



Transportation Management System (TMS)

Distributor FAQs

1. Will my tracking information be included in shipment confirmations?

- Yes, there is no change to our existing shipping confirmation process

2. Can I cancel or change my order before it ships?

- Yes, we can accept changes made typically <2hrs from receipt of our order confirmation
 - i. The efficiency of the TMS scheduling automation will limit our ability to make changes as the order progresses*
- Review your order thoroughly prior to submitting it for accurate item #s, quantities and pricing to reduce the need for significant changes
- Submit your order as close to TL or LTL weight limits as possible **and with other orders you'd like them consolidated with**
- We encourage a thorough review of your order confirmation when received for accuracy, request any necessary changes within a few hours of receipt

3. How late is too late to add to my truck?

- Specific cut off times will vary based on order placement timing, requested ship date and warehouse workload
- We will make every attempt to add to the specified truck requested however we cannot guarantee this. To ensure multiple orders are shipped on the same truck please send them in together with the same requested ship date.
- As a guide, no additional requests should be made within 24hrs of the requested ship date
- Once order shipments are scheduled with a carrier we can no longer add or modify

4. Will my orders that are less than a full truckload be combined with other authorized LATICRETE distributors? Will they see my pricing?

- Yes, we may combine loads with distributors in your area
- No, pricing will never be on any paperwork included in your shipment

5. My LTL order may be combined with other Distributor LTLs delivering at the same time in my area. In this scenario will I receive any discount on my freight charges?

- No, discounts won't be applied to your orders based on LATICRETE shipment consolidation efficiencies

6. Can I stop you from adding other Distributor LTLs together with my loads?

- Yes, you may control your shipment method and segregate your load from combining with others by requesting collect shipping with your account number via the carrier of your choice

7. If my order is on a truck with other Distributor LTLs can you guarantee that my order won't be left at the wrong dock.

- No, however we'll make every effort to avoid this
- LATICRETE takes various steps to prevent costly and inconvenient mis-shipments from happening
 - i. We load our trucks based on the optimal order of delivery stops*
 - ii. We clearly notate and separate each order for our carriers*
- We entrust our carriers to accurately deliver our shipments based on the above guidelines
- Shipping errors are tracked and reviewed internally for root cause and preventative action
- Carrier related errors are addressed with each carrier as part of their performance scorecard; carriers who don't meet our service level agreements are subject to termination of our partnership