



The DLC iStore Connection

Montgomery County, MD Department of Liquor Control
iStore News and Information for Licensees / Store Owners



November 2014

DLC iStore Goes Live February 1, 2015

George Griffin, director of the Montgomery County Department of Liquor Control (DLC), recently announced that the new DLC warehouse and order management system will launch on February 1, 2015. The new online ordering site, DLC iStore, enables licensees to place orders, check the availability of items and check the status of orders. You can also view detailed invoice and payment information. The DLC iStore can be accessed from any computer with Internet access, 24 hours a day, seven days a week. If you have not yet registered for the DLC iStore and would like to do so, please email your customer number and business name to DLCiStoreHelp@MontgomeryCountyMD.gov with "iStore Licensee Registration" in the email subject line.

Three Ways to Place an Order Beginning February 1, 2015

When the DLC's new warehouse and order management system launches on February 1, 2015, licensees will have three choices for how they can place their orders:

- Online using the new DLC iStore
- By Phone at (240) 777-1901
- By Fax at (240) 777-1909

IMPORTANT: Effective February 1, 2015, all licensee escrow accounts with the DLC will be discontinued. An ACH account is required in order to receive deliveries from DLC. Licensees who have not registered for an ACH account must pick up their orders at the DLC warehouse located at 201 Edison Park Drive in Gaithersburg, MD. If you have not registered for an ACH account and would like to do so, please email your customer number and the name of your business to DLCiStoreHelp@MontgomeryCountyMD.gov with "ACH" in the email subject line.

Look for additional information about the new DLC iStore and new or updated policies and procedures in future newsletters and emails.

To prepare for the launch of the new DLC iStore on February 1, 2015, watch the helpful video tutorial that demonstrates how to place and cancel orders, check the availability of items you want to order, and check the status of your orders. You can find the "iStore for Licensees (Video Tutorial)" by logging into the [DLC Licensee Portal](#) and looking under the *New Ordering System* heading.