



Agency Operations Weekly Activity Report

Division of Liquor Control

Monday, Oct. 31, 2016

Recent Activity & Stakeholder Communications:



Retail Terminal Decision

The LMP team has determined that 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. Agencies have two options: use a retail terminal fully configured and provided by the liquor enterprise, or integrating their existing registers. You can select the option that best meets your business needs. Your options include:

- **Using a new retail terminal that will be provided and configured by the liquor enterprise.** The terminal will be pre-configured to integrate with the API, and will require no additional set up to use for liquor sales.
- **Integrating your existing retail terminals with the Web API.** You may opt to continue to use your current retail terminal; however, additional IT effort will be required. To begin the process, share the technical document that was emailed to you with your IT vendor and have a conversation about the work that needs to be done and cost of integration and support. 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.

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.



DOLC Town Hall Meetings

The first week of DOLC town hall meetings is completed. The meetings were held in Cincinnati, Columbus, Hamilton and Nelsonville. The information shared included the most recent updates about the Liquor Modernization Project (LMP), information on new products, the listing and delisting process, the new Stakeholder Representative Committee and other issues vital to your business.

Six more town hall meetings are scheduled for this week. Some space is still available – please [register online ASAP to select the location you prefer](#). One of the sessions will be recorded and will be available to view online for those who aren't able to attend in person.

If you have any questions about these meetings, please contact Amanda Hill, Director of Stakeholder Engagement, at 614-512-8718 or Amanda.Hill@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 website: 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 24 hours a day, seven days a week, call 877-812-0013 or email: liquoragencyhelp@com.state.oh.us.

Veteran's Day Ordering/Rush Order Schedule

Veteran's Day Schedule:

The DOLC offices will be closed on Friday, Nov. 11 for Veteran's Day. Please follow the Veteran's Day ordering schedule below to ensure you order on the correct day.

- If your normal delivery day is Monday, Nov. 7 or Tuesday, Nov. 8, submit requisitions by Wednesday, Nov. 2.
- If your normal delivery day is Wednesday, Nov. 9, submit requisitions by Thursday, Nov. 3.
- If your normal delivery day is Thursday, Nov. 10, submit requisitions by Sunday, Nov. 6.
- If your normal delivery day is Friday, Nov. 11, submit requisitions by Monday, Nov. 7.
- If your normal delivery day is Monday, Nov. 14, submit requisitions by Tuesday, Nov. 8.

Rush Orders Schedule

Rush Orders submitted after 8 a.m. on Nov. 10 – 13 will be processed on Monday, Nov. 14 for delivery by Tuesday, Nov. 15. Trucking will contact you with the day/time of your delivery.

Please contact your allocations clerk if you have any questions or concerns.

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.



Replenishment Alert Levels Complete

The Division has completed updating replenishment alert levels for all Agencies. The alert levels are calculated based on average weekly sales over the past eight weeks for every brand in each store. The goal is to maintain between two weeks supply for slow-selling products up to three weeks supply for fast-selling products in each store. The updated alert levels should reduce the need for Agencies to submit weekly requisitions.

It is important to pay close attention to, and review, your replenishment orders to ensure that you are receiving a sufficient supply of items. If you have any questions or concerns, please contact your DOLC Allocations Clerk.

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