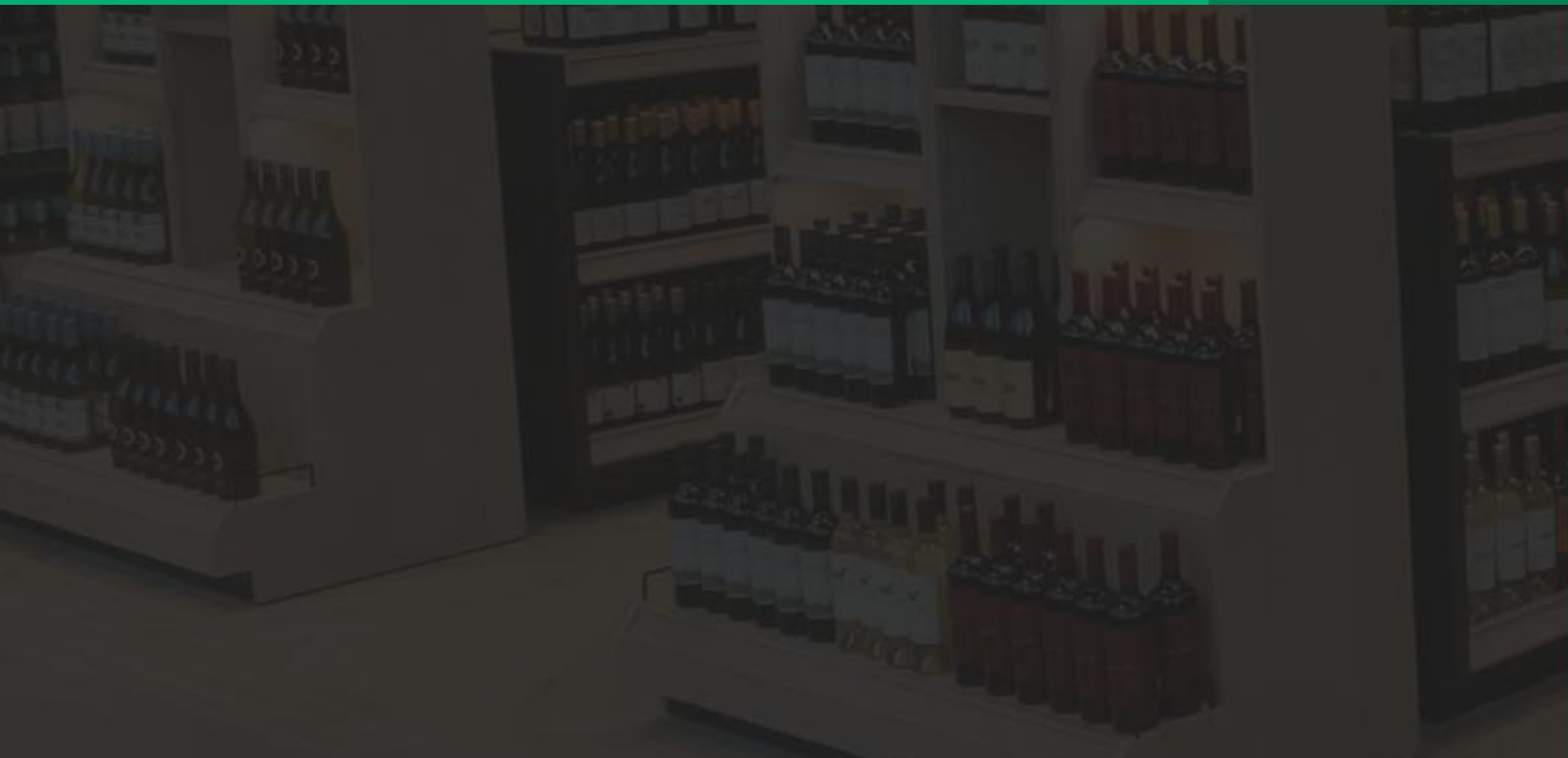


# LCBO

## Reference Guide for Vendors

Reference Guide  
(Alcohol Suppliers)



## Table of Contents

Reference Guide for Vendors .....	0
<b>Introduction</b> .....	<b>2</b>
<b>Key Terms</b> .....	<b>2</b>
<b>Introduction to LCBO Gateway</b> .....	<b>4</b>
<b>Accessing LCBO Gateway</b> .....	<b>5</b>
<b>Purchase Order Management</b> .....	<b>6</b>
<b>PO Statuses &amp; PO Types</b> .....	<b>6</b>
<b>How to Search for POs</b> .....	<b>7</b>
<b>How to View PO Details</b> .....	<b>17</b>
<b>How to Print PO Details</b> .....	<b>21</b>
<b>How to Export PO Details</b> .....	<b>24</b>
<b>Notifications for Vendors</b> .....	<b>26</b>
<b>PO Actions</b> .....	<b>27</b>
<b>Acknowledge PO</b> .....	<b>28</b>
<b>Decline PO</b> .....	<b>32</b>
<b>Confirm PO</b> .....	<b>34</b>
<b>Submit ASN</b> .....	<b>38</b>
<b>Invoice Management</b> .....	<b>41</b>
<b>How to Search Vendor Invoices</b> .....	<b>41</b>
<b>How to View Invoice Details</b> .....	<b>44</b>
<b>How to Export Invoice Details</b> .....	<b>45</b>
<b>How to View Chargebacks</b> .....	<b>47</b>
<b>How to View a Netted Report</b> .....	<b>48</b>
<b>How to Print Invoice Details</b> .....	<b>49</b>
<b>How to Search and View Payment Details</b> .....	<b>52</b>
<b>How to View Updates and Alerts</b> .....	<b>55</b>
<b>How to Submit a Support Request</b> .....	<b>57</b>

## 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
<b>Article</b>	This refers to a specific product or item listed on a Purchase Order.
<b>ASN (Advance Shipping Notice)</b>	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).
<b>Conf. Ship Date</b>	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).
<b>Electronic Data Interchange (EDI)</b>	<p>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:</p> <ul style="list-style-type: none"> <li>• EDI 850 can be used by LCBO to inform the Vendor that a PO has been created.</li> <li>• EDI 855 can be used by the Vendor to acknowledge and confirm the PO.</li> <li>• EDI 856 can be used by the Vendor to submit the ASN.</li> <li>• EDI 820 can be used by LCBO for payment to the Vendor.</li> </ul>
<b>Evaluated Receipt Settlement (ERS)</b>	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.
<b>Estimated Delivery Date</b>	The Estimated Delivery Date is an optional field that is completed by the Vendor in LCBO Gateway.

<b>Legacy Reference Document</b>	Provides references document numbers from existing LCBO systems that will be decommissioned (For example, for direct delivery to store orders, this holds SOQ #).
<b>LCBO Gateway</b>	A secure, centralized portal that provides registered suppliers with access to purchase orders, invoices and payments.
<b>Multi Factor Authentication (MFA)</b>	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.
<b>PO Acknowledgment</b>	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.
<b>PO Confirmation</b>	This is an action taken by the Vendor where purchase order quantities and ship dates are confirmed.
<b>PO Declination</b>	This is an action taken by the Vendor of rejecting or declining a Purchase Order (PO).
<b>Req. Delivery Date</b>	This refers to the date by which LCBO expects the goods to arrive at the delivery location.
<b>Req. Ship Date</b>	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.

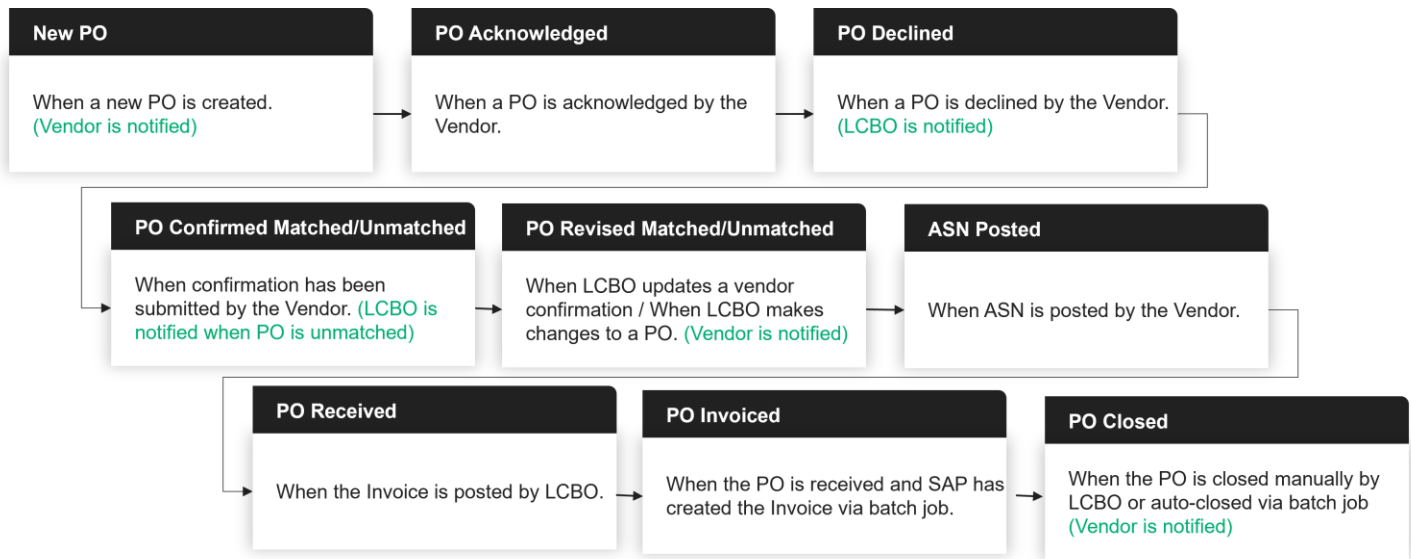
### For subsequent logins, you can

- 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.



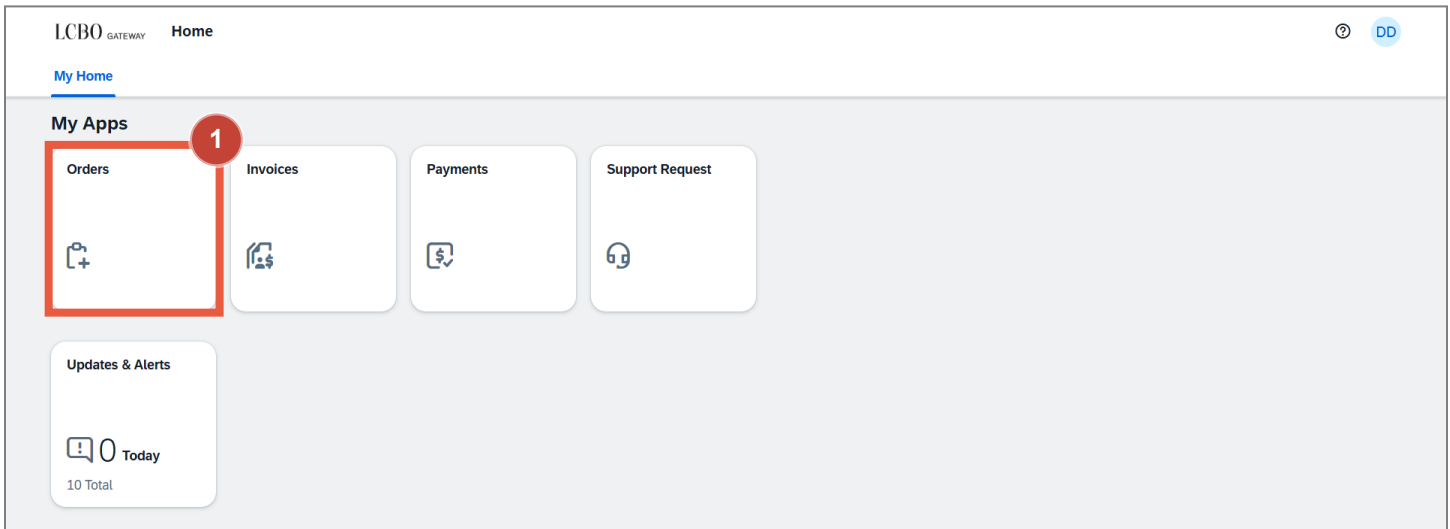
The Purchase Order (PO) types are essential for effective order processing and vendor communication within LCBO Gateway. The direct and indirect PO types visible in LCBO Gateway are in the chart below.

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.

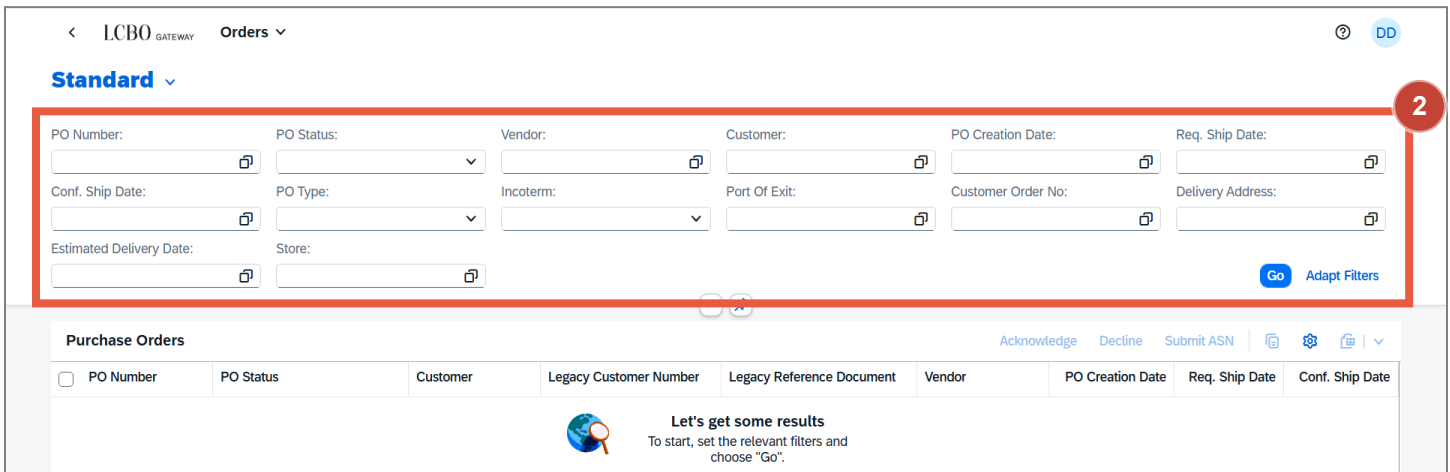
PO Type	PO Name	Purpose
ZNM	Indirect PO	Used for procurement of goods/services not intended for resale (ie. non beverage alcohol)
ZIPL	Indirect PO (Leg)	Refers to Legacy PO type used to differentiate converted indirect POs
ZFO	Indirect PO (Blanket PO)	Used for indirect procurement involving contracts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

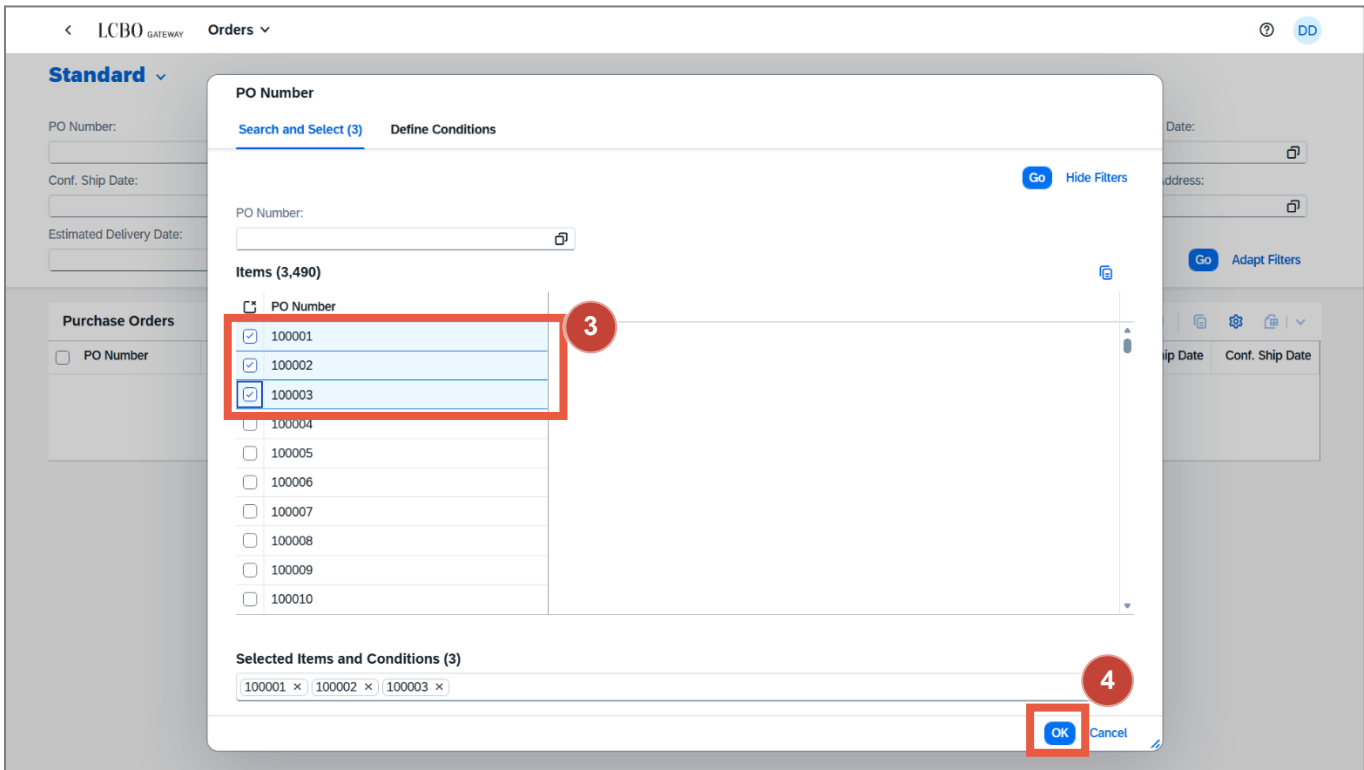
1. Select the **Orders** app.



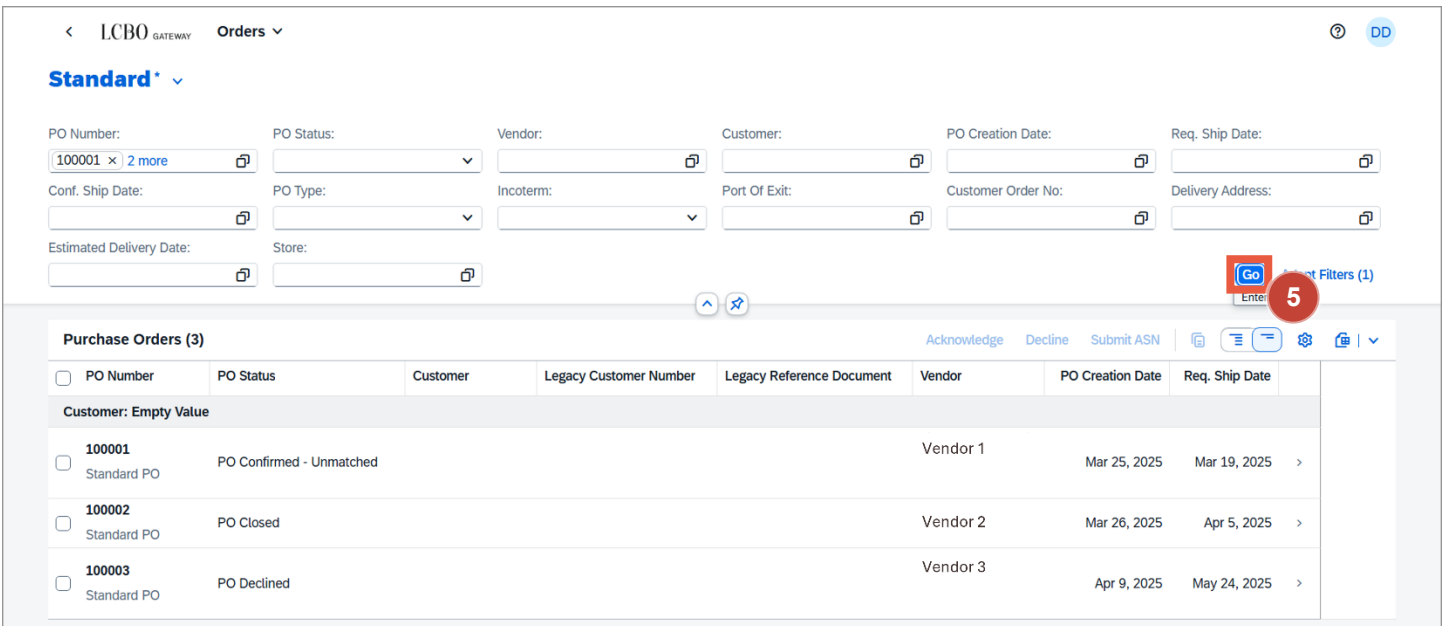
2. The **Orders** screen displays multiple fields you can use to search or filter a PO. The following details explain the role of each field in simplifying your PO search:



- 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.

LCBO GATEWAY Orders

**Standard**

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

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

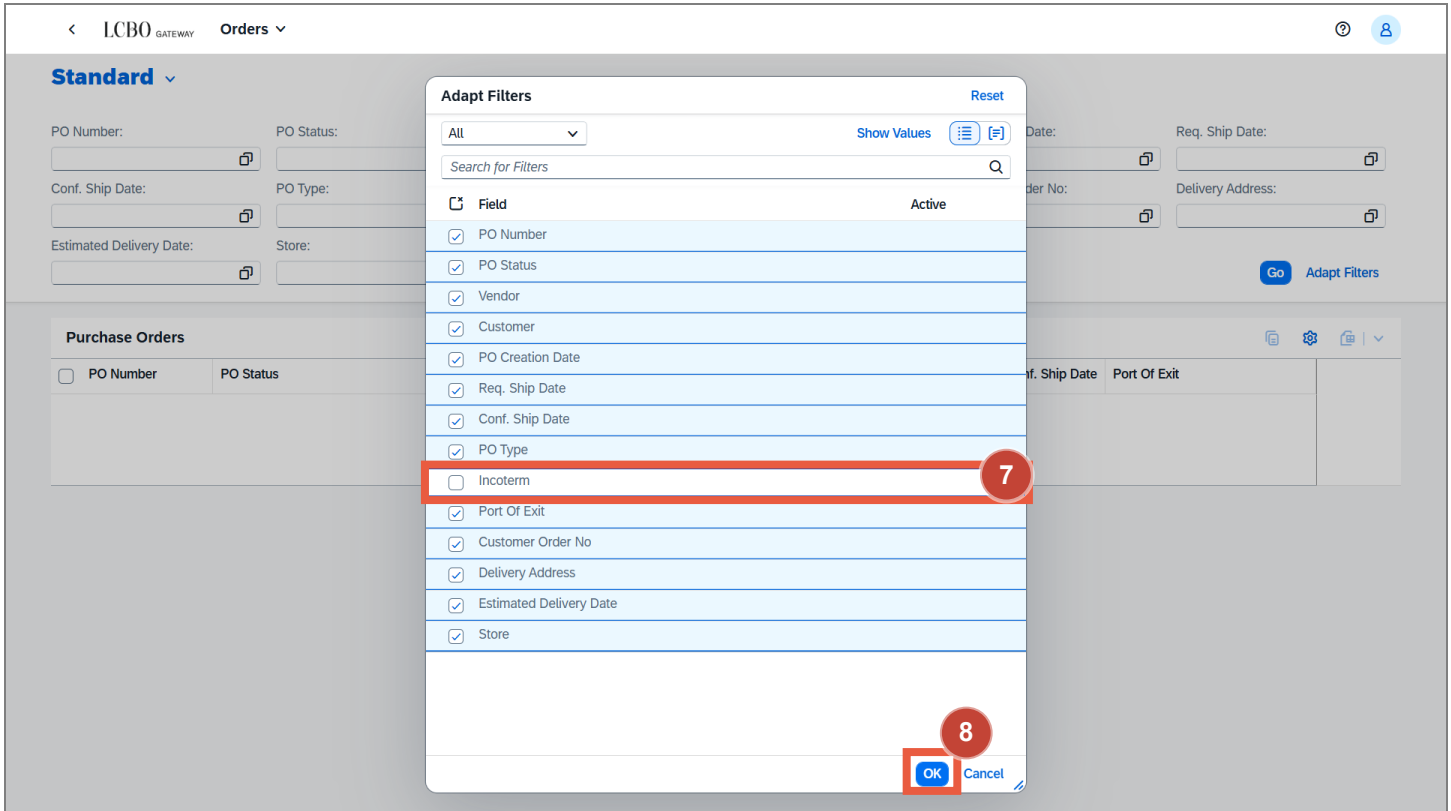
Estimated Delivery Date: Store:

Go Adapt Filters

Purchase Orders Acknowledge Decline Submit ASN

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

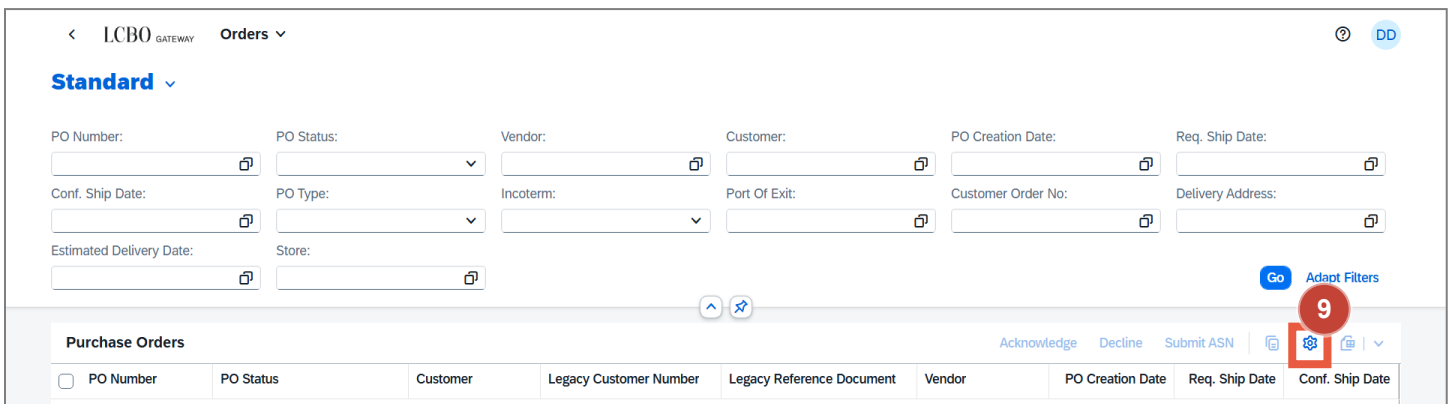
- The **Adapt Filters** popup window displays. You can select or unselect the required field's checkbox to add or remove any field from the search criteria.
- Select the **OK** button to confirm the change.



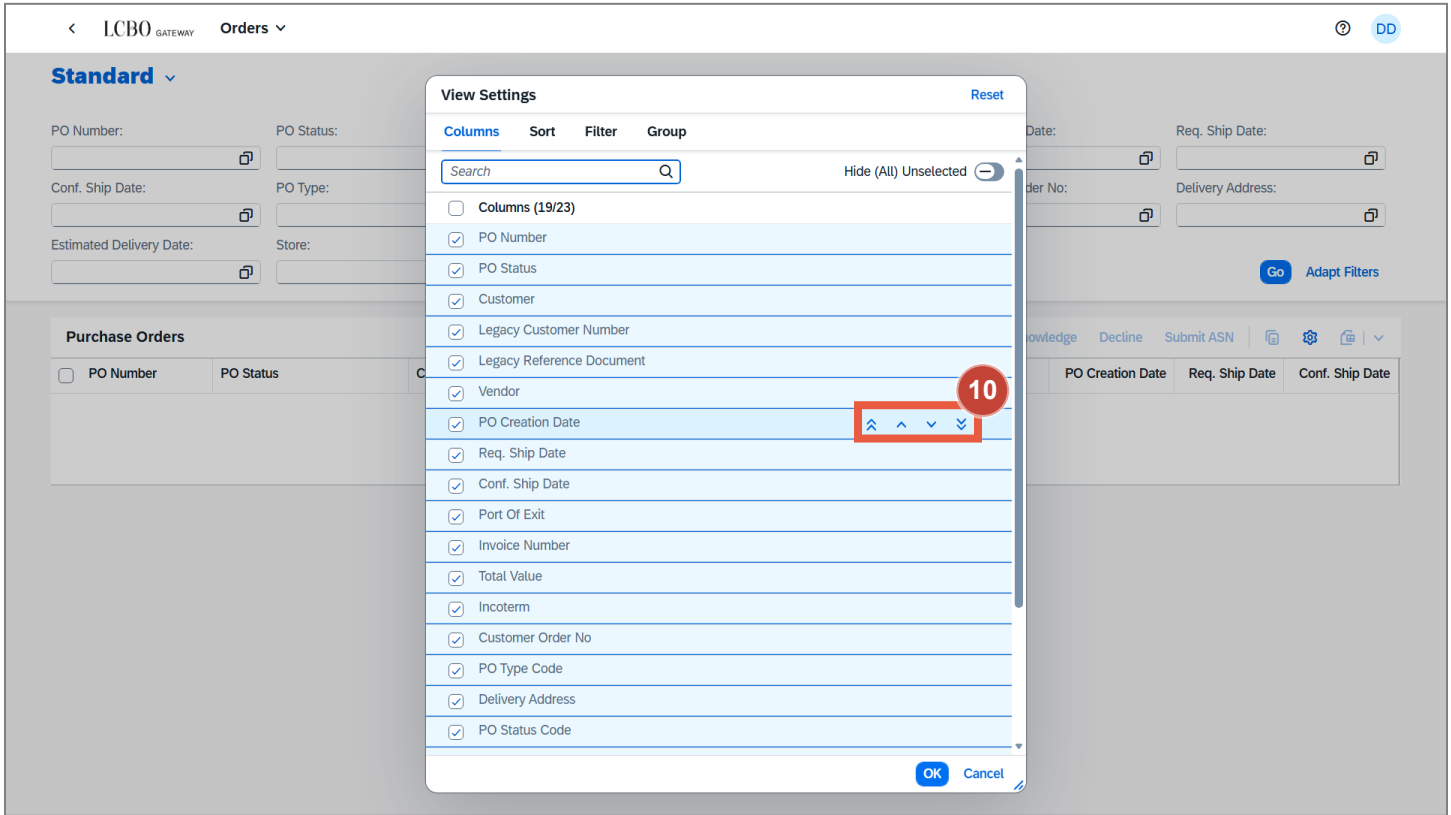
## Apply Filter Settings

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

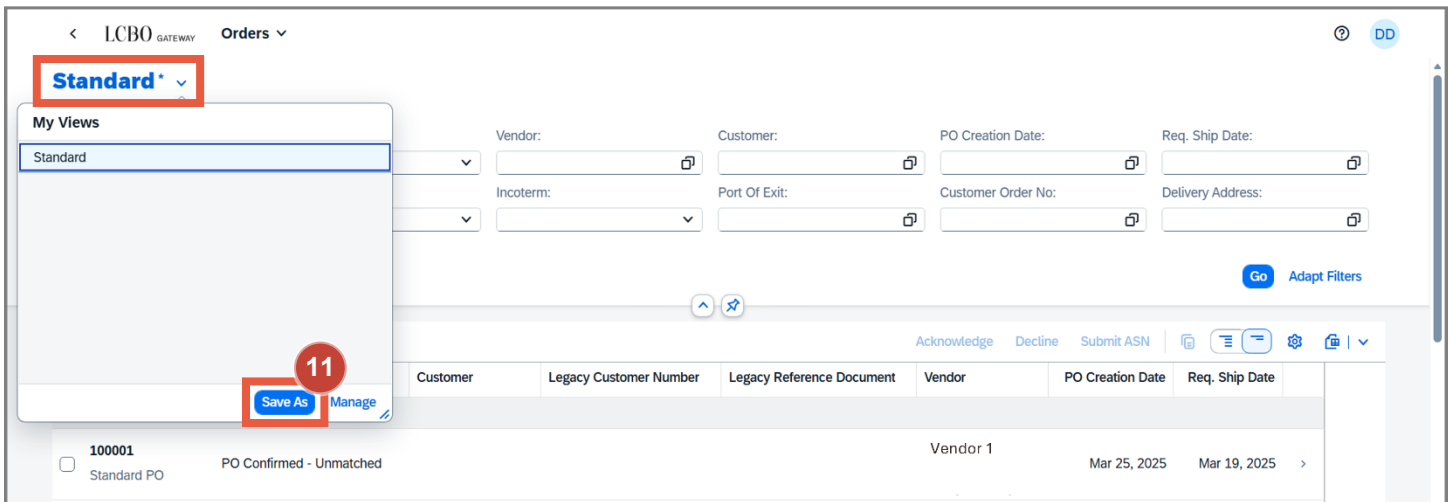
- Select the **Settings** icon to apply filters and sort settings for the search results.



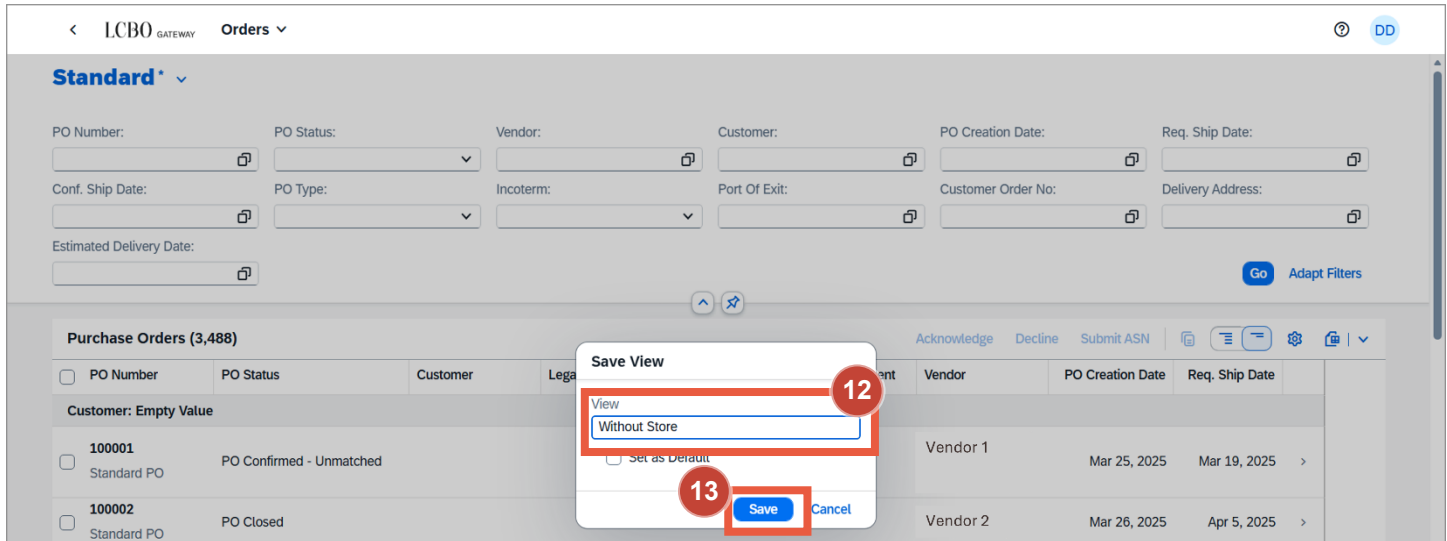
- The **View Settings** popup window displays. These are the default settings. You can select the required icon for the required field to move its position on the Orders screen.



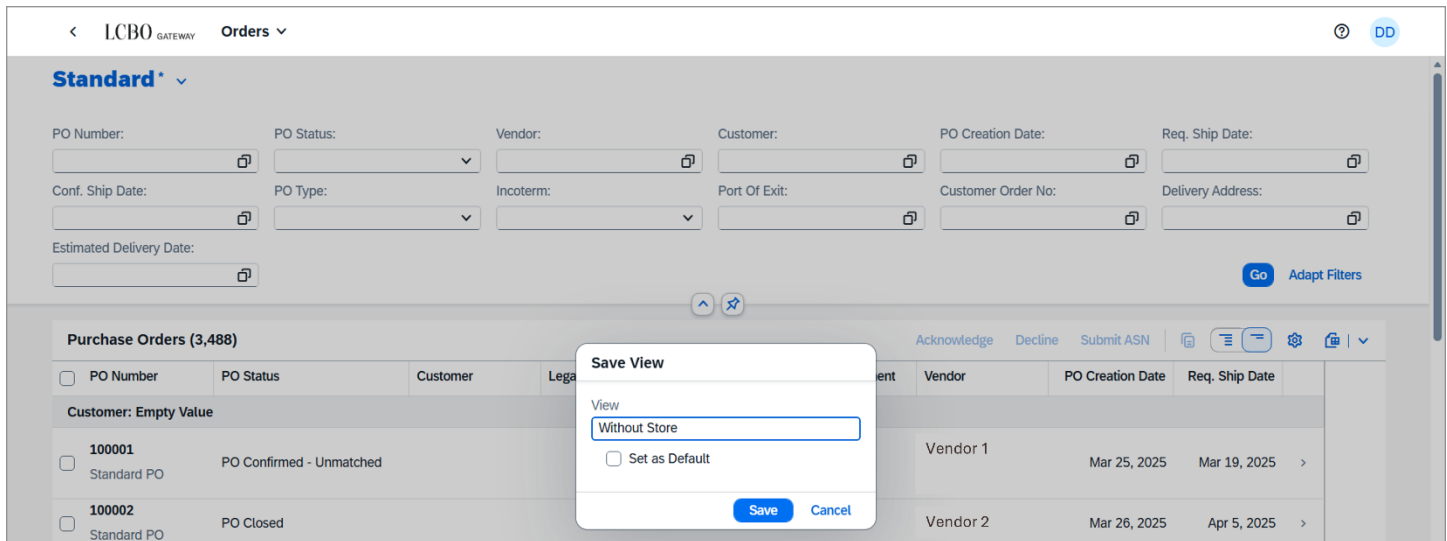
- Select the **Standard** dropdown and select the **Save As** button.



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



- The Saved list displays the changed view.



- 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.
- 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 displays the 'View Settings' modal in the LCBO Gateway 'Orders' section. The modal is titled 'View Settings' and includes a 'Reset' button in the top right corner. It features four tabs: 'Columns' (labeled with a red circle '15'), 'Sort' (labeled with a red circle '16'), 'Filter', and 'Group' (labeled with a red circle '17'). Below the tabs is a search bar with the text 'Hide (All) Unselected' and a minus sign icon. A list of 19 columns is displayed, each with a checkbox and a name. The columns are: Columns (19/23), PO Number, PO Status, Customer, Legacy Customer Number, Legacy Reference Document, Vendor, PO Creation Date, Req. Ship Date, Conf. Ship Date, Port Of Exit, Invoice Number, Total Value, Incoterm, Customer Order No, PO Type Code, Delivery Address, and PO Status Code. At the bottom of the modal are 'OK' and 'Cancel' buttons. The background shows the 'Standard' view of the Orders page with various filters and a table of Purchase Orders.

## 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 contains '100001' and is highlighted with a red box and a '1' in a red circle. The 'Go' button is highlighted with a red box and a 'Go' label. Below the search fields, a table titled 'Purchase Orders (1)' is visible, showing one result for PO Number 100001 with status 'PO Confirmed - Unmatched'.

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 with the 'PO Status' dropdown menu open. The dropdown menu is highlighted with a red box and a '2' in a red circle. The 'Go' button is highlighted with a red box and a '3' in a red circle. The dropdown menu lists various PO statuses with their respective counts, such as 'New PO (1)', 'PO Received (11)', 'PO Invoiced (12)', etc.

PO Status	Count
New PO	1
PO Received	11
PO Invoiced	12
PO Closed	13
PO Shipped	14
PO Acknowledged	2
PO Declined	3
PO Confirmed - Matched	4
PO Confirmed - Unmatched	5
PO Revised - Matched	7
PO Revised- Unmatched	8



**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.

The screenshot shows the 'Orders' screen in the LCBO Gateway. At the top, there are search filters for PO Number, Status, Vendor, Customer, PO Creation Date, and Req. Ship Date. Below the filters is a table of Purchase Orders. The first row is highlighted with a red box and a red circle containing the number 4. The details for this PO are as follows:

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

Additional details for PO 85000007:

- 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.

The screenshot shows the 'General Information' tab for the selected PO 85000007. The details are as follows:

PO Type	PO Status
Alpha Orders	New PO

Additional details for PO 85000007:

- Vendor: Vendor 1
- PO Creation Date: Jul 22, 2025

**Purchase Order Details**

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

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

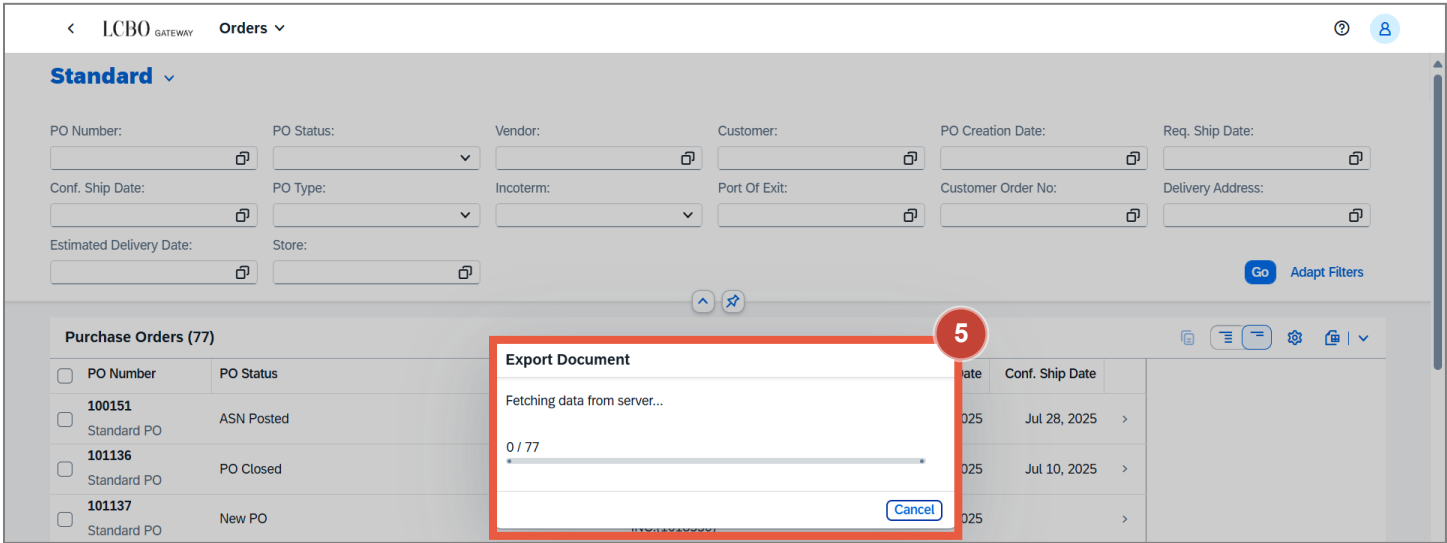
1. From the **Orders** search results screen, select the **Export** dropdown.
2. Select the **Export As** option from the dropdown.

The screenshot shows the 'Orders' search results page. At the top, there are filter fields for PO Number, PO Status, Vendor, Customer, PO Creation Date, Req. Ship Date, Conf. Ship Date, PO Type, Incoterm, Port Of Exit, Customer Order No., Delivery Address, Estimated Delivery Date, and Store. 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: one for PO 100151 (ASN Posted) and one for PO 101136 (PO Closed). A dropdown menu is open on the right side of the table, showing 'Export' and 'Export As...' options. Red circles with numbers 1 and 2 highlight these options.

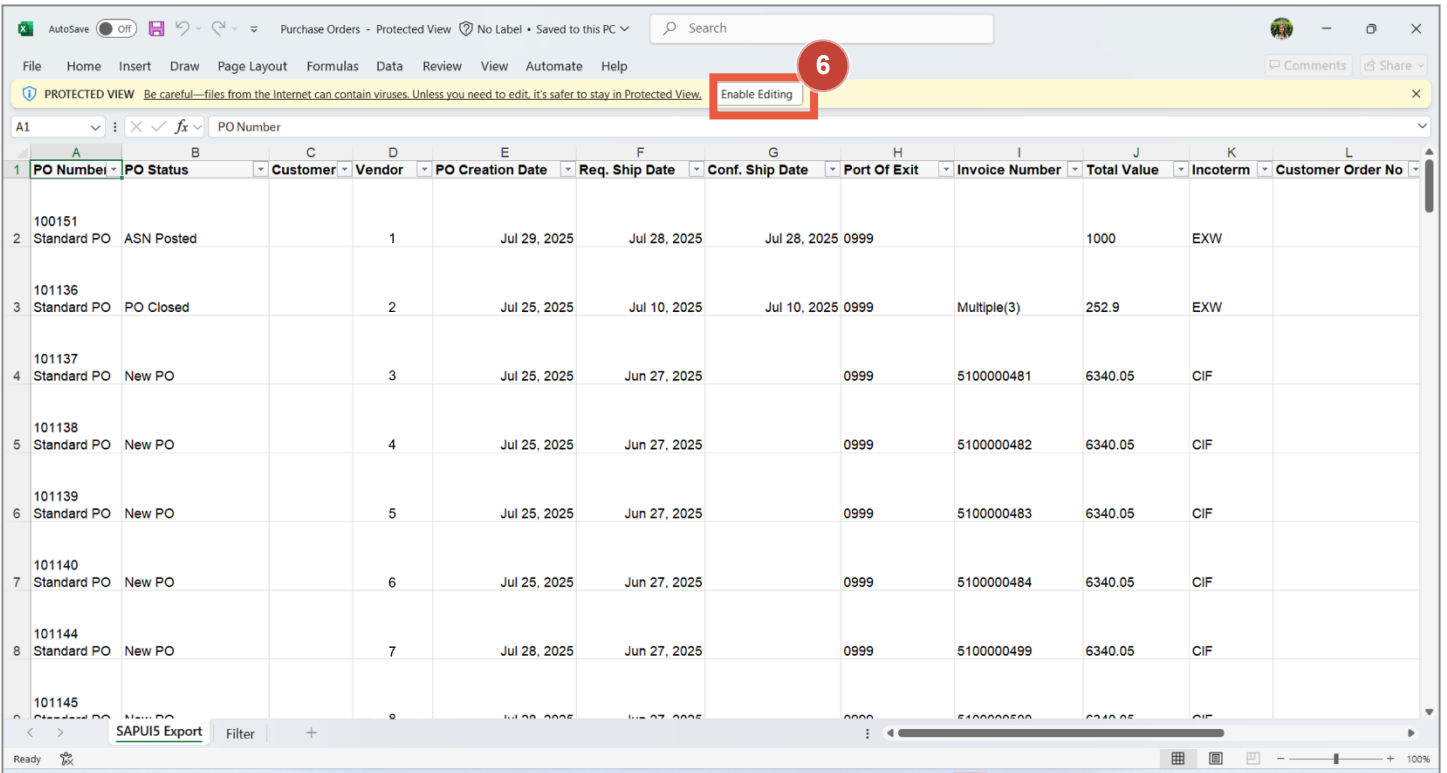
3. The **Export As** popup window displays. Select the **Include filter settings** checkbox to export with the settings.
4. Select the **Export** button to export the Excel file.

The screenshot shows the 'Orders' search results page with the 'Export As' popup window open. The popup window has the following fields and options: 'File Name' (Purchase Orders), 'Format' (Microsoft Excel (\*.xlsx)), 'Include filter settings' (checked), and 'Split cells with multiple values' (unchecked). The 'Export' button is highlighted with a red circle and number 4. Red circles with numbers 3 and 4 highlight the 'Include filter settings' checkbox and the 'Export' button respectively.

- 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

**Standard**

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

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

Estimated Delivery Date: Store:

Go Adapt Filters (1)

**Purchase Orders (1)** Acknowledge Decline Submit ASN

PO Number	PO Status	Customer	Legacy Customer Number	Legacy Reference Document	Vendor	PO Creation Date	Req. Ship Date	
100013	PO Acknowledged	Import PO				Apr 3, 2025	Apr 3, 2025	1

2. Select the Print button.

LCBO GATEWAY Orders

**100013** Confirm Print Submit ASN 2

Legacy Reference Document: PO Status: PO Acknowledged

PO Type: Import PO

Vendor:

PO Creation Date: Apr 03, 2025

General Information Items Action History

**Purchase Order Details**

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

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

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

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

Shipping Terms -

TO (Vendor): 7002680  
CA: MARCANDA  
LOC: SANTA TERESA 272,  
CASTAGNETO  
Livorno - 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.donjbusinesswithlco.com/content/donjbusinesswithlco/home/new-supplier-agent/demo/WebPOSsystem.html>

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

The screenshot shows a 'Print' dialog box with the following settings:

- Printer:** OneNote (Desktop) - Protec...
- Copies:** 1
- Layout:** Portrait
- Pages:** All
- Color:** Color

The background document is a 'Purchase Order' for LCBO, dated 03-Apr-2025, with PO number 100013. It includes vendor information for CA' MARCANDA and shipping details to LONDON WAREHOUSE. A table at the bottom shows a total quantity of 0 cases and a total value of 0.00.

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.

The screenshot shows the 'Orders' screen with a 'Success' popup window. The popup contains the text 'PDF generated Successfully' and an 'OK' button. The background shows the 'Purchase Order Details' for PO 100013, including ship dates, addresses, and quantities.

## How to Export the PO Details

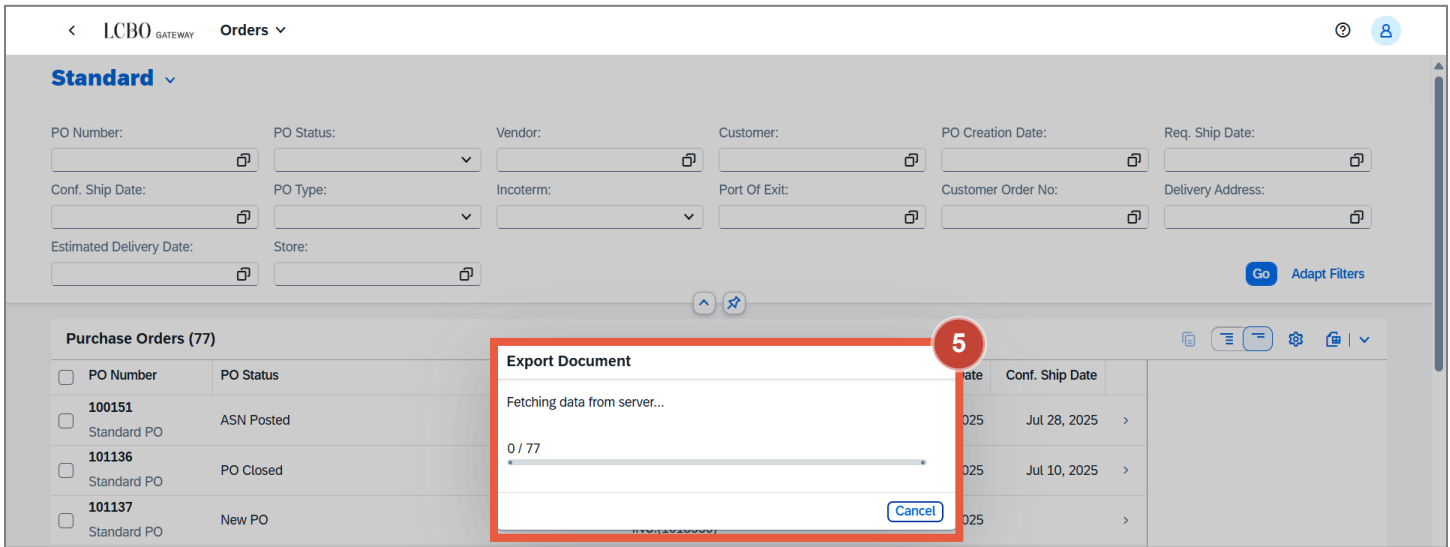
1. You can either select the required POs you want to export or select the checkbox next to **Purchase Orders** checkbox to select all results displayed on screen at once. From the Purchase Orders search results screen, select the **Export** dropdown.
2. Select the **Export As** option from the dropdown.

The screenshot shows the LCBO Gateway interface for 'Orders'. 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, Estimated Delivery Date, and Store. 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: one for PO 100151 (ASN Posted) and one for PO 101136 (PO Closed). A dropdown menu is open over the table, showing 'Export' and 'Export As...'. Red callouts 1 and 2 highlight the dropdown and the selected option.

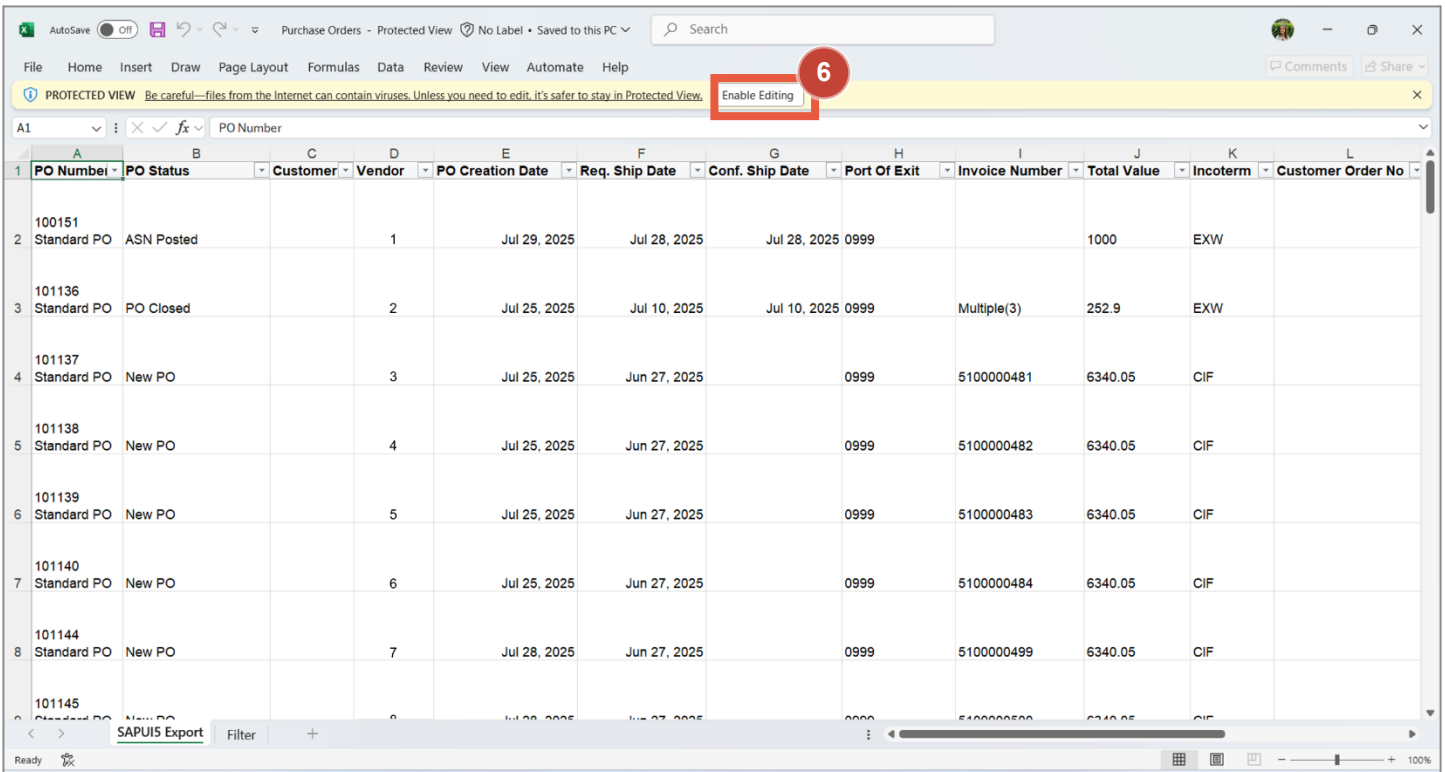
3. The **Export As** popup window displays. Select the **Include filter settings** checkbox to export with the settings.
4. Select the **Export** button to export the Excel file.

The screenshot shows the same LCBO Gateway interface as the previous one, 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 two checkboxes: 'Include filter settings' (checked) and 'Split cells with multiple values'. The 'Export' button is highlighted. Red callouts 3 and 4 highlight the 'Include filter settings' checkbox and the 'Export' button.

- 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.



## 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 <b>Confirmed Ship Date</b> on PO, a notification will be triggered one day prior to that date until the ASN is submitted. If no <b>Confirmed Ship Date</b> is provided, the <b>Requested Ship Date</b> 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	<p>If the PO is in Unmatched status, the vendor will receive a notification under the following scenario:</p> <p>The PO status is <b>PO Confirmed Unmatched</b>, and the PO has been inactive for 3 days</p>

## PO Actions

The Vendor has the following actions on any PO:

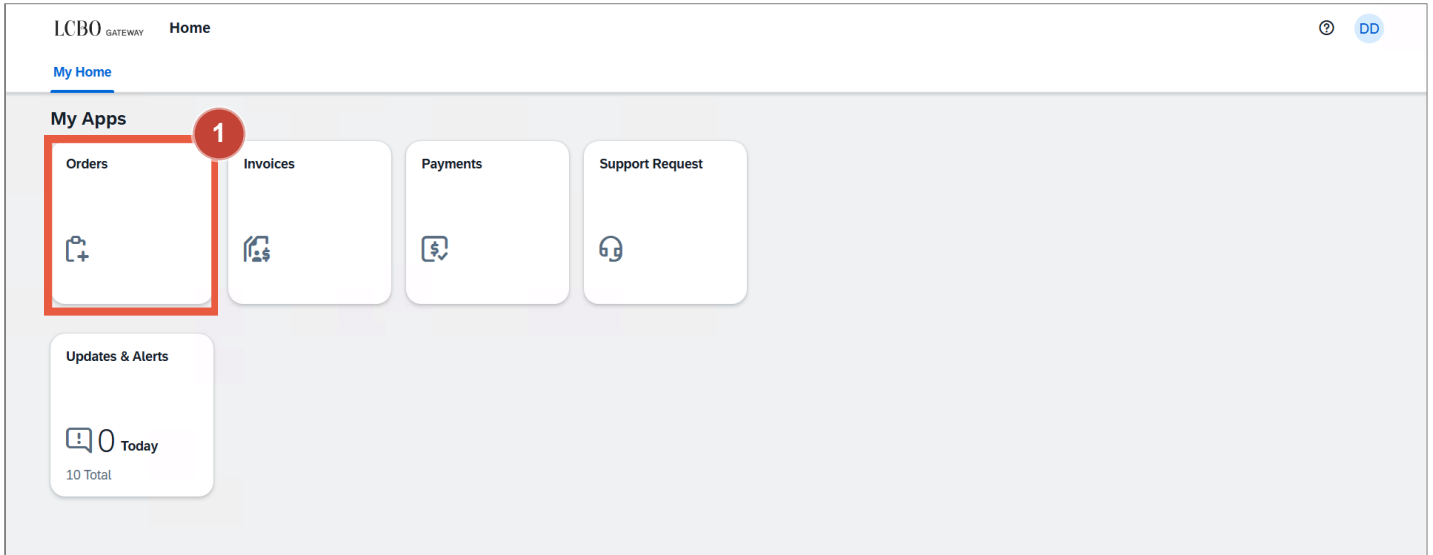
1. Submit PO acknowledgment and accept Terms and Conditions or decline PO.
2. Confirm quantities and ship and delivery dates.
3. Submit ASN.



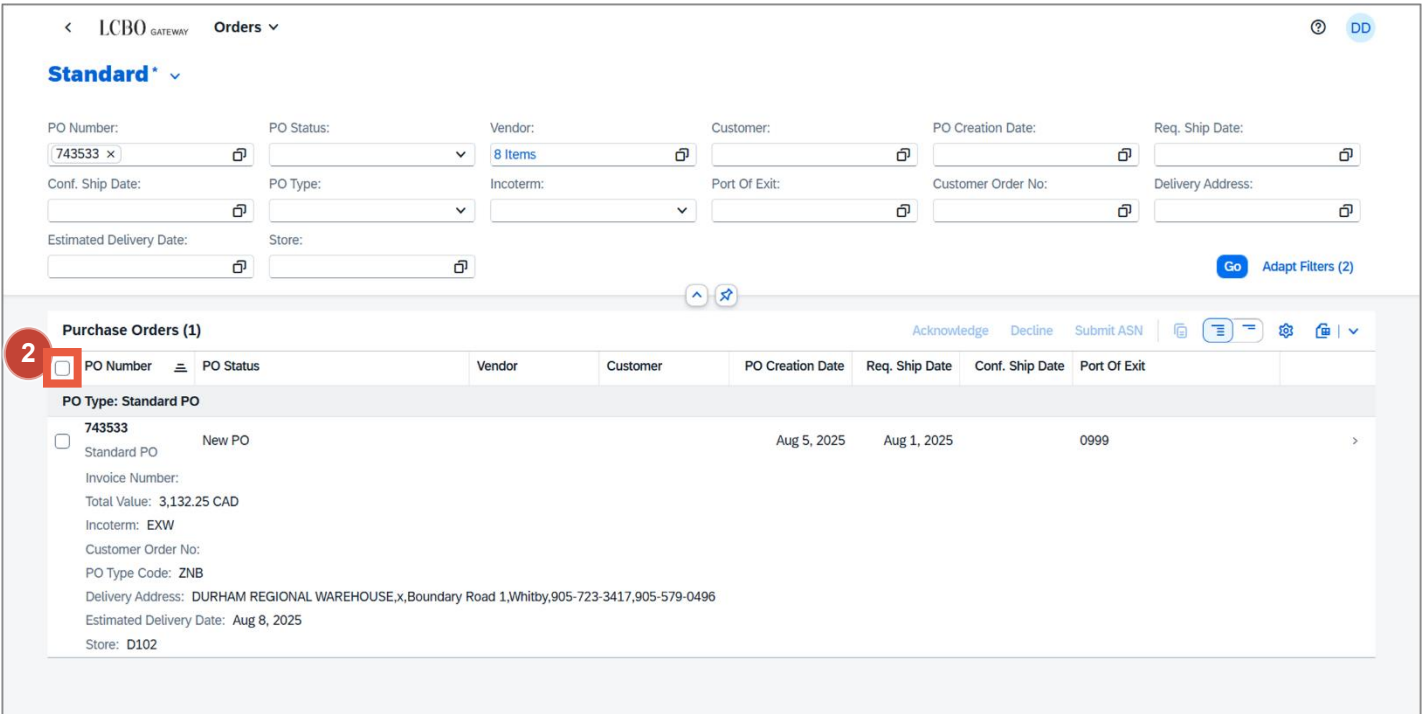
**Note:** Complete **Acknowledgment** before **Confirmation**, and **Confirmation** before triggering the **ASN**. Each step must be finished in sequence to proceed correctly.

## Acknowledge PO

1. Select the **Orders** app.



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



### 3. Select the **Acknowledge** button.

The screenshot shows the LCBO Gateway interface for Purchase Orders. At the top, there are search filters for PO Number (743334), PO Status (New PO), 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. A 'Go' button and 'Adapt Filters (1)' link are also present.

The main section displays a table of Purchase Orders:

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

Below the table, a popup window titled 'Acknowledge Selected Purchase Orders' is visible. It 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' (highlighted with a red box and a red circle containing the number 4) and 'Cancel'.

### 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.

This screenshot is identical to the previous one, showing the 'Acknowledge Selected Purchase Orders' popup window. The 'Accept' button is highlighted with a red box and a red circle containing the number 4, indicating the next step in the process.

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

The screenshot shows the 'Purchase Orders (1)' section of the LCBO Gateway. A success popup window is displayed in the center, with the text: "Success Acknowledgement was successful for 1 PO Numbers." Below the text is an "OK" button, which is highlighted with a red circle and the number "5". The background shows a table with one row for PO 743334, which is currently in "New PO" status. The table columns include PO Number, PO Status, Customer, Vendor, PO Creation Date, Req. Ship Date, Conf. Ship Date, and Port Of Exit.

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

6. Select the PO to review the details.

The screenshot shows the 'Purchase Orders (1)' section of the LCBO Gateway. The PO 743334 is now in "PO Acknowledged" status. The details for this PO are expanded, showing the following information: Invoice Number, Total Value: 2,500.00 CAD, Incoterm: EXW, Customer Order No., PO Type Code: ZNB, Delivery Address: DURHAM REGIONAL WAREHOUSE,x,Boundary Road 1,Whitby,905-723-3417,905-579-0496, PO Status Code: 2, Estimated Delivery Date: Aug 8, 2025, and Store: D102. A red box highlights the entire details section, and a red circle with the number "6" is placed next to the PO row in the table.

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

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


The screenshot displays the LCBO Gateway interface for an order. At the top, the breadcrumb navigation shows 'LCBO GATEWAY' and 'Orders'. The order number '743334' is prominently displayed on the left, with a red circle containing the number '7' next to it. To the right of the order number are buttons for 'Confirm', 'Print', and 'Submit ASN'. Below the order number, the PO Type is 'Standard PO', the Vendor is listed, and the PO Creation Date is 'Sep 17, 2025'. A red box highlights the 'PO Status' section, which shows 'PO Acknowledged'. Below this, there are tabs for 'General Information', 'Items', and 'Action History'. The 'Purchase Order Details' section is expanded, showing a grid of information:

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: <input checked="" type="checkbox"/>	PO Note:		

## Decline PO

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

PO Number	PO Status	Customer	Legacy Customer Number	Legacy Reference Document	Vendor	Creation Date	Req. Ship Date
<input type="checkbox"/> 100004 Standard PO	New PO					May 29, 2025	>
<input type="checkbox"/> 100122 Standard PO	New PO			00746186		Jun 6, 2025	Jun 6, 2025 >
<input type="checkbox"/> 100200 Import PO	New PO					Jun 3, 2025	May 28, 2025 >
<input checked="" type="checkbox"/> 100201 Import PO	New PO					Jun 3, 2025	May 28, 2025 >
<input type="checkbox"/> 100202 Import PO	New PO					Jun 3, 2025	May 28, 2025 >
<input type="checkbox"/> 100209 Standard PO	New PO			00746186		Jun 13, 2025	May 30, 2025 >
<input type="checkbox"/> 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 a 'Decline Purchase Order(s)' popup window. The popup contains the following fields:

- Header: Decline Purchase Order(s)?
- Text: Are sure you want to decline the selected Purchase Orders?
- Reason: \* Carrier/Forwarder Delay (dropdown menu)
- Comments: limited to 50 characters (text input field)
- Buttons: Decline (highlighted with a red circle and number 3), 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 a 'Success' popup window. The popup contains the following elements:

- Header: Success (with a green checkmark icon)
- Text: Decline was successful for 1 PO Numbers.
- Buttons: OK (highlighted with a red circle and number 4)

The background interface shows the same list of Purchase Orders as in the previous screenshot, with the 'Decline' button now disabled.

## 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  
Vendor:  
PO Creation Date: Sep 17, 2025

**PO Status**  
PO Acknowledged

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: <input checked="" type="checkbox"/>	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

Confirmed Ship Date: \*  
Enter Date

Calendar: September 2025

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

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.

The screenshot displays the LCBO Gateway interface for an order. At the top, the breadcrumb navigation shows '< LCBO GATEWAY Orders'. The order number '743334' is prominently displayed. Below this, there are two tabs: 'General' and 'Items'. The 'General' tab is active, showing three date fields: 'Requested Ship Date' (Aug 01, 2025), 'Confirmed Ship Date' (Sep 18, 2025), and 'Estimated Delivery Date' (Aug 08, 2025). To the right of these fields is a 'Ship Date Mismatch Reason' dropdown menu, which is open and shows a list of options. A red circle with the number '3' is positioned above the dropdown, and a red box highlights the 'Production Delay-Product Unava' option. Below the date fields is a table titled 'PO Line Items (1)'. The table has columns for Line Item, Description, Qty, Conf. Qty, Unit, Conf. Variance, and Conf. Reason. The first row shows Line Item 10, Description ABC, Qty 25 EA, Conf. Qty 0, Unit, Conf. Variance 0, and Conf. Reason.

Requested Ship Date: Aug 01, 2025

Confirmed Ship Date: Sep 18, 2025

Estimated Delivery Date: Aug 08, 2025

Ship Date Mismatch Reason: \*

- Production Delay-Labour
- Production Delay-Product Unava
- Product Discontinued
- Seasonal Plant Shut Down
- Carrier/Forwarder Delay
- Port/Rail Disruption
- Other

PO Line Items (1)

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

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

LCBO GATEWAY Orders

**743334**

General Items

Requested Ship Date: Aug 01, 2025

Ship Date Mismatch Reason: \* Carrier/Forwarder Delay

Confirmed Ship Date: \* Sep 18, 2025

Estimated Delivery Date: Aug 08, 2025

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

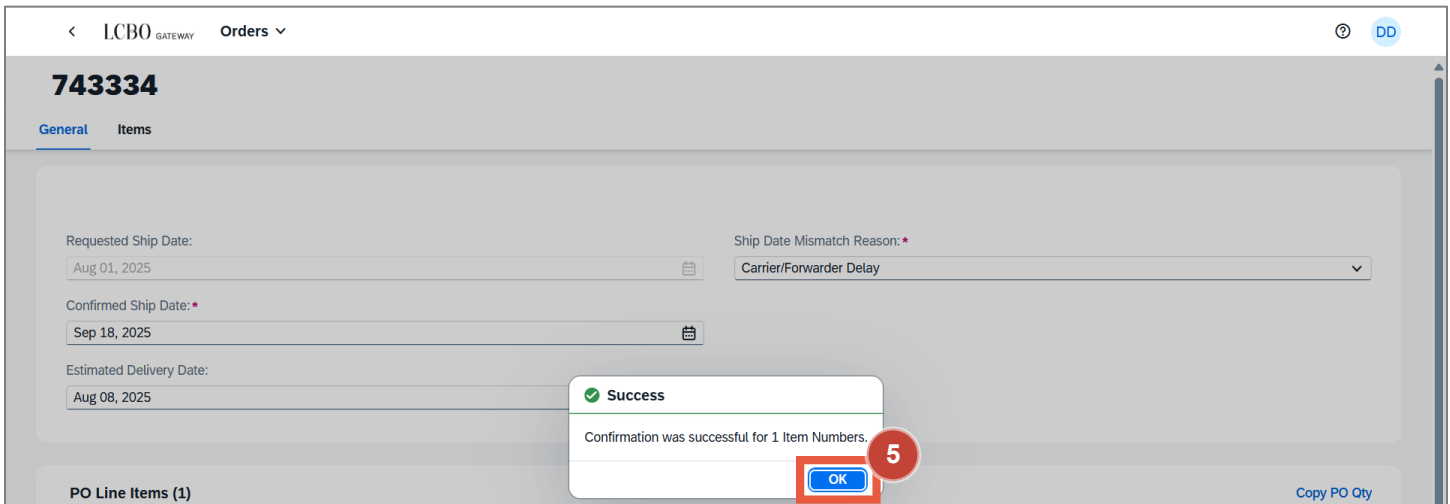
Confirm Cancel

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

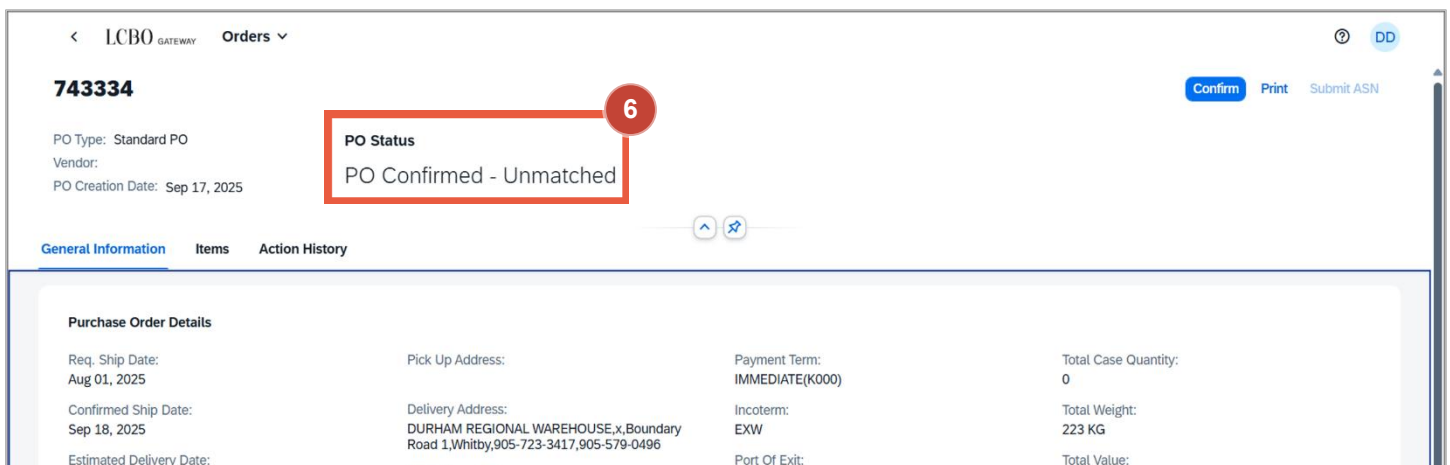
For **Direct Delivery Store Orders** and **Wholesale Orders**, the confirmed quantities must be **equal to or less than** the original PO quantities.

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

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



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.

## Submit ASN

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

The screenshot shows the 'Orders' page in the LCBO Gateway. The 'PO Status' dropdown menu is open, displaying a list of status options. The option 'PO Revised - Matched (7)' is highlighted with a red box and a red circle containing the number '1'. Other options include 'New PO (1)', 'ASN Posted (10)', 'PO Received (11)', 'PO Invoiced (12)', 'PO Closed (13)', 'PO Shipped (14)', 'PO Acknowledged (2)', 'PO Declined (3)', 'PO Confirmed - Matched (4)', 'PO Confirmed - Unmatched (5)', and 'PO Revised- Unmatched (8)'. The background shows a table of purchase orders with columns for PO Number, PO Status, Vendor, PO Creation Date, Req. Ship Date, Conf. Ship Date, and Port Of Exit.

2. Select the **Go** button.

The screenshot shows the 'Orders' page after the 'PO Status' has been updated to 'Revised - Matched (7)'. The 'Go' button is highlighted with a red box and a red circle containing the number '2'. A notification at the bottom of the page reads 'FilterBar filters are changed!'. The table of purchase orders is updated to show only 'PO Revised - Matched' items. The columns are the same as in the previous screenshot.

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.

The screenshot shows the LCBO Gateway Orders interface. At the top, there are search filters for PO Number, PO Status (currently 'PO Revised - Ma...'), Vendor, Customer, PO Creation Date, and Req. Ship Date. Below these are filters for Conf. Ship Date, PO Type, Incoterm, Port Of Exit, Customer Order No., and Delivery Address. An 'Estimated Delivery Date' and 'Store' filter are also present. A 'Go' button and 'Adapt Filters (1)' link are on the right.

The main section is titled 'Purchase Orders (4)'. It contains a table with the following columns: PO Number, PO Status, Customer, Legacy Reference Document, Vendor, PO Creation Date, Req. Ship Date, and Conf. Ship Date. The first row is selected, and the 'Submit ASN' button is highlighted with a red box and a red circle containing the number 3.

PO Number	PO Status	Customer	Legacy Reference Document	Vendor	PO Creation Date	Req. Ship Date	Conf. Ship Date
<input checked="" type="checkbox"/> 754171 Standard PO	PO Revised - Matched		0000754171		Jul 23, 2025	Jul 30, 2025	Jul 30, 2025
<input type="checkbox"/> 755229 Standard PO	PO Revised - Matched		0000754229		Jul 29, 2025	Sep 30, 2025	Sep 30, 2025
<input type="checkbox"/> 755231 Standard PO	PO Revised - Matched		0000754229		Jul 30, 2025	Sep 30, 2025	Sep 30, 2025
<input type="checkbox"/> 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.

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

**754171** Confirm Print Submit ASN

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

**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.

**4** Yes No

**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:

Pick Up Address: THUNDER BAY WAREHOUSE Crescent, Thunder Bay, 807-62  
 Delivery Address: THUNDER BAY WAREHOUSE Crescent, Thunder Bay, 807-62  
 PO Delivery Date: Jul 24, 2025

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

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

**754171** Confirm Print Submit ASN

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

**Success**  
 ASN was successful for 1 PO Numbers.

**5** OK

**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  
 Delivery Address: THUNDER BAY WAREHOUSE Crescent, Thunder Bay, 807-62  
 PO Delivery Date: Jul 24, 2025

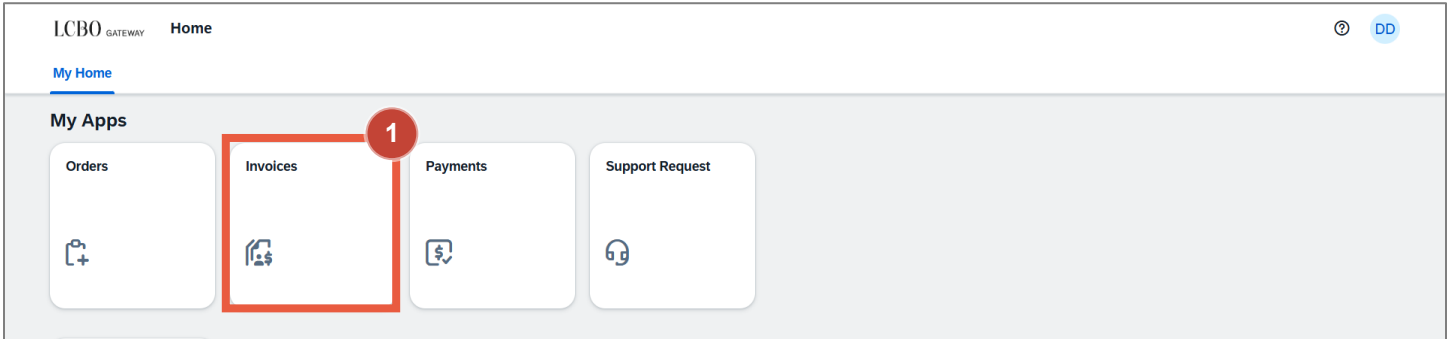
Total Case Quantity: 30 CV  
 Total Weight: 641 KG  
 Total Value: 2,150.50 CAD  
 Customer:

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

## Invoice Management

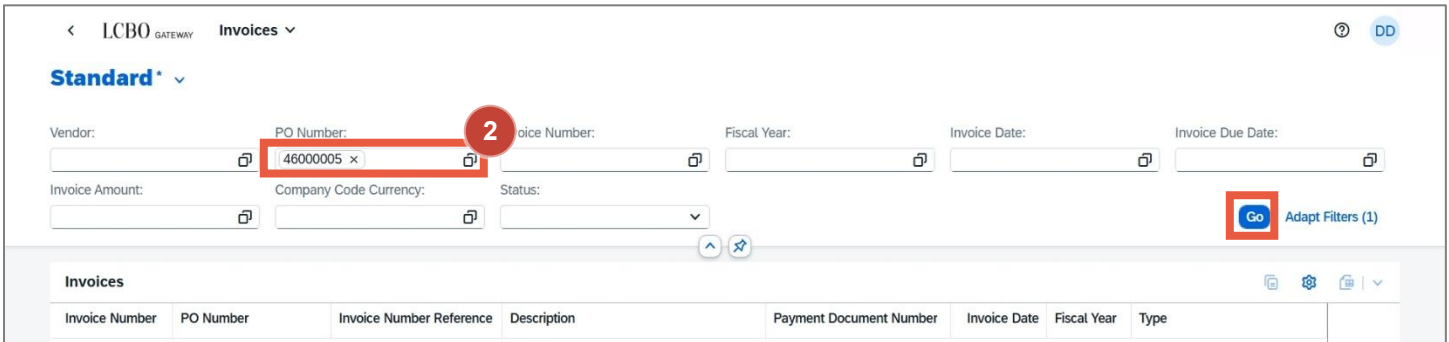
### How to Search Vendor Invoices

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

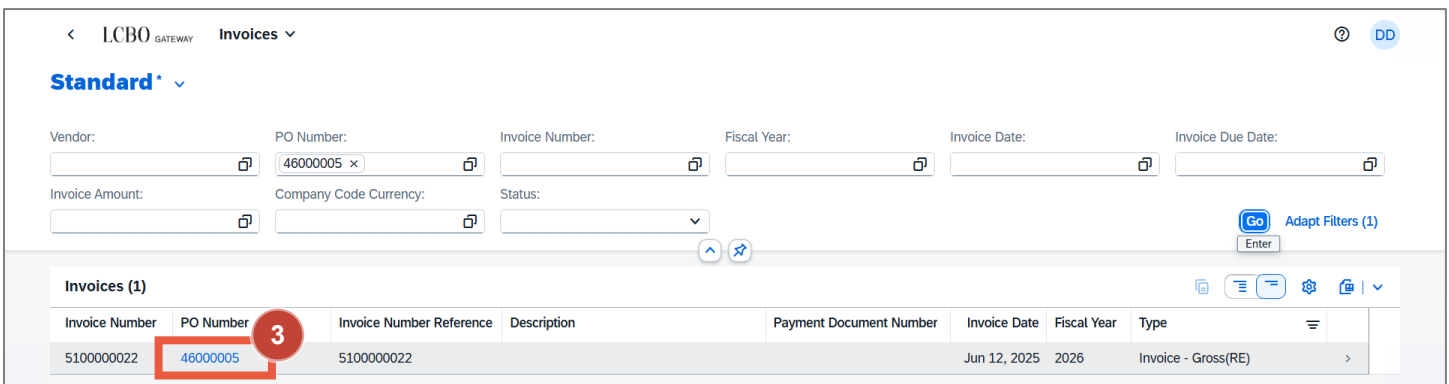


### Search by Invoice Number

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:  Party Code 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

Go Hide Filters

Vendor:  Vendor Name:

Items (7)

<input type="checkbox"/>	Vendor	Vendor Name
<input type="checkbox"/>	21	Vendor 1
<input type="checkbox"/>	7001712	Vendor 2
<input type="checkbox"/>	7002137	Vendor 3
<input type="checkbox"/>	7002142	Vendor 4
<input type="checkbox"/>	7002773	Vendor 5
<input type="checkbox"/>	7003086	Vendor 6
<input type="checkbox"/>	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

Go Hide Filters

Vendor: Vendor Name: \*golf\*

Items (7)

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

Selected Items and Conditions (7)

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

OK Cancel

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

LCBO GATEWAY Invoices

Standard

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

Invoice Amount: Company Code Currency: Status:

Go Adapt Filters (1)

Invoices (30)

Invoice Number	PO Number	Description	Payment Document Number	Invoice Date	Fiscal Year	Type	Invoice Amount
1900017013				Jul 10, 2025	2026	Vendor Invoice(KR)	-14,012.00
1900017048			2000022731	Jul 22, 2025	2026	Vendor Invoice(KR)	-1,000.00
1900017123			2000022797	Aug 7, 2025	2026	Vendor Invoice(KR)	-4,400.00
1900017124		Cheque Printing Demo16	2000022797	Aug 7, 2025	2026	Vendor Invoice(KR)	-1,023.00
1900017125		Cheque Printing Demo17	2000022797	Aug 7, 2025	2026	Vendor Invoice(KR)	-95,678.01
1900017126			2000022797	Aug 7, 2025	2026	Vendor Invoice(KR)	-6,600.97
1900017127		Cheque Printing Demo17		Aug 7, 2025	2026	Vendor Invoice(KR)	-555.76
1900017145		Cheque Printing Demo27	2000022803	Aug 7, 2025	2026	Vendor Invoice(KR)	-67,890.00
1900017151		Cheque Printing Demo34	2000022805	Aug 8, 2025	2026	Vendor Invoice(KR)	-333.33

## How to View Invoice Details

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

LCBO GATEWAY Invoices

Standard

Vendor: PO Number: Invoice Number: 1900000308 Fiscal Year: Invoice Date: Invoice Due Date:

Invoice Amount: Company Code Currency: Status:

Go Adapt Filters (1)

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

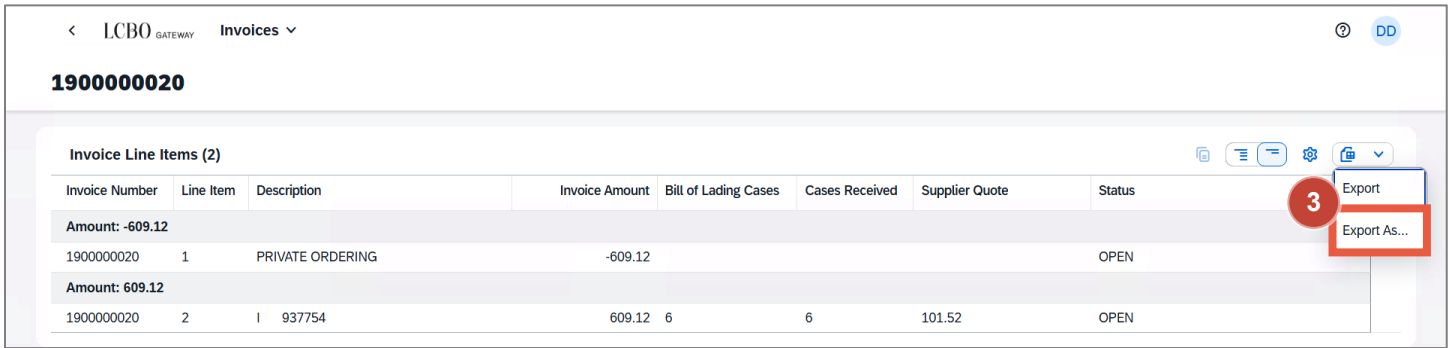
1900000308

Invoice Line Items (2)

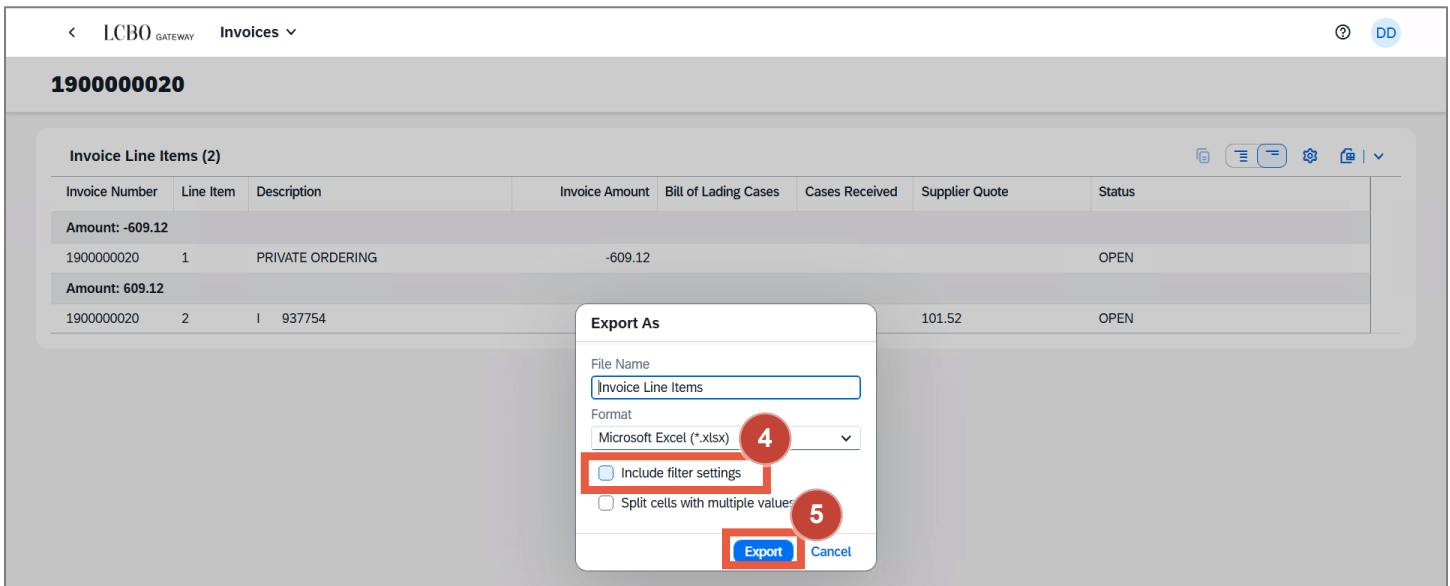
Invoice Number	Line Item	Description	Invoice Amount	Bill of Lading Cases	Cases Received	Vendor Quote	Status
Amount: -521.40							
1900000308	1	HIGH VOLUME CONSIGNMENT	-521.40				OPEN
Amount: 521.40							
1900000308	2	I 594993	521.40	0	11.00000	47.40	OPEN

## How to Export Invoice Details

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



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.

The screenshot shows the LCBO Gateway interface for Invoices. The invoice number is 1900000020. A table of Invoice Line Items is displayed below. A Windows Downloads dialog box is open in the top right corner, showing a list of files. The file 'Invoice Line Items.xlsx' is selected, and the 'Open file' link is highlighted with a red box. A red circle with the number 6 is placed next to the dialog box.

Invoice Number	Line Item	Description	Invoice Amount	Bill of Lading Cases	Cases Received	Supplier C	Status
<b>Amount: -609.12</b>							
1900000020	1	PRIVATE ORDERING	-609.12				OPEN
<b>Amount: 609.12</b>							
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 spreadsheet for 'Invoice Line Items - Protected...'. The spreadsheet is in Protected View. A yellow bar at the top of the spreadsheet contains the 'Enable Editing' button, which is highlighted with a red box. A red circle with the number 7 is placed next to the button. The spreadsheet data is as follows:

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.

The screenshot shows the 'Invoices' screen in the LCBO Gateway. At the top, there are search filters for Vendor, PO Number, Invoice Number, Fiscal Year, Invoice Date, and Invoice Due Date. The 'Invoice Number' field is highlighted with a red box and a red circle containing the number '1'. Below the filters is a table of invoices. The 'Invoice Number Reference' column is highlighted with a red box and a red circle containing the number '2'. The table contains three rows of invoice data.

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

## How to View a Netted Report

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

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

The screenshot shows the 'Payments' screen in the LCBO Gateway. The search filters are: Vendor: (empty), Payment Number: 2000004942, Payment Date: (empty), Fiscal Year: (empty), Amount: (empty), Company Code Currency: (empty). A 'Go' button and 'Adapt Filters (1)' are visible. Below the filters is a table titled 'Payments (1)' with the following data:

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

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

The screenshot shows the details for payment number 2000004942. Below the header is a table titled 'Payment Items (2)' with the following data:

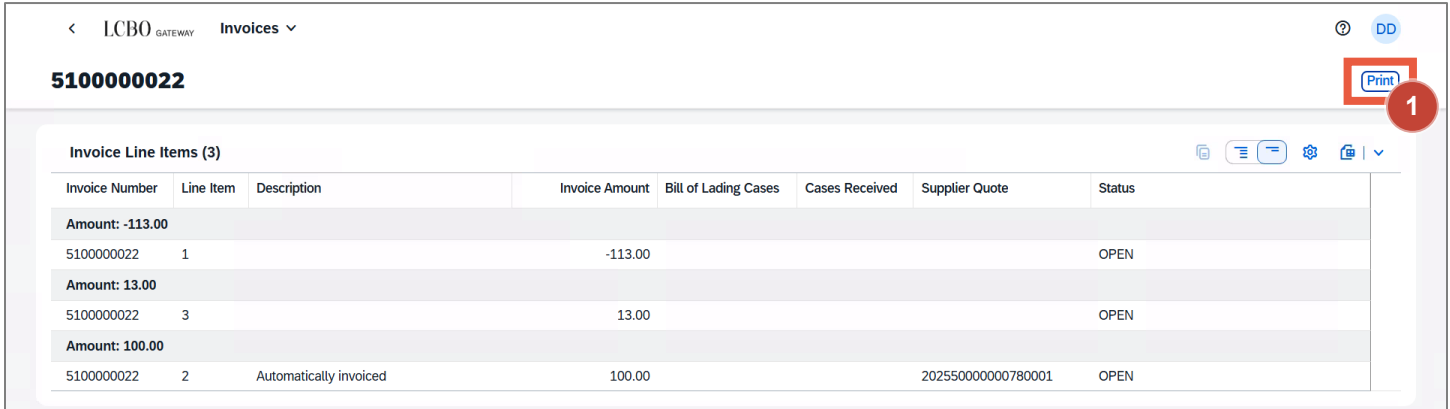
Invoice Number	Invoice Date	Type	Amount	Currency	Status	Fiscal Year	Company C...
1800000115	Oct 6, 2025	Customer Invoice(DR)	84.45	CAD	CLEARED	2026	1000
1900000371	Oct 6, 2025	Vendor Invoice(KR)	-539.56	CAD	CLEARED	2026	1000



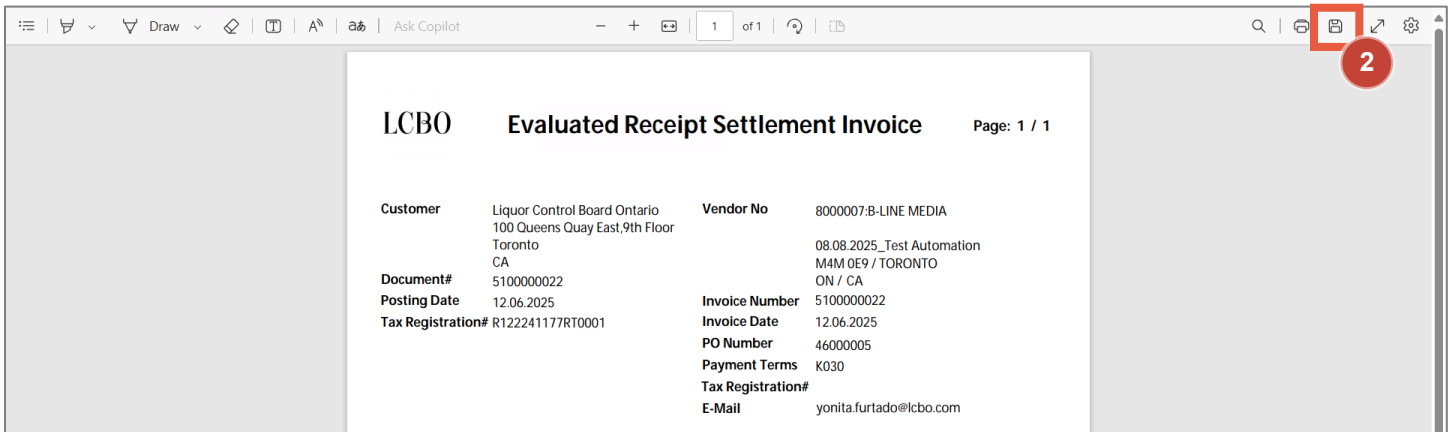
**Note:** After the payment run, all relevant details are included in the payment advice. The payment advice typically contains the payment document number, the payment amount, and related information to indicate the processed payment.

## How to Print Invoice Details

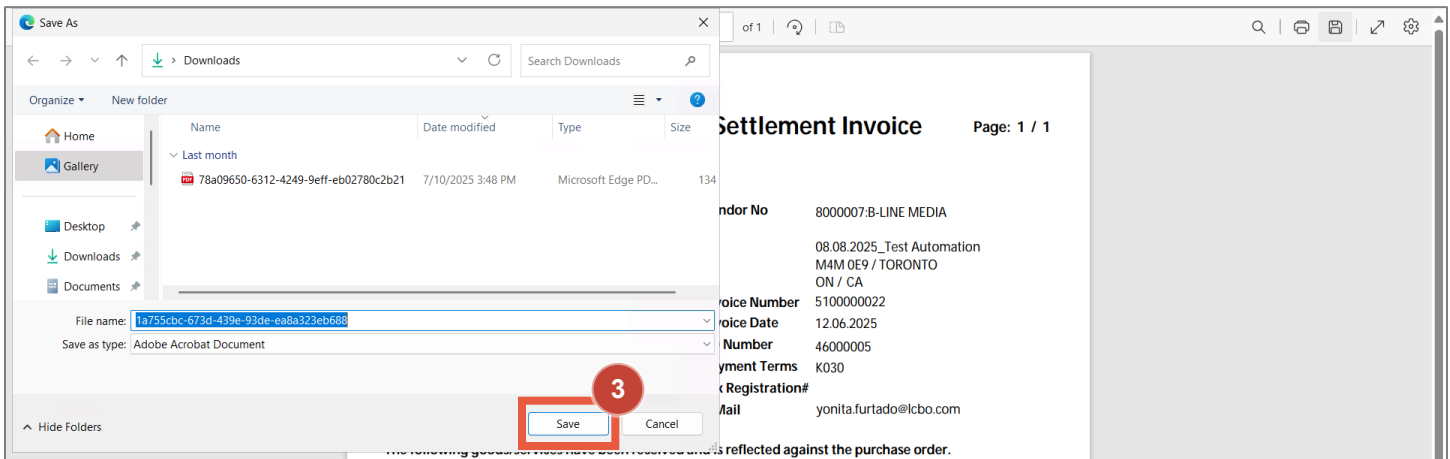
1. From the **Invoices** screen, select the **Print** button.



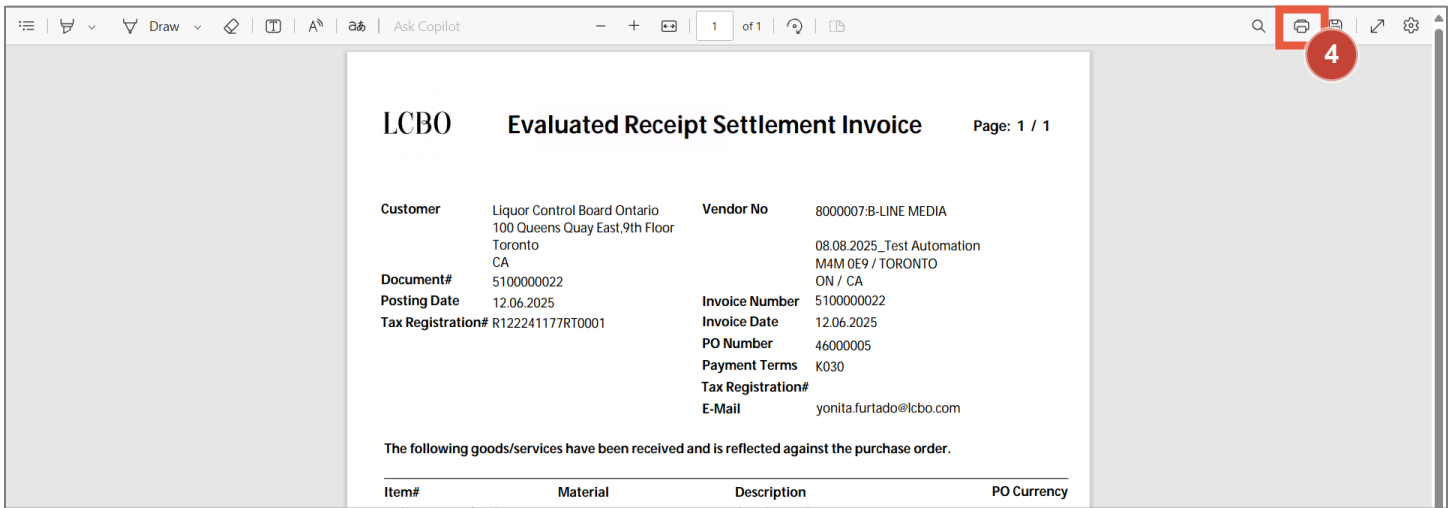
2. The Print preview displays. Select the **Save** button to save an offline copy.



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

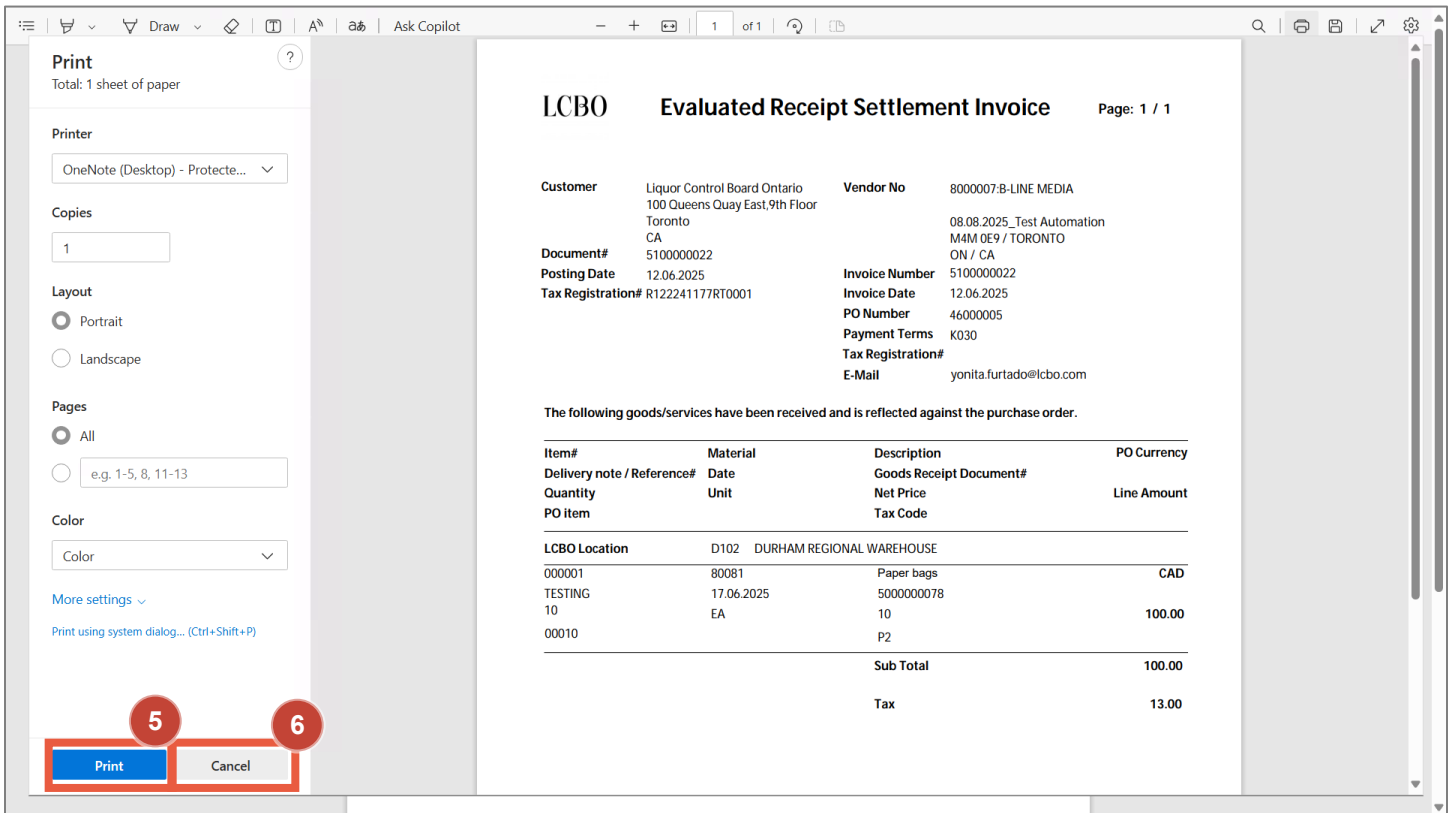


4. Select the **Print** icon to print the Invoice.



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.



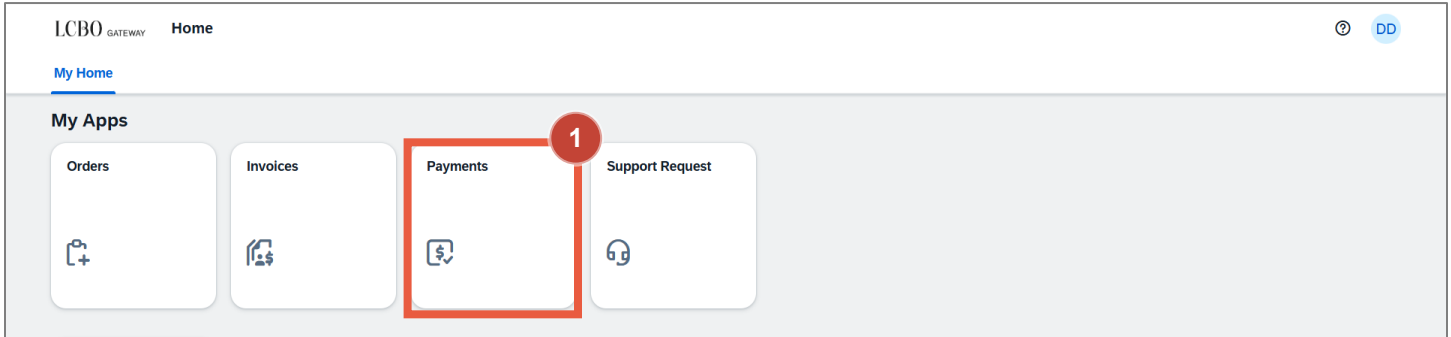
7. The **Success** popup window displays confirming the PDF is generated successfully and select the **OK** button. Select the **Back** button to return to the Invoices screen.

The screenshot shows the LCBO Gateway interface for viewing an invoice. The page title is "Invoices" and the invoice number is "510000022". A red box highlights a back arrow icon in the top left corner, with a red circle containing the number "7" next to it. A "Success" popup window is displayed in the center, with the text "PDF generated Successfully" and an "OK" button highlighted with a red box. The background shows a table of invoice line items.

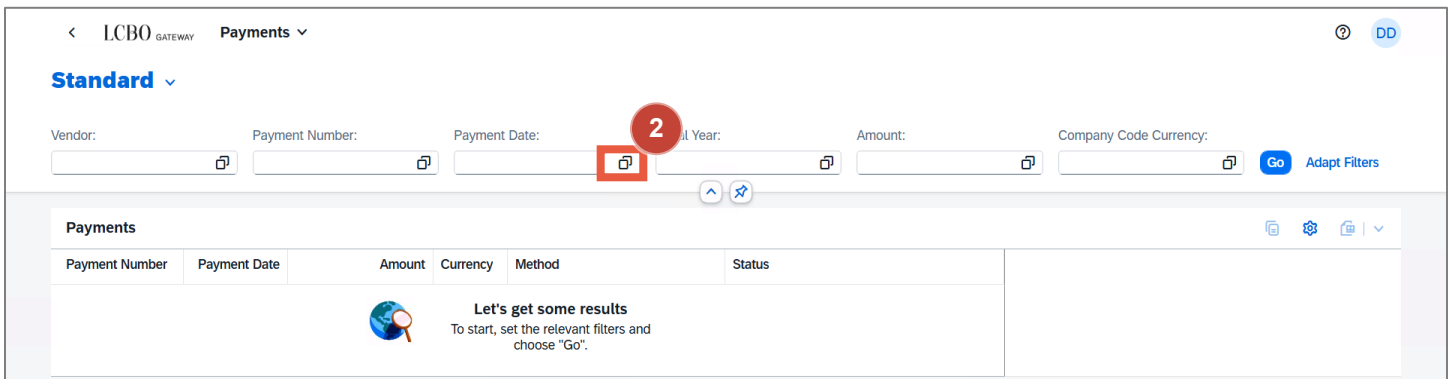
Invoice Number	Line Item	Description	Invoice Amount	Bill of Lading Cases	Cases Received	Supplier Quote	Status
<b>Amount: -113.00</b>							
510000022	1		-113.00				OPEN
<b>Amount: 13.00</b>							
510000022	3		13.00				OPEN
<b>Amount: 100.00</b>							
510000022	2	Automatically invoiced				20255000000780001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

## How to Search and View Payment Details

1. Select the **Payments** app.



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



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

4. Select the **OK** button.

The screenshot shows a modal window titled "Define Conditions: Payment Date". It features a dropdown menu set to "equal to" and a "Value" input field. A calendar for August 2025 is open, with the date "5" selected and circled in red. A red circle with the number "3" is placed over the calendar. At the bottom right of the modal, the "OK" button is highlighted with a red box and a red circle with the number "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 search results page for "Payments". The "Payment Date" filter is set to "=May 27, 2025". The "Go" button is highlighted with a red box and a red circle with the number "5".

6. Select the Payment Number.

LCBO GATEWAY Payments

Standard

Vendor: Payment Number: Payment Date: Fiscal Year: Amount: Company Code Currency: Go Adapt Filters (1)

Payments (5)

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

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

LCBO GATEWAY Payments

2000000010

Payment Items (1)

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

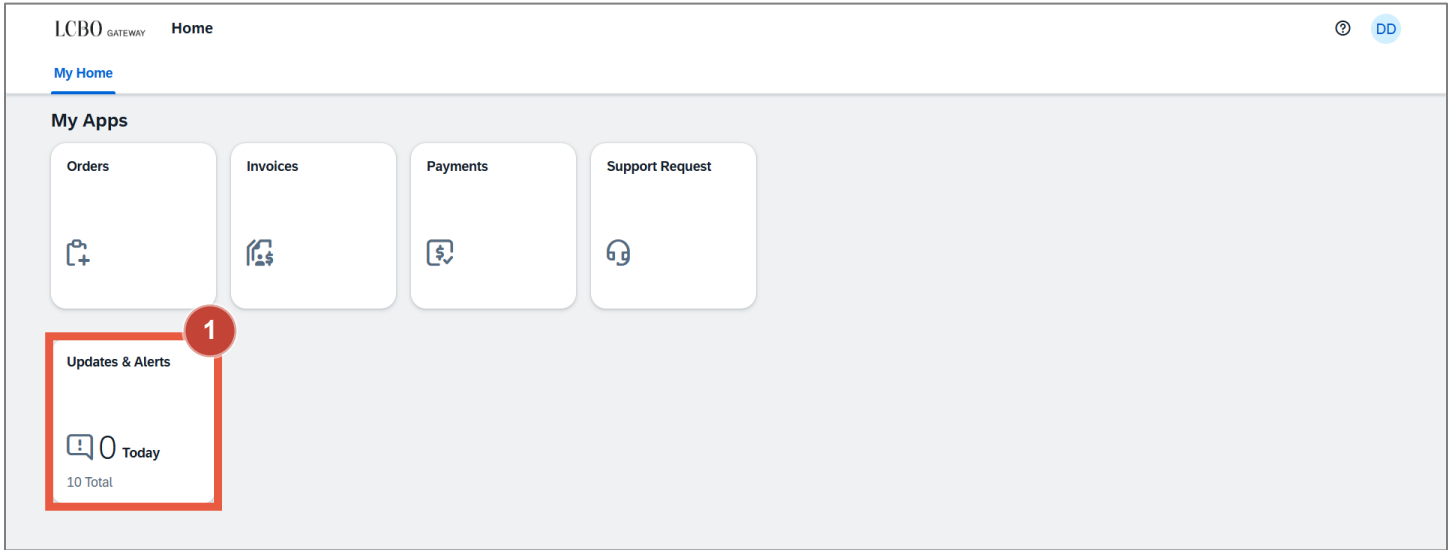


**Note:** To export the payment details, you can follow the same steps as covered in the **Export and Print Invoice Details** section.

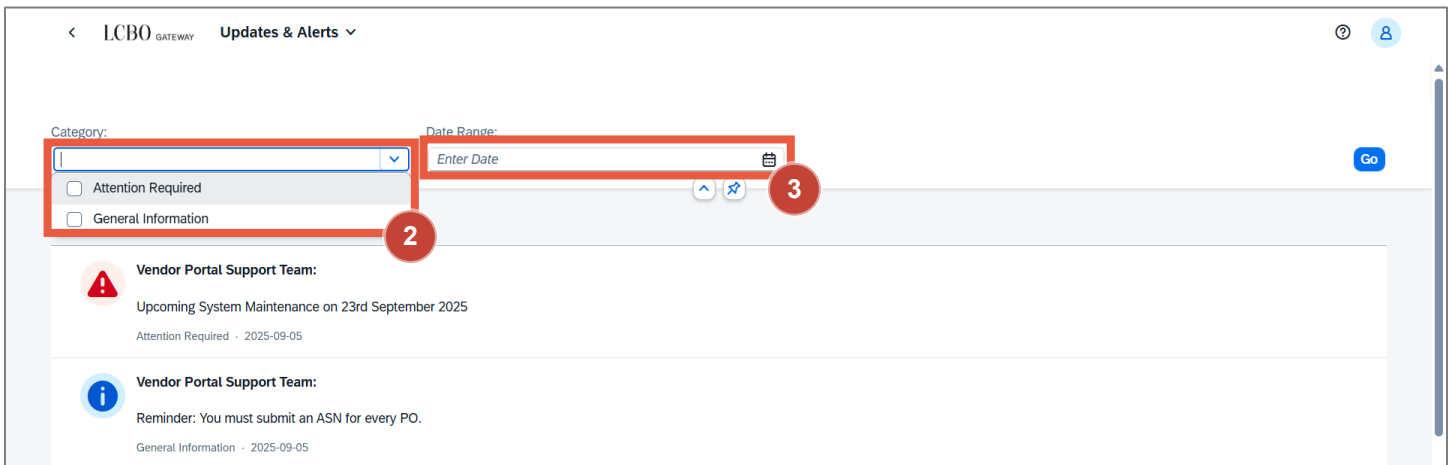
## How to View Updates and Alerts

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 left, there is a back arrow, the text "LCBO GATEWAY", and a dropdown menu labeled "Updates & Alerts". At the top right, there are icons for help and user profile. Below the header, there are two filter sections: "Category:" with a dropdown menu showing "Attention Required" and a close button, and "Date Range:" with a date range of "2025-07-27 - 2025-10-31" and a calendar icon. A blue "Go" button is located to the right of the date range, highlighted with a red box and a red circle containing the number 4. Below the filters, there is a list of alerts. The first alert is from the "Vendor Portal Support Team" with the subject "Upcoming System Maintenance on 23rd September 2025" and a date of "2025-09-05".

## Support Requests

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

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

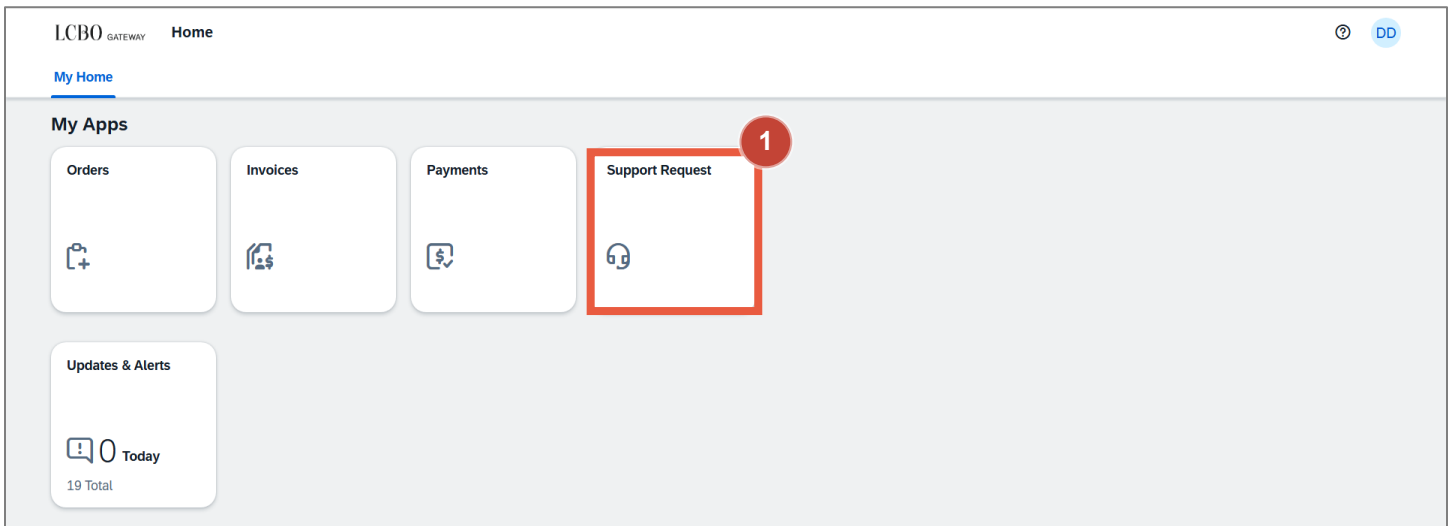
**Access Request:** This is used when there are changes to the required access of users (e.g. add, remove or modify users or their LCBO Gateway access).

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

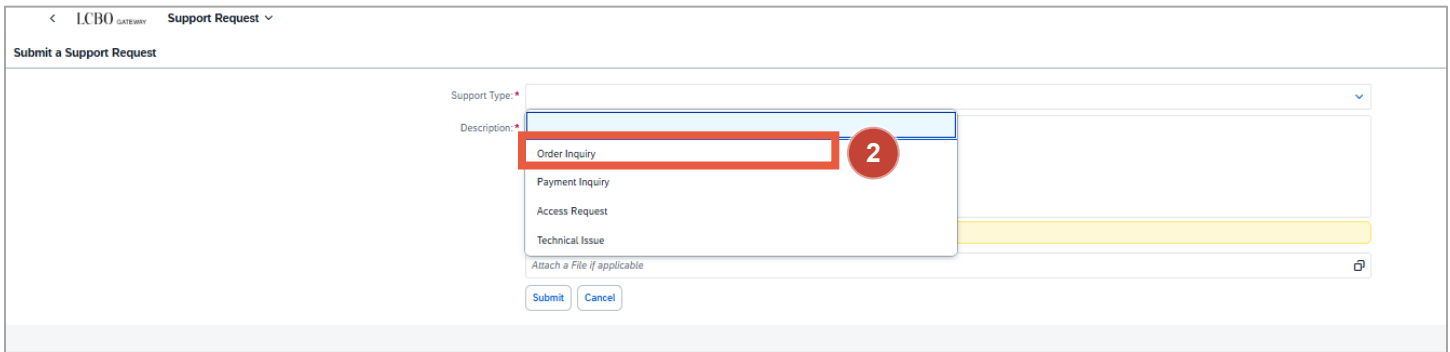
**Technical Issue:** This is for problems related to system errors, login problems or display concerns, e.g., to alert LCBO of any malfunction.

## How to Submit a Support Ticket

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

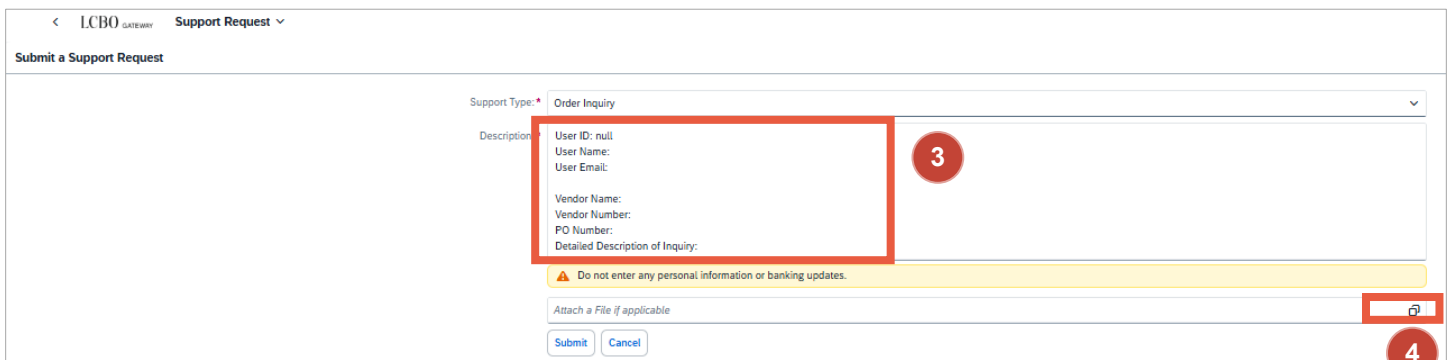


2. The **Support Request** screen displays. Select the required **Support Type** option from the dropdown.

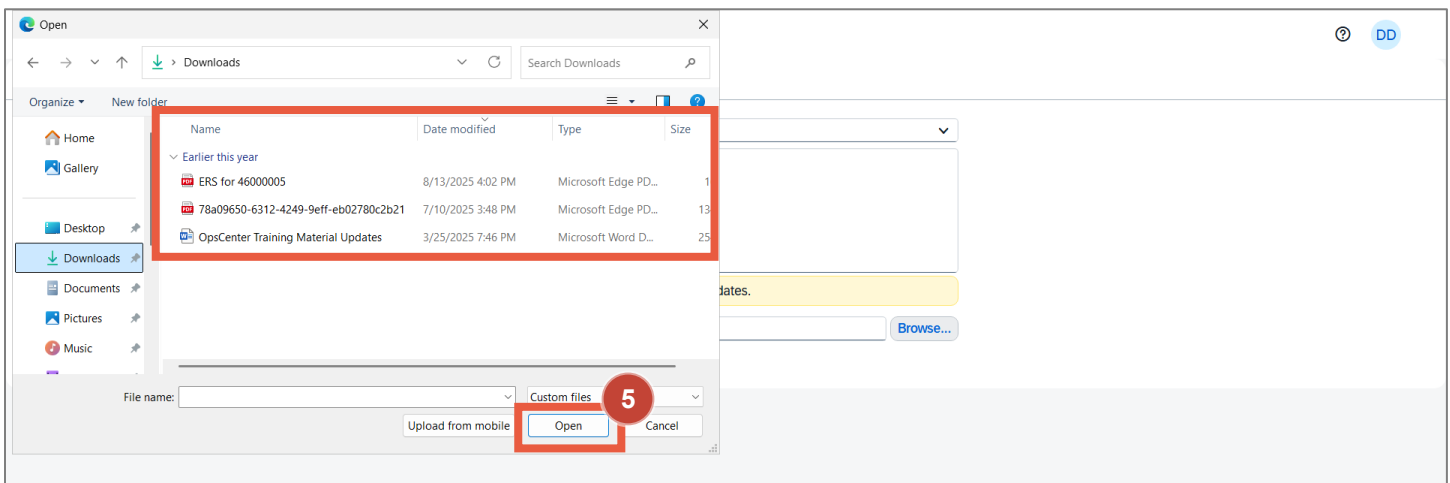


3. The **Description** field auto-populates with details that are required. You can update and add details as required. The User ID field is automatically filled based on the account you're raising the request from.

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.