



# Kuhlman Corporation

## 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 your jobsite.

**Quality is money** — having concrete that meets and surpasses specified strengths and is very workable ultimately lowers your finishing costs. At Kuhlman we measure and test our concrete for consistency on a daily basis.

**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 on your jobsite.

**On-time delivery, unrivaled quality and technical assistance at your jobsite with competitive pricing.**

### **Hours of Operation:**

#### **Ordering/Customer Service**

Monday—Friday

Summer: 6:30 am—5:00 pm.

Winter: 7:00 am — 5:00 pm.

Saturday: 8:00 am—Noon (In season and weather permitting.)

#### **Delivery**

Monday—Friday: 7:30 am—4:00 pm.

Saturday: 8:00 am—Noon (In season and weather permitting.)



#### **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 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 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 Concrete Customer Service Department at 419-897-6060. Once all the order information is provided, our Customer Service Representative will repeat the order back to you. If order information is placed thru one of our ready-mixed drivers, it must be confirmed with a phone call to our Concrete Customer Service Department. 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 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 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 toward 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. 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.



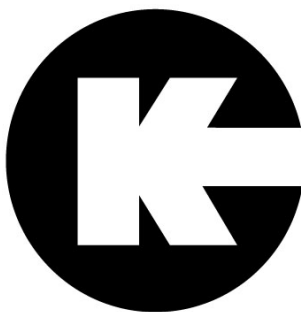
**Concrete Customer Service Department**

**419-897-6060**

**419-897-6000**

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

- Is this a Firm Order or Will-Call Order of information only?
- If its 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.
- Company Name you are ordering the concrete for.
- Project Name and/or Project 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.
- Customer Order Number.
- 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, i.e. 4,000 psi with air, fibers and plasticizer or for a project mix number “K 4000.”
- Slump required when the order arrives on the job.
- Other mix requirements:
  - Hi Early Cement
  - Accelerator — Chloride or Non-chloride
  - Retarder
  - Plasticizer — added at the plant or added on the jobsite
  - Fibers
  - Integral color added to the mix
- Other special order requirements or needs:
  - Concrete will be pumped, bucketed, wheeled or unloaded into buggies
  - Slow unloading — i.e. “pouring stair pans”
  - Kuhlman Kure & Seal
  - Expansion joint material
  - Visqueen
  - Evaporation retarder
  - Form release
- Your name — 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 job-site?



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