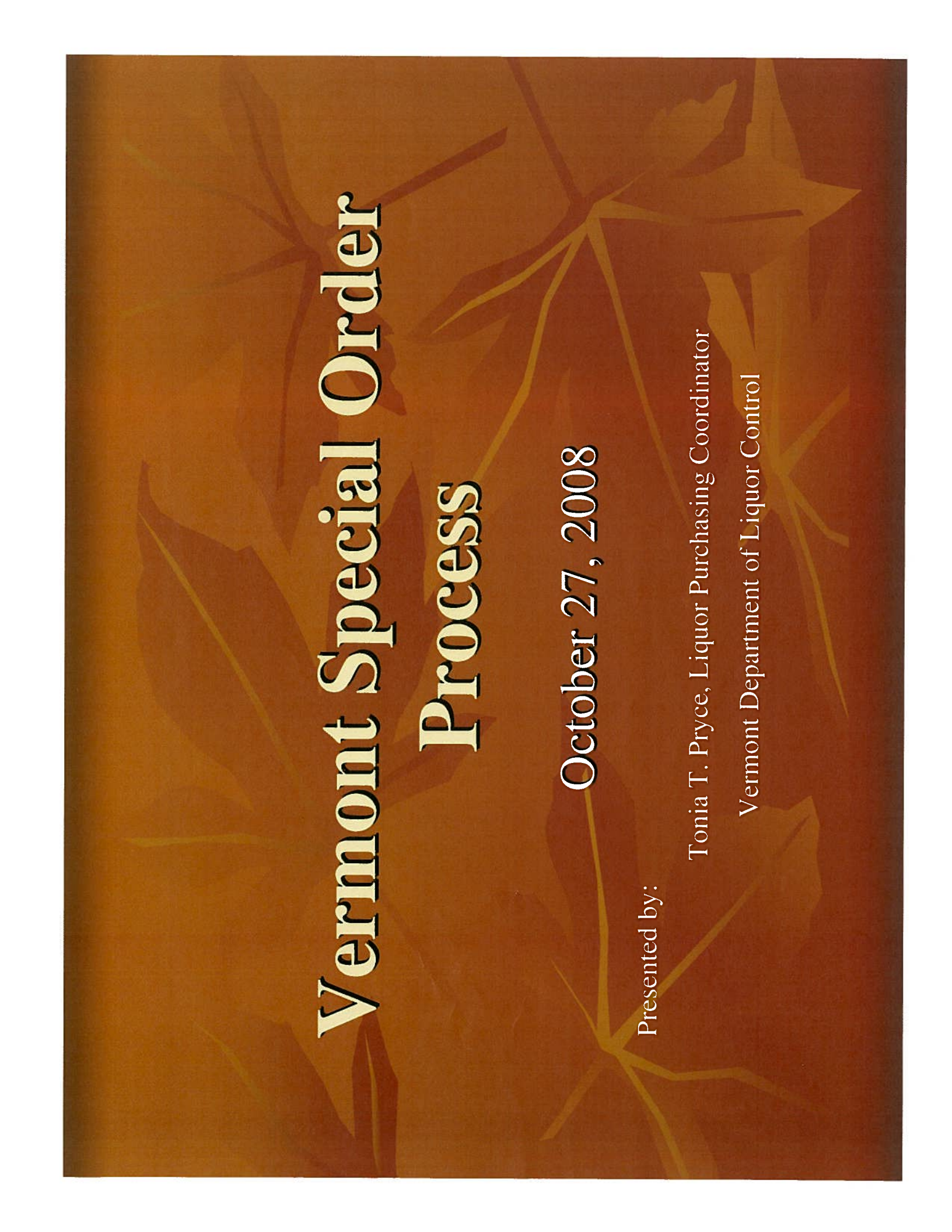




Vermont Special Order Process

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Presented by:

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Vermont Department of Liquor Control

Vermont Dept. Liquor Control



- In 1998, our liquor agencies were able to place a special order through their cash registers rather than sending in the preprinted form.
- In 2000, Vermont's special order function was computerized to make the process faster and more efficient.

Vermont Dept. of Liquor Control

- In 2001, special orders jumped from 897 cases (in 2000) to 1750 cases and there has been a steady increase since streamlining the process.
- Prior to being computerized, a special order would be sent in on a three-part order form and put on index cards.

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Current Special Order Process:

- In 2005, the customer was able to place a special order via our website.
- Customers place their special order request at one of our 75 liquor outlets or through our website.



VERMONT State of Vermont Department of Liquor Control

- Home
- Education
- Licensing
- Enforcement
- Retail
 - Guides to Savings
 - Price Guide
 - Product Descriptions
 - Special Orders
 - Outlets
 - Downloads
 - Contact Info
- Seminar Schedule
- Site Map
- Contact Us

Special Orders

Though we keep as broad a selection as we can in all of our liquor agencies, on those occasions when you're looking for a product we don't normally keep in stock, we'll do everything we can to get it for you. You can place a special order at any of our agencies in person, or if you prefer, you can fill out the following form to send us your request electronically. We'll research the requested item if necessary, let you know what we find out, and get the item to the Vermont liquor agency of your choice, where you can pick it up for purchase. (Note: we can't ship products to you, we can only send them to a Vermont liquor outlet where you can pick it up. Special orders are subject to the same laws and regulations as other liquor purchases, including age requirements.)

Many special order items are listed on our Price Guide web pages (they're marked with the SPECIAL symbol). However, we'll do our best to find other items not listed there; just give us as thorough a description as you can, and we'll try to find the item. Sometimes we won't be able to find it, or it won't be available, or it might take a long time to get, but most of the time we can get the item for you within a few weeks.

Please be sure to give us complete and accurate contact information, so we can get back in touch with you to let you know whether we can get your item, and when it's available. If you have any more questions, please feel free to [contact us](#).

- ### Related Links
- Guides to Savings
 - Product Descriptions
 - Site Map
 - Contact Us

Contact Information

Your Name:

Your Email: Please enter your correct email address so we can notify you when your order is ready to be picked up, and in case we have any questions about your request. We won't use your email address for any other purpose, or give it to anyone else.

Your Phone:

Your Address:

Item Information

Item Description:

Item Size:

Item Type:

Item Product Code:

Quantity Desired: ☒ bottles ☐ cases

Special Instructions:

Order Information

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- The outlet will then put the request into the cash register.
- The cash registers are polled every night to our database and an email with the day's special orders are sent to the Purchasing Coordinator and the special order clerk.



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- After the special order clerk receives the order, it is then entered into an Excel spreadsheet and printed out.
- The special order clerk then reviews the inventory levels. If there is inventory it is passed on to the warehouse for distribution.

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- If DLC does not have inventory and it is an item that has sales history, the local Broker is contacted to order more.
- If DLC has not carried the product previously, research will be done to find out who carries the product and the customer is then informed of its availability.

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- Currently there are 795 Special Order codes in our system.
- Of those 795 codes, 536 have inventory currently in the warehouse
- Over the last 12 months 5,000 cases have been sold through the special order process.



Vermont Department of Liquor Control

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