Michigan Liquor Control Commission
New Online Liquor Ordering (OLO) System
Information and FAQs

On February 2, 2021, all orders must be placed using the new Online Liquor Ordering (OLO) system.

INTRODUCTION

Welcome to the Michigan Liquor Control Commission's (MLCC) NEW Online Liquor Ordering system.

In order to use this Internet site, you must have an active Michigan liquor license that authorizes the sale of spirits.

Licensees will be required to provide an email address to access the Online Liquor Ordering (OLO) Site.

Need Help?

If you have questions on how the system works or comments about the service you are receiving, call the MLCC Help line! The line is available Monday through Friday from 8:00 a.m. until 4:30 p.m. Call 1-800-701-0513.

Important Dates

The new OLO system will require an email address to register. Licensees who successfully registered in June 2019 will NOT need to register again.

January 20, 2021 – Registration OLO emails sent to licensees who did not register in June 2019

January 20, 2021 – Registration open for licensees who did not register in June 2019 (link to registration site will be provided in email)

February 2, 2021 – New Online Liquor Ordering System go live. All orders will be placed using new online ordering site

Registration Process

The new OLO system will require an email address to register. Licensees who successfully registered in June 2019 will NOT need to register as a new user again. All other licensees will need to register as a new user during their first login.

Registration for Licensees who successfully registered an account in the NEW Online Liquor Ordering system in June 2019:

You will NOT need to register as a new user.

Important dates:

January 20, 2020- Email sent containing existing user information

February 2, 2021 – New Online Ordering System go live

Your Registration Email will contain the following login information:

Email/Username:

License Number:

Password Information:

Your Password: your password was chosen at time of registration and has not changed

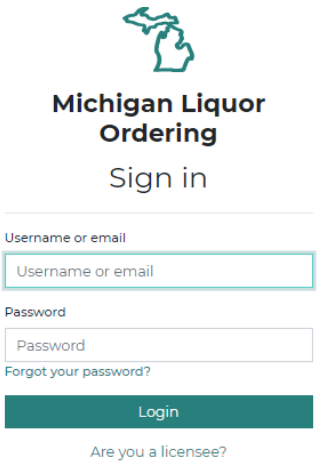
Users who need to reset their existing password should access the NEW OLO login page and select the “Forgot my Password” link.

These login credentials should be used on February 2, 2021 when the new OLO system launches.

You will login using the Sign in page

If you need to reset your password, select “Forgot your password?” link.

The system will send the password reset to the email on file.



Registration for licensees who are not registered in the NEW Online Liquor Ordering system. These users have been actively using the preceding online liquor ordering system, but did not register with the new system in June 2019:

Important dates:

January 20, 2021 – Registration token emails sent to licensees

January 20, 2021 – New OLO Registration open for licensees (link included in email)

February 2, 2021 – New Online Liquor Ordering System go live.

Your registration Email will contain the following registration information:

Email:

License Number:

Token:

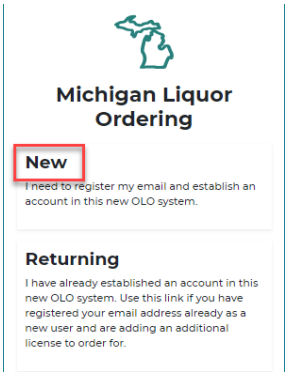
Registration Link: *T**he registration link will not be active before registration opens on January 20, 2021. Users will receive an authentication email after registering as a new user, this email is required to access OLO for the first time.***

New user registration opens on Jan 20, 2021. New Users will receive an authentication email after registration. The authentication email contains a link that is required to access the OLO system for the first time.

You will need to register as a new user.

After successful registration, an authentication link will be sent via email.

Licensees are required to use this link to access the online ordering site for the first time.



Registration for New Users who are licensed AFTER February 2, 2020. These users will need to register an account in the NEW Online Liquor Ordering system:

Important Information:

MLCC sends registration emails to new licensees once a liquor ordering license is issued. Registration emails are sent to the email provided during the licensing process.

Your registration Email will contain the following registration information:

Email:

License Number:

Token:

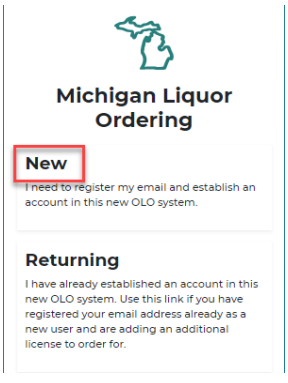
Registration Link:

This email contains a token required to register for the new Online Liquor Ordering (OLO) system. New Users will receive an authentication email after registration. The authentication email contains a link that is required to access the OLO system for the first time.

You will need to register as a new user.

After successful registration, an authentication link will be sent via email.

Licensees are required to use this link to access the online ordering site for the first time.



Registration for Registered Users who have been issued additional licenses AFTER February 2, 2020. These users already have a registered account in the NEW Online Liquor Ordering system and want to access additional licenses using an existing account:

Important Information:

MLCC sends registration emails to new licensees once a liquor ordering license is issued. Registration emails are sent to the email provided during the licensing process.

Your registration Email will contain the following registration information:

Email:

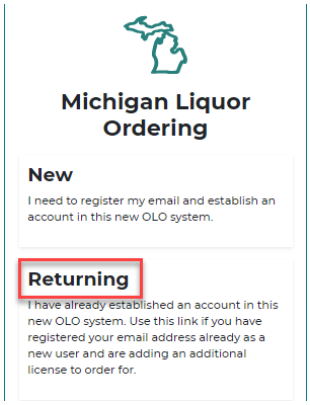
License Number:

Token:

Registration Link:

This email contains a token required to register for the new Online Liquor Ordering (OLO) system. Users that are already registered and want to access additional licenses using their existing login credential do not need to register as a new user. These users will use the link in the email and register as a returning user.

You will need to register as a Returning user.

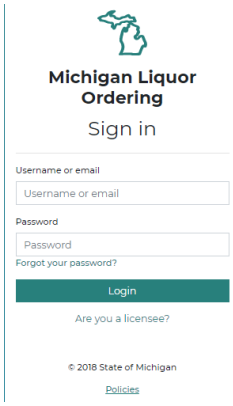


Overview

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).



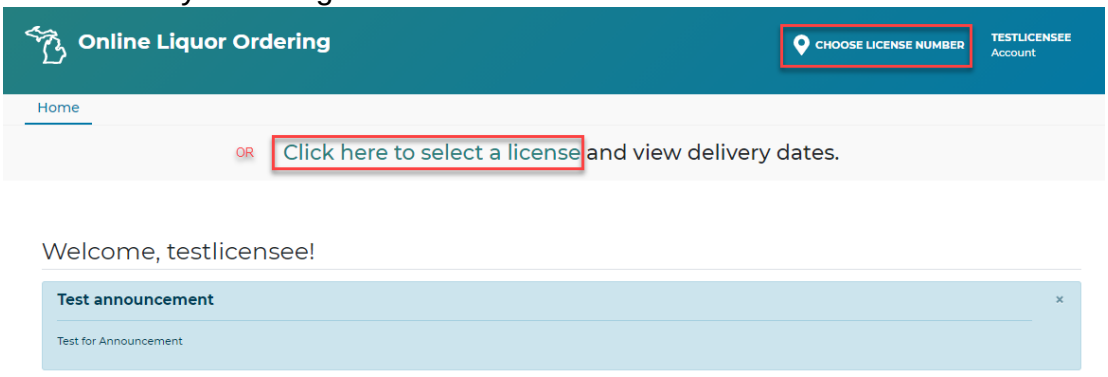
Licensees who have forgotten their password may select the "*Forgot your Password?*" link to receive a password reset email.

Dashboard

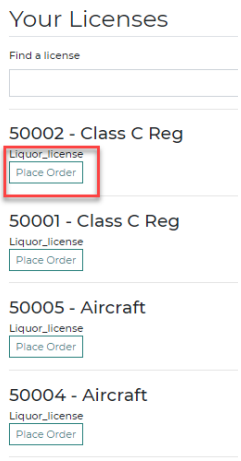
After successfully logging into the OLO system, licensees will be directed to the dashboard page. MLCC uses this dashboard to communicate important messages to licensees.

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.

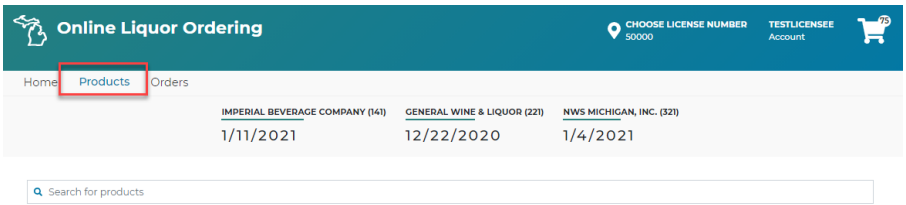


After a license has been selected, the user will see a message that the license number has been validated.

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.

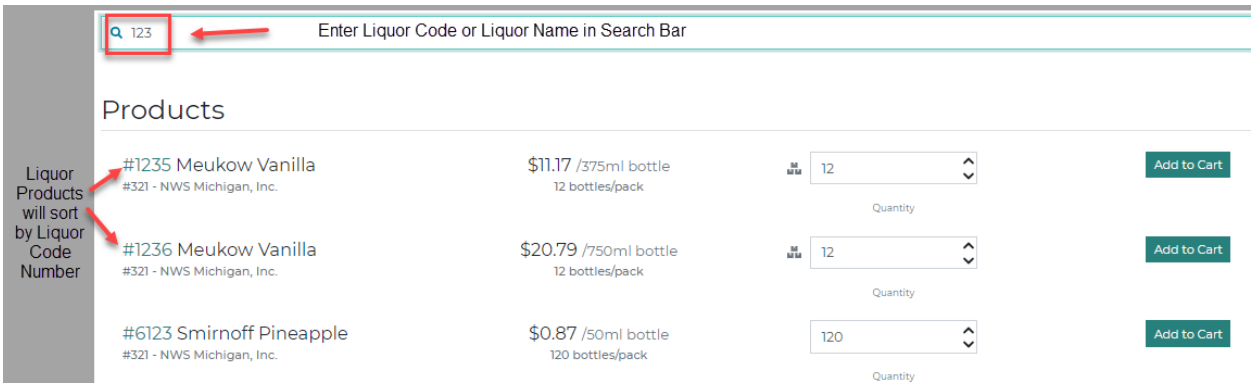
Placing a New Liquor Order

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.

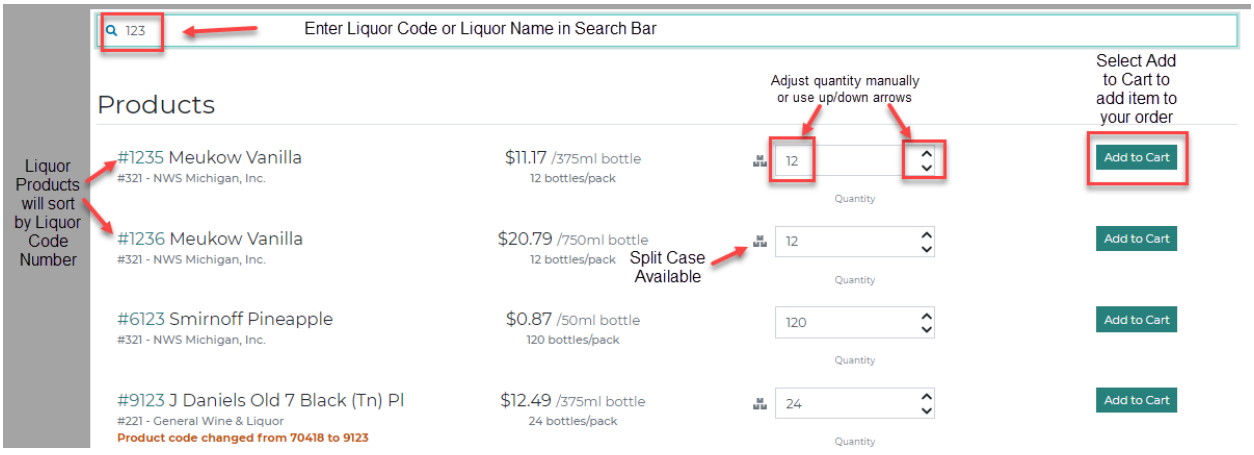
Adding an item to Liquor Order (Adding an item to the Cart)

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

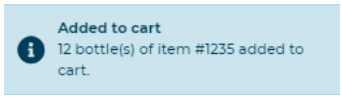
> *The OLO system automatically calculates available split orders and pack sizes, which display in the *Quantity* box when using the up/down arrows.

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

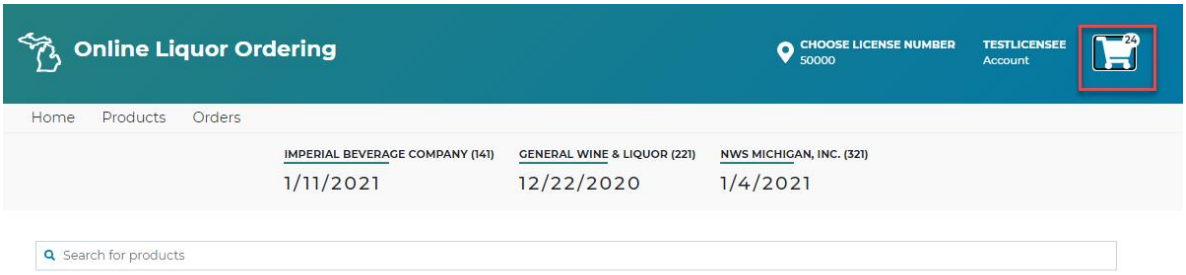


When an item is successfully added to your cart, a box will pop up in the lower right corner letting you know the items were added to the cart.



Submitting your Order

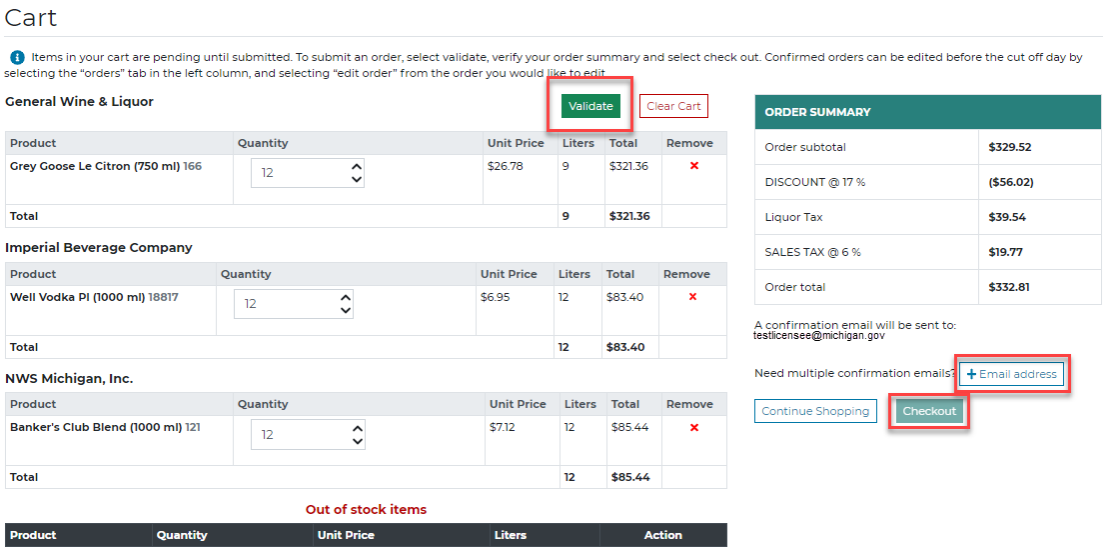
When ready to place your order, select the *Cart* icon located in the upper right corner.



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.

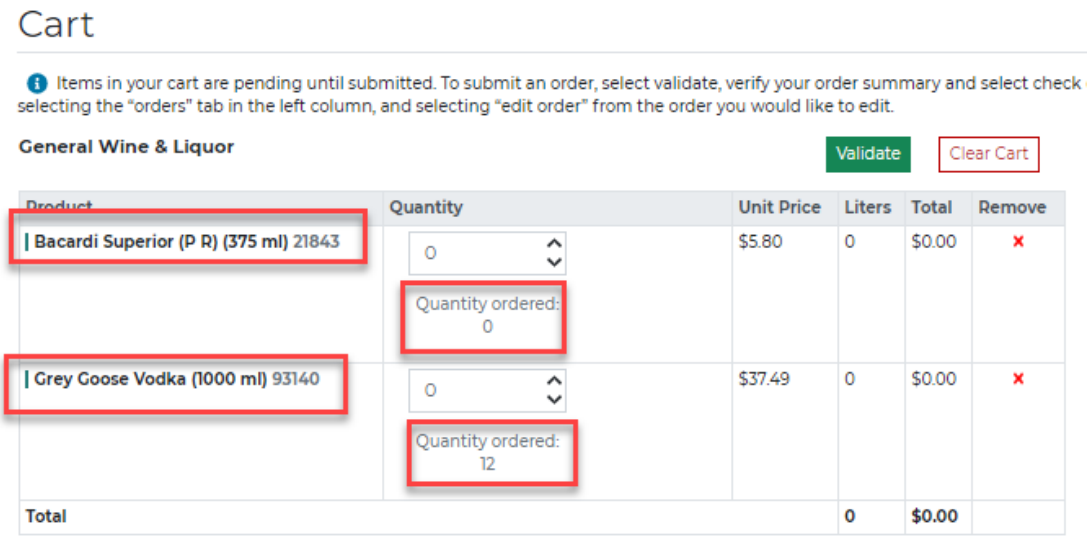
Select the *Checkout* button when ready to submit the order to the ADA(s). A confirmation email goes to the default email address, any additional emails entered, and to the MLCC.

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.

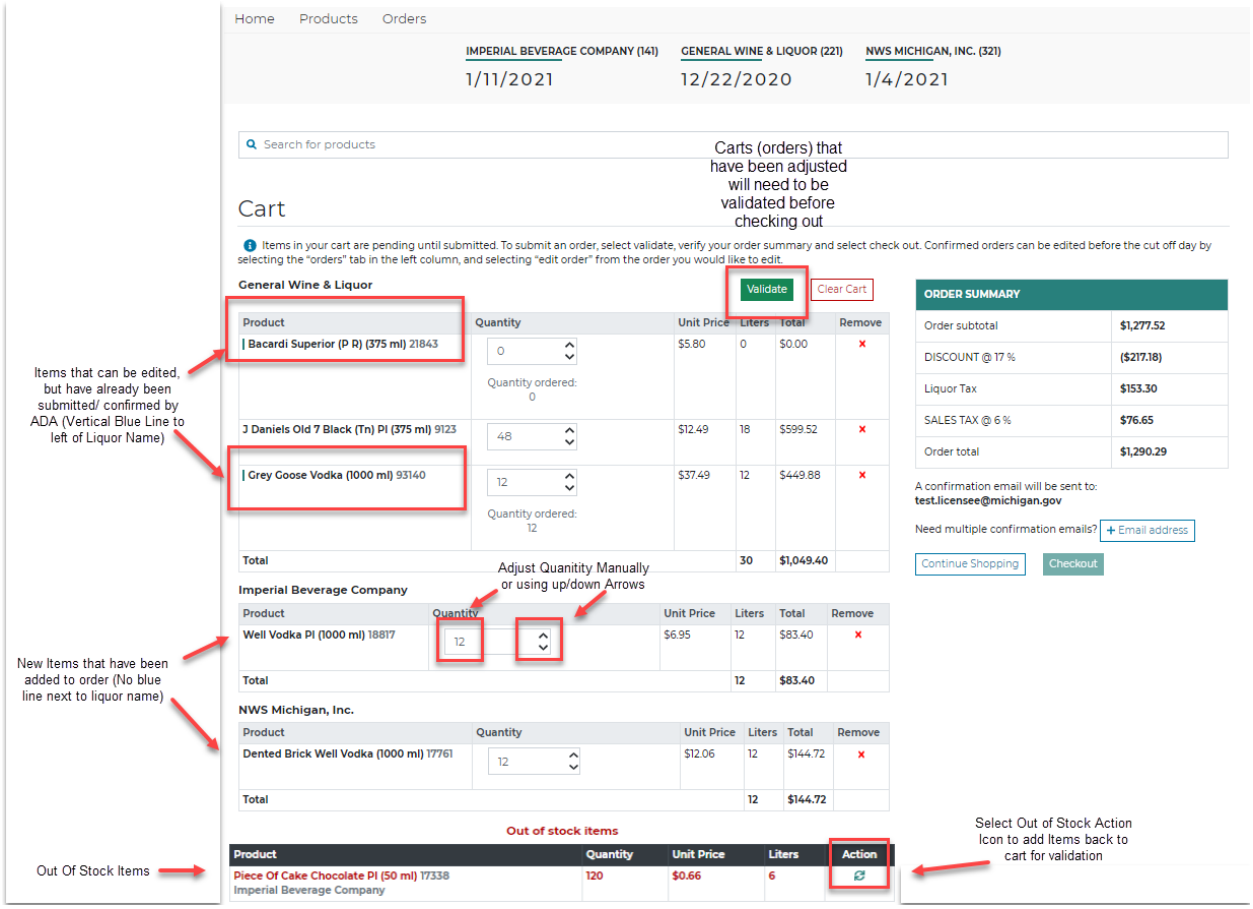


To edit an existing order, access the existing order:

- 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.

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.

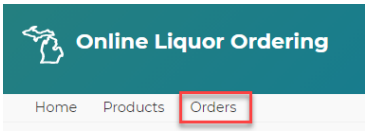
Adjustments to quantities can be made within the cart or by adding items.

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.

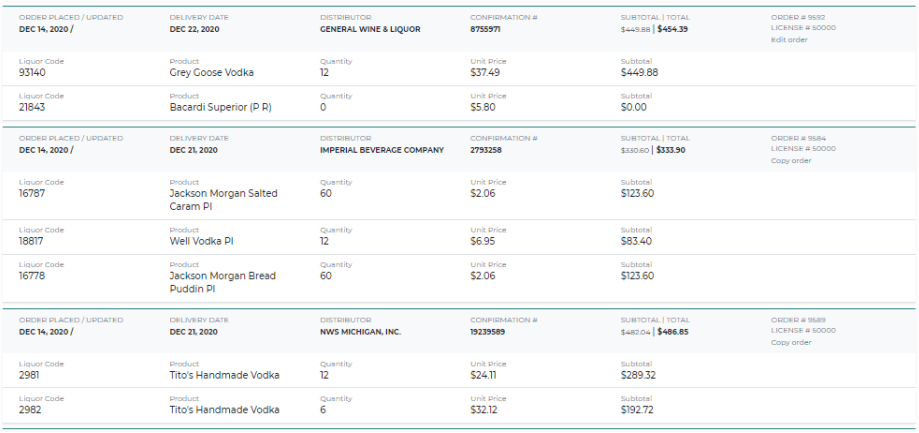
Viewing my Order History

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.



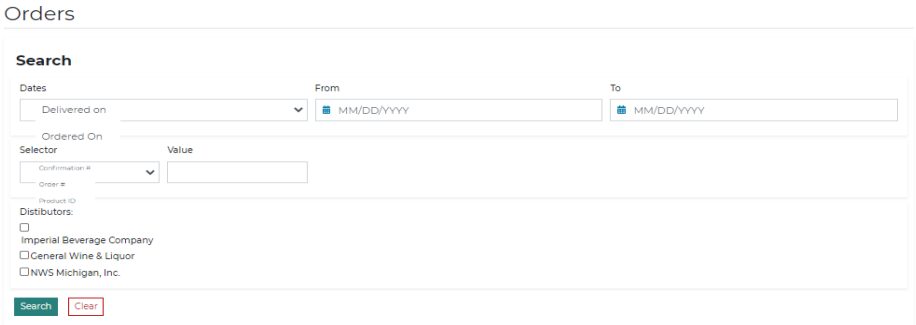
ORDER PLACED / UPDATED	DELIVERY DATE	DISTRIBUTOR	CONFIRMATION #	SUBTOTAL | TOTAL	ORDER # 9592
DEC 14, 2020 /	DEC 22, 2020	GENERAL WINE & LIQUOR	8755971	$449.88 | $454.39	LICENSE # 50000
					Edit order
Liquor Code	Product	Quantity	Unit Price	Subtotal	
93140	Grey Goose Vodka	12	$37.49	$449.88	
21843	Bacardi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

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

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

Orders can be searched with the following filters:

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

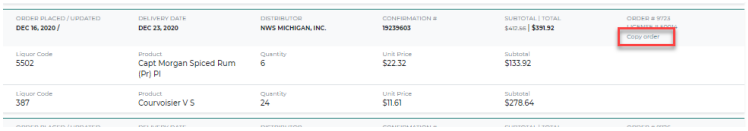


Additional Features – Copy a previous order

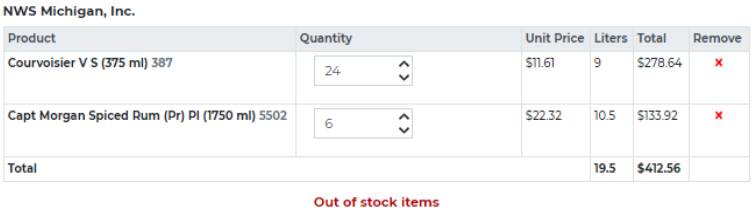
Users can copy an order previously placed to add items to the cart that are commonly ordered. To copy an order:

- 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

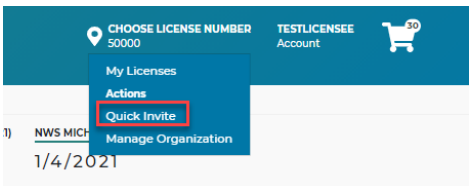


Additional Features – adding another user

The Main OLO user (Owner) will have the ability to add two additional sub-users per license number. These sub-users will be able to place orders and the order history will be available for viewing by the Main OLO user.

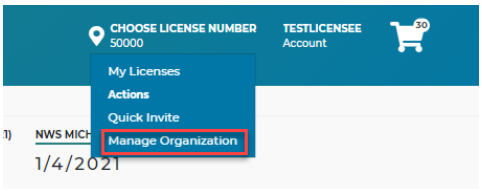
To add a sub-user account, select Choose License Number in upper right corner, users can be added two different ways:

- select quick invite, enter email address of new user
    - New user will receive registration email link and should register account as directed above.



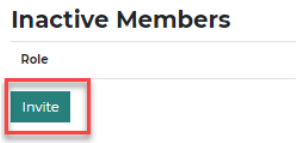
OR

- Select Manage Organization



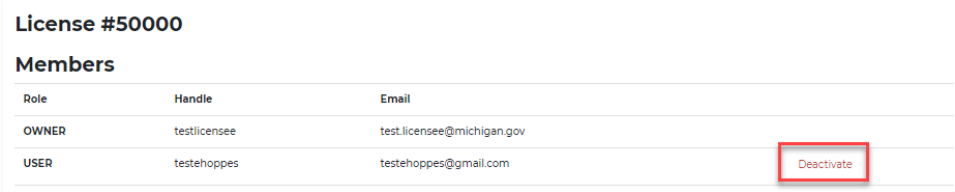
- From manage organization page select invite button, enter email address of new user

- New user will receive registration email link and should register account as directed above.



An invitation email will be sent to the new sub-user to register. Once registered, the user will receive an additional email to activate the account and can begin placing orders.

OLO Main users can also disable a sub-user that has been added. Users can be disabled by selecting the "***Manage Organization***" link, then selecting deactivate next to the username.



Once disabled, the sub-user will no longer have access to the license in the OLO system.

New OLO FAQs

Why is OLO being updated?

OLO is being updated to offer licensees a more up to date application. Many additional features will be available to MLCC's licensees.

Do I need an email address?

Yes. The new OLO system requires all users have an email address.

How do I re-set my password?

On the login page of the new OLO system, select *Forgot my Password*.

I am having a problem resetting my password. Who do I contact?

E-Mail mlccpasswordrequests@michigan.gov or call 1-800-701-0513 and request a password letter be sent.

I'm not sure if my order took. I did not get an e-mail confirmation.

Any orders placed in the NEW OLO system will be available to view by selecting the *Orders* tab in the left column of the screen. This tab will NOT display orders placed directly through an ADA or salesperson.

What if I get busy with a customer in the middle of entering my order?

Items will remain in your cart until they are removed, or order is submitted and can no longer be adjusted because the cutoff date has passed. Should you need to log out of OLO, your items will not be removed from your cart.

Can I assign another user to place orders?

Yes. An email is sent at the issuance of the liquor ordering license to the email provided to MLCC. This user is established as the owner in the OLO system. The owner can establish two sub-users to enter orders in the OLO system. See directions above.