



Department of Revenue
Alcohol & Tax Operations Division

IOWA ABD SHOP PORTAL
USER GUIDE

shop.iowaabd.com

For class "E" (LE) Retail Alcohol Licensees

This guide is written to assist class "E" (LE) Retail Alcohol License holders and their agents successfully navigate the Iowa ABD shop portal at: shop.iowaabd.com

Alcohol & Tax Operations Division
abdportalhelp@iowa.gov

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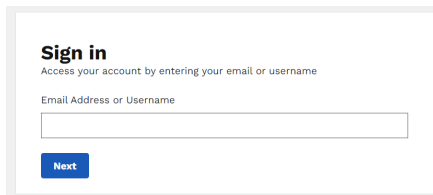
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SIGN IN / MIGRATION

Navigate to the [shop portal homepage](#).

Step 1) Select the "Sign In" link in the top right corner of the webpage.

Step 2) Put in your email or Username to navigate to Sign In. First time migration users will only have a username (see first image below for example of email).



- Select **NEXT**

Step 3) Option 1 - Claim Account via

Username: When a user that needs to migrate their account doesn't remember their email or doesn't have access to their email and needs to change it, they can migrate using their username. When inputting a username, the system will check if the username is tied to an account that needs migration. If an account associated is found, the user will see a new screen asking to confirm the account through their password. (See below image)

Sign in

Confirm your account details

Name
Test User

Username
testuser

Email address

Your password needs to be updated. Please enter a new password.

Password

[Show password](#)

Confirm Password

[Show password](#)

Confirm

Step 4) Option 2 - Claim Account Via Email

Username: If the user has an existing account from the previous system, they need to finish migrating their account. Click the button to send an email to finish migrating the account (see below)

Sign in

Finish Account Migration

Email address

[Change Email](#)

Send An Email to Activate Your Account

- Select **Send An Email to Activate Your Account**

Step 5) The page will change, telling the user that an email has been sent. This page will automatically go to the account page once the user has finished logging in (See first image below); An email will be sent with a link that expires in 10 minutes. This link will redirect the user to a page to finish migration(see second image below this step).

Finish Migration



An email has been sent. Please check your email to finish your migration.

Hello Island!

Finish activating your account by clicking the button. This link will expire in 10 minutes, and can only be used once.

Finish Migration

Note: You may use your username or email to access your account for login from this point forward.

SIGN UP / REGISTRATION

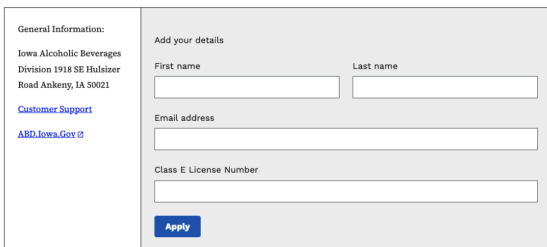
Step 1) Businesses can create several user accounts to sign in into the Shop portal.

They must be a Licensed business registered with IowaABD. They will be asked to provide their Class E License Number to create an account.

On the Apply for an Account page they will start the process to create an account.

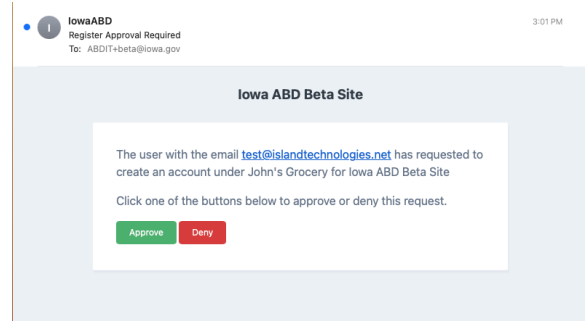
On this form they will provide their Name, Email Address, and their License number.

Apply for an Account

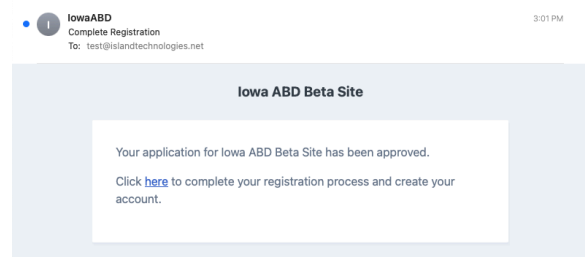


- After they have submitted the form, a message indicates that they will receive an email when the application is approved “Your registration application has been submitted. You will receive an email if your application is approved”

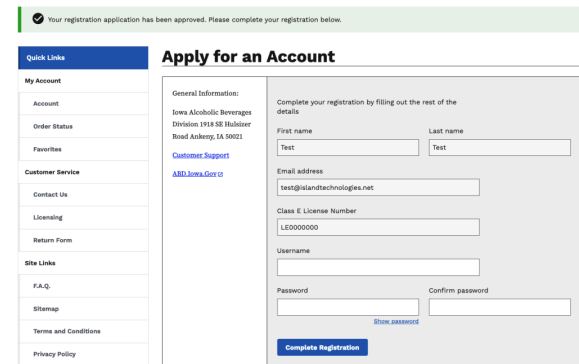
Step 2) An existing Business email registered with this account will receive an email with the sign-up application, which they can Approve or Deny. (see below image)



Step 3) If the application is approved, the user will receive an email with a link to complete the registration.



Step 4) Once the user has completed the registration, an account will be created, and the user can sign-in and start placing orders.



Note: Default access is Non-Manager except for the first user who registers the account. If you wish to have manager access, the existing manager must upgrade your account.

Account information

Upon logging in, you will be automatically directed to the Home screen. You can access the Account section either through the submenu, main menu, or by visiting it directly at **Home→Account** .

To access your Account Information screen later, simply click the "Account" tab at the top of the page under the **My Account** section on the home page or select your username in the top right corner of the page above the search box.

[Home](#) > Account

Test User
Account Info
Manage My Info
Addresses
Business Accounts
Order History
Highly Allocated Order History
My Favorites
Fast Order
Sale
Special Orders On Hand
Return Form
New Product Request

Account Info

1111 2ND AVE PO STN RR, Fake Town NAME US 500140000

Your Iowa ABD Login:

Your Business Info:

Name	Test User	Account No.	1234
Email	webdev+Testuer@islandtechnologies.net	License	LE0000001
Password	*****		

My Favorites

170 items in your Favorites [See All](#)

Heaven Hill Bottled-in-Bond 7yr	\$37.50	Buy now	remove
Buffalo Trace Bourbon	\$19.50	Out of stock	remove
Malibu Coconut	\$17.99	Buy now	remove
Ron Zacana 23VR	\$35.99	Buy now	remove

Update email, name, or password

Step 1) Click on "Account Info."

Step 2) Select "Manage My Info" to update your email, name, or password.

Step 3) You can edit your email, name, or change your password in this section. (see image right)

Step 4) After making the desired changes, "Update" to save your new information.

Anthony Robben
account number: 2

Account Info

Manage My Info

Addresses

Business Accounts

Order History

Back Order History

My Favorites

Fast Order

Return Form

New Product Request

Account Info

Update your profile

Email: anthony.robbe@glenn.gov

Last Name: Anthony

First Name: Anthony

Reset your password (optional)

Password: [REDACTED]

Confirm Password: [REDACTED]

Update

Update address and contact info

Step 1) Click on "Account Info" and select "Addresses" from the menu.(See image on right)

Step 2) Update your address and contact information as needed.

Step 3) Click "Save" to confirm your changes.

Note: Updating your address here does not alter your physical delivery location. This information is intended for your manager's reference, especially in cases where users or managers need to provide their personal contact information internally.

Anthony Robben
account number: 2

Account Info

Manage My Info

Addresses

Business Accounts

Order History

Back Order History

My Favorites

Fast Order

Return Form

New Product Request

New Address

First Name: [REDACTED]

Last Name: [REDACTED]

Phone: [REDACTED]

Company: [REDACTED]

Address: 1234 Main St

Address 2 (Optional): Apartment or suite

Country: United States

City: [REDACTED]

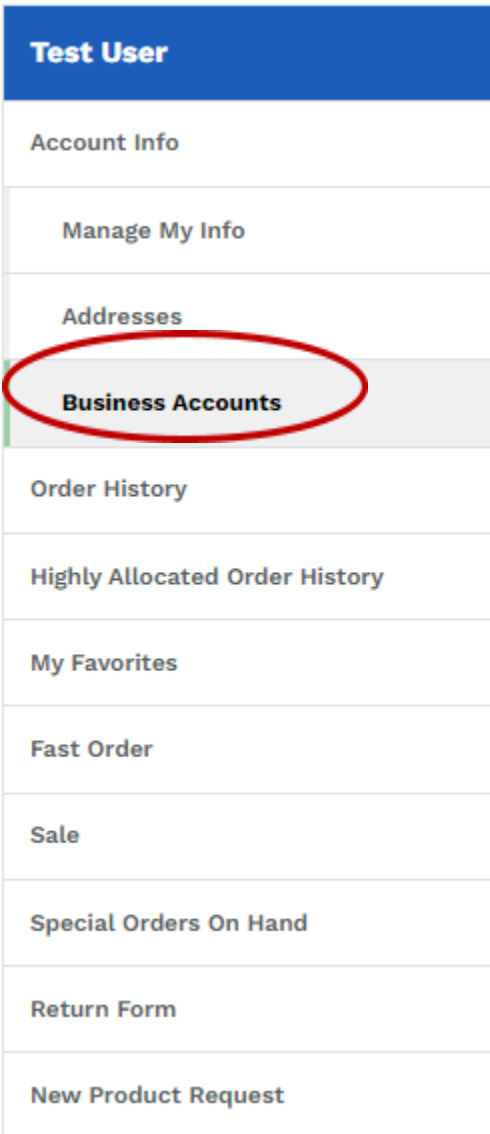
State: Choose...

Zip: [REDACTED]

Save

Managing Users

Select "**Business Accounts**" on the left-hand side of the screen in the **Account Info** section to view and manage users associated with the account. You reach this screen by selecting "**Account**".



Users will be identified by their level, either as a "Manager" or a "User".

Only the Manager has access to the Business Account screen to add, edit, or disable users.

Adding Users

Note: If no user is assigned to the account, the first user automatically becomes the Manager user by default. Only managers have the authority to invite and promote regular users to management users.

Step 1) Click on "**Business Accounts**" under the **Accounting Info** section (see image to left).

Step 2) Enter the new user's email address (which they can access) and their first and last name (see below image)

The image shows a form titled 'Send an invitation'. It has three input fields: 'Email', 'First Name', and 'Last Name'. A blue 'Send' button is located at the bottom right of the form.

Step 3) Press the "**Send**" button.

A welcome email with a link to set up their account will be sent to the provided email address.

User Self-Registration

Step 1) Follow the instructions in the "[Registration](#)" section to submit your registration request.

Step 2) Wait for the manager to approve your registration request.

Once approved, you will receive a "*Complete Registration*" welcome email from *noreply@iowaabd.com* at the email address you provided during registration.

Approving User Access Requests

When a user submits a self-service account creation request via the "[Registration](#)" section, an access request email is sent to all Manager emails on file (i.e. the manager/owner emails set up with the accounting department). This email will have the subject "**Register Approval Required**" from *noreply@iowaabd.com*. Please ensure this email is white-listed. If you don't receive an expected email, please check your spam inbox.

Open the email. Select "**Approve**" if you want to grant the user access or "**Deny**" if you don't.

The requester will receive an email notification of your decision.

Note: Do not reply to the access request email, as it is sent from an unmonitored address. The system will automatically receive a notification when you select "Approve" or "Deny".

The email address of the requester will be included in the body of the access request email. Be cautious when granting access, and follow your internal access policies. These emails are not vetted by the system (see below for example).

Register Approval Required Inbox x



IowaABD Beta <noreply@iowaabd.com>
to me ▾

Nov 4, 2023, 2:04 PM



IowaABD

The user with the email Anthony.Robben+TestActive@iowa.gov has requested to create an account under Fake Name for IowaABD

Click one of the buttons below to approve or deny this request.

Approve

Deny

Disabling Users

Step 1) Select "Business Accounts" under the "Account Info" section on the left side of the screen.

Step 2) Find the user you want to disable and click the "Deactivate" button.

Note: Only managers have the permission to disable user accounts

Upgrading or Downgrading Users

Step 1) In the "Business Accounts" section, locate the user you want to upgrade or downgrade.

Step 2) To make the user a manager, check the "Manager" checkbox. To downgrade them from manager to user, uncheck the box.

Step 3) "Save" to apply the changes. (see image for reference)

[Home](#) [Whiskies](#) [Tequilas](#) [Vodkas](#) [Gins](#) [Brandies](#) [Rum](#) [Highly Allocated](#) [Fast Order](#) [Sale](#) [More](#) ▾

[Home](#) > [Account](#) > Business Accounts

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Send an invitation

Email First Name Last Name

Business Accounts

Name	Email	Username	Manager	
Test2 User2	webdev+Test127@islandtechnologies.net	TestUSer2	<input type="checkbox"/> Manager	<input type="button" value="Save"/> <input type="button" value="Deactivate"/>



Browsing Products

Ways to search

Search by Product Name, UPC, or Product Code:

Use the Search Bar in the top right corner of the screen (indicated by a magnifying glass icon).

Enter the product name, UPC, or Product Code number and press enter .

Browse by Product Category:

Select a product category displayed at the top of your screen.


You will be directed to a category filter search, where you can further refine your search by subcategory, stock status, vendor, or tag (see *search right of Whiskey's Category*).

- Select the filters that you wish to apply to help narrow down your search by and then press the **Apply Filters** button at the bottom of the screen.
- Twelve results will be displayed per page.
- You may either apply more filters, remove filters, or navigate pages by this filter.
- If you navigate to another category your selected filters will be cleared.
- To clear filters, select the red X by the **clear filters** button (see *image below*).

Sort By

Filters

 [Clear filters](#)

Subcategories

- American Whiskies
- Imported Whiskies

Sort By

Filters

Stock

- In Stock
- Out of Stock

Vendors

- 10th Mountain Whiskey and Spirit Company
- AIKO IMPORTERS INC
- AMERICAN SPIRITS EXCHANGE
- Alltech Beverage Division LLC
- American Heritage Distillers, LLC / Century Farms Distillery
- BACARDI USA INC

Tag - Size

- 750 mL
- 1.75 L
- 1 L
- 6 mL
- 250 mL
- 0 mL
- 16 mL
- 850 mL
- 8 mL

Favorites:

To view and use your Favorites, go to the "My Account" section and select "Favorites." From this page, you can add these products to your cart.

- Go to **Home** → **Account** → **My Favorites**
 - You may see all favorites by either selecting See All or selecting My Favorites in the Submenu (See Below Image).
- If a product is out of stock and is in your favorites, it will say Out of Stock.

Quick Ordering Options:

Go to the "Fast Order" section or select "Favorites" for quick access to frequently purchased products.

See sections on [Fast Key Ordering](#) and [Favorites](#) for more information.

Test User

- Account Info
- Manage My Info
- Addresses
- Business Accounts
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- Highly Allocated Order History
- My Favorites
- Fast Order
- Sale
- Special Orders On Hand
- Return Form
- New Product Request

Account Info

111 23ND AVE PO STN RR, DES MOINES US 500000000

Your Iowa ABD Login: _____ Your Business Info: _____

Name	Test User	Account No.	1111
Email	webdev+Testuer@islandtechnologies.net	License	LE0000000
Password	*****		

My Favorites 170 items in your Favorites [See All](#)

Heaven Hill Bottled-in-Bond 7yr	\$37.50	Buy now	remove
Buffalo Trace Bourbon	\$19.50	Out of stock	remove
Malibu Coconut	\$17.99	Buy now	remove
Ron Zacapa 23YR	\$35.99	Buy now	remove
Admiral Nelson Spiced	\$4.88	Buy now	remove

Favorites

Favorites allow you to save a list of specific products for future use.

Adding to Favorites

A link labeled "Add to Favorites" is shown on product pages and in the shopping cart. Selecting this link will save a product or your entire cart to your **Favorites** list (see both images on right).

Accessing Favorites

To view and use your Favorites, go to the "My Account" section and select "My Favorites."

From this page, you can add these products to your cart, or remove them from your list (See Below Image).

Black Velvet
\$16.50

Cases (6 bottles) Bottles

Total Quantity [Add to Cart](#)

[Add to Favorites](#)

Manufacturer	Heaven Hill Brands
Pack Size	6
Proof	80
Size	1.75 L
UPC	096749003044
Product Code	11788

[← Order More Items](#)

Cart

Product	
	Black Velvet Move item to Favorites

Test User
Account Info
Manage My Info
Addresses
Business Accounts
Order History
Highly Allocated Order History
My Favorites
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My Favorites

Showing 1 - 12 of 170 items

Heaven Hill Bottled-in-Bond 7yr	\$37.50	Buy now	remove
Buffalo Trace Bourbon	\$19.50	Out of stock	remove
Malibu Coconut	\$17.99	Buy now	remove
Ron Zacapa 23YR	\$35.99	Buy now	remove
Admiral Nelson Spiced	\$4.88	Buy now	remove
Bacardi Dragon Berry	\$14.25	Buy now	remove
Bacardi Superior	\$14.25	Buy now	remove
Captain Morgan Original Spiced PET	\$4.86	Buy now	remove

« Previous **1** 2 3 4 5 6 7 8 9 10 ... 14 15 Next »

Viewing Products

Sort By
Featured

Filters

Tags

- Bottle Deposit
- Black Velvet
- 200 mL
- 375 mL
- 750 mL
- 1 L
- 1.75 L
- 3 mL
- Peach

Apply Filters

Search Results: black velvet

Black Velvet #11772
Bottle Deposit, Black Velvet, 200 mL

Black Velvet #11774
Bottle Deposit, Black Velvet, 375 mL

Black Velvet #11776
Bottle Deposit, Black Velvet, 750 mL

Black Velvet #11777
Bottle Deposit, Black Velvet, 1 L

Black Velvet #11788
Bottle Deposit, Black Velvet

NO IMAGE AVAILABLE
Black Velvet Apple Mini #16454
Bottle Deposit, Black Velvet

Black Velvet Toasted Caramel #10548

Black Velvet Toasted Caramel #10550

To view a product, simply click on the product name or image in the search results. (see image below)

The product details will be displayed on the screen, including: (see image right)

- Pack Size
- Product code
- Description of the product

Note: The *pack size* number indicates the number of bottles or sleeves in a case. **Please note that 50mls are not sold by the individual mini, they are sold by the sleeve or full case only.** For sales ordering purposes, **one bottle is equivalent to one sleeve.**

Black Velvet
\$8.25

Cases (12 bottles) 0 Bottles 0

Total Quantity 1 **Add to Cart**

[Add to Favorites](#)

Manufacturer	Heaven Hill Brands
Pack Size	12
Proof	80
LPC	106749003068
Product Code	11776

Black Velvet Canadian Whisky is renowned for its remarkably smooth taste, slightly sweeter taste profile, and clean finish. Much of this style is driven by the higher rye content of Canadian whiskies and Black Velvet's special distilling process. Black Velvet Canadian Whisky uses crystal clear Canadian wheat, plus the finest of Canada's rye, grains, and corn; the whisky is painstakingly blended, distilled, and put up in premium oak barrels to gently mature. Black Velvet is aged a minimum of three years to bring out a remarkably smooth taste.

While viewing a product, you can save a product to your Favorites list by clicking the link below the order form (see image). Refer to the section on [Favorites](#) for more.

Adding Products to your Shopping Cart

- Step 1)** While viewing a product, enter the desired quantity of bottles or cases.
- Step 2)** Click "[Add to Cart](#)" (indicated by the red outline).
- Step 3)** Click "[Update](#)" to apply any changes to the quantity in your cart.
- Step 4)** Your order summary will be updated automatically after you select "[Update](#)."

In your cart, you can adjust the quantity of bottles by typing in the desired number or clicking the up or down arrows under "[Qty](#)."

Black Velvet

\$8.25

Cases (12 bottles)	Bottles
<input type="text" value="0"/>	<input type="text" value="0"/>
Total Quantity	
<input type="text" value="1"/>	
Add to Cart	

[Add to Favorites](#)

Manufacturer	Heaven Hill Brands
Pack Size	12
Proof	80
UPC	096749003068
Product Code	11776

Adding to Favorites:

While viewing a product, you can save a product to your Favorites list by clicking the link below the order form (see image). Refer to the section on [Favorites](#) for more.

Fast Key Ordering

- Step 1)** Go to **Home** → **Account** → **Orders** and select Fast Key Order
- Step 2)** Enter the product code or name, quantity, choose cases or bottles, and click add to cart. Your cart will update as you add and remove products from your fast order cart.

Fast Order CSV Upload

Using the Sample Order Template:

- Step 1)** Download the Sample Order Template. **Do not modify the headers in row 1 of the template.**
- Step 2)** In the "Code" column, type the SKU number of the product you want to order.
- Step 3)** In the "Cases" and "Bottles" columns, type the quantity of cases or bottles you want to order. Use positive whole numbers only, and input one product per row.
- Step 4)** If you are not purchasing a particular product type (e.g., you are buying 4 cases and 0 bottles of product 15890), input 0 in the respective column.

Cart

The screenshot shows the 'Fast Order' interface. At the top, there is a search bar with 'Black Velvet Toasted Caramel (10548)' entered. Below it, the 'Selected Product Detail' section shows a bottle of whisky and its description. The 'Order by File Upload (Excel CSV Format)' section has a 'Download CSV' button and a 'Sample Order Template' link. The 'Upload files' section has a dashed box for uploading CSV files. At the bottom, there is a 'Cart' table and an 'Order Summary' table.

Cart	Unit Price	Bottle(s)	Total	Order Summary
Black Velvet Move item to Favorites	\$16.50	<input type="text" value="1"/> <input type="button" value="Update"/> Remove	\$16.50	Subtotal \$16.50 Total \$17.59 <input type="button" value="Proceed to Checkout"/>

CSV File Upload Specifications

Entering Data

- Please manually type in all information. Copying and pasting may cause errors. Only columns A, B, and C should be filled in.
- Do not modify the headers in any way on Row 1.
- Please put in only SKU numbers in column A, Case Units to purchase in B, or Bottle Units in Column C.
 - If Cases and Bottles (columns B & C) are populated then both will be ordered and summed together.
- The initial row 2 is filled in only as an example. Unless you are ordering product 10006, I would suggest overwriting this field with the desired product & units.
- Do not skip rows
- The CSV will stop processing rows of products if you skip rows or put an invalid type (e.g. product name instead of SKU number in Column A).
- Please validate all products you want have been loaded in the cart.
- An error will appear on the Fast Order Cart if the file is invalid or if the file is uploaded with a bad row.
- The CSV is comma delimited.

Saving and Uploading

- Save the file. The file name is not important; only the contents of the columns matter.
- Do not modify column names or create new columns.
- Upload the saved file to place your order. If there is an error or issue with the upload, you will be notified after upload (e.g. wrong file type, bad column names, product does not exist, product out of stock, etc.)
- We have assessed most common errors but it is possible you may run into an unknown error. If your CSV is not uploading properly we suggest reuploading a fresh CSV file and trying again as the file you're using may be corrupted.
- When using the CSV, assess your basket. The final byproduct of the basket a customer checks out is the responsibility of the customer.

Reviewing Order

Accessing Your Order

Click on the shopping cart icon located in the top right corner of the screen. **See 1.**



Home Whiskies Tequilas Vodkas Gins Brandies Rum Cocktails / RTD Cordials and Liqueurs Distilled Spirits Specialty More ▾

← Order More Items

Cart

[Move cart to Favorite](#)

Product	Unit Price	Qty	Total	Order Summary										
 Black Velvet Reserve Move item to Favorites	\$22.50	<input type="text" value="14"/> Update Remove	\$315.00	<table border="1"><tr><td>Subtotal</td><td>\$534.06</td></tr><tr><td>Bottle Deposit (\$0.05)</td><td>\$0.80</td></tr><tr><td>Split Case Fee (\$1.00)</td><td>\$2.00</td></tr><tr><td>Bottle Surcharge (\$0.04)</td><td>\$10.24</td></tr><tr><td>Total</td><td>\$547.10</td></tr></table> Proceed to Checkout	Subtotal	\$534.06	Bottle Deposit (\$0.05)	\$0.80	Split Case Fee (\$1.00)	\$2.00	Bottle Surcharge (\$0.04)	\$10.24	Total	\$547.10
Subtotal	\$534.06													
Bottle Deposit (\$0.05)	\$0.80													
Split Case Fee (\$1.00)	\$2.00													
Bottle Surcharge (\$0.04)	\$10.24													
Total	\$547.10													
 Titos Handmade Vodka Move item to Favorites	\$8.13	<input type="text" value="2"/> Update Remove	\$16.26											
 Jagermeister Liqueur Mini Meisters Move item to Favorites	\$8.45	<input type="text" value="24"/> Update Remove	\$202.80											

Adding Items to Favorites

To move an individual item from your cart to your Favorites, select "Move Item to Favorites" under the specific item. **See 2.**

Add the entire contents of your cart to your Favorites by selecting "Add Cart to Favorites." **See 3.**

Updating Quantities

If you need to update the quantities in your order, simply change the amounts in the quantity fields and click "Update." **See 4.**

Removing Items from Cart

To remove a product from your cart, select the blue "Remove" link under the Update button next to the item you wish to remove. **See 5.**

Proceeding to Checkout

After reviewing your order, click "Proceed to Checkout" to advance to the order confirmation screen. **See 6.**

Placing Order

Step 1) Choose a Shipping Method

Select either "Pick Up / Will Call" or "Delivery" as your shipping method.

Pick Up / Will Call orders can be placed for any amount, but it **must be picked up the same day** at the Iowa Alcoholic Beverages Division's warehouse. Please note the specific stipulations for making a Will Call, which will appear in the bottom right corner after you select this option.

Delivery orders will be delivered to the premises defined in your LE license only. No other locations will be considered for delivery. These orders **must** be submitted before 6am CST on your route delivery day (e.g., M routes must order before 6am Monday, T routes before 6am Tuesday, etc.). If you order past this cutoff, your order will be deferred to your next delivery window.

Step 2) Edit Your Order

If you need to make changes to your order, click on the "Edit Order" button.

If you're adding to an existing order for delivery, the original order will be displayed below your current order for easy reference.

Please note that an order cannot be edited once submitted. Ensure that any changes are made within the specified order cutoff times.

Step 3) Complete Your Order

Once you have selected your desired Shipping Method and made any necessary edits to your order, click the "Complete Order" button to finalize your order.

You will be redirected to the Order Confirmation Page, where you can review your order details and receive confirmation of your order submission.

Please ensure that all order details are accurate before completing your order. After submitting your order, any further changes are not possible. You will need to submit an order add-on (see page 18) which will be added to the existing order. You may submit as many order add-ons as you wish, keeping your cut-off window in mind.

Checkout

Email *

webdev+Testuer@islandtechnologies.net

Shipping Address

Fake Liquor Store, Inc..

1111 1st AVE
Des Moines, IA 50001

Shipping Method

Pick Up / Will Call Delivery

Complete Order

Order Details

Black Velvet 48	\$792.00
Titos Handmade Vodka 96	\$780.48
Malibu Peach 48	\$647.52
Bottle Deposit	\$9.60
Bottle Surcharge	\$7.68
Total	\$2,237.28

[Edit Order](#)

No payment is due at this time.

You will receive an email confirming your order within a few minutes.

Step 1

Step 3

Step 2

Delivery Add-on Order

If you are submitting an additional order after placing a previous one, it will be treated as an **add-on order**.

For these add-on orders, there is no \$1,000 order limit. When you select the 'Delivery' option, your original order will be displayed for your reference (as shown in the example, circled in red).

Note: Will Call orders cannot be added to existing orders and do not have an add-on option. If you submit multiple Will Call orders for pick-up, it is recommended to contact the ABD and speak with the warehouse manager. This will help ensure both orders are packaged together for a more convenient pick-up.

Checkout

Email *

webdev+Testuer@islandtechnologies.net

Shipping Address

Fake Liquor, Inc.

1111 45th AVE
Des Moines, IA 50001

Shipping Method

Pick Up / Will Call

Delivery

Complete Order

Add-On Details

Coral Isle Spiced Rum 4	\$55.08
Casa Noble Reposado 6	\$267.66
Bottle Deposit	\$0.50
Bottle Surcharge	\$0.40
Split Case Fee	\$4.00
Total	\$327.64

[Edit Order](#)

Order #59 Details

Paul Masson Red Berry Grande Amber 25	\$240.50
Drumshanbo Sardinian Citrus Irish Gin Ceramic 30	\$937.80
Total	\$1,184.25

No payment is due at this time.

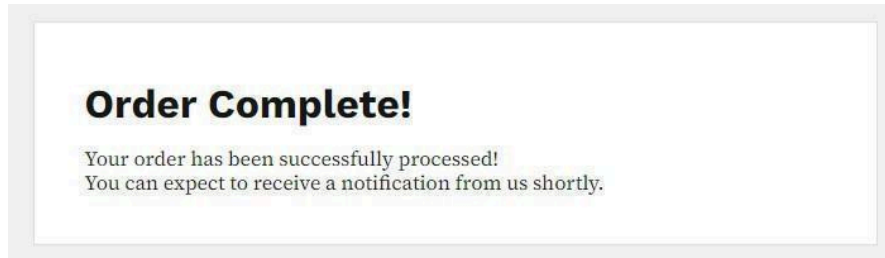
You will receive an email confirming your order within a few minutes.

Delivery Info

This order will be added on to a previous order (Order #59).

Order Confirmation

Upon successfully completing an order, you will be directed to the Order Confirmation page



where you will see a confirmation message.

To view and print your packing slip, select "Order Details" from your order history. See [Order History](#).

Note: If you leave items in your cart without placing an order, they will automatically be added to the "Saved for Later" section at the bottom of your cart.

Order History

To access your past orders, click on the "Account" tab at the top of the home page.

Then, select "Order History" from the drop-down menu.

Alternatively, you can view past orders by clicking "Order History" directly from the home page.

If your order is an Add-on order, then you will see that it was an Add-on Order and what initial order it will be added onto.

Highly Allocated Orders

If you have been approved to place Highly Allocated Orders, you can view and print them by selecting "Highly Allocated Order History".

Viewing and Printing Orders

After accessing the order history, select "Order Details" for the order you want to view.

You will be directed to the view and print screen, where you can see the details of the order and print a copy if needed. (See the image for reference)

Orders Status

- **Pending** means the order is completed but not sent for processing, An order is only processed for delivery orders after the route delivery day passes at 6am CST.
- **Processed** means the order has been sent for fulfillment. This does not mean that all items will be fulfilled as orders are fulfilled as they are picked. This is a packing slip, an Invoice will be sent later with the final results.
- **Voided** means that the order has been canceled and not sent for processing.
- **Highly Allocated Add-On** means that this highly allocated order has been added onto the initial highly allocated order.
- **Closed** means the same as Processed. The difference is that the order has been through a lottery and your initial submission may differ from the submitted amount. This is because it is a lottery submission and not a sales submission.

Test User

- Account Info
- Manage My Info
- Addresses
- Business Accounts
- Order History
- Highly Allocated Order History
- My Favorites
- Fast Order
- Sale
- Special Orders On Hand
- Return Form
- New Product Request

Order #00056 Details

Account: You Placed On: 01/18/2024

Add-on Order
This order was placed as an add-on to a previous order(#00055) and won't reflect further changes.

Shipping Method
Delivery

Order Status
Pending

Item	Quantity	Total
Paul Masson Red Berry Grande Amber	24	\$ 230.88
<i>Subtotal</i>		\$ 230.88
<i>Fees</i>	Bottle Deposit	\$ 1.20
	Bottle Surcharge	\$ 0.96
<i>Total</i>		\$ 233.04

PDF Print [Print this Order](#)

Highly Allocated Program and Orders

Results of the Highly Allocated Program are posted at **Home**→**Inventory & Deliveries** →**Highly Allocated Lottery** .

How do I sign up?

If you're interested in participating in the Highly Allocated Program, you can find information on the lottery and the sign-up process here: [Highly Allocated Products Notifications](#).

Once you're approved for the lottery, you'll be able to view and order Highly Allocated products. You can submit a Highly Allocated request in the same way as a regular product order, but there are a few key differences:

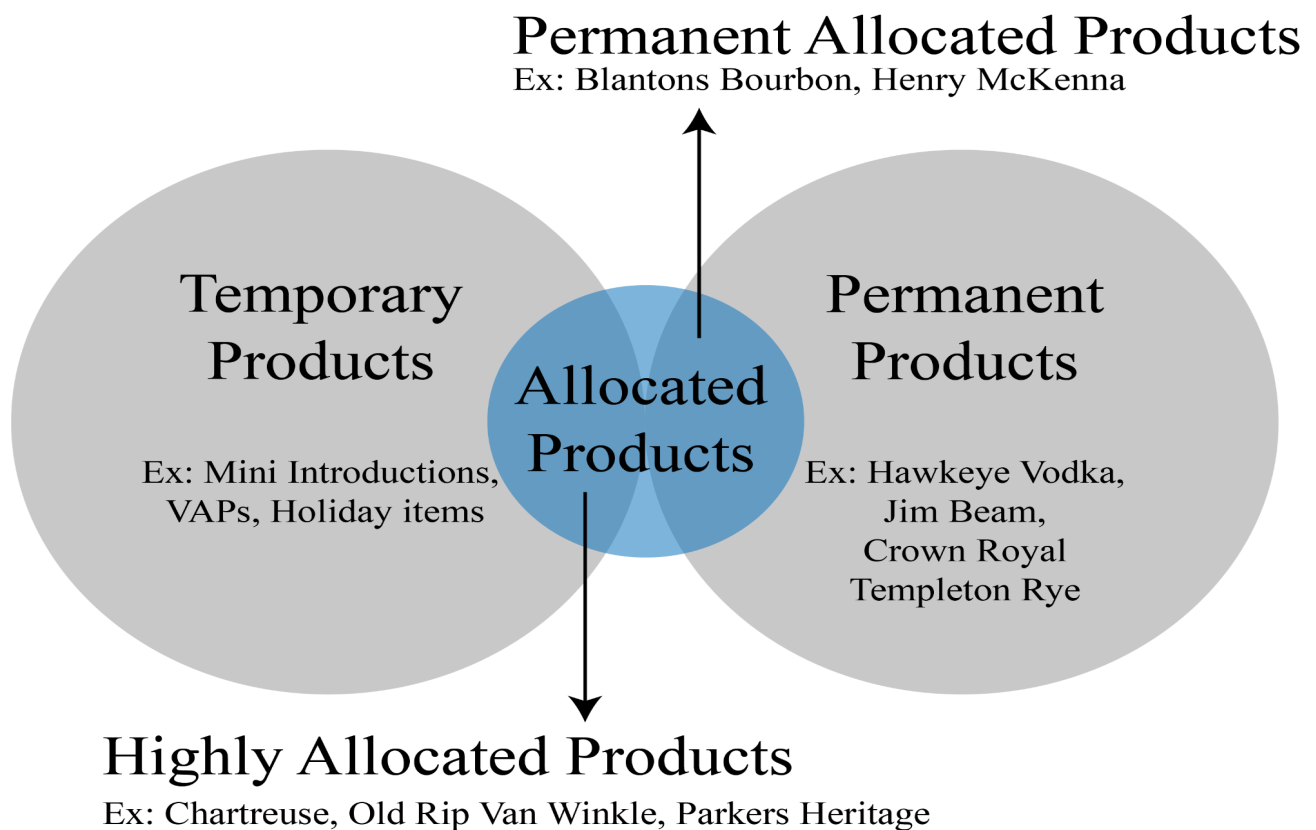
- The \$1,000 order requirement does not apply to Highly Allocated orders.

- You may only have Highly Allocated products in your cart; mixing Highly Allocated products with regular products in the same order is not permitted.
- If you place more than one Highly Allocated Order during a lottery, that order will be combined with your existing order and be given the "Highly Allocated Add-On" status.

For more details on ordering Highly Allocated products, visit this link: [Highly Allocated](#)

If you've been entered into the Highly Allocated program, you'll be able to see your Highly Allocated order requests and results by accessing "[Highly Allocated Order History](#)" section under your Account Info

You can download your order history in both PDF and Excel formats.



Special Order Requests

If you have a specific request or desire for a product to be listed or re-listed, go to Special Order Quote located in the submenu at **Home** → **Account** → **Special Order Quote** or in the footer at the bottom of your screen.

special. That's where our special order service comes in! Available to all Class "E" licensees, including grocery, liquor, and convenience stores, as well as citizens working with a licensee, our special order process is designed to make getting the products you want easier than ever.

Test User
Account Info
Manage My Info
Addresses
Business Accounts
Order History
Highly Allocated Order History
My Favorites
Fast Order
Sale
Special Orders On Hand
Return Form
Special Order Request

Special Order Request

The Division maintains a diverse selection of listed liquor products. Customers can request products not currently listed in Iowa. Such requests are referred to as special orders.

Who can request products?

This is open to all Class "E" licensees. These are grocery, liquor, & convenience stores who order products directly from the Division. Citizens who would like a product should work with a licensee to make the request.

Requesting a quote

To request a special order product quote before committing to ordering the product, please complete the [request a quote](#) form. The Division will reach out to the supplier and see if the product is available and the cost.

Place a special order request

To proceed with ordering the special order product, [submit a special order](#) form. Special orders are fulfilled by the full case only. Please note, inventory of special order products are not kept in our warehouse and are ordered based on request.

- [Request a Quote](#)

- [Place Special Order](#)

At the Iowa Alcoholic Beverages Division, we pride ourselves on offering a diverse selection of listed liquor products. However, we understand that sometimes you're looking for something

This page contains the pertinent education materials to empower you to understand the process and submit requests with confidence. Please make sure to reach out to Products@iowaabd.com if you have any questions or concerns.

[How to Submit a Return](#)

A link to the [Return Form](#) is available in the **Customer Service** section of the side menu. Links can also be found in the header and footer of the website.

Review Return Policy and FAQs:

On the [Return Form](#) page, you'll find links to the [Return Policy](#) and [Return FAQs](#). It's important to review these documents to understand the

conditions and requirements for submitting a return.

If you have any questions about whether your situation qualifies for a return, you can get assistance by contacting the Iowa Alcoholic Beverages Division (Iowa ABD). Email your queries to return@iowaabd.com or call 515-281-7400 and press option 2 for assistance.

To submit a return request, fill out the form with the necessary information and [Submit](#)

Quick Links
My Account
Account
Order Status
Favorites
Customer Service
Contact Us
Return Form
Site Links
F.A.Q.
Sitemap
Terms and Conditions
Privacy Policy
Information
About Us
Inventory & Deliveries
Iowa Broker Information
Pricing

Returns

Read the [Return Policy](#)

Read the [Return FAQs](#)

Customer Order Information

Email *

Customer Account Number *

Invoice

Date of Invoice

Item Information

[Add Item](#)

Item Code *

Case Quantity

Bottle Quantity

Return Reason Code *

[Submit](#)

Pricing

If you have any questions about pricing, need access to a pricing booklet, require a CSV file of our pricing matrix, want to view upcoming delisting's, or need information about products being marked up or down, please visit the pricing page. You can find the pricing page located in the Information section and also linked in the footer of our website. For all your pricing-related inquiries and resources located at [Home](#)→[Pricing](#) .

F.A.Q

We are certain that from time to time questions may arise. We have worked hard to put forward a robust F.A.Q to help answer any questions you might have in regards to:

- User Account Management
- Browsing Products
- Placing an Order
- Payment, Invoices, Adjustments, & Order History
- Navigating the Site
- Training Documentation

You may also call us at 866.IowaABD (866.469.2223, option 2) or (515.281.7400, option 2) or submit a written question or request under the [Contact Us](#) section.

If you need to visit the ABD warehouse, the address can be found below. We are open 8am-4:30pm CST Monday through Friday and closed Weekends as well as State Observed Holidays.

Iowa Alcoholic Beverages Division 1918 SE
Hulsizer Road Ankeny, IA 50021

Sub-Addressing

Welcome to the simple guide on using email sub addressing for the State of Iowa's Liquor Ordering Portal. This handy feature helps you manage your emails related to liquor orders easily and efficiently.

What Is Email Sub Addressing?

Email sub addressing lets you add a little extra to your email address. This will allow you to use the same user email for multiple accounts. This is useful for businesses with multiple locations but are handled by the same email address.

How to Use Email Sub Addressing:

- Your Main Email: Assume your email is `yourname@iowaemail.com`.
- Add a Plus (+) Sign: Put a plus sign right before the @ but after your email name. Like this: `yourname+@iowaemail.com`.
- Tag It: Decide on a tag for your liquor orders. Maybe use `liquor`. Now it looks like this: `yourname+liquor@iowaemail.com`.
- Order with It: Whenever you're placing an order on the Iowa Liquor Ordering Portal, use this tagged email.
- Organize Your Inbox: Set up a folder in your email for all your `+liquor` emails. This way, every order notification goes straight to that folder.

Tips for Success:

- Be Creative: You can use different tags for different types of orders, like

`yourname+liquorreturns@iowaemail.com` for return orders.

- Check Compatibility: Not every system accepts the + in emails, but our portal does. If you find one that doesn't, just use your standard email. The following email handles accept Sub-Addressing.
 - Gmail
 - Outlook
 - Yahoo Mail
 - Fastmail
 - ProtonMail
 - Apple iCloud Mail
 - Zoho Mail
- Custom Email Handlers: If you have a custom domain, sub-addressing may or may not work with your handler. Speak with your internal IT department and check if Sub-Addressing will work before attempting to use this feature for handling multiple accounts.

Example Uses:

- Regular orders:
`yourname+orders@iowaemail.com`
- Special event orders:
`yourname+events@iowaemail.com`
- Invoice queries:
`yourname+invoices@iowaemail.com`

By following these simple steps, you can streamline your communication with the Iowa Alcohol and Tax Division's Liquor Ordering Portal. Happy ordering, and enjoy the benefits of a more organized inbox!