

Inbound Ticket Creation (Scale)

Last Modified on 03/26/2026 2:43 pm PDT

Pathway: [Operations > Inbound / Outbound](#)

Before using the **Inbound / Outbound** screen, specific scale-related setup requirements must be completed. Refer to the [Scale-In Setup](#) article for necessary setup information.

INBOUND / OUTBOUND							OPERATIONS > INBOUND / OUTBOUND		
FACILITY		Doc Landfill		In Progress		TARE TRUCK OR EQUIPMENT CONFIGURE SCALE WORKSTATION Search			
ORDER #	DATE ↓	VEHICLE	ACCOUNT / SITE	TRANSPORT INFO	SERVICE INFO	MATERIALS / ADJUSTMENTS	WEIGHT	ADDITIONAL INFO	PAYMENT NOTES
TOTALS: 18 loads							4,000.00 lbs	23.00 yd ³	(4) \$ 1,349.50
42020	02/18/26			Method: Truck		C&D	Gross*: 4 tons Tare*: 2 tons Net: 2 tons		
UNASSIGNED LOAD	Start: 1:24 pm								
41991	02/13/26		DocScale Customer (49618)		Scale Inbound Services	C&D			
Inbound Order: 10994010	Start: 1:16 pm		DocScale Customer (49618001) 102 N Cascade St, Osceola, WI		Scale IN - Auto Post				
41992	02/13/26		DocScale Customer (49618)		Scale Inbound Services	C&D			
Inbound Order: 10994011	Start: 1:18 pm		DocScale Customer (49618001) 102 N Cascade St, Osceola, WI		Scale IN - Auto Post	Downtown (50%)			
41993	02/13/26		DocScale Customer (49618)		Scale Inbound Services	C&D			
Inbound Order: 10994012	Start: 1:19 pm		DocScale Customer (49618001) 102 N Cascade St, Osceola, WI		Scale IN - Auto Post				
41995	02/13/26		DocScale Customer (49618)		Scale Inbound Services	C&D			
Inbound Order: 10994014	Start: 1:23 pm		DocScale Customer (49618001) 102 N Cascade St, Osceola, WI		Scale IN - Auto Post	Downtown (30%), DTLA (70%)			
41997	02/13/26	TRK10	Scale Test QA (49334)		Scale Outbound Multiple Profiles	MSW			From: LA TRANSFER STATION
Transfer Order: 10994026	Start: 3:36 pm	Type: LARGE License: #TRK10 DEP: 56788 DOT: 99584	Scale Test QA (49334001) 421 W Las Tunas Dr, San Gabriel, CA		Scale Outbound - Multiple Profiles				
41973	02/12/26		DocScale Customer (49618)		Scale Inbound Services	MSW			
Inbound Order: 10986068	Start: 3:07 pm		DocScale Customer (49618001) 102 N Cascade St, Osceola, WI		Scale IN - Auto Post				

Permissions

The following permissions are required to use the Inbound screen:

Permission ID	Permission Name
99	Inbound/Outbound Processing

Setup Requirements

This setup is the standard requirement across all scale scenarios, including Roll-off, Cash, and Third-Party customers. Review the setup documentation here: [Scale-In Setup](#) to process scale tickets on the Inbound/Outbound screen.

Inbound Screen Field Descriptions

The following descriptions apply to the fields displayed on the Inbound/Outbound screen.

Field	Description
Filters	
Facility	Filters the screen to only display inbound disposal records for the selected location and affects the search function when creating a new disposal ticket.
Status	Filters what is displayed based on the Work Status of the Service Record.
Tare Truck or Equipment	Button used to tare or re-tare a truck without navigating to Customer Details.
Fields	
Order #	Displays the inbound service record number as a clickable link.
Date	Shows the recorded date and time of ticket creation.

Vehicle	Shows the vehicle details for the recorded vehicle.
Account / Site	Links the account or site associated with the disposal record.
Transport Info	Displays the transport method recorded at the time the ticket was created.
Service Info	Shows the service code, work type, and additional service-related information.
Materials / Adjustments	Shows the material type that was logged when the ticket was created..
Weight	Displays the Gross, Tare and Net weights recorded for the vehicle.
Additional Info	When a work order is linked, the driver and line of business are displayed. If weights are manually adjusted and a reason code is required, the system also displays the user's name and the selected reason for the change.
Notes	Any notes added to the disposal ticket will appear here.

Create an Inbound Ticket

Inbound tickets can be created in two ways. The first way is from a work order in the Disposal / Ship tab. Otherwise, tickets can be created in the Inbound screen. The process to create an inbound ticket varies based on customer type.

INBOUND / OUTBOUND						
FACILITY						
+ Doc Landfill		In Progress				
<ul style="list-style-type: none"> Create Inbound Order (F5) Create Unidentified Inbound Order for Internal Vehicle 						
ORDER #	DATE	VEHICLE	ACCOUNT / SITE	TRANSPORT INFO	SERVICE INFO	MATERIALS / ADJUSTMENTS
TOTALS: 17 loads						
41957 Inbound Order: 10959820	02/06/26 Start: 11:51 ...		DocScale Customer (49618) DocScale Customer (49618001) 102 N Cascade St, Osceola, WI		Scale Inbound Services Scale IN - Auto Post	MSW
41958 Inbound Order: 10959821	02/06/26 Start: 1:11 pm		DocScale Customer (49618) DocScale Customer (49618001) 102 N Cascade St, Osceola, WI		Scale Inbound Services Scale IN - Auto Post	MSW
41959 Inbound Order: 10959822	02/06/26 Start: 2:34 pm		DocScale Customer (49618) DocScale Customer (49618001) 102 N Cascade St, Osceola, WI		Scale Inbound Services Scale IN - Auto Post	MSW Downtown (50
41960 Inbound Order: 10959823	02/06/26 Start: 3:33 pm		DocScale Customer (49618) DocScale Customer (49618001) 102 N Cascade St, Osceola, WI		Scale Inbound Services Scale IN - Auto Post	C&D Downtown (50

Create Inbound Order from Search

Select this option to open the **Create New Transaction** popup, where users can quickly create a ticket by searching for customer sites, trucks, existing work orders, or routes associated with the disposal record. If this is a cash pay customer, search for the cash pay site to process transactions on.

INBOUND / OUTBOUND		OPERATIONS > INBOUND / OUTBOUND									
FACILITY		QA Waste Transfer		In Progress		TARE TRUCK OR EQUIPMENT		CONFIGURE SCALE WORKSTATION		Search	
Create Inbound Order (F5)		Create Unidentified Inbound Order for Internal Vehicle									
ORDER #	DATE	VEHICLE	ACCOUNT / SITE	TRANSPORT INFO	SERVICE INFO	MATERIALS / ADJUSTMENTS	WEIGHT	ADDITIONAL INFO	PAYMENT NOTES		
TOTALS: 37 loads							9.07 tons	0.00 yd ³	(\$5) \$ 125.68		
42022 Inbound Order: 11026515	02/18/26 Start: 3:33 pm	9638 Type: SUV License: OH-9638	Scale Cash Customer (48947) Scale Cash Customer (48947... 8311 Red Rock Rd, Cresson, TX	Method: Truck	Scale Inbound Services Scale IN - Auto Post	MSW			\$ 15.00		
42023 Inbound Order: 11026516	02/18/26 Start: 3:38 pm		Scale Cash Customer (48947) Scale Cash Customer (48947... 8311 Red Rock Rd, Cresson, TX	Method: Truck	Scale Inbound Services Scale IN - Auto Post	MSW					
42014 Inbound Order: 11025780	02/17/26 Start: 10:28 ...	QATRK20	Scale Test QA (49334) Public Dump (49334002) 3424 Emery St, Los Angeles, ...	Method: Truck	Scale Inbound Services Scale IN - Auto Post	Dirt & Clean Fill					
41942 UNASSIGNED LOAD	01/29/26 Start: 4:31 pm			Method: Truck		MSW					
41862 Inbound Order: 10876469	01/19/26 Start: 11:05 ...	LAMBO1 License: L12345	Test scale (49156) Test scale (49156001) 8100 Washington Ave, Hous...	Method: Truck	Scale Inbound Services Scale IN - Auto Post	MSW					
41871 Inbound Order: 10876504	01/19/26 Start: 4:24 pm		Scale Test QA (49334) Scale Test QA (49334001) 421 W Las Tunas Dr, San Gab...	Method: Truck	Scale Multiple Profiles Inbound Load Multiple Profiles	MSW					
41845 Inbound Order: 10721073	12/19/25 Start: 4:45 pm		LouLou Doctor Service (48911) LouLou Doctor Service (4891... 5130 Tylersville Rd, West Ch...	Method: Truck	Regulated Medical Waste Service RMW Inbound	Dirt & Clean Fill					

Step 1: Create New Transaction and Create Inbound Order

In the **Create New Transaction** popup, select the search type to use. This field can be defaulted to a specific setting in **Facility Setup**. If **Truck** is selected, the system will search the site inventory and match based on either the truck name or license plate number.

CREATE NEW TRANSACTION

SEARCH TYPE: **Truck** | QATRK

TYPE	VEHICLE	SITE / ACCOUNT	SERVICE INFO	ADDITIONAL INFO
Inbound	QATRK20	Public Dump (49334002) Scale Test QA (49334) 3424 Emery St, Los Angeles, CA	Scale Inbound Services Scale IN - Auto Post	
Inbound	QATRK22	Canyon Landfill (49334003) Scale Test QA (49334) 3001 Scholl Canyon Rd, Glendale, CA	Scale Inbound Services Scale IN - Auto Post	
Inbound	QATRK99 LIC#99			

CREATE INBOUND ORDER

Public Dump
3424 Emery St
Los Angeles, CA 90023-3811

SCHEDULE DATE: 02/24/26 Tuesday

SERVICE CODE: Scale Inbound Services

ORDER TYPE: Inbound / Receiving - Scale IN - Auto Post

Credit Limit: \$ 500.00

Balance: \$ 55.00 Unbilled: \$ 0.00

TRUCK: QATRK20

MATERIAL: MSW

TRANSPORTER: []

TRANSPORT METHOD: Truck

BILL OF LADING: []

CREATE

Search Type Option Details

Search Option	Special Notes
Route	N/A
Waste Profile	N/A
Site	For cash pay customers, refer to the Scale-In Setup article on creating a site specific to Cash Pay to record cash pay customer transaction and payments on.
Truck	Boost efficiency and keep inbound traffic moving smoothly by preconfiguring a site's trucks and their license plate numbers in <i>Site Details > Site Inventory > Trucks</i> .
Work Order	Work orders created in Customer Service can be searched here, provided they use an inbound-type service code and work type.

After entering the search information, if more than one match is found, a list is returned. Otherwise if a single match is found, the **Create Inbound Order** popup will display. Enter the applicable details and click **Create**.

Considerations:

- To improve efficiency and reduce errors, the following defaults can be configured:
 - The **Material** field can be configured to automatically default to a specific material type defined in **Facility Setup**.
 - The **Default Origin** field can be configured to automatically display the origin defined for the site in **Site Details**.

Step 2: Edit Inbound / Receiving

Once the inbound order has been created, the **Edit Inbound / Receiving** screen will display. From here, weights can be recorded, charges added and payments collected.

Field Descriptions and Setup Logic

Field	Descriptions and/or Considerations
Truck	<p>Boost efficiency and keep inbound traffic moving smoothly by pre-configuring a trucks tare weights in <i>Customer Service > Site Inventory > Trucks</i> or <i>Setup > Operation > Truck</i>.</p> <p>Article Link: Truck Setup</p>

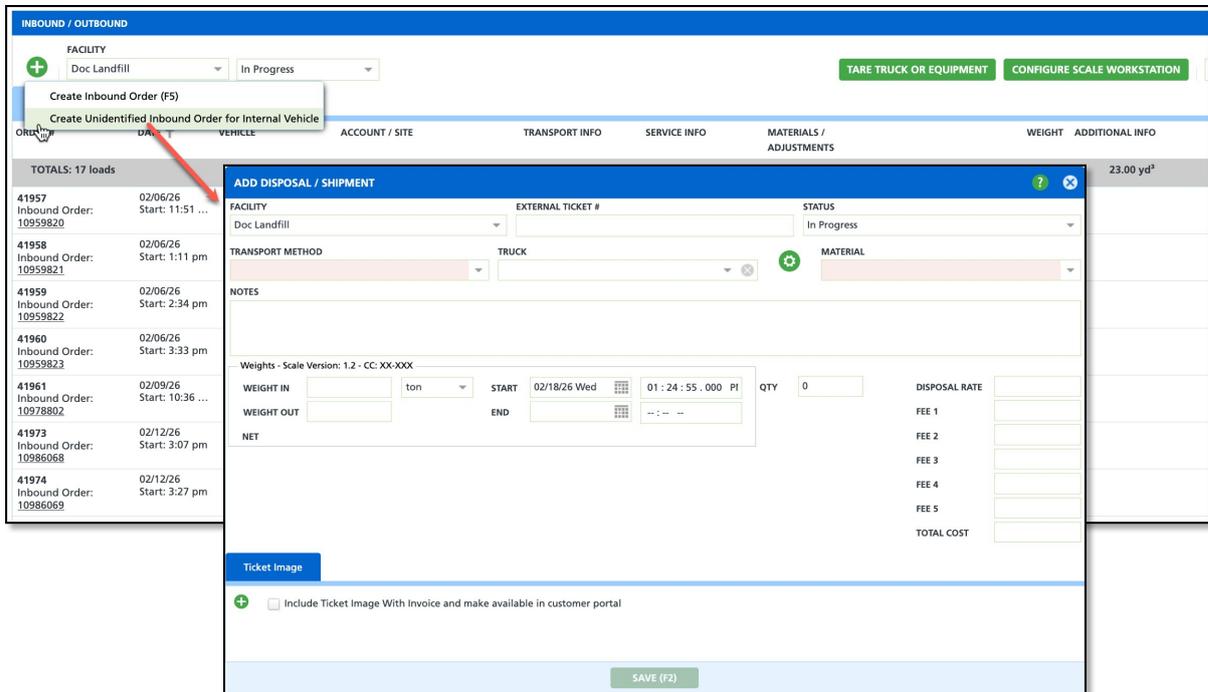
<p>Vehicle Info / Equipment Info (gear icon)</p>	<p>The Vehicle Info field is an open text entry field used to record details about the vehicle or equipment, making it quickly identifiable for scale operators in the open inbound ticket list when the truck is ready to weigh out. Information entered in this field is displayed in the Vehicle column on the Inbound screen.</p> <p>If equipment is associated with the inbound work order, select the Equipment Info (gear icon) to link the appropriate equipment.</p> <ul style="list-style-type: none"> • If both the truck and equipment have preconfigured tare weights, the Tare / Out field will calculate automatically based on the combined tare weights. If a tare weight is recorded for only the truck or only the equipment, the tare weight will default to zero, and both the truck and equipment will need to complete a weigh-in. <p>Article Links: Equipment Type Setup (for non-serialized equipment), Inventory Management (serialized equipment)</p>
<p>PO Number and Blanket PO Number</p>	<p>To provide scale operators with better visibility into a customer’s purchase order usage and help prevent overages, click the Search icon next to the Blanket Purchase Order field. This will open the Purchase Orders pop-up window, where weight, volume, and amount limits are displayed along with the current usage totals to date.</p> <p>Article Link: Blanket Purchase Order</p>
<p>Material</p>	<p>Records the type of material being disposed of.</p> <p>Considerations:</p> <ul style="list-style-type: none"> • To improve efficiency, this field can be set to default to a specific material at the facility level on the Materials tab in Facility Setup. Simply select the desired material from the Default Inbound Material drop down menu. <p>Article Links: Facility Setup, Scale Setup</p>
<p>Transporter</p>	<p>Records the transporter of the waste and is most often used for outbound scale and medical/hazardous waste.</p>
<p>Transport Method</p>	<p>Records the transport method that was used and is most often used for outbound scale and medical/hazardous waste.</p>
<p>Bill of Lading</p>	<p>Open text entry field used to record the reference or ticket number associated with the Bill of Lading. This creates a reference link between the inbound ticket and the corresponding shipping document for tracking and reconciliation purposes.</p>
<p>Work Status</p>	<p>Displays the current work status the inbound ticket is in.</p>
<p>Posting Status</p>	<p>Displays if the ticket is ready to be billed.</p> <p>Considerations:</p> <ul style="list-style-type: none"> • In Work Type Setup, consider automating posting by enabling the Post Work Order When Completed setting. <p>Article Link: Work Type Setup</p>

<p>Weights and Volume</p>	<p>There are several settings that apply to the weight fields:</p> <ul style="list-style-type: none"> • Work Type Setup: <ul style="list-style-type: none"> ◦ Set Enable Weight Adjustment to Yes to allow scale operators to manually adjust or override weights when necessary. • Facility Setup: <ul style="list-style-type: none"> ◦ The Weight and Volume UOM is established in Facility Settings. ◦ If weight adjustments are enabled for the work type, set Require Manual Weight Reason to Yes in the Inbound/Outbound tab of Add/Update Facility to ensure users record a reason for any weight changes. <p><i>Article Links:</i> Work Type Setup, Facility Setup, Scale Setup</p>
<p style="text-align: center;">Tabs</p>	
<p>Charges</p>	<p>The Charges tab displays all charges associated with the service record and will automatically recalculate as adjustments are made to weight, volume, or origins when origin-based fees have been configured.</p> <p>An optional Origin Based Fees Setup is available to apply disposal rates by material origin. Refer to the article link on setup instructions.</p> <p><i>Article Link:</i> Material Origin Setup</p>
<p>Payments</p>	<p>The Payments tab supports payments in the form of cash, check, credit/debit card, and money order.</p> <p>If cash is used and the amount entered exceeds the balance due, the Change Due is automatically calculated and displayed on the Add Payment popup window to assist scale operators in providing the correct change to the customer.</p>
<p>Origins</p>	<p>The Origins tab will display on the inbound order when the Track Inbound Source / Origin setting is enabled in Work Type Setup (Setup > Operations > Work Type [Details]). When configured, the inbound order cannot be completed until the required information has been recorded.</p> <p>Considerations:</p> <ul style="list-style-type: none"> • Set a default origin for sites by assigning an origin within Site Details on the Customer Service screen. • An optional Origin Based Fees Setup is available to apply disposal rates by material origin. Refer to the article link on setup instructions. <p><i>Article Link:</i> Material Origin Setup</p>
<p>Source</p>	<p>The Source tab will display on the inbound order when the Track Inbound Source / Origin setting is enabled in Work Type Setup (Setup > Operations > Work Type [Details tab]). When configured, the inbound order cannot be completed until the required information has been recorded.</p>

<p>Materials</p>	<p>The Materials tab displays only the materials enabled at the facility level. Click within the Quantity or Percentage columns to enter the material amounts.</p> <p>Considerations</p> <ul style="list-style-type: none"> • If inbound orders should allow for more than one material to be recorded, consider enabling the Load Material Composition setting in Work Type Setup to Enable Multiple materials. • Consider enabling a default material type at the facility level to automatically populate the Material field on new inbound orders. <p>Article Link: Facility Setup, Work Type Setup</p>
<p>Completion</p>	<p>Option to incorporate a completion process that includes a driver signature.</p>
<p>Attachments</p>	<p>Provides the option to attach supporting documents, such as a Bill of Lading, directly to the ticket so all related documentation remains linked and easily accessible in one place.</p>
<p>Photos</p>	<p>Option to add photos to the inbound order. When a photo has been attached the option to display it in the Customer Portal is also available.</p>

Create Unidentified Inbound Order for Internal Vehicle

Select the **Create Unidentified Inbound Order for Internal Vehicle** option to record disposal activity for internal trucks that are not searchable using the other method.



1. From the Inbound screen, select the '**Create Unidentified Inbound Order for Internal Vehicle**' option. This will display the Add Disposal / Shipment popup.
2. Select the Transport Method and Truck.

Note:

- The trucks displayed here are configured in *Setup > Operations > Truck*.
 - Boost efficiency and reduce errors by pre-configuring a truck's tare weight in [Truck Setup](#).

3. After all necessary information has been recorded, the record can be saved.

Pending Work Assignment

After creating the ticket, link it to a route or work order by selecting the **Pending Work Assignment** icon on the **Edit Disposal Shipment** screen. This opens the 'Associate Disposal to Route or Work Order' popup, where users can search for and select the appropriate route or work order.

The screenshot shows the 'EDIT DISPOSAL / SHIPMENT' interface. The main window has a blue header and contains fields for 'PENDING WORK ASSIGNMENT', 'INTERNAL TICKET # 41649', 'FACILITY' (QA Waste Transfer), 'EXTERNAL TICKET #', 'STATUS' (In Progress), 'TRANSPORT METHOD' (Truck), and 'MATERIAL'. A red arrow points to a green icon labeled 'Pending Work Assignment' in the top left of the main window. An overlay window titled 'ASSOCIATE DISPOSAL TO ROUTE OR WORK ORDER' is open, showing a search bar with 'Route' and 'LA' selected, and a table of routes.

TYPE	VEHICLE ↑	SITE / ACCOUNT ↑	SERVICE INFO	ADDITIONAL INFO
Route: LA 101 - Thu 4/10/25 Scheduled		Multiple		Driver: Aliena Somers LOB: Commercial
Route: LA 101 - Fri 4/11/25 Scheduled		Multiple		Driver: Aliena Somers LOB: Commercial
Route: LA 103 - Wed 4/9/25 Scheduled		Multiple		LOB: Residential
Route: LA 104 - Thu 4/10/25 Scheduled	LA-1	Multiple		Driver: Eric Kyle LOB: Commercial
Route: LA 105 - Fri 4/11/25 Scheduled		Multiple		LOB: Commercial
Route: LA405 - Tue 4/8/25 Scheduled		Multiple		LOB: Commercial
Route: LA405 - Fri 4/11/25 Scheduled		Multiple		LOB: Commercial

Related Articles

[Process Cash-Pay Customers](#)

[Scale Setup](#)

[Scale Photos Application \(NavuNav\)](#)

[Material Origin Setup](#)