Frequently Asked Questions

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1. General

Are there recommended browsers that should be used to access the site?

The site does not require a specific browser to be used. However, it has been noted that users have a better experience when they access the site using the Google Chrome browser. In addition, the Firefox or Microsoft Edge browsers may also be used. Internet Explorer versions may work, but Microsoft has an end-of-life date for Internet Explorer 11 on 6/15/2022.

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.

What is bonded and tax paid?

This is a federal designation. To have bonded products or to transfer products in Bond, you will need to register your business with the TTB. All producers must have a TTB permit. https://www.ttb.gov/online-services/applications

When a product is removed from bonded inventory, tax is assessed, and it becomes 'taxpaid.'

Can I renew my license through this system?

No. OPTO is for reporting and payment of Privilege Tax only. All license renewals and other licensing activities are conducted through our new CAMP portal at: https://camp.olcc.online/

Will we report our Oregon Wine Board in this system?

Yes, Oregon Wine Board returns are completed alongside the Privilege Tax returns in OPTO.

Do I have to pay tax if I am importing products 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.

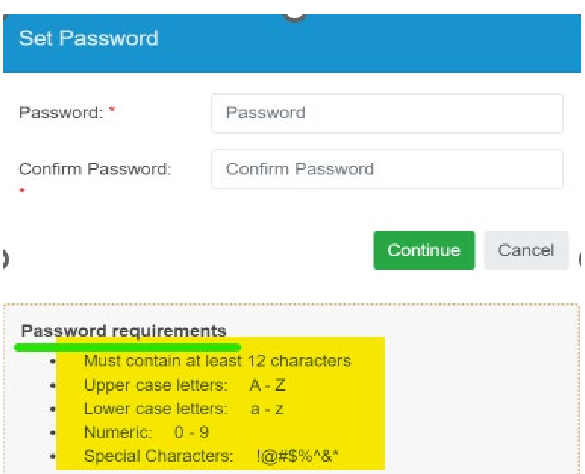
2. Account Creation/Messaging

What if we need to change the email address for the account?

A new User ID would need to be set up for the new email. Afterwards, it can be set as an Admin Filer on the account and the old email user can be deleted.

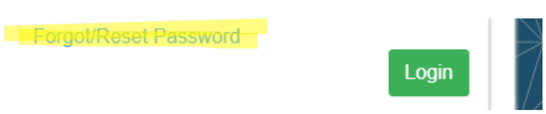
What are the password requirements?

The password requirements are a minimum of 12 characters including numbers, at least one upper-case letter & one lower-case letter, and at least one special character (?, !, #).



Password Expiration

For security reasons, your password will expire and needs to be reset every 6 months. You can reset your own password using the reset password link on the login page.

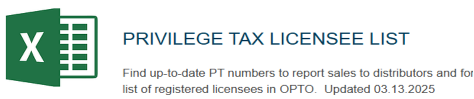


I'm not receiving e-mails to create a new User or password. How long should it take?

It should take no more than 15 minutes depending on your e-mail system. Check your spam/junk folders or ask your IT administrator if the e-mail is being blocked. If you are still missing the e-mail after an hour, contact: OLCC.PrivilegeTaxOnline@olcc.oregon.gov and we can force a password reset for a new security token.

Where do I find my License premises number?

It is on your license certificate and can also be found in the Privilege Tax Licensee List under the General panel on the Resource page.



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

Yes. Please enter a leading 0 (zero). For example, 12345 would be entered as 012345

Do I have to add all my licenses in my account, or just for the one I file every month?

Yes. All your Privilege Tax licenses need to be added to your account, even if they have no reporting requirement, such as secondary locations.

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

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

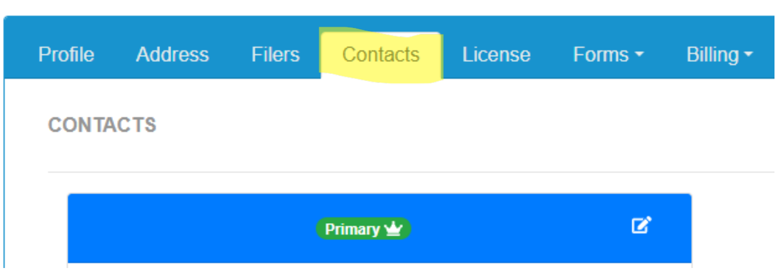
Is the premise location the address where the wine/beer/seltzer is stored, or is that our office address that doesn't have wine stored?

The premises address is the address which is on your OLCC License Certificate. It is the physical address where you are licensed

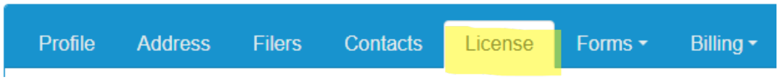
When I'm associating a new license, the contact information should be for someone at the premises, correct?

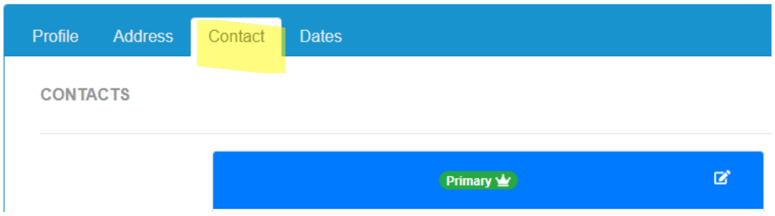
Yes, that is correct.

At the business account level, the Primary Contact should be the contact for the business itself.



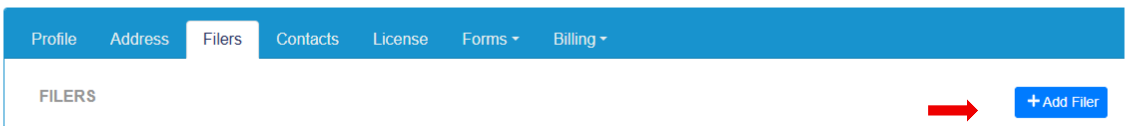
At the license level, the contact should be someone present at the licensed site.





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.



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

We prefer that the license holder create their account and then add third party filers as additional users. The licensee is the owner of the account, and you may change accounting firms or consultants. We also need to be able to contact you directly, and you should always maintain access to your tax information.

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

Each individual user will have their own User ID based on their own e-mail address. Business accounts are set up by the license holder and then additional users are given permission to file on behalf of the account owner. A compliance company, for example, may have access to many licensee accounts under their user profile, but they will not have their own 'account.' The accounts they have access to will be listed when they log in using their User Profile.

3. Filing

How do you distinguish Imports from Returns?

Imports are products that you purchased or received from outside of Oregon. Returns are previously exported products that are coming back to Oregon.

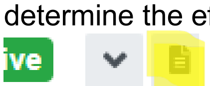
What does 'In Process' mean?

- For a Web filing, it means that the return has been opened, but it has not been completed or submitted. In Process returns can be accessed using the Filer Action Needed button on your dashboard.

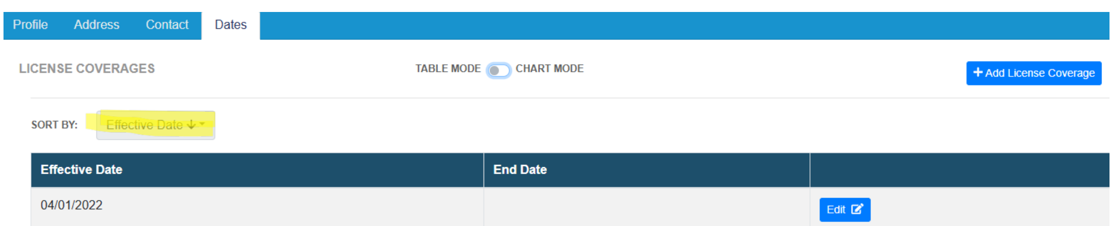
- For an EDI upload, it means that the system is evaluating your upload for errors. Once the EDI upload shows complete, your return will then show as In Process, waiting for review before final submission.

What does the error message 'Invalid Filing Period' mean?

It can indicate many things, but usually the issue is a missing previous filing. You can determine the effective date for reporting under the license tab, by clicking the Details icon:



and view under Dates:

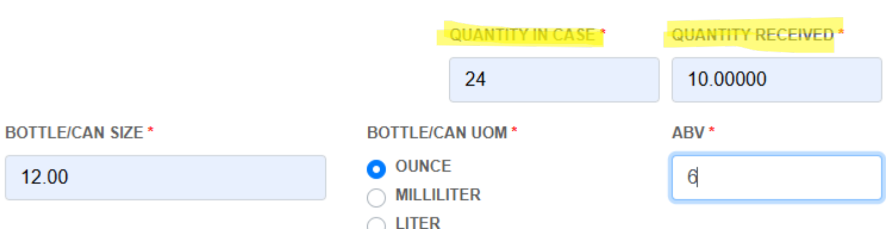


I submitted my report online, but there is no way to pay online. Do I have to print the report and mail it with the check?

Please do not send checks, they will be returned. The payment function is under the Billing tab, then choose Invoices.

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 filling 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.

What can I do if the Shipped To name does not come up?

You may enter the information manually, but please notify us at: OLCC.PrivilegeTaxOnline@oregon.gov so that we can evaluate the issue.

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

Yes. The product codes for completing the Excel template are available on the instructions tab.

Product Type	Product Code
Cider (Apple/Pear) - Case	CID.Case
Cider (Other Fruits) - Case	CIDOTH.Case
Malt - Case	MB.Case
Seltzer (Cane Sugar) - Case	SCS.Case
Seltzer (Malt Sugar) - Case	SMS.Case
Wine - Case	WINE.Case
Cider (Apple/Pear) - Keg	CID.Keg
Cider (other Fruits) - Keg	CIDOTH.Keg
Malt - Keg	MB.Keg
Seltzer (Cane Sugar) - Keg	SCS.Keg
Seltzer (Malt Sugar) - Keg	SMS.Keg
Wine - Keg	WINE.Keg

Will we upload all the invoices each month?

No, but they must be provided upon request.

What is "return type" O or A?

Required
(O or A)
O = Original
A = Amendment

Return Type

How do I report my products?

Based on the ABV of the product. According to statute, there are 5 different tax classes:

Malt

Cider 8.5% & Under

Cider Over 8.51% to 16%

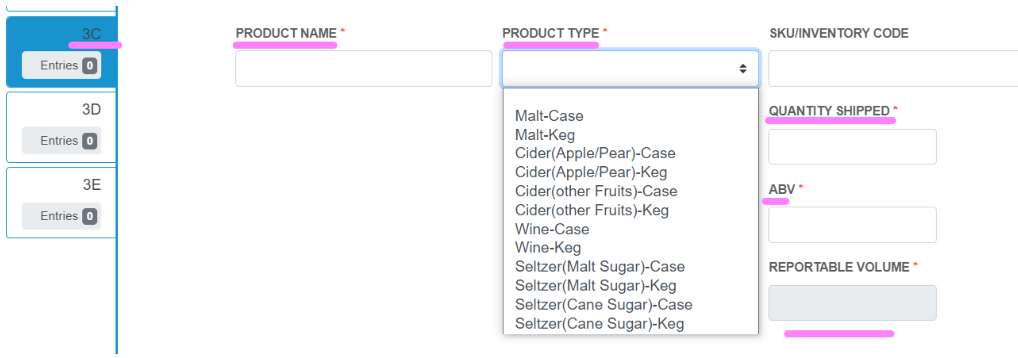
Cider Over 16% to 21%

Wine 16% & Under

Wine Over 16% to 21%

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

The system will calculate the taxable volume based on the product name, product type, quantity shipped, and ABV.



Do I have to enter my ending inventory every month?

Yes, the ending inventory details should be updated each month. Your ending inventory is then carried forward automatically to become the next period's beginning inventory.

Does the previous month's information carry over to the next month?

Only the ending inventory volume will be carried forward.

We have invoice numbers but no BOL or P.O. numbers.

Two of the three numbers are required, so you may wish to create an in-house PO number, or using the same invoice number in both the Invoice and BOL fields will suffice.

When I enter data in the web form does it remember it for subsequent entries? Ex: Product name.

There are buttons on the web form that allow you to create repeat entries:

We do not know the ABV until testing right before labeling (a 6-month process)- how should that be reported?

An estimation of ABV is acceptable.

Is there a list explaining the schedule codes?

Each of the webform tabs display titles once they are opened. For EDI upload, a list of the schedules is on the instructions tab of the Excel template.

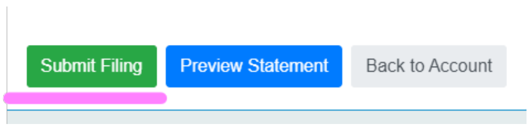
SCHEDULE CODES
1A = IMPORTS
1B = OUT-OF-STATE RETURNS
2A = EXPORTS
2B = SALES TO MILITARY, MISC
3A = INVENTORY OF OREGON RECEIPTS
3B = INVENTORY; TRANSFERS IN
3C = SALES & TRANSFERS OUT (INCL. OWN-USE & GRATIS)
3D = RETURNS
3E = ENDING INVENTORY

I received an error message: You have selected a company that has not been set up in the system. What do I do?

This indicates that the company/vendor has not registered in OPTO. Manually enter the company information and notify us at: OLCC.PrivilegeTaxOnline@olcc.oregon.gov

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

The green submit button is always at the bottom of the page, you may need to scroll down.



Can I edit a report period?

You can edit a report while the status is In Process. Once a return has been submitted and is marked as Complete, it becomes a permanent record. You may file amendments at any time.

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

Vendor PT numbers can be found in the Privilege Tax Licensee List under the General panel on the Resource page. Please notify us at: OLCC.PrivilegeTaxOnline@olcc.oregon.gov

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

Only one return is allowed per period either by web form or EDI upload. The system cannot process the EDI file until the web form return is deleted.

Where do we record products that we shipped out of state?

Schedule 2A – Exports.

How do I select product types and classifications?

Product types are listed on the instructions tab of the Excel Template, or in drop-down menus in the web forms.

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Seltzer (Malt Sugar) - Keg	SMS.Keg
Wine - Keg	WINE.Keg

WMBW - WH | Inventory | Instructions

Is ABV information needed?

Yes. There are fields for each tax classification in both the web forms and the Excel template.

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

The ending inventory is on a separate tab in the excel template.

BRW - BP | Inventory | Instructions

On the Excel template, I didn't see any brewery/SKU information required.

For both the EDI upload and the Web Form the SKU information is not required.

4. Error Messages

I get an error message when I try to submit my return that says "The page timed out while loading. Are you sure you're still connected to the Internet?"

The page timeout is likely related to the speed of your network or connection, as it is taking too long to establish a connection with the site/page. The following are some general troubleshooting steps you can attempt. If none of these solutions resolve the issue and you continue to experience persistent timeouts, we recommend reaching out to your IT department for assistance.

- If you are using a VPN, consider disabling it.

- If you are connected via Wi-Fi, try switching to an Ethernet connection.

- Test the connection on another device, such as a phone, to determine if the issue is specific to your network. Attempt to connect using a mobile data connection instead of Wi-Fi.

- Experiment with a different network if available.

- Alternatively, reboot your computer and if the issue persists, try accessing the site later.

When I try to submit my return, I get an error message saying my total to account doesn't match my total accounted for.

The system is directing you to correct your entries so that the Inventory Summary page(s) of your statement is in balance. Click on the blue Preview Statement button while your return is open and scroll down to review the inventory summary.

For Breweries, Brewpubs, and Wineries, the system requires that the top section of the summary is balanced (within 1 unit) with the bottom section.

I get a message that my filing period is invalid

Filing returns in chronological order is required, so there may be a missing return or returns before the period you are filing for.

To check when the first filing period is for your license, click on the License tab, click on the View Details icon, and click on the Dates tab.

Make sure when starting your return that you choose the correct filing period, the default is always set as today.