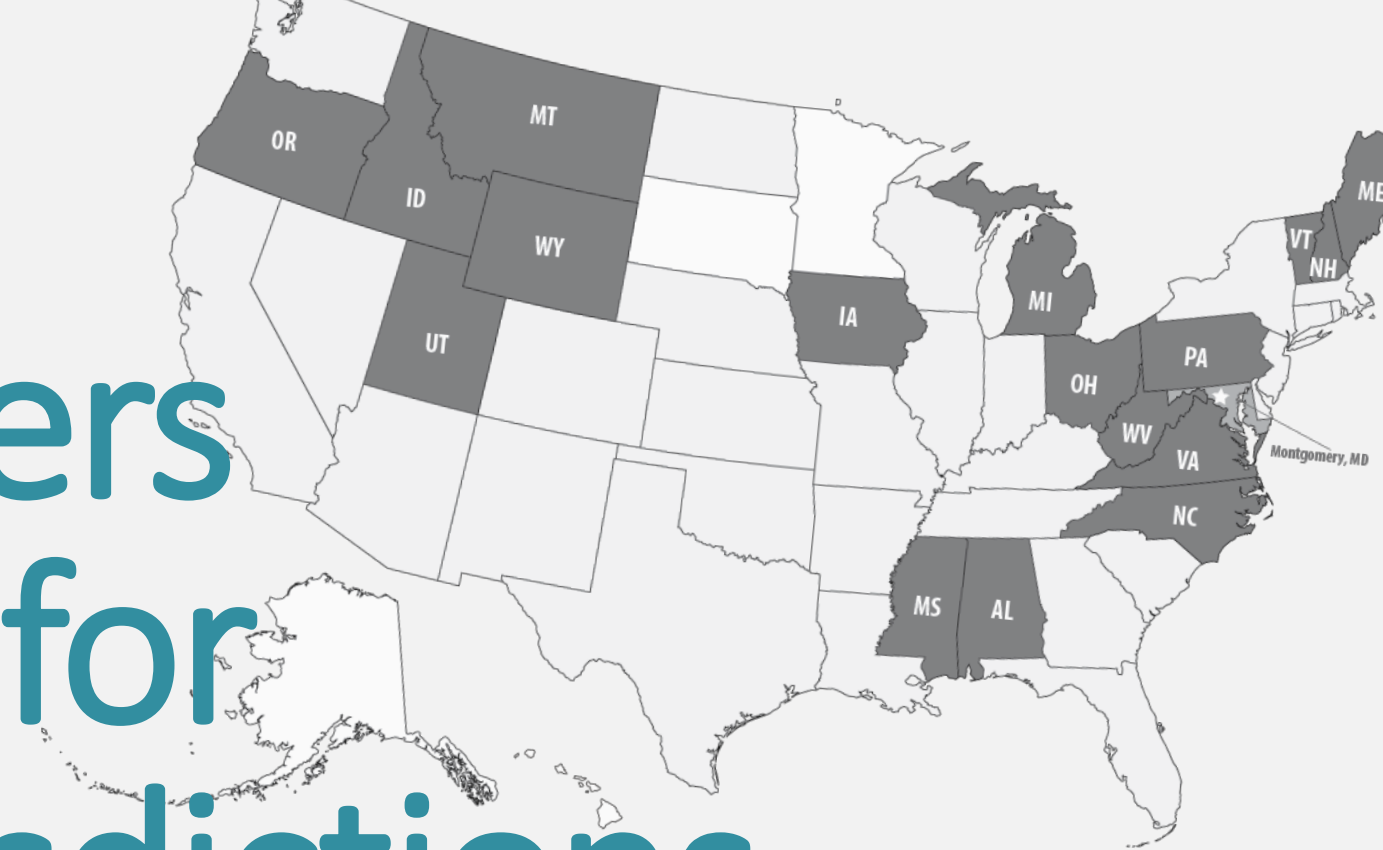


# Special Orders User Guide for Control Jurisdictions



**NABCA**

2900 S. Quincy Street, Suite 800  
Arlington, VA 22203

[nabca.info@nabca.org](mailto:nabca.info@nabca.org) | [www.nabca.org](http://www.nabca.org)

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# Special Orders User Guide for Control Jurisdictions

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June 2022

# ALABAMA

## Alabama Alcoholic Beverage Control Board

Melissa Jenkins - Pricing Manager

Phone: (334) 260-5438

Email: [Melissa.Jenkins@abc.alabama.gov](mailto:Melissa.Jenkins@abc.alabama.gov)

Catherine Sistrunk - National Acct. Supervisor

Phone: (334) 290-4250

Email: [Catherine.Sistrunk@abc.alabama.gov](mailto:Catherine.Sistrunk@abc.alabama.gov)

### Special Order/Temporary Listing Progress

#### New item

- Request for Special Order Products is made by the account or supplier (on behalf of account).
- Supplier completes price quotation forms or a new vendor packet.
- Purchase order is placed by the state with the supplier.
- Products are shipped to the state warehouse and then to the local store for purchase.

#### Previously sold item

- If inventory is available in warehouse, the product is shipped to the store for the account to purchase.
- If inventory is available in another store, the product is transferred to the local store for the account to purchase.
- If inventory is not available in the warehouse or stores, the purchase order is 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 Premises 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\\_onli\\_newwholesale/welcome.action](https://www.alabamainteractive.org/abc_onli_newwholesale/welcome.action)
- Phone: 334-290-4250  
[catherine.sistrunk@abc.alabama.gov](mailto: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

# IDAHO

## Idaho State Liquor Division

### STATE CONTACTS:

Idaho State Liquor Division  
Main Number: (208) 947-9400

### ISLD Special Order Team

Phone: (208) 947-9450  
Email: [specialorders@liquor.idaho.gov](mailto:specialorders@liquor.idaho.gov)

For National/Chain Account Mandates:

National Chain mandates and Special-Order Menu items must be submitted on the [Special-Order Menu Request](#) Form and submitted to [specialorders@liquor.idaho.gov](mailto:specialorders@liquor.idaho.gov) by on-premise licensees' representatives only. The Supplier is required to confirm they will be able to sufficiently fulfill the mandate.

Each On-Premise location must still request the special order items from their local liquor store to order. National Chain Mandates and On-Premises [Special Order Menu Requests](#) must be submitted 90 days prior to activation for consideration. The ISLD will send acknowledgment in response to your requests to confirm items that will be fulfilled and added to our replenishments.

For a Special-Order product new to the state:

- The item must be requested by a customer or On-Premises Account at a local liquor store.

All requests and inquiries are submitted to the Special Order Desk who will request the following documentation: Required documentation: Standard Quote (full case pick, Special Order/Allocated Item – selected on the Pricing Calculator) and all new vendor setup paperwork, if a brand-new supplier, located here: [Idaho State Liquor Division - Supplier Information](#). ISLD holds the inventory of some SO products in the warehouse.

- Supplier must provide all required documentation to Special Order Team.
- ISLD will issue a purchase order on all Special-Order products.
- Once the product arrives at the ISLD warehouse, retail stores may receive the product in 5-10 days.
- Retail store staff will notify on-premises accounts or retail consumers when special order products arrive at the store.

## Product Collection

All orders and products picked up by On-Premises accounts at their preferred/designated ISLD store where the request was made.

## Order Initiation

- Order initiation is done by an On-Premise Account or retail consumer at local retail liquor stores.
- Supplier initiated requests for national/chain account mandated items: must include a letter from the National Chain Account Manager to [specialorders@liquor.idaho.gov](mailto:specialorders@liquor.idaho.gov).

## Minimum Quantity

- Store stocked new products can be purchased by the bottle.
- Special Orders must be ordered by the case.

## Order Placement

- All Special Order requests must be placed by the on-premise account or retail consumer at an ISLD retail store.
- ISLD will place the order with the supplier.

## Timing

- If SLO item is in the warehouse, the product can be delivered to the ISLD store within 5 business days.
- For product not in warehouse, retail stores may receive the product 5-10 days after suppliers has delivered the product to the warehouse.

# IOWA

## Iowa Alcoholic Beverages Division

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Nicole Scebold, Products Manager

Tele: (515) 281-7416

Email: [scebold@iowaabd.com](mailto:scebold@iowaabd.com)

### Special Order/Temporary Listing Progress

- 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.

### Product Collection

- ABD delivers product to class E licensee.
- On-Premise or National Account picks up product at Class E Licensee.
- On-Premise or National Account can arrange for delivery from class E licensee

### Order Initiation

- Supplier initiates process with Iowa ABD.
- Account must place order with Class E licensee.

### Minimum Quantity

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

### Order Placement

- The Supplier can request a temporary listing or decide to fulfill requests via the special order program.
- Class E licensees place special orders via the online form: [https://stateofiowa.seamlessdocs.com/w/abd\\_special\\_item\\_order](https://stateofiowa.seamlessdocs.com/w/abd_special_item_order).

### Timing

- The special order process takes 4-6 weeks from product request with ABD to the time ABD delivers to the class E licensee.
- Turnaround time could be shortened by choosing to process the product as a Temporary Listing.
- Any outstanding orders with Suppliers past 90 days will be cancelled

# MAINE

## Maine Bureau of Alcoholic Beverages and Lottery Operations- BABLO

Tracy Willett – Spirits Operations Manager

Phone: (207) 287-6753

Email: [Tracy.Willett@maine.gov](mailto:Tracy.Willett@maine.gov) or

[MaineSpirits@maine.gov](mailto:MaineSpirits@maine.gov)

### Special Order/Temporary Listing Progress

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

- The Supplier or Broker presents and lists product(s) through the state of Maine.
- Product must be listed with NABCA and have an assigned NABCA code prior to submission to Maine for consideration.
- Supplier or Broker provides all required paperwork, fees, samples, etc. and must be received by BABLO no later than three (3) weeks prior to the Maine Commission meeting for listing consideration including a \$150.00 listing fee.
- Supplier/Broker provides product info/quote, in which the reseller Agent purchases for the On-Premise Account to buy the product under limited allocation.

### 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 a product is not in the store, the 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 the 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.

# MONTGOMERY CO., MD

## Montgomery County Alcohol Beverage Services (ABS)

Communications/Ordering Center

Phone: 240-777-1900

Melissa Romeo, Manager

Phone: (240) 777-1957

Email: [melissa.romeo@montgomerycountymd.gov](mailto:melissa.romeo@montgomerycountymd.gov)

### Special Order/Temporary Listing Progress

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.

### Product Collection

- Delivery to licensee from Montgomery County ABS 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

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

### Order Placement

Licensees can order product by the following methods:

- iStore at <http://www.montgomerycountymd.gov/mcg/dlcistore>
- Phone: 240-777-1900 | Fax: 240-777-1909
- Email: [dlcordersection@montgomerycountymd.gov](mailto:dlcordersection@montgomerycountymd.gov)
- By sales/distributor

### 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 week.

# MICHIGAN

## Michigan Liquor Control Commission

Brenda Whitford

Phone: (517) 284-6364

MLCC Help Line

Phone: (800) 701-0513

Email: [mlccinfo2@michigan.gov](mailto:mlccinfo2@michigan.gov)

### Special Order/Temporary Listing Progress

- **Supplier to State** - Supplier files a listing through EQuote. Commission approves almost all items. Upon Commission approval, State lists items 30 days from EQuote deadline date. There are four Authorized Distribution Agents (ADAs) in the state of Michigan. Purchases Orders are created by the state to pay suppliers and inventory in ADA warehouses moves from supplier to state. Items are delisted if the following exist: (1) Items with a shelf price of less than \$50 and sales of less than twelve cases in a year (2) Shelf price between \$50.00 and \$249.99 and no sales in a year and (3) Shelf price \$250 or greater and no sales within five years
- **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.
- On Premise can pick up full cases at the 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 Licensees.

### 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 supplier shipment arrival at warehouse
- Plus a week for delivery to store, or pickup



# MISSISSPPI

## Mississippi Department of Revenue of ABC Division

Chip Jones, Deputy Director, Alcoholic Beverage  
Control Division

Phone: (601) 856-1342

Email: [Chip.Jones@dor.ms.gov](mailto:Chip.Jones@dor.ms.gov)

### Special Order/Temporary Listing Progress

The following process applies only to Special Orders:

- There is a minimum R12 sales threshold of \$1,000 for special order items – some exception apply, i.e. highly allocated, store picks, etc.
  - National Account mandates are excluded from this
- Each individual account must place its own orders or approve an order to be placed by the broker representative
- New products require price quote from Supplier.
- Each new item requires an individual price quote. The Price Quote Form may be found:  
<https://www.dor.ms.gov/ABC/Documents/Price%20Quote%20Form.xls>

### Product Collection

- MS ABC will deliver the product to the On Premise Account but there is a 10-case minimum order to the On Premises Account.
- It does NOT have to be 10 cases of the same product.

### Order Initiation

- The Account can order online at: <http://www.dor.ms.gov/Pages/default.aspx>
- Via a Broker or National Account orders must be emailed to: [abcspecialorders@dor.ms.gov](mailto:abcspecialorders@dor.ms.gov)

### Minimum Quantity

All Special Orders must be in case quantities.

### Order Placement

The Account can order online at: <https://tap.dor.ms.gov/>

### 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.

# MONTANA

## Montana Department of Revenue (MTDOR)

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Lisa Patzer - Purchasing Agent

Phone: (406) 444-4003

Email: [Lisa.Patzer@mt.gov](mailto:Lisa.Patzer@mt.gov)

### Special Order/Temporary Listing Progress

- 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

Lisa Patzer - Purchasing Agent

Phone: (406)444-4003

Email: [Lisa.Patzer@mt.gov](mailto:Lisa.Patzer@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.

# NEW HAMPSHIRE

## New Hampshire State Liquor Commission (NHSLC)

New Hampshire State Liquor Commission  
[info@liquorandwineoutlets.com](mailto:info@liquorandwineoutlets.com)

Lisa Lassonde  
Phone: (603) 230-7040  
Email: [Lisa.Lassonde@liquor.state.nh.us](mailto:Lisa.Lassonde@liquor.state.nh.us)

### Special Order/Temporary Listing Progress

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 NHSLC 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](http://www.nhliquorandwine.com)

Phone: (603) 230-7070

Email: [customerservice@liquor.state.nh.us](mailto: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.

# NORTH CAROLINA

## North Carolina Alcoholic Beverage Control Commission

Greg Stallings – Director, Product & Pricing Division

Phone: (919) 948-7903

Email: [Greg.Stallings@abc.nc.gov](mailto:Greg.Stallings@abc.nc.gov)

### Special Order/Temporary Listing Progress

**Special Order Listings** – Inventory is not stocked in the NCABC Warehouse. The NCABC contacts the Supplier/Broker regarding availability. The Supplier/Broker may enter a price quote and request assignment of a special-order code.

- The ABC Board places an order. After shipment is received in the NCABC warehouse, it's delivered to the Board on their next delivery date. Accounts are then notified the product is available for pickup at the ABC Store.
- 90-Day Temporary Listings – Products (20 Codes) are stored in the NCABC Warehouse for 90 days. Inventory remaining after 90 days must be collected from the NCABC Warehouse.
- Supplier / Broker requests a 20-code listing from the NCABC, enters a price quote, and requests case number approval for warehouse shipment.
- Product will be delivered to the ABC Board on their next delivery date.

### Product Collection

- All on premise orders are picked up at the nominated NC ABC store.
- Some NC ABC stores may offer delivery for On Premise Mixed Beverage Account orders based upon county tiering.

### 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 NC ABC Commission by email: [sporders@abc.nc.gov](mailto:sporders@abc.nc.gov).

### Timing

- For new items, timing may vary based upon supplier and availability.
- Delivery to the ABC Store depends upon the delivery schedule. This may be up to 2 weeks depending upon store location.
- Courier shipment by Supplier may reduce delivery time

# OHIO

## Ohio Division of Liquor Control

Liquor Enterprise Service Center (LESC)

Phone: (877) 812-0013

Email: [liquoragencyhelp@com.state.oh.us](mailto:liquoragencyhelp@com.state.oh.us)

### Special Order/Temporary Listing Progress

- 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.
- SOI are intended for full case purchase. Wholesale accounts must purchase a full case.

### Order Initiation

- National Account Manager
- Broker

### Minimum Quantity

All special orders must be in case quantities.

### Order Placement

See steps of Special Order Process only 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
- Account picks up product at ABC warehouse.

# OREGON

## Oregon Liquor Control Commission

Jen Townsend, Special Orders Coordinator

Phone: (503) 872-5040

Email: [OLCC.SpecialOrder@Oregon.gov](mailto:OLCC.SpecialOrder@Oregon.gov)

### Special Order/Temporary Listing Progress

- All On Premises 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.

### Product Collection

- All On Premises orders are to faster (courier) shipping methods 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.

### 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 are generally filled within 4 to 6 weeks after the PO is issued.
- Suppliers can expedite if they choose faster (courier) shipping methods.

# PENNSYLVANIA

## Pennsylvania Liquor Control Board

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

Licensee Online Order Portal Support  
Phone: (800) 332-7522, option 5  
Email: [plcbloop@pa.gov](mailto:plcbloop@pa.gov)

### Special Order/Temporary Listing Progress

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

- Supplier applies for SO 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 SO 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 SO portal for the Account.
- Broker enters order in SO portal, Account must approve the order in online order portal (LOOP), Broker may then deliver product to the Account’s designated PLCB store **or the Account’s licensed premise.**

### Product Collection

- All orders and products are shipped from the Broker to a PLCB store.
- On Premise Accounts may choose to have the order delivered directly to their licensed premise.

### Order Initiation

- On Premise Account
- Retail Customer

### Minimum Quantity

1 unit

### Order Placement

- On Premise Account places the orders with Broker by phone or with Supplier sales rep.
- On Premise Account and Retail customers also have the ability to order directly, online

### Timing

- If Special Order product item is in Broker warehouse, product can be delivered to the PLCB store in 1 - 2 weeks, (less in the greater Philadelphia area).
- For product not in stock or new 4 – 6 weeks based on Supplier delivery.

# UTAH

## Utah Department of Alcoholic Beverage Services (UTABS)

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Chris Brunelli

Phone: (801) 977-6827

Email: [cbrunelli@utah.gov](mailto:cbrunelli@utah.gov)

### Special Order/Temporary Listing Progress

- National Account places an order online. It is in 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 the promotion date.
- UTABS reviews the online request including volume per the requirements defined during the order process. UTABS responds with pricing, totals, and other pertinent information required to accept the order.
- The National Account agrees to the terms and pricing.
- UTABS creates a Purchase Order (PO) and sends it to the Supplier.
- Supplier fulfills order to ship to warehouse.
- UTABS receives shipment into the warehouse.
- UTABS cross docks delivery with order locations of UTABS store where the product is to be shipped for pickup by Account

### Product Collection

All On Premises orders are picked up at the nominated UTABS store.

### Order Initiation

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

### Minimum Quantity

One case minimum, however, for ongoing products the UTABS store may split cases for Accounts to **share if previously arranged.**

### Order Placement

Utah DABC requires special orders to be ordered online: <https://webapps2.abc.utah.gov/ProdApps/SpecialOrdersCore>

### 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 UTABS.
- Delivery is 3-8 weeks once PO is issued.
- Courier shipment can reduce timing.



# VERMONT

## Vermont Department of Liquor and Lottery, Division of Liquor Control

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Pam Adams

Phone: (802) 828-2347

Email: [pam.adams@vermont.gov](mailto:pam.adams@vermont.gov)

### Special Order/Temporary Listing Progress

- 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.

### Product Collection

Pickup from designated Vermont contract agency store.

### Order Initiation

- Account
- Supplier
- Broker

### Minimum Quantity

Three bottle minimum

### Order Placement

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

<https://802spirits.com/>

Phone: (802) 828-2347

Email: [pam.adams@vermont.gov](mailto: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.

# VIRGINIA

## Virginia Alcoholic Beverage Control Authority (VA ABC)

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Robin Fox

Phone: (804) 213-4524

Email: [Robin.Fox@virginiaabc.com](mailto:Robin.Fox@virginiaabc.com)

### Special Order/Temporary Listing Progress

Virginia Alcoholic Beverage Control Authority 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 VA ABC 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 VA ABC 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 Premises Accounts place orders in person, by phone, fax or email with their selected VA 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.

# WEST VIRGINIA

## West Virginia Alcohol Beverage Control Administration

Kimberly Canterbury Hayes

Spirits , Wine, and Order Entry Manager

Phone: (304) 356-5562

Fax: (304) 558-0081

Email: [kimberly.d.canterbury@wv.gov](mailto:kimberly.d.canterbury@wv.gov)

### Special Order/Temporary Listing Progress

- 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 Premises Account
- Licensed 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 WV ABC 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.

# WYOMING

## Wyoming Department of Revenue Liquor Division

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### Special Order/Temporary Listing Progress

#### New item

- If a new product is submitted for Special Order, the WLD 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 WLD warehouse, WLD 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 WLD 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 online portal.
- Special Orders have to be ordered through liquor portal, or by fax:  
<http://encompass.wld.encompass8.com>

### Timing

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