



Nov. 4, 2019

All the important updates you need to know as a Contract Liquor Agency.

System Enhancements

The Division of Liquor Control recently made enhancements to the Enterprise Portal which include:

- The **Summary Audit Sales Report** will provide summary data for all Audit Sales Orders and invoices for a selected date range. The report will display Posting Date, Sales Order Number, Invoice Number, Invoice Subtotal, Sales Tax Amount, and the Invoice Total for the specified date range.
- The **Wholesale Customers by Agency Report** has been created to display a list of all permit holders assigned to a Wholesale Agency. This report will show the relevant data for each customer, including Wholesale Customer Number, Customer Name, and Customer Address.
- The **Inventory Transactions Report** has been updated to fix an issue with the date selection tool across all web browsers. The From and To Date now allow users to select a date using the calendar selection, or to type in the desired From Date and To Date combinations in order to run the report successfully.
- The **Agency Performance Scorecard Report** has been created as a status report for Agencies that have opted in to participate in the [Agency Commission Bonus Program](#). The report allows the Agency to select a fiscal year and view a summary of details of their progress toward earning a bonus commission for the next fiscal year. The Agency will see their opt-in status, an Agency Sales Performance summary (as of the previous visit), a Compliance Visit Score, and the Legal Compliance Visit Score. The scorecard also shows a summary view of the eligible percent bonus based on current Agency Compliance visits.

- The **Agency Compliance Review** is now available in the Enterprise Portal and shows the Agency Compliance and Assessment report for the selected Compliance Visit. Agencies can choose the compliance visit to view all questions and answers from the specified visit. Agencies and Auditors are also required to sign this document at the completion of each visit.

Contact the Liquor Enterprise Service Center at 877-812-0013 or LiquorAgencyHelp@com.state.oh.us with any questions.

Holiday Closures

Agencies are reminded that if they are closed for any reason, including closure for holidays, and spirituous liquor sales will not occur, the Agency must contact the Liquor Enterprise Service Center (LESC) to report that no spirituous liquor was sold — thus avoiding a perceived contractual violation.

Every Agency is contractually required to submit end-of-day sales for every day it sells liquor, and Agencies failing to submit end-of-day sales as required are subject to penalties.

This does not apply to days on which an Agency is normally closed (Sunday, for example). Agencies can ensure the LESC is aware of their normal operating hours by posting or updating its hours on Ops.OHLQ.com.

The LESC can be reached at 877-812-0013 or LiquorAgencyHelp@com.state.oh.us with any questions.

Veterans Day Order Schedule

Changes to Transfer Orders are in effect this week due to the Veterans Day holiday on Nov. 11.

Below is the ordering shift. Agencies should follow it to ensure they place orders on the correct day. Transfer Orders (TOs) will be created sooner and will account for fewer sales days, which may result in a TO that is smaller than usual. Agencies should closely monitor their TOs to ensure adequate product is ordered to fulfill inventory needs.

- **For Agencies who expect a delivery on Wednesday, Nov. 13: Your order will be available in the portal on Thursday, Nov. 7 and must be submitted by 8 a.m. on Friday, Nov. 8.**

There are no changes to Agency deliveries.

Contact the Liquor Enterprise Service Center at 877-812-0013 or LiquorAgencyHelp@com.state.oh.us with any questions.

Thanksgiving Order and Delivery Changes

The Division will be closed on Thursday, Nov. 28 in observance of Thanksgiving. Because of the holiday, Agencies are reminded to expect changes to their order and delivery schedules.

Below is the ordering shift. Agencies should follow it to ensure they place orders on the correct day. Transfer Orders (TOs) will be created sooner and will account for fewer sales days, which may result in a TO that is smaller than usual. Agencies should closely monitor their TOs to ensure adequate product is ordered to fulfill inventory needs.

Agencies should check their Agency-specific site on Ops.OHLQ.com for any delivery changes.

The Liquor Enterprise Service Center can be reached at 877-812-0013 or LiquorAgencyHelp@com.state.oh.us with any questions.

| Normal Delivery Day | Order Available in the Portal | Order Submission Deadline |
|---------------------|-------------------------------|---------------------------|
| Tuesday, Nov. 26 | Thursday, Nov. 21 | 8 a.m. Friday, Nov. 22 |
| Wednesday, Nov. 27 | Thursday, Nov. 21 | 8 a.m. Friday, Nov. 22 |
| Thursday, Nov. 28 | Friday, Nov. 22 | 8 a.m. Monday, Nov. 25 |
| Friday, Nov. 29 | Monday, Nov. 25 | 8 a.m. Tuesday, Nov. 26 |
| Monday, Dec. 2 | Tuesday, Nov. 26 | 8 a.m. Wednesday, Nov. 27 |

Ohio Liquor Named "Best of the Best"

StateWays Magazine recently named Ohio Liquor the Best of the Best Control State for 2019.

StateWays focuses on all things control states, from issues to trends to profiles on what control states are doing. In their own words, "if it's important to control states, it'll be in StateWays."



Each year, the magazine solicits entries for their Best Practices Awards. There are nine categories control states may enter. From those category entries, one state is chosen as "Best of the Best" – signifying excellence overall. Ohio was chosen this year.

We share this with our Agency partners to thank you for your hard work. Having a strong partnership with our Agencies allowed us all to accomplish the great work that led to this designation.

We look forward to an even more successful 2020.

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