



Washington State Liquor Control Board

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Our Mission

The mission of the Washington State Liquor Control Board is to contribute to the safety and financial stability of our communities by ensuring the responsible sale, and preventing the misuse of, alcohol and tobacco.

We Make a Difference, Every Day

- Selling responsibly
- Providing excellent customer service
- Generating revenue for state and local communities

Please contact the agency ADA coordinator to obtain this publication in an alternative format at (360) 664-1783.



Washington State
Liquor Control Board

Guidelines for Ordering Spirits In Washington State



Welcome to your assigned liquor store.

The Washington State Liquor Control Board (WSLCB) is here to work with you. This handbook provides guidelines to help you place orders for liquor.

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store employee, can provide you with the district manager's name and telephone number. You can also find the information on our website at www.liq.wa.gov.

When requesting a new store, please tell us:

1. Why you want to change your assigned store.
2. Where you would like your new assigned store to be located.
3. Your liquor license number (purchase permit number).

If you are calling the district manager, please follow up with a letter or an e-mail to them.

Licensees located near an assigned "licensee only" store may be subject to additional conditions. Please see your store manager or district manager for details.

Your assigned liquor store

After you receive your store assignment, you can write the information below for easy access.

Your assigned liquor store: _____

Store manager's name: _____

Store phone number: _____

Weekly order day/time: _____

Weekly pickup date/time: _____

people whose names are listed on the licensee's authorized employee signature list. Licensees must provide their assigned store with an up-to-date authorized employee signature list.

- The invoice and credit card sales draft must be signed by a person on the authorized employee signature list.
- The invoice and credit card sales draft must be signed in the store.

Debit Cards

Debit cards use PIN numbers, so signatures are not an issue at this time.

Returning liquor products

We want you to be satisfied with all the products you purchase at our stores, and we understand there may be times you want to return items. Please be advised that returns will be subject to the following guidelines:

- WSLCB must be able to re-sell the product. It must be unopened, undamaged and presentable. All labels must be intact.
- You must tell your store manager when you want to return products. If you are returning more than one item, you must provide a list of items you plan to return.
- Returns must be brought in when you are picking up an order. Your store manager will give you credit when you are making a purchase. The amount of your purchase will be reduced by the amount of that credit.
- The store manager must approve special order returns.

Changing your assigned store

We assign our stores carefully, and we understand that sometimes licensees want to change their assigned stores. If you want to change your assigned store, please contact your store manager.

You must also contact the district manager for your area to change your assigned store. Your store manager, or any liquor

Your assigned store and manager

All spirits, beer and wine restaurant and nightclub licensees are assigned to a specific state or contract liquor store to purchase liquor. This helps our store managers become familiar with your individual requirements. They work directly with you to make sure our stores have adequate inventory to meet your needs. The rules for purchasing liquor are in Chapter 314-13 of the Washington Administrative Code.

Within 30 days of filing your license application, you should have received a letter with your assigned store information.

Placing your first order

You must contact your store manager **at least two weeks before** placing your first liquor order. This gives your store manager time to check their inventory to ensure the store has what you need.

Once per week order and pickup schedule

- You may only order liquor once per week on a day that you will schedule with your store manager.
- Set up a pickup schedule with your store manager.
- When you place an order, include a minimum of 24 hours notice prior to the time you pick up.
- If your regular order day falls on a holiday, contact your store manager as soon as possible to reschedule for that week.
- Pick up orders before dark or 5 p.m., whichever is earlier.
- Bring your purchase permit (liquor license) with you when picking up your order.
- You may not order tenths (375 ml), unless this is the only size available. Please inform the store manager for any special "service bar" needs you may have.
- If you order an average of **eight** bottles or more of a particular brand each week, your store manager will order a full case of those brands for you. If you cannot

afford that much, contact your store manager. They might be able to make special arrangements for you, but you must call them first.

- If you are planning to make changes to your weekly order, please give your store manager two weeks notice when possible.
- If you want to take advantage of a special price, let your store manager know in advance.

Order guides

Your store manager can often provide you with a sample order guide. They can also help create your own custom order guide for future use.

Liquor Price Book

The Liquor Price Book is posted at www.liq.wa.gov (select the “Stores and Products” menu). Smaller stores may not carry every item in the Price Book. If you want products that are not listed in the Price Book, ask your store manager for assistance.

Special orders

Your store can place special orders for you for most products in **only full-case quantities**. Some products may be available in smaller amounts. Ask your store manager about how to place special orders.

Occasional emergency orders

If your inventory runs low, you may be able to place an emergency order with your assigned store. To place an emergency order, contact your assigned store immediately. Your store manager may ask you to place your emergency order by phone.

There are restrictions on emergency orders:

- You may purchase up to a maximum of **24 bottles** to hold you over until you place your next weekly order.
- Contact your store manager if special accommodations are

needed as they may be able to help you.

- Emergency orders must be made at your assigned store, Monday through Saturday, unless they are closed.
- If your assigned store is closed, you may purchase from any nearby liquor store. Bring your purchase permit (liquor license) so the store can process your order. You must pay for the emergency order with cash.
- Emergency orders do not take the place of your weekly order.

Paying for liquor orders

You may purchase liquor at your assigned store using:

- Cash
- Certified or cashier’s check
- Licensee or establishment owner’s personal or business check
- Corporate credit card
- Licensee or establishment owner’s personal credit card
- Debit cards

Checks

Returned checks are subject to a processing fee. If a check is returned, no orders will be accepted from the licensee, at any store, until **both** the dishonored check and the processing fee are paid in full.

Repeated dishonored checks may be subject to further action. This includes revocation of your check privileges and possible termination of your license to purchase liquor.

Credit Cards

Credit cards are acceptable under the following conditions:

- For personal credit cards, the signature on the sales draft must match the signature on the card.
- Corporate credit cards will be accepted only from