

## RECEIVING YOUR ORDER

### Deliveries and Freight Claims

Notify ABC Customer Service at 601-856-1380 about any items received in error.

The carrier delivering a liquor shipment has assumed full responsibility for the number of cases as stated on the freight bill and shipping order. The delivering carrier is responsible for all shortages and damages except for dry concealed damage. All cases leave the ABC in good condition. Open or crushed cases are never knowingly shipped.

Follow the procedure below when receiving shipments from the delivering carrier:

1. Count the number of cases and verify with the freight bill and delivery note. The carrier's obligation has been fulfilled if the correct number of cases is delivered.
2. Check the shipment for shortages, overages, wet cases with broken bottles, damaged cases, and unsealed cases with missing bottles.
3. Note the above issues on all copies of the delivery notes. If a case is wet, do not allow the driver to write "damp" on the delivery note. Carriers will not reimburse retailers for a damp case. Cases that are broken at the time of delivery are claimed against the carrier and not against ABC. The person delivering the product must sign all copies of the delivery note. These documents serve as supporting documentation for claims against the delivering carrier. A copy of all delivery notes should be maintained for future reference.
4. As soon as possible after receiving your order, check the shipping labels on the cases to be sure they have the same permit number, name, 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 you later find that ABC shipped an incorrect item, call Customer Service as soon as possible at 601-856-1380 for the necessary corrections to be made. You must return any case that has another retailer's number, name, address or shipping number. Customers have 30 days from the date of delivery to notify ABC of errors on orders. All cases returned to ABC must be in the original box with all bottles enclosed, and the shipping label must be intact. If you receive an incorrect item on your order, keep the product and case container at your business.
5. Customers have 30 days to file a claim for shortages or damages against the delivering carrier. The carrier has 30 days in which to pay, decline, or request additional information concerning the claim. File the claim with the carrier. If after a reasonable amount of time (30 days maximum) the claim has not been processed, call ABC. ABC will notify the carrier. ABC encourages retailers and carriers to settle all claims in an expeditious manner.
6. Carriers should follow these rules:
  - Drivers are required to unload cases and place cases inside the entrance in a manner that does not obstruct the entrance.
  - Drivers are not required to place cases on shelves, stack by size, or unload cases in any other manner.
  - Carriers are obligated to deliver product during normal business hours but not at specific times. Deliveries may be made from 10:00 A.M. to 10:00 P.M.

If a liquor shipment is refused, the carriers are permitted to charge a re-delivery fee to deliver the product later. If the re-delivery charge is not paid, the order will be returned to ABC, and your account will be charged for the fee.

### **ABC Form 100 Dry Concealed Damage**

If within 60 days from receipt of shipment, the following issues are discovered in a case that was dry and undamaged upon delivery, the supplier representative for the product is to be notified immediately. Product-related issues to be claimed on Form 100 documents include the following:

Bottles with torn or missing labels

Bottles that are short filled or empty in sealed cases

Bottles missing from cases – no indentation in bottom of case where bottle should have been

Off condition product upon receipt

Fill in all requested fields on the Form 100 document. The supplier representative for the product will authorize the Form 100 claim by signing the form. Submit the form with the supplier's signature to ABC within 60 days of receipt of the product. Keep a copy for your records and mail the original to the ABC Processing Department. Retain the product and case container at your place of business until the supplier representative has inspected the product and container. After the products have been inspected, a supplier representative, or ABC Agent, may destroy the items. If the claim form is in order, credit will be issued for the cost of the listed items. If the form is incomplete, it will be returned with no credit given. Items claimed must have been ordered by the retailer through ABC for credit to be issued.

### **ABC Form 200**

Some situations require additional research to determine the resolution to the issue. Please call 601-856-1380 for the following issues: dry cases with broken bottles and missing bottles from cases sealed with indentation in the case where bottles should have been. ABC will research these issues and notify the retailer regarding the procedure for resolution and filing of the Form 200. The Form 200 must be returned to ABC within 60 days.

### **Carrier Contact Information**

Douglas Express Delivery is the current carrier for local and statewide deliveries. The phone number for Douglas Express Delivery is 601-326-0040.