

Shared Services (Accounts)

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Pathway: [Accounts](#) > [Active Services](#)

Shared services enable a single service to be split among multiple sites at the same location, such as businesses within a commercial building. Each site is billed individually for its share, using either a fixed amount or percentage. The setup uses a parent site to anchor the service, with child sites linked to it for flexible and efficient billing.

The screenshot displays a software interface for managing services. At the top, there are tabs for 'HIGHLIGHTS' and 'PENDING'. Below this is a table of active services. The table has columns for QTY, SERVICE CODE, SERVICE ID, LAST ACTIVITY, FREQUENCY, SCHEDULE, PER UNIT RATE, RATE, WO MIN, START DATE, END DATE, and CONTRACT. Three services are listed: 'Trash Svc - 96 Gallon Cart' (Service ID 38760), 'Scale Inbound Services' (Service ID 38911), and '2 Yard Trash Service' (Service ID 38994). The '2 Yard Trash Service' row has a red box around a share icon (a green circle with a white plus sign and a red '1').

Below the table is a 'CALENDAR' section for June 2025, showing dates from Jun 6 to Jun 28. A modal window titled 'ADD SERVICE SHARE - 38995 - QTY: 1 - 3X PER WEEK - 2 YARD TRASH SERVICE' is open. It contains a table with columns for MAP ID, SITE ID, SITE NAME, ADDRESS, STATUS, AMOUNT, PERCENTAGE, and NOTE. Two sites are listed: 'Osceolas Guac N Roll' (Map ID 0, Site ID 49432001, Address 444 N Cascade St, Osceola, WI 54020, Status Active, Amount 50%) and 'Subway' (Map ID P, Site ID 49433001, Address 402 N Cascade St, Osceola, WI 54020, Polk County, US, Status Active, Amount 50%).

Below the table is a map section with the heading 'SELECT A SITE ICON BELOW TO SHARE THIS SERVICE'. The map shows a satellite view of the location with a red pin for 'Subway' and a green pin for 'Osceolas Guac N Roll'. A legend indicates that a green pin represents an 'Active' site. A 'SAVE' button is at the bottom of the modal.

Permissions

The following permissions are necessary for setup and creating a shared service:

Permission ID	Permission Name
73	Add Active Service
118	Setup \ Services

Setup Requirements

For the Share icon to display with a site's service, **Enable Share** must be set to **Yes** on the service code.

ADD SERVICE CODE			
Service Code			
SERVICE CODE	<input type="text"/>	ACTIVE	Yes
NAME	<input type="text"/>	ENABLE ROUTING	No
LINE OF BUSINESS	<input type="text"/>	REQUIRE FREQUENCY	Yes
EQUIPMENT TYPE	<input type="text"/>	ENABLE DRIVER UPDATE	No
MATERIAL TYPE	<input type="text"/>	ENABLE ACCOUNT SIGNATURE	No
UOM	<input type="text"/>	ENABLE DRIVER SIGNATURE	No
TAXABLE	No	ENABLE WORK ORDER MINIMUM	No
GL ACCOUNT	<input type="text"/>	ENABLE RENTAL FEE	No
TEMPORARY SERVICE GL ACCOUNT	<input type="text"/>	ENABLE DEFAULT DESTINATION	No
PRORATION METHOD	Calendar Days - Start and End	ENABLE NEGATIVE AMOUNT	No
VACATION HOLD PRORATION METHOD	Do Not Prorate	ENABLE ESTIMATES TRACKING	No
BILL WHILE ON CREDIT HOLD	Yes	ENABLE EQUIPMENT OWNERSHIP	No
IS AP TRANSACTION	No	ENABLE SHARE	Yes
EST MONTHLY VOL UOM	<input type="text"/>	ENABLE VENDOR	No

Add/Remove a Shared Service

In the **Active Services** section of a site, select the **share** icon to open the **Add Service Share** popup. Nearby sites will display with a green pin, while the parent site is marked with a red icon labeled "P."

The screenshot displays a software interface for managing services. At the top, there are two service cards for 'Subway' at '402 N Cascade St, Osceola, WI 54020, US'. The left card shows account details like 'Active', 'QAWASTE', and 'Aliena Somers - Admin-NS (Sales)'. The right card shows '1 of 1' and 'Active'. Below these is a table with columns for 'CURRENT', '1-30', '31-60', '61-90', '91-120', '120+', and 'TOTAL', with values mostly at 0.00. A 'PENDING' section follows, showing 'ACTIVE SERVICES (1) Standard' with a 'TOTAL RECURRING \$ 25.00'. A table lists service details: '2 Yard Trash Service' with 'SERVICE ID 38995', 'FREQUENCY 3x per week', 'SCHEDULE T,H,S', 'PER UNIT RATE \$ 65.00', and 'RATE \$ 65.00 per month'. A red box highlights a share icon (a green pin with a plus sign) next to this service. Below the table is an 'ADD SERVICE SHARE - 38995 - QTY: 1 - 3X PER WEEK - 2 YARD TRASH SERVICE' popup. It contains a table with columns: 'MAP...', 'SITE ID', 'SITE NAME', 'ADDRESS', 'STATUS', 'AMOUNT', 'PERCENTAGE', and 'NOTE'. Two rows are shown: one for 'Osceolas Guac N Roll' (444 N Cascade St, Osceola, WI 54020) with 50% share, and one for 'Subway' (402 N Cascade St, Osceola, WI 54020) with 50% share. Below the table is a map with a red pin on the parent site and green pins on nearby sites. A red arrow points from the 'Subway' row in the table to the share icon in the service list above. The map includes a 'Satellite' view and a 'SAVE' button.

Add a Shared Service

1. Open the Customer Service screen of the parent site the service will be shared from.
2. In the **Active Services** section, select the **Share** icon for the service you want to share. This opens the **Add Service Share** screen, zoomed in on the parent site (red pin) and nearby sites (green pins).
3. Click the green pin of the desired share location to display a popup with the site's details. In the popup, select the green **Share** icon. This will add the site to the upper grid that is displayed above the map.
 - In the upper grid, enter either an **Amount** or **Percentage** to define how the service rate will be split.
 - Click **Save** when finished and the service will be shared to the child site.

Remove a Shared Service

1. Open the parent site of the shared service. Edits to a shared service can only be made through the parent site.
2. Open the shared service by clicking on the **Share** icon. This will open the **Add Service Share** screen.
3. Click within either the **Amount** or **Percentage** columns (dependent on how the share was set up) of the child site and enter "0." Upon **save**, the child site will be removed.

Parent Site of a Shared Service

When viewing the parent site of a shared service, the share icon appears next to the service along with a count of the sites it is shared with. Selecting the icon reopens the Add Service Share screen, where the shared amount or percentage can be adjusted.

Changes to the service and work order requests can only be made from the parent site of the shared



49433 Subway 49433001 Subway

402 N Cascade St
Osceola, WI 54020
US

Active

DIVISION QAWASTE
ACCOUNT MGR Aliena Somers - Admin-NS (Sales)
CLASS COMMERCIAL
BILL GROUP QA Billing Cycle

1 of 1

402 N Cascade St
Osceola, WI 54020
Polk County
US

Active

DIVISION
SERVICE REGION
SALES REP
SOURCE
GENERATOR
SITE CLASS
SURCHARGE GRP
TAX REGION

TERMS Net 20
INVOICE DELIVERY Printed

ADVANCE - MONTHLY Billed Thru Date None

CURRENT	1-30	31-60	61-90	91-120	120+	TOTAL
0.00	0.00	0.00	0.00	0.00	0.00	0.00

Auto Pay Not Enabled

HIGHLIGHTS PENDING

ACTIVE SERVICES (1) Standard TOTAL RECURRING \$ 65.00

QTY	SERVICE CODE	SERVICE ID	LAST ACTIVITY	FREQUENCY	SCHEDULE	PER UNIT RATE	RATE	WO MIN.	START DATE
1	2 Yard Trash Service	38995		3x per week	T,H,S	\$ 65.00	\$ 65.00 per month		06/26/25

CALENDAR June, 2025

EVENTS Appointment, AR, Cancellation, Complaint, Er

SUN MON TUE WED THU FRI

Jun 1 Jun 2 Jun 3 Jun 4 Jun 5 Jun 6 Jun 7

Child Site of a Shared Service

When viewing the child site of a shared service, the service will be highlighted. Expanding it displays the parent site the service is shared from, along with the expected shared rate.



Servicing a child site:

1. Shared services in a child site cannot be edited, and service requests cannot be created. All changes and requests must be made from the parent site of the shared service.
2. The child site can access **View Billing**, **View Routing**, and **View Service History** by right-clicking anywhere on the shared service.

49432 Osceolas Guac N Roll 49432001 Osceolas Guac N Roll

444 N Cascade St
Osceola, WI 54020
US

Active

DIVISION QAWASTE
ACCOUNT MGR Aliena Somers - Admin-NS (Sales)
CLASS COMMERCIAL
BILL GROUP QA Billing Cycle

1 of 1

444 N Cascade St
Osceola, WI 54020
Polk County
US

Active

DIVISION QAWASTE
SERVICE REGION QA Waste OPEN MARKET
SALES REP Aliena Somers - Admin-NS (Sales)
SOURCE Call In
GENERATOR Small Quantity Generator
SITE CLASS COM
SURCHARGE GRP Fuel Surcharge - Residential
TAX REGION <Not Set>

TERMS Net 20
INVOICE DELIVERY Printed

ADVANCE - MONTHLY Billed Thru Date None

CURRENT	1-30	31-60	61-90	91-120	120+	TOTAL
0.00	0.00	0.00	0.00	0.00	0.00	0.00

Auto Pay Not Enabled

HIGHLIGHTS PENDING

ACTIVE SERVICES (1) Standard TOTAL RECURRING \$ 65.00

QTY	SERVICE CODE	SERVICE ID	LAST ACTIVITY	FREQUENCY	SCHEDULE	PER UNIT RATE	RATE	WO MIN.	START DATE	END DATE	CONTRACT ...
1	2 Yard Trash Service	38995		3x per week	T,H,S	\$ 32.50	\$ 32.50 per month		06/26/25		

Shared From: Subway (49433001)
402 N Cascade St
Osceola, WI - 54020
Equipment Owner: Company

Reason: CHG-Price Increase

CALENDAR June, 2025

EVENTS Appointment, AR, Cancellation, Complaint, Er

SUN MON TUE WED THU FRI SAT

Jun 1 Jun 2 Jun 3 Jun 4 Jun 5 Jun 6 Jun 7

Billing Example

Single invoices must be generated from the parent site of a shared service. When an invoice is created for the parent site, a corresponding invoice is automatically generated for the child site. The service **Rate** will display the full amount, while the **Total** will reflect the shared portion or percentage the child site is responsible for.

49432 Osceolas Guac N Roll

444 N Cascade St
Osceola, WI 54020
US

TERMS Net 20
INVOICE DELIVERY Printed

CURRENT	1-30	31-60	61-90	91-120	120+	TOTAL
48.72	0.00	0.00	0.00	0.00	0.00	48.72

Auto Pay Not Enabled

49432001 Osceolas Guac N Roll

444 N Cascade St
Osceola, WI 54020
Polk County
US

DIVISION QAWASTE
ACCOUNT MGR Aliena Somers - Admin-NS (Sales)
CLASS COMMERCIAL
BILL GROUP QA Billing Cycle
ADVANCE - MONTHLY Billed Thru Date Jul 31, 2025

DIVISION QAWASTE
SERVICE REGION QA Waste OPEN MARKET
SALES REP Aliena Somers - Admin-NS (Sales)
SOURCE Call In
GENERATOR Small Quantity Generator
SITE CLASS COM
SURCHARGE GRP Fuel Surcharge - Residential
TAX REGION <Not Set>

HIGHLIGHTS PENDING

ACTIVE SERVICES (1) Standard TOTAL RECURRING \$ 65.00

QTY	SERVICE CODE	SERVICE ID	LAST ACTIVITY	FREQUENCY	SCHEDULE	PER UNIT RATE	RATE	WO MIN.	START DATE	END DATE	CONTRACT ...
1	2 Yard Trash Service	38995		3x per week	T,H,S	\$ 32.50	\$ 32.50 per month		06/26/25		

Shared From: Subway (49433001) Reason: CHG-Price Increase
402 N Cascade St
Osceola, WI - 54020

NavuSoft, Inc
200 Santa Monica Pier
Santa Monica, CA 90401-3126

Osceolas Guac N Roll
444 N Cascade St
Osceola, WI 54020

For proper credit return this portion

DATE	DESCRIPTION	PO #	QTY	RATE	TOTAL
06/26/25 - 06/30/25	2 Yard Trash Service		1	\$ 65.00 per month	5.42
07/01/25 - 07/31/25	2 Yard Trash Service		1	\$ 65.00 per month	32.50
06/27/25	Paper Bill Fee - Commercial - 915842		1		7.00
	Fuel Surcharge-Commercial				1.90
	Fuel Surcharge-Residential				0.00
	Pearland Franchise Fee				1.90
	Site Total				\$ 48.72

INVOICE TOTAL \$ 48.72

Current	1-30 Days	31-60 Days	61-90 Days	Over 90 Days	Total Due
48.72	0.00	0.00	0.00	0.00	48.72

Total balance due includes current charges, however it may not reflect recent payments in transit.

Thank You for your business!

INVOICE # 915842
ACCOUNT # 49432
AMOUNT \$ 48.72
DATE Jun 27, 2025
DUE DATE Jul 17, 2025

Pay Online
navuqa-customerportal.navusoft.net login or use QUICK PAY CODE 7796E

Pay By Check 347 N Rodeo Dr
Beverly Hills, CA 90210

Enclosed Check # _____
Amount _____

THU	FRI	SAT	LEGEND
Jul 2	Jul 3	Jul 4	Jul 5
Jul 9	Jul 10	Jul 11	Jul 12
Jul 16	Jul 17	Jul 18	Jul 19
Jul 23	Jul 24	Jul 25	Jul 26