

Unscheduled Delivery - Cylinder Exchange

Last Modified on 08/12/2026 5:16 pm EDT

Selecting **Unscheduled Delivery** gives the ability to deliver to any customer in the database rather than just the customers selected for a schedule.

Load/Unload	Reporting
Compartment Transfer	Meter Readings
Call In Delivery	Utilities
Scheduled Delivery	Messages
Unscheduled Delivery	End Shift

Select **Unscheduled Delivery** from the *Delivery Menu* to advance to the *Customer* screen.

Choose Search Criteria		☒ Customer	☐ Tank	Search	
Customer# 130000		Serial#	Type	Tank Name	Size
HANSEN,ALLY		7SE065329	P	500-HOUSE	500.00
Phone (780)784-7785					
Limit \$500.00					
Current \$0.00					
Past Due \$0.00					
Total \$0.00					
Terms Due the 15th					
More Info					
Budget					
Payment					
Tank RRN 2948					
Delivery Address 951 Johnnie Village		Update%			
MONTROSE, SD		Directions			
Customer Type PROPANE BUDGET RESIDEI		History			
Delivery Type JULIAN		Hold			
Last Delivery 0.00 01/09/24		Contracts			
Business Owns Y Est% Left 0		Call In			
K-Factor 0.00 Daily Use 0.00		Navigate			
Leak Test 00/00/00					
Gas Check 00/00/00					
Other Info					
Product LP GAS-HEATING		Misc. Sale			
Price \$1.6500		Calculator			
Route DANVILLE LP		Notes			
Location DANVILLE		Split			
Reg Cd		Regulators			
Meter Rd					
Start Delivery		Back			

Record not found - positioned at first

Version: 17.289.0.0 Modify INS

Search for customer by Customer Name or Customer# and select **Tanks** to view the *Tank* screen. Select **Misc. Sale** to advance to the *Delivery/Invoice* screen.

Customer# 130000
HANSEN, ALLY
Serial# 7SE065329
Cyl Onsite 0
Opt Qty 0
Tank Type **PROPANE**

Product 9000 **CYLINDER EXCHANGE**
Choose

PO#

Additional Info
Special Instructions

Directions

Call In Comment

Price 0.0000 Line Amount 0.0000

Type	Tank Name	Qty	PU	Full
P	500-HOUSE	0	0	0

Sub-Total \$0.00
Total Tax \$0.00
Invoice Total \$0.00

Remove Add
Remove Tax Payment
Back Discount
Finalize Invoice

Once on the *Delivery/Invoice* screen there is an option to enter the number of cylinders dropped off, number picked up, and number picked up full (full cylinders that are picked up will credit the invoice for the amount per cylinder). Additionally, modify the price of the product and enter a PO#. **Note:** If the delivery was made against a contract, the price cannot be modified.

If a *Quoted Price* was used, Quoted Price will display in the *Price By* line. The *Price* and *Unit Price* fields will also reflect the Quoted Price.

Priced By	Quoted Price
Serial#	36664
Tank Name	
Tank Size	500.00
Product	100 LP RESIDENTIAL BULK
Choose	

Customer# 130000
HANSEN,ALLY
Serial# 7SE065329
Cyl Onsite 0
Opt Qty 0
Tank Type PROPANE
Product 9000 CYLINDER EXCHANGE
Choose
PO#

Additional Info
Special Instructions
Directions
Call In Comment

Price 0.0000 Line Amount 0.0000

Type	Tank Name	Qty	PU	Full
P	500-HOUSE	0	2	2

Sub-Total \$0.00
Total Tax \$0.00
Invoice Total \$0.00
Remove Add
Remove Tax Payment
Back Discount
Finalize Invoice

- **Choose** – Modify the product being sold. If the product is listed incorrectly, tap **Choose** and select from a list of available products.
- **Remove** – Remove items from the Invoice. Only non-pumpable items can be removed from an Invoice. If a pumpable item is highlighted, the **Remove** button will not be active.
- **Discount** – Review Discount if applicable and adjust as necessary.
- **Remove Tax** – Remove all taxes from the Invoice. This is not on a per line item basis - it is for the entire Invoice. Once the taxes have been removed, they cannot be re-added.
- **Payment** – Enter a payment from the customer. Reference the [Payment](#) article for more on entering payments in EnergyTrack.
- **Add** – Add a non-pumpable item to the Invoice. Once **Add** is selected, tap **Choose** to select the item needing added to the invoice. Then enter a *Quantity* and *Price* for the item.
- **Finalize Invoice** – Finalize the Invoice. A prompt will display for a Signature (if required) and then for a number of invoices to print. If a payment was taken while on the *Invoice* screen, there will also be a prompt for the number of receipts to print.