

Customers Imported into SedonaOffice are not created with Registration Code generated

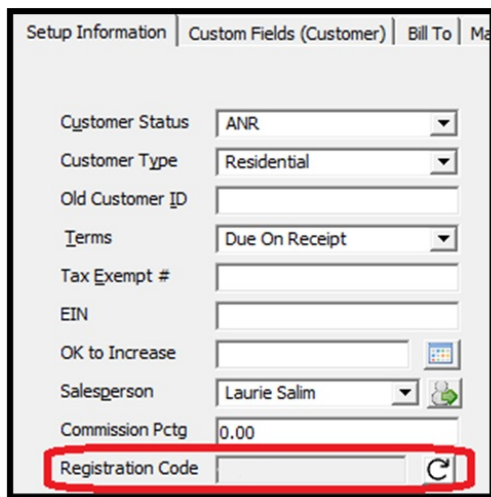
Last Modified on 10/18/2024 5:03 pm EDT

Issue:




Users are experiencing an issue with customers when trying to edit the customer information. They are receiving an error that states that the registration code must be 6 hexadecimal digits.

Resolution:

When the customer is imported in from a third part application, some of them are coming in without their Registration Code generated.



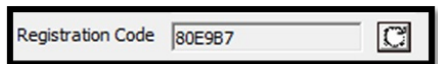
Setup Information | Custom Fields (Customer) | Bill To | Ma


Customer Status: ANR
Customer Type: Residential
Old Customer ID:
Terms: Due On Receipt
Tax Exempt #:
EIN:
OK to Increase: 
Salesperson: Laurie Salim 
Commission Pctg: 0.00
Registration Code: 

To resolve the issue, generate the code by clicking the Generate new Registration Code button.



Registration Code 



Registration Code 

Once that is generated, make other changes to the customer and save. The error message will not appear again.
