

# Line Of Business

Last Modified on 07/17/2025 10:00 am PDT

Pathway: Setup > Services > Line Of Business

Line of Business is the categorization of related services within a company's operations. It represents distinct divisions or segments of the company's operations that are dedicated to specific areas of waste management (Roll-off, Residential, Commercial, Medical and etc.). This screen displays in two grids: upper grid and lower grid. The upper grid shows all active and inactive lines of business. Values in the lower grid display when a line of business is selected from the upper grid.

LINE OF BUSINESS SETUP

SETUP > SERVICES > LINE OF BUSINESS

ID	NAME	SCREEN TYPE	ENABLE MANIFEST PROCESSING	GL SEGMENT	TEMPORARY SERVICE GL SEGMENT	WORK ORDER MINIMUM CHARGE CODE	OVER MAX-WEIGHT CHARGE CODE	UNEARNED REVENUE GL ACCOUNT	ENABLE USED OIL COLLECTI...	AUTO COMPLETE SECONDS	DAYS AVAILABLE TO DRIVER	RECEIPT HEADER TEXT	ACKNOWLEDGEMENT TEXT	ROUTE CUTOFF TIME	ACTIVE
DOCDEST	Document Dest...	1	No	DOC				Unearned R...	No	5	Today O...			09:00 PM	Yes
FEL	Commercial	1	No	D100				Unearned R...	Yes	5	Last, Cu...			09:00 PM	Yes
HAZ	Hazardous Mat...	1	No	HAZ				Sales Tax Pay...	No	5	Last, Cu...			09:00 PM	Yes
INACTIVE	INACTIVE LOB	1	No						No	5	Today O...			09:00 PM	No
LF	Inbound and O...	1	No	80				Account Pay...	No	5	Yesterd...			09:00 PM	Yes
MEDICAL	Medical Waste	1	Yes	RMW		Minimum ...	Over Weig...	Unearned R...	No	5	Yesterd...	Receipt he...	This is LOB ackno...	09:00 PM	Yes
MISC	Miscellaneous	1	No	123456789...				Unearned R...	No	5	Yesterd...			09:00 PM	Yes
PT	Portable Toilets	1	No						No	5	Today O...			09:00 PM	Yes
RESI	Residential	1	No	D200				Unearned R...	No	5	Yesterd...			09:00 PM	Yes
RO	Roll Off	1	No	D300	0078	Minimum ...		Unearned R...	No	5	Yesterd...			09:00 PM	Yes

Service Frequencies

NavuNav Available Extra Charges

Division Specific

FREQUENCY TYPE

ACTIVE FREQUENCIES ONLY☐

TYPE	FREQUENCY	DESCRIPTION	SHORT DESCRIPTION	
Times per week	6	6x per week	6xW	<input checked="" type="checkbox"/>
On Call	0	On Call	OC	<input checked="" type="checkbox"/>
Times per week	1	1x per week	1xW	<input checked="" type="checkbox"/>
Times per week	2	2x per week	2xW	<input checked="" type="checkbox"/>
Times per week	3	3x per week	3xW	<input checked="" type="checkbox"/>
Times per week	4	4x per week	4xW	<input checked="" type="checkbox"/>
Times per week	5	5x per week	5xW	<input checked="" type="checkbox"/>
Times per week	7	7x per week	7xW	<input checked="" type="checkbox"/>

## Permissions

The following permissions are required to view, add and edit in the Line of Business Setup screen:

Permission ID	Permission Name
120	Setup \ System and Security

## Upper Grid - Add a Line of Business

The following section provides information on the tabs that are displayed when adding a line of business. To edit a line of business, double-click the row corresponding to the line you want to modify.

LINE OF BUSINESS SETUP

SETUP

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ID	NAME	SCREEN TYPE	ENABLE MANIFEST PROCESSING	GL SEGMENT	TEMPORARY SERVICE GL SEGMENT	WORK ORDER MINIMUM CHARGE CODE	OVER MAX-WEIGHT CHARGE CODE	UNEARNED REVENUE GL ACCOUNT	ENABLE USED OIL COLLECTION	AUTO COMPLETE SECONDS	DAYS AVAILABLE TO DRIVER	RECEIPT HEADER TEXT	ACKNOWLEDGE TEXT
DOCDEST	Document Dest...	1	No	DOC				Unearned R...	No	5	Today O...		

ADD LINE OF BUSINESS

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LOB ID

NAME

ACTIVE

Yes

Settings

Mobile

Optimization

Self-Service Ordering

Productivity and Profitability

SCREEN TYPE

ENABLE USED OIL COLLECTION

No

GL SEGMENT

ENABLE PROACTIVE ROUTE STATUS DRIVER CHECK

No

TEMPORARY SERVICE GL SEGMENT

ENABLE MANIFEST PROCESSING

No

UNEARNED REVENUE GL ACCOUNT

ENABLE MANIFEST GROUP WEIGHT ROUNDING

No

WORK ORDER MINIMUM CHARGE CODE

ENABLE ACTIVE DISPATCH

No

OVER MAX WEIGHT CHARGE CODE

ENABLE CHARGE CODE WASTE CODES

No

RENTAL CHARGE CODE

ENABLE WORK TYPE DEFAULT CHARGE CODES

No

RECURRING MINIMUM CHARGE CODE

ENABLE BIC REPORTING

No

LIMIT CHARGE CODE TO MATCHING EQUIPMENT

No

ENABLE LABOR TRACKING

No

LIMIT CHARGE CODE TO MATCHING MATERIAL

No

ROUTE CUTOFF TIME

09 : 00 : 00 . 000 PM

INVOICE SUMMARY DESCRIPTION

PRODUCTIVITY UNIT NAME

SAVE

## Tab: Settings

The Settings tab displays in both the Add and Edit Line of Business popup editors.

### Field Descriptions

Fields	Descriptions
LOB ID	The identification for the Line Of Business.
Name	The name of the Line Of Business.
Active	The active status of the Line Of Business.
Screen Type	Select option 1 (this is currently the only option).
GL Segment	Enter the GL Segment number to identify and track revenue streaming from a specific line of business. More information about GL Segmentation Setup and Tracking can be found here: <a href="#">GL Segmentation Setup</a> and <a href="#">GL Transaction Processing</a> .
Unearned Revenue GL Account	Specifies the GL Account where all unearned revenue for the line of business will be tracked.

<b>Work Order Minimum Charge Code</b>	<p>Charge Code that is applied to the work order if the work order minimum has not been met.</p> <p>Example: In the example below, the service charged for is \$15 less than the minimum required amount. In this scenario, a charge code would be added to the work order for the difference and the account would be billed \$50 (\$35 + \$15). Review <a href="#">Charge Code Setup</a> for more information on creating a work order minimum charge code.</p> <p>Work order minimum = \$50</p> <p><u>Service total =</u>            <u>\$35</u></p> <p>Difference =                \$15</p>
<b>Over Max Weight Charge Code</b>	<p>The charge code applied by the Line of Business if equipment max weight is exceeded.</p> <p>Max Weight is entered in Equipment Type Setup (<i>Setup &gt; Services &gt; Equipment Type</i>). Review <a href="#">Charge Code Setup</a> for more information on creating an over max weight charge code.</p>
<b>Rental Charge Code</b>	<p>The charge code applied for daily equipment inactivity (equipment rental fee). Review <a href="#">Inactivity and Daily Rental Fee Setup</a> for more information about daily rental charge setup process and <a href="#">Applying to a Service</a>.</p>
<b>Limit Charge Code To Matching Equipment</b>	Limits the charge code list of options available on a work order to only display charge codes that match the equipment of the Line of Business.
<b>Limit Charge Code To Matching Material</b>	Limits the charge code list of options available on a work order to only display charge codes of matching material.
<b>Invoice Summary Description</b>	Text entered here displays on the invoice summary.
<b>Productivity Unit Name</b>	
<b>Enable Used Oil Collection</b>	Enables settings for used oil collection within the driver application.
<b>Enable Proactive Route Status Driver Check</b>	
<b>Enable Manifest Processing</b>	
<b>Enable Manifest Group Weight Rounding</b>	Enables rounding when grouping the weight of the boxes for medical waste.
<b>Enable Active Dispatch</b>	Controls if the line of business displays on the ActiveDispatch screen.
<b>Enable Charge Codes Waste Codes</b>	Enables recording and attaching EPA Waste Codes to a charge code.
<b>Enable Work Type Default Charge Codes</b>	For each line of business default charge codes apply, this option should be set to 'Yes'.
<b>Enable BIC Reporting</b>	Enables BIC reporting where BIC reporting is required.
<b>Enable Labor Tracking</b>	Displays the Labor tab on the Service Record. By default, this field is disabled.

<p><b>Route Cutoff Time</b></p>	<p>NavuNav setting that affects the Scheduled Date field on a service record based on when the driver marks the stop Complete.</p> <p><b>Logic:</b> If a driver completes a stop after the <b>Route Cutoff Time</b>, the Scheduled Date is set to Completion Date Time plus one day.</p> <p><b>Example:</b> if the original Scheduled Date was <b>7/13/25</b>, and the Route Cutoff Time was set to <b>10:00 PM</b>, and service was completed at <b>11:00 PM on 7/13/25</b>—which was after the route's cutoff time—the Scheduled Date will be updated to <b>7/14/25</b>, with the Originally Scheduled Time noted.</p>
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## Tab: Mobile

The Mobile tab controls settings in the driver application for the select Line of Business.

The screenshot shows the 'LINE OF BUSINESS SETUP' screen with the 'Mobile' tab selected. The settings for the 'Hazardous Material' Line of Business are displayed. The settings include: DAYS AVAILABLE TO DRIVER (Last, Current, & Next Week), AUTO COMPLETE SECONDS (5), RECEIPT HEADER TEXT, ACKNOWLEDGEMENT TEXT, SERVICE DESCRIPTION DISPLAY (Quantity - Work Type Name - Service Code Name), and ENABLE COMPLETION NOTE ENTRY (unchecked).

## Field Descriptions

Fields	Descriptions
<b>Name</b>	The name of the Line of Business.
<b>Active</b>	The status of the Line of Business.
<b>Days Available To Driver</b>	Establishes what days a driver can see on their mobile app.
<b>Receipt Header Text</b>	Text entered here will display at the top of a receipt.
<b>Auto Complete Seconds</b>	Automatically completes a job once the specified time has elapsed. This setting applies only to Residential mode in the driver app and is measured in seconds. For example, if stops should take only 1 minute to complete, enter "60" in the <i>Auto Complete Seconds</i> field. Once the driver arrives at the location, the stop will automatically be marked as "Complete" after 60 seconds.
<b>Acknowledgement Text</b>	Text entered here displays in the signature section of the receipt.

<b>Service Description Display</b>	A selection here affects how the service description is displayed to drivers in NavuNav (Android).
<b>Enable Completion Note Entry</b>	Allows drivers to add a completion note after finishing a service for the line of business.

## Tab: Optimization

The Optimization tab includes settings that are used for Route Optimization. Route Optimization requires additional setup. Watch an overview of Route Optimization here: [Route Optimization Overview](#)

The screenshot shows the 'LINE OF BUSINESS SETUP' interface. A red arrow points to a green plus icon in the top left corner. Below it is a table with columns: ID, NAME, SCREEN TYPE, ENABLE MANIFEST PROCESSING, GL SEGMENT, WORK ORDER MINIMUM CHARGE CODE, and OVER MAX-WEIGHT CHARGE CODE. The table lists various line of business codes like DOCDST, FEL, HAZ, LF, MEDICAL, MISC, RESI, RO, and SCALE. A modal window titled 'ADD LINE OF BUSINESS' is open, showing fields for LOB ID, NAME, and ACTIVE (set to Yes). Below these are tabs for Settings, Mobile, Optimization (highlighted with a red box), Self-Service Ordering, and Profitability. The Optimization tab contains sections for 'Optimization' (with fields for ROUTE OPTIMIZATION TYPE set to 'Standard', ROUTE OPTIMIZATION OVERRIDES, and HEALTH OVERRIDES) and 'Health Score Weights' (with fields for BALANCING set to 34, COMPACTNESS set to 33, and INTERLACING set to 33). A 'SAVE' button is at the bottom of the modal.

## Field Descriptions

Field	Description
<b>Optimization</b>	
<b>Route Optimization Type</b>	<ul style="list-style-type: none"> <li><b>Standard</b> - optimization is processed through the Dispatch screen.</li> <li><b>Roll Off</b> - optimization is processed through Active Dispatch, dependent on license setup. This option is intended for active dispatch.</li> </ul>
<b>Route Optimization Overrides</b>	Overrides the default settings configured at Route Smart and indicates how the route will be serviced (right/left side of street, etc.). Leave blank and route optimization will use your Route Smart's unique account settings.
<b>Health Overrides</b>	
<b>Health Score Weights</b>	
<b>Balancing</b>	
<b>Compactness</b>	
<b>Interlacing</b>	

## Tab: Self-Service Ordering

Settings in the Self-Service Ordering tab apply to the Customer Portal application.

LINE OF BUSINESS SETUP

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ID	NAME	SCREEN TYPE	ENABLE MANIFEST PROCESSING	GL SEGMENT	TEMPORARY SERVICE GL SEGMENT	WORK ORDER MINIMUM CHARGE CODE
DOCDEST						
FEL						
HAZ						
INACTIVE						
LF						
MEDICAL						
MISC						
PT						
RESI						
RO						
SCALE						
test						
TEST2						
UO						

ADD LINE OF BUSINESS

LOB ID

NAME

ACTIVE

Yes

Settings

Mobile

Optimization

Self-Service Ordering

Productivity and Profitability

SUMMARY

SUMMARY IMAGE

Select Image...

BROWSE...

CONTENT

CONTENT IMAGE

Select Image...

BROWSE...

SAVE

## Tab: Productivity and Profitability

The Productivity and Profitability tab determines the specific calculation method the system should use for route profitability calculations.

LINE OF BUSINESS SETUP

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ID	NAME	SCREEN TYPE	ENABLE MANIFEST PROCESSING	GL SEGMENT	TEMPORARY SERVICE GL SEGMENT	WORK ORDER MINIMUM CHARGE CODE
DOCDEST						
FEL						
HAZ						
INACTIVE						
LF						
MEDICAL						
MISC						
PT						
RESI						
RO						
SCALE						
test						
TEST2						
UO						

ADD LINE OF BUSINESS

LOB ID

NAME

ACTIVE

Yes

Settings

Mobile

Optimization

Self-Service Ordering

Productivity and Profitability

ROUTE PROFITABILITY CALCULATION

((Time of first service - time of last service) \* operating cost per hour) + disposal cost

WORK ORDER PROFITABILITY CALCULATION

(Minutes (start time - end time) \* operating cost per minute) + disposal cost

ROUTE OPERATING HOURS CALCULATION METHOD

Log in and Log out timestamp

AUTOMATIC 30 MINUTE LUNCH DEDUCTION

No

DOWNTIME DEDUCTION

No

SAVE

## Field Descriptions

Field	Description
Route Profitability Calculation	Select the preferred calculation method to calculate route profitability.
Work Order Profitability Calculation	Select the preferred calculation method to calculate work order profitability.
Route Operating Hours Calculation Method	Setting the system will use to identify the route's operating hours.
Automatic 30 Minute Lunch Deduction	Setting to have the system automatically apply a 30 minute lunch deduction from the operating hours.
Downtime Deduction	Setting that will deduct downtime from route operating hours.

## Lower Grid

Values in the lower grid display when a line of business is selected from the upper grid.

LINE OF BUSINESS SETUP

SETUP > SERVICES > LINE OF BUSINESS

ID	NAME	SCREEN TYPE	ENABLE MANIFEST PROCESSING	GL SEGMENT	WORK ORDER MINIMUM CHARGE CODE	OVER MAX-WEIGHT CHARGE CODE	UNEARNED REVENUE GL ACCOUNT	ENABLE USED OIL COLLECTION	AUTO COMPLETE SECONDS	DAYS AVAILABLE TO DRIVER	RECEIPT HEADER TEXT	ACKNOWLEDG... TEXT	ACTIVE
DOCDEST	Document Destru...	1	No					No	5	Today Only			Yes
FEL	Commercial	1	No	D100			Unearned Rev...	Yes	5	Yesterda...			Yes
HAZ	Hazardous Material	1	No					No	5	Last, Cur...			Yes
INACTIVE	INACTIVE LOB	1	No					No	5	Today Only			No
LF	Landfill	1	No	80			Account Paya...	No	5	Yesterda...			Yes
MEDICAL	Medical Waste	1	No		Minimum Se...	Over Weigh...		No	5	Yesterda...	Receipt hea...	This is LOB a...	Yes
MISC	Miscellaneous	1	No	1234567...			Unearned Rev...	No	5	Yesterda...			Yes
RESI	Residential	1	No	D200			Unearned Rev...	No	5	Yesterda...			Yes
RO	Roll Off	1	No	D300	Minimum Se...		Unearned Rev...	No	5	Last, Cur...			Yes
SCALE	Scale	1	No					No	5	Today Only			Yes
UO	Used Oil Collection	1	Yes					Yes	5	Today Only			Yes

Service Frequencies

NavuNav Available Extra Charges

Division Specific

FREQUENCY TYPE

ACTIVE FREQUENCIES ONLY

TYPE	FREQUENCY	DESCRIPTION	SHORT DESCRIPTION	
Times per week	6	6x per week	6xW	<input checked="" type="checkbox"/>
On Call	0	On Call	OC	<input checked="" type="checkbox"/>
Times per week	1	1x per week	1xW	<input checked="" type="checkbox"/>
Times per week	2	2x per week	2xW	<input checked="" type="checkbox"/>
Times per week	3	3x per week	3xW	<input checked="" type="checkbox"/>
Times per week	4	4x per week	4xW	<input checked="" type="checkbox"/>
Times per week	5	5x per week	5xW	<input checked="" type="checkbox"/>
Times per week	7	7x per week	7xW	<input checked="" type="checkbox"/>
Every x weeks	2	Every 2 weeks	E2W	<input checked="" type="checkbox"/>
Every x weeks	4	Every 4 weeks	E4W	<input checked="" type="checkbox"/>
Every x months	1	Monthly	E1M	<input checked="" type="checkbox"/>
Every x weeks	6	Every 6 weeks	E6W	<input type="checkbox"/>
Every x weeks	8	Every 8 weeks	E8W	<input type="checkbox"/>

## Tab: Service Frequencies

The Service Frequencies tab determines which frequencies will display in the Frequency dropdown field when adding an active service to a site. To view and assign frequencies, select the line of business from the upper grid. Frequencies can be assigned using the associated toggle switches.

Service Frequencies

NavuNav Available Extra Charges

Division Specific

FREQUENCY TYPE

ACTIVE FREQUENCIES ONLY

TYPE	FREQUENCY	DESCRIPTION	SHORT DESCRIPTION	
Times per week	6	6x per week	6xW	<div><div></div></div>
On Call	0	On Call	OC	<div><div></div></div>
Times per week	1	1x per week	1xW	<div><div></div></div>
Times per week	2	2x per week	2xW	<div><div></div></div>
Times per week	3	3x per week	3xW	<div><div></div></div>
Times per week	4	4x per week	4xW	<div><div></div></div>
Times per week	5	5x per week	5xW	<div><div></div></div>
Times per week	7	7x per week	7xW	<div><div></div></div>
Every x weeks	2	Every 2 weeks	E2W	<div><div></div></div>
Every x weeks	4	Every 4 weeks	E4W	<div><div></div></div>
Every x months	1	Monthly	E1M	<div><div></div></div>
Every x weeks	6	Every 6 weeks	E6W	<div><div></div></div>
Every x weeks	8	Every 8 weeks	E8W	<div><div></div></div>
Every x weeks	10	Every 10 weeks	E10W	<div><div></div></div>
Every x weeks	12	Every 12 weeks	E12W	<div><div></div></div>

## Tab: NavuNav Available Extra Charges

The *NavuNav Available Extra Charges* tab manages the available charge codes within the driver application, enabling drivers to add them to a work order. To view and assign extra charges, select the line of business from the upper grid. Extra charges can then be assigned using the associated toggle switches.

Service Frequencies				NavuNav Available Extra Charges		Division Specific	
CHARGE CODE				NAME		SEQUENCE	
FLSWAP				Front Load Swap		<input checked="" type="checkbox"/>	
FLREPAIRPT				Front Load Repair Parts		<input checked="" type="checkbox"/>	
FLREM				Front Load Removal		<input checked="" type="checkbox"/>	
FLRELOCATE				Front Load Relocate		<input checked="" type="checkbox"/>	
FLINSTALL				Front Load Installation Fee		<input checked="" type="checkbox"/>	
FL08XP				Front Load 08YD Extra Pickup		<input checked="" type="checkbox"/>	
FL06XP				Front Load 06YD Extra Pickup		<input checked="" type="checkbox"/>	
FL04XP				Front Load 04YD Extra Pickup		<input checked="" type="checkbox"/>	
FL02XP				Front Load 02YD Extra Pickup		<input checked="" type="checkbox"/>	
FLDEL				Front Load Delivery		<input checked="" type="checkbox"/>	
FLREPAIR				Front Load Repair		<input checked="" type="checkbox"/>	
FLBULK				Bulk Pickup		<input checked="" type="checkbox"/>	
FLOVRLOAD				Front Load Overload Charge		<input type="checkbox"/>	

## Tab: Division Specific

Limit the line of business to specific divisions by using the toggle switches to enable those divisions for access to the line of business.

Service Frequencies	NavuNav Available Extra Charges	Division Specific			
DIVISION	ERP LABEL	SELF-SERVICE ENABLED	CUTOFF TIME	DAYS AHEAD	SELF-SERVICE APPROVAL REQUIRED
CORPUS		Yes	2:00 PM	1	Yes
DAYTON		No		0	No
QAWASTE		No		0	No
HOUSTON		No		0	No
HILLSBORO		No		0	No