

PASS IT ON!!

Weighmasters

Fuel Ctr Manager

General Manager

The CAT Scale Help Desk Is Here For You!

Did you know there is always someone at the CAT Scale Help Desk to answer your call? Our Help Desk is open 24 hours a day, 7 days a week. You can reach our Phone Techs by calling 877-228-7225, ext 6.

Phone Techs work along side our Scale Technicians to help trouble shoot scale issues, answer driver questions, help with Weigh My Truck and more! Our 11 Phone Techs can assist Weighmasters with any issues that arise, such as talking you through how to perform an oversized weigh, helping address printer issues, and assisting in ordering supplies and scale tickets, if needed.

In addition to helping Weighmasters keep the scale open, our Phone Techs can assist drivers in setting up a Weigh My Truck account, recovering Weigh My Truck account passwords and editing payment information.

Give us a call at 877-228-7225, ext 6 with any questions - we are here for you!



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Katie is one of the Phone Techs available to answer your questions



Ricky is one of the Scale Techs available to lend you his scale knowledge.



Our Help Desk is open 24 hours a day, 7 days a week to assist you.

FOLLOW US ON SOCIAL MEDIA:



How To: Voiding Scale Tickets

If you need to void a CAT Scale ticket, follow the procedure outlined below. Tickets must be voided within 24 hours of being printed. If the 24 hour window is missed, call the CAT Scale Help Desk at 1- 877-CAT-Scale.

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 Weighmaster 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.

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. 6.

**WELCOME TO
THE CAT SCALE
NETWORK!**

TA Express
Holstein, IA

Breaktime #3163
Moberly, MO

**Happy
Anniversary!**

TA Express Olanca
Olanca, CA

Road Ranger
Joplin, MO

Pilot Travel Centers
Mercedes, TX

RaceTrac
Valdosta, GA

ONE9 Travel Center
Holladay, TN

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

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.**

If you are in one of the states below, check the expiration of your 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!

Kenly Truckers Jamboree

Kenly, NC
May 9-11

Southwest Fuel & Convenience Expo

San Antonio, TX
June 25-27

Walcott Truckers Jamboree

Walcott, IA
July 11-13

Sunshine Food & Fuel Expo

Daytona Beach, FL
July 22-24

American Trucking Associations MCE

Nashville, TN
October 12-15

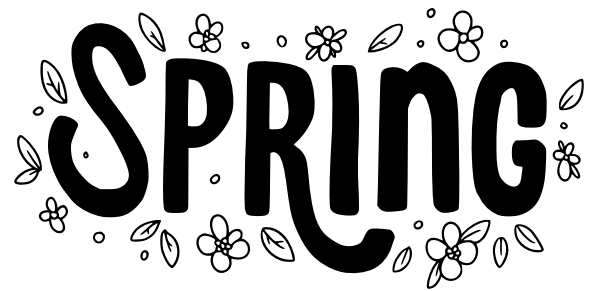


Quick Tips

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

Prepare For Severe Weather

From The Centers for Disease Control and Prevention

We all know spring weather can be unpredictable. When severe weather hits unexpectedly, the risk of injury and weather-related death increases, so planning makes sense. Prepare for storms, floods, and tornadoes as if you know in advance they are coming, because in the spring, they very likely will.

Thunderstorms cause most of the severe spring weather. They can bring lightning, tornadoes, and flooding. Whenever warm, moist air collides with cool, dry air, thunderstorms can occur. For much of the world, this usually happens in spring and summer.

Because spring weather is so unpredictable, you may be unprepared when severe weather hits—particularly if you live in a region that does not often experience thunderstorms, tornadoes, or flooding. When severe weather hits unexpectedly, the risk of injury and death increases, so planning ahead makes sense. Prepare for storms, floods, and tornadoes as if you know in advance they are coming. Keep an emergency kit on hand. Some items to include are:

- **A battery-operated flashlight, a battery-operated NOAA Weather Radio, and extra batteries for both**
- **An emergency evacuation or shelter plan, including a map of your home and, for every type of severe weather emergency, routes to safety from each room**
- **A list of important personal information, including:**
 - **telephone numbers of neighbors, family, and friends**
 - **insurance and property information**
 - **telephone numbers of utility companies**
 - **medical information**
- **A first aid kit approved by the American Red Cross**
 - **A first aid instruction booklet**
- **A 3- to 5-day supply of bottled water and nonperishable food**
- **Personal hygiene items**
- **Blankets or sleeping bags**
- **An emergency kit in your car**

Prepare your family members for the possibility of severe weather. Tell them where to seek appropriate shelter as soon as they are aware of an approaching storm. Practice your emergency plan for every type of severe weather. Show family members where the emergency supplies are stored, and make sure they know how to turn off the water, gas, and electricity in your home.

Often by the time we are aware of an approaching storm, we have little if any time to prepare for it. But we do know that when spring arrives, thunderstorms, tornadoes, and floods are real possibilities. So why not take the surprise factor out of severe weather and prepare yourself, your family, and your home? If thunderstorms, tornadoes, and floods do occur, you'll be ready for them.

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