



The DLC iStore Connection

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



January 2015

Key Dates to Remember Regarding the DLC's Transition to the New Warehouse and Order Management System

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| January 1, 2015 | Automated Telephone System (TOPS) will no longer be available to place orders. To place orders: Phone: 240-777-1901; or FAX 240-777-1909 |
| January | Starting February 1, 2015, any products delivered prior to January 29, 2015 cannot be returned for credit |
| January 5 | First day licensees can log into the DLC iStore to confirm they have access (cannot place orders in iStore until Jan. 29, 2015). If assistance is needed, please contact Bob Vest at Bob.Vest@MontgomeryCountyMD.gov or 240-777-2911 |
| January 16 | DLC February Price Book / Newsletter Published on the DLC website at www.MontgomeryCountyMD.gov/DLC |
| January 29 | First day to place orders in iStore for delivery on Tuesday, February 3, 2015. Orders can always be placed by calling the Order Section at 240-777-1901 or Faxing orders to 240-777-1909 |
| February 2 | No deliveries; Escrow discontinued |

Keep Your Signed Credit Forms

Beginning in February, if you refuse delivery of any item(s), a completed and signed Credit Form is required. The truck driver will enter the item number and quantity for the items being refused, and the Licensee must review it to ensure it is accurate. The Licensee must sign the form to acknowledge that it is correct and keep a copy for their records. In the event of a discrepancy, the Licensee must present the signed Credit Form to the DLC as proof of return.

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.