User Quick Guide – Licensee

First time login/Account Setup:

1. See manual for registration process.

Log In:

1. At the Michigan OLO website: Key in your Username or Email and select Next.

2. Enter your password, complete reCaptcha process, select Next.
Navigating the OLO System:

3. After successful login, select the license number that you wish to manage or place an order for.

4. Menu in left column will expand to display Home, Dashboard, Shop, Orders, Profile. For account OWNERS only, the option for quick invite and manage organization will display.

5. Home – Selecting the **Home** button will take you back to the page where a license number can be selected. Users who are linked to more than one license will use this button to navigate from one license to another.
6. Dashboard- Selecting the **Dashboard** button will display MLCC announcements, ADA delivery days for the license selected, and any upcoming price changes.

![Dashboard Image]

7. Shop- Selecting the **Shop** tab will display the products available for ordering. Products can be searched and added to the cart using this tab. See **Create an New Order** Section below for more detail.

![Shop Image]

8. Orders- Selecting the **Order** tab allows users to view the history of orders placed using the OLO system (history will begin June 18th).
   a. Orders can be searched using the filters at the top of the screen.
   b. Users can select the **Edit Cart** button next to an order, this will allow the user to edit a confirmed order. See the **Edit a Confirmed Order** section below for more detail.
   c. Users will have the option to copy an order. Selecting **Copy Order** will add all products from a previous order to the user’s new order.
9. **Profile** - Selecting the **Profile** tab allows the user to manage their username and password information.

10. **Quick Invite** - Owners Only. The **Quick Invite** tab is available to OLO licensee owners only. This tab allows the user to invite another OLO user to place orders for the license number selected. User will enter and confirm the email address of the user being added. Selecting **Confirm** will send a registration email to the new user. The new user will NOT be able to send invitations to additional users. The owner is limited to adding TWO active users.

11. **Manage Organization** - Owners Only. Users added by the owner will not be able to access this functionality. The **Manage Organization** tab allows the account owner to view the group name, members and invitations sent for the license selected.
   a. Name - the name field will default to the license number. User will have the option of changing the name. Updating this field will change what is displayed on the Home page.
b. License # - indicates the license number that is being viewed.

c. Members - Displays list of users for the group.
   i. If a user needs to be removed, the user will select **Remove**. An email will be sent to the user letting them know they are no longer able to access the license.
   ii. Licenses are limited to one owner and two users

d. Invitations - displays the list of all invites (registration emails/tokens) sent out by the owner.
   i. Selecting **resend** will resend an email to a new user. The user MUST use the most recent email they receive.
   ii. Selecting **cancel** will void the token sent. If a user attempts to register after the cancel button is selected they will receive an error message.

![Image of a web page showing the 'Manage 50000' section with details of members and invitations.]  

**Create a NEW Order**

*NOTE: Orders are placed by license number in the OLO system. Only one pending order will be created per license. If your license has multiple users, the users will view and edit the same pending orders. Additionally, all users will have the ability to view the order history for the license, not just the orders that they placed. To edit a confirmed order, see instructions on editing a confirmed order.*

1. Use the **Shop** tab to find products/ add them to your cart.

2. **Search box** - The search box will allow users to search by keying in the liquor code or name. System will allow searches for partial codes or names.
3. **Product Information** - the system will display liquor code, product name, ADA name and number, bottle size, price per bottle, pack size, and quantity. Select or enter a valid quantity and select **Add to Cart**.

   a. **Splittable Products** - products that are available in splits are indicated by the icon. Hovering over the icon will display the quantities that are available. The up and down arrows in the quantity section will only display quantities that are available for ordering.

4. **Add to Cart** - selecting **Add to Cart** will add the product to your cart.
   a. User will see a blue box display in the lower right corner confirming item was added to the cart.

   b. User will see the number next the cart icon increase.

   c. **Order requirements**:
      i. Each ADA has a 9-liter minimum order requirement

5. **Pending Cart** – Users will continue to build their orders by adding items to the cart. The cart tab will hold the items indefinitely. The items in a submitted order can be edited in the cart until the licensees established cut off time.

**Submit an Order:**

1. Select the **Cart** tab in the upper right corner to display your cart.
2. From the Cart, select **Review Order**.
   a. Removing an item from a cart that has not been submitted and confirmed will remove the item from the cart, the item will no longer be visible in the cart. **FOR ITEMS IN THE CART THAT HAVE BEEN SUBMITTED AND CONFIRMED IN A PREVIOUS ORDER,** selecting the remove button will place a zero in the quantity box. You will continue to see the item with a zero quantity on your order confirmation and emails.

3. **Order Summary** - The order summary will separate the products by ADA.
   a. Any order errors will display in red and will need to be corrected before checkout.
   b. **Edit Cart** – select this button to edit items or quantities in the cart
   c. **Order Summary** - displays subtotal, any applicable discounts, liquor tax or sales tax and Order total.
   d. **+ Email address** – this button can be used to add addition email recipients for the order confirmation.
   e. **Out of Stock** - any item that is out of stock will be displayed in this section. This will be sent in your order confirmation. If you are editing a submitted order, you can recheck stock by selecting the **Re-Check Stock** button.
   f. **Checkout** – Select this button to submit your order
4. Your Order has been submitted to the ADA(s).
   a. Order confirmation displays
   b. Order confirmation email is sent to user and will contain confirmation number
   c. Orders can be viewed in the **Orders** tab in the left column and will contain confirmation number
Edit a Confirmed Order:

A confirmed order has a confirmation number from the ADA. These orders can be edited until the designated cut off time established by the ADA.

1. Select Orders from left column.

2. In order list, Select Edit Order next to the order you would like to edit. NOTE- you will see all items from confirmed orders that are eligible to be updated in your cart. You could receive a new confirmation for more than one ADA depending on your cut off time for each ADA.
   a. Order can be modified by updating the quantities, using the shop tab to add products, or removing items.
3. Removing items from an order than has already been confirmed.
   a. **ANY ITEMS IN THE CART THAT HAVE BEEN SUBMITTED AND CONFIRMED IN A PREVIOUS ORDER**- selecting the **Remove** button will place a zero in the quantity box. You will continue to see the item with a zero quantity on your order confirmation and emails.

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Your Order has been submitted to the ADA(s).

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Logging Out-

1. In the upper right corner, click on user name. Select **Sign Out**.
SPLIT CASE POLICY
At no cost, licensees can order split cases. By Commission Order, the ADA split case policy is listed below:

FEDERAL TAXES
The marked-up cost includes $13.50 federal tax levied against each proof gallon.

STATE TAXES
Specific taxes on liquor are collected by the Commission at the time of sale to the retail licensee. All specific taxes are calculated on the marked-up cost. These taxes will be shown on the licensee’s invoice. The specific taxes include:
4% - distributed to the School Aid Fund
4% - distributed to the General Fund
4% - distributed to the Convention Facility Development Fund

PRICE CHANGES
If the price of a product has changed, the new price will be charged to the licensee based on the date of delivery, not the date of order.

ADA PRODUCT CHANGES
Periodically, distribution rights for spirit brands change from one ADA to another due to contractual changes with the spirit suppliers. The Commission has established strict transition guidelines for ADAs to follow when product lines change so as to not interrupt the flow of spirit products. ADAs who no longer carry a particular spirit brand are required to advise retailers attempting to place an order with them that the brand is available through another ADA. Please notify the Michigan Liquor Control Commission if the ADAs are not notifying you that the brand is available from another ADA.

<table>
<thead>
<tr>
<th>Bottle Size</th>
<th>Splits Allowed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.75 liter</td>
<td>1 or 3</td>
</tr>
<tr>
<td>1.0 liter</td>
<td>1, 3, or 6</td>
</tr>
<tr>
<td>750 mL</td>
<td>1, 3, or 6</td>
</tr>
<tr>
<td>375 mL</td>
<td>3, 6, or 12</td>
</tr>
<tr>
<td>200 mL</td>
<td>12 or 24</td>
</tr>
<tr>
<td>100 mL</td>
<td>No Splits Allowed</td>
</tr>
<tr>
<td>50 mL</td>
<td>No Splits Allowed</td>
</tr>
<tr>
<td>70000 Series</td>
<td>No Splits Allowed <em>Limited Availability</em></td>
</tr>
</tbody>
</table>