Printing

Where tickets print, which ones print by themselves, and how they look. Setup → Printing.

> Everything on this tab is about tickets that print **by themselves** when a truck is weighed. A ticket someone asks for — Print on Completed Trucks, or Reprint at the kiosk — always prints. The phone app never prints: the driver saves the ticket as a PDF (**Save Ticket as PDF**). Every change saves as soon as you make it.

Remote Printing: where tickets go

Choice	What happens
No Remote Printing	Tickets print from the browser: the ticket opens on screen and prints to that computer's printer.
Scale Prints Ticket	The ticket is handed to the scale's reader service, which prints it on the printer at the scale.
Remote Printer (Pi)	Tickets go to a print service (on a Raspberry Pi or a PC) that owns the printer. The **Printers** button appears beside this setting.

Which printer? A ticket goes to the Inbound or Outbound Printer set for the scale it was weighed on (the Scales page: Setup → Configuration → Scales, or Equipment → Scales to view). A scale left on Default uses the site's default **Inbound Printer** and **Outbound Printer** on the **Printers** page. A kiosk prints on the printer set for it on the Kiosks page, or on the kiosk screen through the browser.

With the scale or a print service printing, a message on screen confirms each ticket once it has printed.

The **Printers** page lists the print services that are connected and their printers, sets those two defaults, and has a **Test Print** for each printer. If it says no print services are connected, the service on the printer's computer isn't running or can't reach the site.

Automatic Printing

Setting	What it does
Print Inbound Tickets at the Kiosk	The kiosk prints the open ticket after a weigh-in. Turn off if drivers don't need paper until the load is complete.
Print Outbound Tickets at the Kiosk	The kiosk prints the completed ticket after a weigh-out.
Inbound Ticket for Card Weigh-Ins	**Don't print for RFID scans**: a card held to a kiosk's reader gets no inbound ticket, since the card is the driver's claim on the load; a card number keyed in still prints. **Don't print for any card**: no card weigh-in prints one. **Print**: every one does. The completed ticket prints either way. Without RFID readers this reads *ID Weigh-Ins*, and the RFID choice is not offered.
When No Print Rule Matches	What happens to a ticket none of the print rules below match: **Print** or **Don't print**. The rules are the exceptions to this.

Ticket Text

Setting	What it does
Bold Ticket Text	Prints every line of the ticket bold, and the net weight larger. Thermal receipt printers print ordinary text thin and grey; this makes it readable. It also applies to layouts changed on the Report Designer tab.

What the ticket says and where — headings, fields, a logo, custom fields — is set on the **Report Designer** tab, which has its own help sheet.

Print Rules

A rule prints or skips a ticket by what is on it. **Add Rule** opens a form; each add, change or delete saves straight away. Each rule has:

Part	Meaning
Name	What the rule is called in the grid.
At	**Kiosk or office**, **Kiosk**, or **Office** (the weigh forms).
Ticket	**Either**, **Inbound** (the ticket is still open after this weighment) or **Outbound** (the completed ticket).
When the ticket has	Any of Customer, Carrier, Truck ID, Commodity, Location, Destination, and one **Custom Field** with the **Custom Field Value** it must hold. Leave one blank to match anything; the **When** column sums them up, or reads *Every ticket*.
Then	**Print** prints the ticket; **Don't print** keeps it from printing.
Ticket Count	On a rule that prints: how many copies, 1 to 5. Leave it blank to use the commodity's **Ticket Copies** (Database → Tables → Commodities), which is also what prints when no rule matches. The rule's count wins over the commodity's. A reprint is always one copy.
Order, Active	Rules are checked lowest Order first. Untick Active to switch a rule off without deleting it.

Examples

Rule	Does
Customer = County Roads, Outbound → Print	County Roads always gets a completed ticket, even with When No Print Rule Matches set to Don't print.
At Kiosk, Inbound, Commodity = Scrap → Don't print	Scrap loads get no inbound ticket at the kiosk.
Carrier = In-House, Either → Don't print	Your own trucks never print.
Customer = County Roads, Outbound → Print, Ticket Count 3	Three copies of every completed County Roads ticket: driver, office and yard.

How a ticket is decided

After each weighment these are checked in order, and the first **don't print** ends it:

1. At a kiosk: **Print Inbound / Outbound Tickets at the Kiosk**.
2. For a weigh-in started from a card: **Inbound Ticket for Card Weigh-Ins**.
3. The print rules, lowest Order first. The **first rule that matches** decides, print or not, and the rest are not read.
4. No rule matched: **When No Print Rule Matches**.

> Because the first match wins, put narrow rules (one customer, one truck) above broad ones (everything at the kiosk). A rule can't make a kiosk print when that kiosk's switch above is off — the switch is checked first.

Axle weights

A truck weighed an axle at a time (Scales page → Axles / Stop Light) has its weights on a receipt of their own, the same 3" size as a ticket. It prints only when someone asks: **Print** on the kiosk goes to that kiosk's printer (or through the browser, like its tickets), **View / Print** on the office alert opens it to print, and the phone saves it as a PDF. Print rules and the automatic-print switches don't apply to it.