

Special Order Program Change

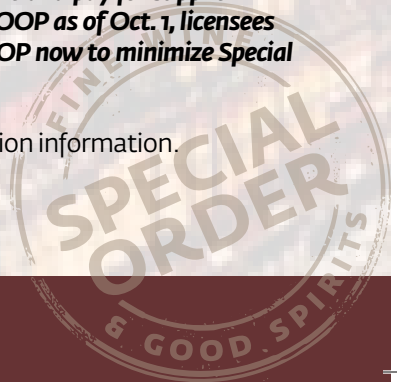
Beginning Oct. 1, 2017, aspects of the Special Order (SLO) process will change, and licensees will need to take certain steps to continue to order and receive Special Orders.

- Each Special Order must be paid for in full before the order is shipped to a Fine Wine & Good Spirits (FW&GS) store for pickup.
- The \$100 Special Order fixed-deposit program payments already submitted by licensees will be returned by mid-November.
- Licensees must use the PLCB's Licensee Online Order Portal (LOOP) to approve each Special Order entered on a licensee's behalf by suppliers and authorize payment before the order will be shipped.
- Licensees who wish to enter and place their own Special Orders can do so through FineWineAndGoodSpirits.com. Items a supplier has designated as "licensee only" will not display on the FW&GS website and must be ordered by suppliers on behalf of licensees, as is currently the case.
- FW&GS store staff will no longer inspect, sort and inventory Special Order shipments, unless damage is observed. Suppliers are responsible for the accuracy and completeness of each Special Order.
- Licensees must pick up Special Orders within 15 days of notification each order is available in store or the order will be returned to the supplier and become subject to a processing fee of 50 percent of the value of the order, up to a \$100 maximum, which will be deducted from the order refund.

For more information on Special Order program changes, visit **www.lcb.pa.gov** to review the 2017 Special Order Guide for Licensees available under the "Licensing" menu.

Since licensees will have to approve and pay for supplier-entered Special Orders through LOOP as of Oct. 1, licensees are encouraged to register for LOOP now to minimize Special Order fulfillment interruptions.

See the reverse side for registration information.



Beginning Oct. 1, 2017, licensees must use the Licensee Online Order Portal (LOOP) to approve each Special Order entered on a licensee's behalf by suppliers and authorize payment before the supplier may deliver an order.

- To register for LOOP, visit **www.plcbloop.pa.gov**, create an account, select the Special Order enrollment check-box upon registration and establish a payment method. Licensees will receive email confirmation when enrollment in the Special Order program through LOOP is complete. *Licensees already using LOOP will need to revisit the "Manage LID" page to select the Special Order enrollment check-box and enter payment information.*
- Once a licensee is registered for Special Order, it will have visibility into order status for Special Order items and the ability to approve and pay for Special Orders entered by suppliers in LOOP.
- Each time a supplier enters a Special Order for a licensee, the licensee will receive email notification that an order is awaiting approval and payment. Licensees will have **30 calendar days** to approve or reject an order after it has been entered by a supplier.
- The licensee's order approval or rejection will be communicated to the supplier so that the supplier knows an order may be shipped. Licensees will receive email notifications when each order has been shipped and when items are available for in-store pick up.

Not only does LOOP provide a convenient and user-friendly way to approve Special Orders, but it has other benefits as well:

- You can place a regular stock order 24 hours a day, seven days a week.
- You see current and upcoming sales.
- You can quickly see your order history.
- You can save order templates.
- LOOP provides price-per-ounce information on non-Special Order items.
- LOOP will show you how much you save on each order.
- You can customize sales reports and data exports to help track and manage your business.

LOOP customer service is available by calling 800-332-7522, option 5, or emailing **plcbloop@pa.gov**.