



Liquor Agency Operations

Weekly Activity Report

Monday, June 27, 2016

Recent Activity & Stakeholder Communications:

July Price File & Shelf Tags

The July price file has been generated and is available on the Agency Portal. Shelf tags for July are printed and will be mailed this 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.

Revised July 4th Ordering Schedule:

Please note that the Division of Liquor Control offices and all warehouses will be closed on Monday, July 4th for the Independence Day holiday. Please follow the schedule below to ensure timely processing of your requisitions:

- If your normal delivery day is Tuesday, June 28th or Wednesday, June 29th, please submit requisitions by 3:00 p.m. on Thursday, June 23rd.
- If your normal delivery day is Thursday, June 30th, please submit requisitions by 3:00 p.m. on Sunday, June 26th.
- If your normal delivery day is Friday, July 1st, please submit requisitions by 3:00 p.m. on Monday, June 27th.
- If your normal delivery day is Monday, July 4th, please submit requisitions by 3:00 p.m. on Tuesday, June 28th.
- If your normal delivery day is Tuesday, July 5th, please submit requisitions by 3:00 p.m. on Wednesday, June 29th.
- If your normal delivery day is Wednesday, July 6th, please submit requisitions by 3:00 p.m. on Thursday, June 30th.

If you have any questions or concerns, please contact your allocations clerk, or e-mail the help desk at COMLiquorBaseHelpDesk@com.state.oh.us or call 1-877-812-0013.

Agency Emergency Notification Process

In the event of an Agency emergency that occurs on the weekend, when the Division's offices are closed 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.

Rush Order Schedule - July 4th

Please note the following Rush Order schedule:

- Rush Orders submitted after 8:00 a.m. on Friday, July 1st will be processed on Tuesday, July 5th for delivery by Wednesday, July 6th or Thursday, July 7th. Trucking will contact you with the day/time of your delivery. Please contact your allocations clerk if you have any questions or concerns.

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. Rush Orders that do not meet the criteria will not be approved.

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

Agency Communications Survey

Friday, July 1st will be your last opportunity to take our Communications Survey and voice your opinion about how we provide you with information.

If you haven't yet responded, please help us improve our communications with you by taking a few minutes to [share your feedback through this short online survey](#).

It should take less than 10 minutes to complete. Your responses will remain anonymous, and can't be tracked back to an individual. All Agency employees are encouraged to complete the survey, so please forward this link: <http://survey.constantcontact.com/survey/a07ecq2h5waiok2pl8c/start>

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