

Customers Imported into SedonaOffice are not created with Registration Code generated

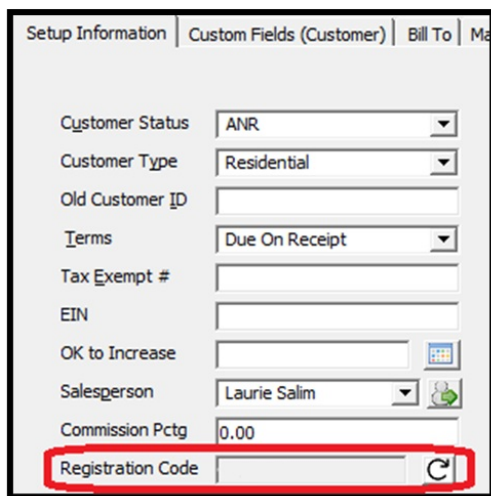
10/18/2024 5:03 pm EDT

Issue:

Users are experiencing an issue with customers when trying to edit the customer information. They are receiving an error that states that the registration code must be 6 hexadecimal digits.

Resolution:

When the customer is imported in from a third part application, some of them are coming in without their Registration Code generated.



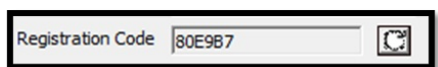
Setup Information | Custom Fields (Customer) | Bill To | Ma

Customer Status: ANR
Customer Type: Residential
Old Customer ID:
Terms: Due On Receipt
Tax Exempt #:
EIN:
OK to Increase:
Salesperson: Laurie Salim
Commission Pctg: 0.00
Registration Code: 

To resolve the issue, generate the code by clicking the Generate new Registration Code button.



Registration Code: 



Registration Code: 80E9B7 

Once that is generated, make other changes to the customer and save. The error message will not appear again.
