User Quick Guide – Licensee OLO Ordering

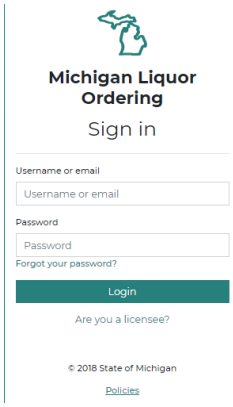
Log in after Account Registration has been completed. For more information on registering your Online Liquor Order (OLO) Account, please see manual for OLO User registration process.

Overview

The Michigan Liquor Control Commission OLO system provides licensees with electronic liquor ordering functionality. The online system allows licensees to place, edit, copy, and cancel orders. Licensees using the OLO system will be able to search order history and copy previous orders.

Login

Licensees who are registered in the OLO system will use the sign in page to log in and place an order (See details for registration process above).



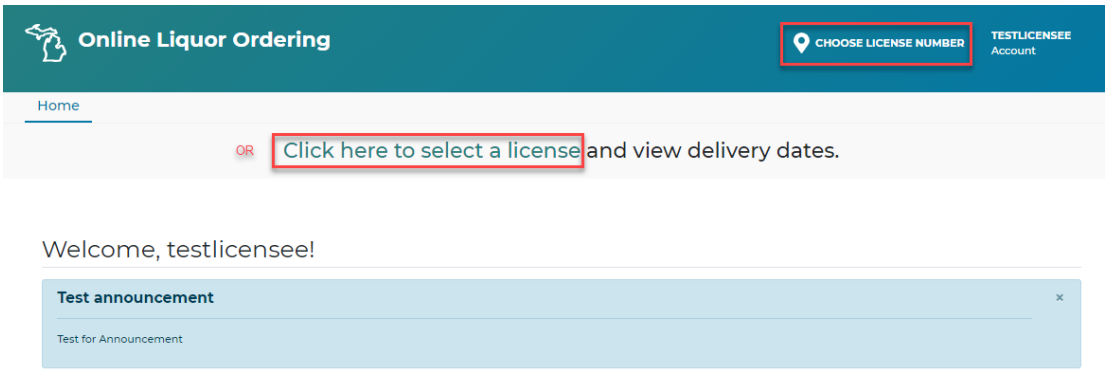
Licensees who have forgotten their password may select the *Forgot your Password?* link to receive a password reset email.

Dashboard

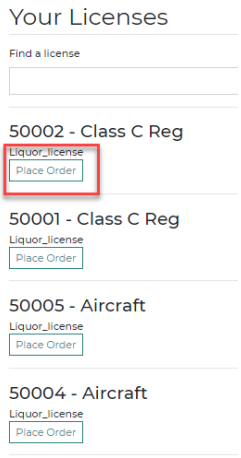
After successfully logging into the OLO system. Licensees will be directed to the dashboard page. MLCC uses this dashboard to communicate important messages to licensees.

Select a License Number

Licensees will choose a license number they would like to place an order for. Licenses can be selected by choosing *Click here to select a license* or *Choose License Number*:



Your Licenses will display, select *Place Order* button under license you wish to place an order for.



After a license has been selected, the user will see a message that the license number has been validated.

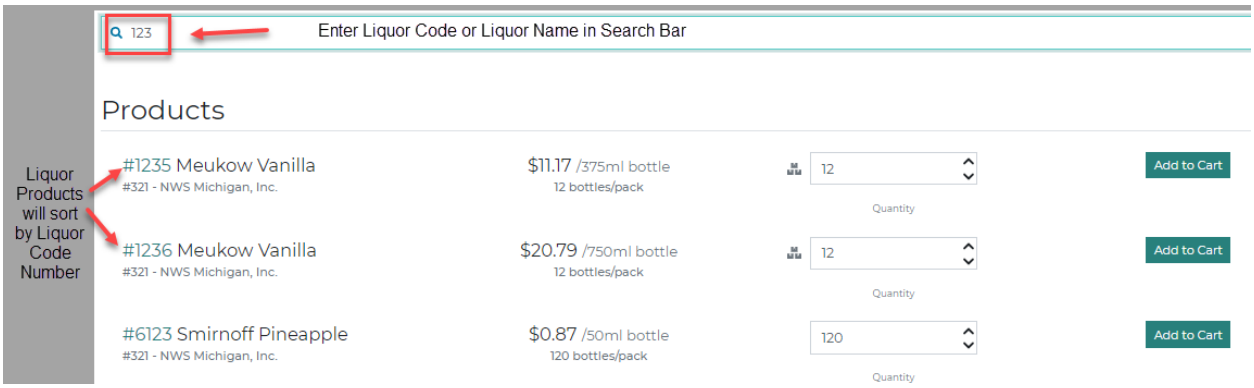
Once validated, the user will be directed to the *Products* page. Delivery Dates for the ADAs will display at the top of the page. Licensees are ready to begin placing their liquor order.

Placing a New Liquor Order

After a license number is selected and validated. Users are directed to the *Products* page. Users can also access the product page by selecting *Products* from the menu at the top of the page.

Searching for Liquor Products

Licensees can search for products using the liquor code or liquor name. Licensees should enter the code or name into the search box at the top of the *Products* page.



Liquor products will populate and sort by liquor code number.

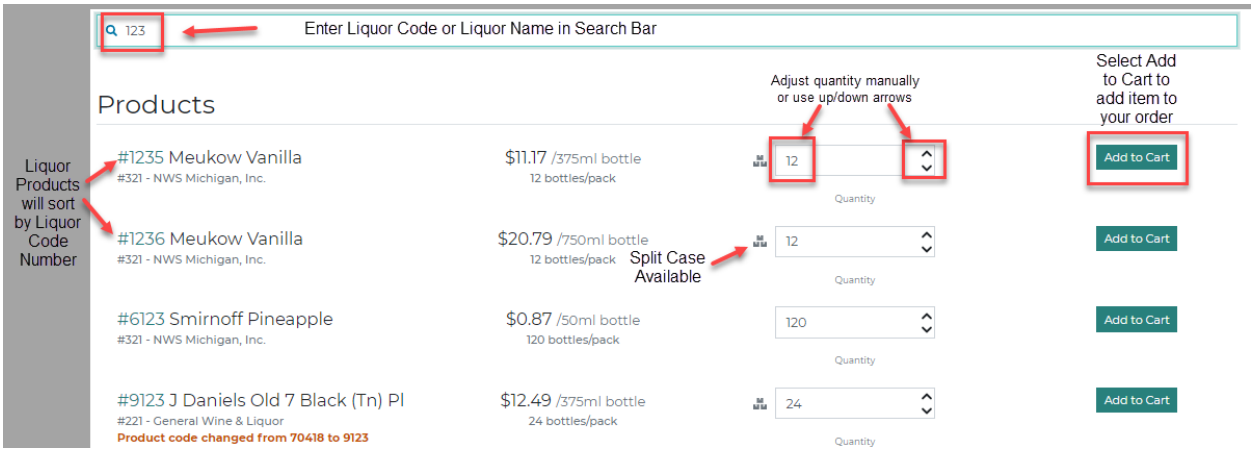
Adding an item to Liquor Order (Adding an item to the Cart)

Quantities can be adjusted manually or by using the up/down arrows next to the quantity box.

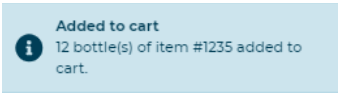
> *The OLO system automatically calculates available split orders and pack sizes, which display in the *Quantity* box when using the up/down arrows.

Products that can be ordered with split cases are identified using the split case icon.

Select the *Add to Cart* button to add item to your order

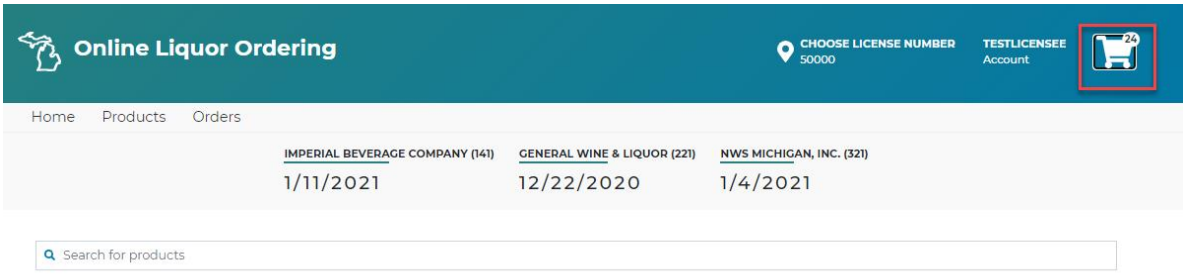


When an item is successfully added to your cart, a box will pop up in the lower right corner letting you know the items were added to the cart.



Submitting your Order

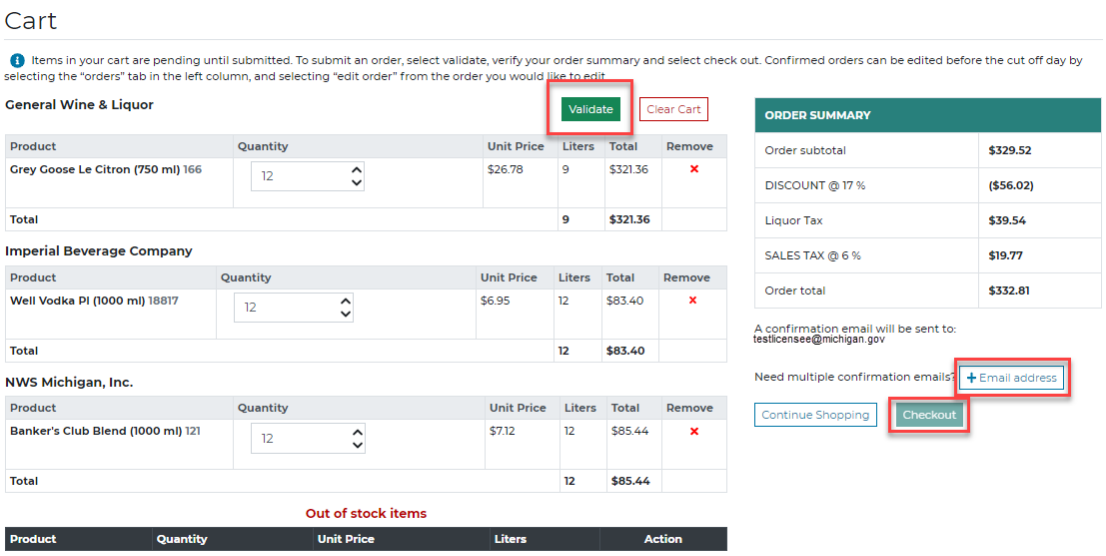
When ready to place your order, select the *Cart* icon located in the upper right corner.



The Cart

Items in your cart are pending until order has been submitted. After you have added your items to the cart, to submit an order:

- Select *Validate* Button
- Verify order summary is accurate
- Enter any additional email addresses to receive order confirmation
- Select *Checkout* Button
- Order Confirmation will appear
- Confirmation emails will be sent
- Order information will be accessible using the *Orders* Tab



Additional Cart Information

The cart sorts all products within orders by ADA.

If an Item is out of stock, it will be moved to the *Out of stock items* section.

Any cart errors will be displayed and must be corrected before checking out (9-liter minimum, invalid quantities, etc).

Quantities of items in the cart can be adjusted within the cart manually or using the up/down arrows. If a quantity is adjusted after validating the cart, user will be required to validate the cart again before checking out.

When ready to complete the order, select the *Validate* button. At this point, the system accesses the ADA inventory in real time and returns out of stock inventory notices. If an out of stock notice reduces an order to less than the 9-liter minimum, messages display, and the User can edit the cart to correct the issue. All Errors must be corrected in order to checkout and place the order.

Select the + *Email address* box to enter additional email addresses that need to receive the order confirmation email.

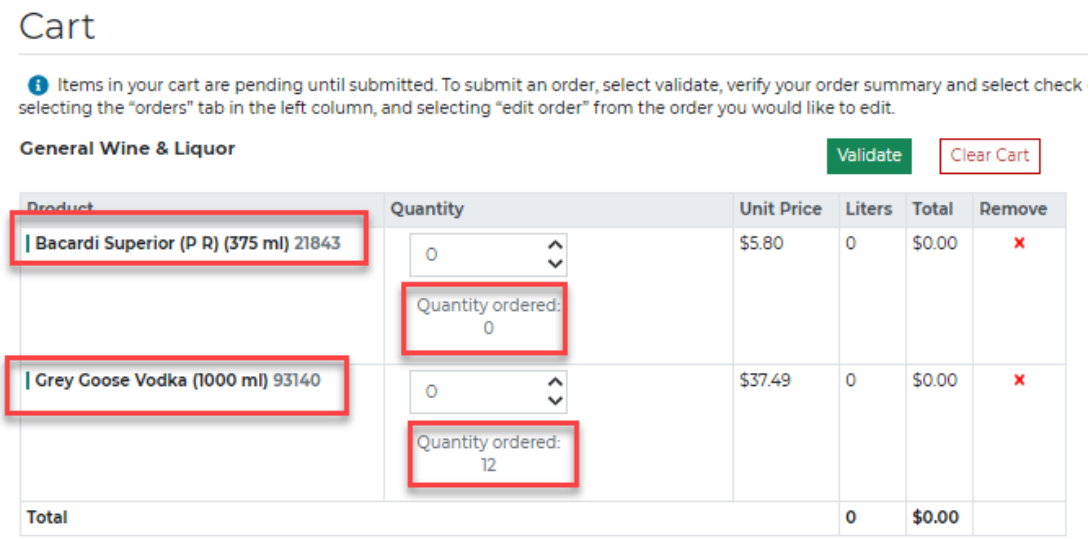
Select the *Checkout* button when ready to submit the order to the ADA(s). A confirmation email goes to the default email address, any additional emails entered, and to the MLCC.

Editing an Order that has already been Submitted/Confirmed by ADA

Orders that have already been submitted by the licensee and confirmed by the ADA can be edited before the designated cutoff date.

Your existing order

Items in the cart that have already been submitted to the ADA and confirmed, will appear with a blue vertical line next to the product name and a *quantity ordered* amount displayed.

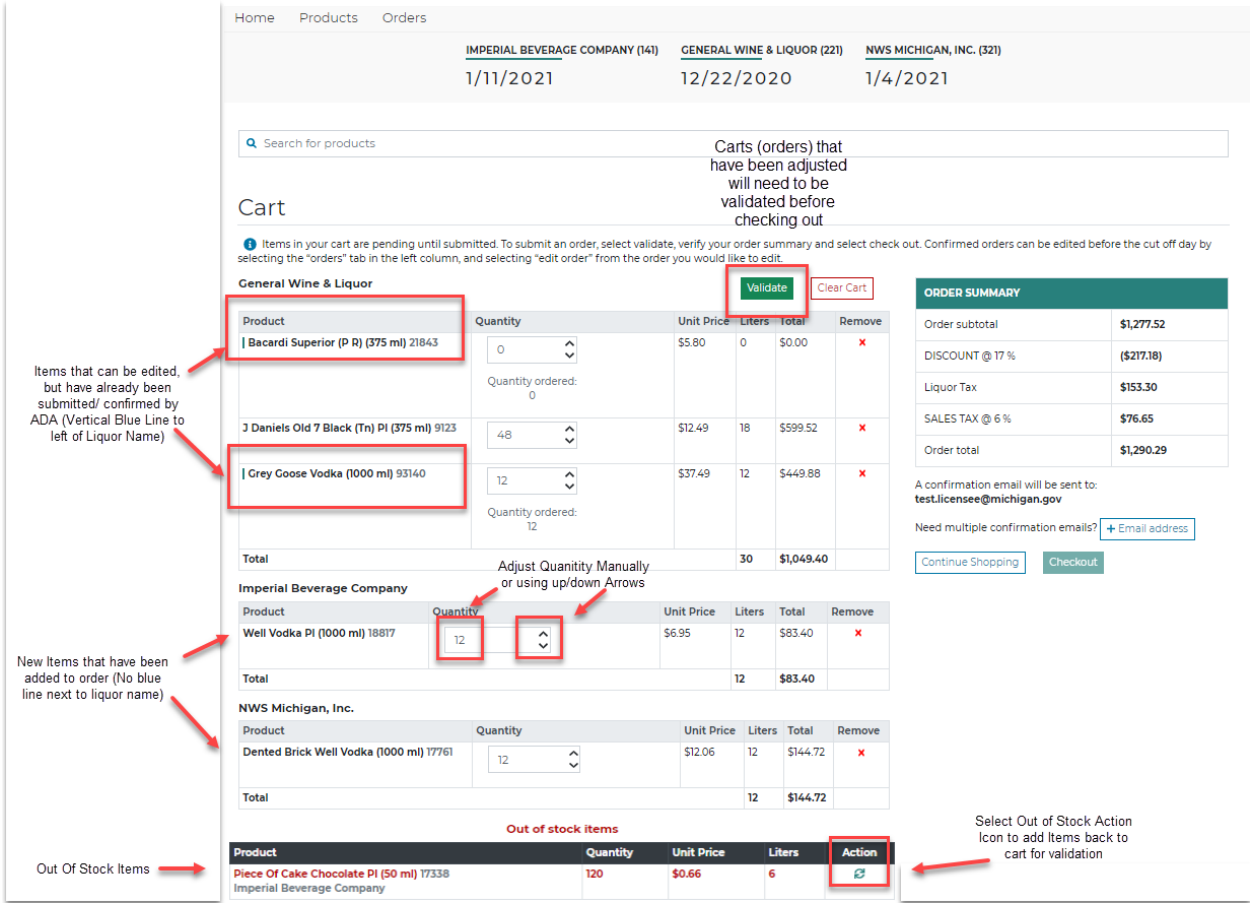


To edit an existing order, access the existing order:

- Select *Order* Tab, identify order you wish to edit and select the *Edit Order* link to be directed to the cart, or
- Select the *Cart* Icon in the upper right corner

Items in the cart that have already been submitted to the ADA and confirmed, will appear with a blue vertical line next to the product name and a *quantity ordered* amount displayed. Your existing Order

Adding and Adjusting Items in Your existing Order



Additional items can be added using the *search for products* box at the top of the page or by selecting the *products* tab.

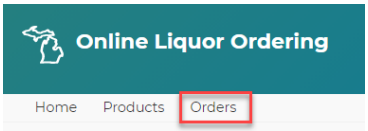
Adjustments to quantities can be made within the cart or by adding items

Removing an item that is confirmed can be done by changing the quantity to zero, validate the cart, and checkout. The quantity ordered will be updated to zero.

Items that are out of stock can be added back to the cart by selecting the action icon next to the product.

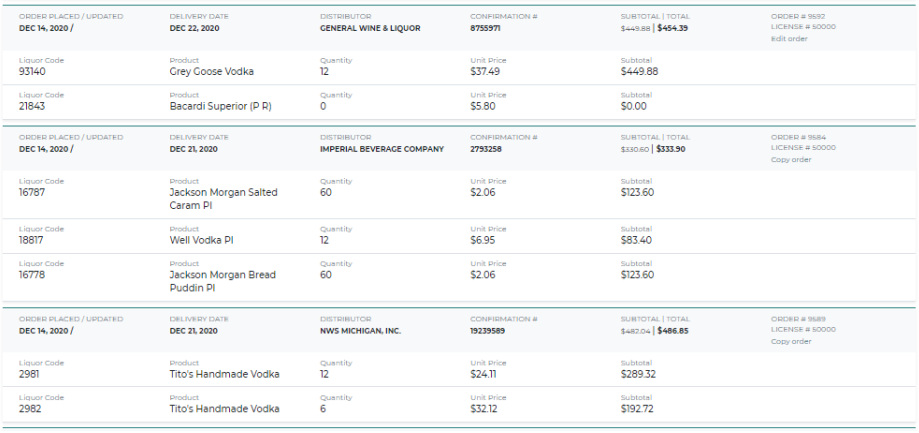
Viewing my Order History

All confirmed orders are available to view immediately by selecting the *Orde*r tab.



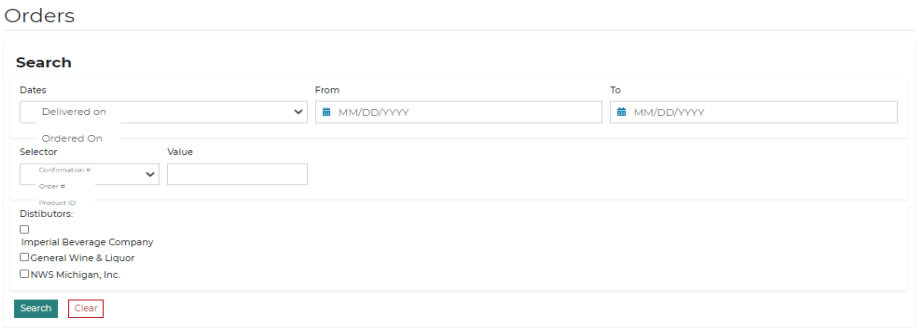
Order history will start the day the new system is launched. The order history will only display orders that were placed using the new OLO site. *Orders placed directly through an ADA or Salesperson will not be available using this tab.*

Orders are sorted by delivery date, with the most recent at the top.



Orders can be searched with the following filters:

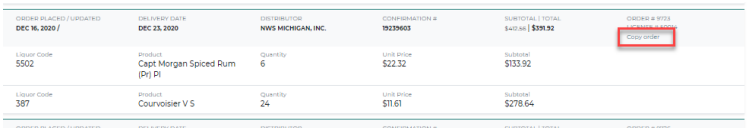
- Date
  - Delivery Date
  - Ordered On Date
- Selector
  - Confirmation Number
  - Order Number
  - Product ID (Liquor Code)
- Distributor



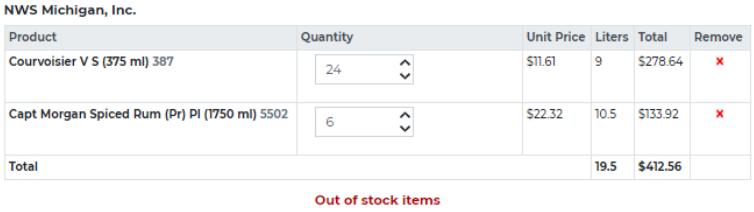
Additional Features – Copy a previous order

Users can copy an order previously placed to add items to the cart that are commonly ordered. To copy an order:

- Select Orders tab
- Identify the order you wish to copy
- Select Copy Order link to the right of the order



- All items from the order will be added to your cart.



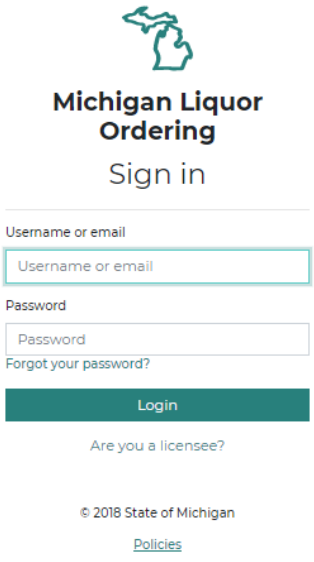
NWS Michigan, Inc.

Product	Quantity	Unit Price	Liters	Total	Remove
Courvoisier V S (375 ml) 387	24	$11.61	9	$278.64	×
Capt Morgan Spiced Rum (Pr) Pl (1750 ml) 5502	6	$22.32	10.5	$133.92	×
Total			19.5	$412.56	

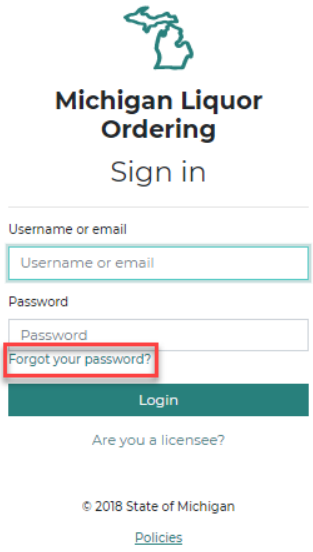
Out of stock items

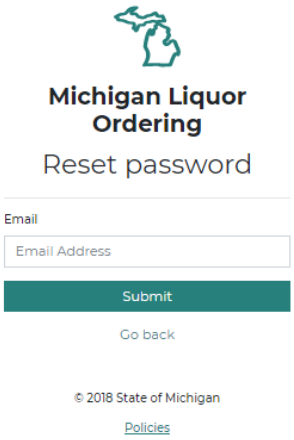
Log In:

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



2. If you have forgotten your password, select **Forgot your password?**, enter your email address and select **Submit**.

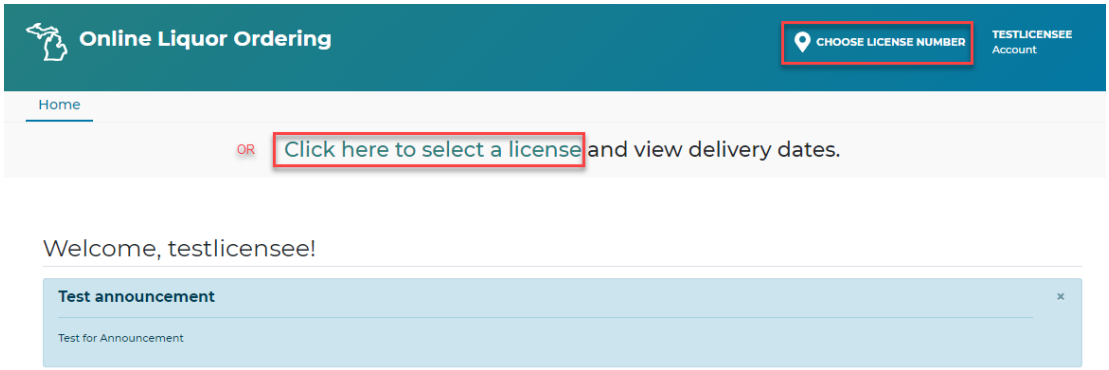




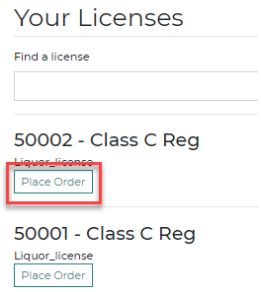
Navigating the OLO System:

3. After successful login, licensees will be directed to the homepage. The homepage displays announcements from MLCC.

   Select the license number that you wish to place an order for by selecting **Click here to select a license** or **Choose License Number**.

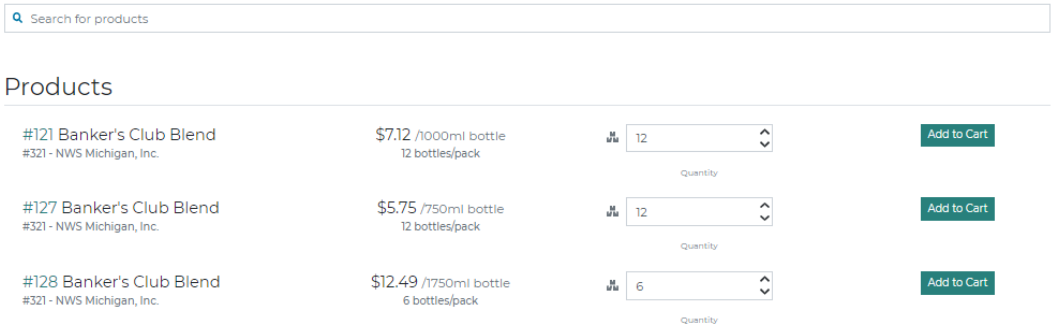


   From the Your License list, select **Place Order** under license you wish to place an order for.

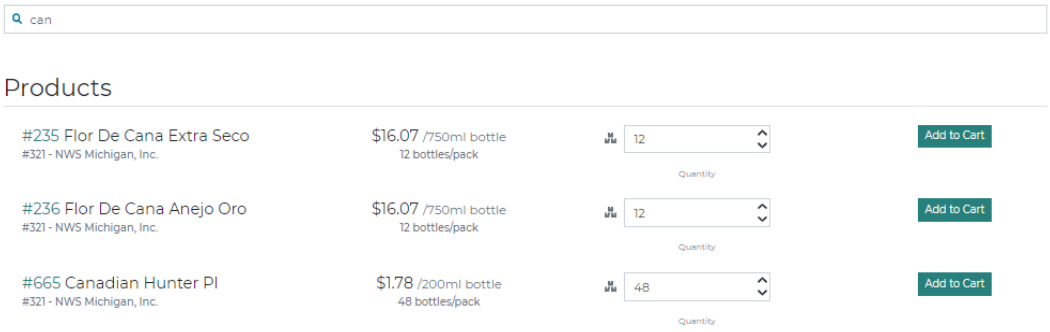


4. Once a license has been selected, the OLO Header will display the following:
    a. Home, Products, and Orders Tabs
    b. License number selected, user information, and cart will display in upper right corner
    c. Delivery dates will be displayed in the banner at the top of the page.
    d. Product search box will display under delivery dates.

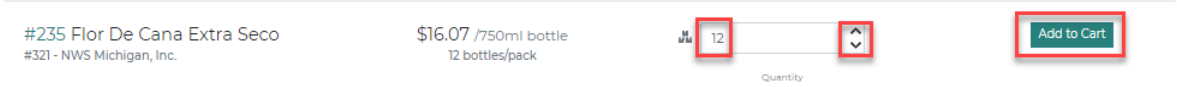
5. Select **Product** or use the product search bar to search and order spirit products.



Spirits products can be searched by liquor code or liquor name. Search results will display numerically



Quantity can be adjusted manually or by using the up/down arrows. Select **Add to Cart** to add an item to your order.



Create a NEW Order

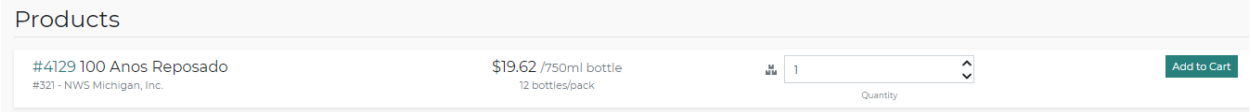
NOTE: Orders are placed by license number in the OLO system. Only one pending order will be created per license. If your license has multiple users, the users will view and edit the same pending orders. Additionally, all users will have the ability to view the order history for the license, not just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

New Orders: The Cart

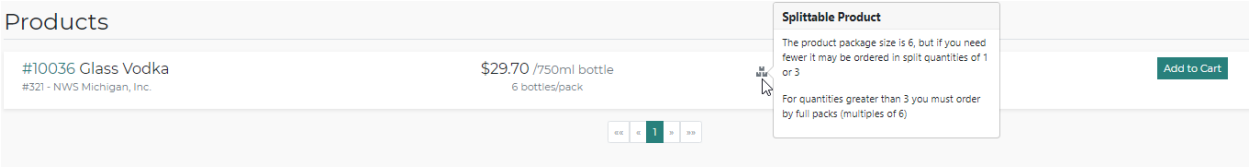
1. Use the **Shop** tab to find products/ add them to your cart.

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.

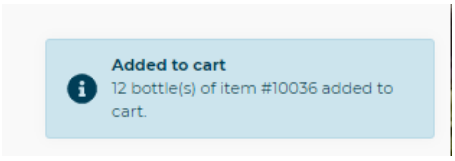
3. Product Information- the system will display liquor code, product name, ADA name and number, bottle size, price per bottle, pack size, and quantity. Select or enter a valid quantity and select **Add to Cart.**



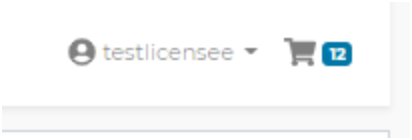
a. Splittable Products- products that are available in splits are indicated by the icon. Hovering over the icon will display the quantities that are available. The up and down arrows in the quantity section will only display quantities that are available for ordering.



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.

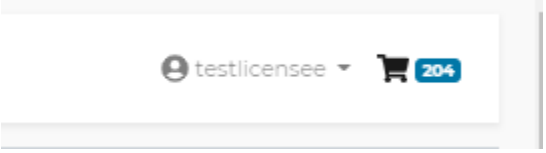


   c. Order requirements:
      i. Each ADA has a 9- liter minimum order requirement

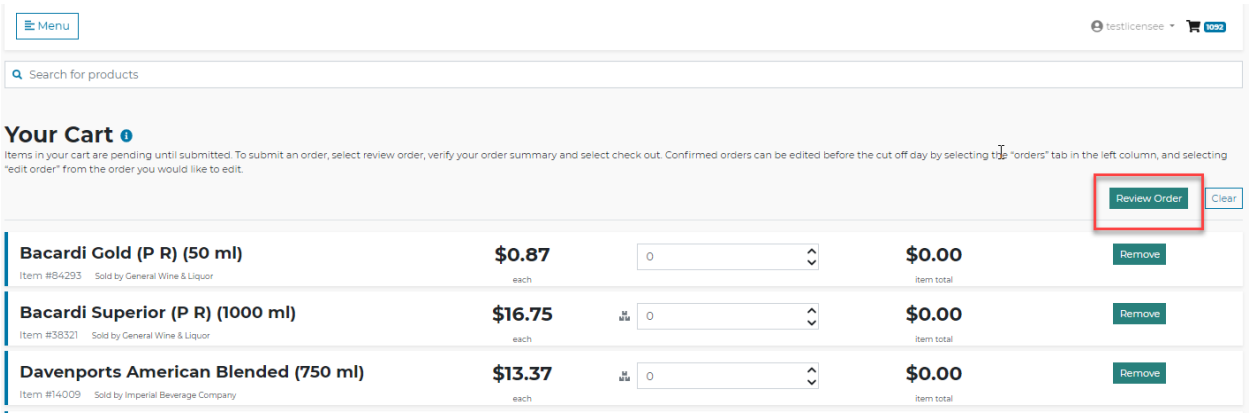
5. Pending Cart – Users will continue to build their orders by adding items to the cart. The cart tab will hold the items indefinitely. The items in a submitted order can be edited in the cart until the licensees established cut off time.

Submit an Order:

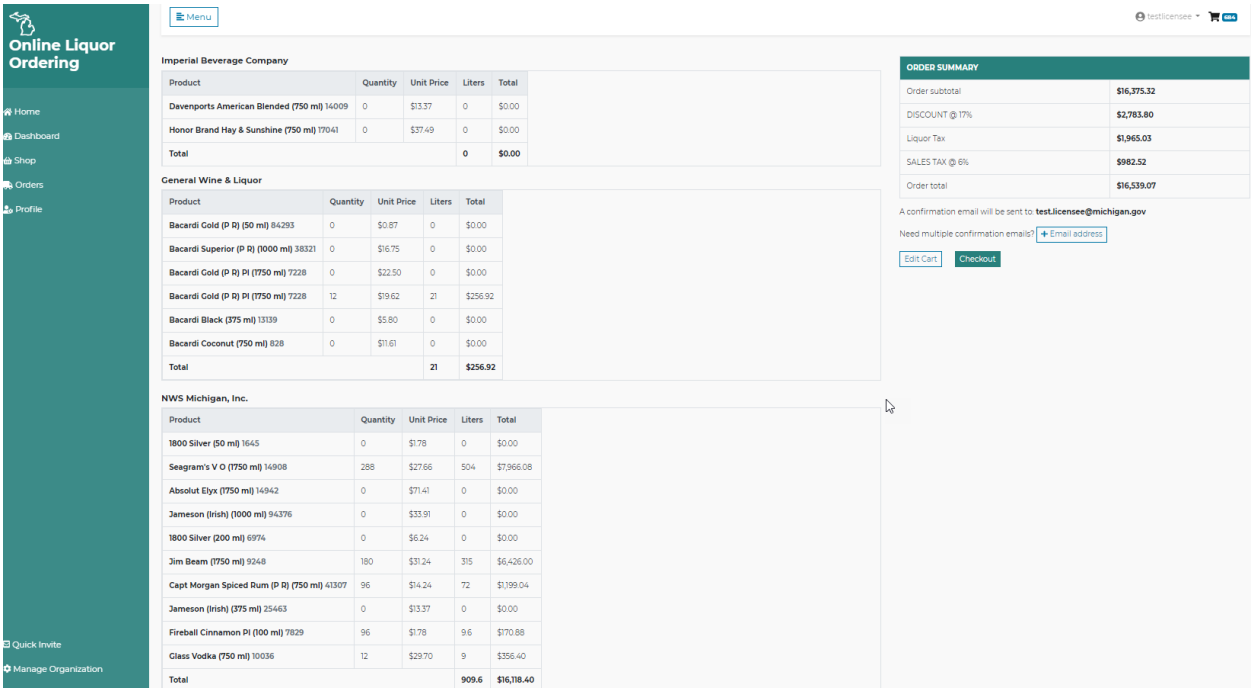
1. Select the **Cart** tab in the upper right corner to display your cart.

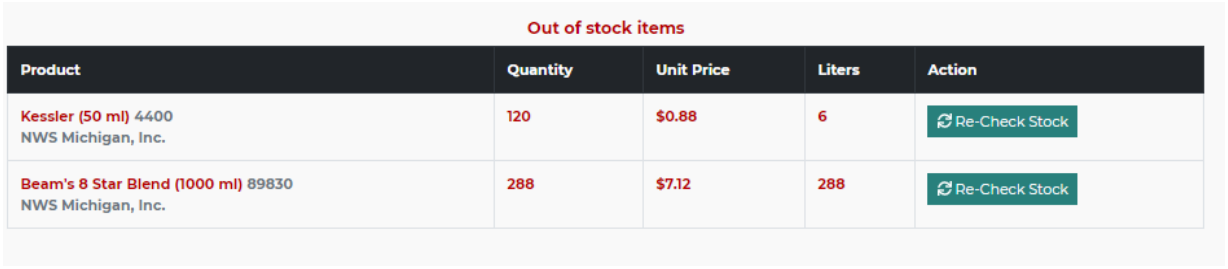


2. From the Cart, select **Review Order.**
   a. Removing an item from a cart that has not been submitted and confirmed will remove the item from the cart, the item will no longer be visible in the cart. FOR ITEMS IN THE CART THAT HAVE BEEN SUBMITTED AND CONFIRMED IN A PREVIOUS ORDER, selecting the remove 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.

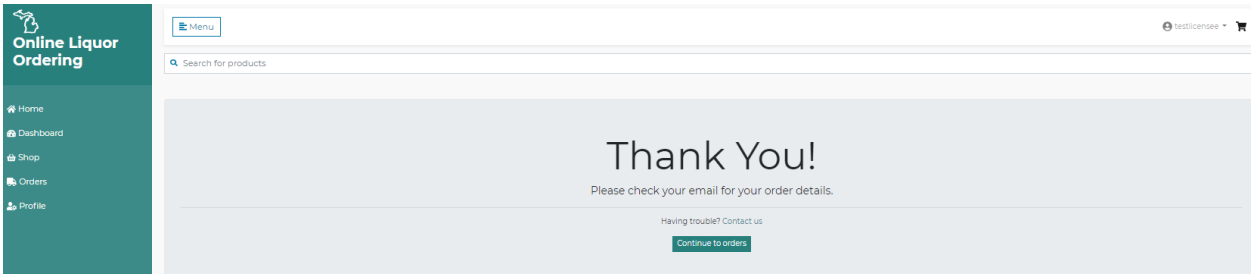


3. Order Summary- The order summary will separate the products by ADA.
    a. Any order errors will display in red and will need to be corrected before checkout.
    b. **Edit Cart –** select this button to edit items or quantities in the cart
    c. Order Summary- displays subtotal, any applicable discounts, 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



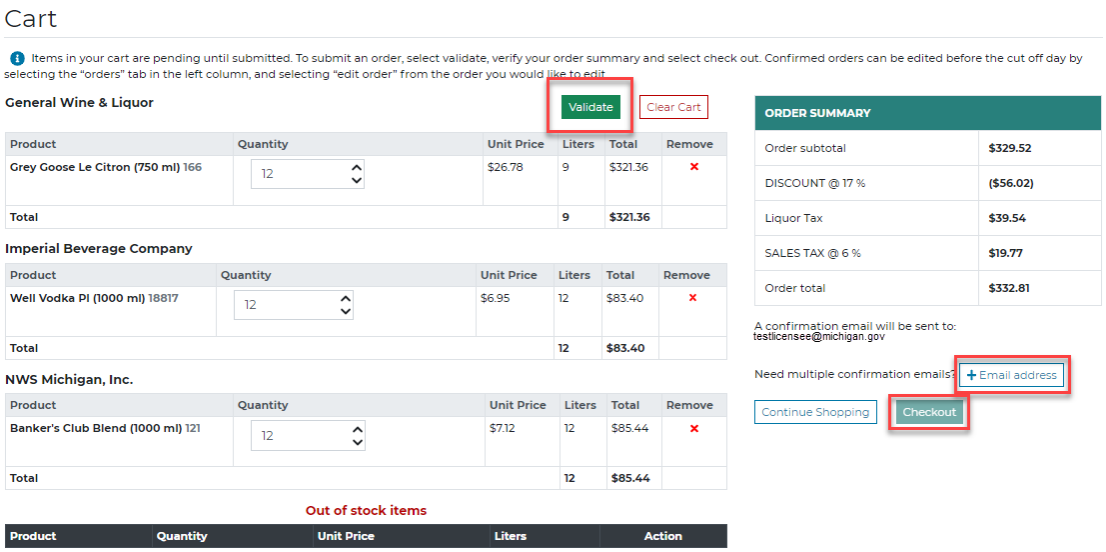


4. Your Order has been submitted to the ADA(s).
    a. Order confirmation displays
    b. Order confirmation email is sent to user and will contain confirmation number
    c. Orders can be viewed in the **Orders** tab in the left column and will contain confirmation number



Items in your cart are pending until order has been submitted. After you have added your items to the cart, to submit an order:

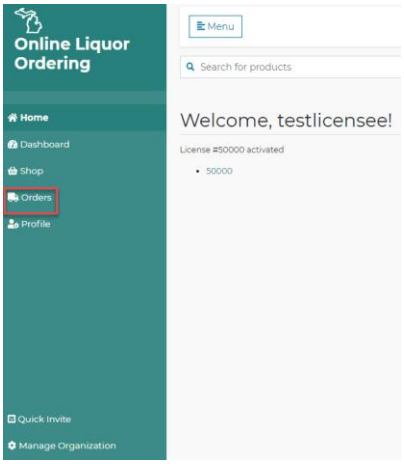
- Select *Validate* Button
- Verify order summary is accurate
- Enter any additional email addresses to receive order confirmation
- Select *Checkout* Button
- Order Confirmation will appear
- Confirmation emails will be sent
- Order information will be accessible using the *Orders* Tab



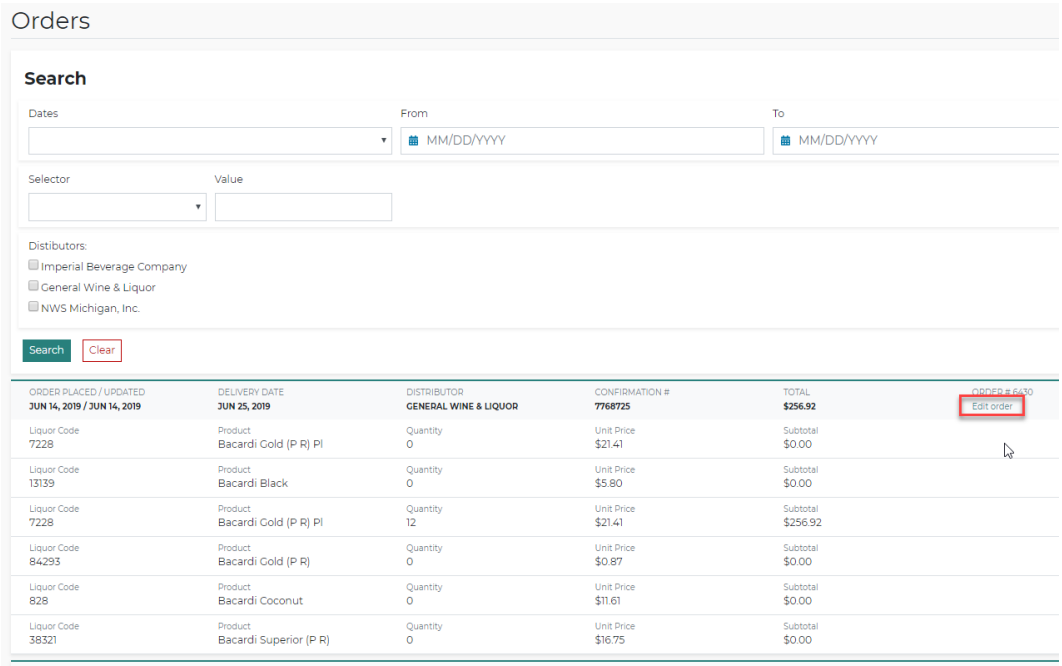
Edit a Confirmed Order:

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.

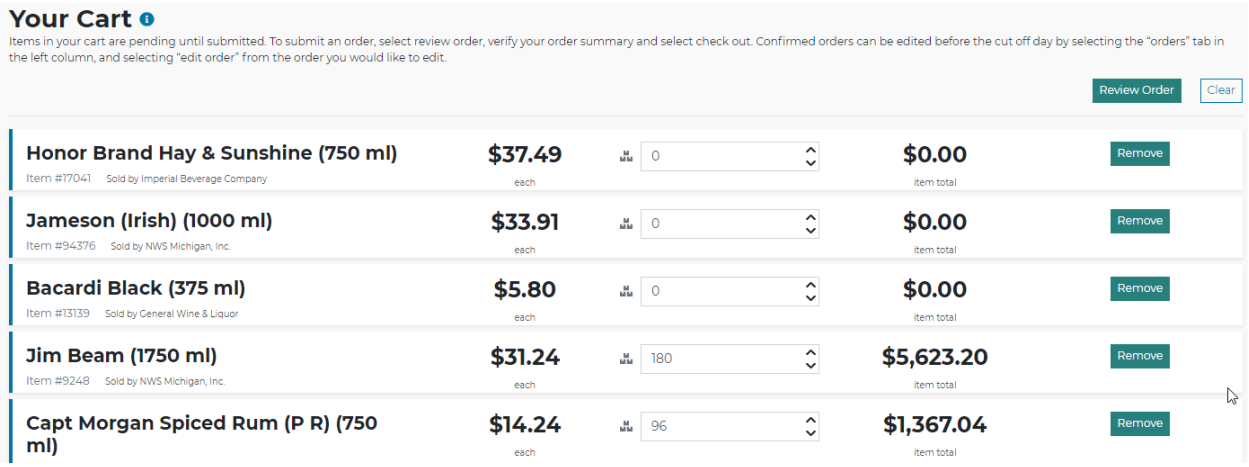
1. Select **Orders** from left column.



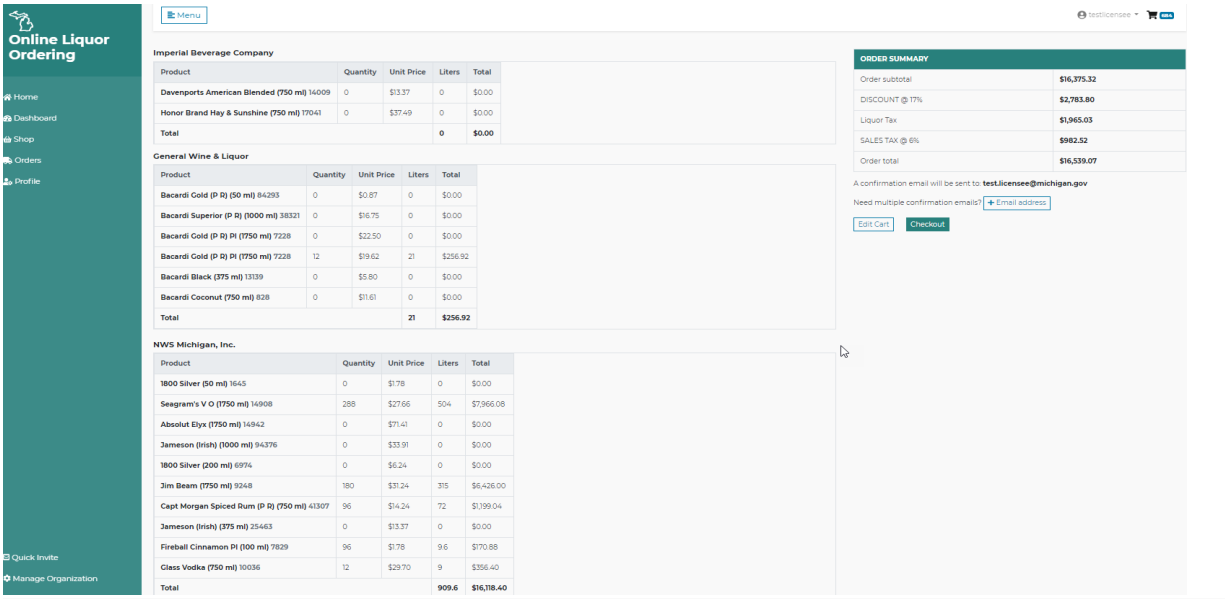
2. In order list, Select **Edit Order** next to the order you would like to edit. NOTE- you will see all items from confirmed orders that are eligible to be updated in your cart. You could receive a new confirmation for more than on ADA depending on your cut off time for each ADA.
    a. Order can be modified by updating the quantities, using the shop tab to add products, or removing items.

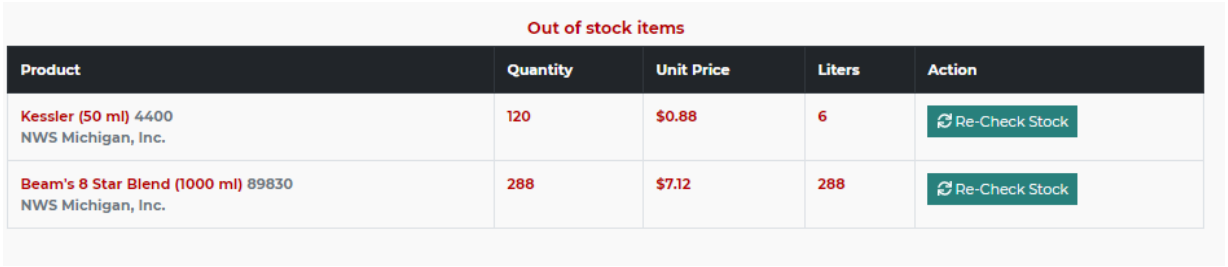


3. Removing items from an order than has already been confirmed.
    a. ANY ITEMS IN THE CART THAT HAVE BEEN SUBMITTED AND CONFIRMED IN A PREVIOUS ORDER- selecting the **Remove** button will place a zero in the quantity box. You will continue to see the item with a zero quantity on your order confirmation and emails.



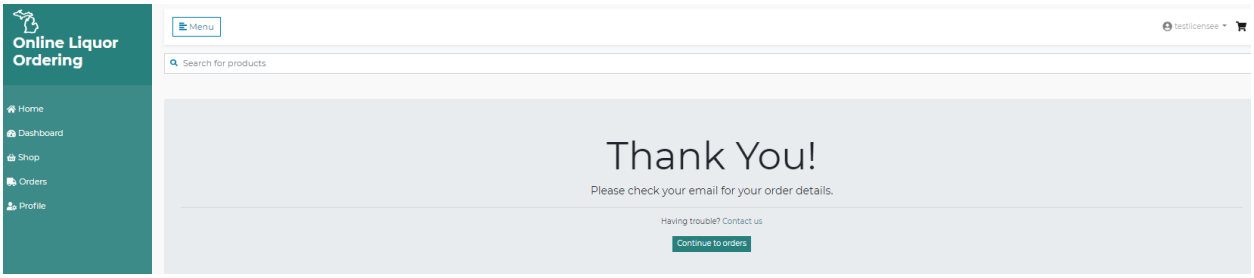
4. Order Summary- The order summary will separate the products by ADA.
    a. Any order errors will display in red and will need to be corrected before checkout.
    b. **Edit Cart –** select this button to edit items or quantities in the cart
    c. Order Summary- displays subtotal, any applicable discounts, 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





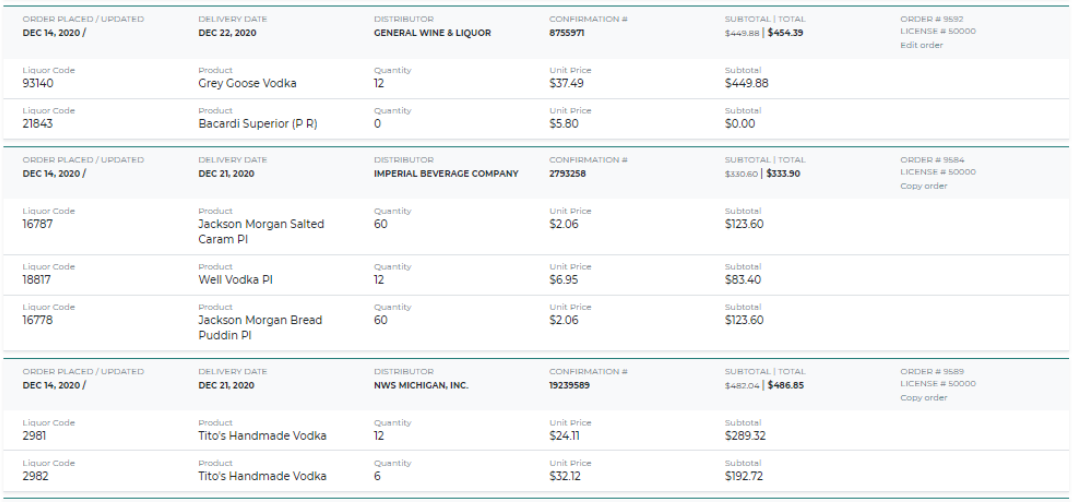
Your Order has been submitted to the ADA(s).

g. Order confirmation displays
h. Order confirmation email is sent to user and will contain confirmation number
i. Orders can be viewed in the **Orders** tab in the left column and will contain confirmation number



6.

Orders- Selecting the **Order** tab allows users to view the history of orders placed using the Current OLO system. Orders will be displayed with most current delivery date at the top.

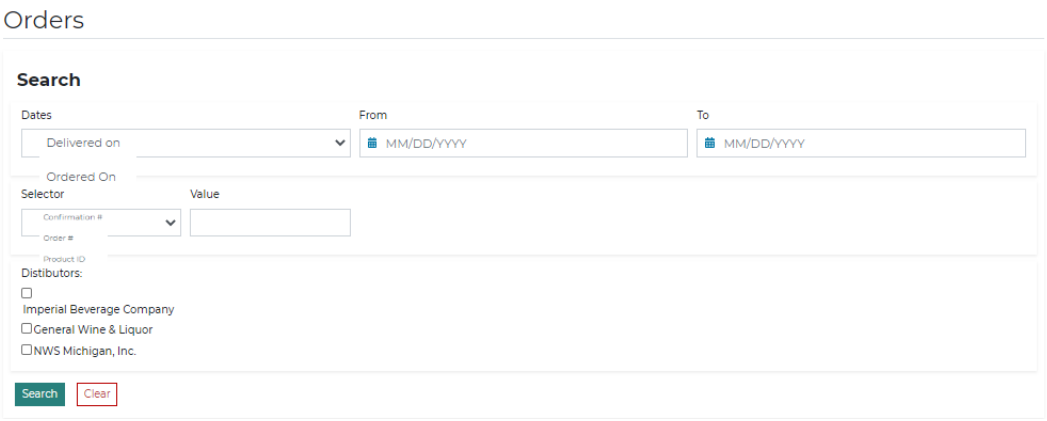


ORDER PLACED / UPDATED	DELIVERY DATE	DISTRIBUTOR	CONFIRMATION #	SUBTOTAL | TOTAL	ORDER # 9592 LICENSE # 50000 Edit order
DEC 14, 2020 /	DEC 22, 2020	GENERAL WINE & LIQUOR	8755971	$449.88 | $454.39	
Liquor Code 93140	Product Grey Goose Vodka	Quantity 12	Unit Price $37.49	Subtotal $449.88	
Liquor Code 21843	Product Bacardi Superior (P R)	Quantity 0	Unit Price $5.80	Subtotal $0.00	

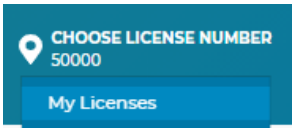
ORDER PLACED / UPDATED	DELIVERY DATE	DISTRIBUTOR	CONFIRMATION #	SUBTOTAL | TOTAL	ORDER # 9584 LICENSE # 50000 Copy order
DEC 14, 2020 /	DEC 21, 2020	IMPERIAL BEVERAGE COMPANY	2793258	$330.60 | $333.90	
Liquor Code 16787	Product Jackson Morgan Salted Caram Pl	Quantity 60	Unit Price $2.06	Subtotal $123.60	
Liquor Code 18817	Product Well Vodka Pl	Quantity 12	Unit Price $6.95	Subtotal $83.40	
Liquor Code 16778	Product Jackson Morgan Bread Puddin Pl	Quantity 60	Unit Price $2.06	Subtotal $123.60	

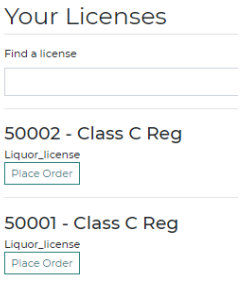
ORDER PLACED / UPDATED	DELIVERY DATE	DISTRIBUTOR	CONFIRMATION #	SUBTOTAL | TOTAL	ORDER # 9589 LICENSE # 50000 Copy order
DEC 14, 2020 /	DEC 21, 2020	NWS MICHIGAN, INC.	19239589	$482.04 | $486.85	
Liquor Code 2981	Product Tito's Handmade Vodka	Quantity 12	Unit Price $24.11	Subtotal $289.32	
Liquor Code 2982	Product Tito's Handmade Vodka	Quantity 6	Unit Price $32.12	Subtotal $192.72	

Orders can be searched using the filters at the top of the screen.

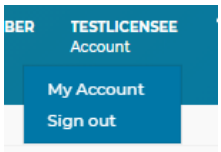


7. Changing license number selected – Select **Choose License Number** in upper right corner. Select **My Licenses** to display list of Your licenses.

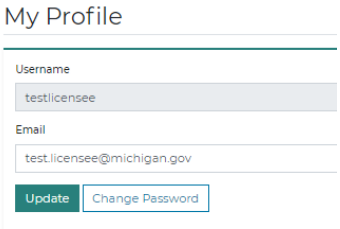




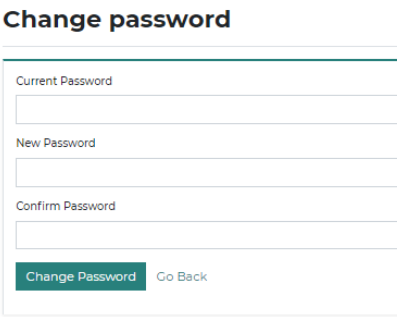
8. Profile- Selecting the **Username** in the upper right corner of the page to update user email, reset password, or sign out.



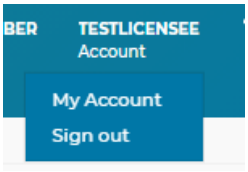
Select **My Account**, update email field and select **Update** to update email address



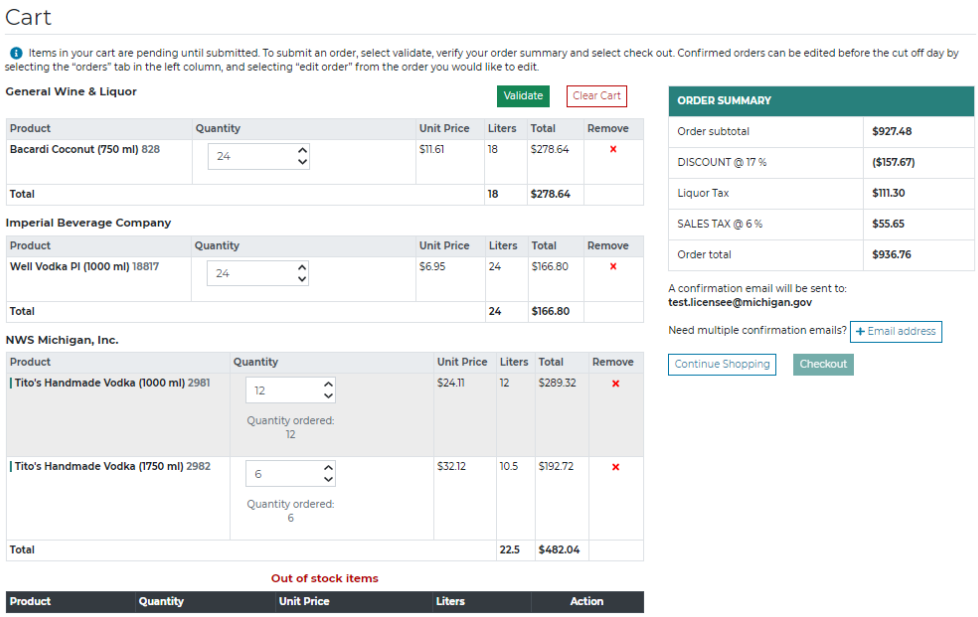
Select **Change Password** to access change password screen. Enter current password, new password, and confirm password. Select **Change Password** to update password.



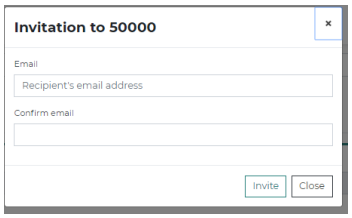
Select **Sign Out** to log out of the system.



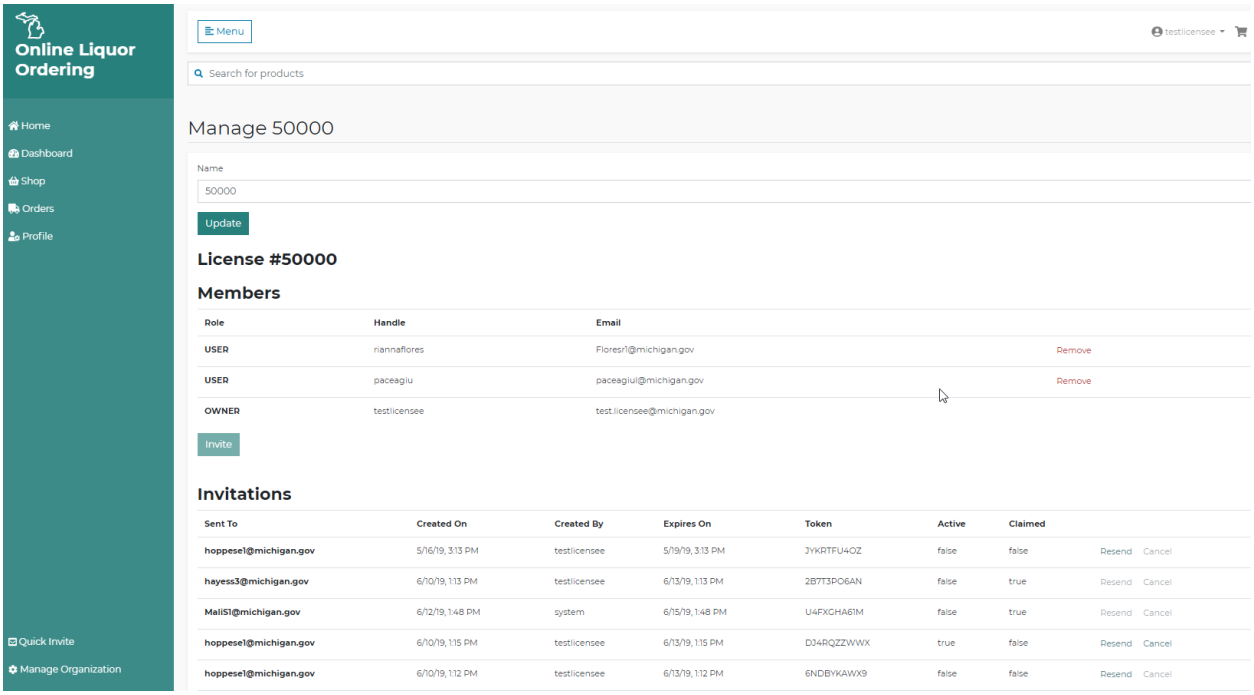
9. Cart- Select Cart icon to access cart. The cart displays



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.



Rules

SPLIT CASE POLICY

At no cost, licensees can order split cases. By Commission Order, the ADA split case policy is listed below:

Bottle Size	Splits Allowed
1.75 liter	1 or 3
1.0 liter	1, 3, or 6
750 mL	1, 3, or 6
375 mL	3, 6, or 12
200 mL	12 or 24
100 mL	No Splits Allowed
50 mL	No Splits Allowed
70000 Series	No Splits Allowed *Limited Availability*

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.