LCBO

# Reference Guide for Vendors

## Reference Guide

## (Alcohol Suppliers)

## Table of Contents

## 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:<br>• EDI 850 can be used by LCBO to inform the Vendor that a PO has been created.<br>• EDI 855 can be used by the Vendor to acknowledge and confirm the PO.<br>• EDI 856 can be used by the Vendor to submit the ASN.<br>• 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.

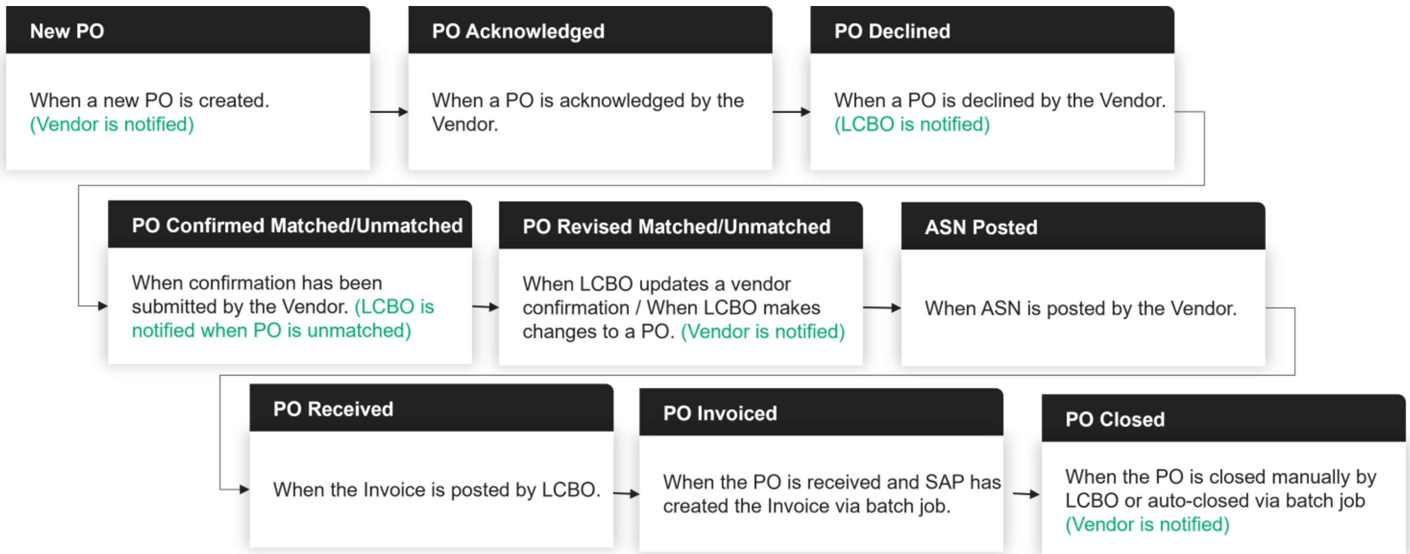
**For subsequent logins, you can**

- 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.



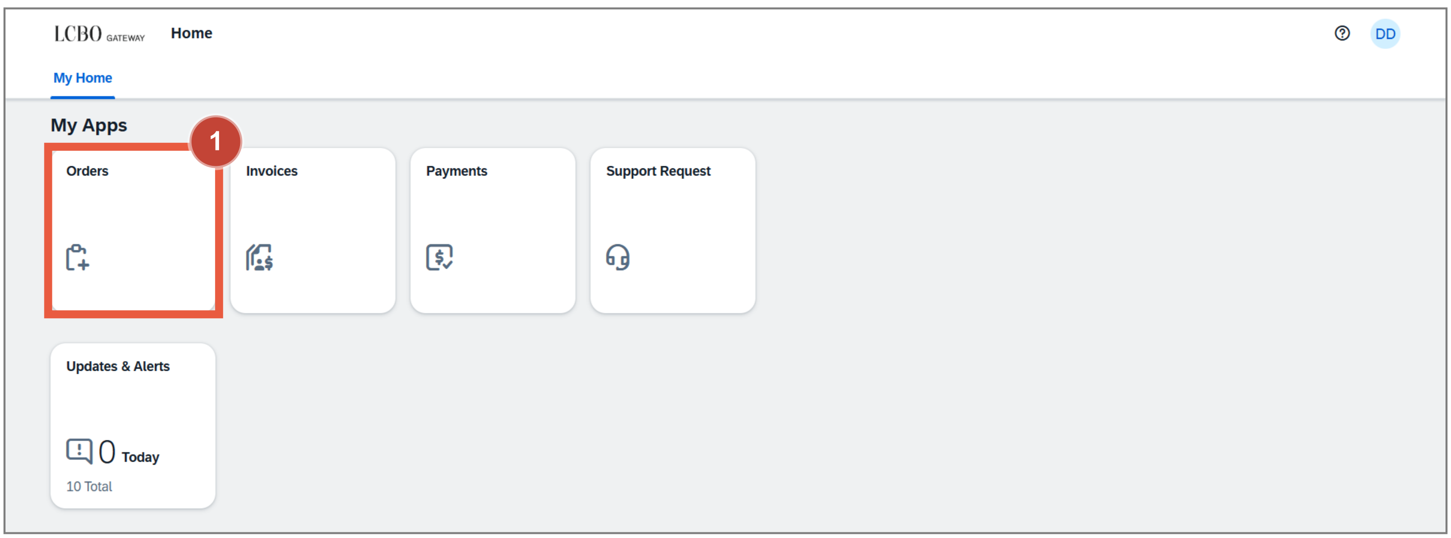

The Purchase Order (PO) types are essential for effective order processing and vendor communication within LCBO Gateway. The direct and indirect PO types visible in LCBO Gateway are in the chart below.

| 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. |

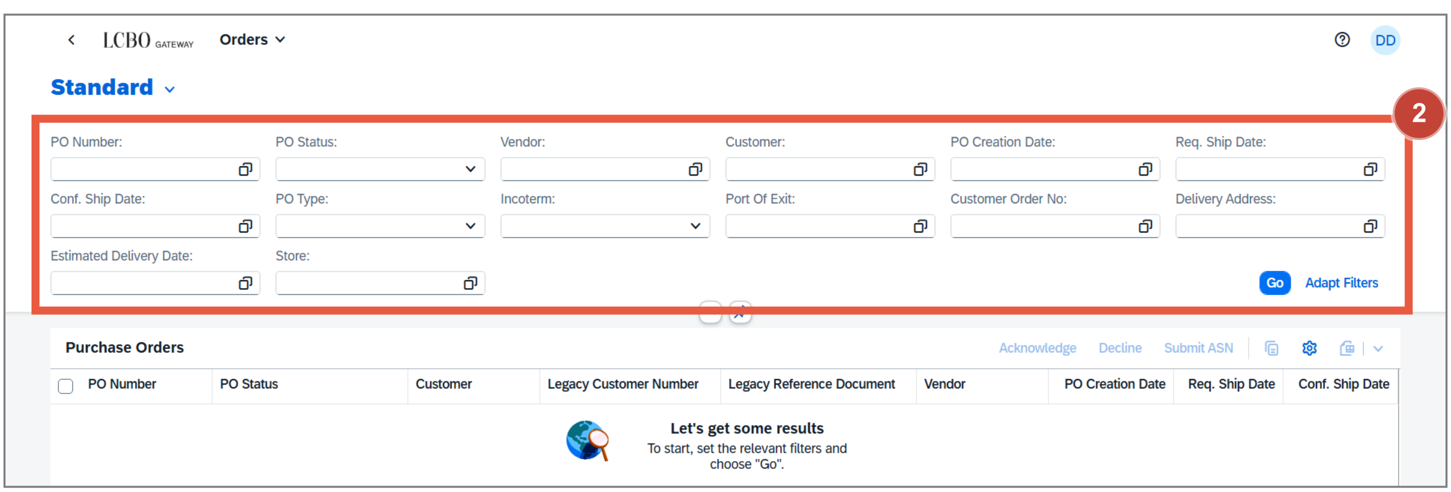
| PO Type | PO Name | Purpose |
|---|---|---|
| ZNM | Indirect PO | Used for procurement of goods/services not intended for resale (ie. non beverage alcohol) |
| ZIPL | Indirect PO (Leg) | Refers to Legacy PO type used to differentiate converted indirect POs |
| ZFO | Indirect PO (Blanket PO) | Used 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.

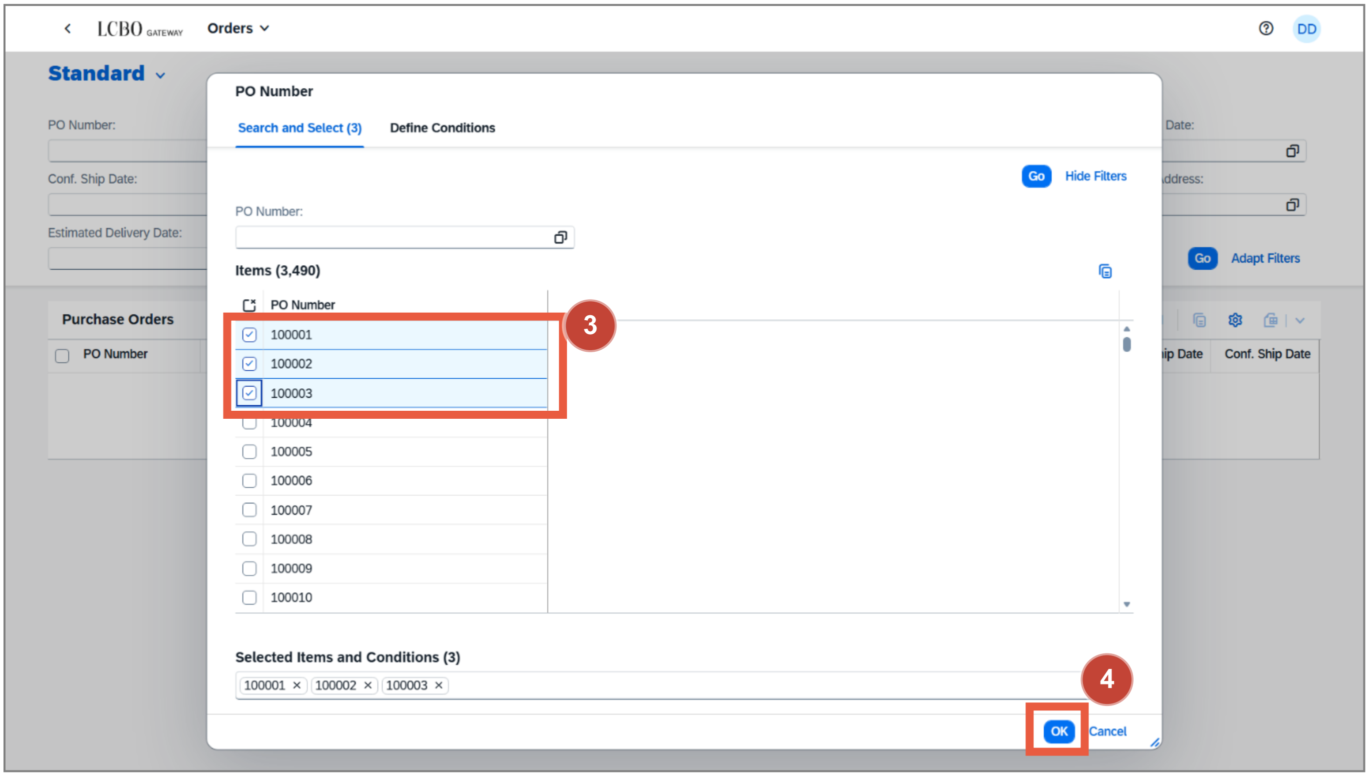
l. The **Delivery Address** field allows user to search by delivery address.

m. The **Estimated Delivery Date** field allows user to filter POs by entering date (for example: Jan 1, 2026).

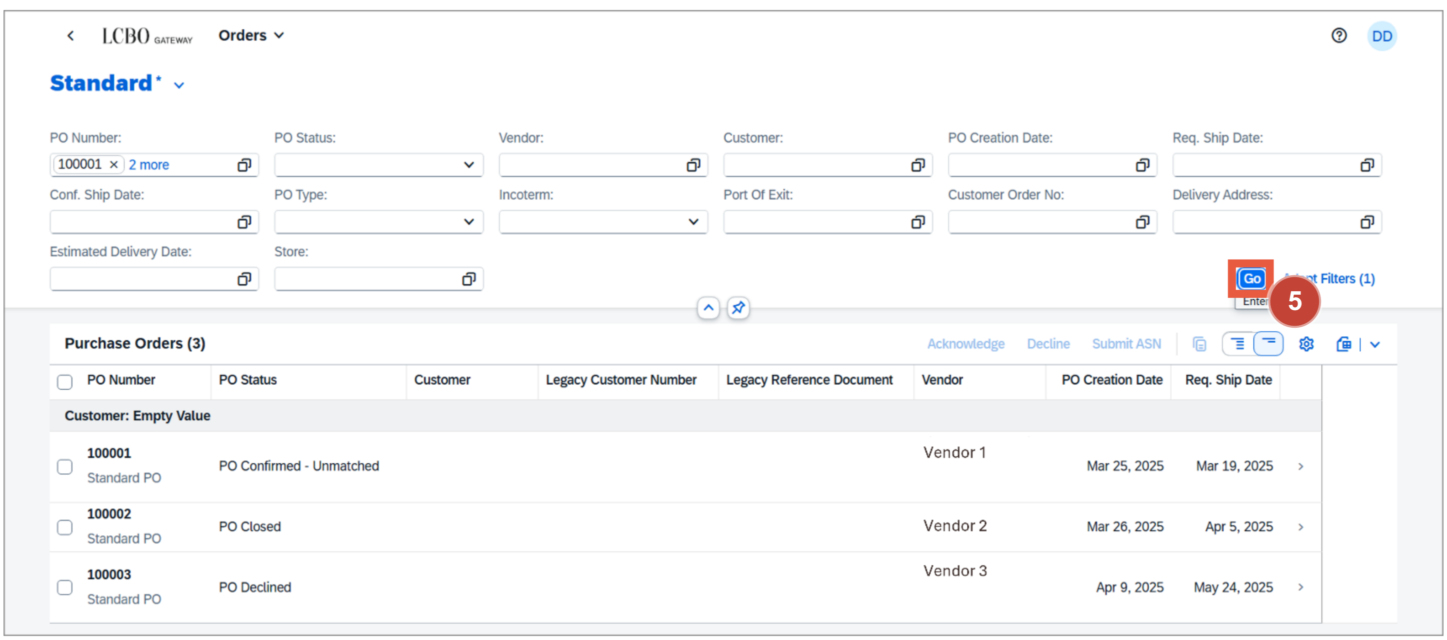
n. The **Store** field allows user to search by LCBO store. To search, add a leading zero to the store number.

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

4. Select the **OK** button.



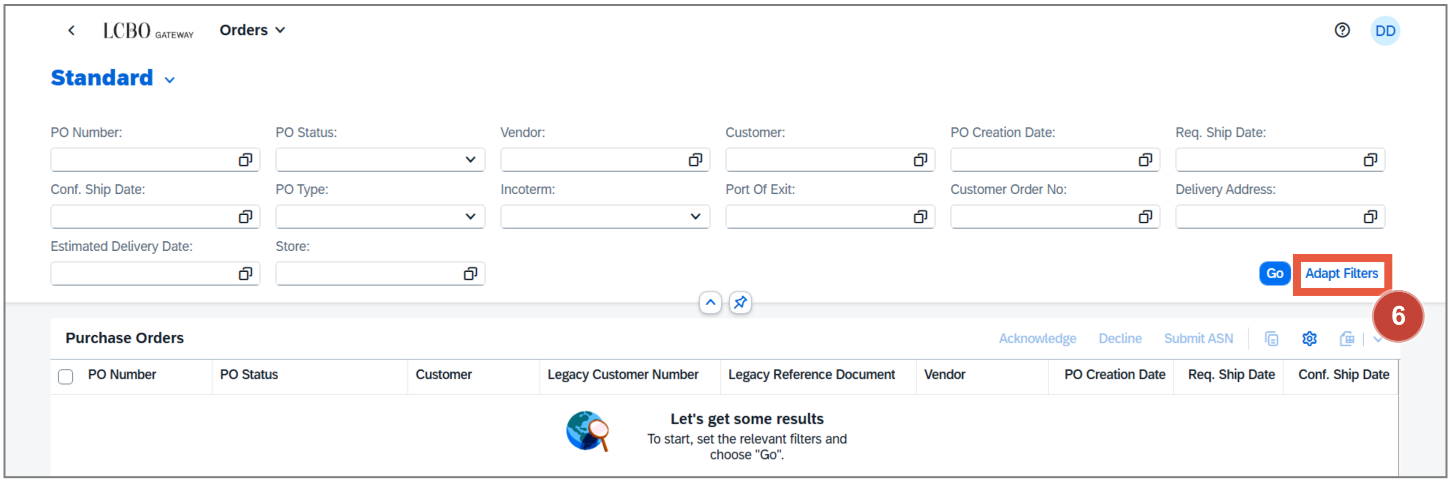

5. Select the **Go** button to view the results of your search criteria.



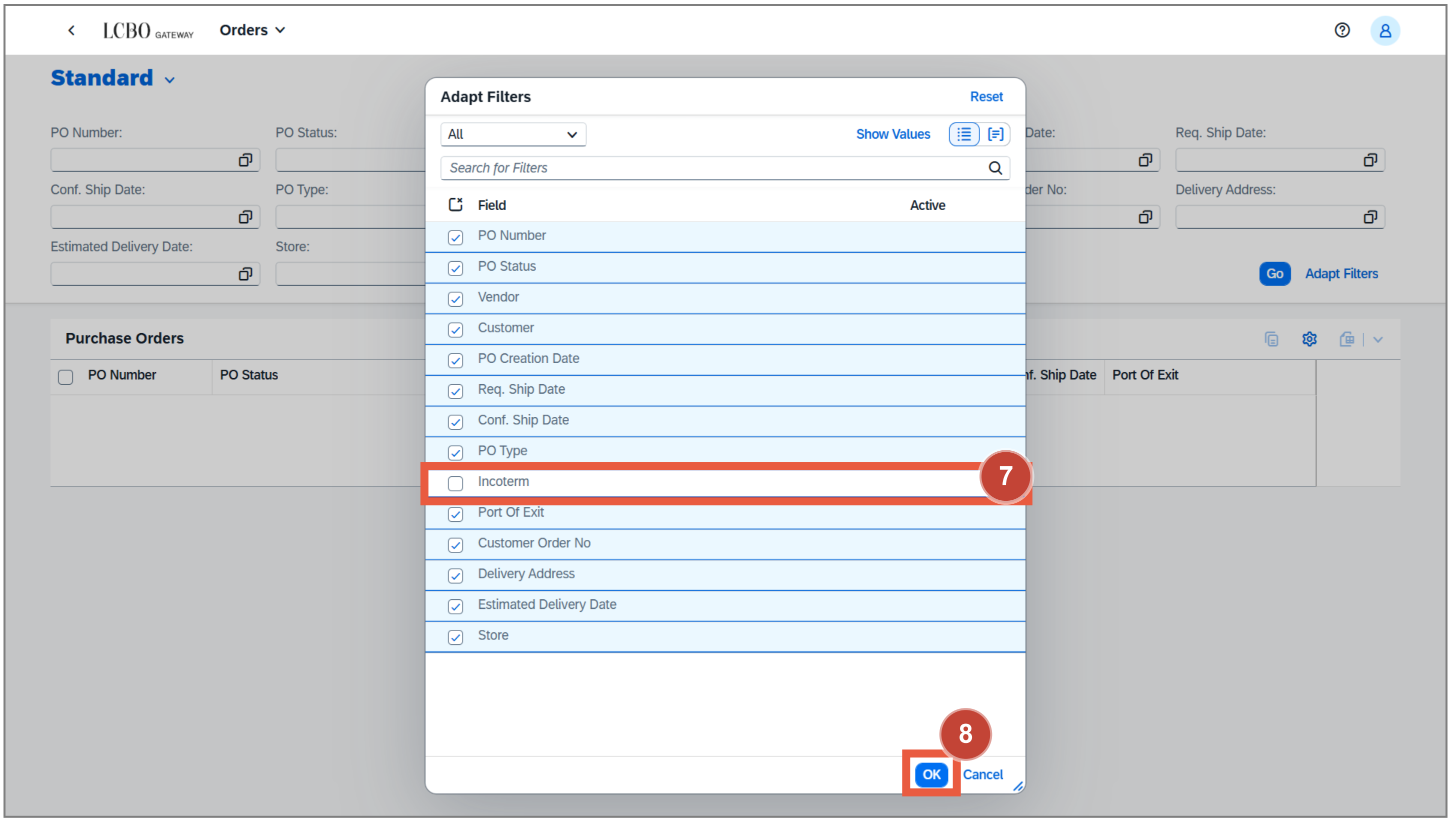
## Customize the Search Criteria

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.



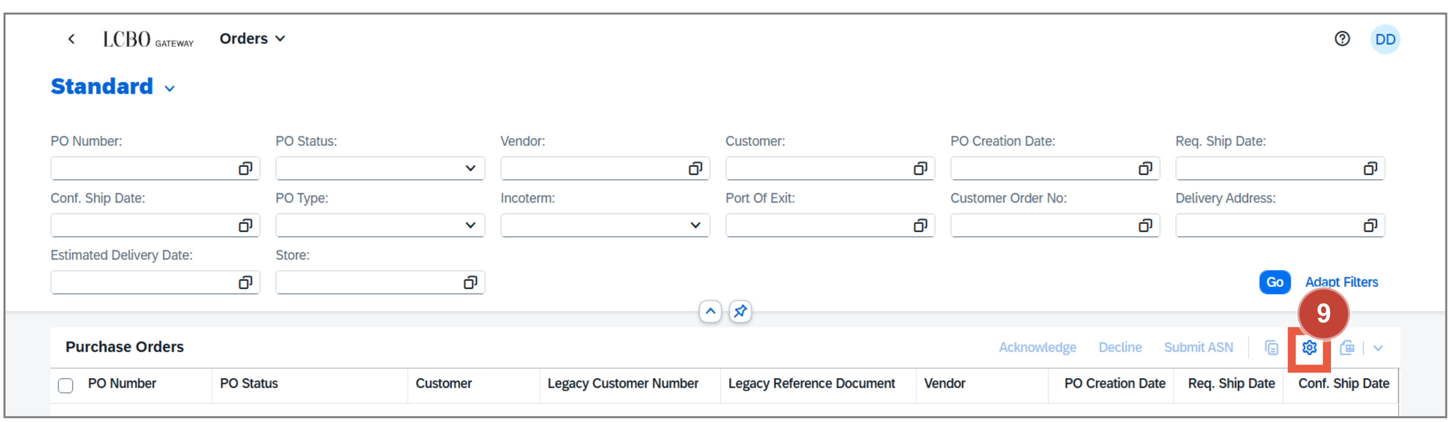
7. The **Adapt Filters** popup window displays. You can select or unselect the required field's checkbox to add or remove any field from the search criteria.
8. Select the **OK** button to confirm the change.



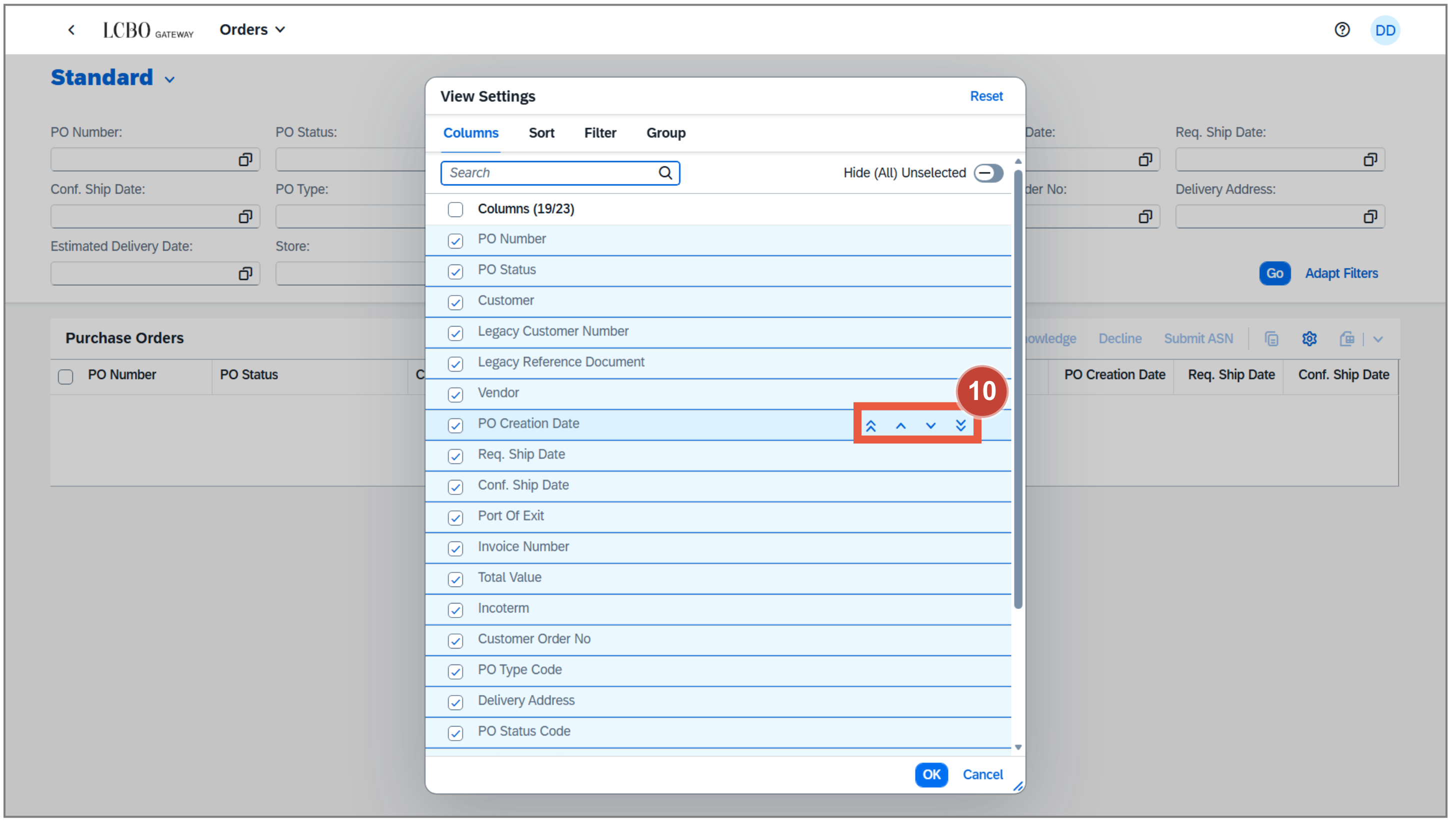

## Apply Filter Settings

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

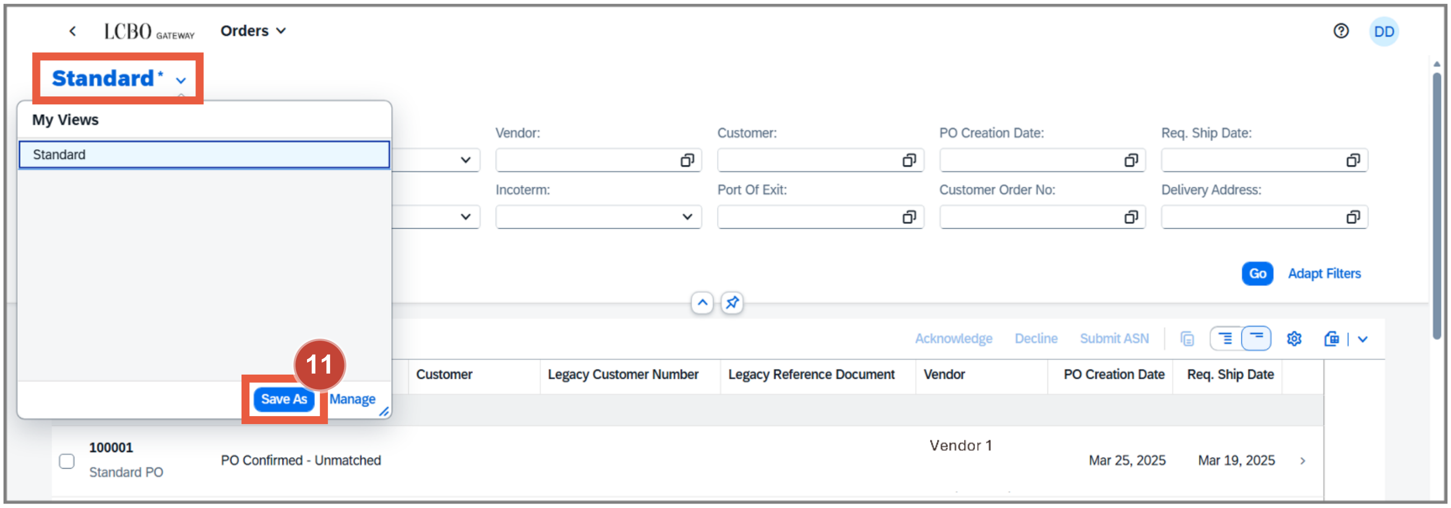
9. Select the **Settings** icon to apply filters and sort settings for the search results.



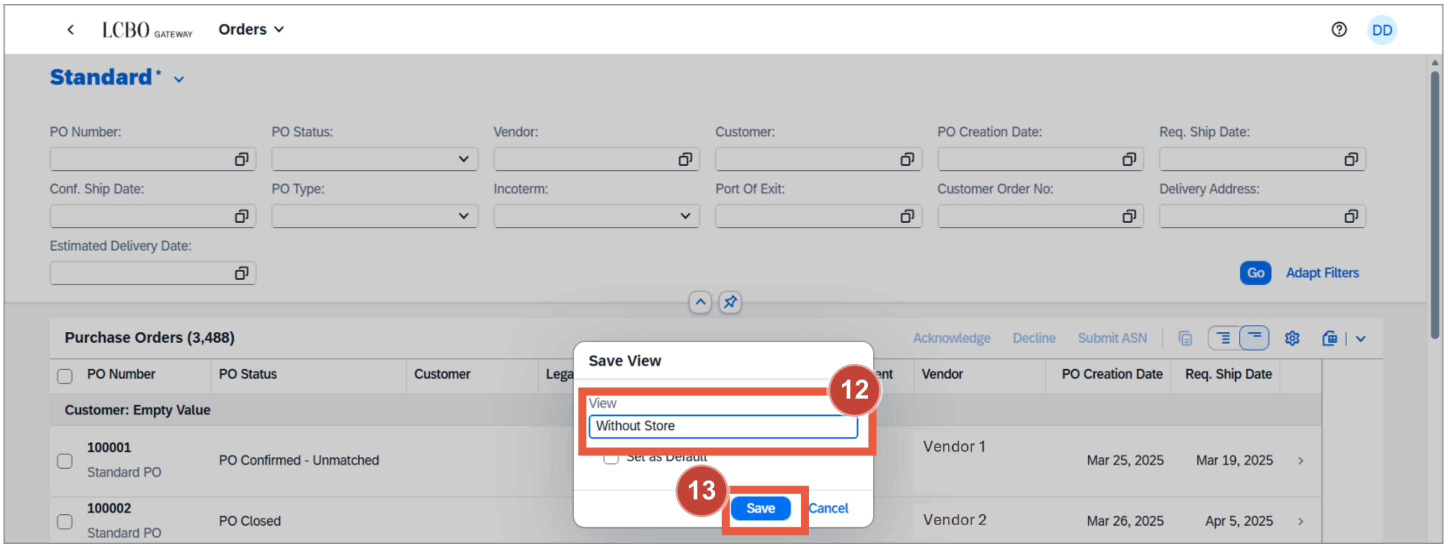
10. The **View Settings** popup window displays. These are the default settings. You can select the required icon for the required field to move its position on the Orders screen.



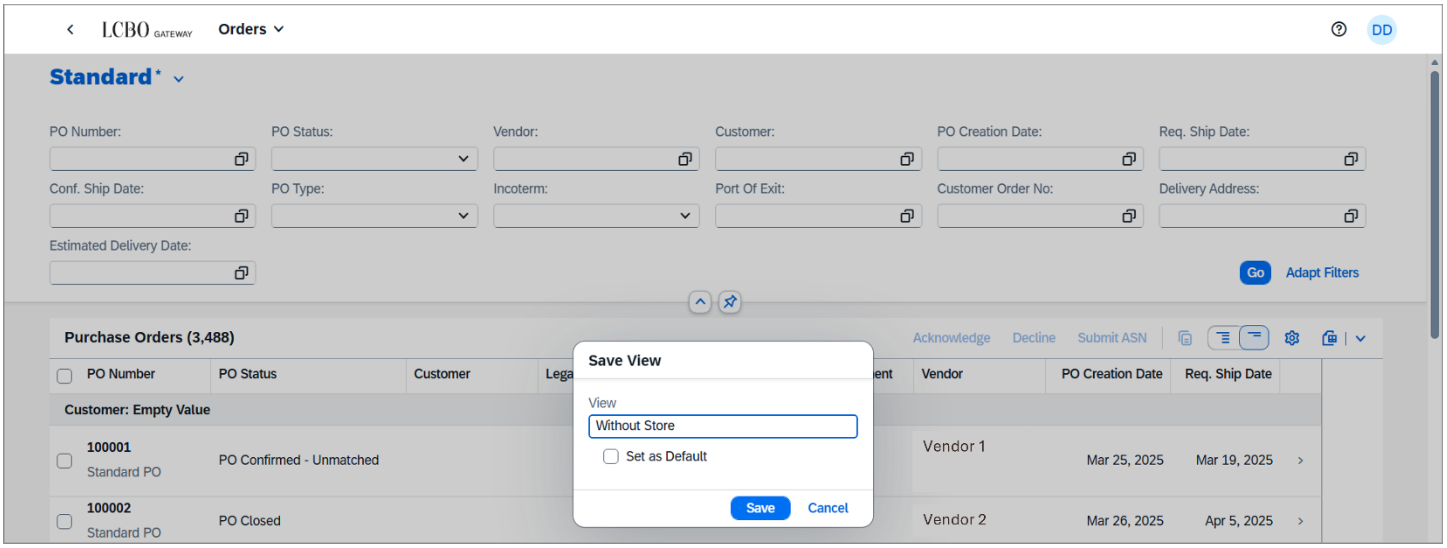

11. Select the **Standard** dropdown and select the **Save As** button.



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.



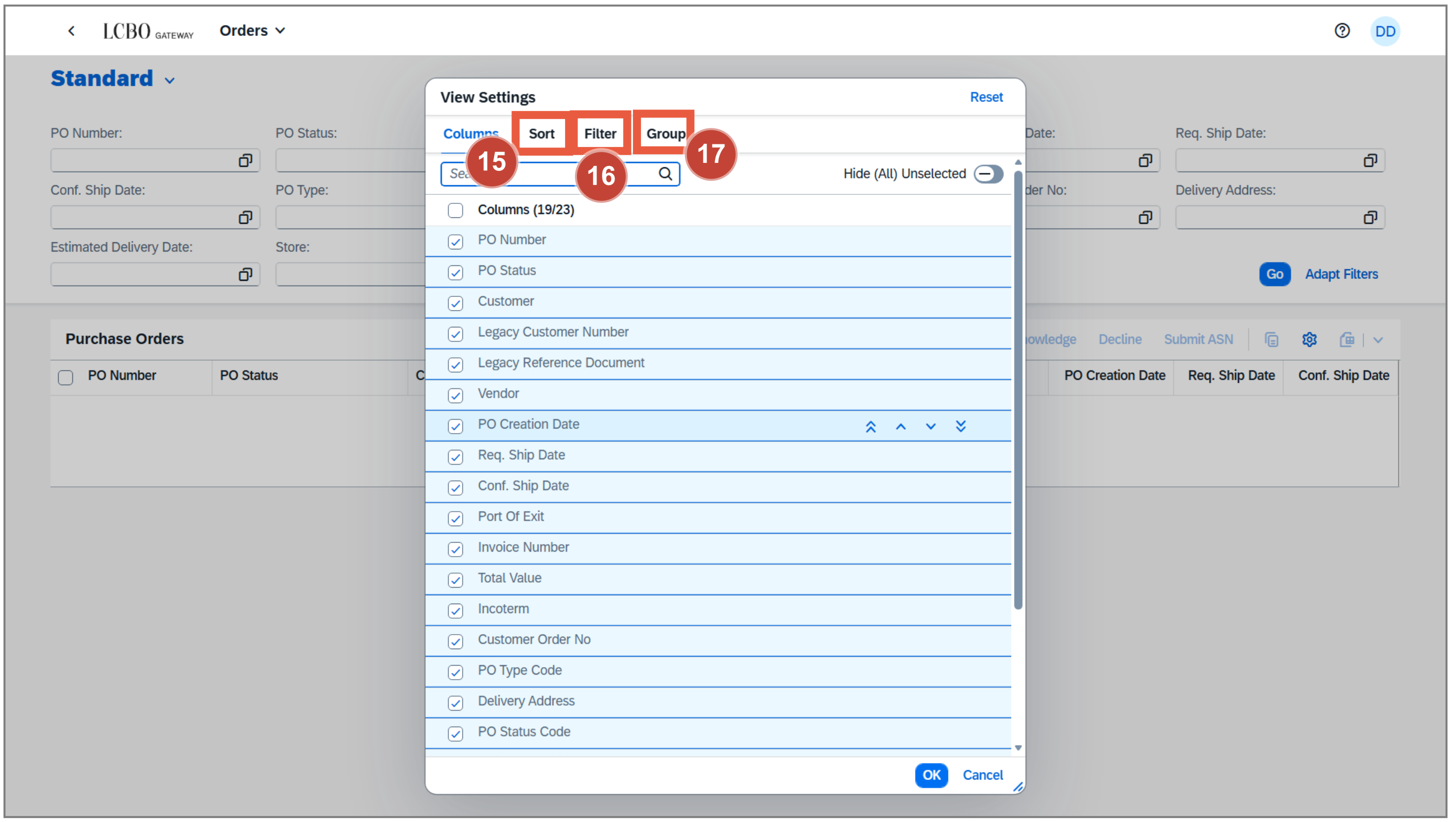

14. The Saved list displays the changed view.




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.

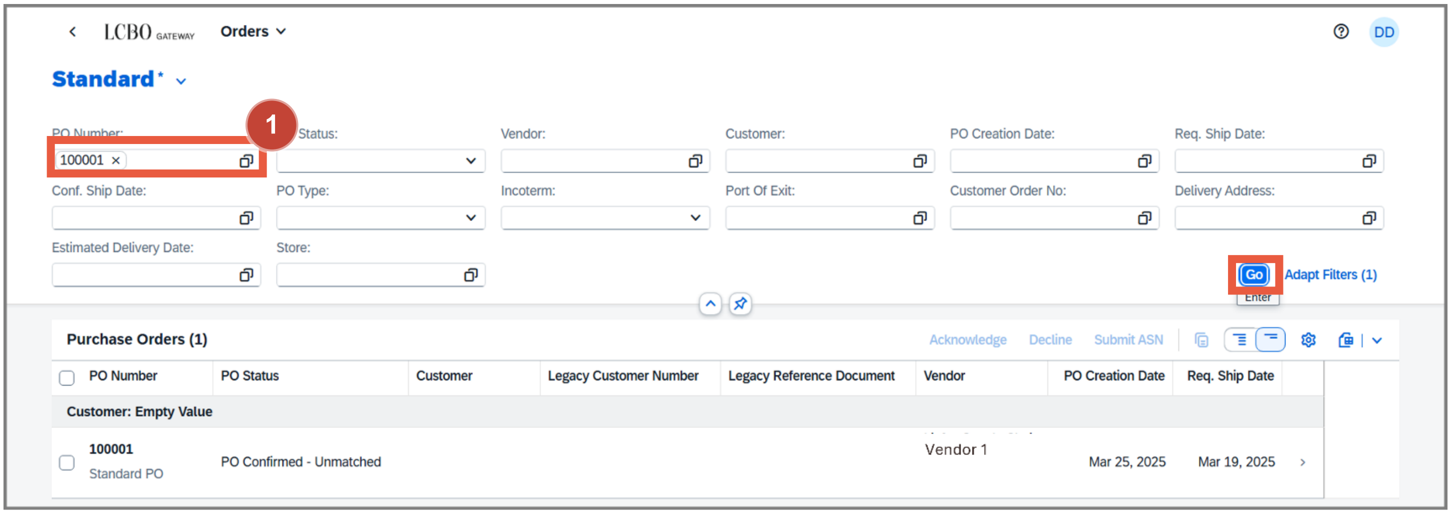
17. The **Group By** dropdown is used to group results based on categories.

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



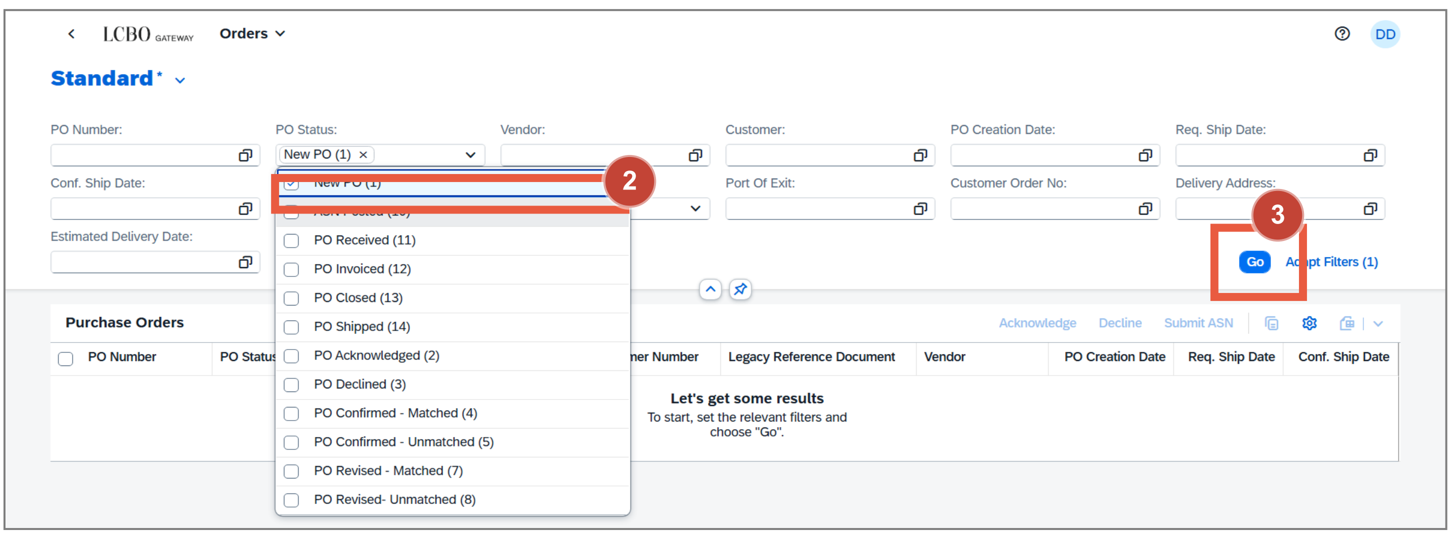
### Search by PO Number

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.




### Search by PO Status

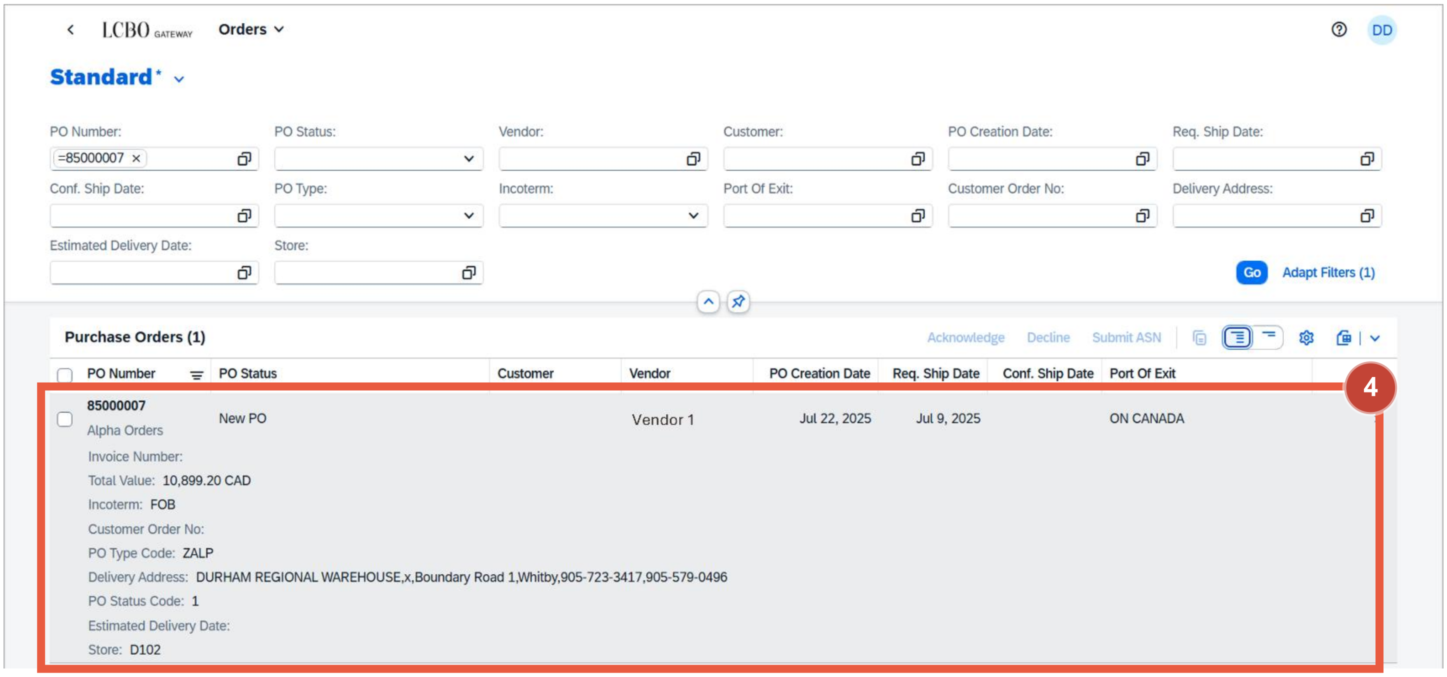
2. Select the required status from the **PO Status** dropdown to search PO by status.
3. Select the **Go** button.



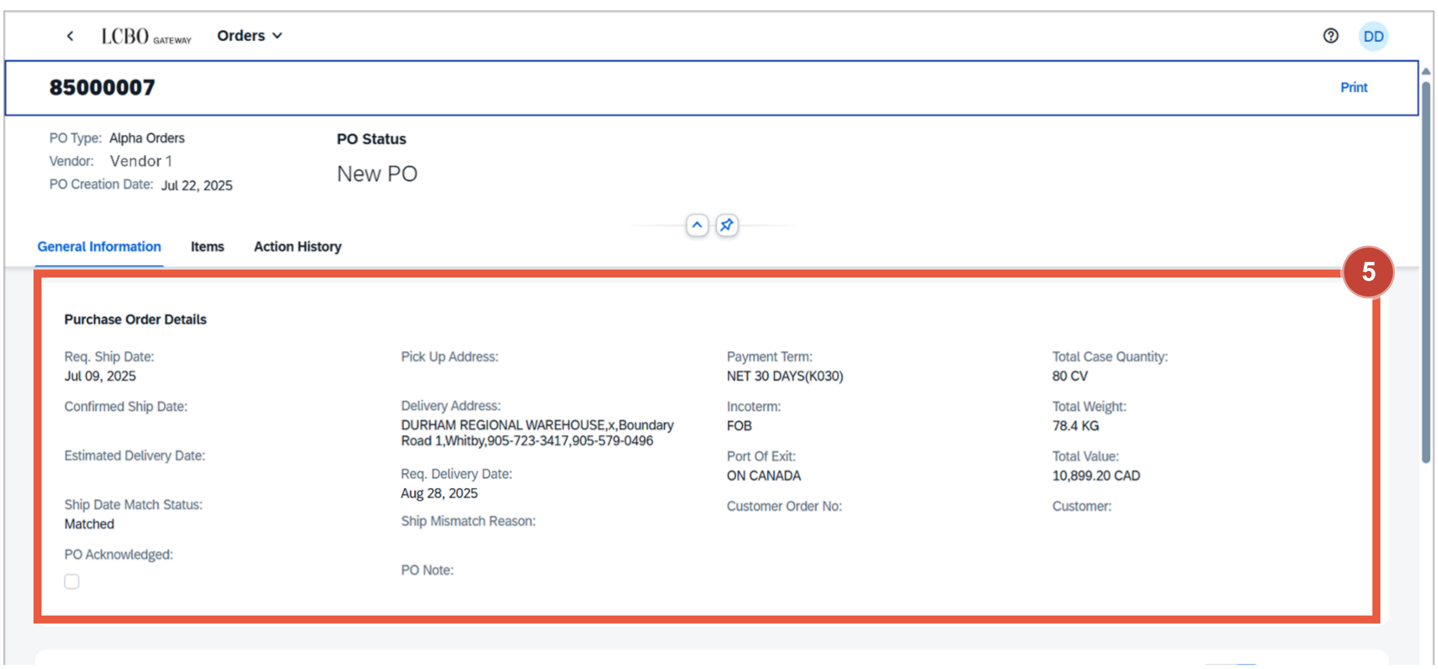

**Note**: You can also select multiple statuses simultaneously by selecting the checkboxes of the required statuses.

## How to View PO Details

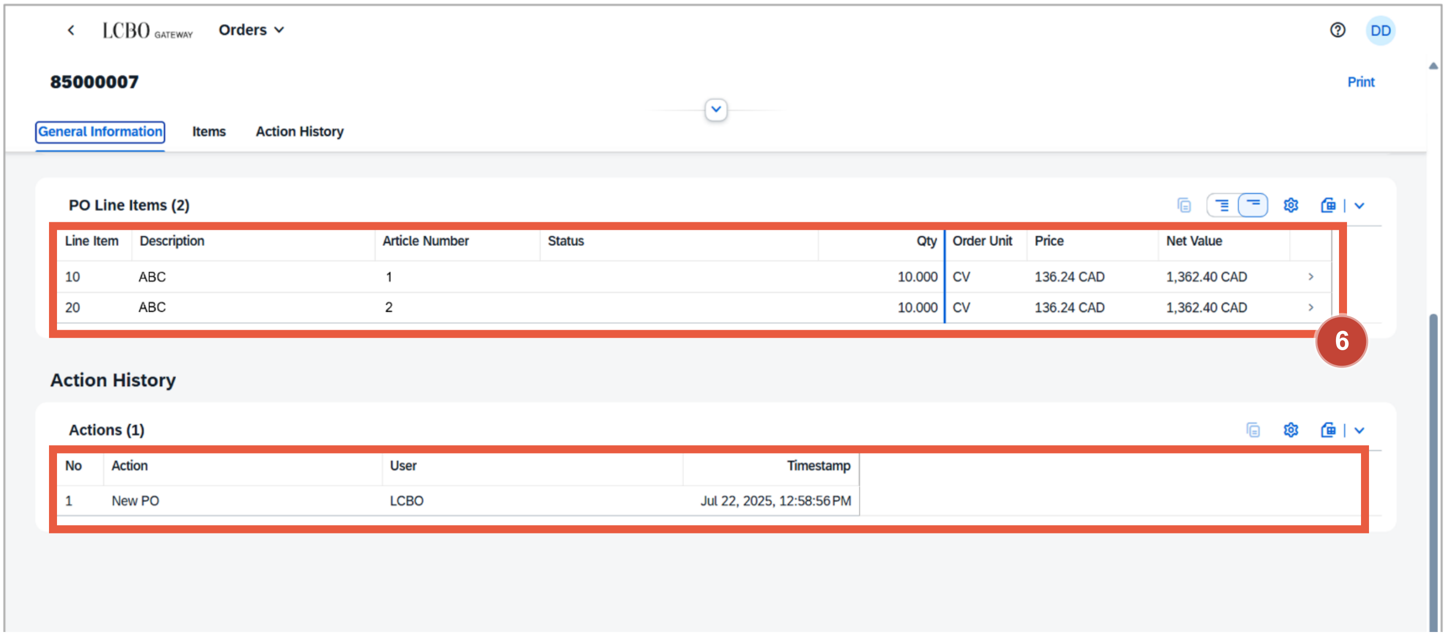
1. From the **Orders** screen, select the required PO to view details.




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.



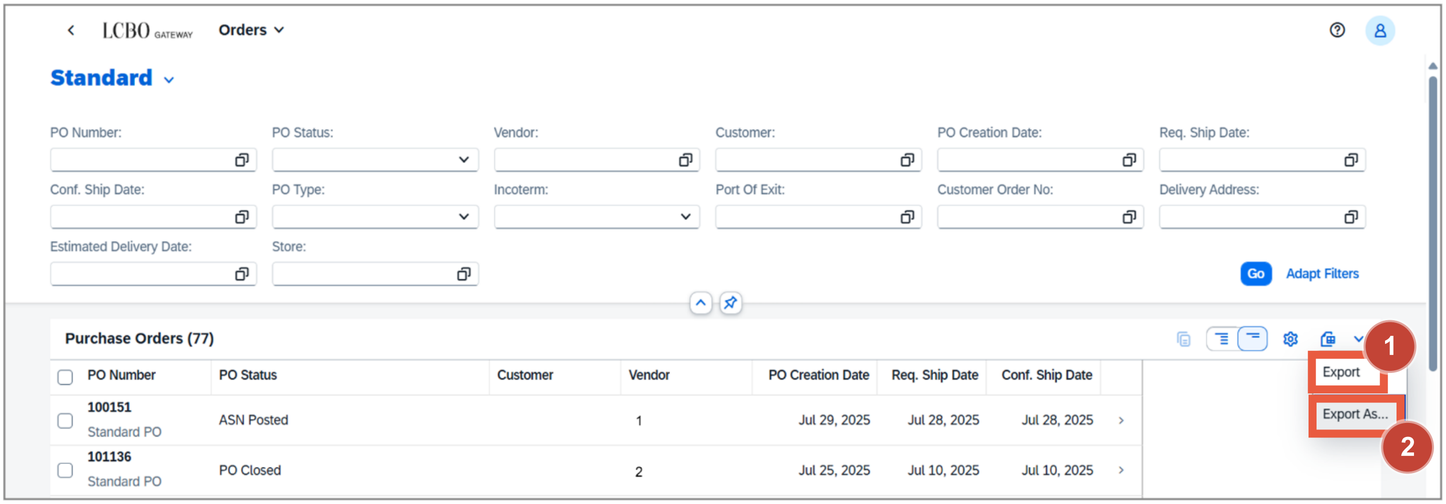
3. Scroll down to access the **PO Line Items** and **Action History** section. Alternatively, you can select the **Items** and **Action History** tabs to view the **PO Line Items** section. The **PO Line Items** and **Action History** display for your review.



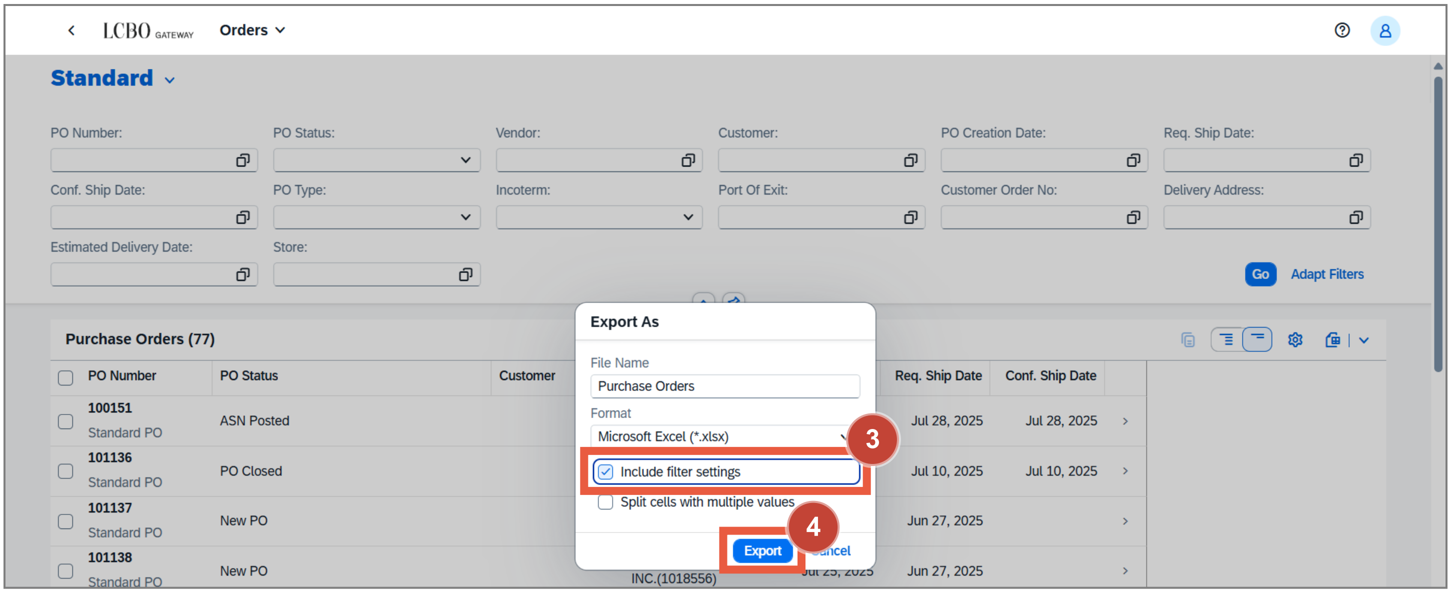

**Note**: Transportation data is not available in LCBO Gateway.

## How to Export the PO Details

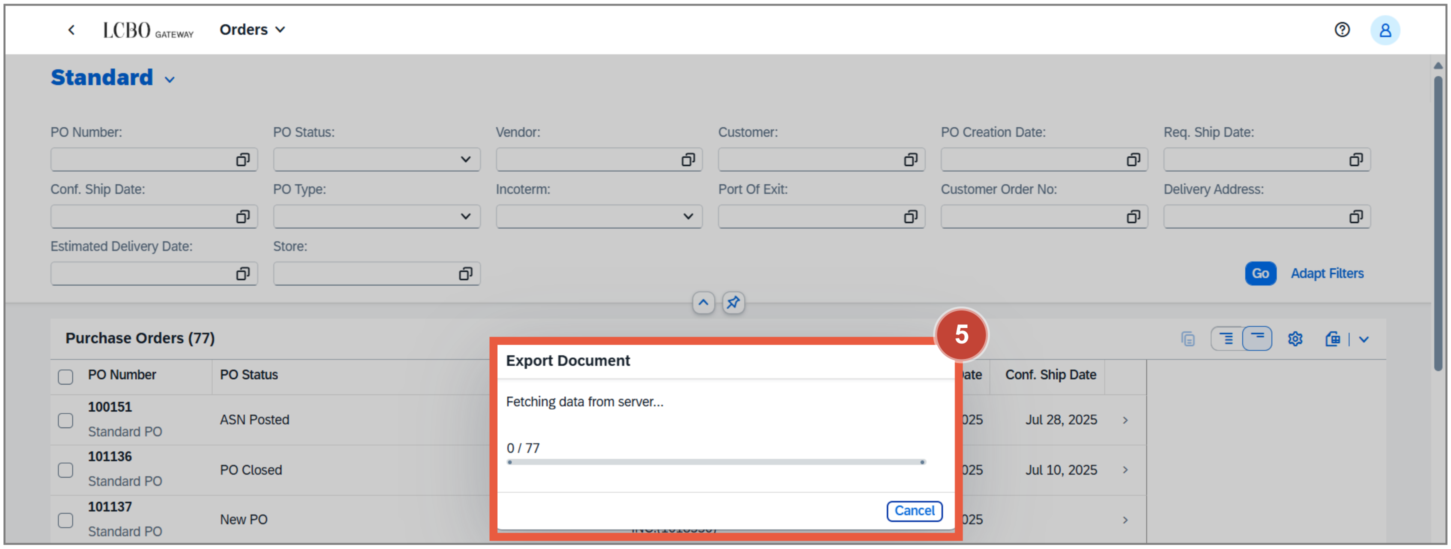
1. From the **Orders** search results screen, select the **Export** dropdown.
    2. Select the **Export As** option from the dropdown.



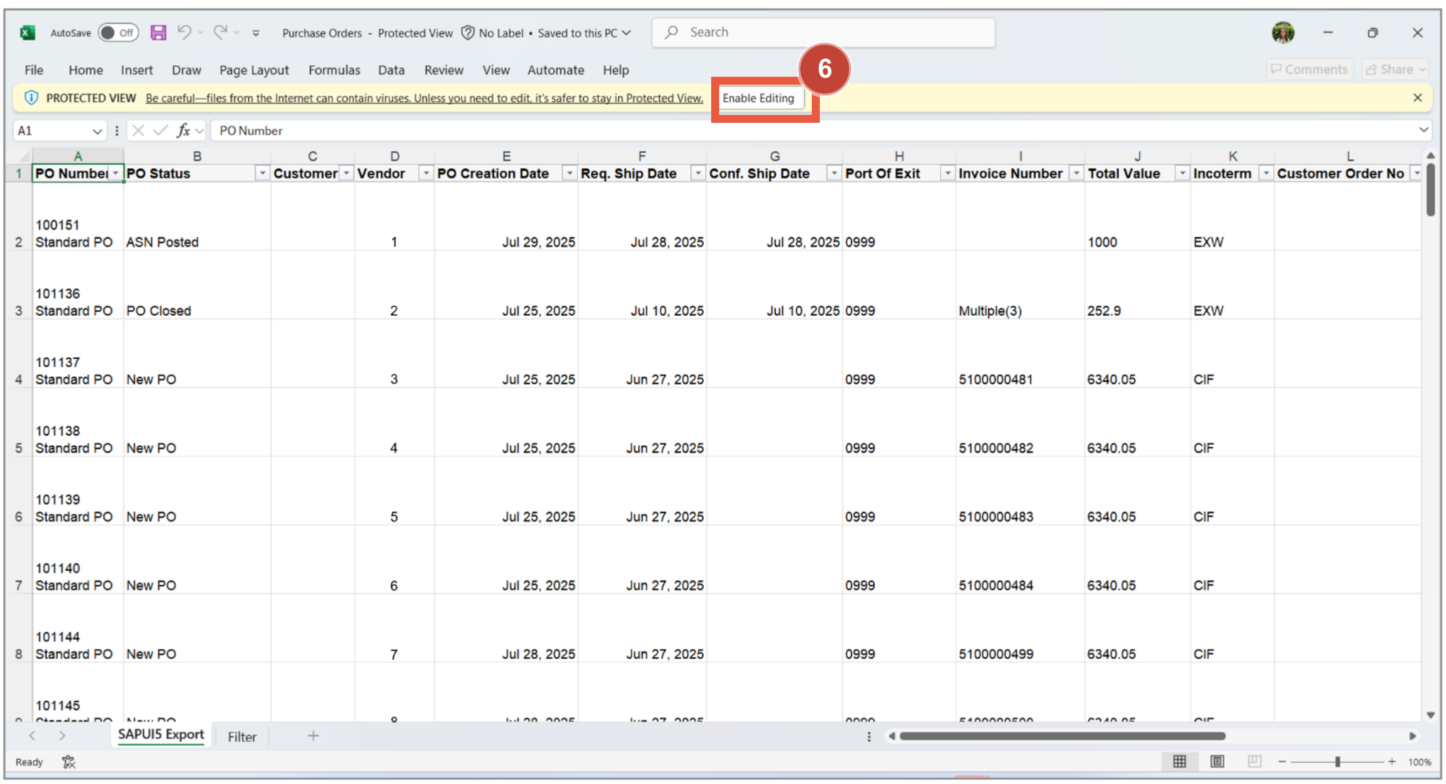
3. The **Export As** popup window displays. Select the **Include filter settings** checkbox to export with the settings.
4. Select the **Export** button to export the Excel file.



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

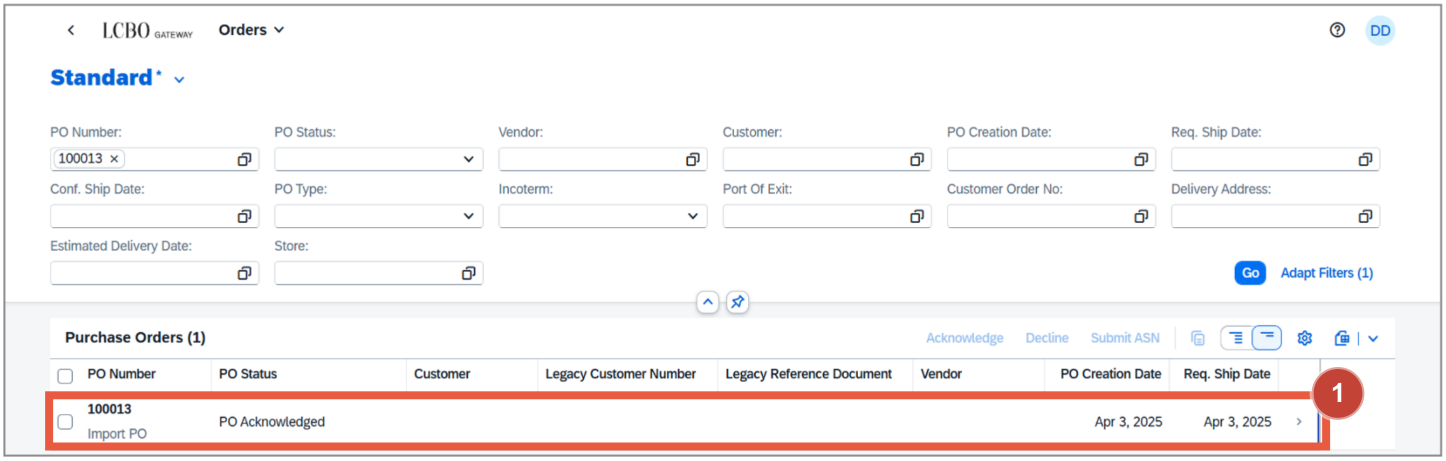



6. The Excel file will display on the screen. Select the **Enable Editing** button to edit the Excel sheet.

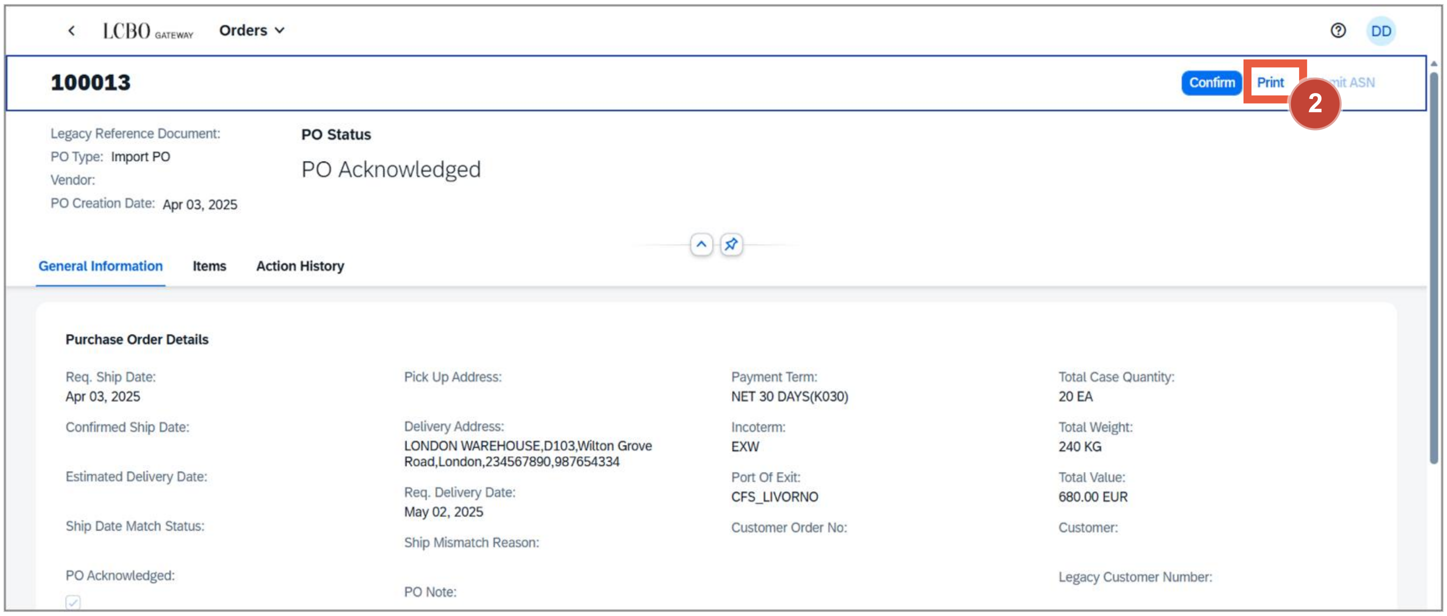


## How to Print PO Details

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

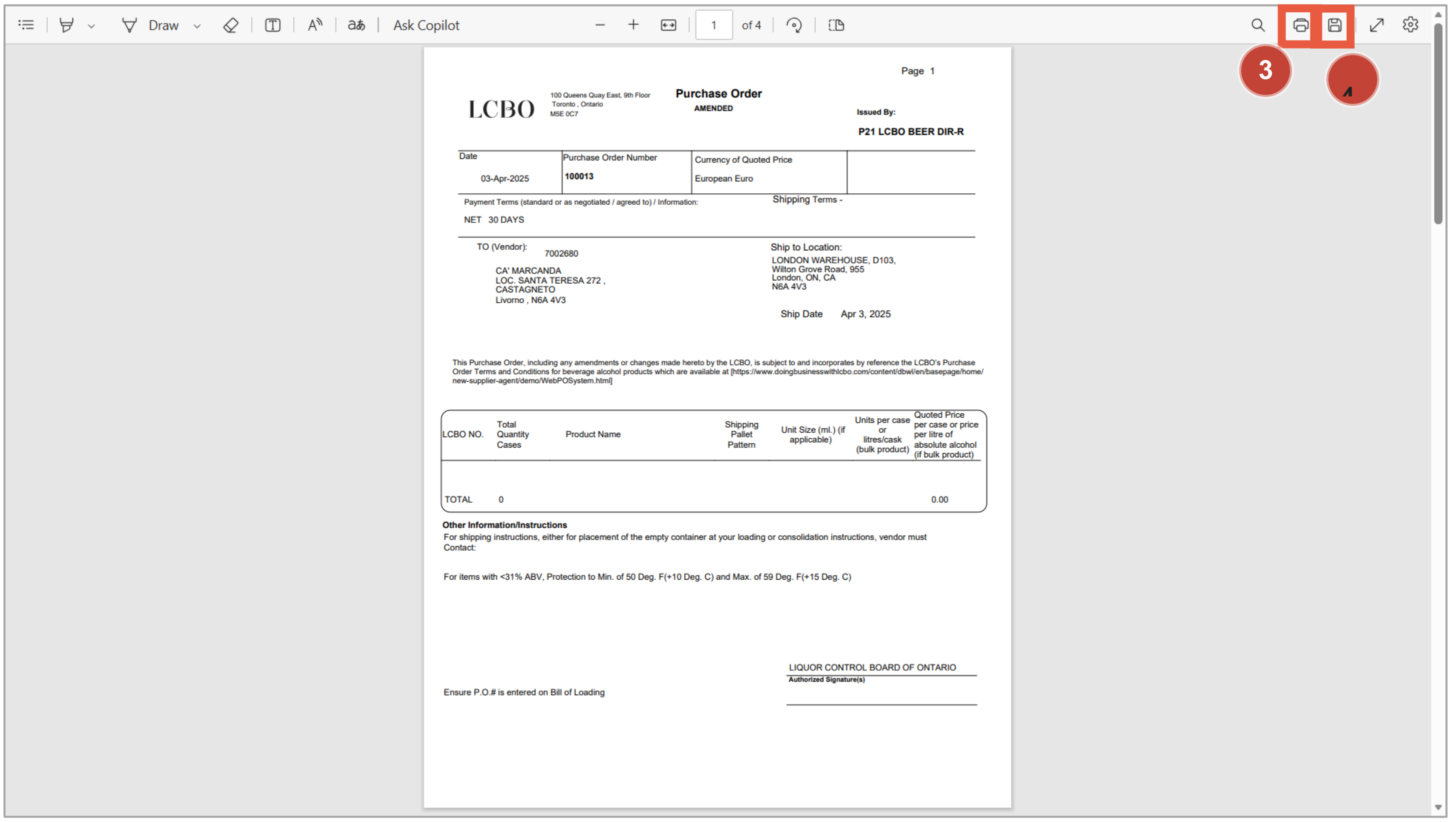


2. Select the Print button.



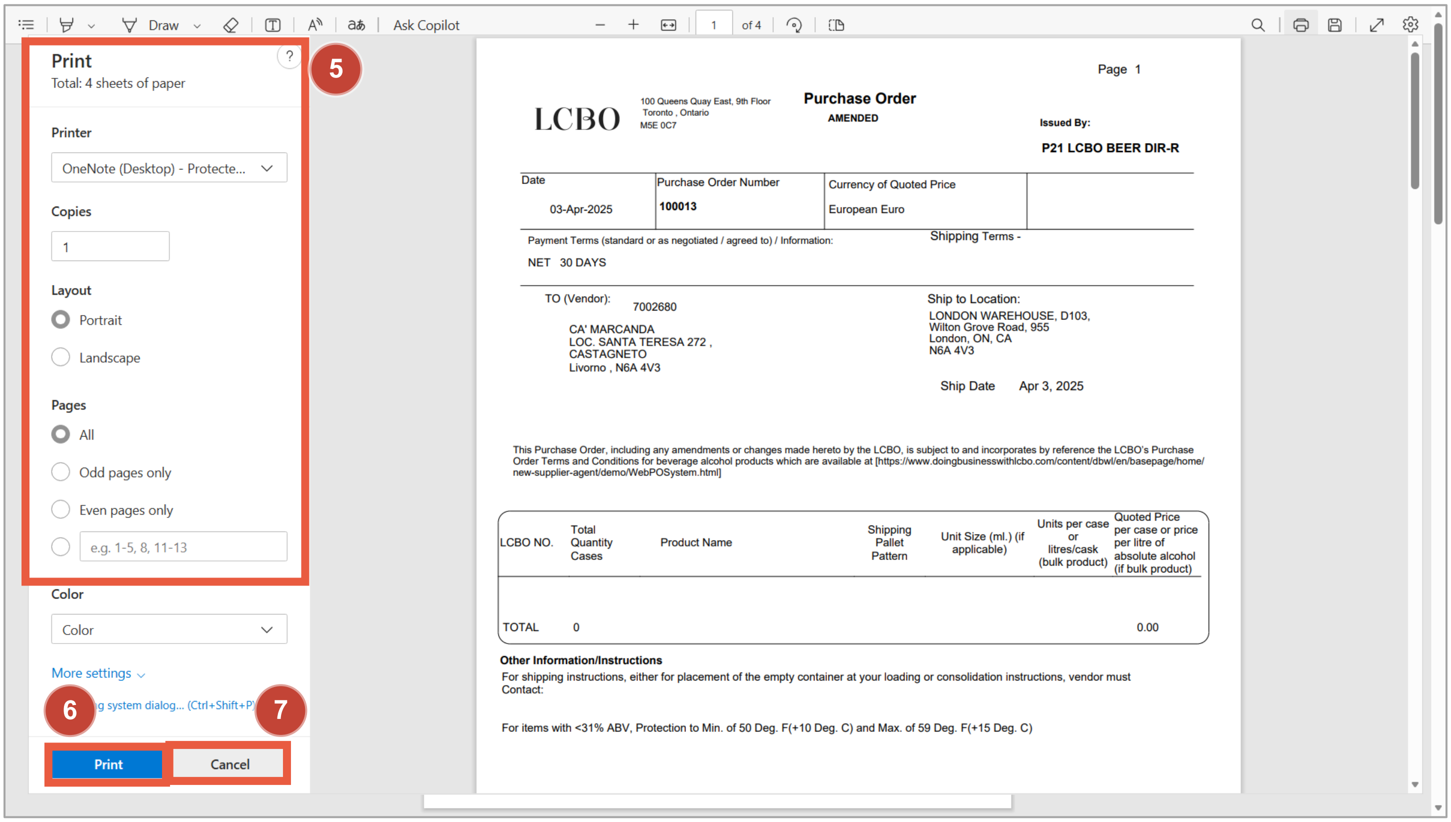
3. The Print preview displays. Select the **Save** button to save an offline copy.

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

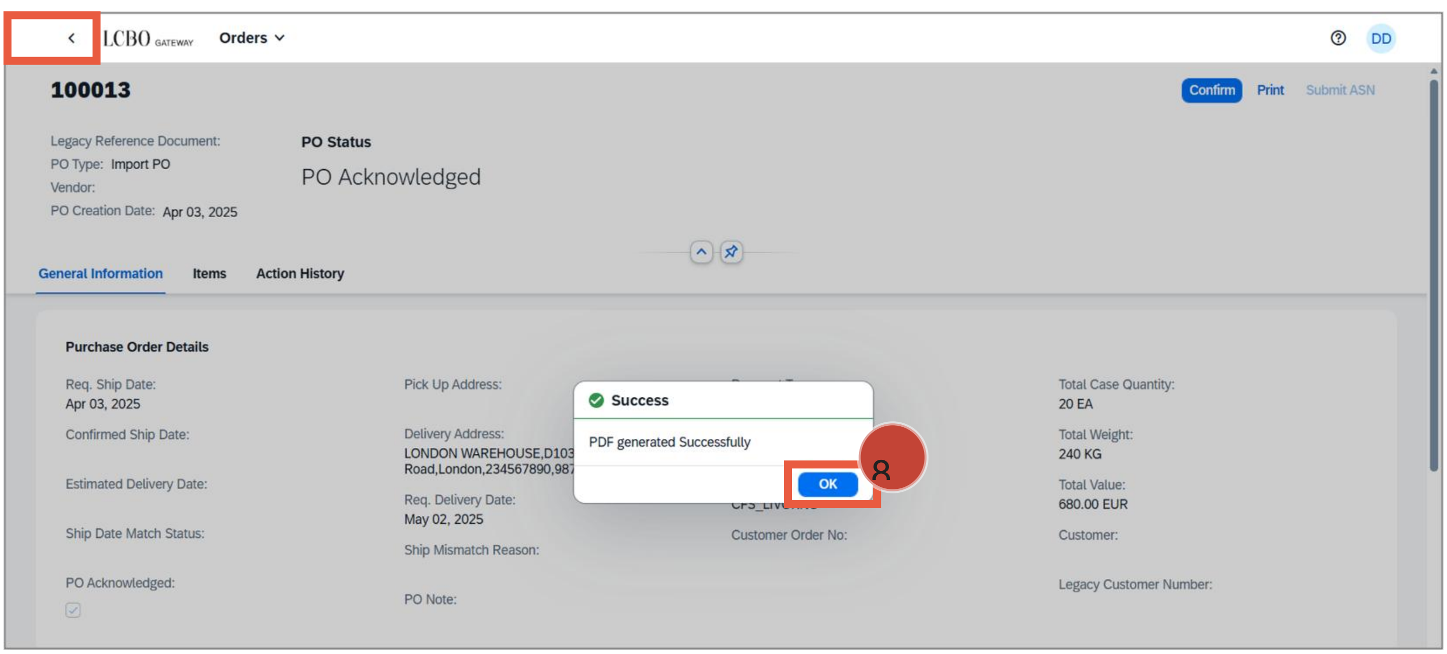



4. The Print pane displays. Here, you can select the required layout, pages, and colour options.

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

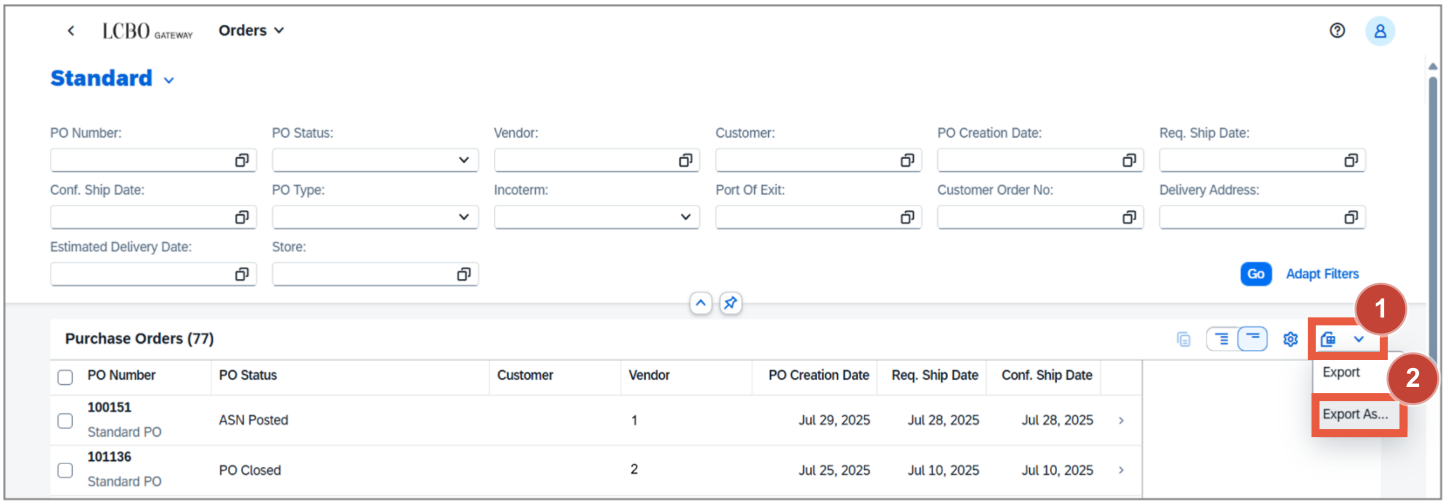



6. The **Success** popup window displays, confirming the PDF generated successfully. Select the **OK** button and select the **Back** icon to return to the **Orders** screen.

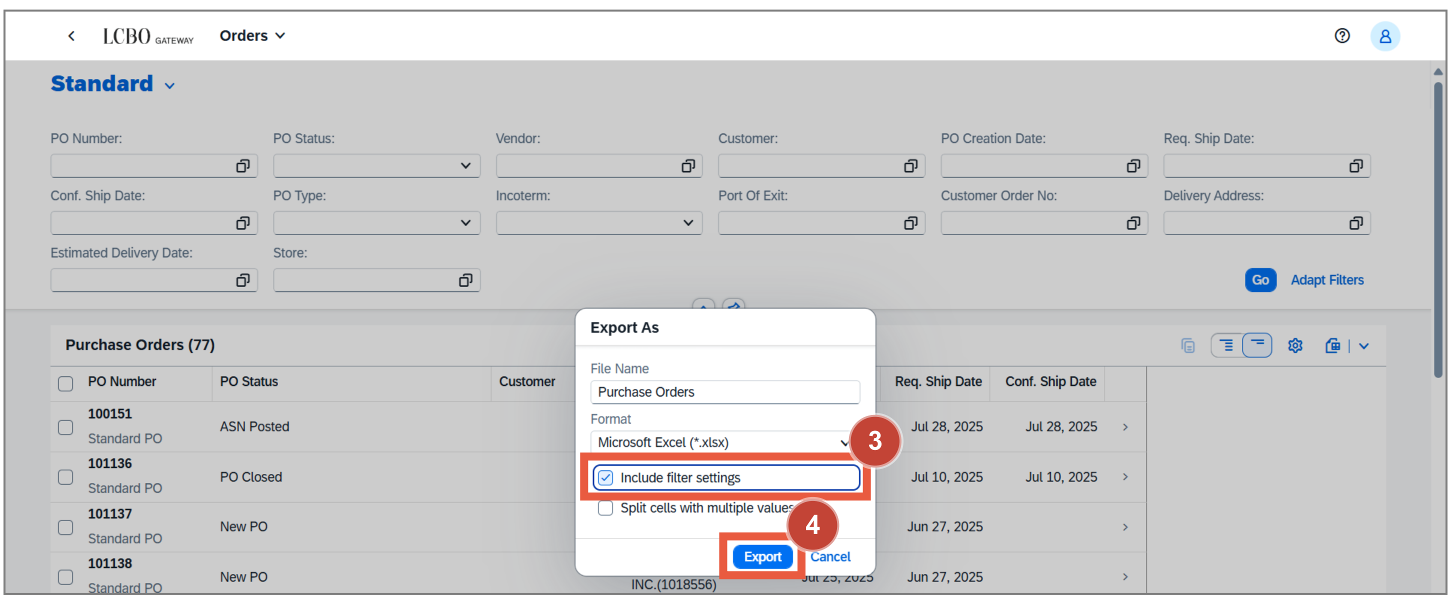


## How to Export the PO Details

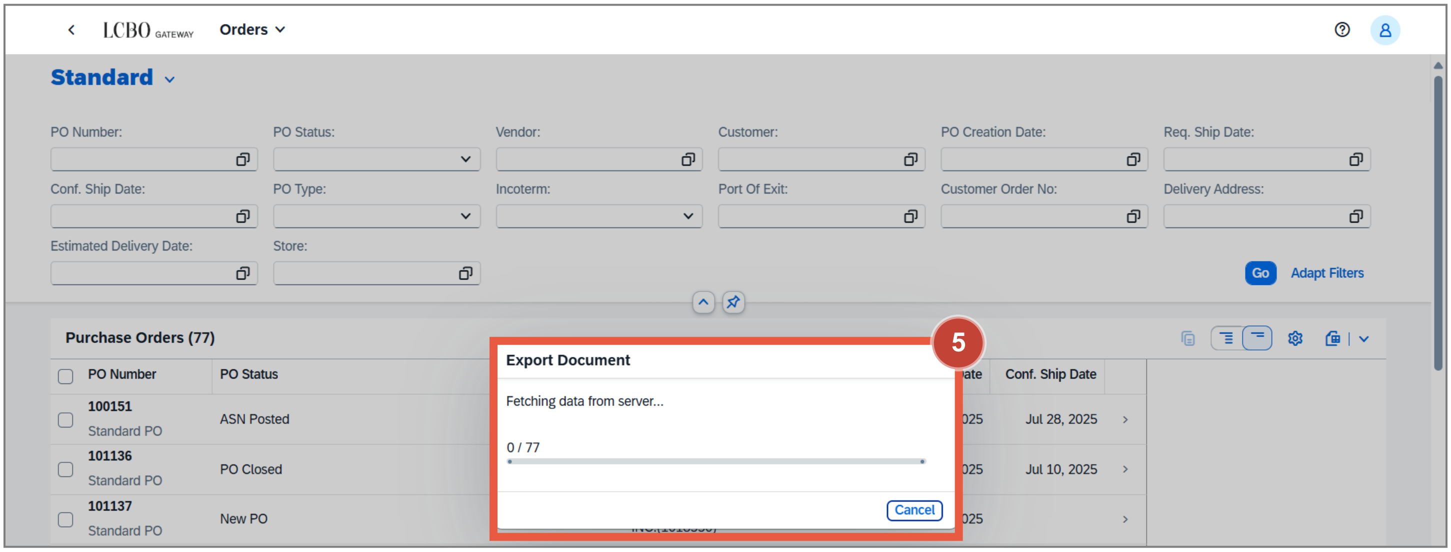
1. You can either select the required POs you want to export or select the checkbox next to **Purchase Orders** checkbox to select all results displayed on screen at once. From the Purchase Orders search results screen, select the **Export** dropdown.
2. Select the **Export As** option from the dropdown.



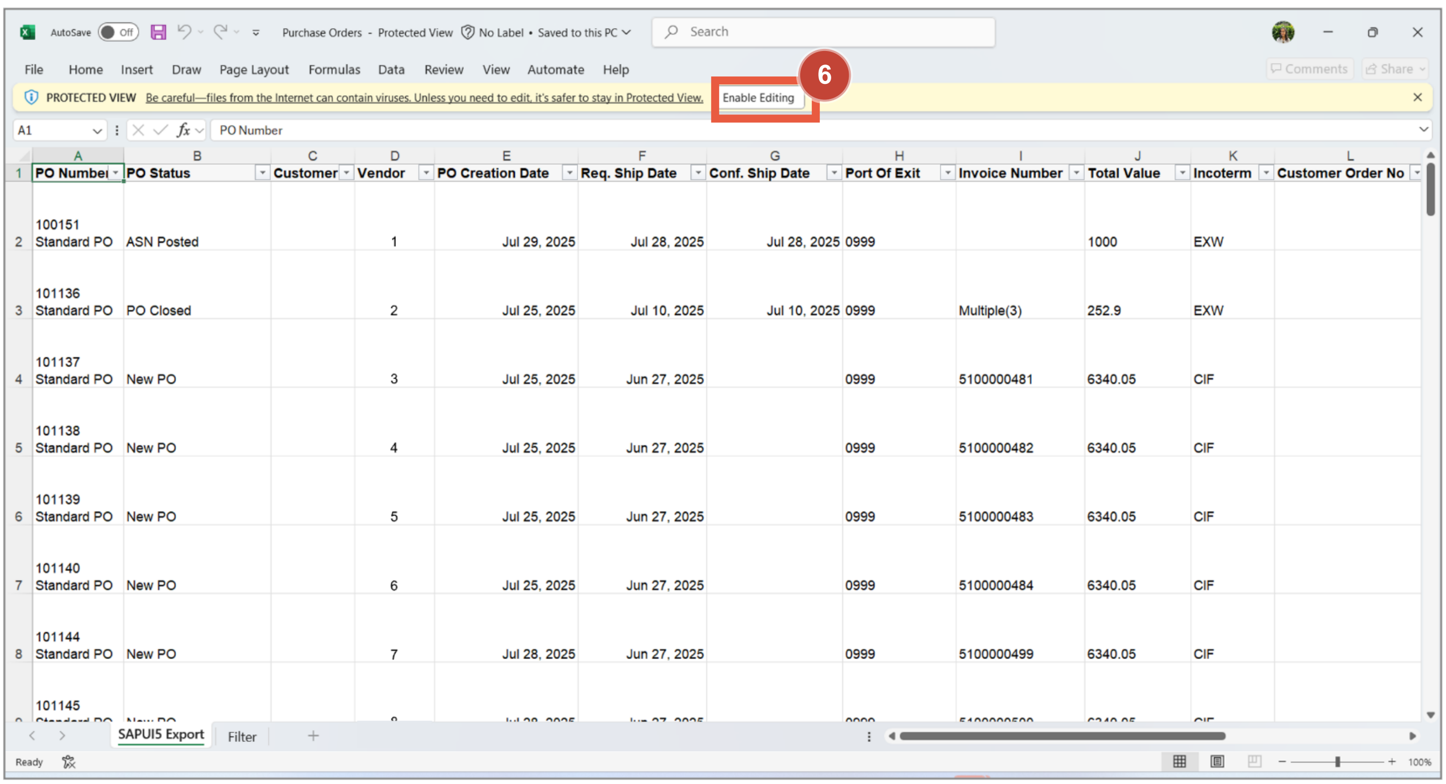

3. The **Export As** popup window displays. Select the **Include filter settings** checkbox to export with the settings.
4. Select the **Export** button to export the Excel file.



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




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

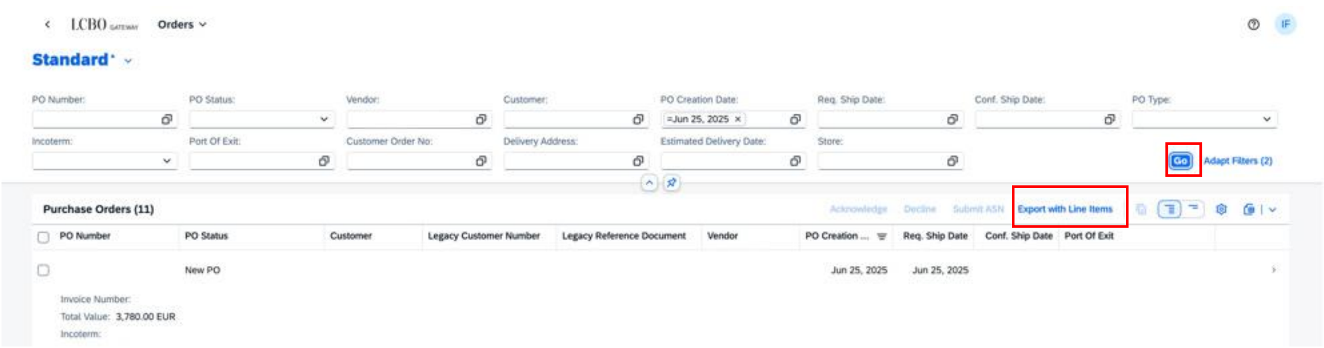


## How to download purchase orders (POs) with line-level details

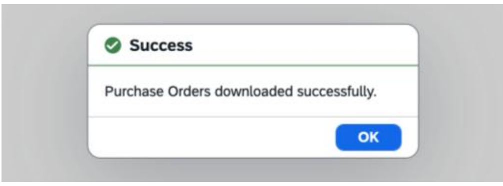
1. From the LCBO Gateway home screen, open the **Orders** app.

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.




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:<br><br>The PO status is **PO Confirmed Unmatched**, and the PO has been inactive for 3 days |

## PO Actions

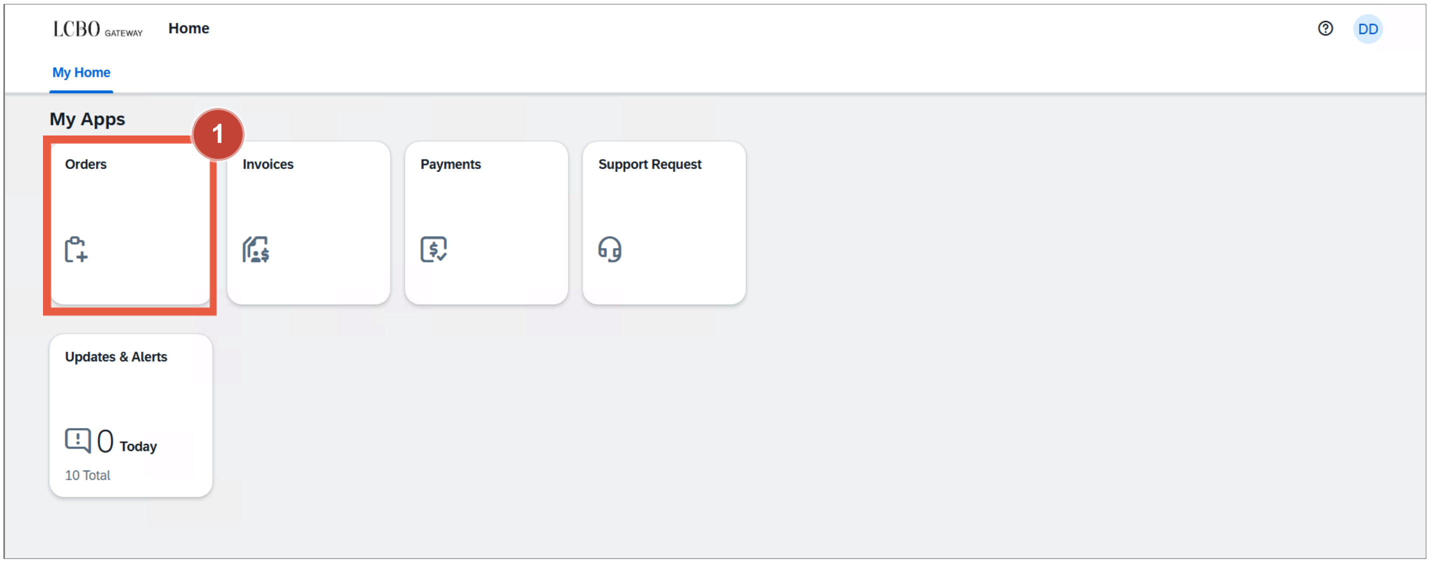
The Vendor has the following actions on any PO:

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

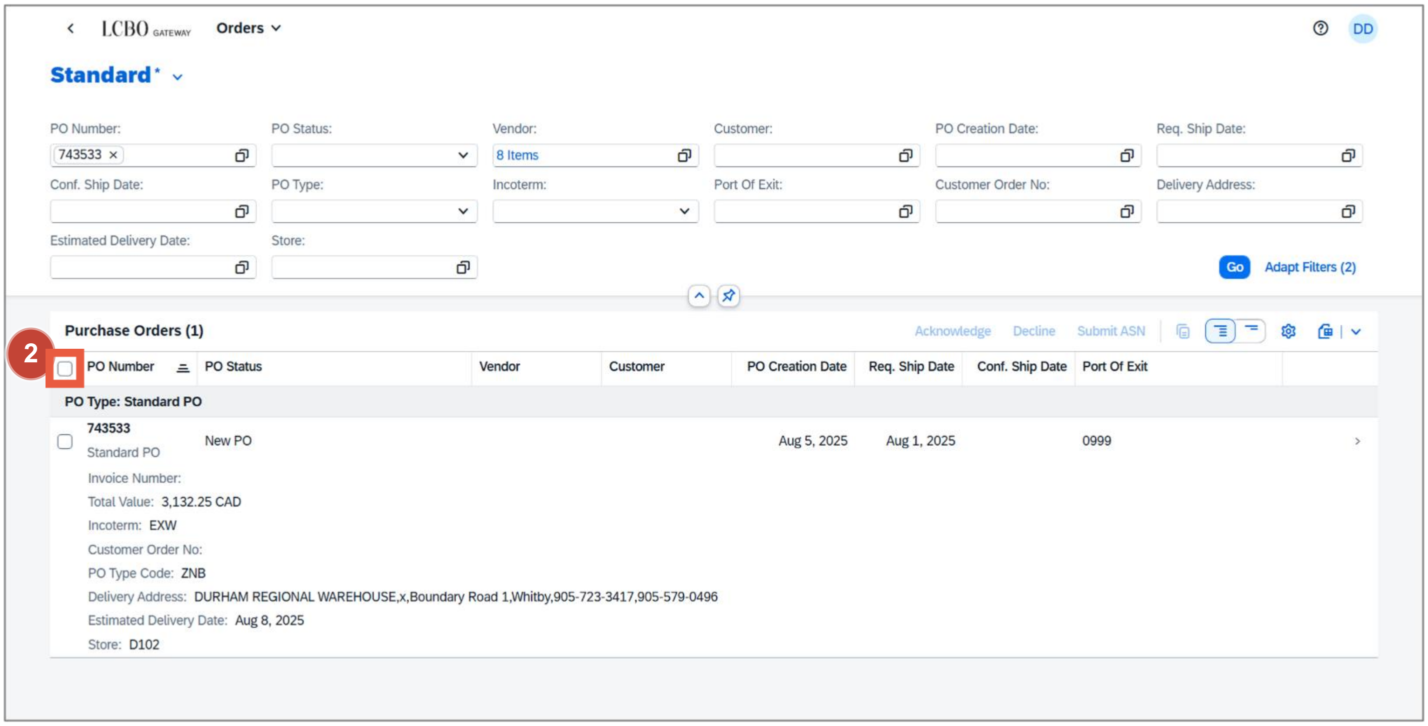
**Note**: Complete **Acknowledgment** before **Confirmation**, and **Confirmation** before triggering the **ASN**. Each step must be finished in sequence to proceed correctly.

## Acknowledge PO

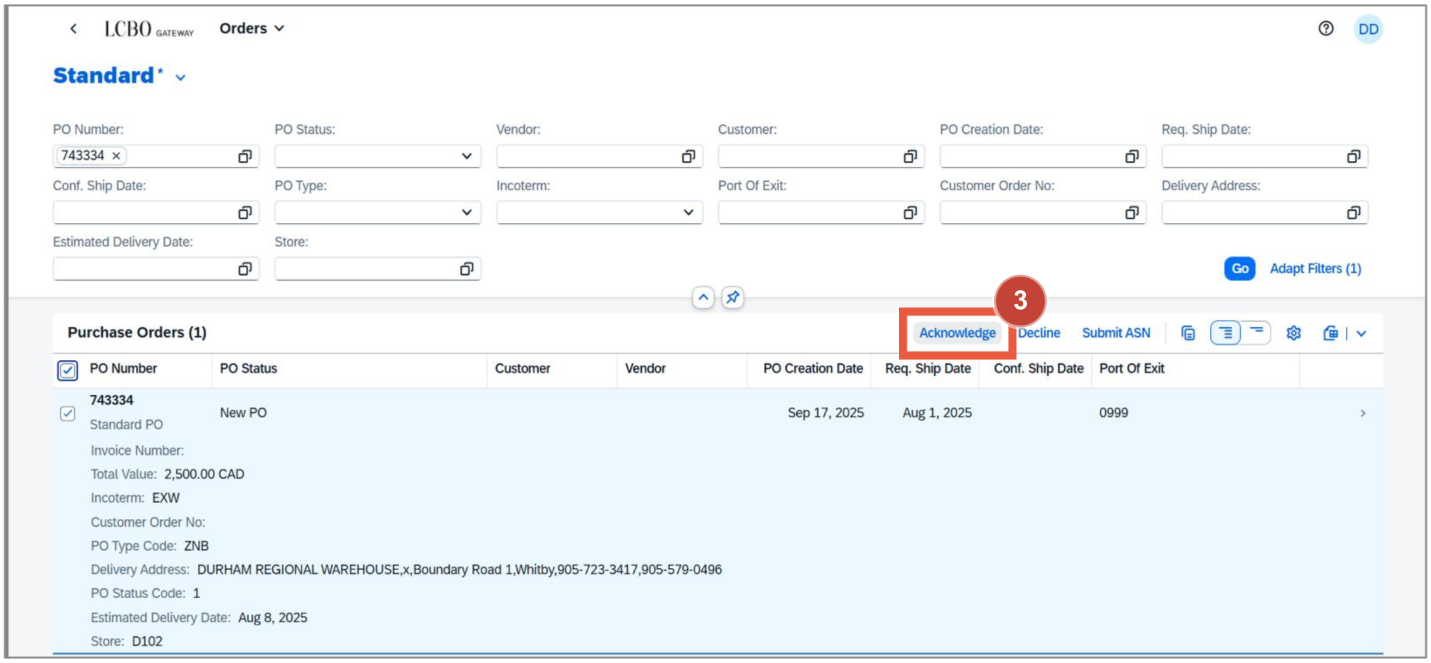
1. Select the **Orders** app.



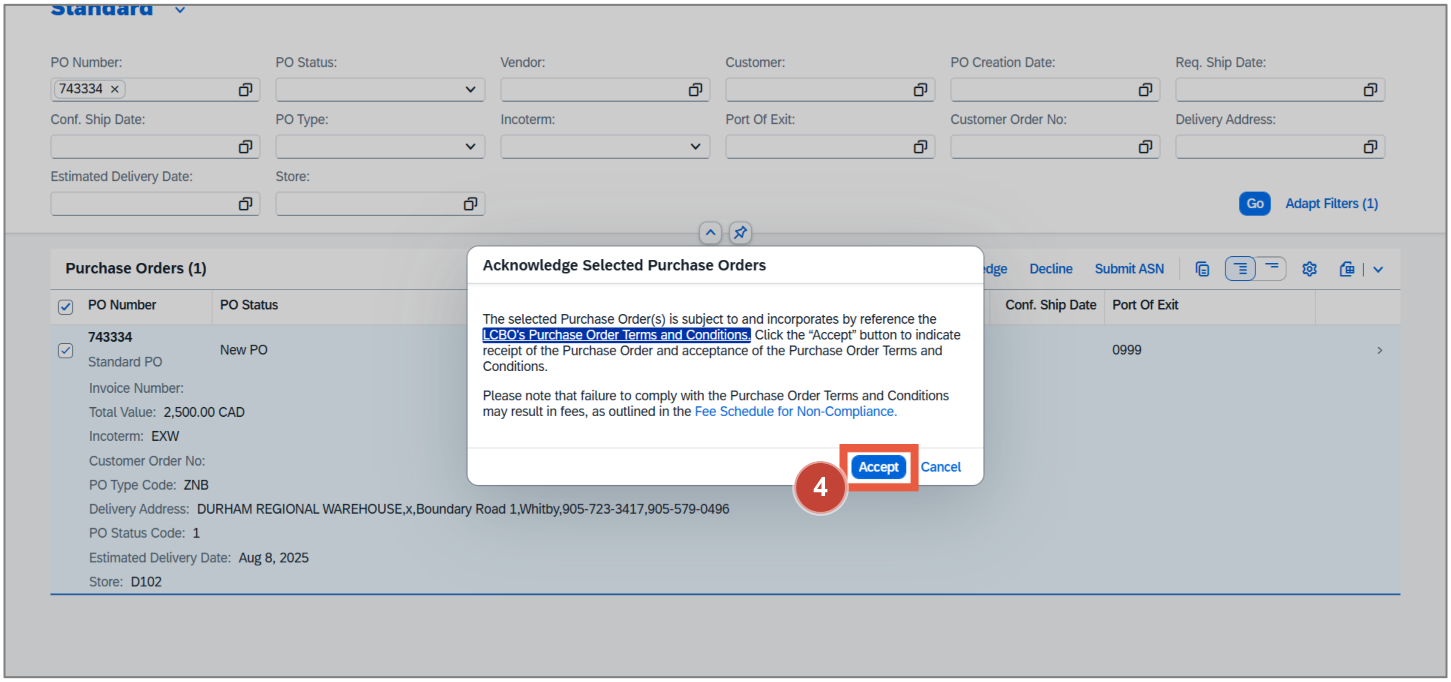

2. Select the required PO Number checkbox or select the checkbox besides PO Number to select all POs to complete mass acknowledgment.



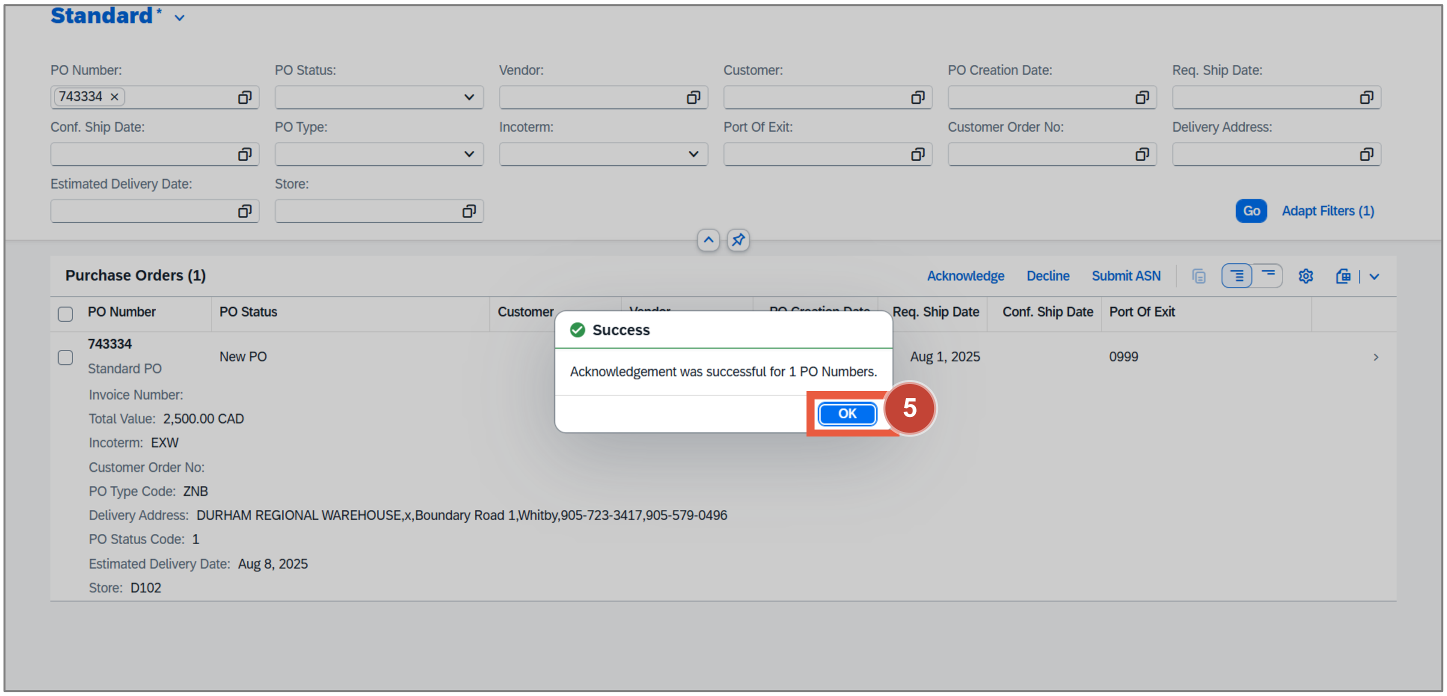
3. Select the **Acknowledge** button.



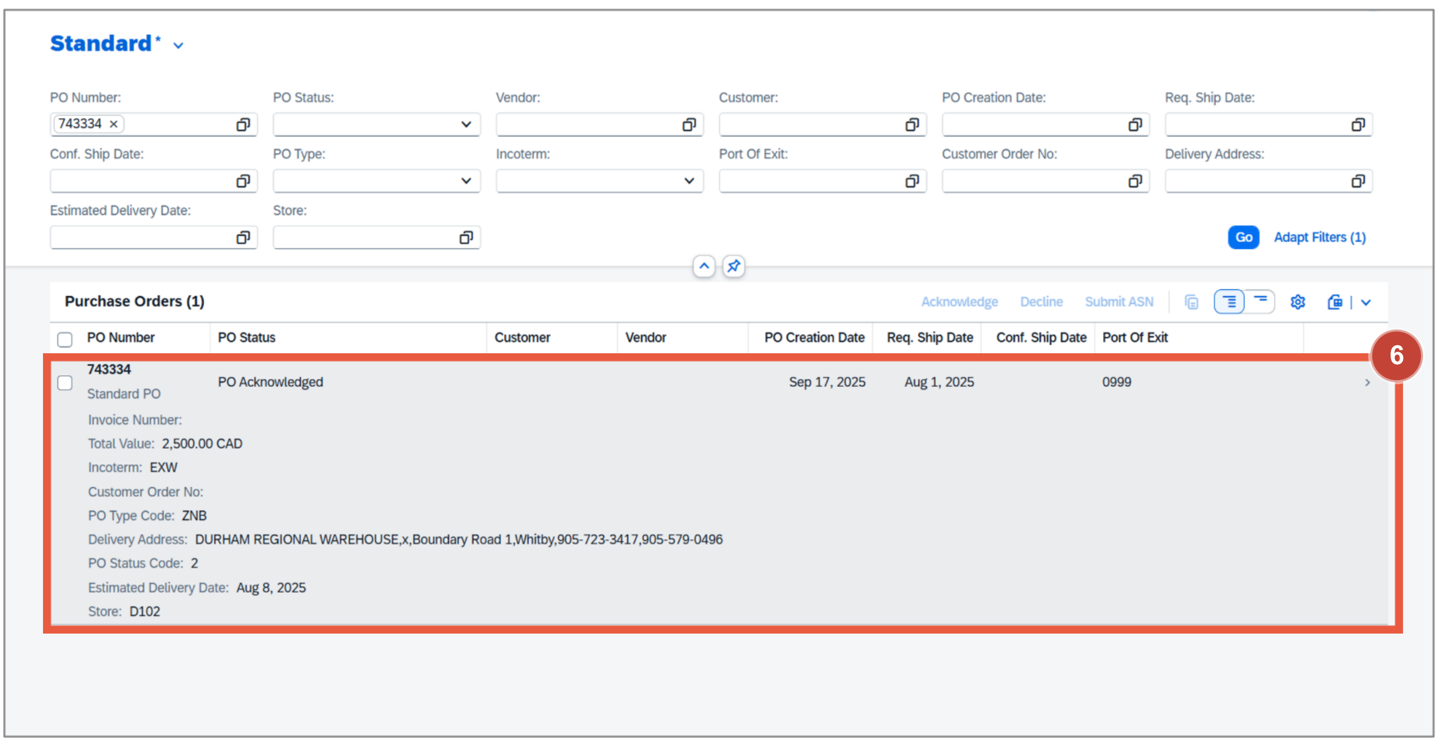
4. The **Acknowledge Selected Purchase Orders** popup window displays. Select the **Accept** button to indicate receipt of the Purchase Orders and provide acceptance of the PO Terms and Conditions. You can also cancel the action by selecting the **Cancel** button.



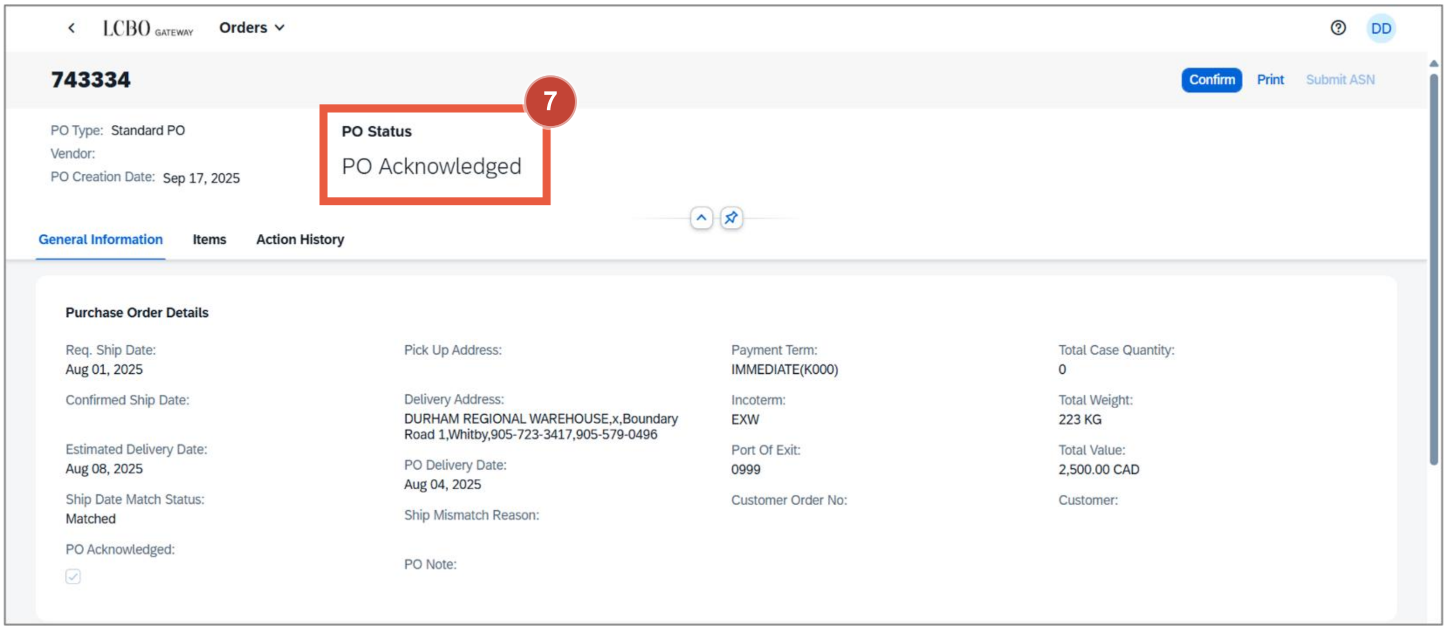
5. The **Success** popup window displays confirming the Acknowledgment was successful. Select the **OK** button.




6. Select the PO to review the details.

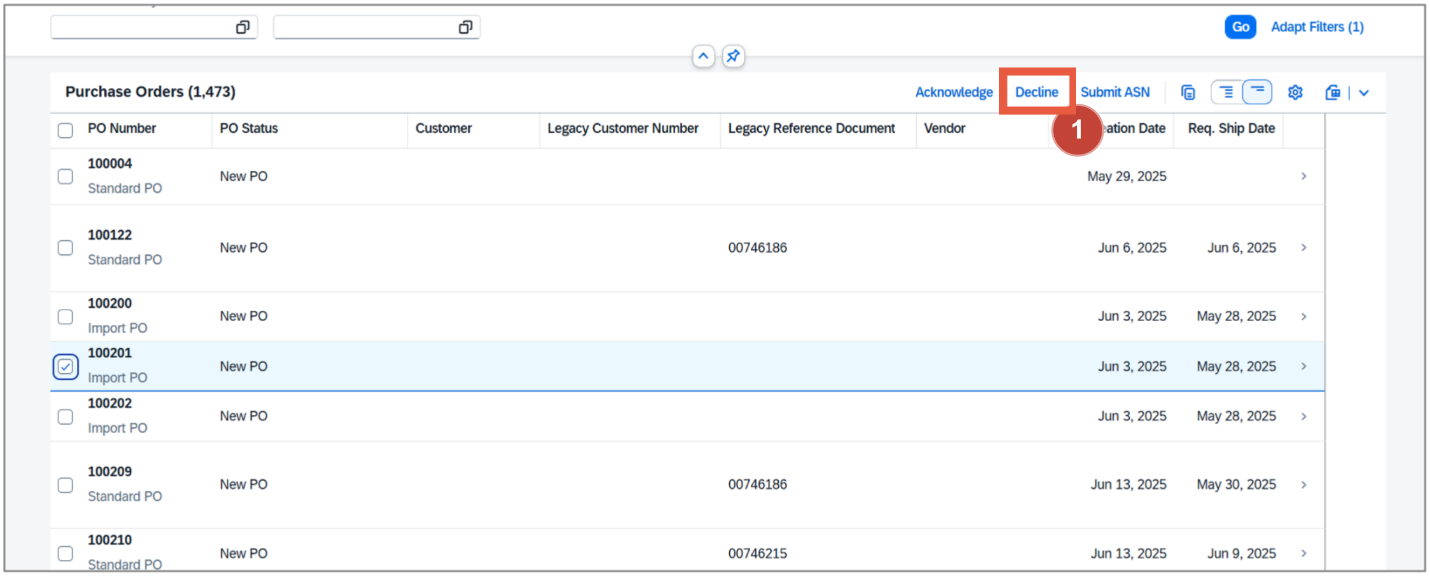


7. The **PO Acknowledged** status displays.



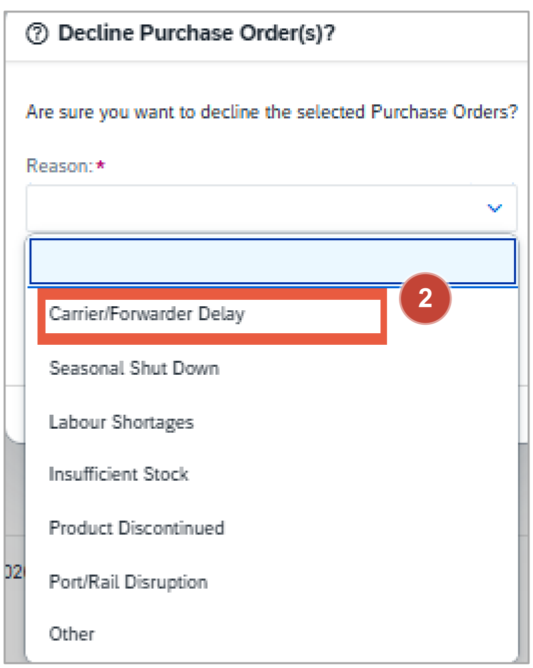
## Decline PO

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

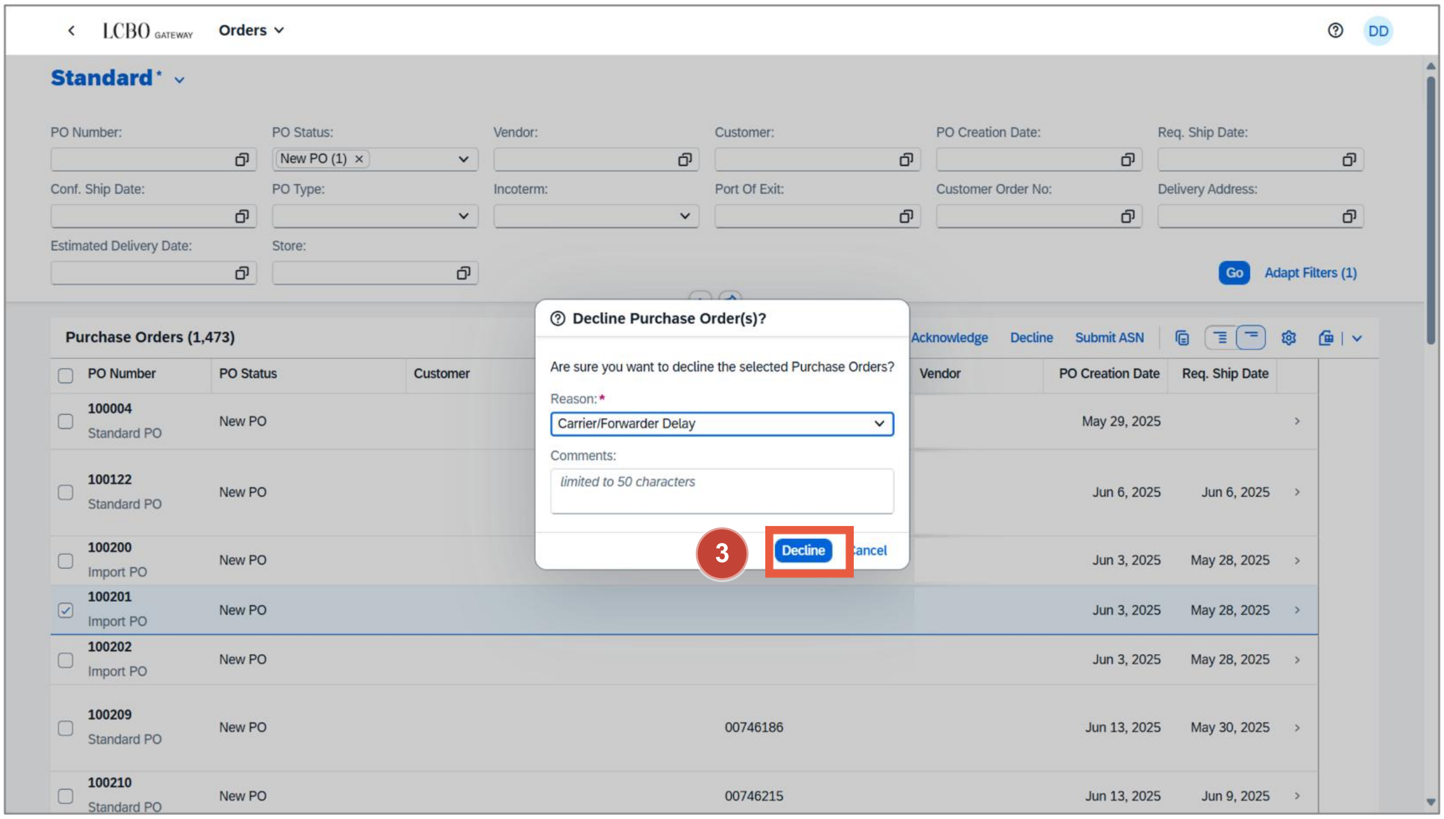



**Note**: You can also select multiple PO numbers and perform mass PO decline.

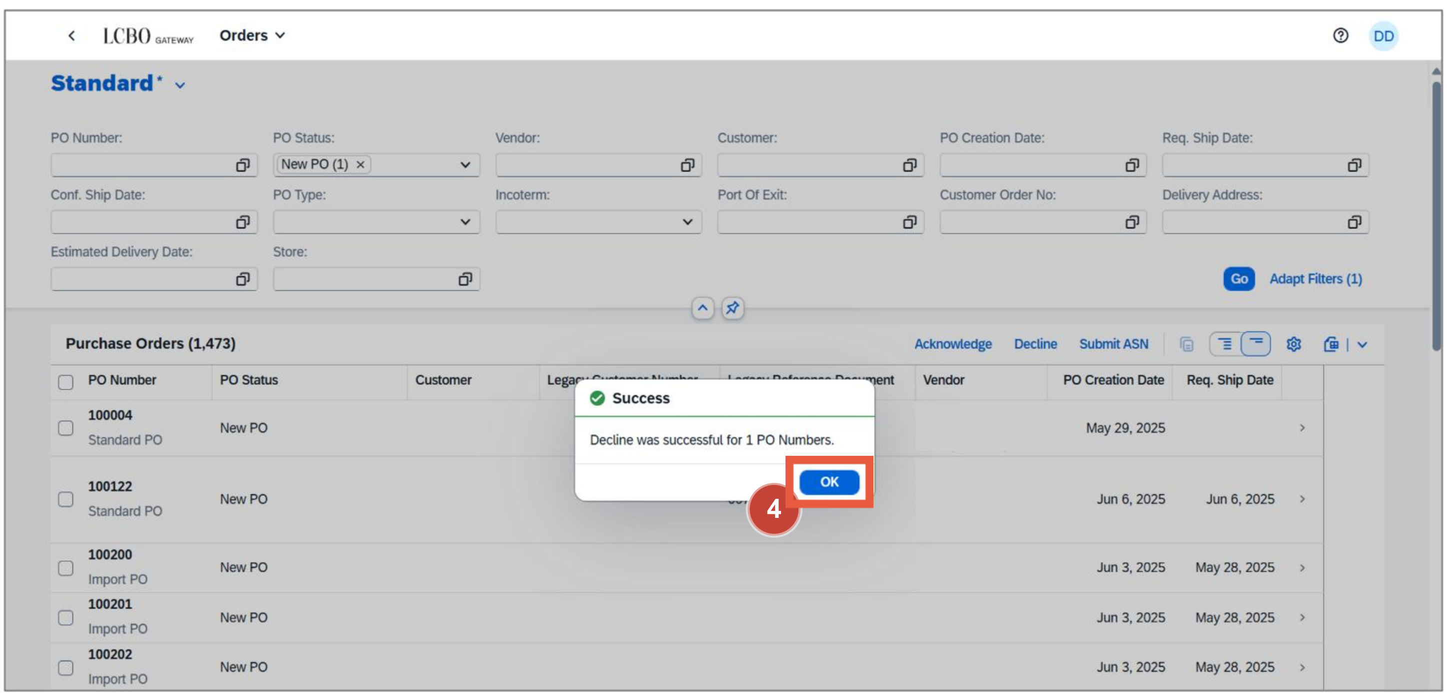
2. Select the **Reason** dropdown and select the required option.



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

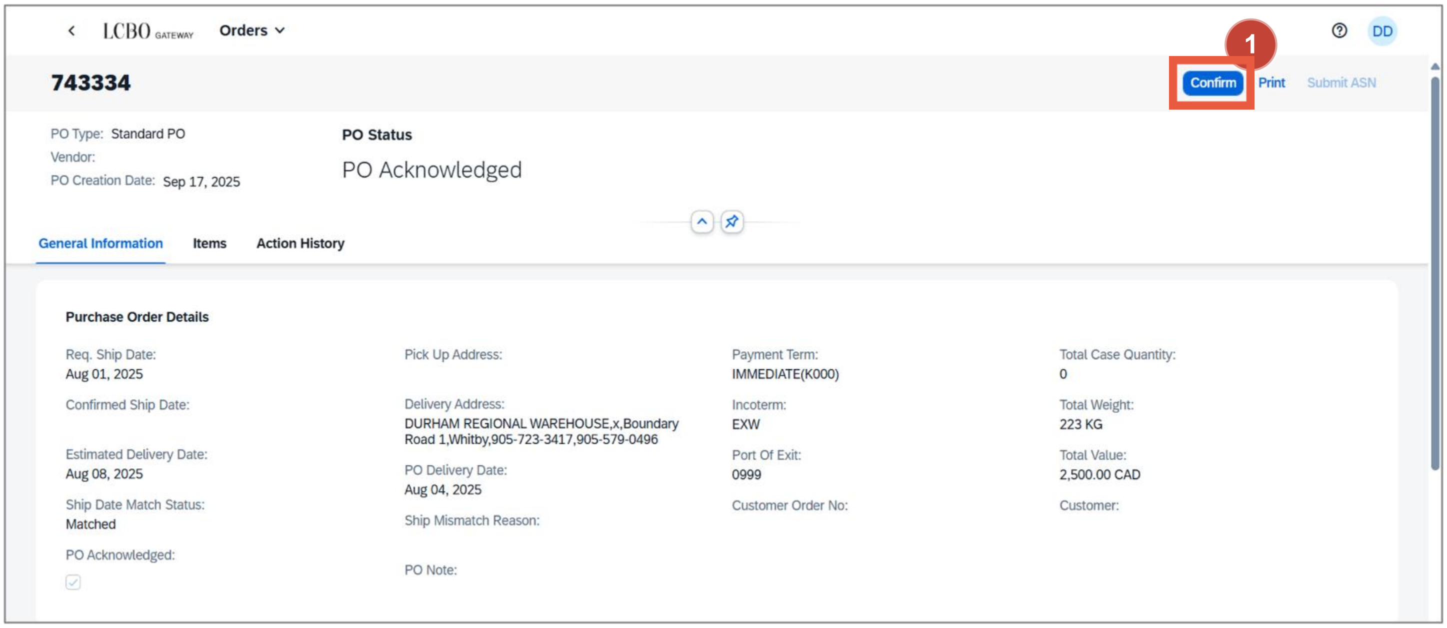



4. Select the **OK** button.

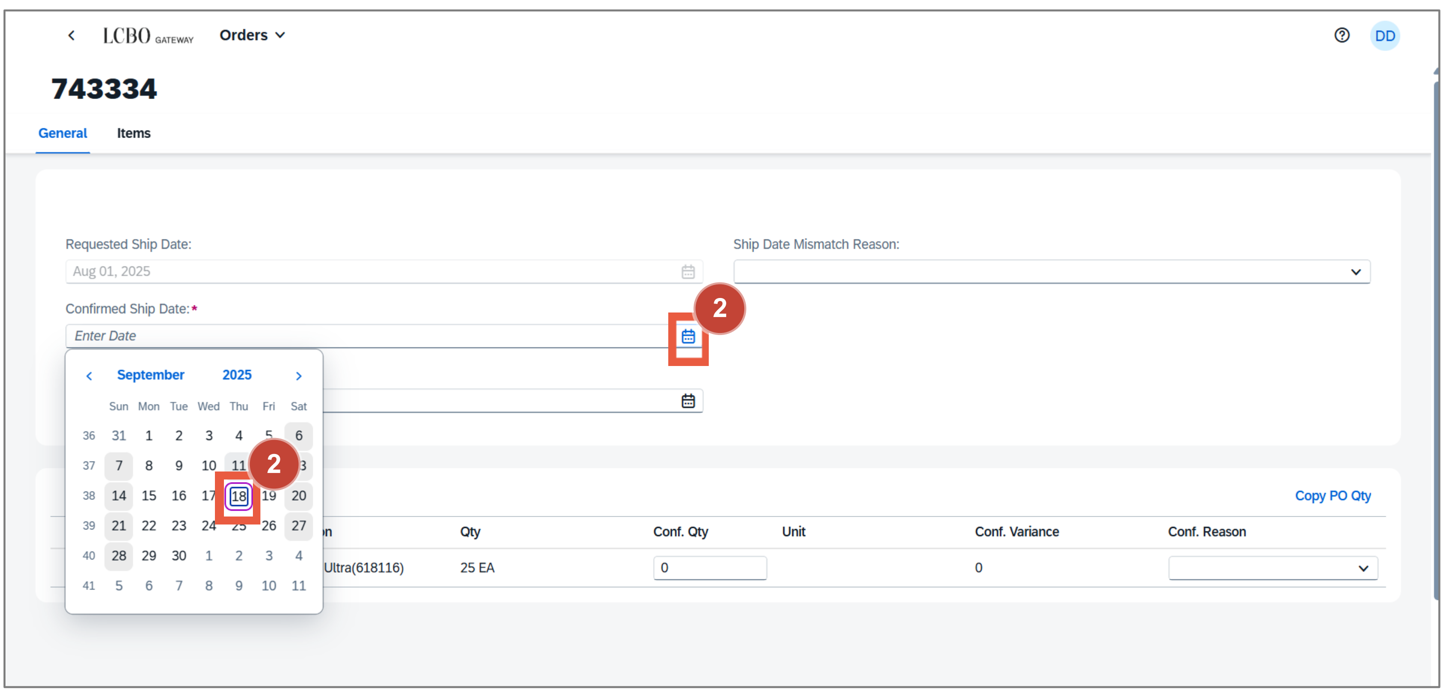


## Confirm PO

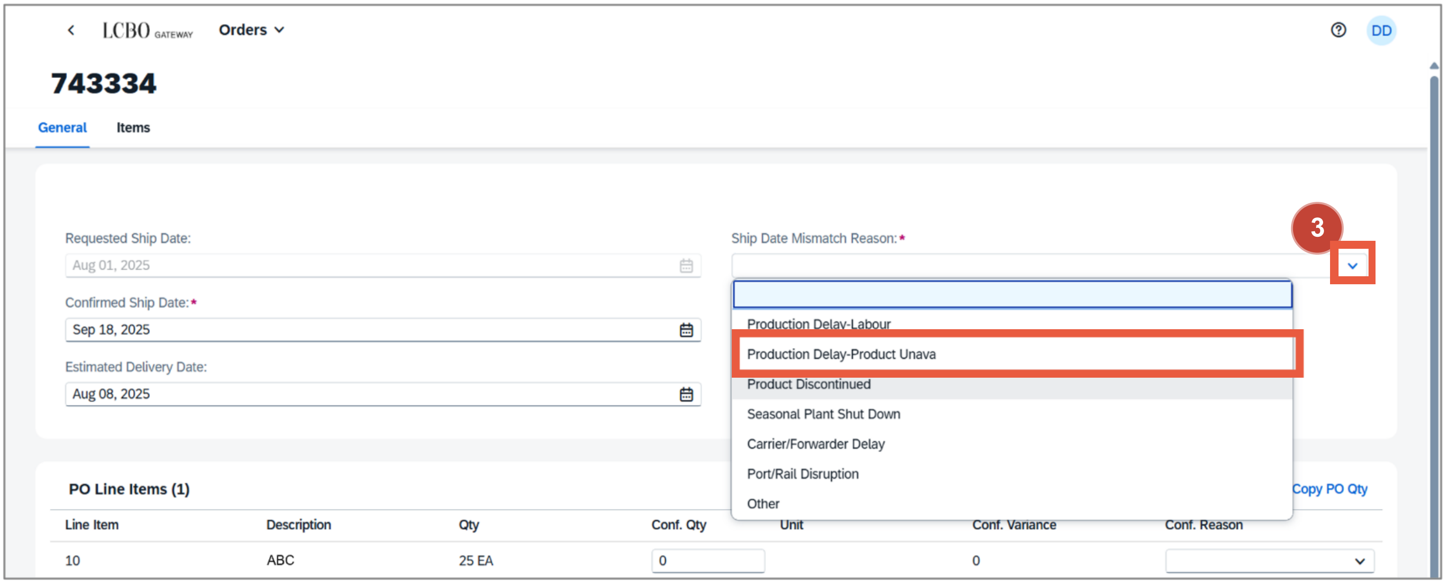
1. From the Orders details screen of the PO in status PO Acknowledged, select the **Confirm** button to confirm the PO. This is available only after the PO has been acknowledged.



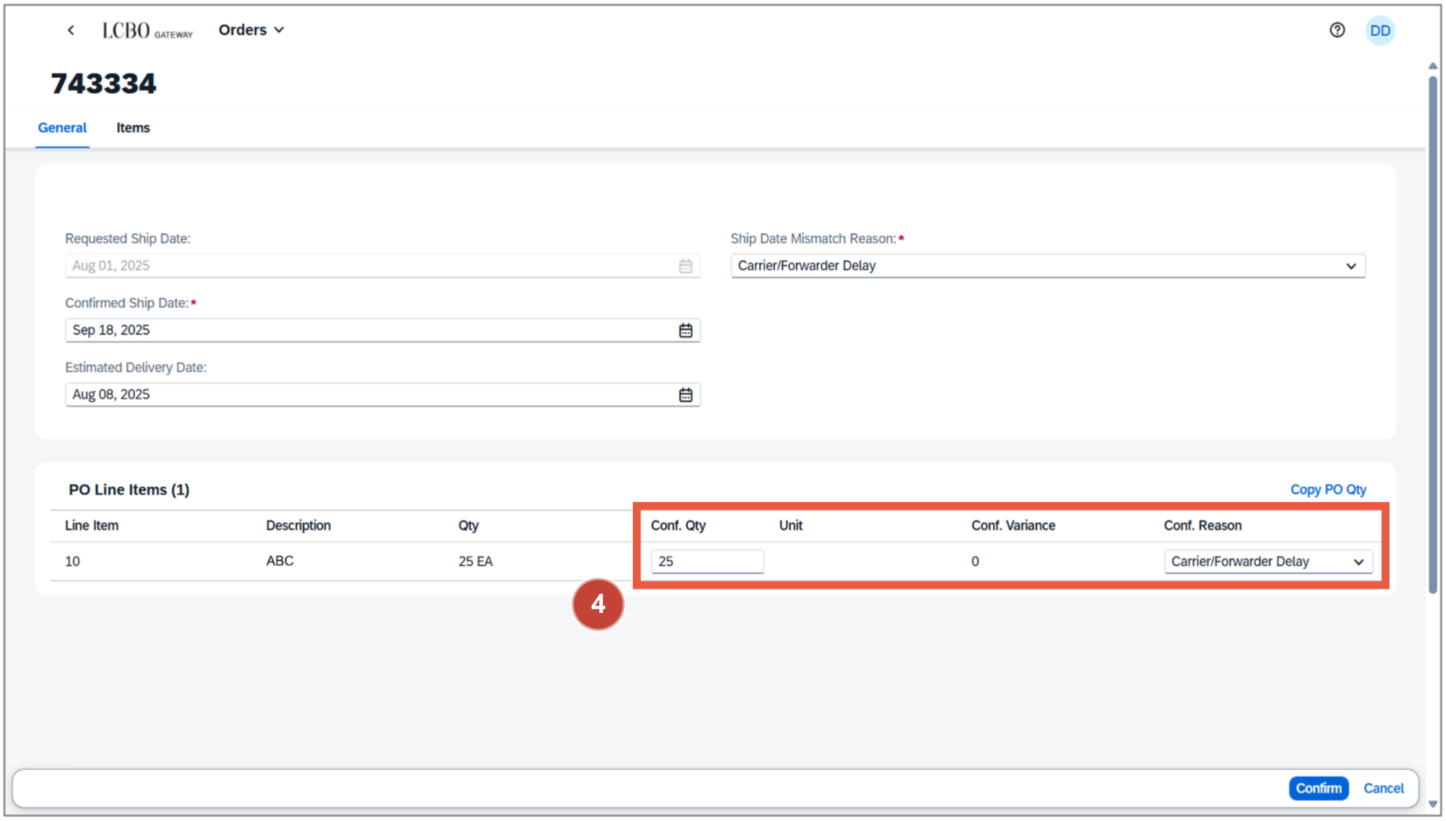

2. Select the **Calendar** icon for the **Confirmed Ship Date** field to select the date. Alternatively, you can enter the date. Example: Jan 1, 2026.



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.



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

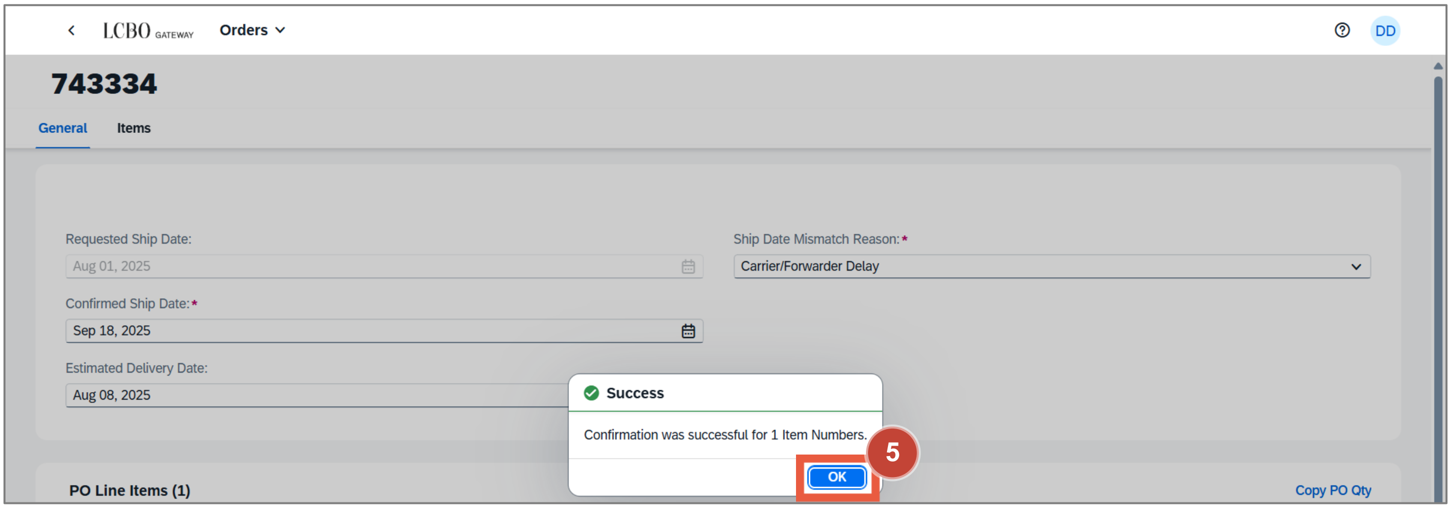



**Note**: The **Copy PO Qty** button copies the requested quantities into the confirmed quantity field.

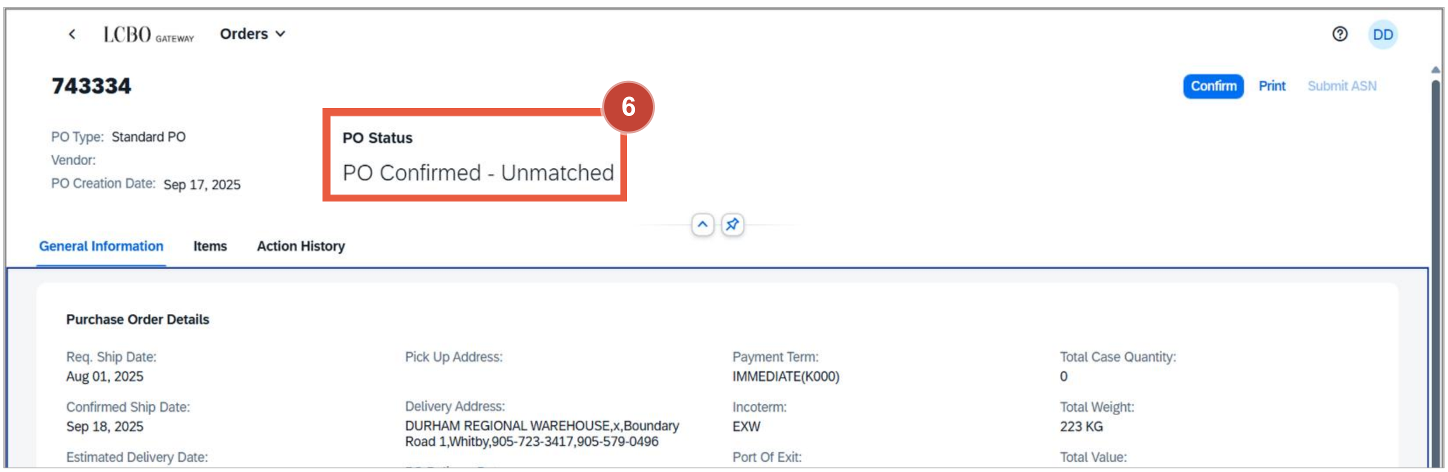
For **Direct Delivery Store Orders** and **Wholesale Orders**, the confirmed quantities must be **equal to or less than** the original PO quantities.

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

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




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



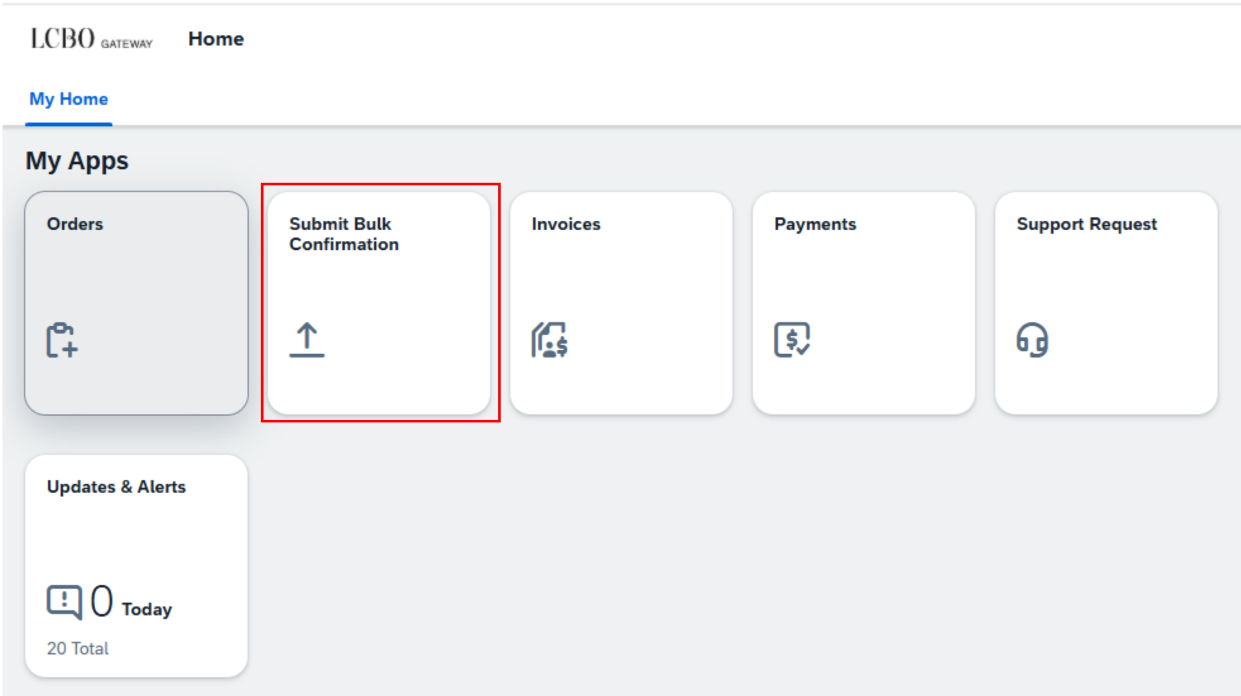

**Note**: For all PO types, any changes made to a PO will move the PO into **PO Confirmed Unmatched** status.

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.

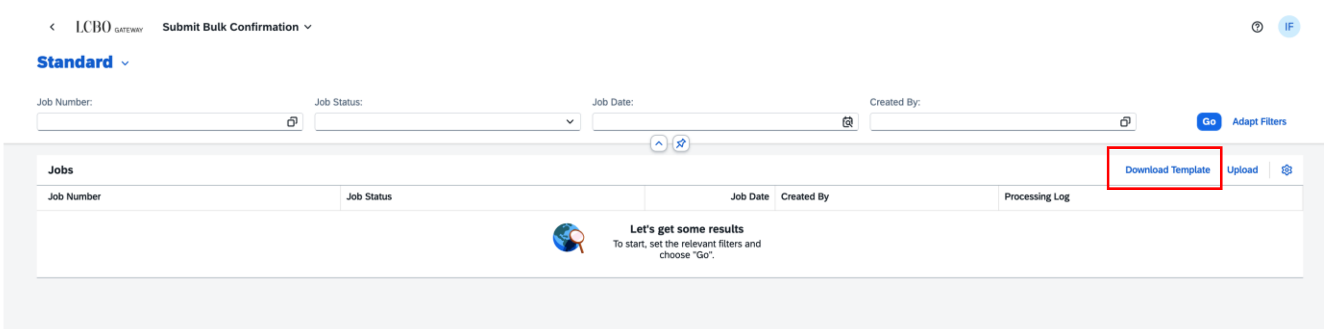
For **all other orders**, the PO MUST be in PO Confirmed Matched status in order to submit an ASN. If the LCBO approves the request, it will be moved into PO Confirmed Matched status. If not, it will remain in PO Confirmed Unmatched status until matched by the vendor.

## How to confirm a PO in bulk

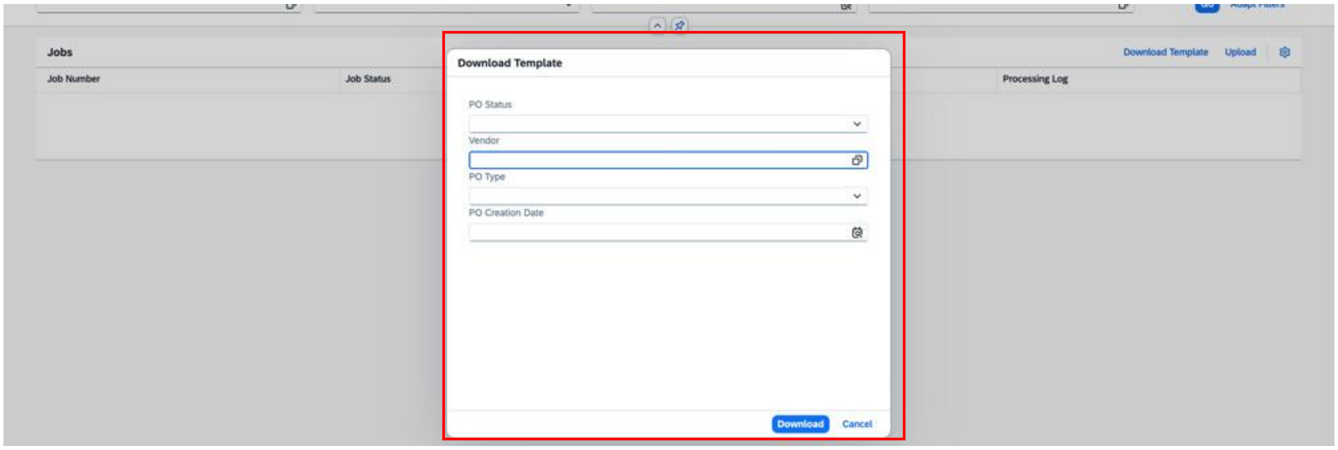
1. From the LCBO Gateway home screen, open the **Submit Bulk Confirmation** app.




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



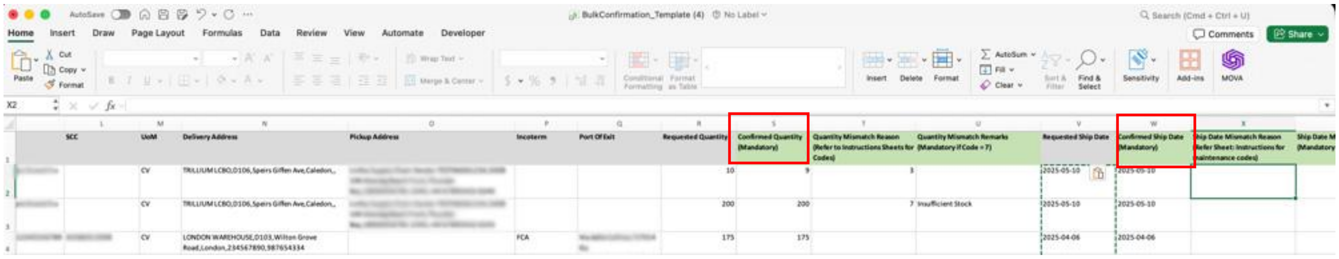
3. You will be presented with 4 filters to apply to the template: PO Status, Vendor (if applicable), PO Type, and PO Creation date. Apply filters as desired and select the **Download** button.




4. 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.

5. Navigate to the **Instructions** tab of the template to review guidance on how to fill in the template for PO confirmations.

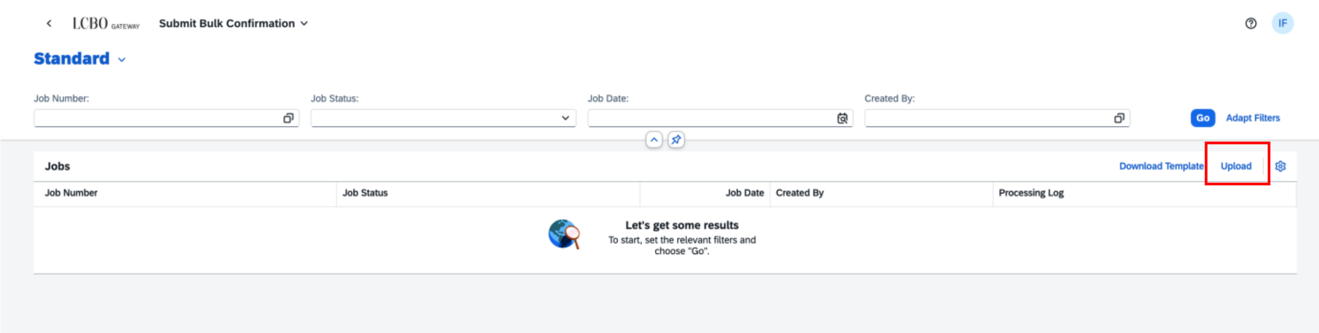
6. Navigate to the **Template** tab and review the Requested Quantity and Requested Ship Date values and, as applicable, confirm the values in the Confirmed Quantity and Confirmed Ship Date columns. **Note:** You will need to enable editing at the top of the file as the template will download in read-only format. Only columns with green headers are eligible to be edited in the template, and mandatory fields are indicated.



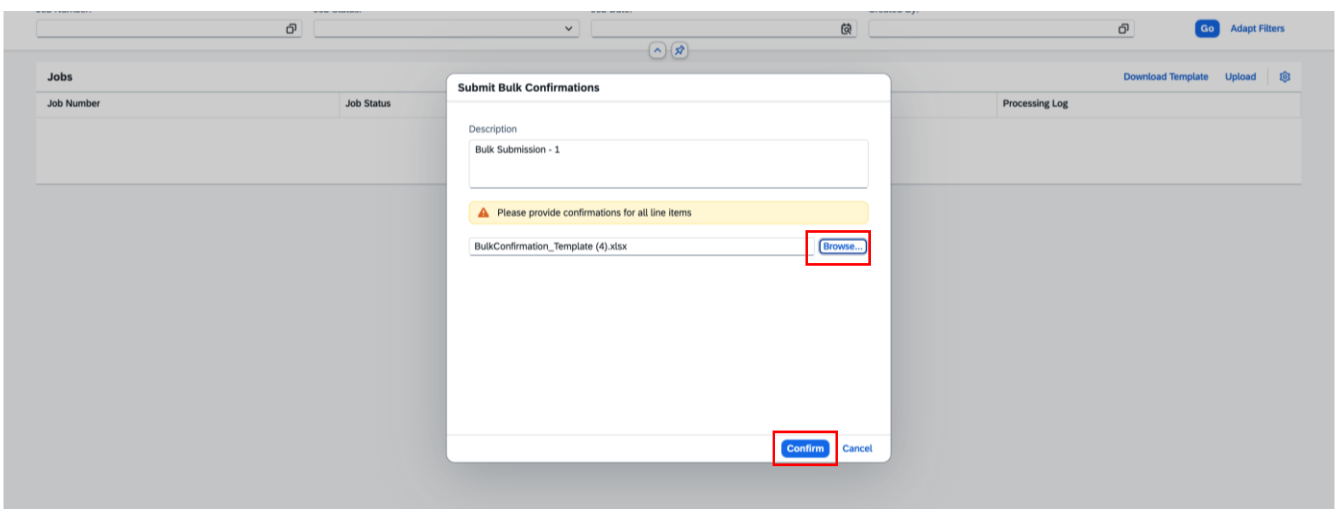

7. In the event of a mismatch for either quantity or ship date (i.e. the confirmed quantity is different than the requested quantity, or the confirmed ship date is later than the requested ship date), a reason code must be provided. Reason codes can be found in the **Instructions** tab of the template 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**.

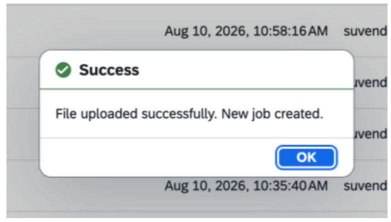
9. Select the **Upload** button. **Note:** Consider splitting your upload into smaller batches to be uploaded concurrently to reduce overall processing time.




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.

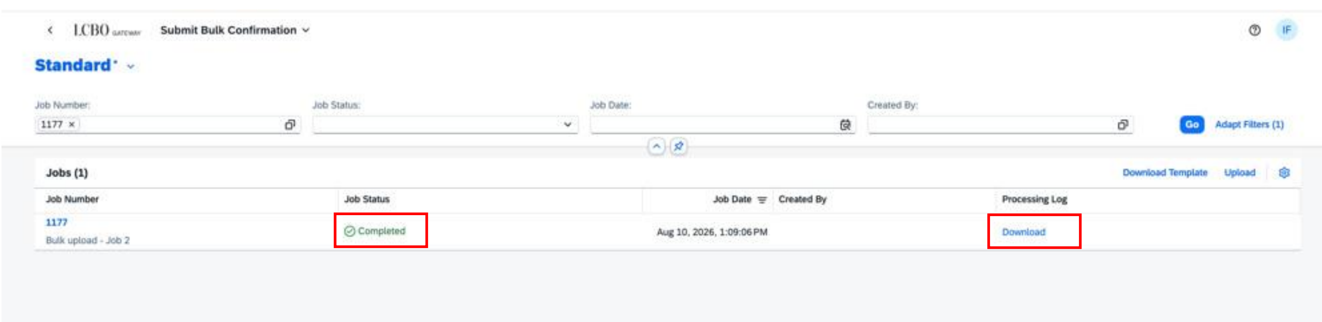


11. If the upload is **Successful**, you will receive a Success message along with messaging to indicate a new job has been created.




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.

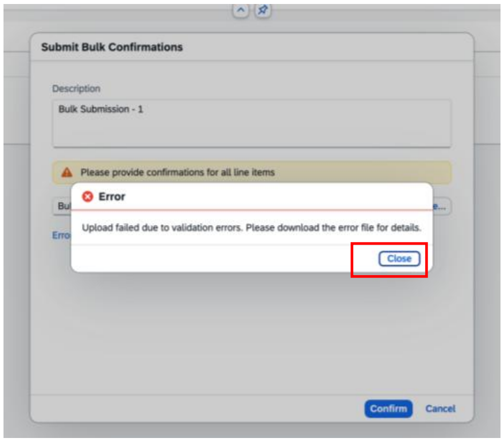
   Once completed, the Job Status will update to 'Completed'. This means that all POs have been successfully confirmed in LCBO Gateway. **Note:** Import and standard POs still require LCBO approval in the event of mismatches to be put in "matched" status.

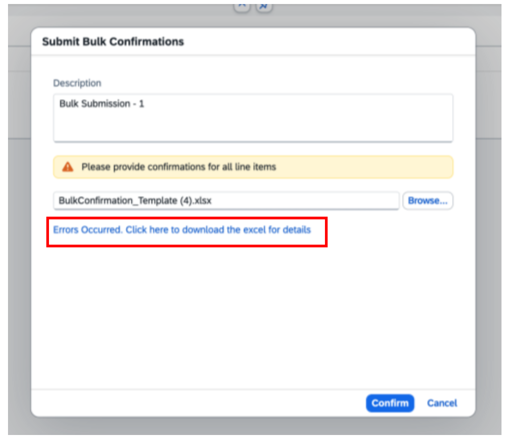



   *If you see a 'Completed with errors' job status, it may indicate a processing issue. Please submit a Support Request in Gateway and our team will assist.

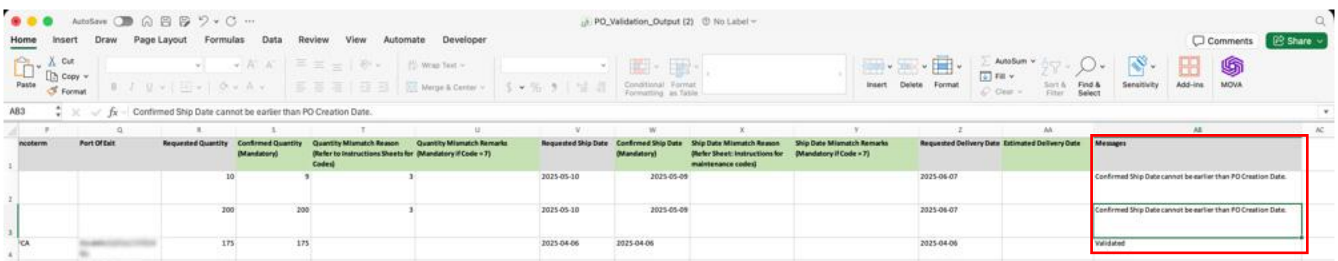
b) If desired, you can download a copy of the PO confirmation report using the **Download** button under the Processing Log column. This will generate an Excel file that displays messaging in the Messages column documenting that confirmation was successful.

**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.




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

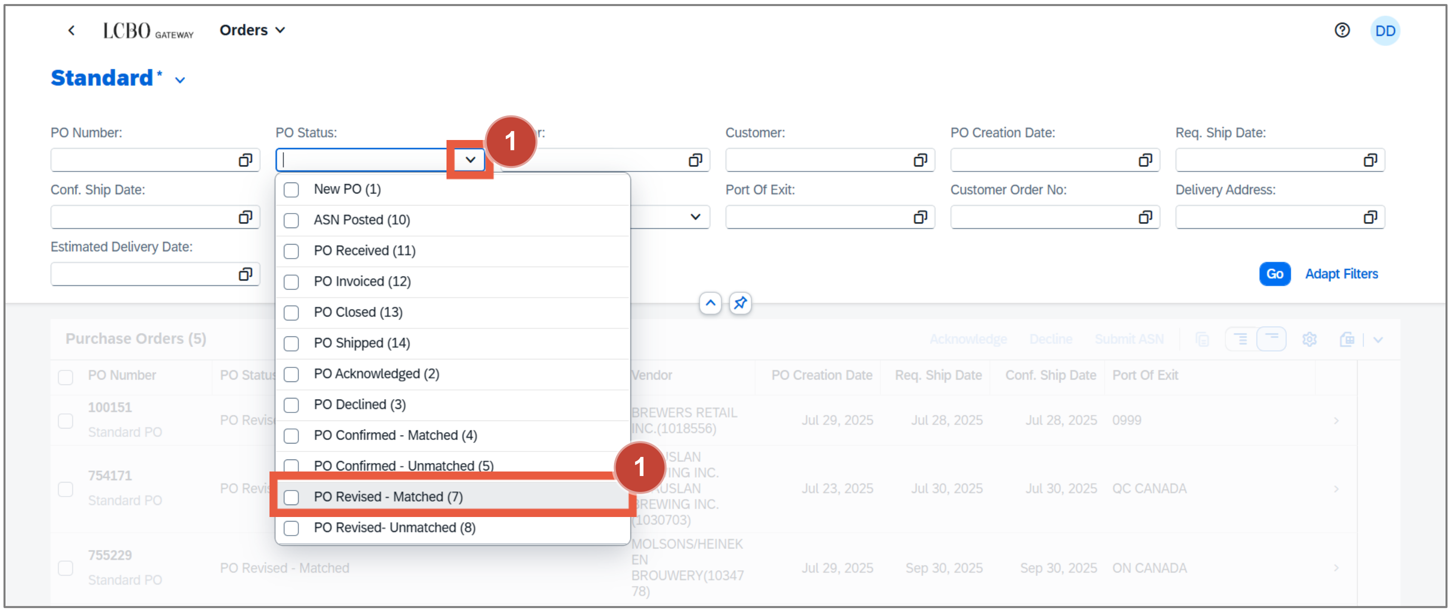
5-Product Discontinued

6-Port/Rail Disruption

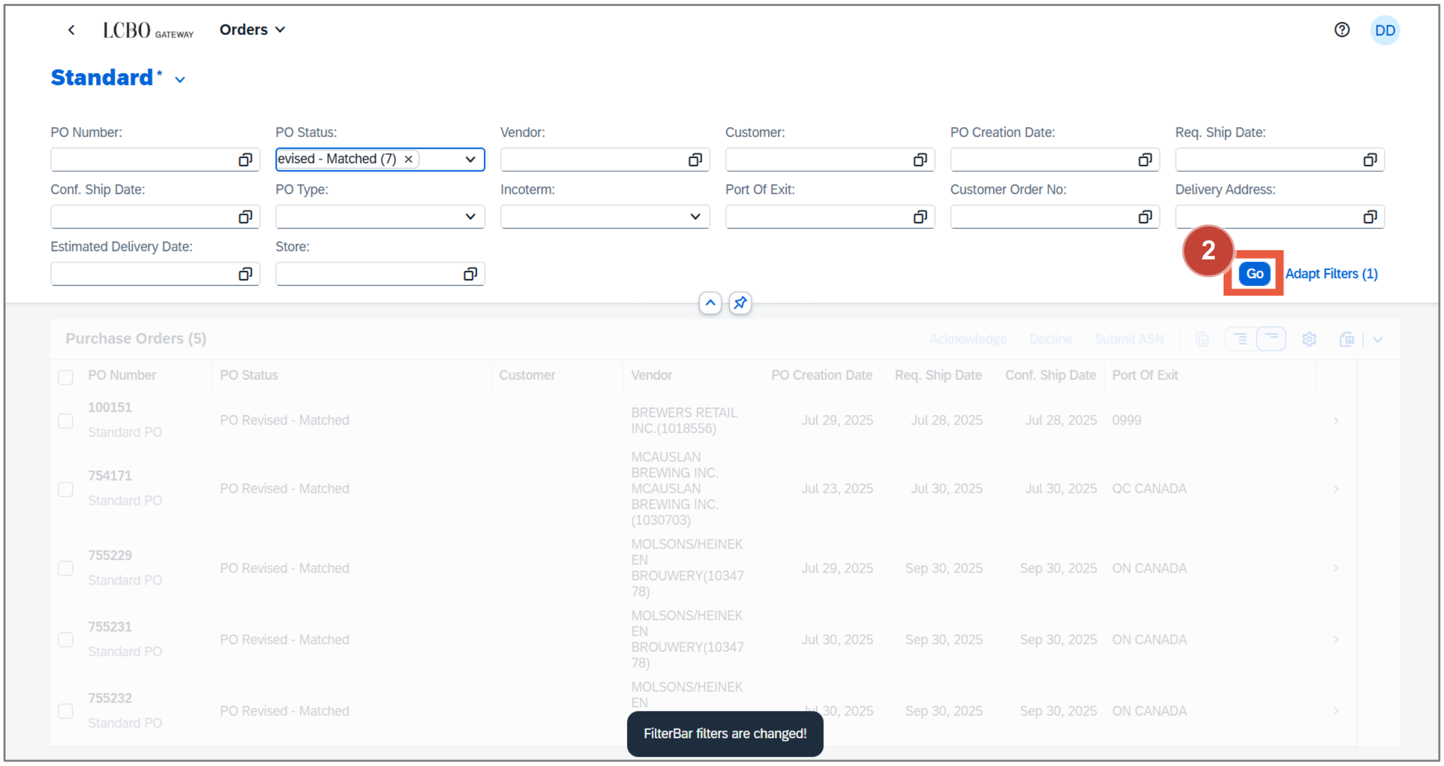
7-Other; If reason is 7, enter remarks in "Ship Date Mismatch Remarks" column

## Submit ASN

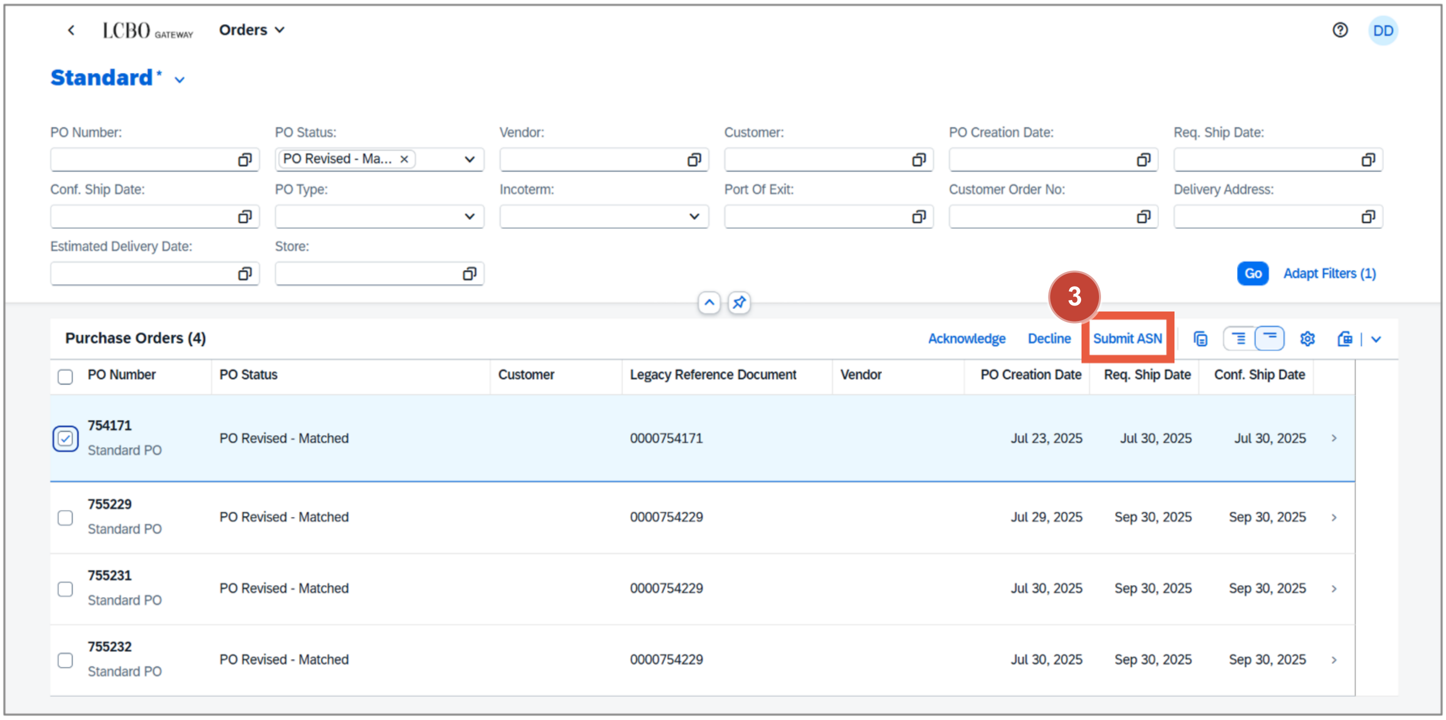
1. Select the **PO Status** dropdown and select the **PO Revised – Matched** status.




2. Select the **Go** button.

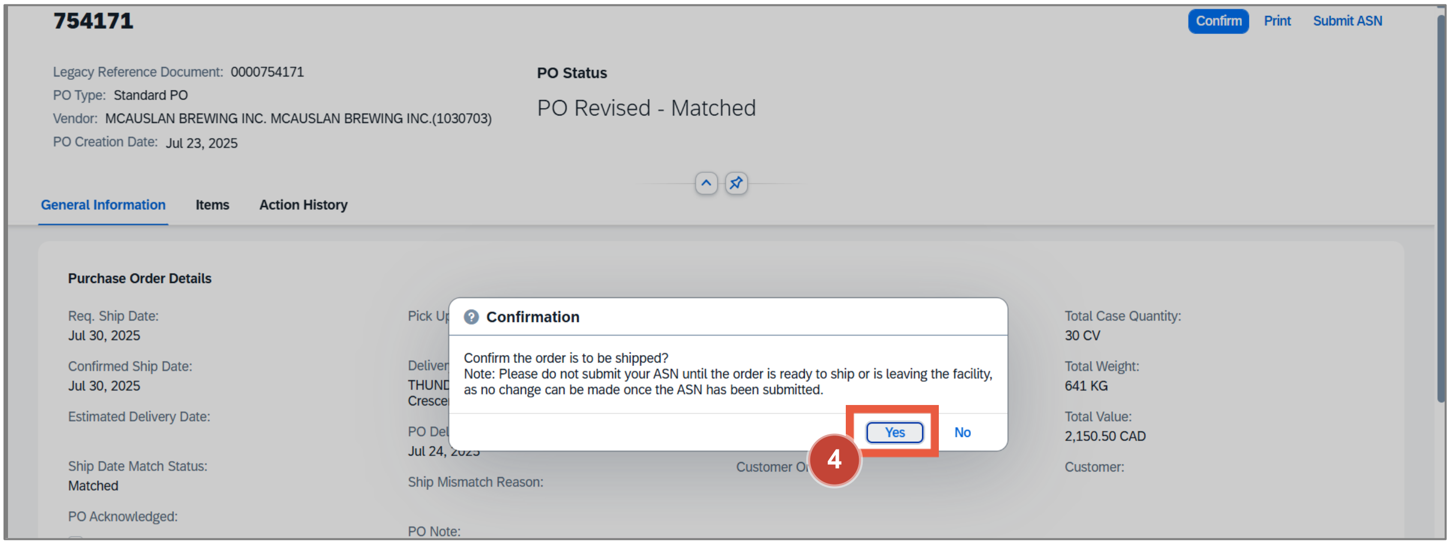


3. Select the **Purchase Order** number and then select the **Submit ASN** button to proceed. Direct-to-Store and Wholesale Purchase Orders do not need to be in **Matched** status. However, all other PO types must be in **Matched** status before proceeding.

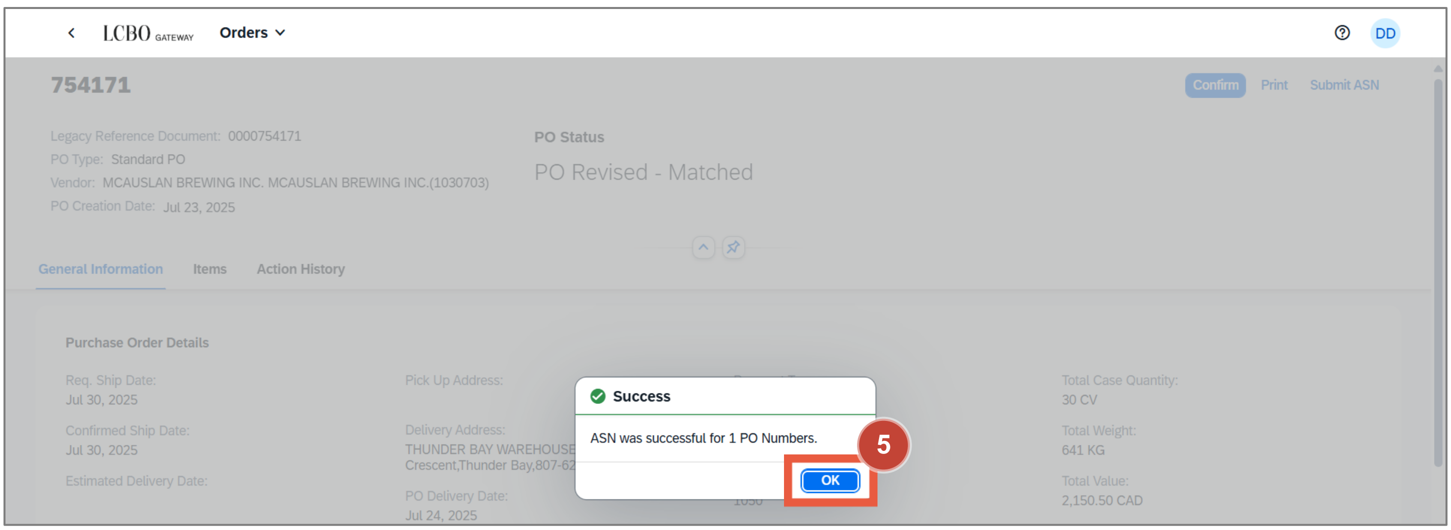



**Notes:** Alternatively, you can also multi-select POs and select the **Submit** ASN button to perform a mass **ASN**.

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




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

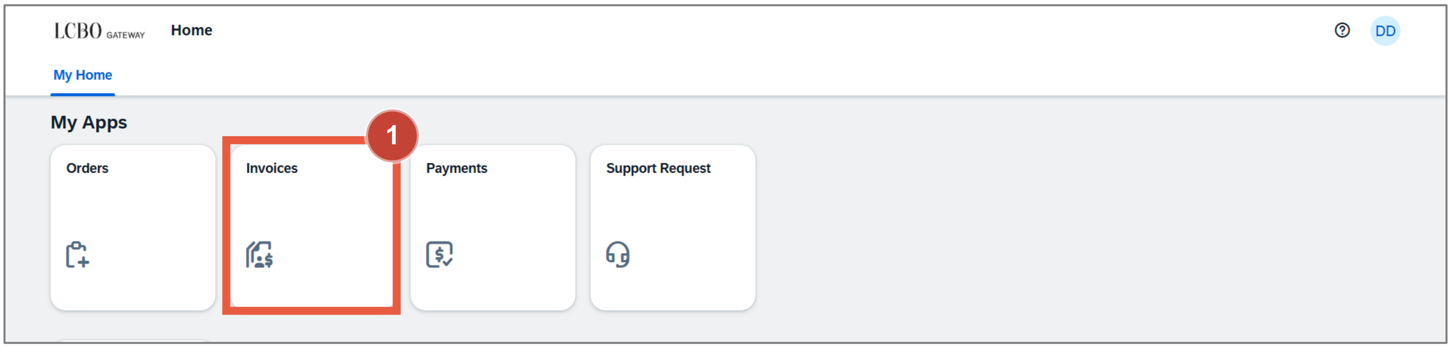



**Note**: Once the ASN is submitted, the Purchase Order (PO) is frozen, and no changes can be made.

# Invoice Management

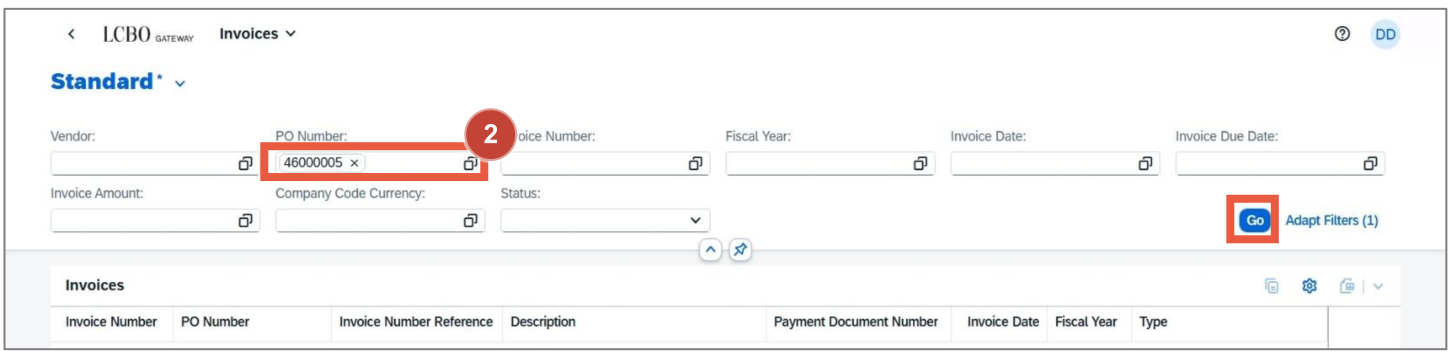
## How to Search Vendor Invoices

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

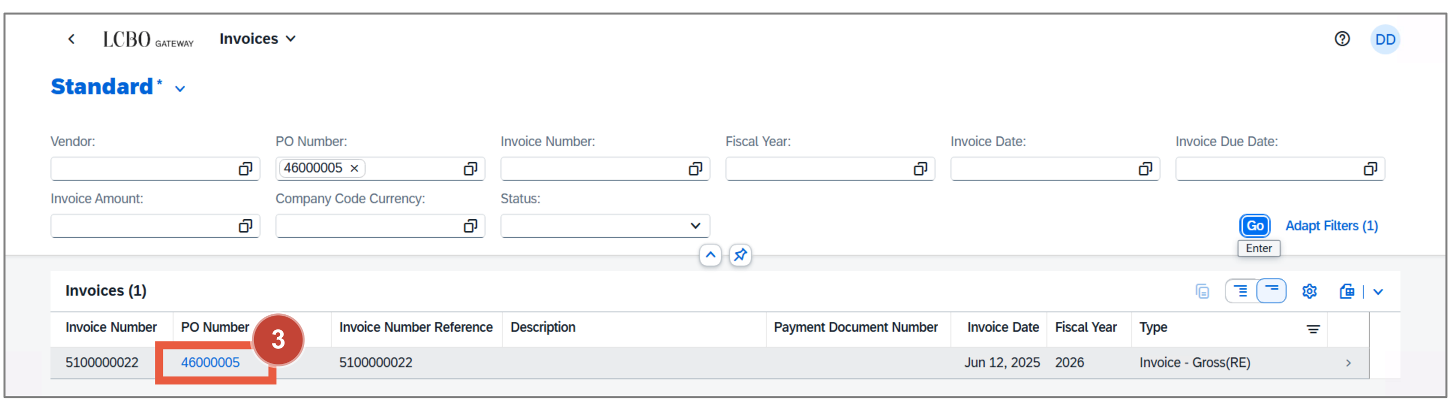



## Search by Invoice Number

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.

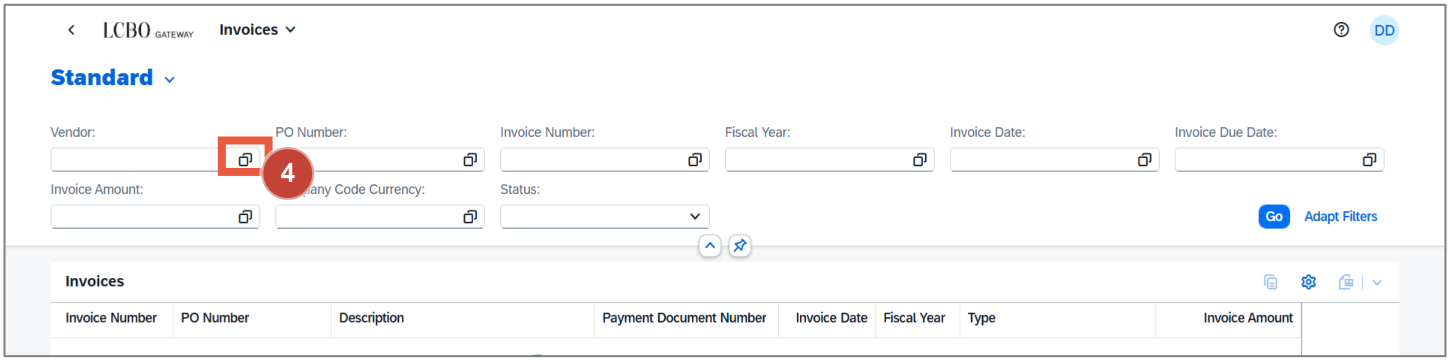



3. The search results display Invoice Number details. You can select the **PO Number** hyperlink to navigate to the **Orders** screen.

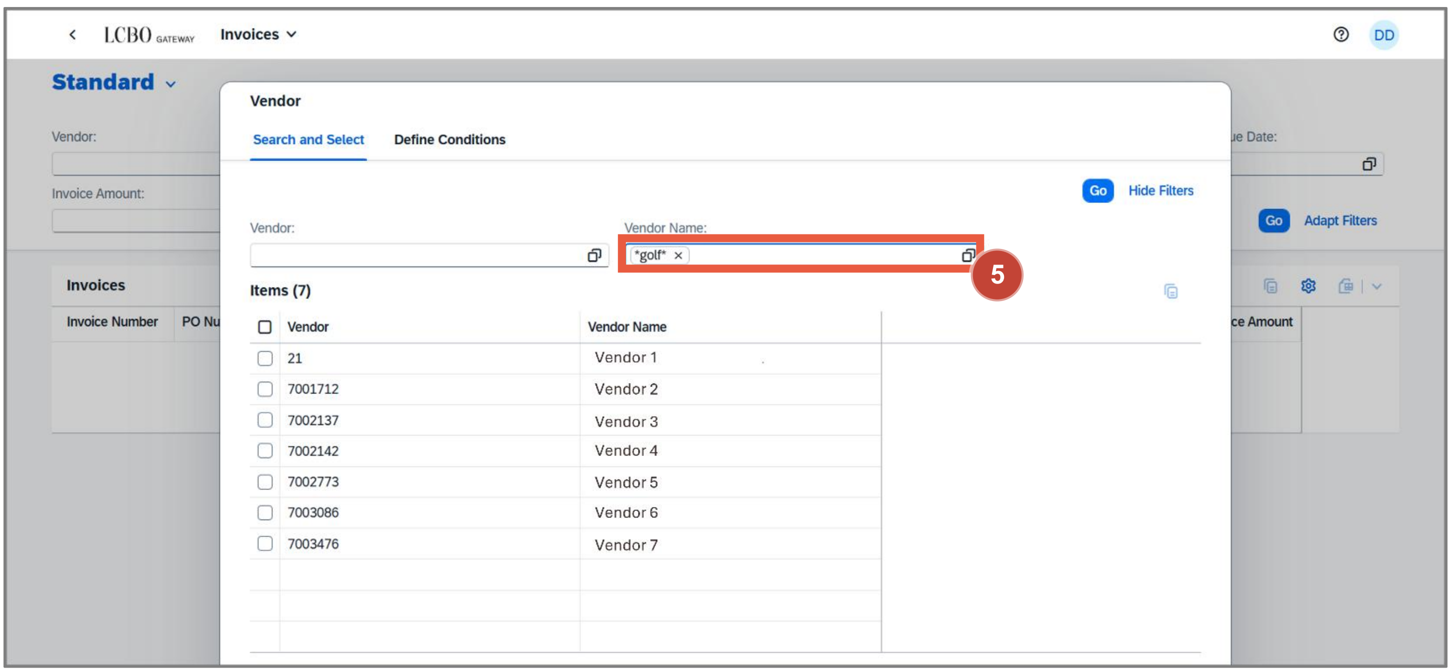


### Search by Vendor Name

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

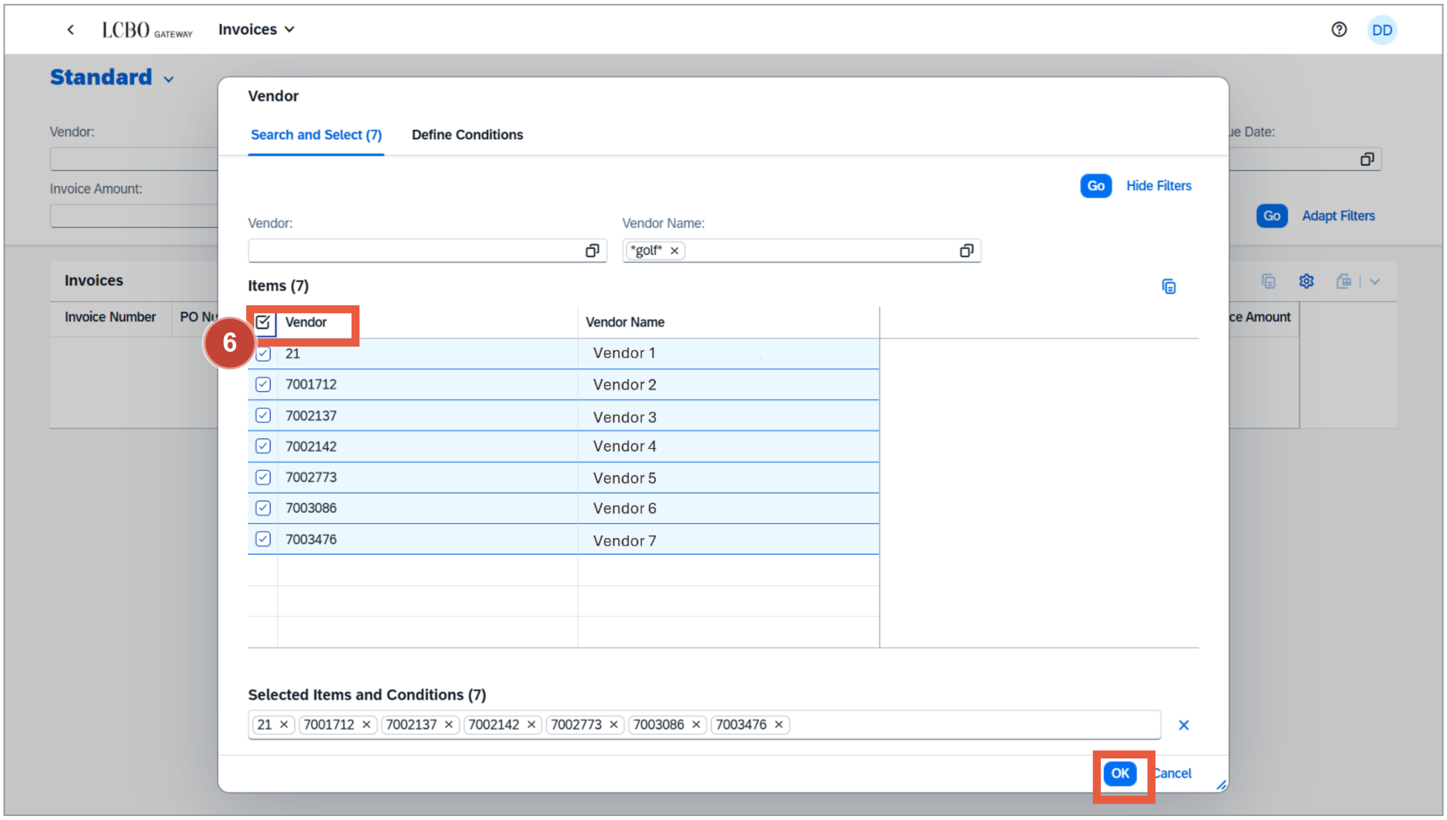



5. The **Vendor** popup window displays. Enter the required keyword between asterisks (*) to search by vendor name and press the **Enter** key.

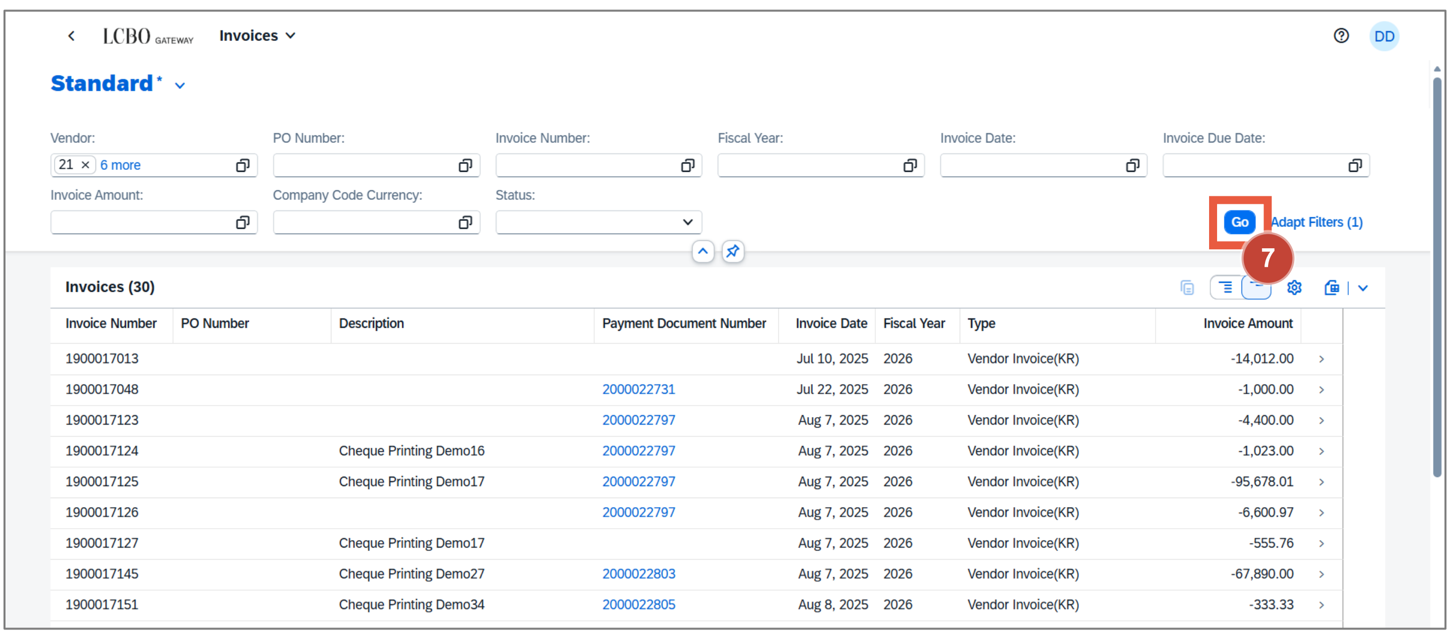



**Note:** To broaden your search, use an asterisk (*). For instance, ABC* retrieves all results starting with 'ABC', and *XYZ retrieves those ending with 'XYZ.'

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

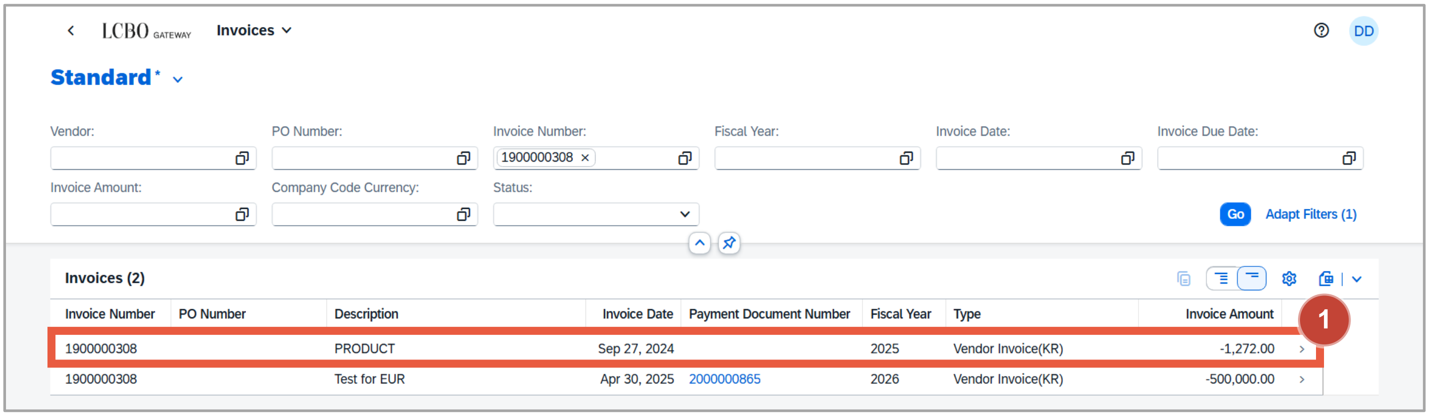



7. Select the **Go** button. The search results display with the Vendor name selection.

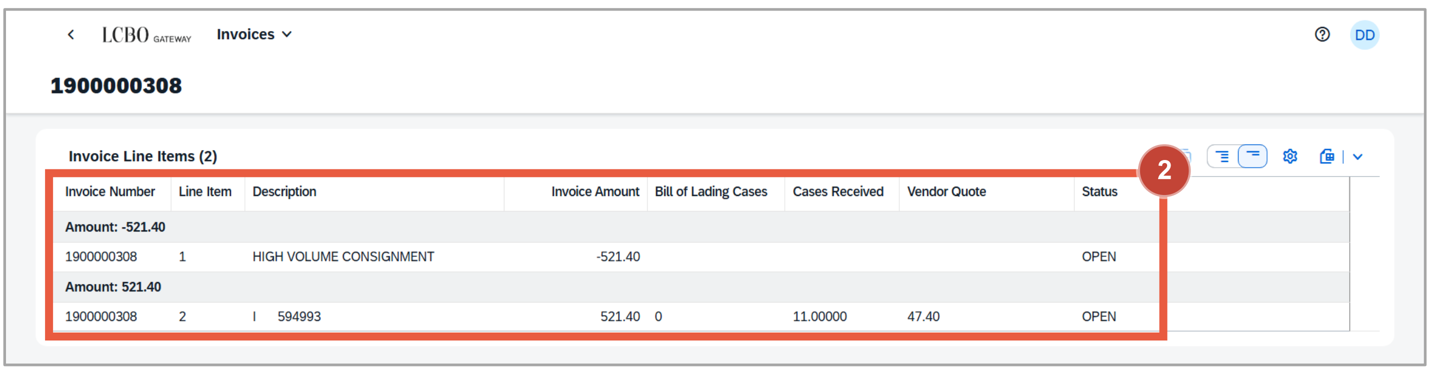


## How to View Invoice Details

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

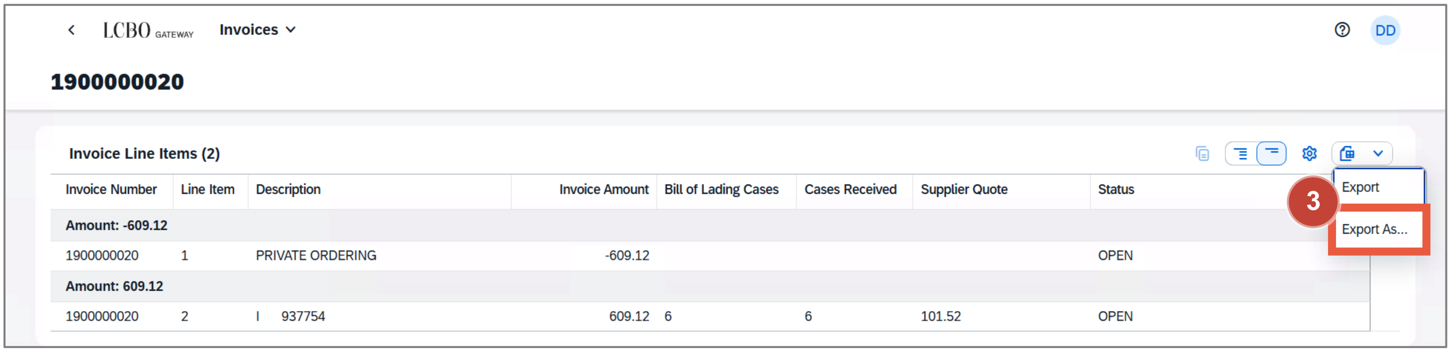



2. The **Invoice Line Items** display with **Description**, **Invoice Amount**, **Currency**, **Bill of Lading Cases**, **Cases Received**, and **Vendor Quote**.

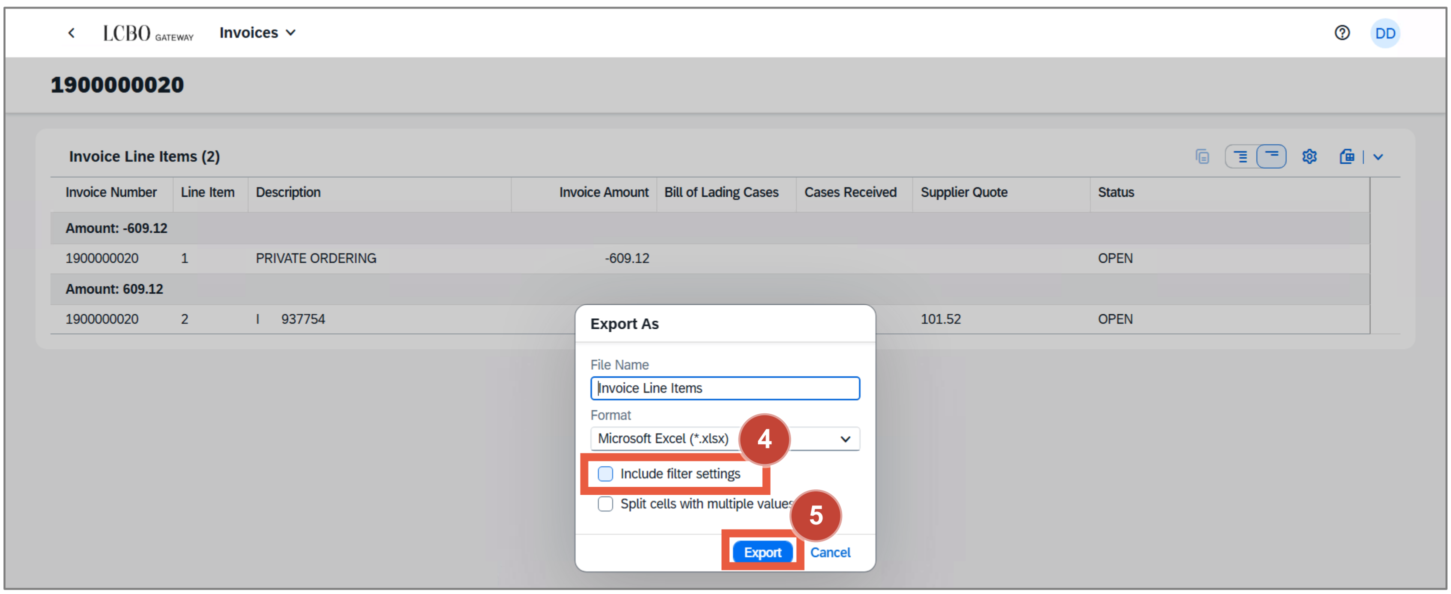


## How to Export Invoice Details

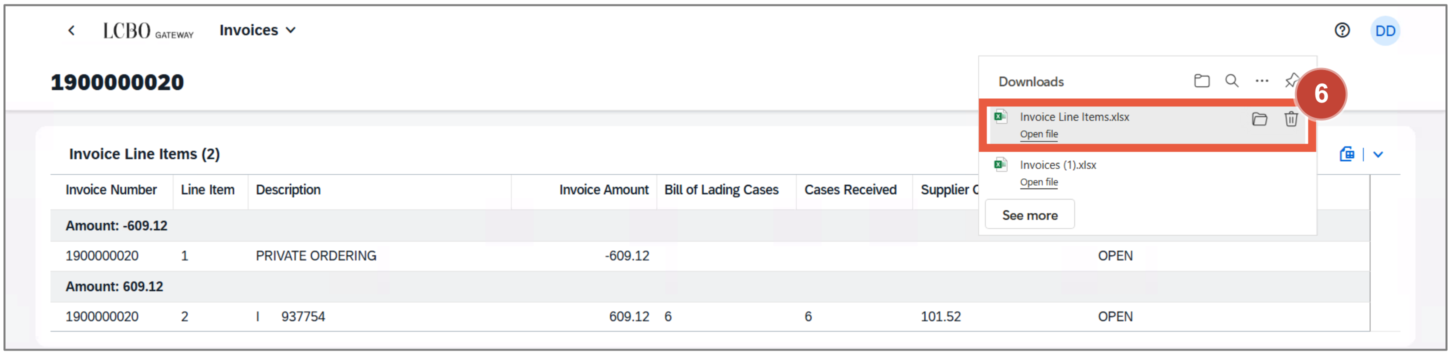
1. From the **Invoices** screen, select the **Export As** option from the **Export** dropdown.



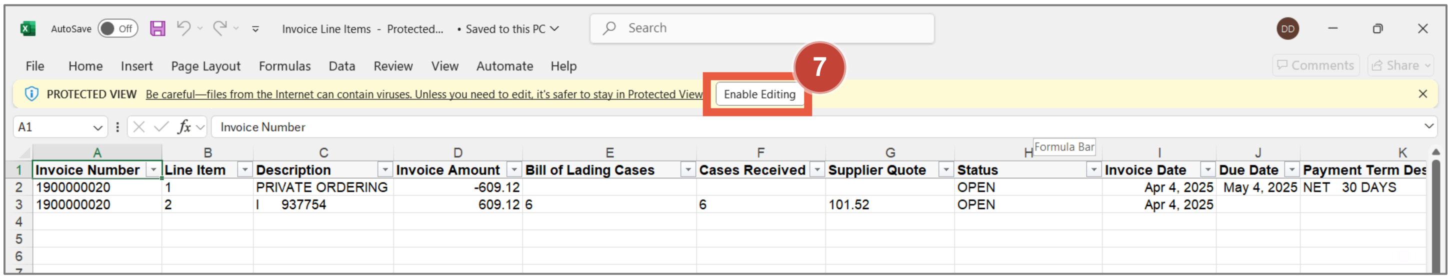

2. The **Export As** popup window displays. The **File Name** field is auto-populated. Select the **Include filter settings** checkbox to export with the settings, if any.
3. Select the **Export** button to export the Excel file.



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




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

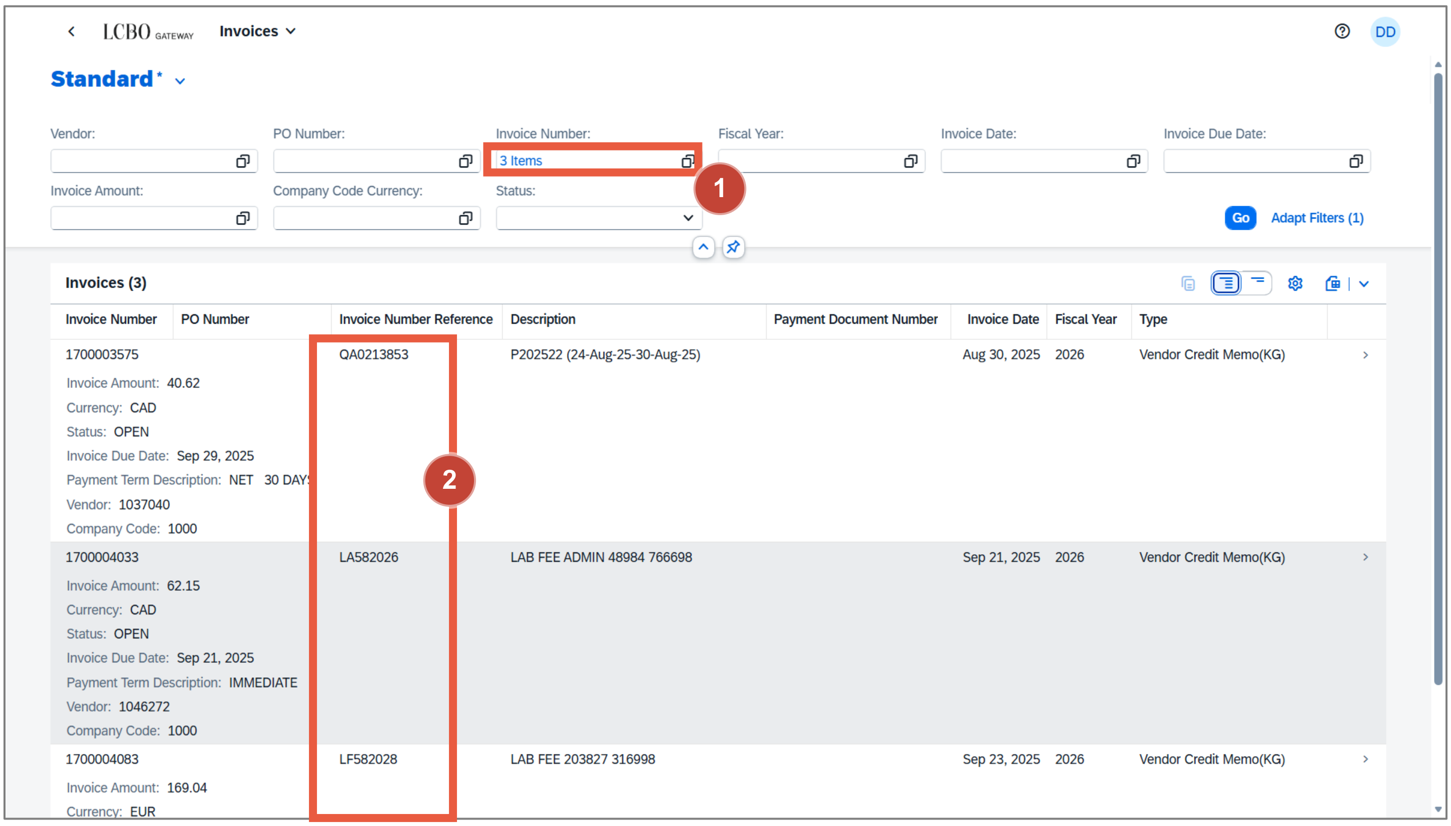


## How to View Chargebacks

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.

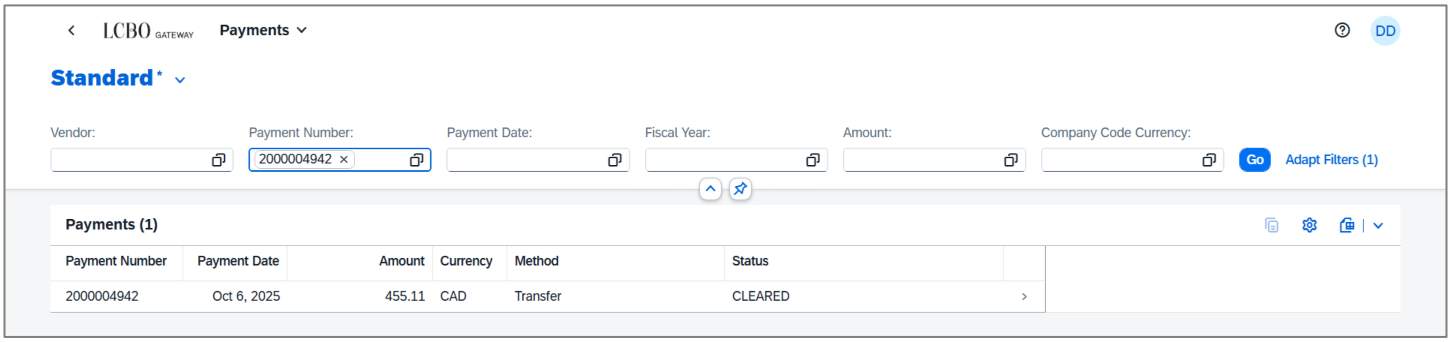
The **Invoice Number Reference** display indicates the chargeback.



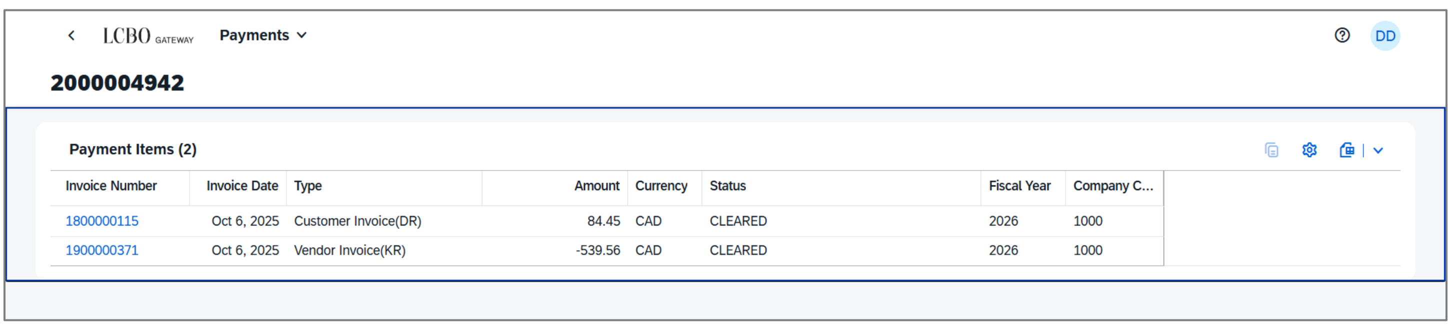
## How to View a Netted Report

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.




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.

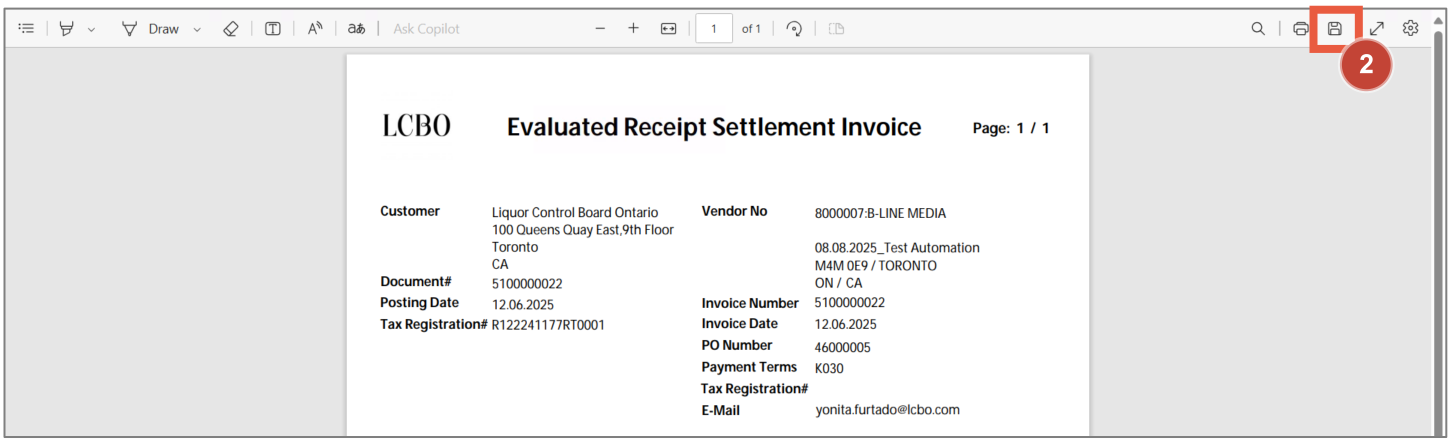



**Note**: After the payment run, all relevant details are included in the payment advice. The payment advice typically contains the payment document number, the payment amount, and related information to indicate the processed payment.

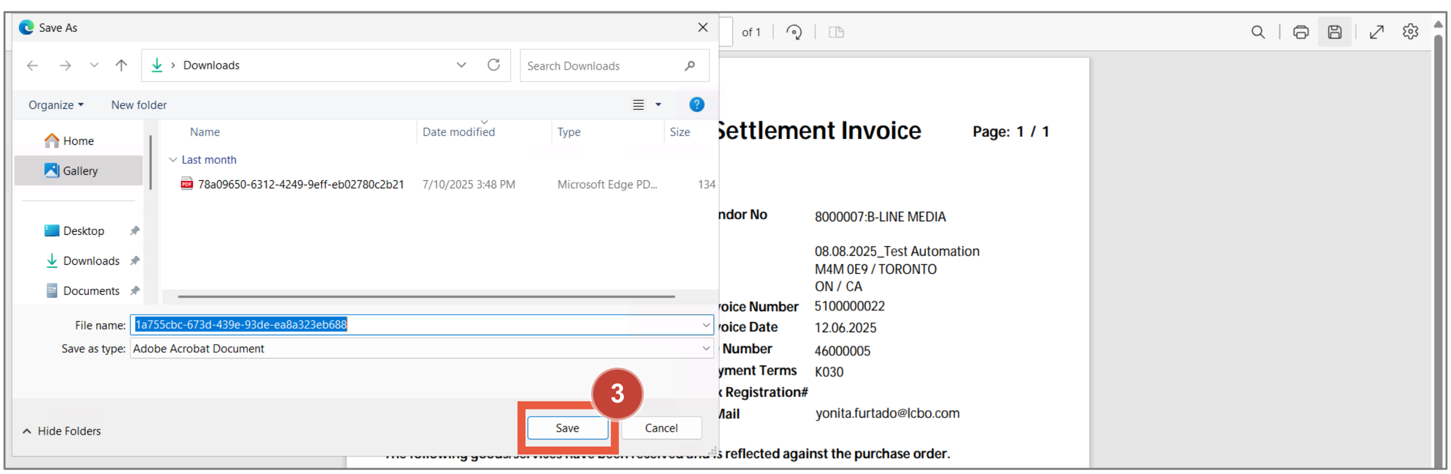
## How to Print Invoice Details

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

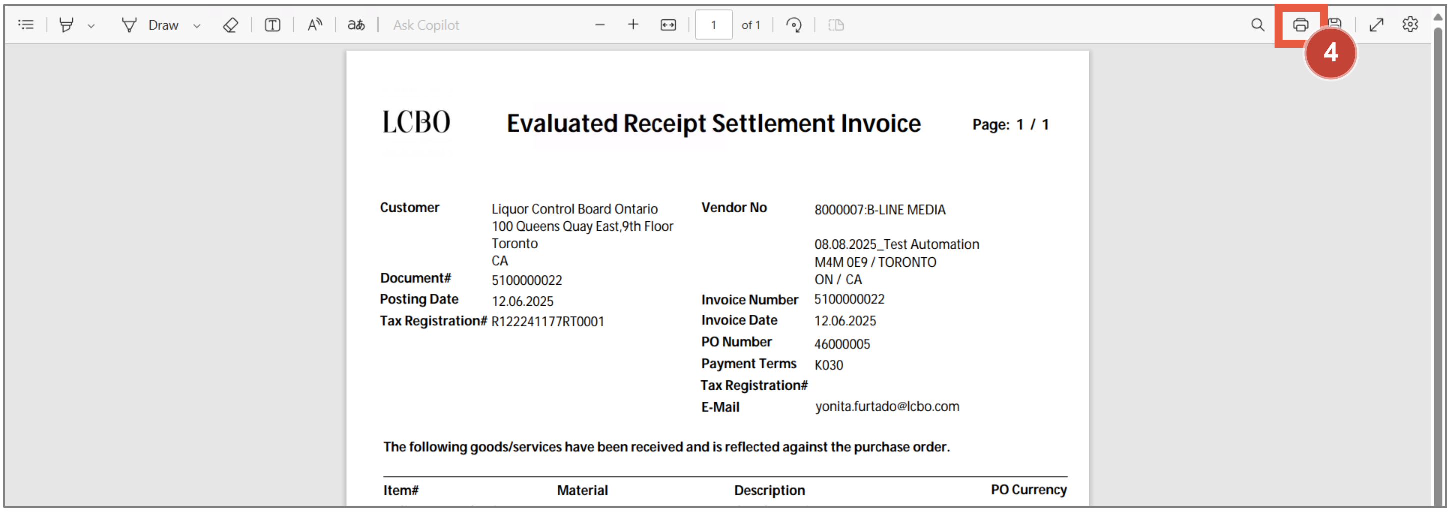

2. The Print preview displays. Select the **Save** button to save an offline copy.




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

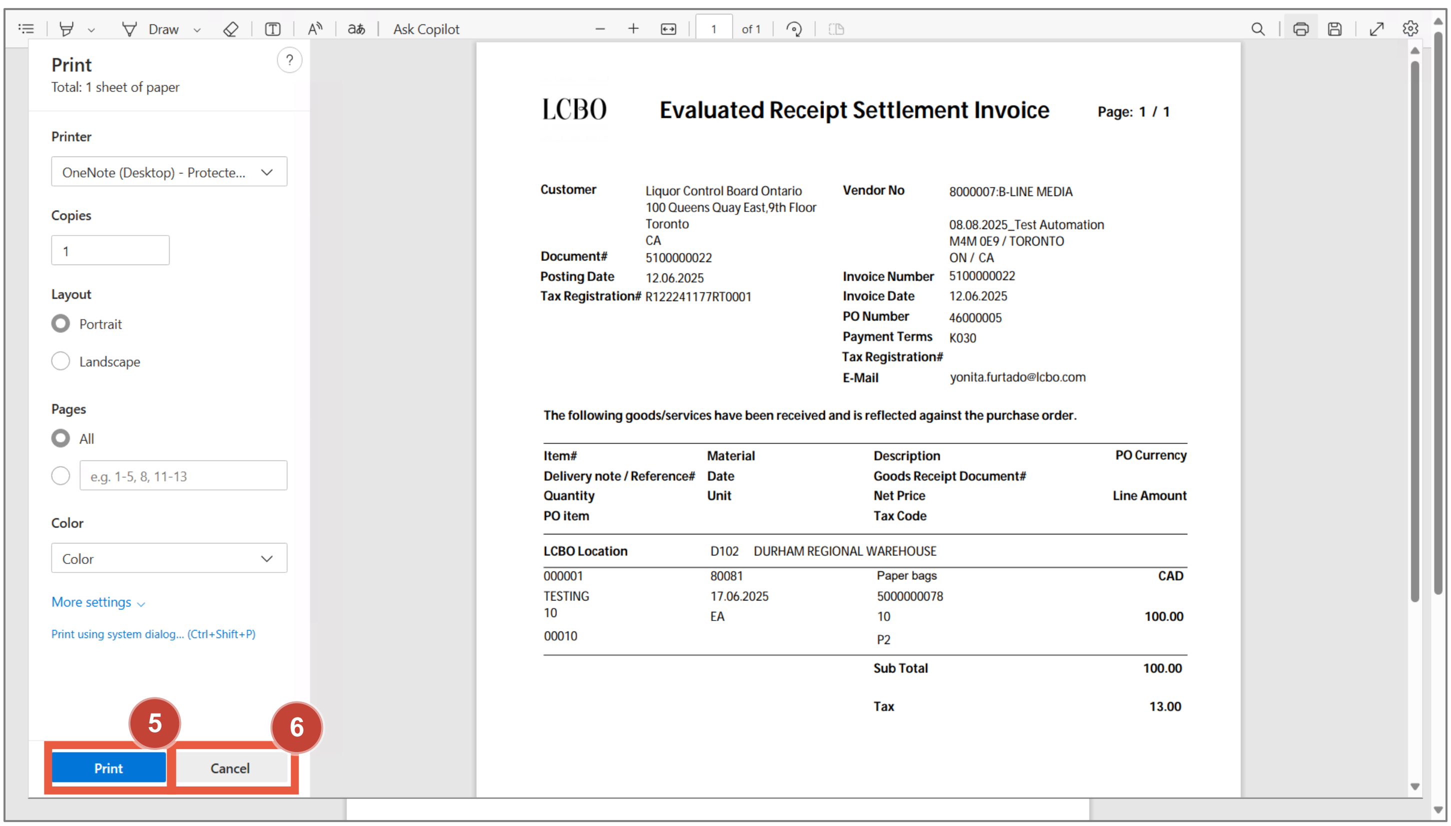


4. Select the **Print** icon to print the Invoice.

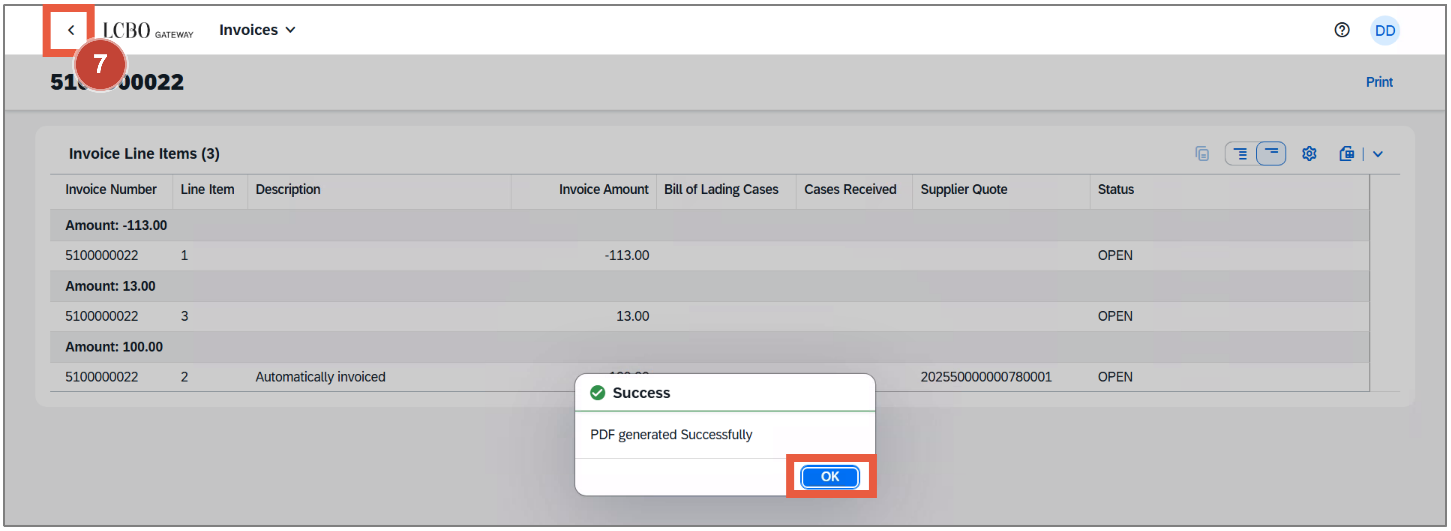



5. The **Print** pane displays. Here, you can select the required layout, pages, and colour options. Select the **Print** button to print.

6. Select the **Cancel** button to exit this view.

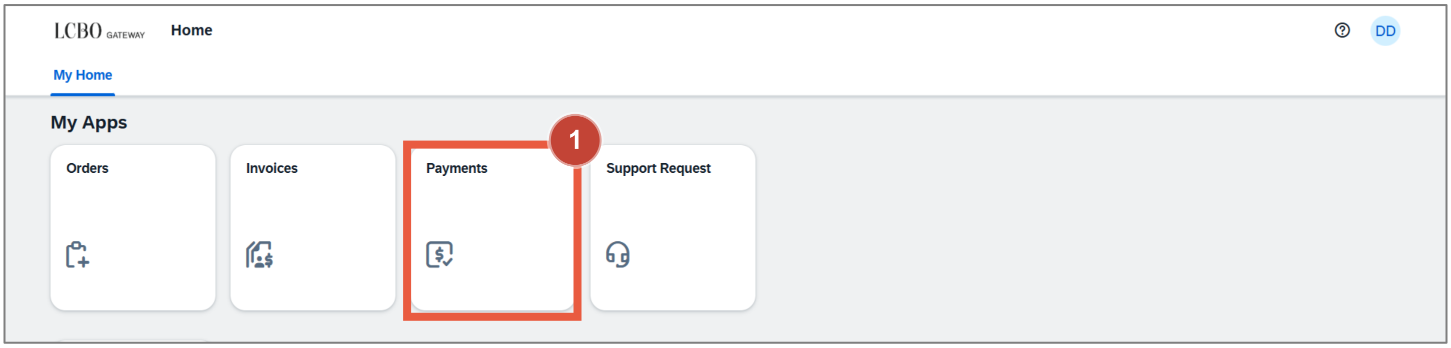


7. The **Success** popup window displays confirming the PDF is generated successfully and select the **OK** button. Select the **Back** button to return to the Invoices screen.

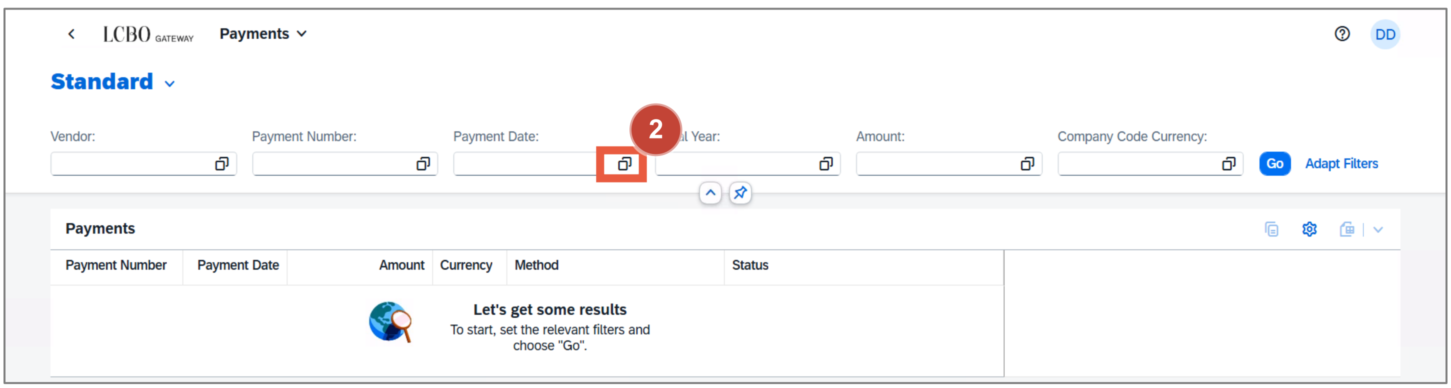


## How to Search and View Payment Details

1. Select the **Payments** app.

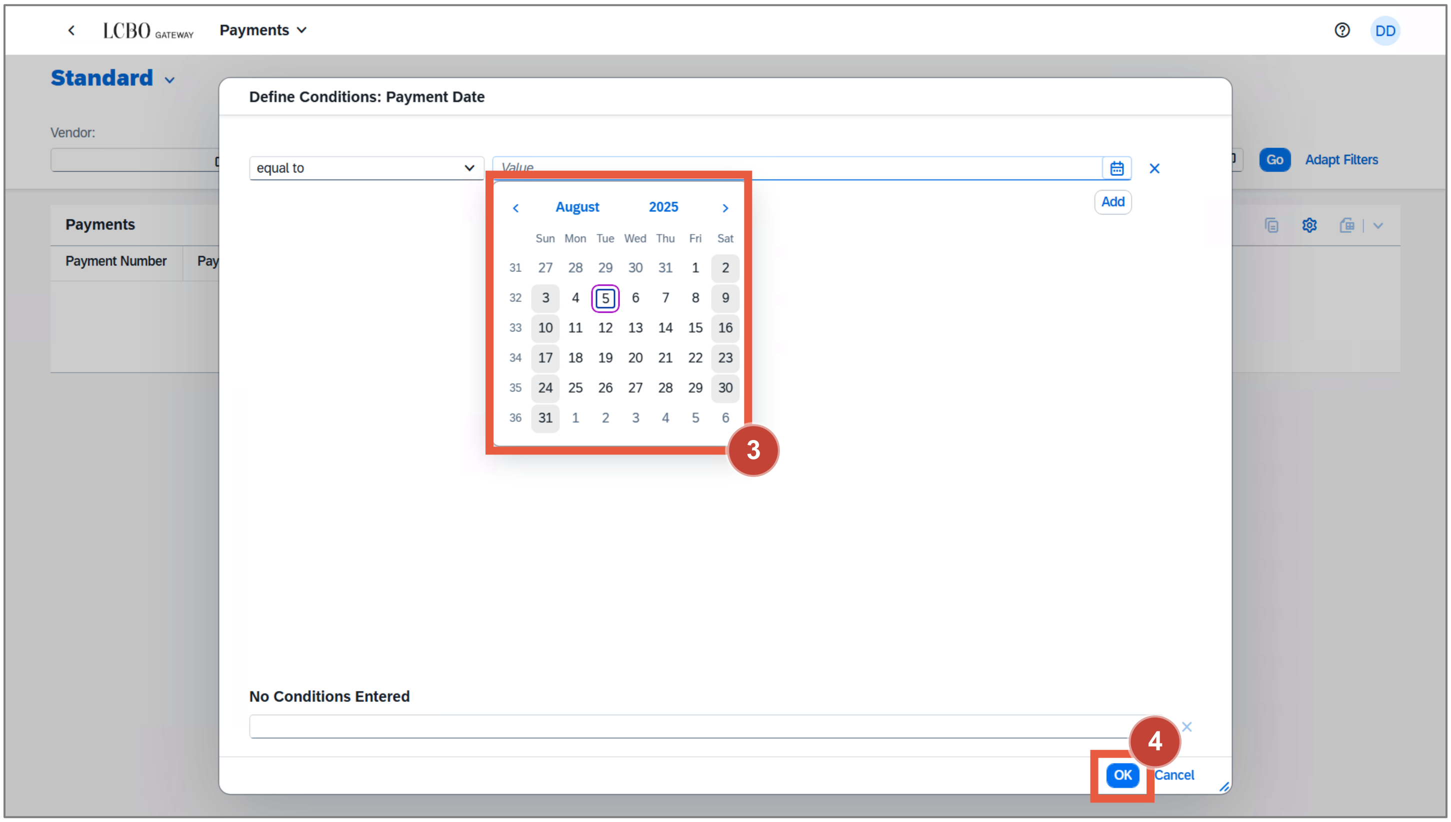



2. The **Payments** screen displays multiple fields you can use to search for payments. Select the **Payment Date Search** icon to search by payment date.



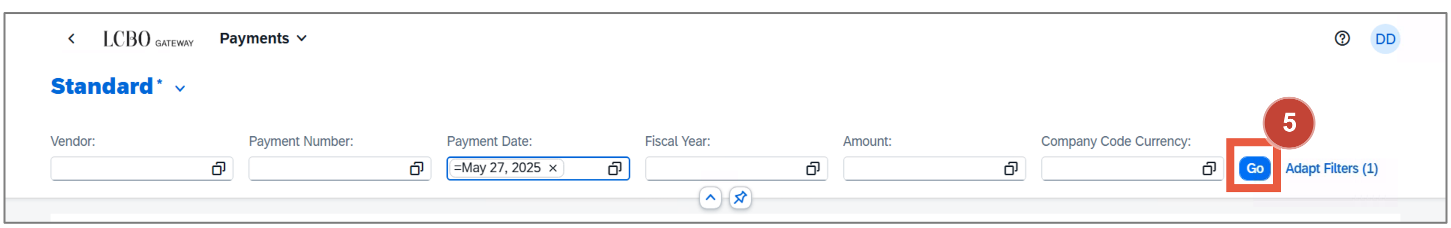

3. The **Define Conditions**: **Payment Date** popup window displays. Select the Calendar icon and the required month and date.

4. Select the **OK** button.

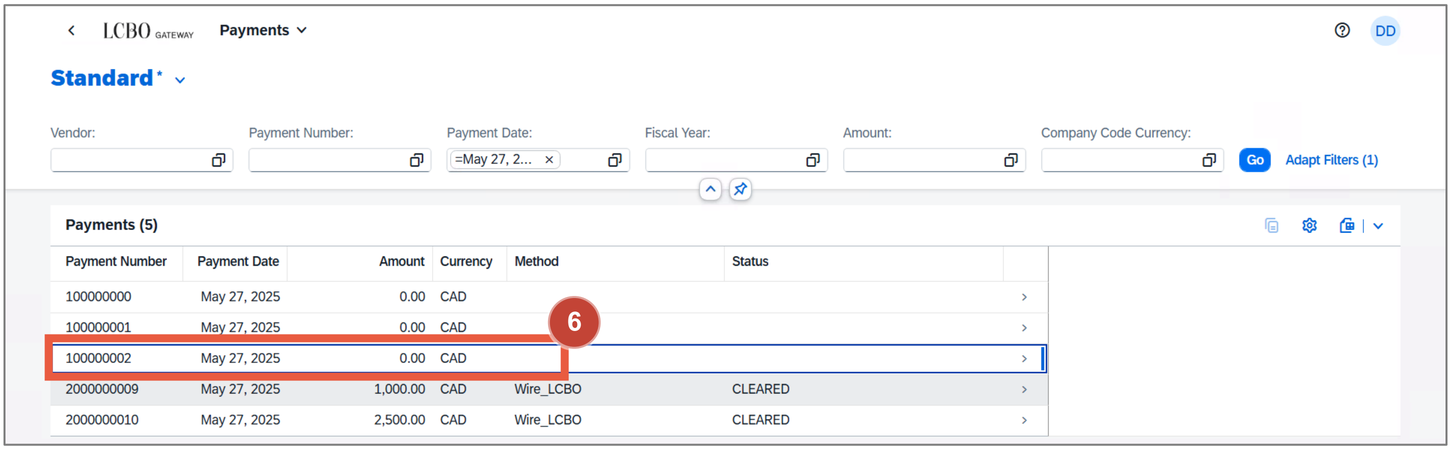



**Note**: When defining conditions, you can choose how the system filters records based on your selected field (for example, Payment Date). Options include **equal to, between, before**, or **after** to narrow the results you want to display.

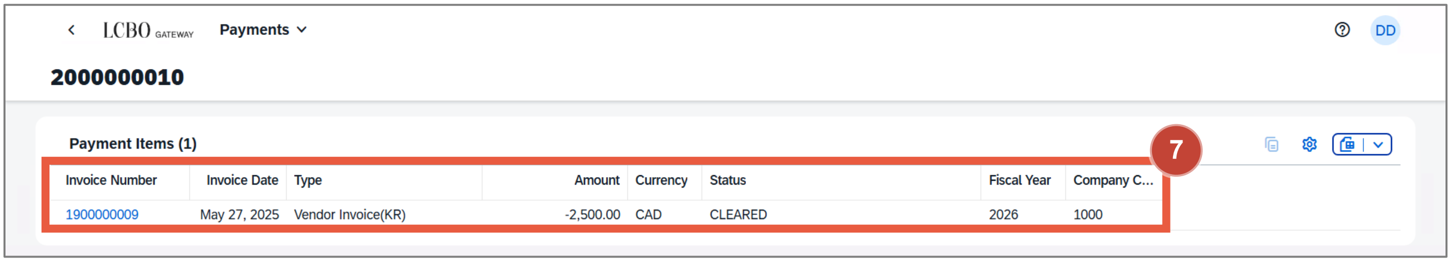
5. Select the **Go** button.



6. Select the Payment Number.




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**.

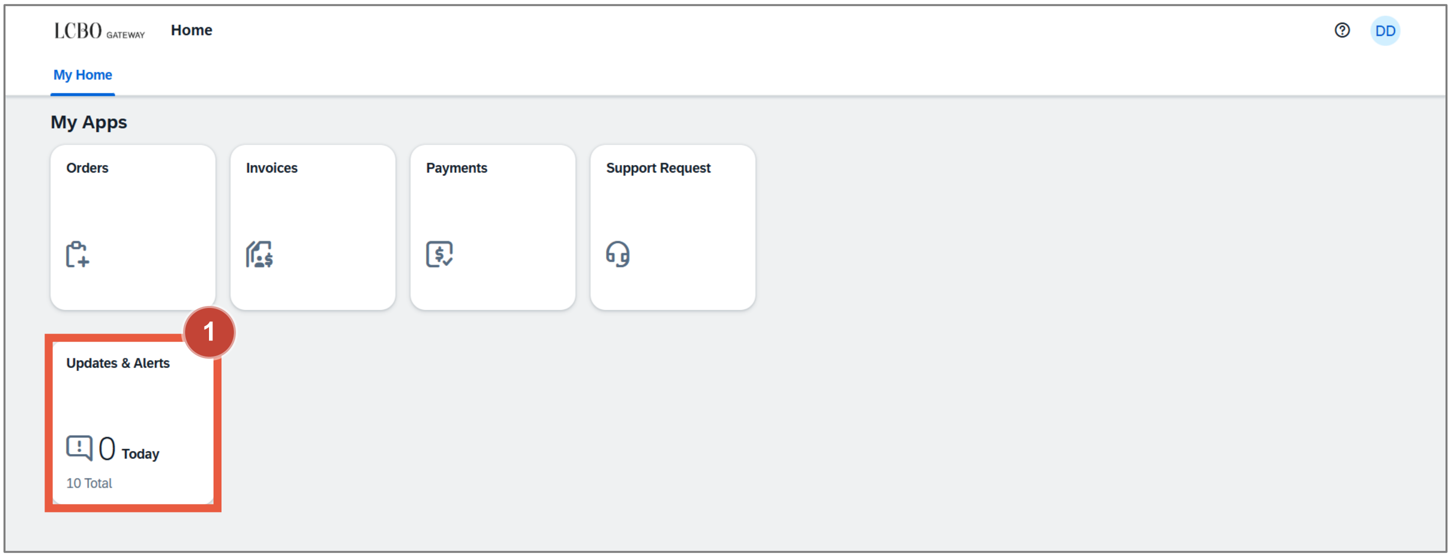



**Note**: To export the payment details, you can follow the same steps as covered in the **Export and Print Invoice Details** section.

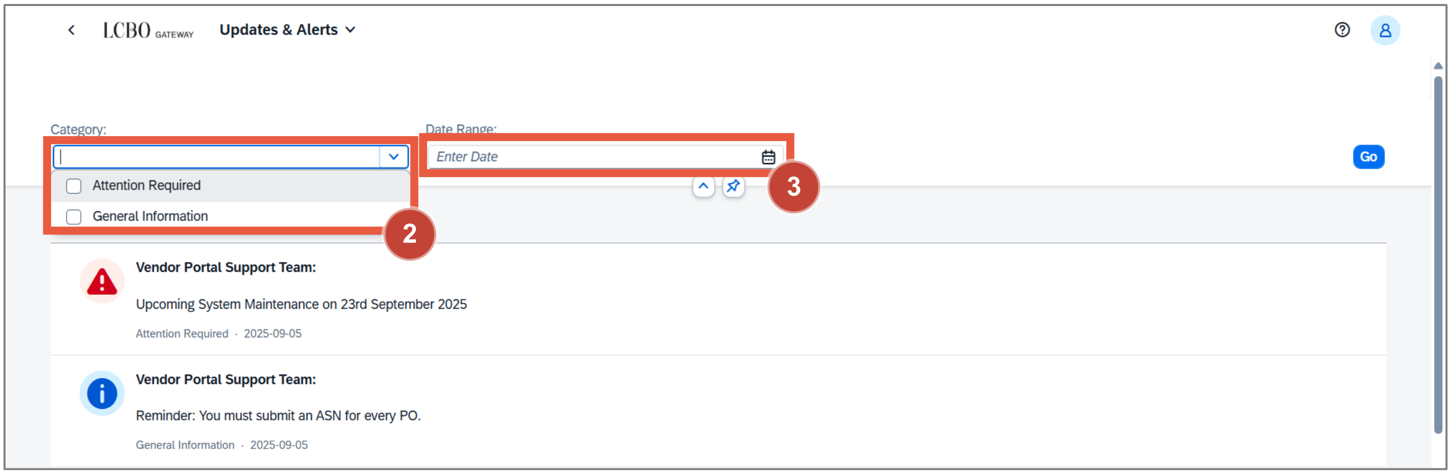
## How to View Updates and Alerts

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.

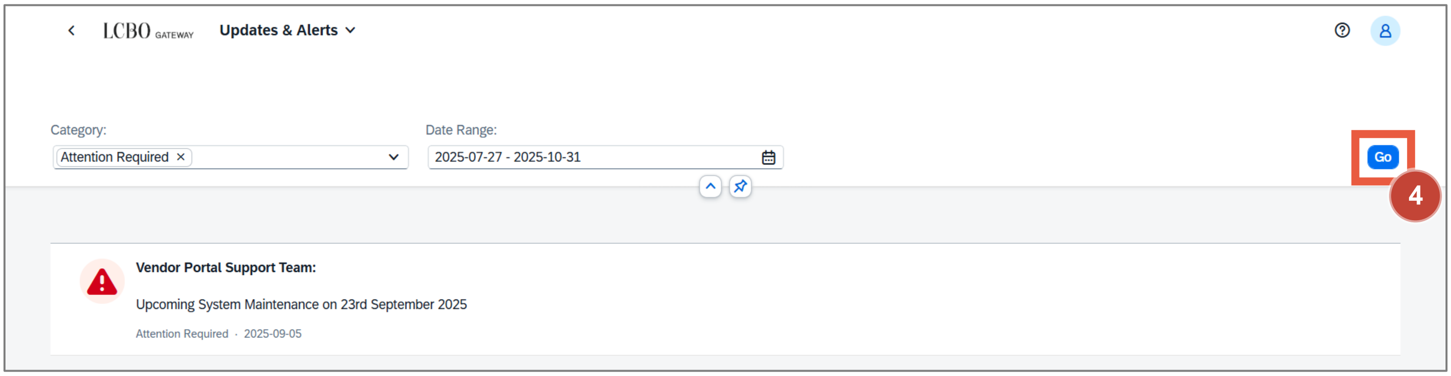
1. Select the **Updates & Alerts** app.




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.



## Support Requests

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

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

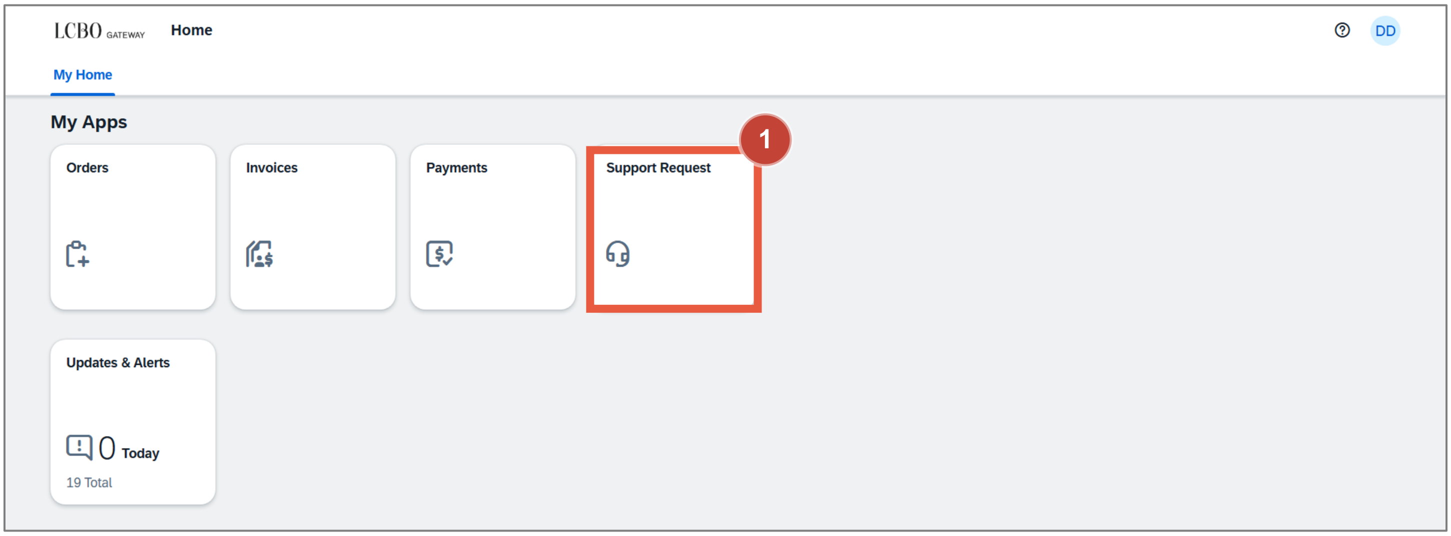
**Access Request**: This is used when there are changes to the required access of users (e.g. add, remove or modify users or their LCBO Gateway access).

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

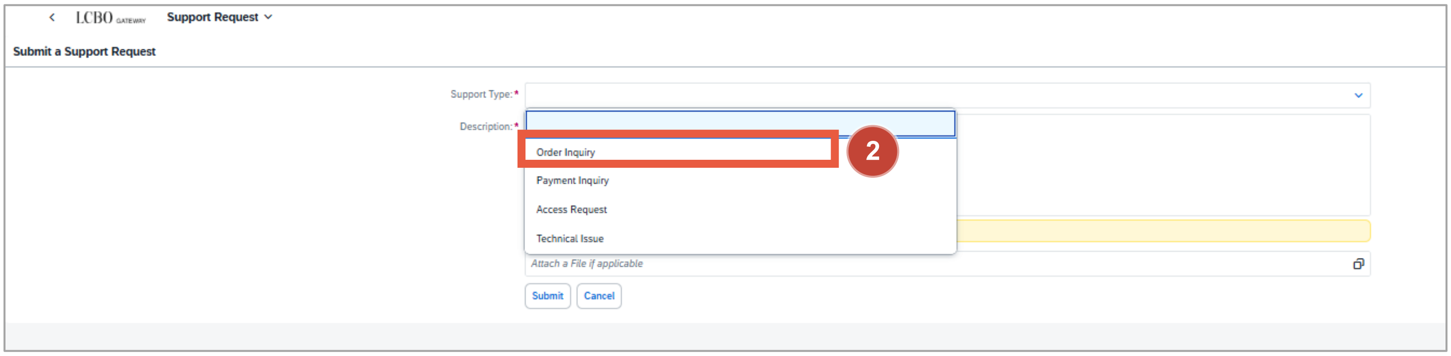
**Technical Issue**: This is for problems related to system errors, login problems or display concerns, e.g., to alert LCBO of any malfunction.

## How to Submit a Support Ticket

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

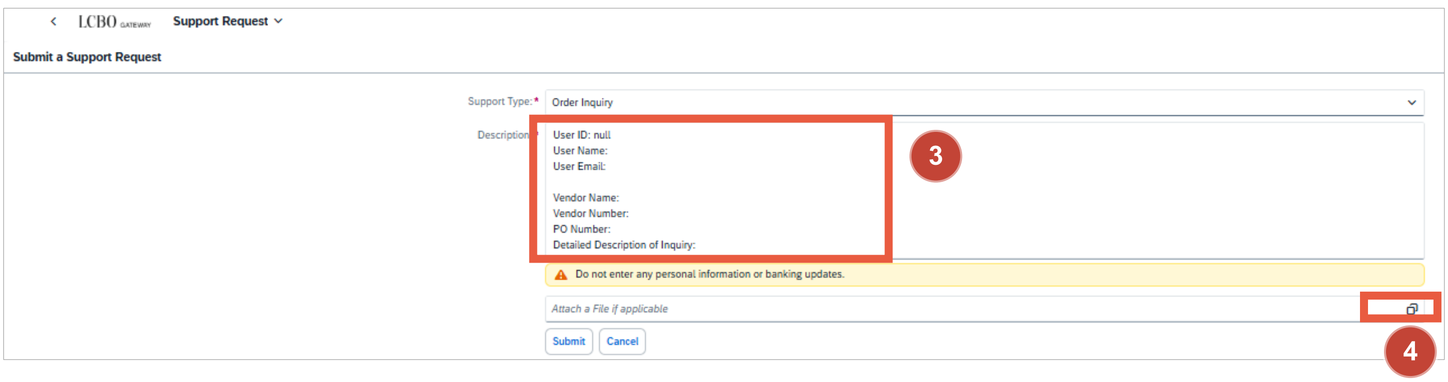


2. The **Support Request** screen displays. Select the required **Support Type** option from the dropdown.

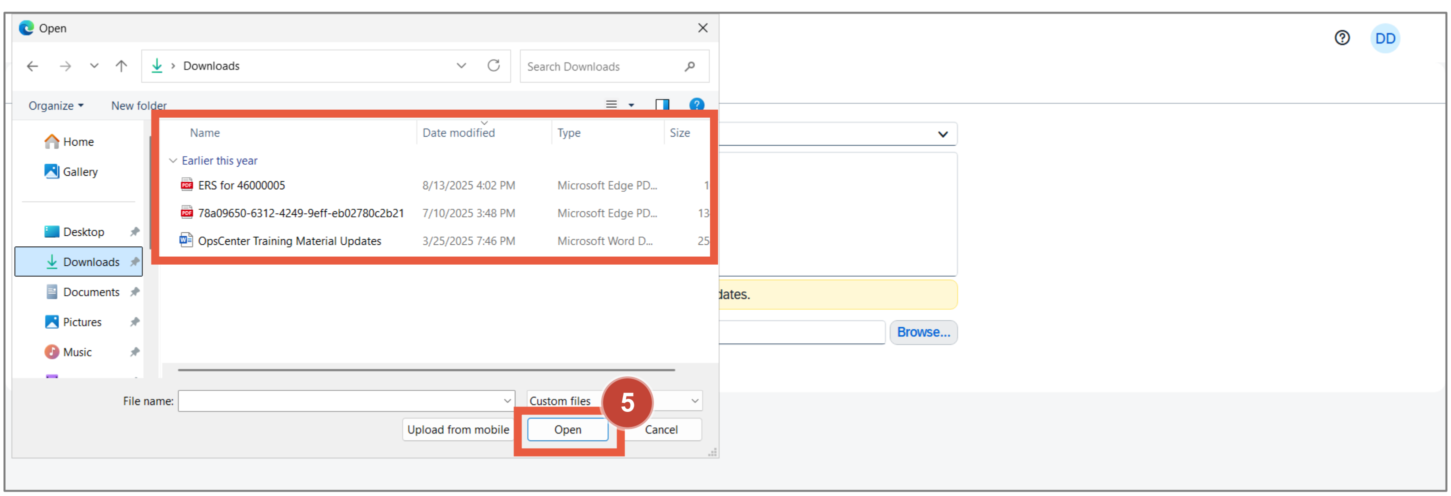



3. The **Description** field auto-populates with details that are required. You can update and add details as required. The User ID field is automatically filled based on the account you're raising the request from.

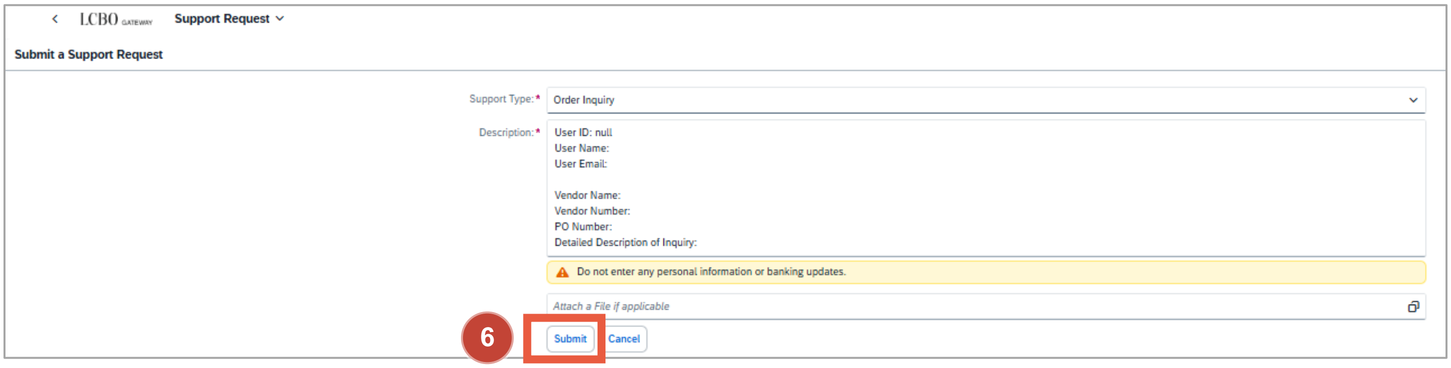
4. Select the **Browse** button.



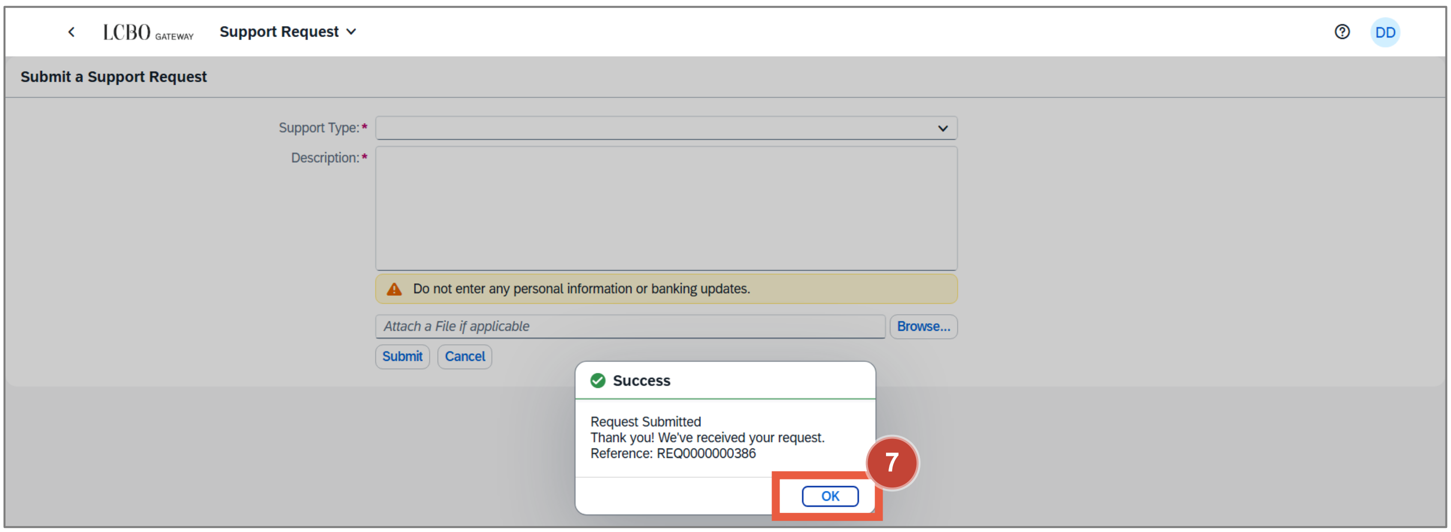

5. Select the required file for attaching if required and select the **Open** button.



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




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




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