Check if the Customer record already exists. Avoiding duplicates

Before creating a new Customer record in Customer FIRST, it’s important to search for the Customer already exists in the database.

1. Click on the **Search** button.
2. Select the customer type: **B2C** (Private Individual) or **B2B** (Business/Company)
3. **Enter all the Information** you can in order to complete a detailed search
4. Click on **Search**.
5. You will see this **confirmation** message that the customer account doesn’t already exist and then you can click ‘create customer’.

To learn how to use the secret question to open up accounts that DO exist, review the ‘secret question’ handy guide!