



Customer Service Guide for Order Placement



Central Concrete has developed this Customer Service Guide for order placement to optimize communication and clarity as we work together on your projects. If you have any questions, please do not hesitate to contact our Customer Service Department at 866-404-1000.

QUICK CHECKLIST: PLACING YOUR ORDER

- ☐ All orders must initially be placed using Truckcast or with a Central Concrete Customer Service Representative (CSR)
- ☐ To ensure order accuracy, the following information is required:
 - ✓ Requested delivery date
 - ✓ Customer name
 - ✓ Unique Central Concrete-provided project identifier and/or name
 - ✓ Delivery address
 - ✓ Mix type or number
 - ✓ Associated products. Examples include: color, fiber, SiteSet, SiteFresh
 - ✓ Application type. Examples: footing, slab, columns
 - ✓ Order quantity
 - ✓ Slump
 - ✓ Requested start time
 - ✓ Requested load size
 - ✓ Placement method
 - ✓ Unload rate
 - ✓ Site description. Examples: access issues, safe traffic patterns, special truck route

Committed to Your Success

Customer Service Guide

Keys to a Successful Ordering Process

- ☐ All orders are subject to availability. Central Concrete advises all customers to place orders a week in advance to assist in meeting your order request.
- ☐ All orders or order adjustments must be confirmed by telephone or via Truckast before they are released. Please have the order date and order number ready when confirming or making changes to your order.
- ☐ Deliveries that are scheduled for the first round need to be confirmed by 2:00 pm the day before to avoid rescheduling.
- ☐ All orders that are scheduled for the first round that are cancelled, or pushed back, within 24 hours of the scheduled delivery time will be subject to cancellation charges.
- ☐ You are permitted to pay on site with cash or check (preprinted with your name, address and phone number) or may preauthorize your purchase with a credit card. You may also prepay at one of our plant locations or Westside Concrete Materials stores. At the discretion of the Shipping or Credit Dept., you may be required to use a credit card in lieu of payment on site. Failure to have payment on site or nonsufficient fund checks may require advance payment via cash, credit card or cashier's check.
- ☐ Non-standard materials should be addressed with the Customer Service Rep(CSR) at the time of placing the order.
- ☐ Customer agrees to notify Central Concrete, at the time of each order, if the material is supplied for the purposes of carrying out a public works project – subject to Labor Code Section 1720.9 (Prevailing Wage). These projects will be subject to a \$10.00/cyd. fee.
- ☐ After taking your order the CSR will read the order back to you. Upon your confirmation of accuracy, the CSR will provide the order number.
- ☐ Telephone conversations are recorded to ensure order accuracy and quality assurance.

Will Call Orders

- ☐ A Will Call Order is defined as a “placeholder” order, with a start time to be negotiated upon confirmation. If the order is cancelled, it may be subject to a cancellation charge.

Placements Scheduled Outside of Normal Hours

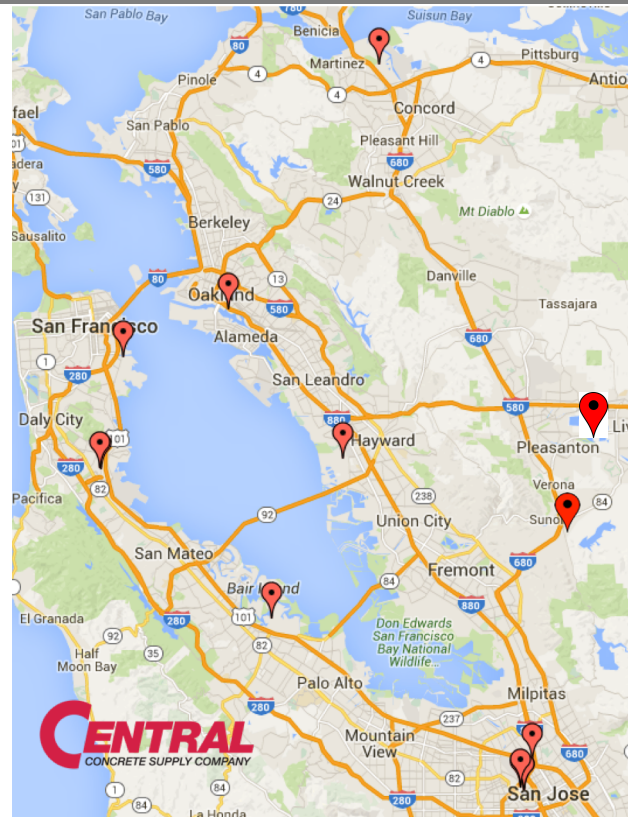
- ☐ Normal hours are: 7 am – 4 pm Monday – Friday
- ☐ Central Concrete is happy to work with you on placements outside of the hours noted above, but please note that these placements will incur additional charges.
- ☐ These “Outside of Normal Hours” orders must be placed at least 48 hours in advance and confirmed 24 hours prior to the scheduled placement. Cancellations will be subject to extra charges.

Unloading Time

- ☐ Unloading time in excess of 4 minutes per cubic yard will be subject to additional charges.

Small Loads

- ☐ All loads less than 7 cubic yards will be subject to a “small load charge”.



Balance/Clean-up Load

- ☐ Customers receive one balance load per order. Any additional clean-up/balance load will be subject to truck availability and delivery charges.

Service

- ☐ We always strive to be On Time and ready to ship your order at the scheduled start time. First round On Time is considered within 15 minutes of the agreed upon start time. Second round is considered On Time if it occurs within 60 minutes of the designated time.

Contact Information/Hours of Service

- ☐ Customer Service Phone:
 - ☐ 866-404-1000
 - ☐ Monday – Friday: 2 am – 8 pm
 - ☐ Saturday: 6 am – 2 pm
- ☐ Customer Service Fax: 408-404-1082
- ☐ Normal Hours of Delivery Service: 7 am – 4 pm, Monday – Friday
- ☐ Plant Locations: San Jose, Redwood City, South San Francisco, San Francisco, Oakland, Hayward, Martinez, Pleasanton, Sunol