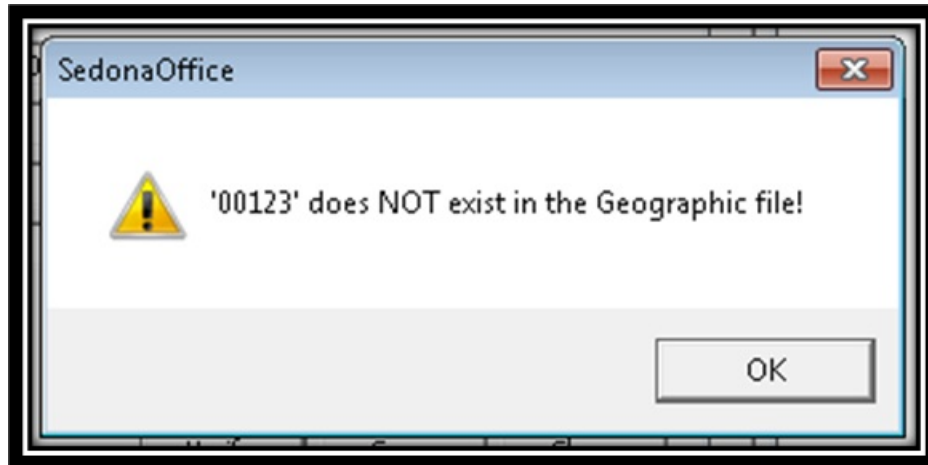


Trouble Adding Zip Codes in SedonaOffice

12/28/2023 3:00 pm EST

Description of Issue:

I'm trying to add a ZIP Code to a customer's address but I'm receiving a message telling me that the ZIP Code doesn't exist in the Geographic File! Please add this ZIP Code.



Fixes:

You can find information on how to add the new ZIP Code to the Geographic File by following the instructions laid out in this article: <https://sedonaoffice.knowledgeowl.com/help/sedonasetup-op-geographic-tables>

Common issue:

A common issue that you may run into while adding a new ZIP Code to the Geographic Table is that the zip code already exists in the system with a data error. It, therefore, cannot be re-added, but also cannot be seen or used. In this case, support will need to correct the existing zip code through the data.