



Department of Commerce

Division of Liquor Control

John R. Kasich, Governor
Jacqueline T. Williams, Director

Rush Order Procedure

As a part of the on-going efforts to improve the Liquor Enterprise, policies and procedures are continually evaluated to determine best practices for making the operations more efficient and productive for the benefit of all stakeholders. One such practice that has been improved is the practice of vendor pickups of product (VPU).

A new procedure was developed for ordering and delivering out-of-stock or immediate need products called "Rush Orders." The new Rush Order procedure will become effective August 31, 2015. The last day to conduct VPUs under the current procedure is Friday, August 28th. Rush Orders will be delivered exclusively by the trucking partners instead of the vendors.

Rush Orders will ensure a delivery system for priority orders while relieving the burden of vendor pickups from the broker partners and provide them with greater opportunities to work with off and on premise accounts to promote fast selling, high dollar items (premiumization).

How Rush Orders will work:

- Agencies determine need for a Rush Order based on an immediate wholesale or out-of-stock need;
- Agency requests must be submitted to DLC by 8 a.m. for next day Rush Orders;
- Rush Order minimum: five cases;
- Only items at \$299 or less per bottler base retail price;
- Exceptions: items greater than \$300 per bottle will be permitted for VPUs;
- 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 24-36 hour window.

Benefits of new Rush Order process:

- Under the new process, Agencies can now submit their Rush Order requests through the Agency Portal as opposed to the manual vendor pickup process;
- Provide tighter inventory controls on products leaving bailment warehouses;
- Less disruptions for warehouse employees;
- The ability to identify Agencies that have chronic inventory issues;
- Broker sales teams can focus more on selling their products.

DLC will send a list of the high dollar items (greater than \$300 per bottle) that will be permitted for a vendor to pickup. Agency to agency transfers, facilitated by broker partners, are still permitted under the new Rush Order process.

Details of this new process, as well as instructions and training materials, will be distributed to all key stakeholders and posted to the Agency training website. Agencies will also be invited to join a conference call training session the week of August 24th. Please look for more details to be sent soon. Your cooperation during this transition is greatly appreciated.