6 CHE | VROLET | CAPRI | CE CLASSIC/IMPA | 05/14/2012 | 2 |
| A19044 | 170358 | KEITH HAW | VTHORNE F | KEITH HAWT | 8 2004 | FOR | D | F150 S | ILVER | | - |
| A1943 | 150772 | ROBERT FO | OLK | FOLK | 7 2008 | B LINC | COLN | MARK | LT | 08/12/2008 | 3 |
| A1997 | 103909 | SCOTT ING | OLD | NGOLD | 3 2008 | B HON | IDA | CRV | | 03/02/2016 | 5 |
| A20-5058 | 212714 | ANDREW F | RHODES | RHODES | 3 1996 | SAT | URN | SL SEF | NES | 11/02/2013 | 3 |
| A2037 | 178475 | BROCK WE | ELLINGTON | WELLINGTON | 7 1997 | JEE | P | GR CH | EROKEE | 12/30/2010 | Ĵ 🗌 |
| A2055 | 140226 | MARTY PR | EVETTE | PREVETTE | 3 1996 | 5 TOY | OTA | AVALO | N | 10/25/2010 | J V |

3. Click on the Merge Selected button:

4. You will need to identify which tag is the Master and which one(s) is the Duplicate by clicking on the **Status** of each and making your selection from the drop-down menu that appears:



5. Click on Merge Vehicles button at the bottom and you are finished:

6. When the tag merge is finished, a complete list of the customer's tag will appear.

Options:

You can also merge duplicate cash customer accounts (see AV #577).

***Note* –You can only merge tags from the same account. If you have a situation with a duplicate tag on separate accounts, you will need to move the duplicate tag to the correct account and then merge the tags.