



Department of Commerce

Division of Liquor Control

The DOLC is now providing 24/7 Help Desk Support. This support is in direct response to your feedback received during the initial wave of Liaison visits completed in October.

All calls are now:

- Entered into a ticketing system to ensure every call is resolved in a timely manner
- Assigned priority based on the nature of the call and will be responded to within a designated time frame
- Monitored for quality assurance



To reach the Help Desk:

Call 877-812-0013 or email
liquoragencyhelp@com.state.oh.us

Toledo

Ron Kohler
937 | 490 5526

Cleveland

Jenn Tait
440 | 201 4580

Columbus

Luke Paglianete
937 | 490 5527

Cincinnati

Kevin Myers
937 | 490 5522

Liquor Modernization Project

Accurate | Reliable | Useful

Retail Terminal Strategy Update

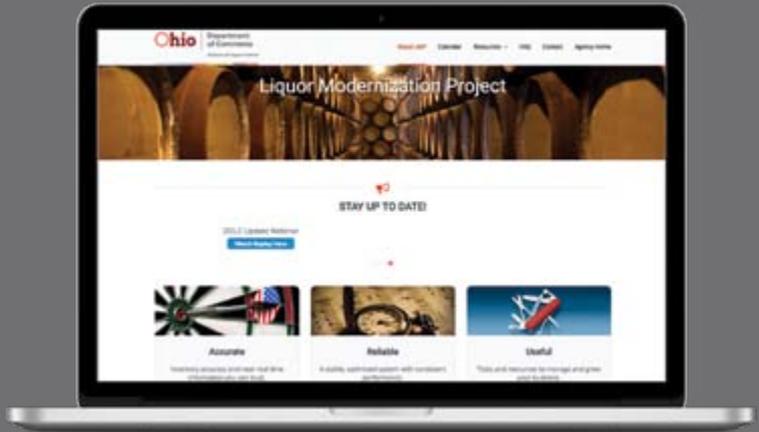
Phase 2 of the Liquor Modernization Project (LMP) is focused on optimizing the Liquor Enterprise's Microsoft Dynamics® AX technology platform. This optimization will include the development of an integrated interface with Agencies' retail terminals (also known as cash registers or point of sale). The benefits of this integration—for both you and the Liquor Enterprise—includes increased inventory accuracy and improvements to business processes such as ordering and receiving.

After reviewing the retail terminals currently in use by Agencies across the state, the project team has determined that an Application Program Interface, or API, is our best solution. An API is a secure means of transmitting information between two systems, such as your retail terminal and the AX Platform.

You will have two options to create that connection:

1. You may choose to use a Clover Station provided by the Liquor Enterprise. The terminal will be pre-configured to integrate with the API, and will require no additional set up to use for liquor sales.
2. Your other option is to integrate existing retail terminals with the API. This option will require additional IT effort on your part. Full integration must be ready to launch by April 1, 2017, regardless of where you fall in the roll-out schedule.

This is an important decision. Additional information and tools to help with the decision and transition are available at liqagency.com.ohio.gov/LMP2. If you have any questions, please contact the DOLC help desk by calling **1-877-812-0013** or emailing **liquoragencyhelp@com.state.oh.us**.



<https://liqagency.com.ohio.gov/LMP2>

DOLC Launches LMP Website

The DOLC has launched a website dedicated to the Liquor Modernization Project.

The website includes tools aimed at keeping Contract Liquor Agencies and other stakeholders aware of the latest project news. The website will provide resources like a project and event calendar, links to learn more about the Clover Station, access to watch previously recorded webinars and town hall events and more.

Be sure to visit the site and check back often for new information.

Warehouse Consolidation and Warehouse Inventory Reduction

The Liquor Enterprise is consolidating warehouses and reducing excess inventories. Both initiatives are aimed at increasing efficiencies at and between the warehouses, suppliers and brokers, and Agencies.

Consolidating warehouses from four to two locations will provide the following benefits:

- Order processing efficiency
- Better item availability at each warehouse
- Better supply chain processes

These two facilities will be located near Cleveland and Columbus. They will operate on the same AX platform as Agencies; this will provide enhanced visibility and data integrity.

The Liquor Enterprise has identified approximately 700 products for removal from the warehouses. We measured sales and existing agency stocks and identified the products that were in excess. We have communicated this decision to our supplier partners and are in the process of removing these products from the warehouses. You will no longer be able to order these products from the warehouse. DOLC will make every effort to transfer the products between Agencies to meet customers' needs.