Prompts

What each place a load can be weighed asks for — the office weigh forms, the kiosk and the driver's phone — when, in what order, and how to ask differently for particular loads. Setup → Prompts.

> Every change saves as soon as you make it. The Kiosk columns only matter while a kiosk is set up (Setup → Configuration → Kiosk Count), and the Phone columns while the phone app is on (Setup → Configuration → Mobile → Phone App).

One row per field, three places

Each row is one field. It has a pair of columns for each place: the **Office** weigh forms, the **Kiosk** and the **Phone**. A new site starts with every field asked everywhere; **All** and **None** above each group set that whole column at once.

Column	Choices
Office — Shown on	**Weigh In & Out**, **Weigh In**, **Weigh Out** or **Not shown**: which office weigh form has the field. Edit Ticket always shows every field.
Office — Required	The form won't save until it is filled in.
Kiosk / Phone — When prompted	**Neither** (never asked), **Inbound** (asked on the way in, before the first weight) or **Outbound** (asked on the way out — the destination, or the bin loaded from). Carrier and Truck ID are only ever asked inbound and call it **No prompt**.
Kiosk / Phone — Allow Skip	A Skip button on that question, so a driver who doesn't know can leave it blank. Leave it off for anything the ticket must have.

- The phone's columns start as a copy of the kiosk's, and from then on are set separately.
- **Truck ID** lists the trucks of the chosen carrier, so at the kiosk and phone it is only asked while Carrier is; on the office forms it follows Carrier the same way. With **Type Truck ID When Not on File** on (Setup → System), it is asked without Carrier too: with no carrier, or a carrier with no trucks on file, the driver types it.
- **Bin** appears only while Bin Inventory is on (Setup → System). With Bin Entry set to Required, its Skip is switched off.
- **Job** appears only while Use Jobs is on (Setup → System → Jobs). It is asked after Customer and can always be skipped, unless a commodity's required fields ask for it.
- **Custom fields** are set on each field in Setup → Schema: Show at kiosk, Show on phone, and the weigh form it is on.
- A list with a single choice answers itself and moves straight on.

> **Retained Tare** (Setup → System) needs Carrier and Truck ID, because the stored empty weight is kept per carrier and truck. For **all loads**, those two are marked *required* here, and outbound questions have no effect: the weigh-out completes from the stored tare, so there is no second visit to ask them at. For **selected** commodities, customers and carriers, nothing here is locked: a load ticked for it is asked Carrier and Truck ID and can't skip them, even with those prompts off, and every other load follows these settings - so a site that doesn't want Truck ID asked can turn it off. If the commodity or customer is asked after Truck ID, the kiosk comes back to Carrier and Truck ID at the end once it knows the load needs them.

Which entries each place offers

Each list on Database → Tables — commodities, customers, carriers, trucks, locations, destinations, bins, and the choices of a custom field — has **Use At Office**, **Use At Kiosk** and **Use On Phone** ticks beside **Active**. An entry is offered only where it is ticked:

- Potatoes ticked for the kiosk but not the phone: drivers can pick it at the scale, not from their phone.
- A customer ticked for the office only: the kiosk and phone never offer it; the office still can.
- An inactive entry is offered nowhere. A ticket that already has an entry keeps it on the office forms, shown as *(not offered)*.

Custom fields at the kiosk and phone

A custom field is asked at the kiosk when **Show at kiosk** is ticked on it in Setup → Schema (on the phone, **Show on phone**), or when the load's commodity asks for it (Database → Tables → Commodities → Fields, whose Kiosk and Phone ticks say where). It then appears in the order list below, and rules can name it, like any standard question.

- Numbers are keyed on a keypad. Free text is typed on an on-screen keyboard; a keyboard plugged into the kiosk works too.
- A field a commodity asks for is asked only for that commodity, and one it requires has no Skip — whatever the table or a Skip rule says. One due at **Weigh Out** is asked on the way out, and only if the ticket doesn't already have it.
- Formula fields are worked out, never asked.
- A **sub field** (one whose choices depend on another answer) is always asked straight after the field it depends on. In the order list it shows as *follows above* and moves with its parent. If the parent was skipped, so is the sub field — it can't be picked without one.

The kiosk confirmation screen

After the last question the driver sees what the load will be before it is weighed: the scale's **Weight** first, live, so it changes if the truck moves (and says MOTION), then each answer given. A weigh-out also shows what the truck weighed in at. Questions that were skipped or not asked are left off. Enter confirms and weighs; Esc cancels.

Ask In This Order

The order the kiosk and the phone ask their questions in. Drag a question by the handle at its left, or use the up and down arrows beside it. Every question is listed, including ones switched off: they keep their place for when a rule turns them on. (The order of fields on the office forms is set with **Arrange Fields** on the forms themselves.)

- Ask for something before anything that depends on it. A rule that reads the commodity can only act on questions asked after the commodity.
- Keep Truck ID after Carrier: it lists the trucks of the carrier the driver picked.

Ask Differently For…

Rules change what a particular load is asked, depending on its **commodity**, **carrier** or **customer**. Each rule names one question and either **Asks** it — even though the table above has it off — or **Skips** it. Its **Office**, **Kiosk** and **Phone** ticks say where it applies; a new rule applies everywhere.

Rule	Does
Carrier = Smith Hauling → Skip Truck ID	Smith's trucks carry no numbers, so their drivers aren't asked for one.

Rule	Does
Commodity = Corn → Ask Bin	Bin is off in the table, but corn goes into storage, so corn loads are asked which bin.
Customer = County Roads → Ask Destination	Only this customer's loads need a job site.
Commodity = Hops → Ask Bale Count	A custom field only hops loads need.

Making a rule: add a row to the grid, give it a name, fill in any of Commodity, Carrier and Customer, then pick the question, Ask or Skip, and where it applies. **Active** switches a rule off without deleting it; **Order** only sorts the grid.

How rules combine

- A condition left blank matches anything. Fill in two and both must match. A rule with none filled in applies to every load.
- A rule acts once the answer it reads has been given. Put the question it reads earlier in the order than the question it changes.
- Every matching rule is read, and **asking wins**: if one rule says ask and another says skip, the driver is asked. A broad Skip can never take a question away that another rule needs.
- A card (an ID, on a site without RFID readers) that already carries an answer fills it in, and that question isn't asked.

On the office weigh forms

- A Skip greys the field out as *(not needed)* and it stops being required; it keeps any value and still saves.
- A field that is only there because of an Ask rule — Bale Count, set to Not shown, asked for Hops — appears on the form greyed out, and comes alive when the load matches (pick Hops and it is needed).
- A field the load's commodity requires is never skipped.

> With Retained Tare for all loads, a load a rule skips **Truck ID** for cannot use a retained tare, because the stored weight is found by carrier and truck. That load weighs out on the scale as normal. With Retained Tare for selected loads, a load ticked for it is always asked Truck ID, whatever the rules say.

Worth knowing

- Keep the kiosk and phone short. Every question is time a truck sits on the scale; ask drivers only what the office can't fill in later.
- Try a change by walking a test load through a kiosk or phone before a busy day. Kiosk → Simulated Kiosk opens one in the office.
- A driver stuck on a question can press **Help** on the kiosk (Help Button on the Kiosk, Setup → Configuration → Kiosk). The office is alerted and can answer from Live Kiosks with Take Control.
- For whether a ticket prints at the kiosk, see Setup → Printing; custom fields are made in Setup → Schema.