

If you do this you are presented with a different window, where you select which of the two names is the one to keep (in green) and which is the one to merge (in red):

You can also merge a name into a [virtual store](#) (the store must be the name to keep). This is particularly useful if, for example, you have a customer which you now want to turn into a store to manage their stock more fully. This has the benefit of moving all the transactions connected with the customer into the store so that you don't lose any historical transaction information.



When you merge a (customer) name with a virtual store you must finalise all transactions belonging to the customer first (mSupply will tell you to do this if you have not already).



In a synchronising system, The merging needs to take place on the primary server, even if the virtual store is 'Active' on a satellite server (see [Remote Synchronisation](#))

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