

Fall 2011

ISWMM

NEWS



Strategic Growth Tips

Achieving Greatness: The Value of Association

ISWM 2012 Conference and Expo

A Publication of the
 **ISWMM**

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Upcoming Events



INTERNATIONAL SOCIETY OF WEIGHING & MEASUREMENT

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ISWM 2012 Conference and Expo
January 24–27, 2012

Sam's Town Hotel ▪ Las Vegas, Nevada



Calendar of Events



September 2011

- 9 Potomac Division Fall Meeting
Lancaster Barnstormers Baseball Stadium
Lancaster, PA
- 23 ISWM Board of Directors Meeting
The Beach Cove Resort
Myrtle Beach, SC
- 23-24 Southeastern Division Fall Meeting
The Beach Cove Resort
Myrtle Beach, SC

October 2011

- 18-19 WAM Marketplace 2011
Horseshoe Casino, Southern Indiana

January 2012

- 24-27 ISWM Meeting and Expo
Sam's Town
Las Vegas, NE

February 2012

- TBD Central/NW Division Annual Meeting

2011 Board of Directors

Executive Committee

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Rice Lake Weighing Systems

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Congratulations to the following who passed the Handbook 44 test and training on May 18, 2011 in Virginia Beach, VA.

Richard E. Bonnett	James Heaphy
Wayne Bryant	Donna O'Tyson-Thompson
Benjamin R. Crider	Val Omvig
C. Steven Dishon	John Reaume
T. Duncan	Randy Stottlemeyer
	A.J. Trovata

President's Message



What a mixed message we are getting from the news sources related to our economy. To have them tell the story we are already back in a recession simply due to the low growth. And, of course, the government is still spending at a frantic pace creating another \$1.6 Trillion in debt this year alone. I guess they just don't get it—the recession scared people so what do they expect those people to do? Save money, not spend like they will always have money—they have made changes based on the times. That “saving” likely includes saving a bit more month to month and putting off that new car or new house—creating a bit more security for the future.

With personal consumption spending at over 70% of the economy, this is where the personal savings and lower spending are having an effect. If the retail sector is down, then GDP is going to be down as well. The other 30% of the economy, however, is not getting any coverage—manufacturing is healthier now than in the past three years, plenty of trucks on the road meaning that “goods” are moving and the scale business has perked back up impressively! Yes, there are significant issues with people out of work and slower than desired growth—but with 10% out of work that leaves 90% still working, and I am wondering why don't we hear that side of the story?

So what do we do now? Stay careful and make your own success. People have waited long enough—they need new equipment and they need service on those scales that are older. Industry, including manufacturing, agriculture, petro-chemical, pharmaceuticals and other segments, is in fact growing—not quickly mind you, but still growing. How fast does the scale market grow? Less than 3% per year in good times. How fast is it growing now? Significantly faster than the last two years and if you can grow your local market share, perhaps even faster!

For me all is not doom and gloom—if the cup is 90% full (or 10% unemployed)—I am still looking at that 90%.

Great events coming up in the next six months—the WAM show in Indiana (October) and the ISWM Conference in Las Vegas (late January, 2012). Both of these events should give us that shot of adrenalin we need to look at the market as an opportunity, not a threat!

Have a great fall and I am hoping to see you in Las Vegas in January! ♦

A handwritten signature in black ink that reads "John Hughes". The signature is fluid and cursive.

John Hughes
ISWM President, 2010–2012



Play in the 2011 Season!



Our exclusive "Get In The Game With OHAUS" dealer promotion is back for another exciting season of play!

As an authorized OHAUS dealer, each purchase of select OHAUS product gets you closer to Single, Double or Triple prizes throughout the season, leading up to the Home Run Grand Prize delivered in time for the World Series!

Thank you to all the dealers that participated in our 2010 GITGWO promotion and congratulations to all the winners! We would also like to congratulate the Grand Prize winner – Memphis Scale!

Go to www.ohausez.com for further details and keep an eye out for promotional emails from OHAUS!

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Strategic Growth Tips

*By John Hughes, ISWM President
Rice Lake Weighing Systems*

Over the past three decades in the scale business I have run across many tips for improving my personal performance. I am not really the “author” of these lists, as bits and pieces of each belong to any number of the people I have worked with over the years—taking the best thinking and gathering them in this one place is my goal. The following lists are simple bullet points designed to remind me of things that I can do to make myself and those I work with more valuable to my employer and also to our customers. There are three areas—Management, Sales and Service. Each list can surely be expanded so if you have one of those gems of advice, don’t be shy about sending it to me!



Tips for Managers and Owners

- Put customers first—they pay the bills.
- Build and maintain an insatiable desire for success.
- Guide your business with a plan—there is no GPS for this so get out your maps (business plan) and use them.
- Share this plan with everyone who works with you—making the plan known lets others share in your goal or goals.
- Be an astounding leader, celebrate your employees’ success.
- Make things happen.
- Make decisions about the day to day activity that will support your plan.
- Make the hard decisions.
- Practice patience.
- Be a teammate, not just a boss.
- Be honest with yourself.
- Be prepared to teach and coach your employees.
- Use and manage customer lists and databases.
- Have a plan and stick to it. What you don’t want is to be a victim of circumstance—make your own circumstance!
- Take responsibility for your direction and actions—do not blame anyone but yourself.
- Take the time to sort what’s important out of the many items that are not (80/20).
- Be prepared to learn without your ego getting in the way.
- Organize your service department
 - » Inventory technician skill sets for 100% appropriate assignments.
 - » Have a training program to address back up.
 - » Keep a service truck inventory for one stop repairs and service sales when repair is too expensive or impractical.
 - » Plan territory coverage with routing for least road time.

Tips For Sales

- Take an inventory of your strengths and weaknesses, opportunities and threats (SWOT). Apply this analysis in your marketing efforts.
- Prepare a personal sales and marketing plan.
 - » Focus on known vertical markets in your territory.
 - » Select your route to market or how best to contact potential customers.
 - » Use commercial lists by SIC (NAICS Code) for market penetration.
 - » Match potential customers to specific product needs.
 - » Set personal targets for territory penetration.
 - Part of your plan needs to include getting 10 brand new contacts per month.
 - » Use email to keep customers and new contacts informed about your business.
 - » Contact your service customers to stay “in the service circle.”
- Clean your desk every week, get it organized and keep it that way.
- Set daily, weekly and monthly goals.
- Prepare for every sales call thoroughly. Check the customer’s web site, prepare to “Demo” versus explain; use knowledge to differentiate your product from others.

Network:

- Look at non-scale dealers to see if they might sell your products or pass leads to you. Examples are material handling companies, PLC dealers, engineering firms, etc.
- Use the local Chamber of Commerce and Better Business Bureau for contacts.
- Get to know local contractors and monitor building permits for potential new customers.
- Join community organizations (one or two) to develop business contacts.

Mine your data:

- Contact customers who purchased from you in the past but are no longer active.
- Use customer contact management tools (Outlook works effectively, but there are many programs available for this).
- Include the SIC (NAICS Code) in your customer records to find and contact similar potential accounts
- Record your special application sales and review them every 3–6 months for potential application with new customers
- Make your quote documents speak for you, your products and your company.
- Change your language to exclude “sign, deal and contract” substituting “endorse, program and agreement.”
- Present a service agreement on every sale. This sets you apart from non-service suppliers.
- Stay out of the service department except to drop off breakfast snacks (especially important for those sales reps that transitioned from Service to Sales)!

Tips for Service

- The customer represents your livelihood, let them know you appreciate them.
- Look presentable, you are the representative of your company that customers see most.
- Use courteous language, no slang or off-colored content.
- Make sure you have current information on product to be serviced.
- Carry an inventory of repair parts and also commonly used new items when repair cost may be too expensive.
- Use any down time to make yourself more valuable to your customers—never quit learning.
- Make sure you know all about

service contracts and any savings programs to pass on to customers—you should be the number one seller of these items in your company.

- Keep your equipment neat and clean including your service vehicle.
- Never say anything negative about your company, your competitors or your customer.
- Leave any personal problems at home.
- Smile and be friendly—engage in conversation with customers.
- The customer is right—no arguments or attitude.
- Sometimes customers are curious about how things work and they look over your shoulder. You are on the clock, so if they ask questions and want to learn about the equipment treat that as an opportunity.
- Offer operator training.
- Customers love to know when you will be there—use the phone to confirm and give them a time window for arrival.
- Spend an extra few minutes cleaning the equipment so it not only works but looks better than when you arrived.
- Always close a call by asking if there is anything else the customer needs and if you should schedule a regular maintenance call for later
- Ask if there are any other applications that need attention in the customer’s facility—you could also suggest, if there are new things going on, that a salesperson stop by to address any new applications
- Thank your customer for their business.

Thanks for taking the time to review the tips! Again—if you have a tip that you have found valuable please send it to me at jhughes@ricelake.com and I will incorporate it in future versions. ♦

Achieving Greatness: The Value of Association

By Don Yaeger

Association leaders and corporate executives have long recognized that great lessons—lessons in leadership, team building, handling adversity, and managing success—can be learned from their peers in the world of sports.

This explains why some of the most sought after public speakers at corporate events are sports greats—Miami Heat President Pat Riley, Duke basketball coach Mike Krzyewski, former Pittsburgh Steeler running back Rock Bleier, and former LSU basketball coach Dale Brown are among the most popular speakers on the circuit. The lessons they teach and exhibit in their world translate perfectly into yours.

In my 20-plus years as a writer for *Sports Illustrated* and author of more than a dozen books, I have been blessed to spend hours interviewing great winners like Riley, Krzyewski, basketball legend Michael Jordan, and Hall of Fame running back Walter Payton.

Some of the best lessons I have learned, however, have come at the foot of the greatest winner of them all, the late John Wooden, former UCLA basketball coach and winner of unprecedented 10 NCAA championships. Wooden also was an oft-tapped corporate consultant on the subject of leadership.

Before Wooden's passing, I often traveled to Los Angeles to talk with him about Greatness and the traits of those who have achieved it. One characteristic he was passionate about was that the truly "great" understand that value of association. They know they can only become great if they surround themselves with others who are headed in that direction.

Just a couple of years ago, the then 97-year-old Wooden, his mind sharp as any 30-year-old I had met, got a twinkle in his eyes when he told me he had a story to share, one I would enjoy sharing with others.

"Many people, when they ask me about coaching great players, always ask me about my two most famous centers, Lew Alcindor (who became Kareem Abdul-Jabaar) and Bill Walton," the coach said. "But one of the greatest I have ever coached is a player many wouldn't suspect. It was Swen Nater."

I think Coach enjoyed the look of surprise on my face. I remembered Nater, but just barely. What I remembered was that he was cut from his high school basketball team because, even at 6-foot-11, he was too clumsy to offer the team any value. He didn't give up, though, and several years later made a community college team. He became talented enough that several four-year colleges offered him scholarships.



UCLA basketball head coach John Wooden (1960)—Photo courtesy of Associated Students, University of California, Los Angeles

At the time, UCLA and Wooden were in the middle of one of the most spectacular runs in all of sports, winning seven of eight national championships. Alcindor had graduated, but Wooden had a new center, Walton, who he thought might be even better.

Nater's community college coach asked Wooden to consider his player. "I was told he could, at the very least, be a great practice opponent for Walton," Wooden recalled. "So I spoke with Swen. I was honest. I told him he could go to a small school and play all the minutes he wanted, or he could come to UCLA, where he likely would never start a game, but where he could play against the best center in the country every day. That's the best I could offer him."

Nater didn't flinch. He accepted the opportunity and, as Wooden had promised, he didn't start a single game at UCLA.

“Swen understood that to become the best he needed to associate himself with the best he could find,” Wooden said. “There was no better than Bill Walton.”

Or John Wooden.

When his three years at UCLA were complete, Nater had been part of a team that won a record-breaking 88 straight games and had played for three more national championships—all as Walton’s backup.

Nater then made history when he became the first player selected in the first round of the professional basketball draft without ever starting a college game. He played 12 years professionally and now is a senior executive in the corporate offices of COSTCO. His career “is absolutely and directly the result of having made the decision to associate myself with folks who were the very best,” Nater told me. “I

learned that you are who you associate yourself with.”

Coach Wooden was succinct: “Mark these words...You will never out-perform your inner circle. If you want to achieve more, the first thing you should do is improve your inner circle.”

At its core, that is exactly why associations hold annual events. Those conventions are a member’s opportunity to improve his or her inner circle, to learn and associate with the very best.

Like Swen Nater, I hope that each of you have identified those in your profession from whom you could learn, those who share your passion for greatness. Then, while attending your local, state or national events, introduce yourself, spend time asking and learning what it is they do that makes them successful. These lessons are often transferable.

Then take the lessons home with you. Make your aspirations known to your staff and your membership because they want to associate themselves with greatness, too. You’ll be amazed by what you can achieve when you surround yourselves with those headed in the same direction.

At each of these steps you’ll understand why John Wooden agreed that the value of association is one of the most significant traits of greatness. ♦

Don Yaeger is a nationally acclaimed inspirational speaker, New York Times best-selling author and long-time associate editor of Sports Illustrated. He speaks on the subject of Greatness, taking lessons from the world of sports and translating them to business and professional audiences. He can be reached through his Web site: www.donyaeger.com.

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January 24–27, 2012

Sam's Town Hotel ▪ Las Vegas, Nevada

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ISWM 2012 Conference and Expo

January 24–27, 2012

Sam's Town Hotel ▪ Las Vegas, Nevada



*By Steve Dishon
2012 Conference Chair*

I hope you all had a great summer and look forward to cooler Fall weather!

You asked for it and we delivered, ISWM – Las Vegas January 2012.

Our Manufacturers wanted a property that was non-union with no drayage costs, we delivered!

Our Dealers wanted a Las Vegas property with reasonable room rates, we delivered at \$28–\$45/night and no resort fee!

Sam's Town in Las Vegas is 6 miles from the Strip and a 12-minute drive. It features two (2) Zagat Award Winning Restaurants in Billy Bob's Steakhouse and Saloon along with Willy and Jose's Mexican Cantina, where we will hold our Icebreaker on Tuesday night.

(Billy Bob's has grain fed beef that melts in your mouth, Idaho potatoes to die for and salad that has the finest west coast vegetables available; ask any of our board members.)

Sam's Town also features Century 18 Movie Theatres and a 56-lane AMF Showcase Bowling Center, where we will hold a Bowling Event on Wednesday night. The Bowling Event will feature 4-person teams and will be a re-match of the competition we experienced at

Reno in 2008! Bring your team, be matched up with a team and "bring it on"!

Sam's Town also offers a 25,000 square foot Mystic Falls Park, which brings you the beauty of nature in a controlled environment. Other food locations at the property include The Firelight Buffet, T.G.I. Fridays, Dunkin Donuts, McDonald's, Sbarros, Panda Express, Sports Deli, The Java Hut, Subway and Calamity Jane's Ice Cream Parlor.

Sam's Town offers free (round-trip) shuttles every 1.5 hours to Harrah's and The Riviera on the Strip from

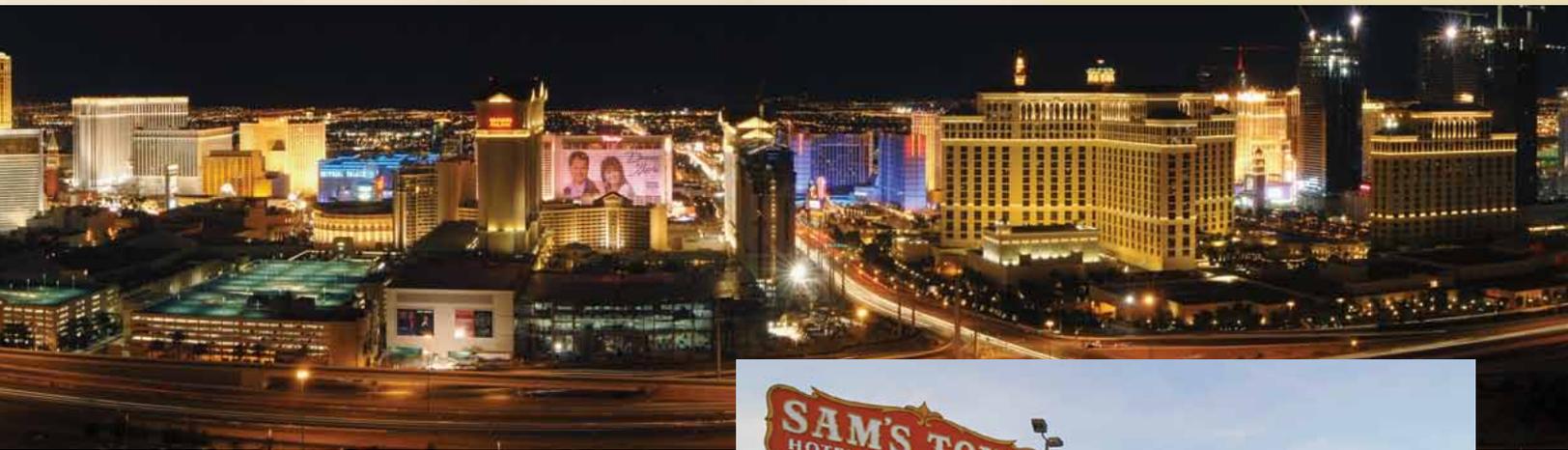
9:30am to 9:30pm and free (round-trip) shuttles every 1.25 hours to The Fremont and The California at Vegas's famous downtown Fremont Street from 8:15am to 11:15pm.

For those that like the nightlife, Sam's Town has Roxy's Saloon with live music and dancing!

If you live in an area of cold, bitter winters and too much snow, make your reservations and book your flights now for ISWM's 2012 International Conference & Expo at Sam's Town in Las Vegas and remember "what happens in Vegas, stays in Vegas"!



ISWM Board Meeting in Sam's Town (with Mystic Falls Park in the background). From left to right: James "Bert" Baxter, Steve Dishon, Brian Brown, Richard Sharpe, Steve Hofius, Jamie Notter, John Hughes



You'll:

Gain invaluable knowledge—with keynote and educational sessions to grow your business.

Make new business contacts—take part in unparalleled networking opportunities and develop long-term relationships with leading experts in the field of weighing and measuring.

Interface with top suppliers—learn about the latest advances in the industry, and get demonstrations of the latest products and technologies that are changing the face of weighing and measuring. (Who'll win Outstanding Product of the Year?)

Enjoy a range of dining options—from Zagat Award Winning Restaurant Billy Bob's Steak House and Saloon, to every possible type of cuisine at the Food Court.

Save big! We've negotiated a great room rate of \$28–\$45/night (with no resort fee!)

There's something for everyone at Sam's Town:

- Enjoy the nightlife at Roxy's Saloon with live music and dancing!
- Catch a movie at the Century 18 Movie Theatres
- Experience Mystic Falls Indoor Park—relish the serenity of a rolling waterfalls, the delight of fountains shooting eight stories into the air, or the excitement of Sunset Stampede.

And, if you want to go off site, Sam's Town offers free round-trip shuttles to properties including Harrah's, The Riviera on the Strip, The Fremont, and The California.

Mark your calendars for four days full of great educational sessions, networking events, relaxation and fun. See preliminary agenda to the right.

Schedule of Events

Monday, January 23

Executive Committee Meeting
Board of Directors Meeting

Tuesday, January 24

Registration
Exhibitor Move In
Icebreaker Reception at Willy & Jose's
Mexican Cantina

Wednesday, January 25

Registration
General Session
Expo Ribbon Cutting and Expo Opening
Bowling at AMF Showcase Bowling Center

Thursday, January 26

Registration
Breakout Sessions
Expo Open
Reception

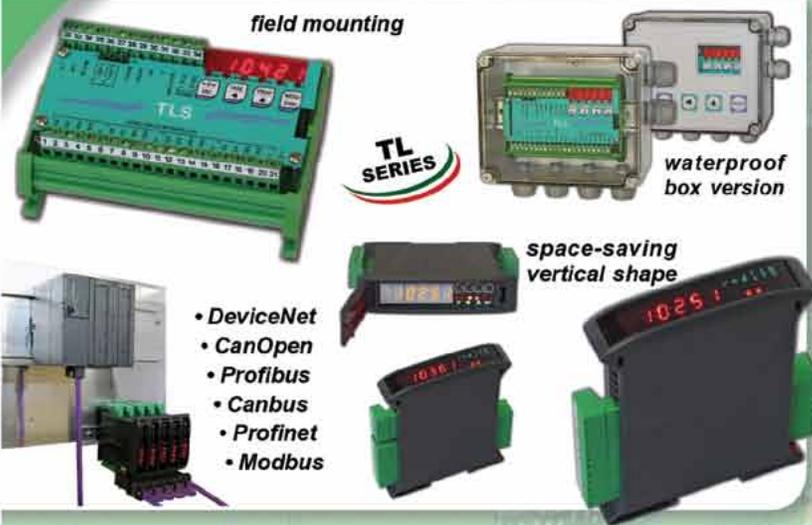
Friday, January 27

Registration
Expo Open
ISWM Business Meeting, Elections
Expo Awards



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Company News

Intercomp
Medina, MN USA



RFX™ Wireless Weighing Now Standard on Intercomp CW250™ Platform Scales!

Intercomp's fully portable, electronic CW250™ platform scales are now available with RFX™ Wireless Weighing as standard equipment. This scale is ideal for weighing 55 gallon drums, chlorine cylinders, Freon™/Puron® tanks, hazardous medical waste and other liquid or gaseous containers. Wireless weighing improves safety and the scale can be controlled from the optional Handheld RFX™ Wireless Weighing Indicator.

Capacities range from 150 (75kg) to 3,000 lbs (1,500kg) and scales are accurate to $\pm 0.1\%$ of applied load with NTEP approved capacities from 300lbs (150kgs) to 2,000lbs (1,000kgs). Scale platforms are available in two sizes, 15" x 15" or 24" x 24", both with 4" profile.

Fully battery operated, this scale requires infrequent recharging from

any 12V, 120V or 220V power source. Standard AA Batteries last up to 300 hours in scale and up to 40 hours in the optional Handheld RFX™ Wireless Weighing Indicator!



Intercomp's CS3000™ Crane Scale Incorporates RFX™ Wireless Weighing Technology

Intercomp's improved CS3000 high capacity crane scale with Fully Integrated RFX Wireless Weighing Technology and improved battery life is now available. The compact, handheld, RFX Wireless Weighing Indicator controls scale functions and is now standard equipment.

The CS3000 improvements include standard D Cell rechargeable batteries lasting up to 3,000 hours, large pushbutton controls for simple, trouble-free operation, and industry leading RFX™ Wireless Weighing Technology to ensure dependable, accurate and safer weighing. Capacity range is 2,000 lb to 100,000 lb, with NTEP models available. The top Eyehook & Bottom Crosby S-1 Swivel Hook are also standard.

All CS3000 electronics units are shock-mounted in a weatherproof case and provide maximum protection against moisture, dust and rough usage. Oversized top shackle, anti-heat shield and headroom loss adapter are all available upon request.



Intercomp's PT20™ Wireless RFX™ CPU is better than ever!

Intercomp's improved PT20 RFX CPU now incorporates integrated RFX Wireless Weighing technology right in the CPU. Intercomp has incorporated many new features into this next generation PT20 RFX Wireless CPU to meet the most exacting industrial weighing application specifications!

New features include an upgraded, rugged casing, providing protection against a variety of elements, and a new thermal printer which is efficient and easy-to-use. USB and RS232 outputs allow for uploading information to a PC or score board and the new, easy-to-read, graphic LCD display allows the records to be recalled directly on the indicator. You now are able to store, recall and print over 2000 separately stored weight records including VIN and DOT numbers.

Intercomp's PT20 RFX Wireless CPU works with any Intercomp Wheel Load or Axle Scale System, and will communicate with up to twelve scales from a distance of up to 300'—while featuring one-touch printing, center of gravity calculation, axle accumulation mode, set alarm and zero buttons—to maintain its reputation of meeting increasing demand for mobility and efficient operations within the industry.

The new rugged IP67 case, screen contrast adjustability and backlight for night use, enables use in virtually any environment. The central processor, cables, power supply and manual are packed for easy transport to weigh at the most remote locations. Operators can rely upon this battery-operated unit to tally individual wheel weights and compute total vehicle weight automatically by using the self-prompting software, making any operation run smoothly. It also features an AC or DC power source and simultaneous zeroing of all platforms. Standard D-Cell batteries last up to 200 hours.

For more information, contact Intercomp at (800) 328-3336 or worldwide (763) 476-2531, Fax (763) 476-2613, Email: info@intercompcompany.com or visit us on the web at www.intercompcompany.com.

Rice Lake Weighing Systems Rice Lake, WI USA



Rice Lake Weighing Systems opens European service center

Having only recently cemented the details of a newly formed partnership

within India, Rice Lake Weighing Systems (RLWS) announces the opening of a fully staffed European distribution center. Rice Lake Weighing Systems Europe B.V. is now open in Arnhem, Netherlands.

RLWS is a privately owned industrial scale manufacturer with roughly 400 U.S. employees. The Rice Lake brand, recognized worldwide for everything from industrial weighing equipment to made-to-order process-control systems, is perhaps best known for a uniquely personal approach to service and customer contact.

The company has been part of CEO Mark Johnson's family since 1946. "Our business was built on service—the ability to be responsive and stay connected with our customers. As we've grown, having this facility within Europe makes sense. It's the best way to maintain those standards and provide the trademark service, selection and speed our customers have come to expect."

Employees at the Arnhem location are experienced and ready to assist with technical support, product training, and more. Rice Lake Weighing Systems Europe B.V. is a full-service operation with a complete warehouse of products that will ship direct to dealers across Europe. These trained and authorized dealers offer industrial customers a range of popular Rice Lake products, including weights, bench scales, weight indicators, digital controllers and even custom weighing solutions.

"Our European customers will now have the option of calling on a European-based staff and have better access to support services like training and product demonstrations," adds Mark. Businesses interested in learning more about Rice Lake products or distributing the Rice Lake brand within Europe may reach this office directly by calling +31 (0)88 2349171 or by emailing europe@ricelake.eu.



Value by design from Ishida's Uni-5 Series

Rice Lake Retail Solutions and Ishida USA are pleased to introduce the Uni-5 Series of price-computing scales and printers, positioned to be one of the best values in retail weighing today. In the Uni-5 Series, customers choose from three distinct printer and scale-base configurations—all with the same easy-to-use, universal control panel.

Whether selecting the straightforward bench model, bench with pole, or elevated head style, Uni-5 users will appreciate a large, full-color, tactile-response touchscreen, while customers can view advertised specials and details of their purchase on an ultra-bright customer-side LCD display. Uni-5 is more than just attractively priced. It's also attractive in design, with a polished, black polymer housing that's easy to clean, and a convenient side-loading printer. A low-profile design and green energy consumption top a long list of features that are essential in today's progressive retail marketplace.

To learn more about the Uni-5 Series and how it can help your business excel, visit www.ricelakeretail.com/uni5 or www.ishidausa.com

RailBoss™ fits where conventional rail scales can't

Industries connected to rail transport throughout North America

and the world are enthusiastic about RailBoss, Rice Lake's innovative new approach to rail weighing technology in an attainable and convenient package.

Integrated directly within the rail itself, RailBoss requires minimal space and installs quickly, at roughly one-third the cost of conventional railroad scale designs. Scrap yards, agricultural operations and more can now afford to install their own in-house railroad scale for stationary weight verification of rail cars and other non-Legal-for-Trade needs.

For further information and technical specifications visit www.ricelake.com/railboss.

920i® FlexWeigh Systems standardize process control

Users bypass complex setup and programming with off-the-shelf indicator models designed for specific weighing tasks.

Pre-engineered and pre-

programmed 920i FlexWeigh Systems are Rice Lake's turn-key answer to many of manufacturing's most commonly used weighing processes. Users can now enjoy the power and versatility of the 920i interface combined with the simplicity and strength of the FlexWeigh control panel.

Each 920i FlexWeigh model is a standard design in its own right, factory tested and built for the job at hand, yet customizable enough to let you do it your way. Stainless steel NEMA-4X enclosures and rugged, customizable operation switches guarantee industrial-strength dependability, day after day, year after year.

Once you've selected the right model for the job, each 920i FlexWeigh System is shipped complete, seamlessly transitioning almost any job from batching,

filling, and more, into a fully automated weighing system. Visit www.ricelake.com/920iflexweigh to learn more.



Retailers celebrate WM-Nano, the world's first tabletop automatic wrapper

It's not hard to see why WM-Nano, the world's first tabletop automatic

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wrapper, was one of the top 10 most innovative products at Canada's 2011 Grocery Showcase West. Until recently there's been little middle ground in wrapping equipment. Retailers could choose a small, manual station or a room-sized automatic machine. But now, Ishida's WM-Nano offers another choice.

At just 28" wide, 34" deep, and 28" high, the WM-Nano is a unique concept, a tabletop unit with an integrated scale-base and printer, offering all the benefits and features of a full-size automatic machine at a modest size and price tag.

Retailers no longer have to sacrifice floor space or make a huge investment to gain productivity. The WM-Nano boosts output as high as 15 packages per minute (PPM), while reducing the risk of repetitive motion injuries and achieving the same attractive, quality wrap every time, regardless of operator.

By cutting space requirements 50 to 70 percent over competitor models, WM-Nano fits almost anywhere and accommodates a wide range of products and tray sizes. Its four-part modular design is easy to install or take apart. No forklifts required. Fully assembled, WM-Nano is lightweight and easily transported by just two people.

Controlled by Ishida's Uni-7 price-computing scale base and printer, WM-Nano brings the same user interface right from the front counter to the back room, where operators won't have to learn a second type of equipment. Uni-7 has a long list of its own benefits, including a full-color customizable touchscreen that displays custom product images and provides positive input response for sensing when each button is pressed. Operators also appreciate Uni-7's quick-change label cassettes, Ethernet and wireless communication, compatibility with third-party devices, and SLP-V

software for easier PLU management and label customizing. Learn more at www.ricelakeretail.com/nano.

Ishida is one of the world's largest providers of retail weighing solutions. Ishida retail products are available only through Rice Lake Retail Solutions, a division of Rice Lake Weighing Systems, and Rice Lake's trained and authorized dealer network.

Ohaus Corporation *Pine Brook, NJ USA*

OHAUS Launches All-New Explorer® Series of Analytical and Precision Balances

OHAUS Corporation, a leading worldwide manufacturer of scales and balances, announces the launch of the all-new Explorer series of analytical and precision balances. Marking the company's most advanced new product in more than a decade, the OHAUS Explorer utilizes an application-based software platform in concert with a redesigned antistatic draftshield and modular construction. Striking a balance between cutting-edge technology and functional design, the Explorer delivers accurate performance to improve lab efficiency.

Utilizing the newly developed SmarText™ 2.0 software platform, the OHAUS Explorer provides easy-to-use graphical software featuring 14 applications (apps). The OHAUS Explorer delivers accurate results within seconds, improving operator efficiency and productivity. Optimized vibration filtering provides balance stability in unstable environments.

The Explorer's draftshield provides ample access and visibility to the weighing chamber and features antistatic coated glass. This frameless, flip-top design provides unobstructed access to the weighing chamber. The expansive side-entry access offers 6.3 x 9.4 in (160mm x 240mm), allowing use of large weigh boats in

the weighing chamber. The antistatic coated glass helps dissipate static charges in the weighing chamber that could adversely affect the weighing results, while the side doors seamlessly glide on top-mounted bearings, helping to prevent any potential bind up when the balance is left unclean. The glass panels offer ease of installation and removal. In combination with the stainless steel bottom, these features make the Explorer extremely easy to clean. Also, a draftshield chamber light is available when the balance is used in low-lighting environments.

Explorer features four "touchless" sensors for hands-free operation of print, calibration, tare, and other selectable functions. These sensors provide hands-free operation, while improving weighing efficiency. At the same time, they eliminate sample residue transfer, minimizing contamination. With two sensors on the base of the balance, and two on the display, they can be set up individually to allow for remote operations.

The Explorer is the industry's most easy-to-use balance, featuring leveling assistance and instructional messaging for quick out-of-the-box setup and use. It boasts an easy-to-view illuminated level indicator placed at the front of the balance, as well as adjustable thumbwheels that effortlessly level the balance. Simultaneously, the level assist screen helps users to quickly identify which thumbwheels need to be adjusted to level the balance.

To enable the user to quickly input GLP, GMP and other application data, the balance provides a virtual QWERTY keyboard and numeric keypad featuring a user Manager that has administrative capability functions. The color VGA displays each app icon for simple menu navigation in high resolution, across

the 5.7 in (145 mm) color TFT screen. The balance boasts a resistive touch-screen display that quickly responds to an operator's touch or stylus, keying each of the 14 built-in applications with customization capabilities to meet the varying needs in laboratory and industrial settings.

The library feature stores and recalls customized applications, while the alternate RS232 command feature adapts the balance to existing data acquisition software. External input for zero, tare or print operations can be completed via the external foot switch accessory, and audible and visual feedback for button presses, as well as the indication of the check weighing status.

The Data Transfer Function helps to output data directly into leading software applications, such as Microsoft Excel. Instructional messaging during app use guides users

through the weighing process, while the information menu helps users quickly view and learn more about the available balances features. Up to 11 operating languages make the Explorer's Intuitive User Setup truly universal.

Utilizing the unique calibration feature, AutoCal™, the Explorer's fully-automatic internal calibration system which assists with routine maintenance by automatically calibrating the balance daily, eliminates the need for external masses. This feature also eliminates costs associated with maintaining external weights. AutoCal self-calibrates the system when it senses a temperature change sufficient enough to affect weighing accuracy, or every 11 hours.

For additional information, contact OHAUS Corporation at (973) 377-9000, or visit the www.OHAUS.com.

Pennsylvania Scale Company

Lancaster, PA USA

Relay Option Reacts to Count and Weight

Pennsylvania Scales' SSR Solid State Relay option board is designed as a companion to the company's PLUS+ series Main Board architecture and fits every product in the company's product line. It responds to either COUNT or WEIGHT targets and is ideal for OEM or custom applications. It is designed for quick, easy field installation and provides relay controls for process control, checkweighing, semi-automatic batching, or custom OEM systems.

The SSR system is designed to be dealer-friendly and easy to work with in designing custom batching or weighing systems.

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either 120 Volts AC @ 1 AMP or up to 24 Volts DC @ 1 AMP (specify when ordering)—the relays are recognized when installed by the standard release software in the host main board. The board is completely self-contained in the scale or indicator when installed.

Convenient screw terminals are provided for INPUT signals for Gross/Net, TARE, ZERO, START/STOP, EMERGENCY STOP. Depending on menu selection, the relays can provide for Fast/Slow feed, checkweighing, or filling. Target weights are easily set through the numeric keypad.

Other option cards that are easy to install in the field include the Analog Output option; Ethernet communications, BASE 2 dual base input option, and the SSR setpoint option. 7500/7600 models have RS-232 programmable outputs standard. 7400/7600E models have two independently configured programmable digital communication outputs.

All of the company's products are 'Made in USA' and ship NAFTA Free Trade to our North American trading partners.

For more information, contact Rob Woodward at Pennsylvania Scale Company, 1042 New Holland Avenue, Lancaster, PA 17601. Email rsw@pascale.com or on the web www.pascale.com ♦

Rapp/Mantes Education Fund Scholarships

The Rapp/Mantes Education Fund awards scholarships to members of the scale industry, their children and grandchildren. The Education Fund is named in honor of Mack Rapp and Ted Mantes, long standing leaders in the scale industry and the primary source of these funds. The number of scholarships awarded and the value of each will vary each year depending on the funds available.

Application forms for the 2012/2013 academic years will be available on January 1, 2012. The due date for completed application forms will be June 1, 2012.

This year the Committee met by conference call. It is extremely rewarding to review each application, as it aids in an assurance that there is a bright future for all of us. This year, scholarships of \$500.00 each were awarded to:

Garrett Cox, *Missouri Southern State University*
Eli Garrett Hicks, *Missouri Southern State University*
Daniel Kendra Jr., *Cornell University*
Abby Mizner Spatz, *Cornell University*

It is the wish of the Committee that each of the applicants continue their education and apply again next year, and that more in our profession encourage their sons, daughters, grandsons, and granddaughters to apply. Make a request for an application form early and one will be mailed on or about January 1, 2012.

Send the request to:

Rapp/Mantes Education Fund
c/o Ohio State Scale
3240 Leesville Way
Dublin, Ohio 43017
Telephone: (614) 459-5152
Fax: (614) 889-0378

Welcome New Members

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Canada
(905) 502-0606
dmarno@saturnscale.com

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Fairmont, MN 56031
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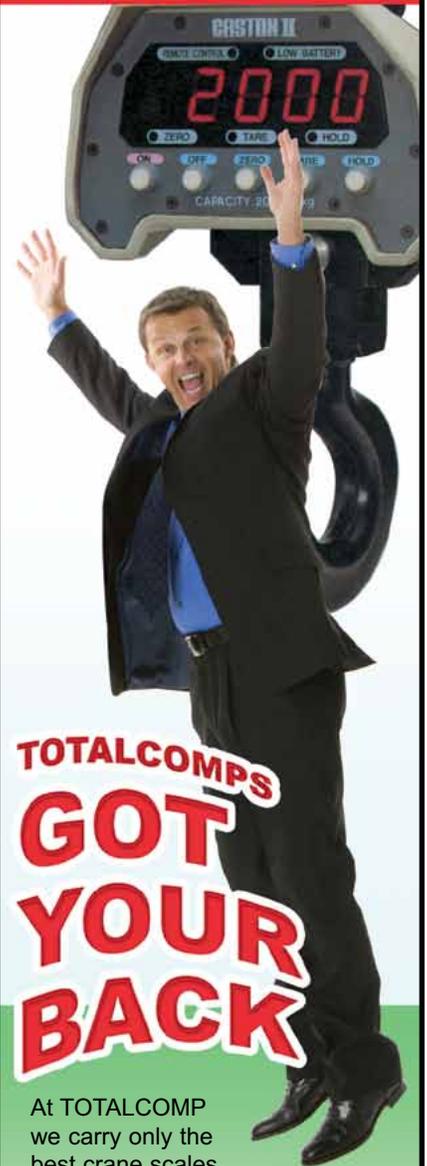
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Honor Your Colleagues with an ISWM Award

Every two years the ISWM honors the best of the best in this industry with a series of awards. But we can only give out the awards if YOU nominate people! Nominations for most of the awards come from the Divisions, so make sure you include this in your Division business as 2011 comes to a close. Most nominations need to be made by the end of December. So who in your Division would be worthy of...

Mark Pickell Award—to recognize and honor that member whose outstanding activities and efforts during the proceeding years has contributed greatly to strengthen the effectiveness, benefits, and growth of his/her local Division of ISWM.

Lady of the Year Award—to encourage participation in the society on the part of women in the weighing industry and wives of members and to recognize their valuable contributions to the Society and the industry.

Thomas “Mic” Hendrick Award—to recognize an individual for his/her discovery or successful application of a principle or concept which has benefited the weighing industry.

Miles Fishman Memorial Award—to recognize an outstanding young person in the Weighing industry who most represents the continuation of the high standards set by Miles Fishman.

The Earl Curl Award—recognizing the most outstanding division of ISWM.

Woody Wooldand Memorial Award—to honor a person who, by his/her own efforts and services, has contributed in an outstanding manner in the scale and weighing industry.

Details on all the awards and their nomination procedures are available on the ISWM website, www.iswm.org.

ISWM's Dealer / Distributor Survey



If you're a Dealer/Distributor member of ISWM, you may have received an email from ISWM Board member Bert Baxter asking you to complete an important survey as part of our new research program. We are gathering data from our Dealer/Distributor members in order to produce a research report on key operational trends and benchmarks that can help all our members improve their businesses.

The more answers we get, the more useful the report will be, so please check your email to see if you got the invitation to participate.

Membership Application

New Member Information

Name _____

Title _____

Company Name _____

Address _____

City _____ State _____ Zip _____

Country _____

Work Phone _____ Fax _____

Email _____

Web Address _____

Membership Categories

Corporate	Dues
Manufacturer	\$500
Dealer/Distributor or End User	\$285
Individual Affiliate of a Corporate Member <i>(Must be employed by a current Corporate ISWM Member.)</i>	\$52
Individual	
Independent	\$130
Government	\$52
Retired	\$52

*There is a 30-day grace period for new members prior to and following the start of each quarter.

Categories

The first 5 are free. Each additional is \$5.

- | | | | |
|--|---|--|---|
| <input type="checkbox"/> A/D Converters | <input type="checkbox"/> Digital Indicator Repairs | <input type="checkbox"/> Motor Truck – Pit | <input type="checkbox"/> Simulators, Transducers |
| <input type="checkbox"/> Airport Weigh Systems | <input type="checkbox"/> Displays, Electronic Remote | <input type="checkbox"/> Motor Truck – Pitless | <input type="checkbox"/> Software |
| <input type="checkbox"/> Animal | <input type="checkbox"/> Drum Filling | <input type="checkbox"/> Net Weighers | <input type="checkbox"/> Spring Dial |
| <input type="checkbox"/> Bagging | <input type="checkbox"/> Dynamometers | <input type="checkbox"/> Network Data Collection | <input type="checkbox"/> Strain GAuges |
| <input type="checkbox"/> Bar Code Scanners | <input type="checkbox"/> Electronic Weigh Systems | <input type="checkbox"/> OEM | <input type="checkbox"/> Summing Cards |
| <input type="checkbox"/> Bar Code Systems for Scanners | <input type="checkbox"/> Explosion Protection | <input type="checkbox"/> Onboard Weighing | <input type="checkbox"/> Tank Weighing |
| <input type="checkbox"/> Batching | <input type="checkbox"/> Force Gauges | <input type="checkbox"/> Over/Under | <input type="checkbox"/> Tensionmeters |
| <input type="checkbox"/> Batching Control Systems | <input type="checkbox"/> Fork Lift | <input type="checkbox"/> Packing Machine Scales | <input type="checkbox"/> Test Weight Transport |
| <input type="checkbox"/> Bathroom | <input type="checkbox"/> Hopper | <input type="checkbox"/> Pallet Truck Scales | <input type="checkbox"/> Test Weights |
| <input type="checkbox"/> Bench Electronic | <input type="checkbox"/> Hospital | <input type="checkbox"/> Platform – Electronic | <input type="checkbox"/> Testing Vehicles |
| <input type="checkbox"/> Bench Mechanical | <input type="checkbox"/> Household | <input type="checkbox"/> Platform – Mechanical | <input type="checkbox"/> Toploading Balances |
| <input type="checkbox"/> Bulk Weighing Systems | <input type="checkbox"/> Industrial Beam | <input type="checkbox"/> Portable Battery Operated Electronic Scales | <input type="checkbox"/> Torque Measuring |
| <input type="checkbox"/> Calibration Systems | <input type="checkbox"/> Interfacing | <input type="checkbox"/> Precision Balances | <input type="checkbox"/> Transducers |
| <input type="checkbox"/> Checkweighers | <input type="checkbox"/> Intrinsic Safety | <input type="checkbox"/> Precision Weights | <input type="checkbox"/> Transient Suppressors |
| <input type="checkbox"/> Computer Weighing Systems | <input type="checkbox"/> Inventory Control Software | <input type="checkbox"/> Printers | <input type="checkbox"/> Uninterruptible Power Supplies |
| <input type="checkbox"/> Conveyor | <input type="checkbox"/> Junction Boxes | <input type="checkbox"/> Printing – Weigh Tickets | <input type="checkbox"/> Upc Bar Code Printing Systems |
| <input type="checkbox"/> Conveyor Belt | <input type="checkbox"/> Labels For Printers | <input type="checkbox"/> Radio Frequency Data Collection | <input type="checkbox"/> Vehicle Mounted |
| <input type="checkbox"/> Counting Electronic | <input type="checkbox"/> Laboratory Balances | <input type="checkbox"/> Railroad Scale Calibration Testing Services | <input type="checkbox"/> Voltage Regulators |
| <input type="checkbox"/> Crane Load Indicators | <input type="checkbox"/> Load Cell Insulators | <input type="checkbox"/> Railroad Track | <input type="checkbox"/> Weigh Fillers |
| <input type="checkbox"/> Crane Scale | <input type="checkbox"/> Load Cell Repairs | <input type="checkbox"/> Replacement Parts | <input type="checkbox"/> Weigh/Price/Labeling Cas Usa Corp. |
| <input type="checkbox"/> Cubing (Measuring) & Weighing Systems | <input type="checkbox"/> Mailing Systems (Postal & Ups) | <input type="checkbox"/> Retail Computing | <input type="checkbox"/> Weighbeams |
| <input type="checkbox"/> Custom Designed | <input type="checkbox"/> Mass Standards | <input type="checkbox"/> Retail Non-Computing | <input type="checkbox"/> Weightfeeders |
| <input type="checkbox"/> D/A Converters | <input type="checkbox"/> Medical | <input type="checkbox"/> Ribbons, Inked | <input type="checkbox"/> Weight-In-Motion |
| <input type="checkbox"/> Data Capture Systems | <input type="checkbox"/> Monorail | <input type="checkbox"/> Signal Converters | <input type="checkbox"/> Weigh Calibration Services |
| <input type="checkbox"/> Data Recording Systems | <input type="checkbox"/> Motor Truck – Axle Load | | <input type="checkbox"/> Weight Tickets |
| <input type="checkbox"/> Dial Indicators | <input type="checkbox"/> Motor Truck – Low Profile | | <input type="checkbox"/> Weightmeters |
| <input type="checkbox"/> Digital Display Meters | | | <input type="checkbox"/> Wheel Load Weighers |

Divisions

Each member should select one primary division at no charge. Membership in additional divisions is \$15 per division

	Primary Division	Additional Division
Central/Northwest (CE/NW)	<input type="checkbox"/>	<input type="checkbox"/>
Great Lakes (GRLAK)	<input type="checkbox"/>	<input type="checkbox"/>
Greater New York (GRNY)	<input type="checkbox"/>	<input type="checkbox"/>
International (INTL)	<input type="checkbox"/>	<input type="checkbox"/>
Manufacturer (MFR)	<input type="checkbox"/>	<input type="checkbox"/>
New England (NE)	<input type="checkbox"/>	<input type="checkbox"/>
Northern California (NOCA)	<input type="checkbox"/>	<input type="checkbox"/>
Pacific Northwest (PANW)	<input type="checkbox"/>	<input type="checkbox"/>
Potomac (POTOM)	<input type="checkbox"/>	<input type="checkbox"/>
Southeastern (SE)	<input type="checkbox"/>	<input type="checkbox"/>
Southern (SO)	<input type="checkbox"/>	<input type="checkbox"/>
Southern California (SOCA)	<input type="checkbox"/>	<input type="checkbox"/>
Southwest (SW)	<input type="checkbox"/>	<input type="checkbox"/>
Analytical & Precision Balance (A&PB)	<input type="checkbox"/>	<input type="checkbox"/>



Payment Information

Membership Amount _____

Additional Division Fee (if applicable) _____

Additional Category Fee (if applicable) _____

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