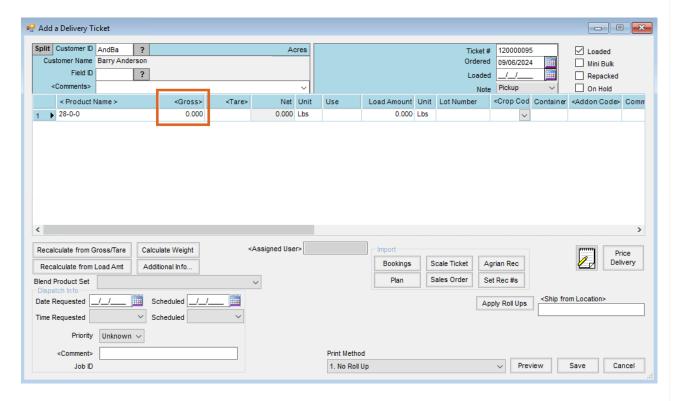# Scale Ticket Not Showing for Import into a Delivery Ticket
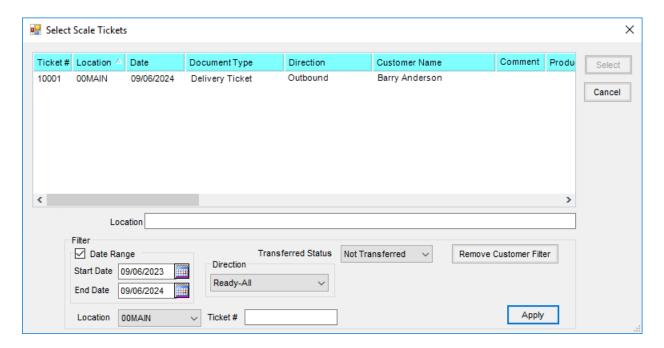
Last Modified on 09/06/2024 2:46 pm CDT

When a Scale Ticket is made for a Delivery Ticket type and does not have a valid product selected, it will not be available to import into the Delivery Ticket using the **Import Scale Ticket** button.

In order for this Scale Ticket to be available, choose the product on the Delivery Ticket, and double click in the *Gross* column. This shows the Scale Tickets that are available to import for the selected customer.

The Scale Ticket should now be shown and able to be imported.

In order to ensure Scale Tickets will easily be found in the future, it is recommended that two options are enabled. In Agvance Scale Interface at *Setup / Company Preferences*, select the checkboxes for *Require a Product for Delivery Ticket Records* and *Product Must be Valid*.