

Dispatch Guidelines

Auckland Region

Our Mission Statement

Our goal is to provide the very best service possible on all ready mix concrete orders we receive. We understand that the ability of our customers to effectively schedule concrete orders is critical to their productivity and efficiency. In order to better serve all our customers, we have created this set of Dispatch Guidelines. By creating and implementing these policies, we strive to make the most effective use of our resources in order to exceed your performance expectations.

Our Goals

- Be Straight-forward and honest.
- Deliver the service we promise; not make promises we can't keep.
- Value you as a customer and help you be more efficient and profitable in the marketplace.
- Deliver our products on time and in spec.
- To efficiently utilize our entire fleet.
- Reliable, on time, and consistent service is our goal.

Placing Your Order, Be Prepared

When placing your order it is imperative that we have all the required information. Give correct address and explicit delivery instructions. Please share any special circumstances that may affect unloading times.

Be ready to provide all of the following information;

- Account name
- Project name
- Accurate delivery address and any required directions/instructions
- Contact person ON SITE
- Details of placer/layer and pumper
- Purchase order number
- Mix description/code and slump
- Maximum order quantity and hold quantity
- Delivery time and truck spacing/discharge rate
- Any associated products or services you may require
- Site access (Are there any site access concerns or restrictions)
- Application: What are you pouring? (e.g. house slab, driveway, path etc)

Service Standards

Once an order is taken, we are committed to servicing that order. Any order change may affect your service as well as those scheduled after you.

Late Orders/Advance Notice

Late cancellations affect three parties; the original customer who does not receive his concrete, another customer who could have received concrete and consequently us who now supplies to neither.

We encourage you to place orders as soon as possible, so that we may schedule and provide on time deliveries. Cancellation of an order must be made at least **24 hours** before delivery time. Booked orders that are cancelled or pushed back within that time will be dispatched as early as the schedule allows and may incur charges.

Maximum Quantity & Extra Loads

In order to provide on-time deliveries, we **MUST** know an accurate Maximum Quantity that your job will require. Your commitment to this volume ensures our commitment to deliver it on time and in spec. The volume of any last load **MUST** be included in the Maximum Quantity. We discourage requests for the last load being placed with the diver as details can be easily misunderstood. Any unplanned loads will be dispatched as early as the schedule allows and may incur charges.

Confirmation of Orders

Orders **MUST** be confirmed 24 hours before scheduled delivery time, otherwise they are subject to rescheduling to a time when we will be able to service it.

If confirmation is not made at least 24 hours before it is due on site your order will be deemed not required and will be cancelled.

If there is a hold up on site or the customer is unable to place the concrete at the requested discharge rate, e.g. 20 minutes, the customer is expected to call the dispatch office to advise of changes.

Consult your Allied Concrete representative for more information.

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