

# Status Management - Accounts Not Updating to Selected Status (14911)

Last Modified on 03/10/2023 3:40 pm EST

An issue has been fixed that prevented users from being able to mass update account status' from the Status Management tool. Additionally, the message in the Confirmation box has been improved.

The screenshot displays the 'STATUS MANAGEMENT' interface. At the top, there are tabs for 'Status Changes', 'Credit Hold Account Payments', 'Credit Hold Eligible', and 'Credit Hold Accounts'. Below the tabs, there are filters for 'DIVISION' (All), 'BILL GROUP' (All), and 'PAST DUE DAYS' (All). A green 'UPDATE STATUS' button is visible on the right. The main area contains a table with columns: NAME, LAST PAYMENT, AVG DAYS TO PAY, PAST DUE DAYS, STATUS, and HAS ACTIVE SERVICES. A confirmation dialog box is overlaid on the table, displaying the message: 'CONFIRMATION: Only accounts eligible to change to the selected status will be updated.' with an 'OK' button.

NAME	LAST PAYMENT	AVG DAYS TO PAY	PAST DUE DAYS	STATUS	HAS ACTIVE SERVICES
18857	11/03/2022	-15	9	Active 722 Days	Yes
20957	10/17/2022	41	105	Active 507 Days	Yes
22984	11/15/2022	55	140	Active	Yes
23211	01/27/2023	-1	110	Active 722 Days	Yes
24467	10/31/2022	-	-	Active	Yes
25525	11/03/2022	-	-	Active	Yes
26034	01/27/2023	-1	110	Active 722 Days	Yes

Pathway: Accounting > Status Management