# Merging Service Records

Market: House, Senate

Description: This guide provides instructions on how to merge active service records in cases of duplicate records.

1. Navigate to **Services → My Open Services** view.

2. The results display all active services assigned to you. Select the duplicate service record that you want to delete or close.

3. Note the ID# and/or name of the Primary Contact of the duplicate record.
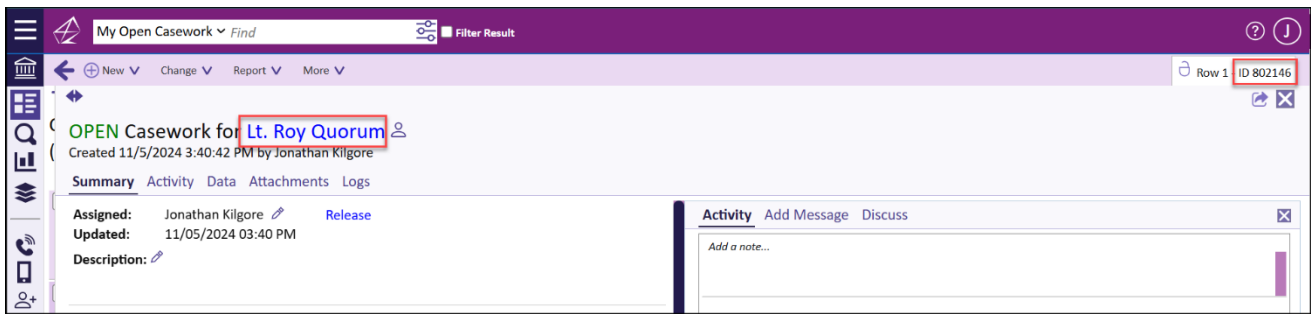
4. Navigate to the other record that will remain open.

5. Select the **Merge Services** button within the Service.
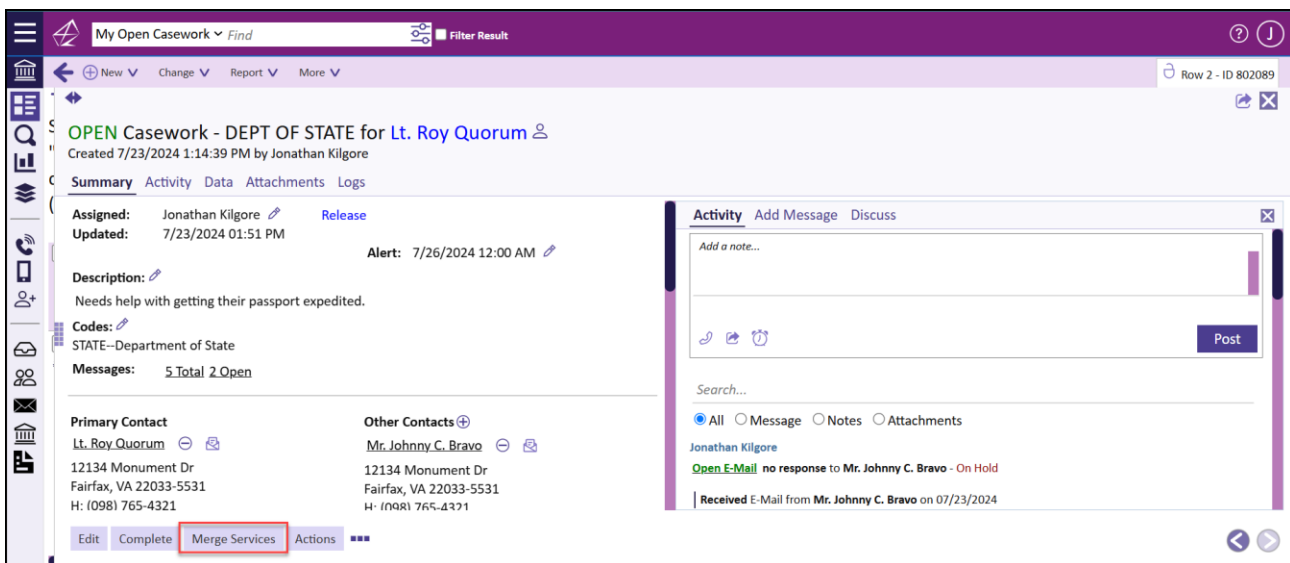
6. In the Merge Services window, enter the ID# or Primary Contact in the Open Services field. IQ will automatically search for that record and display the results.

7. Choose to either Delete Merged Service or close the service and select the appropriate *Closed Status Code*.

8. Click the **Merge** button.
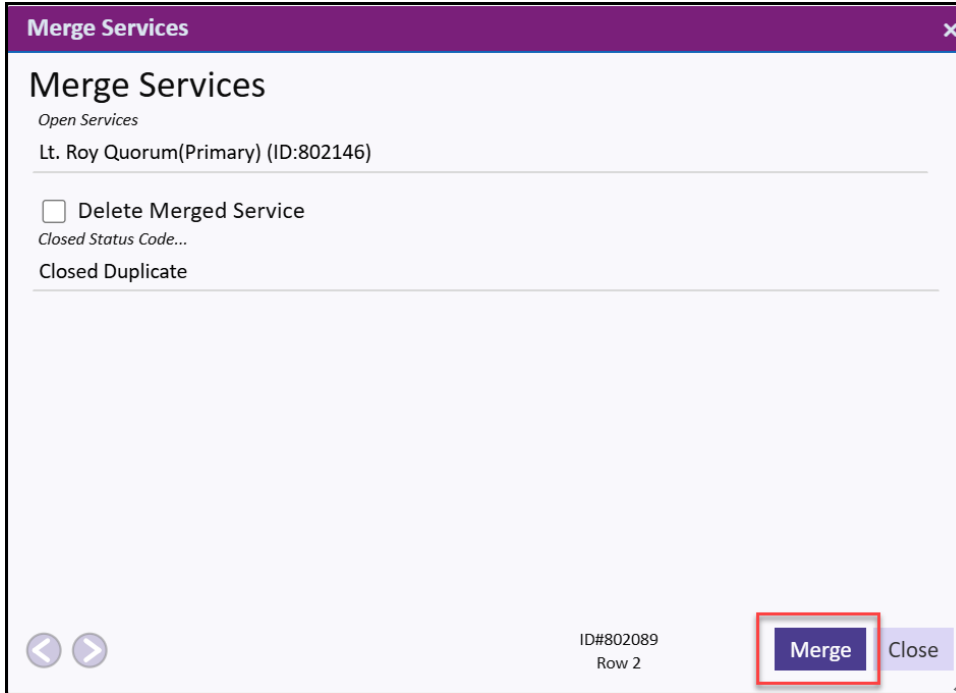
9. In the service record that remains open, the **Activity Tab** will list the merge action, as well as the **Summary Report** of Merged Workflow (this will be an attachment indicated with a 📎.