



~FREQUENTLY ASKED QUESTIONS~

Raven's Brew Coffee has a friendly and knowledgeable staff available for all of your questions via email or phone, during regular business hours. Please do not hesitate to contact us with more specific inquiries than the ones listed below. Our Customer Service Team will connect you with the best person to answer your questions and fill your needs.

~OUR SERVICE~

What are your locations and hours of operation?

- ❖ *Customer Service* assists all Raven's Brew customers
 - ◇ Hours: Monday – Friday, 8:00-4:00 PT
 - Phone: 800-91 RAVEN (72836)
 - Email: Sip@RavensBrew.com
 - ❖ We have three roasting and order fulfillment facilities:
 - ◇ **Ketchikan, AK** – servicing SE Alaska
 - Hours: Monday – Friday, 8:00-3:00 AKT
 - ◇ **Tumwater, WA** – servicing Lower 48, Hawaii and Canada
 - Hours: Monday – Friday, 8:00-3:00 PT
 - ◇ **Anchorage, AK** – servicing the Northern Alaska Region
 - Hours: Monday – Friday, 8:00-3:00 AKT
- ***Please call before stopping in for a visit to one of our roasteries.***

Who do I call to discuss an account?

- ❖ Please contact our *Customer Service Team* and ask to speak with our Sales Manager, Nate Root.

Who do I call to place my orders?

- ❖ *Customer Service*
 - Phone: 800-91 RAVEN (72836)
 - Email: Sip@RavensBrew.com

Can I place a wholesale order through your website?

- ❖ Not at this time.

My business keeps me so busy that I sometimes forget to order products with enough lead time. Can you call me to take my order?

- ❖ Yes! We would love to add you to our contact list! Contact our *Customer Service Team* to discuss a day/time/frequency for us to call you.

When will my order ship?

- ❖ We strive to ship all orders the following business day, if placed before 1:00pm (PT). Please ask for an expected ship date at the time of your order to ensure clear expectations of the estimated arrival date.

What shipping methods do you use? When should I expect my order?

- ❖ *Ketchikan*
 - ◇ Local deliveries made on Tuesdays and Fridays only
 - ◇ USPS Priority Mail takes 3 – 5 business days ****Suggested Method****
 - ◇ USPS Parcel Post takes 6 – 10 business days
- ❖ *Anchorage*
 - ◇ Local deliveries made on Tuesdays and Fridays only
 - ◇ USPS Priority Mail takes 3 – 5 business days
- ❖ *Tumwater*
 - ◇ FedEx Ground takes 3 – 5 business days

How can I have my order tracked?

- ❖ *Customer Service* can track your orders and arrange to have all tracking information emailed to you directly.

Where do I mail payments?

- ❖ Raven's Brew Coffee, Inc.
Administrative Office
3035-A 37th Ave SW
Tumwater, WA 98512

Do you sell equipment?

- ❖ *Café*
 - ◇ We have a fantastic relationship with Visions Espresso in Seattle, WA. They provide verified Raven's Brew customers with a generous discount on orders.
Visions Espresso
www.visionsepresso.com
800-277-7277
- ❖ *Grocery*
 - ◇ We are able to provide some equipment to customers in the grocery service industry. Please contact our *Customer Service Team* for further information.

Do you sell syrups, sugar, creamer, cup lids, and such?

- ❖ No, we do not. We have found that our customers are able to get comparable products and pricing at local restaurant/wholesale supply stores.

Who should I contact for questions or changes on my account?

- ❖ Customer Service: 800-91RAVEN

Can I use your images for my business?

- ❖ Our branding is one thing that sets us apart from all other specialty coffee roasters, and we want you to take advantage of that when marketing your own business! While our artwork is available for your use, we must ensure the proper application of all Copyrights and Trademarks. Contact our *Customer Service Team* with your artwork request. Please provide your intended use as well as a web link or copy, which Raven's Brew staff may use to view your existing marketing materials.

~OUR PRODUCTS~

Where can I find a list of all the products available to me wholesale?

- ❖ Refer to the most currently provided “Raven’s Brew Coffee Wholesale Price List”
 - ◇ Not all items on our website are available wholesale, so if you have additional questions please call *Customer Service*.

Where do your beans come from?

- ❖ While we cannot divulge the recipes of our surreptitious blends, we *can* tell you that we focus our green coffee buying efforts on heirloom varieties grown by smaller eco-conscious producers that we have identified in Central and South America, Mexico, Indonesia and Africa.

Do you offer Fair Trade Coffee?

- ❖ Raven’s Brew is *not* a Fair Trade Certified Roaster. We occasionally purchase Fair Trade beans when they are of exceptional quality. And we *always* purchase fairly traded beans from importers who work directly with the producers to educate them and ensure they receive the best prices for their specialty coffees. Our green coffee purchases are guided by the quality of the coffee; which is supported by the knowledge that the producers are supported and treated fairly by the importers and exporters of their product.

Do you offer Certified Organic Coffee?

- ❖ Yes! Each roasting facility is a USDA inspected and certified organic roasting facility. Refer to your copy of “Raven’s Brew Coffee Wholesale Price List” for a current list of our 100% USDA Certified Organic Coffees.

Can you grind my coffee?

- ❖ Yes! We offer three grinds for our bulk and retail packaging:
 - ◇ Auto Drip Grind
 - ◇ Espresso Grind
 - ◇ French Press Grind

There is a \$0.30 fee per unit for grinding all retail products; no grinding fee for bulk bags.

Which coffee should I use for my espresso blend?

- ❖ Although any coffee can be used for brewing espresso, Raven’s Brew customers have the highest success when using the following:
 - ◇ Three Peckered Billy Goat – Organic and Conventional
 - ◇ Deadman’s Reach – Organic and Conventional
 - ◇ House Blend – Organic and Conventional
 - ◇ Resurrection Blend
 - ◇ Espresso Chocolon

For more tips on which coffees to use for your coffee service, please refer to the PDF “Raven’s Brew Coffee Descriptions”. Our Master Roaster is available to discuss our different options, and how they might fit your needs.

What are your most popular coffees?

- ❖ For an updated list of our most popular coffees please contact our *Customer Service Team*. Popularity varies based on where you are located and what kind of business you operate.

How long will my coffee stay fresh?

- ❖ *Café*
 - ◇ We suggest that cafes and any other coffee service customers try to place smaller orders more frequently. Freshness is crucial to the quality of your product, so try to order weekly.
- ❖ *Grocery*
 - ◇ Whole Bean – Best by Date applied to units is 240 days from production.
 - ◇ Ground Drip – Best by Date applied to units is 120 days from production.

What are your storage recommendations for coffee?

- ❖ First and foremost you should only order what you can use within a week of package opening.
- ❖ *Basic storage rules:*
 - i. Unopened bag or airtight container
 - ii. Cool and dark place
 - iii. Freeze (never refrigerate) any portion that will not be used within a week
 - iv. Bring frozen beans to room temperature before use
 - v. Never refreeze
- ❖ For more complete storage information, please visit our website:
<http://www.ravensbrew.com/NewFiles/roast/storage.html>

What is the best way to brew Raven’s Brew Coffee?

- ❖ For the best brewing instructions please refer to the “Raven’s Brew Coffee Alchemy” provided to you. Our Master Roaster is available to discuss specific brewing considerations for each of our blends.

What Point of Sale (POS) support can you provide?

- ❖ We have a number of POS materials available to support the building of our brand recognition at your location – banners, posters, signage, etc. We also have the ability to work directly with you to customize something for your business. For a current list of materials provided or custom requests, please contact our Customer Service Team.

Do you offer any volume discounts?

- ❖ For all pricing structure questions please contact our *Customer Service Team* and ask to speak with our Sales Manager, Nate Root.

Do you offer any promotional pricing and/or advertising programs?

- ❖ Raven’s Brew has a number of promotional programs in place to support your sales. However, we would also like to hear about the promotional programs you already have in place! We provide support of advertising programs on a case by case basis. Please contact our *Customer Service Team* with any opportunities you would like to discuss.