



Agency Operations Weekly Activity Report

Division of Liquor Control

Monday, Nov. 14, 2016

Recent Activity & Stakeholder Communications:



DOLC Webinars: Retail Terminals

Below are two important pieces of information about the retail terminal strategy. This information will be helpful as you make a decision between integrating your existing retail terminals and moving to the new Clover solution.

Webinar: All About Clover

Many of you have questions about Clover – how does it work? Is it as fast as my current terminal? How do I add my non-liquor products to Clover?

Join Harry Knight and representatives from Clover for a webinar – All About Clover. During the webinar, you'll learn more about Clover and get answers to common questions.

Two sessions will be held – register for the session that works best for you.

- Nov. 14, 11 a.m.-12 p.m. – [Register online](#)
- Nov. 16, 9:30-10:30 a.m. – [Register online](#)

If you are unable to attend either session, an online, on-demand replay will be available.

Clover representatives will touch on the questions you asked in the town halls, and you can submit questions during the webinar. If you would like to submit questions in advance, please email them to matt.mullins@com.oh.state.us.

Custom Merchant Services Program

The Ohio Liquor Enterprise has negotiated reduced merchant services fees for Contract Liquor Agencies as part of the Liquor Modernization Project Phase 2. This custom program through Huntington Merchant Services/First Data can be accessed by Agencies who move to the Clover solution or integrate their existing terminals*. [Read an overview of the program](#).

If you have questions about the retail terminal strategy in general or need assistance, please contact the Help Desk – 24 hours a day, seven days a week – at 877-812-0013 or liquoragencyhelp@com.state.oh.us.



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 [this technical requirements document that outlines the changes that need to be made](#) 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.



October Sales Closed

The sales for October have been verified by Agency Operations and are now closed. No additional October sales can be posted as of today. If there are sales corrections that need to be made for October sales or prior, please make the correction using a current date.



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.

- 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.



Thanksgiving Rush Orders Schedule

Please note the following Rush Order schedule for the holiday Thanksgiving day.

- Rush Orders submitted after 8:00 a.m. on Nov. 23 and 24 will be processed on Friday, Nov. 25 for delivery on Monday, Nov. 28 or Tuesday Nov. 29. 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.