

# LCBO

## Instructions for Submitting Products of the World (e-Commerce) Items via NISS

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Updated October 2017

Within this document you will find the information you need to put together an application indicating your interest in participating in either our Canadian Products or Products of the World programs for e-commerce.

As a reminder, the main differences between the two programs are that the Canadian Products Program is obviously limited to Products of Canada, and we will not carry inventory of these items. They will be ordered by us on demand, once a sale has been made on-line. The Products of the World program is defined mainly by its use of consignment and specialty services products. This inventory will be carried in the Toronto Warehouse, and will be sold on-line as long as there is inventory on-hand.

When accepting applications for Products of the World and Canadian Products for the e-Commerce programs, the existing NISS system will be used. For those of you who have used the NISS system before, there are different requirements for these programs than you are used to, so this document outlines the complete application to show you where there are some discrepancies, and to help you understand what you need to fill out and what additional documents must be attached to your application.

Even if you are a regular NISS user it is critical that you read and pay close attention to this document because there are many differences to how you would normally apply for a product in NISS. Some of the fields must not be filled out, and some fields must be used for different information than what you are used to. Also, it is critical that you make note of the documents that must be attached for your application – these are documents that are normally requested of you much later in the process, and which you would not normally attach to your application. In order for your application to be processed and for you to move forward, these documents must be attached prior to submission.

For those of you who have never used NISS, you will find information here about how to get access to the system, and then detailed instructions about what fields are required, which are optional, and which should be used to provide additional information.

## Getting Access to NISS

To make an application in NISS, you must have access to the system with a login and password. For those of you who need to get access to the NISS system we use what we call the TPAR system, which stands for Trade Partner Access Request. To find the link to TPAR, please navigate to [www.doingbusinesswithlcbo.com](http://www.doingbusinesswithlcbo.com) and click on Trade Resources Online Beverage Alcohol. Once there, you can click directly onto TPAR where you can gain access to the application form, or you can click onto the New Item Submission System (NISS) link and gain access to the form from there. Look to the next page for detailed instructions.


Once there, you must fill in all the required fields, then make sure you select 'NISS' at the bottom before you submit the form.

Once your request has been received, you will receive an e-mail containing your login ID and your password, at which point you can immediately gain access to the NISS system and begin making applications.

### TPAR Instructions:

This is the TPAR Form that you need to complete in order to gain access to the LCBO systems. Follow the guidelines below.

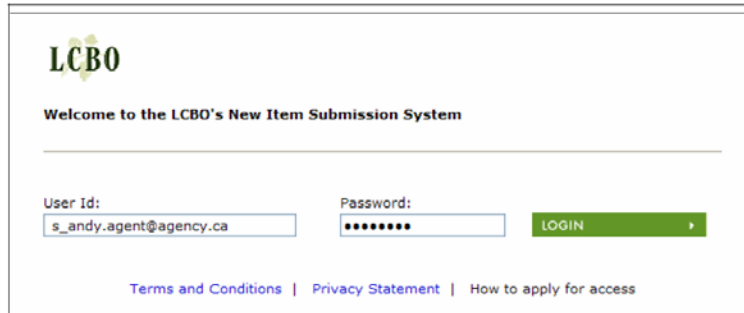
The screenshot shows the LCBO Access Request Form. At the top left is the LCBO logo. Below it are 'Submit' and 'Cancel' buttons. On the right is a 'Deactivation Request' button. The title 'Access Request Form' is centered. A note says 'Click here to request via e-mail the deactivation of a user(s) within your organization. Please ensure you include the user(s) name and the system(s) from which they are to be deactivated.' Below this is a link 'please click here.' An important note states: 'Do not use any accented, or language-specific, characters in the fields below. Please also note that the Email Address, Occupation and Company Number fields have specific requirements; place your mouse over these fields and important guidelines will appear in a pop-up box.' The form fields are: \* First Name (1), Middle Name, \* Last Name (1), \* E-mail Address (2), \* Verify E-mail Address, \* Occupation (3), \* Phone Number (4) with an Ext. field, \* Company Type (4) dropdown, \* Company Number (5), and \* Company Name (6) with a note 'Enter the full legal name of the company'. Below the fields is a section 'Please select from the following applications:' with two columns: 'Available' (7) containing 'In-Store Tasting Program', 'Merchandising Promotions Tracking System', 'New Item Submission System (NISS)', and 'Web PO'; and 'Selected'. Between the columns are 'Add' and 'Remove' buttons. At the bottom are 'Submit' (8) and 'Cancel' buttons. A note at the bottom explains the application process and mentions 'Terms and Conditions'.

- 1 Please put the first and last name of the person who is applying for access. This should be someone who can legally bind the company.
- 2 Please ensure that the email address entered here is not shared by more than one person in your company. The name of the applicant on this form and the company name have to be part of the email address. The LCBO has to be assured of the identity of those using its systems.
- 3 Please ensure that the person who is filling out this form has legally authority to bind your company.
- 4 If you are a Supplier, please select Supplier from the drop down menu.
- 5 If you are an Agent, please select Agent. If you are a Supplier, please enter your Supplier number. If you do not know your Supplier number, please contact your Agent.
- 6 Please enter the full legal name of your company.
- 7 Please click on the system you would like to access. Then click the  button. Please click here for more information about each of the LCBO systems. Systems available to suppliers are New Item Submission System (NISS) and Web PO.
- 8 Click the "Submit" button once you are ready to submit your application.

# NISS Sign-on

## LOGIN

**Overview:** This is the entry page of the New Item Submission System (NISS). You need to key in your User Login Id (e.g. email address format) and your Password; then click on the LOGIN button.



**LCBO**

Welcome to the LCBO's New Item Submission System

User Id:  Password:  [LOGIN](#)

[Terms and Conditions](#) | [Privacy Statement](#) | [How to apply for access](#)

Item	Description
User Id	Your user login identifier provided by QLogitek when you register. This will be in an email format.
Password	A string of between 6 and 8 characters initially assigned by QLogitek. The password must be a combination of letters and numbers, and is case sensitive. You may change your password by clicking on Password on the main menu within NISS.
Login	When your password has been validated, click on this button to go to the first page of NISS. The first page will be the Product Need page.
Terms and Conditions	Click on this menu item for LCBO's terms and conditions which you can download and read.
Privacy Statement	Click on this menu item to go to the LCBO's privacy statement.
How to apply for access	Click on this menu item for a description of the User Registration process for NISS.

**First Time Use**

After receiving the user login identifier and initial password from QLogitek, new users should immediately change the login password after logging in the first time.

This should be done at all times that the user requests the password to be reset. New agents can still make submissions without having an agent number, but will have to fill in all the agent details on the Agent Page of the product submission.

Now that everyone has access to the NISS system, it is important that you know where to look for the information on what we call the Product Needs. First, to login to NISS you need to go back to [www.doingbusinesswithlcbo.com](http://www.doingbusinesswithlcbo.com), click on Trade Resources Online, go to Web Systems and select NISS. On the NISS home page you will see the image of a key with the word 'access' inside it – click on this key to get to the login page.

Now that you are in NISS, you can begin looking for the appropriate call in which you will make your application. Applications will be made under each respective category. For example, if you are applying for a Beer, you should select the “e-commerce – Beer & Cider” call, for a wine you will find a call entitled “e-commerce – Wine” and Spirits you will find “e-commerce – Spirits & RTD”, and begin your application

Once you have gone into the appropriate Category (Beer & Cider, Wine or Spirits), you will find 3 Product Needs under which you can make your application:

e-commerce – Consignment

e-commerce – Specialty Services (non-consignment agents)

e-commerce – Canadian Products

You should then select the Product Need that best reflects your interest. The Consignment Product Need is for products that are already in the consignment program. If you have a product that you want to bring in through consignment, but it is not already there or already on the way, you must apply to the Specialty Services Product Need. You will find a corresponding call in each category for either Consignment or Specialty Services (beer & cider, wine, spirits.) Be sure you select the correct call for your product.

The Product Need for Canadian Products is only for products made in Canada, and can be found under each product type (beer & cider, wine, spirits.)

Now we will begin navigating the NISS tabs. Whether you have used NISS before or not, it is critical that you read this document all the way through – there are a number of things that are significantly different from what you may be used to, and if you haven't used the system before, you will notice that there are some instances where we are giving specific information about what to put in certain fields in the form.

Before we proceed, please keep in mind the following message formats,

- All the important fields have been numbered and an explanation has been provided about each one of them on the sheets below
- Explanations that are highlighted in red with white lettering means specific instructions have been provided to fill those fields, and those instructions have to be followed. These are entries that are different for Products of the World and Canadian Products e-commerce than you may be used to with regular LCBO product applications.
- Explanations that are highlighted in yellow with black lettering are mandatory information without which the application cannot be completed

## NISS Agent tab

Under the agent tab, item #1 (Agent #) must not be filled out! Even if you have an Agent number, please do not put it in this field! The reason is that we use different agent #'s for Specialty services and Merchandising, so in order to avoid any confusion, this field should be left blank. Instead, please fill out item #2 with your Agent Name.

Other than this, all items marked with an asterisk are mandatory, and the others are optional. When you get to the end of this page, click to save your information, and move to the Supplier Tab.

The screenshot shows the LCBO NISS Agent tab form. At the top, there are navigation links: Product Needs, SUBMISSIONS, NTP Sent, Search, Reports, Admin, Password, and Logout. Below this, there are fields for Submission ID, Status, Need Id, Need Item Id, and Need Item Description. A red arrow points to the 'Agent' tab in the navigation bar. The form contains several fields with asterisks indicating they are mandatory. The fields are: Agent # (callout 1), Agent Name (callout 2), Contact Name (callout 3), Address (Line 1 and Line 2, callout 4), City, Province and Postal Code (callout 5), Phone Number (callout 6), Extension (callout 7), Fax Number (callout 8), and Email Address (callout 9). At the bottom, there are 'SAVE' and 'CANCEL' buttons (callout 10). The footer includes 'New Item Submission System (NISS), v8.5', 'Trade Resources Web Page', and the LCBO logo.

1. Do not fill	2. Mandatory information, please provide
3. Mandatory information, please provide	4. Mandatory information, please provide
5. Mandatory information, please provide	6. Mandatory information, please provide
7. Optional	8. Optional
9. Mandatory information, please provide	10. Click Save to save information



## NISS Supplier tab:

On the Supplier Tab, you will find a similar situation. Please do not fill out the Supplier #. This is not a mandatory field, and again to avoid confusion you must leave it blank. Instead, fill out field #13 with the Supplier Name.

You will also note that field #26 must not be filled out.

Other than these two items, other mandatory items are marked with an asterisk and must be filled out.

Once you have completed this page, click save and move to the next tab.

The screenshot shows the NISS Supplier tab form. At the top, there is a section for 'Product Description' with a 'RETRIEVE' button. Below this is a navigation bar with tabs for 'Agent', 'Supplier', 'Product', 'Multi Pack', 'Price/Pack', 'Status', 'NTP/Adtl Info', and 'Lifecycle'. The 'Supplier' tab is active. The form is divided into 'Supplier Info' and 'Producer Info' sections. The 'Supplier Info' section includes fields for 'Supplier #', 'Supplier Name', 'Address', 'City', 'Region Country', 'Postal Code', 'Phone Number', 'Fax Number', 'Email Address', and 'Payment Terms'. The 'Producer Info' section includes a checkbox for 'Same as Supplier', 'Producer Name', 'Address', 'City', 'Region Country', and 'Postal Code'. Red circles with numbers 11 through 27 are placed over various fields and buttons to indicate specific instructions. A red arrow points to field 11.

11. Do not fill	12. Tick if supplier and producer are same
13. Mandatory information, please provide	14. Mandatory information, please provide
15. Mandatory information, please provide	16. Mandatory information, please provide
17. Optional information	18. Mandatory information, please provide
19. Mandatory information, please provide	20. Mandatory information, please provide
21. Mandatory information, please provide	22. Mandatory information, please provide
23. Optional information	24. Optional information
25. Optional information	26. Do not fill
27. Click Save to move to the next screen	

## NISS Product tab:

Again, all mandatory fields are marked with an asterisk and must be filled out in order to move forward.

You will notice that there field #30 asks whether the product has ever been purchased by the LCBO. Please note that this only pertains to items purchased by the LCBO or VINTAGES, not if purchased through Specialty Services or Consignment. Please only input this information if you have an LCBO number for a product that was available in our stores. Otherwise you should say 'no' and move to item #32.

You will notice that the UPC Number (#32) field is not marked with an asterisk, however this field is mandatory. Please ensure that you fill it in. It is also important that you know that vendors are responsible for barcodes passing the ISO 15416 standard for barcode quality. We recommend that suppliers ensure that their printing company can produce barcodes to this standard.

You will also notice that the fields for Grape Varietal (#43, 44, 45) are also not marked with an asterisk, however you must fill in these fields as appropriate. For a single varietal, just fill in the first field etc.

The screenshot shows a web form for product entry. A red arrow points to the 'Product' tab. Red circles with numbers 28 through 48 are placed over various fields to indicate their status. Field 28 is the Product Name field, which is marked with an asterisk. Field 29 is a radio button for 'Yes' regarding LCBO purchase. Field 30 is a radio button for 'No'. Field 31 is a radio button for 'Yes' regarding LCBO description. Field 32 is the UPC Number field. Field 33 is the SCC Number field. Field 34 is the Producing Country dropdown. Field 35 is the Purchasing Region dropdown. Field 36 is the Manufacturing Country dropdown. Field 37 is the Manufacturing Region dropdown. Field 38 is the Percent Alcohol field. Field 39 is the Vintage field. Field 40 is the Sugar Content field. Field 41 is the Grape Varietal 1 dropdown. Field 42 is the Grape Varietal 2 dropdown. Field 43 is the Grape Varietal 3 dropdown. Field 44 is a radio button for 'Yes' regarding organic status. Field 45 is the Organic Classification dropdown. Field 46 is the Other field.

28. Mandatory information, please provide
29. Mandatory information, please provide
30. Only if listed with LCBO(not Spl Services)
31. Optional
32. Mandatory information, please provide
33. Optional
34. Mandatory information, please provide
35. Mandatory information, please provide
36. Mandatory information, please provide
37. Mandatory information, please provide
38. Optional
39. Optional
40. Mandatory information, please provide
41. Mandatory information, please provide
42. Mandatory information, please provide
43. Optional
44. Optional
45. Optional
46. Mandatory information, please provide
47. If selected yes, then choose
48. Optional

## NISS Product tab (continued)

As we continue down the Product tab, you will see about mid-way that we request Press coverage/scores etc. (#52, 53, and 56). This information is not mandatory, and need not be filled in. Scores and press coverage will not be highlighted on-line, and therefore are not required.

Next, as you continue down, you will see towards the bottom of the page we request a forecast for sales (#60). Please note you will be using these fields to indicate the total number of cases you are making available for sale on the e-commerce channel, not to forecast your sales. Please indicate a minimum of 24 bottles and a maximum of 60 bottles in the “forecast quarter 1” field – please note, however, that this information is required in cases. If you have a 12-pack case then a minimum of 2 cases and a maximum of 5 cases, and so on. Again, please do not indicate how many bottles/cases you are forecasting to sell – indicate only how many you are making available to us to sell in this channel.

In the following 3 fields (#61 - Quarter 2, 3 and 4) please input the number 1. These are mandatory fields, and therefore require a number.

This also applies to the Promotional Support field (#62) – please input \$1, as it is a mandatory field.

49. Mandatory information, please provide	50. Optional
51. Optional	52. Optional
53. Optional	54. Optional
55. Optional	56. Optional
57. Optional	58. Optional
59. Optional	60. Minimum 24, maximum 60 bottles
61. Please put 1 for Forecast Quarters 2, 3 and 4	62. Has to be greater than \$1

## NISS Product tab (continued)

Finally, continue down the Product tab to the very bottom and you will see that you have the ability to upload attachments to your application (#63). This is a critical phase of your application, and it **differs considerably** from what you are used to if you have used the NISS system before.

It is very important to note that you should not wait to upload these forms; rather you should upload them at this time, prior to completing the rest of the application. Once you have filled out the application completely with all the mandatory fields, the form will submit automatically and you will have lost your chance to upload these forms if you don't do it now.

In order to process your application, you will be required to attach a number of documents that we would normally request at a later date. All of these documents must be attached at this point, prior to submitting your application.

It is critical that you know what documents are required of you, and that you attach all of them to your application. Any incomplete applications will not be processed, so please ensure you are aware of what documents need to be attached, and that you attach them all prior to submitting your application. A complete list of the required documents are listed at the end of this instruction manual.

Once you have completed the Product Tab, including uploading all the documents, please press 'save' and move on to the next tab.

The screenshot shows a web form titled "Attachments:" with the instruction: "(If applicable, please upload any files that will help provide more information about the product, These can include reviews, press coverage, images, etc.)". Below this is a file upload area with a "Browse..." button and an "UPLOAD" button. A red circle with the number "63" is positioned to the left of the "Browse..." button. Below the upload area, it says "(Maximum File Size: 5MB)". A horizontal line separates this section from the next. Below the line are "SAVE" and "CANCEL" buttons. A red circle with the number "64" is positioned to the left of the "SAVE" button. At the bottom of the form, there is a footer with the text "New Item Submission System (NISS), v9.0" and "Trade Resources Web Page". On the right side of the footer is the "LOBIZ" logo.

63. Attach all applicable files

64. Save to go to next page

## Multi Pack

You will notice there is a tab entitled 'multi-pack'. When you are filling out the Product Tab, right at the very beginning you will have the option to check off a box indicating that the item is a "consumer, gift or case pack with multiple units, flavours or varieties". If you check this box off, you will see that the 'Multi Pack' tab becomes available to you. If this is the case, please fill out all the fields on this tab, with mandatory fields being indicated with an asterisk.

## NISS Price / Pack tab

This tab is fairly self-explanatory, with mandatory fields being marked with an asterisk.

The "Estimated Retail Price" is a mandatory field. For Products of the World, this price will be the Specialty Services retail selling price based on the purchase order offered for e-commerce

It is important to remember that all products need to have uniform pricing between channels, so if the product is being sold to licensees or wine-club members, the on-line price needs to be exactly the same as the price sold to those other customers.

For Canadian Products *it is critical* that you put in an accurate retail price in this field. Because your products are brought in after they are sold on-line, the quote that you give us is what we will pay, regardless of whether it turns out to be correct based on final freight rates. In order to help you come up with an accurate retail price we have created a template of standard rates that will apply from various locations in Canada. Please use these freight rates when calculating your retail price.

For all products, you can find documents to help you calculate your retail price on [www.doingbusinesswithlcbo.com](http://www.doingbusinesswithlcbo.com) under Trade Resources Online, under the e-commerce link.

The screenshot shows the 'Price/Pack' tab in the NISS system. Red circles highlight the following fields:

- 65: Quote Per Case \*
- 66: Quote Type \*
- 67: Quotation Currency \*
- 68: Selling Units Per Shipping Case \*
- 69: Estimated Retail Price \*
- 70: Selling Unit Size (ml.) \*
- 71: # Units per Selling Pack \*
- 72: Container Type \*
- 73: Container Weight (Excluding Liquid Content)(gm.) \*
- 74: Package Material \*
- 75: Package Weight (gm.) \*
- 76: Stopper Type \*
- 77: Stopper Weight (gm.) \*
- 78: Case Length (cm.) \$, Case Width (cm.) \$, Case Height (cm.) \$, Case Weight (kg.) \$, Cases Per Pallet \$, Pallet Configuration (in cases) Cases Per Tier \$, Cases Per 20' Container \$, Cases Per 40' Container or 45' truck trailer \$, Cases Per Temp-Controlled Container \$
- 79: SAVE button

65. Mandatory information, please provide
66. Choose one, then validate on separate sheet
67. Mandatory information, please provide
68. Mandatory information, please provide
69. Mandatory information, please provide
70. Mandatory information, please provide
71. Mandatory information, please provide
72. Mandatory information, please provide
73. Mandatory information, please provide
74. Optional
75. Optional
76. Mandatory information, please provide
77. Mandatory information, please provide
78. Mandatory information, please provide
79. Save to go to next page

## NISS Status tab

The NISS status tab can be used to view your application once it has been submitted. Within this tab you will be able to see the progress of your application as the LCBO administrator moves the application through our internal process. You can refer back to this tab as often as you wish to see where your application is in the process.

## Additional Documents

It is critical that you know what documents are required of you, and that you attach all of them to your application. Any incomplete applications will not be processed, so please ensure you are aware of what documents need to be attached, and that you attach them all prior to submitting your application.

You can find a link to all required documents on the Trade Resources Website, under the e-commerce tab.

*The required documents for every application are as follows:*

Vendor Profile Form (x2 – one for Supplier, one for Agent)  
Supplier Quote – this is a specific template designed for e-commerce; **do not upload the same supplier quote as you normally do** – this one requires additional information  
Appointment of Exclusive agent letter  
Tasting Note – per LCBO format

*The following document is required for products emanating from Costa Rica, Colombia, Puerto Rico, Peru, Mexico, the U.S.A & Chile only, plus Israel for Spirits only:*

Certificate of Origin – a letter outlining the requirements can be found on TRO

*The following document is required for New Agents only:*

AGCO license

## Application Complete:

Once you have filled in all the mandatory fields in your application and click 'save' it will automatically be submitted into the system for consideration.

At this point, the LCBO administrator responsible for this program will be able to see your application and can process it accordingly. Please allow some time for the administrator to receive and then act upon your request. It is possible that we may have a considerable volume of products applying for our e-commerce platform, and our administrator will work on each application in the order they arrive.

***It is important for you to be aware that incomplete and inaccurate applications will not be processed.*** If you have neglected to attach a critical document, if the information you have submitted is incorrect or otherwise incomplete, we will not process your application and will move on to the next submission. ***It is your responsibility to ensure that the application is correctly filled out and that all the attachments are there and are also correct.***

Once your application has been submitted in NISS you will be given a submission ID, which will help you when communicating with us in the future about your submission. Please retain this submission ID when it is assigned to you.

When the administrator has checked your application and moved it forward to an 'approved' status, you will receive an e-mail advising of next steps. Please do not send any samples prior to receiving a formal request, or they will be destroyed.

In addition to this webinar, you will find an information sheet about the program with some frequently asked questions and their answers on Trade Resources Online. Please ensure you have watched the webinar, and that you have referenced these documents before contacting the LCBO administrator with any questions. Hopefully you will find the answer you need contained in one of these helpful tools.

For more information on this program, please contact:

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