

CAMP USER GUIDE Customer Portal Marijuana Licensing

Oregon Liquor & Cannabis Commission





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OVERVIEW

The Cannabis Alcohol Management Program (CAMP) is where marijuana licensees and hemp certificate holders must submit their marijuana license application and request to make changes or amend their already issued marijuana licenses.

CAMP will allow users to submit applications, renew your license(s), request to amend your current license, pay fees online using a credit card or ACH checking or savings account, and view your license(s), licensee information and product registration label details all in one place. Users that had application(s) or issued licenses in the OLCC's legacy licensing system will automatically have their applications migrated to CAMP.

This guide covers the specifics of marijuana licensing functionality of CAMP. It will discuss how to create an account in CAMP, associate your current licenses and applications in OLCC's legacy licensing system into CAMP, submit an application, renew your license, request amendments to your license, how to review your licenses and pending applications and FAQ's. Please refer to the Packaging and Labeling User Guide to learn about the packaging labeling functionality in CAMP.

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 <u>marijuana.licensing@oregon.gov</u> or call 503-872-5207.

EXISTING APPLICANTS/LICENSEES IN OLCC'S LEGACY LICENSING SYSTEM — USER ONLINE ACCESS CODES

- Any Licensee or applicant with a pending application in OLCC's legacy licensing system prior to
 the implementation of CAMP should have received an **ONLINE ACCESS CODE** via mail and email
 prior to the launch of CAMP. If you did not receive your online access code, please contact
 marijuana.licensing@oregon.gov or 503-872-5207 to receive your access code. This code will be
 needed on March 18, 2024, to associate your accounts from the current OLCC licensing system
 into CAMP.
- 2. If you received multiple Online Access Codes in separate letters, you will need to determine whether you received multiple letters because you represent multiple licensees, or whether you received the letters because the OLCC had duplicate information for you in their records. You will not receive a code for each license you hold- the code links the profile you create to a Licensee (Licensee of Record). If you hold three licenses under the same legal entity, you should only receive one Online Access Code. The new system will automatically link all licenses and product labels once the licensee is identified.
 - If you hold multiple licenses, the Online Access Code will identify the *licensee (licensee of record)*, for your online account(s). If you received multiple Online Access Codes for the licenses you hold or are affiliated with, <u>create one user account and enter all the Online Access Codes</u>, one at a time, as described below to your user account. The system will associate all the related licenses with the same *user*.
 - If you are an *Authorized Representative* who represents multiple licensees, you will need to set up your own unique user profile in CAMP. You can assist the OLCC with setting up the new system by encouraging the licensee(s)you represent to complete

their own profiles in CAMP. Once they set up their account, they can add you as an Authorized Representative for the license(s) they hold. They will need to submit an amendment request to add you as an Authorized Representative.

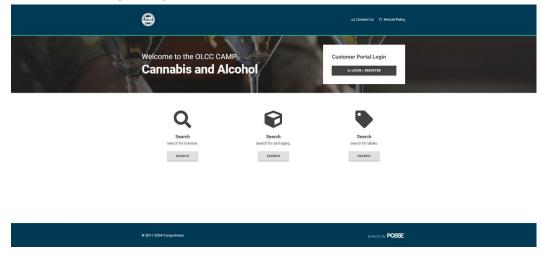
You do not need to enter all the Online Access Codes at one time. You can sign on and enter codes at any time.

SET UP AN EMAIL ACCOUNT TO USE IN CAMP - GETTING STARTED

- To access the new system, you will need to create a customer profile in CAMP using an existing or new email through Google, Microsoft, or Apple ID, or an ID that you create to interact with the OLCC. Using Google, Microsoft, or Apple IDs is called 'third-part authentication" and can help protect your information security. It is advisable to set up a "business" email for your license if you have not done so already. If you will be setting up a user account as an *Authorized* Representative you can use your personal email address.
- 2. If you need to create a new Google, Microsoft, or Apple account, follow these steps:
 - To create a new Google account, go to https://www.google.com/account/about/ and click the line to "Create an account".
 - To create a new Microsoft account, go to https://account.microsoft.com/account/ and click the link to "Create account".
 - To create a new Apple account, go to https://appleid.apple.com/account.

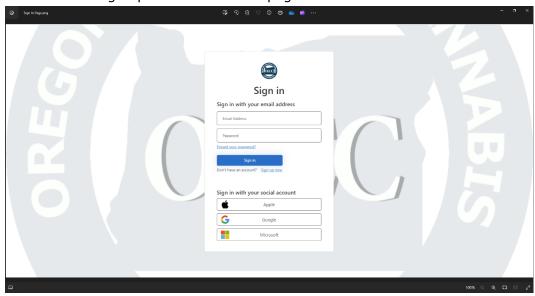
APPLY FOR A USER ACCOUNT - GETTING STARTED

- 1. Log on to the CAMP Customer Portal https://CAMP.OLCC.online
- 2. Click on the "Login/Register" link:

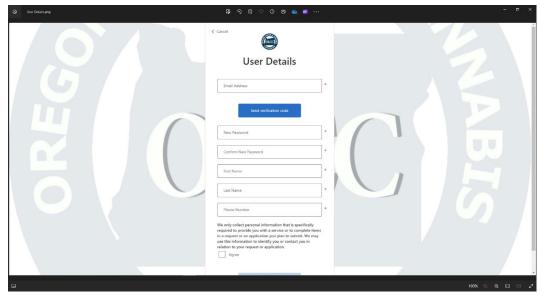




3. Click on the "Sign up now" link on this page.



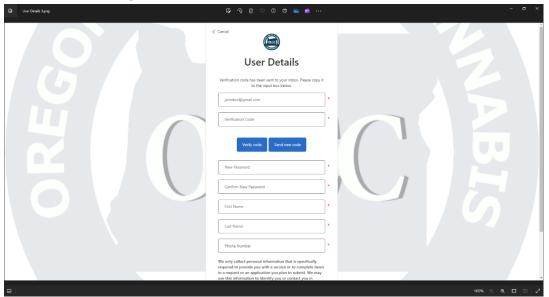
4. Type in the email address you generated for your CAMP account in the "Email Address" field and then click on "Send verification code".



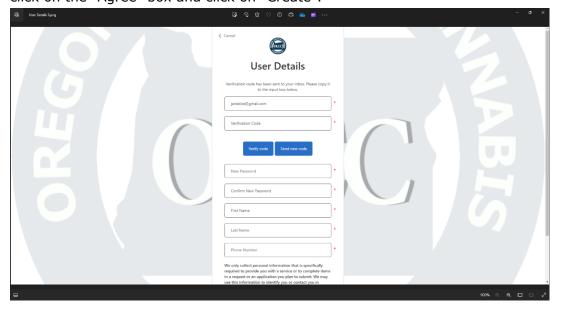


5. A verification code will be sent to your email account. Sign into your email account to obtain the verification code and enter it in the "Verification Code" field. Click on verify code.

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

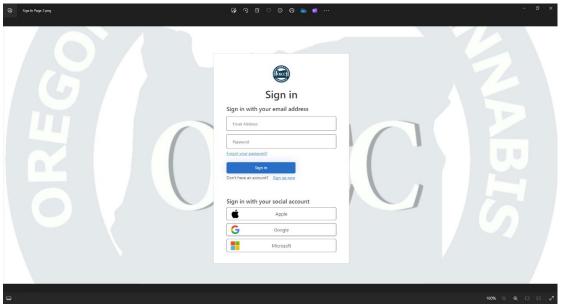


6. When the code has been validated, enter the Password, Confirm New Password, First Name, Last Name, Phone Number, keeping in mind the name and phone number should be that of a licensee not an Authorized Representative. At the bottom of the screen, read the attestation statement, click on the "Agree" box and click on "Create".

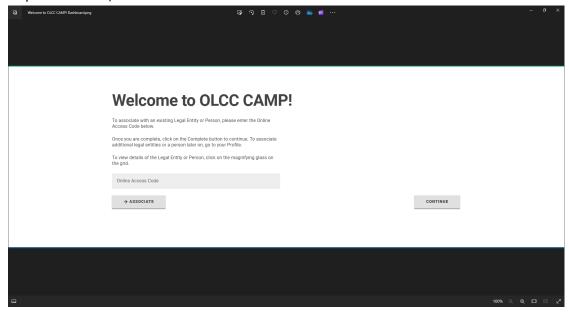




7. When your account has been created, from the Sign In page, enter your email address and your password and click "Sign in".

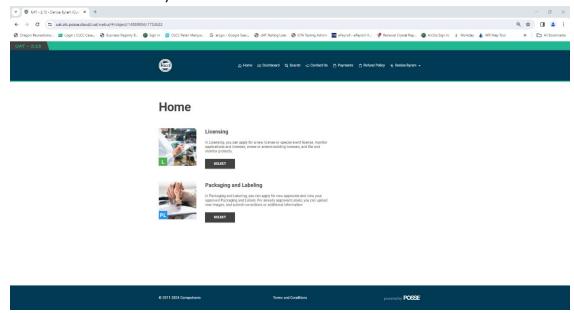


8. Licensees and Applicants that received the user **Online Access Code** outlined above, type your code in the provided box and click on "Associate". If you are a new applicant or an Authorized Representative, click on the "Continue" button.

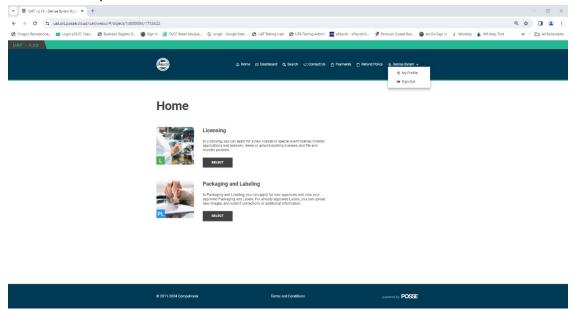




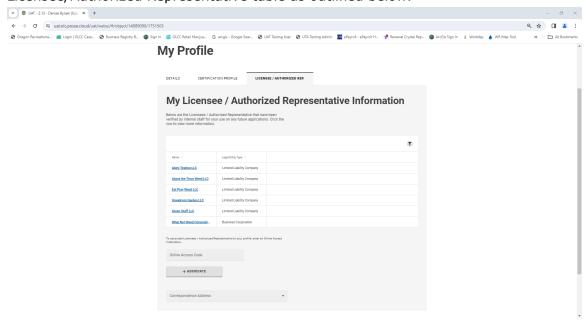
9. You will be directed to your "Home" screen.



10. If you received multiple **Online Access Codes** and need to associate those businesses to your user account, you will need to click on your username at the top right-hand corner of the screen and select "My Profile".

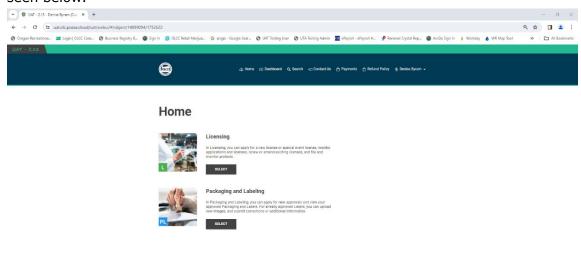


11. On your "My Profile" screen you will select the "Licensee/Authorized Rep" tab and there is a "Online Access Code" box where you can type in your other Online Access Codes and click on "Associate" to associate them to your username. The accounts should then be listed in your Licensee/Authorized Representative table as outlined below.



MARIJUANA LICENSING HOME SCREEN

1. The **Home** screen is the landing spot once you log onto the CAMP system. It currently has three separate areas a licensee will be working from. The navigation menu at the top of the screen, the licensing section, and the packaging and labeling section. The Home screen will appear as it is seen below.



2. At the top of your **Home** screen, you will find the navigation menu. We will discuss the functionality of each of these menus below.



3. The "Licensing" section allows you to apply for a new license, monitor applications and licenses, renew or amend existing licenses.



Licensing

In Licensing, you can apply for a new license or special event license, monitor applications and licenses, renew or amend existing licenses, and file and monitor protests.

SELECT

4. The "Packaging and Labeling" section allows you to apply for new packaging and labeling approvals and view your approved Packaging and Labels. *Please see the Packaging and Labeling Guide on this functionality.*



Packaging and Labeling

In Packaging and Labeling, you can apply for new approvals and view your approved Packaging and Labels. For already approved Labels, you can upload new images, and submit corrections or additional information.

SELECT

NAVIGATION MENU Search Function

The Search Function at the top of the **Home** screen allows a user to search OLCC's licensing data bank for anyone who holds a license in the recreational marijuana program. A search can be done by Trade Name, Licensee Name or License number. For those "protected" licenses

1. Click on the "Search" function.

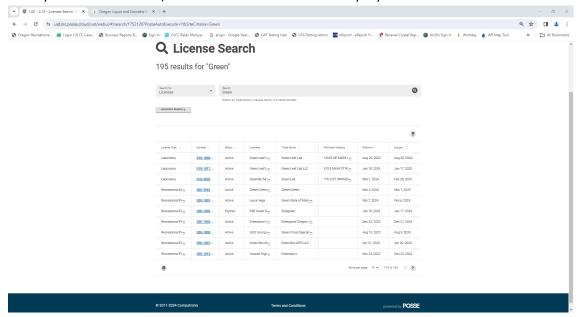




2. Enter a Trade Name, Licensee Name, or License Number in the "Search" box and click on the magnifying glass. You can enter a partial name as well and conduct a Search.



3. The results of your search will appear. For those license types that are "protected" from releasing their premises location, those addresses will not display on this search.



CONTACT US

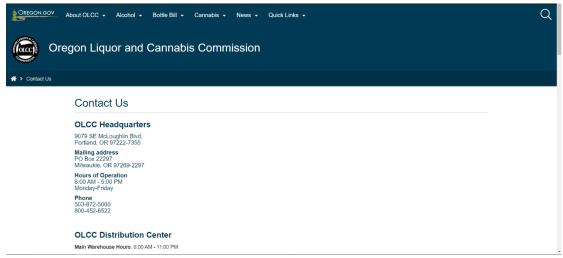
The **Contact Us** function provides the user the ability to locate contact information for the Oregon Liquor and Cannabis Commission (OLCC) by directing them to the OLCC's Contact Us section of our website. This screen not only provides contact information for our headquarters in Portland, but also our regional offices as well.

1. Click on the "Contact Us" icon on the menu.





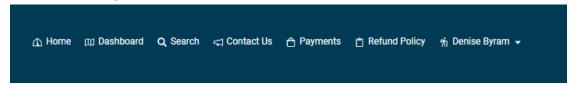
2. The system will direct you to the OLCC's Contact Us section of our website where a licensee can find the contact information they are looking for.



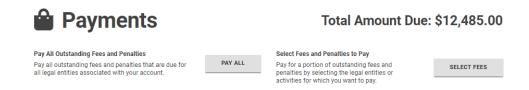
PAYMENTS

The **Payments** section will show all outstanding payments due by the licensee as well as a recent payment history. From this screen a user can pay all the fees at once or pick and choose which fees to pay now and/or to pay later. The fees shown can include license/application fees, renewal fees, background check fees, change of location fees or packaging and labeling fees.

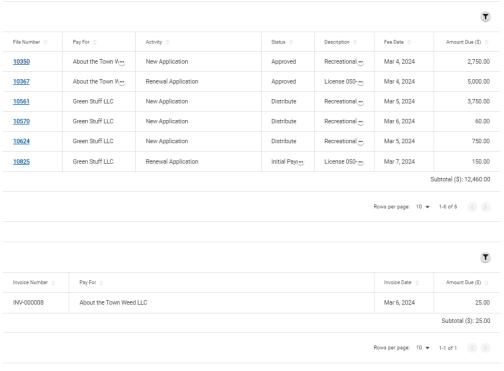
1. Click on the Payments menu.



2. There are three sections that will be displayed on this screen, **Payments, Outstanding Fees** and **Recent Payment History.**

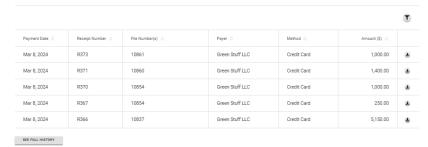


Outstanding Fees



Total amount due: \$12,485.00

Recent Payment History



3. The **Payments** section shows the total amount due by the licensee and provides an option to pay the fees all at once or to select which fees to pay at the moment.

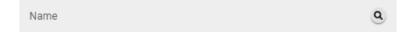


4. **To choose which fees to pay**, click on **Select Fees**. On the next screen, click the magnifying glass in the **Name** field.

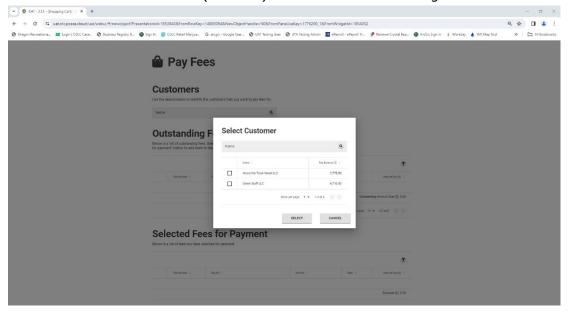


Customers

Use the search below to identify the customers that you want to pay fees for.

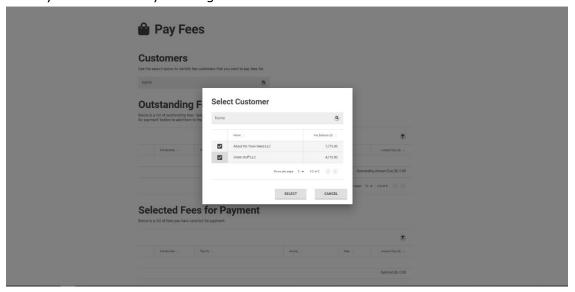


5. You can select the customer (licensee) for which an outstanding fee is due.

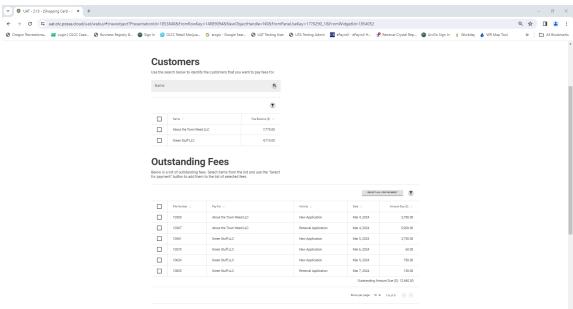




6. Make your selection by clicking on the box to the left of the licensee's name and click on Submit.



7. The outstanding fees box will show which licensees have outstanding fees, the amount owed and what the fees are associated with.

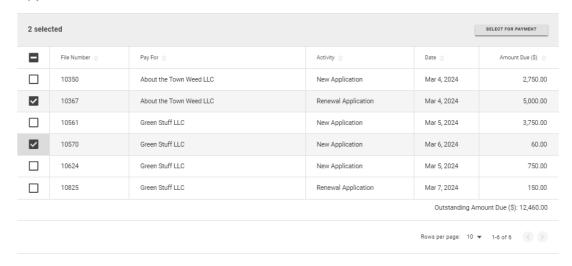




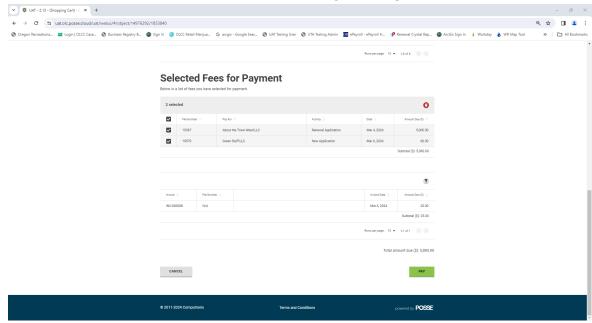
8. To select which fees to pay, select the box on the left of each fee line and click on the **Select For Payment** box.

Outstanding Fees

Below is a list of outstanding fees. Select items from the list and use the "Select for payment" button to add them to the list of selected fees.



9. The fees selected will be moved to the **Selected Fees for Payments** menu. Click on the box on the left side of the associated fees and click the green **Pay** button at the bottom of the screen.

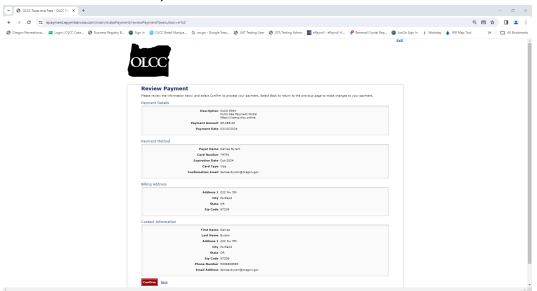




10. The payment portal will open and show the total amount of fees to be paid for. Complete the **Contact Information** and **Payment Method** sections by choosing if paying with a checking/savings account or credit/debit card. Once all information is entered, click the **Continue** button. If paying with cash, call our Financial Services Marijuana Team at 503-872-5466 to make

ntact miormation	
First Name	
Last Name	
Company (Optional)	
Address 1	
Address 2 (Optional)	
City	
State	Select ∨
	Select V
Zip Code	
Zip Code Extension (Optional)	
Phone Number	
Email Address	
Email yiddi ess	
yment Method	
Payment Method (Credit/Debit Card 🔻
Card Number	WISA
	Month ▼ Year ▼
Card Security Code	
	Use my contact information address
	Ouse a different address

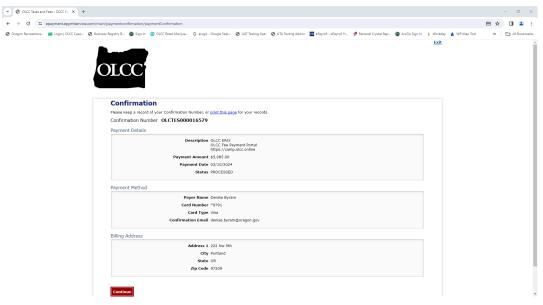
11. When a payment has been submitted a **Review Payments** screen is displayed. Review information for accuracy and select **Confirm** at the bottom of the screen.



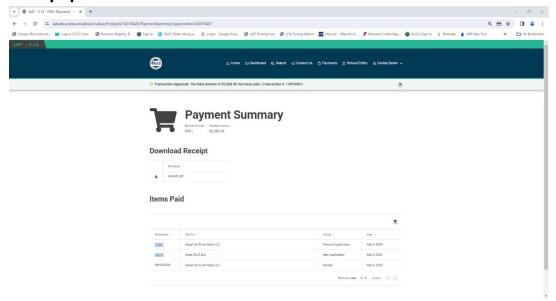




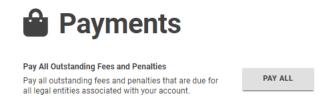
12. A **Confirmation** page with a confirmation number is displayed. Click on **Continue** at the bottom of the screen.



13. The **Payment Summary** page in CAMP is displayed showing the items paid for and provides for the ability to print a copy of the payment receipt by clicking the download icon next to the **Receipt.pdf** document.



14. To pay all outstanding fees at once, click on the Pay All button.

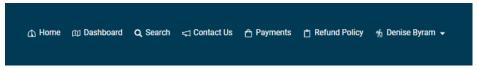


15. The payment portal process will open as outlined above in steps 12-15.

Refund Policy

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

1. Click on Refund Policy.



2. You are directed to the OLCC refund policy.

User Profile

Under the **User Profile** section, a user can update the user's contact phone number and associate people to their profile.

Dashboard

A user can access their license dashboard by either selecting **Dashboard** from the navigation menu at the top of the screen or by selecting the **Licensing** button on the **Home** screen. Both will take the user to the same location.





Licensing

In Licensing, you can apply for a new license or special event license, monitor applications and licenses, renew or amend existing licenses, and file and monitor protests.

SELECT

From the **License Dashboard** users can submit applications, renewals, amend their current license(s), view pending applications, and view when OLCC has sent an item back to them for additional information. The following sections will outline each of these functions.

APPLYING FOR A LICENSE Apply for a License Type

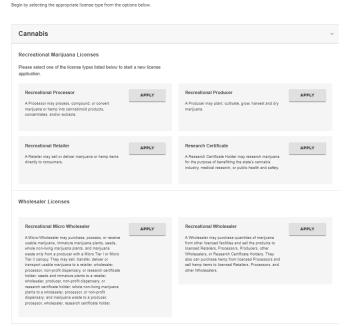
1. From the **License Dashboard** select *Apply for License* under the *Select an Action* section:

Select an Action



2. On the **Apply for a License** page, use the scroll feature on the right-hand side of the screen to select the type of license applying for and click the **Apply** button on the designated license type.

Apply for a License



APPLY FOR A LICENSE Getting Started Page

1. Prior to getting started, please be aware that at the bottom of each screen in the application process, there will be a green circle with a save icon and a red circle with a trash can. You can save your information on each page by clicking on the green circle. As a warning, however, if you click on the red circle with the trash can, it will delete your entire application not just the information you entered on that page.

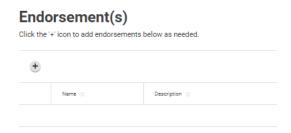




 The Getting Started page appears and outlines the type of license applied for, a description of what can be done under the license type selected and an acknowledgement to why OLCC collects the information on an application with an I agree checkbox. Select the checkbox next to the statement.

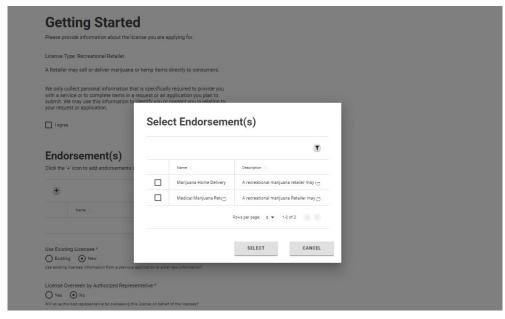
Getting Started Please provide information about the license you are applying for. License Type: Recreational Retailer A Retailer may sell or deliver marijuana or hemp items directly to consumers. We only collect personal information that is specifically required to provide you with a service or to complete items in a request or an application you plan to submit. We may use this information to identify you or contact you in relation to your request or application.

3. The **Endorsement(s)** section provides additional endorsements that can be applied to the designated license type.

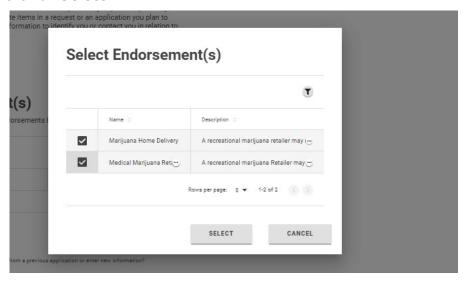




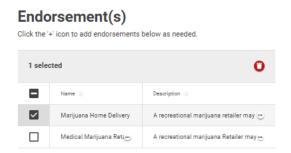
4. To apply for additional endorsements, click on the "+" on the left-hand side of the table to expand the allowable endorsements for the license type. A **Select Endorsement(s)** screen will appear.



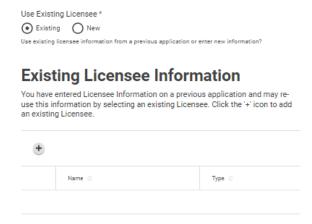
5. Place a check mark in the boxes to the left of the endorsement to add them to the license and click on **Select.**



6. If an endorsement is selected in error, simply select the box to the left of the endorsement to be removed and click the red circle with the trash can. The endorsement will be removed.

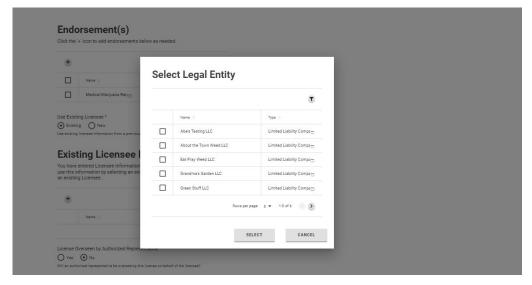


7. Indicate if the license being applied for will be done so under an existing licensee name or a new legal entity. If applying for a license under an existing licensee, a dialog box will pop up to select which licensee to apply for the license under.





8. Click on the "+" to search for the designated licensee. A list of licensees will appear. Click on the box on the left of the licensee applying for the license and hit **Select**.



9. If applying for a license under a new licensee, select the **New** button under the *Use Existing Licensee*.

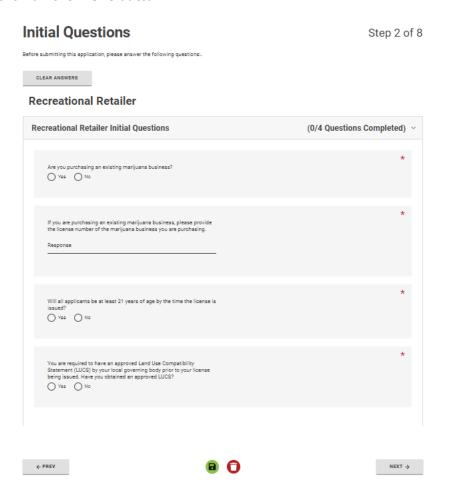
Use Existing	Licensee *
Existing	New
Use existing lice	nsee information from a previous application or enter new information:

10. If the license will be overseen by an Authorized Representative mark **Yes** to *License Overseen by Authorized Representative.*



APPLY FOR A LICENSE Initial Questions

1. Complete the questions in the **Initial Questions** section. Once all questions have been answered click on the **Next** button.





APPLY FOR A LICENSE

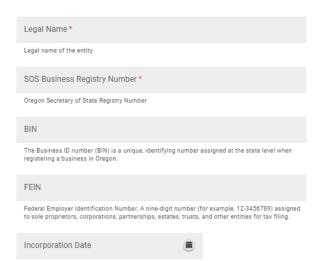
Licensee – If "New" licensee was selected on Getting Started page.

On the Licensee page in the Licensee Type drop-down menu, select the type of legal entity that will be applying for the license. This will be our licensee of record. If applying for a license where multiple individuals or legal entities will be licensees of record, select the "Multiple Individuals/Entities". This function will also be used if someone will be receiving profits of 20% or more from the business but is not part of the legal entity that holds the license. They will need to be a co-applicant on the license.



2. Provide the Legal Entity name applying for the license, the SOS Business Registry Number, BIN & FEIN (if available), and the incorporation date under the **Details** section.

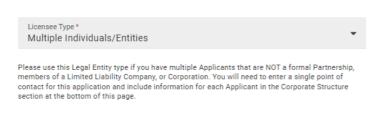
Details



3. If there are multiple individuals or legal entities listed as co-applicants on the license, under the **Details** section, list each individual or legal entity in the **Legal Names** and **SOS Business Registry Number** fields and separate them with a comma.

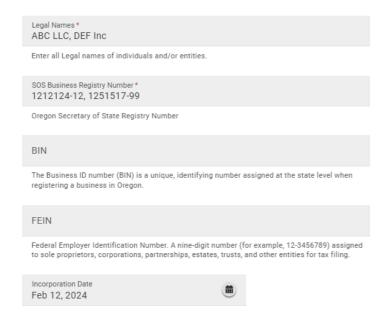
Licensee

Please list the person or entity applying for this license.



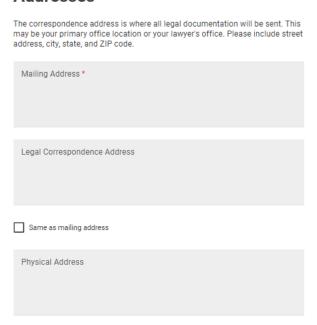
Please list the Legal Names of all individuals and entities applying for this license.

Details



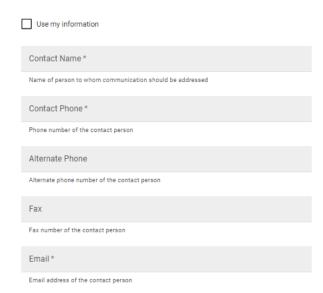
4. Provide the **Mailing** and **Physical Addresses** for the legal entity(s) that will hold the marijuana license. If represented by a law firm, provide the law firm's correspondence address in the **Legal Correspondence Address**.

Addresses



5. Provide the **Contact Information** for applicant/licensee. The contact information in this box should be for the legal entity that holds the license and someone for whom the OLCC should contact concerning licensing issues. This should not be an Authorized Representative.

Contact Information for Applicant / Licensee

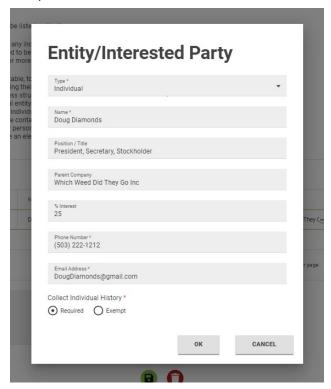




6. The **Business Structure and Interested Parties** section should list all individuals or legal entities that make up the business structure of the legal entity applying for the marijuana license. This should include all individuals and legal entities that make up not only the licensee of record but any nested or holding entities. To build the business structure, start with the individuals and legal entities that make up the licensee of record until all parties are identified. Then build the business structures of any nested legal entities, identifying all individuals and legal entities. This will allow OLCC to determine if an individual or legal entity rises to the level of an applicant. To add a business structure to the system, click on the "+" button in the Business Structure and Interested Parties grid.



7. Using the Entity/Interested Party window, identify the legal entity and individual, the individual name or legal entity name, the position or title they hold, the parent company they are associated with, the interest they hold in the legal entity, contact name, phone number and email address. If entering an individual, the contact phone number and email address **MUST** be that of the individual as this is where OLCC will email their individual history form for them to complete. If the individual rises to the level of an applicant, they are required to submit an individual history form and have a background check done through FieldPrint. Once all required fields have been completed click on **Ok.**





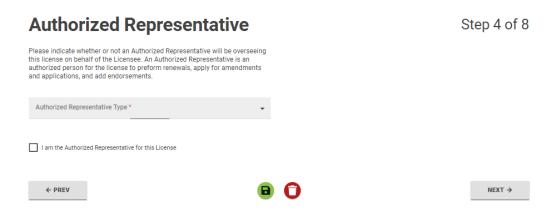
8. The business structure grid will start to look like the following. Once the business structure has been submitted listing all interested parties and legal entities, click on the **Next** button.



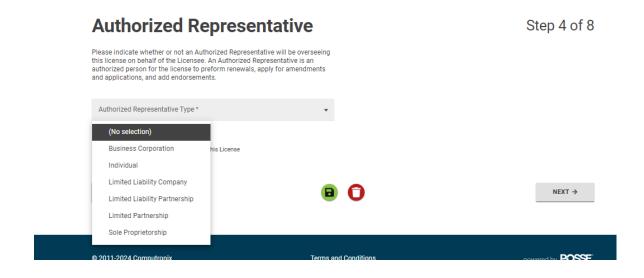
APPLY FOR A LICENSE

Authorized Representative- If Authorized Representative was selected on Getting Started Page

1. If a licensee will be using an Authorized Representative to oversee the license, they can be identified in this section.

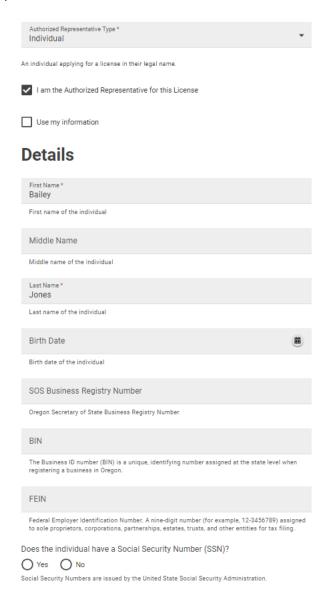


2. The Authorized Representative Type should be identified. If a Law or Consulting Firm will be representing a licensee, they can do so under a legal entity, or as individuals.





3. Complete the Authorized Representative's First & Last Name under the **Details** section, the **Demographic Questions, Contact Information and Address** in the appropriate sections. Only those fields identified with a red "*" are required fields. Once all the information has been completed click on **Next.**





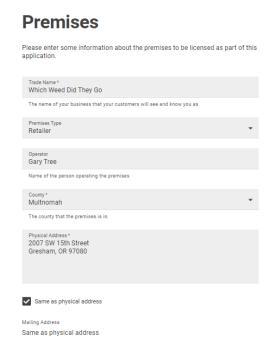
Demographic Questions

Gender Marker Designation *		
M • F X Choose not to disclose		
Gender marker designation of the individual		
Ethnicity*		
American Indian or Alaskan Native		
Asian		
Black or African American		
Hispanic, Latino or Spanish Origin		
I choose not to disclose		
Multi - Ethnic		
Native Hawaiian or Pacific Islander		
Other		
✓ White		
Ethnicity designation of the individual		
Spouse		
Name of this individual's spouse		
Contact Information		
Contact Phone *		
(503) 999-1121		
Phone number of the contact person		
Alternate Phone		
Alternate phone number of the contact person		
Fax		
Fax number of the individual		
Email Address *		
Email address of the individual		
Addresses		
Addresses		
The correspondence address is where all legal documentation will be sent. This may be your primary office location or your lawyer's office. Please include street		
address, city, state, and ZIP code.		
Mailing Address * PO Box 2222		
Maupin, OR 97103		
Mailing address for this individual		
Legal Correspondence Address		
Legal Correspondence address of the authorized representative		
Same as mailing address		
Physical Address		
Physical address of the individual		
← PREV	Ō	NEXT →

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APPLY FOR A LICENSE Premises

4. The **Premises** tab will capture the information for the actual premises. Complete the Premises section to include the Trade Name, Premises Type, Operator (Facility Manager), County the premises will be in, and the physical address of the proposed premises.



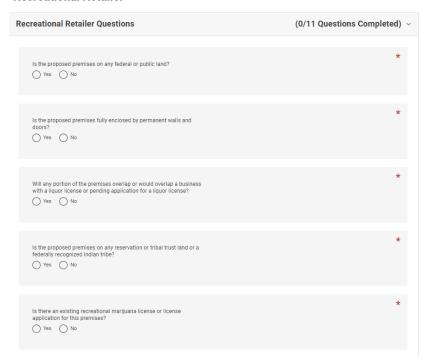
5. The **Contact Information** section should list the contact information for the premises. This is the person OLCC would contact if they needed to inquire about the licensed premises itself. Once the information has been completed click on **Next.**

Contact Information Contact Name * Name of the person to whom communication should be addressed Contact Phone * Phone number of the premises Alternate Phone Alternate phone number Fax Fax number of the premises contact Email * Email address at which to contact the premises

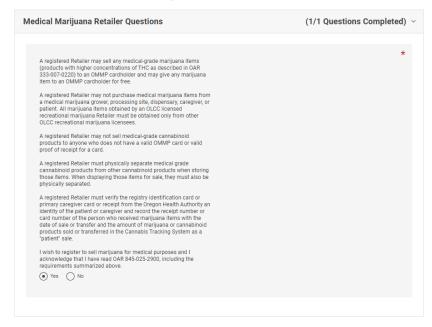
APPLY FOR A LICENSE Questions

6. Complete the questions in this section as they pertain to the proposed premises in addition to any of the questions relating to endorsements that have been applied for. Once all questions have been completed click on **Next.**

Recreational Retailer

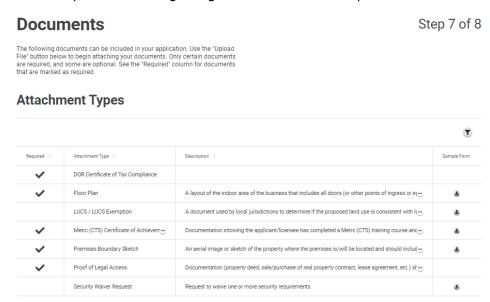


Endorsements: Medical Marijuana Retailer



APPLY FOR A LICENSE Documents

1. This section will capture where to upload the documents required to apply for a license. Any documents that are required to be submitted with the application will have a checkmark to the left of the document in the **Attachment Types** under the Documents section. Sample forms have been provided to the right of the documents to provide the actual form needed, or guidance on what should be submitted. Please be aware that if you submit a document as a place holder your application will be returned to you as incomplete, and you will be required to submit the required documents prior to it being assigned to OLCC staff to process.

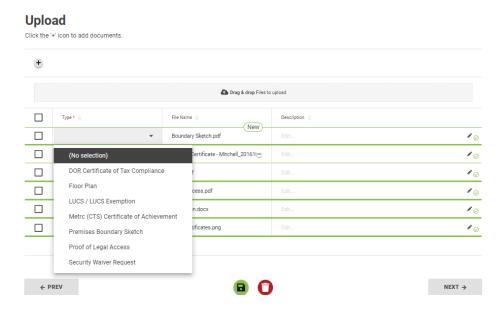


2. To upload documents, under the upload section click on the "+". Files can be dropped one at a time or as a group.

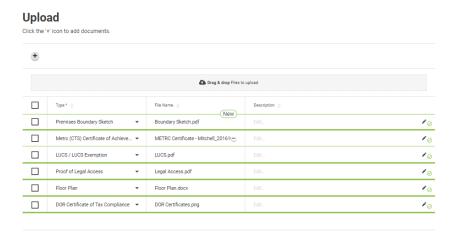




3. Once the documents have been uploaded and each document has a solid green line underneath them, identify what type of document the upload is associated with by selecting the drop-down arrow under the **Type**. Once you have identified all document uploads, click the **Next** button. If a document is missing, the system will give an error message that something is missing.



4. The Document Upload section should look like this;

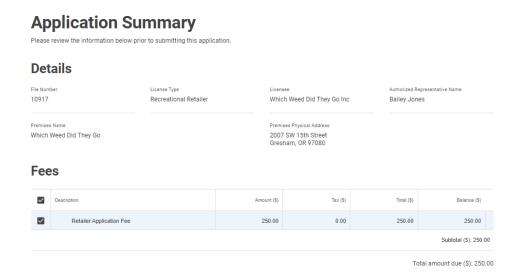


Prior to completing the application if all required steps have not been completed, an error message will appear at the bottom right-hand corner of the screen indicating where information is still needed. There is also a status bar under the **New Application** header. Any of the circles appearing green are complete, whereas any that still need to be completed will appear grey or black. To finish a step, click on that step and determine what is needed to complete that step.

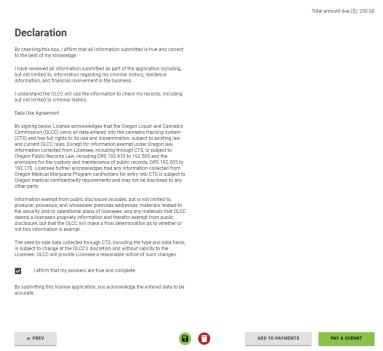


APPLY FOR A LICENSE Finish

1. The final step of completing an application is the **Finish** step. This page provides an Application Summary of the file number (the number provided to OLLC to track the application), type of license applied for, Licensee, if an Authorized Representative was identified, the Trade Name, and premises address. This screen also shows the \$250 application fee.



2. To submit the application, the checkbox under the **Declaration** must be checked. Once this box is checked, the options to **Add to Payments** and **Pay & Submit** are available. If the application is not being submitted and paid for at that moment, click the green save button at the bottom of the screen and select the **Add to Payments** button. If the application is ready to be submitted, click on the **Pay & Submit** button. This will direct you to the payment portal.

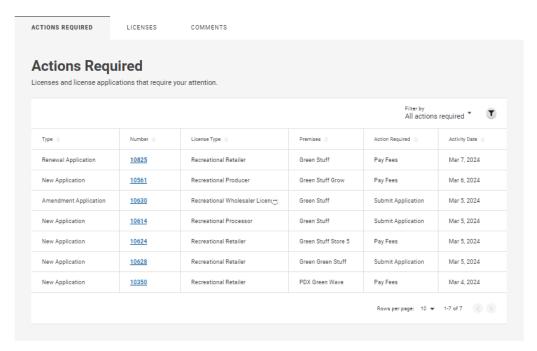


3. Complete the payment process as outlined above under the **Payments** section. Once completed a Payment Summary will be provided and the **File Number** (application number) is what should be provided to OLCC if any questions arise from your application.

LICENSE DASHBOARD Actions Required

The **Actions Required** portion of the license dashboard highlights in one place any outstanding items or tasks a licensee may need to perform for any of their licenses or applications. This section will capture outstanding fees, renewal applications that are due, or if an application is assigned to an OLCC staff member and they have sent a request for additional information, these associated tasks will appear in this section. To determine the action required, click on the blue number that is underlined in the **Number** column. This will take you to the task that needs to be performed. As tasks are completed, they should be removed from the Actions Required section.

Dashboard

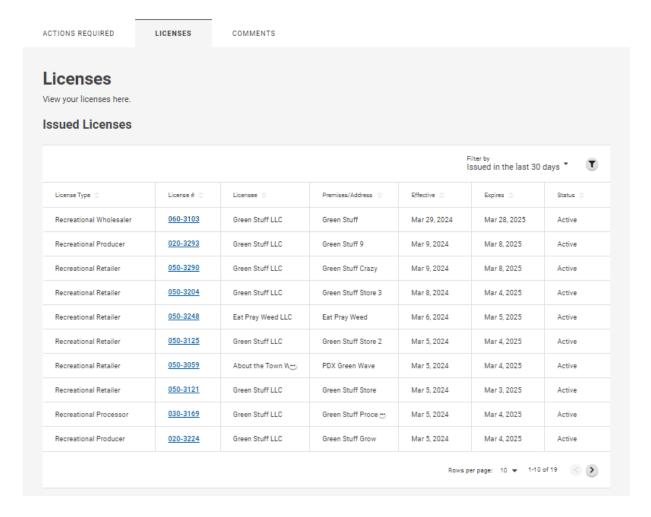


LICENSE DASHBOARD

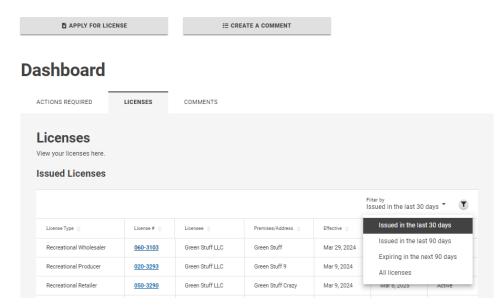
Licenses

The **Licenses** tab has two components, the **Issued Licenses** section, and the **Applications** section. The **Issued Licenses** section will display all issued licenses the user is affiliated with. For licenses that will be migrated to CAMP from the OLCC's legacy licensing system, the license number will remain the original 11-digit license number. For those licenses that will be applied for in CAMP, the new license will consist of the three-digit license type number and then an additional number as can be seen below in the **License** # column.

Dashboard

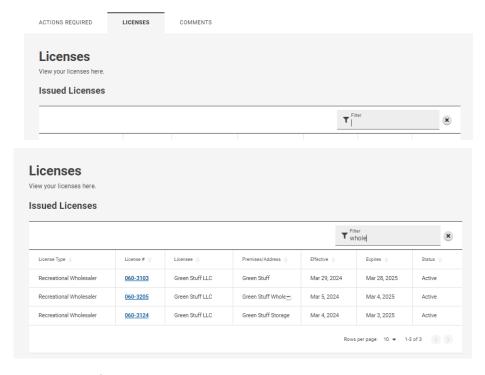


Th **Issued Licenses** section has a filter that automatically defaults to "Issued in the last 30 days". To change the filter, click on the downward arrow icon next to the "Filter By" and a drop-down menu will appear. This will allow the user to filter by Issued in the last 30 days, Issued in the last 90 days, Expiring in the next 90 days, and All Licenses. Click on the appropriate filter.

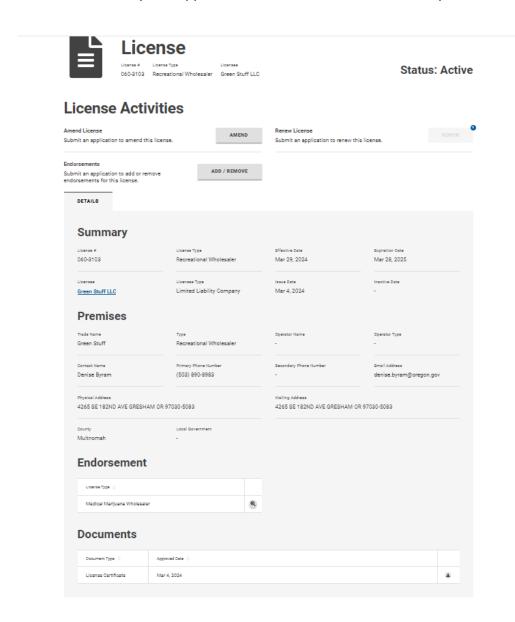


The system also allows the user to independently search the Issued Licenses by clicking the funnel looking icon to the right of the "Filter by" section and type in the search criteria. Searches can be done for license types, partial license numbers, licensee names or premises information.

Dashboard



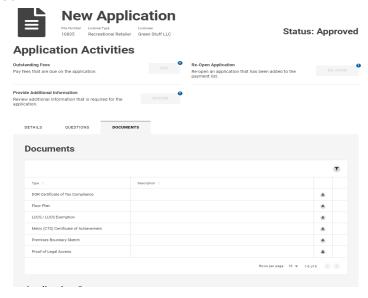
By clicking on the blue underlined license number, the License Record will open. It is from this screen that a licensee can apply to amend their license, add/remove an endorsement, or renew their license. It is from this screen that a licensee can also find their license number, their license status, the endorsements they are approved for and the information as it pertains to the licensed premises.



The second component of the **Licenses** dashboard consists of **Applications**. The **Applications** section houses all submitted applications for new licenses and renewals in addition to any request to amend a license. This section also provides an update to licensees of where their applications are in the process. That is shown under the "Status" section below. Applications will live in this section indefinitely even after approval.

Applications					
				Filter by All applications	
Type 💲	File Number 👙	License Type 💲	Premises 🐡	Status 🐡	Activity Date =
New Application	10917	Recreational Retai-	Which Weed Did T	In Review	Mar 10, 2024
Amendment Application	10861	Recreational Retai-	Green Stuff Store 3	Approved	Mar 8, 2024
Renewal Application	10860	Recreational Prod	Green Stuff 9	Approved	Mar 8, 2024
New Application	10854	Recreational Prod	Green Stuff 9	Approved	Mar 8, 2024
Renewal Application	10837	Recreational Retai	Green Stuff Crazy	Approved	Mar 8, 2024
New Application	10835	Recreational Retai-	Green Stuff Crazy	Approved	Mar 8, 2024
Renewal Application	10825	Recreational Retai-	Green Stuff	Initial Payment Pe	Mar 7, 2024
New Application	10824	Recreational Retai-	Green Stuff	Approved	Mar 7, 2024
Amendment Application	10793	Recreational Whole	Green Stuff Whole	In Review	Mar 7, 2024
Amendment Application	10791	Recreational Retai-	Green Stuff Store 5	In Review	Mar 7, 2024

If a licensee needs to obtain the documents they submitted with an application, they can find those documents stored in the **Applications** section and not under the **Issued Licenses** section. To locate the documents, a licensee will need to search for the File Number associated with the application in question and click on the blue underlined number for that application. When the Applications window opens, the licensee can go to the "Documents" tab to locate the documents that were approved for this application.



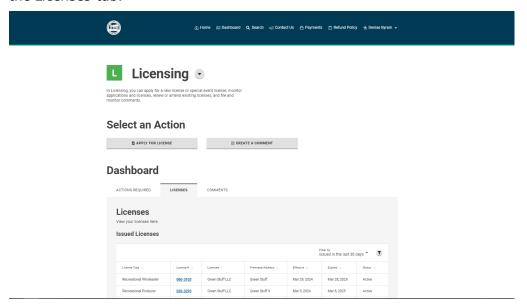
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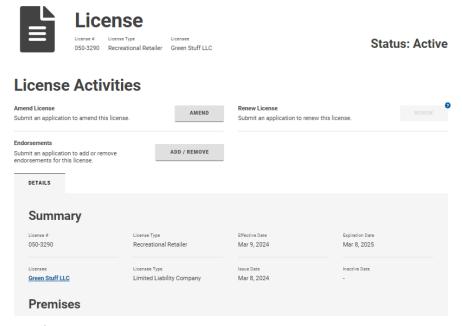
AMEND (CHANGE) A LICENSE OR SUBMIT NOTIFICATIONS

To amend an issued license or submit a required notification to the OLCC, licensees/authorized representatives will need to submit the request through CAMP. Many of the paper forms that were once required to be submitted through email to OLCC, can now be submitted through CAMP.

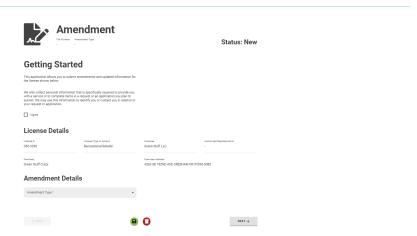
1. To amend a license or submit a required notification, go to the **Dashboard** of CAMP and select the *Licenses* tab.



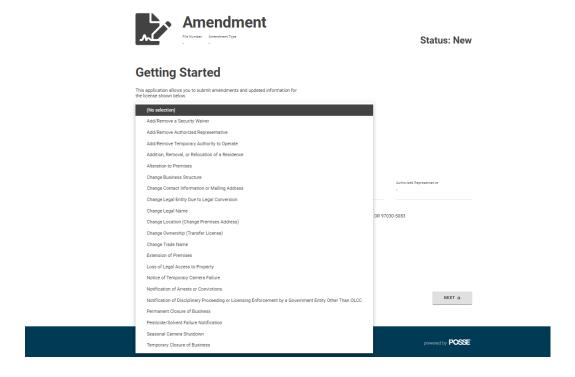
2. Navigate to **Issued Licenses** section and click on the blue underlined **License** # for the license needing to amend their license or submit a required notification. This should land the user on the License page for selected license.



3. Click on the **Amend** button. The **Amendment** page loads.

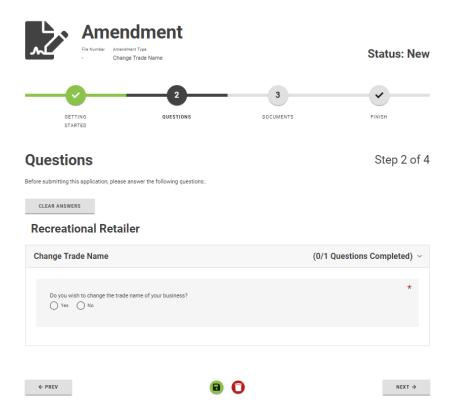


4. The user will need to click the "I agree" button and use the drop-down menu under **Amendment Type** to select what action they are needing to submit. Once the amendment type has been selected, click the **Next** button.

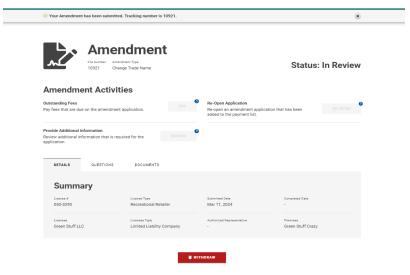




5. The user is navigated to the Amendment page and just like applying for a license, the system will walk the user through the different required steps to submit the amendment. When all steps have been completed the status bar should have all green circles at the top. Use the **Next** button to navigate through each step.



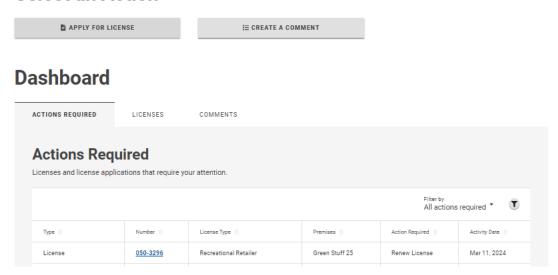
6. When all steps have been completed and the amendment is submitted, the user will receive notification that the amendment has been submitted and the status will show *In Review*. If at any time, the amendment needs to be withdrawn, the user can withdraw the request by clicking on the red "Withdraw" button at the bottom of the Amendment page.



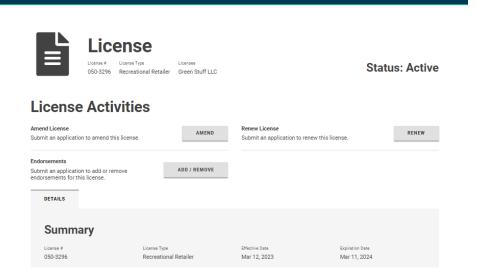
RENEWING A LICENSE

Licensees are notified 90 days prior to their license expiration date that it is time to renew their license. In CAMP, a licensee will receive an **Actions Required** notification on their Licensing Dashboard that a license is due for renewal. As shown below an Action Required to renew the license appears.

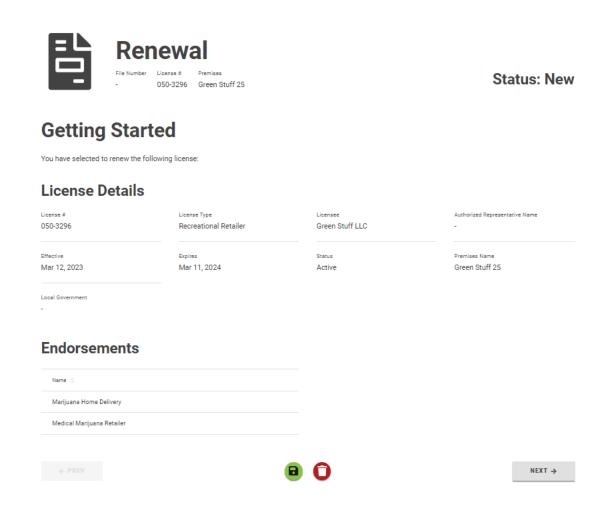
Select an Action



1. Licensee will click on the blue underlined license number located in the **Actions Required** tab. When it is selected, the license record for that license will open displaying a **Renew** button. To renew the license, click on the **Renew** button.

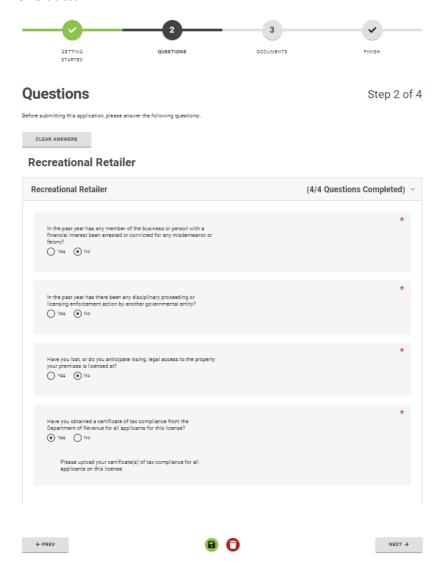


2. On the **Getting Started** page, it shows the license information on the license in question of needing renewed. Click on the **Next** button.





3. The user is directed to the **Questions** screen. Complete the required questions and click the **Next** button.

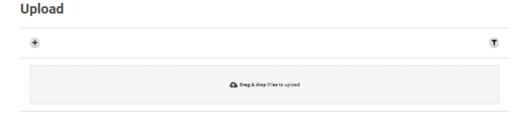


4. If there are required documents to upload in conjunction with the renewal, under the **Documents** section, a checkmark will appear next to the required document(s).

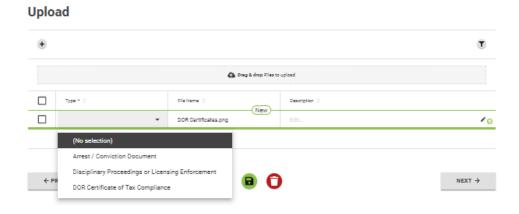




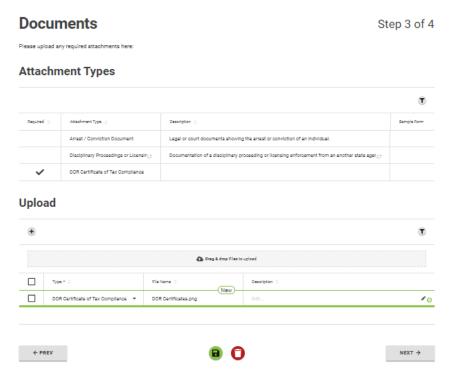
5. Upload the required documents by clicking on the "+" in the **Upload** section.



6. When the document(s) uploads completely, identify what type of document it is by using the drop-down arrow in the **Type** field.



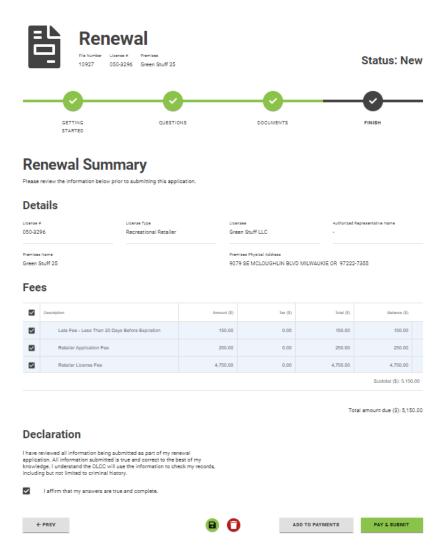
7. Navigate to the **Next** button and click it.



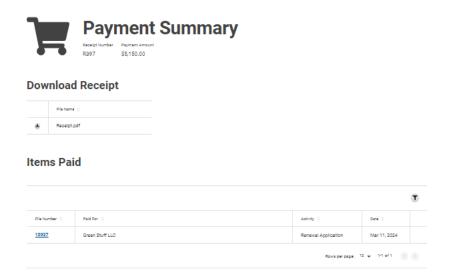
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8. The user is directed to the **Renewal Summary** page where all renewal fees are identified. Users will need to click on the **Declaration** button which will then allow the user to add the renewal payments to their payment section to pay later by clicking on **Add to Payments** or to **Pay & Submit** the renewal application at that time.



9. If **Pay & Submit** is selected the system will navigate the user to the payment portal where the licensee can then submit their payment and renewal application to OLCC. Once payment is received, a **Payment Summary** notification is received on the licensee's dashboard and the renewal has been submitted to OLCC to process.



SYSTEM NOTIFICATIONS

When a license application, renewal application or amendment has been submitted or a payment has been made to OLCC from a user account, the system will generate a transaction number associated with that action. It will appear at the top of the user dashboard. They will continue to be displayed on the dashboard until they are manually deleted by using the circle with "X" in it. If they are not cleared from the user dashboard, they will continue to stack up preventing the user from seeing the entire screen. Best practice is to delete them as they come in.



FAQ

1. How can I communicate with OLCC about my application?

The best way is to send an email to marijuana.licensing@oregon.gov, providing the File Number or your license number and your question.

2. What does the red Withdraw button mean?

This button allows you withdraw your application. In most scenarios, you should not use this function. The OLCC must approve this action. Keep in mind that fees are non-refundable. If you have mistakenly created an application, but have not paid for it, you can use the red trash can icon to remove the application from your dashboard.

3. Where can I find the documents I uploaded with my application or amendment?

The accepted Documents will appear under your Dashboard, Licenses, then Applications. Find the associated application for the application you submitted, and the documents will appear under the Documents tab.

4. How do I find out where my application or amendment is in the assignment queue?

You can submit an email to <u>OLCC.MarijuanaAssignments@oregon.gov</u> requesting a status update on where your application is in the queue.