

## **Licensee FAQs about LOOP**

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### **What is LOOP?**

LOOP (Licensee Online Order Portal) is a user-friendly, intuitive, web-based application for PLCB licensees to place orders for wine and spirits online. In addition, it provides tools and reports to help licensees effectively manage their business.

### **What type of training is available?**

A variety of training materials have been developed, including [training guides](#) and [instructional videos](#).

### **What are some of the benefits of self-ordering through LOOP?**

Orders can be submitted 24 hours a day, seven days a week. Orders in LOOP can be started, saved, and revised as often as needed prior to being submitted.

### **Can LOOP save my username and password?**

No, but your internet browser can save the username and password. However, this method is not recommended because it causes issues when your password expires.

### **Once my Password expires, what is the process of obtaining a new one?**

Go to the sign-in page and in between the Sign In button and Create Account button there is a Forgot Password tab. Enter your email address and you will receive a new password which can take up to 30 minutes to be active. Please review the [Licensee Dashboard video](#) for further information.

### **Can I view reports, order and invoice history through LOOP?**

Yes, the most recent two years of order history are available on the new portal, including walk-in purchases. There are also a variety of LOOP reports that can be utilized to determine weekly, monthly, or annual sales volume; maintain inventory; and keep business running smoothly.

LOOP also provides access to past invoices, so you no longer have to request them from your local store or from PLCB headquarters.

### **What types of spreadsheets can be uploaded into the portal to place orders? What format must the file be in?**

The spreadsheet to upload orders must be in a .csv (Comma Separated Values) file format having two columns. Column A must be the PLCB item code and Column B must be the desired order quantity. This is an easy way to upload large amounts of items and quantities in a few clicks. [Tutorial videos](#) help walk licensees through the process.

### **Will stock on hand be visible at pickup stores?**

Yes, stock-on-hand levels at the time an order is placed can be viewed at whatever store is selected. Although the PLCB strives to make the inventory as accurate as possible, these levels may vary due to in-store purchases.

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**Restaurants see high turnover among employees...how can access be managed for employees that are terminated? How many people's contact information can be stored in an account? Who chooses the default contact person?**

LOOP provides different levels of users and notifications. Each account must have at least one user who acts as the administrator and is responsible for assigning that organization's access permissions. The administrator determines who receives notifications and what level of access is assigned to each user. All user information is maintained by the licensee. Also, there is no limit on how many individuals can be registered in LOOP under a single LID. The licensee chooses the default contact person.

**Can payments be made online?**

At this time, payment online is only available for LOOP Direct Warehouse Delivery orders and eCommerce orders. Orders placed through LOOP for store pickup must be paid for at the store at the time of pickup.

**Do I still receive the 10 percent discount when placing order through LOOP?**

Yes, licensees continue to receive their discount on purchases of \$50 or more before taxes.

**Will there be LOOP-only promotions that are only available online via the portal, or an additional discount for licensees who purchase product on this portal?**

Current law does not provide for any additional discounts beyond the standard 10 percent licensee discount.

**How will credit, refunds and returns be handled?**

There is no change to the standard return policy at this time.

**Can I use LOOP to pay for my Store Pickup orders?**

No, but licensees can use LOOP to register payment methods that can be accessed at our POS terminals at any Fine Wine & Good Spirits store.

**Can I manage my payment methods on LOOP?**

Licensees can add payment methods to their LOOP account. If you would like a payment method removed, please contact LOOP Support at 800-332-7522, Option 5, and we can assist.

**Will SLO ever be a part of LOOP?**

There is no change at this time to the SO ordering process, and licensees cannot place their own SLO orders in LOOP. Stores will be able to enter new SLO orders on LOOP, copy existing SLO orders and cancel store-placed SLO orders as they do today. Vendors will still have the ability to enter SLO orders on a licensee's behalf.

**Can I use LOOP to place my SLO's?**

Licensees must use a vendor to place an order or you may place orders on the Fine Wine & Good Spirits website at [www.FineWineAndGoodSpirits.com](http://www.FineWineAndGoodSpirits.com).

### **Can LOOP process returns for Special Orders?**

Licensees must contact the vendor and they will contact the Special Order department at the PLCB for all product returns.

### **I tried placing a Special Order with my vendor, but they say I'm not registered...**

Go to your Manage LID tab and select the button to participate in the SO Program. If you do not have a payment method registered, you will be prompted to add one. You must have a payment method registered to participate in the program.

Please reference the "[Register for Special Orders](#)" for step by step instructions, which can be found on the PLCB website under "Training Guides" for LOOP Training Materials.

For more information on SLO, please contact the SLO Department at [ra-lbslo@pa.gov](mailto:ra-lbslo@pa.gov) or call 800-332-7522, Option 1.

### **I do not see a Manage LID button on my dashboard, why?**

If you don't see the Manage LID button on your dashboard this means you are not a registered Administrator on the account. Have the Administrator on the account switch your Portal Role or Contact LOOP Support at 800-332-7522, Option 5, and we can assist.

### **I have multiple LID's can LOOP link them together?**

If licensees use the same email, you can view all LID's that you have registered to that email.

### **Can I use my phone to place orders on LOOP?**

Licensees may use smartphones to place orders; however, LOOP is not optimized for phones. It is recommended users place orders through LOOP by utilizing a desktop, laptop, or tablet if possible.

For more information, please contact the LOOP Support Team at [PLCBLOOP@pa.gov](mailto:PLCBLOOP@pa.gov) or call at 800-332-7522, Option 5, (M/F 8:00 AM – 5:00 PM).



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