

LCBO

Reference Guide for Vendors

Reference Guide
(Alcohol Suppliers)

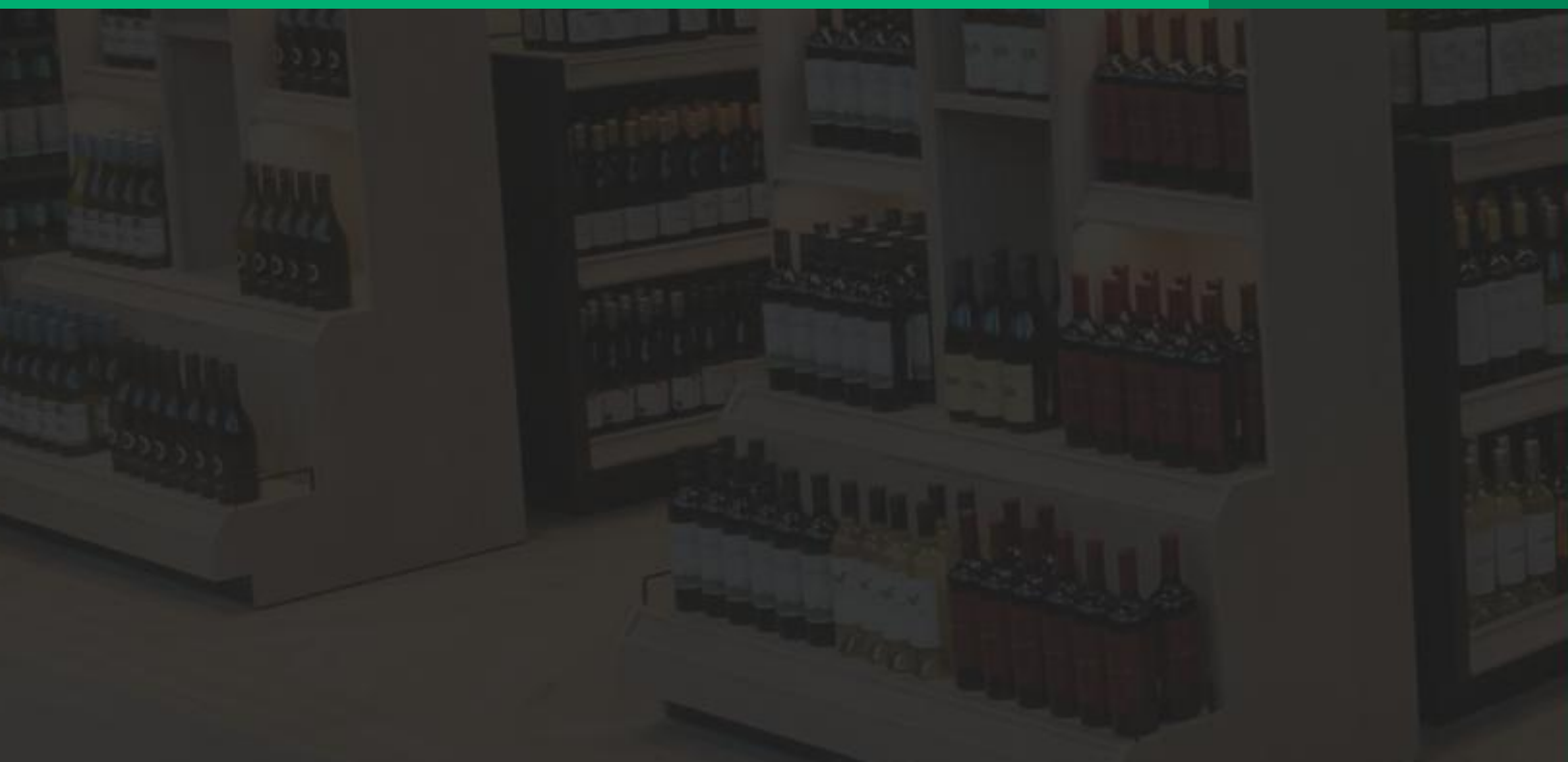


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Introduction

This reference guide provides step-by-step instructions on how to use LCBO Gateway for beverage alcohol vendors and their agents.

Key Terms

Key Term	Definition
Article	This refers to a specific product or item listed on a Purchase Order.
ASN (Advance Shipping Notice)	This is an action taken by the vendor in LCBO Gateway, when the order has been picked, packed and made ready for shipment. This generates an Inbound Delivery document (IBD).
Conf. Ship Date	The Confirmed Ship Date field must be completed by the Vendor. For Standard/Import PO types LCBO will be notified in the event the confirmed ship date does not match the requested ship date (i.e., mismatched).
Electronic Data Interchange (EDI)	This is a secure and standardized method for electronically exchanging business documents like purchase orders, invoices, and shipping notices. Purchase order and payment related EDIs include: • EDI 850 can be used by LCBO to inform the Vendor that a PO has been created. • EDI 855 can be used by the Vendor to acknowledge and confirm the PO. • EDI 856 can be used by the Vendor to submit the ASN. • EDI 820 can be used by LCBO for payment to the Vendor.
Evaluated Receipt Settlement (ERS)	This is a streamlined procurement process where no Vendor invoice is required. Instead, the system automatically generates an invoice based on the Purchase Order (PO) and Goods Receipt (GR) data.
Estimated Delivery Date	The Estimated Delivery Date is an optional field that is completed by the Vendor in LCBO Gateway.

Legacy Reference Document	Provides references document numbers from existing LCBO systems that will be decommissioned (For example, for direct delivery to store orders, this holds SOQ #).
LCBO Gateway	A secure, centralized portal that provides registered suppliers with access to purchase orders, invoices and payments.
Multi Factor Authentication (MFA)	This security process is required for access to LCBO Gateway. Users will accept the invitation, sign in with their credentials, download and set-up the Microsoft Authenticator app, and agree to the LCBO Gateway terms to complete their authentication.
PO Acknowledgment	This is an action taken by the Vendor in LCBO Gateway, indicating they acknowledge receipt of the PO. It also involves vendor acceptance of the PO Terms and Conditions.
PO Confirmation	This is an action taken by the Vendor where purchase order quantities and ship dates are confirmed.
PO Declination	This is an action taken by the Vendor of rejecting or declining a Purchase Order (PO).
Req. Delivery Date	This refers to the date by which LCBO expects the goods to arrive at the delivery location.
Req. Ship Date	This refers to the date by which LCBO expects the Vendor to be ship ready.

Introduction to LCBO Gateway

LCBO Gateway is a secure, centralized portal that provides registered vendors with access to purchase orders, invoices and payments.

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.

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 LCBOgateway@lcbo.com to complete Multi-Factor Authentication (MFA) to access LCBO Gateway. Open the invitation email; Select the **Accept Invitation** link then follow the prompts, including:

- Sign in using your email and password. Note: do not use a shared mailbox.
- 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.

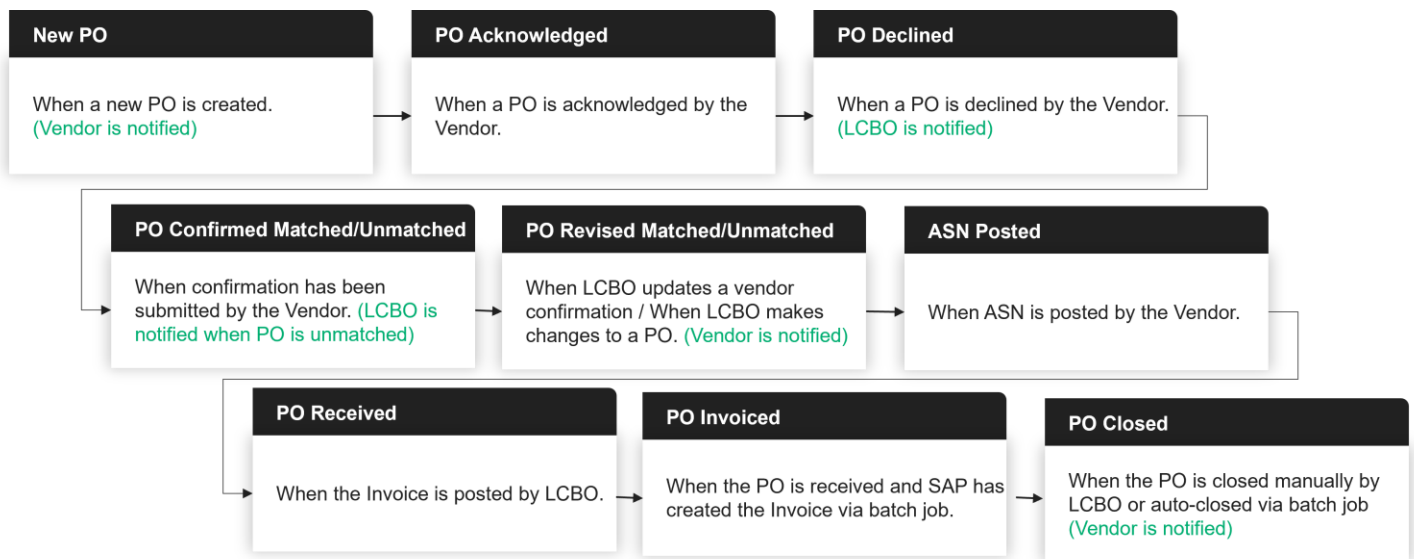
For subsequent logins, you can

- 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

PO Statuses & PO Types

The lifecycle of a PO in LCBO Gateway, from creation to closure, highlighting key statuses and actions by both the vendor and LCBO.



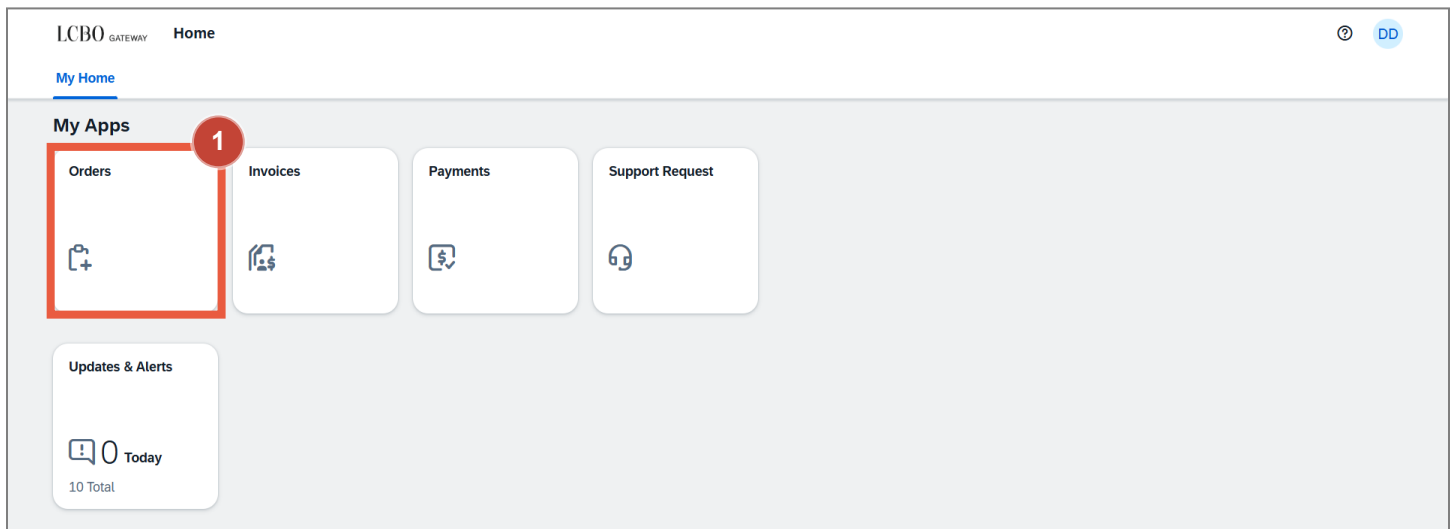
The Purchase Order (PO) types are essential for effective order processing and vendor communication within LCBO Gateway. The direct and indirect PO types visible in LCBO Gateway are in the chart below.

PO Type	PO Name	Purpose
ZNB	Standard PO	Domestic procurement within Canada.
ZIPO	Import PO	Used to procure goods from international Vendors including US/Mexico.
ZDPL	Direct PO (Leg)	Legacy PO type used to differentiate converted direct POs.
ZWS	Wholesale PO	Used to accommodate drop-ship scenarios, where goods are shipped directly from the vendor to the customer.
ZWSR	Dropship (Wholesale)	Used to manage return of goods from the Customer to Vendor.
ZDTS	Direct to Store	It refers to direct to store POs where Vendors will ship product directly to LCBO retail stores.
ZVSO	VSO PO	Used to procure Vintages Shop Online items.
ZALP	Alpha Order	Used only for the purpose of Transportation Management planning.

PO Type	PO Name	Purpose
ZNM	Indirect PO	Used for procurement of goods/services not intended for resale (ie. non beverage alcohol)
ZIPL	Indirect PO (Leg)	Refers to Legacy PO type used to differentiate converted indirect POs
ZFO	Indirect PO (Blanket PO)	Used for indirect procurement involving contracts for recurring service/product delivery
ZIPC	Indirect PO Construction	Used for indirect procurement relating to construction projects
ZIP	Indirect PO Non-Construction	Used for indirect procurement excluding construction

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. The following details explain the role of each field in simplifying your PO search:

- a. The **PO Number** field allows user to search by SAP PO number.
 - b. The **PO Status** dropdown allows user to select from the range of statuses.
 - c. The **Vendor** field allows user to enter the SAP Vendor number or name. Users may have access to more than one vendor number.
 - d. The **Customer** field allows user to enter the SAP Customer number or name.
 - e. The **PO Creation Date** field allows user to filter POs by entering date (for example: Jan 1, 2026).
 - f. The **Req. Ship Date** (Requested Ship Date) field allows user to filter POs by entering date (for example: Jan 1, 2026).
 - g. The **Conf. Ship Date** (Confirmed Shipped Date) field allows user to filter POs by entering date (for example: Jan 1, 2026).
 - h. The **PO Type** dropdown allows user to select from the range of PO types.
 - i. The **Incoterm** dropdown allows user to select from the range of incoterms.
 - j. The **Port of Exit** field specifies the location from which the goods leave the Vendor's country, often linked to the Incoterm for export and shipping purposes.
 - k. The **Customer Order No.** (Number) field allows user to search by Customer Order number.
 - l. The **Delivery Address** field allows user to search by delivery address.
 - m. The **Estimated Delivery Date** field allows user to filter POs by entering date (for example: Jan 1, 2026).
 - n. The **Store** field allows user to search by LCBO store. To search, add a leading zero to the store number.
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)

☐ PO Number

☒ 100001

☒ 100002

☒ 100003

☐ 100004

☐ 100005

☐ 100006

☐ 100007

☐ 100008

☐ 100009

☐ 100010

Selected Items and Conditions (3)

100001 x 100002 x 100003 x

Go Hide Filters

Adapt Filters

Go

OK Cancel

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

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 Enter

Go Filters (1)

Purchase Orders (3)

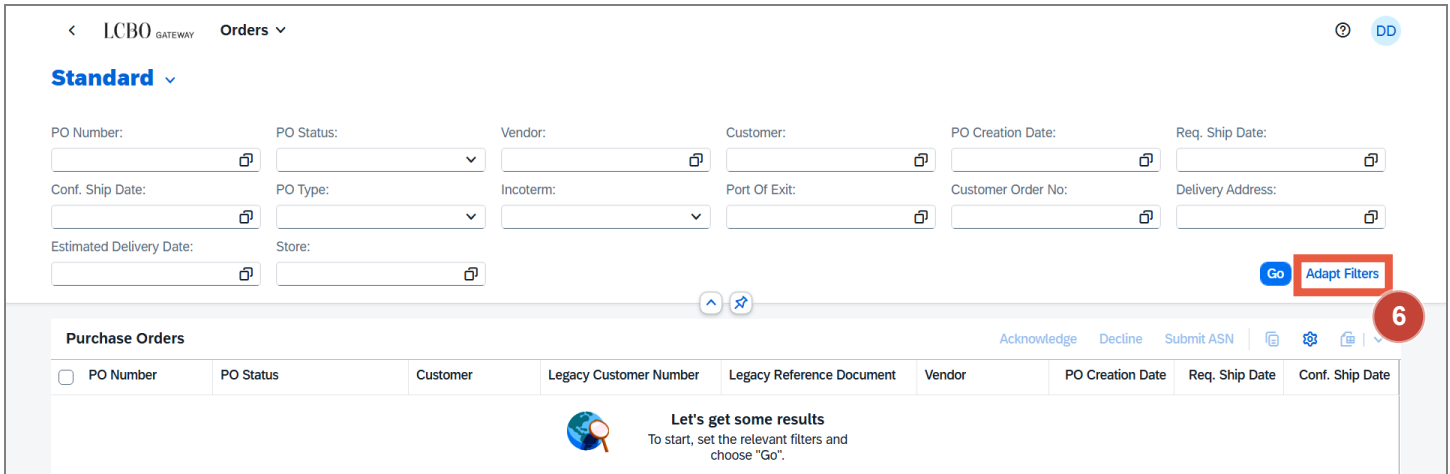
Acknowledge Decline Submit ASN

☐ PO Number	PO Status	Customer	Legacy Customer Number	Legacy Reference Document	Vendor	PO Creation Date	Req. Ship Date
☐ 100001 Standard PO	PO Confirmed - Unmatched				Vendor 1	Mar 25, 2025	Mar 19, 2025
☐ 100002 Standard PO	PO Closed				Vendor 2	Mar 26, 2025	Apr 5, 2025
☐ 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.

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



The screenshot shows the LCBO Gateway interface for managing Purchase Orders. At the top, there's a navigation bar with a back arrow, the text "LCBO GATEWAY", and a dropdown menu labeled "Orders". On the right of the navigation bar are a help icon and a "DD" button. Below the navigation bar, there's a section titled "Standard" with a dropdown arrow. This section contains various search filters arranged in a grid:

- PO Number: (text input with a copy icon)
- PO Status: (dropdown menu)
- Vendor: (text input with a copy icon)
- Customer: (text input with a copy icon)
- PO Creation Date: (text input with a copy icon)
- Req. Ship Date: (text input with a copy icon)
- Conf. Ship Date: (text input with a copy icon)
- PO Type: (dropdown menu)
- Incoterm: (dropdown menu)
- Port Of Exit: (text input with a copy icon)
- Customer Order No: (text input with a copy icon)
- Delivery Address: (text input with a copy icon)
- Estimated Delivery Date: (text input with a copy icon)
- Store: (text input with a copy icon)

At the bottom right of the filter section, there are two buttons: a blue "Go" button and a red "Adapt Filters" button. The "Adapt Filters" button is highlighted with a red box and a red circle with the number "6" next to it. Below the filter section, there's a table header for "Purchase Orders" with columns: PO Number, PO Status, Customer, Legacy Customer Number, Legacy Reference Document, Vendor, PO Creation Date, Req. Ship Date, and Conf. Ship Date. Below the table header, there's a message that says "Let's get some results" with a magnifying glass icon, followed by the text "To start, set the relevant filters and choose 'Go'.".

7. 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.
8. Select the **OK** button to confirm the change.

The screenshot shows the LCBO Gateway interface with the 'Adapt Filters' popup window open. The popup has a 'Field' column and an 'Active' column. The 'Incoterm' field is highlighted with a red box and a red circle with the number 7. The 'OK' button is highlighted with a red box and a red circle with the number 8.

Apply Filter Settings

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

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

The screenshot shows the LCBO Gateway interface with the 'Purchase Orders' table. The 'Settings' icon (gear) is highlighted with a red box and a red circle with the number 9.

- 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.

The screenshot shows the LCBO Gateway Orders screen. A 'View Settings' popup window is open, displaying a list of fields with checkboxes and icons for reordering. A red box highlights the icons for 'PO Creation Date' with a red circle containing the number 10.

Columns	Sort	Filter	Group
Search			Hide (All) Unselected
☐ 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			

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

The screenshot shows the LCBO Gateway Orders screen. The 'Standard' dropdown is selected, and the 'Save As' button is highlighted. A red box highlights the 'Standard' dropdown with a red circle containing the number 11.

Customer	Legacy Customer Number	Legacy Reference Document	Vendor	PO Creation Date	Req. Ship Date
100001			Vendor 1	Mar 25, 2025	Mar 19, 2025

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

The screenshot shows the LCBO Gateway interface. At the top, there's a navigation bar with 'LCBO GATEWAY' and 'Orders'. Below it, a 'Standard' filter is active. A search bar contains various fields like PO Number, PO Status, Vendor, Customer, PO Creation Date, and Req. Ship Date. A 'Go' button and 'Adapt Filters' link are present. The main area displays a table of 'Purchase Orders (3,488)'. A 'Save View' popup window is open in the center. The popup has a 'View' text field with the text 'Without Store' (highlighted with a red box and a red circle with the number 12). Below the text field is a 'Set as Default' checkbox. At the bottom of the popup are 'Save' and 'Cancel' buttons. The 'Save' button is highlighted with a red box and a red circle with the number 13. The background table shows columns for PO Number, PO Status, Customer, Vendor, PO Creation Date, and Req. Ship Date. Two rows are visible: Vendor 1 with PO 100001 (Standard PO, PO Confirmed - Unmatched) and Vendor 2 with PO 100002 (Standard PO, PO Closed).

14. The Saved list displays the changed view.

This screenshot is identical to the previous one, showing the 'Save View' popup window. The 'View' text field contains 'Without Store'. The 'Set as Default' checkbox is present. The 'Save' button is highlighted with a red box. The background table shows the same purchase order data.

15. 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.
16. The **Filter** tab is used to filter the required filtering options.

17. 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 LCBO Gateway interface for viewing orders. A 'View Settings' modal is open, displaying a list of columns that can be selected for display or grouping. The modal has four tabs: 'Columns', 'Sort', 'Filter', and 'Group'. The 'Group' tab is currently selected, and a dropdown menu is open showing a list of columns to group by. Red circles with numbers 15, 16, and 17 highlight the 'Columns', 'Filter', and 'Group' tabs respectively. The background shows the 'Standard' view of the orders list with various filters and search options.

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.

The screenshot shows the LCBO Gateway Orders search interface. The **PO Number** field is highlighted with a red box and a red circle with the number 1. The **Go** button is also highlighted with a red box and a red circle with the number 3. The interface includes various search filters and a table of results.

PO Number	PO Status	Customer	Legacy Customer Number	Legacy Reference Document	Vendor	PO Creation Date	Req. Ship Date
100001	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, showing a list of statuses. The **Go** button is also highlighted with a red box and a red circle with the number 3. The interface includes various search filters and a table of results.

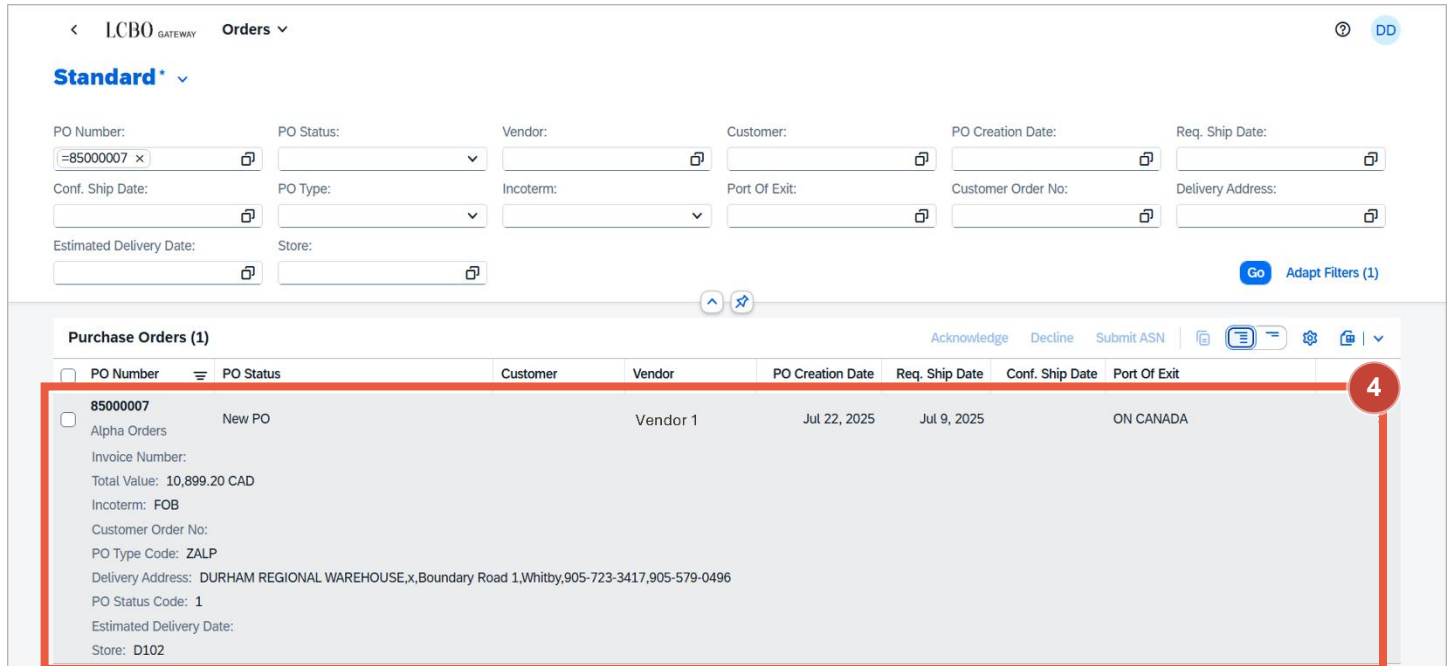
PO Number	PO Status	Customer	Legacy Customer Number	Legacy Reference Document	Vendor	PO Creation Date	Req. Ship Date	Conf. Ship Date
Let's get some results To start, set the relevant filters and choose "Go".								



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

How to View PO Details

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



LCBO GATEWAY Orders

Standard

PO Number: 85000007 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)

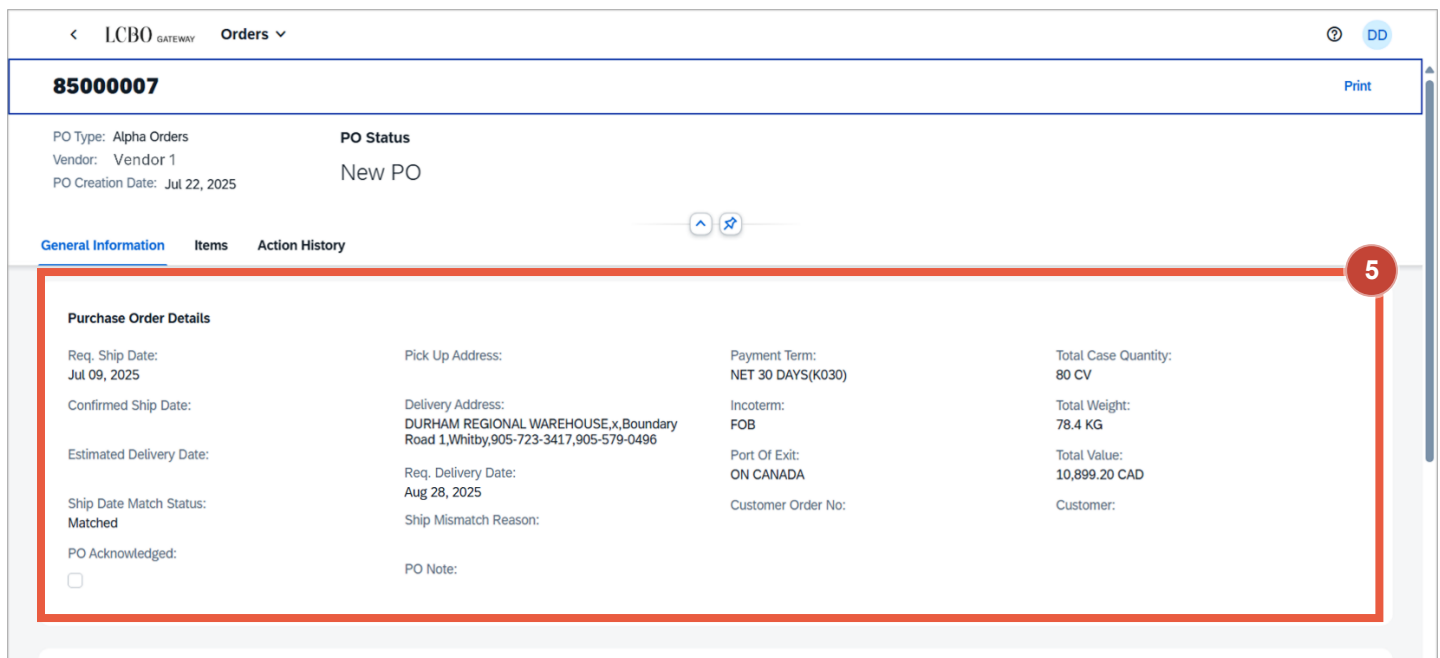
Purchase Orders (1)

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

2. The **General Information** tab for the selected PO displays additional details like **Req. Ship Date**, **Payment Term**, **Total Case Quantity**, **Total Weight**, **Req Delivery Date**, **Ship Date Match Status**, and **PO Acknowledged** checkbox.



LCBO GATEWAY Orders

85000007 Print

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

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: ☐	PO Note:		

3. 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)

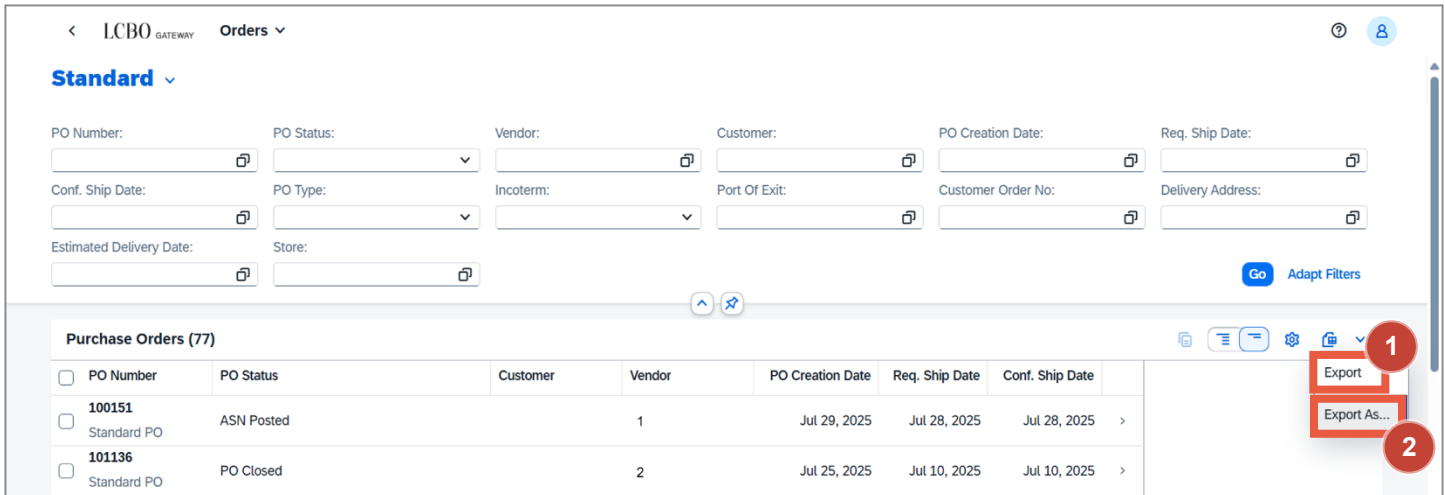
No	Action	User	Timestamp
1	New PO	LCBO	Jul 22, 2025, 12:58:56 PM



Note: Transportation data is not available in LCBO Gateway.

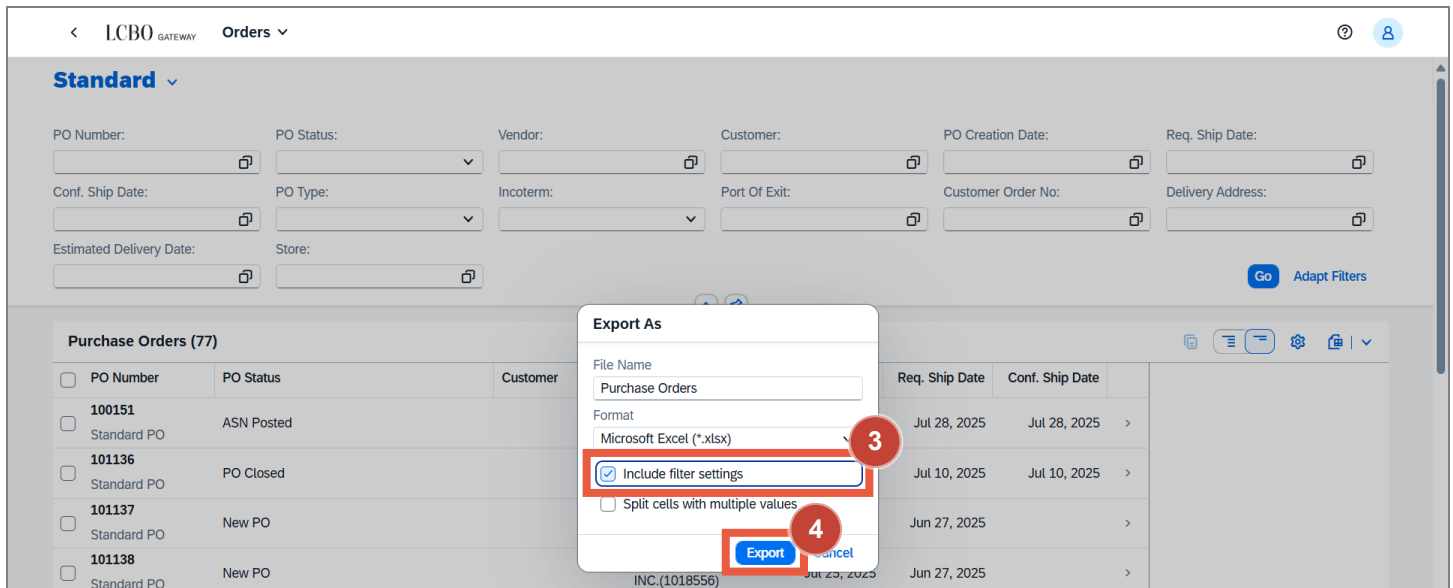
How to Export the PO Details

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



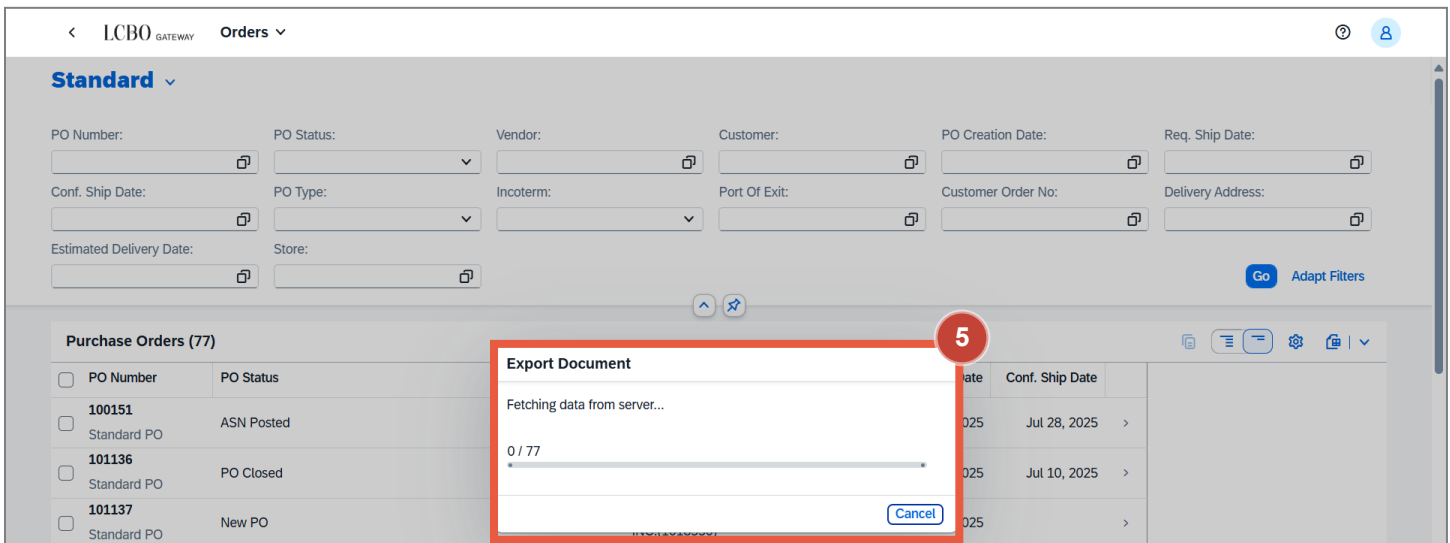
The screenshot shows the LCBO Gateway interface with the 'Orders' tab selected. Below the search filters, there is a table titled 'Purchase Orders (77)'. The table has columns for PO Number, PO Status, Customer, Vendor, PO Creation Date, Req. Ship Date, and Conf. Ship Date. The first two rows are visible: PO 100151 (ASN Posted) and PO 101136 (PO Closed). On the right side of the table, there is a dropdown menu with 'Export' and 'Export As...' options. The 'Export As...' option is highlighted with a red circle and the number 2. The 'Export' option is highlighted with a red circle and the number 1.

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.

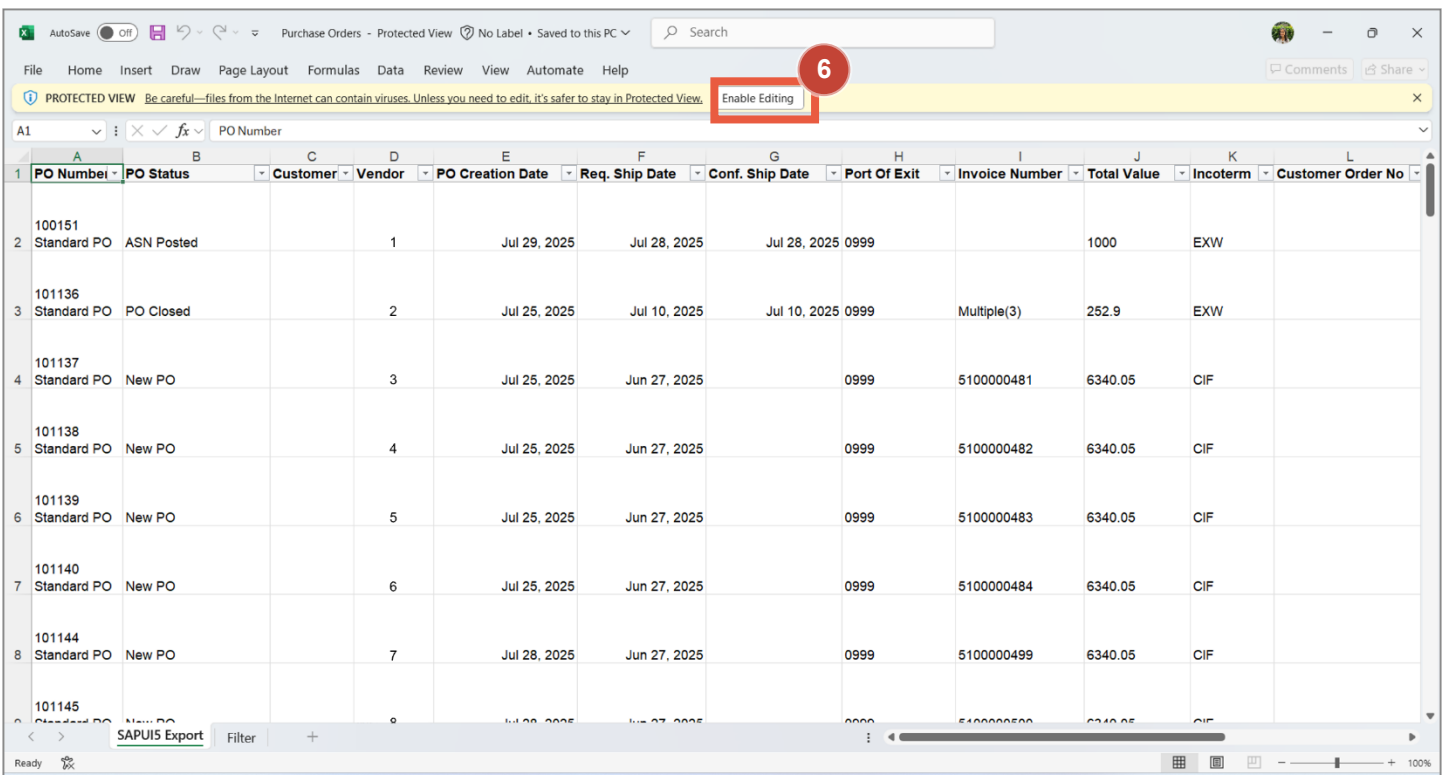


The screenshot shows the same LCBO Gateway interface as before, but with the 'Export As' popup window open. The popup window has a title bar 'Export As' and contains the following fields: 'File Name' (with the value 'Purchase Orders'), 'Format' (with the value 'Microsoft Excel (*.xlsx)'), and a checkbox labeled 'Include filter settings' which is checked. Below this checkbox is another checkbox labeled 'Split cells with multiple values' which is unchecked. At the bottom of the popup, there are two buttons: 'Export' and 'Cancel'. The 'Export' button is highlighted with a red circle and the number 4. The 'Include filter settings' checkbox is highlighted with a red circle and the number 3.

- 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 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 ▾ 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](#) [Print](#) [Settings](#) [Filter](#) [Close](#)

☐ 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	1
Import PO								

2. Select the Print button.

< LCBO GATEWAY Orders ▾ DD

100013 [Confirm](#) [Print](#) [Submit ASN](#) **2**

Legacy Reference Document: PO Type: Import PO Vendor: PO Creation Date: Apr 03, 2025

PO Status
PO Acknowledged

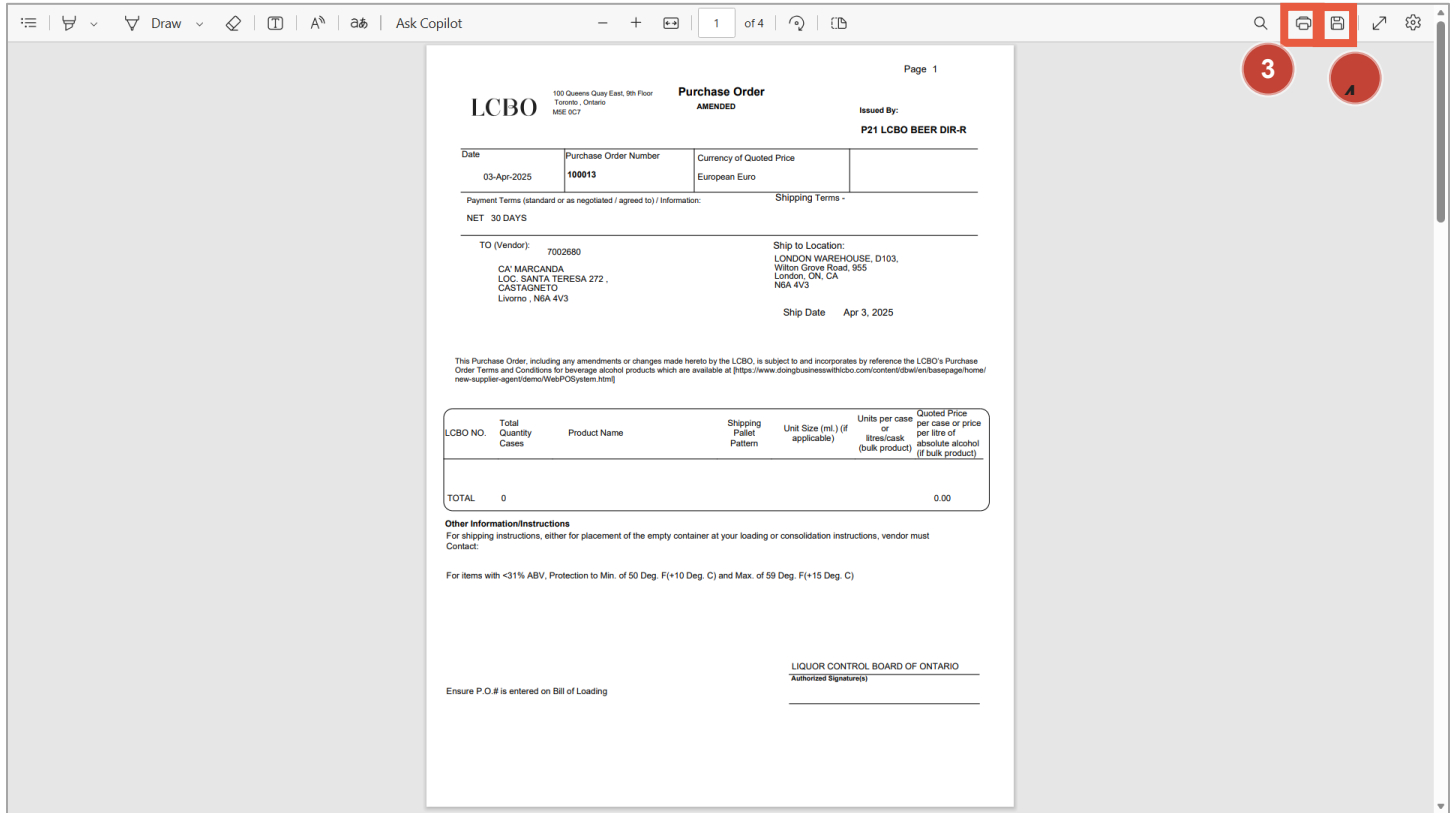
[General Information](#) [Items](#) [Action History](#)

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: ☒	PO Note:	Legacy Customer Number:	

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

Select the **Print** icon to print the PO.



Page 1

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

Purchase Order
AMENDED

Issued By:
P21 LCBO BEER DIR-R

Date 03-Apr-2025	Purchase Order Number 100013	Currency of Quoted Price 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, NSA 4V3	Ship to Location: LONDON WAREHOUSE, D103, Wilton Grove Road, 955 London, ON, CA NSA 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.dongbusinesswithlcb.com/content/dam/en/basewebpage/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)

LIQUOR CONTROL BOARD OF ONTARIO
Authorized Signature(s)

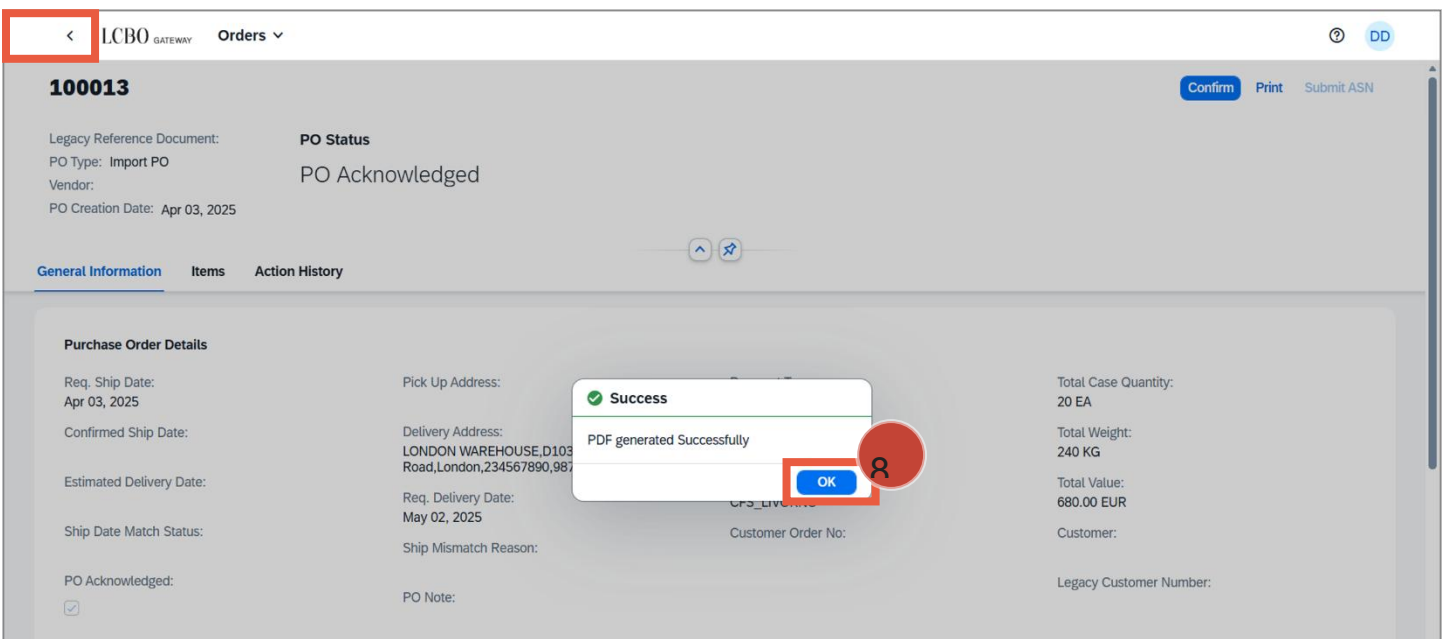
Ensure P.O.# is entered on Bill of Lading

4. The Print pane displays. Here, you can select the required layout, pages, and colour options.

5. Select the **Print** button to print. Select the **Cancel** button to exit this view.

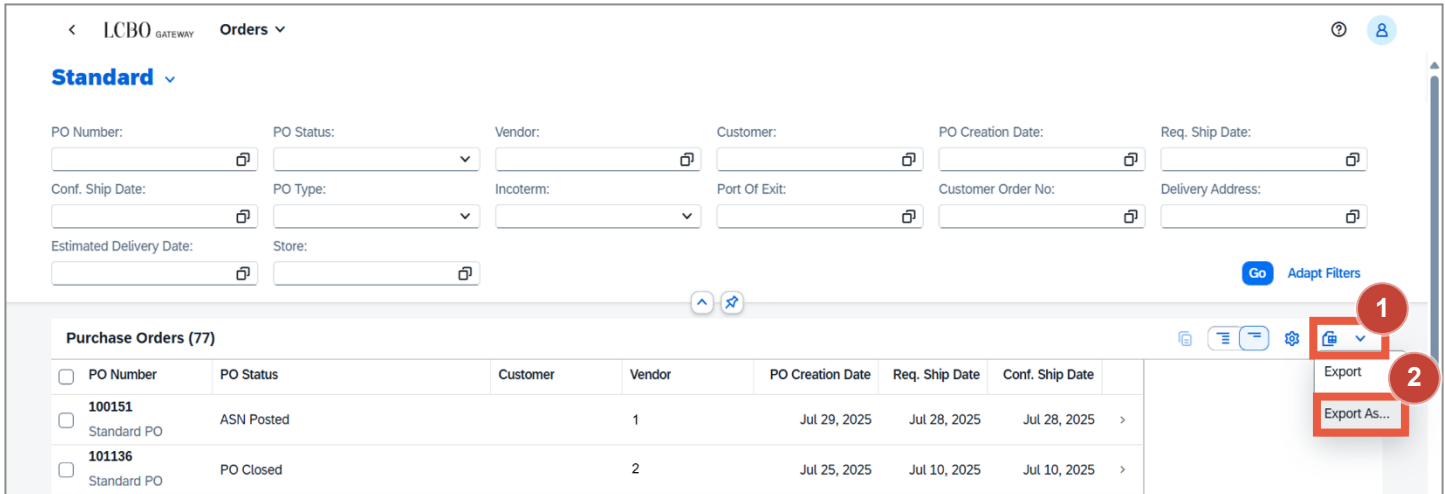


6. The **Success** popup window displays, confirming the PDF generated successfully. Select the **OK** button and select the **Back** icon to return to the **Orders** screen.



How to Export the PO Details

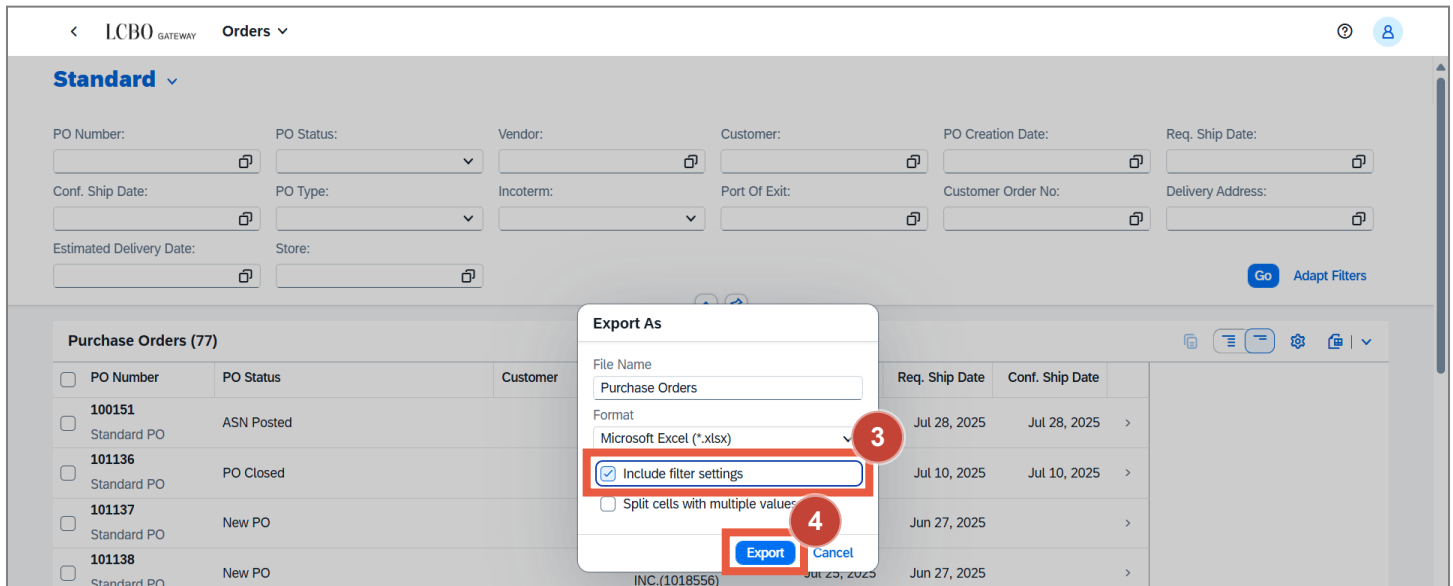
1. You can either select the required POs you want to export or select the checkbox next to **Purchase Orders** checkbox to select all results displayed on screen at once. From the Purchase Orders search results screen, select the **Export** dropdown.
2. Select the **Export As** option from the dropdown.



The screenshot shows the LCBO Gateway interface for the 'Orders' section. At the top, there are search filters 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. Below the filters is a table titled 'Purchase Orders (77)'. The table has columns for PO Number, PO Status, Customer, Vendor, PO Creation Date, Req. Ship Date, and Conf. Ship Date. Two rows are visible: PO 100151 (ASN Posted) and PO 101136 (PO Closed). To the right of the table, there is a dropdown menu with the 'Export' option selected. A red box highlights the 'Export As...' option in the dropdown.

PO Number	PO Status	Customer	Vendor	PO Creation Date	Req. Ship Date	Conf. Ship Date
100151 Standard PO	ASN Posted		1	Jul 29, 2025	Jul 28, 2025	Jul 28, 2025
101136 Standard PO	PO Closed		2	Jul 25, 2025	Jul 10, 2025	Jul 10, 2025

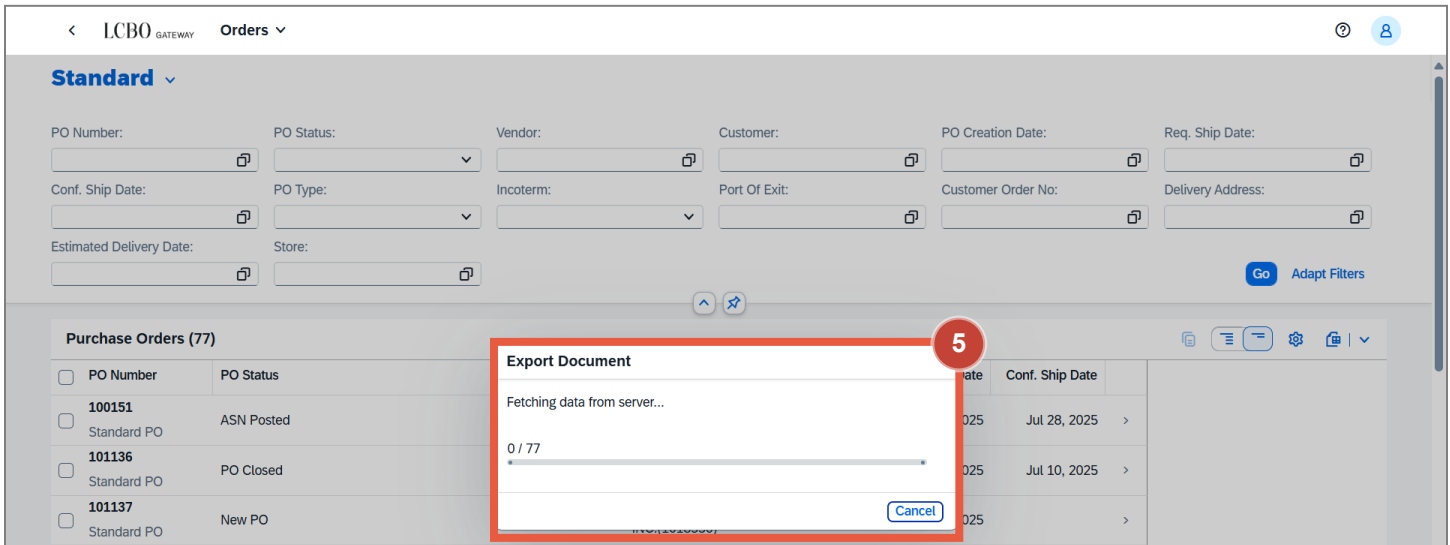
3. The **Export As** popup window displays. Select the **Include filter settings** checkbox to export with the settings.
4. Select the **Export** button to export the Excel file.



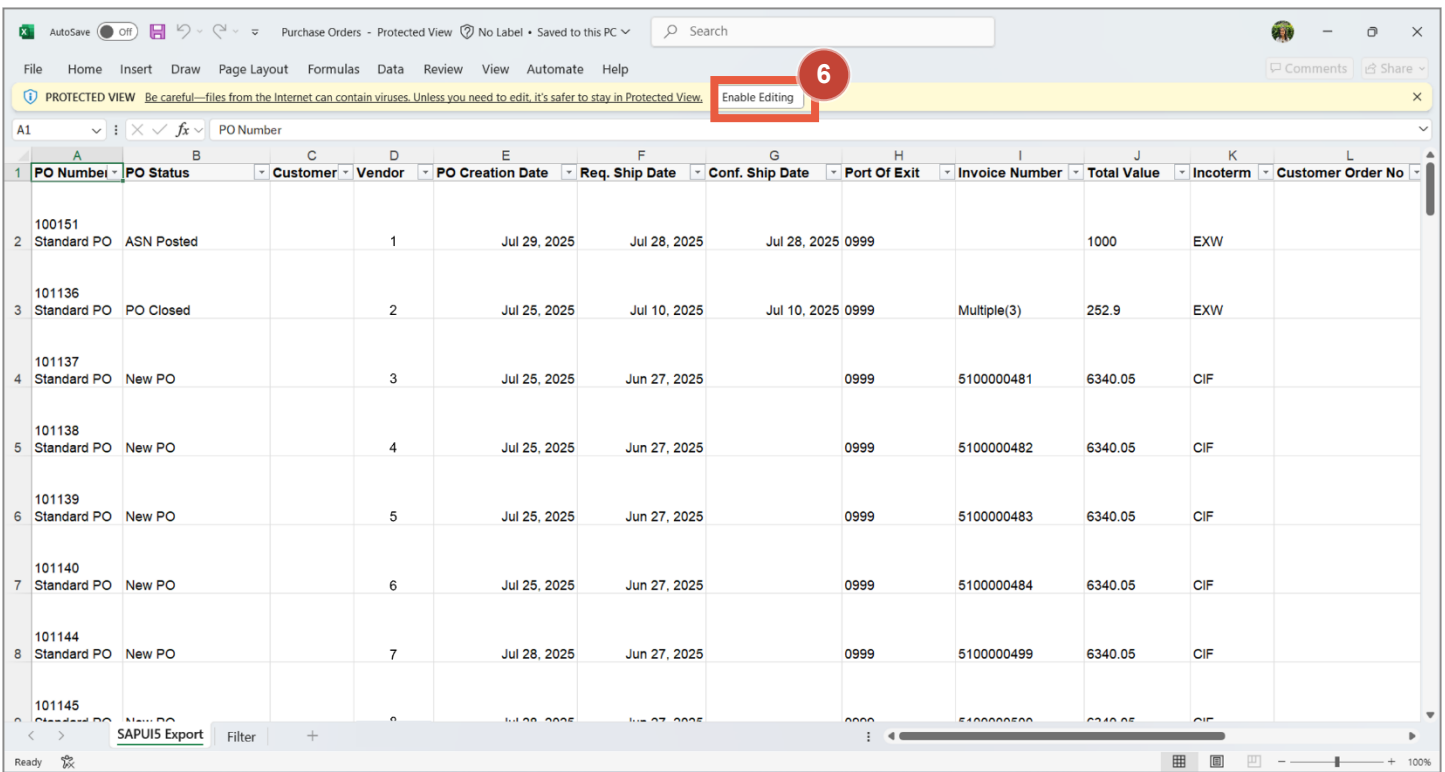
The screenshot shows the same LCBO Gateway interface as before, but with the 'Export As' popup window open. The popup has a 'File Name' field with 'Purchase Orders' entered, a 'Format' dropdown set to 'Microsoft Excel (*.xlsx)', and a checkbox for 'Include filter settings' which is checked. There is also an unchecked checkbox for 'Split cells with multiple values'. At the bottom of the popup are 'Export' and 'Cancel' buttons. Red boxes and numbers highlight the 'Include filter settings' checkbox (3) and the 'Export' button (4).

PO Number	PO Status	Customer	Vendor	PO Creation Date	Req. Ship Date	Conf. Ship Date
100151 Standard PO	ASN Posted		1	Jul 29, 2025	Jul 28, 2025	Jul 28, 2025
101136 Standard PO	PO Closed		2	Jul 25, 2025	Jul 10, 2025	Jul 10, 2025
101137 Standard PO	New PO				Jun 27, 2025	
101138 Standard PO	New PO				Jun 27, 2025	

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

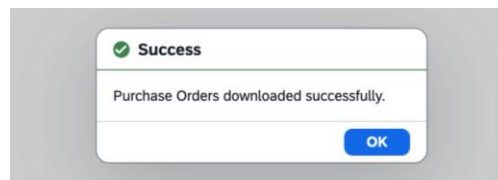


How to download purchase orders (POs) with line-level details

1. From the LCBO Gateway home screen, open the **Orders** app.
2. Apply desired filters to your PO search using the standard options at the top of the page and select **Go**.
3. Once satisfied with search results, select the **Export with Line Items** button. **Note:** You are able to include up to 10,000 POs in each export.

The screenshot shows the LCBO Gateway Orders app interface. At the top, there's a navigation bar with 'LCBO Gateway' and 'Orders'. Below it, a 'Standard' filter dropdown is visible. A large section contains various search filters: PO Number, PO Status, Vendor, Customer, PO Creation Date (set to Jun 25, 2025), Req. Ship Date, Conf. Ship Date, PO Type, Incoterm, Port Of Exit, Customer Order No., Delivery Address, Estimated Delivery Date, and Store. A 'Go' button is highlighted with a red box. Below the filters, a table titled 'Purchase Orders (11)' is shown with columns for PO Number, PO Status, Customer, Legacy Customer Number, Legacy Reference Document, Vendor, PO Creation Date, Req. Ship Date, Conf. Ship Date, and Port Of Exit. The 'Export with Line Items' button is also highlighted with a red box.

4. You will see a pop up window confirming the download was successful, and the file will automatically download to your device (save location determined by your browser settings). **Note:** The download may take a few minutes.



Notifications for Vendors

As a PO progresses through its lifecycle, different statuses also trigger email notifications. Vendors can change their notification behavior by submitting a support request.

Notification	Description
New PO	When a new PO is created, a notification will be sent to the vendor.
Revised PO	When there are changes to the PO, a revised PO notification will be sent to the vendor.
PO Shipped (Returns)	This notification is triggered when a goods issue is posted for a return to the vendor.
Cancelled PO	In the event of an auto-closure of a PO or when LCBO cancels the PO, the vendor will receive a PO Cancelled notification.
PO Acknowledged Reminder	If a PO acknowledgement is not received, an automated reminder is triggered one business day after the PO creation date until the vendor acknowledges the PO.
ASN Reminder	If the Vendor updates a Confirmed Ship Date on PO, a notification will be triggered one day prior to that date until the ASN is submitted. If no Confirmed Ship Date is provided, the Requested Ship Date will be used as the reference.
PO Invoiced	Once the invoice is successfully posted against the PO, a notification will be sent for PO Invoiced.
Payment Notification	Vendors receive a payment notification once payment has been processed against the invoices.
Unmatched PO	If the PO is in Unmatched status, the vendor will receive a notification under the following scenario: The PO status is PO Confirmed Unmatched, and the PO has been inactive for 3 days

PO Actions

The Vendor has the following actions on any PO:

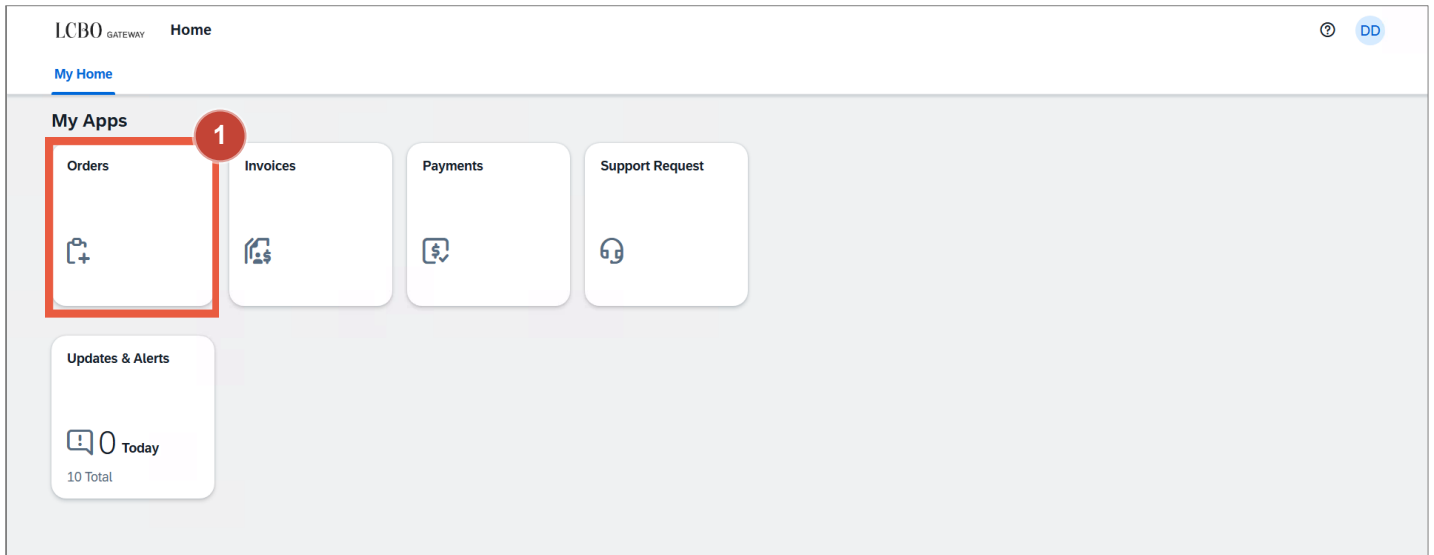
1. Submit PO acknowledgment and accept Terms and Conditions or decline PO.
2. Confirm quantities and ship and delivery dates.
3. Submit ASN.



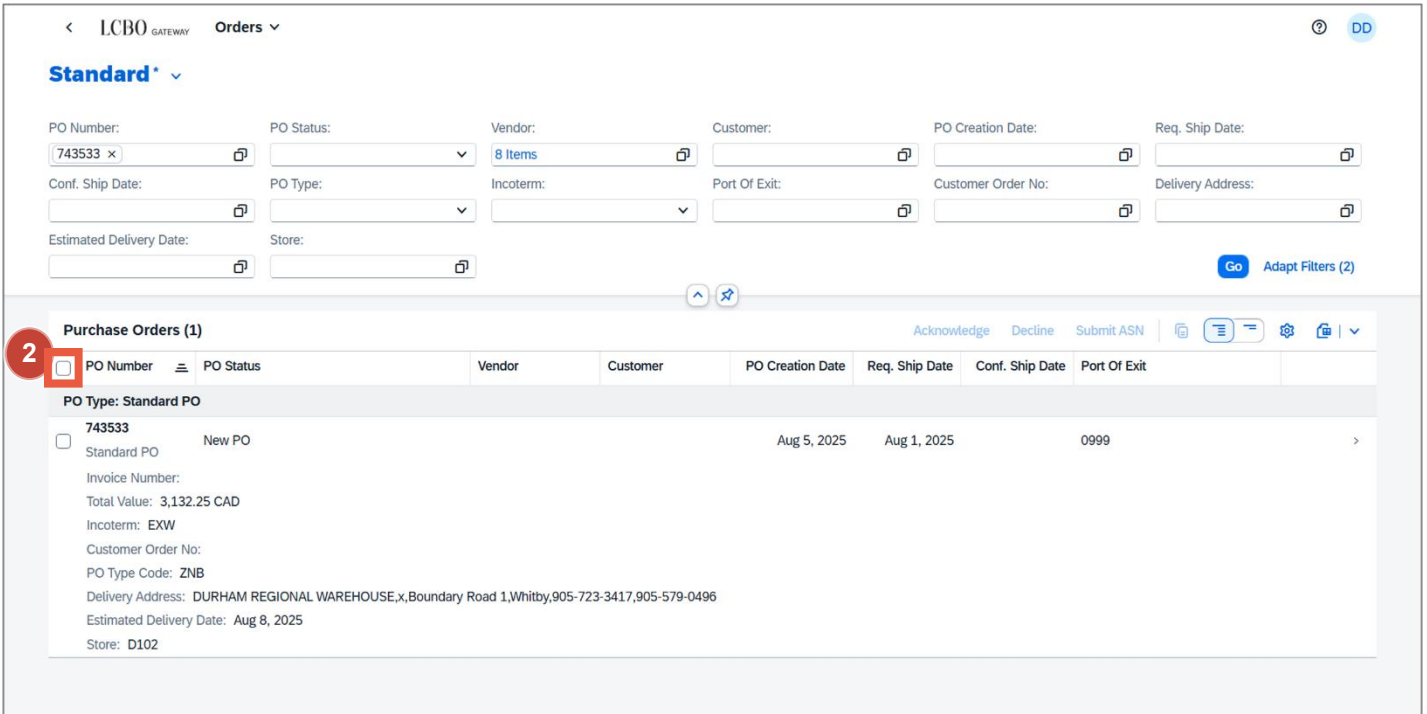
Note: Complete **Acknowledgment** before **Confirmation**, and **Confirmation** before triggering the **ASN**. Each step must be finished in sequence to proceed correctly.

Acknowledge PO

1. Select the **Orders** app.



2. Select the required PO Number checkbox or select the checkbox besides PO Number to select all POs to complete mass acknowledgment.



3. Select the **Acknowledge** button.

The screenshot shows the LCBO Gateway Orders page. 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. At the bottom left, there are filters for Estimated Delivery Date and Store. On the right, there is a 'Go' button and 'Adapt Filters (1)'. The main section is titled 'Purchase Orders (1)' and contains a table with columns: PO Number, PO Status, Customer, Vendor, PO Creation Date, Req. Ship Date, Conf. Ship Date, and Port Of Exit. The first row is for PO 743334, which is a 'New PO' created on Sep 17, 2025, with a required ship date of Aug 1, 2025, and a port of exit of 0999. Below the table, there is a detailed view of the PO, including the invoice number, total value (2,500.00 CAD), incoterm (EXW), customer order number, PO type code (ZNB), delivery address (DURHAM REGIONAL WAREHOUSE,x,Boundary Road 1,Whitby,905-723-3417,905-579-0496), PO status code (1), estimated delivery date (Aug 8, 2025), and store (D102). Above the table, there are buttons for 'Acknowledge', 'Decline', and 'Submit ASN'. The 'Acknowledge' button is highlighted with a red circle and the number 3.

4. The **Acknowledge Selected Purchase Orders** popup window displays. Select the **Accept** button to indicate receipt of the Purchase Orders and provide acceptance of the PO Terms and Conditions. You can also cancel the action by selecting the **Cancel** button.

The screenshot shows the same LCBO Gateway Orders page as before, but with a popup window titled 'Acknowledge Selected Purchase Orders' displayed in the center. The popup contains the following text: 'The selected Purchase Order(s) is subject to and incorporates by reference the [LCBO's Purchase Order Terms and Conditions](#). Click the "Accept" button to indicate receipt of the Purchase Order and acceptance of the Purchase Order Terms and Conditions. Please note that failure to comply with the Purchase Order Terms and Conditions may result in fees, as outlined in the [Fee Schedule for Non-Compliance](#).' At the bottom of the popup, there are two buttons: 'Accept' and 'Cancel'. The 'Accept' button is highlighted with a red circle and the number 4. The background of the page is dimmed, and the 'Acknowledge' button from the previous screen is still visible in the top right of the table area.

- The **Success** popup window displays confirming the Acknowledgment was successful. Select the **OK** button.

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:

Purchase Orders (1)

PO Number	PO Status	Customer	Vendor	PO Creation Date	Req. Ship Date	Conf. Ship Date	Port Of Exit
743334	New PO				Aug 1, 2025		0999

Success
Acknowledgement was successful for 1 PO Numbers.

OK

5

- Select the PO to review the details.

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:

Purchase Orders (1)

PO Number	PO Status	Customer	Vendor	PO Creation Date	Req. Ship Date	Conf. Ship Date	Port Of Exit
743334	PO Acknowledged			Sep 17, 2025	Aug 1, 2025		0999

6

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LCBO GATEWAY

Orders

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DD

743334

Confirm

Print

Submit ASN

PO Type: Standard PO

Vendor:

PO Creation Date: Sep 17, 2025

7

PO Status

PO Acknowledged

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General Information

Items

Action History

Purchase Order Details

Req. Ship Date:

Aug 01, 2025

Confirmed Ship Date:

Estimated Delivery Date:

Aug 08, 2025

Ship Date Match Status:

Matched

PO Acknowledged:

☒

Pick Up Address:

Delivery Address:

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

PO Delivery Date:

Aug 04, 2025

Ship Mismatch Reason:

PO Note:

Payment Term:

IMMEDIATE(K000)

Incoterm:

EXW

Port Of Exit:

0999

Customer Order No:

Total Case Quantity:

0

Total Weight:

223 KG

Total Value:

2,500.00 CAD

Customer:

Decline PO

1. Select the required PO number from the list. Select the **Decline** button.

Purchase Orders (1,473)		Acknowledge Decline Submit ASN Go Adapt Filters (1)							
☐	PO Number	PO Status	Customer	Legacy Customer Number	Legacy Reference Document	Vendor	Creation Date	Req. Ship Date	
☐	100004 Standard PO	New PO					May 29, 2025		>
☐	100122 Standard PO	New PO			00746186		Jun 6, 2025	Jun 6, 2025	>
☐	100200 Import PO	New PO					Jun 3, 2025	May 28, 2025	>
☒	100201 Import PO	New PO					Jun 3, 2025	May 28, 2025	>
☐	100202 Import PO	New PO					Jun 3, 2025	May 28, 2025	>
☐	100209 Standard PO	New PO			00746186		Jun 13, 2025	May 30, 2025	>
☐	100210 Standard PO	New PO			00746215		Jun 13, 2025	Jun 9, 2025	>

Note: You can also select multiple PO numbers and perform mass PO decline.

2. Select the **Reason** dropdown and select the required option.

Decline Purchase Order(s)?

Are sure you want to decline the selected Purchase Orders?

Reason: *

Carrier/Forwarder Delay
Seasonal Shut Down
Labour Shortages
Insufficient Stock
Product Discontinued
Port/Rail Disruption
Other

3. The **Decline Purchase Order (s)** popup window displays. Select the **Decline** button.

The screenshot shows the LCBO Gateway interface with the 'Orders' tab selected. A 'Decline Purchase Order(s)' popup window is displayed in the center. The popup contains the following fields:

- Reason:** A dropdown menu with 'Carrier/Forwarder Delay' selected.
- Comments:** A text area with the placeholder 'limited to 50 characters'.
- Buttons:** 'Decline' (highlighted with a red box and a red circle with the number 3) and 'Cancel'.

The background interface shows a list of Purchase Orders (1,473) with columns for PO Number, PO Status, Customer, Vendor, PO Creation Date, and Req. Ship Date. The PO 100201 is selected.

4. Select the **OK** button.

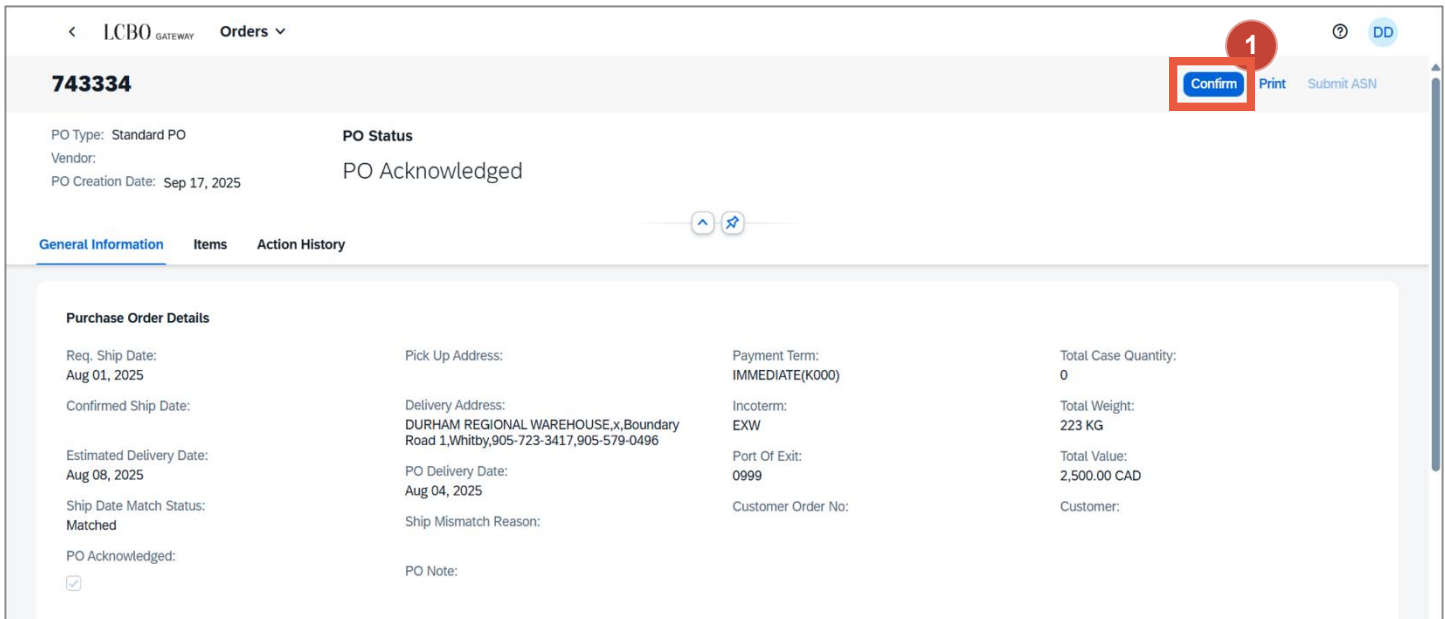
The screenshot shows the LCBO Gateway interface with the 'Orders' tab selected. A 'Success' popup window is displayed in the center. The popup contains the following fields:

- Message:** 'Decline was successful for 1 PO Numbers.'
- Buttons:** 'OK' (highlighted with a red box and a red circle with the number 4).

The background interface shows the same list of Purchase Orders (1,473) as the previous screenshot. The PO 100201 is still selected.

Confirm PO

1. From the Orders details screen of the PO in status PO Acknowledged, select the **Confirm** button to confirm the PO. This is available only after the PO has been acknowledged.



LCBO GATEWAY Orders

743334

PO Type: Standard PO PO Status: PO Acknowledged

Vendor: PO Creation Date: Sep 17, 2025

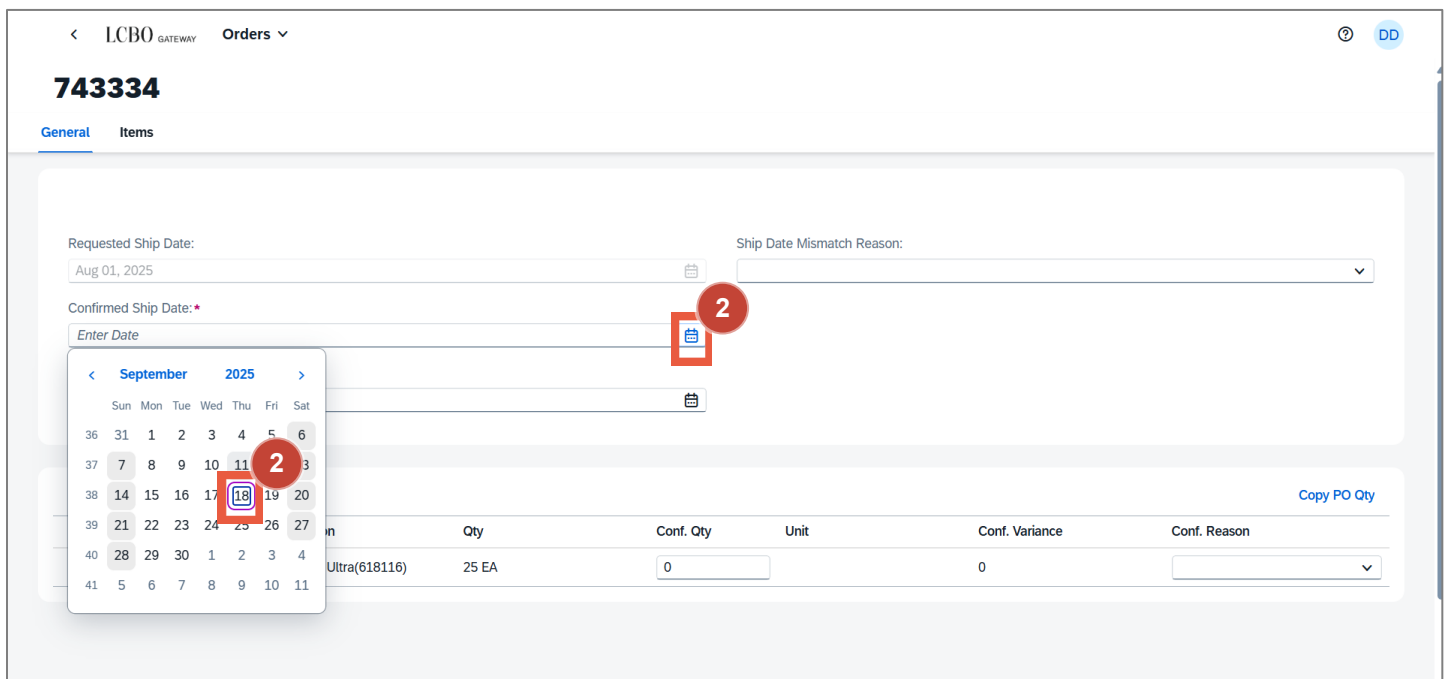
Buttons: Confirm, Print, Submit ASN

General Information Items Action History

Purchase Order Details

Req. Ship Date: Aug 01, 2025	Pick Up Address:	Payment Term: IMMEDIATE(K000)	Total Case Quantity: 0
Confirmed Ship Date:	Delivery Address: DURHAM REGIONAL WAREHOUSE,x,Boundary Road 1,Whitby,905-723-3417,905-579-0496	Incoterm: EXW	Total Weight: 223 KG
Estimated Delivery Date: Aug 08, 2025	PO Delivery Date: Aug 04, 2025	Port Of Exit: 0999	Total Value: 2,500.00 CAD
Ship Date Match Status: Matched	Ship Mismatch Reason:	Customer Order No:	Customer:
PO Acknowledged: ☒	PO Note:		

2. Select the **Calendar** icon for the **Confirmed Ship Date** field to select the date. Alternatively, you can enter the date. Example: Jan 1, 2026.



LCBO GATEWAY Orders

743334

General Items

Requested Ship Date: Aug 01, 2025

Ship Date Mismatch Reason:

Confirmed Ship Date: * Enter Date

Calendar: September 2025

Sun	Mon	Tue	Wed	Thu	Fri	Sat
36	31	1	2	3	4	5
37	7	8	9	10	11	12
38	14	15	16	17	18	19
39	21	22	23	24	25	26
40	28	29	30	1	2	3
41	5	6	7	8	9	10

in	Qty	Conf. Qty	Unit	Conf. Variance	Conf. Reason
Ultra(618116)	25 EA	0		0	

Copy PO Qty

3. Select the **Ship Date Mismatch Reason** dropdown and then select the required reason from the list of options. Kindly note, this would apply only if the Confirmed Ship Date is different than the Requested Ship Date.

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LCBO

GATEWAY

Orders

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DD

743334

General

Items

Requested Ship Date:

Aug 01, 2025

Confirmed Ship Date: *

Sep 18, 2025

Estimated Delivery Date:

Aug 08, 2025

Ship Date Mismatch Reason: *

3

Production Delay-Labour

Production Delay-Product Unava

Product Discontinued

Seasonal Plant Shut Down

Carrier/Forwarder Delay

Port/Rail Disruption

Other

Copy PO Qty

PO Line Items (1)

Line Item	Description	Qty	Conf. Qty	Unit	Conf. Variance	Conf. Reason
10	ABC	25 EA	0		0	

- Enter relevant value in the **Conf Qty** and **Conf Reason** fields. Select the **Confirm** button to confirm the PO.

< LCBO GATEWAY Orders ? DD

743334

General Items

Requested Ship Date:

Aug 01, 2025

Confirmed Ship Date: *

Sep 18, 2025

Estimated Delivery Date:

Aug 08, 2025

Ship Date Mismatch Reason: *

Carrier/Forwarder Delay

PO Line Items (1)

Copy PO Qty

Line Item	Description	Qty	Conf. Qty	Unit	Conf. Variance	Conf. Reason
10	ABC	25 EA	25		0	Carrier/Forwarder Delay

Confirm

Cancel

Note: The **Copy PO Qty** button copies the requested quantities into the confirmed quantity field.

For **Direct Delivery Store Orders** and **Wholesale Orders**, the confirmed quantities must be **equal to or less than** the original PO quantities.

Please note that for **Wholesale Orders**, reason codes are not required for date mismatch.

5. The **Success** popup window displays. Select the **OK** button.

The screenshot shows the LCBO Gateway Orders page for order 743334. The page has tabs for 'General' and 'Items'. The 'General' tab is active, showing fields for 'Requested Ship Date' (Aug 01, 2025), 'Confirmed Ship Date' (Sep 18, 2025), and 'Estimated Delivery Date' (Aug 08, 2025). A 'Ship Date Mismatch Reason' dropdown is set to 'Carrier/Forwarder Delay'. A success popup window is displayed in the center, stating 'Success' and 'Confirmation was successful for 1 Item Numbers.' The 'OK' button in the popup is highlighted with a red circle and the number 5.

6. The PO Status displays PO Confirmed - Unmatched. Vendors have the ability to send multiple confirmations if needed.

The screenshot shows the LCBO Gateway Orders page for order 743334. The page has tabs for 'General Information', 'Items', and 'Action History'. The 'General Information' tab is active, showing 'PO Type: Standard PO', 'Vendor:', and 'PO Creation Date: Sep 17, 2025'. The 'PO Status' is displayed as 'PO Confirmed - Unmatched', which is highlighted with a red box and the number 6. The 'Confirm' button is also visible. Below the status, there is a section for 'Purchase Order Details' with fields for 'Req. Ship Date', 'Confirmed Ship Date', 'Estimated Delivery Date', 'Pick Up Address', 'Delivery Address', 'Payment Term', 'Incoterm', 'Port Of Exit', 'Total Case Quantity', 'Total Weight', and 'Total Value'.



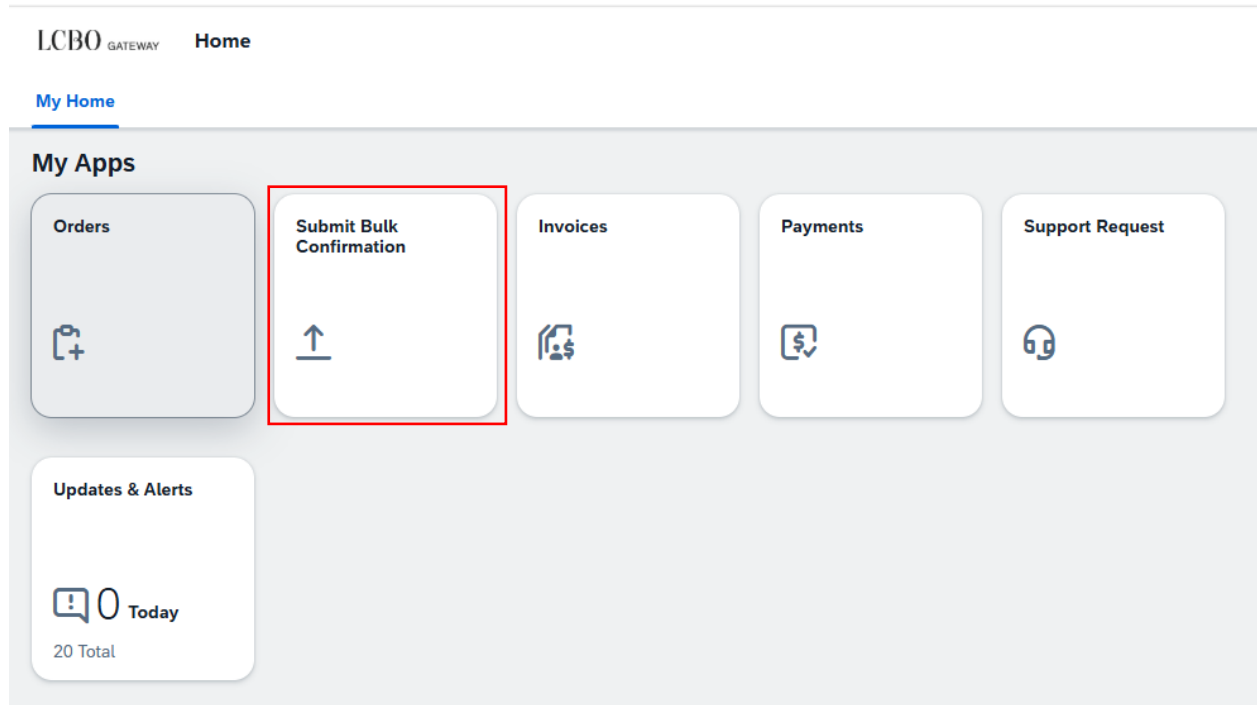
Note: For all PO types, any changes made to a PO will move the PO into **PO Confirmed Unmatched** status.

For **Direct Delivery Store Orders** and **Wholesale Orders**, this has no impact on vendor ability to submit an ASN. When the order is picked, packed and ready to ship, the vendor can submit an ASN.

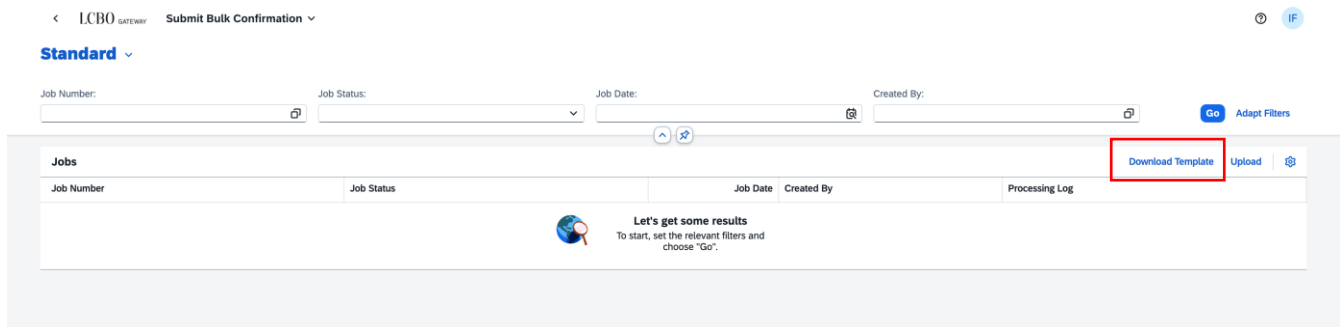
For **all other orders**, the PO MUST be in PO Confirmed Matched status in order to submit an ASN. If the LCBO approves the request, it will be moved into PO Confirmed Matched status. If not, it will remain in PO Confirmed Unmatched status until matched by the vendor.

How to confirm a PO in bulk

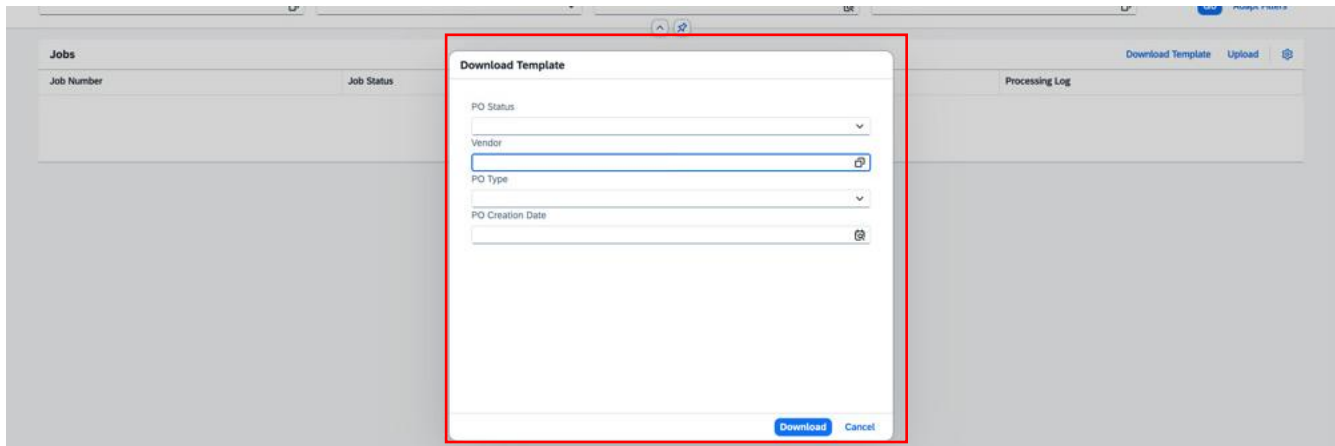
1. From the LCBO Gateway home screen, open the **Submit Bulk Confirmation** app.



2. Select the **Download Template** button.



- You will be presented with 4 filters to apply to the template: PO Status, Vendor (if applicable), PO Type, and PO Creation date. Apply filters as desired and select the **Download** button.



- An Excel export will be downloaded to your device (download location determined by your browser settings) displaying all applicable POs according to selected filters. **Note:** The download may take a few minutes. You will be notified when complete. Downloads are limited to a maximum of 5,000 POs at a time.
- Navigate to the **Instructions** tab of the template to review guidance on how to fill in the template for PO confirmations.
- Navigate to the **Template** tab and review the Requested Quantity and Requested Ship Date values and, as applicable, confirm the values in the Confirmed Quantity and Confirmed Ship Date columns. **Note:** You will need to enable editing at the top of the file as the template will download in read-only format. Only columns with green headers are eligible to be edited in the template, and mandatory fields are indicated.

SKU	UoM	Delivery Address	Pickup Address	Incoterms	Port of Call	Requested Quantity	Confirmed Quantity (Mandatory)	Quantity Mismatch Reason (Refer to Instructions Sheets for Mandatory if Code = 7)	Quantity Mismatch Remarks (Mandatory if Code = 7)	Requested Ship Date	Confirmed Ship Date (Mandatory)	Ship Date Mismatch Reason (Refer to Instructions for Maintenance codes)	Ship Date Mismatch (Mandatory)
	CV	TRILLIUM LCBO, 0106, Speers Giffen Ave, Caledon,				10				2025-05-10	2025-05-10		
	CV	TRILLIUM LCBO, 0106, Speers Giffen Ave, Caledon,				200	200	7 Insufficient Stock		2025-05-10	2025-05-10		
	CV	LONDON WAREHOUSE, 0103, Wilton Grove Road, London, 234567890, 987654321		FCA		175	175			2025-04-06	2025-04-06		

- In the event of a mismatch for either quantity or ship date (i.e. the confirmed quantity is different than the requested quantity, or the confirmed ship date is later than the requested ship date), a reason code must be provided. Reason codes can be found in the **Instructions** tab of the template or on the final page of this document. Please enter the reason code number only.

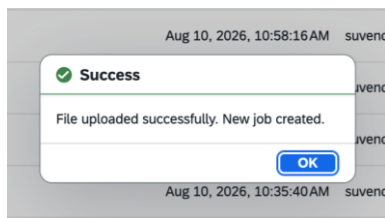
8. Once you have completed confirmations for all line items, navigate back to the **Submit Bulk Confirmations** app in **LCBO Gateway**.
9. Select the **Upload** button. **Note:** Consider splitting your upload into smaller batches to be uploaded concurrently to reduce overall processing time.

The screenshot shows the 'Submit Bulk Confirmation' app interface. At the top, there are filters for Job Number, Job Status, Job Date, and Created By. Below these is a table with columns: Job Number, Job Status, Job Date, Created By, and Processing Log. The 'Upload' button is highlighted with a red box. A message in the center says 'Let's get some results' with instructions to start by setting filters and clicking 'Go'.

10. Select the Browse button to find and upload the completed template to LCBO Gateway. At this stage, you may also add a description to identify the upload for your records. **Note:** Only .XLSX files are supported for upload.

The screenshot shows the 'Submit Bulk Confirmations' modal dialog. It has a 'Description' field with the text 'Bulk Submission - 1'. Below this is a warning message: 'Please provide confirmations for all line items'. There is a file input field with the text 'BulkConfirmation_Template (4).xlsx' and a 'Browse...' button highlighted with a red box. At the bottom, there are 'Confirm' and 'Cancel' buttons, with 'Confirm' highlighted with a red box.

11. If the upload is **Successful**, you will receive a Success message along with messaging to indicate a new job has been created.



- a) Under the Jobs section of the **Submit Bulk Confirmation app**, you may see the Job Status cycle through 'New' then 'In Process' while it processes. The job runs automatically at 5-minute intervals (i.e. if the job starts at 12:11pm, it will not be completed until 12:15pm at the earliest, depending on upload size). Select the **Go** button to refresh the screen and see the current job status. **Note:** Consider splitting your upload into smaller batches to be uploaded concurrently to reduce overall processing time.

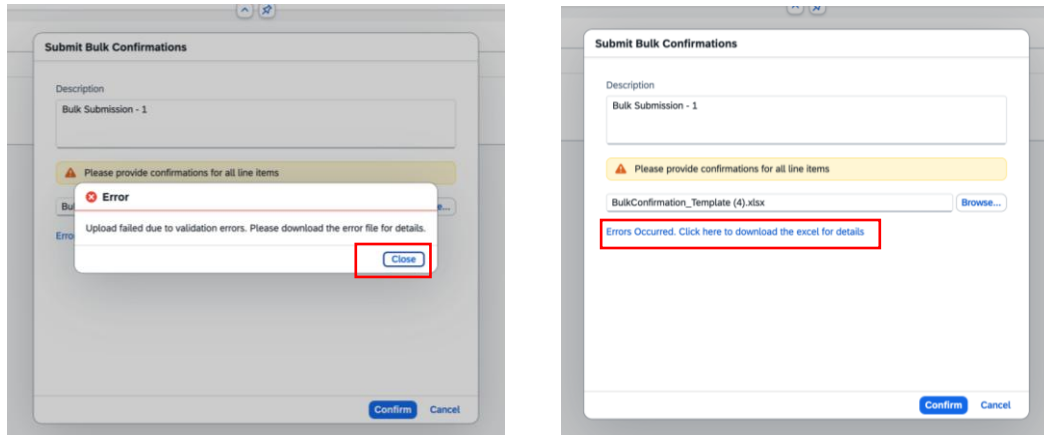
Once completed, the Job Status will update to '**Completed**'. This means that all POs have been successfully confirmed in LCBO Gateway. **Note:** Import and standard POs still require LCBO approval in the event of mismatches to be put in "matched" status.

LCBO Gateway Submit Bulk Confirmation				
Standard Job Number: 1177 Job Status: Job Date: Created By: Go Adapt Filters (1)				
Jobs (1) Download Template Upload				
Job Number	Job Status	Job Date	Created By	Processing Log
1177 Bulk upload - Job 2	Completed	Aug 10, 2026, 1:09:06 PM		Download

*If you see a '**Completed with errors**' job status, it may indicate a processing issue. Please submit a Support Request in Gateway and our team will assist.

- b) If desired, you can download a copy of the PO confirmation report using the **Download** button under the Processing Log column. This will generate an Excel file that displays messaging in the Messages column documenting that confirmation was successful.

12. If the upload is **Unsuccessful**, an error message will pop up and you will be prompted to download an amended version of the Excel template that highlights any errors to be addressed.



- a) In the final column of the amended Excel file, you will note a Messages column identifying which line item(s) is causing the error along with an explanation (i.e. a ship date or quantity mismatch reason code was not provided). Address all line items with errors.

PO_Validation_Output (2) - No Label											
Item	Port Of Exit	Requested Quantity	Confirmed Quantity (Mandatory)	Quantity Mismatch Reason (Refer to Instructions Sheets for Codes)	Quantity Mismatch Remarks (Mandatory if Code = 7)	Requested Ship Date	Confirmed Ship Date (Mandatory)	Ship Date Mismatch Reason (Refer to Instructions for maintenance codes)	Ship Date Mismatch Remarks (Mandatory if Code = 7)	Requested Delivery Date	Estimated Delivery Date
1		10	9			2025-05-10	2025-05-09			2025-06-07	
2		200	200			2025-05-10	2025-05-09			2025-06-07	
3	CA	175	175			2025-04-06	2025-04-06			2025-04-06	
4											
											Messages
											Confirmed Ship Date cannot be earlier than PO Creation Date.
											Confirmed Ship Date cannot be earlier than PO Creation Date.
											Validated

- b) Once corrected, **repeat steps 8 through 11** to re-upload the corrected template into LCBO Gateway.

Mismatch reason codes for bulk confirmation

(Enter number only)

Quantity mismatches

1-Carrier/Forwarder Delay

2-Seasonal Shut Down

3-Labour Shortages

4-Insufficient Stock

5-Product Discontinued

6-Port/Rail Disruption

7-Other; If reason is 7, enter remarks in "Quantity Mismatch Remarks" column

Ship date mismatches

1-Carrier/Forwarder Delay

2-Seasonal Shut Down

3-Labour Shortages

4-Insufficient Stock

5-Product Discontinued

6-Port/Rail Disruption

7-Other; If reason is 7, enter remarks in "Ship Date Mismatch Remarks" column

Submit ASN

1. Select the **PO Status** dropdown and select the **PO Revised – Matched** status.

LCBO GATEWAY Orders

Standard

PO Number:

PO Status: 1

Customer:

PO Creation Date:

Req. Ship Date:

Conf. Ship Date:

Port Of Exit:

Customer Order No:

Delivery Address:

Estimated Delivery Date:

Go Adapt Filters

PO Number	PO Status	Vendor	PO Creation Date	Req. Ship Date	Conf. Ship Date	Port Of Exit
100151	PO Revised	BREWERS RETAIL INC.(1018556)	Jul 29, 2025	Jul 28, 2025	Jul 28, 2025	0999
754171	PO Revised	MCAUSLAN BREWING INC. (1030703)	Jul 23, 2025	Jul 30, 2025	Jul 30, 2025	QC CANADA
755229	PO Revised - Matched	MOLSON/HEINEKEN BROWERY(1034778)	Jul 29, 2025	Sep 30, 2025	Sep 30, 2025	ON CANADA

2. Select the **Go** button.

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 (1)

2

PO Number	PO Status	Customer	Vendor	PO Creation Date	Req. Ship Date	Conf. Ship Date	Port Of Exit
100151	PO Revised - Matched		BREWERS RETAIL INC.(1018556)	Jul 29, 2025	Jul 28, 2025	Jul 28, 2025	0999
754171	PO Revised - Matched		MCAUSLAN BREWING INC. (1030703)	Jul 23, 2025	Jul 30, 2025	Jul 30, 2025	QC CANADA
755229	PO Revised - Matched		MOLSON/HEINEKEN BROWERY(1034778)	Jul 29, 2025	Sep 30, 2025	Sep 30, 2025	ON CANADA
755231	PO Revised - Matched		MOLSON/HEINEKEN BROWERY(1034778)	Jul 30, 2025	Sep 30, 2025	Sep 30, 2025	ON CANADA
755232	PO Revised - Matched		MOLSON/HEINEKEN BROWERY(1034778)	Jul 30, 2025	Sep 30, 2025	Sep 30, 2025	ON CANADA

FilterBar filters are changed!

- <

LCOB

GATEWAY

Orders >

? DD
- Standard*
- PO Number:

PO Status:

Vendor:

Customer:

PO Creation Date:

Req. Ship Date:
- PO Revised - Ma... x
- Conf. Ship Date:

PO Type:

Incoterm:

Port Of Exit:

Customer Order No:

Delivery Address:
-
- Estimated Delivery Date:

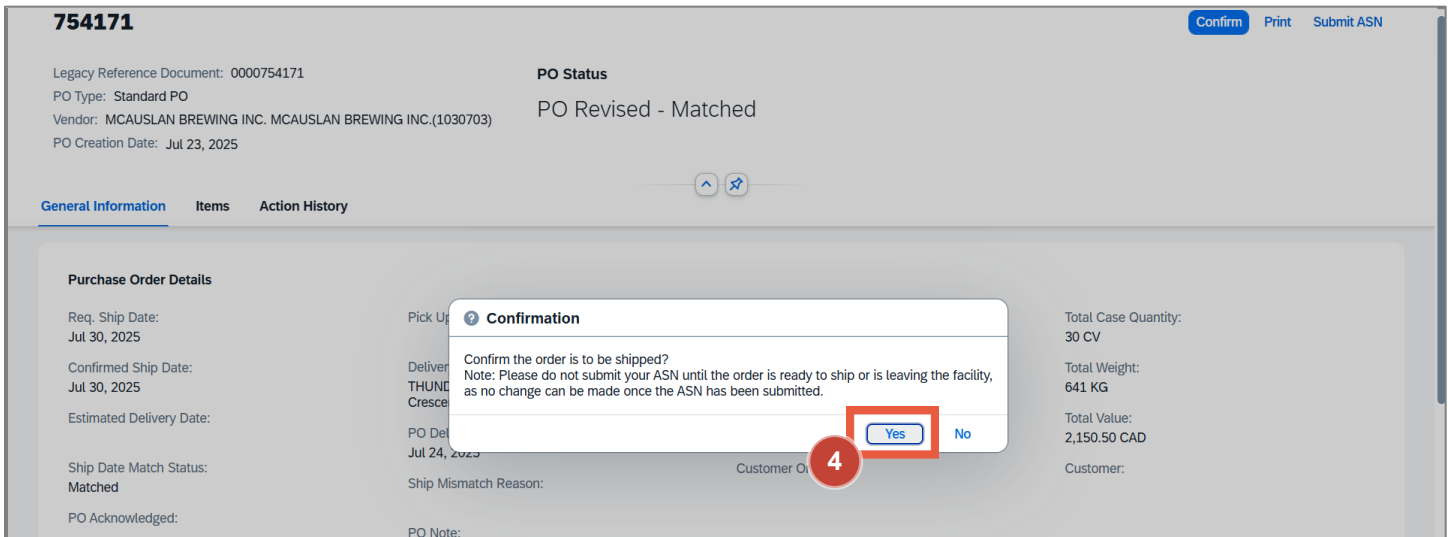
Store:
-
- Go Adapt Filters (1)
- Purchase Orders (4)

AcknowledgeDeclineSubmit ASN
- | ☐ | PO Number | PO Status | Customer | Legacy Reference Document | Vendor | PO Creation Date | Req. Ship Date | Conf. Ship Date | |
|-------------------------------------|-----------------------|----------------------|----------|---------------------------|--------|------------------|----------------|-----------------|---|
| ☒ | 754171
Standard PO | PO Revised - Matched | | 0000754171 | | Jul 23, 2025 | Jul 30, 2025 | Jul 30, 2025 | > |
| ☐ | 755229
Standard PO | PO Revised - Matched | | 0000754229 | | Jul 29, 2025 | Sep 30, 2025 | Sep 30, 2025 | > |
| ☐ | 755231
Standard PO | PO Revised - Matched | | 0000754229 | | Jul 30, 2025 | Sep 30, 2025 | Sep 30, 2025 | > |
| ☐ | 755232
Standard PO | PO Revised - Matched | | 0000754229 | | Jul 30, 2025 | Sep 30, 2025 | Sep 30, 2025 | > |



Notes: Alternatively, you can also multi-select POs and select the **Submit ASN** button to perform a mass **ASN**.

- The **Confirmation** popup window displays. Select the **Yes** button.



754171

Legacy Reference Document: 0000754171
 PO Type: Standard PO
 Vendor: MCAUSLAN BREWING INC. MCAUSLAN BREWING INC.(1030703)
 PO Creation Date: Jul 23, 2025

PO Status
 PO Revised - Matched

General Information Items Action History

Purchase Order Details

Req. Ship Date: Jul 30, 2025
 Confirmed Ship Date: Jul 30, 2025
 Estimated Delivery Date: Jul 24, 2025
 Ship Date Match Status: Matched
 PO Acknowledged: PO Note:

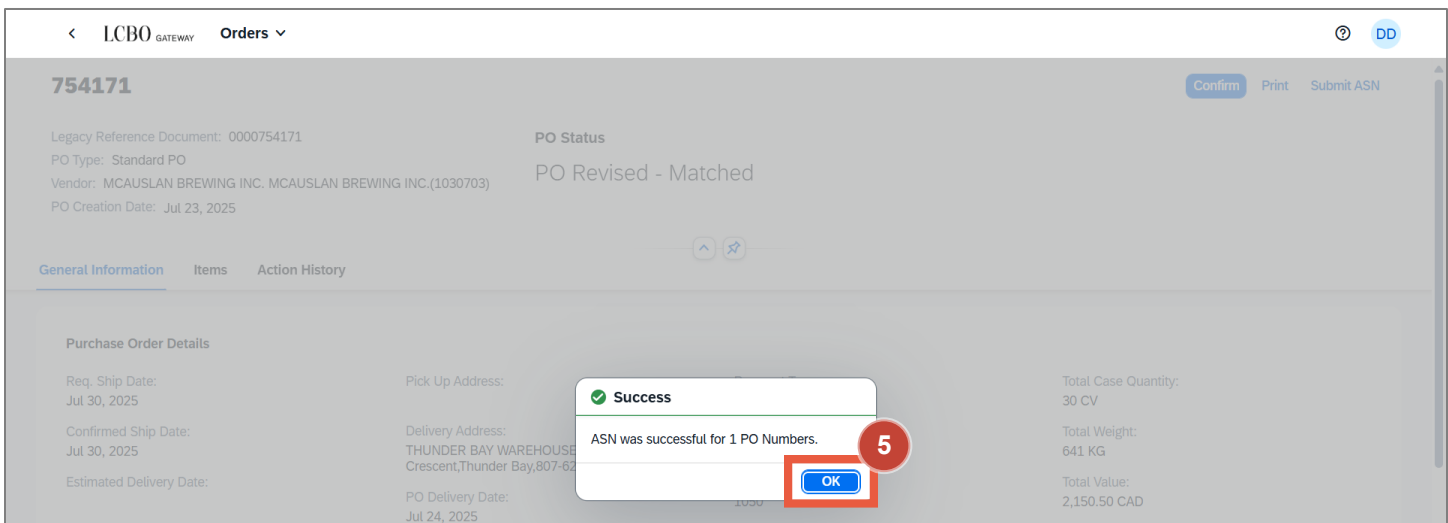
Pick Up Address: THUNDER BAY WAREHOUSE Crescent, Thunder Bay, 807-62

Confirmation
 Confirm the order is to be shipped?
 Note: Please do not submit your ASN until the order is ready to ship or is leaving the facility, as no change can be made once the ASN has been submitted.

Yes No

Total Case Quantity: 30 CV
 Total Weight: 641 KG
 Total Value: 2,150.50 CAD
 Customer:

- The **Success** popup window displays. Select the **OK** button.



754171

Legacy Reference Document: 0000754171
 PO Type: Standard PO
 Vendor: MCAUSLAN BREWING INC. MCAUSLAN BREWING INC.(1030703)
 PO Creation Date: Jul 23, 2025

PO Status
 PO Revised - Matched

General Information Items Action History

Purchase Order Details

Req. Ship Date: Jul 30, 2025
 Confirmed Ship Date: Jul 30, 2025
 Estimated Delivery Date: Jul 24, 2025

Pick Up Address: THUNDER BAY WAREHOUSE Crescent, Thunder Bay, 807-62

Success
 ASN was successful for 1 PO Numbers.

OK

Total Case Quantity: 30 CV
 Total Weight: 641 KG
 Total Value: 2,150.50 CAD
 Customer:

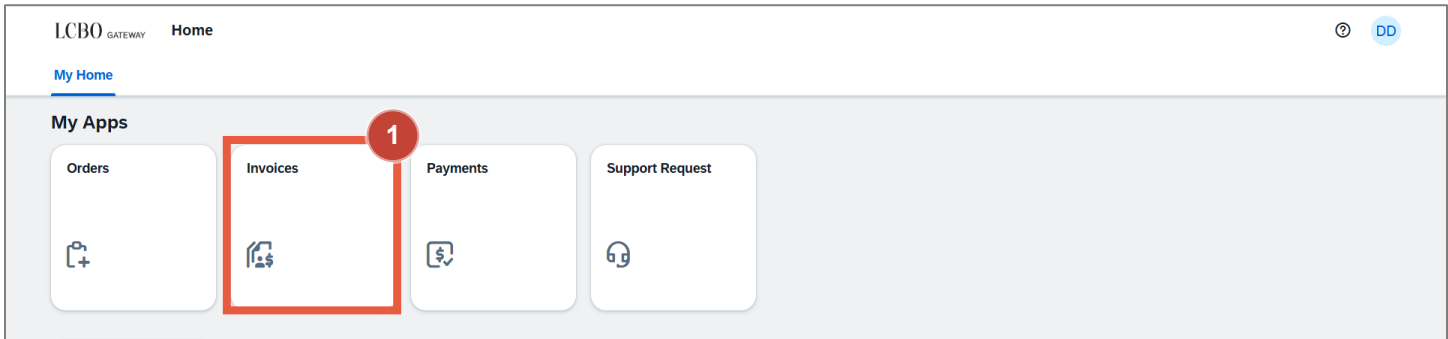


Note: Once the ASN is submitted, the Purchase Order (PO) is frozen, and no changes can be made.

Invoice Management

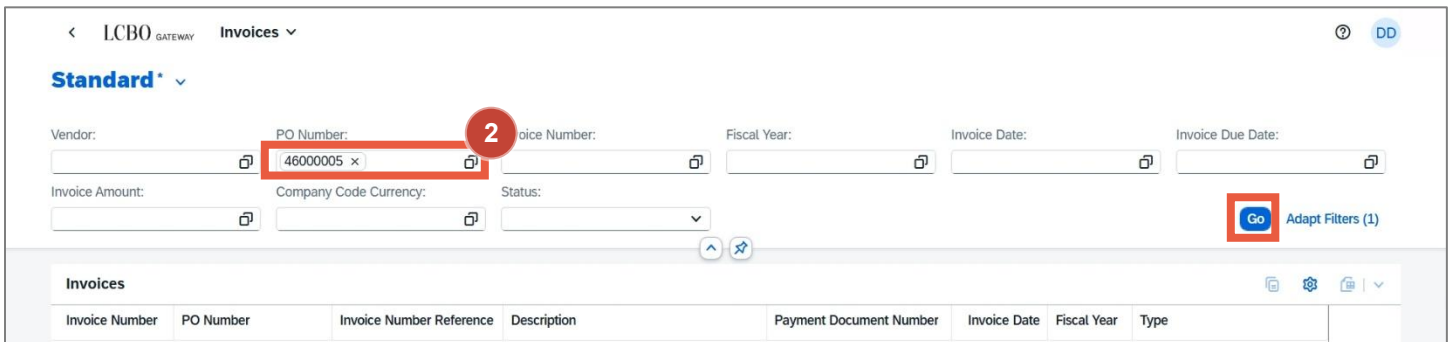
How to Search Vendor Invoices

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

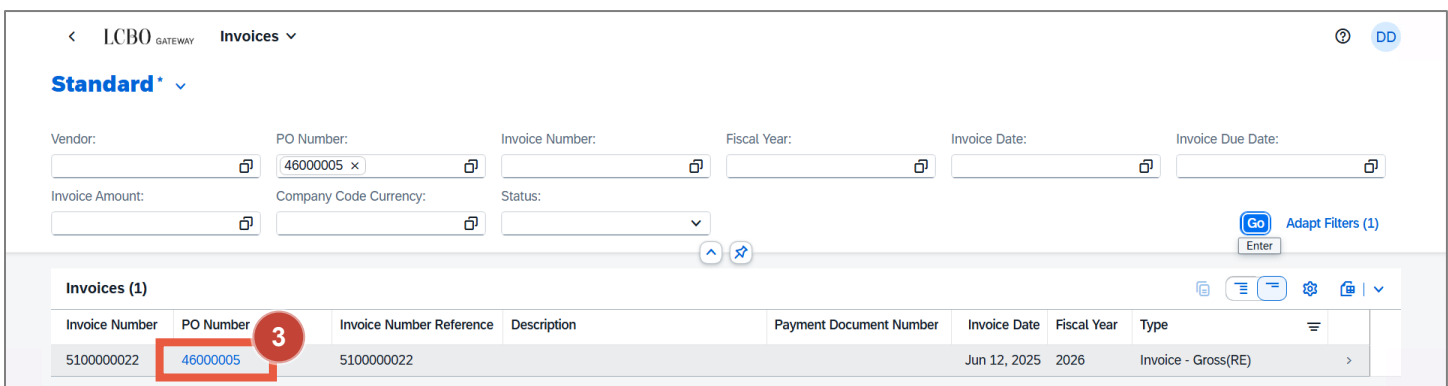


Search by Invoice Number

2. 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.

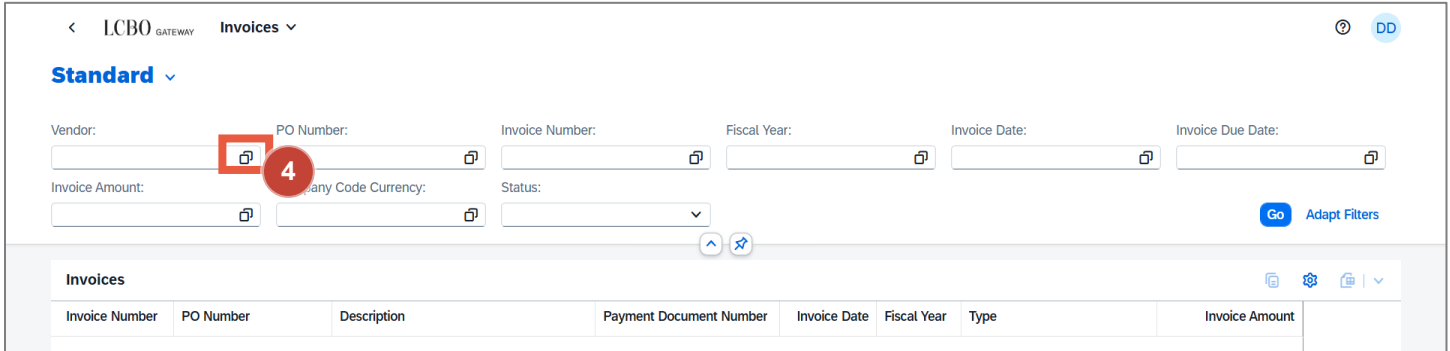


3. The search results display Invoice Number details. You can select the **PO Number** hyperlink to navigate to the **Orders** screen.



Search by Vendor Name

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



LCBO GATEWAY Invoices

Standard

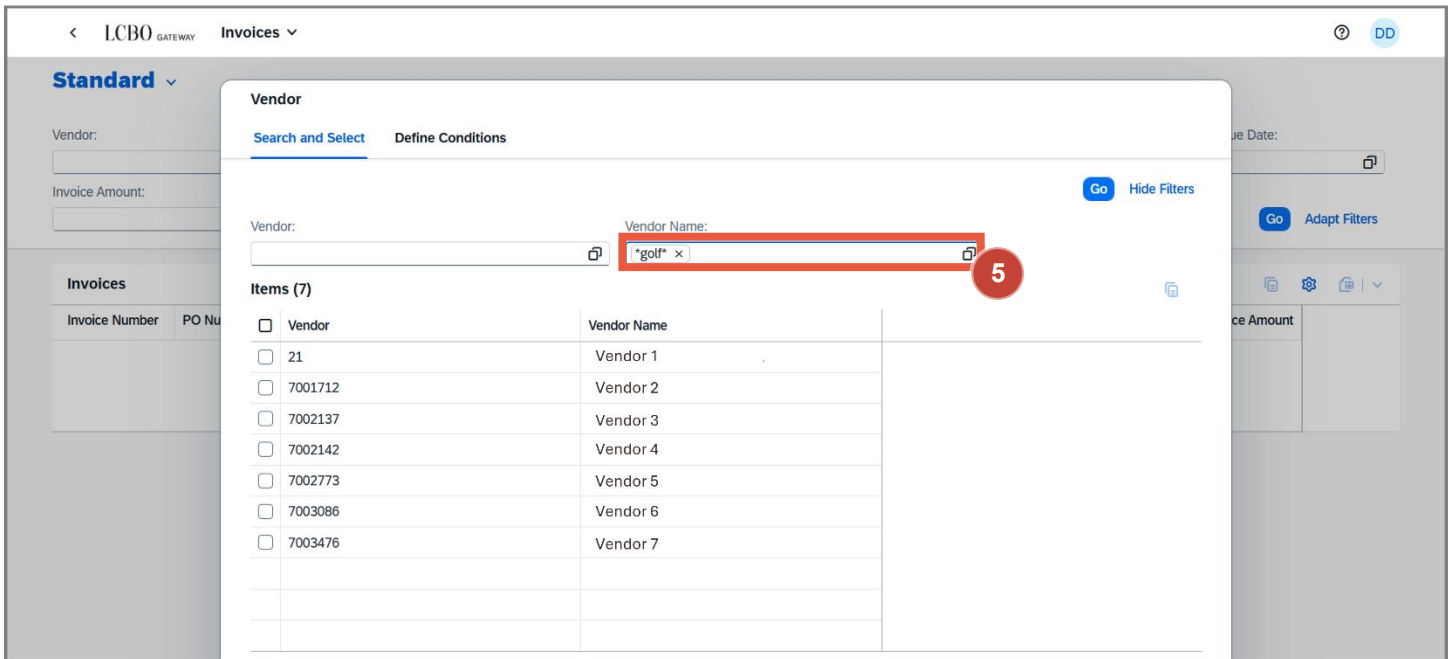
Vendor: PO Number: Invoice Number: Fiscal Year: Invoice Date: Invoice Due Date:

Invoice Amount: Currency: Status:

Go Adapt Filters

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

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



LCBO GATEWAY Invoices

Standard

Vendor: Invoice Amount:

Invoices

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

Vendor

Search and Select Define Conditions

Vendor: Vendor Name: *golf* x

Items (7)

Vendor	Vendor Name
☐ 21	Vendor 1
☐ 7001712	Vendor 2
☐ 7002137	Vendor 3
☐ 7002142	Vendor 4
☐ 7002773	Vendor 5
☐ 7003086	Vendor 6
☐ 7003476	Vendor 7



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

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

Vendor

Search and Select (7) Define Conditions

Vendor: Vendor Name:

Items (7)

☒	Vendor	Vendor Name
☒	21	Vendor 1
☒	7001712	Vendor 2
☒	7002137	Vendor 3
☒	7002142	Vendor 4
☒	7002773	Vendor 5
☒	7003086	Vendor 6
☒	7003476	Vendor 7

Selected Items and Conditions (7)

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

Go Hide Filters

OK Cancel

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

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

How to View Invoice Details

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

< 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 (2)

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**.

< LCBO GATEWAY Invoices ▾ ? DD

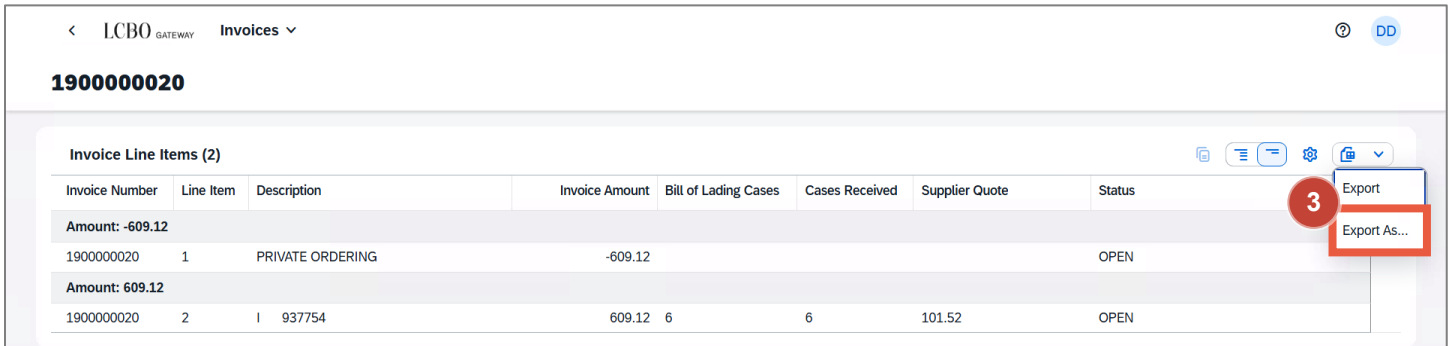
1900000308

Invoice Line Items (2)

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

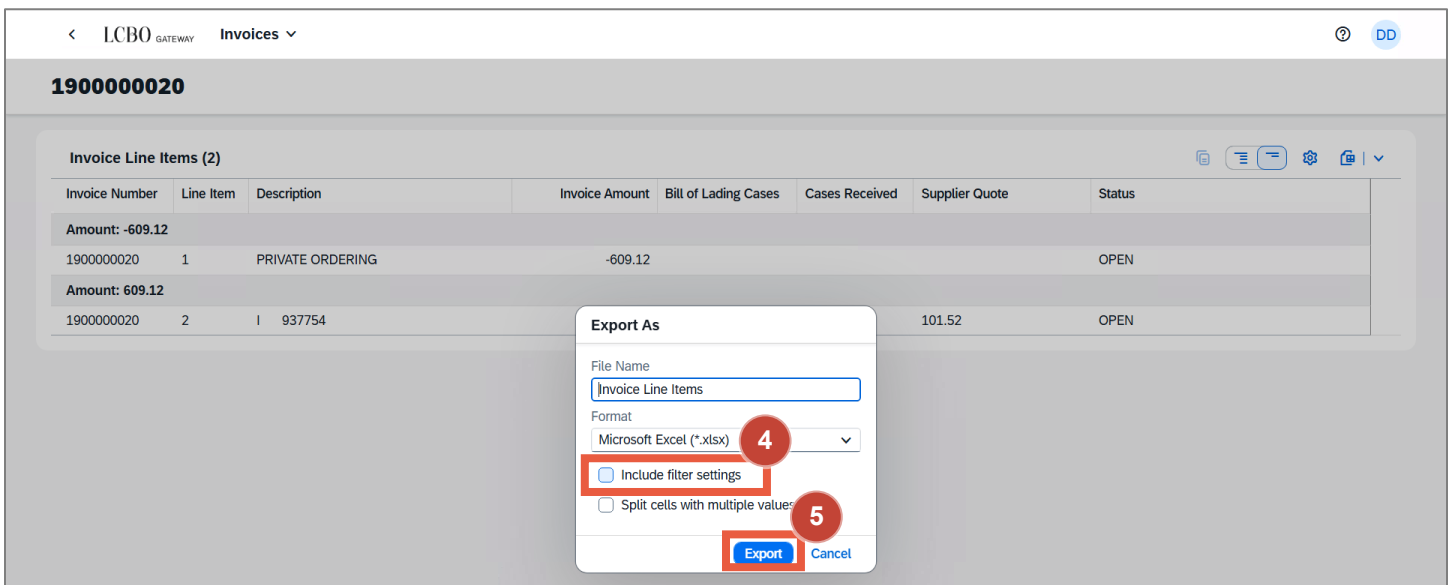
1. From the **Invoices** screen, select the **Export As** option from the **Export** dropdown.



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

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

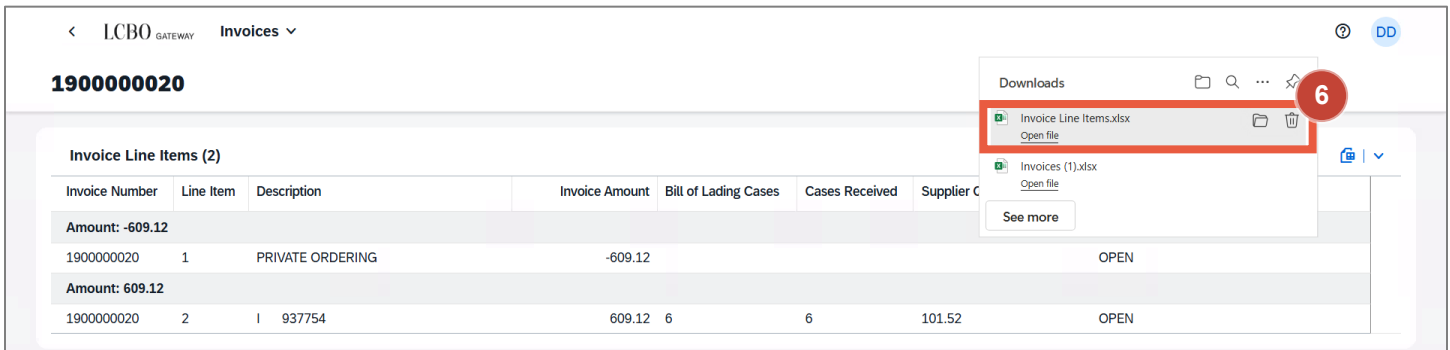
2. The **Export As** popup window displays. The **File Name** field is auto-populated. Select the **Include filter settings** checkbox to export with the settings, if any.
3. Select the **Export** button to export the Excel file.



The screenshot shows the LCBO Gateway Invoices screen for invoice 1900000020. The 'Invoice Line Items (2)' table is visible. A red circle with the number 4 highlights the 'Include filter settings' checkbox, which is checked. A red circle with the number 5 highlights the 'Export' button. The 'Export As' popup window is open, showing the 'File Name' field (auto-populated with 'Invoice Line Items'), the 'Format' dropdown (set to 'Microsoft Excel (*.xlsx)'), and the 'Include filter settings' checkbox (checked). The 'Export' button is highlighted with a red box.

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

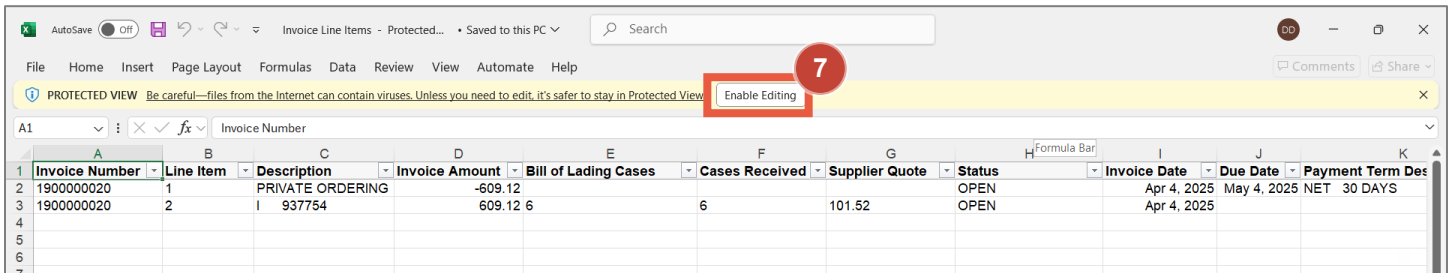
4. The **Downloads** dialog box displays. Select the **Open File** link to view the Excel file.



The screenshot shows the LCBO Gateway Invoices page. A red circle with the number 6 highlights the 'Downloads' dialog box. The dialog box lists two files: 'Invoice Line Items.xlsx' and 'Invoices (1).xlsx'. The 'Open file' link is highlighted for 'Invoice Line Items.xlsx'.

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

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



The screenshot shows the Excel file 'Invoice Line Items - Protected...'. A red circle with the number 7 highlights the 'Enable Editing' button. The spreadsheet contains the following data:

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.

The **Invoice Number Reference** display indicates the chargeback.

LCBO GATEWAY

Invoices

Standard

Vendor:

PO Number:

Invoice Number: 3 Items

Fiscal Year:

Invoice Date:

Invoice Due Date:

Invoice Amount:

Company Code Currency:

Status:

Go Adapt Filters (1)

Invoices (3)

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 DAYS 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.

<

LCBO GATEWAY

Payments ▾

DD

Standard ▾

Vendor:

Payment Number:

Payment Date:

Fiscal Year:

Amount:

Company Code Currency:

Go

Adapt Filters (1)

2000004942 x

2000004942

Oct 6, 2025

455.11

CAD

Transfer

CLEARED

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.

<

LCBO GATEWAY

Payments ▾

DD

2000004942

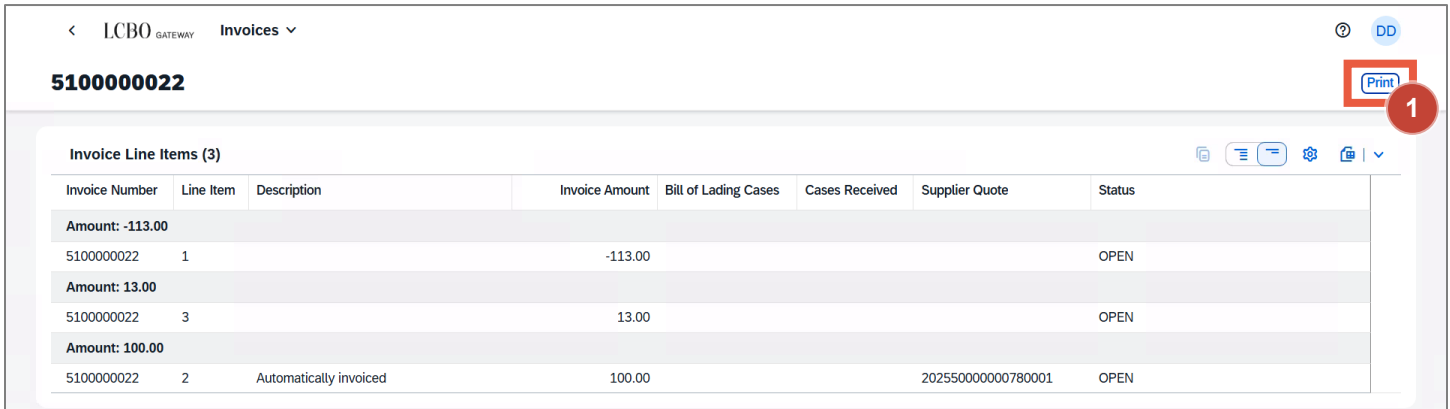
Payment Items (2)

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

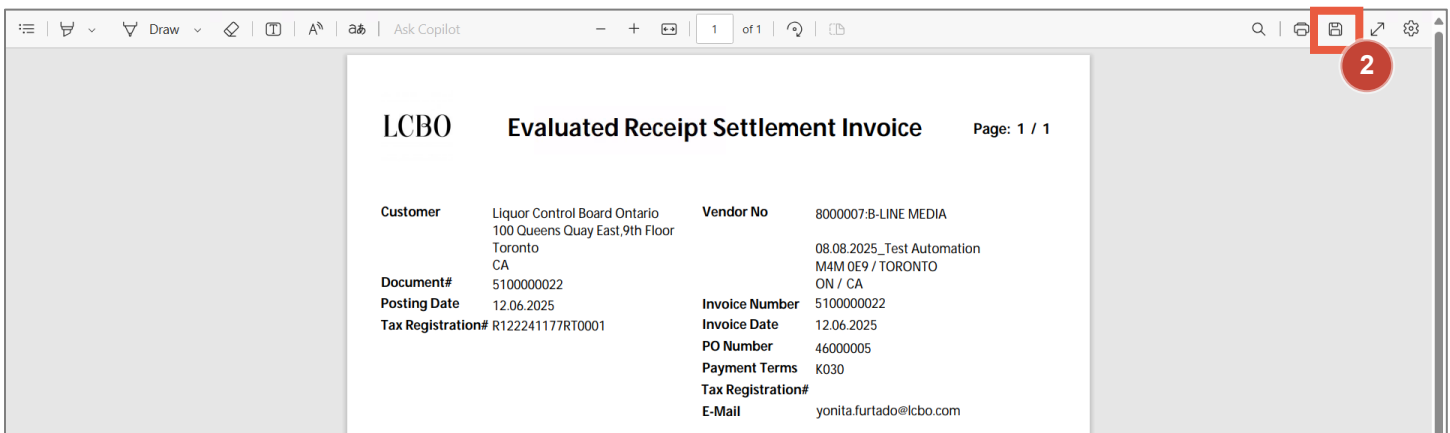
1. From the **Invoices** screen, select the **Print** button.



The screenshot shows the LCBO Gateway Invoices screen. The breadcrumb navigation at the top reads "< LCBO GATEWAY Invoices". The invoice number "5100000022" is displayed prominently. In the top right corner, a "Print" button is highlighted with a red box, and a red circle with the number "1" is placed next to it. Below the header, the "Invoice Line Items (3)" section contains a table with the following data:

Invoice Number	Line Item	Description	Invoice Amount	Bill of Lading Cases	Cases Received	Supplier Quote	Status
Amount: -113.00							
5100000022	1		-113.00				OPEN
Amount: 13.00							
5100000022	3		13.00				OPEN
Amount: 100.00							
5100000022	2	Automatically invoiced	100.00			202550000000780001	OPEN

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

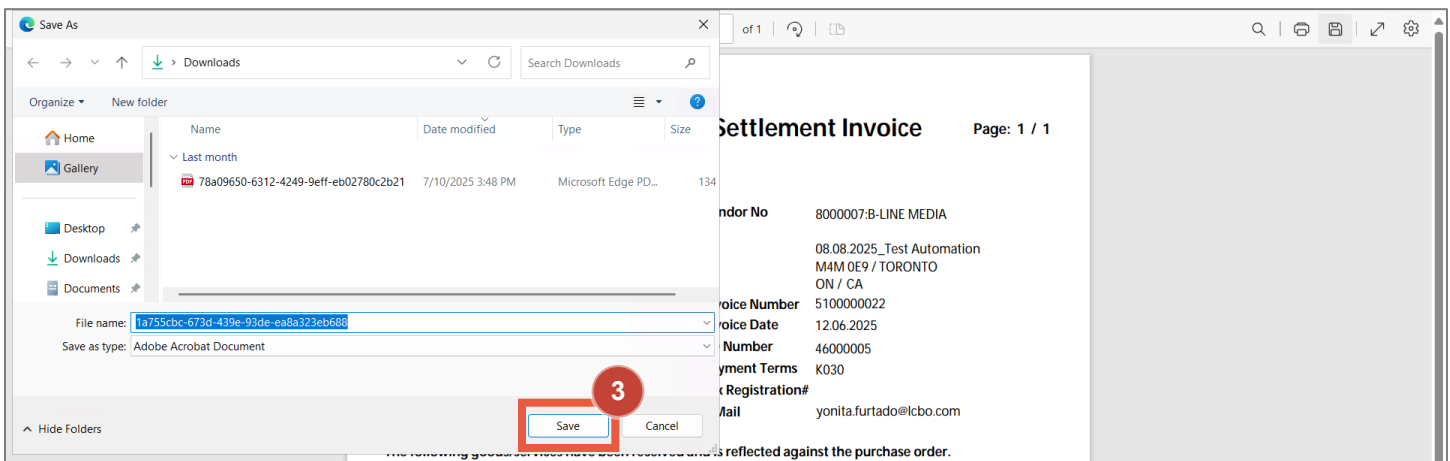


The screenshot shows the Print preview of the "LCBO Evaluated Receipt Settlement Invoice". The page is labeled "Page: 1 / 1". The invoice details are as follows:

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#	5100000022	Invoice Number	5100000022
Posting Date	12.06.2025	Invoice Date	12.06.2025
Tax Registration#	R122241177RT0001	PO Number	46000005
		Payment Terms	K030
		Tax Registration#	
		E-Mail	yonita.furtado@lcbo.com

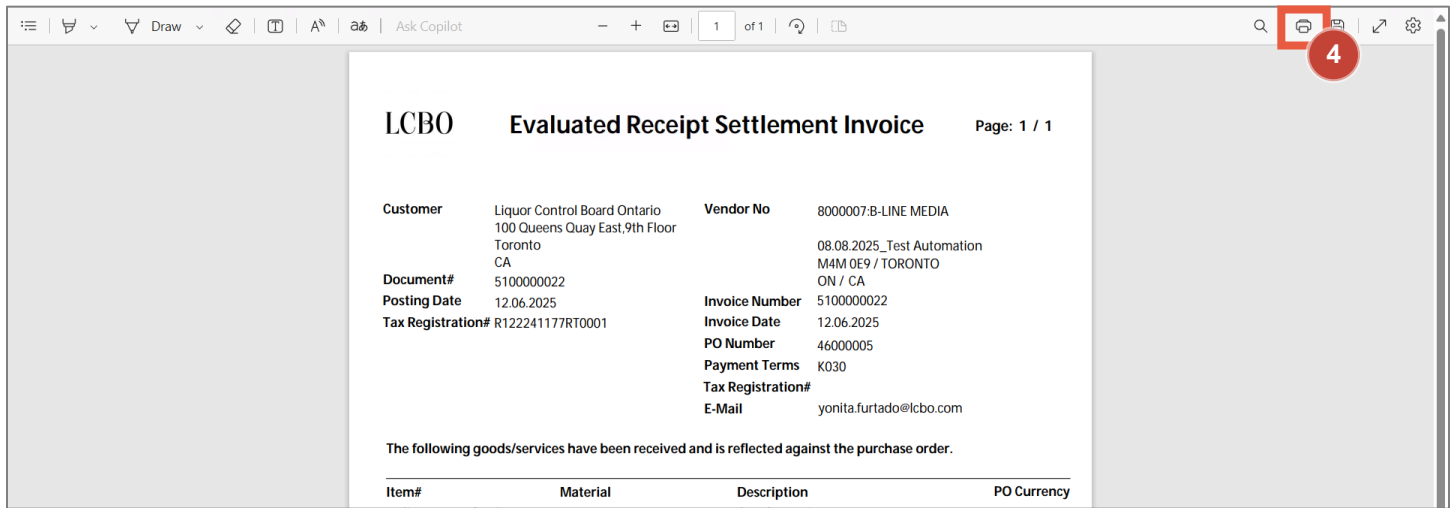
In the top right corner of the preview, a "Save" button is highlighted with a red box, and a red circle with the number "2" is placed next to it.

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



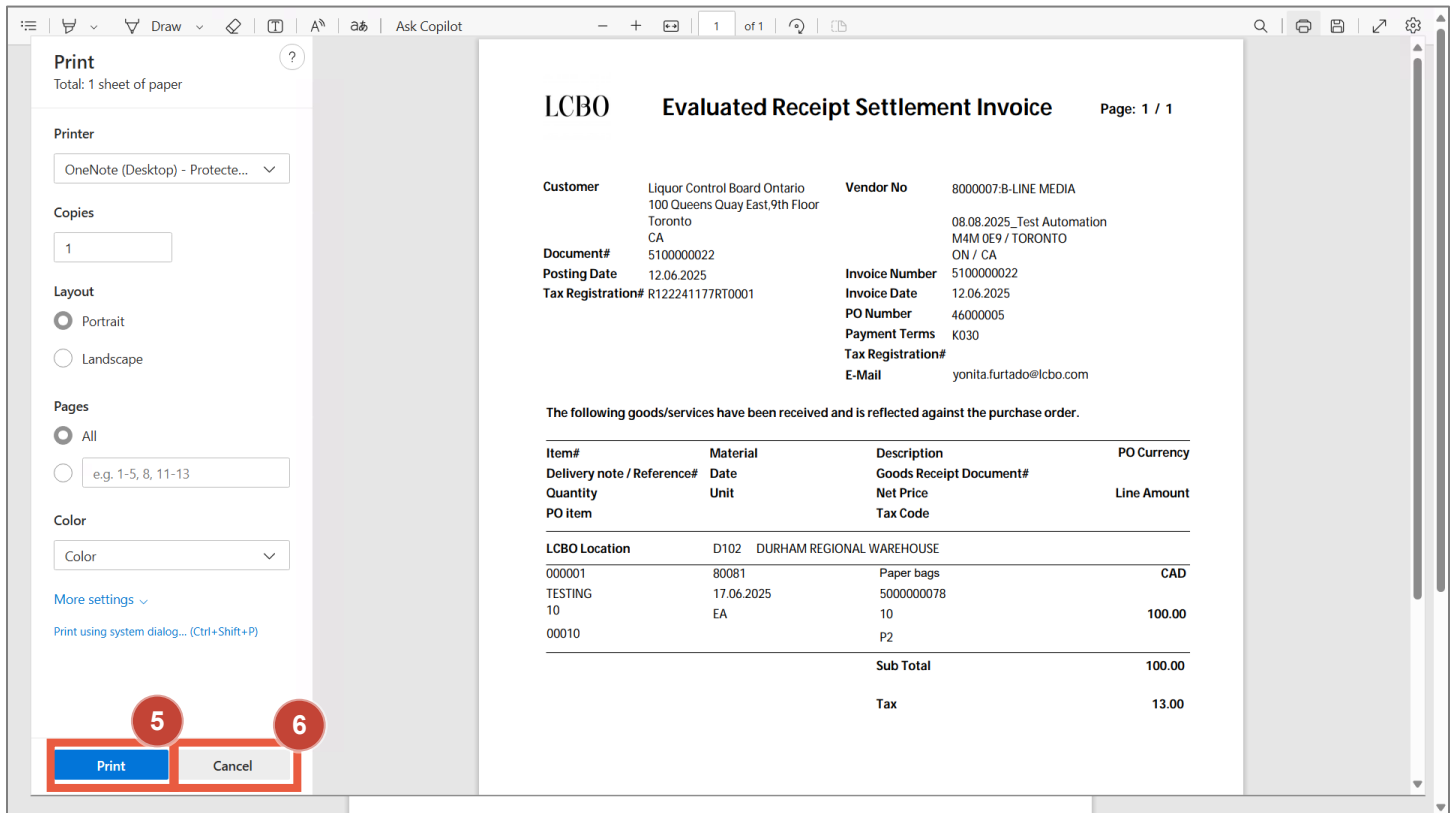
The screenshot shows a "Save As" dialog box open over the Print preview. The dialog box is set to save the file in the "Downloads" folder. The file name is "1a755cbc-673d-439e-93de-ea8a323eb680". The "Save as type" is "Adobe Acrobat Document". The "Save" button is highlighted with a red box, and a red circle with the number "3" is placed next to it. The background preview shows the same invoice details as the previous step.

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



The screenshot shows the LCBO Gateway interface. At the top right, there is a toolbar with several icons. The 'Print' icon, which looks like a printer, is highlighted with a red circle containing the number 4. Below the toolbar, the main content area displays an 'Evaluated Receipt Settlement Invoice' for LCBO. The invoice includes fields for Customer (Liquor Control Board Ontario), Vendor No (8000007-B-LINE MEDIA), Document# (5100000022), Posting Date (12.06.2025), Tax Registration# (R122241177RT0001), Invoice Number (5100000022), Invoice Date (12.06.2025), PO Number (46000005), Payment Terms (K030), Tax Registration# (K030), and E-Mail (yonita.furtado@lcbo.com). Below the invoice details, there is a section for 'The following goods/services have been received and is reflected against the purchase order.' followed by a table with columns: Item#, Material, Description, and PO Currency.

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



The screenshot shows the LCBO Gateway interface with the 'Print' pane open on the left side. The pane contains the following options:

- Printer:** OneNote (Desktop) - Protecte...
- Copies:** 1
- Layout:** Portrait (selected), Landscape
- Pages:** All (selected), e.g. 1-5, 8, 11-13
- Color:** Color (selected)
- More settings** (link)
- Print using system dialog...** (link) (Ctrl+Shift+P)

At the bottom of the 'Print' pane, there are two buttons: 'Print' (highlighted with a red circle and number 5) and 'Cancel' (highlighted with a red circle and number 6). The main content area on the right displays the same 'Evaluated Receipt Settlement Invoice' as in the previous screenshot, but with additional details in the table below the invoice summary.

Item#	Material	Description	PO Currency
000001	80081	Paper bags	CAD
TESTING	17.06.2025	5000000078	
10	EA	10	100.00
00010		P2	
Sub Total			100.00
Tax			13.00

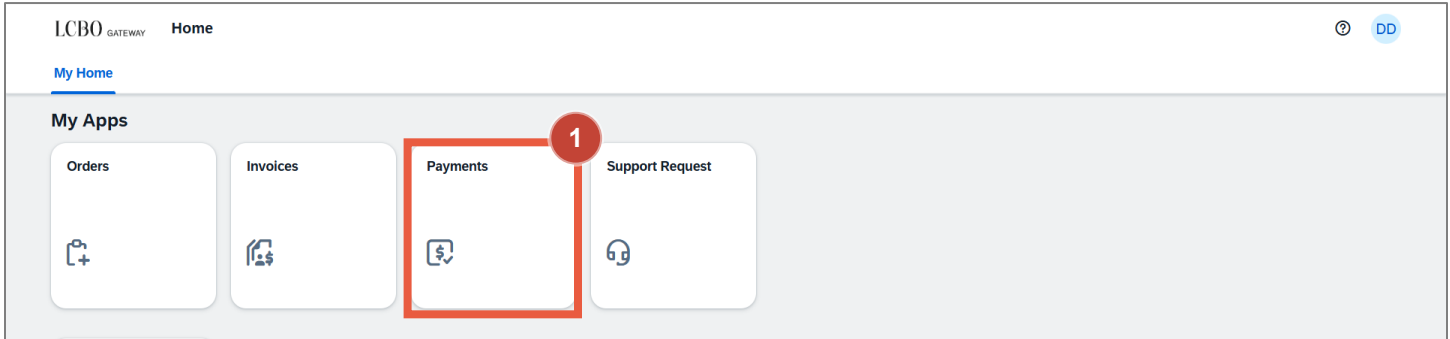
- The **Success** popup window displays confirming the PDF is generated successfully and select the **OK** button. Select the **Back** button to return to the Invoices screen.

The screenshot shows the LCBO Gateway interface for viewing invoices. A red box with the number 7 highlights the back arrow in the top left corner. A success popup is displayed in the center, indicating that the PDF was generated successfully. The popup has a green checkmark icon, the word "Success", and the text "PDF generated Successfully". The "OK" button in the popup is also highlighted with a red box. The background shows a table of invoice line items.

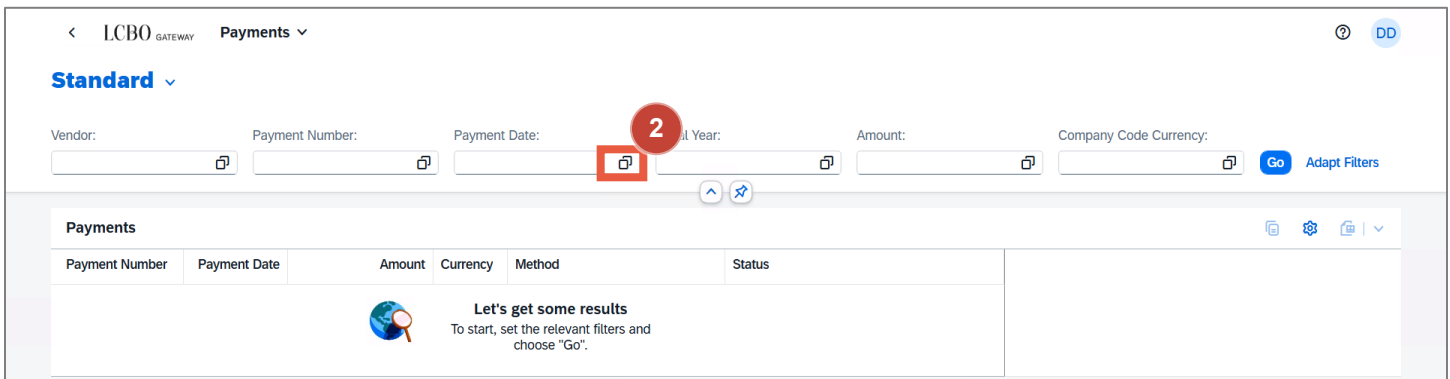
Invoice Number	Line Item	Description	Invoice Amount	Bill of Lading Cases	Cases Received	Supplier Quote	Status
Amount: -113.00							
5100000022	1		-113.00				OPEN
Amount: 13.00							
5100000022	3		13.00				OPEN
Amount: 100.00							
5100000022	2	Automatically invoiced				202550000000780001	OPEN

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.

The screenshot shows the 'Define Conditions: Payment Date' dialog box. A calendar for August 2025 is displayed with the 5th highlighted. A red box labeled '3' is around the calendar. The 'OK' button is highlighted with a red box labeled '4'.



Note: When defining conditions, you can choose how the system filters records based on your selected field (for example, Payment Date). Options include **equal to**, **between**, **before**, or **after** to narrow the results you want to display.

5. Select the **Go** button.

The screenshot shows the LCBO Gateway Payments page. The 'Go' button is highlighted with a red box labeled '5'.

6. Select the Payment Number.

< LCBO GATEWAY Payments ▾ DD

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 ▾ DD

2000000010

Payment Items (1)

Invoice Number	Invoice Date	Type	Amount	Currency	Status	Fiscal Year	Company C...
1900000009	May 27, 2025	Vendor Invoice(KR)	-2,500.00	CAD	CLEARED	2026	1000

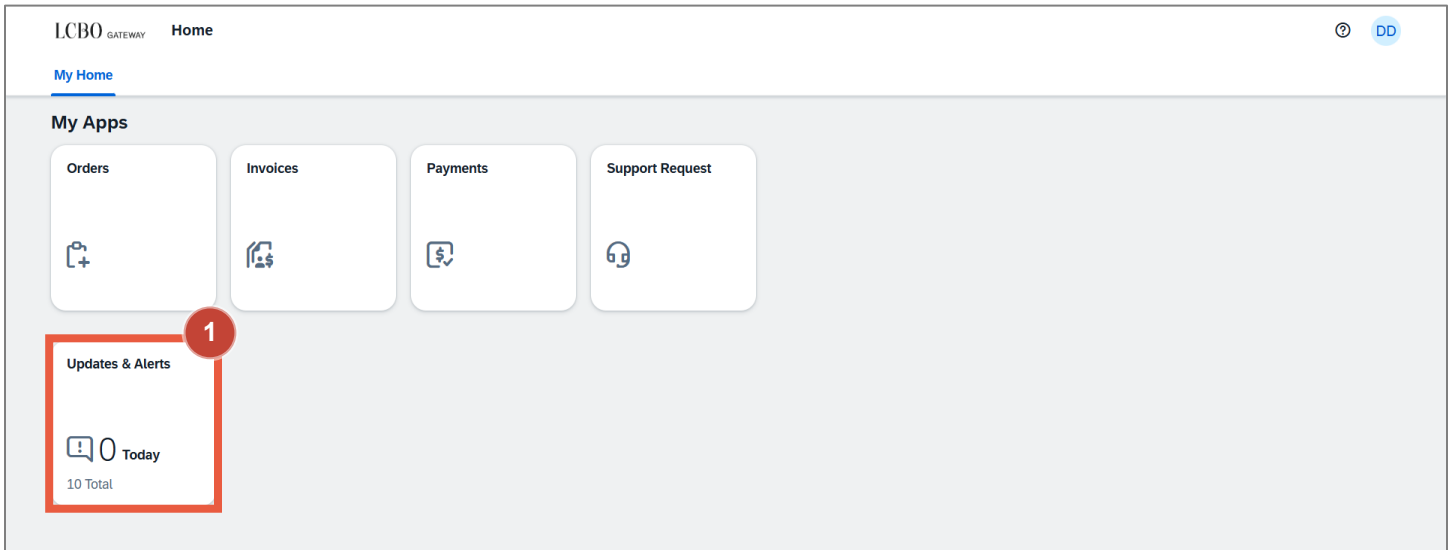


Note: To export the payment details, you can follow the same steps as covered in the **Export and Print Invoice Details** section.

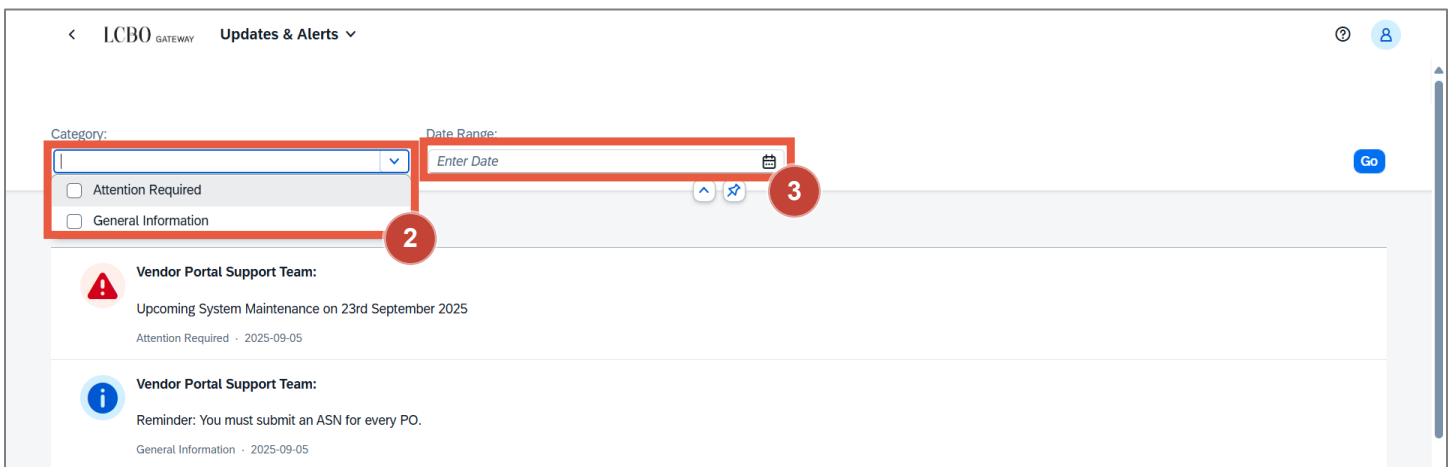
How to View Updates and Alerts

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.

The screenshot shows the LCBO Gateway interface. At the top, there is a navigation bar with a back arrow, the text "LCBO GATEWAY", and a dropdown menu labeled "Updates & Alerts". On the right side of the navigation bar, there are icons for help and user profile. Below the navigation bar, there are two filters: "Category:" with a dropdown menu showing "Attention Required" and a close button, and "Date Range:" with a text input showing "2025-07-27 - 2025-10-31" and a calendar icon. Below these filters, there are two small circular icons: a blue one with an upward arrow and a blue one with a star. On the right side of the filter area, there is a blue "Go" button highlighted with a red box and a red circle containing the number 4. Below the filter area, there is a section titled "Vendor Portal Support Team:" with a red warning icon. The text in this section reads: "Upcoming System Maintenance on 23rd September 2025" and "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.

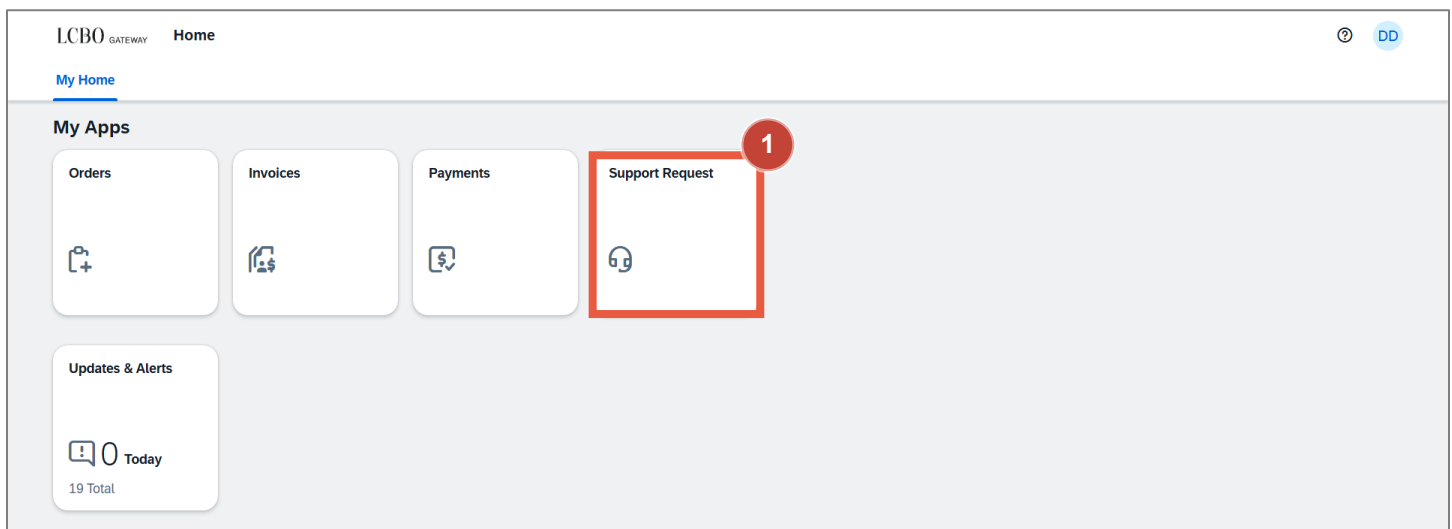
Access Request: This is used when there are changes to the required access of users (e.g. add, remove or modify users or their LCBO Gateway access).

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.



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

LCBO GATEWAY Support Request

Submit a Support Request

Support Type: *

Description: *

Order Inquiry

Payment Inquiry

Access Request

Technical Issue

Attach a File if applicable

Submit Cancel

- 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.

LCBO GATEWAY Support Request

Submit a Support Request

Support Type: * Order Inquiry

Description: *

User ID: null

User Name:

User Email:

Vendor Name:

Vendor Number:

PO Number:

Detailed Description of Inquiry:

Do not enter any personal information or banking updates.

Attach a File if applicable

Submit Cancel

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

Open

Downloads

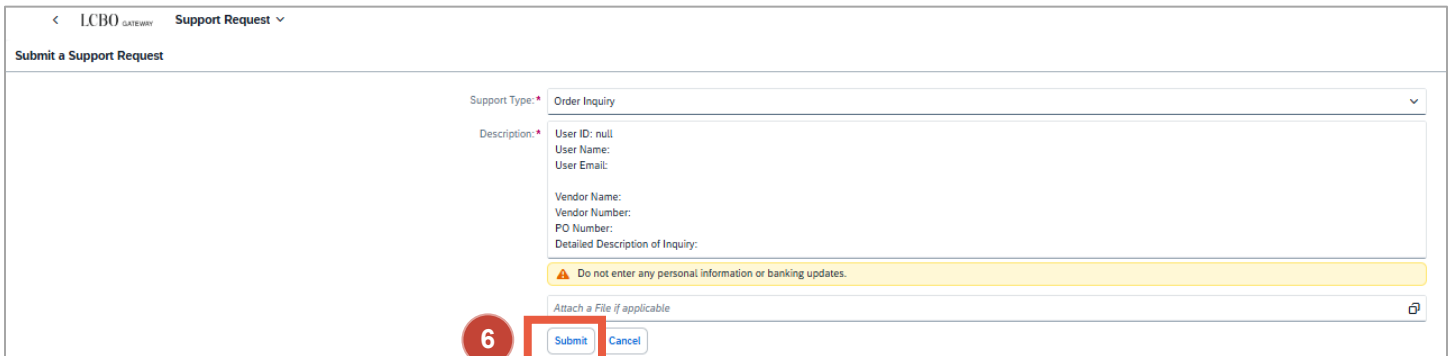
Name	Date modified	Type	Size
Earlier this year			
ERS for 46000005	8/13/2025 4:02 PM	Microsoft Edge PD...	1
78a09650-6312-4249-9eff-eb02780c2b21	7/10/2025 3:48 PM	Microsoft Edge PD...	13
OpsCenter Training Material Updates	3/25/2025 7:46 PM	Microsoft Word D...	25

File name: Custom files

Upload from mobile Open Cancel

Browse...

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



LCBO GATEWAY Support Request

Submit a Support Request

Support Type: * Order Inquiry

Description: *

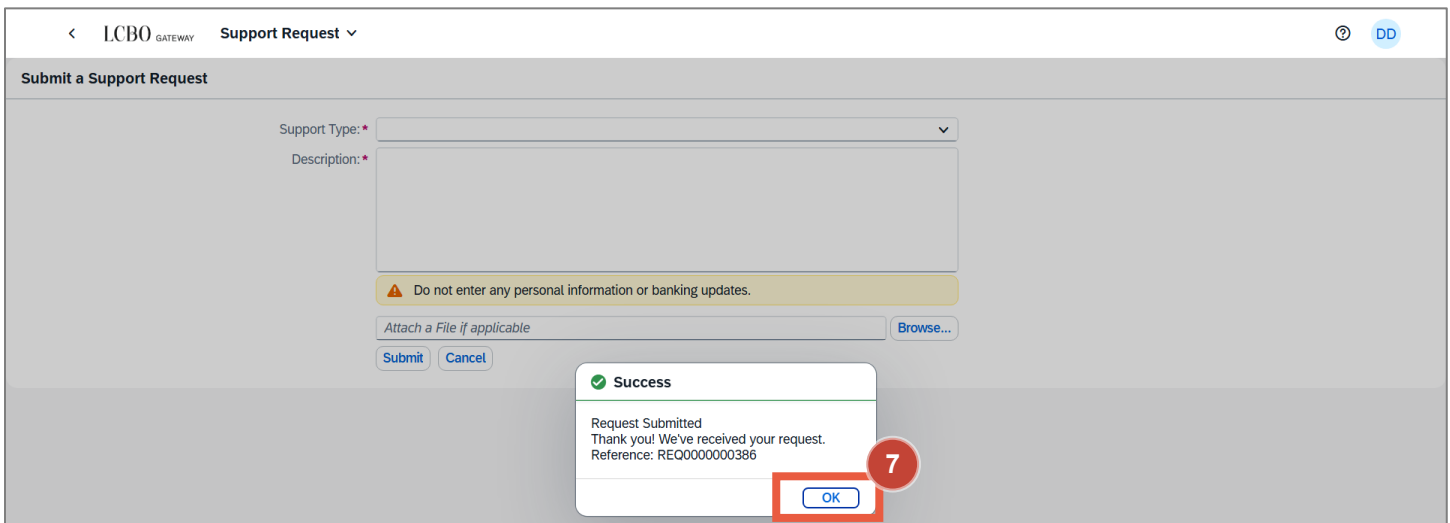
User ID: null
User Name:
User Email:
Vendor Name:
Vendor Number:
PO Number:
Detailed Description of Inquiry:

Do not enter any personal information or banking updates.

Attach a File if applicable

Submit Cancel

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



LCBO GATEWAY Support Request

Submit a Support Request

Support Type: *

Description: *

Do not enter any personal information or banking updates.

Attach a File if applicable Browse...

Submit Cancel

Success

Request Submitted
Thank you! We've received your request.
Reference: REQ0000000386

OK



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