

Merge Customers

04/30/2025 3:10 pm CDT

Overview

If a customer's contact information differs when placing an order through a different channel, a new customer profile may be created. The **Merge Customers** feature allows you to consolidate these profiles, ensuring accurate and organized customer data.

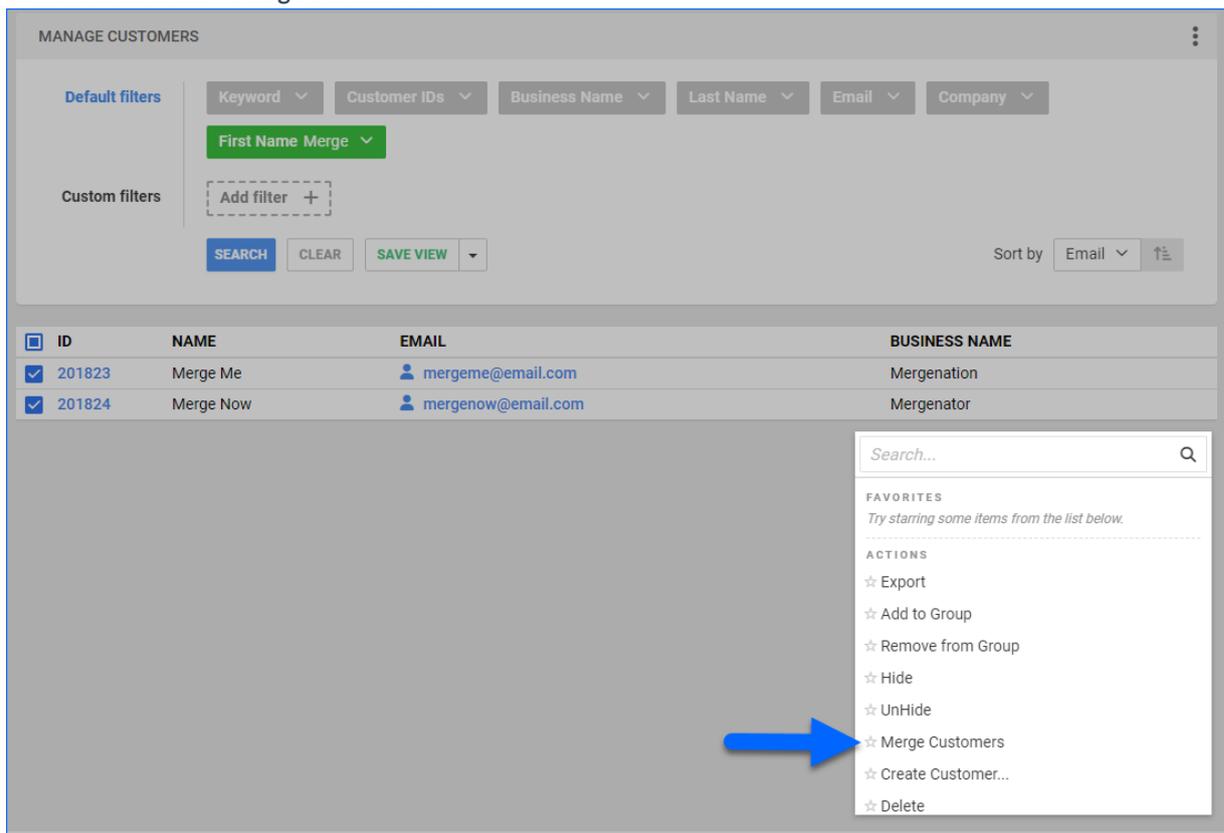
This article explains how to merge [customer](#) profiles within Sellercloud's interface.

App Setting **EnableMergeCustomers** must be enabled for this workflow! Open a ticket with [Sellercloud Support](#) to ensure this setting is enabled on your server.

Merge Customers

To merge customers:

1. Go to **Customers > Manage Customers >** Select the customers you want to merge.
2. Go to **Action menu > Merge Customers**.



The screenshot shows the 'MANAGE CUSTOMERS' interface. At the top, there are filter buttons for 'Keyword', 'Customer IDs', 'Business Name', 'Last Name', 'Email', and 'Company'. A 'First Name Merge' filter is active. Below the filters are 'SEARCH', 'CLEAR', and 'SAVE VIEW' buttons. A 'Sort by' dropdown is set to 'Email'. The table below has columns for 'ID', 'NAME', 'EMAIL', and 'BUSINESS NAME'. Two rows are visible, both with checkmarks in the ID column. An action menu is open on the right, listing 'FAVORITES' and 'ACTIONS'. The 'Merge Customers' action is highlighted with a blue arrow.

ID	NAME	EMAIL	BUSINESS NAME
<input checked="" type="checkbox"/> 201823	Merge Me	mergeme@email.com	Mergenation
<input checked="" type="checkbox"/> 201824	Merge Now	mergenow@email.com	Mergenator

3. In the **Merge Customers** modal, choose the user that will remain in Sellercloud. The rest will merge into it. Select the customer and click **Save**.

MERGE CUSTOMERS ×

	CUSTOMER ID	USERNAME	FIRST NAME	LAST NAME	CUSTOMER ADDRESS
<input type="radio"/>	201823	mergeme@email.com	Merge	Me	
<input checked="" type="radio"/>	201824	mergenow@email.com	Merge	Now	

CANCEL  SAVE

Any orders related to the merged customers will be transferred to the remaining one.

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To merge customers:

1. Navigate to the **Customers** tab.
2. Select the users from the list and then select **Merge Customers** from the Action menu and click **Go**.

Home > Customers List

Maximum Records: 200

Saved Searches: Select

First Name: Merge Exact
 Last Name: Exact
 Business:
 Name:
 Email: Use
 Wildcard
 Keyword: Use
 Wildcard
 Rating: ALL
 WholeSale: All
 Subscribed: All
 Company: ALL
 Include Hidden Customer
 Have Unpaid Balance only
 Created On From: To:
 Modified On From: To:
 Sale Man:
 Have Allow Shipping Unpaid Orders Only

Phone Number:
 City:
 State: ALL
 Zip Code:
 Country: ALL
 Exported: ALL
 Channel:
 User Group: ALL
 Account Manager: ALL
 Repeat Customers: ALL
 User ID:
 User Source: ALL
 Credit Term: ALL
 Tax Exempt: All
 Send invoice with Shipping Notification: All
 Email:
 Custom Columns: Select

Select Action
 Select Action
 Save Search

 Hide Customer
 UnHide Customer

 Export
 Export List
 Export ALL Customers

 Add to Group
 Remove from Group

 Delete Customers
 Merge Customers

Search Clear Filters

Select all pages

	Customer Id	UserName	CC Email	First Name	Last Name	Business Name	Rating	Address
<input checked="" type="checkbox"/>	201823	mergeme@email.com		Merge	Me	Mergenation	☆☆☆☆☆	
<input checked="" type="checkbox"/>	201824	mergenow@email.com		Merge	Now	Mergenator	☆☆☆☆☆	

3. On the next page, you choose the user that will remain in SellerCloud, while all others will merge into it. Click on the checkbox and select **Merge Customers**.

Home > Customers List > Confirm Merge Customers

Please select one customer to remain and merge rest of the customers into.

	Customer Id	UserName	CC Email	First Name	Last Name	Business Name	Rating	Address
<input type="checkbox"/>	201823	mergeme@email.com		Merge	Me	Mergenation	☆☆☆☆☆	
<input checked="" type="checkbox"/>	201824	mergenow@email.com		Merge	Now	Mergenator	☆☆☆☆☆	

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