LCBO GATEWAY FREQUENTLY ASKED QUESTIONS
(Beverage Alcohol Suppliers)

Transition / Cutover

Which systems are being replaced by LCBO Gateway replacing?
LCBO Gateway replaces iSupplier, WebPO, GMS (for supplying sources), and DDVP for vendor transactions related to orders, invoices, and payments.

With legacy systems such as iSupplier being replaced by LCBO Gateway, what is the cut-off date for using the current systems?
These systems will be inaccessible after the last date indicated:
- DDVP – midnight on March 28; remains view only until March 31
- WebPO – the evening of March 27
- iSupplier – the evening of March 29; remains view only until March 31
- GMS – March 23 (6pm); remains view only until March 29
- IMS – the evening of March 26
Download any data before these dates, since completed/archived POs will not be available in the new system. Open POs will be migrated to LCBO Gateway.

What's happening to the NISS, MPTS or ELITE applications? <mark>New</mark>
There are no changes at this time.

I have access to existing legacy systems – will my access be ported over?
To the extent possible, existing permissions will be transferred for go-live (April 1, 2026). Please note that processing all access requests from the LCBO Gateway Access Request Form will be reviewed and adjusted after go-live, as needed.

What is the Access Request Form?
The Access Request Form will collect the LCBO Gateway access requirements for all users associated with a vendor account. The form must be completed for all users requiring access to LCBO Gateway, regardless of whether they currently have access to any existing systems. Where applicable, please consult with your agents to ensure requests are complete and accurate. This form was due March 13, 2026. We will be prioritizing all changes submitted before April 1, 2026.

Who can complete/submit the Access Request Form?

The access request form must be submitted by an authorized representative of the vendor. The form is applicable only to vendors who have already onboarded to work with the LCBO. Agents work with their vendors to ensure they are included if the vendor chooses to grant them access.

What if I want to make changes to my access request? `New`

This form was due March 13, 2026. We will be prioritizing all changes submitted before April 1, 2026.

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

Active users of existing systems from the past year will be sent an invitation on March 16, 2026 to set up MFA early. These users will have access to LCBO Gateway on April 1, 2026.

We recognize that some users may not have been included in the initial invitation. New users or any changes based on 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.

Additional invitations may also be issued prior to April 1 as access reviews continue.

As a U.S. vendor, will 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.

I currently use DDVP, does anything change for me with respect to processing orders for LCBO stores? `New`

Yes. You will receive orders via LCBO Gateway starting April 1, 2026. You will be required to acknowledge, confirm ship dates and quantities and submit ASNs (i.e. indicate ship readiness) in LCBO Gateway. You will lose chat functionality with stores.

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

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 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.

What will the new invoice look like? <mark>New</mark>

The invoice format is changing, however the data shown remains the same.

Access to LCBO Gateway

How do I access LCBO Gateway?

As of April 1, 2026, all vendors **new to the LCBO** must complete and submit the **Vendor Onboarding Form,** which includes an access request to LCBO Gateway. If you requested access to Gateway, after we have processed the form, you will receive an email invitation to complete the Multi-Factor Authentication (MFA) registration process to gain access to LCBO Gateway. For more information on MFA setup, review the **MFA Reference Guide.**

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.

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), however is not recommended. Each email address should be assigned to a single individual to ensure security and smoother MFA setup. If a 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.

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.

How will I know what level of access I have? New

Your access level is determined by the role assigned during onboarding. When you log in, the apps you see on the home page reflect your access level.

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 LCBO Gateway account and the level of access provided, including granting access to agents.

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? New
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.

If you are both an agent and vendor contact, indicate both, and provide all existing numbers.

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.

Orders

Where is my PO?

Log in to LCBO Gateway and navigate to the Orders app to view all your purchase orders and their current status. Once an order has been picked up, subsequent statuses include PO Received and PO Invoiced.

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.

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

Can I complete required PO actions in bulk?

Yes. You can acknowledge multiple purchase orders and submit multiple ASNs in bulk. However, bulk order confirmation is not currently available.

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? New
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? New
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? New
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? `New`
LCBO is not processing any new or revised EDI setups at this time.

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 supplier systems.

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 and the LCBO Transportation Team will book an appointment on your behalf.

The carrier is late, what do I do? `New`
Be patient. 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 so that I can arrange transportation?
Carrier details are not in LCBO Gateway. It is the carrier's responsibility to contact you.

What shipping documentation is required for orders (Wholesale Drop Ship Orders)? `New`
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? Where do I upload it?
No. Proof of delivery is not required to be uploaded in LCBO Gateway. However, vendors should retain a copy for their records, as it may be requested in the future.

What do I do if my delivery was damaged in transit?
Submit an "Order Inquiry" through the Support Request app in LCBO Gateway.

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.

Can I download site data? What is the file format for the data?

Yes. Data can be downloaded from LCBO Gateway in Excel format. Data available from the Orders app: 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

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

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.

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.

How do I reconcile invoices and payments in LCBO Gateway? <mark>New</mark>
Invoices and payments are visible in LCBO Gateway. Vendors can reconcile using invoice numbers, PO numbers, payment details, and export functionality. The following data is available for export from LCBO Gateway:

> **Orders app:** 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

> **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

> **Payments app**: Payment Number; Payment Date; Amount; Currency;   Method; Status; Company Code; Company Code Currency; Fiscal Year; Vendor

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.

How do I update my banking or account information?

Complete a new **Supplier Onboarding Form [Available on Doing Business with LCBO as of April 1, 2026]**. IMPORTANT: Do not share banking information via LCBO Gateway Support Requests.

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. 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.

General Information

Where can I find the Purchase Order Terms and Conditions? New

Purchase Order Terms and Conditions are published on Doing Business with LCBO on the LCBO Gateway page.

Where can I find training materials and user guides? New

Training materials, reference guides, and FAQs are available on Doing Business with LCBO and are linked directly from LCBO Gateway.

How can I recommend an improvement to LCBO Gateway? New

LCBO Gateway will continue to evolve through future FSM releases. If you have a suggestion, please share it through

your interactions with the LCBO Gateway Support Team, your feedback will be captured and considered as part of future enhancements.