



Department  
of Commerce

Division of Liquor Control

&

JobsOhio  
**Beverage System**

DHL Delivery Processes

# EXAMPLE: Pre-notification approximately 36 hours before delivery

**From:** NO\_REPLY@DHL.COM [mailto:NO\_REPLY@DHL.COM]  
**Sent:** Wednesday, April 19, 2017 2:12 PM  
**To:** Paul Ledger2 (DHL Supply Chain)  
**Subject:** Liquor Delivery Schedule

Agency: 597 - Franklin Party Supply  
Your Next Scheduled Liquor Delivery is set for:

Date: 04/07/2017

Between: 10:29:00 AM - 12:29:00 PM

Cheers!!!,



# Pallet Stack Layout

# Example of Chimney Stack



# Lift-gate Delivery Procedure

# Lift-gate Delivery Procedure

- Driver arrives at the Agency, makes contact with Agency management to announce arrival and get specific delivery location instructions. Driver then proceeds to the specific delivery location at the store.
- The driver will open the doors of the trailer, taking care to be sure there are no loose packages that may fall out of the trailer. Agency staff is not to open trailer doors for their own safety.
- When there is a door wide enough to receive an entire pallet, but there is no dock present, the driver should bring the pallets down to ground level using a lift-gate. Then using the electric pallet jack they should move the pallet to the appropriate location as determined by the Agency.
- The driver will remain on site until the cases have been scanned. Prior to departing, the driver will receive a signed copy of the delivery manifest and a signed copy of the Bill Of Lading (BOL) from the Agency.
- Any empty pallets from the previous week's delivery should be put back onto the truck before departing.

# Pallet Delivery Procedure

# Pallet Delivery Procedure

- When a dock is present, the driver will check in with the Agency to make sure that they are allowed to dock up and confirm the correct dock number.
- The driver will open the doors of the trailer, taking care to be sure there are no loose packages that may fall out of the trailer. Agency staff is not to open the doors for their own safety.
- Once docked, the driver is responsible for moving the pallets off of the truck using an electric pallet jack and taking them to the area designated by the Agency where the cases will be scanned in.
- Once the driver reaches pallets for the next scheduled delivery location, they will check two (2) or three (3) more pallets to ensure that there are no other pallets that were mixed during loading.
- The driver will remain on site until the cases have been scanned. Prior to departing, the driver will receive a signed copy of the delivery manifest and a signed copy of the Bill Of Lading (BOL) from the Agency.
- Any empty pallets from the previous week's delivery should be put back onto the truck before departing.



# Hand-Off Delivery Procedure

# Hand-Off Delivery Procedure

- Driver arrives at the Agency, makes contact with store management to announce arrival, and obtains specific delivery location instructions. Driver then proceeds to the specific delivery location at the store.
- The driver will open the doors of the trailer, taking care to be sure there are no loose packages that may fall out of the trailer. Agency staff is not to open trailer doors for their own safety.
- When an Agency does not have a dock or door wide enough to receive a full pallet, the driver is responsible for tailgating the freight and transferring individual cases to the Agency either by a manual conveyor system or by setting them on the tailgate depending on the Agency's preference.
- Drivers should use proper and safe lifting techniques at all times.
- At no time should a driver help put freight away inside the Agency.
- Driver should always move full pallets near the tail of the trailer to minimize any carrying of the product over a longer distance than necessary.
- All loads will be secured on the tail of the trailer with load bars.

# Hand-Off Delivery Procedure (Continued)

- Agency sets up skate rollers from their receiving area to the rear of the trailer and the driver connects skate roller sections to the trailer.
- Driver enters the trailer and begins unloading cases onto the skate rollers. Agency personnel are not to enter the trailer.
- The driver will use the power jack as they move farther into the trailer to move the pallets to the end of the trailer.
- Once the driver reaches plastic sheeting they will check another 20-30 packages to ensure none became mixed with the other store during transit, especially “topper” freight.
- The driver will remain on site until the cases have been scanned. Prior to departing, the driver will receive a signed copy of the delivery manifest and a signed copy of the Bill Of Lading (BOL) from the Agency.
- Any empty pallets from the previous week’s delivery should be put back onto the truck before departing.

# Questions

# Delivery Questions

Please call or email your questions to the LESC.

- New and improved help center, committed to customer service
- Open day and night
- Staffed by the subject matter experts from the project team
- Committed to ***resolving*** all issues
- The LESC will be staffed up during deployment to ensure stakeholders have the support they need through the transition
- The LESC is for **EVERY** stakeholder of the Ohio Liquor Enterprise, including Suppliers and Brokers

Call: 877-812-0013

Email: [liquoragencyhelp@com.state.oh.us](mailto:liquoragencyhelp@com.state.oh.us)