



Department of Commerce

Division of Liquor Control
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Division of Liquor Control Rush Orders - Frequently Asked Questions (Rev. 10/1615)

*Revisions in red.

Q: When should the Rush Order procedure be used?

A: 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.

Q: How does an Agent Request a Rush Order?

A: 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 **prior to 8:00 a.m.** the day before product is needed.

Q: What is the maximum price for Rush Order items?

A: Rush Orders can only consist of items priced at \$299 or less per bottle base retail price.

Q: Is there a certain amount of product that must be requested?

A: For all Rush Orders, Agents must request a minimum of five cases.

Q: Is there a max number of Rush Orders or cases?

A: There is a max of one rush order per week **and a maximum of 50 cases.**

Q: If the amount of Rush Orders is high, will DLC postpone or shut down the Rush Order process?

A: Orders will be processed as they come in, first come, first served. If there is an excessive amount, they will be pushed to the next day. DLC understands the need to monitor volume and adjust as needed.

Q: Are there any exceptions allowing for vendor pickups?

A: Yes. Items priced at \$300 per bottle or greater will be permitted for vendor pickups (a list of items approved for Vendor Pickups will be provided).

Q: How long will a Rush Order take once a request is submitted?

A: If the request is submitted to DLC prior to 8 a.m., the entire process will be completed within a 24-48 hour window. The warehouse will receive the requests electronically and pick Rush Orders the same day and the trucking company will deliver them the next day.

Q: What does the Agency need to do after a Rush Order is received?

A: Nothing. The posting of Rush Order receipts will be done by DLC.

Q: Can paper bags be a Rush Order item?

A: No. You will not be able to rush order bags. Rush Orders are for liquor items only just as the old vendor pickup process was.

Q: What are the benefits of Rush Orders to the Agencies?

A: Under the new Rush Order procedure, Agencies can now submit their Rush Order requests through the Agency Portal as opposed to the manual vendor pickup process. It will also provide the ability for DLC to identify and make corrections for Agencies that have chronic inventory issues.

Q: What are the benefits to brokers and suppliers?

A: The new Rush Order procedure will provide tighter inventory controls on products leaving bailment warehouses and allow sales teams to focus more on promoting and selling their products.

Q: Will training on the new procedure be provided?

A: Yes. A training toolkit will be provided and available to all stakeholders and DLC Auditors will help train the Agencies on the new procedure.