



Your Trusted Partner in
Delivering Service, Quality
And Products To Build
Your Business Success

Dispatch Service Guide

SERVING YOU THROUGH OUR TRUSTED PARTNERSHIP!

HOURS OF OPERATION

Ordering Monday - Friday 6a.m. - 5 p.m.

Delivery Monday - Friday Summer Hours 6 a.m. - 4 p.m. (last load) Winter 7a.m. - 4 p.m.

Please call the Dispatch Office for Specific Order and Delivery Times

Keeping the cost of concrete low is a partnership between us and you as the contractor. The more information you give us and the sooner you get on our delivery schedule the less expensive it becomes for you and it increases our efficiencies which we then pass on to you.

SERVICE

Reliable, on-time delivery is a fundamental foundation to our *trust partnership*. Therefore consistent, On-Time delivery is our constant goal. We strive to be on-time with a +/- 15 minute window.

Once a pour is started our Dispatchers are committed to supplying you with the concrete you need. Last minute calls for concrete are taken as time slots allow.

When referring back to your order, please have your order number or project name to give to Dispatch

GO ORDERS Defined:

- Are all Orders that are confirmed by 4 P.M. the day before your pour
- You receive an Established Scheduled Time for Delivery with dedicated trucks
- Adjustments needed because of job site situations need a 2 hour lead time to receive an Established Time.

WILL CALLS Defined:

- All Will Calls are unscheduled Orders without any Established Time or Dedicated Trucks
- Will Call orders are worked into the scheduled rounds according to availability

Transition of WILL CALLS To GO ORDERS:

- A Will Call can be transitioned to a Go Order with a 2 hour lead time given before your pour
- An Established Time for Delivery will be based on available trucks and worked into the Delivery Schedule
- The sooner you can establish a GO ORDER the sooner we can provide you with exceptional service and On-Time Delivery
- Will Call Orders can be confirmed by 4 P.M. the day before for possible inclusion into 1st Round - otherwise they are worked into the 2nd or 3rd Rounds depending upon availability

Pours Before or After Standard Operating Hours

Our commitment is to provide exceptional customer service; therefore, should you need to have pours begin or end beyond our normal operating hours, please contact your customer service representative or speak to Dispatch prior to placing your order. Make sure you tell us any **Special Needs and Conditions** so that we may help you achieve your goals.

**411 Auburn St.
PO Drawer 768
Martinsburg, WV
25402**

866-923-4724

**DISPATCH :
304-263-1500**

**Quality Concrete, from our
plants to Your Site:**

Martinsburg, WV

Williamsport, MD

**Our Rounds begin at
7 a.m., 10 a.m., and
1 p.m., ending at 4 p.m.**

**Potomac Construction
Industries, Inc.**

**411 Auburn St.
PO Drawer 768
Martinsburg, WV 25402**

**Toll Free 866-923-4PCI
Fax 304-263-0822
Dispatch: 304-263-1500**

*"Certified
Quality"*



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Order Placement

- All Orders must be taken by *Dispatch Personnel* (If you find that you have to place your order through your Customer Service Rep. we will call you back for verification)
- All Calls may be recorded
- Please have correct delivery address and (all) instructions (including mix design and related Specs for your job as well as directions to site.) to give to our call taker
- We will do everything possible to reduce and remove delays and roadblocks to you getting your concrete on time as promised

Advance Notice

- To order, place your order by 4 p.m. the day before ...we then can work with you according to your schedule establishing a projected time of delivery for *On-Time Delivery*.
- Cancellation of *Go Orders* must be made at least **2 hours** in advance of delivery time (or you run the risk of paying for your load)
- Special Admixtures-added on job site or at the plant should be addressed with dispatch to allow for necessary additional mixing to synchronize our service capabilities with your stated wants

Add-On Orders

- Customers agree to a "Maximum Quantity" needed (or if Plus Order 1 truck over)
- PCI is committed to delivering this volume (in an On-Time Status)
- Any amount over Maximum Quantity may be at risk of slower service

Minimum Load and Short Load Charge

- A minimum load charge will be assessed for any load under 4 cubic yards.
- Short Load Charge is applied for an order that is less than a full truck and requires a call back to complete the order
- Call backs for a Short Load keeps us from providing you the best service we are capable of delivering to you.
- Orders over 9 cubic yards will be allowed **1 Call Back** load without a Short load charge

Call Backs, Shortages, Multiple Stops, and Leftovers

- Our partnership calls for us to be on-time with our deliveries to your site. Therefore we **MUST** know the maximum quantity that will be used on your pour.
- Leftovers of **5 yards** or more returned to our plants are subjected to a \$50.00 environmental disposal fee.
- A multiple stop fee of \$50 will be charged for each additional stop other than the original order address.

Excess Unloading Time

- Unloading times in excess of **5 minutes per yard** will be subject to an additional charge of \$60 per hour.
- Unloading times for grout fill (block fill) in excess of **20 minutes per yard** will be subject to an additional charge of \$60 per hour.

After Hours Phone Numbers

- Dispatch will notify you to use the *appropriate* night time phone numbers
- Martinsburg (Plant 5) - **304-263-1509**
- Williamsport, MD (Plant 7) - **301-223-8448**

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