



**STATE OF WEST VIRGINIA  
DEPARTMENT OF REVENUE  
ALCOHOL BEVERAGE CONTROL ADMINISTRATION**

322 70<sup>th</sup> Street, SE  
Charleston, West Virginia 25304-2900

**JOE MANCHIN III**  
GOVERNOR

**DALLAS S. STAPLES**  
COMMISSIONER

**VIRGIL T. HELTON**  
CABINET SECRETARY

**\*\*NOTICE\*\***

By order of WV ABCA Commissioner Dallas S. Staples, effective July 26, 2010, **no further telephone orders or next day add-ons will be processed.** Each store has been assigned an order day and has received login and password information to be used to place their orders through our web portal. All orders must be submitted on your order day **prior to 11:00 a.m.** Orders will be pulled from the web at 11:00 a.m. and an email confirmation will be sent to each store summarizing their order. Please review your invoice and advise before 12:00 p.m. of any changes or modifications that may be needed. At 12:00 p.m. your order becomes final and our Distribution Center will begin to assemble your order for delivery. There can be no exceptions to this time schedule. If you experience an internet or connection problem, you must contact our Order Department before 10:00 a.m. for assistance in placing your order.

Will-Call orders will be placed with our Order Department and accepted until 3:00 p.m. for next day pickup. Will-Call orders may be picked up at our Distribution Center between the hours of 12:00 and 2:00 p.m. only. Same day Will-Call orders must be placed before 9:00 a.m. and must be paid by certified check or money order before product will be released. When placing the Will-Call, you must advise our Order Department as to the identity of the person who will pick up the product. Proper identification will be required at our Distribution Center before releasing the order.

It is imperative that you advise our Order Department of all email changes and employee updates.

Returns - Quick Delivery is prohibited from returning any product, except over-shipped cases or same day delivery breakage, unless they have an authorization for pick up. You must call the Order Department within 24 hours of delivery to file a claim for invoice exception, return or breakage. You must write your store number on all returned cases to insure proper credit. All breakage must include the original shipping carton. Credit will not be issued for unauthorized returns.

These changes are necessary so that we may continue to work efficiently and effectively helping you to grow your business. Please address all questions regarding this notice to Marilyn Pauley at (304) 558-2481 extension 203 or [Marilyn.G.Pauley@wv.gov](mailto:Marilyn.G.Pauley@wv.gov)

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	<a href="http://www.abca.wv.gov">http://www.abca.wv.gov</a>	