



Liquor Agency Operations

Weekly Activity Report

Monday, April 25, 2016

Recent Activity & Stakeholder Communications:

➤ **Weekend system interruption:**

We apologize for any inconvenience caused by the system interruption that occurred over this past weekend. This was not part of scheduled maintenance, but an issue that affected numerous state departments.

Please note that we will continue to notify you of planned maintenance events in the future.

Thank you for your patience.

➤ **Daily Maintenance – Updating DataMart**

Please note that in order to update the DataMart for the Vendor Portal, **maintenance will be performed daily for the foreseeable future from 12:00 p.m. to 12:30 p.m.** Because it is necessary to perform this job during the day rather than at night, **please be aware that it may cause the Agency Portal to be unavailable for brief periods and/or cause the system to run slower than normal.**

➤ **Product Visibility Issues Corrected:**

Please be advised that the issues that caused the inability to view products on the Agency Portal last week were corrected.

If you have any questions or need assistance when this type of issue occurs, please e-mail the helpdesk at COMLiquorBaseHelpDesk@com.state.oh.us or call 1-877-812-0013.

➤ **Replenishment Orders – Visibility Restored:**

Please be advised that the issue causing the inability to view Agency planned orders in the Agency Portal last week was corrected.

➤ **Columbus Warehouse Audit:**

Please note the **Columbus warehouse was closed for today, Monday, April 25th for an inventory audit.**

Please remember that Rush Orders submitted after 8:00 a.m. on Friday, April 22nd will be processed on Tuesday, April 26th for delivery by Thursday, April 28th. Trucking will

contact you with the day/time of your delivery. **This schedule applies only to Agencies serviced out of the Columbus warehouse.**

➤ **Cleveland Warehouse Audit:**

The Cleveland warehouse audit is scheduled for May 6th. The temporary ordering and Rush Order schedules will be provided as soon as they are determined.

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