[Merchant] Install Guide & Onboarding
Last Updated May 10, 2017

1.5 to 2.0 Cutover Guide (Estimated time: 45-60 minutes)
Please complete this before starting sales for the day.

1. **Please make sure that you have closed out all 1.5 sales. If you need to submit an EOD file, please do so through the 1.5 DOLC app prior to moving forward with this guide.**

2. You will have 1.5 and 2.0 installed on your device from the get go. When it is time for Go Live, 1.5 should be uninstalled from the device:
    a. Tap to the Home screen
    b. Tap on "App Market"
    c. Search "Ohio DOLC Clover Connector" in the search bar (top right)
    d. Tap on "Ohio DOLC Clover Connector"
    e. Tap "Uninstall". This will uninstall the white 1.5 app.

3. Open the maroon 2.0 app. Tap "Continue" and login with the WebAPI credentials that were emailed to you by the LESC. Logging in will run 1.5 inventory clean-up for all Liquor items. This should occur before sales begin for the day.

4. After logging in, open the 2.0 app and enter their login information on **every Clover device in their store** in order to properly prepare for 2.0 Liquor inventory creation.

5. Once step 4 is completed, got to the 2.0 app on a single machine and tap the "Get All Prices" button. This process takes 25-35 minutes and will show a progress bar.
    a. Once completed, check your Clover inventory. Tap on the "sync" button in the top right. This ensures that all liquor items have loaded.
    b. Hit the "sync" button on every device in your store (top right corner of the inventory app) to ensure the inventory has synced across your devices.

At the end of your day, after closing:

6. Tap on "Send EOD" at the end of the day after all sales complete.
    a. If you receive errors, please follow up with the DOLC Help Desk.

Sin Tax
(Only for Cuyahoga County liquor agencies. If you believe you are a Sin Tax merchant, but do not see the Sin Tax app, please contact the DOLC Help Desk: 877-812-0013.)

1. The app will already be on the your device on your Go Live Day.

2. Log in to the DOLC 2.0 app and run Get All Prices **FIRST** to make sure all liquor inventory has been loaded.

3. After Get All Prices has completed, go to your Inventory on Clover. Tap the "sync" symbol (upper right hand corner). This will make sure all items have been loaded successfully. **Only move to step 4 once this has completed.**

4. Open the Sin Tax App. When the app is first opened, volumes associated with liquor items in your inventory. This process runs for 20-30 minutes. **Do NOT navigate away from the app while this happens. Given the time it takes to run Get All Prices and Sin Tax, it would be advisable to allow an hour to do so before opening for sales.**

5. After running, there will be a "success" pop-up. After that, the user is safe to leave the app. **Note: For good practice, we encourage you to not swipe the app away.**

6. Tap the "Sync" button on your Clover Inventory app on each device within your store to make sure labels are applied on all devices.

7. Once inventories have been synced, open the Sin Tax app on each device to activate the app and complete installation.

App Usage
8. When scanning a Liquor item with a known volume, the sin tax for that bottle will be added automatically to the order.

9. If a Liquor item does not have a volume set, a pop up will request that you enter the volume of the bottle. You can choose from a pre-set selection of volumes or set a custom volume (if for example it's an odd amount of bottles/volumes such as a Holiday pack).

10. Once the volume is set, the sin tax for that bottle is added to the order.

11. Miscellaneous Notes:

    a. *If multiple items have the same volume, their sin taxes will be multiplied accordingly (2 x given volume sin tax, etc.)*

    b. *If multiple items have different volumes, multiple sin tax line items will be visible on the order.*

    c. *The sin taxes are added to the subtotal. The "Tax" line item on the subtotal DOES NOT include the sin tax. (The sin tax line items are non-taxable).*

Advise on Inventories - General

1. Never independently add in high proof liquor items to your inventory. If you scan an item that isn't in the inventory, go to the shelf, add the appropriate state ID, and use that to ring up the customer. If you don't have that State ID on a shelf, please report the Bottle, UPC, and State ID to the DOLC Help Desk.

2. Do not alter any labels related to Liquor or Volume on your Clover Inventory.