

OPERATIONS BULLETIN — Roofing Systems

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Ordering Guidelines for Tracy, California Warehouse

In order to continue to provide the best customer service for you and your customers, the following guidelines are in place at the recently relocated Johns Manville Tracy Warehouse.

Johns Manville Tracy Warehouse
25176 S. Schulte Rd.
Tracy, CA 95377
Phone: (209) 833-7451

Order Pickup Hours: 8:00 a.m. - 3:00 p.m. PST

Placing Orders:

Shipments require the 700XXXXXXF shipment number for the warehouse personnel to start processing your order. Please ensure your driver has this number from JM customer service prior to attempting to pickup the order.

To better accommodate all customers, please submit orders at least 48 hours prior to shipment or pickup. For same day pickups, orders must be submitted by 12 noon Pacific time the day of pickup and your driver must arrive prior to 3 p.m.

Shipment Pickups:

In an effort to minimize wait times, appointments are recommended. Please call (209) 833-7451 (office) or (209) 221-3243 (cell) to schedule an appointment.

Drivers without appointments will be served on a first come first serve basis after scheduled shipments are loaded. For same day pickups, appointments are also encouraged to allow pre-staging as a courtesy for a quicker turnaround of your orders.

Changes to an Order:

We will attempt to accommodate order changes the same day of shipment or pickup however, the order will be subject to a \$150 change fee and require additional processing time. Please alert drivers that last minute order changes take longer to process and may require waiting at the warehouse.

Please contact your customer service advocate with any questions. Thank you for your continued support and we look forward to servicing you from our new location.

Troy Ingle
RS Customer Service Manager

Cody Rangel
Manager, Distribution Services