



Agency Operations Weekly Activity Report

Division of Liquor Control

Monday, Nov. 7, 2016

Recent Activity & Stakeholder Communications:



DOLC Town Hall Meetings

The Division completed the first round of town hall meetings last week. The DOLC team traveled to 11 locations all across Ohio meeting with representatives of 194 Agencies. 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.

Thank you to all those who attended those meetings and for the valuable feedback you provided. Your time and participation is greatly appreciated. Watch for more opportunities to meet in person and virtually in the near future.

For those Agents who were unable to attend, a video replay of one of the town hall sessions will be posted on the [Liquor Agency Training website](#) this week.



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, which include the following:

- **Using a new retail terminal provided and configured by the liquor enterprise.** The terminal will be pre-configured to integrate with the enterprise's Microsoft Dynamics AX system, and will require no additional set up to use for liquor sales. More information on the Clover device is available at clover.com and on [First Data's YouTube channel](#).
- **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 Webinar—Clover Retail Terminals

DOLC is planning a webinar for Agencies to be held in the next week or two. This webinar will provide more details regarding the Clover retail terminals. You'll learn more about Clover's features and capabilities, and have an opportunity to get answers to frequently asked questions.

Please watch your emails for date and time. If you're unable to attend the live sessions, an online on-demand replay will be available.



Thanksgiving Ordering Schedule

The DOLC offices will be closed on Nov. 24 for Thanksgiving. Please follow the ordering schedule below to ensure you order on the correct day. The Thanksgiving Rush Order schedule will be available next week.

- If you normally receive your delivery on Nov. 21 or 22, the please submit requisitions by 3 p.m. on Nov. 16.
- If you normally receive your delivery on Nov. 23, please submit requisitions by 3 p.m. on Nov. 17.
- If you normally receive your delivery on Nov. 24, please submit requisitions by 3 p.m. on Nov. 20.
- If you normally receive your delivery on Nov. 25, please submit requisitions by 3 p.m. on Nov. 21.
- If you normally receive your delivery on Nov. 28, please submit requisitions by 3 p.m. on Nov. 22.
- If you normally receive your delivery on Nov. 29, please submit requisitions by 3 p.m. on Nov. 23.

Please contact your allocations clerk if you have any questions or concerns, or contact the Help Desk – 24 hours a day, seven days a week – at 877-812-0013 or liquoragencyhelp@com.state.oh.us.



Veteran's Day Ordering/Rush Order 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 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, or contact the Help Desk – 24 hours a day, seven days a week – at 877-812-0013 or liquoragcyhelp@com.state.oh.us.

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