



Agency Operations Weekly Activity Report

Division of Liquor Control

Monday, August 29, 2016

Recent Activity & Stakeholder Communications:

Wholesale Account Transfers

By Gerry O'Neil, Chief—Agency Operations

The Division of Liquor Control continues to receive a large number of requests from retail permit holders seeking to transfer its wholesale business from its assigned Contract Liquor Agency store to another. I wanted to provide some insight on some of the questions we are receiving.

First, ongoing communication with your wholesale accounts can help you address issues before they rise to the level of a request for a transfer. When I contacted Agencies whose wholesale account requested a transfer, many were unaware that any issues that have arisen between them and the retail permit holder. I encourage all of you to focus on communicating with your customers so that, if problems arise, they can be immediately addressed.

Second, the solicitation of wholesale accounts by competing Agencies is a violation of the Agency contract, which states “In no event shall the Agent solicit liquor permit holder accounts.” Soliciting wholesale accounts from competing Agencies may result in the suspension or cancellation of the Agency contract. The Division strives to be fair and equitable in assigning new retail permit holders, and we take into consideration the convenience for the retail permit holder when assigning new wholesale accounts. Please do not, under any circumstances, solicit wholesale accounts held by another Agency.

Please note that, in an effort to stabilize the current trend of wholesale assignment change requests, we are suspending the transfer of wholesale accounts until further notice. We understand that there may be certain circumstances between an Agency and retail permit holder that cannot be resolved and an exception must be made; however, this should be rare.

Please feel free to call me at (614) 644-2390 if you have any questions regarding this matter. Thank you.

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.

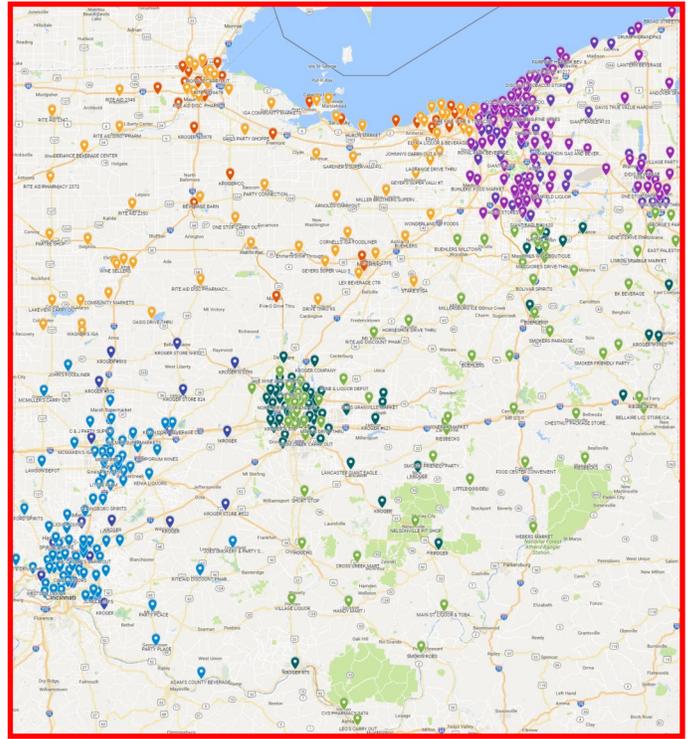
Each liaison will be contacting the Agencies they support in the next few weeks to arrange a visit to each store. Your liaison is part of a team responsible for ensuring you are prepared to succeed when you receive the LMP update.

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. If you have any questions, please contact Amanda Hill, DOLC Director of Stakeholder Relations, at (614) 512-8718 or Amanda.Hill@com.state.oh.us .

Here are the liaisons for each district and their contact information:

- **Toledo - Ron Kohler:**
Ron.Kohler@das.ohio.gov; (937) 490-5526
- **Cleveland/Akron/Canton - Jenn Tait:**
Jenn.Tait@das.ohio.gov; (440) 201- 4580
- **Cincinnati - Kevin Myers:**
Kevin.Myers@das.ohio.gov; (937) 490-5522
- **Columbus - Luke Paglianete:**
Luke.Paglianete@das.ohio.gov; (937) 490-5527



✓ 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 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.

Labor Day 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; five case minimum
- 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.

DOLC Allocations Clerks:

- **Cleveland and Toledo districts** — Armondo Washington: (614) 644-2517
- **Columbus and Cincinnati districts** — Beth Oliver: (614) 644-2519



Safe and Responsible Sales

Students are back in school and Contact Liquor Agencies must be extra vigilant this time of year to prevent underage alcohol sales. Protect your business and the community by taking measures to prevent underage sales and consumption.

Always check for valid forms of identification before selling, use an ID scanning device, and be observant to ensure the customer is not purchasing alcohol for others with them who are underage. The DOLC website offers [educational and training information](#) and other resources for Agents and their employees.

Underage sales may subject you to the termination provisions of your Agency Contract, citations against your retail liquor permits, and criminal charges. If you haven't trained your employees lately, or have new employees, please contact DOLC at **(614) 644-2455** to arrange a training session.

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