

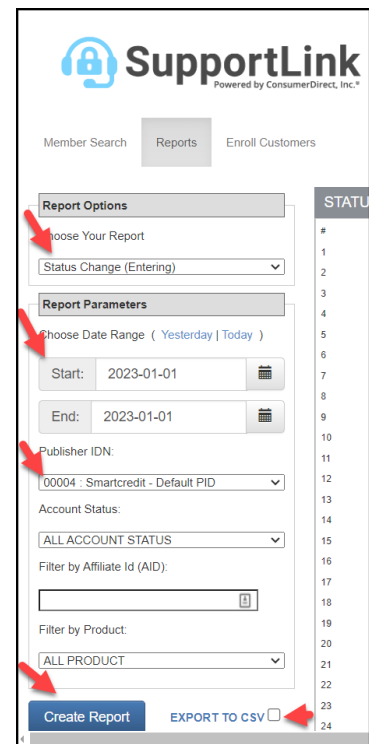
How to Pull the Status Change (Entering) Report in SupportLink

1. Log into SupportLink
2. Click on the Reports tab



3. Follow these steps:

- a) Under "Choose Your Report," select the **Status Change (Entering)** report
- b) Choose your Date Range
- c) Choose the Publisher IDN (PID) you'd like to access
- d) Click "Create Report." *If you prefer a .csv version, check "Export to CSV", then click "Create Report".



4. Understand the Status Columns:

- Current = status at the time of the report (real-time status)
- Exiting = status they left from on that date
- Account Status = status they changed to on that date

For example, if on 1/1, a customer went from active to suspended and then closed, you would see the following as the account status on 1/1:

Current = Closed

Exiting = Active

Account Status = Suspend

◆ CURRENT STATUS	◆ PUBLISHERID	◆ AID	◆ EXITING STATUS	◆ ACCOUNT STATUS
CLOSED	00004		ACTIVE	CLOSED
CLOSED	00004		ACTIVE	CLOSED
CLOSED	00004		SUSPENDED	CLOSED
CLOSED	00004		SUSPENDED	CLOSED
ACTIVE	00004		SUSPENDED	CLOSED
CLOSED	00004		SUSPENDED	CLOSED

5. Click on the Customer ID to access the customer’s account, including their phone number and/or email for follow-up.

STATUS CHANGE (ENTERING) REPORT							
#	◆ DATERANGEFILTER	◆ PRODUCTNAME	◆ CUSTOMER ID	◆ CUSTOMERTOKEN	◆ SIGNUP DATE	◆ CURRENT STATUS	
1	2023-01-01 00:07:49.166	smartcredit	3828389	d97dd2c7-71c1-4148-b143-8c375e997ae2	2021-03-25	CLOSED	
2	2023-01-01 01:53:16.032	smartcredit	5005701	78cfe231-4963-4618-8533-c20e67de3fc5	2022-11-02	CLOSED	
3	2023-01-01 11:06:03.174	smartcredit	3013874	a738a712-9936-4db4-a7ed-4ca2da93ce22	2019-12-02	CLOSED	
4	2023-01-01 11:06:22.944	smartcredit	4033034	531f83f8-9994-4e71-acfe-3b4159a4029f	2021-07-27	CLOSED	
5	2023-01-01 14:04:58.059	smartcredit	3370978	d97e33f8-7c2c-4b53-a05f-8e136affc55f	2020-07-23	ACTIVE	
6	2023-01-01 14:07:30.368	smartcredit	3857718	4b502a26-8aa2-4a09-bb0d-a375bb4e99ae	2021-05-01	CLOSED	
7	2023-01-01 14:24:31.243	smartcredit	3859517	3bb526a3-b3ee-4a13-8d99-d573bae378f5	2021-04-11	CLOSED	