

Dispatch 3.2 Help



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1 Getting Started

Thank you for choosing **Dispatch 3.2!**

Dispatch 3.2 is used to manage the weighing process, track inventory, and generate reports. Dispatch is designed to work with a range of weighing equipment, including truck scales, rail scales, and other industrial scales.

Dispatch 3.2 is known for its ease of use, reliability, and accuracy. It will help your business streamline their weighing process, reduce errors, and improve efficiency. Dispatch provides valuable data for tracking inventory, generating reports, and integration into overall business operations.

Features of Dispatch 3.2 include ticket and report designers, real-time weight data display, ticket printing, ticket Emailing, electronic signature capture, IP and Web camera capture, and integration with accounting and inventory management software.

Dispatch 3.2 is the ideal solution for Aggregate, Sand and Gravel, Asphalt, Road Building, Recycling, Waste Management and Forestry operations.

- Navigating the Home view
- System requirements
- Connecting your scale to your computer
- Printing
- Registration
- Supported database servers
- What's new for Dispatch 1.5 users?
- Contacting us for help

The latest version of this documentation can be viewed online.

If you require any assistance using this product, please contact us.

Download the latest update

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Web: www.canscale.com

e-mail: support@canscale.com



1.1 System requirements

Dispatch 3.2 is a Windows® application that must be installed and run on a computer running one of Microsoft's Windows operating systems.

In a nutshell, Dispatch will run on any PC that is suitable for the version of Windows you will be using.

You can also run Dispatch in a Windows Virtual Machine on a Apple Mac.

Operating system

Dispatch has been tested with the following 64-bit versions of Windows:

- Windows 7
- Windows 8 and 8.1
- Windows 10
- Windows 11

Hardware

If you'd like to use an older PC, here are some basic specifications:

- An Intel or AMD (x86 or x86-64) based personal computer with a CPU, RAM and graphics card suitable for the version of Windows you intend to use.
- 200 MB of available hard-disk space for Dispatch
- A Windows compatible printer
- One serial port
- A display capable of a resolution of 1920 x 1080 or higher is **very, very highly** recommended. The minimum usable resolution is 1366x768.

We highly recommend that your PC has **at least 8GB of RAM**. When you are running any version of Windows and your PC has less than 8GB, it is going to struggle.

%PRODUCTNAMEONLY%> will run significantly faster with an SSD than it will using a traditional spinning hard disk drive.

Anything less than a display with 1920 x 1080 display resolution will impede your ability to make the best use of the not insignificant investment you have made in Dispatch 3.2.

Printing

Dispatch can use any Windows printer (including PDF and XPS writers) for printing tickets and reports. However, if you are printing multi-part forms, we recommend and support the Okidata Microline 320 Turbo (ML320) dot-matrix printer for ticket printing.

Signature capture

If you are using a laser or ink jet printer for ticket printing, Dispatch supports Wacom STU-540 signature pad for capturing driver signatures electronically. Dispatch can print as many copies as you require and the captured signature is reproduced on each one.

Related topics

Printers

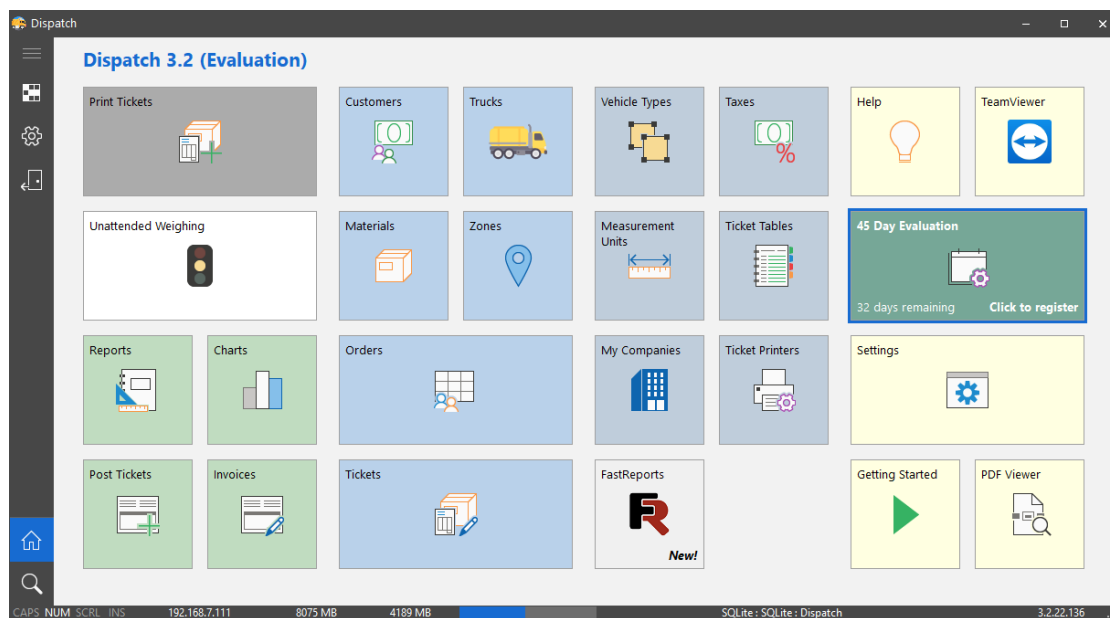
Windows information

1.2 Navigating the Home view

When Dispatch 3.2 starts you will see the Home view.

Day-to-day operations you perform with Dispatch can be accessed by selecting one of the tiles from the the Tile Control on the Home view.

Click on the Tiles in the image below for more information on what each Tile represents.



The Tile Control is the navigation control, inspired by Microsoft Design Language (aka modern UI, Metro) which was formally unveiled with Windows Phone 7 and was prevalent in Windows 8. The Tile Control's primary building blocks are Tiles - informative boxes that due to their size and geometry are capable of presenting more information than simple buttons and more suitable to be used with touch-enabled devices.

1.3 Connecting your scale to your computer

If you want to acquire a scale weight directly from your scale (your Truck Scale for example), your scale must be connected to a digital weight indicator and the digital weight indicator must be connected to your computer.

Connecting the digital weight indicator to a serial port on your computer is the most common way to connect your scale to your computer.

Other connection methods include a using a direct Ethernet connection from your digital weight indicator to a router or network switch or using an Ethernet serial port server .

Of course once your scale is connected to your computer you will need software to read the data from the digital weight indicator.

Configuring the digital weight indicator

Your digital weight indicator will look something like this:



M2000

Your indicator must be capable and configured to send weight data continuously (stream mode) or on request (demand mode).

Stream mode is the preferred mode and easiest to debug.

While your indicator may be capable of stream or demand mode, that doesn't mean that either of those modes have been enabled. You may need to have a service technician configure your indicator to enable it to send data in stream or demand mode.

Your indicator **should not** be configured so that the scale operator has to manually cause the indicator to send data (e.g. by pressing the Print key on the indicator front panel).

If you are connecting a bench scale or a laboratory balance the digital weight indicator and scale are usually a self-contained unit.

Serial port connection

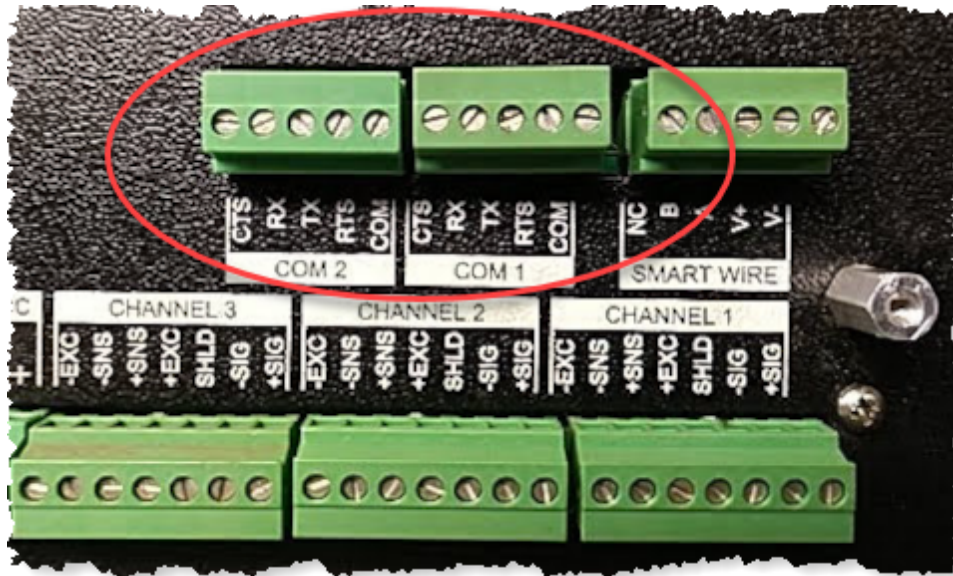
The RS232 serial port remains the most common way to connect your digital weight indicator to your computer.

1. The digital weight indicator must have an RS232 serial port that is compatible with the PC you are using. If it does not:
 - Make any necessary modifications required to add a serial port to your existing digital weight indicator.
 - Replace your digital weight indicator with one that has an RS232 serial port.

2. The interface cable that connects the indicator to the computer is normally custom made and installed by your scale supplier or the service technician that maintains your scale.

If your scale indicator has never been connected to a PC, contact the service provider that maintains your scale and ask them to have an interface cable made and installed.

More often than not, the end that connects to the digital weight indicator is hardwired to a terminal block within the digital weight indicator. In the example below, the digital weight indicator has 2 serial ports labeled COM1 and COM2.



The end of the cable that connects to the computer should have a 9-position socket connector.



9-position socket connector

Using the example and assuming the digital weight indicator transmitting data continuously, the terminal marked TX would be connected to pin 2 on the 9-position connector and the terminal labeled COM would be connected to pin 5.

If the indicator can only transmit data on request, the terminal labeled RX needs to be connected to pin 3.

3. Last but not least, your PC will need RS232 serial port. The typical PC serial port is a 9-position pin connector socket connector.



9-position pin
connector

If you purchase an off the shelf desktop, laptop or notebook computer, there is very little chance that it will have a serial port that is accessible. You will need to purchase a USB-Serial adapter or serial port server.

The simplest choice is a USB-Serial adapter. Startech has an exceptional selection of USB-Serial adapters and we recommend the ICUSB232PRO adapter.



USB-Serial Adapter

Another alternative is a Ethernet-based serial port server. If the digital weight indicator is located more than 15 feet from the computer, the serial port server is a great choice. If you need to connect any more than 2 scales to your computer a serial port server is also an excellent choice.



Ethernet Serial Server

If you are having a PC custom built for you, ask the builder to install a serial port.

If you are unsure about any of the items listed above, contact us.

Connect using Ethernet

It is becoming more common digital weight indicators and electronic bench/platform/lab scales to support Ethernet.

If you are using Ethernet (either TCP or UDP), we will assume the indicator has an RJ45 connector and you can use generic off the shelf CAT5 or CAT6 cabling. Select the cable that is appropriate for your network hardware, connect one end to the indicator and one end to the switch or router and you're done.

If you must connect the indicator directly to your computer you may need a crossover cable or crossover adapter.

IP address and port number configuration

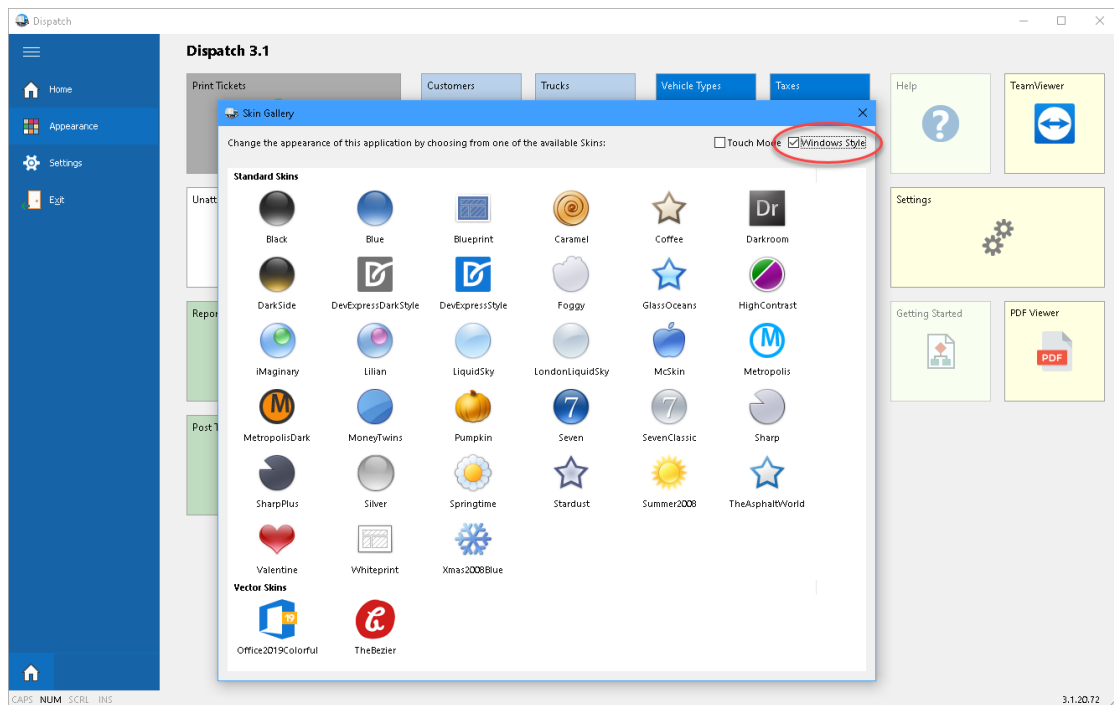
The critical part of the Ethernet configuration is assigning the indicator an IP address and port number. Then you need to make sure the indicator is on the same IP network as the PC and that the port number is available or your software will be unable to make a connection to the indicator.

You should always assign a static IP address to the indicator making sure it's valid for the network your PC is connected to and that it's not in the range that may be used by your networks DHCP server. Don't allow the indicator to be assigned an IP address by DHCP.

1.4 What's new for Dispatch 1.5 users?

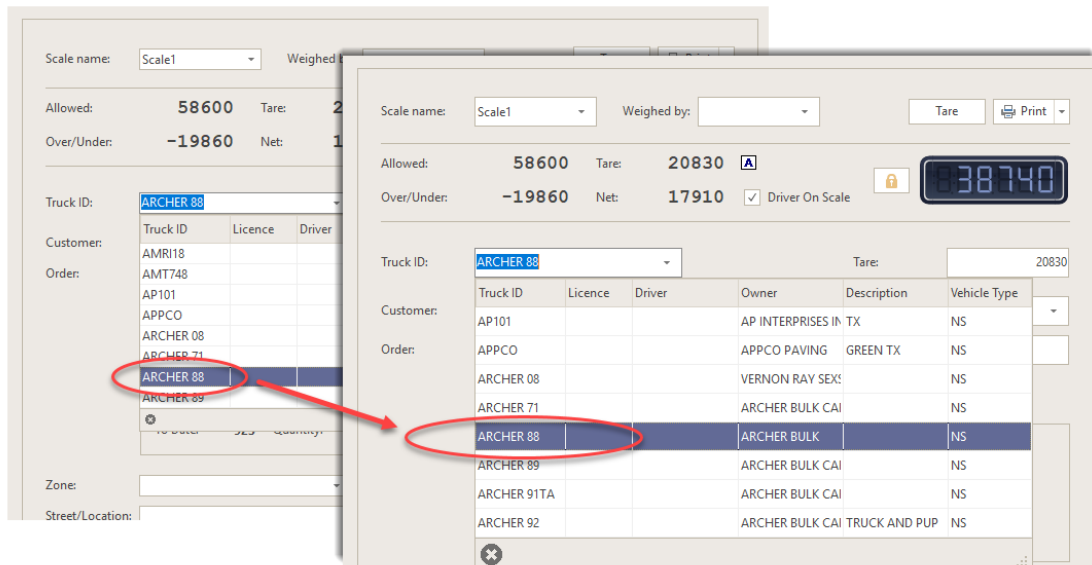
Customize the Look and Feel with Skins!

Use the Windows native look and feel or spice things up with one of the 30+ skins that are included.



Touch Mode support

Touch mode makes it easier to use Dispatch with tablets and touch screens. Controls like text input, list items and grid cells are automatically resized and easier to use with touch enabled devices.



Zoom support

Zoom in and out to make Dispatch easier to use on large displays or in low light conditions.

Ticket Tables

General | Ticket Format | Printing

Table name: shipment_ticket

Description: Shipment

Label: Ticket #

Prefix:

Separator:

Next ticket number: 2122838

Preview

i This is how Next ticket number will appear w

Ticket # 2122838

Ticket Tables

General | Ticket Format | Printing

Table name: shipment_ticket

Description: Shipment

Label: Ticket #

Prefix:

Separator:

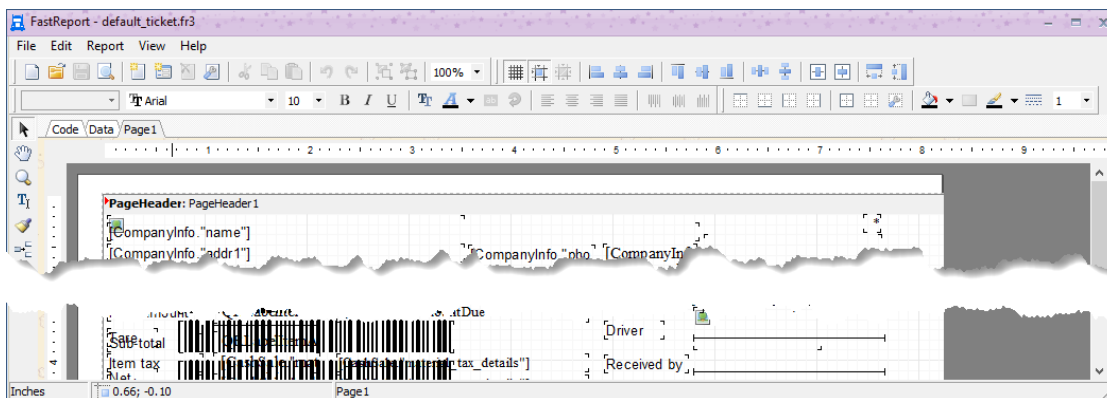
Next ticket number: 2122838

Preview

i This is how Next ticket number will appe

Design your own ticket

This often requested feature is now ready to go. Dispatch now includes a Ticket Designer. Make a small customization to the default ticket or completely redesign the ticket format!

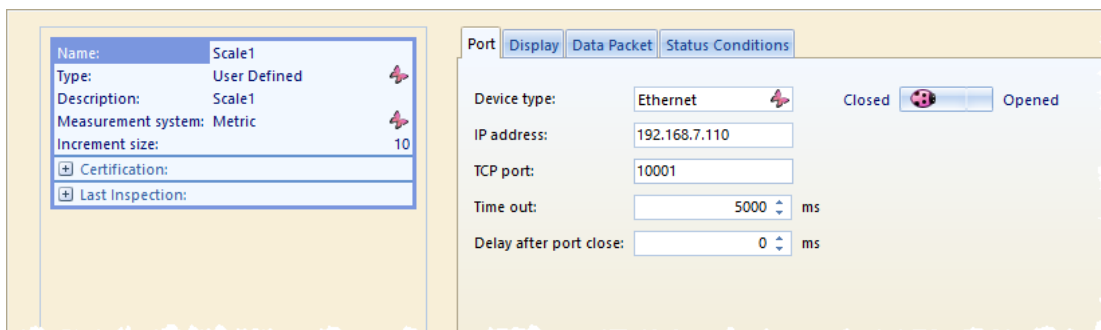


Print multiple copies on a single page

Use a laser or ink jet printer to print multiple copies of a ticket on a single sheet of paper.

Ethernet communication support

We've added support for Ethernet enabled digital weight indicators.

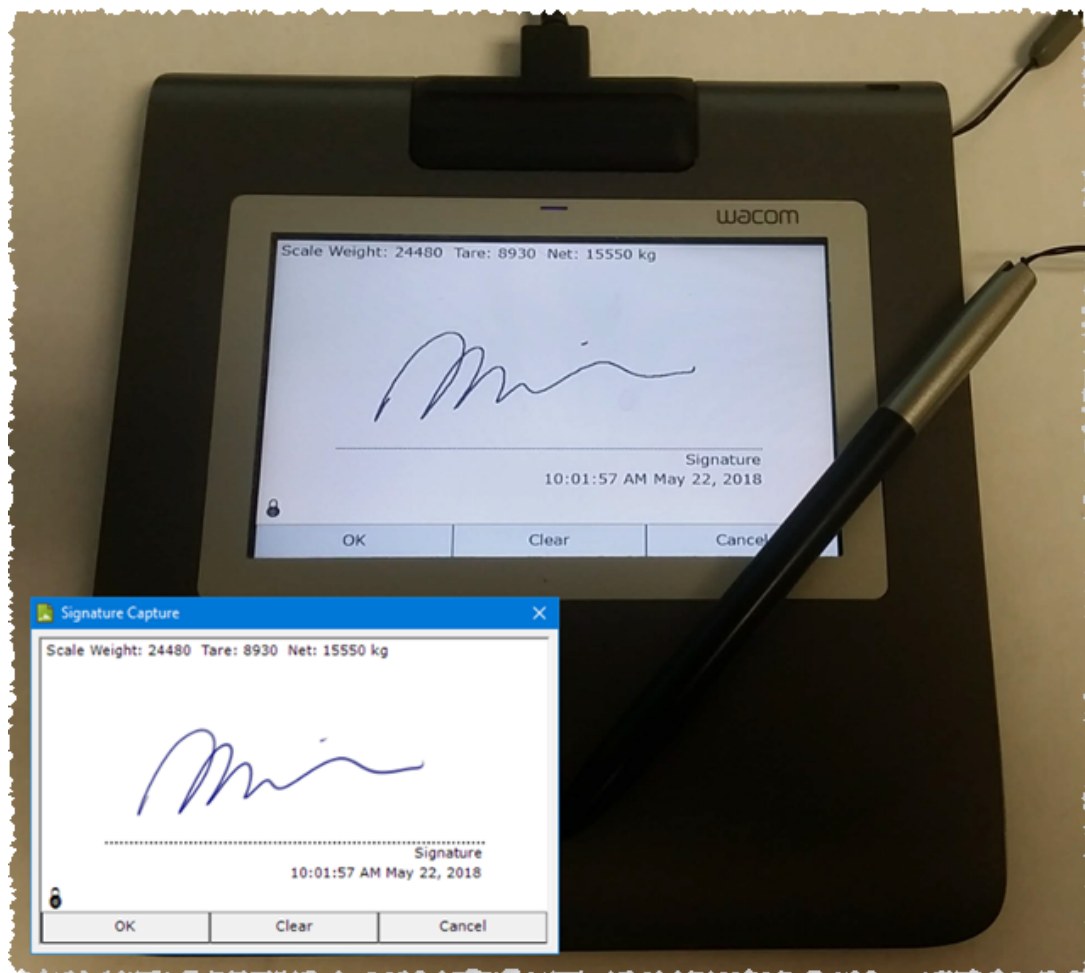


Electronic signature capture


Dispatch supports the Wacom STU-540 signature pad for capturing driver signatures electronically. When the signature pad is available you can configure the system to require a signature prior to printing a ticket.

Signature capture provides a secure method of ensuring that drivers sign for the load they are delivering. The electronically captured signature image is stored and can be printed directly on the drivers receipt.

When using laser or ink jet printers, electronic signature capture eliminates the requirement of the driver having to sign multiple copies of a ticket.



The captured signature is stored with the ticket and can be reproduced on multiple copies of a printed ticket.

Today	1 loads	15.55 tonnes
Total	4 loads	62.05 tonnes
Driver		

Support for Topaz signature capture will be added as required. Unlike Wacom, Topaz has been not been co-operative about supplying sample product for testing.

QuickBooks support

This another feature that has been requested often — Import tickets directly into QuickBooks for Invoicing!

Purchase Receive Enter Bills Manage

Create Invoices

Previous Next Print Send Find Spelling History Letters Customize

Customer: Job Class Template Print Preview

Invoice

Invoice To

Ticket #	Item	Description
2009	0310-CONSAND	Concrete Sand (ASTM C33 Spec)
2010	0311-FLTSAND	Filter Sand
2011	0311-FLTSAND	Filter Sand
2012	0311-FLTSAND	Filter Sand
EF	Environmental Fee	Environmental Fee
PML	Prov. Material Levy	Prov. Material Levy

Customer Message

☒ To be printed
☐ To be e-mailed

[Learn about our payment processing solutions.](#)

Invoice

Donnyweir Aggregates
ON

Date	Invoice #
02/08/2018	100008

Invoice To

Ship To

S.O. No.	P.O. No.	Terms	Project	Ticket #
		Net 30		

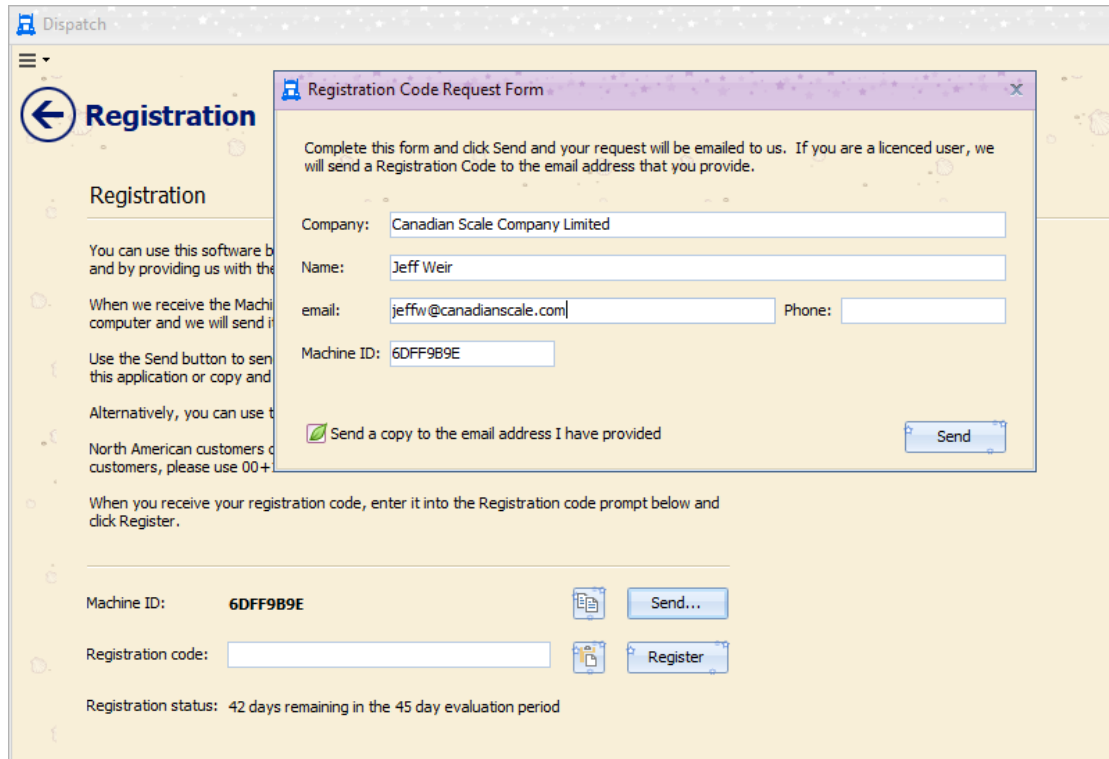
Ticket #	Item	Description	Invoiced	U/M	Rate	Amount
2009	0310-CONSA...	Concrete Sand (ASTM C33 Spec)	15.5		13.50	209.25
2010	0311-FLTSA...	Filter Sand	15.5		19.25	298.37
2011	0311-FLTSA...	Filter Sand	15.5		19.25	298.38
2012	0311-FLTSA...	Filter Sand	15.5		19.25	298.38
EF	Environmental...	Environmental Fee	46.5		1.20	55.80
PML	Prov. Material...	Prov. Material Levy	46.5		0.20	9.30
		HST (ON) on sales			13.00%	152.03

Total						\$1,321.51
Payments/Credits						\$0.00
Balance Due						\$1,321.51

GST/HST No.

Simplified registration process

You can use Dispatch to send us your machine ID and we will send you a registration code that you can copy and paste or input manually. No more fiddling with licence files and email attachments.



The screenshot shows the Dispatch software interface. On the left, a sidebar titled "Registration" contains instructions: "You can use this software by clicking the Send button below and by providing us with the Machine ID.", "When we receive the Machine ID from your computer, we will send you a Registration Code.", "Use the Send button to send this application or copy and paste the code into the Register button.", "Alternatively, you can use the Registration Code Request Form.", "North American customers only: please use 00+ for the Machine ID.", and "When you receive your registration code, enter it into the Registration code prompt below and click Register." Below these instructions, the "Machine ID" is displayed as "6DFF9B9E" with a "Send..." button. A "Registration code:" field is empty, with a "Register" button next to it. At the bottom, the "Registration status" is "42 days remaining in the 45 day evaluation period".

Registration Code Request Form

Complete this form and click Send and your request will be emailed to us. If you are a licenced user, we will send a Registration Code to the email address that you provide.

Company: Canadian Scale Company Limited

Name: Jeff Weir

email: jeffw@canadianscale.com Phone:

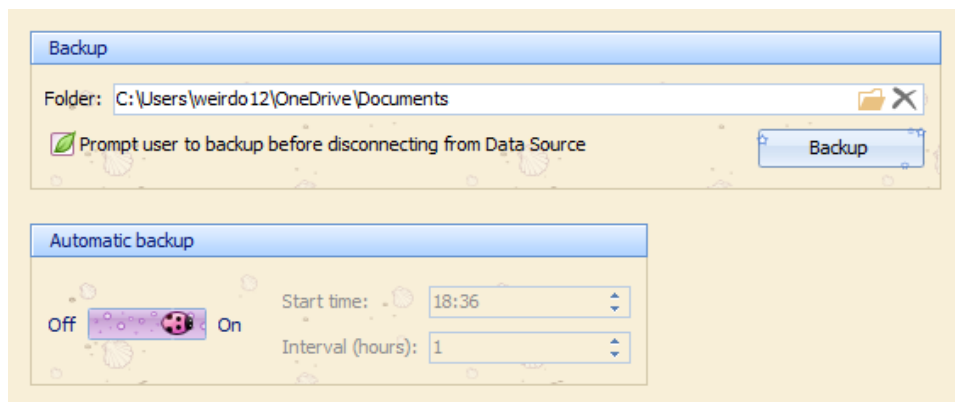
Machine ID: 6DFF9B9E

☒ Send a copy to the email address I have provided

Send

Automatic database backup

Schedule automatic database backups. Back up to your local computer, a computer or server on your local network, or use services like Microsoft OneDrive, Google Drive and Dropbox to make off site backups on a schedule that you define.



The screenshot shows two windows. The top window, titled "Backup", has a "Folder:" field set to "C:\Users\weirdo12\OneDrive\Documents" and a "Backup" button. Below it is a checkbox "Prompt user to backup before disconnecting from Data Source" which is checked. The bottom window, titled "Automatic backup", has a toggle switch set to "On" (indicated by a red circle with a white dot). To the right of the toggle are two dropdown menus: "Start time:" set to "18:36" and "Interval (hours):" set to "1".

1.5 Contacting us for help

If you are located in North America, you can use 1-800-461-0634 and ask for help with Dispatch 3.2.

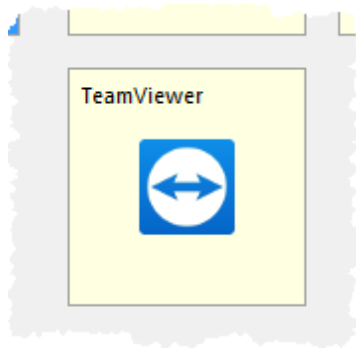
Outside of North America, you will need to use the appropriate country code and 4162591111. We are located in Canada.

If you prefer email, contact us at the following address: support@canscale.com.

Having trouble getting your digital weight indicator connected and communicating with your PC and Dispatch? Don't make the task any more difficult than it needs to be — call us! We provide telephone support for all users. Feel free to call us anytime.

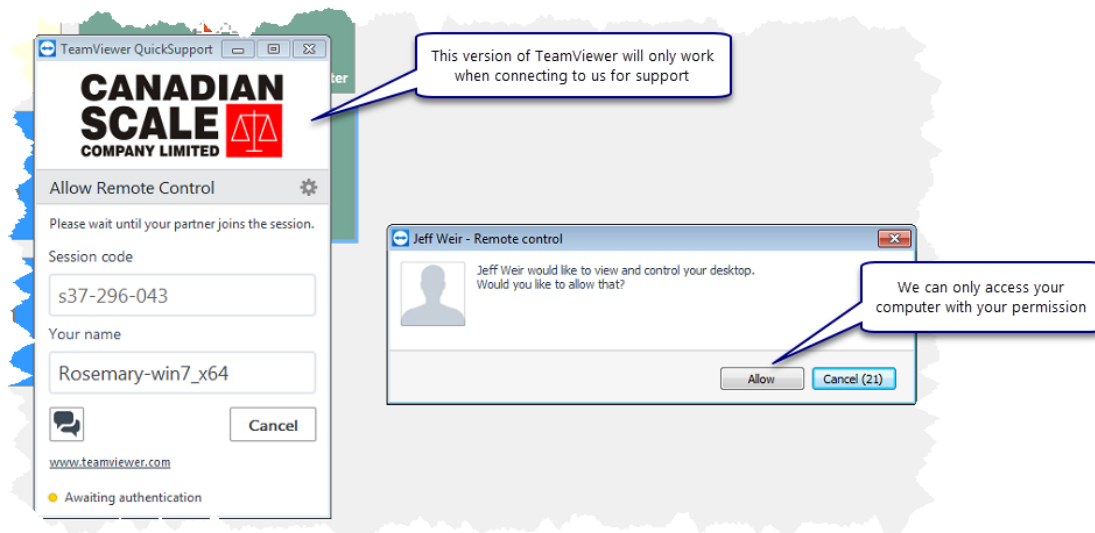
Remote desktop access and support via TeamViewer

A licenced copy of TeamViewer QuickSupport is included with every installation. QuickSupport is available without having to go through an additional installation process. To start TeamViewer, simply click the TeamViewer tile on the Home view.



When our branded version of TeamViewer QuickSupport starts we will be notified.

Once you have requested us to connect to your computer, we can start your remote support session with a single mouse click.



Contact information

Canadian Scale Company Limited
305 Horner Ave.
Toronto, Ontario M8W 1Z4
CANADA

Toll-free: 1-800-461-0634 (North America)

Phone: 416-259-1111
Fax: 416-259-1959

Web: www.canscale.com

e-mail: support@canscale.com

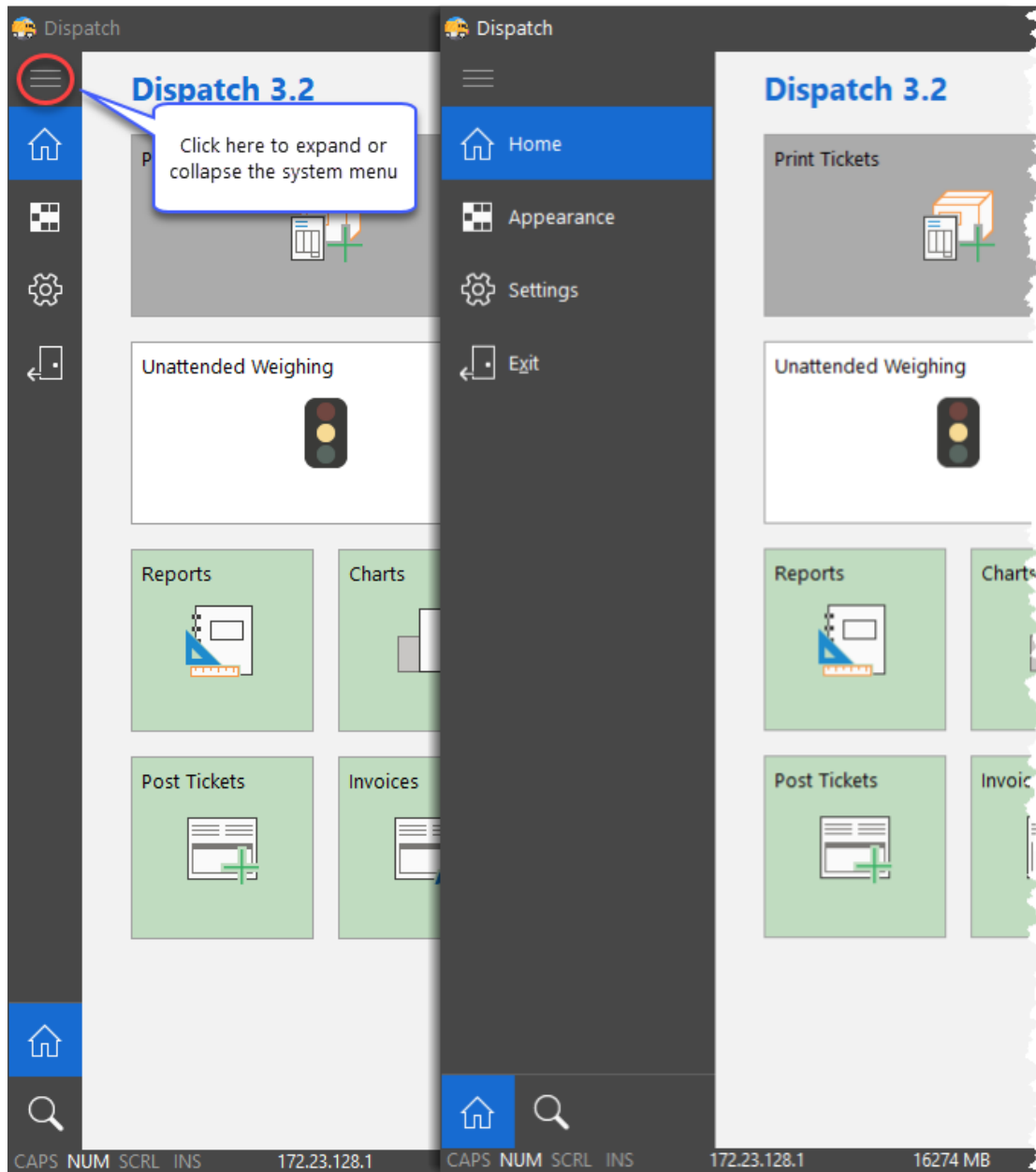


1.6 User interface basics

1.6.1 The system menu

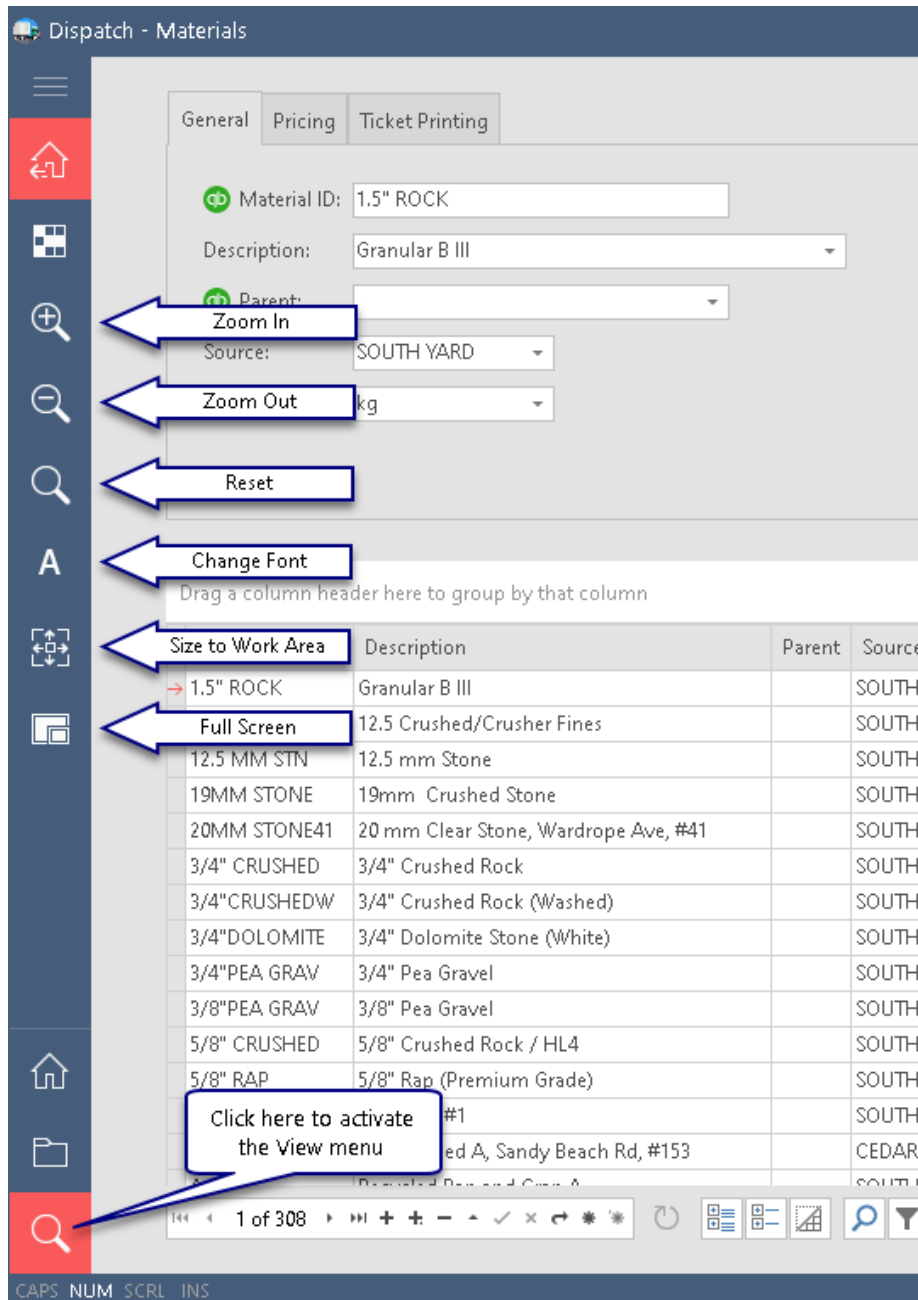
The system menu is located along the left edge of application window. It is always visible and it's contents change according to the current view.

The system menu can be expanded and collapsed using the top most item - the three horizontal lines also known as the hamburger.



1.6.2 The View menu

Click the View item to make the View options visible.

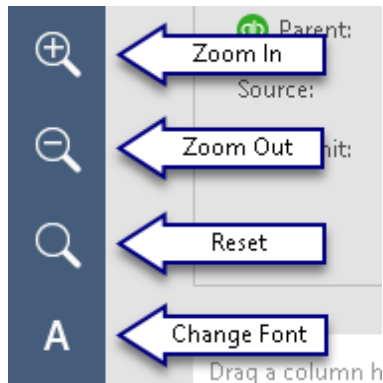


1.6.2.1 Zoom support

Zoom support makes Dispatch easier to use on large displays, high-resolution displays or in low light conditions.

To Zoom In, click Zoom In. To Zoom Out, click Zoom Out. Like most web browsers, you can use the keyboard to Zoom In and Out. Press Ctrl and + (Zoom In) or Ctrl and - (Zoom Out).

To reset the Font and return the zoom level to 100%, click Reset. Pressing Ctrl and / also returns the zoom level to 100%.



Example

Dispatch - Materials

General Pricing Ticket Printing

Material ID: 1.5\" ROCK

Description: Granular B III

Parent:

Source: SOUTH YARD

Ticket unit: kg

Drag a column header here to group by that column

* Material ID	Description
1.5\" ROCK	Granular B III
12.5 MIXED	12.5 Crushed/Crusher Fines
12.5 MM STN	12.5 mm Stone
19MM STONE	19mm Crushed Stone
20MM STONE41	20 mm Clear Stone, Wardrope Ave, #4
3/4\" CRUSHED	3/4\" Crushed Rock
3/4\"CRUSHEDW	3/4\" Crushed Rock (Washed)
3/4\"DOLOMITE	3/4\" Dolomite Stone (White)
3/4\"PEA GRAV	3/4\" Pea Gravel
3/8\"PEA GRAV	3/8\" Pea Gravel
5/8\" CRUSHED	5/8\" Crushed Rock / HL4
5/8\" RAP	5/8\" Rap (Premium Grade)
5/8\" RAP #1	5/8\" Rap #1
5/8CRU A 153	5/8 Crushed A, Sandy Beach Rd, #153

1 of 308

Dispatch - Materials

General Pricing Ticket Printing

Material ID: 1.5\" ROCK

Description: Granular B III

Parent:

Source: SOUTH YAR

Ticket unit: kg

Drag a column header here to group by that column

* Material...	Description	Pa...	Sou
1.5\" ROCK	Granular B III		SOU
12.5 MIXED	12.5 Crushed/Crusher Fines		SOU
12.5 MM ST	12.5 mm Stone		SOU
19MM STO	19mm Crushed Stone		SOU
20MM STO	20 mm Clear Stone, Wardrop		SOU

1 of 308

1.6.2.2 Size to Work Area

Selecting Size to Work Area adjusts Dispatch fill the entire work area of the current display device.

1.6.2.3 Full screen mode

Full screen mode removes the window border and the system menu and then expands Dispatch to fill the entire display including overlapping the Windows task bar.

You can toggle full screen mode on and off using the F11 key.

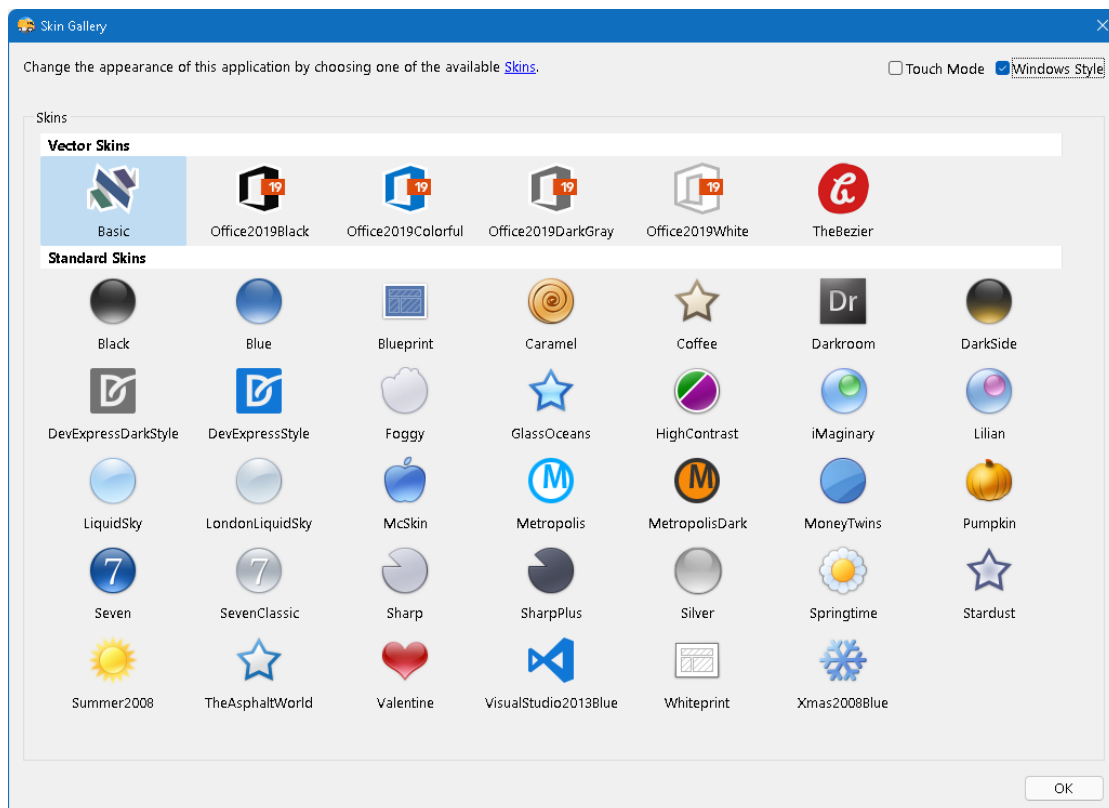
You cannot close Dispatch while in Full Screen mode. Using Alt+F4 is not a workaround.

1.6.3 Skin support

Add a little variety to your desktop by customizing Dispatch with one of 30+ user-interface Skins. To select a Skin, click Appearance on the system menu. Next, choose one of the Standard or Vector skins from the Skin Gallery. When you choose a Skin, the appearance of the application is updated.

To remove a skinning effect, click on the Windows Style check box.

Skin Gallery



1.6.3.1 Standard skins

Standard skins allow you to change the look and feel of the application by using unique images to replace parts of user interface controls in unique and fun ways. For example, the Valentine skin replaces drop-down arrows with hearts!

Celebrate an important occasion or welcome in a new the season with unique skins like Valentine, Springtime and Pumpkin.

Dispatch

Materials

General Pricing Ticket Printing

Material ID: Item Name/Number

Description:

Parent: Subitem of

Source:

Ticket unit:

Drag a column header here to group by that column

Material ID	Description	Parent	Source	Ticket Unit	Sell Rate	Sell Fee	Sell Unit	Sell Account	Cost Rate
Crushed Miscellaneous Base	Crushed Miscellaneous Base		1	tons	5.5000		5.00 tonnes		5.5
Crusher Run	Crusher Run	Granular:	1	kg	1.0000		2.00 tonnes		3.0
Filter Media Sand	Filter Media Sand	Sand:	1	kg	0.0000		0.00 tonnes		0.0
Fine Aggregate - Unwashed	Fine Aggregate - Unwashed		1	kg	10.0000		20.00 tonnes		30.0
Fine Aggregate - Washed	Fine Aggregate - Washed	Granular:	1	kg	0.0000		0.00 tonnes		0.0
Gabion Stone	Gabion Stone	Limestone:	1	kg	20.0000		0.00 tonnes		15.0
Golf Course Bunker Sand	Golf Course Bunker Sand	Sand:	1	kg	0.0000		0.00 tonnes		0.0
Granite	Granite	Granite:	1	kg	0.0000		0.00 tonnes		0.0
Granular 'B'	Granular 'B'	Granular:	1	kg	0.0000		0.00 tonnes		0.0
Granular 'B' - Washed	Granular 'B' - Washed	Granular:	1	kg	0.0000		0.00 tonnes		0.0
Granular 'B' Type 1	Granular 'B' Type 1	Granular:	1	kg	0.0000		0.00 tonnes		0.0

1 of 16 Grid mode

NUM SCRL INS 3.0.18.299

Dispatch

Materials

General Pricing Ticket Printing

Material ID: Item Name/Number

Description:

Parent: Subitem of

Source:

Ticket unit:

Drag a column header here to group by that column

Material ID	Description	Parent	Source	Ticket Unit	Sell Rate	Sell Fee	Sell Unit	Sell Account	Cost Rate
Crushed Miscellaneous Base	Crushed Miscellaneous Base		1	tons	5.5000		5.00 tonnes		5.5
Crusher Run	Crusher Run	Granular:	1	kg	1.0000		2.00 tonnes		3.0
Filter Media Sand	Filter Media Sand	Sand:	1	kg	0.0000		0.00 tonnes		0.0
Fine Aggregate - Unwashed	Fine Aggregate - Unwashed		1	kg	10.0000		20.00 tonnes		30.0
Fine Aggregate - Washed	Fine Aggregate - Washed	Granular:	1	kg	0.0000		0.00 tonnes		0.0
Gabion Stone	Gabion Stone	Limestone:	1	kg	20.0000		0.00 tonnes		15.0
Golf Course Bunker Sand	Golf Course Bunker Sand	Sand:	1	kg	0.0000		0.00 tonnes		0.0
Granite	Granite	Granite:	1	kg	0.0000		0.00 tonnes		0.0
Granular 'B'	Granular 'B'	Granular:	1	kg	0.0000		0.00 tonnes		0.0
Granular 'B' - Washed	Granular 'B' - Washed	Granular:	1	kg	0.0000		0.00 tonnes		0.0
Granular 'B' Type 1	Granular 'B' Type 1	Granular:	1	kg	0.0000		0.00 tonnes		0.0
Haul Rate 1-5	haul rates		1	lbs	3.7500		0.00 tonnes		3.7

1 of 16 Grid mode

CAPS NUM SCRL INS 3.0.18.299

Dispatch

Materials

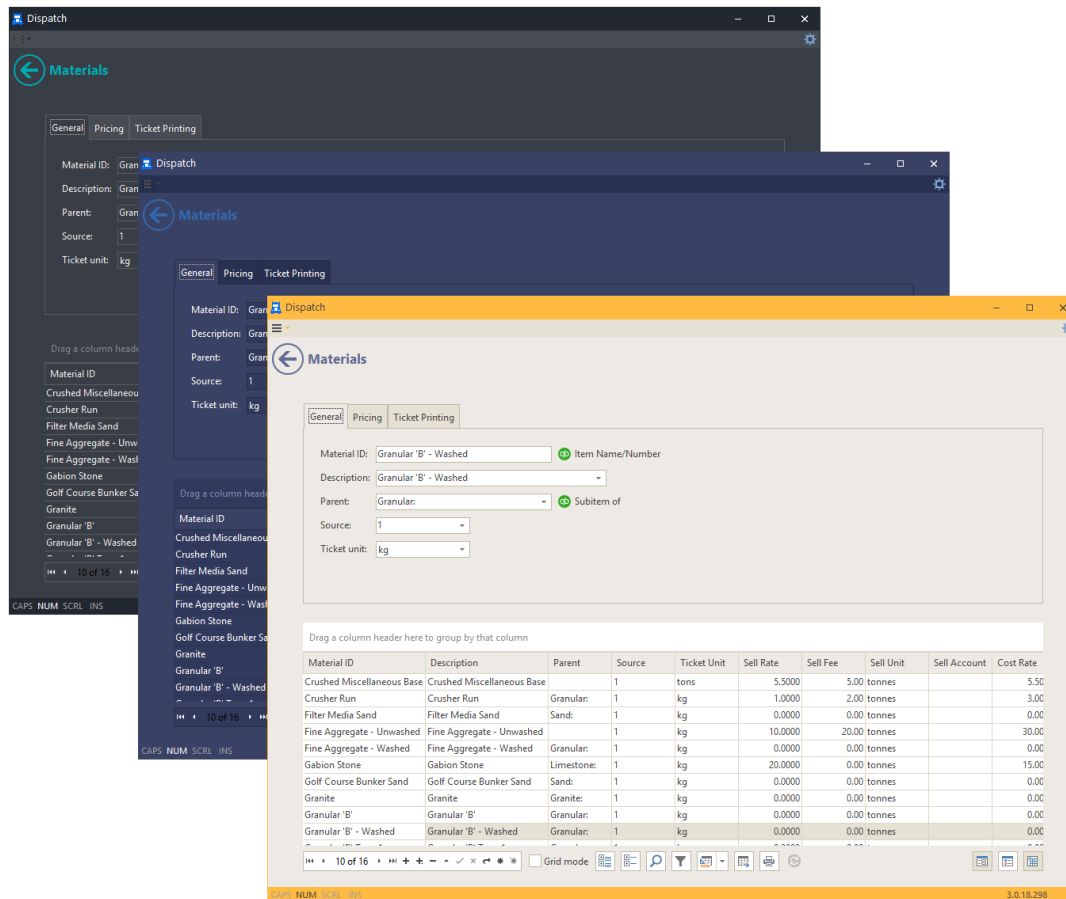
General Pricing Ticket Printing

Material ID: Item Name/Number

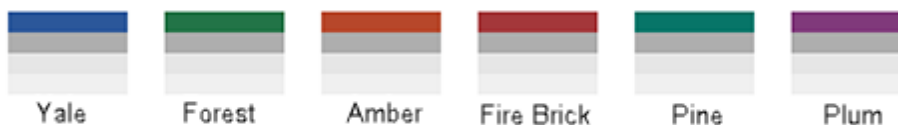
1.6.3.2 Vector skins

Office2019Colourful and TheBezier vector skins allow you to change the look and feel of the application using any of the dozens of unique colour palettes. Unlike the effects created by Standard skins, the appearance of individual user interface controls remain consistent for all of the Vector skins.

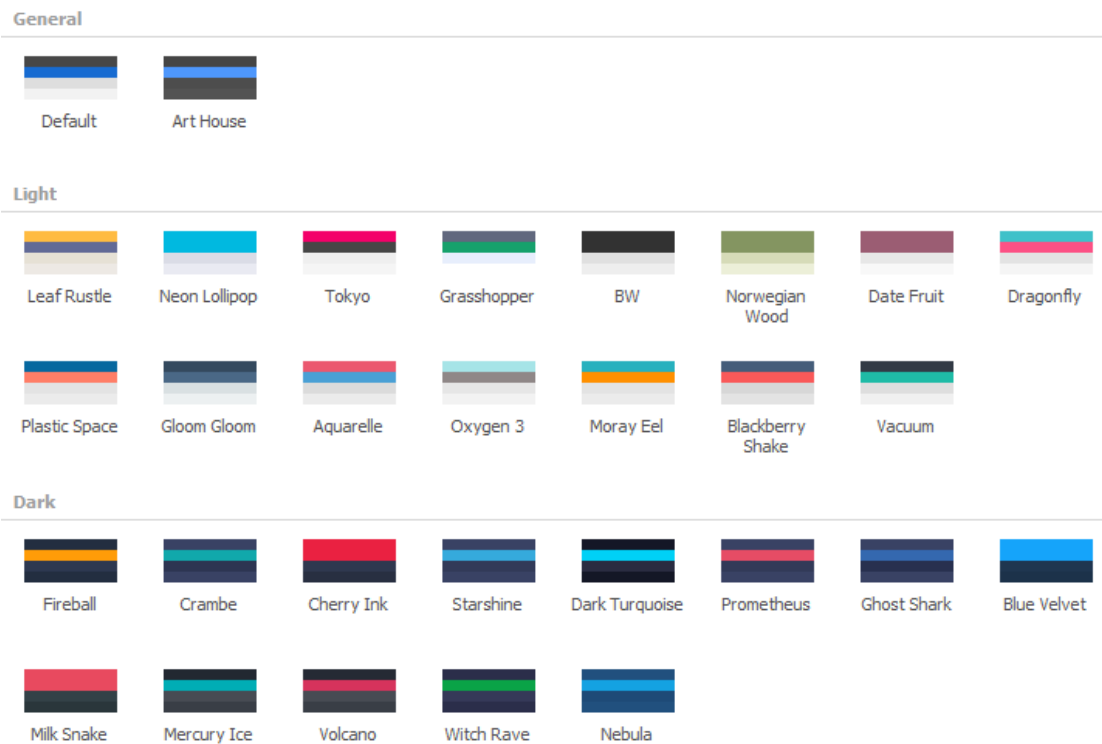
Below are examples of the Mercury Ice, Ghost Shark and Leaf Rustle palettes available when using TheBezier skin.



Office2019Colorful colour palettes

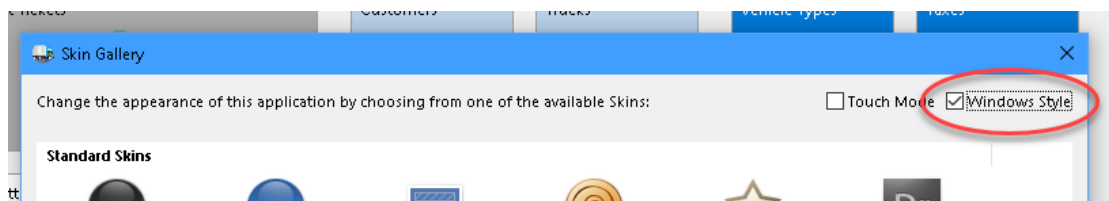


TheBezier colour palettes



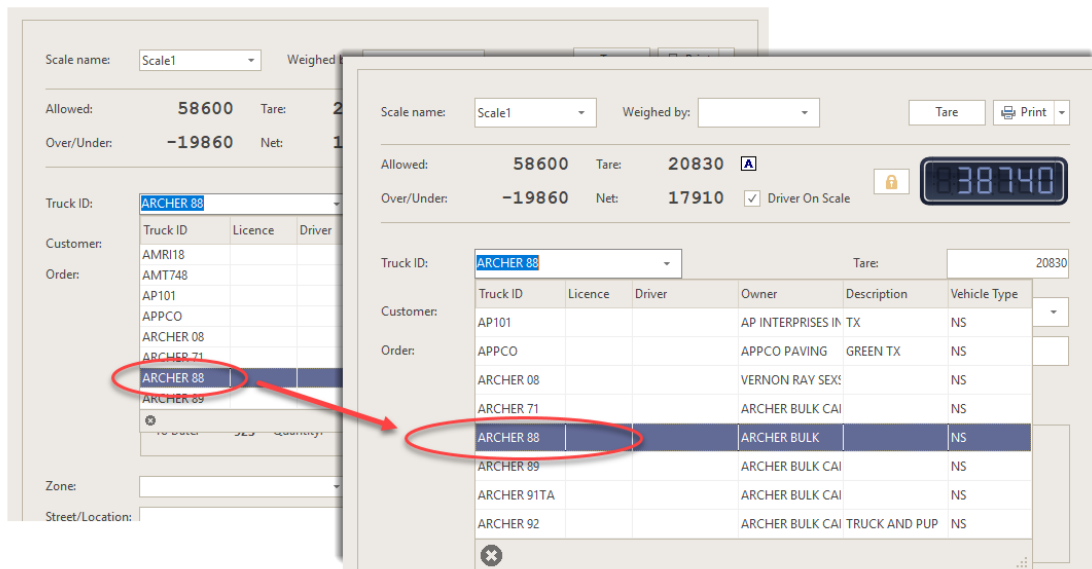
1.6.3.3 Windows Style

To remove a skinning effect, click Appearance from the system menu and choose Windows Style.



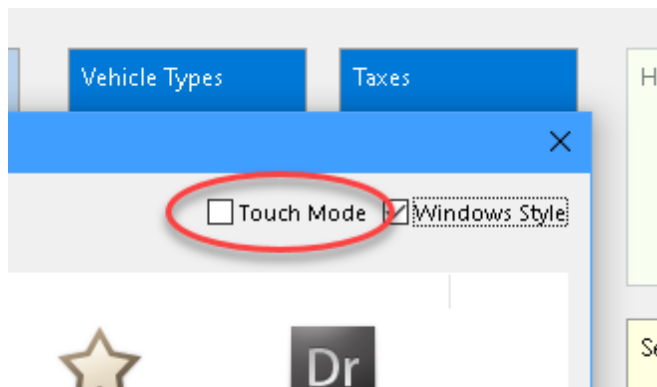
1.6.4 Touch mode support

Touch mode makes it easy to use Dispatch with tablets and touch screens. Controls like text input, list items and grid cells are automatically made larger and easier to use with touch enabled devices.



Enabling and disabling Touch mode

To toggle Touch mode on and off, click the Appearance from the system menu to open the Skin Gallery. Toggle Touch mode on and off by clicking on the Touch Mode check box.



1.7 Printer Setup

Dispatch can use any output device that is compatible with the version of Windows that you intend to use. That includes printers, PDF writers and XPS writers.

Any output device that appears to Windows as a printer is can be used as an output device.

For physical media, you can choose an Ink Jet, Laser, Dot Matrix, or Thermal printers.

1.7.1 Laser or Ink Jet Printers

Any laser or ink jet printer that is compatible with your version of Windows can be used as a Ticket Printer. In combination with an digital signature capture device, this is this simplest and most flexible option.

1.7.2 Dot matrix printers

If you are printing multiple-part tickets, we recommend the Okidata Microline 320 Turbo Dot Matrix (ML320) printer. We provide specific instructions on configuring that printer to print a ticket that is 8.5" x 5.5" inches in size.

If you choose to use any other dot matrix printer other than the Okidata Microline 320 Turbo, please refer to the manufacturers documentation and follow their prescribed installation instructions.

Use the information in this section and try to setup your printer as closely as possible to match the settings used by the ML320/321.

1.7.2.1 Configuring the Okidata ML320/321 Turbo

We support one dot matrix printer for printing multi-part tickets: the Okidata Microline 320/321 Turbo. This section provides specific instructions on configuring that printer. If you need additional help setting up and installing a ML320/321 printer, please contact us. For more information on the ML320/321, contact Okidata.

The standard ticket format is designed to print on a blank page with the dimensions 8.5" x 5.5". You must make changes to your printers settings and create a new form to allow Dispatch to print the standard ticket format correctly.

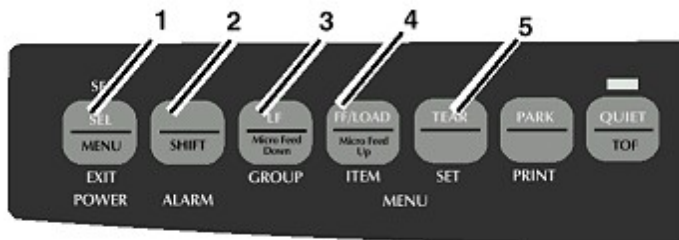
Resetting the printer

The first step is to reset the printer to the it's factory defaults settings. If your printer is new, skip this step.

- Turn the printer off.
- Hold down SEL + LF and then turn the printer on while still holding down the keys (see the graphic below to locate the keys).

Using the front panel keys

To change printer settings you must use the front panel keys. The front panel keys are identified below.



1. MENU: Used to set the printer to Menu Mode (SHIFT + MENU) and to exit Menu Mode
2. SHIFT: Used to set the printer to Menu Mode (SHIFT + MENU)
3. GROUP: Prints the next Group in the Menu. With the SHIFT key, prints the previous Group.

4. ITEM: Prints next Item in the Group. With the SHIFT key, prints previous Item in the Group.
5. SET: Prints next Setting for an Item. With the SHIFT key, prints previous Setting for an Item.

Entering Menu Mode

In order to change the printers settings it must be in Menu Mode. The changes you make in the Menu Mode are automatically saved when you exit Menu Mode. The settings are retained (even when you turn the printer off) until you change them or reset the printer.

- Make sure paper is loaded in the printer.
- Press and hold SHIFT (2) and press MENU (1).

The MENU label on the front key panel glows when the printer is in the Menu Mode.

Exiting Menu Mode

In order to save the printers settings, you must exit Menu Mode.

- Press MENU (1) to save the setting and exit Menu Mode

Setting Forms Tear-Off

The Forms Tear-Off feature allows a printed page to be torn off without wasting paper or adjusting the printer. You must use this feature in order to print two 8.5 x 5.5 inch tickets from a single 8.5 x 11 page.

The form tear-off feature only apply's when using continuous forms (rear or bottom fed) without the optional pull tractor option installed.

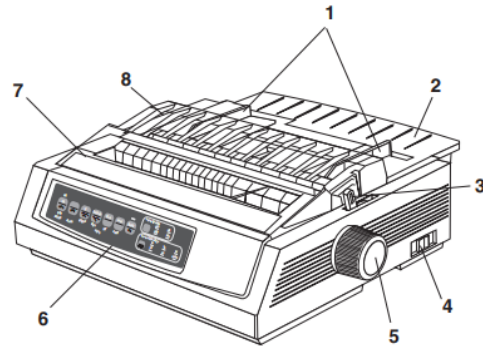
When Forms Tear-Off is enabled, paper remains in the tear-off position until the printer receives data. Then, the paper moves back down for printing (retracts to the initial print position). When printing stops, the paper advances to the tear-off position.

The top of the page (perforation) must be aligned with the tear bar. The tear bar is serrated and is located under the the access cover (see item 8 below).

Parts Identification: Rear Feed (Continuous Forms)

- 1 Paper Guides
- 2 Paper Separator
- 3 Paper Lever
- 4 On-Off Switch
- 5 Platen Knob
- 6 Control Panel
- 7 Acoustic Cover
- 8 Access Cover

! *Move the paper lever to the position marked "REAR."
For rear feed, the paper lever is towards the front of the printer.*



The default setting for Forms Tear-Off is OFF. To enable Forms Tear-Off do the following:

1. Press and hold SHIFT (2) and press MENU (1) to enter Menu Mode.
2. Press GROUP (3) until REAR FEED prints in the first column.
3. Press ITEM (4) until Form Tear-Off prints in the second column.
4. Press SET (5) until 500ms prints in the third column.
5. Press MENU (1) to save the setting and exit Menu Mode

Printing bidirectional graphics

The default setting is Unidirectional graphics. Unidirectional means that printing only occurs when the print head moves to the right. When the Graphics setting is Bidirectional, printing occurs when the print head moves to right and to the left. Using bidirectional graphics decreases the length of time it takes the printer to complete a print job.

1. Press and hold SHIFT (2) and press MENU (1) to enter Menu Mode.
2. Press GROUP (3) until Setup prints in the first column. You do not need to press ITEM (4) as Graphics is the first item in the Setup group.
3. Press SET (5) until Bidirectional prints in the third column.
4. Press MENU (1) to save the setting and exit Menu Mode

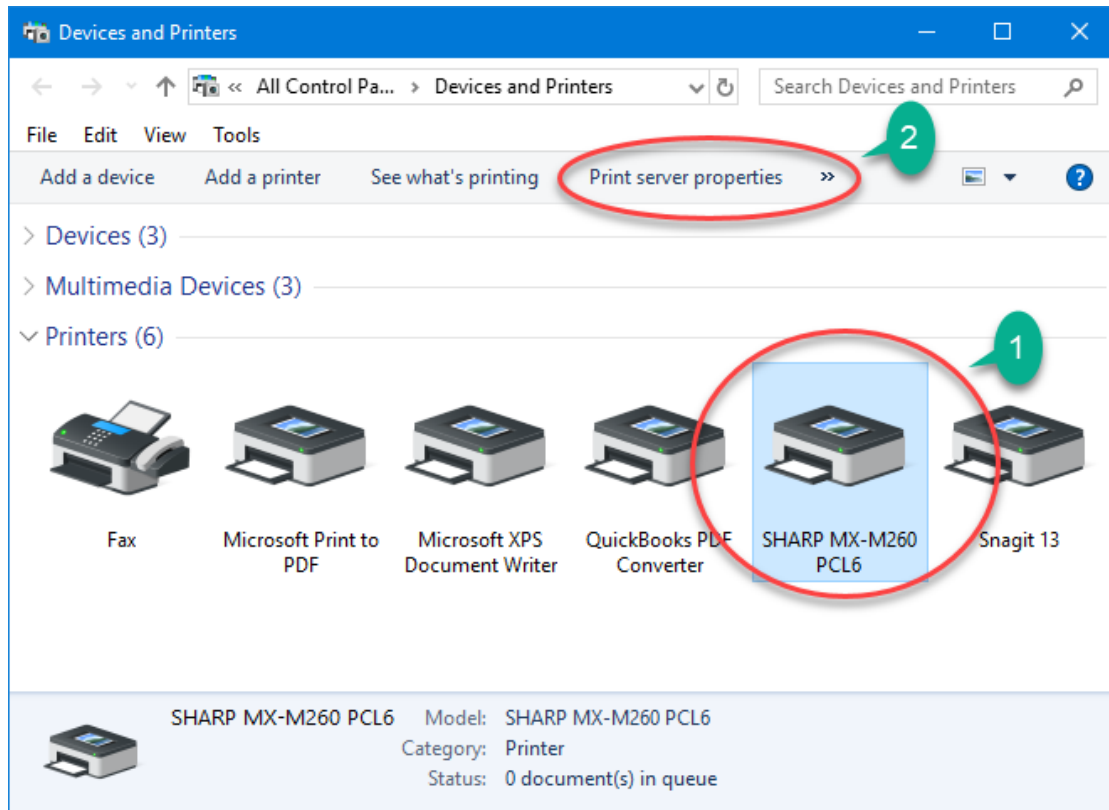
1.7.2.2 Creating a new form

The standard ticket format is designed to print on a blank page with the dimensions 8.5" x 5.5". If you use a laser printer you can print 2 copies of the default on a single page.

If you intend to use a dot matrix printer, you will need to configure the printer and create a new form to allow Dispatch to print correctly (in other words, on a half page).

Open the Devices and Printers folder.

Devices and Printers



1. Select your printer
2. Click Print server properties

Print server properties

Print Server Properties

Forms Ports Drivers Security Advanced

Forms on: WEIRDO12-LAPTOP

B6 (JIS) Rotated
C size sheet
C5 Envelope[162 x 229 mm]
D size sheet

Delete
Save Form

Form name: Custom

☒ Create a new form

Define a new form by editing the existing name and measurements. Then click Save Form.

Form description (measurements)

Units: ☐ Metric ☒ English

Paper size: Width: 8.5 Height: 5.5

Printer area margins: Left: 0.00in Top: 0.00in Right: 0.00in Bottom: 0.00in

Change Form Settings

Close Cancel Apply

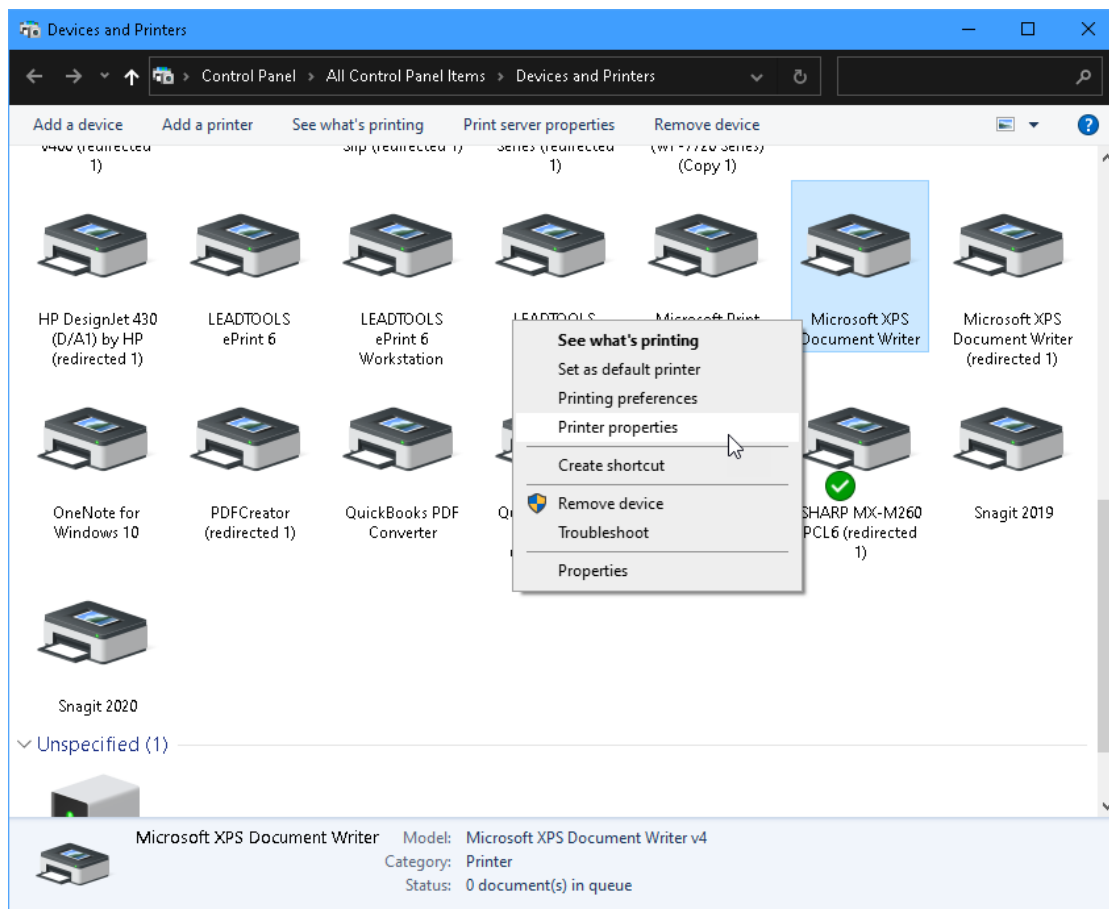
1. Click Create a new form
2. Name the form Custom
3. Select the measurement unit English
4. Set the Width to 8.5 and Height to 5.5
5. Click Save Form

1.7.2.3 Setting the Okidata ML320/321 Turbo properties

This document describes how to setup the Okidata ML320 printer so that it will print on an 8.5" x 5.5" page.

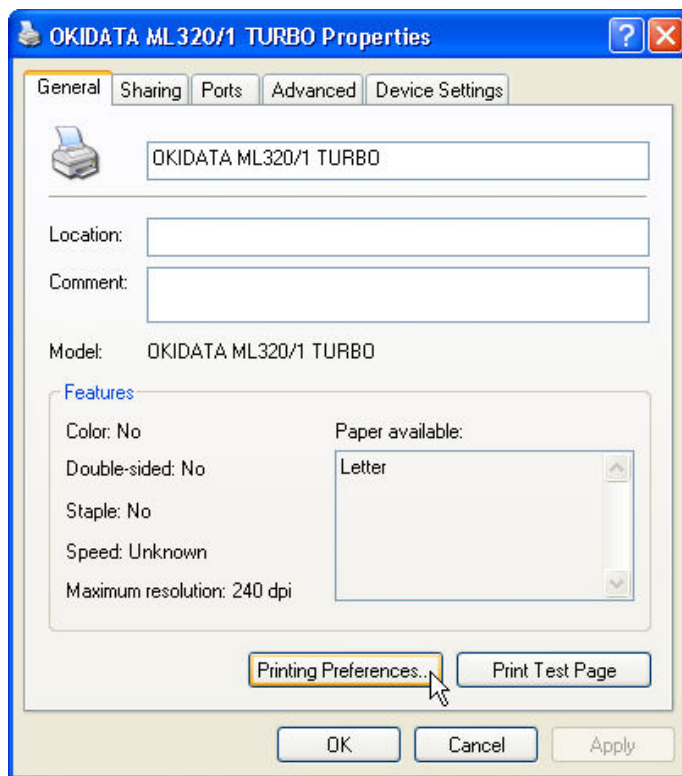
Open your printers Properties dialog

First, Open the Devices and Printers folder. Then select your printer, then right-click on the selected printer and choose Printer properties from the pop-up menu.



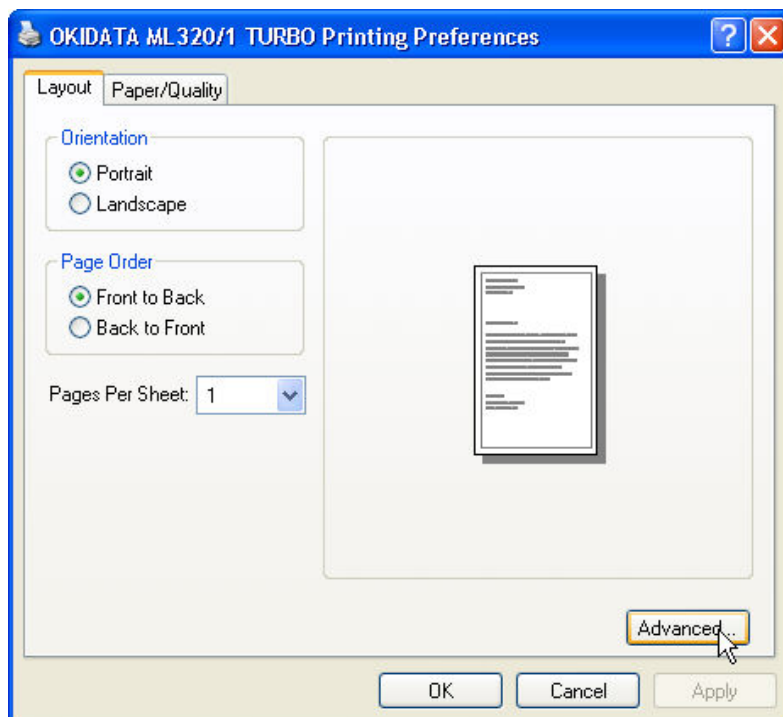
Properties dialog

The Properties dialog for the Okidata ML320 Turbo printer is shown below.



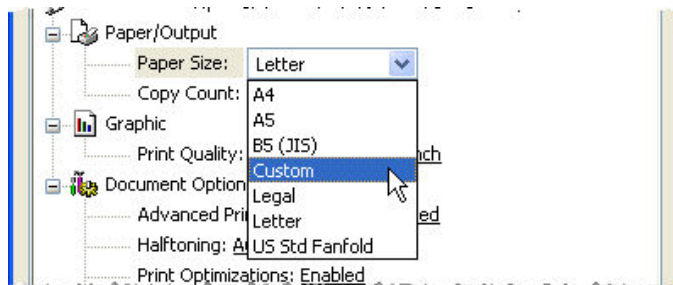
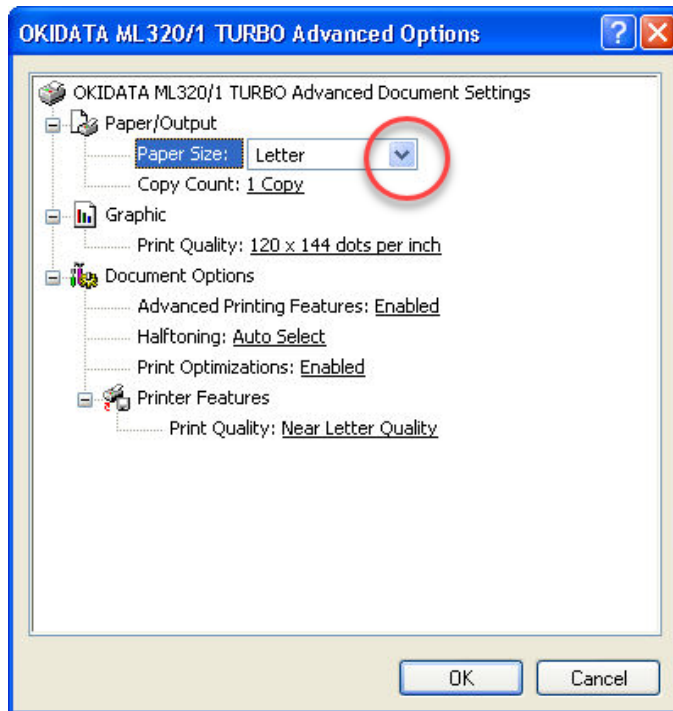
Setting the General properties

Make sure the General tab has been selected (see above) and click the Printing Preferences button. The Printing Preferences Dialog is shown below.



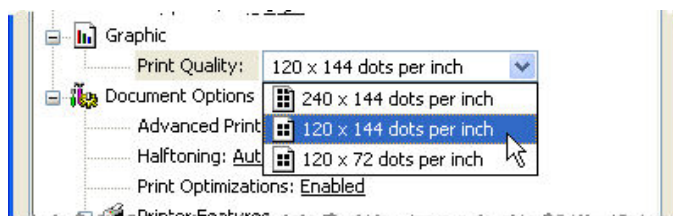
Click the Advanced button on either the Layout or Paper/Quality tabs to open the Advanced Options dialog. The Advanced button exists on both tabs.

Paper Size



Click the arrow to the right of the Paper Size combo box control and select Custom.

Print Quality

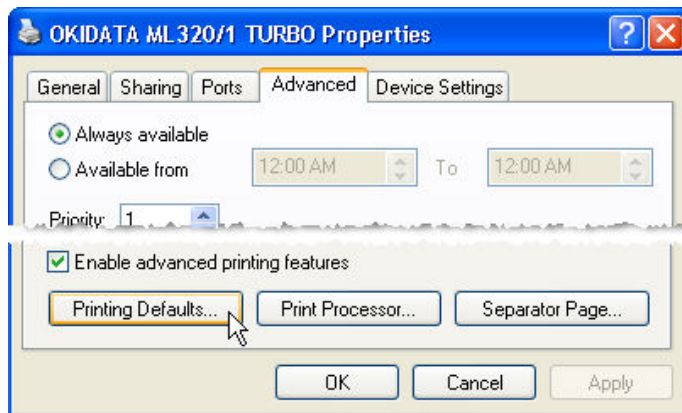


Click the arrow to the right of the Print Quality combo box control and select 120 x 144 dots per inch.

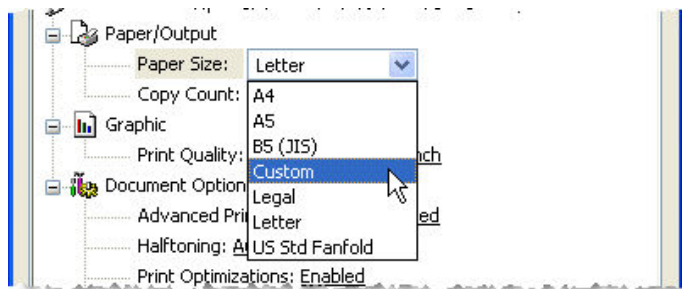
Click the OK button to close the Advanced Options dialog. Click the OK button to close the Printing Preferences dialog.

Setting the Advanced properties

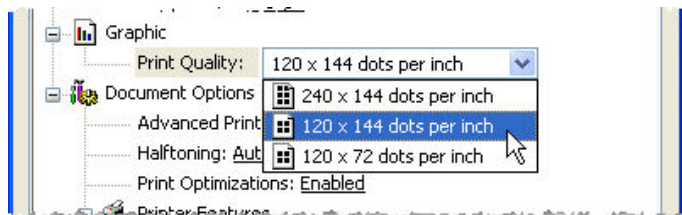
From the Properties dialog, select the Advanced tab. Click the Printing Defaults button to open the Printing Defaults dialog.



Click the Advanced button on either the Layout or Paper/Quality tabs to open the Advanced Options dialog. Click the arrow to the right of the Paper Size combo box control and select Custom.



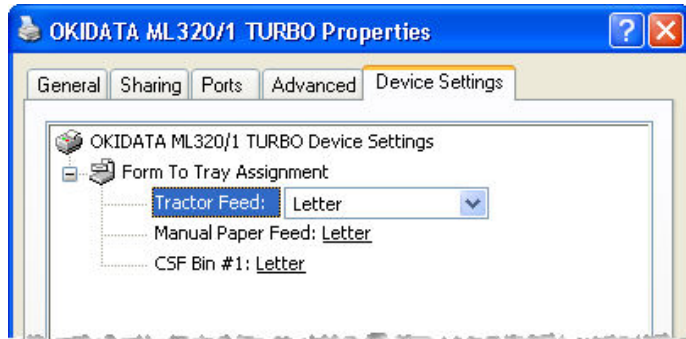
Click the arrow to the right of the Print Quality combo box control and select 120 x 144 dots per inch.



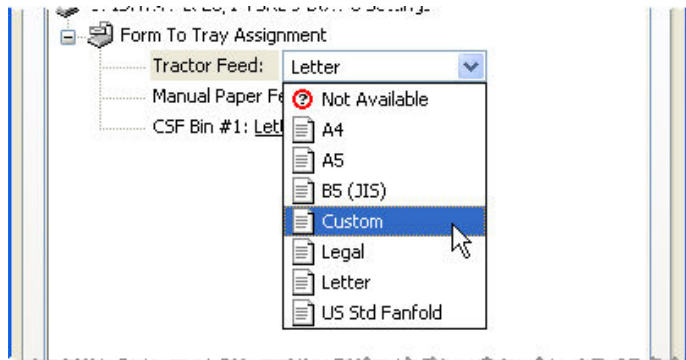
Click the OK button to close the Advanced Options dialog. Click the OK button to close the Printing Defaults dialog.

Setting the Device Settings properties

From the Properties dialog, Click the Device Settings tab.



Change the Tractor Feed, Manual Paper Feed and CSF Bin #1 settings in the Form to Tray Assignment group to Custom.



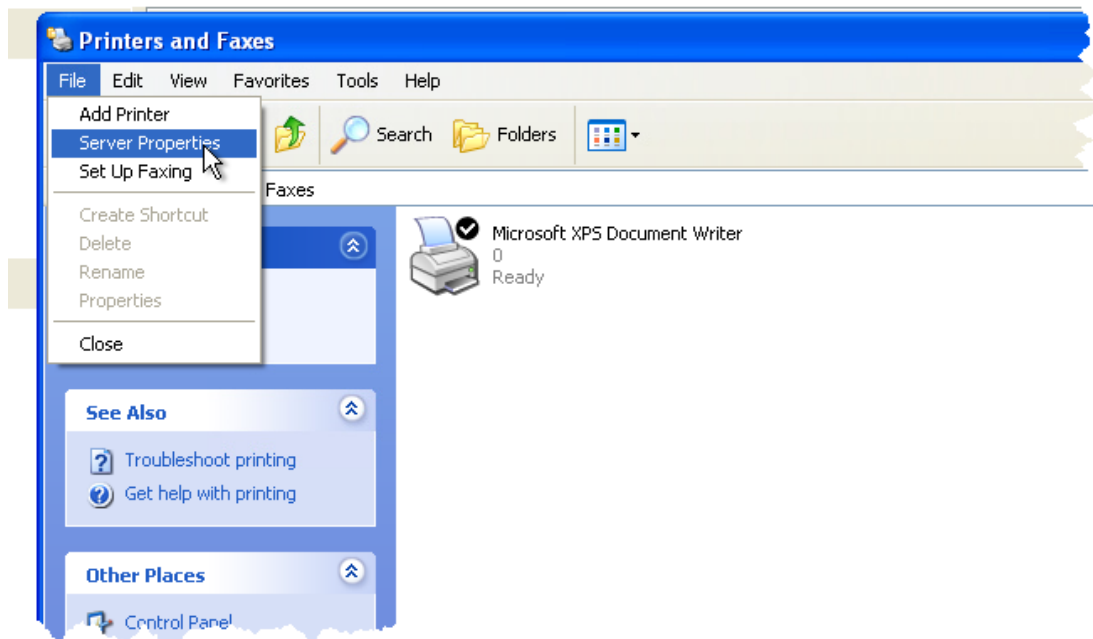
Click OK on the Printer Properties dialog to save the changes and close the Properties dialog.

1.7.2.4 Windows 2000/XP

1.7.2.4.1 Creating a new form

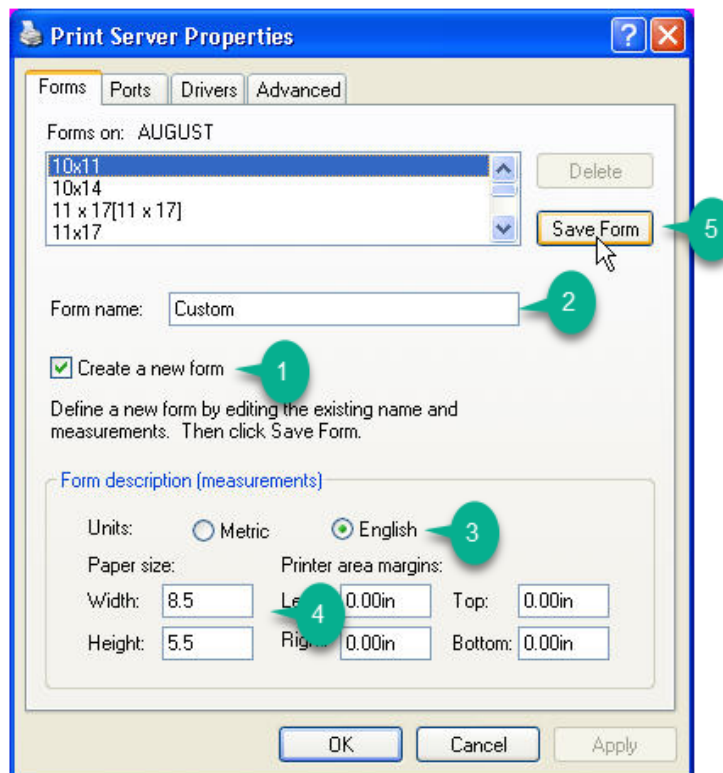
Open the Printers and Faxes folder.

Printers and Faxes



Select File>Server Properties.

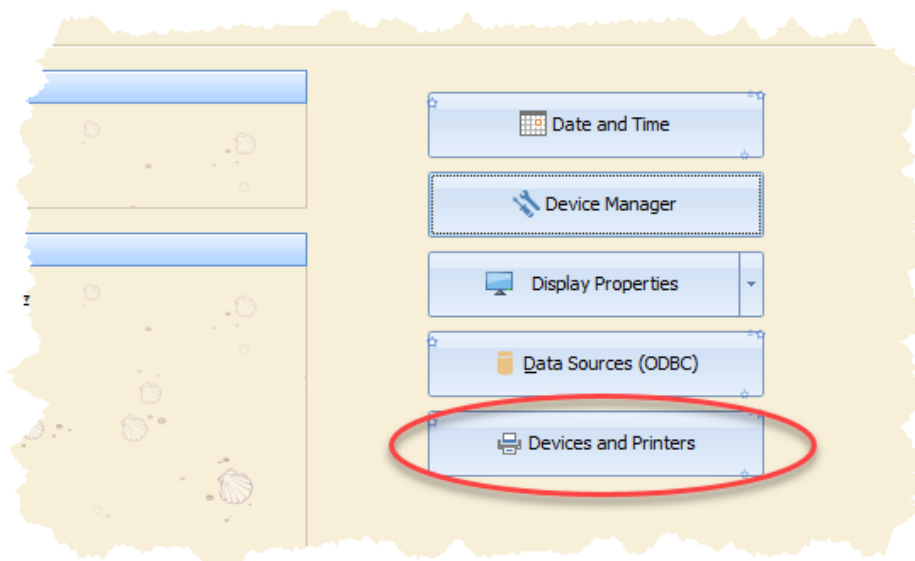
Print server properties



1. Click Create a new form
2. Name the form Custom
3. Select the measurement unit English
4. Set the Width to 8.5 and Height to 5.5
5. Click Save Form

1.7.3 Opening the Devices and Printers folder

Dispatch provides a short cut to open the Devices and Printers folder. Start Dispatch and click the Settings tile. Then select General>System Information and click the Devices and Printers push button.



Note: In Windows 2000/XP, the equivalent Devices and Printers folder was the Printers and Faxes folder.

2 Printing tickets

Currently there are two unique modes for printing tickets in Dispatch:

Aggregate/Asphalt/Bulk Materials
Retail Sales

2.1 Aggregate/Asphalt/Bulk

This mode of weighing allows for a **single** Material and Delivery charge per Ticket (transaction).

Dispatch

Print Tickets

Inspector | Weighed In

General

Customer ID	AIRD001
Name	AI ROADTEC SERVICES INC
Address 1	15 VALENTINI AVE
Address 2	
City	HOLLAND LANDING
State	ON
Zip Code	L9N 1H9

Accounting

Credit Limit	\$0.00
Balance	\$0.00
Company ID	
Sales Unit	tons

3 of 244

Order Item

Items: HL3 | HL3 ASPHALT | Ticket Unit: kg

Today: 1 | Quantity: 24.01 | Ordered: 4 | Quantity: 58.71 | Balance: 3650

Daily Totals

Date	Material ID	Description	Loads	Quantity
5/6/2019	HL3	HL3 ASPHALT	1	24.01

Customer, Material, Order, Truck totals and a list of Tickets for any given date can be recalled and printed on demand

The information in the **Inspector** is determined by the **focused** edit control. In this case the Customer control is focused and the details about the Customer are shown in the Inspector.

You can Add, delete or edit rows from the current table

The **Order Item** allows you to select from Materials that have already been added to an Order

To add a new item to an Order, select the **New Item** tab and select a Material from the Material table

The Zone, Street/Location and Lot/Station controls to specify where an item is going or where it has come from

Truck ID: A10003 | Tare: 16000

Trailer 1: 3000 | Tare: 3650

Customer: AIRD001

Order: AIRD001

Zone: 0 | Note:

Location 1:

Location 2:

Scale weight: 35840

Over/Under: -160 | Net: 16190

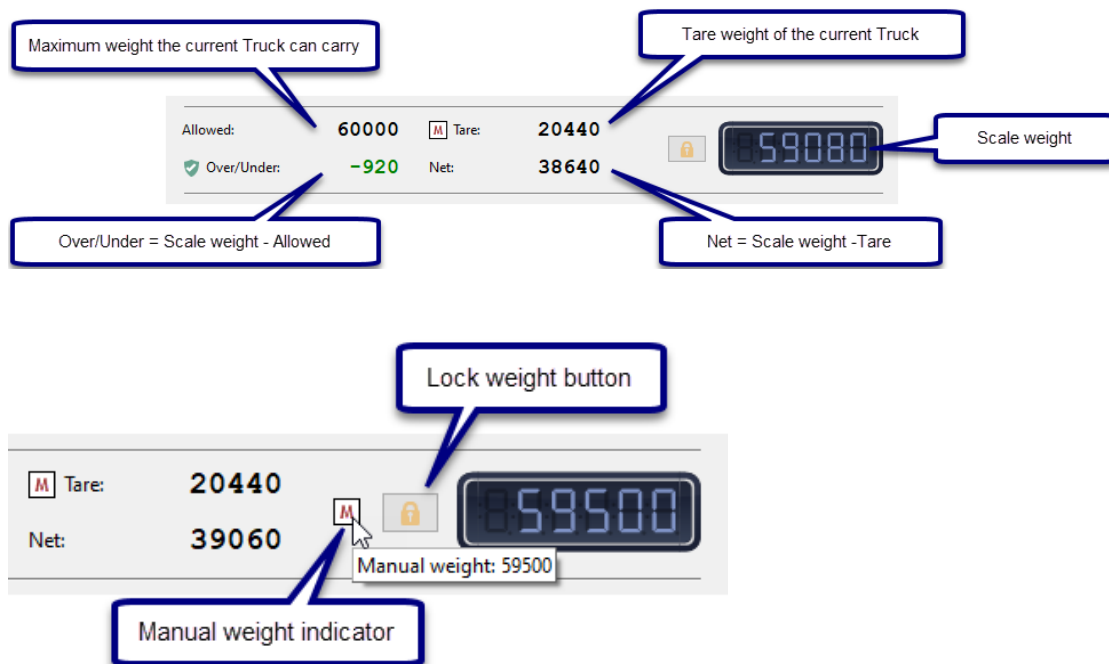
Buttons: Weigh In, Tare, Print

Footer: CAPS NUM SCRL INS 3.0.19.126

2.1.1 Weight display

The Weight display group contains the following controls:

- A display control to view the current Scale weight
- A label indicating the current Tare and an indication of whether the Tare weight was recorded automatically or manually
- A label indicating the current Net weight (Net = Scale weight - Tare)
- A label indicating the maximum weight the current Truck is allowed to carry
- A label indicating the amount the Scale weight is Over/Under the Allowed amount
- A toggle button to lock an unlock the current scale weight
- An image control that indicates in a Manual weight has been entered



Allowed and Over/Under controls

The Allowed amount is the lesser of the current Truck's Allowable and Registered Gross weights.

If a Trucks Allowed weight is 0, the Allowed and Over/Under values will not be visible.

Locking the scale weight

The scale weight can be locked and unlocked by toggling the Lock weight button.

When the Lock button is up, the Scale weight control is continuously updated to show the latest data that was received from the scale's digital weight indicator.

When the Lock button is down, the Scale weight control is no longer updated and the last Scale weight is shown.

2.1.2 Allowed, Over and Under amounts

Allowed weight

The Allowed value determined using the current Trucks Registered Gross Weight (RGW) and Allowable Gross Weight (AGW).

If RGW and AGW are both not 0 and are not equal, the Allowed value is the lesser of the two.

If RGW and AGW are both not 0 and are equal, the Allowed value is set to the value of RGW.

Over/Under

The Over/Under value is the the difference between the current scale weight and the Allowed value for the current Truck. Over/Under is calculated by subtracting the Allowed value from the current scale weight:

$$\text{Over/Under} = \text{Scale weight} - \text{Allowed}$$

When a Truck is overloaded, Over/Under will be a positive number (e.g. +980).

When a Truck is underloaded, Over/Under will be a negative number (e.g. -270).

If Allowed contains no value, Dispatch does not calculate an Over/Under amount.

Over weight

If the current scale weight is over (above) the Allowed value, the Over/Under value will be a positive number (e.g. $60980 - 60000 = +980$). If you try to complete a transaction while an over weight condition exists, a Error or Warning message will be displayed.

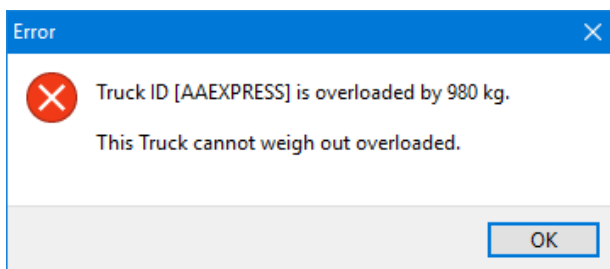
Overload error

The Error image to the left of the Over/Under caption indicates that an error message will be displayed if the Print button is pressed.

The screenshot shows a scale interface with the following elements:

- Scale name:** Scale1 (dropdown menu)
- Buttons:** Weigh In, Tare, and Print (with a dropdown arrow).
- Allowed:** 60000
- Tare:** 20440 (with a tare icon)
- Over/Under:** +980 (with a red error icon)
- Net:** 40540
- Weight display:** 60980 (on a digital scale display)

If you try to weigh a Truck that is overloaded and that Truck **is not allowed** to be weighed when it is overloaded, an Error message will be displayed:



Overload warning

The Warning image to the left of the Over/Under caption indicates that an warning message will be displayed if the Print button is pressed.

Scale name:	Scale1	Weigh In	Tare	Print
Allowed:	60000	Tare:	20440	
Over/Under:	+980	Net:	40540	60980

If you try to weigh a Truck that is overloaded and that Truck **is allowed** to be weighed when it is overloaded, an Warning message will be displayed:

Warning

Truck ID [AAEXPRESS] is overloaded by 980 kg.
Are you sure you want to print?

Yes No

Under weight

If the current scale weight is less than or equal to the Allowed value, the Over/Under value will be a number less than or equal to 0 (e.g. $59370 - 60000 = -270$).

Scale name:	Scale1	Weigh In	Tare	Print
Allowed:	60000	Tare:	20440	
Over/Under:	-270	Net:	39290	59730

Disabling Over/Under weight detection

Over/Under weight detection is disabled when a Truck's Allowed weight is 0.

When a Truck's Registered Gross Weight and Allowable Gross Weight are both 0, it's Allowed weight is calculated to be 0.

When an Allowed weight is 0, the Allowed and Over/Under values are not displayed.

Scale name: Scale1

Weigh In Tare Print

Allowed: ☒ Tare: 20440

Over/Under: ☒ Net: 39290

59730

2.1.3 Manual weights

If your PC is not connected to a digital weight indicator and you perform a operation which requires a valid scale weight you will be prompted to enter the weight manually using the keyboard. This is known as a Manual weight.

You can also intentionally override the current scale weight with a Manual weight by right clicking and selecting Enter Manual Weight or by pressing Ctrl+Alt+M.

Layout

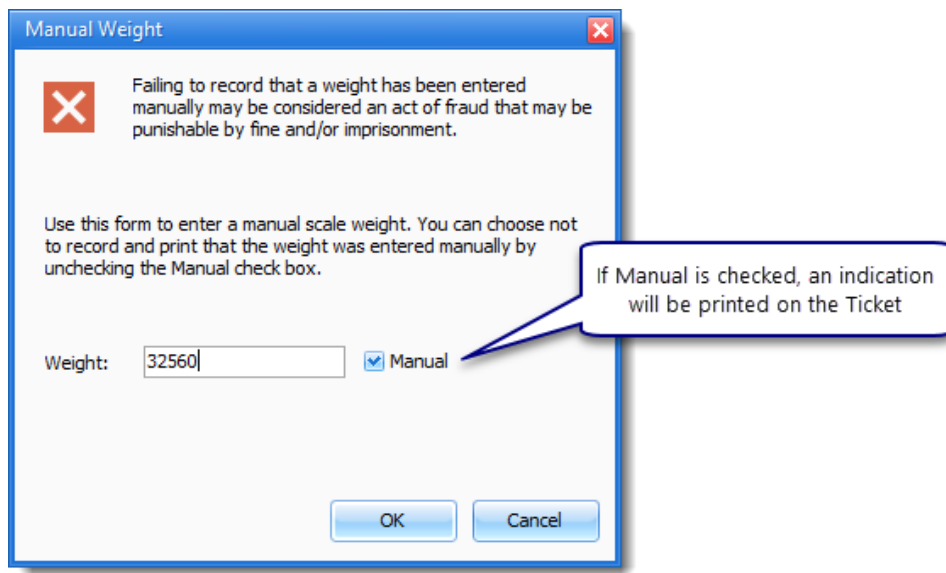
- Save
- Customize...
- Reset
- Font...
- ☒ Allow Customization
- ☒ Keep Centered

Weighing

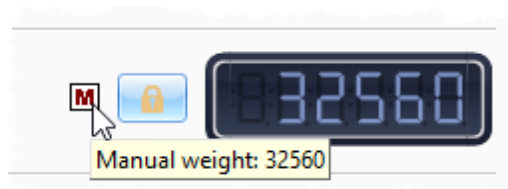
- Clear Manual Weight Ctrl+Alt+C
- Enter Manual Weight Ctrl+Alt+M**
- ☒ Enable Tare Editing
- ☒ Enable Gross/Tare Detection

Enter Manual Weight dialog

Type a value at the Weight prompt. When you enter the weight, you can indicate if you want to record that the weight was entered manually using the Manual checkbox. Click OK to accept to accept the weight or Cancel to ignore it.



If you click OK, the weight display will be updated to show the Weight value.



Choosing not to display the Manual weight

There is a setting that control whether or not a Manual weight is displayed in the Weight display group.

The default is to display the Manual weight.

If you do not want a Manual weigh to be show, open the Settings panel, choose the Ticket Printing category and then uncheck the control shown below:

Ticket Printing

Default Ticket Table:

Default Ticket Unit: ☐ Allow user to override Default Ticket Unit for new Order Items

☒ Open Print Preview prior to printing

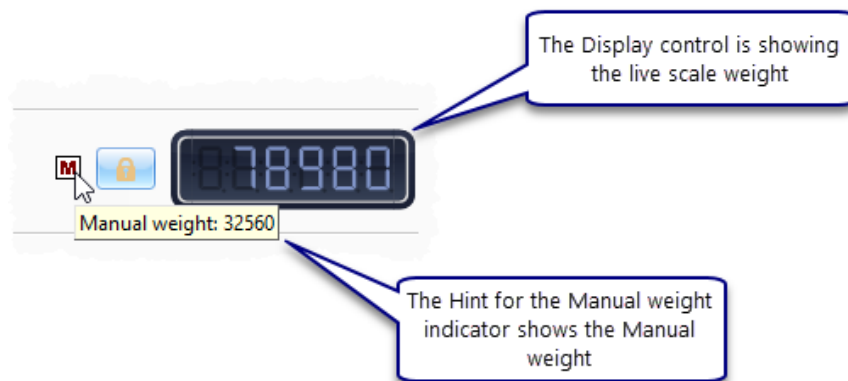
☐ Open the Print dialog prior to printing

☐ Enable manual editing of Tare weight

☐ Display manually entered Scale weight

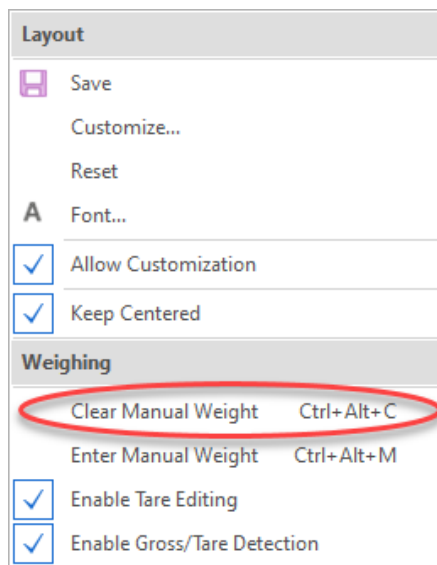
☐ Enable In/Out weighing

Now when a Manual weight is entered, the Scale weight display continues to update as usual.



Clearing a Manual Weight

To clear the current Manual Weight, right click and select Clear Manual Weight or press Ctrl +Alt+C. Note: a Manual weight is cleared automatically after any weighing operation.



Printed indication of a Manual weight

2017-08-19 10:49:22 am			
Gross	32560 kg	MAN WT	
Tare	12590 kg	MAN WT	
Net	19970 kg	19.97	
Allowed	36600 kg	RGW	

MAN WT is the printed indication that the Gross and Tare weight have been entered manually

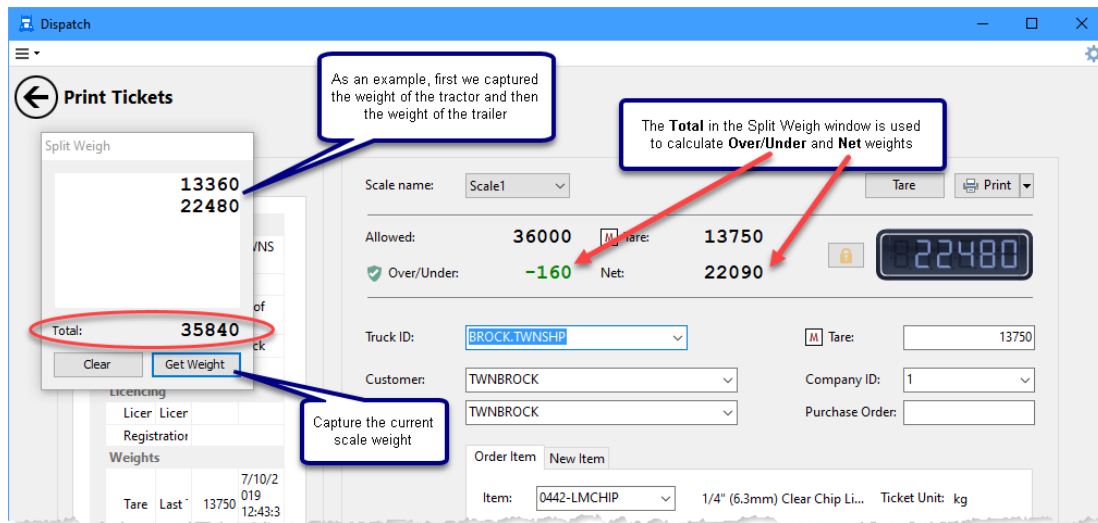
If you do not want an indication that a weight has been entered manually make sure that the Manual checkbox in the Enter Manual Weight dialog is not checked.

If you perform a Weighing Operation with a Manual Weight it is cleared automatically when the operation is complete.

2.1.4 Split weighing

Split weighing is a feature you can use if you need to weigh a Truck that is too long to fit completely on your Truck Scale.

This feature captures the scale weight each the Get Weight button is pressed to create a Total weight.



2.1.5 Electronic signature capture

An electronic signature capture tablet provides a secure method of ensuring that drivers sign for the load they are picking up. The electronically captured signature image is stored along with each Ticket and can be printed directly on the drivers receipt.

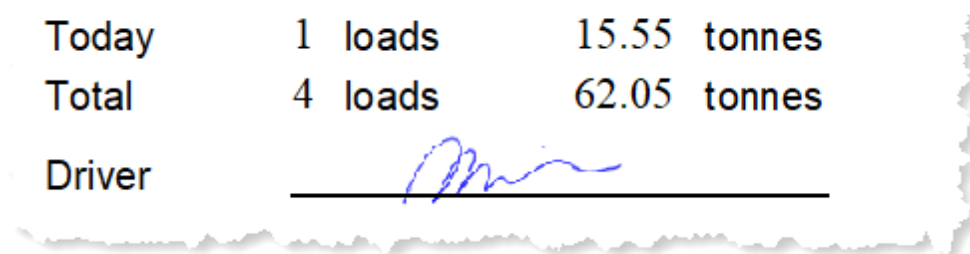
When printing Tickets with laser or ink jet printers, an electronic signature capture tablet eliminates having to ask a driver to sign multiple copies of a Ticket. Sign once, save and print on Tickets where required.

You can configure Dispatch so that drivers have to sign for each load or you can tell Dispatch that you want the driver to sign once, store the signature and use the stored signature for subsequent transactions.

Dispatch supports the Wacom STU-540 signature pad for capturing driver signatures electronically. When the signature pad is available you can configure the system to require a signature prior to printing a ticket.



The captured signature is stored and can be reproduced on multiple copies of a printed ticket.



2.1.6 Operations

2.1.6.1 Tare

The Tare operation is used to record a Tare weight. A Tare weight represents a value that should be excluded from a Gross weight in order to determine a Net weight.

When you Tare a Truck, you are recording its empty weight. If your intention is to record gross weight of a Truck for an In/Out transaction, you should use the Weigh In operation instead.

A Tare weight can be recorded automatically or manually.

Recording a Tare weight automatically

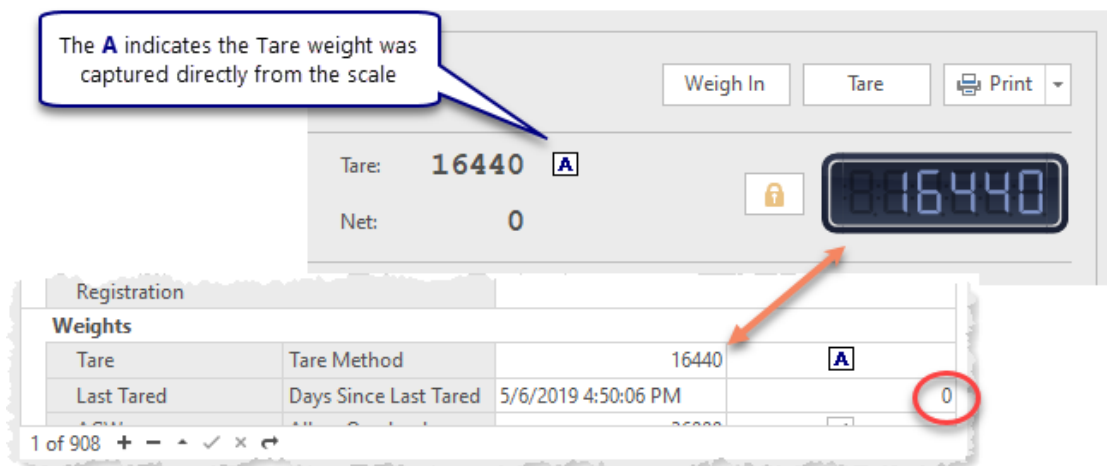
To record a Tare weight automatically (Auto tare), the first step is to position the empty Truck on your scale. Once the Truck (or Trailer or Container) is in position:

- If it is the Trucks first time on the scale, type a new and unique Truck ID to identify at the Truck ID control
- If you updating the Tare of an existing Truck, select the Truck ID from the combo box

To record the Tare weight, click the Tare button.

- If it's the Trucks first time on the scale, the Truck will be added to the Truck table and it's Tare weight will be recorded
- If the Truck already exists in the Truck table, it's Tare will be updated

When a Tare weight is recorded, Last Tared will indicate the exact date and time it was recorded and Days Since Last Tare will be 0. The **A** to the right of the Tare weight indicates it was captured directly from the scale.



Recording a Tare weight manually

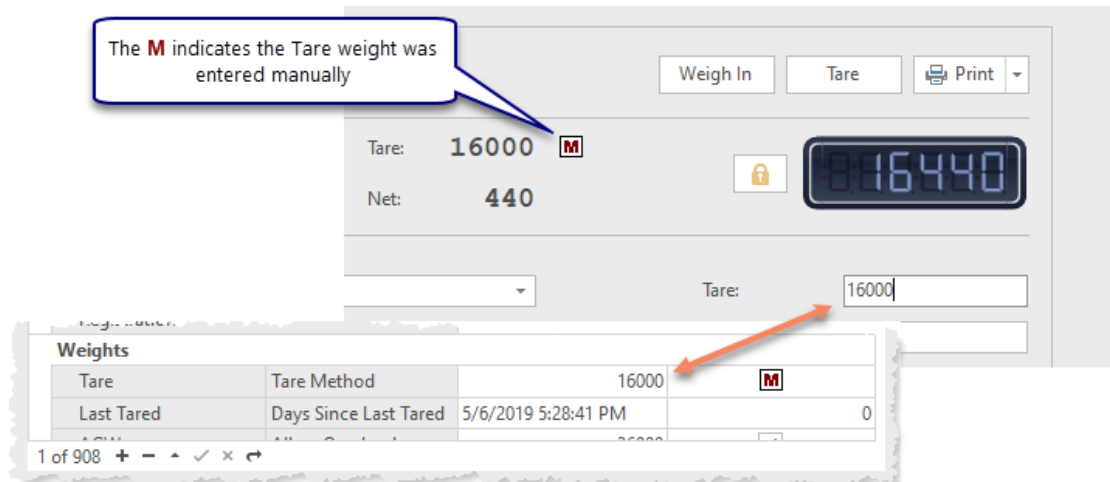
To record a Tare weight manually (Manual tare):

- If it's the Trucks first time on the scale, type a new and unique Truck ID to identify the Truck at the Truck ID control
- If you updating the Tare of an existing Truck, select the Truck ID from the combo box

Now type the Trucks Tare weight using the Tare edit control and then click the Tare button.

- If it's the Trucks first time on the scale, the Truck will be added to the Truck table and it's Tare weight will be recorded
- If the Truck already exists in the Truck table, it's Tare will be updated

When the Tare weight has been record, Last Tared will indicate the exact date and time it was recorded and Days Since Last Tare will be 0. The **M** to the right of the Tare weight indicates it was entered manually.



2.1.6.2 Print

Click the Print button when you want to print or save a ticket.

If you click the down arrow at the right of the Print button you can perform any of the follow actions:

- Print the last ticket
- Print a specific ticket by number
- Start a new ticket

2.1.6.3 In/Out Weighing

The In/Out Weighing operation is used to record an inbound weight weight that will be used later with an outbound weight to complete a transaction.

Weight In - Weight Out = Net Weight

When you Weigh In you can record a Gross or Tare weight. When you Weigh Out, Dispatch 3.2 will figure whether the inbound weight is the Gross or Tare weight.

The only reason you should be using the In/Out Weighing operation is when you intend capture both the inbound and outbound weights that will be used complete a transaction.

Use the Tare operation if your intention is to record a Tare weight.

The In/Out Weighing operation is primarily used under the following circumstances:

- When you are receiving a commodity and you want to determine the Net weight you have received by calculating the difference between the Truck's weight when it's loaded (the inbound weight) and it's weight after it unloads (the outbound weight).
- When you are shipping a commodity and you do not want to use stored Tare weights. In other words, to complete a transaction, Trucks weigh in empty and weigh out loaded.

2.1.6.3.1 Weigh In

When weighing in, If a Truck is:

- Delivering – it should be *loaded* (you will be recording a Gross weight) when it weighs in
- Picking up – it should be *empty* (you will be recording a Tare weight) when it weighs in

When a Truck weighs in you can also specify the Customer ID, Order ID, Purchase Order and Item/Material ID that apply to the commodity that is being shipped or received. These values can be specified or edited prior to Weighing Out.

The inbound weight can be recorded manually or automatically.

In this example Truck A10003 delivering to our location. The Truck moves on to the scale and its weight is 52750 kg.

The screenshot shows a digital scale interface with a large display showing '52750'. Above the display are buttons for 'Weigh In', 'Tare', and 'Print'. To the left of the display, there are labels 'A' and 'O' with corresponding values '6910' and '5840'. Below the display, there are input fields for 'Truck ID' (A10003), 'Tare' (16910), 'Customer' (AECON001), 'Company ID' (LAP), 'Order' (AECON001), and 'Purchase Order'. Three callout boxes provide instructions: 'Click the Weigh In button to start a transaction' points to the 'Weigh In' button; 'Choose the Truck that you are Weighing In or enter the identifier if it is a new Truck' points to the 'Truck ID' field; and 'You can choose the appropriate Customer and Order which can be changed later if needed' points to the 'Customer' and 'Order' fields.

The Truck now goes into the yard, unloads and then returns to the scale. The empty weigh of the Truck is 20560 kg. Prior to printing you can make any changes to the Customer, Order, Purchase Order and Material that might be required.

2.1.6.3.2 Weigh Out

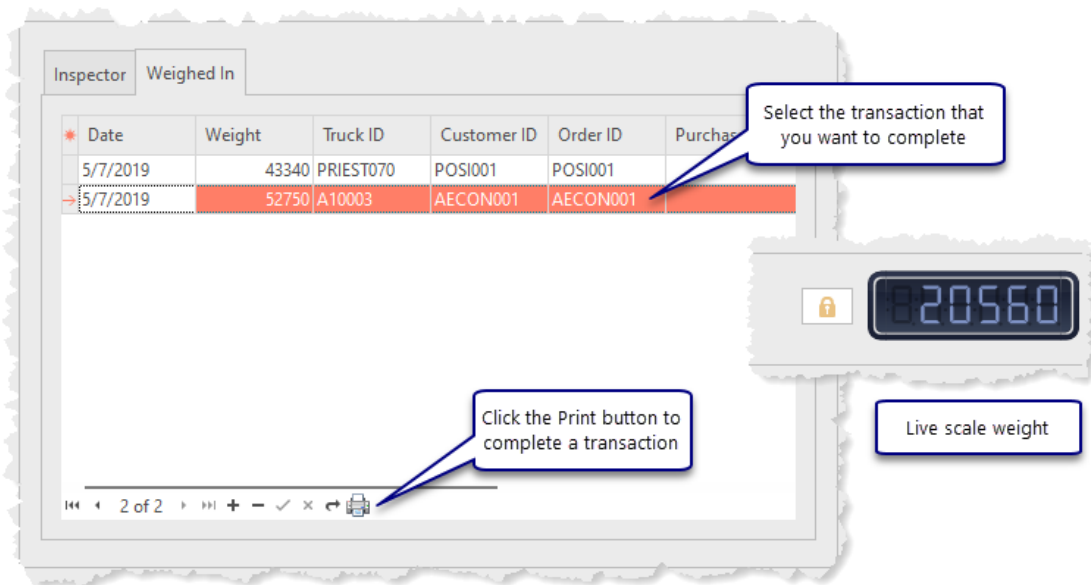
When weighing out, If a Truck has:

- Delivered – it should be *empty* (you will be recording a Tare weight) when it weighs out

- Picked up – it should be *loaded* (you will be recording a Gross weight) when it weighs out

In this example Truck A10003 has delivered to our location. The Truck has unloaded and has now moved back on to the scale empty. It's empty weight (tare weight) is 20560 kg.

Select the row on the grid that identifies Truck A10003. Now, click the Weigh Out button to complete the transaction and print a ticket.

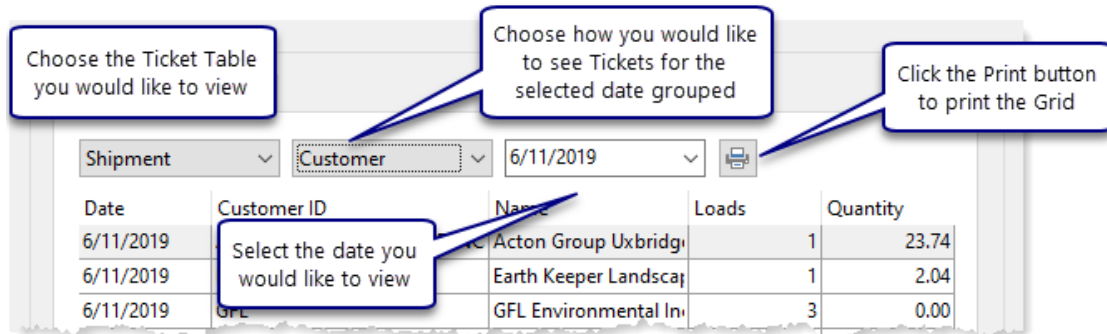


After clicking the Print button, a ticket will be printed.

		* Ticket # 133145
		5/7/2019 9:08:54 AM
Customer	AECON001	AECON UTILITIES
Order	AECON001	JOB# 7761044
Reference	241-050	
P.O. #		
Street/Loc		
Zone		
Item		
Material	HL3	
Source	PLANT1	Cost Code
		Gross 52750 kg
		Tare 20560 kg
		Net 32190 kg 32.19
		Allowed 36000 kg RGW
		Truck A10003 Type L/B
		Licence
		Driver
		Owner A1 ASPHALT
Driver		_____
Received by		_____
Lot/Station		_____
GST #		307155

2.1.7 Daily totals

Daily Totals for any date you choose are available immediately.



You can view and print Daily Totals for the following groups:

- Customers
- Materials
- Orders
- Trucks
- Location 1
- Location 2
- Ticket List

2.1.7.1 Customers

This example shows Tickets for June 11 grouped by Customer ID.

Inspector
Daily Totals

Shipment
Customer
6/11/2019

Date	Customer ID	Name	Loads	Quantity
6/11/2019	ACTON GROUP UXBRIDGE INC	Acton Group Uxbridg	1	23.74
6/11/2019	EARTH KEEPER	Earth Keeper Landscap	1	2.04
6/11/2019	GFL	GFL Environmental In	3	0.00
6/11/2019	GRENBANK	Greenbank Garden Ce	1	23.50
6/11/2019	IDM	IDM Landscapes	6	9.72
6/11/2019	RONBEARI	Ron's Bearings	4	92.38

16
151.38

2.1.7.2 Materials

This example shows Tickets for June 11 grouped by Material ID.


Inspector

Daily Totals

Shipment

Material

6/11/2019



Date	Material ID	Description	Loads	Quantity
6/11/2019	0001-TPSL	Clean Topsoil Disposal	3	0.00
6/11/2019	0002-FL/OVBN	Disposal of table 1 Fill / Overburden	3	0.00
6/11/2019	0108-NATSCRN	Natural Screenings	1	23.50
6/11/2019	0302-GRANA	Granular "A"	6	101.24
6/11/2019	0313-CONSAND	Concrete Sand (ASTM C33 Spec)	1	0.86
6/11/2019	0441-LMSCRN	6.3mm Limestone Screenings	1	2.04
6/11/2019	0447-LMCR3/4	3/4" (19mm) Limestone Crusher Rur	1	23.74

16

151.38

2.1.7.3 Orders

This example shows Tickets for June 11 grouped by Order ID and Item ID.

Inspector
Daily Totals

Shipment
Order
6/11/2019

Date	Order ID	Item	Description	Loads	Quantity
6/11/2019	ACTONGRP			1	23.74
6/11/2019	EARTH KEEPER	0441-LMSCRN	6.3mm Limestone S	1	2.04
6/11/2019	GFL	0002-FL/OVBN	Disposal of table 1 Fi	3	0.00
6/11/2019	GRENBANK	0108-NATSCRN	Natural Screenings	1	23.50
6/11/2019	IDM	0001-TPSL	Clean Topsoil Dispos	3	0.00
6/11/2019	IDM	0302-GRANA	Granular "A"	2	8.86
6/11/2019	IDM	0313-CONSAND	Concrete Sand (ASTI	1	0.86
6/11/2019	RONBEARI	0302-GRANA	Granular "A"	4	92.38

16
151.38

2.1.7.4 Trucks

This example shows Tickets for June 11 grouped by Truck ID.


Inspector

Daily Totals

Shipment

Truck

6/11/2019



Date	Truck ID	Owner	Loads	Quantity
6/11/2019	D-01	Vertical Horizons Aggregates Inc	5	115.88
6/11/2019	DSPROULE	Sproule	1	23.74
6/11/2019	IDM-GMC6500	IDM Landscape	6	9.72
6/11/2019	KAWCAP	Kawartha Capital	3	0.00
6/11/2019	NS	Not Specified	1	2.04

16

151.38

2.1.7.5 Ticket list

This example shows a list of the individual Tickets for June 11.

You can view and re-print a Ticket by selecting it and clicking the Print button.

Inspector
Daily Totals

Shipment
Ticket List
6/11/2019

Drag a column header here to group by that column

Ticket #	Date and Time	Truck ID	Customer ID	Order ID
6102	6/11/2019 7:24:27 AM	DSPROULE	ACTON GROUP UXBRIDGE INC	ACTONGRI
6103	6/11/2019 7:42:08 AM	D-01	RONBEARI	RONBEARI
6104	6/11/2019 8:24:06 AM	D-01	RONBEARI	RONBEARI
6105	6/11/2019 9:00:24 AM	D-01	RONBEARI	RONBEARI
6106	6/11/2019 9:33:12 AM	KAWCAP	GFL	GFL
6107	6/11/2019 9:44:26 AM	D-01	RONBEARI	RONBEARI
6108	6/11/2019 11:14:07 AM	NS	EARTH KEEPER	EARTH KEE
6109	6/11/2019 11:26:26 AM	KAWCAP	GFL	GFL
6110	6/11/2019 11:34:52 AM	IDM-GMC6500	IDM	IDM
6111	6/11/2019 11:47:26 AM	IDM-GMC6500	IDM	IDM
6112	6/11/2019 1:22:25 PM	KAWCAP	GFL	GFL
6113	6/11/2019 1:34:21 PM	IDM-GMC6500	IDM	IDM
6114	6/11/2019 2:38:57 PM	IDM-GMC6500	IDM	IDM
6115	6/11/2019 2:52:33 PM	IDM-GMC6500	IDM	IDM
6116	6/11/2019 3:49:08 PM	D-01	GRENBANK	GRENBANK
6117	6/11/2019 3:57:49 PM	IDM-GMC6500	IDM	IDM

2.1.8 Cash sales

If a Customer or Order has the Terms column set to C.O.D./Cash Sale, you are given a chance to edit pricing and taxes payable as well as use Dispatch to calculate the amount of change due if a Customer is actually paying with cash.

Scale name: Scale 1

Cash Sale

Quantities

Material: **66.39** tonnes

Delivery: **66.39** tonnes

The Net weight converted from Ticket unit to Sales unit

Prices can be edited prior to printing

Material rate: 7.5000

Additional fee: 0.00

Material amount: **497.93**

Delivery amount: **100.00**

Delivery rate: 0.0000

Sub-total: **597.93**

Additional fee: 100.00

Material tax: **64.73**

Delivery tax: **13.00**

Material taxes: GST

Delivery taxes: GST

Total: **675.66**

Payment

Amount tendered: 700

Payment method: Cash

Reference:

Change due: **24.34**

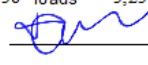
You can use the Payment area to record the payment method and/or amount of change due

☒ Print cash sale details on ticket

OK Cancel Help

If you don't want cash sale information printed, uncheck this control

Sample Cash Sale ticket

			* Ticket # 133058 2017-08-19 09:21:25 am
Customer	BATT001	BATTISTA PAVING INC.	Gross 78980 kg
Order	BATT001	TERRAPAVE	Tare 12590 kg MAN WT
Reference			Net 66390 kg 66.39
P.O. #			Allowed 36600 kg RGW
Street/Loc			Truck ABJH0001 Type TRI/
Zone	0		Licence
Item	SP 12.5 B	SUPERPAVE 12.5 B	Driver
Material	SP 12.5 B		Q
Source	PLANT 1	Cost Code	
Item amount	497.93	66.39 tonnes @ 7.5000 + 0.00	Today 2 loads 132.78 tonnes
Haul amount	100.00	66.39 tonnes @ 0.0000 + 100.00	Total 138 loads 3,234.49 tonnes
Sub-total	597.93		Driver 
Item tax	64.73	GST (13.0%)	Received by _____
Haul tax	13.00	GST (13.0%)	Lot/Station _____
Total	675.66		GST # 103345716 307068

All cash sale details are printed in this area if you have chosen to print them

2.2 Retail

This mode of weighing allows for **multiple** Items per Ticket (transaction). In fact, it allows you to charge for the supply of any good or service you can dream up.

In Retail mode, Sale Items can represent Material charges, Delivery charges or charges for something like a purchasing shovel or a charge for recycling a refrigerator or a mattress.

Sale Items can sold by weight or by quantity.

Dispatch - Print Tickets

Actions:
 Click **New** or press **Ctrl+N** to initiate a new **Sale**

 Click **Save** or press **Ctrl+S** to save the current **Sale** and **Sale Item**

 Click **Print** or press **Ctrl+P** to save and print the current **Sale**

The scale weight will be applied to the current **Sale** and, at your discretion, the current **Sale Item**

The scale weight will be applied to the current **Sale Item** and, at your discretion, the current **Sale**

☐ Apply best fit
☒ Hints visible
 Weighed by:

Customer/Vendor Ship to/Received from Contact
 Customer: AMBLER
 Name: AMBLER & CO.
 Order: AMBLER Purchase Order:
 Terms: Internal
 Location 1: Rupert Ambler

Allowed: 35000 Tare: 9980
 Over/Under: -31140 Net: -6120

Truck ID: A10032 Tare: 9980
 Note:

Sales
 Incomplete Complete 2021-07-31


#	Date and Time	Truck ID	Customer ID	Order ID	Gross	Tare	Net	Ticket Unit	Note
1	2021-07-31	A100	AMBLER	AMBLI	27560	9980	17580	kg	

Sale Item pricing
 Sub-total: \$218.52
 Tax total: \$28.41
 Total: \$246.93
 Payment method: Cash
 Reference:
 Amount tendered: 0.00
 Change due: -\$246.93

Sale Item pricing
 Material ID: 324
 Net: 17.58 MT
 Rate: 12.56
 Discount (%): 1.00
 Sub-total: 218.52
 Taxes: HON
 Tax total: 28.41
 Total: 246.93

CAPS NUM SCRL INS 192,168.7,134 16274 MB 11742 MB 27 % 3.2,21,211

2.2.1 Retail ticket sample

 Cole Trucking
 412 Horner Ave., Unit 3
 Toronto, ON M8W1Z4
 GST # 12345677890

Ticket # 30
 Date: 2021-07-31
 Time in: 2021-07-31 3:46:04 PM
 Time out: 2021-07-31 3:53:26 PM

Customer: BRENNAN INFRASTRUCTURES
 Truck ID: 1022YK
 Location 1:
 Gross: 11650 kg
 Location 2:
 Tare: 3870 kg
 Note: The quick brown fox jumps over the lazy dog
 Net: 7780 kg 7.78

Product	Quantity	Rate	Discount		Sub-total
Material (1107-2) HL3 (70-28XJ)	7.78 MT	\$12.56	2.00%	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.	\$95.77
Material: (150-2) EZ STREET COLD ASPHALT (50 LBS BAG)	3.87 MT	\$3.56	0.00%	Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.	\$13.78
Material: (1) Shovel	3.00 EA	\$34.99	0.00%	This is a note in english.	\$104.97
				Sub-Total	\$214.52
				GST	27.89
				Total	\$242.41

2.2.2 Retail Item rate calculation

All calculations are rounded to 2 decimal places.

discounted_rate = item_rate * (1.00 - (item_discount_pct / 100.0))

discounted_rate = discounted_rate - item_discount_unit_price

sub_total = item_net * discounted_rate

2.3 Sample tickets

Standard ticket
Cash sale ticket
Bar coded ticket
Customized ticket

2.3.1 Standard ticket

The standard ticket is designed to print on a blank page that can be as small as 8.5" x 5.5".

The Ticket heading information comes from the Companies Table

LISBON ASPHALT PRODUCTS LIMITED
275 ARTESIAN INDUSTRIAL PARKWAY
BRADFORD, ON L3Z 2B8

Phone 905-775-4866
Fax 905-775-2721

Ticket # 133956
2017-06-01 01:13:26 pm

The Ticket # sequence is set in the Ticket Table

This indicates the Tare has been manually entered by the scale operator

Customer LISBON1 LISBON PAVING CO. LIMITED
Order SIMC092 SIMCOE RD. 92
Reference ELMVALE
P.O. #
Street/Loc
Zone 0
Item RAP RECYCLED ASPHALT PAVEMENT
Material RAP
Source PLANT 1 Cost Code

Gross 53720 kg
Tare 18600 kg MAN WT
Net 35120 kg 35.12
Allowed 55000 kg RGW
Truck LISB4 Type L/B
Licence
Driver 09-30
Owner LISBON PAVING CO.
Today 4 loads 141.03 tonnes
Total 25 loads 721.09 tonnes
Driver
Received by
Lot/Station
GST # 103345716 307971

This is the net weight expressed in the Order Items Sales Unit

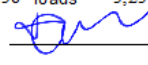
Totals are expressed in the Order Items Sales Unit

Totals for the current date and total to date for the Order item





This is the Tickets Serial number. It is automatically generated by the database.

2.3.2 Cash sale ticket

The Cash Sale ticket is a variation on the standard ticket that is printed for C.O.D./Cash Sale Orders. It includes pricing information for Material, Delivery and applicable taxes.

			* Ticket # 133058 2017-08-19 09:21:25 am	
Customer	BATT001	BATTISTA PAVING INC.	Gross 78980 kg	
Order	BATT001	TERRAPAVE	Tare 12590 kg MAN WT	
Reference			Net 66390 kg 66.39	
P.O. #			Allowed 36600 kg RGW	
Street/Loc			Truck ABJH0001 Type TRI/	
Zone	0		Licence	
Item	SP 12.5 B	SUPERPAVE 12.5 B	Driver	
Material	SP 12.5 B		Owner	
Source	PLANT 1	Cost Code	All cash sale details are printed in this area if you have chosen to print them	
Item amount	497.93	66.39 tonnes @ 7.5000 + 0.00	Today	2 loads 132.78 tonnes
Haul amount	100.00	66.39 tonnes @ 0.0000 + 100.00	Total	138 loads 3,234.49 tonnes
Sub-total	597.93		Driver	
Item tax	64.73	GST (13.0%)	Received by	
Haul tax	13.00	GST (13.0%)	Lot/Station	
Total	675.66		GST #	103345716 307068




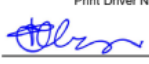
2.3.3 Bar coded ticket

			* Ticket # 22837 10/24/2019 5:42:53 PM	
			Head Office 519-369-3547	
			Pit Office 519 922 1115	
Customer	ARNOTT	ARNOTT CONSTRUCTION	Gross 32350 kg	
Order	ARNOTT	ARNOTT CONSTRUCTION	Tare 19170 kg	
Reference			Net 13180 kg 13.18	
P.O. #				
Street/Loc	GEORGE MCRAE RD.		Truck BERTRAM14 Type NS	
Zone			Licence 6637DN	
Item	BOULDERS	GRANITE / LIMESTONE BOULDERS	Driver	
Material	BOULDERS		Owner	
Source	1	Cost Code	BERTRAM & SONS	
Truck			Total	9 loads 169.73 tonnes
Tare			Driver	
Net			Received by	
Ticket			Lot/Station	
			GST #	22998

2.3.4 Customized ticket

This ticket has had some small modifications made to reposition both the Company logo and address. The standard Ticket prints either the Company information as text OR the company

logo but not both. In addition, the Received by and Lot/Station information have been removed and an area for the Driver to print their name has been added:

		York Environmental Solutions 97 Commissioners Street Toronto, ON M5A 1A6		Phone 800-555-1111 Fax 800-555-1112	Ticket # 133074 2017-09-22 02:17:47 pm	
Customer	JEVISO01	JEVISO CONSTRUCTION		Gross	36590 kg	MAN WT
Job name/ Location	JEVISO01			Tare	13790 kg	MAN WT
Reference				Net	22800 kg	22.80
P.O. #				Allowed	42000 kg	RGW
Street/Location				Truck	913	Type TDM/
Zone	0			Licence		
Item	CRCONC	19MM CRUSHER RUN RECYCLED		Driver	Richard Villalon	
Material	CRCONC			Owner	York Environmental	
Source	PLANT1	Cost Code				
Truck was not tarped correctly.						
				Today	0 loads	0.00 tonnes
				Total	78 loads	1,596.98 tonnes
 My Companies General Accounting Contact Ticket Printing Logo Image Click Open to choose the Companys logo image:  Erase Open...				Driver Name	Print Driver Name	
				Driver Signature		
				GST #	103343716	307084

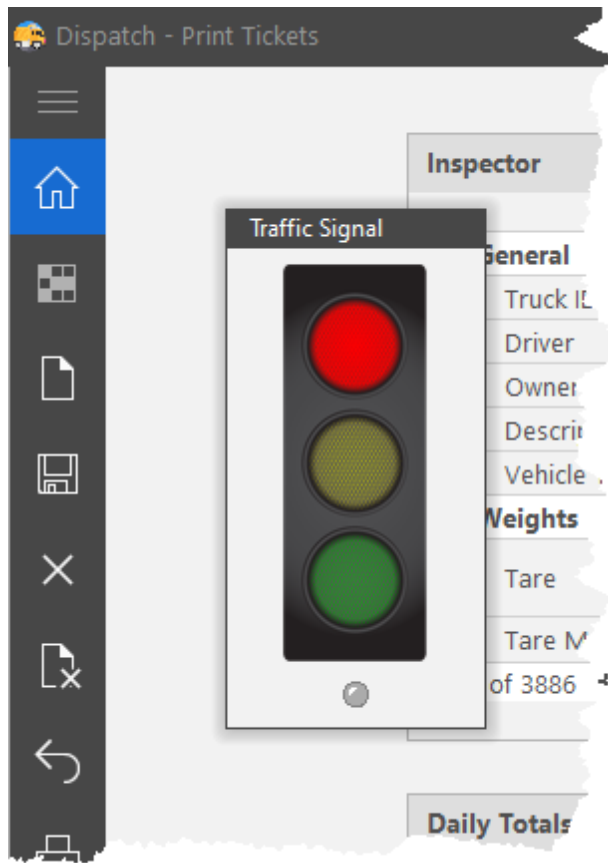
This ticket was designed by a customer to print on a thermal kiosk printer:

LISBON ASPHALT PRODUCTS LIMITED	
<u>Scale Ticket</u>	
Ticket # 133956	
Truck	LISB4
Carrier	LISBON PAVING CO.
Description	WESTERN STAR TRACTOR
Gross	kg 53720
Tare	kg 18600 MAN WT
Net	kg 35120
	tonnes 35.12
Date In	2012-10-09 12:46:27 pm
Date Out	2017-06-01 01:13:26 pm
Commodity	PLANT 1
Lot Number	RAP
Destination:	
DBA	

2.5 Traffic Signal

When combined with our Traffic Signal Controller package you can control one or more traffic signals from you computer. If Dispatch detects the presence of Traffic Signal Controller, a Traffic Signal control will be displayed. The control can be moved around and resized and it will always remain on top of the Print Tickets view.

To change the signal, click or tap one the elements (Red, Amber, Green) of the traffic signal.



2.6 eTickets - Sending Tickets by email

You can email Tickets by:

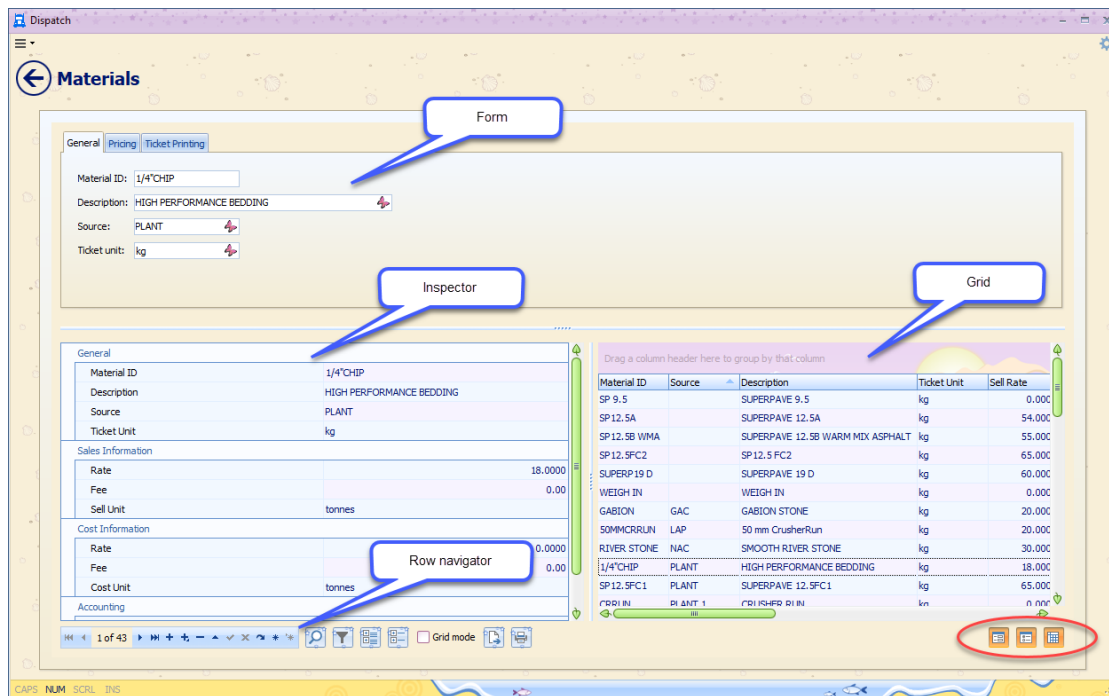
1. Setting up an email server
2. Configuring at least one Ticket Printer to write Tickets to a PDF file and send the Ticket by email

3 Table editors

3.1 Table editor basics

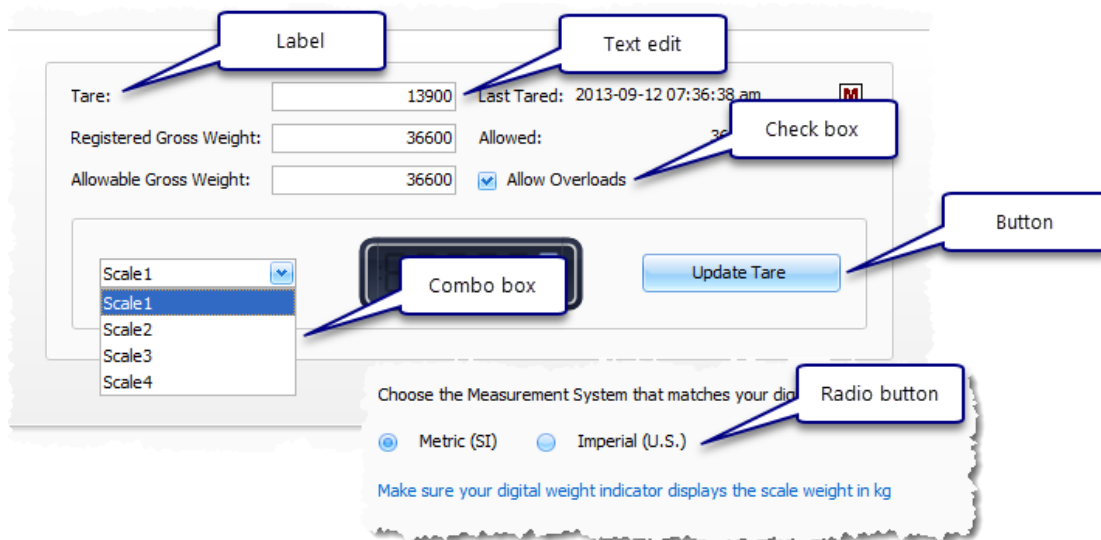
A table editor is a specialized panel designed to make it easy to perform insert, edit and delete operations on a table. Each table has a unique editor made up of a combination of Form, Inspector and Grid controls.

Here is a typical table editor showing the Form, Inspector, Grid and Row Navigator controls. Click on an area in the image for more information.



3.1.1 Commonly used controls

The descriptions not in order of importance they are simply given in the order in which they appear on the sample images.



Label

Text used to describe another control.

Text edit

A text edit control enables a user to input text.

Check box

A check box is a control that can be in a checked or unchecked state (on or off). Checked boxes are typically used to enable or disable an option or to turn a feature on or off.

Combo box

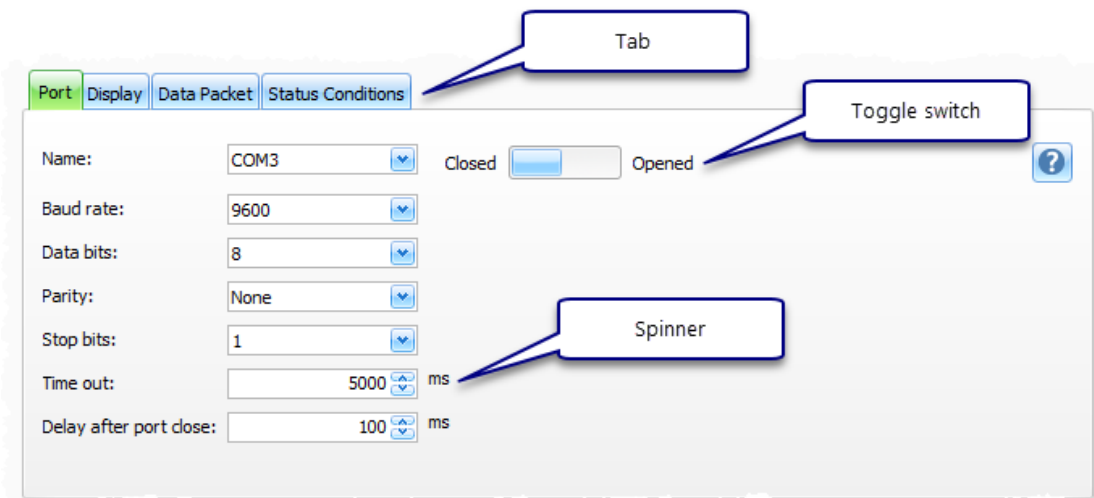
A graphical control element combining a drop-down list or list box and a single-line editable Text edit.

Button

Buttons (also referred to as push buttons) can be clicked to perform an action. An equivalent to push button as found on mechanical or electronic instruments.

Radio button

Radio buttons are used to select one option from a selection of options, similar to a multiple choice question. Radio buttons always appear in pairs or larger groups, and only one option in the group can be selected at a time; selecting a new item from the group's buttons automatically de-selects the previously selected button.



Tab

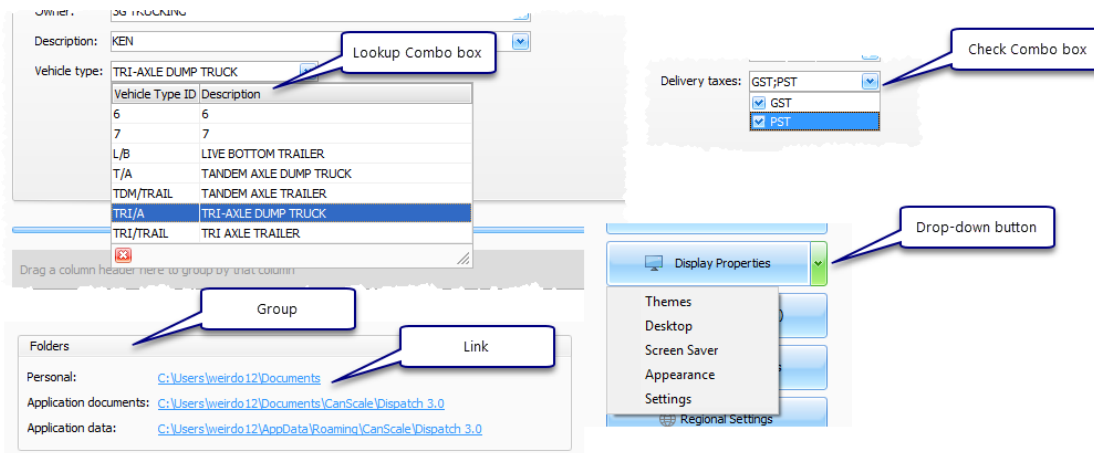
A graphical control element that allows multiple documents or panels to be contained within a constrained area. Clicking on a Tab changes the information that is visible to the user.

Toggle switch

A control which can be clicked upon to enable or disable the state of an operation.

Spinner

A value input control which has small up and down buttons to step through a range of values. Up, down, Page Up and Page Down keys can also be used to change the value.



Lookup Combo box

A Combo box that displays multiple columns of information often with headings for each column. Columns can be used to sort the rows within the list. The drop-down part of the control can often be re-sized by the user.

Check Combo box

A Combo box which allows a user to make multiple choices from a list by check or unchecking items in the list. The associated Text edit displays the choices separated by semi-colons.

Group

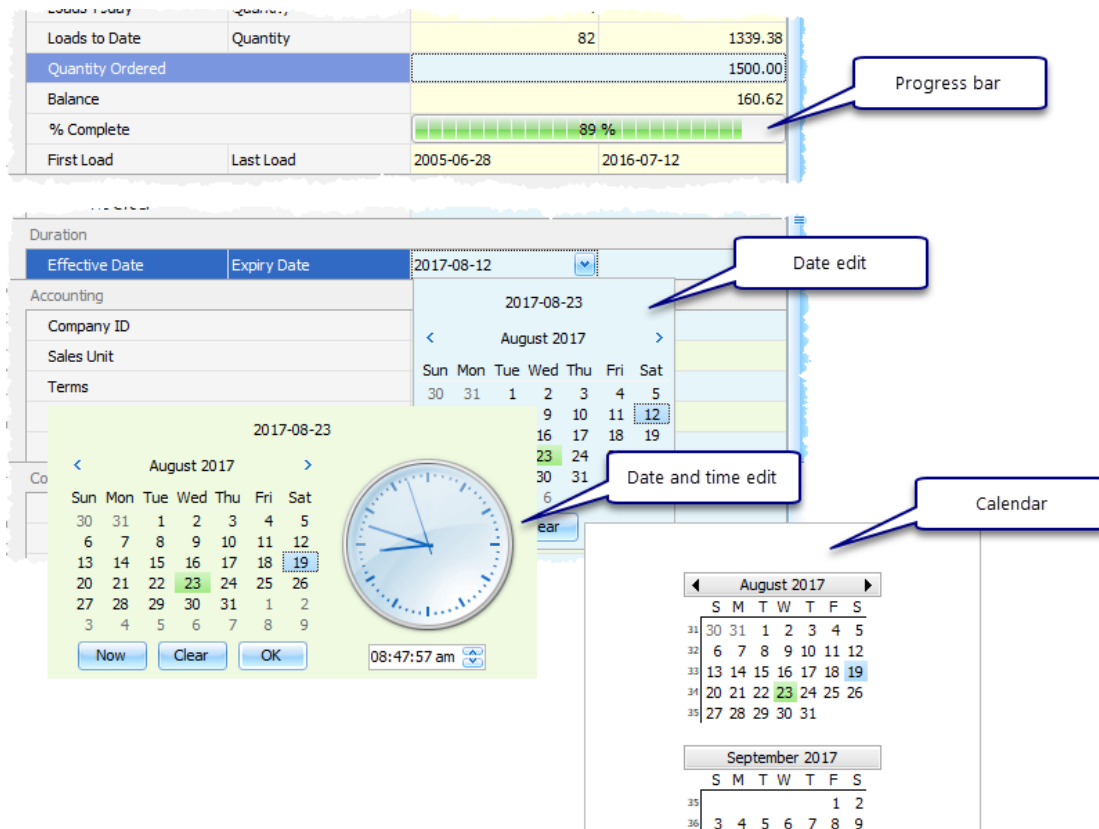
A control that contains one or more related controls. The Group control is a visual indicator that the controls have a relationship with one and other.

Link

A Label with some kind of indication (usually underlining and/or color) that clicking it will take one to another screen or page.

Drop-down button

A button that provides a list of additional choices.



Progress bar

A graphical control element used to visualize the progress of an operation.

Date edit

A specialized Combo box style control for editing date values. The drop-down list is replaced by a calendar.

Data and time edit

A specialized Combo box style control for editing date and time values. The drop-down list is replaced by a calendar and clock.

Calendar

A control which allows you to select one or more dates.

3.1.2 Row Navigator


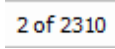
Row Navigator is used to navigate and edit a table. The Row Navigator typically appears as shown in the image below.



Navigation actions








Navigation buttons are used to move forward and backward through the rows within a table.

Button	Acti on	Description
	First	Sets the current row to the first row in the table, disables the First and Prior buttons, and enables the Next and last buttons if they are disabled.
	Prio r	Sets the current row to the previous row and enables the Last and Next buttons if they are disabled.
	Nex t	Sets the current row to the next row and enables the First and Prior buttons if they are disabled.

	Last	Sets the current row to the last row in the table, disables the Last and Next buttons, and enables the First and Prior buttons if they are disabled.
	Info Panel	The Info Panel display information indicating the current row number and total number of rows in a table.

Edit operations

Edit buttons perform a specific operation on the current table.

But ton	Oper ation	Description
	New	Set the table into Insert state adding a new row before the current row.
	Edit	Puts the current row into Edit state so that it can be modified. This control is seldom used as a tables state automatically changes to Edit when any value in a row is changed using a table editor or row inspector.
	Delet e	Delete the current row and make the next row the current row.
	Save	Write changes in the current row to the database.
	Canc el	Cancel edits to the current row, restores the row to its condition prior to editing, and turns off Insert and Edit states if they are active.
	Book mark	Mark a row so that you can return to that row using the Go to Bookmark button.
	Go to Book mark	Go to a bookmarked row.

3.1.3 Form

The Form area of a table editor is a collection of commonly used controls that provides an efficient and user-friendly way to visualize and edit information. Controls in the form area are, more often than not, grouped logically into Tabs which contain groups of related items.

The screenshot displays a software interface for vehicle management. The 'General' tab is active, showing fields for 'Truck ID' (LISB12), 'Driver' (03-21), 'Owner' (LISBON PAVING CO. LIMITED), and 'Description' (WESTERN STAR TRIAXLE DUMP). A 'Vehicle type' dropdown menu is open, listing options: L/B (LIVE BOTTOM TRAILER), T/A (TANDEM AXLE DUMP TRUCK), TDM/TRAIL (TANDEM AXLE TRAILER), TRI/A (TRI-AXLE DUMP TRUCK), and TRI/TRAIL (TRI AXLE TRAILER). To the right, a 'Tare' section includes a 'Tare' field (12900), 'Last Tared' timestamp (2003-07-08 06:27:45 am), 'Registered Gross Weight' (42000), and 'Allowable Gross Weight' (42000). A digital scale display shows a weight of 24200, and an 'Update Tare' button is located next to it.

3.1.4 Grid

A Grid control presents the contents of the a table as a series of rows with each row from a table occupying a row on the Grid. The Grid control can be used to sort, group, filter and locate data. A Grid can be customized. Columns can be re-ordered and columns can be removed from the Grid.

The vertical scroll bar (up/down) can be used modify which rows are visible. The horizontal scroll bar (left/right) can be used to modify which columns are visible.

The Grid control in the image below is showing the contents of the Truck table. The Sort-by indicator indicates that the table is sorted by the Truck ID column in ascending order (smallest value to largest). The Footer item indicates that there are currently 910 rows available in the Grid.

Drag a column header here to group by that column

Truck ID	Driver	Owner	Description	Trailer	Rate	Days
LISB10	98-14	LISBON PAVING	WS LIVEBOTTOM	L/B	14900	2
LISB11	12-39	LISBON PAVING CO. LIMITED	WS LIVEBOTTOM	L/B	14900	2
LISB111		LISBON PAVING CO. LIMITED	WS LIVEBOTTOM	L/B	14900	2
LISB112		LISBON PAVING CO. LIMITED	W/S W/ TANDEM HOPPER	TDM/TRAIL	14220	2
LISB113		LISBON PAVING CO. LIMITED	w/s TRACTOR W/ T/A DUMP	TDM/TRAIL	15100	2
LISB12	03-21	LISBON PAVING CO. LIMITED	WESTERN STAR TRIAXLE DUMP	TRI/A	12900	2
LISB120		LISBON PAVING CO. LIMITED	W/S TRIAXLE W/PUP	TRI/TRAIL	18810	2
LISB13	12-42	LISBON PAVING CO. LIMITED	WS	TRI/A	13680	2
LISB130		LISBON PAVING CO. LIMITED	TRI PONY	TRI/A	18000	2
LISB132		LISBON PAVING CO. LIMITED	FRHT W/ RED RIVER	TRI/A	18030	2
LISB14	10-36	LISBON PAVING CO. LIMITED	W/S TRI/A	TRI/A	18450	2
LISB140		LISBON PAVING CO. LIMITED	TRUCK & PONY	TRI/A	18450	2
LISB15	10-33	LISBON PAVING CO. LIMITED	W/S TRI/A	TRI/A	13600	2
LISB150		LISBON PAVING CO. LIMITED	TRAIN	L/B	18810	2
LISB17	14-44	LISBON PAVING CO. LIMITED	WESTERN STAR T/A	TRI/A	17880	2
LISB170		LISBON PAVING CO. LIMITED	TDM DUMP	L/B	15890	2
LISB18	00-19	LISBON PAVING CO. LIMITED	W/S TRI/A	TRI/A	13480	2
LISB180		LISBON PAVING CO. LIMITED	TRAIN	TRI/TRAIL	18970	2
LISB19	12-41	LISBON PAVING	WS LB	TRI/A	18300	2
LISB2		LISBON PAVING CO. LIMITED	W/S TRACTOR LIVE BOTTOM	L/B	18500	2
LISB20	05-25	LISBON PAVING CO. LIMITED	IHC PAYSTAR	TRI/A	12650	2
LISB201		LISBON PAVING CO. LIMITED	TRACTOR T/A TRIALER	TRI/A	15660	2
LISB202		LISBON PAVING CO. LIMITED	07-29 W/tri-AXLE LIVEBOT	TRI/A	15660	2
LISB3		LISBON PAVING CO. LIMITED	WS 14-45	TRI/A	19880	2
LISB30		LISBON PAVING CO. LIMITED	WS PONY	TRI/A	19880	2

910

3.1.4.1 Sorting

Sorting by a single column

Clicking on a column header causes the rows in the Grid to be sorted by that column. In the example below the rows will be sorted according to the values in the Truck ID column.

Clicking the column header toggles the sort direction. The data can be sorted in ascending or descending order. An indicator at the right side of the column header is a visual confirmation of the sort order.

Drag a column header here to group by that column

Truck ID	Driver	Owner
3G341		
911		
A&N0019		
A10003		
A1001		
ABJH0001		
AC1020		
AFT001		

Ascending

Drag a column header here to group by that column

Truck ID	Driver	Owner
YRKH005		YORK HURON PAVING
YRKH002		YORK HURON PAVING INC.
YRKH001		YORK HURON PAVING INC.
YORKSTAR13		YORKSTAR
YORKSTAR05		YORKSTAR
YORK492		REGION OF YORK
YORK472		REGION OF YORK
YORK260		REGION OF YORK

Descending

Sorting by multiple columns

You can sort the rows in the grid using multiple columns by pressing the Shift key while you click on the columns you want to use.

In example below, the the grid is ordered by Owner (1), Vehicle Type (2) and then by Truck ID (3). To accomplish this you would hold down the Shift key and then click Owner, Description and finally Truck ID.

Drag a column header here to group by that column

Truck ID	Driver	Owner	Description	Vehicle Type	Tare
MGT430		A HAULAGE	LIVEBOTTOM	LIVE BOTTOM TRAILER	
AHAUL001		A HAULAGE	BLUE	TANDEM AXLE DUMP TRUCK	
OM105		A HAULAGE	PETE	TANDEM AXLE DUMP TRUCK	
BROCK4186		A HAULAGE	MACK	TRI AXLE TRAILER	
AIRD001		A I ROADTEC		TRI-AXLE DUMP TRUCK	
A&N0019		A&N TRUCKING	MACK	TRI-AXLE DUMP TRUCK	
A&N001		A I BROOKS HAULAGE	FORD	TRI-AXLE DUMP TRUCK	

3.1.4.2 Reordering columns

Columns can be reordered by dragging a column header and dropping it into a new location.

Drag a column header here to group by that column

Truck ID	Driver	Owner	Description	Vehicle Type
ENG0001	ENGIMA INTERLOCK		PICKUP	TANDEM AXLE
AJT001	AJ TRUCKING		FORD TRI-AXLE	TRI-AXLE DU
COLE001	COLE TRUCKING		FRTH	TRI-AXLE DU

These arrows indicate Driver will be placed between Owner and Description

Drag a column header here to group by that column

Truck ID	Owner	Driver	Description	Vehicle Type
ENG0001		ENGIMA INTERLOCK	PICKUP	TANDEM AX
AJT001		AJ TRUCKING	FORD TRI-AXLE	TRI-AXLE C
COLE001		COLE TRUCKING	FRTH	TRI-AXLE T

Here's how it looks in an animation:

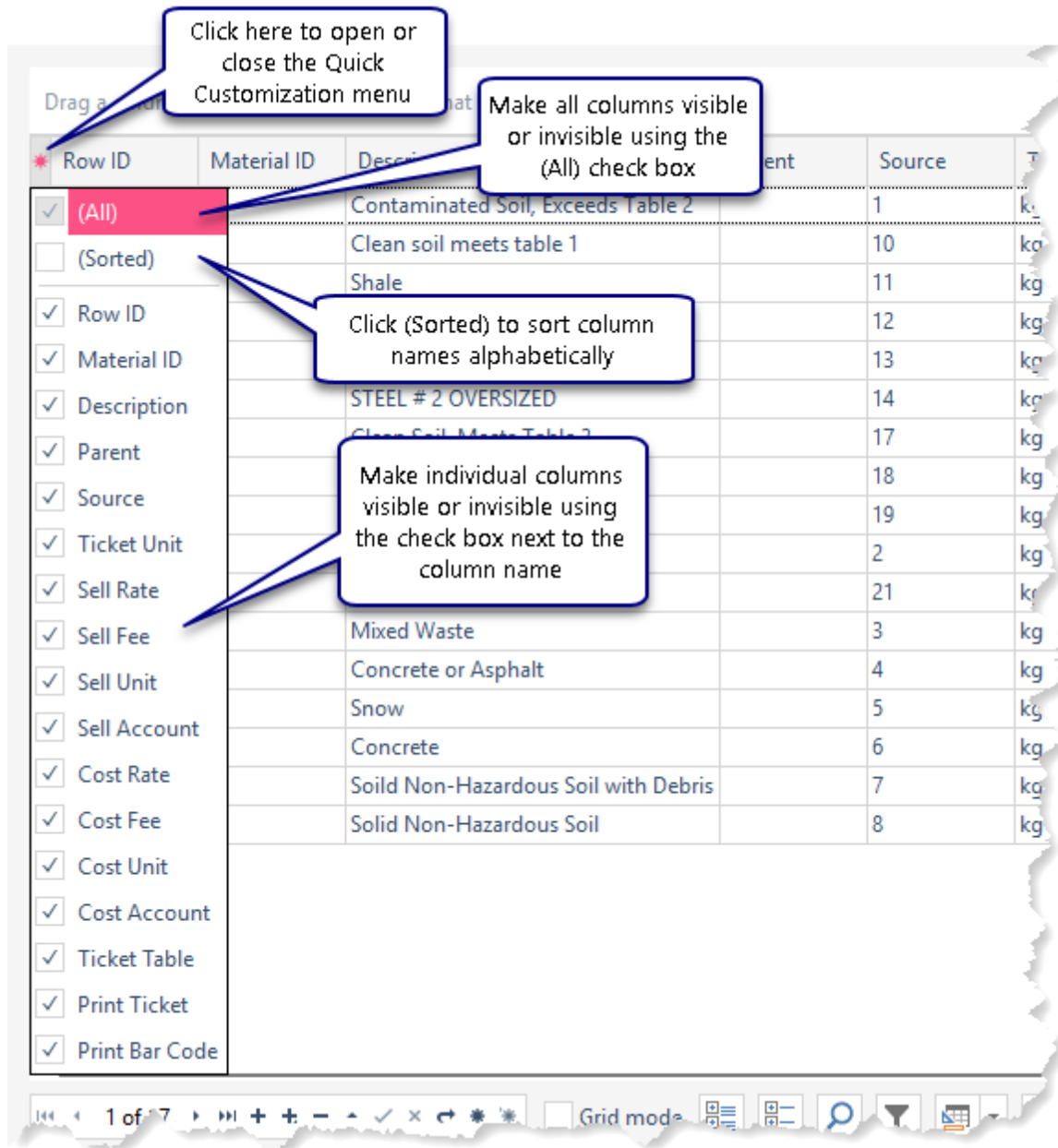
Drag a column header here to group by that column

Truck ID	Driver	Owner	Description	Vehicle Type	Tare
ENG0001	ENGIMA INTERLOCK		PICKUP	TANDEM AXLE DUMP TRUCK	
AJT001	AJ TRUCKING		FORD TRI-AXLE	TRI-AXLE DUMP TRUCK	
COLE001	COLE TRUCKING		FRTH	TRI-AXLE DUMP TRUCK	
EMD0006	EMD006 DAVING		MACK TRI-AXLE	TRI-AXLE DUMP TRUCK	

3.1.4.3 Adding and Removing columns

Quick Customization

The Quick Customization menu is the simplest way to add or remove a column from a Grid.



Context menu

Another method that can be used to remove a column from the Grid is using the Column context menu. Right click on the column header and pick 'Remove This Column' from the context menu.

Drag a column header here to group by that column

Truck ID	Owner	Driver	Description	Vehicle
3G341	3G TRUCKING			TRI
911				6
A&N0019	A&N TRUCKING			TRI
A10003	A1 ASPHALT			TRI-A
A1001	A1 Asphalt			TRI
ABJH0001	ABJ HAULAGE			TRI-A
AC1020	AC HAULAGE			TRI-A
AFT001	AF TRANSPORT			TRI-A
AFT002	AFT TRANSPORT			TRI-A
AGGFLOW001	AGG FLOW INC			TRI-A
AGK001	AGK HAULAGE			TRI
AHAUL001	A HAULAGE			TAN
AIRD001	A I ROADTEC			TRI-A
AJBR001	A.J. BROOKS HAULAGE			TRI
ALCAM001	ALCAM EXCAVATING		MACK	TRI-A
ALFCO024	ART LAFRANCO		INT T/A	TAN
ALFCO093	ART LAFRANCO HAULAGE		VOLVO TRI-AXLE	TT

Field chooser

Finally, you can select Field Chooser from the context menu. This will open up the Customization dialog where you can drag and drop column headers which removes them from the Grid.

Drag a column header here to group by that column

Truck ID	Owner	Description	Tare	Last Tared	Days Since Last Tared	Manual Tare	RGW	AGW
3G341	3G TRUCKING	KEN	13900	2013-09-12 07:36:38 am	1430	[M]	36600	3660
911			0	2017-08-17 01:01:28 pm	0	[A]	0	
A&N0019	A&N TRUCKING	MACK	13190	2016-09-07 06:17:53 am	339	[M]	36200	3620
A10003	A1 ASPHALT	MACK	14000	2013-10-08 11:34:44 am	1404	[M]		
A1001	A1 Asphalt	PURPLE MACK	13400	2011-07-13 04:46:38 pm	2222	[M]		
ABJH0001	ABJ HAULAGE	INT	12590	2013-11-06 07:00:47 am	1382	[M]		
AC1020	AC HAULAGE	LIVEBOTTOM	19360	2014-06-13 07:35:31 am	1156	[M]		
AFT001	AF TRANSPORT	KEN	13800	2014-04-07 09:11:19 am	1223	[M]		
AFT002	AFT TRANSPORT	MACK	14000	2014-04-07 09:14:02 am	1223	[M]		
AGGFLOW001	AGG FLOW INC	WHITE INT	13400	2016-05-26 10:20:25 am	443	[M]		
AGK001	AGK HAULAGE	VOLVO	13540	2011-06-28 08:04:30 am	2237	[M]		
AHAUL001	A HAULAGE	BLUE	13900	2013-09-05 10:13:22 am	1449	[M]		
AIRD001	A I ROADTEC		12700	2014-05-29 11:06:16 am	1171	[M]		
AJBR001	A.J. BROOKS HAULAGE	FORD	13030	2014-06-11 06:57:36 am	1158	[M]		
ALCAM001	ALCAM EXCAVATING	MACK	14200	2013-07-04 08:29:01 am	1500	[M]		
ALFCO024	ART LAFRANCO	INT T/A	10050	2005-08-25 01:55:29 pm	4370	[M]		
ALFCO093	ART LAFRANCO HAULAGE	VOLVO TRI-AXLE	13460	2005-06-15 02:46:36 pm	4441	[M]		

Customization

Columns
Driver
Vehicle Type

Here's how it looks in an animation:

Drag a column header here to group by that column

Truck ID	Owner	Driver	Description	Vehicle Type	Tare	Last Tared	Days
3G341	3G TRUCKING		KEN	TRI-AXLE DUMP TRUCK	13900	2013-09-12 07:36:38 am	
911				6	0	2017-08-17 01:01:28 pm	
A&N0019	A&N TRUCKING		MACK	TRI-AXLE DUMP TRUCK	13190	2016-09-07 06:17:53 am	
A10003	A1 ASPHALT		MACK	TRI-AXLE DUMP TRUCK	14000		
A1001	A1 Asphalt		PURPLE MACK	TRI-AXLE DUMP TRUCK	13400		
ABJH0001	ABJ HAULAGE		INT	TRI-AXLE DUMP TRUCK	12590		
AC1020	AC HAULAGE		LIVEBOTTOM	TRI-AXLE DUMP TRUCK	19360		
AFT001	AF TRANSPORT		KEN	TRI-AXLE DUMP TRUCK	13800		
AFT002	AFT TRANSPORT		MACK	TRI-AXLE DUMP TRUCK	14000		
AGGFLOW001	AGG FLOW INC		WHITE INT	TRI-AXLE DUMP TRUCK	13400		
AGK001	AGK HAULAGE		VOLVO	TRI-AXLE DUMP TRUCK	13540		
AHAUL001	A HAULAGE		BLUE	TANDEM AXLE DUMP TRUCK	13900		
AIRD001	A I ROADTEC			TRI-AXLE DUMP TRUCK	12700		
AJBR001	A.J. BROOKS HAULAGE		FORD	TRI-AXLE DUMP TRUCK	13030		
ALCAM001	ALCAM EXCAVATING		MACK	TRI-AXLE DUMP TRUCK	14200		
ALFCO024	ART LAFRANCO		INT T/A	TANDEM AXLE DUMP TRUCK	10050		
ALFCO093	ART LAFRANCO HAULAGE		VOLVO TRI-AXLE	TRI-AXLE DUMP TRUCK	13460		

Customization

Columns

3.1.4.4 Grouping

The Group By Box allows you to organize rows in a group based on the values in one or more columns.

Drag a column header here to group by that column

Row ID	Truck ID	Driver
726	RTP0017	ROYAL TOWN
761	SERV023	SERVE CONSTRUCTION
844	TRIS01141-3	
870	WALT006	WALTON PAVING

Group By Box

For example Customers grouped by City:

City

Customer ID	Name
City : KESWICK	
BART001	BARTER PAVING
GEOR002	CORPORATION OF THE TOWN OF GEORGINA
PATC001	THOMPSON PAVING
City : KING CITY	
KING001	TOWNSHIP OF KING
PION001	PIONEER PAVING
PNNRT001	PENNORTH GROUP LIMITED
RBSL001	ROBERT B. SOMMERVILLE LTD.
TRICON01	TRICON CONTRACTING 1124760 ONTARIO INC

Or Trucks by grouped Owner *and* within the Owner group, grouped by Vehicle Type:

Owner △ Vehicle Type △		
Row ID	Truck ID	Driver
[-] Owner : LISBON PAVING CO., LIMITED		
[-] Vehicle Type : L/B		
448	LISB111	
455	LISB132	
459	LISB150	
461	LISB170	
465	LISB2	
468	LISB202	
471	LISB4	09-30
480	LISB702	
481	LISB703	
[-] Vehicle Type : TDM/TRAIL		
449	LISB112	
450	LISB113	
474	LISB501	
479	LISB701	
[+] Vehicle Type : TRI/A		
[+] Vehicle Type : TRI/TRAIL		
[+] Owner : LISBON PAVING CO., LIMITED		

Creating a group



Groups are created one of two ways:

- Dragging and dropping a Column header (in the example below, the Owner column) on the Group By Box


Drag a Owner header here to group by this △ ▽ Column		
Row ID	Truck ID	Driver
726	RTP0017	ROYAL TOWN
761	SERV023	SERVE CONSTRUCTION
844	TRIS01141-3	
870	WALT006	WALTON PAVING

- Selecting Group By This Field from the Column context menu


Expanding and Collapsing groups

Groups can be expanded and collapsed. Expanding and collapsing of a group is accomplished by click the + and - symbols at the left of each group header. You can also expand all groups using the  button and or collapse all rows with the  button. Alternatively you can use the Group By Box context menu to expand/collapse groups.

In this image, all groups are collapsed.


Owner 			
Truck ID	Vehicle Type	Driver	De
+ Owner : BOB HOY PAVING			
+ Owner : BOLTON PAVING			
+ Owner : BORSA BROS.			
+ Owner : BRADFORD WG PAVING			
+ Owner : BRANTCO CONSTRUCTION			
+ Owner : BRAY'S BUS LTD.			

In this image, the BOLTON PAVING group is expanded.


Owner 			
Truck ID	Vehicle Type	Driver	Des
+ Owner : BOB HOY PAVING			
- Owner : BOLTON PAVING			
BOLTON0045	TRI/A		MACK
BOLTON022	TRI/A		MACK
BOLTON21	TRI/A		ford

3.1.4.5 Find panel

The Grid control has the capability of finding and highlighting text within its rows using the Find Panel.

To open the Find Panel, click the  to the right of the Row Navigator or right-click a column header and select Find Panel from the context menu.

Here's the Grid control from the Truck Editor with the Find Panel visible prior to typing anything into the Find Box. The Footer tells us that there are 911 rows in the Grid.

<input type="text"/>  Find Clear			
Truck ID	Owner	Description	Vehicle Type
CNDR613	CON DRAIN	VOLVO-TRI-AXLE	TRI/A
CNDR614	CON-DRAIN	VOLVO TRI-AXLE	TRI/A
CNDRA001	CON-DURA	MACK	TRI/A
CNSR04	CONSTRADA CONSTRUCTION	MACK T/A	T/A
COLE001		FRTH	TRI/A
COLE002	COLE TRUCKING	BLUE FORD	L/B
COLLELL01	COLELLA	INT	TRI/A
COMP001	COMPLETE	MACK	TRI/A
CONC002	CONCORD PAVING	GREEN FORD STRELING	TRI/A
911			
<			

As you type text in the Find Box, the contents of the Grid will be filtered to only contain rows that contain that text. For example, here is what the Grid looks like when CON was typed into the sample control.

CON				Find	Clear
Truck ID	Owner	Description	Vehicle Ty.		
CONC002	CONCORD PAVING	GREEN FORD STRELING	TRI/A		
CONC005	CONCORD PAVING	STRELING	TRI/A		
CONC01	CONCORD		TRI/A		
CONC07	CONCORD PAVING		TRI/A		
CONC099	CONCORD PAVING INC.	FORD TRI/A RED	TRI/A		
COND001	CONDELLO HAULAGE		TRI/A		
CORT001	CORTALE HAULAGE	TRI/A	TRI/A		
CORT002	CORTALE CONTRACTING	MISC.	TRI/A		
CORT004	CORTALE HAULAGE	IHC W/ 40YD BIN	T/A		
215					
<					

The Footer tells us that there are 215 rows in the Grid that contain CON. Notice that CON is found in both the Truck ID and Owner columns.

When the Find text was expanded to CONcrete, the Grid looked like this:

CONcrete				Find	Clear
Truck ID	Owner	Description	Vehicle Type		
ALOI001	ALOIA BROS. CONCRETE	INT	TRI/A		
ALOI150	ALOIA BROS. CONCRETE	MACK	TRI/A		
ALOI800	ALOIA BROS. CONCRETE	FORD T/A	T/A		
FC001	F&C CONCRETE	WESTERN STAR TRI/A	TRI/A		
RYCD001	ROYAL YORK CONCRETE & DRAIN	MACK TRI	TRI/A		
RYCD005	ROYAL YORK CONCRETE & DRIAN	PURPLE MACK	TRI/A		
6					
<					

Again, the Footer reflects that there are 6 rows in the Grid that contain CONcrete. Notice that the search is not case sensitive.

Extended search syntax

With a single option, you can enable the extended syntax for search strings, allowing end-users to apply multiple conditions. According to the extended syntax, words separated by the space character are treated as individual conditions combined by the OR logical operator. The grid View shows records that match at least one of these conditions. To search for a string containing a space character, this string must be enclosed in quotation marks.

The following specifiers and wildcards allow users to narrow search results:

- The "+" specifier. Preceding a condition with this specifier causes the Grid to display only records that match this condition. The "+" specifier implements the logical AND operator. There should be no space character between the "+" sign and the condition.
- The "-" specifier. Preceding a condition with "-" excludes records that match this condition from search results. There should be no space between the "-" sign and the condition.
- The percent ("%") wildcard. This wildcard substitutes any number of characters in a condition.
- The underscore ("_") wildcard. This wildcard represents any single character in a condition.

3.1.4.6 Footers

Grid Footers can be used to show the following information about a Grid column and/or columns within Groups within a Grid:

- Sum
- Min
- Max
- Count
- Average

The following are example of each type of Footer item (Count and Sum are the first two):



Truck ID	Tare	Days Since Last Tared	AGW	RGW	Allowed	Licen
3G341	13900	1372	36600	36600	36600	
911	0	0 0	0	0	0	
A&N0019	13190	278	36200	36200	36200	
A10003	14000	1343	36000	36000	36000	
911		2035713.00	MIN=0.00	MAX=80000.00	AVG=36622.34	

To make a Footer visible, use the Footer context menu.

3.1.4.7 Filters

A filter is a set of conditions that can be used to limit the number of rows that will be displayed in a Grid control. For example, if you are editing Tickets you may only want to view Tickets for specific Trucks. You can accomplish this using a Filter.

You can create filter conditions using Filter Dropdown lists, Filter shortcuts or the Filter builder.

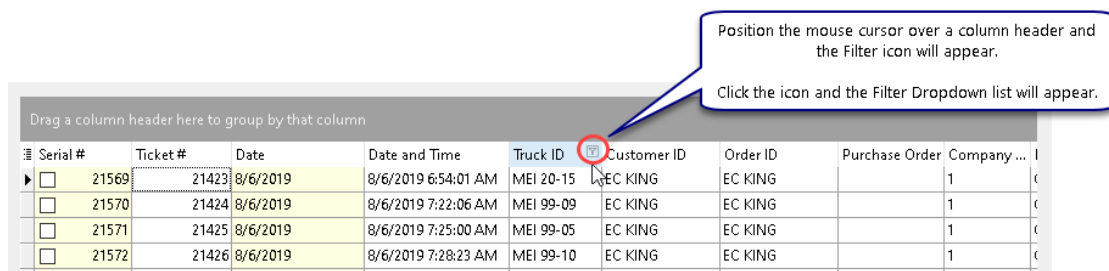
To make the Filter shortcuts and Filter panel visible, click the  button to the right of the Row Navigator. When the Filter controls are no longer needed, click  again.

If a filter condition exists, regardless of whether it is active, the Filter panel will be visible.

Filter Dropdown list
Filter panel
Filter panel shortcuts
Filter builder

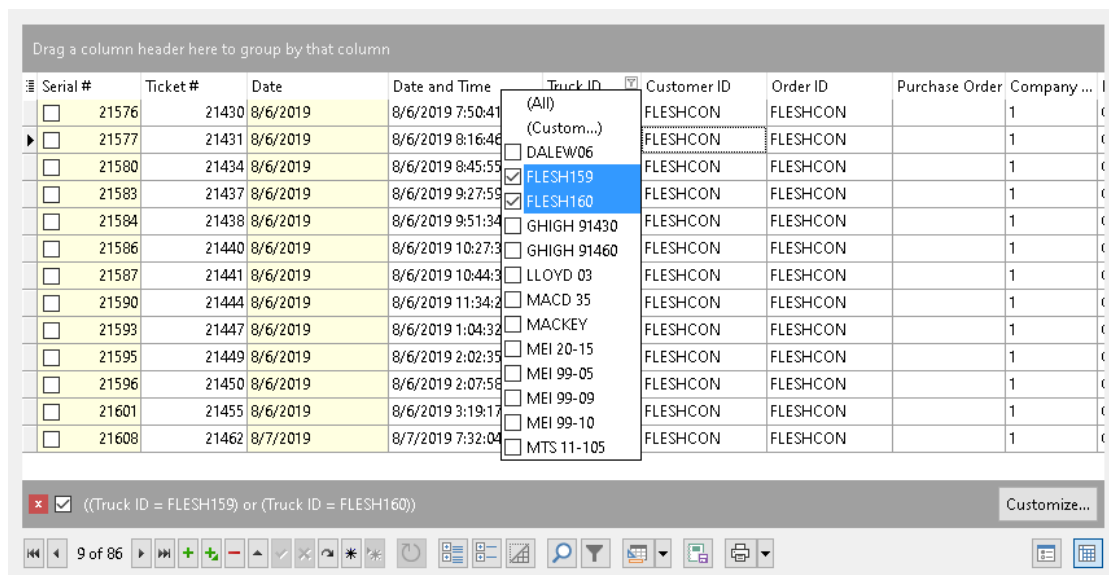
3.1.4.7.1 Filter Dropdown list

To open the Filter Dropdown list, position the mouse cursor over a column header and click the Filter icon. The contents of the the Dropdown list is derived from the unique values contained in the column.



In this example, a Grid that contains the contents of a Ticket table has been filtered to only show Tickets for Trucks FLESH159 and FLESH160.

When the contents of the Grid have been filtered, the Filter panel will appear at the bottom of the Grid.



3.1.4.7.2 Filter panel

When filtering is applied, the Filter panel appears with a description of the filter criteria. The Filter panel is located at the bottom of the Grid control.

You can temporarily deactivate and then activate filtering by clicking the checkbox on this panel. The 'x' button clears all the filter criteria applied.

Drag a column header here to group by that column

Serial #	Ticket #	Date	Date and Time	Truck ID	Customer ID	Order ID	Purchase Order	Company ...	Item
<input type="checkbox"/>	21576	21430	8/6/2019	8/6/2019 7:50:41 AM	FLESH160	FLESHCON	FLESHCON	1	CC
<input type="checkbox"/>	21577	21431	8/6/2019	8/6/2019 8:16:46 AM	FLESH159	FLESHCON	FLESHCON	1	CC
<input type="checkbox"/>	21580	21434	8/6/2019	8/6/2019 8:45:55 AM	FLESH160	FLESHCON	FLESHCON	1	CC
<input type="checkbox"/>	21583	21437	8/6/2019	8/6/2019 9:27:59 AM	FLESH159	FLESHCON	FLESHCON	1	CC
<input type="checkbox"/>	21584	21438	8/6/2019	8/6/2019 9:51:34 AM	FLESH160	FLESHCON	FLESHCON	1	CC
<input type="checkbox"/>	21586	21440	8/6/2019	8/6/2019 10:27:33 AM	FLESH159	FLESHCON	FLESHCON	1	CC
<input type="checkbox"/>	21587	21441	8/6/2019	8/6/2019 10:44:30 AM	FLESH160	FLESHCON	FLESHCON	1	CC
<input type="checkbox"/>	21590	21444	8/6/2019	8/6/2019 11:34:25 AM	FLESH159	FLESHCON	FLESHCON	1	CC
<input type="checkbox"/>	21593	21447	8/6/2019	8/6/2019 1:04:32 PM	FLESH159	FLESHCON	FLESHCON	1	CC
<input type="checkbox"/>	21595	21449	8/6/2019	8/6/2019 2:02:35 PM	FLESH160	FLESHCON	FLESHCON	1	CC
<input type="checkbox"/>	21596			8/6/2019 2:07:58 PM	FLESH159	FLESHCON	FLESHCON	1	CC
<input type="checkbox"/>	21601			8/6/2019 2:19:17 PM	FLESH159	FLESHCON	FLESHCON	1	CC
<input type="checkbox"/>	21608			8/6/2019 2:32:04 AM	FLESH159	FLESHCON	FLESHCON	1	CC

Filter conditions can be enabled or disabled temporarily using the checkbox

Click Customize to open the Filter builder dialog

Filter conditions can be deleted by clicking the Close button

Filter panel

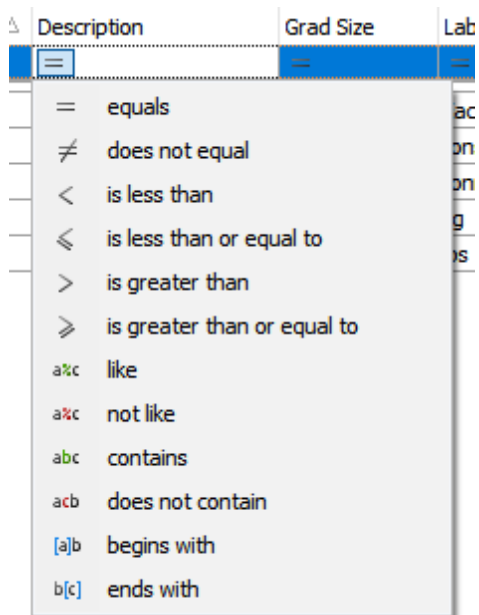
Customize...

3.1.4.7.3 Filter panel shortcuts

When the Filter panel is visible, an additional row appears below the column header row with one item per column. Each item contains operator and text edit control. The default operator is *equals*.

△	Description	Ⓔ
	=	:

When you click on the current operator (in this case an *equals* operator) a context menu with a list of applicable operators will appear.



Using the Measurement Unit table as an example, if we choose the *begins with* operator and type the letter **t** at the text editor, we will get the following results:

Description	Gr
[a]b t	
tons	
tonnes	

The Active filter panel will be updated too:

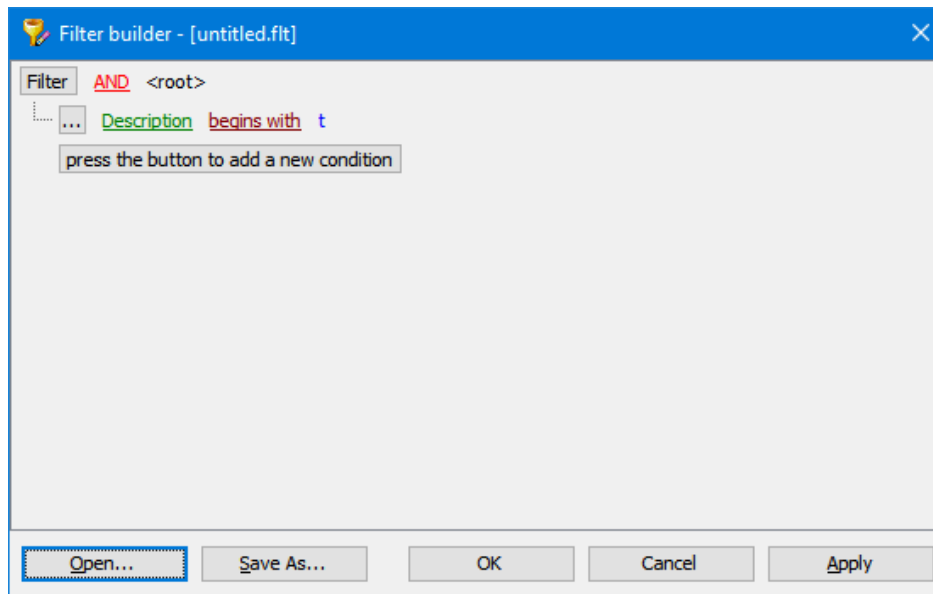


3.1.4.7.4 Filter builder

Filter builder allows you to save and recall filter conditions. Open Filter builder by clicking on the Customize button located on the right side of the Filter panel.

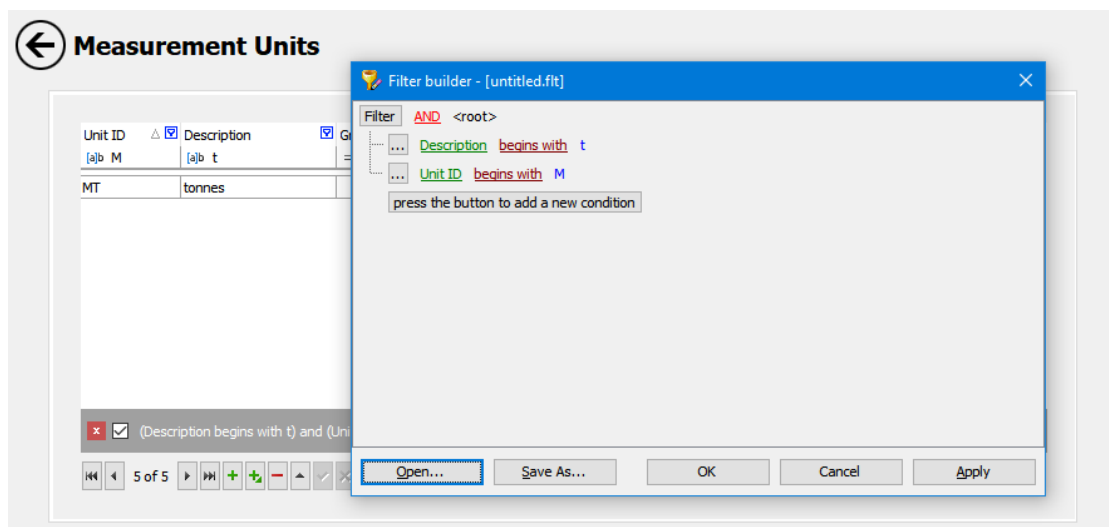


When you click Customize the following dialog will appear:



As you can see, it already knows about the Filter we created using shortcuts. The Filter builder dialog is modal. That means you can't return to the Editor until Filter dialog is closed by pressing OK or Cancel.

You can click on the Apply button to cause a modified Filter condition to be applied without closing Filter builder. For example, adding the begins with M condition and clicking apply result in only one row appearing in the Grid:



To save a Filter, click Save As.

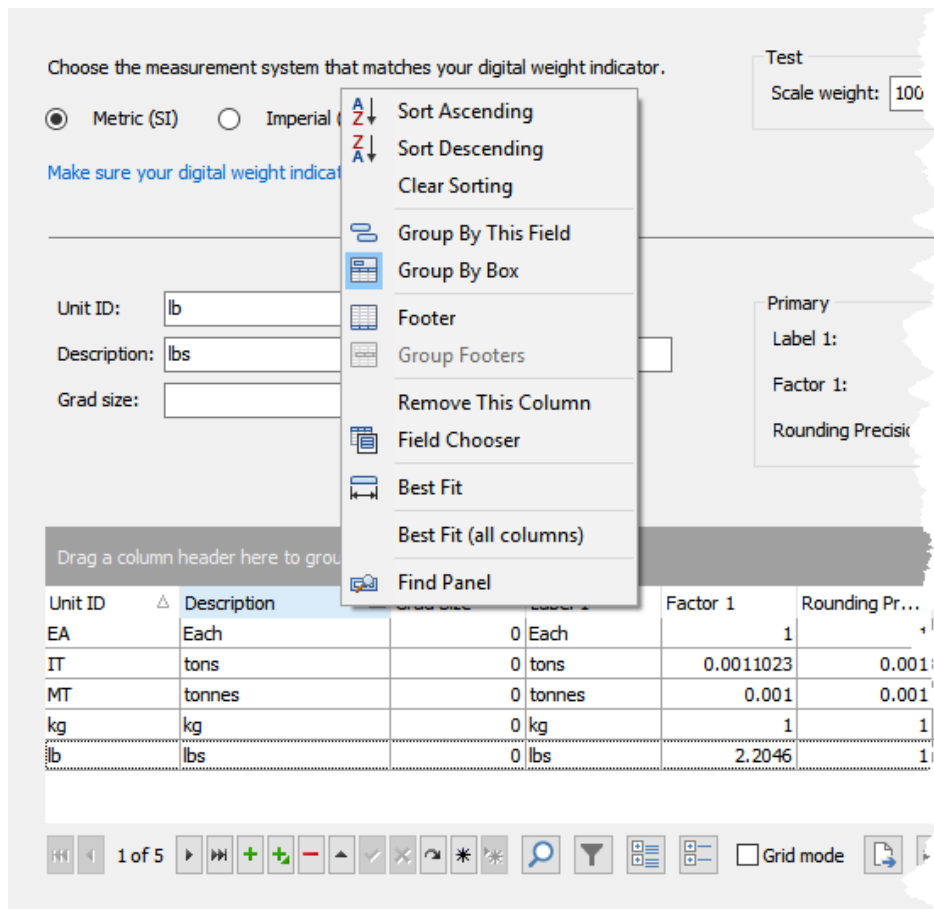
To open an existing Filter, click Open.

3.1.4.8 Context menus

3.1.4.8.1 Column

The Column context menu allows a user to customize the appearance of a Grid control. The context menu can be opened by right-clicking on a column header.

The image below shows how the context menu would appear if the user right-clicked on the Description column.



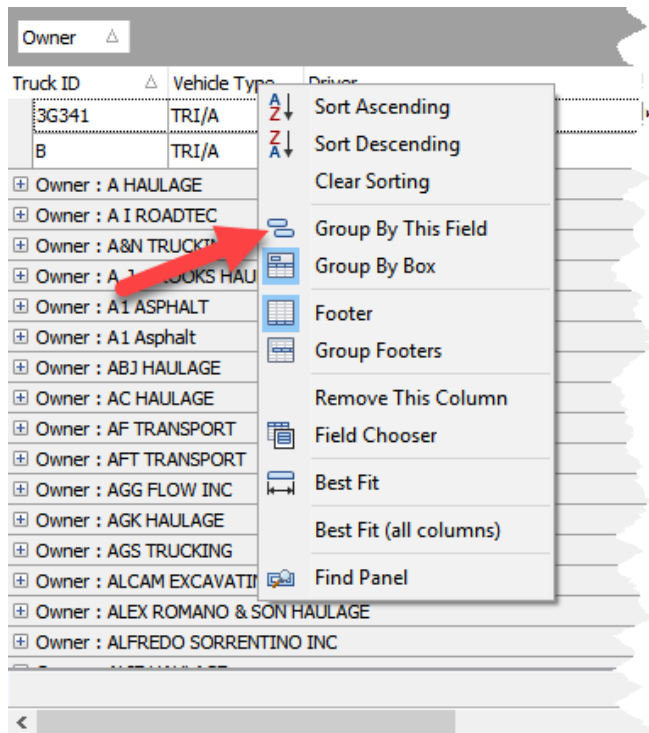
Sort Ascending, Sort Descending, Clearing sorting

Grid data can be sorted in ascending or descending order. Sort Ascending causes Grid rows to be sorted by the selected column from smallest to largest (e.g. 1-10, a-z). Sort Descending sorts largest to smallest (e.g. 10-1, z-a).

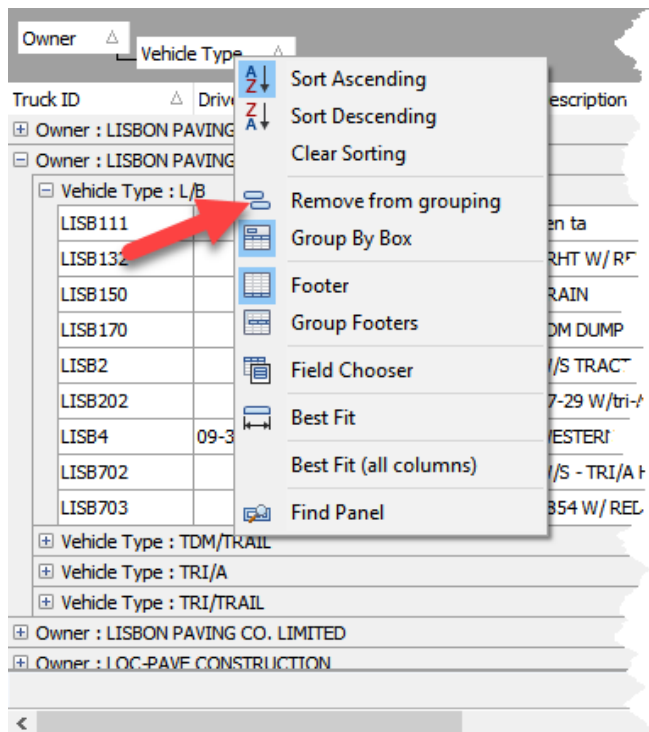
Clear Sorting removes sorting of the data on the Grid.

Group by this field, Remove from grouping, Group By Box

Grid data can be grouped by one or more columns. To add a column to a group, right-click the column header (in the example below, the Vehicle Type column) and click Group By This Field.



To remove a column from a group, right-click a column header in the Group By Box and click Remove from grouping.

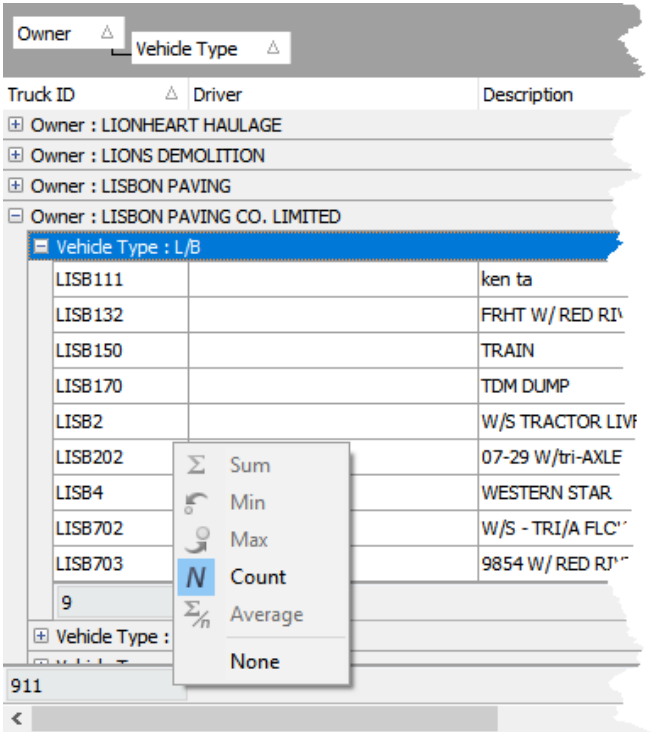


The Group By Box item toggles the visibility of the Group By Box.

Footer, Group Footers

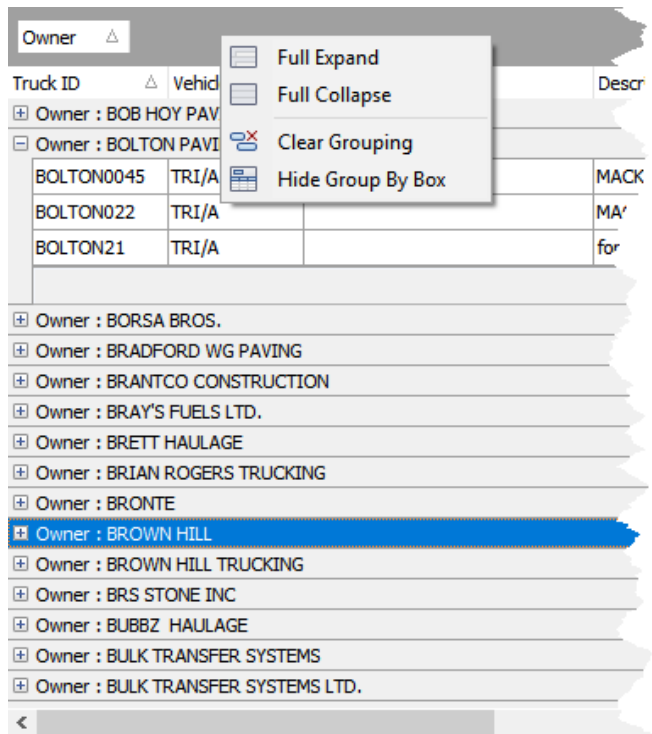
Footers can display the follow calculated values: Sum, Min, Max, Count, Average.

In the example below the Footer is showing the count of the number of rows in the Grid (911) and the Group Footer is showing the count of the number of Trucks owned by LISBON PAVING that are type L/B (9).



3.1.4.8.2 Group By Box

The Group By Box context menu allows a user to customize the appearance of a Grid control. The context menu can be opened by right-clicking on a Group By Box.



Full Expand, Full Collapse

Full Expand will expand all groups with a single click. Full collapse will collapse all groups.

Clear Grouping

Clear Grouping removes all columns from the Group By Box.

Hide Group By Box

Clicking Hide Group By Box hides the Group By Box. To make it visible, open the Column context menu and click Group By Box.

3.1.4.8.3 Footer

Owner ▾

Vehide Type ▾

Truck ID	Driver	Description
+ Owner : LIONHEART HAULAGE		
+ Owner : LIONS DEMOLITION		
+ Owner : LISBON PAVING		
- Owner : LISBON PAVING CO. LIMITED		
+ Vehide Type : L/B		
LISB111		ken ta
LISB132		FRHT W/ RED RI
LISB150		TRAIN
LISB170		TDM DUMP
LISB2		W/S TRACTOR LIV
LISB202		07-29 W/tri-AXLE
LISB4		WESTERN STAR
LISB702		W/S - TRI/A FLC"
LISB703		9854 W/ RED RJ"
9		
+ Vehide Type :		
911		

Σ Sum

↶ Min

↷ Max

N Count

Σ/n Average

None

3.1.5 Inspector

An Inspector control displays detailed information about a single row of data. Column Names appear at the left side of the Inspector control. Column Values appear on the right side. Name/ Value pairs may be grouped by Category.

Each row on the Inspector can contain one or more Name/Value pairs. Placing multiple Name/ Value pairs on a single row can save space as well as draw visual attention to the fact that Name/Value pairs are related. A good example of that is the Auto Recall category in the Inspector in the image below. Each identifier has an associated true/false value associated with it that is represented a check box.

In the example below, the details of the Truck identified by LISB12 are being displayed.

The screenshot shows the 'General' tab of a form with several sections. Callouts identify specific elements:

- Category:** Points to the 'General' tab header.
- Column name:** Points to the 'Truck ID' label.
- Column value:** Points to the 'LISB12' value in the 'Truck ID' field.
- Row containing multiple columns:** Points to the first row of the 'Auto Recall' section, which contains four columns: 'Last Customer ID', 'Recall', 'LISBON1', and a checkbox.

General			
Truck ID	LISB12		
Driver	03-21		
Owner	LISBON PAVING CO. LIMITED		
Description	WESTERN STAR TRIAXLE DUMP		
Vehicle Type	TRI/A		
Licensing			
Licence	Expiry Date		
Registration			
Weights			
Tare	Manual Tare	12900	<input checked="" type="checkbox"/> M
Last Tared	Days Since Last Tared	2003-07-08 06:27:45 am	5088
AGW	Allow Overloads	42000	<input checked="" type="checkbox"/>
RGW	Allowed	42000	42000
Auto Recall			
Last Customer ID	Recall	LISBON1	<input checked="" type="checkbox"/>
Last Order ID	Recall	ARNO001	<input checked="" type="checkbox"/>
Last Item ID	Recall	SP19 B	<input checked="" type="checkbox"/>
Trailers			
Trailer 1	Trailer 1 Tare	0	
Trailer 2	Trailer 2 Tare	0	
Identification			
Driver			
Driver Licence			

3.2 My Companies

To start the Company Editor, click the My Companies tile. To return to the Home view, click the Home icon on the system menu.

GeneralContactAccountingTicket PrintingLogo ImageMap Location

Name: Seeley and Arnill Construction

Address 1: 255 South Street

Address 2: PO Box 20

City: DurhamONZip Code: N0G 1R0

...

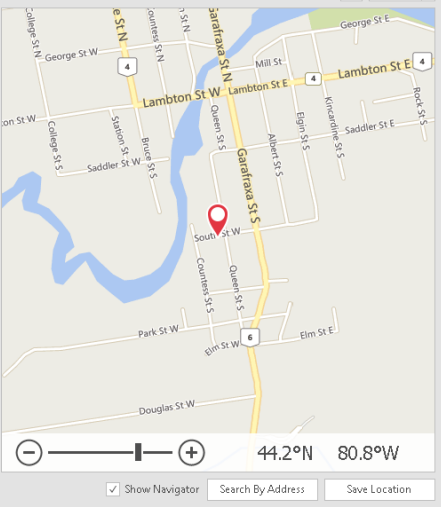
Drag a column header here to group by that column

Company ID	Name	Address 1	Address 2	City	State	Zip Code	Phone 1	Nun
1	Seeley and Arnill Construction	255 South Street	PO Box 20	Durham	ON	N0G 1R0	Head Office	519-5

1 of 1

Map

Search: 255 South St W, West Grey, ON N0G, Canada3 foundView



44.2°N 80.8°W

☒ Show NavigatorSearch By AddressSave Location

3.2.1 General

Use this tab to enter Name and Address information that applies to a Company. Typically this information would be printed on Tickets and Invoices that are created for a Company.

GeneralContactAccountingTicket PrintingLogo ImageMap Location

Name: Seeley and Arnill Construction

Address 1: 255 South Street

Address 2: PO Box 20

City: DurhamONZip Code: N0G 1R0

3.2.2 Contact

Use this tab to enter Contact information that applies to a Company. Typically this information would be printed on Tickets and Invoices that are created for a Company.

General	Contact	Accounting	Ticket Printing	Logo Image	Map Location
---------	---------	------------	-----------------	------------	--------------

Phone 1: Number:

Phone 2: Number:

email:

Website:

3.2.3 Accounting

General	Contact	Accounting	Ticket Printing	Logo Image	Map Location
---------	---------	------------	-----------------	------------	--------------

Does this Company or location have a unique identifier?

Company ID:

For Canadian businesses that require a GST/HST account, please record it below.

GST/HST #

3.2.4 Ticket printing

General	Contact	Accounting	Ticket Printing	Logo Image	Map Location
---------	---------	------------	-----------------	------------	--------------

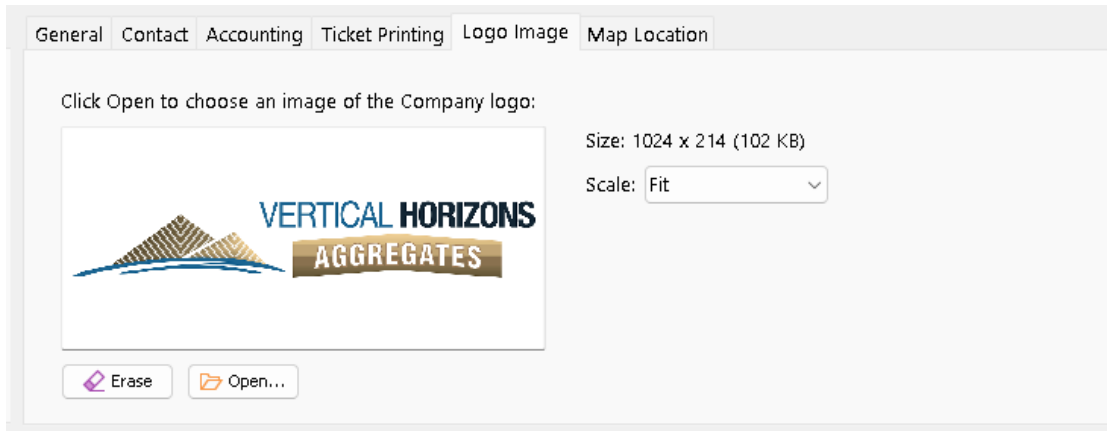
☒ Print Name, Address, Contact Information and/or Logo Image in Ticket heading

3.2.5 Logo image

Use this tab to select a logo image that represents a Company. Typically this logo would be printed on Tickets and Invoices that are created for a Company.

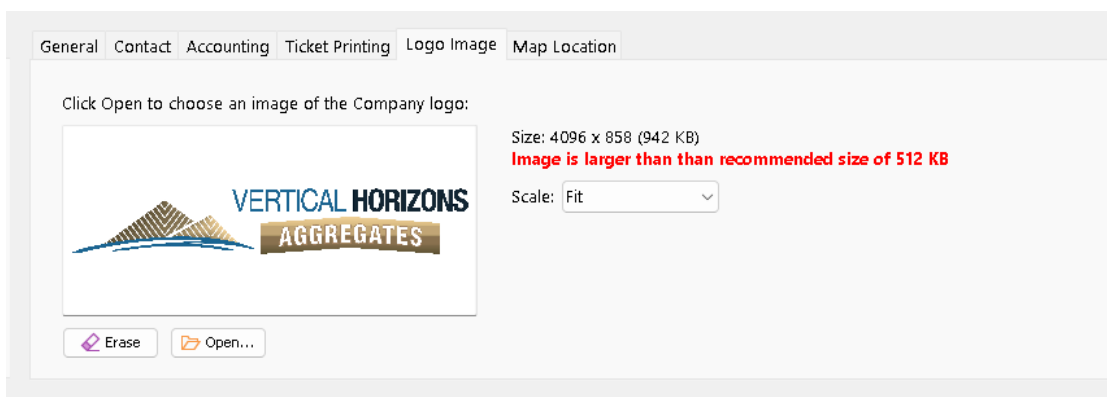
To load an logo image click the Open button. To remove a logo image, click Erase.

You can use the Scale drop-down to change how the image appears in the Logo Image tab. This does not effect how the image will be printed on a Ticket or Invoice.



We recommend keeping the logo image size below 512 KB. The reason is that we have noticed that when reprinting multiple Tickets, if the image is too large the Ticket preview window will load slowly, complain about running out of memory or might not load all Tickets.

If you insist on using an unsupported image size, Dispatch will display a warning.



3.2.6 Map location

These Latitude and Longitude coordinates refer to the address information from the General tab.

If you click Search By Address while the General tab is visible, Dispatch will search Bing Maps for the address and update the Latitude and Longitude coordinates.

General	Contact	Accounting	Ticket Printing	Logo Image	Map Location
---------	---------	------------	-----------------	------------	--------------

Latitude:

Longitude:


3.2.7 How is Company information used?

Each Ticket is associated with a Company. That Company would normally be the seller or purchaser related to the Ticket.

The name, address and phone information for the Company associated with a Ticket can be used to create a ticket header for a Ticket. For example, if your Company is Lisbon Asphalt Products your Ticket might look like this:

LISBON ASPHALT PRODUCTS LIMITED		Phone	905-775-4866
275 ARTESIAN INDUSTRIAL PARKWAY		Fax	905-775-2721
BRADFORD, ON L3Z 2B8			
Customer	BATT001	BATTISTA PAVING INC	Gross 32
Order	BATT001	TERRAPAVE	Tare 12.5
Reference			Net 19
P.O. #			

Alternatively, you could print a logo image:

		Phone	800-555-111
		Fax	800-555-111
Customer	IPAC001	IPAC PAVING LTD	Gross ?
Order	IPAC001	SUTTON	Tare

3.2.8 Using more than one Company

Why would you want to create more than one Company?



Let's say for accounting purposes you own and operate more than one company. You operate a construction unit that supplies asphalt (ABC Construction) and an aggregate unit (ABC Sand & Gravel) that sells sand and gravel.

All Trucks, regardless of whether they are hauling for ABC Construction or ABC Sand & Gravel, pass over the same scale and are weighed by the same operator that prints Tickets for both Companies. When you print a Ticket for ABC Construction you want the heading of the show ABC Construction. And, when you print a Ticket for ABC Sand & Gravel you want the heading to indicate ABC Sand & Gravel.

By creating two Companies, you will be able to associate Tickets with the appropriate Company which in turn allows Dispatch print the correct Ticket heading.

3.2.9 Sample ticket

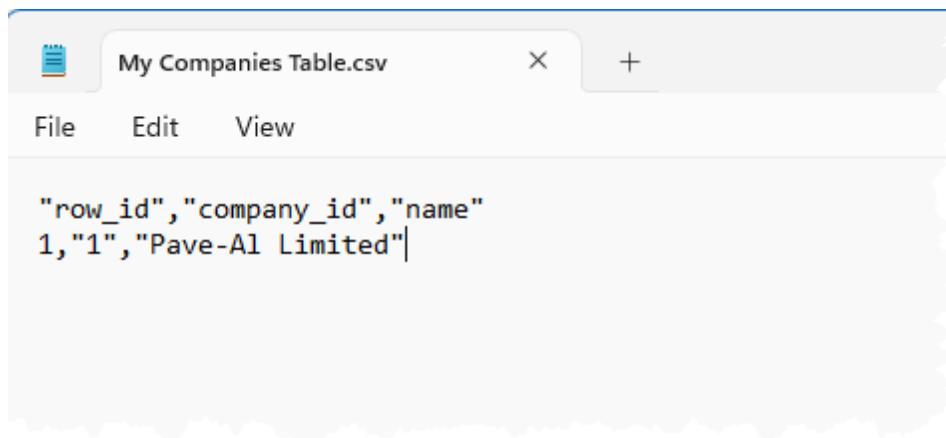
Here is a sample ticket that would be produced for the company illustrated in this part of the documentation.

		255 South Street Durham, ON N0G 1R0	Head Office Pit Office	519-369-3547 519 922 1115	Ticket # 25424 8/11/2020 7:16:11 PM	
Customer	13 FORTY	13 FORTY LANDSCAPE SUPPLIES		Gross	20030 kg	
Order	13 FORTY	13 FORTY LANDSCAPE SUPPLIES		Tare	13480 kg	
Reference				Net	6550 kg 6.55	
P.O. #						
Street/Loc						
Zone	PICK UP			Truck	13FORTY 0316	Type NS
Item	PEASTONE	WASHED PEASTONE		Licence		
Material	PEASTONE			Trailer		
Source		Cost Code		Owner	13 FORTY LANDSCAPE	
Item amount	0.00	6.55 tonnes @ 0.0000 + 0.00		Today	5 loads	32.75 tonnes
Haul amount	0.00	6.55 tonnes @ 0.0000 + 0.00		Driver		
Sub-total	0.00			Received by		
Item tax	\$0.00	HST (13.0%)		Lot/Station		
Haul tax	\$0.00			GST #	25594	
Total	\$0.00					

3.2.10 Importing

At minimum, the My Companies Table import file must contain the following columns: row_id, company_id and name.

Make sure each row has a unique row_id value. Here is an example:



You can open Notepad or Excel and copy and paste the sample below to create your own import file. At your discretion, include or exclude any of the columns and values that are not required.

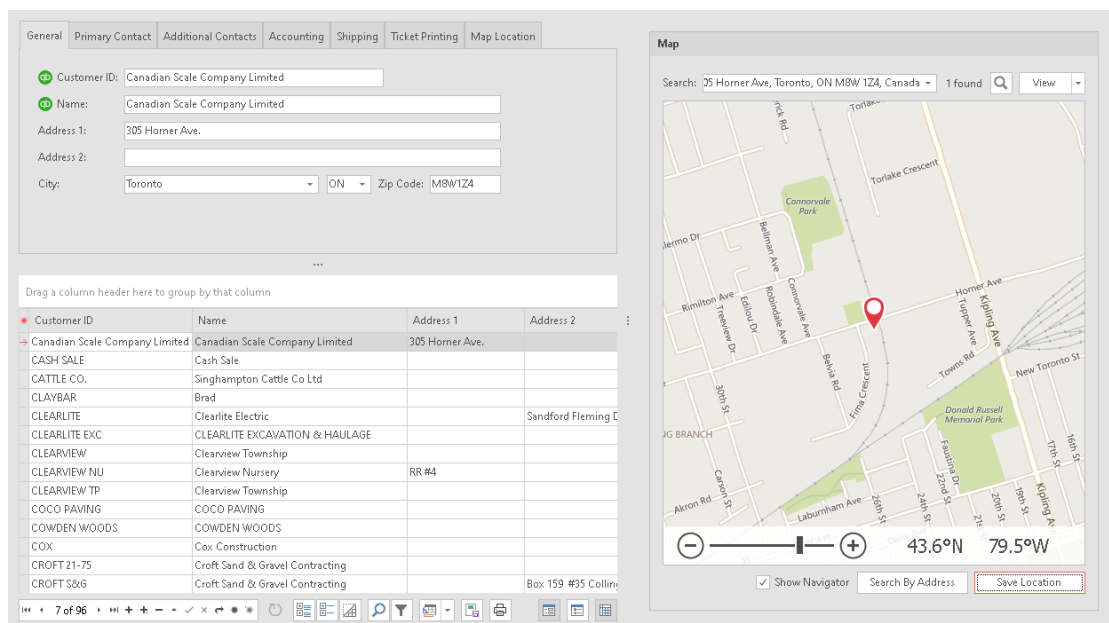
```

"row_id","company_id","name","addr1","addr2","city","province","postal_code","phone1_d
escription","phone1","phone2_description","phone2","logo_image","gst_registration","pr
int_ticket_heading","email","website","location_latitude","location_longitude","contac
t_email","email_ticket","email_ticket_via"
1,"1","Pave-Al Limited","1250 Shawson Drive","","Mississauga","ON","L4W 1C3","Head
Office","905-256-2500","Plant","905-670-
8717","","RT123456",1,"scale@paveal.com","www.paveal.com",43.648102,-
79.648343,"scale@paveal.com",0,0

```

3.3 Customer

To start the Customer Editor, click the Customers tile. To return to the Home view, click the Home icon on the system menu.



3.3.1 General

The screenshot shows the 'General' tab of a customer form. The tabs at the top are: General, Primary Contact, Additional Contacts, Accounting, Shipping, Ticket Printing, and Map Location. The form fields are as follows:

- Customer ID: 0160
- Name: ANVIRO CONTRACTORS, INC.
- Address 1: 660 JACKSON VALLEY RD
- Address 2: (empty)
- City: OXFORD (dropdown), NJ (dropdown), Zip Code: 07863

3.3.2 Primary contact

Contact information is completely optional. If it is provided, it will be copied to each new Order that is created for the Customer.

The screenshot shows the 'Primary Contact' tab of a customer form. The tabs at the top are: General, Primary Contact, Additional Contacts, Accounting, Shipping, Ticket Printing, and Map Location. The form fields are as follows:

- Phone 1: Phone (dropdown), Number: 416-259-1111
- Phone 2: Fax (dropdown), Number: 416-259-1959
- Name: (empty)
- email: info@canscale.com (with email icon), Other: www.canscale.com (with website icon)

3.3.3 Additional contacts

You can create as many Additional Contacts as you like. There is no practical limit to the number of Additional Contacts you can create.

Use the Row Navigator

General Primary Contact Additional Contacts Accounting Shipping Ticket Printing Map Location

1 of 1

First: Jeff
 Middle:
 Last: Weir
 Title:
 Salutation: Mr.
 Phone 1: Mobile
 Number: 416-524-1471
 Phone 2:
 Number:
 email: jeffw@canscale.com
 Other:
 Remarks:

Use these buttons to switch between Card and Grid views

3.3.4 Accounting

Accounting information is copied to each new Order created for a Customer.

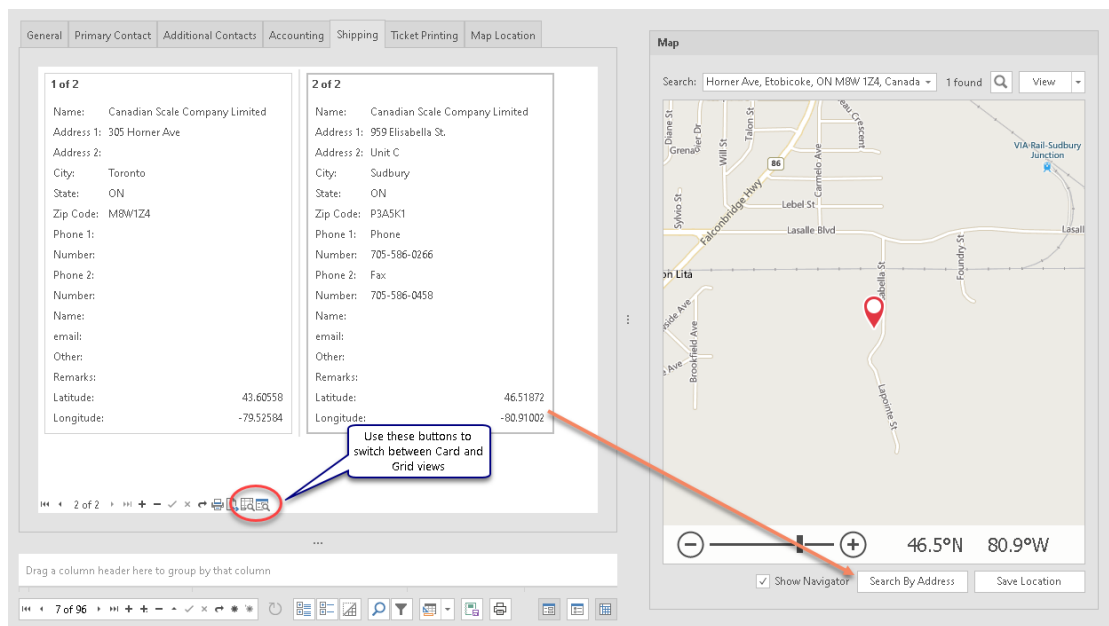
General Primary Contact Additional Contacts Accounting Shipping Ticket Printing Map Location

Credit limit: \$0.00
 Balance: \$0.00
 Company ID: 1
 Sales unit: tonnes
 Terms: Invoice
 Material taxes: None selected
 Delivery taxes: None selected

3.3.5 Shipping

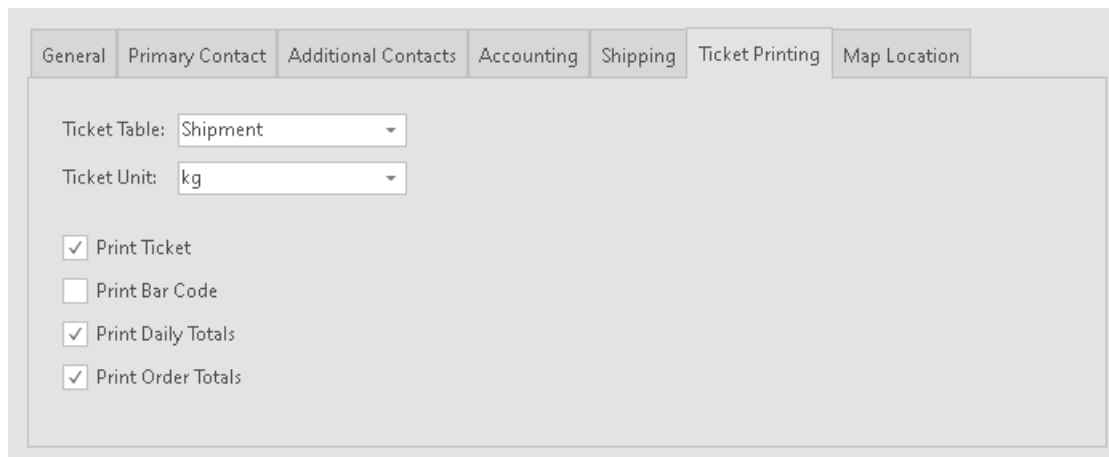
You can create as many Shipping contacts as is appropriate. There is no practical limit to the number of Shipping contacts you can create.

When you click Search By Address, Dispatch will find the Latitude and Longitude for the current Shipping contact.



3.3.6 Ticket printing

Ticket Printing information is copied to each new Order created for a Customer.



3.3.7 Map location

These Latitude and Longitude coordinates refer to the address information from the General tab.

If you click Search By Address while the General tab is visible, Dispatch will search Bing Maps for the address and update the Latitude and Longitude coordinates.

General	Primary Contact	Additional Contacts	Accounting	Shipping	Ticket Printing	Map Location
---------	-----------------	---------------------	------------	----------	-----------------	--------------

Latitude:

Longitude:

3.3.8 Importing

At minimum, the Customer Table import file must contain the following columns: row_id, customer_id and name.

Make sure each row has a unique row_id value. Here is an example:

Customer Table.csv

File Edit View

```

"row_id","customer_id","name"
1,"CANSCALE","Canadian Scale Company Limited"
2,"BESTWEIGH","Best Weigh Scale"
3,"HITECH","Hi-Tech Scales"

```

You can open Notepad or Excel and copy and paste the sample below to create your own import file. At your discretion, include or exclude any of the columns and values that are not required.

```

"row_id","customer_id","name","addr1","addr2","city","province","postal_code","credit_
limit","balance","invoice_unit","payment_terms","pct_discount","material_taxes_payable
","delivery_taxes_payable","phone1_description","phone1","phone2_description","phone2"
,"contact_name","contact_email","contact_other","ticket_table","ticket_unit","company_
id","print_ticket","print_barcode","print_daily_total","print_contract_total","print_c
ash_sale_details","location_latitude","location_longitude","report_path","report_file_
name","pdf_write","pdf_open","pdf_folder","pdf_file_name_format","shipto_name","shipto
_addr1","shipto_addr2","shipto_city","shipto_province","shipto_postal_code","shipto_ph
one1_description","shipto_phone1","shipto_phone2_description","shipto_phone2","shipto_
contact_name","shipto_contact_email","shipto_contact_other","invoice_path","invoice_fi
le_name","auto_reset_daily_total","hold","print_list_price"

```

3.4 Order

The Inspector control to the right of the Grid controls contains information about the current row of the current Grid. The Inspector is used to add, edit and delete rows from the current table. In the example bellow, the Customer Grid has been selected and the current Customer information is shown in the Inspector.



3.4.1.1 Adding Materials to an Order

Copyright © 1999-2024 Canadian Scale Company Limited



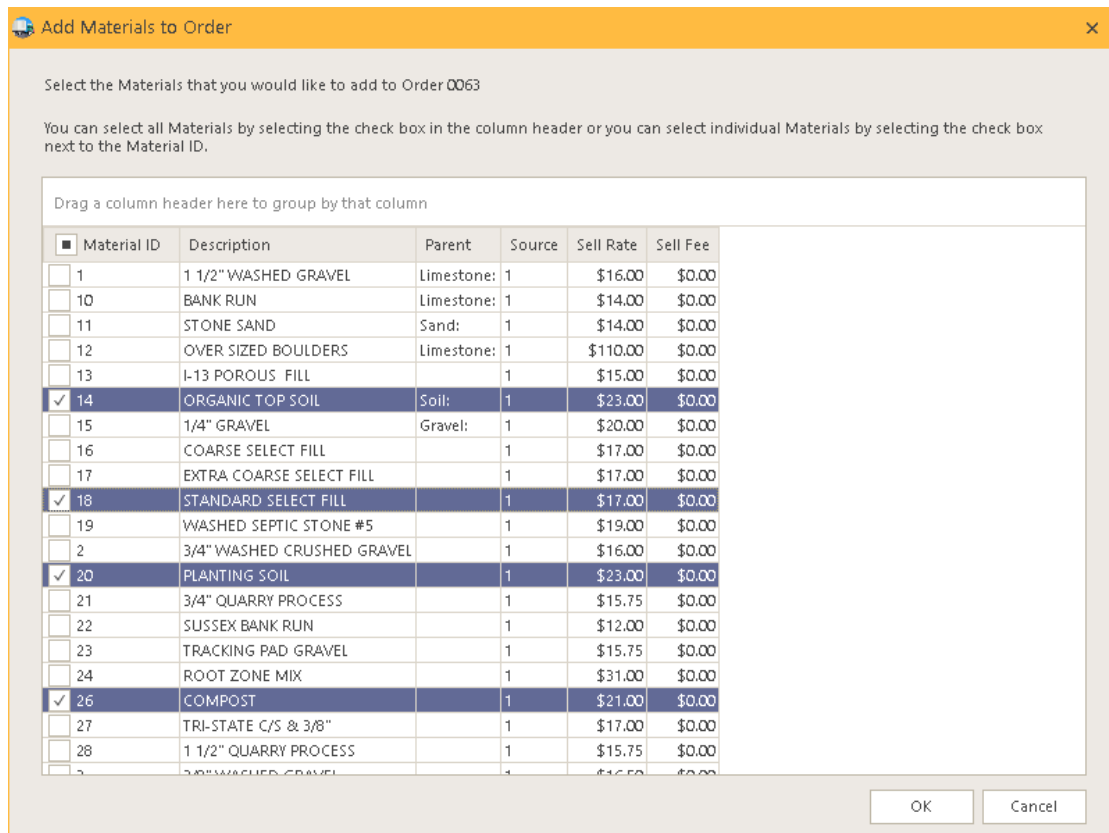
Add Materials to Order dialog

Use this dialog to quickly select one or more Materials to add to an Order.

Materials are selected using the check boxes at the left side of each row in the Grid control. In the example below, the Materials 14, 18, 20 and 26 have been selected.

If the OK push button is clicked, Materials 14, 18, 20 and 26 will be added to Order 0063 and the Add Materials to Order dialog will close.

If the user clicks Cancel, the Add Materials to Order will close and nothing will be added to the Order without regard to whether any Materials have been selected or not.



3.4.2 Zones

3.4.2.1 Adding Zones to an Order

When you click on the Order grid the Add Zones button will become visible.



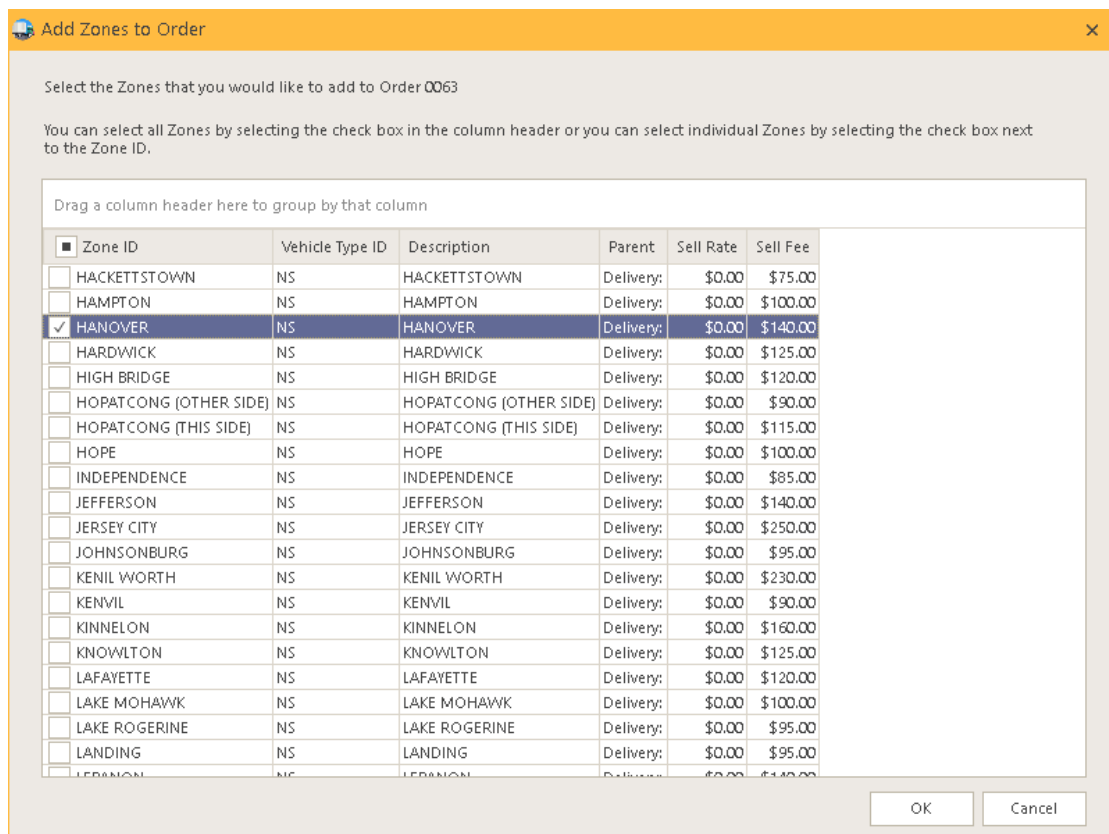
Add Zones to Order dialog

Use this dialog to quickly select one or more Zones to add to an Order.

Zones are selected using the check boxes at the left side of each row in the Grid control. In the example below, the HANOVER has been selected.

If the OK push button is clicked, Zone HANOVER will be added to Order 0063 and the Add Zones to Order dialog will close.

If the user clicks Cancel, the Add Zones to Order will close and nothing will be added to the Order without regard to whether any Zones have been selected or not.



3.5 Truck

To start the Truck Editor, click the Trucks tile. To return to the Home view, click the Home icon on the system menu.

General | Licensing | Trailers | Ticket Printing | Identification | Contact | Unattended Weighing

Truck ID: KIT187
 Driver:
 Owner: J.F. KITCHINGS AND SON
 Description: LIVE BOTTOM
 Vehicle type: NS

Tare: 19960 Last Tared: 8/16/2020 4:08:33 PM
 Registered Gross Weight: 59671 Allowed: 59671
 Allowable Gross Weight: 59671 ☐ Allow Overloads

Scale1 **19960** Update Tare

Drag a column header here to group by that column

Truck ID	Driver	Owner	Description	Vehicle Type	Tare	Last Tared	Days Since Last Tared	Tare Method
KIT181		J.F. KITCHING & SON LTD	TRIAXLE	NS	14030	10/19/2017 7:24:53 AM	1032	A
KIT187		J.F. KITCHINGS AND SON	LIVE BOTTOM	NS	19960	8/16/2020 4:08:33 PM	0	A
KIT188		J.F. KITCHING & SON LTD.	END DUMP	NS	19850	12/18/2018 2:49:42 PM	607	A
KIT189	ROB	J.F. KITCHINGS AND SON	LIVE BOTTOM	NS	22450	6/18/2018 3:17:02 PM	790	A
KIT190		J.F. Kitching		NS	19820	6/7/2018 3:57:49 PM	801	A
KIT190 (3)		J.F. KITCHING & SON LTD	LB	NS	22970	3/14/2019 10:38:16 AM	521	M
KIT191		J.F. KITCHING		NS	22520	7/11/2018 4:08:05 PM	767	A
KIT191(4)		J.F. KITCHING & SON LTD		NS	19620	8/9/2017 8:09:40 AM	1103	A
KIT195		J.F. KITCHING	END DUMP	NS	19760	3/14/2019 12:34:20 PM	521	M
KIT195(3)		J.F. KITCHING		NS	17420	10/12/2017 11:07:40 AM	1039	A
KIT196		J.F. KITCHING & SON		NS	15370	11/23/2016 3:23:36 AM	1363	A

3.5.1 General

General | Licensing | Trailers | Ticket Printing | Identification | Contact | Unattended Weighing

Truck ID: KIT187
 Driver:
 Owner: J.F. KITCHINGS AND SON
 Description: LIVE BOTTOM
 Vehicle type: NS

Tare: 19960 Last Tared: 8/16/2020 4:08:33 PM
 Registered Gross Weight: 59671 Allowed: 59671
 Allowable Gross Weight: 59671 ☐ Allow Overloads

Scale1 **19950** Update Tare

Drag a column header here to group by that column

Truck ID	Driver	Owner	Description	Vehicle Type	Tare	Last Tared	Days Since Last Tared	Tare Method
KIT181		J.F. KITCHING & SON LTD	TRIAXLE	NS	14030	10/19/2017 7:24:53 AM	1032	A
KIT187		J.F. KITCHINGS AND SON	LIVE BOTTOM	NS	19960	8/16/2020 4:08:33 PM	0	A
KIT188		J.F. KITCHING & SON LTD.	END DUMP	NS	19850	12/18/2018 2:49:42 PM	607	A
KIT189	ROB	J.F. KITCHINGS AND SON	LIVE BOTTOM	NS	22450	6/18/2018 3:17:02 PM	790	A
KIT190		J.F. Kitching		NS	19820	6/7/2018 3:57:49 PM	801	A
KIT190 (3)		J.F. KITCHING & SON LTD	LB	NS	22970	3/14/2019 10:38:16 AM	521	M
KIT191		J.F. KITCHING		NS	22520	7/11/2018 4:08:05 PM	767	A
KIT191(4)		J.F. KITCHING & SON LTD		NS	19620	8/9/2017 8:09:40 AM	1103	A
KIT195		J.F. KITCHING	END DUMP	NS	19760	3/14/2019 12:34:20 PM	521	M
KIT195(3)		J.F. KITCHING		NS	17420	10/12/2017 11:07:40 AM	1039	A
KIT196		J.F. KITCHING & SON		NS	15370	11/23/2016 3:23:36 AM	1363	A

Auto taring

Auto tare means that the Tare weight for the Truck is recorded by reading the weight value directly from the Scale. To Auto tare a Truck:

1. Make sure the Truck is empty and positioned on the scale.
2. If the Driver is normally in the Truck when weights
3. If you have more that one scale, select the scale that the Truck is positioned on.
4. Select the Truck that want to update.
5. Click Update Tare.

The current Scale weight will be recorded as the new Tare weight and Last Tared will be updated.

If the Truck had been previously been Manually tared, the **M** will change to an **A** to indicate that the Truck has be Auto tared.

Tare:13190Last Tared: 2016-09-07 06:17:53 am

Registered Gross Weight:36200Allowed:36200

Allowable Gross Weight:36200☒ Allow Overloads

Scale1

813410

Update Tare

3.5.2 **Licencing**

Licencing information is optional.

GeneralLicencingTrailersTicket PrintingIdentificationContactUnattended Weighing

Licence plate:AL 30996

Expiry date:2020-02-21

V.I.N.:1NKDL40X5FR977912

3.5.3 Trailers

The screenshot shows the 'Trailers' tab selected in a software interface. The tab bar at the top includes 'General', 'Licencing', 'Trailers', 'Ticket Printing', 'Identification', 'Contact', and 'Unattended Weighing'. The main area contains two rows of input fields. The first row is for 'Trailer 1', with a dropdown menu showing 'BUTT102' and a 'Tare' field with the value '13800'. The second row is for 'Trailer 2', with an empty dropdown menu and a 'Tare' field with the value '0'.

3.5.4 Ticket printing

When printing Tickets, when you select a Truck Dispatch can automatically recall information from the last Ticket based on which values you have configured each Truck to recall.




For example for Customers with their own Trucks that always purchase the same Material, you can configure their Trucks to recall the Customer ID, Order ID, Item ID and Zone ID.

For Customers with their own Trucks that constantly changing Materials you might choose not to recall the Item ID so that the operator is required to confirm the Material prior to printing each Ticket.




The screenshot shows the 'Ticket Printing' tab selected in the software interface. The tab bar at the top is the same as in the previous screenshot. The main area has a heading 'Choose the values that you would like recalled automatically when this Truck is weighed.' followed by four rows of configuration options. Each row consists of a label, a dropdown menu, and a checkbox with the word 'Recall'. The first row is 'Customer ID' with 'YORKECA' and a checked checkbox. The second row is 'Order ID' with 'YORKECA' and a checked checkbox. The third row is 'Item ID' with '4' and a checked checkbox. The fourth row is 'Zone ID' with an empty dropdown and a checked checkbox.

3.5.5 Identification

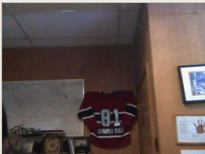
GeneralLicencingTrailersTicket PrintingIdentificationContactUnattended Weighing

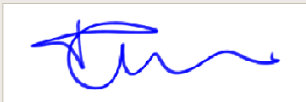


Driver:
  Capture

Click Capture to capture an image from Live Camera control.
Right-click an image control to load an image from your computer.

Driver Licence:
  Capture

Click Capture to capture an image from Live Camera control.
Right-click an image control to load an image from your computer.

Live Camera:

Signature:
  Capture... ☐ Use stored signature image

Click Capture to capture an image from Signature Capture device.
Right-click the image control to load an image from your computer.

3.5.6 Contact

Contact information is optional.

GeneralLicencingTrailersTicket PrintingIdentificationContactUnattended Weighing

Phone 1:

Phone

 Number: 416-259-1111

Phone 2:

Cell

 Number: 416-524-1471

Name: Robert Gordon

email: info@canscale.com

Other:

3.5.7 Unattended Weighing

GeneralLicencingTrailersTicket PrintingIdentificationContactUnattended Weighing

ID:

☒ Use Stored Tare

3.6 Zone

To start the Zone Editor, click the Zones tile. To return to the Home view, click the Home icon on the system menu.

General
Pricing

Zone ID:
HANOVER

Vehicle Type ID:
NS

Description:
HANOVER

Parent:
Delivery:

...

Drag a column header here to group by that column

Zone ID	Vehicle Type ID	Parent	Description	Sell Rate	Sell Fee	Sell Unit	Sales Account	Cost Rate	Cost Fee	Cost Unit	Cost Account	Taxes Payable
HANOVER	NS	Delivery:	HANOVER	0.00		140.00 tons		0.00	0.00	tons		None selected
HARDWICK	NS	Delivery:	HARDWICK	0.00		125.00 tons		0.00	0.00	tons		None selected
HIGH BRIDGE	NS	Delivery:	HIGH BRIDGE	0.00		120.00 tons		0.00	0.00	tons		None selected
HOPATCONG (OTHER SIDE)	NS	Delivery:	HOPATCONG (OTHER SIDE)	0.00		90.00 tons		0.00	0.00	tons		None selected
HOPATCONG (THIS SIDE)	NS	Delivery:	HOPATCONG (THIS SIDE)	0.00		115.00 tons		0.00	0.00	tons		None selected
HOPE	NS	Delivery:	HOPE	0.00		100.00 tons		0.00	0.00	tons		None selected
INDEPENDENCE	NS	Delivery:	INDEPENDENCE	0.00		85.00 tons		0.00	0.00	tons		None selected
JEFFERSON	NS	Delivery:	JEFFERSON	0.00		140.00 tons		0.00	0.00	tons		None selected
JERSEY CITY	NS	Delivery:	JERSEY CITY	0.00		250.00 tons		0.00	0.00	tons		None selected
JOHNSONBURG	NS	Delivery:	JOHNSONBURG	0.00		95.00 tons		0.00	0.00	tons		None selected
KENIL WORTH	NS	Delivery:	KENIL WORTH	0.00		230.00 tons		0.00	0.00	tons		None selected
KENVIL	NS	Delivery:	KENVIL	0.00		90.00 tons		0.00	0.00	tons		None selected
KINNELON	NS	Delivery:	KINNELON	0.00		160.00 tons		0.00	0.00	tons		None selected
KNOWLTON	NS	Delivery:	KNOWLTON	0.00		125.00 tons		0.00	0.00	tons		None selected
LAFAYETTE	NS	Delivery:	LAFAYETTE	0.00		120.00 tons		0.00	0.00	tons		None selected

135 of 228

3.6.1 General

General
Pricing

Zone ID:
10

Vehicle Type ID:
NS

Description:
10 MILES

Parent:
Delivery:

3.6.2 Pricing

GeneralPricing

Sales

Unit price:2.85

Additional fee:0.00

Unit:tons

Account:

Cost

Unit price:0.00

Additional fee:0.00

Unit:tons

Account:

Taxes payable:1,2

3.7 Material

To start the Material Editor, click the Materials tile. To return to the Home view, click the Home icon on the system menu.

Dispatch - Materials

GeneralPricingTicket PrintingContainerDrying

Material ID:100

Description:TOP SOIL

Category:

Source:1

Ticket unit:kg

Ticket unit must kg or lb

Drag a column header here to group by that column

* <input type="checkbox"/>	Material ID	Description	Category	Source	Ticket Unit	Sell Unit	Sell Rate	Sell Fee	Sell Minimum (\$)	Sell
<input checked="" type="checkbox"/>	100	TOP SOIL		1	kg	yd3	31.94	0.00	0.00	
<input type="checkbox"/>	101-1	HL1		1	kg	tonnes	2.10	0.00	0.00	
<input type="checkbox"/>	107-1	HL3		1	kg	tonnes	3.08	0.00	0.00	
<input type="checkbox"/>	107-2	HL3		1	kg	tonnes	4.69	0.00	0.00	
<input type="checkbox"/>	108-1	HL3A		1	kg	tonnes	5.14	0.00	0.00	
<input type="checkbox"/>	109-1	HL3 FINE		1	kg	tonnes	6.08	0.00	0.00	
<input type="checkbox"/>	1101-1	HL1		1	kg	tonnes	7.16	0.00	0.00	
<input type="checkbox"/>	1101-2	HL1		1	kg	tonnes	8.14	0.00	0.00	

1 of 190

PG : dispatch3-pg.postgres.database.azure.com

3.7.1 General

The screenshot shows the 'General' tab of a software interface. It contains the following fields:

- Material ID:** 100
- Description:** TOP SOIL
- Category:** (empty dropdown)
- Source:** 1
- Ticket unit:** kg. A link below the dropdown reads "Ticket unit must kg or lb".

3.7.2 Pricing

The screenshot shows the 'Pricing' tab of the software interface, divided into two main sections: Sales and Cost.

Sales Section:

- Unit:** yd3
- Unit price (\$):** 31.94
- Additional fee (\$):** 0.00
- Minimum (\$):** 0.00
- Taxes payable:** None
- Account:** (empty text field)

Cost Section:

- Unit:** tonnes
- Unit price (\$):** 0.00
- Additional fee (\$):** 0.00
- Account:** (empty text field)

Sales

If you want to do C.O.D./Cash Sales or want produce Sales reports, you will need to input values relating to the Selling price of a Material.

These prices are your list prices. You can also setup prices and discounts for each Customer and Order.

If you don't have a list prices, you can leave the price as 0.00.

Unit

When a Material is sold by weight, select a Unit that is Type 1 (e.g. kg, lb, MT, or IT). For example, if a Material is sold metric tonnes, select MT or if it is sold in imperial tons, choose IT.

To sell a Material by quantity, for example to sell Top Soil by the cubic yard or metre, select a Unit that is type 2 (e.g. EA, CM, or YD).

Unit price

The selling price of one Unit of Material. If you want to charge a flat rate for a Material, leave Unit price as 0.00 and set the Additional fee value to that flat rate.

Additional fee

Any additional fee associated with the sale of a Material. For example, the Material may sell for \$23.45 per tonne and but because there is extra work involved delivering the Material you would like to add a handling fee of \$150.00.

Minimum

The Minimum value applies to Materials that are sold by Weight. If Unit price X weight is less than Minimum a Customer will be charged the Minimum amount.

Account

A cross-reference for the Material or product to a external job cost or accounting system.

Cost

If you would like to produce Cost report, input values relating to the Cost of a Material.

Unit

A Cost Unit unit is usually identical the Sales Unit.

Unit price

The Cost to produce or purchase one Unit of Material.

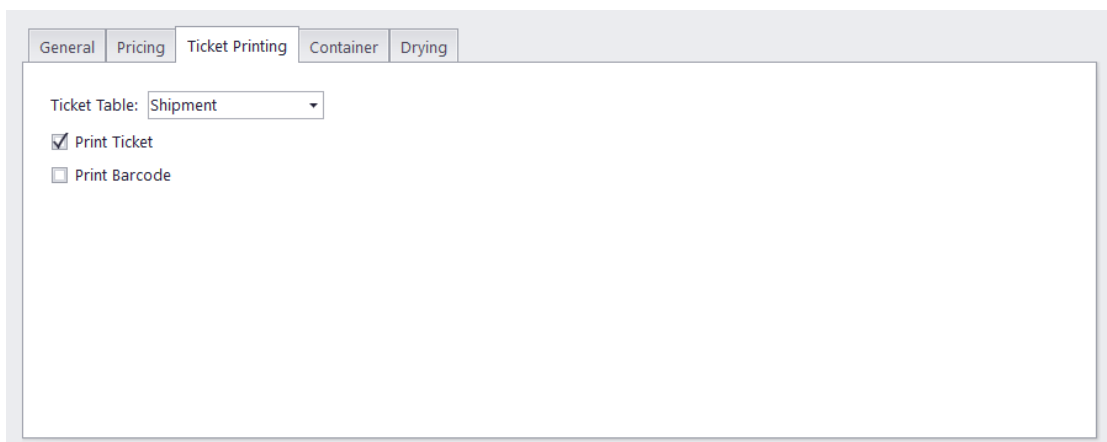
Additional fee

Any additional fee associated with producing or producing one Unit of Material.

Account

A cross-reference for the Material or product to a external job cost or accounting system.

3.7.3 Ticket printing



The screenshot shows a software window with five tabs: General, Pricing, Ticket Printing (selected), Container, and Drying. The Ticket Printing tab contains a 'Ticket Table' dropdown menu set to 'Shipment'. Below this are two checkboxes: 'Print Ticket' (checked) and 'Print Barcode' (unchecked).

3.8 Vehicle Type

To start the Vehicle Types Editor, click the Vehicle Types tile. To return to the Home view, click the Home icon on the system menu.

General
Pricing

Vehicle Type ID:

Description:

...

Drag a column header here to group by that column

Vehicle Type ID	Description	Sell Rate	Sell Fee	Sell Unit	Sales Account	Cost Rate	Cost Fee	Cost Unit	Cost Account
→ NS	Not Specified	0.00	0.00	tonnes		0.00	0.00	tonnes	
TANDEM	Tandem	0.00	0.00	tonnes		0.00	0.00	tonnes	
TRAILER	Trailer	0.00	0.00	tonnes		0.00	0.00	tonnes	
TRIAxLE	Tri-Axle	0.00	0.00	tonnes		0.00	0.00	tonnes	

1 of 4

3.9 Measurement Unit

To start the Measurement Units editor, click the Measurement Units tile. To return to the Home view, click the Home icon on the system menu.

Measurement Units

Choose the Measurement System that matches your digital weight indicator.

☒ Metric (SI) ☐ Imperial (U.S.)

Make sure your digital weight indicator displays the scale weight in kg

Unit ID: Description: Grad size:

Test

Scale weight: kg Converting to: lb Primary: lbs Secondary: tons

Primary

Label 1: Factor 1: Rounding Precision 1:

Secondary

Label 2: Factor 2: Rounding Precision 2:

Drag a column header here to group by that column

Unit ID	Description	Grad Size	Label 1	Factor 1	Rounding Precision 1	Label 2	Factor 2	Rounding Precision 2
lb	lbs	20	lbs	2.2046	1	tons	0.0011023	0.001
kg	kg	10	kg	1	1	tonnes	0.001	0.001
IT	tons	0	tons	0.0011023	0	0	0	0
MT	tonnes	0	tonnes	0.001	0	0	0	0

The Factor 1, Rounding Precision 1, Factor 2, Rounding Precision 2 values are automatically updated when the Measurement System changes

As you select a row from the Grid, the values in the test group will be updated to show how the weight values are converted

1 of 4

Grid mode

3.9.1 Default Measurement System

The default Measurement System setting chosen by Dispatch is based on the the Windows Measurement System. If you chose your Country setting correctly during the Windows setup process then the default setting should be correct.

We often encounter a problem in Canada where, when doing the initial setup of Windows, English (United States) not English (Canada) was selected for the country setting. In that case, Dispatch will set the default Measurement System to *Imperial (U.S.)* instead of *Metric*.

3.9.2 Changing the default Measurement System

Use the radio buttons to select either Metric or Imperial. The Factor 1, Rounding Precision 1, Factor 2, Rounding Precision 2 values for the units kg, lb, IT and MT are automatically updated when the Measurement System changes. No changes are made to user-defined units.

← Measurement Units

Choose the Measurement System that matches your digital weight indicator.

☒ Metric (SI) ☐ Imperial (U.S.)

Make sure your digital weight indicator displays the scale weight in kg

3.10 Tax


To start the Taxes editor, click the Taxes tile. To return to the Home view, click the Home icon on the system menu.

There are two Tax Types and each one is unique in the way that it is calculated:

Tax on Invoice Amount

Tax on Net Weight

General

Tax ID:  Tax Code

Description:

Rate: = 13% (e.g. 0.05375 = 5.375%, 1.0000 = 100%)

Type:

...

Drag a column header here to group by that column

* Tax ID	Description	Rate	Type
CARB	Carbon Tax Recovery Fee	0.06	Net Weight
ENV	Enviro & Licensing Fee	1.5	Net Weight
→ HST	Harmonized Sales Tax	0.13	Invoice Amount
MNRF	MNRF Levy	0.202	Net Weight

3 of 4

3.10.1 Tax on Invoice amount

An Invoice Amount tax is a traditional sales tax that is calculated on the invoice amount of a Ticket, Ticket Item and Delivery.

The formula is (Net weight x Sales Unit conversion factor x Unit Price) + Additional Fee x Rate.

Example of a Invoice Amount Tax

In the example below, HST is 13% of the selling amount. If you sold 10 tonnes of Material at \$12.50/tonne the tax would be calculated as follows:

$(10 * 12.5) * 0.13$ which is \$16.25.

The total of the Material sale would be \$141.25. The calculation is:

$(10 * 12.5) * (1 + 0.13)$

3.10.2 Tax on Net Weight

A Net Weight tax is calculated on the Net weight of a Ticket or Ticket Item.

The formula is Net weight x Sales Unit conversion factor x Rate.

Example of a Net Weight Tax

In 2019, The Province of Ontario required aggregate producers to pay a fee of 20.2 cents/tonne on each tonne of Material removed from a site.

To pass that fee on to Customers, a producer could create a Tax of Type Net Weight with the Rate of 0.202.

Rate is specified as an amount per Invoice Unit. Most often this is an amount per tonne or ton.

Using the example above, the Net Weight Tax on 38.2 tonnes would (rounded up) be 7.72.

$38.2 * 0.202 = 7.72$

Invoice Amount taxes are assumed to be taxable as well.

3.11 Ticket Table

To start the Ticket Tables editor, click the Ticket Tables tile. To return to the Home view, click the Home icon on the system menu.

General Invoice Format

Table name:

Description:

Label:

Prefix:

Separator:

Next ticket number:

Preview

Ticket # 2

This is how Next ticket number will appear when combined with Label, Prefix, Separator

Drag a column header here to group by that column

<input type="checkbox"/> Table Name	Description	Label	Prefix	Separator	Next Ticket Number	Invoice Path	Invoice File Name
<input type="checkbox"/> receipt_ticket	Receipt	Ticket #			10	C:\Users\Public\Documents\CanScale\Dispatch 3.2\Report	Invoice-2021.fr3
<input checked="" type="checkbox"/> shipment_ticket	Shipment	Ticket #			2	C:\Users\Public\Documents\CanScale\Dispatch 3.2\Report	Invoice-2021.fr3

2 of 2

3.11.1 General

The General tab is used to describe the basic information for each Ticket Table.

When Dispatch creates a new database, the Shipment (shipment_ticket) and Receipt (receipt_ticket) tables are created automatically.

The Shipment table is normally used for Material that is outbound from your location.

The Receipt table is normally used for Material that is inbound to your location.

You can also create additional Ticket tables. For example, you could create a table named **cod_tickets** to store cash sales. You could create a table called **internal_tickets** to store Tickets that you didn't want to include when Invoicing.

There is no limit on the number of additional Ticket tables that you can create.

3.11.2 Invoice designer

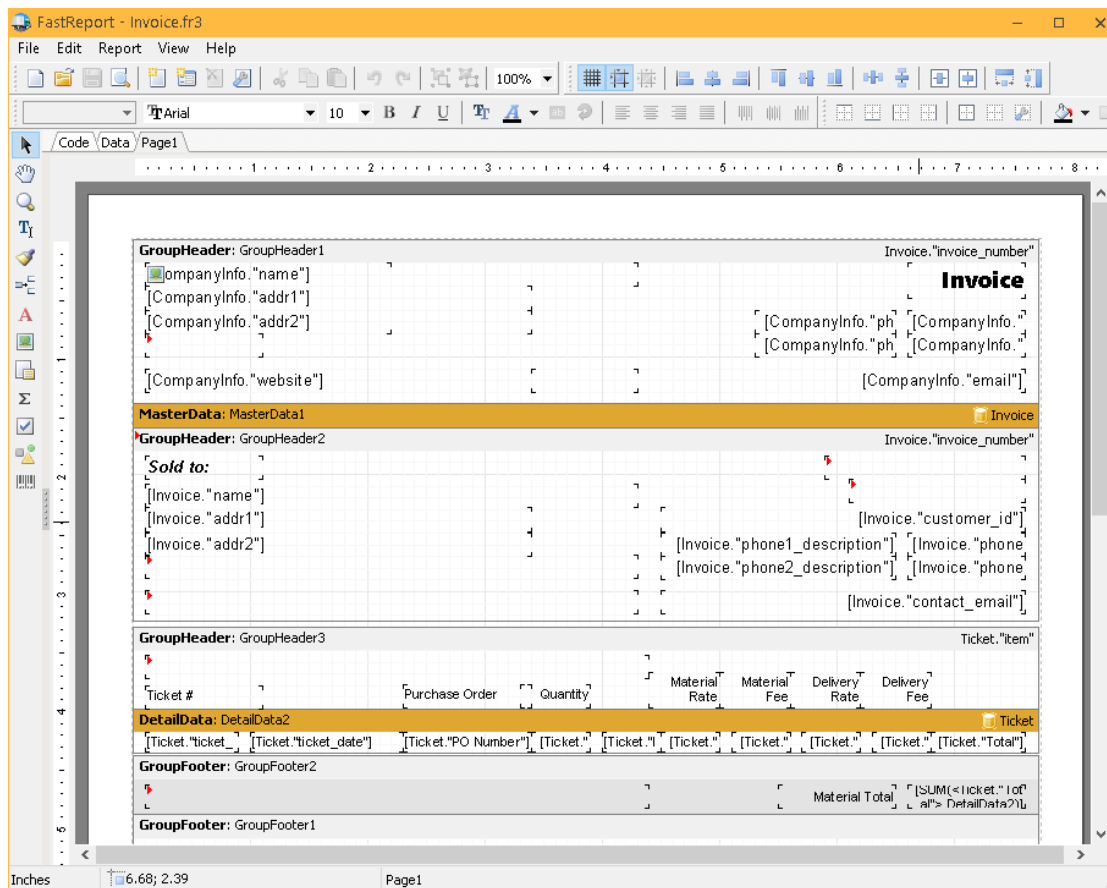
We use FastReport for Invoice formatting.

If you make changes to any of the Invoice formats included with Dispatch, we recommend you save them using a new file name.

To save a format with a new file name, click File > Save As.

To preview your changes click File > Preview.

For more detail information, refer to the FastReport User Manual.



3.12 Ticket Printer

To start the Ticket Tables editor, click the Ticket Printers tile. To return to the Home view, click the Home icon on the system menu.

Each Ticket Table can have multiple printers assigned to it.

Each Printer can assigned a unique Ticket format or they can use the same format.

Printers can be local or located on a network.

Printer Ticket Format PDF Writer

Name: EPSONEB687 (WF-7720 Series)

Description: Driver Copy

Ticket table: Shipment

☒ Enabled ☐ Preview

☐ Use this printer to print Bar Coded Tickets

Page modifications

Copies: 2 (per page) # of Pages: 1

Print mode: Join

Page size: Letter

Setting Orientation to Portrait or Landscape will override the Orientation setting of all report pages.

Orientation: Default

Paper source

First page: Automatically Select ☒ Enabled

Other pages: Automatically Select ☒ Enabled

Printer Name	Description	Table Name	Enabled	Copies	# of Pages	Print Mode	Print On Sheet	Report Folder	Report File Name
<input type="checkbox"/> SHARP MX-M260 PCL6	SHARP MX-M260 PCL6	Receipt	<input checked="" type="checkbox"/>	1	1	Default	Default	C:\Users\Public\Document	default_ticket_images-NWBC-2021-rev6.fr3
<input type="checkbox"/> SHARP MX-M260 PCL6	Customs Manifest	Shipment	<input checked="" type="checkbox"/>	1	1	Default	Default	C:\Users\Public\Document	customs_manifest.fr3
<input type="checkbox"/> SHARP MX-M260 PCL6	Office Copy	Shipment	<input checked="" type="checkbox"/>	1	1	Default	Default	C:\Users\Public\Document	default_ticket_letter.fr3
<input checked="" type="checkbox"/> EPSONEB687 (WF-7720 Series)	Driver Copy	Shipment	<input checked="" type="checkbox"/>	2	1	Join	Letter	C:\Users\Public\Document	default_ticket-2021.fr3

3.12.1 Printer

In the example below you'll see that there are three printers assigned to the Shipment Ticket table.

Two documents will be printed on the SHARP MX-M260. The first document will be the Customs Manifest and the second will be the Office Copy.

The third Ticket Printer will print a document for the driver on the EPSON WF7720. It will print two copies of the Ticket on a single 8.5" x 11" page.

Printer Ticket Format PDF Writer

Name: EPSONEB687 (WF-7720 Series)

Description: Driver Copy

Ticket table: Shipment

☒ Enabled ☐ Preview

☐ Use this printer to print Bar Coded Tickets

Page modifications

Copies: 2 (per page) # of Pages: 1

Print mode: Join

Page size: Letter

Setting Orientation to Portrait or Landscape will override the Orientation setting of all report pages.

Orientation: Default

Paper source

First page: Automatically Select ☒ Enabled

Other pages: Automatically Select ☒ Enabled

Printer Name	Description	Table Name	Enabled	Copies	# of Pages	Print Mode	Print On Sheet	Report Folder	Report File Name
<input type="checkbox"/> SHARP MX-M260 PCL6	SHARP MX-M260 PCL6	Receipt	<input checked="" type="checkbox"/>	1	1	Default	Default	C:\Users\Public\Document	default_ticket_images-NWBC-2021-rev6.fr3
<input type="checkbox"/> SHARP MX-M260 PCL6	Customs Manifest	Shipment	<input checked="" type="checkbox"/>	1	1	Default	Default	C:\Users\Public\Document	customs_manifest.fr3
<input type="checkbox"/> SHARP MX-M260 PCL6	Office Copy	Shipment	<input checked="" type="checkbox"/>	1	1	Default	Default	C:\Users\Public\Document	default_ticket_letter.fr3
<input checked="" type="checkbox"/> EPSONEB687 (WF-7720 Series)	Driver Copy	Shipment	<input checked="" type="checkbox"/>	2	1	Join	Letter	C:\Users\Public\Document	default_ticket-2021.fr3

3.12.2 Ticket format

Each Ticket Printer has a Ticket design file associated with it. The design can be specific for the printer or all printers can use the same design.

To choose a Ticket format for a Printer, click the Folder icon at the right of the File name prompt.

To modify a Ticket design, click the Open Ticket Designer button.

3.12.3 PDF writer

If Enable PDF Writer is checked, Dispatch will create PDF file for each ticket as it is saved and printed. **Note:** This only applies to Ticket that are created from Print Tickets.

The PDF file will be saved to the location you specify using the Folder control. Click the Open Folder icon to select a folder. The PDF file can be stored locally (in Documents for example) or to a cloud storage service such as OneDrive, Google Drive, Dropbox and Box.

Using sub-folders

You can tell Dispatch to create sub-folders that include the following information:

- Computer name
- Table description
- Current date

This is feature particularly useful if you have multiple locations running Dispatch and you are saving PDF files to a shared storage location like OneDrive. Including the Computer name allows you to easily locate Tickets created by a specific computer).

File name format

The file name will be formatted using the File name format you provide. The %ld character sequence will be replaced with the Ticket Number. You can include %s to include the current date and an additional %s to include the current time. To include the Ticket Number and the current date use Ticket %ld %s.pdf. To include the Ticket Number, current date and current time use Ticket %ld %s %s.pdf.

If Open PDF is checked, the PDF file will be opened by the program associated with PDF files (e.g. Acrobat, Chrome, Edge).

If Email PDF is checked, the PDF file can also be emailed at the time it prints.

	Table Name	Printer Name	Description	Enabled	Copies	# of Pages	Print Mode	Print On Sheet	Report Folder	Report File Name	PDF Enabled	Open PDF	PDF Folder	PDF File Name Format
	Shipment	SHARP MX-M2	SHARP MX-A	<input checked="" type="checkbox"/>	1	1	Default	Default	C:\Users\Public\default_ticket-2021.		<input checked="" type="checkbox"/>	<input type="checkbox"/>	C:\Users\we	Ticket %ld.pdf

Date format

Specifier

Displays

c	Displays the date using the Short date format.
d	Displays the day as a number without a leading zero (1-31).
dd	Displays the day as a number with a leading zero (01-31).
dd	
d	Displays the day as an abbreviation (Sun-Sat).
dd	
dd	Displays the day as a full name (Sunday-Saturday).
dd	
dd	
d	Displays the date using the Short date format.

dd	
dd	
dd	Displays the date using the Long date format.
m	Displays the month as a number without a leading zero (1-12).
mm	Displays the month as a number with a leading zero (01-12)
mm	
m	Displays the month as an abbreviation (Jan-Dec).
mm	
mm	Displays the month as a full name (January-December).
yy	Displays the year as a two-digit number (00-99).
yyy	
y	Displays the year as a four-digit number (0000-9999).

3.12.4 Ticket designer

We use FastReport for Ticket formatting.

If you make changes to any of the Ticket formats included with Dispatch, we recommend that you save them using a new file name.

To save a Ticket format with a new file name, click File > Save As.

To preview a Ticket, click File > Preview.

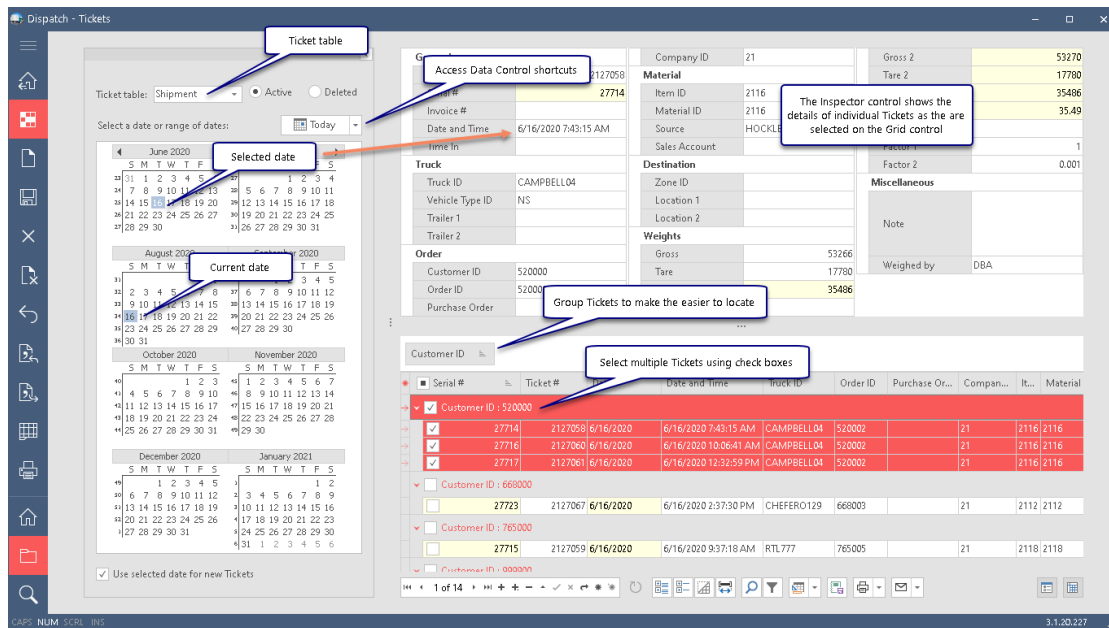
For more detailed information on the FastReport Designer, refer to the FastReport User Manual.



The control names are case-insensitive. `ReprintLabel`, `reprintlabel` and `RePrinTabLe` are equivalent.

3.13 Ticket

Copyright © 1999-2024 Canadian Scale Company Limited



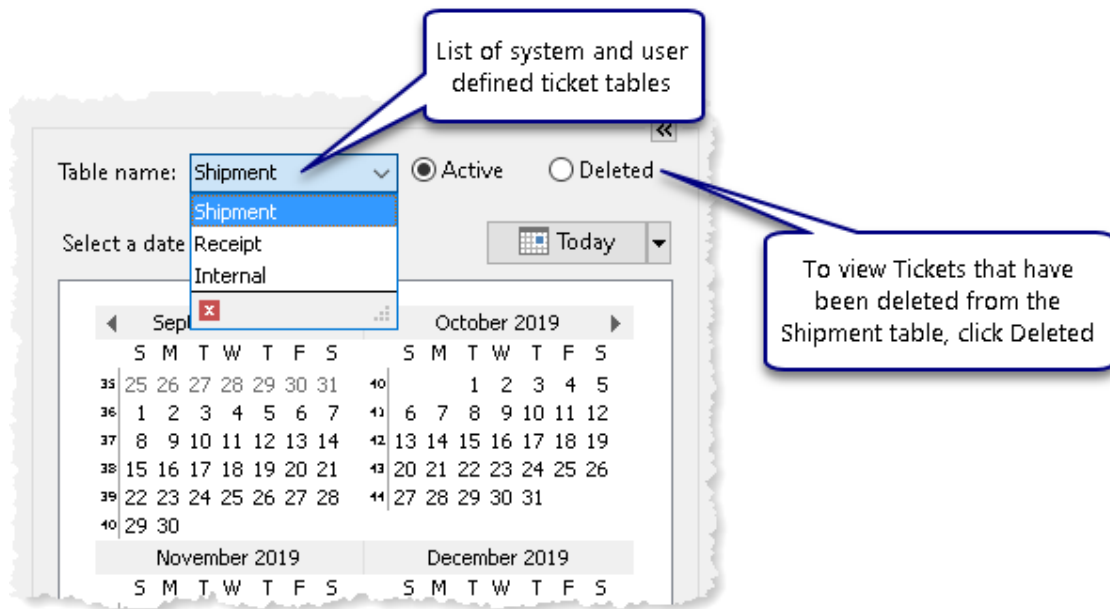
3.13.1 Choosing a Ticket table

Ticket tables that are created automatically (Shipments, Receipts) or one of the user defined Ticket tables are listed in the Table name combo box.

When you select a table, the Tickets for the last date that Tickets were created will be selected.

For every Ticket table (the Active table) there is also a companion table used to store a copy of any Ticket that has been deleted. This table is maintained by Dispatch and is a read-only table. You cannot add, edit or delete rows in this table but you can view them.

You can switch between Active and Deleted Tickets for the selected Ticket table using the Active and Deleted radio buttons.

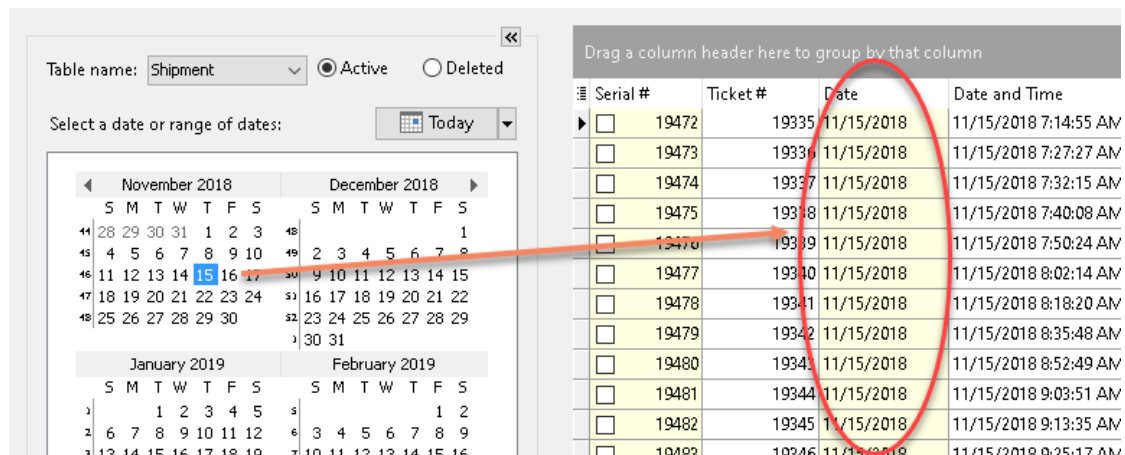


3.13.2 Selecting Tickets with the Calendar control

Once you have selected a Ticket table, the Calendar control is the primary method used to control which Tickets will appear in the Grid.

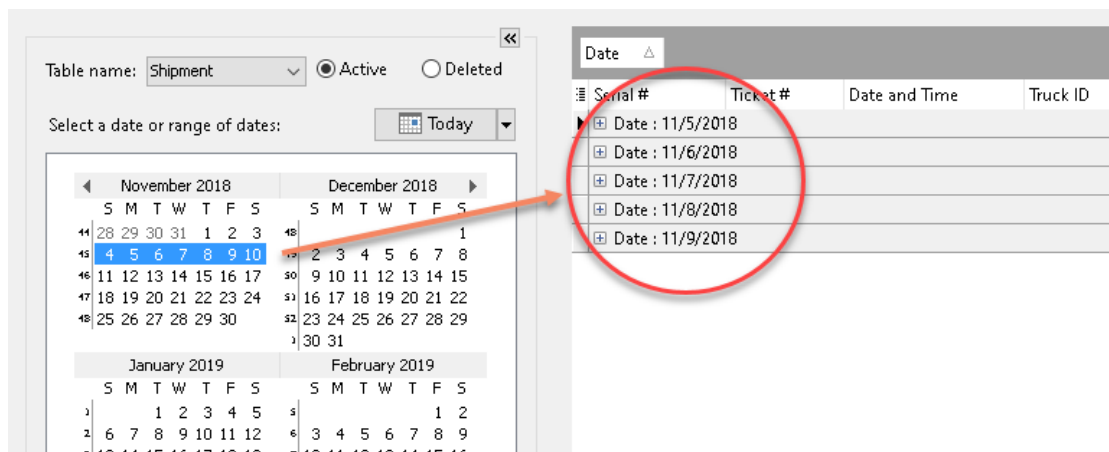
Single date

To select Tickets for a single date, simply click on that date on the Calendar. In the example below, Tickets for November 15, 2018 they will appear in the Grid control.



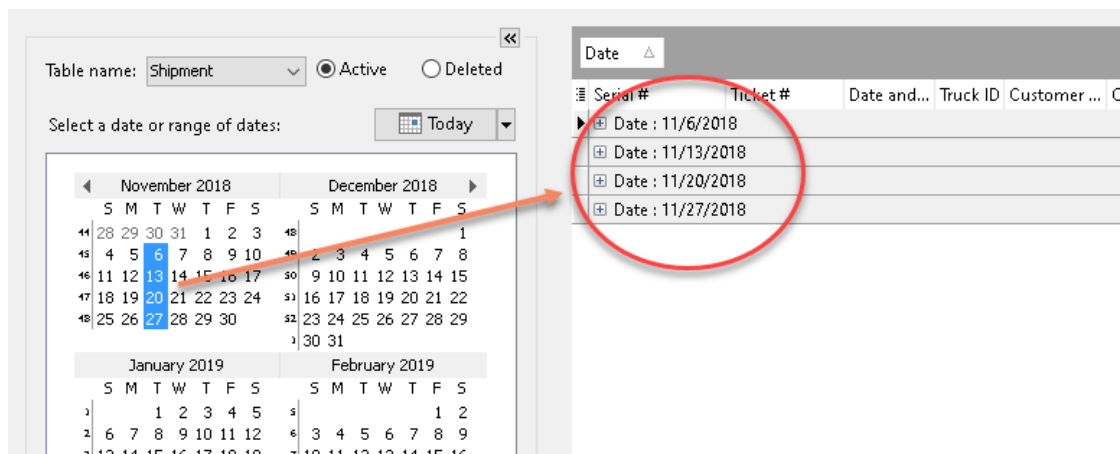
Selecting sequential dates

To select a sequential range of dates, hold down the Shift key and select the first and then last date (or last and then first - the order does not matter). In the example below, Tickets that were created between November 4 and 10 will appear in the Grid control.



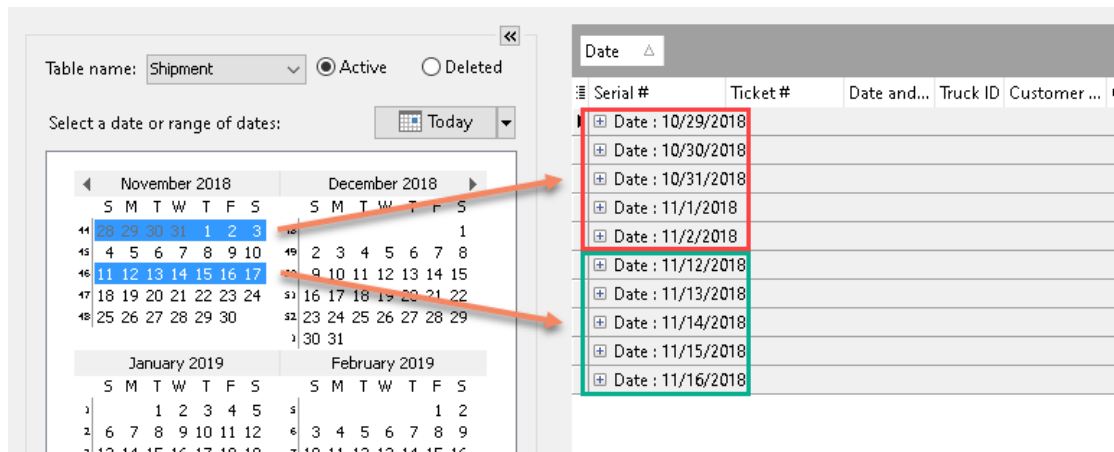
Selecting multiple dates

To select Tickets multiple dates, hold down the Ctrl key and click on the dates on the calendar. In the example below, if Tickets exist for November 6, 13, 20 or 27, they will appear in the grid control.



Selecting by week

You can select single or multiple weeks using the same techniques used to select sequential or multiple dates.

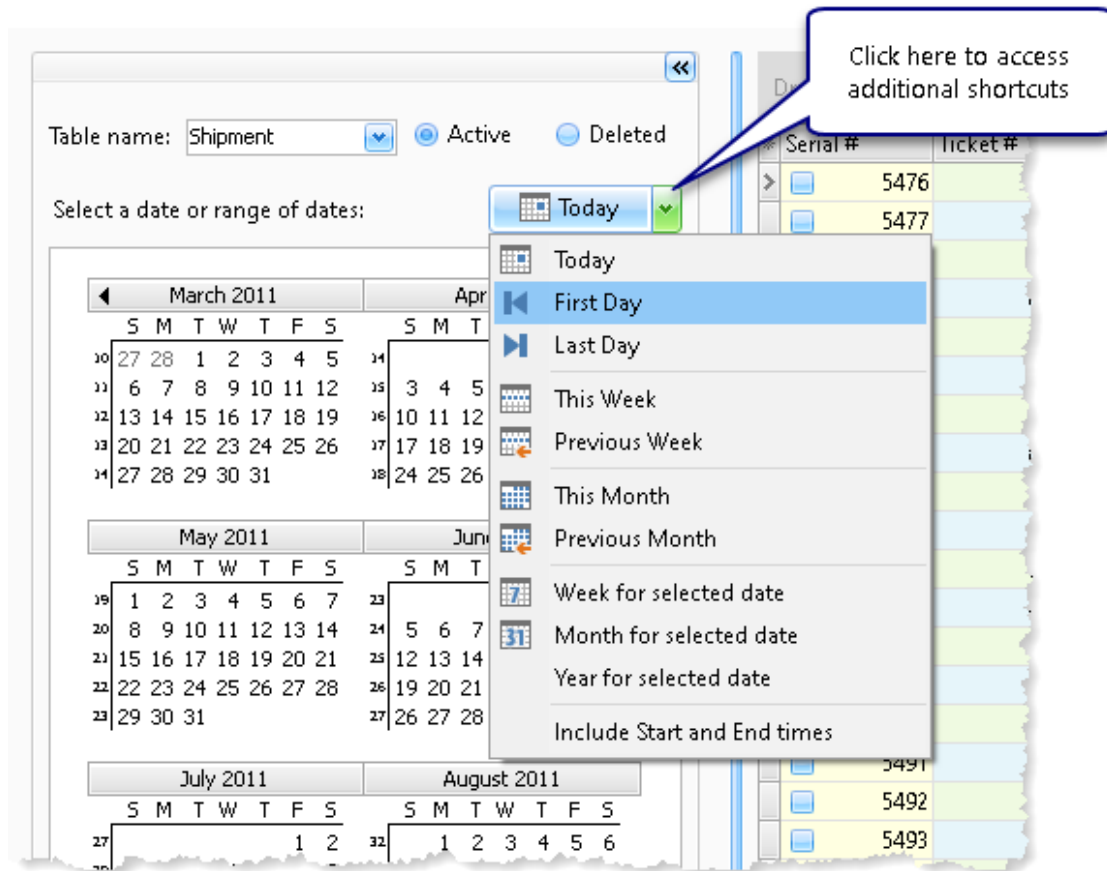


3.13.3 Date control shortcuts

The Today button provides access to a number of shortcuts to select a range of Tickets based on the date they were created.

The most obvious shortcut would be to simply click the Today button which selects all Tickets for the current date.

To access additional shortcuts, click the drop-down arrow at the right side of the button.



Additional shortcuts

The following additional shortcuts are available from a drop-down menu.

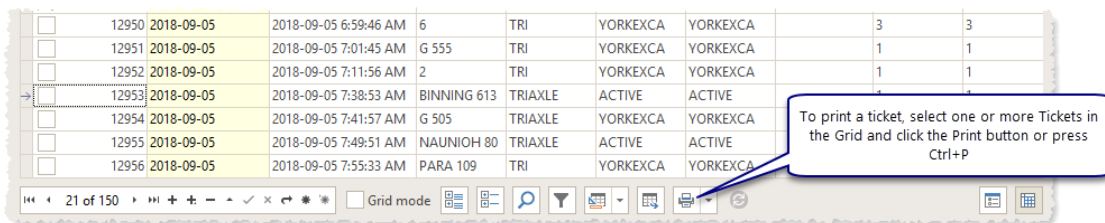
Menu item	Description
Today	The current date
First Day	First date that Tickets were created
Last Day	Last day that Tickets were created
This Week	The week that contains the current date
Last Week	The entire week prior to the week that contains the current date
This Month	The month that contains the current date
Previous Month	The entire month prior to the month that contains the current date
Week for selected date	All days of the week that contains the selected date

Month for selected date	All days of the month contains the selected date
Year for selected date	All days of year that contains the selected date
Include Start and End times	When checked, controls are visible that allow a start and end time to be selected

3.13.4 Printing

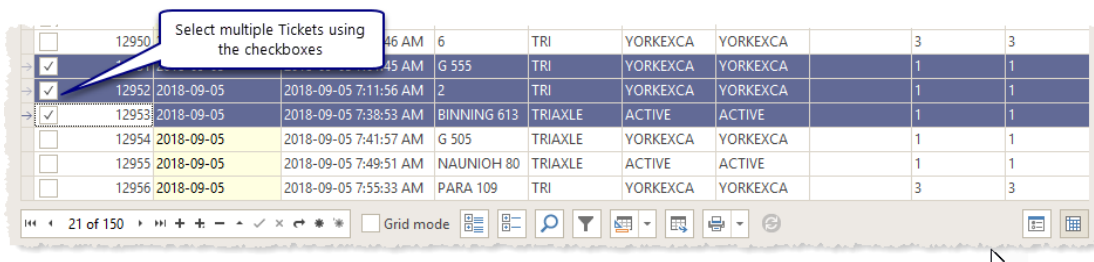
Printing a ticket

You can print (or re-print) a Ticket by selecting the Ticket and clicking the Print button (or pressing Ctrl+P).



Printing multiple tickets

You can print multiple Tickets by selecting the the Tickets that you want to print using the check boxes at the left side of the Grid. Once you have made your selections, click Print.



If you select multiple Tickets and click Print, the Tickets will always appear in the Preview dialog. To print the ticket, click the printer icon in the top left corner of the toolbar. You can save the Tickets to a single PDF file by clicking the Adobe Acrobat logo on the toolbar.

Ticket # 12951
 York Environmental
 97 Commissioners Street
 Toronto, ON M5A 1A6
 MOE: A580050
 Phone: 416-406-0987
 2018-09-05 7:01:45 AM

Customer: YORKEXCA YORK EXCAVATING & GRADING LTD
 Job name: YORKEXCA YORK EXCAVATING & GRADING LTD
 Location: YORKEXCA YORK EXCAVATING & GRADING LTD
 Reference: YORKEXCA YORK EXCAVATING & GRADING LTD
 P.O. #: YORKEXCA YORK EXCAVATING & GRADING LTD
 Street/Location: Science Center
 Zone: Contaminated Soil, Exceeds Table 2
 Item: 1
 Material: 1
 Source: 1
 Truck: G 555
 Licence: A327710
 Driver: MOHIT KUMAR
 Owner: JAP-GOBIND
 Driver Name:
 Driver Signature:
 GST #: 84743 1236 12956

Ticket # 12952
 York Environmental
 97 Commissioners Street
 Toronto, ON M5A 1A6
 MOE: A580050
 Phone: 416-406-0987
 2018-09-05 7:11:56 AM

Customer: YORKEXCA YORK EXCAVATING & GRADING LTD
 Job name: YORKEXCA YORK EXCAVATING & GRADING LTD
 Location: YORKEXCA YORK EXCAVATING & GRADING LTD
 Reference: YORKEXCA YORK EXCAVATING & GRADING LTD
 P.O. #: YORKEXCA YORK EXCAVATING & GRADING LTD
 Street/Location: Science Center
 Zone: Contaminated Soil, Exceeds Table 2
 Item: 1
 Material: 1
 Source: 1
 Truck: 2
 Licence: AS 63030
 Driver: Kevin Phillips
 Owner: YORK EXCAVATING &
 Driver Name:
 Driver Signature:
 GST #: 84743 1236 12957

Ticket # 12953
 York Environmental
 97 Commissioners Street
 Toronto, ON M5A 1A6
 MOE: A580050
 Phone: 416-406-0987
 2018-09-05 7:38:53 AM

Customer: ACTIVE Active Excavating & Contracting
 Job name: ACTIVE Active Excavating & Contracting
 Location: ACTIVE Active Excavating & Contracting
 Reference: ACTIVE Active Excavating & Contracting
 P.O. #: ACTIVE Active Excavating & Contracting
 Street/Location: 200 St. Clair
 Zone: Contaminated Soil, Exceeds Table 2
 Item: 1
 Material: 1
 Source: 1
 Truck: BINNING 613
 Licence: A327710
 Driver: Hardev Gidla
 Owner: Binning truck inc
 Driver Name:
 Driver Signature:
 GST #: 84743 1236 12956

Printing the Grid

If you'd like to print a the contents of the Grid, click the drop down arrow at the right side of the Print button and then click Grid.

12950	2018-09-05	2018-09-05 6:59:46 AM	6	TRI	YORKEXCA	YORKEXCA		3	3
12951	2018-09-05	2018-09-05 7:01:45 AM	G 555	TRI	YORKEXCA	YORKEXCA		1	1
12952	2018-09-05	2018-09-05 7:11:56 AM	2	TRI	YORKEXCA	YORKEXCA		1	1
12953	2018-09-05	2018-09-05 7:38:53 AM	BINNING 613	TRIAXLE	ACTIVE	ACTIVE		1	1
12954	2018-09-05	2018-09-05 7:41:57 AM	G 505	TRIAXLE	YORKEXCA	YORKEXCA		1	1
12955	2018-09-05	2018-09-05 7:49:51 AM	NAUNIOH 80	TRIAXLE	ACTIVE			1	1
12956	2018-09-05	2018-09-05 7:55:33 AM	PARA 109	TRI	YORKEXCA			3	3

To print the Grid, select the drop-down arrow and then click Grid

After selecting Grid, the Print Preview dialog will appear.

Print Preview

File View Insert Format Go Tools

75%

Margins Left: 12.7 mm Top: 12.7 mm Right: 12.7 mm Bottom: 12.7 mm Header: 5.1 mm Footer: 5.1 mm

Ticket #	Date and Time	Truck ID	Vehicle Type	Customer ID	Order ID	Purchase Order	Item ID	Material ID	Source	Zone ID	Tax	Net	Net \$	Ticket Unit
12933	2018-09-05 12:04:29	SUP 17	TRAXLE	CROSSLUNK	CROSSLUNK		10	10	10		19670	18150	18.55	ko
12934	2018-09-05 12:39:40	CLIP 38	TRAXLE	TRAXLE	TRAXLE		10	10	10		19110	18110	18.11	ko
12935	2018-09-05 12:50:04	244113	TR	TR	TR		10	10	10		14240	14240	14.24	ko
12936	2018-09-05 1:37:22 A	SP 5111	TR	CROSSLUNK	CROSSLUNK		10	10	10		19200	21430	21.43	ko
12937	2018-09-05 1:46:11 A	SUP49	TR	CROSSLUNK	CROSSLUNK		10	10	10		19500	20440	20.44	ko
12938	2018-09-05 2:25:00 A	ALPHA 501	TRAXLE	CROSSLUNK	CROSSLUNK		10	10	10		14040	19870	19.87	ko
12939	2018-09-05 2:43:41 A	SUP 17	TRAXLE	CROSSLUNK	CROSSLUNK		10	10	10		19670	19380	19.38	ko
12940	2018-09-05 3:12:51 A	CLIP 38	TRAXLE	TRAXLE	TRAXLE		10	10	10		19110	18900	18.90	ko
12941	2018-09-05 4:44:41 A	244113	TR	TR	TR		10	10	10		14240	14240	14.24	ko
12942	2018-09-05 4:18:07 A	SP 5111	TR	CROSSLUNK	CROSSLUNK		10	10	10		19200	19760	19.76	ko
12943	2018-09-05 4:37:31 A	SUP49	TR	CROSSLUNK	CROSSLUNK		10	10	10		19500	20190	20.19	ko
12944	2018-09-05 5:19:55 A	ALPHA 501	TRAXLE	CROSSLUNK	CROSSLUNK		10	10	10		14040	18920	18.92	ko
12945	2018-09-05 6:07:47 A	CLIP 38	TRAXLE	TRAXLE	TRAXLE		10	10	10		19110	17630	17.63	ko
12946	2018-09-05 6:40:46 A	CLIP 38	TRAXLE	TRAXLE	TRAXLE		10	10	10		19110	16130	16.13	ko
12947	2018-09-05 6:47:36 A	PARA 109	TR	YORKECA	YORKECA		8	8	8		12550	15650	15.65	ko
12948	2018-09-05 6:53:15 A	JBR 99	TRAXLE	YORKECA	YORKECA		8	8	8		12550	15020	15.02	ko
12949	2018-09-05 6:56:43 A	G 502	TR	YORKECA	YORKECA		1	1	1		14000	18550	18.55	ko
12950	2018-09-05 6:59:46 A	G	TR	YORKECA	YORKECA		2	2	2		16200	15510	15.51	ko
12951	2018-09-05 7:01:45 A	G 555	TR	YORKECA	YORKECA		1	1	1		14000	18060	18.06	ko
12952	2018-09-05 7:11:56 A	2	TR	YORKECA	YORKECA		1	1	1		16200	15750	15.75	ko
12953	2018-09-05 7:18:53 A	BAWING 611	TRAXLE	ACTIVE	ACTIVE		1	1	1		14000	23370	23.37	ko
12954	2018-09-05 7:41:57 A	G 505	TRAXLE	YORKECA	YORKECA		1	1	1		14220	17380	17.38	ko
12955	2018-09-05 7:49:57 A	NAUMICH W	TRAXLE	ACTIVE	ACTIVE		1	1	1		14480	22360	22.36	ko
12956	2018-09-05 7:55:43 A	PARA 109	TR	YORKECA	YORKECA		8	8	8		17400	17460	17.46	ko
12957	2018-09-05 8:02:44 A	BAWING 611	TRAXLE	ACTIVE	ACTIVE		1	1	1		14460	24370	24.37	ko
12958	2018-09-05 8:06:23 A	G525	TR	YORKECA	YORKECA		1	1	1		19500	17480	17.48	ko
12959	2018-09-05 8:08:11 A	10	TRAXLE	YORKECA	YORKECA		8	8	8		16400	21060	21.06	ko
12960	2018-09-05 8:19:54 A	JBR 99	TRAXLE	YORKECA	YORKECA		8	8	8		12550	14880	14.88	ko
12961	2018-09-05 8:22:01 A	WITTEBY 115	TRAXLE	ACTIVE	ACTIVE		2	2	2		14840	21660	21.66	ko
12962	2018-09-05 8:24:48 A	G	TR	YORKECA	YORKECA		2	2	2		16200	18920	18.92	ko
12963	2018-09-05 8:29:33 A	G502	TR	YORKECA	YORKECA		1	1	1		14000	17450	17.45	ko
12964	2018-09-05 8:31:47 A	G555	TR	YORKECA	YORKECA		1	1	1		14000	16390	16.39	ko
12965	2018-09-05 8:34:05 A	2	TR	YORKECA	YORKECA		1	1	1		16300	16360	16.36	ko
12966	2018-09-05 8:42:14 A	ROYAL 126	TR	CROSSLUNK	CROSSLUNK		1	1	1		14000	20600	20.60	ko
12967	2018-09-05 8:40:21 A	ACAP134	TR	CROSSLUNK	CROSSLUNK		1	1	1		14150	17430	17.43	ko
12968	2018-09-05 8:42:45 A	ROYAL 126	TR	CROSSLUNK	CROSSLUNK		1	1	1		19620	21710	21.71	ko
12969	2018-09-05 8:45:18 A	ROYAL132	TR	CROSSLUNK	CROSSLUNK		1	1	1		14500	24370	24.37	ko
12970	2018-09-05 8:47:40 A	AV5342	TR	YORKECA	YORKECA		1	1	1		19700	17430	17.43	ko
12971	2018-09-05 8:51:28 A	ROYAL132	TR	CROSSLUNK	CROSSLUNK		1	1	1		14500	21180	21.18	ko
12972	2018-09-05 8:53:38 A	G 504	TRAXLE	YORKECA	YORKECA		1	1	1		14000	18660	18.66	ko
12973	2018-09-05 9:16:35 A	NAUMICH W	TRAXLE	ACTIVE	ACTIVE		1	1	1		14480	22130	22.13	ko
12974	2018-09-05 9:26:00 A	G 725	TR	YORKECA	YORKECA		1	1	1		14200	18720	18.72	ko

Page: 1 Of 4 Pages Paper Size: 215.9 mm x 279.4 mm Status: Ready

3.13.5 Deleted tickets

For every Ticket table (the Active table) there is also a companion table used to store a copy of any Ticket that has been deleted. This table is maintained by Dispatch and is a read-only table.

You cannot add, edit or delete rows in a Deleted tickets table but you can view them and you can restore them.

Restoring a Deleted Ticket

Table name: Shipment ☐ Active ☒ Deleted

Select a date or range of dates: Today

September 2019 October 2019

Use selected date for new Tickets

Serial #	Ticket #	Date	Date and...	Truck ...	Customer ...	Order ID	Purcha
22830	22672	9/30/2019	9/30/2019	MACD	SEELEY	PEACE NA1	17-309
22834	22676	9/30/2019	9/30/2019	SEE206	SEELEY	PEACE NA1	17-309

2 of 2

Drag a column header here to group by that column

Select the Tickets that you want to Restore using the check box. You can select multiple tickets. Click the Restore button to restore the Ticket.

3.13.6 Restoring a Deleted Ticket

You cannot add, edit or delete rows in a Deleted tickets table but you can view them and you can restore them.

Restoring a Deleted Ticket

Table name: Shipment ☐ Active ☒ Deleted

Select a date or range of dates: Today

September 2019 October 2019

Use selected date for new Tickets

Serial #	Ticket #	Date	Date and...	Truck ...	Customer ...	Order ID	Purcha
22830	22672	9/30/2019	9/30/2019	MACD	SEELEY	PEACE NA1	17-309
22834	22676	9/30/2019	9/30/2019	SEE206	SEELEY	PEACE NA1	17-309

2 of 2

Drag a column header here to group by that column

Select the Tickets that you want to Restore using the check box. You can select multiple tickets. Click the Restore button to restore the Ticket.

4 Table descriptions

4.1 What is a Table?

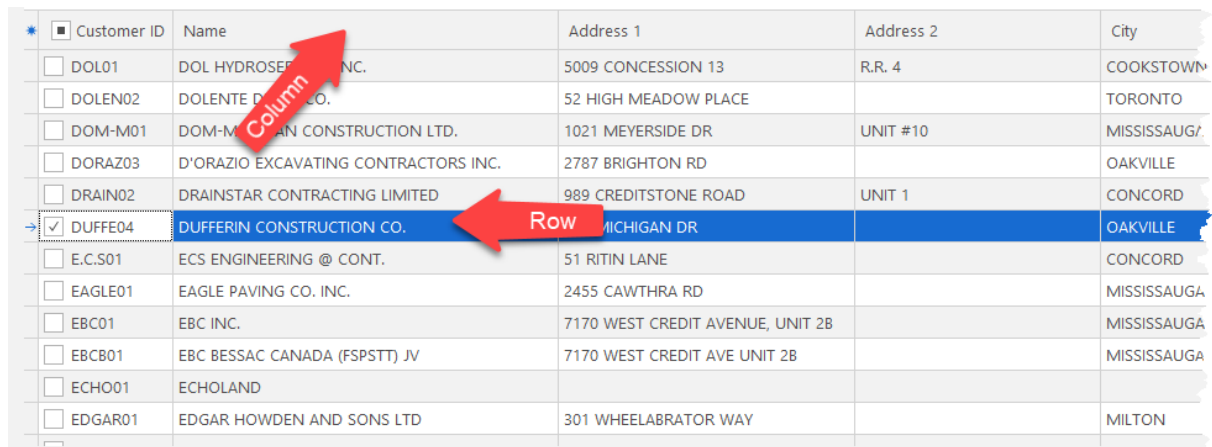
Dispatch stores data (e.g. Customers, Trucks, Materials) in a relational database.

Within a relational database, data that are similar are organized in Tables.

A Table contains zero or more Rows of data.

Each Row consists of one or more Columns. Columns are often referred to as fields.

The image below that was captured from the Dispatch Customer Editor illustrates the arrangement of Rows and Columns within the Customer Table. The Grid control in the image represents a Table.



<input checked="" type="checkbox"/> Customer ID	Name	Address 1	Address 2	City
<input type="checkbox"/> DOL01	DOL HYDROSEAL INC.	5009 CONCESSION 13	R.R. 4	COOKSTOWN
<input type="checkbox"/> DOLEN02	DOLENTE D. CO.	52 HIGH MEADOW PLACE		TORONTO
<input type="checkbox"/> DOM-M01	DOM-M. CAN CONSTRUCTION LTD.	1021 MEYERSIDE DR	UNIT #10	MISSISSAUGA
<input type="checkbox"/> DORAZ03	D'ORAZIO EXCAVATING CONTRACTORS INC.	2787 BRIGHTON RD		OAKVILLE
<input type="checkbox"/> DRAIN02	DRAINSTAR CONTRACTING LIMITED	989 CREDITSTONE ROAD	UNIT 1	CONCORD
<input checked="" type="checkbox"/> DUFFE04	DUFFERIN CONSTRUCTION CO.	MICHIGAN DR		OAKVILLE
<input type="checkbox"/> E.C.S01	ECS ENGINEERING @ CONT.	51 RITIN LANE		CONCORD
<input type="checkbox"/> EAGLE01	EAGLE PAVING CO. INC.	2455 CAWTHRA RD		MISSISSAUGA
<input type="checkbox"/> EBC01	EBC INC.	7170 WEST CREDIT AVENUE, UNIT 2B		MISSISSAUGA
<input type="checkbox"/> EBCB01	EBC BESSAC CANADA (FSPSTT) JV	7170 WEST CREDIT AVE UNIT 2B		MISSISSAUGA
<input type="checkbox"/> ECHO01	ECHOLAND			
<input type="checkbox"/> EDGAR01	EDGAR HOWDEN AND SONS LTD	301 WHEELABRATOR WAY		MILTON

Characteristics of a table

- There is no significance to the order in which rows are created - rows are ordered (sorted) as required when they are recalled from a table
- There is no significance to the order of the columns - columns can be included, excluded and ordered as required when they are recalled from a table
- Rows contains one and only one value for each column
- Columns have a specific or presumed data type (e.g. text, number, date)
- Columns can be declared to have a default value
- Columns can contain values that are calculated (e.g. col3 = col1 x col2, net = gross - tare)

4.2 My Companies

My Companies, also known as the Company table, allows you to specify information about one or more companies or business units that represent companies and company divisions that are selling or buying products and/or services.

Dispatch 3.2 automatically creates a Company with the Name **Company name** and the Company ID **1**.

My Companies is for recording information about your company or divisions within your company - not your Customers or Suppliers.

A column name shown in **red** indicates that a value is required for that column.

Column	Description
<i>General</i>	
Name	Your company or business unit name.
Address 1	The physical address of your company (eg. 123 Main Street). This is the address that will print on your ticket heading.
Address 2	If applicable, secondary address such as post office box or rural route information.
City	The city or town that applies to Address 1 or Address 2.
Province or State	The province or state that applies to Address 1 or Address 2.
Postal code or ZIP code	The postal code or ZIP code that applies to Address 1 or Address 2.
<i>Location</i>	
Latitude	
Longitude	
<i>Accounting</i>	
Company ID	<p>A unique sequence of letters and/or number that will be used to identify the Company or a location. For example, a pit name or a plant identifier.</p> <p>Dispatch 3.2 automatically creates a Company ID of 1.</p>

	<p>If the Company or location does not have a specific unique identifier used by your accounting system, leave the value of Company ID as 1.</p> <p><i>When adding a new row, you can leave this column empty and a unique ID will be generated automatically.</i></p>
GST/HST #	<p>GST/HST account number. This indicates to your customers that you have registered to pay GST/HST amounts that you collect.</p> <p>(Canada Only)</p>
<i>Contact</i>	
Phone 1	Description (e.g. Phone, Head Office, Cell) and number
Phone 2	Description (e.g. Fax, Scale House, Job Site, Toll Free) and number
email	An email address that can be printed on tickets
Website	Company website that can be printed on tickets
<i>Ticket Printing</i>	
Print Company Information	Print the Contact information and or Logo Image in the Ticket heading when tickets are printed for this Company
Email	<p>You can automatically send one or more Email addresses a PDF copy of every Ticket printed for this Company via Email.</p> <p>Use a comma to separate multiple addresses. For example:</p> <p>tickets@canscale.com, plant@canscale.com</p>
<i>Logo Image</i>	

Logo image	A image that you would like to print on the tickets printed for this company. Windows Bitmap, JPEG and PNG images are supported.
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4.3 Customer

A Customer is someone to whom you sell Material or provide a service.

For each and every Customer you add, Dispatch will create a corresponding Order with an Order ID that is identical to Customer ID.

If you supply Material to yourself (e.g. you supply asphalt to your own jobs), don't forget to create a Customer for your own use.

If you want to process sales for infrequent customers, add a Customer for Cash Sales (e.g. Customer ID = CASHSALE, Name = Cash Sale). Make sure you set Terms to C.O.D./Cash Sale.

A column name shown in **red** indicates that a value is required for that column.

Column	Description
<i>General</i>	
Customer ID	A unique sequence of letters and/or number that will be used to identify the Customer. <i>When adding a new row, you can leave this column empty and an ID will be generated automatically.</i>
Name	The Customers name.
Address 1	The Customers physical address (eg. 123 Main Street).
Address 2	If applicable, secondary address such as post office box or rural route information.
City	The city or town that applies to your physical address.
Province or State	The province or state that applies to the physical address.
Postal code or ZIP code	The postal code or ZIP code that applies to the physical address.

<i>Location</i>	
Latitude	
Longitude	
<i>Accounting</i>	
Sales Unit	<p>This will default to tons or tonnes depending on your computers Country setting.</p> <p>If your Windows Measurement System is set to Metric, the default value is MT. If it is set to U.S., the default value is IT.</p>
Terms	The default setting is Invoice. If the Customer pays at the scale, change the setting to C.O.D./Cash Sale.
Material taxes	Taxes paid for material
Delivery taxes	Taxes paid for delivery
<i>Contact</i>	
Phone 1	Description (e.g. Phone, Head Office, Cell) and number
Phone 2	Description (e.g. Fax, Scale House, Job Site, Toll Free) and number
Names	A contact name
email	A contact email address
Other	Additional contact information
<i>Ticket Printing</i>	
Ticket Table	The default Ticket Table where the Customers ticket data will be stored. When you create a new order for a Customer this will be the default table for that Order.

Ticket Unit	The default Ticket Unit for the Customers ticket data will be stored. When you create a new order for a Customer this will be the default Ticket Unit for that Order. If your Windows Measurement System is set to Metric, the default value is kg. If it is set to U.S., the default value is lbs.
Print Ticket	A true/false value that indicates whether to print Tickets for a Customer
Print Bar Code	A true/false value that indicates whether to print barcodes for a Customer
Print Daily Totals	A true/false value that indicates whether to print Daily Totals for a Customer
Print Order Totals	A true/false value that indicates whether to print Order Totals for a Customer
Automatically Reset Daily Total	A true/false value that indicates whether to Automatically Reset Daily Totals for a Customer
Print Cash Sale Details	A true/false value that indicates whether to Print Cash Sale Details for a Customer
Print List Prices	A true/false value that indicates whether to Print List Prices for a Customer

4.4 Orders

An Order is used to subdivide your Customers work. Every Customer must have at least one Order. Any Customer can have one or more Orders.

It is up to you to determine when a Customer needs more than one. For example, if you supply a Customer that works on multiple projects simultaneously you may wish to create an Order for each project.

Another example is If you are an Paving contractor doing work on Provincial or State Government contracts. In this case you would be the Customer and you would create an separate Order for each contract you are working on.

Have a look at the Order Editor documentation. It will help you understand the relationship between Customers and Orders.

Dispatch automatically creates a new Order for each new Customer. The Order ID is identical to the Customer ID and the common column values are copied from the Customer to the Order. If you do not wish to subdivide your Customers work any further, there is no need to create any additional Orders.

A column name shown in **red** indicates that a value is required for that column.

Column	Description
<i>General</i>	
Order ID	<p>A unique sequence of letters and/or number that will be used to identify the Order.</p> <p><i>When adding a new row, you can leave this column empty and an ID will be generated automatically.</i></p>
Customer ID	<p>A Customer ID identifying one of the Customers in the Customer table.</p> <p>Much of the information in the Order table duplicates the Customer table. When a new Order is added, the values from the row identified by Customer ID are copied to the Order.</p>
Owner	The name of the Customer or the name your Customer has asked you to use for the Order.
Description	A description of the Order.
Reference	An identifier used in addition to the Order ID. This might be your reference or your Customers reference information. For example, a contract identifier.
Purchase Order	A purchase order associated with the Order.
<i>Location</i>	

Latitude	
Longitude	
<i>Accounting</i>	
Company ID	The identifier of your business unit that will be fulfilling the Order.
Sales Unit	<p>This will default to tons or tonnes depending on your computers Country setting.</p> <p>If your Windows Measurement System is set to Metric, the default value is MT. If it is set to U.S., the default value is IT.</p>
Terms	The default setting is Invoice. If the Customer pays at the scale, change the setting to C.O.D./Cash Sale.
Material taxes	Taxes paid for material
Delivery taxes	Taxes paid for delivery
<i>Contact</i>	
Phone 1	Description and number
Phone 2	Description and number
Names	A contact name
email	A contact email address
Other	Additional contact information
<i>Ticket Printing</i>	
Ticket Table	The default Ticket Table where the Orders ticket data will be stored.
Ticket Unit	The default Ticket Unit for the Orders ticket data will be stored.

	If your Windows Measurement System is set to Metric, the default value is kg. If it is set to U.S., the default value is lbs.
Print Ticket	A true/false value that indicates whether to print Tickets for an Order
Print Bar Code	A true/false value that indicates whether to print barcodes for an Order
Print Daily Totals	A true/false value that indicates whether to print Daily Totals for an Order
Print Order Totals	A true/false value that indicates whether to print Order Totals for an Order

4.5 Truck

The Truck table is used to record information about the Trucks that you use.

Record licencing information to help you ensure you are using licenced Trucks and that those Trucks are not loaded beyond what they can legally carry.

You can store images to help identify Trucks and Drivers.

A column name shown in **red** indicates that a value is required for that column.

Column	Description
General	
Truck ID	<p>A unique sequence of letters and/or number that will be used to identify the Truck.</p> <p>This could be a number assigned by the owner, by the shipping/receiving company or it could be the Truck Licence plate number.</p> <p><i>When adding a new row, you can leave this column empty and an ID will be generated automatically.</i></p>
Driver	The name of the driver who normally operates the Truck

Owner	The owner of the Truck.
Description	A description of the Truck (e.g. 'Blue Kenworth')
Vehicle Type	This is typically used to identify the Trucks configuration — number of axles, number of trailers. If you are not interested in storing this data, use the default value of NS (not specified).
Tare weight	The empty weight of the Truck. Tare must be a value greater than or equal to zero.
Last tared	The date and time that the Tare weight was updated. This column is updated automatically.
Manual tare	An indication of whether the Tare weight was recorded manually or automatically. This column is updated automatically.
AGW	<p>Allowable Gross Weight (AGW) is the amount of weight that a Truck can carry as determined by the physical characteristics of the Truck.</p> <p>AGW must be a value greater than or equal to zero.</p>
RGW	<p>Registered Gross Weight is the maximum amount of weight a Truck has been licenced to carry.</p> <p>RGW must be a value greater than or equal to zero.</p>
<i>Licencing</i>	
Licence	The licence number of the Truck.
Expiry Date	The date that the Trucks licence expires.
V.I.N.	The registration number or vehicle identification number of the Truck.
<i>Trailers</i>	

Trailer 1	ID of Trailer 1
Trailer 1 Tare	Tare weight of Trailer 1 - must be a value greater than or equal to zero.
Trailer 2	ID of Trailer 2
Trailer 2 Tare	Tare weight of Trailer 2 - must be a value greater than or equal to zero.
<i>Ticket Printing</i>	
Customer ID	The last/current Customer that was/will hauled by the Truck
Recall Customer ID	A true/false value that indicates whether the information about a Order should be recalled automatically when the Truck is selected.
Order ID	Order ID should identify an Order for the Customer identified by Customer ID
Recall Order ID	A true/false value that indicates whether the information about a Order should be recalled automatically when the Truck is selected.
Item ID	Item ID should identify an Item for the Order identified by Order ID
Recall Item ID	A true/false value that indicates whether the information about the Order Item should be recalled automatically when the Truck is selected.
Zone ID	The last Zone that a Truck delivered to or picked up from.
Recall Zone	A true/false value that indicates whether the information about a Zone should be recalled automatically when the Truck is selected
<i>Identification</i>	
Driver	An image of the Driver

Driver Licence	An image of the Driver's licence
Signature	An image of the Driver's signature
Used stored signature image	A true/false value that indicates whether or not a driver is required to provide a new signature each time a ticket is printed. <i>This could be useful for company owned trucks.</i>
<i>Contact</i>	
Phone 1	Description and number
Phone 2	Description and number
email	An email address
Name	An alternative to the Driver name
Other	Additional contact information
<i>Unattended Weighing</i>	
ID	The value from RFID device or magnetic card
Used stored tare	A true/false value that indicates whether the Truck must weigh in and out to complete a transaction

4.6 Zone

The purpose of the Zone table is to associate a Ticket with a Zone ID to establish a delivery/pick-up charge. If you do not plan to use Dispatch for Cash Sales or Invoicing, or you do not plan to charge separate rates for delivery/pick-up (for example, delivery is always built-in to the Material charge), you can safely ignore the Zone table.

For those of you that will use it, the idea is to set up different areas where you ship and/or receive material. For example:

- Zone 0 could be customer pick-up
- Zone 1 could be a flat rate delivery
- Zone 2 could be 2 km from the plant

- Zone 3 could be 3 km from the plant

For each Zone you input the appropriate Selling and/or Cost rates and then Dispatch can calculate an amount due for delivery.

A column name shown in **red** indicates that a value is required for that column.

Column	Description
<i>General</i>	
Zone ID	<p>A unique sequence of letters and/or numbers that will be used to identify the Zone.</p> <p><i>When adding a new row, you can leave this column empty and an ID will be generated automatically.</i></p>
Vehicle Type ID	The associated Vehicle Type. If only one Vehicle Type row exists, this column will be set to that Vehicle Type ID.
Description	A description of the Zone.
<i>Sales</i>	
Unit Price	The charge for shipping one Unit. For example, if a shipping is charged by the tonne, Unit Price should be for one tonne.
Additional Fee	<p>An fixed amount (flat rate) that will be added to a the shipping charge.</p> <p>For example, if you charge \$ 10.00 to weigh a truck, set the Unit Price to \$0.00 and the Additional Fee to \$10.00.</p>
Unit	<p>This is the Measurement Unit used to convert a Net weight into the value used to calculate the sale amount.</p> <p>If your Windows Measurement System is set to Metric, the default value is MT. If it is set to U.S., the default value is IT.</p>

	If the Ticket Unit is kg, this unit should be by MT (tonnes). If the Ticket Unit is lb, this unit should be by IT (tons).
Account	A cross-reference for the Zone to an external job cost or accounting system.
Taxes payable	Taxes usually paid for a Zone
Cost	
Unit Price	The cost for shipping one Unit. For example, if a shipping is costed by the tonne, the unit price should be for one tonne.
Additional Fee	An fixed amount (flat rate) that will be added to a the shipping cost.
Unit	<p>This is the Measurement Unit used to convert a Net weight into the value used to calculate the cost amount.</p> <p>If your Windows Measurement System is set to Metric, the default value is MT. If it is set to U.S., the default value is IT.</p> <p>If the Ticket Unit is kg, this unit should be by MT (tonnes). If the Ticket Unit is lb, this unit should be by IT (tons).</p>
Account	A cross-reference for the Zone to an external job cost or accounting system.

4.7 Material

The Material table allows you to identify one or more materials or products that you buy or sell over your scale.

The Material table can also be used to identify a service that you provide. For example, if you have Customers that you simply charge for weighing their vehicles you could create a Material named WEIGH which identifies that service.

*A column name shown in **red** indicates that a value is required for that column.*

Column	Description
---------------	--------------------

<i>General</i>	
Material ID	<p>A unique sequence of letters and/or numbers that will be used to identify the Material.</p> <p><i>When adding a new row, you can leave this column empty and an ID will be generated automatically.</i></p>
Description	A description of the material or product.
Category	Category is used group materials or products. Examples of categories are: Granular, Asphalt, Sand, Recycled Concrete, Recycle, Household.
Source	A sequence of letters and/or number that identifies the source of a material or product.
Ticket Unit	<p>This must be kg (Metric) or lb (US/Imperial).</p> <p>If your scale indicator displays the scale weight in kg, Ticket Unit should be kg.</p> <p>If your scale indicator displays the scale weight in lbs, Ticket Unit should be lb.</p> <p>If your scale indicator does not display the weight in kg or lbs, please contact us.</p>
<i>Sales</i>	
Unit	<p>The Measurement Unit used to convert a Net weight in Ticket Units to the value used to calculate the sale amount.</p> <p>If the Ticket Unit is kg, this unit should be MT (tonnes). If the Ticket Unit is lb, this unit should be IT (tons).</p> <p>If your Windows Measurement System is set to Metric, the default value is MT. If it is set to U.S. it is set to IT.</p>

Unit Price	The price of one unit of the material or product. For example, if the Materials Selling unit is MT (tonne), the unit price should be for one tonne of Material.
Additional Fee	<p>An fixed amount (flat rate) that will be added to a the selling price of a material or product.</p> <p>For example, if you charge \$ 10.00 to weigh vehicles, set Unit Price to \$0.00 and Additional Fee to \$10.00.</p>
Minimum	If Unit price multiplied by the Weight converted to a Sale Unit or Quantity is less than Minimum a Customer will be charged the Minimum amount.
Taxes payable	Taxes usually charged when a Customer purchases a Material
Account	A cross-reference for the Material or product to a external job cost or accounting system.
Cost	
Unit	<p>The Measurement Unit used to convert a Net weight into the value used to calculate the cost amount.</p> <p>If the Ticket Unit is kg, this unit should by MT (tonnes). If the Ticket Unit is lb, this unit should by IT (tons).</p> <p>If your Windows Measurement System is set to Metric, the default value is MT. If it is set to U.S. it is set to IT.</p>
Unit Price	The cost of one unit of the material or product. For example, if the Materials Cost unit is MT (tonne), Unit Price should represent the selling price of one tonne of Material.
Additional Fee	A fixed amount (flat rate) that will be added to a the cost price of a material or product.

Account	A cross-reference for the Material or product to a external job cost or accounting system.
<i>Ticket Printing</i>	
Ticket table	The default Ticket table for a Material
Print Ticket	A true/false value that indicates whether to Print Tickets for a Material
Print Barcode	A true/false value that indicates whether to print barcodes for a Material

4.7.1 Ticket units

A Materials Ticket Unit **must** always be lb or kg. Dispatch requires that Material is **always** weighed in kg or lbs. Always. End of story.

The units IT, MT, EA, YD and CM are **not** intended to be used as Ticket Units.

But we buy and/or sell Material by the tonne (or ton)

That is where a Materials Sale Unit comes into play. Every Material has a Unit and Unit price that is used to calculate the total price when Material is sold. Sale Unit is used to convert a weight value in Ticket Units to a value that you would buy and/or sell.

Typically, when a Materials Ticket Unit is kg, its Sale Unit is MT (tonne). The Sell rate should represent the value of 1 tonne of Material.

When a Materials Ticket Unit is lb, the Sale Unit is IT (tons). The Sell Rate should represent the value of 1 ton of Material.

Here's a couple of examples:

Net weight	Ticket Unit	Sale Unit	Sale Amount	Sell Rate	Sale Amount
58630 kg	kg	MT	56.63 tonnes	\$17.85	\$1,010.85
65840 lbs	lb	IT	32.92 tons	\$8.09	\$266.32









What if we buy and/or sell Material by the kg (or lb) too?

It is perfectly acceptable to set the Ticket, Sell and Cost Unit values to lb or kg.

However, there are two additional changes that must be made if you buy and/or sell by the kg or lb. Factor 2 and it's associated values must be changed to allow Ticket Unit value to be represented correctly as a buy and/or sell value in Reports and Order Totals.

So, when buying and/or sell in kg or lb, make the following changes to the Measurement Unit table:



- For the **kg** unit, change Label 2 to kg, Factor 2 to 1 and Rounding Precision 2 to 1
- For the **lb** unit, change Label 2 to lbs, Factor 2 to 1 and Rounding Precision 2 to 1

* 	Unit ID	Description	Grad Size	Label 1	Factor 1	Rounding Precision 1	Label 2	Factor 2	Rounding Precision 2	Type
> 	kg	kg	10 kg		1	1	kg	1	1	Weight
	MT	tonnes	0 tonnes		0.001	0.001	tonnes	0.001	0.001	Weight
	lb	lbs	20 lbs		2.2046	1	lbs	1	1	Weight
	IT	tons	0 tons		0.0011023	0.001	tons	0.0011023	0.001	Weight
	EA	Each	0 Each		1	1	Each	1	1	Quantity
	YD	yd3	0 yd3		1	1	yd3	1	1	Quantity
	CM	m3	0 m3		1	1	m3	1	1	Quantity

4.7.2 How Ticket Units are used on a printed ticket

In the example below the default Measurement System is set to Metric and the Ticket Unit being used is kg.

Here's what the Measurement Unit kg looks like in the Measurement Unit table:

* 	Unit ID	Description	Grad Size	Label 1	Factor 1	Rounding Precision 1	Label 2	Factor 2	Rounding Precision 2	Type
> 	kg	kg	10 kg		1	1	tonnes	0.001	0.001	Weight

And here is a portion of a sample printed Ticket:

The screenshot shows a ticket form for a truck weighing station. The form includes fields for Gross, Tare, Net, Allowed, Truck, Licence, Driver, Owner, Today, Total, Driver, Received by, Lot/Station, and GST #. Callouts provide additional context:

- Gross, Tare, and Net weights:** These are Primary values, which are the weights x Factor 1.
- Ticket Unit:** The unit is kg. The value of Label 1 is printed.
- Secondary value:** This is the Secondary value, which is the Net weight x Factor 2. In this case, it is 66390 kg x .001, which is 66.39 tonnes.
- Totals:** Totals are also shown in the Secondary unit. The value of Label 2 is printed.

The form data is as follows:

Ticket #	1
Date	2017-08-19 09:21:21
Gross	78980 kg
Tare	12590 kg MAN WT
Net	66390 kg 66.39
Allowed	36600 kg RGW
Truck	ABJH0001
Licence	Type TRI/
Driver	
Owner	ABJ HAULAGE
Today	2 loads 132.78 tonnes
Total	138 loads 3,234.49 tonnes
Driver	<i>[Signature]</i>
Received by	
Lot/Station	
GST #	103345716 307068

4.7.3 Sale and Cost units

All of units that are set up automatically – lb, kg, IT, MT, EA, YD and CM – can be used as Sale or Cost units.

4.8 Vehicle Type

The Vehicle table allows you to associate different selling and cost amounts when you want charge for the Trucks you use to ship or receive material.

Dispatch automatically creates a default Vehicle Type identified with the Type ID **NS** and the Description **Not Specified**.

If you do not plan to use Dispatch for Cash Sales or Invoicing, or you do not plan to charge separate rates for delivery/pick-up based on the Vehicle Type (for example, delivery is always built-in to the Material charge), please use NS for the Vehicle Type for all Trucks.

If there is the only Vehicle Type it will be used automatically whenever a Vehicle Type is required. For example, if you add a new Truck, the Vehicle Type will automatically be set to NS. For example, if you add a new Zone, the Vehicle Type will automatically be set to NS.

A column name shown in **red** indicates that a value is required for that column.

Column	Description
<i>General</i>	

Type ID	<p>A unique sequence of letters and/or numbers that will be used to identify the Vehicle Type.</p> <p><i>When adding a new row, you can leave this column empty and an ID will be generated automatically.</i></p>
Description	<p>A description of the Vehicle Type.</p> <p>When adding a new row, If this column is left empty, Type ID will be copied to this column.</p>
<i>Sales</i>	
Unit Price	The charge for shipping one Unit. For example, if a shipping is charged by the tonne, Unit Price should be for one tonne.
Additional Fee	<p>An fixed amount (flat rate) that will be added to a the shipping charge.</p> <p>For example, if you charge \$ 10.00 to weigh a truck, set the Unit Price to \$0.00 and the Additional Fee to \$10.00.</p>
Unit	<p>This is the Measurement Unit used to convert a Net weight into the value used to calculate the sale amount.</p> <p>If your Windows Measurement System is set to Metric, the default value is MT. If it is set to U.S., the default value is IT.</p> <p>If the Ticket Unit is kg, this unit should by MT (tonnes). If the Ticket Unit is lb, this unit should by IT (tons).</p>
Account	A cross-reference for the Vehicle Type to a external job cost or accounting system.
<i>Cost</i>	
Unit Price	The cost for shipping one Unit. For example, if a shipping is costed by the tonne, the unit price should be for one tonne.

Additional Fee	An fixed amount (flat rate) that will be added to a the shipping cost.
Unit	<p>This is the Measurement Unit used to convert a Net weight into the value used to calculate the cost amount.</p> <p>If your Windows Measurement System is set to Metric, the default value is MT. If it is set to U.S., the default value is IT.</p> <p>If the Ticket Unit is kg, this unit should by MT (tonnes). If the Ticket Unit is lb, this unit should by IT (tons).</p>
Account	A cross-reference for the Vehicle Type to a external job cost or accounting system.

4.9 Measurement Unit

Dispatch automatically populates the Measurement Unit table based on the Measurement System used by Windows. You can override the default Measurement System using the Measurement Units editor.

*A column name shown in **red** indicates that a value is required for that column.*

Column	Description
<i>General</i>	
Unit ID	A unique sequence of letters and/or numbers that will be used to identify the Measurement Unit.
Description	A description of the Measurement Unit.
Grad size	The graduation size displayed by your digital weight indicator for this unit. For a Truck scale this would typically be 10 (kg) if your scale is calibrated in Metric and 20 (lb) if it is U.S./Imperial.
Unit type	The default Unit type is Weight . Weight units can be used as Ticket, Sale and Cost Units.

	Unit type Quantity is only used as a Sale or Cost unit. It indicates that pricing is based on a value that will be input manually not on a weight.
<i>Primary</i>	
Label 1	<p>This is the description of the Primary value that will be printed on tickets and reports.</p> <p>We suggest that this should be the official label required by the Government agency that has jurisdiction over the area where the scale is located.</p>
Factor 1	The number to multiple the scale weight by to convert it to a Primary value unit identified by Unit ID.
Roundin g Precision	Unused
<i>Secondar y</i>	
Label 2	<p>This is the description of the Secondary value that will be printed on tickets and reports.</p> <p>We suggest that this should be the official label required by the Government agency that has jurisdiction over the area where the scale is located.</p>
Factor 2	The number to multiple the scale weight by to convert it to a Secondary value identified by Unit ID.
Roundin g Precision	Unused

The Unit Lookup Combobox

Often (if not always), when you are required to select a Unit you will use a Lookup Combobox like the one shown below. A Unit is select by choosing a list item from the Dropdown part of the control. The value displayed in the Text portion of the control is the value from Description column. The Text portion of the control is read-only.

General Accounting Contact Ticket Printing

This Text value comes from the Description column

Sales unit: tonnes

Terms:

Material taxes: kg kg

Delivery taxes: IT tons

MT tonnes

How Measurement Units are used on a printed ticket

The Gross, Tare and Net weights are shown as Primary values which are the weights x Factor 1

Ticket # 1

2017-08-19 09:21:21

Gross 78980 kg

Tare 12590 kg MAN WT

Net 66390 kg 66.39

Allowed 36600 kg RGW

Truck ABJH0001 Type TRI/

Licence

Driver

Owner ABJ HAULAGE

Today 2 loads 132.78 tonnes

Total 138 loads 3,234.49 tonnes

Driver

Received by

Lot/Station

GST # 103345716 307068

The Ticket Unit is kg. The value of Label 1 is printed

This is the Secondary value which is the Net weight x Factor 2 so in this case it is 66390 kg x .001 which is 66.39 tonnes









Totals are also shown in the Secondary unit. The value of Label 2 is printed

4.9.1 Default table values

Default table values: Metric

* Unit ID	Description	Grad Size	Label 1	Factor 1	Rounding Precision 1	Label 2	Factor 2	Rounding Precision 2	Type
> kg	kg	10 kg		1		1 tonnes	0.001	0.001	Weight
MT	tonnes	0 tonnes		0.001		0.001 tonnes	0.001	0.001	Weight
lb	lbs	20 lbs		2.2046		1 tons	0.0011023	0.001	Weight
IT	tons	0 tons		0.0011023		0.001 tons	0.0011023	0.001	Weight
EA	Each	0 Each		1		1 Each	1		1 Quantity
YD	yd3	0 yd3		1		1 yd3	1		1 Quantity
CM	m3	0 m3		1		1 m3	1		1 Quantity

Default table values: U.S. (Imperial)

*  Unit ID	Description	Grad Size	Label 1	Factor 1	Rounding Precision 1	Label 2	Factor 2	Rounding Precision 2	Type
>  lb	lbs	20 lbs		1		1 tons	0.0005	0.001	Weight
 IT	tons	0 tons		0.0005		0.001 tons	0.0005	0.001	Weight
 kg	kg	10 kg		0.4536		1 tonnes	0.0004536	0.001	Weight
 MT	tonnes	0 tonnes		0.0004536		0.001 tonnes	0.0004536	0.001	Weight
 EA	Each	0 Each		1		1 Each	1	1	Quantity
 YD	yd3	0 yd3		1		1 yd3	1	1	Quantity
 CM	m3	0 m3		1		1 m3	1	1	Quantity

4.9.2 Unit type

Weight

The default Unit type for Materials is Weight. Weight units can be used as Ticket, Sale and Cost Units.

Quantity

Unit type Quantity is only used for Sale and Cost units.

Quantity should be used for Materials like Top Soil or Concrete that typically are sold by the cubic metre (m3) or cubic yard (yd3).

Ticket printing

When the Sales Unit of a Material is set to a Quantity type, a scale operator will be able to input a quantity prior printing a ticket. The Gross, Tare and Net weights are also recorded.

Here is an example of a C.O.D./Cash Sale for top soil that is sold by the cubic metre:

Scale name:

Tare

Print

Allowed:

Tare: 14230

Over/Under:

Net: 25240

12.62

Truck ID:

Tare:

Customer:

Company ID:

Order:

Purchase Order:

Order Item

New Item

Item: TOP SOIL

Ticket Unit: lb

Quantity: m3

0 %

Today: 0 Quantity: 0.00 Ordered: 0.00

To Date: 0 Quantity: 0.00 Balance: 0.00

After clicking Print and prior to printing, the pricing information is displayed clearly indicating the amount of material being sold is 8.5 cubic metres:

Cash Sale

When **Net weight x Rate** does not exceed Minimum, the Minimum amount will be used. The amount that is compared to Minimum is determined prior to applying any Discounts.

Additional fee amounts are always added to amounts calculated using a Rate or Minimum amounts.


Discounts **do not** apply to Additional fee and Minimum amounts.

Quantities

Quantity **8.50** m3

Material rate:	31.9400	Discount (%):	0.00	Material amount:	271.49
Additional fee:	0.00	Minimum:	0.00	Discount:	0.00
Taxes:	None			Delivery amount:	0.00
				Discount:	0.00
Delivery rate:	0.0000	Discount (%):	0.00	Sub-total:	271.49
Additional fee:	0.00	Minimum:	0.00	Material tax:	0.00
Taxes:	None			Delivery tax:	0.00
				Total:	271.49

The final Ticket indicates that the load was priced using a rate per cubic metre (m3):

		Head Office 905-256-2500 Plant 905-670-8717		Ticket # 8 3/16/2023 11:27:03 AM	
Customer AMBLER		Gross		39470 lbs	
Order AMBLER		Tare		14230 lbs MAN WT	
Reference		Net		25240 lbs 12.62	
P.O. #					
Location 1 ELECTRA DR. - GTAA					
Zone	0	Truck	10-034	Type	NS
Item	100 TOP SOIL	Licence			
Material	100	Driver	Jeff Weir		
Source	1	Owner	Canadian Scale Company Limite		
Item amount	271.49 8.50 m3 @ 31.94	Today	1 loads	12.62 tons	
Haul amount	0.00	Total	1 loads	12.62 tons	
Sub-total	\$271.49	Driver			
Item tax	0.00	Received by			
Haul tax	0.00				
Total	\$271.49	Location 2			
			8.50 m3		
			71490		

www.paveal.com

4.10 Tax

The Tax table stores the rates of applicable taxes.

If you do not plan to use Dispatch for Cash Sales or Invoicing, or if you are not required to collect taxes, you can safely ignore the Zone table.

A column name shown in **red** indicates that a value is required for that column.

Column	Description
<i>General</i>	
Tax ID	A unique sequence of letters and/or numbers that will be used to identify the Tax. <i>When adding a new row, you can leave this column empty and an ID will be generated automatically.</i>
Description	A description of the Tax
Rate	The Rate is a decimal number where 1.0 represents 100%. Another example: a tax rate of 5.995% would be entered as 0.05995.
Type	The Type determines whether the Tax will be calculated on the value of a Material or Delivery sale amount or will be calculated based on the Net weight amount.

4.11 Ticket Table

Ticket Tables contains information about other tables - specifically Ticket tables. For each row in the Ticket Tables table, Dispatch will create a corresponding Ticket table.

Column	Description
<i>General</i>	
Table name	A unique sequence of letters and/or number that will be used to identify the table.

Description	A description of the table. For example, one of the default Ticket Tables is name shipment_ticket and the Description is Shipments .
Label	The default value is 'Ticket #'.
Prefix	A fixed value to print in front of the Ticket Number. For example '17' to indicate the tickets are from the year 2017.
Seperator	A character to placed between the Prefix and the Ticket Number. Using a '-' (dash) is an obvious example.
Next ticket number	The next ticket number that will be printed. This number is incremented each time a ticket is printed for the table. Each table has a separate set of ticket numbers.
<i>Invoice Format</i>	
File name	
<i>Primary Printer</i>	
Printer name	The specific printer to use when printing tickets for this table. The default printer is the default Windows printer.
Copies	If you are using a printer that can only print single copies you can set the Copies column to something other than 1 to have Dispatch automatically generate multiple copies.
Page size	
Print mode	
Write PDF	
Open PDF	

Folder	
File name format	

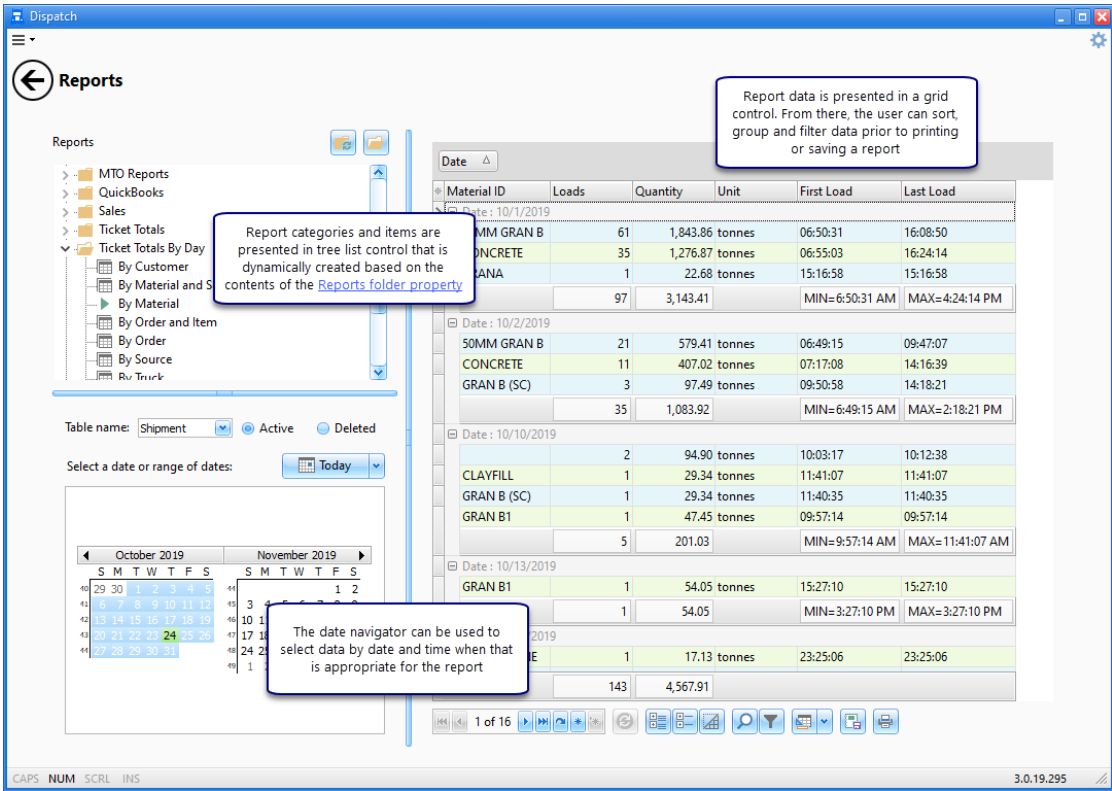
4.12 Ticket

5 Reports

Dispatch includes a fully user configurable and customizable Report generator. Reports data are present in a Grid control. Refer to the Grid control help topic for information on sorting, grouping, summarizing and filtering report data.

Reports can be printed or saved in a variety of formats including text, Excel and HTML.

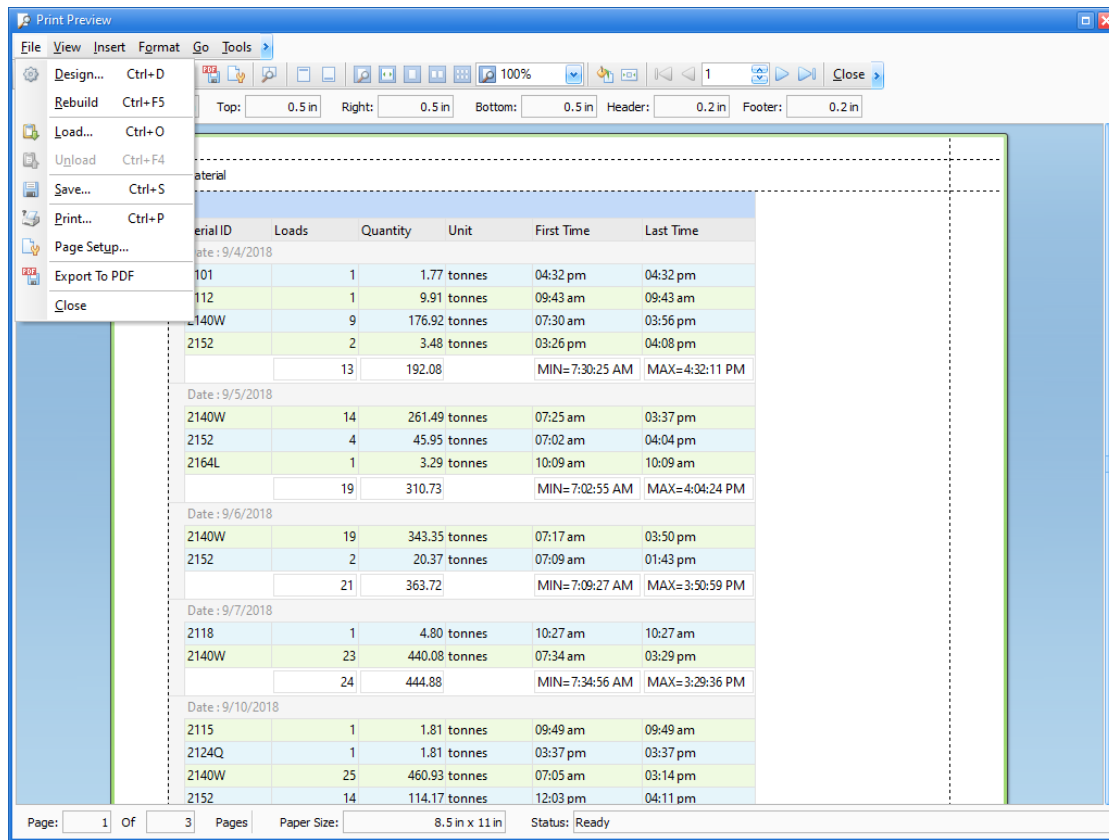
You can use the reports that are included with Dispatch as is, customize them or create new reports from scratch.



5.1 Print preview

The Print Preview dialog provides a facility customize how a report is formatted before it is sent to an output device like a printer or PDF file.

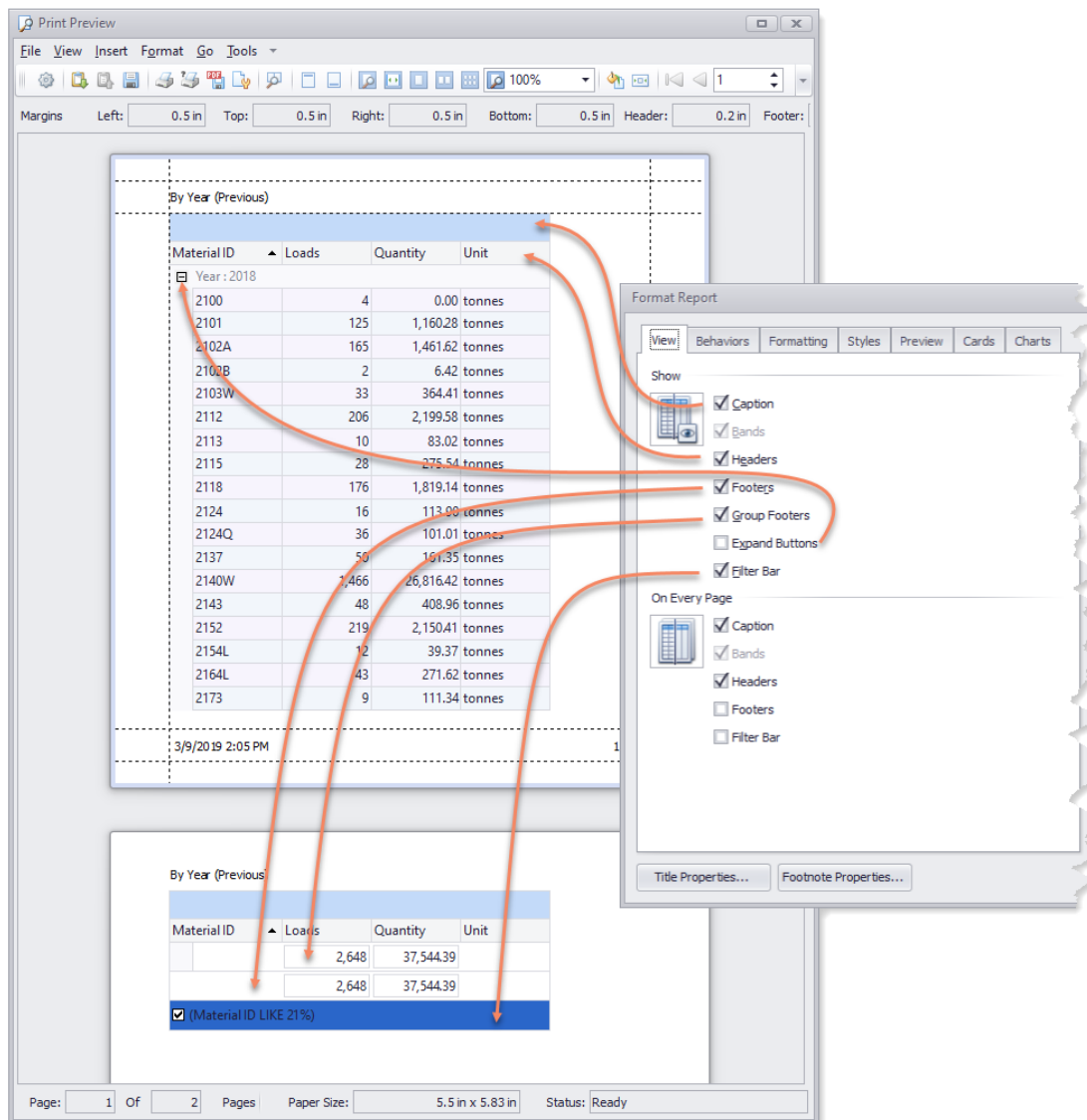
- Customizing report design
- Customizing page setup
- Exporting a report as a PDF file



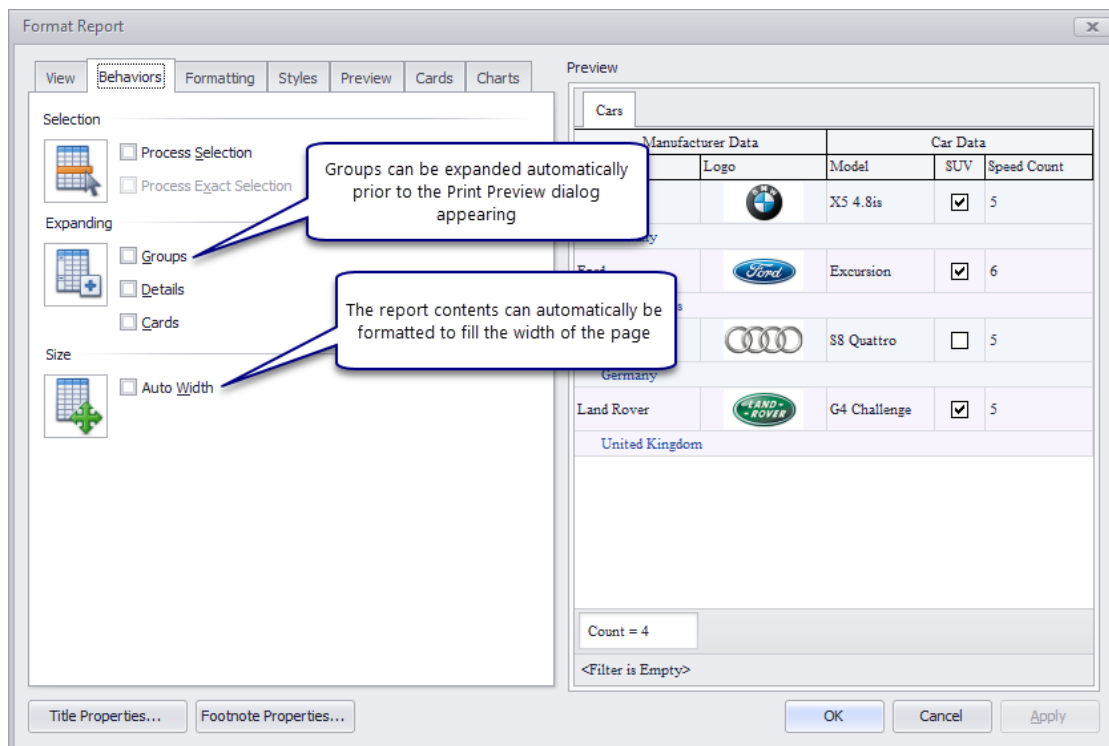
5.1.1 Design

To open the Format Report dialog click File > Design or press Ctrl+D.

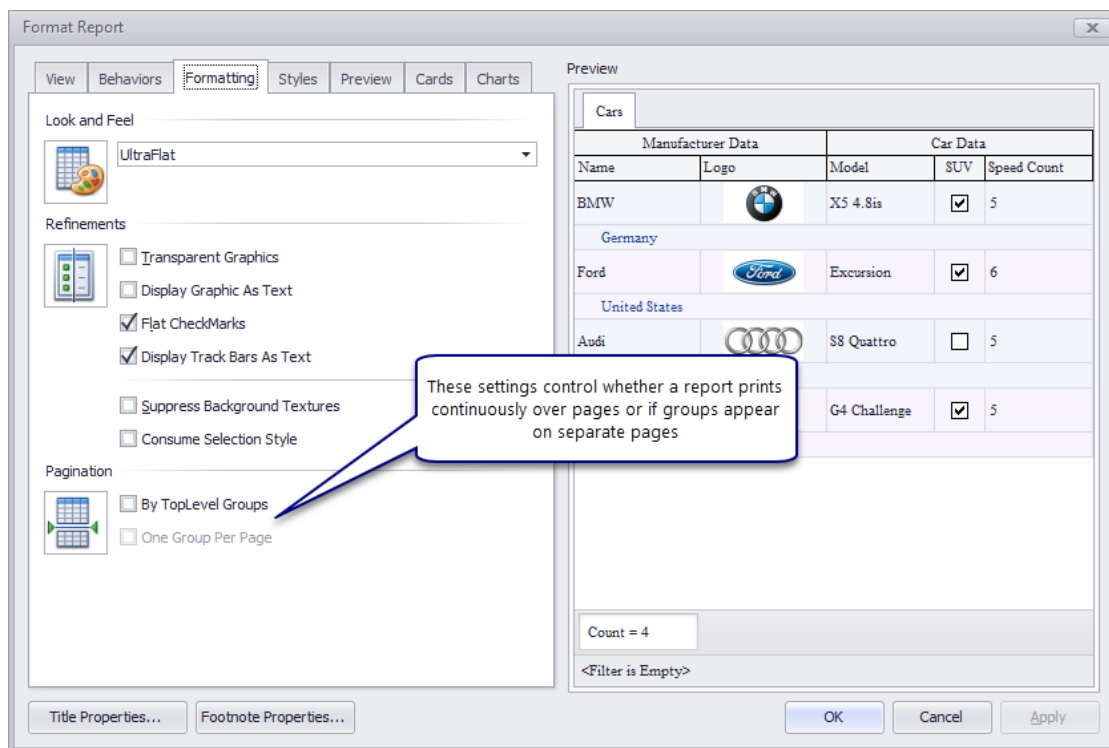
The View tab is used to control which items from the Report grid appear in the printed version of the grid.



The Behaviors tab controls what happens when the printed report is generated.



The Formatting tab has two important settings that can be useful to control what appears on the printed page of a report.



5.1.2 Load

A Report that has been saved can be loaded and viewed.

5.1.3 Save

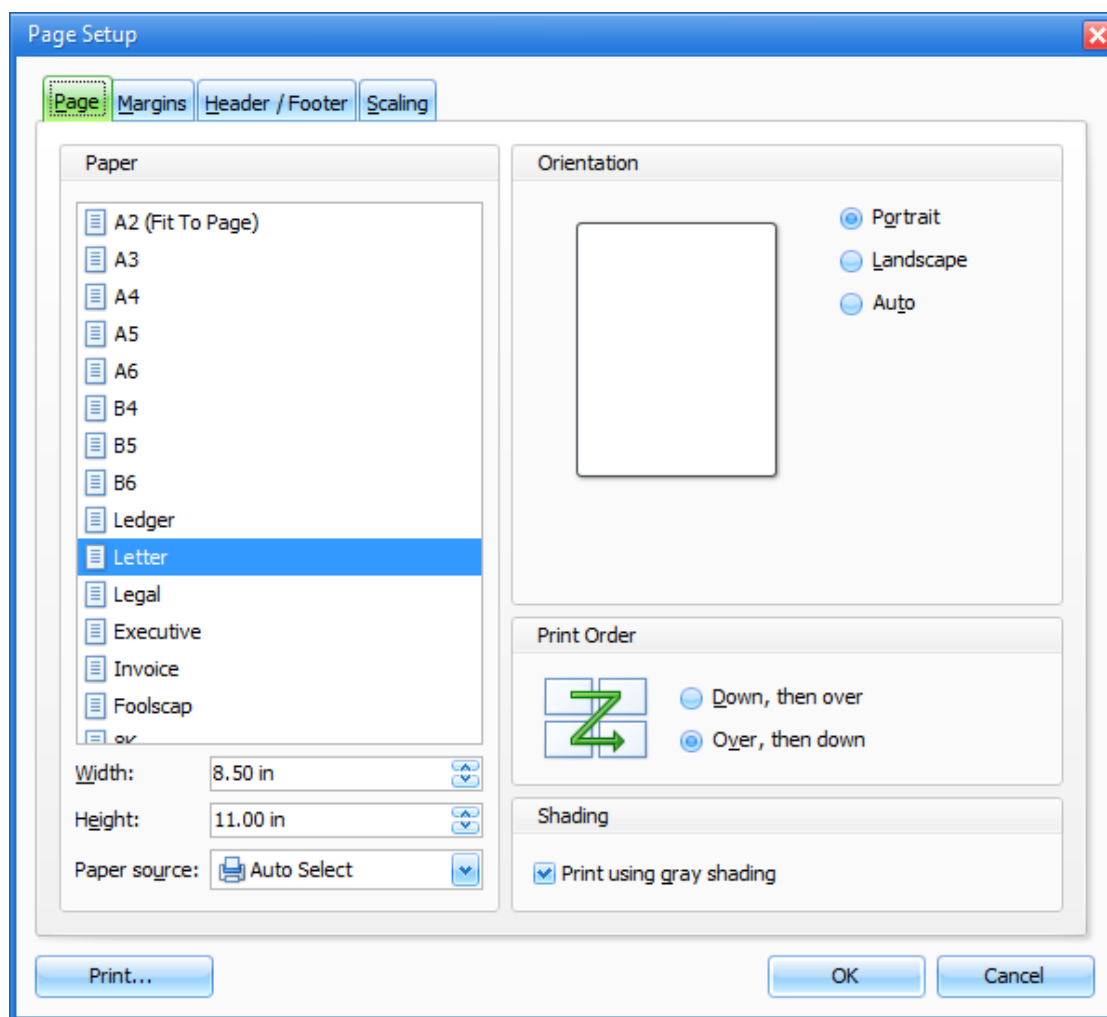
A Report can be saved so that it can be viewed again using the Load feature.

5.1.4 Print

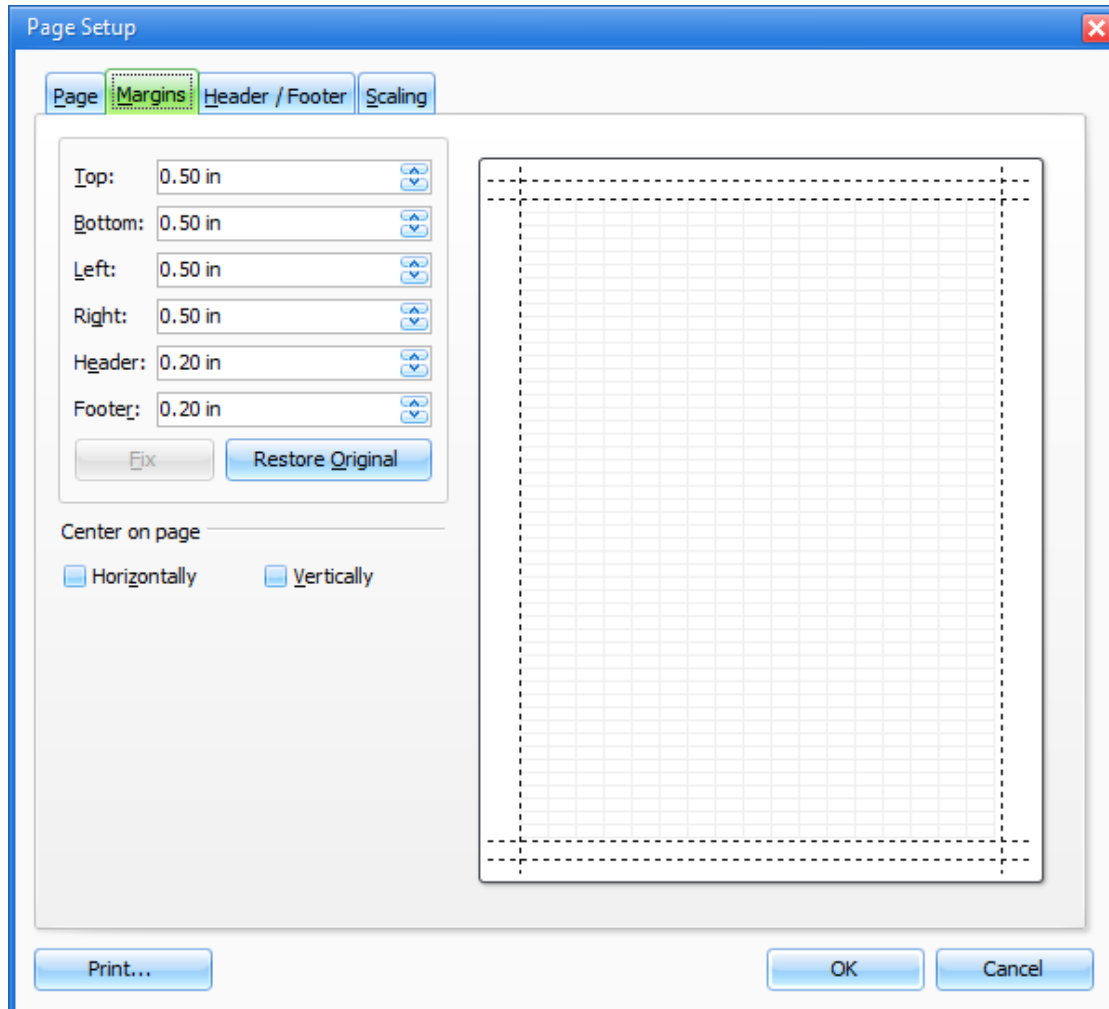
5.1.5 Page setup

This topic provides a brief overview of methods that can be used to customize page layout, margins, header and footer content within Report pages. The page setup for each report is specific to that report. The page setup is saved if it is modified and reloaded whenever the Report is generated in the future.

To open the Page Setup dialog, click File > Page Setup.



Page margins can be set using the controls on the left side of the Margins tab or by dragging the margins on the example page. You can also center the report within the printed page. Use the check boxes at the page's bottom edge for this purpose.



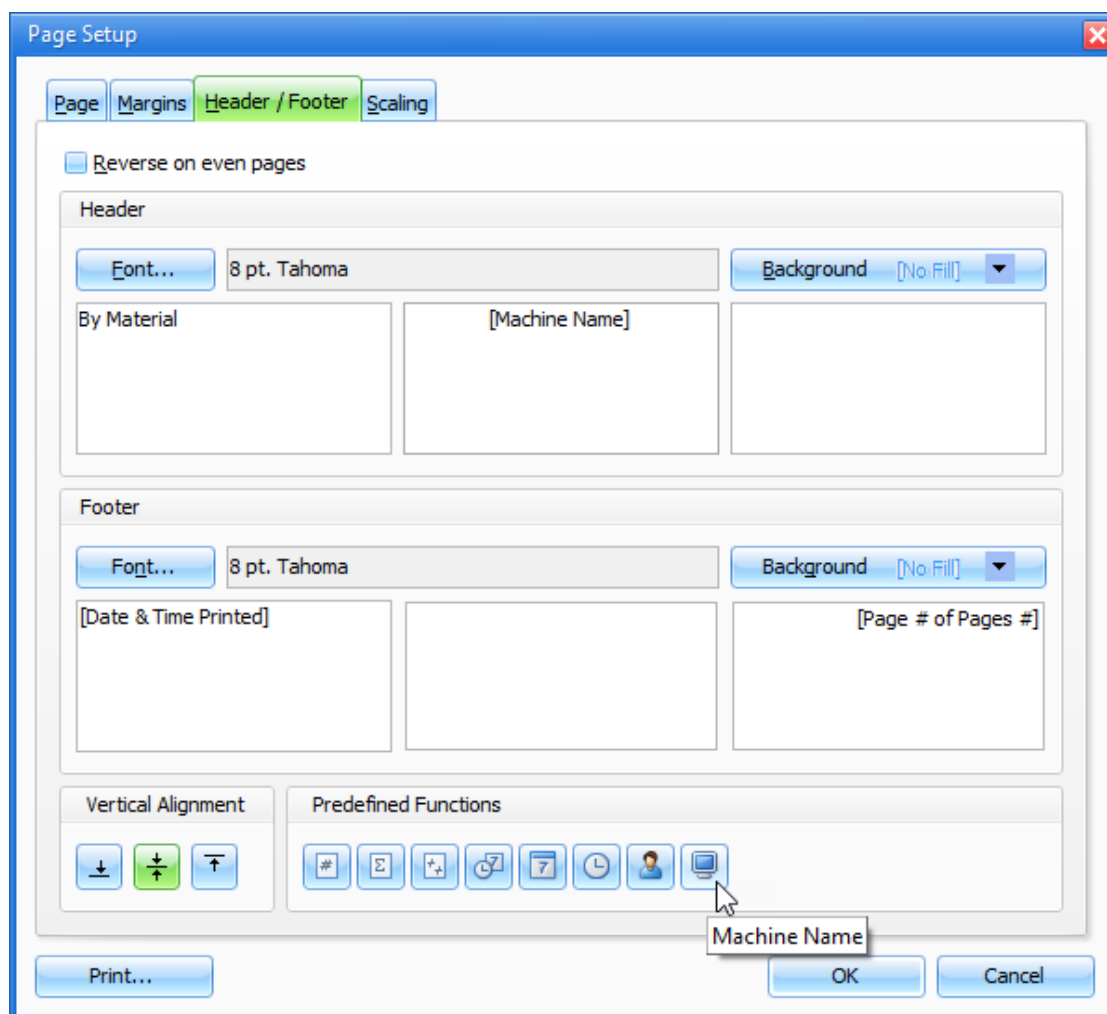
The Header/Footer tab enables you to customize header and footer content. You can use static text, predefined functions or a combination of the two.

Static text appears exactly as it has been specified. In the example below the text 'By Material' left column of the Header.

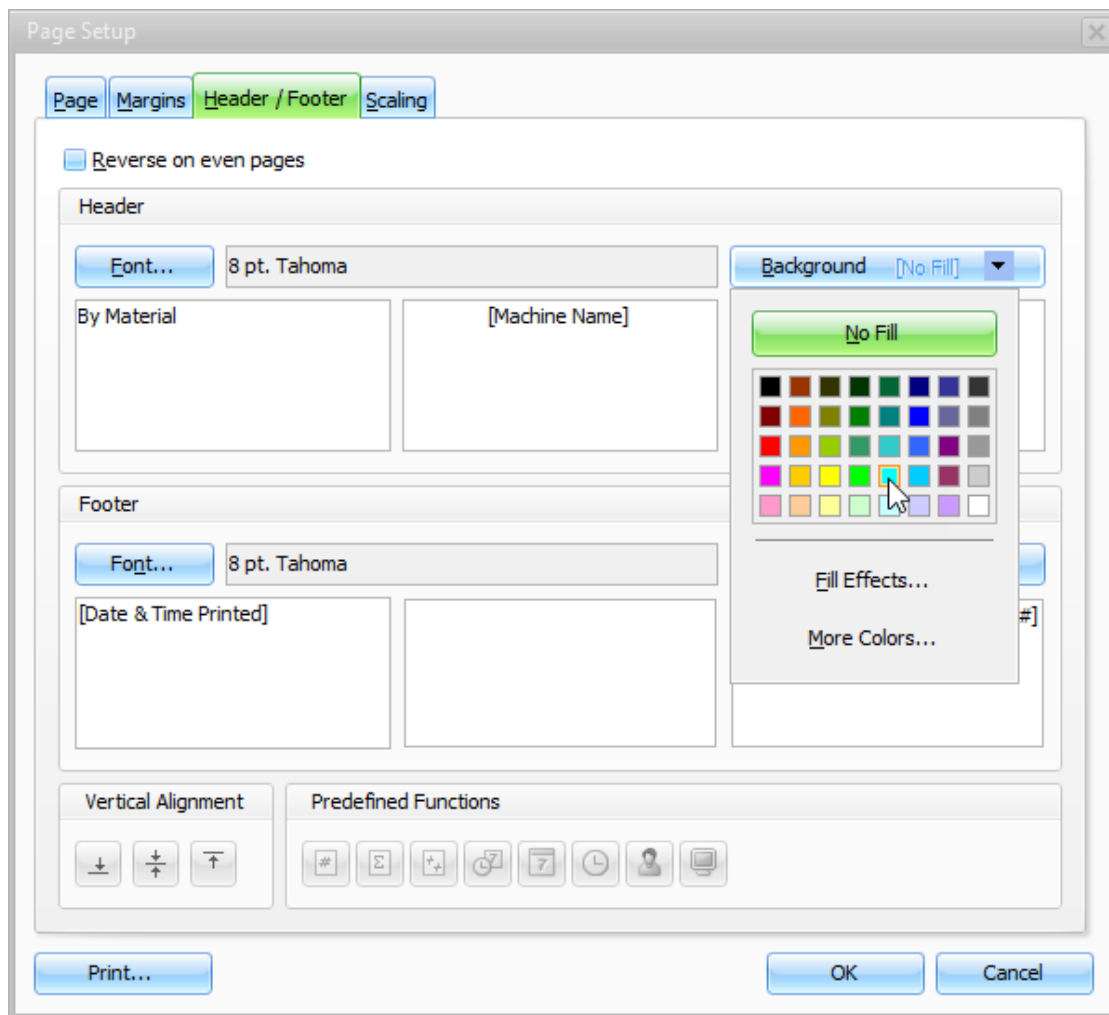
Predefined functions are replaced with information when a report is generated. For example, predefined functions can be used to display:

- the current user
- current timer
- page number
- the name of the computer the generated a report

You can enter these using the buttons located within the Predefined Functions group box. The image below shows the Header/Footer page with the customized header content. You can see that [Machine Name] function has been added to the center column of the Header



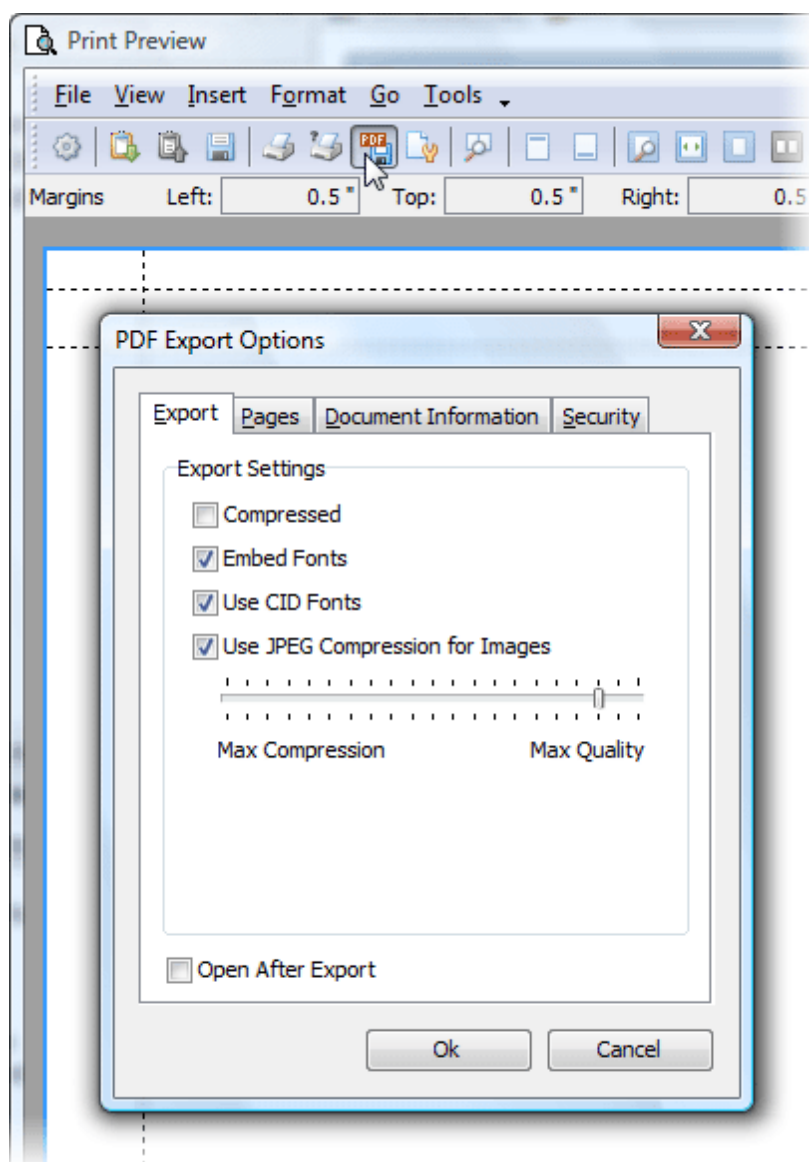
You can change the appearance of the background of both the Header and Footer. Click the Background button will invoke a popup window allowing you to choose a fill color, reset the color to transparent or specify a custom filling (pattern or image).



5.1.6 Export to PDF

To save a Report as a PDF document, click File > Export to PDF. The PDF Export Options dialog allows you to fine-tune export results.

If you would like to view the PDF document after it has been save, make sure the Open After Export control is checked prior to click Ok.



5.2 Folder location

Report items can be located in any folder (directory) that is visible to the Windows file system. This includes local folders on the computer where you installed Dispatch, shared network folders or a folder contained in cloud storage like Box, Dropbox, Google Drive or Microsoft's OneDrive.

The default location is a public local folder on the computer where Dispatch has been installed. Report files can therefore be shared by multiple user accounts on that computer. The default location is:

C:\Users\Public\Documents\CanScale\Dispatch 3.2\Database driver\Reports

Database driver is identifier for the current database.

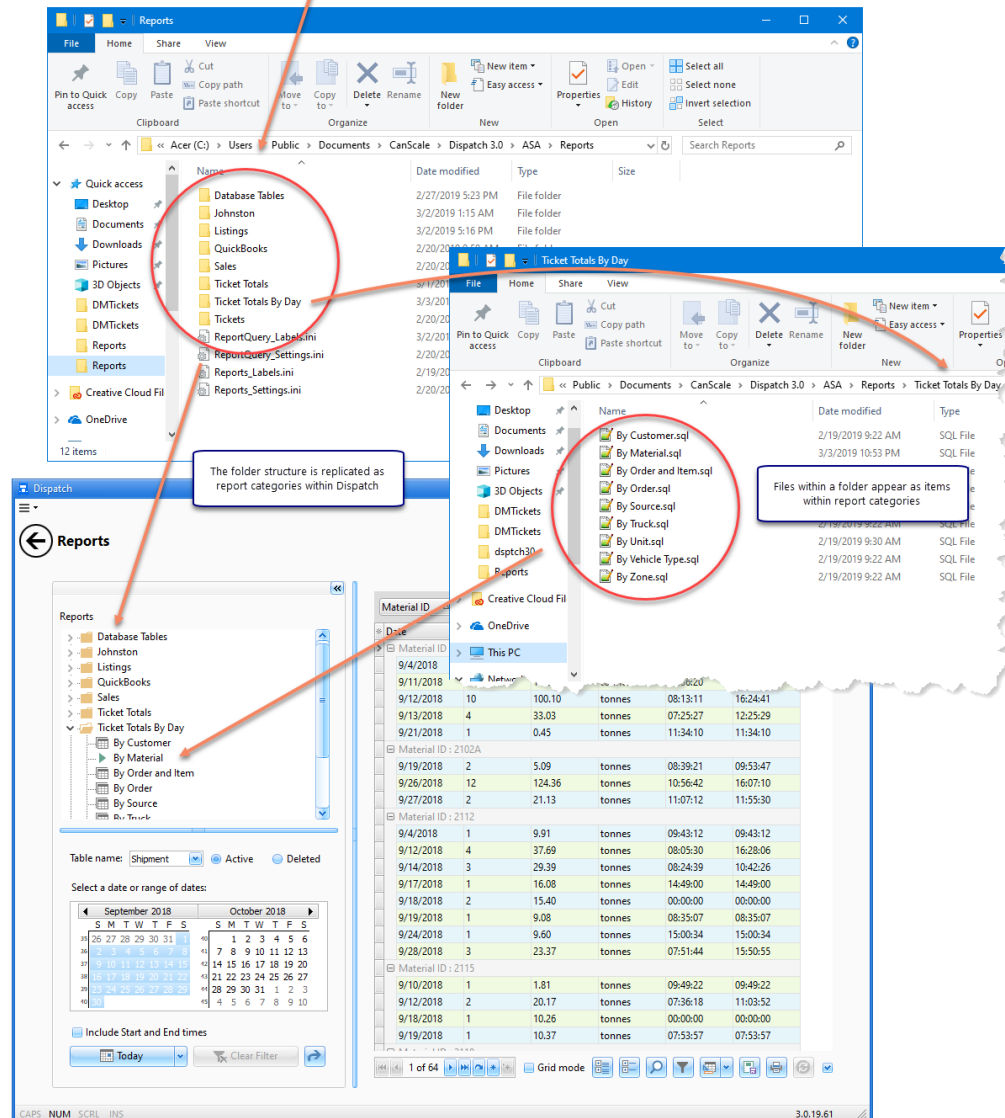
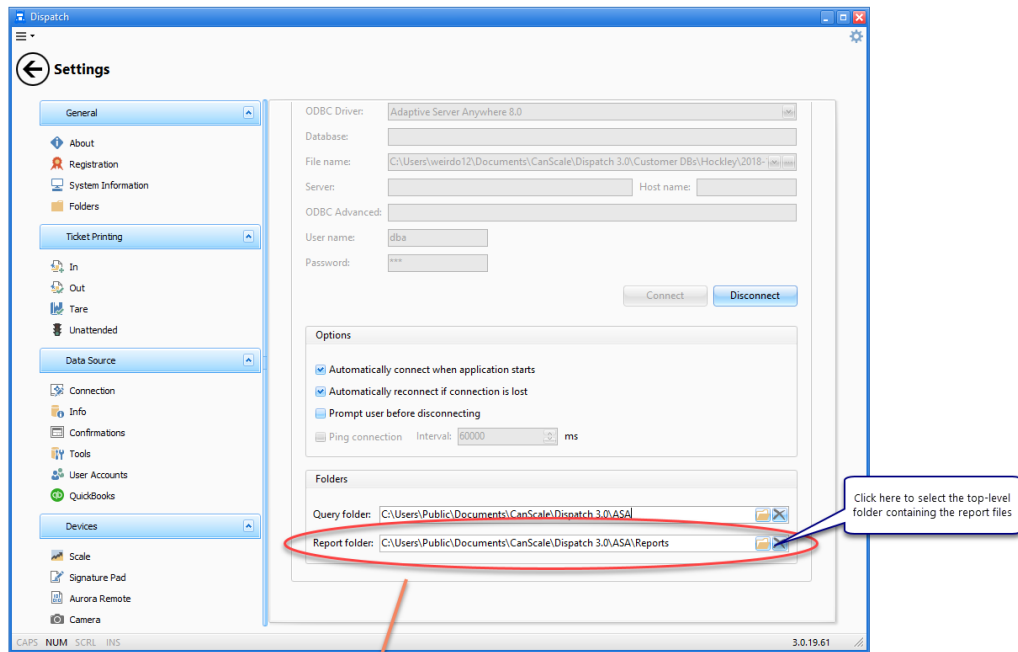
The ability to store Report files on network or cloud storage is particularly useful when you want multiple users want to share Reports including Report layout and print formatting.

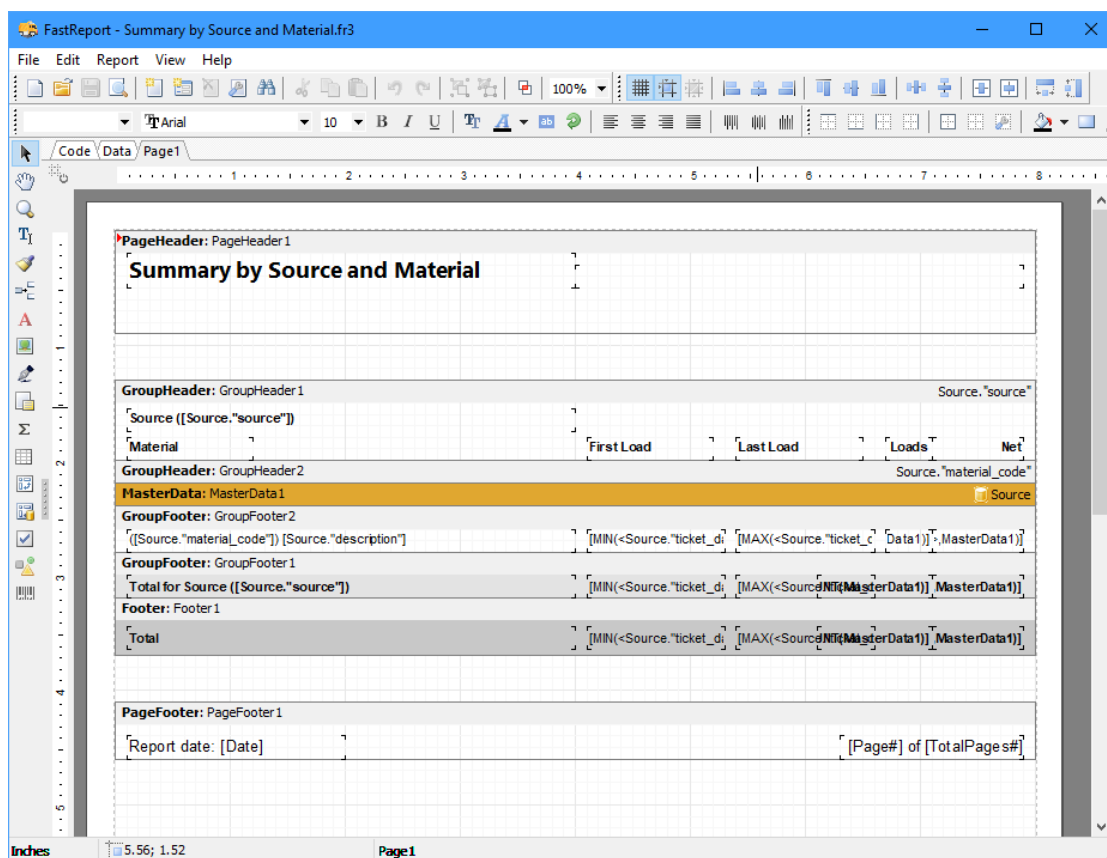
For example, when using a network database server, it makes sense to store Report files in a shared folder on the computer that is running the database server so that all users are using the same Reports.

Modifying the Report files location

First, copy the appropriate report files from the default folder to the folder you would like to use. This must be done manually using Windows Explorer or any other tool capable of copy the files.

Then, to modify the location of Report files, go to Settings > Data Source > Connection. In the Folders group, modify the Report folder property to identify the new location of the Report files.





6.2 Special control names

You can create a Memo or Barcode control and give it one of the following reserved control names and Dispatch will fill the controls text with the appropriate value.

The control names are case-insensitive. StartDate, startdate and StArTdAtE are equivalent.

Control name	Value
StartDate	First date selected on the Calendar control. The date is formatted according to the Windows Short date format.
EndDate	Last date selected on the Calendar control. The date is formatted according to the Windows Short date format.
ReportPeriod	First and last date on the Calendar control formatted as follows: <div>Report period: 09/04/2022 to 09/04/2022</div> Dates are formatted according to the Windows Short date format.
UserName	User name of the of the computer that produced the report.

Control name	Value
ComputerName	Name of the company of the of the computer that produced the report.
RegisteredOwner	Registered owner of the of the computer that produced the report.
RegisteredCompany	Registered company of the of the computer that produced the report.
Workgroup	Windows workgroup that the computer that produced the report belongs to.
DomainName	Windows domain name of the computer that produced the report.
IPAddress	IP address of the computer that produced the report.
FileName	Name of the file that contains the report format.
FileNameWithoutExtension	Name of the file that contains the report format without the file extension. This value is suitable for use as a report title.
FolderName	Name of the folder that contains the report format.
FolderAndFileName	Folder and file that contains the report format.

Example

Here's the definition of a Memo field with the name *Workgroup*:

LineSpacing	2
Memo	(TWideStrings)
Name	Workgroup
ParagraphGap	0
ParentFont	<input type="checkbox"/> false

In this example, the computer belongs to a Windows workgroup is named TERRAPIN.

The report contains a Memo control named Workgroup is and it is populated with the name of the Windows workgroup which is TERRAPIN.

Summary by Customer						Report period: 2021-12-13 to 2021-12-13	
Customer ID	Name	First Load	Last Load	Loads	Net		
(PAUL IRWIN)	IRWIN EXCAVATING	2021-12-13 1:54:27 PM	2021-12-13 1:56:28 PM	3	33.60		
Total				3	33.60		

Report date: 2022-04-19	TERRAPIN	1 of 1
-------------------------	----------	--------

6.3 Data band names

Master data bands

A maximum of six master data bands are allowed. Master data bands **must** be named MasterData1 through MasterData6.

Detail data bands

A maximum of six detail data bands are allowed. Detail data bands **must** be named DetailData1 through DetailData6.

6.4 FastReport.ini

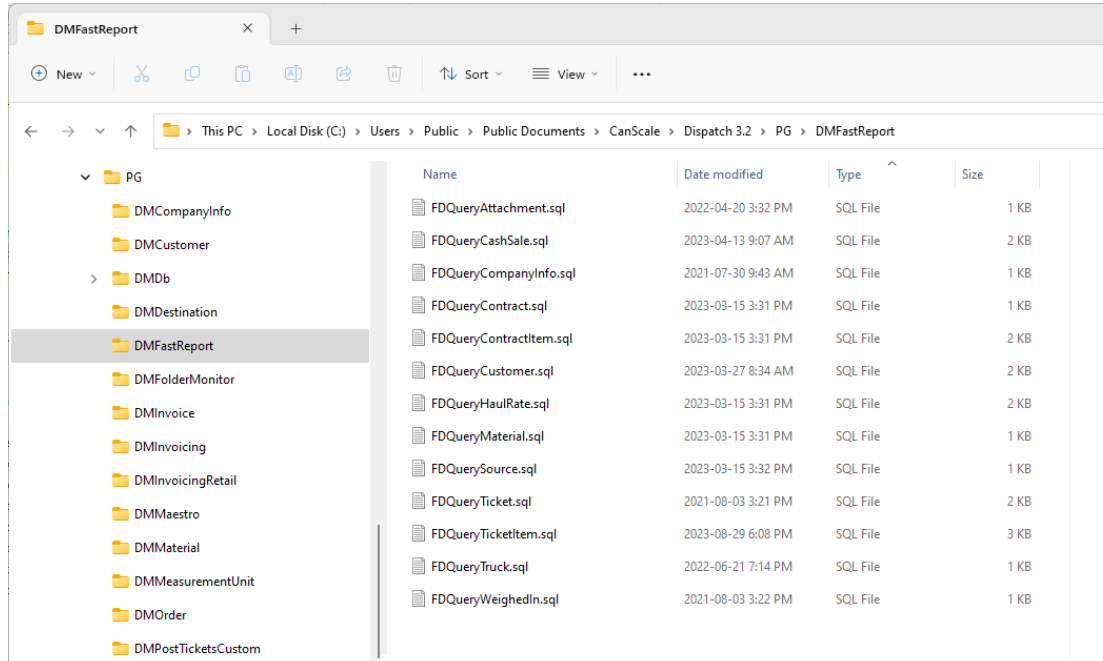
FastReport.ini is an INI file used to customize the behavior and appearance of certain aspects of FastReports. The INI file must be located in the folder specified by the Data Source FasReport folder property.

Folders	
Query folder:	C:\Users\Public\Documents\CanScale\Dispatch 3.2\SQLite
Report folder:	C:\Users\Public\Documents\CanScale\Dispatch 3.2\SQLite\Repo
FastReport folder:	C:\Users\Public\Documents\CanScale\Dispatch 3.2\FastReport

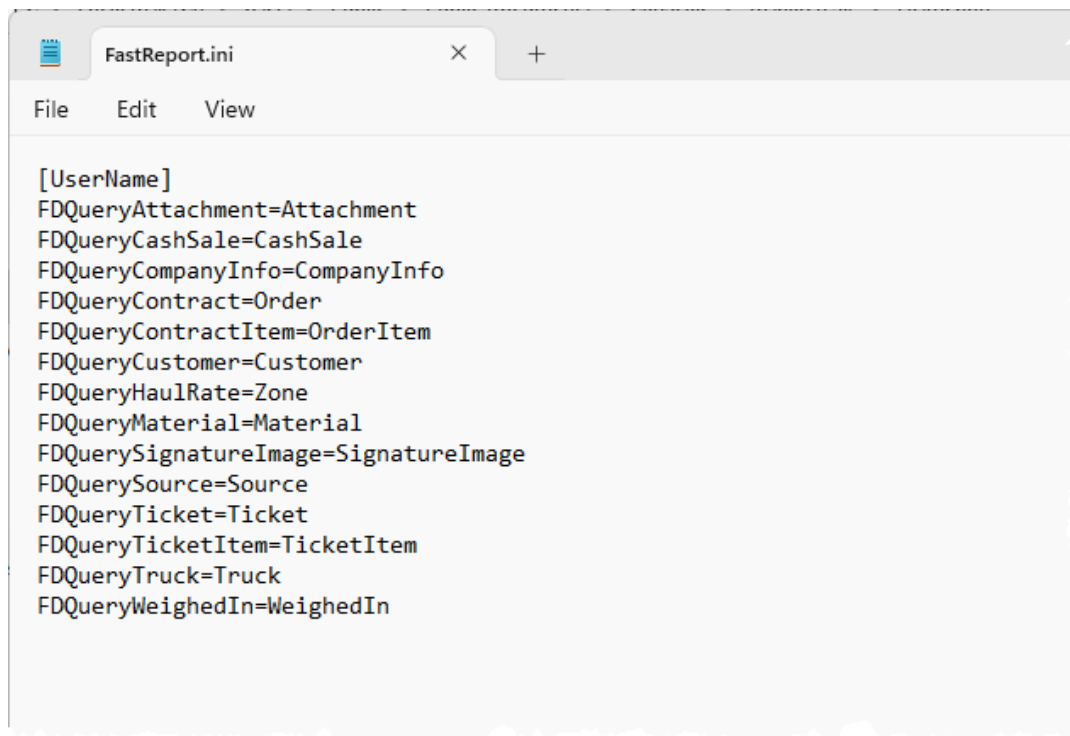
UserName

The UserName section can be used to provide user-friendly name for report queries.

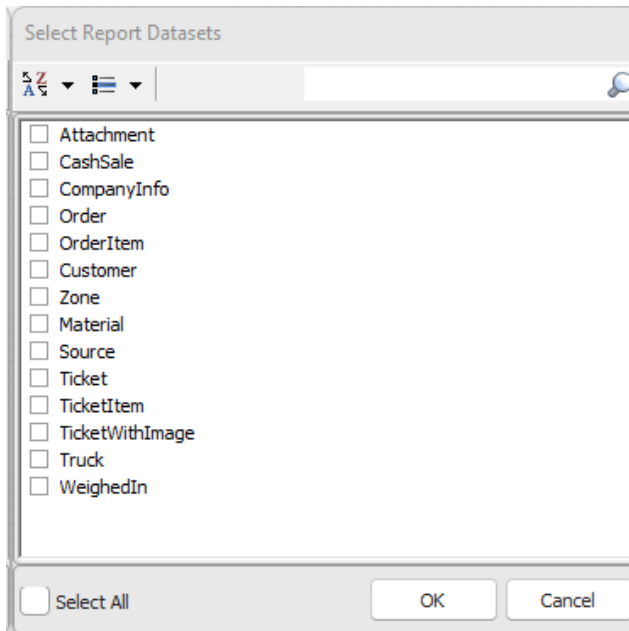
For example, here's a directory listing of all the FastReport queries included with Dispatch:



The FastReport.ini included with Dispatch contains the following content:



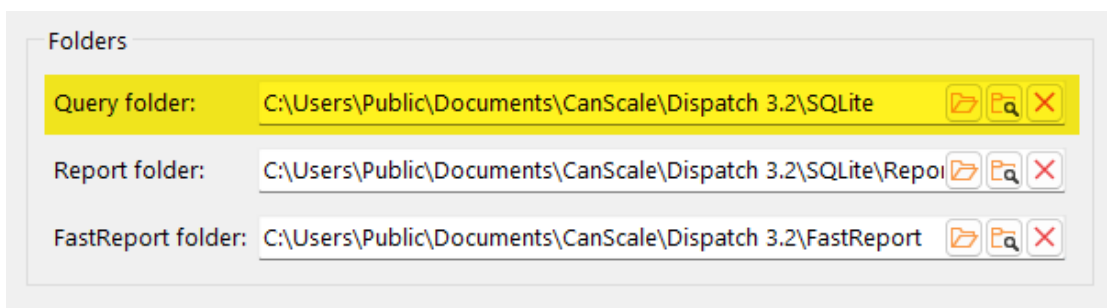
Dispatch uses the content provided in the UserName section of the INI file to map a user-friendly name to each query for use in the FastReport designer:



6.5 Report queries

6.5.1 Query location

SQL queries used to generate data used by FastReports must be located in a folder named DMFastReport which must in turn be located in the folder specified by the Data Source Query folder property.



Example

When using a SQLite database, the default location of FastReport queries is as follows:

C:\Users\Public\Documents\CanScale\Dispatch 3.2\SQLite\DMFastReport

6.5.2 Query file names

Query file names must adhere to the following rules:

- file names must start with a letter or underscore followed by other letters, numbers or underscore characters
- no spaces or special characters are allowed

Examples

These are examples of file names that are allowed:

MyTicketQuery.sql
_MyTicketQuery1.sql

These are examples of file names that are **not** allowed:

My Ticket Query.sql
1 - My Ticket Query.sql
1MyTicketQuery.sql

7 Invoicing

7.1 Post Tickets

The first step to create Invoices is Posting tickets. Posting tickets is the process of grouping tickets together and assigning each group of tickets a unique invoice number. The criteria used to group tickets together are specified using the Post Tickets wizard. You can Post tickets for any combination of the following:

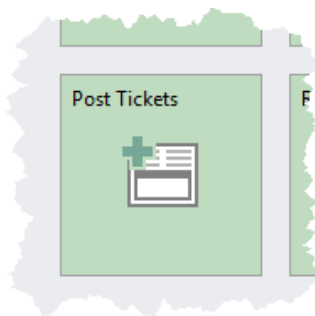
- All Customers
- A specific Customer
- A specific Customer and Order
- Ticket date range

You can choose a range of dates and create a separate Invoice for each Customer for each date in the range.

You can create a separate Invoice for each Order, Item, Purchase Order and Street/Location.

As part of the Post Tickets process you can create an import file that is compatible with QuickBooks, Sage, *maestro or any accounting system that has an import facility.

To begin Posting Tickets, click the Post Tickets tile. To return to the Home view, click the Home icon on the system menu.



A wizard control is used to gather the information required to group tickets. The Next and Back buttons move you through a series of requirements that must be specified prior to actually Posting Tickets.

Choose a Ticket Table

Only one Ticket table can be Posted at a time. Select the table you would like to Post.

Ticket Table

Choose a Ticket Table:

Shipment ▼

Choose the table that you want to create invoices for

Back Next Help

Choose Tickets to Post

Choose whether you'd like to Post Tickets for all Customers, a specific Customer or a specific Customer and Order.

You can create separate Invoices for each unique Order, Item, Purchase Order and Street/ Location that occurs within the Tickets that match the other conditions set here.

Choose which Tickets to Post and how they will be grouped

☒ Post Tickets for all Customers, grouped by Customer (at minimum, one Invoice for each Customer)

☐ Post Tickets for a specific Customer

Customer ID:

1

☐ Post Tickets for a specific Order

Customer ID:

1

Order ID:

1

Create an Invoice for each unique:

☐ Ticket #

☐ Order ID

☐ Purchase Order

☐ Ticket date

☐ Item ID

☐ Location 1

Back

Next

Help


Choose Date Range


Typically you will create Invoices for a specified time period. Use this step to specify that time period or simply Post all tickets that have yet to be Invoiced.

Choose Date Range

☐ Post all Tickets yet to be invoiced

☒ Post Tickets for the following date period:

Start: 7/1/2019 

End: 7/31/2019 

You can use these buttons to reset the Start and End date

[Back](#) [Next](#) [Help](#)

Create an import file

Following the Posting process, Dispatch can create a file that can be imported into QuickBooks or Sage accounting.




Create a file to import into your accounting system



☒ After Posting, create an import file for:

☒ QuickBooks Desktop or Online
☐ QuickBooks Online
☐ Sage 50 (Sales Order)
☐ Sage 50 (Sales Invoice)
☐ Sage 300
☐ Sage Excel
☐ maestro*
☐ Custom

Tax code:

☐ Summarize Taxes calculated by weight

Folder name:   

Requires [Transaction Pro](#) from [RightWorks](#)

Starting Invoice Number

Specify the first Invoice number. The Invoice number is incremented automatically once the Posting process begins.

Invoice Number

Specify the starting Invoice number:

1000074

0 %

Dispatch keeps track of the Invoice Numbers but you can also override the starting number

Click Post to begin the Posting process

Back Post Help

When the posting process is complete, the results are shown.

Invoice Number

Specify the starting Invoice number:

1393

100 %

The progress bar indicates when the Posting process is complete

Total invoices created: 12

You can view the contents of the import file by clicking on the link below.

<C:\Users\weirdo12\OneDrive\Shipment Invoice 1381 to 1392.csv>

Click on this link if to view the contents of the import file

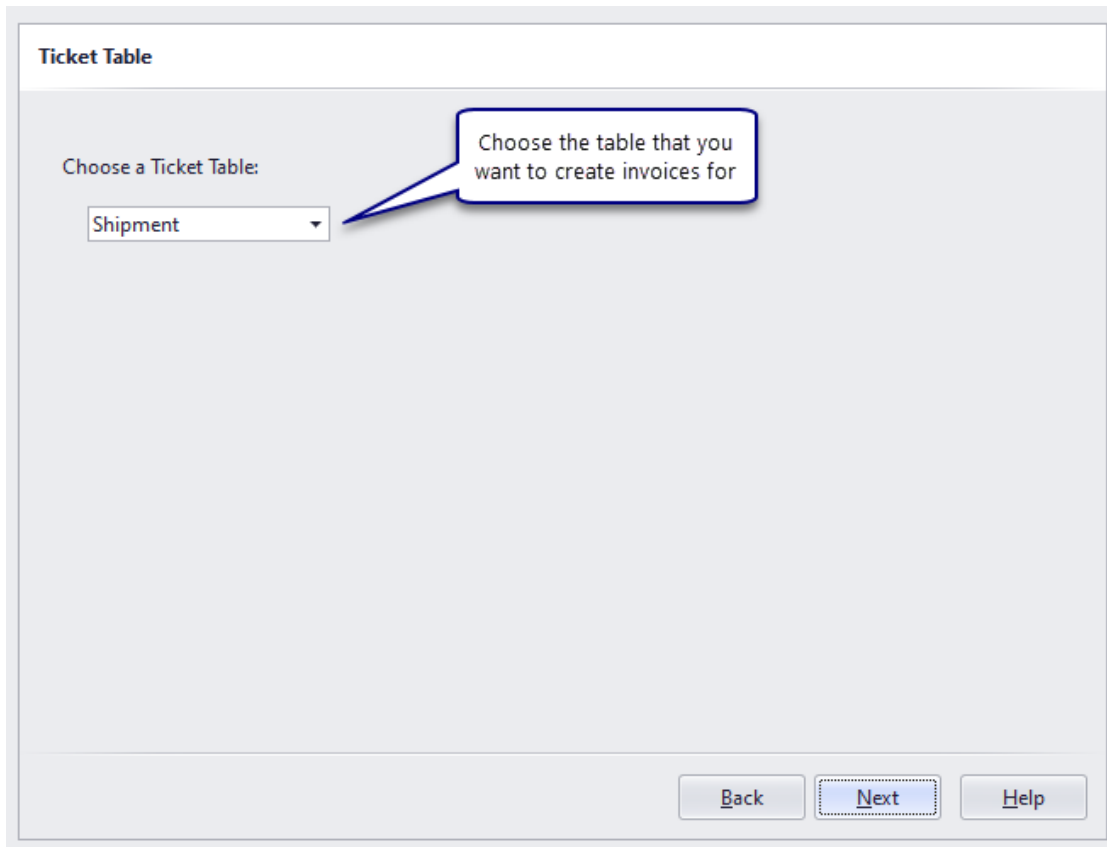
Open Import File Folder

Click on this button to open import file folder in Windows Explorer

Back Post Help

7.1.1 Choose a Ticket Table

Only one Ticket table can be Posted at a time. Select the table you would like to Post.



Ticket Table

Choose a Ticket Table:

Shipment ▼

Choose the table that you want to create invoices for

Back Next Help

7.1.2 Choose Customers to Include

Choose whether you'd like to Post Tickets for all Customers, a specific Customer or a specific Customer and Order.

Invoices can be created for each unique Ticket #, Ticket Date, Order, Item, Purchase Order and Location 1.

Choose which Tickets to Post and how they will be grouped

☒ Post Tickets for all Customers, grouped by Customer (at minimum, one Invoice for each Customer)

☐ Post Tickets for a specific Customer

Customer ID:

1

☐ Post Tickets for a specific Order

Customer ID:

1

Order ID:

1

Create an Invoice for each unique:

☐ Ticket #

☐ Order ID

☐ Purchase Order

☐ Ticket date

☐ Item ID

☐ Location 1

Back

Next

Help


7.1.3 Choose a Date Range


Typically you will create Invoices for a specified time period. Use this step to specify that time period or simply Post all tickets that have yet to be Invoiced.

Choose Date Range

☐ Post all Tickets yet to be invoiced

☒ Post Tickets for the following date period:

Start: 7/1/2019 

End: 7/31/2019 

You can use these buttons to reset the Start and End date

[Back](#) [Next](#) [Help](#)

7.1.4 Create an import file

Following the Posting process, Dispatch can create a file that can be imported into an accounting system such as QuickBooks or Sage.

Create a file to import into your accounting system

☒ After Posting, create an import file for:

☒ QuickBooks Desktop or Online
☐ QuickBooks Online
☐ Sage 50 (Sales Order)
☐ Sage 50 (Sales Invoice)
☐ Sage 300
☐ Sage Excel
☐ maestro*
☐ Custom

Tax code:

☐ Summarize Taxes calculated by weight

Folder name:

Requires [Transaction Pro](#) from [RightWorks](#)

Custom file format

You can create a Custom file format by modifying the SQL files located in the following folder:

C:\Users\Public\Documents\CanScale\Dispatch 3.2\<Driver name>\DMPostTicketsCustom

7.2 QuickBooks Desktop or Online import

As part of the Post Tickets process, Dispatch 3.2 can create a file that can be imported into QuickBooks Desktop or QuickBooks Online.

To import the file created by Dispatch, you will need to purchase a Transaction Pro licence (Desktop) or subscription (Online). A free 7-day trial is available.

Units of measure

Not all QuickBooks versions support specifying a Units Of Measure for Materials/Order Items. Please refer to the link below to see if the your version supports single or multiple Units Of Measure.

Use of single and multiple units of measure for items

Links

Character limits in QuickBooks Desktop and Online:

<https://quickbooks.intuit.com/learn-support/en-ca/other-questions/character-limitations-for-fields-in-quickbooks-online/01/898984>

https://quickbooks.intuit.com/learn-support/en-ca/help-article/list-management/import-products-services-quickbooks-online/L4o3mXx2u_CA_en_CA?uid=l76fcw32

7.3 QuickBooksOnline import

QuickBooks Online includes an import facility but there are limitations. For example:

- You can only import a maximum of 100 invoices at a time with a 1,000 row limit per spreadsheet.
- If your spreadsheet has new products or services, customers, and vendors, be sure to add them in QuickBooks before importing

Please read this document (the link is below) carefully to fully understand the import process and its limitations:

https://quickbooks.intuit.com/learn-support/en-us/help-article/import-export-data-files/import-multiple-invoices/L7E9Xrd8I_US_en_US?uid=lpvcr6e5

Sample import file

Mandatory column names are preceded with an asterisk(*). To be clear, the asterisk will not be included in the import file created by Dispatch.

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
*InvoiceNo	*Customer	*InvoiceDate	*DueDate	Terms	Location	Memo	Item(Product/Service)	ItemDescription	ItemQuantity	ItemRate	ItemAmount	*ItemTaxCode	ItemTaxAmount	Currency
1	1001 Chris Smith	13/06/2019	13/07/2019	Net 30		My Memo	Trimming		1	7	7	HST	0.91	CAD
2	1001						Design	New Garden Design	12	71	852	HST	110.76	
3	1001						Trimming		5	111	555	GST	27.75	
4	1001						Gardening	General maintenance	14	11	154	HST	20.02	
5	1002 Karuna Ramachandran	11/06/2019	11/06/2019	Due on receipt			Trimming		16	41	656	HST	85.28	USD
6	1002						Soil	Supplies for flower beds	1	54	54	Exempt	0	
7	1003 Lynda Higgs	11/06/2019	10/08/2019	Net 60			Rocks		4	47	188	GST	9.4	USD
8	1004 Karuna Ramachandran	13/06/2019	28/06/2019	Net 15			Soil	Supplies for hanging pots	1	29	29	GST	1.45	CAD
9	1004						Rocks		5	46	230	Exempt		
10	1004						Trimming		15	48	720	HST	93.6	

Sample import file data

*InvoiceNo,*Customer,*InvoiceDate,*DueDate,Terms,Location,Memo,Item(Product/Service),ItemDescription,ItemQuantity,ItemRate,*ItemAmount,*ItemTaxCode,ItemTaxAmount,Currency

1001,Chris Smith,13/06/2019,13/07/2019,Net 30,,My Memo,Trimming,,1,7,7,HST,0.91,CAD

1001,,,,,,Design,New Garden Design,12,71,852,HST,110.76,

1001,,,,,,Trimming,,5,111,555,GST,27.75,

1001,,,,,,Gardening,General maintenance,14,11,154,HST,20.02,

1002,Karuna Ramachandran,11/06/2019,11/06/2019,Due on

receipt,,,Trimming,,16,41,656,HST,85.28,USD

1002,,,,,,Soil,Supplies for flower beds,1,54,54,Exempt,0,

1003,Lynda Higgs,11/06/2019,10/08/2019,Net 60,,,Rocks,,4,47,188,GST,9.4,USD

1004,Karuna Ramachandran,13/06/2019,28/06/2019,Net 15,,,Soil,Supplies for hanging

pots,1,29,29,GST,1.45,CAD

1004,,,,,,Rocks,,5,46,230,Exempt,,

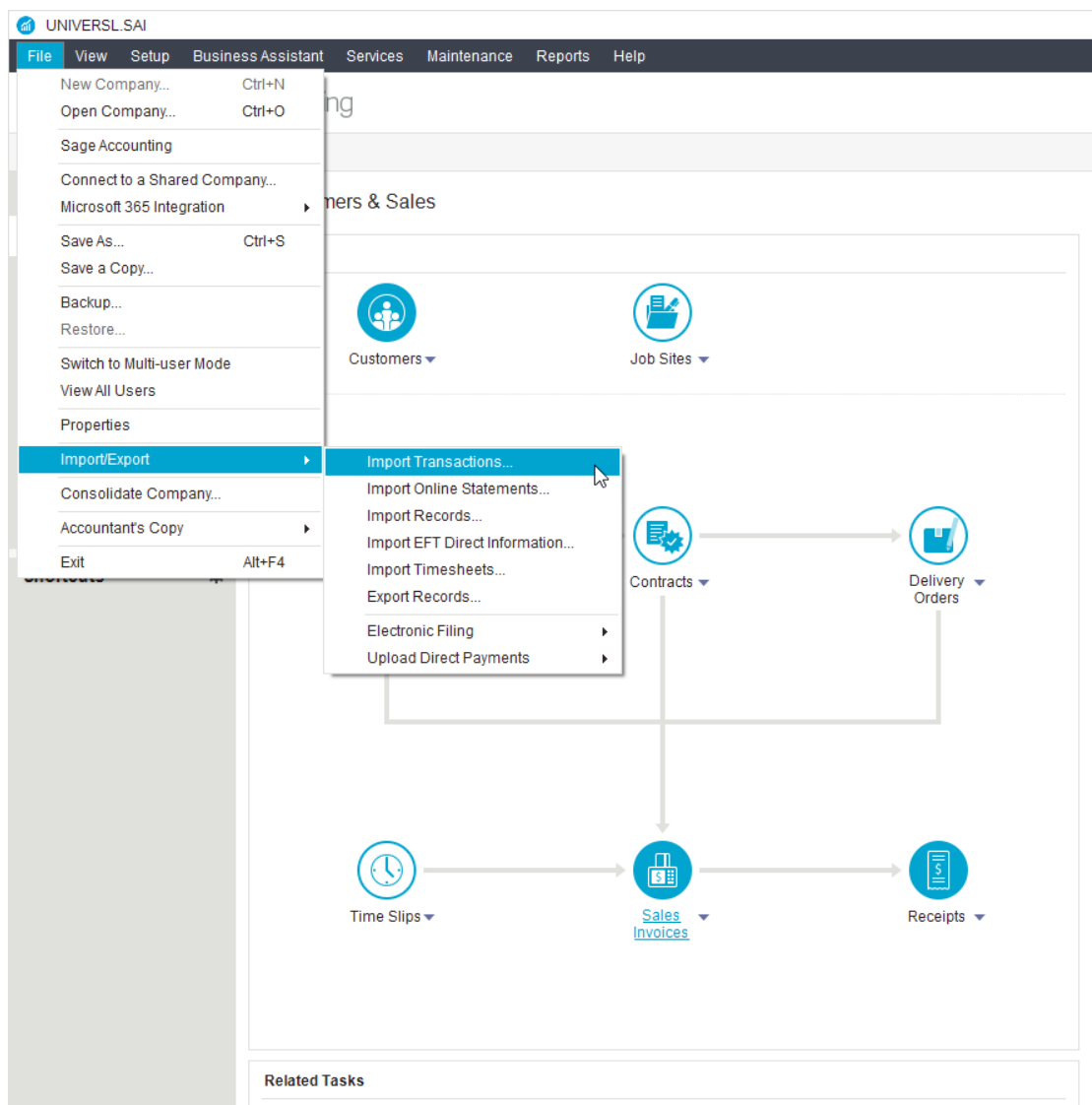
1004,,,,,,Trimming,,15,48,720,HST,93.6,

7.4 Sage 50 import

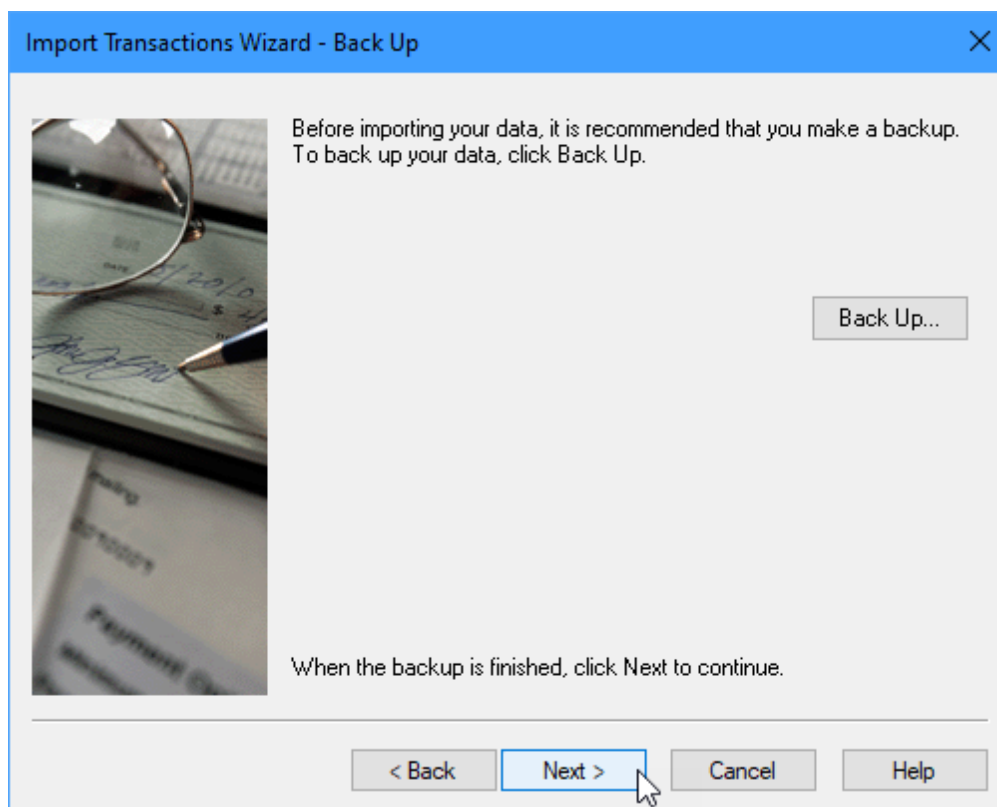
As part of the Post Tickets process, Dispatch 3.2 can create a file that can be imported into Sage 50.

How do I import transactions into Sage 50 using a .IMP file format?

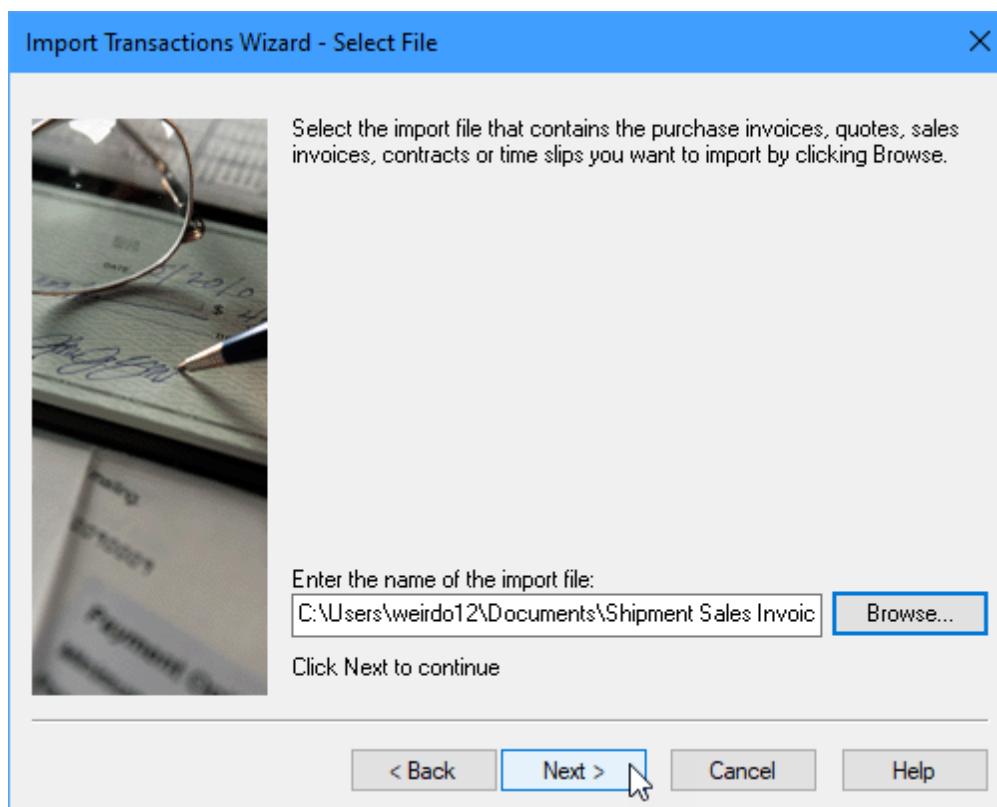
To start the Import Transactions Wizard, open Sage and click File > Import/Export > Import Transactions.



Now click Next.

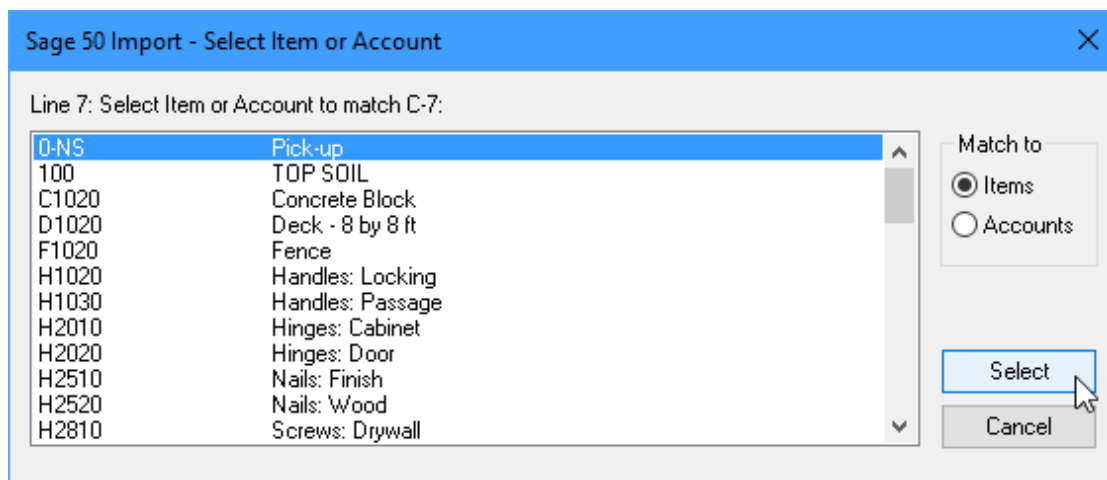


Click Browse to locate the import file that was created with the Post Tickets Wizard.

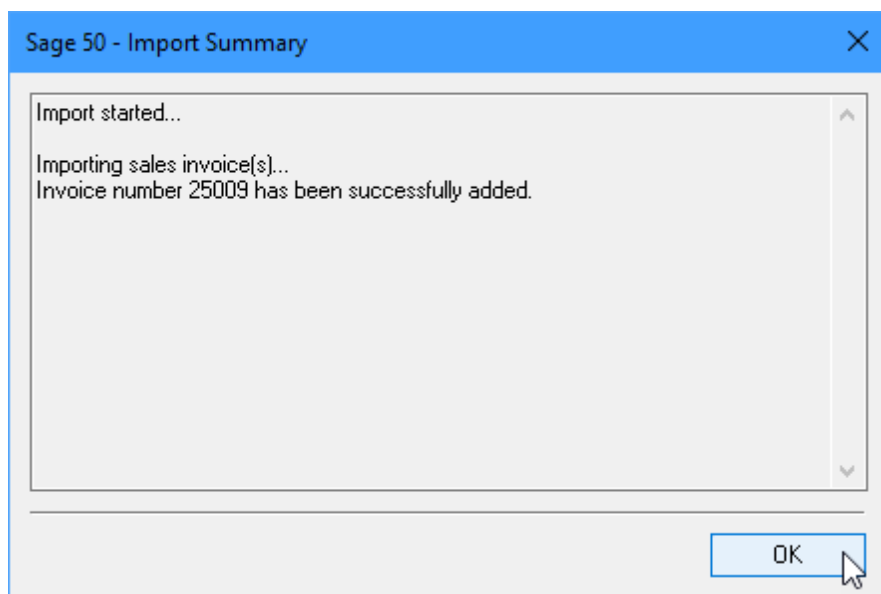


If Sage detects a Customer or Item code in the import file that does not already exist within Sage it will ask you to match the code with an existing code.

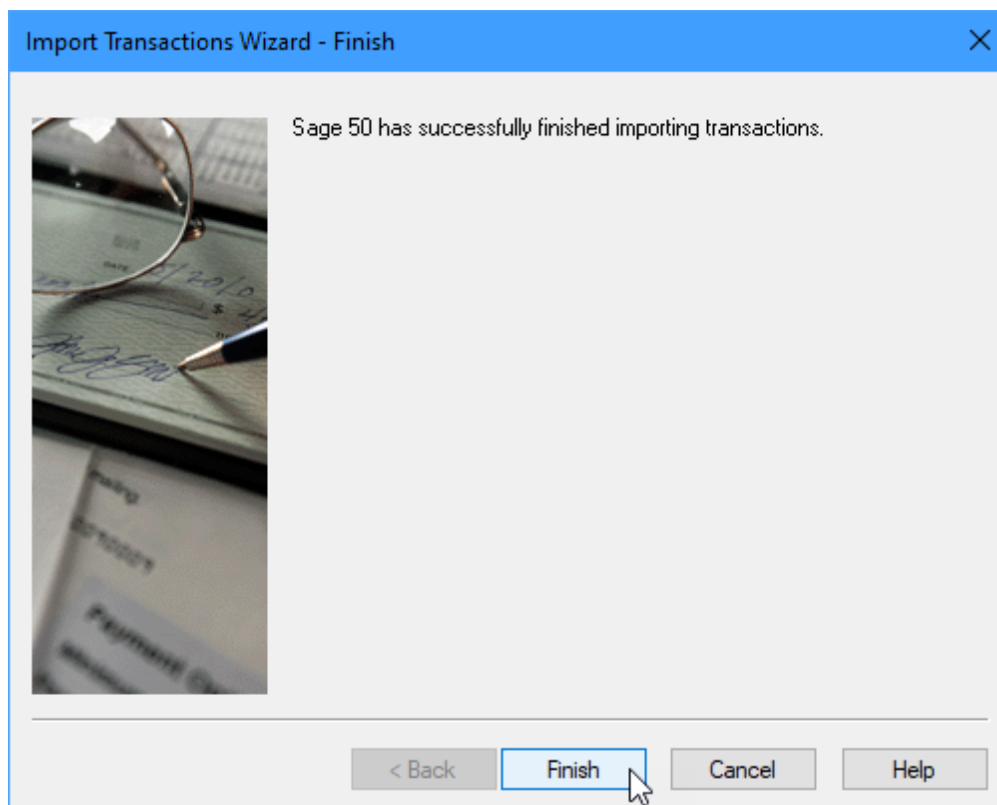
At this point it is recommended that you click Cancel and add the appropriate code to Sage and then restart the Import Transactions Wizard.



Once complete, Sage will let you know how many Invoices it imported. Click OK.



Now click Finish to close the Import Transactions Wizard.



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Customers

Customer Name

Telephone

Balance

Ashburton Reinforcing

(604) 555-8471

\$514.80

Ashlaw Shopping Centre

(604) 555-8855

\$16,630.08

Bayswater School Board

(604) 555-9402

\$14,200.00

Belvedere Nursing Home

(604) 555-3902

\$0.00

Brown, Jerome B

(604) 555-8534

\$20,995.05

Cabvus Island Construction Unlimited

(604) 555-0316

\$17,070.38

Cavendish, Peter S

(604) 555-2390

\$0.00

Construction Concrete Corp

(604) 555-9384

\$14,530.70

D&B Collision Ltd

(604) 555-4310

\$14,485.64

Dusket Of B Ocean

(604) 555-4945

\$711.91

Empire Automobile Repairs

(604) 555-8297

\$0.00

FERMAR PAVING LTD.

(604) 555-8754

\$372.90

Fogarty Motors

(604) 555-9037

\$325.28

Garry High School Board

(604) 555-1927

\$61.47

Gigli's Pizzeria & Pizzeria

(604) 555-3628

\$0.00

Hansha's Import Inc.

(604) 555-9824

\$47,281.48

International Oil

(604) 555-9465

\$84,750.88

Jordan Lighting Corp.

(604) 555-9465

\$84,750.88

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Search

Search

Select a record or transaction type to find:

Sales Invoices

Adjust an Invoice

Start:

Jul 01, 2023

Finish:

Mar 31, 2025

Customer Name:

FERMAR PAVING LTD.

Invoice Number:

Transaction Number:

Amount:

OK

Cancel

Help

Sales - Creating an Invoice

File Edit View Sales Report Help

Transaction: Invoice Payment Method: Pay Later

Sales Invoice

Customer: Add Shipping Address: Ship-to Address

Invoice No.: 27857 Date: Mar 31, 2025
 DO/Contract/Estimate No.: 25009 Shipping Date:
 Salesperson:
 Ship from: BC Job Site:

Item Number	Quantity	Deliver	Order	Back Order	Price	Amount	Tax	Account	Job Sites
0-NS	17.29				46.55	804.85	GP	44600 ...	
0-NS	17.29				5.25	90.77	GP	44600 ...	
0-NS	18.79				46.55	874.67	GP	44600 ...	
0-NS	18.79				5.25	98.65	GP	44600 ...	
0-NS	19.2				46.55	893.76	GP	44600 ...	
0-NS	19.2				5.25	100.80	GP	44600 ...	
0-NS	17.82				46.55	829.52	GP	44600 ...	
0-NS	17.82				5.25	93.56	GP	44600 ...	

Subtotal: 0.00
 Freight: 0.00 Tax: 0.00 Total: 0.00

Early Payment Terms: % Days, Net Days

Message: Thank you for your business!

Process

Sales - Adjusting Invoice 25009

File Edit View Sales Report Help

Transaction: Invoice Payment Method: Pay Later

Sales Invoice

Customer: FERMAR PAVING LTD. Shipping Address: FERMAR PAVING LTD.

Invoice No.: 25009 Date: Jul 01, 2024
 DO/Contract/Estimate No.: 25009 Shipping Date:
 Salesperson:
 Ship from: BC Job Site:

Item Number	Quantity	Deliver	Order	Back Order	Unit	Item Description	Base Price	Discount (%)	Price	Amount	Tax	Account	Job Sites
100	17.29				Each	TOP SOIL	1.04		1.04	17.98	GP	44600 ...	
0-NS	17.29				Each	Pick-up	5.25		5.25	90.77	GP	44600 ...	
100	18.79				Each	TOP SOIL	1.04		1.04	19.54	GP	44600 ...	
0-NS	18.79				Each	Pick-up	5.25		5.25	98.65	GP	44600 ...	
100	19.2				Each	TOP SOIL	1.04		1.04	19.97	GP	44600 ...	
0-NS	19.2				Each	Pick-up	5.25		5.25	100.80	GP	44600 ...	
100	17.82				Each	TOP SOIL	1.04		1.04	18.53	GP	44600 ...	
0-NS	17.82				Each	Pick-up	5.25		5.25	93.56	GP	44600 ...	

Subtotal: 459.80
 Freight: 0.00 Tax: 55.20 Total: 515.00

Early Payment Terms: 2.00 % 30 Days, Net 60 Days

Message: Thank you for your business!

Amount Owing: 515.00 Process

Process (save) the entry and update the account records

7.5 Sample invoice grouping

The following topics show how tickets would be grouped on an invoice based on the following criteria:

Invoice grouping by Customer

Invoice grouping by Customer and Order

Invoice grouping by Customer, Order and Item

7.5.1 Invoice grouping by Customer

When grouping only by Customer, on invoice (Invoice # 647) is created for Customer L82C10.

Each invoice includes all Tickets for each Customer.

Ticket #	Date and Time	Truck ID	Customer ID	Order ID	Purchase Order	Item ID	Placed At	Net 3
Invoice # : 647								
700016	8/8/2019 7:52:01 AM	L300	L82C10	19-02	19-02	7.	Sunninglea Sub	21.92
700017	8/8/2019 8:09:27 AM	06GROVE R	L82C10	L82C10	19-11	1.	Princess Anne Public School	20.60
700020	8/8/2019 8:45:24 AM	L300	L82C10	19-02	19-02	7.	Sunninglea Sub	21.94
700023	8/8/2019 9:06:57 AM	06GROVE R	L82C10	L82C10	19-11	1.	Princess Anne Public School	21.64
700026	8/8/2019 9:42:37 AM	L300	L82C10	19-02	19-02	7.	Sunninglea Sub	21.26
700029	8/8/2019 10:22:32 AM	06GROVE R	L82C10	L82C10	19-11	1.	Princess Anne Public School	21.12
700034	8/8/2019 10:41:57 AM	L300	L82C10	19-02	19-02	7.	Sunninglea Sub	22.00
700036	8/8/2019 11:09:48 AM	BOLT	L82C10	19-05	19-05	7.	Waterloo St.	21.67
700037	8/8/2019 11:22:12 AM	06GROVE R	L82C10	L82C10	19-11	1.	Princess Anne Public School	21.38
700044	8/8/2019 11:58:55 AM	283	L82C10	19-05	19-05	7.	Waterloo St.	20.88
700046	8/8/2019 12:09:48 PM	L300	L82C10	19-02	19-02	7.	Sunninglea Sub	21.64
700047	8/8/2019 12:27:05 PM	BOLTON	L82C10	19-05	19-05	7.	Waterloo St.	20.39
700049	8/8/2019 12:34:39 PM	06GROVE R	L82C10	L82C10	19-11	1.	Princess Anne Public School	21.75
700054	8/8/2019 1:03:56 PM	283	L82C10	19-05	19-05	7.	Waterloo St.	21.09
700055	8/8/2019 1:06:03 PM	L300	L82C10	19-02	19-02	7.	Sunninglea Sub	21.08
700057	8/8/2019 1:27:54 PM	06GROVE R	L82C10	L82C10	19-11	1.	Princess Anne Public School	21.69
700058	8/8/2019 1:33:39 PM	BOLTON	L82C10	19-05	19-05	7.	Waterloo St.	21.32
700061	8/8/2019 1:46:22 PM	LPS1	L82C10	L82C10	19-05	3.	Waterloo St	22.02

700062	8/8/2019 1:48:52 PM	284	L82C10	19-02	19-02	7.	Sunninglea Sub	21.26
700064	8/8/2019 1:53:39 PM	BLANE9	L82C10	19-02	19-02	13.	Sunninglea Sub	20.94
700067	8/8/2019 1:59:43 PM	L300	L82C10	19-02	19-02	7.	Sunninglea Sub	20.51
700071	8/8/2019 2:24:08 PM	283	L82C10	19-05	19-05	7.	Waterloo St.	21.33
700072	8/8/2019 2:25:38 PM	06GROVE R	L82C10	L82C10	19-11	1.	Princess Anne Public School	20.72
700075	8/8/2019 2:44:04 PM	BOLTON	L82C10	L82C10	19-05	3.	Waterloo St	21.06
700076	8/8/2019 2:51:54 PM	BLANE9	L82C10	19-02	19-02	13.	Sunninglea Sub	20.23
700077	8/8/2019 2:55:06 PM	LPS1	L82C10	19-02	19-02	3.	Sunninglea Sub	21.88
700080	8/8/2019 3:45:15 PM	06GROVE R	L82C10	L82C10	19-11	1.	Princess Anne Public School	21.50
700081	8/8/2019 3:47:28 PM	BLANE9	L82C10	19-02	19-02	7.	Sunninglea Sub	20.35
700084	8/8/2019 4:04:18 PM	L300	L82C10	19-02	19-02	7.	Sunninglea Sub	21.28
700086	8/8/2019 4:12:03 PM	LPS1	L82C10	L82C10	19-05	3.	Waterloo St	21.53
700089	8/8/2019 4:30:07 PM	LAP18	L82C10	L82C10	19-11	1.	Princess Anne Public School	21.54
700093	8/8/2019 4:43:54 PM	06GROVE R	L82C10	L82C10	19-11	1.	Princess Anne Public School	21.04
700094	8/8/2019 4:47:20 PM	BLANE9	L82C10	19-02	19-02	7.	Sunninglea Sub	19.98
700096	8/8/2019 5:02:21 PM	L300	L82C10	19-02	19-02	7.	Sunninglea Sub	21.51
700103	8/9/2019 7:26:00 AM	283	L82C10	19-05	19-05	7.	Waterloo St.	20.88
700108	8/9/2019 7:44:12 AM	L300	L82C10	19-05	19-05	7.	Waterloo St.	22.14
700109	8/9/2019 7:51:39 AM	BOLTON	L82C10	19-05	19-05	1.	Waterloo St.	22.33
700110	8/9/2019 7:56:28 AM	LPS1	L82C10	19-05	19-05	7.	Waterloo St.	20.76
700114	8/9/2019 8:33:00 AM	283	L82C10	19-05	19-05	1.	Waterloo St.	16.69
700129	8/9/2019 11:09:23 AM	BOLTON	L82C10	19-05	19-05	3.	Waterloo St.	21.65
700135	8/9/2019 12:05:23 PM	LPS1	L82C10	19-02	19-02	3.	Sunninglea Sub	21.59
700139	8/9/2019 12:35:39 PM	SCH14	L82C10	19-02	19-02	1.	Sunninglea Sub	20.40
700140	8/9/2019 12:43:30 PM	BOLTON	L82C10	19-05	19-05	3.	Waterloo St.	21.46
700144	8/9/2019 1:06:02 PM	LPS1	L82C10	19-02	19-02	1.	Sunninglea Sub	21.19
700145	8/9/2019 1:27:49 PM	SCH14	L82C10	19-02	19-02	1.	Sunninglea Sub	21.95
700147	8/9/2019 1:46:25 PM	L300	L82C10	19-05	19-05	1.	Waterloo St.	21.46
700148	8/9/2019 1:48:10 PM	283	L82C10	19-05	19-05	1.	Waterloo St.	21.90
700152	8/9/2019 2:05:10 PM	LPS1	L82C10	19-02	19-02	1.	Sunninglea Sub	20.87

7.5.2 Invoice grouping by Customer and Order

When grouping by Customer and Order, separate invoices are created for Order's 19-02 (Invoice # 635), 19-02 (Invoice # 636) and L82C10 (Invoice # 637).

Each invoice includes all Tickets for each Order.

Ticket #	Date and Time	Truck ID	Customer Order ID	Product Code	Item ID	Placed At	Net 3
-	Invoice # : 635						
	700139	8/9/2019 12:35:39 PM	SCH14	L118992-1	1.	Sunninglea Sub	20.40
	700144	8/9/2019 1:06:02 PM	LPS1	L118992-1	1.	Sunninglea Sub	21.19
	700145	8/9/2019 1:27:49 PM	SCH14	L118992-1	1.	Sunninglea Sub	21.95
	700152	8/9/2019 2:05:10 PM	LPS1	L118992-1	1.	Sunninglea Sub	20.87
	700064	8/8/2019 1:53:39 PM	BLANE9	L118992-13	13.	Sunninglea Sub	20.94
	700076	8/8/2019 2:51:54 PM	BLANE9	L118992-13	13.	Sunninglea Sub	20.23
	700077	8/8/2019 2:55:06 PM	LPS1	L118992-13	13.	Sunninglea Sub	21.88

				C00 122 00		
	700135	8/9/2019 12:05:23 PM	LPS1	L11 899 2--3. C00 122 00	Sunninglea Sub	21.59
	700016	8/8/2019 7:52:01 AM	L300	L11 899 2--7. C00 122 00	Sunninglea Sub	21.92
	700020	8/8/2019 8:45:24 AM	L300	L11 899 2--7. C00 122 00	Sunninglea Sub	21.94
	700026	8/8/2019 9:42:37 AM	L300	L11 899 2--7. C00 122 00	Sunninglea Sub	21.26
	700034	8/8/2019 10:41:57 AM	L300	L11 899 2--7. C00 122 00	Sunninglea Sub	22.00
	700046	8/8/2019 12:09:48 PM	L300	L11 899 2--7. C00 122 00	Sunninglea Sub	21.64
	700055	8/8/2019 1:06:03 PM	L300	L11 899 2--7. C00 122 00	Sunninglea Sub	21.08
	700062	8/8/2019 1:48:52 PM	284	L11 899 2--7. C00 122 00	Sunninglea Sub	21.26
	700067	8/8/2019 1:59:43 PM	L300	L11 899 2--7. C00	Sunninglea Sub	20.51

				1 0	2 2		
	700081	8/8/2019 3:47:28 PM	BLANE9	L 8 2 C 1 0	1 1 9 9 - - 7.	Sunninglea Sub	20.35
	700084	8/8/2019 4:04:18 PM	L300	L 8 2 C 1 0	1 1 9 9 - - 7.	Sunninglea Sub	21.28
	700094	8/8/2019 4:47:20 PM	BLANE9	L 8 2 C 1 0	1 1 9 9 - - 7.	Sunninglea Sub	19.98
	700096	8/8/2019 5:02:21 PM	L300	L 8 2 C 1 0	1 1 9 9 - - 7.	Sunninglea Sub	21.51
-	Invoice # : 636						
	700109	8/9/2019 7:51:39 AM	BOLTON	L 8 2 C 1 0	1 1 9 9 - - 1.	Waterloo St.	22.33
	700114	8/9/2019 8:33:00 AM	283	L 8 2 C 1 0	1 1 9 9 - - 1.	Waterloo St.	16.69
	700147	8/9/2019 1:46:25 PM	L300	L 8 2 C 1 0	1 1 9 9 - - 1.	Waterloo St.	21.46
	700148	8/9/2019 1:48:10 PM	283	L 8 2 C 1 0	1 1 9 9 - - 1.	Waterloo St.	21.90
	700129	8/9/2019 11:09:23 AM	BOLTON	L 8 2 C 0	1 1 9 9 - - 3.	Waterloo St.	21.65

				1 0	5 5			
	700140	8/9/2019 12:43:30 PM	BOLTON	L 8 2 C 1 0	1 1 9 - - 0 5	3.	Waterloo St.	21.46
	700036	8/8/2019 11:09:48 AM	BOLT	L 8 2 C 1 0	1 1 9 - - 0 5	7.	Waterloo St.	21.67
	700044	8/8/2019 11:58:55 AM	283	L 8 2 C 1 0	1 1 9 - - 0 5	7.	Waterloo St.	20.88
	700047	8/8/2019 12:27:05 PM	BOLTON	L 8 2 C 1 0	1 1 9 - - 0 5	7.	Waterloo St.	20.39
	700054	8/8/2019 1:03:56 PM	283	L 8 2 C 1 0	1 1 9 - - 0 5	7.	Waterloo St.	21.09
	700058	8/8/2019 1:33:39 PM	BOLTON	L 8 2 C 1 0	1 1 9 - - 0 5	7.	Waterloo St.	21.32
	700071	8/8/2019 2:24:08 PM	283	L 8 2 C 1 0	1 1 9 - - 0 5	7.	Waterloo St.	21.33
	700103	8/9/2019 7:26:00 AM	283	L 8 2 C 1 0	1 1 9 - - 0 5	7.	Waterloo St.	20.88
	700108	8/9/2019 7:44:12 AM	L300	L 8 2 C 1 5	1 1 9 - - 0 5	7.	Waterloo St.	22.14

				0			
	700110	8/9/2019 7:56:28 AM	LPS1	L 11 8 99 2 - 7. C 00 1 55 0		Waterloo St.	20.76
-	Invoice # : 637						
	700017	8/8/2019 8:09:27 AM	06GROVER	L 11 8 89 22 - 1. C 1 1 1 0 0		Princess Anne Public School	20.60
	700023	8/8/2019 9:06:57 AM	06GROVER	L 11 8 89 22 - 1. C 1 1 1 0 0		Princess Anne Public School	21.64
	700029	8/8/2019 10:22:32 AM	06GROVER	L 11 8 89 22 - 1. C 1 1 1 0 0		Princess Anne Public School	21.12
	700037	8/8/2019 11:22:12 AM	06GROVER	L 11 8 89 22 - 1. C 1 1 1 0 0		Princess Anne Public School	21.38
	700049	8/8/2019 12:34:39 PM	06GROVER	L 11 8 89 22 - 1. C 1 1 1 0 0		Princess Anne Public School	21.75
	700057	8/8/2019 1:27:54 PM	06GROVER	L 11 8 89 22 - 1. C 1 1 1 0 0		Princess Anne Public School	21.69
	700072	8/8/2019 2:25:38 PM	06GROVER	L 11 8 89 22 - 1. C 1 1 1 0 0		Princess Anne Public School	20.72
	700080	8/8/2019 3:45:15 PM	06GROVER	L 11 8 89 22 - 1. C 1		Princess Anne Public School	21.50

				11 00	1		
	700089	8/8/2019 4:30:07 PM	LAP18	LL 88 22 CC 11 00	1 9 - 1.	Princess Anne Public School	21.54
	700093	8/8/2019 4:43:54 PM	06GROVER	LL 88 22 CC 11 00	1 9 - 1.	Princess Anne Public School	21.04
	700061	8/8/2019 1:46:22 PM	LPS1	LL 88 22 CC 11 00	1 9 - 3.	Waterloo St	22.02
	700075	8/8/2019 2:44:04 PM	BOLTON	LL 88 22 CC 11 00	1 9 - 3.	Waterloo St	21.06
	700086	8/8/2019 4:12:03 PM	LPS1	LL 88 22 CC 11 00	1 9 - 3.	Waterloo St	21.53

7.5.3 Invoice grouping by Customer, Order and Item

When grouping by Customer, Order and Item, multiple invoices are created for Order's 19-02 (Invoice # 584-587), 19-02 (Invoice # 588-590) and L82C10 (Invoice # 591-592).

Each invoice only includes Tickets for one Customer, Order and Item.

Ticket #	Date and Time	Truck ID	Purchase Order	Item ID	Placed At	Net 3
-	Invoice # : 584					
700139	8/9/2019 12:35:39 PM	SCH14	19-02	1.	Sunninglea Sub	20.40

	700144	8/9/2019 1:06:02 PM	LPS1	19-02	1.	Sunninglea Sub	21.19
	700145	8/9/2019 1:27:49 PM	SCH14	19-02	1.	Sunninglea Sub	21.95
	700152	8/9/2019 2:05:10 PM	LPS1	19-02	1.	Sunninglea Sub	20.87
-	Invoice # : 585						
	700064	8/8/2019 1:53:39 PM	BLANE9	19-02	13.	Sunninglea Sub	20.94
	700076	8/8/2019 2:51:54 PM	BLANE9	19-02	13.	Sunninglea Sub	20.23
-	Invoice # : 586						
	700077	8/8/2019 2:55:06 PM	LPS1	19-02	3.	Sunninglea Sub	21.88
	700135	8/9/2019 12:05:23 PM	LPS1	19-02	3.	Sunninglea Sub	21.59
-	Invoice # : 587						
	700016	8/8/2019 7:52:01 AM	L300	19-02	7.	Sunninglea Sub	21.92

	700020	8/8/2019 8:45:24 AM	L300	19-02	7.	Sunninglea Sub	21.94
	700026	8/8/2019 9:42:37 AM	L300	19-02	7.	Sunninglea Sub	21.26
	700034	8/8/2019 10:41:57 AM	L300	19-02	7.	Sunninglea Sub	22.00
	700046	8/8/2019 12:09:48 PM	L300	19-02	7.	Sunninglea Sub	21.64
	700055	8/8/2019 1:06:03 PM	L300	19-02	7.	Sunninglea Sub	21.08
	700062	8/8/2019 1:48:52 PM	284	19-02	7.	Sunninglea Sub	21.26
	700067	8/8/2019 1:59:43 PM	L300	19-02	7.	Sunninglea Sub	20.51
	700081	8/8/2019 3:47:28 PM	BLANE9	19-02	7.	Sunninglea Sub	20.35
	700084	8/8/2019 4:04:18 PM	L300	19-02	7.	Sunninglea Sub	21.28
	700094	8/8/2019 4:47:20 PM	BLANE9	19-02	7.	Sunninglea Sub	19.98

	700096	8/8/2019 5:02:21 PM	L300	19-02	7.	Sunninglea Sub	21.51
-	Invoice # : 588						
	700109	8/9/2019 7:51:39 AM	BOLTON	19-05	1.	Waterloo St.	22.33
	700114	8/9/2019 8:33:00 AM	283	19-05	1.	Waterloo St.	16.69
	700147	8/9/2019 1:46:25 PM	L300	19-05	1.	Waterloo St.	21.46
	700148	8/9/2019 1:48:10 PM	283	19-05	1.	Waterloo St.	21.90
-	Invoice # : 589						
	700129	8/9/2019 11:09:23 AM	BOLTON	19-05	3.	Waterloo St.	21.65
	700140	8/9/2019 12:43:30 PM	BOLTON	19-05	3.	Waterloo St.	21.46
-	Invoice # : 590						
	700036	8/8/2019 11:09:48 AM	BOLT	19-05	7.	Waterloo St.	21.67

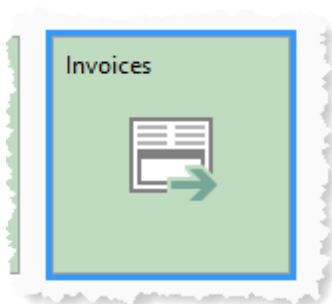
	700044	8/8/2019 11:58:55 AM	283	19-05	7.	Waterloo St.	20.88
	700047	8/8/2019 12:27:05 PM	BOLTON	19-05	7.	Waterloo St.	20.39
	700054	8/8/2019 1:03:56 PM	283	19-05	7.	Waterloo St.	21.09
	700058	8/8/2019 1:33:39 PM	BOLTON	19-05	7.	Waterloo St.	21.32
	700071	8/8/2019 2:24:08 PM	283	19-05	7.	Waterloo St.	21.33
	700103	8/9/2019 7:26:00 AM	283	19-05	7.	Waterloo St.	20.88
	700108	8/9/2019 7:44:12 AM	L300	19-05	7.	Waterloo St.	22.14
	700110	8/9/2019 7:56:28 AM	LPS1	19-05	7.	Waterloo St.	20.76
-	Invoice # : 591						
	700017	8/8/2019 8:09:27 AM	06GROVER	19-11	1.	Princess Anne Public School	20.60

	700023	8/8/2019 9:06:57 AM	06GROVER	19-11	1.	Princess Anne Public School	21.64
	700029	8/8/2019 10:22:32 AM	06GROVER	19-11	1.	Princess Anne Public School	21.12
	700037	8/8/2019 11:22:12 AM	06GROVER	19-11	1.	Princess Anne Public School	21.38
	700049	8/8/2019 12:34:39 PM	06GROVER	19-11	1.	Princess Anne Public School	21.75
	700057	8/8/2019 1:27:54 PM	06GROVER	19-11	1.	Princess Anne Public School	21.69
	700072	8/8/2019 2:25:38 PM	06GROVER	19-11	1.	Princess Anne Public School	20.72
	700080	8/8/2019 3:45:15 PM	06GROVER	19-11	1.	Princess Anne Public School	21.50
	700089	8/8/2019 4:30:07 PM	LAP18	19-11	1.	Princess Anne Public School	21.54
	700093	8/8/2019 4:43:54 PM	06GROVER	19-11	1.	Princess Anne Public School	21.04

-	Invoice # : 592						
	700061	8/8/2019 1:46:22 PM	LPS1	19-05	3.	Waterloo St	22.02
	700075	8/8/2019 2:44:04 PM	BOLTON	19-05	3.	Waterloo St	21.06
	700086	8/8/2019 4:12:03 PM	LPS1	19-05	3.	Waterloo St	21.53

7.6 Editing and printing invoices

To edit, print and Email Invoices, click the Invoices tile. To return to the Home view, click the Home icon on the system menu.



Invoices are selected based on the Invoice Date using the Calendar control. Select a date on the Calendar and Invoices for that date will appear in the grid to it's right.

An in depth description of techniques that can be used to select Invoices using the calendar control is documented in the Ticket Editor topic.

You can print single or multiple Invoices by clicking the Print button or you can print a list of Invoices by choosing the Grid item from the drop down menu.

Dispatch - Invoices

Table name: Shipment

Select a date or range of dates: Today

August, 2022

SMTWTFSS

31123456

3378910111213

3414151617181920

3521222324252627

3628293031

September, 2022

SMTWTFSS

36123

3745678910

3811121314151617

3918192021222324

40252627282930

October, 2022

SMTWTFSS

401

412345678

429101112131415

4316171819202122

4423242526272829

45303112345

Start: 2022-08-19

End: 2022-08-19

Drag a column header here to group by that column

Invoice #	Date	Customer ID	Name	Tickets	Invoice File Name
2662	2022-08-19	GREEN1	GREENFIELD AGGREGATES	7	
2663	2022-08-19	IPAC01	IPAC PAVING	3	
2664	2022-08-19	LAKE01	LAKESIDE CONTRACTING		
2665	2022-08-19	MAVI01	MAVIS GARDEN SUPPLIES INC.		
2666	2022-08-19	MELR01	MELROSE PAVING		
2667	2022-08-19	MURRAY	MURRAY GROUP	70	
2668	2022-08-19	NIRAN1	NIRAN CONSTRUCTION	5	
2669	2022-08-19	NISS01	NISSENA PAVING	18	
2670	2022-08-19	NOVA02	NOVAPAVE CONSTRUCTION	3	
2671	2022-08-19	PACIFIC	PACIFIC PAVING LTD.	70	
2672	2022-08-19	PARK02	PARK02	3	

Select one or more Invoices to print or email

Categories 1 (Rate) and 2 (Fee) represent charges for Material. Categories 3 (Rate) and 4 (Fee) represent charges for Delivery. Categories 5+ represent Taxes, both weight and dollar values Taxes.

Drop Filter Fields Here

Item Total	Quantity	Category	Item Total	Quantity	Item Total	Quantity	Grand Total
Invoice	Date	Name	Item Total	Quantity	Item Total	Quantity	Item Total
2662			\$18,362.86	297.76		\$2,387.17	\$20,750.03
2663			\$127.27	41.59		\$16.55	\$143.82
2664			\$193.94	2.00		\$25.21	\$219.15
2665			\$4,975.98	60.06		\$646.88	\$5,622.86
2666			\$44,194.16	598.89		\$5,745.20	\$49,939.36
2667			\$183,363.99	2,973.31		\$23,837.34	\$207,201.33
2668			\$439.21	25.60		\$57.10	\$496.31
2669			\$20,316.30	242.64	\$2,000.76	\$2,641.12	\$24,958.18
2670			\$2,150.92	41.87		\$279.63	\$2,430.55
2671			\$14,580.93	1,480.19		\$1,095.54	\$16,476.47
2672			\$1,737.26	20.46			
2673			\$20,359.31	262.51			
2674			\$6,398.78	487.93			

The Pivot Table gives you summary of all invoices

Grid...

Pivot Table...

Invoice... Ctrl+P

7.7 Sample invoice

Invoices can be completely customized for your company. Here is a sample:

Copyright © 1999-2024 Canadian Scale Company Limited

Fermar Paving Ltd.
1921 Albion Road

Rexdale, ON M9W 5S8

www.fermarltd.com

Information from the My
Companies table

Invoice

Phone 416-675-3550
Fax 416-675-3556

info@fermarltd.com

Sold to:
Forest Contractors Ltd.
240 Chrislea Rd.

Vaughan, ON L4L 8V1

Attention: Tony

Information from the Customer
table

Invoice # 6
Date: 4/2/2019
FORE01
Phone 905-913-9291
Fax 905-913-9317
estimating@forestgroup.ca

(216-1) HL8							
Ticket #	Purchase Order	Quantity	Material Rate	Material Fee	Delivery Rate	Delivery Fee	
341846	9/21/2018 6:48:29 AM	21.16 tonnes	\$65.86				\$1,393.60
341857	9/21/2018 7:35:18 AM	21.18					\$1,394.91
341859	9/21/2018 7:41:27 AM	21.26					\$1,400.18
341865	9/21/2018 8:32:11 AM	20.65					
341868	9/21/2018 8:54:49 AM	21.13					\$1,391.62
341870	9/21/2018 9:18:24 AM	21.20					\$1,395.57
341874	9/21/2018 9:44:46 AM	21.12					\$1,392.28
341879	9/21/2018 10:26:34 AM	21.13					\$1,398.21
341884	9/21/2018 10:39:49 AM	21.19					\$1,394.91
341886	9/21/2018 11:01:26 AM	21.14					\$1,392.28
341890	9/21/2018 11:28:08 AM	21.23					\$1,392.28
341893	9/21/2018 11:56:27 AM	21.18					\$1,392.94
341898	9/21/2018 12:22:43 PM	21.14					\$1,392.28
341903	9/21/2018 12:46:36 PM	21.15					\$1,392.28
341913	9/21/2018 2:01:45 PM	21.14					\$653.99
341914	9/21/2018 3:30:33 PM	9.93					
(216-1) HL8						Material Total	\$21,531.59
						Sub-Total	\$21,531.59
						HST	\$2,799.11
						Total	\$24,330.70

(216-1) HL8

Totals are printed for each Order Item

Total for all Order Items on the Invoice

Page 1 of 1

7.8 Printing invoices

You can print an Invoice by selecting the Invoice and clicking the Print button (or pressing Ctrl +P).

Printing multiple invoices

You can print multiple Invoices by selecting the Invoices using the check boxes at the left side of the Grid and clicking the Print button (or pressing Ctrl+P).

7.9 Emailing invoices

You can email an Invoice by selecting the Invoice and clicking the Email button.

Emailing multiple invoices

You can email multiple Invoices by selecting the Invoices using the check boxes at the left side of the Grid and clicking the Email button.

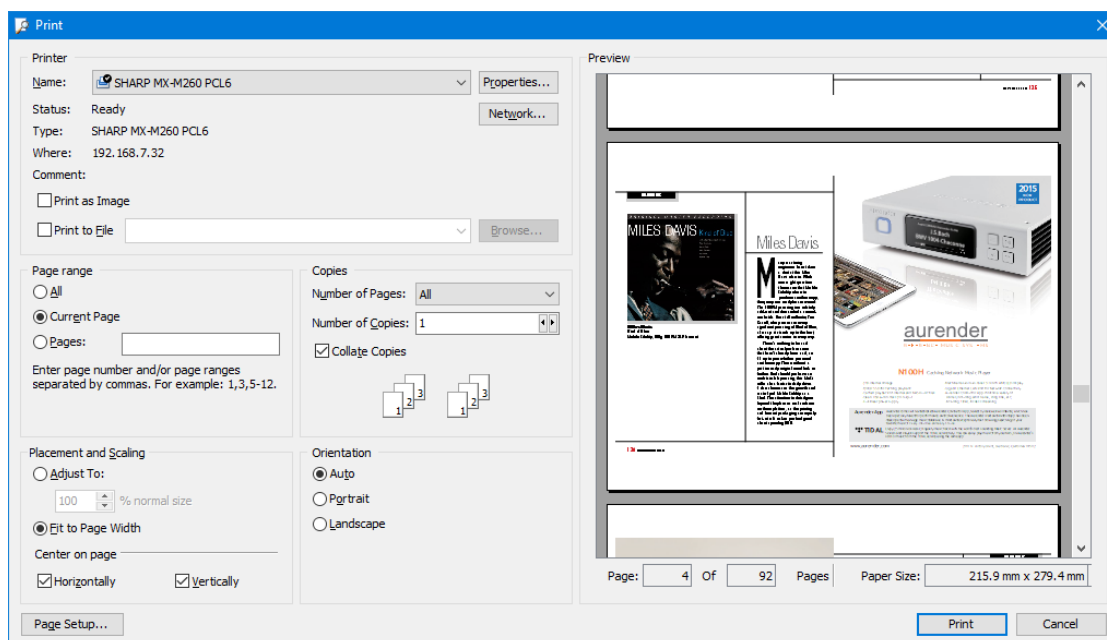
8 Tools

8.1 PDF Viewer

PDF Viewer allows you to view and print Portable Document Format (PDF) files. It includes all the features you would expect such as printing, thumb nail view, page rotation and zoom.



Print Preview

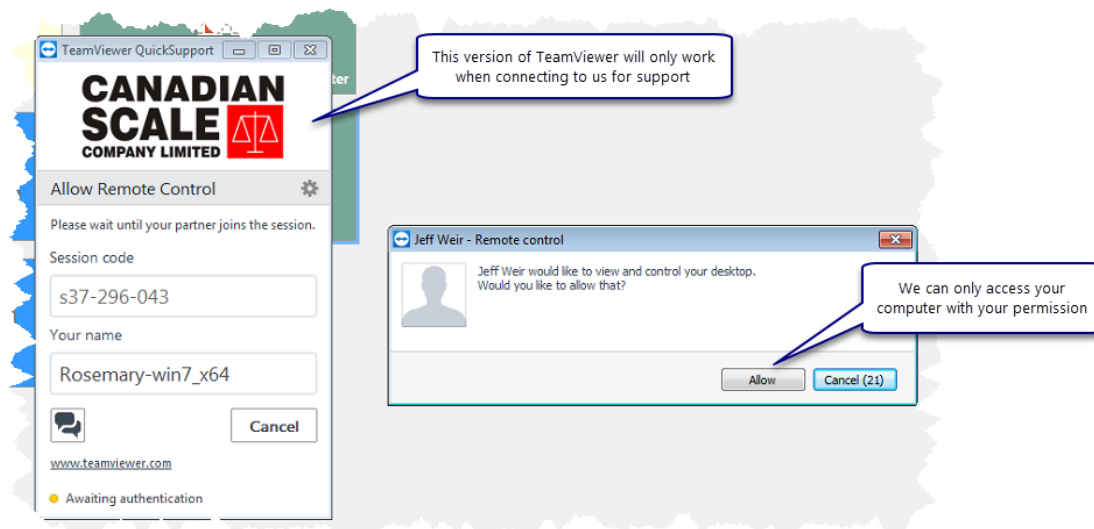


8.2 TeamViewer

TeamViewer allow us to provide remote support. We can connect directly to your computer to provide training or to help you resolve any issues you might have with Dispatch.

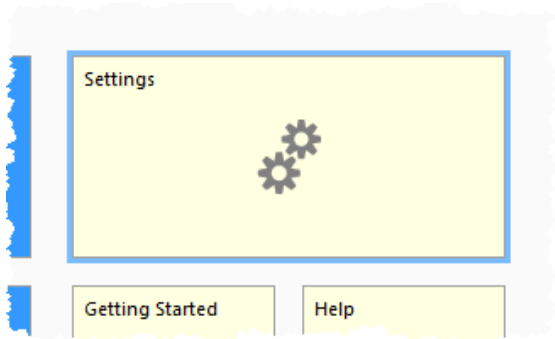
You can start TeamViewer by clicking on the TeamViewer tile.

We include a branded version of TeamViewer. This version of TeamViewer will only allow us to connect to your computer after you have given us your permission.



9 Settings

The Settings view is used to access and configure application settings. To open the Settings view, click the Settings tile.

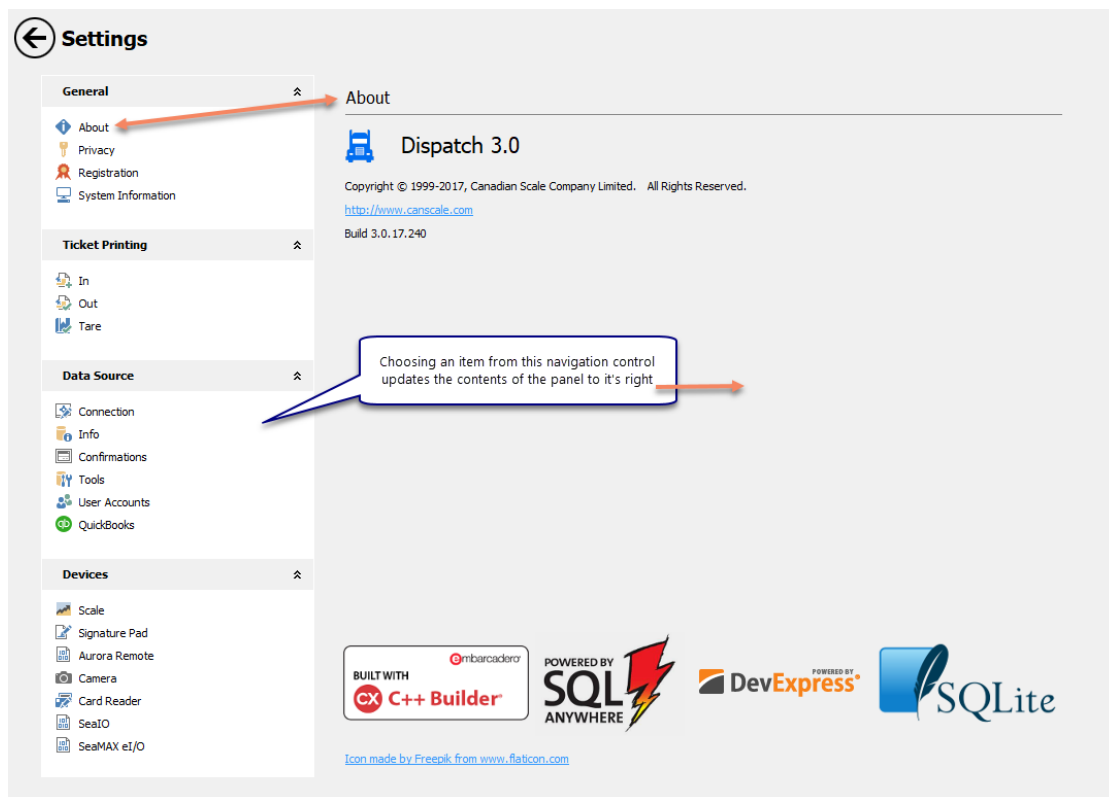


Setting groups

Setting groups are at the left side of the Settings panel. Within the groups are items.

Choosing an item from the group will cause the item's setting panel to display at the right. For example, if you click Scale in the Devices group, the Scale settings panel will appear.

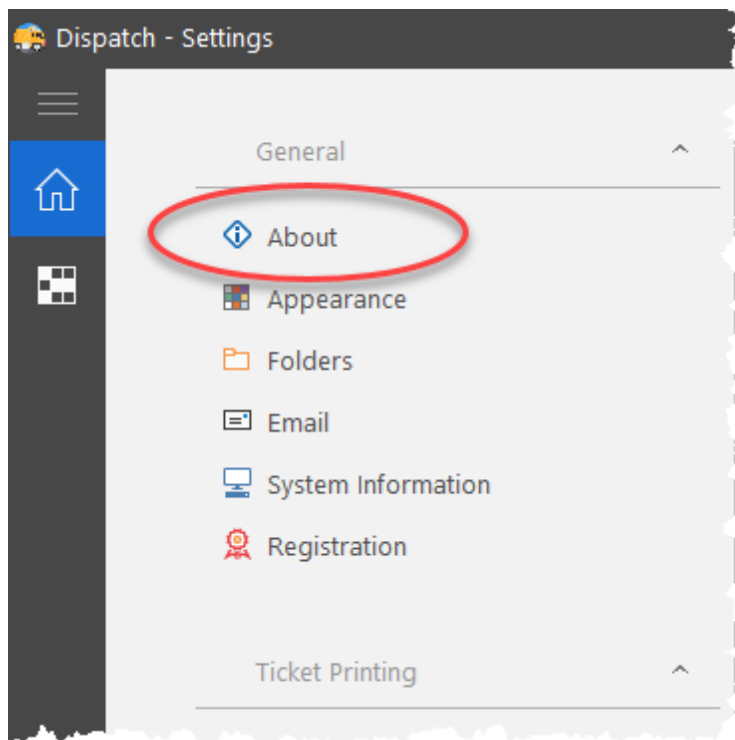
The initial panel that appears is the About panel.



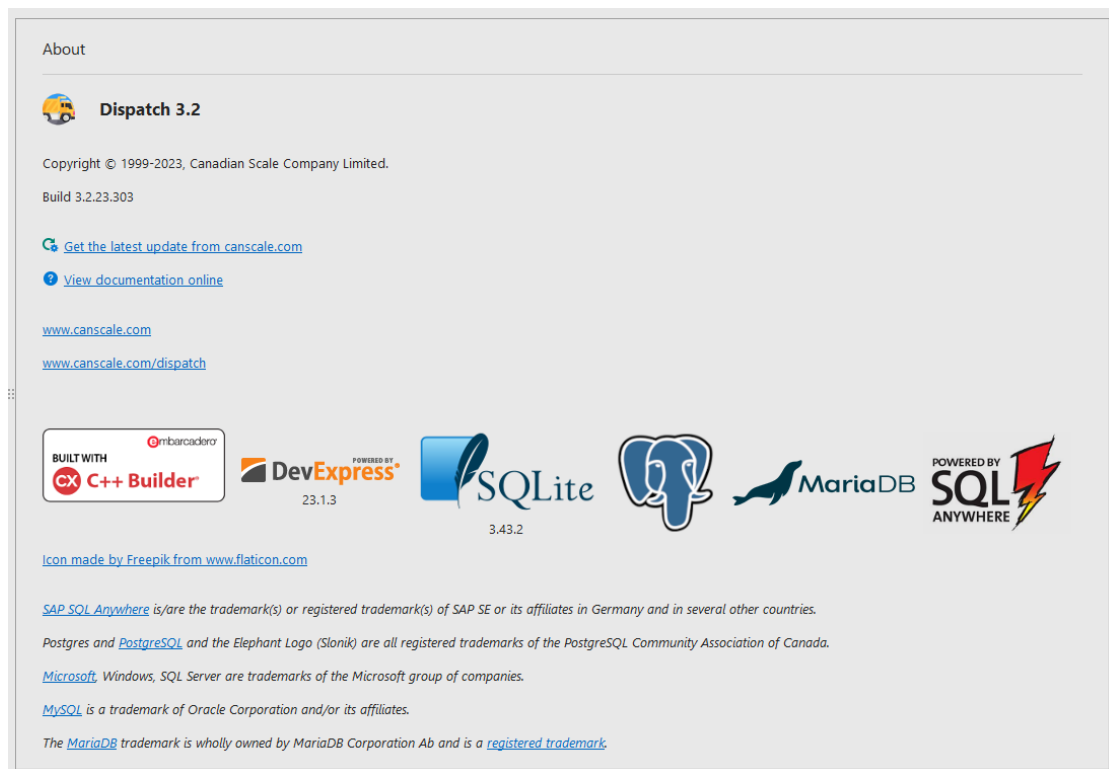
9.1 General

9.1.1 About

Open the About panel by selecting About from the General group.

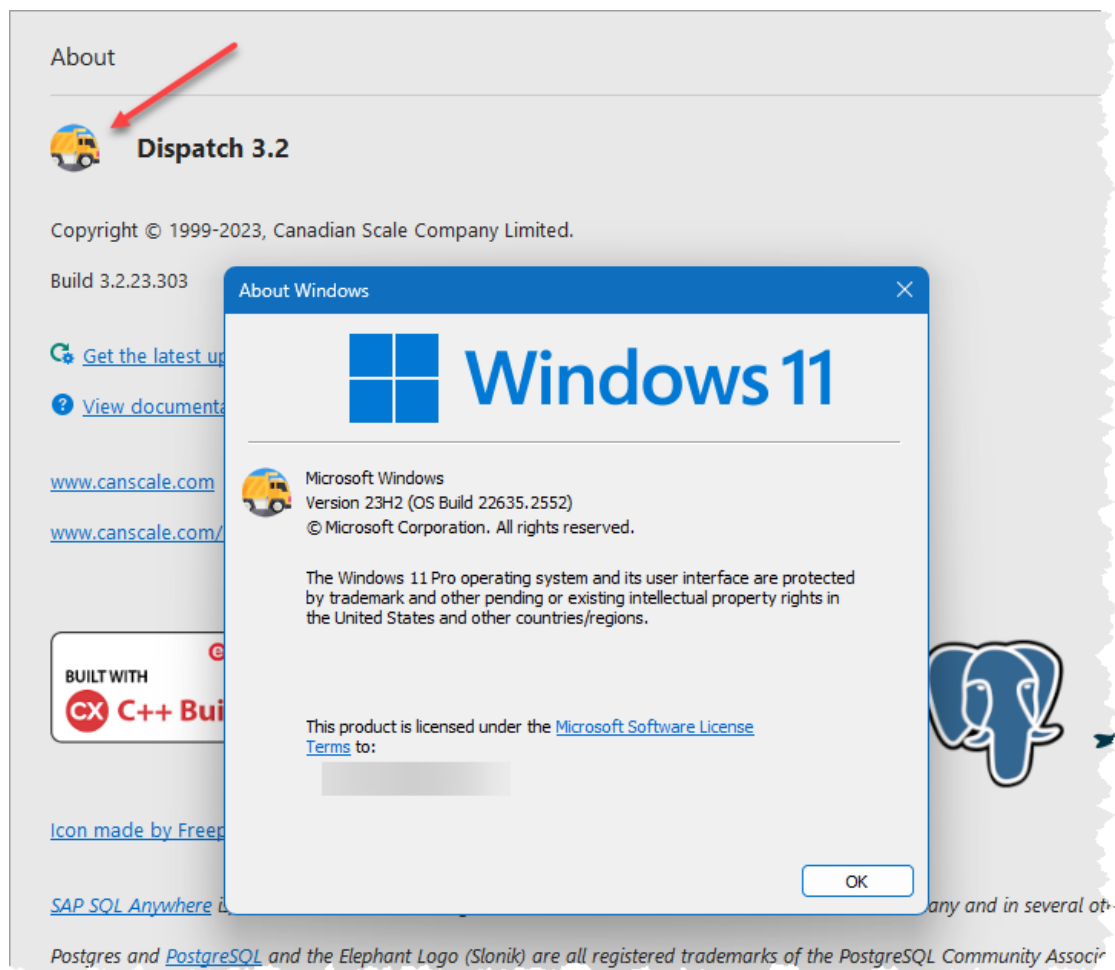


The About panel displays information about the application including the name and build information.

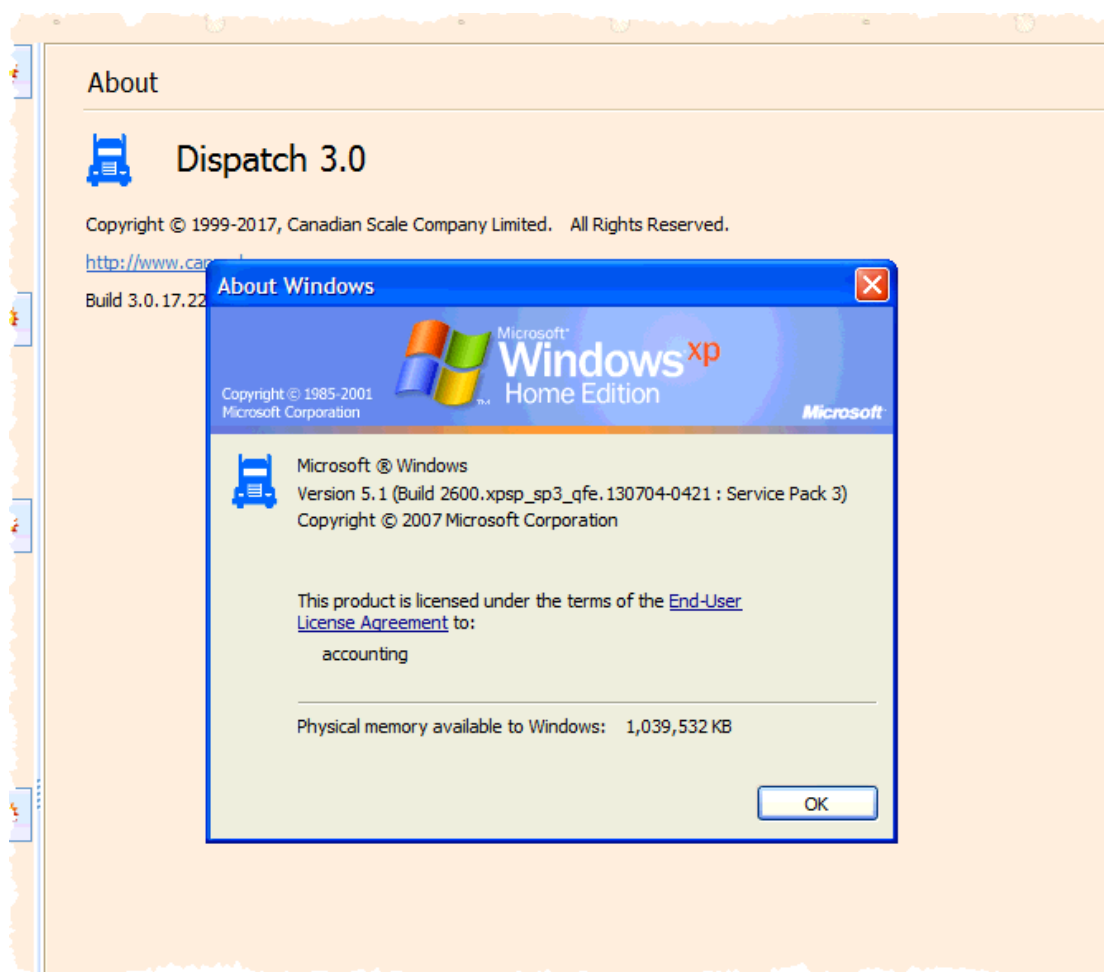


About Windows

Clicking the application icon will open the About Windows dialog. If you are ever asked what version of Windows you are using and are unsure, this is a quick and easy way to find out. Here's an example of Dispatch running on Windows 10:

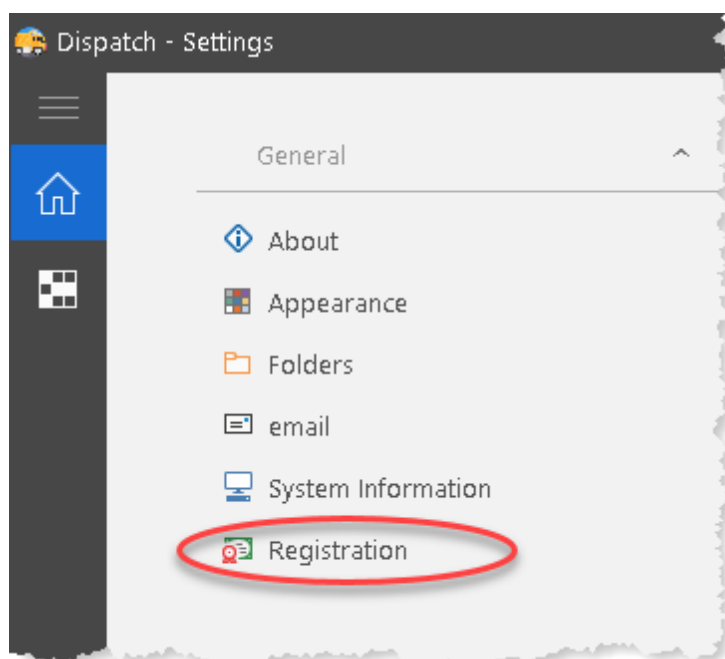


And here's what you'll see when running Windows XP:



9.1.2 Registration

Open Registration settings panel by selecting Registration from the General group.



Evaluating Dispatch 3.2

If you are a new user, prior to making a decision to purchase, Dispatch will run for a limited period of time to allow you to evaluate whether it meets your requirements. Without a registration code it will stop operating when the evaluation period comes to an end.

Other than that restriction on the length of time you can use the application, there is no difference between the software running in evaluation or registered mode.

Note: All of your data are safe even if the evaluation period ends. The database can be used as is should you choose to purchase the application.

Why do I need a Registration code?

If you want to use Dispatch beyond the evaluation period you must register the software which requires a Registration code.

Dispatch is always installed in evaluation mode. In fact, we cannot generate a Registration code until the software has been installed and you follow the Registration process. This is true if you are a new customer or an existing customer installing Dispatch on a new computer.

Registration

Registration status: **45 days remaining in the 45 day evaluation period**

Evaluation period: **4/4/2023** to **5/18/2023**

i You can use our software beyond the evaluation period by [contacting us](#) and purchasing a licence.

Once you have purchased a licence, we will generate a unique **Registration Code** for you using your computers **Machine ID**. Registering the software using your unique Registration Code allows you to continue using the software.

Requesting a Registration Code

Click the **Request Registration Code** button to send us an Email that includes the Machine ID, or click Copy to copy it to the clipboard.

Request Registration Code...

Machine ID: **14EDC0F7**

 Copy


Alternatively, you can send us a request using your [default Email client](#).

Registering your software

When you receive your Registration Code, type or paste it into the **Registration code** prompt below and click **Register**.

Registration code:

 Paste

 Register

You can call us to report your Machine ID.

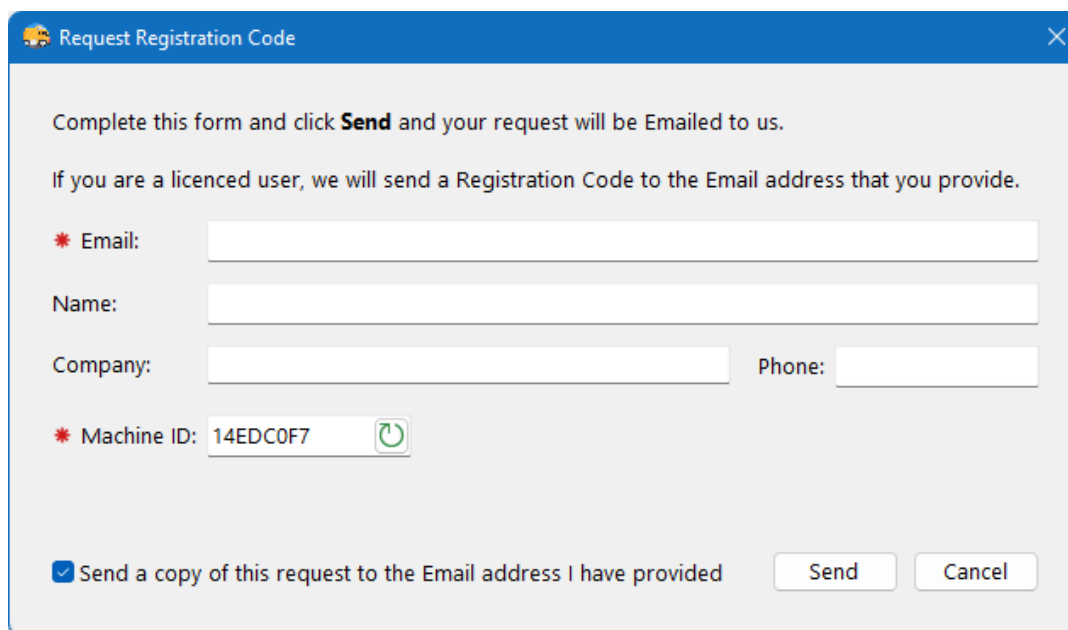
North American customers can use our toll-free number: 1-800-461-0634. For International customers, please use 00+1+416+2591111

You can use this QR code to capture the Machine ID:



Sending a Registration Code Request

You can send us an email directly from Dispatch to request a Registration code. Simply click Request Registration Code, fill out the form (shown below) and click Send.



A screenshot of a software dialog box titled "Request Registration Code". The dialog has a blue header bar with a close button (X) in the top right corner. The main area is light gray and contains the following text and fields:

- Instructions: "Complete this form and click **Send** and your request will be Emailed to us."
- Additional instruction: "If you are a licenced user, we will send a Registration Code to the Email address that you provide."
- Form fields:
 - "* Email:" followed by a text input field.
 - "Name:" followed by a text input field.
 - "Company:" followed by a text input field.
 - "Phone:" followed by a text input field.
 - "* Machine ID:" followed by a text input field containing "14EDC0F7" and a green circular refresh icon.
- At the bottom, there is a checked checkbox labeled "Send a copy of this request to the Email address I have provided".
- Two buttons, "Send" and "Cancel", are located at the bottom right.

If you have purchased the software we will send you a Registration code to the email address that you provide.

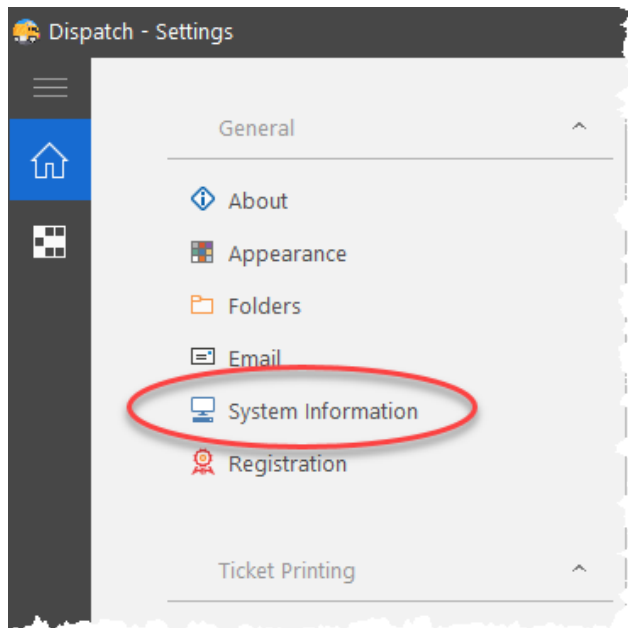
If you cannot connect the computer that is running the application to the internet, simply copy down the Machine ID and email it to us using your own email client whenever it is convenient. We will send the Registration code in a reply email.

Do I need to buy a new licence when I replace my computer?

No. Install the evaluation software again, send us a Registration Code Request and we will send you a new Registration code.

9.1.3 System Information

Open the System Information panel by selecting System Information from the General group.



The System Information panel displays information about the operating system and system configuration.

No matter which version of Windows you are using, the most popular Control Panel applications can be accessed using the push buttons on the upper right side of the panel. For example, clicking or tapping on the Date and Time button will open the Date and Time dialog.

You can print your System Information by clicking Print on the System menu.

The Folders group contains links to user's application data and documents folders. Clicking on a link will open Windows Explorer at the location specified in the link.

The screenshot shows the Windows System Information window. On the left, there are sections for Operating System, Hardware, Physical Memory, Identification, and Folders. On the right, there is a sidebar with push buttons for Date and Time, Device Manager, Display Properties, Data Sources (ODBC), Devices and Printers, and Regional Settings. Two callouts are present: one pointing to the Device Manager button and another pointing to the links in the Folders section.

System Information

Operating System

[Windows 10 Pro Insider Preview](#)
Version 10.0 Build 0,

Hardware

Processor: Intel(R) Core(TM) i5-3337U CPU @ 1.80GHz
System type: 64-bit Operating System
Pen and Touch: 0
Serial ports: COM3, COM4, COM5, COM6
Screen resolution: 1920x1080
Work area: 1920x1040
Window size: 1197x943

Physical Memory

Total: 8075 MB Free: 2759 MB
Load: 65 %

Identification

Computer name: WEIRDO12-LAPTOP
User name: weirdo12
Owner:
Company:
Workgroup: TERRAPIN
Domain: WEIRDO12-LAPTOP
IP Address: 192.168.7.136

Folders

Personal: [C:\Users\weirdo12\Documents](#)
Application documents: [C:\Users\weirdo12\Documents\CanScale\Dispatch 3.0](#)
Application data: [C:\Users\weirdo12\AppData\Roaming\CanScale\Dispatch 3.0](#)

Device Manager

Display Properties

Data Sources (ODBC)

Devices and Printers

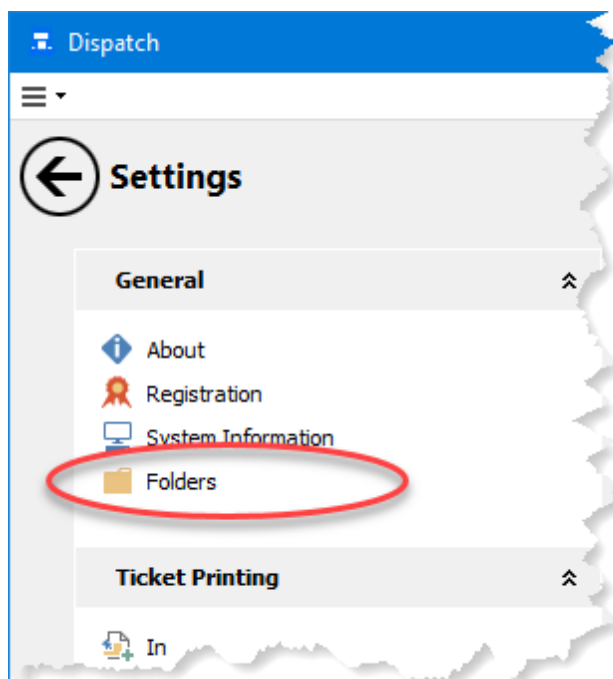
Regional Settings

Easily access the most popular Windows settings by clicking on these push buttons

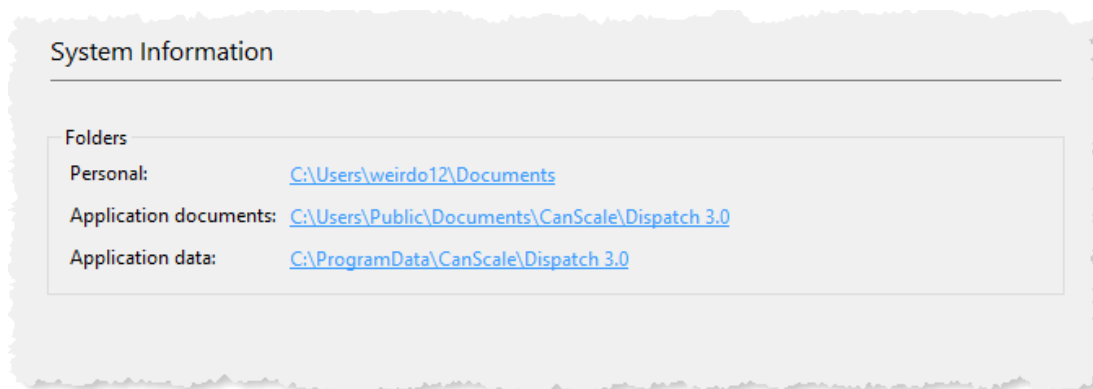
You can click on the links in the Folders group to open Windows Explorer at the location given in the link text

9.1.4 Folders

Dispatch 3.2 provides shortcuts to open commonly used folder in Windows Explorer.

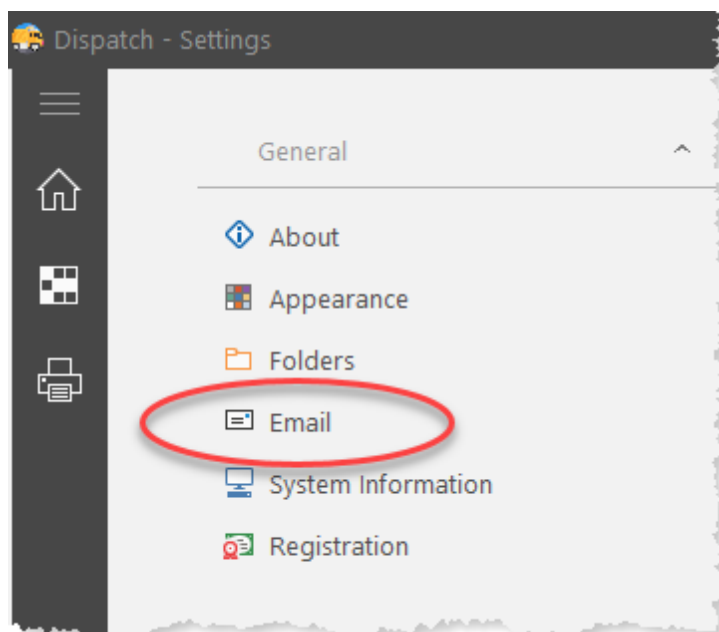


Clicking on a link will open Windows Explorer at the folder named in the link.



9.1.5 Email

Open Email settings panel by selecting Email from the General group.



Dispatch can send Tickets and Reports by Email.

You can use Dispatch 3.2's built in email support or you can use your own Email client like Outlook or Thunderbird.

To use the built in Email support, you must configure an SMTP server.

Using your ISP's SMTP server

Using an Office 365 account

Using Mailjet

Using SendGrid

9.1.5.1 Using your ISP SMTP server

Using the SMTP provided by your Internet Service Provider (ISP) is the most direct route to sending email.

Here is an example of the settings we use to send email using SMTP server provided by our ISP:

System Information

☐ Use my email client (e.g. Outlook, Mozilla Thunderbird)

Email Server

Host: smtp.netcom.ca

Port: 25

Authorization type: Default

Security: No TLS Support

User name:

Password:

Sender: support@canscale.com

☒ Enabled

Send email...

You will notice that User name and Password are not required when using your ISP SMTP server.

However, you must be connected to the correct ISP in order to use it's SMTP server.

For example, if your ISP at the scale house is Allstream and then you brought the laptop back to the office where the ISP is Rogers, the settings would need to be changed or emailing will not work.

If you install Dispatch 3.2 on a laptop and want to be able to send email from the scale house, office and home you need to use another solution.

9.1.5.2 Using a Google Workspace account

You can use a Google Workspace account to send email.

In order to use a Google Workspace account, you must set your accounts **Allow less secure apps** setting to ON. While signed into your account, you can click on the link below to access the setting.

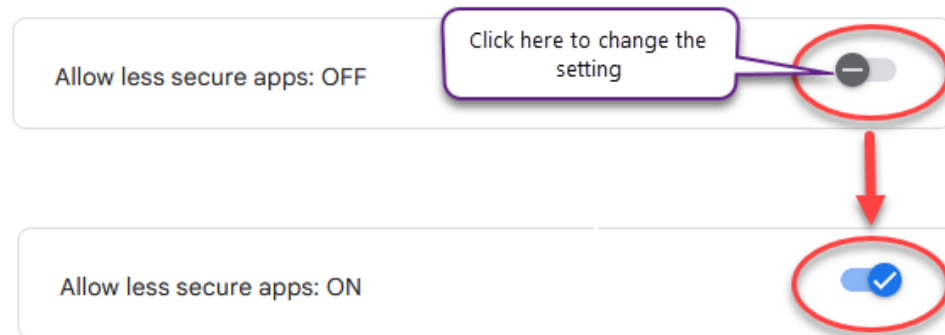
<https://www.google.com/settings/security/lesssecureapps>

When you click the link, you will be taken to a page similar to the one shown below.

Google Account

← Less secure app access

Some apps and devices use less secure sign-in technology, which makes your account vulnerable. You can turn off access for these apps, which we recommend, or turn it on if you want to use them despite the risks. Google will automatically turn this setting OFF if it's not being used. [Learn more](#)



Here is an example of the settings we use to send email using our Google Workspace account:

System Information

☐ Use my email client (e.g. Outlook, Mozilla Thunderbird)

Email Server

Host:

Port:

Authorization type:

Security:

User name:

Password:

Sender:

☒ Enabled

9.1.5.3 Using an Office 365 account

You can use a Microsoft 365 account to send email.

The Host property can be set to smtp.office365.com or outlook.office365.com.

For the email account (User name) you are using, make sure that you enable SMTP AUTH. For the domain, enable Legacy TLS.

The screenshot shows a 'System Information' dialog box. At the top, there is a checkbox labeled 'Use my email client (e.g. Outlook, Mozilla Thunderbird)' which is unchecked. Below this is an 'Email Server' section. It contains several fields: 'Host' with the value 'smtp.office365.com', 'Port' with the value '587', 'Authorization type' set to 'Default', and 'Security' set to 'Explicit TLS'. The 'User name' field contains 'jeffw@canscale.com' and the 'Password' field is masked with dots. The 'Sender' field also contains 'jeffw@canscale.com'. At the bottom left of the 'Email Server' section is a checkbox labeled 'Enabled' which is checked. At the bottom right are two buttons: a back arrow button and a 'Send email...' button.

9.1.5.4 Using Mailjet

Mailjet is a commercial bulk email SMTP service.

We allow you to use Mailjet our account to send email from support@canscale.com. Do not change the Sender account.

If you would like to personalize you email you will need to create your own Mailjet account.

To set the email properties to allow you to use our Mailjet account, press Ctrl+Alt+M.

System Information

☐ Use my email client (e.g. Outlook, Mozilla Thunderbird)

Email Server

Host:

Port:

Authorization type:

Security:

User name:

Password:

Sender:

☒ Enabled Send email...

9.1.5.5 Using SendGrid

SendGrid is a commercial bulk email SMTP service.

We allow you to use our SendGrid account to send email from support@canscale.com. Do not change the Sender account.

If you would like to personalize you email you will need to create your own SendGrid account.

To set the email properties to allow you to use our SendGrid account, press Ctrl+Alt+S.

System Information

☐ Use my email client (e.g. Outlook, Mozilla Thunderbird)

Email Server

Host:

Port:

Authorization type:

Security:

User name:

Password:

Sender:

☒ Enabled Send email...

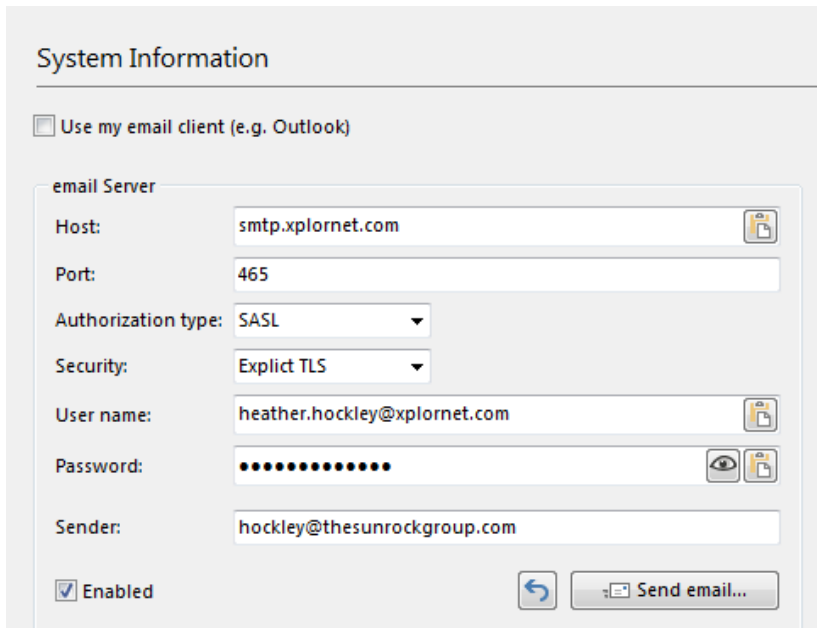
9.1.5.6 ISP SMTP server settings

9.1.5.6.1 CenturyLink SMTP settings

CenturyLink SMTP Settings

9.1.5.6.2 Xplorent SMTP settings

Xplornet SMTP Settings



The screenshot shows the 'System Information' dialog box with the 'email Server' tab selected. The settings are as follows:

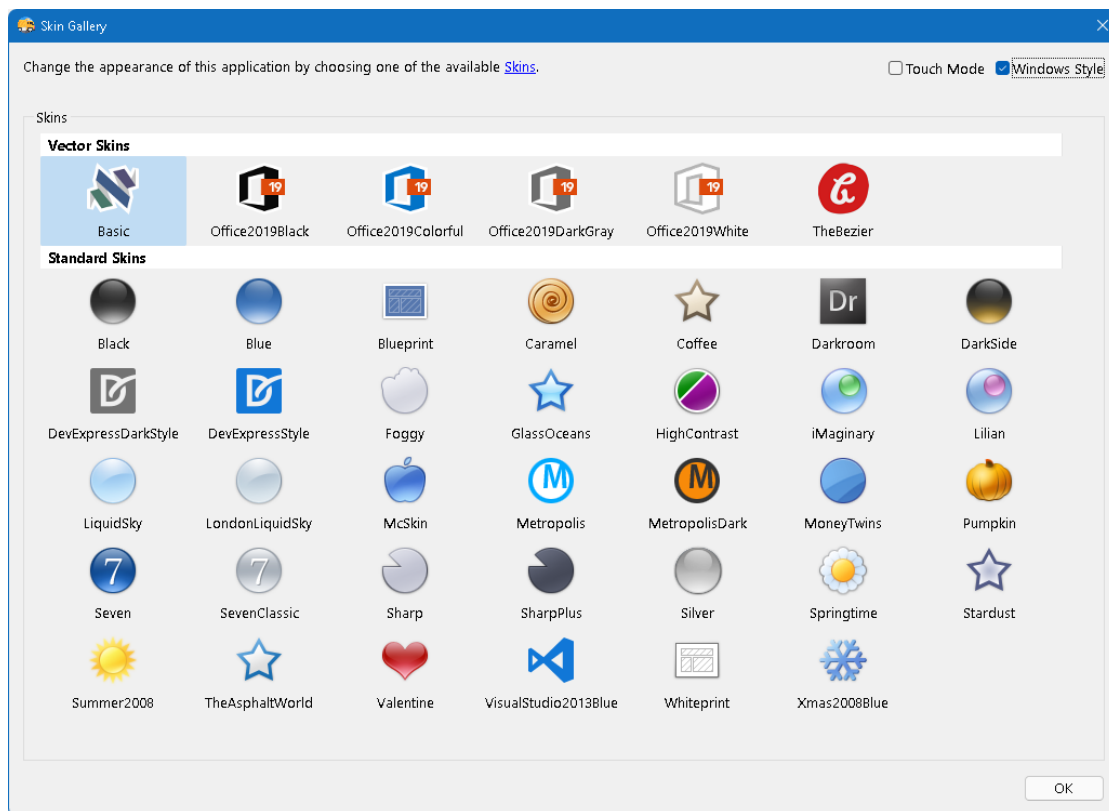
- ☐ Use my email client (e.g. Outlook)
- Host: smtp.xplornet.com
- Port: 465
- Authorization type: SASL
- Security: Explicit TLS
- User name: heather.hockley@xplornet.com
- Password: [masked]
- Sender: hockley@thesunrockgroup.com
- ☒ Enabled
- Buttons: [Back], [Send email...]

9.1.6 Appearance

Add a little variety to your desktop by customizing Dispatch with one of 30+ user-interface Skins. To select a Skin, click Appearance on the system menu. Next, choose one of the Standard or Vector skins from the Skin Gallery. When you choose a Skin, the appearance of the application is updated.

To remove a skinning effect, click on the Windows Style check box.

Skin Gallery



9.2 Ticket Printing

Tickets

Default Ticket Unit:

Default Ticket Table:

☐ Open the Print Preview dialog prior to printing

☐ Enable manual editing of Tare weight

☒ Display manually entered scale weight

☐ Allow user to select Ticket Unit for new Order Items

☐ Enable In/Out weighing

When a Ticket has been completed:

☒ Assign Truck to the last Customer ID

☒ Assign Truck to the last Order ID

☒ Assign Truck to the last Item ID

☒ If the Tare weight is manually edited, update the Truck table

The following minimum charge amounts apply to any sale when a customer is paying at the scale.

Material:

Delivery:

9.3 Data Sources

A Data Source represents a connection to a database.

Dispatch 3.2 supports the following database systems:

- SAP SQL Anywhere
- Microsoft SQL Server on Azure
- Microsoft SQL Server Express
- MySQL
- PostgreSQL
- SQLite

As of July 20, 2021, SQLite is the default database used by Dispatch. Prior this date, SQL Anywhere was the default database for all of our database centric products. We began using what is now known as SAP SQL Anywhere in 1992 when it was known as Watcom SQL.

9.3.1 Connection

9.3.1.1 Connection properties

To access the Data Source Connection properties click the Connection item from the Data Source group.

The connection properties that are presented are based on the Database driver property. The default database is SQLite and the connection properties for that driver are shown in the example below.

The screenshot shows a 'Connection' dialog box with the following fields and controls:

- Database driver:** A dropdown menu set to 'SQLite'.
- File name:** A text field containing 'C:\Users\Public\Documents\CanScale\Dispatch 3.2\Dispatch.sqlite' with a file explorer icon to its right.
- Advanced:** A text field containing 'LockingMode=Normal;Synchronous=Normal'.
- Help:** A blue question mark icon followed by the text 'Help configuring a SQLite connection'.
- Buttons:** 'Disconnect' and 'Connect' buttons.
- Folders section:** A group box containing three rows:
 - Query folder:** 'C:\Users\Public\Documents\CanScale\Dispatch 3.2\SQLite' with folder, search, and close icons.
 - Report folder:** 'C:\Users\Public\Documents\CanScale\Dispatch 3.2\SQLite\Reports' with folder, search, and close icons.
 - FastReport folder:** 'C:\Users\Public\Documents\CanScale\Dispatch 3.2\FastReport' with folder, search, and close icons.

Database driver

The Database driver property is used to select a database system. Dispatch supports the following database systems:

Database driver	Description
ASA	SAP SQL Anywhere
MSSQL	Microsoft SQL Server on Azure
MSSQL	Microsoft SQL Server
MySQL	MySQL
MariaDB	MySQL
PG	PostgreSQL
PG	PostgreSQL on Azure
SQLite	SQLite

If you would like to one of the other supported database systems instead of the default (SQLite), please contact us for support.

9.3.1.2 Connecting to a Data Source

Automatically connecting to a Data Source

Normally, when Dispatch starts, it will automatically connect to the Data Source specified in the Connection properties.

Disabling an automatic connection

It is possible to disable the automatic connection by unchecking the control show below (shown in it's checked state):

☒ Automatically connect when application starts

Manually connecting to a Data Source

To connect to a Data Source, click Settings>Data Source>Connection and click in the Connect push button. While the Data Source is not connected, the connection property controls are enabled.

Data Source

Connection

Database driver:

ODBC Driver:

Database:

File name:

Server: Host name:

ODBC Advanced:

User name:

Password:

Options

☒ Automatically connect when application starts

☒ Automatically reconnect if connection is lost

☐ Prompt user before disconnecting

☐ Ping connection Interval: ms

When a Data Source is connected, the Disconnect button is enabled and connection property controls are disabled.

Data Source

Connection

Database driver: ASA

ODBC Driver: Adaptive Server Anywhere 8.0

Database:

File name: C:\ProgramData\CanScale\Dispatch 3.0\Adaptive Server Anywhere 8.0\Dispatch.db

Server: Host name:

ODBC Advanced:

User name: dba

Password: ***

Connect Disconnect

Options

☒ Automatically connect when application starts

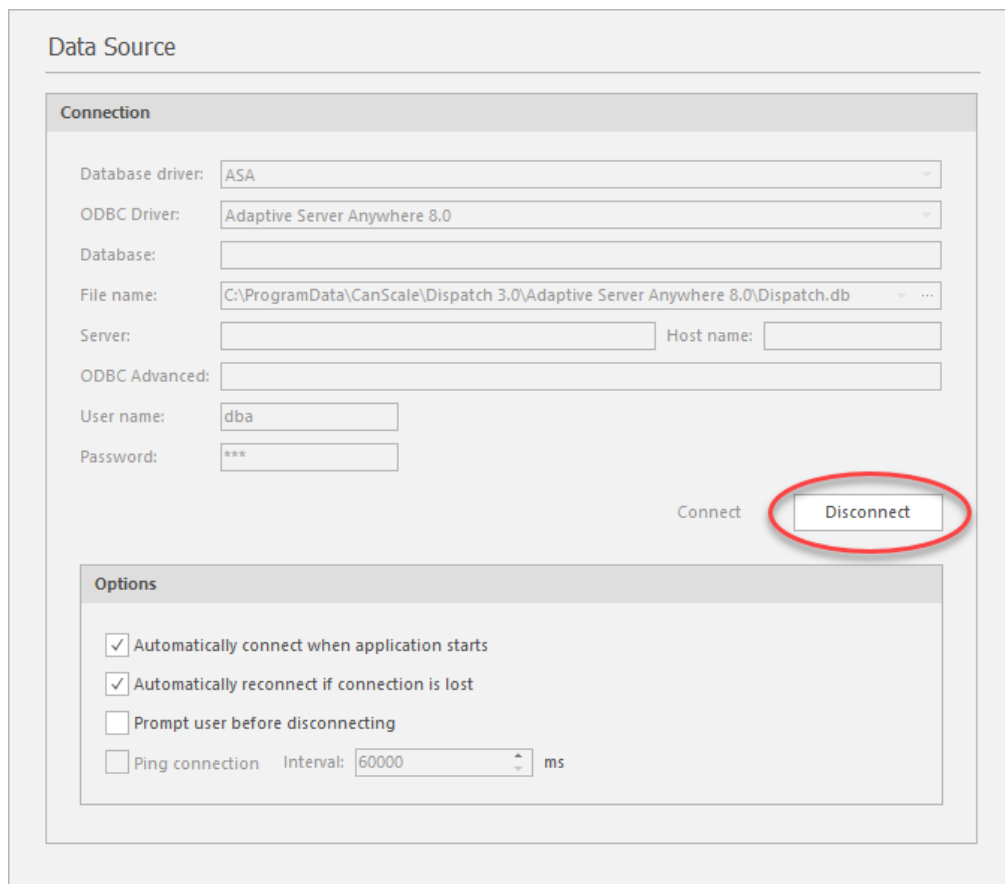
☒ Automatically reconnect if connection is lost

☐ Prompt user before disconnecting

☐ Ping connection Interval: 60000 ms

9.3.1.3 Disconnecting from a Data Source

To disconnect from a Data Source, click Settings>Data Source>Connection and click in the Disconnect push button.



The image shows the 'Data Source' configuration window. It has two main sections: 'Connection' and 'Options'. In the 'Connection' section, there are fields for 'Database driver' (set to ASA), 'ODBC Driver' (set to Adaptive Server Anywhere 8.0), 'Database' (empty), 'File name' (set to C:\ProgramData\CanScale\Dispatch 3.0\Adaptive Server Anywhere 8.0\Dispatch.db), 'Server' (empty), 'Host name' (empty), 'ODBC Advanced' (empty), 'User name' (set to dba), and 'Password' (masked with ***). At the bottom right of the 'Connection' section are 'Connect' and 'Disconnect' buttons. The 'Disconnect' button is circled in red. The 'Options' section contains four checkboxes: 'Automatically connect when application starts' (checked), 'Automatically reconnect if connection is lost' (checked), 'Prompt user before disconnecting' (unchecked), and 'Ping connection' (unchecked). The 'Ping connection' option has an 'Interval' field set to 60000 ms.

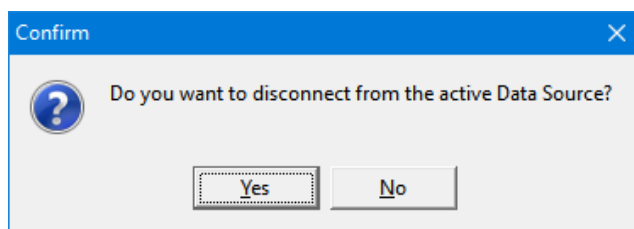
While the Data Source is connected, the Connection property controls are disabled.

Prompting user prior to disconnecting

Dispatch will warn you prior to disconnecting from a Data Source if the following control is checked:

☒ Prompt user before disconnecting from Data Source

The warning looks like this:

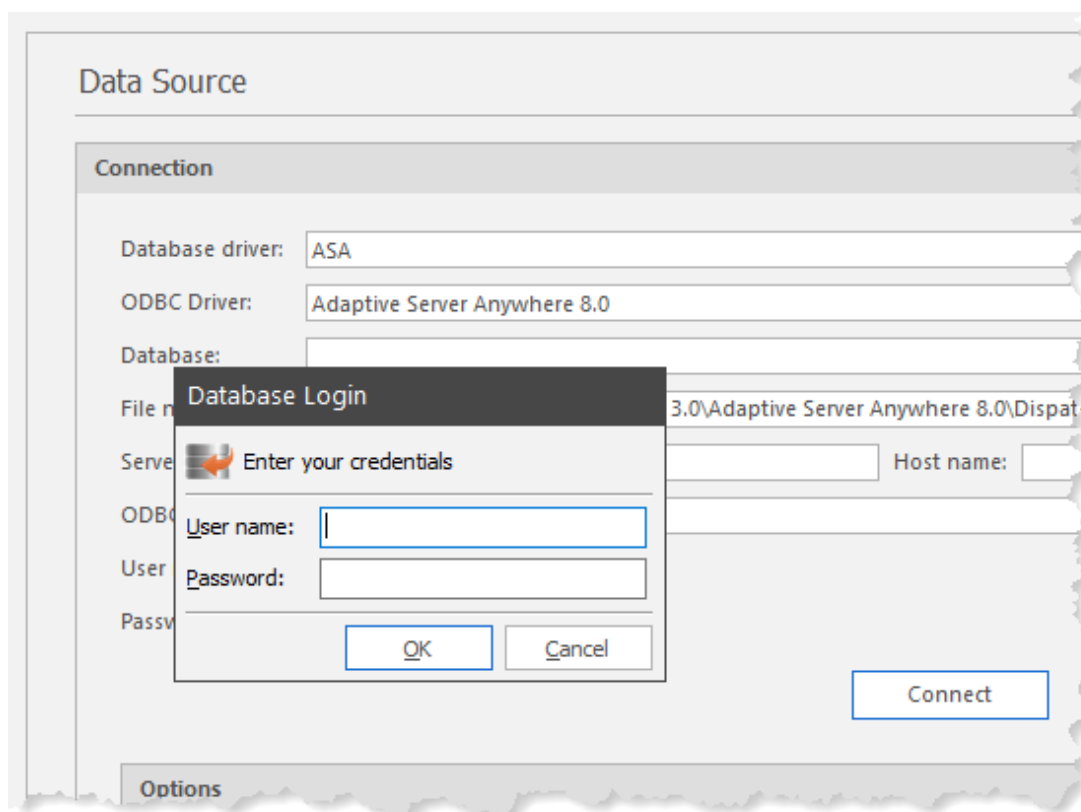


Click Yes to disconnect or No to remain connected to the current Data Source.

9.3.1.4 Database login

If you would like to create a more secure connection to the database or database server, you can require users to login in each time a connection is made to a database.

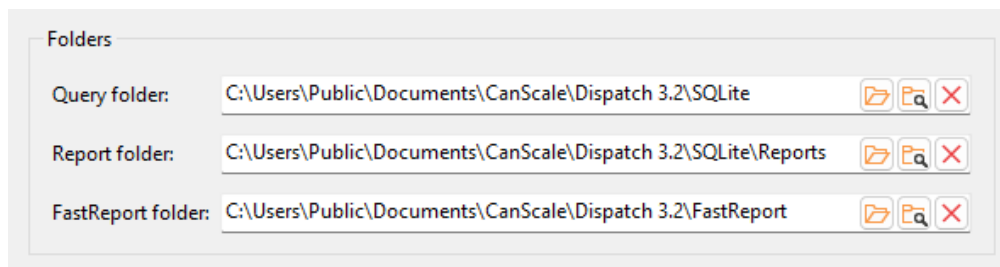
Leaving the User name and Password Connection properties empty will cause Dispatch to prompt the user to provide those values when attempting to connecting to a Personal or Network server.



9.3.1.5 Folder properties

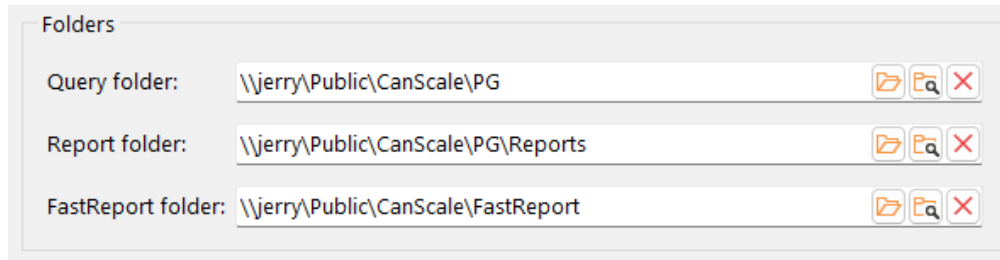
The Folder properties tell Dispatch where to look for query and report files.

In a single-user environment (like SQLite) there is no need modify the the folder property values. Storing files locally is the default and that makes perfect sense.



However, if you are using a database server (PostgreSQL for example) and have multiple users, you may want to store the query and report files in a location where they can be shared by all users. Using common folders ensures that any additions and/or modifications are available to all users without having to copy and paste files to each users PC.

In the example shown below, query and report files are stored on a NAS named jerry.



The screenshot shows a window titled "Folders" with three rows of text input fields. Each row has a label on the left and a text box on the right, followed by three small icons (a folder, a magnifying glass, and a red X). The first row is labeled "Query folder:" and contains the path "\\jerry\\Public\\CanScale\\PG". The second row is labeled "Report folder:" and contains the path "\\jerry\\Public\\CanScale\\PG\\Reports". The third row is labeled "FastReport folder:" and contains the path "\\jerry\\Public\\CanScale\\FastReport".

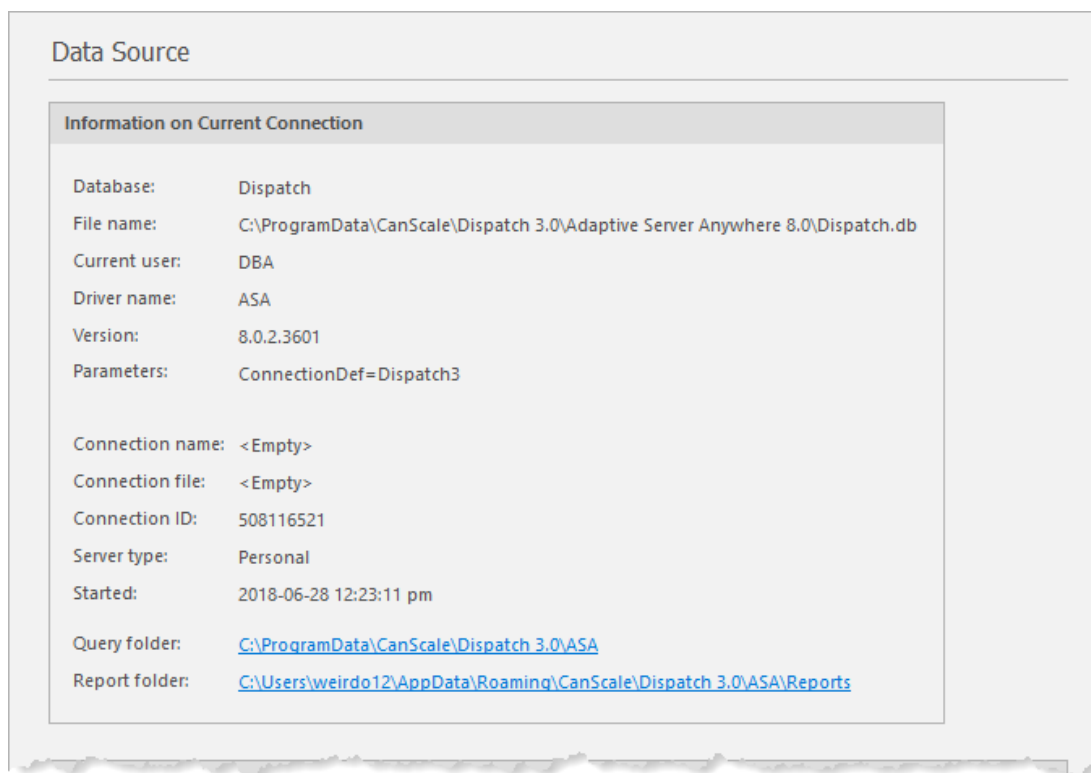
Of course the folders that you choose do not need to be on the same shared resource for all properties. For a particular installation it might make sense that the Query files are be stored in a local folder and the Report and FastReport files are stored on a shared folder.

Folder properties are stored locally on each users PC so they can differ depending on the requirements of the users of that PC.

For example, the FastReport folder could one value for users at the scale and a completely different folder for users in your accounting department.

9.3.2 Info

To display information about the current database connection, click Settings>Data Sources>Info.

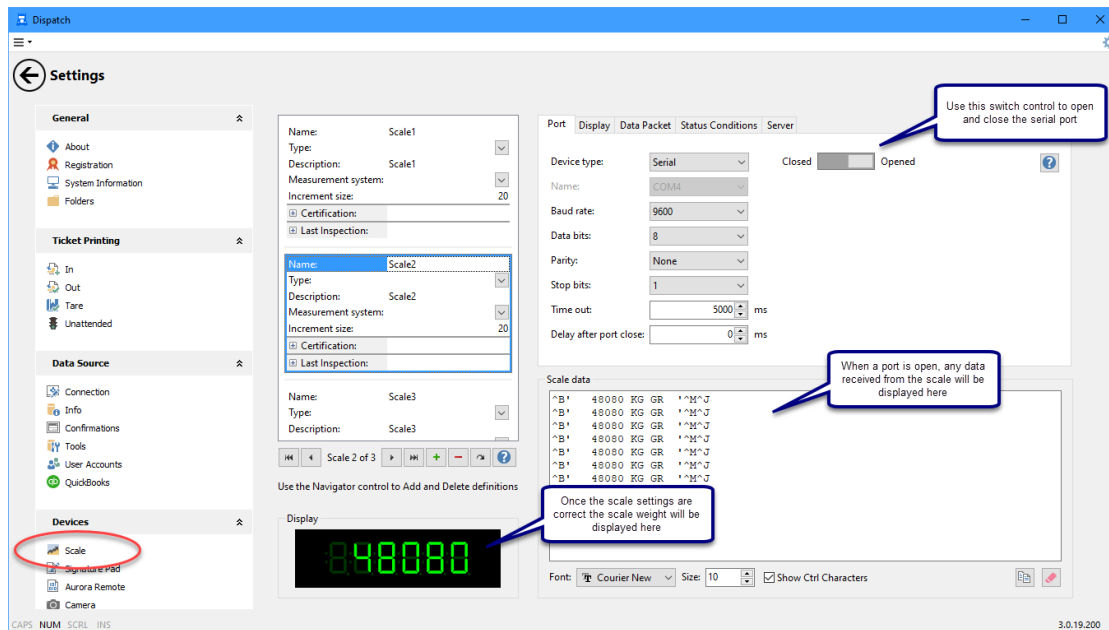


9.4 Scale

The Scale settings panel is used to add and delete Scales from the Scale database and to configure the settings for those Scales.

Scale settings store information about how a digital weight indicator is connected to your computer and how the data received from the digital weight indicator will displayed to a user.

To access Scale settings, click the Scale item from the Devices group.



9.4.1 Digital weight indicator

A digital weight indicator is an electronic device used to display the weight of an object or load. It is typically used in conjunction with a scale, which measures the weight of the object, and then sends a signal to the digital weight indicator for display.

Digital weight indicators can have a variety of features, such as the ability to store and recall weight data, perform mathematical calculations, and communicate with other devices or systems. They are commonly used in industrial and commercial settings, such as warehouses, manufacturing plants, and shipping facilities, to accurately weigh and monitor inventory, products, and materials.

A digital weight indicator also provides an output for connecting to other devices like computers, printers or remote weight displays.

The output signal is typically RS232 or Ethernet. In order to connect your scale to your computer, you must have a digital weight indicator with a RS232 or Ethernet output.

This is an example of a digital weight indicator:



9.4.2 Connecting your scale to a computer

If you want to acquire a scale weight directly from your scale (your Truck Scale for example), your scale must be connected to a digital weight indicator and the digital weight indicator must be connected to your computer.

Connecting the digital weight indicator to a serial port on your computer is the most common way to connect your scale to your computer.

Other connection methods include a using a direct Ethernet connection from your digital weight indicator to a router or network switch or using an Ethernet serial port server .

Of course once your scale is connected to your computer you will need software to read the data from the digital weight indicator.

Configuring the digital weight indicator

Your digital weight indicator will look something like this:



M2000

Your indicator must be capable and configured to send weight data continuously (stream mode) or on request (demand mode).

Stream mode is the preferred mode and easiest to debug.

While your indicator may be capable of stream or demand mode, that doesn't mean that it either of those modes have been enabled. You may need to have a service technician configure your indicator to enable it to send data in stream or demand mode.

Your indicator **should not** be configured so that the scale operator has to manually cause the indicator to send data (e.g. by pressing the Print key on the indicator front panel).

If you are connecting a bench scale or a laboratory balance the digital weight indicator and scale are usually a self-contained unit.

Serial port connection

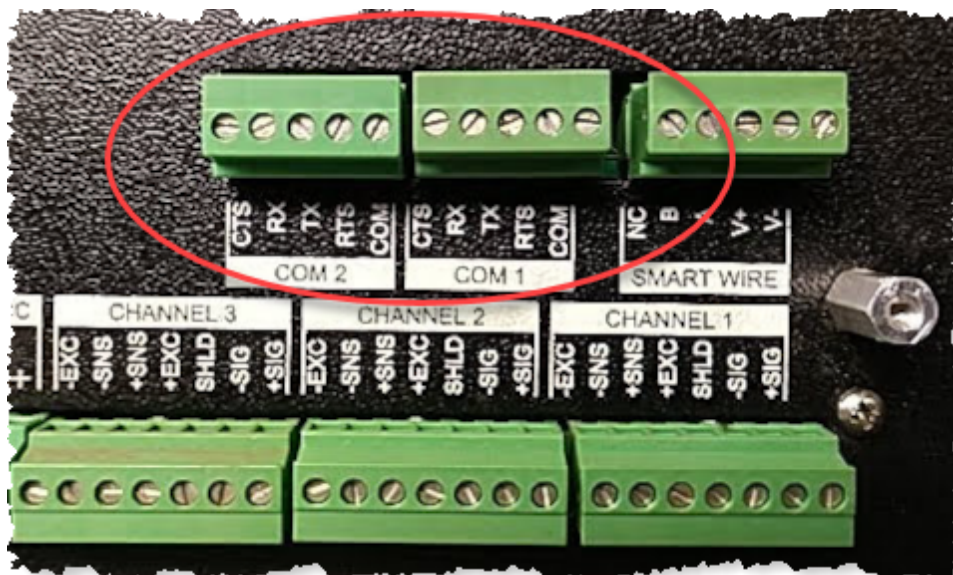
The RS232 serial port remains the most common way to connect your digital weight indicator to your computer.

1. The digital weight indicator must have an RS232 serial port that is compatible with the PC you are using. If it does not:
 - Make any necessary modifications required to add a serial port to your existing digital weight indicator.
 - Replace your digital weight indicator with one that has an RS232 serial port.

2. The interface cable that connects the indicator to the computer is normally custom made and installed by your scale supplier or the service technician that maintains your scale.

If your scale indicator has never been connected to a PC, contact the service provider that maintains your scale and ask them to have an interface cable made and installed.

More often than not, the end that connects to the digital weight indicator is hardwired to a terminal block within the digital weight indicator. In the example below, the digital weight indicator has 2 serial ports labeled COM1 and COM2.



The end of the cable that connects to the computer should have a 9-position socket connector.



9-position socket connector

Using the example and assuming the digital weight indicator transmitting data continuously, the terminal marked TX would be connected to pin 2 on the 9-position connector and the terminal labeled COM would be connected to pin 5.

If the indicator can only transmit data on request, the terminal labeled RX needs to be connected to pin 3.

3. Last but not least, your PC will need RS232 serial port. The typical PC serial port is a 9-position pin connector socket connector.



9-position pin
connector

If you purchase an off the shelf desktop, laptop or notebook computer, there is very little chance that it will have a serial port that is accessible. You will need to purchase a USB-Serial adapter or serial port server.

The simplest choice is a USB-Serial adapter. Startech has an exceptional selection of USB-Serial adapters and we recommend the ICUSB232PRO adapter.



USB-Serial Adapter

Another alternative is a Ethernet-based serial port server. If the digital weight indicator is located more than 15 feet from the computer, the serial port server is a great choice. If you need to connect any more than 2 scales to your computer a serial port server is also an excellent choice.



Ethernet Serial Server

If you are having a PC custom built for you, ask the builder to install a serial port.

If you are unsure about any of the items listed above, contact us.

Connect using Ethernet

It is becoming more common digital weight indicators and electronic bench/platform/lab scales to support Ethernet.

If you are using Ethernet (either TCP or UDP), we will assume the indicator has an RJ45 connector and you can use generic off the shelf CAT5 or CAT6 cabling. Select the cable that is appropriate for your network hardware, connect one end to the indicator and one end to the switch or router and you're done.

If you must connect the indicator directly to your computer you may need a crossover cable or crossover adapter.


IP address and port number configuration


The critical part of the Ethernet configuration is assigning the indicator an IP address and port number. Then you need to make sure the indicator is on the same IP network as the PC and that the port number is available or your software will be unable to make a connection to the indicator.

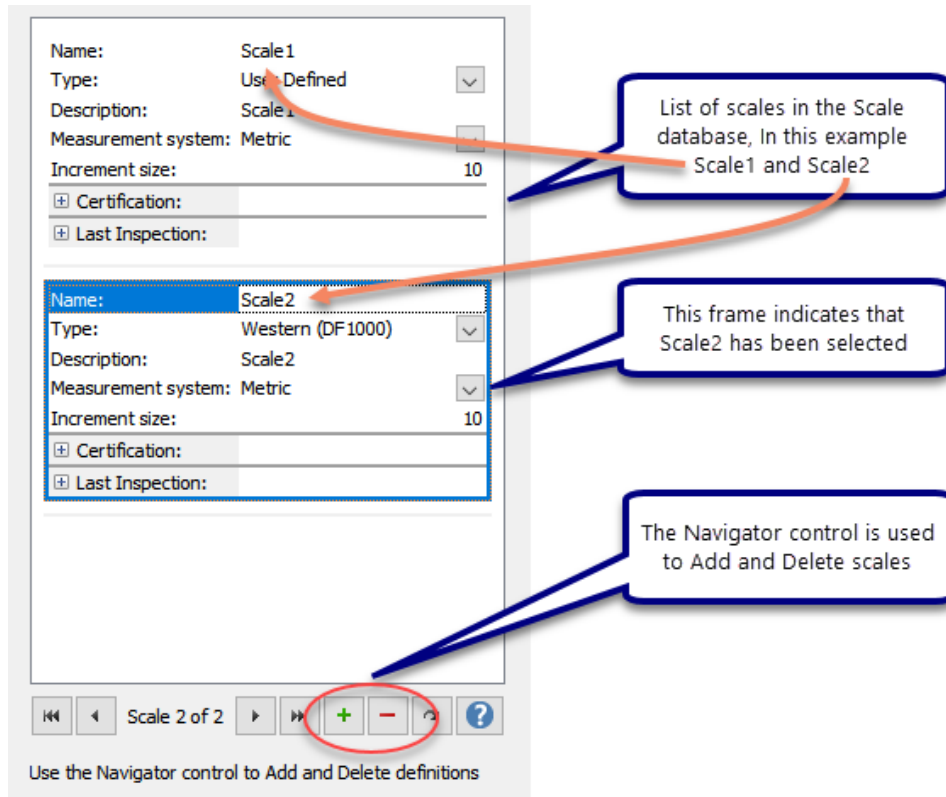
You should always assign a static IP address to the indicator making sure it's valid for the network your PC is connected to and that it's not in the range that may be used by your networks DHCP server. Don't allow the indicator to be assigned an IP address by DHCP.

9.4.3 Adding and Deleting a Scale

The Navigator control is used to navigate, add and delete records from the Scale database.

To add a new Scale, click the  (Add) button on the Navigator control. A unique Scale Name will be generated automatically. You change the Name or leave it as is.

To delete an existing Scale, select the Scale and click the  (Delete) button. In the image below, Scale2 is selected. If Delete was clicked Scale2 would be deleted.



General properties of a Scale definition

Name

A unique identifier. This value is generated automatically when you add a new Scale and it is unique. The Name property can be changed but it must be unique.

Type

The Type property is used to set scale Port, Data Packet and Status Conditions to default values for well known scale indicator types.

Description

Any description suitable for the scale. The Description property is used as the display caption (Optional).

Measurement system

There are two choices: Metric or Imperial.

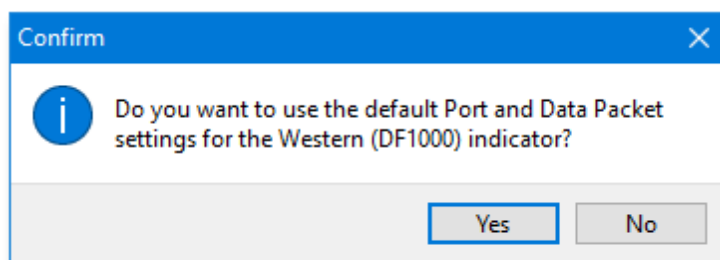
Increment size

Scale increment or graduation size.

What is the purpose of the Type property?

The value of Type property is used to set the Port, Data Packet and Status Condition properties to match the **default settings** for some well known digital weight indicators. Selecting the correct Scale Type is the quickest way to configure the Port, Data Packet and Status Conditions properties correctly.

When you change the Type property you will be asked to confirm that you want to use the default settings for the Type you selected:



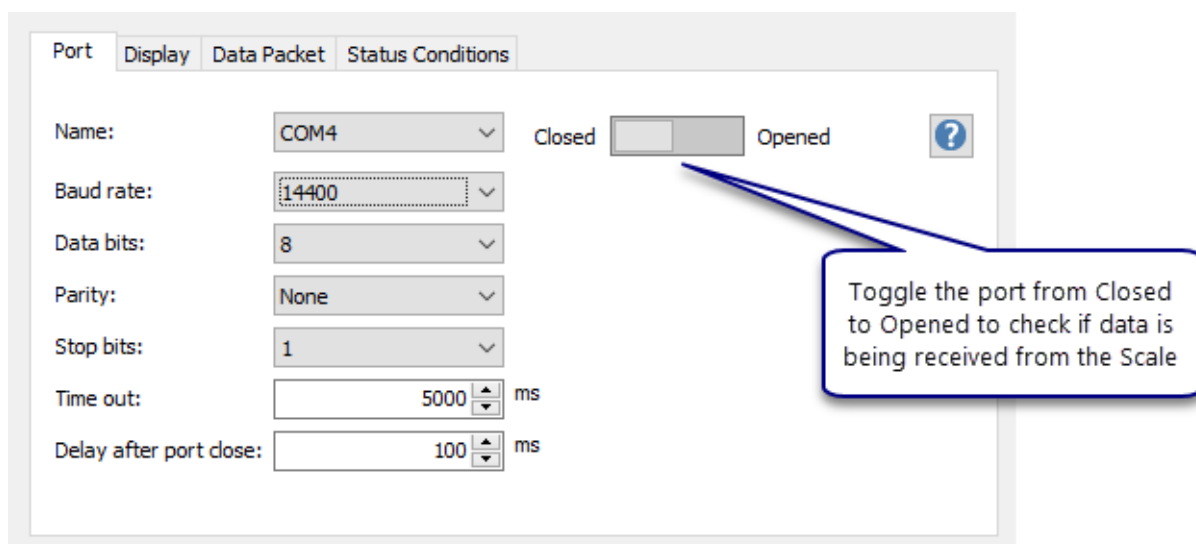
The following predefined Scale Types are available:

- AD-432x
- Analogic
- Astec
- Cardinal
- Condec
- CSDI-10x
- Custom
- GSE
- IQplus
- Toledo
- Weigh-tronix
- Western (DF1000)
- Western (DF2000)
- Western (DF2500 Mode 6)
- IQplus (Command)
- User Defined

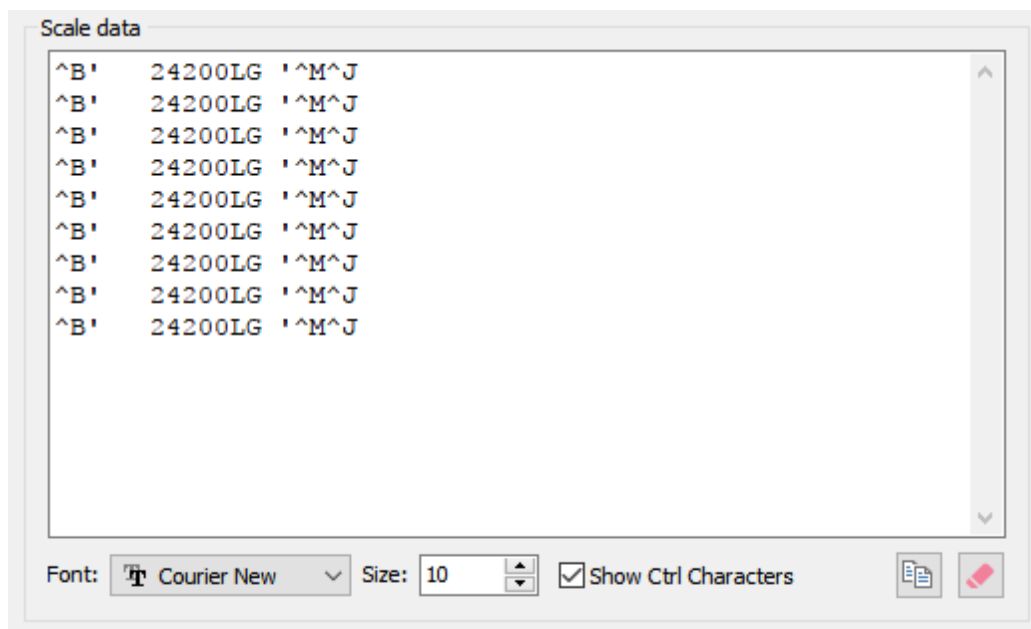
9.4.4 Scale data

The Scale data control displays raw data received from the scale. It is a great way to determine if the digital weight indicator has been connected properly and that it is sending data. No processing of the data take place prior to it appearing in the Scale data control.

The Closed/Opened toggle switch controls whether or not data appears in the Scale data control.



The data in the image below is from an IQplus 350:



9.4.5 Backing up Scale settings

Using Windows Explorer, make a copy of the scale_settings.sqlite file. It is located in the following folder:

C:\Users\Public\Documents\CanScale\Dispatch 3.2

9.4.6 Port

The Port tab is used to configure the device settings so that your computer can communicate with your digital weight indicator.

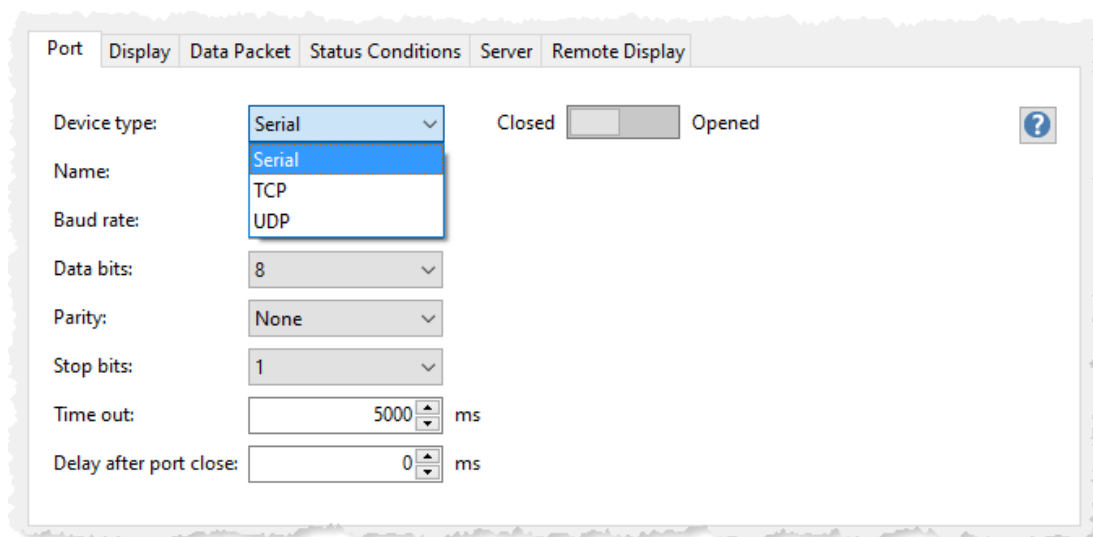
The screenshot shows the 'Port' configuration window. At the top, there are five tabs: 'Port', 'Display', 'Data Packet', 'Status Conditions', and 'Server'. The 'Port' tab is selected. Below the tabs, the settings are as follows:

- Device type: Serial (dropdown menu)
- Name: COM4 (dropdown menu)
- Baud rate: 9600 (dropdown menu)
- Data bits: 8 (dropdown menu)
- Parity: None (dropdown menu)
- Stop bits: 1 (dropdown menu)
- Time out: 5000 ms (spin box)
- Delay after port close: 0 ms (spin box)

On the right side of the window, there is a 'Closed' button (disabled) and an 'Opened' button (active). A help icon (?) is also present.

9.4.6.1 Device type

Serial and IP (Internet Protocol - TCP and UDP) communication between the digital weight indicator and the PC are supported. The default Device type is Serial.



Sharing a serial port

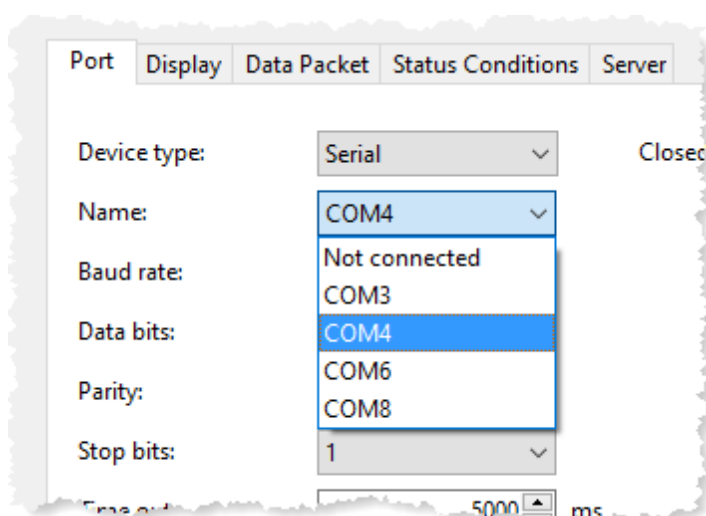
There are software solutions that allow you to share a single serial port between applications.

<https://www.fabulatech.com/serial-port-splitter.html>

9.4.6.2 Configuring a Serial Port

Step 1 - Select a port

The first step is to select the serial port that you have connected the digital weight indicator to using the Name property. The drop down list will give you the option of selecting *Not connected* followed by a list of all serial ports that have been detected.



If the only item in the list is *Not connected*, there are no serial ports available on your PC. You can confirm this using Windows Device Manager.

Step 2 - Set the communication properties

The second step is to set communication properties: Baud rate, Data bits, Parity and Stop bits. These settings must match the settings on the digital weight indicator **exactly** or the computer and digital weight indicator will not communicate correctly.

Port | Display | Data Packet | Status Conditions | Server

Device type: Closed ☐ Opened

Name:

Baud rate:

Data bits:

Parity:

Stop bits:

Time out: ms

Delay after port close: ms

☐ Scale data

Time out This is an arbitrary amount that should not be set to less than twice the output rate of the digital weight indicator. The default is 5000ms or 5 seconds. If data are not received within that time the display will be cleared.

Delay after port close This parameter is useful in making sure that slow serial port hardware not opened and closed too quickly in succession which has been known to cause errors.

Step 3 - Open the port

Once the port properties have been set (particularly the Port Name), we can test to if we are receiving any data from the digital weight indicator by toggling the Closed/Open switch to Open. If all goes well and the digital weight indicator is transmitting data something will appear in the Scale data control.

```

^I^X'r'^B
^L^H^X^L'l'^^
^I^X'r'^B^L^H^X^L'l'
^^
^I^X'r'^B^L^H^X^L'l'
^^
^I^X'r'^B
^L^H^X^L'l'^_

```

What appears in the image above may look like nonsense **but** it tell us two things:

- We have chosen the correct port
- The digital weight indicator is sending data
- One or more of the port properties are incorrect

Not bad - if we saw nothing in the Scale data control that would be a real problem.

Step 4 - Correcting the communication properties

So, what do we do now? The first setting to try changing is the Baud rate setting. Once we get the Baud rate setting correct we are likely done. In the example above the Baud rate was set 14400. Most indicators will transmit data at 9600 baud or less so if you are experimenting try values at or below 9600 first:

```

^L^H^X^L'l'^^
^I^X'r'^B^L^H^X^L'l'
^^
^I^X'r'^B
^L^H^X^L'l'^^
^I^X'r'^C^L^H^X^L'l'
^O
^B'F'^N
^B' 15460KG '^M
^B' 15450KG '^M
^B' 15450KG '^M

```

Perfect. The last 3 lines are legible and that's exactly what we want to see. Now we know the data packet begins with ^B, the scale weight is 15450 and the data packet ends with ^M.

Now we can go to the data packet tab and set up the data packet.

9.4.6.3 Configuring TCP

To connect to a an TCP enabled digital weight indicator, simply set the IP address and Port properties to the address of the device you want to connect to.

The screenshot shows a software window with tabs: Port, Display, Data Packet, Status Conditions, Server, and Remote Display. The 'Port' tab is active. It contains the following fields: 'Device type' is a dropdown menu set to 'TCP'; 'IP address' is a text box containing '192.168.7.128'; 'Port' is a text box containing '5555'; 'Time out' is a spinner box set to '5000' with 'ms' to its right. To the right of the 'Device type' dropdown are two checkboxes, 'Closed' and 'Opened', both of which are currently unchecked. A blue question mark icon is located in the top right corner of the configuration area.

Time out

This is an arbitrary amount that should not be set to less than twice the output rate of the digital weight indicator. The default is 5000ms or 5 seconds. If data are not received within that time the display will be cleared.

9.4.6.4 Configuring UDP

To listen to a UDP enabled device, the Port property must be the same port number that the sending device is using.

The screenshot shows the same software window as above, but with the 'Device type' dropdown menu set to 'UDP'. The 'IP address' field is now empty. The 'Port' field contains '7777'. The 'Time out' field remains at '5000' ms. The 'Closed' and 'Opened' checkboxes are still unchecked. The blue question mark icon is still present in the top right corner.

Time out

This is an arbitrary amount that should not be set to less than twice the output rate of the digital weight indicator. The default is 5000ms or 5 seconds. If data are not received within that time the display will be cleared.

9.4.6.5 Serial port properties

Here is a very simple explanation of each of the Serial port properties including an external link to a more detailed technical explanation.

Name

The name of the serial port device (also known as a COM port) that your digital weight indicator is connected to.

The drop down list contains **Not connected** and a list of the names of the serial ports that have been detected.

You can set the Port name property to Not connected to temporarily stop Dispatch from communicating with a digital weight indicator without deleting the Scale from the database.

Baud rate

This property must be set to match the baud rate setting of your digital weight indicator.

Data bits

This property must be set to match the data bits setting of your digital weight indicator.

Parity

This property must be set to match the parity setting of your digital weight indicator.

Stop bits

This property must be set to match the stop bits setting of your digital weight indicator.

9.4.7 Display

The Display tab contains a number of controls that allow you to customize the appearance of the Scale Display.

Port Display Data Packet Status Conditions

Style: Classic

Display mode: 7 Segment

Use Style property ☒

Format: 000000

Test value: 123456

Background: [Black]

Segment Colors

Error: [Red]

Motion: [White]

Off: [Black]

Stable: [Red]

Default Settings

Given the settings above, the Scale Display will appear like this:



9.4.7.1 Style

You can choose from on any of 22 available display styles. Here are a some examples:

Disco



IceColdZone



Retro



If you do not wish to use one of the available styles, uncheck the Use Style property control and specify your own color combinations.

9.4.7.2 Display mode

The Display mode property controls the appearance of individual characters within the display.

7 Segment



Each character display block (section) consists of seven bar-shaped segments.

14 Segment



Each character display block (section) consists of fourteen bar-shaped segments.

5 x 8 Matrix (Dots)



Each character display block (section) consists of 40 dots forming the rectangular matrix.

5 x 8 Matrix (Squares)



Each character display block (section) consists of 40 square elements forming the rectangular matrix.

8 x 14 Matrix (Dots)



Each character display section (matrix) consists of 112 dots forming the rectangular matrix.

8 x 14 Matrix (Squares)



Each character display section (matrix) consists of 112 square elements forming the rectangular matrix.

9.4.7.3 Use Style property

Use Style property determines whether the Style property is used or if it will be overridden by the Background and Segment Color properties.

When Use Style property is checked, the Style property determines the appearance of the Display control. For example, this is the Classic Style:



When Use Style property is unchecked, the Background and Segment Color properties determine the appearance of the Display control.



9.4.7.4 Format

The Format property defines the number of characters in the display. Here are some examples of what will be displayed for a given Format and Test value.

Example 1

Format: <Empty>

Test value: 123456



If the Format property is blank, the display will be adjusted automatically to accommodate exactly the number of characters in the value being displayed

Example 2

Format: 000

Test value: 123



3 characters

Example 3

Format: 00000

Test value: 123.5



5 characters with a leading blank character and a decimal point

9.4.8 Data Packet

A Data Packet consists of a string of characters transmitted by a digital weight indicator. The Data Packet either begins with Start string and ends with End string OR contains exactly the

number of characters specified by the Packet length property. The current value displayed by the digital weight indicator is also contained within the Data Packet.

Port Display **Data Packet** Status Conditions Server Remote Display DDE

Start:

End:

Packet length:

Optional

You can use these settings to extract a weight from a specific location within a Data Packet.

Any value less than or equal to 1 will be ignored.

Start position:

End position:

A Data Packet consists of a string of characters that either:

- a. Begins with **Start** string and ends with **End** string
- b. Contains exactly the number of characters specified by the **Packet length** property

When debugging, try setting **Packet Length** to 1 and uncheck **Show control characters**.

Each character that is received will appear on the **Scale data** control.

Start

The characters the indicate the start of a Data Packet.

End

The characters the indicate the end of a Data Packet.

Packet length

The number of characters in the data packet including (if specified) the Start and End characters (Optional)

When Packet length is greater than 0, the Start and End character string properties are ignored.

When debugging, try setting Packet Length to 1 and uncheck Show Ctrl Characters. Each character that is received will appear on the Scale data control.

Start position

Start position identifies where the weight starts within a Data Packet.

End position

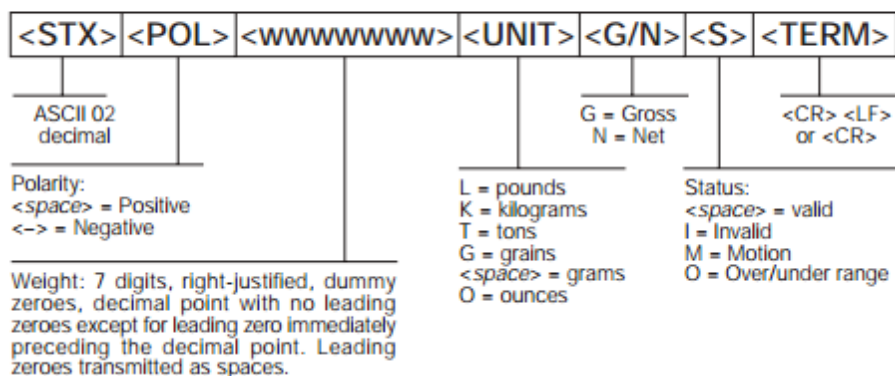
End position identifies where the weight ends within a Data Packet.

9.4.8.1 Example Scale data packet

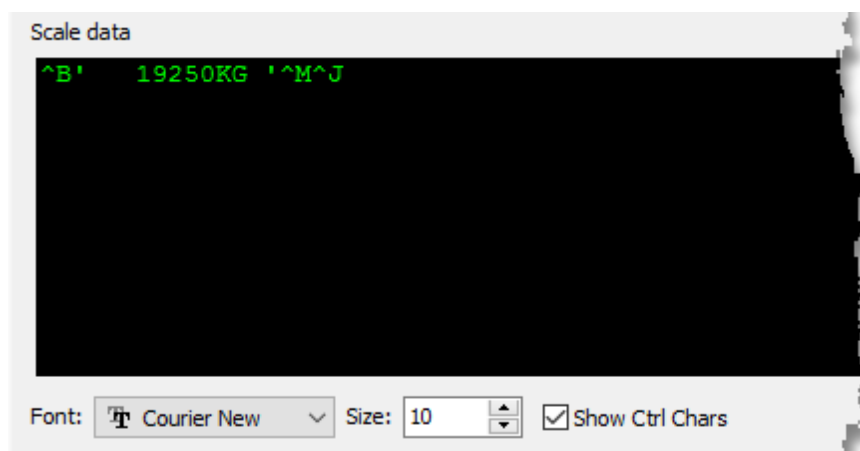
The following example discusses the data packet transmitted by the IQplus 350 digital weight indicator. This format is common to many IQ series indicators. The IQplus 350 installation manual (section 7.3) clearly describes the data packet:

7.3 Continuous Output (Stream) Format

Figure 7-1 shows the continuous output format sent to the IQ plus 350 EDP or printer port when the STREAM parameter (SERIAL menu) is set to either EDP or PRN.



Here is the data packet as seen in the Scale settings panel when the port is in the Opened state:



ASCII control characters are shown in Caret notation (e.g. ^B).

From this example, we can determine:

- The start character is ^B
- The end character is ^J

The Start and End values can be entered as decimal or Caret values when entered into the Data Packet property editors. Using Caret notation, here is how the Data Packet properties should be set for the IQplus 350 data packet:

The screenshot shows a settings window with four tabs: 'Port', 'Display', 'Data Packet', and 'Status Conditions'. The 'Data Packet' tab is active. It contains three controls: a 'Start:' dropdown menu set to '^B', a 'Packet length:' numeric input field set to 0, and an 'End:' dropdown menu set to '^J'.

The Packet length property set to 0 it is ignored.

Here is an alternate representation of the data packet (on the line beginning with 00000000) showing the position of each character in decimal and value of each character in hexadecimal:

```
Offset(d) 00 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15
00000000 02 20 20 20 31 39 32 35 30 4B 47 20 0D 0A . 19250KG ..
```

From this example, we can determine:

- Each data packet is exactly 14 characters in length (characters 0-13).
- The start character is 02 (^B or #2) also known as STX or Start Of Text
- The end character is 0A (^J or #10) also known as LF or Line Feed

The alternate representation of the data packet was produced by HxD - Freeware Hex Editor.

9.4.8.2 Using Start and End position

The Start and End properties are used to extract the weight from from a precise location within a Data Packet.

A good example of when the Start and End position properties are required is when trying to connect to a Mettler-Toledo indicator.

Mettler-Tolder (MT) indicators transmit the Indicated Weight (Gross or Net) and Tare Weight as part of their data packet. Dispatch is only interested in reading the Indicated Weight. For the MT Data Packet Dispatch needs to know exactly where the weight starts and stops which allows it to extract the Indicated Weight value from the Data Packet.

		Status ²			Indicated Weight ³						Tare Weight ⁴							
Character	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
Data	STX ¹	SWA	SWB	SWC	MSD	-	-	-	-	LSD	MSD	-	-	-	-	LSD	CR ⁵	CHK ⁶

Here is an example of the data packet sent by an MT indicator (Indicated Weight is highlighted):

```

B'12 00010000000' M
^B'i2 00010000000' ^M
^B'i2 00010000000' ^M
^B'i2 00010000000' ^M
^B'i2 00010000000' ^M
^B'i2 00010000000' ^M
^B'i2 00010000000' ^M
^B'i2 00010000000' ^M
^B'i2 00010000000' ^M
^B'i2 00010000000' ^M

```

Here is how to configure the Data Packet to extract the Indicated Weight:

Port
Display
Data Packet
Status Conditions
Server
Remote Display
DDE

Start: ^B
End: ^M
Packet length: 0

A Data Packet consists of a string of characters that either:

- a. Begins with **Start** string and ends with **End** string
- b. Contains exactly the number of characters specified by the **Packet length** property

When debugging, try setting **Packet length** to 1 and uncheck **Show control characters**.

Each character that is received will appear on the **Scale data** control.

Optional

You can use these settings to extract a weight from a specific location within a Data Packet.

Any value less than or equal to 1 will be ignored.

Start position: 5

End position: 10

9.4.9 Status conditions

9.4.9.1 Status Conditions

The Status Conditions table contains information about conditions that can be detected by looking for specific characters within the scale data packet.

Status Conditions that are not defined are ignored.

Name	Description	Message	String	Position	Enabled	Severity
Scale1	Motion		M	0	<input checked="" type="checkbox"/>	Information
Scale1	Negative		-	0	<input checked="" type="checkbox"/>	Information
Scale1	Overrange		0	0	<input checked="" type="checkbox"/>	Error

There are a number of predefined conditions that can be selected from the Description drop down list.

Motion

If the Motion string is detected in the data packet weighing is inhibited.

Negative

If the Negative string is detected in the data packet the scale weight is a negative value.

Overrange

If the Overrange string is detected in the data packet weighing is inhibited.

Units

If the Units string is **not** detected in the data packet weighing is inhibited.

9.4.9.2 Scale commands

Commands can be sent to a digital weight indicator to control certain aspects of it's operation. There are 5 operations that are supported.

CmdGrossNet

Toggle between Gross and Net (Gross - Tare) mode.

CmdRead

Request scale weight data. If this command is available it will be transmitted to the digital weight indicator every 500ms.

CmdTare

Acquire Tare weight.

CmdUnits

Toggle display units.

CmdZero

Set the digital weight indicator to zero.

9.4.9.3 Example Scale commands

The following example discusses how to send command strings to control the IQplus 350 digital weight indicator. This command string format is common to most IQ series indicators. The IQplus 350 installation manual (section 5.0) clearly describes the commands:

5.0 EDP Commands

The IQ plus 350 indicator can be controlled by a personal computer or remote keyboard connected to the indicator EDP port. Control is provided by a set of EDP commands that can simulate front panel key press functions, display and change setup parameters, and perform reporting functions. The EDP port provides the capability to print configuration data or to save that data to an attached personal computer. This section describes the EDP command set and procedures for saving and transferring data using the EDP port.

Command	Function
KZERO	Press the ZERO key
KGROSSNET	Press the GROSS/NET key
KGROSS	Go to gross mode (pseudo key)
KNET	Go to net mode (pseudo key)
KTARE	Press the TARE key
KUNITS	Press the UNITS key
KPRIM	Go to primary units (pseudo key)

Adding up a command string

Command strings are configured using the Status Conditions property editor. To add a command string click the + on the Status Conditions property editor. The new command will be inserted as a new row at the top of the grid control.

Description	Message	String	Enabled	Severity
			<input checked="" type="checkbox"/>	Information
Motion		M	<input checked="" type="checkbox"/>	Information

From the Description drop down control, select a command. In this example will choose the command CmdUnits which is used to toggle the scale units.

Negative
Overrange
Units
CmdGrossNet
CmdRead
CmdTare
CmdUnits
CmdZero

^
v

Enter the command string in the String property. In this example the command string is KUNITS. In a round about way, section 5.1.1 of the IQplus 350 manual tells you that command strings must include the ENTER key. The ENTER key is represented by the carriage return control code (^M or #13) or the command string will be ignored. The complete command string is KUNITS^M or KUNITS#13.

String
M
KUNITS^M

Click the check to save the command.

Description	Message	String	Enabled	Severity
Motion		M	<input checked="" type="checkbox"/>	Information
CmdUnits		KUNITS^M	<input checked="" type="checkbox"/>	Information

9.4.10 Server

Dispatch has a built-in HTTP Server and a UDP Client that can be used to share a physical scale connection and scale weight over a network connection.

Port	Display	Data Packet	Status Conditions	Server	Remote Display	DDE
------	---------	-------------	-------------------	--------	----------------	-----

HTTP Server

Port:

Update interval:

Link: 192.168.7.102

UDP Client

Host:

Port:

☒ UDP Client enabled

9.4.10.1 HTTP Server

To enable HTTP Server, set the Port property to an open TCP port. Set the Port property to 0 to disable the HTTP Server.

Update interval controls how often the page will be refreshed.

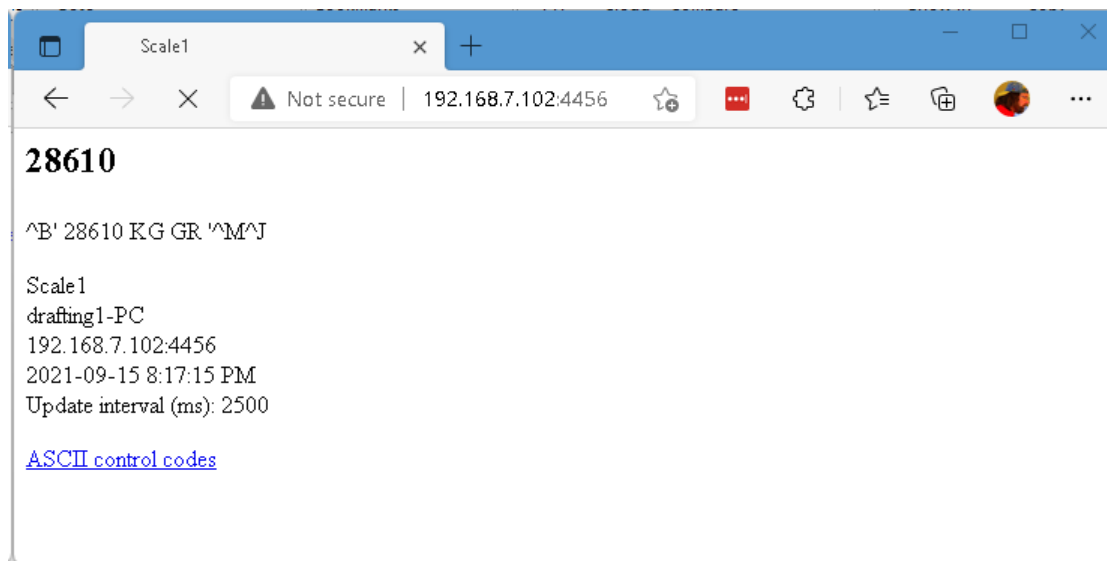
HTTP Server

Port:

Update interval:

Link: 192.168.7.102 

Here's an example of the HTTP Server page:



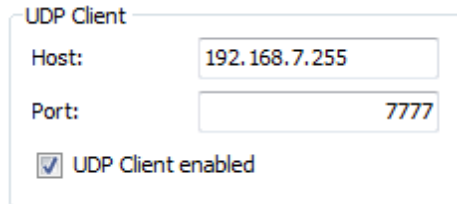
Here is the page source code for the example (note the highlighted section):

```
<html>
<head>
<title>Scale1</title>
<script type="text/JavaScript">
<!--
function timedRefresh(timeoutPeriod) {
setTimeout("location.reload(true);",timeoutPeriod);
}
-->
</script>
</head>
<body onload="JavaScript:timedRefresh(2500);">
<p style="font-size:x-large;font-weight:bold;">28610</p>
<p>^B' 28610 KG GR ^M^J</p>
<ul style="list-style:none;padding:0;">
<li>Scale1</li>
<li>drafting1-PC</li>
<li>192.168.7.102:4456</li>
<li>2021-09-15 7:14:25 PM</li>
<li>Update interval (ms): 2500</li>
</ul>
<p><a href="https://en.wikipedia.org/wiki/ASCII" target="_blank">ASCII control codes</a></p>
```

```
</body>  
</html>
```

9.4.10.2 UDP Client

Typically the UDP Client will be used to broadcast a scale weight over a network. The UDP Client can be used to allow multiple Dispatch clients to access the data from one or more digital weight indicators without requiring a physical connection to the digital weight indicator.



9.4.11 Remote Display

9.4.12 Troubleshooting

9.4.12.1 Serial port already open

This is a common and essentially unavoidable situation that occurs when connecting a digital weight indicator to the serial port on a PC running Windows.

So what is happening? It's rather simple: when the PC starts Windows detects the data from the scale and assumes it serial mouse. Windows then loads a driver that opens the port which makes the port unavailable to other applications. The solution is rather simple as well: disable the serial mouse.

Disabling the serial mouse

To avoid this problem the serial mouse must be disabled using the Windows Device Manager. To open Device Manager, start Dispatch, click the Settings tile, select System and then click the Device Manager push button.

Locate the group labeled Mice and Other Pointing Devices. Click the + to expand the group. Position the mouse cursor over the item labeled Microsoft Serial or Ball-point mouse and right-click. When the pop-up menu appears, select Disable.

External references

Here are a number of external links describing the issue and with similar solutions. Our apologies if any of the links become unavailable because of changes:

https://www.taltech.com/support/entry/windows_2000_nt_serial_mice_and_missing_com_port
<http://stackoverflow.com/questions/9226082/device-misdetected-as-serial-mouse>
<http://www.realgeek.com/forums/serial-port-locks-when-windows-boots-181883.html>
<http://www.taiwanscale.com/T-News/en/0908/scale-e.html#20>

<http://forum.arduino.cc/index.php?topic=273241.5;wap2>

Sharing a serial port

Another possibility is that you have more than one application that needs access to the same serial port. If you have more than one application that needs access to a single serial port, there are software solutions that allow you to share access to a single serial port.

<https://www.fabulatech.com/serial-port-splitter.html>

9.4.12.2 Mouse cursor jumps around the screen

Once you have connected your digital weight indicator to your PC, the next time you re-boot you may notice the mouse cursor moving around randomly on the Windows desktop. This occurs because Windows has detected the data being sent by your digital weight indicator and has made the assumption that the data are coming from a serial mouse.

What to do?

If you can easily disconnect the power from the digital weight indicator (e.g. unplug it from the wall) then disconnect the power.

If you can't, disconnect the digital weight indicator from the USB adapter, serial port server or PC.

If you are using a USB adapter **DO NOT Disconnect the adapter**. Disconnect the digital weight indicator from the adapter - that's it.

If you are using a serial port server, disconnect the scale from the serial port server device.

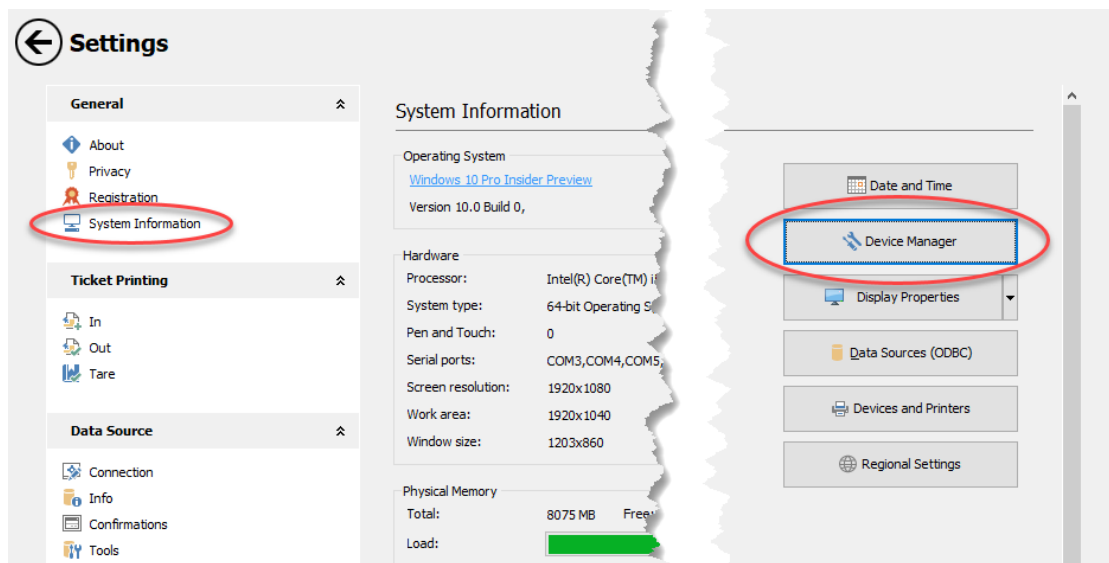
If you are connected to a serial port on the PC, disconnect the digital weight indicator from the port.

Finally, disable the serial mouse.

9.4.12.3 Locating a serial port in Windows

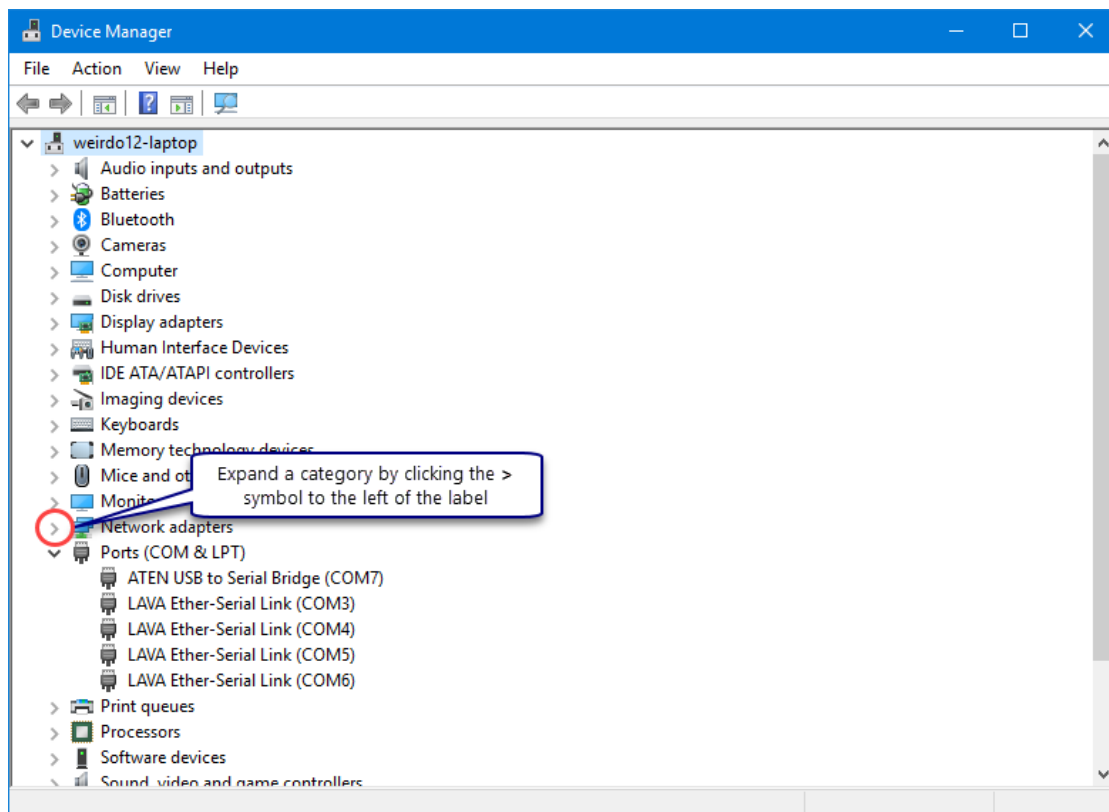
If having trouble locating a serial port, the Windows Device Manager can be used to confirm which serial ports Windows knows that you have installed and whether or not they are working correctly.

To open Device Manager, click the Settings tile and select System Information from the General category. Then click the button labeled Device Manager.



The Windows Device Manager

Device Manager contains a list of Device categories listed alphabetically. To see a list of the serial ports that have been installed, expand the Ports category by clicking > symbol located to the left of the Ports label. In the example below, you can see that 5 serial ports have been installed (again, listed alphabetically) and are operating correctly.

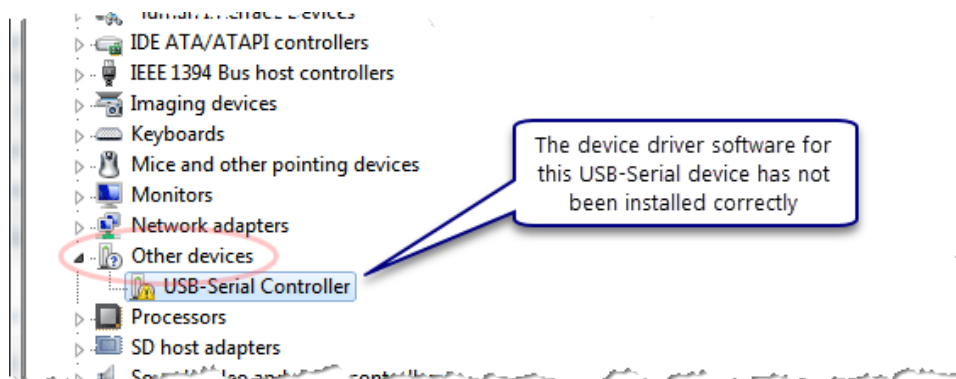


9.4.12.4 USB-Serial adapter cannot be found

If you have plugged your USB-Serial adapter into your PC and you cannot locate it in the list of ports when you try to configure your scale, it's very likely that the correct Device Driver has not been installed.

USB-Serial adapters require special software called a Device Driver to enable them to operate correctly. In general, the Device Driver for one brands adapter will not work with another brands adapter and Windows does not install Device Driver software for this type of device.

To determine if that is indeed a problem, open the Windows Device Manager to see if you see something similar to the image below:



If you encounter problem, you will need to determine the manufacturer of your device. Then using the manufacturers support website, locate, download and install the Device Driver software. Unfortunately, many adapters have no markings which make determining the manufacturer next to impossible.

Another alternative is to simply replace the adapter. We suggest looking for devices made by Belkin (F5U409), Keyspan (USA-19HS), Digi (Edgeport/1), StarTech or TRENDnet (TU-S9) paying close attention that the device is clearly marked. With a device that is clearly marked, next time you try to use the device with a new computer, you will be able to locate the Device Driver software with ease.

9.4.13 Copying the Scale settings database

If you'd like to make a backup copy of your Scale settings database, make a copy of the following file:

```
C:\Users\Public\Documents\CanScale\Dispatch 3.2\scale-settings.sqlite
```

You can make a copy of scale-settings.sqlite to backup Scale settings should you need to restore them after a computer failure.

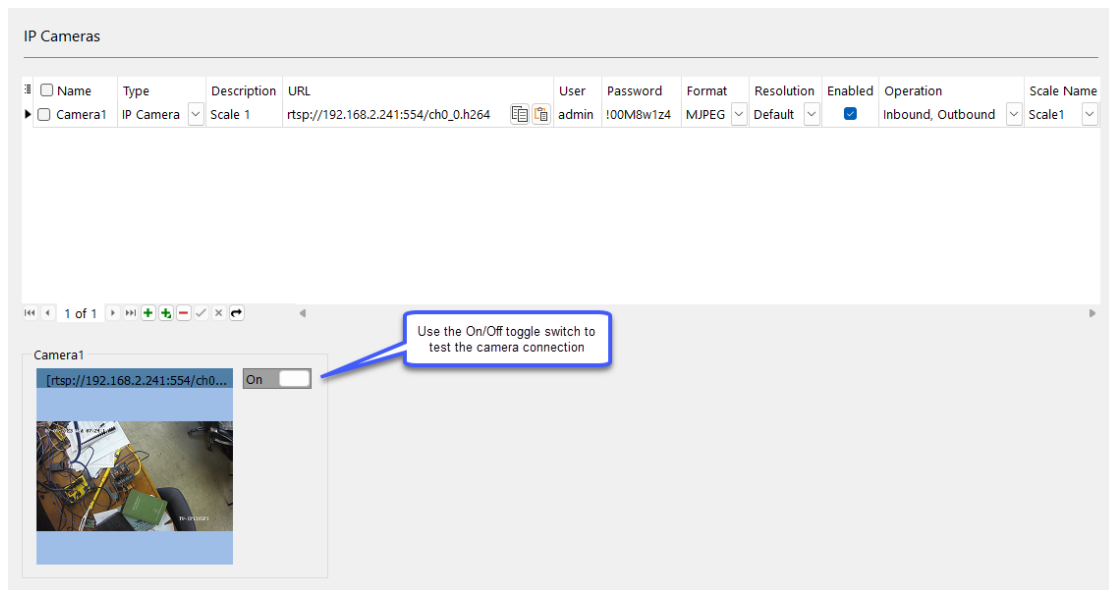
Of course, you can also copy scale-settings.sqlite from one computer to another computer running Dispatch to duplicate Scale settings.

9.5 Devices

9.5.1 IP Camera

To access IP Camera settings, click the IP Camera item located in the Devices group.

There is no limit to the number of camera configurations that you can create.



Dispatch 3.2 supports IP cameras from the following manufacturers:

ACTi, ArcVision, AVIOSYS, Axis, Beward, D-Link, Foscam, Genius, Panasonic, Planet, Samsung, Smartec, TRENDnet, VIVOTEC

Many other manufacturers produce clones of the camera manufacturers listed in this list, or they use the same protocol. They are also supported by Dispatch 3.2.

TRENDnet

www.trendnet.com/camerautility

iSpy Camera connection database

iSpy provides a free, ad supported utility to help you create the URL property value for pretty much any camera. To make use of the utility, you will need to know the IP address, username and password for your camera.

<https://www.ispyconnect.com/cameras>

10 Supported database systems

We believe that Dispatch 3.2 supports the widest array of database systems of any Truck Scale Ticketing Software.

You can choose the solution that works best for you: stand alone database, local database server or database server in the cloud.

All database systems are supported 'out of the box'. In addition, we include all the of source code that is required to allow you to make any customizations that you may require for your database of choice.

Dispatch 3.2 supports the following database systems:

- SAP SQL Anywhere
- Microsoft SQL Server
- Microsoft SQL Server on Azure
- MySQL and MariaDB
- PostgreSQL
- PostgreSQL on Azure
- SQLite

As of July 20, 2021, SQLite is the default database used by Dispatch.

Prior this date, SQL Anywhere (formerly Watcom SQL) was the default database for all of our database centric products beginning in 1992!

10.1 SAP SQL Anywhere

SAP SQL Anywhere is a proprietary relational database management system (RDBMS) product from SAP.

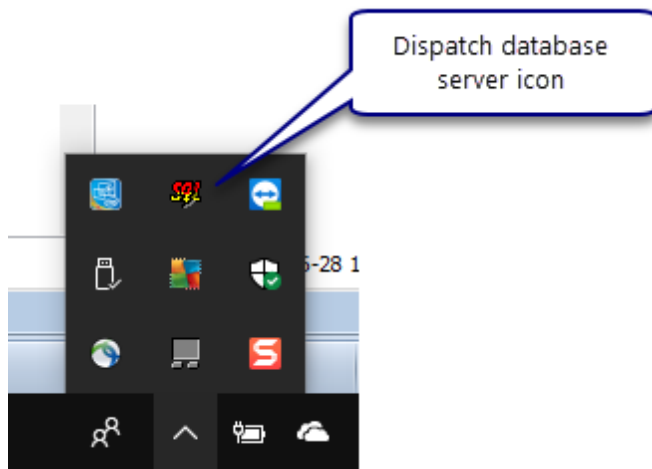
SAP SQL Anywhere is a high performing and embeddable relational database-management system (RDBMS) that scales from thousands of users in server environments down to desktop and mobile applications used in widely deployed, zero-administration environments.

Prior to it's acquisition by Powersoft which subsequently merged with Sybase, the product was know as Watcom SQL. Watcom SQL was developed by Watcom International from Waterloo, Ontario, Canada.

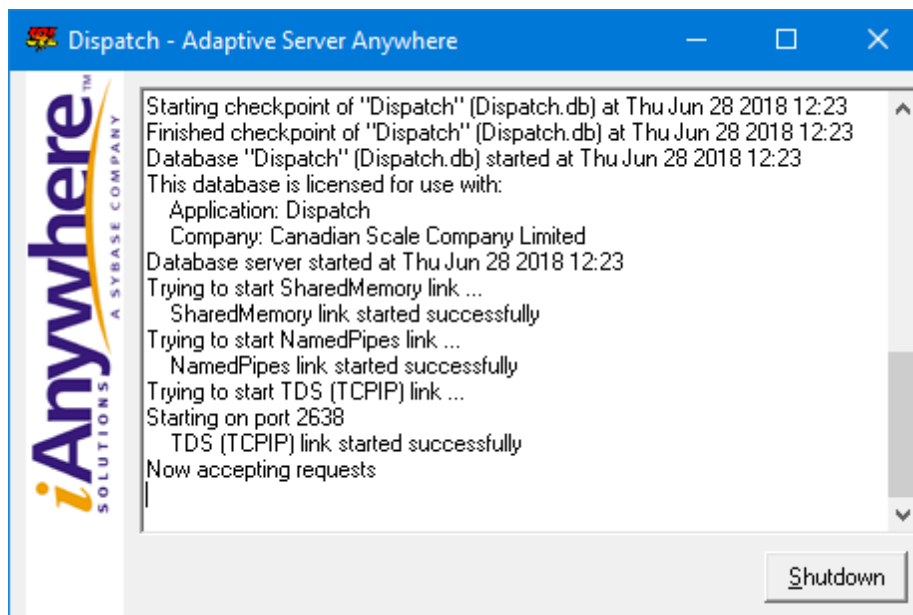
10.1.1 SQL Anywhere Personal server

Many installations use the SQL Anywhere Personal database server. The Personal server runs on the same computer as the Dispatch application. The Personal database server not accessible to other computers on the network.

When the Personal database server is running it can be accessed through the hidden icon area of the Windows task bar.



Clicking on the icon will open the database status window shown below.



10.1.2 Connection properties

SQL Anywhere is the default database used by Dispatch. In most cases, there will be no reason to make any changes to the default Data Source connection properties however Dispatch does provide complete control over all aspects of the connection properties.

The screenshot shows a 'Data Source' configuration window. Under the 'Connection' tab, the 'Database driver' is set to 'ASA' and the 'ODBC Driver' is 'Adaptive Server Anywhere 8.0'. The 'Database' field is empty. The 'File name' field contains the path 'C:\ProgramData\CanScale\Dispatch 3.0\Adaptive Server Anywhere 8.0\Dispatch.db' and is highlighted with a red circle. The 'Server' and 'Host name' fields are empty. The 'ODBC Advanced' field is empty. The 'User name' is 'dba' and the 'Password' is masked with '***'. 'Connect' and 'Disconnect' buttons are at the bottom right.

Database driver

Database driver must be set to **ASA**.

ODBC Driver

The default option is Adaptive Server Anywhere 8.0. If you would like to use any version of SQL Anywhere, you will need to contact us for support.

Database

This property is used when connecting to a Personal server that has already been started. For example, you may have set up the personal server to start as a Windows Service.

The File name, Server and Host name properties must be empty when connecting to a Personal server that has already been started.

This property must be empty when connecting to a Network server or a file.

File name

The location and name of a local database file. If the file does not exist it will be created by the database engine. The Database, Server and Host name properties must be empty when connecting to a file.

This property must be empty when connecting to a Network server or a Personal server that has already been started.

Server

The name of a Network server.

This property must be empty when connecting to a Personal server or a file.

Host name

The IP address or name of the computer that is running the Network server.

This property only applies when connecting to a Network server. This property is ignored when connecting to a Personal server or a file.

ODBC Advanced

Generally this property is not used and should be left empty. We may ask you to set this property to assist in debugging.

User name

A unique identifier for a user. The default User name is dba. Leaving the User name property empty will cause Dispatch to display the Database Login dialog when Dispatch starts.

Password

The password associate with the User name. The password for the default User name is sql. Leaving the Password property empty will cause Dispatch to display the Database Login dialog when Dispatch starts.

The password must be supplied for the user to be allowed to connect to the database. As you type the password, each character type is shown as an asterisk (*).

10.1.3 Running a server as a service

The SQL Anywhere personal or network database server that can be run as a service on Windows computer.

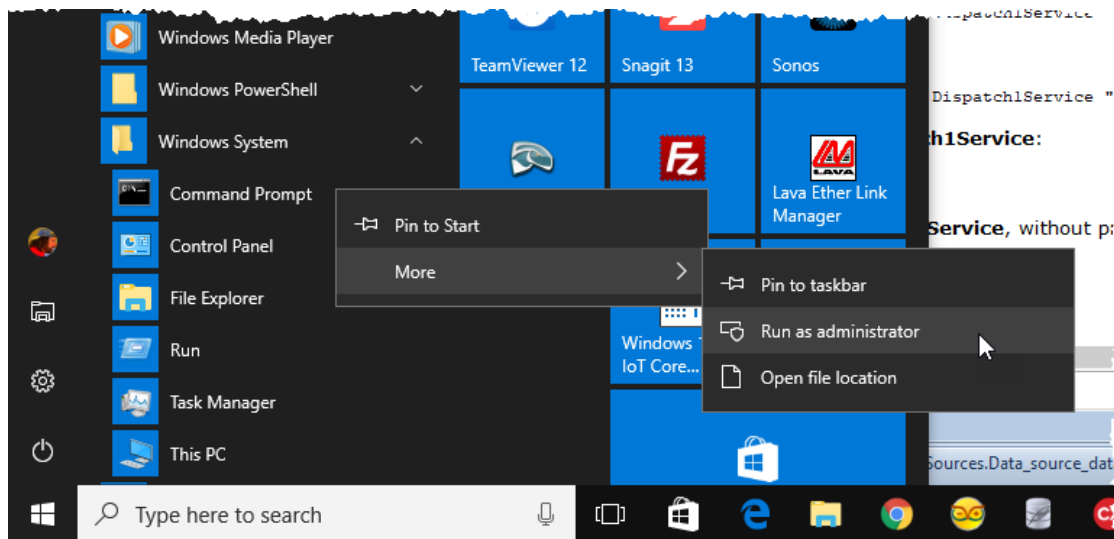
Advantages of services

Running the database server as a Windows service enables it to run without having to log on to the computer. This is especially useful when the database server is going to be accessed by multiple clients on a network.

Creating a service

A command line utility, dbsvc, is provided to simplify the creation of services. You must be a member of the Administrators group on the machine when you run dbsvc to create a database service.

To open the Command Prompt utility, click Start and scroll down to the Windows System group. Click Windows System and then right-click Command Prompt. Click More and the Run as administrator.



Examples

The following examples are applicable to Windows 10 (database files are located in ProgramData folder). You can copy and paste the examples into Command Prompt.

The examples all create a service named **Dispatch1Service** that start a database server name **Dispatch1_Server** (the -n option names the database server).

Personal server

Create a personal server service named **Dispatch1Service** which starts the specified engine with the specified parameters. The engine runs as the LocalSystem user:

32-bit Windows

```
dbsvc -as -i -s auto -w Dispatch1Service "C:\Program Files\Sybase\SQL Anywhere 8\win32\
dbeng8.exe" -n Dispatch1_Server -c 8m "C:\Users\Public\Documents\CanScale\Dispatch
3.2\Adaptive Server Anywhere 8.0\Dispatch.db"
```

64-bit Windows

```
dbsvc -as -i -s auto -w Dispatch1Service "C:\Program Files (x86)\Sybase\SQL Anywhere 8
\win32\dbeng8.exe" -n Dispatch1_Server -c 8m "C:\Users\Public\Documents\CanScale
\Dispatch 3.2\Adaptive Server Anywhere 8.0\Dispatch.db"
```

Network server

Create a network server service named **Dispatch1Service**. The server runs under the local account, and starts automatically when the machine is booted:

32-bit Windows

```
dbsvc -as -i -s auto -t network -w Dispatch1Service "C:\Program Files\Sybase\SQL
Anywhere 8\win32\dsrv8.exe" -n Dispatch1_Server -x tcpip -c 8m "C:\Users\Public
\Documents\CanScale\Dispatch 3.2\Adaptive Server Anywhere 8.0\Dispatch.db"
```

64-bit Windows

```
dbsvc -as -i -s auto -t network -w Dispatch1Service "C:\Program Files (x86)\Sybase\SQL Anywhere 8\win32\dbsrv8.exe" -n Dispatch1_Server -x tcpip -c 8m "C:\Users\Public\Documents\CanScale\Dispatch 3.2\Adaptive Server Anywhere 8.0\Dispatch.db"
```

Display service details

```
dbsvc -g Dispatch1Service
```

Delete a service

```
dbsvc -y -d Dispatch1Service
```

Example command output

Here's what you should see if you run the examples:

The screenshot shows a Windows Command Prompt window titled "Administrator: Command Prompt". The window contains the following text:

```
(c) 2017 Microsoft Corporation. All rights reserved.

C:\WINDOWS\system32>dbsvc -as -i -s auto -t network -w Dispatch1Service "C:\Program Files (x86)\Sybase\SQL Anywhere 8\win32\dbsrv8.exe" -n Dispatch1_Server -x tcpip -c 8m "C:\ProgramData\CanScale\Dispatch 3.0\Adaptive Server Anywhere 8.0\Dispatch.db"
Adaptive Server Anywhere Service Utility Version 8.0.2.3601
Service "Dispatch1Service" was created successfully.

C:\WINDOWS\system32>dbsvc -g Dispatch1Service
Adaptive Server Anywhere Service Utility Version 8.0.2.3601
Service "Dispatch1Service":
    Network Server
    Real service name: ASANYs_Dispatch1Service
    Automatic Startup
    Using LocalSystem account
    Allowed to interact with desktop
    Executable: C:\Program Files (x86)\Sybase\SQL Anywhere 8\win32\dbsrv8.exe
    Service command line options: -n Dispatch1_Server -x tcpip -c 8m "C:\ProgramData\CanScale\Dispatch 3.0\Adaptive Server Anywhere 8.0\Dispatch.db"

C:\WINDOWS\system32>dbsvc -y -d Dispatch1Service
Adaptive Server Anywhere Service Utility Version 8.0.2.3601
Service "Dispatch1Service" was deleted successfully.

C:\WINDOWS\system32>
```

Callouts in the image point to specific parts of the output:

- "Running as Administrator" points to the window title bar.
- "Creating a new service" points to the command that creates the service.
- "Displaying the details of an existing service" points to the output of the `dbsvc -g` command.
- "Deleting a service" points to the output of the `dbsvc -y -d` command.

As illustrated in the example below, the Command Prompt utility must be run by an Administrator (Run as administrator) or the dbsvc utility will not work correctly.

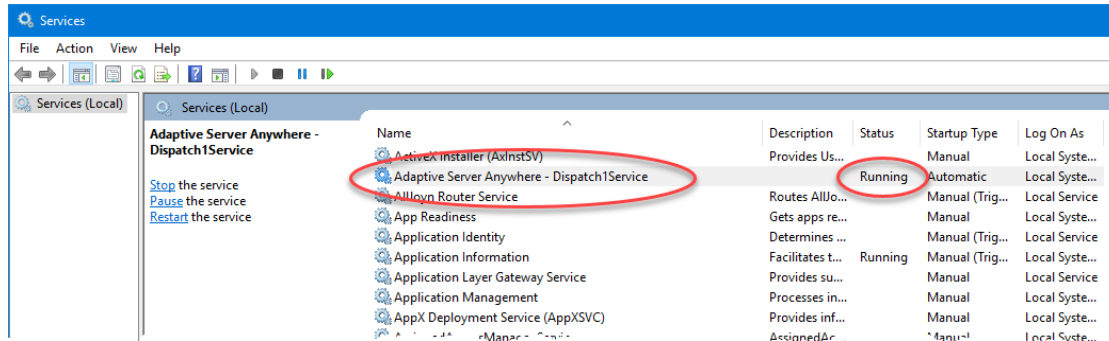

```

C:\Users\weirdo12>dbsvc -as -i -s auto -w Dispatch1Service "C:\Program Files (x86)\Sybase\SQL Anywhere 8\win32\dbeng8.exe" -n Dispatch1 -c 8m "C:\ProgramData\CanScale\Dispatch 3.0\Adaptive Server Anywhere 8\Dispatch.db"
Adaptive Server Anywhere Service Utility Version 8.0.2.3601
Access is denied.
There was an error opening the service manager.
C:\Users\weirdo12>

```

Is my service running?

Normally the service would be created to start automatically when Windows starts. To verify that your service is running correctly, reboot your computer (the service starts when Windows restarts). Now, open the Services desktop application (Start>Windows Administrative Tools>Services). The services names are sorted alphabetically so the database server service will be near the top and should be easy to locate.



Utilities

List all details about service **Dispatch1Service**:

```
dbsvc -g Dispatch1Service
```

Delete the service called **Dispatch1Service**, without prompting for confirmation:

```
dbsvc -y -d Dispatch1Service
```

Command syntax

```

dbsvc [ options ] <svc>
dbsvc [-q] [-y] -d <svc>
dbsvc [-q] -g <svc>
dbsvc [-q] -l
dbsvc [-q] [-y] <creation options> -w <svc> <details>

```

Exit codes are 0 (success) or non-zero (failure).

Service creation utility (dbsvc) options

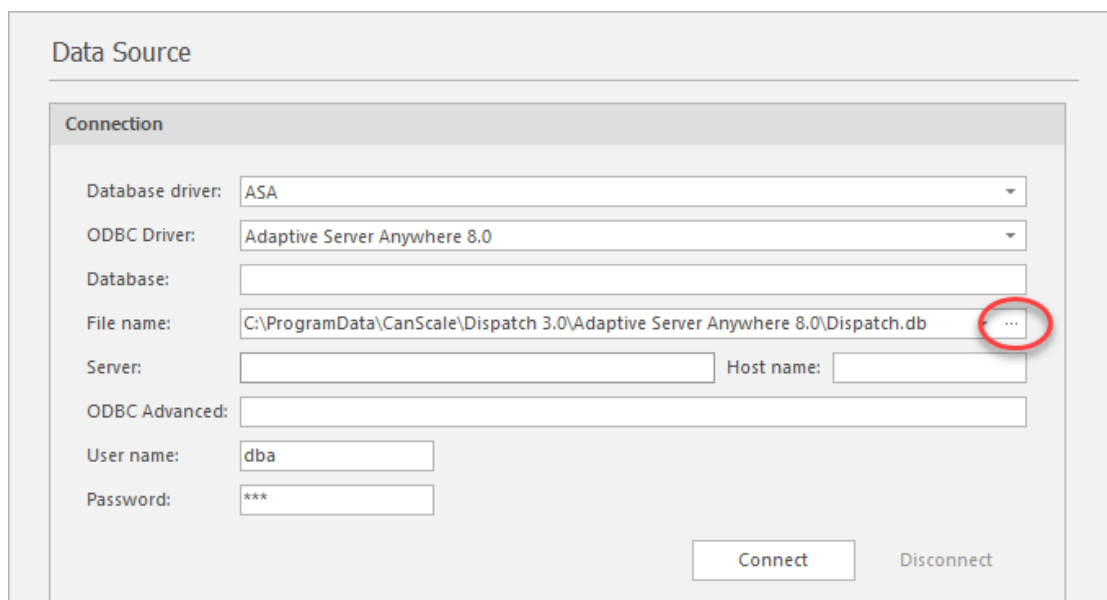
Option	Description
Account name (-a)	All services run under a Windows account. If you run under an account you've created, you must name the account with the -a option and supply a password with the -p option.
Use local system account (-as)	All services run under a Windows account. Using the -as option, the service will run under a Windows account. No password is required.
Delete a service (-d)	Removes the server name from the list of services. If you supply -y, any service is deleted without confirmation.
Allow service to interact with desktop (-i)	Displays an icon that you can double-click to display the server window.
Get details of a service (-g)	Lists the definition of the service, not including the password.
Allow service to interact with desktop (-i)	Displays an icon that you can double-click to display the server window.
List all Adaptive Server Anywhere services (-l)	Lists the definition of the service, not including the password.
Password for account (-p)	Use this option with the -a option to specify the password for the account the service runs under.
Do not print banner (-q)	Suppress the informational banner. The -q option can be used with any of the -d, -g, -l, or -w options.
Set group dependencies (-rg)	At least one service from each of the groups in the list must be started before the service being created is allowed to start.
Startup option (-s)	Sets startup behavior for Adaptive Server Anywhere services. You can set startup behavior to Automatic, Manual, or Disabled.
Type of service (-t type)	Specifies the executable to run for this service. You can choose from the following types:

	<table><tr><th>Type</th><th>Description</th></tr><tr><td>Network</td><td>Adaptive Server Anywhere network database server (dbsrv8)</td></tr><tr><td>Standalone</td><td>Adaptive Server Anywhere personal database server (dbeng8)</td></tr></table> <p>The default setting is Standalone. If creating a service, you must specify options for the appropriate executable along with the type.</p>	Type	Description	Network	Adaptive Server Anywhere network database server (dbsrv8)	Standalone	Adaptive Server Anywhere personal database server (dbeng8)
Type	Description						
Network	Adaptive Server Anywhere network database server (dbsrv8)						
Standalone	Adaptive Server Anywhere personal database server (dbeng8)						
Create service (-w)	<p>Creates a new service, or overwrites one if one of the same name exists. If you supply -y, any existing service is overwritten without confirmation.</p> <p>You must supply the full path to the executable that you wish to use as a service, as the account under which the service is running may not have the appropriate SQL Anywhere directory in its path.</p>						
Delete or overwrite service without confirmation (-y)	Automatically carries out the action without prompting for confirmation. This option can be used with the -w or -d options.						

10.1.4 Connection examples

Connecting to a database file

Clicking on the ellipsis (...) to the right of the File name prompt will open an Open file dialog. Using the Open dialog you can select a database file. You can also type the file name at the prompt or choose from a list of recently used databases by clicking the drop down button.



The screenshot shows the 'Data Source' dialog box with the following fields and values:

- Database driver: ASA
- ODBC Driver: Adaptive Server Anywhere 8.0
- Database: (empty)
- File name: C:\ProgramData\CanScale\Dispatch 3.0\Adaptive Server Anywhere 8.0\Dispatch.db
- Server: (empty)
- Host name: (empty)
- ODBC Advanced: (empty)
- User name: dba
- Password: ***

Buttons at the bottom: Connect, Disconnect.

Connecting to a Network server

We suggest enabling the Ping connection feature to allow Dispatch to maintain a connection with the database server even while the application may be idle. This is especially useful in Unattended Weighing when the application may be idle for long periods.

Data Source

Connection

Database driver: ASA

ODBC Driver: Adaptive Server Anywhere 8.0

Database:

File name:

Server: Dispatch1_Server Host name: 192.168.7.169

ODBC Advanced:

User name: dba

Password: ***

Connect Disconnect

Options

- ☒ Automatically connect when application starts
- ☒ Automatically reconnect if connection is lost
- ☐ Prompt user before disconnecting
- ☒ Ping connection Interval: 60000 ms

Connecting to a Personal server that is running

Connecting to a running Personal server is the least common type of connection. It is really only required when you run Dispatch and QuickBooks on the same computer. IN this case only the Server property is required.

Data Source

Connection

Database driver: ASA

ODBC Driver: Adaptive Server Anywhere 8.0

Database:

File name:

Server: Dispatch1_Server Host name:

ODBC Advanced:

User name: dba

Password: ***

Connect Disconnect

Options

☒ Automatically connect when application starts

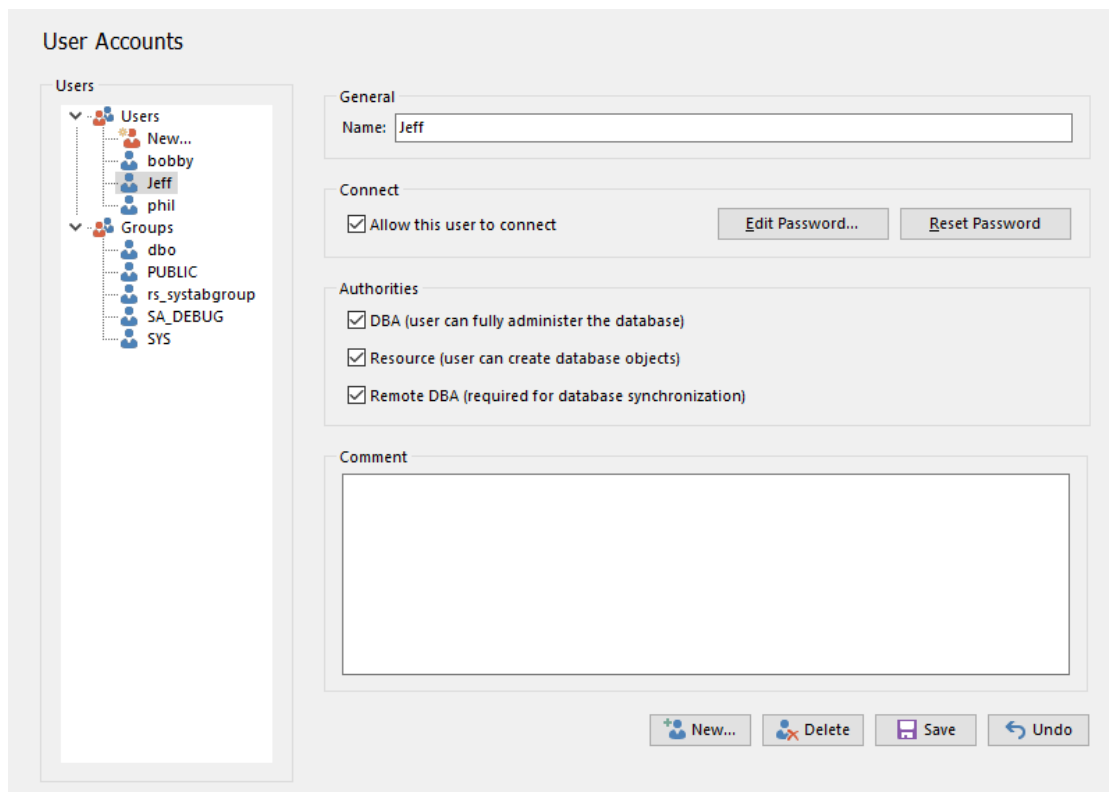
☒ Automatically reconnect if connection is lost

☐ Prompt user before disconnecting

☐ Ping connection Interval: 60000 ms

10.1.5 User accounts

The default User name is dba and the default Password is sql. The User Accounts panel does not display the dba user as changing the password for that account could permanently disable access to the database.

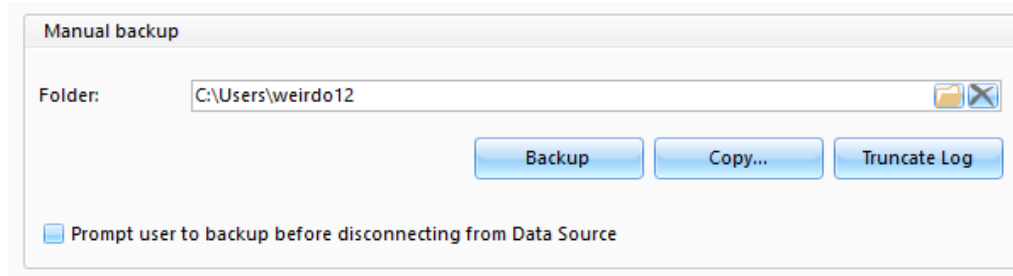


10.1.6 Tools

10.1.6.1 Manual backup

Backups must be made while the Data Source is connected. Specify a folder to store the backup and click the Backup push button.

Backup will automatically create folders up to one level deep as required. In other words, given the following example, as long as C:\Users\canscale\Documents exists the Backup folder will be created.



Existing backups are over-written

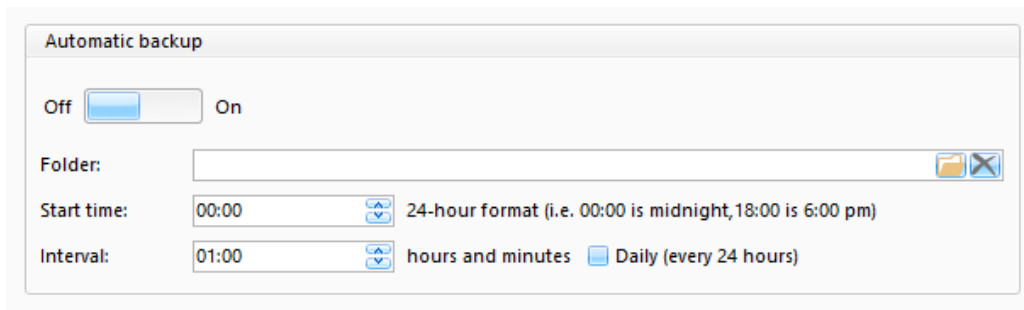
If a folder contains a previous backup, the previous backup will be over-written without prompting the user to confirm whether the back should be over-written.

Prompting users to backup

Dispatch will automatically ask a user to create a backup when a Data Source is disconnected. For example, when you Exit Dispatch, the user can be prompted to create a backup of the Data Source.

10.1.6.2 Automatic backup

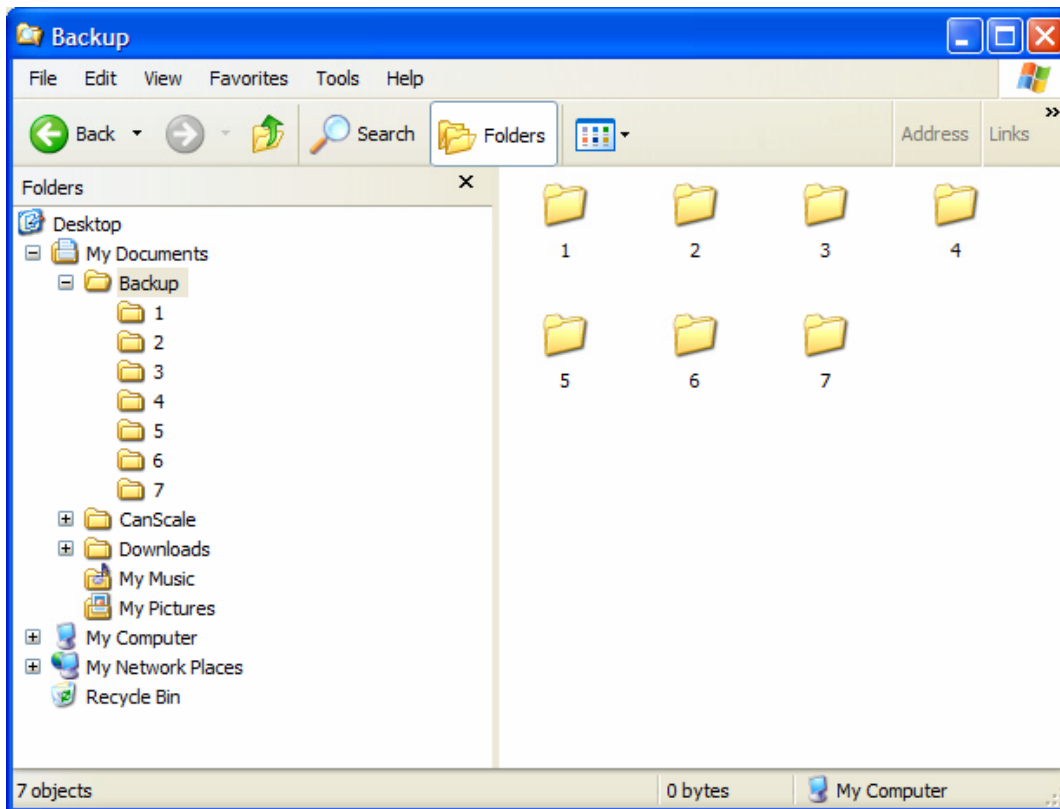
Dispatch can schedule periodic, automatic backups. Automatic backups can be scheduled using the On/Off toggle switch.



Folder

Folder is the name of the base backup folder. Scheduled backups are made to a sub-folder of Folder according to the day of the week the backup is performed. Monday is represented by 1, Tuesday is 2, Wednesday is 3 and so on.

Given example property values shown in the image above, the database engine would create backups in a directory structure like the one below:



As with manual backups, if a folder contains a previous backup, the previous backup will be over-written without prompting the user.

Start time

Start time determines when the database backup will start. It is a value from 00:00 (midnight) to 23:59.

Interval

Interval determines how often a backup is performed. Interval is specified in hours and minutes. For example, the value 01:30 is 1 hour and 30 minutes or 90 minutes.

To schedule a backup for once per day beginning at Start time, check Daily.

Examples

If you would like to perform a backup once per day at 6pm (every 24 hours), set Start time to 18:00 and check Daily.

If you would like to perform a backup once per hour beginning at 30 minutes past the hour, set Start time to 00:30 and interval to 1:00.

If you would like help setting up a backup schedule, please contact us.

Default Backup Event code for SQL Anywhere

```

CREATE EVENT daily_backup SCHEDULE START TIME '&start_time' EVERY &interval MINUTES
HANDLER
BEGIN
--
-- DOW returns a number from 1 to 7 representing the day of the week of a date, where
-- Sunday=1, Monday=2, and so on.
-- The DOW function is not affected by the value specified for the first_day_of_week
-- database option.
-- For example, even if first_day_of_week is set to Monday, the DOW function returns a
-- 2 for Monday.
--
IF DOW(CURRENT DATE) = 1 THEN
BEGIN
    MESSAGE 'Backing up to ', '&backup_folder_1';
    BACKUP DATABASE DIRECTORY '&backup_folder_1' TRANSACTION LOG RENAME;
END;
ELSEIF DOW(CURRENT DATE) = 2 THEN
BEGIN
    MESSAGE 'Backing up to ', '&backup_folder_2';
    BACKUP DATABASE DIRECTORY '&backup_folder_2' TRANSACTION LOG RENAME;
END;
ELSEIF DOW(CURRENT DATE) = 3 THEN
BEGIN
    MESSAGE 'Backing up to ', '&backup_folder_3';
    BACKUP DATABASE DIRECTORY '&backup_folder_3' TRANSACTION LOG RENAME;
END;
ELSEIF DOW(CURRENT DATE) = 4 THEN
BEGIN
    MESSAGE 'Backing up to ', '&backup_folder_4';
    BACKUP DATABASE DIRECTORY '&backup_folder_4' TRANSACTION LOG RENAME;
END;
ELSEIF DOW(CURRENT DATE) = 5 THEN
BEGIN
    MESSAGE 'Backing up to ', '&backup_folder_5';
    BACKUP DATABASE DIRECTORY '&backup_folder_5' TRANSACTION LOG RENAME;
END;
ELSEIF DOW(CURRENT DATE) = 6 THEN
BEGIN
    MESSAGE 'Backing up to ', '&backup_folder_6';
    BACKUP DATABASE DIRECTORY '&backup_folder_6' TRANSACTION LOG RENAME;
END;
ELSEIF DOW(CURRENT DATE) = 7 THEN
BEGIN
    MESSAGE 'Backing up to ', '&backup_folder_7';
    BACKUP DATABASE DIRECTORY '&backup_folder_7' TRANSACTION LOG RENAME;
END;
END IF;
END;

```

10.1.6.3 Customizing the back up procedure

Backup is performed by executing the SQL BACKUP command contained in the files `backup_database.sql` and `schedule_backup.sql`. You can customize the backup procedure by modifying the commands contained in those files.

The contents of the `backup_database.sql` file that ships with Dispatch is as follows:

```
--
-- make a backup copy of a running database
--
-- this will rename the existing transaction log using the following
format: YYYYMMDD[A-Z][A-Z].LOG
--
-- if multiple backups are performed on the same day - July 13, 2017
for example - the log files
-- will be named 170713AA.LOG, 170713AB.LOG, 170713AC.LOG and so on
--
MESSAGE 'Backup database file to ', '&1';
BACKUP DATABASE DIRECTORY '&1'
TRANSACTION LOG RENAME;
```

The `'&1'` refers to Folder property in the Manual backup settings.

The full syntax of the BACKUP command is as follows:

Syntax 1

```
BACKUP DATABASE
DIRECTORY backup-directory
[ WAIT BEFORE START ]
[ WAIT AFTER END ]
[ DBFILE ONLY ]
[ TRANSACTION LOG ONLY ]
[ TRANSACTION LOG RENAME [ MATCH ] ]
[ TRANSACTION LOG TRUNCATE ]
```

Syntax 2

```
BACKUP DATABASE TO archive-root
[ ATTENDED { ON | OFF } ]
[ WITH COMMENT comment string ]
```

Parameter	Description
-----------	-------------

backup-directory	<p>The target location on disk for the backup files, relative to the server's current directory at startup. If the directory does not already exist, it is created. Specifying an empty string as a directory allows you to rename or truncate the log without making a copy of it first.</p> <p>The backslash (\) is an escape character in SQL strings, so each backslash must be doubled (e.g. 'C:\\My\\Backup').</p> <p>You can use '&1' in place of a fixed directory location. See the examples below.</p>
WAIT BEFORE START	<p>This clause ensures that the backup copy of the database does not contain any information required for recovery. In particular, it ensures that the rollback log for each connection is empty.</p> <p>If a backup is carried out using this clause, you can start the backup copy of the database in read-only mode and validate it. By enabling validation of the backup database, the customer can avoid making an additional copy of the database.</p>
WAIT AFTER END	<p>This clause may be used if the transaction log is being renamed or truncated. It ensures that all transactions are completed before the log is renamed or truncated. If this clause is used, the backup must wait for other connections to commit or rollback any open transactions before finishing.</p>
MATCH keyword	<p>If you supply the MATCH keyword, the backup copy of the transaction log is given a name of the form YYMMDDnn.log. This enables the same statement to be executed several times without writing over old data.</p>
archive-root	<p>The file name or tape drive device name for the archive file.</p> <p>To back up to tape, you must specify the device name of the tape drive. For example, on Windows NT or NetWare, the first tape drive is \\.\tape0.</p>

	The backslash (\) is an escape character in SQL strings, so each backslash must be doubled.
WITH COMMENT	Record a comment in the archive file and in the backup history file.
ATTENDED	<p>The clause applies only when backing up to a tape device. ATTENDED ON (the default) indicates that someone is available to monitor the status of the tape drive and to place a new tape in the drive when needed. A message is sent to the application that issued the BACKUP statement if the tape drive requires intervention. The database server then waits for the drive to become ready. This may happen, for example, when a new tape is required.</p> <p>If ATTENDED OFF is specified and a new tape is required or the drive is not ready, no message is sent, and an error is given.</p>

Each BACKUP operation, whether image or archive, updates a history file called backup.syb. This file is stored in the same directory as the database server executable.

Examples

Back up the current database and the transaction log to a file, renaming the existing transaction log. An image backup is created.

**BACKUP DATABASE
DIRECTORY 'd:\\temp\\backup'
TRANSACTION LOG RENAME**

The option to rename the transaction log is useful especially in replication environments, where the old transaction log is still required.

Back up the current database and transaction log to tape device:

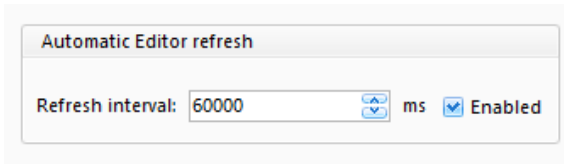
**BACKUP DATABASE
TO '\\\\.\tape0'**

10.1.6.4 Automatic Editor refresh

When Automatic Editor refresh is enabled, the contents of a Editor will be updated periodically according to the Refresh interval setting. The Interval is a time value expressed in milliseconds (1/1000 of a second). For example, to Refresh every 60 seconds, Interval should be set to

60000.

This feature is suitable when connected to a network server where changes can be made to a database by multiple users.



Refresh will not occur if an Editor is Inserting or Editing a table.

10.2 Microsoft SQL Server

Dispatch 3.2 supports Microsoft SQL Server and Azure SQL databases.

<https://www.microsoft.com/en-ca/sql-server>

<https://azure.microsoft.com/en-ca/products/azure-sql/database/>

SQL Server Management Studio

SQL Server Management Studio is an integrated environment for managing any SQL Server or Azure SQL Database. SSMS provides tools to configure, monitor, and administer instances of SQL Server and databases.

You can download it here:

<https://docs.microsoft.com/en-us/sql/ssms/download-sql-server-management-studio-ssms?view=sql-server-ver15>

10.2.1 SQL Server Express

SQL Server Express is a on-premises database server. SQL Server manages one or more databases.

SQL Server can be run on that same computer that is running Dispatch (also known as a local server) or on a computer that is accessible to Dispatch over a network connection.

When you connect to a SQL Server Express server and the database specified by the Database property does not exist, Dispatch will attempt to create it.

If the user has permission to create a database, the new database will be created. Once the database has been created, Dispatch will connect to the database and create all the database objects (e.g. tables, procedures, triggers) it needs to operate.

Alternatively, a database can be created using a tool like SQL Server Management Studio.

The following example illustrates a connection to a SQL Server Express database.

Data Source

Connection

Database driver: MSSQL

ODBC Driver: ODBC Driver 17 for SQL Server

Server: DESKTOP-D5LPH3G\SQLEXPRESS

Database: Dispatch

Advanced:

User name: sa

Password: ***

Connect Disconnect

Database driver

Database driver must be set to **MSSQL**.

ODBC Driver

The ODBC Driver property should match the driver that is appropriate for the version of SQL Server that you will be using. In the example, SQL Server Express 2019 is being used and the latest driver available from Microsoft is appropriate.

If you are using 64-bit Windows, download the x64 version. If you are using 32-bit Windows, download the x86 version.

The driver is available here:

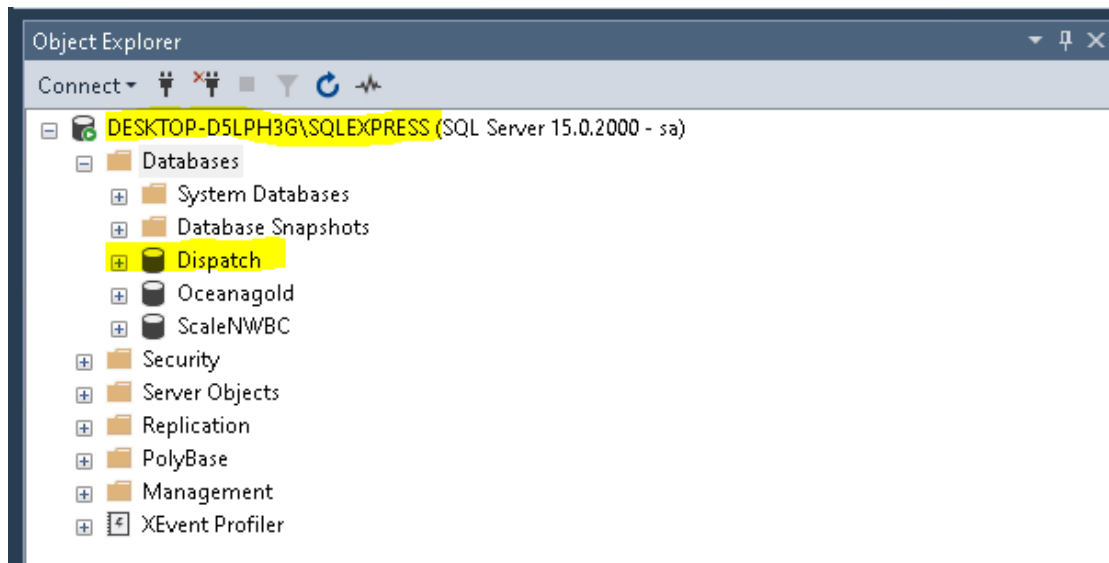
Download ODBC Driver for SQL Server

The ODBC driver requires the latest Microsoft Visual C++ Redistributable libraries.

If you are using 64-bit Windows, download the x64 version. If you are using 32-bit Windows, download the x86 version.

Server

The name of a SQL Server instance. In the example the Server is *DESKTOP-D5LPH3G\SQLEXPRESS*.



Database

The name of the database. In the example the Database is *Dispatch*.

Advanced

To enable Windows authentication set this property to *Integrated Security=true*.

Generally this property is not used and should be left empty. We may ask you to set this property to assist in debugging.

User name

The database user name. In the example the User name is *sa*.

If the User name property empty, Dispatch will display a Database Login dialog when Dispatch tries to connect to the database.

To enable Windows authentication, include *Integrated Security=true* the ODBCAdvanced property.

Password

The password associated with the User name.

If the Password property empty, Dispatch will display a Database Login dialog when Dispatch tries to connect to the database.

The password must be supplied for the user to be allowed to connect to the database. As you type the password, each character type is shown as an asterisk (*).

To enable Windows authentication, include *Integrated Security=true* the ODBCAdvanced property.

10.2.1.1 Connecting over a network

Here is a great reference for configuring SQL Server Express to accept connections from computers over a network connection:

<https://www.mcbsys.com/blog/2012/12/connect-to-sql-server-2012-express-over-the-network/>

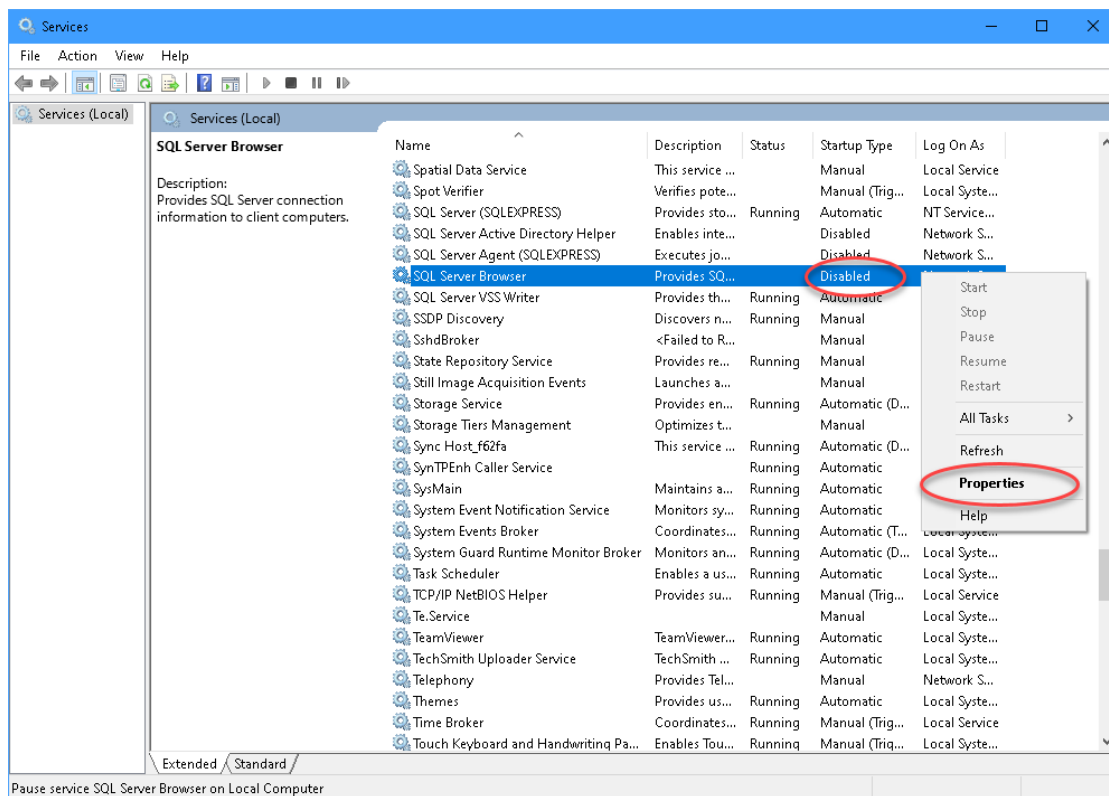
Opening SQL Server Management Console

Press Cmd+R and copy, paste and run the following command:

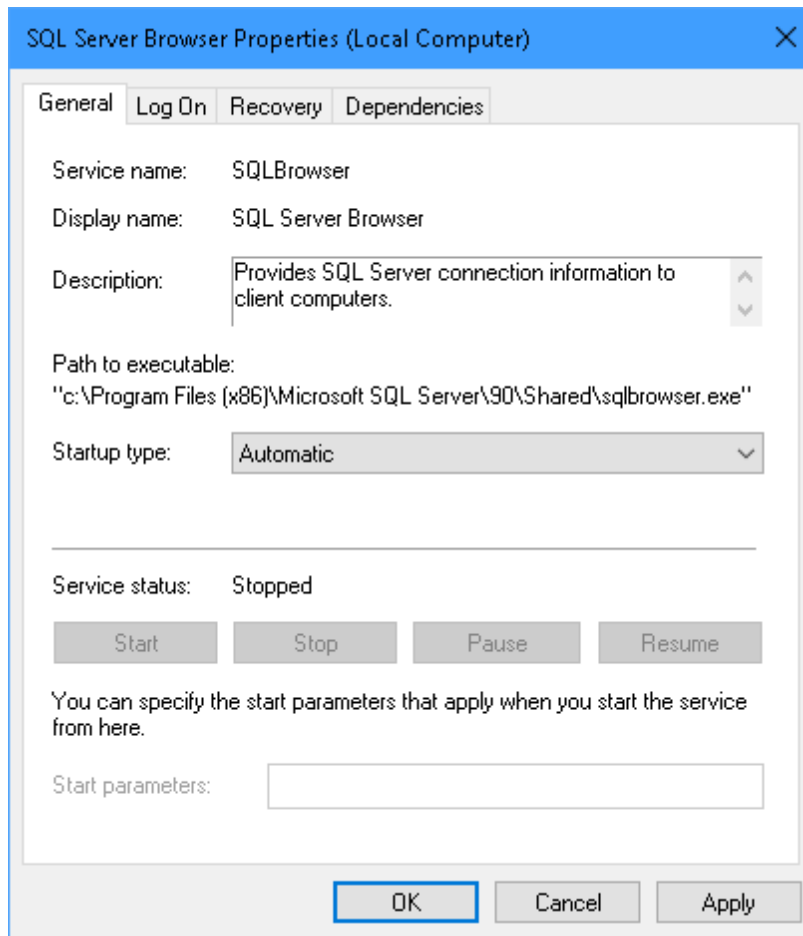
```
C:\Windows\SysWOW64\SQLServerManager15.msc
```

What if I can't start the SQL Server Browser service?

If the Start item is not enabled for the SQL Server Browser, the service may be disabled. In that case, open the Services console, locate SQL Server Browser. Select SQL Server Browser, right-click and select Properties.



Now using the SQL Server Browser Properties dialog, change Startup type to Automatic and click Apply. After you click Apply, click Start to start the service or re-boot your computer and the service will start automatically.



10.2.2 Azure SQL database

Azure is a cloud computing platform created by Microsoft and hosted on Microsoft managed data-centers. Azure supports SQL Server and Dispatch 3.2 can use a SQL Server database hosted by Azure.

We assume that if you want to use an Azure SQL database that you will also be able to set up your Azure account, create a SQL server and add a SQL database. Dispatch will not create an Azure SQL database automatically.

The following example shows the connection properties for a SQL database running on the Azure platform.

Data Source

Connection

Database driver: MSSQL

ODBC Driver: ODBC Driver 13 for SQL Server

Database: demo

Server: tcp:dispatch3.database.windows.net Host name:

ODBC Advanced:

User name: dispatch3@dispatch3

Password:

Connect Disconnect

Database driver

Database driver must be set to **MSSQL**.

ODBC Driver

The minimum acceptable ODBC Driver property should match the driver suggested by the SQL Server ODBC connection string. In the example (see below), ODBC Driver 13 for SQL Server is suggested.

However, if you click on the link on the link on the Settings page, you will be directed to download the latest ODBC driver. That driver is available from here:

<https://docs.microsoft.com/en-ca/sql/connect/odbc/microsoft-odbc-driver-for-sql-server>

ODBC connection string

The information you need to connect to a Azure SQL database can be found by opening you Azure dashboard, selecting SQL databases and selecting your database. Now select Settings, Connection strings and ODBC. You will now see a connection string like the one below:

```
Driver={ODBC Driver 13 for SQL  
Server};Server=tcp:dispatch3.database.windows.net,1433;Database=demo;Uid=dispatch3@disp  
atch3;Pwd={your_password_here};Encrypt=yes;TrustServerCertificate=no;Connection  
Timeout=30;
```

Database

The name of the SQL database. In the example the Database is *demo*.

```
Driver={ODBC Driver 13 for SQL
Server};Server=tcp:dispatch3.database.windows.net,1433;Database=demo;Uid=dispatch3@disp
atch3;Pwd={your_password_here};Encrypt=yes;TrustServerCertificate=no;Connection
Timeout=30;
```

Server

The name of a Azure SQL server. Refer to the Server option in the ODBC connection string. In the example the Server is *tcp:dispatch3.database.windows.net*.

```
Driver={ODBC Driver 13 for SQL
Server};Server=tcp:dispatch3.database.windows.net,1433;Database=demo;Uid=dispatch3@disp
atch3;Pwd={your_password_here};Encrypt=yes;TrustServerCertificate=no;Connection
Timeout=30;
```

ODBC Advanced

General this property is not used and should be left empty. We may ask you to set this property to assist in debugging.

User name

The database user name. In the example the User name is *dispatch3@dispatch3*.

```
Driver={ODBC Driver 13 for SQL
Server};Server=tcp:dispatch3.database.windows.net,1433;Database=demo;Uid=dispatch3@disp
atch3;Pwd={your_password_here};Encrypt=yes;TrustServerCertificate=no;Connection
Timeout=30;
```

If the User name property empty, Dispatch will display a Database Login dialog when Dispatch tries to connect to the database.

Password

The password associated with the User name.

If the Password property empty, Dispatch will display a Database Login dialog when Dispatch tries to connect to the database.

The password must be supplied for the user to be allowed to connect to the database. As you type the password, each character type is shown as an asterisk (*).

10.2.3 Database schema

You can use this query to select information about the tables used by Dispatch:

```
SELECT
TABLE_NAME, COLUMN_NAME, ORDINAL_POSITION, COLUMN_DEFAULT, IS_NULLABLE, DATA_TYPE,
CHARACTER_MAXIMUM_LENGTH, NUMERIC_PRECISION, NUMERIC_SCALE
FROM
INFORMATION_SCHEMA.COLUMNS
WHERE
```

```
TABLE_NAME LIKE 'dsptch30_%' OR TABLE_NAME LIKE 'receipt_ticket%' OR TABLE_NAME LIKE  
'shipment_ticket%'  
ORDER BY TABLE_NAME
```

Server properties

<https://docs.microsoft.com/en-us/sql/t-sql/functions/serverproperty-transact-sql>

10.3 MySQL and MariaDB

Dispatch 3.2 supports MySQL and MariaDB database servers.

MySQL is a popular open-source database. MariaDB is an open source database created from the MySQL source code following Oracle's purchase of Sun Microsystems who was the owner of MySQL.

As of 2024-01-05, support for MySQL and MariaDB is still a work in progress. Please contact us for support if you intend to use MySQL or MariaDB.

10.3.1 Downloading MySQL and MariaDB

Downloading MySQL Community Edition

Here's is a direct link to the version that we have tested with:

<https://downloads.mysql.com/archives/get/p/23/file/mysql-5.7.29-win32.zip>

If there is a problem with that link, you can use this link to download version 5.7.29 - 32-bit.

<https://downloads.mysql.com/archives/community/>

Downloading MariaDB

Dispatch has been tested with version 10.7.4 of MariaDB.

Download MariaDB Server

10.3.2 Configuring client access

Configuring client access on the server

Installing client library files

The Dispatch setup file installs version 5.7.29 of libmysql.dll which is the only file required to connect to a MySQL or MariaDB server.

10.3.3 MySQL setup requirements

Configuring client access

This is an example of how to grant full access to a database named **dispatch** to a Windows computer named **drafting1-PC**. The user is named **root** and the users password is **sqlsql**.

```
GRANT ALL PRIVILEGES
ON dispatch.*
TO 'root'@'drafting1-PC';
```

Allowing Dispatch to create new databases

Dispatch will be allowed to create database if the user has global privileges.

```
GRANT ALL PRIVILEGES
ON *.*
TO 'root'@'drafting1-PC';
```

<https://dev.mysql.com/doc/refman/5.7/en/grant.html#grant-global-privileges>

Enable access to INFORMATION_SCHEMA

The `show_compatibility_56` must be ON to allow Dispatch 3.2 to query the `INFORMATION_SCHEMA` tables. To enable access to the tables, you must run this command on the server.

```
SET GLOBAL show_compatibility_56=ON;
```

Enabling ANSI quotes

Dispatch 3.2 automatically executes the following command after it connects to a MySQL database:

```
SET SESSION sql_mode='ANSI_QUOTES';
```

Why are ANSI quotes required?

To enable Dispatch to easily share SQL across database servers, we simply instruct MySQL to use the same double quote convention that other database servers use..

If a reserved words has been used as column name, whenever that column is referred to in a SQL statement it must be quoted. Quotes are also required if column names or table names contain spaces, (e.g. "1st Quarter").

In MySQL, the default is to use the backtick like this: ``type``. Using the backtick with PostgreSQL or SQL Server will result in an error.

10.3.4 Connection properties

As of 2024-01-05, support for MySQL and MariaDB is still a work in progress. Please contact us for support if you intend to use MySQL or MariaDB.

When you connect to a MySQL or MariaDB server and the database specified by the Database property does not exist, Dispatch will attempt to create it.

If the user has permission to create a database, the new database will be created. Once the database has been created, Dispatch will connect to the database and create all the database objects (e.g. tables, procedures, triggers) that it requires.

Alternatively, a database can be created using a tool like MySQL Workbench or HeidiSQL.

The screenshot shows a 'Data Source' window with a 'Connection' section. It includes a dropdown for 'Database driver' set to 'MySQL', a text field for 'Server' with '192.168.7.129', a text field for 'Database' with 'canscale', an empty 'Advanced' field, a text field for 'User name' with 'root', and a password field with masked characters. 'Connect' and 'Disconnect' buttons are at the bottom right.

Database driver

Database driver must be set to **MySQL**. This applies to both MySQL and MariaDB servers.

Server

The location of the server. We have tested the connection using IP addresses (e.g. 192.168.7.134) and a resolvable host names (e.g. localhost). Unless specified as the Advanced option, Dispatch will attempt to connect to the server using port 3306.

Database

The name of the database. In the example the Database is *canscale*.

Advanced

The only supported option is to specify the port number. For example *Port=7777*.

User name

The database user name. In the example the User name is root.

If the User name property empty, Dispatch will display a Database Login dialog when Dispatch tries to connect to the database.

Password

The password associated with the User name.

If the Password property empty, Dispatch will display a Database Login dialog when Dispatch tries to connect to the database.

The password must be supplied for the user to be allowed to connect to the database. As you type the password, each character type is shown as an asterisk (*).

10.4 PostgreSQL

Dispatch 3.2 supports the PostgreSQL database server.

PostgreSQL is a powerful, open source object-relational database system with over 30 years of active development that has earned it a strong reputation for reliability, feature robustness, and performance. <https://www.postgresql.org/>

PostgreSQL can be configured as a local (also know as on-premises) database server or, with the correct network configuration, as hosted database server. The database server manages one or more databases.

10.4.1 Downloading PostgreSQL

Windows

At the time this was written, the setup files required to install PostgreSQL on Windows are provided free of charge by EDB and can be downloaded from the following location:

<https://www.enterprisedb.com/downloads/postgres-postgresql-downloads>

Dispatch 3.2 has been tested with version 10.23 (32-bit), 14.5, 15.1 and 16.1 servers running on Windows.

Other operating systems

Download and install PostgreSQL according instructions provided for the operating system you have selected to run the server.

Dispatch 3.2 has been tested with version 14.9 of PostgreSQL running on Ubuntu Linux.

Dispatch 3.2 has been tested with version 14.5 of PostgreSQL running on FreeBSD.

Dispatch 3.2 has been tested with Azure Database for PostgreSQL.

10.4.2 Additional requirements

Dispatch 3.2 uses the PostgreSQL client library files included with the 32-bit version of PostgreSQL 10.

PostgreSQL client library

The Dispatch setup file installs the PostgreSQL client library files that are required to access a PostgreSQL server. The are located in the following folder:

C:\Program Files (x86)\CanScale\Dispatch3.2\System\lib

The PostgreSQL client library requires the Microsoft Visual Studio 2013 (VC++ 12.0) C++ Redistributable run-time library. We do not include setup files for those files with the Dispatch setup file.

Downloading the Microsoft Visual Studio 2013 Redistributable

The run-time library can be downloaded by clicking on the link below:

<https://aka.ms/highdpimfc2013x86enu>

You can also download it from the Microsoft Visual Studio 2013 (VC++ 12.0) Redistributable web page. The file you must download and install is for the X86 architecture (32-bit x86) and is named **vcredist_x86.exe**.

Visual Studio 2013 (VC++ 12.0)

These links download the latest supported en-US Microsoft Visual C++ Redistributable packages for Visual Studio 2013. You can download other versions and languages from [Update for Visual C++ 2013 Redistributable Package](#) or from my.visualstudio.com.

Architecture	Version	Link
X86	12.0.40664.0	vcredist_x86.exe
X64	12.0.40664.0	vcredist_x64.exe

Additional resources

Download PostgreSQL Binaries

10.4.3 Connection properties

Dispatch 3.2 has been tested with PostgreSQL10 (32-bit) and PostgreSQL14 (64-bit) servers.

PostgreSQL server configuration

When you connect to a PostgreSQL server and the database specified by the Database property does not exist, Dispatch will attempt to create it.

If the user has permission to create a database, the new database will be created. Once the database has been created, Dispatch will connect to the database and create all the database objects (e.g. tables, procedures, triggers) that it requires.

Alternatively, a database can be created using a tool like pgAdmin.

PostgreSQL has been tested using both local (Windows) and remotely hosted (Linux) servers.

The screenshot shows a 'Data Source' configuration window. It has a 'Connection' tab selected. The fields are as follows:

Field	Value
Database driver:	PG
Server:	192.168.7.130
Database:	fermar_dixie
Advanced:	
User name:	postgres
Password:	***

At the bottom right, there are two buttons: 'Connect' and 'Disconnect'.

Database driver

Database driver must be set to **PG**.

Server

The location of the PostgreSQL server. We have tested the connection using IP addresses (e.g. 192.168.7.100) and a resolvable host names (e.g. localhost, weirs-dispatch.chudworth.com). Unless specified as an Advanced option, Dispatch will attempt to connect to the server using port 5432.

Database

The name of the database. In the example the Database is *fermar_dixie*.

Advanced

The Advanced property can be used to pass keyword/value connection parameters to the database server. Keyword/value pairs should be separated by a semi-colon. For example, to specify that you want to connect using a specific port you could include:

port=7777

User name

The database user name. In the example the User name is *postgres*.

If the User name property empty, Dispatch will display a Database Login dialog when Dispatch tries to connect to the database.

Password

The password associated with the User name.

If the Password property empty, Dispatch will display a Database Login dialog when Dispatch tries to connect to the database.

The password must be supplied for the user to be allowed to connect to the database. As you type the password, each character type is shown as an asterisk (*).

10.4.4 PostgreSQL server configuration

We have tested Dispatch 3.2 with the PostgreSQL server running on Windows, Linux, FreeBSD and Azure.

PostgreSQL on Windows

PostgreSQL on Linux

PostgreSQL on FreeBSD

PostgreSQL on Azure

10.4.4.1 PostgreSQL on Windows

Configuring client access to the server

You must add the IP addresses of client computers that are allowed to access a PostgreSQL server to the `pg_hba.conf` configuration file. When the server is running on a Windows machine, the configuration file is normally located in the following folder:

32-bit

C:\Program Files (x86)\PostgreSQL\10\data

64-bit

C:\Program Files\PostgreSQL\14\data

Example

Allow all clients on the 192.168.7 network to access any database on a server:

Version 10

```
host    all        all        192.168.7.0/24
```

Version 14

```
host    all    all    192.168.7.0/24    trust
```

Please refer to the official documentation for more information.

32-bit

<https://www.postgresql.org/docs/10/auth-pg-hba-conf.html>

64-bit

<https://www.postgresql.org/docs/14/auth-pg-hba-conf.html>

Firewall configuration

Port 5432 must be open on the machine that is running the PostgreSQL server.

You can test client connection to the server by temporarily turning off the firewall on the server.

Extensions

Dispatch requires the uuid-oss extension.

Each time Dispatch connects to a PostgreSQL database, it will automatically try to create the extension by executing the following statement:

```
CREATE EXTENSION IF NOT EXISTS "uuid-oss"
```

10.4.4.1.1 Example

Data Source

Information on Current Connection

Driver name: PG
Server: 192.168.7.111/32
Database: Pave-AI
Current user: postgres
Version: PostgreSQL 14.6, compiled by Visual C++ build 1914, 64-bit
Parameters: ConnectionDef=Dispatch3-PG

Network server: Yes Running locally: No
Schema update: Enabled

Connection name: <Empty>
Connection file: <Empty>
Connection ID: -1
Connection started: 2022-12-01 9:58:12 PM
Default driver folder: C:\Users\Public\Documents\CanScale\Dispatch 3.2\PG
Database folder: C:/Program Files/PostgreSQL/14/data

10.4.4.2 PostgreSQL on Linux

These are the essential steps required to configure a PostgreSQL sever running on Ubuntu. We use Synaptic to to install PostgreSQL.

Updating up the postgres user account

Step 1 is to update the postgres user account. Open a Terminal (Ctrl+Alt+T) and type the following:

```
sudo -u postgres psql postgres
```

At the `#postgres=#` prompt type the following and press Enter:

```
\password
```

Type a new password, press Enter, confirm the password and press Enter again.

Now type `\q` and press Enter.

Location of configuration files

When the server is running on a Linux machine, the configuration files are normally the `/etc/postgresql/{version}/main` folder.

For example, for version 14, configuration files are located in the following folder:


```
/etc/postgresql/14/main
```

Allowing network access to the server

You must edit `postgresql.conf` configuration file in order to allow network (remote) access to the server.

The most reliable way to determine the location of the `postgresql.conf` is to open a Terminal (Ctrl+Alt+T) and use `psql` to execute the following query:

```
sudo -u postgres psql -c 'SHOW config_file;'
```



```
jeffw@PG-Server: ~  
jeffw@PG-Server:~$ sudo -u postgres psql -c 'SHOW config_file;'  
[sudo] password for jeffw:  
could not change directory to "/home/jeffw": Permission denied  
      config_file  
-----  
/etc/postgresql/14/main/postgresql.conf  
(1 row)  
  
jeffw@PG-Server:~$
```

Open postgresql.conf with a text editor (vi for example). The line with the listen_addresses parameter must be uncommented (remove the #) and then modified to read as follows:

```
listen_addresses = '*'
```

Once the configuration file has been modified and saved, the configuration

Configuring client access to the server

You must add the IP address of client computers that are allowed to access a PostgreSQL server to the pg_hba.conf configuration file.

The most reliable way to determine the location of the file is to open a Terminal and use psql execute the following query:

```
sudo -u postgres psql -c 'SHOW hba_file;'
```

A terminal window titled 'jeffw@PG-Server: ~' with search, menu, and close icons. It shows a user running 'sudo -u postgres psql -c 'SHOW hba_file;'. The prompt changes to '[sudo] password for jeffw:', followed by a password input and the error 'could not change directory to "/home/jeffw": Permission denied'. The output shows 'hba_file' and the file path '/etc/postgresql/14/main/pg_hba.conf' on a single row. The prompt returns to 'jeffw@PG-Server:~\$' with a cursor.

```
jeffw@PG-Server:~$ sudo -u postgres psql -c 'SHOW hba_file;'
[sudo] password for jeffw:
could not change directory to "/home/jeffw": Permission denied
hba_file
-----
/etc/postgresql/14/main/pg_hba.conf
(1 row)
jeffw@PG-Server:~$
```

Please refer to the official documentation, especially the examples section, for more information.

The pg_hba.conf file

Example

Allow all clients on the 192.168.7 network to access any database on a server:

```
host    all         all         192.168.7.0/24      trust
```

Reloading the configuration files

Use the following command to reload the configuration files:

```
sudo -u postgres psql -c 'SELECT pg_reload_conf();'
```

Reboot

Once you have made the appropriate changes to pg_hba.conf and postgresql.conf, reboot the operating system.

Firewall configuration

Port 5432 must be open on the machine that is running the PostgreSQL server.

You can test client connection to the server by temporarily turning off the firewall on the server.

Extensions

Dispatch requires the uuid-osp extension.

Each time Dispatch connects to a PostgreSQL database, it will automatically try to create the extension by executing the following statement:

```
CREATE EXTENSION IF NOT EXISTS "uuid-osp"
```

10.4.4.2.1 Example

Data Source

Information on Current Connection

Driver name:

PG

Server:

192.168.7.160/32

Database:

Pave-Al

Current user:

postgres

Version:

PostgreSQL 14.5 (Ubuntu 14.5-0ubuntu0.22.04.1) on x86_64-pc-linux-gnu, compiled by gcc (Ubuntu 11.2.0-19ubuntu1) 11.2.0, 64-bit

Parameters:

ConnectionDef=Dispatch3-PG

Network server:

Yes Running locally: No

Schema update:

Enabled

Connection name:

<Empty>

Connection file:

<Empty>

Connection ID:

-1

Connection started:

2022-12-01 9:02:05 PM

Default driver folder:

C:\Users\Public\Documents\CanScale\Dispatch 3.2\PG

Database folder:

/var/lib/postgresql/14/main

10.4.4.3 PostgreSQL on FreeBSD

Install PostgreSQL for FreeBSD by following these instructions:

How To Install PostgreSQL on FreeBSD

The article describes how to install version 11. We have installed version 14 by simply replacing references to 11 with 14.

So the command in the article:

```
sudo pkg install postgresql11-server postgresql11-client
```

becomes:

```
sudo pkg install postgresql14-server postgresql14-client
```

You will also need an additional package so that uuid-osp extension can be installed:

```
sudo pkg install postgresql14-server postgresql14-contrib
```

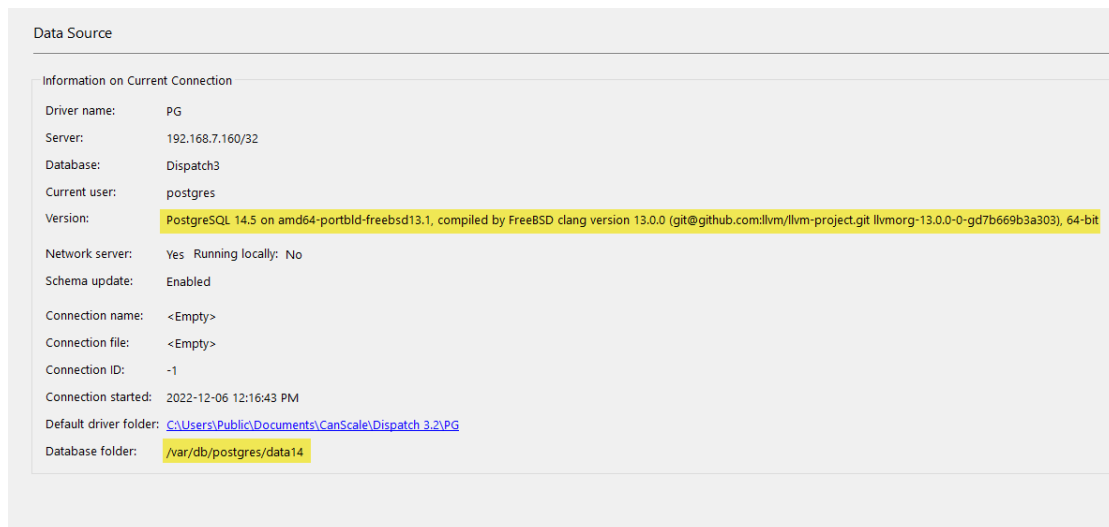

Extensions

Dispatch requires the uuid-ossdp extension.

Each time Dispatch connects to a PostgreSQL database, it will automatically try to create the extension by executing the following statement:

```
CREATE EXTENSION IF NOT EXISTS "uuid-ossdp"
```

10.4.4.3.1 Example



The screenshot shows a 'Data Source' window with a section titled 'Information on Current Connection'. It lists the following details:

- Driver name: PG
- Server: 192.168.7.160/32
- Database: Dispatch3
- Current user: postgres
- Version: PostgreSQL 14.5 on amd64-portbld-freebsd13.1, compiled by FreeBSD clang version 13.0.0 (git@github.com:llvm/llvm-project.git llvmorg-13.0.0-0-gd7b669b3a303), 64-bit
- Network server: Yes Running locally: No
- Schema update: Enabled
- Connection name: <Empty>
- Connection file: <Empty>
- Connection ID: -1
- Connection started: 2022-12-06 12:16:43 PM
- Default driver folder: C:\Users\Public\Documents\CanScale\Dispatch 3.2\PG
- Database folder: /var/db/postgres/data14

10.4.4.4 PostgreSQL on Azure

Dispatch has been tested with Azure Database for PostgreSQL flexible server which is a hosted **platform as a service** or PaaS.

Azure is a cloud computing platform created by Microsoft and hosted on Microsoft managed data-centers. Azure Database for PostgreSQL is one of the many services provided by the Azure platform.

In order to use Azure Database for PostgreSQL, you must create an Azure account which comes with a 30 day credit towards Azure services. Beyond that period, there is a monthly fee associated with using Azure Database for PostgreSQL .

Azure Database for PostgreSQL requires an Internet connection.

Azure Database for PostgreSQL is easy to setup and will allow you to access your data from anywhere you have an Internet connection.

Please contact us if you are interested in using Dispatch in a PaaS configuration.

Extensions

Dispatch requires the uuid-ossdp extension. To allow the extension to be created, select the server that you have created and do the following:

1. Click Server parameters
2. Type azure.extensions in the filter box
3. Click the VALUE drop down and check UUID-OSSP
4. Click Save

Microsoft Azure

Home > dispatch3-pg

dispatch3-pg | Server parameters

Azure Database for PostgreSQL flexible server

Search

Save Discard Reset all to default Feedback

There are 1 unsaved parameter changes. Please save to apply these updates.

All Modified Static Dynamic Read-Only

This list shows all server parameters. Please hover over the info icon to get details about the allowed values of a particular parameter. [Learn more](#)

azure.extensions

Parameter name	Parameter type	Description
azure.extensions	Dynamic	Specifies which e

PGSTATTUPLE

PLPGSQL

PLV8

POSTGIS

POSTGIS_RASTER

POSTGIS_SFCGAL

POSTGIS_TIGER_GEOCODER

POSTGIS_TOPOLOGY

POSTGRES_FDW

SEMPER

SSLINFO

TABLEFUNC

TIMESCALED

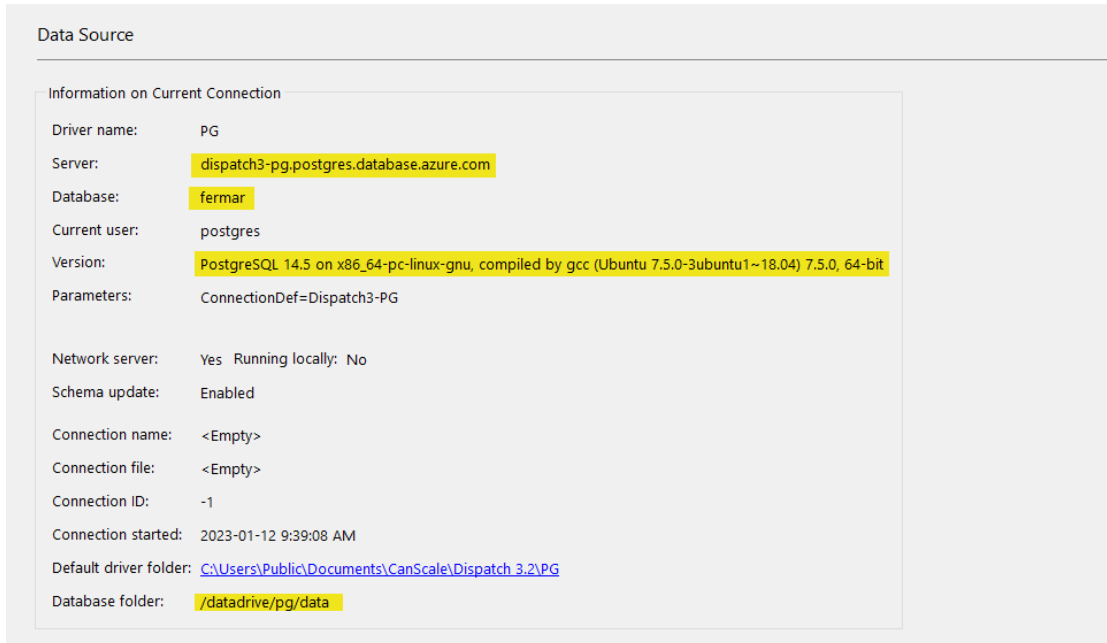
TSM_SYSTEM_ROWS

TSM_SYSTEM_TIME

UNACCENT

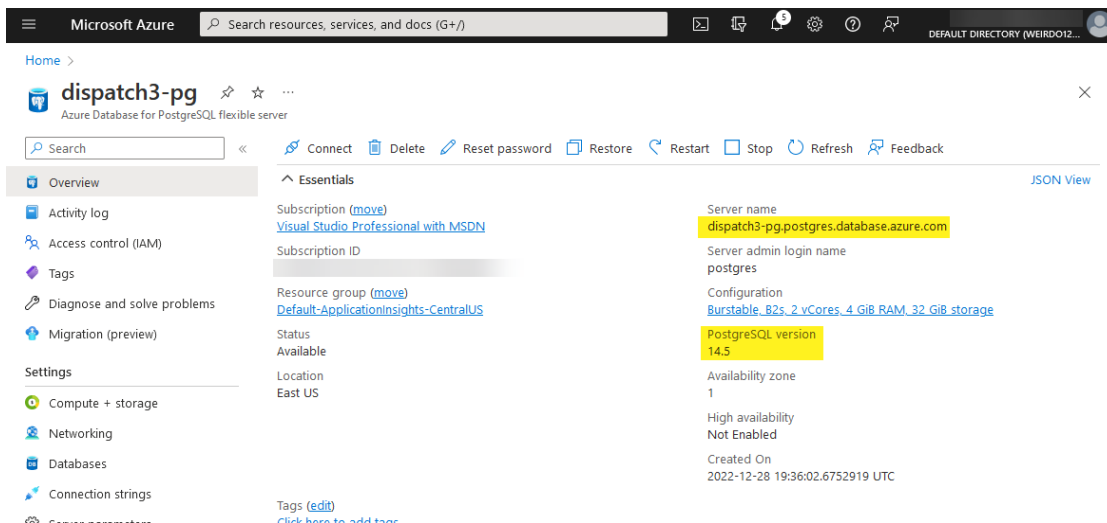
UUID-OSSP

10.4.4.4.1 Example



This is the Azure dashboard Overview view that shows where to locate the value for the Data Source Connection Server property.

On Azure we created a server name **dispatch3-pg**. The full name of the Server is **dispatch3-pg.postgres.database.azure.com**. That is the value required for the connections Server property.



This is the Azure dashboard Databases view that shows that the database named **fermar** exists on the server.

Microsoft Azure Search resources, services, and docs (G+/)

Home > dispatch3-pg

dispatch3-pg | Databases Azure Database for PostgreSQL flexible server

Search << + Add Delete Feedback

You can create, view and deleting PostgreSQL databases on this server. Note that you cannot delete any system schemas such as `azure_sys`, `azure_maintenance`. You can connect to the database using PostgreSQL client tools.

<input type="checkbox"/>	Name ↑	Character set	Collation	Schema type	
<input type="checkbox"/>	azure_maintenance	UTF8	en_US.utf8	System	
<input type="checkbox"/>	azure_sys	UTF8	en_US.utf8	System	
<input type="checkbox"/>	postgres	UTF8	en_US.utf8	User	Connect
<input type="checkbox"/>	fermar	UTF8	en_US.utf8	User	Connect

Overview
Activity log
Access control (IAM)
Tags
Diagnose and solve problems
Migration (preview)
Settings
Compute + storage
Networking
Databases
Connection strings

10.4.5 Users

Creating a new user

Replace *new_user_name* and *password* with appropriate values for your new user.

```
CREATE ROLE new_user_name WITH LOGIN PASSWORD 'password';
```

<https://www.postgresql.org/docs/current/sql-createrole.html>

```
GRANT ALL ON ALL TABLES IN SCHEMA PUBLIC TO new_user_name;
GRANT ALL ON ALL SEQUENCES IN SCHEMA public TO new_user_name;
GRANT ALL ON ALL FUNCTIONS IN SCHEMA public TO new_user_name;
GRANT ALL ON ALL PROCEDURES IN SCHEMA public TO new_user_name;
GRANT ALL ON ALL ROUTINES IN SCHEMA public TO new_user_name;
```

10.4.6 Database schema

The following command can be used to view the database schema:

```
SELECT
--
-- https://stackoverflow.com/questions/37099663/listing-all-relations-with-schema-and-
-- columns-in-postgresql
--
table_name, column_name, ordinal_position,
column_default, is_nullable, data_type,
character_maximum_length, numeric_precision,
numeric_precision_radix, numeric_scale
FROM
information_schema.columns
--
-- you can modify the WHERE clause to include the names of any new Ticket Tables that
-- you may have created
--
WHERE
```

```

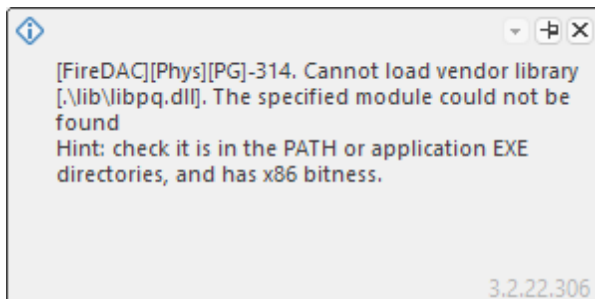
table_schema = 'public' and table_name LIKE 'dsptch30_%' OR table_name LIKE
'receipt_ticket%' OR table_name LIKE 'shipment_ticket%'
ORDER BY
table_name, ordinal_position

```

10.4.7 Troubleshooting

Cannot load vendor library

If the correct version of Microsoft Visual Studio C++ Redistributable run-time library has not been installed you will get the following error notification:



The **Microsoft Visual Studio 2013 (VC++ 12.0)** C++ Redistributable run-time library must be installed. The file you need is for the **X86 architecture (32-bit x86)** and is named **vcredist_x86.exe**.

The run-time library can be downloaded here:

Microsoft Visual Studio 2013 (VC++ 12.0) Redistributable

Visual Studio 2013 (VC++ 12.0)

These links download the latest supported en-US Microsoft Visual C++ Redistributable packages for Visual Studio 2013. You can download other versions and languages from [Update for Visual C++ 2013 Redistributable Package](#) or from [my.visualstudio.com](#).

Architecture	Version	Link
X86	12.0.40664.0	vcredist_x86.exe
X64	12.0.40664.0	vcredist_x64.exe

Direct link: <https://aka.ms/highdpimfc2013x86enu>

How to fix "duplicate key violates unique constraint" error

Below is an example of how to correct this issue if the key sequence for the Order Item table (dsptch30_contract_item) becomes corrupted.

First, using pgAdmin, determine the column name of the key sequence the dsptch30_contract_item table. Row_id is the name of the unique row identifier:

```
SELECT pg_get_serial_sequence('dsptch30_contract_item', 'row_id')
```

Next, find out what the **next value** in the sequence:

```
a. SELECT nextval('dsptch30_contract_item_row_id_seq')
```

Or you can use:

```
b. SELECT nextval((select pg_get_serial_sequence('dsptch30_contract_item', 'row_id')))
```

Now, find out the **maximum value** in the sequence:

```
SELECT MAX(row_id) FROM dsptch30_contract_item)
```

If **maximum value** is less than **next value**, update the sequence:

```
SELECT setval('dsptch30_contract_item_row_id_seq', (SELECT MAX(row_id) FROM  
dsptch30_contract_item) + 1)
```

<https://stackoverflow.com/questions/4448340/postgresql-duplicate-key-violates-unique-constraint>

10.5 SQLite

Dispatch 3.2 supports SQLite.

SQLite is the most widely used open-source database.

SQLite is a self-contained, high-reliability, embedded, full-featured, public-domain, SQL database engine.

SQLiteStudio is an free, open source SQLite database management tool that will allow you to access your Dispatch SQLite database without using Dispatch.

If you find it useful, please make a financial contribution towards the development of SQLiteStudio.

As of July 20, 2021 (Dispatch 3.2.21.202), SQLite is the default database used by Dispatch.

10.5.1 Connection properties

SQLite is a self-contained, high-reliability, embedded, full-featured, public-domain, SQL database engine.

All Dispatch data are stored in a single file SQLite file.

The screenshot shows a 'Connection' dialog box with the following fields and controls:

- Database driver:** A dropdown menu set to 'SQLite'.
- File name:** A text field containing 'C:\Users\Public\Documents\CanScale\Dispatch 3.2\Dispatch.sqlite' with a file explorer icon to its right.
- Advanced:** A text field containing 'LockingMode=Normal;Synchronous=Normal'.
- Help:** A blue link icon followed by the text 'Help configuring a SQLite connection'.
- Buttons:** 'Disconnect' and 'Connect' buttons.
- Folders section:** A group box containing three folder selection fields:
 - Query folder:** 'C:\Users\Public\Documents\CanScale\Dispatch 3.2\SQLite' with folder, search, and delete icons.
 - Report folder:** 'C:\Users\Public\Documents\CanScale\Dispatch 3.2\SQLite\Reports' with folder, search, and delete icons.
 - FastReport folder:** 'C:\Users\Public\Documents\CanScale\Dispatch 3.2\FastReport' with folder, search, and delete icons.

Database driver

Database driver must be set to **SQLite**.

File name

The location and name of the database file.

If the database does not exist, a new one will be created. Once the database has been created, Dispatch will connect to the database and create all the database objects (e.g. tables, procedures, triggers) that it requires.

Advanced

The Advanced property can be used to specify additional key/value pairs to the database driver.

For example, to allow multi-user access to a database, include LockingCode=Normal. To disable multi-user access, use LockingMode=Exclusive.

[https://docwiki.embarcadero.com/RADStudio/Sydney/en/Connect_to_SQLite_database_\(FireDAC\)#Connection_Definition_Parameters](https://docwiki.embarcadero.com/RADStudio/Sydney/en/Connect_to_SQLite_database_(FireDAC)#Connection_Definition_Parameters)

11 Appendix

11.1 Windows information

As of February 2021 the current supported versions of Windows® are as follows:

- Windows 8.1 with all cumulative updates (KB 2919355) (Extended support end January 10, 2023)
- Windows 10
- Windows 11

Sales of all versions of Windows released prior to Windows 10 ceased on October 31, 2016.

Support and upgrade information for Windows can be found at Microsoft using the following links:

- Windows 7
- Windows 8.1
- Windows 10
- Windows 11

For information on the support status of the version of Windows you are using, refer to Microsoft's Windows Life-Cycle Policy web page.

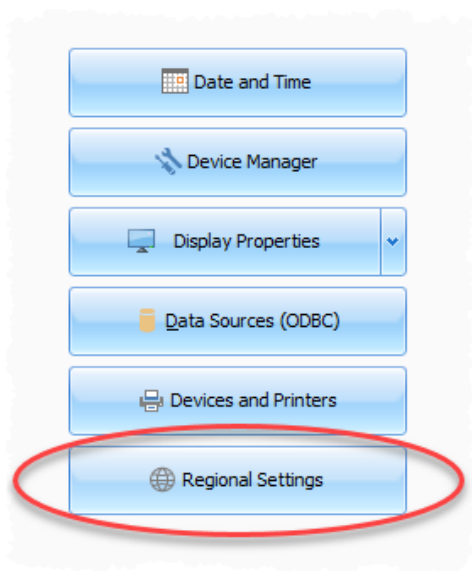
For information on the colourful history Windows, please refer to the Windows History page courtesy of the The Wayback Machine.

11.2 Windows Measurement System setting

Dispatch has an internal Measurement System setting (Imperial or metric) that is independent of the Windows Measurement System setting. However, the Windows Regional Settings Measurement system setting effects the initial values chosen by Dispatch for its default Measurement System.

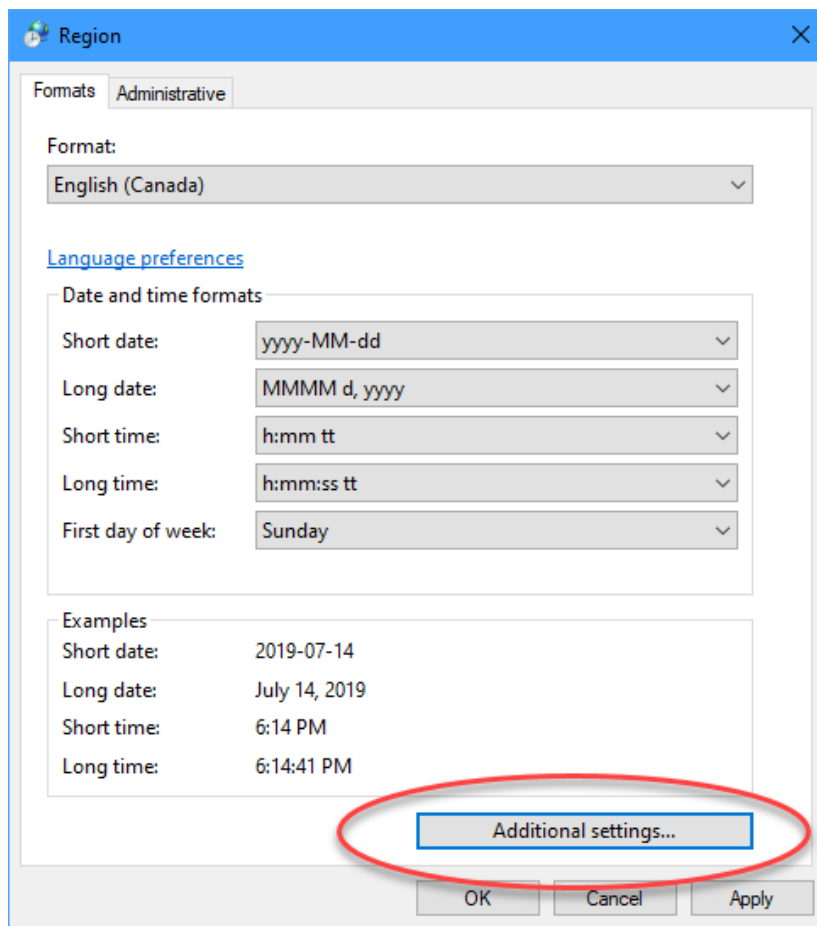
If for some reason you would like to change the Windows setting, open the Settings view and select System Information from the General group.

Now click on the Regional Settings push button.



The Windows' Region dialog will open. Now click the Additional settings push button.

Note: The format of the dialogs shown below apply to Windows versions from Vista up to and including Windows 10.



When you click the Additional settings button, the Customize Format dialog will open (why isn't titled Additional settings?).

Use the control labeled Measurement system to toggle between Metric and U.S. (Imperial).

The screenshot shows the 'Customize Format' dialog box with the 'Numbers' tab selected. The 'Example' section shows 'Positive: 123,456,789.00' and 'Negative: -123,456,789.00'. The settings are as follows:

Setting	Value
Decimal symbol:	.
No. of digits after decimal:	2
Digit grouping symbol:	,
Digit grouping:	123,456,789
Negative sign symbol:	-
Negative number format:	-1.1
Display leading zeros:	0.7
List separator:	,
Measurement system:	Metric
Standard digits:	0123456789
Use native digits:	Never

At the bottom, there is a 'Reset' button and a note: 'Click Reset to restore the system default settings for numbers, currency, time, and date.' The 'OK', 'Cancel', and 'Apply' buttons are at the bottom right.

11.3 Build information

The development of any application is an on going process. During that process, each time an application is released with fixes, changes or new features, the build information is updated to uniquely identify what version of an application you are using.

Locating build information

The build information for our applications is located on the About panel.



Deciphering build information

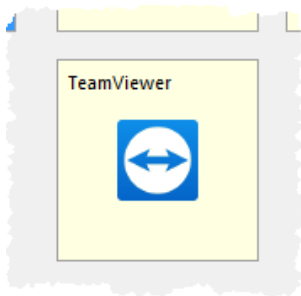
Using build 3.2.23.303 as an example, we can determine the following about the application:

- 3 is the major version number
- 2 is the minor version number
- 23 is the major build number
- 303 is the minor build number

11.4 Remote desktop access and support

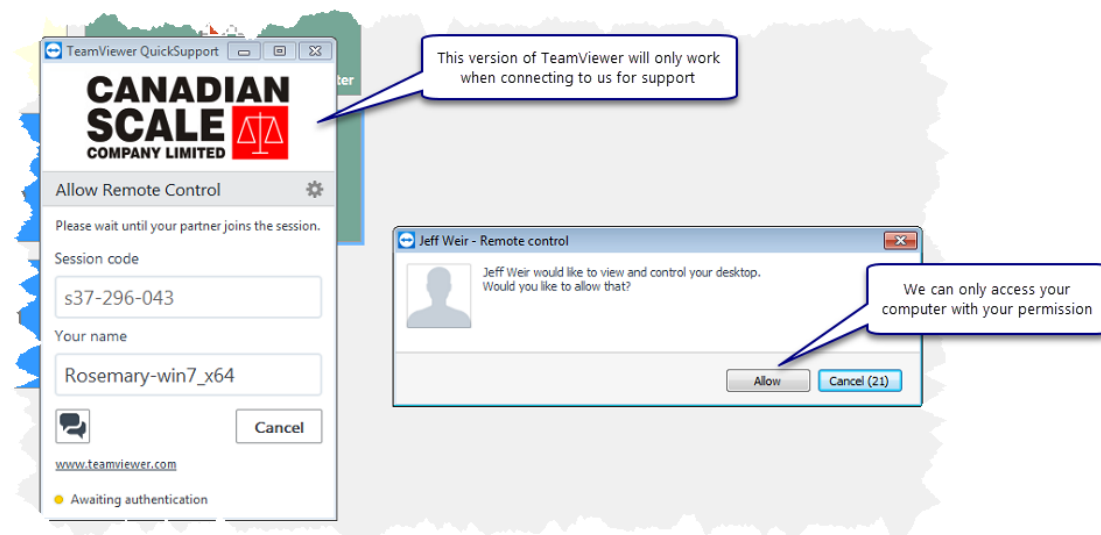
A licenced copy of TeamViewer QuickSupport is included with every Dispatch installation. With your permission, TeamViewer allows us to connect to you computer and support you just like we could if we were sitting next to you at your computer.

To start TeamViewer, simply click the TeamViewer tile on the Home view.



When TeamViewer starts we will be alerted and we will attempt to connect to your computer.

With a single mouse click you can allow us (and only us) access to your computer.



11.5 ASCII control code chart

The following table was copied from the Wikipedia entry for ASCII - the American Standard Code for Information Interchange.

Decima l	Hexade cimal	Abbrevi ation	Caret notatio n[b]	Name
0	00	NUL	^@	Null character
1	01	SOH	^A	Start of Header
2	02	STX	^B	Start of Text
3	03	ETX	^C	End of Text
4	04	EOT	^D	End of

				Transmission
5	05	ENQ	^E	Enquiry
6	06	ACK	^F	Acknowledgment
7	07	BEL	^G	Bell
8	08	BS	^H	Backspace ^[d] _[e]
9	09	HT	^I	Horizontal Tab ^[f]
10	0A	LF	^J	Line feed
11	0B	VT	^K	Vertical Tab
12	0C	FF	^L	Form feed
13	0D	CR	^M	Carriage return ^[g]
14	0E	SO	^N	Shift Out
15	0F	SI	^O	Shift In
16	10	DLE	^P	Data Link Escape
17	11	DC1	^Q	Device Control 1 (oft. XON)
18	12	DC2	^R	Device Control 2
19	13	DC3	^S	Device Control 3 (oft. XOFF)
20	14	DC4	^T	Device Control 4
21	15	NAK	^U	Negative Acknowledgment
22	16	SYN	^V	Synchronous idle
23	17	ETB	^W	End of Transmission Block
24	18	CAN	^X	Cancel
25	19	EM	^Y	End of

				Medium
26	1A	SUB	^Z	Substitute
27	1B	ESC	^[Escape ^[i]
28	1C	FS	^\	File Separator
29	1D	GS	^]	Group Separator
30	1E	RS	^^[j]	Record Separator
31	1F	US	^_	Unit Separator
127	7F	DEL	^?	Delete ^{[k][e]}

11.6 Term: Gross, tare, net

Gross

Gross weight refers to the total weight of an object or load, including its container or packaging. It is the weight of the object or load when it is fully loaded or filled, without subtracting the weight of any packaging, container or other items.

For example, when weighing a truck carrying goods, the gross weight of the truck is the total weight of the loaded goods, the weight of the truck itself, and any additional equipment or materials on the truck. It includes everything on the truck, whether it is directly related to the load or not.

Gross weight is important in industries such as transportation, agriculture, manufacturing, and shipping, where accurate measurements are crucial for safety, compliance, and billing purposes. Gross weight can be measured using various types of weighing equipment such as truck scales, platform scales, and conveyor scales. By knowing the gross weight of an object or load, businesses can determine shipping costs, comply with weight restrictions and regulations, and ensure that the load is safe to transport.

The term Gross describes the weight of the combination of goods and any additional items that are being weighed simultaneously (e.g. gravel transported by truck and trailer, paint contained shipped in a steel drum on a pallet). If the good is not weighed with any additional items, Gross and Net weights are identical.

Tare

Tare weight refers to the weight of a container, packaging, or any other object that holds a product or material, when it is empty. It is the weight of the container or packaging that is subtracted from the gross weight of the container or packaging when it is filled with a product or material.

For example, when weighing a package of flour, the weight of the packaging material such as the bag or container is considered as tare weight. The gross weight of the package including the flour and the packaging material is measured, and then the weight of the packaging material is subtracted to determine the net weight of the flour.

If a good is placed in a container when it is weighed (e.g. a Truck, Trailer, FIBC or bulk bags) , the term Tare (pronounced tear - as in 'tear in half') describes the weight of the container.

Net

Net weight refers to the weight of an object or load minus the weight of its container or packaging. It is the weight of the product or material itself, without including the weight of any packaging or container.

For example, if a bag of flour weighs 5 pounds and the packaging it comes in weighs 0.5 pounds, the net weight of the flour is 4.5 pounds.

Net weight is calculated by subtracting the weight of the container or packaging from the gross weight of the object or load.

Net is the weight of goods excluding any additional items that are being weighed simultaneously (e.g. a pallet). In other words:

$$\text{Net} = \text{Gross} - \text{Tare}$$

If the good is not weighed with any additional items, Net and Gross weights are identical.

11.7 Term: RGW, AGW, Allowed

Registered Gross Weight

Registered Gross Weight (RGW) refers to the total gross weight that a Truck is licenced to carry (Truck + Load).

Typically, the cost to purchase a licence for a Truck is based on an RGW proposed by the Trucks Owner.

In general, the RGW amount should not exceed the Allowable Gross Weight (AGW) or a combination of Truck, trailer(s) and load(s).

If a Truck can be used in combination with one or more trailers, the Truck must be registered to allow for the maximum load carried by any expected combination of truck, trailer(s) and load(s).

Allowable Gross Weight

Allowable Gross Weight (AGW) is the weight that a Truck can carry as determined by the physical characteristics of the Truck.

Examples of the physical characteristics used to determine the AGW are: number of drive axles, distance between drive axles, number of steering axles, amount of weight that can generated on the steering axles.

Allowed

The Allowed weight is the lesser of the RGW and the AGW.

During Weigh Operations, if the value of the Allowed weight is 0 (in other words RGW and AGW are both 0) it will be ignored.

11.8 Payment terms

For Dispatch, the only significant payment term is C.O.D./Cash Sale.

When a Ticket is added for a Customer/Order that's Payment Terms are C.O.D./Cash Sale, Dispatch will automatically generate a record of all the details of the sale/purchase.

Payment terms can be modified. They are stored in the following file:

C:\Users\Public\Documents\CanScale\Dispatch 3.2\Payment Terms.ini

Here are the default contents of Payment Terms.ini:

```
;
; These name/value pairs will not be sorted.
; They appear in the application in the order that they
; appear in this file.
;
; Values should be unique. The application does not check
; for duplicate names or values.
;

[Payment Terms]
;
; These should remain 0, 1, 2
;
Invoice=0
Internal=1
C.O.D./Cash Sale=2
;
; These pairs have never been used and can be modified or deleted
;
Due upon receipt=3
Net 15 days=15
Net 30 days=30
Net 45 days=45
Net 60 days=60
Net 90 days=90
Net 120 days=120
;
; These should remain 10, 11
;
Other=10
```

Quote=11

11.9 Mettler-Toledo IND560 data format

The information on this page is a series of screen captures from from the following online resource:

<https://www.manualslib.com/manual/1474581/Mettler-Toledo-Ind560.html?page=231#manual>

Table D-3: Continuous Output Format

Character	Status ²				Indicated Weight ³						Tare Weight ⁴							18
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	
Data	STX ¹	SWA	SWB	SWC	MSD	-	-	-	LSD	MSD	-	-	-	-	LSD	CR ⁵	CHK ⁶	

Continuous Output Format Notes:

1. ASCII Start of Text character (02 hex), always transmitted.
2. Status words. Refer to Table D-4, Table D-5, and Table D-6 for details.
3. Displayed weight. Either gross or net weight. Six digits, no decimal point or sign. Insignificant leading zeroes are replaced with spaces.
4. Tare weight. Six digits of tare weight data. No decimal point in field.
5. ASCII Carriage Return <CR> character (0D hex).
6. Checksum, transmitted only if enabled in setup. Checksum is used to detect errors in the transmission of data. Checksum is defined as the 2's complement of the seven low order bits of the binary sum of all characters preceding the checksum character, including the <STX> and <CR> characters.

Table D-4, Table D-5, and Table D-6 detail the standard status bytes for standard continuous output.

Table D-4: Status Word A Bit Definitions

Bits 2, 1, and 0			
2	1	0	Decimal Point Location
0	0	0	XXXXX00
0	0	1	XXXXX0
0	1	0	XXXXXX
0	1	1	XXXXX.X
1	0	0	XXXX.XX

1	0	1	XXX.XXX
1	1	0	XX.XXXX
1	1	1	X.XXXXX
Bits 4 and 3			
4	3	Build Code	
0	1	X1	
1	0	X2	
1	1	X5	
Bit 5			Always = 1
Bit 6			Always = 0

Table D-5: Status Word B Bit Definitions

Status Bits	Function
Bit 0	Gross = 0, Net = 1
Bit 1	Sign, Positive = 0, Negative = 1
Bit 2	Out of Range = 1 (Over capacity or Under Zero)
Bit 3	Motion = 1, Stable = 0
Bit 4	lb = 0, kg = 1 (see also Status Byte 3, bits 0-2)
Bit 5	Always = 1
Bit 6	Zero Not Captured = 1

Table D-6: Status Word C Bit Definitions

Bits 2, 1, and 0			Weight Description
2	1	0	
0	0	0	lb or kg, selected by Status Byte B, bit 4
0	0	1	grams (g)
0	1	0	metric tons (t)
0	1	1	ounces (oz)
1	0	0	troy ounces (ozt)
1	0	1	penny weight (dwt)
1	1	1	tons (ton)
1	1	1	custom units
Bit 3			Print Request = 1
Bit 4			Expand Data x 10 = 1, Normal = 0
Bit 5			Always = 1
Bit 6			Always = 0

11.10 Microsoft Visual C++ Redistributable

For some database clients, you may be require to install the latest Microsoft Visual C++ Redistributable libraries.

The setup file can be downloaded using the following link:

https://aka.ms/vs/16/release/vc_redist.x86.exe.

11.11 Reserved file name characters

File names cannot contain the any of the following characters:

- < (less than)
- > (greater than)
- : (colon)
- " (double quote)
- / (forward slash)
- \ (backslash)
- | (vertical bar or pipe)
- ? (question mark)
- * (asterisk)

11.12 SQL snippets

Find duplicates rows

```
SELECT
    customer_id, COUNT(customer_id),
    contract_id, COUNT(contract_id)
FROM
    dsptch30_contract
GROUP BY
    customer_id, contract_id
HAVING
    COUNT(customer_id) > 1 AND COUNT(contract_id) > 1
```

```
SELECT
    ticket_number, COUNT(ticket_number)
FROM
    shipment_ticket
GROUP BY
    ticket_number
HAVING
    COUNT(ticket_number) > 1
```

Test Date/Time macros

```
SELECT
    { fn CURDATE() } AS "CURDATE()",
    { fn CURRENT_DATE() } AS "CURRENT_DATE()",
    { fn CURRENT_TIME(6) } AS "CURRENT_TIME()",
    { fn CURRENT_TIMESTAMP() } AS "CURRENT_TIMESTAMP()",
```

```
{ fn CURTIME() } AS "CURTIME()",
{ fn DAYNAME({ fn CURRENT_DATE() }) } AS "DAYNAME()",
{ fn DAYOFMONTH({ fn CURRENT_DATE() }) } AS "DAYOFMONTH()",
{ fn DAYOFYEAR({ fn CURRENT_DATE() }) } AS "DAYOFYEAR()",
{ fn HOUR({ fn CONVERT({ fn CURRENT_TIME() }, TIME) }) } AS "HOUR()",
{ fn MINUTE({ fn CONVERT({ fn CURRENT_TIME() }, TIME) }) } AS "MINUTE()",
{ fn MONTH({ fn CURRENT_DATE() }) } AS "MONTH()",
{ fn MONTHNAME({ fn CURRENT_DATE() }) } AS "MONTHNAME()",
{ fn NOW() } AS "NOW()",
{ fn QUARTER({ fn CURRENT_DATE() }) } AS "QUARTER()",
{ fn SECOND({ fn CONVERT({ fn CURRENT_TIME() }, TIME) }) } AS "SECOND()",
{ fn WEEK({ fn CURRENT_DATE() }) } AS "WEEK()",
{ fn YEAR({ fn CURRENT_DATE() }) } AS "YEAR()",
{ fn TIMESTAMPADD(SECOND, 120, { fn CURRENT_TIMESTAMP() }) } AS "TIMESTAMPADD()",
{ fn TIMEDIFF(SECOND, { fn CURRENT_TIMESTAMP() }, { fn TIMESTAMPADD(SECOND, 120,
{ fn CURRENT_TIMESTAMP() }) }) } AS "TIMEDIFF()"
```

Update Order Item pricing

```
UPDATE dsptch30_contract_item SET unit_price = (SELECT unit_price FROM
dsptch30_material WHERE dsptch30_material.row_id = material_row_id)
```

Delete incomplete Retail tickets

```
DELETE FROM "&table_name_item" WHERE parent_serial_number IN (SELECT serial_number
FROM "&table_name" WHERE parent_serial_number = -1);
```

```
DELETE FROM "&table_name" WHERE parent_serial_number = -1
```

Delete unused Materials

```
DELETE FROM dsptch30_material WHERE material_code NOT IN (SELECT DISTINCT
material_code FROM "&table_name" WHERE material_code IS NOT NULL ORDER BY
material_code)
```

Create PostgreSQL user

```
CREATE ROLE jeffw with LOGIN PASSWORD 'm8w1z4';
GRANT ALL ON ALL TABLES IN SCHEMA PUBLIC TO jeffw;
```

Clear taxes

```
UPDATE dsptch30_customer SET delivery_taxes_payable = NULL, material_taxes_payable =
NULL;
UPDATE dsptch30_contract SET delivery_taxes_payable = NULL, material_taxes_payable =
NULL;
UPDATE dsptch30_customer SET delivery_taxes_payable = NULL, material_taxes_payable =
NULL;
UPDATE dsptch30_contract_item SET taxes_payable = NULL;
UPDATE dsptch30_material SET taxes_payable = NULL;
UPDATE dsptch30_haul_rate SET taxes_payable = NULL;
UPDATE dsptch30_zone SET taxes_payable = NULL;
```

11.13 Copyright information

SAP SQL Anywhere is/are the trademark(s) or registered trademark(s) of SAP SE or its affiliates in Germany and in several other countries.

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This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit. (<http://www.openssl.org/>).

This product includes cryptographic software (SSLeay) written by Eric Young (eay@cryptsoft.com).

This product includes software written by Tim Hudson (tjh@cryptsoft.com).

11.14 WinVRS export scripts

The WinVRS database is a Microsoft Access database.

You can use an open source application named MDB Admin to retrieve and extract data from your WinVRS database. The resulting set of data can then be exported to a file that can be imported into Dispatch.

The following WinVRS tables can be imported into Dispatch:

ACCT - Customer
MAT - Material
VEH - Truck
TRL - Truck
OWN - Truck

11.14.1 WinVRS Ticket export script

Tickets are stored in a table prefixed with the letters TRAN which are then followed by a number (e.g. TRAN1).

There can be multiple Ticket tables named TRAN (e.g. TRAN1, TRAN2) so a UNION can be performed to pull all of the data into one result set.

The example SELECT statement below will need to be modified according to the number of Tickets table you have. Or, you can simply recall the data one table at a time and create separate export files.

Once the data have been retrieved, MDB Admin can save the data as an Excel spreadsheet.

Here is an example of the SQL statement that will retrieve the data from four Ticket tables: TRAN1, TRAN2, TRAN3 and TRAN4:

```
SELECT
  trannum AS serial_number,
  trannum AS ticket_number,
  FORMAT(timeout, "YYYY-MM-DD") AS ticket_date_date,
  FORMAT(timeout, "YYYY-MM-DD HH:MM:SS") AS ticket_date,
  vehid AS truck_id,
  'NS' AS vehicle_type,
  actid AS customer_id,
  actid AS contract_id,
  comment AS purchase_order,
  mtlid AS item,
  mtlid AS material_code,
  '1' AS source,
  gnidl AS placed_at,
  Clng(grosswt) AS gross,
  Clng(tarewt) AS tare,
  Clng(gross) - Clng(tare) AS net,
  gross AS ticket_gross,
  tare AS ticket_tare,
  net AS ticket_net,
  net / 2000 AS net_3,
  1.0 AS conversion_factor_1,
  0.0005 AS conversion_factor_2,
  'lb' AS ticket_unit
FROM tran1
WHERE void = false
ORDER BY trannum
```

```
UNION
SELECT
  trannum AS serial_number,
  trannum AS ticket_number,
  FORMAT(timeout, "YYYY-MM-DD") AS ticket_date_date,
  FORMAT(timeout, "YYYY-MM-DD HH:MM:SS") AS ticket_date,
  vehid AS truck_id,
  'NS' AS vehicle_type,
  actid AS customer_id,
  actid AS contract_id,
  comment AS purchase_order,
  mtlid AS item,
  mtlid AS material_code,
  '1' AS source,
  gnidl AS placed_at,
  Clng(grosswt) AS gross,
  Clng(tarewt) AS tare,
  Clng(gross) - Clng(tare) AS net,
  gross AS ticket_gross,
  tare AS ticket_tare,
  net AS ticket_net,
  net / 2000 AS net_3,
  1.0 AS conversion_factor_1,
  0.0005 AS conversion_factor_2,
```



```
'lb' AS ticket_unit
FROM tran2
WHERE void = false

UNION
SELECT
trannum AS serial_number,
trannum AS ticket_number,
FORMAT(timeout, "YYYY-MM-DD") AS ticket_date_date,
FORMAT(timeout, "YYYY-MM-DD HH:MM:SS") AS ticket_date,
vehid AS truck_id,
'NS' AS vehicle_type,
actid AS customer_id,
actid AS contract_id,
comment AS purchase_order,
mtlid AS item,
mtlid AS material_code,
'1' AS source,
gnidl AS placed_at,
Clng(grosswt) AS gross,
Clng(tarewt) AS tare,
Clng(gross) - Clng(tare) AS net,
gross AS ticket_gross,
tare AS ticket_tare,
net AS ticket_net,
net / 2000 AS net_3,
1.0 AS conversion_factor_1,
0.0005 AS conversion_factor_2,
'lb' AS ticket_unit
FROM tran3
WHERE void = false

UNION
SELECT
trannum AS serial_number,
trannum AS ticket_number,
FORMAT(timeout, "YYYY-MM-DD") AS ticket_date_date,
FORMAT(timeout, "YYYY-MM-DD HH:MM:SS") AS ticket_date,
vehid AS truck_id,
'NS' AS vehicle_type,
actid AS customer_id,
actid AS contract_id,
comment AS purchase_order,
mtlid AS item,
mtlid AS material_code,
'1' AS source,
gnidl AS placed_at,
Clng(grosswt) AS gross,
Clng(tarewt) AS tare,
Clng(gross) - Clng(tare) AS net,
gross AS ticket_gross,
tare AS ticket_tare,
net AS ticket_net,
net / 2000 AS net_3,
1.0 AS conversion_factor_1,
0.0005 AS conversion_factor_2,
'lb' AS ticket_unit
```

```
FROM tran4  
WHERE void = false
```

12 Unattended weighing

.rtfUnattended weighing provides a simple to user interface suitable for operation with a touch screen or mouse and keyboard.

12.1 Unattended weighing instructions

You can provide a customized instruction file for each step in the Unattended weighing process. If an instruction file exists for a step, the contents of the file will be displayed when that step is active.

There are 12 possible steps that are numbered 0 to 11. Instruction files must be named named according to the step number they are intended for. For example, if step 0 is active and there is a file named 0.rtf, the contents of that file will be displayed.

The instruction files can contain rich text and should be created with an application such as Wordpad. You can add images to a file but they will not be displayed. The files must be located in this folder:

C:\Users\Public\Documents\CanScale\Dispatch 3.2\{Database driver}\DMUnattended

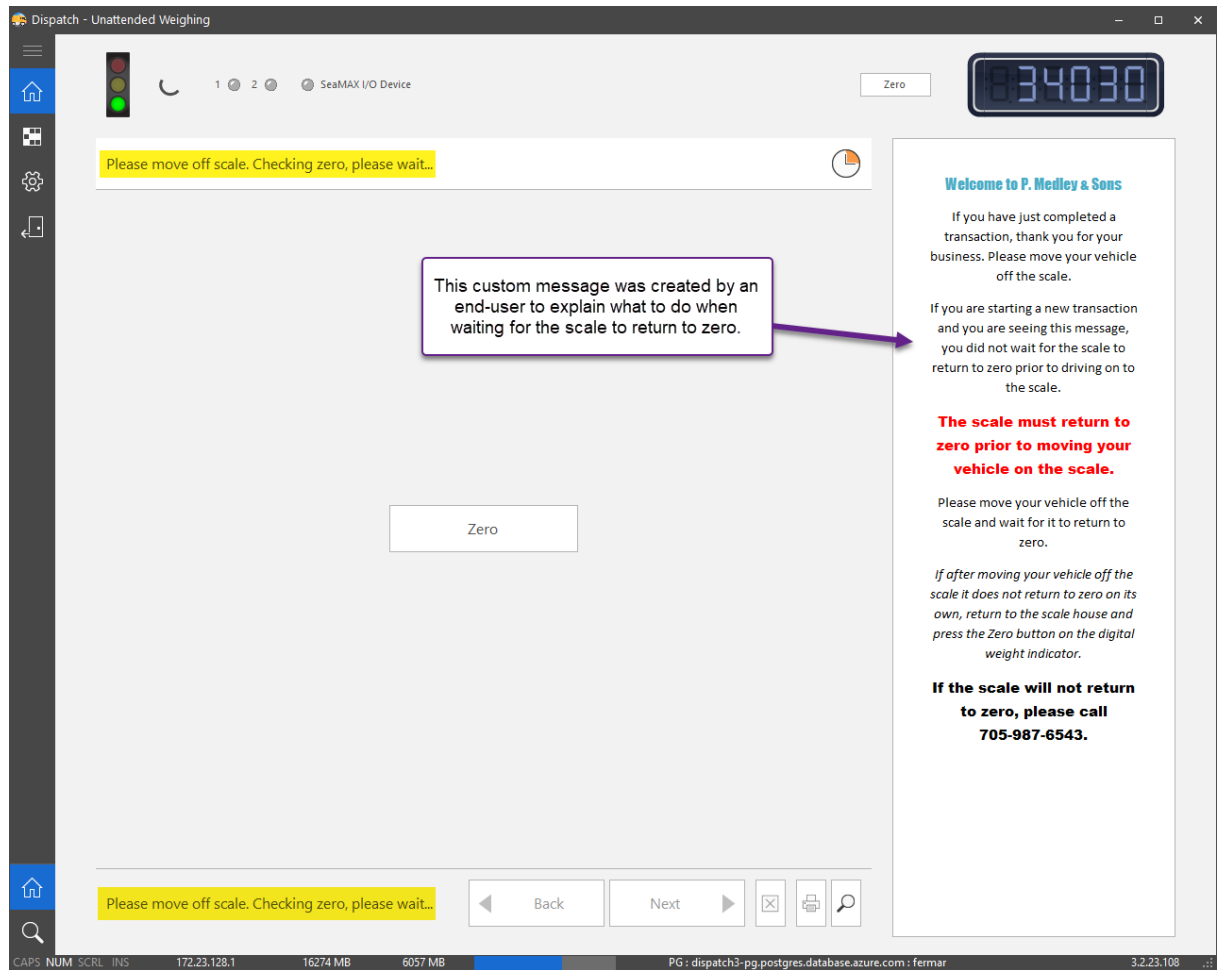
Steps

You can create a custom message for any of the following steps in the Unattended weighing process:

S t e p #	Description	File name
0	Checking zero	0.rtf
1	Select a Vehicle Type	1.rtf
2	Select an Owner	2.rtf
3	Select a Truck	3.rtf
4	Select an Operation	4.rtf
5	Tare weight updated	5.rtf
6	Select a Customer	6.rtf
7	Select an Order	7.rtf

S t e p #	Description	File name
8	Select a Material Category	8.rtf
9	Select a Material	9.rtf
10	Select a Zone	10.rtf
11	Print ticket	11.rtf

Example



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