



# Manual Ticket Training for Waste Haulers

May 13, 2022

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## Why Should You Care?

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- Manual tickets are a record of an HRSD business transaction.
  - Manual tickets are 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.



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## When to Use a Manual Ticket


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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.
- Waste hauler badge not functioning properly.

# Manual Ticket

- Contact plant staff using a call box. They will direct you to the manual ticket book.



## Indirect Discharge Manual Ticket

Discharge Location <small>(circle one)</small>	AT	BH	CE	NP	WB	YR	Other
Discharge Date _____	Discharge Time _____						
Inbound Wgt _____	Outbound Wgt _____						
Company/City _____							
Badge No. _____				Vehicle No. _____			
Waste Source _____							
Estimated Vol (Yd3 or Gal) _____				Estimated Wgt (Tons) _____			
<small>(Estimated volume and weight only required if scale is out of operation)</small>							
_____ Signature of Deliverer				_____ Signature of HRSD Representative			
Reason for manual discharge form: _____							
_____							
_____							

**Select Waste Type**

Residential Septage

Food Service Grease Trap

Pump Station Cleaning

Portable Toilets

Mixed (Septage & Grease or CHT)

Shipboard Domestic (CHT)

Pump-Around

Muni Grit/Grease

Special Discharge

Foreign Biosolids

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

Attach all Scale Quick Print Tickets to form

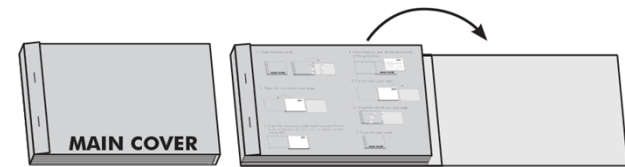
Data Entered By \_\_\_\_\_ Date \_\_\_\_\_  
(Office Use Only)



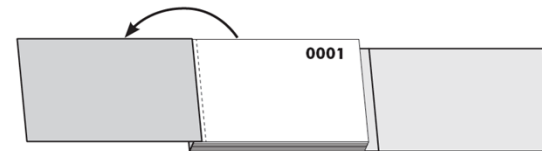
## Manual Ticket Ledger

- 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
    - 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.



## Indirect Discharge Manual Ticket

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

Discharge Date \_\_\_\_\_ Discharge Time \_\_\_\_\_

Inbound Wgt \_\_\_\_\_ Outbound Wgt \_\_\_\_\_

Company/City \_\_\_\_\_

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

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

Estimated Vol (Yd3 or 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 discharge form: \_\_\_\_\_

\_\_\_\_\_

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 (Septage & Grease or CHT)
- Shipboard Domestic (CHT)
- Pump-Around
- Muni Grit/Grease
- 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 (time arrived at plant), company name.

**HRSD** Indirect Discharge Manual Ticket

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

Discharge Date **03/30/2022** Discharge Time **0700**

Inbound Wgt \_\_\_\_\_ Outbound Wgt \_\_\_\_\_

Company/City **Potty Pumpers LLC**

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

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

Estimated Vol (Yd3 or 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 discharge form: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

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 (Septage & Grease or CHT)

Shipboard Domestic (CHT)

Pump-Around

Muni Grit/Grease

Special Discharge

Foreign Biosolids

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.**

**If a quick print or electronic discharge ticket was obtained, bring ticket to plant staff.**

**HRSD** Indirect Discharge Manual Ticket

Discharge Location (circle one) AT BH CE NP WB YR Other

Discharge Date 03/30/2022 Discharge Time 0700

Inbound Wgt 8,757 Outbound Wgt \_\_\_\_\_

Company/City Potty Pumpers LLC

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

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

Estimated Vol (Yd3 or 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 discharge form: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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 (Septage & Grease or CHT)
- Shipboard Domestic (CHT)
- Pump-Around
- Muni Grit/Grease
- 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.

Use information from quick print/electronic discharge ticket, if available.



## Indirect Discharge Manual Ticket

Discharge Location (circle one) AT BH CE NP WB YR Other

Discharge Date 03/30/2022 Discharge Time 0700

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

Company/City Potty Pumpers LLC

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

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

Estimated Vol (Yd3 or 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 discharge form: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**Select Waste Type**

Residential Septage

Food Service Grease Trap

Pump Station Cleaning

Portable Toilets

Mixed (Septage & Grease or CHT)

Shipboard Domestic (CHT)

Pump-Around

Muni Grit/Grease

Special Discharge

Foreign Biosolids

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

Attach all Scale Quick Print Tickets to form

Date \_\_\_\_\_

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



## Filling Out a Manual Ticket

4a. If the scale is not in operation and you cannot obtain a quick print ticket:

Estimate your volume of discharge.

**HRSD** Indirect Discharge Manual Ticket

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

Discharge Date 03/30/2022 Discharge Time 0700

Inbound Wgt \_\_\_\_\_ Outbound Wgt \_\_\_\_\_

Company/City Potty Pumpers LLC

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

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

Estimated Vol (Yd3 or 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 discharge form: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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 (Septage & Grease or CHT)

Shipboard Domestic (CHT)

Pump-Around

Muni Grit/Grease

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.

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

EX:



## Indirect Discharge Manual Ticket

Discharge Location (AT) BH CE NP WB YR Other

Discharge Date 03/30/2022 Discharge Time 0700

Inbound Wgt 8,757 Outbound Wgt 7,000

Company/City Potty Pumpers LLC

Badge No. 32918 Vehicle No. \_\_\_\_\_

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

Estimated Vol (Yd3 or 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 discharge form: \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_

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 (Septage & Grease or CHT)

Shipboard Domestic (CHT)

Pump-Around

Muni Grit/Grease

Special Discharge

Foreign Biosolids

Date \_\_\_\_\_

(Office Use Only)

Data Entered By \_\_\_\_\_



# Filling Out a Manual Ticket

5 – Record badge number from badge.

EX:



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

**HRSD** Indirect Discharge Manual Ticket

Discharge Location AT BH CE NP WB YR Other

Discharge Date 03/30/2022 Discharge Time 0700

Inbound Wgt 8,757 Outbound Wgt 7,000

Company/City Potty Pumpers LLC

Badge No. 32918 Vehicle No. \_\_\_\_\_

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

Estimated Vol (Yd3 or 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 discharge form: \_\_\_\_\_

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 (Septage & Grease or CHT)

Shipboard Domestic (CHT)

Pump-Around

Muni Grit/Grease

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.**

EX:





## Indirect Discharge Manual Ticket

Discharge Location (circle one) AT BH CE NP WB YR Other

Discharge Date 03/30/2022 Discharge Time 0700

Inbound Wgt 8,757 Outbound Wgt 7,000

Company/City Potty Pumpers LLC

Badge No. 32918 Vehicle No. 1

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

Estimated Vol (Yd3 or 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 discharge form: \_\_\_\_\_

\_\_\_\_\_

**Select Waste Type**

Residential Septage

Food Service Grease Trap

Pump Station Cleaning

Portable Toilets

Mixed (Septage & Grease or CHT)

Shipboard Domestic (CHT)

Pump-Around

Muni Grit/Grease

Special Discharge

Foreign Biosolids

\_\_\_\_\_  
Date

\_\_\_\_\_  
(Office Use Only)

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

# Filling Out a Manual Ticket

Leave waste source  
blank

**HRSD** Indirect Discharge Manual Ticket

Discharge Location (circle one)  AT  BH  CE  NP  WB  YR  Other

Discharge Date 03/30/2022 Discharge Time 0700

Inbound Wgt 8,757 Outbound Wgt 7,000

Company/City Potty Pumpers LLC

Badge No. 32918 Vehicle No. 1

Waste Source blank

Estimated Vol (Yd3 or 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 discharge form: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

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 (Septage & Grease or CHT)

Shipboard Domestic (CHT)

Pump-Around

Muni Grit/Grease

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.**

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



## Indirect Discharge Manual Ticket

Discharge Location <small>(circle one)</small>	<b>AT</b>	BH	CE	NP	WB	YR	Other
Discharge Date	03/30/2022	Discharge Time	0700				
Inbound Wgt	8,757	Outbound Wgt	7,000				
Company/City	Potty Pumpers LLC						
Badge No.	32918	Vehicle No.	1				
Waste Source	_____						
Estimated Vol (Yd3 or 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 discharge form: _____							
_____							

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 (Septage & Grease or CHT)
- Shipboard Domestic (CHT)
- Pump-Around
- Muni Grit/Grease
- 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.**

**HRSD** Indirect Discharge Manual Ticket

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

Discharge Date 03/30/2022 Discharge Time 0700

Inbound Wgt 8,757 Outbound Wgt 7,000

Company/City Potty Pumpers LLC

Badge No. 32918 Vehicle No. 1

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

Estimated Vol (Yd3 or 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 discharge form: \_\_\_\_\_

**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 (Septage & Grease or CHT)
- Shipboard Domestic (CHT)
- Pump-Around
- Muni Grit/Grease
- Special Discharge
- Foreign Biosolids

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

Data Entered By \_\_\_\_\_




# 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.



## Indirect Discharge Manual Ticket

Discharge Location (circle one) AT BH CE NP WB YR Other

Discharge Date 03/30/2022 Discharge Time 0700

Inbound Wgt 8,757 Outbound Wgt 7,000

Company/City Potty Pumpers LLC

Badge No. 32918 Vehicle No. 1

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

Estimated Vol (Yd3 or 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 discharge form: Driver selected incorrect waste type.

**Select Waste Type**

Residential Septage

Food Service Grease Trap

Pump Station Cleaning

Portable Toilets

Mixed (Septage & Grease or CHT)

Shipboard Domestic (CHT)

Pump-Around

Muni Grit/Grease

Special Discharge

Foreign Biosolids

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

Attach all Scale Quick Print Tickets to form

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 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.**

**If you obtained a Quick Print ticket, give it to the operator.**



## Indirect Discharge Manual Ticket

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

Discharge Date 03/30/2022 Discharge Time 0700

Inbound Wgt 8,757 Outbound Wgt 7,000

Company/City Potty Pumpers LLC

Badge No. 32918 Vehicle No. 1

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

Estimated Vol (Yd3 or 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 discharge form:  
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 (Septage & Grease or CHT)

Shipboard Domestic (CHT)

Pump-Around

Muni Grit/Grease

Special Discharge

Foreign Biosolids

Date \_\_\_\_\_

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



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## Common Errors on Manual Tickets

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- **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.



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## What to Do If You Make a Mistake

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

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## If You Have an Issue or Question

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

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## P3 Contact Information

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Email Group: *WQ P3 Indirect Inspectors and Admin*

### Inspectors:

Garrett Crain, SSP3 Sup. Specialist: 757-460-7044

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

Angela Kilgore, NSP3 Sup. Specialist: 757-833-1751

James Sabo, NSP3 Manager: 757-833-1750

