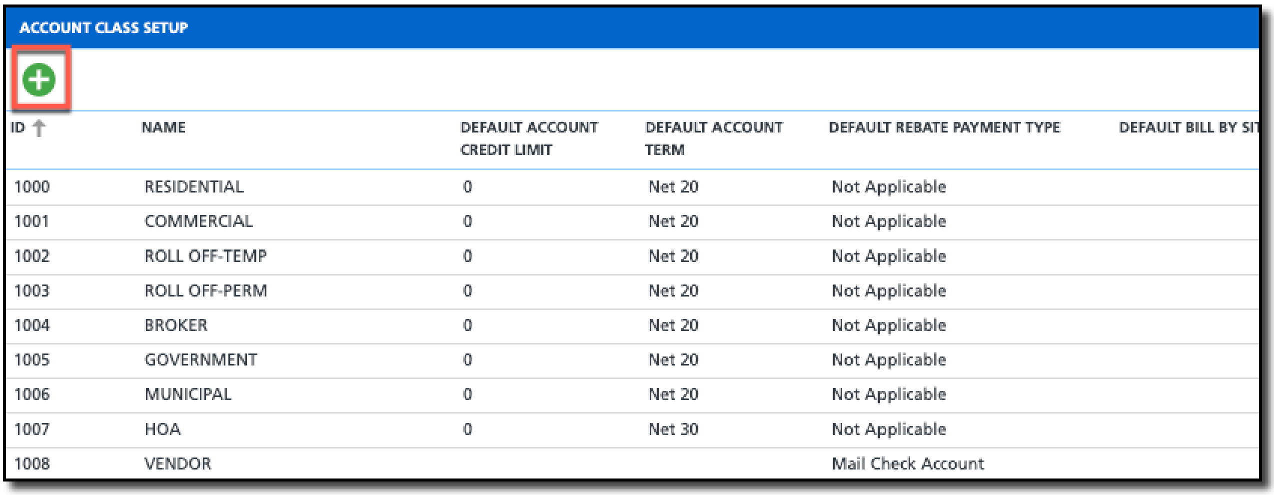
Account Class Setup

Last Modified on 02/10/2026 12:28 pm PST

Pathway: *Setup > Account > Account Class*

Account Class defines the billing and payment processing criteria for an account or group of accounts. It is assigned upon account creation and also serves as a filter for various reports and tools within the application.

Select the green plus icon to add a new account class, or double click on an existing to edit a current setup.



ACCOUNT CLASS SETUP

ID	NAME	DEFAULT ACCOUNT CREDIT LIMIT	DEFAULT ACCOUNT TERM	DEFAULT REBATE PAYMENT TYPE	DEFAULT BILL BY SI
1000	RESIDENTIAL	0	Net 20	Not Applicable	
1001	COMMERCIAL	0	Net 20	Not Applicable	
1002	ROLL OFF-TEMP	0	Net 20	Not Applicable	
1003	ROLL OFF-PERM	0	Net 20	Not Applicable	
1004	BROKER	0	Net 20	Not Applicable	
1005	GOVERNMENT	0	Net 20	Not Applicable	
1006	MUNICIPAL	0	Net 20	Not Applicable	
1007	HOA	0	Net 30	Not Applicable	
1008	VENDOR			Mail Check Account	

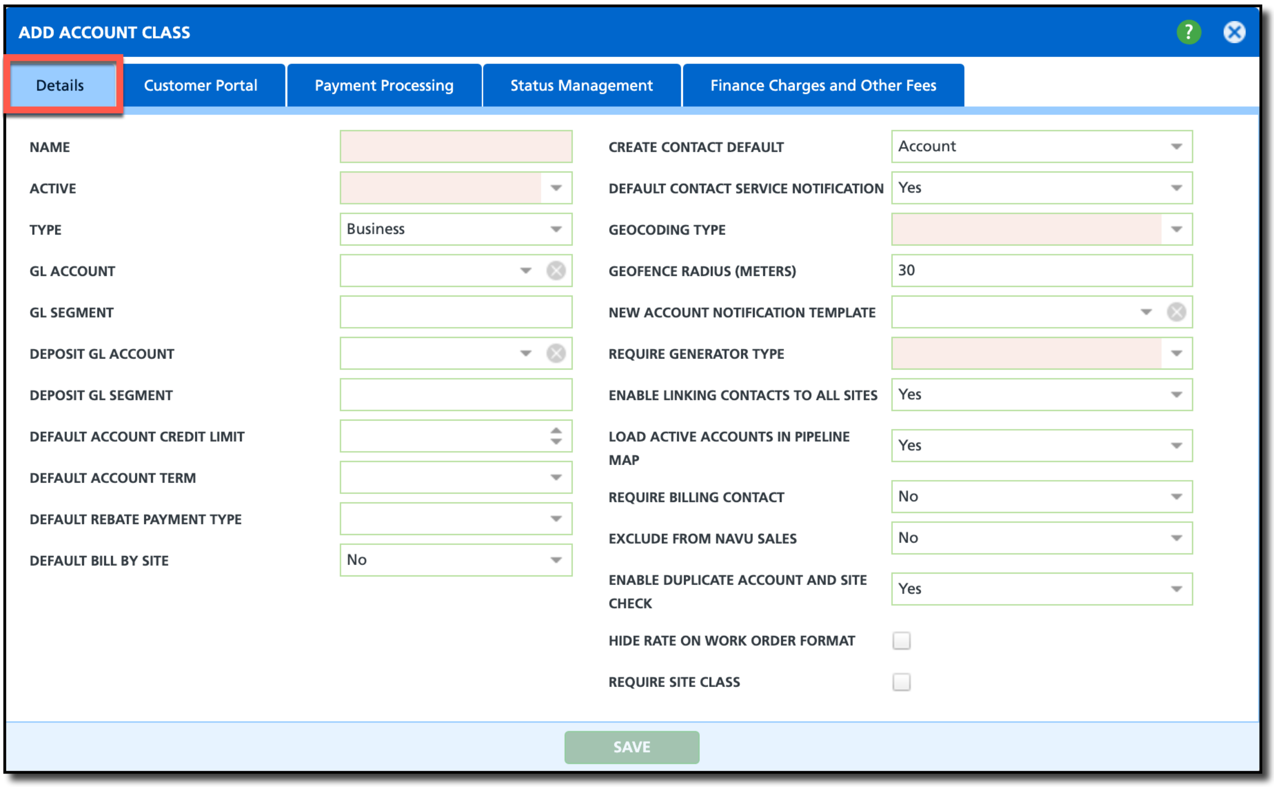
Permission

The following permissions are required to view and edit Account Class Setup:

Permission ID	Permission Name
23	Setup \ Account

Add Account Class: Details

The following section reviews the fields in the Details tab.



Field Descriptions: Details

Fields	Descriptions
Name *Required*	The Name of the Account Class.
Active *Required*	Controls if the account class is available for use. • Yes - Available • No - Not Available
Type	Indicates the business Type the account class falls under.
GL Account	Identifies the GL Account for accounts assigned to the account class.
GL Segment	The GL Segmentation for the GL Account.
Deposit GL Account	Identifies the Deposit GL Account used for accounts belonging to the account class.
Deposit GL Segment	Identifies the GL Segment used for accounts belonging to the account class.
Default Account Credit Limit	The credit limit sets the threshold at which the hauler contacts the customer for payment or suspends service until the balance falls below the limit. The billing screen provides alerts when a customer exceeds their credit limit during the billing process.

Default Account Term	Identifies the default Term accounts assigned to the account class will follow for billing. *Term: The length of time a payor (customer) has after the invoice date to pay the amount due.*
Default Rebate Payment Type	Identifies the default payment type used by the account class for rebate payments.
Default Bill By Site	Default setting for the 'Bill Per Site' field in the Add or Edit Account editor for accounts assigned to the account class. • Yes - Checks the 'Bill By Site' check box in the *Add or Edit Account* editor. • No - Removes the selection from the 'Bill By Site' check box in the *Add or Edit Account* editor.
Generate New SAP Account ID	
Create Contact Default	When an account/site is added, the contact entered in the contact field will be assigned as Billing Contact 1.
Default Contact Service Notification	Set the "Receive Service Notifications" in the Add Contact screen to the default setting based on the Account Class.
Geocoding Type *Required*	Determines placement of the pin when site locations are displayed on a map. Options include Roof Top or Street Side.
Geofence Radius (Meters)	Creates a virtual perimeter around the location's address to indicate proximity of the truck to the service location. This can be overridden at the Site Class level. **NOTE:** Setting the radius too low (e.g., 1 meter) can interfere with Residential Mode in NavuNav, potentially preventing the app from recognizing when the driver has moved on from one bin to the next. Lowest recommended setting is 20 meters.
New Account Notification Template	Template that is used for new accounts. Notifications are sent based on the account contact's notification preferences.
Require Generator Type *Required*	Requires accounts to identify the Generator Type if 'Yes' is selected. **Applies to account classes dealing with Hazardous or Medical Waste.*
Enable Linking Contacts to All Sites	Enables linking contacts to all sites belonging to an account. • Yes - Enabled • No - Disabled
Load Active Accounts In Pipeline Map	Option to display active accounts on the Pipeline Map (Sales > Pipelines > Pipeline Summary). • Yes - Accounts display • No - Accounts do not display
Require Billing Contact	Option to require a billing contact when an account is created. If enabled (Yes), Contact Name, Email and Phone fields are all required when adding the contact.

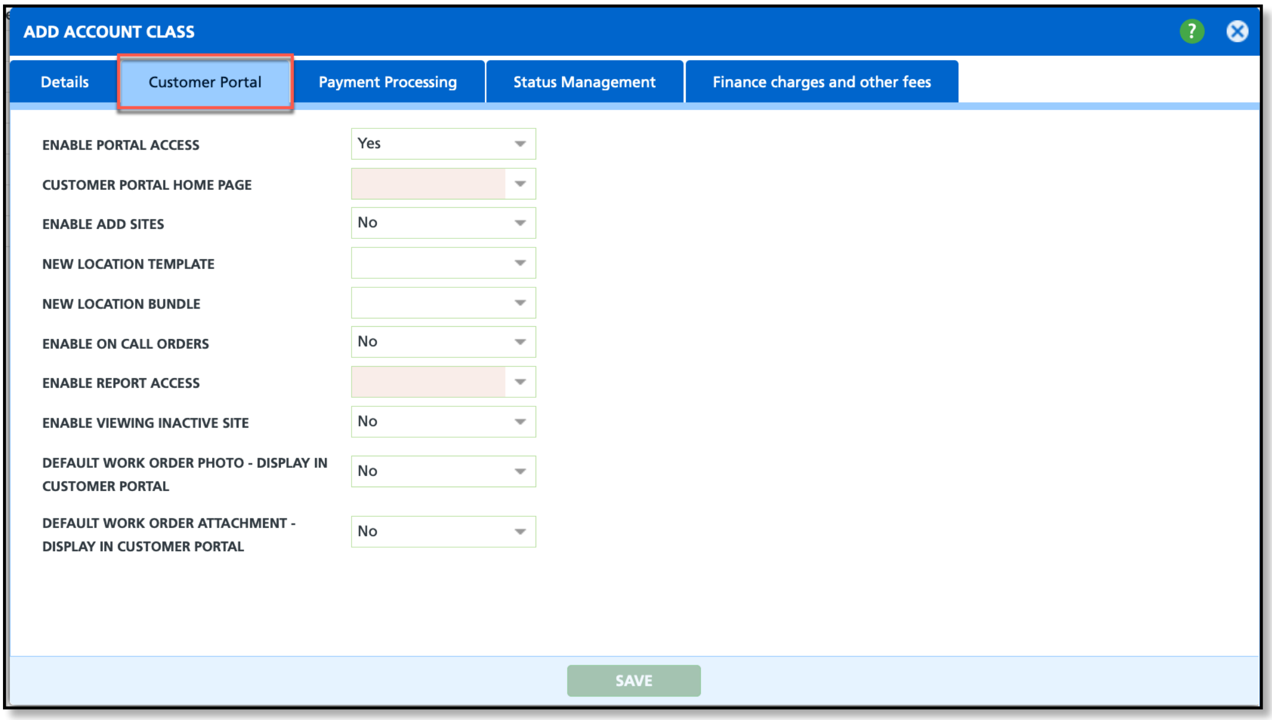
Exclude from NavuSales	If enabled, prevents sync to the iPad.
Enable Duplicate Account and Site	If enabled, the system will check for a duplicate accounts/sites when a new account/site is created. The default setting for this field is 'Yes'.
Hide Rate On Work Order Format	If selected, rates will be hidden from view on scale tickets or work orders that support printing rates. This setting also exists at the account level where it can be applied specifically to an account instead of all accounts belonging to the account class.
Require Site Class	If selected, a site class must be chosen when creating a new account or a site within that account class.

Details Setup

1. Complete the following required fields:
   - Enter a **Name** for the Account Class.
   - Select 'Yes' from the **Active** field to activate the account class.
   - Select the preferred **Geocoding Type.**
   - Select 'Yes' from **Require Generator Type** if the account class deals with Hazardous or Medical Waste. Otherwise, select 'No'.
   - Select 'Yes' to **EnableAutomatic Status Updates** and update the status of the account between the active and credit hold statuses. Otherwise, select 'No.'
   - Select 'Yes' from **Auto Credit Hold Placement** if the status of an account belonging to the account class should be updated to 'Credit Hold' if the account is past due.
   - Select 'Yes' from **Auto Credit Hold Removal** if the status of an account belonging to the account class should be updated to 'Active' once a past due payment has been received.
   - Select the **Status Update Time** for accounts to be placed on or removed from credit hold status.
2. Complete additional fields based on your company's setup requirements.
3. Click **Save** when finished.

Add Account Class: Customer Portal

This section outlines the fields in the Customer Portal tab that are essential for the Customer Portal setup. For additional setup details, review the documentation here: Customer Portal Setup



Field Descriptions: Account Portal

Fields	Descriptions
Enable Portal Access	Enables Customer Portal access to users of accounts assigned the account class.
Customer Portal Home Page *Required*	The Home Page users see upon logging in to their Customer Portal account.
Enable Add Sites	Enables the ability for users to add new service locations from their portal account.
New Location Template	If 'Add Sites' is enabled, select the template the Customer Portal will follow when a new site is added.
New Location Bundle	Default setting for self service ordering. More details to come.

Enable On Call Orders	Enables the option to create On Call Orders from the Customer Portal. • Yes - Enable • No - Disable Review the **Online Order Default Status** field in Setup > Services > Line of Business > Mobile/Optimization/Online Order (tab) to indicate how online orders are processed once received. • *Pending Approval* - On call order will be placed in a pending status for review in the Operations > Route Management > Pending tab. • *Scheduled*- On call order will be automatically scheduled on a route in Dispatch.
Enable Report Access *Required*	Option to control if Customer Portal users can run reports.
Enable Viewing Inactive Site	Grants users of an inactive site access to view service history information, associated photos, manifests, and report attachments. Other options, such as the ability to create a request or view AR information, are hidden if the site is inactive.
Default Work Order Photo - Display In Customer Portal	Controls if a photo should display in the Customer Portal.
Default Work Order Attachment - Display In Customer Portal	Controls if an attachment should display in the Customer Portal.

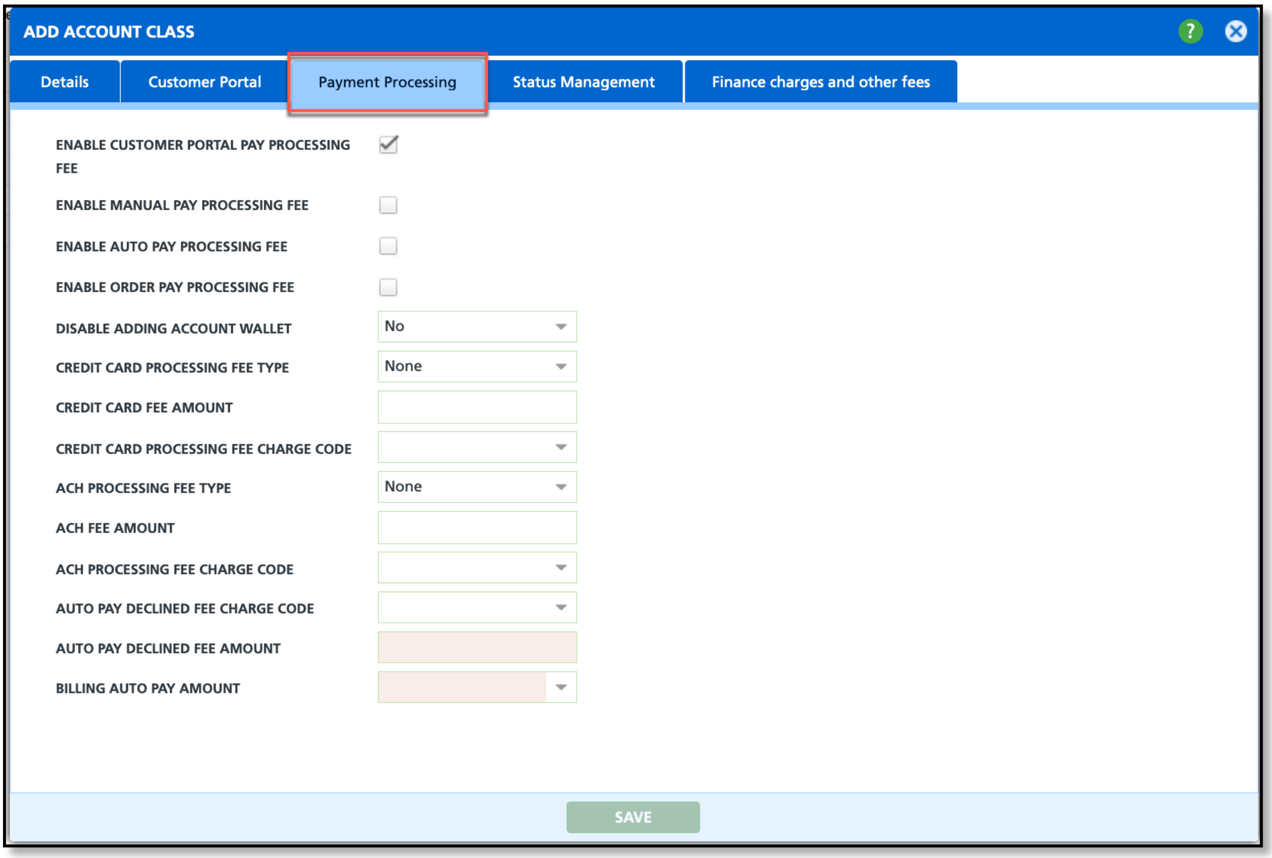
Customer Portal Setup

If setting up Customer Portal, review the full setup documentation here: Customer Portal Setup

1. Select 'Yes' from **Enable Portal Access** to allow users of accounts belonging to the account class access to the portal.
2. Select the **Customer Portal Home Page** that will display for users in the account class.
3. Select 'Yes' from **Enable Report Access** if portal users should have access to reports in the account portal.
4. Select 'Yes' from **Default Work Order Photo - Display in Customer Portal** to display the photo taken by the driver for the service.
5. Complete additional fields based on your company's setup requirements.
6. Click **Save** when finished.

Add Account Class: Payment Processing

The following section details the fields in the Payment Processing tab.



Field Descriptions: Payment Processing

Field	Description
Enable Customer Portal Pay Processing Fee	Check the box to apply a processing fee for payments made through the portal.
Enable Manual Pay Processing Fee	Check the box to apply a processing fee for manual portal payments.
Enable Auto Pay Processing Fee	Check the box to apply a processing fee for auto pay payments.
Enable Order Pay Processing Fee	Check the box to apply a processing fee for Order Pay.
Disable Adding Account Wallet	Enables saving payment methods for future use in the Payments tab of a work order for credit card payment types. By default, the setting is 'No', which provides a 'Save for Reuse' checkbox in the Add Payment popup for work orders. If 'Yes,' the check box when adding a credit card payment to a work order is hidden and in Accounts > AR History > Wallet the 'Add' icon is also hidden.
Credit Card Processing Fee Type	Check the box to enable Credit Card Processing Fee.
Credit Card Fee Amount	The amount that will be applied towards Credit Card transactions.
Credit Card Processing Fee Charge Code	Charge Code that displays for the Credit Card processing fee.

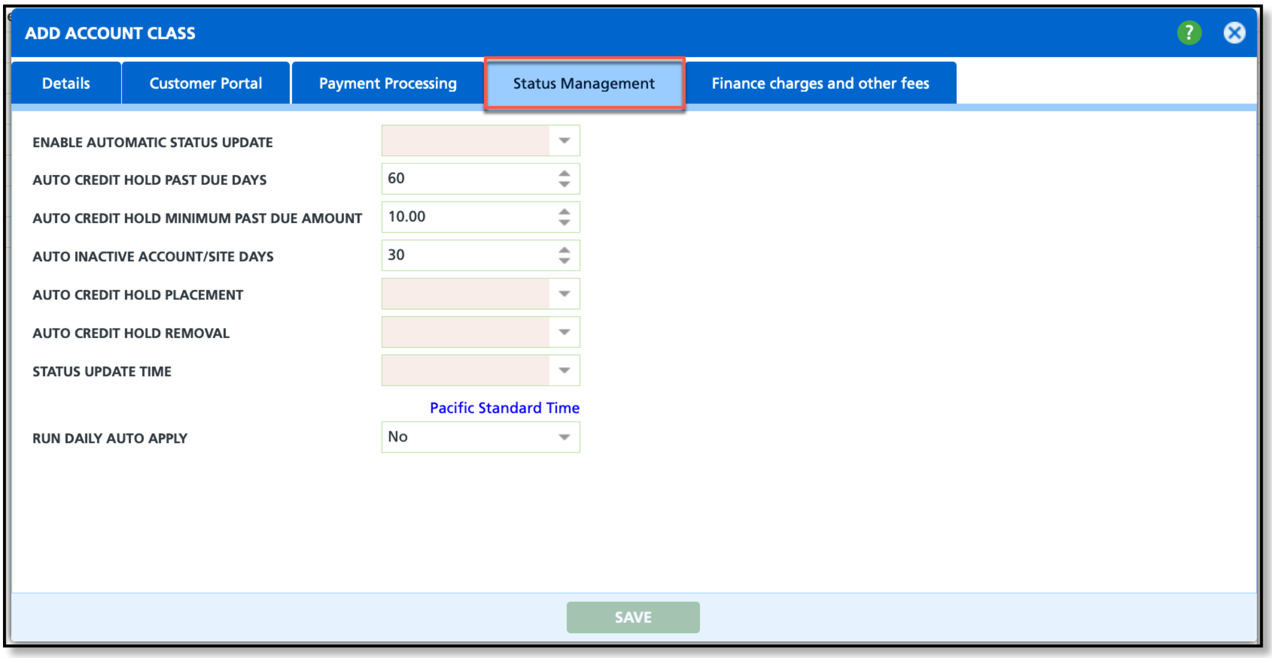
ACH Processing Fee Type	Type of processing fee to apply to ACH transactions for any processing bank fees. Select none if this does not apply.
ACH Fee Amount	Amount to apply for ACH processing. Set to '0' if this does not apply.
ACH Processing Fee Charge Code	Charge Code that displays for the ACH Processing Fee.
Auto Pay Declined Fee Charge Code	Charge Code that displays for declined auto pay payments.
Auto Pay Declined Fee Amount *Required*	The fee amount that is automatically applied towards declined transactions.
Billing Auto Pay Amount *Required*	Indicates the auto pay amount that will be collected from the account when auto pay is run. • *Invoice Amount:* If selected, only the amount for the current invoice is collected. • *Balance Due:* If selected, all unpaid balances including the current invoice are collected.

Payment Processing Setup

1. Enter an **Auto Pay Declined Fee Amount** to be charged in the event a payment is declined. Enter '0' if a fee will not be charged.
2. Select the preferred **Billing Auto Pay Amount** to indicate how accounts under the account class are billed.
3. Complete additional fields based on your company's setup requirements.
4. Click **Save** when finished.

Add Account Class: Status Management

The Status Management tab contains settings for automating account status changes.

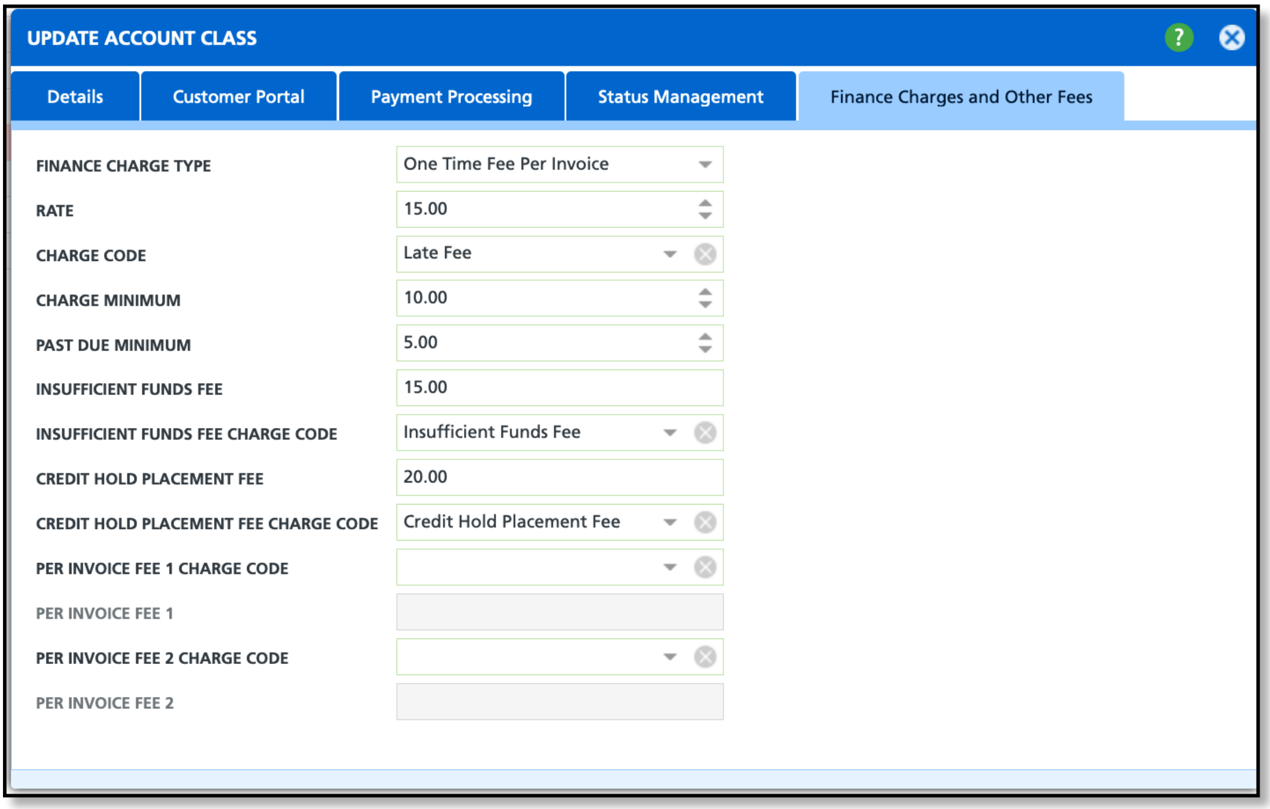


Field Descriptions: Status Management

Field	Description
Enable Automatic Status Update	If enabled (Yes) the system will look at the additional status management settings and automatically update an account or site's status based on established criteria.
Auto Credit Hold Past Due Days	Identifies how many days an account must be past due before the credit hold is automatically applied.
Auto Credit Hold Minimum Past Due Amount	Identifies the minimum amount an account must be past due before the credit hold is automatically applied.
Auto Inactive Account/Site Days	Identifies how many days an account or site must not have activity before it is automatically updated to an inactive status.
Auto Credit Hold Placement	Enables the automatic credit hold placement if a past due balance exists.
Auto Credit Hold Removal	Enables the automatic credit hold removal after payment has been received.
Status Update Time	The time these account statuses should updated to hold or remove hold.
Run Daily Auto Apply	Enables a daily check for unapplied payments and credits on an account and applies them to the account's oldest invoice balances first.

Add Account Class: Finance Charges and Other Fees

The Finance Charges/Late Fees tab establishes how charges and fees are applied to an account.
Related Article: Finance Charge and Late Fee Setup



Field Descriptions: Finance Charges and Other Fees

Field	Description

Finance Charge Type	Establishes how a late fee will be applied on an account's invoice statement. Based on the selection that is made, functionality for other fields may change.
	• **During Billing**
	  ◦ If selected, the finance charge or late fee will be calculated during the billing process for a scheduled billing batch and included on the invoice.
	• **Manual Flat Fee**
	  ◦ If selected, a manual flat fee must be applied using the *Calculate Manual Finance Charges and Late Fees* tool in the Accounting module.
	• **One Time Fee Per Invoice**
	  ◦ If selected, a finance charge or late fee will be applied one time per invoice and is only calculated for Scheduled Batches.

Annual Rate/Rate	Annual rate applied to accounts belonging to the account class. Rate Application for Finance Charge Types: • **During Billing:** Identified as a percentage of the past due amount. • **Manual Flat Fee:** This field does not apply to this Finance Charge Type option. • **One Time Fee Per Invoice:** Applied as a flat rate.
Charge Code	Identifies the charge code that billing will use for applying finance charges and late fees to an invoice.
Charge Minimum	The minimum dollar amount an account must be charged. If the percentage value entered in the 'Rate' field is less than the charge minimum, the charge minimum is applied.
Past Due Minimum	The minimum amount an account must be past due for late fees to apply.
Insufficient Funds Fee	Fee that will be applied for insufficient funds. If a value greater than '0.00' is entered, the Insufficient Funds Fee Charge Code field is required.
Insufficient Funds Fee Charge Code	Identifies the charge code to be applied at billing when an insufficient fund fee is incurred.
Credit Hold Placement Fee	Fee that will be applied if an account is placed on a credit hold. If a value greater than '0.00' is entered, the Credit Hold Placement Fee Charge Code field is required.
Credit Hold Placement Fee Charge Code	Identifies the charge code to be applied at billing when a credit hold placement fee is incurred.
Per Invoice Fee 1 Charge Code	Identifies the charge code for Per Invoice Fee 1, which will be printed on invoices. When a charge code is selected, the Per Invoice Fee 1 field is enabled.
Per Invoice Fee 1	Manual charge that gets added to invoices at billing. The amount entered here can be overridden at the account-level in Edit Account under the Settings tab.
Per Invoice Fee 2 Charge Code	Identifies the charge code for Per Invoice Fee 2, which will be printed on invoices. When a charge code is selected, the Per Invoice Fee 2 field is enabled.
Per Invoice Fee 2	Manual charge that gets added to invoices at billing. The amount entered here can be overridden at the account-level in Edit Account under the Settings tab.

Application of Insufficient Funds Fee in AR History

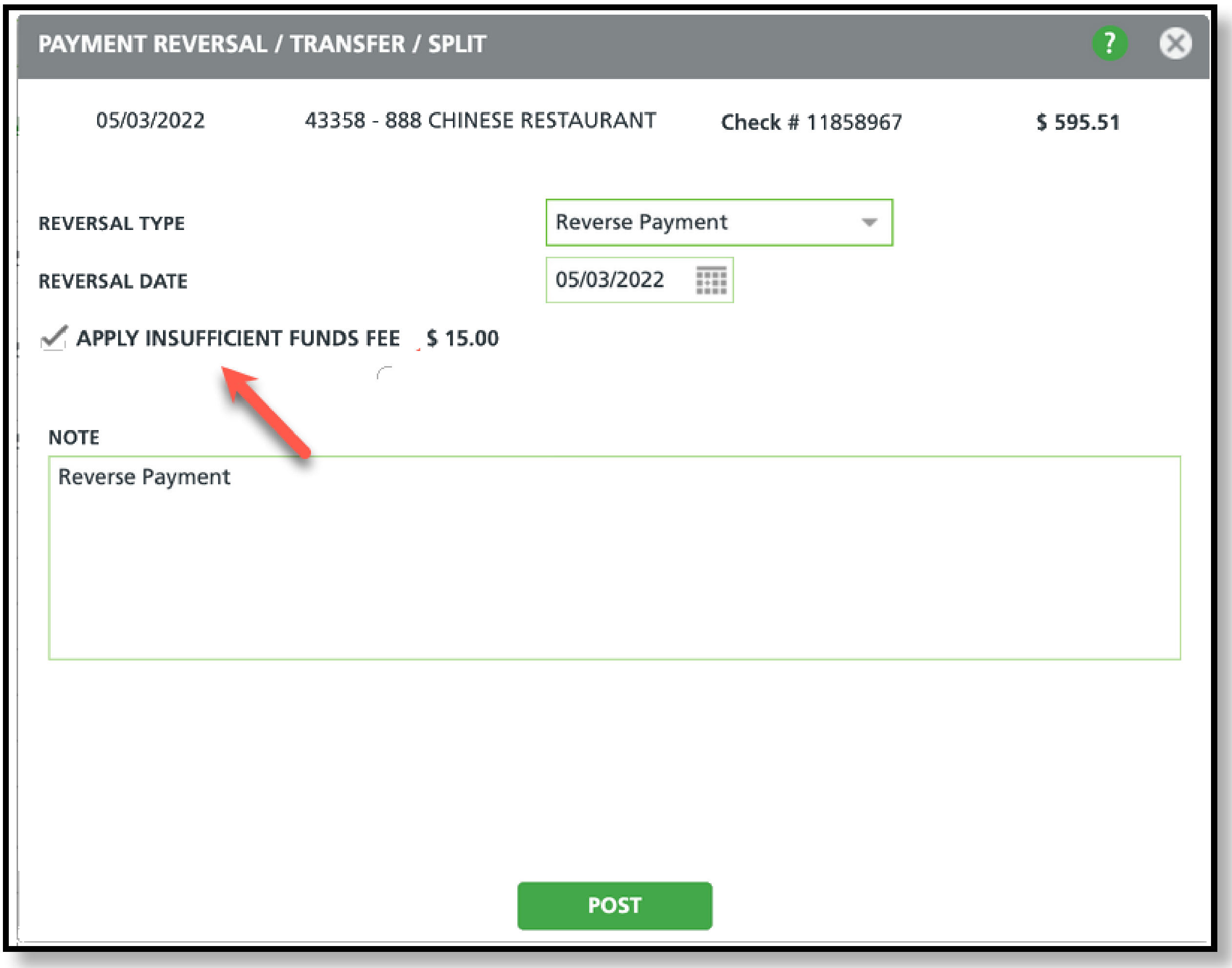
(Only applies to Payment Reversals and Charge Backs. Transfers and Split Payments are Excluded.)

Pathway: *Customer Service Screen > AR History*

If a payment reversal, or charge back is recorded for a payment, and the account class includes a insufficient funds fee and charge code settings, a manual charge is created for the account. For this, the following logic is used:

- Insufficient Funds Fee must include a value greater than '0'.
- Insufficient Funds Fee Charge Code must exist.

By default, the 'Apply Insufficient Funds Fee' check box is checked. The full fee is applied regardless if the reversal or charge back was for a partial amount.



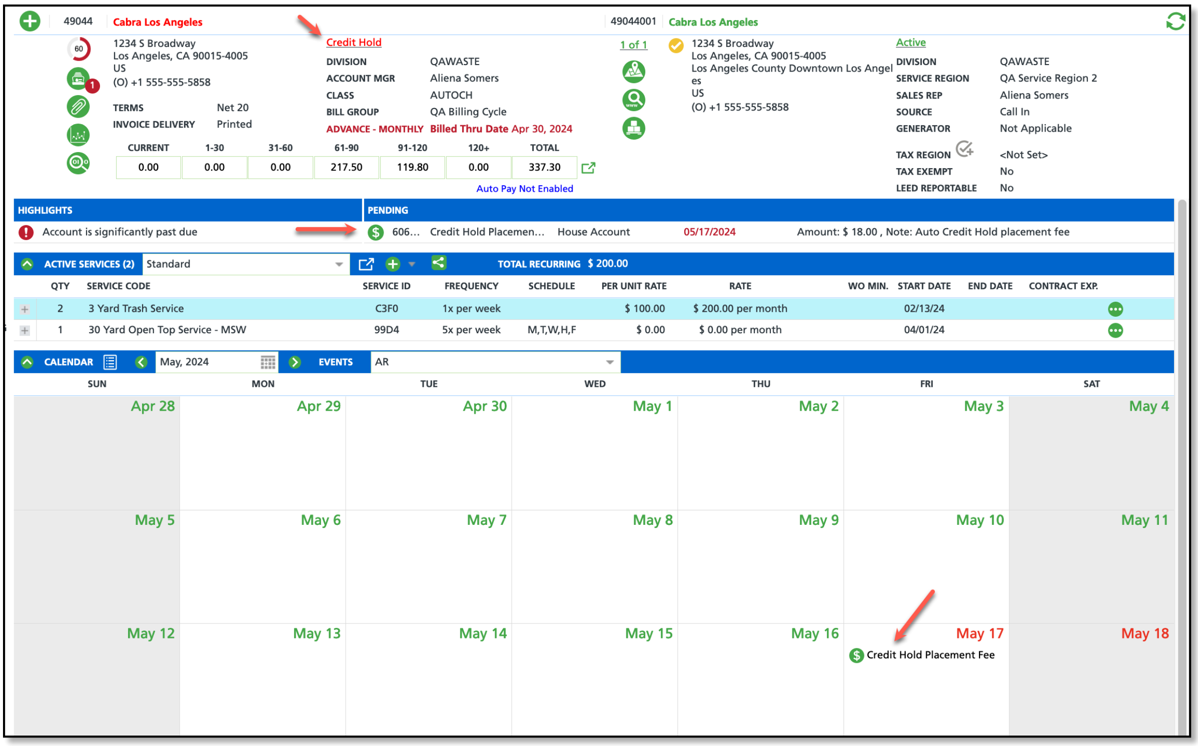
Application of Credit Hold Placement Fee in Customer Service

(Only applies to automated credit holds)

Pathway: *Setup > Account > Account Class*

If an account qualifies for an automated credit hold, and the account class includes a credit hold placement fee and charge code, a manual charge will be created when the account is placed on "Credit Hold." For this, the following logic is used:

- Credit Hold Placement Fee must include a value be greater than '0'
- Credit Hold Placement Fee Charge Code must exist.
- The account class to which the account belongs must have the necessary auto credit hold settings enabled and defined in the Status Management tab.



Related Articles

Customer Portal Setup
Finance Charge and Late Fee Setup