

Licensee - Cancel Placed Orders in LOOP Quick Reference Guide

Introduction

Licensee Admin views order in LOOP	Order available to cancel?	Licensee Admin cancels order	

Within the Licensee Online Order Portal (LOOP), Licensee Admins and Approvers will view the order details of an order.

Open retail-fulfilled orders, which are orders being fulfilled at a Fine Wine & Good Spirits (FW&GS) store, may only be canceled in LOOP before picking has begun. When the store associate confirms in the system that picking has begun, the cancel option will cease to be available in LOOP. Open retail-fulfilled orders can still be canceled once picking has begun by calling the store that the order was placed against and requesting that store staff cancel the order.

Open wholesale-fulfilled orders, which are orders being fulfilled at a Pennsylvania Liquor Control Board (PLCB) Licensee Service Center (LSC) or distribution center (DC), have slightly different requirements for cancellation.

Orders being fulfilled at an LSC can be canceled in LOOP before picking has begun. When the LSC associate confirms in the system that picking has begun, the cancel option will cease to be available in LOOP. These orders can still be canceled by contacting the LSC the order is placed against and requesting PLCB staff to cancel the order.

Licensee Delivery Program (LDP) orders being fulfilled at the DC may be canceled in LOOP until 1:00 PM ET two business days before the requested delivery date. LDP orders can still be canceled between 1:00 PM and 5:00 PM two days before the requested delivery date by contacting PLCB LOOP Support at (800) 332-7522, option 5.

No updates or modifications to submitted orders are allowed in LOOP, other than the aforementioned cancellations. If a submitted order must be modified, the licensee must cancel the original order and re-submit it for both wholesale- and retail-fulfilled orders.

Once a licensee has canceled an order eligible for cancellation, the fulfilling organization will be notified.





Licensee - Cancel Placed Orders in LOOP

Link to eLearning video: Licensee - Cancel Placed Orders in LOOP

1. Navigate to <u>LOOP</u>, then Sign In.

Email Address kramachandra85+pulicadmin@gmail.com	
Password (2)	
Sign in Forgot Password? Need Access? Call <u>717.555.9876</u>	

2. Click the dropdown arrow for the licensee.

	e Search		Q B Pick Up Sine S V ABC LIQUOR V	1 items \$9,999.99		
			Welcome, Karthik	×		
Welcome	to		ABC LIQUOR LLC-95348	5767		
Licens	see Online Order Portal		2022 Order History			
			Return History			
1			Order Approvals			
X	Credit Card 0110 ex	siring soon. Update Card	Invoice History			
_			Purchase Lists			
	Uncoming Orders	For Your Approval	Payment Methods			
	opcoming orders		Members			
			Vendors			
			Profile Details			
	There are no upcoming orders to display.	There are no orders	LID Account Details			





3. Click Order History.

	nolesale ERATIONS	Search		Q JF Pick Up Sine & Y S Karthik ABC LIQUOR Y	1 items \$9,999.99
Wolco	omo to			Welcome, Karthik	×
Lice	ensee	Online Order Portal		ABC LIQUOR LLC-95348	6 767 2022 <u>.CB+</u>
				Return History	
	<	Credit Card **** 0110 ex	biring soon. Update Card	Order Approvals Invoice History	
N 1				Purchase Lists	
12	Upc	oming Orders	For Your Approval	Payment Methods Members	
				Vendors	
				Profile Details	
		There are no upcoming orders to display.	There are no orders	LID Account Details	

4. Click an order that populates or enter an order number in the search bar and click **Search**.

=	CCB wholesale	Search						Q	${\cal B}_{\rm Fine Wine \ \delta_{\rm m}} \ \lor \ \ {\cal B}_{\rm ABC}$	LIQUOR V 岸
	Home > C	Order History								
			Search Search by Orc or Order State	ler Number, Cust	omer PO Number, Item	Number, Order	Date From	Date To	Search	
			Order Date 🌲	Order 🌲	Customer PO#	Qty	Total	Status 🌲		
			Api 20,2022 9:1 am	<u>0320216</u>		4	\$ 70.55	Submitted	Add All Items to Cart + Save to purchase list	





5. The details of the order searched will populate.

Order Details: o320216 Order History Status Order Agerovals Order 70 Order 700 Status Order Agerovals Order 70 Order 700 Status Involue History Order 700 Order 700 Order 700 Status Parchase Listory Order 700 Order 700 Status SUBMITTED Parchase Listory Pickup Information Contact Information Totals Payment Methods Pickup Store Address License Premise Total Bottles 4 Members Pickup Date License Premise Total Bottles 4 UD Account Details Contact Email Gross Price 566.56 UD Account Details Contact Email Gross Price 53.99 LiD Account Details Contact Email Order Total 570.55 Pirmary Reinders Phone Order Total Status 570.55	≡	CCE wholesale OPERATIONS Search	i			Q	Pick Up Fine Wine & ~	ABC LIQUOR	~ Å
Order Approvals Apr 20, 2022 8.23 pm of clashie of clashie of clashie of clashie Invoice History Burshee Liss Pickup Information Contact Information Totals Rayment Methods Pickup Store Address License Premise Totals 4 Members Pickup Date 1913 Watson St, PA, 15219 Gross Price \$66.56 Vendors Apr 20, 2022 License Premise Taxable Amount \$66.56 Vendors Apr 20, 2022 License Premise Taxable Amount \$66.56 Vendors Apr 20, 2022 License Premise Taxable Amount \$66.56 Vendors Apr 20, 2022 License Premise Tax \$3.99 LID Account Details Contact Email Order Total \$70.55 Primary Phone Primary Phone Firmary Buidense Phone State		Order Deta Order History Return History	ails: 0320216	Order #	Customer PO #	Order Tone	Status	Print	
Payment Methods Pickup Store Address License Premise Total Bottles 4 Members Pickup Date 1913 Watson St, PA, 15219 Gross Price \$66.56 Vendors Apr 20, 2022 License Nickname Taxable Amount \$66.56 Profile Details Primary Contact eric VanTRUMP Tax \$3.99 LID Account Details Contact Email eric VanTrump@oracle.com Order Total \$70.55		Order Approvals Invoice, History Purchase Lists	Apr 20, 2022 8:23 pm	0320216	Contact Information	pickup	SUBMITTED		
		Payment Methods Members Vendors Profile Details LID Account Details	Pickup Information Pickup Store Address Pickup Date Apr 20, 2022		Contact Information License Premise 1913 Watson St, PA, 15219 License Nickname Primary Contact eric VanTRUMP Contact Email eric.vantrump@oracle.com Primary Phone Primary Business Phone	Total S Total Sottles Gross Price Taxable Amour Tax Order Total	nt	4 \$66.56 \$6.56 \$3.99 \$70.55	

6. Click Cancel Order.

	Search			Q 77 Pick Up Fine Wine &	k Y ABC LIQU	or_ ~ 🛱
Home > Order History > Ord	der Details					Chat
Order Details	s: o320216					
Order History					Print	Cancel Order
Return History Order Approvals	Order Date Apr 20, 2022 8:23 pm	Order # o320216	Customer PO #	Order Type pickup	Status PROCESSING	
Invoice History						
Purchase Lists	Pickup Information		Contact Information	Totals		
Payment Methods	Pickup Store Address		License Premise	Total Bottles		4
Members	Pickup Date Apr 20, 2022		1913 Watson St, PA, 15219 License Nickname	Gross Price		\$66.56
Vendors			Primary Contact	Taxable Amo	bunt	\$66.56
Profile Details			eric Vani RUMP	Tax		\$3.99
LID Account Details			eric.vantrump@oracle.com	Order lotal		\$/0.55
			Primary Phone			
			Primary Business Phone			
	Copy to Cart					Export CSV





7. Click Yes, cancel order.

	Search			Q	Ship	× O	~ 〕
Home > Order History > Order Order Details	r Details : 0320216						() Chat
Order History							Print Cancel Order
Return History	Order Date	Order #	Customer PO #	Order	Туре	Status	
Order Appro Confirm Invoice Hist Are you sure you want Payment Me No Profile Detai Yes,	t to cancel an order? cancel order						× 4 \$66.56
	Apr 20, 2022		License Nickname		Taxable Amour	nt	\$66.56
			eric VanTRUMP		Тах		\$3.99
			Contact Email eric.vantrump@oracle.com		Order Total		\$70.55
			Primary Phone				
			Primary Business Phone				
	Copy to Cart						Export CSV

