

Dispatch Procedures

Please adhere to the following procedures when scheduling orders for delivery. We do understand that certain circumstances may require exceptions and we will do our best to accommodate your requests.

1. Please keep in mind that our office hours are Monday—Friday from 8:00am—5:00pm.
2. Dispatch's 24-hour telephone number is **1.800.452.7004**. Press extension 1 and then press 1 again.
3. When placing an order for a load to be delivered **Tuesday—Saturday**, please call before noon on the preceding day.
4. When placing an order for a load to be delivered **Sunday or Monday**, Dispatch will need to be notified before noon on Friday.
5. Due to driver availability, Saturday loads are reserved for those dealers receiving three or more loads per week. Sunday loads are reserved for dealers receiving five or more loads per week.
6. The minimum gas order is 8500 gallons, while our maximum is 8600—8900 gallons depending on the area and truck availability.
7. The minimum diesel order is 7200 gallons, while our maximum is 7600 gallons depending on the area and truck availability.
8. The minimum split gas/diesel order is 8000 gallons. There is a small up-charge for a split gas/diesel load.

If you find yourself in a true *emergency* situation after hours where you are out of product or a previously-scheduled delivery is late, please have the on-call Ewing Oil Dispatcher paged by calling 1.800.452.7004. Press 1 for the answering service. ***Please note that we are unable to take gas orders through this service as it is for emergencies only.***

Following these guidelines will allow the Dispatch Department to serve you as efficiently as possible.