

### 5.7.14 Alternate Client ID Feature Added

A new feature allows a *ServicePoint* customer to search or scan a client by one or more alternate client ID numbers in addition to the standard *ServicePoint Client ID*. Once the feature has been unlocked by your CSS, end users will be able to add an **Alternate Client ID** number for each client. (See Figure 1)

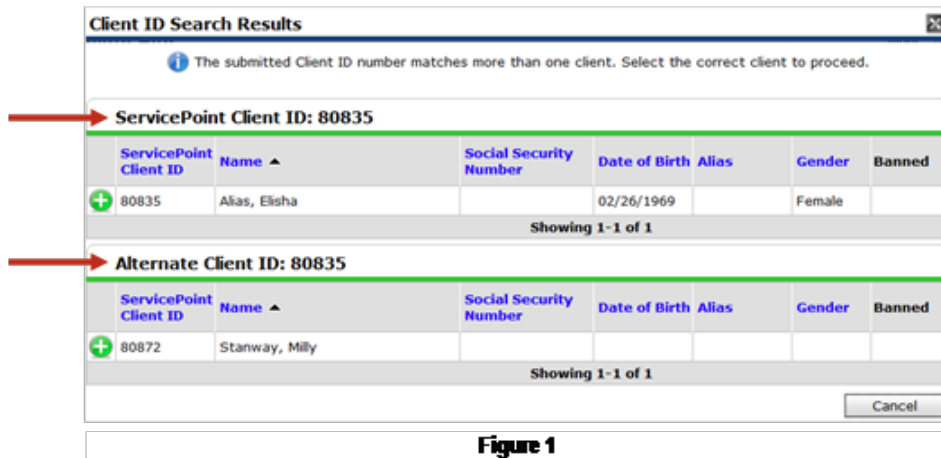


Figure 1

To provide access to the **Alternate Client ID** field, a **Client ID** field has been added to the **Client Record** section of the **Client Profile** tab and the **Household Information** popup window. (See Figure 2)

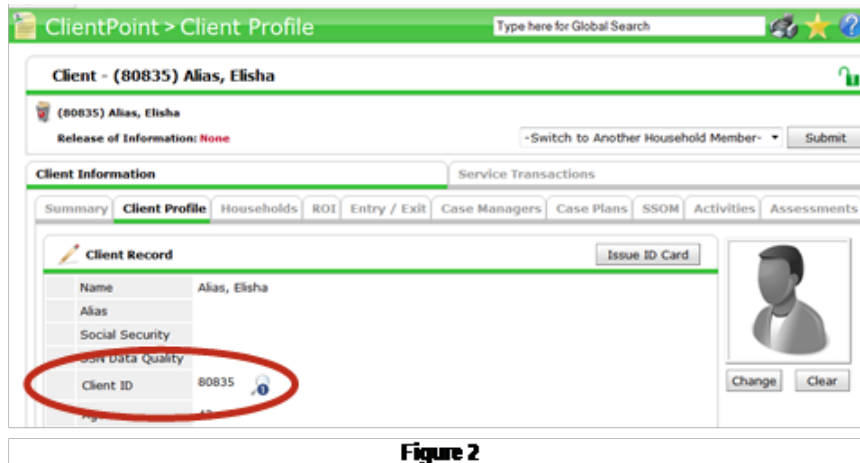
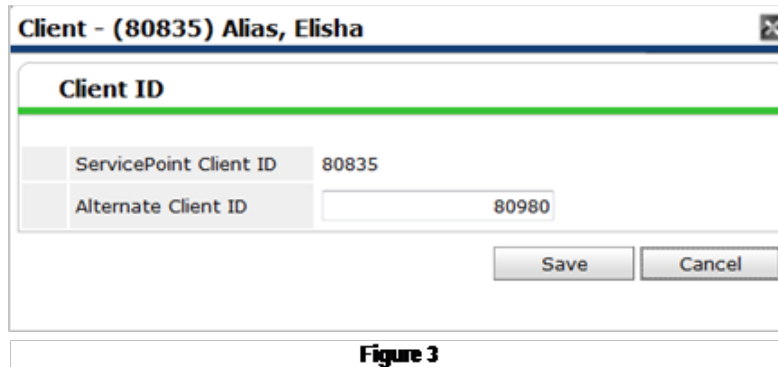


Figure 2

The **Client ID** field will display the *ServicePoint Client ID* and a magnifying glass icon with the number of **Alternate Client ID** numbers assigned to the client.

Clicking the magnifying glass icon will open the **Client ID** popup window that enables viewing and editing of the **Alternate Client ID** value. (See Figure 3)



Client - (80835) Alias, Elisha

Client ID

ServicePoint Client ID	80835
Alternate Client ID	80980

Save Cancel

**Figure 3**

An **Alternate Client ID** may be used when searching for a client by ID or when performing a scan in most locations in *ServicePoint*.

**Note:** *An Alternate Client ID must be unique for all clients. However it may be the same as any client's ServicePoint Client ID.*

**Note:** *An Alternate Client ID may use any combination of letters, numbers, and the following six special characters: period (.), forward slash (/), plus (+), dollar sign (\$), hyphen (-), and space ( ). Alternate Client IDs are not case sensitive (capital and lower case letters are considered the same).*