Updated May 13, 2026

LCBO GATEWAY FREQUENTLY ASKED QUESTIONS (Beverage Alcohol Suppliers)

We are currently receiving a high volume of inquiries that are already addressed in the FAQs. We kindly ask that you review the FAQs available before contacting the team, as our current priority is resolving access and operational issues.

Getting Started and Access

How do I request access LCBO Gateway?
All vendors **new to the LCBO** must complete and submit a **Vendor Onboarding Form** (available on Doing Business With LCBO), which includes an access request to LCBO Gateway. Submit the form as follows:

- Direct vendor (beverage alcohol supplier) – email your Merchandising rep
- Indirect vendor (other goods and services) – email purchasing.dept@lcbo.com
- Vendor Banking update – email accounts.payable@lcbo.com

All existing vendors who don't have access to Gateway, must complete an access request form (Available at LCBO Gateway | Doing Business with LCBO).

How can I do business with the LCBO? Do I need Gateway access first?
The best starting point for information about doing business with the LCBO is on Doing Business with LCBO. This site offers plenty of guidance, and in particular, you can learn more about responding to product calls through the New Item Submission System (NISS) page. There are no product calls on LCBO Gateway.

How do I add/remove users from LCBO Gateway?
Submit an access request through the Support Request app in LCBO Gateway. All access changes must be submitted by an Authorized Representative.

Who is an Authorized Representative?
An authorized representative is an individual designated by the vendor with the authority to act on their behalf for LCBO Gateway access. Authorized Representatives can request the addition, modification, or removal of user access.

Can I have more than one Authorized Representative?
Yes. There is no limit to the number of Authorized Representatives a vendor may designate.

What is MultiFactor Authentication (MFA)?
MultiFactor Authentication (MFA) is a security measure that requires more than one method of verification to confirm your identity. MFA is mandatory and required each time you access LCBO Gateway. You must authenticate using an authentication app (Microsoft Authenticator is recommended) as this provides significantly greater security. Text/phone authentication is not available. Note there are other app based authentication methods that are computer based, however, LCBO is only supporting the Microsoft Authenticator app.

I received an MFA invite but didn't complete it — can it be resent?
The MFA invitation does not expire. Please click on the "Accept Invitation" prompt in the email to set up your MFA.

I have a new device, what do I need to do with my MFA setup?
Delete the MFA app from the old device and follow the same steps to configure MFA on your new device. If you are unable to sign in, contact lcbogateway@lcbo.com for support.

Can my MFA account get deactivated after a period of inactivity?
Yes. Users who have been inactive for 90 days will receive an email asking them to confirm whether they still need access. If no response is received after 14 days, your account will be disabled for 30 days before being permanently deleted.

Can I use a shared or generic email account?
A generic email address may be used (e.g. accounts@vendor.ca), however is **not recommended**. Each email address should be assigned to a single individual to ensure security and smooth MFA setup as some shared email addresses are incompatible with Microsoft Multi-Factor Authentication (MFA) requirements. Note, if a compatible generic email is used, the invitation will be sent to that email address, and only one person will be able to complete the Multi-Factor Authentication (MFA) setup on their phone to gain access to LCBO Gateway using that email address. Subsequent visits to the site using the email address will trigger authentication requests to the phone that was used in the registration process. Plan accordingly.

Can more than one user access LCBO Gateway at the same time?
Yes, multiple users can access LCBO Gateway at the same time.

What is read and write access?
Read Access

- Allows users to view and download site data.
- Users cannot make changes or submit actions on orders.

Write Access

- Allows users to perform actions such as completing required actions (eg acknowledging, confirming, submitting ASN (Advance Shipping Notice), or declining purchase orders).
- Allows users to actively manage orders and make changes that legally bind the trading partner. All actions taken by a user with write access are considered authorized and binding for the trading partner.

What if I have multiple vendor numbers?
In LCBO Gateway a single email can be used to access multiple vendor accounts. However, if you have mixed access (read/write) across different vendors for the Orders app, you will need two email addresses.

Why am I only seeing some of my vendor accounts?
If any vendors are missing or you notice errors, submit an Access Request through the Support Request app in LCBO Gateway. Keep in mind if you have mixed access across different vendors, and you have not provided two different email addresses (one for read, and one for write), your primary email address will only be assigned to the vendors that have provided you with write access.

I see orders, but the action buttons are not available - why?
If you cannot select any action buttons, you have been assigned read only access. If your access needs to be modified, an authorized representative can request the change through the Support Request app.

Should I give my agent access LCBO Gateway?
Vendors control who has access to their Gateway account and the level of access provided.
If you grant your agent access, they:

- Can be designated as an authorized representative.
- Will have access to all of the vendor's orders (regular warehouse orders, direct delivery to LCBO stores, wholesale drop ship orders, etc), including POs for products they may not represent.
- May need two email addresses if they have different access provisions (read/write) across different vendors. Vendors should consult with their agent(s) to ensure the correct email address is provided based on the level of access being granted. This access does not replace the Appointment of Exclusive Agent Letter or the Direction to Pay Agent Form, where applicable.

I am an agent, do I need access to LCBO Gateway?
LCBO Gateway access works based on relationships between the user and a vendor #. As long as your email address gets linked to the vendors that you represent then you will be able to see all available information linked to that vendor in LCBO Gateway. Work with your vendor(s) to ensure you are included in their vendor's access request.

I submitted an access request, but I haven't received an invitation - what should I do?
An email invitation will be sent to applicable users. If you believe you should have received an invitation, check your junk or spam folder, as some invitations may be filtered there.

Notifications

Are notifications available in LCBO Gateway?
There are multiple notifications available from LCBO Gateway (e.g. new POs, revised POs, reminders to complete actions etc). These notifications are not stored in Gateway. They will be emailed directly to the vendor.

Why am I receiving PO Notes change notifications when there are no comments?
Some backend updates may trigger PO Notes change notifications even when no visible comments are added. No action is required on your part. We apologize for any confusion this may cause.

New How can I update my notifications requirements?
Submit an "Access Request" Support Request in LCBO Gateway – include the details of if you are requesting to turn off all Gateway notifications, or only those associated with a specific vendor(s).

Orders

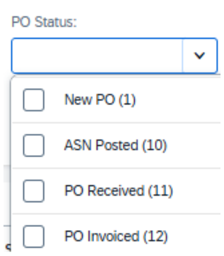
How can I differentiate between the different orders in LCBO Gateway?
The PO Type filter can be used to search for specific order types. PO Types available in Gateway include:
Alcohol Suppliers

- Alpha Orders (ZALP) – specific order type
- Direct PO(Leg) (ZDPL) – legacy orders that were migrated the new platform
- Direct to Store (ZDTS)- direct to lcbo store orders
- Import PO (ZIPO) – import orders
- Standard PO (ZNB) – domestic orders
- VSO PO (ZVSO) – Vintages Services Online orders
- Wholesale PO (ZWS) – wholesale drop ship orders (supplying sources)
- Wholesale Returns PO (ZWSR) - wholesale drop ship return orders (supplying sources)

Suppliers of services and other goods:

- Indirect Blanket PO (ZFO)
- Indirect PO Non Cons (ZIP)
- Indirect PO Construc (ZIPC)
- Indirect PO(Leg) (ZIPL)
- Indirect PO (ZNM)

Why am I seeing that I have 1 new PO order in the PO status, but when I check it shows no data?
The number in brackets is the status code, not the number of Purchase Orders.



I have acknowledged the order, do I need to do anything else?
All vendors must complete the following three required actions for each purchase order:

1. Acknowledge the purchase order
   - This must be completed once and cannot be edited. You can choose to decline a PO instead. Note, after acknowledgement, the option to decline the entire PO is no longer available (unless you submit a confirmation of zero quantity).
   - This action can be completed for a single PO, or in bulk.
2. Confirm ship date and quantities
   - This step may be completed multiple times before submitting the ASN.
   - For import and standard PO Types, changes require LCBO approval. For Wholesale and Direct to Store POs, no LCBO approval is required.
   - This action must be completed on a single PO. There is no option to complete in bulk.
3. Submit the Advanced Shipment Notice (ASN)
   - This must be completed once and cannot be reversed.
   - Submit the ASN when the order is picked, packed, and ready to ship.
   - This step is critical for order processing. This action can be completed for a single PO, or in bulk

I can't Acknowledge PO, what should I do?
If you can't acknowledge the PO, it may be because:

1. You only have read-only access.
2. If you opened the PO from a new PO notification, that link takes you to the confirmation screen instead of PO acknowledgement screen. This is a known issue. Here's what you can do:
   - Exit that screen
   - Search for the PO from the main screen in the Orders app
   - Follow the "Acknowledge PO" steps listed in the Reference Guide: **LCBO Gateway Reference Guide**

Can I complete PO Confirmations in bulk?
No. You can acknowledge multiple purchase orders and submit multiple ASNs in bulk, however, bulk order confirmation is not available. We recognize that this is an important capability, particularly for vendors managing high order volumes. We are investigating this feature for future upgrades.

What if I can't meet the requested ship date or quantities? How do I request changes to a PO?
You can make changes to purchase order quantities or ship dates through the confirmation process. Note, you may be required to provide a reason code for the change. For import and standard PO Types, changes require LCBO approval. For Wholesale and Direct to Store POs, no LCBO approval is required.

My PO is sitting in "unmatched" status – what does that mean, what do I do?
Import and standard POs have a change request process. Any changes to ship dates and/or quantities will trigger a review by the LCBO to accept or reject the requested changes. If accepted, the vendor will receive a revised PO notification. If not accepted, after 3 days, the vendor will receive a **revised PO confirmation unmatched** notification, with notes on the rejection. You can not submit an ASN if the order is in unmatched status. For any issues, contact lcboorders@lcbo.com. For Wholesale and Direct to Store POs, no LCBO approval is required, you can still submit an ASN for an order in unmatched status.

How do I decline a PO that I am unable to fulfill?
Order declination can take place before acknowledging the PO or during the confirmation step. If you know you cannot fulfill the entire PO, select the PO and click the decline button. Alternatively, during the confirmation step, you can enter zero for any or all line items you are not able to fulfill. In both scenarios, you will be prompted to enter a reason for the decline.

Can I reverse an action if I make a mistake?
Some actions can be updated, but others are final:
PO Acknowledgement: Cannot be edited once submitted
PO Confirmation: You can update this multiple times *before* ASN submission
ASN Submission: Cannot be reversed once submitted
Review all details carefully before submitting each step.

Can I submit the ASN right away?
Only submit the ASN when the order is picked, packed and ready for pickup. Do not submit the ASN before it is ready for pickup. You do not need to wait for the carrier pick up details before you submit the ASN.

I transmit EDIs with LCBO -- Do I still need access to LCBO Gateway?
Vendors are responsible for acknowledging purchase orders, confirming ship dates and quantities, and submitting ASNs. All EDI transactions are reflected in LCBO Gateway within minutes. If any required action is not successfully transmitted

through EDI, you must complete that action directly in LCBO Gateway until the issue is resolved. **Note:** If a confirmed ship date (DTM011) is not sent, or is sent incorrectly, the order must be confirmed in LCBO Gateway.

How can I set up/change my EDI transactions?
LCBO is not processing any new or revised EDI setups at this time.

What EDI transactions are applicable to vendors?
EDI 850: Used by LCBO to inform the vendor that a purchase order (PO) has been created.

- EDI 855: Used by the vendor to acknowledge and confirm the PO.
- EDI 856: Used by the vendor to submit the Advance Shipping Notice (ASN).
- EDI 820: Used by LCBO for payment to the vendor.

Is there inventory level reporting in Gateway?
No. Inventory level reporting is not available in LCBO Gateway.

New Do I need to change the case labels to match the new PO format?
The new format for PO numbers does not include the LCBO warehouse as a prefix (eg 102 for Durham). For details on what to include on the case refer to the LCBO Product Packaging Standards and Guidelines for Chemical Analysis | Doing Business with LCBO. Note the prefix can be included or omitted.

Are there any changes to the Vendor Performance Program?
This program continues to apply for deliveries to our warehouses. We are closely monitoring and logging any LCBO Gateway–related system issues. Any non-compliance resulting from these issues will not be subject to fines. For more details view the vendor performance program details on Doing Business With LCBO: Vendor Performance Program | Doing Business with LCBO. The **program does not apply for direct to store or wholesale orders.**

Carrier, Pickups, Appointments, Transportation

Where can I see the carrier details in LCBO Gateway so that I can arrange transportation?
Carrier/transportation details such as container type or size (e.g. 20ft vs 40ft), LTL or FTL requirements, co-load arrangements, etc. are not displayed in LCBO Gateway. This information will be shared directly by the carrier or freight forwarder when they contact you to arrange pickup.

How do co-loads work and how will I know which POs ship together?
Co-loads and related planning are now managed as part of the Transportation team's planning processes. The carrier will provide details.

Can I filter my orders by delivery location?
Yes. While PO number prefix is not used in LCBO Gateway to differentiate delivery locations, you can filter your Purchase Orders by Delivery Location (e.g. London or Whitby) to view only the relevant orders.

Who books pickup/appointments?
Delivery booking depends on the delivery scenario:

- LCBO-arranged carrier pickups:
  - Submit the ASN when the order is ready

- It is the carrier responsibility to contact the vendor to book the pickup
- In case of major delays, email Traffic@lcbo.com
- Self-Arranged Transportation to LCBO warehouses:
  - Submit the ASN when the order is ready, then email LCBO's Transportation Team (Transportation@lcbo.com) to book an appointment
  - Subject line should read: "Vendor managed freight - Request for LBN appointment"
  - Email body: Include your Vendor #, Purchase Order #, Carrier and Destination Warehouse name
- Deliveries to Trillium:
  - Submit the ASN when the order is ready
  - Continue to use OpenDock to schedule appointments.

The carrier is late, what do I do?
It is the carrier's responsibility to contact you regarding delays. In case of major delays, email Traffic@lcbo.com. For purchase order types subject to the LCBO's Vendor Performance Program, note that carrier delays do not impact non-compliance fees.

Is proof of delivery (POD) required in LCBO Gateway? Where do I upload it?
No. Proof of delivery is not required in LCBO Gateway. However, vendors should retain a copy for their records, as it may be requested in the future.

What triggers transportation actions? Do I need to contact the carrier for a pickup?
The transportation planning process starts with the creation of the PO, based on Delivery Date and Requested Ship date. The carrier will receive an electronic communication (EDI) for the order with delivery and pick up details. The carrier will contact the vendor to confirm pick up date.

How will we know which day the carrier will pick up?
The carrier will receive PO details including pick-up date and delivery date as part of EDI communication. The carrier will contact the vendor to confirm pick up date.

When should I submit the ASN if my carrier requires advance pickup notice?
Submit the ASN when the order is picked, packed, and ready to ship. This may be before the actual pickup or ship date. Carrier pickup scheduling is not dependent on ASN submission. Vendors should continue to notify or coordinate with their carrier based on the agreed notice period. The carrier will contact the vendor in parallel to confirm the pickup date.

Am I able to provide an ASN for same day delivery if I deliver direct to a store or wholesale customers?
Yes.

What if I submit an ASN, and changes are required?
Once the ASN is submitted, no subsequent changes can be made. Please ensure you are sending the ASN when the shipment is ready.

I have an order that was in Web PO that is due for delivery, but can't see it in LCBO Gateway – what should I do?
Open POs should be visible in the system. For any issues, submit an "Orders" Support Request in LCBO Gateway.
My order is already picked up – do I still need to submit the ASN?
Yes. Always submit the ASN. This is mandatory and required for receival. For import and standard POs, not submitting this will impact vendor performance program results.

New The pickup address on the PO is wrong, how can I get that corrected?
For any issues, submit an "Orders" Support Request in LCBO Gateway – Do not delete the template, however be sure to include the following:

- Your name:
- Email address:
- Contact BP number (if known):
- Vendor name:
- Vendor number:
- Address Correction Type: Pickup Address or Vendor Mailing Address
- Incorrect address:
- Correct address:

New Do carriers have access to POs in LCBO Gateway?
No. Purchase Orders are commercial documents intended for vendors, while carriers require different logistics information to execute transportation, which is managed through a transportation planning process.

Invoices New

As a vendor, do I need to send invoices to the LCBO for my products that LCBO buys?
No. Invoices do not need to be submitted to the LCBO. The LCBO generates a system invoice (an Evaluated Receipt Settlement) automatically based on the purchase order.

What is Evaluated Receipt Settlement (ERS)?
ERS is a system-generated invoice that serves as the official record of amounts payable by the LCBO. Amounts are calculated based on: Purchase Order (PO); Goods Receipt (GR); Pricing and conditions defined in the PO. An ERS is emailed to users identified on the Accounts Payable distribution list.

How can I change the distribution list for ERS emails?
There are two separate distribution lists to be aware of:

- Contacts who receive Accounts Payable emails (ERS and Payment Advice)
- Contacts who receive Gateway notifications

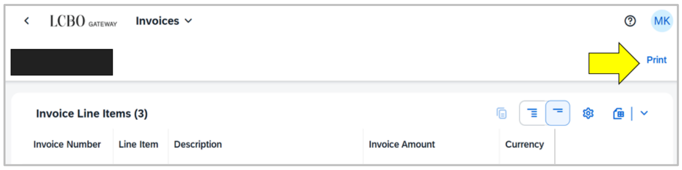
To update the Accounts Payable distribution list, email accounts.payable@lcbo.com directly.

Where do I find invoices in LCBO Gateway?
Go to the Invoices app. You can search by the various fields or a combination of fields including:

- Vendor Name / Vendor Number
- PO Number / Invoice Number
- Invoice Date / Invoice Due Date (select a specific date or range)
- Status (open or cleared)

How can I see the details of an invoice? How can I get a PDF copy of an invoice?
Go to the Invoices app.

- For invoices dated before April 1, 2026: you cannot print a PDF copy of the invoice; email accounts.payable@lcbo.com. Provide your vendor name and number, the date range, and any invoice numbers you have.
- For invoices dated after April 1, 2026: open the invoice, then click "Print" to generate a printable copy.



Can I see chargeback invoices in LCBO Gateway?
Invoices for amounts owing to the LCBO will only be visible if they are netted.

What is netting?
Netting applies when you are set up as both a vendor and a customer. It is an automated process where the system offsets amounts the LCBO owes you against amounts you owe the LCBO. This results in a single net payment position rather than separate payable and receivable balances. You can view your netted payments and netting details in the Payments app. If you are not set up as both a vendor and a customer, chargeback invoices or fees will not appear in LCBO Gateway.

Payments New

How can I reconcile standard, important and wholesale orders?

- For invoices dated before April 1, 2026: Once you click on the invoice number, you will NOT be able to see the details of the order. PO numbers for each payment can usually be found in the reference field.
- For invoices dated after April 1, 2026: Once you click on the invoice number, you will be able to see the details of the order.

To reconcile, you will need to use both the Invoices app and the Orders app.
Go to the Invoices app:

- Ensure all the fields you need are available. If not review the LCBO Gateway Reference Guide for details on how to add additional fields. Download the data as needed to support reconciliation. Data available: Invoice Number; PO Number; Invoice Number Reference; Description; Payment Document Number; Invoice Date; Fiscal Year; Type; Invoice Amount; Currency; Status; Invoice Due Date; Payment Term Description; Vendor; Company Code; Company Code Currency.

Go to the Orders app:

- Use the filters to view PO Type= Import, Standard
- Ensure all the fields you need are available. If not review the LCBO Gateway Reference Guide for details on how to add additional fields. Download the data as needed to support reconciliation. Data available: PO Number; PO Status; Vendor; Req. Delivery Date; PO Type Code; PO Status Code; Conf. Ship Date; Customer; Customer Order No; Delivery Address; Estimated Delivery Date; Incoterm; Legacy Customer Number; PO Creation Date; Req. Ship Date; Store; Legacy Reference Document; Currency; Invoice Number; Payment Term; Payment Term Description; Port Of Exit; Total Value.

Notes: Item-level downloads are not currently available but are being considered as a future enhancement

What does status "Cleared" mean?
The "Cleared" status means that the invoice has been successfully processed and paid. No further action is needed for invoices marked as "Cleared."

Why haven't I been paid if my payment is past due?
Check the invoice document date and payment terms to confirm the due date. Payments are issued once per week, and a payment will only be included if the invoice due date falls on or before the payment date. Also, review whether the invoice has been netted against any deductions or credits, which may impact the amount paid.

Why does my payment advice show a payment date, but I don't see the funds deposited?
Bank processing times may result in funds being deposited later than the payment date shown on the payment advice. Also, review whether the invoice has been netted against any deductions or credits, which may impact the amount paid or timing. If the funds have not been received by the next the day, submit an "Invoice Payment" Inquiry through the Support Request app in LCBO Gateway.

Where can I see the payment schedule?
There is no published payment schedule. You can review the Invoice date in the payments app and the Payment Terms Description in the PO app to know when an invoice will be paid. For example, an invoice day of April 1, with a terms of 30 days, will be paid on or before May 1.

Why does the payment amount we received not match what we expected?
If the payment amount differs from what you expected, review the payment breakdown and reconcile it against the related purchase order(s). Any discrepancies should be investigated at the purchase order level.

How can I change the distribution list for the payment advices?
There are two separate distribution lists to be aware of:

- Contacts who receive Accounts Payable emails (ERS and Payment Advice)
- Contacts who receive Gateway notifications

To update the Accounts Payable distribution list, email accounts.payable@lcbo.com directly.

How do I know which bank account a payment was deposited to?
Check the payment advice – it will include the last four digits of the bank account where the payment was deposited.

How do I update my banking or account information?
To update the banking information, complete a new **LCBO Vendor Onboarding Form** and email it to accounts.payable@lcbo.com directly. ***IMPORTANT:*** Do not share banking information via LCBO Gateway Support Requests.

Wholesale Drop Ship Orders

How long does it take for a customer order to come through from wholesale.lcbo.com to LCBO Gateway?
For B2B orders – under 30 mins
For B2C orders – under 60 mins

Can I see returns in LCBO Gateway?
Yes. Wholesale drop ship return purchase orders are visible, however, they are read-only, and no action is required.

What is PO auto-closure and how will it impact my POs?
Wholesale drop-ship will auto-close on four scenarios that have had no vendor action for a defined period of time. These scenarios include:

- Orders that have not been acknowledged
- Acknowledged orders that have not yet been confirmed
- Confirmed orders not yet ASN'd
- Orders that have been ASN'd with items partially received

Where can I find product catalogues?
Product catalogues are available here:
https://doingbusinesswithlcbo.com/content/dbwl/en/basepage/home/Wholesale/working-with-lcbo/ordering/product-catalogue-updates.html

Do wholesale customers access LCBO Gateway?
No. Wholesale customers do not have access to LCBO Gateway. They place orders on wholesale.lcbo.com, which flow into LCBO Gateway, for vendor (supplying sources) action.

What shipping documentation is required for Wholesale Dropship Orders?
Bills of Lading (BOLs) and packing slip. Review LCBO’s label and packaging standards for all shipping requirements.

Can I print shipping documentation from LCBO Gateway for Wholesale Drop Ship Orders?
No. Bills of Lading (BOLs) and packing slips are not available in LCBO Gateway.

New Do supplying sources need to provide hard copies of invoices to customers?
No, supplying sources do not have access to wholesale customer invoices for products ordered. A PDF copy of the invoice is emailed by the LCBO directly to the customer.
Effective June 1, 2026, supplying sources must leave invoices with wholesale customers for delivery related service fees charged. All invoices for delivery related services are managed directly between the supplying source and the wholesale customer.

Direct-to-Store Orders New

Direct Delivery Program vs direct-to-store deliveries – what is the difference?
Direct delivery program includes manufacturers that may deliver eligible products, on LCBO's behalf, to customers. They do not operate in LCBO Gateway. The list of customers are:

- Businesses with a Licence to Operate a Liquor Consumption Premises issued by the AGCO;
- Individuals who have been issued a Special Occasion Permit by the AGCO (if applicable);
- Duty Free Operators who hold a Duty Free Shop authorization issued by the LCBO; and
- Air Carriers who hold a Warehousing by Airlines authorization issued by the LCBO.

Direct-to-Store deliveries applies to vendors will deliver directly to LCBO stores. Stores continue to create orders in existing systems, and the vendors access their POs and invoices/payments in LCBO Gateway.

Can I ask LCBO to change the order to meet my minimum order quantity?
Orders cannot be adjusted to meet courier minimum delivery quantities when the location has ordered less than the required minimum.

How can I reconcile direct to store orders?
For invoices dated before April 1, 2026: Once you click on the invoice number, you will NOT be able to see the details of the order in the Description. The details for these orders are only available via Accounts Payable (accounts.payable@lcbo.com)

For invoices dated after April 1, 2025: Once you click on the invoice number, you will be able to see the details of the order in the Description. Details of payment are available in LCBO Gateway however cannot be downloaded, which we recognize would help suppliers with large volumes of shipments. The process remains the same as our legacy systems where details of the receival can be found on an invoice level including LCBO store number, item number, case cost, and case quantity. Improvements are expected later this year.

To reconcile, you will need to use both the Invoices app and the Orders app.
Go to the Invoices app:

- Sort by Description to see the "Direct Deliveries" orders
- Ensure all the fields you need are available. If not review the LCBO Gateway Reference Guide for details on how to add additional fields. Download the data as needed to support reconciliation. Data available: Invoice Number; PO Number; Invoice Number Reference; Description; Payment Document Number; Invoice Date; Fiscal Year; Type; Invoice Amount; Currency; Status; Invoice Due Date; Payment Term Description; Vendor; Company Code; Company Code Currency.

Go to the Orders app:

- Use the filters to view PO Type= Direct to Store orders
- Ensure all the fields you need are available. If not review the LCBO Gateway Reference Guide for details on how to add additional fields. Download the data as needed to support reconciliation. Data available: PO Number; PO Status; Vendor; Req. Delivery Date; PO Type Code; PO Status Code; Conf. Ship Date; Customer; Customer Order No; Delivery Address; Estimated Delivery Date; Incoterm; Legacy Customer Number; PO Creation Date; Req. Ship Date; Store; Legacy Reference Document; Currency; Invoice Number; Payment Term; Payment Term Description; Port Of Exit; Total Value.

Notes:

- Item-level downloads are not currently available but are being considered as a future enhancement
- Consider saving common filters (e.g., "Direct-to-Store" orders).

Where is the PO number for my direct-to-store orders in the Payments app?
There is no PO number available in the Invoices or Payments apps for direct-to-store orders. This will remain in effect until a future release involving the transition of LCBO's store ordering system. Use the reconciliation process identified above instead.

Where is the SOQ number for my direct-to-store orders?
The SOQ# will not appear on the Invoices or Payments apps. The SOQ# will appear on the Orders app, in the "Legacy Reference Document" field.

How can I add the store filter to my view?
Step-by-Step Instructions:

1. Access the Orders App
   - From the LCBO Gateway Home screen, select the "Orders" app.
2. Use the Search/Filter Interface
   - On the Orders screen, you will see multiple fields for filtering purchase orders, including "Store".
   - Other filter fields available: PO Number, PO Status, Vendor, Customer, PO Creation Date, Req. Ship Date, PO Type, Delivery Address, Estimated Delivery Date, etc.
3. Enter Store Number
   - In the "Store" field, enter the specific store number you want to search for.
   - This will allow you to filter orders for either LCBO stores or Grocery/Convenience stores, depending on the store number entered.
4. Apply Filters
   - After entering your filter criteria, select the "Go" button to display results.
5. Customize Filter Fields (Optional)
   - If you need to adjust which fields are available for filtering, select the "Adapt Filters" button to customize the search parameters. Ensure "Store" is checked.
6. Review Results
   - The filtered purchase orders will be displayed in a table, showing relevant details including store number, PO status, customer, vendor, and dates.

Tips:

- Use the "Store" field to distinguish between LCBO and Grocery/Convenience stores by entering the appropriate store number.
- You can further refine your search by combining other filter fields as needed.

How can I know when the item is received at the store? Why is the order saying "Closed"?
Only one store (Ecommerce Store 974) shows store receipt and invoicing details. This will remain in effect until a future release involving the transition of LCBO's store ordering system. Use the reconciliation process identified above instead. All other stores will move to PO Closed after 30 days and the line-item status will show "Line Item Closed".

Do I need to wait for the order to indicate PO Closed before I can expect payment?
No. It is possible to be paid before the PO is closed. Review the invoice date and the Payment Terms Description to know when an invoice will be paid.

Specialty Services

Are Specialty Services orders in LCBO Gateway?
Specialty Services (SSE) purchase orders will *not* appear in LCBO Gateway. Only the invoices and payments associated with SSE POs to vendors will be visible.

Where is the Agent Portal (Elite) PO number for my Specialty Services invoices? New
In the Invoice Number Reference field, the first eight characters represent the Agent Portal PO number, and the last four characters represent the week/fiscal year the invoice was issued.

Are all SSE related fees visible in LCBO Gateway?
SSE fees that have been earmarked for the vendor to pay will be charged directly to the vendor account, making them visible in LCBO Gateway. SSE fees that are assigned for the agent to pay will be charged to the agent, and these will not be visible in LCBO Gateway.

General Information

Can I save a bookmark/Chrome quick link to the Gateway sign-in page?
Yes. However, best approach is to bookmark the entry on LCBO Gateway | Doing Business with LCBO.

What are the system requirements for using LCBO Gateway?
LCBO Gateway is compatible with most web browsers, including Chrome, Firefox, Edge, and Safari. LCBO Gateway can be accessed from any device (e.g. phone, computer, tablet).

Can I access data from legacy systems?
The following systems have been decommissioned: DDVP, WebPO, Isupplier, GMS, IMS and access to the data in these systems is **not available**. Closed POs from legacy systems are no longer available.

How do I handle purchase orders that were migrated into LCBO Gateway from Legacy systems?
Some purchase orders were already in progress in legacy systems. These migrated orders appear in LCBO Gateway with the PO type Direct PO (Leg) and may show statuses such as New, Confirmed – Matched, or ASN Posted. As part of the transition, LCBO completed the confirmation step on legacy POs that had already been acknowledged in the legacy system. This was done to avoid the need to re-acknowledge orders that were already confirmed before go-live. LCBO does not perform vendor actions as part of normal operations.

Your required actions depend on the PO status you see in LCBO Gateway:

- PO with Status “New” — You can perform the standard vendor actions: acknowledge the PO, confirm the PO and submit the ASN when the order is ready to ship.
- PO with Status “Confirmed” — The PO has already been acknowledged (either in legacy or LCBO Gateway). You only need to submit the ASN, either individually or through mass ASN. You may still update ship dates or quantities if changes are required.
- PO with Status “ASN” — No further action is required. The PO details remain visible for reference.

Can I download site data? What is the file format for the data?
Yes. Data can be downloaded from LCBO Gateway in Excel format.

Orders app (Header details) PO Number; PO Status; Vendor; Req. Delivery Date; PO Type Code; PO Status Code; Conf. Ship Date; Customer; Customer Order No; Delivery Address; Estimated Delivery Date; Incoterm; Legacy Customer Number; PO Creation Date; Req. Ship Date; Store; Legacy Reference Document; Currency; Invoice Number; Payment Term; Payment Term Description; Port Of Exit; Total Value. This report can be executed on multiple line items.

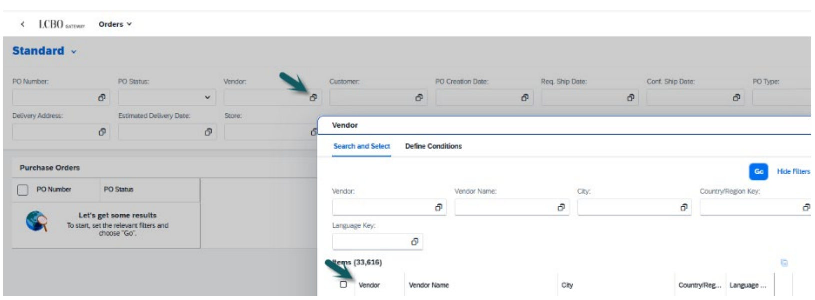
Orders app (Line details) PO Number, line Item, Description, Article Number, Status, Qty, Order Unit, Price, Net Value, Conf. Qty, Conf. Variance, Conf. Reason, Received Qty, Received Date, Ti*Hi Qty, Item Manufacture Date, SCC Number, Case Config, Unit Size. This report can be executed for one PO at a time. LCBO is investigating bulk download functionality.

Invoices app: Invoice Number; PO Number; Invoice Number Reference; Description; Payment Document Number; Invoice Date; Fiscal Year; Type; Invoice Amount; Currency; Status; Invoice Due Date; Payment Term Description; Vendor; Company Code; Company Code Currency. This report can be executed on multiple line items.

Payments app: Payment Number; Payment Date; Amount; Currency; Method; Status; Company Code; Company Code Currency; Fiscal Year; Vendor. This report can be executed on multiple line items.

Does LCBO Gateway have any integrations and automations with Vendor ERP systems?
LCBO Gateway operates as a standalone platform and does not currently support ERP integrations, automated data exchanges, or API connectivity with vendor systems.

How can I identify my new vendor number?
New vendor numbers are available within the system. From the homepage, go to vendor, then view the vendor numbers on the next screen. In new systems you will need to use the SAP vendor number. In legacy systems you will need to use your original vendor number until the legacy systems (NISS, MPTS, etc) are also decommissioned.



Support and Training:

Where can I find training materials, user guides, and terms and conditions?
Training materials, reference guides, and FAQs and more are available on Doing Business with LCBO.

How do I get help with LCBO Gateway?
All LCBO Gateway related inquiries and support requests (e.g. Access Requests, Technical Issues, Order Inquiries, and Invoice/Payment Inquiries) must be submitted through the Support Request app in LCBO Gateway. Remember:

- Do not delete the template
- Complete all required fields
- Attach a screenshot if applicable
- Do not transfer banking details in Gateway

Requests submitted through LCBO Gateway are prioritized, and responses are captured in the knowledge database to support others with similar questions. When submitting a request, select the appropriate request type. You will receive a Request Number. Keep this for reference if required. The LCBO Gateway Support Team will review and resolve your request.

If you are unable to log in to LCBO Gateway, contact lcbogateway@lcbo.com. This inbox is monitored primarily for access related issues.

For **copies of invoices before April 1**, **payment discrepancies**, to update the **Accounts Payable distribution list for payment advice and ERS emails** and to update **banking information,** email accounts.payable@lcbo.com directly; Reminder to include:

- Vendor name and vendor number
- Invoice date range
- Invoice numbers

For **all other non-Gateway inquiries** (e.g. NISS, Vendor Performance Program, Labelling questions, pricing corrections and more), refer to Doing Business with LCBO.

Can I get a demo of the portal?
A system demo is available on Doing Business With LCBO