



# FIRTH'S NEW AUCKLAND PRIORITY BOOKING SERVICE, FOR ORDERS 0-50M<sup>3</sup> STARTS 1 SEPTEMBER

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## FIRTH NEW PRIORITY ONE SERVICE WILL PROVIDE YOU:

- > Certainty - confirmed bookings are **Priority 1 (P1)** bookings.
- > Reduced Concrete lead times.
- > Delivery on site 20 mins either side of start time.
- > Tools to help you:
  - Manage all your current and forward orders.
  - Manage your deliveries and track our trucks on a map in real time with our **new Mobile Jobsite App**.

## TO ACHIEVE THIS WE NEED YOUR HELP:

When placing an order, or changing an order, we need:

- > All the **Essential Booking Information, a minimum of 4 days prior to your start time.**
- > To be notified of changes, 24 hours before start time.

## YOU CAN:

- > Cancel your booking, **at no cost**, as long as you notify us 2 hours prior to the start time.
- > Change your order **significantly**, but it will slip to a **Priority 2 (P2)** booking.
- > Work out the difference between a **P1** order and a **P2** order by following the **NEW ORDER / CHANGE TO ORDER** flow charts overleaf.

## A FEW SIMPLE THINGS YOU NEED TO KNOW ABOUT THE P1 AND P2 BOOKING PROCESS



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PRIORITY 1

- > **P1 = Confirmed order** with a start time locked in for orders between 0-50m<sup>3</sup>
- > Achieve a **P1** booking by
  - Place your order request 4 days prior to your start time.
  - Provide all **Essential** booking information.
- > Firth commits to having a truck onsite 20 mins either side of the start time.
- > Cancel your booking, **at no cost**, as long as you notify us 2 hours prior to the start time.



PRIORITY 2

- > **P2 = Standby order** with an unconfirmed start time. A **P2** order is waiting on the next available delivery time slot, however incoming **P1** orders will take precedence over **P2**.
- > **P2** orders are a result of:
  - Not meeting the New order process criteria.
  - Make a **significant change** to your **P1** order.
  - Change to your order less than 24 hours before the start time.
- > Cancel your booking, **at no cost**, as long as you notify us 2 hours prior to the start time.

NEW AUCKLAND PRIORITY  
DELIVERY SERVICE

**Note:** It's important you call us to cancel. If you don't call to cancel an order, Firth will meet their delivery commitment and it's likely you will be charged for the delivery and recycle fee.

**Note:** **P1** orders will take precedence over **P2** standby orders. Firth customer service team will contact us with the next available **P2** start time which may be affected by the volume of incoming **P1** orders.



## ESSENTIAL BOOKING INFORMATION FOR ORDERS 0-50M<sup>3</sup>

**1** ORDER REQUEST MUST BE PLACED A MINIMUM OF 4 DAYS PRIOR TO START DATE

PROVIDE ALL THE FOLLOWING WHEN PLACING YOUR ORDER

**2** YOUR ACCOUNT & PROJECT NAME

**3** PURCHASE ORDER NUMBER

**4** PHYSICAL DELIVERY ADDRESS

**5** CONCRETE MIX I.E. 20MPA 19MM PUMP ETC.

**6** TRUCK SPACING

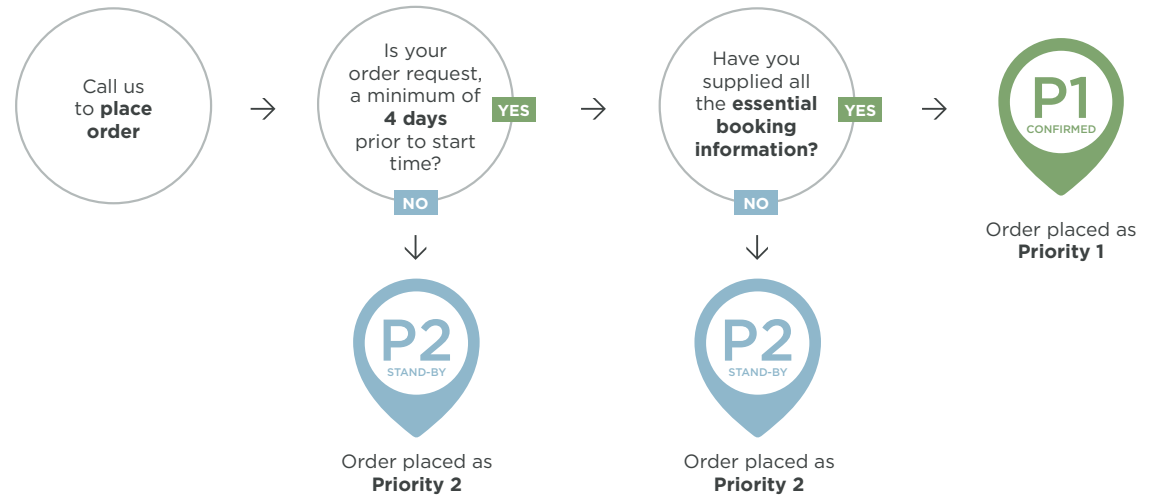
**7** START TIME

**8** SITE CONTACT NAME AND MOBILE NUMBER



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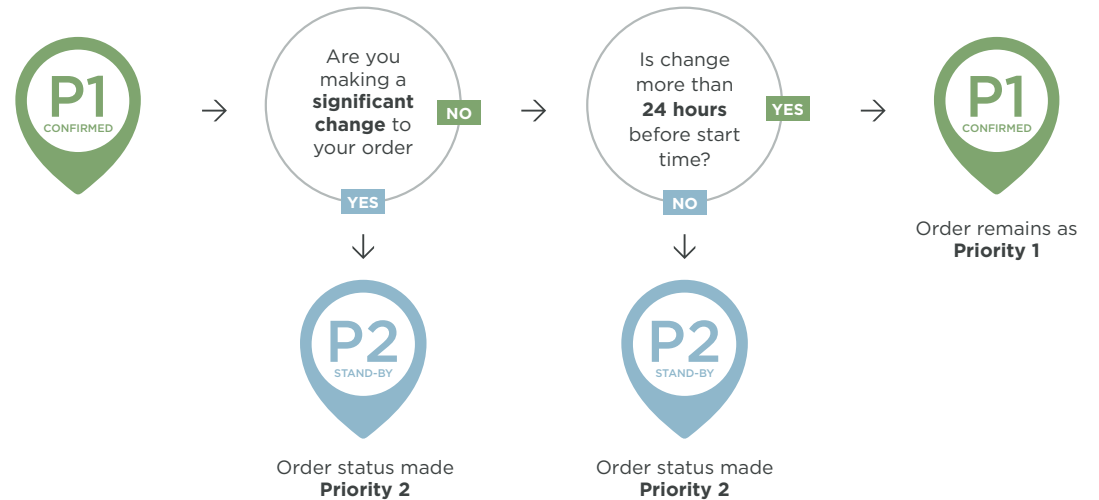
## NEW ORDER PROCESS 0-50M<sup>3</sup>



## CHANGE TO ORDER PROCESS 0-50M<sup>3</sup>

### WHAT IS A SIGNIFICANT CHANGE?

- m3 changed +10m<sup>3</sup>
- Change of delivery address resulting in supply from another plant
- Change of start time +30 mins



- Note:**
- It's important you call us to cancel, you have up until 2 hours of the start time to do this.
  - If you forget to cancel an order, Firth, will meet their delivery commitment and it's likely you will be charged for the delivery and recycle fee.
  - P1 orders will take precedence over P2 standby orders. Firth customer service team will contact us with the next available P2 start time which may be affected by the volume of incoming P1 orders.