



User Guide

MAST Provider Guide

For LCB's Online Portal



Who is this User Guide for?

Providers who need help with Mandatory Alcohol Server Permits

Table of Contents



This table of contents is clickable

To access the sections, click each title. The home icon at the top right of each header will redirect you to this page.

01 Uploading MAST Permits in the Portal

- *View Navigation Menu*
- *View Download the .csv file*
- *View Upload the .csv file.*

02 Updating MAST Permit Information

- *Changing MAST Permit information*



Review other user guides on the [Portal Resources](#) page. Portal status information is found [here](#).



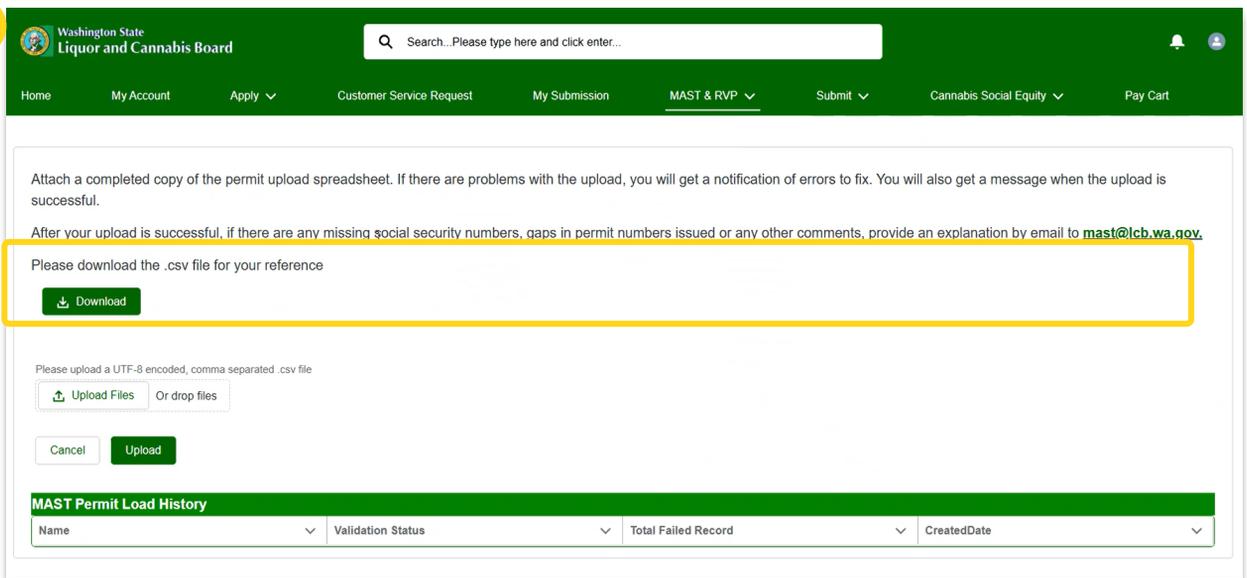
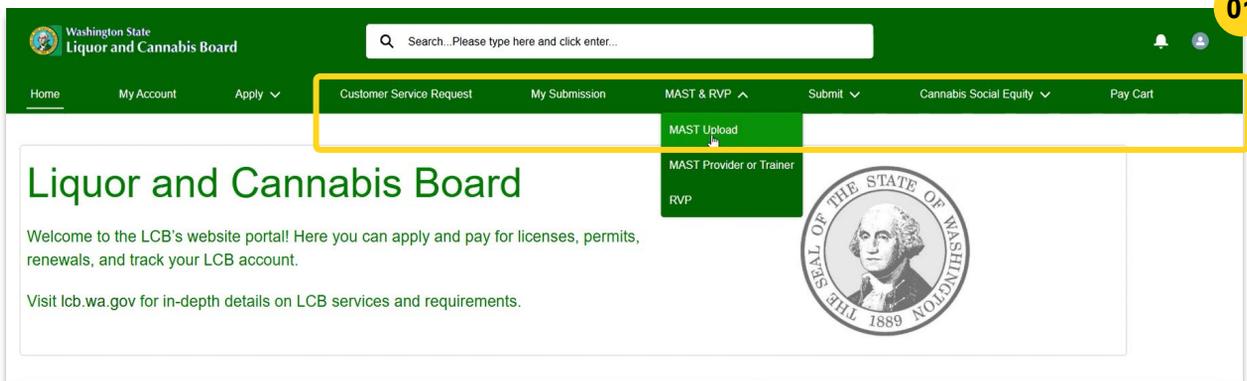
Uploading MAST Permits in the Portal



On the LCB Portal you can download a template to fill out with your MAST permit information, and upload directly into our Portal.

Let's review what you will find on the **LCB Portal Page** and how you will use the Portal to download a template and upload your permit data.

- 01 **Navigate:** The **MAST Upload** option is found on the dropdown list when you click on the MAST & RVP tab on the top row of tabs.
- 02 **Download:** Download the .csv file to fill out and use. To make sure the spreadsheet uploads correctly, do not delete or modify the column headers or change the order of the information.





Uploading MAST Permits in the Portal



- 03 **Upload:** Once you have entered and saved all your MAST Permit data into the .csv file, click on **Upload Files**.
- 04 **Upload:** Select the .csv file from your computer's file explorer. Click **Open**. The .csv file will upload into the portal.
- 05 **Permit Load:** You can view the history of your MAST Permit uploads to check if the upload was successful.

03

Washington State
Liquor and Cannabis Board

Search... Please type here and click enter...

Home My Account Apply Customer Service Request My Submission **MAST & RVP** Submit Cannabis Social Equity Pay Cart

Attach a completed copy of the permit upload spreadsheet. If there are problems with the upload, you will get a notification of errors to fix. You will also get a message when the upload is successful.

After your upload is successful, if there are any missing social security numbers, gaps in permit numbers issued or any other comments, provide an explanation by email to mast@lcb.wa.gov.

Please download the .csv file for your reference

[Download](#)

Please upload a UTF-8 encoded, comma separated .csv file

[Upload Files](#) Or drop files

Cancel [Upload](#)

04

Open

This PC > Downloads

Search Downloads

Organize New folder

Name	Date modified	Type	Size
Today (3)			
MAST Data Load Template (1)	3/10/2025 10:31 AM	Microsoft Excel Co...	
MAST provider_test	3/10/2025 10:29 AM	Microsoft Excel Co...	
MAST Data Load Template	3/10/2025 7:57 AM	Microsoft Excel Co...	
A long time ago (2)			
Liquor Process - Attendance report 8-28-...	8/28/2023 5:29 PM	Microsoft Excel Co...	
Ex_Files_Inclusive_Mindset	3/2/2023 9:58 AM	File folder	

File name: Microsoft Excel Comma Separa

[Open](#) [Cancel](#)

05

MAST Permit Load History				
Name	Validation Status	Total Failed Record	CreatedDate	



Updating MAST Permit Information



Changing MAST Permit holder information

This section is for third parties who need to update the name, gender, or any other corrections on a previously issued MAST Permit.

- 01 In the **Customer Service Request** tab of the top **Navigation Menu**, you will be able to create a Customer Service Request for the team to process:
- 02 **Service Request:** Click on the **General Request**. Next, select the **Case Subtype** “**Other.**” Once the **Case Subtype** “**Other**” is selected, you will be able to enter a **Description** of your request. Please be as specific as possible to avoid delays in processing your request.

01

Washington State
Liquor and Cannabis Board

Search...Please type here and click enter...

Home My Account Apply Customer Service Request My Submission MAST & RVP Submit More

Service Request

Request Type Please select the Request Type you want to apply for

General Request A request to notify LCB of a marriage (adding a spouse to your license or permit), divorce (removing a spouse from your license or permit), processing an estate, bankruptcy, receivership, change of entity name, or other miscellaneous license or permit-related requests.

Steps

- Service Request

02

Home My Account Apply Customer Service Request My Submission MAST & RVP Submit Cannabis Social Equity

Details

* Case Type
General Request

* Case Subtype
Other

If your account details listed below are incorrect, please visit the 'My Account' page to update your information

Name Andrew Sites Email Address andrew.sites@lcb.wa.gov

Contact Mailing Street Contact Mailing City

Contact Mailing State Contact Mailing Zip Code

Entity Name or LBI

Description

Steps

- Service Request
- Details
- Confirmation