



DLC Licensee Oracle Implementation Briefing

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Introduction

Today we will focus on the upcoming changes to the way you will do business with the Department of Liquor Control on February 1, 2015, including a review of documents and the DLC iStore.



Agenda

- ACH Process
- Ordering
- Special Orders
- Commercial Invoice
- Credit Form
- Returns / RMA Form
- Reports
- iStore Demo
- Resources and DLC Contacts
- Q & A

ACH – Have You Signed Up Yet?

- Effective February 1, 2015, only licensees with a registered ACH account (electronic payment) will receive deliveries from DLC.
- Licensees that do not have a registered ACH account must pick up their orders at the DLC warehouse by 3:30 p.m. on the day the order is placed.
- Please complete the ACH Sign Up form (in your packet) to sign up for ACH.



ACH Process

When will the ACH be processed to the bank?

ACH will be processed on the second (2) business day after the delivery. For example – a Monday delivery will be processed on Wednesday. A Friday delivery will be processed on Tuesday.

How will returns and breakage on delivery be handled?

All credits will be processed first and the ACH debit will be for the net amount owed to Liquor Control.



Escrow Accounts

Escrow accounts will be discontinued as of February 1, 2015.

Ordering

When the new Inventory and Order Management system launches on February 1, 2015, you will have three choices to place your order:

- Online using the DLC iStore
- By phone at 240-777-1901
- By Fax at 240-777-1909

(the IVR system will be discontinued as of Jan. 1, 2015)

Note: Buyers are available to help research new products. Please call 240-777-1918 for beer and 240-777-1920 for liquor and wine.

Ordering

Orders placed with the Order Section by phone or fax must be placed at least two business days prior to the licensee's scheduled delivery day (no exceptions).

However, if the order is placed online using the DLC iStore, the ordering deadline is 5 a.m. one business day prior to the scheduled delivery day. For example:

- 5 a.m. on Friday for a Monday delivery
- 5 a.m. on Tuesday for a Wednesday delivery



Ordering: Pick-Up Orders

Licensees must pick up their orders at the DLC warehouse by 3:30 p.m. on the day the order is placed. Orders that are not picked up by 3:30 p.m. on the day the order is placed will be cancelled and the items returned to inventory.

In order for a sales representative to pick up an order at the DLC warehouse on behalf of a licensee, the licensee must have a registered ACH account. If the licensee does not have a registered ACH account, the order will not be released to the sales representative. The order will be cancelled at 3:30 p.m.

Special Order Process at Go-Live

- Special Orders can be ordered through iStore, by calling the Order Section at 240-773-1901, or faxing your order to 240-777-1909.
- Sales Representatives can order on your behalf.
- Based on product availability, each Supplier will decide which Licensee Special Order will be fulfilled.
- DLC will cancel the Special Orders that cannot be filled by the Supplier.
- DLC encourages all Licensees to work closely with your Supplier and Sales Reps on the availability of Special Orders.



Special Order Process at Go-Live

You will receive a weekly report showing your open orders. If your Special Order is not listed on the report, that indicates the Supplier was not able to fill the order and it was cancelled. Additionally, if after reviewing the weekly report you would like to cancel an order, please call the Order Section at 240-773-1901 and provide them with the sales order number and line number on the sales order that corresponds to the item you wish to cancel.

The New Commercial Invoice



MONTGOMERY COUNTY
MARYLAND
Department of Liquor Control

Report Date: 18-FEB-2014
Page 1 of 1

Ship Date	19-FEB-14	Delivery #	43013	Trip	43011
Ship From			Ship To		
201 Edison Park Drive Gaithersburg, MD 20878			THE QUARRY HOUSE TAVERN 8401 GEORGIA AVE SILVER SPRING, MD 20910		

Cases	Item	Description	Order #	Wholesale (Case)	Discount	Net		Net Price
						Case	Bottle	
2	93467	MICHELOB 2/12 LNNR	1000413	\$20.55	\$0.00	\$20.55	\$0.86	\$41.10
2	94293	O'DOULS AMBER NA 4/6 LNNR - 12OZ	1000407	\$19.10	\$0.00	\$19.10	\$0.80	\$38.20
2	96083	HEINEKEN 4/6 NR	1000407	\$26.00	\$0.00	\$26.00	\$1.08	\$52.00
60	91952	MILLER LITE 18PK CAN	1000167	\$13.00	\$0.00	\$13.00	\$0.72	\$780.00
60	69841	BUD 40OZ NR	1000167	\$27.40	\$0.00	\$27.40	\$2.28	\$1,644.00
2	90204	MICHELOB ULTRA 2/12 LNNR	1000407	\$20.55	\$0.00	\$20.55	\$0.86	\$41.10
60	5096	BUD 30PK CAN	1000167	\$20.85	\$0.00	\$20.85	\$0.70	\$1,251.00
60	90590	MILLER LITE 30PK CAN	1000167	\$20.85	\$0.00	\$20.85	\$0.70	\$1,251.00
2	1058	TROGES HOPBACK ALE 4/6 NR - 12OZ	1000411	\$37.33	\$0.00	\$37.33	\$1.56	\$74.66
2	93467	MICHELOB 2/12 LNNR	1000410	\$20.55	\$0.00	\$20.55	\$0.86	\$41.10
2	93785	SAM ADAMS BOSTON LAGER 4/6 LN	1000409	\$28.65	\$0.00	\$28.65	\$1.19	\$57.30
1	23304	SAM ADAMS IMPERIAL STOUT 6/4-NR - 12OZ	1000409	\$49.00	\$1.00	\$48.00	\$2.00	\$48.00

						Total	\$5,319.46
Total Cases		255	Total Weight		7621 LB	Total Value	\$5,319.46

NOTE: Net Price is after applying all discounts and promotions.

I Declare that all Information Contained in this Invoice is True and Correct.

Signature of Receiver _____ Date _____



Returns

If a licensee refuses delivery of any item(s) at the time of delivery, a completed and signed Credit Form is required.

The truck driver will enter the item number and quantity (not pricing) on the Credit Form. It is the licensee's responsibility to review the Credit Form for accuracy and sign it. By signing the Credit Form, you are verifying that it is correct. The licensee must retain a copy of the signed Credit Form and present it as proof of return in the event of a discrepancy.

Returns

- Any returns after the licensee has accepted delivery must be called into the Cashier Section PRIOR TO THE LICENSEE'S NEXT DELIVERY DAY.
- Cashiers will prepare a Return Merchandise Authorization (RMA) form and provide it to the driver. On the licensee's next delivery day, the driver will provide the licensee with a copy of the RMA form and pick up the returned items.
- The licensee will sign the RMA form as verification that the items listed on the form have been returned, and the driver will return a signed copy of the RMA form to the Cashier Section.
- Once the signed copy of the RMA form has been returned to the Cashier Section, the licensee credit for the returned items will be processed.



Reports

- You will receive a report on Mondays with all open/outstanding orders
- You will receive a monthly report that will contain a list of all purchases and returns
- These reports will be sent to the email address you used to register for ACH and iStore

DLC iStore Demonstration

<http://www.screencast.com/t/9zYtPHWTjW7>

- Accessing and logging into iStore
- Placing an order
- Order tracking
- Check product availability
- Cancelling orders
- Tracking invoices
- Tracking payments
- Tracking returns
- Logging out



Resources

- DLC iStore Connection Communications
- Videos On How To Use iStore
- Licensee Packet:
 - Fax Order Form
 - Special Order Memo
 - Credit Form
 - Return Merchandise Authorization Form

DLC Contacts

iStore Help:

DLCiStoreHelp@MontgomeryCountyMD.gov

Order Section:

DLCOrderSection@MontgomeryCountyMD.gov

New Licensee set up requests:

DLCLicenseeSupport@MontgomeryCountyMD.gov

Buyer Assistance for New Products

DLCSPOrders@MontgomeryCountyMD.gov



Next Steps and Q&A

Thank you for joining us!

