Duplicate records are prohibited in Banner. A duplicate is defined as two or more records with a unique 930 number for the same entity, i.e., student, employee, vendor, etc.

**Duplicate Oversight**

The Data Oversight Committee, DOC, is responsible for overall quality of data in Banner. A subcommittee called PIDMX is responsible for working with duplicates. The purpose of PIDMX is to better educate users to prevent the creation of duplicates. However, once they are created, we want to quickly identify all of the duplicates, determine which one is valid, and then move the valid information to the “good” record. Once all information has been moved, the “bad” record will be expunged from Banner. In some cases, duplicate records will have to be maintained in the system, especially when employment, tuition payments or payroll records are attached.

**Duplicate Training**

All Banner users responsible for creating records in Banner must attend training specific to creating entities in Banner. They are taught the proper searching techniques before creating a new record. Refer to the training guide, Searching in Banner, for additional information about these techniques.

All Banner users are responsible for reporting duplicates found to the Technology Support Center (1-4357 or support@wm.edu).

**Duplicate Corrective Policy**

A. First Offense – PIDMX will determine why and provide counseling via email to the user and supervisor with a link to specific instructions on proper searching techniques (to include exhaustive search, search by social security number/tax id; by name) and future consequences for failure to comply.

B. Second Offense – PIDMX will communicate with the user, supervisor, EIS Director and data owner. Re-training will be mandatory. All parties will need to understand that future errors may result in revocation of access.

C. Subsequent Offenses – PIDMX will consult with EIS Director and data owner(s) to recommend suspension of INB create/update access and/or access to electronic processes that load applicants.