

Duplicate Management

MCI flags potential duplicates based on an equation ([more info here](#)). Records with a match score of 50% or higher are flagged and added to the Duplicate Management queue. Please note that MCI may mistakenly mark records as duplicates.

Identifying Duplicates During Intake:

If you spot a duplicate household during intake:

1. Search for the household or neighbor.
2. Click the + button.

	Helen Test 627 Swannanoa River Rd Asheville, NC 28805	2	3/8/2025	N/A	1/1/1992
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3. Select “Mark as Duplicate”.

Mark as duplicate

Reserve For Future Event

▼ Recent Visit History
[View History](#)

This adds the record to the duplicates queue.

Managing Duplicates:

Admin users can access Duplicate Management from the main menu in the top left corner. To manage duplicate records, navigate to “Duplicate Management,” and follow these steps:

1. Select “Begin Merge” for the record you wish to address.

Duplicate Management

Name	Marked as Duplicate	DOB	Address	Household Size	# of Matches	Highest Match ↑
Helen Training	No	1/1/1992	627 Swannanoa River Rd Asheville, North Carolina 28805	3	4	59%

Begin Merge

2. You will then walk through 4 pages. The first page will help you determine if the households are the same.
 - a. Select “Compare” to look at the records side by side.

Name	Marked as Duplicate	DOB	Address	Household Size	# of Matches	Last Visit Date	# Of Visits	Highest Match
Helen Training	No	1/1/1992	627 Swannanoa River Rd Asheville, NC 28805	3	4	8/14/2025	N/A	
Helen Training	No	1/1/1994	627 Swannanoa River Rd Asheville, NC 28805	2		5/21/2024	N/A	50%

Compare

- b. The record on the left is set as the primary by default, however the record with the most recent “Last Visit Date” should be used as the primary record. Use “Flip Primary and Potential Duplicate” to adjust if necessary.

← Flip Primary and Potential Duplicate →

Primary Household

Household Info

Head of household	Marked as duplicate	Last Visit Date	# of Visits
Helen Training	No	8/14/2025	3

*Address Apt., Floor, etc

627 Swannanoa River Rd

*City *State NC *Zip 28805

Asheville NC 28805

*County Buncombe

Household Members

Training, Steve
Training, Minor

[View Additional Info](#) ▾

Potential Duplicate

Household Info

Head of household	Marked as duplicate	Last Visit Date	# of Visits
Taylor Training	No	5/21/2024	3

*Address Apt., Floor, etc

627 Swannanoa River Rd

*City *State NC *Zip 28805

Asheville NC 28805


*County Buncombe

Household Members

Training, Helen

[Dismiss](#)

[View Additional Info](#) ▾



Last Updated: 10/6/2025 by DB
 Questions? Mountain Community Insights Team: MCI@mannafoodbank.org

Duplicate Management

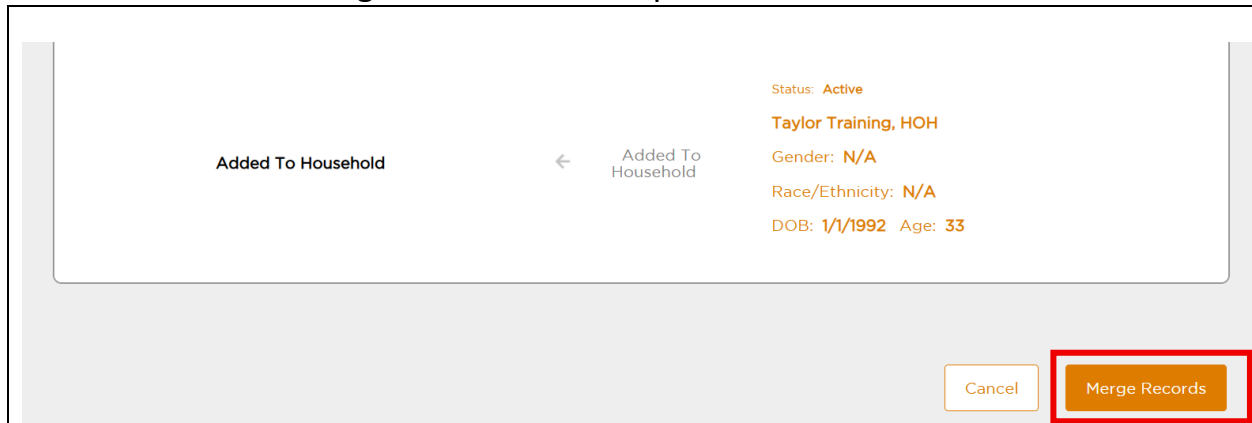
4. Once the records are confirmed as duplicates, click “Next”. If they’re not, click “Dismiss”.
5. If they are duplicates you will be taken to another page to compare other neighbors in the household.
 - a. Match each person from the potential duplicate (right) to the primary record (left). Use the dropdown to link members or create new ones.

Primary Household	Potential Duplicate
<p>Household Members</p> <hr/> <p>Helen Training, HOH Gender: Female Race/Ethnicity: N/A DOB: 1/1/1992 Age: 33</p> <hr/> <p>Steve Training Gender: N/A Race/Ethnicity: N/A</p>	<p>Household Members</p> <hr/> <p>Taylor Training, HOH Gender: Female Race/Ethnicity: N/A Select ▾ DOB: 1/1/1994 Age: 30 * This is required</p> <hr/> <p>Helen Training Gender: N/A Race/Ethnicity: N/A Select ▾</p>
<h2 style="background-color: #cccccc; padding: 5px; margin: 0;">Potential Duplicate</h2>	
<p>Household Members</p> <hr/> <p>Taylor Training, HOH Gender: Female Race/Ethnicity: N/A DOB: 1/1/1994 Age: 30</p> <hr/> <p>Helen Training Gender: N/A Race/Ethnicity: N/A DOB: 1/1/1994 Age: 30</p>	
<div style="border: 1px solid #ccc; padding: 5px; width: fit-content;"> <p>Select ▲</p> <p>Search...</p> <p>Add to primary</p> <p>Match to - Helen Training</p> <p>Match to - Minor Training</p> <p style="font-size: small;">* This is required</p> </div>	

- b. Complete matching and click Next.
6. Page 3 matches additional household information.

Duplicate Management

- a. Yellow highlights show mismatched fields between records. To change the primary record to the information in the duplicate, simply click the corresponding box and to auto populate the information into the primary record.
 - b. Repeat for all members, then click “Next”.
7. The last page is to finalize the merge.
- a. Review all merged information. The left side will be saved.
 - b. Click “Merge Records” to complete.



Added To Household ← Added To Household

Status: Active
Taylor Training, HOH
Gender: N/A
Race/Ethnicity: N/A
DOB: 1/1/1992 Age: 33

Cancel Merge Records

- c. A popup will confirm the merge (**Note:** this action is permanent).
- d. Click “Done” to return to the duplicate list.