

Process Cash Pay Customers

Last Modified on 04/20/2026 11:52 am PDT

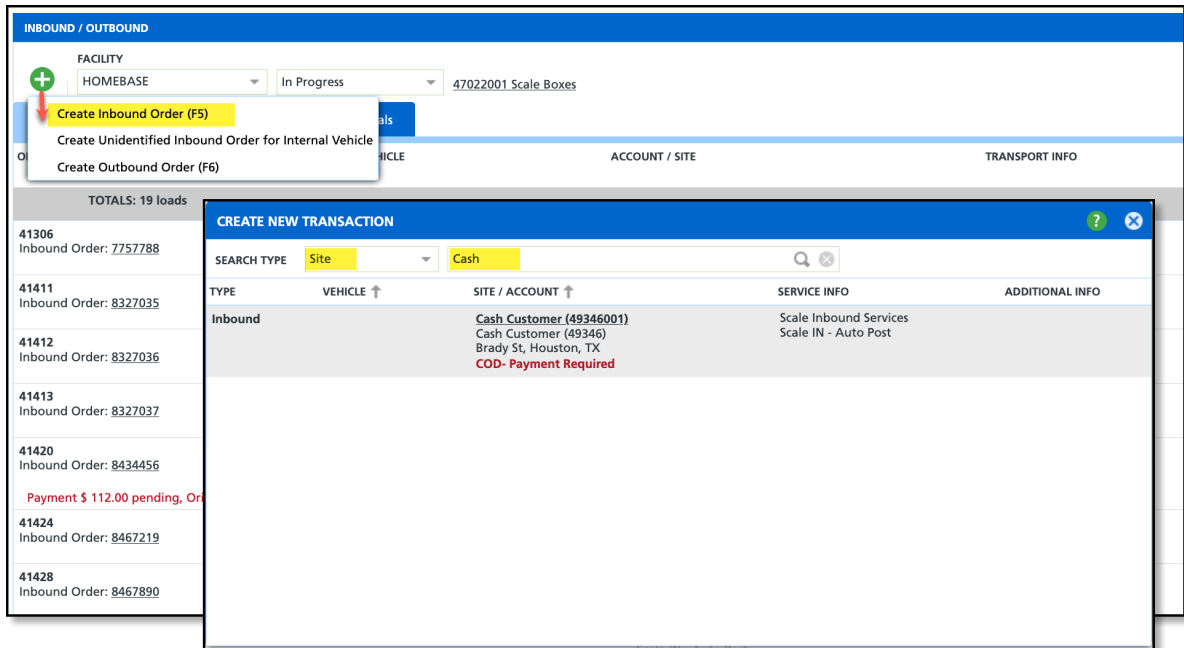
Pathway: *Operations > Inbound / Outbound > Inbound (tab)*

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 header with 'OPERATIONS > INBOUND / OUTBOUND' and a search bar. Below the header, 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'. A list of orders is visible on the left, including 42022, 42014, 41942, 41862, 41871, 41845, 41843, 41775, 41707, and 41704. The main window is titled 'EDIT INBOUND / RECEIVING - TICKET NUMBER: 42022 - WORK ORDER: 11026515'. It shows details for 'Scale Cash Customer' at site # 48947001, including address and contact info. The window is divided into sections for 'ORDER NOTES', 'TRUCK', 'VEHICLE INFO', 'RECEIVING FACILITY', 'MATERIAL', 'TRANSPORTER', 'TRANSPORT METHOD', 'BILL OF LADING', 'WORK STATUS', 'EXCEPTION REASON', and 'POSTING STATUS'. A 'Weights - Scale Version: 1.2 - CC: XX-XXX' section shows 'GROSS / IN' and 'TARE / OUT' in tons, and 'NET' in tons, along with 'START' and 'END' times. A 'Charges' section at the bottom lists items like 'Tires', 'Construction and Demolition', and 'Trash' with their respective quantities, units, and prices. Buttons for 'ADD PAYMENT (F7)', 'SAVE (F2)', and 'Origin pending' are at the bottom.

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.

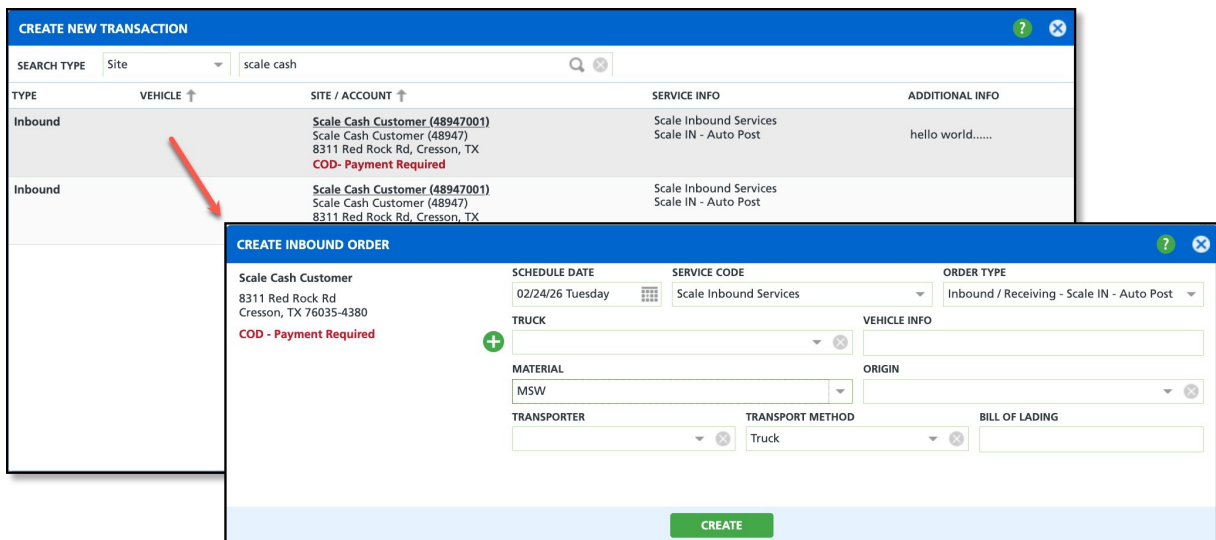


Create an Inbound Order

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 set default values for the (inbound) Material and Origin fields is available. The Material default is configured at the facility level as a drop down selection in the Material Type tab, while the Origin is configured at the site level within the Basic Settings tab of the Edit Site screen.



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

<p>Site # 48947001</p> <p>Scale Cash Customer </p> <p>8311 Red Rock Rd Cresson, TX 76035-4380</p> <p>COD - Payment Required</p> <p>CREATED BY Aliena Somers - Admin-NS (Sales) on 2/18/26 3:33 pm</p> <p>ORDER REASON <input type="text"/></p> <p>SVC NOTE hello world.....</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>TICKET NUMBER</td><td>42022</td><td>WORK ORDER</td><td>11026515</td><td>QTY</td><td>1</td><td>SERVICE CODE</td><td>Scale Inbound Services (37859)</td><td>WORK TYPE</td><td>SCALE_POST</td><td>ORDER TYPE</td><td>Inbound / Receiving</td></tr> </table> <p>ORDER NOTES <input style="width: 100%;" type="text"/></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>TRUCK</td><td>9638</td><td>VEHICLE INFO</td><td><input style="width: 100%;" type="text"/></td></tr> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>PO NUMBER</td><td><input style="width: 100%;" type="text"/></td><td>BLANKET PO</td><td><input style="width: 100%;" type="text"/></td><td>EXTERNAL ID</td><td><input style="width: 100%;" type="text"/></td></tr> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>RECEIVING FACILITY</td><td>QA Waste Transfer</td><td>MATERIAL</td><td>MSW</td></tr> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>TRANSPORTER</td><td><input style="width: 100%;" type="text"/></td><td>TRANSPORT METHOD</td><td>Truck</td><td>BILL OF LADING</td><td><input style="width: 100%;" type="text"/></td></tr> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>WORK STATUS</td><td>In Progress</td><td>EXCEPTION REASON</td><td><input style="width: 100%;" type="text"/></td><td>POSTING STATUS</td><td>Pending</td></tr> </table> <p>Weights - Scale Version: 1.2 - CC: XX-XXX</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>GROSS / IN</td><td><input type="text" value="3"/></td><td>tons</td><td>START</td><td>02/18/26 Wed</td><td>03 : 33 : 32 . 000 P</td></tr> <tr> <td>TARE / OUT</td><td><input type="text" value="2.5"/></td><td>tons</td><td>END</td><td>02/18/26 Wed</td><td>03 : 50 : 50 . 000 P</td></tr> <tr> <td>NET</td><td>0.5</td><td>tons</td><td>VOLUME</td><td><input type="text"/></td><td>yd³</td></tr> </table> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <tr><td>CHARGES</td><td style="text-align: right;">\$ 15.00</td></tr> <tr><td>SURCHARGES</td><td style="text-align: right;">\$ 0.00</td></tr> <tr><td>TAXES</td><td style="text-align: right;">\$ 0.00</td></tr> <tr><td>TOTAL</td><td style="text-align: right;">\$ 15.00</td></tr> </table>	TICKET NUMBER	42022	WORK ORDER	11026515	QTY	1	SERVICE CODE	Scale Inbound Services (37859)	WORK TYPE	SCALE_POST	ORDER TYPE	Inbound / Receiving	TRUCK	9638	VEHICLE INFO	<input style="width: 100%;" type="text"/>	PO NUMBER	<input style="width: 100%;" type="text"/>	BLANKET PO	<input style="width: 100%;" type="text"/>	EXTERNAL ID	<input style="width: 100%;" type="text"/>	RECEIVING FACILITY	QA Waste Transfer	MATERIAL	MSW	TRANSPORTER	<input style="width: 100%;" type="text"/>	TRANSPORT METHOD	Truck	BILL OF LADING	<input style="width: 100%;" type="text"/>	WORK STATUS	In Progress	EXCEPTION REASON	<input style="width: 100%;" type="text"/>	POSTING STATUS	Pending	GROSS / IN	<input type="text" value="3"/>	tons	START	02/18/26 Wed	03 : 33 : 32 . 000 P	TARE / OUT	<input type="text" value="2.5"/>	tons	END	02/18/26 Wed	03 : 50 : 50 . 000 P	NET	0.5	tons	VOLUME	<input type="text"/>	yd ³	CHARGES	\$ 15.00	SURCHARGES	\$ 0.00	TAXES	\$ 0.00	TOTAL	\$ 15.00
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Charges \$ 15.00 3	Payments	Origins	Materials	Completion	Attachments	Photos
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Charges must match Equipment Charges must match Material WO MINIMUM

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
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.

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

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

ADD PAYMENT

TYPE Cash

PAYMENT AMOUNT 20.00 Change Due: \$ 5.00


REFERENCE NUMBER

NOTE

SAVE

Charges \$ 15.00 **Payments** Orig

DESCRIPTION	BATCH	AMOUNT
		\$ 15.00
		\$ 0.00
		\$ 0.00
		\$ 15.00

Select Print Format  **ADD PAYMENT (F7)** **SAVE (F2)** Payment \$15.00 pending

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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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

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

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
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 \(NavuNav\)](#)