

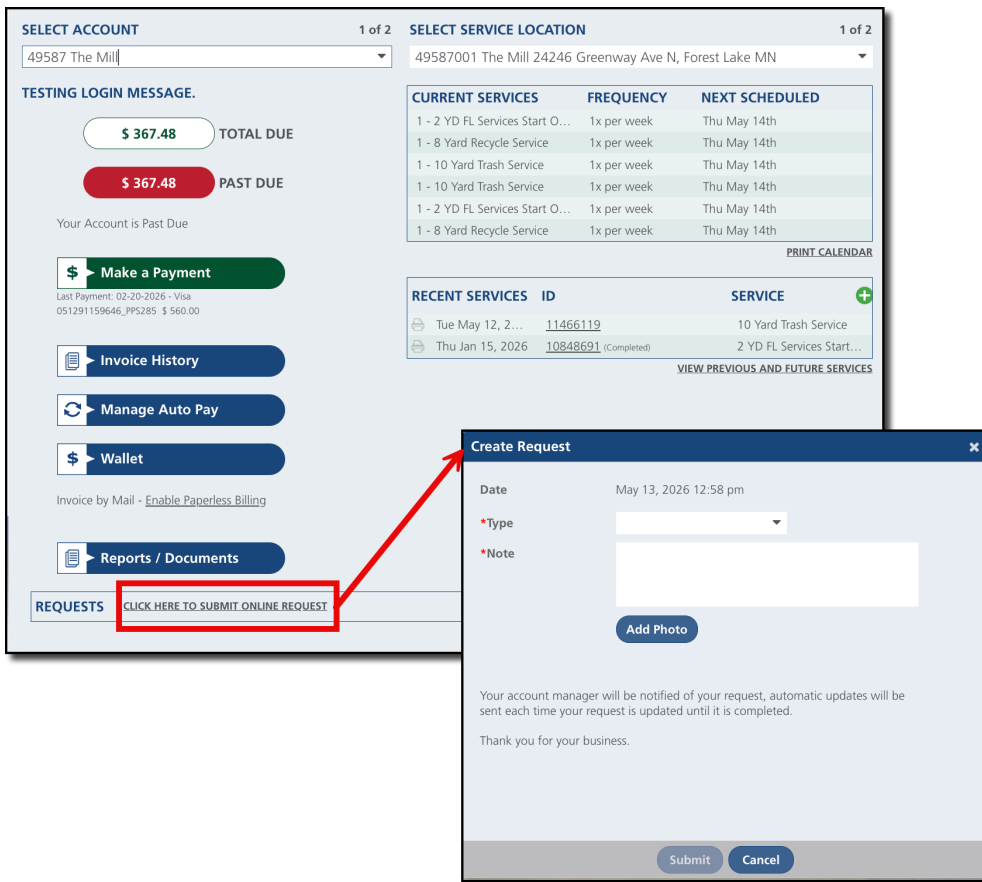
Customer Portal - Submit a Request

Last Modified on 05/14/2026 10:52 am PDT

Pathway: [Customer Portal](#) > [Submit an Online Request](#)

The **Submit Request** feature in the Customer Portal allows customers to submit a request. An account request is a specific action or information requested by a customer. To understand all setup required for the Customer Portal, reference the [Customer Portal Setup](#) article.

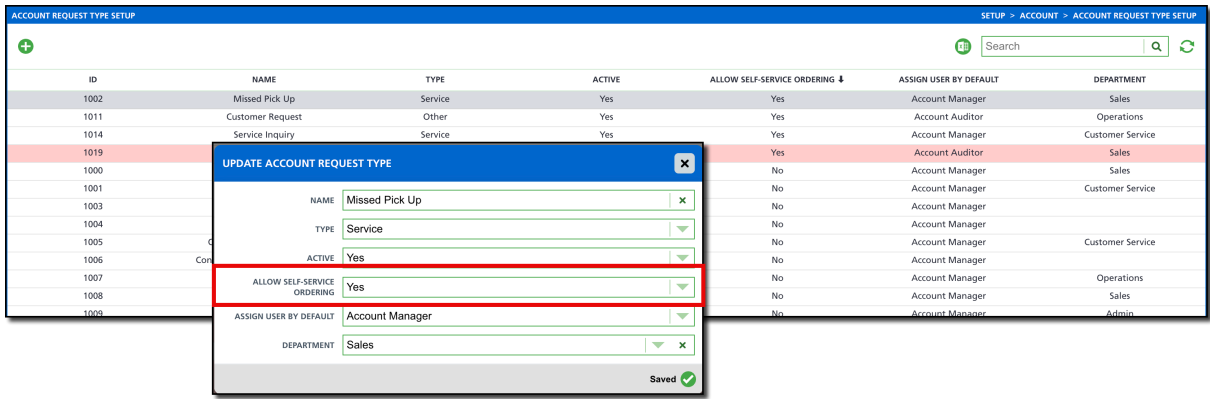
Given specific account requirements have been met, users can quickly initiate and submit a request mirroring the action of [Add Account Request](#) provided to dispatchers and CSRs via the application.



Criteria

The ability to **Submit a Request** from the customer portal is accessible after the customer logs into their portal account, if the following criteria is met.

- The [Customer Portal Home Page](#) selected includes the Requests section. For example, the AR Only home page does not include it but the Standard one does.
- There are account request types configured to Allow Self-Service Ordering. That is, the only account request options that will be displayed in the customer portal are those that have been configured to **Allow Self-Service Ordering** via the [Account Request Type Setup](#).



Screen Descriptions

The following fields apply to the *Create Request* screen.

Screen Option	Description
Date	Today's date; the date the request was made.
Type	The type of request being made. This is dependent on how Account Request Types are configured. See Criteria above.
Note	Information with respect to the request being made.
Photo	Optional ability to add one or more photos to the request.

Submit a Request

After proper setup, the Requests section will be displayed in the lower area of the home page, with the option to submit a request.

The screenshot displays the account dashboard for '49517 Lex's Test Account'. It includes the following sections:

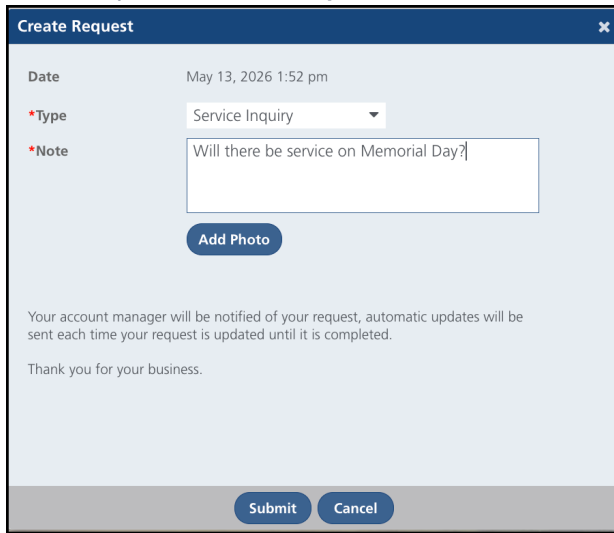
- SELECT ACCOUNT:** 49517 Lex's Test Account
- SELECT SERVICE LOCATION:** 49517001 Lex's Test Account 1 S Broad St, Philadelphia PA
- TESTING LOGIN MESSAGE:**
 - TOTAL DUE: \$ 61.63
 - PAST DUE: \$ 32.38
- CURRENT SERVICES:**

CURRENT SERVICES	FREQUENCY	NEXT SCHEDULED
1 - Inbound load	On Call	
1 - 25 Yard Open Top Service	On Call	
1 - Scale Inbound Services ...	On Call	
- RECENT SERVICES:**

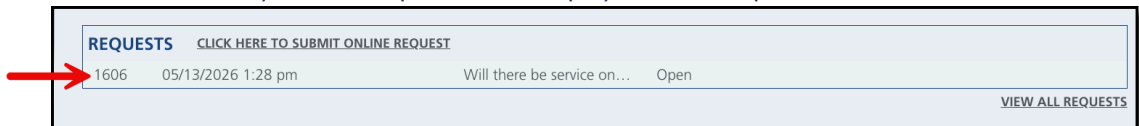
RECENT SERVICES	ID	SERVICE
Thu May 7, 2026	11421689 (In Progress)	Scale Inbound Service...
Wed Nov 19, 2...	10576171 (Completed)	2 Yard Recycle Service
Mon Nov 17, 2...	10569001 (Completed)	2 Yard Recycle Service
Mon Nov 17, 2...	10569000 (Completed)	2 Yard Recycle Service
Fri Nov 7, 2025	10534579 (Completed)	2 Yard Recycle Service
- REQUESTS:** CLICK HERE TO SUBMIT ONLINE REQUEST (highlighted with a red box)
- VIEW ALL REQUESTS:** (link)

To Submit a Request

1. Select the **Click Here to Submit Online Request** hyperlink.
This will open the **Create Request** screen.



2. Select the **Type** of request.
3. Enter a **Note** with more details about the request.
4. Optionally add one or more photos. Remember, sometimes a picture is worth a thousand words.
5. Click **Submit**. The newly created request will be displayed in the Request area:



REQUESTS	CLICK HERE TO SUBMIT ONLINE REQUEST			
1606	05/13/2026 1:28 pm	Will there be service on...	Open	

To View all Requests

All requests can be viewed by clicking on the can be viewed by clicking the **View All Requests** hyperlink as shown below. The *Customer Request History* screen displays all requests ever made with a status and, if completed, a resolution time and resolution note.

SELECT ACCOUNT 1 of 2 49517 Lex's Test Account

SELECT SERVICE LOCATION 1 of 2 49517001 Lex's Test Account 1 S Broad St, Philadelphia PA

TESTING LOGIN MESSAGE.

\$ 61.63 TOTAL DUE

\$ 32.38 PAST DUE

DAY Portal Div Past Due Text

Make a Payment

Last Payment: 01-14-2026 - Bank Account
014608048124_AUTH \$ 105.00

Invoice History

Manage Auto Pay

Wallet

Reports / Documents

REQUESTS [CLICK HERE TO SUBMIT ONLINE REQUEST](#)

VIEW ALL REQUESTS

CURRENT SERVICES FREQUENCY NEXT SCHEDULED

1 - Inbound load	On Call	
1 - 25 Yard Open Top Service	On Call	
1 - Scale Inbound Services ...	On Call	

PRINT CALENDAR

RECENT SERVICES ID SERVICE

Thu May 7, 2026	11421689 (In Progress)	Scale Inbound Service...
Wed Nov 19, 2...	10576171 (Completed)	2 Yard Recycle Service
Mon Nov 17, 2...	10569001 (Completed)	2 Yard Recycle Service
Mon Nov 17, 2...	10569000 (Completed)	2 Yard Recycle Service
Fri Nov 7, 2025	10534579 (Completed)	2 Yard Recycle Service

VIEW PREVIOUS AND FUTURE SERVICES

Customer Request History

ID	DATE	TYPE	DESCRIPTION	STATUS	RESOLUTION TIME	RESOLUTION NOTE
1606	05/13/2026 1:28 pm		Will there be service on ...	Open		
1607	05/13/2026 1:32 pm		Can my pickup day be m...	Open		

Close

From Portal to Office: Application Visibility

Requests submitted via the Customer Portal behave identically to [Account Requests](#) created manually by staff from the application. This ensures that existing dispatching and CSR workflows remain consistent, regardless of who initiates the request.

Customer Account

49517 Lex's Test Account

1 S Broad St Philadelphia, PA 19107-3426 (O) +1 410-555-5678

Active

DIVISION HOUSTON
ACCOUNT MGR Aliena Somers - Admin-NS (Sales)
CLASS COMMERCIAL
BILL GROUP Lex Test
ARREARS - MONTHLY Billed Thru Date Jan 14, 2026

49517001 Lex's Test Account

1 of 2
1 S Broad St Philadelphia, PA 19107-3426 (O) +1 410-555-5678

Vacation Hold

DIVISION HOUSTON
SERVICE REGION HOUSTON OPEN MARKET
SALES REP Aliena Somers - Admin-NS (Sales)
SOURCE Call In
GENERATOR Small Quantity Generator
SURCHARGE GRP Fuel Surcharge 10%

CURRENT	1.30	31.60	61.90	91.120	120+	TOTAL
29.25	0.00	0.00	0.00	0.00	32.38	61.63

Auto Pay Not Enabled

TAX REGION HOUSTON CITY-HARRIS COUNTY-HOUSTON MTA
TAX EXEMPT No

HIGHLIGHTS

- Account is significantly past due

PENDING

1606	Service Inquiry	Aliena Somers - Admin-NS (...)	05/13/2026 1:28 pm	Will there be service on Memorial Day?
1607	Customer Request	Aliena Somers - Admin-NS (...)	05/13/2026 1:32 pm	Can my pickup day be moved to another day?
68114	Declined Payment	Alex Littleton - Software En...	01/14/2026	Amount: \$ 10.00, Note:
68115	Declined Payment	Alex Littleton - Software En...	01/14/2026	Amount: \$ 0.50, Note:
68118	Declined Payment	Alex Littleton - Software En...	01/14/2026	Amount: \$ 0.50, Note:
69433	Bad Debt Recovery	Alex Littleton - Software En...	05/01/2026	Amount: \$ 1,000.00, Note:

ACTIVE SERVICES (3) Standard TOTAL RECURRING \$ 200.00

CALENDAR May, 2026

EVENTS Account Request, Appointment, AR, Cancellat

ACCOUNT REQUEST

Details Photos Linked Items

CREATED ON 05/13/26 1:28 pm
CREATED BY katier@navusoft.com
TYPE Service Inquiry
STATUS Closed By Katie Raterink (Admin) on 05/13/26 2:45 pm
ASSIGNED TO Amber Gonzalez - Temp (Customer Service)
CONTACT Katie Raterink
REASON CODE Completed
NOTE Will there be service on Memorial Day?
COMPLETION No, we will not provide service on Memorial Day. Thanks for checking.
NOTE

SAVE DELETE

Accounts > Account Request Management

ID	TYPE	ASSIGNED TO	DATE	ACCOUNT SITE	CONTACT	NOTE	STATUS
1607	Customer Request	Aliena Somers - Admin-NS (Sales)	Wed 05/13/26 01:05 pm	49517 Lex's Test Account / 49517001 Lex's Test Account	Katie Raterink	Can my pickup day be moved to anot...	Open
1605	Missed Pick Up	Aliena Tester (Sales)	Tue 04/28/26 02:04 pm	49587 The Mill / 49587001 The Mill			Open
1604	Billing Errors	Aliena Somers - Admin-NS (Sales)	Tue 05/12/26 11:05 am	49199 OA Scale Customer 2 / 49199001 OA Scale Customer 2		test	Open
1603	Damage	Aliena Somers - Admin-NS (Sales)	Mon 05/04/26 09:05 am	43358 CHINESE CORPORATE / 43358001 888 CHINESE RESTAURANT		Test Customer Request from Custome...	Open

Related Articles

[Add Account Request](#)

[Account Request Management](#)