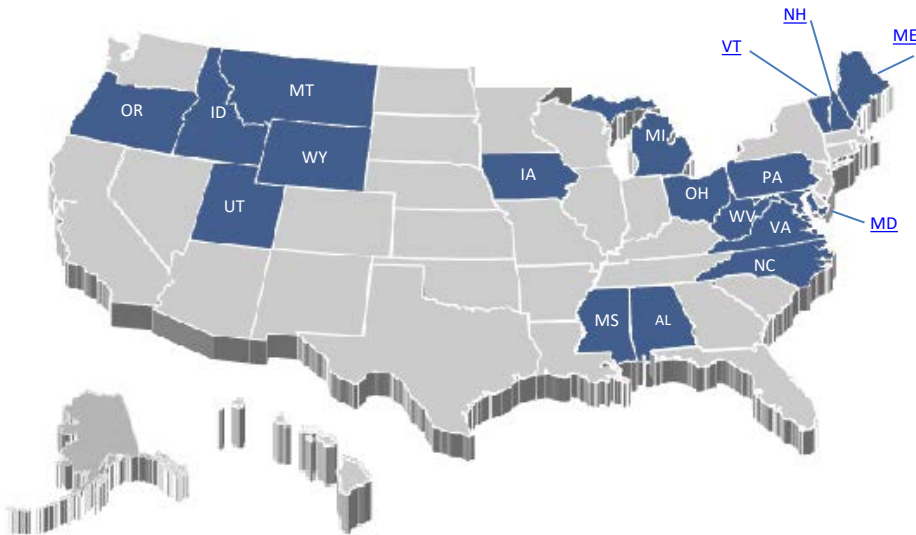


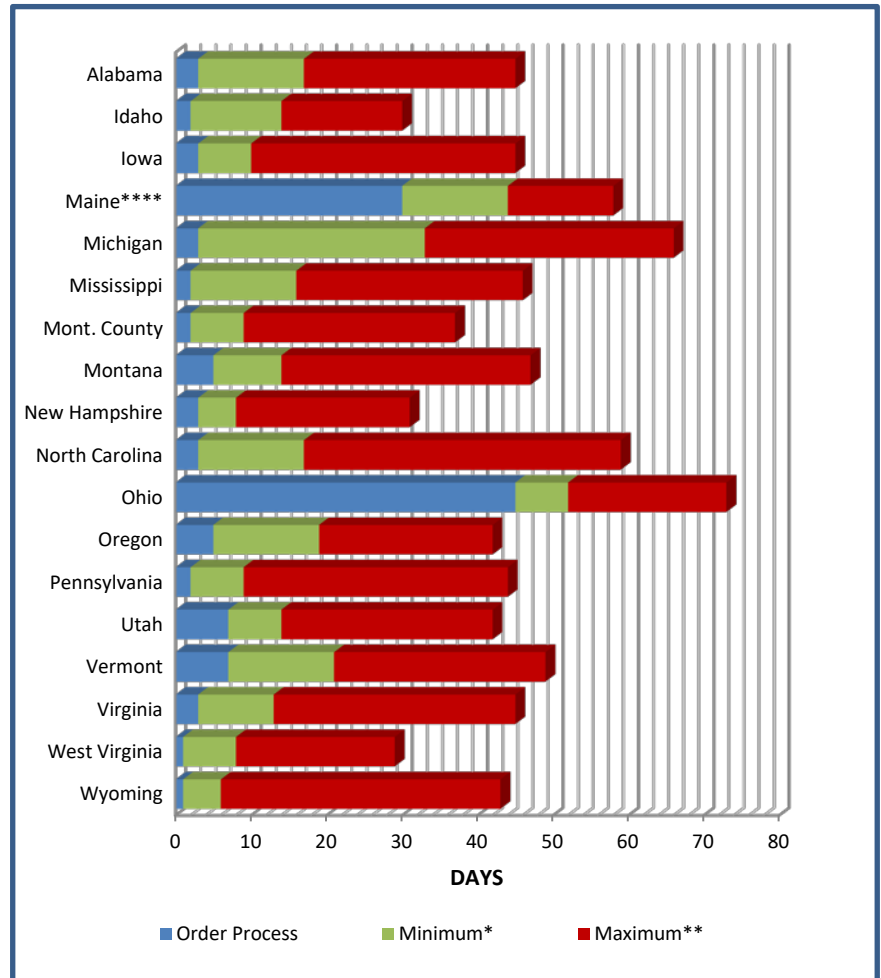
Special Orders User Guide for Control Jurisdictions

[Alabama](#) ♦ [Idaho](#) ♦ [Iowa](#) ♦ [Maine](#) ♦ [MD-Mont. Co.](#) ♦ [Michigan](#) ♦ [Mississippi](#) ♦ [Montana](#) ♦ [New Hampshire](#) ♦ [North Carolina](#) ♦ [Ohio](#) ♦ [Oregon](#) ♦ [Pennsylvania](#) ♦ [Utah](#) ♦ [Vermont](#) ♦ [Virginia](#) ♦ [West Virginia](#) ♦ [Wyoming](#)



- * Minimum delivery schedule based on special shipping such as a courier service.
- ** Maximum delivery schedule based on Suppliers shipping schedules.
- *** Direct deliveries to On Premise Account requires minimum shipping order.
- **** Maine's turnaround time could be shortened if timed with committee meetings.

Expected Delivery from Time of Order to Delivery





Special Order / Temporary Listing Process

New item

- Request for Special Order Products made by Account or Supplier (on behalf of Account)
- Supplier completes price quotation forms or new vendor packet
- Purchase Order placed by state with Supplier
- Product shipped to state warehouse then to local store for purchase

Previously sold item

- If inventory is available in warehouse:
Product shipped to store for Account to purchase
- If inventory is available in another store:
Product transferred to local store for Account to purchase
- If inventory is not available in warehouse or stores:
Purchase order placed with Supplier

Product Collection

- All orders and products must be purchased and picked up from the local ABC Store

Order Initiation

- National Account Manager
- On Premise Licensee
- Supplier (Brokers cannot initiate)

Minimum Quantity

- All Special Orders must be in case quantities
- For some ongoing Special Orders the ABC store may allow single bottle sales

Order Placement

- Order at local AL ABC Store
- Order online:
https://www.alabamainteractive.org/abc_onlinewholesale/welcome.action

Phone: (334) 290-4250

Email: Catherine.Sistrunk@abc.alabama.gov

Timing

- Product available in store:
Immediate
- Product available in warehouse:
3-5 days
- Product ordered from Supplier:
6-8 weeks or sooner if the Supplier chooses faster (courier) shipping methods

State Contacts

Alabama Alcoholic Beverage Control Board

Melissa Jenkins - Pricing Manager

Phone: (334) 260-5438

Email: Melissa.Jenkins@abc.alabama.gov

Catherine Sistrunk - National Acct Supervisor

Phone: (334) 290-4250

Email: Catherine.Sistrunk@abc.alabama.gov

Special Order / Temporary Listing Process

- Supplier, Broker, On Premise Account or National Account Manager contacts ISLD to inform them of Special Order Products
- For new product to the state:
Supplier provides all required information in the quotation form (PQRS).
The ISLD holds inventory of many Special Order Products in the warehouse. These can be delivered to the store within 5-10 days.
- ISLD can cut a Purchase Order and product can be shipped next day to the ISLD's main warehouse once the Purchase Order is received by the Supplier. The timing to the warehouse depends on Supplier.
- Once ISLD receives product at the central warehouse, the store can receive the product in 5-10 days. Maximum 10 days for shipment to the stores depending on delivery schedules to stores (most within 5 days).
- Account is informed when Special Order Products arrive at the store.

Order Placement

- All orders must be placed through the Account's preferred liquor store by phone or email.

Timing

- If SLO item is in warehouse product can be delivered to the ISLD store within 5 days
- For product not in stock or new 4 – 6 weeks based on Supplier delivery
- Timing can be significantly reduced by Supplier using alternative faster (courier) shipping methods for immediate delivery to the ISLD warehouse

Product Collection

- All orders and products picked up by On Premise Accounts at the nominated ISLD store.

Order Initiation

- Supplier or Account

Minimum Quantity

- One case for new products.
- Store stocked Special Order Products can be purchased by the bottle.

State Contacts

Idaho State Liquor Division

Mary Botts - Pricing Specialist

Phone: (208) 947-9450

Email: Mary.Botts@liquor.idaho.gov



Special Order / Temporary Listing Process

- Supplier notifies Iowa ABD of special order requirements.
- Iowa ABD can at its discretion allow for a “temporary listing” for 90 days (can be renewed if necessary)
- Supplier notifies Class E Accounts that On Premise Account or National Account will be placing order.
- Account places order and picks up from Class E.
- Any orders with Suppliers outstanding past 90 days will be cancelled.

Order Placement

- The Supplier can request a temporary listing or special order product by contacting the IA ABD SLO Coordinator.
- Class E licensees place special orders via online portal:
<https://abd.iowa.gov/place-special-order>

Timing

- The special order process takes 3-6 weeks from product request with ABD to the time ABD delivers to the class E licensee.
- Shipping time to the warehouse could be shortened by categorizing product as a Temporary Listing.
- Any outstanding orders with Suppliers past 90 days will be cancelled.

Product Collection

- Account picks up product at Class E Licensee.
- Account can arrange for delivery.

Order Initiation

- Supplier or Broker can initiate process with Iowa ABD.
- Account must place order with Class E licensee

Minimum Quantity

- All Special orders must be in case quantities to the Iowa ABD.
- Class E licensee may allow for bottle purchases.

State Contacts

Iowa Alcoholic Beverages Division

Nicole Scebold, Products Manager

Phone: (515) 281-7416

Email: Scebold@iowaabd.com

Special Order / Temporary Listing Process

Maine Bureau of Alcoholic Beverages and Lottery Operations - BABLO
BABLO does not have a "special order" process per se. Products are either listed or limited allocation orders. The Supplier or Broker must:

- Present and list product(s) through the state of Maine.
- Provide product info/quote, and which Off Premise Account the On Premise Account buys the product from when under limited allocation.
- Supplier or Broker provides all required paperwork, fees, samples, etc. and must be received by BABLO not later than two (2) weeks prior to the Maine Commission meeting for listing consideration including a \$150.00 listing fee.
- Product must be listed with NABCA and have an assigned NABCA code prior to submission to Maine for consideration.

Product Collection

- Pickup from reselling Agent or delivery from reselling Agent.
- Resellers are a subset of off-premise retailers who can sell to the On Premise Account.
- If product is not in the store, reselling Agent orders from warehouse.

Order Initiation

- Supplier
- Broker

Minimum Quantity

- One bottle minimum

Order Placement

- Account must place order with their nominated reseller Agent who then places order through web portal to BABLO.

<http://www.maine.gov/dafs/bablo/>

Timing

- Average around 6 weeks allowing for presentation to BABLO.
- Up to one week for delivery to nominated BABLO Agents.
- Timing can be significantly reduced by Supplier using faster shipping methods (courier) for immediate delivery to the Pine State warehouse

State Contacts

Maine Bureau of Alcoholic Beverages and Lottery Operation - BABLO

Phone: (207) 287-6753

Email: MaineSpirits@maine.gov

Special Order / Temporary Listing Process

Michigan Liquor Control Commission (MLCC)

- Supplier to State - Supplier presents item for listing with the state (item info/quote). State will list (almost) every item that Suppliers present in Authorized Distribution Agent (ADA) warehouse. There are three ADAs in the state of Michigan. PO created pulled from Supplier inventory to state inventory. Supplier files a listing through eQuote. Time from eQuote deadline to approval is 30 days. If less than 12 standard cases within a year, shelf \$ with 250 or greater and no sales over the last five year, and if Shelf \$ between \$50 and less than \$250.00 and no sales within the year, then delisted.
- On-Premise Account / Sales Rep - Places order (1 week before promotion) through the state online system, for product delivery to On Premise Account.

Product Collection

- Delivered to On Premise Account if a minimum of one 9L case.
- If less than a 9L case, On Premise can pick up at ADA.
- MI allows 12 emergency orders per year per licensee that must deliver within 18 hours. ADA may charge \$20.
- SDD (authorized Off Premise licensee) can sell to On Premise at a maximum of one case per month.

Order Initiation

Supplier must have the product listed before the product can be ordered by the Accounts.

Minimum Quantity

- Minimum order quantity is by the bottle
- Account must order a 9-Liter case for free delivery.

Order Placement

- Licensees are required to order the product online:
<https://www.lara.michigan.gov/olo/>
- ADA, Online Ordering, EFT and Product Customer Service: (800) 701-0513

Timing

Total Lead Time 6-8 weeks:

- 6 weeks from approval to shipment arrival at warehouse
- Plus a week for delivery to store, or pickup

State Contacts

Michigan Liquor Control Commission

Brenda Whitford
Phone: (517) 284-6364

MLCC Help Line
Phone: (800) 701-0513
Email: mlccinfo2@michigan.gov



Special Order / Temporary Listing Process

The following process applies only to On Premise Account orders:

- If an On Premise Account can commit to a minimum of 10 case sales within a year, MS ABC will consider the product as a listed product.
- If the product is only available for a short period of time and the On Premise Account can commit to a minimum of 10 cases, then MS ABC considers these products Temporary Orders (Not Special Orders).
- If a National Account places orders on behalf of its Accounts for a new product the MS ABC will contact the Supplier to initiate a price quote.
- Each individual Account must place its own orders.
- All other 10 case commitments are special orders.
- New products require price quote from Supplier.
- Previously sold products only require an order to be placed with the MS ABC.

Product Collection

- MS ABC will deliver the product to the On Premise Account but there is a 5 case minimum order to the On Premise Account.
- It does NOT have to be five cases of the same product.

Order Initiation

- National Account Manager
- On Premise Account
- Broker

Minimum Quantity

- All Special Orders must be in case quantities

Order Placement

- The Account can order online at:
<http://www.dor.ms.gov/Pages/default.aspx>
- Via a Broker or National Account orders must be on the special order form:
http://www.dor.ms.gov/ABC/Documents/abc_specialorderform.pdf

Timing

- 4-6 weeks depending on Supplier's shipping schedule to MS ABC warehouse.
- Approval and PO can take two days.
- Timing can be significantly reduced by Supplier faster shipping method (courier) for immediate delivery to the MS ABC warehouse.

State Contacts

Mississippi Department of Revenue ABC Div.

Dirk Robertson - Director ABC Admin. Services

Phone: (601)856-1342

Email: Dirk.Robertson@dor.ms.gov



Special Order / Temporary Listing Process

Montgomery County Department of Liquor Control

Special Order Products which are not stored in warehouse or DLC Retail Stores:

- Order placed for special order products with County.
- Once product arrives at the warehouse from the supplier, item will go out to store or licensee or DLC Retail Store on next order shipment.
- Licensees also have the option to pick up the special order product directly from the DLC Warehouse once it has been received by the supplier.

Order Placement

Licensees can order product by the following methods:

- iStore at <http://www.montgomerycountymd.gov/mcg/dlc-istore>
- Phone: 240-777-1900
- Fax: 240-777-1909
- Email: dlcordersection@montgomerycountymd.gov
- By sales/distributor representative

Timing

- Special Orders may be sourced from MD Distributor (if available) resulting in 1 week or less lead time.
- Supplier sourced special orders, maximum 4 weeks.

Product Collection

- Delivery to licensee from Montgomery County DLC warehouse.
- Pick up from Montgomery County DLC Retail Store.
- Pick up from Montgomery County DLC warehouse.

Order Initiation

- DLC Licensees and County stores, can initiate orders.
- Supplier and distributor reps. can initiate orders on behalf of licensees

Minimum Quantity

- 1 case if delivered from the warehouse.
- 1 bottle if purchased from a DLC Retail Store.

State Contacts

Montgomery County MD Department of Liquor Control
Communications/Ordering Center
240-777-1900
Manager, Melissa Romeo
Phone: (240) 777-1957
Email: Melissa.Romeo@montgomerycountymd.gov

Special Order / Temporary Listing Process

Montana Department of Revenue (MTDOR)

- Any product that is not regular listed is a special order.
- MTDOR will warehouse products on a temporary basis.
- For National Account promotions, orders usually fall under MTDOR's Promotion Program.
- The Supplier is responsible for filling out a Promotion Agreement.
- Supplier or Broker must sell/coordinate which Off Premise Account the On Premise will purchase from, and make sure product is available in the off-premise store.
- Account purchases product from the off-premise store.

Product Collection

- All On Premise orders are picked up at the nominated Off Premise store.

Order Initiation

- Supplier submits special promotion request which enables the Supplier to ship more product to warehouse.

Minimum Quantity

- One case minimum

Order Placement

Jamie Williams - Purchasing Agent
Phone: (406)444-4003
Email: JWilliams@mt.gov

Timing

- For new products, it may take up to 10 weeks based on Supplier delivery.
- Timing can be significantly reduced by Supplier using alternative faster shipping methods (courier) for immediate delivery to the warehouse.
- Once in the MTDOR warehouse up to one week based on delivery schedule.

State Contacts

Montana Department of Revenue
Jamie Williams - Purchasing Agent
Phone: (406)444-4003
Email: JWilliams@mt.gov



Special Order / Temporary Listing Process

The New Hampshire State Liquor Commission (NHSLC) has two methods for managing Special Order Products:

Standard Method

- Account, Broker or Supplier requests product through the NHSLC.
- Supplier or Broker (Vendor of Record) submits product info/quote to the state.
- Account is notified when product has been delivered to the NHSLC warehouse.

Direct Ship Method (managed by enforcement)

- Supplier purchases a Direct Ship permit from the NHSLC.
- Account orders product through the Supplier.
- Supplier ships and invoices product directly to the Account.
- Supplier sends 8% tax payment to the NHSLC.

Product Collection

- Delivery from NHSLC Warehouse.
- Pick up from NHSLC store.
- Direct from Supplier with Direct Shipment permit (not via NHDLC warehouse).

Order Initiation

- Account
- Supplier

Minimum Quantity

- Via NHSLC Warehouse by the case
- Direct Wine shipments by the case
- Direct Spirit shipments by the bottle

Order Placement

Account can place order online through the NHSLC Web portal:

www.nhliquorandwine.com

Phone: (603) 230-7070

Email: customerservice@liquor.state.nh.us.

Timing

- Expected turn around 2-4 weeks based on Supplier delivery.
- Timing can be significantly reduced by Supplier using faster shipping methods (courier) for immediate delivery to the warehouse
- Direct shipment to Account can reduce timing to 5 days.

State Contacts

New Hampshire State Liquor Commission
info@liquorandwineoutlets.com

Lisa Lassonde

Phone: (603) 230-7040

Email: Lisa.Lassonde@liquor.state.nh.us



Special Order / Temporary Listing Process

North Carolina Alcoholic Beverage Control Commission

- If product does not have a regular or special order code listing, Supplier or Broker requests a listing from NCABC.
- National Account manager or Supplier/Broker, contacts NCABC at least 8 weeks out to request approval for warehouse shipment.
- Once the product is in the warehouse, the Supplier or Broker should make sure that the ABC stores are aware of product to avoid communication or confusion when the Account goes to purchase the product from the store.
- Account is notified prior to promotional launch of product. Account places order for product at nominated ABC store and pre-pays for product. Delivery time may take up to two weeks to arrive for pickup at the store.
- Account picks up product prior to the promotion from nominated ABC Board (off-premise) where product was shipped to.

Product Collection

- All On Premise orders are picked up at the nominated NC ABC store.

Order Initiation

- Supplier, Broker or National Account Manager can initiate the order with the NC ABC.

Minimum Quantity

- Minimum one case.
- NC allows full pallet orders for larger volume placements.

Order Placement

National Account Manager, Broker or Supplier may contact the state by email.

Phone: (919)779-8354

Email: laurie.lee@abc.nc.gov

Account should contact the nominated ABC Store, in person since order is prepaid.

Timing

- For new items timing can be 6 – 8 weeks from initial request with the NC ABC.
- Delivery to store depends on schedule. This may be up to 2 weeks depending on store location. In some cases, the Broker may make deliveries to the ABC store.
- Courier shipment by Supplier can reduce time

State Contacts

North Carolina Alcoholic Beverage Control Commission

Laurie Lee - Director, Pricing Division

Phone: (919)779-8354

Email: Laurie.Lee@abc.nc.gov

Special Order / Temporary Listing Process

- OH DOLC provides Special Order Item (SOI) processing for wholesale requests. SOIs are not automatically replenished. It is up to the agencies to restock/ reorder when out of stock based on National Account orders.
- Broker provides required information to list the SOI in Ohio through the normal listing process.
- Once SOI is approved for listing, Broker is required to provide a Distribution List of agencies where product is required to be stocked for National Account to purchase. OH DOLC provides a template spreadsheet for the Broker to fill out to provide the distribution list.
- Broker is also required to provide a signed Wholesale Commitment Letter that must be signed by the NATIONAL Account representative indicating commitment to purchase requested volume.
- Account purchases SOI (week before the promotion) from the off-premise Agency where product is sent (no pre-pay required).

Product Collection

- Account picks up product at Agency.
- Most agencies will deliver to the On Premise Account.

Order Initiation

- National Account Manager
- Broker

Minimum Quantity

- All Special orders must be in case quantities

Order Placement

- See steps of Special Order Process

Timing

- SOIs must follow OH DOLC's listing process.
- Deadline is 10th of the month. For example, April 10 deadline is for a June 1st listing meeting.
- 60 days worse case to list and DLOC. Depending on timing 45 Days is typical.
- Up to 2 weeks for Supplier delivery to OH ABC warehouse.

State Contacts

Ohio Division of Liquor Control

Jennifer Richardson - Merchandising Manager

Phone: (614) 728-4784

Email: Jennifer.Richardson@com.state.oh.us



Special Order / Temporary Listing Process

Oregon Liquor Control Commission

- All On Premise Accounts must place special orders through an Oregon liquor Agent.
- Agent places order through the OLCC web portal.
- After Supplier ships product to the OLCC the special order is shipped to the Agent who notifies the Account that the product is available for collection.

Order Placement

- Liquor store (Agent) must submit the order electronically thru application OLCC Liquor Agent services, via stores which have Account and password.

Timing

- For warehouse carried Special Order Products items orders can take up to one week based on the agency delivery schedule.
- Special orders generally filled within 4 to 6 weeks after the PO is issued
- Suppliers are able to expedite if they choose faster (courier) shipping methods

Product Collection

- All On Premise orders are to be picked up at the nominated OLCC agency store
- Some stores will deliver

Order Initiation

- Orders must be placed by the Account through their nominated OLCC Agent.

Minimum Quantity

- Off Premise or Licensee may order one bottle minimum 750ml or greater.

State Contacts

Oregon Liquor Control Commission

Melissa Spaeth - Special Orders Coordinator

Phone: (503) 872-5040

Email: OLCC.SpecialOrder@Oregon.gov



Special Order / Temporary Listing Process

Pennsylvania Liquor Control Board

The Pennsylvania Broker acts as a distributor for Special Order products - SLO:

- Supplier applies for SLO code from PLCB and notifies Broker of application (PLCB aims for 10 day turnaround).
- Code is sent to the “Vendor of Record”. Item and code are placed on the SLO active list..
- Broker or Supplier sales rep notifies the Account that product is available and can be ordered by the broker or supplier through the PLCB SLO portal for the Account.
- Broker takes order and delivers product to the Account’s designated PLCB store.

Order Placement

- On Premise Account places the orders with Broker by phone or with Supplier sales rep.

Timing

- If Special Order product item is in Broker warehouse, product can be delivered to the PLCB store within one week (less in the greater Philadelphia area).
- For product not in stock or new 4 – 6 weeks based on Supplier delivery.

Product Collection

- All orders and products are shipped from the Broker to the PLCB store.

Order Initiation

- On Premise Account.

Minimum Quantity

- In general exceptions are made:
- Spirits “greater than \$10”, by the case, less than \$10 by the bottle.
- Wines by the case.

State Contacts

Pennsylvania Liquor Control Board

Karen Romberger
Supervisor, Special Order Division
Phone: (800) 332-7522, option 1
Email: ra-lbslo@pa.gov

Special Order / Temporary Listing Process

Utah Department of Alcoholic Beverage Control

- National Account places an order online. It is the Chain Account's best interest to have one National Account Manager expedite a Special Order on behalf of all On Premise Accounts prior to promotion date.
- UTABC reviews the online request including volume per the requirements defined during the order process. UTABC responds with pricing, totals, and other pertinent information required to accept the order.
- National Account agrees to the terms and pricing.
- UTABC creates a Purchase Order (PO) and sends to the Supplier.
- Supplier fulfills order to ship to warehouse.
- UTABC receives shipment to warehouse.
- UTABC cross docks delivery with order locations of UTABC store where product is to be shipped for pickup by Account.

Product Collection

- All On Premise orders are picked up at the nominated UTABC store.

Order Initiation

- National Account Manager should notify UTABC on behalf of all Accounts for the full Special Order Product placement.

Minimum Quantity

- One case minimum, however, for ongoing products the UTABC store may split cases for Accounts to share if previously arranged

Order Placement

- Utah DABC requires special orders to be ordered online:

http://abc.utah.gov/online/special_orders.html

Timing

- For previously ordered products, it can take as little as 1-2 days.
- For new products, it may take two weeks to get the PO confirmed, then it's up to the Supplier to get the logistics in place and confirm PO for shipping to UTABC.
- Delivery is 3-6 weeks once PO is issued.
- Courier shipment can reduce timing.

State Contacts

Utah Department of Alcoholic Beverage Control

Chris Brunelli

Phone: (801) 977-6827

Email: CBrunelli@utah.gov



Special Order / Temporary Listing Process

Vermont Department of Liquor Control:

- Account requests product through the DLC and determine which contract store they will pick-up from.
- Supplier or Broker (Vendor of Record) submits product info/quote to the state. Once product is in the state it will stay in warehouse stock if requested.
- Account notified by DLC when product becomes available in the contract store.

Order Placement

- Account must place order online through the DLC Licensee Portal or with their local agency store.

<http://802spirits.com>

Phone: (802) 828-2347

Email: Pam.Adams@vermont.gov

Timing

- Expected turn around 2-4 weeks based on Supplier delivery.
- Shipment to contract agency store can take up to 2 weeks.
- Courier shipment by Supplier to DLC Warehouse can reduce timing.

State Contacts

Vermont Department of Liquor Control

Pam Adams

Phone: (802) 828-2347

Email: Pam.Adams@vermont.gov

Product Collection

- Pickup from designated Vermont contract agency store.

Order Initiation

- Account
- Supplier
- Broker

Minimum Quantity

- Three bottle minimum



Special Order / Temporary Listing Process

VAABC provides a Special Order Catalog (SOC) with 200+ items that are carried. The VA ABC stores can order from the SOC.

- Account initiates the order with VAABC Retail Store.
- VA ABC Retail Store contacts VA ABC warehouse to inquire about order.
- VA ABC contacts the Supplier to get information about product to order.
- Supplier presents special orders to the state (product info/quote). If the product is going to a National Chain, the VAABC typically lists immediately. Supplier must provide which VAABC Retail Stores the On Premise Account will purchase from. VA ABC makes the determination if product can be sold by the case or by the bottle.
- On Premise Account purchases from their selected state retail store

Product Collection

- As orders and products arrive in the warehouse they are shipped to VA ABC retail stores in 7-14 business days depending on store shipping schedule.
- On-Premise Accounts pick up from their nominated store.

Order Initiation

- On Premise Accounts.

Minimum Quantity

- Special orders must be shipped in case quantities to stores.
- Bottle purchases may be permitted by Accounts from the store.

Order Placement

- On Premise Accounts place orders in person, by phone, Fax, or email with their selected state ABC store.

Timing

- Approval and PO can be within 1-3 days.
- 4-6 weeks depending on Supplier's shipping schedule to VA ABC warehouse.
- VA ABC warehouse ships to VA ABC retail stores in 7-14 business days depending on store shipping schedule.

State Contacts

Virginia Dept. of Alcoholic Beverage Control

Neilann Brown

Phone: (804) 213-4528

Email: Neilann.Brown@abc.virginia.gov

Robin Fox

Phone: (804) 213-4524

Email: Robin.Foxx@vaabc.gov



Special Order / Temporary Listing Process

- Supplier, Broker or National Account contacts retail store or WVABC and notifies of impending order.
- WV ABC collects product info/quote from Supplier and procures the product. WV ABC can turnaround a Special Order in as little time as 15 minutes if Supplier provides all required information to initiate the order.
- Supplier ships product to WV ABC via any means e.g. FEDEX for expedited orders.
- WV ABC will hold inventory in warehouse for ongoing program or will list product.
- WV ABC ships product to the Retail Store on a weekly delivery schedule. The off-premise Account must buy a full case. Cases can be split into bottle purchases for the On Premise Account, but only at the Retail Store location.

Product Collection

- All orders and products are shipped per the weekly retailer delivery.
- Or can be collected by retailer at the WV ABC “will call”.

Order Initiation

- National Account Manager
- On Premise Account
- Broker
- Supplier

Minimum Quantity

- All Special orders must be in case quantities to the retailer.
- On Premise Accounts can purchase by the bottle from retailer.

Order Placement

- Orders must be made through the West Virginia ABC retailer portal :

<https://portal.wvabca.com>

Timing

- 4-6 weeks depending on Supplier shipping schedule to WVABC warehouse.
- Up to one week to Account after delivery to WV ABC. (Based on store delivery schedule)
- Timing can be significantly reduced by Supplier using faster shipping method (courier) for immediate delivery to the WV ABC warehouse.

State Contacts

West Virginia ABC Administration

Kimberly Canterbury Hayes
Spirits , Wine, and Order Entry Manager
Phone: 304.356.5562
Fax: 304.558.0081
Email: Kimberly.D.Canterbury@wv.gov

Special Order / Temporary Listing Process

New item

- If a new product is submitted for Special Order, the WYLD will review, and request price quotation information from Supplier.
- Supplier provides product information and price quotation.
- Purchase Order placed by state with Supplier.
- When Special Order arrives at the WYLD warehouse, WYLD immediately puts Special Order item in shipping area for next day shipping assuming Account has met minimum order or is paying extra shipping charge.

Previously sold item

- Special Orders are not stored in the warehouse.
- Previously ordered products are ordered in the same manner as new products with the exception of requiring a price quote from the Supplier.

Product Collection

- All orders and products are shipped generally within 24 hours of order being delivered to the WYLD warehouse assuming Account has met minimum 4 case order or is paying extra shipping charge.

Order Initiation

- Accounts must initiate an order for their individual restaurants at least 6 weeks prior to the promotion.

Minimum Quantity

- All Special orders must be in case quantities.

Order Placement

- All Licensees have access to the Wyoming eliquor portal.
- Special Orders have to be ordered either through eliquor portal, or by Fax.

<http://eliquor.wyoming.gov/>

Timing

- 4-6 weeks depending on Supplier delivery schedule. This assumes Supplier has provided all necessary information to be approved by WYLD.

State Contacts

Wyoming Department of Revenue
Liquor Division

Andrea Mitchell
Phone: (307) 777-7978
Email: Andrea.Mitchell@wyo.gov