

Inbound Ticket Creation (Scale)

Last Modified on 02/18/2026 12:27 pm PST

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			
FAULTY		Doc Landfill		In Progress					TARE TRUCK OR EQUIPMENT	CONFIGURE SCALE WORKSTATION	Search
Inbound		History		Daily Totals							
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 UNASSIGNED LOAD		02/18/26 Start: 1:24 pm		-		Method: Truck		C&D			Gross*: 4 tons Tare*: 2 tons Net: 2 tons
41991 Inbound Order: 10994010		02/13/26 Start: 1:16 pm		DocScale Customer (49618) DocScale Customer (49618001) 102 N Cascade St, Osceola, WI		Scale Inbound Services Scale IN - Auto Post		C&D			
41992 Inbound Order: 10994011		02/13/26 Start: 1:18 pm		DocScale Customer (49618) DocScale Customer (49618001) 102 N Cascade St, Osceola, WI		Scale Inbound Services Scale IN - Auto Post		C&D Downtown (50%)			
41993 Inbound Order: 10994012		02/13/26 Start: 1:19 pm		DocScale Customer (49618) DocScale Customer (49618001) 102 N Cascade St, Osceola, WI		Scale Inbound Services Scale IN - Auto Post		C&D			
41994 Inbound Order: 10994014		02/13/26 Start: 1:23 pm		DocScale Customer (49618) DocScale Customer (49618001) 102 N Cascade St, Osceola, WI		Scale Inbound Services Scale IN - Auto Post		C&D Downtown (30%), DTLA (70%)			
41997 Transfer Order: 10994026		02/13/26 Start: 3:36 pm		TRK10 Type: LARGE License: 4TRK10 DEP: 56788 DOT: 99954		Scale Test OA (49334) Scale Test OA (49334001) 421 W Las Tunas Dr, San Gabriel, CA		Scale Outbound Multiple Profiles Scale Outbound - Multiple Profiles	MSW		From: LA TRANSFER STATION
41973 Inbound Order: 10986068		02/12/26 Start: 3:07 pm		DocScale Customer (49618) DocScale Customer (49618001) 102 N Cascade St, Osceola, WI		Scale Inbound Services Scale IN - Auto Post		MSW			

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

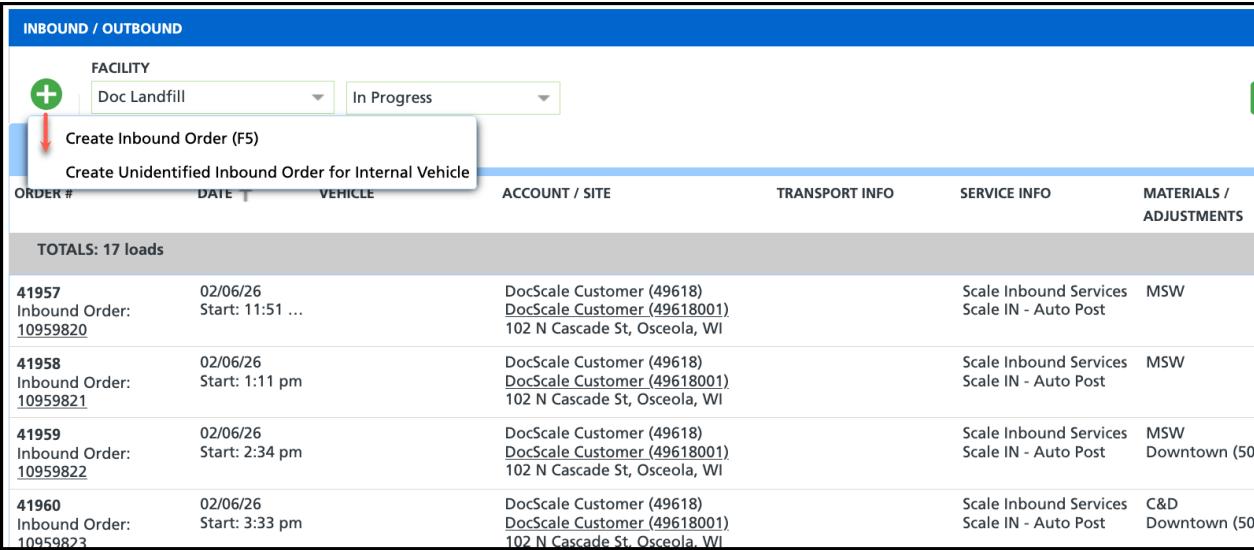
The following descriptions apply to the fields displayed on the Inbound/Outbound screen.

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

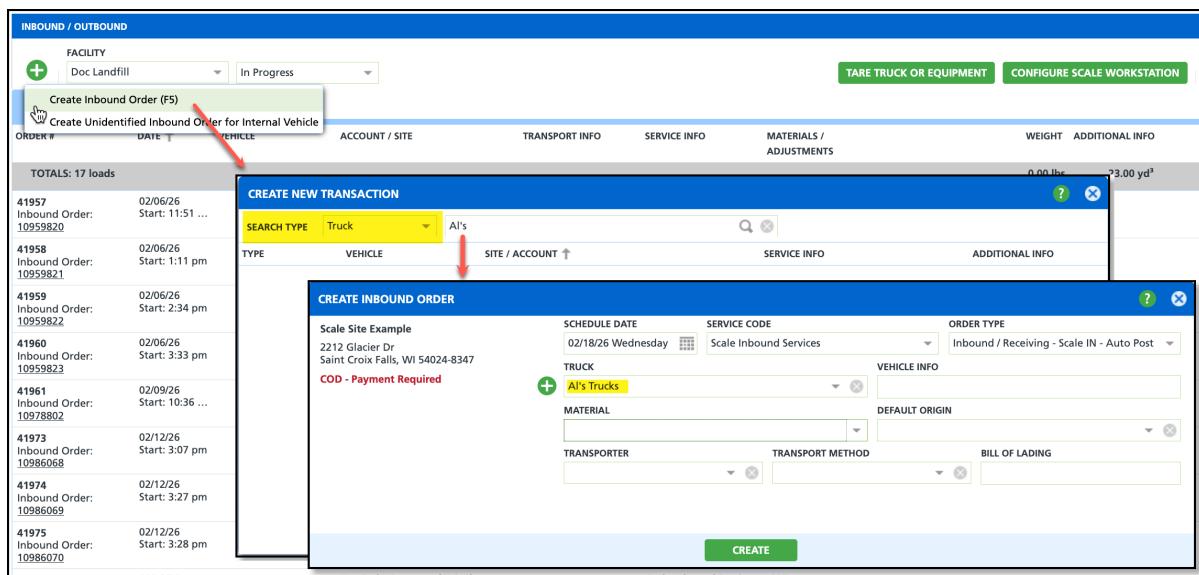
Inbound tickets can be created in two ways. The first way is from a work order in the Disposal / Ship tab. Otherwise, tickets can be created in the Inbound screen. The process to create an inbound ticket varies based on customer type.



The screenshot shows the 'INBOUND / OUTBOUND' screen. At the top, there are dropdown menus for 'FACILITY' (set to 'Doc Landfill') and 'Status' (set to 'In Progress'). Below these are buttons for 'Create Inbound Order (F5)' and 'Create Unidentified Inbound Order for Internal Vehicle'. The main area displays a table of 'TOTALS: 17 loads' with columns for 'ORDER #' (41957, 41958, 41959, 41960), 'DATE' (02/06/26), 'VEHICLE' (empty), 'ACCOUNT / SITE' (DocScale Customer (49618), DocScale Customer (49618001), 102 N Cascade St, Osceola, WI), 'TRANSPORT INFO' (Scale Inbound Services, Scale IN - Auto Post), and 'MATERIALS / ADJUSTMENTS' (MSW, MSW, MSW, C&D). Each row also has a link to 'Inbound Order: 10959820', '10959821', '10959822', and '10959823' respectively.

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.



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. Available search type options include:

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>Customer Service > 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.

1. After entering the search information, if a match is found, the **Create Inbound Order** popup will display. Enter the applicable details and click **Create**. Things to note:
 - 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**.
2. Once created, the **Edit Inbound / Receiving** screen will display where the gross and tare weights can be recorded as well as charges and payments collected. Things to consider:
 - **Trucks:**
 - Boost efficiency and keep inbound traffic moving smoothly by pre-configuring a trucks tare weights in *Customer Service > Site Inventory > Trucks* or *Setup > Operation > Truck*.
 - **Automate Posting Status:**
 - In **Work Type Setup**, automate the posting by enabling the **Post Work Order When Completed** setting.
 - **Weights:**
 - For tracking and auditing purposes, enable **Require Manual Weight Reason** in **Facility Setup** (Inbound/Outbound tab) to ensure users record a reason for any weight

changes.

■ **Source/Origins:**

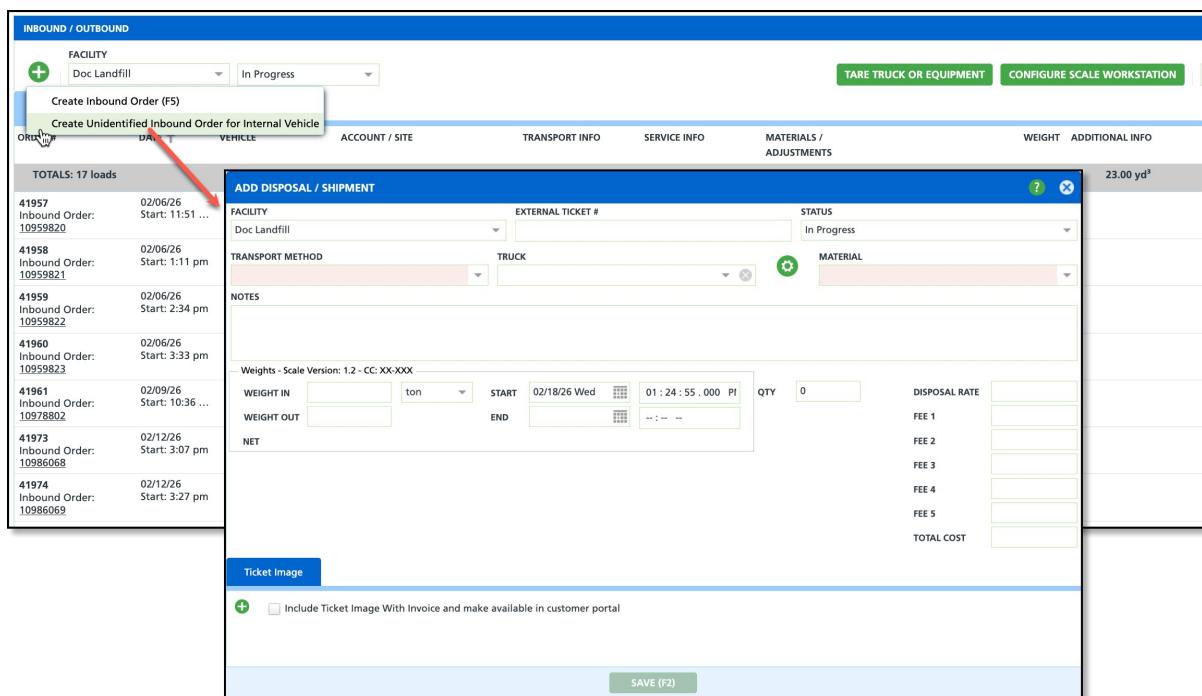
- Optional **Source or Origins** tabs will display on the inbound order when the **Track Inbound Source / Origin** setting is enabled in **Work Type Setup** (Setup > Operations > Work Type [Details]). When configured, the inbound order cannot be completed until the required information has been recorded.

3. Click 'Save' after all necessary information has been recorded.

- If all weights are collected and requirements met, the system will prompt the user to complete the service record upon saving; otherwise, it will remain in a pending or scheduled status on the Inbound screen.

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.



The screenshot shows the Inbound / Outbound screen. On the left, a list of 17 loads is displayed. In the center, an 'ADD DISPOSAL / SHIPMENT' dialog is open. The dialog includes fields for Facility (Doc Landfill), External Ticket #, Status (In Progress), Transport Method (Truck), and a Notes section. Below these, there are fields for Weights - Scale Version: 1.2 - CC: XX-XXX, including Weight In (ton), Start (02/18/26 Wed), End (01:24:55.000 PI), QTY (0), Disposal Rate, and Fee fields. At the bottom of the dialog is a 'Ticket Image' section with a checkbox for 'Include Ticket Image With Invoice and make available in customer portal' and a 'SAVE (F2)' button.

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.

EDIT DISPOSAL / SHIPMENT

PENDING WORK ASSIGNMENT

INTERNAL TICKET # 41649

FACILITY: QA Waste Transfer

EXTERNAL TICKET #

STATUS: In Progress

TRANSPORT METHOD: TRUCK

MATERIAL

NOTES

Weights

WEIGHT IN	10000	pc
WEIGHT OUT	7500	pc
NET	2500	pc

Ticket Image

Include Ticket Image With Invoicing

ASSOCIATE DISPOSAL TO ROUTE OR WORK ORDER

SEARCH TYPE: Route

VEHICLE: LA

SITE / ACCOUNT: Multiple

SERVICE INFO: Driver: Aliena Somers
LOB: Commercial

ADDITIONAL INFO: Driver: Aliena Somers
LOB: Commercial

Route: LA 101 - Thu
4/10/25
Scheduled

Route: LA 101 - Fri
4/11/25
Scheduled

Route: LA 103 - Wed
4/9/25
Scheduled

Route: LA 104 - Thu
4/10/25
Scheduled

Route: LA 105 - Fri
4/11/25
Scheduled

Route: LA405 - Tue
4/8/25
Scheduled

Route: LA405 - Fri
4/11/25
Scheduled

Related Articles

- [Process Cash-Pay Customers](#)
- [Scale Setup](#)
- [Scale Photos Application \(NavuNav\)](#)
- [Material Origin Setup](#)