# CAT Scale
## Operators' Manual
### INTALOGIX

**CAT Scale Operators' Manual**
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*Never close the scale without first reporting the problem to CAT Scale Headquarters. Call 1-877-CAT-SCALE, ext. 6*

# Using the CAT Scale Operators' Manual

This manual is designed to be read both as a continuous unit and in a shorter, separated form for distribution to managers, bookkeepers and weighmasters/clerks. Each of the four main sections, are stand-alone documents-that is, each should provide its intended reader with all necessary information to perform his or her task.

*Feel free to make copies of these sections for distribution within your location, but please remember that any reproduction/distribution of this document beyond that which is described herein constitutes copyright infringement.*

# What Is a CAT Scale?

A CAT Scale is a Certified, Automated Truck Scale owned by CAT Scale Company of Walcott, Iowa and operated by some of the best truckstops in the country. An individual CAT Scale is part of a growing network of scales across the United States and Canada which offers both the name recognition and advertising budget of a large company as well as the customer loyalty and reliable service of a local operation.

Each scale consists of three platforms designed for durability, accessibility and accuracy.

CAT Scales-

- are large enough to accommodate the entire vehicle
- meet length and slope standards for approach and exit pads
- measure gross vehicle weight
- measure individual axle weight
- meet DOT standards for billing validation
- are operated by state certified Weighmasters
- are monitored by video camera and intercom
- maintain records of every weigh ticket for seven years
- are the only scales compatible with the Weigh My Truck app.

Installed on the lots of corporate and family owned truckstops alike, CAT Scales remain the property of CAT Scale Company which bears responsibility for maintenance of the scales. Thanks to frequently scheduled testing and calibration, CAT Scales are certified accurate by the states in which they do business. CAT Scales' accuracy meets or exceeds all requirements for certification.

This attention to maintenance and accuracy allows CAT Scale Company to make the guarantee, "Weigh What We Say or We Pay."® If a driver gets an overweight fine after weighing legal on a CAT Scale they are protected by the following Guarantee:

**If you get an overweight fine from the state after our scale showed you legal, we will immediately check our scale. If our scale is wrong, we will reimburse you for the fine. If our scale is correct, a representative of CAT Scale Company will appear in court with the driver as a witness.**

# The History of CAT Scale Company

The first truck scales were generally public scales run by cities or found at moving companies and scrap yards. As the interstate system began to bypass urban areas, coin operated axle scales began to appear at truckstops. Along with the unreliability of the coin mechanism was the inherent inaccuracy of mechanical scales. Difficult to maintain, these scales became a method of last resort for truckers who had begun to suspect their accuracy.

The first CAT Scale opened in May 1977 at the South Holland Truckomat along the route of the heavy shipping out of Chicago's south side. It, like all the CAT Scales which have come after it, was a three platform electronic scale.

Ten years later, the handful of CAT Scales scattered around the country at independent and chain truckstops were doing well enough to support an expansion of nearly 100%--14 new scales were built.

Since 1988, when the CAT Scale Company was incorporated, the network of CAT Scales has spread to both coasts and into Canada. With over 2,000 scales in operation, and more openings planned in the years to come, CAT Scale Company has developed into an organization devoted to accuracy for the truck driver and service to the truckstop operator.

# CAT Scale Company Policy

As per the CAT Scale Agreement, CAT Scale Company sets the fee to be charged for weighing trucks. The following is a summary of our scale ticket policy. (**Please note that fees may change in the future.**)

1. A full weigh fee of $13.50 is charged on the initial weigh.

2. A reweigh fee of $4.00 is charged when all of the following conditions are met:

   a. same vehicle (tractor and trailer) is weighed

   b. reweigh must be at the same scale as the full price weigh

   c. reweigh must be within 24 hours of the full price ticket

*There is no limit to the number of reweighs during the 24 hour "Reweigh Period."*

*A reweigh MUST occur using the same tractor and trailer at the same location as the original weigh.*

3. Every time a truck crosses the scales a ticket must be printed-**there are no exceptions to this rule**.

4. Occasionally a customer will have a difficult time adjusting his load and / or axles. After three paid weighs (one full price and two reweighs for a total of $21.50), the on-duty manager may elect to void all further weigh tickets until the driver gets legal. Once the truck is legal, the customer is charged $4.00 for the last reweigh. The maximum charge for one customer or truck in this instance would be $25.50-one full price weigh plus three reweighs.

*If you have questions or need state-specific procedures Call 1-877-CAT-SCALE, ext. 6*

*If the scale ticket isn't completed properly, the guarantee and certification may be voided.*

5.  Although some states have slightly different requirements, the general rules for filling out scale tickets are as follows:

    a.  full name of trucking company

    b.  tractor or license number

    c.  trailer number or "none" if there is no trailer

    d.  commodity weighed (the field defaults to FREIGHT ALL KINDS)

    e.  full signature of weighmaster (no initials or first names only)

    f.  full weigh fee or reweigh fee

    g.  ticket number of initial full priced weigh ticket (if reweigh)

6.  Any single vehicle combination that cannot be accommodated by our scale on one ticket should be printed on two or more separate tickets and charged at the rate of one full priced weigh ($13.50). There is no extra charge for splitting tandem axles, double trailers, or other special or oversized trucks. **(Note: Your CAT SCALE Indicator will allow storing of up to seven individual axle weights on one ticket. If the truck has more than seven axles contact CAT SCALE at 1-877-CAT-SCALE, extension 6 for instructions on how to proceed)**.

7.  The customer receives two copies of the scale ticket.

8.  **NOTE: California and New Jersey Only—California and New Jersey Law requires one copy of Certified Weigh Tickets be retained on site. The White Copy of the Scale ticket is to be retained by the site. The two yellow copies are to be provided to the customer.**

9.  No artificial weights are allowed to be issued.

10. No axles are to be adjusted on the scale platforms.

11. CAT Scale Company is to be notified immediately of all problems and difficulties.

12. The CAT Scale Company Guarantee is to be in force at all times.

13. CAT Scales are to be open 24 hours (never closed).

## In This Section

# Accounting Guide

Keeping up with the daily auditing and accounting is an integral part of the agreement between Truckstop Operators and CAT Scale.  In response to the volume of tickets produced at the individual site, CAT Scale has developed an accounting system which, when followed carefully, ensures that the volume of tickets is manageable for all concerned. **This equipment can automatically do the shift, weekly, and daily sales reports for you. This information is provided to you as a help should you have any questions on how the accounting is to be done.** The system described in these instructions is broken down into three parts:  Shift Report, Daily Report, and Weekly Report.

# Summary of Line Items on Shift, Daily and Weekly Reports

*The weighmasters / cashiers have been given these instructions in the section of the CAT Scale Operators' Manual called the "Weighmasters' Guide."*

The Shift, Daily and Weekly reports will be separated into 4 sections. The Ticket information, Truckstop Sales, Weigh My Truck (WMT) Sales and the Total Sales information. Below is an explanation of what each line item represents.

### Ticket Information

Start Ticket # - The Starting ticket number of the report.
End Ticket # - The ending ticket number of the report.
Total Transactions – The total number of transactions for the report.

*The shift report will have the ending ticket numbers followed by the Start Ticket Number. It will also show the time range the report was printed for.*

### Truck Stop

Weighs – Number of First Weighs.
Reweighs – Number of Reweighs.
Weigh Voids – Number of voided First Weighs.
Reweigh Voids – Number of voided Reweighs.
Damaged Tickets – Number of test prints.
Fuel Drop – The number of fuel drops printed.
Adjusted Tickets – Number of First Weighs adjusted to Reweigh Price.
Reprinted Tickets – Number of tickets that were reprinted.
Value of Voids – The dollar amount of the voided tickets.
Value of Adjusts – The dollar amount of adjusted tickets
Truckstop Adjusted Sales - The dollar amount of all CAT Scale Transactions collected by the Truckstop.

*The Truck Stop section is sales collected by the weighmaster.*

# Summary of Line Items on Shift, Daily and Weekly Reports

*The Weigh My Truck section are sales processed through the CAT Scale Weigh My Truck app.*

**Weigh My Truck (WMT)**

Weighs – Number of WMT Weighs

Reweighs – Number of WMT Reweighs

WMT Scale Sales – The dollar amount of all WMT sales collected by CAT Scale Headquarters.

*The Totals section is a summary of all transactions.*

**Totals**

Truckstop Adjusted Sales – Dollar amount of CAT Scale Transactions collected by the Truckstop.

WMT Scale Sales – Dollar Amount of WMT Sales collected by CAT Scale Headquarters.

Gross Shift Scale Sales – Total amount of all Truckstop and WMT transactions.

The shift report is used to generate a report of all CAT Scale Tickets printed between the between a selected time range. The shift report can be printed for transactions that are stored in the indicator for up to a week.

*NEW: The Shift Report is used to generate a report from the time frame the weighmaster specifies. This report can be ran for any date range in the previous week.*

1. Press the F11 key to bring up the Shift Report Menu.
2. Enter the time and date your shift started.
3. Enter the time and date your shift ended.
4. Select Print Shift Report and press enter.

The shift report will now print. And will follow this format:

| | |
|---|---|
| Print Time | Tue 08:00 AM 6-27-2023 |
| Shift Start Time | Tue 00:00 AM 6-27-2023 |
| Shift End Time | Tue 08:00 AM 6-27-2023 |
| **SHIFT TOTALS** | |
| Start Ticket # | 1999621235100 |
| Final Ticket # | 1999621235103 |
| Total Transactions | 4 |
| **Truckstop** | |
| Weighs | 1 |
| Fuel Trucks | 0 |
| Reweighs | 1 |
| Weigh Voids | 0 |
| Reweigh Voids | 0 |
| Damaged Tickets | 0 |
| Duplicate Invoices | 0 |
| Adjusted Tickets | 0 |
| Reprinted Tickets | 0 |
| Value of Voids | 0.00 |
| Value of Adjusts | 0.00 |
| Truckstop Adjusted Sales | 17.50 |
| **Weigh My Truck (WMT)** | |
| Weighs | 1 |
| Reweighs | 1 |
| WMT Scale Sales | 17.50 |
| **Totals** | |
| Truckstop Adjusted Sales | 17.50 |
| WMT Scale Sales | 17.50 |
| Gross Shift Scale Sales | 35.00 |

# Daily Report

The Daily Report is used to generate a report of all CAT Scale Tickets printed on the previous day. This report runs from 00:00AM to 23:59PM from the previous day. The indicator can be set up to automatically print the Daily Report or you can manually print the Daily Report by pressing the F12 key on your keyboard. The Daily Report will now print and will follow this format:

*If you need your daily report to print automatically at midnight of each day. Reach out to the CAT Scale Help Desk at 877-228-7225 ext. 6 and we can turn this option on or off.*

```
DAILY REPORT

Day:    TUESDAY
Date:    6-27-23


Start Ticket #                        1999621235100
Final Ticket #                        1999621235103
Total Tickets Used                                 4


Truckstop
Weighs                                             1
Fuel Trucks                                        0
Reweighs                                           1
Weigh Voids                                        0
Reweigh Voids                                      0
Damaged Tickets                                    0
Duplicate Invoices                                 0
Adjusted Tickets                                   0
Reprinted Tickets                                  0
Value of Voids                                  0.00
Collected                                      17.50
Value of Adjusts                                0.00
Truckstop Adjusted Sales                       17.50
-----------------------------------------------------

Weigh My Truck (WMT)
Weighs                                             1
Reweighs                                           1
WMT Scale Sales                                17.50
-----------------------------------------------------

Totals
Truckstop Adjusted Sales                       17.50
WMT Scale Sales                                17.50
Gross Shift Scale Sales                        35.00
```

# Weekly Report

The Weekly Report is used to generate a report of all CAT Scale Tickets for the previous week. This Report will print automatically at 00:01 of your report day. If you need to reprint the Weekly Report you can do so by pressing the F10 Key, it will be available to reprint until the next Weekly Report is generated. The Weekly Report follows this format:

*The Weekly report will always print at Midnight after your week ending date.*

```
WEEKLY SUMMARY CAT Scale Location 9996
FRI 00:00 06/30/23 Compiled 6-30-23


Start Ticket #                    1999621235100
Final Ticket #                    1999621235103
Total Tickets Used                             4


Truckstop
Total Weighs                                   1
Total Fuel Trucks                              0
Total Reweighs                                 1
Total Weigh Voids                              0
Total Reweigh Voids                            0
Total Damaged Tickets                          0
Total Duplicate Invoices                       0
Total Adjusted Tickets                         0
Total Reprinted Tickets                        0
Total Value of Voids                        0.00
Total Collected                            17.50
Total Value of Adjusts                      0.00
Truckstop Adjusted Sales                   17.50
-----------------------------------------------
Weigh My Truck (WMT)
Total Weighs                                   1
Total Reweighs                                 1
WMT Scale Sales                            17.50
-----------------------------------------------
Totals
Truckstop Adjusted Sales                   17.50
WMT Scale Sales                            17.50
Gross Shift Scale Sales                    35.00
```

# Accounting Helpful Hints

1. Make sure to print your Shift, Daily and Weekly reports on a regular basis.

2. Make sure that all voided tickets are properly voided. Voids should only be performed when there is an equipment failure, such as an issue with the Printer or the Scale at that time. The ability to void a transaction is limited to 24 hours after the ticket was printed. If there are Reweighs associated with the First Weigh ticket, then they all must be voided prior to the First Weigh Ticket.

3. All transaction reporting data is electronically sent to CAT Scale Headquarters. Reports and tickets are not required to be mailed or faxed to CAT Scale Headquarters.

# Technical Reference

If you are experiencing any problems with the CAT Scale, monitor, intercom, weigh indicator or printer, please call the CAT Scale Help Desk at 1-877-CAT-SCALE (extension 6).

**Always report problems directly to CAT Scale**, not to a scale service company.

*Even though CAT Scale employs technicians to maintain the scale, there are a few simple steps you can take to make sure it performs accurately and reliably...*

## If the Weigh Indicator Registers a Weight When no Truck is on the Scale

The scale is sensitive and many factors can cause it to give a weight when the scale itself is empty. To reset the scale to zero follow this simple step.

1. Press the "PAUSE BREAK" key on the CAT SCALE Keyboard twice.

## If a Vehicle Has Different Gross Weights Upon Reweighing

If the difference is less than 60 pounds, monitor the situation and if you find it happens consistently, call CAT Scale Maintenance. Otherwise, an occasional 60 pound variance is well within tolerance.

If a vehicle has a difference in gross weight of more than 60 pounds:

1. Determine if the vehicle was weighed under the same conditions.

   a. Was the driver in the truck both times? Was the passenger?

   b. Was the driver leaning on the intercom?

   c. Was the truck positioned correctly?

   d. Did the truck take on fuel?

   e. Is it extremely windy?

2. Weigh the vehicle again (a third weigh). If the third gross weight matches either of the other tickets, void the mismatched ticket.

3. If the third gross weight matches neither of the other gross weights, call CAT Scale Help Desk at 1-877-CAT -SCALE (extension 6).

## If You Suspect That the Scale Is Inaccurate

Call CAT Scale at 1-877-CAT-SCALE (extension 6) as soon as possible.

## If You Need to Order Supplies

*Never close the scale. Always report the problem to CAT Scale Headquarters. Call 1-877-CAT-SCALE, ext. 6. Many times problems can be resolved over the phone.*

Use the Request Supplies Menu to order basic CAT Scale Supplies such as Printer Ribbons, Report Paper, or Tickets.

1. Press the Function Key F8

2. Use the arrow Keys to highlight the item you need then press the ENTER Key.

3. Enter your 4-digit PIN NUMBER and press Enter.

4. An email will be sent to the CAT Scale Help Desk and a Technician will call you to verify your order. Repeat steps 2 and 3 for any additional items you need to request.

**NOTE: If your scale needs immediate service please contact the CAT Scale Help Desk at 1-877-CAT-Scale (extension 6).**

## If the CAT Scale Weigh Ticket Printer Isn't Responding

1. Ensure that the CAT Scale Weigh Ticket Printer's power cord is plugged in properly on the back of the printer as well as the outlet.

2. Ensure the printer's USB cable is plugged into the back of the printer as well as the back of the CAT Scale Indicator.

3. Ensure the printer is powered on. The power switch will either be on the front of the printer or the right side depending on the printer model.

4. Reset both the indicator and printer at the same time.

Call CAT Scale Help Desk at 1-877-CAT-SCALE (extension 6), if you need tickets, or if your ticket printer is still not working correctly.

## If the CAT Scale Tape Printer Isn't Responding

1. Verify there is enough paper in the report printer.

2. Verify the error light is green and not blinking. If it is blinking remove the paper jam and reload the paper

then press the SEL button.

3. You can contact CAT Scale Company for replacement paper rolls for your tape printer.

Call CAT Scale Help Desk at 1-877-CAT-SCALE (extension 6), if you need paper rolls, or if your tape printer is still not working correctly.

## If the Camera View Isn't Responding

1. Reset the CAT Scale Indicator. The power switch is on the right-hand side of the indicator.

2. Check the circuit breaker in the electric power panel. If the breaker is tripped contact the CAT Scale Help Desk at 1-877-CAT-SCALE (extension 6).

## If the Signature Pad is not Capturing Signatures

1. Make sure to use the attached stylus for the signature pad to register the signature correctly.

2. Verify the signature pad's USB plug is plugged into the CAT Scale Indicator.

3. If you continue to have issues please contact the CAT Scale Help Desk at 1-877-CAT-SCALE (extension 6).

## If the Time and Date Must be Reset

The CAT Scale Indicator will automatically adjust for daylight savings time as needed in your area. If for some reason the time and date on the indicator is incorrect please call the CAT Scale Help Desk at 1-877-CAT-SCALE (extension 6).

## If Ice and Snow Accumulate on the Scale

*Do not use salt on the scale. Call CAT Scale for other options at 1-877-CAT-SCALE, ext. 6*

Always keep the scale clear of ice and snow. They can cause the readings to be inaccurate, and can damage equipment.

## Cold Weather Maintenance

1.  Check scale pits weekly to catch water problems before its too late.

2.  Never use salt on your scale. It will erode the concrete and damage your platform. Call CAT Scale for options.

3.  Remove snow by backing the plow off of the scale and dragging the snow rather than pushing it off the scale. Also make sure to shovel the sidewalks around the scale.

4.  Remove any stray debris in a timely manner.

5.  Call the CAT Scale Help Desk ASAP at 1-877-CAT-Scale, ext. 6 if you have a scale problem.

## *In This Section*

# Weighmasters' Guide

This guide is designed to give you, a CAT Scale Weighmaster, some advice on how to save time and avoid mistakes while operating a CAT Scale. After a brief introduction, you'll be given tips about identifying the types of vehicles that use a CAT Scale, performing the weighing process, and keeping track of CAT Scale tickets.

Keep an eye on the left-hand margin. As you read through this guide, important information and commonly made mistakes will be highlighted there.

# Your Responsibility as Weighmaster

*The CAT Scale Indicator is programed to electronically print your signature on each scale ticket. If your signature is not printing please contact the CAT Scale Help Desk at 1-877-CAT-SCALE (extension 6).*

The "CAT" in CAT Scale stands for Certified, Automated Truck Scale. To become certified, the scale you operate must be inspected regularly to make sure that it gives an accurate weight. If the state in which you work requires it, you may need to be licensed in order to be a weighmaster (see state supplement for further information about regulations specific to your state). If you have questions or need state-specific procedures call 1-877-CAT-SCALE (extension 6) for information.

As a CAT Scale Weighmaster, you are responsible for making sure that the truck being weighed is properly aligned on the scales and for verifying the information that is automatically printed on the scale ticket when a driver's truck is weighed. The scale ticket is only a legally certified weight when you, the Weighmaster, have filled in all the required information about the truck and trailer and signed the ticket with your full name. This is very important since CAT Scale guarantees that its scales are accurate and occasionally needs to go to court in order to defend a driver who has been fined for being overweight. Incorrectly completing the weigh ticket could also prevent the driver from being paid in whole or part for their load.
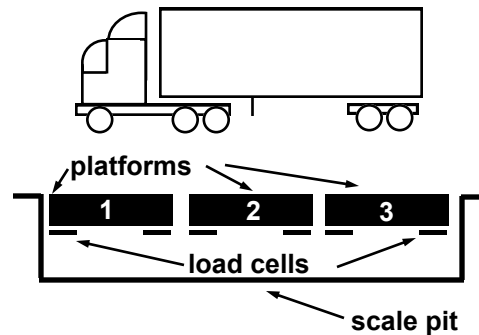
# CAT Scale Equipment

Every CAT Scale is made up of five basic pieces of equipment: the scale, a camera system, an intercom, a weigh indicator, and a printer.

The *scale* consists of three platforms which cover a shallow, concrete-lined hole (called a scale pit).



Although the *platforms* are designed to hold a lot of weight, the electronics beneath them can be damaged by standing water, lightning strikes or by the pressure of a driver adjusting the truck's axles while on the scale platforms. While CAT Scale doesn't expect you to be able to affect lightning or heavy rain, you can prevent damage caused by drivers who attempt to adjust their axles (called sliding an axle) while on the platforms. Please politely remind them that doing so will damage the scale.

The *camera system* is a closed circuit TV camera that allows you to keep track of the scale area and to make sure that the truck being weighed is in the correct position on the scale. Use the camera feed on your monitor to assist the driver in moving the truck and trailer and to ensure that an accurate weight will be given.

The *intercom* keeps you in touch with the driver. Please remember that wind, rain and the noise of idling engines can make it difficult for the driver to hear you. Speak slowly, clearly and a little louder than you normally do.

*Use the camera view to make sure the vehicle is correctly placed on the scale. A tire even one inch out of position will cause a large error in the registered weight.*

The **_weigh indicator_** is a small computer which controls how the three scale platforms work. Sometimes power to the weigh indicator is interrupted by lightning strikes or outages. When this happens, the weigh indicator may need to be reset before you continue to use it.

The **_printer_** automatically produces two copies of the scale ticket. Make sure when you load a new sheet of tickets into the printer that the top edge of the first one is perfectly straight. Doing so will prevent jams in the printer as you get to the last tickets on the sheet

# Identifying Trailer Configurations and the Two Weigh Modes

CAT Scales have been designed to accommodate many different types of trucks and trailers. Because the three scale platforms can be independently controlled through the weigh indicator, a CAT Scale can weigh all trucks which fall into one of two categories. As part of your job as Weighmaster, you need to be able to recognize the different ways a trailer may be configured (the way a trailer is set-up).

Because there are different trailer configurations, and because trucks and trailers often have very different spans between axles, the CAT Scale weigh indicator is programmed to weigh using the platforms individually. The way you use the individual platforms is called a **Mode**. There are two weigh modes, one used for standard trailer configurations and another for Oversized/Spread-Axle Configurations.

## Standard Configuration
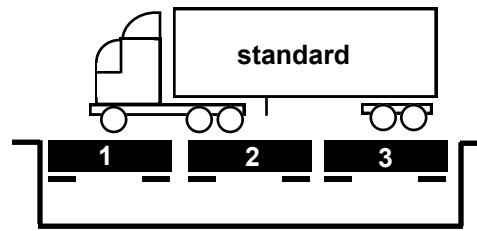


Most trucks that weigh on a CAT Scale are of the standard configuration. These trucks pull a single trailer which has its rear axles locked very near each other at the rear of the trailer.

***Standard Weigh Mode*** is used for trailers in standard configuration. Notice that each set of axles rests on a scale platform. Because the entire truck and trailer fit on the scale, standard weigh mode requires only one position on the platforms. In this position, the weight on platforms 1, 2 and 3 is calculated to give a total weight.

## Oversized/Spread-Axle Configuration
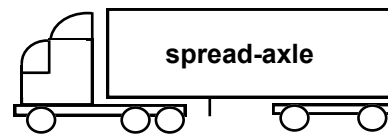


*An Oversized/Spread-axle weight cannot be certified (only combinations that fit entirely on the scale can) a split-axle weight is still guaranteed by CAT Scale.*

Drivers use the spread-axle configuration in order to more evenly distribute the weight of their load over the rear axles. Notice that the pair of axles at the rear of the trailer has been "spread" and a good distance separates them.

***Oversized/Spread-Axle Mode*** is used because, even though a trailer in split-axle configuration can fit on the scale platforms all at once, it cannot be weighed in standard weigh mode. Because the driver of a spread-axle or oversized trailer needs to know the weight on each of the trailer's rear axles, they must be weighed separately. To do this, the truck and trailer must be weighed in two different positions on the platforms.
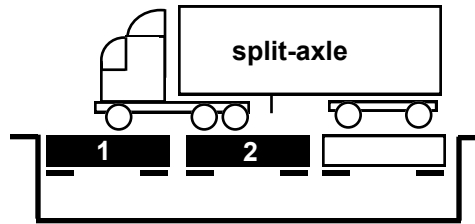
**Position 1**

In the first position, the weigh indicator reads the weight on platforms 1 and 2 only.  So in position one, the rear axles on platform 3 are not weighed.
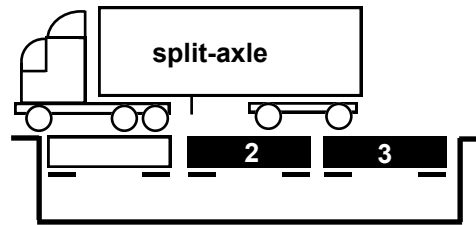


**Position 2**

In the second position, the rear, "split" axles are weighed on  platforms 2 and 3.  In position two, platform 1 is not used.

The weigh indicator then adds the weight on platforms 1 and 2 from the first position to the weight on platforms 2 and 3 from the second position to give a total weight of the truck.

# Weighing Procedures

The process of weighing a truck on a CAT Scale is mostly automated, but you must follow several steps manually in order to assure that the driver is given an accurate weight. Most of what a Weighmaster does to weigh a truck is the same regardless of the configuration of its trailer, but pay special attention to how the following instructions are different for different weigh modes.

*When looking at the weigh indicator's screen you will notice a Light Blue area with instructions on what to say to the driver. You will also see a Yellow area with instructions on how to proceed.*

1.  Say, "Hello, welcome to CAT Scale. Is this your first weigh, or a reweigh?" Remember to speak clearly and directly into the microphone. The Truckstop's lot can be loud and the driver may have a hard time hearing you.

2.  If the driver needs a reweigh see **Reweigh Mode on page 34.**

3.  If the driver needs a first weigh press ENTER. Decide which weigh mode you need to choose based on the way the trailer is configured. If you aren't sure how the trailer is configured, ask the driver.

## Standard Mode

4.  Make sure the truck and trailer are in the correct position on the scale platforms.
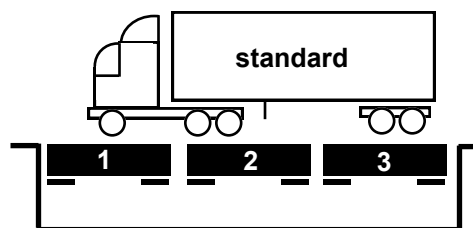


The tractor's front axle must be on platform 1.
The tractor's rear axles must be on platform 2.
The trailer's rear axles must be on platform 3.

5.  Using the arrow keys on the keyboard, highlight STANDARD and press ENTER

www.catscale.com

*If you are not prompted for the trailer number move to step 7.*

*Use the monitor to make sure the vehicle is correctly placed on the scale. A tire even one inch out of position will cause a large error in the registered weight.*

*NEVER ANNOUNCE THE TRUCK'S WEIGHT OVER THE INTERCOM.*

*If the driver pulls off of the scale before you have entered your pin number and pressed Enter, the weights will not be stored in the CAT SCALE Indicator. You will then need to ask driver pull back on the scale to weigh his truck.*
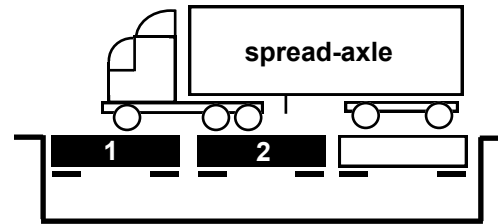
6. You will be prompted with "WHAT IS YOUR TRACTOR NUMBER". Ask the driver for their Tractor Number. Key in the TRACTOR NUMBER and press ENTER.

7. *If that truck number is already in memory, you will be prompted with "WHAT IS YOUR TRAILER NUMBER". Ask the driver for their trailer number. Key in the TRAILER NUMBER and press ENTER.*

8. You will be prompted to "TYPE IN YOUR FOUR DIGIT PIN NUMBER". Key in your 4 digit WEIGHMASTER PIN NUMBER, and press ENTER **(Do not instruct the driver to pull off the scale until this is done).**

9. You will be prompted with "PLEASE PULL OFF THE SCALE AND COME TO FUEL DESK FOR YOUR TICKET".

10. **The system will not print a ticket with a truck on the scale**.

NOTE: The drivers weight information is now stored in the CAT SCALE Indicator. When the driver comes to the Fuel Desk for their ticket see **Printing a Scale Ticket on page 33**.

## Oversized/Spread-Axle Mode

**If you have questions or need advice on the Oversized/Spread-Axle Mode please contact the CAT Scale Help Desk at 1-877-CAT-SCALE (extension 6). One of our technicians will be able to walk you and the driver through the proper weighing process.**

4. Make sure the truck and trailer are in the correct position on the scale platforms.
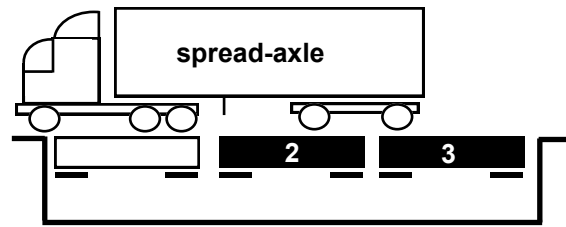
**Position 1**

*Use the monitor to make sure the vehicle is correctly placed on the scale. A tire even one inch out of position will cause a large error in the registered weight.*

For position #1:

The tractor's front axle must be on platform 1.
The tractor's rear axles must be on platform 2.
Platform 3 isn't used at this time.

5.  Using the arrow keys on the keyboard, highlight OVERSIZED/SPREAD-AXLE mode and press ENTER.

6.  You will be prompted with "WHAT IS YOUR TRACTOR NUMBER". Ask the driver for their tractor number. Key in the TRACTOR NUMBER and press ENTER.

7.  *If that truck number is already in memory. You will be prompted with "WHAT IS YOUR TRAILER NUMBER". Ask the driver for their trailer number. Key in the TRAILER NUMBER and press ENTER.*

8.  Instructions will appear on the indicator screen. Read these instructions and press ENTER.

9.  Using the arrow keys on the keyboard, highlight the axle weights that you want to store.

10. Arrow to Scale 1 for the steer axle and press ENTER. Arrow to Scale 2 for the drive axle and press ENTER. By pressing enter for Scale 1 and Scale 2 you are telling the CAT SCALE Indicator to register the weight on platforms 1 and 2 only. The axles you selected will be displayed on the indicator screen.

11. Say, "Please move to the second position."

12. Make sure the truck and trailer are in the correct position on the scale platforms.

**Position 2**

For position #2:

*Some drivers won't know what the second position is—explain it to them using this description.* ▶

The trailer's first spread-axle must be on platform 2. The trailer's second spread-axle must be on platform 3. Platform 1 isn't used at this time.

13. Arrow to Scale 2 for the first trailer axle and press ENTER. Arrow to Scale 3 for the second trailer axle and press ENTER. By pressing enter for Scale 2 and Scale 3 you are telling the CAT SCALE Indicator to register the weight on platforms 2 and 3 only. The axles you selected will be displayed on the indicator screen.

14. Arrow to "COMPLETE" and press ENTER.

15. You will be prompted with "TYPE IN YOUR FOUR DIGIT PIN #". Key in your 4 digit WEIGHMASTER PIN NUMBER and press ENTER. **(Do not instruct the driver to pull off the scale until this is done)**.

16. You will be prompted with "PLEASE PULL OFF THE SCALE AND COME TO THE FUEL DESK FOR YOUR TICKET".

*NEVER ANNOUNCE THE TRUCK'S WEIGHT OVER THE INTERCOM.*

17. **The system will not print a ticket with a truck on the scale**.

Note: The drivers weight information is now stored in the CAT Scale Indicator and when the driver comes to the Fuel Desk for their ticket, see **Printing a Scale Ticket on page 33.**

# Printing a Scale Ticket

1.  To print a scale ticket there MUST be a weigh stored in the CAT SCALE Indicator memory.

2.  Press the PRINT SCREEN key on the keyboard.

3.  You will be prompted with "TRACTOR NUMBER". Ask the driver for their tractor number. Enter their tractor number on the keyboard and press ENTER.

4.  If the number is incorrect, keyed in incorrectly or a duplicate tractor number is already in memory a look-up table will appear with all tractor numbers and times showing. Use the arrow keys to highlight the correct record and press ENTER. **(Note: use the trailer number to help identify the correct truck number if duplicate tractor numbers are in memory).**

5.  You will be prompted with "COMPANY". Ask the driver for their company name. Enter their company name on the keyboard and press ENTER.

6.  You will be prompted with "TRAILER NUMBER". Ask the driver for their trailer number. Enter the trailer number on the keyboard and press ENTER.

7.  You will be prompted with "COMMODITY". The default for COMMODITY is "FREIGHT ALL KINDS". Press ENTER to use this or key in what the driver requests for commodity and press ENTER.

8.  You will be prompted with "WEIGHMASTER PIN NUMBER". Enter your weighmaster pin number and press ENTER to print the ticket.

# Reweigh Mode

A driver can get a reweigh from your location when all of the following conditions are met:

a.   Same vehicle (Tractor and Trailer are weighed).
b.   Full priced ticket is presented by customer.
c.   Reweigh must be at the same scale that the full price weigh ticket was issued from.
d.   Reweigh must be within 24 hours of the full price weigh as indicated on the weigh ticket.

**If the original weigh ticket was issued in the Standard Mode, use the following procedure:**

*The Blue/Green area of the screen will prompt you on what to say to the drivers, the Yellow area of the screen will give you specific instructions on how to proceed.*

1.   Using the arrow keys on the keyboard, highlight "REWEIGH" and press ENTER.

2.   You will be prompted with "WHAT IS THE FOUR DIGIT WEIGH NUMBER LOCATED ON THE LOWER LEFT HAND CORNER OF THE ORIGINAL WEIGH TICKET?". Ask the driver for this 4 digit number shown on the original weigh ticket. Key in this number and press ENTER.

3.   The CAT SCALE Indicator will show the following information. "TRACTOR NUMBER", "COMPANY", "TRAILER NUMBER", and "COMMODITY" as they appear on the original weigh ticket.

4.   If the information is correct type your four digit PIN NUMBER and press ENTER. The CAT Scale Ticket will print. Ask the driver to come to the fuel desk to get their ticket.

5.   If the information is incorrect select REJECT and press ENTER. You will need to start the reweigh process over.

**If the original weigh ticket was issued in the Oversized/Spread-Axle Mode, use the following procedure:**

1. Using the arrow keys on the keyboard, highlight "REWEIGH" and press ENTER.

2. You will be prompted with "WHAT IS THE FOUR DIGIT WEIGH NUMBER LOCATED ON THE LOWER LEFT HAND CORNER OF THE ORIGINAL WEIGH TICKET?". Ask the driver for this 4 digit number shown on the original weigh ticket. Key in this number and press ENTER.

3. Instructions will appear on the indicator screen. Read these instructions and press ENTER.

4. Follow the same instructions from the Oversized/ Spread-Axle Mode on page 30.

## Notes on Reweighing:

1. You must use the 4 digit number that appears on the original full priced weigh ticket for all reweighs.

2. If the 4 digit number you are given by the driver is not eligible for a reweigh, you will be prompted with. "PLEASE RECHECK THE FOUR DIGIT WEIGH NUMBER ON THE LOWER LEFT HAND CORNER OF THE ORIGINAL WEIGH TICKET". Ask the driver for the 4 digit number again to verify. Key in the number again.

3. If that number is not eligible for a reweigh you will get the same prompt as in #2 above. You can ask the driver again for the number, or press the ESC key on the keyboard to return to the main screen on the CAT SCALE Indicator.

4. If that number is not valid for a reweigh at your location it could be because of one of these reasons:

    a. The driver has gone over the 24 hour time limit for a reweigh at your location.

b.   They did not purchase their original ticket at your location so they are not eligible for a reweigh at your location.

c.   **If the driver wants to weigh they will have to pay the full price.**

5.   If you have any problems with the reweigh procedure, contact CAT Scale Headquarters. Call 1-877 CAT-SCALE, ext. 6.

# CAT Scale Pricing Policy

The price for a weigh (currently $13.50) and the price for a reweigh (currently $4.00) are set by CAT Scale company and are standard at each one of the thousands of CAT Scale locations. (**Please note that these prices are subject to change.)**

Always charge $13.50 for a first weigh. This is the price that is automatically printed on a scale ticket.

When a truck has been reweighed, charge the $4.00 price printed on the ticket.

Occasionally a customer will have a difficult time adjusting their load and / or axles. After three paid weighs (one full price and two reweighs for a total of $21.50), the on-duty manager may elect to void all further weigh tickets until the driver gets legal. Once the truck is legal, the customer is charged $4.00 for the last reweigh. The maximum charge for one customer or truck in this instance would be $25.50 - one full price weigh plus three reweighs. All copies of the voided tickets are to be signed by the on-duty manager and filled out in full including the ticket number of the full price weigh.

The $25.50 maximum charge is broken down like this:

$13.50  first weigh
$4.00  reweigh
$4.00 second reweigh
*Void*   third reweigh
*Void*   fourth reweigh, etc.
+    $4.00  last reweigh

$25.50  total charge

# Using Function Keys

**F1—FUEL DROP WEIGHS**:

Using this function key you are able to weigh your fuel drops, using the following procedure.

1.  Press the function key (F1).

2.  You will be prompted with "ASK THE DRIVER FOR THEIR TRACTOR NUMBER". Ask the driver for their Tractor Number. Key in the TRACTOR NUMBER and press ENTER.

3.  If that truck number is already in memory, you will be prompted with "ASK THE DRIVER FOR THEIR TRAILER NUMBER". Ask the driver for their trailer number. Key in the TRAILER NUMBER and press ENTER.

4.  You will be prompted with "WEIGHMASTER PIN NUMBER". Key in your 4 digit WEIGHMASTER PIN NUMBER, and press ENTER. **(Do not instruct the driver to pull off the scale until this is done).**

5.  You will be prompted with "PLEASE PULL OFF THE SCALE AND COME TO THE FUEL DESK FOR YOUR TICKET".

6.  **The system will not print a ticket with a truck on the scale**.

NOTE: The drivers weight information is now stored in the CAT SCALE Indicator. When the driver comes to the Fuel Desk for their ticket do the following:

1.  Press the PRINT SCREEN key on the keyboard.

2.  You will be prompted with "TRACTOR NUMBER". Ask the driver for their tractor number. Enter their tractor number on the keyboard and press ENTER.

3.  The CAT SCALE Indicator will have your location name filled in under Company. Ask the driver for

their TRAILER NUMBER. Enter the trailer number on the keyboard and press ENTER.

4. The CAT SCALE Indicator will have "LIQUID FUEL" filled in for COMMODITY. Press ENTER.

5. You will be prompted with "WEIGHMASTER PIN NUMBER". Enter your weighmaster pin number and press ENTER to print the ticket.

6. A ticket will print from the tape printer.

7. This is to be used for Fuel Deliveries to your location only.

8. There are no reweighs for a FUEL DROP. Use the F1 Key for all FUEL DROP tickets either loaded or empty.

## F5—TRUCK NUMBERS IN MEMORY:

Using this function key you are able to view weights that have been stored, but have not yet been printed.

1. Press the PRINT SCREEN key.

2. You will be prompted with "TRACTOR NUMBER". Press function key F5.

3. The screen will show all weights in memory that have not yet been printed.

4. If there are no stored weights you will be prompted with "NO TRUCKS IN MEMORY".

5. Using the arrow keys, highlight the correct weigh record and press ENTER. **(hint: use the tractor number, trailer number and time as your guide).**

6. Complete the printing of the ticket. **(See Printing a Scale Ticket on page 33, for detailed instructions).**

## F8—REQUEST SUPPLIES:

Use this function key to enter the Request Supplies Menu.

1. Press the Function key F8.

2. Use the arrow Keys to select the supplies you need and press the ENTER key. The three options for this menu are SUPPLIES, TICKETS and SERVICE.

3. Enter your 4-digit PIN NUMBER and press ENTER.

4. An email will be sent to the CAT Scale Help Desk and a Technician will reach out to you shortly to verify your order.

NOTE: If your scale needs immediate service please contact the CAT Scale Help Desk at 1-877-CAT-SCALE (extension 6).

## F10—WEEKLY REPORTS:

Use this function key to reprint your last Weekly Report.

1. Press the Function key F10.

2. The last Weekly Report, will print.

3. Press Function key F10 for each copy you need.

## F11—SHIFT REPORTS:

Use this function key to print your shift reports.

1. Press the Function key F11.

2. Type in the Starting date and time of your shift and press the ENTER key.

3.  Type in the ending date and time of your shift and press the ENTER key.

4.  Highlight Print Report and press ENTER.

## F12—DAILY REPORTS:

Use this function key to print extra copies of your last Daily Report.

1.  Press the Function Key F12 for a copy of your last Daily Report.

# Voiding Scale Tickets

*Instructions will appear on your screen. Read these instructions they will help guide you.*

If you need to void a CAT Scale ticket follow the procedure outlined below:

1.  Press the MENU key on the CAT SCALE Indicator.

2.  Using the arrow keys on the keyboard, arrow to "VOID TICKET" and press ENTER.

3.  The indicator screen will show you the void ticket policy.

4.  You will be prompted with "TYPE THE COMPLETE TICKET NUMBER". Key in the Ticket Number to void and press ENTER. You will be asked to confirm your entry.

5.  You will be prompted with "WEIGHMASTER PIN NUMBER". Key in your "WEIGHMSTER PIN NUMBER" and press ENTER.

6.  You will be prompted with "TICKET VOIDED OPERATE ANY KEY TO CONTINUE". Press any key.

7.  You will be returned to "VOID TICKET" on the CAT SCALE Indicator. You may now void more tickets or press the "MENU" key on the CAT SCALE Indicator to return to the main screen.

NOTE : You will not be able to void a Weigh My Truck transaction. If a customer needs a Weigh My Truck transaction voided or refunded have them contact the CAT Scale Help Desk at 1-877-CAT-SCALE, ext. 5.

# Entering Weighmater Pin Numbers

From time to time it will be necessary to add New Weighmaster's Pin Numbers into your CAT Scale Indicator. **(Each Pin Number must be unique to that Weighmaster. Do not use recurring numbers like 1111. They are too easy for others to guess).**

1. Press the SCROLL LOCK key on the CAT Scale Keyboard. Using the arrow keys, arrow to PIN NUMBERS and press ENTER.

2. You will be prompted with "ENTER SECURITY CODE". Type in EDIT and press ENTER.

3. You will be prompted with "PIN NUMBERS" (all weighmasters that have a PIN NUMBER in memory will be listed). Using the arrow keys, arrow to the first open Weighmasters Number and press ENTER.

4. Highlight Edit and press ENTER.

5. Input your Full Name (First and Last) and press Enter.

6. Type in the 4-digit PIN NUMBER you would like to use.

7. You will be prompted to sign the attached signature pad. Sign your name and wait for the indicator to display your signature.

8. Verify your signature is correct then highlight ACCEPT and press enter. Otherwise select REJECT and start from step 5.

9. Your PIN Number and Signature are now stored. You can continue to add Weighmasters or press the ESC Key to exit the PIN NUMBER menu.

*Instructions will appear on your screen. Read these instructions they will help guide you.*

Note:  When weighmasters leave your location, you can either:

A.  Edit their weighmaster record. Using the arrow keys arrow to the name of the invalid weighmaster and type in the name of the replacement weighmaster. Press ENTER.  Then follow the instructions above starting with #4.

B.  Delete their weighmaster record. Using the arrow keys arrow to the name of the invalid weighmaster and press ENTER, then DELETE. When done press the MENU key on the CAT Scale Indicator.

www.catscale.com

## *In This Section*

# Weigh My Truck®
# Overview

Weigh My Truck is a free, downloadable application for a driver's smartphone, tablet or in-cab device. It allows a driver to enter their own location and vehicle information—often automatically—and pay for their weigh from the cab of their truck.

In addition to being easy for the driver, the Weigh My Truck application requires less interaction from cashiers and weighmasters and a faster processing time for each transaction.

While designed as a driver-centered application, weighmaster and certified weight regulations require that you still have a role to play as cashier or weighmaster. Please become familiar with your responsibilities when a driver uses Weigh My Truck at your location.

# Using Weigh My Truck®

While some parts of the weighing process are different when a driver chooses to use Weigh My Truck, as a CAT Scale Weighmaster, you are still responsible for making sure that the truck being weighed is properly aligned on the scales and verifying the information printed on the scale ticket.

*Only the Standard Weigh Mode is available using the Weigh My Truck application! If drivers want to weigh in the Oversized/Spread-Axle Mode they need to contact the Weighmaster via the intercom.*

The ticket is only a legally certified weight when you have signed a completed weigh ticket with your full name. This is very important since CAT Scale guarantees that its scales are accurate and occasionally needs to go to court in order to defend a driver who has been fined for being overweight. Incorrectly completing the weigh ticket could also prevent the driver from being paid in whole or part for his or her load.

# Weighing Procedures

## Weighmaster Responsibilities

A driver using Weigh My Truck may not require any assistance from you until they have completed the process of entering their own vehicle information. When they are ready to weigh, the alert tone will sound.

*When the alert tone sounds*

1) Verify that the truck is in the correct position on the platforms to ensure an accurate weight.

2 Verify the displayed vehicle identification information and accept it to continue or reject it to cancel the transaction.

3) Key in your 4 digit WEIGHMASTER PIN NUMBER, and press ENTER. Then press ENTER again.

4) A completed CAT Scale ticket will be automatically printed.

## What Drivers See

*Remember that the Weigh My Truck application allows the driver to reach CAT Scale by phone for assistance but that drivers may ask you for help over the intercom or at the fuel desk.*

Although Weigh My Truck is designed to make the weighing process faster for drivers and weighmasters, you may be asked for help as customers use the application. To make you familiar with what drivers will see and do when they use Weigh My Truck, please take a few minutes to read the following description.

*Getting Started*

Drivers may download the Weigh My Truck application for free. They can go to www.weighmytruck.com or use a link from the CAT Scale website to find the application for their device.

Before using the application, the driver must register at www.weighmytruck.com.

## *For a First Weigh*

Once they have registered, the driver will be prompted to enter account information on this screen. The driver only enters this one time. After that, their smartphone will save the information.

*Several factors may affect the ability of the application to correctly identify your scale, including signal strength and how close your location is to another CAT Scale.*

After they have signed-in, the driver will see one of two screens based on the GPS signal their device is providing the application.

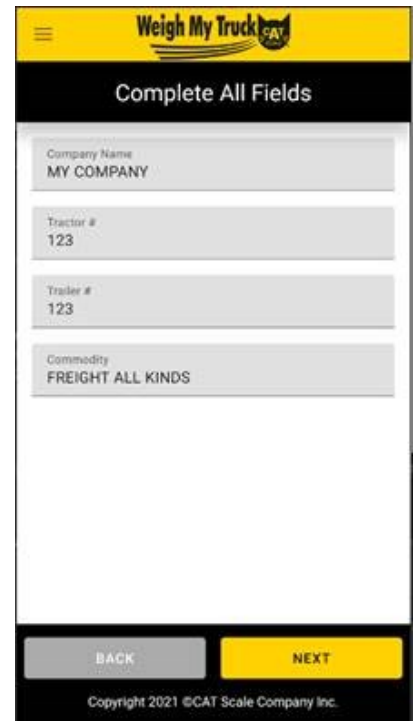If Weigh My Truck is able to lock on to your location, the driver will see this screen.
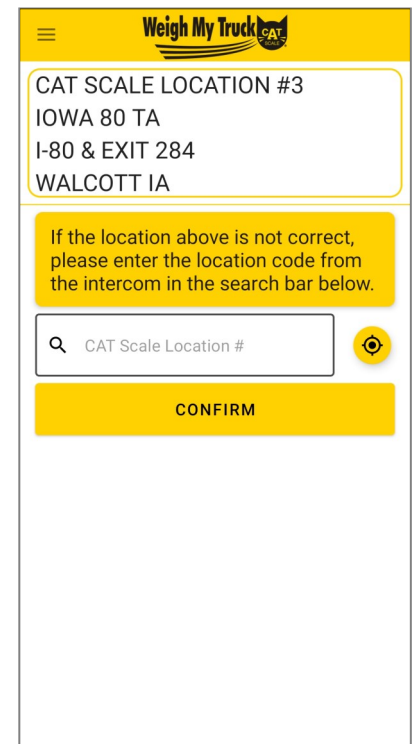
*All CAT Scales are identified with a location number posted on the intercom sign.*

If the GPS signal doesn't allow a lock, or multiple locations are identified, the driver will see this screen.
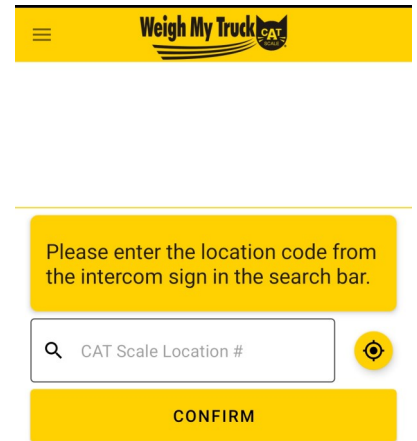
Please enter the location code from the intercom sign in the search bar.

CAT Scale Location #

CONFIRM

*Drivers weighing in Arizona and Nevada will see a special screen which requires them to enter their Tractor and Trailer License Number or verify the information stored when they registered with Weigh My Truck.*

The driver will be asked to either provide the truck identification information or, if they chose to store this information when they registered, their truck identification information will automatically appear on screen for them to verify.

Complete All Fields

Company Name
MY COMPANY

Tractor #
123

Trailer #
123

Commodity
FREIGHT ALL KINDS

BACK          NEXT

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*Once the alert tone begins, you'll have two minutes to authorize the weigh by entering your PIN*

*If a driver's account is declined, the driver will receive a pop-up notification and be instructed to press the intercom button. At this time, you can perform the weigh for the driver.*

The driver will be asked to accept the weigh fee to continue. When the driver does, the alert tone will sound requiring you, the weighmaster, to verify vehicle information and placement on the scale platforms then enter your four digit PIN to continue.
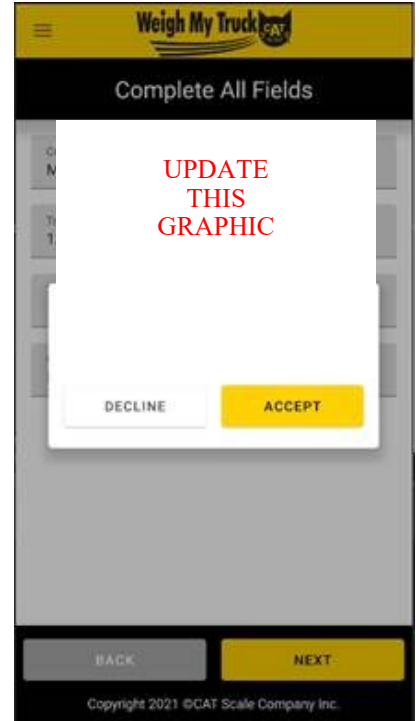
If you do not enter your PIN within two minutes, the driver will receive a pop-up notification through the application that says "Please press intercom button to contact weighmaster."



*Keep the driver's two yellow copies at the fuel desk for 24 hours.*

Once the weighing process is completed, the driver will be shown their weights and reminded that the printed ticket is available for 1 hour at the fuel desk. They will also automatically be emailed an electronic copy of the scale ticket.
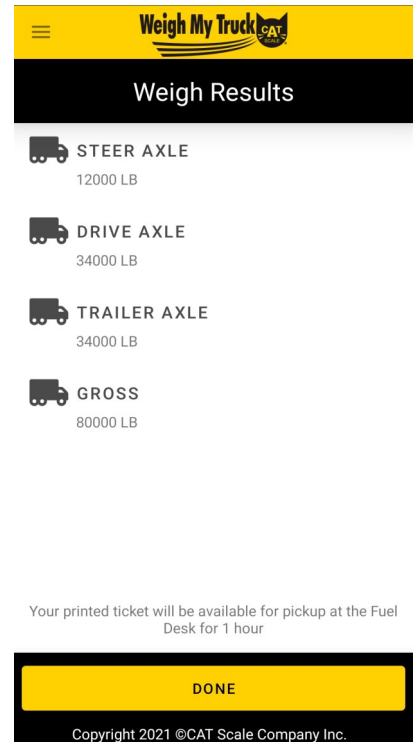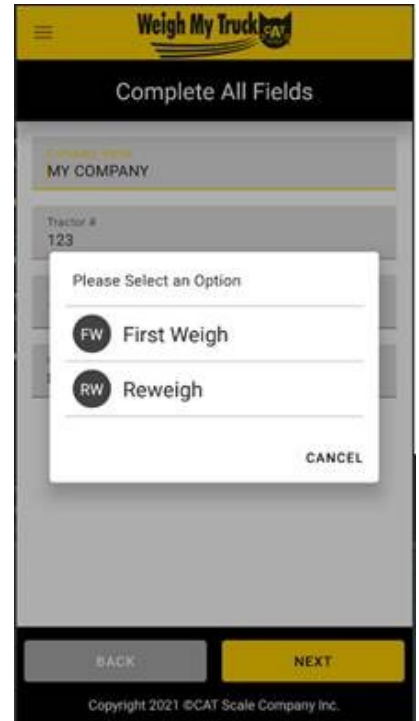
## *For a Reweigh*

If the driver has met the conditions for a reweigh, Weigh My Truck will automatically offer that choice as the driver prepares to reweigh.

After the driver has accepted the CAT Scale location, they will be asked to choose between a first weigh and a reweigh.

*Drivers weighing in Arizona and Nevada will see a special screen which requires them to enter additional vehicle information or verify the information stored when they registered with Weigh My Truck.*

The truck identification information from the first weigh will reappear and the driver will be asked to confirm it, but will not be offered the chance to edit it.
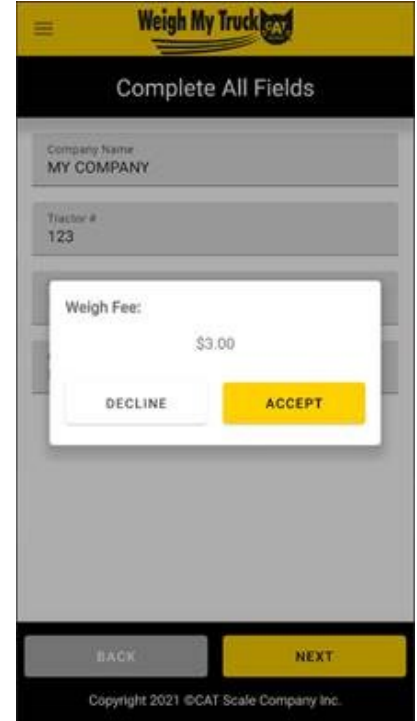
*If a driver's account is declined, the driver will receive a pop-up notification and be instructed to press the intercom button. At this time, you can perform the weigh for the driver.*

The driver will be asked to accept the reweigh fee to continue. When the driver does, the alert tone will sound requiring you, the weighmaster, to verify vehicle information and placement on the scale platforms and enter your four digit PIN to continue.

If you do not enter your PIN within two minutes, the driver will receive a pop-up notification through the application that says "Please press intercom button to contact the weighmaster."

Once the weighing process is completed, the driver will be shown their weights and reminded that the printed ticket is available for 1 hour at the fuel desk. They will also automatically be emailed an electronic copy of the scale ticket.