

Guest Merge

To use the Merge Guests Function, go to **SETUP | RELATIONSHIPS | GUESTS MERGE**. Here you can combine multiple guest records into a single guest record associated with all bookings made by the combined guests.

We default the setting to Last name/ Surname and Live only. When you click on Search the database will bring up a list of all guests with this last name that are live in the system.

Front DeskBookingsRatesRelationshipsParametersSettingsPMSFeatures/Images

GuestsGuest MergeCompaniesMy AgentsAgent Relationships

Please choose your search parameters

☒ Last Name/Surname

☐ Email Address

☐ Phone Number

☐ Zip/Postcode

☒ Live Only

Search

You can experiment with searching by other data sources like matching email addresses, phone numbers or postal codes.

To see your chosen master guest content. Or to view any guest details and to **edit** information about a guest click on the guest ID. this action will bring up the guest record detail page. To make edits on this page click the **edit** button. Then, make your changes and click the **'Save'** button when done. This is how you can make updates to the master guest record.

Once you have the guest record selected that you want to be the master guest record, click on the **SET** button. Now all other bookings on the list will merge into this one guest record. It will have the history from all bookings on the list added to this master record. It will also update the guest ID and guest information on all historical and future merged bookings to match the selected master guest record .

Front DeskBookingsRatesRelationshipsParametersSettingsPMSFeatures/Images											
GuestsGuest MergeCompaniesMy AgentsAgent Relationships											
Your search parameters are;		Surname, Live only							Please Select a Merge Target Guest		
ID	Surname	First Name	Work Phone	Email Address	City	Country	Zip/Postcode	Duplicates	Last stay	Bookings	Target
LAVRIDT19008	Abbott	Amanda			okanogan		98840	6	04-APR-2013	0	Set
LAVRIDT19009	Abbott	Kelly			Seattle		98177	6	04-APR-2013	0	Set
LAVRIDT19010	Abbott	Kori			Seattle		98116	6	04-APR-2013	0	Set
									04-		

TIP: You can omit a record from merging into the master guest record by checking the box on the right site to **skip** this particular guest record from the merge.

When you are satisfied with your list click on the **Merge** button above the master guest record and the records will be merged into the one master guest.

Target Guest

Cancel

Merge

LAVRIDT44527W	MARTIN	DAVID		mtnbkn@gmail.com	Bend	United States	97701	10-MAR-2020		
---------------	--------	-------	--	------------------	------	---------------	-------	-------------	--	--

ID	Surname	First Name	Work Phone	Email Address	City	Country	Zip/Postcode	Last stay	Bookings	Skip
LAVRIDT44529W	MARTIN	DAVID		mtnbkn@gmail.com	Bend	United States	97701	10-MAR-2020	6	☐
LAVRIDT44528W	MARTIN	DAVID		mtnbkn@gmail.com	Bend	United States	97701	10-MAR-2020	4	☐
LAVRIDT44533W	MARTIN	DAVID		mtnbkn@gmail.com	Bend	United States	97701	04-MAY-2020	1	☐
LAVRIDT44534W	MARTIN	AMY		mtnbkn@gmail.com	Bend	United States	97701	02-JUN-2020	5	☐
LAVRIDT30003W	MARTIN	DAVID		mtnbkn@gmail.com	Bend	United States	97701	02-JUN-2020	20	☐
LAVRIDT44558W	MARTIN	DAVID		mtnbkn@gmail.com	Bend	United States	97701	27-JUL-2020	2	☐
LAVRIDT44562W	MARTIN	DAVID		mtnbkn@gmail.com	Bend	United States	97701	13-AUG-2020	3	☐
LAVRIDT44560W	MARTIN	DAVID		mtnbkn@gmail.com	Bend	United States	97701	13-AUG-2020	5	☐
LAVRIDT44561W	MARTIN	DAVID		mtnbkn@gmail.com	Bend	United States	97701	13-AUG-2020	6	☐
LAVRIDT44563W	MARTIN	DAVID		mtnbkn@gmail.com	Bend	United States	97701	11-SEP-2020	1	☐
LAVRIDT44565W	MARTIN	DAVID		mtnbkn@gmail.com	Bend	United States	97701	05-OCT-	2	☐

In this section