



# **CAMP USER GUIDE**

## **Customer Portal**

### **Compliance, Hearings, and Complaints**

Oregon Liquor & Cannabis Commission





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### OVERVIEW

The Cannabis Alcohol Management Program (CAMP) is where liquor and marijuana license and permit holders can interact with the Oregon Liquor and Cannabis Commission (OLCC).

CAMP will allow users to submit applications, renew licenses and permits, request amendments to those licenses and permits, pay fees and fines online using a credit card or ACH checking or savings account, respond to information requests, and view/update personal information all in one place.

For some special circumstances, this guide may be part of your first interaction with CAMP. We have included information on how to set up a user account in the first section for those users.

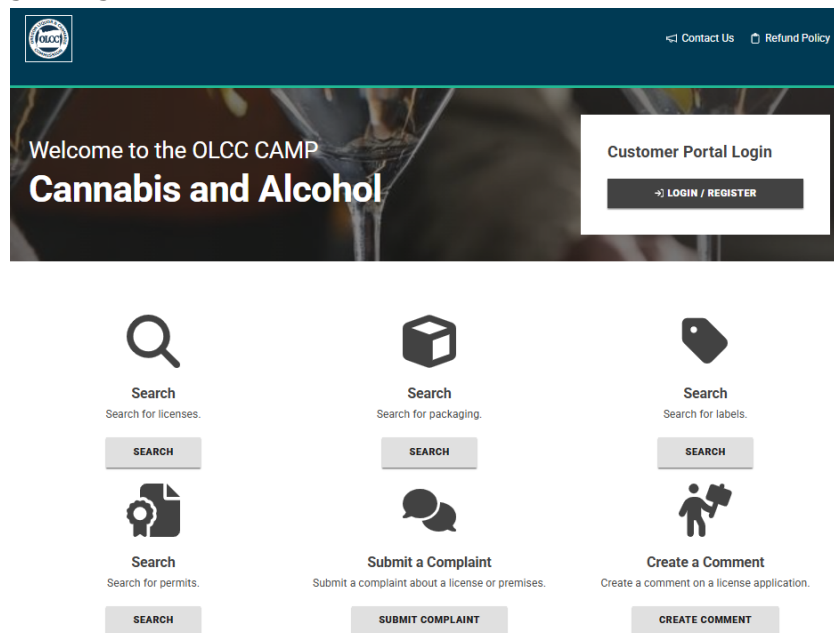
This guide covers the specifics of Compliance, Hearings, and Complaint functionality of CAMP. It will discuss how to create an account in CAMP, use a CAMP Access Code, submit a complaint, respond to Actions Required and provide links to additional resources.

This guide does not address specific rule requirements and does not supersede or modify any OLCC administrative rule or law. See the OLCC website for more information regarding OLCC administrative rule requirements.

If you have questions, email [OLCC.CAMP@olcc.oregon.gov](mailto:OLCC.CAMP@olcc.oregon.gov) or call 855-907-0836 (Monday through Friday from 8 AM to 8 PM PT) - for CAMP Technical Assistance Only.

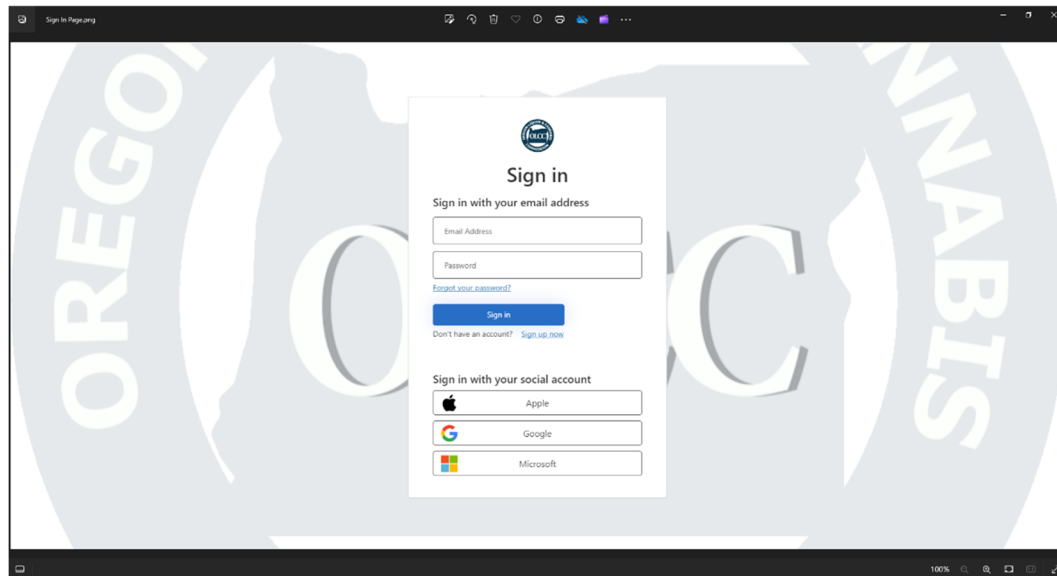
### APPLY FOR A USER ACCOUNT – GETTING STARTED

1. Log on to the CAMP Customer Portal <https://CAMP.OLCC.online>
2. Click on the “Login/Register” link:

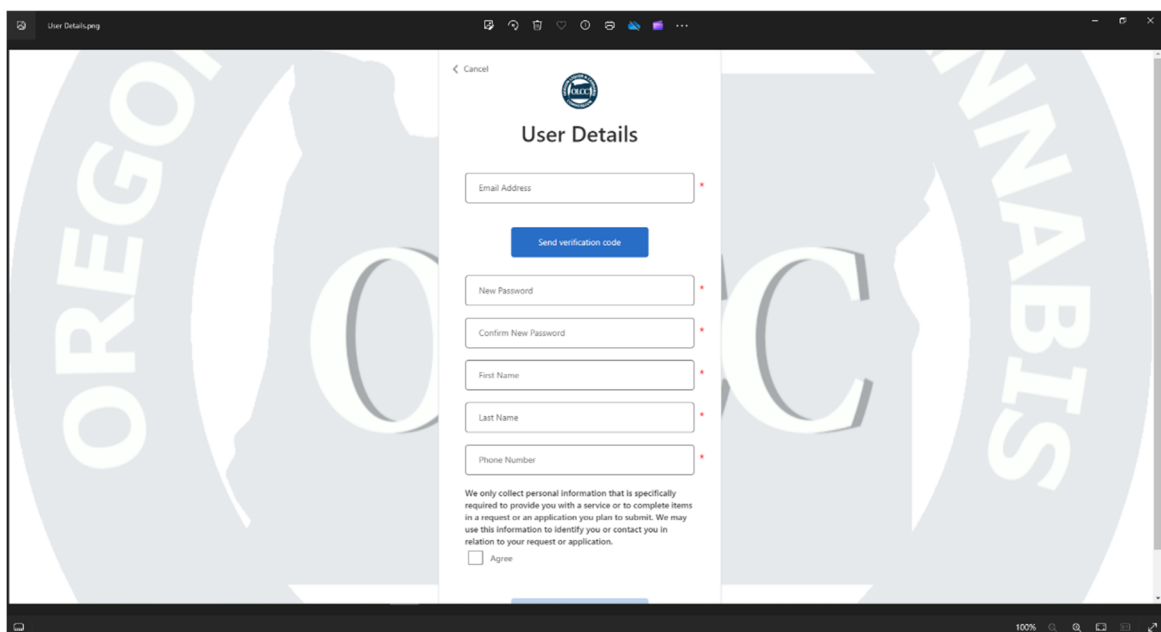




- Click on the "Sign up now" link on this page.



- Type in your email address in the "Email Address" field and then click on "Send verification code".



- A verification code will be sent to your email account. Sign into your email account to obtain the



verification code and enter it in the "Verification Code" field. Click on verify code.

**Note: You will need to verify your code prior to typing in your password. The fields will be blocked until your code is validated.**

- When the code has been validated, enter the Password, Confirm New Password, First Name, Last Name, Phone Number. At the bottom of the screen, read the attestation statement, click on the "Agree" box and click on "Create".

- When your account has been created, from the Sign In page, enter your email address and your password and click "Sign in".



### UTILIZING ACCESS CODES

1. If you have followed the previous directions in creating a User Account, you will be presented with the following screen.

## Welcome to OLCC CAMP!

To associate with an existing Legal Entity or Person, please enter the Online Access Code below.

Once you are complete, click on the Complete button to continue. To associate additional legal entities or a person later on, go to your Profile.

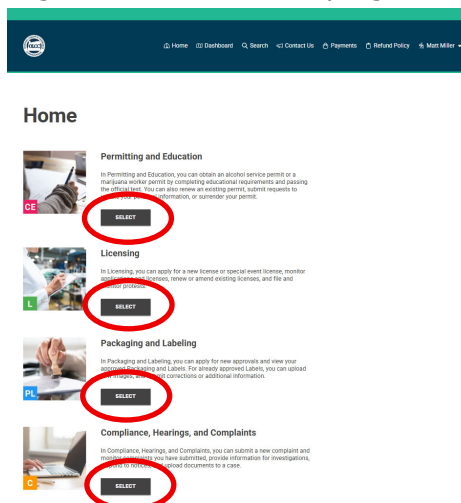
To view details of the Legal Entity or Person, click on the magnifying glass on the grid.

→ ASSOCIATE

2. New CAMP Users who are not already associated with a license or permit will be given an **Access Code** with their **Notice of Proposed Action**.
3. Type your **Access Code** in the provided box and click on *Associate*.
4. Be sure to click *Continue* and you will be directed to your "Home" screen.

### HOME SCREEN

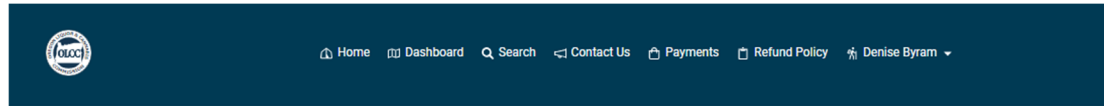
Your Home screen gives you access to various OLCC programs. In this guide, we will go-over **Compliance, Hearings, and Complaints**. Clicking the "Select" button on the page below will take you to your dashboard for the related program, or collection of programs.





## NAVIGATION MENU

At the top of your Home screen, you will find the navigation menu. The functionality of each of these menus is described below.



## SEARCH FUNCTION

The Search Function at the top of the main Home page allows a user to search for the OLCC's data bank for anyone who holds a license, permit, or approved packaging/labeling.

## CONTACT US

The **Contact Us** function provides the user the ability to locate contact information for the Oregon Liquor and Cannabis Commission (OLCC) by directing you to the OLCC's "Contact Us" section from our website.

## PAYMENTS

The **Payments** function will show all outstanding payments due by the user, along with recent payment history. This function allows users to pay all fees/fines at once or pick and choose which fees/fines to pay now and/or save for payment later. See Section **Action Required – Payment Required** (pg. XX) for details on payment of civil penalties.

## REFUND POLICY

The **Refund Policy** outlines the current OLCC refund policy and when refunds will be granted.

## USER PROFILE

Under the **User Profile** section, a user can update the user's **Contact Details**.

### My Profile



A user will need to associate their account by using an Access Code that was provided via email/letter. Please see the **UTILIZING ACCESS CODES** (pg. 6) for instructions on acquiring and associating an **Access Code**.

The **Licensee/Authorized Rep.** tab shows all the entities this account is associated with. You may also select a preferred *Correspondence Address* if different from your contact details.

CONTACT DETAILS    LICENSEE / AUTHORIZED REP.

### My Licensee / Authorized Representative Information

Below are the Licensees / Authorized Representative that have been verified by internal staff for your use on any future applications. Click the row to view more information.

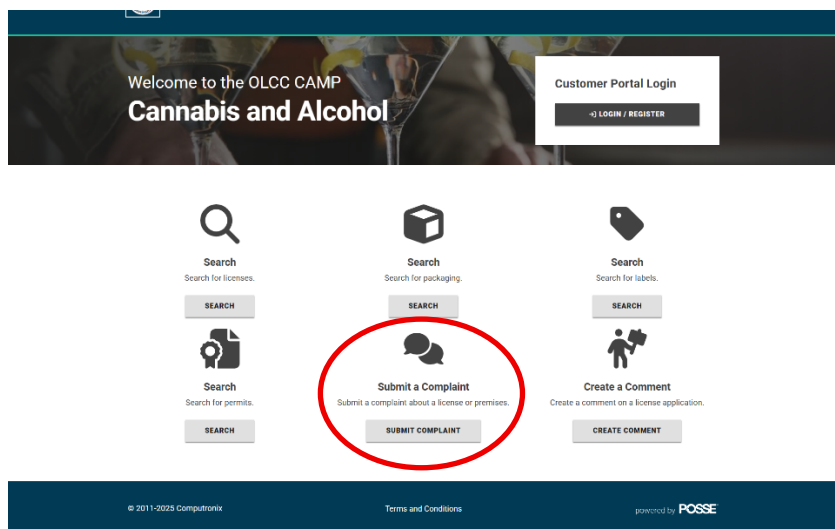
Name	Legal Entity Type
<a href="#">ABC LLC</a>	Limited Liability Company
<a href="#">XYZ LLC</a>	Limited Liability Company

Please select an address.

Correspondence Address \*

## DASHBOARD

A user can access their account Dashboard by either selecting **Dashboard** from the navigation menu at the top of the screen or by selecting the **Compliance, Hearings, and Complaints** button on the **Home** screen. Both will take the user to the same location.







### SUBMITTING A COMPLAINT

1. From the **Compliance, Hearings, and Complaints Dashboard** select *Submit Complaint* under the *Select an Action* section:

**C Compliance, Hearings, and Complaints**

In Compliance, Hearings, and Complaints, you can submit a new complaint and monitor complaints you have submitted, provide information for investigations, respond to notices, and upload documents to a case.

**Select an Action**

**SUBMIT COMPLAINT**

**Dashboard**

**ACTIONS REQUIRED COMPLAINTS**

**Actions Required**

Cases and Investigations that require your attention.

Type	File Job Number	License, Permit, or Application Number	Name	Action Required
0 results				

Rows per page: 10 0 of 0

2. On the **Complaint** page, you will see that your identifying information was already filled in the *Complaint Details*. Any information submitted as part of a complaint is subject to public record requests in alignment with ORS 192.314(1).



## Complaint

### Complaint Details

Please use the form below to fill out and submit your complaint. Provide as much detail as possible to ensure the matter can be addressed appropriately. This includes where (business name and address), when (date & time), who was involved, and the specifics of what occurred. Without sufficient information, we may not be able to follow up or investigate the matter. Any information submitted as part of a complaint is subject to public record requests in alignment with ORS 192.314(1). You may submit a complaint anonymously; however, this may limit the agency's ability to follow up on the complaint if additional information is required.

If you would like to submit a complaint anonymously please log out before submitting a complaint.

Complainant Name \*

Steve Wynn

Complainant Phone Number \*

(541) 555-5555

Complainant Email

wynner1933@someemailaccount.net

3. If you wish to remain anonymous, please log out of your CAMP account and use the public facing **Submit a Complaint** option pictured below. Please keep in mind this may limit the agency's ability to follow up if more information is required.



- On the **Complaint Details** page, you will be able to enter details about the incident and can upload **Supporting Documentation**.
- Once you are finished you must hit *Submit* for the complaint to reach the OLCC.

### Supporting Documentation

Upload any images or other files that can be used to support your complaint.  
Click the + icon to add documents.

Drag & drop files to upload

CANCEL

SUBMIT

## RESPONDING TO ACTIONS REQUIRED

The **Actions Required** portion of the dashboard highlights any outstanding items or tasks a person or party may need to perform. Be mindful that each business domain can have separate Actions Required tasks. For example, renewing your OLCC license is an Action Required on your Licensing Dashboard, but a response to a Notice of proposed action by the OLCC will be on the Compliance, Hearing, and Complaints Dashboard.

To examine the action required, click on the blue number that is underlined in the *File Job Number* column. This will take you to the task that needs to be performed. As tasks are completed, they are removed from the Actions Required section.

## Dashboard

ACTIONS REQUIRED

COMPLAINTS

### Actions Required

Cases and Investigations that require your attention.

Type	File Job Number	License, Permit, or Application Number	Name	Action Required
Investigation	<a href="#">2025-00310</a>		XYZ LLC.	Provide Information

Rows per page: 10 1-1 of 1



### ADDITIONAL INFORMATION REQUEST

If the OLCC requires more information related to an ongoing investigation, you will receive an **Additional Information Request** via the email listed on file. In CAMP, you will receive an **Actions Required** notification on your Dashboard that says *Provide Information*. The details of what the assigned OLCC staff member is requesting will be detailed here, as well as in the email received. This may include communicating information in a written response and/or uploading documents/images.

This task is also a part of the OLCC's Verification of Compliance program where licensees will have a set number of days to provide evidence of corrected compliance actions that were discovered during an investigation (i.e., security requirements, required camera coverage or placement, video recording requirements, UID tags, seed-to-sale-tracking, and reconciliation with inventory).

Please submit the additional info below.

Additional Information \*

#### Attachment Types

Required	Name	Description	Sample Form
	Other		

#### Supporting Documents

You may upload additional documents and other attachments here.

Drag & drop files to upload

### RESPOND TO NOTICE OF PROPOSED ACTION

In the adjudicative process of a compliance or licensing case, the OLCC will send you a Notice of proposed action by the OLCC. You will receive this Notice via US Mail. Once the Notice is sent, there will be a **Respond to Notice** action on your dashboard. The Options available to respond to the Notice on your dashboard will be the same as what is outlined in the Notice and any attached documents you receive via US Mail.

[Home](#) [Dashboard](#) [Search](#) [Contact Us](#) [Payments](#) [Refund Policy](#) [Matt Miller](#)

## Case

Default Date

Response Due Date

Oct 1, 2025

Oct 30, 2025

Status: Pending Response

#### Respond to Notice or Final Order

You have received a Notice or Final Order from the OLCC. Read it carefully and review all documents that were sent to you.

Please review your option(s) below. You may only select one option. If you would like to exercise any of the options, you need to select one and complete all the steps on your customer portal, including payment if required. Please pay attention to the dates listed on your Notice or Final Order, as certain options may not be available to you based on the date you are making a selection.

If you have any questions concerning the documents you received or the options below, please call either the number listed on the last page of the Notice or on the Cover Letter of the Final Order. You can also call the OLCC and ask to speak with the Administrative Hearings Division about your case.

#### Options

☐ Fast Track - Age Verification Equipment (AVE)

☐ Request Hearing

NEXT →



### FAST TRACK

Fast track options allow you to resolve the compliance case quickly and can offer a reduced penalty. This option is not always available, as it depends on the circumstances around the case. You will need to upload the signed *Fast Track Form* you received in the mail if you are selecting the resolution option. Depending on the Fast Track options, you may need to pay the fine, accept the suspension, and/or upload additional documentation as part of completing this Action Required.

### SERVE SUSPENSION

This option informs the OLCC that you would like to accept the suspension date and number of days communicated.

### CIVIL PENALTY

This option informs the OLCC that you would like to pay the indicated fine. You will be taken to the OLCC payment portal to pay your fine. If you wish to pay in cash, you must arrange an appointment with our financial department.

### AGE VERIFICATION EQUIPMENT (AVE)

This option informs the OLCC that you would like to install age verification equipment as part of your penalty. You will need to upload additional documentation that is included with your Notice. The process will be completed with your district compliance inspector when they verify the AVE you install.

### REQUESTING A HEARING

A right to an Administrative Hearing is an option that is available for all cases. This informs the OLCC that you wish to challenge the proposed action and present your case in an administrative hearing. To request a hearing in CAMP, you will need to upload documentation included with your Notice.

### OTHER PENALTIES

There are a wide variety of penalties that are specific to license types and details of cases. You can always reach out to your assigned case presenter to discuss specific options listed on your notice.

### DEFAULT

If you fail to select a penalty option by the default date listed in your Notice, then you may see the options listed in your Action Required change or the Action Required for the case may no longer be present. For example, if you do not select a Fast Track penalty or request a hearing by your default date, you may see that your options are only to pay a Civil Penalty. Alternatively, you may see your Action Required removed if there is only one default option on your Notice.



## PAYMENT REQUIRED

CAMP handles all types of payments across the OLCC. Regardless of whether the payment is for your license renewal, application fee, special event permit, or a civil penalty, it can be completed through the CAMP. If a case results in a civil penalty, you will receive an Action Required task named Payment Required.

### C Compliance, Hearings, and Complaints

In Compliance, Hearings, and Complaints, you can submit a new complaint and monitor complaints you have submitted, provide information for investigations, respond to notices, and upload documents to a case.

#### Select an Action

SUBMIT COMPLAINT

#### Dashboard

ACTIONS REQUIRED

COMPLAINTS

#### Actions Required

Cases and Investigations that require your attention.

Filter by

All

Type	File Job Number	License, Permit, or Application Number	Name	Action Required
Case	<a href="#">133256</a>	050-12388	ABC LLC	Payment Required

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1. Click the blue File Job Number to respond with payment of your fine. You will open the following page.

### Case

Payment Due Date  
Jun 26, 2025

#### Fees

<input checked="" type="checkbox"/>	Description	Amount (\$)	Tax (\$)	Total (\$)	Balance (\$)
<input checked="" type="checkbox"/>	Fine	1,000.00	0.00	1,000.00	1,000.00

Subtotal (\$): 1,000.00

Total amount due (\$): 1,000.00

#### Declaration

By selecting this option and clicking the "Next" button below, you will be able to resolve your violation(s) by paying a civil penalty. You will need to complete all the steps in this process, including submitting payment of the full civil penalty. If you do not complete all the steps before the date in your Notice or Final Order, you may be subject to a suspension of your license or permit. Please refer to the Notice or Final Order for more information.

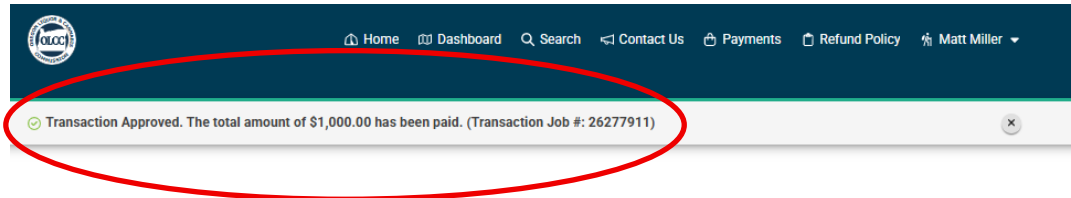
☒

CANCEL

PAY




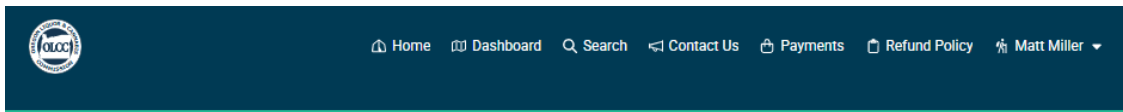
2. You must check the box to confirm you are resolving this case by paying your fine. You will then be taken to the OLCC payment portal. If you wish to pay in cash, you must arrange an appointment with our financial department.
3. Once payment has been completed, you will see this notification across the top of your screen.



## Compliance, Hearings, and Complaints

In Compliance, Hearings, and Complaints, you can submit a new complaint and monitor complaints you have submitted, provide information for investigations, respond to notices, and upload documents to a case.

4. You can always click on the Payments icon  **Payments** to view historical payment information.



5. Here you can see that the user has an outstanding license fee but has just paid their civil penalty.



## Payments

Total Amount Due: \$6000

### Pay All Outstanding Fees and Penalties

Pay all outstanding fees and penalties that are due for all legal entities associated with your account.

**PAY ALL**

### Select Fees and Penalties to Pay

Pay for a portion of outstanding fees and penalties by selecting the legal entities or activities for which you want to pay.

**SELECT FEES**

## Outstanding Fees

File Job Number	Pay For	Activity	Status	Description	Fee Date	Amount Due (\$)
<a href="#">124809</a>	ABC LLC	New Application	Approved	Recreational	May 13, 2025	6,000.00
Subtotal (\$): 6,000.00						

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Total amount due: \$6,000.00

## Recent Payment History

Payment Date	Receipt Number	File Job Number(s)	Payer	Method	Amount (\$)
Jun 26, 2025	R23433	133256	ABC LLC	Credit Card	1,000.00



### ADDITIONAL RESOURCES

1. The OLCC website has a multitude of resources available for licensees, permit holders, other stakeholders, or any individuals interested in things related to liquor or recreational marijuana in Oregon. Please use the link here to view our webpage:  
<https://www.oregon.gov/olcc/Pages/default.as>
2. Besides logging into CAMP, the best way to check on the status of any compliance case is to reach out to your assigned case presenter. For open complaints you can contact your district compliance inspector. Please provide the Case Job Number or Complaint Job Number with your question.
3. The **CAMP Help Desk** is also available for CAMP technical assistance at 855-907-0836 (Monday through Friday, from 8 AM to 8 PM PT)
4. For help with access codes or other CAMP-specific information, please contact: [OLCC.CAMP@olcc.oregon.gov](mailto:OLCC.CAMP@olcc.oregon.gov)