

Updated April 9, 2026

# LCBO GATEWAY FREQUENTLY ASKED QUESTIONS (Beverage Alcohol Suppliers)

## LCBO Gateway Known Issues:

**New Bulk confirmations:** Feedback has been noted for consideration for future enhancements.

**New Bulk download of PO data/Additional Data Requirements:** Feedback has been noted for consideration for future enhancements.

**New Acknowledgement screen issue:** If you open a PO from a notification, you land on the confirmation screen instead of the acknowledgement screen. Exit that screen, search for the PO in the Orders app, and follow the Acknowledge PO steps in the training materials.

**New High volume of inquiries:** As with any large-scale technology upgrade, some initial disruption is expected as systems stabilize and users adjust to new processes. We appreciate your continued patience and understanding as we transform our business.

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

### **New Transportation related inquiries:**

**Self-arranged transportation:** Domestic suppliers will contact LCBO's Transportation Team ([Transportation@lcbo.com](mailto:Transportation@lcbo.com)), who will make the appointment on your behalf.

Your e-mail Subject line should read, "**Vendor managed freight- Request for LBN appointment**"

In the body of your e-mail please be sure to include your SAP Vendor #, Purchase Order #, Carrier and the name of the Destination Warehouse.

- [Transportation@lcbo.com](mailto:Transportation@lcbo.com) — Use this email if you book appointments to LCBO warehouses (CIF loads). Use the template when looking to book deliveries

**LCBO-arranged carrier pickups:** The carrier will contact you to book the appointment.

- [Traffic@lcbo.com](mailto:Traffic@lcbo.com) — Use this email if you have questions about pickup by carrier.

\*Please note Trillium appointments will continue to be booked using OpenDock.

## General Information

### 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](#).

### What's happening to the NISS, MPTS or ELITE applications?

There are no changes at this time.

### As a U.S. vendor, can I have access to LCBO Gateway in April?

If and when you are able to resume sales in Ontario, we will reach out with access and training information so you can view and action POs, payments and invoices.

### 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.

### 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.

### I am missing an app – what should I do? **New**

At this time, no action is required on your end. We are correcting this. Thank you for your patience and understanding.

## 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.

**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.

## 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**.

## I can't see the PO Number in the line level details export – help

Check that the PO number has been selected in the filter. See the “Apply Filter Settings” directions in the LCBO Gateway Reference Guide for details on how to select all available fields.

## 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.

The screenshot displays the LCBO Gateway interface for the 'Orders' section. It shows a search and filter dialog for 'Vendor' with the following fields: Vendor, Vendor Name, City, Country/Region Key, and Language Key. Below the dialog, a table header is visible with columns for Vendor, Vendor Name, City, Country/Reg..., and Language... The interface also shows a 'Purchase Orders' section with a 'PO Number' filter and a 'Let's get some results' message.

## Access to LCBO Gateway

### How do I access LCBO Gateway?

All vendors **new to the LCBO** must complete and submit the **Vendor Onboarding Form**, which includes an access request to LCBO Gateway.

For **existing vendors**, new users can be added, or existing user permissions can be changed by submitting an Access Request through the Support Request app in LCBO Gateway. All access changes must be submitted by an Authorized Representative.

### 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 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 set-up my MFA on the wrong device, what do I do?

Please delete the MFA app from the incorrect device and follow the same steps to configure MFA on your new device. If you are unable to sign in, contact [lcbogateway@lcbo.com](mailto:lcbogateway@lcbo.com) for support.

### 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).

### Will LCBO Gateway deactivate accounts 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](mailto:accounts@vendor.ca)), however is **not recommended**. Each email address should be assigned to a single individual to ensure security and smoother MFA setup. 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 purchase order and invoice-related data.
- Users with read-only access can see order information but cannot make changes or submit actions on orders.
- This access is typically granted to users who need to monitor or review order details without modifying them.

### Write Access

- Enables users to perform actions such as posting updates, completing vendor actions, acknowledging, confirming, submitting ASN (Advance Shipping Notice), or declining purchase orders.
- Users with write access can 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. 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 vendors? Why does my colleague see orders that I can't see?

- When you log in to Gateway, you should see all vendors you are currently associated with. If any vendors are missing or you notice errors, please submit an Access Request through the Support Request app in LCBO Gateway and clearly outline which vendors are not appearing. 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 greyed out - 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.

## 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.

## 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:

- The agent may be designated as an authorized representative.
- If granted access, agent will have access to all of the vendor's orders (regular warehouse orders, direct delivery to LCBO stores, wholesale drop ship orders, etc).
- Agent will have access to all of the vendor's orders, including POs for products they may not represent.
- Agent with access to multi-vendors may need two email addresses if they have different access provisions (read/write). 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.

## Can agent access be limited to specific brands or products?

No. Access is granted at the vendor-number level, not by brand or product. If an agent is granted access, they can view all data for that vendor number.

## 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.

Specialty Services (SSE) purchase orders will not appear in LCBO Gateway. However, invoices and payments associated with SSE POs to vendors will be visible in the system, as they are AP-related. The invoice references the Agent Portal (Elite) Purchase Order number in the "Invoice Reference Number" field.

Additionally, 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. On the other hand, SSE fees that are assigned for the agent to pay will be charged to the agent, and these will not show up in LCBO Gateway.

## I submitted an access request, but I still can't log in — what should I do?

Access Request Form submissions will be processed in the weeks following April 1. 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.

## What if I didn't receive a Multi-Factor Authentication (MFA) invitation?

Users who submitted an Access Request Form by March 17, 2026, should have received an MFA invitation. If you believe you should have received an invitation, check your junk or spam folder, as some invitations may be filtered there.

## Orders

### Why am I seeing that I have 1 new PO order in Gateway, but when I check it shows no data? What do the numbers in brackets represent?

The numbers in brackets in the PO Status field represents the code, not the number of POs.

PO Status:

<input type="checkbox"/>	New PO (1)
<input type="checkbox"/>	ASN Posted (10)
<input type="checkbox"/>	PO Received (11)
<input type="checkbox"/>	PO Invoiced (12)
<input type="checkbox"/>	PO Closed (13)
<input type="checkbox"/>	PO Shipped (14)
<input type="checkbox"/>	PO Acknowledged (2)

### What orders/PO types will be in LCBO Gateway, and how do we differentiate between them?

There are numerous PO types in LCBO Gateway, including regular warehouse orders, direct delivery orders to LCBO stores, wholesale drop-ship orders, and wholesale drop-ship returns orders. To make it easier to differentiate, the PO

type filter can be used to search for specific order types. Please refer to the LCBO Gateway Reference Guide for detailed information on each PO type.

Purchase order types in LCBO 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)

**In the PO status field on the PO list page, there are numbers next to each status. What does that represent?**

This is a system generated status code. This does not reflect the number of POs you have in each status.

**How long does it takes 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

**What actions are required for each purchase order?**

All vendors must complete the following three required actions for each purchase order in LCBO Gateway:

1. Acknowledge the purchase order
  - This must be completed once and cannot be edited.
  - You can choose to decline a PO instead.
  - 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.
  - You may be required to provide a reason code if changes are made.
  - For most PO types, changes require LCBO approval.
  - Wholesale and Direct to Store POs do not require LCBO approval.
  - This action must be completed on a single PO. There is no option to complete in bulk. Tools are available to facilitate this process
3. Submit the Advanced Shipment Notice (ASN)
  - This must be completed once and cannot be reversed.
  - Only 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. 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. At this time, it is not an available feature in the LCBO Gateway. We are listening to your feedback and are committed to continuous improvement; this is a feature that we will consider for future upgrades.

## What if I can't meet the requested ship date or quantities?

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. Also, note for most PO types these will go through an LCBO approval process. For Wholesale and Direct to Store purchase orders, LCBO approval is not required.

## 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.

## How do I request changes to a PO?

Change Requests are completed via the vendor confirmation process. Review the LCBO Gateway Reference Guide for details on vendor confirmation.

### • My order is in unmatched status -- What do I do?

If an order is in unmatched status, it means the confirmed ship date and/or quantities are different than the requested ship date and/or quantities. If an order remains in unmatched status for more than 3 days, you will receive a PO unmatched notification. This is likely because the LCBO has not approved your change request. This may prevent your ability to submit an ASN. If you truly can't meet the quantity and date requested by the LCBO, submit an "Order Inquiry" in LCBO Gateway. **IMPORTANT: This does not apply for Wholesale and Direct to Store purchase orders.**

### 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:** Can be updated 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.

## **How can I submit ASNs for co-loaded import shipments? How can I submit ASNs for co-loaded import shipments?**

### **How can I submit ASNs when the delivery date has not yet been specified by the carrier?**

For import, submit the ASN when the order is picked, packed and ready for pickup, regardless of carrier pickup times. For domestic, submit the ASN when the order is picked, packed and ready for pickup, regardless of carrier pickup times.

## **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?**

Applicable EDI transactions include:

- 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.

## **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.

## **Is there inventory level reporting in Gateway?**

No. Inventory level reporting is not available in LCBO Gateway.

# **Wholesale Drop Ship Orders/ Direct to Store Orders**

## **Can I see returns in LCBO Gateway?**

Yes. Wholesale drop ship return purchase orders are visible in LCBO Gateway. These are view-only, and no action is required.

## **What is PO auto-closure and how will it impact my POs?**

Wholesale drop-ship and Direct to Store POs 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 catalogue?**

Product catalogues are available here:

<https://doingbusinesswithlcbo.com/content/dbwl/en/basepage/home/Wholesale/working-with-lcbo/ordering/product-catalogue-updates.html>

#### **Direct Delivery Program vs DDVP – 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.

DDVP is the Direct Delivery Vendor Portal. These vendors will deliver directly to LCBO stores. Stores continue to create orders in DCM/ISE and the direct to store delivery vendors can 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.

#### **Do wholesale customers access LCBO Gateway?**

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

## **Vendor Performance Program**

#### **Will there be any changes to the Vendor Performance Program? New**

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](#).

#### **Does the Vendor Performance Program apply to all orders in Gateway?**

No. The program does not apply for direct to store or wholesale orders.

## **Delivery Related Questions**

#### **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. You can also export your PO list to Excel, where the delivery location is clearly identified.

## **How do I book a delivery time at a warehouse?**

Delivery booking depends on the delivery scenario:

1. Deliveries to Trillium: Continue to use OpenDock to schedule appointments.
2. LCBO-Appointed Carrier: The carrier will schedule the appointment and contact you prior to pickup.
3. Self-Arranged Transportation: If you manage your own transportation to LCBO warehouses, contact [transportation@lcbo.com](mailto:transportation@lcbo.com) and the LCBO Transportation Team will book an appointment on your behalf.

## **The carrier is late, what do I do?**

It is the carrier's responsibility to contact you regarding delays. For purchase order types subject to the LCBO's Vendor Performance Program, please note that carrier delays do not impact ASN non-compliance fees.

## **Where can I see the carrier details in LCBO Gateway so that I can arrange transportation?**

Transportation details such as container type or size (e.g. 20ft vs 40ft), as well as co-load arrangements, 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. Co-loads and related planning are now managed as part of the Transportation team's planning processes.

## **What shipping documentation is required for orders (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 (Wholesale Drop Ship Orders)?**

No. Bills of Lading (BOLs) and packing slips are not available in LCBO Gateway.

## **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? Will a pickup be sent electronically through to the carriers or do vendors 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.

## **We deliver to LCBO warehouses, should I confirm an appointment with transportation before submitting ASN?**

If you are vendor supplying directly to LCBO, you must confirm the ASN and request an appointment through LCBO Transportation ([Transportation@lcbo.com](mailto:Transportation@lcbo.com)). For Trillium, please follow the current booking process.

## **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.

For purchase orders covered under the LCBO Vendor Performance Program, carrier-related pickup delays do not impact ASN non-compliance fees.

### **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. If you are unable to see it, check if any filters are limiting your view. If you are still having issues, submit an “Orders” Support Request in LCBO Gateway.

### **I have an order that was in Web PO that hasn't been picked up and I haven't received any communication from the carrier -- What should I do?**

- If you manage your own transportation to LCBO warehouses, contact [transportation@lcbo.com](mailto:transportation@lcbo.com) and the LCBO Transportation Team will book an appointment on your behalf.
- If this is LCBO-arranged transportation, please reach out to [traffic@lcbo.com](mailto:traffic@lcbo.com)
- For Trillium, follow the current existing process for booking.

## **Invoice & Payments**

### **How do I check or resolve payment issues?**

You can view the status of your payments directly in the Payments app within LCBO Gateway. If you have not been paid or notice a discrepancy with an invoice or payment, submit an “Invoice Payment” Inquiry through the Support Request app in LCBO Gateway. The LCBO Gateway Support Team will review and address your inquiry.

### **What is ERS (Evaluated Receipt Settlement)?**

A system-generated invoice that serves as the official record of amounts payable by the LCBO and are calculated solely based on:

- Purchase Order (PO)
- Goods Receipt (GR)
- Pricing/conditions from the PO

### **What is netting?**

If you are set-up as a vendor and a customer, netting will take place. Netting is the automated process where the system offsets amounts that LCBO owes to a vendor (AP) with amounts the vendor owes to the LCBO (AR). This allows the vendor to see a single net position rather than separate payable and receivable balances. You can view your netted payments in the payment app.

### **Can I see invoices relating to charges/fees in LCBO Gateway?**

If you are set-up as a vendor and a customer, the vendor will see a single net position rather than separate payable and receivable balances. You can view your netting report in the payment app. If you are not set up as a vendor and a

customer, there are no invoices for charges/fees in LCBO Gateway.

### Do Wholesale Dropship Vendors provide hard copies of invoices to the customers?

No. Vendors do not have access to customer invoices; a pdf copy will be emailed directly to the Customer.

### How do I update my banking or account information?

Complete a new [Vendor Onboarding Form \[TBD: Available on Doing Business with LCBO\]](#). IMPORTANT: Do not share banking information via LCBO Gateway Support Requests.

### I currently use DDVP, will the SOQ# appear in the Payments app?

No. 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. You can download the data from the apps to view SOQs against payments.

### How can I view store information from the Invoices or Payments apps?

**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.

**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.

### How to View Store Details

You can obtain store details in one of the following ways:

From the Payments or Invoices app navigate back to the **Orders app**, where store details are displayed; or Download the reports and link the **PO Number** to the **Store** to view the required information.

### What does the Invoice Reference Number indicate on my SSE invoice?

In the example below, the first 8 characters/digits represents a SSE high volume consignment invoice and the last 4 digits represent the week/fiscal year the invoice was issued. This is the format in current state.

### How can I tell which invoices are legacy invoices?

See below chart.

Invoice Type	Where it comes from	When created	How to identify
Migrated Oracle open invoices	Oracle	Before go-live	Only 4* series number.
New legacy-system invoices interfaced into SAP	Legacy systems → SAP interface	After April 1	SAP document numbers starting with 19* (KR) or 17* (KG)
ERS invoice ( Creating based on PO in SAP)	SAP	After April 1	5* series number

**What is the difference between invoices that start with a 1 vs invoices that start with a 5?**

5\* series document numbers are the invoices based on SAP purchase orders and the 'TYPE' is 'RE'.

1\* series are the invoices from legacy systems i.e.; 19\*, 17\* etc.

**What does Voucher # represent on my payment advice?**

Voucher number is a system generated transaction number – a system control for LCBO. This is not relevant to the Vendor.

## Support Requests:

**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. 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](mailto:lcbogateway@lcbo.com). This inbox is monitored primarily for access related issues.

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](#)