



Licensee Online Ordering Guide

**Version 3.0
May 2019**

Table of Contents

- A. Getting Started** **4**
 - Set up an Account Central Account
and Request MIPS Access **4**
 - Creating Your First Order **10**

- B. Previous Orders/Order Guides** **23**
 - Add Order Guide **23**
 - Search Orders/Guides **25**

- C. Glossary** **28**

A. Getting Started

The very first thing that you must do is set up an Account Central account. Once you have an Account Central account you will **automatically be granted** access to the Online Licensee Ordering system which is part of the MIPS application.

Setup an Account Central Account and Request MIPS Access

Task Description: Before you can begin submitting your licensee orders online, you must first set up an account with Account Central and request access to the MIPS application. It is recommended that you perform the following steps a couple days prior to your needing to submit and/or pickup an order from your assigned ABC store.

Note: This will only need to be performed once (i.e., the very first time you wish to place an online order). Any subsequent orders you will skip this section and proceed straight to placing your order.

1. Open Internet Explorer on your computer.
2. Enter the following address into your Navigation bar:
3. <https://www.abc.virginia.gov/mips/public/login>

Virginia.gov Agencies | Governor Search Virginia.Gov

MIPS | MANAGEMENT OF INVENTORY AND PRODUCT SALES

ABC VIRGINIA ALCOHOLIC BEVERAGE CONTROL AUTHORITY

Log In

Sign In

* This field is required

Forgot User ID?

Password

Forgot password? Enter Verification Code

Next

Don't have an account? **Sign Up**

4. Click on the *Don't have an account* **Sign up** link to create an Account Central account."

Create Account

Orange indicates a required field.

First Name

Last Name

User ID

User ID must be between 6 and 20 characters in length.

Phone Number

Please include area code.

Primary Email Address

Confirm Email Address

Create Password

Password must be at least 8 characters in length.

Confirm Password

Cancel Submit

Already have an account?
[Sign In](#)

JavaScript and Cookies must be enabled.
Overview: [How to start using MIPS application](#)

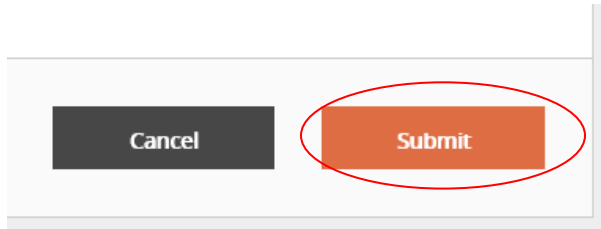
NOTE: To use the application, please make sure that Javascript, Session Cookies are enabled, and that Popups are not blocked.

5. Fill in all the requested fields. (First Name, Last Name, Create a User ID, Phone Number, Email address, and Password).

NOTE: The fields with Orange bars are required and **MUST** be filled out

* Be sure to include the area code in your phone number.

6. Click the **Submit** button.

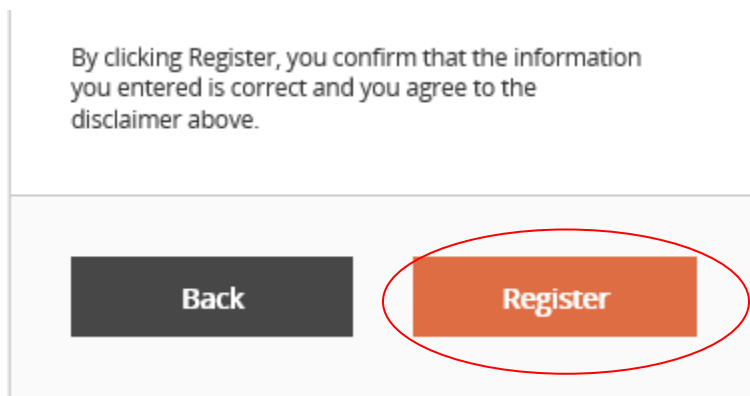


7. Under Validate Account, Please read the disclaimer.

Validate Account

Disclaimer: Unauthorized attempts to modify any information stored on this system, to defeat or circumvent security features or to utilize this system for other than its intended purposes are prohibited and may result in criminal prosecution.

8. Review the information entered to ensure everything entered is correct and accurate.
9. Click **Register** to continue (or **Back** if you need to update any information)



10. A Verification code will be sent to the email address provided. Please access your email, enter the **Verification Code**, and click **Proceed**.

Email Recovery - Verification

• We've sent a verification code to [REDACTED]@comcast.net for you. Please check your email for it and enter it here when you receive it.

11. You will see the message “Your user account was created successfully.” appear at the top of the screen.
12. In the **Login to Account Central** box on the screen, enter your newly created Account Central Login ID and Password.
13. Click the **Next** button
14. When you first login to Account Central, you will automatically be directed to the MIPS Access Request screen.

NOTE: *This will only occur the first time you login to setup your MIPS access. After completing the access request, you will be taken directly to the MIPS home page.*

15. Please review the Contact Information entered and make any corrections if necessary.

NOTE: *The fields **Name Prefix, Middle Name, ext., Fax Number, Address 1, Address 2, City, State, ZIP Code** are optional fields and you may decide whether you wish to fill them out or not.*

MIPS Access Request

★ Denotes a required field

[Request MIPS Access Tutorial](#)

Please note: MIPS Access can only be granted to representatives of ABC Vendor, Carrier or Licensee.
If you are an existing MIPS user please do not request new access.

Enter Contact Information

Name Prefix

★ First Name

Middle Name

★ Last Name

★ Email Address

★ Phone Number ext. (e.g., 555-555-5555)

★ Fax Number ext. (e.g., 555-555-5555)

Enter **business** address:

★ Address 1

Address 2

★ City

★ State

★ ZIP Code -

16. Scroll down the page so that the *Access Type* section can be seen.

Access Type

A Licensee Ordering Rep is able to submit orders to be picked up at an ABC store.
A Product/Inventory Rep is able to submit Products for Consideration, update existing Product Specifications, add/update Discounts, and view Inventory Levels.
A Delivery Scheduling Rep is able to submit orders for inventory to be delivered to the ABC.

★ Access Type Requested
Product/Inventory Rep
Delivery Scheduling Rep

★ What Company do you Represent?
(Vendor/Carrier/Licensee Name)

★ What Time Frame Would You Expect to Start?

For Delivery Scheduling Representative Only:

★ Type of Business Vendor
 Carrier

★ What Vendor(s) are you delivering for?

For Licensee Ordering Representative Only:
A Licensee Ordering Rep must enter only one license. If the Rep will be representing more than one license for an owner, then they will be automatically associated.

★ License Number

17. Click on **Licensee Ordering Rep** in the *Access Type Requested* field.

Access Type

A Licensee Ordering Rep is able to submit orders to be picked up at an ABC store.
 A Product/Inventory Rep is able to submit Products for Consideration, update existing Product Specifications, add/update Discounts, and view Inventory Levels.
 A Delivery Scheduling Rep is able to submit orders for inventory to be delivered to the ABC.

★ Access Type Requested Licensee Ordering Rep
 Product/Inventory Rep
 Delivery Scheduling Rep

★ What Company do you Represent? (Vendor/Carrier/Licensee Name)

★ What Time Frame Would You Expect to Start?

For Delivery Scheduling Representative Only:

★ Type of Business Vendor
 Carrier

★ What Vendor(s) are you delivering for?

For Licensee Ordering Representative Only:
 A Licensee Ordering Rep must enter only one license. If the Rep will be representing more than one license for an owner, then they will be automatically associated.

★ License Number

18. Enter your company business or Trade name and any other details that you consider important in *What Company do you Represent?* Field.

NOTE: Skip the section *For Delivery Scheduling Representative Only*

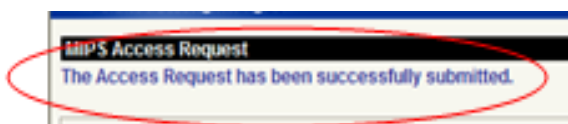
19. Enter ASAP or a date in *What Time Frame Would You Expect to Start?* Field

20. Enter your **Licensee #** in Licensee Number Field

NOTE: You will also see any associated licenses also listed in the **Access Type** section of the page. Licenses **MUST BE** under the same Business or Corporate Name as entered by License Record Management when the Mixed Beverage licensee was requested. See **Ordering for Multiple Licenses** note in **Creating Your First Order** below

21. Click the **Submit** button.

22. You will see the message “The Access Request has been successfully submitted.” appear at the top of the screen.



23. Close your browser window. Access requests for licensees take about 5-10 minutes to process through the system to be approved.

Creating Your First Order

Task Description: Now that you have setup your Account Central account and had your MIPS access request approved, you can now prepare and submit your first order.

If at any time you wish to save your order as a draft, click the “Save Draft” button located in the upper right-hand corner of the screen. A draft order can be saved so that you can come back at a later time and update or complete the order and then submit it. For instructions on how to access a draft order see the Search Orders/Guide section of this procedures document.

**Note: The Online Licensee Ordering system has a limited time for a session to stay active, so it is a good idea to save a draft order if you believe it will take you longer than 10-15 minutes to complete the order screen or if you are going to be away from your computer for any amount of time while in the midst of placing an order..*

Ordering for Multiple Licenses

Associated Licenses are tied together within the system by the Business or Corporate Name.

If you order for more than one license location, then only those restaurants or bars that have the same corporate name will have visibility into other restaurants or bars under the same login. If they do not have the same corporate name, then a separate login account must be created for each license.

1. Once you have received an email notification that your MIPS Access Request has been approved, then open Internet Explorer on your computer.
2. Enter the following address into your Navigation bar:
<https://www.abc.virginia.gov/mips/public/login>
3. Enter your Login ID and password.
4. Click the “Login” button.
5. The first time that you login to the MIPS application you will be automatically directed to the MIPS Application Terms and Conditions screen.

**When you log in at any subsequent time, you will no longer see this screen, but will be taken directly to the MIPS Welcome page.*

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MIPS MANAGEMENT OF INVENTORY AND PRODUCT SALES My Account | Log Out | Support

V/ABC
VIRGINIA ALCOHOLIC BEVERAGE CONTROL AUTHORITY

Home

Terms and Conditions

Terms and Conditions for using MIPS application.

"It is the policy of the Commonwealth of Virginia that personal information about citizens will be collected only to the extent necessary to provide the service or benefit desired; that only appropriate information will be collected; that the citizen shall understand the reason the information is collected and be able to examine their personal record which is maintained by a public body."

This Web site:

1. Collects no personal information, except where information is voluntarily submitted to web forms on this Web site.
2. Does not place a "cookie" on your computer.
3. For each visitor, we collect the Internet Protocol (IP) address, type of browser used, the date and time of the visit, and the IP addresses of the locations that the visitor linked during his or her visit to our Web site. This information is strictly used for statistical reporting purposes.

Virginia law:
We protect our records in accordance with our obligations as defined by applicable Virginia statutes, including, but not limited to, the "Virginia Privacy Protection Act of 1976", the "Virginia Freedom of Information Act", and by any applicable U.S. federal laws.

Links to other Web sites:
Our Web site may contain links to other public or private entities' Web sites, whose privacy practices we do not control.

Choice to provide information:
There is no legal requirement for you to provide any information at our Web site. However, failure to provide optional information will mean that the particular feature or service associated with that part of the Web page will not be available to you.

Customer comments:
If you have questions about this privacy statement or the practices of this Web site, please contact us at: webmaster@abc.virginia.gov.

Accept Decline

6. Read the Terms and Conditions.

- a. If you agree to the terms and conditions, click the "Accept" button.
- b. If you do not agree to the terms and conditions, click the "Decline" button.

**If you decline the terms and conditions you will not be able to use the Online Licensee Ordering system.*

7. Click on "Create Order" link.

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MIPS MANAGEMENT OF INVENTORY AND PRODUCT SALES My Account | Log Out | Support

V/ABC
VIRGINIA ALCOHOLIC BEVERAGE CONTROL AUTHORITY

Home

Good afternoon, Tester Two!

For navigation, use the buttons/links provided by the application, not the ones provided by the browser.

| | | |
|--|--|--|
| <p>Ordering</p> <ul style="list-style-type: none"> • Search Orders/Guides • Create Order • Add Order Guide | <p>Tutorials / Guides</p> <ul style="list-style-type: none"> • Search Orders/Guides Tutorial • Create Order Tutorial • Create Order Guide Tutorial | <p>MIPS</p> <ul style="list-style-type: none"> • Update Contact Information • Leave Feedback • View Terms and Conditions |
|--|--|--|

8. Verify that the information is correct for the following fields: License Number, ABC Store Number, Store Address, Store Phone and Order Contact.

- a. If you have multiple license numbers, then be sure to select the correct license number for your order from the drop-down menu in the “License Number” field and verify the associated information.

**ABC retail stores are mapped to license numbers, therefore by selecting a different license number the store number and other store related information may change.*

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MIPS | MANAGEMENT OF INVENTORY AND PRODUCT SALES

VABC VIRGINIA ALCOHOLIC BEVERAGE CONTROL AUTHORITY

My Account | Log Out | Support

Home Ordering

Licensee Orders

Create Licensee Order

Cancel Save Draft Review Submit

★ Denotes a required field

Same day orders must be submitted before 8 am. Please contact the store directly if you need scheduling assistance.

Link Navigation
Perform New Search

★ Primary Store Number: 360 Use Alternate Store? (Twice Per Month Limit) Valid Reason Required.

★ License Number: 47...

Store Address: 7028-7032 Woodlake Commons Loop 2901HERMITAGEROAD Richmond, VA 23220

Store Phone: 804-213-4670

★ Requested Pickup Date: 04-08-2019 Calendar

★ Order Contact: Tester Two

Comment for Store:

Store* field to request special order merchandise or to enter special instructions about your order.

* Indicates that the Retail Bottle Price reflects discount.

status is Discontinued or Close Out, the font color of the product details will be red.

9. Select your requested pickup date from the drop-down menu in the “Requested Pickup Date” field.

**Same day orders must be submitted before 8 am. Please contact the store directly if you need scheduling assistance.*

An Alternate Store Option is available to allow the licensee the ability to submit an online order to an alternate store location, within their area, for special circumstances. Examples of these special circumstances are; base store is closed for remodeling, is currently out of stock of a particular product, or the licensee is going to be out by that store and is more convenient. Licensees are only allowed to select an Alternate Store selection *twice in one month and it will be systematically monitored to prevent abuse. If it is known a store will be closed for an extended period of time, we will request that the base store be temporarily changed to a different store of your choosing during the closure.

10. (optional) **Use Alternate Store?**

To do so, click the check box next to **Use Alternate Store?** Once selected, you will see a **Region** dropdown menu appear. Select your desired region, and then store once the **Store** dropdown appears next.

Select your reason for using an alternate store in the **Reason For Using Alternate Store:** dropdown.

11. The **Comments Section** allows you to enter free text that will be included in the email notification to the store of your order submission. Its intended use is to

provide information to the store for things such as special order merchandise requests on items your base store may not carry or provide any special instructions necessary for that particular order.

12. Scroll down to the Order section.

Please note: * indicates that the Retail Bottle Price reflects discount.
 If a product status is Discontinued or Close Out, the font color of the product details will be red.

Find Products

| Line | Order Information | | Product Information | | | | Discount Information | | Store Inventory | |
|--------|----------------------|----------------------|---------------------|-------------|------------------|---------------------|----------------------|------------|-------------------|--------|
| Number | Product Code | Bottles | Product Name | Bottle Size | Bottles per Case | Retail Bottle Price | Current Month | Next Month | Available Bottles | Remove |
| 1 | <input type="text"/> | <input type="text"/> | | | | | | | | |
| 2 | <input type="text"/> | <input type="text"/> | | | | | | | | |
| 3 | <input type="text"/> | <input type="text"/> | | | | | | | | |
| 4 | <input type="text"/> | <input type="text"/> | | | | | | | | |
| 5 | <input type="text"/> | <input type="text"/> | | | | | | | | |
| 6 | <input type="text"/> | <input type="text"/> | | | | | | | | |
| 7 | <input type="text"/> | <input type="text"/> | | | | | | | | |
| 8 | <input type="text"/> | <input type="text"/> | | | | | | | | |
| 9 | <input type="text"/> | <input type="text"/> | | | | | | | | |
| 10 | <input type="text"/> | <input type="text"/> | | | | | | | | |
| 11 | <input type="text"/> | <input type="text"/> | | | | | | | | |
| 12 | <input type="text"/> | <input type="text"/> | | | | | | | | |
| 13 | <input type="text"/> | <input type="text"/> | | | | | | | | |

13. Enter the product code in the **Product Code** field.

Please note: * indicates that the Retail Bottle Price reflects discount.
 If a product status is Discontinued or Close Out, the font color of the product details will be red.

Find Products

| Line | Order Information | | Product Information | | | | Discount Information | | Store Inventory | |
|--------|----------------------|----------------------|---------------------|-------------|------------------|---------------------|----------------------|------------|-------------------|--------|
| Number | Product Code | Bottles | Product Name | Bottle Size | Bottles per Case | Retail Bottle Price | Current Month | Next Month | Available Bottles | Remove |
| 1 | <input type="text"/> | <input type="text"/> | | | | | | | | |
| 2 | <input type="text"/> | <input type="text"/> | | | | | | | | |
| 3 | <input type="text"/> | <input type="text"/> | | | | | | | | |

14. Hit “Enter” on your keyboard. This will cause the product and discount information for the product code that you entered to appear.

a. If you do not know the product code, click on the **Find Products** link.

Please note: * indicates that the Retail Bottle Price reflects discount.
 If a product status is Discontinued or Close Out, the font color of the product details will be red.

Find Products

| Line | Order Information | | Product Information | | | | Discount Information | | Store Inventory | |
|--------|----------------------|----------------------|---------------------|-------------|------------------|---------------------|----------------------|------------|-------------------|--------|
| Number | Product Code | Bottles | Product Name | Bottle Size | Bottles per Case | Retail Bottle Price | Current Month | Next Month | Available Bottles | Remove |
| 1 | <input type="text"/> | <input type="text"/> | | | | | | | | |
| 2 | <input type="text"/> | <input type="text"/> | | | | | | | | |
| 3 | <input type="text"/> | <input type="text"/> | | | | | | | | |

- b. Enter Search Criteria information to assist you with finding the correct product.

Virginia Alcoholic Beverage Control MIPS System - Internet Explorer
 (Twice-Month Limit) Valid

Find Products

★ Request

Product Name Buying Group

Merchandise Category Merchandise Brand Size

Please note: * indicates that the Retail Bottle Price reflects discount.
 If a product status is Discontinued or Close Out, the font color of the product details will be red.

| Code | Name | Size | BPC | Retail Bottle Price | Discount This Month | Discount Next Month | Action |
|-----------------------------|------|------|-----|---------------------|---------------------|---------------------|--------|
| Showing 0 to 0 of 0 entries | | | | | | | |

Previous Next

I'm Finished Adding Products!

| Number | Code | Bottles | Name | Size | Case | Price | Month | Month | Bottles | Remove |
|--------|----------------------|----------------------|------|------|------|-------|-------|-------|---------|--------|
| 1 | <input type="text"/> | <input type="text"/> | | | | | | | | |

- c. As you enter Product Information, the Search Results should automatically populate.

Virginia Alcoholic Beverage Control MIPS System - Internet Explorer
 (Twice-Month Limit) Valid

Find Products

★ Request

Product Name Buying Group

Merchandise Category Merchandise Brand Size

Please note: * indicates that the Retail Bottle Price reflects discount.
 If a product status is Discontinued or Close Out, the font color of the product details will be red.

| Search Results | | | | | | | |
|----------------|----------------------|-------|-----|---------------------|---------------------|---------------------|--------|
| Code | Name | Size | BPC | Retail Bottle Price | Discount This Month | Discount Next Month | Action |
| 032588 | Bowman's Gin | 1.75L | 6 | 12.69 | No | No | + |
| 032587 | Bowman's Gin | 1L | 12 | 8.99 | No | No | + |
| 032584 | Bowman's Gin | 375ml | 24 | 3.79 | No | No | + |
| 040088 | Bowman's Light Vodka | 1.75L | 6 | 10.99 | No | No | + |
| 044237 | Bowman's Rum | 1L | 12 | 7.99 | No | No | + |
| 044238 | Bowman's Rum | 1.75L | 6 | 11.99 | No | No | + |
| 006798 | Bowman's Scotch | 1.75L | 6 | 17.99 | No | No | + |
| 035408 | Bowman's Vodka | 1.75L | 6 | 12.29 | No | No | + |
| 035407 | Bowman's Vodka | 1L | 12 | 7.99 | No | No | + |
| 035406 | Bowman's Vodka | 750ml | 12 | 6.79 | No | No | + |

Showing 1 to 10 of 13 entries

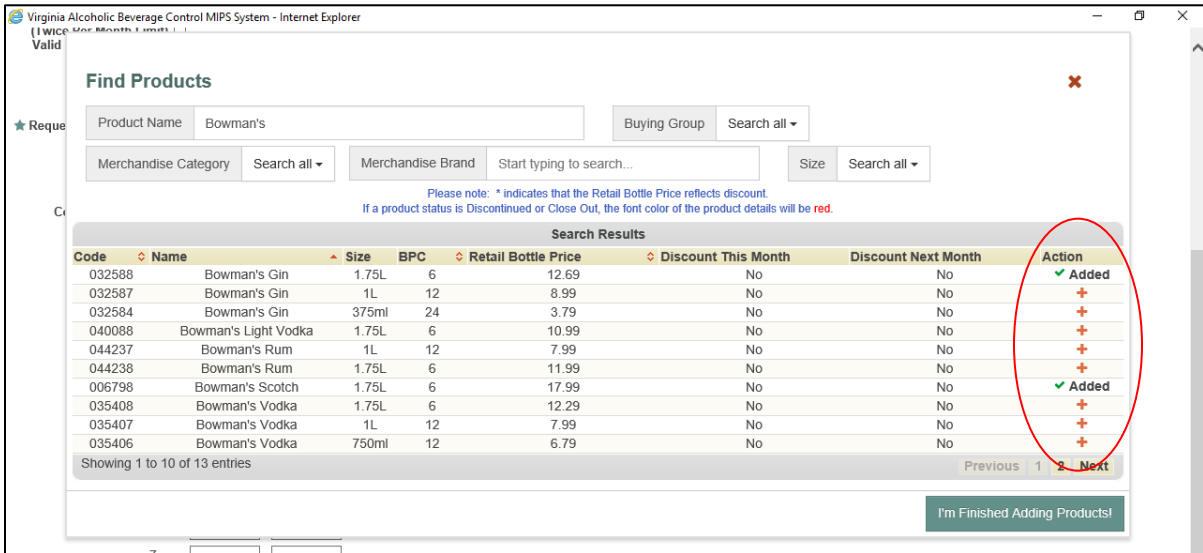
Previous 1 2 Next

I'm Finished Adding Products!

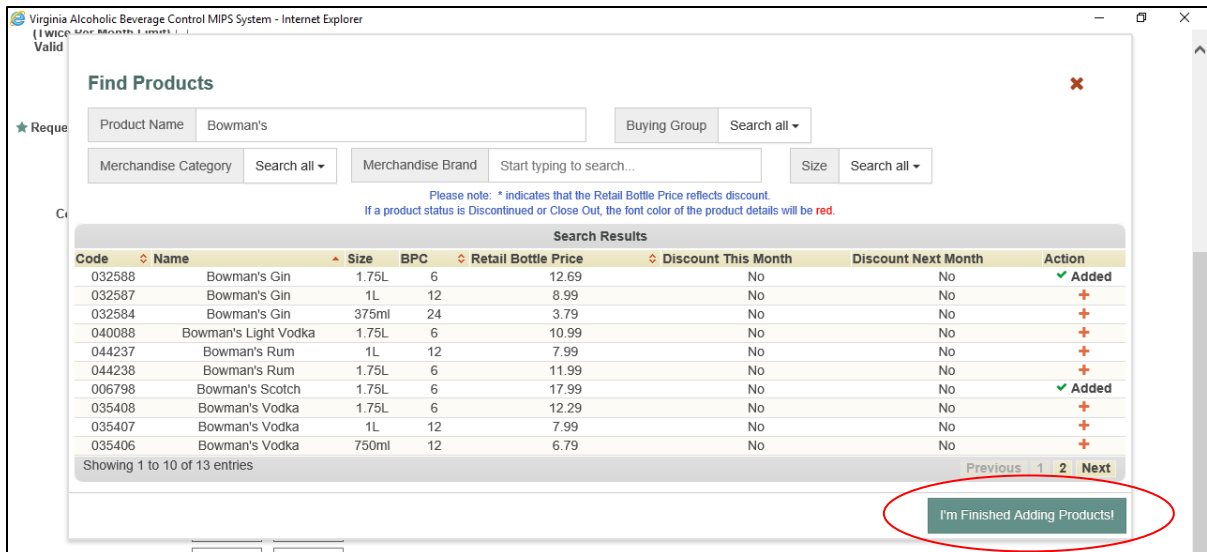
| Number | Code | Bottles | Name | Size | Case | Price | Month | Month | Bottles | Remove |
|--------|----------------------|----------------------|------|------|------|-------|-------|-------|---------|--------|
| 8 | <input type="text"/> | <input type="text"/> | | | | | | | | |

- d. On the far right column (Action) of the Search results, select the item(s) you wish to order by clicking the plus (+) for the respective product(s). The column should now show **✓ Added** for the products selected.

**If a product is discontinued or closed out, the font color of the product details will be red.*



- e. Once you are finished selecting products, click the "I'm Finished Adding Products!" button in the bottom right of the Find Products window



15. Click in the empty box next to a product in the **Bottles** column.

Please note: * indicates that the Retail Bottle Price reflects discount.
 If a product status is Discontinued or Close Out, the font color of the product details will be red.

| Find Products | | Order Information | | | | | Product Information | | Discount Information | | Store Inventory | |
|---------------|--------------|----------------------|---------------------|-------------|------------------|---------------------|---------------------|------------|----------------------|--------|-----------------|--|
| Line Number | Product Code | Bottles | Product Name | Bottle Size | Bottles per Case | Retail Bottle Price | Current Month | Next Month | Available Bottles | Remove | | |
| 1 | 32588 | <input type="text"/> | Bowman's Gin | 1.75L | 6 | 12.69 | No | No | 50 | | | |
| 2 | 6798 | <input type="text"/> | Bowman's Scotch | 1.75L | 6 | 17.99 | No | No | 50 | | | |
| 3 | 11296 | <input type="text"/> | Crown Royal Whiskey | 750ml | 12 | 29.99* | Yes | No | 60 | | | |

16. Enter the number of bottles of the product(s) that you wish to order.

You can see the number of bottles currently available in the store's inventory by looking at the **Store Inventory Available Bottles column.*

Also, notice that Crown Royal is on sale this month and the discounted price is denoted with an asterisk as noted above.

17. Repeat Steps 10-13 until you have all products that you wish to order included in your order list.

If you need to add more rows to your list so that you can add more products to your order, click the **Add More button at the bottom of the screen.*

| | | |
|----|----------------------|----------------------|
| 17 | <input type="text"/> | <input type="text"/> |
| 18 | <input type="text"/> | <input type="text"/> |
| 19 | <input type="text"/> | <input type="text"/> |
| 20 | <input type="text"/> | <input type="text"/> |
| 21 | <input type="text"/> | <input type="text"/> |
| 22 | <input type="text"/> | <input type="text"/> |
| 23 | <input type="text"/> | <input type="text"/> |
| 24 | <input type="text"/> | <input type="text"/> |
| 25 | <input type="text"/> | <input type="text"/> |
| 26 | <input type="text"/> | <input type="text"/> |
| 27 | <input type="text"/> | <input type="text"/> |
| 28 | <input type="text"/> | <input type="text"/> |
| 29 | <input type="text"/> | <input type="text"/> |
| 30 | <input type="text"/> | <input type="text"/> |

Total Bottles:
Total Cases:

Calculate Total \$ **Add More**

18. If at any time you wish to save your order as a draft, click the **Save Draft** button located in the upper right-hand corner of the screen. A draft order can be saved so that you can come back at a later time and update or complete the order and then submit it. For instructions on how to access a draft order see the **Search Orders/Guide** section of this procedures document.

**Note: The Online Licensee Ordering system has a limited time for a session to stay active. If you will need more than 10-15 minutes to complete the order screen or if you'll*

be away from your computer for any amount of time while placing an order, we recommend saving your order as a draft.

19. Scroll to top of the page and click the **Submit** button to submit your order.

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VABC VIRGINIA ALCOHOLIC BEVERAGE CONTROL AUTHORITY

My Account | Log Out | Support

Home Ordering

Licensee Orders

Create Licensee Order

Cancel Save Draft Review **Submit**

★ Denotes a required field

Same day orders must be submitted before 8 am. Please contact the store directly if you need scheduling assistance.

Link Navigation
Perform New Search

★ Primary Store Number: 360 ★ License Number: 47640

Use Alternate Store? (Twice Per Month Limit) Valid Reason Required.

★ Region: 15 - Richmond ★ Store: 776 - Richmond - 7121 Leesburg Pike

Alternate Store Number: 776
7121 Leesburg Pike
Suite 2
Richmond, VA 23220

Alternate Store Address:
Alternate Store Phone: 804-222-0776

★ Requested Pickup Date: 04-27-2019 Calendar ★ Order Contact: Tester Two

Note: The system could not determine the store business days.

Alternate store uses remaining for the month of April after this order: 1

★ Reason For Using Alternate Store: Products are out of stock

20. You will see the message “Your order was successfully submitted to the POS.” at the top of the screen. This means that your order was submitted with no problems.

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My Account | Log Out | Support

Home Ordering

Licensee Orders

View Order

The Licensee Order was successfully submitted to the store.

Print

Order Number: 776-01-22000 License Number: 47640

Guide Number: Not Available Can Accept Checks: Yes

Guide/Profile Name: Not Available Company Name: Sea Oats Inc

Order Status: Store Pending Trade Name: Melitos

Primary Store Number: 360 Business Address: 8815 Three Chopt Rd, Richmond, VA 232294710

Use Alternate Store?: Yes - Products are out of stock Licensee Contact Name: Tester Two

Order Store Number: 776 Licensee Contact Email: mcognori@gmail.com

Order Store Address: 7121 Leesburg Pike Suite 2 Richmond, VA 23220 Licensee Contact Phone: 804-213-4535

Order Store Phone: 804-222-0776 Order Submit Date: 04-26-2019

Requested Pickup Date: 04-27-2019 Store Updated Pickup Date: Not Available

Comment For Store: Not Available

The order will be canceled and re-stocked if not picked up within 4 days from when it is available for pick up.

Please note: * indicates that the Retail Bottle Price reflects discount. Sort options: Click on column headers to sort in ascending or descending order.

| Line Number | Order Information | | | Product Information | | | | Discount Information | |
|-------------|-------------------|-------------------|----------------|---------------------|-------------|------------------|---------------------|----------------------|------------|
| | Product Code | Requested Bottles | Actual Bottles | Product Name | Bottle Size | Bottles Per Case | Retail Bottle Price | Current Month | Next Month |
| 1 | 032588 | 2 | 2 | Bowman's Gin | 1.75L | 6 | 12.69 | No | No |
| 2 | 006798 | 5 | 5 | Bowman's Scotch | 1.75L | 6 | 17.99 | No | No |
| 3 | 011296 | 1 | 1 | Crown Royal Whiskey | 750ml | 12 | 29.99* | Yes | No |

Total Order Price (based on Actual Bottles): \$145.32

- a. If you see a message that states “Could NOT submit Licensee Order to the store due to insufficient inventory for one or more products!” this means that an item on your list is either not available or is not available in the quantity that you requested. You can go back to your list and either remove or adjust your order for the identified product(s) otherwise the entire order will not be placed until the store’s inventory can accommodate the sale of all the items on your order list.

**Note: You can remove the item(s) with insufficient inventory to submit the rest of your order and then contact the ABC store you are submitting your order to in order to discuss the possibility of adding the items back on, should they become available prior to order pickup.*

- i. If you choose to not edit your order, then the system will submit the order automatically once the inventory levels in the MIPS application have been updated and can accommodate the order request.

1. Example: If there are only 4 bottles in stock and you have requested 6 bottles, then once the store’s inventory is updated to 6 or more bottles the order will be submitted.

The screenshot shows the MIPS web interface. At the top, there are navigation links for Virginia.gov, Agencies, Governor, and Search Virginia.Gov. The MIPS logo is prominently displayed. Below the header, there is a section for Licensee Orders with a 'View Order' link. A yellow error message box is highlighted with a red circle, containing the following text:

Could NOT submit Licensee Order to the store due to insufficient inventory for one or more products!
There are several options to resolve this:


1. *Recommended* Please use the Update Order link and remove item(s) from your order that have insufficient available inventory quantity and re-submit your order. You may contact the store to verify if the inventory quantities are accurate or if more is arriving prior to your Requested Pickup Date. The store can edit, add, change, or remove items from your order, locally, once it has been submitted.
2. You may substitute any of the item(s) in your order that have insufficient available inventory quantity and re-submit your order. You may also contact the store for substitution suggestions.
3. Your order is saved to the system which will continue attempts to submit your order prior to the Requested Pickup Date. In case the store gets enough inventory the order will be submitted automatically and you will be notified by email. If there is not enough inventory for any of the product codes, the whole order will NOT be submitted.

Below the error message, there is a 'Link Navigation' menu with the following options: Update Order, Create New Order from this Order, and Perform New Search. The 'Update Order' link is circled in red. Other details visible in the screenshot include order information such as Order Number, License Number, and Store Address.

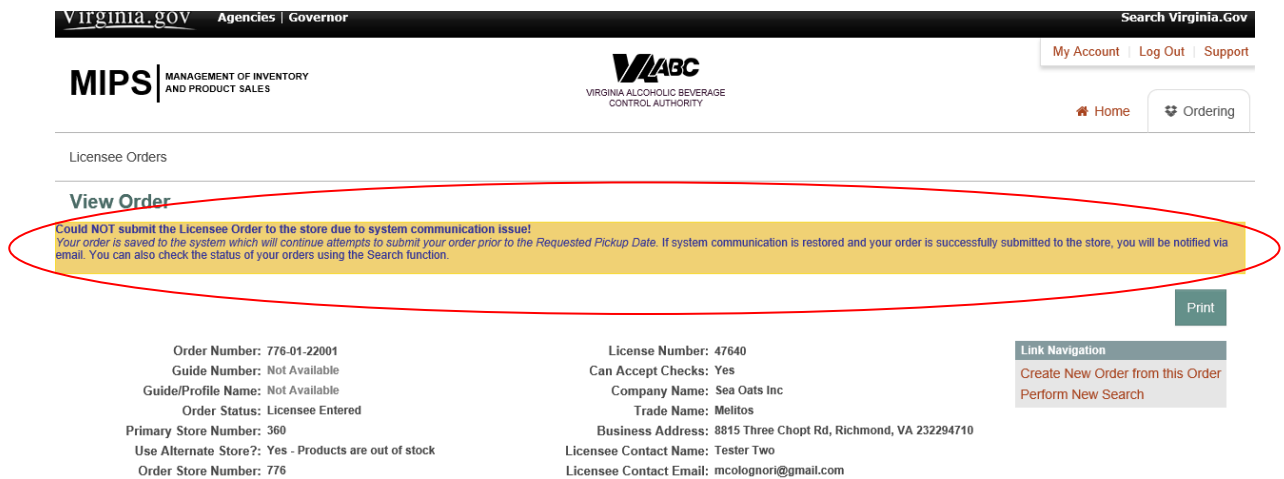
- ii. If you wish to remove the item that is out of stock or edit the quantity requested, then click the “Update Order” link in the Link Navigation

box on the right side of the screen.

iii. You will be returned back to the Order screen.

1. Click in the “Bottles” field to adjust the number of bottles requested.
2. To delete the product from your order, click on the trash can icon  under the remove column.

iv. Once you have finished making changes, scroll to the top of the page and click the “Submit” button.



The screenshot shows the MIPS (Management of Inventory and Product Sales) interface. At the top, there is a navigation bar with "Virginia.gov", "Agencies | Governor", and "Search Virginia.Gov". Below this, the MIPS logo and "MANAGEMENT OF INVENTORY AND PRODUCT SALES" are on the left, and the "VABC VIRGINIA ALCOHOLIC BEVERAGE CONTROL AUTHORITY" logo is on the right. There are links for "My Account", "Log Out", "Support", "Home", and "Ordering". The main content area shows "Licensee Orders" and a "View Order" link. A yellow error message is highlighted with a red oval: "Could NOT submit the Licensee Order to the store due to system communication issue! Your order is saved to the system which will continue attempts to submit your order prior to the Requested Pickup Date. If system communication is restored and your order is successfully submitted to the store, you will be notified via email. You can also check the status of your orders using the Search function." Below the message is a "Print" button. On the right, there is a "Link Navigation" section with "Create New Order from this Order" and "Perform New Search" buttons. At the bottom, there is a table of order details:

| | |
|---|---|
| Order Number: 776-01-22001 | License Number: 47640 |
| Guide Number: Not Available | Can Accept Checks: Yes |
| Guide/Profile Name: Not Available | Company Name: Sea Oats Inc |
| Order Status: Licensee Entered | Trade Name: Melitos |
| Primary Store Number: 360 | Business Address: 8815 Three Chopt Rd, Richmond, VA 232294710 |
| Use Alternate Store?: Yes - Products are out of stock | Licensee Contact Name: Tester Two |
| Order Store Number: 776 | Licensee Contact Email: mcognori@gmail.com |

b. If you see a message that states “Could NOT submit Licensee Order due to system communication issue!” this means that there is a connection issue between the MIPS Online Licensee Ordering system and the designated store’s Point of Sale system and that once the connection is restored the order will be submitted.

Connection problems can be very short or may be more serious and can last for several days. If you do not receive within a reasonable time period an order confirmation email stating that your order has been successfully submitted, contact your **primary ABC retail store directly to place your order.*

21. You will receive an order confirmation email that will contain the details of your order once the system communication problems have been resolved and the order has been submitted successfully.

22. Once the order has been fulfilled, you will receive an email notifying you that your order has been picked and verified and it is ready to be picked up from the ABC retail store with which the order was placed.

B. Previous Orders/Order Guides

The Online Licensee Ordering system also allows you to view the status of orders that have been previously submitted, create order guides, and search orders and guides.

Add Order Guide

Task Description: Often you may want to make the same order on a regular basis. Because of this, the Online Licensee Ordering system has a feature that allows you to make an order template (or guide) and re-use whenever you like. This should cut down on the amount of time you have to spend entering orders into the MIPS application each week (or as necessary). Guides may also be created to account for ordering in special circumstances, for example, perhaps you want to make a guide (or template) for your regular Christmastime liquor order. By doing so you won't have to try and remember what you usually order at Christmas or go find your old Christmas invoice so that you can refer to it when putting together your order. You can just log into the Online Licensee Ordering system and select the guide, make any necessary adjustments and hit "Submit."

Note: Prior orders may also be used as starting points for new orders, however, the Online Licensee Ordering system only keeps orders for the last three months. Order Guides will be stored forever, unless a licensee removes a guide.

1. On the MIPS application home page, click the **Add Order Guide** Link.

The screenshot shows the MIPS application home page. At the top, there is a navigation bar with "Virginia.gov", "Agencies | Governor", and "Search Virginia.Gov". Below this, the MIPS logo is on the left, and the ABC logo (Virginia Alcoholic Beverage Control Authority) is in the center. On the right, there are links for "My Account", "Log Out", and "Support", along with a "Home" button. The main content area features a greeting "Good afternoon, Tester Two!" and a navigation instruction: "For navigation, use the buttons/links provided by the application, not the ones provided by the browser." Below this, there are three main sections: "Ordering", "Tutorials / Guides", and "MIPS". Under "Ordering", there are three links: "Search Orders/Guides", "Create Order", and "Add Order Guide", with the latter circled in red. Under "Tutorials / Guides", there are three links: "Search Orders/Guides Tutorial", "Create Order Tutorial", and "Create Order Guide Tutorial". Under "MIPS", there are three links: "Update Contact Information", "Leave Feedback", and "View Terms and Conditions".

2. Enter the guide/profile name in the **Guide/Profile Name** field.

**An example could be “Regular Weekly Liquor Order” or “Christmas Holiday Order” or “My Vodka Order.”*

Virginia.gov Agencies | Governor Search Virginia.Gov

MIPS MANAGEMENT OF INVENTORY AND PRODUCT SALES

VABC VIRGINIA ALCOHOLIC BEVERAGE CONTROL AUTHORITY

My Account | Log Out | Support

Home Ordering

Licensee Orders

Create Order Guide

Cancel Review **Submit**

★ Denotes a required field

★ Guide/Profile Name

★ License Number

Please note: * indicates that the Retail Bottle Price reflects discount.

If a product status is Discontinued or Close Out, the font color of the product details will be red.

Find Products

| Line Number | Guide Information | | Product Information | | | | Discount Information | | |
|-------------|----------------------|----------------------|---------------------|-------------|------------------|---------------------|----------------------|------------|--------|
| | Product Code | Bottles | Product Name | Bottle Size | Bottles per Case | Retail Bottle Price | Current Month | Next Month | Remove |
| 1 | <input type="text"/> | <input type="text"/> | | | | | | | |
| 2 | <input type="text"/> | <input type="text"/> | | | | | | | |
| 3 | <input type="text"/> | <input type="text"/> | | | | | | | |

Link Navigation
Perform New Search

3. Verify that the guide is for the correct license number.

a. If you have multiple license numbers, select the correct license number from the drop-down menu for the **License Number** field.

4. Create your guide by adding product codes and quantities just like you did for your first order.

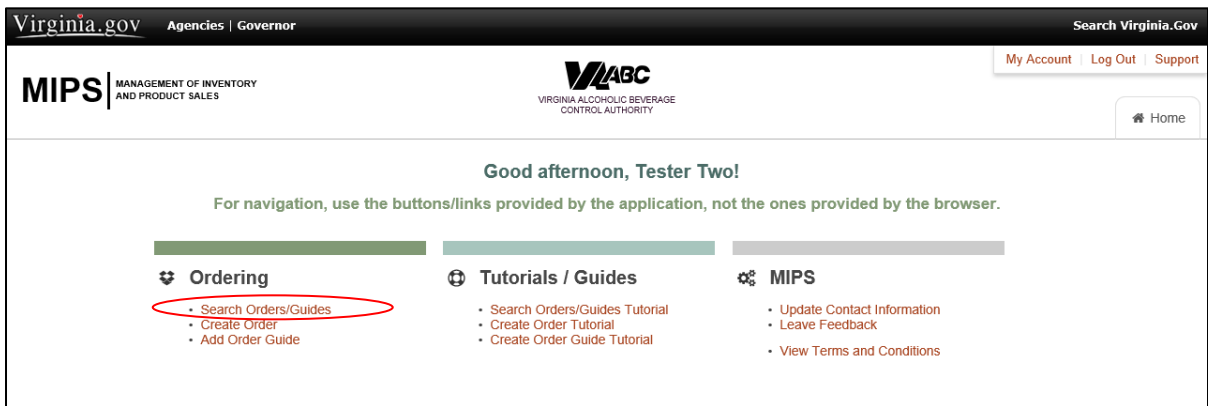
5. When you have completed your guide, scroll to the top of the page and click the **Submit** button.

Search Orders/Guide

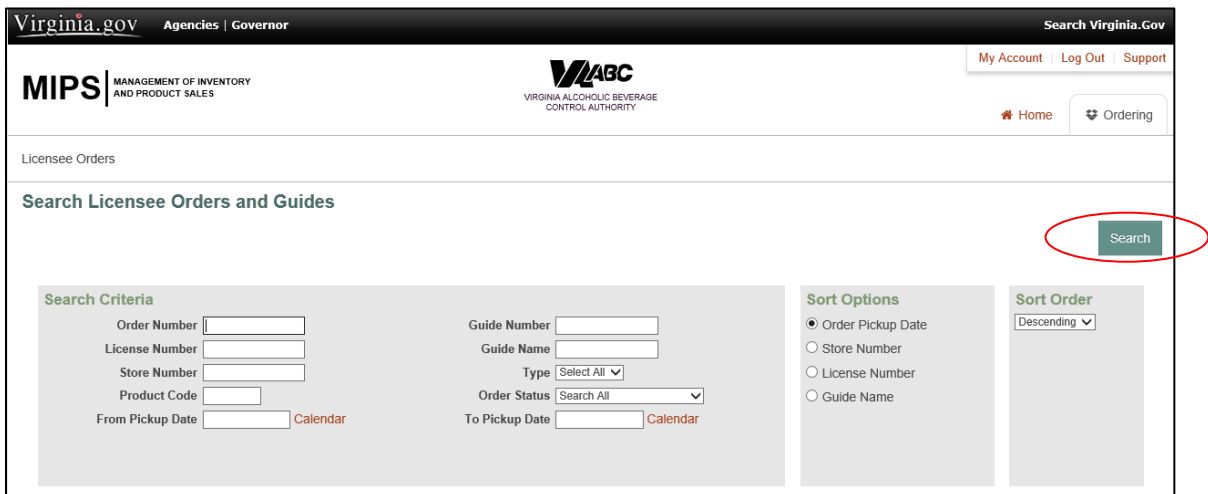
Task Description: If you are trying to locate a particular order that you placed or a guide that you created, you should use the “Search Orders/Guide” function of the Online Licensee Ordering system. Both orders and guides can serve as templates for future orders.

The Online Licensee Ordering system only keeps prior orders for the last three months; however, Order Guides will be stored forever, unless a licensee removes a guide.

1. On the MIPS application home page, click the **Search Orders/Guide** Link.



2. Enter your search criteria.



3. Click the **Search** button.

4. Scroll down to view Search results.

| | | | | | |
|------------------|--|----------------|---|--------------------------------------|--|
| Store Number | <input type="text"/> | Type | Select All <input type="button" value="v"/> | <input type="radio"/> License Number | |
| Product Code | <input type="text"/> | Order Status | Search All <input type="button" value="v"/> | <input type="radio"/> Guide Name | |
| From Pickup Date | <input type="text"/> Calendar | To Pickup Date | <input type="text"/> Calendar | | |

| Type | Order or Guide Number | Guide Name | License Number | Store Number | Requested Pickup Date | Status | Action |
|-------|-----------------------|------------------------|----------------|--------------|-----------------------|------------------|--------|
| Guide | 991 | My Test Licensee Order | 47640 | | | | |
| Order | 776-01-22001 | Not Available | 47640 | 776 | 04-27-2019 | Licensee Entered | |
| Order | 776-01-22000 | Not Available | 47640 | 776 | 04-27-2019 | Store Pending | |
| Order | 360-01-27080 | Not Available | 47640 | 360 | 04-12-2019 | Licensee Entered | |

Rows: 1 to 4 of 4

5. You can view the status of the order in the **Status** column.

6. If you click on the magnifying glass button in the **Action** column, then you will be able to view the details of the order or the guide.

7. If you click on the up arrow button in the **Action** column, then you will be able to update the guide or orders with a status of *Draft* or *Out of Stock*.

8. If you click on the curved arrow button in the **Action** column, then you will be able to create an order from the guide or previously created order.

9. If you click on the trash can button in the **Action** column, then you will be able to delete the guide that you had previously created.

D. Glossary

MIPS – MIPS stands for Management of Inventory and Product Sales. This system tracks alcohol and non-alcohol inventory of products for resale. The online licensee ordering application links directly into this system and allows the user to see exactly what is available for order in their assigned ABC store's inventory.

POS – POS stands for Point-of-Sale system. This is essentially the cash register system at the assigned ABC store.

E. Troubleshooting and FAQ's

Technical Support – If you are having technical difficulties placing your online order or the online licensee ordering process, please contact ABC Production Support Team (ABC-PST@abc.virginia.gov)

Changing Base Store - The system is set to allow licensees to place online orders at their base store as defined in the LRM/Enforcement system. If the store # that appears when placing your order online is incorrect, has changed, or you would like to change to a different store, please email the ABC Licensee Inquiries group (LicenseeInquiries@abc.virginia.gov).

1. **Question** - The ABC store listed on my profile is not the ABC store I usually place my order with.
Answer - The system is set to ONLY allow you to place online orders at your base store as assigned by your Enforcement Agent. If the store that appears when placing your order online is incorrect or has changed, please **DO NOT** submit an order and then notify your current store of the error so that it can be corrected. Future releases of the Online Ordering are scheduled to have the ability to request a change to your primary store.
2. **Question** – I submitted an order but never got my confirmation via email that it was sent to the store.
Answer – This could be caused by several different things.
 - a. Network connectivity with the store is unavailable. The order will continue to attempt to submit for a period of time in case network connectivity is restored. Otherwise, please contact your store directly to place your order or try back again later.

- b. One or more items in your order is showing no or low inventory for that item(s). If any item(s) on the order has a zero (0) inventory quantity showing or below inventory quantity requested, then NONE of the order will be submitted. Please remove that item(s) and substitute it with something else that has available inventory or contact the store. The store can verify if the inventory quantity is accurate or if more is coming in at a later time. You may submit the rest of your order and then contact your primary ABC store to have the removed items added back on, if now or soon to be available.
 - c. The email address that was entered on the Contact Information page is not valid. Please check your Contact Information.
- 3. **Question** – All the items I entered on my order are showing a zero (0) inventory available at the store.
Answer - Network connectivity with the store maybe unavailable. Please contact your store directly to place your order or try back again later.
- 4. **Question** – I try to submit my order and nothing happens.
Answer – This is typically caused by a browser or java script issue. Please make sure you are using the latest version of your favorite browser and that Java-script and Session Cookies are enabled, plus that Pop ups are not blocked.
- 5. **Question** – When I went to create my order, the store and store number that appears is not the store I normally pick my order up from.
Answer – The system is set to ONLY allow you to place online orders at your base store as assigned by your Enforcement Agent. If the store that appears when placing your order online is incorrect or has changed, please DO NOT submit an order. Notify your current store of the error so that it can be corrected.