

## Appendix D

# Changing a Customer's Number

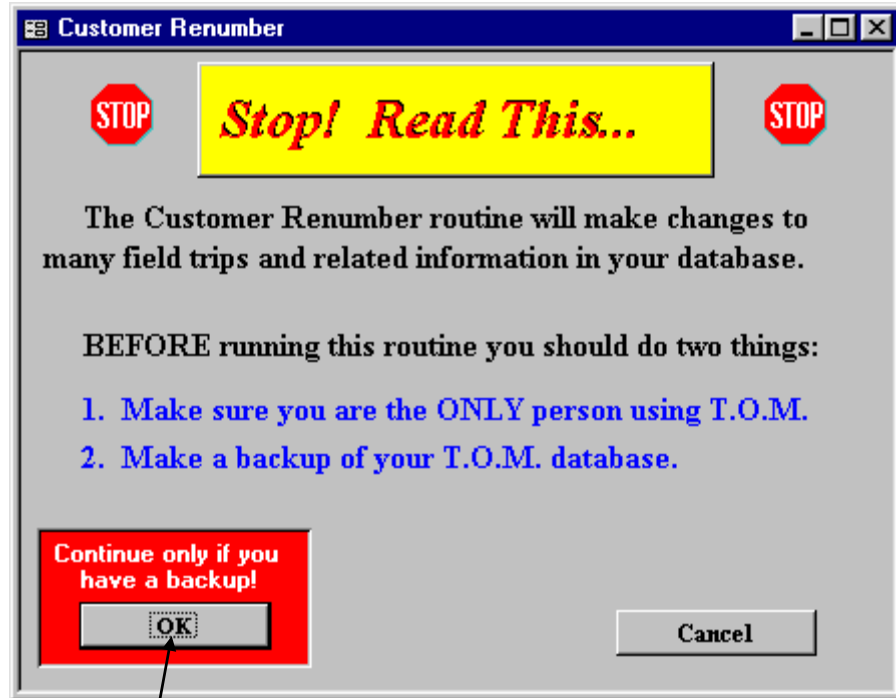
Now and then you may find it necessary to change a customer's number for a particular reason. When you do this, all field trips and other references to that customer need to be changed as well. T.O.M. has a easy to use utility to perform this task.

**WARNING:** Make sure you have a current backup of your T.O.M. database BEFORE using the Customer Renumber maintenance routine. (See *Chapter 10 – Backing Up and Restoring* in the *T.O.M. User Guide*.) Also, make sure you are the ONLY person using T.O.M.

To access the Customer Renumber maintenance routine open the Maintain menu, then click Customer Renumber (Figure D-1). The Customer Renumber Warning screen (Figure D-2) will be displayed.



Figure D-1. Accessing the Customer Renumber Screen



Click OK *only* if you have a backup of your T.O.M. database.

Figure D-2. Be Sure to Follow These Precautions Before Completing the Customer Renumber Routine

If you have a current backup and are sure you are the ONLY person using T.O.M., click the OK button to continue. The Customer Renumber screen (Figure D-3) will be displayed.

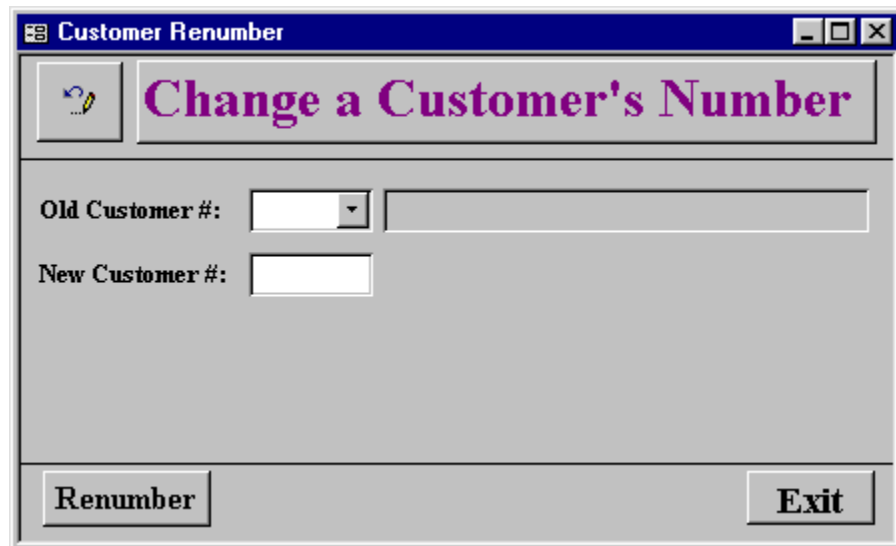


Figure D-3. The Customer Renumber Screen



The first step is to select the existing (old) customer number. You can simply type it in the Old Customer # field or click the drop-down arrow and select it from the list of existing customers. Use the scroll bar to view more customers in the list.

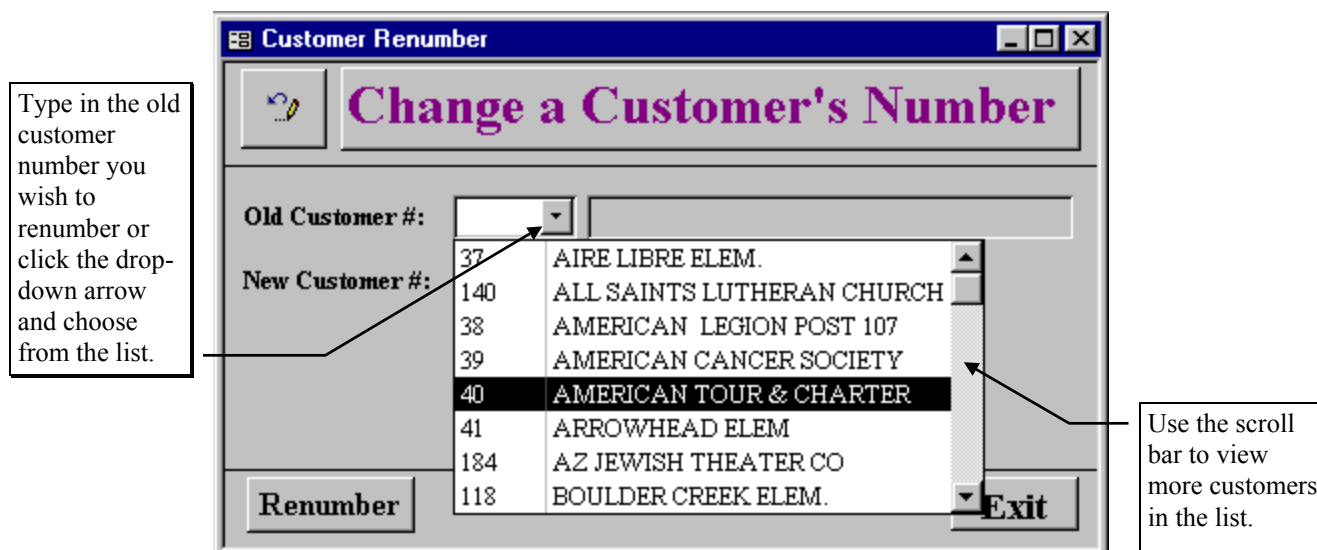


Figure D-4. Selecting the Old Customer Number

The next step is to type in the new customer number in the New Customer # field and click the Renumber button. T.O.M. will change the customer number and have all the field trips and other references to that customer change as well.

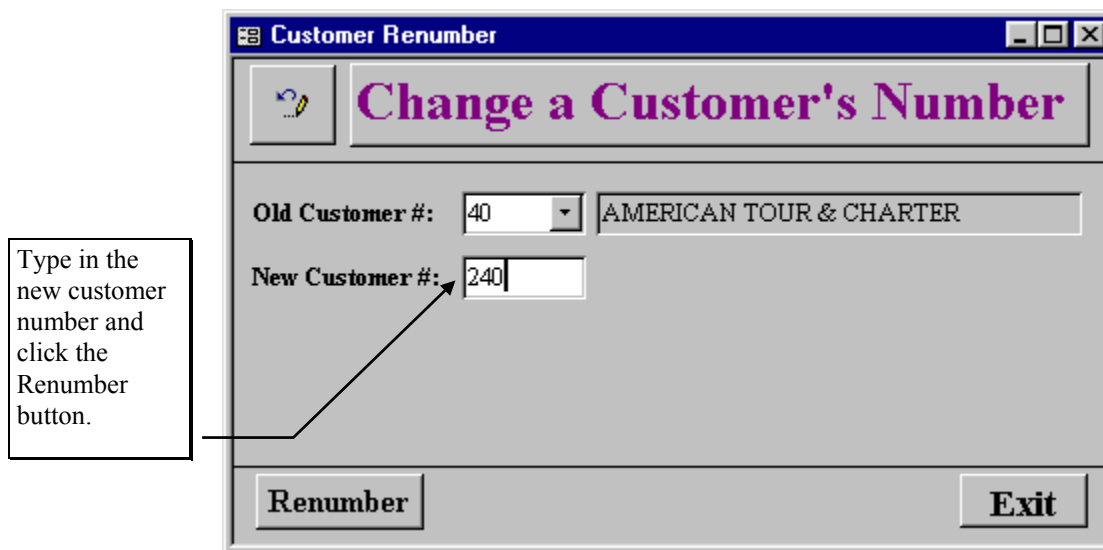


Figure D-5. Changing to the New Customer Number

When the renumbering is complete, T.O.M. will display "Customer renumbering complete!" on the screen.

You can repeat these steps if you wish to renumber additional customer numbers. The new customer numbers are not saved until you click the Exit button.



**Customer Renumber**

**Change a Customer's Number**

Old Customer #: 40 AMERICAN TOUR & CHARTER

New Customer #: 240

Customer renumbering complete!

Renumber Exit

You can renumber as many customers as you wish. When you are finished, click the Exit button to leave.

Figure D-6. Customer Renumbering is Complete