LCBO GATEWAY FREQUENTLY ASKED QUESTIONS (Alcohol Vendors)

Access

How do I access LCBO Gateway?

As of April 1, 2026, all vendors new to the LCBO must complete the **Supplier Onboarding Form**. Once complete, you will receive an invite 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.

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.

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.

What are the system requirements for using LCBO Gateway?

LCBO Gateway is compatible with most web browsers, including Chrome, Firefox, Edge, and Safari. LCBO Gateway can be accessed from any device (e.g. phone, computer, tablet).

Can I use a generic email account?

A generic email address may be used (e.g. accounts@vendor.ca); however, it must be assigned to a single individual. 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 if I have multiple vendor numbers?

LCBO Gateway allows users to access multiple vendor accounts. You can sign in and view all the vendor accounts that you have been provided access to. Please note that if you have mixed access (read/write) across different vendors, 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 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).
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.
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.

Can I complete required actions in bulk?

Yes. You can acknowledge multiple orders in bulk and you can submit multiple ASNs in bulk. However, each purchase order must be reviewed and confirmed individually. Tools are provided to help with this process.

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

Please review all details carefully before submitting each step.

I transmit EDIs with LCBO. Do I still need access to LCBO Gateway?
Yes. All vendors are responsible for acknowledging POs, confirming ship dates and quantities, and submitting ASNs. If any required actions are not successfully transmitted via EDI, you must complete them directly in LCBO Gateway.

How can I set up/change my EDI transactions?
Submit a "Technical Issue" through the Support Request app in LCBO Gateway.

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.

Can I print shipping documentation from LCBO Gateway?
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.

Is there a report showing the current inventory levels for my products?
No. Inventory level reporting is not available in LCBO Gateway.

Can I see returns in LCBO Gateway? What actions do I need to take?
Yes. Wholesale return purchase orders are visible in LCBO Gateway. These POs are view-only, and no action is required.

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

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?
Please be patient. It is the carrier's responsibility to contact you regarding delays.

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.

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

I am an SSE Agent, what can I see in LCBO Gateway?
SSE purchase orders will not appear in LCBO Gateway. However, invoices and payments associated with these POs will be visible in the system, as they are AP-related.

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.

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:

1. Orders that have not been acknowledged
2. Acknowledged orders that have not yet been confirmed
3. Confirmed orders not yet ASN'd
4. Orders that have been ASN'd with items partially received

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 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.

What is a netting report?
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 netting report in the payment app.

Can I see my AR invoices 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 AR invoices in LCBO Gateway.

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

Notifications

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

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.