

# Weigh My Truck Frequently Asked Questions (FAQ)

## 1. What is Weigh My Truck?

Weigh My Truck is a smartphone app that allows your drivers to use their Comdata cards for CAT Scale truck weighs. To use this capability, drivers are required to follow a two-step process that involves:

- A one-time registration of their card on the Weigh My Truck website at <https://weighmytruck.com/>
- Downloading the Weigh My Truck mobile app and using the app to pay for scale weighs.

By using a Comdata card and the Weigh My Truck mobile app, drivers will experience an automated CAT Scale payment process that does not require leaving the truck or even swiping a card. Only proprietary Comdata cards (BIN: 560017) and the Comdata MasterCard cards (BIN: 556735) can be used with Weigh My Truck.

**Note:** Electronic and printed copies of CAT Scale tickets (receipts) are guaranteed accurate by CAT Scale. However, due to the California Weighmaster Law, the Weigh My Truck mobile app cannot be used to obtain a certified weight in California. Also, at this time, only standard trailer axle configurations can be weighed using the Weigh My Truck app.

## 2. What are the benefits to me and my company?

By enrolling in the program, your company will enjoy a number of benefits, including:

- Streamlined and automated payment processes through the Weigh My Truck mobile app.
- Increased transaction speed by alleviating the need for drivers to leave their truck or even swipe their card, reducing the transaction time from hours to mere minutes.
- Improved transaction transparency as electronic CAT Scale tickets (receipts) can be emailed to drivers and to management, such as fuel and driver managers.
- Minimized need to reimburse drivers for scale payments and for drivers to carry other forms of payment.

## 3. How do I enroll?

Contact your Comdata Representative to initiate the enrollment process. They will take you through some of the necessary steps, including activating your cards to process payments. Once enrolled, your drivers will need to register their card on <https://weighmytruck.com/> and download the Weigh My Truck mobile app.

#### 4. How does it work?

Your drivers must register their Comdata card on the Weigh My Truck website (<https://weighmytruck.com/>) by selecting **Create Account**. During registration, drivers must select Comdata as a payment method, which will prompt them to enter and validate their card number and employee/driver ID. In addition, they will enter an email address for receiving electronic copies of CAT Scale receipts. They can enter up to five email addresses in case others in the company need to receive copies, such as their fuel manger or dispatcher.

Once registered, drivers must download the Weigh My Truck mobile app. Then, when they arrive at a CAT Scale location and park on the scales, the mobile app will prompt the driver to confirm the CAT Scale location number and their truck details entered during registration. If the truck is positioned correctly on the scales, the mobile app will display a guaranteed weight, confirming the weigh is completed. That's it! No need to swipe a card! The mobile app will recognize the stored Comdata card number and process the transaction accordingly.

#### 5. Can I obtain a printed and/or electronic receipt?

Yes, two receipt copies will be held by the cashier at the fuel desk for approximately one hour after weigh. Electronic receipt copies will be emailed to the email address(es) chosen when the driver registered on the Weigh My Truck website.

#### 6. What type of emails will drivers receive and how will this affect their mobile data usage?

There are two types of emails drivers may receive:

- An electronic weigh receipt (if the driver elects to receive them during registration)
- A service interruption message, should CAT Scale encounter a system issue

In terms of the mobile data, the data used by checking your favorite news website would be the same as weighing several times per month. So, you can expect very low impact to data usage.

#### 7. Is there a fee involved?

Yes, you will be charged a flat fee of \$1.00 per transaction initiated within the Weigh My Truck mobile app. CAT Scale will not charge an additional fee on top of their standard weigh fee.

#### 8. How will I be billed?

CAT Scale transactions will display on your existing fuel invoices, such as the Daily Fuel Invoice, and can be identified by the **CAT Scales - 27** product code. The CAT Scale and Comdata product code fee will display on the invoice.

**9. Will my billing change?**

Previously, invoices displayed the merchant location for CAT Scale transactions, but will now display the actual CAT Scale location. In addition, the funding model was previously either funded or direct bill for merchant locations. With this new program, the funding model for all CAT Scale transactions will be funded.

**10. How many CAT Scale locations are available?**

There are over 1,650 CAT Scale locations in the US and Canada.

**11. If my driver does not have a smartphone, can they still participate?**

The Weigh My Truck mobile app requires a smartphone. However, your drivers can use the Comdata card to pay for weighs at the fuel desk.

**12. Can drivers reset their user ID and password on Weigh My Truck?**

There is a **Lost your Password?** link on the Weigh My Truck website. Selecting this link allows drivers to reset their passwords. However, if user IDs (email) are forgotten, the driver should contact the CAT Scale Help Desk toll free at 1-877-228-7225, option 6. This phone number is also displayed in the mobile app.

**13. Why do I need to provide a cardholder's phone number during registration?**

The phone number is part of the cardholder profile and will be used only if CAT Scale needs to respond to a driver inquiry.

**14. Can drivers reweigh their vehicle if the initial weigh fails?**

Yes, reweighs are permitted only under the following conditions:

- Same vehicle (tractor and trailer)
- Reweigh must be from the same scale as the full priced ticket (initial weigh)
- Reweigh must be within 24 hours of the full priced ticket

Note that CAT Scale will charge for reweighs which will include the Comdata product code fee. Also, the steps to reweigh are the same as the initial weigh using the Weigh My Truck mobile app.

**15. What is the CAT Scale Guarantee?**

CAT Scale guarantees that weights will always be accurate. However, if the driver is charged an overweight citation after a legal CAT Scale weigh, the CAT Scale company will reimburse the driver for the fine or a CAT Scale representative will appear in court with the driver to dispute the fine.

If a driver is charged an overweight citation, they must complete the following:

*(continued on next page)*

- Post bond and request a court date
- Call CAT Scale toll free at 1-877-228-7225
- Immediately send a copy of the citation, CAT Scale ticket, their full name, company, address, and phone number to:

CAT Scale Company  
P.O. Box 630  
Walcott, IA 52773  
Attn: Guarantee Department

**Note:** This information is also on the CAT Scale website at [www.catscale.com/our-guarantee](http://www.catscale.com/our-guarantee).

#### **16. Are there any other features?**

Yes, as an add on, CAT Scale offers the following features to fleets:

- Specify the driver name printed on CAT Scale tickets, which helps prevent misspellings and unwanted abbreviations
- Add a company email address for receiving PDF or text files of all weighs in real time
- Add one additional field to the PDF for miscellaneous data such as the trip number or load number, which will help attach the weight to the correct load
- A nightly FTP (file transfer protocol) that will include all weighs for the day. The file can be downloaded into your system and is available in TIF (tagged image file), PDF, and .csv (Excel spreadsheet) format.

To gain access to these features, send an email to CAT Scale at [eric.rudd@iowa80group.com](mailto:eric.rudd@iowa80group.com).

#### **17. Who can I call for resolving issues or more program information?**

For CAT Scale issues and information, call the CAT Scale Help Desk at 1-877-228-7225, option 6. If you need to request a refund, use this number and have your ticket ready.

For card related issues and program information, call number on the back of the Comdata card.