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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:
4. Click on the **Don’t have an account Sign up** link to create an Account Central account.”
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)

   By clicking Register, you confirm that the information you entered is correct and you agree to the disclaimer above.

10. A Verification code will be sent to the email address provided. Please access your email, enter the **Verification Code**, and click **Proceed**.
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.
16. Scroll down the page so that the Access Type section can be seen.

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

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.

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.

<table>
<thead>
<tr>
<th>Line</th>
<th>Order Information</th>
<th>Product Information</th>
<th>Discount Information</th>
<th>Store Inventory</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

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

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

![Image of the add options highlighted in the Find Products window.]

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.

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.*

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.

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.
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.

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.

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.
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.”*

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.

<table>
<thead>
<tr>
<th>Type</th>
<th>Order or Guide Number</th>
<th>Guide Name</th>
<th>License Number</th>
<th>Store Number</th>
<th>Requested Pickup Date</th>
<th>Status</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Guide</td>
<td>991</td>
<td>My Test Licensee Order</td>
<td>47640</td>
<td>776</td>
<td>04.27.2019</td>
<td>Licensee Entered</td>
<td></td>
</tr>
<tr>
<td>Order</td>
<td>776-01-22001</td>
<td>Not Available</td>
<td>47640</td>
<td>776</td>
<td>04.27.2019</td>
<td>Licensee Entered</td>
<td></td>
</tr>
<tr>
<td>Order</td>
<td>776-01-22000</td>
<td>Not Available</td>
<td>47640</td>
<td>960</td>
<td>04.12.2019</td>
<td>Store Pending</td>
<td></td>
</tr>
</tbody>
</table>

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 is 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.