

Montgomery County Department of Liquor Control – Oracle-Related Licensee Communication

DATE SENT	MESSAGE	ATTACHMENTS
3/23/2015	<p data-bbox="296 217 974 248">Important Message from DLC About Stock Items</p> <p data-bbox="296 289 1386 358">The Montgomery County Department of Liquor Control has implemented the following processes to streamline ordering for stock items.</p> <p data-bbox="296 399 449 430"><u>Stock Beer</u></p> <ul data-bbox="348 470 1472 862" style="list-style-type: none">• Customer Service will not place an order for stock beer if there is no quantity on hand and will inform the licensee so s/he may select another product. All fax orders will follow the same process, and Customer Service will send a confirmation back to the licensee's fax number.• Liquor Control will cancel all open orders for stock beer if there is no quantity on hand to fill the order. This will eliminate back-orders and prevent unexpected deliveries.• When ordering through iStore, please pay close attention to your scheduled ship date for stock beer items. If no quantity is available for your next scheduled delivery date, do not order the item. Liquor Control will cancel all lines for stock beer items if there is no availability. <p data-bbox="296 902 615 933"><u>Stock Liquor and Wine</u></p> <ul data-bbox="348 974 1497 1219" style="list-style-type: none">• Liquor Control will go into the system daily and cancel all open orders for stock liquor and wine that are four weeks old or older.• Liquor Control will cancel all orders for stock liquor and wine that are on sale for the current month, but for which the scheduled delivery date is the following month or later. Liquor Control is making the assumption that the licensee would not want the product since the discount would not apply, and will cancel these items to help reduce the number of returns. <p data-bbox="296 1260 1482 1365">By implementing these processes, Liquor Control hopes to eliminate uncertainty about future deliveries, as well as make the Open Orders Report more manageable and easy to understand.</p> <p data-bbox="296 1406 1367 1474">Liquor Control will not cancel any special orders. Specials orders will only be canceled by a licensee or a sales representative.</p>	N/A

	<p>If you have questions, please contact the Order Section at 240-777-1901 or DLCOrderSection@MontgomeryCountyMD.gov.</p>	
<p>3/17/2015</p>	<p>DLC Update Re: Returns Due to Wrong Item / Short on Truck</p> <p>The Montgomery County Department of Liquor Control has been receiving questions from licensees asking if they need to reorder items that are returned because the wrong item was shipped, it was short on the truck, etc.</p> <p>If the item is listed on the commercial invoice, it is considered "delivered" in the system and the order is closed. Therefore, if you fill out a credit form at the time of delivery because you received the wrong item or it was short on the truck, you will have to reorder the item if you still want to receive it.</p> <p>To request a duplicate copy of a commercial invoice, please send an email to DLC.CSH@MontgomeryCountyMD.gov.</p> <p>Thank you.</p>	<p>N/A</p>
<p>3/11/2015</p>	<p>Liquor Control February Price Discounts</p> <p>Important Notice to Licensees regarding February Price Discounts</p> <p>Liquor Control is aware that there were errors with some of the price discounts for February. We are in the process of reviewing all sales for the month of February, and will develop a list of licensees that did not receive the correct discount on any purchases made in February. Liquor Control will issue a reimbursement check to those licensees for the difference between what they actually paid versus what they should have paid with the discount. We hope to have this issue resolved and checks mailed by the end of March 2015.</p> <p>Important Reminder to Licensees</p> <p>When placing orders through the DLC iStore, it is very important that you <u>pay close attention to the scheduled ship date for each item</u>. The scheduled ship date must fall within the promotional period, or the discount will not be given. For example, if the promotional period is March 21-27, and the scheduled ship date at the time you place the order is March 30, the discount will not be given because the scheduled</p>	<p>N/A</p>

	<p>ship date is after the promotional period has ended.</p>	
<p>3/10/2015</p>	<p>New DLC Email for Return Authorization Requests</p> <p>The Montgomery County Department of Liquor Control has set up a new email address for licensees to use when requesting return authorizations. The email address is DLC.CSH@MontgomeryCountyMD.gov.</p> <p>By sending your return authorization requests to this email address, DLC can track the request to ensure it is completed. Additionally, this email account is monitored by multiple staff members who can process the request.</p> <p>Please remember the following when contacting DLC for return authorizations:</p> <ul style="list-style-type: none"> • Contact the DLC Cashier Section <u>before</u> your next scheduled delivery date • Provide the sales order number, the line number, and the item number for each item you are returning • Provide your name and contact information <p>Discounts: If you are contacting the DLC regarding a discount you did not receive, please provide the sales order number, the line number, and the item number for each item.</p> <p>Deliveries: If you have issues with, or questions about, deliveries, please call 240-777-1965 or 240-777-1969. Please do not email delivery questions to the email address above.</p> <p>Thank you.</p>	
<p>3/5/2015</p>	<p>DLC Phone Numbers for Delivery Questions</p> <p>The Montgomery County Department of Liquor Control has two phone numbers dedicated to delivery-related questions. Please call 240-777-1965 or 240-777-1969 if you have questions related to DLC deliveries.</p>	<p>N/A</p>

	Thank you.	
3/5/2015	<p>DLC REVISED DELIVERY SCHEDULE DUE TO WEATHER</p> <p>Due to today's inclement weather and Montgomery County Government being closed, Liquor Control deliveries scheduled for today, Thursday, March 5 will be delivered on Friday, March 6. Deliveries scheduled for Friday will be delivered on Saturday, March 7. Licensees have the option to place orders on Friday for same-day pickup.</p> <p>If you have questions about deliveries, please call 240-777-1969.</p>	N/A
3/2/2015	<p>Payment Details Report To Help Reconcile ACH Debits</p> <p>A new report called the Payment Details Report has been added to the DLC iStore. This report contains all the information necessary for you to reconcile ACH debits to your bank account.</p> <p>Please reference the attached user guide, which outlines the features and functionality of the iStore reports and how to search, sort, group and filter data within the reports.</p> <p>On page 18 of the attached user guide, you will find specific instructions on how you can use the Payment Details Report to reconcile ACH debits to your bank account.</p> <p>If you do not have access to iStore, you can call 240-777-1900 for assistance. If you leave a voicemail, please provide a cell number so we can contact you.</p> <p>On Friday, March 6 at 10 a.m., Liquor Control will hold a special help session for licensees that covers the Payment Details Report and how it can be used to reconcile ACH debits. Registration is required to attend this help session.</p>	User Guide - DLC Licensee Reports
2/24/2015	<p>DLC Reports Now Available in iStore!</p> <p>The Montgomery County Department of Liquor Control has made several reports available in iStore. By logging into iStore and clicking on the "Reports" tab at the top of the screen, you can access reports that show real-time information for orders and returns. Use these reports to track open orders, reconcile debits to your bank</p>	User Guide - DLC Licensee Reports

	<p>account, and many other functions to help you manage your business.</p> <p>A user guide for working with the iStore reports is attached and will also be available in iStore under the FAQ tab.</p>	
<p>2/20/2015</p>	<p>Liquor Control ACH Debits</p> <p>The Montgomery County Department of Liquor Control has been experiencing high call volume related to ACH debits. Licensees have expressed that they are having difficulty reconciling the debits to their bank account against the commercial invoice that is given to them at the time of delivery.</p> <p>To rectify this, the DLC is in the process of developing a new report for Licensees that will enable them to easily reconcile DLC debits to their bank account. The report will be available early next week (the week of Feb. 23) in iStore. Licensees who do not have an iStore account will be able to call the DLC Cashier Section for assistance. A sample of this new report is attached for your reference. Also attached for your reference is a list of DLC contacts. This list of contacts is available on the DLC Licensee portal under the Communication heading.</p> <p>Once the report is available on iStore, a notification will be sent to this email address, along with instructions that explain how to use the report to reconcile ACH debits to your bank account.</p> <p>Thank you.</p>	<p>DLC CONTACTS</p>
<p>2/13/2015</p>	<p>DLC ACH Processing</p> <p><u>ATTENTION LICENSEES WITH ACH ACCOUNTS</u></p> <p>As you are probably aware, the Department of Liquor Control has been working through some issues with processing ACH debits, and as a result, no ACH debits have been processed since we launched the new system on Feb. 1. However, DLC has begun processing ACH debits to your bank for products that have already been delivered. The following is DLC's timeline to process ACH debits.</p> <ul style="list-style-type: none"> • For orders that were received Feb. 2 and 3, DLC transmitted the ACH debit on 	<p>N/A</p>

	<p>Feb. 12. Your account will be debited today, Feb. 13.</p> <ul style="list-style-type: none"> • For orders received Feb. 4 and 5, DLC transmitted ACH debits to your bank today, Feb. 13. Your account will be debited on Tuesday, Feb. 17 (due to the Presidents' Day holiday). • For orders received Feb. 6 - 13, DLC will begin transmitting debits to your bank the week of Feb. 17. <p>Thereafter, DLC expects to be caught up and will process ACH debits two business days after delivery, as we had previously communicated.</p> <p>We appreciate your continued patience and understanding.</p>	
2/5/2015	<p>Revised DLC February Newsletter and Price Book</p> <p>The Montgomery County Department of Liquor Control has discovered some pricing discrepancies in the February 2015 Price Book and Newsletter.</p> <p>The prices have been corrected, and a new 2015 February Price Book and Newsletter have been posted on the Licensee portal.</p> <p>The prices on your commercial invoice have always been correct. We apologize for any inconvenience resulting from this change.</p> <p>Reminder to Licensees: You cannot place pick-up order through iStore. iStore order are delivery only.</p> <p>Thank you.</p>	N/A
1/15/2015	<p>News and Information from the Dept. of Liquor Control</p> <p>Please see the attached newsletter for important information related to the implementation of the Montgomery County Department of Liquor Control's new warehouse and order management system.</p> <p>Also attached is the DLC's updated Fax Order Form. Please use this form when faxing orders to the DLC.</p> <p>Thank you.</p>	<p>2015-01-15_DLCiStoreNewsletter-Licensee</p> <p>DLC Fax Order Form</p>
12/29/2014	DLC News and Information for Licensees	2015-01_DLCiStoreNewsletter-

	<p>Please see the attached newsletter from the Montgomery County Department of Liquor Control for important dates and information related to the transition to the new warehouse and order management system.</p> <p>Thank you.</p>	Licensee
11/28/2014	<p>DLC News and Information for Licensees</p> <p>Please read the attached Supplier newsletter for information related to the new DLC warehouse and order management system launching on February 1, 2015.</p> <p>If you have questions, please send an email to DLCiSupplierHelp@MontgomeryCountyMD.gov.</p>	2014-12_DLCiStoreNewsletter
11/7/2014	<p>Special Order Process for Dept. of Liquor Control Licensees</p> <p>Please read the attached memo from George Griffin, Director of the Montgomery County Department of Liquor Control, regarding the process and procedure for Special Order products beginning February 2, 2015.</p> <p>Additionally, the DLC has been receiving phone calls from licensees asking if they have registered for iStore. For your reference, also attached is a list of licensees that have registered for the DLC iStore.</p> <p>Thank you.</p>	20141104_SignedMemo_SpecialOrders_Licensee
10/31/2014	<p>DLC iStore News and Information</p> <p>Please read the attached newsletter for important information related to the new Montgomery County Government Department of Liquor Control Inventory and Warehouse Management System. This is the first of several newsletters you will receive between now and February 1, 2015, when the new system launches.</p>	2014-11_DLCiStoreNewsletter-Licensee