## **Status Management**

Last Modified on 03/13/2025 12:37 pm PDT

#### Pathway: Accounting > Status Management

The Status Management screen provides a comprehensive overview of accounts on, or eligible for, credit hold. It includes a series of tabs designed to help you efficiently monitor and manage account statuses, providing better control and decision-making.

STATUS MANAGEMENT											ACCOUNTING > STATUS MANAGEMENT
Status Changes	Debt Recovery / Re	eceived Payments	Credit Hold Eligibl	e Cred	lit Hold Accounts	Internal Collection Accounts	Externa	al Collection Accounts			
All ~	BILL GROUP	ACCOUNT CLASS	FROM STATUS	to status All	wITHIN LAST	29 Records				Search	Q @ Q
NAME		DATE/TIME	CURRENT	BALANCE	FROM STATUS	DAYS IN FROM STATUS	TO STATUS	HAS ACTIVE SERVICES	LAST PAYMENT	LAST INVOICE DATE	NOTE
Thompsons Carpet and I 49330	loors	Mar 7, 2025 1:58 p System	om	85.73	Active	0	Active	Yes		03/07/2025	
Schwins 49329		Mar 7, 2025 12:45 System	pm	0.00	Prospect	0	Prospect	Yes			
Test 31947 49328		Mar 6, 2025 11:03 System	am	0.00	Active	1	Active	Yes			
Starbucks - Billing 49327		Mar 5, 2025 2:14 g System	om	0.00	Active	2	Active	Yes			
Happy Hive Play Center 18720		Mar 5, 2025 12:00 System	pm	0.00	Active	2	Inactive	No	09/09/2022	03/13/2023	Automated Account Inactivation
McDonalds 49326		Mar 4, 2025 2:33 p System	om	1.00	Active	3	Active	Yes		03/07/2025	
Memmer, Val 49325		Mar 4, 2025 12:00 System	pm	0.00	Active	3	Active	Yes			
Roberts, Carl 49324		Mar 4, 2025 11:59 System	am	0.00	Active	3	Active	Yes			
Carlson, Dan 49323		Mar 4, 2025 11:58 System	am	0.00	Active	3	Active	Yes			

### Permissions

The following permission is required to view and interact with tabs in the Status Management screen:

Permission ID	Permission Name
263	AR Aging & Status Management

### **Prerequisites**

The following setup requirements are necessary for the status change options:

#### **Reason Code Setup**

Pathway: Setup > System > Reason Code

To bulk update statuses, reason codes are required. As shown below, this screen utilizes **End Service** reason codes and **Write-Off** reason codes. For more details about adding and editing reason codes, refer to the Reason Code Setup documentation: Reason Code Setup

$\checkmark$	OLD BRIDGE LAKE COMMUNI 18699	TY SERVICE CORP	09/27/2022	-2	
$\checkmark$	LUGO DORA 18700			-10	
	WOODFIN KELSY 18704		10/05/2022	-11	
	(HOA) VILLAGE OF ATASCOCI 18705	TA SHORES BULK UPDATE ACCOUNT STAT	11/03/2022	-10	
	VANSICKLERMENITEE TIFFAN 18710				
	LUSK GLENDA & CHARLES 18719	EFFECTIVE DATE			
	ROLANDO FLORES 19680	END SERVICE REASON CODE		<b>•</b>	
	WILLIAMS SANDRA & DONNI 20791	WRITE OFF REASON CODE		· · · ·	
	JOHNNY BELLEW 42836	NOTE			
	SINGLE SITE INVOICE TEST 43305	This process will end any active	services and write off any bala	nce on the accounts	
	MULTI SITE INVOICE TEST 43339	selected.			
	BUC EES 43640		POST		

#### Collection Group / Agency Setup

#### **Pathway:** Setup > Accounting > Collection Group / Agency

Before assigning an account to an internal or external collection group or agency, review the Collection Group/Agency setup to ensure all available options have been added.

ST	ATUS MANAGEMENT					
	Status Changes Debt	Recovery / Received Payments	Credit Hold Eligible	Credit Hold Accounts	Internal Collection Accounts	External Collection Accounts
DIV	VISION CORPUS	BILL GROUP All	The Past D	UE DAYS All	UPDATE STATUS 692 Rec	cords
	NAME		LAST PAYMENT	AVG DAYS TO PAY	PAST DUE DAYS	STATUS
	STATEWIDE WRECKER 32418		10/03/2022	-8	843	Active 510 Days
	MANUFACTURED HOUSING 32650				❷ ⊗	Active 510 Days
	HARBOR PLAYHOUSE 32657	STATUS	EFFECTIVE DATE			Active 510 Days
	TRIPLE 7 INVESTMENTS LLC 32675	NOTE	•			Active 510 Days
	ABC RV PARK-BROADWAY 32684					Active 510 Days
	BAY LTD COMM 2 32707					Active 1002 Days
	BUDGET MOTORS 32766					Active 510 Days
	CUSTOM FILTRATION & PLU 32775	Μ				Active 510 Days
_	SVIVAN LEADNING CENTER	-				A set of

### **Screen Descriptions**

Below are the filters and fields available across the various tabs. Please note that not all filters and fields will be displayed on every tab.

Field	Description	Tabs it Displays On
Filters		
Division	Filters the screen to only display accounts in the selected Division.	All tabs

Bill Group	Filters the screen to only display accounts of the selected Bill Group.	All tabs
Account Class	Filters the screen to only display accounts of the selected Account Class.	Status Changes
From Status / To Status	Filters the screen to only display accounts that match the status workflow going from the selected 'From Status' to the selected 'To Status.'	<ul> <li>Status Changes</li> <li>Debt Recovery / Received Payments,</li> </ul>
Within Last	Filters what accounts display on the screen based on the time frame of a qualifying status change.	<ul> <li>Status Changes</li> <li>Debt Recovery / Received Payments</li> </ul>
Collection Group / Agency	Filters the screen to show only accounts for a selected Collection Group or Agency.	<ul> <li>Debt Recovery / Received Payments</li> <li>Internal Collection</li> <li>Accounts, External Collection Accounts</li> </ul>
Past Due Days	Option to filter the Credit Hold Eligible screen on the aging buckets.	Credit Hold Eligible
Minimum Days on (Credit Hold, Internal Collections, External Collections)	Option to filter the screens based on the length of time it has been in a credit hold status.	<ul> <li>Credit Hold Accounts</li> <li>Internal Collection Accounts</li> <li>External Collection Accounts</li> </ul>
Fields	Descriptions	Screen Tabs
Name	Displays the name of the account.	All tabs
Date/Time	Displays the date and time the account's status was changed.	Status Changes
Current Balance	Displays the current balance on the account.	Status Changes
From Status	Displays the status the account was in before the most recent status change.	Status Changes
Days In From Status	Computes the duration, in days, an account has been in the status indicated in the 'From Status' column.	Status Changes
To Status	Displays the status the account was changed to.	Status Changes
Status Change Date	Shows the date the account entered its current status.	Debt Recovery / Received Payments

Status	Displays the current status of the account and the length of time in that status.	<ul> <li>All Tabs excluding Status Changes tab</li> </ul>
Has Active Services	Indicates if the account has active services.	<ul> <li>Status Changes</li> <li>Debt Recovery/Received Payments</li> <li>Credit Hold Eligible</li> <li>Credit Hold Accounts</li> </ul>
Last Payment	Displays the date of the last payment made on the account.	All tabs
AVG Days to Pay	Financial metric that measures the average number of days it takes for an account to pay its invoices.	<ul> <li>Credit Hold Eligible</li> <li>Credit Hold Accounts</li> <li>Internal Collection Accounts</li> <li>External Collection Accounts</li> </ul>
Past Due Days	Indicates the number of days an account has remained in a past due status. An account is considered "Past Due" if it has at least one overdue invoice.	Credit Hold Eligible
Last Invoice Date	Displays the date of the last invoice.	Status Changes
Note	Displays the note that was added when the account's status was changed.	Status Changes
Collection Group / Agency	If a collection agency was assigned to the account, it will display here.	Debt Recovery / Received Payments
Payments Since Status Change	Shows the total amount of payments received and the number of payment transactions.	<ul> <li>Debt Recovery / Received Payments</li> </ul>
Write Off Amount	If a write off amount was applied to the balance, it will display here.	Debt Recovery / Received Payments
Current	Displays the total deposit balance available.	All Tabs excluding Status Changes tab
Aging Buckets 1-30, 31-60, 61-90, 91- 120, Over 120	AR aging buckets categorize an account's outstanding balances by time period.	All Tabs excluding Status Changes tab
Total	Displays the total balance amount across all aging buckets less the current amount.	All tabs excluding Status Changes tab

# **Status Changes**

The *Status Changes* tab provides a detailed view of accounts that have undergone any status change. With available filtering options, you can track and review updates to account statuses, ensuring better oversight and management.

	STATUS MANAGEMENT							
	Status Changes	Debt Recovery / Re	eceived Payments	Credit Hold Eligible	Credit Hold Accounts	Internal Collection Accounts	External C	ollection Accounts
	DIVISION All	BILL GROUP	ACCOUNT CLASS	FROM STATUS TO	STATUS WITHIN LAST	23 Records		
	NAME		DATE/TIME	CURRENT BALAN	ICE FROM STATUS	DAYS IN FROM STATUS	STATUS	HAS ACTIVE SERVICES
	Thompsons Carpet and F 49330	loors	Mar 7, 2025 1:58 pr System	m 85.	73 Active	3	Active	Yes
	Schwins 49329		Mar 7, 2025 12:45 p System	m 0.	00 Prospect	3 Р	rospect	Yes
	The Staple 49328		Mar 6, 2025 11:03 a System	m 0.	00 Active	4	Active	Yes
	<u>Starbucks - Billing</u> 49327		Mar 5, 2025 2:14 pr System	m 0.	00 Active	5	Active	Yes
	Happy Hive Play Center 18720		Mar 5, 2025 12:00 p System	m 0.	00 Active	5 1	nactive	No
i	McDonalds 49326		Mar 4, 2025 2:33 pr System	m 1.	00 Active	6	Active	Yes
	<u>Memmer, Val</u> 49325		Mar 4, 2025 12:00 p System	m 0.	00 Active	6	Active	Yes
	Roberts, Carl 49324		Mar 4, 2025 11:59 a System	m 0.	00 Active	6	Active	Yes

## **Debt Recovery / Received Payments**

The *Debt Recovery / Received Payments* tab provides a centralized view of accounts in bad debt, credit hold, or collection status. This screen displays accounts with a past due balance, allowing for easy monitoring and management. Once a balance is paid or written off, the account will be removed from the list.

STATUS MANAGEMENT										
Status Changes	Debt Recovery / Received Pa	yments Cree	dit Hold Eligible	Hold Eligible Credit Hold Accounts		Internal Collection Accounts External		Collection Accounts	Collection Accounts	
DIVISION	STATUS 	BILL GROU	UP	COLLECTION All	N GROUP / AGENO	CY PAYMENT WITHIN    Date Range	FROM 11/01/2024	TO 04/10/2025	3 Records	
NAME	STATUS	STATUS CHANGE DATE	HAS ACTIVE C SERVICES	OLLECTION GROUP / AGENCY	LAST PAYMENT	PAYMENTS SINCE STATUS CHANGE	WRITE OFF AMOUNT	CURRENT	1-30	31-60
Dollar Tree 49012	Bad Debt 318 Days	04/26/2024	No		12/11/2024	\$ 1,004.95 (1)		0.00	0.00	0.00
California Grill & Bar 49018	External Collections 14 Days	02/24/2025	No	AGENCY2	11/12/2024			0.00	0.00	0.00
Kage Industries 49042	External Collections 220 Days	08/02/2024	No	AGENCY2	11/12/2024	\$ 25.00 (1)		25.00	0.00	0.00

## **Credit Hold Eligible**

The *Credit Hold Review* tab helps identify accounts that meet the criteria for a credit hold. Using the available filters, you can review accounts based on their past due status and other key factors. The **Past Due Days** column clearly shows how long each account has been overdue, allowing for quick assessment and action, including the ability to mass update selected account statuses.

STATUS MANAGEMENT	STATUS MANAGEMENT									
Status Changes	Debt Recover	ry / Received Payments	Credit Hold E	ligible Crec	lit Hold Accounts	Internal Collection Account	unts External Co	ollection Accounts		
DIVISION All	Ŧ	BILL GROUP All		PAST DUE DAYS	All	UPDATE STATUS	2234 Records			
NAME		LAST PAYMENT	AVG DAYS TO PAY	PAST DUE DAYS	STATUS	HAS ACTIVE SERVICES	CURRENT	1-30		
Kwik Trip           18535		07/19/2023	33	1259	Active 290 Days	Yes	-50.00	0.00		
FABRICATION & C	CONST. SRV. LP	11/03/2022	12	840	Active 507 Days	Yes	0.00	0.00		
FARM SHOP ALLA	AN WALDROP	11/18/2022	-5	536	Active 1454 Days	Yes	0.00	0.00		
Eroth and Cork IN 20225	<u>IC</u>	11/08/2022	20	536	Active 882 Days	Yes	0.00	0.00		
OLD RIVER ASSEM	ABLY	11/03/2022	-18	536	Active 1454 Days	Yes	0.00	0.00		
Wayne's Cafe 20618		10/19/2022	-1	836	Active 507 Days	Yes	0.00	0.00		

## **Update Status**

The **Update Status** button offers a fast and efficient way to update account statuses from the Status Management screen. Simply select the accounts you want to update, click **Update Status**, and the **Account Status History** screen will open, allowing you to apply a new status.



# **Credit Hold Accounts**

The *Credit Hold Accounts* tab allows you to view all accounts that have a credit hold status, based on the selected filter criteria. This screen provides a focused overview of accounts currently on credit hold for efficient management and review.

s	STATUS MANAGEMENT											
	Status Changes Debt Recovery / Received Payments		Credit Hold Eligible	redit Hold Eligible Credit Hold Accounts Internal Collection Accounts		tion Accounts	External Collection Accounts					
D	VISION All	▼ BILL	GROUP	- MINIMU	JM DAYS ON CREDIT HOLD	2 16 Rec	ords					
	NAME		LAST PAYMENT	AVG DAYS TO PAY	STATUS	HAS ACTIVE SERVICES	CURRENT	1-30	31-60			
	OLD BRIDGE LAKE 18699	E COMMUNITY SE	09/27/2022	-2	Credit Hold 229 Days	Yes	0.00	0.00	0.00			
	LUGO DORA 18700			-10	Credit Hold 229 Days	Yes	0.00	0.00	0.00			
	WOODFIN KELSY 18704		10/05/2022	-11	Credit Hold 229 Days	Yes	0.00	0.00	0.00			
	(HOA) VILLAGE O 18705	F ATASCOCITA SH	11/03/2022	-10	Credit Hold 229 Days	Yes	0.00	0.00	0.00			
	VANSICKLERMEN 18710	ITEE TIFFANY	11/21/2023	47	Credit Hold 229 Days	Yes	0.00	0.00	0.00			
	LUSK GLENDA & 0 18719	CHARLES		4	Credit Hold 229 Days	Yes	0.00	0.00	0.00			

### **Bulk Selection**

In scenarios where the screen returns a high amount of records, use the Bulk Selection button to mass select the accounts a status change applies by entering their account ID. Review the three sections below that outline the process.

							ACCOU	NTING > STATUS MANA	GEMENT
Credi	Credit Hold Eligible Credit Hold Accounts			ollection Accounts	External C	ollection Accoun	ts		
	- MINIMUI	M DAYS ON CREDIT HOLD	*	$\rightarrow$	BULK SELE		Search	Q, (8)	C
AYS TO PAY	STATUS	HAS ACTIVE SERVICES	CURRENT	1-30	31-60	61-90	91-120	OVER 120	TOTAL

#### **Enter Account IDs**

In the Account Selection window, enter each account number separated by a comma. Keep the Reset Selection box checked to ensure the system removes any previously selected accounts whose IDs were not entered in the text box.

STATUS MANAGEMENT AC									
Status Changes Debt Recovery / Re	ceived Payments	Credit Hold Eligible	Credit Hold Ac	counts Interr	al Collection Accounts	External Collection Accounts			
DIVISION All - BILL	GROUP All	- MINIM	JM DAYS ON CREDIT	HOLD	16 Records			BULK SELECTION	Search
NAME	LAST PAYMENT	AVG DAYS TO PAY	STATUS	HAS ACTIVE SEI	RVICES CURRENT	1-30	31-60	61-90	91-120
WOODFIN KELSY 18704	10/05/2022	-11	Credit Hold 230 Days	Yes	0.00	0.00	0.00	0.00	0.00
BILL BY SITE INVOICE TEST 43897	09/25/2023	32	Credit Hold 214 Days	ACCOUNT SELECT	ON		<b>?</b> 8	0.00	0.00
LUSK GLENDA & CHARLES 18719		4	Credit Hold 230 Days	ACCOUNT IDS 1	8704, 18719, 49069, 49045			0.00	0.00
VANSICKLERMENITEE TIFFANY 18710	11/21/2023	47	Credit Hold 230 Days					0.00	0.00
WILLIAMS SANDRA & DONNIE 20791		67	Credit Hold 869 Days	_	🗹 RESET S	ELECTION		0.00	0.00
BUC EES 43640	11/17/2022	-2	Credit Hold 320 Days			_		0.00	0.00
OLD BRIDGE LAKE COMMUNITY SE 18699	09/27/2022	-2	Credit Hold 230 Days		SELECT R	CORDS		0.00	0.00
(HOA) VILLAGE OF ATASCOCITA SH 18705	11/03/2022	-10	Credit Hold 230 Days	Yes	0.00	0.00	0.00	0.00	0.00

#### **Change Status**

Once the account records are selected, right-click on any row of a selected account to open the **Change Status** popup. If you right-click on a row that is not selected, the system will clear all previous selections and select only that account. The popup will display the total number of selected records at

the top. From there, choose the appropriate status for the accounts.

STA	TUS MANAGEMENT							
s	tatus Changes	/ Received Payments		Credit Hold Eligible		Credit Hold Accour	nts Interna	
DIV	ISION All	Ŧ	BILL GROUP	All	-	MINIMU	M DAYS ON CREDIT HOL	D \$
	NAME		LAST	PAYMENT	AVG DAYS TO PA	λY	STATUS	HAS ACTIVE SERV
	WOODFIN KELSY 18704		10/	05/2022	-11		Credit Hold 230 Days	Yes
	BILL BY SITE INVO 43897	ICE TEST	09/	25/2023	32		Credit Hold 214 Days	Yes
	LUSK GLENDA & C 18719	HARLES			4		Credit Hold 230 Days	Yes
	VANSICKLERMENI	TEE TIFFANY	<b>4</b> ro	ows selected	47		Credit Hold	Yes
	WILLIAMS SANDR 20791	A & DONNIE	Cha	inge Status	Internal Co External Co	ollections	Credit Hold 869 Days	No
	BUC EES 43640		11/	17/2022	Bad Debt		Credit Hold 320 Days	Yes
	OLD BRIDGE LAKE	COMMUNITY SE	09/	27/2022	-2		Credit Hold	Yes

#### **Bulk Update Account Status**

After selecting a status, the **Bulk Update Account Status** popup editor will appear, displaying fields based on the chosen status. If an account has any remaining active services, they will be ended upon **Post.** 

STATUS MANAGEMEN	i							
Status Changes	Debt Recovery / Receive	ed Payments	Credit Hold Elig	jible	Credit Hold Accounts	Internal Collection	Accounts	External Col
DIVISION All	▼ BILL GRO	OUP All	-	MINIMU	JM DAYS ON CREDIT HOLD	🗘 16 Records	5	
NAME			LAST PAY	MENT	AVG DAYS TO	PAY	STATUS	
WOODFIN KELSY 18704			10/05/2	022	-11		Credit Hold 230 Days	
BILL BY SITE INVO	DICE TEST 4 rows sel	ected	09/25/2	023	32		Credit Hold 214 Days	
LUSK GLENDA & 18719	CHARLES Change St	atus 🕨 Ir	nternal Collections		4		Credit Hold 230 Days	
VANSICKLERMEN 18710	ITEE TIFFANY	E	xternal Collections 2	023	47		Credit Hold 230 Days	· · · · ·
WILLIAMS SANDI 20791	RA & DONNIE				67		Credit Hold 869 Days	(
BUC EES			11/17/2	02	-2		Credit Hold	
OLD BRIDGE LAK	E COMMUNITY SERVICE CO	RP	09/27/2	022	BULK UPDATE ACCOUNT STAT	US		2
(HOA) VILLAGE C 18705	F ATASCOCITA SHORES		11/03/2	022	EFFECTIVE DATE			
MULTI SITE INVO 43339	ICE TEST		09/25/2	023	COLLECTION GROUP / AGENCY			•
BUBICON 46468			08/23/2	022	END SERVICE REASON CODE			*
SINGLE SITE INVO	DICE TEST		11/22/2	023	NOTE			
					This process will er	nd any active services of	n the accounts sel	ected.
						POST		

## **Internal Collection Accounts**

The Internal Collection Accounts tab offers an overview of accounts with an internal collections status, along with the duration they have been in this status. This screen helps monitor and manage accounts in internal collections, assisting in determining the next steps, such as escalating the account to an external collections company.

ST	STATUS MANAGEMENT											
	Status Changes Debt Recovery / Received Payments		Credit Hold Eligible	Credit Hold Accounts	Internal Collection Accounts	External Collectio	n Accounts					
DIVISION BILL GROUP			COLLECTION GROUP / AG	SENCY MINIMUM DAYS O	N INTERNAL COLLECTIONS							
A	I	*	All	~	All	•	5 Record	ls				
	NAME			LAST PAYMENT	AVG DAYS TO PAY	STATUS	CURRENT	1-30	31-60			
	Dollar General 48982				0	Internal Collections 216 Days	0.00	0.00	0.00			
	<u>Yifang Taiwan Fru</u> 49029	uit Tea - San	Gabriel, CA	10/03/2024	225	Internal Collections 12 Days	15.28	0.00	0.00			
	Cabra Los Angele 49044	s			0	Internal Collections 220 Days	0.00	0.00	0.00			
	Starbucks 49063				0	Internal Collections 7 Days	0.00	0.00	0.00			
	<u>Gypsy Poet Pizza</u> 49238				0	Internal Collections 118 Days	0.00	0.00	0.00			

# **External Collection Accounts**

The External Collection Accounts tab provides an overview of accounts in external collections status, along with the number of days they have been in this status.

STATUS MANAGEMENT	r							
Status Changes Debt Recovery / Received Payments		Credit Hold Eligible Credit Hold Accounts		Internal Collection Ac	counts Extern	al Collection Accounts		
DIVISION BILL GROUP				COLLECTION GROUP / AG	ENCY MINIMUM DAYS OF	N EXTERNAL COLLECTIONS		
All	~	All	~	All	~	÷	4 Records	
NAME			LAST PAYMENT	AVG DAYS TO PAY	STATUS	CURREN	IT 1-	-30 31-60
DOMINOS PIZZA 30565			09/11/2023	-13	External Collections 123 Days	-1.0	0.0	00 0.00
The Westin Bonar 48974	venture Hot	el & Suite	10/11/2023	0	External Collections 14 Days	0.0	0 0.0	0.00
California Grill & 49018	Bar		11/12/2024	0	External Collections 14 Days	0.0	0 0.0	0.00
Navu Services 49042			11/12/2024	0	External Collections 220 Days	25.0	0.0	0.00