

CONNECTICUT Consumer Protection

LIQUOR SHIPPERS AND MANUFACTURERS

Guide to Online Services

**Provided by
License Services Division
Department of Consumer Protection**

dcp.licenseservices@ct.gov

LIQUOR SHIPPERS AND MANUFACTURERS

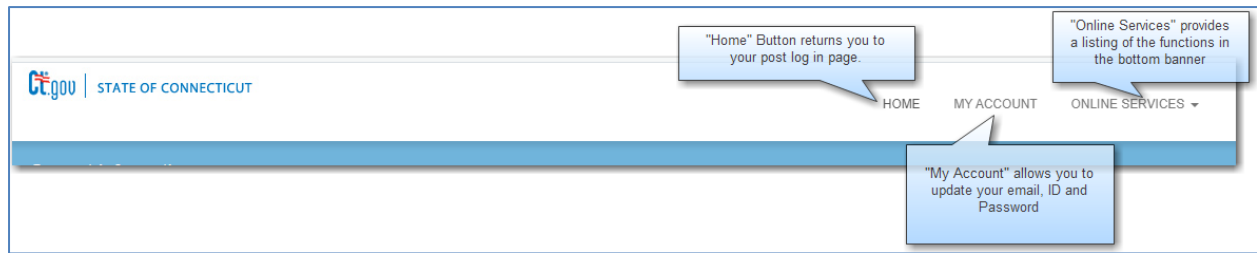
Guide to Online Services

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Quick Start

Top banner



Bottom Banner



Managing your Brands

Renewing Brands

This process is transitioning from the "Address and General Maintenance" function to the "License Maintenance" function consistent with other services. For a limited time, during the transition, this will be available in both "Address and General Maintenance" and "License Maintenance". These instructions reflect the "License Maintenance" function option.

To access this service, go to the Department's online website at www.elicense.ct.gov. You must be logged into your online account using your User ID and Password. Send an email to dcp.licenseservices@ct.gov if you need to recover your User ID and Password. Once logged in, select Online Services and then select License Maintenance.

1. Select the "Start" button next to your broker license number to access your list of tasks.
2. Select "Brand Renewal."
3. Choose the brands you wish to renew or not renew. You can login at any time to make decisions on your brand list. The brands appear in alphabetical order. Only the brands up for

renewal will appear in the list.

Brand Renewals

4. Select the icon on the left of the record to update the status of the brand. The options are:

- Renew the Credential - You will be charged for the amount shown
- No Action Taken - This will appear in future lists
- Do Not Renew - This Brand will become inactive.

Not changing a brand will be the same as not taking action.

Select the icon to take an action on the brand

Action	Action	Brand Registration #	Brand Name	Total Amount Due
		LBD.0161794	DARK WHISKEY	200.00
		LBD.0161795	LIGHT WHISKEY	200.00
		LBD.0161792	MY RED WINE	200.00
		LBD.0161797	PINK VODKA	200.00

4. Make your choice on as many brands as you would like. Each renewed brand will add the renewal fee to your invoice.

Edit DCP - LC Bulk Brand Renewals

Select the icon on the left of the record to update the status of the brand. The options are:

- Renew the Credential - You will be charged for the amount shown
- No Action Taken - This will appear in future lists
- Do Not Renew - This Brand will become inactive.

Not changing a brand will be the same as not taking action.

Making this choice will charge your account the brand renewal fee

Action

- select one -

Renew This Credential

Do not Take Action At This Time

Do Not Renew This Credential

You may take actions on one brand or as many brands as you choose.

5. When you complete your brand selection choose the "Next Button" top move to the next page. There you will find your invoice amount for those brands you have selected to renew.

Review

Post Review

Fees

Brand Renewal Fees

\$400.00

\$400.00

Shopper Maintenance Options

1. Select your activity

Brand Renewals

Brand Renewals

4. Select the icon on the left of the record to update the status of the brand. The options are:

- Renew the Credential - You will be charged for the amount shown
- No Action Taken - This will appear in future lists
- Do Not Renew - This Brand will become inactive.

Not changing a brand will be the same as not taking action.

Action	Brand Registration #	Brand Name	Total Amount Due
Do Not Renew This Credential	LBD.0161794	DARK WHISKEY	200.00
Renew This Credential	LBD.0161795	LIGHT WHISKEY	200.00
Do not Take Action At This Time	LBD.0161792	MY RED WINE	200.00
Renew This Credential	LBD.0161797	PINK VODKA	200.00

All brands you select to be renewed will be added to your invoice and available for one bulk payment

You will not be charged for those you designate as "Do Not Renew This Credential"

6. Make payment for all renewal fees added to the invoice.

Confirmation - The email address on record for your organization will receive an automated email confirming the payment was accepted. It will indicate the total amount of your payment and the purpose of the payment.

Dear MY ALCOHOL ORGANIZATION,

Below is your detailed paid invoice. Please print a copy for your records. This receipt is not a license or an authorization to do business.

Thank you.

State of Connecticut

Item #	Description	Amount
Amendment - LSL0001907		
2558317	Brand Renewal Fees	\$400.00
Subtotal:		\$400.00
Total:		\$400.00
Amount Paid:		(\$400.00)
Total Amount Due:		\$0.00

You will also receive a separate automated email confirming the brands you renewed as well as any brands you inactivated.

Dear MY ALCOHOL ORGANIZATION:

This is to advise you that the renewal or inactivation of Liquor Brands that you have submitted online has been accepted by the Department and changed. Please review the information below for accuracy.

If this change was not authorized by the license holder or is incorrect, please contact us at: dcp.licenseservices@ct.gov

The following Liquor Brands have been **renewed**:

LBD.0161795 (LIGHT WHISKEY),
LBD.0161797 (PINK VODKA)

The following Liquor Brands have been **inactivated**:

Do Not Renew This Credential (DARK WHISKEY)

State of Connecticut

Department of Consumer Protection

www.ct.gov/dcp

Applying for New Brands

Applying for brands online is simple, ensures that your application is complete and your fastest method to achieve acceptance.

Please be advised of the following prior to applying:

- In regard to wines, different vintages do not have to be registered, only different brands (varietals).
- Varying sizes of bottles (i.e. 750 ml, 1.5 l) do not require separate registrations. Instead, you should post additional sizes at the Liquor Control price posting website.
- When alcoholic beverages are imported into the United States, the labels must bear the registrant's name as the importer.
- The Connecticut General Statutes requires that containers of beer or other malt beverages sold in Connecticut be labeled with deposit and refund information as an environmental control.
- The fee for a registrant located in Connecticut or located Out-of-State is \$200.00 per label. The fee for products manufactured in the State of Connecticut by a Connecticut Manufacturer is \$15.00 per label. Fees are non-refundable and non-transferable.

To access this service, go to the Department's online website at www.elicense.ct.gov . You must be logged into your online account using User ID and Password. Once logged in, select Online Services and then Initial Application.

1. Select the "Liquor – Other Business Permits" link to expand the menu.
2. Then select "Start" button next to "Liquor Brand Label."
3. Complete all steps in this process. The following documentation must be uploaded to this online application for the brand requesting registration:
 - The federal label approval (COLA). Note – A COLA is not required if ABV is less than 7%
 - A copy of the brand label.
 - The independent laboratory analysis or notarized statement detailing the alcohol type and proof.
 - If applicable, letters of appointment for each of the wholesaler/distributor assigned to this brand. The letter must be on letterhead, be signed and dated and list the entire name of the product and geographic area(s) assigned in Connecticut.
 - If you are not the manufacturer of the product, a letter from the manufacturer authorizing you to handle this product.
 - If using a DBA/Trade Name, provide a copy of the basic permit issued by the Bureau of Alcohol Tobacco and Firearms or a letter confirming the use of such name.
4. The process is not complete until the payment has been made.

NOTE: You can apply for multiple brands under the same log in. Each completed application can be added to your invoice and select "Start" to complete additional brand applications.

Inactivating Brands

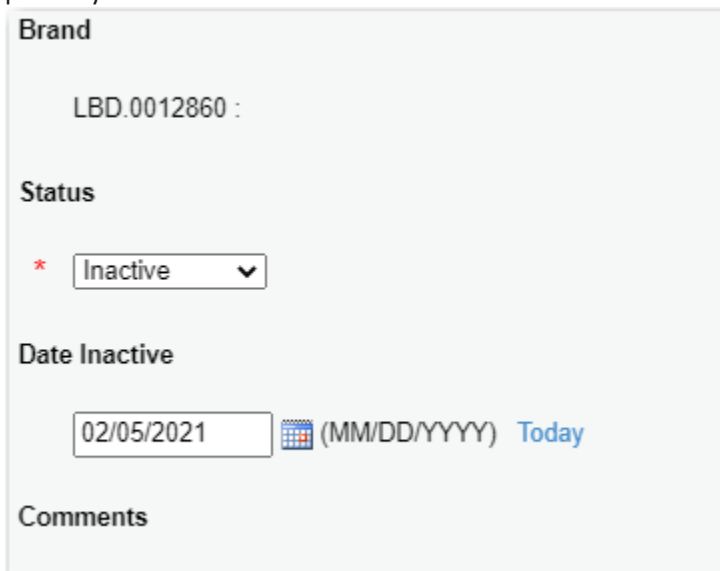
Inactivating brands is a way to eliminate them from current lists in order to clean up the view. This is used when a brand is no longer sold (for example – last year's World Series beer).

To access this service, go to the Department's online website at www.elicense.ct.gov . You must be logged into the shipper/manufacturer's online account using User ID and Password. Once logged in, select Online Services and then select Supervision Authorization. There is no fee for this service.

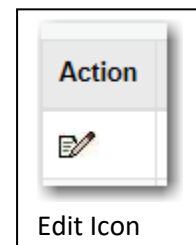
1. Select the "Start" button next to your liquor permit to access your list of tasks.

Select the edit Icon to the left of any brand you wish to deactivate.

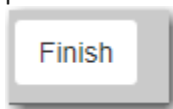
2. On the next page change the status to inactive, add the inactivation date plus any comments. Then select the "OK" button.



The screenshot shows a form for deactivating a brand. It has a title 'Brand' and a text field containing 'LBD.0012860 :'. Below this is a 'Status' section with a red asterisk and a dropdown menu set to 'Inactive'. The 'Date Inactive' section has a text field with '02/05/2021', a calendar icon, and the text '(MM/DD/YYYY) Today'. At the bottom is a 'Comments' section.



3. You can repeat step 2 for any additional brands you wish to deactivate.
4. When finished select the "Finish" button to submit your changes. Your changes will not take place until this has occurred.



Reports to help you Manage Your Brands

The License Services Division offers multiple reports to help you manage your Brands.

To access this service, go to the Department's online website at www.elicense.ct.gov . You must be logged into the shipper/manufacturer's online account using User ID and Password. Once logged in, select Online Services and then select Reports (under License Look Up and Download).

You will be presented with various report options:

Batched Liquor Brand Renewals

A listing of all transactions for Liquor Brand Renewals completed through the Address and General Maintenance Function

Brands - All Active

All Active Brands assigned under the shipper/manufacturer's online account

Brands and Distributors

All your Brands and the assigned Distributors

Brands Available for Renewal

This report displays all the brands that are assigned to you and currently eligible for online renewals. To complete the renewal, go to www.elicense.ct.gov and use the pin and registration number to sign in

Liquor Distributor's Report (Active Brands)

List of All The Active Brands that your credential has been assigned. There is a limit of 500 Brands. Please use the alphabetical listing to adjust your results

Liquor Distributor's Report (Inactive Brands)

List of All The Inactive Brands that your credential has been assigned. There is a limit of 500 Brands. Please use the alphabetical listing to adjust your results

My Fee History

This report lists all online payments made under your account.

To view the report results

1. Select the hyperlink.
2. On the next page select the "Search" button.

Once the report has been built, you may choose to download or print it.

Online History

You can also view the online history for your account under the tab My Account. It displays the last 5 years of transactions.

The screenshot shows the State of Connecticut eLicense portal. At the top, there is a header with the CT.gov logo and the text "STATE OF CONNECTICUT". To the right of the header are links for "HOME", "MY ACCOUNT" (which is highlighted in yellow), and "ONLINE SERVICES". Below the header is a navigation bar with several tabs: "Welcome", "Contact Information", "Credential Information", "Supervision", "Online History" (highlighted in yellow), and "My Complaint/Claims". Below the navigation bar is a section titled "Online Service History (Last 5 Years)". This section contains a table with the following columns: "License", "Submission Date", "Credential Type", "Submission Type", and "Document Link".

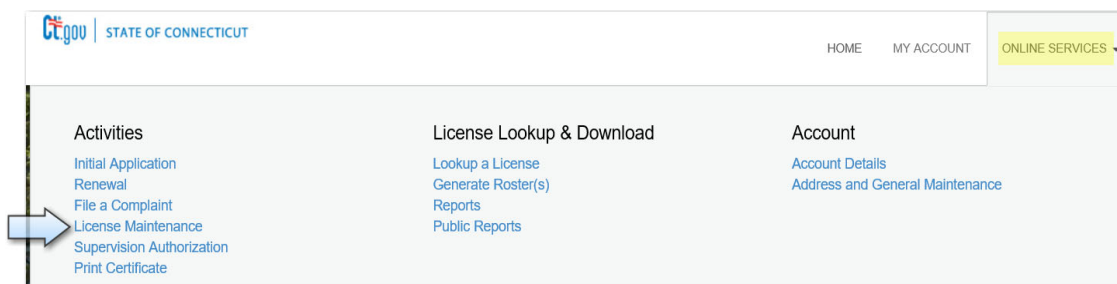
License	Submission Date	Credential Type	Submission Type	Document Link
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Submitting Monthly Liquor Shipping Reports Online

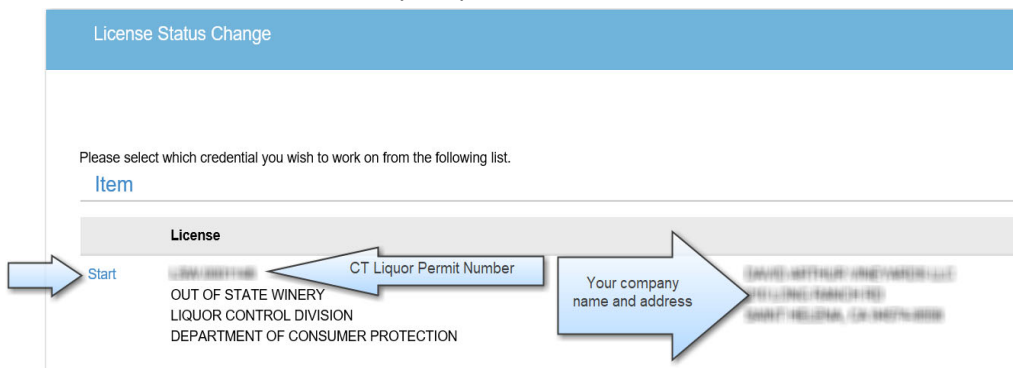
Log into your online account associated with your shipper or winery permit at www.elicense.ct.gov using User ID and Password. If you do not remember your User ID and Password, send an email to dcp.online@ct.gov to request it and be sure to mention your permit number in the request.

NOTE: Shipping reports are only required if you shipped **wine** directly to individual consumers in Connecticut. This service is not needed for shipments of beer or liquor. This service is not needed for shipments to distributors. Printed and mailed in shipping reports will not be accepted.

1. Go to License Maintenance found under Online Services:



2. Select the "Start" button next to your permit number and address



3. Select "Monthly Shipping Reports" from the dropdown list.

Liquor Maintenance Options

Fields marked with an asterisk * are required.

1. Select one:

* **- select one -**
Monthly Shipping Reports
Substitute Permittee

4. Find and upload your invoices to the system

Monthly Shipping Reports

Fields marked with an asterisk * are required.

13. Upload the Liquor Product invoice(s)

No document(s) uploaded for this question.

Select a document to upload:

Browse...

File types accepted: [bmp](#), [doc](#), [docx](#), [jpeg](#), [jpg](#), [pdf](#), [png](#), [tif](#), [tiff](#), [txt](#), [xls](#), [xlsx](#)

Upload Document

Click "Upload Document" * after you have selected your document

Click "Browse" to search your system for the invoice(s) to be uploaded

5. Did you add the wrong document or do you want to add more than one document?

Monthly Shipping Reports

Fields marked with an asterisk * are required.

13. Upload the Liquor Product invoice(s)

[Shipping Invoices - November.pdf](#)

Select a document to upload:

Browse...

File types accepted: [bmp](#), [doc](#), [docx](#), [jpeg](#), [jpg](#), [pdf](#), [png](#), [tif](#), [tiff](#), [txt](#), [xls](#), [xlsx](#)

Upload Document

Any mistakes can be removed by clicking the garbage can

Click "Browse" if you have additional documents to upload

6. Select “Finish” at the bottom to submit your invoices. There is no fee for this process.

The screenshot shows a 'Review' page with a sidebar on the left containing links: 'Liquor Maintenance Options', 'Monthly Shipping Reports', and 'Review'. The main content area has a 'Fees' section with a 'Total Fees: \$0.00' label. Below this is a 'Liquor Maintenance Options' section with a '1. Select one:' prompt and a 'Monthly Shipping Reports' link. Further down is a 'Monthly Shipping Reports' section with a '13. Upload the Liquor Product Invoice(s)' prompt and a 'Shipping Invoices - November.pdf' link. At the bottom, there are three buttons: 'Previous', 'Finish', and 'Close and Save'. A blue arrow points to the 'Finish' button.

7. Green bar will display a successful upload. The “Start” button reappears if you have additional uploads now or at a later date.

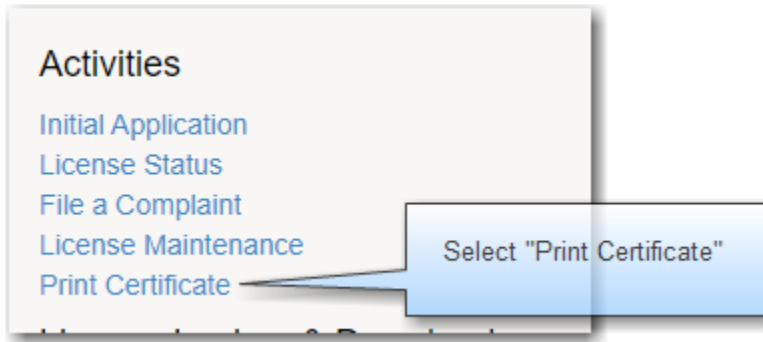
The screenshot shows a 'License Status Change' page. At the top, there is a green bar with the text 'Process Completed Successfully.' and a blue arrow pointing to it. Below this, there is a prompt: 'Please select which credential you wish to work on from the following list.' followed by a table. The table has a header 'Item' and a section 'License'. The table contains one row with a 'Start' button and the following text: 'OUT OF STATE SHIPPER LIQUOR', 'LIQUOR CONTROL DIVISION', and 'DEPARTMENT OF CONSUMER PROTECTION'. To the right of this text, there is a small, partially visible table with headers 'CREDENTIAL NAME - CREDENTIAL TYPE' and 'STATUS', and one row with 'OUT OF STATE SHIPPER LIQUOR' and 'ACTIVE'.

Other Services

Printing a Permit

To access this service, go to the Department’s online website at www.elicense.ct.gov . You must be logged into the Permittee’s online account using User ID and Password.

1. Once logged in, select “Print Certificate” under “Activities”.



2. Select “Certificate” to download, view and print the certificate. You will be presented with the last two certificates issued.

Certificate Print					
Please select which license you wish to work on from the following list.					
Item					
	License		Effective	Expiration	Print Date
Certificate	OUT OF STATE SHIPPER LIQUOR LIQUOR CONTROL DIVISION DEPARTMENT OF CONSUMER PROTECTION	RENEWAL CERTIFICATE FOR OUT OF STATE SHIPPER LIQUOR RENEWAL PERIOD: 06/28/2023-06/27/2024	06/28/2023	06/27/2024	04/24/2023
Certificate	OUT OF STATE SHIPPER LIQUOR LIQUOR CONTROL DIVISION DEPARTMENT OF CONSUMER PROTECTION	RENEWAL CERTIFICATE FOR OUT OF STATE SHIPPER LIQUOR RENEWAL PERIOD: 06/28/2024-06/27/2025	06/28/2024	06/27/2025	05/15/2024

Liquor Donation Notification

This only applies to in-state permittees.

To access this service, go to the Department’s online website at www.elicense.ct.gov . You must be logged into the Permittee’s online account using User ID and Password.

1. Once logged in, select Online Services and then select License Maintenance.



2. Select the “Start” button next to your broker license number to access your list of tasks.

3. Select “Liquor Donation.”

4. You must upload a document (ex: letter or email) that identifies what you have donated and to whom.

5. Always select “Finish” on the final page to complete the submission.

Review

Print Review

Fees

Total Fees: \$0.00

Liquor Maintenance Options

1. Select one:

Liquor Donation

Liquor Donation Recipient

16. What type of organization are you donating alcoholic liquor product to?

Charitable 501(c)(3) organization

Liquor Donation - Charity

17. From the list, please identify and select the registered charity to which you are making the donation. NOTE: Only charities with an active/eligible LCO, LPA, LTH, LPC, LGC or LIC credential will be listed. If the charity the you are donating to is not listed, please have them [register with our agency](#).

10/21/2016 10:00:00 AM

10/21/2016 10:00:00 AM

10/21/2016 10:00:00 AM

Previous

Finish

On the review page, you must select "Finish" to complete the submission.

Close and Save

Update Your Mailing Address

To access this service, go to the Department's online website at www.elicense.ct.gov . You must be logged into your online account using your User ID and Password. Once logged in, select Online Services and then select Address and General Maintenance.

1. Select the “Start” button next to your permit number to access your list of tasks (the “Start” button next to your permit number allows you to update both your primary and your mailing address).
2. Update either address, selecting “Next” to move through sections.
3. Your request until not be completed until you complete the form by selecting “Finish”.
4. An email will be sent confirming the changes.

Note: Do not remove the primary address or leave it blank. Your permit cannot be issued without an address.

Manage Your Account

Changing Your User ID, Password or Email

These functions can be done online once you sign into your account. We ask that email addresses are kept current for receiving correspondence from the Department.

To access this service, go to the Department's online website at www.elicense.ct.gov . You must be logged into the shipper/manufacture online account using User ID and Password.

Once you have logged in choose the “My Account” link in the upper left-hand corner of the screen:

MY ACCOUNT

From there, you can select a button or a link to complete the desired update.

User ID:	por	Change User ID
E-mail:	Por	Change Email
Password:	Change Password	

If you choose to update your email, you will have to reply to a confirmation email.

The difference between Using Your PIN vs Your User ID

PINs and license # sets are provided in the annual renewal notice. A PIN and license # will provide access to an account's renewal function but not to any other functions. The User ID and Password will provide access to all the functions available in your account.

Illustrated online User ID and Password instructions and fast track renewal instructions are available by clicking the links below: <https://portal.ct.gov/dcp/license-services-division/license-division/to-renew-online>

Password and User ID Recovery

On the department's website at www.elicense.ct.gov there are options to recover both your Password and User Id. These processes will result in a confirmation email being sent to your email of record.

[Log In](#)

Don't have an account? [Register](#)

[Forgot Password?](#) [Forgot User ID?](#)

If you have changed your email (or if the account was assigned to an individual who is no longer with the company) request a change by sending an email to dcp.licenseservices@ct.gov. Include the name of the account, credential number, new and old email, a phone number, reason for the email change and other identifying information.

Paying online Options

Payments may be made using Visa, Mastercard, Discovery, or American Express credit cards or via ACH. ACH is an online payment directly from your checking account using the information on the front of your check.

For concerns related to payment processing, please see our Online Account Issues Frequently Asked Questions page: <https://portal.ct.gov/dcp/license-services-division/license-division/to-renew-online>