



# The DLC iStore Connection

Montgomery County, MD Department of Liquor Control  
iStore News and Information for Licensees / Store Owners



December 2014

## **Order Online with iStore and Extend Your Ordering Deadline to 5 a.m. One Business Day before Your Scheduled Delivery Day**

Ordering online with iStore has its advantages. For one thing, it's always open – you can order 24 hours a day, seven days a week – when it's most convenient for you. And when you order online, you can place your order up to 5 a.m. one business day before your scheduled delivery day. For example, if your delivery day is Wednesday, order online by Tuesday at 5 a.m., or by 5 a.m. on Friday for a Monday delivery. If you place your order with the Order Section by phone or fax, you must order at least two business days before your scheduled delivery day, which is the policy today. Please note that the Order Section cannot accommodate last-minute orders or add-ons to existing orders. If you have a last-minute order or add-on, you can place a pick-up order and pick it up by 3:30 p.m. the same day. Please do not call the Order Section and ask them to accommodate a last-minute order; the new inventory and order management system will not permit them to do it. Your patience & cooperation are appreciated as we acclimate to the new system.

### **Open Order Report**

Each Monday you will receive a report that shows all of your open orders and the scheduled delivery dates. The report will be sent to the email address you provided when you registered for an ACH account (electronic funds transfer). Please be sure to review this report weekly and contact DLC at 240-777-1901 to cancel an open order you no longer want or need.

### **IVR Ordering To Be Discontinued**

Effective January 1, 2015, the Interactive Voice Response (IVR) method of ordering will be discontinued. Please call the Order Section at 240-777-1901 or send your order by fax to 240-777-1909. After February 1, 2015, you can also place your order online using the DLC iStore.

Learn to use iStore, watch this helpful [video tutorial](#).

Prefer to have something tangible? You can print this [iStore Quick-Start Guide](#) to help you.