

Getting to know our new ordering system

Frequently Asked Questions

BISON PRECAST

OUR NEW SYSTEM

Q. Why the change? How will this benefit me and my organisation?

A. We are changing after listening to our stakeholders involved throughout the order process, both internal and external. Bison Precast provide quality products throughout the UK servicing all of the major national housebuilders and with that comes large volumes of data and requests. The time is now right to look at our systems and how we manage these requests. Our new system aims to streamline the order process and improve upon the customer experience. We will do this by replying to customers quickly and through clear communication. Keeping you in the loop with real-time updates on the status of your request, giving much-needed reassurance that your issue is being dealt with.

Q. I closed the Housebuilder Services Portal homepage by mistake; can I get back in?

A. There are multiple ways to get to the homepage, such as the links and banners within our e-mails or by using the QR codes embedded within our quote documentation.

<https://www.forterra.co.uk/bison-precast-ors>

Q. I don't have a quote to hand, can I have a copy of the QR code?

A. Of course! Our QR code allows anybody with camera access on a smartphone or tablet to easily access the system and place orders 'on the go'. Just take a picture!



Q. What are the 3 forms that the system is based around?

A. The system is built around 3 main forms. These are :

[FORM # 1 – Place an Order](#)

[FORM # 2 – Contact Us](#)

[FORM # 3 – Additional Materials](#)

Q. How will the change be implemented?

A. There will be a transition between the current and new system. During this transition we will accept orders placed on either system. We will be communicating this change to all of the major housebuilders and groundworkers closer to the day of launch.

Q. When will the change be implemented?

A. We are aiming to have the new system operational in early Q3 2025.

Q. Can I still place an order using the beam.orders@bison.co.uk e-mail address?

A. During the transition, you will be able to use both systems. It is recommended that when available, the new system is used as it will aid in the implementation and also allow you to benefit from the myriads of improvements that the system has been designed to provide. Once the transition period has completed, the beam.orders@bison.co.uk e-mail address will be discontinued.

Q. Why is there an asterisk* on some of the required fields?

A. Any field marked with an asterisk(*) are mandatory and you must provide the information requested.

NOTE - If you do not provide an answer in these fields, you will be unable to submit your form and incorrect/inaccurate information may also result in delays to the processing of your order.

Q. Do you have a process/flow-diagram of the new system?

RECEIPT OF A NEW ORDER TICKET FLOW (Form #1)

1. TICKET RECEIVED

2. TICKET REVIEWED – Proceed AS EXPECTED

a. Additional Information Required – Process ON HOLD until information received

a. Design Review Required – Process EXTENDED

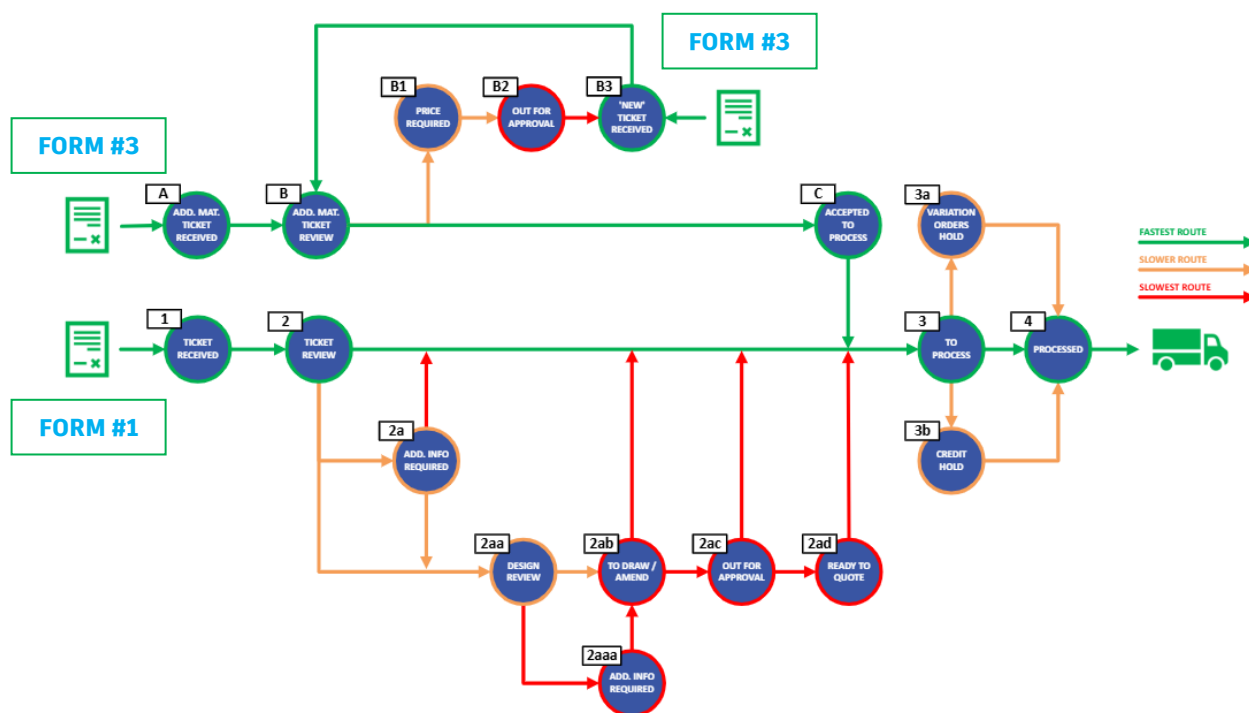
a. Additional Information Required – Process ON HOLD until information received

b. New drawings are either required, or existing to be altered – Process EXTENDED until drawings completed

- #### 4. PROCESSED (Process Complete)

1. Price/Quotation required for additional materials – Process ON HOLD until quote provided to the client
2. New price requires client approval – Process ON HOLD until acceptance
3. “NEW TICKET” received – A new ticket with an accurate PO is required – Process ON HOLD until received. Once received, process loops back to Item B (review of ticket)

C. TICKET ACCEPTED TO PROCESS – Proceed AS EXPECTED



FORM #1 – “Placing a new order”

Q. Why use this form?

A. This form is used for new order call-offs. So that we can track your orders during the process (and keep you informed of its progress), each individual call-off/order will require its own form to be completed where the required housetypes/garages are clearly identified.

Q. I completed the form and was given a BIS ticket number. What is this?

A. Your BIS ticket number is your orders unique reference and will be preceded by a 5-digit number (i.e. BIS-00018). Please keep your BIS ticket reference number handy. You will need it when you contact us with regards to your order and its current status within our systems.

Q. If I need a separate form for each call-off, should I provide individual purchase orders too?

A. No. It is not necessary to create individual P.O.'s for each call off. One “bulk” Purchase Order that clearly states the individual housetype and garages (by line), along with their correct price and quantities required will suffice.

Q. I don't have a Purchase Order; the housebuilder we are working for has only given us a 'bulk order' number to work with. Is this OK?

A. This is absolutely fine. Please ensure that you provide the bulk-order number where the form requests and our order processing team will do the rest.

Q. What do you mean when you are asking for “Number of Housetype/Garage Line Items”?

A. To minimise the number of lines on the form we ask you to determine how many you will need. Each 'line' refers to a different housetype/garage that you are wanting to order. The order lines field is capped to a maximum of 10.

Q. What if I require more than 10 order lines?

A. If you are only calling off one visit, there should be no requirement for more than 10 individual lines. In the unlikely event that you do require more than 10, please contact the office on **01636 832 000** for further assistance.

Q. How do I correctly input Plot Numbers and Housetype/Garage Names?

A. Plot numbers can be added in both numerical and alpha-numerical characters, such as **Plots 1 to 12** or **1-12**. Housetype/Garage names must also include any specific identifiers, such as Mid/End-Terrace/Single or Double etc. If these identifiers are missing, it could lead to your order taking longer to process whilst the team cross-references order paperwork with your completed form.

PLEASE NOTE – There can be multiple plot numbers attached to a housetype/garage name.

Q. Why do you ask for a secondary e-mail?

A. As you are the one placing the order, all communications regarding the progress of your order (and any possible issues), as well other potential documents such as an order acknowledgement and fitting drawings will be directed back to you. If there is another person within your organisation that you believe would benefit from these communications too, we kindly ask that you provide their e-mail address in the space provided.

Q. I need to order additional materials too, where do I do that?

A. The requesting of additional materials (pricing and ordering) is placed through the use of “*Form 3 – Additional Materials*”. This form can be accessed in multiple areas of the system, such as the **Housebuilder Services Portal homepage**, the link at the bottom of “*Form 1 – Placing a new order*” or by clicking on this [link](#).

Q. You state that I need to attach a Purchase Order, how do I do that?

A. You can do this 2 ways. You can either drag and drop your purchase order PDF/excel document into the area provided at the base of the form, or you can click on the icon and attach it using the “browse documents” tool.

Q. Can I request a copy of the form that I am about to submit?

A. It is advised that you keep a copy of this form for your records. This can be easily achieved by ticking the box at the bottom of the form marked “*send me a copy of my responses*” and adding the e-mail address of the recipient required. This will help in any future discussions or queries with regards to the order currently being placed.

FORM #2 – “Contact Us”

Q. What is the purpose of the ‘Contact Us’ form?

A. This form is designed to allow our customers to either chase-up information or report issues with a specific call-off/order creating a ticket that becomes a part of our new ‘resolutions’ system. This form is linked directly to our customer services team which will enable quicker access to the resolution that you seek. As with our ordering system, the new resolutions system has been designed to keep our customers up to date with real-time updates on the status of your request.

Q. What should I use this form to do?

A. There are four main reasons to using this form:

1. **Providing Additional Information** – If your original call-off/order has been placed on hold due to a lack of information, you can use this form to append/provide any missing information.
2. **Cancellations & Amendments** – This form can be used to let the team know that you would like to amend or cancel an order currently on the system.
3. **Chasing a Delivery Date or a Proof of Delivery (POD)**
4. **Notifying us of a Site Incident or a Delivery Issue**

Q. Why do I need to provide a Ticket ID? To use this form you MUST have a BIS ticket number.

A. “Form #2 – Contact Us” has been designed in a way that any resolution you seek can be appended to the original order, but we can only do this if we can match your query to the original order. By providing your BIS ticket number, our customer services team can have full visibility of the order, where it is in the process and how it is currently being investigated.

Q. I have a site/delivery issue, and I need to provide proof (PDF, JPEG etc.) – can I do this?

A. You can do this 2 ways. You can either drag and drop your documents/photos into the area provided at the base of the form, or you can click on the icon and attach it using the “browse documents” tool.

Q. I submitted a cancellation/amendment request. Is this automatically accepted?

A. Not necessarily. When you submit a request using either “*Form #2 – Contact Us*” or “*Form #3 – Additional Materials*” our resolutions team will be alerted. In cases of amendments and cancellations our resolutions team member will investigate the current status of the order and then either ‘Accept’ or ‘Reject’ your request. This will be dependent on where your order is within our system. Reasons for rejections could be that the order has already been delivered, or that it is too late to amend as you are within the allotted timeframe where amendments are no longer permitted. In each of these circumstances, our resolutions team will be in touch to discuss further actions.

FORM #3 – “Additional Materials”

Q. What is the purpose of the ‘Additional Materials’ form?

A. “Form #3 – Additional Materials” has two main functions:

1. **Pricing Request** – If you would like to place an order for additional materials but you do not have a price, by choosing this option on the form your request will be sent to our pricing department. Once priced, a quote will be issued directly to yourself for your consideration.
2. **Order to place** – If you already have a price, or recently received our additional materials quotation, choosing this option will place your order with our processing team.

Q. I requested a price and now have my quote; how do I order the materials I require?

A. As the original form that you submitted was a pricing request, you will need to complete and submit a new form for your order. Please ensure that you attach your Purchase Order with the latest form that clearly states the materials you are ordering and their respective prices.

Q. Why are you asking for the BIS- ticket number?

A. By providing the BIS- ticket number we can append your pricing request/order to an existing order on our systems. This will allow us to ‘add’ the additional materials to any planned (or yet to be planned) deliveries going to your site. By doing this, we can potentially offer savings in delivery costs by combining loads.

PLEASE NOTE – Although every effort will be made to combine your request with a previous order, this may not always be possible.

Q. But I don’t have a BIS- ticket number, this is a ‘stand-alone’ request?

A. That is not a problem, just click on the “Don’t have a ticket ID” tick box and complete the required details. If you do not provide a BIS- ticket number our team will process your request as a separate request and will price in the required delivery vehicles accordingly.

STILL HAVING ISSUES?

If you are still having issues and require further assistance, please do not hesitate to contact us using the details below:

Telephone: 01636 832 000

E-Mail: customerservice@bison.co.uk