



# Customer Handbook

## Rules & Guidelines



**RIV/CRETE**  
READY MIX

## Contact Information

### CUSTOMER SERVICE PHONE NUMBER

- 414.455.6070 (ext. 1)

### EMAIL

- [contactus@rivcrete.com](mailto:contactus@rivcrete.com)
- [sales@rivcrete.com](mailto:sales@rivcrete.com)
- [engineering@rivcrete.com](mailto:engineering@rivcrete.com)

### MAIN OFFICE & HAMPTON BATCH PLANT

12005 West Hampton Ave.  
Milwaukee, WI 53225

### CHASE AVE. BATCH PLANT

2761 South Chase Ave.  
Milwaukee, WI 53207

### 13TH STREET BATCH PLANT

4350 South 13th St.  
Milwaukee, WI 53221

## Hours of Operation

### SCHEDULING ORDERS

Monday - Friday  
5:30 AM - 5:00 PM

### DELIVERY HOURS

Monday - Friday  
7:00 AM - 4:00 PM

Deliveries before 7:00 AM or after  
4:00 PM are subject to additional  
charges.

### SATURDAY DELIVERY HOURS

7:00 AM - 12:00 PM  
Weather and volume pending

Saturday Delivery Fee is \$85.00 per  
load

### PLANT OPENING FEES

Please contact Customer Service  
for availability & rates.

## Important Notes

### COD POLICY

- All COD orders must be secured with a credit card. We do not accept checks or cash.
- The minimum sale will be 3 yards.

### SCHEDULING ORDERS

- All orders will be repeated back to ensure order accuracy. Please pay careful attention to the order details being repeated back.
- All calls are recorded to ensure quality and order accuracy.

### WINTER CHARGES

November 1st - April 31st



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## Unloading Time

To provide our customers with on time service it is important to unload your truck in a timely manner. If you know a pour will take longer than allotted times below, please let dispatch know so we can plan accordingly.

A \$2.00 per minute charge will be applied if you exceed the allotted time below.

- Loads under 5 yards: 30 Minutes.
- Loads over 5 yards: 60 Minutes.

## Jobsite Conditions

All customers are responsible for providing a safe and accessible worksite and proper wash out area. The worksite should be clear of overhead powerlines and sturdy ground to prevent trucks from getting stuck.

Drivers will request a signature on each delivery ticket before pulling onto your jobsite.

## Slump

Slump is the measure of how stiff or loose the concrete will be delivered to your jobsite. The trucks will be batched in accordance with the mix design and arrive onsite within design tolerances. If the load appears out of tolerance, please contact dispatch immediately.

- The truck is loaded at or as close as possible to the customers requested slump.
- Arriving on the jobsite the driver is now under the direction of the contractor.
- Any addition of water or slump adjustments will only occur at the contractor's request.

## Small Load Fee (Part Loads)

A \$225.00 Small Load Fee will be applied to any orders under 5 yards. We do not apply a Part load fee to any clean up loads.

- Clean up loads are defined as one additional shipment of concrete for orders that exceed 10 yards.
- Customers are allowed one "clean up load" per order.
- Orders that are less than 10 yards and still require a "clean up" load will be charged an additional \$225 part load charge.

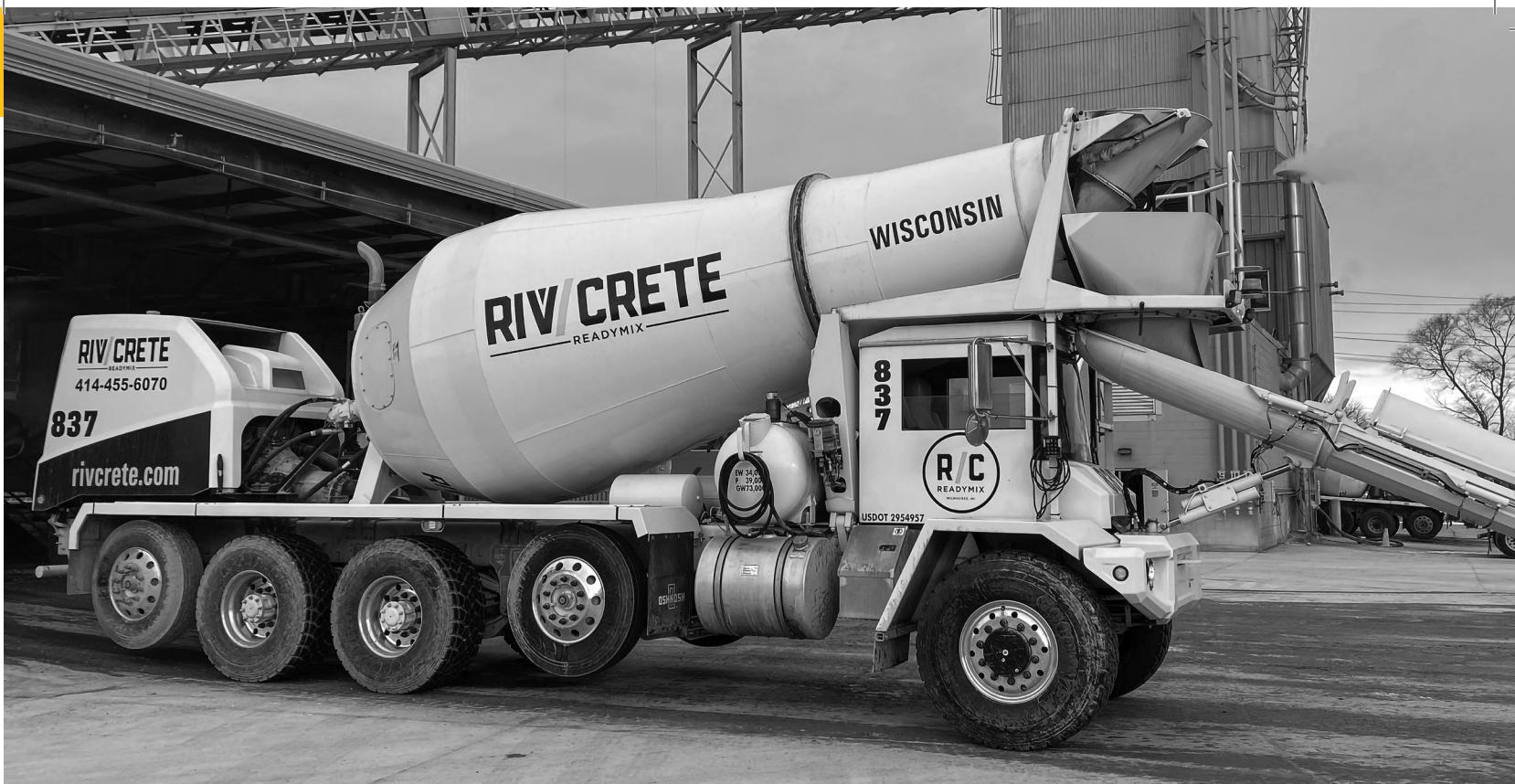
Ordering the proper amount of concrete is important to completing your order on time. Our dispatch team plans on cleanup loads occurring, but excessive or multiple cleanups will impact our ability to service customers.

## Integral Color Loads

To ensure the highest quality concrete for your integral color loads we have established the following guidelines.

- All color orders should be placed 24 hours in advance to your delivery time.
- 2-yard minimum load sizes.
- 4-yard minimum load size when pouring concrete next to previously colored area.
- Color orders must be made in one-yard increments.
- Orders changed or cancelled after the color has been made will be charged the cost of the integral color.
- Calcium chloride is not permitted in any color loads.

Non-Chloride Accelerant (NCA) is the only acceptable accelerant for color loads.



## Scheduling Questions

Listed below are a series of questions that our Customer Service Representative will ask you when placing orders. Providing this information will allow us to better service your orders.

1. Customer Name and Project
2. Exact Delivery Address (Map Order)
3. Zone Code (City)
4. Ordered by Name & Phone
5. Site Contact Name & Phone (If Different)
6. Instructions for Driver
7. PO or Job #
8. Do you want the order on a Go?
9. Mix Number, cubic yards, Slump.
10. Start Time, Load Qty
11. Pour Method
12. Truck Spacing
13. Do you need any associated products?
14. Is there anything else we need to know for the order?
15. \*Repeat Order Back to Customer\*
16. Please ask for an order number.

## Go & Will Call Orders

To provide our customers with the best service and highest quality concrete in the marketplace we have established the following guidelines for Go and Will Call Orders.

- All Will Call orders need to be confirmed by 1:00 PM the day before your order is scheduled.
- All Orders before 10:00 AM must be Go Orders. Any Will Call Order is subject to being rescheduled or pushed back to accommodate a customer on a Go Order.
- Any changes to your Go Order must be made 2 hours prior to your delivery.
- Only Go orders will have drivers assigned to them for first round orders.
- Dispatchers will confirm your order details the day before your order.



## Cold Weather Procedures

To provide the highest quality concrete during winter months the following policies have been put into place.

- To ensure the safety of our employees and quality of concrete ambient temperatures must be 5 degrees (at plant) and rising to safely operate the batch plant.
- The high temperature of the day must be 10 degrees and rising.
- Orders that are scheduled before ambient temperatures reach 10 degrees are subject to being reschedule or pushed back until ambient temperatures reach safe levels.

## Hot Weather

To provide the highest quality concrete for your construction project we have established the following guidelines for hot temperature concrete during summer months.

- Concrete temperatures that reach 90-degrees are considered out of spec.
- Unless approved by our customers we will not ship concrete that exceeds 90 degrees.
- To reduce concrete temperatures Riv/Crete can add Ice to loads for a cost of \$0.75 per pound.



## Mix Design Numbers

Riv/Crete Ready Mix has a mix numbering scheme that is informative and descriptive for our customers. Rather than a random set of numbers, each column is identifying a specific set of information about the concrete mix.

### MIX NUMBER EXAMPLES

R20155 & A40512

**R20155 = 3000 psi Reg**

Footing Mix (No Air Entrainment,  $\frac{3}{4}$ " Stone)

**A40512 = 4000 psi A/E**

Ext. Flatwork Mix (Air Entrained Mix,  $\frac{3}{4}$ " Stone)

R= Regular	O=Slurry Mix	Place Holder	Place Holder	O=No Stone	Place Holder
A=Air Entrained	<b>1=Fill Mix</b>			<b>1=<math>\frac{3}{4}</math>" Stone</b>	
	<b>2= Footing Mix</b>			<b>2= <math>1\frac{1}{2}</math>" Stone</b>	
	<b>3= Wall Mix</b>			<b>3= Low Chert</b>	
	<b>4=Flatwork Mix</b>			<b>4=Large Low Chert</b>	
	<b>5=City or State Mix</b>			<b>5=Pea-Stone</b>	
	<b>6=Grout Mix</b>			<b>6=Light Weight</b>	
	<b>7=Open</b>			<b>7=Sand</b>	
	<b>8=Specialty Mix</b>				
	<b>9=Open</b>				

### HAMPTON BATCH PLANT

Offers an extensive building supply center for your construction project.

### CHASE AVE. BATCH PLANT

Accepts removed concrete and sells crushed materials for your jobsite.

### 13TH STREET BATCH PLANT

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[rivcrete.com](http://rivcrete.com)