



Department of Commerce

Division of Liquor Control
John R. Kasich, Governor
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FREQUENTLY ASKED QUESTIONS

Q: How do I know I have the current version of the Liquor Agency Operations Manual and Agency Scanner Manual?

A: Current versions are posted on the [DOLC Liquor Agency Training website](#) in the **Manuals** section. They can be viewed and downloaded in PDF format.

Q: How do I test and troubleshoot my hand scanner?

A: Instructions are posted on the [DOLC Liquor Agency Training website](#) in the **Training Guides** section. They can be viewed and downloaded in PDF format.

Q: How can I find Agency Portal training videos?

A: Links to the videos are listed on the [DOLC Liquor Agency Training website](#) under the **Training Videos** section. Links are also available by selecting the **Help** option along the top of the [Agency Portal](#) home page.

Q: Who do I contact when my hand scanner is not working properly?

A: Check with your internal IT staff first, in case there is a known solution. If that does not resolve the issue, contact the Liquor Operations Help Desk or your assigned liquor auditor.

Q: How are messages being distributed to all liquor agencies and how often?

A: Daily messages to all liquor agencies will be posted on the Agency Portal messaging system when necessary. The number of unread messages will appear as a number next to the envelope symbol in the upper right corner of the Agency Portal home page.

Q: If my scanner “locks up” during inventory, should I restart the entire inventory count manually?

A: **No.** If your scanner temporarily freezes up, it is best to wait for it to reconnect or continue manually from where you left off from scanning. Do not re-enter inventory that was already loaded into the scanner. When the scanner reconnects to the system, it will automatically transfer the information loaded up to that point.

Q: If my scanner “locks up” while processing incoming deliveries, should I restart the entire inventory count manually?

A: **No.** If your scanner temporarily freezes up, it is best to wait for it to reconnect or continue manually from where you left off from scanning. Do not re-enter inventory that was already loaded into the scanner. When the scanner reconnects to the system, it will automatically transfer the information loaded up to that point.