Database Query - Account Requests Entity

Last Modified on 08/27/2026 12:07 pm PDT

Overview

The **Account Requests** entity provided in the Database Query tool allows users to run custom data extractions about account requests entered into the system directly from our database. It includes all data fields that are specific to an Account Request including linked items, addresses, who is responsible and any completion information. This can be used to isolate customers that are continuing to need assistance, account requests that have not been completed, or to check by division; to name a few. The data is similar to what is displayed on the Account Request Management screen with additional information pulled in.

Initiating a Account Requests Query

To generate an **Account Requests** report using the Database Query tool, follow the steps outlined below. Reference the Database Query article for more details on how to use the tool for reporting.

1. Go to the *Database > Database Query* screen.
2. Click the **New** button in the top control bar.
3. Locate the Entity dropdown menu.
4. Select **Account Requests** from the list:
5. In the column selection window, select the specific check boxes next to the column headers you want to see displayed, in order, in your final grid output.
6. Click **Run** to execute the query and generate the table.

Columns Available for Display

The following data can be pulled in when running an **Account Requests** report.

Field Name	Description
Account Request	
Account Request Id	Unique identifier assigned to the customer or customer-service account request.
Account Id	Unique identifier for the customer account associated with the request.
Account Request Type	Category of assistance or service action requested for the account, such as a refund, billing inquiry, missed pickup, cart issue, or service change.
Account Request Note	Detailed description of the customer's issue, question, requested action, or service-related circumstances.
Account Request Created Timestamp	Date and time when the account request was entered into the system.
Account Request Created By User	Name of the employee or system user who created the account request, including requests entered on behalf of a customer.
Account Request Assigned User	Employee currently responsible for investigating and completing the account request.
Account Request Resolved User	Employee who completed or resolved the account request.
Account Request Completion Timestamp	Date and time when the requested account-related action was completed or the request was closed.
Account Request Completion Note	Summary of the resolution, action taken, customer communication, or reason the request was completed.
Account and Contact Information	

Field Name	Description
Account Name	Primary name of the residential, commercial, municipal, or other customer account.
Account Name2	Additional account name, legal name, DBA name, or secondary customer name.
Contact Name	Name of the customer or account representative associated with the request.
Contact Email	Email address used to communicate with the customer or account representative about the request.
Contact Phone	Telephone number used to contact the customer or account representative.
Account Addressline1	Primary street address associated with the customer account and its waste collection service.
Account Addressline2	Secondary address information, such as an apartment, suite, unit, building, lot, or floor number.
Account City	City in which the customer account's service address is located.
Account State	State or equivalent administrative region of the customer account's service address.
Account Postal Code	Postal or ZIP code for the customer account's service address.
Site Information	
Site Id	Unique identifier for the physical waste collection site related to the account request.
Site Name	Primary name assigned to the service location, property, facility, or collection site.
Site Name 2	Additional site name or identifying information for the service location.
Site Addressline1	Primary street address where waste collection, delivery, hauling, or other service activity occurs.
Site Addressline2	Additional site address information, such as a unit, suite, building, gate, or location identifier.
Site City	City in which the collection or service site is located.
Site State	State of the collection or service site.
Site Postalcode	Postal or ZIP code for the collection or service site.
Linked Work Item	
Linked Item Id	Unique identifier for the task, work item, or operational record linked to the account request.
Linked Item Type	Type of operational record associated with the request, such as a task, service order, billing item, or investigation.
Linked Item Usr	User assigned to or responsible for the linked operational item.
Item Name	Descriptive name or subject of the linked work item.
Linked Item Note	Notes describing the operational work, investigation, or follow-up activity associated with the linked item.
Linked Item Completion Note	Summary of the work performed or outcome recorded when the linked item was completed.
Linked Item Createdtimestamp	Date and time when the linked task or operational item was created.
Linked Item Completion Timestamp	Date and time when the linked task or operational item was completed.
Organizational Assignment	

Field Name	Description
Division Id	Unique identifier for the operating division responsible for the account or request.
Division Name	Name of the operating division,responsible for handling the request.
Department	Internal department responsible for processing or supporting the account request, such as Customer Service, Billing, Operations, or Dispatch.

Related Articles

Account Request Management
Add Account Request