

Deleting Customers

Each company has standards for removing customer records from the Manitou database.



See your company contacts for your process. When it is necessary to remove a customer record, use the following steps to accomplish the task.

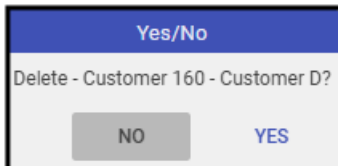


Please note!!!! Once deleted, the account is **no longer recoverable!** The only way to restore a deleted account is to enter it again.

1. **Confirm** that the account is eligible for deletion.
 - There are no alarms in the Queue for that customer record.
 - The customer is aware the account is being deleted by notification from or to the customer or written within the contract the data retention policy is met.
2. **Locate** and load the customer record.
3. With the Details page loaded the trash can (?) icon enables, **click the trash can icon.**



4. **Acknowledge** the desire to delete the customer record.



5. **Validate** the operator or customer password.
6. Enter a **Delete Code and Reason.**

Delete Code	Reason
2501	Extra Account

- The **Delete Code** is a 4 character numerical value and is often the Year and Month for ease of tracking, formatted like 2412 or 2501.
 - Enter the **Reason** for the deletion. This is important to be specific and clear in case this requires a company or legal review at a future date.
7. Click **Done.**

This removes the record with the exception of the name of the account, details of the deletion, and the activity log details. The Log details remain as long and the Customer Log data records exist for that account's history.

