

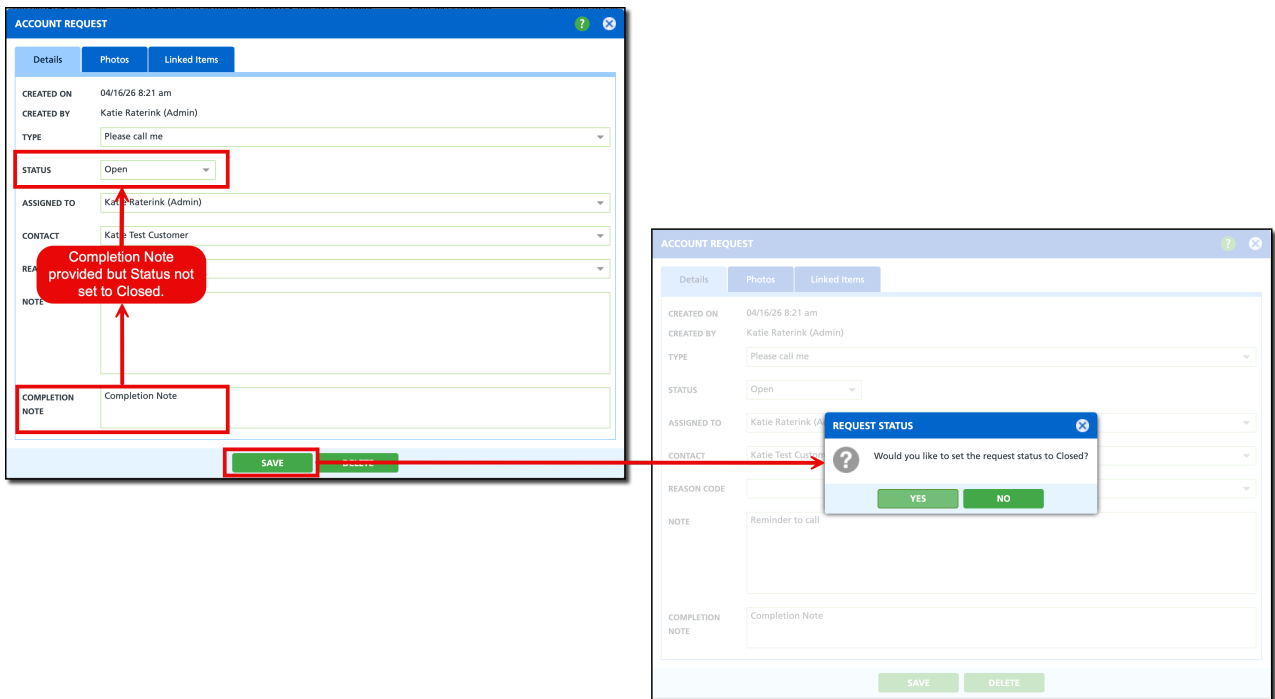
Account Requests Edit (Accounts) - Add Prompt on Save if Completion Note but No Status Change (20771)

Last Modified on 04/14/2026 10:52 am PDT

When working with account requests, the user often enters a completion note and clicks **Save** but forgets to manually mark the request 'Closed'.

The system has been updated so that a prompt is displayed if a **Completion Note** was entered but the **Status** was not changed, requiring the user to select either:

- 'Yes' to proceed with an auto-status change to Closed eliminating the need for a manual status update, or
- 'No' to proceed purposefully without changing the status of the account request.



Pathways

- Customer Service Screen (Accounts) > Account Request Management > Edit Account Request
- Customer Service Accreen (Accounts) > Customer Details > Edit Account Request