



Frequently Asked Questions

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1. General

Are there how-to videos for account set-up and filing?

Yes, the training videos and instructional materials are available on the resource page:
<https://us.sicpa.com/olcc-training-resources>

What does ABV stand for?

ABV stands for Alcohol by Volume. It is the alcohol content of the product and usually appears as a percentage. Beers are usually between 4% and 8%, wines between 11% and 16%. If you do not know the ABV of a product, check the label and it should be listed.

What is the difference between Bonded and Tax Paid?

The vast majority of products received by distributors are Tax-paid. Bonded products are more used by producers like Breweries and Wineries. In order to send/receive Bonded product between licensees, both locations need to have a bonded premises permit with the TTB.

What is bonded and tax paid?

This is a federal designation. In order to have 'bonded' product or transfer products in-bond, you will need a bonded premises registered with the TTB. This will typically be activity between wineries or breweries.

Can I renew my license through this system?

Currently our license renewal process is still a separate system. You will still need to mail your renewal.

Will we report our Oregon Wine Board in this system?

Yes, Oregon Wine Board will be in the system at the same time as annual wineries in late 2021.



For invoices received from distributors, do pallet charges/keg deposits need to be accounted for?

No, we only need beer and wine invoice information.

Do I have to pay tax if I am importing product from another branch of my company if they are in another state?

Imports are taxed when they arrive in the state and the liability belongs to the first receiving entity in Oregon - it does not matter if it comes from the same company or not.

We hold a bonded warehouse license. Do we need to file in OPTO?

Bonded Warehouses still need to report on paper until late 2021. Bonded wine warehouses will onboard after the wineries.

When will WY licenses be available to add?

Wineries are onboarding late in 2021 in time for their annual reporting. For monthly wineries online reporting will begin with the January 2022 report.

Does this pertain to our DS license reporting?

DS and WSD license types are onboarding in the final phase in late spring of 2022.

2. Account Creation/Messaging

The right hand bar for messages and attachments is missing. How do I send OLCC a message in the system?

By default, the right hand message bar is collapsed to make room on the screen. Clicking on the small arrow on the right of the screen will open up the message and attachment panel.

Is it possible to make the web page able to be logged in for a longer period of time? It keeps logging me out.

It should allow you to stay logged in up to an hour. If not, check your settings in your computer browser.

What if we ever have to delete/change the email address for the account?

If an e-mail changes, a new User ID would need to be set up for the new e-mail. Afterwards, it could be set as an Admin filer on the account and the old e-mail user deactivated.

What are the password requirements?

The password requirements are noted on the account set up page. A minimum of 12 characters including numbers, at least one upper & lower case letter, and at least one special character (?, !, #, etc).



I'm not receiving the e-mail to create new user. How long should it take?

At most, it should take 15 minutes depending on your e-mail system. Check spam folders or ask your IT resources if the e-mail is being blocked. If you are still missing the e-mail after an hour, contact the Helpdesk and we can force a password reset for a new security token.

Where do I find my License premises ID?

Visit this PDF to search for your license: http://www.olcc.state.or.us/pdfs/licenses_by_type.pdf

Premises number is 5 digits, but form requires 6... Should we just put a leading zero?

Yes. As shown in the training, pad the front of the premise number with zeroes; for example, 12345 would be entered as 012345

We have multiple licenses for OLCC but we file the privilege tax return for only one license; do I have to add all licenses in my account or just the one I file every month to OLCC?

You will need to file for each location individually. The transfers of inventory between locations should be tracked on the appropriate schedules to report where your product is each month.

We have liquor licenses with different legal names, do we have to create separate accounts?

Each legal business entity would have its own business account and the licenses held by that business would associate under it.

When the system asks for the premise location is that the address where the wine/beer/seltzer is stored or our office address that doesn't have wine stored?

Premises address is the address which is on your license certificate. It is the physical address where you are licensed. When in doubt, visit this PDF to search for your license: http://www.olcc.state.or.us/pdfs/licenses_by_type.pdf

When I'm associating a new license, the contact information should be for someone at the premises, correct?

Yes that is correct. At the license level, the contact should be someone present at the licensed site. At the business account level, the contact should be the primary contact for the business itself.

Can you create multiple users on one business account?

Yes, after the business account is created, you may add additional filers under the Filers tab.

For those of us that have both a CERA and a WMBW, we were told we wouldn't have to do separate training. Do I need to watch both training videos?

No, the CERA reporting is essentially the same when it comes to the details required since the goal is for the distributor and CERA records to match up like we currently reconcile them. The WMBW training video has training on the payment process.



What about the CERA license for our out of state warehouse? Do we add it to our main account or create a separate account for an out of state warehouse?

All licenses held by a legal business entity would be associated to the same business account. If your out-of-state location that holds a CERA is a different legal business, then a second business account would be appropriate.

I have an accountant or consulting firm do my reports, can they create my account?

No, the license holder needs to create the account and then add the consulting company as an additional user. This account is yours for as long as you hold an OLCC license and you may change firms or consultants so you want to be the "owner" of the account.

If I file reports on behalf of license holders, will I need to have access to their account granted to us by the license holder? Or can we set all of this up on the license holder's behalf?

Each individual user will have their own User ID based on their own e-mail address. Business accounts should be set up by the owner/license holder before 3rd party filers are added and given permission to file on behalf of the account owner.

If we have the owner's permission, can we set up their account with their email-address?

The security code would go to the owner's e-mail address. Should you have access to their e-mail you could complete the process.

Can more than one user be associated with an account?

Yes. The first user to create the account is the primary filer (admin). Other users may then be added to the same business/license.

What is the Contacts tab for?

This tab is for you to list who we would contact if we had questions about your account.

3. Filing

Is there a list of approved "Product Codes" that is available?

Yes. The product codes are available on the instructions tab of the Excel template and detail what product is in the detail record. Examples include "Wine.Case" and "Malt.Keg"

Do we need to report each of our warehouses separately?

Yes, each licensed location is required to report. The transfers of inventory between locations should be tracked on the appropriate schedules to report where your product is each month.

Will we still also upload all the invoices each month?

No, invoice PDF support will not be required at filing. If we find discrepancies or need to follow up for audit, we will request specific ones.



What is "return type" O or A?

"O" is for an Original filing; "A" is for an Amended filing.

How do you distinguish one from the other? Imports vs Returns.

Imports are products that you are the first receiving entity in Oregon. Out-of-state returns are previous exports that are coming back to Oregon.

In this process, will I also need to report line-level receipts from breweries that are located within OR? These breweries pay the excise tax themselves and pass it on to me. The way the system works now, we just record the gross receipt barrelage for those OR breweries on our Schedule 7. Is that the same in this system?

Reporting Oregon receipts will also be by line item. As we onboard Breweries and Wineries we will be leveraging the detail data received from producers and distributors to more accurately track taxable events and industry trends as inventory moves around Oregon.

Do I need to contact my distributor to see how much inventory they have on hand at the beginning of January?

As an out-of-state supplier (CERA), there is no need to contact your distributors about inventory. You'll only report shipments into Oregon each month.

When is the last month we can do paper reporting?

So, for the WMBW/WH, December 2020 is the last paper report.

When the beginning inventory was demonstrated in the training it was NOT detailed by wine-will it need to be by wine?

The beginning inventory is a one-time entry on your first report in bulk volume to establish a baseline volume. Monthly ending inventory would be by product and report the total amount of each product on-hand.

Will Oregon to Oregon transfers need to be broken down?

Yes, but not at the individual shipment level. Sales and Transfers can be rolled up to a monthly product (sku/item) level. For example, I sent 15 cases of product to 7 different destinations. You would make one line entry for the 15 cases of product transferred.

In terms of sales to retail customers (as a distributor) am I still reporting those sales numbers as a bulk item in my warehouse statement schedule 7?

Distributor sales are line-item entry as well, rolled up to summarize the sales of each product for the month. We are moving away from invoice-summary level and bulk volume data to line-item transactions. The goal is to keep the data entry specifics with the businesses that have deeper knowledge of the details of their activities.

Can you file for a CERA and a WMBW at the same time?

The Excel template allows for data entry of both WMBW and CERA data. However, when creating the ASCII files for upload, please create the WMBW and CERA files separately so that they may be uploaded to the correct license.



I have a WMBW and a CERA. Can I enter both at the same time in an ASCII file?

No. Because they are two separate licenses, two separate files must be submitted.

What does 'in process' mean?

For a Web filing – this means the filing has been started, but not yet completed or submitted. For an EDI upload, in-process means the system is evaluating your upload for errors. Once the EDI upload shows complete, your actual filing will then be 'in process' to be reviewed before final submission.

What does "invalid filing period" mean?

This can mean a couple of things. If you have uploaded or input a transaction date outside of the filing period you may get this message. This might also appear if you select a filing period outside of the active license date range or have already submitted or started that filing period.

Looks like we have some malt products that do go over 14% ABV. Are these still considered Malt? Or, would a Barley Wine/Barrel Aged product be classed as a Wine?

It would not be considered malt in Oregon. Currently malt products cannot have an ABV over 14%. ORS 471.001 (6)(a) "Malt beverage" means an alcoholic beverage obtained by the fermentation of grain that contains not more than 14 percent alcohol by volume.

I submitted my report online, there is no way to pay online? Do I have to print the report and mail it with the check?

You are able to pay on line. The payment function is under "Billing" and then "Invoices".

Cider is now separate from Malt Beverage. How do I report?

You select your product type and the system will 'put' it in the appropriate tax category using the ABV information to classify. Some cider is taxed in the Malt category, and some cider is taxed in the Wine category.

Am I correct in understanding that we are to report every item sold to every retail customer each month?

A much easier way to report sales for the month is to enter a single line-item entry per product, dated for the end of the month, outlining how much was sold through the month. In Invoice/BOL/PO put "various" and in the Sold-to information put the name and address of your company. That should reduce the overall data entry to that of a product summary of sales

Please provide a definition of what case quantity and cases shipped is so we can understand better the information we are entering.

"Quantity" (Cases Shipped) is the number of whole cases shipped. "Case Quantity" is the number of bottles/cans in a single case.

We produce 1.5L bottles but when filing out the schedule of shipments there is not an option to choose Liters. Do I have to convert this to ML?

Yes. 1.5 Liter bottle would be 1500ml. 5 Liter box-wine would be 5000ml.



How do I enter the Wine gallons total in the new website?

You don't – the system calculates gallons based on the product detail you have input

What can I do if the Shipped to Name does not come up?

If the location has not yet associated their license to their OPTO account, this will happen. Please send us a message in OPTO so that we can evaluate the issue.

4.WMBW Specific

Are WMBW-WH reports JUST receipts for the month?

WMBW-WH contains imports, out-of-state returns, exports, misc. deductions, and inventory schedules.

I'm an out of state winery with a direct ship license and a distributor in OR. Do I need to enter a beginning inventory? If so, what would it be?

The beginning inventory would only be on your first report for the WMBW distributor license. Beginning inventory is just the products on hand at your WMBW at 1/1/2021 in bulk-volume. However, monthly ending inventory is by line-item.

5. CERA Specific

I am an out of state importer. We have a CERA that we renew every 5 years, and a DS license. We do some DTC, but we also have distributors in Oregon. How does any of this relate to what we do?

You'll be associating your CERA license and only reporting the shipments to an Oregon Distributor (WMBW). You'll just report line-item shipments into Oregon distributors. No need to contact your distributors about inventory.

Are Schedule 5 CERA Shipments different from the Malt Beverages/Cider Imported into OR to Wholesalers form?

Schedule 5 replaces the old Imported into OR forms. Now, malt and wine products are all reported on the same Schedule 5.

How do I file my CERA Zero Activity Return?

Create a filing and then select the 'Zero Activity' button on the upper right corner.

How do I report Credits/Returns?

You do not report these, only imports into the state. Your distributor will report any returns on their return. Do keep this information for record keeping if any discrepancies arise.



6. WEB FILING

I just received this error message: You have selected a company that has not been set up in the system. Please verify that you have entered this value correctly.

The wineries are not yet registered in the system, so they would not show up fully. When you enter a winery name, click the yellow box that is just the name of the winery. The “company not set up” message will display, but you may move on and enter the winery’s address information yourself. You should be able to save each record as you go.

I still cannot submit this report, I do not see anywhere that is says submit.

This means that there is still something you need to complete. In the filing itself, the schedules are listed to the left. If any of these show “zero entries”, that schedule is incomplete and should be visited. The submit button will not show up until the filing is complete.

Can I edit a report period?

The filer would need to start a return for the missing period and then edit/delete the return for the incorrect period. If there is an ASCII for the upload, changing the report period in excel and recreating the ASCII could help avoid do-over of the data entry. If it's a web form entry, then editing is the best way to preserve data already entered, but there would be a potential for a lot of editing.

What do I do if I can't find the distributor in the drop down menu?

You can enter the PT number of that distributor’s license in your filing instead of their name. PT numbers can be found on the resource page: <https://us.sicpa.com/olcc-training-resources>

I selected the wrong month for my filing. What do I do?

There is no way to change the filing period after a filing is started on the web forms; please be mindful of which filing period you are selecting and entering data for. If you already have entered data that applies to a different period, you will need to delete that data and re-enter under the correct filing period.

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What should the 3A Oregon Receipts entries detail?

The 3A entries should detail what wines you received from Oregon wineries or beers from Oregon breweries, by shipment. If there are multiple products per winery/brewery, there would be as many entries as needed to detail the products and shipments received. If you only have the PO number, put the same number in for BOL and that should allow the record to save.

I created two returns, 1 using the EDI upload, and 1 using the web form. Why is my account still 'In Process?'

Please delete the WEB version, it may allow the EDI file to process. The system cannot process the EDI file if the web return exists. Deleting it will not lose any of the uploaded data. If you have started a web filing before the EDI upload here are the steps:



- 1) To Delete web filing: Go to Forms -> Manage Filings. Next to the web filing go to the Action and select Remove Filing
- 2) To upload EDI/ASCII file: Go to Forms -> EDI uploads. Select New Upload and follow prompts

Are there Sch. 1, 3, 4, 5, 6, 7 like before or have they been renamed as Sch 1a, 3a?

Yes, the schedules have been renamed. A list of the new schedules is on the instructions tab of the Excel template. There are instructions on the Resource Page comparing where the information used to reside and where it resides now.

Can I report sales by line-item or in aggregate?

When it comes to sales and transfers, the individual line-item transactions may be rolled up into a single product entry. For example, over January I shipped 400 cases of Product-B in 7 different shipments to many customers and I sent 300 cases of Product-B to cold storage over 4 shipments. There would be 2 entries here: One entry line would reflect the total 400 cases of Product-B that were sold in the month using "various" for the Invoice/BOL/PO and your own distributor name as the shipped-to/sold-to. The second entry would show the 300 cases transferred to cold storage using the PT number and information of the cold storage warehouse.

Own Use and Gratis may be detailed if a large volume. If a small volume, they may be left off the report and will auto-calculate into Gain/Loss.

In the import/export record, you're mandating that we provide both an invoice and a BOL or PO number. We don't have any BOLs or PO numbers for retail customer sales -- just invoice numbers.

Please enter the invoice number for your retail customers in all three fields if only the one number is available.

Where do we record product we shipped out of state? We used to report on SCH 4.

Schedule 4 has become Schedule 2A

It says that we need 2 of 3 of the following. Bill of Lading #, Invoice # and/or, Purchase Order #. We only have invoice numbers for each order. There are not BOLs nor Purchase Orders for these transactions. What do we do about that?

The system uses these fields to link your records to those of your distributors who provide the same Invoice/BOL/PO numbers.

In the event that only one is available (invoice only, or PO only), input the same number in 2 of the three fields and the system will accept the entry.

For Schedule 3C entry of Sales, use "Various" in these fields to report total sales by product.

For verbal/handshake sales, if you have a customer number input that into the invoice/BOL fields and the customer's address if available. If no number is available, input "verbal" instead in invoice/BOL and use your business address.



7. ASCII FILING

How do I select product types and classifications?

Product types are listed on the instructions tab of the Excel Template. Tax classifications are assigned by the system using the product details entered. ABV combined with product type determines tax classification.

I understand that purchase/imports etc. are reported in the ASCII file/web form (not all that different from the previous paper system). What I am uncertain of: is each sale to each retailer (bars, grocery stores etc.) also recorded as line items?

Yes, inventory transactions including sales are going to track by line-item detail as well. This allows for more specific inventory details to be evaluated for taxable events. Alternatively, sales may be documented as total sales by product. Each detail record would be for a single product type and the total number of packages sold in the month would be recorded. If sold to a single retailer, we suggest using a customer number system in place of Invoice/BOL/PO if only one of those data points is available. If sold to multiple retailers, use "various" in the Invoice/BOL/PO fields. **This advice may change as the system continues to develop.**

Does the system allow multiple EDI upload for a license no.?

No, there is only 1 EDI file upload per filing.

For Schedule 2A and 2B the requirement is for two BOL #s. How should this be entered into the Excel sheet?

Put their values for 2A and 2B into the BOL and Invoice fields. They will go into the two BOL fields on those schedules.

I created two returns, 1 using the EDI upload, and 1 using the web form. Why is my account still 'In Process?'

The system cannot process the EDI file if the web return exists. Please delete the WEB version, it may allow the EDI file to process. Deleting it will not lose any of the uploaded data. If you have started a web filing before the EDI upload here are the steps:

- 1) To Delete web filing: Go to Forms -> Manage Filings. Next to the web filing go to the Action and select Remove Filing
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When it comes to sales and transfers, the individual line-item transactions may be rolled up into a single product entry. For example, over January I shipped 400 cases of Product-B in 7 different shipments to many customers and I sent 300 cases of Product-B to cold storage over 4 shipments. There would be 2 entries here as well. One entry line would reflect the total 400 cases of Product-B that were sold in the month using "various" for the Invoice/BOL/PO and your own distributor name as the shipped-to/sold-to. The second entry would show the 300 cases transferred to cold storage using the PT number and information of the cold storage warehouse.



Own Use and Gratis may be detailed if a large volume. If a small volume, they may be left off the report and will auto-calculate into Gain/Loss.

I get “Error number 5: Invalid procedure call or argument.” What does that mean?

This error usually shows up when there is a blank cell in a ‘Required’ field or if the format is incorrect such as using 0 (zero) instead of O for Return Type.

Can I edit a report period?

The filer would need to start a return for the missing period and then edit/delete the return for the incorrect period. If there is an ASCII for the upload, changing the report period in excel and recreating the ASCII could help avoid do-over of the data entry. If it's a web form entry, then editing is the best way to preserve data already entered, but there would be a potential for a lot of editing.

I selected the wrong month for my filing. What do I do?

There is no way to change the filing period after a filing is started on the web forms; please be mindful of which filing period you are selecting and entering data for. If you already have entered data that applies to a different period, you will need to delete that data and re-enter under the correct filing period.

If I get an 'error' notification after I upload the ASCII file, where can I find the list of errors?

Next to the error message (in the EDI upload) there should be Action button and then you download the Error file. Note: The error file lists out rows according to the ASCII text file, not the excel data entry. To find the correct excel row, add 3 to the error file row number. Also, Schedule 3E entries are noted with row numbers that start after the WMBW-WH entry rows. To find the correct excel row, subtract the total number of data entry rows on the WMBW-WH tab then add 3.

In the import/export record, you're mandating that we provide both an invoice and a BOL or PO number. We don't have any BOLs or PO numbers for retail customer sales -- just invoice numbers.

Please enter the invoice number for your retail customers in all three fields if only the one number is available.

How do I report customer sales?

The schedule details for sales are the same as for imports and exports. When it comes to sales and transfers, the individual line-item transactions may be rolled up into a single product entry.

The excel template will allow those inventory schedules (including sales) to be added to the ASCII file.

Is there a way to use ASCII uploads for credits or do we have to enter each by hand?

We currently do not have EDI Upload designed for destruction claims.



On the upload file, ending inventory is on the same file as the receipts info, just on different columns?

The ending inventory is on a separate tab in the excel template because it asks for no detail about suppliers; only about products. The inventory data is appended to the end of the ASCII text document for a single upload document.

On that template, I didn't see any brewery/SKU information required. As a wholesaler, am I just reporting by brewery, or by line item on invoices?

SKU is an optional field, but has benefits to including it. Reporting will be by product line-item on invoices.

Will the instructions contain "return type" and the item type codes?

Yes the ASCII documentation will provide additional information. And also, the schedule codes will be how you distinguish between transaction types. The schedules are provided on the instruction page.

Am I understanding this correctly, that every delivery of a case or keg to each of our (hundreds) of customers, will need to be reported as a line item?

Yes, it will be a larger data set than you are currently reporting for inventory (going from summary-total volumes to line-item details).

The ASCII file and excel template are the best methods to report large amounts of transactions. While they are tax paid at the WMBW level, they are taxable at the producer level and we'll be leveraging that producer data once the BP and WY come onboard.

Inventory items have a product type but they also have a schedule code and we wanted to know what that would be?

You can find the key to both on the instruction tab of the ASCII file.