

Fulfilled from our warehouse. Not a third party's.

Bob Lilly Promotions picks, packs, kits, stores, and ships client programs from its 25,000 square foot facility in Garland, Texas, run by its own team. There is no third-party logistics provider between BLP and your employees. Some decorated orders ship directly from the supplier that produced them; everything BLP holds, kits, or stores for you ships from Garland.

25,000

square feet, Garland, Texas

99.8%

order and pick accuracy

100,000+

packages shipped annually

1 PM CT

same-day ship cutoff

How we measure it

Every figure states its definition and the period it was measured over.

Metric	What it measures	How it is defined	Measurement window
Order and pick accuracy: 99.8%	Orders shipped without a fulfillment error	Accurate orders divided by total orders, from the warehouse order log	Full-year 2025 and 2026 year to date
Fulfillment error rate: approximately 0.2%	Orders requiring correction after shipping	Errors divided by total orders, same log	Full-year 2025 and 2026 year to date
Peak single-day volume: 256 orders, July 7, 2026*	Highest number of orders shipped in one day	Orders marked shipped in ShipStation on a single calendar day	September 2025 to September 2026
Carrier mix: UPS 87%, USPS 13%, FedEx under 1%	Share of shipments by carrier	Shipments per carrier divided by total shipments, from ShipStation	September 2025 to September 2026
Receiving standard: 24 hours	Target time from inbound receipt to available	A standard BLP has set, not a measured result	Current standard
Order cutoff: 1:00 PM Central	Latest time an order is picked and shipped the same business day	Warehouse cutoff. The team continues processing until the UPS pickup	Current schedule
Operating hours: 7:00 AM to 3:00 PM Central	Hours the fulfillment center runs	Scheduled warehouse hours	Current schedule

*Counted from ShipStation order records. Many kitting and bulk program shipments are tracked outside that count, which is why annual package volume runs higher than daily order counts suggest.

What happens in the building

- **Pick and pack.** In-stock program items are picked, packed, and shipped from inventory BLP holds.
- **Kitting and assembly.** Onboarding kits, event kits, recognition packages, and multi-item gift sets are assembled on site.
- **Inventory management.** Client-owned and program inventory is held, counted, and reported by item, location, and period.
- **Returns and replacements.** Wrong sizes, damage in transit, and missing kits are handled by the team that shipped them.
- **Carriers.** Direct accounts with UPS, FedEx, and USPS.

For your vendor file

- **W-9 and certificate of insurance.** Current copies, ready for your vendor setup.
- **WBENC certificate.** Certified Women's Business Enterprise, certificate #2005109784, continuously certified since January 31, 2008.
- **Capabilities statement.** A one-page overview of BLP for your vendor file.
- **Security questionnaire.** Your completed vendor security questionnaire, or BLP's standard responses.
- **Site visit.** Facility details and a scheduled walk-through of the Garland building.