

# Dispatch Guidelines

## Canterbury 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.

### Confirmation of Orders

Orders before 9:00am on the pour date will need to be confirmed before 12:00pm the previous day otherwise service cannot be guaranteed for the time that you have booked.

If the customer is unable to place the concrete at the ordered rate, the customer is expected to call the dispatch office and inform them of the fact.

### Maximum Quantity & Extra Loads

To provide you with the best possible service, we **MUST** know the "Maximum Quantity" of concrete your job will require. Your commitment to this volume ensures our commitment to deliver it on time and in spec. Any substantial amount over the "Maximum Quantity" may result in longer delivery times.

### Cancellations/Late Orders

Late cancellations affect three parties; the original customer who does not receive his or her 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 delivery. Cancellation of a confirmed order must be made at least 48 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.

### Measures and Extra Measures

We understand that occasionally there will be a miscalculation and we expect an 'occasional' balance load. Additional balance loads will be subject to truck availability.

It is not the drivers' responsibility to call your measure through. We cannot guarantee accuracy of measures not called through on the phone.