

The background of the slide features a serene sunset scene over a calm body of water. The sun is a bright orange orb on the horizon, casting a long, shimmering reflection across the water's surface. The sky transitions from a deep orange near the horizon to a soft blue at the top. In the foreground, tall green reeds are visible along the water's edge. The entire scene is framed by decorative blue wavy borders at the top and bottom, which are adorned with numerous realistic water droplets of varying sizes.

# HRSD

## Manual Ticket Training for Waste Haulers

January 14, 2025

- 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.

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.

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

**HRSD** **Indirect Discharge Manual Ticket** Nº 41351

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 (Tons) \_\_\_\_\_  
(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)

Attach all Scale Quick Print Tickets to form

**Select Waste Type**

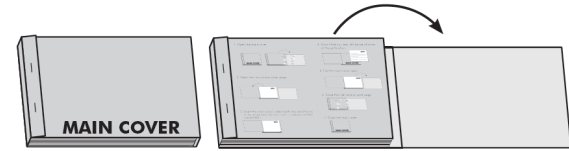
- ☐ Residential Septage
- ☐ Food Service Grease Trap
- ☐ Pump Station Cleaning
- ☐ Portable Toilets
- ☐ Mixed (NO GREASE)
- ☐ Shipboard Domestic (CHT)
- ☐ Pump-Around
- ☐ Muni Grit/Grease (RRF)
- ☐ Special Discharge
- ☐ Foreign Biosolids

Date \_\_\_\_\_  
Data Entered By \_\_\_\_\_  
(Office Use Only)

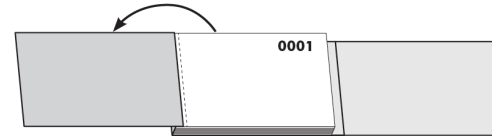
- Manual tickets are kept in a ledger book which is used like a check book with three colored copies.

- White: HRSD Copy
- Yellow: Hauler Copy
- Pink: Ledger Copy
  - Stays in ledger at all times.

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.

**HRSD** Indirect Discharge Manual Ticket No 41351

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 (Tons) \_\_\_\_\_  
(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)

Attach all Scale Quick Print Tickets to form

**Select Waste Type**

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

Date Entered By \_\_\_\_\_ Date \_\_\_\_\_  
(Office Use Only)

# Filling Out a Manual Ticket

1 - Circle the name of the plant.

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

**HRSD** Indirect Discharge Manual Ticket N<sup>o</sup> 41351

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

Badge No. \_\_\_\_\_ Vehicle No. \_\_\_\_\_

Waste Source \_\_\_\_\_

Estimated Vol (Gal) \_\_\_\_\_ Estimated Wgt (Tons) \_\_\_\_\_  
(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)

Attach all Scale Quick Print Tickets to form

**Select Waste Type**

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

Date Entered By \_\_\_\_\_ Date \_\_\_\_\_  
(Office Use Only)

# Filling Out a Manual Ticket

1 - Circle the name of the plant.

2 – Fill in discharge date, discharge time, company name.

**3 – Record inbound weight:**

As shown on the scale screen.

This should be recorded in your logbook.

**HRSD** Indirect Discharge Manual Ticket N<sup>o</sup> 41351

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

Badge No. \_\_\_\_\_ Vehicle No. \_\_\_\_\_

Waste Source \_\_\_\_\_

Estimated Vol (Gal) \_\_\_\_\_ Estimated Wgt (Tons) \_\_\_\_\_  
(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)

Attach all Scale Quick Print Tickets to form

**Select Waste Type**

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

Data Entered By \_\_\_\_\_ Date \_\_\_\_\_  
(Office Use Only)



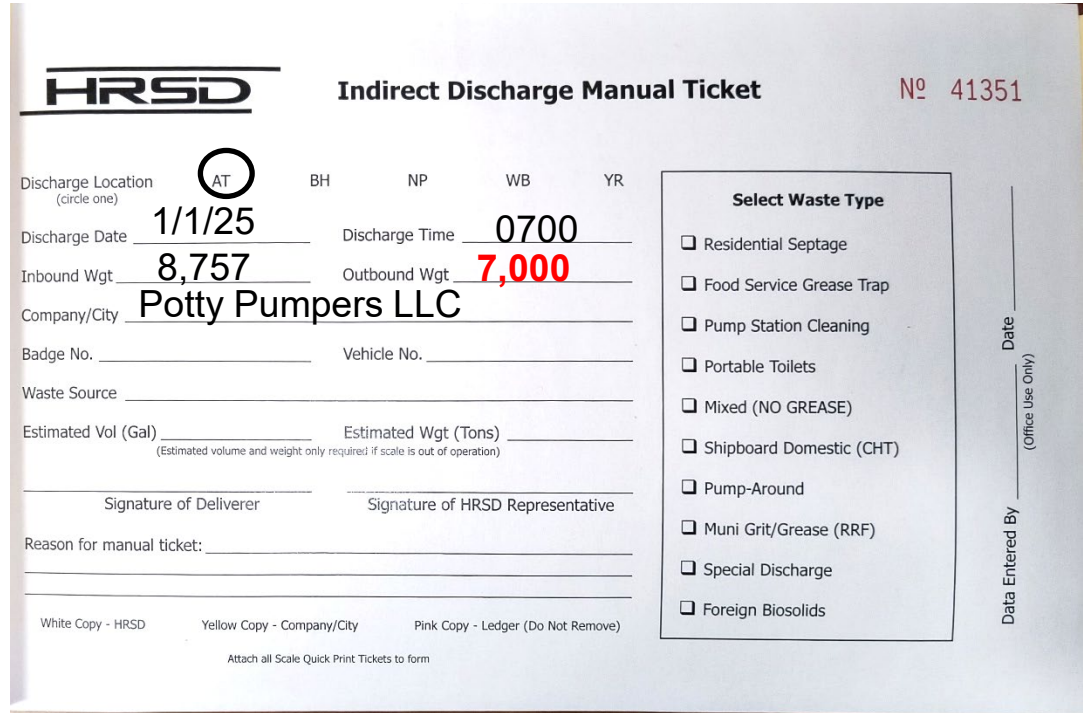
# Filling Out a Manual Ticket

- 1 - Circle the name of the plant.
- 2 - Fill in discharge date, discharge time, company name.
- 3 - Record inbound weight.

## 4 - Record outbound weight:

As shown on the scale screen.

This should also be recorded in your logbook.



The form is titled "HRSD Indirect Discharge Manual Ticket" with a ticket number "No 41351" in the top right. It contains several sections for data entry:

- Discharge Location:** A circle around "AT" is shown, with other options BH, NP, WB, and YR.
- Discharge Date:** "1/1/25" is entered.
- Discharge Time:** "0700" is entered.
- Inbound Wgt:** "8,757" is entered.
- Outbound Wgt:** "7,000" is entered in red.
- Company/City:** "Potty Pumpers LLC" is entered.
- Badge No.:** and **Vehicle No.:** are blank.
- Waste Source:** is blank.
- Estimated Vol (Gal):** and **Estimated Wgt (Tons):** are blank, with a note "(Estimated volume and weight only required! if scale is out of operation)".
- Signatures:** Lines for "Signature of Deliverer" and "Signature of HRSD Representative".
- Reason for manual ticket:** A blank line.
- Select Waste Type:** A list of checkboxes including Residential Septage, Food Service Grease Trap, Pump Station Cleaning, Portable Toilets, Mixed (NO GREASE), Shipboard Domestic (CHT), Pump-Around, Muni Grit/Grease (RRF), Special Discharge, and Foreign Biosolids. None are checked.
- Bottom Section:** "White Copy - HRSD", "Yellow Copy - Company/City", "Pink Copy - Ledger (Do Not Remove)", and "Attach all Scale Quick Print Tickets to form".
- Right Margin:** "Data Entered By" and "Date" with a vertical line and the note "(Office Use Only)".

# Filling Out a Manual Ticket

4a. If the scale is not in operation you should use site glasses to estimate your volume of discharge **BEFORE** discharge.

**HRSD** Indirect Discharge Manual Ticket No 41351

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

Badge No. \_\_\_\_\_ Vehicle No. \_\_\_\_\_

Waste Source \_\_\_\_\_

Estimated Vol (Gal) **9,000** Estimated Wgt (Tons) \_\_\_\_\_  
(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)

Attach all Scale Quick Print Tickets to form

**Select Waste Type**

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

Date Entered By \_\_\_\_\_ Date \_\_\_\_\_  
(Office Use Only)

# Filling Out a Manual Ticket

- 1 - Circle the name of the plant.
- 2 - Fill in discharge date, discharge time, company name.
- 3 - Record inbound weight.
- 4 - Record outbound weight.

**5 - Record badge number from badge.**

**EX:**



**HRSD Indirect Discharge Manual Ticket** No 41351

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. \_\_\_\_\_

Waste Source \_\_\_\_\_

Estimated Vol (Gal) \_\_\_\_\_ Estimated Wgt (Tons) \_\_\_\_\_  
(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)

Attach all Scale Quick Print Tickets to form

**Select Waste Type**

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

Date Entered By \_\_\_\_\_ Date \_\_\_\_\_  
(Office Use Only)



EX:

**Bring badge to fill out manual ticket.**  
**Badges are required for all discharges.**  
**Discharging without a badge may result in enforcement actions.**

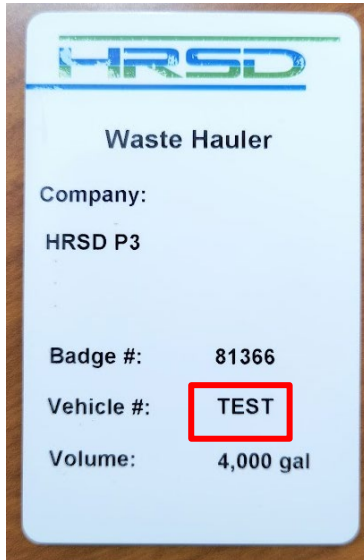


# Filling Out a Manual Ticket

- 1 - Circle the name of the plant.
- 2 - Fill in discharge date, discharge time, company name.
- 3 - Record inbound weight.
- 4 - Record outbound weight.
- 5 - Record badge number from badge.

**6 - Record truck number from badge.**

**EX:**



**HRSD** Indirect Discharge Manual Ticket N<sup>o</sup> 41351

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 Pumps LLC

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

Waste Source \_\_\_\_\_

Estimated Vol (Gal) \_\_\_\_\_ Estimated Wgt (Tons) \_\_\_\_\_  
(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)

Attach all Scale Quick Print Tickets to form

**Select Waste Type**

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

Date Entered By \_\_\_\_\_ Date \_\_\_\_\_  
(Office Use Only)





# Filling Out a Manual Ticket

Leave waste source  
blank

**HRSD** Indirect Discharge Manual Ticket N<sup>o</sup> 41351

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. 1

Waste Source blank

Estimated Vol (Gal) \_\_\_\_\_ Estimated Wgt (Tons) \_\_\_\_\_  
(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)

Attach all Scale Quick Print Tickets to form

**Select Waste Type**

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

Date Entered By \_\_\_\_\_ Date \_\_\_\_\_  
(Office Use Only)



# Filling Out a Manual Ticket

- 1 - Circle the name of the plant.
- 2 - Fill in discharge date, discharge time, company name.
- 3 - Record inbound weight.
- 4 - Record outbound weight.
- 5 - Record badge number from badge.
- 6 - Record truck number from badge.

**7 - Mark waste type discharged.**

**Reminder: HRSD does not accept mixed loads containing grease.**

**HRSD Indirect Discharge Manual Ticket** N<sup>o</sup> 41351

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. 1

Waste Source \_\_\_\_\_

Estimated Vol (Gal) \_\_\_\_\_ Estimated Wgt (Tons) \_\_\_\_\_  
(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)

Attach all Scale Quick Print Tickets to form

**Select Waste Type**

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

Date Entered By \_\_\_\_\_ Date \_\_\_\_\_  
(Office Use Only)

# Filling Out a Manual Ticket

- 1 - Circle the name of the plant.
- 2 - Fill in discharge date, discharge time, company name.
- 3 - Record inbound weight.
- 4 - Record outbound weight.
- 5 - Record badge number from badge.
- 6 - Record truck number from badge.
- 7 - Mark waste type discharged.

**8 - Notate reason for manual ticket.**

**HRSD** Indirect Discharge Manual Ticket Nº 41351

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 Pumps LLC

Badge No. 81366 Vehicle No. 1

Waste Source \_\_\_\_\_

Estimated Vol (Gal) \_\_\_\_\_ Estimated Wgt (Tons) \_\_\_\_\_  
(Estimated volume and weight only required if scale is out of operation)

Signature of Deliverer \_\_\_\_\_ Signature of HRSD Representative \_\_\_\_\_

Reason for manual ticket: **Driver selected incorrect waste type.**

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

Attach all Scale Quick Print Tickets to form

**Select Waste Type**

☐ Residential Septage

☐ Food Service Grease Trap

☐ Pump Station Cleaning

☒ Portable Toilets

☐ Mixed (NO GREASE)

☐ Shipboard Domestic (CHT)

☐ Pump-Around

☐ Muni Grit/Grease (RRF)

☐ Special Discharge

☐ Foreign Biosolids

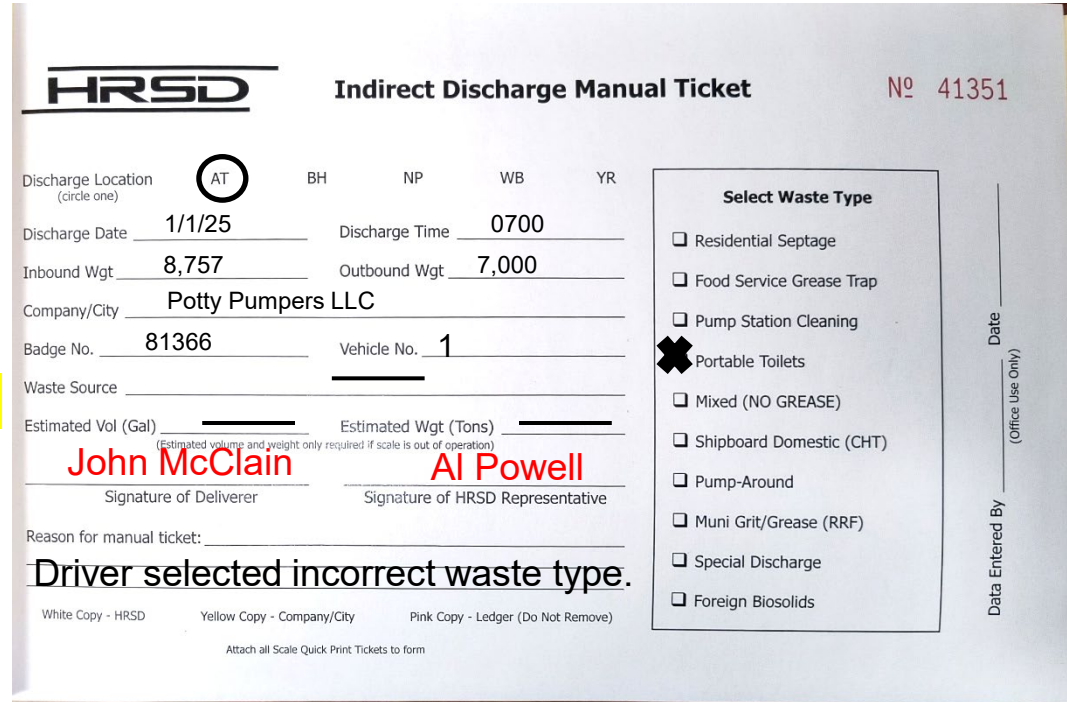
Date \_\_\_\_\_  
Data Entered By \_\_\_\_\_  
(Office Use Only)

# Filling Out a Manual Ticket

- 1 - Circle the name of the plant.
- 2 - Fill in discharge date, discharge time, company name.
- 3 - Record inbound weight.
- 4 - Record outbound weight.
- 5 - Record badge number from badge.
- 6 - Record truck number from badge.
- 7 - Mark waste type discharged.
- 8 - Notate reason for manual ticket.

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

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



The form is titled "HRSD Indirect Discharge Manual Ticket" with a red number "Nº 41351" in the top right corner. It contains several sections for data entry:

- Discharge Location:** A circle around "AT" is shown, with "BH", "NP", "WB", and "YR" as other options.
- Discharge Date:** "1/1/25" is entered.
- Discharge Time:** "0700" is entered.
- Inbound Wgt:** "8,757" is entered.
- Outbound Wgt:** "7,000" is entered.
- Company/City:** "Potty Pumps LLC" is entered.
- Badge No.:** "81366" is entered.
- Vehicle No.:** "1" is entered.
- Waste Source:** A blank line.
- Estimated Vol (Gal):** A blank line.
- Estimated Wgt (Tons):** A blank line.
- Signatures:** "John McClain" is signed as the Deliverer, and "Al Powell" is signed as the HRSD Representative.
- Reason for manual ticket:** "Driver selected incorrect waste type." is written.
- Select Waste Type:** A list of options with checkboxes. "Portable Toilets" is checked with a large 'X'.
- Footer:** Includes "White Copy - HRSD", "Yellow Copy - Company/City", "Pink Copy - Ledger (Do Not Remove)", and "Attach all Scale Quick Print Tickets to form".

On the right side, there is a vertical label "Data Entered By" and a "Date" field with a line for the date.

# Filling Out a Manual Ticket

- 1 - circle the name of the plant.
- 2 - Fill in discharge date, discharge time, company name.
- 3 - Record inbound weight.
- 4 - Record outbound weight.
- 5 - Record badge number from badge.
- 6 - Record truck number from hauler badge.
- 7 - Mark waste type discharged.
- 8 - Notate reason for manual ticket.
- 9 - Sign It! Tickets must be signed by you (the waste hauler) AND an HRSD representative. Unsigned tickets will be billed a full load.

10 - Take the yellow copy.

**HRSD** Indirect Discharge Manual Ticket N<sup>o</sup> 41351

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. 1

Waste Source \_\_\_\_\_

Estimated Vol (Gal) \_\_\_\_\_ Estimated Wgt (Tons) \_\_\_\_\_  
(Estimated volume and weight only required if scale is out of operation)

John McClain Al Powell  
Signature of Deliverer Signature of HRSD Representative

Reason for manual ticket:  
Driver selected incorrect waste type.

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

Attach all Scale Quick Print Tickets to form

**Select Waste Type**

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

Date \_\_\_\_\_  
Data Entered By \_\_\_\_\_  
(Office Use Only)

- **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 the waste type you are hauling.
  - Note: Make sure that it is a waste type your company is permitted to haul.

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



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

Email Group: *WQ P3 Indirect Inspectors and Admin*

Hauled Waste Manager:

James Sabo, NSP3 Manager: 757-833-1750

Inspectors:

Ryan Everton, SSP3 Sup. Specialist: 757-318-4333

Kelsey Lowe, SSP3 Specialist: 757-460-7051

Kaitlyn Stone, SSP3 Specialist: 757-460-7050

Lenzie Ward, SSP3 Specialist: 757-910-3702

Micaela Griffin, NSP3 Specialist : 757-833-1756

Christeena Kelley, NSP3 Specialist: 757-833-1752