



Thank you for contacting the Division of Liquor Control. Although the Division remains operational, processing times may vary as some of our staff continues to telework to slow the spread of Covid-19. We appreciate your patience during this time.

To better assist you, please review the following information, including best contact methods, so that the Division can get your questions answered as timely as possible.

When are Division staff available to assist me?

- Monday – Friday (excluding state holidays) from 8 am-5 pm.

Can I drop documents off in-person?

- Yes. While the Division is not accepting walk-in appointments, you can submit any documents in-person to the Division’s Front Desk at its Tussing Road Office.

I got a letter saying I can renew my liquor permit in the online portal. What do I do next?

- Please follow the instructions in the letter. If you already filed your October 2020 renewal application, there is nothing more you need to do at this time. If you have questions, you can refer to the [Division’s Updated Renewal Timeline](#) on its main web page.

I have a question about my previously submitted June 2020 or October 2020 renewal application, including whether my payment was processed?

- Please email the Division’s renewal staff at LiquorLicensingRenewal@com.state.oh.us. *Please make sure to include your permit number in your email.*

I mailed or delivered in-person a new or transfer liquor permit application to the Division. How can I tell if it was received?

- Visit the [Division’s search feature](#) and enter as much information as you can where appropriate to see if your permit is being processed in the Division’s system.

I tried the search feature above, but I could not find my application showing up on the Division's website or the check that was submitted with the application has not been cashed yet. Who can I contact?

- Please email web.liqr@com.state.oh.us. To help us find your application quicker, please include the following information your email:
 - Name of Applicant as it was listed on the application (i.e., if it was listed as an LLC, then provide the LLC name, not the name of the real person who owns the LLC)
 - Type of Application (New, Transfer of Ownership, Location, Trex, etc.)
 - Class(es) of permit applied for (i.e., D-1, D-2, etc)
 - City or Township where the permit premises will operate
 - County in which the permit premises is located
 - Date the application was sent to the Division (approximate, if actual unknown)
- The Division is working as quickly as it can to process the new, transfer, and stock/membership change applications it receives daily. Please understand that applications that are impacted by Ohio's quota system must be entered into our system in the order that they were received, which may impact processing times.

I confirmed above that my new or transfer liquor permit application is being processed in the Division's system. How can I find out what else needs to be done before it can be issued/transferred?

- Please email fileinquiry@com.ohio.gov. Please make sure to include your permit number in your email. If you do not know your permit number, please include the name of the business as it was listed on the application (ie, what is the name of the business or person that the permit will be issued to), the street address, and city/township where the permit premises will operate.
- It is recommended that you allow 2 weeks processing time from the date your application was entered into our system before inquiring on status updates. This will allow the Division time to send any legally required notices to local governmental officials and start initially processing your application.

I need to send licensing documents to the Division, like entity disclosure forms, purchase agreements, financial documents, or personal history forms. Where should I send it?

- Please fax the documents to the fax number at the bottom of this page or email the documents to LiquorLicensingMailUnit@com.state.oh.us.
- To help us make sure that your documents are placed on the correct file, please include your permit number on each page. If your application has not yet been entered into the Division's system (see above), then please include the:

- applicant name, as it appeared on the submitted application,
- address, city/township, and county where the business will operate, and
- the type of application that you filed (i.e., transfer, new A, B, C, or D class, etc.).

I need to schedule an inspection at my permit premises.

- Please email the Division's Investigative Services Section at LiqInvMail@com.state.oh.us. Include your permit number in your email and two forms of contact so that an agent can follow-up with you to schedule an inspection.

I am a supplier or I have alcoholic beverages that I need to register with the state.

- Please email the Division's Beer Wine Section at Liquor_B&W@com.state.oh.us.

A payment I submitted to the Division could not be cashed due to insufficient funds. Who can I contact to resolve this situation?

- Please email web.liqr@com.state.oh.us Please include the permit number, if applicable, or the name of the business that applied for the permit. Also include the amount of the check and check number that did not clear.

I owe taxes to the state concerning my liquor permit premises. Who should I contact?

- Please email the [Ohio Department of Taxation's Liquor Group](#).
- Please note that the Division does NOT have taxpayer information, including any amounts that may be owed or returns that may need to be filed. As noted above, you will need to reach out to Taxation directly to resolve any renewal tax issues or to secure a "tax proceed letter" for your transfer application.

My business received a notice of hearing regarding a citation and I have questions.

- Please contact the [Ohio Liquor Control Commission](#).

I have a question that I need answered that were not addressed above.

- Please email us at web.liqr@com.state.oh.us. We will respond as quickly as we can.