

# Inbound / Outbound Basics

Last Modified on 06/23/2026 12:24 pm PDT

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

The **Inbound / Outbound** screen is the central hub for managing all facility traffic entering and leaving a facility. From here, you can create and track inbound and outbound orders, view current and future order information, and access historical data.

ORDER #	DATE	VEHICLE	ACCOUNT / SITE	TRANSPORT INFO	SERVICE INFO	MATERIALS / ADJUSTMENTS	WEIGHT	ADDITIONAL INFO	PAYMENT NOTES ↑
<b>TOTALS: 19 loads</b>							31.73 tons	0.00 yd <sup>3</sup>	
42153 Inbound Order: 11269230	04/07/26 Start: 9:45 am	Cash Type: Automated ... License: 123 TRK	Cash Customer (49346) Cash Customer (49346001) Brady St, Houston, TX		Scale Inbound Services "test" Scale IN - Auto Post	MSW			
42155 Inbound Order: 11269957	04/08/26 Start: 9:53 am	Cash Type: Automated ... License: 123 TRK	Cash Customer (49346) Cash Customer (49346001) Brady St, Houston, TX		Scale Inbound Services "test" Scale IN - Auto Post	MSW 30% C&D	Stored Tare: 8,500 lbs		
42159 Inbound Order: 11303249	04/14/26 Start: 1:41 pm	triangle truck License: circles	Triagles and Yards (49738) Triagles and Yards (49738001) 16980 Wood Rd, Lansing, MI		Scale Inbound Services "test" Scale IN - Auto Post	MSW DTLA (100%)			
42160 Inbound Order: 11303250	04/14/26 Start: 1:42 pm	triangle truck License: circles	Triagles and Yards (49738) Triagles and Yards (49738001) 16980 Wood Rd, Lansing, MI		Scale Inbound Services "test" Scale IN - Auto Post	MSW Downtown (100%)			
42161 Inbound Order: 11303252	04/14/26 Start: 4:46 pm	red dodge Type: SEDAN License: lic123	Jennys Hauling (49643) Jennys Hauling (49643001) 2665 S Texas 6, Houston, TX		Scale Inbound Services "test" Scale IN - Auto Post	MSW Orange County (100%) 10% C&D			
42162 Inbound Order: 11303253	04/14/26 Start: 4:47 pm	triangle truck License: circles	Triagles and Yards (49738) Triagles and Yards (49738001) 16980 Wood Rd, Lansing, MI		Scale Inbound Services "test" Scale IN - Auto Post	MSW Midtown (50%), Downtown (50%)			
42166 Inbound Order: 11346044	04/24/26 Start: 2:27 pm	Cash Type: Automated ... License: 123 TRK	Cash Customer (49346) Cash Customer (49346001) Brady St, Houston, TX		Scale Inbound Services "test" Scale IN - Auto Post	MSW Downtown (100%)	Gross: 10,000 lbs Tare*: 8,500 lbs Net: 1,500 lbs	Manual Tare (Matthew Van Doren)	
42167 Inbound Order: 11346045	04/24/26 Start: 2:29 pm		Jennys Hauling (49643) Jennys Hauling (49643001) 2665 S Texas 6, Houston, TX		Scale Inbound Services "test" Scale IN - Auto Post	MSW Orange County (100%)	Gross*: 25,000 lbs	Manual Gross (Matthew Van Doren) Manual Tare (Matthew Van Doren)	

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.

## Field Descriptions

The Inbound / Outbound screen is comprised of the header section and 4 tabs. The header section may change slightly depending on which tab is being viewed. The header and additional fields are explained in this section.

### Inbound / Outbound / History Tabs

Three of the tabs, Inbound, Outbound and History, all have the same basic fields and header info and are focused on the overall traffic in and out of the facility with details per order.

Field	Description
<b>Header Info</b>	
Facility	Filters the screen to only display order records for the selected location. The selection made here also affects the search function when creating a new inbound ticket.

<b>Status</b>	Filters what is displayed based on the Work Status of the Service order as either In Progress or Scheduled.  Within scheduled, the option to view All, just Today, Next 7 Days or by a given date range.
<b>Tare Truck or Equipment</b>	Select to tare or re-tare a truck without navigating to Customer Details.
<b>Configure Scale Workstation</b>	Select to <a href="#">Configure Scale Workstation</a> .
<b>Totals</b>	The total number of loads listed along with the total weight and volume of all loads listed.
<b>Traffic Direction</b> <i>History Tab Only</i>	Filters the list to view Inbound only, Outbound only, or all.
<b>Posting Status</b> <i>History Tab Only</i>	Filters the list by status.
<b>From / To</b> <i>History Tab Only</i>	Filters the list by a date range.
<b>Has Manual Weight Only</b> <i>History Tab Only</i>	Check this box to view only service orders that had their weight manually entered.
<b>Tab Area</b>	
<b>Order #</b>	Displays the inbound service record number as a clickable link. Click on the hyperlink to open the <i>Edit Inbound / Outbound Ticket</i> screen.
<b>Date</b>	Shows the recorded date and time of ticket creation.
<b>Vehicle</b>	Shows the vehicle details for the recorded vehicle.
<b>Account / Site</b>	Links the account or site associated with the disposal record.
<b>Transport Info</b>	Displays the transport method recorded at the time the ticket was created.
<b>Service Info</b>	Shows the service code, work type, and additional service-related information.
<b>Materials / Adjustments</b>	Shows the material type that was logged when the ticket was created..
<b>Weight</b>	Displays the Gross, Tare and Net weights recorded for the vehicle.
<b>Additional Info</b>	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.
<b>Notes</b>	Any notes added to the disposal ticket will appear here.
<b>Footer</b>	

<b>Today's Daily Totals</b> <i>Inbound / Outbound Tabs</i> <i>Only</i>	A running summary for the current day with a date/time stamp that tracks Inbound and Outbound loads.
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## Daily Totals Tab

The Daily Totals tab is a summary by day specifically focused on the total number of loads brought in and out and their summarized weight and volume.

Field	Description
<b>Filters</b>	
<b>Facility</b>	Filters the screen to only display order records for the selected location. The selection made here also affects the search function when creating a new inbound ticket.
<b>From / To</b>	Filters the list by a date range.
<b>Fields</b>	
<b>Date</b>	Shows the recorded date and time of ticket creation.
<b>Inbound Loads / Weight / Volume</b>	The number of loads that came into the facility with the total weight and volume captured. Select the Loads hyperlink to view a summary by material.
<b>Outbound Loads / Weight / Volume</b>	The number of loads that left the facility with the total weight and volume captured. Select the Loads hyperlink to view a summary by material.
<b>Count</b>	The total loads (Inbound + Outbound) for the listed day.

## Setup

Setup information is categorized into required to operate Scale and optional. All setup is described in detail in the [Scale Setup](#) article.

For all Scale Setup, reference [Scale Setup](#). Here are a few configurations that can be set up for operational efficiency:

### Set a Default Weight - Truck

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*.

### Set a Default Material - Facility

Set a default material for a facility in *Setup > Operations > Facility* by selecting the material to use from the Default Inbound Material list. This will auto-populate the Material field for an Inbound / Outbound ticket.

### Set up so that More than One Material Allowed

If inbound orders should allow more than one material to be recorded, select **Enable Multiple Materials** from the the **Load Material Composition** options in *Setup > Operations > Work Type*.

### Enable Automate Posting

Enable the **Post Work Order When Completed** setting in [Setup > Operations > Work Type](#). This will automatically set the status to Posted when the ticket is marked completed.

### Set up Material Origin Based Fees

An optional [Origin Based Fees Setup](#) is available to apply disposal rates by material origin. This will add a charge to the **Charges** tab based on the origin of the material.

### Enable Source Tab Visibility

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

## Inbound / Outbound Processes

There are many actions or processes that can be executed from the Inbound / Outbound screen. If an article is available, the link is provided. Otherwise, an abbreviated how-to is provided to get you started.

- [Create an Inbound Ticket](#)
- [Configure Scale Workstation](#)
- Capture Tare Weight
  1. From the Inbound or Outbound tab, click on the Tare Truck or Equipment button.
  2. Select Truck or Equipment and enter information.
- View / Edit an Inbound / Outbound ticket.
  1. From the Inbound or Outbound tab, click on the Order hyperlink.
  2. Modify fields. Reference the Create article if needed.

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### Permissions

The following permission is required to view and use the Dispatch screen:

Permission ID	Permission Name
88	Dispatch

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### Related Articles

[Inbound Ticket Creation \(Scale\)](#)

[Process Cash Pay Customers](#)

[Configure Scale Workstation](#)

[Card Present - Credit Card Terminal Setup](#)

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