

Q & A

1. My company plans to open new stores using the EPOS system in LA County. How can I register these new stores?

Please contact the Registration Clerk of the Scanner Division, by telephone # (562)622-0415.

2. My store is going out of business. How can I cancel the registration? Can I get back a portion on the registration fee?

Please inform our office as soon as possible, on the closing date so that your registration account can be revised and that you would no longer receive billing for future calendar years.

The registration fee is paid for the entire calendar year regardless whether the store is open for a portion of the year.

3. When is payment due?

If your bill has an issue date of December 15, the payment is due no later than January 31. If you receive the supplemental bill in July, then the payment is due 30 days from the issue date.

4. I mailed the check before the due date, why am I charged the late penalty?

Registration fee is due on or before the dateline. The date of payment is the date, payment received by our department and not the postmark date.

5. How can I change the billing address?

Please notify the department in writing of any change on your store's billing address with your company's letterhead. You can post, fax or email to us.

6. We are going to open a seasonal (Halloween / Christmas) / pop-up store using EPOS; do we need to register with ACWM?

Yes, if the store is located is in Los Angeles County.