



Liquor Agency Operations

Weekly Activity Report

Monday, May 2, 2016

Recent Activity & Stakeholder Communications:

➤ **Cleveland Warehouse Audit - Temporary Ordering Schedule:**

Please note that the **Cleveland warehouse** will be closed on **Friday, May 6th** for an audit. The Agency ordering schedule for stores in the Cleveland warehouse region is listed below. Please follow this temporary schedule to ensure orders are submitted on the correct day and you receive the products you need. Delivery schedules will not be changed. **The following schedule applies only to agencies serviced out of the Cleveland warehouse:**

- If your normal delivery day is Friday, May 6th, please submit requisitions by **3:00 pm on Monday, May 2nd**.
- If your normal delivery day is Monday, May 9th, please submit requisitions by **3:00 pm on Tuesday, May 3rd**.

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

➤ **Cleveland Warehouse Audit- Rush Order Schedule:**

Please note the following Rush Order schedule for the Cleveland warehouse audit. **The following schedule applies only to Agencies services out of the Cleveland warehouse: Cleveland Warehouse Closed for Audit on May 6th:**

- Rush Orders submitted after 8:00 a.m. on May 5th - 8th will be processed on Monday, May 9th for delivery by Tuesday, May 10th. Trucking will contact you with the day/time of your delivery.

Please remember that Rush Orders are for emergency needs only. Agencies that cancel their replenishment and requisitions are NOT eligible for Rush Orders that week.

Rush Order Parameters:

Agencies must be sure to comply with the Rush Order parameters to ensure requests are effectively managed:

- 50 case maximum;
- one Rush Order processed per week;
- New items/sizes, printer paper, paper bags and gift sets not eligible for Rush Orders.

Rush Orders that do not meet the above criteria will not be approved. Please contact your allocations clerk if you have any questions or concerns, or need additional assistance with the ordering process.

➤ **May Price File & Shelf Tags:**

The May price file was generated and is available on the Agency Portal. Shelf tags for May were mailed to Agencies last week.

If you have any questions or concerns, please e-mail the helpdesk at COMLiquorBaseHelpDesk@com.state.oh.us or call 1-877-812-0013.

➤ **System Maintenance Weekend - April 29th - 30th:**

System maintenance was performed **Friday, April 29th - 30th**. **The Agency Portal was unavailable from Friday April 29th at 11:00 p.m. until Saturday, April 30th at 6 a.m.** Please remember that when there is a maintenance weekend, Agents must make arrangements for conducting business accordingly, and not attempt to access the Agency Portal during the scheduled maintenance time.

If you normally post your retail sales at night, you will need to post them the following morning. When posting retail sales, don't forget to change the date to the actual date of sale.

➤ **Agency Emergency Notification Process:**

Attention Liquor Agents: In the event of an Agency emergency that occurs on the weekend or outside of the Division's regular business hours of Monday- Friday 8 a.m.-5 p.m., please notify us using the following emergency contact e-mail address: liquoremergencycontact@com.state.oh.us

In an effort to best serve you, it is vital that this e-mail address be used only for emergencies, including the following situations:

- unplanned system outage
- safety risks
- security risks
- major theft

This does not replace the help desk, but is an additional means to communicate Agency emergency issues to the Division's on-call Senior Leadership Team for a timely resolution.

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