

PASS IT ON!!

Weighmasters

Fuel Ctr Manager

General Manager

Maintaining CAT Scale Quality

Did you know that **every** CAT Scale gets maintenance work done on it at least once a year? This is thanks to the hard work of our Mechanical, or “Mech,” Crews!

Our Mech Crews travel across the country working on scales in “mech trucks,” better known as bucket trucks. They are a B class CDL service truck that are essentially rolling workshops complete with all necessary parts and tools needed to “mech” a scale.

When the crews work on a scale, they do a variety of maintenance work such as power washing, repainting, cleaning out the scale pit, replacing worn parts, and much more. They also check to make sure all equipment is working as it should be. All in all, the process can take anywhere from one to three days.

Those of you who live in the southern portion of the country may be getting a visit from one of our 19 teams very soon.



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How To: Keep Your Location From Running Out Of Tickets

We know you can get busy, so we try to keep more than a forty day supply of scale tickets at your location at all times. We monitor your inventory closely and will automatically send you more tickets once you drop below that amount. You can help make sure you always have tickets by doing the following:

1. **Know where your tickets are at all times.** Designate a location that works for your team, and make sure the tickets are placed there immediately upon being received.
2. **Make sure everyone else knows where the tickets are.** All weighmasters should know exactly where the boxes and any additional stacks of tickets are to prevent confusion about the amount available. Check storage areas and manager's offices.
3. **Let us know when you're running low.** We do keep track of your ticket usage, but if you are getting low and haven't received a new shipment, please call us or request tickets through your scale indicator. To request tickets through your indicator:
 - a. Press the F8 button or Scroll Lock, then select Request Supplies
 - b. Select scale tickets
 - c. Press Enter and input your PIN number
 - d. An email will be sent to CAT Scale with your request



If you need help with scale tickets please call the CAT Scale Help Desk at 877-228-7225 Ext 6.

**WELCOME TO
THE CAT SCALE
NETWORK!**

Maverik #727
Yuma, AZ

McClure Store #60
Logansport, IN

7-Eleven
Blythewood, SC

Love's Country Stores
St Augustine, FL

Maverik #674
N. Las Vegas, NV

**Happy
Anniversary!**

Pilot Travel Centers
Rialto, CA

Love's Country Stores
Piedmont, SC

Love's Country Stores
Mansfield, LA

Love's Country Stores
Combes, TX

Ozarks Travel Center
Mt Vernon, MO

Pilot Travel Centers
Greenville, TX

Congratulations to the following truck stops celebrating one year as a CAT Scale location during the month of April.

Don't Let Your Weighmaster License Expire!

Do you operate in a state where a Weighmaster license is required? If so, the start of the new year is the perfect time to check to see when you need to renew that license. **Your expiration date should be listed on your current license.**

The following states DO require a Weighmaster license:

AL	AZ	CA	CO	CT
DE	GA	IN	LA	ME
MA	MS	NV	NH	NJ
NM	NY	NC	PA	SC
TN	TX	VT	VA	WA

Some states have very strict and unusual Public Weighmaster Laws. Make sure to contact us at 1-877-CAT-SCALE, ext.6 if you have any questions about Public Weighmaster Laws in your state.

2024 CAT Scale Trade Show Calendar

CAT Scale will be exhibiting at the following shows this year. Stop by our booth if you happen to be at any of these shows!

M-Pact Show
Indianapolis, IN
April 2-4

**Upper Midwest
Petroleum Marketers Show**
St. Paul, MN
April 15-17

Kenly Truckers Jamboree
Kenly, NC
May 9-11

**Walcott Truckers
Jamboree**
Walcott, IA
July 11-13

Truck World
Mississauga, ON
April 18-20

NPTC
Orlando, FL
April 21-23

**Southwest Fuel &
Convenience Expo**
San Antonio, TX
June 25-27

**Sunshine Food &
Fuel Expo**
Daytona Beach, FL
July 22-24

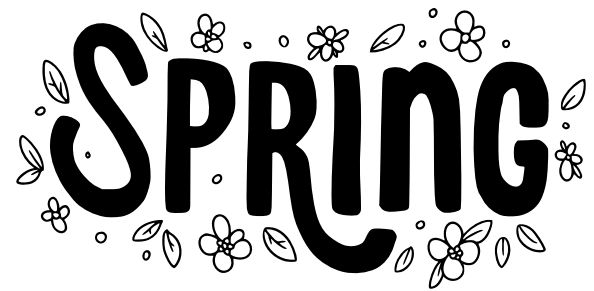


Quick Tips

For many of you this is old news but, new employees and new locations are coming on board every week and will likely appreciate the help.

When a driver pulls on the scale and uses the Weigh My Truck™ application, you will:

- Hear an alert tone from the scale indicator. (This is a different tone from a regular weigh)
- Be prompted to accept the information shown on the screen.
- Verify the correct placement of the vehicle weighing by looking at your monitor.
- Enter your PIN number and press enter to authorize the transaction and display the weights.
- Press enter again once the weights are shown to finalize the transaction for the driver.



Maintenance Tips

Here are some tips to keep your scale in operation during the unpredictable weather of the spring months.

- **Remove any stray debris in a timely manner.**
- **Check scale pits weekly** to catch water problems before it's too late. This is especially important after a heavy rain or snow melt.
- **You may occasionally need to manually zero out your scale if it shows weight on the scale when there isn't a truck there.** (You can do this by pressing the "zero" button on your scale indicator. If this is a recurring problem, call the CAT Scale Help Desk.)
- **Call the CAT Scale Help Desk ASAP if you have a scale problem. 1-877-CAT-SCALE, ext. 6**

Remember, any time your scale is shut down it costs you money. Keeping your scale clear of debris is important and provides a great service to your customers.



Call Us First

If you ever experience an issue with your scale, ALWAYS call the 24/7 CAT Scale help desk first!

Calling your intercompany support first can slow down the process of fixing any issues, creating an even bigger headache for you and your drivers.

1-877-CAT-SCALE, ext. 6

Customer Service Tip: One At A Time

By Jeff Toister

Michael was in a rush to get to work.

It was trash day and the trash truck was one house away. He had a narrow window to back out of his driveway between his trash cans and the truck. Anxiously, he jumped into his car, threw it into reverse, and sped towards the narrow window. Michael missed, toppling his trash cans in the process.

He had to stop his car, get out, and set his trash cans upright. The trash truck was at his house now, blocking his driveway. Michael had to wait for the truck to empty his cans and move on to the next house before he could leave.

"If had taken my time," he thought, "I'd be well on my way to work."

Customer service can be like Michael's trash cans. Going too fast can lead to mistakes that slow you down.

Serve one customer at a time.

A colleague of mine once said, "You can only serve one customer at a time." Those words have always stayed with me. There are times when we all get busy, but each customer deserves our full focus and attention.

"Busy" is never a valid excuse for poor service. Here are some examples:

Remember to smile and make eye contact, even when you feel the pressure of a long line.

You may have answered the same question 1,000 times, but this is the first time this particular person is asking it.

Block out distractions and listen intently. You never know when you'll uncover an opportunity to deliver outstanding service!

FAX Orders To:
563-284-6475

CAT Scale Merchandise Order Form

Call Us:
1-866-4-IOWA80

CAT Scale Racing T-Shirt (minimum order of 6)

Suggested Retail:

QTY	ITEM #	DESCRIPTION	COST EA.	TOTAL	
	287107	Small-4XL	\$12.00 - \$15.00		\$29.99 - \$37.99
Total					

1938 Kenworth T-Shirt (minimum order of 6)

QTY	ITEM #	DESCRIPTION	COST EA.	TOTAL	
	217679	Small - XL (Please Specify Sizes)	\$12.45		\$22.99
	216891	2X	\$14.25		\$25.99
Total					

American Weigh T-Shirt (minimum order of 6)

QTY	ITEM #	DESCRIPTION	COST EA.	TOTAL	
	79276	Medium - XL (Please Specify Sizes)	\$10.75		\$14.99
	79276	2X-4X (Please Specify Sizes)	\$12.25		\$16.99
Total					

Guaranteed Accurate Long Sleeve T-Shirt (minimum order of 6)

QTY	ITEM #	DESCRIPTION	COST EA.	TOTAL	
	11894	Medium - XL	\$10.00		\$16.99
	11894	2X-3X	\$12.00		\$18.99
	100468	4X	\$13.00		\$19.99
Total					

Die Cast Collectors Trucks (minimum order of 6)

QTY	ITEM #	DESCRIPTION	COST EA.	TOTAL	
	78621	Tractor/Trailer Test Unit	\$18.00		\$29.99
	78635	1938 Kenworth Die-Cast Collectible	\$30.00		\$49.99
Total					

MISC. CAT Scale Merchandise (minimum order of 12)

QTY	ITEM #	DESCRIPTION	COST EA.	TOTAL	
	375106	CAT Scale Black Cap	\$8.00		\$19.99
	350045	CAT Scale Yellow Hat	\$8.00		\$19.99
	328656	Insulated Mug	\$4.50		\$8.99
Total					

Super Trucks Collector Books

QTY	ITEM #	DESCRIPTION	COST EA.	TOTAL	
	78626	Super Trucks Collectors Books (50/carton)	\$212.50		\$8.99 ea.
Total					

SHIPPING PREFERENCE (Please choose one)

Next Day Air Orders must be received by 2PM CST
 Standard Delivery

Mail Orders To:
 CAT Scale Merchandise
 P.O. Box 630
 Walcott, IA 52773

CAT #: _____
 Truck Stop Name: _____
 Shipping Address: _____
 City: _____ State: _____ Zip: _____
 Contact Name: _____
 Phone Number: _____

Applicable shipping charges will be added to your order. Call 1-866-446-9280 for a shipping quote.

View items and order on-line at www.catscale.com/cat-scale-manager-login