



# Kuhlman Concrete Customer Service Guide

**Time is money** — having your crew on a jobsite waiting for concrete is costing you profit dollars. At Kuhlman we are on-time 98% of the time — assuring you efficiency on the job.

**Quality is money** — having concrete that meets and surpasses specified strengths and is very workable ultimately lowers your finishing costs. At Kuhlman we regularly measure and test our concrete.

**Knowledge is money** — having a knowledgeable salesperson you can rely on for technical assistance lowers your cost by solving possible problems before the concrete arrives at the job.

**Kuhlman offers on-time delivery, great quality, and professional technical assistance. Plus competitive pricing.**

## **Normal Hours of Operation:**

### **Ordering/Customer Service**

Monday—Friday:

7:00 am — 5:00 pm.

Saturday: 7:00 am—Noon (Advance notice required.)

### **Delivery**

Monday—Friday: 7:30 am—4:00 pm.

Saturday: 7:30 am—Noon (Advance notice required.)



### **Basic Ordering Requirements**

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

- Name of Your Company or Billing Name.
- Project Name or Project Number and Purchase Order Number.
- Street Address of Jobsite and Building Permit Number.
- Jobsite Contact Name and Phone Number.
- Precise quantity and pour rate required for the placement.
- Mix design or mix number for the concrete.
- Exact directions to the job and any further instructions once on the site.

### **Advance Notice**

In order to provide on-time service, we request our customers place their orders by 3:00 pm the day prior to shipment. Our customer service personnel may inquire about future placements so you can be assured a delivery slot in advance. Last-minute orders for concrete will be taken only as our schedule permits. Saturday or “off-hour” orders must be placed 24 hours in advance.

### **Order Placement**

All orders must be called in to our customer service personnel at 239-334-3111. Once all the order information is provided, we will repeat the order back to you. If order information is placed by fax or through one of our ready-mixed drivers, it must be confirmed with a phone call to 239-334-3111. The order must be confirmed before it will be shipped.

### **Will-Calls**

We welcome “will-call” orders as a helpful communication tool between our customers and our customer service personnel. 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 us to having equipment available to deliver the concrete. Will-calls must be confirmed two hours in advance of the required delivery time and “first round” will-calls (prior to 9:00 am) must be confirmed the evening prior to shipment. Orders not confirmed within these deadlines will be deleted.

### **Cancellations**

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

### **Balances**

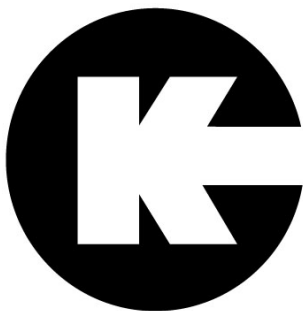
To efficiently handle your order, we must know the maximum quantity of concrete you will require for the placement. If a shortage occurs, good communication will limit the balance required to one trip. Load balances are shipped based on the immediate availability of a mixer truck and driver, so please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



**Kuhlman Concrete, LLC**  
**239-334-3111 phone**  
**239-334-2729 fax**

## A helpful checklist when talking to a Kuhlman Concrete Customer Service Representative

- Is this a “firm order” or “will-call order for information only”?
- If it’s raining, should we ship the order?
- Day and date you want the concrete delivered, i.e. Monday the 22nd.
- Time of day you will be ready for the concrete delivery.
- Your name — the 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 and/or who can we reach at the jobsite?
- Company name you are ordering the concrete for.
- Customer purchase order number.
- Project name and/or project number. Building permit number.
- Delivery location — with exact directions on where the jobsite is. Street name and number, nearest cross street, east, west, north or south side of the road, or any specific instructions once on the jobsite.
- Precise quantity of concrete required for the placement.
- Time spacing required between trucks if more than one load is required for the placement.
- Mix being ordered, e.g. 3000 psi Regular, 3000 psi Pump, or Kuhlman mix number. With air, fibers and/or plasticizer?
- Slump required when the order arrives on the job.
- Other mix requirements:
  - Hi-Early Cement.
  - Accelerator.
  - Retarder.
  - Plasticizer — added at the plant or added on the jobsite.
  - Fibers.
- Other special order requirements or needs:
  - Concrete will be pumped, bucketed, wheeled or unloaded into buggies.
  - Slow unloading — i.e. “pouring stair pans”.
  - Unusual jobsite conditions.



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