



Liquor Agency Operations

Weekly Activity Report

Monday, May 9, 2016

Recent Activity & Stakeholder Communications:

➤ **April Sales Reporting Closed:**

Please note that the Division has closed the Agency sales reporting period for April. No further April sales can be posted as of today. If there are sales corrections that need to be made for April or prior, Agencies will need to make the correction using a date in the current month.

If you need assistance, please contact your auditor or call the Liquor Control Help Desk at 877-812-0013 or e-mail COMLiquorBaseHelpDesk@com.state.oh.us.

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

The Cleveland Warehouse was closed on Friday, May 6th for an audit. **For Agencies serviced out of the Cleveland warehouse**, Rush Orders submitted after 8:00 a.m. on May 5th - 8th will be processed today, May 9th for delivery by Tuesday, May 10th. Trucking will contact you with the day/time of your delivery.

➤ **System Issue Corrected:**

The Division discovered a system issues last week that affected some Agencies' ability to print wholesale orders and caused the End-of-Day reports to be inaccurate. Please note that those problems were quickly identified and corrected.

➤ **Reminder: Agency Emergency Notification Process:**

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. **Please provide all relevant information about the emergency in your message so we can respond appropriately.** Situations considered emergencies include the following:

- 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