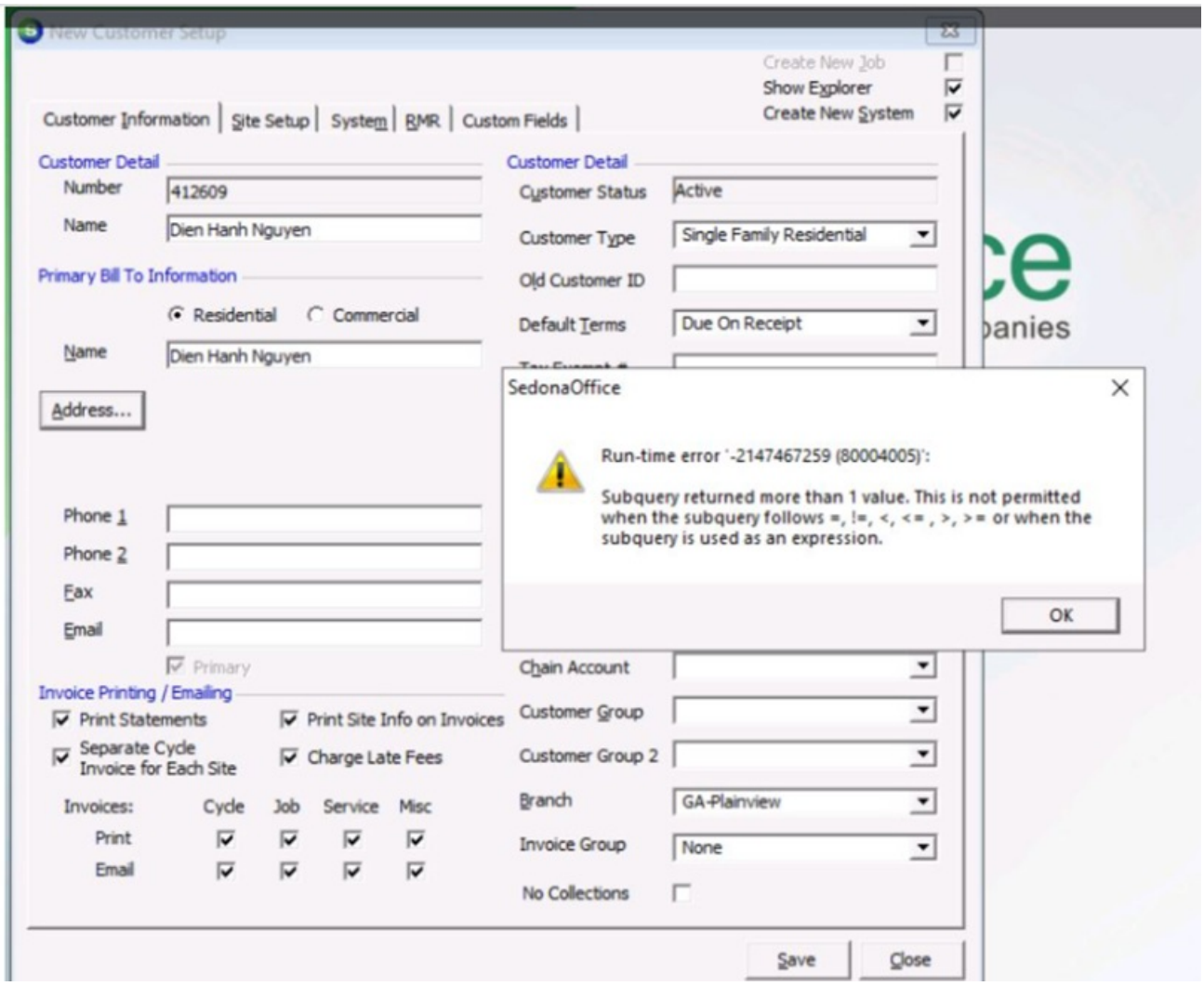
How to fix a duplicate data error on customer creation

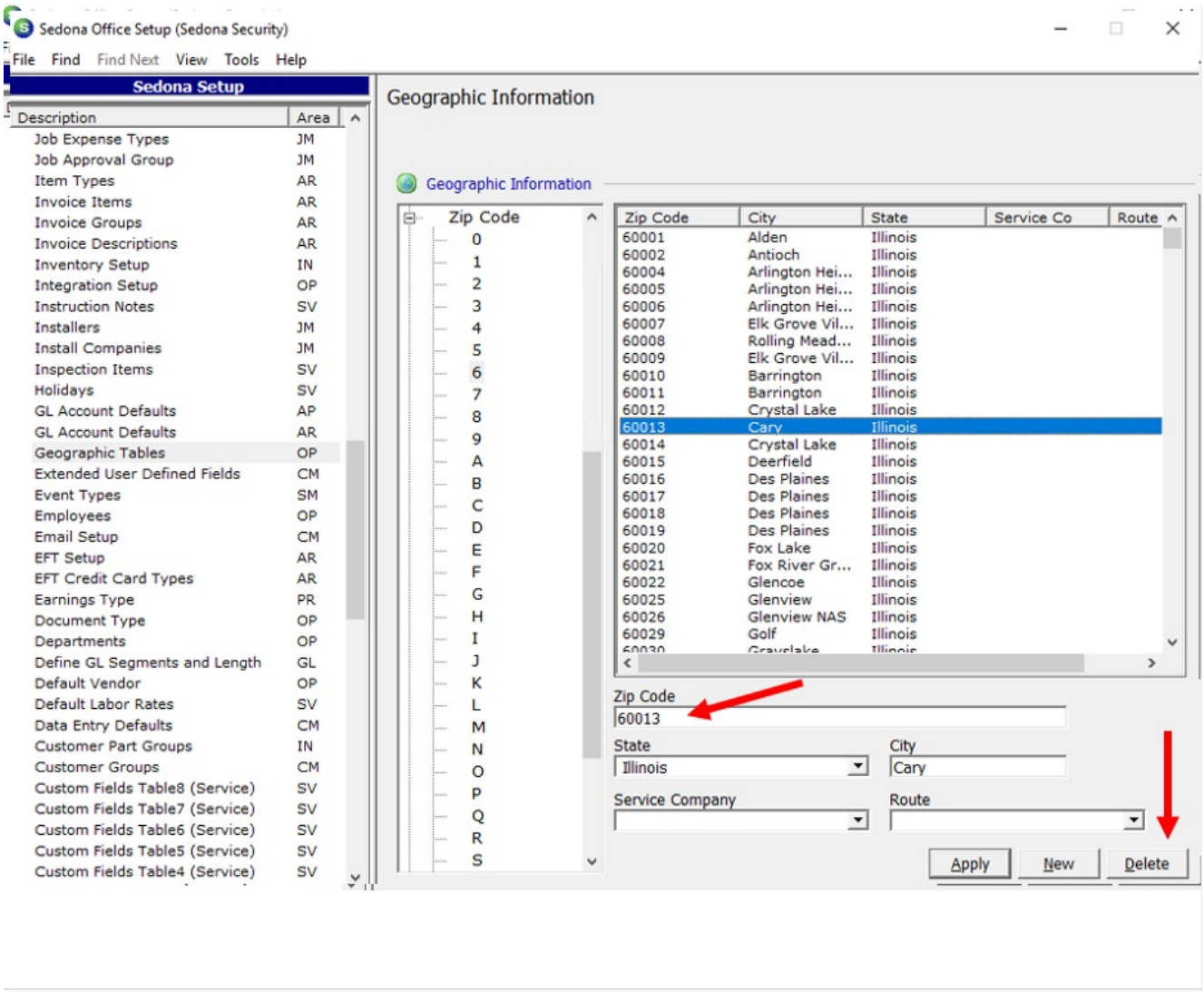
Last Modified on 09/12/2024 6:15 pm EDT

When a customer creates a new account the error message below may appear. This indicates a duplicate record is preventing the new account creation. The majority of the time the error is a duplicate zip code.



How to fix steps are below-

- Go to Sedona Setup >Geographic table > Zip Code
- Find the duplicate zip code
- Option #1 change the zip code, for example if it is 60013 change to 6001X. The reason this is the 1st option is Sedona may not let you delete the duplicate zip code.
- Option #2 Delete the duplicate zip code


Sedona Office Setup (Sedona Security)
File Find Find Next View Tools Help
Sedona Setup
Description Area
Job Expense Types JM
Job Approval Group JM
Item Types AR
Invoice Items AR
Invoice Groups AR
Invoice Descriptions AR
Inventory Setup IN
Integration Setup OP
Instruction Notes SV
Installers JM
Install Companies JM
Inspection Items SV
Holidays SV
GL Account Defaults AP
GL Account Defaults AR
Geographic Tables OP
Extended User Defined Fields CM
Event Types SM
Employees OP
Email Setup CM
EFT Setup AR
EFT Credit Card Types AR
Earnings Type PR
Document Type OP
Departments OP
Define GL Segments and Length GL
Default Vendor OP
Default Labor Rates SV
Data Entry Defaults CM
Customer Part Groups IN
Customer Groups CM
Custom Fields Table8 (Service) SV
Custom Fields Table7 (Service) SV
Custom Fields Table6 (Service) SV
Custom Fields Table5 (Service) SV
Custom Fields Table4 (Service) SV
Geographic Information
Geographic Information
Zip Code
0 1 2 3 4 5 6 7 8 9 A B C D E F G H I J K L M N O P Q R S
Zip Code City State Service Co Route
60001 Alden Illinois
60002 Antioch Illinois
60004 Arlington Hei... Illinois
60005 Arlington Hei... Illinois
60006 Arlington Hei... Illinois
60007 Elk Grove Vil... Illinois
60008 Rolling Mead... Illinois
60009 Elk Grove Vil... Illinois
60010 Barrington Illinois
60011 Barrington Illinois
60012 Crystal Lake Illinois
60013 Cary Illinois
60014 Crystal Lake Illinois
60015 Deerfield Illinois
60016 Des Plaines Illinois
60017 Des Plaines Illinois
60018 Des Plaines Illinois
60019 Des Plaines Illinois
60020 Fox Lake Illinois
60021 Fox River Gr... Illinois
60022 Glencoe Illinois
60025 Glenview Illinois
60026 Glenview NAS Illinois
60029 Golf Illinois
Zip Code
60013
State
Illinois
City
Cary
Service Company
Route
Apply
New
Delete