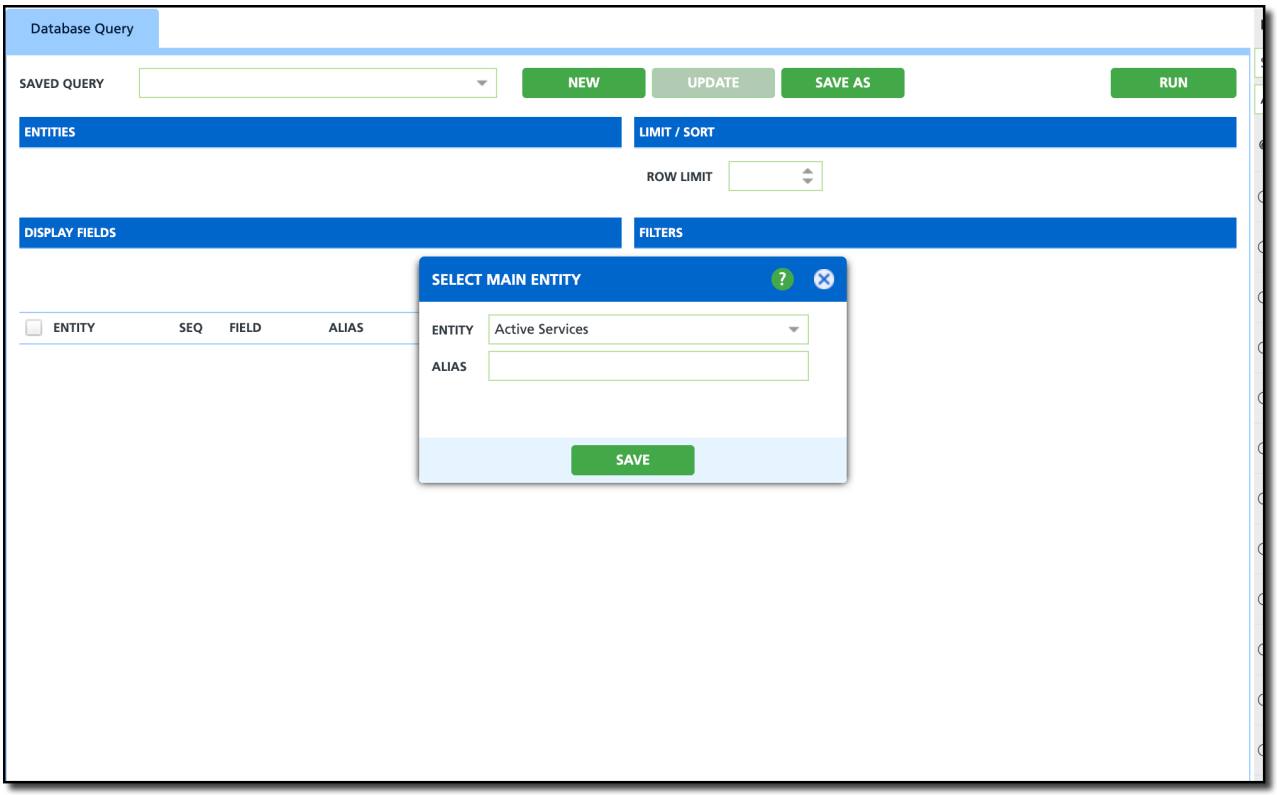
Database Query - Active Services Entity

Last Modified on 09/23/2026 1:28 pm PDT

Pathway: Database > Database Query

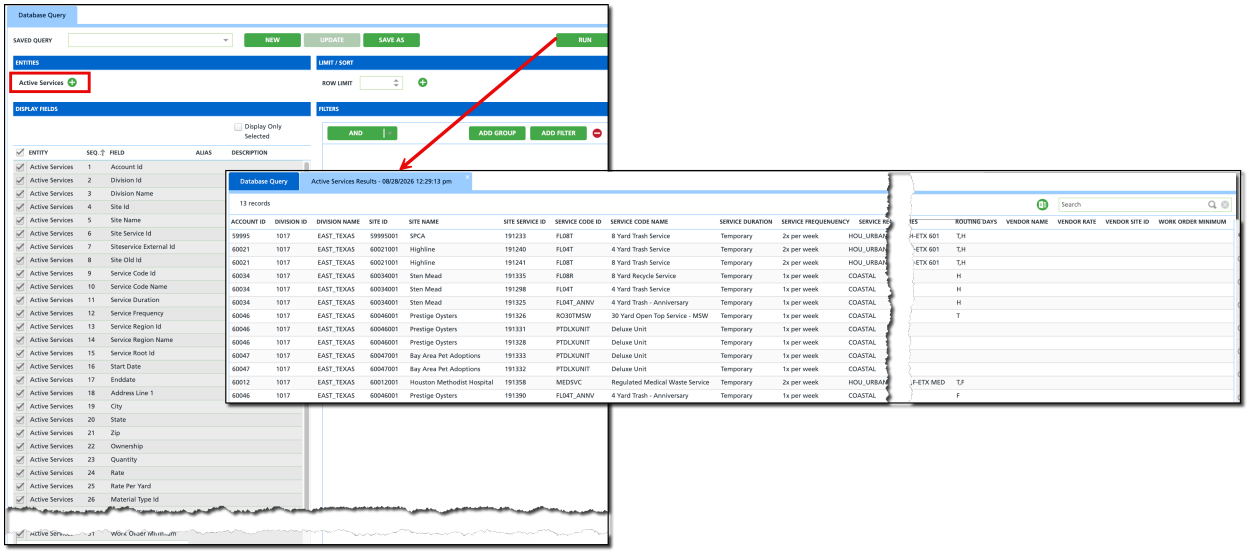
The **Active Services** entity can be used to pull the specifics of active services such as scheduling and routing, asset tracking and servicing financials. It provides insight into operational and financial health and can be used to generate reports for revenue analysis, route workload, asset revenue tracking, and high touch customers, to name a few.



Initiating an Active Services Query

To generate a **Active Services** 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. This will open the **Select Main Entity** popup.
3. Select **Active Services**.
4. After the **Display Fields** for the **Active Services** entity populate, select the check boxes for the fields you want to include in the report.
    - If a specific order is required, select the fields in the order you want them to appear in the query.
5. Click **Run** to execute the query. Results are generated in a new tab with the date and timestamp.



Columns Available for Display

The following data can be pulled in when running an Active Services report.

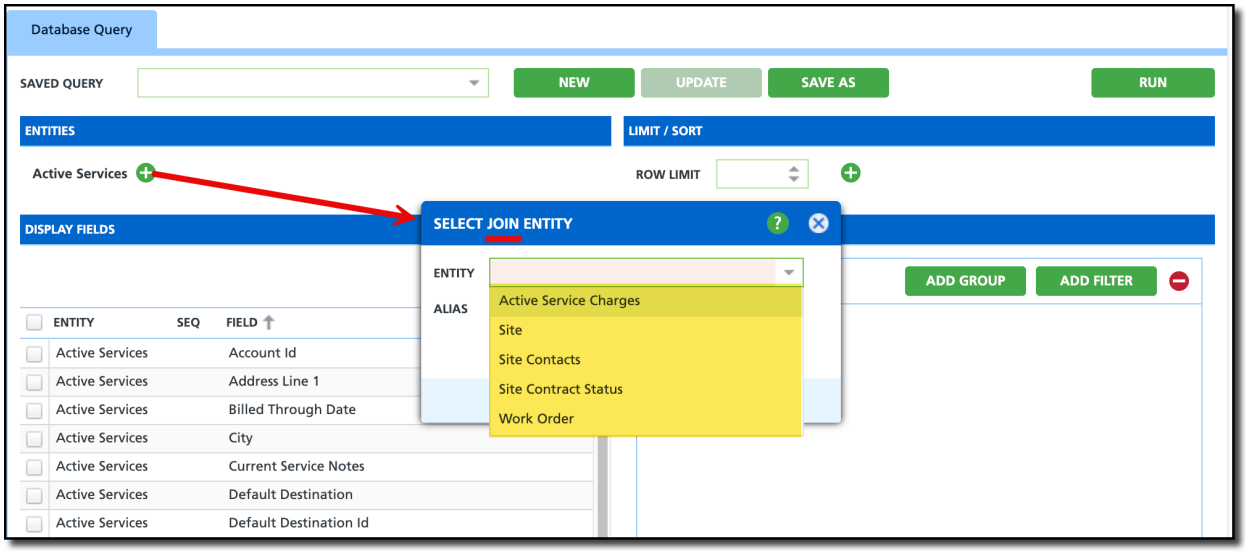
Field Name	Description
Account, Division & Site Information	
Account Id	ID for the customer account receiving services.
Division Id	ID for the operating division responsible for managing accounts and services.
Division Name	Name of the operating division responsible for managing accounts and services.
Site Id	ID for the customer physical location where the service is performed.
Site Name	The name of the customer's physical location where services are needed.
Site Service Id	Unique identifier associated to the service for the site. This is also displayed in the site's Active Services.
Site Service External Id	Optional identifier used to match the site service record with an external system.
Site Old Id	Legacy site identifier retained for historical reference or system migration purposes.
Service Definition	
Service Code Id	ID of the service being provided.
Service Code Name	The name of the service being offered, such as trash collection, recycling, or regulated medical waste service.
Service Duration	Length or term of the service arrangement, such as temporary, ongoing, or contract-based service.
Service Frequency	Scheduled frequency at which the service is performed, such as once per week or twice per week.
Service Region Id	ID for the geographic area responsible for the service.
Service Region Name	Name of the geographic area responsible for the service.
Service Root Id	Identifier linking related service records to a common service request, agreement, or original service setup.

Field Name	Description
Service Dates & Status	
Start Date	Date on which the service is scheduled to begin or becomes effective.
End date	Date on which the service is scheduled to end. A blank value generally indicates that no end date has been established.
Last Completed Date	Date on which the service was most recently completed or recorded as completed.
Is temp	Indicator showing whether the service is temporary rather than part of a permanent or recurring customer arrangement.
Billed Through Date	Date through which the customer has been billed for the service.
Service Location	
Address Line 1	Primary street address where the servicing activity occurs.
City	City in which the service site is located.
State	State in which the service site is located.
Zip	Postal or ZIP code for the service site address.
Quantity, Pricing & Billing	
Quantity	Number of containers or units associated with the service.
Rate	Customer charge for the defined service unit, service period, or billing arrangement.
Rate Per Yard	Price calculated for each cubic yard of container capacity or material volume.
UOM	Unit of measure used to define the service quantity.
Work Order Minimum	Minimum billable amount must be charged on a work order.
Material & Line of Business	
Material Type Id	ID for the type of material collected, processed, transported, or disposed of.
Material Type Name	Description of the material stream, such as municipal solid waste, recyclables, medical waste, or other regulated material.
Line of Business Id	ID for the business category responsible for the service.
Line of Business Name	Business category under which the service is managed, such as commercial, roll-off, medical waste, or portable toilets.
Equipment & Container Details	
Equipment Size	Capacity or physical size of the container or equipment, generally expressed in cubic yards or equipment-specific units.
Equipment Type Id	ID for the type of equipment used for the service.
Equipment Type Name	Name of the equipment, such as a four-yard front-load container, thirty-yard open-top container, or deluxe portable toilet.
Ownership	Identifies who owns the equipment being serviced as either: • Company - the **hauler** owns the equipment • Owner - the **customer** owns the equipment • Unknown - unidentified party owns the equipment • Vendor
Destination & Routing	

Field Name	Description
Default Destination	Default disposal, transfer, processing, recycling, treatment, or unloading facility assigned to the service.
Default Destination Id	ID for the default disposal, transfer, processing, recycling, or treatment destination.
Route Names	Names or codes of the collection routes assigned to perform the service.
Routing Days	Days of the week or routing schedule on which the service is planned to occur.
Inactivity & Rental Charges	
Inactivity Rental Free Days	Number of days equipment may remain inactive or unused before an inactivity or rental charge begins.
Inactivity Rental Rate	Rate charged when equipment remains on site beyond the permitted inactive or free-rental period.
Vendor Information	
Vendor Name	Name of the third-party hauler associated with the service.
Vendor Rate	Cost paid or payable to the vendor for providing the service.
Vendor Site Id	ID for the vendor facility or vendor service location used to fulfill the customer service.
Operational Notes & Reason Codes	
Current Service Notes	Instructions or warnings relevant to servicing the location, such as access restrictions, animals, placement details, or site hazards.
Reason Code	Code explaining why the service record was created, changed, extended, replaced, suspended, or otherwise updated.

Entity Join Options

When running reports against the **Active Services** entity, the option to pull in data from other entities is provided by utilizing the Join feature in the Database Query tool.



Only select entities can join with other select entities. The options provided for **Accounts and Sites** are:

- Active Service Charges
- Site
- Site Contacts
- Site Contract Status
- Work Order

Reference the Database Query article for more details on how to use the Join option for more complex, detailed reporting.

Related Articles

Database Query
Active Services Overview
