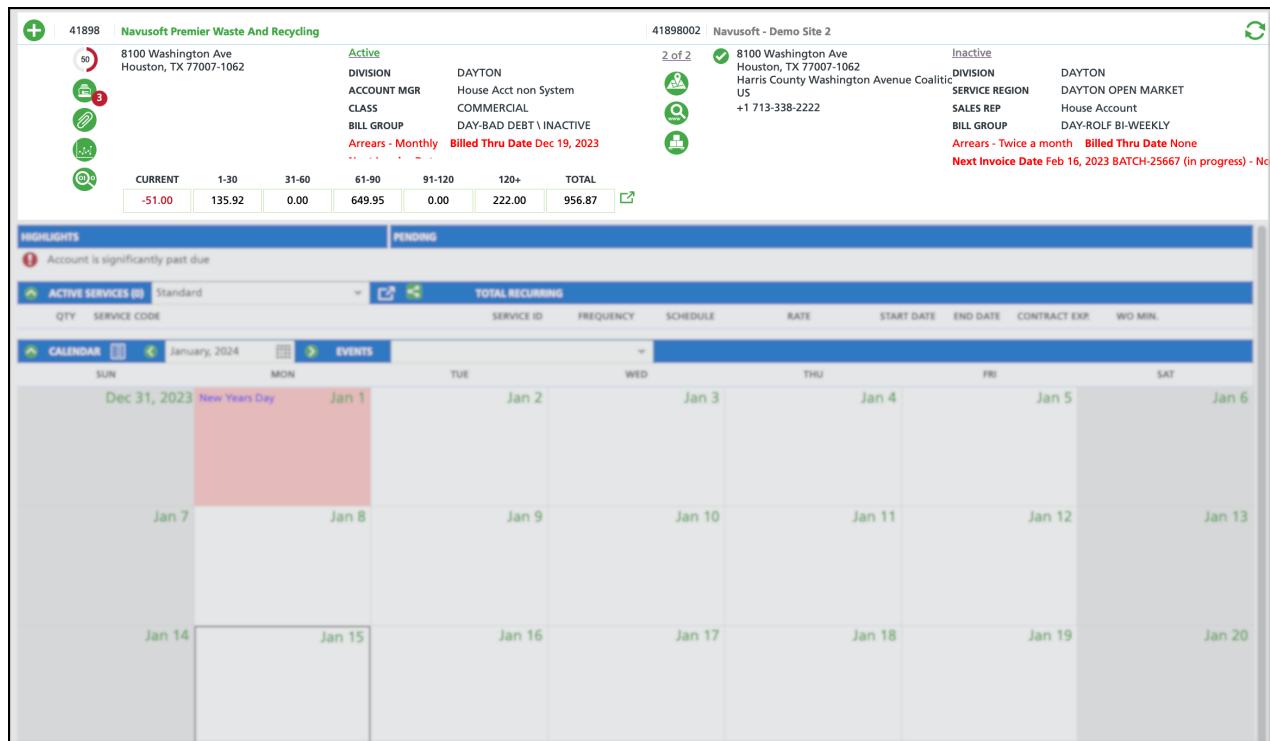


# Edit Account and Site Information

Last Modified on 01/29/2026 7:35 am PST

## Pathway: Accounts > Search - Customer Service Screen

Efficiently modify details for either a parent account or a site by using right-click functionality to access the account and site editor screens.



The screenshot displays the 'Accounts > Search - Customer Service Screen' interface. It shows two accounts side-by-side:

- Account 1 (Left):** Navusoft Premier Waste And Recycling (Active). Address: 8100 Washington Ave, Houston, TX 77007-1062. Division: DAYTON. Account Manager: House Acct non System. Class: COMMERCIAL. Bill Group: DAY-BAD DEBT \ INACTIVE. Status: Arrears - Monthly. Billed Thru Date: Dec 19, 2023. Current balance: -51.00. Other columns show 1-30, 31-60, 61-90, 91-120, 120+, and TOTAL.
- Account 2 (Right):** Navusoft - Demo Site 2 (Inactive). Address: 8100 Washington Ave, Houston, TX 77007-1062. Division: DAYTON. Service Region: DAYTON OPEN MARKET. Sales Rep: House Account. Bill Group: DAY-ROLF BI-WEEKLY. Status: Arrears - Twice a month. Billed Thru Date: None. Next Invoice Date: Feb 16, 2023. BATCH-25667 (in progress) - No.

Below the accounts are two tabs: 'HIGHLIGHTS' (which shows 'Account is significantly past due') and 'PENDING'.

Below the tabs are sections for 'ACTIVE SERVICES' (listing Standard services) and 'TOTAL RECURRING' (listing service ID, frequency, schedule, rate, start date, end date, contract exp., and wo min.).

At the bottom is a 'CALENDAR' section showing the month of January 2024. It highlights 'New Years Day' on Jan 1 and shows various events and recurring tasks throughout the month.

## Permissions

The following permissions affect actions a user can take in the Edit Account and Edit Site screens. It is important to note that not all permissions are necessary and are dependent on the user's role.

Account Permissions		Site Permissions	
Permission ID	Permission Name	Permission ID	Permission Name
5	View Account	6	View Site
7	Edit Account Status	8	Edit Site Status
135	Modify Non-Prospect Account/Site Status	32	Add Photo to Site Detail
136	Edit Non-Prospect Account/Site Sales Rep	33	Edit Photo to Site Detail
178	Edit Credit Limit	69	Edit Non-Prospect Site
281	View/Edit Account Billing Settings	137	Edit Site Tax Setting
403	Edit Account External/Old ID	282	View/Edit Site Billing Settings
450	Edit Account Division	337	Edit Site Service Address

**451** Add or Edit Override Account or Site Surcharge Rates

**338** Edit Site Division and Service Region

**339** Edit Site Source

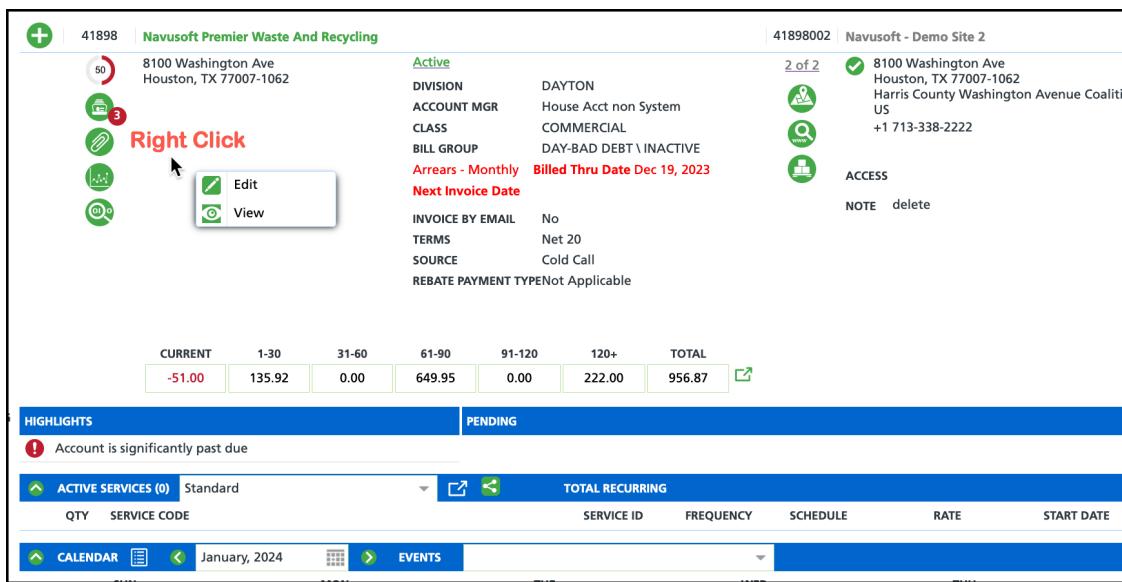
**340** Edit Site Sales Rep

**404** Edit Site External/Old ID

**406** Modify BIC Profile

## Edit Account Details

Information located along the left side of the Customer Service screen is account-level information and applies to all sites under an account. Right-click within the account area and select Edit to open the Edit Account editor.



41898 Navusoft Premier Waste And Recycling

8100 Washington Ave  
Houston, TX 77007-1062

Right Click

41898002 Navusoft - Demo Site 2

8100 Washington Ave  
Houston, TX 77007-1062

2 of 2

Active

DIVISION	DAYTON	
ACCOUNT MGR	House Acct non System	
CLASS	COMMERCIAL	
BILL GROUP	DAY-BAD DEBT \ INACTIVE	
Arrears - Monthly	Billed Thru Date Dec 19, 2023	
Next Invoice Date		
INVOICE BY EMAIL	No	
TERMS	Net 20	
SOURCE	Cold Call	
REBATE PAYMENT TYPE		Not Applicable

CURRENT 1-30 31-60 61-90 91-120 120+ TOTAL

-51.00	135.92	0.00	649.95	0.00	222.00	956.87
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HIGHLIGHTS

PENDING

Account is significantly past due

ACTIVE SERVICES (0) Standard

QTY	SERVICE CODE	TOTAL RECURRING

CALENDAR January, 2024 EVENTS

### Edit Account: Account

The Account tab includes vital account details like contact information, account name, account status, and other essential information for accounting and operational purposes.

EDIT ACCOUNT

Account Settings

NAME	Navusoft Premier Waste And Recycling			STATUS	Active
NAME 2				DIVISION	DAYTON
ADDRESS LINE 1	8100 Washington Ave			SOURCE	Cold Call
ADDRESS LINE 2				ACCOUNT MANAGER	House Acct non System
CITY/STATE/POSTAL CODE	Houston	TX	77007-1	ACCOUNT CLASS	COMMERCIAL
PHONE	(207) 555-5555			AUDITOR	
ATTN				WEBSITE	
BILLING PHONE	(999) 999-9999			LOGO	Select logo... <span>BROWSE...</span>
FAX	(999) 999-9999			OLD ID	
BILLING CONTACT 1					
BILLING CONTACT 2	John Doe (Contact@fakeEmail.com)				
PARENT ACCOUNT					
<span>SAVE</span>					

## Field Descriptions

Field	Description
Contact Information (Name, Address, Phone)	The contact information for the account.
Billing Phone	Designated contact phone number associated with a customer or account that is primarily used for billing-related communications and inquiries. <i>*Field does not display if the Account Class 'Type' setting is 'Residential.'</i>
Fax	Number field to enter a number for a fax machine. <i>*Field does not display if the Account Class 'Type' setting is 'Residential.'</i>
Billing Contact 1 and 2	Designates the preferred contact for billing-related inquiries. To appear in the dropdown list, an individual must first be added as a contact.
Parent Account	Entry field to identify a parent account. <i>*Field does not display if the Account Class 'Type' setting is 'Residential.'</i>
Status	Displays the current status of the account. Select the drop down and follow the steps to assign a new status.
Division	<p>The region the account belongs to. The division the account is assigned determines who handles the account in other areas such as Operations and Accounting.</p> <p>Before changing an account's division, the following should be reviewed:</p> <ul style="list-style-type: none"> <li>Users must have permission 450 to edit account divisions. <ul style="list-style-type: none"> <li><b>IF</b> the account is in a Prospect status, users can change the division without permission 450.</li> </ul> </li> <li>Upon selecting a new division, the <b>Bill Group</b> field is cleared and a new one must be selected (Settings tab).</li> </ul>

Field	Description
Source	Indicates how the account originated and helps with future sales and marketing campaigns.
Account Manager	Identifies the person overseeing the account (possibly the salesperson) and is considered the account's point of contact for changes in service.
Account Class	Indicates if the account is Commercial, Residential, Municipal, Broker, etc.
Website	Option to link the account's website to the account's information. <i>*Field does not display if the Account Class 'Type' setting is 'Residential.'</i>
Logo	Option to upload the account's logo. <i>*Field does not display if the Account Class 'Type' setting is 'Residential.'</i>
Old ID	Option to enter the account's ID from its legacy system.

## Edit Account: Settings

The Settings tab establishes the billing requirements for the account and sites belonging to it.

## Field Descriptions

Field	Description
Bill Group	Division specific billing group the account is placed in.
Invoice By Email	This setting determines the method of invoice delivery: either as a PDF attachment or via email as a link. Choosing 'No' restricts the invoice to be printed and mailed as the only delivery option.
Term	Indicates the length of time the customer has to pay.

<b>Credit Limit</b>	Indicates the highest total outstanding balance the customer is allowed to accumulate without making further payments.
<b>Paper Bill Fee</b>	Displays if 'Invoice By Email' is disabled. Setup can be reviewed here: <a href="#">Paper Bill Fee Setup</a> .
<b>Bill By Site</b>	Select the check box and one invoice will generate for each location. If unchecked, one invoice generates for all sites.  <b>Setup Note:</b> This box controls whether the Bill Group drop-down field is available on the Edit Site screen. If the box is not selected and the <i>Enable Site Bill Group</i> option in System Options Setup (Account tab) is not enabled, the Bill Group drop-down will not be displayed for any sites under the account.
<b>Auto Status Update</b>	Check the box, and the account will adhere to the default settings, which determine when the account will be placed in a Credit Hold status based on the number of days past due and the amount past due.
<b>Apply Finance Charges</b>	Checking the box will cause the account to adhere to the default finance charge settings set by the Account Class.
<b>Exclude from Payment Processing Fee</b>	By checking the box, you ensure that no credit card fee will be charged to the account.
<b>Exclude From Past Due Notification</b>	Checking the box will prevent the account from receiving past-due notification letters.
<b>Hide Work Order Format Rate</b>	Check the box to hide rates on scale tickets or work orders that support rate printing.
<b>Inbound Order Auto Print</b>	Mark the checkbox to trigger the automatic display of the print window after marking an inbound ticket as complete.
<b>AP (Accounts Payable)</b>	
<b>Default Payment Method</b>	Specifies the preferred or default method that the account uses to receive payments.
<b>Payee Name</b>	Refers to the name of the individual or business entity to whom payments are made.
<b>1099</b>	If checked, signifies that payments made to this account may be subject to 1099 reporting.
<b>Instructions</b>	Option to provide supplemental instructions for an account's AP.
<b>Other</b>	
<b>Warning on Open</b>	Information entered here will be shown every time the account is accessed.
<b>Account Custom Settings Properties (gear icon)</b>	Option to add custom settings at the account level.

## Edit Site Details

Information located on the right side of the customer screen is information specific to the site currently being viewed. Right-click within the site area and select 'Edit' to open the Edit Site popup editor.

The screenshot shows the Navusoft customer interface. At the top, it displays '41898002 | Navusoft - Demo Site 2'. On the left, there's a 'ACTIVE' section with site details: DIVISION (DAYTON), ACCOUNT MGR (House Acct non System), CLASS (COMMERCIAL), BILL GROUP (DAY-BAD DEBT \ INACTIVE), and a note about Arrears - Monthly Billed Thru Date Dec 19, 2023. Below this is a table with columns 61-90, 91-120, 120+, and TOTAL, showing values 649.95, 0.00, 222.00, and 956.87 respectively. A 'PENDING' status bar is at the bottom. On the right, there's an 'INACTIVE' section with details: DIVISION (DAYTON), SERVICE REGION (DAYTON OPEN MARKET), SALES REP (House Account), BILL GROUP (DAY-ROLF BI-WEEKLY), and a note about Arrears - Twice a month Billed Thru Date None. Below these are notes about the next invoice date and a batch number. A 'Right Click' context menu is open, showing 'Edit' and 'View' options. The bottom of the screen shows a 'TOTAL RECURRING' section with columns: SERVICE ID, FREQUENCY, SCHEDULE, RATE, START DATE, END DATE, CONTRACT EXP., and WO MIN.

### Edit Site : Basic Settings

The Basic Settings tab includes vital site details like address, site name, notes, and other essential information for accounting and operational purposes.

The 'EDIT SITE' popup editor has a blue header with a question mark icon and a close button. It contains four tabs: 'Basic Settings' (selected), 'Billing Settings', 'BIC Profile', and 'Required Capabilities'. The 'Basic Settings' tab contains the following fields:

NAME	Navusoft - Demo			DIVISION	HOUSTON		
NAME 2				SERVICE REGION	HOUSTON OPEN MARKET		
ADDRESS LINE 1	5 Post Oak Blvd			TAX REGION	HARRIS CO-HOUSTON MTA-HARR		
ADDRESS LINE 2				ORIGIN			
CITY/STATE/POSTAL CODE	Houston	TX	77027	SOURCE	Cold Call		
PHONE 1	USA	Office		SALES REP	House Acct non System - House Accou		
PHONE 2	USA	(999) 999-9999		SITE CLASS	COM		
OLD ID				GENERATOR	Not Applicable		
PO#				EPA			
SIGNATURE REQUIRED	<input type="checkbox"/>	LEED REPORTABLE	<input type="checkbox"/>	VIP	<input type="checkbox"/>	STATE ID	
ADDITIONAL SERVICE MINUTES							
NOTE	Site Notes						
WARNING ON OPEN	Site warning						
ACCESS INFORMATION	Gate Code 1234						
BUSINESS HOURS / SERVICE WINDOW							

At the bottom, there's a green 'SAVE' button and a gear icon for settings.

### Field Descriptions

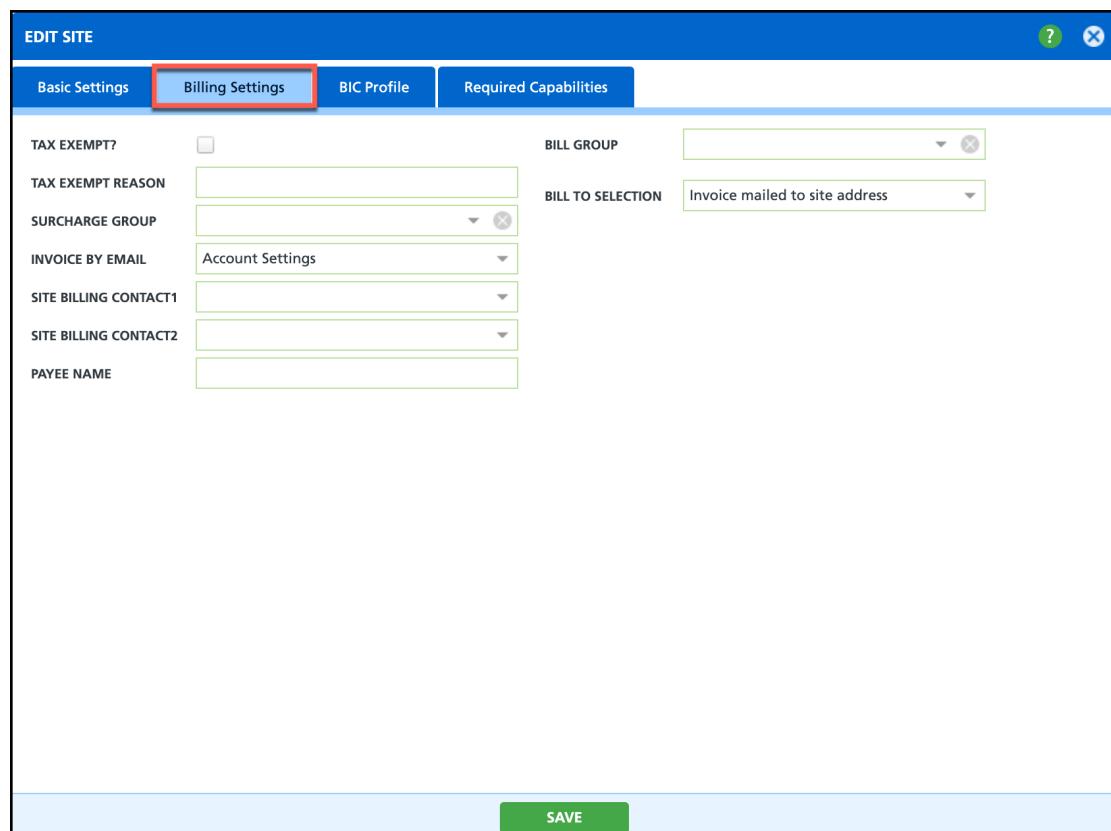
Field	Description
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Field	Description
Contact/Location Information (Name, Address, Phone)	Contact and location information for the site.
Signature Required	If selected, the driver will be required to collect a signature each time they service the location.
Old ID	The old identification number of the site from its legacy system.
PO #	The post office box number for the site.
Signature Required	If selected, the driver will be required to collect a signature each time they service the location.
LEED Reportable	Flags the site's waste and recycling activities for inclusion in LEED reporting metrics.
VIP	Flags the site with a VIP indicator, which is displayed in other areas such as Dispatch and the driver mobile app for quick identification.
Service Region	Identifies the region the site belongs to.
Tax Region	Identifies the tax region the site belongs to.
Note	Displays in the site details section when viewing the Customer screen.
Warning on Open	Displays as a site-specific pop-up warning anytime the site is accessed.
Access Information	Used for conveying information the driver will need to access a location. Displays in the driver app on the service record.
Business Hours / Service Window	Identifies the hours of business for the site.
Division	<p>Identifies the division the site belongs to.</p> <p>If a user with permission 338 (Edit Site Division) chooses to change the division of an actively serviced site, the following considerations should be reviewed and understood:</p> <ul style="list-style-type: none"> <li>• If a division is changed on a site with active site service(s) schedule, a popup will display advising the user to assign the site's active service(s) to a new route. <b>The existing route will be ended upon a division change.</b></li> <li>• Upon selecting a new division, the Service Region field for the site will be cleared and a new one must be selected.</li> <li>• Upon selecting a new division, if 'Site Bill Groups' is enabled, the Bill Group field is cleared and a new one must be selected.</li> <li>• <b>IF</b> the site is in a Prospect status, users can change the division without permission 338.</li> </ul>
Service Region	Identifies the Service Region the site services.

Field	Description
Tax Region	Identifies the Tax Region that the site is in.
Origin	The origin location of the site.
Source	The source used to acquire the site.
Sales Rep	The Sales Rep that acquired the sites business.
Site Class	The Site Class the site is included in. This field only displays if the account class type (set on the account class) is Residential or Commercial.
Generator	The amount of waste expected to be generated by this site.
EPA	The EPA ID for the site location.
State ID	The State ID for the site location.
Additional Service Minutes	Expected additional service minutes needed to complete services for this site.

### Edit Site: Billing Settings

The Billing Settings tab establishes the billing requirements for the site, including the receipt method for invoices and the designated billing contact.



The screenshot shows the 'Edit Site' dialog box with the 'Billing Settings' tab selected. The 'Billing Settings' tab is highlighted with a red box. The dialog contains the following fields:

- TAX EXEMPT? (checkbox)
- TAX EXEMPT REASON (text input)
- SURCHARGE GROUP (dropdown)
- INVOICE BY EMAIL (dropdown)
- SITE BILLING CONTACT1 (dropdown)
- SITE BILLING CONTACT2 (dropdown)
- PAYEE NAME (text input)
- BILL GROUP (dropdown)
- BILL TO SELECTION (dropdown)

At the bottom of the dialog is a 'SAVE' button.

### Field Descriptions

Field	Description
<b>Tax Exempt</b>	If the site <b>is</b> tax exempt and no tax region was selected when the account was created, select the <b>Tax Exempt</b> check box.
<b>Tax Exempt Reason</b>	If the Tax Exempt box is checked, provide supporting information explaining the reason for the site's tax exemption.
<b>Surcharge Group</b>	Select the Surcharge Group that applies if the location is subject to a surcharge.
<b>Invoice By Email</b>	If the location is receiving invoices by email, select: <ul style="list-style-type: none"> <li>• <b>Account Settings</b> and the location will follow what was previously set up for the account.</li> <li>• <b>Email With Link</b> and the location will receive a URL link to open the invoice.</li> <li>• <b>Email With PDF Attachment</b> and the invoice will be attached to the email as a PDF.</li> </ul>
<b>Site Billing Contact 1 &amp; 2</b>	Choose the name of the Site Billing Contact if this contact differs from the account contact. Contacts can only be assigned here, and to create a new contact, you must use the Contacts tool for the account.
<b>Payee Name</b>	The name of the person or company who will be receiving the payment.
<b>Bill Group</b>	The Bill Group the site is included in. This drop down selection only displays if the following are true: <ul style="list-style-type: none"> <li>• In <b>System Options Setup</b> (Account tab), the 'Enable Site Bill Group' option is set to Yes.</li> <li>• At the <b>account level</b>, the 'Bill By Site' check box in Billing Settings is selected, enabling the option.</li> <li>• More than one site exists for the account.</li> </ul>
<b>Bill To Selection</b>	Identifies the address invoices will be billed to.

### Edit Site: BIC Profile

The BIC Profile tab pertains to commercial establishments in New York mandated by law to arrange for the collection of their putrescible waste and recyclables through a hauler licensed by the Business Integrity Commission (BIC).

EDIT SITE

Basic Settings Billing Settings **BIC Profile** Required Capabilities

WASTE STREAM SURVEY: No

BUSINESS TYPE: Not Selected

CONTRACT TYPE:

OTHER FINANCIAL REQUIREMENTS:

COMMENTS:

**SAVE**

### Field Descriptions

Field	Description
Waste Stream Survey	Indicates if a waste stream survey was completed for the site.
Business Type	Specifies the business categorization used to identify the type of waste generated by the establishment.
Contract Type	Indicates if the contract between the customer and hauler was written or oral.
Other Financial Requirements	Indicates if the site has other financial requirements.
Comments	Option to provide addition comments regarding the site's BIC profile.

### Edit Site: Required Capabilities

The Required Capabilities tab allows for a Site capability to be added and removed. The capabilities listed are custom preset within *Setup > System > Capabilities*.

EDIT SITE

Basic Settings Billing Settings BIC Profile Required Capabilities

CAPABILITY NAME

Can pick up Hooklift containers +

Can pick up Roll containers with cable +

SAVE

The screenshot shows a user interface for managing site capabilities. The top navigation bar includes 'EDIT SITE', 'Basic Settings', 'Billing Settings', 'BIC Profile', and 'Required Capabilities' (which is highlighted with a red box). Below this is a section titled 'CAPABILITY NAME' containing two entries: 'Can pick up Hooklift containers' and 'Can pick up Roll containers with cable', each preceded by a green plus sign icon. At the bottom is a 'SAVE' button.