



# OWP Warehouse Protocols and Policies

When shipping product to the One Workplace warehouse, conforming to the following protocols will in most examples generate the best results when product is received. If you determine that for any reason that your organization is unable to comply with these protocols, please work through your One Workplace contact to share your special circumstance. We can work with your team to develop a plan specific to your shipment.

## Scheduling a dock appointment

- All deliveries with the exception of package service, IE UPS, FedEx or Air Freight, require a dock appointment. Dock appointments under ideal circumstances will be made no less than 48 hours in advance, M-F 7am to 3:30pm.
- When scheduling a dock appointment you need to call (669) 800-2687. Please leave a message that includes the carrier name, phone number, what day and time you wish to make the delivery and the OWP PO# associated with the product you are delivering. Also include the number of pieces or skids associated with the delivery. You will be contacted only if we cannot accommodate the requested dock appointment.
- If for any reason your product is delivered to the One Workplace warehouse without arranging a dock appointment in advance, we will accept the delivery. The carrier and your load will be placed on standby. Once the established dock appointments are processed, or when a window of opportunity between established appointments is identified, your carrier will be asked to back into the docks and the product will be offloaded. It is important that you and your carrier understand that the wait time may be significant and will be dependent on the dock activity scheduled at that time. We will do everything possible to minimize the wait time experienced.

## Prepping your product for transit

- Product should be packaged in a manner that takes into consideration the contents of the package and the method of shipment. Small packages that are shipped via FedEx or UPS package services are subjected to automated sorting lines that can expose the package to abuses that will damage the packaging and the contents. Please use a sturdy carton and sufficient packing materials that isolate the inner contents of the package. Please reference the One Workplace PO# on the shipping label as well as the packing list that details the contents of the package. The following pictures show a well prepared small package with the requested tagging:



- When shipping larger cartons and or pallets of product the same considerations used with small packages applies. In general you want to ensure that the product is protected for shipment and that each package or pallet identifies the One Workplace order that the product is associated with. When shipping heavy items please use stretch film and banding to secure the load to the pallet. The following pictures show pallets and product that were properly packaged and arrived in good condition, as well as product and pallets that were not.

The below examples show product properly banded, use of stretch film to maintain pallet integrity, edge protection and handling instructions



The below examples show examples of poor packaging. The lack of banding and stretch film have allowed the product to sift in transit. The carton used is not sufficient to maintain its integrity in transit .



- When multiple orders are shipped on one delivery, sorting and separating the product by order is a necessity. Often the multiple orders represent different One Workplace clients or end user address locations. Sorting the product and keeping each order separate for shipment allows the product to be confirmed as complete and accurate upon arrival. This will also facilitate a quicker offload for your carriers; the One Workplace staff will hold carriers at the dock until all product listed on your packing list is confirmed received and in good condition. The following pictures show how NOT to load product for multiple orders.

The below pictures show loose cartons for multiple orders placed inside of palletized components. Each of the cartons is not associated with the palletized components, so sorting and separating the cartons was required to determine that all items listed on the packing list were received. Proper sorting of product in advance will reduce offload time and increase accuracy of the receiving process.



- **When loading product onto your delivery vehicle or when your carrier of choice is loading the product onto their vehicle the product should be loaded and secured in a manner that will ensure its safe arrival to our facility. Use of load bars, load bars, shipping pads, decking and proper load method should be employed. Stacking pallets should only be done when approved by the manufacture and when taking into consideration the weight of the pallets and the product and packaging's ability to support the weight, protecting the products integrity.**

The picture on the left shows product that was not properly secured with load bars or straps. Product shifted in transit, mixing the load as well as allowing damage to the product on the pallet.

The picture on the right is a good example of product being protected with pads, decking boards and straps that secure product to the inner wall of the trailer. In addition, good loading techniques that use sequenced loading of the individual items to secure the product for safe transit.



**There are many factors that can influence how product is packaged, loaded and shipped. We understand the challenges related to your product safely arriving to our facility. It is our objective to help you minimize the potential for additional cost associated with damaged freight, as well as compromised efficiencies and the associated labor. We welcome the opportunity to assist you. If our experience and perspective can be of value, please reach out to your One Workplace contact, they can bring us together to develop the best solutions for your unique requirements.**