

# Customer Handbook



# Customer Service as strong as our concrete.

## Placing Orders

All orders must be placed with a Customer Service Representative (CSR)



◆ Please be ready to provide the CSR with the following information, in the order listed, for faster order entry.

- ◆ Delivery Date
- ◆ Customer Name
- ◆ Project Name
- ◆ Delivery Address
- ◆ Type of Pour
- ◆ Job/PO#
- ◆ Mix Type
- ◆ Order Quantity
- ◆ Slump
- ◆ Start Time
- ◆ Load Size
- ◆ Pouring Method
- ◆ Unload Rate / Spacing

- ◆ We encourage our customers to place concrete orders by 4:00 pm the previous day.
- ◆ Placing new orders over the radio is discouraged. All orders should be confirmed by telephone before they are sent.
- ◆ Deliveries that are scheduled for the first round need to be confirmed by 4:00 pm the day before to avoid rescheduling.
- ◆ Confirmed orders scheduled for the first round that are cancelled or pushed back less than two hours before the scheduled delivery time may be subject to additional charges.
- ◆ All concrete orders will arrive on site by 3:30 pm per the discretion of the dispatch/customer service team.
- ◆ COD orders require credit card preauthorization at least one hour before the scheduled pour or the order may be subject to rescheduling. If paying with cash, payment is due at the time of delivery. Checks are not accepted.
- ◆ After taking your order the CSR will read the order back to you to ensure accuracy.
- ◆ Telephone conversations are recorded to ensure order accuracy and quality assurance.
- ◆ Please have the order date and address of delivery ready when confirming or making any changes to your order.



**“Building lasting relationships with our customers through exceptional customer service, dependable delivery, and high quality products.”**

### **Will Call & Saturday Orders**

- ◆ We welcome Will-Call orders but all Will-Calls need to be confirmed to ensure on time delivery. First round Will-Calls (prior to 10:00 am) need to be confirmed the previous day by 4:00 pm or they will be subject to rescheduling.
- ◆ Will-Call orders scheduled after 10:00 am need to be confirmed at least 2 hours prior to delivery to avoid rescheduling.
- ◆ Please confirm your Will-Call order as soon as possible to ensure your scheduling needs. We do not schedule drivers/trucks for Will-Call orders.
- ◆ All Saturday orders need to be placed and confirmed by 4:00 pm on Friday. The number of Saturday orders taken will be based on the number of trucks available.
- ◆ All Saturday orders will be scheduled for first thing in the morning based on the discretion of the dispatch/customer service team.

### **Pours Scheduled Outside of Normal Hours**

- ◆ After hour pours must be negotiated at least 48 hours in advance and confirmed 24 hours prior to the scheduled pour.

### **Unloading Time**

- ◆ Orders that take an excessive amount of time to unload are subject to additional charges per the discretion of the dispatch/customer service team.

### **Small Loads/Call Backs**

- ◆ We understand that occasionally there will be a miscalculation and we expect an occasional call back load. Any additional call backs will be subject to truck availability and delivery charges.
- ◆ All orders and/or call backs less than 3 cubic yards will be subject to an additional fee.

### **Weather Conditions:**

- ◆ Concrete orders will be taken and sent out per the discretion of the dispatch/customer service team in times of inclement weather.
- ◆ Orders already placed may be pushed back or rescheduled due to weather conditions per the discretion of the dispatch/customer service team.

### **Customer Service Center**

Phone: (605) 336-1740

### **Customer Service Supervisor**

Amanda Beard (605) 336-5887

### **Sales**

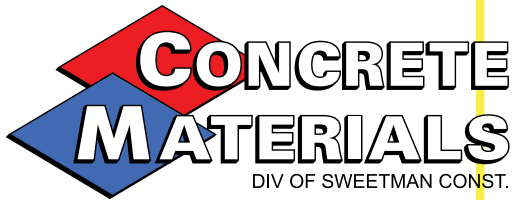
Jim Simunek (605) 336-5783

Terry Pederson (605) 336-5858

### **Main Office**

Phone: (605) 336-5760





### Sioux Falls

★ Madison Street  
3000 W. Madison St.  
Sioux Falls, SD 57107  
(605) 336-1740

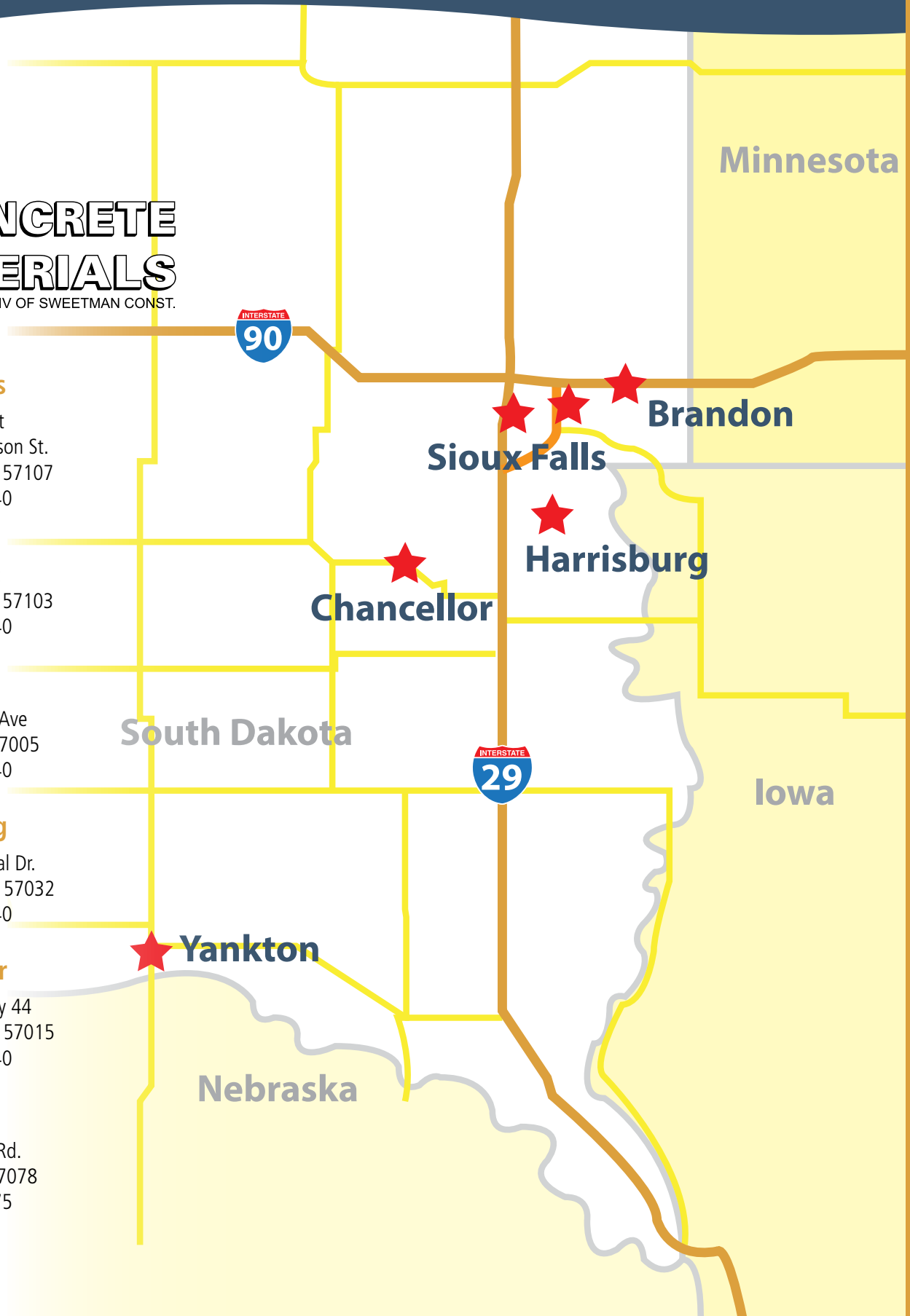
★ Rice Street  
4001 E Rice St  
Sioux Falls, SD 57103  
(605) 336-1740

★ Corson  
25940 482nd Ave  
Brandon, SD 57005  
(605) 336-1740

★ Harrisburg  
101 E Industrial Dr.  
Harrisburg, SD 57032  
(605) 336-1740

★ Chancellor  
46124 SD HWy 44  
Chancellor, SD 57015  
(605) 336-1740

★ Yankton  
2210 Alumax Rd.  
Yankton, SD 57078  
(605) 665-2475



Minnesota

South Dakota

Nebraska

Iowa

Sioux Falls

Brandon

Harrisburg

Chancellor

Yankton