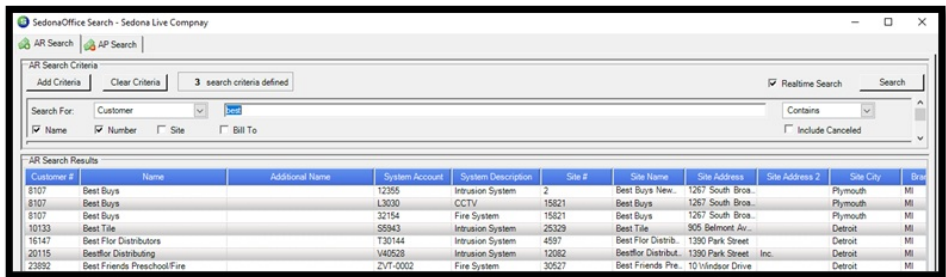


Customers Show Multiple Times in Service Search

09/11/2024 6:04 pm EDT

Issue:

We are seeing some customers show up more than once in the search.



Resolution:

This will occur when the customer has more than one active system on their account.

In this example the customer 8107 has three different systems on their account. Since the search is also displaying the system and site detail the search returns one line for each active system.

Customer #	Name	Additional Name	System Account	System Description	Site #
8107	Best Buys		12355	Intrusion System	2
8107	Best Buys		L3030	CCTV	15821
8107	Best Buys		32154	Fire System	15821
10133	Best Tile		S5943	Intrusion System	25329

Below is the query that is used in the search.

```
SELECT TOP 100 'ID' = cust.Customer_Id , 'Customer #' = cust.Customer_Number
, 'Name' = cust.Customer_Name, 'Additional Name' = cust.Customer_Name_2 , 'System
ID' = sySys.Customer_System_Id
, 'System Account' = sySys.Alarm_Account , 'System Description' = sys.Description , 'Site ID' = sSite.Customer_Site_Id
, 'Site #' = sSite.Site_Number , 'Site Name' = sSite.Business_Name , 'Site Address' = sSite.Address_1, 'Site Address
2' = sSite.Address_2
, 'Site City' = sSite.GE1_Description , 'Branch' = cbran.Branch_Code , 'Bill Address' = cbill.Address_1, 'Bill Address
2' = cbill.Address_2
, 'City' = cbill.GE1_Description , 'State' = cbill.GE2_Description, 'Telephone' = cbill.Phone_1 , 'Status' = cstat.Description
, 'Type' = ctype.Type_Code
```

```
FROM AR_Customer cust

INNER JOIN AR_Branch cbran ON cbran.Branch_Id = cust.Branch_Id

INNER JOIN AR_Customer_Bill cbill ON cbill.Customer_Id = cust.Customer_Id AND cbill.Inactive <> 'Y'

INNER JOIN SS_Customer_Status cstat ON cstat.Customer_Status_Id = cust.Customer_Status_Id

INNER JOIN AR_Type_Of_Customer ctype ON ctype.Type_Id = cust.Customer_Type_Id

INNER JOIN AR_Customer_Site sSite ON sSite.Customer_Id = cust.Customer_Id

INNER JOIN AR_Customer_System sySys ON sySys.Customer_Site_Id = sSite.Customer_Site_Id

INNER JOIN SY_System sys ON sys.System_Id = sySys.System_Id

WHERE (cust.Customer_Name <> 'N/A' AND cbill.Is_Primary = 'Y')

AND (cust.Customer_Name LIKE '%8107%'

OR cust.Customer_Name_2 LIKE '%8107%'

OR cust.Customer_Number LIKE '%8107%'

OR cust.Old_Customer_Number LIKE '%8107%')

AND (sSite.Inactive <> 'Y')

AND (sySys.Inactive <> 'Y')

AND (cstat.Customer_Status_Id != 3)

AND (cust.Customer_Id > 0)

ORDER BY 'ID'
```
