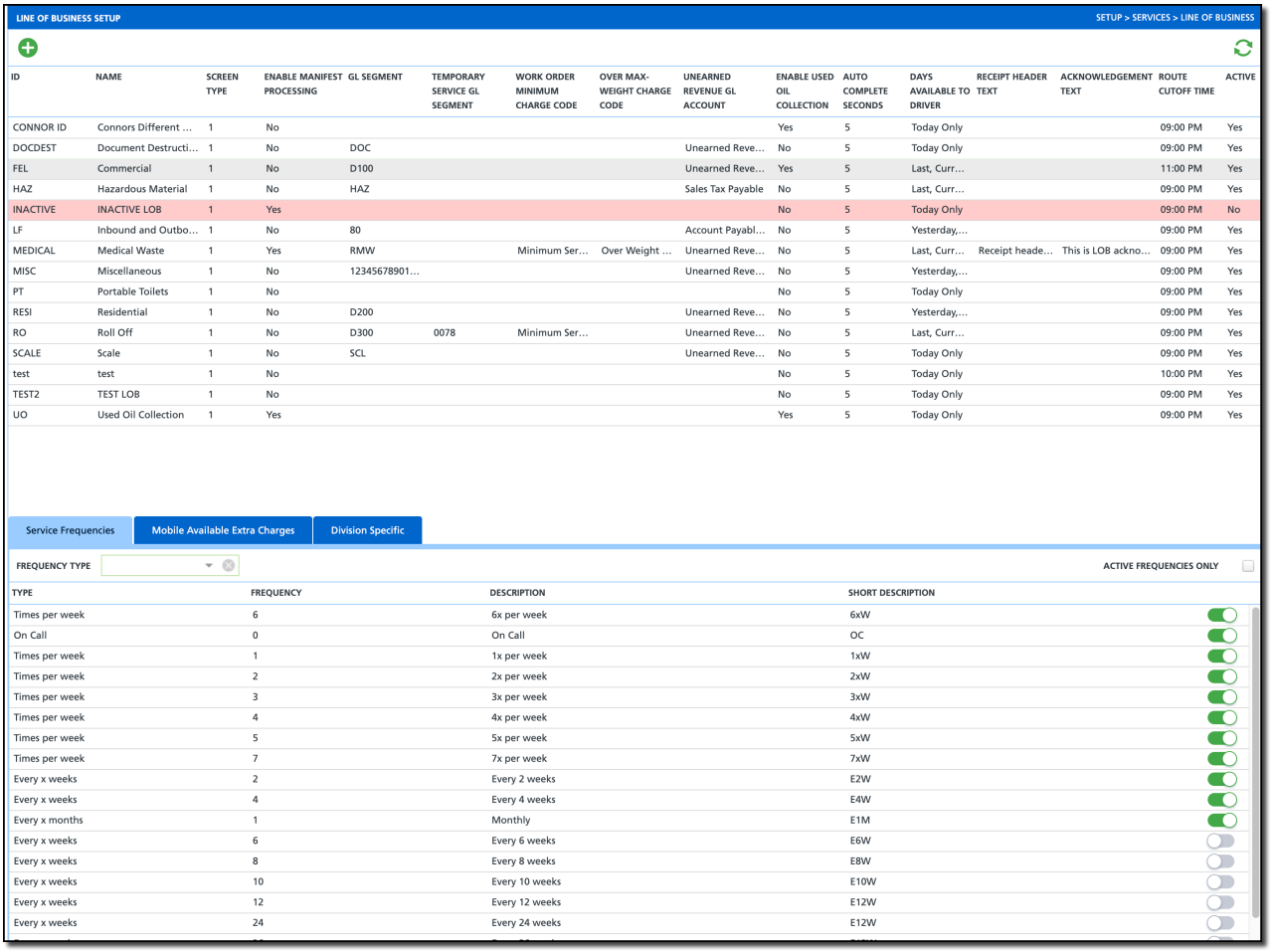
Line Of Business

Last Modified on 08/25/2026 11:53 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.



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	ACKNOWLEDGEMENT TEXT	ROUTE CUTOFF TIME	ACTIVE
CONNOR ID	Connors Different ...	1	No						Yes	5	Today Only			09:00 PM	Yes
DOCDEST	Document Destructi...	1	No	DOC				Unearned Reve...	No	5	Today Only			09:00 PM	Yes
FEL	Commercial	1	No	D100				Unearned Reve...	Yes	5	Last, Curr...			11:00 PM	Yes
HAZ	Hazardous Material	1	No	HAZ				Sales Tax Payable	No	5	Last, Curr...			09:00 PM	Yes
INACTIVE	INACTIVE LOB	1	Yes						No	5	Today Only			09:00 PM	No
LF	Inbound and Outbo...	1	No	80				Account Payabl...	No	5	Yesterday,...			09:00 PM	Yes
MEDICAL	Medical Waste	1	Yes	RMW		Minimum Ser...	Over Weight ...	Unearned Reve...	No	5	Last, Curr...	Receipt heade...	This is LOB ackno...	09:00 PM	Yes
MISC	Miscellaneous	1	No	12345678901...				Unearned Reve...	No	5	Yesterday,...			09:00 PM	Yes
PT	Portable Toilets	1	No						No	5	Today Only			09:00 PM	Yes
RESI	Residential	1	No	D200				Unearned Reve...	No	5	Yesterday,...			09:00 PM	Yes
RO	Roll Off	1	No	D300	0078	Minimum Ser...		Unearned Reve...	No	5	Last, Curr...			09:00 PM	Yes
SCALE	Scale	1	No	SCL				Unearned Reve...	No	5	Today Only			09:00 PM	Yes
test	test	1	No						No	5	Today Only			10:00 PM	Yes
TEST2	TEST LOB	1	No						No	5	Today Only			09:00 PM	Yes
UO	Used Oil Collection	1	Yes						Yes	5	Today Only			09:00 PM	Yes

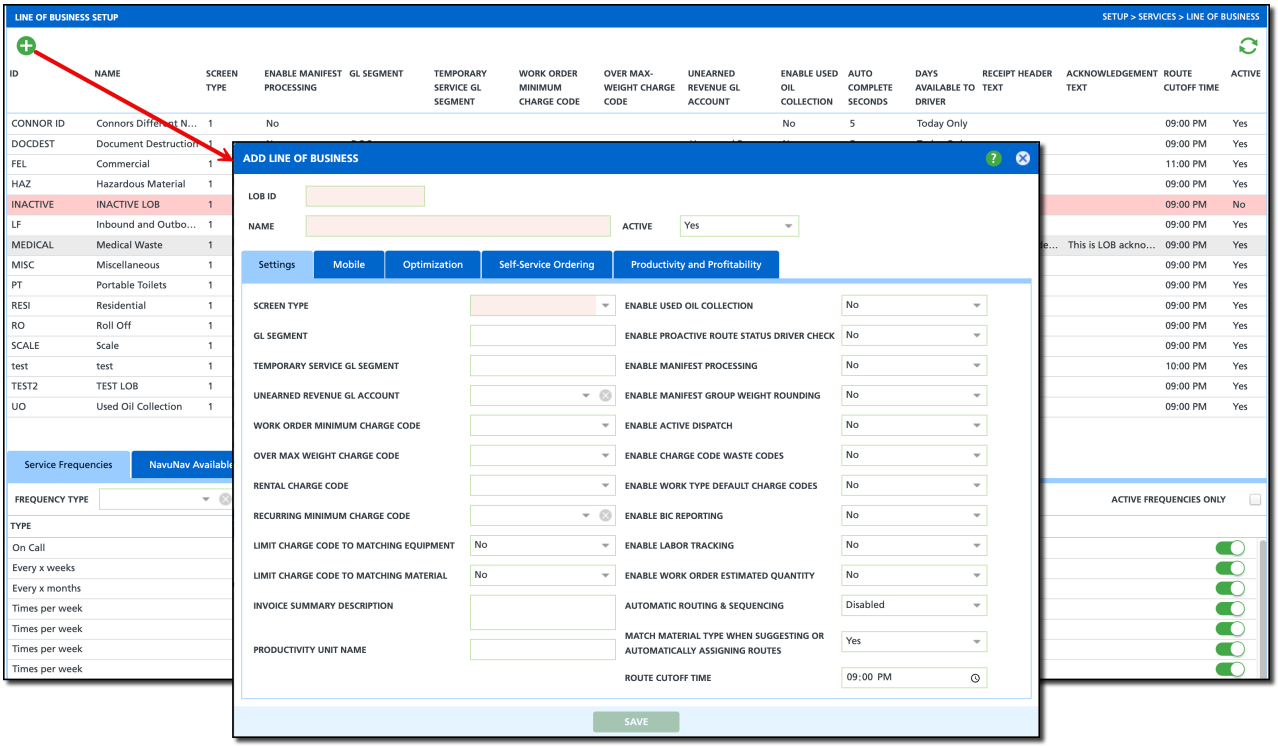
TYPE	FREQUENCY	DESCRIPTION	SHORT DESCRIPTION
Times per week	6	6x per week	6xW
On Call	0	On Call	OC
Times per week	1	1x per week	1xW
Times per week	2	2x per week	2xW
Times per week	3	3x per week	3xW
Times per week	4	4x per week	4xW
Times per week	5	5x per week	5xW
Times per week	7	7x per week	7xW
Every x weeks	2	Every 2 weeks	E2W
Every x weeks	4	Every 4 weeks	E4W
Every x months	1	Monthly	E1M
Every x weeks	6	Every 6 weeks	E6W
Every x weeks	8	Every 8 weeks	E8W
Every x weeks	10	Every 10 weeks	E10W
Every x weeks	12	Every 12 weeks	E12W
Every x weeks	24	Every 24 weeks	E12W

Expand All Sections | Collapse All Sections

Helpful Tip: To search all text using **CTRL**-F, you must first click on the Expand All Sections button.

Upper Grid - Add or Update 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.



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: GL Segmentation Setup and GL Transaction Processing.
Unearned Revenue GL Account	Specifies the GL Account where all unearned revenue for the line of business will be tracked.

Work Order Minimum Charge Code	Charge Code that is applied to the work order if the work order minimum has not been met. 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 Charge Code Setup for more information on creating a work order minimum charge code. Work order minimum = $50 Service total = $35 Difference = $15
Over Max Weight Charge Code	The charge code applied by the Line of Business if equipment max weight is exceeded. Max Weight is entered in Equipment Type Setup (*Setup > Services > Equipment Type).*Review Charge Code Setup for more information on creating an over max weight charge code.
Rental Charge Code	The charge code applied for daily equipment inactivity (equipment rental fee). Review Inactivity and Daily Rental Fee Setup for more information about daily rental charge setup process and Applying to a Service.
Recurring Minimum Charge Code	Identifies the charge code used for recurring minimum billing and is displayed in the *Billing Batch Details* screen and on supported invoice formats to clearly identify recurring minimum charges.
Limit Charge Code To Matching Equipment	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.
Limit Charge Code To Matching Material	Limits the charge code list of options available on a work order to only display charge codes of matching material.
Invoice Summary Description	Text entered here displays on the invoice summary.
Productivity Unit Name	
Enable Used Oil Collection	Enables settings for used oil collection within the driver application.

Enable Proactive Route Status Driver Check	Setting in NavuLink that automatically prompts the Route Status Update window to appear on the driver app for both Android and iOS devices every 2 hours. When enabled, drivers will be presented with the following status update options to select from: • No Issues to report. • Running 30 minutes late. I will finish my route without help. • Running 1 hour late. I will finish my route without help. • Running late. I will need help to finish my route. • Snooze 5 minutes *When the driver selects a status, it will be communicated to their manager via the Chat feature.* *NavuLink is planned to replace NavuNav in a future release. The official transition date will be announced at a later time.*
Enable Manifest Processing	
Enable Manifest Group Weight Rounding	Enables rounding when grouping the weight of the boxes for medical waste.
Enable Active Dispatch	Controls if the line of business displays on the Active Dispatch screen.
Enable Charge Codes Waste Codes	Enables recording and attaching EPA Waste Codes to a charge code.
Enable Work Type Default Charge Codes	For each line of business default charge codes apply, this option should be set to 'Yes'.
Enable BIC Reporting	Enables BIC reporting where BIC reporting is required.
Enable Labor Tracking	Displays the Labor tab on the Service Record. By default, this field is disabled.
Enable Work Order Estimated Quantity	Enables or disables the **Estimated Quantity** field and grid column on work orders for this Line of Business. This affects the On Call and scheduled services work orders. For Active Services, the ability to modify this field is set at the Charge Code level by turning on the *Enable Est Charge Quantity* setting.

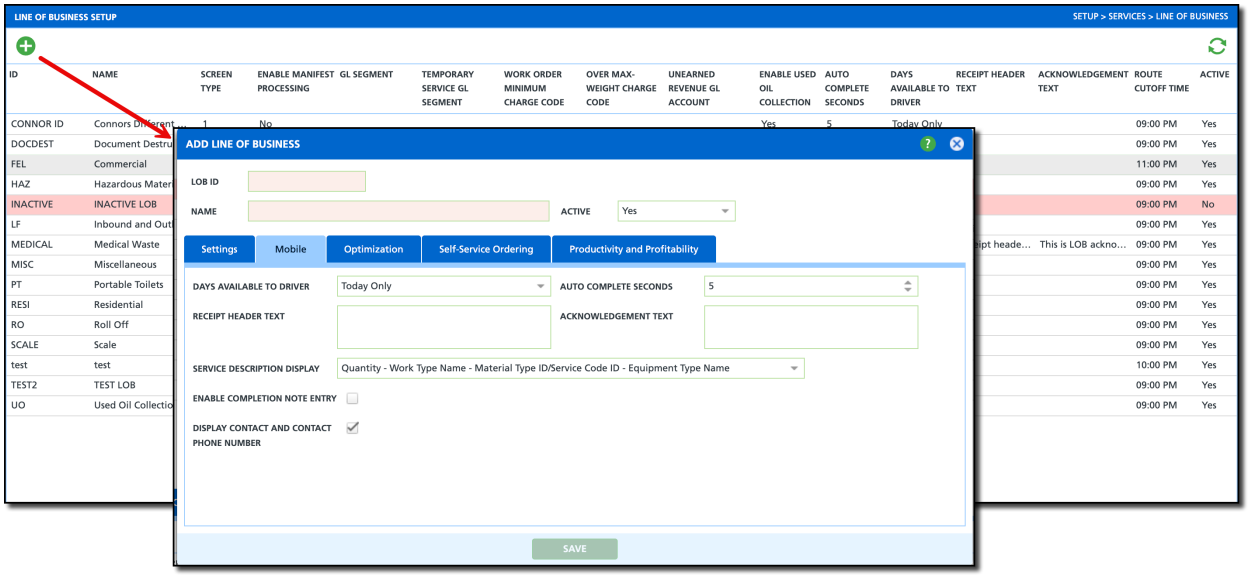
Automatic Routing & Sequencing	Setting the supports the automation of routing and sequencing new stops in Route Management. Options include: • **Disabled:** Select this option to disable automatic routing. When new services are added, they must be manually assigned to a route from the Pending tab in Route Management. • **Assign Suggested Route Only:** If enabled, this option automatically assigns the suggested route, normally chosen manually from the Pending tab, to the stop. When enabled, assigned stops will have a sequence of "0" on their route and will appear in the **Unsequenced Stops** column within the **Renumber / Sequence Stops** tab of Route Management. • **Assign Suggested Route and Sequence:** If enabled, this option utilizes RouteSmart, a licensed third-party system, to automatically assign the suggested route and sequence stops in the most optimized order. A RouteSmart license is required to enable this feature. For more information, refer to the Route Optimization documentation.

Match Material Type when suggesting or automatically assigning Route	Used in Route Management when assigning a pending service to a route. This setting limits suggested routes by Material Type and applies to both Automatic Routing and Route Management suggested routes.
	
	• **Enabled** - the system suggests routes based on standard proximity and location logic and **only if:**
	  ◦ the route has at least one scheduled stop with a matching Material Type,
	  ◦ or the route has a blank or unassigned Material Type.
	• **Disabled** - the system suggests routes based on standard proximity and location logic regardless of Material Type.
	
	When the pending service Material Type is blank or Null, the system suggests routes without any Material Type restrictions, regardless of whether the setting is enabled or disabled. It will behave the same as if disabled.
	
	Note: This setting controls the default state of the **Display all Material Types** checkbox on Customer Service's Nearby Services map:
	• **Enabled** - checkbox defaults to unchecked.
	• **Disabled** - checkbox defaults to checked.

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

Tab: Mobile

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

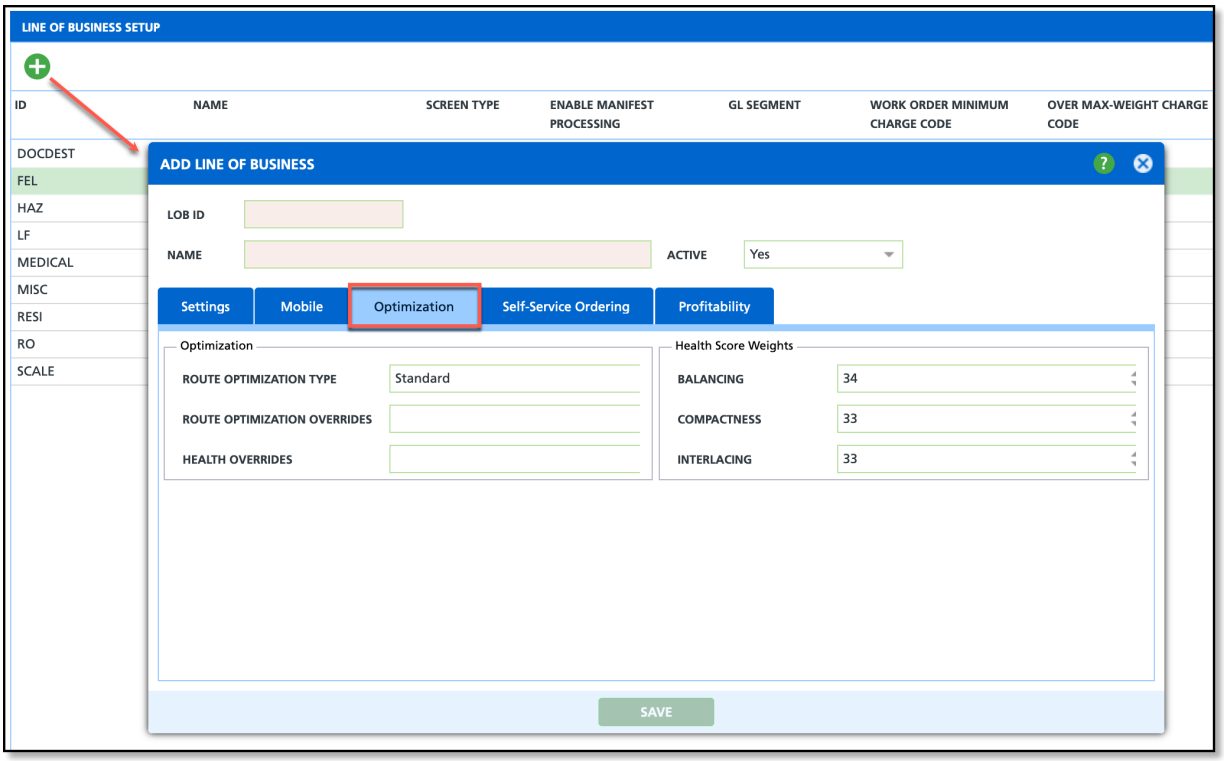


Field Descriptions

Fields	Descriptions
Name	The name of the Line of Business.
Active	The status of the Line of Business.
Days Available To Driver	Establishes what days a driver can see on their mobile app.
Receipt Header Text	Text entered here will display at the top of a receipt.
Auto Complete Seconds	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 *Auto Complete Seconds* field. Once the driver arrives at the location, the stop will automatically be marked as "Complete" after 60 seconds.
Acknowledgement Text	Text entered here displays in the signature section of the receipt.
Service Description Display	A selection here affects how the service description is displayed to drivers in NavuNav (Android).
Enable Completion Note Entry	Allows drivers to add a completion note after finishing a service for the line of business.
Display Contact and Contact Phone Number	When enabled, the customer contact and phone number are displayed in the driver mobile app. If disabled, this information is hidden from the driver. By default, it is enabled. This feature will be supported in an upcoming **NavuLink driver app** release.

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

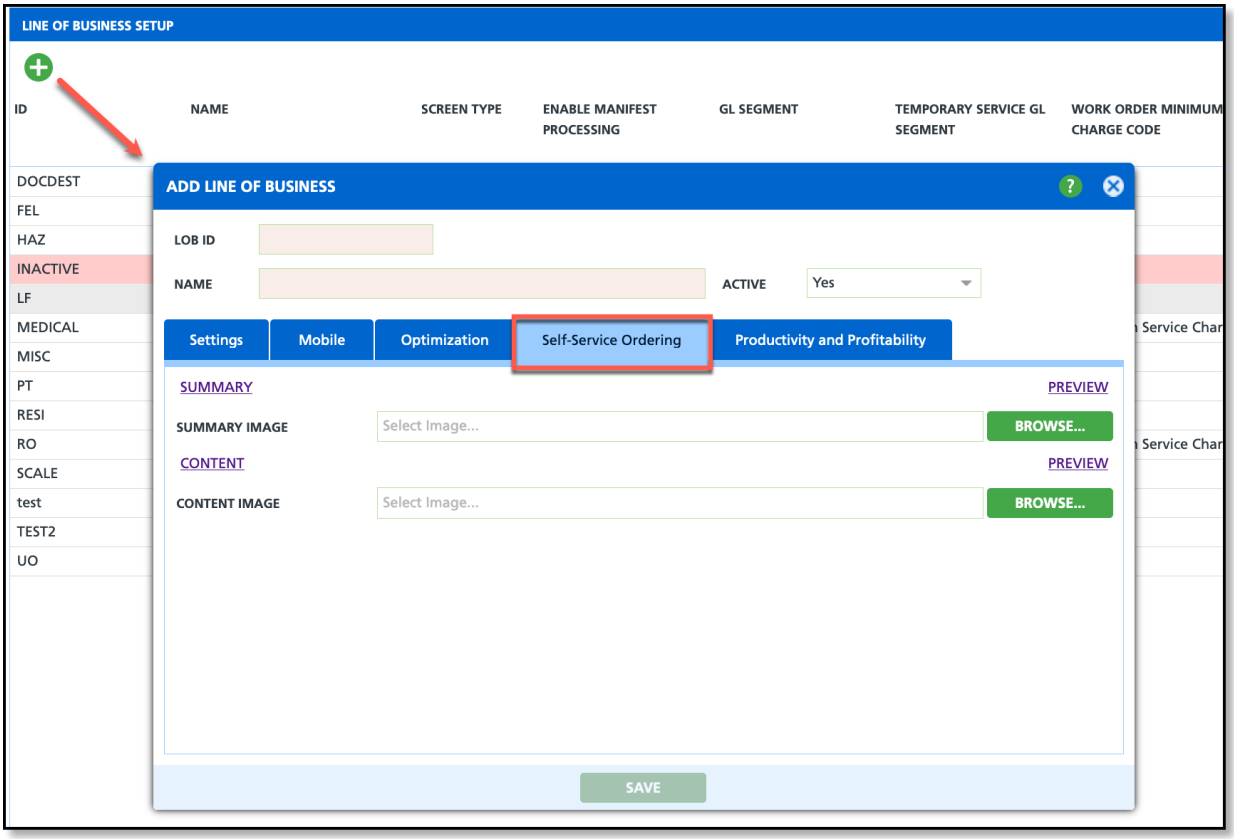


Field Descriptions

Field	Description
Optimization	
Route Optimization Type	• **Standard** - optimization is processed through the Dispatch screen. • **Roll Off** - optimization is processed through Active Dispatch, dependent on license setup. This option is intended for active dispatch.
Route Optimization Overrides	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.
Health Overrides	
Health Score Weights	
Balancing	
Compactness	
Interlacing	

Tab: Self-Service Ordering

Settings in the Self-Service Ordering tab apply to the Online Order application. Review Online Order Setup and Online Order for a detailed review of this feature.

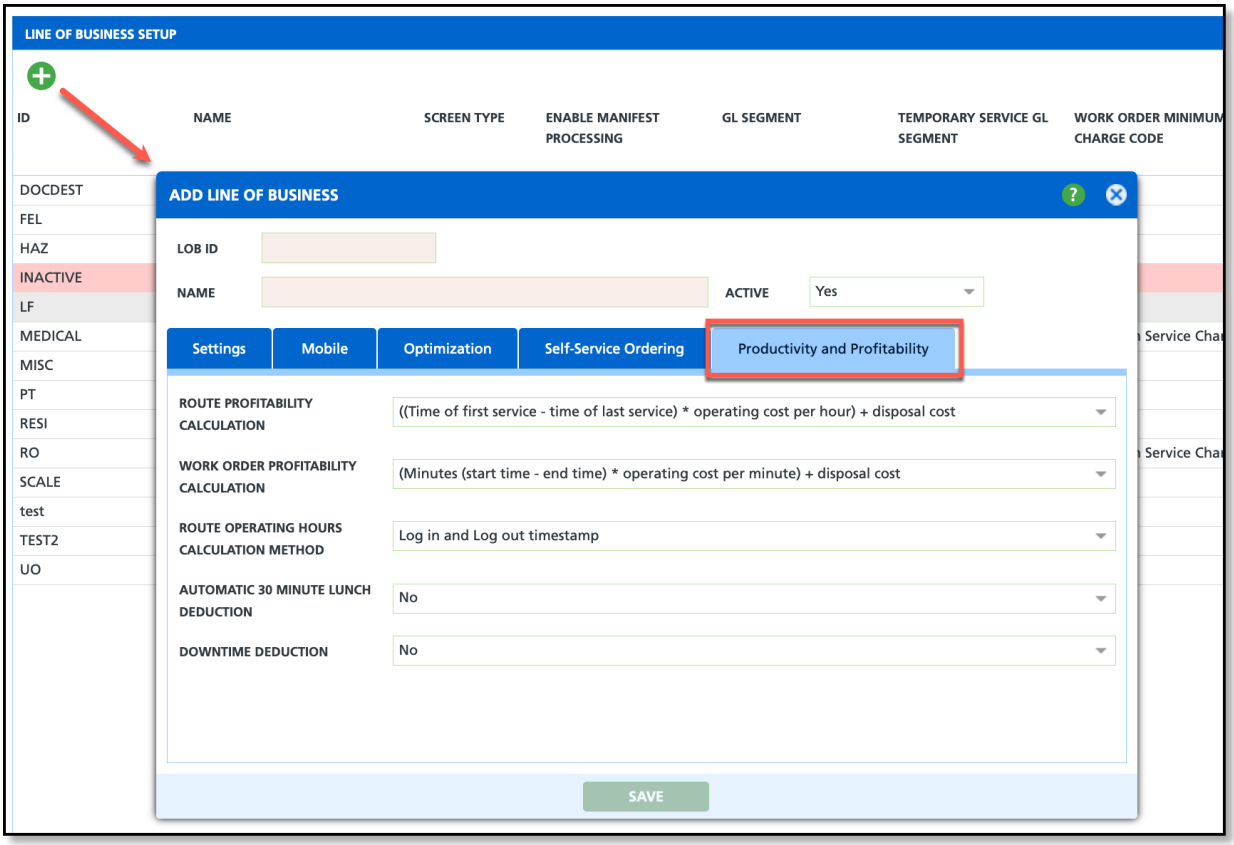


Field Descriptions

Field	Description
Summary & Summary Image	The Summary and Summary Image settings control what is displayed on the first screen the customer sees after they have entered their address in the available services search.
Content & Content Image	The Content & Content Image settings allows for the configuration of more detailed information about the services that are offered. Information entered here will display above the service bundle after the customer has selected a line of business from the first screen.

Tab: Productivity and Profitability

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

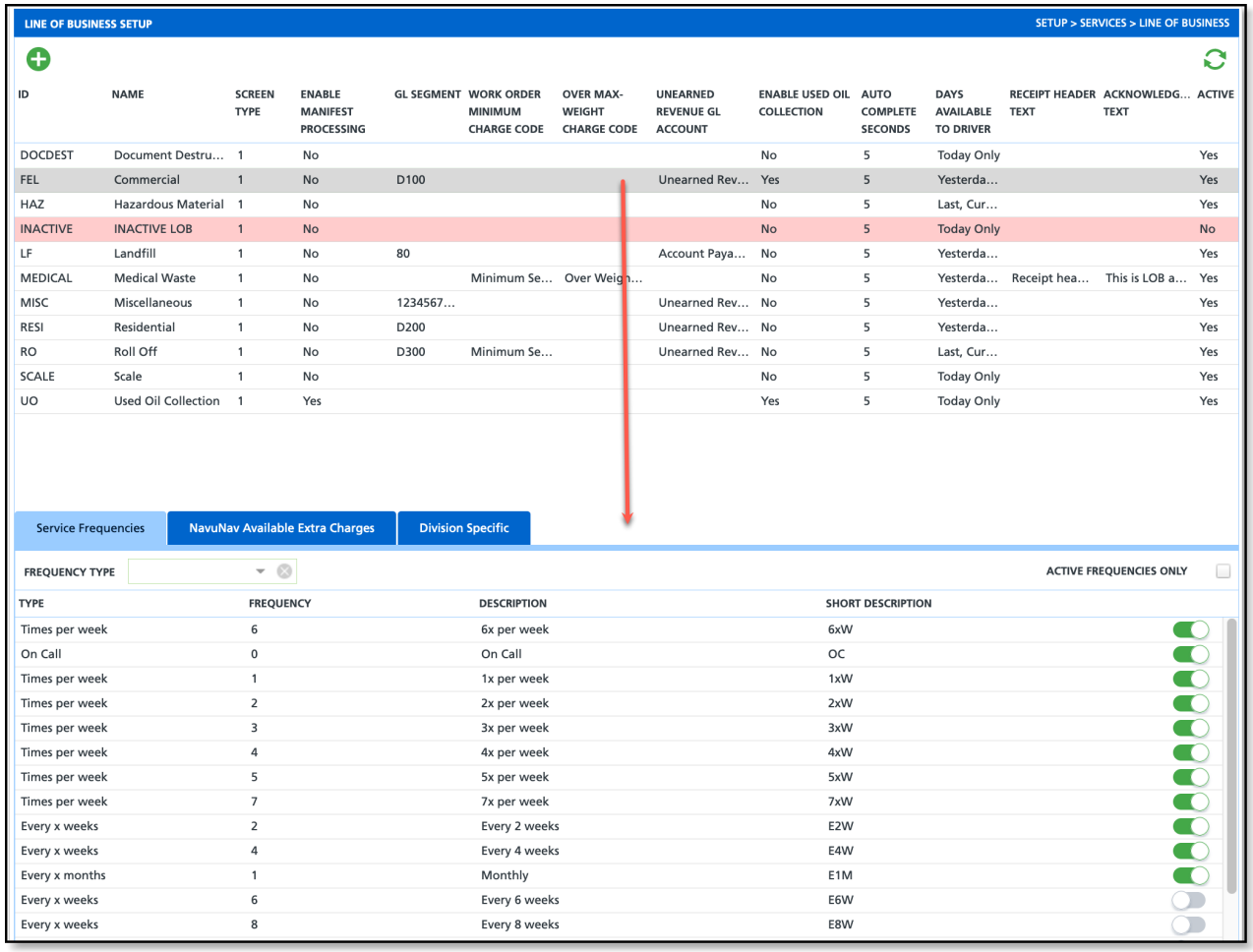


Field Descriptions

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.

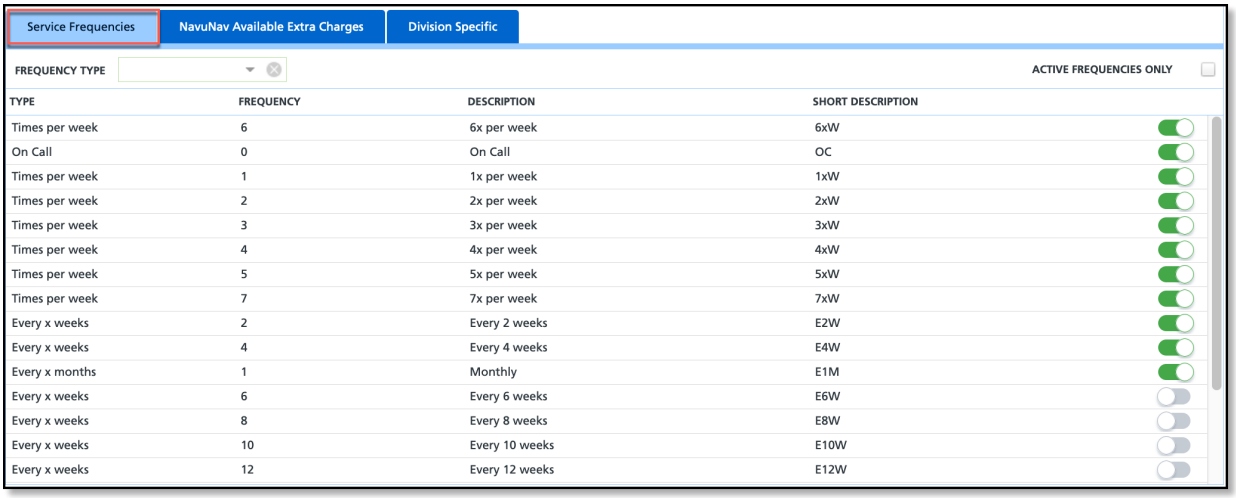
Lower Grid

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



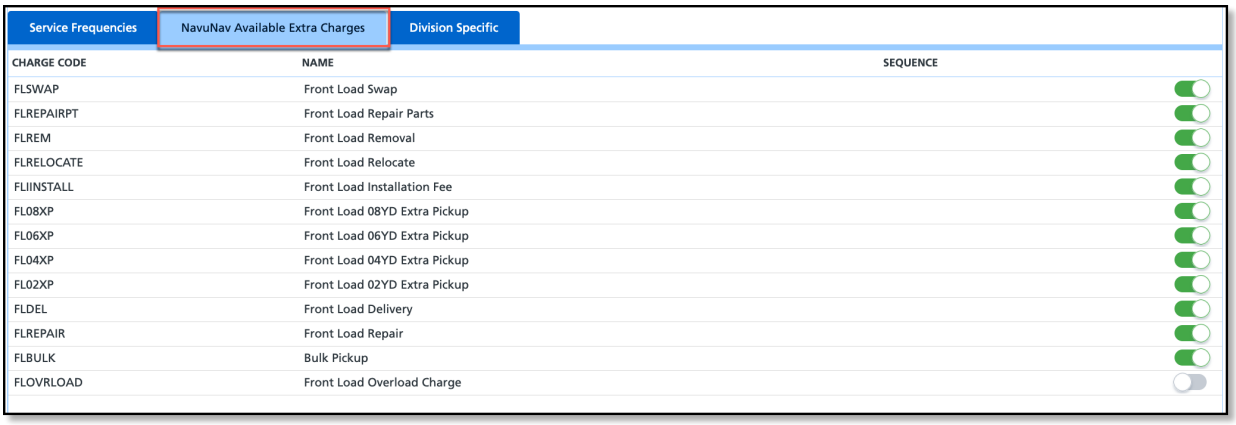
Tab: Service Frequencies

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.



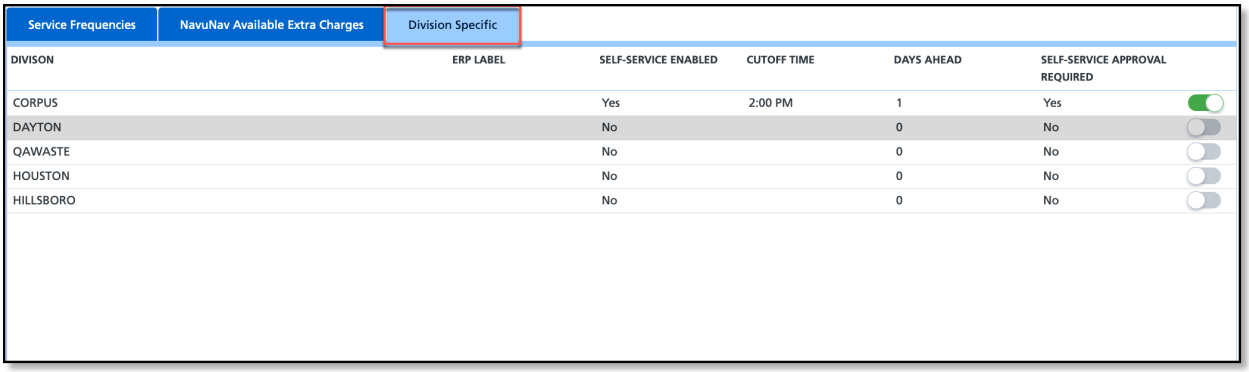
Tab: NavuNav Available Extra Charges

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.



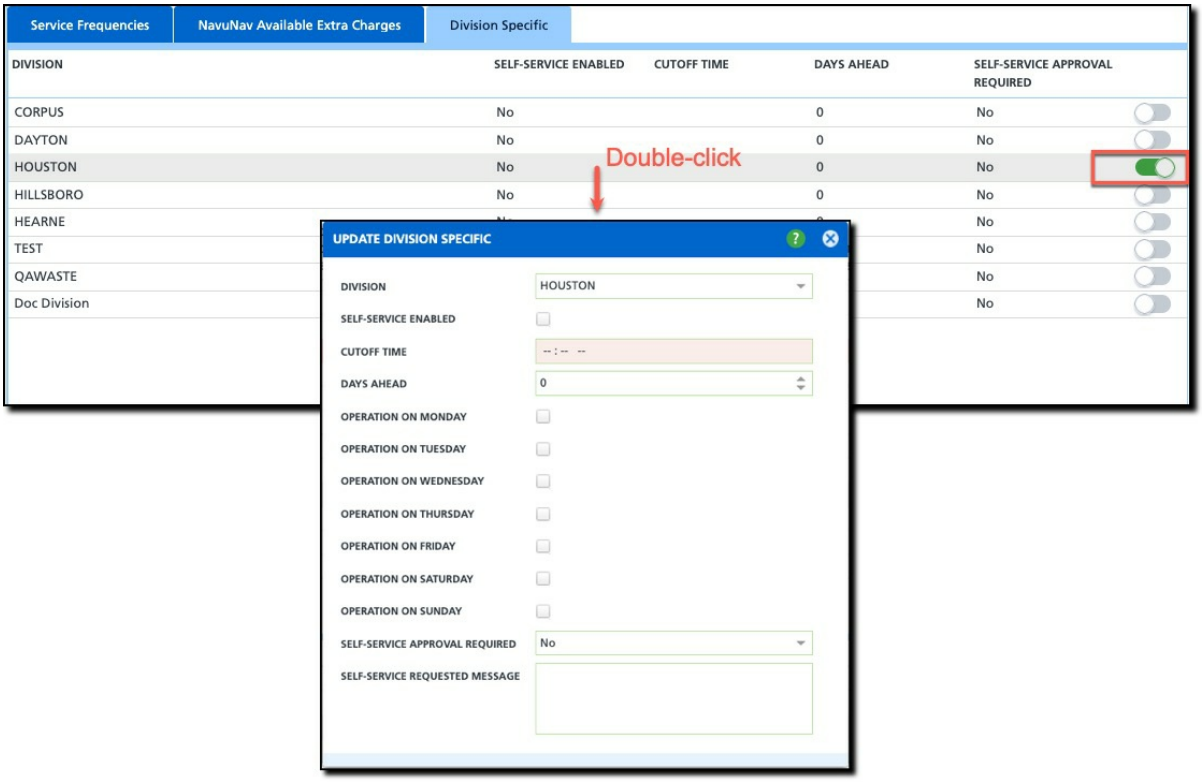
Tab: Division Specific

Limit the line of business to specific divisions by using the toggle switches to enable those divisions. This tab also allows for division specific overrides to some of the line of business settings.



Update Division Specific

If a division has been enabled using the toggle switch, the option to configure division specific settings is available by double clicking on the row of the division that is enabled. If the division is not enabled, the **Update Division Specific** popup window is unavailable.



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