

November 1, 2021

## Single Bottle Pick Service FAQs

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### **Why is the single bottle pick service not going back to full selection?**

- LDB Wholesale Operations has been focused on protecting the health of our employees while maintaining uninterrupted service to our customers.
- The single bottle pick service will be expanded to 250 products which will help manage the process while meeting service levels as the DDC during the busy holiday season.
- Any further expansions to the single bottle pick service will be reviewed and reassessed again in the new year.
- The LDB is committed to protecting the integrity of the supply chain and maintaining operations and regular customer service levels during high volume periods.

### **When will the single bottle pick service return to the full service level?**

- The LDB is committed to protecting the integrity of the supply chain and maintaining operations and regular customer service levels during high volume periods.
- Any further expansions to the single bottle pick service will be reviewed and assessed in the new year.

### **Does the 10% of case order rule still apply?**

- Yes. The 10% bottle pick rule – as applicable to specific customer types, and outlined in the [WCC Order Handbook](#) – will continue to apply.

### **Why are there not more high price point products?**

- The single bottle pick service was expanded to offer a wide selection of 250 products reflecting a balance of both top selling and premium price point SKUs.
- Any further expansions to the single bottle pick service will be reviewed and assessed in the new year.

### **Why are there so many SKUs out of stock on the single bottle pick service?**

- Given the ongoing global supply constraints, there are some temporary delays and shortages impacting a small selection of import products. We appreciate your patience while we work with our suppliers to confirm when these products will arrive and be made available for customers to order.