

Process Cash Pay Customers

Last Modified on 02/24/2026 12:47 pm PST

Pathway: *Operations > Inbound / Outbound > Inbound (tab)*

For cash-pay customers, consider using the following inbound scale process to ensure all transactions are captured and to enhance scale house efficiency. For more information on setup and scale ticket creation for non-cash-pay customers, refer to the [Scale Setup](#) and [Inbound Ticket Creation](#) articles.

The screenshot displays the 'INBOUND / OUTBOUND' system interface. At the top, there's a navigation bar with 'OPERATIONS > INBOUND / OUTBOUND'. Below it, a 'FACILITY' dropdown is set to 'QA Waste Transfer' and the status is 'In Progress'. There are buttons for 'TARE TRUCK OR EQUIPMENT' and 'CONFIGURE SCALE WORKSTATION', along with a search bar and refresh icon.

The main area shows a list of orders with columns: ORDER #, DATE, VEHICLE, ACCOUNT / SITE, TRANSPORT INFO, SERVICE INFO, MATERIALS / ADJUSTMENTS, WEIGHT, ADDITIONAL INFO, and PAYMENT NOTES. A pop-up window titled 'EDIT INBOUND / RECEIVING - TICKET NUMBER: 42022 - WORK ORDER: 11026515' is open over the list.

The pop-up window contains the following information:

- Site # 48947001**: Scale Cash Customer, 8311 Red Rock Rd, Cresson, TX 76035-4380. Note: **CDD - Payment Required**.
- CREATED BY**: Aliena Somers - Admin-NS (Sales) on 2/18/26 3:33 pm.
- ORDER REASON**: (Dropdown menu)
- SVC NOTE**: hello world.....
- TICKET NUMBER**: 42022, **WORK ORDER**: 11026515, **QTY**: 1, **SERVICE CODE**: Scale Inbound Services (37859), **WORK TYPE**: SCALE_POST, **ORDER TYPE**: Inbound / Receiving.
- ORDER NOTES**: (Empty field)
- TRUCK**: 9638, **VEHICLE INFO**: (Dropdown menu)
- PO NUMBER**, **BLANKET PO**, **EXTERNAL ID**: (Empty fields)
- RECEIVING FACILITY**: QA Waste Transfer, **MATERIAL**: MSW.
- TRANSPORTER**, **TRANSPORT METHOD**: Truck, **BILL OF LADING**: (Dropdown menu)
- WORK STATUS**: In Progress, **EXCEPTION REASON**, **POSTING STATUS**: Pending.
- Weights - Scale Version: 1.2 - CC: XX-XXX**
- GROSS / IN**: (Input field) tons, **START**: 02/18/26 Wed, **03 : 33 : 32 . 000 P**
- TARE / OUT**: (Input field) tons, **END**: -- : -- : --
- NET**: (Input field) tons, **VOLUME**: (Input field) yd³
- CHARGES**: SURCHARGES, TAXES, TOTAL.

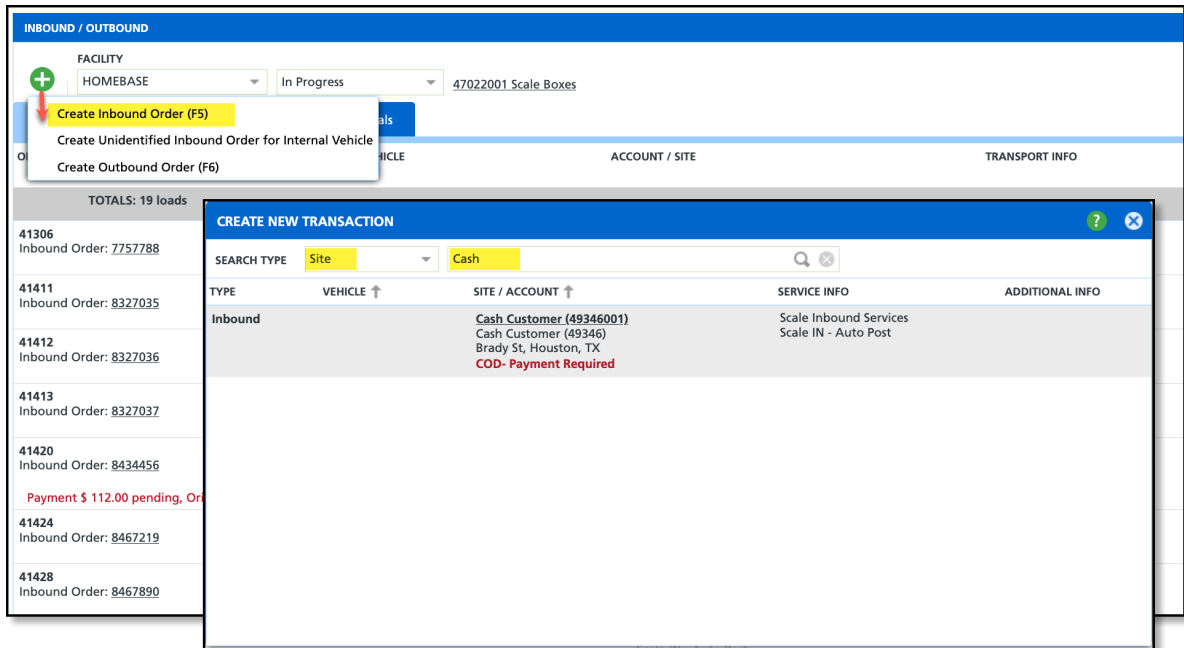
At the bottom of the pop-up, there are tabs for 'Charges', 'Payments', 'Origins', 'Materials', 'Completion', 'Attachments', and 'Photos'. Below these are checkboxes for 'Charges must match Equipment' and 'Charges must match Material', and a 'WO MINIMUM' dropdown. A table lists charges:

GROSS QTY	LABELS	NO CHARGE QTY	CHARGE QTY	UOM	CHARGE CODE	PER UNIT	VENDOR RATE	MINIMUM TYPE	MINIMUM	TOTAL
0		0	0	each	Tires	\$ 30.00		None		\$ 0.00
0		0	0	ton	Construction and Demolition	\$ 56.00		None		\$ 0.00
0		0	0	ton	Trash	\$ 50.00		None		\$ 0.00

At the bottom of the pop-up, there are buttons for 'ADD PAYMENT (F7)', 'SAVE (F2)', and 'Origin pending'.

Search for the Designated Cash Pay Site

1. Select a **Facility** from the Inbound/Outbound screen.
2. Click on the green 'Add' icon and select **Create Inbound Order (F5)**. This will open the **Create New Transaction** screen.
3. Select **Site** as the search type, enter the name of the cash pay account, then press Enter or Return. A list of matching accounts or sites will be displayed.
 - Double click within the row of the desired site/account to display the **Create Inbound Order** popup window.

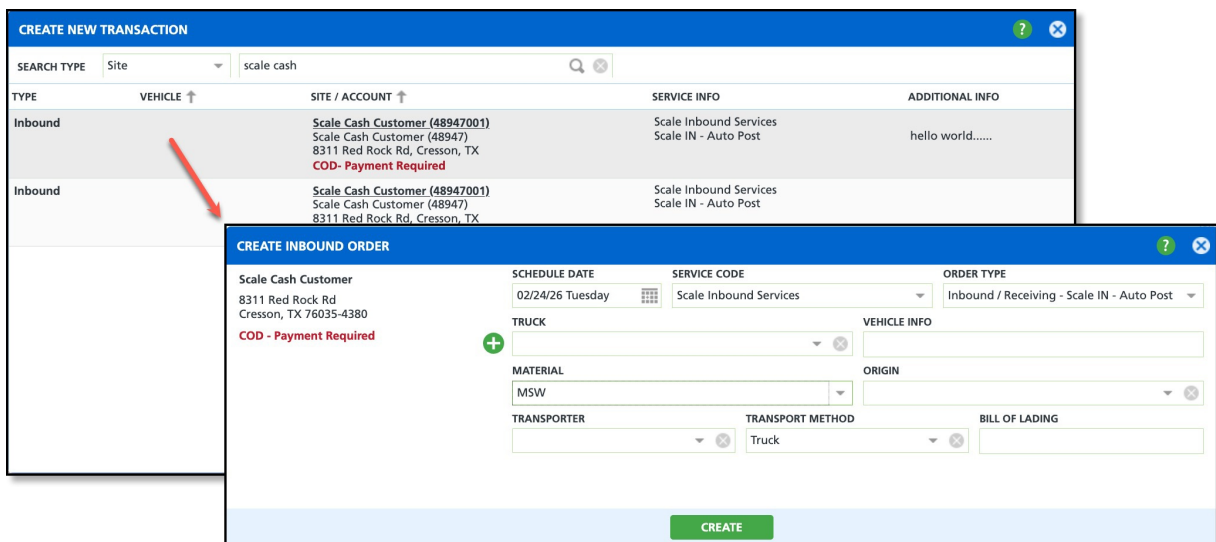


Create an Inbound Order

From the **Create New Transaction** screen, select the account the transaction applies. This will open the **Create Inbound Order** popup window. Enter all necessary information for the inbound order and click **Create** to generate the work order.

Note:

The option to default the **Material** and **Default Origin** fields is available. The Material default is set at the facility level, while the Origin is established at the site details level.



Add Charges and Process a Payment

Once an inbound order is created, an Inbound/Receiving ticket is generated, and the **Charges** and **Payments** tabs are displayed within the tab set.

Add Charges

Click the **Charges** tab to add charges to the inbound order. Once the charges are applied, payment will be required to complete the work order.

EDIT INBOUND / RECEIVING - TICKET NUMBER: 42022 - WORK ORDER: 11026515

Site # 48947001
Scale Cash Customer
8311 Red Rock Rd
Cresson, TX 76035-4380
COD - Payment Required

CREATED BY
Aliena Somers - Admin-NS (Sales) on 2/18/26
3:33 pm

ORDER REASON
[Dropdown]

SVC NOTE hello world.....

TICKET NUMBER	WORK ORDER	QTY	SERVICE CODE	WORK TYPE	ORDER TYPE
42022	11026515	1	Scale Inbound Services (37859)	SCALE_POST	Inbound / Receiving

ORDER NOTES
[Text Area]

TRUCK: 9638 VEHICLE INFO: [Dropdown]

PO NUMBER: [Dropdown] BLANKET PO: [Dropdown] EXTERNAL ID: [Dropdown]

RECEIVING FACILITY: QA Waste Transfer MATERIAL: MSW

TRANSPORTER: [Dropdown] TRANSPORT METHOD: Truck BILL OF LADING: [Dropdown]

WORK STATUS: In Progress EXCEPTION REASON: [Dropdown] POSTING STATUS: Pending

Weights - Scale Version: 1.2 - CC: XX-XXX

GROSS / IN	3 tons	START	02/18/26 Wed	03 : 33 : 32 . 000 P
TARE / OUT	2.5 tons	END	02/18/26 Wed	03 : 50 : 50 . 000 P
NET	0.5 tons	VOLUME	[Dropdown]	yd ³

CHARGES	\$ 15.00
SURCHARGES	\$ 0.00
TAXES	\$ 0.00
TOTAL	\$ 15.00

Charges \$ 15.00
3

Payments

Origins

Materials

Completion

Attachments

Photos

Charges must match Equipment WO MINIMUM: [Dropdown]

Charges must match Material

GROSS QTY	LABELS	NO CHARGE QTY	CHARGE QTY	UOM	CHARGE CODE	PER UNIT	VENDOR RATE	MINIMUM TYPE	MINIMUM	TOTAL
0.5			0.5	each	Tires	\$ 30.00		None		\$ 15.00
0			0	ton	Construction and Demolition	\$ 56.00		None		\$ 0.00
0			0	ton	Trash	\$ 50.00		None		\$ 0.00

Select Print Format [Dropdown]

ADD PAYMENT (F7)

SAVE (F2)

Payment \$15.00 pending

Process a Payment

To process a payment for a cash pay customer, select the **Payments** tab and choose the payment type from the drop down menu. The Payment Amount will auto-populate based on the applied charges. Complete the payment and click **Save**.

Note:

If a customer pays with cash and the payment amount exceeds what is due, the **Change Due** is automatically calculated and displayed. This only applies to cash payment types.

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CREATED BY
 Aliena Somers - Admin-NS (Sales) on 2/18/26
 3:33 pm

ORDER REASON

SVC NOTE hello world.....

TICKET NUMBER	WORK ORDER	QTY	SERVICE CODE	WORK TYPE	ORDER TYPE
42022	11026515	1	Scale Inbound Services (37859)	SCALE_POST	Inbound / Receiving

ORDER NOTES

TRUCK 9638 VEHICLE INFO

PO NUMBER BLANKET PO EXTERNAL ID

RECEIVING FACILITY QA Waste Transfer MATERIAL MSW

TRANSPORTER TRANSPORT METHOD Truck BILL OF LADING

Charges \$ 15.00 **Payments** Orig

+

DESCRIPTION BATCH

Charges \$ 15.00
 CHARGES \$ 0.00
 \$ 0.00
 \$ 15.00

ADD PAYMENT (F7) SAVE (F2) Payment \$15.00 pending

ADD PAYMENT

TYPE Cash

PAYMENT AMOUNT 20.00 Change Due: \$ 5.00

REFERENCE NUMBER

NOTE

SAVE

Issue a Receipt

To issue a receipt, select the desired option from the "Select Print Format" drop down menu located at the bottom of the inbound order. Click the print icon to generate the receipt in a new window.

Note:

Default the receipt option in the **Default Scale Ticket Format** field in *Facility Setup > Update Facility > Inbound / Outbound [tab]*.

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42022	11026515	1	Scale Inbound Services (37859)	SCALE_POST	Inbound / Receiving

ORDER NOTES

TRUCK: 9638

VEHICLE INFO

PO NUMBER: [] BLANKET PO: [] EXTERNAL ID: []

RECEIVING FACILITY: QA Waste Transfer MATERIAL: MSW

TRANSPORTER: [] TRANSPORT METHOD: Truck BILL OF LADING: []

WORK STATUS: In Progress EXCEPTION REASON: [] POSTING STATUS: Pending


Weights - Scale Version: 1.2 - C: XX-XXX

	tons	START	END	TIME	CHARGES
GROSS / IN	[]	02/18/26 Wed	03:33:32	000 P	\$ 15.00
TARE / OUT	[]	[]	[]	[]	\$ 0.00
NET	[]	VOLUME	[]	yd ³	\$ 0.00
					TOTAL

Charges \$ 15.00 Payments \$ 15.00

Origins Materials Completion Attachments Photos

DESCRIPTION	BATCH #	BATCH DATE	STATUS	REFERENCE	AMOUNT	NOTE
Cash	11732	02/18/2026	Open	Tendered: \$ 20.00 - Change Due: \$ 5.00	\$ 15.00	



QA Waste Services

Scale Cash Customer
 8311 Red Rock Rd
 Cresson, TX 76035-4380

VEHICLE 9638

TRANSPORTER

PO #

REQUESTED BY

NOTES

SCALE TICKET 42022

DATE Feb 18, 2026

SITE ID 48947001

TIME IN 3:33 PM

TIME OUT

MATERIAL MSW

Scale

Description	Gross Qty	No Charge Qty	Charge Qty	Unit Rate	Minimum	Total
Tires	0.5	0	0.5	ea \$ 30.00	\$ 0.00	\$ 15.00
						CHARGES \$ 15.00
						SURCHARGES \$ 0.00
						TAXES \$ 0.00
						TOTAL \$ 15.00

Payments	Description	Reference	Amount	Notes
	Cash		\$ 15.00	
			Total Payment	\$ 15.00

Driver Signature _____ Weighmaster Signature _____

Feb 19, 2026 08:52 AM - Aliena Somers

Related Article

[Scale Setup](#)

[Inbound Ticket Creation](#)

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