

# Account Status (Accounts) - Internal/External Collection Status Options Added (17081) [New Feature]

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Two new status options, 'Internal Collections' and 'External Collections,' have been added to the Account Status drop down menu. To apply either status, the following requirements must be met:

- In *Setup > Accounting*, a new 'Collection Group / Agency' setup screen has been added to record the specific collection group or agency the account was sent to. Setup here is used in the *Edit Account Status History* screen.
- To apply either status, the account must not have an active service at any site.

Screen changes general users will see include:

- In *Accounts > Search*, 'Internal Collections' and 'External Collections' filter options were added.
- In Account Details, if a collection status is applied, the name of the collection group or agency will display in orange between the account's Status and Division fields. In addition, orange coloring was also applied to the details of the account including the calendar days and calendar legend.
- In AR Aging Management, the following changes were made:
  - 'External Collections' and 'Internal Collections' have been added to the Account Status drop down filter.
  - A Collection Group / Agency filter option was added.
  - The option to bulk update accounts to Internal Collections or External Collections was added.
  - The option to allow for single updates to 'Internal Collections' or 'External Collections' was added.

The image shows two screenshots from a software application. The top screenshot is the 'EDIT ACCOUNT' form, which is divided into 'Account' and 'Settings' tabs. The 'Settings' tab is active, showing various fields for account configuration. The 'STATUS' field is set to 'Active'. Below it, a list of status options is visible, with 'Internal Collections (Requires no active services for Account)' and 'External Collections (Requires no active services for Account)' highlighted in orange. The bottom screenshot is the 'EDIT ACCOUNT STATUS HISTORY' modal, which is open over the 'EDIT ACCOUNT' form. It contains fields for 'NEW STATUS' (set to 'Internal Collections'), 'EFFECTIVE DATE' (set to '08/07/2024'), and 'COLLECTION GROUP / AGENCY' (set to 'AGENCY1'). There is also a 'NOTE' field and a 'SAVE' button at the bottom.

Pathway: *Accounts > Search > Accounts*

