

# Account Request Type Setup

Last Modified on 04/17/2026 12:17 pm PDT

**Pathway:** [Setup](#) > [Account](#) > [Account Request Type](#)

**Account Request Type Setup** allows users to generate a wide range of request types that can be selected when creating a request for an account. Having a standardized set of account requests also assists in filtering on specific request types within the [Account Request Management](#) tool.

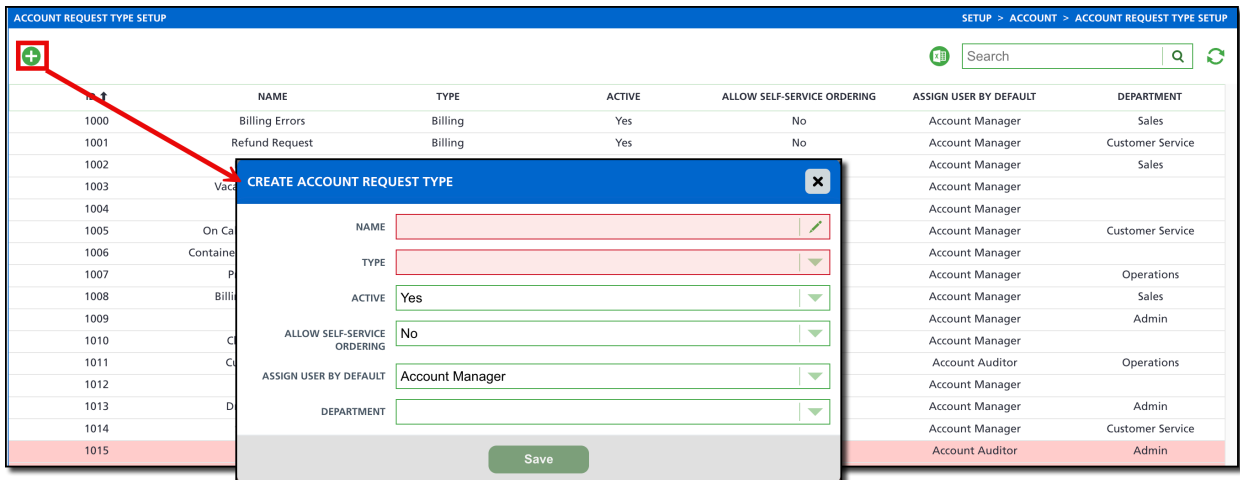
ID ↑	NAME	TYPE	ACTIVE	ALLOW SELF-SERVICE ORDERING	ASSIGN USER BY DEFAULT	DEPARTMENT
1000	Billing Errors	Billing	Yes	No	Account Manager	Sales
1001	Refund Request	Billing	Yes	No	Account Manager	Customer Service
1002	Missed Pick Up	Service	Yes	No	Account Manager	Sales
1003	Vacation Hold Services	Service	Yes	No	Account Manager	
1004	Damage	Service	Yes	No	Account Manager	
1005	On Call / Extra pick request	Service	Yes	No	Account Manager	Customer Service
1006	Container Replacement or rep...	Service	Yes	No	Account Manager	
1007	Proposal Request	Other	Yes	No	Account Manager	Operations
1008	Billing address change	Other	Yes	No	Account Manager	Sales
1009	Please call me	Other	Yes	No	Account Manager	Admin
1010	Change of service	Other	Yes	No	Account Manager	
1011	Customer Request	Other	Yes	Yes	Account Auditor	Operations
1012	Survey	Service	Yes	No	Account Manager	
1013	Driver Complaints	Service	Yes	No	Account Manager	Admin
1014	Service Inquiry	Service	Yes	Yes	Account Manager	Customer Service
1015	Testing Type	Service	No	No	Account Auditor	Admin

## Field Descriptions

Field	Description
<b>Name</b> <i>Required</i>	The name for the account request that displays for user selection.
<b>Type</b> <i>Required</i>	Select either Billing, Other, Sales, or Services to categorize the Account Request Type.
<b>Active</b>	Controls if the request is available for use.
<b>Allow Self-Service Ordering</b>	A configuration trigger (yes/no) that enables customers to submit requests directly via the customer portal.  When this field is enabled for a specific request type, a "Create Request" button becomes visible on the customer portal, allowing users to initiate that specific type of request (e.g., a billing address change or a service inquiry).
<b>Assign User By Default</b>	Automatically assigns account requests received from the portal to the identified user type. When a request is received from the account portal, the user assigned will be alerted.
<b>Department</b>	Option to categorize requests by department. In Account Request Management, requests can be filtered by department.

## Add an Account Request Type

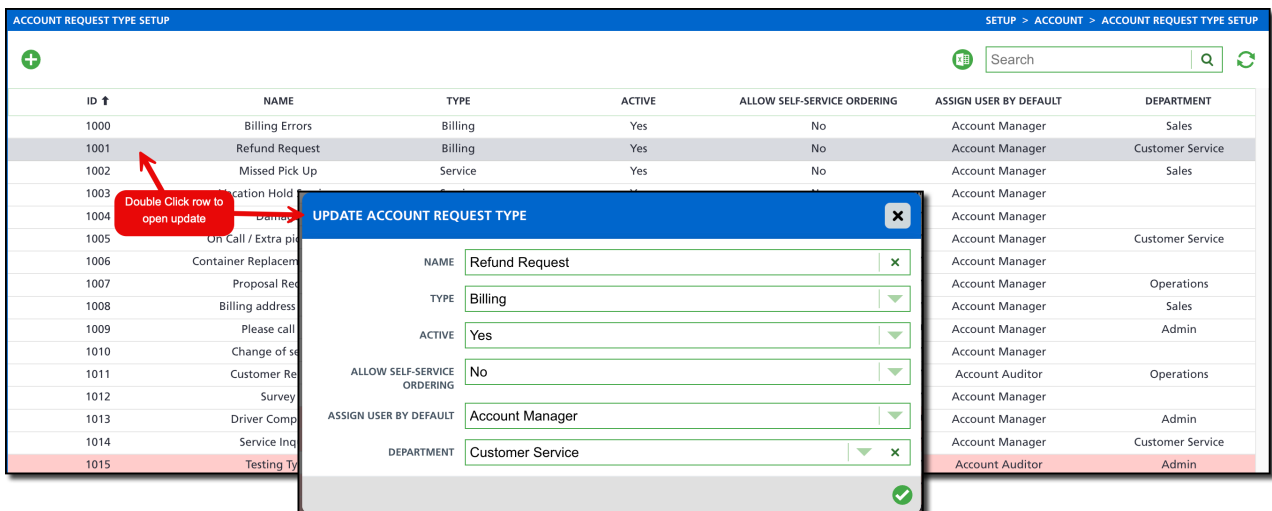
To add an Account Request Type, use the following steps. Once created and active, it will be available for selection in drop-downs and filters within the system.



1. Click the **green +** to open the Add Account Request Type editor.
2. Complete the following required fields:
  - o Enter a distinct and descriptive **Name** for the account request.
  - o Select the **Type** of account request for the department it will applied to. This is a system defined list and includes Billing, Other, Sales, and Service.
3. Set the **Active** status to 'Yes' to make the request type available for use.
4. Complete additional fields based on your company's established procedures.
5. Click **Save** when finished.

## Edit an Account Request Type

To edit and disable/enable an existing Account Request Type use the following steps.



1. Double click on the Account Request Type to be modified to open the Update Account Request Type screen.
2. Edit fields displayed based on your established practice and procedures
3. To disable the Account Request Type, select 'No' from the **Active** drop down field. If disabled, it will no longer show as an option in the Account Request Type dropdown list.

4. The system automatically saves the changes.

## Application of an Account Request Type

After an Account Request Type has been set up, it can be selected when creating a new request from the Account screen and when needing to filter Account Requests. See below to identify where this field appears in the system.

### Adding an Account Request

Pathway: *Accounts > Calendar > [Right Click on Day] > Add Account Request*

The screenshot displays the system interface for account management. At the top, two account profiles are shown: 'Example Account 1 (2 child accounts)' and 'Example Site'. Below this is a 'HIGHLIGHTS' section with a 'PENDING' list of roll-off deliveries. A 'CALENDAR' view for May 2026 is shown, with a context menu open over May 11. The menu includes options like 'Add Appointment' and 'Add Account Request'. A red arrow points from the 'Add Account Request' option to the 'ACCOUNT REQUEST' form. The form has tabs for 'Details', 'Photos', and 'Linked Items'. The 'TYPE' field is highlighted with a red arrow, showing a dropdown list of request types such as 'Billing address change', 'Billing Errors', 'Change of service', 'Container Replacement or repair', 'Customer Request', 'Damage', 'Driver Complaints', 'Missed Pick Up', 'On Call / Extra pick request', 'Please call me', 'Proposal Request', 'Refund Request', and 'Service Request'. A 'SAVE' button is at the bottom of the form.

### Filtering Account Requests

Pathway: *Accounts > Account Request Management*

ACCOUNT REQUEST MANAGEMENT					ACCOUNTS > ACCOUNT REQUEST MANAGEMENT			
DIVISION	DEPARTMENT	ASSIGNED TO	TYPE	STATUS				
All	All	All	All	Not Completed	<input type="text" value="Search"/> <input type="button" value="Refresh"/>			
ID	TYPE	ASSIGNED TO	DATE	CONTACT	NOTE	STATUS		
1502	Customer Request	Lori Smith - Admin-NS (Admin)	Thu 05/04/23 06:05 am	erty Lori	added on portal	Open		
1503	Customer Request	Lori Smith - Admin-NS (Admin)	Thu 05/04/23 06:05 am	erty Lori	added on portal	Open		
1504	Customer Request	Lori Smith - Admin-NS (Admin)	Thu 05/04/23 06:05 am	erty Lori	on portal - 3rd time	Open		
1505	Customer Request	Lori Smith - Admin-NS (Admin)	Thu 05/04/23 06:05 am	erty Lori	adding with me as salespers...	Open		
1506	Missed Pick Up	Alexis Garza - CSR (Customer Service)	Wed 05/03/23 10:05 am	y CE		Open		
1508	Customer Request	House Acct non System - House Account (Sales)	Wed 06/21/23 11:06 am	001 Lori S	Added request on portal	Open		
1509	Customer Request	House Acct non System - House Account (Sales)	Wed 06/21/23 11:06 am	001 Lori S	adding 3 photos	Open		
1510	Please call me	Paul Gonzalez - QA Expert (Admin)	Tue 06/27/23 12:06 pm		these are notest	Open		
1511	Customer Request	House Acct non System - House Account (Sales)	Wed 07/05/23 11:07 am	Matthew	test	Open		
1513	Please call me	Dave Pike - Support Analyst	Fri 07/14/23 01:07 pm			Open		
1514	Customer Request	Nikita Raiyani	Wed 07/19/23 11:07 am			Open		
1515	Container Replacement or repair	Albert Taylor - Driver (Operations)	Thu 07/13/23 04:07 pm		notes	Open		

## Related Articles

[Account Request Management](#)

[Add Account Request](#)