



Dispatch Service Guide

Order Desk Hours of Operation	Monday to Friday	6:00am – 5:00pm
	Saturday	6:00am – 12:00 noon
	Sunday	Closed
Order Desk Numbers	Metro District	1-888-231-9444
	East District	1-877-655-3922
	North District	1-888-231-9444
	Peninsula District	1-866-436-8171
	Southwest District	1-888-745-1151

Advanced Notice

In order to assist us in meeting your service needs, we would appreciate all concrete orders be placed a day in advance. First round orders (orders to be delivered prior to 9:00am the next day) should be placed before 3:00pm and large volume orders over 100m³ should be placed before 12:00 noon.

Requirements to a Complete Order

- Date & Time
- Mix – Ensure that you have the proper mix and the usage for that mix. Be clear whether air entrainment is needed or any admixtures are required. Whenever possible, state the mix design code. If uncertain about the mix, a Technical Services Representative or Sales Representative would be happy to assist
- Quantity/ Balance
- Rate of Pour
- Specialty Orders – large orders that require specialty items such as; fibers, slump enhancers, colour, etc. require 48 hour notice to ensure product availability
- After Hours Pours – Every effort will be made to accommodate our customers with special time requests. For pours that are to begin before 7:00am or after 5:00pm, we would appreciate at least 48 hour notice to ensure driver and plant availability. Saturday orders should be called in before 12:00 noon on Friday to ensure truck availability.
- Directions/ Truck Size – Please ensure that directions provided to the Customer Service Representative are clear and easy to understand. Give detailed directions including street address (when available), the major intersection, landmarks and any other special instructions, such as gate numbers, for the drivers. Inform the Customer Service Representative if only specific trucks can access your jobsite.

Willcalls

Drivers and trucks are only scheduled for confirmed orders; therefore, willcall orders cannot be accepted before 9:00am on-site delivery. We require 2-3 hour notice to confirm a willcall or by 9:30am for all afternoon orders to ensure truck availability. Same day orders will be subject to first available truck.

Cancelling/ Changing Orders

If you need to cancel or make any changes to an existing order, we ask that you do so no later than one hour prior to the on-site scheduled time.