Procedure for Requesting Credit for Merchandise and Freight Damages

Defective merchandise codes and definitions.

CODE	DEFECT
902	low content
903	spoiled/curdled
904	sediment
905	bad cap
906	leaker
907	no label
908	short pack
909	bad taste
910	bad color
911	defective bottle
912	dry breakage
913	wrong product/mis-labeled case
914	truck breakage/shortage

Credit applications for defective merchandise must be filled out monthly and emailed, faxed, or mailed to the Liquor Control Division in Helena **by the 15th of each month.** DO NOT ACCUMULATE DEFECTIVE MERCHANDISE AND SUBMIT FOR CREDIT FOR ANY LONGER TIME PERIOD. You need to submit an application for credit even if it is only for one item. Credit for merchandise invoiced more than six months ago will not be authorized.

INSTRUCTIONS FOR COMPLETING APPLICATION FOR CREDIT

DEFECTIVE MERCHANDISE:

1. Enter your store number in the space labeled “Store Number”.
2. Enter the name of your town in the space labeled “City”.
3. Enter the date you are submitting the credit form in the space labeled “Date”.
4. Enter your name in the space labeled “Signature”.
5. Enter the invoice number the product was received on in the column labeled “Invoice # received on”.
6. Enter the product code number (11 digits) in the column labeled “NABCA Number”.
7. Enter product description in the column labeled “Product Description”.
9. Enter the quantity in column labeled “Qty-Units”.
10. Select the appropriate adjustment code from the drop-down menu in the column labeled “Adjustment Code”.
12. Email, fax or mail the application to the Liquor Control Division in Helena.
13. Retain a copy for your records.
14. Box the merchandise and keep in your store for 60 days.

FREIGHT DAMAGES OR SHORTAGES:

1. Have the truck driver note product damage or shortages on the bill of lading. Make sure the truck driver signs the bill of lading.
2. Fill out the APPLICATION FOR CREDIT FORM following steps 1 through 14 listed above.
3. Send us the bill of lading and the application for credit together to the Liquor Control Division. Send this type of application for credit **as the incident occurs**.

When the application for credit has been processed you will receive a print-out verifying the credit was processed. Your account receivable will also be adjusted to reflect the credit.

If you have questions with this procedure or need help completing the application form, you may call the Liquor Control Division customer service number at 1-800-332-6135.