

Licensee - Cancel Placed Orders in LOOP Quick Reference Guide

Introduction



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.

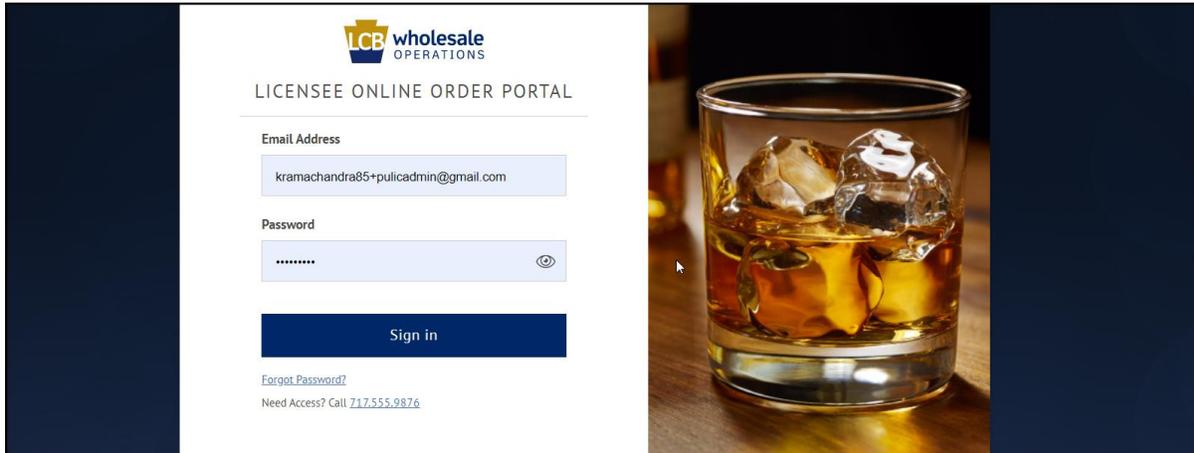
No updates or modifications to submitted orders are allowed in LOOP, other than the aforementioned cancellations. If a submitted order must be modified, the licensee must cancel the original order and re-submit it for both wholesale- and retail-fulfilled orders.

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

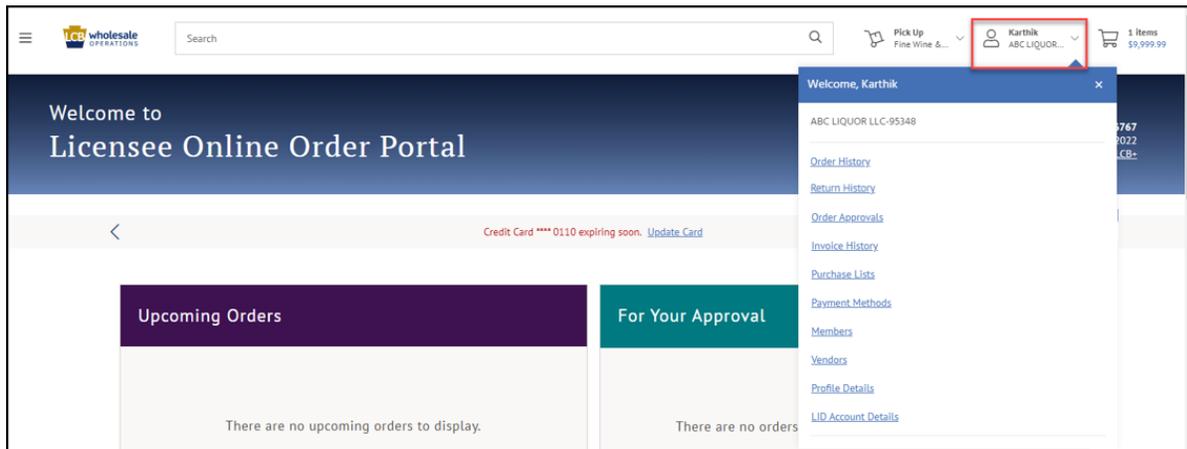
Licensee - Cancel Placed Orders in LOOP

Link to eLearning video: [Licensee - Cancel Placed Orders in LOOP](#)

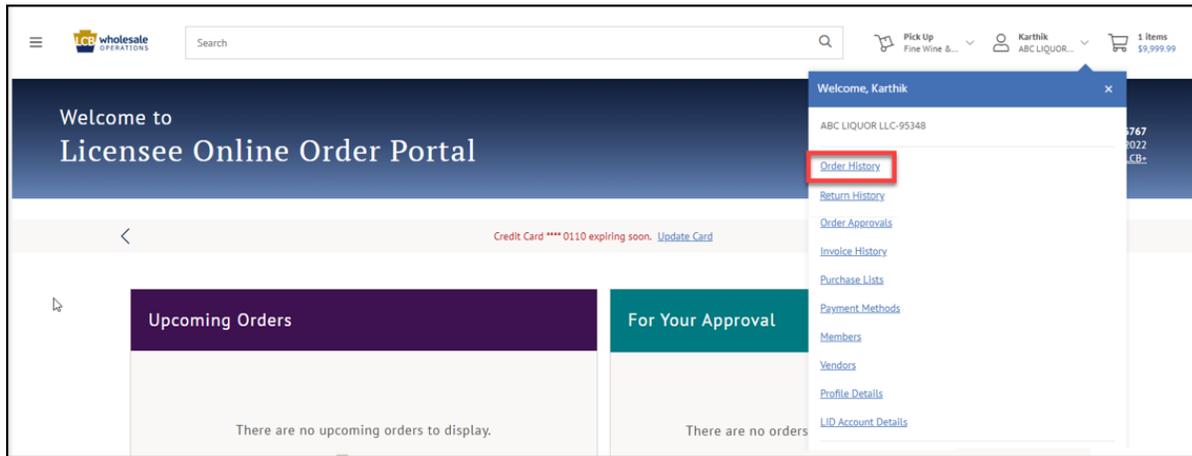
1. Navigate to LOOP, then Sign In.



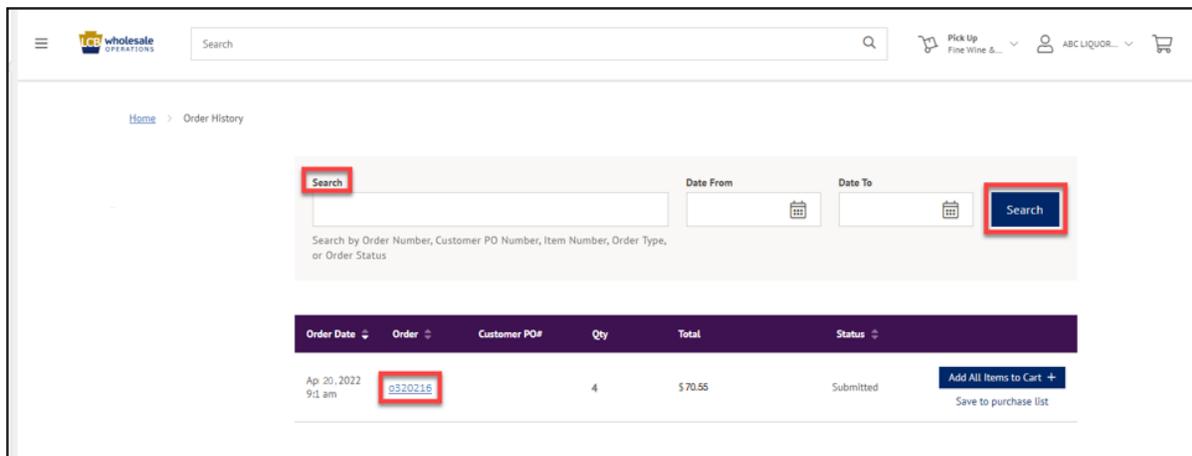
2. Click the dropdown arrow for the licensee.



3. Click **Order History**.



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



5. The details of the order searched will populate.

Order Details: o320216

Order History | Return History | Order Approvals | Invoice History | Purchase Lists | Payment Methods | Members | Vendors | Profile Details | LID Account Details

| Order Date | Order # | Customer PO # | Order Type | Status |
|-------------------------|---------|---------------|------------|-----------|
| Apr 20, 2022 8:23 pm | o320216 | | pickup | SUBMITTED |

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

Totals

| | |
|--------------------|----------------|
| Total Bottles | 4 |
| Gross Price | \$66.56 |
| Taxable Amount | \$66.56 |
| Tax | \$3.99 |
| Order Total | \$70.55 |

6. Click **Cancel Order**.

Order Details: o320216

Home > Order History > Order Details

Order History | Return History | Order Approvals | Invoice History | Purchase Lists | Payment Methods | Members | Vendors | Profile Details | LID Account Details

| Order Date | Order # | Customer PO # | Order Type | Status |
|-------------------------|---------|---------------|------------|------------|
| Apr 20, 2022 8:23 pm | o320216 | | pickup | PROCESSING |

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

Totals

| | |
|--------------------|----------------|
| Total Bottles | 4 |
| Gross Price | \$66.56 |
| Taxable Amount | \$66.56 |
| Tax | \$3.99 |
| Order Total | \$70.55 |

Cancel Order

Copy to Cart | Export CSV

7. Click **Yes**, cancel order.

The screenshot displays the 'Order Details' page for order number o320216. A 'Confirm' dialog box is overlaid on the page, asking 'Are you sure you want to cancel an order?'. The dialog has two buttons: 'No' and 'Yes, cancel order'. The 'Yes, cancel order' button is highlighted with a red box. The background page shows a table of order items and a summary section.

| Order Date | Order # | Customer PO # | Order Type | Status |
|--------------|---------|---------------|------------|--------|
| Apr 20, 2022 | | | | 4 |

| | | | |
|------------------------|--------------------------|----------------|---------|
| License Nickname | | Taxable Amount | \$66.56 |
| Primary Contact | eric VanTRUMP | Tax | \$3.99 |
| Contact Email | eric.vantrump@oracle.com | Order Total | \$70.55 |
| Primary Phone | | | |
| Primary Business Phone | | | |