



Mixed Beverage (MXB) Procedures

273 NE Broad St Southern Pines, NC 28387

Mixed Beverage phone: 910-695-1541

Orders

All orders must be placed using the online ordering portal at <https://moore.online.mxb.com>.

Please give at least 24 hours for orders to be completed. Orders must be picked up at the Southern Pines Warehouse located at 273 NE Broad Street during regular operating hours.

In the event an internet or power outage prevents access to the online portal, customers should contact the Mixed Beverage Department at (910) 695-1541 for further instruction.

Hours of Operation

Monday-Thursday 09:00 AM - 5:00 PM

Friday 10:00 AM - 4:00 PM

Holiday closings:

New Year's Day Independence Day Labor Day

Memorial Day Christmas Day

Thanksgiving Day Easter Monday

Orders will be completed in the order in which they are received. Orders must be received by 3:00 PM on Thursday. Orders received after this time **will not be guaranteed** for Friday pickup.

Emergency MXB Orders

Outside of regular MXB hours of operation, small quantity (up to six bottles) emergency orders may be placed in person at the Southern Pines retail store Monday-Friday between 5pm-8pm, and Saturday between 9am-8pm. Customers utilizing the emergency order service must visit the store to select bottles. Check or credit card payment is due at time of receipt. Permit holders that have an outstanding order with the MXB location cannot pick up bottles in the Southern Pines Store on Friday and Saturday.

Allocated Product

Permittees interested in allocated bottles should contact the MXB manager to provide a list of items of interest. Allocated products will be distributed one bottle per permittee, as available, in a fair and unbiased manner.

Special Order Requests (SPO)

Requests for items labeled as a SPO in the online ordering system or the ABC.gov website must be submitted in writing with the proper codes and quantity requested. When the item arrives, it will be added to the next order for the requesting permittee. Remaining quantities will be made available to other permittees or transferred to area retail stores for sale.

Order Pick-up

When orders are complete, a MXB representative will contact the permittee to inform them the order is ready. Permittees are encouraged to add or remove items at this time, if necessary, to ensure permittees can be checked out in a timely manner during order pickup.

Representatives picking up an order must be at least 21 years of age. NOTE: Moore County ABC Board has discretion concerning all sales. If staff suspects a representative is under the influence of alcohol, they may refuse to complete the order and law enforcement will be contacted. NC GS 18B-305

During order pick up, please park in the area in front of the garage door to prevent blocking traffic. Enter the MXB warehouse through the red door. Permittee representatives are not permitted on or past the warehouse stairs.

Permittee representatives will receive an invoice when picking up an order. Representatives are responsible for ensuring the order is correct and there are no missing, substituted, or incorrect items.

After the permittee representative receives the order invoice, a MXB representative will inventory the order by calling out each product. The permittee representative is responsible for checking each item as it is called out and ensuring the order is correct.

The entire order must be paid for in full and picked up when ready unless prior arraignments are made with ABC staff. Moore County ABC will not warehouse orders.

The permittee is responsible for ensuring all bottles are stamped correctly with the order number, permit number, and date. The invoice and related paperwork must be kept on file at the permit holders' place of business. Note: these items are subject to inspection by both the Moore County Sheriff's Office and NC ALE. NC GS 18B-502

Delivery

Delivery of orders is available with a \$100 delivery fee plus 5% of the order sales amount. Permittee representatives must be available onsite to accept and review delivered orders as outlined in the order pickup procedures.

Finalization of Orders

Once the order has been verified by the permittee representative and the invoice is signed, the sale is final, and no refunds, exchanges, or returns can be made.

MXB accepts credit cards, checks, and FINPAY. Payment is due upon receipt of the order. Please note that cash payments are not accepted at this location. Checks must be made out to "Moore County ABC" in the exact amount of the order. In the event the payment method is fraudulent or has a lack of funds the matter will be turned over to the Moore County Sheriff's Office for investigation.

Missing or Inaccurate Stamps

If a bottle at the permittee's location is identified to be missing a tax stamp, the bottle should immediately be removed from the bar to a secure location where it will not be sold to the public. During regular MXB operating hours, the permittee should visit the warehouse with the bottle and a copy of the invoice including the bottle sale. MXB staff will stamp the bottle correctly at that time. Permit holders may also contact the Moore County Sheriff's Office at (910) 947-2931 and ask to speak with a Narcotics Investigator or Supervisor, concerning missing or unreadable tax stamps.

Guest Room Cabinet Permittees

Guest Room Cabinet Permittees interested in purchasing liquor for resale in guest room cabinets should contact the Mixed Beverage Manager at least 30 days prior to implementation of such program to review Moore County ABC rules governing purchases and ordering.

Specialty blends, barrel picks, and other collaborations

Due to space constraints, Moore County ABC is unable to warehouse products for permittees. Those interested in specialty blends, barrel picks, or other collaborations with distributors should contact Moore County ABC's CEO prior to entering into any agreement. Products received without prior approval may be refused.

Contact Us

If you have questions or concerns, don't hesitate to contact us. We appreciate your business!

Tony Lopez, MXB Manager

Barrett Walker, CEO

Moore County ABC

Moore County ABC

(910) 695-1541

(910) 692-8578

moorecountymxb008@gmail.com

ceo@moore-abc.com

This policy was adopted by the Moore County ABC Board on September 27, 2023

Other helpful resources to answer questions dealing with permitting or NC ABC rules and laws.

NC ABC Commission
400 East Tryon Rd.
Raleigh, NC. 27610
Ph (919)-779-0700
www.abc.nc.gov

NC Alcohol Law Enforcement (ALE)
www.ncdps.gov
Email: aleha.headquarters@ncdps.gov
Ph. 1-(877)-ALE-AGENT

Moore County Sheriffs Office, Narcotics Unit
Ph (910)-947-2931
Captain Richard Morgan
Lt. Jason Brown