



Service Dispatch Combine Duplicate Jobsites

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Overview

This document will address how to use the Ascente / Service / Periodic / *Combine Duplicate Jobsites* program.

Purpose

The Combine Duplicate Jobsites function is used to merge two jobsites together when a duplicate has been accidentally created. The corresponding history, maintenance contracts, components, notes and other associated items will be merged into one jobsite.

Duplicate jobsites are almost always because an operator did not do a lookup and select the existing jobsite record. In the Call Taking program, the jobsites can be searched by either the address, name, jobsite code or phone number. When this happens, some of the resulting problems you will see are:

- Jobsite lookups will list the jobsite multiple times
- Service order history records will be split between multiple jobsites and therefore you will not be able to see all history for the jobsite without looking at all the duplicate jobsite records.
- Maintenance Contracts and components for one jobsite could be assigned to each of the duplicate jobsites.

You should consider working with your operators if this is a continuing problem. They need to know how to do lookups to select an existing jobsite record as opposed to creating a duplicate jobsite record.

Special Considerations

- Both jobsites being combined must reference the same '*Bill To: Customer*'.
- The program will attempt to change all records referencing the 'Old Jobsite' to reference the 'New Jobsite'. If there are maintenance contracts or components that have the same maintenance contracts code or components 'Local Id', the program will not be able to combine the jobsite records. This is because you can't have the same maintenance contract or component code for a jobsite.
- You will get an error message and the jobsite records will not be combined when either of these conditions occur.

Operations

1. Ascente / Service / Periodic / *Combine Duplicate Jobsites* program.

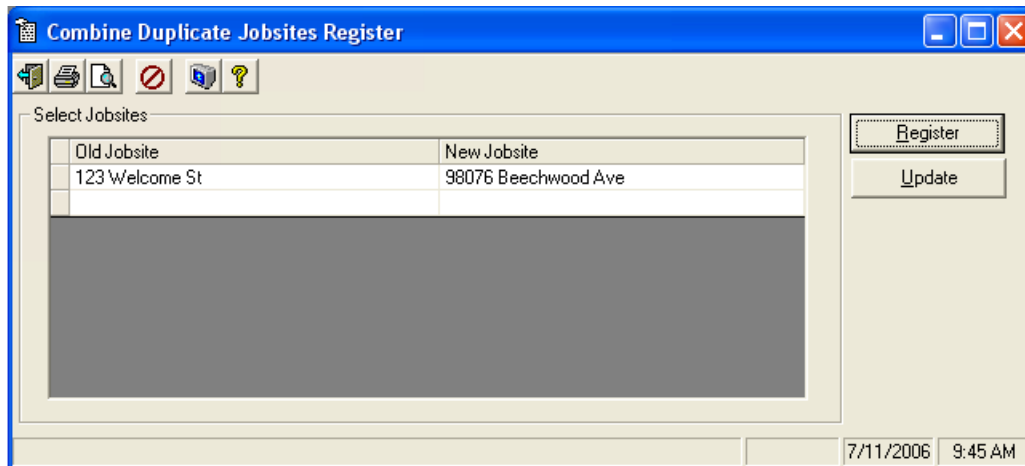


Figure 1: Combine Duplicate Jobsite Register - Runtime Options

2. **Old Jobsite:** Enter the Id of the jobsite to be merged with the New Jobsite.
3. **New Jobsite:** Enter the Id of the jobsite to receive the information from the Old Jobsite.
4. **[Register]:** This will generate the Combine Duplicate Jobsites Register to verify what the results will be.

7/11/06 9:45 am		Computer Products Unlimited Combine Duplicate Jobsites Register		Page 1 of 1
Old Jobsite		New Jobsite		
123 Welcome St ABC Gas Station 123 Welcome St		98076 Beechwood Ave Anaheim Station 120 98076 Beechwood Ave		
FULLERTON CA 92835 USA		FULLERTON CA 92835 USA		
Customer: (Cash)		Customer: Ah120		
*** End of Report ***		1 Records Printed		

Figure 2: Combine Duplicate Jobsites Register

5. **[Update]:** This will cause the Jobsites to be combined.

Results

- The 'Old Jobsite' will no longer exist.
- The 'New Jobsite' will now additionally reference all service history, maintenance contracts and component records that were associated to the 'Old Jobsite'.