

Concrete Customer Service Guide

Basic Ordering Requirements

It is helpful when placing an order for concrete to have the following information ready when you call us:

- Company name or billing name
- Project name or project number and purchase order number
- Job site contact name and phone number
- Precise quantity required for the placement
- Mix design or mix number for the concrete
- Exact directions to the job and once on the site

Advance Notice

We request our customers place their orders as early as possible to provide on-time service. Our customer service personnel may inquire about future placements so you can ensure a delivery slot in advance. Last-minute orders for concrete will be taken only as our schedule permits. Customers must place Saturday or "Off-Hour" orders 24 hours in advance.

Order Placement

Call all orders to our Concrete Customer Service Department at 419-897-6060. Once we receive your order information, our Customer Service Representative will repeat the information. When placing orders through one of our ready-mixed drivers, you must confirm the information with a phone call to our Concrete Customer Service Department. The order must have confirmation before it will be shipped.

Will-Call Orders

We welcome "Will-Call" orders as a helpful communication tool between our customers and the Customer Service Department. Be advised, however, that we take will-call orders for information-only purposes and not as firm orders. Will-call orders do not commit our customers to a concrete delivery, nor do they commit our Customer Service Department to have equipment available to deliver the concrete. "First round" orders (early morning) must be confirmed the day before. Orders not confirmed within these deadlines are deleted.

Cancellations

We realize jobs don't always go as planned, so we try to remain flexible toward canceling or rescheduling orders. We ask that cancellations or rescheduling be done at least two hours before the scheduled delivery time. We will always do our best to accommodate changes.

Balances

To efficiently handle your order, we must know the maximum quantity of concrete you will require for the placement. Good communication will limit the balance needed to one trip if a shortage occurs. Balances are shipped based on the immediate availability of a mixer, so please allow at least one hour for a balance load. Some balances may be subject to additional load charges.

Time is money. Having your crew on a job site waiting for concrete is costing you profit dollars. At Gerken, we are on time 98 percent of the time—ensuring your efficiency on the job site.

Quality is money. Having workable concrete that meets and surpasses specified strengths lowers your ultimate finishing costs. At Gerken, we measure and test our concrete for consistency daily.

Knowledge is money. Having knowledgeable salespeople you can rely on for technical assistance lowers your cost by solving possible problems before the concrete arrives on your job site.

Checklist When Talking to a Gerken Concrete Customer Service Representative

- Is this a Firm Order or a Will-Call Order of information only?
- Day and date you want the concrete delivered (i.e., Monday the 22nd).
- "First round" orders (early morning) must be confirmed the day before.
- Time of day you will be ready for the concrete delivery.
- The company name for which you are ordering the concrete.
- Project Name or Project Number.
- Delivery location with exact directions on where the job site is. Street name and number, nearest cross street, east, west, north, or south side of the road, or any specific instructions once on the job site.
- Purchase Order Number.
- The precise quantity of concrete required for the placement.
- The time spacing needed between trucks (when placement requires more than one load).
- Mix being ordered (i.e., 4,000 psi with air, fibers, and plasticizer, or a project mix number).
- Slump that is required when the order arrives on the job.
- Other mix requirements:
 - Accelerator (Chloride or Non-chloride)
 - Retarder
 - Plasticizer (Added at the plant or added on the job site)
 - Fibers
 - Integral color added to the mix (Additional truck cleaning charge)
 - Intraseal
- Other special order requirements or needs:
 - Concrete will be pumped, bucketed, wheeled, or unloaded into buggies
 - Slow unloading (i.e., "pouring stair pans")
 - Expansion joint material (fiber, foam, rubber)
 - Visqueen
- Name of the person placing the order.
- Your phone number, project phone number, contact person phone number (if there is a problem, who should we call or who can we reach at the job site?)

Ordering/Customer Service Hours:

Monday-Friday: 7:00am-4:00pm

Saturday: 8:00am-Noon (in season and weather permitting)

Delivery Hours:

Monday-Friday: 7:00am-4:00pm

Saturday: 8:00am-Noon (in season and weather permitting)



Concrete Customer Service Department

419-897-6060

Gerken provides on-time delivery, unrivaled quality, and technical assistance at your job site with competitive pricing.