

WAKE COUNTY ALCOHOLIC BEVERAGE CONTROL
STORE OPERATIONS GUIDE
(Last updated September 28, 2021)

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A. INTRODUCTION

The Store Operations Guide is intended to provide employees of Wake County Alcoholic Beverage Control assistance and information necessary to perform their duties and responsibilities. The Guide is to be used in conjunction with the Employee Manual and is subject to revision as deemed necessary or appropriate by Wake County Alcoholic Beverage Control Board or General Manager. Failure to adhere to the information provided in this guide may result in disciplinary action up to and including termination.

Much of the information contained in this manual is based on general considerations which would be necessary for the proper operation of any business. The handling and sale of alcoholic beverages, however, is a heavily regulated enterprise which is governed by a number of special rules provided for in State laws and regulations. Whether a procedure listed in this manual is a basic business consideration or is a requirement of State law is immaterial. In either event, all employees shall follow the procedures as they are listed in this manual unless specifically instructed to do otherwise by a supervisor or the Board.

Because the network of stores and scope of operations conducted by the Board are extensive and complex, it would be impossible to list all of the policies and procedures which govern the operation of the system. This guide focuses on basic, fundamental matters which must be considered by employees on a regular basis. In addition, there are a large number of day-to-day procedures which may be routine in nature, thus not requiring explanation. Situations and circumstances may vary for employees depending on the nature of each job's responsibilities. It is, therefore, important to remember basic rules for all employees:

- Follow instructions and directions given by those in a supervisory capacity. Some matters may depend upon the store location or other type of operation involved. Supervisors will make judgments as to the proper manner for employees to complete their assigned duties. Cooperating fully with instructions of a supervisor, the assistant general manager or general manager will ensure that work flows more smoothly.
- Check the proper procedure to follow if unclear on how best to proceed. If an employee is unsure of the procedure to be followed in the handling of an assigned duty, the employee should ask for clarification from his/her supervisor. It is better to check on the proper procedure to follow prior to starting a job, rather than finding out an improper procedure was followed after a substantial amount of time has been devoted to the task.
- Cooperate with supervisors and fellow employees in getting the work accomplished. Employees are expected to show initiative in performing the tasks they know need to be performed. If each employee pulls his or her own weight, everyone benefits. Positive attitudes towards the work and each other will go along way in creating a favorable atmosphere for both customers and employees.

Each Wake County Alcoholic Beverage Control store is assigned a Store Manager. The Store Manager is ultimately responsible for the store's operation and is given authority and responsibility necessary to fulfill these important duties. Employees assigned to the various stores, either on a part-time or full-time capacity, are expected to work with the store personnel in a satisfactory manner. Employees are encouraged to resolve issues in the store at the store level. In the event that issues are not able to be resolved at the store level, employees should speak with the Assistant General Manager, General Manager, or Human Resource Staff.

The material in this manual will not relate specifically to particular positions held by Board employees. For example, office and accounting employees perform specialized task which can be addressed by the General Manager who is in direct contact with these employees. Law Enforcement personnel are governed by a number of special statutes, regulations and administrative rules they must observe in the enforcement of alcoholic beverage laws. It is helpful, however, for employees to familiarize themselves with the following material in order to have a better understanding of the operations of the ABC system.

As an important reminder, ABC store employees are representatives of Wake County Alcoholic Beverage Control to the general public. Because the public will generally interface with store employees much more so than other Board employees, it is particularly important for store employees to strive to build and maintain a strong customer service focus as they carry out their daily responsibilities.

B. GENERAL ABC RULES AND REGULATIONS

1. Use of ABC Property

State of North Carolina ABC Commission rules state that local board members and employees shall not engage in or allow the conduct of any business other than official business on property controlled by the ABC system, including stores, board facilities and warehouses.

2. Hours of Sale

No local board shall sell any alcoholic beverages at any store:

- after the closing hours as established by the local board, provided, however, that no sales shall be made between 9:00 p.m. and 9:00 a.m.;
- on any day the local board so designates;
- on Sundays; and
- on the following holidays: New Year's Day, Fourth of July, Labor Day, Thanksgiving Day and Christmas Day.

No employee is allowed to enter a store at any time the store is not open except by permission of the Store Manager, General Manager, or Board.

Note: Customers who are in the store when it closes and the front door is locked will be permitted to complete their purchase.

3. Sales to underage people

Wake County Alcoholic Beverage Control is committed to strict compliance with N.C.G.S 18B-302, which prohibits the sale of alcoholic beverages to any individual under the age of twenty-one (21) years of age. In order to ensure universal compliance with the law by the employees of Wake County, it is the Board's policy that, prior to making a sale of an alcoholic beverage to any individual who appears to be under thirty (30) years of age, the ABC store employee shall ask for and examine the individual's drivers license or other I.D. and verify that the individual is twenty-one (21) years old or older.

In order to ensure strict compliance with this policy, the Board's law enforcement division will from time to time arrange for the purchase of alcoholic beverages in Wake County ABC Board stores by individuals who are under thirty (30) years of age. An employee that sales alcoholic beverages to a minor is subject to disciplinary action up to and including termination. All violations will be reviewed by the General Manager. Consideration will be given to the circumstances surrounding the alleged violation prior to a decision being made.

4. Acceptable forms of identification for purchases in Wake County ABC Stores

The following are acceptable forms of identification to ensure individuals are twenty-one years of age or older:

- A valid driver's license with a photo included.
- A special identification card issued by NC DMV or a similar identification card issued by another state
- A valid military I.D. card with a photo included.
- A passport with a photo included.

5. Fraudulent use of identification

It is unlawful for any person to enter or attempt to enter a place where alcoholic beverages are sold or consumed, or to obtain or attempt to obtain alcoholic beverages, or to obtain or attempt to obtain permission to purchase alcoholic beverages by using or attempting to use any of the following:

- A fraudulent or altered identification document other than a driver's license.
- A driver's license issued to another person.
- An identification document other than a driver's license issued to another person.

- Any other form or means of identification that indicates or symbolizes that the person is not prohibited from purchasing or possessing alcoholic beverages under this section.

Furthermore, it is considered unlawful for any person to permit the use of the person's driver's license or any other form of identification of any kind issued or given to the person by any other person who violates or attempts to violate the age requirements to purchase alcoholic beverages.

If any customer were to attempt a purchase using a Fraudulent Identification, the Wake County ABC employee is to retain the ID card and notify Law Enforcement Staff immediately.

6. Dram Shop Liability/Safe Roads Act

As part of the Safe Roads Act of 1983, the Legislature enacted a provision imposing "Dram Shop" liability upon vendors for serving underage minors. This law provides for compensation to aggrieved parties for injuries caused by sales of alcohol to underage persons.

North Carolina law allows an aggrieved party to obtain damages against a permittee or local Alcoholic Beverage Control Board if:

- The permittee or his agent or employee or the local board or its agent or employee negligently sold or furnished an alcoholic beverage to an underage person; and
- The consumption of the alcoholic beverage that was sold or furnished to an underage person caused or contributed to, in whole or in part, an underage driver being subject to an impairing substance within the meaning of G.S. 20-138.1, at the time of the injury; and
- The injury that resulted was proximately caused by the underage person, as defined, without request for justification shall be admissible as evidence of negligence.

Proof of the sale or furnishing of the alcoholic beverage to an underage person, as defined, without request for identification shall be admissible as evidence of negligence.

North Carolina law allows total damages in the amount of \$500,000 per occurrence. There is no monetary limit for damages under common law. Wake County Alcoholic Beverage Control provides insurance coverage to protect its employees should a suit be filed.

Proof of good practices (including, but not limited to, instruction of employees as to laws regarding the sale of alcoholic beverages, training of employees, enforcement techniques, admonishment to patrons concerning laws regarding the purchase or furnishing of alcoholic beverages, or detention of a person's identification documents in accordance with G.S. 18B-129, and inquiry about the age or degree of intoxication of the person,) evidence that an underage person misrepresented their age or that the sale or furnishing was under duress is admissible as evidence that the permittee was not negligent.

7. No liability for refusal to sell or for holding documents

No employee may be held liable for damages resulting from the refusal to sell or furnish an alcoholic beverage to a person who fails to show proper identification as described in G.S. 18B-302 (d), or who appears to be an underage person.

Additionally, no employee may be held civilly liable if the employee holds a customer's identification documents for a reasonable length of time in a good faith attempt to determine whether the customer is of legal age to purchase an alcoholic beverage, provided the employee informs the customer of the reason for his actions.

8. Prohibited acts – Employees/Distiller Representatives

Distiller representatives are not to enter any Wake County Alcoholic Beverage Control store except for the purpose of making a purchase or displaying in an approved store.

Distiller representatives are not to contact, either directly or indirectly, or call upon store personnel while store personnel are off duty, for the purpose of promoting their merchandise. Store personnel shall share equally with the distiller representative for responsibility of any infraction of this rule.

Distiller representatives are not to give liquor or anything of value to store or warehouse personnel at any time. Employees will be held as accountable as the distiller representatives if they accept gifts, either directly or indirectly, from any representative.

9. Financial interest prohibited

The State of North Carolina ABC Commission Rules and Regulations state that no member or employee of the Board shall have or acquire any financial interest in the business, equipment or premises operated by any person, firm or corporation engaged in the production, sale or distribution of alcoholic beverages.

10. Removal of beverages from ABC Locations

Any employee who wishes to purchase merchandise from an ABC location must do so when not working and must have another employee who is on duty at the time handle the transaction. Payment must be made at the time of the actual purchase. Any spirituous liquors leaving the ABC Board without being sold at retail constitutes non tax-paid liquor which is in violation of the State ABC Rules and Regulations, as well as Wake County Alcoholic Beverage Control policy. Taking merchandise from any ABC store or warehouse without paying for it would be stealing which are grounds for discipline up to and including termination of employment and criminal charges being filed.

11. Special orders

Periodically, a customer will request an item not on the State's regular price list. The NC ABC Commission allows spirituous liquor products that are not listed on the approved state price listing to be special ordered if available. Requests for such special orders shall be directed to the Wake County ABC Administrative Offices. The customer will contact Administrative staff who will then make a request to the ABC Commission.

A Spirituous Liquor Special Order must be prepaid by the customer to the local ABC Board, which places the order with the Commission. The Commission transmits the Special Order to the supplier who then ships the order to the State Warehouse in Raleigh for delivery to the local board and the customer. The special order process varies depending upon the product.

12. Discharge upon conviction

In addition to imposing any other penalty authorized by law, a judge may remove from office or discharge from employment any Wake County ABC Board member or employee who is convicted of a violation of any provision of the North Carolina Alcoholic Beverage Control Laws or of any felony and may declare that person ineligible for membership or employment for a period of not longer than three years. Conviction of a crime under North Carolina Alcoholic Beverage Control Laws or of any felony shall also be grounds for the Commission to remove from office or discharge from employment any local board member or employee.

13. Purchase-Transportation Permit

An individual can purchase and transport within the state up to 8 liters of fortified wine or spirituous liquor combined. In order to purchase or transport an amount greater than this, individuals must first obtain a Purchase-Transportation Permit from a local ABC Board or a permit issued by the ABC Commission.

A local ABC Board may issue a person a permit to purchase and transport an amount of alcoholic beverage greater than those listed above but not to exceed the amounts outlined below.

- A purchase-transportation permit authorizes the holder to transport, at one time, from the place of purchase to the destination within North Carolina indicated on the permit, the following amount(s) of alcoholic beverages:
 - a) A maximum of 100 liters of unfortified wine;
 - b) A maximum of 40 liters of either fortified wine or spirituous liquor, or 40 liters of the two combined.
- A purchase-transportation permit shall not be issued to a person who:
 - a) Is not sufficiently identified or known to the issuer;
 - b) Is known or shown to be an alcoholic or bootlegger;

- c) Has been convicted within the three (3) previous years of an offense involving the sale, possession, or transportation of non-tax paid alcoholic beverages; or
 - d) Has been convicted within the three (3) previous years of an offense involving the sale of alcoholic beverages without a permit.
- A purchase-transportation permit shall be issued on a printed form adopted and provided by the General Manager.
 - A purchase may be made only from the store named on the permit. One copy of the permit shall be kept by the issuing person, one by the purchaser, and one by the store from which the purchase is made. The purchaser shall display his copy of the permit to any law-enforcement officer upon request. A permit for the purchase and transportation of spirituous liquor may be issued only by an authorized agent of the local board for the jurisdiction in which the purchase will be made.
 - Each Wake County Alcoholic Beverage Control Store Manager is to keep the “Office Copy” of the Purchase Transportation Permit issued in a batch all together and turn them into the office at the end of each month, along with the inventory and other month’s end paperwork. By law, the Board is to keep copies of these permits for one year. Because it is necessary to look for certain permits issued by month, maintaining the permits in a systematic and organized manner will help expedite locating them as well as disposing of them at the appropriate time.
 - A purchase-transportation permit is valid only until 9:30 p.m. on the date of purchase, which date shall be stated on the permit.

Note: In 1997 when the Board’s attorney requested guidance on situations arising when two or more people come to pick up merchandise with only one of them making payment for the total purchases of all, the State ABC Commission stated that it is their opinion that there is no prohibition against multiple employees making purchases of up to 40 liters each and the employer sending one payment to cover the multiple transactions. This response applies to a company purchase. When multiple permits are required for an individual, then each person that is issued a permit must make his or her own payment. (Bulletin 1686 August 14, 1997)

Instructions for completing the Special Occasion Storage and Transportation Permit

1. Name of Purchaser – must be the name of an individual; never use a company name. As noted above, North Carolina General Statutes state that a permit shall not be issued to a person who:
 - a. Is not sufficiently identified or known to the issuer;
 - b. Is known or shown to be an alcoholic or bootlegger;
 - c. Has been convicted within the three (3) previous years of an offense involving the sale, possession, or transportation of non-tax paid alcoholic beverages; or
 - d. Has been convicted within the three (3) previous years of an offense involving the sale of alcoholic beverages without a permit.
2. Driver’s License # - this number must be verified and entered by the store employee. To verify the number, the employee must read it from the license. If the purchaser does not

have a valid driver's license or a temporary driving certificate issued by DMV, he/she will not be issued a permit.

3. Address of the Purchaser – their home address
4. Destination – you may use “same as address” or fill in with the name and/or address of the destination. Never use a P.O. Box as a destination. The destination may only be a place within the state of North Carolina.
5. Total Quantity – show size and number of bottles purchased
6. If Commercial Establishment, list Special Occasion Permit Number –this is a number issued by the N.C. ABC Commission to a commercial establishment. This number must be listed if item #8 Forty-eight (48) Hour Permit is checked.
7. One (1) Day Permit – this item is checked when the permit is being used for the day of the purchase. If item 7 is checked items 6, 8 and 10 can be ignored.
8. Forty-eight (48) Hour Permit – if item 8 is checked, item 7 can be ignored. If item 8 is checked, items 6 and 10 must be completed.
9. Issue Date – date purchase is being made
10. Date Event Will Conclude – date the special occasion/event will end
11. Purchasers Signature – self explanatory
12. Board Member or Authorized Employee Signature – Only a store manager or an assistant store manager is authorized to sign permits in a store.
13. Store Number – self explanatory

The following quantities of an individual size may be purchased within the 40-liter limit:

<u>Size</u>	<u>Number of Bottles</u>
.375L	106
.50L	80
.75L	53
1.75L	22

The total amount purchased cannot exceed 40 liters with a permit. It is a violation of the NC ABC law to sell more than 8 liters of either fortified wine or spirituous liquor, or 8 liters of the two combined to a person without first issuing that person a Purchase-Transportation Permit

C. TRANSACTIONS AND HANDLING MONEY

1. Handling cash, credit/debit cards and deposits

At all times, employees are expected to demonstrate the utmost care while handling cash, credit/debit cards, receipts or deposits regardless of whether they are completing a customer transaction, transferring funds from the cash register to the safe or preparing a bank deposit.

Throughout the day, surplus money from the cash register will be removed, verified by the manager and placed in the safe. For both safety and insurance reasons, all money is to be kept in either the cash register or the safe, not in the back of the store or under the counter. Money

missing as a result of not being in the cash register or the safe will be the responsibility of the Store Manager, the Assistant Store Manager, or the person in charge while working that day.

The Store Manager must verify by counting all store monies received from CSRs and Assistant Store Managers by initialing each pack of money received as being correct and as well as indicating from whom the pack of money was received. After verifying each pack of money, the Store Manager or Assistant Store Manager is solely responsible for the money and for depositing the correct amount in the bank.

All responsibilities of the Store Manager are the same for an Assistant Store Manager when the Store Manager is away from the store. At the end of each day, all Wake County Alcoholic Beverage Control stores are required to prepare a bank deposit for the following day and then secure the money in the safe, along with the deposit paperwork. At the start of business, the following day, the Store Manager, the Assistant Store Manager, or employee designated to open the store will verify the information prior to making the deposit at the bank. It is the responsibility of the Store Manager or the Assistant Store Manager to safeguard against money accumulating over the amount covered by insurance.

2. Cash over & short

All cash overages and shortages shall be documented by individual cash drawers on a daily basis and documented with daily activities. Employees who handle cash are expected to be careful and accurate in reconciling their funds each day without overages or shortages. Failure of employees to follow internal controls is considered negligence resulting in potential disciplinary action. The Wake County ABC system recognizes the possibility of differences due to human error from time to time but not on a regular basis. The following protocols shall be followed.

- If a store has a cash over/short in one work day, the Store Manager will document which employee(s) were involved. The Store Manager will give a verbal warning and document the conversation with the employee(s) involved. A log of occurrences will be kept on hand and submitted to the Finance Director on a weekly basis.
- If a store exceeds a cumulative cash over/short of \$25 any month, the Store Manager shall notify the General Manager and/or an Assistant General Manager and provide documentation of such occurrences. The documentation shall include dates, amounts, and names. The General Manager, or his designee, may require employees to supplement the shortages with personal funds.
- The Finance Director will keep a record of cash over/short occurrences.

3. Transactions & making change

During a transaction when a customer is using cash, the employee should place the bills on the front of the cash register prior to making change. This step eliminates questions about whether the employee received payment for merchandise or how much was received.

4. No returns or exchanges

The Board has a policy of No Returns/No Exchanges. However, there are situations where issuing a return is necessary. For example, if a customer does not have enough money for the transaction, he changes his/her mind prior to leaving the store or there is an error at the time of the transaction, the employee will need to issue a return. All returns are to be properly handled and approved by the Store Manager or the Assistant Store Manager at the time the return occurs.

Returns are only possible if the customer has not physically left the store. For customers who have left the store or for ones who return later requesting a refund or exchange, please have them contact the office and speak with the General Manager. Any exception to the No Returns/No Exchanges policy can only be approved by the General Manager.

5. Check out procedures

At the end of each day, the store manager or assistant manager shall take the cash register readouts for that day. It is not necessary for these figures to be available to the CSRs.

Once the CSR has counted the money, the store manager or assistant manager will verify both the money and the returns with the CSR. The manager will determine if the CSR's drawer is over or short and keep it on the designated form as such.

These records shall be kept with the store's copy of the Daily Store Report. All of these records are retained until after the annual audit. For example, July 1, 2005 – June 30, 2006 are kept and destroyed November 1, 2006. July 1, 2006 – June 30, 2007 are kept and destroyed November 1, 2007, etc.

6. Cashier I.D. Numbers

The office assigns a cashier number to new employees who will be working in the ABC stores. Store employees use these numbers for identification purposes while using the Board's computerized cash register system. No employee is to operate under another employee's number.

7. Allowances for shortages in stores with inventory

Wake County Alcoholic Beverage Control self-service stores receive an allowance of 1/13.333 of 1% of sales or \$75.00 on each \$100,000 in sales to apply to shortages based on sales at the end of each inventory period. The General Manager may require employees to makeup shortages in excess of this allowance amount if trends exist. In the event of a shortage, the office will determine the amount owed by each employee based on who was working in the store location during the applicable time period. Employees can choose to pay the amount they owe in full or establish a payment schedule. Employees can pay by cash, check or via payroll deduction.

Should an employee resign prior to the balance being paid in full, the employee's final paycheck will be adjusted, in accordance with applicable state laws and regulations.

All employees are reminded that the most effective way to minimize shortages is to be attentive and conscientious in carrying out the duties of a Wake County ABC Board employee. In particular, employees are expected to adhere to the following:

- No reading smart phones, smart devices, newspapers, books, or magazines while working the cash register;
- Keep bottles fronted on shelves
- Refrain from staring out the window in a daze
- Carefully account for merchandise received and
- Carefully conduct monthly inventory activities

8. Customer return of bad or damaged product

When a customer returns to the store with a bad or damaged product, an employee should follow these steps.

1. Have the customer complete a Distressed Merchandise Bad Product form. The form request will ask for the name, contact information, date of purchase (attach receipt if available), and reason for return of product.
2. Inform the customer they will be contacted by management after a company representative in consulted.
3. Attach the Customer's Distressed Merchandise Bad Product form to the bottle being returned and keep the product at the store.
4. Notify the General Manager you have a returned product transfer it as soon as possible to the office.

9. Customer complaint of price discrepancy between shelf tag and register

When there is a discrepancy between the shelf tag price and the cash register price where the shelf tag price is lower:

1. Complete a Price Discrepancy Form providing the date and time of the visit, store location, customer information, product with discrepancy, price on shelf and price in the register.
2. Inform the customer the discrepancy will be reviewed by the office. Payment will be made to the customer for the amount of difference if the product was purchased.

D. STORE GUIDELINES

1. Delisted items, slow sellers, new items and price list

The State of North Carolina ABC Commission price list is updated on a monthly basis. In addition, at times, slow sellers will discontinue being offered in all or some stores. When either of these situations occurs, the Store Manager or Assistant Store Manager is expected to display these items in a manner that gives them high visibility. In addition to placing these items where customers will notice them while shopping, an appropriate sign should be placed near them indicating that they have been discontinued.

When new items arrive and are stocked in the ABC stores, they should have neat, professional signage that identifies the products as a “New Item”.

The State of North Carolina ABC Commission price list is to be posted on the Wake County ABC website and in each ABC store in a conspicuous place where the public may examine it for prices and brands.

2. Store appearance

All Wake County ABC stores are to be well maintained and kept presentable to the public we serve. The store manager is expected to ensure the:

- Parking lots and other outside areas are well lit, neat, clean, and free of trash and debris;
- Windows, floors, counters and shelves are neat and clean;
- Areas around the check-out counter, entrance/exit doors are neat, clean and free of clutter;
- Shelf merchandise is fronted and free of dust and dirt;
- Backrooms, desk area and rest rooms are neat and clean.

3. Televisions and radios in the stores

Personal televisions are not allowed in the Wake County ABC stores. Radios are permitted in the stores to provide pleasant background music. Loud, offensive, inappropriate music, political news programs, and/or radio talk shows are not conducive to the shopping environment the ABC Board strives to maintain for its customers.

4. Special containers and value added items

There are times when items are packaged in special decorative containers or come with value added items. The containers or value-added items are provided as a benefit to the retail customer who purchases the product and are part of the product being sold to the customer as a “single unit”.

The warehouse is not required to make these special decorative containers or value-added items available to the wholesale (LBD) customers. Any merchandise received at the warehouse or any store with these containers missing should be reported to the office.

Approval of the disposition of these special containers or value-added items or exceptions to the above must be approved through the General Manager. Failure to follow this rule may result in disciplinary action up to and including termination.

5. Stamping cases

Cases received at an ABC store from the State and/or Wake County warehouse must be stamped on the day received. A numbered coding stamp is provided for this purpose. The stamp shall be affixed directly above the North Carolina Code Number already affixed on the box. The coding method used by the Board is:

The top line will state the store number. The second line will state the date that the case was received regardless where from. Example: If store No. 7 receives a shipment on September 24, 2021 then the stamp shall read.



6. Debit memos and damaged merchandise

Before credit can be received for damaged merchandise it must be inspected by the distiller representatives. The Board representatives must determine if damaged merchandise is the responsibility of the distiller or of the Board. Debit memos are used to help make the proper determination.

When completing Debit Memo form, please keep the following in mind:

- Indicate if the damage is concealed, if the case was dry or wet case, or if the damage is employee breakage.
- Credit cannot be received for bottles with broken seals or for short-in-case if there is a bottle indentation in the section where the bottle is said to be missing.
- If the debit memo is being completed because of employee breakage, show the name of the employee who broke the merchandise.

When receiving merchandise from the warehouse, any case that has been opened, appears to have been tampered with, or is wet, should be inspected by the Store Manager, Assistant Store Manager, and/or warehouse truck driver before the truck leaves the store.

If a case is received with a bottle short and if there is a bottle indentation in the case, the case should be returned. If a wet case is received, it should be inspected by the store manager and truck driver. If it is determined that the case is wet because of broken contents before entering the store, it should be returned.

Important Reminder: if breakage occurs after an item is inside the store, it is the store's responsibility.

Damaged merchandise will be picked up monthly by Law Enforcement staff. Any debit memos not previously sent to the office should accompany the damaged merchandise. Damaged bottles found and not picked up by Law Enforcement staff should be counted as ending inventory and written up on a debit memo for the next month.

Following the procedures outlined above will enable the office to process and verify all debit memos before inventories arrive.

7. Inspections, repairs, and maintenance

Occasionally an outside agency, such as the Fire Department, Health Department, etc., may make an inspection of an ABC Board property. After such inspections, requests for corrective action may be made by the department making the inspection. All requests need to be in writing and forwarded to the General Manager's attention before they are considered valid. Store Manager or Assistant Store Manager are to inform anyone making such requests of this requirement.

8. Monthly inventory

Wake County Alcoholic Beverage Control conducts physical inventory on the last working Tuesday of the month. The only exception shall be the month of June where a physical inventory shall be conducted on the last working day of the month. Under the direction of the Store Manager or the Assistant Store Manager, in the Store Manager's absence, a careful and thorough count of all merchandise is done and recorded using the handheld scanning equipment. Recounts of codes on the variance reports must be done prior to transmitting the inventory information to the office. Complete and accurate monthly inventories are an important aspect of the Board's business that allows it to operate efficiently and effectively. Employees assisting with monthly inventory activities are expected to do their part to achieve that goal. The Store Manager and Assistant Store Manager are expected to be present for all inventories unless approved such by the General Manager.

9. Procedures for opening and closing the stores

To begin each business day in the store, the employee responsible for opening should ensure the following tasks are completed:

- The carpet is vacuumed or tile dust mopped or cleaned
- The entrance and exit doors are cleaned.
- Areas around the registers are neat and clean.
- The Store's deposit is completed and checked for accuracy and ready for deposit.

To properly close the store at the end of business, the employee responsible for closing should ensure the following tasks are completed:

- Perform the appropriate closing register functions.
- Verify all employees have closed out their register.
- Prepare the store's daily deposit.
- Ensure the store's video equipment is functioning.
- Inspect all store entrances and ensure they are locked and secured.
- Activate the store's alarm system.
- The Daily Store Report is accurately completed.