



**Department
of Commerce**

Division of Liquor Control
John R. Kasich, Governor
Jacqueline T. Williams, Director

Liquor Modernization Project Phase 2 Retail Terminal FAQs

What does this mean to me?

You will need to decide if you want to integrate your existing retail terminals, or if you want to use a new Clover retail terminal that will be provided and configured by the liquor enterprise. These solutions are designed to be flexible, and you can select the option that best meets your needs.

Do I have to pick one of these solutions?

Yes. All Agencies will be required to integrate their existing terminals, or select to begin using new Clover terminals. These options were designed to be flexible so you can select the option that best meets your needs.

Do you have any recommendations on which solution I take, or what terminals will integrate well?

This is a business decision that you need to make based on your needs. You can talk with your current provider for insight.

When do I have to make my decision?

You will need to make a decision on which direction you want to go by December 1.

If I decide to integrate my current terminals, when do I need to have that in place?

All changes must be complete and tested, and ready to integrate on April 1, regardless of where you fall in the rollout schedule.

Do you have any recommendations on which solution I take, or what terminals will integrate well?

This is a business decision that you need to make based on your needs. You can talk with your current provider for insight.

If I already have Clover, what does this mean to me?

You will need to begin using a Clover terminal provided by the liquor enterprise – your existing Clover is not properly configured.

Will I get a Clover to replace every register I currently have?

Yes, you will receive one Clover terminal for each terminal you currently have based on the most recent terminal audit number.



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If I select a Clover, when will I get it?

The Clover terminals will be installed beginning the first quarter of 2017, before the rollout of the new system.

Who will install my Clover terminals?

A vendor hired by the liquor enterprise will install your new Clover terminals at no cost to you.

What are the initial and ongoing cost to me if I select Clover?

If you integrate your existing terminals, you will be responsible for the IT work needed to integrate. The IT costs to integrate will vary based on your level of technology. You would continue to be responsible for any ongoing support costs for your terminals.

If you use a Clover, the liquor enterprise will pay for the Clover terminal. The liquor enterprise also will pay the monthly service cost for the first two years. Beginning year three, you will be responsible for the monthly service fee – the cost is based on the number of terminals you have:

- \$48.95/month (1-2 terminals)
- \$63.90 (3-4 terminals)
- \$78.85 (5+ terminals)

If I start using Clover for liquor sales only, can I decide to add the rest of my product line later?

Yes. You can leverage Clover's functionality and add your product lines later. You also can explore the different apps and features such as scheduling and reporting to see if you want to take advantage of them.

How do I get the rest of my products into Clover?

It's relatively easy to add products to Clover. Clover has resources to help with this. The vendor who installs your Clover will not be able to add the products for you, but can advise you. All of the liquor products will already be in your Clover when you receive it.

If I don't currently take credit cards, do I have to start?

No, you don't have to start taking credit cards. However, if you do, Clover offers the ability to process chip card transactions, and the liquor enterprise has negotiated reduced merchant fees. If you do want to start accepting credit cards, you may want to talk with your banker to make sure you have your accounts set up to allow you to do so.

Will I have a reduced merchant fee if I integrate my existing terminals rather than using new Clover terminals?

No. The reduced merchant fees are part of the Clover terminal.