



Step-by-step instructions to start via RNDC On Demand

What is RNDC On Demand?: RNDC On Demand is a selling division of RNDC that provides access to distribution in 18 markets. We support a portfolio of Makers by utilizing RNDC's operational infrastructure to bring their products to market.

Where is RNDC On Demand?

Spirits & Wine: AR, CO, DC, FL, GA, HI, IL, IN, KY, LA, MD, ND, NE, NM, OK, SC, & TX
On Demand for Wine Only: VA

Why RNDC On Demand?: RNDC On Demand welcomes all Makers, offering them a marketplace opportunity and incubating products toward "graduation." Brands demonstrating growth and proven success can transition into a full-service division. This initiative allows RNDC to embrace all potential new Suppliers, eliminating the need to decline them.

To be considered for graduation into the RNDC main pad:

- TX & FL: \$20,000 net case sales for 6 straight months
- All other markets: \$10,000 net cases sales for 6 straight months

Who is RNDC On Demand? RNDC On Demand is powered by LibDib, Dean Parker - Division Director, Tabetha Arnold - TX State Manager, Christopher Plumley - IL & CO State Manager and Rachel Minor - FL State Manager

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Checklist To Get Started with RNDC On Demand

- Send company set up info to the On Demand Team
- Send FOBs, SRPs, package sizes and ABV to the On Demand Team
- Receive an email from Okta to gain access to INFORMATICA (the RNDC Supplier Portal) ***be sure to check spam folder*
- Login to Informatica, add state licensing info (must be licensed in the state)
- Schedule a pricing review call with the RNDC On Demand team
- Confirmation of Corporate RNDC setup will be sent via email
- Access eRNDC account
- Add offerings to eRNDC
- Submit all product information to the market you want to go live in **Do not forget your state specific details*
- Alert the RNDC On Demand team about product submissions in eRND (send email)
- Obtain a FedEx Shippers Agreement
- Set up LibDib Account
- Add offerings to LibDib
- Receive a notification from RNDC On Demand team that products are set up in RNDC
- Receive a notification from LibDib Makers team that products are set up in LibDib
- Start selling

1. RNDC Account Set Up

- To set up your RNDC account, please send the following information to all four emails listed: dean.parker@rncd-usa.com, rachel.minor@rncd-usa.com, tabetha.arnold@rncd-usa.com, christopher.plumley@rncd-usa.com
 - **To get set up as an RNDC supplier, the RNDC On Demand team will need the following information:**

To help us move forward, please provide the following:

Market Information:

- The states where you are interested in utilizing RNDC’s On-Demand Division (please list in priority order). Separately -List the states where you currently hold an active license.

Example:

STATE	PERMIT
TX	YES
FL	YES
GA	NO
LA	NO

Please note: We can only begin the setup process in states where you have an active license.

Supplier & Product Information:

1. Supplier name (as listed on your W9 and state license)
2. First and last name of the person handling setup
3. Email address of the setup contact
4. Phone number of the setup contact
5. Are you currently working with a broker?
 - If yes, please provide the broker company name and primary contact information
6. Product type (Spirit, Wine, RTD, Non Alcoholic, etc.)
7. Brand name
8. Approximate number of SKUs to be added
9. Are you currently working with RNDC in any other markets?
 - If yes, please specify which markets
10. Target launch date
11. Any current chain placements in the market

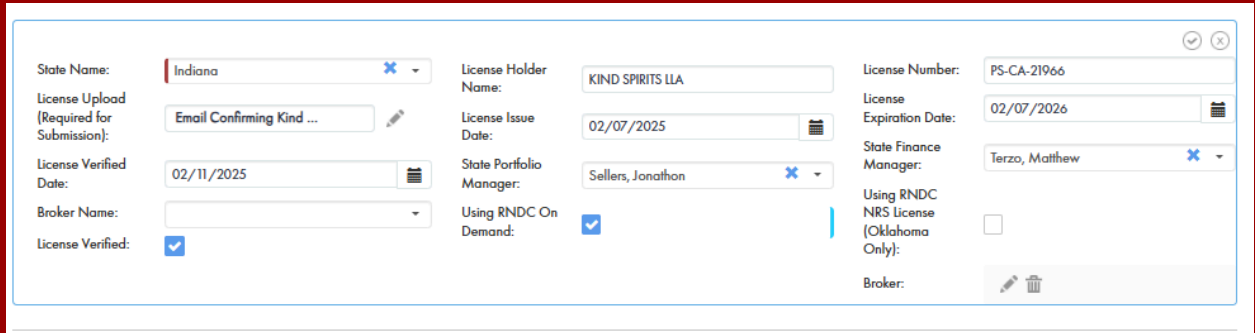
- If applicable, please include details and available depletion data
12. Proposed case FOBs, ABV, case pack size, and suggested shelf retail pricing
- a. This will allow our team to prepare a proposed pricing structure for further discussion

Please use this format. EXAMPLE below

Product	ABV	Case Count	Suggested MSRP	Case FOB
Brand Name - Example	52.25%	6pk	\$49.95	\$147.00

- After emailing the RNDC On Demand team with the required information, you will receive a confirmation email from the RNDC Supplier Onboarding team (usually 5 business days after you submit the above info to the RNDC On Demand team) then you will receive an email from Okta granting you access to INFORMATICA.
 - ***Please note: if you do not open the Okta email within 30 days, you will need to restart the process from step one. Remember to check your spam folder, as Okta emails sometimes go there.*

2A. Access Okta to login INFORMATICA (RNDC Supplier Portal) - Upload licenses + Add Markets



The screenshot shows a web form for uploading license information. The form is organized into several sections:

- State Name:** A dropdown menu with "Indiana" selected.
- License Upload (Required for Submission):** A text input field with "Email Confirming Kind ..." and a pencil icon for editing.
- License Verified Date:** A date picker showing "02/11/2025".
- Broker Name:** A dropdown menu.
- License Verified:** A checked checkbox.
- License Holder Name:** A text input field with "KIND SPIRITS LLA".
- License Issue Date:** A date picker showing "02/07/2025".
- State Portfolio Manager:** A dropdown menu with "Sellers, Jonathon" selected.
- Using RNDC On Demand:** A checked checkbox.
- License Number:** A text input field with "PS-CA-21966".
- License Expiration Date:** A date picker showing "02/07/2026".
- State Finance Manager:** A dropdown menu with "Terzo, Matthew" selected.
- Using RNDC NRS License (Oklahoma Only):** An unchecked checkbox.
- Broker:** A text input field with a pencil icon for editing and a trash icon for deletion.

- **The RNDC supplier portal**, Informatica, is where you will upload your state license information, including your license(s) and state-specific brand label registrations.
 - Not sure which license you need to go live in a state? **Skip down to Step 15: Compliance and review the market you want to go live in**
- The RNDC Supplier Onboarding team will send you an email notification once your RNDC account setup is complete.
- An appointment letter designating RNDC as your distributor is **required** for upload.
 - A draft appointment letter you can upload can be found [here](#)
- Link to video guides on how to set up RNDC Supplier Portal account: <https://rndc.sharepoint.com/sites/InformaticaSupplier>

Direct Supplier Portal Data Requirements (Everything you will need to enter in the RNDC Supplier Portal)

Page 1 – General

- Supplier Name
- DBA (if applicable) – not required
- Primary Address – Address Line 1, City, State, ZIP
- Remit To address - Address Line 1, City, State, ZIP
- Remit To Contact – Name, email address, phone #
- Supplier Tax Information – Tax Number, Type, Tax Class
- Supplementary Information
 - Reporting Measure
 - Company Phone #

Page 2 – Shipping Information

- Type(s) of products you are selling to RNDC (Beer, Wine, Spirits, CBD)
- Order Department Contact - Name, email address, phone #
- Shipping From Location(s)
 - Building Name, Address Line 1, City, State, ZIP
- Shipping Location Contact - Name, email address, phone #
- Freight Terms, Freight Covered By, FDA Registration #, Brands Shipping from Location

Page 3 – Supplier State Information

- State License
 - State Name
 - License Holder Name
 - License upload (need PDF of license)
 - License Issue and Expiration dates
- State Contact - Name, email address, phone #

Page 4 – Contact Information

- Primary Contact - Name, email address, phone #
- A/P Contact - Name, email address, phone #
- A/R Contact - Name, email address, phone #
- Chargeback Contact - Name, email address, phone #

Page 5 – Document Upload (pdf, png, jpeg, jpg formats)

- RNDC Appointment Letter
- W9

2B. Looking to add another RNDC On Demand Market Informatica - RNDC Supplier Portal

****Please note, if you are looking to add a market you must notify the RNDC On Demand team of which market, please provide all information from step 1 to the On Demand team via email**

To add an additional On Demand Market state in the Supplier Portal (Informatica):

- Click 'Edit' and navigate to 'Supplier State Information.'
- Use the (+) button to add the new state.
- You'll need to provide the License #, Holder Name, License Issue and Expiration dates, upload the License, and provide State contact information.

- After entering the required details, click 'Save' at the top of the screen to submit your changes.

Please note that the added state will not appear immediately after saving; it must first be approved by the RNDC Commercialization team. During this review and approval process, the Portal will be locked.

- Link to RNDC Supplier Portal: <https://rndcsuppliers.okta.com>
- Link to video guides on how to set up RNDC Supplier Portal account: <https://rndc.sharepoint.com/sites/InformaticaSupplier>

Edit your information:

The screenshot shows the 'Supplier Information' form. At the top right, there is a grey 'Edit' button highlighted with a red rectangular box. Below the header, there is a section for 'Supplier General Information' with a note: '(Supplier Full Name is not an editable field. Name is derived based on the attached W9.)'. Below this, there are input fields for 'Supplier Full Name' (containing 'Minuteman Spirits') and 'DBA Name'.

Add a state:

The screenshot shows the 'Supplier State License Information' form. At the top right, there is a plus sign button (+) highlighted with a red rectangular box. The form contains several fields: 'State Name*' (New Mexico), 'Broker Name', 'License Number' (NM-12544), 'License Issue Date' (02/02/2025), 'License Expiration Date' (10/04/2026), and 'License Holder Name' (Minuteman Spirits). There are also checkboxes for 'Using RNDC On Demand' (checked), 'Using RNDC NRS License (Oklahoma Only)', 'MicroStrategy Access' (checked), and 'Supplier Contact Copied on Chargebacks'. A 'License Upload' section shows a file named 'W9 Upload for Testing.pdf' with a 'Download' link.

Save/Submit:

The screenshot shows the 'Supplier Information' form. At the top right, there is a blue 'Save' button highlighted with a red rectangular box. Below the header, there is a section for 'Supplier General Information' with a note: '(Supplier Full Name is not an editable field. Name is derived based on the attached W9.)'. Below this, there are input fields for 'Supplier Full Name' (containing 'Minuteman Spirits') and 'DBA Name'.

3. Pricing Conversation

- Once you provide the On Demand Team with your **case pack sizes, ABV, FOBs, and suggested SRPs**, they will email you an Excel pricing file generated from your information
- For any pricing-related inquiries or discussions, please contact the RNDC On Demand team directly, as they are responsible for pricing management
- After you receive the Excel pricing file, schedule a meeting with the RNDC On Demand team to review and finalize the pricing
- RNDC On Demand operates at a 35% margin, at the deepest discount.

4. Supplier set up at RNDC CORP (Confirmation of supplier portal submission)

- The RNDC On Demand Team will email you once your company is set up at the RNDC Corporate Level

5. eRNDC Access

- eRNDC is the platform for submitting product details and setting up your products within RNDC
- Once your account is set up at the Corporate level of RNDC the supplier contact who set up your account will gain access to eRNDC.
 - That team member has access to add the other members of your team to the eRNDC account
- Ensure all other team members are added to your eRNDC account
- What if you haven't received an email to set up your eRNDC account, even though you've submitted all necessary information through the Informatica RNDC Supplier Portal?
 - Please reach to your contact person for RNDC Supplier Set up as well as the RNDC On Demand Team (emails listed below) with the subject line ERNDC ACCESS NEEDED
 - makers@libdib.com, dean.parker@rncd-usa.com, rachel.minor@rncd-usa.com tabetha.arnold@rncd-usa.com, christopher.plumley@rncd-usa.com

6A. Adding Products in eRNDC:

- **Log in to your eRNDC account: erndc.com**
 - Unsure which account you are in? Check the logo on the upper left hand side. **eRNDC** will have **red** accent colors while *LibDib* will have **blue** accent colors.



- **Add your Brand to eRNDC (See image below for how to do this)**
 - **Select ADD under the BRANDS section**
 - **Add all of your brand information**
- **Add your product to eRNDC after you've added your product then select ADD under the Spirits, Wine or Non-ach section (See image below for how to do this)**
 - Please include precise details regarding package sizes.
 - If your product doesn't have a UPC or SCC code, please input 9999999999 to bypass this field
 - Completing this process requires precise package details
 - *****If you do not add accurate package details your items will risk major delays***

LOOK UP...

BRANDS **MANAGE**

291

Product Filter

SPIRITS

291 Colorado BBN/RYE BPRF COMBO

291 Colorado BBN/RYE SBAT COMBO

291 Colorado Bourbon Whiskey Barrel Proof Single Barrel

291 Colorado Bourbon Whiskey Small Batch

291 Colorado Rye Whiskey Small Batch

291 Colorado Whiskey Barrel Proof

RNDC CREATED

ARCHIVES

NOT VALID

Characteristics

Products can be categorized and searched for by their characteristics, you can select from a few highlighted keywords below, create your own or select from a longer list of our most frequent terms on the Description and Tasting Notes tab.

Allocated **Craft** Kosher Organic

Package Information **Show Archived Packages** **Show Inactive Packages**

750mL Bottle - 6 in case - Cork **291 Colorado Bourbon Whiskey Barrel Proof Single Barrel**

UPC: 8544900312 SCC: 00854490031200 #RNDC ID: 2079677

CLOSE PACKAGE DETAILS

750mL Glass Bottle 6 in Case Cork

UPC: 8544900312 SCC: 00854490031200 Packaging: General Availability

Opt. Package Specific Image

Other Identifiers

Supplier Item # Off Item # Optional Package COOL Enter 14 digit EQUA ID Supplier Performance Rating

Dimensions & Specifications

Bottle Type: STANDARD (437" x 69") Case Rows/Label: 2800 Labels Per Bottle: 4.00 Cases in Order: 12.00

Case Width (in): 17.75 Case Depth (in): 25.4 Case Height (in): 35.4 Case Weight (lb): 35.9

Bottle Width (in): Bottle Depth (in): Bottle Height (in): Weight (lb) (Weight (lb))

291 Brand: Product Information for 291 Colorado Bourbon Whiskey Barrel Proof Single Barrel

Spirits and Package Information Description and Tasting Notes Photos and Videos Collateral and Reviews

Spirits Information ** is required to submit * is required to save*

Whiskey Bourbon 291

United States Colorado Colorado

Less Than 2 Years Old 127 Proof 291 Colorado Bourbon Whiskey Barrel Proof Single Barrel

2019-04-01

Bottled in the U.S. Total Production 291 Colorado Bourbon Whiskey Barrel Proof Single Barrel

Image and Label Information

1928900100526 **291 Colorado Bourbon Whiskey Barrel Proof Single Barrel** Colorado

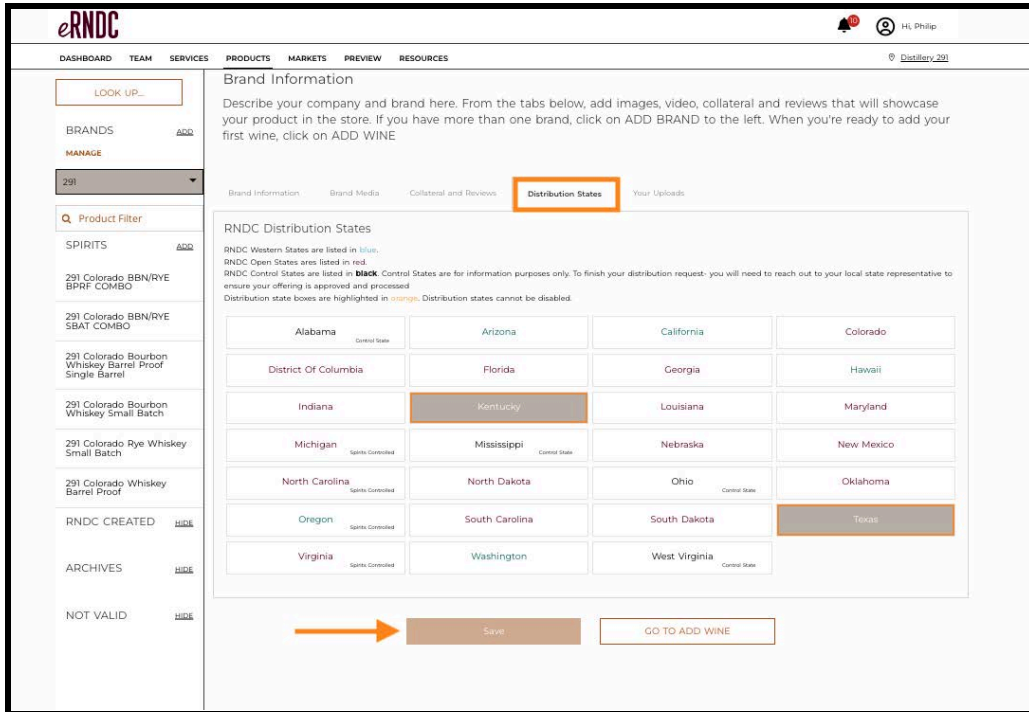
Product Description Front Label Photo Back Label Photo

Characteristics

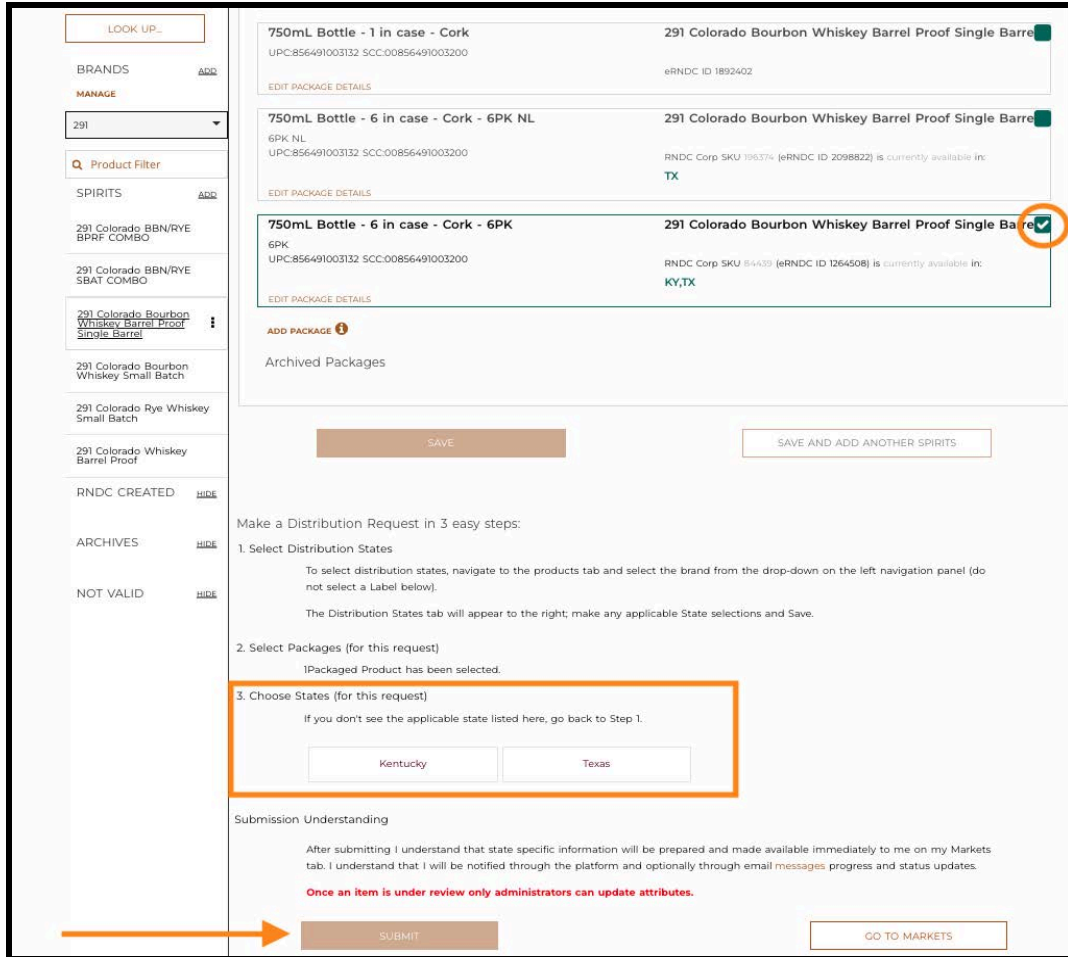
Products can be categorized and searched for by their characteristics, you can select from a few highlighted keywords below, create your own or select from a longer list of our most frequent terms on the Description and Tasting Notes tab.

Allocated **Craft** Kosher Organic

- **Select which market(s) to submit your product(s) to:**
 - Here's how: (see image below)
 - Select the PRODUCTS tab
 - Select the BRAND
 - Select DISTRIBUTION STATES
 - Select the markets you want to submit your products to
 - Select SAVE



- **Select which packages sizes you would like to submit to a market:**
 - *****Please note that if you did not submit your brand to a market this step will not work, you need to go to the previous step***
 - Here's how: (see image below)
 - Select the PRODUCTS tab
 - Select the PRODUCT you'd like to submit to the market
 - Scroll down to the PACKAGE SIZE
 - Select the blue box in the upper right hand corner of the package size (this will go from a blue box to seeing a checkbox in it)
 - Select the markets you want to submit your products to in the CHOOSE STATES box
 - *Don't see your state? Please go back to the step above*
 - Select SUBMIT
 - *****Be sure to check that the package size actually submitted, if it didn't submit you will see an error message telling you what needs to be done in order to submit***



6B. Submitting Products in eRNDNC:

- **Submit products to RNDC for set up:**
 - Here's how: (see images below)
 - Select the **MARKETS** tab
 - Select the market of you'd like to submit your product(s) to on the left hand side, for this example we will use **TEXAS**
 - Select **RNDC REQUESTS**
 - Select **SHOW STATE DETAILS FORM AREA**
 - Fill in all of the required fields (see images below)
 - In the pricing section
 - FOB price you will input the FOB pricing from the agreed upon excel sheet
 - ***if the pricing you input in eRNDC does not match your pricing excel file, this will cause delays in your set up*
 - Suggested retail price will be the **LIST PRICE** from the agreed upon excel sheet

- **Oh No! I do not have an RNDC pricing excel form!** What should I do? Please go back to Step 1 in this guide and send your FOBs, SRPs, ABV and package size details to the RNDC On Demand Team with what market(s) you'd like to go live in.

		ADDITIONAL COMMENTS	FOB
Product Name(s):	FOB		\$99.00
ASW Product Number(s):	SPA (input as negative #)		
Vistaar Price Group (ID # - DESC):	State Ex Tax		\$2.86
Alcohol By Volume (ABV):	Fed Ex Tax		
Units/Case:	Ocean Freight		
Unit Size (in Liters):	Inland Freight		\$12.00
Shipping Terms (DI or Stateside):	Other Imp Costs		
RNDC User:	Other Costs		
Effective Date:	Tariff		

	LIST	TIER 1	TIER 2	TIER 3
Deal Type	LIST	ED	ED	ED
Channel	BOTH	BOTH	BOTH	BOTH
Deal Quantity		3	5	40
Laid-In Cost	\$113.86	\$113.86	\$113.86	\$113.86
Support - DA				
DA % of Total (Pre Cont) Profit \$			7%	14%
Supplier Net FOB	\$99.00	\$99.00	\$96.00	\$93.00
RNDC Fund Contribution				
List Price	\$168.00	\$168.00	\$168.00	\$168.00

Suggested Retail

- **When your products are set up you will receive a notification from the RNDC On Demand Team and eRNDC (see images below)**

The screenshot shows a product setup form for '291 Colorado Bourbon Whiskey Barrel Proof Single Barrel'. The form is divided into several sections:

- Team Contact:** Includes a dropdown for 'Choose Teammember' and a checkbox for 'Check here if sales restrictions (add comments below)'. It also shows 'STANDARD (no expiration new permit) | Updated 03/31/2021'.
- Availability:** Features 'First Available' and 'Last Available' date pickers, a dropdown for '# of cases', and a dropdown for 'Estimated days on hand'.
- Location:** Includes a checkbox for 'Check here if Direct Import' and a dropdown for 'Primary Location'.
- Pricing:** This section is highlighted with a red box. It contains two input fields: 'FOB Price per Case' (with a value of \$99.00) and 'Suggested Retail Price per Case' (with a value of \$168.00).
- Notes:** A text area for 'Additional comments...'.

 At the bottom of the form, there is a 'Notify' button, which is pointed to by a red arrow originating from the 'Pricing' section.

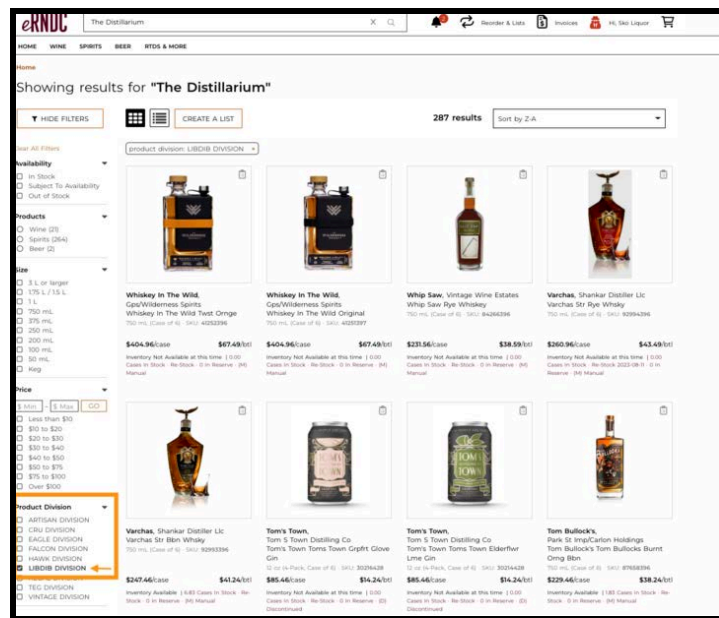
MARKETS	Product Details	Status
Arizona	<p>291 (Distillery 291) 291 Colorado Bourbon Whiskey Barrel Proof Single Barrel Colorado 750 mL, Single, Glass Bottle, Cork, 63.50% ABV, UPC: 856491003132 SCC: 00856491003200 Supplier ID: VIP: COLA: 19289001000526 eRNDC ID: 2098823</p> <p>Show State Details Form Area</p>	<p>Not Submitted Created: 2021-04-14</p>
California	<p>291 (Distillery 291) 291 Colorado Bourbon Whiskey Small Batch Colorado 750 mL, Case of 6, Glass Bottle, Cork, 50.00% ABV, UPC: 856491003095 SCC: 00856491003163 Supplier ID: VIP: COLA: 19289001000517 eRNDC ID: 1892404</p> <p>Show State Details Form Area</p>	<p>Under Review Created: 2020-08-20 Submitted: 2021-03-31</p>
Colorado	<p>291 (Distillery 291) 291 Colorado Bourbon Whiskey Small Batch Colorado 750 mL, Case of 6, Glass Bottle, Cork, 50.00% ABV, 6PK Corp ID/SKU: 83574 UPC: 856491003095 SCC: 00856491003163 Supplier ID: VIP: COLA: 19289001000517 eRNDC ID: 1247314</p> <p>Show State Details Form Area</p>	<p>Setup Complete Created: 2021-03-31 Setup Complete: 2021-04-01</p>
District of Columbia	<p>291 (Distillery 291) 291 Colorado Whiskey Barrel Proof Colorado 750 mL, Case of 6, Glass Bottle, Cork, 63.50% ABV, 6PK OL Corp ID/SKU: 84440 UPC: 856491003125 SCC: 00856491003194 Supplier ID: VIP: COLA: 19289001000552 eRNDC ID: 1264548</p> <p>Show State Details Form Area</p>	<p>Setup Complete Created: 2020-08-20 Setup Complete: 2021-04-01</p>
Florida	<p>291 (Distillery 291) 291 Colorado Rye Whiskey Small Batch Colorado 750 mL, Case of 6, Glass Bottle, Cork, 50.90% ABV, 6PK Corp ID/SKU: 83570 UPC: 856491003057 SCC: 00856491003170 Supplier ID: VIP: COLA: 19289001000535 eRNDC ID: 1247184</p> <p>Show State Details Form Area</p>	<p>Setup Complete Created: 2020-08-20 Setup Complete: 2021-04-01</p>
Georgia	<p>291 (Distillery 291) 291 Colorado Bourbon Whiskey Barrel Proof Single Barrel Colorado 750 mL, Case of 6, Glass Bottle, Cork, 63.50% ABV, 6PK Corp ID/SKU: 84439 UPC: 856491003132 SCC: 00856491003200 Supplier ID: VIP: COLA: 19289001000526 eRNDC ID: 1264508</p> <p>Show State Details Form Area</p>	<p>Setup Complete Created: 2020-08-20 Setup Complete: 2021-04-01</p>
Hawaii		
Indiana		
Kentucky (13/0)		
Louisiana		
Maryland		
Michigan		
Nebraska		
New Mexico		
North Dakota		
Oklahoma		
Oregon		
South Carolina		
South Dakota		
Texas (8/2)		
Virginia		
Washington		

7. LibDib Access & Adding Products to LibDib

- New to LibDib? [Click here](#) to set up your account.
- How to add products to LibDib: [How do I add products?](#)
- And yes, you have set up your items both in LibDib and eRNDC. Once your items are set up in both LibDib and eRNDC, they are accurate for all markets across the entire available network. It's double the "fun," but worth it!

8. Confirmation of items set up in RNDC

- The RNDC On Demand team will notify you via email once your offerings are established with RNDC.
- This means accounts can now see your offerings in eRNDC to order. Accounts can now order your products directly through eRNDC.
- If the buyer has not claimed their eRNDC account, they can do so [here](#).
- Buyers can search eRNDC for your products by name, brand or by Product Division, "RNDC On Demand." See image below:



9. Chain Authorizations? There is a Claiming Process

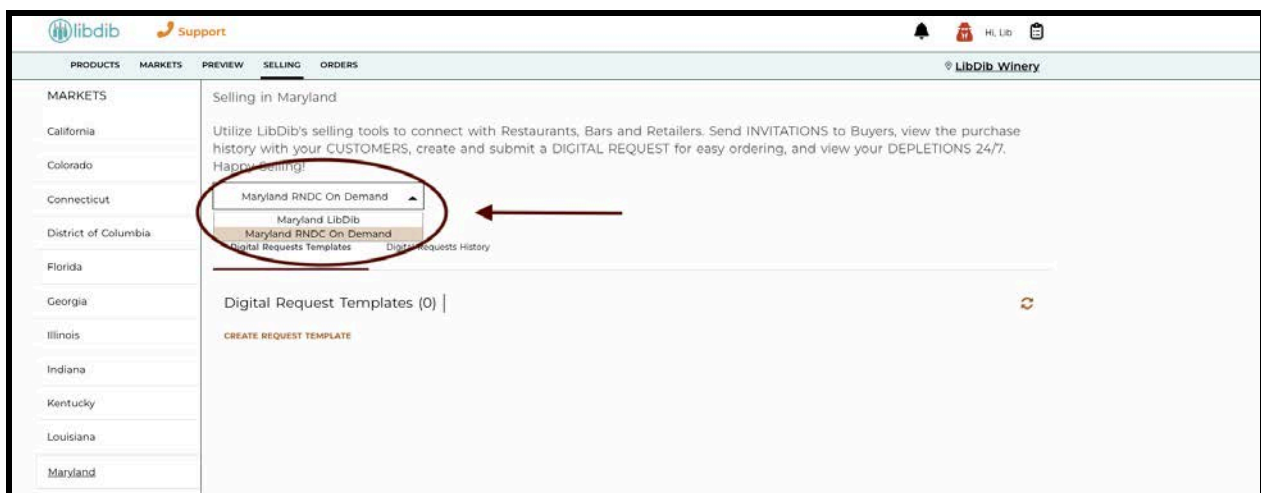
- Now that your offerings are live with RNDC, the On-Demand Team will collaborate with the relevant RNDC Chain CAM(s) to claim any items requiring their attention.
- Be sure to inform The RNDC On Demand team of any chain placements
- **TX Market Spirits only:** Once your product(s) are set up in RNDC TX and you are selling, **ALL spirits** sold to **on-prem** will need to go through a **Class B** in the state of **Texas**. The on-prem account will tell you the supplier who their Class B is.
 - *Specs Corporate* - Any on premise accounts you encounter that use Specs as their Class B will need to work with you and their specs rep to get the item

set up in Spec's system. ****Suppliers are not to reach out to Specs corporate directly**

- Spec's has provided the New Item Placement Form [here](#), please work with the on premise account to complete the New Item Placement Form
 - Once the form is filled out please submit it to the following emails:
 - newitemplacement@specsonline.com,
tabetha.arnold@rndc-usa.com dean.parker@rndc-usa.com
 - After the submitted form is received Specs will get the product(s) set up up in Provi (*Specs ordering platform*)
 - Once the NIP form has been processed on Specs end - Suppliers will work directly with Tabetha Arnold and Dean Parker to ensure Specs POs are placed, and the inventory is received to the On-Prem account
- ****Please do not directly reach out to Specs to set up a meeting - all meetings need to go through the RNDC CAM. **Product presentation decks/notes to review with supplier prior are mandatory.**

10. Confirmation from LibDib team that items are set up in LibDib & Digital Requests

- The LibDib Makers Team will notify you via email when your offerings are live on LibDib.
- Your items are now set up and ready for sale.
- Use LibDib's digital tools to submit [Digital Requests](#) on your LibDib account.
- In a "crossover state," ensure your DR submission is directed to the correct market (e.g., Florida RNDC On Demand). ****a crossover state is one in which both LibDib and On Demand operate.**



11. Purchase Orders

- RNDC On Demand procures inventory based on sales velocity, allowing for purchase orders as small as a single case. Should there be any shipping delays, please inform the following email addresses: dean.parker@rndc-usa.com, rachel.minor@rndc-usa.com, tabetha.arnold@rndc-usa.com, christopher.plumley@rndc-usa.com, libship@libdib.com, makers@libdib.com

12. Shipping Product

- When shipping, please write “RNDC On Demand - Take to Warehouse Receiving” on the outside of the case.
- Should you receive a backorder or return notification, you are required to replace the [Digital Request](#).
- All orders must be shipped by makers via LibShip. More information about LibShip can be found here: <https://help.libdib.com/libship>
- RNDC covers the cost of LibShip; it will not be billed to the Maker.
- Makers are required to ship to the “Ship to Location” indicated on the shipping label within 24 hours.
 - If there is a delay in shipping be sure to notify the following emails: dean.parker@rndc-usa.com, rachel.minor@rndc-usa.com, tabetha.arnold@rndc-usa.com, christopher.plumley@rndc-usa.com, libship@libdib.com, makers@libdib.com
- Makers are responsible for delivering shipments to FedEx drop-off locations. They have the option to include these packages with their regular FedEx pickups or schedule a new one if needed. Further details on scheduling and managing pickups are available [here](#), and locations can be found [here](#).
- Once received at the RNDC warehouse via FedEx, the order will be checked in and slotted for delivery. An RNDC truck will then deliver the order to the Buyer.

13. Microstrategy Access

Microstrategy is an RNDC-generated report designed for Makers to monitor all sales and inventory. Makers can log in at their convenience to review their progress.

Already have Microstrategy? Go here to login: <https://rndcsuppliers.okta.com/>

Do not have Microstrategy Access? Follow the outlined steps below!

All suppliers can now submit their request for MicroStrategy access by doing the following:

1. Send an email to servicedesk@rndc-usa.com.
2. In the subject line list "MicroStrategy Supplier Access Request"
3. In body of email you will need to include:
 - a. First and Last Name:
 - b. Company title:
 - c. Company email:
 - d. Vendor Name and number as listed in MicroStrategy: PARK STREET-COBBLESTONE BRAND, # 5970
 - e. Requested states:
4. If you are requesting access for numerous employees, you may put all in one email as long as you list the information requested for each one in the body of your email.
5. This will generate a ticket to start the process of supplier access. After submitting the email, you should receive a confirmation email back with a ticket number. Please be sure to keep track of the ticket number.
6. If you do not receive the email confirmation within 24 hours, contact the helpdesk at 866.763.2457 to get the ticket number. Let them know that you sent in an email ticket request and did not receive confirmation of receipt. Helpdesk should be able to look up your ticket by your name and give you the ticket number for your records. I recommend you do this to make sure your ticket is in process.
7. **It can take up to 10 business days for you to gain access. If you have not received login credentials in the 10 business days, please contact the helpdesk at 866.763.2457 and reference your ticket number to follow up.**

14. Get Paid

- **RNDC operates on a net 30 payment schedule, calculated from the date you invoice RNDC for the product.**

Please submit invoices to the designated email addresses for each market.

- CO: SUPPLIER-CO@RNDC-USA.COM
- DC: SUPPLIER-DC@RNDC-USA.COM
- FL
 - Central FL (CFL/Gibson/Orlando):
Supplier-FL-CFL@rndc-usa.com
 - Deerfield Beach – Supplier-FL-DFB@rndc-usa.com
 - Jacksonville – Supplier-FL-JAC@rndc-usa.com
 - Pensacola – Supplier-FL-PEN@rndc-usa.com
 - Tampa – Supplier-FL-TAM@rndc-usa.com
- GA: Supplier-GA-ATL@rndc-usa.com
- IL: RNDCILPurchasing@rndc-usa.com
- IN: Supplier-IN-IND@rndc-usa.com
- KY: SUPPLIER-KY@RNDC-USA.COM
- LA:
- Lafayette: LA SUPPLIER-LA-LAF@RNDC-USA.COM
- New Orleans: LA SUPPLIER-LA-NOL@RNDC-USA.COM
- MD: SUPPLIER-MD-JES@RNDC-USA.COM
- OK: supplier-ok-okc@rndc-usa.com
- SC: SUPPLIER-SC-COL@RNDC-USA.COM

- TX: SUPPLIERTX@RNDC-USA.COM
- VA: SUPPLIER-VA@RNDC-USA.COM

15. Compliance Requirements: All Markets:

- Copy of TTB License of the winery or distillery.
- FedEx Alcohol Shipper's Permit.
 - More information can be found [here](#)
- Using Helmsman, ASE, MHW, or Park Street?
 - When filling out the onboarding please select one of the above companies and RNDC will work directly with them to obtain your Brand Registration Numbers and State Compliance Documents.
- Using a Co-packer or contract distillery/winery?
 - RNDC needs the license of who gets paid. If the product is still owned by the co-packer at the time of purchase, that is the license that is needed.
- All RNDC physical addresses can be found at www.rndc-usa.com

Compliance Requirements: Individual Markets:

ARKANSAS

- In State Makers & Out of State Makers:
 - Brand Label Registration with the State
 - [Product Registration Online Pricing](#)

COLORADO

- In State Makers
 - Copy of Colorado State (home state) license
- Out of State Makers:
 - Copy of home state alcohol license.
 - Become an Importer or Use an Importer. More information can be found [here](#).
 - Products must be registered prior to shipping into CO—using PRO (productregistrationonline.com.) Follow instructions and pay online to register each product that will ship into CO.

DISTRICT OF COLUMBIA

- In State Makers
 - Class A manufacturer's license
- Out of State Makers:
 - Copy of home state alcohol license
- RNDC DC License Information: ABRA-076499

FLORIDA

- RNDC On Demand State Manager: Rachel Minor - rachel.minor@rndc-usa.com
- ALL Makers need to create an account with Florida DBPR to register their labels.
 - A step-by-step guideline can be found [here](#).
 - Label Registration is done online and typically approved within 24 hours (but could take longer).
 - When registering with the state, be sure to add Brand name AND Label name as a description (For example: ABC Distillery/White Whiskey).
- In State Makers
 - Copy of Florida State (home state) license
- Out of State Makers:
 - Copy of home state alcohol license.
- The minimum delivery requirement is 2 cases or \$250.00, plus a \$20.00 delivery fee. However, if the RNDC order exceeds \$750.00, the delivery fee will be waived—regardless of the number of cases or bottles included.

GEORGIA

- Brand Label Registration. [Register here](#).
- In State Makers:
 - Photocopy of Georgia alcohol license.
- Out of State Makers:
 - Photocopy of your home state alcohol license.
- RNDC Georgia License/Information
 - Atlanta: 0009718

HAWAII

- RNDC On Demand State Manager: Dean Parker

ILLINOIS

- RNDC On Demand State Manager: Christopher Plumley - christopher.plumley@rndc-usa.com
- Makers need to register each product for sale and appoint RNDC as the Distributor on the Registration Statement which can be uploaded via [MyTax Illinois](#) (Statement is the last page of [Non-Resident Dealers](#) application)
 - This can also be done later on the MyTax Illinois website
 - Login to MyTax Illinois
 - "Accounts"
 - "LLC"
 - "Brand Registration"
- In State Makers
 - Copy of Illinois State (home state) license
- Out of State Makers:
 - Copy of home state alcohol license.
 - IL [Non-Resident Dealers License](#)
 - For "Geographical Territory," enter a specific cities/counties OR "Entire State"
 - Email form to dean.parker@rndc-usa.com for signature prior to submission
- RNDC Illinois License Information: 2E-1150083

INDIANA

- In State Makers:
 - Copy of your Indiana state license
- Out of State Makers:
 - Copy of your home state alcohol license.
 - [Primary Source Registration](#).
- RNDC Indiana Licenses and Information
 - W4915036 (Wine)

- W4909133 (Liquor)

KENTUCKY

- Sales Representatives that are out in the market must have a Special Agent or Solicitor's License. [Click here for more information.](#)
- In State Makers
 - Copy of Kentucky ABC Permit
- Out of State Makers:
 - Copy of home state alcohol license.
 - Out-of-State Spirits and Wine Supplier License.
 - [Click here for more information.](#)
- RNDC Kentucky License and Information:
 - 056-WH-194890 (RNDC Wine & Spirit License)

LOUISIANA

- In State Makers:
 - Copy of Louisiana State Distiller's and Rectifier's Permit.
- Out of State Makers:
 - Copy of home state alcohol license.
- Copy of Liquor Manufacturer/Supplier Permit. [Register here](#)
 - RNDC's LA address: 809 Jefferson Hwy, New Orleans, LA 70121
- RNDC Louisiana Licenses and Information:
 - Lafayette W.72.00001023-L
 - New Orleans W.72.00001022-L

MARYLAND

- In State Makers
 - Copy of Maryland State (home state) license
- Out of State Makers:
 - Copy of your home state alcohol license
 - Maryland [Non-Resident Dealer's](#) permit
- RNDC License Information: W1-01037

NORTH DAKOTA

- State Manager: Dean Parker

NEBRASKA

- In State Makers
 - Copy of Nebraska State License
- Out of State Makers
 - Copy of home state alcohol license.
 - Copy of NE Nonresident Seller License [Register Here.](#)
 - Brand Label Registration [Register Here.](#)

NEW MEXICO

- State Manager: Dean Parker
- Product brand/labels to be registered per COLA
 - [New Mexico Active Brands](#)

OKLAHOMA

- In State Makers
 - Copy of Oklahoma state license
- Out of State Makers
 - Copy of home state alcohol license.
 - Copy of OK Nonresident Seller License [Register Here.](#)
- Brand Label Registration: Brand label registration required by the owner of the brand. If the owner is not licensed, but represented by a non-resident seller (importer or broker), they may submit the label for approval. File for Brand Label Registration [here](#)
 - As of August 2025 RNDC no longer registers brands on behalf of suppliers. All suppliers are now required to obtain a Non-Resident Seller/Manufacturing license with the ABLE Commission and register labels directly with the State.
- In market sales representatives must obtain a Manufacturer's Agent License to solicit and take orders.
- RNDC Oklahoma Licenses and information:
 - 6 (DBA Central Liquor Co.)

- **Makers alerting buyers of Delivery Day:** There are two unique factors in Oklahoma contributing to this extra step. RNDC delivers to every account in the entire state. Buyers are very used to getting their deliveries within 24 hours. Oklahoma is also a COD state. Buyers are very cognizant of their deliveries and having enough cash on hand to pay the driver upon delivery.
- Makers will be alerted via email when their shipment arrives at the RNDC warehouse. As a courtesy (and good long term relationship building), Makers should email their buyer something like the following: Dear XX, Thank you for your support! We would like to alert you that your most recent order has arrived at the warehouse and is being prepared to ship to you for arrival tomorrow. Please reach out if you need to adjust the arrival date. Cheers!" This small extra step will ensure they are ready for the delivery (i.e. have the cash on hand) and avoid any returns.

SOUTH CAROLINA

- Certificate of Registration for Liquor Producer or Importer or Certificate of Registration for Wine
- Brand registration required for alcoholic liquors. Brands may only be registered by the American producer or primary American source of supply.
- Brand registration is also required for all wines not exceeding 21% ABV. Wine brands may only be registered by the American producer or primary American source of supply. Please click here for more information.
- In State Makers
 - Copy of South Carolina State (home state) license
- Out of State Makers:
 - Copy of home state alcohol license.
- RNDC South Carolina License Information: [can be found here](#)

TEXAS: Spirits

- RNDC On Demand State Manager: Tabettha Arnold - tabetha.arnold@rndc-usa.com
- In State Distilleries:
 - Copy of Texas State Distiller's and Rectifier's Permit.
- Out of State Makers:
 - Copy of your home state alcohol license.

- Copy Nonresident seller's permit. [Register here](#). Information on the TX licenses can be found [here](#). The process should result in a "Certificate of Registration," which is dependent on your TTB COLA approval.
- RNDC Texas Licenses/Information:
 - Corpus Christi: W 659056
 - DFW: W 659240
 - El Paso: W 659231
 - Houston: W 658743
 - Lubbock: W 877760
 - San Antonio: W 658746
- **Texas Compliance Rule:** When speaking with accounts about your brand, there are specific rules when it comes to discussing price. Technically, **only** the distributor can quote an exact price. So as a Maker, you can say "the price per bottle is around \$13. Let's go look at eRNDC together to view the exact bottle price."
- **Texas Chains Presentations:** Texas is a very heavy chain market. Part of the service RNDC on Demand provides is alerting the chains about the offerings in our division. This happens on a monthly basis. Please do not contact any Texas chain buyers on your own.
- **Texas Off- Premise Stocking:** When the product arrives, an RNDC representative will place products on the shelf along with other RNDC items.

TEXAS: Wine

- RNDC On Demand State Manager: Tabettha Arnold - tabetha.arnold@rndc-usa.com
- In State Wineries:
 - Copy of Texas State Winery Permit.
- Out of State Makers:
 - Copy of your home state alcohol license.
 - Nonresident seller's permit. [Register here](#). Information on the TX licenses can be found [here](#). The process should result in a "Certificate of Registration," which is dependent on your TTB COLA approval.
- **Texas Compliance Rule:** When speaking with accounts about your brand, there are specific rules when it comes to discussing price. Technically, **only** the distributor can quote an exact price. So as a Maker, you can say "the price per bottle is around \$13. Let's go look at eRNDC together to view the exact bottle price."

- **Texas Compliance Rule for WINE Only:** Due to TX regulations, winery owners and reps are not allowed to visit accounts on their own without a distributor sales rep. Makers can solicit Buyers via other channels (digital, phone).
- **Texas Chains Presentations:** Texas is a very heavy chain market. Part of the service RNDC on Demand provides is alerting the chains about the offerings in our division. This happens on a monthly basis. Please do not contact any Texas chain buyers on your own.
- **Texas Off- Premise Stocking:** When the product arrives, an RNDC representative will place products on the shelf along with other RNDC items.

VIRGINIA

- In State Makers
 - Copy of Virginia State license
- Out of State Makers:
 - Copy of home state alcohol license.
 - Importers must apply for an Importer's License and designate an authorized distributor.
 - Makers must complete the Franchise Designation Form.
 - Register each specific label with the Virginia ABC. Click here: Virginia Product Registration guide.
 - Any applicant who wishes to have persons solicit sales for your company in Virginia during the application period are required to obtain a Solicitor Salesman Permit for each person. To obtain such a permit, please click here for more information.
- RNDC Virginia License and Information:
 - VA Wine Imp #85627
 - VA Lic No Wine #85629
 - VA Out of Bond Permit #85630
 - Basic Permit Importer - VA-I-21063
 - Basic Permit Wholesaler - VA-P-21100