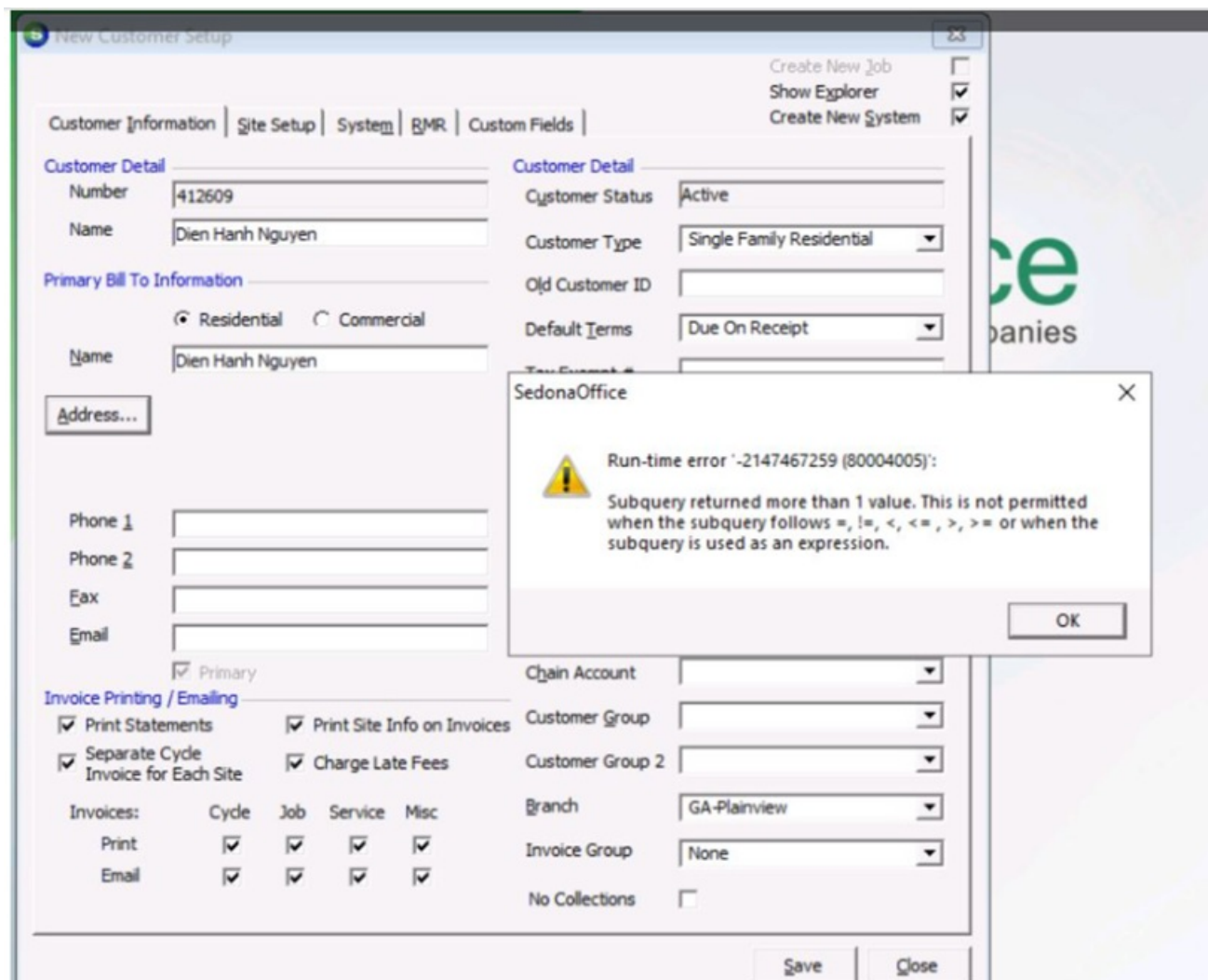


How to fix a duplicate data error on customer creation

09/12/2024 6:15 pm EDT

When a customer creates a new account the error message below may appear. This indicates a duplicate record is preventing the new account creation. The majority of the time the error is a duplicate zip code.



How to fix steps are below-

- Go to Sedona Setup > Geographic table > Zip Code
- Find the duplicate zip code
- Option #1 change the zip code, for example if it is 60013 change to 6001X. The reason this is the 1st option is Sedona may not let you delete the duplicate zip code.
- Option #2 Delete the duplicate zip code

Sedona Office Setup (Sedona Security)

File Find Find Next View Tools Help

Sedona Setup

Description	Area
Job Expense Types	JM
Job Approval Group	JM
Item Types	AR
Invoice Items	AR
Invoice Groups	AR
Invoice Descriptions	AR
Inventory Setup	IN
Integration Setup	OP
Instruction Notes	SV
Installers	JM
Install Companies	JM
Inspection Items	SV
Holidays	SV
GL Account Defaults	AP
GL Account Defaults	AR
Geographic Tables	OP
Extended User Defined Fields	CM
Event Types	SM
Employees	OP
Email Setup	CM
EFT Setup	AR
EFT Credit Card Types	AR
Earnings Type	PR
Document Type	OP
Departments	OP
Define GL Segments and Length	GL
Default Vendor	OP
Default Labor Rates	SV
Data Entry Defaults	CM
Customer Part Groups	IN
Customer Groups	CM
Custom Fields Table8 (Service)	SV
Custom Fields Table7 (Service)	SV
Custom Fields Table6 (Service)	SV
Custom Fields Table5 (Service)	SV
Custom Fields Table4 (Service)	SV

Geographic Information

Geographic Information

Zip Code	City	State	Service Co	Route
60001	Alden	Illinois		
60002	Antioch	Illinois		
60004	Arlington Hei...	Illinois		
60005	Arlington Hei...	Illinois		
60006	Arlington Hei...	Illinois		
60007	Elk Grove Vil...	Illinois		
60008	Rolling Mead...	Illinois		
60009	Elk Grove Vil...	Illinois		
60010	Barrington	Illinois		
60011	Barrington	Illinois		
60012	Crystal Lake	Illinois		
60013	Cary	Illinois		
60014	Crystal Lake	Illinois		
60015	Deerfield	Illinois		
60016	Des Plaines	Illinois		
60017	Des Plaines	Illinois		
60018	Des Plaines	Illinois		
60019	Des Plaines	Illinois		
60020	Fox Lake	Illinois		
60021	Fox River Gr...	Illinois		
60022	Glencoe	Illinois		
60025	Glenview	Illinois		
60026	Glenview NAS	Illinois		
60029	Golf	Illinois		
60030	Gravelake	Illinois		

Zip Code: 60013

State: Illinois

City: Cary

Service Company: [Empty]

Route: [Empty]

Buttons: Apply, New, Delete