

Wholesale - Frequently Asked Questions and Answers: Ready-to-Drink Cocktails (RTDC)

The following questions and answers address purchasing RTDC from the PLCB for purposes of resale. For information about RTDC as provided for in Act 86 of 2024, please refer to the [Legal FAQs](#), and for information about acquiring RTDC permits, please refer to the [Licensing FAQs](#).

1. How can a RTDC permit holder purchase RTDC from the PLCB?

RTDC permit holders may purchase RTDC from the PLCB through the [Licensee Online Order Portal \(LOOP\)](#) or by walking into any PLCB Fine Wine & Good Spirits store or licensee service center (LSC). RTDC permit holders are strongly encouraged to register for and utilize LOOP when placing RTDC orders, as this is the best way to ensure product availability and allows orders to be more efficiently processed. The PLCB also reserves the right to impose purchase restrictions based on location and product availability.

2. Do RTDC permit holders receive a discount on RTDC purchased from the PLCB?

Yes. Qualifying licensees purchasing from the PLCB, including all RTDC permit holders, receive a 10% discount off each product's current retail price, inclusive of any promotional discounts other than promotions offered under the PLCB's customer relationship management authority. The discount applies to orders placed through [LOOP](#) and walk-in orders.

3. What forms of payment does the PLCB accept from RTDC permit holders?

RTDC permit holders who place orders through [LOOP](#) may purchase RTDC using registered credit cards and ACH accounts.

For walk-in purchases at Fine Wine & Good Spirits stores, RTDC permit holders may also pay by check, cash or money order.

4. How can RTDC permit holders register for LOOP?

RTDC permit holders may request enrollment in LOOP by contacting LOOP support (PLCBLOOP@pa.gov or 800-332-7522, option 5).

5. How quickly are LOOP orders fulfilled?

When a pickup order is placed in LOOP, a pickup date and time preference are requested. PLCB staff make every effort to accommodate pickup date/time requests, and orders placed for store or LSC pickup are generally available within 24 to 48 hours. The licensee will receive email notification when each order is ready for pickup.

LDP orders placed through LOOP by higher-volume licensees are scheduled in coordination with the licensee.

6. Can RTDC permit holders purchase RTDC from the PLCB on a Special Order basis?

No. RTDC permit holders are not permitted to purchase RTDC through Special Order.

7. If a RTDC item is out-of-stock, can it be fulfilled on backorder?

No, the PLCB doesn't participate in backorder or offer rain checks.

8. What kind of promotional sales are offered by the PLCB?

The PLCB offers monthly promotional discounts (\$2 off, \$3 off, \$5 off, etc.) on hundreds to thousands of products, and these promotional discounts sometimes include RTDC.

9. Are case or quantity discounts available on RTDC purchases from the PLCB?

No. The PLCB is not authorized to offer case or quantity discounts on RTDC or other products.

10. Does the PLCB charge extra fees for payment by credit card or for walk-in orders on RTDC?

No. The PLCB does not charge any extra fees to licensees who pay by credit card or who make walk-in purchases at a Fine Wine & Good Spirits store or licensee service center.

11. Are RTDC permit holders required to purchase RTDC by the case, or may they purchase RTDC in smaller package configurations?

RTDC permit holders may purchase RTDC in full case quantities or in smaller package configuration (e.g., 4-packs, 8-packs, etc.) at Fine Wine & Good Spirits stores and LSC. However, only full cases can be ordered through the PLCB's Licensee Delivery Program (see pages 6 and 7 of the [Wholesale Terms of Sale for Wine, Spirits and Other Products](#)).

12. What are the permissible hours for pickup at PLCB Fine Wine & Good Spirits Store and LSC locations?

Fine Wine & Good Spirits store hours vary and are available at FWGS.com. licensee service centers are open Monday through Friday, 9 a.m. to 6 p.m., and sometimes Saturdays.

13. Is there a minimum or maximum purchase requirement for RTDC walk-in purchases made at PLCB Fine Wine & Good Spirits stores or LSCs?

There are no minimum purchase requires for RTDC walk-in purchases made at PLCB Fine Wine & Good Spirits stores or licensee service centers. However, the PLCB reserves the right to impose maximum purchase restrictions based on location and product availability.

14. Is there equipment available for use by RTDC permit holders to load orders at PLCB Fine Wine & Good Spirits stores or LSCs?

No. Orders will be assembled and placed at the pickup area of a Fine Wine & Good Spirits store or licensee service center, and the licensee is completely

responsible for loading the order onto its vehicle. The PLCB does not provide equipment for licensees to use in loading product into their vehicles.

15. How are product returns for RTDC handled by the PLCB?

Product returns on RTDC are handled in accordance with the [PLCB Licensee Return Policy](#) and applicable regulations.

16. Does the PLCB offer delivery of RTDC orders?

Yes. The PLCB offers delivery of RTDC orders through its Licensee Delivery Program (LDP). To be eligible for delivery, orders must be 50 cases or more. Delivery fees are \$75 for the first 50 cases and 50 cents per case for each case over 50. So a 130-case order would cost \$115, for example: \$75 + (130-50) X \$0.50. Please see pages 6 and 7 of the [Wholesale Terms of Sale for Wine, Spirits and Other Products](#) for applicable terms governing LDP.

The LDP also offers trailer-drop options that provide per-case credits for large-volume licensees willing to schedule their own transportation of product from one of the PLCB’s distribution centers (Pittsburgh or Philadelphia) using their own standard commercial-grade trailer. Note, however, the PLCB does not do live loads.

Fulfillment Type	Minimum # of Cases (wine and/or RTDCs)	Per Case Delivery Charge	300 Case Example
Store Delivery (DSD)	20	\$75 for 20-50 cases \$0.50 per case for each case over 50	\$175 charge
DC-to-DC, Kitted	20	\$0.50 per case	\$150 charge
DC-to-DC, Bulk	250	\$0.25 per case	\$75 charge
Trailer Drop, Kitted	20	\$0.75 per case trailer drop credit	\$225 credit
Trailer Drop, Bulk	250	\$1.25 per case trailer drop credit	\$375 credit

17. Can RTDC permit holders schedule specific delivery days?

Generally, the PLCB coordinates the day and time for weekly deliveries with each LDP customer upon program enrollment.

18. Does the PLCB deliver to RTDC permit holders multiple times per week?

Frequency of LDP deliveries will be determined by PLCB's third-party logistics providers depending on geography and other delivery schedules and demand.

19. How do direct-store-delivery orders arrive?

Direct-store-delivery orders will arrive stretch-wrapped and palletized, then unloaded into your licensed location with a pallet jack. Lift-gate and dock-height trucks are available.

20. How does PLCB handle overages, shortages and damage with regard to delivery?

Licensees have 48 hours from delivery to report O/S/D, which is handled on a case-by-case basis.

21. When proving forecasting to the PLCB, are RTDC permit holders expected to provide unit or case quantities?

The PLCB only accepts forecasting from licensees based on full case quantities.

22. What is the forecasting period that the PLCB utilizes?

The PLCB utilizes a 90-day forecasting period.

23. How soon can RTDC permit holders provide the PLCB with their 90-day forecasting projections?

As soon as possible after a licensee interested in an RTDC permit can forecast its product needs, the entity should send a 90-day forecast to RA-LBWholesale@pa.gov.

24. Does providing a forecast obligate a RTDC permit holder to buy the fully forecasted amount?

The 90-day forecasts are not commitments to buy. Needs for ongoing forecasts will be determined by each licensee's purchase volume from PLCB.

25. How can a RTDC permit holder obtain assistance with developing forecasts or identifying top-selling products?

RTDC permit holders can obtain assistance with developing forecasts or identifying top-selling products by e-mailing RA-LBWholesale@pa.gov.