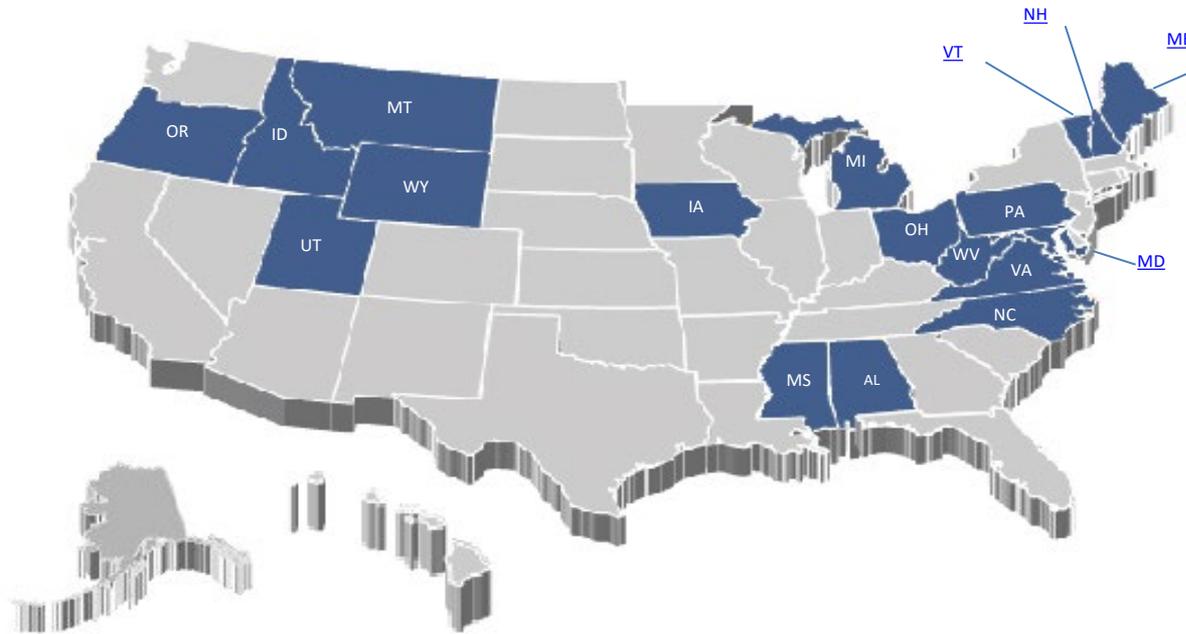


# Special Orders User Guide for Control Jurisdictions

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





## 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 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://onlineordering.alabcboard.gov/>

Phone: (334) 290-4250

Email: [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

## State Contacts

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 Process

- For National/Chain Account Mandates: Supplier, Broker, On-Premises or National Account Manager needs to notify [Idaho State Liquor Division](#) via letterhead with all the chain account mandate details.
- **For a SO product new to the state:**  
Supplier provides all required documentation to [Special Order Team](#)  
**Required documentation:** Standard Quote (single bottle pick, Special Order/Allocated item) and all new vendor setup paperwork if a brand-new supplier, located here: [Idaho State Liquor Division - Supplier Information](#)  
The ISLD holds inventory of many Special Order products in the warehouse.
- ISLD will issue a Purchase Order on all SO products, which can be shipped next day by the Supplier. The timing to the warehouse depends on Supplier and contracted delivery company.
- Once 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 consumer when Special Order products arrive at the store.

## Order Placement

- All SO orders & new requests must be placed by the On-Premises account or Retail consumer at an ISLD Retail Store

## Timing

- If SO item is in warehouse product can be delivered to the ISLD store within 5 business days
- For product not in stock or new SO item; 4 - 8 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 On-Premises orders must be picked up by On-Premises accounts at their preferred/designated ISLD store.

## Order Initiation

- On-Premises account or Retail Consumer
- Supplier initiated request for national/chain account mandated items

## Minimum Quantity

- ISLD SO POs = One case, depends on depletion volume
- Retail store stocked SO products can be purchased by the bottle

## State Contacts

Idaho State Liquor Division  
Phone: (208) 947-9400

[Special Order Team](#) – Mary Botts  
Phone: (208) 947-9450  
Email: [SpecialOrders@liquor.idaho.gov](mailto:SpecialOrders@liquor.idaho.gov)



## Special Order / Temporary Listing Process

- Class E licensee places electronic request for special order product on ABD website
- Supplier submits product quote electronically on ABD vendor portal
- ABD creates a special order request and sends to the supplier to fulfill
- Supplier submits a PO request electronically on ABD vendor portal
- Supplier ships inventory to ABD
- Once inventory is received, ABD adds product to licensee's order
- Order is picked and delivered with class E licensee's normal order
- On-premises account purchases product from class E licensee

## Product Collection

- On-premises account picks up product at class E licensee or can arrange for delivery

## Order Initiation

- Class E licensee places electronic request for special order product on ABD website

## Minimum Quantity

- All special order products are ordered and fulfilled by ABD by the full case
- Class E licensee may sell by the bottle or the case

## Order Placement

- Supplier can request a temporary or special order listing when submitting the product quote electronically on the ABD vendor portal
- Class E licensees place special order requests electronically on ABD website  
<https://abd.iowa.gov/alcohol/place-special-order>

## Timing

- The special order process normally takes up to 6 weeks, but can take up to 12 weeks depending on the timeliness of the supplier shipping requested product to ABD
- If product is presented and approved as a temporary listing, product could be available in less than 4 weeks
- Outstanding orders not fulfilled by the supplier within 90 days from order date are cancelled

## State Contacts

Iowa Alcoholic Beverages Division

Nicole Scebold, Products Manager

Phone: (515) 281-7416

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

## Special Order / Temporary Listing Process

Maine Bureau of Alcoholic Beverages and Lottery Operations (BABLO)

BABLO does not have a "special order" or a "temporary listing" process. All products for sale in the State of Maine must be listed and approved by the Liquor and Lottery Commission.

- Supplier or broker provides all required paperwork, fees and samples to BABLO not later than three (3) weeks prior to the Maine Liquor and Lottery Commission for consideration
- Product must be listed with NABCA and have an assigned NABCA code prior to submission to Maine

## Product Collection

- On Premises accounts must purchase from a licensed agency liquor store, who has an additional reselling license
- If the product is highly allocated, the broker may manage the allocation and assist the agency liquor store with the order

## Order Initiation

- Supplier
- Broker

## Minimum Quantity

- One bottle minimum

## Order Placement

- Agency liquor stores must place orders through the Maine Spirits Portal
- On premises account must place order with their reselling agent
- The Maine Spirits portal is maintained by the state's warehouse and distribution contractor

## Timing

- Average around 4 to 6 weeks allowing for presentation to BABLO
- Up to one week for delivery to licensed agency liquor store/reselling agent
- Timing can be significantly reduced by Supplier using faster shipping methods (courier) for immediate delivery to the contracted state warehouse

## State Contacts

Maine Bureau of Alcoholic Beverages and Lottery Operations – BABLO

Tracy Willett – Spirits Operations Manager

Phone: (207) 287-6753

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

## Special Order / Temporary Listing Process

Michigan Liquor Control Commission (MLCC) Michigan does not allow special orders, only a listing process.

- Supplier to State - Supplier presents item for listing with the state (item info/quote). State will list (almost) every item that Suppliers present. One of three Authorized Distribution Agents (ADA) will warehouse and deliver approved products on behalf of the State. POs created pull inventory from Supplier inventory to State and are used to pay the supplier. Supplier files a listing through eQuote. Time from eQuote deadline to approval is 30 days. If less than 12 standard cases within a year and shelf price under \$50, 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-Premises Account / Sales Rep - Place order (1 week before promotion).

## Product Collection

- Delivered to On Premises Account if a minimum of one 9L case.
- Has to be at least a full case.
- MI allows 12 emergency orders per year per licensee that must deliver within 18 hours. ADA may charge \$20.
- **Note:** Purchases from Specially Designated Distributors (SDDs): MCL 436.1205(10) was amended on July 1, 2020, to allow on-premises retailer licensees to purchase up to 120 liters of spirits, collectively, from Specially Designated Distributor (SDD) licensees in a calendar year.

## 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

Not Applicable

## State Contacts

Michigan Liquor Control Commission

Rianna Flores  
Phone: (517) 284-6324

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



## Special Order / Temporary Listing Process

The following process applies only to On Premises Account 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.
- New products require price quote from Supplier.
- Previously sold products only require an order to be placed with the MS ABC.

## Product Collection

Bailment Items:

- MS ABC will deliver the product to the On Premises 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

- National Account Manager
- On Premises Account
- Broker

## Minimum Quantity

- All Special Orders must be in case quantities

## Order Placement

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

## Timing

- 1-8 weeks depending on Supplier's shipping schedule to MS ABC warehouse.
- PO's are placed twice per week.
- 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.

Kristen Doty – Purchasing Manager

Phone: (601) 856-1318

Email: [kristen.doty@dor.ms.gov](mailto:kristen.doty@dor.ms.gov)



## Special Order / Temporary Listing Process

Montgomery County Alcohol Beverage Services (ABS)

### Special Order Products which are not stored in warehouse or ABS 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 ABS Retail Store on next order shipment.
- Licensees also have the option to pick up the special order product directly from the ABS Warehouse once it has been received by the supplier.

## Order Placement

Licensees can order product by the following methods:

- iStore at <https://www.montgomerycountymd.gov/ABS/istore/>
- Fax: 240-777-1909
- Email: [ABS.CommunicationCenter@montgomerycountymd.gov](mailto:ABS.CommunicationCenter@montgomerycountymd.gov)
- By sales/distributor representative (Sales reps must have licensees custom PIN to place orders for a customer.)

## Timing

- Special orders sourced locally could take 1-2 weeks
- Special orders sourced over the road could take 4-6 weeks.

## Product Collection

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

## Order Initiation

- ABS Licensees and County stores, can initiate orders.
- Supplier and distributor reps. can initiate orders on behalf of licensees if they have the customers unique PIN number

## Minimum Quantity

- ABS implemented a minimum delivery of four cases of wine/spirits, seven cases of beer, and for kegs- two (2) sixtels, two (2) quarters or one (1) one-half barrel. Minimums can be met with stock or special order items.

## State Contacts

Montgomery County MD Alcohol Beverage Services  
Communications/Ordering Center  
240-777-1900  
Manager, Melissa Romeo  
Phone: (240) 777-1957  
Email: [Melissa.Romeo@montgomerycountymd.gov](mailto: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 Premises Account the On Premises will purchase from, and make sure product is available in the off-premises store.
- Account purchases product from the off-premises store.

## Product Collection

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

## State Contacts

Montana Department of Revenue

Lisa Patzer - Purchasing Agent  
Phone: (406)444-4003  
Email: [Lisa.Patzer@mt.gov](mailto:Lisa.Patzer@mt.gov)



## Special Order / Temporary Listing Process

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

### Standard Method

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

### Direct Ship Method (managed by enforcement)

- Out of State Manufacturers/Retailers apply for a direct shipper permit from the NHLC.
- Consumers orders product through the direct shipper.
- Direct shipper ships and invoices product directly to the consumer.
- Direct shipper pays an 8% fee to the NHLC.

## Product Collection

- Delivery from NHLC Warehouse.
- Pick up from NHLC store.
- Direct delivery from the holder of direct shipper permit (not via NHLC 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.

## State Contacts

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 Process

### North Carolina Alcoholic Beverage Control Commission

- Special Orders
- Broker or Supplier requests a special order listing from NC ABC Commission.
- Broker or Supplier uploads a price quote for a code to be assigned.
- Special orders are then placed by an ABC Store/Board.
  
- Temporary Listings (90 day LTO)
- Broker or Supplier contacts the NC ABC Commission at least 6 weeks out to request product approval & shipment to the warehouse.
- Broker or Supplier uploads a price quote for a code to be assigned.
- Once the product arrives in the warehouse, the Broker or Supplier makes the ABC Stores/Boards aware of its availability.

## Order Placement

- Special orders are placed by an ABC Store/Board.
- Temporary listings (90 day LTO) are requested by the Broker or Supplier.

## Timing

- 4-6 weeks depending on Supplier shipping schedule to NC ABC warehouse.
- Delivery to store depends on schedule. This may be up to 2 weeks depending on store location.
- Courier shipment can reduce time.

## Product Collection

- All on premises (MXB Customer) orders are picked up at their designated NC ABC Store/Board.
- Retail customers can place & pick up orders at their local NC ABC Store/Board.

## Order Initiation

- For special orders, the on premises account (MXB customer) or retail customer will initiate the order request with the ABC Store/Board.

## Minimum Quantity

- All special orders must be in case quantities.

## State Contacts

### North Carolina Alcoholic Beverage Control Commission

Greg Stallings – Director of Operations  
Phone: (919)948-7903  
Email: [Greg.Stallings@abc.nc.gov](mailto:Greg.Stallings@abc.nc.gov)

## Special Order / Temporary Listing Process

- The Division of Liquor Control provides Wholesale Only processing for wholesale requests. These products 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 product in Ohio through the normal listing process.
- Once 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.
- 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 product from their assigned wholesale Agency where product is sent (no pre-pay required).

## Product Collection

- Account picks up product at Agency.
- Many Agencies offer delivery to the on-premises account.

## Order Initiation

- National Account Manager
- Broker

## Minimum Quantity

- All Special orders must be in case quantities

## Order Placement

- See steps of Wholesale only process

## Timing

- Wholesale only products must follow the Division's listing process.
- Deadline is 10th of the month. For example, April 10 deadline is the deadline for June 1 listing.

## State Contacts

Ohio Division of Liquor Control

Jennifer Richardson - Merchandising Manager

Phone: (614) 728-4784

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



## Special Order / Temporary Listing Process

### Oregon Liquor Control Commission

- 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.

## 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 Premises 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 Premises 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](mailto:OLCC.SpecialOrder@Oregon.gov)

## Special Order / Temporary Listing Process

The Pennsylvania Supplier acts as a distributor for Special Order products:

- An item must be offered EITHER as a stock item the PLCB has in inventory OR as a non-stock Special Order – no item may be both in-stock and Special Order.
- Vendor of record applies for Special Order code(s) from PLCB (PLCB aims for 10-day turnaround).
- If approved, item and code are placed on the Special Order active list as available to licensees only, or as also available to individual consumers.
- Vendor sales reps promote product availability to licensees and input orders on behalf of licensees through the PLCB Special Order portal.

## Product Collection

- All special orders are shipped from the Supplier to a PLCB store or licensee service center of the purchaser's choice.
- PLCB is in the process of developing a direct delivery option for Special Orders for licensees and individual consumers.

## Order Initiation

- By supplier, licensee and/or individual consumer.

## Minimum Quantity

- None.

## State Contact

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

## Order Placement

- Supplier-placed Special Orders on behalf of licensees are routed through the Licensee Online Order Portal for licensee approval.
- Individual consumers place Special Orders at FWGS.com.
- Payment information for all Special Orders is collected when the order is placed, and payment (in full) is processed at the time the supplier initiates shipment/delivery.

## Timing

- For Special Orders placed at FWGS.com, supplier has up to seven days to accept or reject order, then has up to 30 days to fulfill an accepted order.
- Licensees have up to 30 days to approve or reject a supplier-placed Special Order. If the Special Order product is available locally in a supplier's warehouse, product can often be delivered to the PLCB store within a day or two of order approval.

## 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 Premises 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 Premises 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](http://abc.utah.gov/online/special_orders.html)

## Timing

- For previously ordered products, delivery time may be reduced significantly.
- 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](mailto:CBrunelli@utah.gov)



## Special Order / Temporary Listing Process

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

- Account requests product through the DLC and determines 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.

<https://802spirits.com/SO>

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.

## Product Collection

- Pickup from designated Vermont contract agency store.

## Order Initiation

- Account
- Supplier
- Broker

## Minimum Quantity

- One bottle minimum

## State Contacts

Vermont Department of Liquor and Lottery,  
Division of Liquor Control

Pam Adams

Phone: (802) 828-2347

Email: [Pam.Adams@vermont.gov](mailto:Pam.Adams@vermont.gov)



## Special Order / Temporary Listing Process

- Virginia ABC provides a Special Order Catalog (SOC) with 200+ items that are carried. The Virginia ABC stores can order from the SOC.
- Account initiates the order with the retail store.
- Virginia ABC's retail store contacts the distribution center to inquire about the order.
- Virginia ABC contacts the supplier to get information about products to order.
- The supplier presents special orders to the state (product info/quote). If the product is going to a national chain, Virginia ABC typically lists immediately. The supplier must provide which Virginia ABC retail stores the on-premises account will purchase from. Virginia ABC makes the determination if the product can be sold by the case or by the bottle.
- On-premises account purchases from their selected state retail store.

## Product Collection

- As orders and products arrive in the distribution center, they are shipped to Virginia ABC retail stores in 7-14 business days, depending on store shipping schedule.
- On-premises accounts pick up from their nominated store.

## Order Initiation

- On-premises 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 ABC store.

## Timing

- Approval and PO can be within 1-3 days.
- 4-6 weeks depending on supplier's shipping schedule to Virginia ABC's distribution center.
- Virginia ABC's distribution center ships to ABC retail stores in 7-14 business days, depending on store shipping schedule.

## State Contacts

Virginia Alcoholic Beverage Control Authority

Robin Fox

Phone: (804) 213-4524

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



## Special Order / Temporary Listing Process

- Supplier licensed broker or National Account contacts retail liquor outlet or WVABCA and notifies of interest in product or a order request.
- WVABCA collects product info/quote from Supplier and procures the product. WVABCA can turnaround a Special Order in as little time as 15 minutes if Supplier provides all required information to initiate the listing.
- Supplier ships product to WVABCA Bailment warehouse. May use FEDEX, UPS, DHL for expedited orders.
- WVABCA will hold inventory in warehouse for ongoing program or will consider listing product.
- WVABCA ships product to the Retail Store on a weekly delivery schedule. The off-premises Account must buy a full case. Cases can be split into bottle purchases for the On Premises Account, but only at the Retail liquor outlet location.

## Product Collection

- All orders and products are shipped per the weekly retailer delivery.
- Or can be collected by retailer at the WV ABCA "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 retail liquor outlets.
- On Premises 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 WVABCA warehouse.
- Up to one week to Account after delivery to WV ABCA. (Based on store delivery schedule)
- Timing can be significantly reduced by Supplier using faster shipping method (courier) for immediate delivery to the WV ABCA Bailment warehouse.

## State Contacts

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 Process

### 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 48 hours of order being delivered to the WLD warehouse assuming Account has met minimum four-case order or is paying extra shipping charge.

## Order Initiation

- Accounts must initiate an order for their individual restaurants at least six 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 through eliquor portal <http://eliquor.wyoming.gov/>

## Timing

- Four to six 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

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