

SedonaOffice – Understanding the Registration Code Found on Customer Invoices

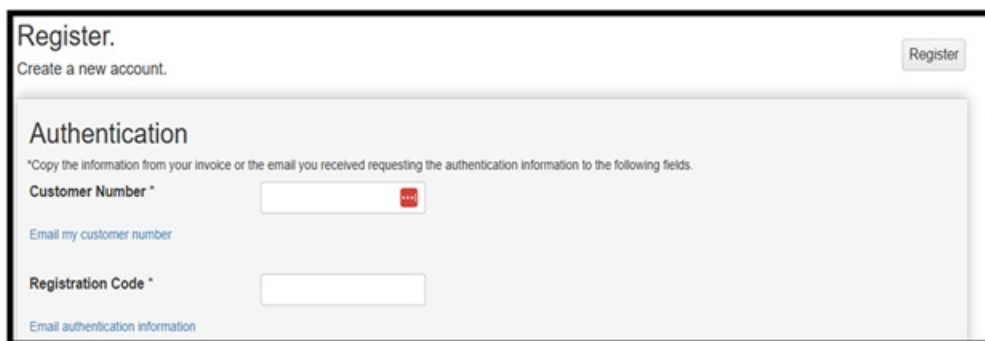
07/17/2025 2:35 pm EDT

Issue:

Company Users have Customers who are seeing the Registration Code appearing on their invoices. They do not know what it is or what it is for.

Answer:

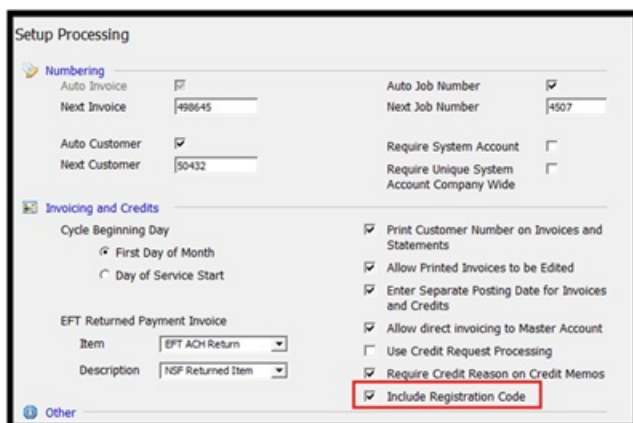
The Registration Code is a feature that was added in SedonaOffice version 6.2.0.11 that made registering for a SedonaWeb Customer Portal much easier than having to enter all of the required information and now it only requires the Customer Number and Registration Code to authenticate that the customer exists in the system.



The screenshot shows the 'Register' form with the following fields and options:

- Register.** Create a new account. (Register button)
- Authentication**
 - *Copy the information from your invoice or the email you received requesting the authentication information to the following fields.
 - Customer Number *** (Text input field)
 - Email my customer number (Link)
 - Registration Code *** (Text input field)
 - Email authentication information (Link)

If this is not something that is currently being used, then it can be turned off by going to SedonaSetup > Setup Processing in the A/R area. Disable the option for "Include Registration Code" in the Invoicing and Credits section of the Setup Processing window.



The screenshot shows the 'Setup Processing' window with the following settings:

- Numbering**
 - Auto Invoice
 - Next Invoice 498645
 - Auto Job Number
 - Next Job Number 4507
 - Auto Customer
 - Next Customer 50432
 - Require System Account
 - Require Unique System Account Company Wide
- Invoicing and Credits**
 - Cycle Beginning Day
 - First Day of Month
 - Day of Service Start
 - Print Customer Number on Invoices and Statements
 - Allow Printed Invoices to be Edited
 - Enter Separate Posting Date for Invoices and Credits
 - Allow direct invoicing to Master Account
 - Use Credit Request Processing
 - Require Credit Reason on Credit Memos
 - Include Registration Code
- EFT Returned Payment Invoice**
 - Item EFT ACH Return
 - Description NSF Returned Item
- Other**

The option is likely turned on by default. Uncheck the option to "Include Registration Code" and click Apply to prevent the code from being included on future invoices.

The addition of the "Include Registration Code" option in the Invoicing and Credits section was not added until version 6.2.0.16, so if that option is not available under SedonaSetup > Setup Processing in the AR area, then SedonaOffice will need to be updated to that version.
