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for a better tomorrow™

CUSTOMER CONNECTION

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ENHANCED WILL-CALL PROCEDURE GETS PIPE ON THE ROAD QUICKLY

Customers have a new way to get their orders fast with the newly improved JM Eagle will-call procedure.

Aiming to replace the system by which customers' drivers sometimes had to wait at the plants while their orders were processed and loaded, the new will-call procedure gets their trucks back on the road as quickly as possible. Wait times using the new procedure so far have been reduced to as short as 10 minutes.

"The new procedure is already slashing wait time for drivers picking up pipe at plants across the country," says Stan Lin, JM Eagle traffic manager. "Thanks to a couple of simple phone calls between parties, the pipe is now ready virtually when drivers pull up the truck."

The new will-call procedure calls for the customer to send the PO to its JM Eagle representative. The representative inputs the order and the shipping plant receives the loading ticket. The representative then calls the plant to verify the order.

JM Eagle recommends drivers make their pick-ups by 2:00 p.m. to ensure workers are on hand at the plants to load the pipe on their trucks.

"As long as we get the order and the pre-call, and our loaders are in the building, we can turn these pick-ups around very quickly," says Lin. "We trust that by following this new procedure, pipe will move even more efficiently from the plants to the customers."



For more information, visit www.jmeagle.com or contact your representative.