DOLC October Webinar

Oct. 20, 2016

Welcome

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Division of Liquor
Control

Agenda

- Communication strategies

- Customer service updates

- Warehouse Inventory Reduction update

- Retail terminal strategy

- Town halls - opportunity to learn more

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Communication Strategies

We are working to improve communication with you.

- We are responding to your feedback shared in the communication survey, auditor visits, liaison visits and phone calls

- Continuing to improve communication with you

  - Webinars, town halls, Agency visits

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Customer Service Update

A new Help Desk is in place beginning today to expand service to you.

- Same phone number you use today: 877-812-0013

  - New email: liquoragencyhelp@com.state.oh.us

- Representatives available 24x7x365

- Calls will be assigned priority based on content and will be responded to within a designated timeframe

While the person who answers the phone may not have the answer, someone will get back with you.

Warehouse Inventory Reduction

WIR will focus our standard product line on those products customers want.

- Based on sales data, and prepares for holiday-level inventories and Value Added Packages

- Approximately 1,000 products are affected

    - Less than 4% of sales, more than a year's supply in Agencies

If an Agency needs a product, we will get it to them via Agency-Agency transfers or special orders.
If state-wide sales dictate, we will work to bring in the right amount of product.

Retail Terminal Strategy

Liquor Modernization Project - Phase 2

The retail terminal strategy has been established.

All terminals (registers, point-of-sale) must integrate

with AX 2.0

- Increased inventory accuracy

- Offers transaction-level detail

- Improvements to current business processes

- Upgraded technology for some

We are providing two options for integration with AX 2.0.

1. Connect your existing retail terminals (this will require your existing provider's support for the integration) or

2. Use a new terminal configured and provided by the liquor enterprise

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Flexible options allow you to select the option that best meets your needs.

	Integrate your Existing Terminal	Use a New Terminal
Benefits	• You can continue to use your current terminals • You have a relationship with your support/IT vendor	• No set up is needed - configured out of the box, and installed by a vendor • Can read chip cards • Reduced merchant fees • Can use for full product line • Apps to help you run your business
Consider-ations	• You will have IT costs to integrate	• Set up required to add non-liquor items – the process is easy and tutorials are available
Costs	• IT costs to integrate will vary based on your level of technology • Ongoing support costs	• No cost for terminals or integration • The liquor enterprise pays monthly support fees the first two years – after that, based on the number of terminals (approx. $50-$80/month)

There are several key dates you need to plan for.

Integrate Existing Terminals

- **Oct. 24:** Technical requirements document sent

- **Dec. 1:** Decision due to DOLC

- **Q1 2017:** Testing of integration (part of full system testing)

- **April 1:** All changes complete and tested, integration ready to go live

Receive New Terminals

- **Dec. 1:** Decision due to DOLC

- **Q1 2017:** Terminal installation begins

  We will provide a vendor at no cost to work with you to set up the fully configured terminals in your Agency

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Summary of what we covered today.

- There will be ongoing communications going forward

- Retail terminal strategy – look for a summary email

- Town halls - opportunity to learn more

The registration deadline has been extended - sign up today!
Check the email invitations that you received for the online registration link.

Thank you!