

The latest news from the warehouse

INSIDE

Shipping Updates

Updates on international shipments and insurance on shipments.

Contents Coverage

Insurance is never exciting, but we wanted to take a few minutes to share information about Contents Coverage.

Receiving

We have made a few changes to our receiving processes.

2025 Holiday Schedule

The days we will be closed and the shipping holidays.



Shipping Updates

Okay, we're not delivering via drones yet, but maybe someday!

Insurance - UPS and FedEx both automatically insure packages up to \$100.00. If you wish to purchase additional insurance for a shipment, please send the order number and requested insurance amount to orders@thebakerwarehouse.com. The insurance must be purchased at the time the shipping label is created.

International Shipments – Increasingly, more countries require the carrier to obtain authorization from the receiver to act as a broker. Unfortunately, we cannot provide this; it must come from your client's customer. Therefore, providing a phone number when placing the order will ensure UPS, FedEx, and DHL can obtain this authorization.

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Jamestown Rd.

Jamestown, OH
45335

Speaking of international shipments, we automatically mark them as Delivery Duty Paid (DDP) and as a gift. If undeliverable, it should be returned to the sender. When placing an order, please notify us if any of these defaults should be modified.



Holiday Schedule

The Baker Warehouse will be closed on the following days:

- Memorial Day, May 26th
- 4th of July, July 4th
- Labor Day, September 1st
- Thanksgiving, November 27th and 28th
- Christmas Eve and Christmas Day, December 24th and 25th
- New Year's Day, January 1st

Also, the following carriers will not ship on:

USPS - all Federal Holidays

FedEx and UPS are both closed on the major holidays:

- Memorial Day, May 26th
- 4th of July, July 4th
- Labor Day, September 1st
- Thanksgiving, November 27th
- Christmas Day, December 25th
- New Year's Day, January 1st

Contents Coverage

Here we are talking about insurance again

To ensure we maintain the correct amount of insurance coverage for the contents of our warehouse, we will contact you quarterly to request an update on the value of your goods.

Please email us a heads-up if you plan to submit a new program, kitting project, or temporary storage request with inventory valued at \$1 million or more.



Character Lengths and Limits

Yes, our owners are a couple of characters, but we're now discussing SKUs and Reference Numbers. 3PL is a great system, but it has a few peculiarities.

The only **special** character allowed in SKUs and Reference Numbers is the dash -.

The **length** of Reference Numbers is limited to 21 characters, and SKUs are limited to 20 characters.

Please don't hesitate to contact us if you have any questions.



Receiving Changes

We strive to improve our processes, procedures, efficiency, and results. After reviewing the Receiving process, we have identified the following changes that will enable items to be placed on shelves more quickly and accurately. Please contact jennifer@thebakerwarehouse.com if you have any questions.

During Receiving:

- Items worth less than \$5.00 will not be counted during receiving. Instead, we will use the expected quantity or what is listed on the vendor's packing slip. This will reduce the time it takes to shelve inventory.
 - However, if you would like us to count them individually, we will do so at the hourly rate.
- We will use our scale to count smaller items valued at over \$5.00; we weigh one item and then weigh the others to determine the total count. This is for items such as webcam covers, single pens, and other products typically ordered in quantities of 500 or more.
- Mugs will be individually packaged in boxes with packing paper and bubble wrap. The charges for this will be added to the receipt instead of when the order is shipped. The exception is when they are sold in case quantities - these will be left in the case but checked for breakage or damage.

What Will Not Change:

During Receiving:

- All items are checked for quality, color, and logo accuracy.
 - If the item is not breakable - at least 10% of items are visually inspected for the correct logo and condition. This 10% will be spread across three or more boxes (when applicable).
 - If any of the 10% are damaged or incorrect, then 100% of the items are inspected.
- If the item is breakable, 100% of items are visually inspected for the correct logo and condition.
- Once 10% is inspected, the remaining unbroken cases will not be opened and counted regardless of value. The exception is breakable items; all cases are opened and checked for breakage or damage.
- Items will still be barcoded.
- Items can still be bundled (please request a quote).

Receiving Changes Continued

During Picking:

- When the SKU's last item is picked, the picker writes down the SKU and hands it off to the CSR.
 - The CSR will confirm that the 3PL quantity is zero. If not, the CSR will escalate the issue to the program contact and adjust 3PL.
- When an order is placed, and we indicate that we'll have 25 or fewer items (or five or fewer for garments) remaining after the order is fulfilled, the picker must physically count the remaining items on the shelf. We then confirm this information matches the inventory amount in 3PL.
 - If it does not match 3PL, our adjustment process is completed. This involves changing 3PL, which generates an automated email to the program contact.
 - If it is confirmed that TBW lost the item(s), we will reimburse or provide a credit for the replacement cost.

Annual Cycle Counts:

- Unbroken cases will not be opened and counted regardless of value.
- Low-value items will be counted during the annual cycle count.
- Our scale will count smaller items, i.e., we weigh 1 item and the others for the total count. This is for items such as webcam covers, single pens, and other products typically ordered in quantities of 500 or more.

Process Change:

- When creating a receipt or providing us with information for a receipt, please note the item's value.



We thank you for your continued business and wish you a happy and profitable 2025!

Don't hesitate to contact us with any questions, suggestions for the next newsletter, or to say hi!

orders@thebakerwarehouse.com
