

# Agency Operations Manual



**Ohio Department of Commerce • Division of Liquor Control**  
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## Introduction

*It is the purpose of the Ohio Department of Commerce, Division of Liquor Control to effectively gain and retain the goodwill of the public and to provide service by the liquor agent in clean, attractive, and competent sales outlets. That public service is done within the framework of the Ohio Department of Commerce, Division of Liquor Control Laws and Regulations regarding the sale and distribution of spirituous liquor.*

*This manual has been prepared to serve as a ready reference and practical guide in properly performing your assigned tasks in order to more fully realize this public service objective. It is intended to furnish you with valuable information concerning the various aspects of your job as a liquor agent. The material presented includes such items as your duties and responsibilities and other subjects of interest expected by the Ohio Department of Commerce, Division of Liquor Control.*

*It is the responsibility of the liquor agent and all liquor agency employees to strictly adhere to the information contained herein, without deviation. Failure to comply with the policies and procedures contained in this manual will result in a violation of the agency contract and action will result as to the violation.*

# Auditing

UNANNOUNCED EXAMINATIONS BY THE OHIO DEPARTMENT OF COMMERCE, DIVISION OF LIQUOR CONTROL INTERNAL AUDITORS ARE CONDUCTED REGULARLY. THE AGENT OR AGENCY MANAGER IS NOTIFIED VIA PHONE CALL BY 7:00 A.M. THE DAY OF THE AUDIT. THE AUDIT WILL BEGIN NO LATER THAN 8:00 A.M.

The Division's External Audit staff will make periodic examinations of the inventory and cash position of the various outlets. They will closely examine liquor records and related items, bank receipts, bad orders and preparation of all reports, etc., for compliance with the Division's procedures and policies.

After checking these findings against central office records, the Chief of Agency Operations will advise the agency of any inventory and cash discrepancies, at which time they are to add or deduct from their deposit for sales of a designated day as instructed by the Chief of Agency Operations. This amount will be shown on the Agency's Deposit Report.

Any procedural finding against the agency will be relayed to the agency by the District Compliance Officer, who will review the corrective action to be taken on routine agency visitations.

## **Interruption of Normal Business**

Any burglary, break-in, hold-up, fire, flood or other interruption of service must be reported to Chief, Agency Operations (1-888-279-0029) at once. The Chief will inform you of what will need to be done, and will advise you of whether or not an audit will be performed.

# Pricing

All pricing of merchandise is determined by central office. Price bulletins for each new month will be available through the Agency Portal near the end of the current month. The monthly bulletin supersedes any changes in any previous pricing material. The actual price change file will also be available through the Agency Portal during this time.

The prices in the Agency Portal will update automatically on the first day of each month.

Retail shelf tags for brands with price changes will be sent monthly. These tags need to be attached to the shelves before the first sale of the first day of the month of which the price change is effective. Complete sets for all brands will be sent every February and August, and all shelf tags **MUST** be changed at this time. Shelf tags for new items will have to be printed by the agent, showing brand code number, name of product and price. See the **Print Label** section of this manual for information on printing new labels from the Agency Portal.

## Monthly Price Bulletin

The Monthly Price Bulletin can be printed after it has been download by DOLC. To print this report:

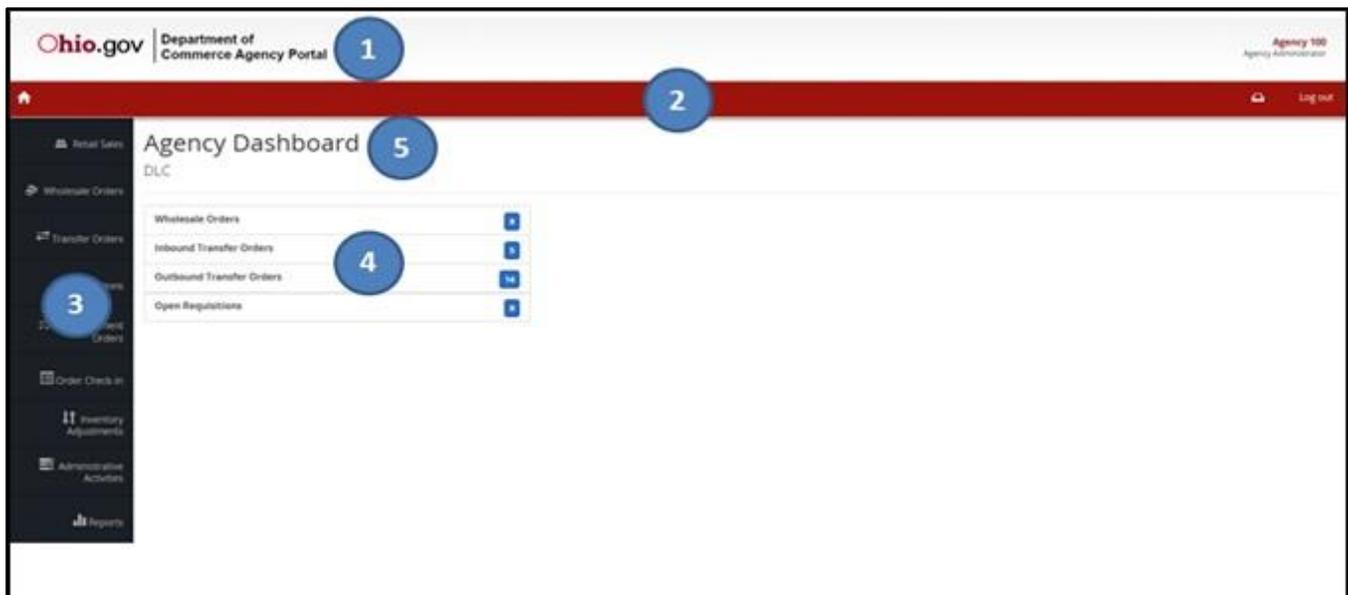
- 1) Select **Reports and Data**.
- 2) Under Pricing Reports, select **Price Bulletin**.
- 3) Select the desired Price Bulletin under **Price Bulletin For** drop-down menu and file type.
- 4) Select **View Report** to run.

## Banking System

- 1) Paragraph 17 of the Retail Agency Contract and paragraph 18 of the Retail/Wholesale Agency Contract states, "The Agent agrees to establish a bank account in its own name for the deposit of moneys received from the sale of spirituous liquor as an Agent for the Department. The Agent shall grant the Department authorization to withdraw all spirituous liquor sales receipts from the Agent's bank account. The withdrawals will be made by ACH transfer and will adhere to a schedule set by the Department. The Agent further agrees to make daily deposits to its own account of all moneys received from the sale of spirituous liquor."
- 2) A 2% penalty or a minimum of \$40.00 will be assessed from the commission checks for late deposits. The Sales Audit Section of Agency Operations will balance the monthly bank statement and determine the assessment for the late deposit fee based upon the delinquent sales amount.
- 3) Recurrence of the aforementioned violation may result in immediate termination of an agency contract. Should the Division of Liquor Control deem that termination is necessary, all spirituous liquor will be removed from the contracted business site. In addition, the State Highway Patrol will be notified and an investigation for possible criminal charges will be requested.

# Using the Agency Portal

**Purpose:** The Agency Portal is a secure web page designed specifically to conduct store business. This is the launching point for reporting, ordering and inventory tracking functions.



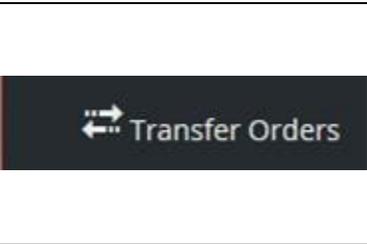
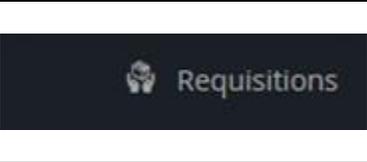
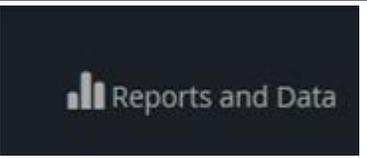
Agency Portal Overview	
Area	Description
1 Banner	DLC Logo and user role
2 Action Pane	Home, Notifications, Log out
3 Left Navigation Bar	Click to access major tasks
4 Dashboard	Home page with notifications
5 Named Pages	Every task page is named

The majority of your daily work will involve the Left Navigation Pane and Dashboard.

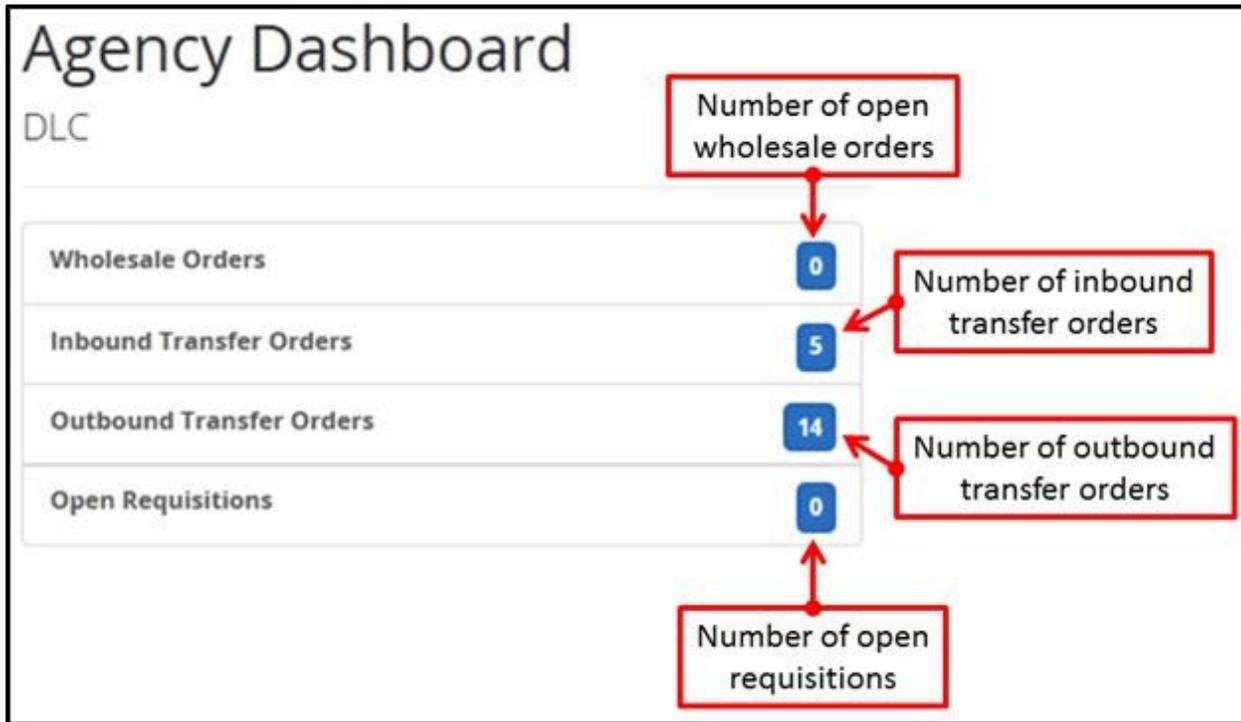
**Left Navigation Pane** – move to different sections of the website

**Dashboard** – a quick picture of store order status

What the **Left Navigation Bar** options mean:

Left Navigation Bar		
Area	Description	Actions
 Retail Sales	Click to view the Retail Sales page	<ul style="list-style-type: none"> <li>• Upload daily retails sales</li> <li>• View previously posted sales</li> </ul>
 Wholesale Orders	Click to view the Wholesale Orders page	<ul style="list-style-type: none"> <li>• Create new wholesale orders</li> <li>• Manage the fulfillment of orders</li> <li>• Invoice orders</li> <li>• View previous orders</li> </ul>
 Transfer Orders	Click to view the Transfer Orders page	<ul style="list-style-type: none"> <li>• Create new transfer requests</li> <li>• Filter inbound and outbound orders</li> <li>• Manage the fulfillment of transfer orders</li> <li>• View the status of orders</li> </ul>
 Requisitions	Click to view the Requisitions page	<ul style="list-style-type: none"> <li>• Create new requisitions</li> <li>• View the status of requisitions</li> <li>• Requests for additional product deliveries</li> </ul>
 Replenishment Orders	Click to view the Replenishments page	<ul style="list-style-type: none"> <li>• View your pending replenishment order</li> <li>• DOLC planned order based on sales and current inventories</li> </ul>
 Order Check-In	Click to view the Order Check-in page	<ul style="list-style-type: none"> <li>• Check in your new deliveries</li> </ul>
 Inventory Adjustments	Click to view the Inventory Adjustments page	<ul style="list-style-type: none"> <li>• Create a new bad order request</li> <li>• View open requests</li> </ul>
 Administrative Activities	Click to view the Administrative Activities page	<ul style="list-style-type: none"> <li>• Manage Agency user accounts</li> <li>• Maintain contact information</li> <li>• View Audit Bill information</li> <li>• View bank information</li> </ul>
 Reports and Data	Click to view the Reports page	<ul style="list-style-type: none"> <li>• View Inventory Reports</li> <li>• View Sales Reports</li> <li>• View Pricing Reports</li> <li>• View Customer Management</li> </ul>

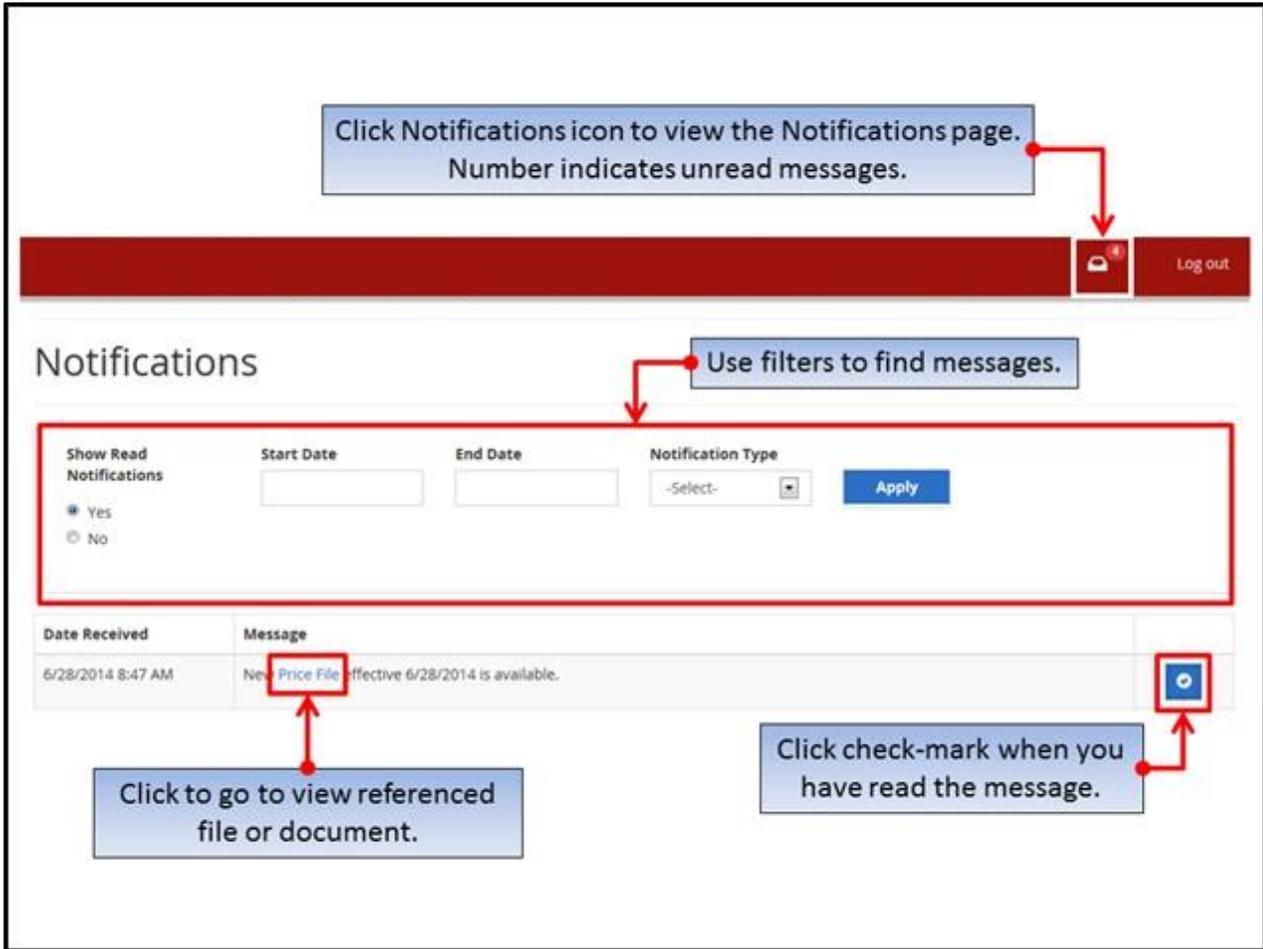
The **Agency Dashboard** alerts you of pending tasks and provides easy access to related pages.



The **Action Pane** is the red strip at the top of the page.

Action Pane		
Area	Description	Location
	Click the Home icon to return to the Agency Dashboard at any time	<b>Far left</b> on red strip at top of page
	Click the Mail icon to view notifications. A number in the envelope indicates unread messages.	<b>Far right</b> on red strip at top of page
<b>Log in and Log out</b>	Click to display the login page or to log out.	<b>Farthest right</b> on red strip at top of page

Check the **Notifications**  button regularly, for important updates and alerts.



The screenshot shows the Notifications interface with several instructional callouts:

- Click Notifications icon to view the Notifications page. Number indicates unread messages.** (Points to the notification icon in the top right header)
- Use filters to find messages.** (Points to the filter section)
- Click to go to view referenced file or document.** (Points to the "Price File" link in a message)
- Click check-mark when you have read the message.** (Points to the checkmark icon in the message row)

**Notifications**

Filters:

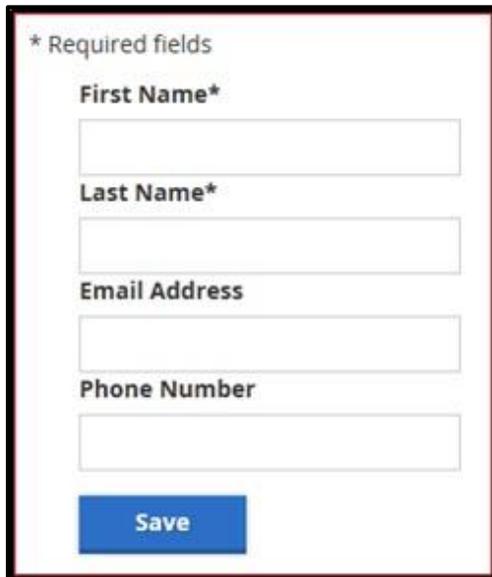
- Show Read Notifications:  Yes,  No
- Start Date:
- End Date:
- Notification Type:

Date Received	Message	
6/28/2014 8:47 AM	New <a href="#">Price File</a> effective 6/28/2014 is available.	<input type="checkbox"/>

# Agency Contact Information

**Purpose:** Create and manage primary and alternate contact information for your store. These are the contacts Liquor Control will contact about audit activity.

- 1) Select **Administrative Activities** from the left navigation bar.
- 2) Select **Contact Information**.
- 3) Complete the fields in the **Contact Information** page.



\* Required fields

First Name\*

Last Name\*

Email Address

Phone Number

Save

- 4) Select the **Save** button.

# Agency User Account Information

**Purpose:** As an Agency Administrator, you can create and manage Agency Portal accounts for your store's employees.

## Create New Agency User Account

- 1) Select **Administrative Activities** from the left navigation bar.
- 2) Select **Users**.
- 3) Select **Create New**.
- 4) Enter the required information.

**NOTE:** Each user name **MUST** begin with your Agency number to prevent duplicates.

Use this table as a reference:

Table 1. Required Fields		
Field	Description	Format
User Name	User-defined "nick name"	Alphanumeric characters
First Name	User's first name	Alphanumeric characters
Last Name	User's last name	Alphanumeric characters
Email Address	Users' valid email address	[xxx]@[xxx].[xxx]
Phone Number	Users' valid 10-digit phone number	[xxx]-[xxx]-[xxxx]

**EACH USER NAME MUST BE UNIQUE. IF THE USER NAME EXISTS, SELECT ANOTHER.**

- 5) Select the **Create** button.
- 6) The **system creates a PDF document** containing the User Name and a one-time Activation Code.
- 7) Save/Download, open, or print this account information and give to the user.
- 8) The user will select their **Password** when they log on for the first time.

## Reset Agency User Account Password

**NOTE:** To reset the Agency Administrator account password, contact the Agency Portal Help Desk.

- 1) Select **Administrative Activities** from the left navigation bar.
- 2) Determine the user account needing password reset.
- 3) Select the **Reset Password** button on the far right.

- 4) The **system creates a PDF document** containing the User Name and a one-time Activation Code.
- 5) Save/Download, open, or print and give this account information to the user.
- 6) The user will select their **Password** when they log on for the first time.

## **Deactivate Agency User Account**

- 1) Select **Administrative Activities** from the left navigation bar.
- 2) Determine the user to be deactivated.
- 3) Select the **Deactivate** button on the far right.  
**NOTE:** If **Deactivate** is selected in error, you can use the **Reset Password** button to re-activate the user.

## Retail Sales

You must adhere to your agency's established liquor hours. All requests to change hours of operation must be submitted to Agency Operations, and permission must be granted before beginning new hours. Sunday liquor sales may be allowed in some areas if voted in by local option. Failure to adhere to this policy can result in the termination of your Agency contract.

**All retail sales are FINAL.** Sales must be reported for the day that the sale was made. Sales cut-off early for posting purposes will not be tolerated. Retail sale payments by customers using checks, credit or debit cards may be allowed at the agent's discretion; however, the agent is responsible for bad checks and bad debit cards.

Ohio Revised Code Section 4301.19 states: A PERSON APPOINTED BY THE DIVISION TO ACT AS AN AGENT FOR THE SALE OF SPIRITUOUS LIQUOR PURSUANT TO SECTION 4301.17 OF THE REVISED CODE MAY PROVIDE AND ACCEPT GIFT CERTIFICATES AND MAY ACCEPT CREDIT CARDS AND DEBIT CARDS FOR THE RETAIL PURCHASE OF SPIRITUOUS LIQUOR. This service may be provided at the agent's discretion.

### Retail Returns Policy

The division's retail sales policy is **ALL SALES ARE FINAL**. However, if a retail customer is persistent, contact Agency Operations. If a return is approved, issue a credit against the purchase of another sale(s). **DO NOT GIVE A CASH REFUND**. If the merchandise is saleable, you must enter a negative sale into LB7 for that brand. To do this, use the **Report Retail Sales – Manually** (pg. 22) and enter a negative quantity in the quantity field, or do a void/return transaction on your register if you have polling registers (i.e. register is connected to your computer to post sales). If the merchandise is returned because it is defective or bad, refer to **Customer Returns Policy** below.

### Customer Returns Policy

A customer return for bad merchandise can only be exchanged for another bottle of liquor. **DO NOT GIVE A CASH REFUND FOR RETURNED LIQUOR**. The returned bottle must have more than 75% contents remaining and must have a liquor sales receipt. Every return should be closely examined for validity.

- 1) The manager or person-in-charge should examine the returned bottle and receipt. The bottle must have no less than 75% contents remaining.
- 2) Complete an **Inventory Adjustment (Bad Order)** with a full explanation of what is wrong with the liquor. **Have the customer sign the form with his/her full name, address and phone number**. The customer signature certifies the accuracy of the information on the affidavit and does not imply financial responsibility to the customer.

- 3) If the **Inventory Adjustment** form cannot be printed, have the customer put their name and phone number on a separate sheet of paper and attach it to the Bad Order form when prepared.
- 4) Ask the customer to select another bottle of liquor. The exchange can be made for a different brand of equal value or higher price, of which the customer pays the difference.
- 5) If the customer chooses to exchange the bottle for another bottle of the **SAME BRAND AND SIZE**, give the bottle to the customer. Prepare the **Inventory Adjustment** form and post it.
- 6) If the customer wants to exchange the bottle of liquor with a bottle of a **DIFFERENT BRAND OR SIZE**, ring up the sale for the selected bottle. If the exchanged bottle is priced higher, collect the difference in money. **DO NOT AUTHORIZE A REFUND OF ANY MONEY IF THE SELECTED BOTTLE IS LOWER IN PRICE.** You must add the returned bottle back to the system by following the steps to process retail returns.
- 7) The returned bottle should be held for examination by an External Auditor, who will determine if the bad merchandise should be returned to central office for chemical analysis. If the bad merchandise needs to be returned to central office, hold it until the compliance officer picks it up.

# Retail Sales Form

**Purpose:** This screen is used to record and post retail sales either by polling and posting cash register sales or manual entry of retail sales to the screen. It can also be used to correct the inventory and sales for a return of a saleable retail item.

You can report your daily retail sales using the Agency Portal by:  
(1) uploading a file or (2) entering sales data manually.

To upload a daily sales file, you must transfer the daily output of your point-of-sales systems (registers) to a predetermined location such as thumb drive or folder on your computer. You will upload the sales file from this location.

## Report Retail Sales – File Upload

- 1) Select **Retail Sales** from the left navigation pane.
- 2) Select the **Create New** button from the Retail Sales page.  
**NOTE:** Upload is selected by Default.
- 3) Select **Date of Sale** to choose a date.

**Verify that you have selected the date the sales occurred**

- 4) Select the **Browse** button to locate sales file.
- 5) Locate and **Open** the desired file.
- 6) Select the **OK** button.
- 7) Sales data from the sales file will load.

### Error Messages

The system performs two checks when you upload a daily retail sales file: (1) brand code and (2) bottle price, if available.

### Brand Code Check

If your daily sales file contains an invalid liquor brand code or the code for a non-liquor item, you will see the following message:

**The following brands are not valid: [brand code]**

**Ensure that your register file is up to date** and that non-liquor items are not transacted as liquor sales.

## Bottle Price Check

If your daily sales file contains product prices, the system checks these prices for each brand. If a price does not match the current brand price, you will see the following message:

**The register price for the following brands is incorrect: [brand code]**

**Ensure that your register file is up to date** with correct prices for identified brand(s).

- 8) Verify that the **Total Quantity** and **Grand Total \$** match the register reading.  
**NOTE:** If the total bottle count and dollar amount DO NOT agree with the register totals, you must find the difference by comparing the register tape transactions to the Agency Portal Retail Sales.
- 9) When you have confirmed that all sales are correct.  
- Select the **Post** button.
- 10) A confirmation window will appear on your screen.  
- Select **YES** – to confirm your posting  
- **OR** Select **NO** – to abandon the action

## Report Retail Sales - Manually

- 1) Select **Retail Sales** from the left navigation bar.
- 2) Select the **Create New** button in the Retail Sales page.  
**NOTE:** Upload is selected by default.
- 3) Select the **Manual** button.
- 4) Select **OK**.
- 5) Select **Date of Sale** to choose a date.  
**NOTE:** Today's Date is displayed by default. Ensure that you select the correct **DATE** of sale before proceeding.
- 6) Enter a brand code.  
**NOTE:** The Agency Portal requires a full 5 digit brand code. Insert leading zeros when necessary for a complete 5 digit code (i.e. 66L = 0066L).
- 7) Select the **Tab** key on your keyboard.
- 8) Enter the quantity sold  
**NOTE:** If this is an authorized returned retail item, enter the quantity as a negative number.
- 9) Select the **Add** button **or** the **Enter** key on your keyboard.

- 10) Continue to enter sales until your daily retail sales report is complete.
- 11) BEFORE POSTING THE SALES, you can:
  - Continue to add items
  - Delete items
  - Modify a quantity
- 12) Verify that the **Total Quantity** and **Grand Total \$** match the register reading.  
**NOTE:** If the total bottle count and dollar amount DO NOT agree with the register totals, you must find the difference by comparing the register tape transactions to the Agency Portal Retail Sales.
- 13) When you have confirmed that all sales are correct.
  - Select the **Post** button.
- 14) When the Confirmation box appears
  - Select **YES** – to confirm the posting of your daily sales
  - or Select **NO** – to abandon the operation.

## **Delete/Modify a Retail Sale Before Posting**

### **To Delete a File**

- 1) Select **Retail Sales** from the left navigation pane.
- 2) Select the **Delete** button.
- 3) When the Confirmation box appears.
  - Select **YES** – to delete the report
  - or Select **NO** – to abandon the operation

### **To Modify a Quantity**

- 1) Display the **Daily Retail Sales** screen.
- 2) Enter a brand code.  
**NOTE:** The Agency Portal requires a full 5 digit brand code. Insert leading zeros when necessary for a complete 5 digit code (i.e. 66L = 0066L).
- 3) Select the **Tab** key on your keyboard.
- 4) Enter the adjusted quantity.  
**NOTE:** If this is an authorized returned retail item, enter the quantity as a negative number.
- 5) Select the **Add** button.

- 6) When the Confirmation box appears.
  - Select **YES** – to make the adjustment
  - **OR** Select **NO** – to abandon the operation

### **To Add a Brand**

- 1) Display the **Daily Retail Sales** screen.
- 2) Enter a brand code.
- 3) Select the **Tab** key on your keyboard.
- 4) Enter the quantity.
- 5) Select the **Add** button.

### **To Delete a Brand and its entire quantity from an open Sales Report**

- 1) Display the **Daily Retail Sales** screen.
- 2) Locate the brand that you want to remove from the Sales Report.
- 3) **Select the X** to the right of the brand to be deleted.
- 4) The system deletes the line and displays the revised Sales Report.

## **Correcting Posted Sales**

**Purpose:** To correct brands and/or quantities of retail sales after the transactions have been posted.

### **To Delete an Entire Retail Sales Posting**

**NOTE:** Use this function ONLY if you need to un-post an incorrect entry for a sales date.

- 1) Select **Retail Sales** from the left navigation bar.
- 2) Identify the posted retail sale entry you wish to delete.
- 3) Select the **Reverse** button.  
**NOTE:** This will reverse all transactions for this sales record.

### **To Correct a Posted Retail Sales entry for select brands**

**NOTE:** Use this function if you need to modify the reported quantities for a sales date.

- 1) Select **Retail Sales** from the left navigation bar.
- 2) Select the **Create New** button in the Retail Sales page.  
**NOTE:** Upload is selected by default.

- 3) Select the **Manual** button.
- 4) Select **OK**.
- 5) Select **Date of Sale** to choose a date.  
**NOTE:** Today's Date is displayed by default. Ensure that you select the correct **DATE** of sale before proceeding.
- 6) Enter a brand code.  
**NOTE:** The Agency Portal requires a full 5 digit brand code. Insert leading zeros when necessary for a complete 5 digit code (i.e. 66L = 0066L).
- 7) Select the **Tab** key on your keyboard.
- 8) Enter the quantity.  
**NOTE:** Use a positive number if you wish to add sales or a negative number if you wish to deduct sales for the brand.
- 9) Select the **Add** button or the **Enter** key on your keyboard.
- 10) Continue to enter sales until all corrections have been made.
- 11) BEFORE POSTING THE SALES, you can:
  - Continue to add items
  - Delete items
  - Modify a quantity
- 12) Verify that the **Total Quantity** and **Grand Total \$** match the register reading.  
**NOTE:** If the total bottle count and dollar amount DO NOT agree with the register totals, you must find the difference by comparing the register tape transactions to the Agency Portal Retail Sales.
- 13) When you have confirmed that all sales are correct.
  - Select the **Post** button.
- 14) When the Confirmation box appears.
  - Select **YES** – to confirm the posting of your daily sales
  - or Select **NO** – to abandon the operation.

# Wholesale Sales

## Wholesale Sales Policies

Wholesale hours are Monday through Saturday.

Checks are permitted from wholesale customers at the agent's discretion. The agent is responsible for all monies collected as agreed in accordance with the agency contract. Checks must be printed with the name of the licensed permit holder. Do not accept starter checks or checks written in the manager or bartender's name. Call Agency Operations if you have a question about the status of a permit. Upon receipt of a check, write the permit holder's permit number in the upper left-hand corner of the check.

**Every wholesale invoice must be signed by the PERMIT HOLDER** or his authorized agent. If skeptical about the authorized purchaser, the agency personnel should verify the identification of the person presenting the permit identification card. If the person whose signature appears on the card is unable to act as the agent for the permit holder, the permit holder may give another qualified person written authorization. This additional written authorization shall be maintained in the permit holder's file.

**Under no circumstance is the permit holder or the agency's employees to use the permit holder's wholesale permit identification number to make purchases of liquor for personal or other use.**

If the order is being delivered, the person responsible for delivery will sign on the carrier line of the invoice. This includes contract delivery companies. The order must be paid in full (i.e. rung on the register as a wholesale purchase) before the merchandise leaves the agency premises. The agent may charge a fee for delivering wholesale orders. **Under no circumstance may retail orders be delivered.** At no time are all copies of the wholesale invoice to leave the Agency.

If the order is being picked up, the permit holder will pay the cashier and a copy of the invoice will be given to the permit holder as his receipt. A copy of the invoice must be in the permit holder's possession before the merchandise is removed from the Agency. A copy of the wholesale invoice must be kept in the in the agency for a minimum of six (6) years.

## Wholesale Delivery Fees

Set and manage the following:

- 1) Your Agency's standard delivery charges.
- 2) Specific charges for individual wholesale customers assigned to your store.

### Set Agency Delivery Charge

- 1) Select **Reports and Data** from the left navigation bar.
- 2) Under Customer Management, select **Delivery Charge**.
- 3) The **Set Agency Charge** box appears.

- 4) Type in the charge (in dollars and cents).

*Example of entering dollars and cents:*

Enter	Printed on Invoice
25	\$25.00
25.00	\$25.00
25.50	\$25.50

- 5) Select **Save**.

### Set an Individual Wholesale Customer Delivery Charge

- 1) Select **Reports and Data** from the left navigation bar.
- 2) Select **Customer Management**.
- 3) Select **Delivery Charge**.
- 4) Identify the desired **Wholesale Customer**.
- 5) Select the **Red Pencil** button on the far right the page.
- 6) Type the charge (in dollars and cents).
- 7) Select **Save**.  
**NOTE:** If you do not want to save changes, select **Close**.

### Set a Custom, One-Time Delivery Charge

- 1) When creating a wholesale order...
- 2) Select **Custom** from the **Delivery Charge Type** drop-down menu.
- 3) Type the charge (in dollars and cents) into the Delivery Charge Amount box.
- 4) The system will apply this charge after you finish the wholesale form and select the **Create Order** button.

## **Permit Holder Information**

The permit holder or his agent is required to present his Permit Holder Identification Card when a permit is newly issued. The Permit Holder's Identification Card must also be presented when an **ownership change** has occurred at the permit premises. This card will show the permit number, type of permit (A1A, D3, D4, D5, D7 or F2), expiration date, and the persons authorized to pick-up orders (including the name of the delivery person).

A copy of the permit holder's identification card may be kept on file with the permit holder's permission. In addition, a new person may purchase wholesale liquor for an existing permit holder if they present a letter of authorization from the permit holder at the time of purchase. This letter should include the name of the individual being added. Please note that permit numbers do change from time to time.

# **Wholesale Account Policies**

## **Acquiring New Wholesale Accounts**

If a new wholesale establishment is opening in your immediate area, you are allowed to approach this account in an effort to become their assigned liquor agent. The wholesale customer shall complete a transfer form, indicating that they are a new account, and the agent should then forward the form to Chief of Agency Operations.

## **Transferring Accounts from Another Outlet**

Agencies are forbidden to solicit another outlet's wholesale accounts for the purpose of transferring wholesale customers from one agency to another. If it is brought to the Division of Liquor Control's attention that an agent or someone representing the agent has solicited an account, the agent will be subject to possible termination of their agency contract. However, if a wholesale customer approaches an agent, the customer must complete a Request to Transfer form and mail/fax it to Chief of Agency Operations. If the request is approved, both outlets and the wholesale customer will be notified in writing.

The Agency will not sell to a wholesale customer until they have been notified of the transfer approval in writing. Agents selling to unauthorized accounts will not be paid commission for these sales, and will face potential termination of their agency contract.

# Wholesale Order Form

**Purpose:** This form is used to input wholesale customer orders, modify existing orders, and also to input wholesale customer returns.

**NOTE:** The order should be filled by one employee and checked by another, if a second employee is present, to be sure that the bottles on the filled order coincide with those ordered on the invoice. The completed form, which has been verified for accuracy, should be initialed by both employees.

You can create wholesale orders on behalf of your wholesale customers. The Agency Portal only allows for one open wholesale order for each permitted customer.

## There are three types of wholesale customers:

Types of Wholesale Customers	
Type of Customer	Description
<b>Assigned</b>	DOLC has assigned specific permitted wholesale customers to purchase spirituous liquor at wholesale price <b>exclusively from your agency</b> .
<b>Temporarily assigned</b>	DOLC has instructed a permitted wholesale customer to purchase spirituous liquor at wholesale price from your agency on a <b>one-time or short-term basis</b> .
<b>Unassigned</b>	<b>F-Class permit holders authorized to sell spirituous liquor</b> are not assigned to any specific agency and shall purchase at wholesale price from any agency authorized to sell wholesale.

Most of your wholesale customers have **Assigned** status.

## Wholesale Order Entry

- 1) Select **Wholesale Orders** from the left navigation bar.
- 2) Select **Create Order**.
- 3) From the drop down menu, select **Assigned Customer** or **Unassigned Customer**.  
**By default:** Assigned Customer is selected.
- 4) Select the desired **Permit Number** from the drop down menu.  
**NOTE:** If using **Unassigned Customer**, enter the required information.
- 5) Click **Continue** to move to next screen.
- 6) On the **Edit Order** screen, enter the **Brand Code**.

- 7) Tab to the **Quantity** field and enter quantity.  
**By default:** One bottle is populated.
- 8) Click on the **Add** button or **Tab** to the **Add** button and hit **Enter**.
- 9) Continue to enter all brands for the order.
- 10) To delete an item – select the **Red X** symbol at the end of the line.

### **To Add Items by Searching Brands**

- a) Select the **Search** button.
- b) Select a **Category** (if desired) from the Search Brands dialogue box.
- c) Select the **Search** button.
- d) **Highlight an item** on the results page by clicking on it once.
- e) Select the **OK** button.
- f) Enter a **Quantity** for the brand.
- g) Select **Add**.
- h) The system adds the item to the order.
- i) Repeat as necessary to add all desired items to the wholesale order.

**or**

### **Search for a Brand by Name**

- a) Select the **Name** field.
- b) Enter all or part of a brand name.
- c) Select the **Search** button.
- d) **Highlight an item** by clicking on it once.
- e) Select the **OK** button.
- f) Enter a **Quantity** for the brand.
- g) Select the **Add** button.

- h) The system adds the item to the order.
  - i) Repeat as necessary to add all desired items to the wholesale order
- 11) When complete or if you need to exit the wholesale order, select the **Save** button to save all changes.
  - 12) Once the save is complete, select **Next** to move to the **Finalize Order** screen.
  - 13) Select the desired **Mode of Delivery** from the drop down menu.
  - 14) Select **Delivery or Pickup**.

The table below explains the difference:

Mode	Description	Use Default Delivery Charge Option
Delivery	You will deliver the order to the customer.	Displayed
Pickup	The customer will pick up the order from your Agency.	Not Displayed

- 15) Select **Delivery Charge Type**.
  - By default:** Customer is selected.
  - The system displays the customer specific fee in Delivery Charge Amount (\$) box.
  - a. Select **Agency** from **Delivery Charge Type** to use your Agency’s default delivery fee.
    - or**
    - Select **Custom** from **Delivery Charge Type** for a one-time custom delivery charge. The custom fee will **only be used** for this individual whole order.
- 16) To confirm delivery charge and order quantities, click on **Save**.
  - NOTE:** The **Print** icon is disabled until after **Save** is selected. This ensures the correct delivery charge shows on the printed invoice.
- 17) The screen displays all brands and quantities on the wholesale order, total bottles, total price minus any delivery charge, and any brand alert flags.

Alert Flag	Description
	This alert flag indicates that this item is either in a special order status or not a regularly stocked brand at your Agency. Verify enough stock is on-hand to fulfill the wholesale order.
	This alert flag indicates that current physical inventory level is below the quantity ordered. Verify enough stock is on-hand to fulfill the wholesale order.

- 18) To change any quantities, select the **Edit Order** button to return to the **Edit Order** screen.
- 19) To cancel the order completely, select the **Cancel** button.
- 20) To print the wholesale order, select the **Print** button.  
**NOTE:** The **Print** icon is disabled until after **Save** is selected. This ensures the correct delivery charge shows on the printed invoice.
- 21) To mark the wholesale order as sold, select the **Invoice Order** button.
- 22) To return to the wholesale order list, select the **Wholesale Orders** option from the left navigation bar.

## Updating an Open Wholesale Order

You can update any wholesale order that is in an **Open** status.

- 1) Determine the **Open** order you want to change from the **Wholesale Orders** list.
- 2) Select the **Blue Pencil** symbol to open the **Edit Order** screen.
- 3) To delete an item – select the **Red X** symbol at the end of the line.
- 4) To change the **Quantity**.  
Enter the brand code in the **Brand Code** field.  
Type the new quantity for the brand selected.
- 5) Select the **Add** button.
- 6) After all changes have been made, select the **Save** button.
- 7) Click the **Next** button to go to the **Finalize Order** screen.

## Deleting an Open Wholesale Order

You can delete any wholesale order that is in an **Open** status.

- 1) Select the **Open** order you want to delete from the **Wholesale Orders** list.
- 2) Select the **Red X** symbol to delete the order.

## Print a Wholesale Order

After you create or update a wholesale order, you can print an invoice to use as a pick list and receipt.

- 1) Determine the desired order from the **Wholesale Orders** list.
- 2) Select **Printer** symbol.
- 3) The system will create a PDF file you can view or print.

## Invoicing a Wholesale Order

After you collect the order payment, the wholesale order must be invoiced (or posted) in the Agency Portal.

**NOTE:** Prices for wholesale orders are “locked in” effective the date the order is created. Once “locked in” prices will not change with the new month’s pricing. The customer and Agent are **ONLY** responsible for this “locked in” price.

- 1) Determine the desired order from the **Wholesale Orders** list.
- 2) Select **Blue Pencil** symbol to view the **Edit Order** page.
- 3) Select the **Next** button to go to the **Finalize Order** screen.
- 4) Select the **Invoice Order** button.
  - The order status is now **Invoiced**.
- 5) Obtain proper signature on the invoices. Give one copy to the customer and file one copy in the Agency.

## Wholesale Returns

**NOTE:** This procedure will document the return of merchandise from a wholesale customer. This procedure is for returned saleable merchandise. If the merchandise is defective, use the **Inventory Adjustment** form for the returned merchandise.

- 1) Select **Wholesale Orders** from the left navigation bar.
- 2) Select **Create Order**.
- 3) From the drop down menu, select **Assigned Customer** or **Unassigned Customer**.  
**By default:** Assigned Customer is selected.
- 4) Select the desired **Permit Number** from the drop down menu.  
**NOTE:** If using **Unassigned Customer**, enter the required information.
- 5) Click **Continue** to move to next screen.
- 6) On the **Edit Order** screen, enter the **Brand Code**.
- 7) Tab to the **Quantity** field and enter quantity.  
**By default:** One bottle is populated.
- 8) Type the number of bottles to be returned as a negative.  
For Example: Enter -1 or -2.
- 9) Select the **Add** button.
- 10) Repeat as necessary to add all desired items to the wholesale order.
- 11) Finish creating the wholesale order using the **Wholesale Order Entry** steps.

# Process End of Day Procedure

**Purpose:** This form captures the sales and inventory information, along with the cash position for the day's transactions. **The End of Day procedure must be done for each day that liquor is sold. A new End of Day procedure must be done and saved if any changes are made to previously posted sales.** Hard copy reports of the Sales Report are provided for the agency's records.

**NOTE:** Before starting this procedure, all retail and wholesale sales **must** be posted for the day.

## **Print Daily Deposit Report**

- 1) Select **Reports and Data** from the left navigation pane.
- 2) Under Sales Reports, select **End of Day Reports**.
- 3) Select **Date** field to get the calendar box.
- 4) Select the date you want to run the report for.
- 5) In the **Report Type** field, select **Deposit Report**.
- 1) Click the **View Report** button. The system creates a PDF document.
- 2) Open the PDF to view the report.
- 3) Print this report.
- 4) Assemble the End of Day documents by attaching the cash register readings (tape) to the **Deposit Report**.
- 5) If there is a difference between the cash register reading and the Agency Portal sales totals, write a brief explanation for the difference in the blank area of the **Deposit Report**.
- 6) File the completed documents in the Agency file records.

# Ordering Liquor

## Processing, Pull, and Delivery Days

The warehouse assigns a pull date and a delivery date for each Agency in order to restock the Agency on a weekly or bi-weekly basis. The schedules also dictate the workload plan of the district warehouse (Distribution Center), the truck delivery routing and load planning, and the re-supply plan of each Agency Manager. These designated dates are not changed without prior approval and notification to the Agency.

Order Processing Date	Pull Date	Delivery Date
Thursday	Friday	Monday
Friday	Monday	Tuesday
Monday	Tuesday	Wednesday
Tuesday	Wednesday	Thursday
Wednesday	Thursday	Friday

Example: If your Agency's assigned delivery date is Friday, your order will be processed by DOLC on Wednesday. The Pull Date is always the business day immediately before the Delivery date. It is when the trucks are loaded for delivery.

**NOTE:** In order for any Requisitions to be placed on your next scheduled delivery, it **MUST** be submitted the day prior to your **Order Processing Date** above.

## Special Order Brand Instructions

Special Order brands may only be ordered based upon wholesale or retail customer's commitment to purchase those brands.

If an SPO customer does not buy the whole case, any remaining bottles must be placed on retail shelves near similar products and sold along with other Liquor Control brands. All money and accountability are handled the same as regular merchandise.

## Miniatures Policy and Procedure

**Do not** allow direct customer access to miniatures. They must be displayed behind the counter or in an otherwise protected manner. The loss of one bottle out of a sleeve is no different than losing the entire sleeve.

The Agent can sell miniatures in sleeve quantities only. **The sale of individual bottles is strictly prohibited.**

Effective September 26, 2003, all D class permit holders may purchase 50 milliliter bottles only in sleeve quantities for the purpose of reselling individual bottles.

Size identification for miniatures is “E”. (“E” = a sleeve of 10 or 12 bottles.)

All cases will be packed in “sleeves” of 10 or 12 bottles each to total a full case. (BPC equals the number of sleeves per case.) Each “sleeve” (or equivalent) must have a UPC code attached.

Allocation to Agencies will be based on customer demand, and alert levels will be established based on the same criteria used for all bailment brands. After initial allocation and distribution, an outlet’s sales history and on-hand inventory determines the order level.

If one bottle of a sleeve is damaged, the entire sleeve is to be claimed as damaged. The **Inventory Adjustment** function will be used to claim such damage.

# Replenishment Order

**Purpose:** This screen lists the items that will be delivered to your store on your next scheduled delivery date. DOLC has implemented an automatic replenishment system to calculate estimated needs at your Agency. Your replenishment order will change over time, based on your store's reported sales until it is transmitted to the Distribution Center for fulfillment.

## TO VIEW YOUR CURRENT REPLENISHMENT ORDER

- 1) Open the **Agency Portal**.
- 2) Select **Replenishment Orders**.
- 3) You will see any pending replenishment order.

# Requisitions

**Purpose:** A requisition is a request to add product to your current replenishment order or to do a Vendor/Manager pick-up directly from the Distribution Center. Remember that your replenishment order will automatically be change over time, based on your store’s reported sales until it is transmitted to the Distribution Center on your **Order Processing Date** for fulfillment.

## Create a Requisition

- 1) Select **Requisitions** from the left navigation pane.
- 2) Select the **Create New** button.
- 3) The table below explains what each field means:

Required Information	
Field	Description
<b>Business Reason</b>	Select the Business Reason that best describes your need for additional inventory.
Promotion, extra product required	
Retail order beyond normal business requirements	
Sales above expectations	
Wholesale order beyond normal business requirements	
<b>Mode of Delivery</b>	
Agency Pick-Up	The Agent Administrator or representative will pick up the order at the Distribution Center and transport it the Agency.
Trucking	The state-contracted Trucking Company will deliver the items with the next regularly schedule replenishment delivery.
Vendor/Broker Pick-up	A Vendor or Broker representative will pick up the order at the Distribution Center and transport it the Agency.
<b>Required Date</b>	Select pick-up date for desired Agency or Vendor/Broker pick-up; date is not selectable if Trucking is selected.
<b>Note</b>	Provide additional information about the need for additional inventory.

- 4) Add brands to the **Requisition**.

- 5) Select the **Submit** button after you have added all the items needed.
- 6) The order is now considered “**In Review**” until your DOLC order clerk reviews it.

**NOTE:** Use the following code numbers to order paper bags and printer paper:

- 9999B - fifth/liter (B & L size bottles)
- 9999M - pint (M size bottles)
- 9999D - 2 liter/1.75 liter (D size bottles)
- 9999L - 4 liter (multiple bottle sales)
- 9998E – Printer Paper (single sheet, ream)

Each Agency has a specific quantity of bags allocated to them based on their previous year’s sales. This allocation is spread over four quarters: February, May, August, and November. You may order bags at any time. If you use your entire allocation for that quarter, none will be shipped. You may call the Allocations Section at DOLC to review your bag allotment if you feel you need more bags.

**BAGS PROVIDED BY DOLC ARE ONLY FOR USE WITH PURCHASE OF SPIRITUOUS LIQUOR.**

### **To Change a Quantity**

- 1) Type the desired **Brand Code** in the Brand Code field.
- 2) Type the new quantity.
- 3) Select the **Update** button.
- 4) Select **YES** if accept the new quantity **OR** select **NO** to cancel the change.

### **To Delete a Brand**

- 1) Determine the brand to delete.
- 2) Select the “**X**” button to the right of the item.

### **To Cancel an Open Requisition**

- 1) As long as the order remains at “**In Review**” status.
- 2) Select the **Cancel** button from the Order Details page.
- 3) Select the **OK** button to cancel the order.

## View Requisition History

- 1) Select **Requisitions** from the left navigation pane.
- 2) What all the fields mean:

<b>Order History Fields</b>	
<b>Field</b>	<b>Description</b>
Requisition	Automatically assigned when order is submitted
Order Date	Date/time when order was created
Required Date	Default date is date order was created
Status	In Review, Approved, Cancelled, Received

# Receiving Merchandise

## Checking In Regular Deliveries

The Agencies will check-in each case as it comes off the truck against their authorizations or by using the handheld scanner provided by DOLC, and the truck driver will scan each case as it is placed on the conveyor or after all pallets have been placed in the store's stockroom. After the delivery is completed the truck driver will print a list by brand and quantity, which will be compared against the authorizations or the scanner exception screen. If there are any discrepancies, they need to be reconciled before the truck driver leaves. If there are differences you cannot resolve with the driver, call DOLC central office immediately.

When you check in an order, **you must account for all inventory reported as "Shipped" on the invoice**, including:

Order Check-In Actions	
Inventory Delivery Status	Action
Inventory in <i>saleable</i> condition	Receive
Inventory in <i>damaged</i> condition	DO NOT RECEIVE; create Inventory Adjustment (Bad Order)
Inventory <i>not delivered</i>	DO NOT RECEIVE; create Inventory Adjustment for short shipment
Over-Shipped inventory	DO NOT RECEIVE; return with driver

**NOTE:** If a brand is over-shipped and the over-shipment is detected before the truck driver leaves the Agency, give the case(s) back to the truck driver so that it may be returned to the warehouse. If the over-shipment is detected after the truck driver has left, report it to Agency Operations **immediately.**

All **full** cases received must be visually inspected for wetness, dried stains, and damage to the carton(s). All **repacked** merchandise is to be opened, and the bottles must be visually inspected at the time the delivery is received. All **partial** cases must be opened and inspected for accuracy, and the number of bottles received should correspond with the invoice(s). All damaged cartons should be opened in the presence of the truck driver so that the contents may be inspected for breakage. All cases that appear lighter than expected or rattle when handled are to be opened and inspected for missing or damaged bottles.

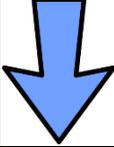
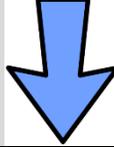
Never refuse or return damaged merchandise to the point of origin. It is mandatory that an **Inventory Adjustment** be completed if an item is damaged when received. The **Inventory Adjustment** must contain the truck driver's signature, regardless of who is at fault.

All cases that are not on the truck but are charged on the shipping order or transfer invoice as shipped are considered a “SHORT SHIPMENT”. In this situation, an **Inventory Adjustment** must be completed for the brand(s) that were not received. Refer to the **Inventory Adjustment** section of this manual. Print two copies of the **Inventory Adjustment** and give one to the truck driver. The **Inventory Adjustment** must contain the truck driver’s signature in order to be a valid short shipped Inventory Adjustment. The agency will be held responsible for any case(s) that is SHORT SHIPPED and was not caught at the time of delivery.

Sign the bottom of the shipping invoice, and give the truck driver the top two (2) copies. The Blue copy of the invoice should be retained in the Agency’s file.

The following table outlines the receiving policy effective 2/1/2015:

**NOTE:** DO NOT post damaged goods as being received in the Agency Portal.

The total quantity accounted for = inventory received <u>plus</u> any needed <b>Inventory Adjustment</b> requests.								
		The “Shipped” quantity and “Accounted For” quantity must agree.						
Examples	Shipping Invoice (Shipped)	Based on Physical Inspection			Quantity to Receive	Inventory Adjustment (Report in Bottles)	Total Quantity Accounted For	
		Quantity Delivered		Quantity Not Delivered				
		Saleable	Damaged					
Correct	10 Cases	10 Cases	N/A	N/A	10 Cases	N/A	10 Cases	
Correct	9 Cases + 11 Btl	9 Cases + 11 Btls	N/A	N/A	9 Cases + 11 Btls	N/A	9 Cases + 11 Btls	
Short Ship	10 Cases	9 Cases	N/A	1 Cases	9 Cases	12 Btls Short	10 Cases	
Damage	10 Cases	9 Cases + 11 Btls	1 Btl	N/A	10 Cases	1 Btls Damaged	10 Cases	
Short Ship	9 Cases + 11 Btl	9 Cases + 10 Btls	N/A	1 Btl	9 Cases + 10 Btls	1 Btls Short	9 Cases + 11 Btls	
Short Ship & Damaged	10 Cases	9 Cases + 10 Btls	1 Btl	1 Btl	9 Cases + 11 Btls	1 Btls Damaged 1 Btls Short	10 Cases	
Short Ship & Damaged	10 Cases	8 Cases + 11 Btls	1 Btl	1 Cases	9 Cases	12 Btls Short 1 Btls Damaged	10 Cases	

**NOTE:** The example uses a 12 bottle case (Case). Use the actual case count for each brand you check in.

## **Checking In Transfers**

Merchandise can also be delivered by a transfer. This merchandise can be moved by the trucking company, vendor representative, or DOLC external auditor.

If receiving a transfer, verify the number of bottles received with the transfer authorization form, and examine the condition of the bottles.

The shipped and received columns must be completed in bottles only. Transfer Invoices should be completed by marking the total number of bottles in the received column. Verify by the transfer authorization and the transfer label on the case(s) that the delivery is for your Agency.

The transfer must be signed by all parties concerned. Please follow the distribution of copies as shown at the bottom of the transfer invoice.

## Transferring Out Merchandise

The transfer of liquor merchandise can ONLY be approved and authorized by DOLC. Once approved, the **Transfer Order** will be sent to the agency via the Agency Portal. This form authorizes the Agency to ship liquor merchandise to another Agency. This transfer must be done immediately, if the merchandise is available, and sent to the receiving Agency with the next truck delivering liquor.

Check your stock for the brand code(s) and quantities listed.

If you do not have any stock with the appropriate brand code(s), please call Agency Operations.

If you do have stock with the requested brand code(s), place the requested stock in a case(s). Make sure all bottles are clean, in good condition, and packed sufficiently so that they do not break during transit. Attach a transfer and return case label to the case(s) with complete information. (NOTE: Be sure that this label is placed over the existing case label. Also, be sure that the information filled out applies only to the contents of the case, (i.e. brand numbers and bottle quantities.) Do not seal the case(s). Make sure the transfer forms are filled out accurately and the order is ready to be sent with the next delivery truck. If you encounter a problem transferring this stock, please call Agency Operations.

If a customer asks to buy any of the requested transfer merchandise, it can be sold, if it is still in the Agency.

When the next delivery truck arrives, both the manager and the truck driver should verify that the number of bottles and the codes are accurate and the bottles are in good condition. Do not transfer damaged or leaking bottles. If an item is damaged, prepare an **Inventory Adjustment**.

Make sure the Shipped column of the paperwork is filled in with the correct number of bottles, not cases, and mark the date shipped in the upper right corner of the authorization. Do not alter the amount in the To Be Shipped column. Seal the case(s) securely with shipping tape.

The truck driver will sign the bottom of the paperwork. Please follow the distribution of copies as shown at the bottom of the transfer invoice.

When you transfer liquor from your Agency to another Agency, it is necessary to enter the information into the system. Refer to the **Agency Transfer** procedure described later in this manual to accomplish this.

# Posting Regular Deliveries

**Purpose:** This form is used to post regular delivery invoices that are received from the warehouse. After the delivery has been checked in and verified, use the following steps to post the delivery to inventory.

The delivery invoice includes an Authorization Number. Before you begin to post your order using the Agency Portal, locate this Authorization number.

## Post a Delivery (Manually)

- 1) Select **Order Check-In** from the left navigation bar.
- 2) Type the **Authorization Number**.
- 3) Select the **Search** button.
- 4) The system displays the **Order Check-In** page. Use this page to adjust any quantities where the saleable received brands and quantities DOES NOT match the “To Be Shipped” quantity on the delivery invoice.

**NOTE:** If the saleable received brands and quantities match the invoice “To Be Shipped” quantities exactly, **go to step 9**.

Authorization Number: B9037C178133

Enter Brand Code to adjust. **1** Enter received quantities for selected brands here. **2**

Brand Code	Cases Received	Bottles Received	Update	Search
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Update"/>	<input type="button" value="Search"/>

**3** Click to apply updates.

Item Number	Product Name	Unit	Cases Ordered	Cases Received	Bottles Ordered	Bottles Received
0076B	SEAGRAMS V O	C12	7	7		
0308B	GORDONS GIN	C12	47	45		
0308L	GORDONS GIN	C12	8	7		10

**4** When you have entered all adjustments, click the Finish Receipt button.

- 5) Enter the **Brand Code**.
- 6) Select the **Tab** key on your keyboard to enter **Cases Received**.
- 7) Select the **Tab** key again to enter **Bottles Received**.
- 8) Select the **Update** button to update the quantity received.  
**NOTE:** Repeat this process as necessary to report all differences between what you actually received and the reported "To Be Shipped" quantity on the delivery invoice.
- 9) Select the **Finish Receipt** button. The system adds the received items into your Agency's inventory.

## Post a Delivery (Scanner)

### Go to the RF-SMART Scanner System

- 1) Log into the scanner system.

RF-SMART  
RF-SMART Sign In

User ID  
|

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by ICS, Inc.

- 2) Enter your **User ID**.

- 3) Select the **Enter** key.

- 4) Enter your **Password**.

- 5) Select the **Enter** key.

Back RF-SMART  
RF-SMART Sign In

User ID  
rts

Password  
\*\*\*|

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- 6) Select **Order Check-In** from the RF-SMART Menu.



RF-SMART Exit

RF-SMART Menu

Order Check-In

Transfer - Receive

Transfer Ship

On Hand Inquiry

Perform Inventory

Modify Count

7) **Scan** (or type) the **Authorization Number**.



The screenshot shows the 'RF-SMART' application interface. At the top, there are 'Back' and 'Exit' buttons. Below them is the title 'Receive items'. The main section is labeled 'Authorization Number' and contains a text input field. A red arrow points to this input field.

8) **Scan** (or type) the **Item Number**.

or

Use the **List** button to choose item.



The screenshot shows the 'RF-SMART' application interface. At the top, there are 'Back' and 'Exit' buttons. Below them is the title 'Receive items'. The main section is labeled 'Purchase order'. Below that is the 'Item' section with a text input field and a 'List' button. A green 'Success' message is displayed at the bottom. Two red arrows point to the 'Item' input field and the 'List' button.

9) Enter the **Quantity** received.

**By Default**, a quantity of **"1"** is entered.

Change the **Quantity**, if needed.

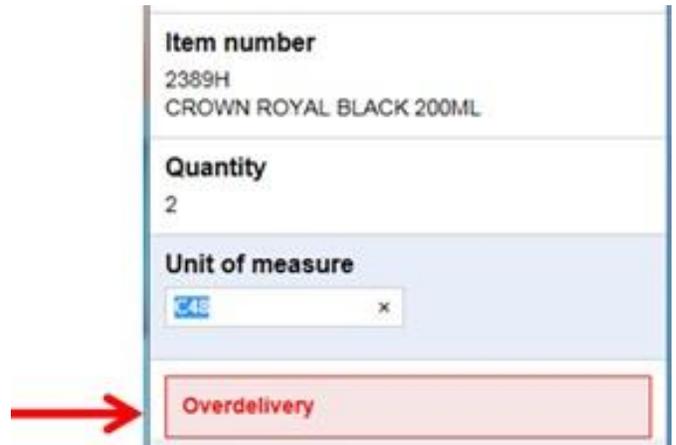


The screenshot shows the 'RF-SMART' application interface. At the top, there are 'Back' and 'Exit' buttons. Below them is the title 'Receive items'. The main section is labeled 'Purchase order' and contains the text 'DLC-000241'. Below that is the 'Item number' section with the text '5252B' and 'J JOHNSON MID MOON BLKBRY'. The 'Quantity' section has a text input field with the value '1' and a small 'x' button. A red arrow points to this input field.

10) The scanner does not allow the receipt of excess merchandise.

**NOTE:** These items **MUST** be returned with the truck driver to the Distribution Center.

11) Hit the **Back** button to return to the previous field if **Over-delivery** is shown.



The screenshot shows the 'RF-SMART' application interface. At the top, there are 'Back' and 'Exit' buttons. Below them is the title 'Receive items'. The main section is labeled 'Item number' and contains the text '2389H' and 'CROWN ROYAL BLACK 200ML'. Below that is the 'Quantity' section with the value '2'. The 'Unit of measure' section has a dropdown menu with 'CS' selected and a small 'x' button. A red 'Overdelivery' message is displayed at the bottom. A red arrow points to this message.

12) Verify the **Unit of Measure**.

**By Default**, case is selected.

C12 would mean case of 12 bottles.

Type **B** to change to Bottles, if needed.



Back RF-SMART Exit

Receive items

Purchase order  
DLC-000234

Item number  
5260B  
J JOHNSON MID MOON HALL FA

Quantity  
21

Unit of measure  
C x

13) Repeat for each brand received.

14) When the delivery is fully received. The workflow will display the **Authorization** screen.

Back RF-SMART Exit

Receive items

Authorization Number  
|

Success

15) If the **Receive Items** screen is still showing after all brands have been received. Select the **List** button.



Back RF-SMART Exit

Receive items

Purchase order

Item  
|

List

Success

16) This screen shows brands on the **Authorization** that were not received.

17) Determine if **Inventory Adjustments** **MUST** be done for these **Brands** and **Quantities**.



Item number	Product name	Quantity	UOM
0204L	JOHNNIE WALKER RED	2	C12
2389H	CROWN ROYAL BLACK 200ML	1	C48

18) Select **Back** to return to the **Authorization** screen.

19) Select the **Receive** button to complete the receipt of the partial delivery.

Back RF-SMART Exit

Receive items

Purchase order

Item

List Receive

Success

20) Select the **Exit** button to return to the Main Menu.

# Managing Transfers

**Purpose:** This form is used to manage the transfer of liquor into and out of your Agency.

## View Transfer Orders

### View Inbound Transfer Orders

- 1) Select **Inbound Transfer Orders** from the Agency Dashboard.
- 2) The table below explains what order status means:

Inbound Transfer Orders—Status	
Status	Description
Requested	Transfer request created but not yet approved
Approved	DLC Analyst has approved the request and assigned an outbound store

- 3) Select the desired transfer Order Number to view the details.

### View Outbound Transfer Orders

- 1) Select **Outbound Transfer Orders** from the Agency Dashboard.
- 2) The table below explains what order status means:

Outbound Transfer Orders—Status	
Status	Description
OpenPickPack	DLC Analyst has approved the request; you are the shipping agency
Approved	DLC Analyst has approved the request and assigned an outbound store

### Filtering Outgoing or Incoming Transfer Orders

- 1) On the **Transfer Orders** page, do one of the following:  
Enter a **Transfer Number**  
**or** Select a **Status**  
**or** Enter an **Agency number**
- 2) Select the **Apply** button.
- 3) The system displays transfer orders in filtered order.

## Create a Transfer Request

- 1) Select **Transfer Orders** from the left navigation bar.
- 2) Select **Create New**.
- 3) Select the **Mode of Delivery, Reason** and add **Notes**.

<b>Transfer Order Request—Mode of Delivery</b>	
<b>Mode of Delivery</b>	<b>Description</b>
Agency Pick-up	Your Agency will pick up and transport the items from the fulfilling Agency to your Agency
Trucking	The state-contracted trucking company will pick up and transport the items from the fulfilling Agency to your Agency
Vendor/Broker Pick-up	The vendor or Broker representing the item will pick up and transport the items from the fulfilling Agency to your Agency
Auditor Pick-up	This option is ONLY to be used by DOLC external auditors.

- 4) Enter a **5-character Brand Code** (for example 0010B).
- 5) Select the **Tab key** on your keyboard, to advance to the Quantity field.
- 6) Enter the number of bottles.
- 7) Select the **Enter** button.
- 8) Repeat as needed to add all desired items.
- 9) Select the **Submit** button to transfer the request.

## Ship a Transfer Out (Manually)

- 1) Select **Outbound Transfer Orders**, from the Agency Dashboard.
- 2) Select the **View Details** button for the appropriate transfer.
- 3) Enter the number of **Boxes** the transfer is packed in.
- 4) Select the **Ship** button.  
**NOTE:** If the quantity shipped is different from what is shown, please call Agency Operations BEFORE clicking the **Ship** button.
- 5) Select the **Print** button, to print a packing/transfer invoice.

## Receive a Transfer In (Manually)

- 1) Select **Inbound Transfer Orders**, from the Agency Dashboard.
- 2) Select the **View Details** button for the appropriate transfer.
- 3) Select the **Receive** button.  
**NOTE:** If the quantity received is different from what is shown, please call Agency Operations BEFORE clicking the **Receive** button.
- 4) Select the **Print** button, to print a completed transfer invoice.

## Ship a Transfer Out (Scanner)

**Purpose:** This workflow will pick and ship the items of a transfer order from one Agency to another Agency.

### Go to the RF-SMART Scanner System

- 1) Log into the scanner system.
- 2) Enter your **User ID**.
- 3) Select the **Enter** key.
- 4) Enter your **Password**.
- 5) Select the **Enter** key.
- 6) Select **Transfer Ship** from the RF-SMART Menu.



RF-SMART  
RF-SMART Sign In  
User ID  
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Back RF-SMART  
RF-SMART Sign In  
User ID  
rfs  
Password  
\*\*\*|  
Copyright 2013  
by ICS, Inc.



RF-SMART Exit  
RF-SMART Menu  
Order Check-In  
Transfer - Receive  
Transfer Ship  
On Hand Inquiry  
Perform Inventory  
Modify Count

7) **Scan** (or type) the **Transfer Order** number to be picked and shipped.



8) Select the **Enter** key.

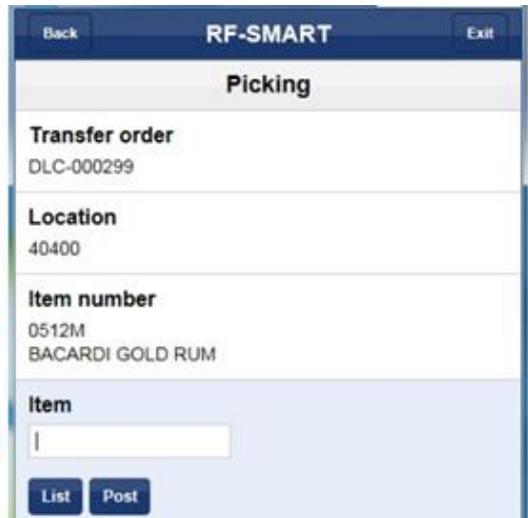
9) The next brand to pick and ship is displayed.

**Type** the brand code.

**or**

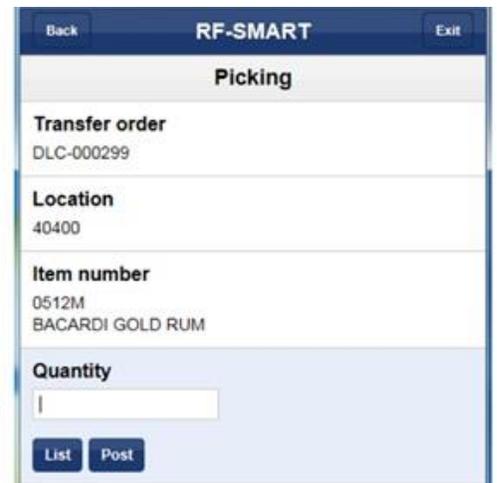
**Scan** the barcode.

**NOTE:** This step ensures that the correct brand is being shipped.



10) Enter the **Quantity** to Ship.

**NOTE:** Transfer quantities are ALWAYS in bottles.



11) Select the **Enter** key.

12) Repeat these steps for all the brands on the transfer order.

13) When you have completed entry of all items to be transferred, select the **Post** button.

14) Select **Exit** to return to the main menu

# Receive a Transfer In (Scanner)

**Purpose:** This workflow will receive the items from a transfer order to the Agency.

## Go to the RF-SMART Scanner System

- 1) Log into the scanner system.
- 2) Enter your **User ID**.
- 3) Select the **Enter** key.
- 4) Enter your **Password**.
- 5) Select the **Enter** key.



The image shows the RF-SMART Sign In screen. The title bar says 'RF-SMART'. Below it is 'RF-SMART Sign In'. There is a 'User ID' label above a text input field, which is highlighted with a red box. Below the input field, it says 'Copyright 2013' and 'by ICS, Inc.'



The image shows the RF-SMART Sign In screen after the User ID is entered. The title bar says 'RF-SMART' with a 'Back' button on the left. Below it is 'RF-SMART Sign In'. The 'User ID' field now contains 'rfs'. There is a 'Password' label above a text input field with masked characters '\*\*\*', which is highlighted with a red box. Below the input field, it says 'Copyright 2013' and 'by ICS, Inc.'

- 6) Select **Transfer Receive** from the RF-SMART Menu.



The image shows the RF-SMART Menu screen. The title bar says 'RF-SMART' with an 'Exit' button on the right. Below it is 'RF-SMART Menu'. The menu items are: 'Order Check-In', 'Transfer - Receive', 'Transfer Ship', 'On Hand Inquiry', 'Perform Inventory', and 'Modify Count'. A red arrow points to the 'Transfer - Receive' option.

- 7) **Scan** (or type) the **Transfer Order** number to be received.  
or  
**Use** the **Inquiry** button to select from a list of transfer orders.



The image shows the RF-SMART Receive Items screen. The title bar says 'RF-SMART' with 'Back' and 'Exit' buttons. Below it is 'Receive Items'. There is a 'Transfer order' label above a text input field. Below the input field is an 'Inquiry' button. A red arrow points to the 'Inquiry' button.

- 8) Select the **Enter** key.

9) **IF USING THE INQUIRY BUTTON**

The screen displays a list of Transfer Orders to receive (shown to the right) Select the desired Transfer Order.



Transfer order	From warehouse	Description
DLC-000026	10145	INDIAN CREEK DISTILLERY LLC
DLC-000075	10175	BUCKEYE DISTILLERY INC
DLC-000152	10145	INDIAN CREEK DISTILLERY LLC

10) **Scan, type or** use the **Inquiry** button to choose the brand to be received.

**Inquiry** – will list all the items in the Transfer Order



RF-SMART

Receive items

Transfer order  
DLC-000026

Item

Inquiry Receive

11) Enter the **Quantity** to be received.



RF-SMART

Receive items

Transfer order  
DLC-000875

Item number  
0010B  
AFTER SHOCK CINNAMON  
B

Quantity

12) Repeat steps for all brands to be received.

13) The scanner does not allow the receipt of excess merchandise.

**NOTE:** These over-delivered brands **MUST** be reported to DOLC **immediately**.

14) Hit the **Back** button to return to the previous field if **Over-delivery** is shown.

Item number  
0015B  
ABERLOUR 16

Quantity  
9

Unit of measure  
B x

Item Standard

Overdelivery

15) When the transfer order is fully received. The workflow will display the **Transfer Order** screen.

Back RF-SMART Exit

Receive items

Transfer order  
|

Inquiry

16) If the **Receive Items** screen is still showing after all brands have been received. Select the **Inquiry** button.

Back RF-SMART Exit

Receive items

Transfer order  
DLC-000879

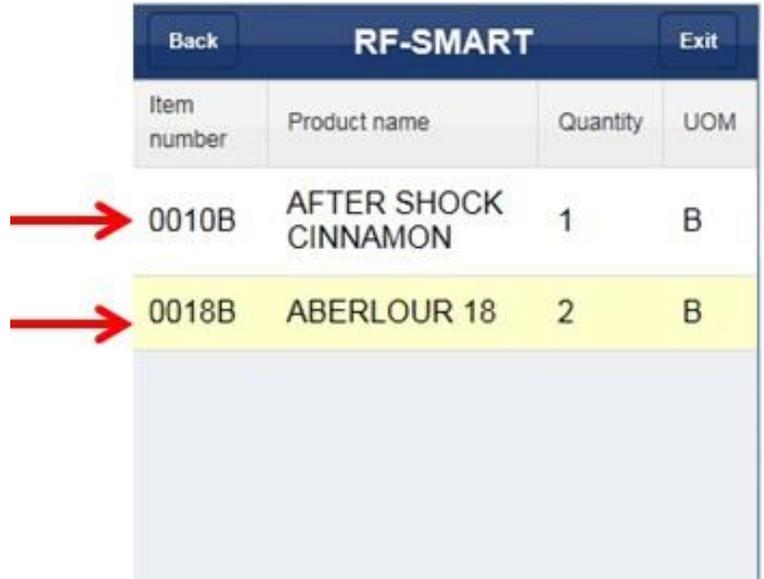
Item  
|

Inquiry Receive

Success

17) This screen shows brands on the **Transfer Order** that were not received.

18) **Inventory Adjustments** **MUST** be done for these **Brands** and **Quantities**.



Item number	Product name	Quantity	UOM
0010B	AFTER SHOCK CINNAMON	1	B
0018B	ABERLOUR 18	2	B

19) Select **Back** to return to the **Transfer Order** screen.

20) Select the **Receive** button to complete the Transfer Order.

**NOTE:** If you did not receive all items on the transfer order, it will continue to show in an **InTransit** status in the Agency Portal until DOLC resolves the discrepancy.



Back RF-SMART Exit

Receive items

Transfer order  
DLC-000879

Item

Inquiry Receive

Success

21) Select the **Exit** button to return to the Main Menu.

# Inventory Adjustment (Bad Orders)

## Inventory Adjustment Policies

**Agencies are not permitted to claim employee breakage.** This should be treated as a bottle(s) loss to the Agency. The loss can be paid for at the time of the occurrence as a Retail Sale or it can be counted as a shortage during the agent's next monthly inventory.

All evidence pertaining to an **Inventory Adjustment** claim **must be kept for inspection by the External Auditors.** This includes any bottle that is found damaged in a case or on the shelf, any case that contained a damaged bottle, any case that had a bottle missing, or any bottle that is otherwise not saleable.

In some instances, an **Inventory Adjustment** affidavit may be written, with the approval of the Division of Liquor Control, for collapsing conveyors; shelves and stock falling, etc., which will be charged to the agency at claim cost.

If a bottle(s) is found missing damaged in a sleeve of miniatures, an **Inventory Adjustment** must be completed for the entire sleeve. All the bottles in the sleeve must be saved for inspection by the External Auditors. If an Agency employee breaks a bottle in a sleeve, the remaining bottles become the property of the Agent and the sleeve is considered a loss to the agency. It can be rung up as a sale or counted as an inventory shortage. These bottles must be removed from the Agency premises.

# Inventory Adjustment Form

**Purpose:** The **Inventory Adjustment** form is used to report short shipments from the trucking company, merchandise damaged when received, missing bottles, concealed damage, distressed merchandise, and customer breakage.

The form also serves to document customer returns to the agency. Refer to Retail Returns Policy for instructions in this case.

## Create a Inventory Adjustment Request

- 1) Select **Inventory Adjustments** from the left navigation bar.
- 2) Select the **Create New** button in the Inventory Adjustment Request page.
- 3) Complete the Inventory Adjustment Request section by providing all relevant information. The table below explains the options:

<b>Table 1. Inventory Adjustment</b>	
<b>Category</b>	<b>Description</b>
Brand Code	All information relates to this item (required field)
Date	Enter the date related to the Cause (today is the default date)
Quantity	Enter quantity in bottles (required field)
Cause	Select from list (required field)
Case Condition	Select from list if applicable
Imprint	Select from list if applicable
Bottle Condition	Select from list if applicable
Damage	Select from list if applicable
Authorization Number	Add the Authorization the damaged goods were received on if applicable
Agency Notes	Add any additional description

- 4) Select the **Add** button, the system then adds the line to your request.
- 5) **Print** the **Inventory Adjustment**.
- 6) Verify the correct information and obtain required signatures for the form.
  - a. The agency manager or person responsible for completing the **Inventory Adjustment** must sign on the Agent's Witness line.

- b. The liquor delivery truck driver must sign on the Carrier's Agent line when the shortage or damage is found during a liquor delivery. The truck driver's signature certifies the accuracy of the information written on the affidavit.
  - c. The customer must sign on the Customer's Signature line if the damage was caused by a customer. You must also obtain the customer's address and phone number. The customer signature certifies the accuracy of the information written on the affidavit and does not imply ANY financial responsibility to the customer.
- 7) File the printed **Inventory Adjustment** form in the appropriate file folder for examination by the External Auditor.
  - 8) Select the **Submit** button when done. Status is now **Open**.

## **Delete an Inventory Adjustment Request**

**NOTE:** This process is to delete an invalid **Inventory Adjustment** prior to being reviewed by an External Auditor.

- 1) Select **Inventory Adjustments** from the left navigation bar.
- 2) Determine which **Inventory Adjustment** needs to be deleted.
- 3) Select the **Red X** to the right of the **Inventory Adjustment**.
- 4) The **Inventory Adjustment** Request is deleted.

# Physical Inventory Procedures

Each Agency is **REQUIRED** to complete a monthly inventory at the close of business on or about the 15<sup>th</sup> of the month. (Inventory is optional at the end of the month.) The inventory should be reconciled prior to the opening of the following business day. The **Discrepancy Report** should be maintained in the liquor file folder, titled "Inventory".

**NOTE:** Before counting the inventory, you must ensure that all adjustments to inventory have been posted, i.e. sales, deliveries, transfers, etc.

## Perform Cycle Count (Manually)

- 1) Select **Reports and Data** from the left navigation bar.
- 2) Select **Inventory Reports**.
- 3) Select **Cycle Counts**.
- 4) From the **Category** drop-down, select the category to perform inventory on.  
**By default: Any** is selected. This will choose ALL items.
- 5) Select the **Create New** button.
- 6) Notice the **Red X** under the **Ready for Use** column. The system is creating a counting journal for selected items based on your current on-hand inventory. When ready, this will be replaced with a **Green Check**.
- 7) Select the **Manual Entry** box and click on **Download Manual Entry Report**.
- 8) Open the PDF to view and print the **Manual Entry Report**.
- 9) Use the **Manual Entry Report** to perform your counts manually.
  - a. If your Agency sells wholesale and you have orders that have been pulled but not yet sold, these bottles **MUST** be added to your counts.
  - b. If you have pending **Inventory Adjustments** that have not yet been approved by the auditor, these bottles must be added to your counts.
- 10) When counting is complete, select the **Manual Entry** button to enter your counts.

- 11) Enter the bottle quantity in the **Counted** column and hit **Tab** to move to the next brand.  
**NOTE:** The brands are listed in the same order as the **Manual Entry Report** for ease of entry.
- 12) If you need to leave the screen while entering your count, select the **Save** button at the bottom of the screen to save your work. Additionally, save your work before moving to the next page and after all entries on the last page have been made.
- 13) Once all counts are entered, print the **Discrepancy Report** by selecting the **Download Discrepancy Report** button at the top to review counts.  
**NOTE:** Any brand that has a balance of zero **MUST** be entered into the system as zero in order to complete the inventory.
- 14) Perform recounts using the **Discrepancy Report**.
- 15) Any new differences must be reconciled prior to posting the cycle count.
  - a. If the difference is a case amount, i.e. 6, 12, or 24, check the postings for each delivery, transfer received, or transfer shipped since the last inventory was completed.
  - b. If the difference is a bottle(s) short, check to make sure that all **Inventory Adjustments** were completed.
  - c. Be sure to check all differences. The differences that cannot be reconciled should be posted as inventory discrepancies.
- 16) Any changes from your original counts need to be entered under **Manual Entry**.
- 17) The **Discrepancy Report** prints in two sections: **Items not Counted** and **Items with Discrepancies**. Use the filter drop-down box to select the correct category for manual entry.
- 18) When all corrections have been made and verified select the **Post** button to post the counting journal.  
**NOTE:** Posting the counting journal updates your On-Hand inventory numbers and creates a chargeback to the Agency. This chargeback fee will be due with your next audit bill. This process gives the Agent, the DOLC External Auditor, and the Central Office time to research any large discrepancies and correct issues prior to the Agent being charged at the time of the audit.
- 19) Reprint the final **Discrepancy Report** and file.

## Perform Cycle Count (Scanner)

- 1) Select **Reports and Data** from the left navigation bar.
- 2) Select **Inventory Reports**.
- 3) Select **Cycle Counts**.
- 4) From the **Category** drop-down, select the category to perform inventory on.  
**By default:** Any is selected. This will choose ALL items.
- 5) Select the **Create New** button.
- 6) Notice the **Red X** under the **Ready for Use** column. The system is creating a counting journal for selected items based on your current on-hand inventory. When ready, this will be replaced with a **Green Check**.

### Go to the RF-SMART Scanner System

- 1) Enter your **User ID**.
- 2) Select the **Enter** key.
- 3) Enter your **Password**.
- 4) Select the **Enter** key.



RF-SMART  
RF-SMART Sign In

User ID  
|

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Back RF-SMART  
RF-SMART Sign In

User ID  
rfs

Password  
\*\*\*|

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- 5) Select **Perform Inventory** from the RF-SMART Menu.



RF-SMART Exit  
RF-SMART Menu

Order Check-In

Transfer - Receive

Transfer Ship

On Hand Inquiry

Perform Inventory

Modify Count

- 6) Enter the counting **Journal ID** or select the **Inquiry** button to locate the Journal ID number.  
**NOTE:** Inquiry button is not currently available.



The screenshot shows the 'RF-SMART' interface with the title 'Item counting'. Below the title is a 'Journal ID' label and an empty text input field. At the bottom of the screen is a blue button labeled 'Inquiry'. A red arrow points from the left towards the 'Inquiry' button.

- 7) Select the Journal to count.



The screenshot shows a table with two columns: 'Journal ID' and 'Description'. The table contains two rows of data. A red arrow points from the left towards the first row of the table.

Journal ID	Description
DLC-001461	Inventory Count
DLC-001501	Inventory Count

- 8) Start scanning the brands to be counted.

**Switch button** – allows you to switch between bottles and cases while counting.



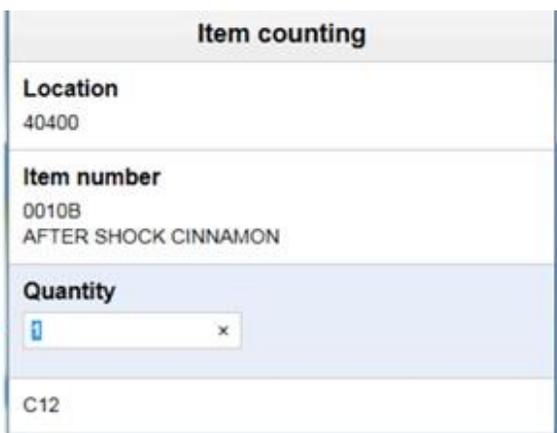
The screenshot shows the 'Item counting' screen with an 'Item' label and an empty text input field. Below the input field is a blue button labeled 'Switch'. At the bottom of the screen is the label 'Bottle Mode'. A red arrow points from the right towards the 'Switch' button.

- 9) Enter the quantity counted, based on the unit of measure selected in the previous screen.

- 10) Select the **Enter** key.

- 11) Repeat for all brands.

- a. If your Agency sells wholesale and you have orders that have been pulled but not yet sold, these bottles must be added to your counts.



The screenshot shows the 'Item counting' screen with the following fields: 'Location' (40400), 'Item number' (0010B AFTER SHOCK CINNAMON), 'Quantity' (1), and 'C12'. A red arrow points from the left towards the 'Quantity' input field.

12) When finished, select the **Exit** button to return to the main menu.



13) Go back to the Agency Portal.

14) Print the **Discrepancy Report** to review counts.

**NOTE:** Any brand that has a balance of zero **MUST** be entered into the scanner as zero in order to complete the inventory.

15) Perform recounts using the **Discrepancy Report**.

16) Any new differences must be reconciled prior to posting the cycle count.

- a. If the difference is a case amount, i.e. 6, 12, or 24, check the postings for each delivery, transfer received, or transfer shipped since the last inventory was completed.
- b. If the difference is a bottle(s) short, check to make sure that all **Inventory Adjustments** were completed.
- c. Be sure to check all differences. The differences that cannot be reconciled should be posted as inventory discrepancies.

17) **Post** the counting journal.

**NOTE:** Posting the counting journal updates your On-Hand inventory numbers and creates a chargeback to the Agency. This chargeback fee will be due with your next audit bill. This process gives the Agent, the DOLC External Auditor, and the Central Office time to research any large discrepancies and correct issues prior to the Agent being charged at the time of the audit.

18) Reprint the final **Discrepancy Report** and file.

# Enter Recounts (Scanner)

## Go to the RF-SMART Scanner System

- 1) Enter your **User ID**.
- 2) Select the **Enter** key.
- 3) Enter your **Password**.
- 4) Select the **Enter** key.

The first screenshot shows the 'RF-SMART Sign In' screen with the 'User ID' input field highlighted by a red box. The second screenshot shows the same screen with the 'Password' input field highlighted by a red box.

- 5) Select **Modify Count** from the RF-SMART Menu.

The screenshot shows the 'RF-SMART Menu' screen with the following options: Order Check-In, Transfer - Receive, Transfer Ship, On Hand Inquiry, Perform Inventory, and Modify Count. A red arrow points to the 'Modify Count' option.

- 6) Enter the counting Journal ID or select the **Inquiry** button to locate the Journal ID number.  
**NOTE:** Inquiry button is not currently available.

The screenshot shows the 'RF-SMART Item counting' screen with a 'Journal ID' input field and an 'Inquiry' button. A red arrow points to the 'Inquiry' button.

- 7) Select the Journal to count.

The screenshot shows a table with the following data:

Journal ID	Description
DLC-001461	Inventory Count
DLC-001501	Inventory Count

A red arrow points to the first row of the table.

- 8) Scan or enter the brand code to modify the count on.

**Switch button** – allows you to switch between bottles and cases while counting.

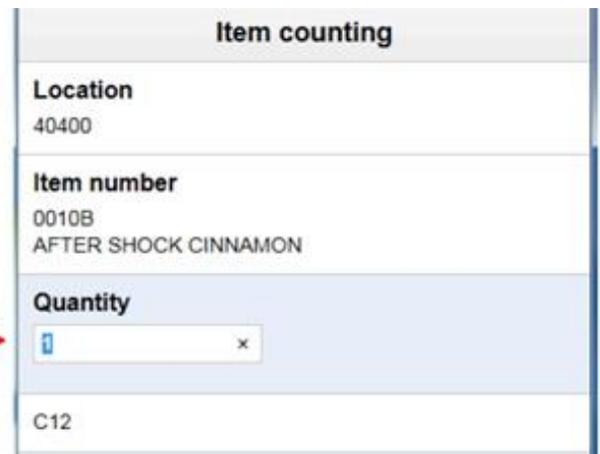


- 9) Enter the quantity counted, based on the unit of measure selected in the previous screen.

- 10) Select the **Enter** key.

- 11) Repeat for all brands.

**NOTE:** Any brand that has a balance of zero **MUST** be entered into the scanner as zero in order to complete the inventory.



- 12) When finished, select the **Exit** button to return to the main menu.



- 13) Go back to the Agency Portal.

- 14) Print the **Discrepancy Report**. Verify all changes have been made.

- 15) **Post** the updated counting journal.

**NOTE:** Posting the counting journal updates your On-Hand inventory numbers and creates a chargeback to the Agency. This chargeback fee will be due with your next audit bill. This process gives the Agent, the DOLC External Auditor, and the Central Office time to research any large discrepancies and correct issues prior to the Agent being charged at the time of the audit.

# Inventory Reports

This set of reports show data for various types of inventory transactions and on-hand inventory for your Agency.

## Audit Report

**Purpose:** This report displays the citations found during the previous DOLC audit of the Agency.

- 1) Select **Reports and Data** from the left navigation bar.
- 2) Under Inventory Reports, select **Audit Report**.
- 3) The system will create a PDF file you can view or print.

## Cycle Count

**Purpose:** This report is used to assist in performing monthly inventory.

**NOTE:** See **Cycle Count** section of this manual for use of this report.

## Inventory Adjustment Report

**Purpose:** This report displays all pending inventory adjustments that have been approved by the DOLC External Auditor or posted by DOLC Central Office.

**NOTE:** Selecting a large time period may result in a slower loading time.

- 1) Select **Reports and Data** from the left navigation bar.
- 2) Under Inventory Reports section, select **Inventory Adjustment Report**.
- 3) Enter the date range and select **View Report**.

## Inventory Transactions (Brand Review)

**Purpose:** This report displays all inventory transactions for a selected brand. This is for review purposes only. The transactions are displayed for a selected time period.

**NOTE:** Selecting a large time period may result in a slower loading time.

- 1) Select **Reports and Data** from the left navigation bar.
- 2) Under Inventory Reports section, select **Inventory Transactions**.
- 3) Enter the brand code in the **Brand Code** field or use the **Search Brand** option.
- 4) Enter the date range and select **Search** to run the report.

## On-Hand Inventory

**Purpose:** This report displays the current on-hand inventory for all stocked brands at the Agency.

- 1) Select **Reports and Data** from the left navigation bar.
- 2) Under Inventory Reports, select **On-Hand Inventory**.
- 3) The system will create a PDF file you can view or print.

## Transfer Order Report

**Purpose:** This report displays information for all completed Agency Transfers during a selected time period. It is separated into two section: Incoming Transfers and Outgoing Transfers.

- 1) Select **Reports and Data** from the left navigation bar.
- 2) Under Inventory Reports, select **Transfer Order Report**.
- 3) Select the desired date range and select **View Report**.

# Pricing Reports

This set of reports show pricing data in various different formats.

## Brand Master Report

**Purpose:** This report displays prices, price changes, on-hand inventory, and alert levels for all brands. The report may be customized to show only brands that match certain criteria.

- 1) Select **Reports and Data** from the left navigation bar.
- 2) Under Pricing Reports, select **Brand Master Report**.
- 3) Select the desired filter criteria, if any, and select **View Report** to run.

<b>Table 1. Brand Master Report</b>	
<b>Category</b>	<b>Description</b>
Show	<b>All</b> for all brands available in the State. <b>Stock</b> for only items your Agency carries. <b>Non-Stock</b> for items not carried by your Agency.
Sort By	<b>Brand Code</b> to display in brand code order. <b>Brand Name</b> to display in brand name order.
Category	Select a category to display only brands for that category.
Size	Select a size letter identifier to display only those brands.
Price Change	Check to only show brands with price changes next month. Only available after next month's prices have been sent.

## Price Bulletin

**Purpose:** This report displays prices changes for all brands in the State for the selected month.

- 1) Select on **Reports and Data**.
- 2) Under Pricing Reports, select **Price Bulletin**.
- 3) Select the desired Price Bulletin under **Price Bulletin For** drop-down menu and file type.
- 4) Select **View Report** to run.

## Pricing

**Purpose:** This report is a CSV file used by the Agent POS system (register) to automatically update liquor prices.

- 1) Select **Reports and Data** from the left navigation bar.
- 2) Under Pricing Reports, select **Pricing**.
- 3) Right click on the desired month **Price File** and select **Save As**.
- 4) Navigate to the location required by your register and **Save** the file.

## Print Label

**Purpose:** This report allows the Agent to create shelf tags for selected items.

- 1) Select **Reports and Data** from the left navigation bar.
- 2) Under Pricing Reports, select **Print Label**.
- 3) Enter the brand code in the **Brand Code** field or use the **Search Brand** option.
- 4) Enter quantity in **Number of Labels** field.
- 5) Select **Add** button.
- 6) The **Brand Code** and **Number of Labels** appear in the list below.
- 7) Repeat for all desired labels.  
**NOTE:** To remove a brand, select the **Red X** on the far right.
- 8) Select **Print**.
- 9) The system will create a PDF file you can print.

# Sales Reports

This set of reports show sales summary data in various different formats.

## Daily Sales Summary Report

**Purpose:** This report displays retail, wholesale, and total bottle and dollar sales summary for a date range.

- 1) Select **Reports and Data** from the left navigation bar.
- 2) Under Sales Reports, select **Daily Sales Summary Report**.
- 3) Select the desired date range and select **View Report**.
- 4) The system will create a PDF file you can view or print.

## End of Day Reports

**Purpose:** This report displays daily sales and deposit reports.

- 1) Select **Reports and Data** from the left navigation bar.
- 2) Under Sales Reports, select **End of Day Report**.
- 3) Enter date in the **Date** field.
- 4) Select **Report Type**.  
**By Default, Sales Report** is selected. This shows summary for the date as well as details for each brand sold.  
or  
Select **Deposit Report** to display the daily deposit figure.
- 5) Select **View Report**.
- 6) The system will create a PDF file you can view or print.

## **Sales Summary and Inventory**

**Purpose:** This report displays all sales and adjustments for the selected period as well as the current on-hand inventory for each stocked brand. This report merely shows sales reported by the Agency, whether accurate or inaccurate.

**NOTE:** The Agency will be paid commission based on the total brand sales by bottle calculated at the current price and listed at the end of the **Sales Summary and Inventory** report as total bottles with the exclusion of sales tax.

- 1) Select **Reports and Data** from the left navigation bar.
- 2) Under Sales Reports, select **Sales Summary and Inventory**.
- 3) Select **To** and **From** dates.  
**NOTE:** Selecting a large time period may result in a slower loading time.
- 4) The system will display the information to view.

## **Pending Wholesale Orders**

**Purpose:** This report displays pending wholesale orders by customer.

- 1) Select **Reports and Data** from the left navigation bar.
- 2) Under Sales Reports, select **Pending Wholesale Orders**.
- 3) The system will create a PDF file you can view or print.

## **Pending Wholesale Order by Customer**

**Purpose:** This report displays pending wholesale orders by brand.

- 1) Select **Reports and Data** from the left navigation bar.
- 2) Under Sales Reports, select **Pending Wholesale Orders by Brand**.
- 3) The system will create a PDF file you can view or print.

## **Wholesale Sales by Customer**

**Purpose:** This report displays wholesale sales for a selected customer by brand.

- 1) Select **Reports and Data** from the left navigation bar.
- 2) Under Sales Reports, select **Wholesale Sales by Customer**.
- 3) Select the desired wholesale customer and date range.
- 4) Select **View Report**.
- 5) The system will create a PDF file you can view or print.

# Wholesale Customer Management

This set of reports show information regarding management of wholesale customers.

## Delivery Charge

**Purpose:** This screen shows delivery fees for your Agency and for each individual wholesale customer, if applicable.

Set and manage the following:

- 1) Your Agency's standard delivery charges.
- 2) Specific charges for individual wholesale customers assigned to your store.

### Set Agency Delivery Charge

- 1) Select **Reports and Data** from the left navigation bar.
- 2) Under Customer Management, select **Delivery Charge**.
- 3) The **Set Agency Charge** box appears.

- 4) Type in the charge (in dollars and cents).

*Example of entering dollars and cents:*

Enter	Printed on Invoice
25	\$25.00
25.00	\$25.00
25.50	\$25.50

- 5) Select **Save**.

### Set an Individual Wholesale Customer Delivery Charge

- 1) Select **Reports and Data** from the left navigation bar.
- 2) Under Customer Management, select **Delivery Charge**.
- 3) Identify the desired **Wholesale Customer**.
- 4) Select the **Red Pencil** button on the far right the page.
- 5) Type the charge (in dollars and cents).

- 6) Select **Save**.

**NOTE:** If you do not want to save changes, select **Close**.

## **Wholesale Customers**

**Purpose:** This report displays a list of all customers assigned to your Agency and contact information.

- 1) Select **Reports and Data** from the left navigation bar.
- 2) Under Customer Management, select **Wholesale Customers**.
- 3) Select the desired file type and select **Download**.
- 4) The system will create a file you can view or print.

# Administrative Activities

This set of reports allow for various functions to be completed by the Agency Administrator.

**NOTE:** This area of the Agency Portal is **ONLY** accessible by the Agency Administrator and an Agency User account CANNOT access this area.

## Audit Letters

**Purpose:** This report displays final Audit Letter and bill.

- 1) Select **Administrative Activities** from the left navigation bar.
- 2) Select **Audit Letters**.
- 3) Select desired audit letter to view.
- 4) The system will create a PDF file you can view or print.

## Commission Report

**Purpose:** This report displays Agency commission for selected periods.

- 1) Select **Administrative Activities** from the left navigation bar.
- 2) Select **Commission Report**.
- 3) Select **From Date** and **To Date**.
- 4) Select **View Report**.
- 5) The system will create a PDF file you can view or print.

## Contact Information

**Purpose:** This report allows the Agency Administrator to manage audit contact information. These are the contacts Liquor Control will contact about audit activity.

- 1) Select **Administrative Activities** from the left navigation bar.
- 2) Select **Contact Information**.
- 3) Complete the fields in the **Contact Information** page.
- 4) Select the **Save** button.

## NSF Report

**Purpose:** This report displays Agency NSF warning and penalty letters.

- 1) Select **Administrative Activities** from the left navigation bar.
- 2) Select **NSF Report**.
- 3) Select **Letter Type**.  
**By Default:** **Warning** letter is highlighted. Select **Penalty** to view any penalty letters.
- 4) Select **View Report**.
- 5) The system will create a PDF file you can view or print.

## User Accounts

**Purpose:** This form allows the Agency Administrator to manage Agency User accounts.

### To Create a New Agency Portal User Account

- 1) Select **Administrative Activities** from the left navigation bar.
- 2) Select **Users**.
- 3) Select **Create New**.
- 4) Enter the required information.  
**NOTE:** Each user name **MUST** begin with your Agency number to prevent duplicates.

Use this table as a reference:

Table 1. Required Fields		
Field	Description	Format
User Name	User-defined "nick name"	Alphanumeric characters
First Name	User's first name	Alphanumeric characters
Last Name	User's last name	Alphanumeric characters
Email Address	Users' valid email address	[xxx]@[xxx].[xxx]
Phone Number	Users' valid 10-digit phone number	[xxx]-[xxx]-[xxxx]

**EACH USER NAME MUST BE UNIQUE. IF THE USER NAME EXISTS, SELECT ANOTHER.**

- 5) Select the **Create** button.
- 6) The system creates a PDF document containing the **User Name** and a one-time **Activation Code**.
- 7) Save/Download, open, or print this account information and give to the user.

- 8) You can select your own Password when you log on for the first time.

### **To Reset an Agency Portal User Account Password**

**NOTE:** To reset the Agency Administrator account password, contact the DOLC Agency Portal Help Desk.

- 1) Select **Administrative Activities** from the left navigation bar.
- 2) Select **Users**.
- 3) Determine the user account needing password reset.
- 4) Select the **Reset Password** button on the far right.
- 5) The **system creates a PDF document** containing the User Name and a one-time Activation Code.
- 6) Save/Download, open, or print and give this account information to the user.
- 7) You can select your own Password when you log on for the first time.

### **To Deactivate an Agency Portal User Account**

- 1) Select **Administrative Activities** from the left navigation bar.
- 2) Determine the user to be deactivated.
- 3) Select the **Deactivate** button on the far right.  
**NOTE:** If **Deactivate** is selected in error, you can use the **Reset Password** button to re-activate the user.

# Appendix A: General Guidelines and Procedures

## DOLC Guidelines

- 1) You must adhere to the Agency contract, the Agency Operations Manual, any orders, instructions and directions as he may from time to time receive from the Department.
- 2) Any changes related to Agency ownership, location, downsizing, and/or selling hours must be approved by Agency Operations in writing prior to the occurrence of the changes.
- 3) Paragraph 9 of the Retail/Wholesale Agency Contract states, “all the expense of conducting the business of said agency, including, among other things, light, heat, water, rent, bond insurance, assessments and taxes, both State and Federal, shall be borne by the agency, save and accept for postage.”
- 4) Paragraph 18 of the Retail Agency Contract and Paragraph 19 of the Wholesale Agency Contract states, “the agent further agrees that no monies derived from the sale of spirituous liquor shall be used at any time by the agent for his own use or for the payment of any of his creditors, and such monies will be kept separate and apart from any and all monies received by the agent from any other source. Liquor sales cash receipt documents shall be maintained separate from all other mercantile business receipts through a separate cash register key.”
- 5) You must adhere to your agency’s liquor hours. Notification and permission must be granted by Agency Operations if a change in hours requested. No liquor sales are permitted on Sundays unless it has been approved by local option.
- 6) You must adhere to the wholesale policy, hours, notification, and permission to add a new permit holder. Only sell wholesale to permit holders. Do not sell retail to any permit holder or club that is reselling the liquor. Do not sell wholesale to any person that does not have an active permit.
- 7) All **PRICING MATERIAL** and **INSTRUCTIONAL MATERIAL** should be read and followed as given on any IOC or memorandum downloaded from the division. All pricing should be completed at the close of the previous pricing period and before the agency starts selling for the current pricing period. Call immediately if any IOC or memorandum is not clearly understood.
- 8) The importance of service to customers and to the public should be emphasized. The manner in which agency personnel conducts themselves is a direct reflection, either favorable or otherwise, on the Ohio Department of Commerce, Division of Liquor Control and the State of Ohio.
- 9) **ALL RETAIL SALES ARE FINAL.** All postings (sales and processing delivery) must be completed in sequential date order.

10) You must strictly adhere to the liquor laws of the State of Ohio.

NO PERSON UNDER THE AGE OF TWENTY-ONE (21) SHALL PURCHASE INTOXICATING LIQUOR (O.R.C. 4301.63). THE CASHIER OR CLERK WILL NOT SELL INTOXICATING LIQUOR TO ANY YOUTHFUL APPEARING PERSON WHO DOES NOT PRESENT A VALID PHOTO DRIVER'S LICENSE, CHAUFFEUR'S LICENSE OR STATE OF OHIO IDENTIFICATION CARD, CORRECTLY IDENTIFYING THEIR AGE. SATISFACTORY PROOF OF A PURCHASER'S AGE IS THE DIRECT RESPONSIBILITY OF THE PERSON SELLING THE PRODUCT.

NO SALE SHALL BE MADE TO A PERSON WHO APPEARS TO BE INTOXICATED.  
NO SALE SHALL BE MADE BY A PERSON WHO IS UNDER THE AGE OF EIGHTEEN (18).

11) The liquor agent must have a working fire extinguisher, and it must be inspected annually according to the following rule and regulation:

The NFPA 10 Standard for a Portable Fire Extinguisher (1988) requires that a trained person who has undergone the instructions necessary to reliably perform maintenance and has the manufacturer's service manual shall service the fire extinguisher not more than once per year. Every six (6) years the stored pressure extinguishers, which require a twelve (12) year hydrostatic test, shall be emptied and subjected to the applicable maintenance procedures.

12) If a distiller's representative wants to put up any type of display for a product, it is the agent's decision whether or not to accept such display.

13) Agency Operations has an established shelf set for all liquor products. Do not allow any vendor or vendor representative to reset your shelves under any circumstance. Any spirituous liquor movement or shelf reset must be approved by the Chief of Agency Operations.

14) Low proof items are not to be sold wholesale, nor are they to be displayed with the high proof liquor.

15) Agency commission checks will be paid bi-monthly based on the bottle sales that have been received by the division. (Run the **Sales Summary and Inventory** report from the Agency Portal for W dollar sales and R dollar sales without sales tax.) Checks must be received by the agent within 30 days from the end of the fifteen (15) day period for which they are being paid.

16) No more than twenty (20) floor displays may be set up at any one time. The displays must be from various vendors.

## Appendix B: Agency Filing System

A filing system will be created for your agency. Use the following categories and information listed. All files should be set-up with the most current date in the **front** of the file. All division sales documents, books and forms are the property of the Ohio Department of Commerce, Division of Liquor Control, and are to remain in the liquor agency until the agent is authorized to dispose of them, per the retention schedule.

- 1) **AUDITS** - The External Auditor's Report (Citations and Comments) and the letter from the Division of Liquor Control noting the cash summary of the same External Audit, should be stapled to the rear of the Audit Exception Report for the same period.
- 2) **AUTHORIZATIONS, WAREHOUSE AND TRANSFERS SHIPPING AND RECEIVING INVOICES** - All invoices for a particular delivery are to be stapled together and filed.
- 3) **INVENTORY ADJUSTMENT FORM** - The agency's copy of the **Inventory Adjustment** should be filed with the most current **Inventory Adjustment** in the front of the file.
- 4) **DAILY TRANSMITTAL/SALES REPORTS** - This report may be kept in the file or in a box with the most recent report on top.
- 5) **EQUIPMENT ACCOUNTABILITY** - This file should contain the agency's copy of Equipment Accountability Form.
- 6) **INTER-OFFICE COMMUNICATION** - All miscellaneous IOC's from Central Office should be kept in this file.
- 7) **INVENTORY WORKSHEETS** - All worksheets used to take the monthly physical inventory are kept in this file.
- 8) **PRICE BULLETINS** - This file should contain all price bulletins.
- 9) **VISITATIONS (AGENCY COMPLIANCE REPORT)** - Monthly agency compliance visitation forms are retained in this file.
- 10) **WHOLESALE INVOICES BY PERMIT HOLDER** - This file should contain the permit holder's permit number, type of permit, date of expiration, and a written authorization listing the persons allowed to pick-up liquor for the premise. A copy of the permit holder's identification card with the proper signatures is also acceptable. A copy of the wholesale invoice for the individual permit holder should be filed with the most current date filed in front. Invoices should be filed after posting.

## Appendix C: Retention and Disposal Schedule of Agency Forms

All division sales documents, software and forms are the property of the Ohio Department of Commerce, Division of Liquor Control. They must remain in the liquor agency until authorized to dispose of as specified in the retention schedule listed below.

<b>Name</b>	<b>Length of Retention</b>
External Audits	one (1) year after end of calendar year
Authorizations/Store Invoices/Transfers	one (1) year after month prepared
Transfers	one (1) year after month prepared
Inventory Adjustment Report	one (1) year after month prepared
Equipment Transfer	indefinitely
Inventory Worksheet	one (1) year after inventory
Monthly Price Bulletins	until next quarterly price list has been received
Daily Transmittal Report	two (2) years after month prepared
Visitations/Compliance	one (1) year after end of calendar year
Wholesale Invoices/Permit Holder	six (6) years after end of calendar year
Price Look Up Register Tapes/Daily Journal	after Store Report of Sales, Receipts and Inventory received for the corresponding period

The manager of the liquor agency is the only person authorized to destroy any material. The manager must keep a log of the item that is being destroyed.

# APPENDIX D: Inventory Control Connectivity

## PURPOSE

The purpose of this document is to describe in general terms the components and connectivity methods for inventory control in the agencies that are associated with the new liquor control system. It does not cover how the devices will be used to transmit sales or order data back to the Division of Liquor Control. Usage information about the device will be covered in a separate guide and through training provided by your Division of Liquor Control auditor.

## BACKGROUND

All agencies selling spirits must track each bottle of state owned inventory. This includes tracking the incoming bottles, those being transferred, and those bottles being counted during an inventory audit. Currently, the methods used to control inventory are based on a 40 year old inventory control system. Now, the Division of Liquor Control is implementing a more modern system based on Microsoft's Dynamics AX for Retail software that uses internet and wireless technology to replace the older system.

## BASIC COMPONENTS

The inventory control connectivity includes a number of basic components. They are:

1. The Mobile Inventory Computer Scanners (or MIC)
2. A Remote Wireless Access Point (or RAP)
3. Local Area Network Wiring or Network Cable
4. A connection to the Internet

Mobile Inventory Computer Scanner (MIC) – is basically a combination of a small handheld computer that has a built in scanner that can read bar codes and Wi-Fi capability. This type of device is used in many retail stores today. **The Division of Liquor Control will provide one (1) MIC to each agent's store.** The MIC will be delivered to the agent's store location by Division of Liquor Control auditors and it will arrive pre-configured for use with the Division's new inventory control system. The MIC comes with two (2) batteries, a recharger, and a pistol grip handle that can be screwed on or off depending upon the users' preference. The MIC being provided is an Intermec CK3X, Model 1007CP02 and it looks like this.



The MIC will communicate by Wi-Fi with a remote access point. Battery life varies depending upon use, so the second battery should be kept in the charger and ready. There are many different states related to battery life.

- Battery in MICS = 8 hours to 2 days depending on usage and power state. If powered down in the hibernate mode the battery in the device will last the greatest period of time.
- Battery Plugged into charger charge slot = Always Charged or Charging
- Battery in MICS and on the charger = Always Charged or Charging
- Battery disconnected = Up to one month before charge diminishes.

Remote Access Point (RAP) – the remote access point or RAP is basically a Wi-Fi modem that allows the MIC to make a connection to the internet through a local area network. The RAP provides the MIC with a Wi-Fi connection to do so. **The Division of Liquor Control will provide one (1) RAP for each agency store.** The RAP will be delivered by a Division of Liquor Control auditor for placement and testing prior to the implementation of the new system. The RAP being provided by the State is an Aruba 155, Model APIN155, and it looks like this.



The Aruba 155 RAP comes with a power converter, a number of network connection ports, a small amount of network cable, and a mounting plate or stand. This device will not only allow the MIC to have a Wi-Fi connection but will also provide a secure IPSec encrypted connection back to the Division of Liquor Control.

The area within the store location that this device will cover varies depending upon where the device is placed within the agency and other factors such as building construction and materials. Typically its range is about a 100 hundred foot radius. Also, the RAP 155 can be set to 2.4 or 5.0 Ghz. **The Division of Liquor Control will deliver the RAPs pre-set to 5.0 Ghz.** Several additional Ethernet ports are on the RAP. These will be for future use or extended connectivity to other devices or additional RAP procured by the agent.

The RAP is connected to the internet through the agency’s local area network and/or network wiring or cable.

Local Area Network Wiring or Network Cable – is the wiring that connects the RAP to the internet connection. The network wiring or cable **as provided by the agency store** should be CAT 5 Ethernet cable. Although it comes in many colors, it typically looks like this.

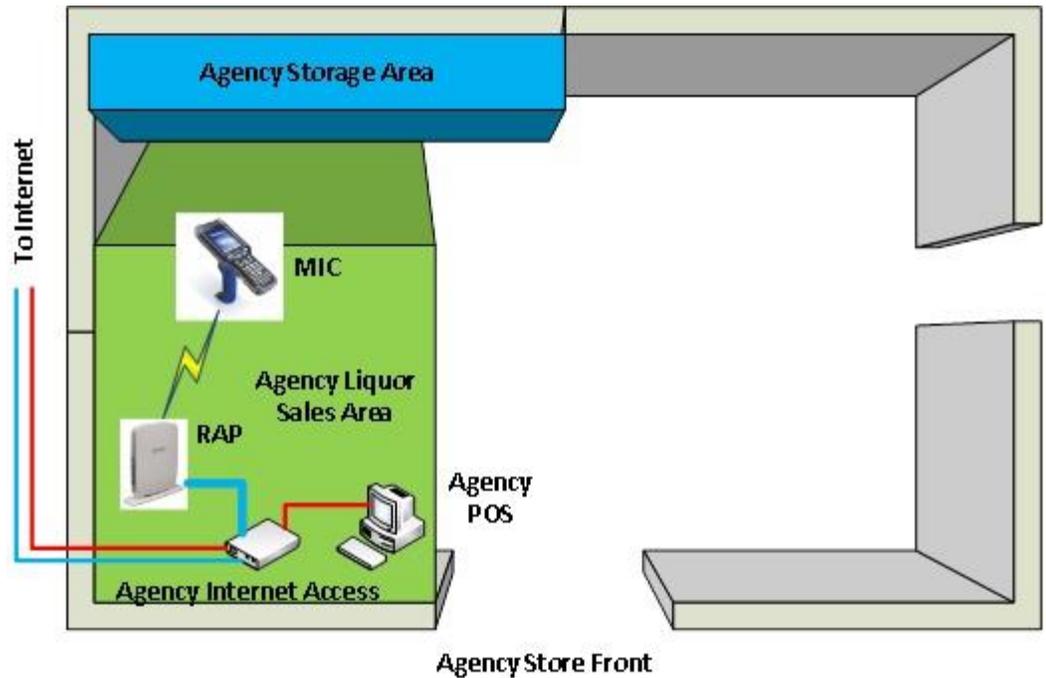


This cable can attach the RAP either to a PC or a local area network which has internet access already in place at the Agency store, or to a separate internet connection provided by the agency.

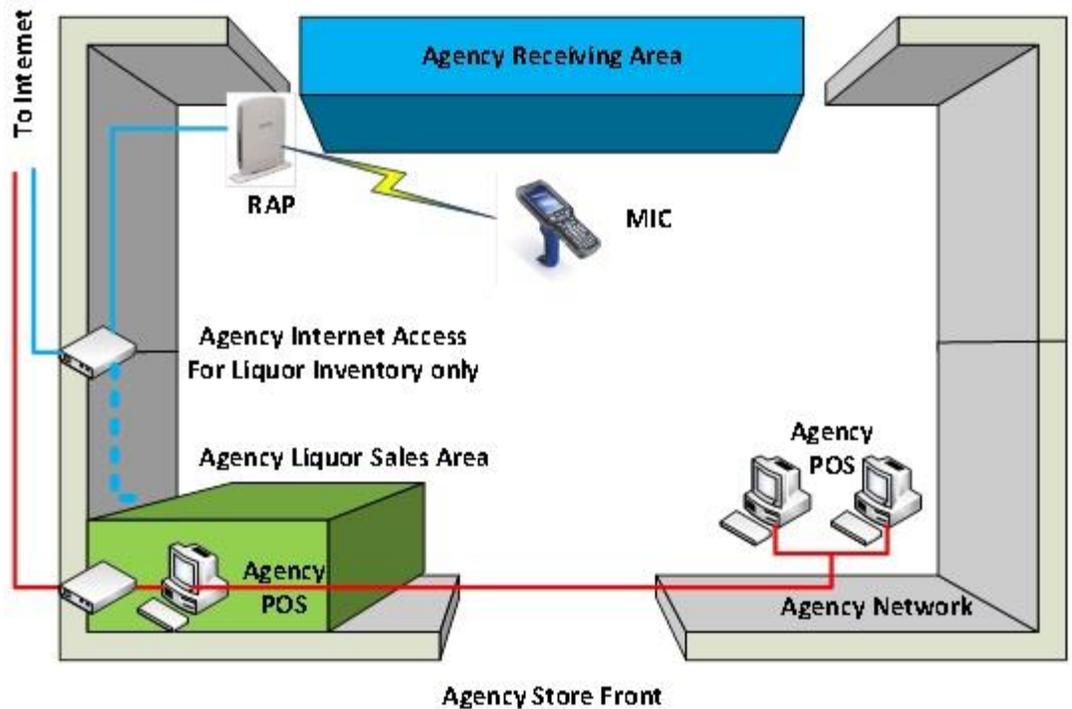
*Internet connection* – an internet connection is necessary for the inventory control system to properly function. This connection can be provided by the agency either through the agency's local area network connection, local DSL or Cable modem, 3G/4G wireless, or through a separate internet connection depending upon their internal IT security practices. The Division of Liquor Control requires a broadband internet connection. A broadband internet connection, as defined by ConnectOHIO (<http://connectohio.org>), is defined as: an internet service with advertised speeds of at least 768 Kbps downstream (download speeds) and 200 Kbps upstream (upload speeds). For better performance, however, service of at least 3 Mbps download and 768 Kbps upload speeds is recommended.



For instance a smaller agency store (as illustrated here) may have a basic cable connection with its modem near its PC/cash register or point-of-sale (POS) system on a sales counter in its agency liquor sales area. The RAP can be attached to the internet modem and placed on the counter with it. The Wi-Fi coverage of the RAP extends across the entire liquor sales area and even covers the agency storage or receiving area.



In another scenario, the agency store is a corporate “big box” with a large receiving area, a liquor sales area some distance away from the receiving area, and its own corporate network connecting its POS systems. In this case, the RAP may be located by the agency in a ceiling area for best coverage; the agency provides a separate internet connection for corporate network security reasons; and may it may decide to wire for additional RAPs to cover larger areas of the store (dotted blue line in the illustration below).



# APPENDIX E: Aruba Setup at Liquor Agency

Remote Access Point (RAP) – the remote access point or RAP is basically a Wi-Fi modem that allows the hand scanner to make a connection to the internet.



- 1) **Open box**, which contains the RAP, power supply and short network cable.
- 2) **Unpack the RAP** and assemble the stand, so it mounts upright on a flat surface.
- 3) **Connect the Ethernet cable** from the store internet source **to the connector** on the back of RAP marked **with the number 0**.  
*(When connecting directly to a cable modem, use the included short network cable to connect from the cable modem to the RAP connector with the number 0.)*
- 4) **Connect the power** supply to the RAP.
- 5) Yellow and green lights show initial activity as it automatically configures itself.
- 6) This **setup portion will take 5 minutes or longer**, depending on the speed of the internet service at the store.
- 7) Activity will be shown in the form of flashing yellow and green lights.
- 8) Once the RAP is fully set up, you will see less light activity.
- 9) Power up the hand scanner to test for a successful connection.
- 10) **IF THE GREEN POWER LIGHT IS FLASHING** and no other lights are blinking, you do not have a good internet connection. Check the cable connection.



# APPENDIX F: Troubleshooting Hand Scanner

## No Home Screen on Scanner

### Check the Connection

- 1) At the top of the hand scanner screen, there is an **indicator of how strong your connection is** (just like a cell phone). Signal strength is shown below. If you have any bars showing, you should be connected.
- 2) **If there is no connection**, restart the device.



### Locate the Home button and tap it with your stylus

- 1) **Locate the bottom toolbar** (shown at right)  
**If you do not see the Home button**



Tap to expand button at the bottom of the screen

- 2) Tap the **Home button**
- 3) Wait for the page to load

## Restarting the Scanner

- 1) **Hold the power button down** until the power menu appears.
- 2) Select **Reboot**.

# APPENDIX G: Computer Recommendations

**Purpose:** This section outlines the minimum equipment needed effective 2/1/2015 to operate an Agency and run the DOLC Agency Portal:

Electronics	
<input type="checkbox"/>	Electronic Cash Register and Point of Sale Software
<input type="checkbox"/>	Minimum Computer Requirements <ul style="list-style-type: none"> <li>○ Processor: i5-650 (3.2 GHz x 2 cores)</li> <li>○ Hard Drive: 100 GB</li> <li>○ Memory: 2 GB RAM</li> <li>○ Operating System: Windows 7 with Service Pack 1</li> <li>○ Monitor / Video: SXGA – 1280 x 1024</li> <li>○ Browser: Internet Explorer 10</li> <li>○ Network: 10Mbps LAN or Wireless LAN (802.11g or better)</li> <li>○ Network Adaptor: 100Mbps LAN</li> <li>○ Monitor, Mouse, Keyboard, Thumb Drive(s)</li> </ul>
<input type="checkbox"/>	Required Software <ul style="list-style-type: none"> <li>○ Virus scan software</li> <li>○ PDF Reader, such as Adobe Reader X or newer</li> </ul>
<input type="checkbox"/>	Connectivity <ul style="list-style-type: none"> <li>▪ <b><u>Broadband Internet</u></b> <ul style="list-style-type: none"> <li>○ Currently, broadband is defined as Internet service with advertised speeds of at least 768 Kbps downstream (download speeds) and 200 Kbps upstream (upload speeds). For better performance, however, we recommend service of at least 3 Mbps download and 768 Kbps upload speeds. See Connect Ohio at <a href="http://connectohio.org">http://connectohio.org</a> for more information.</li> </ul> </li> </ul>
<input type="checkbox"/>	Printer and Ink

Miscellaneous	
<input type="checkbox"/>	E-Mail Address
<input type="checkbox"/>	Filing Cabinet
<input type="checkbox"/>	Fire Extinguisher
<input type="checkbox"/>	Stapler
<input type="checkbox"/>	Thumb Drive