

A dynamic splash of water with numerous bubbles, rendered in a light blue and white color scheme, occupies the upper half of the slide.

Manual Ticket Training for Regional Residuals Facility (RRF) Users

May 28, 2025



Why Should You Care?

- Manual tickets are a record of an HRSD business transaction.
 - Used for billing and to properly document wastes received by HRSD.
- Manual tickets that have not been signed by an HRSD employee **will not be accepted**.
 - Haulers will be **charged a full load** if they fail to obtain a completed, signed manual ticket and may face enforcement action.

When To Use a Manual Ticket

To include, but not limited to:

- Scale system down/offline.
- Scale transaction timed out.
- Scale ticket did not print.
- Driver selected the incorrect waste type.
- Badge not functioning properly.

Manual Ticket

- Visit plant lab or contact plant staff using a call box. They will direct you to the manual ticket book.

**Indirect Discharge Manual Ticket**

Discharge Location (circle one)	AT	BH	NP	WB	YR
Discharge Date _____	Discharge Time _____				
Inbound Wgt _____	Outbound Wgt _____				
Company/City _____					
Badge No. _____			Vehicle No. _____		
Waste Source _____					
Estimated Vol (Gal) _____			Estimated Wgt (lbs) _____		
(Estimated volume and weight only required if scale is out of operation)					
_____ Signature of Deliverer			_____ Signature of HRSD Representative		
Reason for manual ticket: _____					

White Copy - HRSD		Yellow Copy - Company/City		Pink Copy - Ledger (Do Not Remove)	
Retain Tickets for 60 Days					

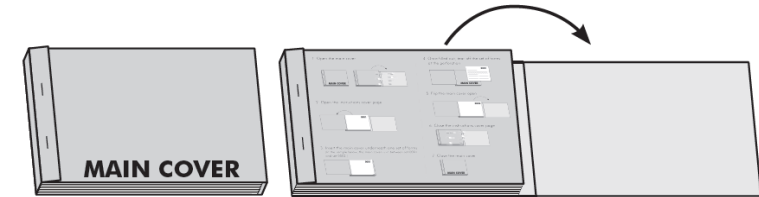
Select Waste Type

- ☐ Residential Septage
- ☐ Food Service Grease Trap
- ☐ Pump Station Cleaning
- ☐ Portable Toilets
- ☐ Mixed (NO GREASE)
- ☐ Shipboard Domestic (CHT)
- ☐ Pump-Around
- ☐ Regional Residuals Facility (RRF)
- ☐ Special Discharge
- ☐ Foreign Biosolids

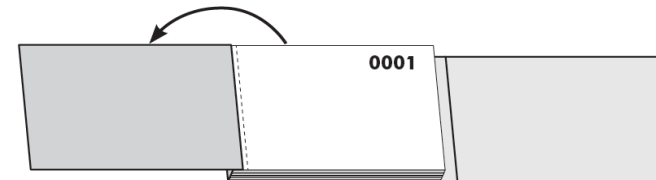
Manual Ticket Ledger

- Manual tickets are kept in a ledger book which is used like a check book with three colored copies.
 - White = HRSD Copy
 - Yellow = Hauler Copy
 - Pink = Ledger Copy, always stays in the book.

1. Open the main cover



2. Open the instructions cover page



3. Insert main cover underneath one set of forms
(In the sample below, the main cover is between set 0001 and set 0002.)



Filling Out a Manual Ticket

1. Circle the name of the plant.

NP for Nansmond Plant.

**Indirect Discharge Manual Ticket**

Discharge Location
(circle one)

AT

BH

NP

WB

YR

Discharge Date _____

Discharge Time _____

Inbound Wgt _____

Outbound Wgt _____

Company/City _____

Badge No. _____

Vehicle No. _____

Waste Source _____

Estimated Vol (Gal) _____

Estimated Wgt (lbs) _____

(Estimated volume and weight only required if scale is out of operation)

Signature of Deliverer

Signature of HRSD Representative

Reason for manual ticket: _____

White Copy - HRSD

Yellow Copy - Company/City

Pink Copy - Ledger (Do Not Remove)

Retain Tickets for 60 Days

Select Waste Type

- ☐ Residential Septage
- ☐ Food Service Grease Trap
- ☐ Pump Station Cleaning
- ☐ Portable Toilets
- ☐ Mixed (NO GREASE)
- ☐ Shipboard Domestic (CHT)
- ☐ Pump-Around
- ☐ Regional Residuals Facility (RRF)
- ☐ Special Discharge
- ☐ Foreign Biosolids

Filling Out a Manual Ticket

2. Fill in discharge date, discharge time (time arrived at plant), company name or locality.

**Indirect Discharge Manual Ticket**

Discharge Location
(circle one)

AT

BH

NP

WB

YR

Discharge Date **1/1/25**Discharge Time **0700**

Inbound Wgt. _____Outbound Wgt. _____

Company/City **Potty Pumpers LLC/ City of Pooville**

Badge No. _____Vehicle No. _____

Waste Source _____

Estimated Vol (Gal) _____Estimated Wgt (lbs) _____
(Estimated volume and weight only required if scale is out of operation)

Signature of DelivererSignature of HRSD Representative

Reason for manual ticket: _____

White Copy - HRSDYellow Copy - Company/CityPink Copy - Ledger (Do Not Remove)

Retain Tickets for 60 Days

Select Waste Type

- ☐ Residential Septage
- ☐ Food Service Grease Trap
- ☐ Pump Station Cleaning
- ☐ Portable Toilets
- ☐ Mixed (NO GREASE)
- ☐ Shipboard Domestic (CHT)
- ☐ Pump-Around
- ☐ Regional Residuals Facility (RRF)
- ☐ Special Discharge
- ☐ Foreign Biosolids

Filling Out a Manual Ticket

3. Record **inbound** weight as shown on the scale screen. This should be recorded in your logbook.

**Indirect Discharge Manual Ticket**

Discharge Location (circle one)	AT	BH	NP	WB	YR
Discharge Date	1/1/25		Discharge Time 0700		
Inbound Wgt	8,757		Outbound Wgt		
Company/City Potty Pumpers LLC / City of Pooville					
Badge No.			Vehicle No.		
Waste Source					
Estimated Vol (Gal)			Estimated Wgt (lbs)		
(Estimated volume and weight only required if scale is out of operation)					
Signature of Deliverer			Signature of HRSD Representative		
Reason for manual ticket:					
White Copy - HRSD		Yellow Copy - Company/City		Pink Copy - Ledger (Do Not Remove)	
Retain Tickets for 60 Days					

Select Waste Type

- ☐ Residential Septage
- ☐ Food Service Grease Trap
- ☐ Pump Station Cleaning
- ☐ Portable Toilets
- ☐ Mixed (NO GREASE)
- ☐ Shipboard Domestic (CHT)
- ☐ Pump-Around
- ☐ Regional Residuals Facility (RRF)
- ☐ Special Discharge
- ☐ Foreign Biosolids

Filling Out a Manual Ticket

4. Record **outbound** weight as shown on the scale screen. This should also be recorded in your logbook

**Indirect Discharge Manual Ticket**

Discharge Location (circle one)	AT	BH	NP	WB	YR
Discharge Date	1/1/25		Discharge Time 0700		
Inbound Wgt	8,757		Outbound Wgt 7,000		
Company/City Potty Pumpers LLC / City of Pooville					
Badge No. _____			Vehicle No. _____		
Waste Source _____					
Estimated Vol (Gal) _____			Estimated Wgt (lbs) _____		
(Estimated volume and weight only required if scale is out of operation)					
_____ Signature of Deliverer			_____ Signature of HRSD Representative		
Reason for manual ticket: _____					

White Copy - HRSD		Yellow Copy - Company/City		Pink Copy - Ledger (Do Not Remove)	
Retain Tickets for 60 Days					

Select Waste Type

- ☐ Residential Septage
- ☐ Food Service Grease Trap
- ☐ Pump Station Cleaning
- ☐ Portable Toilets
- ☐ Mixed (NO GREASE)
- ☐ Shipboard Domestic (CHT)
- ☐ Pump-Around
- ☐ Regional Residuals Facility (RRF)
- ☐ Special Discharge
- ☐ Foreign Biosolids

Filling Out a Manual Ticket

NOTE:

If the scale is **NOT** in operation, fill out estimated weight of discharge.



Indirect Discharge Manual Ticket

Discharge Location (circle one)	AT	BH	NP	WB	YR
Discharge Date	1/1/25		Discharge Time 0700		
Inbound Wgt	-		Outbound Wgt -		
Company/City	Potty Pumpers LLC / City of Pooville				
Badge No.			Vehicle No.		
Waste Source					
Estimated Vol (Gal)			Estimated Wgt (lbs) 5,000 lbs		
(Estimated volume and weight only required if scale is out of operation)					
Signature of Deliverer			Signature of HRSD Representative		
Reason for manual ticket:					
White Copy - HRSD		Yellow Copy - Company/City		Pink Copy - Ledger (Do Not Remove)	

Select Waste Type

- ☐ Residential Septage
- ☐ Food Service Grease Trap
- ☐ Pump Station Cleaning
- ☐ Portable Toilets
- ☐ Mixed (NO GREASE)
- ☐ Shipboard Domestic (CHT)
- ☐ Pump-Around
- ☐ Regional Residuals Facility (RRF)
- ☐ Special Discharge
- ☐ Foreign Biosolids

Retain Tickets for 60 Days

Filling Out a Manual Ticket

5. Notate badge number from HRSD Access Badge.

Ex:



 **Indirect Discharge Manual Ticket**

Discharge Location (circle one) AT BH **NP** WB YR

Discharge Date 1/1/25 Discharge Time 0700

Inbound Wgt 8,757 Outbound Wgt 7,000

Company/City Potty Pumpers LLC / City of Pooville

Badge No. 81366 Vehicle No. _____

Waste Source _____

Estimated Vol (Gal) _____ Estimated Wgt (lbs) _____
(Estimated volume and weight only required if scale is out of operation)

Signature of Deliverer Signature of HRSD Representative

Reason for manual ticket: _____

White Copy - HRSD Yellow Copy - Company/City Pink Copy - Ledger (Do Not Remove)

Retain Tickets for 60 Days

Select Waste Type

- ☐ Residential Septage
- ☐ Food Service Grease Trap
- ☐ Pump Station Cleaning
- ☐ Portable Toilets
- ☐ Mixed (NO GREASE)
- ☐ Shipboard Domestic (CHT)
- ☐ Pump-Around
- ☐ Regional Residuals Facility (RRF)
- ☐ Special Discharge
- ☐ Foreign Biosolids

Filling Out a Manual Ticket

NOTE:

Badges are required for all discharges. Bring badge to complete manual ticket. Discharging without a badge may result in enforcement.



Indirect Discharge Manual Ticket

Discharge Location (circle one)	AT	BH	NP	WB	YR
Discharge Date	1/1/25	Discharge Time	0700		
Inbound Wgt	8,757	Outbound Wgt	7,000		
Company/City	Potty Pumpers LLC / City of Pooville				
Badge No.	81366	Vehicle No.			
Waste Source					
Estimated Vol (Gal)			Estimated Wgt (lbs)		
(Estimated volume and weight only required if scale is out of operation)					
Signature of Deliverer			Signature of HRSD Representative		
Reason for manual ticket: _____					

White Copy - HRSD Yellow Copy - Company/City Pink Copy - Ledger (Do Not Remove)

Select Waste Type

- ☐ Residential Septage
- ☐ Food Service Grease Trap
- ☐ Pump Station Cleaning
- ☐ Portable Toilets
- ☐ Mixed (NO GREASE)
- ☐ Shipboard Domestic (CHT)
- ☐ Pump-Around
- ☐ Regional Residuals Facility (RRF)
- ☐ Special Discharge
- ☐ Foreign Biosolids

Filling Out a Manual Ticket

6. Notate truck number from HRSD Access Badge.

Ex:



 **Indirect Discharge Manual Ticket**

Discharge Location (circle one) AT BH **NP** WB YR

Discharge Date **1/1/25** Discharge Time **0700**

Inbound Wgt **8,757** Outbound Wgt **7,000**

Company/City **Potty Pumpers LLC / City of Pooville**

Badge No. **81366** Vehicle No. **TEST**

Waste Source _____

Estimated Vol (Gal) _____ Estimated Wgt (lbs) _____
(Estimated volume and weight only required if scale is out of operation)

Signature of Deliverer Signature of HRSD Representative

Reason for manual ticket: _____

White Copy - HRSD Yellow Copy - Company/City Pink Copy - Ledger (Do Not Remove)

Retain Tickets for 60 Days

Select Waste Type

- ☐ Residential Septage
- ☐ Food Service Grease Trap
- ☐ Pump Station Cleaning
- ☐ Portable Toilets
- ☐ Mixed (NO GREASE)
- ☐ Shipboard Domestic (CHT)
- ☐ Pump-Around
- ☐ Regional Residuals Facility (RRF)
- ☐ Special Discharge
- ☐ Foreign Biosolids

Filling Out a Manual Ticket

7. Notate the locality the residuals are from. Ex: Virginia Beach, Newport News, etc.

**Indirect Discharge Manual Ticket**

Discharge Location (circle one)	AT	BH	NP	WB	YR
Discharge Date	1/1/25		Discharge Time 0700		
Inbound Wgt	8,757		Outbound Wgt 7,000		
Company/City	Potty Pumpers LLC / City of Pooville				
Badge No.	81366		Vehicle No. TEST		
Waste Source	Waste County				
Estimated Vol (Gal)			Estimated Wgt (lbs)		
(Estimated volume and weight only required if scale is out of operation)					
Signature of Deliverer			Signature of HRSD Representative		
Reason for manual ticket: _____					

White Copy - HRSD		Yellow Copy - Company/City		Pink Copy - Ledger (Do Not Remove)	
Retain Tickets for 60 Days					

Select Waste Type

- ☐ Residential Septage
- ☐ Food Service Grease Trap
- ☐ Pump Station Cleaning
- ☐ Portable Toilets
- ☐ Mixed (NO GREASE)
- ☐ Shipboard Domestic (CHT)
- ☐ Pump-Around
- ☐ Regional Residuals Facility (RRF)
- ☐ Special Discharge
- ☐ Foreign Biosolids

Filling Out a Manual Ticket

8. Indicate waste type discharged.

Select Regional Residuals Facility “RRF”, not pump station cleaning.



Indirect Discharge Manual Ticket

Discharge Location (circle one)	AT	BH	NP	WB	YR
Discharge Date	1/1/25		Discharge Time	0700	
Inbound Wgt	8,757		Outbound Wgt	7,000	
Company/City	Potty Pumpers LLC / City of Pooville				
Badge No.	81366		Vehicle No.	TEST	
Waste Source	Waste County				
Estimated Vol (Gal)			Estimated Wgt (lbs)		
(Estimated volume and weight only required if scale is out of operation)					
_____ Signature of Deliverer			_____ Signature of HRSD Representative		
Reason for manual ticket: _____					

White Copy - HRSD		Yellow Copy - Company/City		Pink Copy - Ledger (Do Not Remove)	
Retain Tickets for 60 Days					

Select Waste Type

- ☐ Residential Septage
- ☐ Food Service Grease Trap
- ☐ Pump Station Cleaning
- ☐ Portable Toilets
- ☐ Mixed (NO GREASE)
- ☐ Shipboard Domestic (CHT)
- ☐ Pump-Around
- ☒ Regional Residuals Facility (RRF)
- ☐ Special Discharge
- ☐ Foreign Biosolids

Filling Out a Manual Ticket

9. Notate reason for manual ticket.

**Indirect Discharge Manual Ticket**

Discharge Location
(circle one)

AT

BH

NP

WB

YR

Discharge Date **1/1/25** Discharge Time **0700**

Inbound Wgt **8,757** Outbound Wgt **7,000**

Company/City **Potty Pumpers LLC / City of Pooville**

Badge No. **81366** Vehicle No. **TEST**

Waste Source **Waste County**

Estimated Vol (Gal) _____ Estimated Wgt (lbs) _____
(Estimated volume and weight only required if scale is out of operation)

Signature of Deliverer Signature of HRSD Representative

Reason for manual ticket: **Printer down.**

White Copy - HRSD Yellow Copy - Company/City Pink Copy - Ledger (Do Not Remove)

Retain Tickets for 60 Days

Select Waste Type

- ☐ Residential Septage
- ☐ Food Service Grease Trap
- ☐ Pump Station Cleaning
- ☐ Portable Toilets
- ☐ Mixed (NO GREASE)
- ☐ Shipboard Domestic (CHT)
- ☐ Pump-Around
- ☒ Regional Residuals Facility (RRF)
- ☐ Special Discharge
- ☐ Foreign Biosolids

Filling Out a Manual Ticket

10. Sign it! Tickets must be signed by you (the waste hauler) **AND** an HRSD representative. Unsigned tickets will be **billed a full load.**

NOTE:

Signatures should be made before removing any copies from the book. All copies must be signed.

**Indirect Discharge Manual Ticket**

Discharge Location (circle one)	AT	BH	NP	WB	YR
Discharge Date	1/1/25	Discharge Time	0700		
Inbound Wgt	8,757	Outbound Wgt	7,000		
Company/City	Potty Pumpers LLC				
Badge No.	81366	Vehicle No.	TEST		
Waste Source	Waste county				
Estimated Vol (Gal)	-	Estimated Wgt (lbs)	-		
(Estimated volume and weight only required if scale is out of operation)					
Jack Brown		John Tanner			
Signature of Deliverer		Signature of HRSD Representative			
Reason for manual ticket: Printer down.					
White Copy - HRSD		Yellow Copy - Company/City		Pink Copy - Ledger (Do Not Remove)	
Retain Tickets for 60 Days					

Select Waste Type

- ☐ Residential Septage
- ☐ Food Service Grease Trap
- ☐ Pump Station Cleaning
- ☐ Portable Toilets
- ☐ Mixed (NO GREASE)
- ☐ Shipboard Domestic (CHT)
- ☐ Pump-Around
- ☒ Regional Residuals Facility (RRF)
- ☐ Special Discharge
- ☐ Foreign Biosolids

Filling Out a Manual Ticket

11. Take the **yellow** copy.

**Indirect Discharge Manual Ticket**

Discharge Location
(circle one)

AT

BH

NP

WB

YR

Discharge Date **1/1/25**

Discharge Time **0700**

Inbound Wgt **8,757**

Outbound Wgt **7,000**

Company/City **Potty Pumpers LLC**

Badge No. **81366**

Vehicle No. **TEST**

Waste Source **Waste county**

Estimated Vol (Gal) **-**

Estimated Wgt (lbs) **-**

Jack Brown

Signature of Deliverer

John Tanner

Signature of HRSD Representative

Reason for manual ticket: **Printer down.**

White Copy - HRSD

Yellow Copy - Company/City

Pink Copy - Ledger (Do Not Remove)

Retain Tickets for 60 Days

Select Waste Type

- ☐ Residential Septage
- ☐ Food Service Grease Trap
- ☐ Pump Station Cleaning
- ☐ Portable Toilets
- ☐ Mixed (NO GREASE)
- ☐ Shipboard Domestic (CHT)
- ☐ Pump-Around
- ☒ Regional Residuals Facility (RRF)
- ☐ Special Discharge
- ☐ Foreign Biosolids

Common Errors on Manual Tickets

- Badge Numbers:
 - **Bring badge with you to fill out manual ticket.**
 - If you aren't sure, check your badge or ask plant staff.
 - Accurate badge numbers are critical for accurate billing.
- Discharge Time:
 - Time arrived at plant. Think of this like “badging in.”
- Waste Type:
 - Select **Regional Residuals Facility (RRF)** not pump station.

What to Do If You Make a Mistake

- Let plant staff know.
- **DO NOT** throw away voided tickets. All copies should remain in the ledger.

If You Have an Issue or Question

- Ask plant staff
- Call your inspector
—P3 is here to help!

P3 Contact Information

Email: P3data@hrsd.com

Hauled Waste Manager:

James Sabo, NSP3 Manager: 757-833-1750

Inspectors:

Kelsey Lowe, SSP3 Specialist: 757-460-7051

Kaitlyn Stone, SSP3 Specialist: 757-460-7050

Lenzie Ward, SSP3 Specialist: 757-910-3702

Ryan Everton, NSP3 Specialist: 757-284-44712

Christeena Kelley, NSP3 Specialist: 757-833-1752