

iStore PIN Ordering Ownership

New Process for Sales Reps to Order for Licensees in iStore

- On Saturday, February 20, ABS will roll out a new iStore process that will give licensees full control of all orders that are made for their business. ABS has developed a unique PIN for each licensee to share with approved staff and sales reps that will be permitted to order product for their account. This unique PIN will be emailed to each licensee on January 23. IStore will operate as normal until the go "live" date of February 20. This time frame between January 23 and February 20 gives licensees and sales reps a month to distribute and obtain PIN numbers as necessary.
- Licensees have been instructed to send their PIN to all sales reps they have approved to order on their behalf. If any sales rep is interested in ordering product for a license, they will have between January 23 and February 20 to gain access to the licensees' PIN. ABS will go "live" with iStore PIN Ordering Ownership on February 20.

Utilizing a unique PIN gives customers:

- Full control of alcohol purchases for their business.
- Peace of mind that only those who have been given access by the licensee can order on their behalf.
- Confidence that there will not be unauthorized ("surprise") purchases on the delivery truck.
- Real-time access to enable or disable authorized users with a single click, whenever the need arises.
- The ability to see everyone who has access to their account as well as the ability to view and manage all orders placed on behalf of their business.



PROCESS & ACTIONS FOR LICENSEES

- Licensees will send chosen sales reps their PIN numbers to order on their behalf. ABS cannot give the customer PIN numbers out; you must obtain directly from the customer.
- Beginning on February 20th, if you want to place an order for a Licensee, you will need to have their unique PIN, a four-digit key that unlocks the customer's account in iStore.
- Directions on placing orders with PIN (beginning on February 20):
 - Log into iStore with your user ID/Password
 - Under the "welcome" tab in the top right select customer by clicking Magnifier symbol

iStore Alcohol Beverage Services	Order Entry - Orders -	Welcome Balamurugan Packirisamy MCG DLC SALES REPRESENTATIVE
Search All Products Search Here Welcome	Q	539474 Signal States REPRESENTATIVE Account: 1040000 Description: MCG DLC SALES REPRESENTATIVE
ave be compressed, to use less screen space, and able from anywhere in iStore.	Sort by	View Saved/Shared Carts View Shopping Lists Profile Reports Customer Service

- Enter Account number or customer name
- Press Go Button to see list of values. Select account by radio button and enter the PIN you received from licensee
- You can now place order in iStore for this customer as normal.

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Use % a	s the wild card						
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If you have any questions, please email <u>ABS.CommunicationCenter@montgomerycountymd.gov</u>