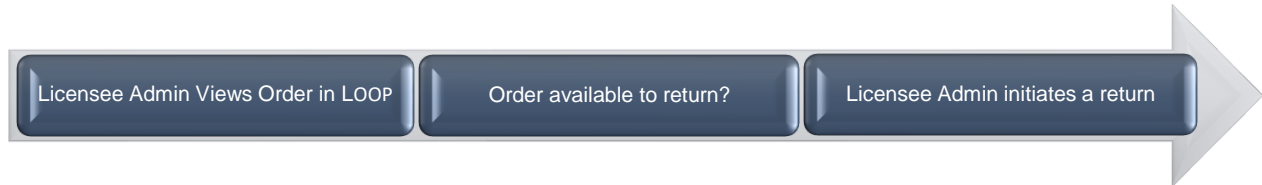


# Licensee - Submit Return Request in LOOP Quick Reference Guide

## Introduction



Within the Licensee Online Order Portal (LOOP), the Licensee Admin will view the order details of a closed order.

The Licensee Admin may choose to initiate a return of an order.

Returns on retail-fulfilled orders, orders which are orders being fulfilled at a Fine Wine & Good Spirits (FW&GS) store, must be returned in-store like walk-in purchases. LOOP does not track retail-fulfilled order returns.

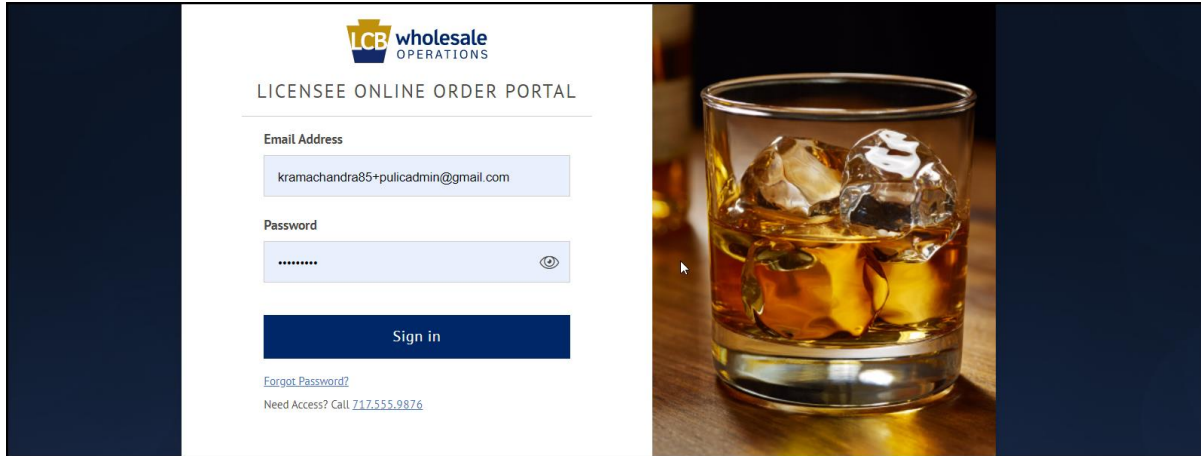
Returns on wholesale-fulfilled orders, orders that were fulfilled at a Pennsylvania Liquor Control Board (PLCB) Licensee Service Center (LSC) or distribution center (DC), should be created by licensees in LOOP. This will create a Return Merchandise Authorization (RMA) and begin the return process.

Licensee Delivery Program (LDP) returns created by licensees in LOOP can only be done in full cases. Partial case LDP returns can only be done by contacting PLCB LOOP Support at (800) 332-7522, option 5.

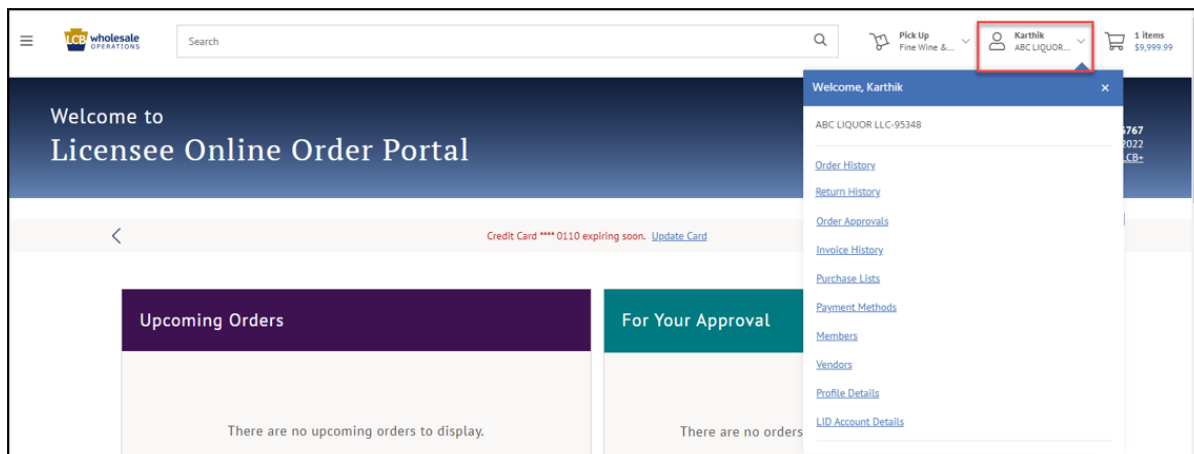
## Licensee Submit Return Request in LOOP

Link to eLearning video: [Licensee - Submit Return Request in LOOP](#)

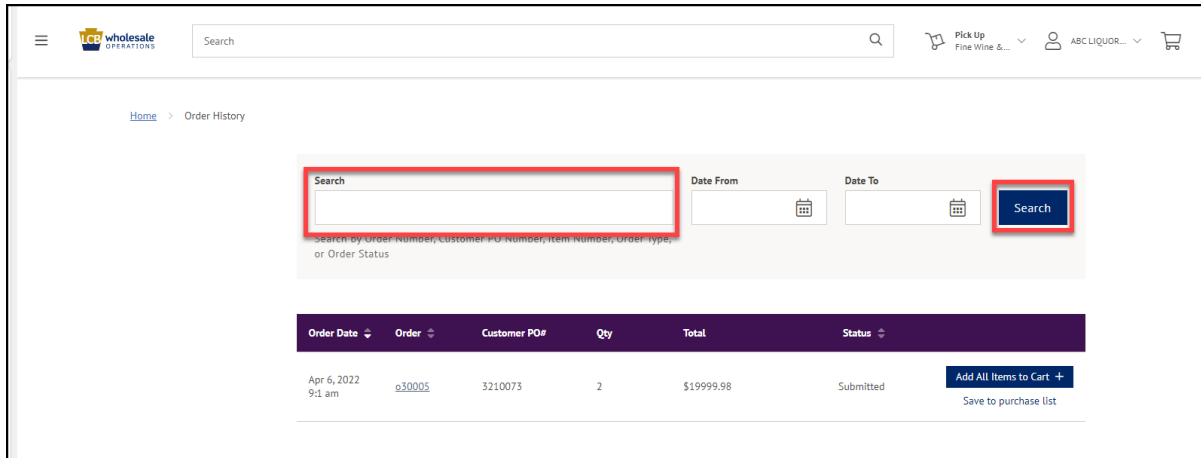
1. Navigate to **LOOP**, then Sign In.



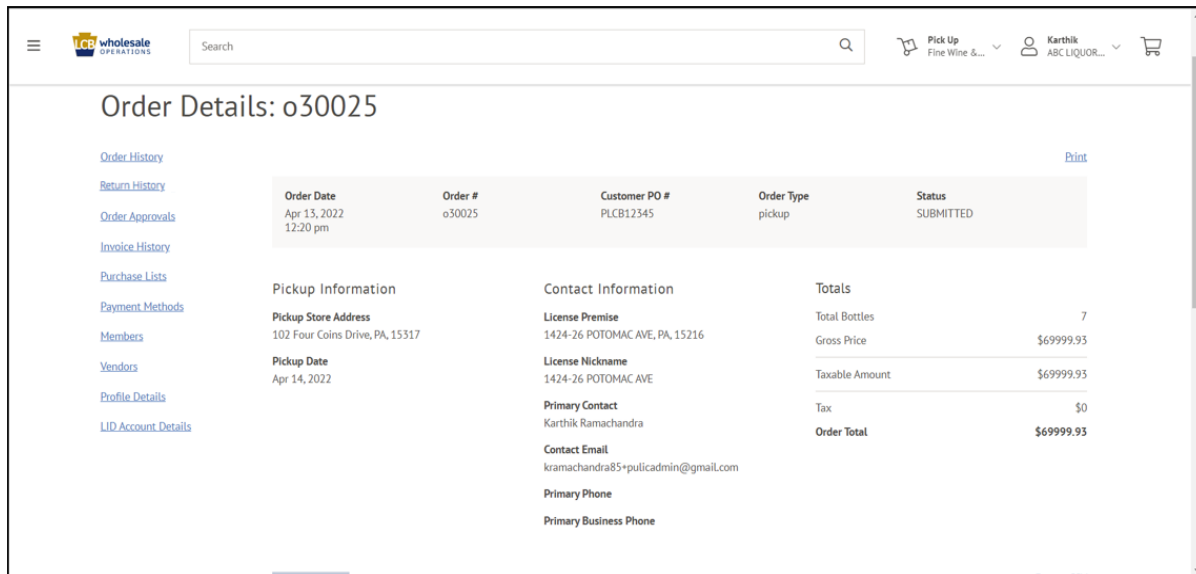
2. Select **Order History** from the dropdown menu in the top right corner next to the Shopping Cart.



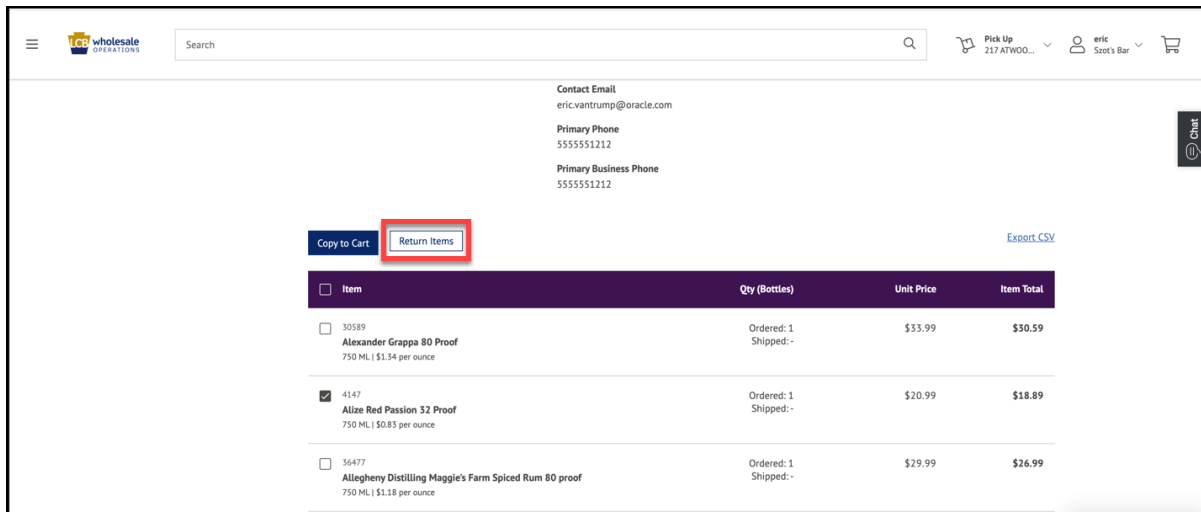
3. Enter an order number to cancel in the Search Field, then click **Search**.



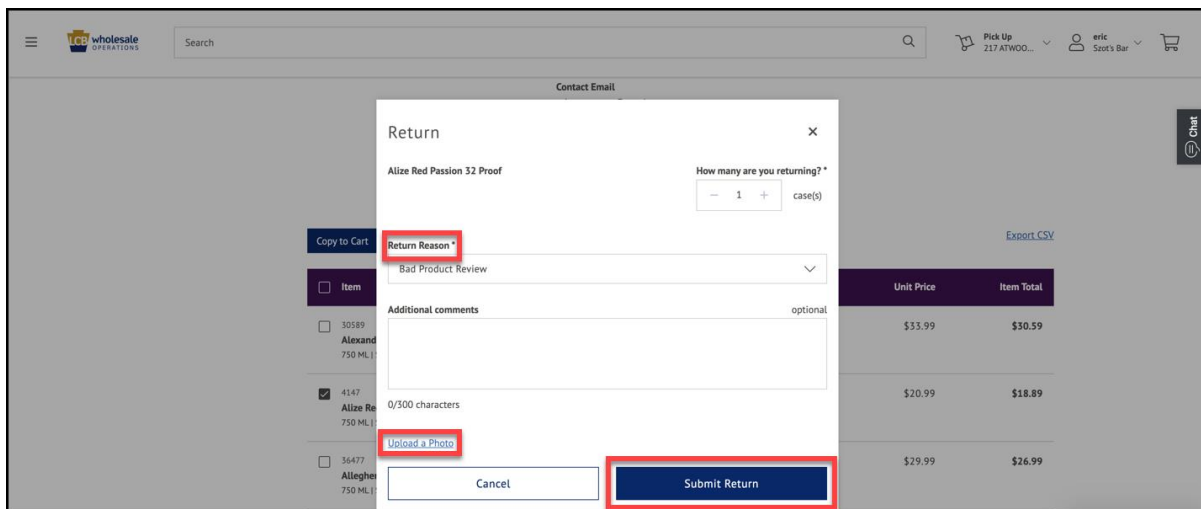
The details of the order will populate.



4. Select items to return, then click **Return Items**.



5. Choose [Return Reason], Upload a Photo and click **Submit Return**.



**Note:** Only full case returns are allowed here. Please call LOOP Support at 800-332-7522, option 5 for partial case returns.

Return Reasons
Bad Product Review
Better Competitor Price
Cannot Process Order
Change Of Mind
Item Available at Discount Currently
No Longer Needed
Payment Not Received

**Note:** Licensees must use the *Upload a Photo* button to submit a photo(s) to facilitate a refund. The *Upload a Photo* button can also be used to upload photos and a PDF file for report BOL142.

**Note:** Click the *Submit Return* button to route the return request to a Wholesale CSR for review and approval.