

PASS IT ON!!

☒ Weighmasters☒ Fuel Ctr Manager☒ General Manager

## Your Weighmaster License May Be Expiring Soon.

Do you operate in a state where a Weighmaster license is required? If so, now is a good time to check to see when you need to renew that license. Your expiration date should be listed on your current license. **Colorado, Delaware, Louisiana, Maine and Virginia licenses will be expiring on December 31st, 2025.** Make sure you have submitted your renewal.

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.



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# Reminder: Reweigh Policy

A reweigh for \$5.00 may be charged, after the first weigh, if ALL of the following are true:

1. Same vehicle (tractor and trailer).
2. Full price ticket is presented by the customer and its number is recorded on the reweigh ticket.
3. Reweigh must be from the same scale as the full priced ticket.
4. Reweigh must be within 24 hours of the full priced ticket.

## How To Do A Reweigh

1. On the indicator, arrow down until "reweigh" is selected, and then hit enter.
2. Ask the driver for the four digit weigh number located at the bottom left hand corner of their original ticket. Input this number, then hit enter.
3. Confirm the tractor number and trailer number with the driver.
4. Input your pin number, then hit enter.

LIVESTOCK, PRODUCE, PROPERTY, COMMODITY, OR ARTICLE WEIGHED		FREIGHT ALL KINDS	
COMPANY	CAT SCALE	TRACTOR #	4859W TRAILER # HG7890
**PAID CC (...1111)**	WEIGHMASTER OR	TICKET # OF FULL \$ WEIGH (IF REWEIGH)	
FEE	WEIGHMASTER OR \$14.75		
WEIGH NUMBER 8376		WEIGHMASTER OR WEIGHMASTER SIGNATURE <i>[Signature]</i>	
© CAT Scale Reg PDF			

The weigh number can be found at the bottom left of the ticket.

**WELCOME TO  
THE CAT SCALE  
NETWORK!**

RaceTrac #2647  
Prichard, AL

RaceTrac #2630  
Garden City, GA

Love's Country Stores  
Sterling, ND

Love's Country Stores  
Trinidad, CO

Kwik Trip #1284  
Dubuque, IA

Tennessee Travel Center  
Memphis, TN

**Happy  
Anniversary!**

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

Love's Country Stores  
Cullman, AL

Rutter's Store #103  
Aberdeen, MD

RaceTrac #2652  
Findlay, OH

Kwik Trip #1286  
Marathon City, WI

RaceTrac #2636  
Madison, AL

Love's Country Stores  
Fredericktown, MO

RaceTrac #2658  
Longview, TX

Love's Country Stores  
Buffalo, WY

Maverik #658  
Victorville, CA

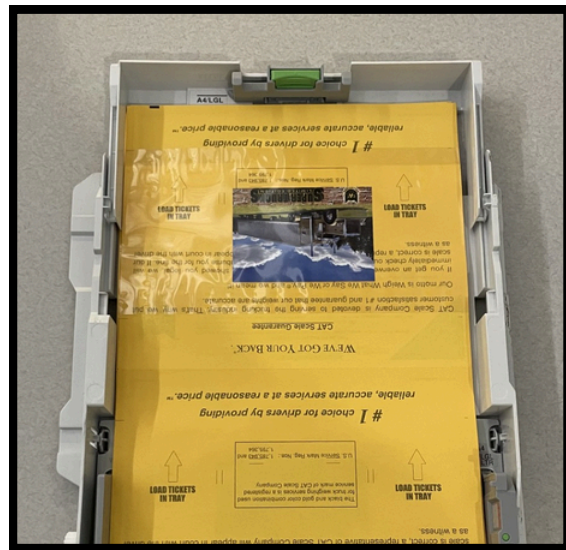
RaceTrac #2653  
Hattiesburg, MS

Amigo Country Corner  
Flatonia, TX

## Laser Printer Ticket Tips

All locations now use Brother or HP laser printers. Here are some tips to make sure tickets are loaded properly and lessen the likelihood of potential printing issues.

1. The laser ticket paper is sensitive to moisture. To reduce the chance of paper taking on humidity and jamming, keep tickets in their plastic wrapped bundles until you are ready to use that pack. We also recommend keeping the packs in the ticket box until you are ready to use them so they aren't accidentally discarded.
2. When loading tickets into the bottom tray, tickets must be loaded face down with the arrows pointing to the back of the tray (away from you).



3. Do not fill the tray with tickets past the red line. Overfilling may cause the printer to jam.
4. The CAT Scale Super Trucks Cards are on opposite ends of the tickets in an alternating pattern so they stack evenly. Please follow the arrows on the tickets for loading regardless of which end the cards are on.
5. If a ticket doesn't print, first check the paper tray to make sure it's not empty. If the paper tray is not empty, next check the LCD display for any errors. There are three places paper could be jammed in the printer, the location of the jam will be indicated on the LCD display.

**If you have any questions or need any assistance with your  
laser printer, please contact the  
CAT Scale Help Desk at 877-228-7225 Ext.6.**



## Call Us First!

If you ever experience an issue with your scale or need help weighing an oversized load, 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**

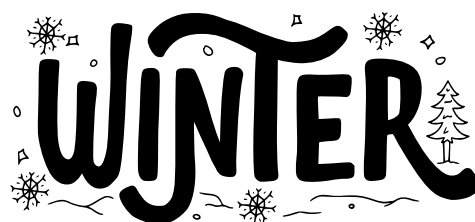


### Quick Tips

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 winter months for those in the snow belt.

- **Never use salt on your scale.** It will erode the concrete and damage your platform. Call CAT Scale for other options.
- **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.)
- **Remove snow and any stray debris in a timely manner.** When plowing, be sure to back off the scale.
- **Check scale pits weekly** to catch water or ice problems before it's too late.
- **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.

# 5 Customer Service Tips To Try

By The Indeed Editorial Team

Cashiers are often the first point of contact for drivers. It's important to deliver great customer service to create a positive experience. Here are some customer service tips to help improve your performance:

1

## Remain Impartial

When customers get upset, it's important to remain calm and solution-oriented. Try to diffuse the tension with empathy and active listening. If they are still upset, try to refocus the conversation toward solutions.

2

## Practice Active Listening

Active listening means taking the time to understand the customer's problem before you begin offering solutions. You can do this by restating the question or problem to make sure you understood it.

3

## Be Personable

You don't need to spend a lot of time exchanging pleasantries, but be polite and friendly. Make sure you use a conversational tone with customers to make them feel more comfortable.

4

## Communicate Clearly And Concisely

Don't confuse customers about what is happening or what they need to do. When providing customer service, make sure your communication is clear and easy to understand. Avoid using jargon.

5

## Avoid Negative Language

When communicating with customers, always try to give your responses in positive terms, even when delivering negative news. Positive language also works by delivering the solution with negative information.

# CAT Scale Merchandise Order Form

We're excited to offer you the opportunity to carry CAT Scale merchandise in your store—a unique product line that drivers absolutely love! From die-cast trucks and stylish hats to insulated mugs, collector's books, and more, our merchandise is designed with truckers in mind and appeals to both everyday drivers and avid collectors. These products are sure to attract attention by providing something truly special that customers can't find just anywhere.

Ordering CAT Scale merchandise is quick and easy, making it a hassle-free addition to your retail space. With a streamlined ordering process, you can easily stock up on these popular items and start offering them to your customers right away. By carrying CAT Scale products, you're not just offering high-quality, unique merchandise—you're bringing a trusted, recognizable brand into your store that drivers will be excited to see. It's a great way to boost sales and create a more engaging shopping experience for your customers!

## Die Cast Collectors Trucks (minimum order of 6)

Suggested Retail:

QTY	ITEM #	DESCRIPTION	COST EA.	TOTAL	
	78621	Tractor/Trailer Test Unit	\$13.50		\$29.99
	78635	1938 Kenworth Die-Cast Collectible	\$24.00		\$59.99

Total

## MISC. CAT Scale Merchandise (minimum order of 12)

QTY	ITEM #	DESCRIPTION	COST EA.	TOTAL	
	375106	CAT Scale Black Cap	\$8.00		\$12.99
	350045	CAT Scale Yellow Hat	\$6.50		\$12.99
	328656	Insulated Mug	\$4.00		\$8.99

Total

## Super Trucks Collector Books

QTY	ITEM #	DESCRIPTION	COST EA.	TOTAL	
	78626	Super Trucks Collectors Books (50/carton)	\$200		\$8.99 ea.

Total

## SHIPPING PREFERENCE (Please choose one)

☐

Next Day Air Orders  
must be received by  
2PM CST

☐

Standard  
Delivery

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

CAT #: \_\_\_\_\_

Truck Stop Name: \_\_\_\_\_

Shipping Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

**FAX Orders To:**

563-284-6475

**Mail Orders To:**

CAT Scale Merchandise

P.O. Box 630

Walcott, IA 52773

**Call Us:**

1-866-4-IOWA80(446-9280)

**View items and order on-line at [www.catscale.com/cat-scale-manager-login](http://www.catscale.com/cat-scale-manager-login)**