

Master Account Not Showing in Master Account List (Internal)

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Issue:

When trying to link a customer account to an existing Master Account, the Master account is not showing in the drop-down list to be selected.

The screenshot shows a software interface with a 'Master Account' dropdown menu. The dropdown is open, showing a list of Master Accounts. The account '11158 The Allyn Estates' is highlighted. The background shows fields for 'Registration Code' (F78F65), 'Part Pricing Level' (None), and checkboxes for 'Print Statements' and 'Print Site Info on Invoices'.

Master Account	Master Account Name
1006	Central Station
1025	Diocese of Cleveland
10968	Hawkins Properties LLC
11076	Detroit Dept of Education
11158	The Allyn Estates
11164	Village Associates Inc.
11443	Redford County Schools
11530	Coventry Schools LLC

Resolution:

The problem could be from a mismatch between the Customer and the Master Account record for the Master Account.

When the application looks for valid Master Accounts, it checks to see if the Customer is active, and the Master Account record is active.

If the Master account is set as inactive, the account will not show in the list.

The script below will show records where the Customer Account for the Master is active, but the Master Account record is inactive.

```
SELECT ma.Inactive,cst.Customer_Status_Id,ma.Master_Account_Id, ma.Master_Account_Code, ma.Description,
cst.Customer_Number, ma.Master_Account_Billing, ma.Last_Cycle_Date, ma.Inactive, ma.Account_Index
FROM AR_Master_Account ma
INNER JOIN AR_Customer cst ON ma.Customer_Id = cst.Customer_Id
AND cst.Customer_Status_Id <> 3
WHERE ma.Inactive = 'Y'
ORDER BY ma.Master_Account_Code
```

The record can be updated based on the Master_Account_Id

```
update AR_Master_Account
```

```
set inactive ='N'
```

```
where Master_Account_Id = 53469
```