



## Department of Commerce

Division of Liquor Control  
John R. Kasich, Governor  
Jacqueline T. Williams, Director

# Division of Liquor Control Holiday Season - 2015

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Each year there are changes in the ordering and delivery schedules due to the holidays during the months of November, December and January. The following instructions will help Agencies better manage inventories/schedules and prepare you for a successful holiday season.

### **Ordering/Inventory Management:**

- Approximately 25 top-selling brands were selected for forced distribution. They will be added to your normal weekly deliveries beginning the last week of October and continue as needed throughout the holiday season. This action is being taken to reduce out-of-stock situations and the need for rush orders.
- Please wait until mid-November before increasing your liquor orders significantly. Adjust your orders appropriately based on the brands and cases that are force allocated. High priced items that normally sell extremely well during the holidays may also be force allocated to a limited number of agencies.
- Agencies will need to review planned orders and submit requisitions on schedules different than normal ordering days. It is imperative that the updated schedules are followed as the Division of Liquor Control offices will not be open to handle any special concerns.
- Copies of schedules will be included in the mailing with the November pricing material. Please post these schedules for all liquor personnel so that orders are reviewed and submitted as required.
- All anticipated product need above and beyond the planned order should be requisitioned according to the revised holiday schedule, not through the rush order process. Rush orders are for emergency need only.
- A planning worksheet file will be included in pricing materials for November for your in-house order planning. The file shows December 2014 sales by brand. An asterisk next to a brand indicates zero inventory as of 12/31/14 and that more should probably be ordered for December this year. The worksheets are a planning tool for your use only.
- Orders and inventory levels will continue to be monitored. Beginning in mid-November, agents should increase the size of orders based on sales history for the previous (2014) holiday season. Sales are typically about 30% higher in November and December than any other month.

- Agents have the option to place larger orders prior to Thanksgiving, Christmas, and New Year's so that you do not have to take a delivery during those busy weeks.
- Please notify your order clerk if you determine that you do not need a delivery during the holiday weeks.
- Please notify your order clerk of unusually large orders for brands not easily justified by 2014 sales (corporate sales, unusual wholesale sales activity, etc.).
- Ensure that all deliveries are received and sales are posted before creating orders.

### **Holiday Gift Items:**

- Cases of liquor in gift boxes and tins that have regular brand codes will not be force allocated, but will be placed at the front of pick lines and used to fill regular daily orders beginning in early November.
- Gift-pack brands are not available for manager ordering. Cases are allocated using a model brand to determine quantity and placement. These will be force allocated in mid to late October.
- Display all gift pack and gift wrap brands as soon as you receive them.

### **Deliveries:**

- Agencies are required to schedule extra employees to unload and process larger deliveries.
- Please be flexible in terms of delivery day and time, and be prepared to unload/check in your orders as scheduled.
- Contact the trucking terminal manager with any questions about your delivery day or time.
- Please note if your delivery is delayed due to inclement weather or equipment problems, the trucking company is allowed to be up to an hour past the scheduled delivery time before they are considered late. The trucking company manager or driver will notify you of any such delays.
- Keep delivery areas clear of ice and snow.

### **Bi-weekly Order/Delivery Agencies:**

- Agencies with a bi-weekly delivery cycle that average more than 100 cases per delivery may switch to weekly deliveries for between Thanksgiving Day and New Year's Day. Please contact your order clerk prior to November 4<sup>th</sup> to make arrangements.
- Weekly deliveries will begin the week of November 9<sup>th</sup>
- Bi-weekly deliveries will resume effective with deliveries of January 4<sup>th</sup>

**General Information:**

- Voice-mail messages will be handled promptly and calls are only returned if requested. Please leave your agency number as part of your message
- Agencies may also contact your ordering clerk by e-mail for ordering issues only (please do not leave messages in both voice and email as this will cause work to be duplicated).

**Schedule:**

The following is the Division of Liquor Control, warehouse, and trucking company schedules for the upcoming holidays:

	<b>Veteran's Day</b>	<b>Thanksgiving Day</b>	<b>Christmas Day</b>	<b>New Year's Day</b>
<b>DOLC</b>	CLOSED	CLOSED	CLOSED	CLOSED
<b>Warehouses</b>	OPEN	*CLOSED	CLOSED	CLOSED
<b>Trucking Company</b>	OPEN	*CLOSED	CLOSED	CLOSED

\*Some warehouse & trucking facilities may also be closed on Friday, November 27<sup>th</sup>. If your delivery is affected, ordering schedules will accommodate the change and some Agencies may receive a Saturday delivery. The trucking managers will make arrangements with Agencies as needed.