



January, 2008

Texas Alcoholic Beverage Commission  
Seller/Server Training Section

# Training Together

Responsible Alcohol Service Saves Lives

Post Office Box 13127  
Austin, Texas 78711

seller.training@tabc.state.tx.us  
http://www.tabc.state.tx.us

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## Direct Data Entry is Here



**Contact Information**  
Phone: 512-206-3420  
Fax: 512-206-3316  
Seller.training@tabc.state.tx.us

*Seller Training is now offering you the opportunity to enter your own session schedules and reports.*

*Hours: 1:00 to 5:00*

Dates Available

- March 5
- March 12
- March 19
- March 26

TABC Headquarters  
5806 Mesa Drive  
Seller Training, Suite 145  
Austin, Texas

**4 Continuing Education Hours**

## Continuing Education Hours Available

### Data Entry for Schools

Seller Training will be holding data entry training for schools who want to directly enter their trainee and class schedule information into the Texas Alcoholic Beverage Commission eGateway system. If you wish to enter data directly into the TABC system, this training is mandatory. The trainer will still be responsible for all trainee information being true and correct. Your school must have a computer, printer and internet connection to be able to enter Schedule of Sessions and Reports of Seller Training.

Direct data entry can benefit your school and be used as a marketing tool. You will be able to advertise that trainee certificate information will be accessible within 24 hours of class completion. This will cut down on customer service demands and requests for additional copies of certificates.

Because of equipment and space limitations we can only accommodate eight schools per date with two persons maximum per school. If you have not registered and been sent a confirmation, do not show up for the training. We will not be able to accommodate additional, or unregistered persons.

Each registered school will be issued their eGateway ID and password as well as receive a data entry training manual at the time of training. If you have a large number of people you would like to receive training, please contact Seller Training at (512) 206-3420 and ask for Linda Ahrens.

Please check in at the Seller Training suite 145 on the confirmed date of the training. A registration form is included.



## *Redesigned Certificate Books*

Redesigned certificate books have been ordered and received. The new certificates do not contain a box for the social security number. When you order new certificates and receive the redesigned books, you will no longer have to mark through the box designated for the social

security number as you are doing now. Remember you are still required to obtain the trainee's social security number and include it on the reports of seller training. These changes were made for security reasons since certificates are sometimes lost and contain identifiable

trainee information such as name and date of birth.

## WELCOME

Please join us in welcoming our newest Seller Training employee. Quinner Williams joined the Seller Training team in November 2007. He is responsible for answering the main phone line, processing the mail, entering and filing the schedules of session and filing the entered reports for the Seller Training section. Quinner has over 12 years of state service and experience.

## *REPORTS OF SELLER TRAINING*

Unfortunately, some of the reports we receive have errors on them. This slows down data entry and customer service inquiries. Please check the heading of the report as well as the trainee entries for errors.

### Frequent Problems

- ◆ The total number of trainees passed does not match the number of trainees listed on the report, not counting voided certificates.
- ◆ Date and time are not correct, on time, am or pm is not indicated, or both are indicated.
- ◆ City or County name is missing from session information.
- ◆ Phone number listed is not the school's but the location in which the training class was held. This phone number is used to contact trainers in case of questions.
- ◆ Trainee social security numbers do not have 9 digits.

- ◆ Trainee birthdates are incorrect and/or give the current year as date of birth.
- ◆ Certificate numbers have typos or do not have 7 digits.
- ◆ Session shows trainer as being double booked. Same day, same time, same trainer, same location, different trainees, or same day, same time, same trainer, different address.
- ◆ Please highlight between certificate number changes or indicate it in some way so it is noticeable.

Please carefully check all reports before submitting them to Seller Training. Remember trainers sign the report indicating that the information submitted is true and correct. If you are a school who is going to participate in direct data entry, it will be your responsibility to ensure all data entered is **true and correct**.

### *New Seller Training Brochure Available*

A new Seller Training brochure is available. New information is included that is beneficial to trainees. The new information includes:

- ◆ Benefits for trainees who are seller/server training.
- ◆ Tips for trainees on what to do after attending a seller training course.
- ◆ More questions and answers in the Frequently Asked Questions section.

If you would like to order new brochures, please fill in the order form included with this newsletter or email: [seller.training@tabc.state.tx.us](mailto:seller.training@tabc.state.tx.us). Orders are limited to 50 brochures per school.

**Check out our forms**

Seller Training forms have been revised and are continually updated as necessary. If your school is still using forms that begin with C, please access the new forms at [www.tabc.state.tx.us](http://www.tabc.state.tx.us) and click the word FORMS in the black band below the TABC banner. The forms can be saved to your computer or printed off for future use. If you do not have internet access, use the list and form below to order the forms you need and we will mail them to you. Some changes you will notice are increased font size for readability, also caps lock may be used which also increases the size of the print.

ST-401	Seller Training School Program Certification	Application to become a seller training school.
ST-402	Application for Trainer Certification	Application to become a certified trainer.
ST-403	Report of Seller Training	Report used to submit trainee information to TABC.
ST-404	Scheduled Training Session Notice	Report used to schedule training sessions with TABC.
ST-406	Seller Training Program Modification Request	Form submitted when making changes to seller training program curriculum.
ST-407	Seller Trainee Certificate Reprint Request	Form submitted by the seller training school when trainee certificates need to be reprinted by school.
ST-408	Seller Training Policies	The rules and policies for a seller training school.
ST-412	Certificate Reprint Request	Form submitted by a trainee when a certificate needs to be reprinted.
ST-415	Responsible Service	<b><u>Sample</u></b> policies and procedures that can be posted by retailers.
ST-416A	Instructions for Seller Training Certificates	Procedures on how to issue Seller Training certificates.
ST-418	Affidavit—Seller of Program	Form submitted to TABC when a Seller Training program is sold.
ST-419	Affidavit—Purchaser of Program	Form submitted to TABC when a Seller Training program is purchased.
ST-420	Order & Invoice for Seller Training Certificate Books	Instruction and form for ordering certificate books.
ST-420E	Order & Invoice for Seller Training Printable Certificates	Instruction and form for ordering printable certificates.
ST-421	Refund Request for Seller Training Certificates	Form needed to return un-used seller training certificates for a refund.
ST-422	Seller Server Training Class Roster	Sign-in sheet that can be used for seller training classes. This can not be used in place of ST-403.
ST-426	Program Administrator Modification	Form used to add or remove a Program Administrator.
ST-427	Seller/Server Certification Test—Answer Sheet	Answer sheet given to trainees to take the seller training test.
ST-428	Standardized Test Order Form	Form used to request additional copies of the seller training test.
ST-429	Instructions for Seller Training Standardized Tests	Procedures and policies regarding the administering of the seller training test.

Please Print or Type:

School Name: \_\_\_\_\_

School/Program Number: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

\_\_\_\_\_

Phone Number: \_\_\_\_\_

Forms Ordered: \_\_\_\_\_

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Complaints: 1-888-THE-TABC



*We're on the Web!*  
[www.tabc.state.tx.us/  
sellertraining](http://www.tabc.state.tx.us/sellertraining)

# ***ATTENTION: OPPORTUNITY FOR 4 CONTINUING EDUCATION HOURS!***

***INFORMATION  
ENCLOSED***



## DATA ENTRY TRAINING REGISTRATION

All training sessions will be held at TABC Headquarters, 5806 Mesa Drive, Austin, Texas. Registration can be faxed (512) 206-3316, or emailed [seller.training@tabc.state.tx.us](mailto:seller.training@tabc.state.tx.us).

March 5, 2008 – 1:00 pm to 5:00pm - **CLOSED/ ALL SEATS FILLED**  
March 12, 2008 – 1:00 pm to 5:00 pm – **CLOSED / ALL SEATS FILLED**  
March 19, 2008 – 1:00 pm to 5:00 pm – **CLOSED/ ALL SEATS FILLED**  
March 26, 2008 – 1:00 pm to 5:00 pm – One Opening Left!

Please Print or Type:

School Name: \_\_\_\_\_

School/Program Number \_\_\_\_\_ Phone Number \_\_\_\_\_

Person 1 \_\_\_\_\_

Person 2 \_\_\_\_\_

Date of Training:

1<sup>st</sup> Choice \_\_\_\_\_

2<sup>nd</sup> Choice \_\_\_\_\_

Email or fax number to send confirmation: \_\_\_\_\_

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### Seller Training Brochure Order Form

Form can be faxed (512) 206-3316 or emailed [seller.training@tabc.state.tx.us](mailto:seller.training@tabc.state.tx.us).

School Name: \_\_\_\_\_

School/Program Number: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Number of Brochures (50 max. per school) \_\_\_\_\_

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Attn: Seller Training  
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