



## Agency Operations Weekly Activity Report

Division of Liquor Control

**Monday, Oct. 24, 2016**

### **Recent Activity & Stakeholder Communications:**



## **Retail Terminal Technical Requirements**

Last week, you received an email that outlined the retail terminal strategy. To recap, as part of Phase 2 of the Liquor Modernization Project (LMP), a consistent, integrated interface between the Agencies' retail terminals (also known as cash registers or point-of-sale systems) and the liquor enterprise's Microsoft Dynamics AX system, or technology platform, is needed. This will increase inventory accuracy and lead to improvements to current business processes such as ordering and receiving. Agencies have two options: use a retail terminal fully configured and provided by the liquor enterprise, or integrating their existing registers.

If you decide to integrate your existing terminals, [this technical requirements document outlines the changes that need to be made](#). To begin the process, share the requirements documents with your IT vendor and have a conversation about the work that needs to be done. Some questions to ask:

- Can my current terminals support this?
- How long will it take to complete the work?
- Can you meet the deadline?
- How much will it cost to integrate?
- Will there be any changes to my support contract once this is in place?

Please note that you will be responsible for any costs to integrate your register. These costs will vary based on your level of technology.

Some key dates to keep in mind:

- **Dec. 1:** Decision due to DOLC
- **First quarter of 2017:** Testing of integration (part of full system testing)
- **April 1:** All changes complete and tested, integration ready to go live regardless of where you fall in the rollout schedule.

More information about the retail terminal strategy is available on the [Agency Training Website](#), including an [online replay of the October 20 DOLC Update Webinar](#).

If you have any questions, please contact the Help Desk – 24 hours a day, seven days a week – at 877-812-0013 or [liquoragencyhelp@com.state.oh.us](mailto:liquoragencyhelp@com.state.oh.us).



## Improving communication and service

To improve communication and service to you, a new [Liquor Modernization Project website](#) has launched, and Help Desk support has been expanded.

### New LMP microsite

As the launch of the Liquor Modernization Project (LMP) Phase 2 nears, it's important that that information you need it is easily accessible. A new LMP website launched today to serve as a resource for you. The features of the new site include a calendar, FAQ section and resources, including a contact list.

You can [access the LMP microsite directly](#), or from the [Agency Training Website](#). The site will be updated regularly as the launch nears, so check back often.

### Expanded Help Desk Support

To better support you during your business hours, we are providing 24 x 7 x 365 Help Desk Support.

- All calls will be entered into a ticketing system to ensure every call is resolved in a timely manner.
- Calls will be assigned priority based on the nature of the call, and will be responded to within a designated timeframe.
- Calls will be monitored for quality assurance.

The phone number for the Help Desk is the same, however, there is a new email address. To reach the Help Desk: Call 877-812-0013 or email [liquoragencyhelp@com.state.oh.us](mailto:liquoragencyhelp@com.state.oh.us) .

The new email replaces the Agency Operations Emergency Email and the existing Help Desk email – with the Help Desk available around the clock, these emails no longer will be needed. This gives you one point of contact, regardless of when you need assistance.

**Please note:** The expanded Help Desk support replaces the Your Thoughts User Forum. Many of the questions and comments posted on Your Thoughts were support questions specific to the Agency posting the comment, and had an individualized answer. Replacing the forum with the expanded Help Desk support will help resolve issues more quickly.

These changes are a result of the feedback Agencies have shared through auditor and liaison visits, the communication survey and phone calls. DOLC is committed to continuing to improve communication and service to you. Watch for more enhancements in the future.

If you have any questions, please contact the Help Desk – 24 hours a day, seven days a week – at 877-812-0013 or [liquoragencyhelp@com.state.oh.us](mailto:liquoragencyhelp@com.state.oh.us).



## Single Shelf Price: Creating consistency, reducing confusion

The base price of a bottle of spirituous liquor is the same across the state; however, what the customer ultimately pays varies after sales and other applicable taxes are added.

Currently, taxes are included in the price that's displayed on the shelf tags in Agencies. Because tax rates vary across the state, the price customers see on those tags varies. This can lead to confusion for customers who shop in multiple locations.

To achieve a universal shelf price across the state, the liquor enterprise is making changes to what's included in the price listed on shelf tags, and where taxes are calculated. The price on the shelf tags will be the price without tax (base price) or the nickel round that has been calculated for decades. Sales and other applicable taxes will be calculated at the time of purchase.

It's important to note that liquor is a taxable item, and customers always have paid taxes. The only thing that changes is **where** tax is calculated – **what doesn't change is the end price the customer pays.**

To make this transition easier for you and for customers, changes will be phased in and made as part of the rollout of Phase 2 of the Liquor Modernization Project (LMP) next spring.

- **Transition State** (Feb. 1 until you move to the new system): Shelf tags will display two prices – the price without tax, as well as the price with tax included. The price in the system will not change – the price in the system will be the price including tax. Customers will see one number – the price with tax – on their receipt.
- **Future State** (when you move on to the new system): Shelf tags will display the price without tax only. The price in the system will be the price without tax. Sales and all other applicable taxes will be calculated at the time of purchase. Customers will see the subtotal (price before tax), applicable taxes and the order total on their receipt.

This change affects you in two ways:

- **Shelf tags:** You will change your shelf tags on Feb. 1 to shelf tags that display the price without tax as well as the price with tax. When you move to the new system, you will change your shelf tags again to shelf tags that display the price without tax only. You will receive these shelf tags in advance to give time to place them.
- **Calculating tax:** Your retail terminal will need to begin calculating tax. How you make this change depends upon what decision you make in regard to your retail terminal; whichever decision you make, this change has been accounted for.
  - If you choose to integrate your existing retail terminals, you will want to share with your provider the technical requirements document you received, which has the information needed to make these changes.
  - If you choose to use the new terminal provided by the liquor enterprise, the new terminals already will be configured to calculate tax. You will not need to take any action.
- **Customer service:** Some of your regular customers may notice that the price on the shelf tags no longer is the price that they pay. The transitional approach – displaying both prices for several months – is designed to give you an opportunity to talk with customers about this change, and to remind them that this isn't a new tax.

While you won't see any changes immediately, this information was shared now so you have time to

understand these changes, and to ask questions so you're prepared for the transition and future state. Please review this information.

If you have any questions, please contact the Help Desk – 24 hours a day, seven days a week – at 877-812-0013 or [liquoragencyhelp@com.state.oh.us](mailto:liquoragencyhelp@com.state.oh.us).



## **November Pricing & Shelf Tags**

The November price file has been generated and is available on the Agency Portal. Shelf tags for November pricing were mailed last week.

If you have any questions or concerns, please contact the DOLC help desk by calling 1-877-812-0013 or email [liquoragencyhelp@com.state.oh.us](mailto:liquoragencyhelp@com.state.oh.us).

***Know additional people who would like this weekly report?  
Send their email addresses to: [matt.mullins@com.state.oh.us](mailto:matt.mullins@com.state.oh.us)***