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

COLAs Online eNews   June 2007

Greetings!

Welcome to the first edition of COLAs Online eNews! This newsletter is filled with information that will help you to maximize your COLAs Online experience. Each month we will publish user tips and other guidance designed to assist you to fully understand all the "ins and outs" of COLAs Online. Our goal is to help you avoid having your eApps sent back for correction and to facilitate quicker approval of your labels. So if there is anything you want to see us cover in future editions, just drop us a line at COLAsONLINEeNEWS@ttb.gov.

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

While COLAs Online provides a more expedient and streamlined method for obtaining label approval we do recognize that its use requires a certain comfort level with computers and some knowledge of image files. Since we launched COLAs Online in 2003, we have compiled a list of *Frequently Asked Questions* and their answers and made them available to you on our web site. To view the entire list of over 40 *FAQs* click here. Each month we will highlight one of these *FAQs* or one of the other questions we frequently receive. The *FAQ* for June is...

"Who do I contact when I have a question about using COLAs Online or experience problems when logging on?"

Questions about using COLAs Online and obtaining label approval should be directed to ALFD Customer Service toll free at 1-866-927-ALFD (2533) (Hours: 8:30 AM - 4:30 PM Eastern Time M-F) or via e-mail at alfd@ttb.gov . If you experience any problems logging on to COLAs Online, please contact the TTB Help Desk at TTB.HelpDesk@ttb.gov.

What Does it Mean?

We are frequently asked the meaning of some of the terms used in COLAs Online, so this section of the newsletter features one definition each month. This month's term is: Hold for Research. This is a status you might see for pending eApps. It means that the TTB label specialist has a question about something either on your label or in your application and that he or she needs to do a bit more research before either approving it or sending it back for correction. We want to let you know that we are working on this eApp and that you should have our determination shortly.

Tip of the Month

Take your time when you log on to COLAs Online.

You will see this error message:

Information / Error Messages:

- Your logon credentials were invalid. Please try again.

when logging on to COLAs Online for two reasons:

- You incorrectly entered your user name, or
- You incorrectly entered your password.

The most common reason is that you incorrectly entered your password. If you see this message delete what you entered and carefully enter it again.

If you type either the wrong user name or password three consecutive times you will get this error message:

Information / Error Messages:

- Your logon account is not active, please contact customer support to get your account activated.

and you will be locked out of COLAs Online. In this instance you must contact the TTB Help Desk at 1-866-240-0835 to have your password reset. The Help Desk is available Monday to Friday, 7 am to 7 pm Eastern Time. So take your time and type carefully!

How do I...

give another person access to my COLAs Online account?

In order to satisfy Federal computer security requirements, each person who has access to COLAs Online MUST have his or her own user ID and password. Users must NEVER share their user ID or password. We will gladly add as many authorized users as you request, however, you must adhere to the following procedures so that we can ensure the integrity and security of the system.

Each person who desires to have access to COLAs Online must submit TTB F 5013.2, COLAs Online Access Request, so that we can verify the identity of the new user and assign a unique user ID and password. If you are adding a new user to an existing account, that is you want to grant permission to one or more additional persons to submit or review your eApps, please check the *New User* box and complete all of the items in sections B and C. If the new user does not have the authority to sign documents on behalf of the permittee, then someone who does must sign in section D. If you want the new user to be able to submit eApps (and not just review them) but the new user does not have signature authority, then please include a completed TTB F 5000.8,

Power of Attorney.

Send the required documents to:
Alcohol and Tobacco Tax and Trade Bureau
Advertising, Labeling and Formulation Division
1310 G Street, NW, 4th Floor
Washington, DC 20220

We frequently hear from industry members that the employee who had access to COLAs Online left the company so they just let another person use the former employee's user ID and password. Please understand that this practice not only violates Federal computer system security procedures and can result in the revocation of your COLAs Online privileges, but also could result in your COLAs being voided for lacking a valid signature. Again, please be sure that each person who has access to your account has a unique user ID and password and that you let us know any changes to this information as soon as possible. The integrity and security of COLAs Online is one of our highest priorities.

View past editions

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

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