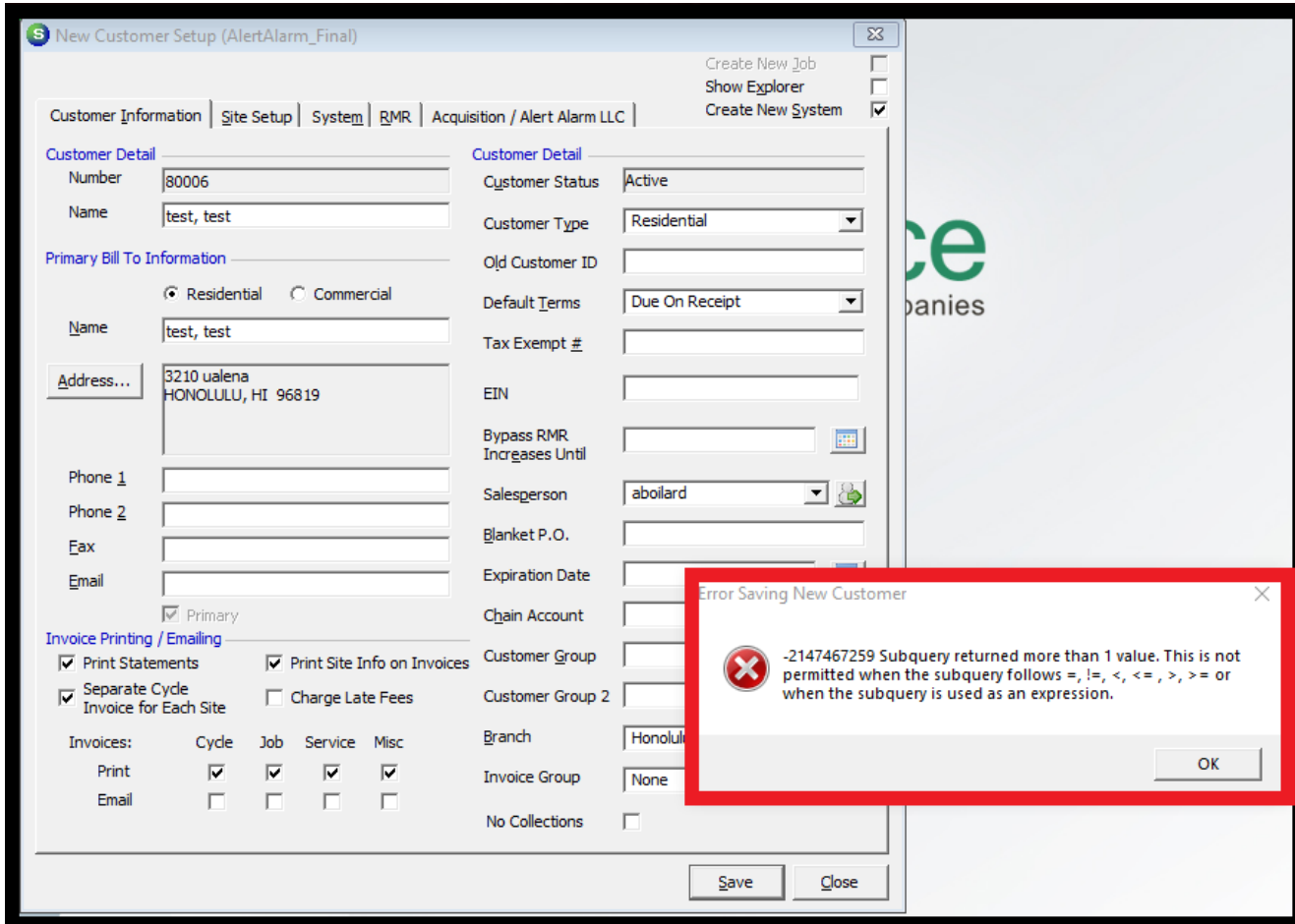


# Can't add new customers in SedonaOffice

04/26/2024 2:26 pm EDT

Users may occasionally report the below error when adding customers in SedonaOffice:



This is usually the result of the Geographic tables having a duplicate zip code. However, if you have checked the zip code, see if they have an AR\_Dealer table. If they've used the Manitou integration in the past, they could receive this error if there are duplicates on the AR\_Dealer table.

Select \* from AR\_Dealer order by Dealer\_Code

There can be duplicates in the Dealer\_Code field if they are pushed over from Manitou rather than saved in SedonaOffice itself. However, once there, the stored procedure will brick any additional ones added. The query should reveal them and allow you to update them as needed.