

7/13/2015
0
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they didn't let our store know so I could be present via our loss prevention policy (we usually require another clerk be present when outside auditing groups are in our stock area). I am actually very happy with the shift in date because now it doesn't land on a Friday but in case my loss prevention manager asks I was wondering why they moved the scheduled date.



Commerce:
7/13/2015 12:46:45 PM

Thanks for making us aware of that, Aaron. We will research this and be in touch.



Commerce
7/13/2015
0
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Dear Agencies:

We are aware of a technical problem that is prohibiting you from printing wholesale orders. Thank you for your patience as we work to resolve the issue. We will notify you when it is fixed.

Thank You,

Agency Operations



agency 516
7/11/2015
0 [Comments](#)
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tried to make a wholesale invoice kept saying error when it came time to print it. printer is working fine was able to print a copy of retail sales.








Commerce:
7/13/2015 12:48:15 PM

This issue has been resolved. You can print wholesale invoices now. Thanks for your patience.



Agency
804
7/11/2015
0

Is there any way we can go back to doing our own ordering? We are losing sales because we don't have product on the shelf, we still have bare spots on our shelves after the delivery. We sometimes have too much of things that aren't big sellers and not enough of our more steady sellers. It is frustrating for us to not have what our customers want and some of them get upset with us when we don't have it.

Comments Add Comment	 <p>Commerce: 7/14/2015 9:15:12 AM</p> <p>Your order clerk, John Nichols, will be giving you a call to help you requisition the items you don't have in stock. It is important to review your planned order and requisition what you need. Thanks!</p>
<p>vonder517 7/11/2015 0</p> Comments Add Comment	<p>Is anyone else having trouble printing wholesale order invoices. After I enter the order and save it, when I attempt to print, I get and ERROR Message, please try again later.</p> <hr/>  <p>Commerce: 7/13/2015 12:49:55 PM</p> <p>This issue has been resolved. You are able to print wholesale orders now. We apologize for the inconvenience.</p>
 <p>Agency748 7/11/2015 0</p> Comments Add Comment	<p>I haven't been able to print wholesale invoices since about 5:00pm on Friday. Not sure if that is the same for everyone. I already emailed liquoremergencycontact@com.state.oh.us. Was wondering if this will be fixed before Monday.</p> <hr/>  <p>Commerce: 7/13/2015 12:49:01 PM</p> <p>This issue has been resolved. You can print wholesale orders now. Thanks for your patience.</p>
 <p>Agency784 7/10/2015 0</p> Comments Add Comment	<p>I came into work this morning & found out that RGIS people had been here & did inventory. I was not informed 48 hours before the arrival (I wasn't even on the list put out for it). They locked the cage doors, but they were so wide open, anyone small enough could have got in them. They tore open some boxes & didn't close back up. I don't even know if they even found the bottles under my counter, to count. Not very professional.</p>



Commerce:
7/14/2015 9:29:12 AM

We apologize for the inconvenience. The schedule was altered and should have been communicated. We will be posting the updated schedule.



agency 516
7/9/2015
0

[Comments](#)
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It would be nice if we had a 2 day (48 hours) window to post our deliveries. Some times my truck comes late after agency closes and the Kroger Night crew manager signs for it and brings it to the Liquor Store room. Or we have new people working that don't understand what they have to do with the paper work. Thank you.



Commerce:
7/10/2015 9:44:12 AM

We appreciate your constructive feedback and will evaluate your suggestions to see if they're feasible. Thanks.



Commerce
7/8/2015
0
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SYSTEM UPDATE: The system will be down for security patch updates Wednesday night (July 8). The Agency Portal will not be available from Wednesday (July 8) at 11 p.m. until Thursday (July 9) at 6 a.m. Please do not access the Agency Portal during that time. If you normally post your retail sales at night, you can post them the following morning. When posting retail sales, don't forget to change the date to the actual date of sale. Thank you for your cooperation and patience.

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459 items in 92 pages



Agency946

Two items of concern: First, is there ANYTHING that can be done about the fact that an agency's RGIS count is scheduled for "TRUCK DAY?" Second, for the benefit of those who work in an agency owned by one of the supermarket

7/7/2015
1
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companies, it would be great to learn about how long the RGIS counting process takes. For the sake of discussion, we could assume that the agency is a fairly large one with 1,300+ items. We could also assume that the agency has been fairly well prepared for the count. Anything Division can do to help us out with this would be greatly appreciated.



Commerce:

7/10/2015 4:00:35 PM

Thank you all for your cooperation with the RGIS counts. We have scheduled these counts at the opening or closing of your agencies to circumvent having to stop sales for an agency while they are counting. RGIS is averaging about 10,000 counted bottles per hour. Larger agencies could take 2-3 hours, whereas smaller agencies should be finished at or under the one hour mark.


Agency615
7/7/2015
0
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Regis counted my stock on Monday and I wanted to know if when the Division gets the info will my balances get changed.



Commerce:

7/10/2015 4:00:43 PM

Thank you all for your cooperation with the RGIS counts. We have scheduled these counts at the opening or closing of your agencies to circumvent having to stop sales for an agency while they are counting. RGIS is averaging about 10,000 counted bottles per hour. Larger agencies could take 2-3 hours, whereas smaller agencies should be finished at or under the one hour mark.


Agency870
7/6/2015
0
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Would it be possible to have the POST button on the top of the Retail Sales screen along with the sales total? It would be more convenient to not have to scroll to the bottom of the screen to post sales. Also when using the portal, we are constantly having to sign back on. Even switching from the home screen to retail sales or replenishment etc. the portal will go to the sign on screen. It is annoying, especially when trying to enter a wholesale order.





Commerce:

7/6/2015 3:26:13 PM

	We appreciate your constructive feedback and will evaluate your suggestions to see if they're feasible. Thanks.
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 Agency784 7/6/2015 0 Comments Add Comment	<p>I blogged last week, about my store not being on the RGIS inventory list. Can you check into it & let me know what day & time they plan to work on my inventory, so I can work my schedule around it? Agency 784, Sunbury, OH 740-965-0500 ext. 2292.</p> <hr/> <div> Commerce: 7/6/2015 12:01:10 PM</div> <p>Not all Agencies are on the current RGIS schedule. We are evaluating it and will notify you when your Agency is scheduled for an inventory count. Thank you.</p>
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 Agency960 7/5/2015 0 Comments Add Comment	<p>Problem Definition: System will NOT RECEIVE ORDER CHECK-IN. Order 013987 was received 07/01/2015. This has not changed since the implementation of this system since February 2015 Corrective Action Required</p> <hr/> <div> Commerce: 7/6/2015 11:59:06 AM</div> <p>We'll have someone contact you to help resolve your issue. Thanks.</p>
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Page size: <div><div>5</div><div>select</div></div> 459 items in 92 pages

 Agency784 7/3/2015 0 Comments Add Comment	<p>I pulled the list off, for the RGIS inventories & did not find my store on it. I went over it 3 or 4 times.</p> <hr/> <div> Commerce: 7/6/2015 11:50:56 AM</div>
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	<p>Not all Agencies are on the current RGIS schedule. We are evaluating it and will notify you when your Agency is scheduled for an inventory count. Thank you.</p>
 Agency 752 7/3/2015 0 Comments Add Comment	<p>PostingPurchase order: POR0134422Account number for transaction type Purchase expenditure, un-invoiced does not exist.PostingPurchase order: POR0134422Posting has been canceled.</p> <hr/>  Commerce: 7/6/2015 11:49:15 AM <p>We'll have someone contact you to help resolve your issue. Thanks.</p>
 Commerce 7/1/2015 0 Comments Add Comment	<p><u>New July Price File:</u></p> <p>The July price file has been updated and is now available in the Reports and Data section of the Agency Portal. This new file is a replacement file for July and is labeled "Jul 2015". Please upload this file ASAP. The new file reflects pricing on new brands for the month of July that were not on the previous file. Thank you for your cooperation and patience.</p>
 Commerce 7/1/2015 0 Comments Add Comment	<p><u>Agency Portal Operational:</u></p> <p>The Agency Portal problem has been corrected and you may now resume using the Portal. We are evaluating the system to determine the root cause of this outage to find solution. Again, we apologize for the inconvenience this caused and thank you for your cooperation and patience.</p>
 Commerce 7/1/2015 0 Comments Add Comment	<p><u>Agency Portal Outage:</u></p> <p>We are aware of a system problem causing the Agency Portal to be temporarily down. You will be notified as soon as it is corrected and you can resume using the Portal. Sorry for the inconvenience and we appreciate your cooperation and patience.</p>

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459 items in 92 pages



Agency960

7/1/2015

0

[Comments](#)

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[Comment](#)

Problem Definition: DOLC Agency Portal - NOT WORKING. HERE IS THE ERROR MESSAGE WHEN SIGNING ON. ErrorAn error occurred while processing your request. Please try again later. Interesting, because this site is functional and I can write this message. Corrective Action: Required An error occurred while processing your request. Please try again later.



633

7/1/2015

0

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[Comment](#)

I have the same problem....the address and phone # has been old agency since day one on wholesale order forms..I have contacted several people about this issue to NO resolve...our store is Kroger 633 1094 N Main ...Bowling Green Ohio 43402. Ph.419-353-3919. would appreciate some help too!! Also portal is DOWN busiest week for wholesale!!!!



Teresa

7/1/2015

0

[Comments](#)

[Add](#)

[Comment](#)

Found my store number on store list. Problem I have sent in couple of times talk to support still not fixed now inventory crew will go somewhere else. Old location of my store almost 2 years ago wrong name and wrong address this happen when the new update happen. so I have been since February trying to get this fixed. My store is at Kroger 1095 W 5th st. Marysville oh. NOT community market.



Commerce:

7/1/2015 9:48:09 AM

We will get this corrected and make sure your address is updated for inventory count. Thank you for letting us know.



Commerce

6/30/2015

5

3

Comments

[Add](#)

[Comment](#)

INVENTORY COUNT SCHEDULE:

The schedule for RGIS inventory counts for July is now posted on the Liquor Agency Training website (please click here to view: <https://apps.com.ohio.gov/liqr/LMPAgencyTraining/documents/RGISInventoryCountScheduleJuly2015.pdf> Please note that this schedule is tentative and may be subject to future changes. Agencies will be contacted at least 48 prior to confirm date and time. Thank you for your cooperation.



AGENCY
703

6/30/2015

2

Comments

[Add](#)

[Comment](#)

Two questions.... What's going on with 9998B-Cases of Paper...we are getting close to running out and need it asap!! Also, a customer is wanting 0201B-Pinch Scotch. When I search the inventory on the portal, it comes up with the brand code, 0201B, but if I try to requisition the product, I get a message saying that the item number doesn't match anything in the inventory. Why is this product in one location but not the other??? Any help would be great!!!



Commerce:
6/30/2015 1:49:26 PM

We will look into your issues and someone from the Division will call directly you to assist. Thank you

Okay, so the most recent (as of today, Monday, June 29, 2015) weekly email update on the progress of the Liquor Modernization Project stated that the inventory schedule (we take that to mean the schedule of inventory sessions being conducted by RGIS) will be published on the DOLC training site. We have looked at the home page for this site and found nothing listed so we shall assume it is meant that the schedule will be published here on the Forum. Is the a comment from the Forum Admin on this subject?



Commerce

6/29/2015

0





Comments








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WHOLESALE ORDER ISSUE FIXED:


The system issues affecting wholesale orders in the Agency Portal are now fixed. You should now be able to enter and save wholesale orders. If your experience further problems, please contact the help desk at (877) 812-0013 immediately. Thanks, again, for your cooperation and patience.

 Commerce 6/29/2015 0 Comments Add Comment	<p>WHOLESALE ORDERS:</p> <p>We are experiencing system issues affecting the wholesale section of the Agency Portal. This is the same issue that occurred over this past weekend; the system will not save Agency wholesale orders. We are working on the problem and will notify you once it is corrected. Thank you for your cooperation and patience.</p>
 Agency960 6/28/2015 0 Comments Add Comment	<p>Problem Definition: Order received - Order check in will NOT RECEIVED THE ORDER NUMBER ORDER 013480 HERE IS THE MESSAGE FROM THE SYSTEM: Nothing to receive for authorization number 013480. All items received, however system WILL NOT allow posting. Since Feb Implementation this part of the system does NOT FUNCTION. CORRECTIVE ACTION: REQUIRED</p>
 Commerce 6/26/2015 0 Comments Add Comment	<p>SYSTEM UPDATE: A system program improvement will be pushed out Friday night (June 26). The Agency Portal will not be available from Friday (June 26) at 11 p.m. until Saturday (June 27) at 6 a.m. Please do not access the Agency Portal during that time. If you normally post your retail sales at night, you can post them the following morning. When posting retail sales, don't forget to change the date to the actual date of sale. Thank you for your cooperation and patience.</p>
Commerce 6/26/2015 0 Comments Add Comment	<p>JULY SHELF TAGS/JULY PRICE FILE:</p> <p>The shelf tags for July prices have been printed and are being mailed today. Agencies should be receiving them soon. Also, please note that the price file generated and sent on June 22 was incorrectly identified as June prices. That file is actually the price file effective July 1. We apologize for the confusion and appreciate your patience. Thank you.</p>
 Agency 703 6/26/2015 0 Comments Add Comment	<p>What is going on with cases of paper (9998E). We haven't received any since February.</p>


 brentwood 6/26/2015 0 Comments Add Comment	<p>It seems like system is down as I can not take any wholesale order!!!</p> <hr/>  Commerce: 6/26/2015 3:30:53 PM <p>We were experiencing system issues earlier today affecting various functions of the Agency Portal. However, the servers were recycled, which should have correct the problem. Please contact the help desk if you have any further problems. Thank you for your cooperation and patience.</p>
 Agency 752 6/26/2015 0 Comments Add Comment	<p>Purchase order POR0122812 status is invalid for receipt</p> <hr/>  Commerce: 6/26/2015 3:27:02 PM <p>We are aware of the issue and are working with the system developers to correct it. Your order will be posted to your inventory by the central office. Thank you for your cooperation and patience.</p>
 Commerce 6/25/2015 0 Comments Add Comment	<p>SYSTEM UPDATE: The system will be down for security patch updates Thursday night (June 25). The Agency Portal will not be available from Thursday (June 25) at 11 p.m. until Friday (June 27) at 6 a.m. Please do not access the Agency Portal during that time. If you normally post your retail sales at night, you can post them the following morning. When posting retail sales, don't forget to change the date to the actual date of sale. Thank you for your cooperation and patience. Bruce Stevenson, Superintendent, Ohio Division of Liquor Control</p>
<p>ase check the price on the new update that we got for 6/22/15... So many has price for 7/1/15!!!! which are different then current prices..</p>	
 623 6/25/2015 2 Comments Add Comment	<p>Every once in awhile, a whole order will disappear while typing it in. It is very annoying and I figured out what triggers it. If you enter a brand and quantity, then tab to the ADD icon, then hit the Backspace key in error you will lose the whole order. Can this glitch be corrected?</p> <hr/>  Commerce: 6/25/2015 11:39:15 AM

	<p>This is something we will look into correcting. Thank you for your comments.</p>
 <p>Commerce 6/25/2015 0 Comments Add Comment</p>	<p>AGENCY PORTAL UP: The Agency Portal is now operational again. Thank you for your patience.</p>
 <p>simones989 6/25/2015 0 Comments Add Comment</p>	<p>Has anyone else had a problem with the wrong items being deleted off of wholesale orders? This has happened to me dozens of times. When deleting an item while taking a wholesale order, the item under it gets deleted instead.</p>
 <p>Commerce 6/25/2015 0 Comments Add Comment</p>	<p>AGENCY PORTAL: The Agency Portal will be out-of-service for system maintenance for approximately one hour beginning at 10:15 a.m. this morning. We will notify you as soon as this work is completed and you can resume using the Portal. Thank you for your cooperation and patience.</p>


MY RETAIL SALES WOULD NOT UPLOAD THIS WEEKEND AND IT IS STILL NOT WORKING. IS ANYONE ELSE HAVING THIS ISSUE??

 Agency960
8/16/2015
0
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Problem Definition: 8/14/15 Delivery - Again we are not able to receive the order when received. We have not been able to receive orders since the inception of this software upgrade. We have not received feedback as to what resolution is either. This order no. 016687 was received. We did NOT RECEIVE THE FOLLOWING: 0028b - zero received; 1499B - zero received; 2397B - zero received; 5021D - zero received. The system generated the following message which has been copied into this message for your perusal Nothing to receive for authorization number 016687 Corrective Action: Still Waiting

 Agency784
8/16/2015
0 Comments
[Add](#)
[Comment](#)

Haven't been able to upload our sales for Friday & Saturday. Had to manually key in over 400 codes yesterday & 387 for Saturdays sales. I thought this issue was fixed the beginning of last week.

 Agency510
8/15/2015
0 Comments
[Add](#)
[Comment](#)

When will we be able to transfer out items that we have that are not selling and just taking up space?

 Agency614
8/14/2015
0
[Comments](#)
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I've noticed the delist/unavailable list is dated for april 2015. Is there an update version, and will you be posting it? I question this, because some items I've been trying to get for almost a couple months, still haven't been coming in. I've talked to a couple of the vendors, and some of the items, ARE on delist, even though they are not on the list you posted. Would appreciate it, if you can update the list for us.

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459 items in 92 pages


Agency
531
8/12/2015
2
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We have an internal problem at our store, agency 531, and we were just curious if we could see a solution in the near future. When customers place wholesale orders and want half gallons; 3024D, 5028D, 5021D, our employees have a hard time realizing this and have a tendency to fill them incorrectly, they grab 3024L, 5028L, 5021L since we are all so used to using litters for wholesale. Then if the checker isn't on top of his/her game, the customer is left with an incorrect product. The solution is, since we now all have color printers, to have the agency portal realize when a Dog or Boy is entered and automatically highlight that product code. This is an easy fix to a problem that we have at our store and im sure other stores have. Hopefully our problem is understood and you guys can somehow accommodate us since this new agency portal is supposed to be user friendly. Thanks and have a great day!



Agency614
8/12/2015
0
[Comments](#)
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Delivery day.....Authorization #016496....set of 6 invoices equaling 288 cases. When I went into order check in, and enter auth# only showing 58 cases on my delivery. Incase you're wondering, that's a difference of 230 cases. How am I supposed to check in my order?











Commerce:
8/12/2015 3:42:12 PM






We are aware of this issue; deliveries didn't move to sent status but are still in open status. That's why they are not showing in the Agency Portal. The Division will be auto-receiving deliveries based on the shipment file from the warehouses.


Agency510
8/12/2015


Still waiting to hear when and if we are getting another delivery this week since I will have to bring in extra help since it is not our normal delivery day. Also would like to know about all of the items that have been out of stock. Is it going to get any better by the holidays?

<p>0 Comments Add Comment</p>	
<p> Agency510 8/11/2015 0 Comments Add Comment</p>	<p>Just received my liquor shipment and only received 26 cases(I usually receive about 250). It looks like these are some of the bottles that I put in for requisition. I called and was given no reason for not getting an order. Whom ever I talked to said we should be getting another order sometime this week(which means it will probably be on Friday, our busiest day of the week). Also, why are we having such a hard time receiving certain items. Have been out of some for months.</p> <hr/> <p> Commerce: 8/11/2015 4:13:28 PM</p> <p>Your replenishment order was for 261 cases. We'll have someone look into this further to determine why you didn't receive the complete order. Thank you for letting us know of this issue.</p>
<p> Commerce 8/11/2015 0 Comments Add Comment</p>	<p>RETAIL SALES UPLOAD: We have resolved the issue preventing the complete upload of the register files. If you were unable to upload sales from over the weekend, please try again. Please remember to change the date to the actual date of sales prior to clicking "OK" to upload the file. If it is still unsuccessful, please contact the Agency Portal Help Desk at (877) 812-0013. Thank you for your patience and cooperation.</p>
<p>Commerce 8/10/2015 0 Comments Add Comment</p>	<p>WEEKEND RETAIL SALES: There was an issue over the weekend with posting retail sales to 8/7 and 8/8. We are currently working to resolve this issue and will update you when it is fixed. Thank you for your patience and cooperation.</p>
<p> Agency614 8/10/2015 0</p>	<p>After converting my flash drives and saving sales files, I tried to upload sales report, and keep getting error message: "CANNOT UPLOAD A FILE..REASON: INVALID FILE EXTENSION OR BAD FILE FORMAT" I even tried to reupload sales data from files I know worked before, and get same</p>

Comments Add Comment	<p>message. so now I have to enter 3 days of sales manually. What's the problem????</p>
 Booze2700 8/8/2015 0 Comments Add Comment	<p>I have a quick question. When will we be able to use the Sales Summery and Inventory. I tried to go into it the other day and it will not load the figures for me. It gives me a message that says "connection timed out". Are you working on fixing this problem? It would be a great help to the agencies. Thank You.</p>
 Agency 508 8/7/2015 0 Comments Add Comment	<p>Why are we doing additional price changes? Where are the labels for the additional changes? Why on a Friday afternoon prior to the weekend. I am located at a Kroger Store and these changes have to be entered into their system I do not have a State stand alone register. So that means these items if not in the system at the proper time Kroger is responsible for the differences because customers are paying August 1, prices. This new system is for the birds, I thought this system was supposed to help the agencies not hinder them</p>
 772 8/7/2015 0 Comments Add Comment	<p>Received a new price file today, are we supposed to upload that file or no?</p> <hr/> <div data-bbox="381 1270 462 1354">  </div> <p>Commerce: 8/7/2015 1:51:28 PM</p> <p><i>The following message was sent to all the agencies regarding the new price file.</i></p> <p>PRICING and NEW AUGUST ITEMS: A new price file has been downloaded to the Agency Portal for August 2015. There was an issue with prices for 8 brands (0172L, 2098H, 7965B, 7989E, 8326B, 8360B, 9281M, 9367B) on the previous one. If you carry these brands you will need to update your register price with the correct file or manually fix the price in your register using the Brand Master Report or the Price Bulletin from the Agency Portal. If you are re-uploading the file to the register, make sure you are using the first Aug 2015 link. We have also fixed the issue with new August brands showing in the Agency Portal. You should now be able to record wholesale and retail sales for these items. Thank you for your cooperation and patience.</p>

<p>Agency 539 8/6/2015 0 Comments Add Comment</p>	<p>If you are trying to print your replenishment order click on attachments open as web page and right click to print. It works for me hope that it will for you.</p>
<p> agency 516 8/5/2015 0 Comments Add Comment</p>	<p>could not post truck reason "Purchase order POR0166148 Status is invalid for receipt". Authorization No. is 016031 for this truck. We did not get these items, 1620E, 1626E, 2389H and 2967B and need 0 entered for qty. Did this on check in do not know if it took. Thank you.</p> <hr/> <p> Commerce: 8/6/2015 8:20:53 AM</p>
<p> Agency784 8/5/2015 0 Comments Add Comment</p>	<p>When are you going to get the #25 sacks sent out? I've ordered & ordered & kept getting the #12. Then last week, it showed you sent #12 sacks, that I didn't order, but they weren't even sent, which I do NOT need. I've had to throw many out, as I didn't have room for them & no one else could use them. If you are still trying to straighten the code out, why can't you at least send them out anyways? It's not like we are charged for them or are inventoried.</p>
<p> Agency960 8/2/2015 0 Comments Add Comment</p>	<p>Problem Definition: Order received on Friday, July 29, 2015. The Order Check-In still as of this date will not received orders. Here is the message from the system, since the inception of this system migration. Here is the message: "Nothing to receive for authorization number 015848". The order was received. WE DID NOT RECEIVE THE FOLLOWING: 0954B - RECEIVED ZERO "0"; 1499B - RECEIVED ZERO "0". CORRECTIVE ACTION: REQUIRED AS THERE HAS YET TO BE RESOLUTION.</p> <hr/> <p> Commerce: 8/3/2015 1:58:03 PM</p>

	We will have someone contact you today to assist in resolving this issue. Thank you for your cooperation and patience.
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 agency 516 7/31/2015 0 Comments Add Comment	How do I go about getting tastings set up for some new products we carry? 3519b, 2851b and 9515b. These are all bourbons. Busiest time for customers would be after 5 on Friday and after 6 on Saturday, we do wine tastings on Saturday from 1 to 5. We are a D8 Agency. Thank you
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 BUEHLERS 7/31/2015 0 Comments Add Comment	THE ANCIENT ANCIENT AGE 0035L AND 0035D HAS BEEN OUT FOR MONTHS .CAN I GET A TIME FRAME WHEN IT WILL BE IN? I ALSO HAVE THE SAME PROBLEM WITH JACOBS GHOST 5111B ITS BEEN OUT FOR MONTHS. JUST TO FIND OUT THE WAREHOUSE IS STOCKED AND JUST NOT SENDING IT TO ME!!! IS IT THE SAME PROBLEM WITH ANCIENT ANCIENT AGE??? IT APPEARS THE COLUMBUS WAREHOUSE NEEDS BETTER SUPERVISION IF PRODUCT IS NOT BEING PULLED CORRECTLY
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Commerce:


7/31/2015 3:19:13 PM


We will look into this issue. We apologize for this inconvenience.


 Agency784 7/31/2015	Can you post a new list of the H codes? I've tried ordering items with the H code, but some may say no such code. I have also received, a few months back, an item that was the same thing, but the H code had a different #. And, prices have been
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1 Comments Add Comment	<p>different when they come in the H code. Is there a way you can post or send (in mail) the new codes, along side the same item with the E code?</p> <hr/>  <p>Commerce: 7/31/2015 1:12:32 PM</p> <p>We are looking into what can be sent to assist agencies in ordering the right H codes.</p>
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 Commerce 7/30/2015 0 Comments Add Comment	<p>NEW H CODE FOR 200 ML BOTTLES:</p> <p>When submitting a requisition or recording sales for all 200 ML. bottles, please remember to use the new "H" size codes. The Division is still doing plus-outs to ship the last of the cases labeled "E" from the warehouses, but these should be sold as the "H" codes, too. Once all of the cases labeled "E" are shipped, the Division will be correcting Agency inventory so all bottles show as the "H" codes. Thank you for your cooperation and patience.</p>
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 s4086lqc2 7/30/2015 0 Comments Add Comment	<p>No worries and Thank you! :)</p>
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 Commerce 7/29/2015 0 Comments Add Comment	<p>BRAND 8360B, REBEL YELL RYE:</p> <p>We are aware of the issue that brand 8360B, Rebel Yell Small Batch Rye, is causing errors when attempting to receive the delivery or record sales. We are researching the cause and will let you know when this issue is resolved. Thank you for your cooperation and patience</p>
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s4086lqc2 7/29/2015 0 Comments Add Comment	<p>Thank you but it's the Gin code I need not Bourbon.</p> <hr/>  <p>Commerce: 7/29/2015 3:28:18 PM</p> <p>Sorry for the misunderstanding. Heaven Hill Gin is not listed for sale in Ohio.</p>
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 s4086lqc2 7/28/2015 0 Comments Add Comment	<p>Does anyone know the brand code for Heaven Hill Gin (half gallon)?</p> <hr/>  Commerce: 7/28/2015 4:27:45 PM The brand code for Heaven Hill Bourbon (half gallon) is 4065D.
--	--

 Agency 752 7/28/2015 0 Comments Add Comment	<p>Is there any information or idea when we will be able to do a physical inventory again? I just checked, and my numbers are getting way off. It's definitely in part due to invoice errors, some items posted that were never received, and the system not processing the order when we were having the massive weekly failures. (Which have greatly improved of late, no failure since the holiday.) A prime pair of examples, my Crown 750 are down to 3 on the shelf, but the inventory is showing 146, and my liters are down to 1 with an inventory of 80. Just discovered these 2 a few minutes ago, and added them to a growing list of manual items to requisition each week. I missed the inventory window in the end of may first of June due to vacation, and need to get one done. I'm curious if there is any dateline hopefully planned to allow me to perform this vital function to get my auto ordering back to normal.</p> <hr/>  Commerce: 7/28/2015 1:33:17 PM There is currently no date set for Agencies to resume performing cycle counts. We'll keep you informed and let you know when it's time. If you find any discrepancies due to errors posting delivery invoices, please contact your Agency auditor or let them know during their next visit. The auditor will research the error to make the necessary adjustments to inventory. Be assured we will do what we can to help resolve your issues. Thank you for your feedback.
--	--


 Commerce 7/27/2015 1 Comments Add Comment	<p>SHELF TAGS FOR AUGUST PRICE CHANGES:</p> <p>The shelf tags for August were mailed on Friday, July 24. Please note that you will not receive a full set of tags this month, only tags for the August price changes. If you do not receive tags by Thursday, July 30, please contact the Division's Pricing Coordinator at (614) 644-2518 so we can overnight you a set. Thank you for your cooperation and patience.</p>
---	---

 Agency817 7/27/2015 1 Comments Add Comment	<p>My inventory is an absolute mess. Last weekend I noticed that an order from back in June double posted only certain products. I got a call from Beth saying to just do an inventory adjustment for them so after spending hours going through the invoices from that order to find the mistakes, I did about 45 cases worth of adjustments. Now from my last order on the 22nd, some cases didn't post at all, to where I'm in the negative on some product. Some only posted part of what I received (say I received 3 cases, it only posted 2) and some of the cases that I did an inventory adjustment for didn't post this time. For example 9045b double posted back in June so I did the adjustment for it but now on this order it didn't post so the count is actually correct, so do I delete the adjustment or what do I do? There are quite a few products that did this but however not all of the cases for the adjustments match what didn't post this order. I also noticed that some cases broke up and posted one case on the 23rd and another on the 25th, not sure why that happened. I sent a message on here the day of the order saying that once again, I received an error when trying to post the invoices. Who knows how many other invoices have messed up my inventory without me noticing. Please look into fixing this.</p>
	<p>Just curious if any one else has tried to print their replenishment order? Any time I do, my printer gets a firmware error. It would be extremely helpful to print this when I am making my order so I am not ordering things that are being replenished. I can not stand in front of my computer to double check everything. I simply do not have the time to do that, and my store doesn't give me much overlap to get things done during the week.</p> <hr/>  Commerce: 7/27/2015 3:19:14 PM <p>We will research this and get back to you. Thank you for your comment.</p>
 agency852 7/25/2015 0 Comments Add Comment	<p>so my auditor was in a month or so ago and fixed all the delivery files that were wrong I think through may.. well they still are not corrected in the system.. is someone working on this still or did it not go through.. a more accurate inventory would be great!</p> <hr/>  Commerce: 7/27/2015 3:38:18 PM <p>Yes, auditors are working on inventory corrections.</p>




Agency
508
7/22/2015
1
[Comments](#)
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Getting a complete copy of my order emailed so additions and deletions can be made proved very beneficial for this weeks delivery. I was showing 57 out of stock items prior to receiving excel worksheet completed requisition and after putting up yesterdays delivery I am down to 13 items missing on my shelves. Quite an improvement! Thanks to Beth Oliver for her assistance.




Commerce:
7/27/2015 3:16:06 PM

Great! Thanks for the feedback.




772
7/22/2015
0
[Comments](#)
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[Comment](#)

I noticed I had a lot of cases of a certain item so I checked the inventory transaction on it and matched the delivery files. I noticed that there were a couple of deliveries that did not get posted to my inventory back in March. Should I wait until we get audited and have them change it or is there something I should do about it now?



Agency784
7/22/2015
0
[Comments](#)
[Add](#)
[Comment](#)

Will we be getting tags, for August, for completely changing every single tag? I need to arrange my schedule on the 1st, to be here several hours earlier, if so.



Commerce:
7/27/2015 3:17:54 PM

SHELF TAGS FOR AUGUST PRICE CHANGES:

The shelf tags for August were mailed on Friday, July 24. Please note that you will not receive a full set of tags this month, only tags for the August price changes. If you do not receive tags by Thursday, July 30, please contact the Division's Pricing Coordinator at (614) 644-2518 so we can overnight you a set. Thank you for your cooperation and patience.

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Page size:

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459 items in 92 pages


 Agency817 7/22/2015 0 Comments Add Comment	<p>Still wont post invoices. Comes up with the following error message. PostingPurchase order: POR0138904Account number for transaction type Purchase expenditure, un-invoiced does not exist.PostingPurchase order: POR0138904Posting has been canceled.</p>
 Commerce 7/21/2015 0 Comments Add Comment	<p>Updated Alert Levels:</p> <p>The Division will begin updating automatic replenishment alert levels for all products over the next two weeks and will stagger the updates to ensure steady adjustments to inventory. This will keep fast-selling products on Agency shelves and reduce the need for Agencies to post requisitions. After the staggered roll-out, the Division will maintain a regular update schedule. Please continue to pay close attention to your planned orders as the updated alert levels will increase the amount of items you receive. If you have any questions or concerns, please contact the Division's order clerks. Thank you for your cooperation.</p>
 Agency960 7/19/2015 0 Comments Add Comment	<p>Problem Definition: Once again, we are not able to receive the order when received. We have not been able to receive orders since the inception of this software upgrade. We have not received feedback as to what resolution is either. This order no. 014935 was received in its entirety.The system generated the following message which has been copied into this message for your perusal Nothing to receive for authorization number 014935 Corrective Action: Still Waiting</p> <hr/> <div data-bbox="386 1312 690 1438">  Commerce: 7/22/2015 9:17:24 AM </div> <p>We can check in the order for you. In this case we verified in your portal that the order had been checked in on the 19th.</p>
 Agency614 7/17/2015 0 Comments Add Comment	<p>My inventory count is going on today. My question is how soon will these totals be reflected into the system showing my new inventory?</p>

 Agency615 7/17/2015 0 Comments Add Comment	<p>Would it be possible if the state would stop trying to add H size bottles to me until all of the E sizes have been converted over. Product that I have two and three cases of in this size is coming up on the invoice and most of them I don't need. Thank you.</p>
--	---


I was walking my store seeing what I needed to requisition and I noticed I was low on crown reserve 2397B but wasn't on my replenishment, so I decided to check inventory transactions to figure out why. I have two on the shelf but inventory says 14. I went back and double checked my invoices and found the mistake. Back on June 8th, when my order came, there were two different invoices, one for the replenishment and another for the requisition I put on. Well one case of 2397B was on one of the invoices (012299) which we received but not on the other at all (012211), however in the inventory transactions it says it was received on both invoices. Kind of confusing but was wondering if there was a way to fix this.

 **Commerce:**
7/22/2015 9:07:02 AM






You can put in an Inventory Adjustment for the one that was charged but you didn't receive...Short Shipment. Then the auditor will review and approve when he is in. Until the auditor approves the Inventory Adjustment, you will still need to put in a requisition for the needed case.







Agency508
7/14/2015
0 Comments
[Add Comment](#)






According to Columbus HQ we are allowed to make additions or deletions to orders. However when I review my replenishment window I only see a partial listing of what I am receiving. Example when reviewed I counted 159 cases on my order, trucking company calls me yesterday and tells me I am receiving 279 cases. How can we make accurate requests for additions or deletions when we only have partial listings? I have bare shelves and my customers are crossing over to Kentucky and Indiana which is about a 15 minute drive either way from my locations. I get tired of customers telling me that the folks don't know how to order because we have plenty.


 **Commerce:**
7/14/2015 4:59:04 PM



We can make sure you manually receive the full order. Beth from agency operations will call and assist you.


 Agency784 7/14/2015 2 Comments Add Comment	<p>I ordered #25 sacks, code #9999d. Why did I get #12 that was invoiced at the same #. I did not need or order this size. I needed #25 & that's the state code that was given for it as 9999d. Really is frustrating.</p> <hr/>  Commerce: 7/14/2015 1:33:25 PM <p>Beth from Agency Operations will be giving you a call to explain what happened and will manually enter a requisition for you. We apologize for the inconvenience.</p>
 Commerce 7/13/2015 0 Comments Add Comment	<p>SYSTEM UPDATE: The system will be down for computer hardware updates Monday night (July 13). The Agency Portal will not be available from Monday (July 13) at 11 p.m. until Tuesday (July 14) at 6 a.m. Please do not access the Agency Portal during that time. If you normally post your retail sales at night, you can post them the following morning. When posting retail sales, don't forget to change the date to the actual date of sale. Thank you for your cooperation and patience.</p> <p>Bruce Stevenson, Superintendent, Ohio Division of Liquor Control</p>
 779 7/13/2015 0 Comments Add Comment	<p>I have retail sales to enter, is there a different issue presenting itself now? I saw you were having wholesale difficulties but I've restarted my pc several times and it just keeps giving me errors</p>
Commerce 7/13/2015 0 Comments Add Comment	<p>Agencies now have the ability to print wholesale order invoices. Thank you for your patience.</p>
 779	<p>I was very surprised to find out that RGIS was in our store yesterday to do their counts, this confused my manager on duty because we weren't expecting our counts to take place until the 7th of next month. I was just wondering why</p>

<p>7/13/2015 0 Comments Add Comment</p>	<p>they didn't let our store know so I could be present via our loss prevention policy (we usually require another clerk be present when outside auditing groups are in our stock area). I am actually very happy with the shift in date because now it doesn't land on a Friday but in case my loss prevention manager asks I was wondering why they moved the scheduled date.</p> <hr/> <div data-bbox="375 459 456 541"></div> <p>Commerce: 7/13/2015 12:46:45 PM</p> <p>Thanks for making us aware of that, Aaron. We will research this and be in touch.</p>
<div data-bbox="212 772 293 854"></div> <p>Commerce 7/13/2015 0 Comments Add Comment</p>	<p>Dear Agencies:</p> <p>We are aware of a technical problem that is prohibiting you from printing wholesale orders. Thank you for your patience as we work to resolve the issue. We will notify you when it is fixed.</p> <p>Thank You,</p> <p>Agency Operations</p>
<div data-bbox="212 1245 293 1327"></div> <p>agency 516 7/11/2015 0 Comments Add Comment</p>	<p>tried to make a wholesale invoice kept saying error when it came time to print it. printer is working fine was able to print a copy of retail sales.</p> <hr/> <div data-bbox="396 1360 477 1442"></div> <p>Commerce: 7/13/2015 12:48:15 PM</p> <p>This issue has been resolved. You can print wholesale invoices now. Thanks for your patience.</p>
<div data-bbox="212 1686 293 1768"></div> <p>Agency 804 7/11/2015 0</p>	<p>Is there any way we can go back to doing our own ordering? We are losing sales because we don't have product on the shelf,we still have bare spots on our shelves after the delivery. We sometimes have to much of things that aren't big sellers and not enough of our more steady sellers. It is frustrating for us to not have what our customers want and some of them get upset with us when we don't have it.</p>

Comments Add Comment	 Commerce: 7/14/2015 9:15:12 AM <p>Your order clerk, John Nichols, will be giving you a call to help you requisition the items you don't have in stock. It is important to review your planned order and requisition what you need. Thanks!</p>
<p>vonder517 7/11/2015 0</p> Comments Add Comment	<p>Is anyone else having trouble printing wholesale order invoices. After I enter the order and save it, when I attempt to print, I get and ERROR Message, please try again later.</p> <hr/>  Commerce: 7/13/2015 12:49:55 PM <p>This issue has been resolved. You are able to print wholesale orders now. We apologize for the inconvenience.</p>
 <p>Agency748 7/11/2015 0</p> Comments Add Comment	<p>I haven't been able to print wholesale invoices since about 5:00pm on Friday. Not sure if that is the same for everyone. I already emailed liquoremergencycontact@com.state.oh.us. Was wondering if this will be fixed before Monday.</p> <hr/>  Commerce: 7/13/2015 12:49:01 PM <p>This issue has been resolved. You can print wholesale orders now. Thanks for your patience.</p>
 <p>Agency784 7/10/2015 0</p> Comments Add Comment	<p>I came into work this morning & found out that RGIS people had been here & did inventory. I was not informed 48 hours before the arrival (I wasn't even on the list put out for it). They locked the cage doors, but they were so wide open, anyone small enough could have got in them. They tore open some boxes & didn't close back up. I don't even know if they even found the bottles under my counter, to count. Not very professional.</p>

	 <p>Commerce: 7/14/2015 9:29:12 AM</p> <p>We apologize for the inconvenience. The schedule was altered and should have been communicated. We will be posting the updated schedule.</p>
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 agency 516 7/9/2015 0 Comments Add Comment	<p>It would be nice if we had a 2 day (48 hours) window to post our deliveries. Some times my truck comes late after agency closes and the Kroger Night crew manager signs for it and brings it to the Liquor Store room. Or we have new people working that don't understand what they have to do with the paper work. Thank you.</p> <hr/>  <p>Commerce: 7/10/2015 9:44:12 AM</p> <p>We appreciate your constructive feedback and will evaluate your suggestions to see if they're feasible. Thanks.</p>
--	--






 Commerce 7/8/2015 0 Comments Add Comment	<p>SYSTEM UPDATE: The system will be down for security patch updates Wednesday night (July 8). The Agency Portal will not be available from Wednesday (July 8) at 11 p.m. until Thursday (July 9) at 6 a.m. Please do not access the Agency Portal during that time. If you normally post your retail sales at night, you can post them the following morning. When posting retail sales, don't forget to change the date to the actual date of sale. Thank you for your cooperation and patience.</p>
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Refresh



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<p>Page size:</p> <div style="border: 1px solid black; padding: 2px; display: inline-block;">5</div> select <p>459 items in 92 pages</p>

 Agency946	<p>Two items of concern: First, is there ANYTHING that can be done about the fact that an agency's RGIS count is scheduled for "TRUCK DAY?" Second, for the benefit of those who work in an agency owned by one of the supermarket</p>
--	--

<p>7/7/2015 <u>1</u> Comments Add Comment</p>	<p>companies, it would be great to learn about how long the RGIS counting process takes. For the sake of discussion, we could assume that the agency is a fairly large one with 1,300+ items. We could also assume that the agency has been fairly well prepared for the count. Anything Division can do to help us out with this would be greatly appreciated.</p> <hr/> <div data-bbox="381 451 462 535"></div> <p>Commerce: 7/10/2015 4:00:35 PM</p> <p>Thank you all for your cooperation with the RGIS counts. We have scheduled these counts at the opening or closing of your agencies to circumvent having to stop sales for an agency while they are counting. RGIS is averaging about 10,000 counted bottles per hour. Larger agencies could take 2-3 hours, whereas smaller agencies should be finished at or under the one hour mark.</p>
<div data-bbox="219 892 267 955"></div> <p>Agency615 7/7/2015 <u>0</u> Comments Add Comment</p>	<p>Regis counted my stock on Monday and I wanted to know if when the Division gets the info will my balances get changed.</p> <hr/> <div data-bbox="381 997 462 1081"></div> <p>Commerce: 7/10/2015 4:00:43 PM</p> <p>Thank you all for your cooperation with the RGIS counts. We have scheduled these counts at the opening or closing of your agencies to circumvent having to stop sales for an agency while they are counting. RGIS is averaging about 10,000 counted bottles per hour. Larger agencies could take 2-3 hours, whereas smaller agencies should be finished at or under the one hour mark.</p>
<div data-bbox="219 1449 267 1512"></div> <p>Agency870 7/6/2015 <u>0</u> Comments Add Comment</p>	<p>Would it be possible to have the POST button on the top of the Retail Sales screen along with the sales total? It would be more convenient to not have to scroll to the bottom of the screen to post sales. Also when using the portal, we are constantly having to sign back on. Even switching from the home screen to retail sales or replenishment etc. the portal will go to the sign on screen. It is annoying, especially when trying to enter a wholesale order.</p> <hr/> <div data-bbox="381 1690 462 1774"></div> <p>Commerce: 7/6/2015 3:26:13 PM</p>

	We appreciate your constructive feedback and will evaluate your suggestions to see if they're feasible. Thanks.
--	---

 Agency784 7/6/2015 0 Comments Add Comment	<p>I blogged last week, about my store not being on the RGIS inventory list. Can you check into it & let me know what day & time they plan to work on my inventory, so I can work my schedule around it? Agency 784, Sunbury, OH 740-965-0500 ext. 2292.</p> <hr/> <div> Commerce: 7/6/2015 12:01:10 PM</div> <p>Not all Agencies are on the current RGIS schedule. We are evaluating it and will notify you when your Agency is scheduled for an inventory count. Thank you.</p>
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 Agency960 7/5/2015 0 Comments Add Comment	<p>Problem Definition: System will NOT RECEIVE ORDER CHECK-IN. Order 013987 was received 07/01/2015. This has not changed since the implementation of this system since February 2015 Corrective Action Required</p> <hr/> <div> Commerce: 7/6/2015 11:59:06 AM</div> <p>We'll have someone contact you to help resolve your issue. Thanks.</p>
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459 items in 92 pages


 Agency784 7/3/2015 0 Comments Add Comment	<p>I pulled the list off, for the RGIS inventories & did not find my store on it. I went over it 3 or 4 times.</p> <hr/> <div> Commerce: 7/6/2015 11:50:56 AM</div>
--	---

	Not all Agencies are on the current RGIS schedule. We are evaluating it and will notify you when your Agency is scheduled for an inventory count. Thank you.
--	--

 Agency 752 7/3/2015 0 Comments Add Comment	PostingPurchase order: POR0134422Account number for transaction type Purchase expenditure, un-invoiced does not exist.PostingPurchase order: POR0134422Posting has been canceled. <hr/>  Commerce: 7/6/2015 11:49:15 AM We'll have someone contact you to help resolve your issue. Thanks.
--	---

 Commerce 7/1/2015 0 Comments Add Comment	<u>New July Price File:</u> The July price file has been updated and is now available in the Reports and Data section of the Agency Portal. This new file is a replacement file for July and is labeled " Jul 2015 ". Please upload this file ASAP. The new file reflects pricing on new brands for the month of July that were not on the previous file. Thank you for your cooperation and patience.
--	---

 Commerce 7/1/2015 0 Comments Add Comment	Agency Portal Operational: The Agency Portal problem has been corrected and you may now resume using the Portal. We are evaluating the system to determine the root cause of this outage to find solution. Again, we apologize for the inconvenience this caused and thank you for your cooperation and patience.
--	---

 Commerce 7/1/2015 0 Comments Add Comment	Agency Portal Outage: We are aware of a system problem causing the Agency Portal to be temporarily down. You will be notified as soon as it is corrected and you can resume using the Portal. Sorry for the inconvenience and we appreciate your cooperation and patience.
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Agency960
7/1/2015

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Problem Definition: DOLC Agency Portal - NOT WORKING. HERE IS THE ERROR MESSAGE WHEN SIGNING ON. ErrorAn error occurred while processing your request. Please try again later. Interesting, because this site is functional and I can write this message. Corrective Action: Required An error occurred while processing your request. Please try again later.



633
7/1/2015

0

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[Comment](#)

I have the same problem....the address and phone # has been old agency since day one on wholesale order forms..I have contacted several people about this issue to NO resolve...our store is Kroger 633 1094 N Main ...Bowling Green Ohio 43402. Ph.419-353-3919. would appreciate some help too!! Also portal is DOWN busiest week for wholesale!!!!



Teresa
7/1/2015

0

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Found my store number on store list. Problem I have sent in couple of times talk to support still not fixed now inventory crew will go somewhere else. Old location of my store almost 2 years ago wrong name and wrong address this happen when the new update happen. so I have been since February trying to get this fixed. My store is at Kroger 1095 W 5th st. Marysville oh. NOT community market.



Commerce:

7/1/2015 9:48:09 AM

We will get this corrected and make sure your address is updated for inventory count. Thank you for letting us know.



Commerce

6/30/2015

5

3

Comments

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INVENTORY COUNT SCHEDULE:

The schedule for RGIS inventory counts for July is now posted on the Liquor Agency Training website (please click here to view: <https://apps.com.ohio.gov/liqr/LMPAgencyTraining/documents/RGISInventoryCountScheduleJuly2015.pdf> Please note that this schedule is tentative and may be subject to future changes. Agencies will be contacted at least 48 prior to confirm date and time. Thank you for your cooperation.



AGENCY
703

6/30/2015

2

Comments

[Add](#)

[Comment](#)

Two questions.... What's going on with 9998B-Cases of Paper...we are getting close to running out and need it asap!! Also, a customer is wanting 0201B-Pinch Scotch. When I search the inventory on the portal, it comes up with the brand code, 0201B, but if I try to requisition the product, I get a message saying that the item number doesn't match anything in the inventory. Why is this product in one location but not the other??? Any help would be great!!!



Commerce:
6/30/2015 1:49:26 PM

We will look into your issues and someone from the Division will call directly you to assist. Thank you

Okay, so the most recent (as of today, Monday, June 29, 2015) weekly email update on the progress of the Liquor Modernization Project stated that the inventory schedule (we take that to mean the schedule of inventory sessions being conducted by RGIS) will be published on the DOLC training site. We have looked at the home page for this site and found nothing listed so we shall assume it is meant that the schedule will be published here on the Forum. Is the a comment from the Forum Admin on this subject?



Commerce

6/29/2015

0

Comments

[Add](#)

[Comment](#)

WHOLESALE ORDER ISSUE FIXED:

The system issues affecting wholesale orders in the Agency Portal are now fixed. You should now be able to enter and save wholesale orders. If your experience further problems, please contact the help desk at (877) 812-0013 immediately. Thanks, again, for your cooperation and patience.



Commerce
6/29/2015

0

[Comments](#)

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WHOLESALE ORDERS:

We are experiencing system issues affecting the wholesale section of the Agency Portal. This is the same issue that occurred over this past weekend; the system will not save Agency wholesale orders. We are working on the problem and will notify you once it is corrected. Thank you for your cooperation and patience.



Agency960
6/28/2015

0

[Comments](#)

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[Comment](#)

Problem Definition: Order received - Order check in will NOT RECEIVED THE ORDER NUMBER ORDER 013480 HERE IS THE MESSAGE FROM THE SYSTEM: Nothing to receive for authorization number 013480. All items received, however system WILL NOT allow posting. Since Feb Implementation this part of the system does NOT FUNCTION. CORRECTIVE ACTION: REQUIRED



Commerce
6/26/2015

0

[Comments](#)

[Add](#)

[Comment](#)

SYSTEM UPDATE: A system program improvement will be pushed out Friday night (June 26). The Agency Portal will not be available from Friday (June 26) at 11 p.m. until Saturday (June 27) at 6 a.m. Please do not access the Agency Portal during that time. If you normally post your retail sales at night, you can post them the following morning. When posting retail sales, don't forget to change the date to the actual date of sale. Thank you for your cooperation and patience.

Commerce
6/26/2015

0

[Comments](#)

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[Comment](#)

JULY SHELF TAGS/JULY PRICE FILE:

The shelf tags for July prices have been printed and are being mailed today. Agencies should be receiving them soon. Also, please note that the price file generated and sent on June 22 was incorrectly identified as June prices. That file is actually the price file effective July 1. We apologize for the confusion and appreciate your patience. Thank you.










Agency 703
6/26/2015




0 Comments

[Add](#)

[Comment](#)

What is going on with cases of paper (9998E). We haven't received any since February.

 brentwood 6/26/2015 0 Comments Add Comment	<p>It seems like system is down as I can not take any wholesale order!!!</p> <hr/>  Commerce: 6/26/2015 3:30:53 PM <p>We were experiencing system issues earlier today affecting various functions of the Agency Portal. However, the servers were recycled, which should have correct the problem. Please contact the help desk if you have any further problems. Thank you for your cooperation and patience.</p>
 Agency 752 6/26/2015 0 Comments Add Comment	<p>Purchase order POR0122812 status is invalid for receipt</p> <hr/>  Commerce: 6/26/2015 3:27:02 PM <p>We are aware of the issue and are working with the system developers to correct it. Your order will be posted to your inventory by the central office. Thank you for your cooperation and patience.</p>
 Commerce 6/25/2015 0 Comments Add Comment	<p>SYSTEM UPDATE: The system will be down for security patch updates Thursday night (June 25). The Agency Portal will not be available from Thursday (June 25) at 11 p.m. until Friday (June 27) at 6 a.m. Please do not access the Agency Portal during that time. If you normally post your retail sales at night, you can post them the following morning. When posting retail sales, don't forget to change the date to the actual date of sale. Thank you for your cooperation and patience. Bruce Stevenson, Superintendent, Ohio Division of Liquor Control</p>
<p>ase check the price on the new update that we got for 6/22/15... So many has price for 7/1/15!!!! which are different then current prices..</p>	
 623 6/25/2015 2 Comments Add Comment	<p>Every once in awhile, a whole order will disappear while typing it in. It is very annoying and I figured out what triggers it. If you enter a brand and quantity, then tab to the ADD icon, then hit the Backspace key in error you will lose the whole order. Can this glitch be corrected?</p> <hr/>  Commerce: 6/25/2015 11:39:15 AM

	<p>This is something we will look into correcting. Thank you for your comments.</p>
 Commerce 6/25/2015 0 Comments Add Comment	<p>AGENCY PORTAL UP: The Agency Portal is now operational again. Thank you for your patience.</p>
 simones989 6/25/2015 0 Comments Add Comment	<p>Has anyone else had a problem with the wrong items being deleted off of wholesale orders? This has happened to me dozens of times. When deleting an item while taking a wholesale order, the item under it gets deleted instead.</p>
 Commerce 6/25/2015 0 Comments Add Comment	<p>AGENCY PORTAL: The Agency Portal will be out-of-service for system maintenance for approximately one hour beginning at 10:15 a.m. this morning. We will notify you as soon as this work is completed and you can resume using the Portal. Thank you for your cooperation and patience.</p>

MY RETAIL SALES WOULD NOT UPLOAD THIS WEEKEND AND IT IS STILL NOT WORKING. IS ANYONE ELSE HAVING THIS ISSUE??



Agency960

8/16/2015

0

[Comments](#)

[Add](#)

[Comment](#)

Problem Definition: 8/14/15 Delivery - Again we are not able to receive the order when received. We have not been able to receive orders since the inception of this software upgrade. We have not received feedback as to what resolution is either. This order no. 016687 was received. We did NOT RECEIVE THE FOLLOWING: 0028b - zero received; 1499B - zero received; 2397B - zero received; 5021D - zero received. The system generated the following message which has been copied into this message for your perusal Nothing to receive for authorization number 016687 Corrective Action: Still Waiting



Agency784

8/16/2015

0 Comments

[Add](#)

[Comment](#)

Haven't been able to upload our sales for Friday & Saturday. Had to manually key in over 400 codes yesterday & 387 for Saturdays sales. I thought this issue was fixed the beginning of last week.



Agency510

8/15/2015

0 Comments

[Add](#)

[Comment](#)

When will we be able to transfer out items that we have that are not selling and just taking up space?



Agency614

8/14/2015

0

[Comments](#)

[Add](#)

[Comment](#)

I've noticed the delist/unavailable list is dated for april 2015. Is there an update version, and will you be posting it? I question this, because some items I've been trying to get for almost a couple months, still haven't been coming in. I've talked to a couple of the vendors, and some of the items, ARE on delist, even though they are not on the list you posted. Would appreciate it, if you can update the list for us.

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459 items in 92 pages



Agency

531

8/12/2015

2

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We have an internal problem at our store, agency 531, and we were just curious if we could see a solution in the near future. When customers place wholesale orders and want half gallons; 3024D, 5028D, 5021D, our employees have a hard time realizing this and have a tendency to fill them incorrectly, they grab 3024L, 5028L, 5021L since we are all so used to using litters for wholesale. Then if the checker isn't on top of his/her game, the customer is left with an incorrect product. The solution is, since we now all have color printers, to have the agency portal realize when a Dog or Boy is entered and automatically highlight that product code. This is an easy fix to a problem that we have at our store and im sure other stores have. Hopefully our problem is understood and you guys can somehow accommodate us since this new agency portal is supposed to be user friendly. Thanks and have a great day!



Agency614

8/12/2015

0

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Delivery day.....Authorization #016496.....set of 6 invoices equaling 288 cases. When I went into order check in, and enter auth# only showing 58 cases on my delivery. Incase you're wondering, that's a difference of 230 cases. How am I supposed to check in my order?



Commerce:

8/12/2015 3:42:12 PM





We are aware of this issue; deliveries didn't move to sent status but are still in open status. That's why they are not showing in the Agency Portal. The Division will be auto-receiving deliveries based on the shipment file from the warehouses.












Agency510

8/12/2015


Still waiting to hear when and if we are getting another delivery this week since I will have to bring in extra help since it is not our normal delivery day. Also would like to know about all of the items that have been out of stock. Is it going to get any better by the holidays?

0 Comments Add Comment	
 Agency510 8/11/2015 0 Comments Add Comment	<p>Just received my liquor shipment and only received 26 cases(I usually receive about 250). It looks like these are some of the bottles that I put in for requisition. I called and was given no reason for not getting an order. Whom ever I talked to said we should be getting another order sometime this week(which means it will probably be on Friday, our busiest day of the week). Also, why are we having such a hard time receiving certain items. Have been out of some for months.</p> <hr/>  Commerce: 8/11/2015 4:13:28 PM <p>Your replenishment order was for 261 cases. We'll have someone look into this further to determine why you didn't receive the complete order. Thank you for letting us know of this issue.</p>
 Commerce 8/11/2015 0 Comments Add Comment	<p>RETAIL SALES UPLOAD: We have resolved the issue preventing the complete upload of the register files. If you were unable to upload sales from over the weekend, please try again. Please remember to change the date to the actual date of sales prior to clicking "OK" to upload the file. If it is still unsuccessful, please contact the Agency Portal Help Desk at (877) 812-0013. Thank you for your patience and cooperation.</p>
Commerce 8/10/2015 0 Comments Add Comment	<p>WEEKEND RETAIL SALES: There was an issue over the weekend with posting retail sales to 8/7 and 8/8. We are currently working to resolve this issue and will update you when it is fixed. Thank you for your patience and cooperation.</p>
 Agency614 8/10/2015 0	<p>After converting my flash drives and saving sales files, I tried to upload sales report, and keep getting error message: "CANNOT UPLOAD A FILE..REASON: INVALID FILE EXTENSION OR BAD FILE FORMAT" I even tried to reupload sales data from files I know worked before, and get same</p>

Comments Add Comment	<p>message. so now I have to enter 3 days of sales manually. What's the problem????</p>
 Booze2700 8/8/2015 0 Comments Add Comment	<p>I have a quick question. When will we be able to use the Sales Summery and Inventory. I tried to go into it the other day and it will not load the figures for me. It gives me a message that says "connection timed out". Are you working on fixing this problem? It would be a great help to the agencies. Thank You.</p>
 Agency 508 8/7/2015 0 Comments Add Comment	<p>Why are we doing additional price changes? Where are the labels for the additional changes? Why on a Friday afternoon prior to the weekend. I am located at a Kroger Store and these changes have to be entered into their system I do not have a State stand alone register. So that means these items if not in the system at the proper time Kroger is responsible for the differences because customers are paying August 1, prices. This new system is for the birds, I thought this system was supposed to help the agencies not hinder them</p>
 772 8/7/2015 0 Comments Add Comment	<p>Received a new price file today, are we supposed to upload that file or no?</p> <hr/> <div data-bbox="373 1270 454 1354">  </div> <p>Commerce: 8/7/2015 1:51:28 PM</p> <p><i>The following message was sent to all the agencies regarding the new price file.</i></p>
	<p>PRICING and NEW AUGUST ITEMS: A new price file has been downloaded to the Agency Portal for August 2015. There was an issue with prices for 8 brands (0172L, 2098H, 7965B, 7989E, 8326B, 8360B, 9281M, 9367B) on the previous one. If you carry these brands you will need to update your register price with the correct file or manually fix the price in your register using the Brand Master Report or the Price Bulletin from the Agency Portal. If you are re-uploading the file to the register, make sure you are using the first Aug 2015 link. We have also fixed the issue with new August brands showing in the Agency Portal. You should now be able to record wholesale and retail sales for these items. Thank you for your cooperation and patience.</p>

Agency 539 8/6/2015 0 Comments Add Comment	<p>If you are trying to print your replenishment order click on attachments open as web page and right click to print. It works for me hope that it will for you.</p>
 agency 516 8/5/2015 0 Comments Add Comment	<p>could not post truck reason "Purchase order POR0166148 Status is invalid for receipt". Authorization No. is 016031 for this truck. We did not get these items, 1620E, 1626E, 2389H and 2967B and need 0 entered for qty. Did this on check in do not know if it took. Thank you.</p> <hr/>  Commerce: 8/6/2015 8:20:53 AM
 Agency784 8/5/2015 0 Comments Add Comment	<p>When are you going to get the #25 sacks sent out? I've ordered & ordered & kept getting the #12. Then last week, it showed you sent #12 sacks, that I didn't order, but they weren't even sent, which I do NOT need. I've had to throw many out, as I didn't have room for them & no one else could use them. If you are still trying to straighten the code out, why can't you at least send them out anyways? It's not like we are charged for them or are inventoried.</p>
 Agency960 8/2/2015 0 Comments Add Comment	<p>Problem Definition: Order received on Friday, July 29, 2015. The Order Check-In still as of this date will not received orders. Here is the message from the system, since the inception of this system migration. Here is the message: "Nothing to receive for authorization number 015848". The order was received. WE DID NOT RECEIVE THE FOLLOWING: 0954B - RECEIVED ZERO "0"; 1499B - RECEIVED ZERO "0". CORRECTIVE ACTION: REQUIRED AS THERE HAS YET TO BE RESOLUTION.</p> <hr/>  Commerce: 8/3/2015 1:58:03 PM

	We will have someone contact you today to assist in resolving this issue. Thank you for your cooperation and patience.
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 agency 516 7/31/2015 0 Comments Add Comment	How do I go about getting tastings set up for some new products we carry? 3519b, 2851b and 9515b. These are all bourbons. Busiest time for customers would be after 5 on Friday and after 6 on Saturday, we do wine tastings on Saturday from 1 to 5. We are a D8 Agency. Thank you
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459 items in 92 pages


 BUEHLERS 7/31/2015 0 Comments Add Comment	THE ANCIENT ANCIENT AGE 0035L AND 0035D HAS BEEN OUT FOR MONTHS .CAN I GET A TIME FRAME WHEN IT WILL BE IN? I ALSO HAVE THE SAME PROBLEM WITH JACOBS GHOST 5111B ITS BEEN OUT FOR MONTHS. JUST TO FIND OUT THE WAREHOUSE IS STOCKED AND JUST NOT SENDING IT TO ME!!! IS IT THE SAME PROBLEM WITH ANCIENT ANCIENT AGE??? IT APPEARS THE COLUMBUS WAREHOUSE NEEDS BETTER SUPERVISION IF PRODUCT IS NOT BEING PULLED CORRECTLY
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Commerce:
7/31/2015 3:19:13 PM


We will look into this issue. We apologize for this inconvenience.


 Agency784 7/31/2015	Can you post a new list of the H codes? I've tried ordering items with the H code, but some may say no such code. I have also received, a few months back, an item that was the same thing, but the H code had a different #. And, prices have been
---	---






1 Comments Add Comment	different when they come in the H code. Is there a way you can post or send (in mail) the new codes, along side the same item with the E code? <hr/>  Commerce: 7/31/2015 1:12:32 PM We are looking into what can be sent to assist agencies in ordering the right H codes.
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 Commerce 7/30/2015 0 Comments Add Comment	NEW H CODE FOR 200 ML BOTTLES: When submitting a requisition or recording sales for all 200 ML. bottles, please remember to use the new "H" size codes. The Division is still doing plus-outs to ship the last of the cases labeled "E" from the warehouses, but these should be sold as the "H" codes, too. Once all of the cases labeled "E" are shipped, the Division will be correcting Agency inventory so all bottles show as the "H" codes. Thank you for your cooperation and patience.
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 s4086lqc2 7/30/2015 0 Comments Add Comment	No worries and Thank you! :)
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 Commerce 7/29/2015 0 Comments Add Comment	BRAND 8360B, REBEL YELL RYE: We are aware of the issue that brand 8360B, Rebel Yell Small Batch Rye, is causing errors when attempting to receive the delivery or record sales. We are researching the cause and will let you know when this issue is resolved. Thank you for your cooperation and patience
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s4086lqc2 7/29/2015 0 Comments Add Comment	Thank you but it's the Gin code I need not Bourbon. <hr/>  Commerce: 7/29/2015 3:28:18 PM Sorry for the misunderstanding. Heaven Hill Gin is not listed for sale in Ohio.
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 s4086lqc2 7/28/2015 0 Comments Add Comment	<p>Does anyone know the brand code for Heaven Hill Gin (half gallon)?</p> <hr/>  Commerce: 7/28/2015 4:27:45 PM <p>The brand code for Heaven Hill Bourbon (half gallon) is 4065D.</p>
 Agency 752 7/28/2015 0 Comments Add Comment	<p>Is there any information or idea when we will be able to do a physical inventory again? I just checked, and my numbers are getting way off. It's definitely in part due to invoice errors, some items posted that were never received, and the system not processing the order when we were having the massive weekly failures. (Which have greatly improved of late, no failure since the holiday.) A prime pair of examples, my Crown 750 are down to 3 on the shelf, but the inventory is showing 146, and my liters are down to 1 with an inventory of 80. Just discovered these 2 a few minutes ago, and added them to a growing list of manual items to requisition each week. I missed the inventory window in the end of may first of June due to vacation, and need to get one done. I'm curious if there is any dateline hopefully planned to allow me to perform this vital function to get my auto ordering back to normal.</p> <hr/>  Commerce: 7/28/2015 1:33:17 PM <p>There is currently no date set for Agencies to resume performing cycle counts. We'll keep you informed and let you know when it's time. If you find any discrepancies due to errors posting delivery invoices, please contact your Agency auditor or let them know during their next visit. The auditor will research the error to make the necessary adjustments to inventory. Be assured we will do what we can to help resolve your issues. Thank you for your feedback.</p>
 Commerce 7/27/2015 1 Comments Add Comment	<p>SHELF TAGS FOR AUGUST PRICE CHANGES:</p> <p>The shelf tags for August were mailed on Friday, July 24. Please note that you will not receive a full set of tags this month, only tags for the August price changes. If you do not receive tags by Thursday, July 30, please contact the Division's Pricing Coordinator at (614) 644-2518 so we can overnight you a set. Thank you for your cooperation and patience.</p>

 Agency817
7/27/2015

1
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My inventory is an absolute mess. Last weekend I noticed that an order from back in June double posted only certain products. I got a call from Beth saying to just do an inventory adjustment for them so after spending hours going through the invoices from that order to find the mistakes, I did about 45 cases worth of adjustments. Now from my last order on the 22nd, some cases didn't post at all, to where I'm in the negative on some product. Some only posted part of what I received (say I received 3 cases, it only posted 2) and some of the cases that I did an inventory adjustment for didn't post this time. For example 9045b double posted back in June so I did the adjustment for it but now on this order it didn't post so the count is actually correct, so do I delete the adjustment or what do I do? There are quite a few products that did this but however not all of the cases for the adjustments match what didn't post this order. I also noticed that some cases broke up and posted one case on the 23rd and another on the 25th, not sure why that happened. I sent a message on here the day of the order saying that once again, I received an error when trying to post the invoices. Who knows how many other invoices have messed up my inventory without me noticing. Please look into fixing this.

Just curious if any one else has tried to print their replenishment order? Any time I do, my printer gets a firmware error. It would be extremely helpful to print this when I am making my order so I am not ordering things that are being replenished. I can not stand in front of my computer to double check everything. I simply do not have the time to do that, and my store doesn't give me much overlap to get things done during the week.



Commerce:
7/27/2015 3:19:14 PM

We will research this and get back to you. Thank you for your comment.

 agency852
7/25/2015


0
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so my auditor was in a month or so ago and fixed all the delivery files that were wrong I think through may.. well they still are not corrected in the system.. is someone working on this still or did it not go through.. a more accurate inventory would be great!




Commerce:
7/27/2015 3:38:18 PM

Yes, auditors are working on inventory corrections.




Agency
508
7/22/2015
1
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Getting a complete copy of my order emailed so additions and deletions can be made proved very beneficial for this weeks delivery. I was showing 57 out of stock items prior to receiving excel worksheet completed requisition and after putting up yesterdays delivery I am down to 13 items missing on my shelves. Quite an improvement! Thanks to Beth Oliver for her assistance.




Commerce:
7/27/2015 3:16:06 PM

Great! Thanks for the feedback.




772
7/22/2015
0
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I noticed I had a lot of cases of a certain item so I checked the inventory transaction on it and matched the delivery files. I noticed that there were a couple of deliveries that did not get posted to my inventory back in March. Should I wait until we get audited and have them change it or is there something I should do about it now?



Agency784
7/22/2015
0
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Will we be getting tags, for August, for completely changing every single tag? I need to arrange my schedule on the 1st, to be here several hours earlier, if so.



Commerce:
7/27/2015 3:17:54 PM

SHELF TAGS FOR AUGUST PRICE CHANGES:

The shelf tags for August were mailed on Friday, July 24. Please note that you will not receive a full set of tags this month, only tags for the August price changes. If you do not receive tags by Thursday, July 30, please contact the Division's Pricing Coordinator at (614) 644-2518 so we can overnight you a set. Thank you for your cooperation and patience.

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 Agency817 7/22/2015 0 Comments Add Comment	<p>Still wont post invoices. Comes up with the following error message. PostingPurchase order: POR0138904Account number for transaction type Purchase expenditure, un-invoiced does not exist.PostingPurchase order: POR0138904Posting has been canceled.</p>
 Commerce 7/21/2015 0 Comments Add Comment	<p>Updated Alert Levels:</p> <p>The Division will begin updating automatic replenishment alert levels for all products over the next two weeks and will stagger the updates to ensure steady adjustments to inventory. This will keep fast-selling products on Agency shelves and reduce the need for Agencies to post requisitions. After the staggered roll-out, the Division will maintain a regular update schedule. Please continue to pay close attention to your planned orders as the updated alert levels will increase the amount of items you receive. If you have any questions or concerns, please contact the Division's order clerks. Thank you for your cooperation.</p>
 Agency960 7/19/2015 0 Comments Add Comment	<p>Problem Definition: Once again, we are not able to receive the order when received. We have not been able to receive orders since the inception of this software upgrade. We have not received feedback as to what resolution is either. This order no. 014935 was received in its entirety.The system generated the following message which has been copied into this message for your perusal Nothing to receive for authorization number 014935 Corrective Action: Still Waiting</p> <hr/> <div data-bbox="381 1312 462 1396"> </div> <p>Commerce: 7/22/2015 9:17:24 AM</p> <p>We can check in the order for you. In this case we verified in your portal that the order had been checked in on the 19th.</p>
 Agency614 7/17/2015 0 Comments Add Comment	<p>My inventory count is going on today. My question is how soon will these totals be reflected into the system showing my new inventory?</p>



Agency615
7/17/2015
[0 Comments](#)
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Would it be possible if the state would stop trying to add H size bottles to me until all of the E sizes have been converted over. Product that I have two and three cases of in this size is coming up on the invoice and most of them I don't need. Thank you.

I was walking my store seeing what I needed to requisition and I noticed I was low on crown reserve 2397B but wasn't on my replenishment, so I decided to check inventory transactions to figure out why. I have two on the shelf but inventory says 14. I went back and double checked my invoices and found the mistake. Back on June 8th, when my order came, there were two different invoices, one for the replenishment and another for the requisition I put on. Well one case of 2397B was on one of the invoices (012299) which we received but not on the other at all (012211), however in the inventory transactions it says it was received on both invoices. Kind of confusing but was wondering if there was a way to fix this.



Commerce:

7/22/2015 9:07:02 AM

You can put in an Inventory Adjustment for the one that was charged but you didn't receive...Short Shipment. Then the auditor will review and approve when he is in. Until the auditor approves the Inventory Adjustment, you will still need to put in a requisition for the needed case.



Agency508
7/14/2015
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According to Columbus HQ we are allowed to make additions or deletions to orders. However when I review my replenishment window I only see a partial listing of what I am receiving. Example when reviewed I counted 159 cases on my order, trucking company calls me yesterday and tells me I am receiving 279 cases. How can we make accurate requests for additions or deletions when we only have partial listings? I have bare shelves and my customers are crossing over to Kentucky and Indiana which is about a 15 minute drive either way from my locations. I get tired of customers telling me that the folks don't know how to order because we have plenty.



Commerce:

7/14/2015 4:59:04 PM

We can make sure you manually receive the full order. Beth from agency operations will call and assist you.

 Agency784 7/14/2015 2 Comments Add Comment	<p>I ordered #25 sacks, code #9999d. Why did I get #12 that was invoiced at the same #. I did not need or order this size. I needed #25 & that's the state code that was given for it as 9999d. Really is frustrating.</p> <hr/>  Commerce: 7/14/2015 1:33:25 PM <p>Beth from Agency Operations will be giving you a call to explain what happened and will manually enter a requisition for you. We apologize for the inconvenience.</p>
 Commerce 7/13/2015 0 Comments Add Comment	<p>SYSTEM UPDATE: The system will be down for computer hardware updates Monday night (July 13). The Agency Portal will not be available from Monday (July 13) at 11 p.m. until Tuesday (July 14) at 6 a.m. Please do not access the Agency Portal during that time. If you normally post your retail sales at night, you can post them the following morning. When posting retail sales, don't forget to change the date to the actual date of sale. Thank you for your cooperation and patience.</p> <p>Bruce Stevenson, Superintendent, Ohio Division of Liquor Control</p>
 779 7/13/2015 0 Comments Add Comment	<p>I have retail sales to enter, is there a different issue presenting itself now? I saw you were having wholesale difficulties but I've restarted my pc several times and it just keeps giving me errors</p>
Commerce 7/13/2015 0 Comments Add Comment	<p>Agencies now have the ability to print wholesale order invoices. Thank you for your patience.</p>
 779	<p>I was very surprised to find out that RGIS was in our store yesterday to do their counts, this confused my manager on duty because we weren't expecting our counts to take place until the 7th of next month. I was just wondering why</p>