Alcohol and Tobacco Tax and Trade Bureau
Advertising, Labeling and Formulation Division

COLAs Online eNews   *December 2009*

Greetings!

COLAs Online eNews wishes you Season's Greetings! This December 2009 issue brings more technical assistance that can help you get those labels finished more quickly so you may spend extra time with family and friends. Please share your comments and suggestions with us at COLAsONLINEeNews@ttb.gov . We'd love to hear from you.

You Aren't the Only One Who Asked Us...

What Operating System and Web Browser is supported by TTB when using COLAs Online?

COLAs Online is currently supported on the following operating system platforms: Windows 95, 98, 2000, Windows XP and Windows Vista. Apple/Macintosh (Mac) platforms are not currently supported, but may be used. Users of Apple/Macintosh (Mac) platforms should be aware that screen displays may have unexpected results. The formatting of screen displays may be inconsistent, and images are not always rendered as intended. TTB recommends the use of PCs with the Windows operating platform when using COLAs Online.

We recommend that you access the system using only **Microsoft Internet Explorer (IE) 5.0 or higher** to take full advantage of COLAs Online. Netscape or Firefox are not supported and <u>do not</u> work consistently with COLAs Online. In addition, even though the Apple/Macintosh platform is not currently supported by TTB, if you do chose to use a Mac computer you must utilize the web browser **Safari 1.2** or **Internet Explorer (IE) 5.2 or higher.** Please be aware that there are also known technical problems with the AOL interface, when accessing COLAs Online using the IE browser within AOL. Consequently, TTB **does** <u>not</u> recommend the use of the IE web browser within AOL when accessing COLAs Online.

Tip of the Month

8 Tips for creating successful image files

Here are 8 important tips to remember when you or your graphic artists are creating label images to upload into COLAs Online:

1. Save images in Jpeg or Tiff file format only
2. File size should be no greater than 450 kb
3. Only RGB color mode is acceptable
4. Maintain image resolution around 150 dpi (between a range of 100 – 200dpi)
5. Jpeg quality – set to medium or low compression ratio
6. Jpeg resolution – set to medium or low compression ratio
7. Image files should contain only the label - remove white space or marks around the label

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What Does it Mean?

Error Message vs. Pop-up Message

Certain entries into COLAs Online will trigger a helpful message on the screen. There are two types of messages: one notifies you of an error; the other is a prompt to verify your entry.

An <u>error message</u> will appear in red, as boxed-in text at the top of the screen when vital information has been omitted or is incorrect. Errors must be corrected before you can move forward in the application. For example, an error message will appear when the serial number contains less than four characters. This information must be corrected before you are permitted to complete the application.

A <u>pop-up message</u> is a reminder to verify certain entries. A correction is not required before continuing with the application, but the message appears on fields where mistakes frequently occur. For instance, a pop-up message will appear if the Source of Product field does not match the permit type that is selected. You may click "OK" and continue after verifying that the information entered is correct.

Want **BIG** Text?

8. Use the "Save for web" option (if available in your software program)

Following these steps should ensure smooth sailing and eliminate most image issues.

Have any tips that you'd like to share? Let us know at COLAsONLINEeNews@ttb.gov.

How Do I?

How do I delete myself or another person from my company as a user?

To delete a user from COLAs Online, you must complete and file a separate TTB form 5013.2 "COLAs Online Access Request". The form is available on our website at: http://www.ttb.gov/forms/f50132.pdf. Check the box marked "Delete User" in section A and provide the relevant information in the appropriate fields of the form. Mail the form to: Advertising, Labeling and Formulation Division (ALFD), Alcohol and Tobacco Tax and Trade Bureau, 1310 G Street, N.W., Suite 400E, Washington, DC 20220. Upon receipt and verification, the user will be removed from the system and will no longer have access to COLAs Online.

The same procedure should be followed if you wish to delete a permit from your user account. If you have multiple permits under your user ID, make certain that you *list only the permit number that you want removed.* If you have only one permit number under your account, then the entire user account will be deleted.

Reminders

Code numbers for reasons for correction

Applications that are returned for correction show code numbers to the left of the reason for correction. These codes are computer-generated and are only visible to you, our external users. Please do not refer to these codes when contacting Customer Service or sending a reply to a Labeling Specialist. Simply advise us of the specific correction provided, and we will be happy to assist you.

Label images vs. attachments

Step 3 of the application has two separate areas where files can be uploaded. The first section is for **label images**. All images of labels or stickers that will appear on your container should be uploaded here. The second section is for **attachments**. Any certificates, formulas, lab analysis, photos of the container or packaging, and any supporting documents, should be uploaded in this section only. Files uploaded as label images appear on the final approved application. Those files which are uploaded as attachments are visible only to the applicant and TTB personnel.

We hope that this issue of the COLAs Online eNews proves beneficial. As always, your ideas and suggestions are welcome. If you wish to contact the COLAs Online eNews Team, you may reach us at COLAsONLINEeNews@ttb.gov . We look forward to providing you with more assistance in 2010. Best wishes for the Holiday Season and a Happy New Year!

View past editions

Comments or suggestions? E-mail us at COLAsONLINEeNews@ttb.gov

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