

How to Fix Blank AR Company in Manitou When AR Number Displays

01/31/2025 6:45 pm EST

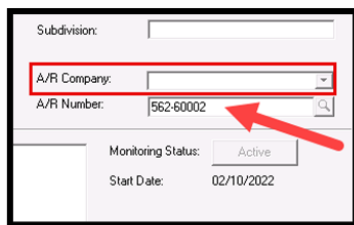
In Manitou on a customer, sometimes the A/R Company is not displaying but the A/R Number does. When this issue happens, the following steps will need to be taken to fix the issue. These document steps are more for internal use as opposed to customer facing.

Overview

These steps are for a customer that is using the RISK or MantiouNEO Integration (Integration_id 8). When a customer advises they have an Account with a link in Manitou but not in Sedona and they removed the link in Manitou and then linked it from Sedona. However, the link did not show completely in Manitou, the AR Company field did not populate. This issue usually means the DefaultAccountingCompany in CS_TP_Setup table in SedonaOffice is blank.

Steps:

1. In the Manitou Customer, if the Customer Tab shows the A/R Company blank and the A/R Number with data continue to the following steps to correct



Subdivision:

A/R Company:

A/R Number: 562-60002

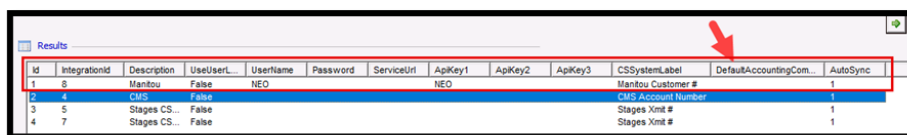
Monitoring Status:

Start Date: 02/10/2022

2. On the SedonaOffice server, log into SSMS – Open the current SedonaOffice Database – Run the following script

```
SELECT * from CS_TP_Setup
```

3. Look for Integrationid = 8 and find DefaultAccountingCompany field – if blank will need to run the update script to fix



Id	Integrationid	Description	UseUserL...	Username	Password	ServiceUrl	ApiKey1	ApiKey2	ApiKey3	CSSystemLabel	DefaultAccountingCom...	AutoSync
1	8	Manitou	False	NEO			NEO			Manitou Customer #		1
2	4	Stages CS...	False							Stages Account Number		1
3	5	Stages CS...	False							Stages Xmit #		1
4	7	Stages CS...	False							Stages Xmit #		1

4. Run the following update script

```
UPDATE CS_TP_Setup
```

```
SET DefaultAccountingCompany = 'MANSONEO'
```

[This will be the customers Accounting Company Database Name]

WHERE Id = 1

[This will be the Id that goes with the Integrationid 8]

Id	IntegrationId	Description	UseUser...	Username	Password	ServiceUrl	ApiKey1	ApiKey2	ApiKey3	CSSystem...	DefaultAccountingCompany	AutoSync
1	8	Manitou	False	NEO			NEO			Manitou C...	MANSONEO	1

5. After update should now be able to unlink and relink the account and have all information showing on the Manitou Customer

Subdivision:

A/R Company:

MANSONEO

A/R Number:

562-60002

Monitoring Status:

Active

Start Date:

02/10/2022