



Liquor Agent DSSC Kickoff

Distilled Spirits Supply Chain ("DSSC")
D365 Implementation

May 14, 2025



Meet the presenters

OLCC



Christie Scott

Chief Information Officer



Leisa Bertram

Distilled Spirits Director



Eric Skirvin

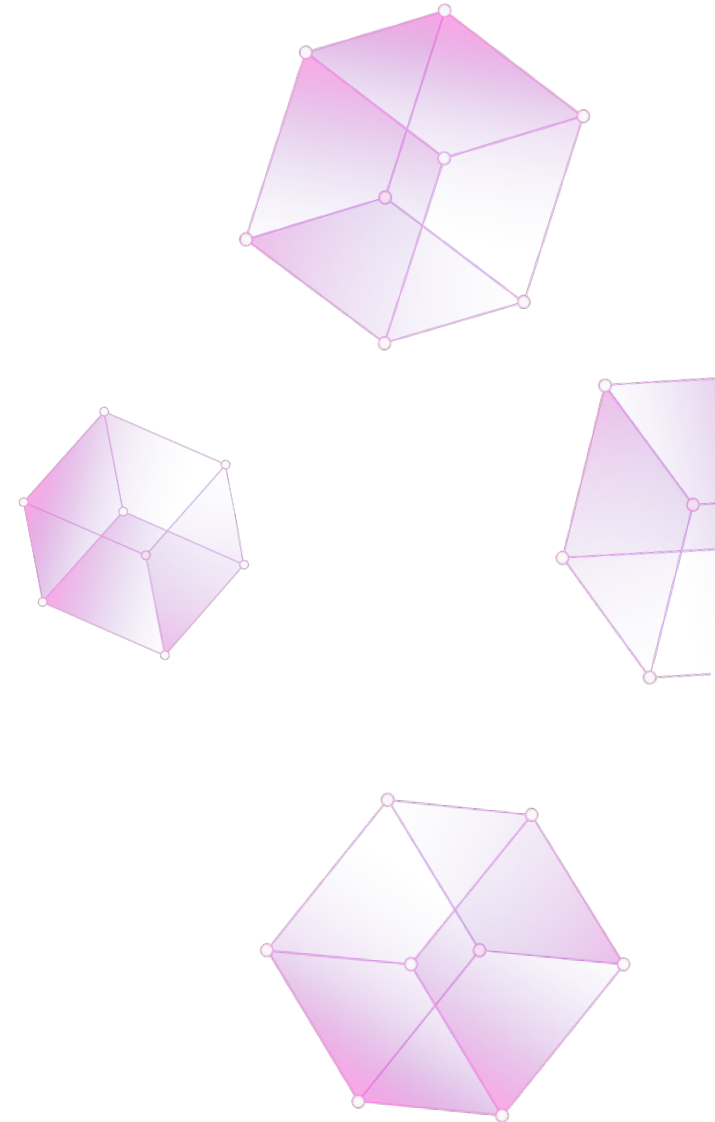
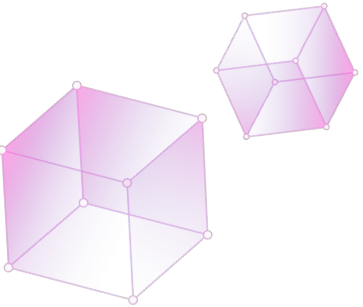
Project Director



Whitney Mam

Project Manager
(Lives in Portland)

Accenture



Agenda

01

Welcome and
Intro

02

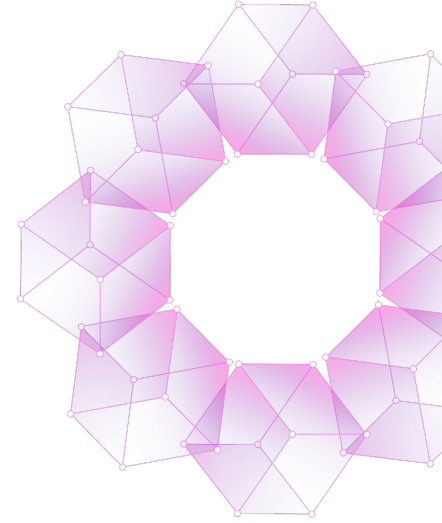
Project
Overview

03

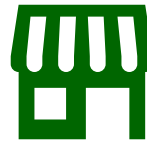
Frequently
Asked
Questions

04

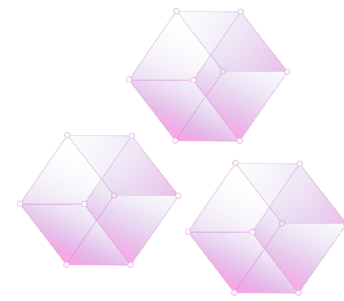
Open Q&A



OLCC Welcome



DSSC is comprised of...



Microsoft Dynamics 365 (D365) is a collection of interconnected cloud-based business applications (rather than a single software) that will help OLCC manage various aspects of their business in a unified platform, including:



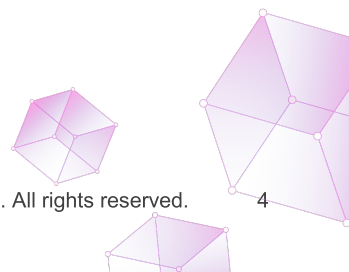
Point of Sale System (POS): Statewide point of sale (cash register) system in all liquor stores that can provide real time data between warehouse and stores; D365 has a POS module



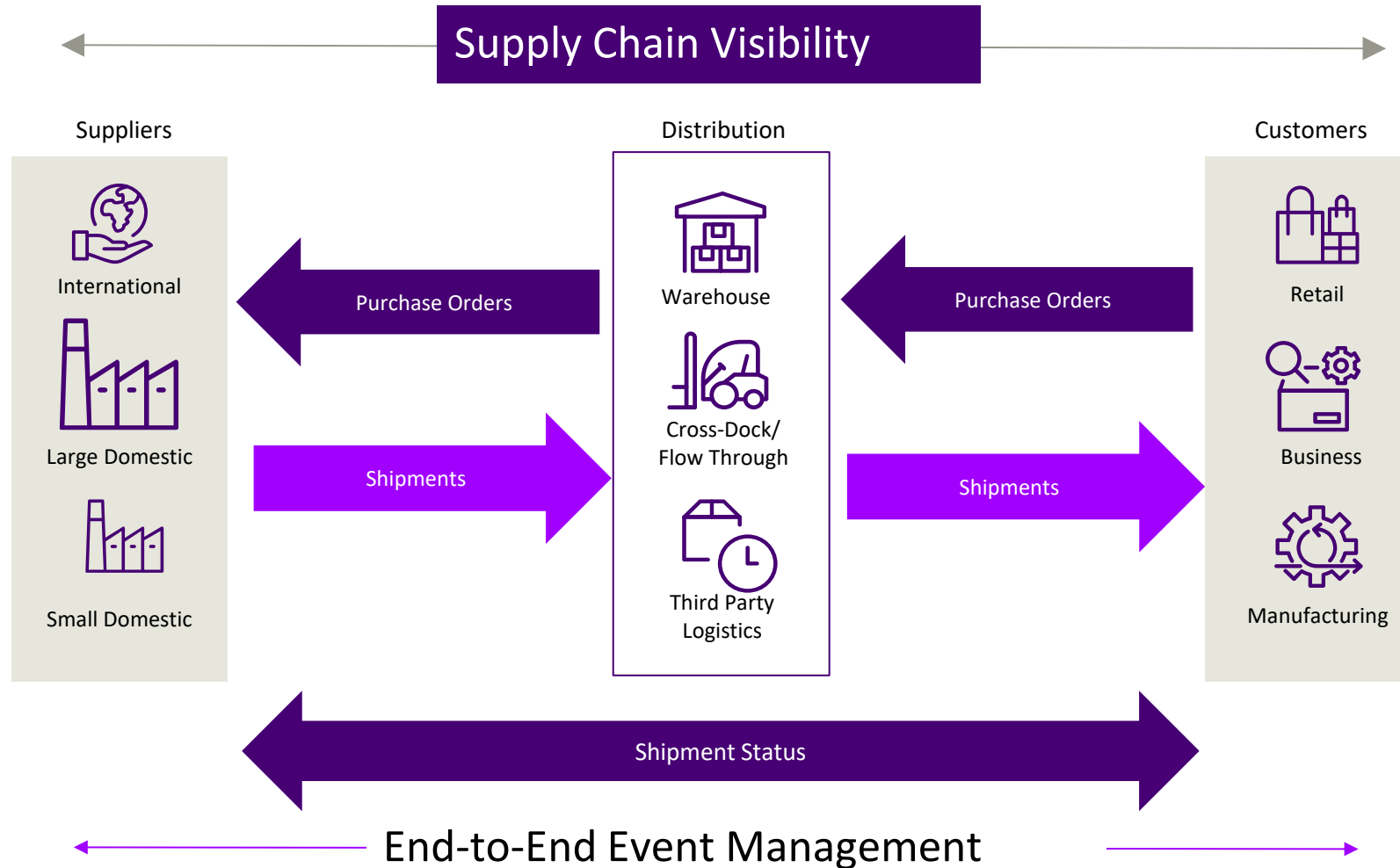
Warehouse Management Solution (WMS): The system that controls and administers warehouse operations from the time distilled spirits products enter the warehouse until they move out



Enterprise Resource Planning System (ERP): Manages day-to-day business activities such as accounting, procurement, and supply chain operations



Source to consumption



OLCC Enterprise Services



Financials



Product Management



Procurement



Order Management



OLCC Distribution Services



Distribution/Order Fulfillment



Live Tracking of Spirits Inventory



Online Portal for Spirits Vendors



Freight Carrier Management



Liquor Store Services



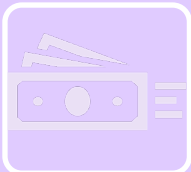
Liquor Store Agent
Portal/Dashboard



Liquor Store Orders to OLCC



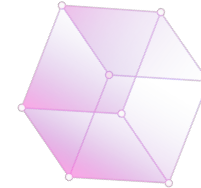
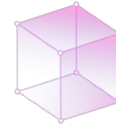
Report Daily Liquor Sales
Online



Claims/Transfers/
Returns



Restaurants/Bars can order
online

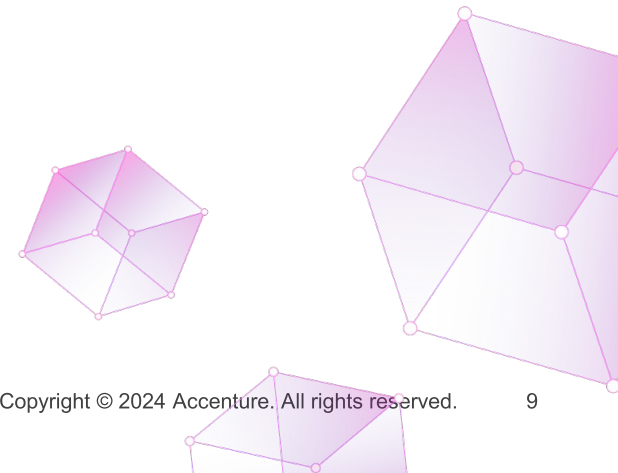
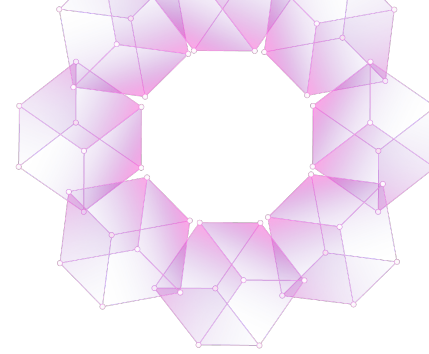


Credit Cards



Most liquor stores will operate the same as they are now, using the Elavon Gateway credit card machine for all purchases (spirits and non-distilled spirits)

Some liquor stores will operate two credit card machines, one for spirits (provided by OLCC), one for general goods



POS hardware



Legend (Left to Right):

- NWT 2D Wireless Imager
- Zebra ZD421 Label Printer
- Ingenico Lane 7000 Payment Terminals
- CRS Electronic Cash Drawer & Till Insert
- Epson TM-M30II Receipt Printer



Dell 7410/7490 AIO – The Business Case

- **Compact Design:**
It's VESA-mountable to save counter space.
- **Performance:**
Intel's 13th Gen, 65W, 16-core i5/i7 processor.
- **Display:**
Features a 19-23.8-inch FHD (1920 x 1080) touchscreen.
- **Versatile Ports and Slots:**
Supports local and wireless peripherals.



Store mobility hardware



Zebra Mobile Solutions Advantage

- Wi-Fi 6 Support
- Device Tracker – for easy location
- Multirange - robust scanning
- High Performance Processor – 8 cores, 32GB RAM
- Extended Battery Life – 7000 mAh for 14hours of use
- Touchscreen



Mobility hardware – optional agent purchase



Legend:

- Microsoft Surface Go for Business
- Premium Rugged Case w/ Briefcase Handle
- Ingenico Link 2500 Mobile Payment Device



Retail data & store readiness

Agents are responsible for providing store-specific information and making required site upgrades to support the new system.



Store Data Inputs to the new system:

- Non-distilled spirit item master data
- Non-distilled spirit pricing
- Non-distilled spirit inventory
- Vendor information (non-distilled spirits)
- Loyalty card information
- Employee/store user information

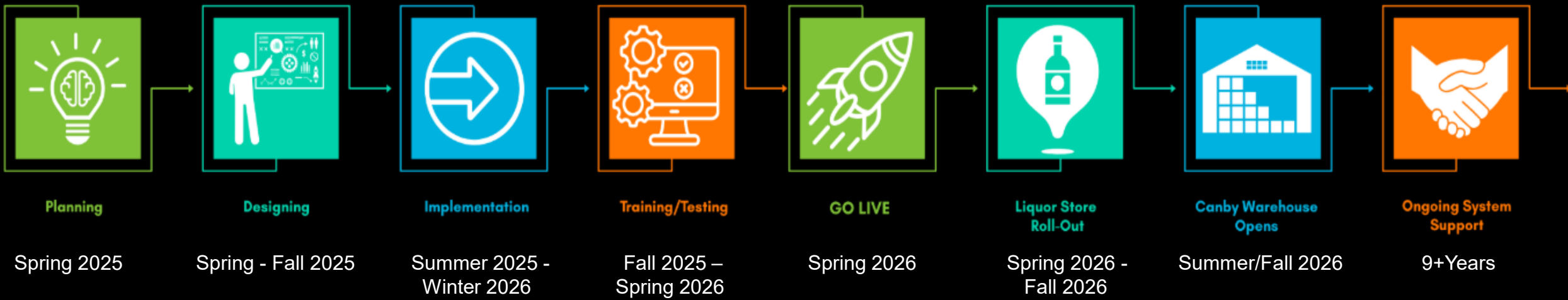


Site survey visit to each store by project hardware team to assess:

- Networking / connectivity
- Power drops/hardwiring needs for POS



Current Timeline *estimated*



Tentative store roll-out plan

Task	*Start	*Finish
System Go Live	Wednesday, April 1, 2026	Wednesday, April 1, 2026
POS Retail Store Rollout	Monday, April 20, 2026	Monday, September 14, 2026
Groups 1 & 2 (64 stores)	Monday, April 20, 2026	Monday, June 1, 2026
Groups 3 & 4 (72 stores)	Tuesday, May 26, 2026	Monday, July 6, 2026
Groups 5 & 6 (60 stores)	Wednesday, July 1, 2026	Friday, July 31, 2026
Groups 7 & 8 (57 stores)	Monday, July 27, 2026	Friday, August 28, 2026
Group 9 (30 stores)	Monday, August 24, 2026	Monday, September 14, 2026

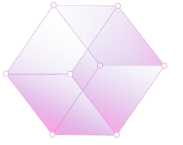
**Exact dates are subject to change*



FAQs

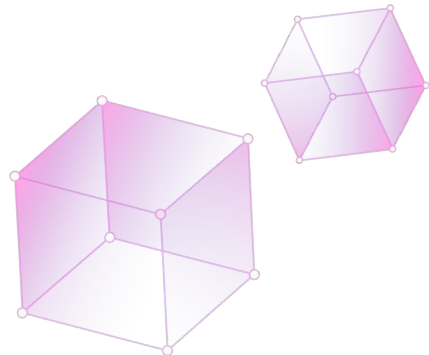


FAQ #1



What POS equipment are agents getting?

Answer: OLCC has compiled a list of POS equipment to go out to each store. Every store will get at minimum of one set of POS equipment.



A set includes

Hardware:

- Dell Retail All-in-One POS PC
- Retail Thermal Receipt Printer
 - Thermal paper for receipts
- Cash drawer
- Ingenico Payment Terminal (credit/debit cards)
- Lane 7000 7" Flexi Pole Stand (for the customer facing display)
- NWT 2D Wireless Barcode Scanner
- Barcode Label Printer for shelf labels
 - Thermal paper for shelf labels

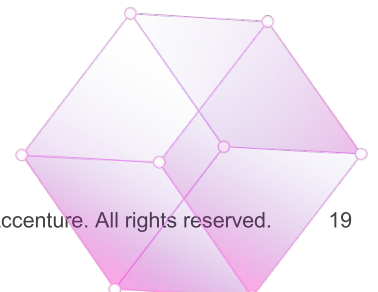
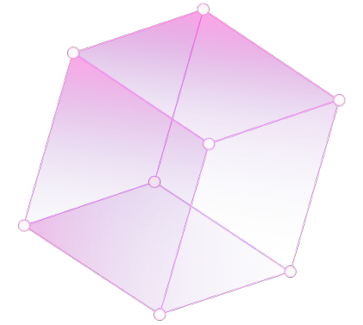
Software:

- One (1) license for back-office functionality per liquor store agent
- Hardware mobile device manager software (SOTI MobiControl with Support/Cloud Bundle FOR HARDWARE)



Additional equipment:

- Larger stores may receive more than one set of POS equipment
- Some stores have requested a handheld scanner for receiving. *Note: a survey is in progress to shore up the final count.*
 - Zebra TC53, 4MB, SE4720 Std Range Scanner
 - Zebra TC5X Pistol Grip Trigger handle
 - Zebra Holster, Wrist Lanyard
 - Zebra TC53, TC58 Rugged Boot/Exoskeleton
 - TC53 Zebra OneCare Support and Depot Repair 5-Year
 - TC53 Spare Battery
 - TC53 Single Unit Cradle with Spare Battery Slot (charging station)
 - Charger AC Line Cord



FAQ #2

What can agents buy a la cart?

Answer: Additional items in the spreadsheet can be purchased a la cart;

[OLCC - CD -Hardware and consumables 20250226.xlsx](#)

- Tablets are an a la cart item
- Note: Support plan needs to be included in calculation of overall cost
- Additional back-office functionality licenses can be purchased separately



FAQ #3



If the Agents want to purchase additional POS systems, will the price be the same as what OLCC paid?

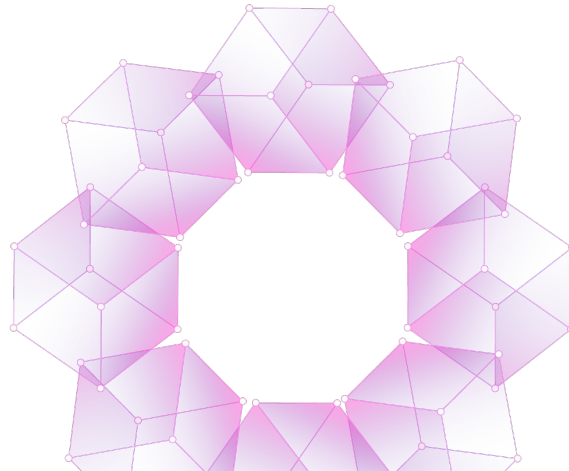
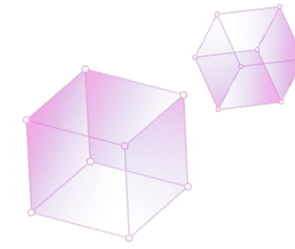
Answer: Yes, below is a list of items available in Exhibit L from the OLCC/Accenture Contract available for purchase.

[OLCC - CD -Hardware and consumables 20250226.xlsx](#)

FAQ #4

Did OLCC discuss the hardware prices in the contract?

Answer: Yes, current prices are listed but could change in the future. OLCC will provide advance notice in that situation.



We encourage stores to place equipment purchases in the first three months following implementation



Having the equipment manufactured in the same lot is paramount for all components with an Operating System and preferable for peripheral hardware (printers, scanners, drawers, etc.) for these reasons:

- Uniform Hardware Specifications: It ensures all units have identical firmware, BIOS, chipsets, and component sourcing. This mitigates compatibility issues and provides consistency in performance which is essential for tightly integrated POS environments.
- Streamlined Imaging & Deployment: Enables the use of a single golden image across all devices without special drivers or hardware profiles. Speeds up PXE boot imaging, USB deployment, or MDM provisioning.
- Simplified QA, Burn-in & Testing: Identical configurations make it easier to test, detect, and troubleshoot issues during our pre-deployment testing. This improves automation accuracy and reduces variance-related failures in the field.
- Predictable Lifecycle Management: Facilitates consistent warranty, refresh, and EOL planning. Streamlines firmware updates, RMAs, and fleet replacement strategies.
- Easier Vendor Coordination & Support: This is more so for us but vendors can assign a unified SKU, track production issues, and provide faster support (the Dell support model is very “Service Tag” driven which identifies the device batch). Lastly it lends better for volume pricing and efficient logistics handling (we utilize distribution warehouse facilities to hold hardware batches when we have a long ramp to deployment (case in point).

FAQ #5

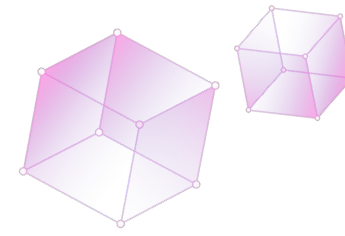


How will agents know how to use the new POS system?

Answer: During the staging process, New West Technologies will take pictures and create a curated hardware guide for all the equipment that is issued per store. This serves multiple purposes; the DIY or savvy users can leverage the guides for quick troubleshooting tips like loose cables and avoid a phone call altogether while others simply use it for informational purposes to know what makes and models of equipment are issued to their Agency or Warehouse.



FAQ #6

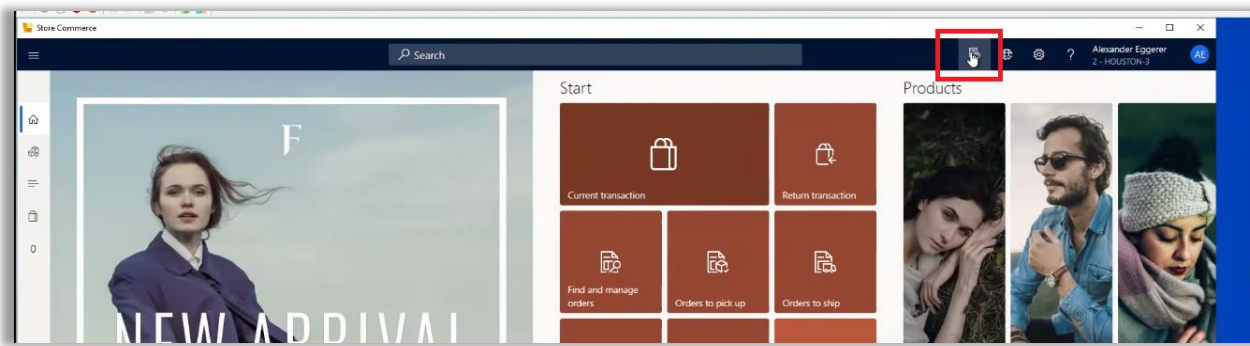


What if my hardware breaks? How do I get a new one? Do I have to pay for it?

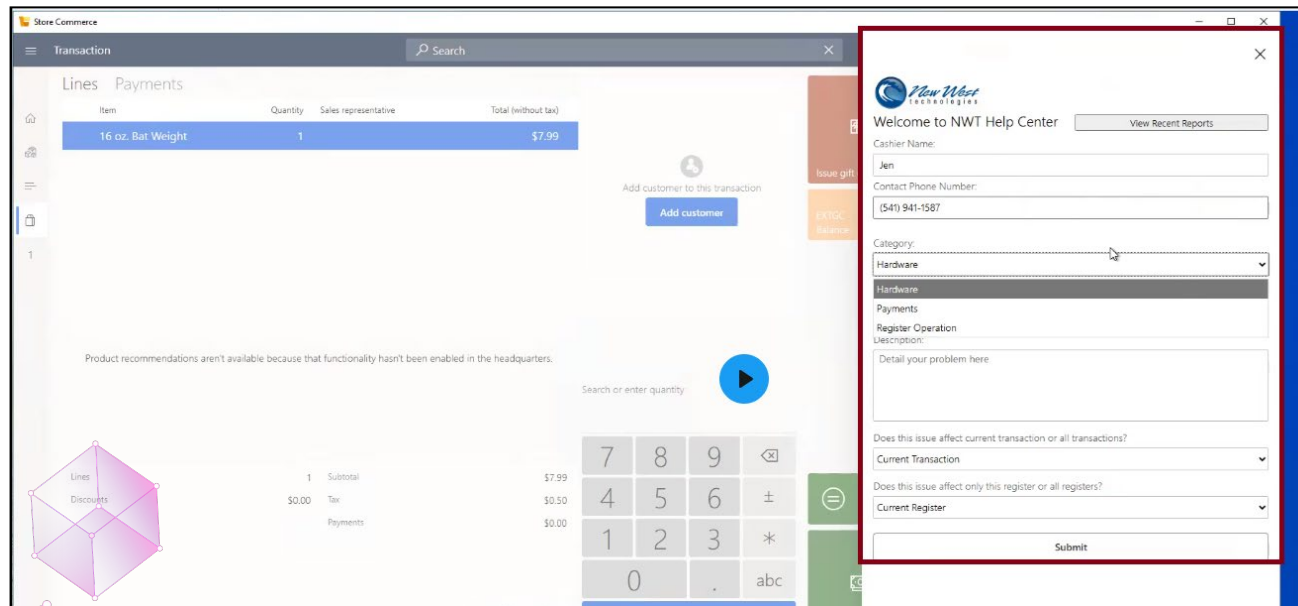
Answer: There is a support contract with New West Technologies. NW will perform remote troubleshooting, visit the stores (if necessary), and replace hardware, if needed. Many things are covered under warranty and support. Accidental damage is not covered unfortunately, though all retail components have a 3-year warranty and the (Zebra branded) warehouse equipment has a 5-year enterprise support service plan.



FAQ #7



What if my hardware breaks? How do I get a new one? Do I have to pay for it?



Answer: Not all replacement hardware requires onsite services, and the guide oftentimes helps store staff have a reference point when replacement components are shipped and are simply plug and play like barcode scanners, interface cables, charging docks, stylus pens, etc. The guide also includes support access methods (phone, webform, email).

FAQ #8

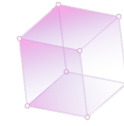


If the agent has to upgrade their WiFi who will pick up the cost?

Answer: The liquor agent is responsible for WiFi costs at their store(s).

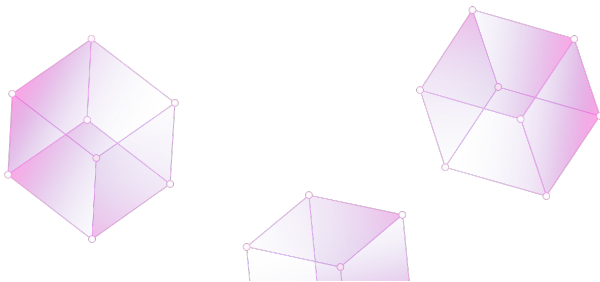
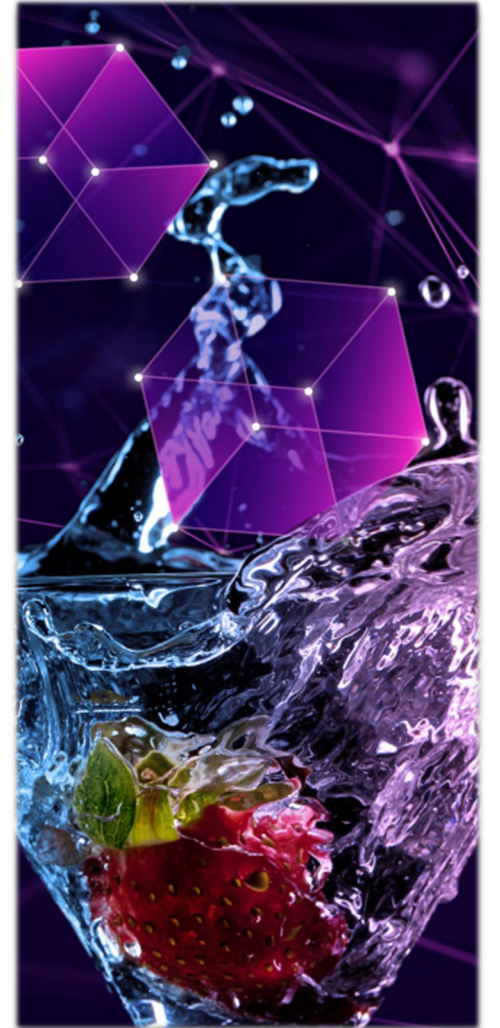


FAQ #9



Will the agents be charged a fee to use the POS system? Has there been any further discussion on that?

Answer: No update on this today, however, OLCC is conferring with DOJ and will report back to agents as soon as we know more.





Open Q&A

