



CUSTOMER SERVICE GUIDELINES OUTLYING AREA

READY MIXED CONCRETE

STANDARD OPERATING HOURS

CUSTOMER SERVICE	CEMSTONE PRODUCTS COMPANY METRO MINNESOTA	CEMSTONE READY MIX INC. WISCONSIN	CEMSTONE CONCRETE MATERIALS SOUTHERN MINNESOTA
Summer Hours			
Monday through Friday	5:00 a.m. - 6:00 p.m.	6:00 a.m. - 4:00 p.m.	6:00 a.m. - 4:30 p.m.
Saturday (seasonal / weather-permitting)	6:00 a.m. - 12:00 p.m.	6:00 a.m. - 12:00 p.m.	6:00 a.m. - 12:00 p.m.
Winter Hours			
Monday Through Friday	6:00 a.m. - 5:00 p.m.	7:00 a.m. - 3:00 p.m.	7:00 a.m. - 3:00 p.m.
DELIVERY			
Monday through Friday	7:00 a.m. - 4:00 p.m.	7:00 a.m. - 4:00 p.m.	7:00 a.m. - 4:00 p.m.
Saturday (seasonal / weather-permitting)	7:00 a.m. - 12:00 p.m.	7:00 a.m. - 12:00 p.m.	7:00 a.m. - 12:00 p.m.

*Please call the Dispatch Center near you for specific order and delivery times.

FOR ORDERS BEFORE OR AFTER STANDARD OPERATING HOURS

- Please contact our Customer Service Center, Dispatch Manager at 651-686-4299, or Account Representative.
- Early or late orders are subject to plant time charges and overtime delivery charges.

ON TIME SERVICE

- We always strive to be on the job at the exact scheduled time; however, deliveries within 12 minutes of the scheduled delivery time, either before or after, are considered on time due to conditions out of our control (i.e. traffic, weather, plant or truck breakdowns).

ORDER PLACEMENT

- Cemstone encourages customers to place their orders by 3:00 p.m. for the following days Monday - Friday. Orders taken after 3:00 p.m. will be scheduled subject to availability the following day. Saturday orders must be placed by 12:00 p.m. noon on Friday.

WILL CALLS (OUTLYING AREA ONLY)

- "Will Call" orders not confirmed within 2 hours are subject to rescheduling.
- FIRST ROUND (6:00 - 10:00 a.m.) "Will Calls" must be confirmed as a "Go Order" by 3:00 p.m. the day prior or they will be subject to removal from the schedule. Calling and re-scheduling can reactivate the order, subject to equipment and plant availability.
- No drivers will be called in for unconfirmed first round (6:00 - 10:00 a.m.) "Will Call" orders.
- "Will Call" and "Moved" orders are subject to equipment and plant availability.
- Saturday "Will Calls" must be placed and confirmed as a "Go Order" by 12:00 p.m. noon on Friday. Orders taken after 12:00 p.m. noon on Friday will be subject to availability.
- Orders cancelled or rescheduled **without giving a minimum of 2 hour notice** of the scheduled delivery time will be subject to truck time and plant expenses.
- Special admixtures/materials to be added at the jobsite or at the plant should be addressed with Customer Service at the time of order placement to ensure product availability.
- Request for special equipment; i.e., front wheel drive, placing equipment, CTI, etc. should be addressed with Customer Service at the time of order placement. This allows Cemstone to synchronize our service and ensure equipment availability for your project.

NOTE: Be sure to check with Customer Service for equipment availability in advance.

- Orders must be taken by a Cemstone Customer Service Representative.
- **Orders may be voice recorded for verification and accuracy.**
- "Balance Orders" will be accepted over the truck radio.
- **JOB NUMBER, P.O. NUMBER, PHONE NUMBER, ACCURATE ADDRESS** (include cross street) and driving instructions to the Customer Service Representative. (Providing your current King's Map Book coordinates is very helpful in getting our trucks to the job site on time).
- After taking the order, the Customer Service Representative will repeat the order back and give you an order confirmation number. **Please have that number ready when making any changes to that order.**
- If a project requires a plant to remain open after regular business hours it will be subject to a plant charge.

NOTE: Only rebar and bundles of expansion will be allowed to be delivered on Cemstone ready mix trucks.

COLOR/HIGH PERFORMANCE CONCRETE ORDERS

NOTE: All color/high performance orders MUST be a minimum of 3 yards including balance loads (1/4 yard increments for liquid color loads and 1 yard increments for packaged color).

- Requests for colored concrete in the Metro area using liquid (integral) color can be placed as regular orders. However, orders for non-liquid colors and for deliveries in outlying areas must be made 72 hours in advance and are subject to availability.
- No liquid color orders will be taken if the delivery location is beyond 45 minutes travel time of the originating plant. For orders outside of the 45-minute window contact your Account Representative.
- If multiple color loads are to be placed at the same location, please inform the Customer Service Representative of the mix used, color, date poured and previous order number to ensure consistency of the materials used. Failure to do this may result in a difference of color tones due to different cements, mix designs and/or raw materials.

- For any color load(s): The color swatches on the Liquid Integral Color Selector chart are a close approximation. Where color matches are important, please place an actual sample panel.
- When placing an order for high-performance concrete; i.e., any concrete 6,000 psi or greater, or lightweight, or DURA-CRETE, or silicafume, etc., must be a minimum of 3 yards including balance loads.

PARTIAL LOADS, CALL BACKS, AND RETURNED PRODUCT

- In order to provide committed on-time deliveries, we MUST know the maximum quantity that will be used on a particular placement. Occasionally there will be miscalculations and Cemstone will deliver the "Balance Load" on the next available truck.
- Returned concrete of 2 or more yards to our plants will be subject to a \$75 environmental disposal charge.
- Any order requiring the use of an additional truck will be subject to extra load charges.
- Posted road charges will be assessed when applicable.

EXCESSIVE UNLOADING TIME

- Unloading time in excess of 7 minutes per cubic yard or exceeding customer-requested truck spacing will be subject to an additional charge of \$130.00 per hour

FUTURE ORDER REPORTING

- Contact your Cemstone Account Representative if you would like to sign up to receive your Future Order Report. The Future Order Report will automatically generate and e-mail a summary of all upcoming daily ready mixed concrete orders for your account.

CONCRETE PLACING

DISPATCH CENTERS

- Minnesota Metro 800-CEMSTONE • 651-686-4274
- Owatonna, MN 507-451-1543
- River Falls, WI 715-425-1119
- Turtle Lake, WI 715-986-4442

CONCRETE PLACEMENT HOURS

Summer Hours

Monday through Friday 6:00 a.m. – 4:00 p.m.

Winter Hours

Monday through Friday 6:00 a.m. - 4:00 p.m.

- Travel time is portal to portal.
- Overtime charges may apply outside of normal working hours.
- "Go orders" canceled or pushed back within 2 hours of the scheduled delivery time will be subject to truck time.
- All Will Call orders require a minimum of 2 hours release time.
- Customer is responsible for providing a pumpable mix, in terms of gradation of aggregate, slump and batching of concrete for the designated pumping equipment.

NOTE: During Road Postings season, additional charges may apply.

FUTURE ORDER REPORTING

- Contact your Cemstone Account Representative if you would like to sign up to receive your Future Order Report. The Future Order Report will automatically generate and e-mail a summary of all upcoming daily concrete placing orders for your account.

AGGREGATES

ORDERING AND DISPATCH

- Minnesota 651-688-9526 • 888-325-3155
- Northern Minnesota 320-676-3365 • 800-955-6105
- Central Wisconsin 715-246-4238 • 800-555-9415
- Northern Wisconsin 715-986-4442 • 866-279-2221

STANDARD OPERATING HOURS

Delivery Monday through Friday 7:00 a.m. - 4:00 p.m.

- ALL orders must have a contact phone number.
- PLEASE provide an account number, contact phone number, and delivery location.
- Customer must be present to sign ticket and accept load.
- Driver will try to get as close to designated unloading area as possible.
- Unloading area needs to be clear of overhead obstruction (i.e. trees or power lines).
- Drivers are instructed to unload in safe designated areas only.

CEMSTONE PRODUCTS CO. (CPC) MINNESOTA DISPATCH CENTERS

METRO DISPATCH 651-688-9520 • 800-CEMSTONE
Burnsville • Columbus • Dayton • Elk River • East Bethel • Hastings •
Lakeland • Minneapolis • Rosemount • St. Paul

NORTHERN MN 320-676-3365 • 800-955-6105
Aitkin • Big Sandy • Brainerd • Isle • Pequot Lakes • Rock Creek

WEST METRO MN 763-972-6111 • 800-366-6910
Delano • St. Bonifacius

SOUTH CENTRAL MN 952-492-3939 • 800-366-6910
Arlington • Cannon Falls • Gibbon • Jordan • Montgomery • Northfield

SOUTHEAST MN 651-388-8996 • 800-325-6055
Red Wing

CEMSTONE CONCRETE MATERIALS (CCM) SOUTHERN MINNESOTA

Albert Lea 507-826-3281
Faribault 507-337-2140
Kenyon • Mankato 800-294-1543
Owatonna 507-451-5347
Waseca 507-835-2690

IOWA (CCM)

Buffalo Ctr • Northwood 800-658-3081
Forest City 641-585-1962
Lake Mills 641-592-4015
Manly 641-454-2322
St. Ansgar 641-736-2120

CEMSTONE READY MIX, INC. (CRM) WISCONSIN DISPATCH CENTERS

CENTRAL WI 715-246-4238 • 800-555-9415
New Richmond • River Falls

NORTHERN WI 715-986-4442 • 866-279-2221
Cameron • Dresser • Frederic • Hawyard • Spooner • Turtle Lake

SOUTH CENTRAL WI 715-672-5008
Durand

CORPORATE OFFICE

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Mendota Heights, MN 55120
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