

State of Louisiana  
Office of Alcohol and Tobacco Control

John Bel Edwards  
Governor



Juana Marine-Lombard  
Commissioner

**ATC Emergency Communication Regarding RV Cards**

The agency is currently experiencing internal system issues which have interrupted its ability to accept uploaded RV course rosters and to allow end users to access or print copies of RV cards. We recognize the importance of this function as a permit is required to serve in licensed retail locations. Considering the foregoing, the agency is taking the following action:

- 1) The agency will allow new servers to work (without an RV card) as long as they have the certificate of course completion.
- 2) Duplicate RV cards cannot be printed as well. The agency will NOT cite for not having RV cards until such time as the problem is corrected.
- 3) Providers will be asked to maintain rosters until the ability to upload is restored.

We sincerely apologize for this inconvenience and will work diligently to restore functionality as soon as possible.