



ORACLE ERP LICENSEE FACT SHEET

The Pennsylvania Liquor Control Board (PLCB) is implementing new systems to enable a business transformation from a traditional retail model to a wholesale/distribution, e-commerce and retail-focused business. Release 1 of this initiative went live in January 2022, providing new PLCB finance and non-merchandise procurement systems. Release 2 will go live in July 2023, and will include several changes impacting licensees:

- A new, mobile-friendly Licensee Online Order Portal (LOOP) with additional functionality
- A new multi-level licensee account structure to support visibility across related accounts and tie all licensee premises under one party, benefitting chains and licensees with multiple locations

Click [here](#) to watch a brief video summarizing the changes Project New Horizon will bring for licensees.

Existing LOOP Functionality Preserved in the New LOOP

- *Licensee Roles*: Multiple roles will continue to exist, though some terminology is changing.
- *Special Orders*: Special Orders (SOs) will continue to be created by suppliers for licensee approval before they are shipped. All SOs will be billed to the licensee when the supplier ships the order, regardless of whether the order is being direct delivered to the licensee or shipped to a Licensing Service Center (LSC) or Fine Wine & Good Spirits (FW&GS) store for pickup.
- *View and Copy Orders*: Like today, licensees can view previous orders and copy an order to create a new order, adjusting item quantities as needed.
- *Licensee Delivery of Stock Items*: Licensee orders may be shipped directly to the licensee from PLCB distribution centers (DCs) (existing Licensee Delivery Program [LDP]). Orders that are delivered to the licensee are billed when the order ships.
- *User Management*: Licensees will add, edit and remove users to and from the licensee profile to authorize system access.

Key New LOOP Changes

- *Mobile-Friendly Design*: Orders can be entered into the new LOOP using mobile devices, smart phones, tablets and personal computers.
- *Bottle Scan*: To make mobile device ordering easier, licensees will be able to add items to an order by scanning a bottle's UPC, then adjusting item quantities as appropriate.

- *Licensee Authorization of Special Order Vendor Buyers:* Suppliers will create SOs for licensee approval in the new LOOP, but first a licensee must authorize suppliers to do so with a new “vendor buyer” role in LOOP. All current SO suppliers will be migrated to the new system, so it will be a matter of simply searching and selecting suppliers to authorize.
- *Store Payment for Store Pickups:* Orders that are entered in the new LOOP for store pickup will be fulfilled and prepared by the store, but **payment will not transfer from LOOP. Licensees must present payment at the time of store pickup** or register for credit card on file or ACH on file at a store.
- *Automated ACH/Credit Card Payment for LSC Pickups and LDP Orders:* Payment for licensee orders picked up at an LSC will be “no touch” and process automatically from LOOP, based on licensee-entered and selected payment information, when the order is picked up. Checks and cash will no longer be accepted at LSCs for orders placed in LOOP.
- *Cessation of Store-Placed Orders:* **Beginning in July 2023, when the new LOOP goes live, licensees must use the new LOOP to enter orders. FW&GS stores and LSCs will no longer be able to accept orders by phone, fax or other means.** All orders for store and LSC fulfillment must be placed in the new LOOP.
- *Profile Management:* Licensee Admins will be responsible for managing profile information including:
 - *Address Types:* Managing separate billing and shipping addresses at the site/location level
 - *User Management:* Linking suppliers as “vendor buyers” to the licensee account to enter SOs
 - *Agent Authorization:* Assigning agents authorized to pick up orders to the licensee account as needed