

# Customer Portal

Create a Culture of Exceptional Service

## The App That Empowers Your Customers and Alleviates the Strain on Your Team

In the fast-paced world of building materials, every second counts. That's why Customer Portal is essential for any business that wants to stay ahead of the competition. This app is designed to give your customers quick access to see and manage their orders, including visibility to ticket details, and real-time truck locations.

Two-way messaging delivers instant, real-time communication, ensuring everyone stays informed and aligned. But that's just the start—your customers gain seamless access to the Portal Web App, where they can view and download tickets effortlessly. Plus, with on-demand invoice access, you can resolve billing disputes faster and ensure timely payments, gaining trust and creating efficiency throughout the process.

Whether at the job site or in between, it's easy to keep your teams and customers informed with up-to-the-minute order information that's just a few taps away.

*Allows customers to double-check the accuracy of their orders before the first pour leaves the plant.*

– American Materials



**Save with a 30%  
Reduction in Calls**



**Share Real-time  
Order Details**



**Easily Share and  
Download Tickets**



**Alleviate Strain on  
Dispatchers**



**Mitigate Routine  
Customer Calls**

Don't just meet expectations,  
exceed them with **Customer Portal**.  
Learn more today!

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# Customer Portal

## Next-Level Convenience

Give your customers the power to succeed with real-time order insights and mobile convenience that enable data-informed adjustments, better anticipate unexpected changes, and keep projects on track.

- ✓ Mitigate late deliveries or rejected loads that put jobs at risk
- ✓ Track ticket details, batch results, and delivery timing
- ✓ Request new orders; edit, copy, and cancel existing orders
- ✓ Switch seamlessly between Spanish and English languages

Customer Portal empowers your customers with real-time order insights and mobile convenience, driving game-day decisions and helping you reach your service-level goals.

## Wow Your Customers

Dramatically improve the way you operate and communicate with customers. Customer Portal can help you achieve significant cost savings and operational efficiency by reducing phone calls to dispatchers and sales by as much as 30%, according to our users.

*Having the combination of technologies from Command Alkon allows us to work smarter. Everything works well together, making us a better producer.*

**– Asphalt Paving & Supply**

\*Available for Dispatch and COMMANDseries v2 Ready Mix users.

\*\*Available with Integra for Delivery Tracking only.

## Quick, Easy Setup

Quick and easy setup gets your customers up and running in minutes:

- ✓ Invite your customers to download the app
- ✓ They choose their language: Spanish or English
- ✓ They can view their order statuses, delivery details, and request new orders
- ✓ They can also configure push notifications for important orders

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**Bringing Together People and Technology to Transform the Heavy Building Materials Community**