

PASS IT ON!!

☒ Weighmasters☒ Fuel Ctr Manager☒ General Manager

## **Spread-Axle Weighing Now Available Through CAT Scale's Weigh My Truck® App!**

CAT Scale has released updates for both the iOS and Android versions of the popular Weigh My Truck® app that now allow drivers to perform spread- axle weighments. For the first time, drivers needing spread-axle weights can get a certified gross weight along with individual axle weights. All guaranteed by CAT Scale.

To use this new feature, drivers will need to enable the option in their Weigh My Truck account profile in the vehicle information section. Once the split weigh feature is enabled, drivers will be able to perform certified spread-axle weighing through the Weigh My Truck app.

How it works: Drivers will pull onto the scale in the normal position, open the app and start the weighing process. A prompt will appear for drivers to choose "Standard Weigh" or "Spread Axle Weigh". When the driver selects "Spread Axle Weigh", the driver will be prompted to enter the required information and accept the fee. The driver will then be prompted to slowly exit the scale while the trailer axle weights are captured in motion. The weigh will be complete, payment authorized, and the weights will show on screen for the driver with a locked PDF copy scale ticket immediately emailed to them.

Please call our 24-Hour Help Desk at 1-877-CAT-SCALE, ext. 6. if you need assistance aiding a driver with spread-axle weighing.



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# **CAT Scale Super Trucks Cards Series 24 Released!**

CAT Scale Series 24 Super Trucks Cards are printed and will start being distributed on your CAT Scale tickets in August. Some locations will receive Series 24 before others based on ticket usage.

## **How many cards are in CAT Scale Super Trucks Cards Series 24?**

In Series 24 there are a total of 60 cards; 40 featuring contemporary trucks and 20 with antique trucks to collect. Trucks are classified as antique if they are at least 25 years old.

## **What do I do with Series 23 tickets?**

Continue to use Series 23 tickets until you run out. We will automatically send you Series 24 tickets to use.

If you or drivers have any questions about the CAT Scale Super Trucks Limited Edition collector cards please contact Carolyn Graham at 563-468-5221. If you have ticket questions, please contact Becky Holst at 563-468-5270.



*Sneak Peek Series 24 Cards*

**WELCOME TO  
THE CAT SCALE  
NETWORK!**

Pilot Travel Centers  
Hudson, CO

RaceTrac #2644  
Groveland, FL

TRIO  
Forest View, IL

Love's Country Stores  
Wilmington, IL

TA Express  
Wellsville, KS

Pilot Travel Centers  
Port Allen, LA

Love's Country Stores  
Carlin, NV

Love's Country Stores  
West Jefferson, OH

One9 Travel Center  
Deforest, WI

**Happy  
Anniversary!**

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

Pilot Travel Centers  
Bald Knob, AR

Pilot Travel Centers  
Ellabell, GA

One9 Travel Center  
Fruitland, ID

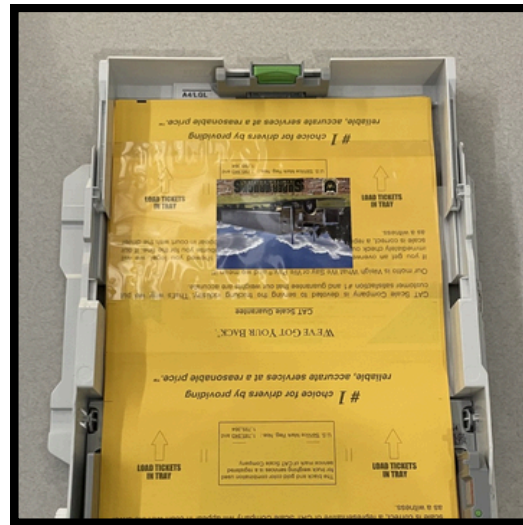
One9 Travel Center  
Nampa, ID

Love's Country Stores  
Delphos, OH

# Don't Forget: 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 a paper jam.

1. 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).
2. 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.
3. Do not fill the tray with tickets past the red line. Overfilling may cause the printer to jam.
4. 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.
5. A ticket can be reprinted if needed from the CAT 2700 indicator menu. Arrow down on the keyboard until "reprint tickets menu" is highlighted, select the weigh ticket you want to reprint, and hit enter. Then enter your four digit pin number. A test ticket will print first with zero weights, then it will ask you to verify and the actual ticket will reprint. You can reprint a ticket for up to two hours after the original print.



## 2025 CAT Scale Trade Show Calendar

We will be representing CAT Scale at the following shows this year.

### Walcott Truckers Jamboree

Walcott, IA  
July 10-12

### FPMA - Sunshine Food & Fuel Expo

Daytona Beach, FL  
July 28-30

### Joplin 44 Truckers Jamboree

Joplin, MO  
September 25-27

### AMBEST Show

Tampa, FL  
October 19

### American Trucking Association MC&E

San Diego, CA  
October 25-28



## 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 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.
- **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.

# 5 Customer Service Tips Every Employee Should Know

By Kevin Sheridan

Drivers seek out CAT Scales because they know we mean business when it comes to providing excellent customer service. We couldn't do it without the dedication of weighmasters at each location - thank you! Here are some great tips that will help you better connect with the drivers you serve every day.

## ***Be Patient***

Being patient is tougher than it sounds. Outstanding employees recognize that customers' needs come before their own. They also take the time to listen to their customers' problems or needs while not letting them take over or dominate the conversation. Try wrapping up the conversation by creating a closing statement that shows you've addressed their need directly and specifically.

## ***Sharpen Your Communication Skills***

This does not just mean speaking clearly, confidently, and cogently, but also includes non-verbal messaging such as facial expressions and body language. Standing up straight, uncrossing your arms, and maintaining eye contact are great examples. These communication skills convey to your customers that they are in caring and capable hands.

## ***Know Your Business & Its Processes***

So many people are routinely turned off by employees who don't know their business. The employee who does not have this basic job capability might as well be wearing a billboard sign that says: "I cannot help you." Being able to answer customers' questions puts them at ease and builds their trust in you and your business.

## ***Stay Positive***

Positivity is literally a magnet for great customer service experiences. A smile goes a long way to creating excellent outcomes. It also reduces the chances that customers will become negative during any part of your interaction with them, because they can tell you have good intentions.

## ***Retain Your Composure***

No matter how negative customers may be, greet them with professionalism and the aforementioned positivity. Don't let them rattle you. Keep your cool. You deserve it. Serving others can be very difficult, regardless of the industry. It takes patience, positivity, and knowledge.



# 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

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