

# RECEIVING YOUR ORDER

## DELIVERIES AND FREIGHT CLAIMS

Please be aware that product received in error should be brought to the attention of ABC by dialing 601-856-1380.

The carrier delivering an alcoholic beverage shipment has assumed full responsibility for the number of cases as stated on the freight bill and shipping order. The delivering carrier is also responsible for all shortages and damages except "dry concealed damage" as explained later. All cases leave the ABC LDC in good condition. An open or crushed case is never knowingly shipped.

It is suggested that the following procedure be used when you receive a shipment from the delivering carrier:

- A. Count the number of cases and check this against the number of cases shown on the freight bill and delivery note.
- B. Check the shipment for the following:
  1. Shortages/overages
  2. Wet cases with broken bottles
  3. Damaged Cases
  4. Unsealed cases with missing bottles
- C. Note all of the above items on all copies of the delivery notes. *If a case is wet, do not allow the driver to put "damp" on the delivery note. Carriers will not reimburse you for a "damp" case. Cases broken at the time of delivery are claimed against the Carrier - not ABC.* Have the person making the delivery sign all copies of the delivery note. This is the basis and supporting document for a claim against the delivering carrier. A copy of all delivery notes should be maintained for future reference.
- D. As soon as possible after receiving your order you will want to be sure the shipping labels on the cases have the same permit number, name and address, shipping number and number of cases as the freight bill and delivery note [See **Mississippi Administrative Code, Title 35, Part II, Subpart 2, chapter 17**]. If later you find the ABC LDC has shipped you a wrong item, call Customer Service at (601-856-1380) and the necessary corrections will be made. You **must** return any case that has another permit number, name, address and shipping number. Customers have **30** days from the date of delivery to notify ABC LDC of errors on their order. All cases returned to ABC must be in the original box with all bottles enclosed and your shipping label must be intact.

**As long as you receive the correct number of cases, the carrier has fulfilled his obligation.**

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## **CONTINUED**

- E. Customers have thirty (30) days to file a claim for shortages or damages against the delivering carrier. The carrier has thirty (30) days in which to pay, decline, or request additional information concerning the claim. File the claim with the carrier and if after a reasonable length of time (30 days maximum) the claim has not been processed, call the ABC LDC and the carrier will be notified. The ABC encourages the permittees and the carriers to settle all claims in an expeditious manner.
- F. Listed below are several rules carriers are obligated to follow:
1. Drivers are required to unload cases and place cases inside the entrance in a manner that does not obstruct the entrance. They are not required to place cases on shelves, stack by size, or unload cases in any other manner.
  2. Carriers are only obligated to deliver merchandise during normal business hours, and not at specific times. The Deliveries may be made anytime from 10:00 A.M. to 10:00 P.M.
  3. If a liquor shipment is refused, the carriers are permitted to charge a re-delivery fee to deliver at a later time or day. In the event the re-delivery charge is not paid, your order will be returned to the ABC LDC and **your account will be debited.**

## **DRY CONCEALED DAMAGE**

### **A. Form 100 - Supplier Representative Authorization Required**

If within 60 days from receipt of the shipment, the following product related problems (described below) are discovered in a case that was completely dry and undamaged when delivered, the supplier representative for the particular product is to be notified immediately. Product related problems to be claimed on Form 100 are as follows:

1. Bottles with torn or missing labels
2. Bottles that are short filled or empty in sealed cases
3. Bottles missing from cases - no indentation in bottom of case where bottle should have been.
4. Off condition product upon receipt

### **PLEASE NOTE:**

**IF YOU RECEIVE THE WRONG ITEM ON YOUR ORDER, PLEASE KEEP THE PRODUCT AND CASE CONTAINER AT YOUR BUSINESS AND CONTACT ABC REGARDING ORDER DELIVERY ERRORS AT 601-856-1380 ASAP.**

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### **CONTINUED**

Please record the item code, the product name and the product size on Form 100. The supplier representative for the product will authorize the claim on Form 100 and the claim should be submitted for processing to the ABC Division within 60 days of receipt of product. These dry concealed damage forms will be furnished on request. Keep a copy for your records and mail the original to the ABC Processing Department. Retain product and case container at your place of business until the supplier representative has inspected them. After the products have been inspected, a supplier representative, or an Enforcement agent may destroy them. If the claim is in order, credit will be issued for the cost of the items listed. If the form is incomplete in any manner, it will be returned with no credit given. Items claimed must have been ordered through ABC by the customer in order for credit to be issued.

#### **B. ABC CREDIT FORM 200 - Must Be Completed and Notarized**

Some situations require that additional research be performed in order to determine how to best resolve the problem. Please call 601 856-1360 regarding the following issues.

1. Dry cases - broken bottles
2. Missing bottles from cases sealed with indentation in case where bottle should have been.

ABC will research these issues and notify the permittee regarding the procedure for resolution and filing Claim Form 200. This form must be returned to the ABC within 60 days of receipt of liquor shipment.

**On form 200 please include the order number for the item listed on the form. Failure to do so may result in a delay of processing your DCD claim.**

**Shippers Express 601-948-4251**

**M & J Transport 601-898-2708**