iStore PIN Ordering Ownership

New Process for iStore Ordering with Enhanced Licensee Controls
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 and will also be visible in their iStore account starting 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.

**Between January 23 and February 20, each business will need to share their unique PIN with approved staff and sales reps who should have access to order on their behalf.** Licensees should also take this opportunity to add any staff in iStore that should be able to order on behalf of their business or remove staff in iStore that should no longer have this access. **Licensees will be responsible for all orders placed under their account after 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

- All licensees (Owner/Manager/Current iStore Users) will be emailed their new PIN on Saturday January 23. This PIN is unique to your business. You can also view your PIN when logged into iStore under the “welcome” tab, highlighted in yellow.
To change your PIN:

- Login to iStore
- Hover over the “welcome” menu at the top-right of the screen

- This PIN is exclusive to your account. You can (1) change this PIN, (2) share this PIN, () sales rep will use this PIN along with your account number, (4) if you share this PIN with a sales rep, it means you gave permission to place orders on your behalf.
- Please notify any approved sales reps who can order product on your behalf with your custom new PIN to access your account. Licensees should share their PIN ONLY with sales reps they have approved to order product on their behalf.
- If you would like to change your PIN, you are able to generate a new PIN directly in iStore. Be sure to remove any email accounts that would be automatically emailed of the new PIN and/or disable any sales rep you do not want to receive the new PIN.
• Click on the blue “Generate New PIN” button

• A confirmation message will pop up, please click “ok” to continue

• Once PIN is generated, you will be directed back to the iStore home page.

• If your PIN is changed, an email will be sent to all Store Owner/Manager/iStore users within your business.
If you have any questions, please email ABS.CommunicationCenter@montgomerycountymd.gov