Consultative Selling Guide to Vehicle Scales

METTLER TOLEDO



Consultative Questions by Customer Type

Large Multi-site Companies

Possible project objectives	How MT can fulfill these objectives
 Productivity improvements: 	 Increase truck processing time / higher throughput Reduce inventory shrink (missing material) Simplify traffic flow through operations
 Cost reductions, waste avoidance: 	 Eliminate / reduce manned scale house operators Automate bulk material receiving / shipping Lower unplanned failures, lower maintenance repairs
 Increased quality and accuracy 	 Eliminate over-filling and re-adjusting loads Trending and monitoring long-term scale accuracy
 Regulatory compliance: (internal audit & externa regulations) 	 Insure transaction accuracy at point-of-sale Reduce inventory shrink
 Eliminate operational risks: (Safety, liability, systemic theft) 	 Automate traffic control, keep drivers in trucks Implement anti-cheating system measures
 Lower project costs / Acquisition cost: 	 Size the weighbridge to the traffic volume Downgrade sensor technology Support customer supported project management

Baseline Questions

Static Truck Scale System:

- Is this a new scale installation or replacing an existing scale?
 - If existing, do you wish to use the existing foundation?
- What are the maximum length trucks you need to weigh? What types and configurations?
- Gross weighing or axle weighing?
- What is the peak volume of trucks weighed per day? What is the typical volume?
- Will trucks primarily have legal, over-the-road, gross weights – estimate % overloaded?
- Do you intend use 2-pass weighing (empty / full or full / empty)?
- Is there a preference for concrete or steel deck drive surface?
- Where do you want to go with your weight information? Printed, displayed, connected to control system or business system?



Static Rail Scale System:

- New scale installation or replacing an existing scale?
- What is your longest car (outside wheel to outside wheel) and shortest car (inside-to-inside)
- Are you filling on the scale or checking weights only?
- What is the rail size?
- How will the typical operation work?
 - pulling cars onto scale, coupled / uncoupled, single or dual draft?
- Where do you want to go with your weight information?
 - Printed, displayed, connected to control system or business system?



Consultative Questions for Project Management

Project Management / Foundations / Construction

Understanding the Needs & Wants:

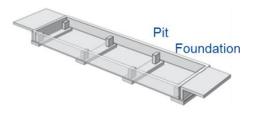
- Do you prefer above-ground or in-ground foundation types?
- If using existing foundation, are building scale to fit existing piers or modifying foundation to match MT prints?
- Do you have soil bearing test analysis for your site / operation?
- How would you propose to handle drainage away from the foundation?
- Drawing requirements?

Defining System Responsibilities:

	Mettler Toledo	User / <u>Customer</u>	Engr. <u>Firm</u>	<u>Other</u>
Site Preparation				
Foundation / Construction				
Site Preparation				
Crane Services				
Transportation				
Electrical / Mechanica	al 🗌			
Commissioning / Calibration				
Disposal (existing scale)				







Foundation / Construction Basics

lf:	Then:
 Is it a virgin construction site or appears to be built up fill (landfill) 	 Virgin land less likely to have underground issues (pipes, power), landfill likely to have soil bearing issues
Are there overhead power lines?	May be an issue with installation crane
 Are there building foundations close to planned foundation? 	 Could cause issues with proper foundation construction
Do they want to use an existing foundation?	 May require special weighbridge to meet existing pier locations
Is there bodies of water nearby?	 May mean high water table, cause problem for gravity drainage away from foundation
 Will the foundation be at a high point or low point of the area? 	 Prefer foundation to be high point for gravity drainage away from scale
 Is there existing asphalt or concrete surface? 	 Assume 100 – 150mm thickness and no reinforcing, saw cut piers (above ground) use existing surface for washout slab

Receiving / Gate Systems

Understanding the Needs & Wants:

- Manned scale house or unattended (unmanned) system?
- Are the trucks your own fleet, outside haulers, or both?
- Do you plan to use stored truck tares or 2 pass weighing?
- Multiple materials being received?
- Are you grading or classifying inbound material?
- Is fraud, security, or theft issues a concern?
- Do you want us to provide traffic control systems like: driver scoreboards, traffic lights, gates?
- Hard copy tickets, simple strip printing of net weights?
- Do you need separate scale controls for afterhours? At security shack?

Common Customer Questions:

- How often do I have to get scale calibrated?
- Do I have to weigh-in and weigh-out at the same scale?
- Is the scale bi-directional?
- Can the in-bound operations be monitored from a central location?

My Consultative Questions:

Shipping / Load-out Systems

Understanding the Needs & Wants:

- Filling trucks on the scale or prior to final weighment?
- Filling by volume or based on weight?
 - Is fill control and valve shut-off controlled by a PLC or by the scale control?
 - Who is your PLC standard?
 - Will you have multiple product fill spouts over each scale?
- Is this custody transfer of material requiring legal-for-trade scales?
- Do you want a printed weight summary for the driver?
- Is the weight transaction tied to your business system?

Common Customer Questions:

I need images of the trailer seal, trailer bed, final load. Can you capture the images with the transaction?

My Consultative Questions:

Scale House / Custody Transfer

Understanding the Needs & Wants:

- Do you have a current point-of-sale business system we need to connect to or should we propose a software solution?
- How many users and locations will operate the POS system?
 - Scale house separate in-bound and outbound operators?
 - After hours security / guard shack?
 - Will you have supervisory users or accounting to manage transaction information?
- Do you want to start with a single PC, standalone application or networked multi-PC system?
- Other?

What are the most important POS data you want captured with each transaction:

- Material type
- Material grade
- Price
- Truck weight (tare)
- Net weight
- Customer name
- Account number
- Purchase contract
- □ 3rd party hauler
- Driver ID
- Truck ID
- Surcharges, fees
- Taxes
- Material origin
- Other?

Bulk Food / Agriculture

Understanding the Needs & Wants:

- How long is your harvest season? Or continuous operations?
- What are the peak trucks per day?
- Do you have sampling systems at the scale receiving system?

(grading, grain quality, moisture analysis)

- Are you considering grain-dump or dumpthrough receiving scales?
- How do you identify inbound drivers, trucks, materials?
- What is your target processing time per truck?
- Do you have training plans for seasonal operators?
- How many load cells are you typically replacing per year? Lightning?, flooding, rodents?

Common Customer Questions:

- How flexible is the software for changes to prices, commodity, driver entries, vehicles?
- Do you have anti-theft and cheating systems?

My Consultative Questions:

Bulk Chemical

Understanding the Needs & Wants:

- What are the materials we're handling? Considered explosive, caustics?
- What is the material?
- Requires special paint finishes?
- Is the area considered zone 1 or zone 2 hazardous?
- Confined space issues, special clean-out procedures?
- Is there filling or draining of chemicals while on the scale?

Common Customer Questions:

Do you have a 4-20mA output?

My Consultative Questions:

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Aggregate

Understanding the Needs & Wants:

- How long is your construction season?
- What are the peak trucks per day?
- Does the scale need to be portable or moveable?
- What material types are you running? Classifying at the scale?
- Are you running any off road haulers? What are the truck types?
- Are the trucks your own fleet, outside haulers, or both?
- How many load cells are you typically replacing per year? Due to lightning, flooding?

Common Customer Questions:

 We need to sometimes run our CAT, Komatsu, Volvo off-highway vehicles across the scale – is your weighbridge capable?

My Consultative Questions:

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Waste / Recycling

Understanding the Needs & Wants:

- What are the peak trucks per day?
- Are you grading / classifying the material or truck type at the scale?
- Commercial, residential or both customers?
- Charging by volume and by weight?
- Are the scales for:
 - Landfill
 - Transfer station
 - Tunnel scale
 - Recycling center

Common Customer Questions:

- We need an automated self-payment system for weekend, after-hours operation. Do you have a solution?
- We have problems with rodents chewing through electrical cabling, do you have special protections?

My Consultative Questions: