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## Popular Questions – Concrete Deliveries

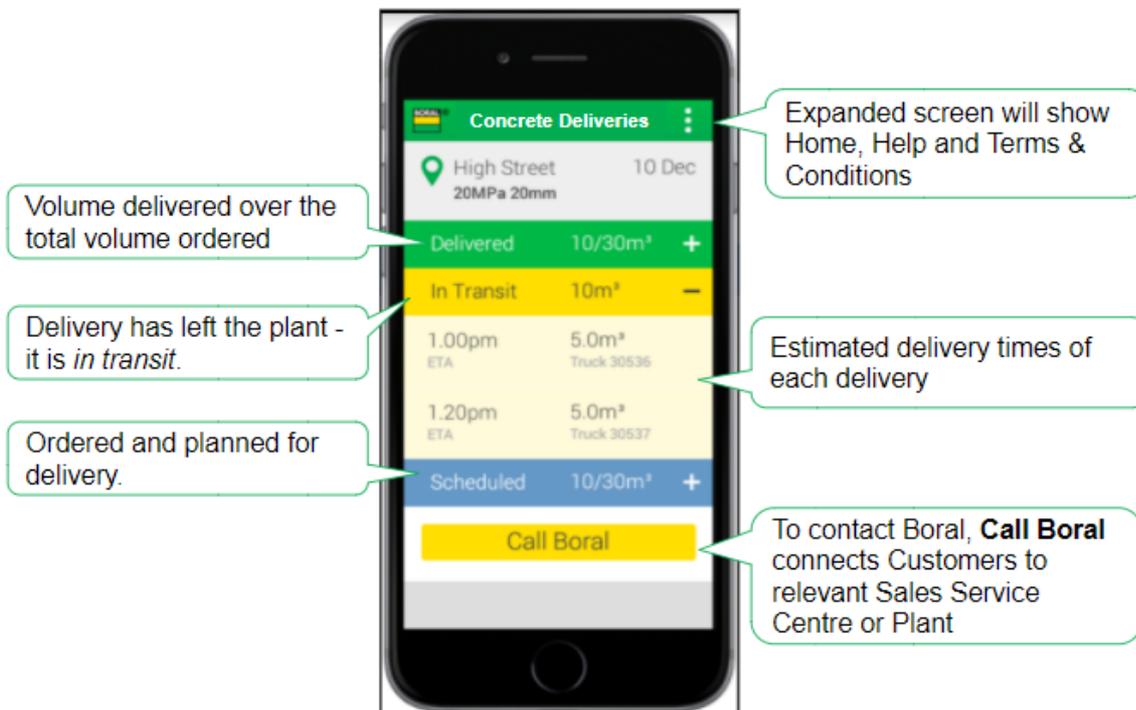
### What is Concrete Deliveries?

**Concrete Deliveries** is a free service provided to Boral concrete customers which enables you to access near real time information about their concrete deliveries on any smart device.

### How does Concrete Deliveries work?

Boral’s concrete customers will automatically be sent a SMS web link to access the service to their nominated mobile number once their order has been confirmed. In order to receive the SMS web link, customers must nominate a mobile phone number for the relevant order. Customers do not need to take any additional steps to register for the service and no passwords or other account details are required.

The **Concrete Deliveries** view:



### What do I do when I receive the sms with the link?

Clicking on the **BORALTRUCKS** SMS link will open up the Concrete Deliveries application. You will need to save this link on your home screen for future use.

Please note: that the link will remain live, and you are responsible for any consequences that may arise if you chose to share that information with others.

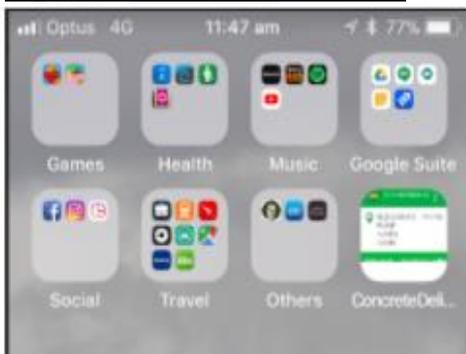
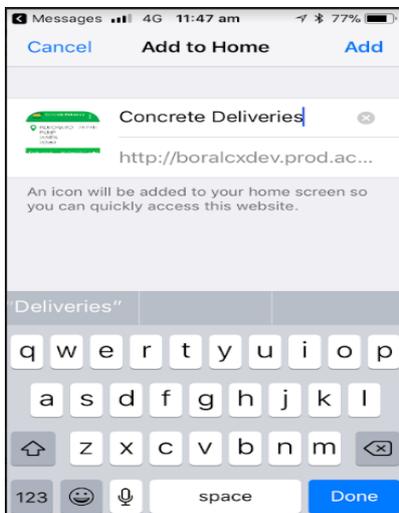
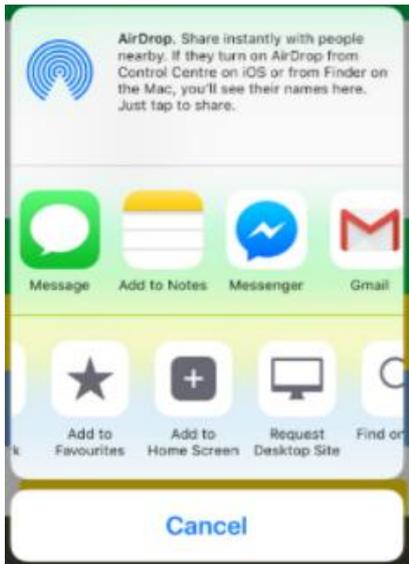


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## How do I save the link?

### IOS/APPLE PHONE

1. Click on SMS link
2. Click on the Action button (box with arrow pointing upwards)
3. Click Add to Home Screen
4. Icon for Concrete Deliveries will automatically save on the home screen

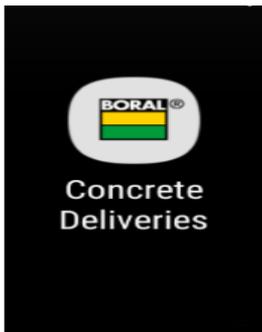
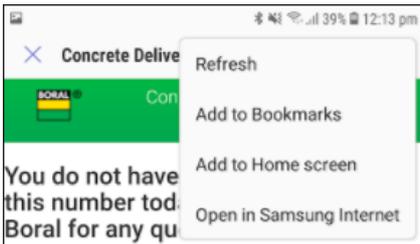
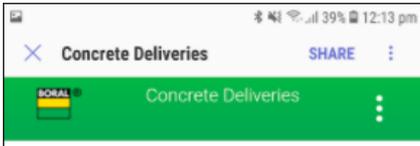




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## ANDROID PHONE

1. Click on the SMS link.
2. Click on the Menu (three dots)
3. Click Add to Home screen
4. Icon for Concrete Deliveries will automatically save on the home screen



### How do I obtain access to the link?

To obtain access, you must provide your mobile number when placing your order. The link will be sent on the day your order is confirmed. The SMS with the link will only be sent once to the mobile number you nominate.

### When can I view my deliveries?

Confirmed orders for the day will only be displayed on the day. Deliveries that have not yet been confirmed will not appear on the application.

### Why can't I see any delivery information today?

If you do not see your delivery information, your mobile number has not been captured correctly on the order. Alternately, if you have not confirmed your orders, they will not appear. Please contact the Sales Service Centre or Country Plant, if you have a confirmed order that does not appear on the application.

### What does dash mean in the ETA field?

The ETA cannot be provided at this time.



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**What do I do if I didn't receive or have lost the link?**

To request a new link, contact the Sales Service Centre or the Plant.

**What do I do if the delivery details are incorrect or if I have technical issues?**

If your order details are incorrect, please use the "Call Boral" button to contact Sales Service Centre or Plant.

If you have any other issues, please click on Help, Support and complete the Support Form.

**What happens if I need to change the order?**

If you want to amend or cancel an order, please use the "Call Boral" button to contact Sales Service Centre or Plant.

**What if I have multiple orders for the day?**

To view all your orders, please scroll down on the web page once you have opened the application.

**Who do I contact for further information or help?**

Contact Sales Service Centre or Plant by clicking on the "Call Boral" button.

If you have feedback on the Concrete Deliveries application, please provide comments on Support Form by clicking on Help, Support. Alternatively, send email to Boral Customer Experience -

[cx@boral.com.au](mailto:cx@boral.com.au)