
LB&B/NC ABC Warehouse Scheduling and Receiving Guidelines

Raleigh Warehouse: 404 East Tryon Road, Raleigh, NC 27610

Clayton Warehouse: 977 Shotwell Road, Suite 103, Clayton, NC 27520

1. The person scheduling a delivery **MUST** e-mail appointment requests with **BOL attachments to BOTH mwaters@lbbncabc.com AND Dock_Scheduling@lbbncabc.com.**
 - **The itemized BOL paperwork MUST have the North Carolina 5-digit product code and quantity for each item.**
 - You can provide your name, company name, phone#, and preferred delivery date either in your e-mail or in your attachment.
2. The person then calls **919-773-2870** (after e-mailing the paperwork) to schedule the appt.
 - Leave your name, company name, phone#, first date available to deliver, and a brief message with any other necessary information to schedule the appt. You will be contacted by no later than the end of the next business day concerning your appt. request.
 - **Any calls to another office phone# will still be redirected to the scheduling/receiving line!!!**

A few things that will prevent LB&B from scheduling an appt are the following but not limited to:

- The person doesn't call to schedule the delivery (the paperwork was e-mailed only).
- The paperwork has not been e-mailed before the person calls.
- The submitted paperwork does NOT have the North Carolina 5-digit product codes and quantity for each item.
- The submitted paperwork does NOT have a preferred appt date...the soonest it is able to be delivered.
- If one or more items on the BOL will cause inventory levels to exceed the "max" allocation.

Below is more information about what is needed to follow the process for scheduling and approving deliveries to the NC-ABC Warehouse.

- **Raleigh receiving hours are Monday through Friday, 5:00am to 12:00pm. Clayton receiving hours are Monday through Friday, 6:00am to 12:00pm. Any shipments arriving after 12:00pm will be REFUSED and WILL NEED TO BE RESCHEDULED to a later date.**
- Carriers will not be allowed on the premises until 6am and are required to leave IMMEDIATELY once unloaded.
- **There is NO overnight parking allowed at our facilities and NO driver access allowed to either of our warehouses. There are no public restrooms.**
- **If a freight carrier arrives before their appointment time, we will do our best to unload them as soon as possible.**
- **If a freight carrier arrives after their appointment time but before 12:00pm, we will do our best to unload them that same day.**
- If you or a freight carrier calls one of the main office phone numbers instead of the scheduling/receiving phone number provided above, we will give the caller the receiving phone number and instruct them to call that phone number direct. **ALL calls concerning scheduling appts MUST go to the receiving line: 919-773-2870.**

IMPORTANT: WHEN ARRIVING FOR DELIVERIES, DRIVERS MUST HAVE THE APPOINTMENT CONFIRMATION NUMBER AND TWO COPIES OF THE ITEMIZED BOL WITH NC CODES AND CASE QUANTITIES IN ORDER FOR THEIR LOADS TO BE PROCESSED.