

Liquor License Frequently Asked Questions (FAQ's)

Q: How do I submit a Liquor application?

A: All applications for liquor begin with the Arizona Department of Liquor Licenses and Control (DLLC). Applications may be accessed through the DLLC website <https://www.azliquor.gov/forms.cfm>

Q: How do I submit a Special Event Liquor Application?

A: The Special Event Liquor process begins with the City of Mesa. All State Special Event Liquor applications are, initially, submitted to the City for review. Once City approval is granted, the applicant will receive the completed State application back to be presented to the DLLC for final approval. Links to the Special Event Liquor application and its related City of Mesa attachments can be found on the city website <https://www.mesaaz.gov/business/licensing/special-event-license>.

Q: How far in advance should a Special Event Liquor Application be submitted?

A: Special Event Liquor applications should be submitted to the City of Mesa a minimum of 60 days prior to the event date. This will allow the city adequate time to review the application for approval, and then return it to the applicant, for delivery to the DLLC within their required 10 business day window.

Q: How do I check the status of a Liquor application?

A: The status of the City liquor application may be accessed by registering for an account through DIMES-Accela Citizen Access (ACA). The applicant will have the ability to follow the progress of the license application City approval process. <https://aca.accela.com/MESA/Default.aspx>

Q: How can someone else pay a fee for a submittal I created?

A: The payer will need to register with the City's DIMES System. Using their name and email address you can then delegate authority that allows them to pay the fees on the records you created. Delegation authority is found in Account Management.

Q: When does my City liquor license expire?

A: All City of Mesa liquor licenses expire on December 31st of each year and must be renewed. On the 1st day of January, the renewal is considered late and a 20% penalty will be added to the renewal license fee.

Q: Will I receive a paper liquor license renewal?

A: Beginning with the 2020 renewal period, paper renewal letters will not be mailed. Rather, your renewal notification will be sent electronically to your designated email address on November 1st of each year.

Q: Can I renew my current City liquor license online?

A: Yes, you may do so by registering through DIMES-Accela Citizen Access (ACA). Once registered, contact the Licensing Office by email, licensing.info@mesaaz.gov and supply the email address used to complete the registration process. The Licensing staff will link your current liquor license to your email. You will then have access to your existing license(s).

Q: What forms of payment are accepted?

A: We are currently accepting electronic check, direct debit, Visa, and MasterCard. Currently, we are not accepting American Express, but we hope to in the near future.

Q: What can I do if I am not able to see the entire DIMES window?

A: Zoom the screen in (by pressing Ctrl and +) or zoom the screen out (by pressing Ctrl and -). Refresh your screen by pressing the F5 key. Try switching internet browsers to Chrome or Internet Explorer.

Q: Why can't I upload documents?

A: If you are using Internet Explorer you may need to clear your cache, browsing history and cookies. Follow these the steps below:

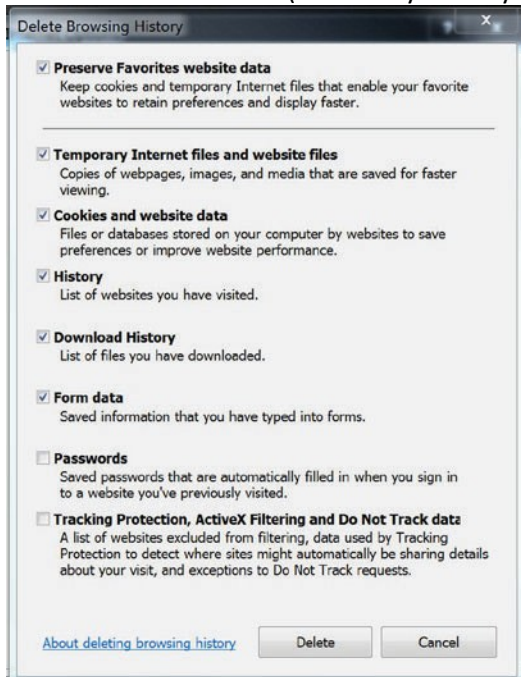
1. Click on the settings wheel at the top right-hand corner of their screen (circled in red below).



2. Select "Internet Options" which is the second to the last item on the list.
3. Click on "Delete..."



4. Check the boxes below (some may already be checked):



5. After all boxes are checked click on "Delete".
6. Close Internet Explorer.
7. Open Internet Explorer again and log back into DIMES.