

System Number Already in Use

07/01/2024 5:40 pm EDT

It is very important when you inactivate a system to put an 'X' or a character signifying that this system is no longer being used so that you have the option of reusing that system number later. In case 104988, the customer needed to reuse the number but couldn't as it was tied to an inactive system. To correct this error, follow these steps.

1. Went into a new system and received this error when trying to use system number 137323

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2. Went into the customers account and discovered that there was an inactive system with that system number

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3. Edited the system and added an X to the System number and saved

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4. Went back into the original system and was able to add the 137323 number as desired.

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