

# FREQUENTLY ASKED QUESTIONS FOR RENEWALS

## **Q1) I need to reset my password, who can help me with that?**

**A1)** An NLCC staff member will need to reset your password from within our office. Please call (402) 471 – 2572 and have your six-digit liquor license number available when making this request.

## **Q2) The online renewal process is telling me that my corporation (Inc) or limited liability company (LLC) is no longer active with the Nebraska Secretary of State (NSOS) what do I do?**

**A2)** The liquor license holder or a representative for the company that holds the liquor license will need to contact the Nebraska Secretary of State office (NSOS) office at (402) 471 – 4079 to discuss the process on how to make the corporation legally able to transact business within the State of Nebraska once again.

## **Q3) The online renewal process is telling me that I must have a new lease before I can complete my online renewal, what do I do?**

**A3)** The liquor license holder or a representative for the company that holds the liquor license will need to submit either a new signed lease or a signed lease extension either by e-mail to [lcc.frontdesk@nebraska.gov](mailto:lcc.frontdesk@nebraska.gov), fax to (402) 471 – 2814 or regular mail to the following address:

Nebraska Liquor Control Commission

301 Centennial Mall South, 5<sup>th</sup> Floor

PO Box 95046

Lincoln, NE 68065

Once the NLCC office receives the document, we will review and enter the new lease expiration date into the main database. If the lease/extension document is **not** correct, the NLCC will inform you so that new changes/updates can be made. Once the correction has been approved, then the license holder will need to wait overnight for the main database to upload to the NLCC website. The next day you should be able to go back and renew your license using the online renewal system.

**Q4) Our corporation/LLC has a new corporate manager, do I have to have a new corporate manager application (Form 103) submitted before I can renew online?**

**A4)** NO, you can renew online first and then submit the corporate manager Form 103 into the NLCC afterwards. If you need assistance on Form 103, send your questions via e-mail to [lcc.frontdesk@nebraska.gov](mailto:lcc.frontdesk@nebraska.gov) or call (402) 471 – 2572.

**Q5) Our corporation/LLC has had changes with officers being added and/or removed, do I have to have the corporate update form (Form 117 or Form 118) submitted before I can renew online?**

**A5)** NO, you can renew online first and then submit the corporate change Form 117 or Form 118 afterwards. **HOWEVER**, please note that some corporate changes **may** require a new application to be submitted into the NLCC office for processing. If you would like to call the NLCC to discuss, please call (402) 471 – 2571 and ask to speak to a staff member about the corporate changes.

**Q6) I looked up my license on the NLCC website and under the “Search Licenses”, there is a “DO NOT RENEW” code listed in my history. What does that mean?**

**A6)** The liquor license holder or a representative for the company that holds the liquor license will need to call the NLCC office to determine what situation is preventing you from renewing your liquor license. If the situation can be remedied quickly then the NLCC can remove the “DO NO RENEW” code to allow you to renew online.

**Q7) Do I have to tell the NLCC that that my criminal history has changed since last year’s liquor license renewal?**

**A7)** YES, if your name is currently listed on the renewing liquor license and you have had a change in your criminal history; you are required to update that information with the NLCC office. To do this click on the “UPDATE INFO” link and fill out the form with the liquor license number and submit either by e-mail to [lcc.frontdesk@nebraska.gov](mailto:lcc.frontdesk@nebraska.gov) or fax to (402) 471 – 2814