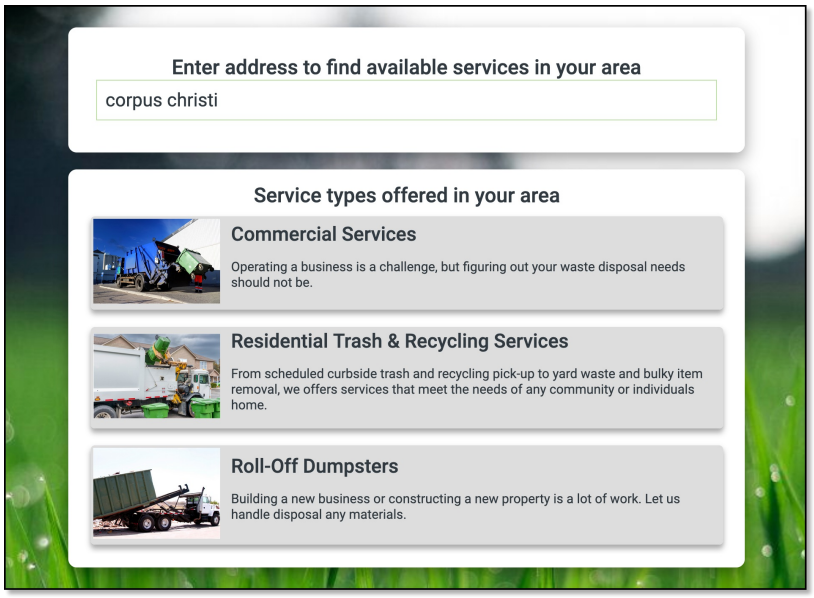
Online Order

Last Modified on 07/17/2026 10:34 am PDT

Online Orders uses service bundles to display the appropriate services based on a customer's location. When a customer searches by address, only the service bundles available in their area are presented. Within Navusoft, these same service bundles also simplify account and service setup by grouping related services together. Service bundles can be accessed in several ways:

- Directly to the customer via the **Online Order** process (shown below)
- To system users through these Quick Add Account & Bundle options:
  - Quick Add Account & Bundle
  - Active Services



Requirements

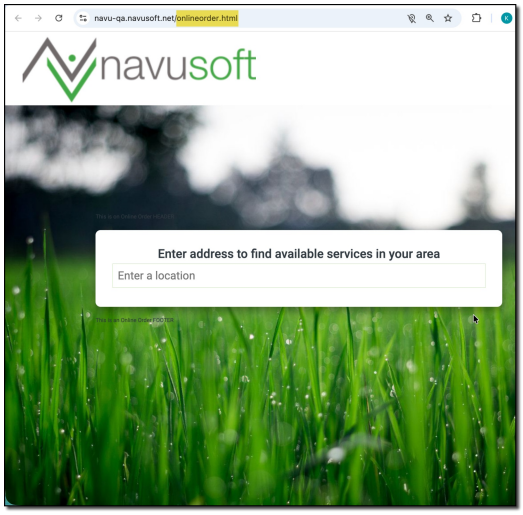
Refer to the Online Order Setup article for detailed information and requirements to successfully set up Online Order.

Online Order - Customer Workflow

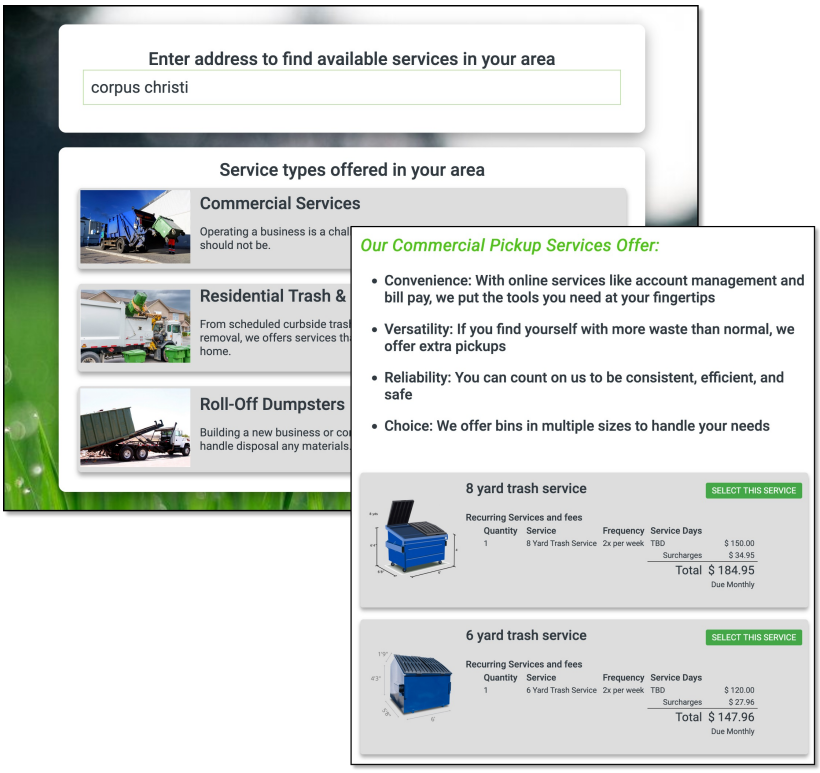
This outlines the process a customer experiences based on the service bundle configuration for their region. The illustrated workflow matches the workflow the customer will follow. Some screens shown are optional and will appear only if enabled in the setup.

Access the Online Order Home Page

The Online Ordering system for customers is accessed using the link: ***[your company url]*.navusoft.net/onlineorder.html.** This link can be added to your website or sent out via email to current and potential customers.



Search for Available Services



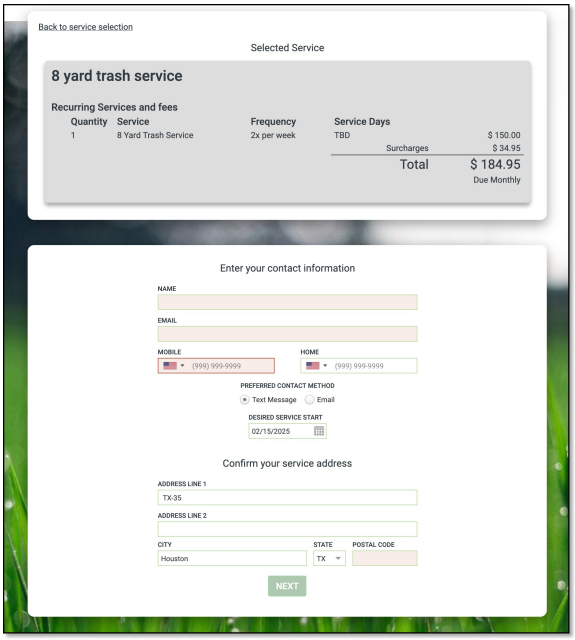
After accessing the Online Order home page, the customer enters their address. If it is within the mapped area of a service region, the available bundles will display. If multiple service bundles are available for the customer's region, all options will be shown.

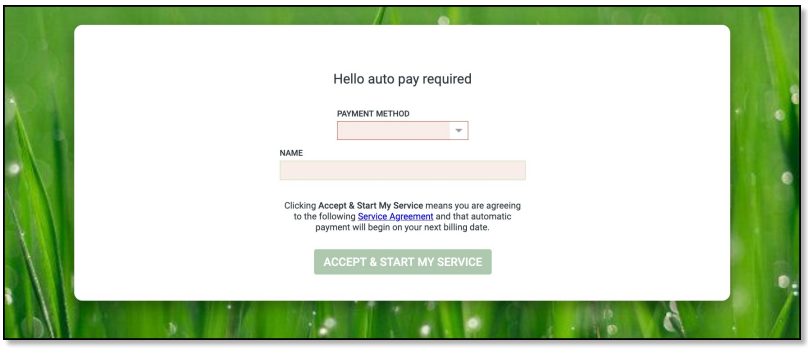
The example illustrated here includes configurations in **System Options** and **Line of Business**. If those settings were not configured, only the service bundle options (example: 8 yard trash service and 6 yard trash service) would display.

The **Content Image** uploaded for a specific bundle will be displayed alongside the corresponding bundle. In the example, these are the 8-yard and 6-yard images.

Enter Contact Information

Once the customer selects their desired service bundle, they will be prompted to enter their contact information.





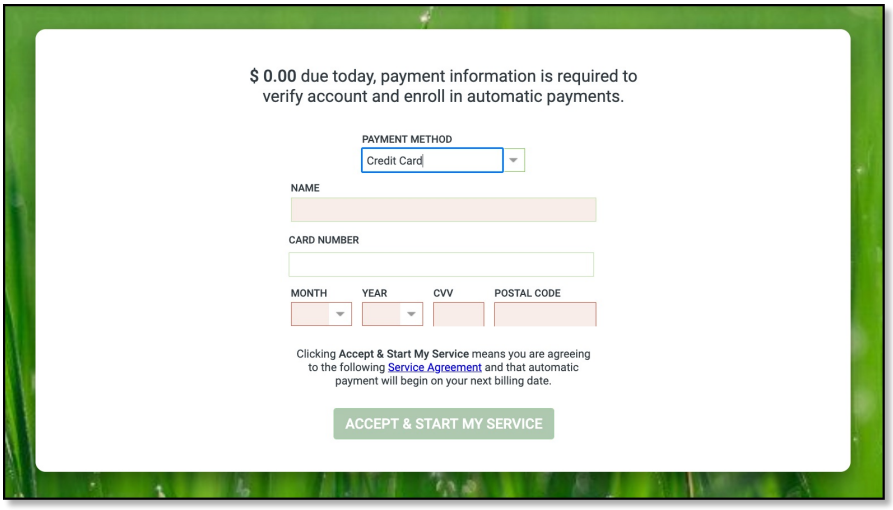
Auto Pay Setup *(Optional)*

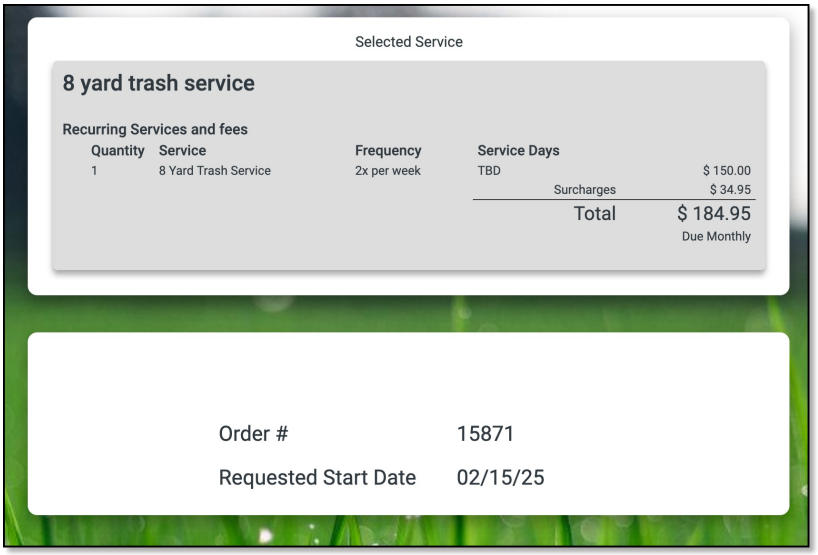
In Bundle Setup, if **Require Auto Pay Enrollment** is set to 'Yes', the user will be prompted to enter a credit card or bank account for auto pay after providing their contact information.

The message that displays above *Payment Method* can also be configured in Bundle Setup in the **Auto Pay Enrollment Message** field.

Require Prepayment *(Optional)*

In Bundle Setup, if the **Require Prepayment** field is set to anything other than 'None' the following payment screen is displayed.





Order Complete

After the customer has submitted their online order, the **Completion Message** is displayed. Format what is displayed here in Bundle Setup from the ***Completion Message*** hyperlink.

Related Articles

Online Order Setup
Quick Add Account & Bundle