

Scale Setup

Last Modified on 05/26/2026 6:10 am PDT

The following scale setup applies to the various customer types processed at a landfill or transfer facility. For guidance on creating tickets and processing scale customers, refer to the **Related Articles** section at the bottom of this page.

ORDER #	DATE	VEHICLE	ACCOUNT / SITE	TRANSPORT INFO	SERVICE INFO	MATERIALS / ADJUSTMENTS	WEIGHT	ADDITIONAL INFO	PAYMENT NOTES
TOTALS: 19 loads									
42021	02/18/26	QATRK22	Site # 49618001						(4) \$ 1,349.50
Inbound Order: 11026514	Start: 2:03 pm		DocScale Customer ✓						
42020	02/18/26		102 N Cascade St						
UNASSIGNED LOAD	Start: 1:24 pm		Osceola, WI 54020						
41991	02/13/26		CREATED BY						
Inbound Order: 10994010	Start: 1:16 pm		Alliena Somers - Admin-NS (Sales) on 2/13/26						
1:16 pm			ORDER REASON						
41992	02/13/26								
Inbound Order: 10994011	Start: 1:18 pm								
41993	02/13/26								
Inbound Order: 10994012	Start: 1:19 pm								
41995	02/13/26								
Inbound Order: 10994014	Start: 1:23 pm								
41997	02/13/26	TRK10							
Transfer Order: 10994026	Start: 3:36 pm	Type: LARGE							
		License: 4TRK10							
		DEP: 56788							
		DOT: 99584							
41973	02/12/26								
Inbound Order: 10986068	Start: 3:07 pm								
41974	02/12/26								
Inbound Order: 10986069	Start: 3:27 pm								
41975	02/12/26								
Inbound Order: 10986070	Start: 3:28 pm								
41976	02/12/26								
Inbound Order: 10986071	Start: 3:36 pm								
41977	02/12/26								\$ 0.00
Inbound Order: 10986072	Start: 3:37 pm								
41978	02/12/26								
Inbound Order: 10986073	Start: 3:41 pm								
41979	02/12/26								\$ 442.00
Inbound Order: 10986074	Start: 3:43 pm								

Expand All Sections

Collapse All Sections

Helpful Tip: To search all text using **CTRL-F**, you must first click on the Expand All Sections button.

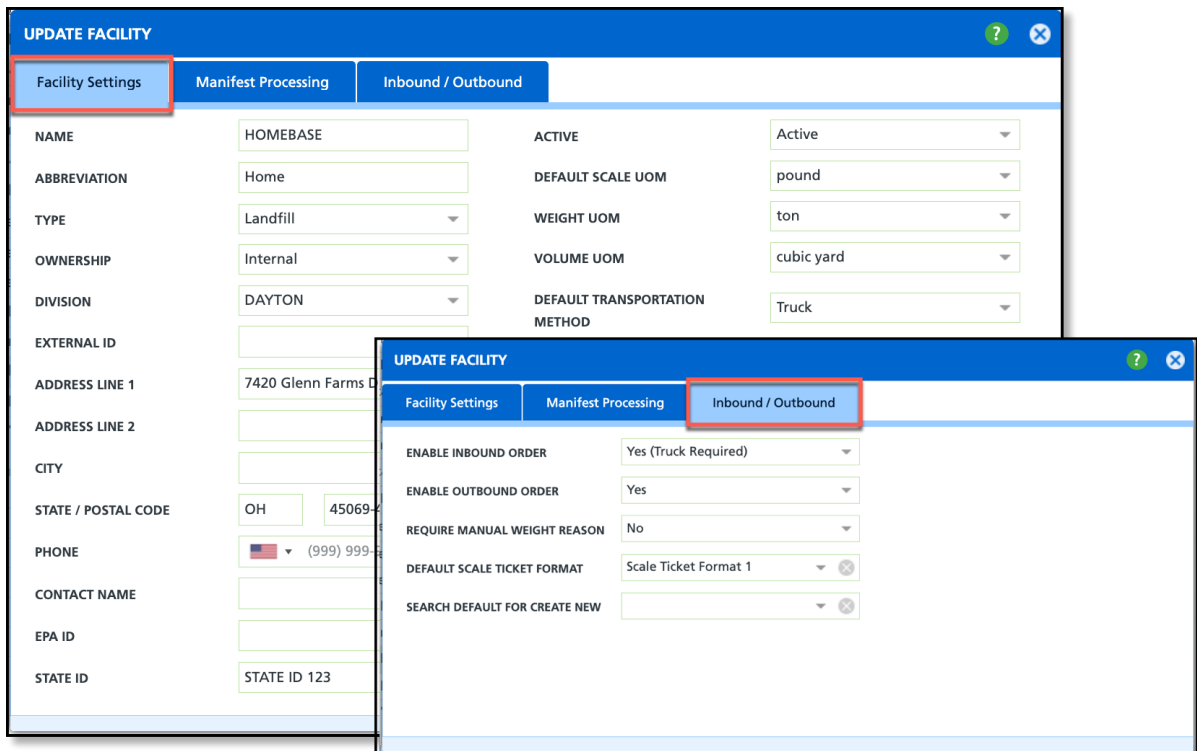
Universal Setup Requirements

Be sure to review each setup area to ensure scale transactions are processed correctly for every customer type.

Setup: Facility

Pathway: [Setup](#) > [Operations](#) > [Facility](#)

Create a facility to enable the inbound process and establish default settings to streamline scale transactions. **A facility is a required selection** on the Inbound/Outbound screen to create and manage scale tickets. For information about additional fields found on this screen, refer to the [Facility Setup](#) documentation.



Add/Update Facility

The Add/Update Facility screen features two tabs containing essential settings for processing tickets on the Inbound/Outbound screen. Below are the field descriptions for essential fields in the Facility Settings and Inbound/Outbound tabs.

Field	Setting
Facility Settings	
Type	Selection that is used to identify the type of facility that processes scale transactions.
Ownership	Select 'Internal'.
Division	Identifies the division the facility is located in.
Default Scale Unit of Measure	Select the default unit of measure used by the scale.
Weight UOM	Select the weight unit of measure that will be used. When the weight is captured, it is reflected on the inbound order using the UOM identified here.
Volume UOM	Select the volume unit of measure that will be used. When the volume is captured, it is reflected on the inbound order using the UOM identified here.
Inbound / Outbound	
Enable Inbound Order	Enable this field to process inbound scale transactions. If set to 'No', the facility will not display as a selection option in the facility drop down on the Inbound/Outbound screen.

Enable Outbound Order	Enable this field to process outbound scale transactions. If disabled, the 'Create Outbound Order' option will not appear in the Inbound/Outbound screen's Add icon drop down.
Require Manual Weight Reason	Requires users to select a reason when manually adding or modifying the tare-in or tare-out fields on an inbound or outbound ticket. This requires setting up Manual Weight reason code types in <i>Setup > System > Reason Code</i> .
Default Scale Ticket Format	Option to set a default scale ticket format for printing receipts.
Search Default for Create New	An optional setting to configure a default value for the <i>Search Type</i> field on the Create New Transaction screen. Setting a default can help streamline the process and improve efficiency.

Facility Setup - Lower Grid tabs

Tab	Description
Business Hours	Enter the hours of operation for a facility in the Business Hours tab.
Division	Although this setting is not necessary for cash-pay customers, it may be necessary for third-party haulers to identify which divisions the facility is eligible to receive waste from.
Material Type	Select the Material Type tab to configure which materials are accepted by the facility. This tab is required to configure disposal rates in the Disposal Rate tab.
Disposal Rate	Select the Disposal Rate tab to establish the rates specific to the material type and a unit of measure. If an internal truck should have a rate different from external trucks, use the Rate for Internal Trucks field to establish what the rate should be. <i>* This field requires the configuration of material types in the the Material Type tab.</i>
Origin Fees	Select the Origin Fees tab to establish origin-specific fees at the facility level. Configuring fees here enables multiple origin fees to be created for a single facility, each with its own rate, material type, charge code, and effective date range, providing flexibility to support varying pricing structures by origin.
Material Areas/Grid	The Material Areas/Grid is an optional configuration to designate specific areas within the facility for disposing of or transferring particular waste materials.
Tanks	For facilities that use tanks, the Tanks tab is used to capture the capacity and volume of each tank at the locatio
Target Usage	Create one to multiple unique target usage goals for a disposal location in the Target Usage tab. Setup here is required to calculate and track target usage progress in the Disposal Activity screen (Operations).

Setup: Line of Business

Pathway: [Setup > Services > Line of Business](#)

A **Line of Business (LOB)** refers to distinct divisions or segments within a company's waste management operations, such as Roll-off, Residential, Commercial, and Scale. In scale transactions, the LOB is linked to work

types, service codes, material origins and material types, which are essential for creating and processing transactions on an account. To facilitate scale transactions, create a dedicated Line of Business for scale.

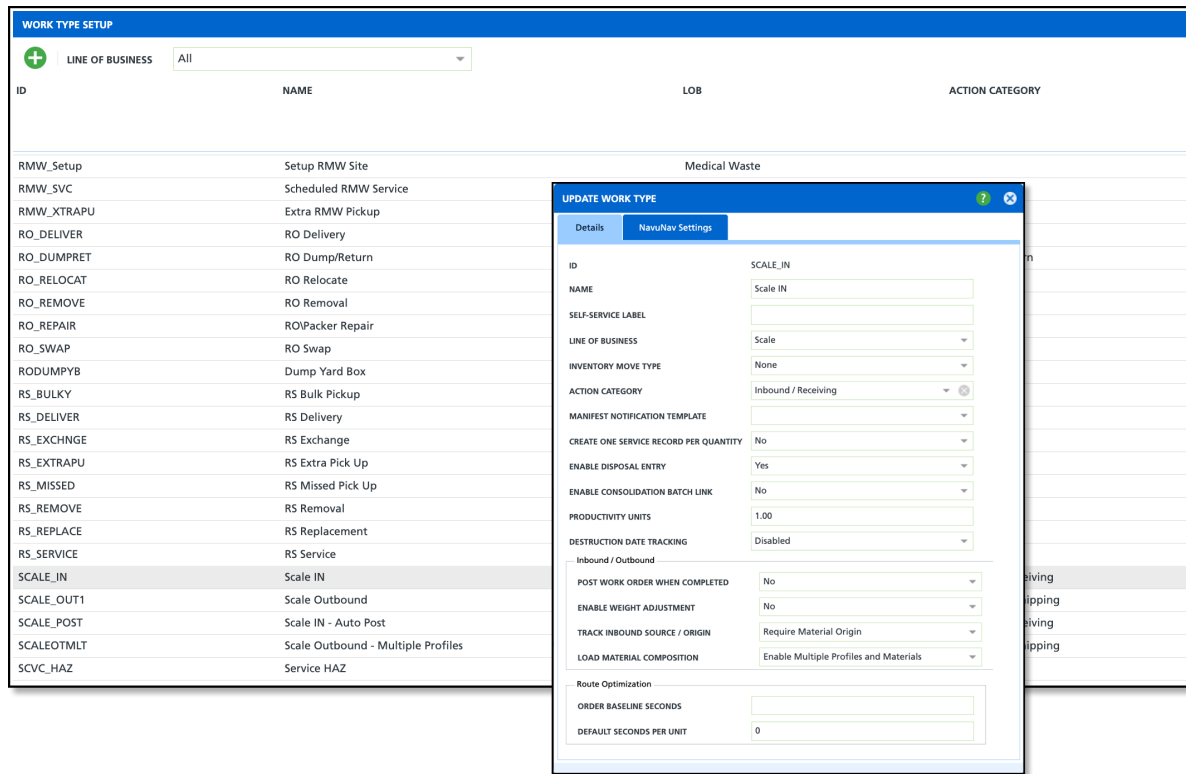
Additional information about the Line of Business setup screen can be found here: [Line of Business Setup](#).

Setup: Work Type

Pathway: [Setup](#) > [Operations](#) > [Work Type](#)

Work Type Setup defines the service action being performed and is recorded on an inbound order. Additional Inbound/Outbound settings are displayed when the setting for the **Action Category** is set to either **Inbound / Receiving** or **Outbound / Shipping**. To ensure accurate tracking, create a Work Type specifically for Scale-In and Scale-Out so that the service record reflects the correct transaction. Work Types are unique to each line of business and should be configured accordingly.

Review additional information on Work Types here: [Work Type Setup](#) and [Work Type Event Class](#)



Key Fields

Field	Description
ID	The work type ID that will display on the work order.
Name	The name of the work type.
Line of Business	The Line Of Business the work type belongs to.
Action Category	Categorizes the action that is performed by the work type and controls the display of additional fields. Select Inbound/Receiving to populate a grouping of Inbound/Outbound fields.
Inbound / Outbound Fields	
The following fields display when the Action Category is either Inbound / Receiving or Outbound / Shipping .	
Post Work Order When Completed	Select 'Yes' to automate the posting of a completed work order for scale tickets.
Enable Weight Adjustment	Controls the ability to adjust Gross / In and Tare / Out weights on the scale ticket.
Track Inbound Source/Origin	Controls the display of either an Origins tab, or Source Location tab on the service record. If 'No', the tabs are hidden. The following options are available: <ul style="list-style-type: none"> • No • Require Source Location • Require Material Origin • Optional Material Origin

Load Material Composition

Controls the display of the Materials tab on the service record.

- Disabled
 - Hides the Materials tab.
- Enable Multiple Materials
 - Displays the *Material* tab, allowing you to record multiple materials along with their *Quantity* and *Percentage*.
- Enable Multiple Profiles and Materials
 - Displays the *Material* tab, enabling you to record multiple profiles and materials within the record.

Setup: Material Type

Pathway: [Setup > Operations > Material Type](#)

Create Material Types and assign them to the Scale LOB, or the line of business that you will be managing and tracking scale transactions under. After Material Types are created, they are enabled for a facility under the Material Type tab on the Facility Setup screen.

Key Setup Associating Material Types to Facilities

In **Facility Setup**, enable each material type the facility can receive under the **Material Type** tab. To streamline the inbound process, assign a **Default Inbound Material**. This will automatically populate the material type on new inbound tickets. Only the materials enabled here will be available for selection when creating a new inbound order for the facility.

The screenshot displays two overlapping software screens. The top screen is 'MATERIAL TYPE SETUP' with a breadcrumb 'SETUP > OPERATIONS > MATERIAL TYPE'. It features a table with columns: ID, NAME, GL SEGMENT, EXTERNAL ID, IDENTIFIER, PACKAGE SIZE, MATERIAL CLASS, PROFILED MATERIAL, UN HAZARDOUS MATERIAL, LEED REPORTABLE, DEFAULT UOM, and RECYCLABLE. Rows include BRICK, DIRT, HAZCHEM, MSW, and TRASH. The bottom screen is 'FACILITY SETUP' with a breadcrumb 'SETUP > OPERATIONS > FACILITY'. It has a table with columns: ID, NAME, ABBREV, DIVISION, TYPE, OWNERSHIP, ACTIVE, ADDRESS LINE 1, CITY, STATE, POSTAL CODE, SCALE UOM, WEIGHT UOM, VOLUME UOM, OWNERSHIP, SIGNATURE BY, SIGN, and ICON. Rows include 1045 QA Waste Transfer and 1048 LA TRANSFER STATION. Below this table is a 'MATERIAL TYPE' tab, which is highlighted with a red box. This tab shows a list of material types with columns: MATERIAL TYPE ID, MATERIAL TYPE, DEFAULT CHARGE CODE, ENABLE MATERIAL INVENTORY, and DEFAULT MATERIAL AREA. A vertical scroll bar is visible on the right side of this list.

Setup: Service Code

Pathway: [Setup > Services > Service Code](#)

Service Codes identify the types of services offered under a Line of Business and populate for selection in the Service Code drop down field when adding an active service to a site, or to a proposal. Setup here affects many areas related to servicing and billing a site. Create a scale-specific service code and add it as an active service to

the sites that use scale. Additional information about the Service Code setup screen can be found here: [Service Code Setup](#).



After creating a service code, navigate to the [Available Service Code Setup](#) screen to specify its availability to the service regions in a division.

Key Setup Fields

Field	Description
Work Type Event Class	Select the work type event class that relates to inbound scale.

The screenshot shows the 'UPDATE SERVICE CODE' window with two tabs: 'Service Code' and 'Surcharges'. The 'Service Code' tab is active, displaying a grid of fields for configuration. The fields are organized into two columns.

Field Name	Value	Field Name	Value
SERVICE CODE	SCALE_IN	ACTIVE	Yes
NAME	Scale Inbound Services	ENABLE ROUTING	No
LINE OF BUSINESS	Scale	REQUIRE FREQUENCY	No
EQUIPMENT TYPE		ENABLE PARENT SERVICE LINKING	No
MATERIAL TYPE		ENABLE DRIVER UPDATE	No
UOM	service	ENABLE ACCOUNT SIGNATURE	No
TAXABLE	No	ENABLE DRIVER SIGNATURE	No
GL ACCOUNT		ENABLE WORK ORDER MINIMUM	No
TEMPORARY SERVICE GL ACCOUNT		ENABLE RENTAL FEE	No
PRORATION METHOD	Do Not Prorate	ENABLE DEFAULT DESTINATION	No
VACATION HOLD PRORATION METHOD	Do Not Prorate	ENABLE NEGATIVE AMOUNT	No
BILL WHILE ON CREDIT HOLD	Yes	ENABLE ESTIMATES TRACKING	No
IS AP TRANSACTION	No	ENABLE EQUIPMENT OWNERSHIP	No
EST MONTHLY VOL UOM		ENABLE SHARE	No
IS SHELL	No	ENABLE VENDOR	No
PRICING MODEL	None	ENABLE SITE SERVICE CLASS	No
CALCULATE RATE PER YARD	No	ENABLE DISCOUNTS	No
WORK TYPE EVENT CLASS	Scale IN	COMPOSITION MATERIAL CLASS	
BILL ZERO AMOUNT	No		

Setup Specific to Cash-Pay Customers

The following setup applies to cash-pay customers—those who infrequently bring waste to the facility for disposal and do not have an account it can be charged against.

Setup: Bill Group

Pathway: [Setup](#) > [Accounting](#) > [Bill Group](#)

The Bill Group defines billing and invoicing configurations the account will follow. For Cash Pay accounts, these settings are minimal. This setup is optional if another bill group applies.

The screenshot shows the 'UPDATE BILL GROUP' interface with two tabs: 'Settings' and 'Notifications'. The 'Settings' tab is active. The interface is divided into two columns of fields. The left column includes fields for ID (52), ACTIVE (Yes), NAME (SCALE CASH), DIVISION, TYPE (Arrears), FREQUENCY (Monthly), INVOICE FORMAT (Navu Base Product Format A), BILLING EXPORT FORMAT, CUSTOMER PORTAL URL, and several message due date filters (1-30, 30-60, 61-90, 91 days) and custom fields. The right column includes fields for INVOICE EMAIL FROM, PRINT SEQUENCE (Invoice Number), INVOICE LOGO (with a BROWSE... button), UPLOADED INVOICE LOGO (with a BROWSE... button), INVOICE LOGO 2 (with a BROWSE... button), UPLOADED INVOICE LOGO 2, WORK ORDER HEADER TEXT, SURCHARGE HEADER TEXT, FINANCE CHARGES TEXT (Finance Charges), BILLING AUTO PAY PROCESS DATE, SCHEDULED AUTO PAY TIME (03:00:00.000 PM), PAPER BILL FEE CHARGE CODE, PAPER BILL FEE (PER INVOICE), MINIMUM INVOICE AMOUNT TO BE NOTIFIED (0.00), MINIMUM ACCOUNT BALANCE TO BE NOTIFIED (0.00), ONE INVOICE PER (Disabled), DISABLE AUTOMATIC BILLING BATCH CREATION (No), and DISABLE EMAIL INVOICE AS AN ATTACHMENT (No).

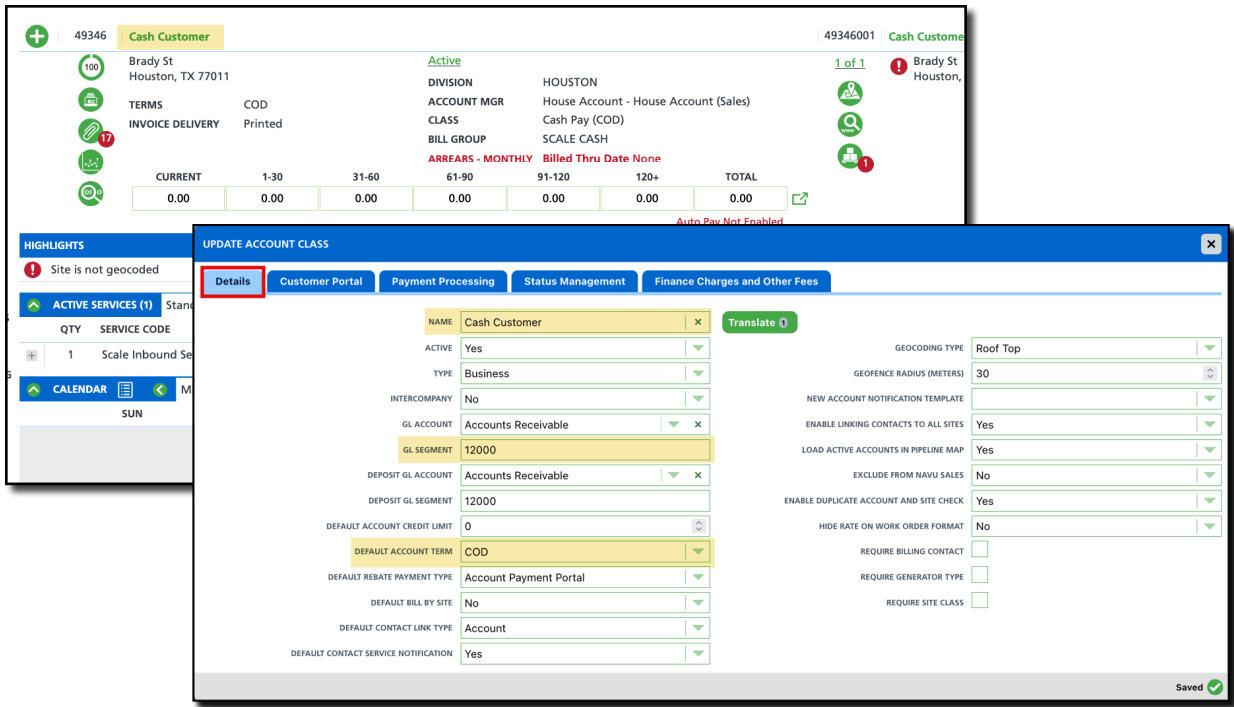
Key Fields

Field	Description
Invoice Format	Select the invoice format for printing and providing to the customer as a receipt.

Setup: Account Class

Pathway: [Setup](#) > [Account](#) > [Account Class](#)

The **Account Class** defines the billing and payment processing criteria for an account or group of accounts while also serving as a metric for revenue tracking. For a cash pay account, consider creating a dedicated **Scale** account class.



Key Configuration Fields

Field	Description
GL Segment	The <i>GL Segment</i> enables tracking of revenue streams for improved financial reporting and analysis.
Default Account Term	Select 'COD' - Cash on Demand

You can find more details on how to set up a dedicated Scale account class in the [Account Class Setup](#) article.

Setup: Create Account Specific to Cash-Pay Customers

Pathway: *Accounts > Add Account*

For cash-pay customers—those who don't have an active account and typically use the facility infrequently—create a searchable account that scale operators can use to process payments on. This will streamline the process by eliminating the need to add a new account for each customer that comes through.

For more information about account creation, review the documentation here: [Add Account](#).

CREATE ACCOUNT ACCOUNTS > ADD ACCOUNT

STATUS: Active | SOURCE: Existing Customer | ACCOUNT DIVISION: QAWASTE | SITE DIVISION: QAWASTE | ACCOUNT CLASS: SCALE2

Service Address
 NAME: CASH PAY
 NAME 2:
 ADDRESS LINE 1: 5555 Hermann Park Dr
 ADDRESS LINE 2:
 CITY/STATE/POSTAL CODE: Houston TX 77030
 PHONE: (999) 999-9999
 WEBSITE:
 PO#:
 EPA:
 SIGNATURE REQUIRED:

Billing Address
 Same as service address
 NAME:
 NAME 2:
 ATTN:
 ADDRESS LINE 1: Enter a location
 ADDRESS LINE 2:
 CITY/STATE/POSTAL CODE:
 PHONE: (999) 999-9999

CONTACT NAME: | TITLE: | CONTACT EMAIL:
 CONTACT PHONE: (999) 999-9999 | PHONE TYPE: | BILLING CONTACT:

Billing
 BILL GROUP: SCALE CASH | SURCHARGE GROUP:
 INVOICE BY EMAIL: No | AUTO STATUS UPDATE: | EXCLUDE FROM PAST DUE NOTIFICATION:
 TERM: COD | APPLY FINANCE CHARGES:
 CREDIT LIMIT: 0

AP: DEFAULT WALLET: Account Payment Portal | PAYEE: | 1099:

SALES REP: Aliena Somers | SITE CLASS: COM | SERVICE REGION: QA Waste OPEN MARKET | TAX REGION: RIS COUNTY-HOUSTON MTA | ORIGIN:

ACCOUNT CUSTOM PROPERTIES
 SITE CUSTOM PROPERTIES

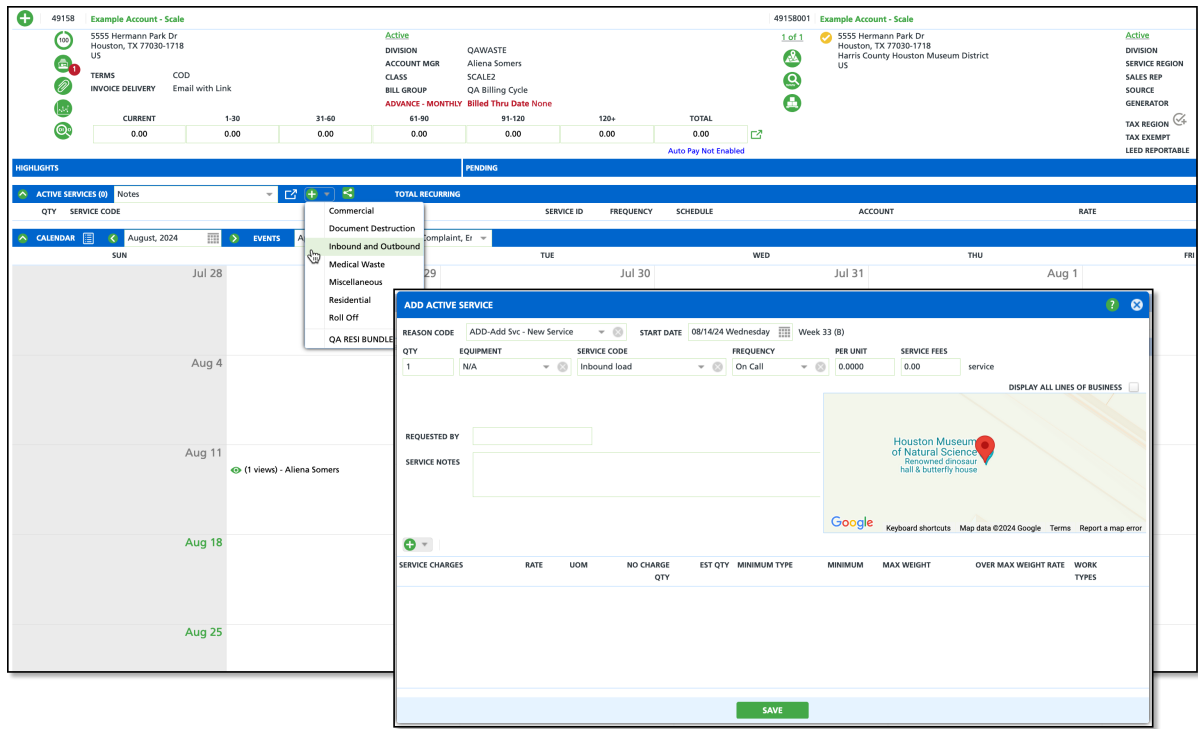
Key Fields:

Field	Setup
Account Class	Select a previously created account class that applies to scale or cash-pay customers.
Name	Name the account with a name that can be easily searched by scale operators.
Address	Recommended: enter the address for the facility.
Bill Group	Select a previously created Bill Group that applies to cash-pay customers.
Invoice By Email	Select 'No' for this field.
Term	Select ' COD ' (Cash on Delivery) to require the scale operator to collect payment before the Work Status can be changed to " Completed ."
Tax Region	Select the tax region that applies to the facility's location.

Setup: Assign Active Service to Cash Account

Pathway: Accounts > Account (Customer Service Screen) > Add Active Service

For the cash-pay account, assign the appropriate active service that applies to inbound scale processing.



Setup Specific to Internal and External Haulers

The following setup applies to roll-off, third party and internal customers.

Truck Setup

Truck setup is essential for tracking vehicles using the facility and accurately recording both internal and external scale transactions.

Trucks can be added in two ways: through **Truck Setup** where they will appear in the Truck drop down on inbound work orders, or in **Site Inventory** to define authorized customer trucks that can be searched.

Truck Setup vs Site Inventory - Trucks

	Description of Use	Important Setup Requirements
Truck Setup	Defines the trucks available for selection in the Truck drop down on the Edit Service Record screen.	N/A
Site Inventory - Trucks	Associates trucks to the site they belong to, enabling scale operators to quickly search for trucks on the Inbound/Outbound screen when creating a new inbound work order.	If a site does not have an active inbound service associated with it, the truck cannot be searched when creating a new inbound order.

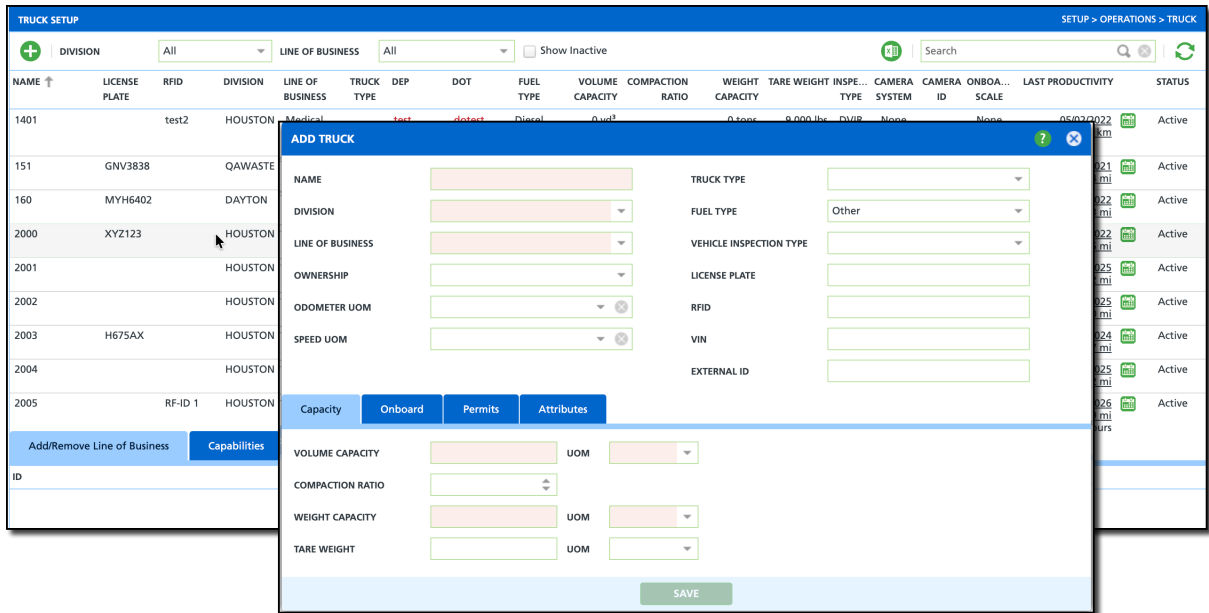
Truck Setup

Setup > Operations > Truck and Customer Service Screen > Site Details > Site Inventory > Trucks (tab)

Add trucks in Truck Setup to include them on inbound work orders. Trucks added here will appear in the

Truck drop down on the Inbound Order screen and streamline the process with pre-defined tare weights.

Additional information about the Truck Setup screen can be reviewed here: [Truck Setup](#).

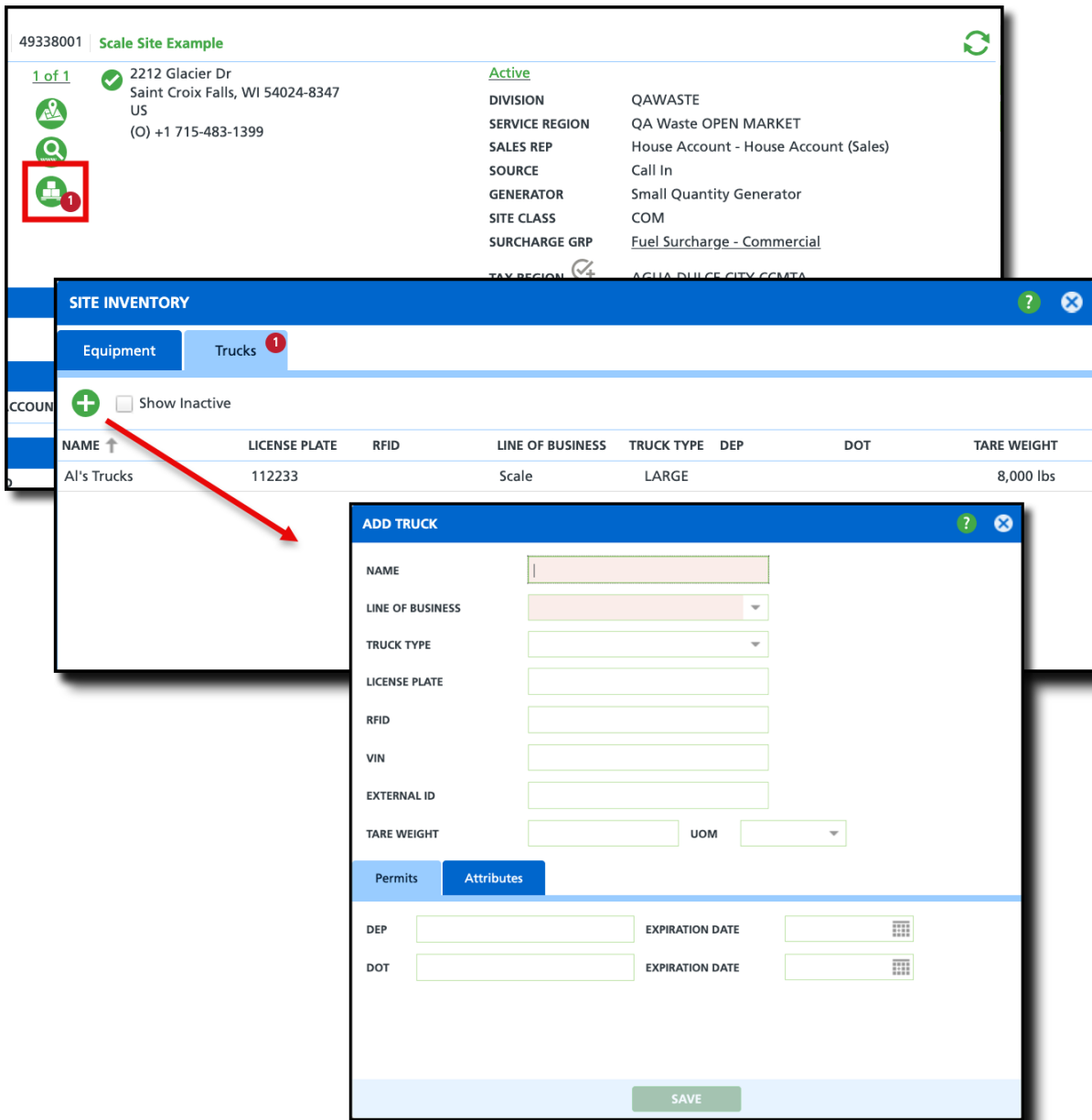


Site Inventory - Trucks

Pathway: [Customer Service Details](#) > [Site Inventory](#) > [Trucks \[tab\]](#)

Add trucks to a site's inventory to define a customer's authorized trucks and establish each truck's tare weight for faster ticket processing. This setup also enables scale operators to quickly search for trucks across sites within the same division as the facility using details such as truck name or license plate number.

Additional information about site inventory can be reviewed here: [Site Inventory \(Trucks\)](#)



Optional Setup

The following setup is optional and only necessary if it is part of your process.

Material Origin Setup

Pathway: Setup > Operations > Material Origin

Material Origin Setup determines which material origins are available on the Origins tab on an inbound order. Since origins are division-specific, the Origins tab will only be visible if the facility's division matches the division assigned to the material origin. If a division is not assigned, the tab will display on all service records. Further setup of origins and origin based fees can be reviewed here: [Material Origin Setup](#)

Origins [Tab]

To track and record Material Origin on a Service Record, the **Track Inbound Source/Origin** field in **Work**

Type Setup must be set to either "Require Material Origin" or "Optional Material Origin." If neither option is selected, the **Origins** tab will not be displayed. If origins are recorded, their total percentage must sum to 100%.

MATERIAL ORIGIN SETUP SETUP > OPERATIONS > MATERIAL ORIGIN

ID	NAME	EXTERNAL ID	DIVISION	ACTIVE
1000	Midtown	Test		Active
1001	Downtown			Active
1002	Baytown (TX)		HOUSTON	Active
1003	test 2	test	CORPUS	Active
1004	DTLA			

EDIT SERVICE RECORD

Site # 49338001
 Scale Site Example
 2212 Glacier Dr
 Saint Croix Falls, WI 54024-8347
 PHONE +1 715-483-1399
 CREATED BY Aliena Somers - Admin-NS (Sales) on 4/1/25 9:37 am
 ORDER REASON

TICKET NUMBER 41601 WORK ORDER 9443128 QTY 1 SERVICE CODE Scale Inbound Services WORK TYPE SCALE_POST ORDER TYPE Inbound / Receiving

ORDER NOTES

TRUCK Al's Trucks VEHICLE INFO PO NUMBER EXTERNAL ID

RECEIVING FACILITY QA Waste Transfer MATERIAL Trash

TRANSPORTER TRANSPORT METHOD Truck BILL OF LADING

WORK STATUS In Progress EXCEPTION REASON POSTING STATUS Pending

Weights
 GROSS / IN tons START 04/01/25 Tue 09:37:17.00
 TARE / OUT 8000 tons END
 NET tons Adjust

CHARGES
 SURCHARGES
 TAXES
 TOTAL

Charges Payments **Origins** Materials Completion Attachments Photos

ORIGIN ↑ PERCENTAGE
 Downtown
 DTLA
 Midtown

Total:

Select Print Format SAVE (F2) Origin pending

Manual Weight Reason Codes

Pathway: Setup > System > Reason Code

If *Require Manual Weight Reason* is set to 'Yes' for the facility, users must select a *Reason Code* when manually adding or changing the *Gross/In* or *Tare/Out* weights before saving.

Reason Code Setup

In *Reason Code Setup*, add each possible *Manual Weight Type* scenario that may require a user to manually enter or adjust weights on the service record.

The screenshot displays three overlapping windows in a software application:

- REASON CODE SETUP:** A table with columns: TYPE, LINE OF BUSINESS, REASON CODE, NAME, EXTERN... ID, SALES RESULTS REPORT TYPE, IS NEW OWNER, IS OLD OWNER, APPLY 1085 RULE, EXCLUDE FROM 1085, EXCLUDE FROM COMMISSION, ENABLE TEMPORARY SERVICE, DISPLAY IN MOBILE, CAPTURE COMPETITOR, GL ACCOUNT, RESULT, and ACTIVE. Two rows are visible:

TYPE	LINE OF BUSINESS	REASON CODE	NAME	EXTERN... ID	SALES RESULTS REPORT TYPE	IS NEW OWNER	IS OLD OWNER	APPLY 1085 RULE	EXCLUDE FROM 1085	EXCLUDE FROM COMMISSION	ENABLE TEMPORARY SERVICE	DISPLAY IN MOBILE	CAPTURE COMPETITOR	GL ACCOUNT	RESULT	ACTIVE
Manual Weight	MWO...		Override by User		Temp ...	No	No	No	No	No	No	No	No			Yes
Manual Weight	MW...		Scale Down		Temp ...	No	No	No	No	No	No	No	No			Yes
- UPDATE FACILITY:** A settings window with tabs: Facility Settings, Manifest Processing, and Inbound / Outbound. The 'Inbound / Outbound' tab is active. Settings include:
 - ENABLE INBOUND ORDER: Yes (Truck Required)
 - ENABLE OUTBOUND ORDER: Yes
 - REQUIRE MANUAL WEIGHT REASON: Yes** (highlighted with a red circle 2)
 - DEFAULT SCALE TICKET FORMAT: [Dropdown]
 - SEARCH DEFAULT FOR CREATE NEW: Truck
- EDIT SERVICE RECORD:** A form for a work order. It includes fields for Site #, Ticket Number, Work Order, Qty, Service Code, Work Type, and Order Type. It also has sections for Order Notes, Truck, Vehicle Info, PO Number, External ID, Receiving Facility, Material, Transporter, Transport Method, Bill of Lading, Work Status, Exception Reason, and Posting Status. A 'Weights' section shows:
 - GROSS / IN: [Value] tons
 - TARE / OUT: 8000 tons
 - NET: [Value] tons
 Below this is a table for 'Source Location' with columns: LOCATION ID, NAME, ADDRESS, ADDRESS2, CITY, STATE, ZIP, PHONE, STATE ID, NOTE, and LINKED CHARGES. One row is visible:

LOCATION ID	NAME	ADDRESS	ADDRESS2	CITY, STATE, ZIP	PHONE	STATE ID	NOTE	LINKED CHARGES
	Source Location E...	2669 Viebrock Dr		Osceola, WI 54020-4042	+16512387026	123	This is a source locatio...	0 of 2

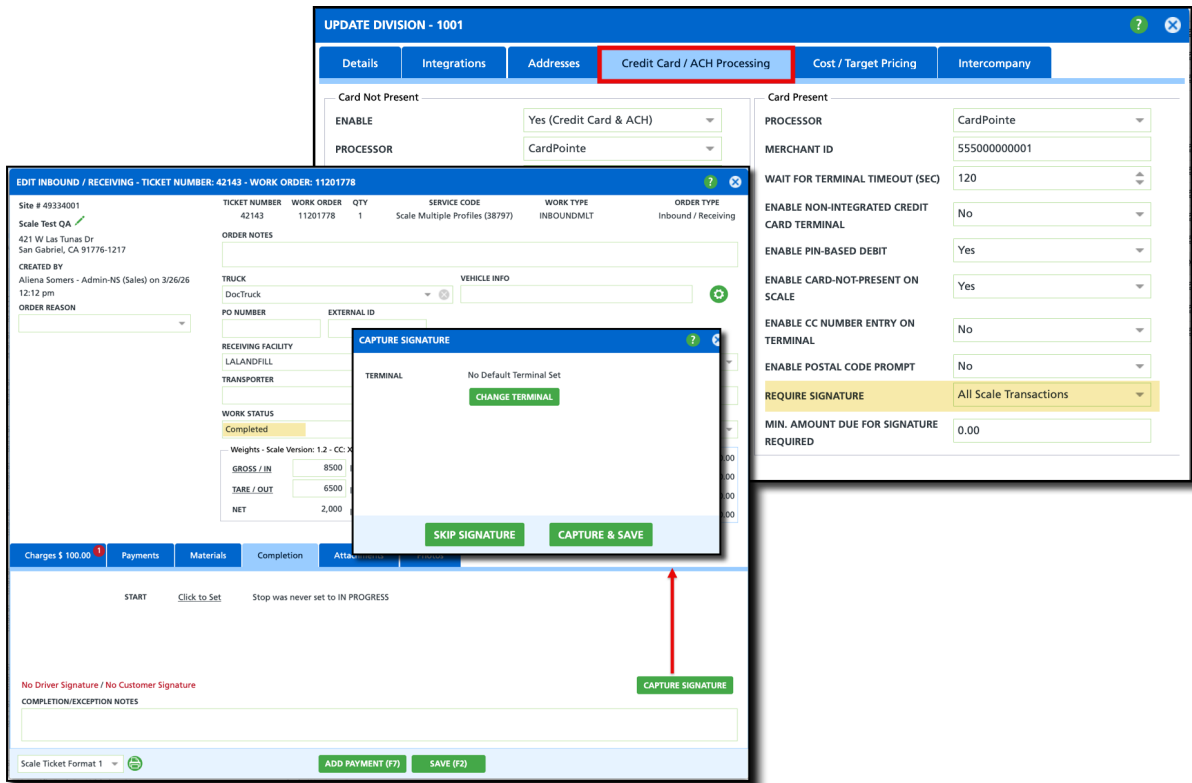
Capture a Signature without a Payment

Pathway: Setup > System > Division > Credit Card / ACH Processing

The option to capture a signature for all scale transactions, including those without a payment, is configured at the Division level. It applies only to work orders with an Inbound or Outbound event type that are marked as Complete. For facilities with this setting enabled and receiving payment, a signature should not be captured during the credit card payment. The signature is required only once at the completion of the transaction.

Division Setup

In Division Setup, set the **Require Signature** setting to **All Scale Transactions** to allow for signature capture on Edit Work Order when a payment does not exist.



Related Articles

[Inbound Ticket Creation](#)

[Process Cash-Pay Customers](#)

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

[Material Origin Setup](#)

[Truck Setup](#)

[Site Inventory \(Trucks\)](#)