

Licensee - Special Order Approval Quick Reference Guide

Introduction

After a licensee authorizes a vendor to place Special Orders (SOs) on its behalf in LOOP, a supplier will place an order for review and approval by the licensee.

Steps for a licensee (Licensee Admin role) to add a vendor who may enter orders on their behalf are covered in the [Licensee Maintenance – Add Special Order Supplier\(s\) as Authorized Vendor\(s\) QRG](#).

Licensee LOOP users with the Licensee Approver role have the ability to approve vendor-placed SOs.

Background

1. A vendor authorized by the licensee to create SOs enters orders on behalf of the licensee.
2. During the order creation process, the vendor selects the items, quantities and delivery location (direct delivery to licensee or store pickup) for an order, as well as any supplier-imposed delivery fee it may impose for direct delivery.
3. After the supplier creates the order, LOOP sends a notification to the Licensee Approver to review and approve or reject the order.
4. The Licensee Approver will approve or reject the order. For approved orders, the licensee may optionally update the payment method, releasing it for processing.

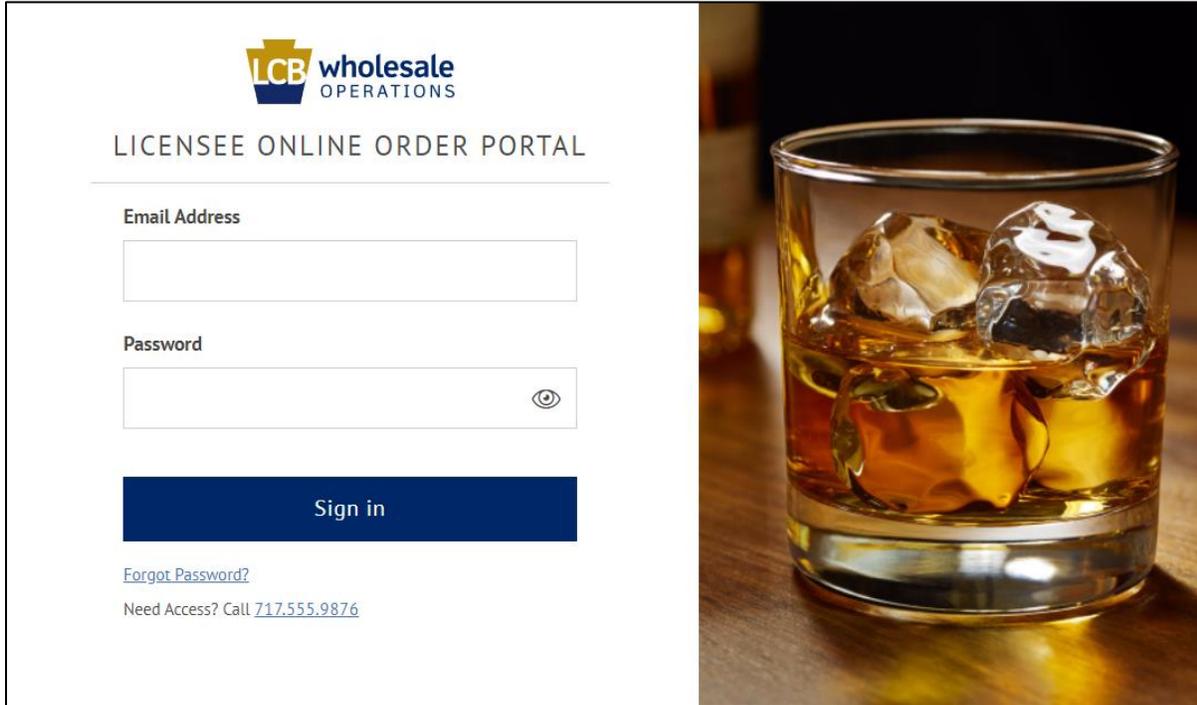
This lesson demonstrates how Licensee Approvers review and approve SOs in LOOP.

Note: Steps for a licensee to view order details are covered in the [Licensee - View Placed Orders and Details in LOOP QRG](#).

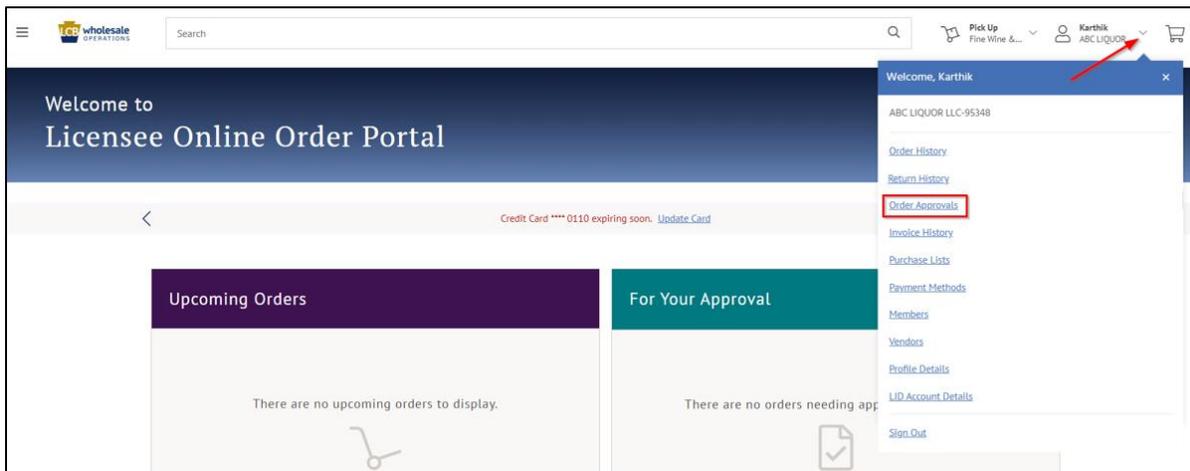
Licensee – Special Order Approval

Link to eLearning video: [Licensee – Special Order Approval](#)

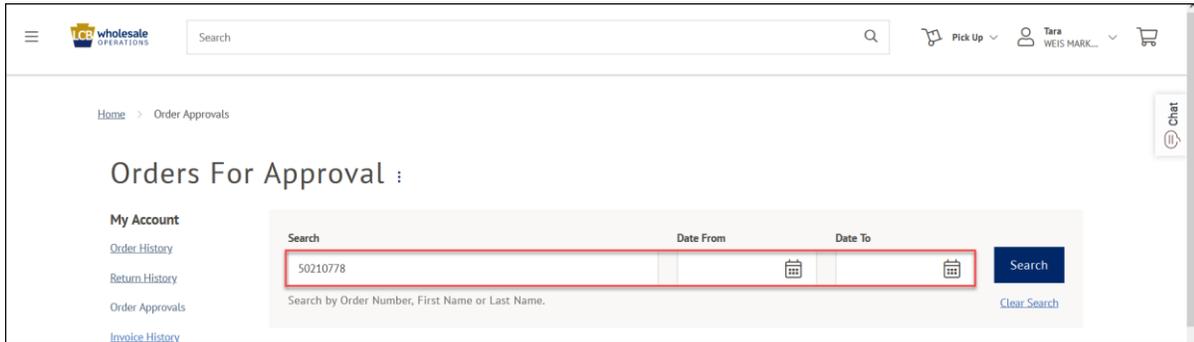
1. Log in to LOOP as Licensee Approver with registered licensee credentials.



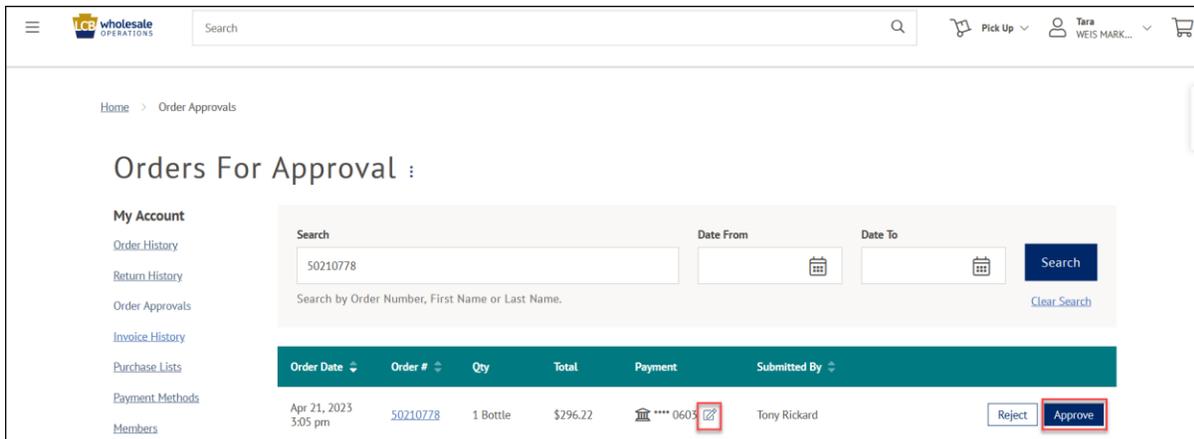
2. Navigate to Licensee Profile, then click the **Down Arrow Button**. Click **Order Approvals**.



3. Enter [Order Number] (alternatively, enter date range) in the Search parameter. **Click Search.**

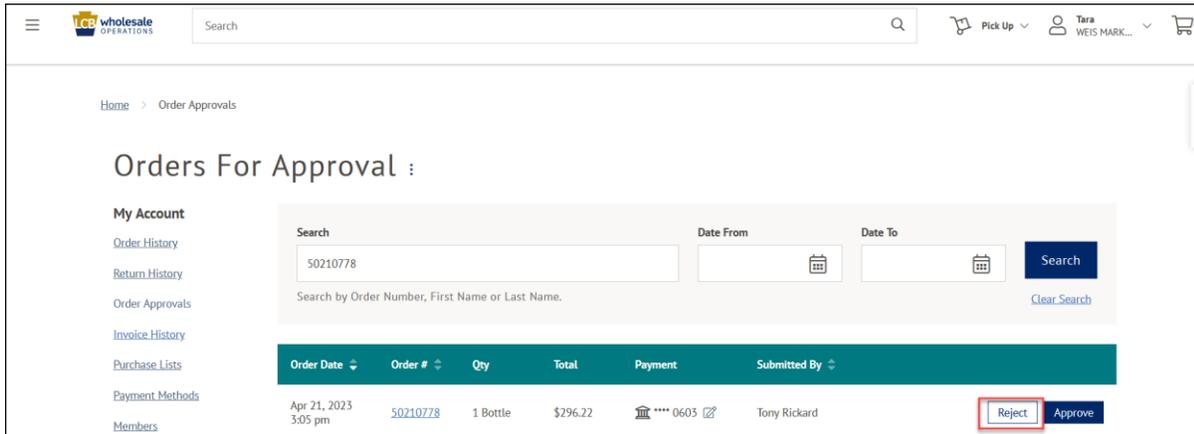


4. Click **Approve** to approve the Order.



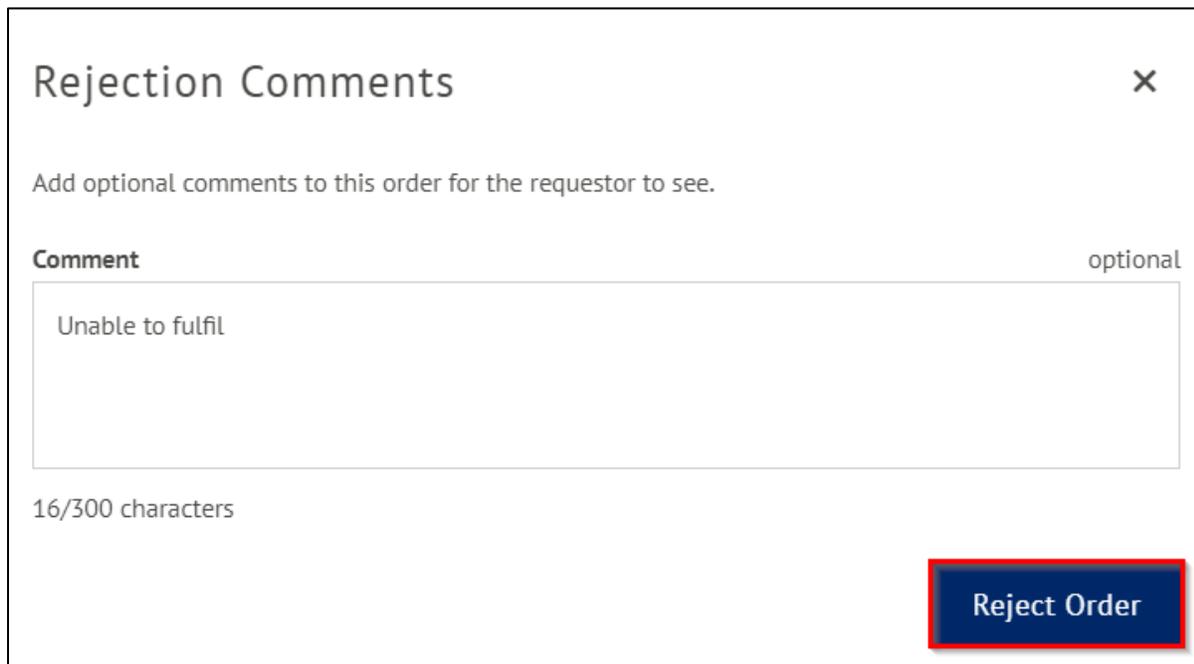
Note: If the payment method needs to be updated, click the pencil icon under payment and follow the instructions covered in the [Licensee Maintenance – Manage Payment Method QRG](#).

5. Click **Reject** to reject the order.



A small pop-up window will open.

6. Enter **Rejection Comments**, then click **Reject Order**.



Note: Order rejection comments are reported back to the Vendor Buyer within LOOP.