

Recycling Scale House Software Quick Start Guide

Summary

Team members covering breaks or absences at the scale house use this guide to work with tickets in the Scale House Software.

Open a Ticket

When a truck pulls on to the inbound scale to pick up a load, you will need to open a ticket.

1. In the icon ribbon, click **tickets**. This opens a new Scale House Software window.
2. In the site code, date, and operator fields, confirm that the appropriate information has populated.
 - Site code: 00
 - Date: [Current date]
 - Operator: XXXX
 - **Note:** If the correct information is not in these fields or the fields are blank, reach out to the scale supervisor.
3. In the Vehicle field, enter **WGH**.
4. In the Bill-to field, enter the **4-digit code** for the billing company listed on the load's BOL (Bill of Lading).
 - If the code is unknown, click the **magnifying glass** icon to the right of the Bill-to field to open the search window.
 - a. In the Name field, enter the first three or four letters of the company's name.
 - b. Press **tab**. This begins the search and highlight the first search option that starts with those letters.
 - c. Double click on the line containing the correct billing company. This enters the company's code in the Bill-to field.
5. In the Reference field, enter the **PO (Purchase Order) number** listed on the BOL.
6. In the second comment line field, enter the **trucking company name**.
 - **Note:** The first comment line field is always left blank to leave space for the printed invoice's header. Any text entered in the first comment line will print over the header.
7. In the third comment line field, enter the truck's **trailer number**.
8. In the fourth comment line field, enter the **number of bales** loaded on the truck.
9. In the Material field, enter the **material code**. Refer to the Material Reference chart on page 00.
10. In the Scale Data section, click **1** to collect the weight information from the inbound scale.
 - **Note:** If the scale weight is incorrect or there is an error that prevents the collection of the weight information, reach out to the scale supervisor.

Hold a Ticket

1. Confirm that the correct information is entered in all the necessary fields. The hold button does not display until these fields have text. Refer to the Open a ticket section.

2. In the bottom bar, click **hold**. This adds the ticket to the hold queue and clear the ticket window.

Get a Held Ticket

1. In the bottom bar, click **Get Held**. The Select Held Ticket window opens, displaying the hold queue.
 - **Note:** The Get Held button only displays if there are tickets currently in the hold queue.
2. Double click the **ticket number** to select and open the ticket.
3. Review the entered information to confirm that the correct held ticket was opened.
 - If the wrong ticket was opened, return to the held ticket queue by clicking Get Held.

Close a Ticket

1. Confirm that the entered information on the ticket matches the BOL.
2. In the Scale Data section, click **9** to collect the weight information from the outbound scale.
 - **Note:** If the scale weight is incorrect or there is an error that prevents the collection of the weight information, reach out to the scale supervisor.
3. Press **tab**. This calculates the net weight and enters it in the net weight field.
4. In the bottom bar, click **Finish**. This closes the ticket and prints out the invoice.
 - If the Finish button does not display in the bottom bar, refer to the Open a ticket and Close a ticket steps to ensure that all the information has been correctly entered.
 - **Note:** Reach out to the scale supervisor if the Finish button still does not display or there are any errors preventing the ticket from closing.

Search for a Ticket

1. In the icon ribbon, click **View**. The View Ticket window opens.

Search by Ticket Number

1. In the Ticket Id field, enter the **ticket number**.
2. Press **tab**. This starts the search and highlights the ticket with the entered number.
 - Add an asterisk (*) to the end of the number to run the search with a partial number.
3. Double click the **ticket number** to select and open the ticket.

Search by Company Code

1. In the company code field, enter the **company code**.
2. Press **tab**. This returns all the tickets that have the entered company code.
 - Filter the results by using the Start Date and End Date fields to return all the tickets closed within those dates.
3. Double click the **ticket number** to select and open the ticket.

Search by Date

1. In the Start Date field, enter the **date**.
2. Press **tab**. This returns all the tickets that were closed on that date.
 - **Note:** The tickets are stored in the system by their close date.

3. Double click the **ticket number** to select and open the ticket.

Print a Ticket

Print a Closed Ticket

1. Search for the **ticket**. Refer to the Search for a Ticket section.
2. Review the ticket information to confirm that the correct ticket was opened.
3. Click **Print Invoice**. This will print the ticket.

Print an Open Ticket

1. Close the **ticket**. Refer to the Close a Ticket section.
 - If you do not have the outbound weight for the load, in the outbound weight field, enter the **inbound weight + 20 pounds**.
2. Search for the **ticket**. Refer to the Search for a Ticket section.
3. Review the ticket information to confirm that the correct ticket was opened.
4. Click **Print Invoice**. This will print the ticket.

Void a Ticket

There is not a delete function for tickets in the Recycling Scale House Software. Instead, the ticket will need to be voided. A voided ticket remains in the system, but the company will not receive a bill for the ticket.

Void a Closed Ticket

1. Search for the **ticket**. Refer to the Search for a Ticket section.
2. In the bottom bar, click **Void Ticket**. The Void Ticket window opens.
3. In the Reason field, enter a brief description of why the ticket is being voided.
4. Click **void**. A voided invoice prints.

Void an Open Ticket

1. Close the **ticket**. Refer to the Close a Ticket section.
 - If you do not have the outbound weight for the load, in the outbound weight field, enter the **inbound weight + 20 pounds**.
2. Search for the **ticket**. Refer to the Search for a Ticket section.
3. In the Reason field, enter a **brief description** of why the ticket is being voided.
4. Click **void**. A voided invoice prints.