

## Duplicate Records

1. Duplicate is found by end user (IF DUPLICATE WAS JUST CREATED BY END USER, FOLLOW PAGE 2 INSTRUCTIONS).
2. Duplicate record form is filled out and submitted to IT (George). (Form found at [www.lssu.edu/banner](http://www.lssu.edu/banner) under Banner Access, Forms & Procedures.
3. IT (George) runs report that shows what tables are affected.
4. End user & IT (George) determine whether the duplicate needs to be deleted or just marked as “Do Not Use”.
5. End user determines if any of the data in the bad record needs to be moved to correct record (PIDM). If need be, end user recreates transactions under correct PIDM **or** IT (George) electronically moves data.
6. If duplicate is not to be deleted, end user marks duplicate record as “Do Not Use”.
  - Call up duplicate record
  - On SPAIDEN (or appropriate General Person Identification Form), change Name Type to: BAD
  - Change Last Name to: Do Not Use
  - Change First Name to: Duplicate
  - Remove data from Middle Prefix, Suffix, Middle Name, Preferred First Name & Full Legal Name
  - Remove SS# from Biographical screen
  - Go to Alternate Identification, Address, Telephone, Biographical, Email & Emergency Contact and do a “Record Remove” on all data
7. If duplicate is to be deleted, the delete process is tested in PPRD by IT (George).
8. End user signs off on PPRD testing and indicates which PROD tables the bad PIDM is to be deleted from.
9. IT (George) deletes bad PIDM in production. (End user available during deletion process.)
10. End user verifies that changes are correct in PROD.

## Duplicate Records Continued

1. Duplicate is created by user.
2. End user marks duplicate record as “Do Not Use”.
  - a. Call up duplicate record
  - b. On SPAIDEN (or appropriate General Person Identification Form), change Name Type to: BAD
  - c. Change Last Name to: Do Not Use
  - d. Change First Name to: Duplicate
  - e. Remove data from Middle Prefix, Suffix, Middle Name, Preferred First Name & Full Legal Name
  - f. Remove SS# from Biographical screen
  - g. Go to Alternate Identification, Address, Telephone, Biographical, Email & Emergency Contact and do a “Record Remove” on all data
3. Duplicate record form is filled out and submitted to IT (George).  
(Form found at [www.lssu.edu/banner](http://www.lssu.edu/banner) under Banner Access, Forms & Procedures.
4. IT (George) runs report that shows what tables are affected.
5. End user & IT (George) determine whether the duplicate needs to be deleted or can remain in system as “Do Not Use”.
6. If duplicate is to be deleted, the delete process is tested in PPRD by IT (George).
7. End user signs off on PPRD testing and indicates which PROD tables the bad PIDM is to be deleted from.
8. IT (George) deletes bad PIDM in production. (End user available during deletion process.)
9. End user verifies that changes are correct in PROD.