

NORTH STAR STONE & MASONRY

DISPATCH SERVICE GUIDELINES

DISPATCH CENTERS

- **MEDFORD DISPATCH:** (507) 451-8950 * 1-800-562-6633 2173 NW 76th Street – Medford, MN
 - 6:00 am – 4:00 pm

LOCATION OPERATING HOURS

- **MEDFORD PLANT:** (507) 451-8950 * 1-800-562-6633 2173 NW 76th Street – Medford, MN
 - 6:00 am – 4:00 pm
- **MANKATO YARD:** (507) 345-7773 * 1-800-450-3356 54090 Loren Drive – Mankato, MN
 - 7:30 am – 4:00 pm
- **ROCHESTER YARD:** (507) 252-1129 * 1-800-258-1129 3705 Enterprise Drive, SW – Rochester, MN
 - 7:00 am – 4:30 pm

**Please call the Dispatch Center near you for specific order and delivery times. Early or late orders are subject to overtime delivery charges.*

DEFINITIONS

- “Will Call” means: Customer has an order placed waiting for release.
- “Go Order” means: Customer has released order for delivery.
- “Moved Order” means: Customer has “will call” that was postponed to a later time.
- “Part Load Charge” means: Any load less than 6 pallets of material. (Gray block)

ADVANCE NOTICE OF ORDERS

- North Star encourages customers to place their orders by noon the previous day (Monday - Friday-hours 7:00 a.m. - 4:00 p.m.). Orders taken after noon will be scheduled subject to availability the following day. Place orders as far in advance as possible to avoid overbooking and delays.
 - “Go orders” cancelled within 2 hours of the scheduled delivery time will be subject to truck time and plant expenses.
 - Request for special equipment; i.e., boom truck, moffitt, etc. should be addressed with Dispatch at the time of order placement. This allows North Star to synchronize our service and ensure equipment availability for your project.
- NOTE: Be sure to check with Customer Service for equipment availability in advance.**

ORDER PLACEMENT

- All orders must be taken by a North Star Customer Service Representative.
- All orders may be voice recorded for verification and accuracy.
- ***DUE TO THE LACK OF RECORDING AND VERIFICATION CAPABILITIES, CUSTOMERS ASSUME FULL RESPONSIBILITY FOR ORDERS PLACED VIA NEXTEL SERVICE.***
- Provide a JOB NUMBER, P.O. NUMBER, PHONE NUMBER, ACCURATE ADDRESS (include cross street) and driving instructions to the Dispatch Service Representative. (Providing your current King’s Map Book coordinates is very helpful in getting our trucks to the job site on time.)

WILL CALL ORDERS

- Any “Will Call” orders not confirmed within **2 hours** are subject to rescheduling.
- All **FIRST ROUND** (6:00 - 10:00 a.m.) “Will Calls” **must** be confirmed as a “Go Order” by **11:00 a.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.

ON TIME SERVICE

- We always strive to be on the job at the exact scheduled time; however, deliveries within 15 minutes of the scheduled delivery time, either before or after, are considered on time.

PARTIAL LOADS, CALL BACKS, AND RETURNED PRODUCT

- All loads less than 6 pallets are subject to partial large charge of \$200.00.
- In order to provide committed on-time deliveries, we **MUST** know the maximum quantity that will be used on a particular project.
- Any order requiring the use of an additional truck will be subject to extra load charges.
- Posted road charges will be assessed when applicable.
- A restocking fee will be applied on all returns. No credit on special orders or on bags goods.

EXCESSIVE UNLOADING TIME

- Unloading time exceeding one hour may be subject to excess unloading time of \$120 per hour.