Merge Customers

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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.
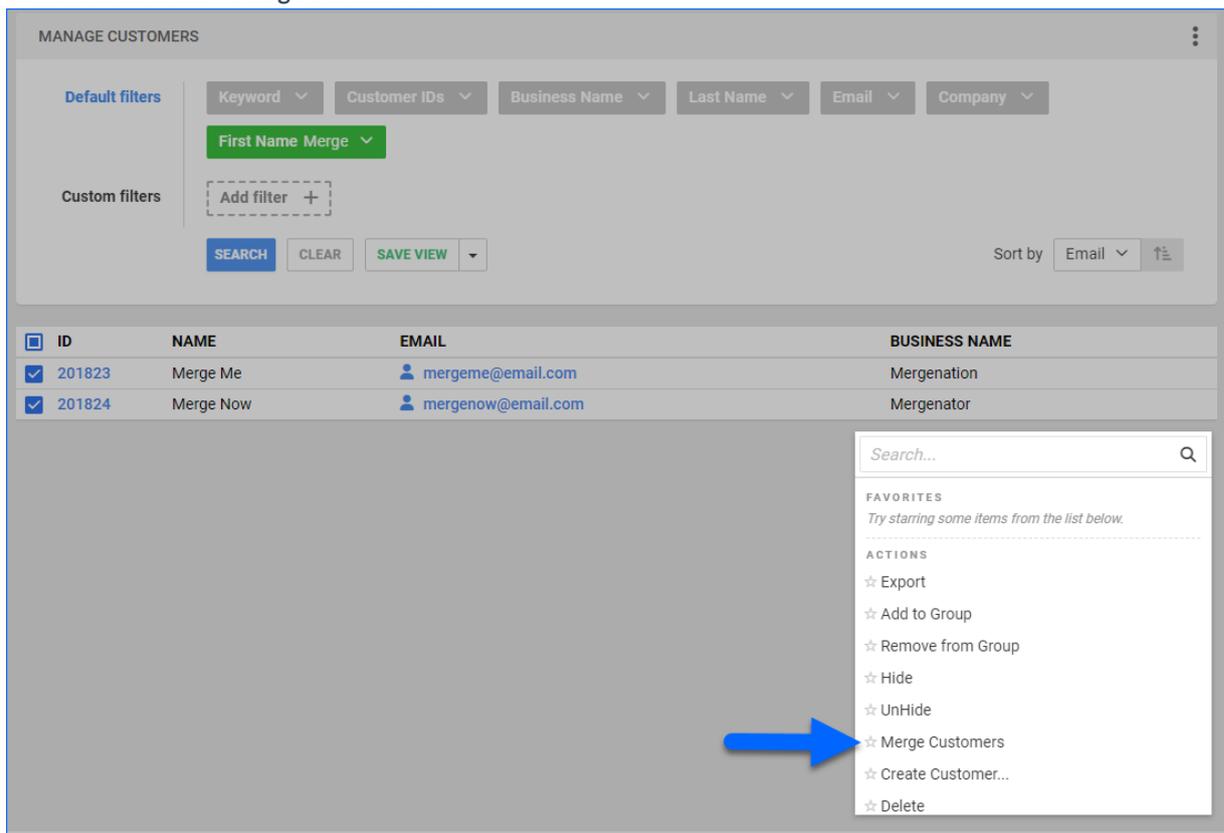
This article explains how to merge customer profiles within Sellercloud's interface.
App Setting **EnableMergeCustomers** must be enabled for this workflow! Open a ticket with Sellercloud Support to ensure this setting is enabled on your server.

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**.

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**.

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

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Merge Customers

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**.

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**.

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