



DEPARTMENT OF LIQUOR CONTROL

Isiah Leggett
County Executive

George F. Griffin
Director

Wednesday, December 30, 2015

To our Valued Customers:

I want to apologize to you for the delivery problems we have experienced the last week.

Normally, our delivery schedules are based on the agreement between DLC and our licensees as to what days we will deliver to each of you. Under normal circumstances we create five different delivery files, one for each day of the week, Monday thru Friday.

Due to a human error on Tuesday, December 22, the five files were consolidated into a single file, thus creating a single delivery schedule. That error created problems with the outbound logistics in the delivery schedule of our system for Wednesday and Thursday of last week and the deliveries on Monday and Tuesday, December 28th and 29th.

Our technical team has been diligently working on resolving the issue during the Christmas Holiday and the missed deliveries last week have now been fulfilled. On Tuesday afternoon, we were able to adjust the file to allow us to return to our normal schedules. Deliveries for today (Wednesday, December 30th) and for tomorrow and Friday should be on schedule.

We still have a backlog, however, of some of the deliveries scheduled for this past Monday and Tuesday. We are making additional deliveries to fulfill all orders by Thursday, December 31st, in time for the New Year.

Once again, we apologize for the mistake. Our staff has been instructed on how the error occurred and how to avoid it in the future so that this does not happen again.

For additional information, questions or comments, please contact our Communication Center at 240-777-1900.

Sincerely,

George Griffin, Director
Montgomery County
Department of Liquor Control