

ABS Communication Center

Here for you!

Call 240-777-1900 or Email ABS.CommunicationCenter@montgomerycountymd.gov

Monday- Friday

8:00 AM – 4:30 PM

Ways to Order

- iStore- offers 24-hour ordering www.montgomerycountymd.gov/ABS/istore/.
(once registered for the first time in iStore, ordering can begin the following day by 8:30 am)
- Email- ABS.CommunicationCenter@montgomerycountymd.gov
- Fax- 240-777-1909
- Visit one of the ABS Retail Stores. (account number will be active the following day to be used at any ABS store)

Needed Prior to Placing Orders

In order to receive deliveries, ABS will need an ACH on file. You may complete the form using the following link: https://myabs.formstack.com/forms/ach_authorization_form. Once a licensee's ACH is set up, ABS routing team will assign your delivery day, which will be communicated to you by email. *Note: ACH is used to pay for deliveries only, not in the ABS retail stores.*

A complete list of products available to order can be found in the price book on the licensee portal. Please reference the corresponding item code with the item description when placing orders. To view the price book, login to the licensee portal with your account number at <https://www.montgomerycountymd.gov/ABS/licensees/portal/>.

The ABS monthly newsletter, which contains all sales for the month, is available on the licensee portal. To view the newsletter, login to the licensee portal with your account number at <https://www.montgomerycountymd.gov/ABS/licensees/portal/>.

Ordering Deadlines for Delivery of Stock Items

Assigned Delivery Day	Orders due by 11:00 AM
Monday	Friday
Tuesday	Monday
Wednesday	Tuesday
Thursday	Wednesday
Friday	Thursday

*All orders must be processed fully by 11:00 AM the day prior to your delivery day. If you are faxing or emailing your order, please allow for processing time up to 30 minutes.

*Please remember to always check for delivery/ordering deadline changes around holidays.

*Special Orders will be delivered on your delivery day once ABS receives the product from the supplier.

Picking up your Orders

Orders are also available for pick-up. The ABS pick-up window is open on Tuesdays, Thursdays, and Fridays from 9:30 AM - 3:30 PM.

All pick-up orders must be completed by 3:00 p.m. (orders must be placed prior to arriving at the ABS Warehouse) so orders can be processed and ready to go by the 3:30 p.m. closing time. To place your order, please email ABS.CommunicationCenter@montgomerycountymd.gov, fax 240-777-1909, or place in iStore. If your order is placed in iStore, you will need to call or email the Communication Center so the order can be switched to a pickup and ready for you upon arrival.

Maximum number of cases that can be picked up at the ABS Warehouse:

For orders placed the day prior to pick-up (during business hours): 150 cases max

For orders placed the day of pick-up: 50 cases max

Delivery Minimums

Delivery minimums: four (4) cases of wine/spirits, seven (7) cases of beer, and for kegs- two (2) sixtels, two (2) quarters or one (1) one-half barrel.

Minimums can be met with stock or special order items. If your order does not meet the minimum, ABS will not deliver your order until the minimum is reached. If a customer needs stock or special order cases and cannot meet the minimums for delivery, customers can order directly at a ABS Retail Store and pick up product at the store once it has been received. Please note, you will have to pay for the cases at the time of placing the order.

iStore PIN Ordering

ABS gives licensees full control of all orders that are made for their business. ABS has developed a unique PIN for each licensee to share with approved staff and sales reps that will be permitted to order product for their account. This unique PIN is visible in their iStore account under the "welcome" tab. Utilizing a unique PIN gives customers: full control of alcohol purchases for their business; peace of mind that only those who have been given access by the licensee can order on their behalf; confidence that there will not be unauthorized ("surprise") purchases on the delivery truck; real-time access to enable or disable authorized users with a single click, whenever the need arises; the ability to see everyone who has access to their account as well as the ability to view and manage all orders placed on behalf of their business.

Return Policy on all Items

Please review the ABS return policy at <https://www.montgomerycountymd.gov/ABS/licensees/policy>.

**Still have questions? We are happy to assist. Please call 240-777-1900 or email
ABS.CommunicationCenter@montgomerycountymd.gov**