

Multiple transactions for customers not showing in Sedona Office

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Despite our best efforts, users will sometimes clone their database and stand it up. If they are in version 6+, they can have auto-submit enabled for their Ready transactions, leading to them double billing their customers. This is a messy situation, but it is not on Sedona to resolve, for the most part.

Step 1:

The user needs to reach out to Forte and ask for the Mass Reversal Form. They will need to make a ticket here to get the form: <https://support.forte.net/support/tickets/new>

Step 2:

If Forte and/or the user need help with identifying the list of transactions to be reversed, we will need to go to the cloned database, and access SSMS. Once you have access you can run

```
Select * from ar_ach where submit_date > [date the database was stood up].
```

That should get the list of transactions that were submitted from the incorrect database. From there, you just output the list. That should have the transaction references that Forte can pull out.

Step 3:

Wait. Forte should be able to complete the process from here, but they might have other questions.