



## Customer FAQs

# Items Out of Stock

*As of Dec. 2, 2022*

### What is the status of out-of-stock products?

There are several factors contributing to the shortage of various products on ABC store shelves to include supply chain disruptions and a global shortage of luxury goods. As of Dec. 2, of the 2,345 standard products that Virginia ABC sells, 284 are out of stock. Since the pandemic began in March 2020, the highest number of out-of-stock products was 405 in July 2022. The lowest was 55 in April 2020.

Distilled spirits continue to be impacted by widespread disruptions in the global supply chain like other products in retail stores.

- Bottles and raw materials are in short supply. Many of ABC's suppliers have indicated that glass and key raw materials for plastic closures are scarce. Manufacturers of these raw materials are also experiencing labor shortages, putting additional pressures on their ability to produce a finished product. As a result, some of ABC's suppliers are looking into alternative container options.
- The trucking industry has experienced its own set of challenges due to the pandemic, further impacting our suppliers. There are more loads than available trucks to haul the freight, and semiconductor shortages continue to cause delays in new truck production. Additionally, the pandemic has resulted in a decline in driver availability due to illnesses.
- Congestion at the major U.S. ports is impacting the supply of imported liquor. This has affected products such as cognac, Scotch whisky, Irish whiskey, gin and vodka, and the availability of raw materials.

### What is Virginia ABC doing to address out of stocks?

We are examining product forecasting to ship products more equitably from the distribution center to all stores. If ABC has the inventory in our distribution center, we are shipping it to our stores as soon as possible. Staff is also examining our systems to refine data and ensure that store inventory is best balanced to customer demand. In addition, we are attempting to address the potential for store inventory of certain supplies to be depleted before the store's next shipment by limiting store orders for certain products and adjusting forecast for those items.

We have accepted and continue to accept substitute products such as different sizes and brands to fill gaps where we are experiencing shortages. We are also working with our suppliers across the country to reconfirm inventory commitments and identify potential product shortages due to supply chain disruptions and any possibilities to alleviate such shortages.

### When do you expect inventory levels to get back to normal?

Until we see consistent product supply, readily available transportation and workforce stability, inventory availability will remain a challenge. With continued global supply chain issues affecting ABC and our suppliers, we expect it may take until early 2023 before inventory will return to a more normalized level.

### How can I find out if an item is out of stock?

Due to the volatility of out-of-stock items, customers are encouraged to be informed about the status of the products they wish to purchase before placing an order or visiting a store. Check ABC's website [www.abc.virginia.gov](http://www.abc.virginia.gov) for product inventory or call the local store to ensure availability of a particular product before heading out. If you can't find a particular product because it's out of stock, ask a store employee about whether a comparable product is available at their store or a nearby store.



Virginia Alcoholic Beverage  
Control Authority



### **Are out-of-stock products exclusive to alcohol control states like Virginia?**

The alcohol shortage is nationwide and not specific to alcohol control states. You may hear more about the control states in the news because those states have a government agency responsible for controlling the sale of distilled spirits at the wholesale level. It is much easier for the media to gather information from one statewide source than multiple private retailers within a state.