Supplier - Licensee Special Order Fulfillment Quick Reference Guide

Introduction

Below is a summary of all steps that must happen, in the following sequence, in order for Special Orders (SOs) to be created, approved and fulfilled for licensees.

1. Licensee must authorize SO vendor for placement of SOs on behalf of the licensee account.

2. Vendor logs in to the Licensee Online Order Portal (LOOP) and creates an SO for licensee review/approval. Review Supplier - Special Order Entry in LOOP QRG for guidance on this process.

3. Licensee approves SO, which passes the order from LOOP to the new Oracle Supplier Portal.

4. Supplier uses the Manage Orders dashboard to action the orders in the new Oracle Supplier Portal. Supplier reviews each SO to confirm that it can be shipped in full.
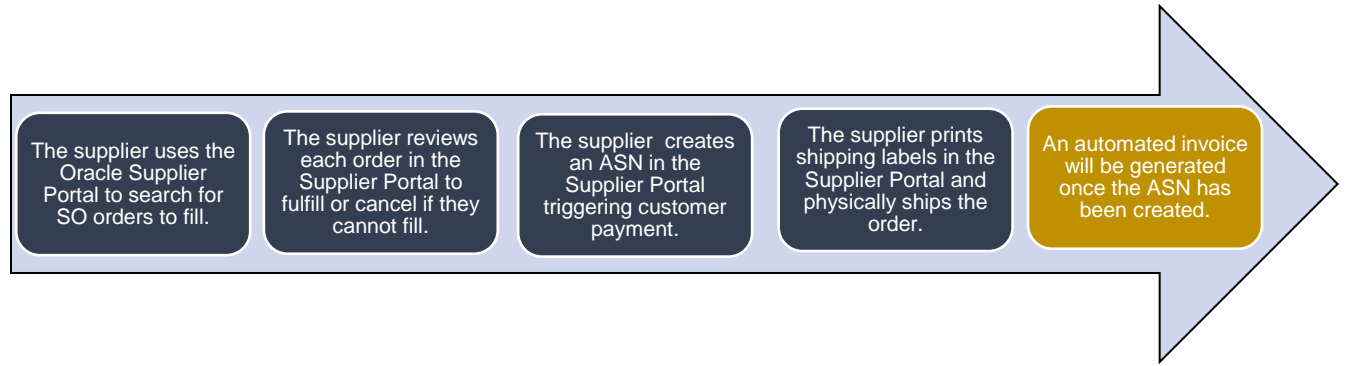
   From there, the supplier EITHER emails the Pennsylvania Liquor Control Board (PLCB) to cancel the licensee SO if it cannot be fulfilled or proceeds as follows to fulfill in full.

5. A promise date is automatically established from the LOOP order as the request date plus 11-17 days, depending on the day of the week the order is created by the supplier.

Note: Promise dates for SOs do NOT need to be updated unless the supplier believes the order cannot be fulfilled within a 30-day window from when the order was shipped. If needed, the supplier may revise or update the promise date for an SO in the new Oracle Supplier Portal.

Note: Going forward, the advance shipment notice (ASN) needs to be submitted before the shipping label is printed. Once the supplier creates an ASN for an order, payment will be collected by the PLCB from the licensee, inclusive of any supplier-imposed delivery fee. The shipping label will not be available to print until payment has been successful.

6. Supplier must create an advance shipment notice (ASN) for each licensee SO in the new Oracle Supplier Portal. ASNs should be created before the SOs are physically shipped to Licensee Service Centers (LSCs)/Fine Wine & Good Spirits (FW&GS) stores/customers. Creating the ASN changes the SO status so they may be received by the PLCB and picked up by customers.

7. Supplier must print a shipping label for each box in each SO from the new Oracle Supplier Portal. New messaging has been added to the shipping label to reflect payment status - a shipping label cannot be printed until customer payment is successful.

8. An invoice will be automatically created based on creation of the ASN for each licensee SO. One invoice will be created for each SO.

The supplier uses the Oracle Supplier Portal to search for SO orders to fill.

The supplier reviews each order in the Supplier Portal to fulfill or cancel if they cannot fill.

The supplier creates an ASN in the Supplier Portal triggering customer payment.

The supplier prints shipping labels in the Supplier Portal and physically ships the order.

An automated invoice will be generated once the ASN has been created.

Note: Sample Orders will use the same fulfillment process, but these orders will be entered and approved by the supplier. See the Supplier - Sample Order Entry in LOOP Quick Reference Guide for more information on entering and approving a Sample Order in LOOP.

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Glossary

Acronym	Meaning
AR	Accounts Receivable
ASN	Advance Shipment Notice
BU	Business Unit
CFIN	Oracle Cloud Financials
DC	Distribution Center
FW&GS	Fine Wine & Good Spirits
LOOP	Licensee Online Order Portal
LSC	Licensee Service Center
LTMF	Logistics, Transportation and Merchandising Factor
PLCB	Pennsylvania Liquor Control Board
PO	Purchase Order
POD	Proof of Delivery
SO	Special Order
UOM	Unit of Measure

Select Licensee Special Order to View or Fulfill

Link to eLearning Video: Supplier - Search for FW&GS Store or LSC Pickup Special Order

1. Navigate to the Welcome Springboard.

2. Click the **Supplier Portal Tab**, then click the **Supplier Portal Tile**.
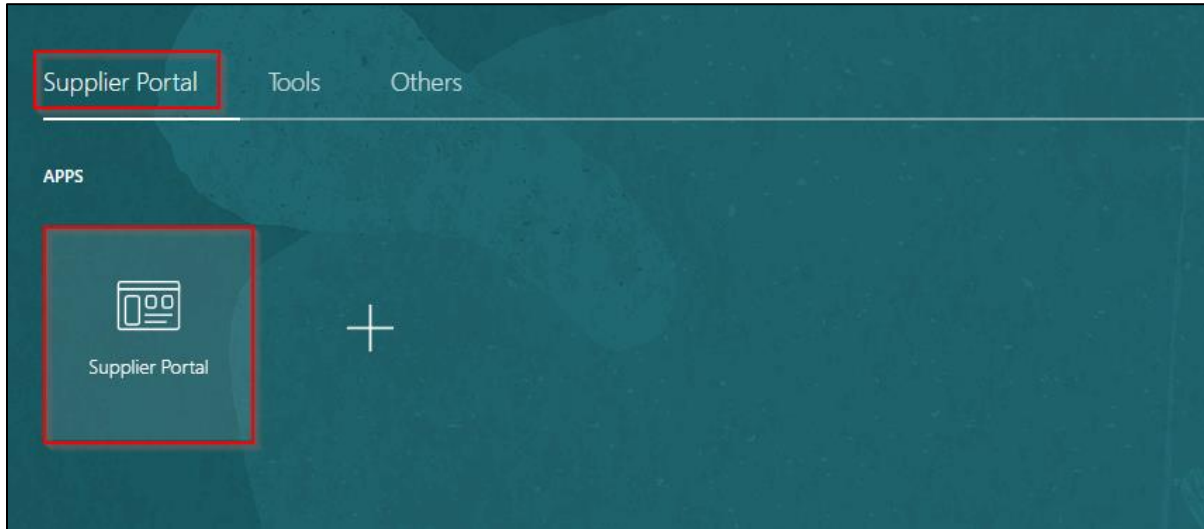
3. Click **Manage Orders** from the Tasks List.
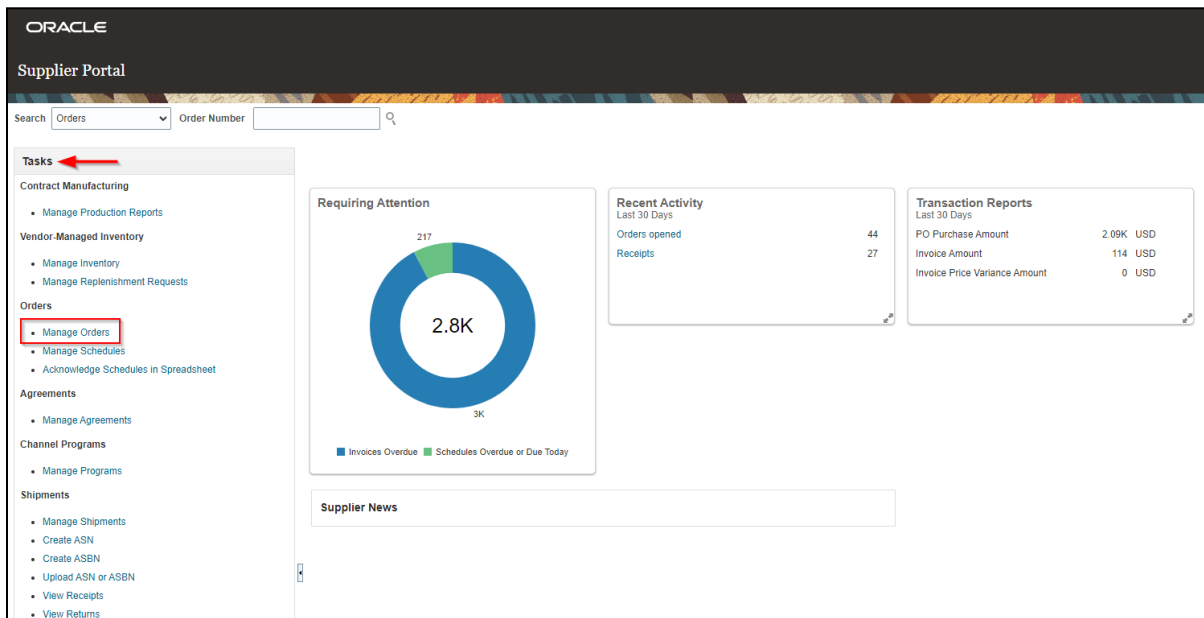
4. Click **Search** to see a list of the latest Orders or enter the [purchase order (PO) number] in the Order field and click **Search** to view a specific order.

Field Name	Field Type	Input	Instructions
Sold-to Legal Entity	Dropdown	Text	The default value is "Pennsylvania Liquor Control Board" (optional).
Bill-to BU	Dropdown	Text	Bill-to Business Unit (BU). The only available value is "Enterprise BU" (optional.)
Supplier Site	Dropdown	Text	Select [supplier site] from the dropdown menu (optional).
Order	User	Number	Enter the [PO number] (optional).
Status	Dropdown	Text	Choose [status] from the dropdown menu (optional).
Include Closed Documents	Dropdown	Text	The default value is "No" and will return only OPEN orders. Set to "Yes" to view ALL orders including those fully processed and CLOSED (optional).
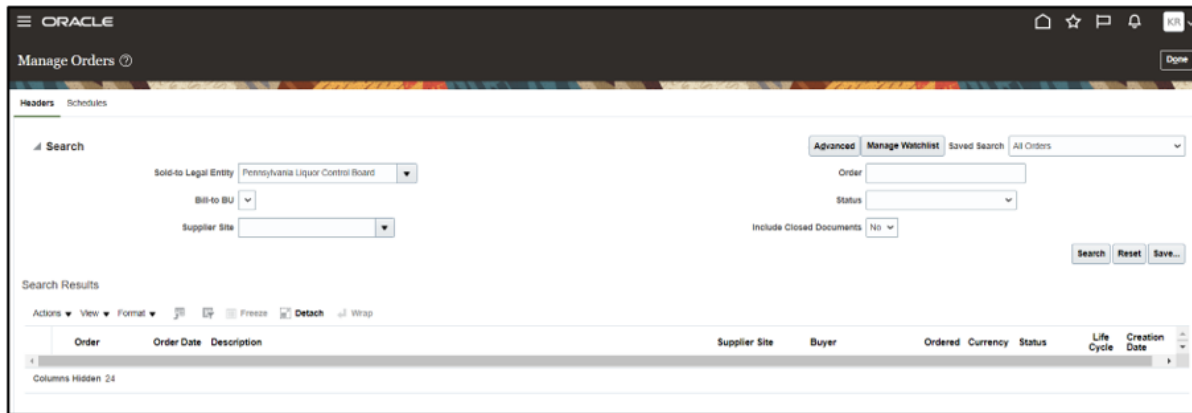
Note: The list of orders displayed when hitting the Search key without entering an Order will include both SOs and Stock Orders that need to be filled listed by newest to oldest Order Date.

5. In order to understand which orders are SOs, perform the following steps. Click
   Schedules.

6. Click **Search.**

7. Click **View**, then click **Columns**.

8. Click **Show All**.

The Ship-to-Location is added to the Search Results columns. Scrolling to the right will also show more columns that were added.


Note: SOs can be identified by looking for the following information:
- Ship-to is a PLCB Store, LSC or a customer address
- Document Type is Non-Bailment
- Blue information icon – with message "scheduled goods shipped to a third party"

9. Personalize your view of this screen (Schedules tab) to easily identify SOs in the future. Click **View**, then click **Reorder Columns**.

10. Find **Customer Sales Order** and use the Up Arrow to move this column to the front page near Order. Repeat this process for **Ship-to Location**.
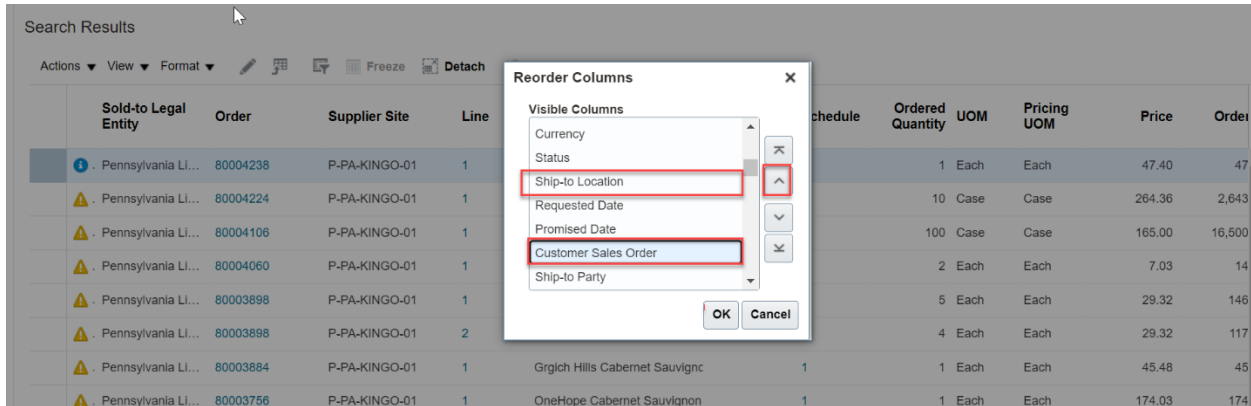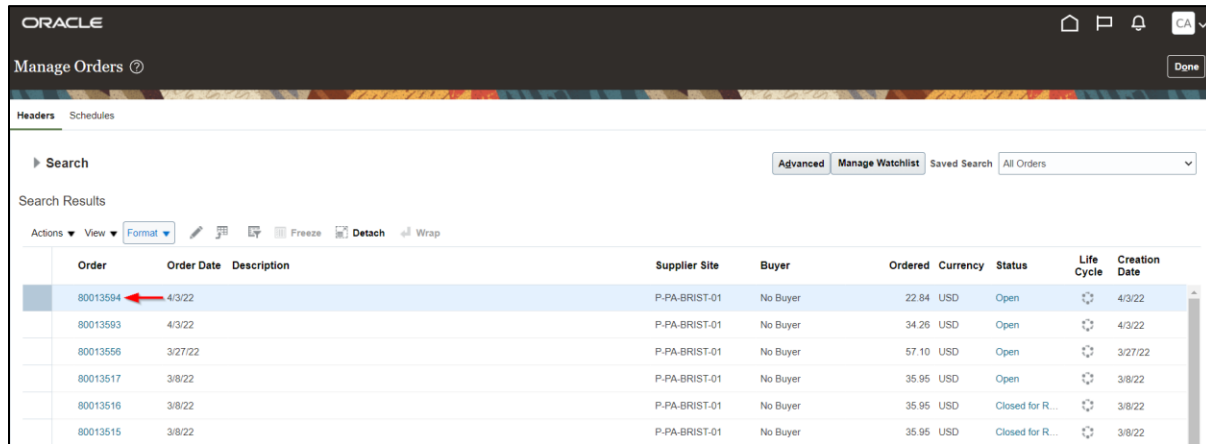

11. Click **OK** to reorder the columns and save this view of the Schedules Tab.
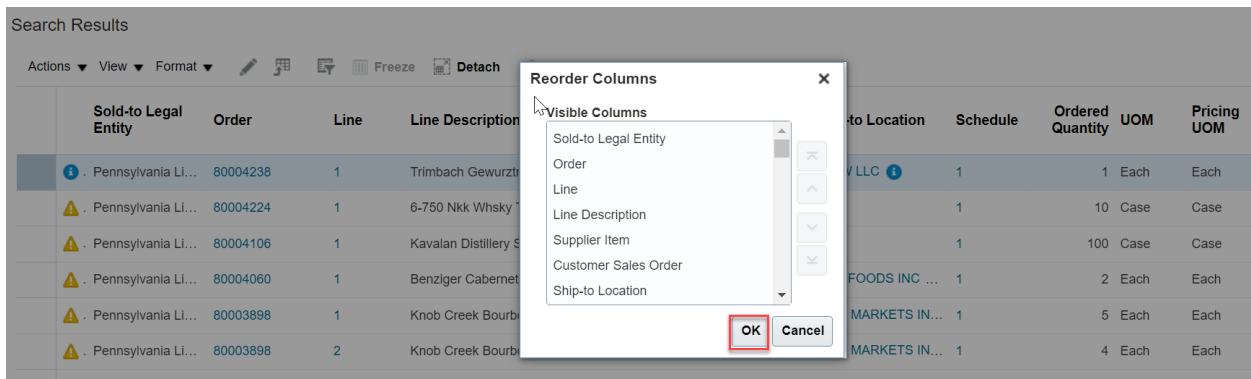
The columns will be reordered. You will now be able to identify SOs without scrolling through the columns.

12.   Click the hyperlink for the Order number to be reviewed under the <u>Order Column</u>.

13.   Review Order details.

Field Name	Field Type	Input	Instructions
Order	Number	Auto	Displays order number.
Status	Text	Auto	Displays current status.
Bill-to Location	Text	Auto	Displays bill-to location.
Ship-to Location	Text	Auto	Displays PLCB Store, LSC or address for direct delivery. If Ship-to Location is a distribution center (DC), this is not an SO.
Ordered	Number	Auto	Displays total ordered dollars.
Payment Terms	Text	Auto	Displays payment terms assigned to PO. Inherited directly from Oracle Cloud Financials (CFIN).
Item	Number	Auto	Displays line items ordered.
Quantity	Number	Auto	Displays line quantity ordered.
UOM	Text	Auto	Displays line item unit of measure.
Price	Number	Auto	Displays line item unit price.

14. To view additional information about the Customer Sales Order, click the **Print PO** button.

A print version of the PO will display in a new window.

15. The print version of the PO contains additional information including the SO Sales Order Number (from LOOP), SO Delivery Fee, SO Base Freight and SO logistics, transportation and merchandising factor (LTMF) Fees as well as the Ship To Address for the order. Click the **printer icon** to print the PO or close the window to exit.
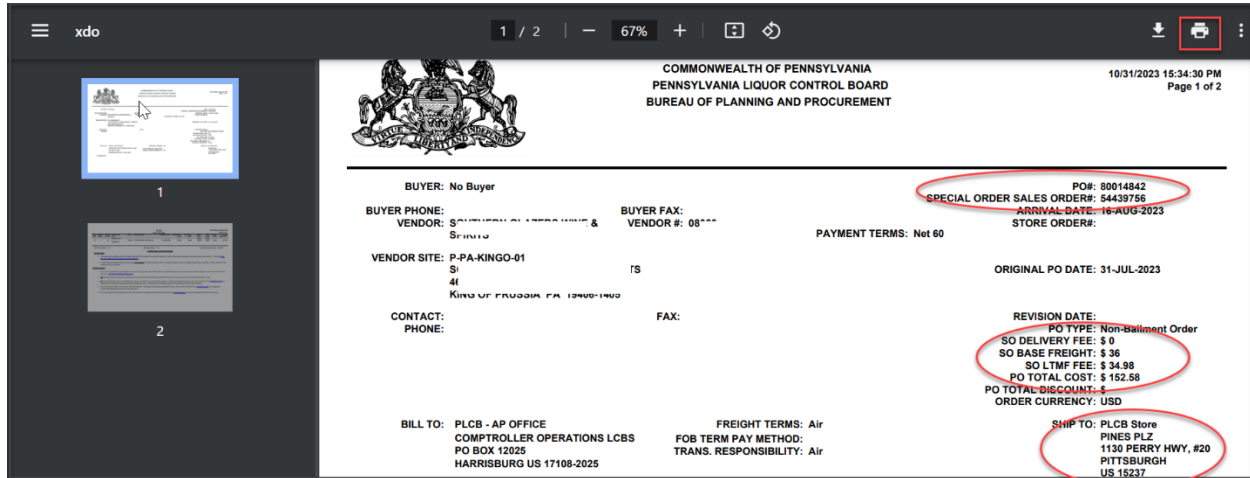
You will return to the Order Detail screen.

16. Click **Done** if just viewing the order. Partial order fulfillment is not allowed for licensee SOs. Suppliers must cancel the order (drop ship PO) if they cannot fulfill the order in full. Based on the review of the order, continue on to the next section to fulfill the SO or go to Cancel Order if you cannot fill the order in full.
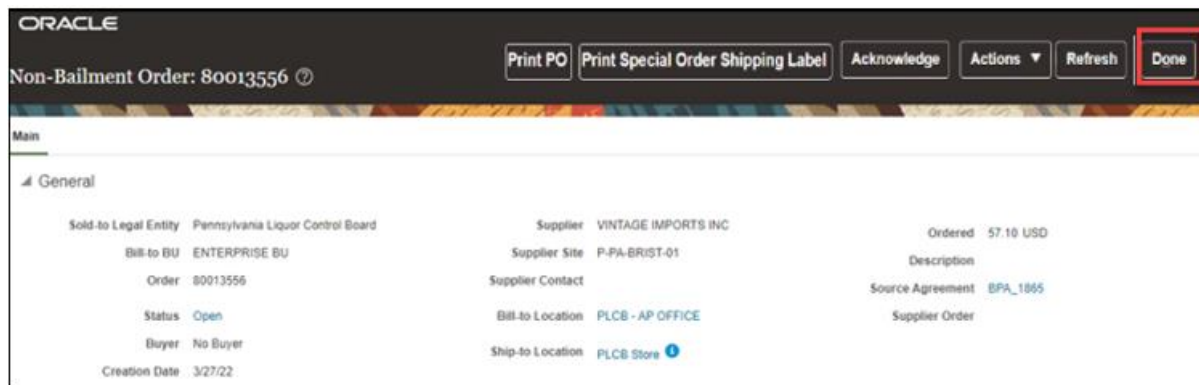
Update Promised Delivery Date

A promise date is automatically established from the LOOP order as the request date plus 11-17 days, depending on the day of the week the order is created by the supplier.

Note: Promise dates for SOs do NOT need to be updated unless the supplier believes the order cannot be fulfilled within a 30-day window from when the order was shipped. If needed, the supplier may revise or update the promise date for a SO in the new Oracle Supplier Portal. The promise date can be set up as any future date. Changes to promise date are reviewed and approved by the SO Team.

Link to eLearning Video: Supplier - Update the Promised Delivery Date on a Licensee Special Order

1. From the selected order, click the **Actions** dropdown, then select **Edit**.
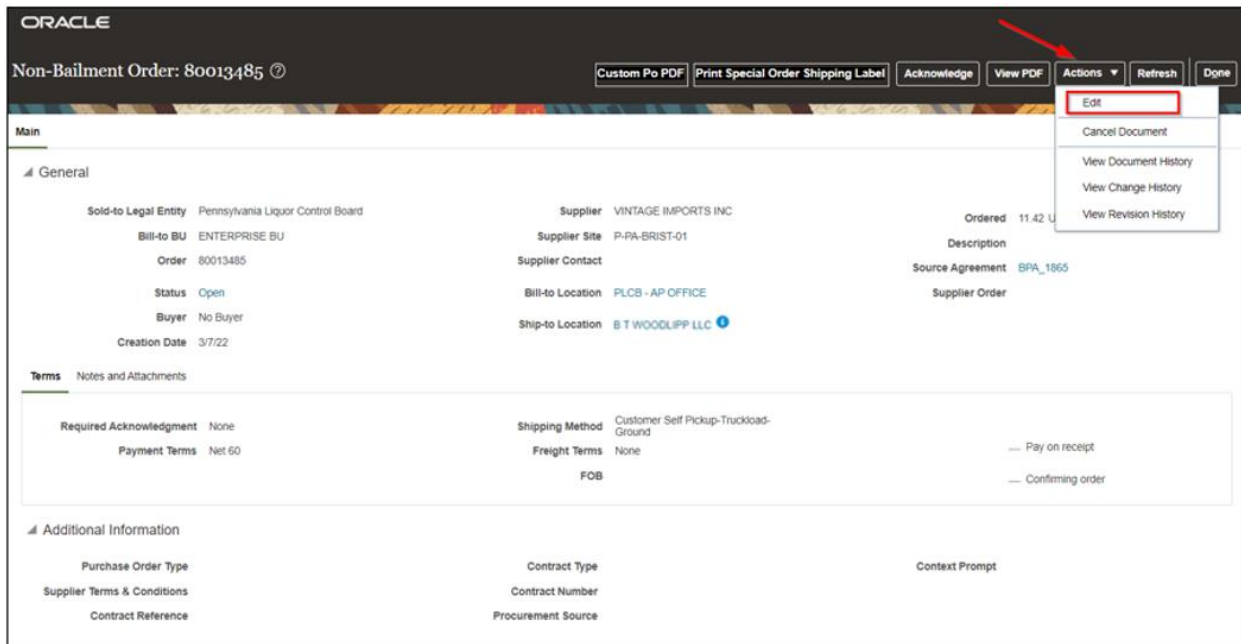
A small pop-up window will appear.

2. Click **Yes**.
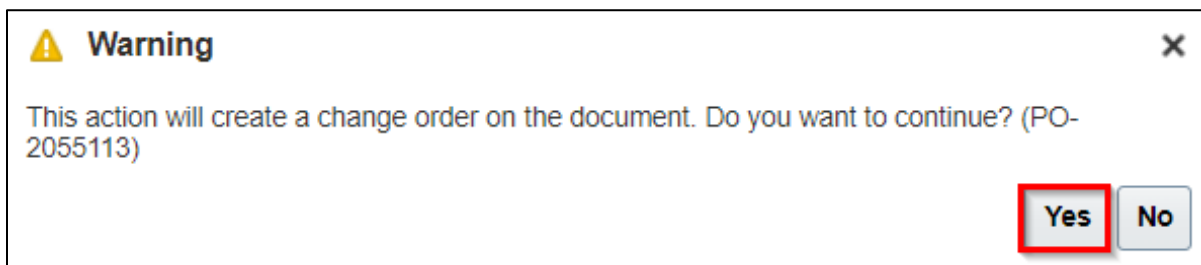
3. Enter **Description** explaining the reason for the change in Promise Date.

4. Click **Schedules Tab**.

5. Update the [Promised Delivery Date] to the date you anticipate delivery to be made.

6. Click **Save**, then click **Submit**.

A Confirmation message box will appear.

7. Click **OK**.
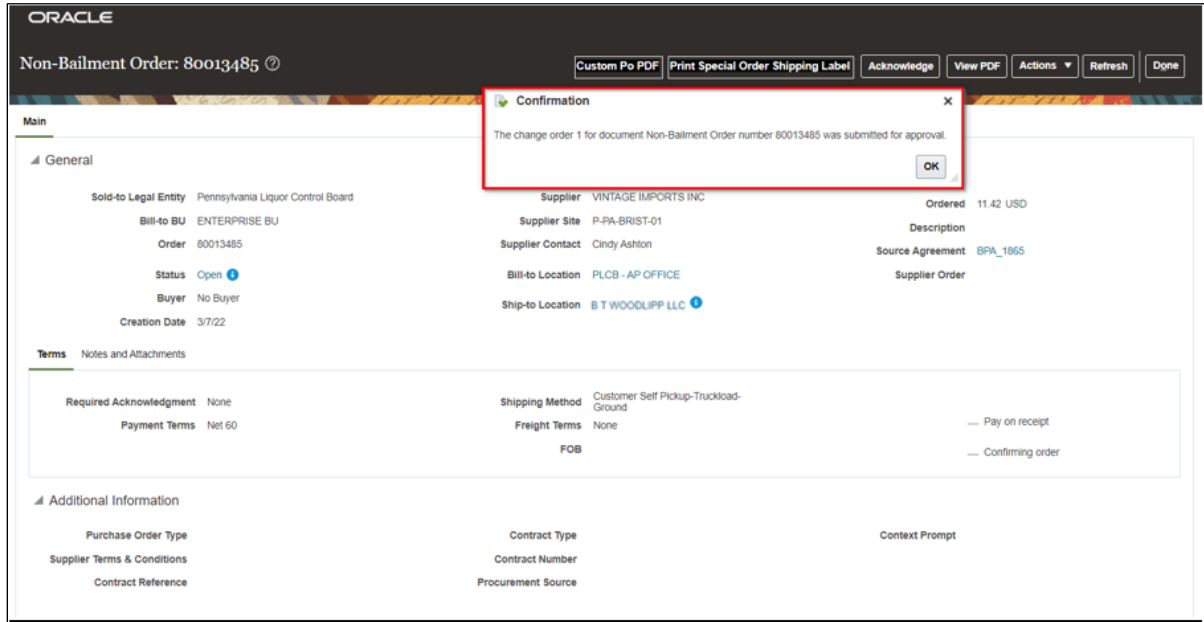
Note: The change order will be submitted for approval by the SO Team. The order status will be *Open* with an information icon stating, "A change order is pending." Supplier must await SO Team approval of the updated promise date before proceeding to creation of an ASN.
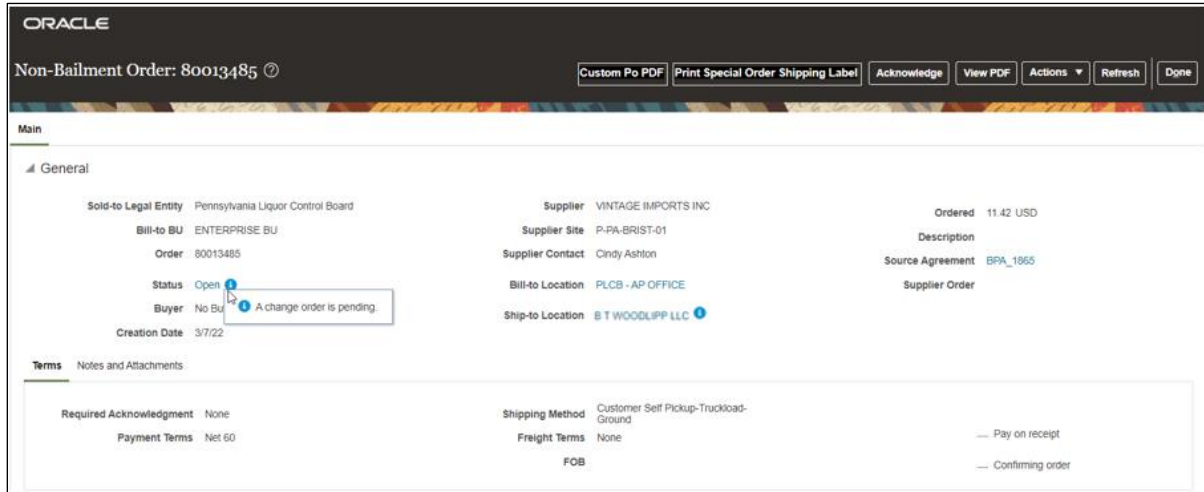
Create ASN

Link to Learning video: Supplier - Create ASN for Licensee Special Order
(* see new eLearning - effective date TBD *)

ASNs must be created before the SO is physically shipped, otherwise the orders can't be systemically received by the PLCB or the customer, which leaves a suspended order the supplier can't invoice for.

The ASN should be created prior to printing the shipping labels for the SO. Submitting the ASN will trigger customer payment. Payment processing is expected to be completed within one hour of submitting the ASN. Once payment has completed successfully, the shipping label will be available to print, and the SO can be physically shipped to the PLCB store, LSC or direct to customer. This process will prevent shipping orders where the customer payment has not been successfully completed.

1. Return to the **Supplier Portal Landing Page** and Click **Create ASN** from the Tasks List.
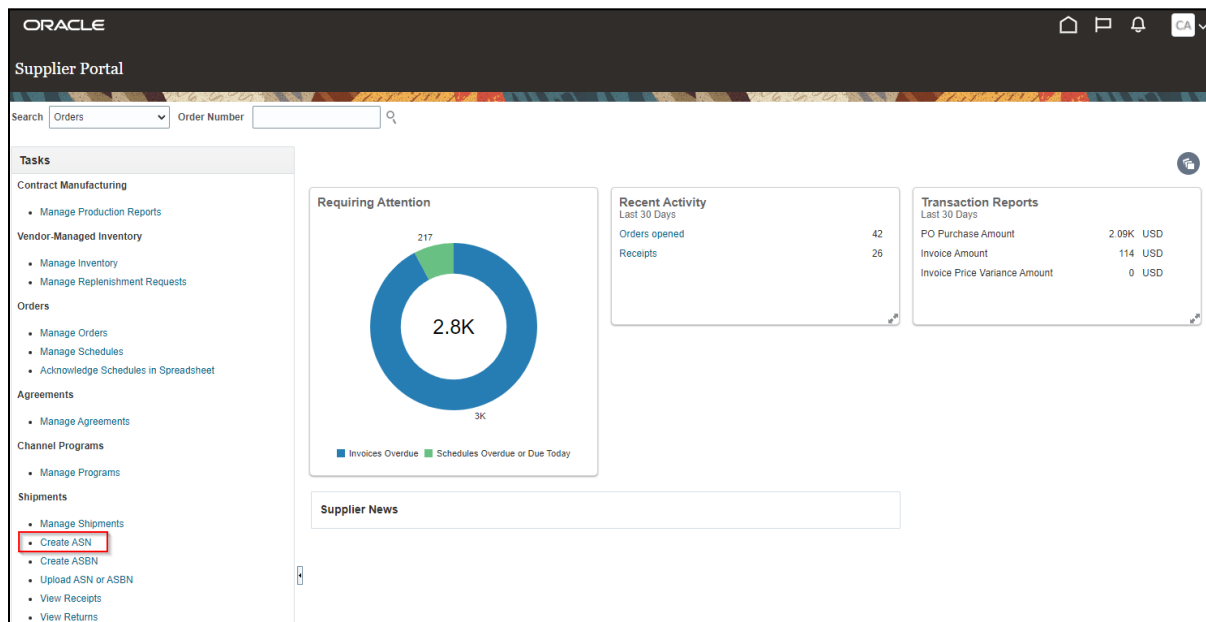
2. Enter PO number under <u>Create ASN</u> section and click **Search**.

Field Name	Field Type	Input	Instructions
Purchase Order**	Number	Dropdown	Enter [PO number].
Supplier Item	Text	User	(Optional.)
Supplier**	Text	Dropdown	Choose a [supplier] from the dropdown.
Due Date	Date	User	Choose a [date] that POs are due.
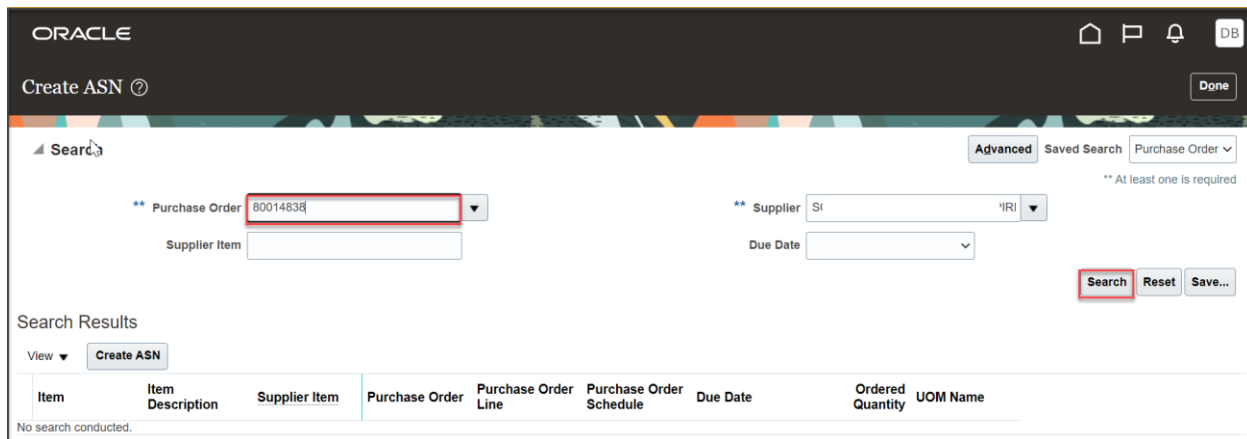
Note: Fields marked with double asterisks (**) mean that at least one of those fields must be entered for searching.

3. Alternatively, click **Advanced** to use additional search parameters.
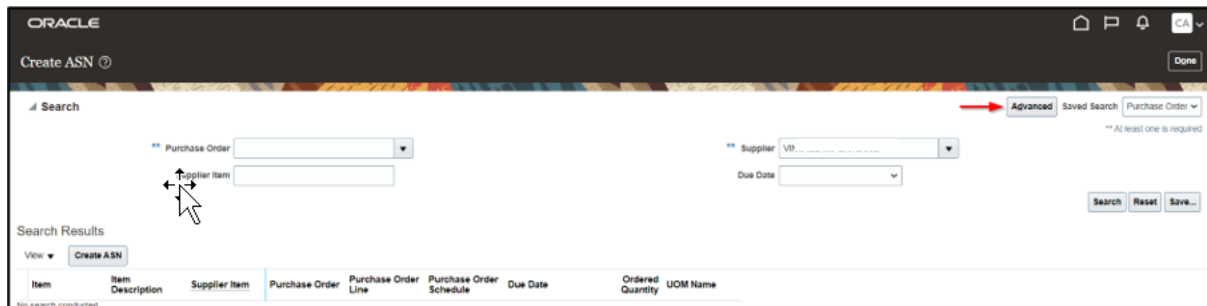
4. Click **Add Fields** to include more search parameters and click **Search**.
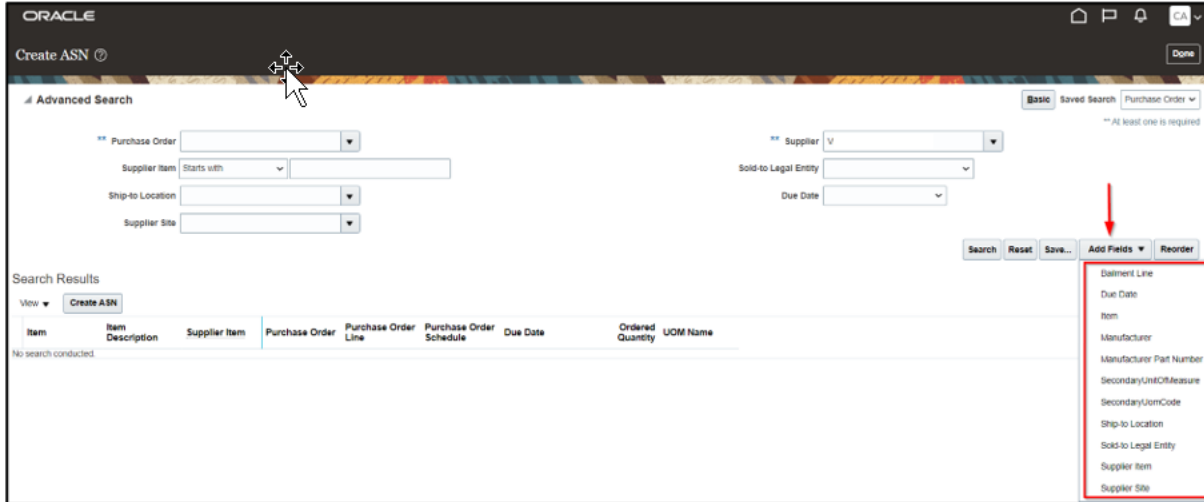
Select **Purchase Order** and **Purchase Order Line,** then click **Create ASN**. SOs must be shipped in full. When creating the ASN, select all PO lines by using Ctrl+ Select lines or use the top left blank cell to select all lines together.
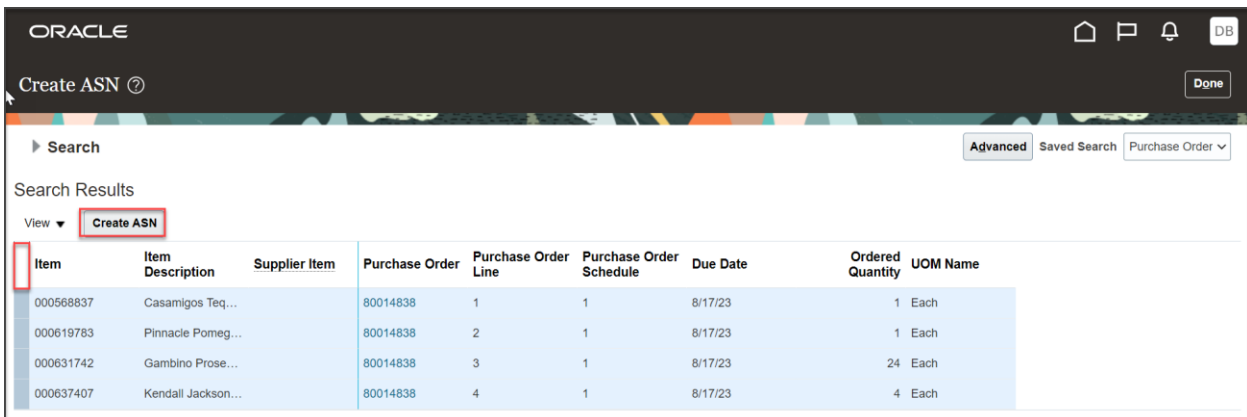
As a best practice, always review the PO details before creating an ASN.

5. Enter the following information under the section Create ASN Details.

Field Name	Field Type	Input	Instructions
Shipment*	Text	User	Enter a unique shipment number (established by the supplier).
Shipped Date*	Date	User	Enter [shipped date] upon shipment of the order. The shipped date must not be later than the current date.
Expected Receipt Date*	Date	User	Enter the [date the shipment is expected to be received] at the delivery destination. This value must be the same as Shipped Date or later.
Freight Term	Dropdown	User	Disregard, not used for SOs.
Shipping Method	Dropdown	User	Disregard, not used for SOs.
Number of Supplier Packing Units	Number	User	Disregard, not used for SOs.
Bill of Lading	Text	User	Disregard, not used for SOS.
Waybill	Text	User	Disregard, not used for SOs.
Packing Slip	Text	User	Disregard, not used for SOs.
Packing Code	Text	User	Disregard, not used for SOs.
Special Handling Code	Text	User	Disregard, not used for SOs.
Tare Weight	Number	User	Disregard, not used for SOs.
Tare Weight UOM	Dropdown	User	Disregard, not used for SOs.
Net Weight	Number	User	Disregard, not used for SOs.
Net Weight UOM	Dropdown	User	Disregard, not used for SOs.
Comments	Text	User	Disregard, not used for SOs.
Quantity*	Number	User	Enter shipped quantity value (must match the ordered quantity, partial shipments are NOT allowed).
UOM Name	Dropdown	Auto	Defaults to the ordered UOM.

Note: Fields marked with a single asterisk (*) are mandatory fields, therefore must be entered. Oracle will not allow you to enter the same shipment number more than once. If the supplier enters a duplicate, an error will be displayed after clicking the submit button.

6. Scroll down to the line level and enter the shipped quantity for each line item. SOs cannot be partially filled, so the shipped quantity should equal the order quantity.

7. Click **Submit**.

8. Click **OK**.

Note: You cannot edit an ASN once submitted.

9. Click **Done**.
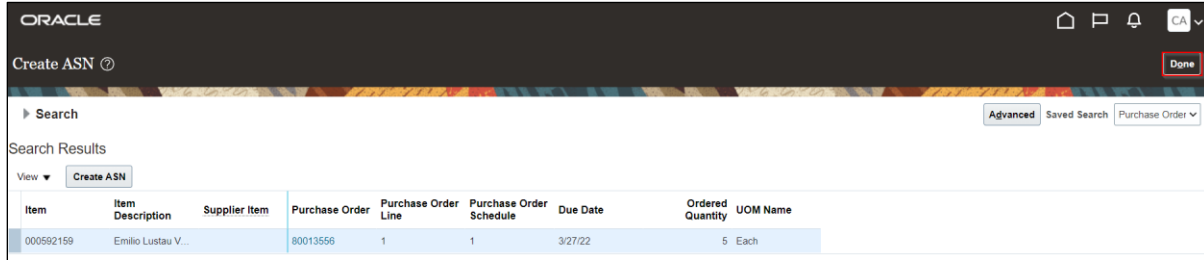
Print Shipping Label(s) – one for each box in the SO

Link to Learning video: Supplier - Print Licensee Special Order Shipping Label
(** see new eLearning - effective date TBD **)

The ASN should be created prior to printing the shipping labels for the SO. Submitting the ASN will trigger customer payment. Payment processing is expected to be completed within one hour of submitting the ASN. Once payment has completed successfully, the shipping label will be available to print, and the SO can be physically shipped to the PLCB store, LSC or direct to customer. This process will prevent shipping orders where the customer payment has not been successfully completed.

Note: The shipping label will display four different messages depending on the status of the ASN and payment processing. Below are examples of the shipping labels in each status.

Example 1: Shipping label prior to ASN creation
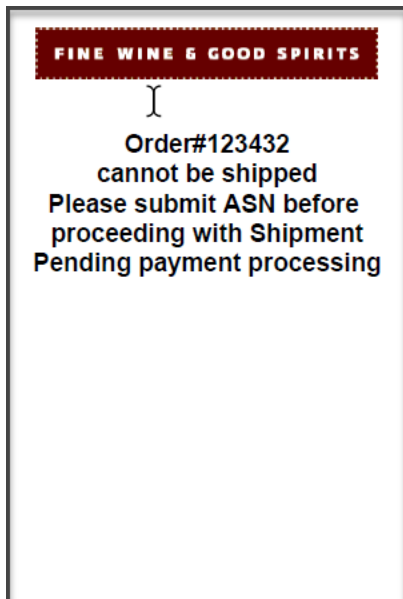
Example 2: Shipping label after ASN created, payment in process

FINE WINE & GOOD SPIRITS

Order#123432
cannot be shipped

Pending Payment Processing
(between ASN submission and
fund capture)
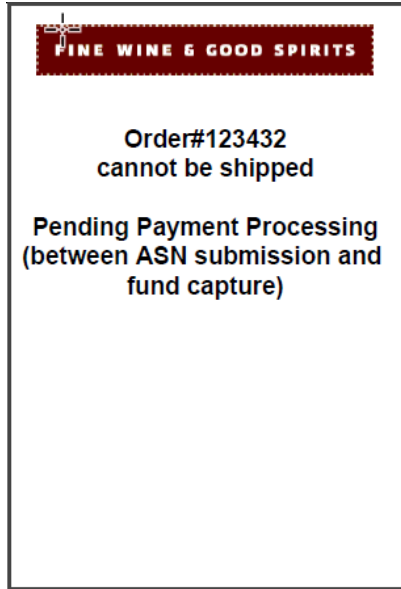
Example 3: Payment processing successful

FINE WINE & GOOD SPIRITS

Special Order Shipping Label

Ship From Details:
Supplier # 08060
SO............................TS OF
PA LLC
Ship To Address:
WINE & SPIRITS STORE 5116
101 E OLNEY AVE
PHILADELPHIA,PA 19120-2499

Order Number: 123432

Ordered Date Sep 29,2023

Customer Number : 72977
Customer Name : WAWA

BOX _____ of _____

Supplier Contact: (_____) - _____
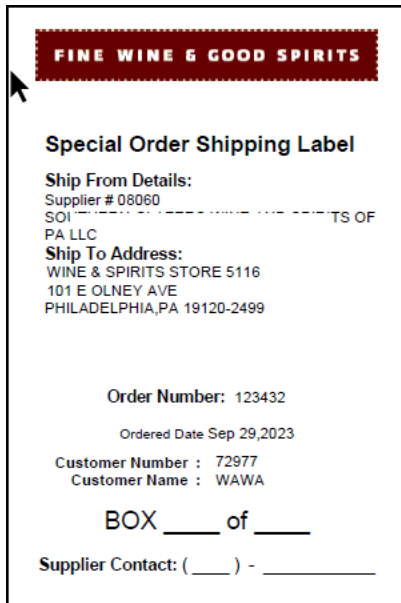
Example 4: Payment processing failed
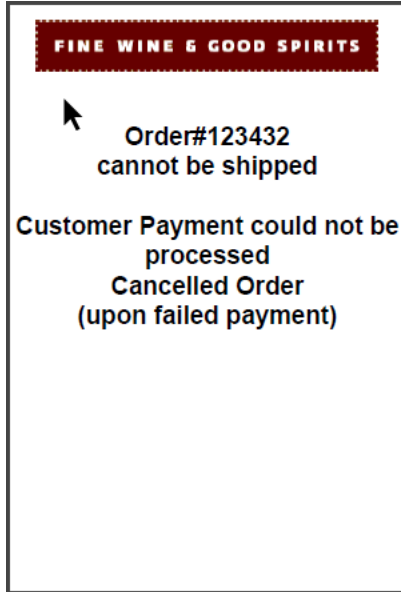
1. Navigate to the <u>Welcome Springboard</u>.

2. Click the **Supplier Portal Tab,** then click the **Supplier Portal Tile**.
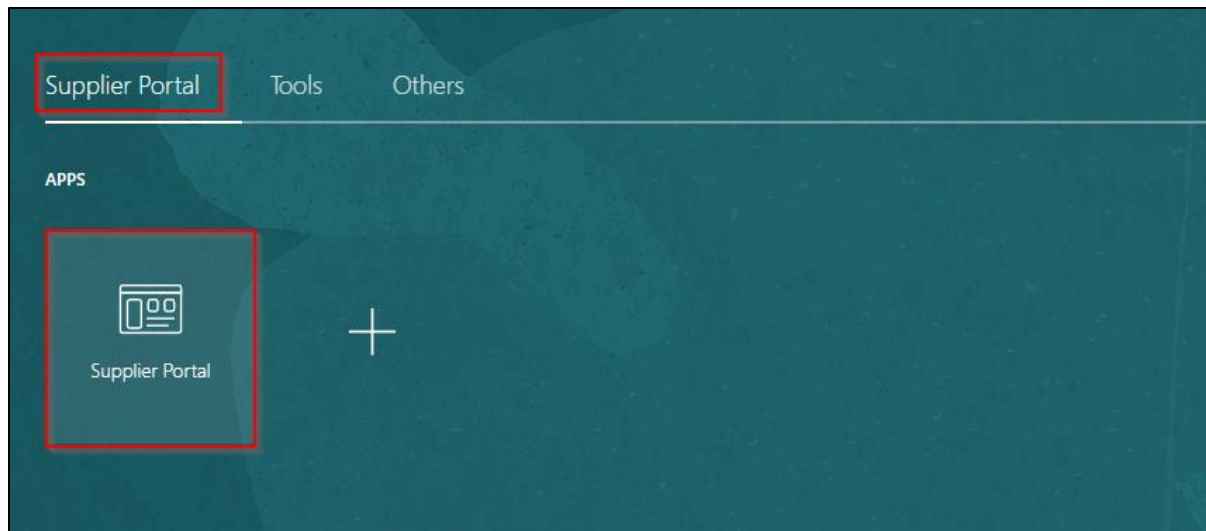
3. Click **Manage Orders** from the Tasks List.
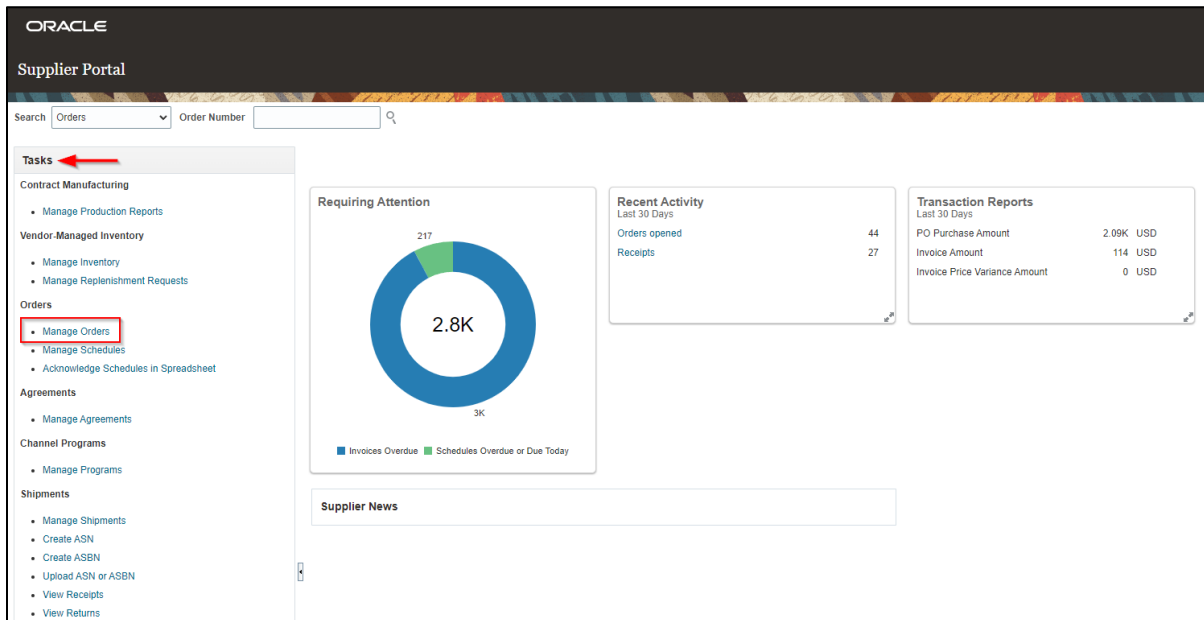
4. Enter [PO Number] in the Order field, then click **Search.**
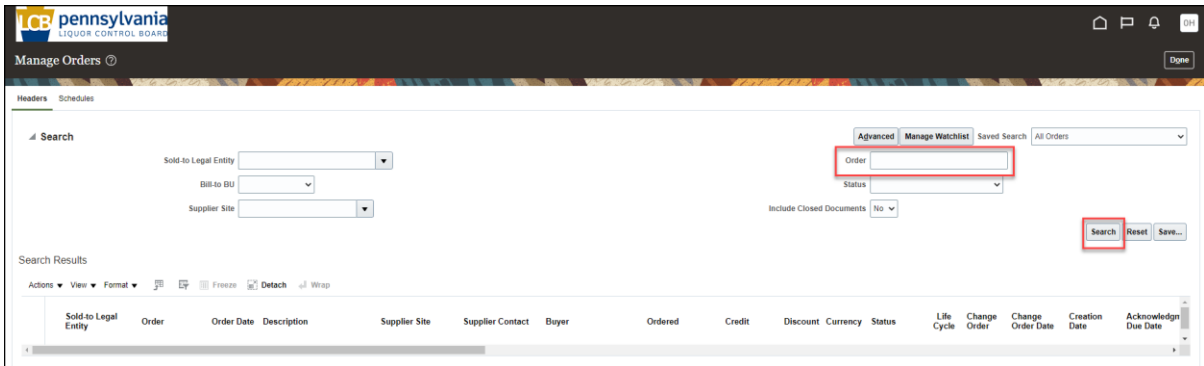
5. From the selected order, click **Print Special Order Shipping Label** to print shipping label.
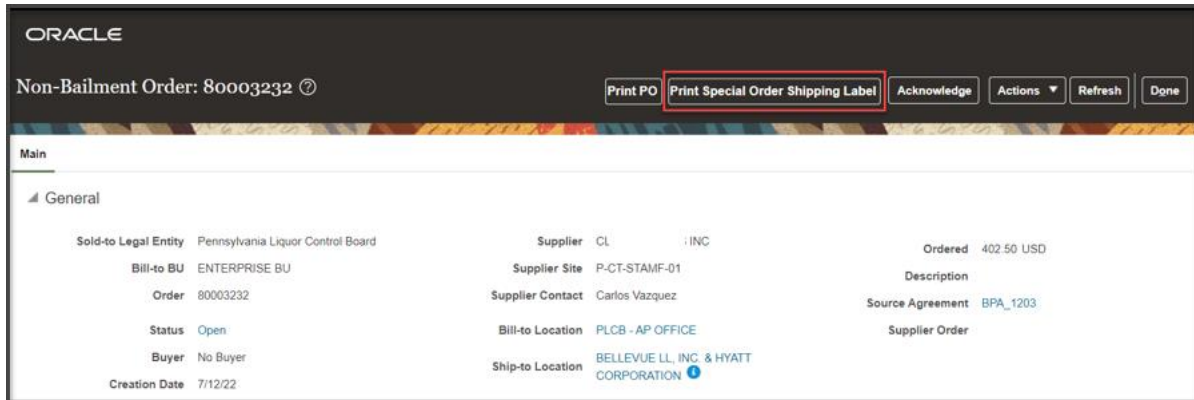
Another Window Opens.

6. Click **printer icon** in top right corner.
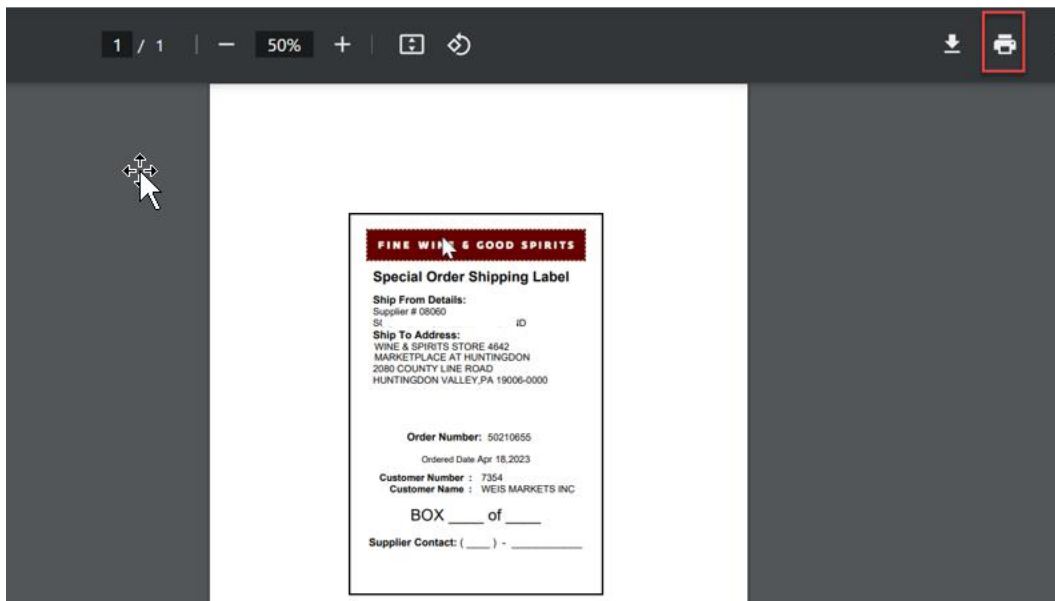
7. Update the number of copies of the label you need to print – **one per box in the order** – and click **Print**. Each box that will be shipped as part of the SO needs to have an SO shipping label attached.
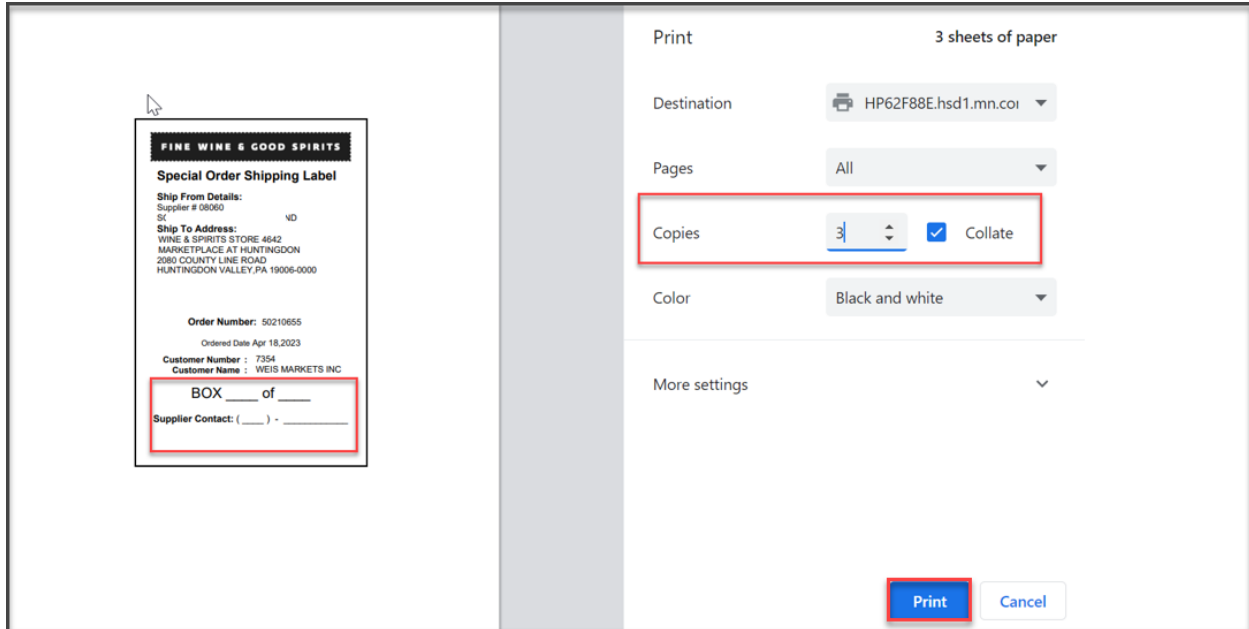
8. Affix the shipping labels to the boxes and complete each label with the box number and total number of boxes for the order (i.e., Box 1 of 2, Box 2 of 2), and supplier contact phone number.

9. Click **Done**.
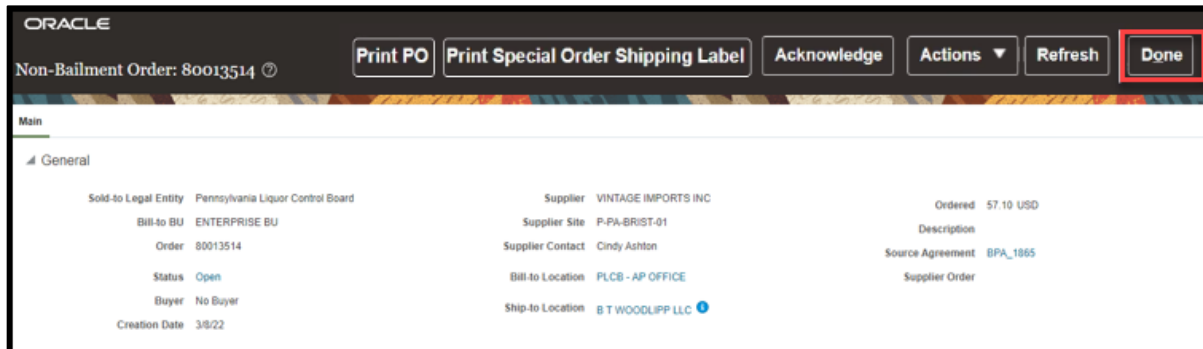
Note: Once the shipping labels have been printed and affixed to the boxes, the order should be physically shipped as soon as possible, since the ASN was already sent to the PLCB and the customer has paid for the product.

Inquire on an Invoice in Supplier Portal

Link to eLearning Video: Supplier - Create an Invoice in Oracle Supplier Portal
(** see new eLearning - effective date TBD **)

After an ASN has been created, an invoice will be automatically generated for the SO or Sample Order and will include the SO Freight and SO Delivery fees. The invoices are created by a batch

process that runs hourly. Suppliers will receive an email notification report of SO invoices created each time the integration runs.

Below is an example of the automated Invoice Report that will be sent via email.

ACCOUNT PAYABLES STANDARD INVOICES

Sales Order Number	PO Number	AP Invoice Number	Invoice Date	Invoice Amount
31990251	80006102	SO31990251	2023/08/25	220.5
31990252	80006103	SO31990252	2023/08/25	220.5
31990253	80006104	SO31990253	2023/08/25	220.5
31990254	80006105	SO31990254	2023/08/25	220.5
31990255	80006107	SO31990255	2023/08/25	220.5
31990256	80006108	SO31990256	2023/08/25	220.5

This information can be used to inquire on the invoices in Oracle Supplier Portal.

Note: The invoice number that is generated is "SOXXXXXXXX" where XXXXXXXX is the customer sales order number. For Sample Orders, the invoice number will be Sample_SOXXXXXXXX, where XXXXXXXX is the customer sales order number.

Note: Auto-generated invoices cannot be updated manually, so Proof of Delivery will no longer be tied to the invoice. See Proof of Delivery Information in the next section for details.

1. Login to the Oracle Supplier Portal.

2. Click **Supplier Portal Tab,** then click the **Supplier Portal Tile**.
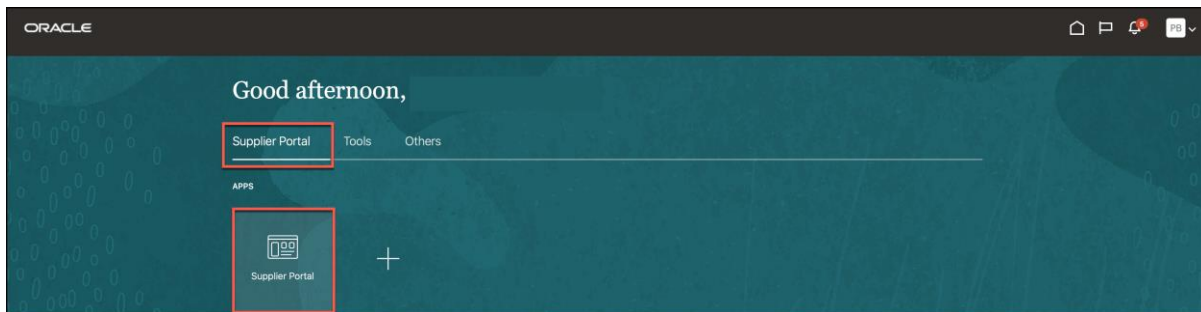
3. Click the **View Invoice Link** under Invoices and Payments.

Bailment Inventory

- Review Consumption Advices
- Review Bailment Inventory
- Review Bailment Inventory Transactions

Invoices and Payments

- Create Invoice
- View Invoices
- View Payments

4. Enter one or more of the following fields and click **Search**.

Field Name	Field Type	Input	Instructions
Invoice Number**	Text	User	Select the [invoice].
Supplier**	Dropdown	User	Select the [Supplier] from the list.
Supplier Site	Number	Auto	Options display based on Supplier.
Purchase Order**	Number	User	Select the [PO].
Invoice Status	Dropdown	User	Select [invoice status] from the list.
Paid Status	Dropdown	User	Select [Paid Status] from the list.
Payment Number	Number	User	Enter the [payment number].

Note: At least one field marked with a double asterisk ** is required. Both PO Number and Invoice Number are included in the emailed notification report.

Invoices matching your search criteria will display.

5. Alternatively, click **Advanced** in order to query invoices using additional criteria.

The Advanced Search pane will display

6. Enter one or more search criteria and click **Search**.

Note: At least one field marked with a double asterisk ** is required. Select [Supplier] from the list and enter a [date] in Invoice Date to display a list of all invoices created on the selected date.

A list of invoices matching your search criteria will display.

7. Click the **Invoice Number link** to see detailed information about the invoice.

8. Review the Invoice details, use the **scroll bar** to see information about the invoice lines.

Invoice: SO53952914				Done

Business Unit ENTERPRISE BU
Legal Entity Name Pennsylvania Liquor Control Board
Supplier or Party SOUTHERN GLAZERS WINE & SPIRITS
Supplier Site PA-PA-KING -01
Address ATTN ACCOUNTING, 460 AMERICAN AVENUE, King of Prussia, PennsylvaniaPA 19406
Invoice Date 9/21/23

Invoice Amount 520.20 USD
Unpaid Amount 520.20 USD
Payment Currency USD
Tax Control Amount

Invoice Type Standard
Description
Attachment None

Lines   Payments

Items

View ▼   Detach

Line	Amount	Description	Quantity	Unit Price	UOM Name	Purchase Order			Receipt		Consumption Advice		Distr	
						Number	Line	Schedule	Number	Line	Number	Line	Distribution Set	Ac Da
1	340.20	Bonanza Cabernet Sauvign...	60	5.67	Each	80014674	1	1						9/2

9. Continue scrolling to see information about taxes, freight and delivery fees and totals.

Summary Tax Lines

View ▼

	Line	* Regime	* Tax Name	Tax Jurisdiction	* Tax Status	* Rate Name	Percentage

Shipping and Handling

Line	Type	Amount
2	Freight	180.00

Totals

Tax charges summary

Inclusive Tax	0.00		Items	340.20
Self-Assessed Tax	0.00		Freight	180.00
			Miscellaneous	0.00
			Tax	0.00
			Subtotal	520.20
			Less Inclusive Prepayments	0.00
			Remaining Amount	✔ 0.00
			Invoice Amount	**520.20**
			Less Withheld Tax	0.00
			Less Exclusive Prepayments	0.00
			Less Retainage	0.00
			Total Due	**520.20**

10. Click Done to return to the View Invoices Search window.
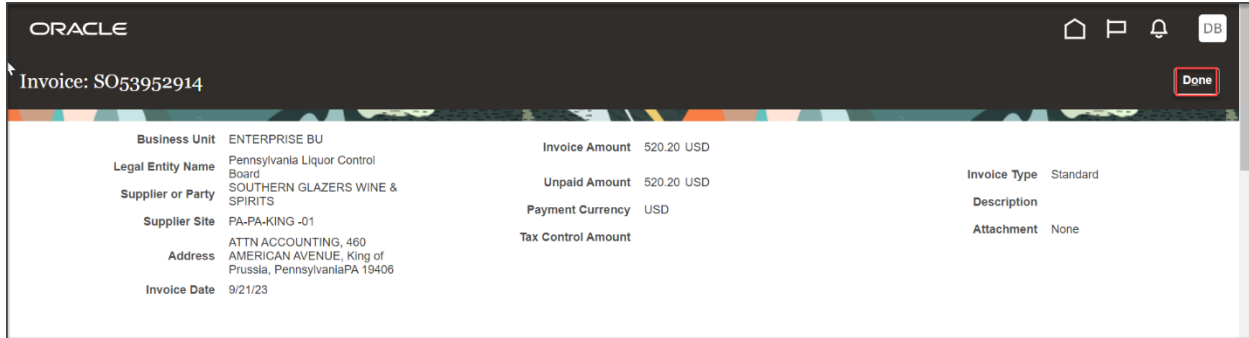
Proof of Delivery Information

Suppliers will not be required to submit proof of delivery for direct-delivered orders; however, the supplier must (1) maintain proof of delivery records for two years following delivery; and (2) provide such records to PLCB upon request. Failure to produce proof of delivery records upon request, in order to facilitate resolution of a customer dispute, will result in the supplier being liable for all costs paid by the customer (licensee or retail) for the disputed product, including related freight, taxes and delivery fees. Failure to maintain and/or provide such records upon request may also result in referral to and citation by the Pennsylvania State Police, Bureau of Liquor Control Enforcement.

Cancel a Licensee Special Order

Partial order fulfillment is not allowed for licensee SOs. Suppliers must cancel the order (drop ship PO) if they cannot fulfill the order in full.

To cancel an SO for a licensee, send an email to **ra-lbslo@pa.gov** and include the SO Number that needs to be canceled, and a reason for the cancellation. The SO team will cancel the customer order, which will automatically cancel the related PO.