



Department of Commerce

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

Division of Liquor Control Agency Rush Order Instructions (Rev.10/16/15)

*Revisions in red.

When to use Rush Orders

- A rush order should be used to fulfill an unforeseen immediate customer need, occurring prior to your next anticipated delivery. If the rush order is within one day of the normal scheduled delivery, the rush order will be added to your regularly scheduled delivery day. Rush orders should not be used in place of the regular weekly delivery.

How to Request a Rush Order

- Agents submit a Requisition (REQ) for a Rush Order in the Agency Portal by selecting “Vendor/Broker Pick-Up” in the Mode of Delivery and adding “Rush Order” under Notes.
- Rush Orders must be requested **prior to 8:00 a.m.** the day before product is needed.

Standards for Ordering

- Rush Orders must meet the following criteria:
 - One rush order requisition per week;
 - Request must be for a minimum of five cases **and a maximum of 50 cases;**
 - Must be an active item for sale (10, 70, or 79);
 - Only items at \$299 or less per base retail bottle price (a list of items approved for Rush Orders will be provided);
 - **You may not submit a rush order for displays, bags, gift sets, or new items;**
 - **The rush order will stay in “review” status until delivery – DO NOT cancel the rush order.**

Shipping of Products

- Warehouses will receive the information electronically and pick Rush Orders the same day.
- Trucking will deliver Rush Orders the next day. The entire process will be completed within a **24-48** hour window.
- Posting of Rush Order receipts will be done by DLC.
- Agents will receive notification of request approval from the trucking company, as well as the date of delivery. DLC will notify Agents if the request is denied.

Exceptions Allowing for Vendor Pickups

- Items \$300 per bottle or greater will be permitted for vendor pickups (VPU). Please contact the product broker for all VPUs.
- Agency to Agency transfers, facilitated by product brokers, are still permitted.