



Agency Operations Weekly Activity Report

Division of Liquor Control

Monday, August 22, 2016

Recent Activity & Stakeholder Communications:

Navigating the new Weekly Activity Report

Welcome to the new design of the weekly Activity Report!

Running your own business is a big task, and the Weekly Activity Report has been redesigned to make it easier for you to get the information you need to be successful. The redesign includes feedback you provided earlier this summer through the agency communications survey.

Some things to know:

- The email is now mobile-friendly, meaning it's formatted so you can easily read it on your desktop, laptop, tablet or phone.
- While the information shared in the Weekly Activity Report is important for everyone to read, new icons will help you understand **when** you need to take action:

 The checkmark icon is used when there is information or action you need to take that affects your daily operations, such as holiday order schedules and system maintenance windows. Be sure to promptly act on these items.

 The star icon is used when best practices are shared. These are tips that can help you manage and grow your business, such as new ways to organize your back room or tactics to promote new products to customers. Read this information to see how you might be able to apply it to your business.

 The network globe icon is used for technology-related items, such as updates on the Liquor Modernization Project. Be sure to read this information soon to see when you need to act on these items.

It's important that it's easy for you to access the information you need to run your business. If you have suggestions on how communications can continue to be improved, please email Matt Mullins at matt.mullins@com.ohio.gov.

Liquor Modernization Project – Agency Liaisons

The Division of Liquor Control (DOLC) has launched the next phase of the Liquor Modernization Project (LMP). With this phase of the project, an additional resource is now available to Contract Liquor Agencies. The project liaison will (a) make sure you have relevant project information and (b) relay your questions, concerns, or input back to the project team.

Each liaison will be contacting the Agencies they support in the next few weeks to arrange a visit to each store. Your liaison is part of a team responsible for ensuring you are prepared to succeed when you receive the LMP update.

During the initial visit, your liaison will provide details on their role and the latest project information. They will also gather your feedback on various topics and relay your information to the project office in Columbus.

DOLC and your liaison will work together to keep you informed throughout the course of the project. As always, feel free to contact DOLC if you have any questions.

Planned Orders Now Visible

The system issues affecting planned orders this morning has now been resolved. Planned orders are now visible the Agency Portal. Subsequently, the timeframe for submitting requisitions has been extended.

If your delivery day is Aug. 25, you will have until 4:30 p.m. today to view your planned order and submit requisitions.

We apologize for any inconvenience and thank you for your patience.

Labor Day Requisition & Rush Order Schedule

Please note that the Division of Liquor Control offices and all warehouses will be closed on Sept. 5 for the Labor Day holiday. Please follow the schedule below to ensure timely processing of your requisitions:

- If your normal delivery day is Aug. 30 or Aug. 31, requisitions must be submitted by 3 p.m. on Aug. 25.
- If your normal delivery day is Sept. 1, requisitions must be submitted by 3 p.m. on Aug. 28.
- If your normal delivery day is Sept. 2, requisitions must be submitted by 3 p.m. on Aug. 29.
- If your normal delivery day is Sept. 5, requisitions must be submitted by 3 p.m. on Aug. 30.
- If your normal delivery day Sept. 6, requisitions must be submitted by 3 p.m. on Aug. 31.
- If your normal delivery day Sept. 7, requisitions must be submitted by 3 p.m. on Sept. 1.

Rush Order Schedule

To ensure timely processing of your Rush Orders, Rush Orders submitted after 8 a.m. on Sept. 2 will be processed on Sept. 6 for delivery by Sept. 7 or Sept. 8. 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. Please be sure to comply with the Rush Order parameters to ensure requests are effectively managed - Rush Orders that do not meet this criteria will not be approved:

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

If you have any questions or concerns, please contact your allocations clerk, contact the help desk at COM-LiquorBaseHelpDesk@com.state.oh.us or 877-812-0013.



September Pricing & Shelf Tags

The September price file has been generated and is available on the Agency Portal. Shelf tags for September pricing were mailed last week.

If you have any questions, contact the helpdesk at COMLiquorBaseHelpDesk@com.state.oh.us or 877-812-0013.

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