

CCA Ticketing and Purchasing Procedures

Effective 3.16.2020

In an effort to practice responsible 'social distancing' and do our part to flatten the curve, CCA will be adopting the following procedures effective immediately:

1. We request that all business be conducted by phone, text or email. This includes both customers purchasing from CCA and vendors selling to CCA.
2. We ask that all customers picking material up at any one of our yards adopt the following procedures:

ALL CCA YARDS:

- a. Communicate with the scale house or loader via cell phone or CB radio only. We ask that your driver does not enter the scale house.
- b. Request material and quantity to be loaded and get approval before going to pile and getting loaded.
- c. Once loaded, proceed to the scale. Please stay in your truck. **DO NOT ENTER THE SCALE HOUSE.** Please call the scale operator on the phone.

Hyannis	Mike	508-775-3716
Falmouth	Linda	508-548-2756
Freetown	Robin	508-644-3373
Sandwich	Mark	774-994-1673

- d. Please ask your driver to have paper and pen available to record ticket number, product and weight on your ticket for future verification/reference.

HYANNIS and FALMOUTH YARDS:

- i. For **HOUSE ACCOUNTS**, the scale operator will generate your ticket and email or fax it to your company office for a signature. We ask that **DRIVERS STAY IN THEIR TRUCKS and DO NOT ENTER THE SCALE HOUSE.** The scale operator will instruct the driver, either by phone or a wave, when they can leave the scale and the yard.
- ii. For **CASH CUSTOMERS**, the scale operator will call you with the amount of the ticket. You will be asked to pay by credit card. If you need to make other payment arrangements (such as PayPal), please call the HY office before you come for material (508-775-3716) We ask that **DRIVERS STAY IN THEIR TRUCKS and DO NOT ENTER THE SCALE HOUSE.** The scale operator will instruct the driver, either by phone or a wave, when they can leave the scale and the yard.



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- iii. For the next few weeks, cash customers and customers who routinely leave an open check each week will need to make alternative payment arrangements. Please do so with the Hyannis Office by phone or email.

Hyannis Office
Emails

508-775-3716
Theresa@capecodagg.com, Jenn@capecodagg.com,
Mike@capecodagg.com, Dave@capecodagg.com

FREETOWN YARD:

- i. For HOUSE ACCOUNTS, the scale operator will generate your ticket and email or fax it to your company office for a signature. We ask that **DRIVERS STAY IN THEIR TRUCKS and DO NOT ENTER THE SCALE HOUSE**. The scale operator will instruct the driver, either by phone or a wave, when they can leave the scale and the yard.
- ii. For CASH CUSTOMERS, the scale operator will call you with the amount of the ticket. You will be asked to pay by credit card. If you need to make other payment arrangements (such as PayPal), please call the HY office before you come for material (508-775-3716) We ask that **DRIVERS STAY IN THEIR TRUCKS and DO NOT ENTER THE SCALE HOUSE**. The scale operator will instruct the driver, either by phone or a wave, when they can leave the scale and the yard.
- iii. We ask that all customers understand that there may be a delay in the time between when your truck is allowed to leave our scale and you receive the ticket via email or fax. Additionally, Cash Customers may be asked to call the Hyannis Office to make payments.
- iv. For the next few weeks, cash customers and customers who routinely leave an open check each week will need to make alternative payment arrangements. Please do so with the Hyannis Office by phone or email.

Hyannis Office
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SANDWICH YARD:

- i. Please have driver contact Mark via Cell Phone or CB Radio. Mark will call info into the Hyannis Office. The HY Office will generate a ticket and email or fax it to your office for signature. We ask that **DRIVERS STAY IN THEIR TRUCKS and DO NOT APPROACH THE LOADER OR SCALE HOUSE**



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THANK YOU...

We are going to do our best to remain open and provide you with quality products and service. We are aware that these next few weeks and months will be difficult for all of us. CCA will do its best to balance the needs of our customers with our duty to be socially responsible and our duty to protect our employees and their families. Your cooperation, understanding and communication will be a vital part of making this work for all of us. We have no doubt that we will get through this, but it will take all of us working in unison to do it. We will be monitoring this situation daily and will inform you as soon as we can with regard to any changes that we may need to implement.

Please let us know if you have any questions, suggestions or concerns, and please **STAY SAFE AND HEALTHY!**

