

LCBO

LCBO Gateway Reference Guide

Other goods and services
suppliers/carriers

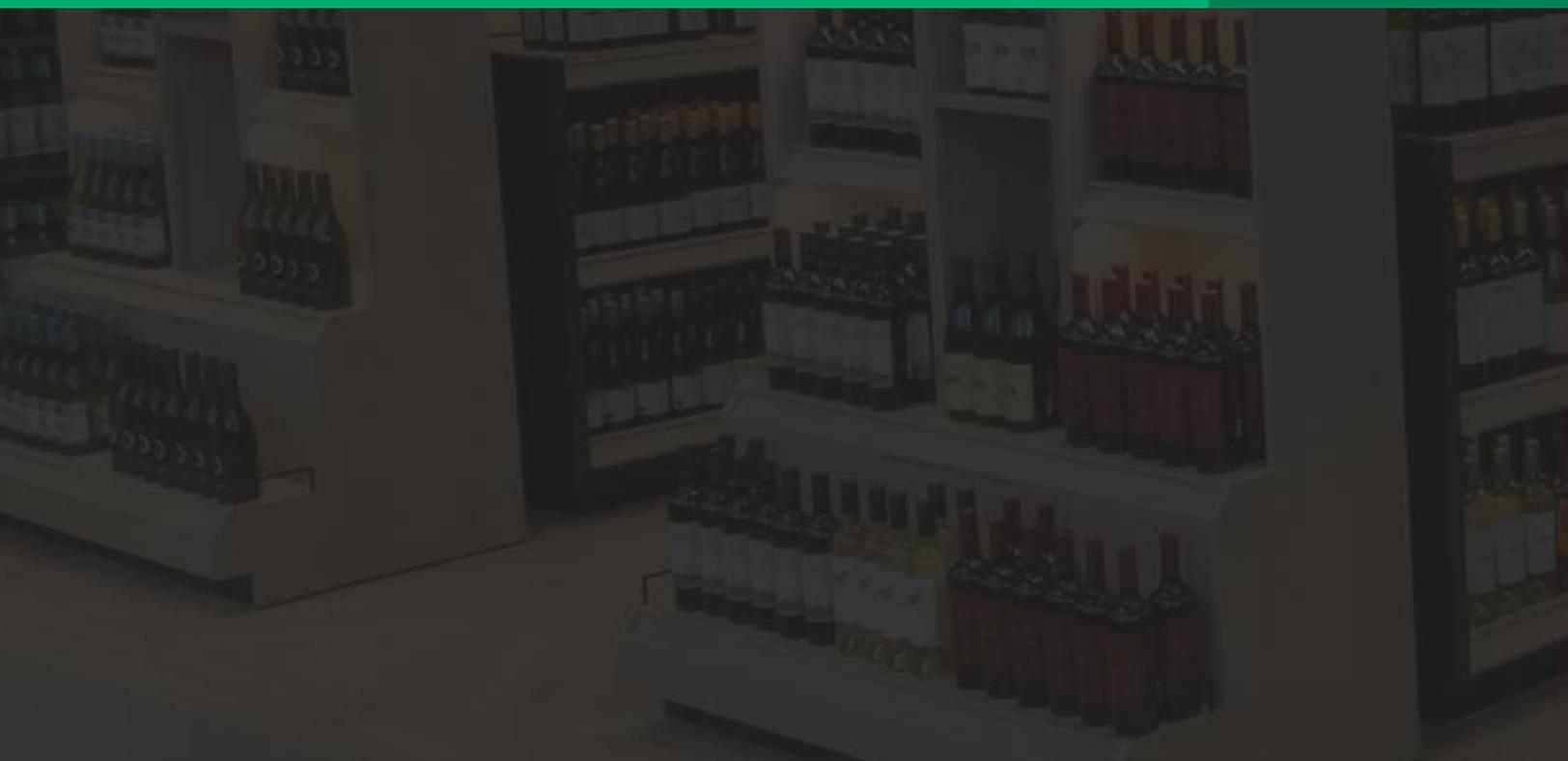


Table of Contents

Reference Guide for Vendors	0
Introduction to LCBO Gateway	2
Accessing LCBO Gateway	3
Purchase Order Management*	4
How to Search for POs	4
How to View PO Details	14
How to Print PO Details	20
How to Export the PO Details	24
Invoice Management.....	27
How to Search Vendor Invoices.....	27
How to View Invoice Details	32
How to Export Invoice Details	33
How to View Chargebacks	35
How to View a Netted Report	36
How to Print Invoice Details	37
How to Search and View Payment Details	41
How to View Updates and Alerts.....	44
Support Requests	46
How to Submit a Support Ticket	47

**Please note Purchase Order Management is not available to carriers.*

Introduction to LCBO Gateway

LCBO Gateway is a secure, centralized portal that provides registered vendors with access to purchase orders, invoices and payments. This reference guide provides step-by-step instructions on how to use LCBO Gateway.

Purchase Order (PO) Management:

Within LCBO Gateway, users can easily view, download, or print Purchase Orders for their records. The built-in search and filter options allow quick retrieval of POs based on specific criteria such as vendor number, date, and status.

The system also offers visibility to PO Statuses, ensuring users have awareness of each order's progress and any updates.

Please note Purchase Order Management is not available to carriers.

Invoice Management:

The Invoice Management feature provides access to all invoice-related information as well as payment details. Users can view, download, or print invoices as needed.

Invoices are systematically categorized by status such as open or cleared, making it simple to monitor pending payments and maintain accurate financial records. This structured visibility supports timely follow-ups and efficient reconciliation.

Accessing LCBO Gateway

For first time login:

You'll receive an invitation email from LCBO Gateway. Open the invitation email; Select the **Accept Invitation** link then follow the prompts, including:

- Sign in using your email and password.
- Install Microsoft Authenticator on your phone (download from Apple Store or Google Play).
- On your phone, open the Microsoft Authenticator app.
- Go back to your computer and scan the QR Code.
- Accept the LCBO Gateway Terms.
- Once completed, you'll be successfully registered and logged into the portal.

Detailed instructions on setting up MFA can be found on [Doing Business With LCBO](#).

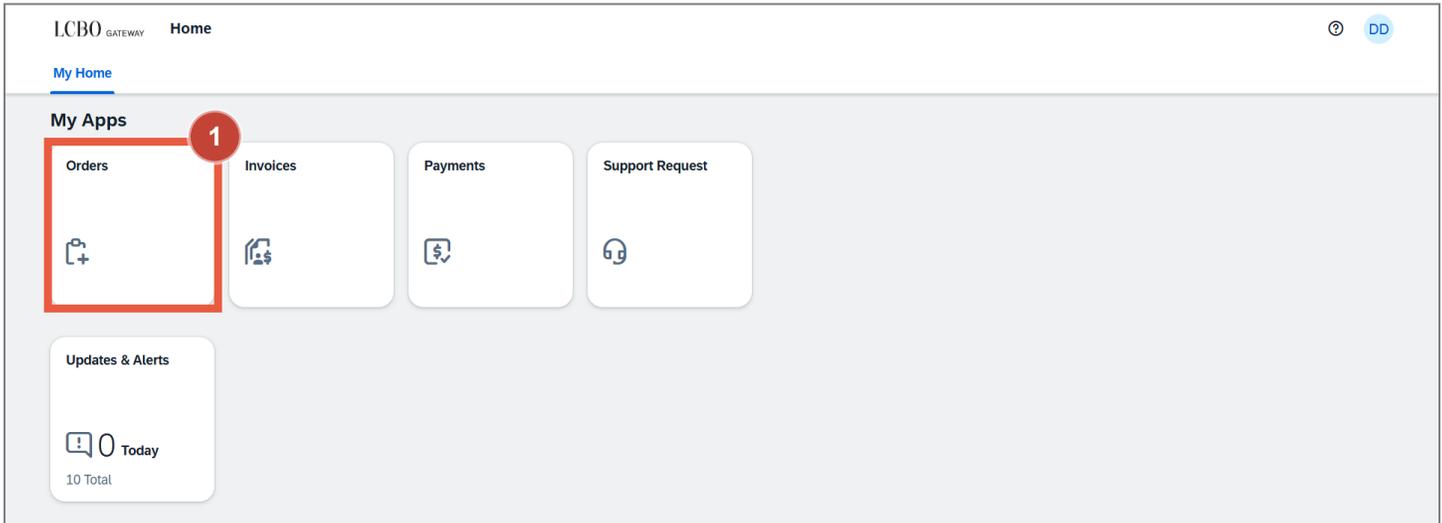
For subsequent logins, you can

- Simply open the LCBO Gateway portal.
- Authenticate via the code sent to your phone.
- You'll then have access to the portal.

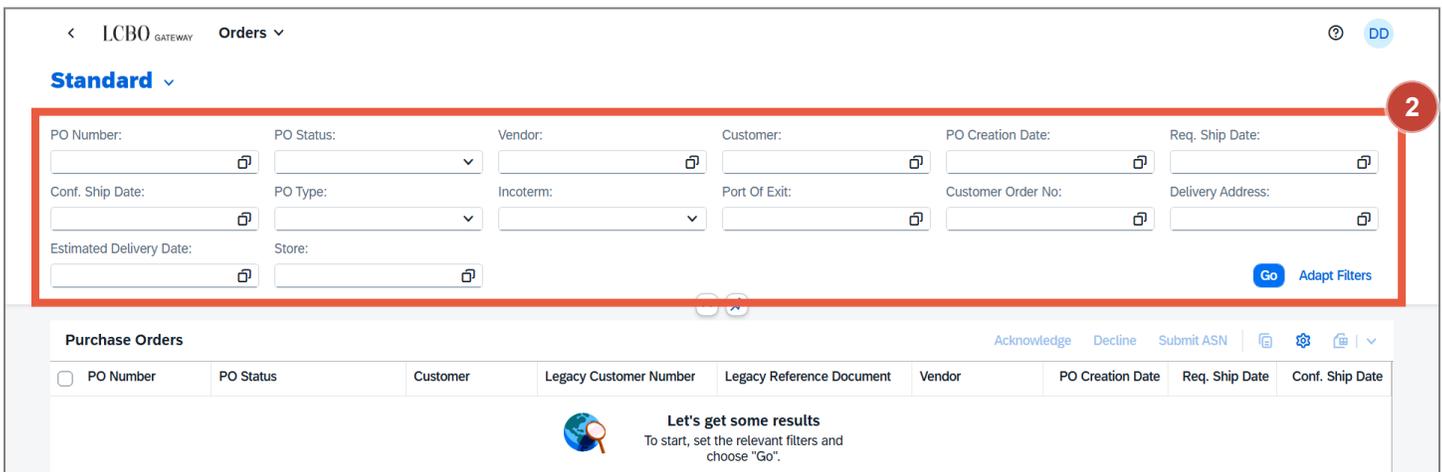
Purchase Order Management

How to Search for POs

1. Select the **Orders** app.



2. The **Orders** screen displays multiple fields you can use to search or filter a PO.



3. The **PO Number** popup window displays. Select the required PO number or numbers.

4. Select the **OK** button.

LCBO GATEWAY Orders

Standard

PO Number:

Conf. Ship Date:

Estimated Delivery Date:

Purchase Orders

PO Number

PO Number

Search and Select (3) Define Conditions

PO Number:

Items (3,490)

<input type="checkbox"/>	PO Number
<input checked="" type="checkbox"/>	100001
<input checked="" type="checkbox"/>	100002
<input checked="" type="checkbox"/>	100003
<input type="checkbox"/>	100004
<input type="checkbox"/>	100005
<input type="checkbox"/>	100006
<input type="checkbox"/>	100007
<input type="checkbox"/>	100008
<input type="checkbox"/>	100009
<input type="checkbox"/>	100010

Selected Items and Conditions (3)

100001 × 100002 × 100003 ×

OK Cancel

5. Select the **Go** button to view the results of your search criteria.

LCBO GATEWAY Orders

Standard

PO Number: 100001 x 2 more
 PO Status:
 Vendor:
 Customer:
 PO Creation Date:
 Req. Ship Date:
 Conf. Ship Date:
 PO Type:
 Incoterm:
 Port Of Exit:
 Customer Order No:
 Delivery Address:
 Estimated Delivery Date:
 Store:

Adapt Filters (1) **Go** 5

Purchase Orders (3) Acknowledge Decline Submit ASN

PO Number	PO Status	Customer	Legacy Customer Number	Legacy Reference Document	Vendor	PO Creation Date	Req. Ship Date
Customer: Empty Value							
<input type="checkbox"/> 100001 Standard PO	PO Confirmed - Unmatched				Vendor 1	Mar 25, 2025	Mar 19, 2025
<input type="checkbox"/> 100002 Standard PO	PO Closed				Vendor 2	Mar 26, 2025	Apr 5, 2025
<input type="checkbox"/> 100003 Standard PO	PO Declined				Vendor 3	Apr 9, 2025	May 24, 2025

Customize the Search Criteria

Customizing the Search criteria helps to narrow down or broaden the list of Purchase Orders displayed.

1. The **Adapt Filters** button is used to customize the search fields.

LCBO GATEWAY Orders

Standard

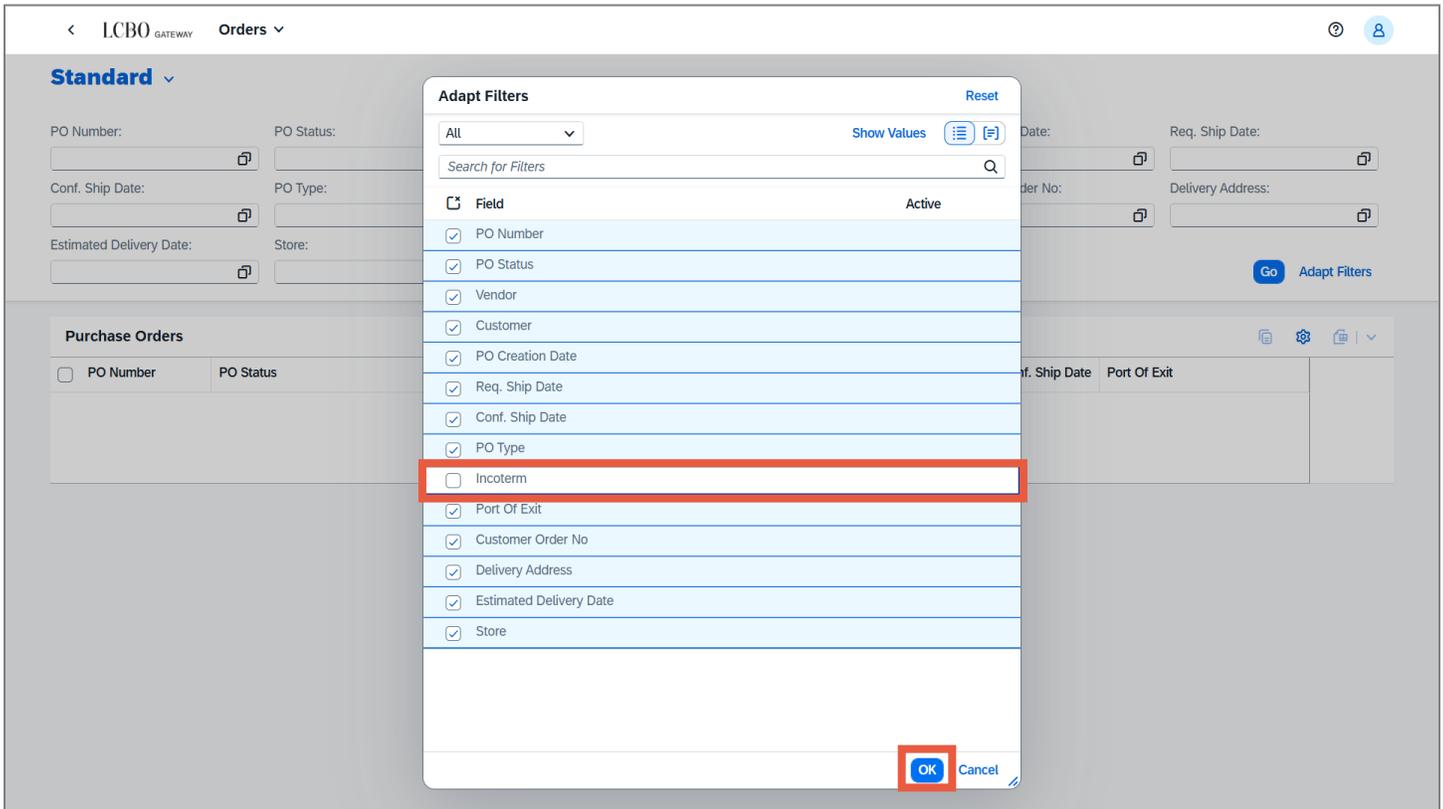
PO Number:
 PO Status:
 Vendor:
 Customer:
 PO Creation Date:
 Req. Ship Date:
 Conf. Ship Date:
 PO Type:
 Incoterm:
 Port Of Exit:
 Customer Order No:
 Delivery Address:
 Estimated Delivery Date:
 Store:

Go Adapt Filters

Purchase Orders Acknowledge Decline Submit ASN

PO Number	PO Status	Customer	Legacy Customer Number	Legacy Reference Document	Vendor	PO Creation Date	Req. Ship Date	Conf. Ship Date
<p>Let's get some results To start, set the relevant filters and choose "Go".</p>								

2. The **Adapt Filters** popup window displays. You can select or unselect the required field's checkbox to add or remove any field from the search criteria.
3. Select the **OK** button to confirm the change.



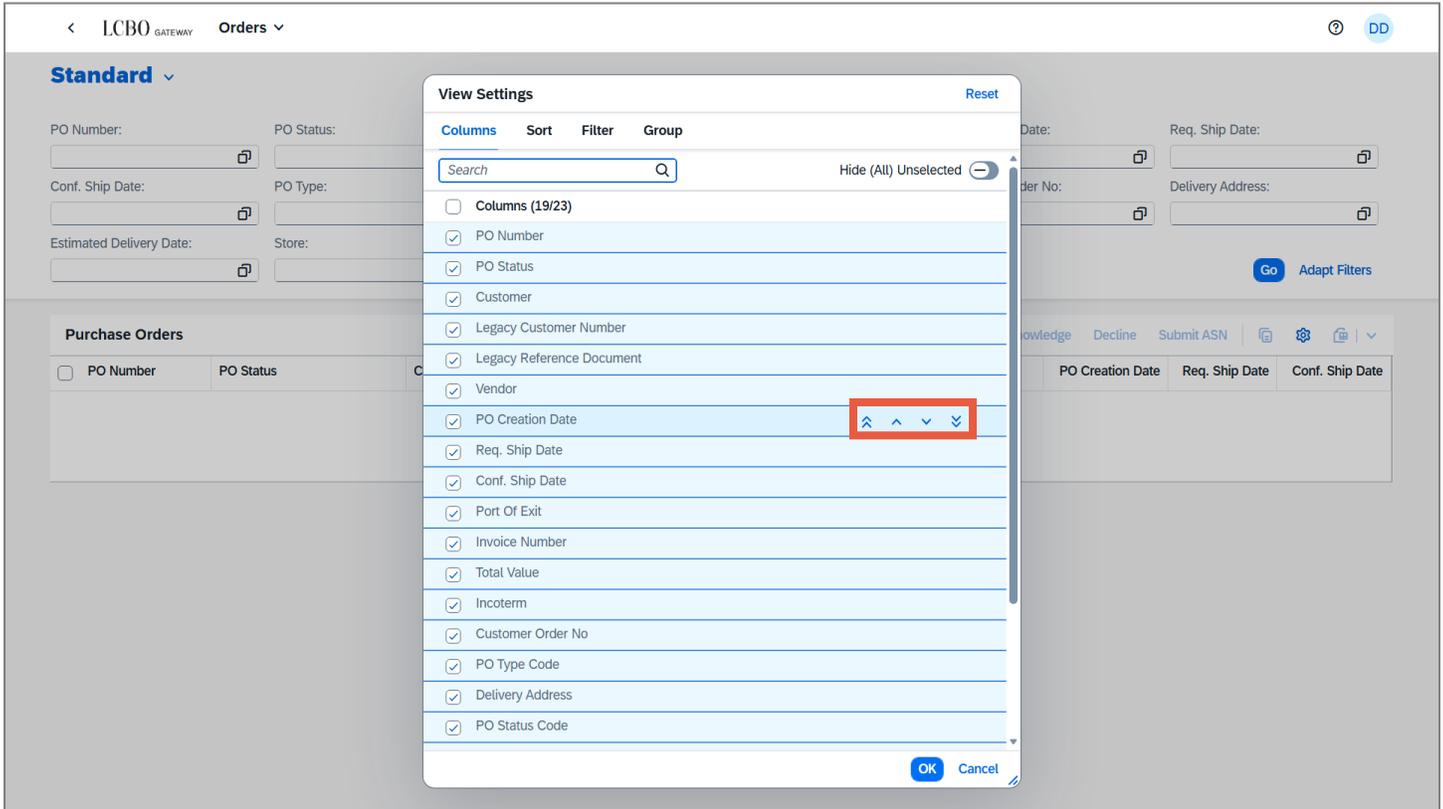
Apply Filter Settings

This option allows users to refine the search results by applying or adjusting filters.

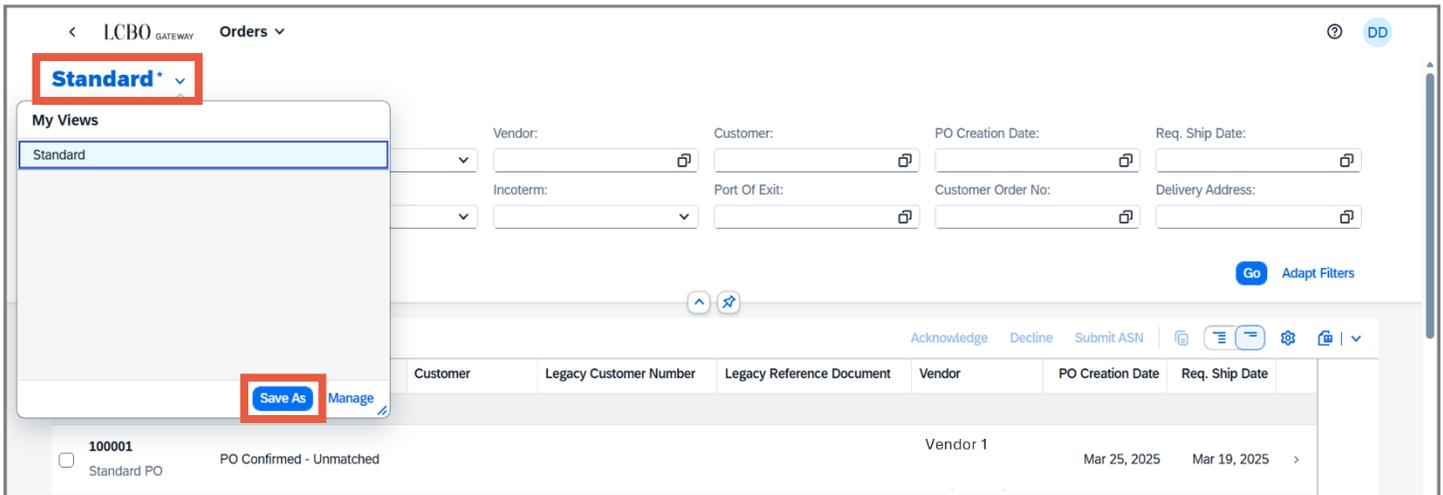
1. Select the **Settings** icon to apply filters and sort settings for the search results.

The screenshot displays the LCBO Gateway interface for the 'Orders' section. At the top, there is a navigation bar with a back arrow, 'LCBO GATEWAY', and 'Orders' with a dropdown arrow. On the right, there are icons for help and user profile (DD). Below the navigation, a 'Standard' filter dropdown is visible. The main area contains a grid of filter fields: PO Number, PO Status, Vendor, Customer, PO Creation Date, Req. Ship Date, Conf. Ship Date, PO Type, Incoterm, Port Of Exit, Customer Order No, and Delivery Address. Estimated Delivery Date and Store are also present. A 'Go' button and 'Adapt Filters' link are located at the bottom right of the filter section. Below the filters, a 'Purchase Orders' table header is shown with columns: PO Number, PO Status, Customer, Legacy Customer Number, Legacy Reference Document, Vendor, PO Creation Date, Req. Ship Date, and Conf. Ship Date. The table is currently empty, displaying a message: 'Let's get some results. To start, set the relevant filters and choose "Go".' A red box highlights the settings gear icon in the table's top right corner.

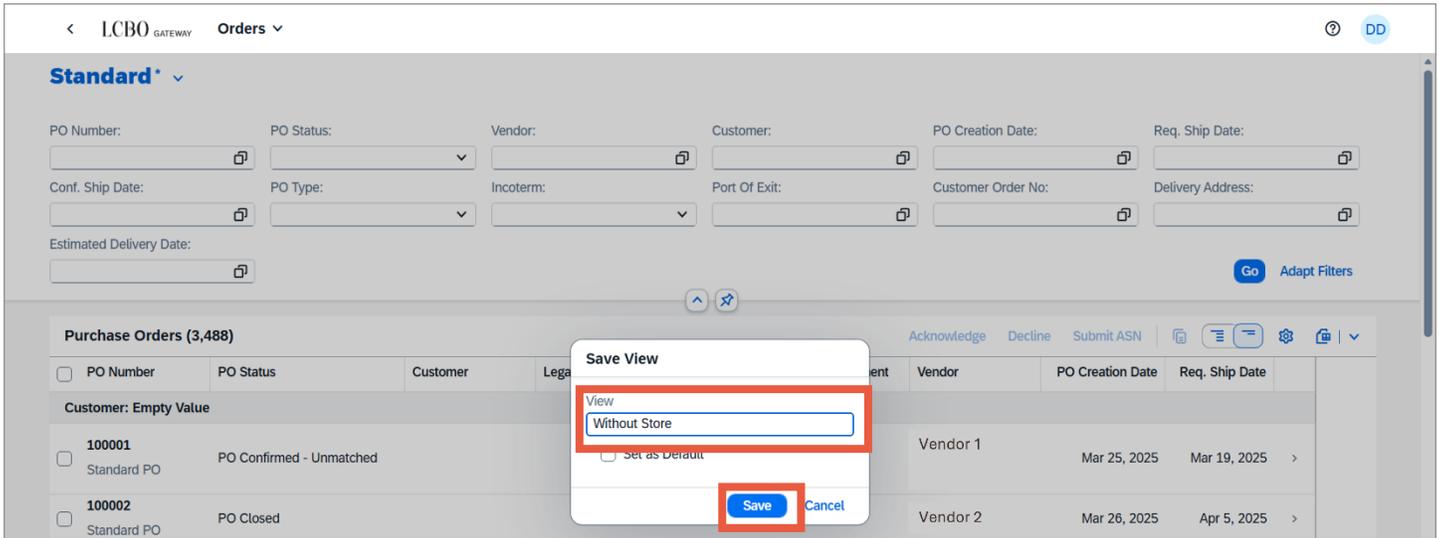
- The **View Settings** popup window displays. These are the default settings. You can select the required icon for the required field to move its position on the Orders screen.



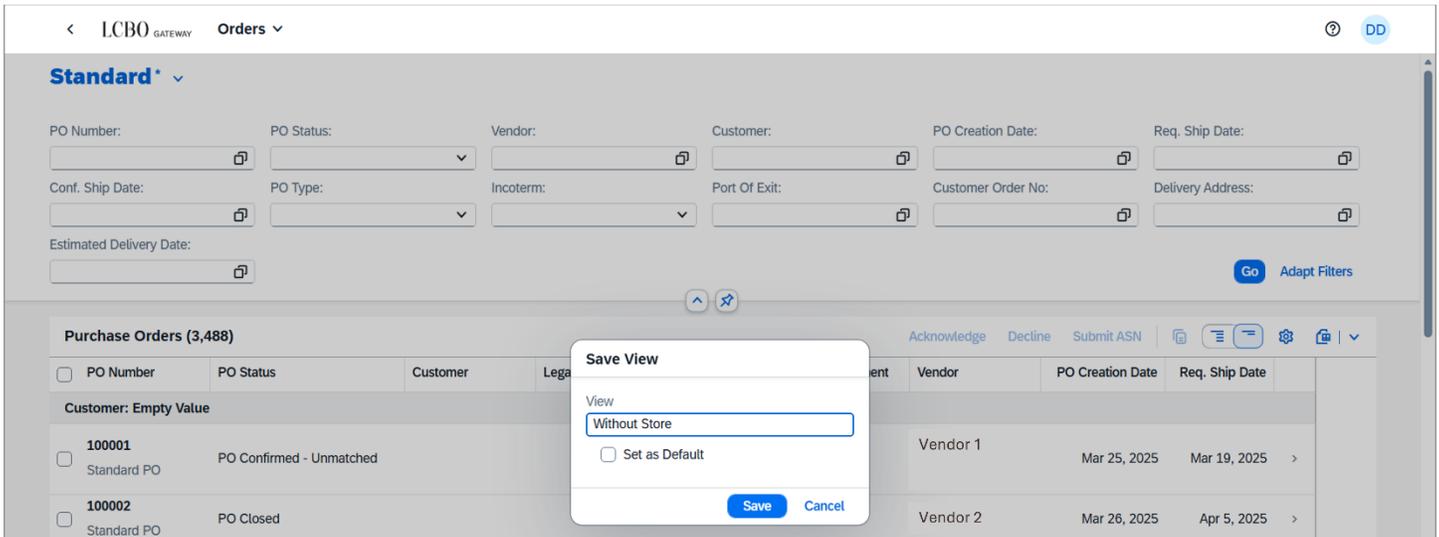
- Select the **Standard** dropdown and select the **Save As** button.



- The **Save View** popup window displays. Enter the required name in the **View** field.
- Select the **Save** button. You can also select the **Set as Default** checkbox if this view is to be set as default.



- The Saved list displays the changed view.



7. The **Sort** tab is used to sort fields. Select the required option from the **Sort By** dropdown and select the **Ascending** or **Descending** icon to apply the desired sorting option.
8. The **Filter** tab is used to filter the required filtering options.
9. The **Group By** dropdown is used to group results based on categories.



Note: The filters you apply remain saved until you reset them.

The screenshot shows the 'View Settings' dialog box in the LCBO Gateway interface. The 'Sort' tab is selected and highlighted in red. The dialog lists various fields with checkboxes and sorting options. The fields listed are:

- Columns (19/23)
- PO Number
- PO Status
- Customer
- Legacy Customer Number
- Legacy Reference Document
- Vendor
- PO Creation Date
- Req. Ship Date
- Conf. Ship Date
- Port Of Exit
- Invoice Number
- Total Value
- Incoterm
- Customer Order No
- PO Type Code
- Delivery Address
- PO Status Code

The dialog also includes a search bar, a 'Reset' button, and 'OK' and 'Cancel' buttons at the bottom.

Search by PO Number

1. Enter the PO number in the **PO Number** field and select the **Go** button. Alternatively, enter the PO number and press the **Enter** key.

LCBO GATEWAY Orders

Standard

PO Number: 100001 ×

Status: Vendor: Customer: PO Creation Date: Req. Ship Date:

Conf. Ship Date: PO Type: Incoterm: Port Of Exit: Customer Order No: Delivery Address:

Estimated Delivery Date: Store:

Go Adapt Filters (1)

Purchase Orders (1)

Acknowledge Decline Submit ASN

PO Number	PO Status	Customer	Legacy Customer Number	Legacy Reference Document	Vendor	PO Creation Date	Req. Ship Date
100001 Standard PO	PO Confirmed - Unmatched				Vendor 1	Mar 25, 2025	Mar 19, 2025

Search by PO Status

2. Select the required status from the **PO Status** dropdown to search PO by status.
3. Select the **Go** button.

The screenshot shows the LCBO Gateway Orders search interface. The 'PO Status' dropdown menu is open, displaying a list of status options with checkboxes. The 'New PO (1)' option is selected and highlighted with a red box and a red circle containing the number '2'. A red circle containing the number '3' highlights the 'Go' button. Below the search filters, there is a table header with columns: PO Number, Legacy Reference Document, Vendor, PO Creation Date, Req. Ship Date, and Conf. Ship Date. A message below the table says 'Let's get some results' and 'To start, set the relevant filters and choose "Go".'



Note: You can also select multiple statuses simultaneously by selecting the checkboxes of the required statuses.

How to View PO Details

4. From the **Orders** screen, select the required PO to view details.

< LCBO GATEWAY Orders ▾
ⓘ DD

Standard ▾

PO Number:

PO Status:

Vendor:

Customer:

PO Creation Date:

Req. Ship Date:

Conf. Ship Date:

PO Type:

Incoterm:

Port Of Exit:

Customer Order No:

Delivery Address:

Estimated Delivery Date:

Store:

Go Adapt Filters (1)

Purchase Orders (1) Acknowledge Decline Submit ASN

PO Number	PO Status	Customer	Vendor	PO Creation Date	Req. Ship Date	Conf. Ship Date	Port Of Exit
85000007	New PO		Vendor 1	Jul 22, 2025	Jul 9, 2025		ON CANADA

Alpha Orders

Invoice Number:

Total Value: 10,899.20 CAD

Incoterm: FOB

Customer Order No:

PO Type Code: ZALP

Delivery Address: DURHAM REGIONAL WAREHOUSE,x,Boundary Road 1,Whitby,905-723-3417,905-579-0496

PO Status Code: 1

Estimated Delivery Date:

Store: D102

5. The **General Information** tab for the selected PO displays additional details like **Req. Ship Date** and **Payment Term**.

< LCBO GATEWAY Orders ▾
DD

85000007 Print

PO Type: Alpha Orders Vendor: Vendor 1 PO Creation Date: Jul 22, 2025	PO Status New PO
---	----------------------------

⬆ ⬇

General Information
Items
Action History

Purchase Order Details

Req. Ship Date: Jul 09, 2025	Pick Up Address:	Payment Term: NET 30 DAYS(K030)	Total Case Quantity: 80 CV
Confirmed Ship Date:	Delivery Address: DURHAM REGIONAL WAREHOUSE,x.Boundary Road 1,Whitby,905-723-3417,905-579-0496	Incoterm: FOB	Total Weight: 78.4 KG
Estimated Delivery Date:	Req. Delivery Date: Aug 28, 2025	Port Of Exit: ON CANADA	Total Value: 10,899.20 CAD
Ship Date Match Status: Matched	Ship Mismatch Reason:	Customer Order No:	Customer:
PO Acknowledged: <input type="checkbox"/>	PO Note:		

6. Scroll down to access the **PO Line Items** and **Action History** section. Alternatively, you can select the **Items** and **Action History** tabs to view the **PO Line Items** section. The **PO Line Items** and **Action History** display for your review.

< LCBO GATEWAY Orders ▾
DD Print

85000007

[General Information](#) [Items](#) [Action History](#)

PO Line Items (2)

Line Item	Description	Article Number	Status	Qty	Order Unit	Price	Net Value
10	ABC	1		10.000	CV	136.24 CAD	1,362.40 CAD
20	ABC	2		10.000	CV	136.24 CAD	1,362.40 CAD

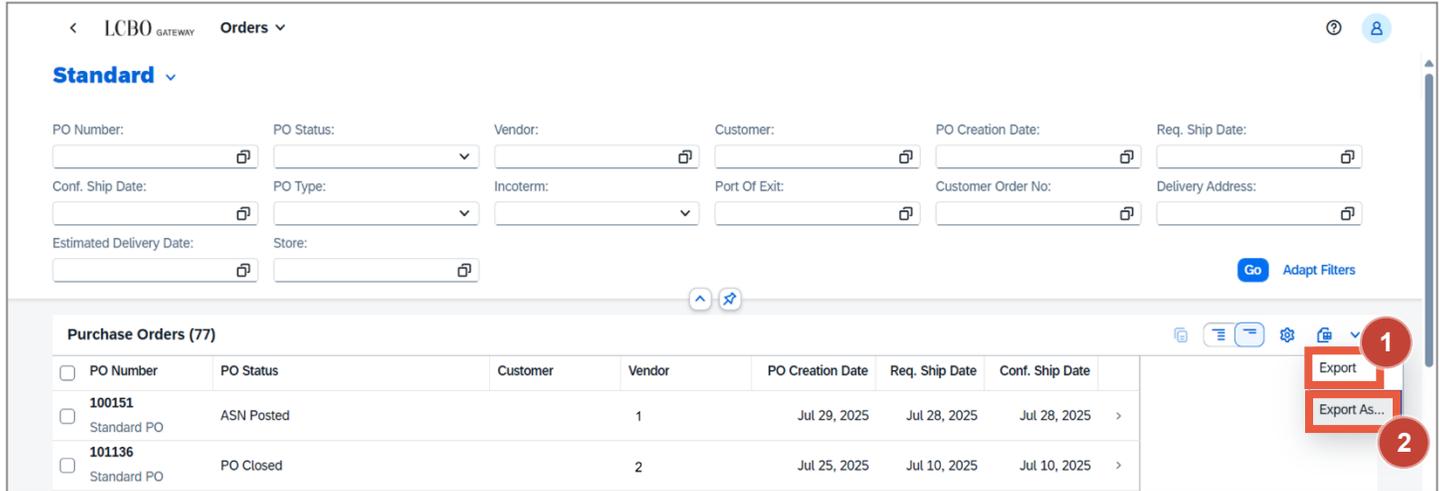
Action History

Actions (1)

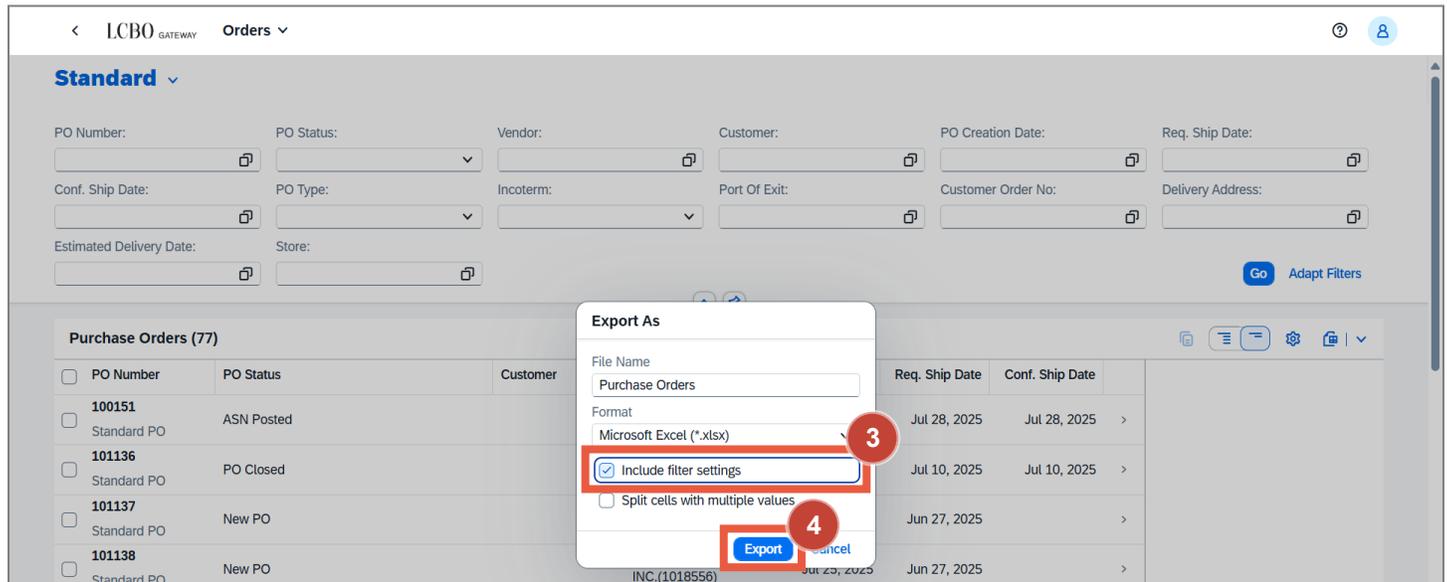
No	Action	User	Timestamp
1	New PO	LCBO	Jul 22, 2025, 12:58:56 PM

How to Export the PO Details

1. From the **Orders** search results screen, select the **Export** dropdown.
2. Select the **Export As** option from the dropdown.



3. The **Export As** popup window displays. Select the **Include filter settings** checkbox to export with the settings.
4. Select the **Export** button to export the Excel file.



5. The **Export Document** popup window displays the export progress in real time with the PO count. The Downloads dialog box displays. Select the **Open File** link to view the Excel file.

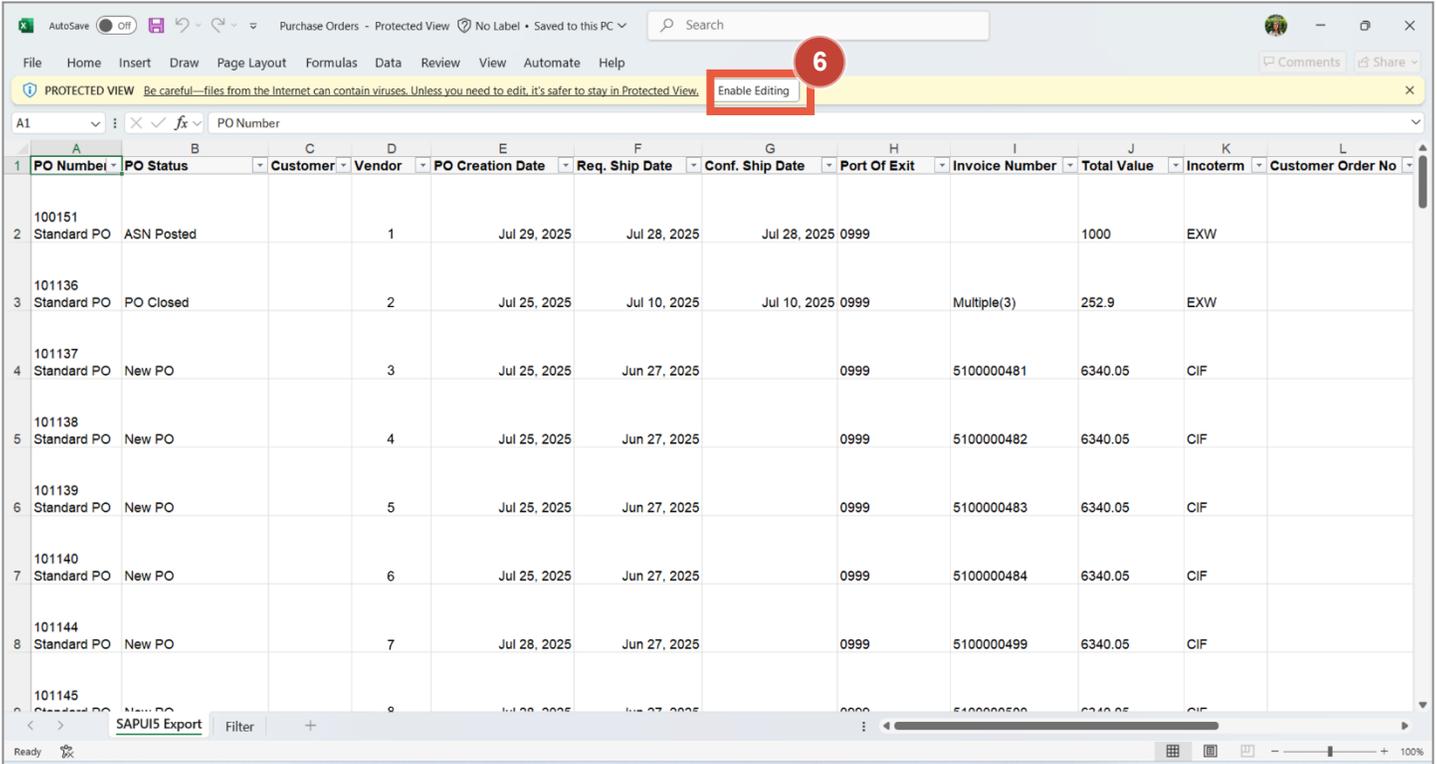
The screenshot shows the LCBO Gateway interface for managing orders. At the top, there is a navigation bar with a back arrow, the text 'LCBO GATEWAY Orders', and a user profile icon. Below this is a 'Standard' filter section with various input fields for PO Number, PO Status, Vendor, Customer, PO Creation Date, Req. Ship Date, Conf. Ship Date, PO Type, Incoterm, Port Of Exit, Customer Order No, Delivery Address, and Estimated Delivery Date. A 'Go Adapt Filters' button is located to the right of these fields.

Below the filters is a table titled 'Purchase Orders (77)'. The table has columns for 'PO Number', 'PO Status', 'date', and 'Conf. Ship Date'. The first three rows are visible:

PO Number	PO Status	date	Conf. Ship Date
100151 Standard PO	ASN Posted	025	Jul 28, 2025
101136 Standard PO	PO Closed	025	Jul 10, 2025
101137 Standard PO	New PO	025	

An 'Export Document' dialog box is overlaid on the table. It has a title 'Export Document', a progress indicator showing '0 / 77', and a 'Cancel' button. A red circle with the number '5' is placed over the 'Export Document' button in the dialog box.

6. The Excel file will display on the screen. Select the **Enable Editing** button to edit the Excel sheet.



How to Print PO Details

1. Select the PO line item to review more details.

LCBO GATEWAY Orders

Standard

PO Number: 100013 PO Status: Vendor: Customer: PO Creation Date: Req. Ship Date:

Conf. Ship Date: PO Type: Incoterm: Port Of Exit: Customer Order No: Delivery Address:

Estimated Delivery Date: Store:

Go Adapt Filters (1)

PO Number	PO Status	Customer	Legacy Customer Number	Legacy Reference Document	Vendor	PO Creation Date	Req. Ship Date
100013	PO Acknowledged					Apr 3, 2025	Apr 3, 2025

2. Select the Print button.

LCBO GATEWAY Orders

100013

Confirm Print Submit ASN

Legacy Reference Document: PO Status: PO Acknowledged

PO Type: Import PO

Vendor:

PO Creation Date: Apr 03, 2025

General Information Items Action History

Purchase Order Details

Req. Ship Date: Apr 03, 2025	Pick Up Address:	Payment Term: NET 30 DAYS(K030)	Total Case Quantity: 20 EA
Confirmed Ship Date:	Delivery Address: LONDON WAREHOUSE,D103,Wilton Grove Road,London,234567890,987654334	Incoterm: EXW	Total Weight: 240 KG
Estimated Delivery Date:	Req. Delivery Date: May 02, 2025	Port Of Exit: CFS_LIVORNO	Total Value: 680.00 EUR
Ship Date Match Status:	Ship Mismatch Reason:	Customer Order No:	Customer:
PO Acknowledged: <input checked="" type="checkbox"/>	PO Note:		Legacy Customer Number:

3. The Print preview displays. Select the **Save** button to save an offline copy.
4. Select the **Print** icon to print the PO.

Page 1

LCBO 100 Queens Quay East, 9th Floor
Toronto, Ontario
M5E 1C7

Purchase Order
AMENDED

Issued By:
P21 LCBO BEER DIR-R

Date	Purchase Order Number	Currency of Quoted Price
03-Apr-2025	100013	European Euro

Payment Terms (standard or as negotiated / agreed to) / Information: **NET 30 DAYS**

Shipping Terms -

TO (Vendor): 7002680
CA: MARCANDA
LOC: SANTA TERESA 272 -
CASTAGNETO
Livorno - NGA 4V3

Ship to Location:
LONDON WAREHOUSE, D103,
Wilton Grove Road, 955,
London, ON, CA
NGA 4V3

Ship Date Apr 3, 2025

This Purchase Order, including any amendments or changes made hereto by the LCBO, is subject to and incorporates by reference the LCBO's Purchase Order Terms and Conditions for beverage alcohol products which are available at [https://www.dcom/businesswithlcbo.com/content/dw/onlinebasepage/home/new-supplier-agent/demo/WebPOSystem.html]

LCBO NO.	Total Quantity Cases	Product Name	Shipping Pallet Pattern	Unit Size (ml.) (if applicable)	Units per case or litres/cask (if bulk product)	Quoted Price per case or price per litre of absolute alcohol (if bulk product)
TOTAL	0					0.00

Other Information/Instructions
For shipping instructions, either for placement of the empty container at your loading or consolidation instructions, vendor must Contact:

For items with <31% ABV, Protection to Min. of 50 Deg. F(+10 Deg. C) and Max. of 59 Deg. F(+15 Deg. C)

LIQUOR CONTROL BOARD OF ONTARIO
Authorized Signature(s)

Ensure P.O.# is entered on Bill of Lading

- The Print pane displays. Here, you can select the required layout, pages, and colour options.
- Select the **Print** button to print.
- Select the **Cancel** button to exit this view.

Print
Total: 4 sheets of paper

Printer
OneNote (Desktop) - Protecte... 5

Copies
1

Layout
 Portrait
 Landscape

Pages
 All
 Odd pages only
 Even pages only
 e.g. 1-5, 8, 11-13

Color
Color

[More settings](#) 6

7

Print **Cancel**

Page 1

LCBO 100 Queens Quay East, 9th Floor
Toronto, Ontario
M5E 0C7

Purchase Order
AMENDED

Issued By:
P21 LCBO BEER DIR-R

Date	Purchase Order Number	Currency of Quoted Price	
03-Apr-2025	100013	European Euro	

Payment Terms (standard or as negotiated / agreed to) / Information: **Shipping Terms -**
NET 30 DAYS

TO (Vendor): 7002680
CA' MARCANDA
LOC. SANTA TERESA 272,
CASTAGNETO
Livorno, NGA 4V3

Ship to Location:
LONDON WAREHOUSE, D103,
Wilton Grove Road, 955
London, ON, CA
N6A 4V3

Ship Date Apr 3, 2025

This Purchase Order, including any amendments or changes made hereto by the LCBO, is subject to and incorporates by reference the LCBO's Purchase Order Terms and Conditions for beverage alcohol products which are available at [https://www.doingbusinesswithlcbo.com/content/dbw/en/basepage/home/new-supplier-agent/demo/WebPOSystem.html]

LCBO NO.	Total Quantity Cases	Product Name	Shipping Pallet Pattern	Unit Size (ml.) (if applicable)	Units per case or litres/cask (bulk product)	Quoted Price per case or price per litre of absolute alcohol (if bulk product)
TOTAL	0					0.00

Other Information/Instructions
For shipping instructions, either for placement of the empty container at your loading or consolidation instructions, vendor must Contact:

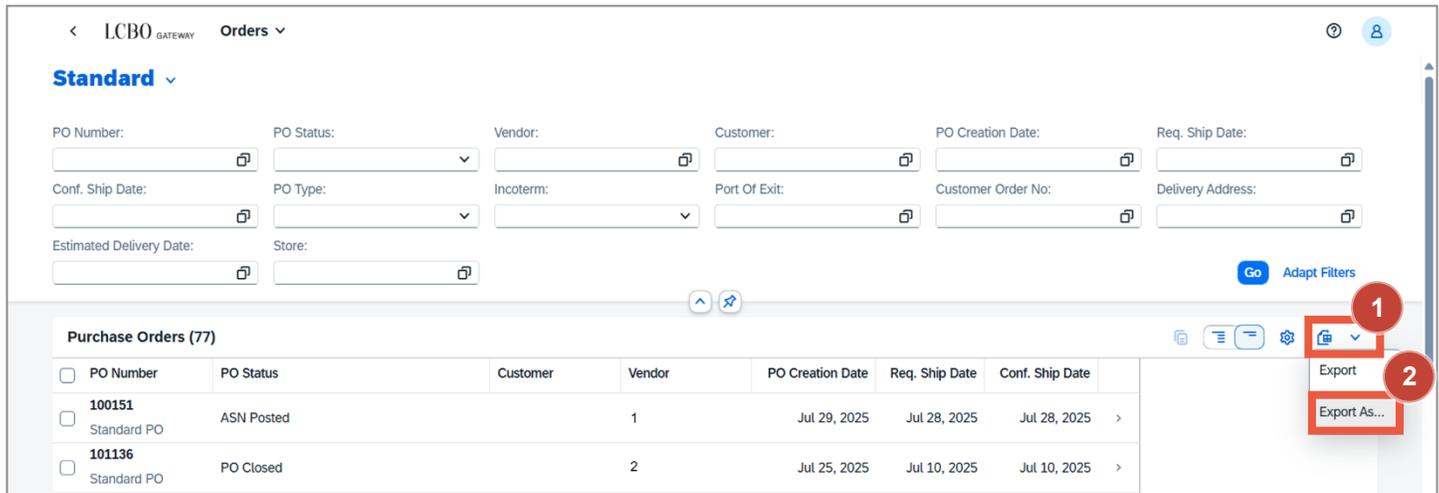
For items with <31% ABV, Protection to Min. of 50 Deg. F(+10 Deg. C) and Max. of 59 Deg. F(+15 Deg. C)

8. The **Success** popup window displays, confirming the PDF generated successfully. Select the **OK** button and select the **Back** icon to return to the **Orders** screen.

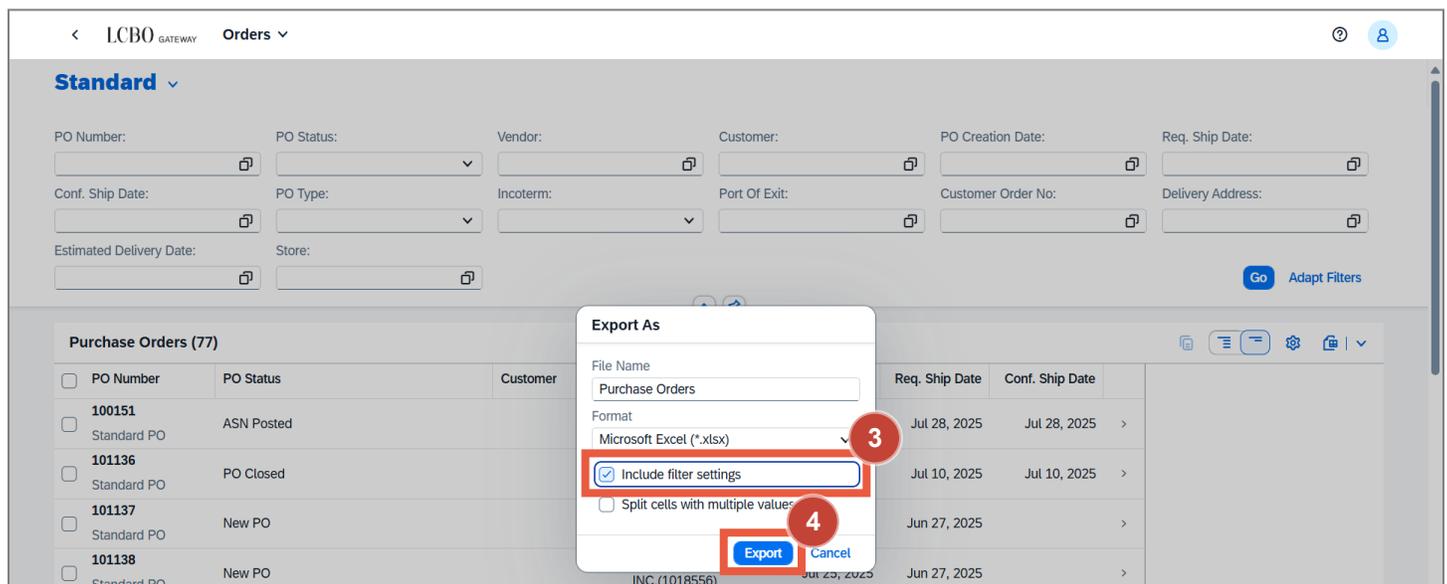
The screenshot displays the LCBO Gateway interface for an order. At the top left, a red box highlights the back navigation icon. The page title is "100013" and the status is "PO Status: PO Acknowledged". A "Success" popup window is centered on the screen, containing the text "PDF generated Successfully" and an "OK" button, which is also highlighted with a red box and a red circle containing the number "8". The background shows order details such as "Req. Ship Date: Apr 03, 2025", "Delivery Address: LONDON WAREHOUSE, D103 Road, London, 234567890, 987", and "Total Case Quantity: 20 EA".

How to Export the PO Details

1. You can either select the required POs you want to export or select the checkbox next to **Purchase Orders** checkbox to select all results displayed on screen at once. From the Purchase Orders search results screen, select the **Export** dropdown.
2. Select the **Export As** option from the dropdown.



3. The **Export As** popup window displays. Select the **Include filter settings** checkbox to export with the settings.
4. Select the **Export** button to export the Excel file.



- The **Export Document** popup window displays the export progress in real time with the PO count. The **Downloads** dialog box displays. Select the **Open File** link to view the Excel file.

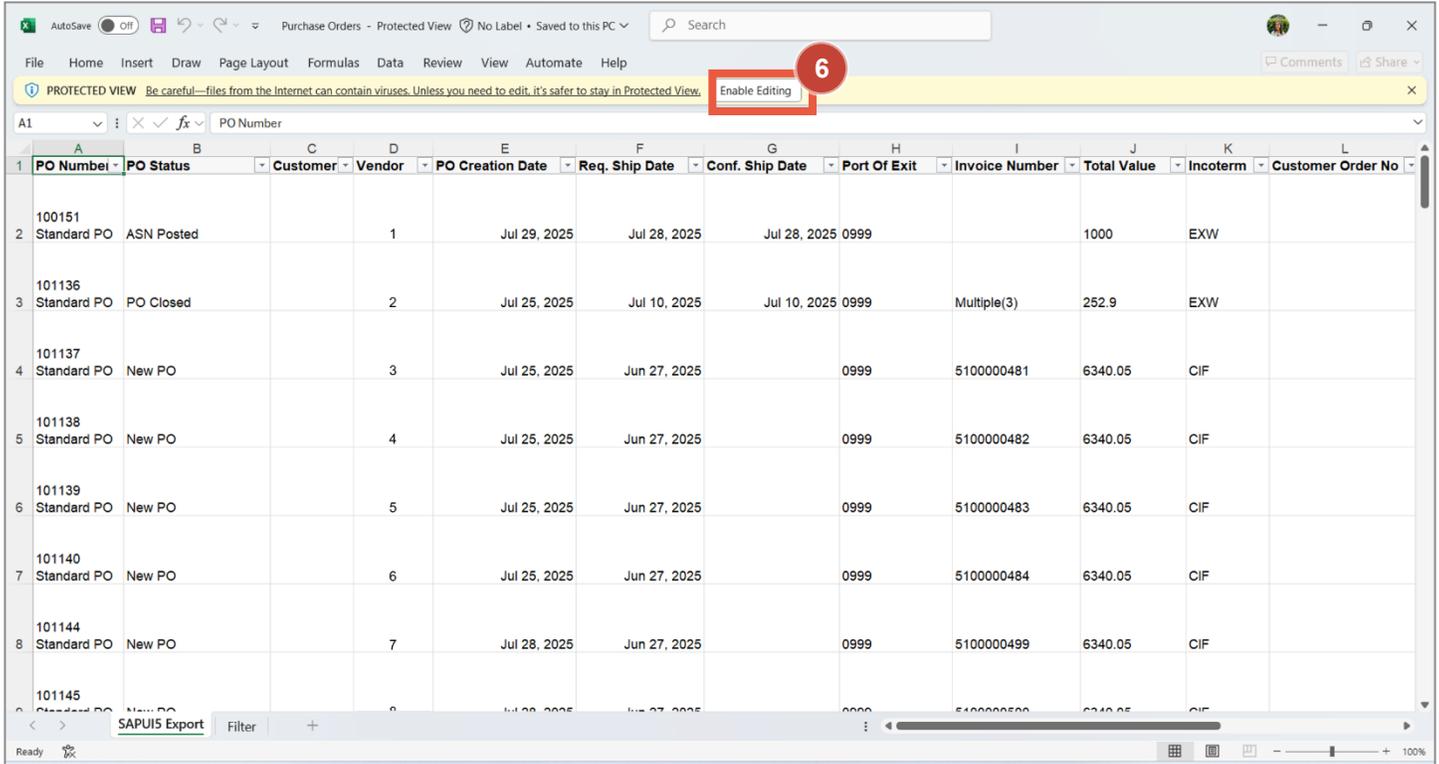
The screenshot shows the LCBO Gateway interface for 'Orders'. At the top, there are search filters for PO Number, PO Status, Vendor, Customer, PO Creation Date, and Req. Ship Date. Below these are filters for Conf. Ship Date, PO Type, Incoterm, Port Of Exit, Customer Order No., and Delivery Address. An 'Estimated Delivery Date' and 'Store' filter are also present. A 'Go' button and 'Adapt Filters' link are on the right.

The main section is titled 'Purchase Orders (77)'. It contains a table with the following data:

PO Number	PO Status	date	Conf. Ship Date
<input type="checkbox"/> 100151 Standard PO	ASN Posted	025	Jul 28, 2025 >
<input type="checkbox"/> 101136 Standard PO	PO Closed	025	Jul 10, 2025 >
<input type="checkbox"/> 101137 Standard PO	New PO	025	>

An 'Export Document' popup window is overlaid on the table. It has a red border and a red circle with the number '5' in the top right corner. The popup contains the text 'Export Document', 'Fetching data from server...', and a progress bar showing '0 / 77'. A 'Cancel' button is located at the bottom right of the popup.

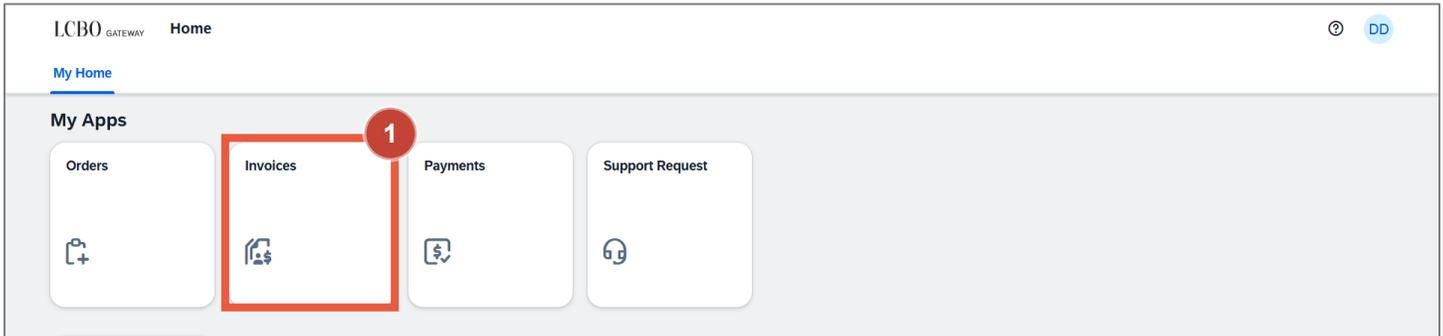
6. The Excel file will display on the screen. Select the **Enable Editing** button to edit the Excel sheet.



Invoice Management

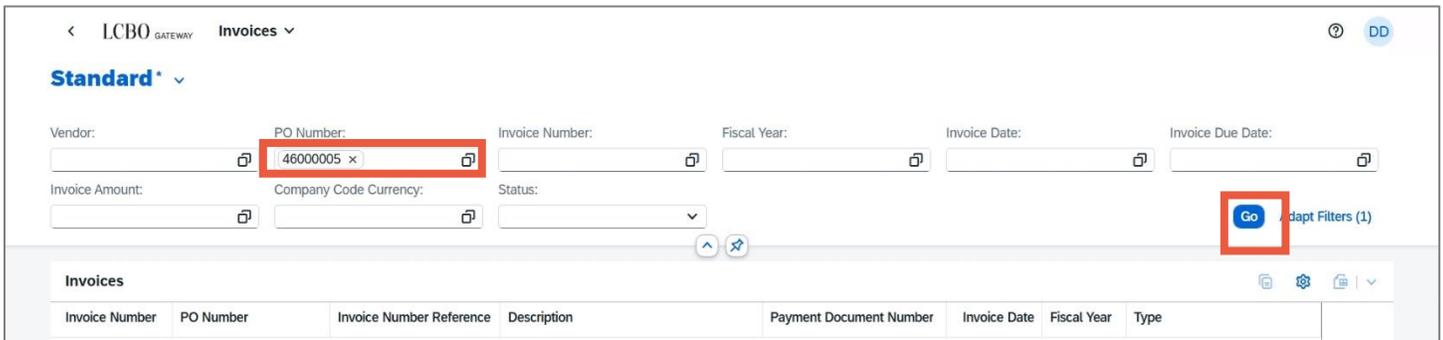
How to Search Vendor Invoices

1. From LCBO Gateway home screen, select the **Invoices** app.



Search by Invoice Number

1. The **Invoices** screen displays multiple fields you can use to search for an Invoice. Enter the PO number in the **PO Number** field to search by PO number and select the **Go** button or press the **Enter** key.



- The search results display Invoice Number details. You can select the **PO Number** hyperlink to navigate to the **Orders** screen.

The screenshot shows the 'Invoices' search results page. At the top, there are search filters for Vendor, PO Number (46000005), Invoice Number, Fiscal Year, Invoice Date, and Invoice Due Date. Below the filters, a table displays one search result:

Invoice Number	PO Number	Invoice Number Reference	Description	Payment Document Number	Invoice Date	Fiscal Year	Type
5100000022	46000005	5100000022			Jun 12, 2025	2026	Invoice - Gross(RE)

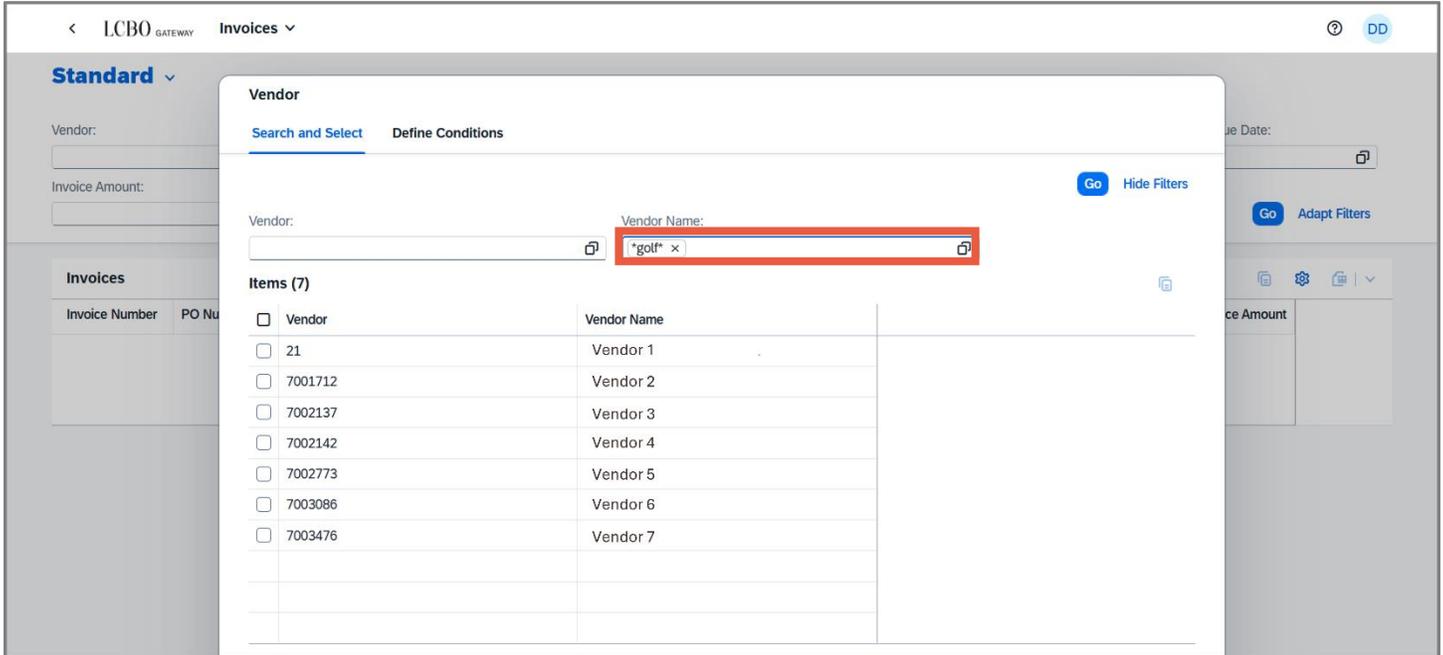
Search by Vendor Name

- Select the **Vendor Search** icon to search by vendor name.

The screenshot shows the 'Invoices' search page. The search filters are visible, and the 'Vendor Search' icon (a magnifying glass) is highlighted with a red box. Below the filters, the table header is visible:

Invoice Number	PO Number	Description	Payment Document Number	Invoice Date	Fiscal Year	Type	Invoice Amount
----------------	-----------	-------------	-------------------------	--------------	-------------	------	----------------

- The **Vendor** popup window displays. Enter the required keyword between asterisks (*) to search by vendor name and press the **Enter** key.



Note: To broaden your search, use an asterisk (*). For instance, ABC* retrieves all results starting with 'ABC', and *XYZ retrieves those ending with 'XYZ.'

5. Select the required results or select the **Vendor** checkbox to select all results.

The screenshot shows the LCBO Gateway Invoices interface. A modal window titled "Vendor" is open, showing search results. The modal has two tabs: "Search and Select (7)" and "Define Conditions". The "Search and Select (7)" tab is active. It contains a search bar with "gol*" entered. Below the search bar is a table with 7 items, each with a checkbox. The "Vendor" checkbox is highlighted with a red box. At the bottom of the modal, there is a "Selected Items and Conditions (7)" section with a list of selected items and an "OK" button highlighted with a red box.

Items (7)	Vendor Name
<input checked="" type="checkbox"/> Vendor	
<input checked="" type="checkbox"/> 21	Vendor 1
<input checked="" type="checkbox"/> 7001712	Vendor 2
<input checked="" type="checkbox"/> 7002137	Vendor 3
<input checked="" type="checkbox"/> 7002142	Vendor 4
<input checked="" type="checkbox"/> 7002773	Vendor 5
<input checked="" type="checkbox"/> 7003086	Vendor 6
<input checked="" type="checkbox"/> 7003476	Vendor 7

Selected Items and Conditions (7)

21 x 7001712 x 7002137 x 7002142 x 7002773 x 7003086 x 7003476 x

6. Select the **Go** button. The search results display with the Vendor name selection.

LCBO GATEWAY Invoices DD

Standard ▼

Vendor: PO Number: Invoice Number: Fiscal Year: Invoice Date: Invoice Due Date:

Invoice Amount: Company Code Currency: Status:

Go Adapt Filters (1)

Invoices (30)

Invoice Number	PO Number	Description	Payment Document Number	Invoice Date	Fiscal Year	Type	Invoice Amount
1900017013				Jul 10, 2025	2026	Vendor Invoice(KR)	-14,012.00
1900017048			2000022731	Jul 22, 2025	2026	Vendor Invoice(KR)	-1,000.00
1900017123			2000022797	Aug 7, 2025	2026	Vendor Invoice(KR)	-4,400.00
1900017124		Cheque Printing Demo16	2000022797	Aug 7, 2025	2026	Vendor Invoice(KR)	-1,023.00
1900017125		Cheque Printing Demo17	2000022797	Aug 7, 2025	2026	Vendor Invoice(KR)	-95,678.01
1900017126			2000022797	Aug 7, 2025	2026	Vendor Invoice(KR)	-6,600.97
1900017127		Cheque Printing Demo17		Aug 7, 2025	2026	Vendor Invoice(KR)	-555.76
1900017145		Cheque Printing Demo27	2000022803	Aug 7, 2025	2026	Vendor Invoice(KR)	-67,890.00
1900017151		Cheque Printing Demo34	2000022805	Aug 8, 2025	2026	Vendor Invoice(KR)	-333.33
1900017152		Cheque Printing Demo35	2000022805	Aug 8, 2025	2026	Vendor Invoice(KR)	-666.22
1900017153		Wire Testing		Aug 8, 2025	2026	Vendor Invoice(KR)	-1,900.00
1900017154		Cheque Printing Demo amount less than 1000	2000024139	Aug 12, 2025	2026	Vendor Invoice(KR)	-70.00
1900017155		Cheque Printing Demo amount less than 1000	2000024139	Aug 12, 2025	2026	Vendor Invoice(KR)	-60.00
1900017156		Cheque Printing Demo amount less than 1000	2000024139	Aug 12, 2025	2026	Vendor Invoice(KR)	-70.00
1900017157		Cheque Printing Demo amount less than	2000024139	Aug 12, 2025	2026	Vendor Invoice(KR)	-60.00

How to View Invoice Details

1. From the **Invoices** screen, select the required Invoice.

The screenshot shows the 'Invoices' screen in the LCBO Gateway. At the top, there are search filters for Vendor, PO Number, Invoice Number (1900000308), Fiscal Year, Invoice Date, and Invoice Due Date. Below the filters is a table titled 'Invoices (2)'. The table has columns for Invoice Number, PO Number, Description, Invoice Date, Payment Document Number, Fiscal Year, Type, and Invoice Amount. The first row is highlighted with a red box, and a red circle with the number '1' is placed over the 'Invoice Amount' column of this row.

Invoice Number	PO Number	Description	Invoice Date	Payment Document Number	Fiscal Year	Type	Invoice Amount
1900000308		PRODUCT	Sep 27, 2024		2025	Vendor Invoice(KR)	-1,272.00
1900000308		Test for EUR	Apr 30, 2025	2000000865	2026	Vendor Invoice(KR)	-500,000.00

2. The **Invoice Line Items** display with **Description**, **Invoice Amount**, **Currency**, **Bill of Lading Cases**, **Cases Received**, and **Vendor Quote**.

The screenshot shows the 'Invoice Line Items' screen for invoice 1900000308. The table titled 'Invoice Line Items (2)' is highlighted with a red box. The table has columns for Invoice Number, Line Item, Description, Invoice Amount, Bill of Lading Cases, Cases Received, Vendor Quote, and Status. The second row is highlighted with a red box, and a red circle with the number '2' is placed over the 'Status' column of this row.

Invoice Number	Line Item	Description	Invoice Amount	Bill of Lading Cases	Cases Received	Vendor Quote	Status
Amount: -521.40							
1900000308	1	HIGH VOLUME CONSIGNMENT	-521.40				OPEN
Amount: 521.40							
1900000308	2	I 594993	521.40	0	11.00000	47.40	OPEN

How to Export Invoice Details

3. From the **Invoices** screen, select the **Export As** option from the **Export** dropdown.

The screenshot shows the 'Invoices' screen for invoice number 1900000020. A table of 'Invoice Line Items (2)' is displayed. A dropdown menu is open, showing 'Export' and 'Export As...' options. A red circle with the number '3' highlights the 'Export As...' option.

Invoice Number	Line Item	Description	Invoice Amount	Bill of Lading Cases	Cases Received	Supplier Quote	Status
Amount: -609.12							
1900000020	1	PRIVATE ORDERING	-609.12				OPEN
Amount: 609.12							
1900000020	2	I 937754	609.12	6	6	101.52	OPEN

4. The **Export As** popup window displays. The **File Name** field is auto-populated. Select the **Include filter settings** checkbox to export with the settings, if any.

5. Select the **Export** button to export the Excel file.

The screenshot shows the same 'Invoices' screen as above, but with the 'Export As' popup window open. The 'File Name' field is populated with 'Invoice Line Items'. The 'Format' dropdown is set to 'Microsoft Excel (*.xlsx)'. The 'Include filter settings' checkbox is checked. The 'Export' button is highlighted with a red box and a red circle with the number '5'.

Invoice Number	Line Item	Description	Invoice Amount	Bill of Lading Cases	Cases Received	Supplier Quote	Status
Amount: -609.12							
1900000020	1	PRIVATE ORDERING	-609.12				OPEN
Amount: 609.12							
1900000020	2	I 937754	609.12	6	6	101.52	OPEN

6. The **Downloads** dialog box displays. Select the **Open File** link to view the Excel file.

The screenshot shows the LCBO Gateway interface for Invoices. The invoice number is 1900000020. A table of Invoice Line Items is displayed. A Windows Downloads dialog box is open, showing the file 'Invoice Line Items.xlsx' with an 'Open file' link highlighted. A red circle with the number 6 is positioned next to the dialog box.

Invoice Number	Line Item	Description	Invoice Amount	Bill of Lading Cases	Cases Received	Supplier C	Status
Amount: -609.12							
1900000020	1	PRIVATE ORDERING	-609.12				OPEN
Amount: 609.12							
1900000020	2	I 937754	609.12	6	6	101.52	OPEN

7. The Excel file will display on the screen. Select the **Enable Editing** button to edit the Excel sheet.

The screenshot shows the Excel spreadsheet for 'Invoice Line Items'. The spreadsheet is in Protected View. A yellow bar at the top contains the text 'PROTECTED VIEW Be careful—files from the Internet can contain viruses. Unless you need to edit, it's safer to stay in Protected View.' and an 'Enable Editing' button, which is highlighted with a red box and a red circle with the number 7.

Invoice Number	Line Item	Description	Invoice Amount	Bill of Lading Cases	Cases Received	Supplier Quote	Status	Invoice Date	Due Date	Payment Term Des
1900000020	1	PRIVATE ORDERING	-609.12				OPEN	Apr 4, 2025	May 4, 2025	NET 30 DAYS
1900000020	2	I 937754	609.12	6	6	101.52	OPEN	Apr 4, 2025		

How to View Chargebacks

The chargeback documents are generated and posted in SAP. Once a chargeback is posted in SAP, it is automatically exposed to LCBO Gateway through an interface. Each chargeback can be identified using an Invoice Number Reference that originates from SAP.

1. From the **Invoices** screen, enter the required invoice number in the Invoice Number field.
2. The **Invoice Number Reference** display indicates the chargeback.

The screenshot shows the 'Invoices' screen in the LCBO Gateway. At the top, there are search filters for Vendor, PO Number, Invoice Number (containing '3 Items'), Fiscal Year, Invoice Date, and Invoice Due Date. Below these are fields for Invoice Amount, Company Code Currency, and Status. A 'Go' button and 'Adapt Filters (1)' are also visible.

The main section displays a table of invoices. A red box highlights the 'Invoice Number Reference' column, which contains three entries: QA0213853, LA582026, and LF582028. A red circle with the number '2' is placed over the first entry in this column. Another red circle with the number '1' is placed over the 'Invoice Number' search field.

Invoice Number	PO Number	Invoice Number Reference	Description	Payment Document Number	Invoice Date	Fiscal Year	Type
1700003575 Invoice Amount: 40.62 Currency: CAD Status: OPEN Invoice Due Date: Sep 29, 2025 Payment Term Description: NET 30 DAY Vendor: 1037040 Company Code: 1000		QA0213853	P202522 (24-Aug-25-30-Aug-25)		Aug 30, 2025	2026	Vendor Credit Memo(KG)
1700004033 Invoice Amount: 62.15 Currency: CAD Status: OPEN Invoice Due Date: Sep 21, 2025 Payment Term Description: IMMEDIATE Vendor: 1046272 Company Code: 1000		LA582026	LAB FEE ADMIN 48984 766698		Sep 21, 2025	2026	Vendor Credit Memo(KG)
1700004083 Invoice Amount: 169.04 Currency: EUR		LF582028	LAB FEE 203827 316998		Sep 23, 2025	2026	Vendor Credit Memo(KG)

How to View a Netted Report

When processing payments, both vendor and customer invoices are included in the payment advice. This allows you to view the netted amount in the report.

1. From the **Payments** screen, enter the required payment number in the **Payment Number** field and press the **Enter** key.
2. The **Payment Number** displays with the amount that LCBO paid to the Vendor. Select the payment number to view more details.

The screenshot shows the 'Payments' screen in the LCBO Gateway. The 'Payment Number' field is populated with '2000004942'. Below the search fields, a table titled 'Payments (1)' displays the following data:

Payment Number	Payment Date	Amount	Currency	Method	Status
2000004942	Oct 6, 2025	455.11	CAD	Transfer	CLEARED

3. Here, you can view details of Customer Invoice and Vendor Invoice, and the amount paid. You can also export this Excel to view these details in Excel format.

The screenshot shows the 'Payments' screen with the payment number '2000004942' selected. Below the search fields, a table titled 'Payment Items (2)' displays the following data:

Invoice Number	Invoice Date	Type	Amount	Currency	Status	Fiscal Year	Company C...
1800000115	Oct 6, 2025	Customer Invoice(DR)	84.45	CAD	CLEARED	2026	1000
1900000371	Oct 6, 2025	Vendor Invoice(KR)	-539.56	CAD	CLEARED	2026	1000



Note: After the payment run, all relevant details are included in the payment advice. The payment advice typically contains the payment document number, the payment amount, and related information to indicate the processed payment.

How to Print Invoice Details

1. From the **Invoices** screen, select the **Print** button.

LCBO GATEWAY Invoices

510000022

Print

Invoice Line Items (3)

Invoice Number	Line Item	Description	Invoice Amount	Bill of Lading Cases	Cases Received	Supplier Quote	Status
Amount: -113.00							
510000022	1		-113.00				OPEN
Amount: 13.00							
510000022	3		13.00				OPEN
Amount: 100.00							
510000022	2	Automatically invoiced	100.00			20255000000780001	OPEN

2. The Print preview displays. Select the **Save** button to save an offline copy.

LCBO Evaluated Receipt Settlement Invoice Page: 1 / 1

Customer Liquor Control Board Ontario
100 Queens Quay East, 9th Floor
Toronto
CA

Vendor No 8000007:B-LINE MEDIA
08.08.2025_Test Automation
M4M 0E9 / TORONTO
ON / CA

Document# 510000022

Posting Date 12.06.2025

Tax Registration# R12224117RT0001

Invoice Number 510000022

Invoice Date 12.06.2025

PO Number 46000005

Payment Terms K030

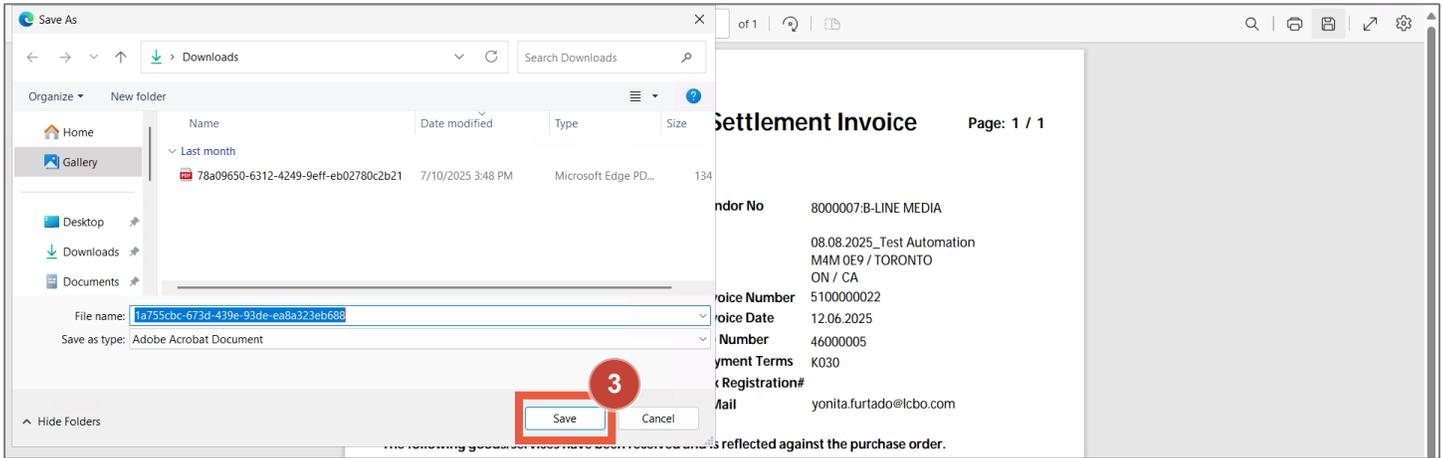
Tax Registration#

E-Mail yonita.furtado@lcbo.com

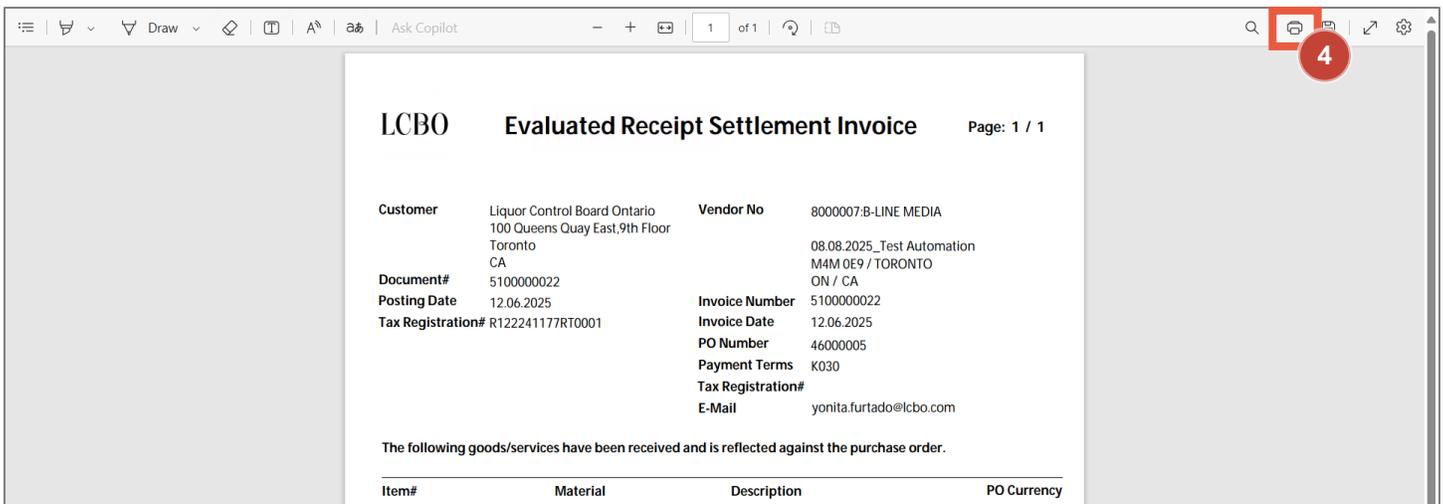
The following goods/services have been received and is reflected against the purchase order.

Item#	Material	Description	PO Currency
Delivery note / Reference#	Date	Goods Receipt Document#	
Quantity	Unit	Net Price	Line Amount
PO item		Tax Code	

3. The **Save As** dialog box displays. Rename the file if required. Select the **Save** button.



4. Select the **Print** icon to print the Invoice.



- The **Print** pane displays. Here, you can select the required layout, pages, and colour options. Select the **Print** button to print.
- Select the **Cancel** button to exit this view.

Print
Total: 1 sheet of paper

Printer: OneNote (Desktop) - Protecte...
Copies: 1
Layout: Portrait, Landscape
Pages: All, e.g. 1-5, 8, 11-13
Color: Color

More settings [▼](#)
Print using system dialog... (Ctrl+Shift+P)

LCBO Evaluated Receipt Settlement Invoice Page: 1 / 1

Customer: Liquor Control Board Ontario
100 Queens Quay East, 9th Floor
Toronto, CA
Document#: 5100000022
Posting Date: 12.06.2025
Tax Registration#: R122241177RT0001

Vendor No: 8000007:B-LINE MEDIA
08.08.2025_Test Automation
M4M 0E9 / TORONTO
ON / CA
Invoice Number: 5100000022
Invoice Date: 12.06.2025
PO Number: 46000005
Payment Terms: K030
Tax Registration#:
E-Mail: yonita.furtado@lcbo.com

The following goods/services have been received and is reflected against the purchase order.

Item#	Material	Description	PO Currency
Delivery note / Reference#	Date	Goods Receipt Document#	
Quantity	Unit	Net Price	Line Amount
PO item		Tax Code	
LCBO Location D102 DURHAM REGIONAL WAREHOUSE			
000001	80081	Paper bags	CAD
TESTING	17.06.2025	5000000078	
10	EA	10	100.00
00010		P2	
Sub Total			100.00
Tax			13.00

5 **Print** 6 **Cancel**

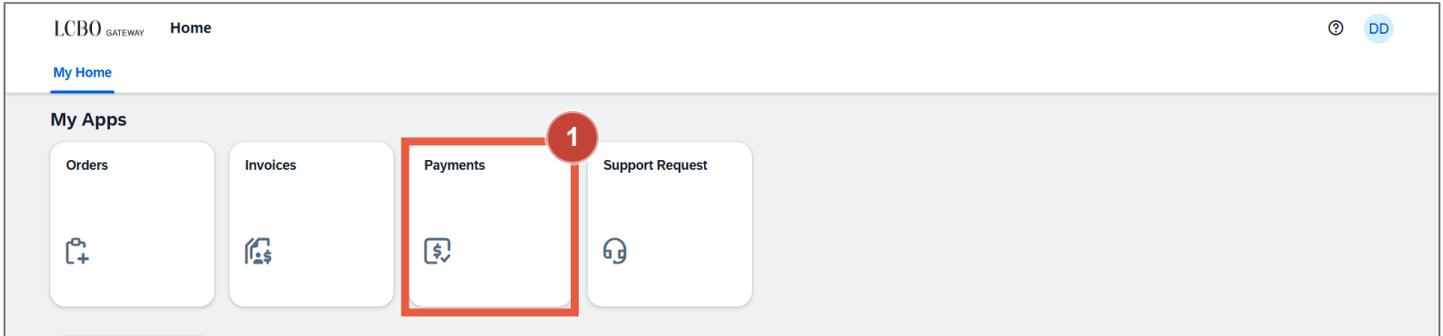
7. The **Success** popup window displays confirming the PDF is generated successfully and select the **OK** button. Select the **Back** button to return to the Invoices screen.

The screenshot shows the LCBO Gateway interface for viewing invoices. At the top, there is a navigation bar with a back arrow, the text 'LCBO GATEWAY', and a dropdown menu for 'Invoices'. Below this, the invoice number '510000022' is displayed. A red circle with the number '7' is placed over the back arrow. A 'Print' button is visible in the top right corner. The main area contains a table titled 'Invoice Line Items (3)'. The table has columns for Invoice Number, Line Item, Description, Invoice Amount, Bill of Lading Cases, Cases Received, Supplier Quote, and Status. Three rows are visible, each with a summary row above it: 'Amount: -113.00', 'Amount: 13.00', and 'Amount: 100.00'. A success popup window is overlaid on the table, displaying a green checkmark, the word 'Success', and the message 'PDF generated Successfully'. The 'OK' button in the popup is highlighted with a red box.

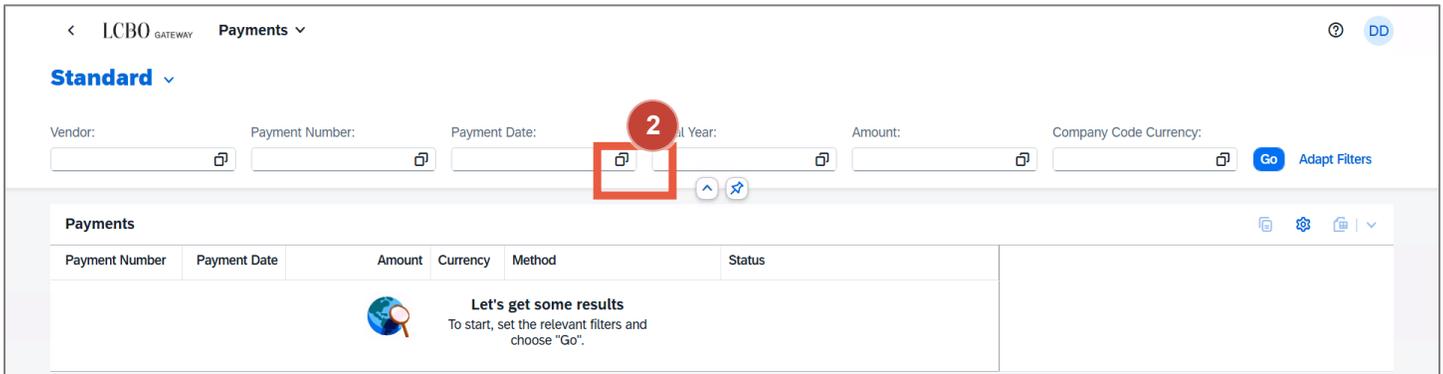
Invoice Number	Line Item	Description	Invoice Amount	Bill of Lading Cases	Cases Received	Supplier Quote	Status
Amount: -113.00							
510000022	1		-113.00				OPEN
Amount: 13.00							
510000022	3		13.00				OPEN
Amount: 100.00							
510000022	2	Automatically invoiced				20255000000780001	OPEN

How to Search and View Payment Details

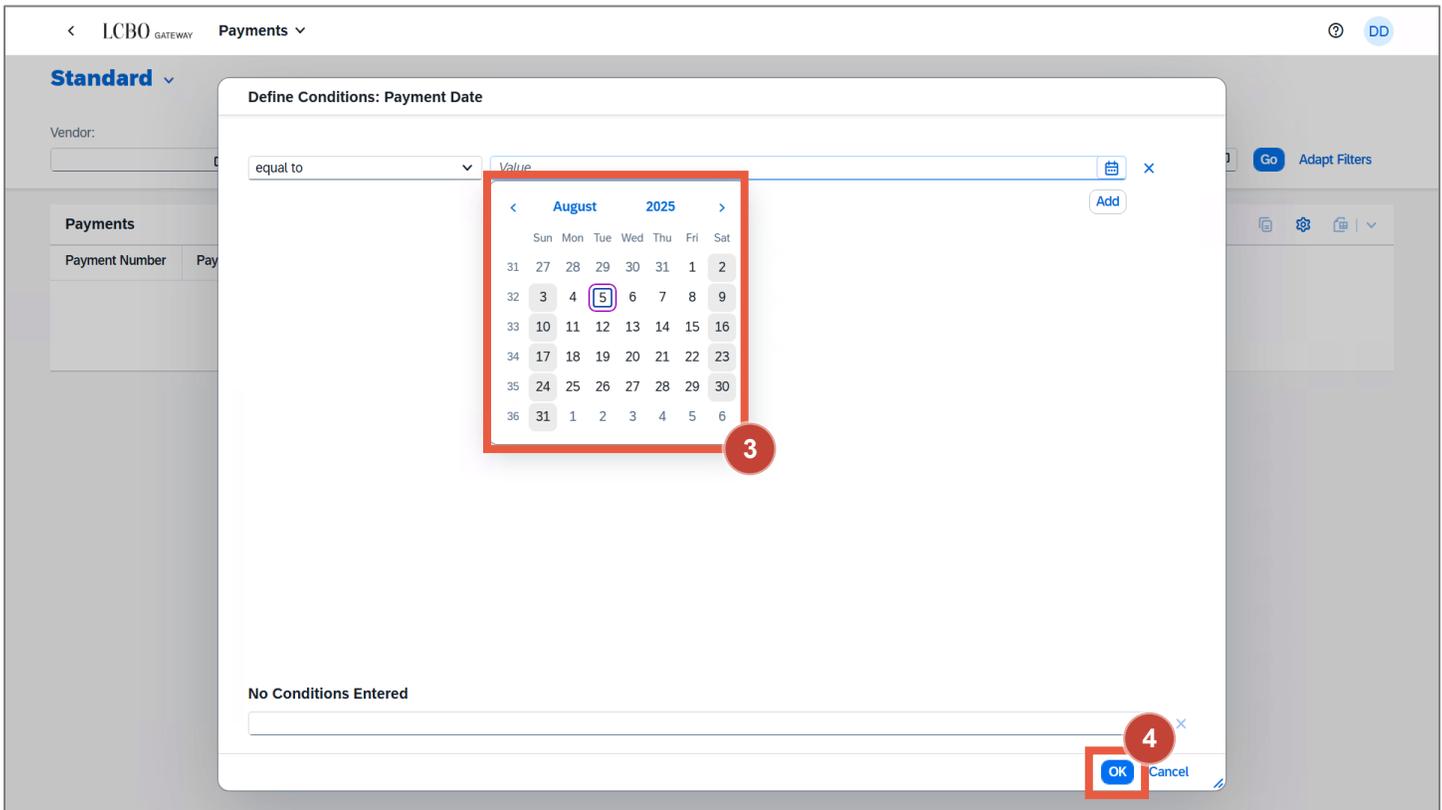
1. Select the **Payments** app.



2. The **Payments** screen displays multiple fields you can use to search for payments. Select the **Payment Date Search** icon to search by payment date.



3. The **Define Conditions: Payment Date** popup window displays. Select the Calendar icon and the required month and date.
4. Select the **OK** button.



Note: When defining conditions, you can choose how the system filters records based on your selected field (for example, Payment Date).

- The options **Include** equal to, between, before, or after to help narrow down the results you want to display.

5. Select the Go button.

LCBO GATEWAY Payments

Standard

Vendor: Payment Number: Payment Date: Fiscal Year: Amount: Company Code Currency:

Go Adapt Filters (1)

6. Select the Payment Number.

LCBO GATEWAY Payments

Standard

Vendor: Payment Number: Payment Date: Fiscal Year: Amount: Company Code Currency:

Go Adapt Filters (1)

Payments (5)

Payment Number	Payment Date	Amount	Currency	Method	Status
100000000	May 27, 2025	0.00	CAD		
100000001	May 27, 2025	0.00	CAD		
100000002	May 27, 2025	0.00	CAD		
200000009	May 27, 2025	1,000.00	CAD	Wire_LCBO	CLEARED
200000010	May 27, 2025	2,500.00	CAD	Wire_LCBO	CLEARED

7. The Payments screen displays the Invoice Number, Invoice Date, Type, Amount, Currency, Status, Fiscal Year, and Company Code. You can navigate to the Invoice by selecting the Invoice number.

LCBO GATEWAY Payments

2000000010

Payment Items (1)

Invoice Number	Invoice Date	Type	Amount	Currency	Status	Fiscal Year	Company C...
190000009	May 27, 2025	Vendor Invoice(KR)	-2,500.00	CAD	CLEARED	2026	1000

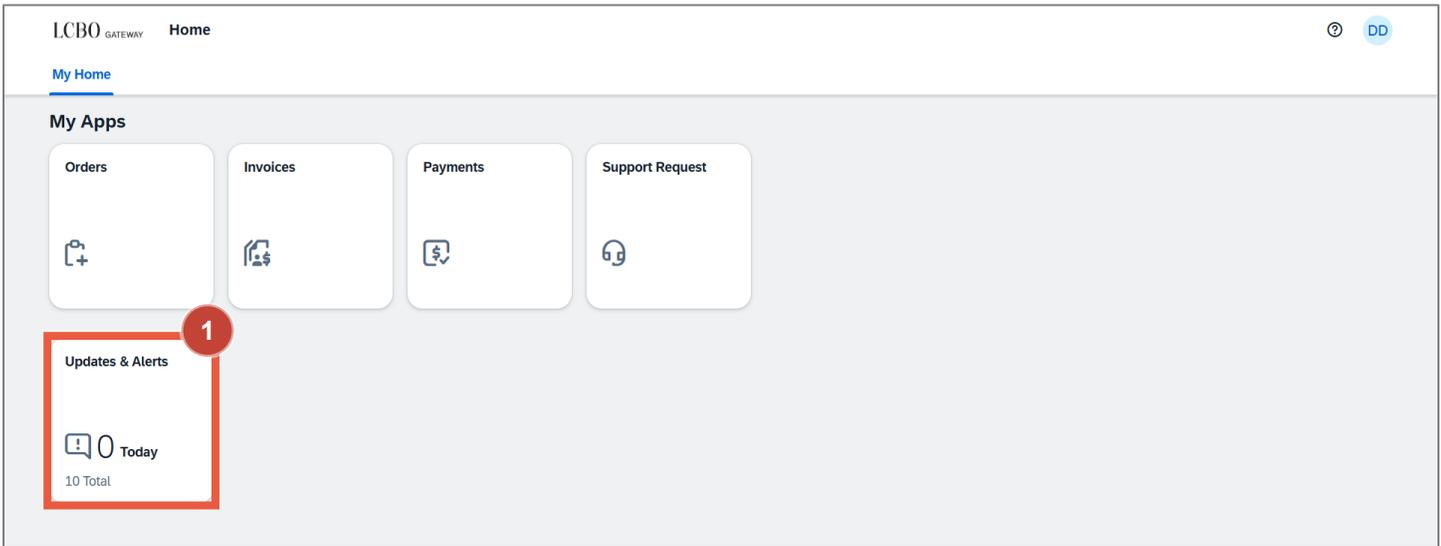


Note: To export the payment details, you can follow the same steps as covered in the **Export and Print Invoice Details** section.

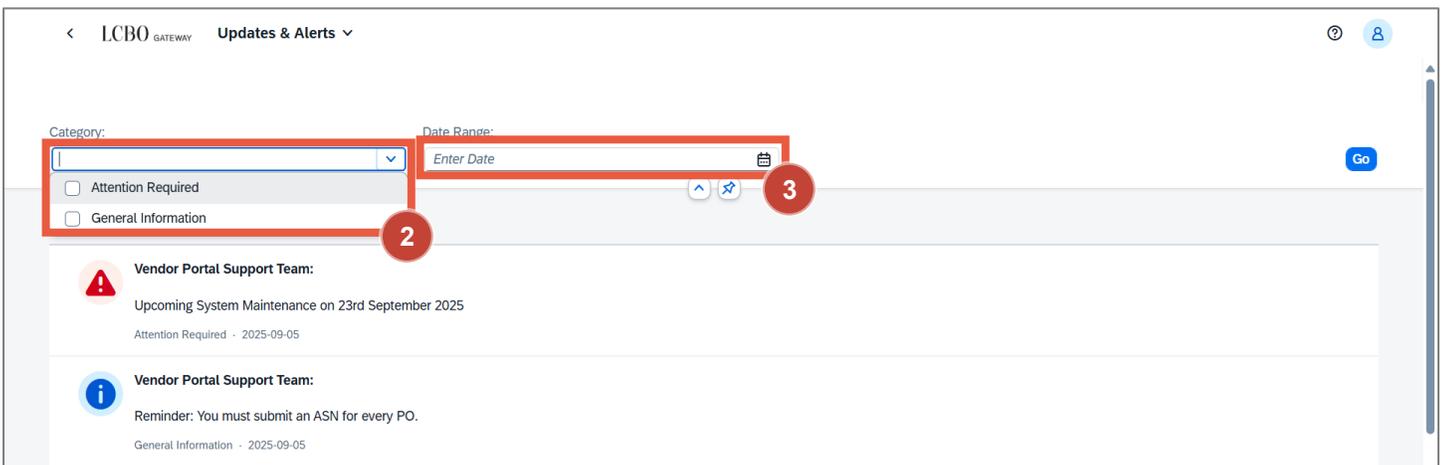
How to View Updates and Alerts

Vendors receive timely information that's grouped into two types: General Information and Attention Required. This setup ensures that you stay informed about day-to-day operations while also being alerted to anything that needs immediate action.

1. Select the **Updates & Alerts** app.



2. The **Updates & Alerts** screen displays listing the updates and alerts in chronological order. Select the **Category** dropdown to select the required category. The two categories are **Attention Required** and **General Information**.
3. Select the required date range in the **Date Range** field.



4. Select the **Go** button.

< LCBO GATEWAY Updates & Alerts ▾

Category: ▾ Date Range:

Go 4

Vendor Portal Support Team:
Upcoming System Maintenance on 23rd September 2025
Attention Required - 2025-09-05

Support Requests

Support requests in LCBO Gateway are classified into specific categories based on the type of issue or request being raised.

Order Inquiry: These often involve inquiries related to **Purchase Order (PO)** details, including issues with visibility or discrepancies. These could be cases where PO details aren't showing up correctly, or data appears incomplete.

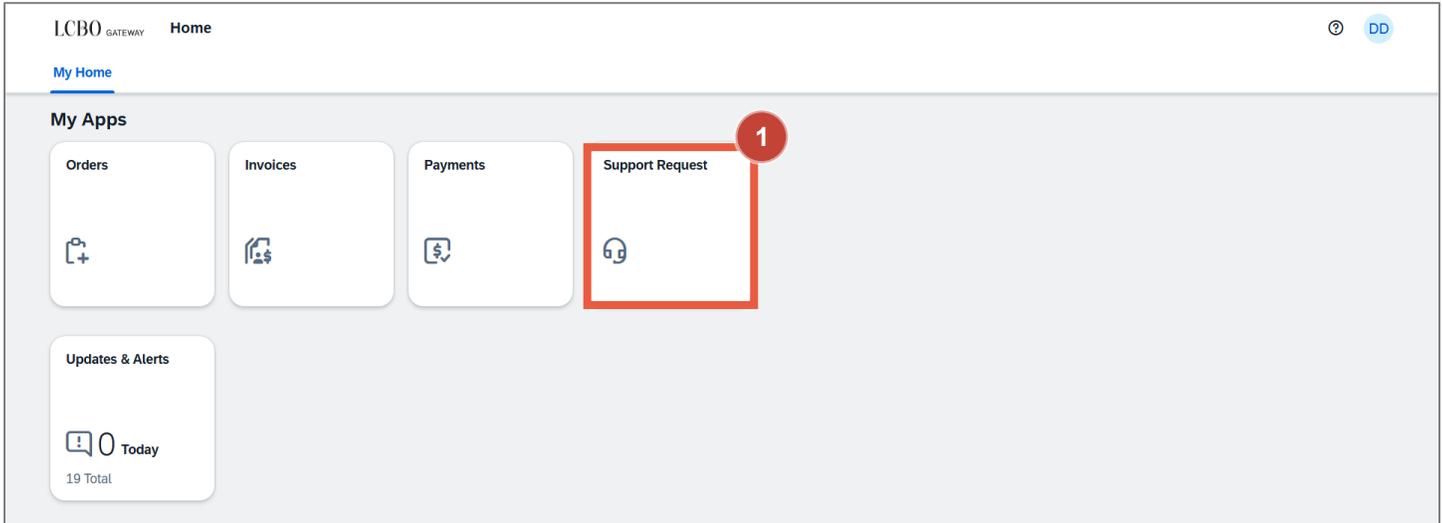
Access Request: This is used when there are changes to the required access of users (e.g. add, remove or modify users or their LCBO Gateway access).

Payment Inquiry: This resolves issues related to invoice status, mismatched data, or delays in payments.

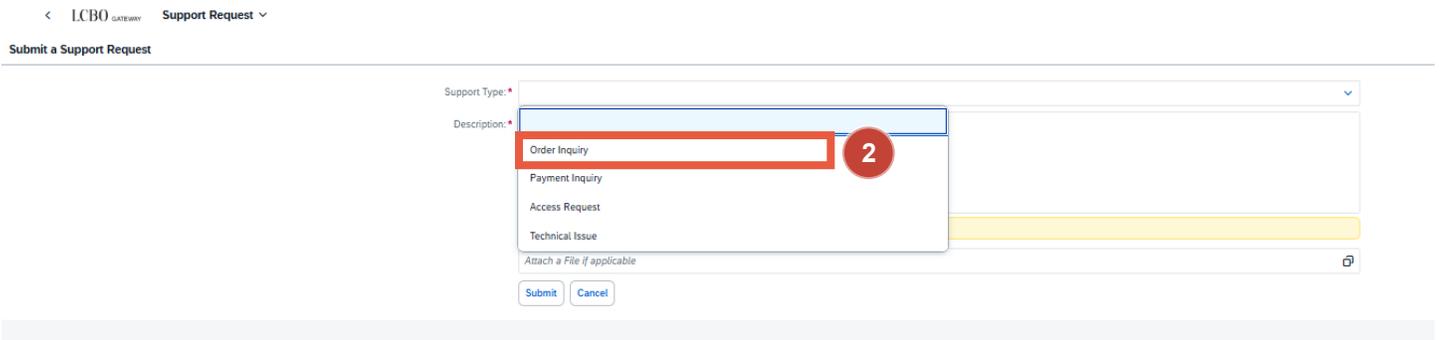
Technical Issue: This is for problems related to system errors, login problems or display concerns, e.g., to alert LCBO of any malfunction.

How to Submit a Support Ticket

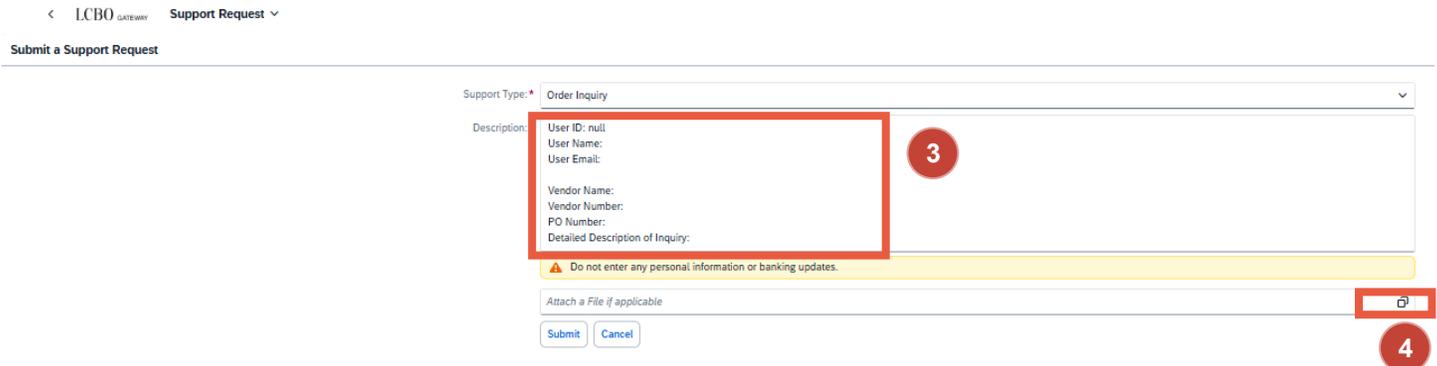
1. Select the **Support Request** app.



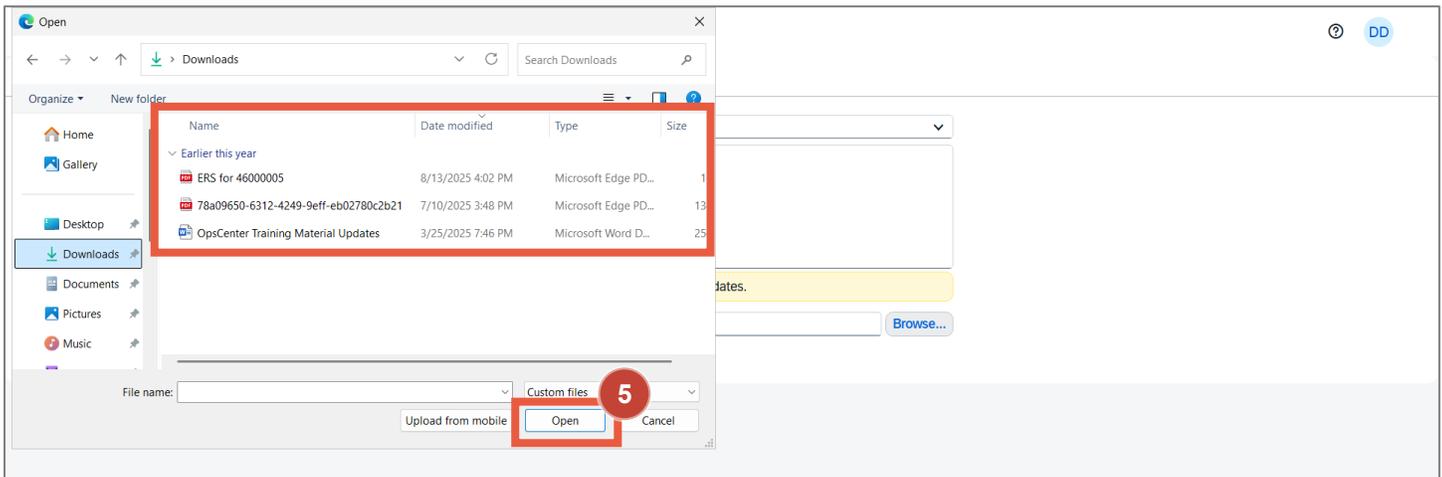
2. The **Support Request** screen displays. Select the required **Support Type** option from the dropdown.



- The **Description** field auto-populates with details that are required. You can update and add details as required. The User ID field is automatically filled based on the account you're raising the request from.
- Select the **Browse** button.



- Select the required file for attaching if required and select the **Open** button.



6. Select the **Submit** button to submit the request.

7. The **Success popup** window displays the **Request Submitted** confirmation along with the Reference number. Select the **OK** button.



Note: You will also receive an email with details of the submitted support request.