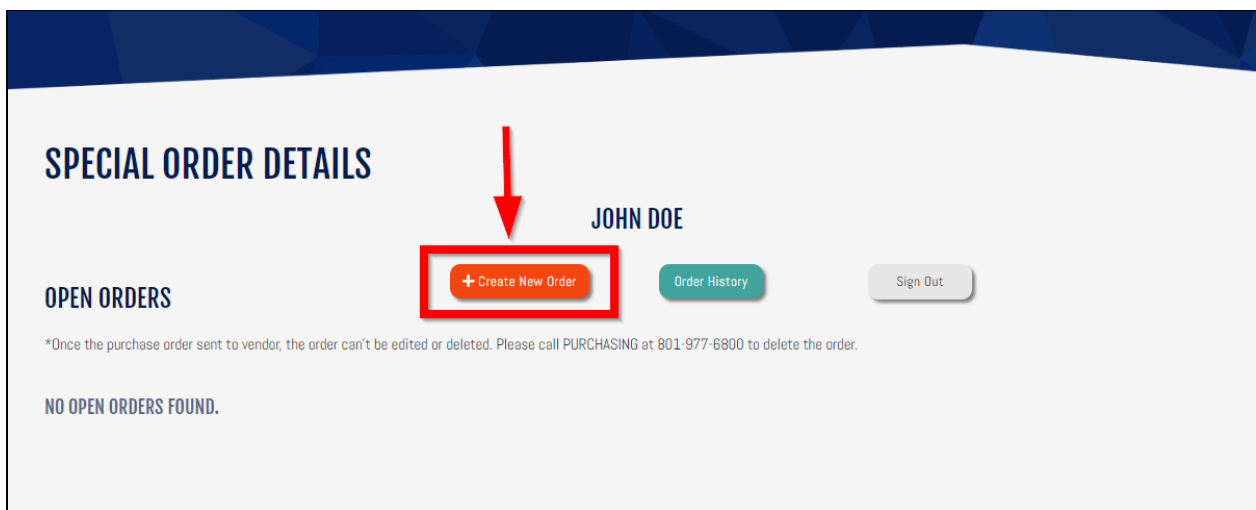




# Placing a Special Order

Now that you have an account you can place a special order. Sometimes the item will already exist in our catalog, sometimes you may have ordered it in the past, and sometimes it may be a product we've never heard of. Whichever type of item you submit we will work diligently to get that product into your hands. Follow the steps below to submit a special order.

1. After logging into your special orders account - you land on your special order homepage - which will show you any open orders you may have, and the order's status. To create a new order, click on the orange "Create New Order" button.



2. Give your order a nickname - the store that the order will be sent to is pre-filled with the default store you set up with your account. If you would like to change the store you can change the city and pickup location by using the dropdowns. (Licensee customers do not have a default store). Once those fields are correct click the "Create Order" button.





# UTAH DEPARTMENT OF ALCOHOLIC BEVERAGE SERVICES PLACING A SPECIAL ORDER

3. Now we need to add items to the order, you can do this by clicking the light blue-green button and selecting either an item you know exists in the special order catalog, an item you have recently ordered, or a brand new item. We will add one of each.

**SPECIAL ORDER DETAILS**

JOHN DOE

Order NickName: Sample Order | Status: In Progress - Not submitted to DABC

Select your city: Taylorville | Store Pickup Location: Taylorville - 4455 S 2700 W

Update

**Add To Order** (dropdown menu):  
Special Order Catalog  
Previous Order  
New Item

Note: Prices are subject to change. All purchases are in Vendor minimum order quantities only! Prices DO NOT include appropriate City Sales Tax!

Return to Order

4. The first item I'll add is from the special order catalog - simply click on the "Special Order Catalog" option in the dropdown and begin typing the name of the item or click and scroll in the list. Select the qty you want - NOTE: this is not how many bottles, but how many CASES. After selecting the item and qty, make any comments and click on "Add to Order"

**ADD FROM SPECIAL ORDER CATALOG**

Special Order Catalog (1)  
ZD ABACUS XXII BOTTLING 750ml - \$2222.97

Qty(Cases) (2)  
1

Comments(Optional)

(3) Add to Order | Close



## UTAH DEPARTMENT OF ALCOHOLIC BEVERAGE SERVICES PLACING A SPECIAL ORDER

5. If you are ordering an item you have ordered through the special order program before you can click "Add to Order" and then select the second option "Previous Order". In the resulting popup you can click the item dropdown and see items that you have ordered in the past. Select the item you wish to order, the qty (again in CASES), add any comments and then click "Add to Order"

**ADD FROM YOUR PREVIOUS ORDER**

**Previously Ordered Products** 1

03 ORANGE LIQOUR 750ml

**Qty(Cases)** 2

1

**Comments(Optional)**

3 **Add to Order** Close

6. If you are adding an item to your order that you are unsure as to whether it exists in any catalog or not, you can add a new item. Click "Add to Order" and then select the third option in the list "New Item". Fill out the popup as best you can - including adding any images you may have of the product. When you have filled out the popup click "Add to Order" (screenshot on next page).



## ADD NEW ITEM

**New Product Name**

**Vendor/Distributor/Producer(If Known)**

**Size(ML)** **Qty(Cases)**

**Comments(Optional)**

**Have you purchased this item in the US previously?**

Yes  No

**Images(If Available)**

**Front Label**

 No file chosen



# UTAH DEPARTMENT OF ALCOHOLIC BEVERAGE SERVICES PLACING A SPECIAL ORDER

7. If after adding products to the order, but before you have submitted the order, you would like to edit or delete an item on the order you can click on the blue pencil button to edit or the red trash bin to delete.

### SPECIAL ORDER DETAILS

JOHN DOE

Order NickName: Sample Order      Status: In Progress -- Not submitted to DABC

Select your city: Taylorsville      Store Pickup Location: Taylorsville - 4455 S 2700 W

Update      Add To Order +

Product Name	Total Price	Qty (Cases)	Actions
ZD ABACUS XXII BOTTLING 750ml	\$4445.94	2 (3)	
O3 ORANGE LIQUOR 750ml	\$266.76	1 (12)	
		\$4712.70	

Submit Order

[Special Order Instruction Document](#)

Note: Prices are subject to change. All purchases are in Vendor minimum order quantities only! Prices DO NOT include appropriate City Sales Tax!

Return to Order

8. If you feel comfortable submitting the order click on the "Submit Order" button near the bottom of the page. You will be asked again to confirm the order - if everything looks correct click "Submit", if you need to make changes click "Cancel" and make the appropriate changes.

### SPECIAL ORDER DETAILS

JOHN DOE

Order NickName: Sample Order      Status: In Progress -- Not submitted to DABC

Select your city: Taylorsville      Store Pickup Location: Taylorsville - 4455 S 2700 W

Update      Add To Order +

Product Name	Total Price	Qty (Cases)	Actions
ZD ABACUS XXII BOTTLING 750ml	\$4445.94	2 (3)	
O3 ORANGE LIQUOR 750ml	\$266.76	1 (12)	
		\$4712.70	

**Submit Order**

[Special Order Instruction Document](#)

Note: Prices are subject to change. All purchases are in Vendor minimum order quantities only! Prices DO NOT include appropriate City Sales Tax!

Return to Order



# UTAH DEPARTMENT OF ALCOHOLIC BEVERAGE SERVICES PLACING A SPECIAL ORDER

9. However, if you would like to save your progress, but not yet submit it to the DABS, you can click the "Return to Order" button at the bottom of the page.

### SPECIAL ORDER DETAILS

**JOHN DOE**

<b>Order NickName</b> Sample Order	<b>Status</b> In Progress -- Not submitted to DABC		
<b>Select your city</b> Taylorsville	<b>Store Pickup Location</b> Taylorsville - 4455 S 2700 W		
<b>Update</b>			
<b>Add To Order</b>			
Product Name	Total Price	Qty (Cases)	Actions
Z0 ABACUS XXII BOTTLING 750ml	\$4445.94	2 (3)	
03 ORANGE LIQUOR 750ml	\$266.76	1 (12)	
\$4712.70			
<b>Submit Order</b>			
<b>Special Order Instruction Document</b>			
Please Do Not Edit or Delete to change. All purchases are in Vendor minimum order quantities only! Prices DO NOT include appropriate City Sales Tax!			
<b>Return to Order</b>			

10. When you submit an order, if the item exists in the DABS catalog it will create a PO and get the item on the way to your store, however, if there are items that are new - such as the "New Item Example" on this order - it may take a while to track down the item and determine if it can even be ordered. You can keep an eye on the status of each item by viewing the order.

<b>Order NickName</b> Test 1007	<b>Status</b> Pending		
<b>Select your city</b> Salt Lake City	<b>Store Pickup Location</b> Club Store - 1675 South 900 West		
<b>Estimated Delivery Date:</b> 12/8/2021			
Product Name - Code	Total Price	Qty (Cases)	Actions
4TH RABBIT AGAVE SPIRIT 750ml - 908121 <b>Order sent to Vendor</b>	\$454.56	1 (6)	
STEPH OGIER COTES DU RH VENU ROUGE 750ml - 922404 <b>Order sent to Vendor</b>	\$245.28	1 (12)	
VAIMAKI FAMILY POPLKA RED 750ml - 922364 <b>Order sent to Vendor</b>	\$318.72	1 (12)	
VAIMAKI FAMILY POPLKA WHITE 750ml - 922363 <b>Order sent to Vendor</b>	\$1176.96	4 (12)	

11. Once you have submitted an order, if the items are listed as "Order sent to Vendor" you cannot delete or edit the order - instead you must call the DABS purchasing team to resolve any issues or make any changes. The DABS purchasing team can be reached at [dabspurchasing@utah.gov](mailto:dabspurchasing@utah.gov) or (801) 977-6800

Instructions continued on next page



# UTAH DEPARTMENT OF ALCOHOLIC BEVERAGE SERVICES PLACING A SPECIAL ORDER

**OPEN ORDERS** [+ Create New Order](#) [Order History](#) [Sign Out](#)

\*Once the purchase order sent to vendor, the order can't be edited or deleted. Please call PURCHASING at 801-977-6800 to delete the order.

SHOWING PURCHASING - 221255

Ordered Date: 10/18/2021  
Status: Pending  
Store Location: Taylorsville - 4455 S 2700 W

Product Name (Code)	Quantity (Cases)	Total Price
HALKIA AGIORGITIKO RED 750ml (922302)	2 (12)	\$562.32
MOSCHOLITHOS WHITE 750ml (922303)	1 (12)	\$207.84
HALKIA AGIORGITIKO RED 750ml (922302)	1 (12)	\$281.16
ACHEL BLONDE (919312)	1 (24)	\$162.96
		\$1214.28

[Review & Confirm](#)

12. After purchasing has done some tracking down and determined the vendor, price, availability of an item it will be sent back for your confirmation. When this happens you will receive an email letting you know that purchasing was able to find the product you were looking for. You must log into your special order account to confirm pricing and qty. Start by logging into your special order account and finding the order - click on the "Review & Confirm" button to view the items on the order.

Order NickName: Showing Purchasing Status: Pending

Select your city: Taylorsville Store Pickup Location: Taylorsville - 4455 S 2700 W

Estimated Delivery Date: 10/19/2021

Product Name - Code	Total Price	Qty (Cases)	Actions
HALKIA AGIORGITIKO RED 750ml - 922302 <span>Awaiting Confirmation</span> <a href="#">Review &amp; Confirm</a>	\$562.32	2 (12)	...
MOSCHOLITHOS WHITE 750ml - 922303 <span>Order sent to Vendor</span>	\$207.84	1 (12)	👁
HALKIA AGIORGITIKO RED 750ml - 922302 <span>Under Review</span>	\$281.16	1 (12)	👁
ACHEL BLONDE - 919312 <span>Order sent to Vendor</span>	\$162.96	1 (24)	👁
	\$1214.28		

13. On the details screen you will see the item that is awaiting confirmation - click the "Review & Confirm" button to the right of the item.



## UTAH DEPARTMENT OF ALCOHOLIC BEVERAGE SERVICES PLACING A SPECIAL ORDER

### REVIEW AND CONFIRM YOUR ORDER

Product Name	HALKIA AGIORGITIKO RED 750ml
Vendor Name	ELENTENY IMPORTS/EKLEKTIKON (200560)
Quantity	<input type="text" value="2"/>
Size	750
Total Price	\$562.32

**Status/Comments(Optional)**

\*Open PO: PP0267878 has 1 case ordered.\*

\*Open PO: PP0268131 has 1 case ordered.\*

14. A box will appear with confirmation details - you can change the qty you wish to receive on this screen. You can confirm that you would like the item, cancel the item, or simply leave it in pending status, by clicking the "Close" button - if you need more time to think about it.
15. Once you have confirmed the item it will reflect "Order sent to Vendor"
16. If you have additional questions or concerns please reach out to the DABS purchasing team at [dabspurchasing@utah.gov](mailto:dabspurchasing@utah.gov) or (801) 977-6800.