



# How to Submit a Retail Record in ePLACE

1. Go to the ePLACE Link: <https://elicensing.mass.gov/CitizenAccess/Default.aspx>
2. Login to your account:

Home Manage Licenses, Permits and Certificates File and Track Complaints

Advanced Search ▼

**Welcome to the Commonwealth of Massachusetts ePLACE Portal**

The Commonwealth of Massachusetts is pleased to offer access to many licensing, permitting and certificate services online. With this Portal, the Commonwealth hopes to deliver more efficient, convenient, and interactive e-government services.

Options for Licensees & Applicants:

- Apply for, Renew, or Amend a License, Permit or Certificate Application
- Make Required Payments Online

**Login**

User Name or E-mail:

Password:

**Login »**

3. Select Manage Licenses, Permits and Certificates

Home Manage Licenses, Permits and Certificates File and Track Complaints

Dashboard My Records My Account Advanced Search ▼

4. Select **File an Online Application**

Home Manage Licenses, Permits and Certificates File and Track Complaints

File an Online Application Manage My Licenses, Permits & Certificates



- 5. Read and accept the terms and select **Continue**:

File an Online Application    Manage My Licenses, Permits & Certificates

### Online Applications and Record Authorization Form

Welcome to the Commonwealth of Massachusetts ePLACE Portal. In order to continue, you must review and accept the terms outlined as set forth below. Click the "Continue" button in order to proceed with the online submission process.

In order to perform licensing and permitting transactions online, you were required to register for the ePLACE Portal. All registered users of the ePLACE Portal are required to agree to the following:

1. Use of the Commonwealth of Massachusetts ePLACE Portal is subject to federal and state laws, which may be amended from time to time, including laws governing unauthorized access to computer Portals. Online inquiries and transactions create electronic records that in some instances might be disclosed to third parties

I have read and accepted the above terms.

**Continue »**

- 6. Select the **Alcoholic Beverages Control Commission – Retail** menu item and select **Retail Record**. Scroll down to the bottom of the page and select **Continue**.

## ePLACE Online Services

### New Applicants and Consumers:

The Commonwealth of Massachusetts ePLACE portal provides the ability to file applications for licensure, permits, and certificates and submit complaints. From the listing below, please select the service you would like to use and click the continue button.

### Existing Licensees, Permit or Certificate Holders:

You may use the "Manage Licenses, Permits, & Certificate" tab to renew or amend a license, permit or certificate. **NOTE:** The Division of Professional Licensure's "License Amendment" service below can be used to update information, such as mailing address, across multiple licenses.

If your license or permit is not listed under the "Manage Licenses, Permits & Certificates" tab, please select the "Link your online account to an existing record" option found under the "Link Your Account" section below. You will be prompted for a "record identification code" and "authorization code." This information was provided to you on your renewal notice or other recent communication from the Agency.

**Search**

- ▶ **Link Your License/Permit/Certificate to Your Account**
- ▼ **Alcoholic Beverages Control Commission - Retail**
  - **Retail Record - Only for Municipalities**



7. Fill out the required fields for this Retail Record.

**Note:** This form is used to submit one transaction, if you have multiple Applications/Amendments to submit, you must repeat the process for each one.

Retail Record

1 Step 1	2 Step 2	3 Review	4 Record Issuance
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Step 1: Step 1 > Page 1

This transaction type should only be submitted by the Local Licensing Board for a given town.

\* indicates a required field.

Retail Record

RETAIL RECORD

\* Contact Person Name:

\* Contact Email Address:

Contact Phone Number:

\* Entity Name:

\* Town Name:

Notes:

[spell check](#)

Record Type Selection

RECORD TYPE SELECTION

Application:

Amendment:

Reconsideration:

Other:

[Save and resume later](#)

[Continue »](#)



- 8. The next page is the Documents page. You are required to upload a minimum of one document.

Retail Record

1 Step 1	2 Step 2	3 Review	4 Record Issuance
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Step 2: Step 2 > Page 1

\* indicates a required field.

Manage Documents

The maximum file size allowed is 20 MB.

Name	Type	Size	Latest Update	Action
No records found.				

Add

Save and resume later

Continue »

- 9. Select the **Add** button and select the document from your computer.

File Upload



The maximum file size allowed is 20 MB.

Test Boston Application.pdf	100%
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Continue

Add

Remove All

Cancel



- 10. Once the file is uploaded, select the **Continue** button.
- 11. If you want to add additional documents, select the **Add** button again. Select the appropriate document type from the dropdown list.

\* Type: Remove

--Select--

--Select--  
Amendment  
Application  
Other  
Reconsideration

Description:

spell check

- 12. Select **Save**

\* Type: R

Application

File:  
Test Boston Application.pdf  
100%

Description:

spell check

**Save** **Add** **Remove All**

- 13. Confirm the documents have completed uploading. If they are still uploading, it will say **Pending** in the Latest Action Column.



- 14. Once they have successfully uploaded, that column will have today's date. When you have completed uploading documents select **Continue**.

 **The attachment(s) has/have been successfully uploaded.**  
It may take a few minutes before changes are reflected.

**Retail Record**

1 Step 1	2 Step 2	3 Review	4 Record Issuance
----------	----------	----------	-------------------

**Step 2: Step 2 > Page 1**

\* indicates a required field.

**Manage Documents**

The maximum file size allowed is 20 MB.

Name	Type	Size	Latest Update	Action
<a href="#">Test Boston Application.pdf</a>	Application	87.87 KB	09/27/2021	<a href="#">Actions</a> ▼



15. Review the information on the Review page and select **Continue**.

Retail Record

1 Step 1	2 Step 2	3 Review	4 Record Issuance
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Step 3: Review

[Save and resume later](#)
[Continue »](#)

Please review all information below. To make changes, click the Edit button in the section you wish to change. To move on, click the Continue button.

Record Type

Retail Record

Retail Record

**RETAIL RECORD** [Edit](#)  
 Contact Person Name: Jane Doe  
 Contact Email Address: LLA@boston.gov  
 Contact Phone Number: 1233455678  
 Entity Name: Test Entity Name  
 Town Name: Boston  
 Notes: Test Notes regarding this transaction.

Record Type Selection

**RECORD TYPE SELECTION** [Edit](#)  
 Application: Yes  
 Amendment: No  
 Reconsideration: No  
 Other: No

Manage Documents [Edit](#)

The maximum file size allowed is 20 MB.

Name	Type	Size	Latest Update	Action
<a href="#">Test Boston Application.pdf</a>	Application	87.87 KB	09/27/2021	<a href="#">Actions ▼</a>

[Save and resume later](#)
[Continue »](#)



16. You will see a **Successfully Completed** message and a Record ID:

**Retail Record**

1 Step 1	2 Step 2	3 Review	4 Application Submission
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**Step 4: Application Submission**



Thank you for using our online services.  
**Your Record Number is 2021-000007-RR.**

You will need this number to check the status of your application.

Thank you for your application.

You can see the status of your transaction on the **Manage my Licenses and Permits** page:

Showing 1-10 of 21 | [Download results](#) | [Add to collection](#)

<input type="checkbox"/>	Date	Identifying Number	Record Type	Entity Name	Expiration Date	Status
<input type="checkbox"/>	09/27/2021	2021-000007-RR	Retail Record	Test Entity Name		Submitted

The available statuses are:

- **Submitted** – The transaction has been submitted and is ready for the Licensing Staff to review.
- **In Review** – The transaction is currently being reviewed by the Licensing Staff.
- **Closed** – A Retail Application/Amendment has been created using the information provided in your Retail Record submission.
- **Withdrawn** – The transaction was withdrawn by the Licensing Staff. This is used in cases where a transaction was submitted in error.

17. When your Retail Record is still in the Submitted or In Review status, you have the ability to upload additional documentation if requested.

To do so, follow the steps below:

18. Go to **Manage my Licenses and Certificates**



19. Select the Identifying Number of the record

Showing 1-10 of 21 | [Download results](#) | [Add to collection](#)

<input type="checkbox"/>	Date	Identifying Number	Record Type	Entity Name	Expiration Date	Status
<input type="checkbox"/>	09/27/2021	2021-000007-RR	Retail Record	Test Entity Name		Submitted

20. Select **Record Info** and then **Attachments**.

Home **Manage Licenses, Permits and Certificates** File and Track Complaints

[File an Online Application](#) [Manage My Licenses, Permits & Certificates](#)

**Record 2021-000010-RR:** [Add to cart](#)  
[Add to collection](#)  
**Retail Record**  
**Record Status: In Review**

Record Info ▼	Payments ▼	Custom Component
Record Details		
Related Records		
Attachments		

21. Select the **Add** button.

[File an Online Application](#) [Manage My Licenses, Permits & Certificates](#)

**Record 2021-000010-RR:** [Add to cart](#)  
[Add to collection](#)  
**Retail Record**  
**Record Status: In Review**

Record Info ▼	Payments ▼	Custom Component
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**Attachments**

The maximum file size allowed is 20 MB.

Name	Type	Size	Action	Entity
<a href="#">2.PNG</a>	Application	22.11 KB	<a href="#">Actions</a> ▼	Retail Record - 2021-000010-RR

[Add](#)



22. Upload additional documentation

### File Upload x

The maximum file size allowed is 20 MB.

Test Boston Application.pdf 100%

Continue Add Remove All Cancel

23. Select **Continue**

24. Select File Type from the dropdown list, then **Save**.

Record 2021-000010-RR: Add to cart  
Add to collection

Retail Record

Record Status: In Review

Record Info ▾Payments ▾Custom Component

#### Attachments

The maximum file size allowed is 20 MB.

Name	Type	Size	Action	Entity
2.PNG	Application	22.11 KB	<a href="#">Actions ▾</a>	Retail Record - 2021-000010-RR

\*Type: Remove

Other ▾

File:  
Small.PNG 100%

Description:

[spell check](#)

Save Add Remove All



- 25. Your additional documents have been successfully uploaded, and the Licensing Staff at ABCC can view them.

 **The attachment(s) has/have been successfully uploaded.**  
It may take a few minutes before changes are reflected.

**Record 2021-000007-RR:** [Add to collection](#)  
**Retail Record**  
**Record Status: Submitted**

[Record Info](#) [Payments](#) [Custom Component](#)

### Attachments

The maximum file size allowed is 20 MB.

Name	Type	Size	Action	Entity
<a href="#">Test Boston Application.pdf</a>	Application	87.87 KB	<a href="#">Actions</a>	Retail Record - 2021-000007-RR
<a href="#">Test Boston Application.pdf</a>	Other	87.87 KB	<a href="#">Actions</a>	Retail Record - 2021-000007-RR