

A Maker's Guide to RNDC On Demand



PLEASE NOTE: The following information is constructed to serve as a guideline for entry into the state. It is not purported to be legal advice. For specific compliance and legal inquiries, please seek independent legal counsel.

Welcome

Welcome to RNDC On Demand! RNDC On Demand is a sales division within RNDC that provides ALL wine and spirits Makers with distribution. Via our platforms, Makers are able to compliantly and efficiently enter a market with RNDC as their distributor. Makers are also able to build relationships with Buyers and generate market demand. In addition, Buyers can shop, curate and order RNDC On Demand items via RNDC online ordering platform, [eRNDC](#). All cases are delivered via RNDC trucks.

The division operates in a *Just in Time* model. Once the demand of an order is placed (via Digital Request, EDI or eRDNC), a PO from RNDC will be sent to the Maker along with a [LibShip](#) shipping label. Makers simply print out the label, pack up the case (safely) and send it out.

The division does not have sales reps in the market or large amounts of inventory on the floor. Makers have the opportunity to start their distribution journey within the RNDC On Demand division and then graduate to RNDC once certain criteria have been met.*

Frequently Asked Questions

[Click here](#) for a detailed RNDC On Demand FAQ.

Your Contacts

Most Maker questions can be answered via this document or our [Go Live Guides](#). In addition, LibDib has a very detailed [Help Center](#) that provides information on how to utilize the platform for distribution.

Need help with the LibDib platform or placing a [Digital Request](#)? Contact makers@LibDib.com.

Need help with an order or pricing? Contact dean.parker@rndc-usa.com.

Want to know if an order has been delivered? Check Microstrategy in [eRNDC](#). Microstrategy provides the most up-to-date information available.

Need extra support from a LibDib Portfolio Manager? Consider [LibDib's Gold and Silver](#) programs.

Compliance

Each state has different Maker requirements for permits, licensing and selling. Please review each individual [Go Live](#) document for the details. Makers will not be able to sell into any market until all compliance requirements have been met.

Go Live

RNDC On Demand has detailed documents on how to “Go Live” in a market. These directions must be followed exactly, so please spend time reading the materials and following each step. [Click here to download the Go Live documents](#). The Go Live guides outline the compliance and selling nuances within each state, as well as how to get paid from your distributor (RNDC).

Onboarding

Makers utilizing RNDC On Demand are considered RNDC Suppliers. However, LibDib is assisting with onboarding, digital requests and first leg shipping. All Makers will need an eRNDC account AND a LibDib account.

If a maker wants to access eRNDC, please go to erndc.com

If a maker wants to access LibDib, please go to libdib.com

- **RNDC**
 - New to RNDC? [Please click here](#) to onboard as a new Supplier via Formsite.
**Please note the response turnaround time is about a week for this step. You will be notified once you are accepted into the network as an RNDC supplier.*
 - **Already set up in the RNDC network? Please [log in to the Formsite account](#) and go to the next steps.**
 - Choose the appropriate market within the onboarding form. When asked who your Portfolio Manager will be, please name Dean Parker, dean.parker@rndc-usa.com.
 - Makers will be notified when account setup is complete. Please reach out to Dean if there are any further questions.
- **LibDib**
 - New to LibDib? Go to www.libdib.com to create an account.

Orders

Orders within RNDC On Demand are generated three ways:

1. Buyer Demand: Makers build their relationships with Buyers. Buyers tell the Maker what they want and a Maker submits a [Digital Request](#) in their LibDib account.
2. eRNDC: Buyers will search eRNDC and place an order. Accounts can go to [this link](#) to claim their eRNDC account.
3. EDI (Electronic Data Interchange): Most chain accounts place orders with RNDC via EDI.

In all situations, RNDC will generate a PO to the Maker within 2 business days.

Shipping and LibShip Facts

- When a PO is placed from RNDC to the Maker, a shipping label will be included in the email. This is the [LibShip](#) label.
- The cost of LibShip *within RNDC On Demand markets* is included in the service, so there will be no bill back.
- *It is required* for Makers to use LibShip. The tracking is built into our platform allowing us to automatically alert Buyers when to expect their orders.
- LibShip is a partnership with FedEx.
- A FedEx account and FedEx Alcohol Shipping Agreement *are required* prior to going live. [Click here for more information on how to set up a compliant account.](#)
- Challenges with FedEx? Email makers@libdib.com and libship@libdib.com with your Fedex Account Number.
- It is highly recommended that all Makers take the [LibShip Certification](#) course.
- Makers are expected to ship within 2 business days. If you are not able to ship within that time frame, please contact dean.parker@libdib.com and libship@libdib.com Orders that do not ship within the specified amount of time will be canceled.

Breakage

Our most successful Makers follow [Safe Shipping Guidelines](#). However, if there is breakage of the item on the first leg of shipping (LibShip), there are 3 options for Makers.

1. The remaining viable product will be shipped back to the Maker via LibShip. The cost of shipping will be billed back at 100% to the Maker.
2. Makers can come pick up the broken item at the warehouse.
3. Makers can opt for the wholesaler to destroy the item at 100% bill back.

If an item breaks on the RNDC truck (2nd leg of shipping), RNDC will pay for the item.

If an account opens the case and there is 1 broken bottle, RNDC can legally swap it out. The bottle cost will be billed back to the supplier at 100%.

Makers may be notified to immediately fulfill a replacement order for any breakage issues. Makers need to respond quickly in order to avoid any further delays to the Buyer.

Please note: there are often insurance claims available for LibShip breakage. Please email libship@libdib.com for more information.

*Criteria varies by market