

LCBO

**Grocery Management System (GMS) – Wholesale
Customer Portal**

**User Manual for Licensed Convenience Stores, Grocery
Stores and Wine Boutiques.**

Version 1.5 August 2024

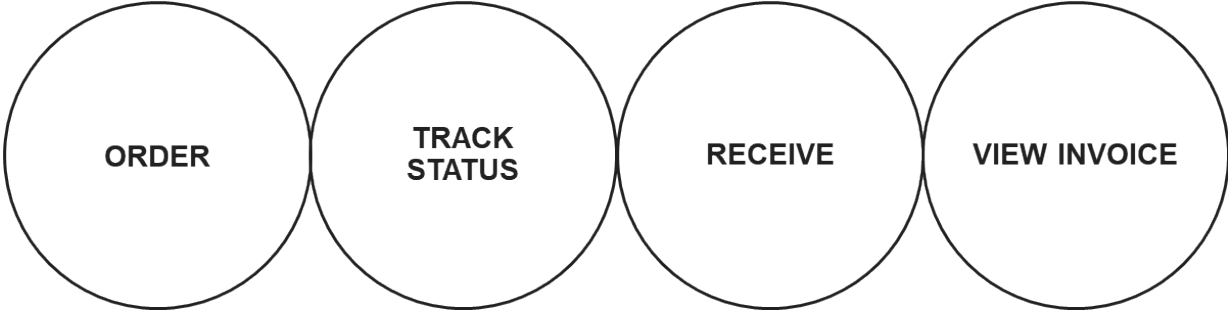
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INTRODUCTION

This user manual is a reference tool for licensees that provides a general overview of the ordering and receiving process and the features that are available on LCBO's Grocery Management System (GMS) – Wholesale Customer portal.

PROCESS OVERVIEW

Below are the key action items that a licensee is required to do for every order:



GETTING STARTED

Access to Grocery Management System (GMS)

To place an order for eligible beverage alcohol products with the LCBO, licensed convenience stores, grocery stores and Wine Boutiques require access to GMS. To gain access to GMS you must have completed wholesale customer onboarding with the LCBO. It is the licensee's responsibility to ensure user information is kept current.

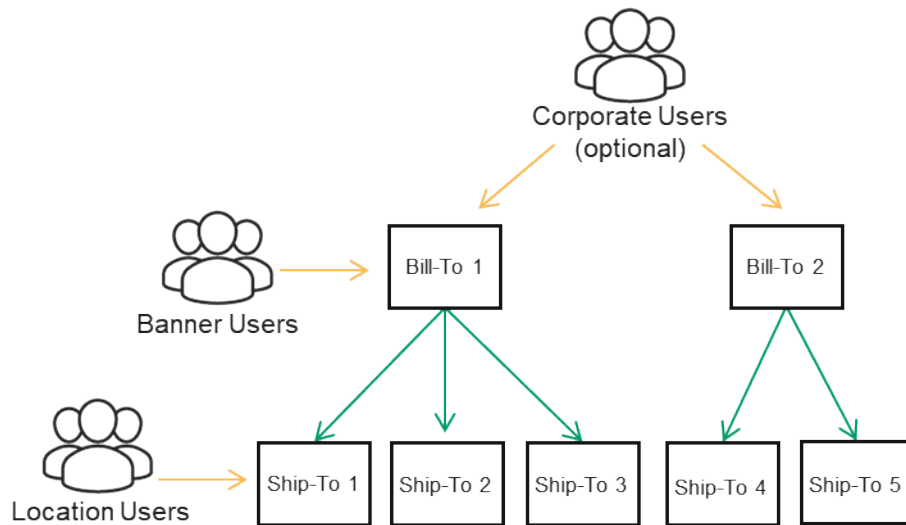
GMS User Types

Grocery Management System (GMS) allows for three (3) types of users:

Corporate level (Head Office): This level enables the user to manage all licensed stores and all banners at the corporate level and view and download the eligible product catalogue. The user has multi store access to create and view purchase order transactions, receive order notifications, and enter receipt details. If requested, this user can view and download invoices from the GMS portal.

Banner level: This level enables the user to manage all licensed stores under the banner and view and download the eligible product catalogue. This user has multi store access to create and view purchase order transactions, receive order notifications, and enter receipt details. If requested, this user can view and download invoices from the GMS portal.

Store Location level: This level enables the user to manage a **single** licensed store and view and download the eligible product catalogue. This user has **single** store access to create and view purchase order transactions, receive order notifications, and enter receipt details. This user type **does not** have access to invoices.



Username and Passwords

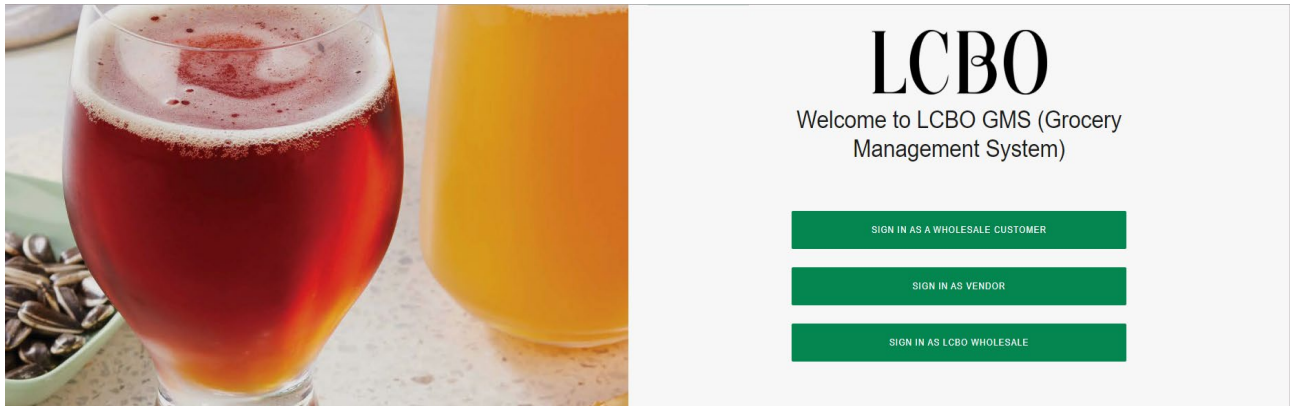
Following licensing by the Alcohol & Gaming Commission of Ontario (AGCO) and completion of the LCBO's onboarding steps usernames and passwords are emailed to each user by Tangentia. Existing Corporate and Banner users automatically inherit access to newly licensed stores.

Technical support (i.e., password reset) is available by contacting Tangentia's Help Desk at 1-888-826-4334 or lcbohelp@tangentia.com.

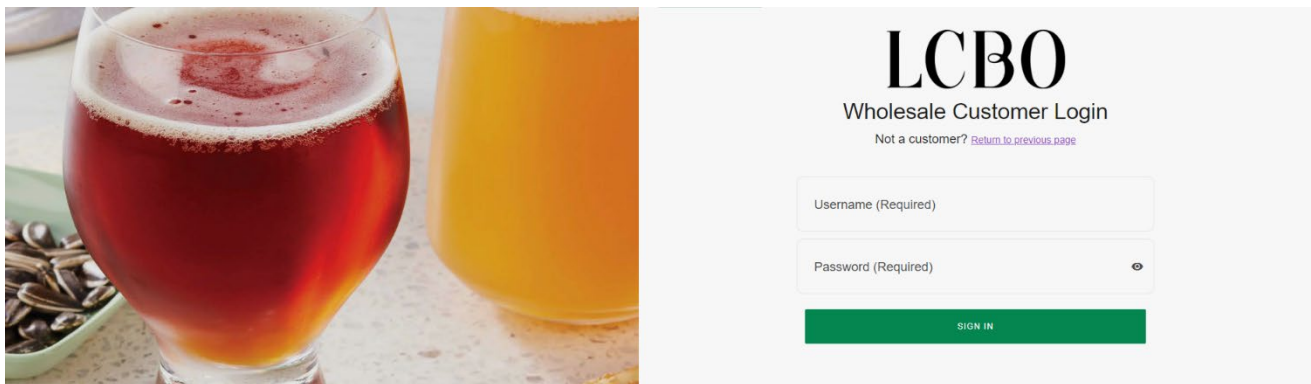
LOGON TO GMS

To access LCBO's online order management system, GMS, open your web browser and type in the following URL: <https://lcbo.tangentcommerce.com/> on the address line, then click enter.

This will take you to the following screen:

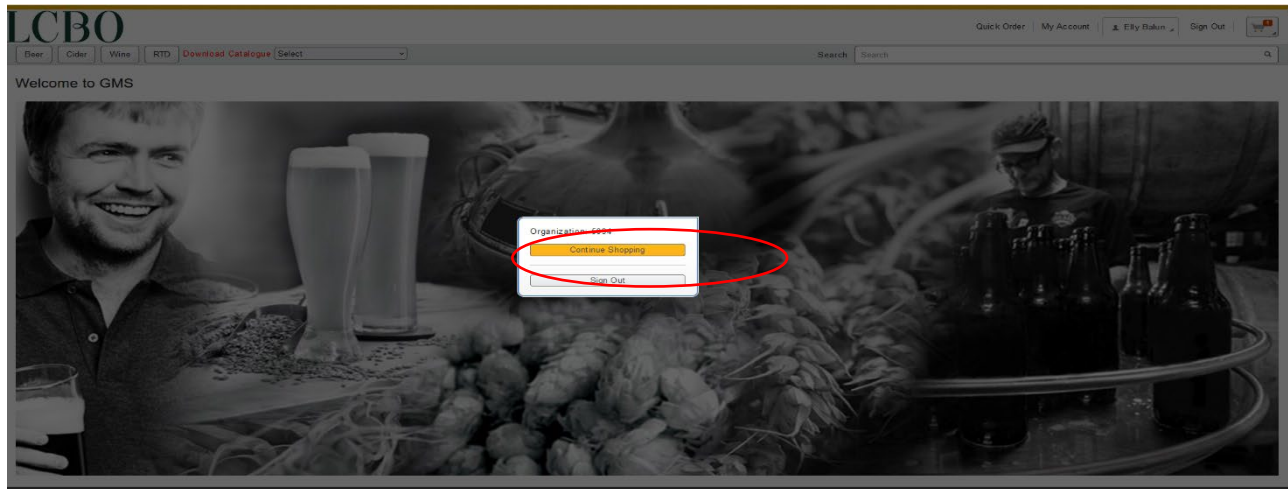


- 1) Login by selecting sign in as a wholesale customer and then enter your username and password.

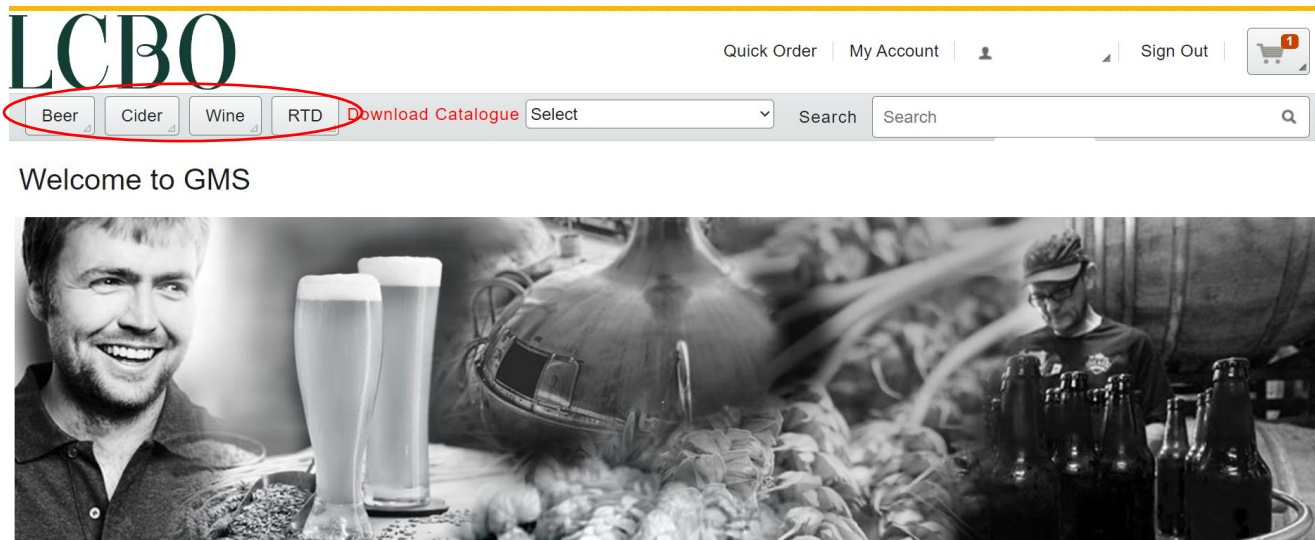


- 2) At this time, you will be asked to select the store licensee location to view the eligible product catalogue for and/or to place an order for. The store licensee location is the 30000 series LCBO assigned store number (i.e., 30002). If the store you want to place an order for is on the screen click, **Continue Shopping**. To get a list of all stores, click on the drop-down menu.

Select the store to order for and click, **Continue Shopping**. GMS automatically configures ordering for eligible products to the stores' license type.



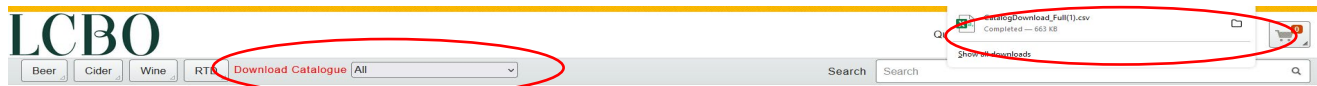
- 3) Once you have successfully logged in the screen below will appear.



ELIGIBLE PRODUCT CATALOGUE

A list of eligible products is available by download in GMS. This will assist licensed store operators in planning assortments, populating internal systems, and planning shelf space. All product attributes are available in the download including but not limited to size volume, UPC, SCC, supplying source, producer size, wholesale unit price and wholesale price per case.

- 1) To download the product catalogue for your license type (i.e., Full, Grocery, Convenience, Wine Boutique or Colocated with Wine Boutique), select the license and click. You can download the entire catalogue and filter and sort based on needs. A CSV file will appear in the top right-hand corner of the screen or the downloads folder. To open, click on the icon.



Welcome to GMS



Below is an example of the eligible **product** catalogue download.

SKU #	SHORT DE	UNIT	VOU	SELLING	U	ALCOHOL	UNITS	PER	CONTAINI	UPC	PRODUCEI	AGENT	NA	PRODUCEI	VOA	FLAG	QUALITY	A	COUNTRY	SINGLE	CC	WHOLESA	WHOLESA	CONTAINI	PRODUCI	LEAD	TIME	SUPPLYIN	ORDER	SP	SCC	WAREHOL	WAREHOL	CASES	PEF	CAF	LENK	CASE	WIC	CASE	HEIG										
0000018	Heikenen	1980	ml		4	5%	6	BOTTLE	02890000C	HEINEKEN MOLSON (Large	N	N	N	N	63.24	15.81	0.6	Netherlan	7	Days	LCBO	1	40072890C	12	6	72	37	25	25																						
0000729	Blue Nun	750	ml		12	9.50%	1	BOTTLE	707596001H	SICHEL TRAJECTO Large	N	N	N	Y	129.36	10.78	0.2	Germany	7	Days	LCBO	1	50707596C	15	4	60	33	24	34																						
0000828	Folonari	V 750	ml		12	12.50%	1	BOTTLE	800016069	FOLONAR PHILIPPE (Large	N	N	N	Y	173.04	14.42	0.2	Italy	7	Days	LCBO	1	180001606	15	4	60	31	24	31																						
0000943	Mouton C	750	ml		12	14%	1	BOTTLE	878448002	BARON PH CHARTON Large	N	N	N	Y	192.00	16.00	0.2	France	7	Days	LCBO	1	20878448C	15	4	60	32	25	32																						
0001107	Bud Light	473	ml		24	4%	1	CAN	00620675E	LABATT BF LABATT BF Large	N	N	N	N	62.88	2.62	0.1	Canada	7	Days	TBS	278	800620675	10	12	120	40.2	26.8	7.5																						
0001545	> (V) Pino	750	ml		12	13%	1	BOTTLE	88186040C	FLAT ROCI FLAT ROCI small	Y	Y	Y	Y	269.64	22.47	0.2	Canada	7	Days	LCBO	1	208818604	14	4	56	36	28	32																						
0001578	>(V) Twist	750	ml		12	11%	1	BOTTLE	88186020C	FLAT ROCI FLAT ROCI small	Y	Y	Y	Y	194.16	16.18	0.2	Canada	7	Days	LCBO	1	208818602	15	4	60	33	25	34																						
0001743	Ruffino CI	750	ml		12	12.50%	1	BOTTLE	80016601C	RUFFINO I ARTERRA 'Large	N	N	N	Y	181.68	15.14	0.2	Italy	7	Days	LCBO	1	180016601	11	4	44	37	29	31																						
0001826	Spumante	750	ml		12	7%	1	BOTTLE	06365700J	ARTERRA I ARTERRA 'Large	N	N	N	Y	129.36	10.78	0.2	Canada	7	Days	LCBO	1	10063657C	12	4	48	34	26	33																						
0002527	Mouton C	750	ml		12	13%	1	BOTTLE	878448002	BARON PH CHARTON Large	N	N	N	Y	181.08	15.09	0.2	France	7	Days	LCBO	1	20878448C	15	4	60	32	24	32																						
0002840	Lakeport	473	ml		24	5%	1	CAN	77483722E	LABATT BF LABATT BF Large	N	N	N	N	54.24	2.26	0.1	Canada	7	Days	TBS	278	10400000C	10	8	80	40	27	16																						
0002881	Pisse-Dru	750	ml		12	12%	1	BOTTLE	30400725I	NOEMIE V CHURCHIL Large	N	N	N	Y	186.60	15.55	0.2	France	7	Days	LCBO	1	30400725I	14	4	56	35	26	31																						
0004606	Vodka Mu	1080	ml		6	5%	4	BOTTLE	94144539Z	INDEPENC GLAZER'S (Large	N	N	N	N	86.70	14.45	0.4	New Zeal	7	Days	LCBO	1	19414453Z	12	6	72	36	24	23																						
0004705	20 Bees CI	750	ml		12	12.50%	1	BOTTLE	87453700Z	DIAMONC TRAJECTO Large	Y	Y	Y	Y	150.84	12.57	0.2	Canada	7	Days	LCBO	1	10874537C	15	4	60	32	24	33																						
0005280	Vodka Mu	1080	ml		6	5%	4	BOTTLE	94144539Z	INDEPENC GLAZER'S (Large	N	N	N	N	86.70	14.45	0.4	New Zeal	7	Days	LCBO	1	19414453Z	12	6	72	36	25	23																						
0005322	Aveleda	V 750	ml		12	9.50%	1	BOTTLE	56010962I	SOCIEDAD PHILIPPE (Large	N	N	N	Y	140.76	11.73	0.2	Portugal	7	Days	LCBO	1	75601096Z	15	4	60	32	25	34																						

- 2) Once the license type is configured, the hierarchy is visible for you to search and filter on various categories and attributes for beer, cider, RTD and/or wine. For example, click on the Beer button, then select the type of beer by category.

- Beer
- CRAFT BEER
- MAINSTREAM BEER
- PREMIUM BEER
- COOLERS & COCKTAILS

GMS



Then filter by category region (i.e., Local Ontario, Domestic) for a list of beer products.

Home > Beer > CRAFT BEER

Category

- LOCAL ONTARIO (998)
- DOMESTIC (80)
- IMPORT - INTERNATIONAL (42)
- IMPORT - USA (10)

Filter by







Brand

- 1000 ISLANDS BREWERY INC. (4)
- ABBOT ALE (1)
- ABE ERB/1907142 ONT INC (2)
- ACE HILL BEER COMPANY (6)
- ALL OR NOTHING BREWHOUSE (4)
- AMBER BREWERY (1)
- AMSTERDAM (13)

CRAFT BEER

PRODUCTS: (1 - 12 of 1,130)

1 2 ... 95 > SORT BY: Relevance ITEMS PER PAGE:

					
Great Lakes Canuck Pale Ale \$70.56	Mill Street Original Organic Lager 473ml \$39.00	Waterloo Premium Amber 473ml \$70.56	Hop City Barking Squirrel Lager \$78.00	Nickel Brook Head Stock West Coast-Style Ipa \$81.36	Steam Whistle Premium Pilsner 6 Pk-C \$64.84

By clicking on a product's image, an item screen will appear. Below is an example. On this screen you have access to all the product attributes and a picture of the item. The product attributes that are available on this page are included in the product catalogue download.

The unit cost of the item is referred to as the 'wholesale unit price' and this is the unit cost visible to all licensees. **The** wholesale unit price includes the discount and container deposit and tax, while the wholesale case price is calculated by multiplying the wholesale unit price by the number of units per case.

LCBO Quick Order | My Account | E-By Balun | Sign Out

Beer | Cider | Wine | RTD | Download Catalogue | Select | Search

Home > Beer > Great Lakes Canuck Pale Ale

Great Lakes Canuck Pale Ale

LCBO# 132214
Selling Units per Case Qty: 24
Units per Pack: 1

Wholesale Unit Price	\$2.94	Wholesale Case Price	\$70.56
Total Case Qty Ordered	<input type="text" value="1"/>	Total Selling Units Ordered	<input type="text" value="24"/>
		Total Price	<input type="text" value="\$70.56"/>

[Add to Current Order](#)
[Add to Requisition List](#)

Item Publication Info | Pricing History | Operational Info


- Producer: GREAT LAKES BREWING CO. INC.
- Agent Name: GREAT LAKES BREWING CO.
- Alcohol Content: 5.2%
- Unit Volume: 473 mL
- Product Size: Small
- Container Type: CAN

There is a number of tabs on the screen for each product that provide details on item information, pricing, and operations attributes. It is important to take note of the supplying source on the operational tab. This confirms who is going to supply the product to you: the LCBO, The Beer Store (TBS) or an Ontario manufacturer.

LCBO

Beer Cider Wine RTD [Download Catalogue](#) Select

Home \ Beer \ Great Lakes Canuck Pale Ale



Great Lakes Canuck Pale Ale

LCBO#: 0242545
Selling Units per Case Qty: 24
Units per Pack: 1

Wholesale Unit Price	\$2.94	Wholesale Case Price	\$70.56		
Total Case Qty Ordered	<input type="text" value="1"/>	Total Selling Units Ordered	<input type="text" value="24"/>	Total	Price <input type="text" value="\$70.56"/>

[Add to Current Order](#)

[Add to Requisition List](#)

Item Publication Info Pricing History Operational Info

- UPC: 625640226728
- Lead Time: 14 Days
- Region: Canada
- Supply Source: GREAT LAKES BREWING CO. INC.
- Container Deposit: \$0.10
- SCC: 10625640226725
- Whs TI: 10
- Whs HI: 7
- Cases per Pallet: 70
- Case Length: 40 cm
- Case Width: 27 cm
- Case Height: 17 cm
- Case Weight: 11.8 kg

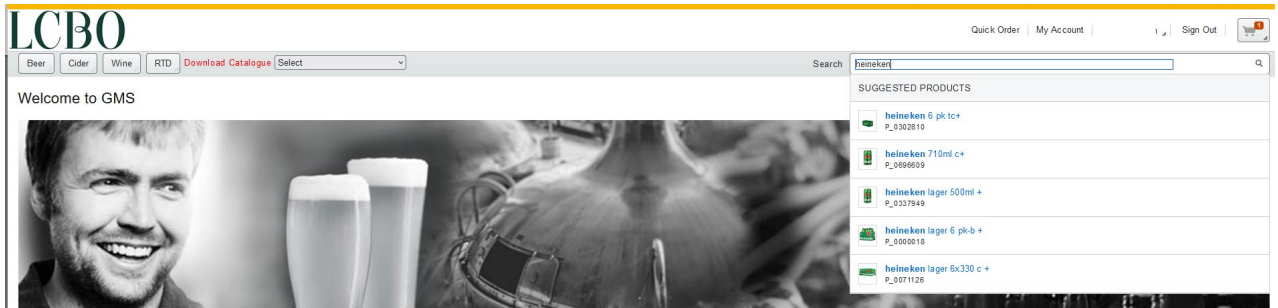
CREATING ORDERS

There are a few options available when creating an order:

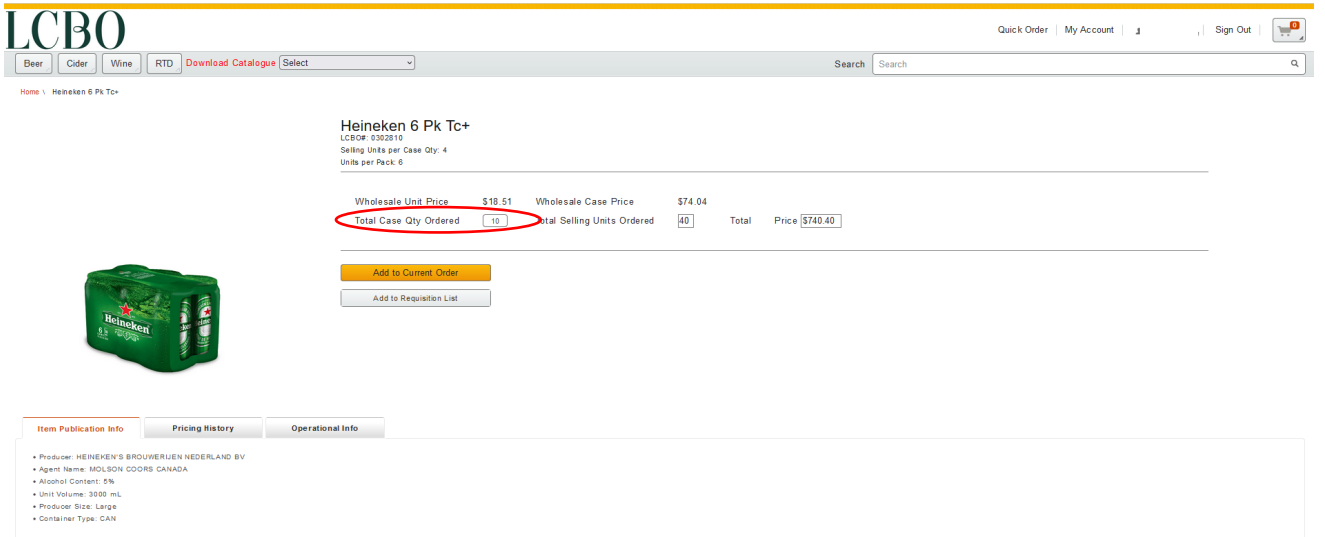
- Search Function
- Quick Order
- Requisition Lists

Search Function

- 1) Using the **Search** function, located at the top right, type in a product's name or LCBO item number and a list of products will appear.



- 2) By clicking on the product, the item page opens, and you can type in the quantity of cases you want to order. Order in case quantities, (i.e., 10 cases). Be sure to review the number of selling units per case. For example, 1 case = 4 selling units; 10 cases = 40 selling units



- 3) To add this item to your order, click Add to Current Order. You will receive confirmation that this item has successfully been added to your current order.

LCBO Quick Order | My Account | Eily Balun | Sign Out

Beer | Cider | Wine | RTD | Download Catalogue | Select

Search

Home > Heineken 6 Pk Tc+

Heineken 6 Pk Tc+

LCBO#: 0302810
Selling Units per Case Qty: 4
Units per Pack: 6

Wholesale Unit Price \$18.51 | Wholesale Case Price \$74.04

Total Case Qty Ordered | Total Selling Units Ordered | Total Price

[Add to Current Order](#)
[Add to Requisition List](#)

Item Publication Info | Pricing History | **Operational Info**

- Producer: HEINEKEN'S BROUWERIJEN NEDERLAND BV
- Agent Name: MCLSON GOORS CANADA
- Alcohol Content: 5%
- Unit Volume: 3000 mL
- Producer Size: Large
- Container Type: CAN

This item has been successfully added to your current order

LCBO#: 0302810
Qty: 10
Price: \$740.40

[Go to Current Order](#)

- 4) Continue to add items to your order until it is complete. Then click on **Go to Current Order** to see a preview of all your items.

LCBO Quick Order | My Account | Sign Out

Beer | Cider | Wine | RTD | Download Catalogue | Select

Search

Continue Shopping

Current Order

[Remove All Items](#)

Product	Wholesale Case Price	Case Qty	Total
 Heineken 6 Pk Tc+ LCBO#: 0302810 Selling Units per Case Qty: 4 Move to Requisition List Remove	\$74.04	<input type="text" value="10"/>	\$740.40
 Cerveza Tecate Margarita LCBO#: 0031298 Selling Units per Case Qty: 24 Move to Requisition List Remove	\$82.08	<input type="text" value="2"/>	\$164.16

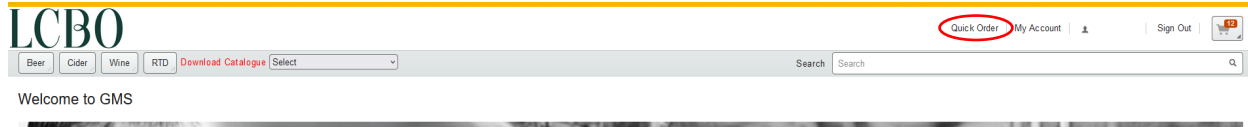
Order Total: **\$904.56**

Total includes HST and Container deposit

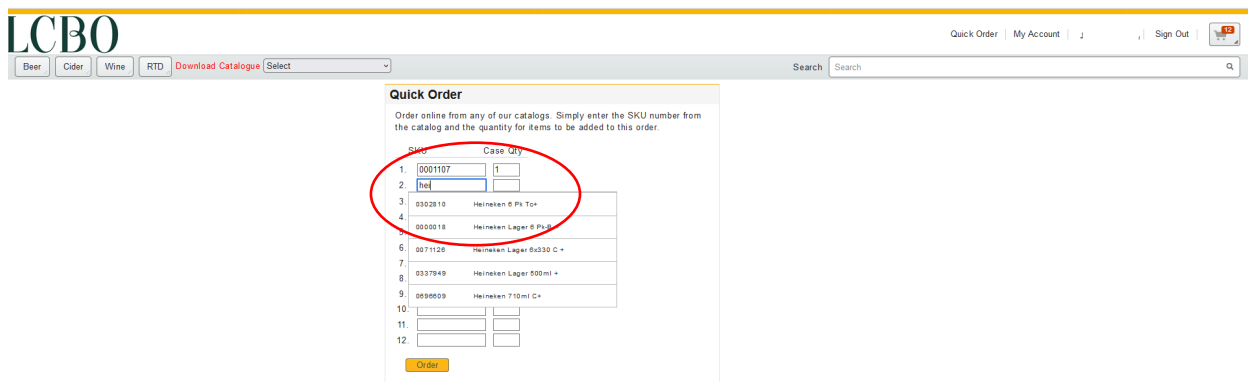
[Check Out](#)

Quick Order

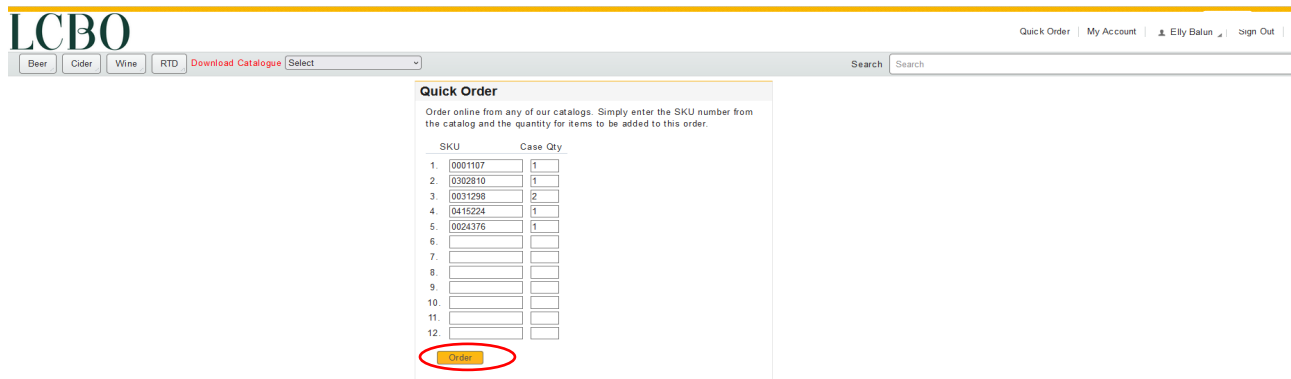
- 1) Quick order allows for fast ordering and is accessed by clicking on **Quick Order** at the top right of the screen.



- 2) The user can type in the product name or LCBO item number and a list of products will appear. This is more efficient than separately pulling up the full item screen for each product.



- 3) Click on the item you wish to order and enter in the quantity in cases you want to order. To add this item to your order, click **Order**. You will receive confirmation that the item has been successfully added to your current order. Continue to add items to your order until it is complete. There is a maximum of twelve (12) items per quick order.



- 4) When you click on the shopping cart in the top right-hand corner, you see a preview of your order. Click on **Go to Current Order** to view your entire order.



Items in your current order:

[Close](#)



Heineken 6 Pk Tc+

0302810

Case Qty 10

\$740.40



Cutwater Tequila Margarita

0031298

Case Qty 2

\$164.16

Subtotal for 12 item(s)

\$904.56

[Go to Current Order](#)

Requisition Lists

A **Requisition List** functions like a wish list. You can create in advance and save a list of items that are frequently ordered. This is the most efficient way to order items. Requisition lists can be saved and recalled at the time of ordering. Multiple requisition lists can be created to satisfy ordering requirements.

- 1) To access Requisition Lists, click on **My Account** at the top right of the screen. This will open a new page, click on **Requisition Lists** on the left-hand side of the screen. To create a list, click **Create List**. Type in the name of the list (i.e., sparkling wines) and click **Save**.

Create List

Create a new requisition list:

sparkling wines

Shared

Save

Cancel

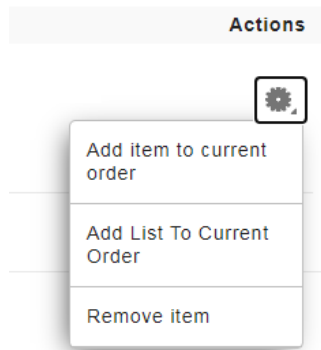
- 2) To add items to the newly saved Requisition List, click on the name of the Requisition List. Type in the product name or LCBO item number and the quantity in cases. Click **Add** to add the item to the list and repeat to add additional items. You will receive confirmation that selected item has been added to the confirmation list.

sparkling wines
Created by
Last updated January 4, 2021
Shared list

Edit List

sparkling		Case Qty	Add	
		Case Quantity	Manufacturer	Actions
0015867	Yellowglen Pink Sparkling			
0418657	Lily Sparkling Wine Vqa			
0341347	Fresh Sparkling Rose Vqa			
0486456	Joiy White Sparkling			
0536565	Lily Sparkling Rose Vqa			
0441162	Fresh Ideas Sparkling Riesling Vqa*			

- 3) By clicking on the button in the Action column, you can add an item to a current order, add the entire list to a current order or remove an item from the list. You can update quantities at any time by entering a new quantity in the **Case Quantity** column.





- 4) To add the Requisition list to your order, click **Add List to Current Order**. This will take you to order preview screen.

Current Order

Continue Shopping

Remove All Items

Product	Wholesale Case Price	Case Qty	Total
 <p>Heineken 6 Pk Tc+ LCBO#: 0302810 Selling Units per Case Qty: 4 Move to Requisition List x Remove</p>	\$74.04	<input style="width: 30px;" type="text" value="10"/>	\$740.40
 <p>Cutwater Tequila Margarita LCBO#: 0031298 Selling Units per Case Qty: 24 Move to Requisition List x Remove</p>	\$82.08	<input style="width: 30px;" type="text" value="2"/>	\$164.16

Order Total: \$904.56

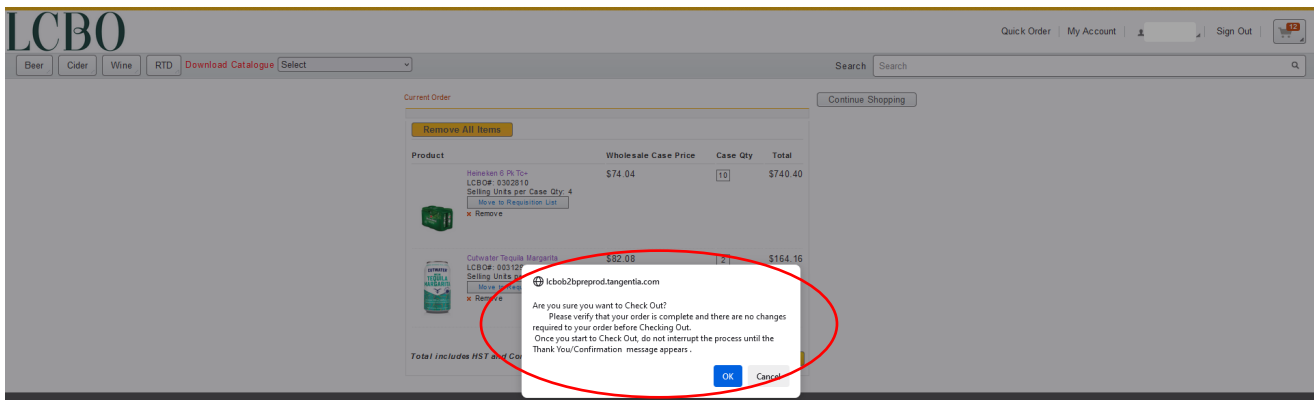
Check Out

Total includes HST and Container deposit

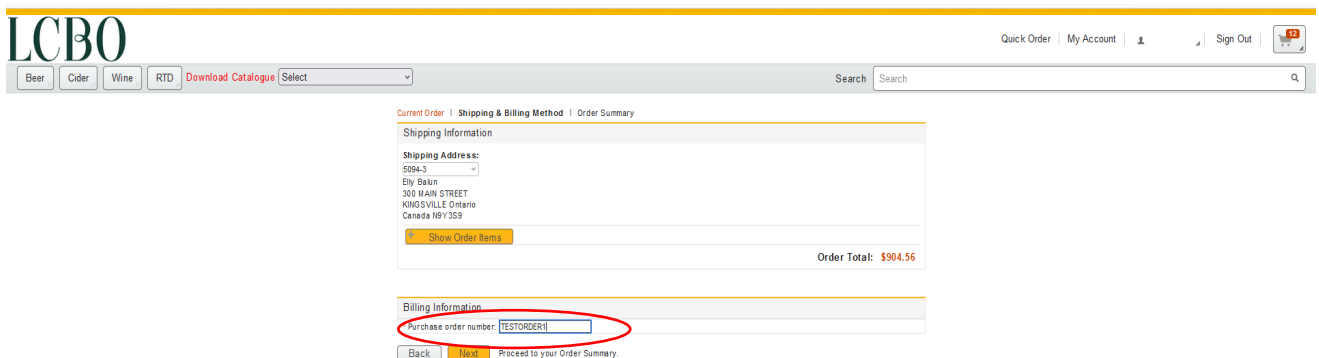
CHECKING OUT – CREDIT CARD CUSTOMERS

After you have finished creating your order, you are ready to check out. At this time, you can revise quantities, remove an item, or add an item by clicking on **Continue Shopping**.

- 1) When you are ready to check out, click on **Check Out**.
- 2) Upon selecting the check out, the following message will appear: *Are you sure you want to Check Out? Please verify that your order is complete and there are no changes required to your order before Checking Out.* If there are no changes to the order, click **OK**.



- 3) Enter your Purchase Order Number in the blank field and select **Next**. The following special characters are **not** permitted in the purchase order field: " " \ / * : < > | () # ; %



- 4) The order summary will appear, with the purchase order number and shipping address. To confirm, click, **Order** and the order is submitted to the LCBO.

[Beer](#)[Cider](#)[Wine](#)[RTD](#)[Download Catalogue](#)[Current Order](#) | [Shipping & Billing Method](#) | [Order Summary](#)

Shipping Information

Shipping Address:
20003-1

TESTSTORE3 100 QUEENS QUAY EAST
TORONTO Ontario
Canada M5E0C7
416-555-0123

[Show Order Items](#)

Order Total: **\$423.36**

Billing Information

* Purchase order number:

[Back](#)[Order](#)

- 5) Once **Order** is clicked, a screen to complete the order using your credit card will appear- Visa, MasterCard and Amex are accepted options for payment. It is important to know that Billing Address Information **must match** the name, address, city and postal code that is associated with the credit card being used.

PAYMENT INFORMATION

\$62.88 CAD		
VISA ▾		
Name on card		
Card number		
01 ▾	2024 ▾	Card cvd

BILLING ADDRESS INFORMATION

Address line 1	Address line 2
City	Postal/zip code
Ontario ▾	Canada ▾

Submit payment

Visa, Mastercard and Amex are accepted.

6) When completed the form should look similar to the below image, ensuring that the name, address line 1 and postal code match the billing information associated with the credit card.

PAYMENT INFORMATION

\$62.88 CAD		
VISA ▼		
John Smith		
1000 2345 6000 7890		
01 ▼	2024 ▼	123

BILLING ADDRESS INFORMATION

John Smith	
johnsmith@outlook.com	647-123-1234
100 Queens Quay East	
Toronto	M5E 0C7
Ontario ▼	Canada ▼

Submit payment

Visa, Mastercard and Amex are accepted.

- 7) The order confirmation will appear, and you can **Print** this confirmation and/or all items on the order by clicking on **+Show Order Items**.

Thank you for your order!

[Continue Shopping](#)

Purchase Order TESTORDER1
Order date: July 24, 2024

Shipping Information

Shipping Address:

5094-3
Ely Balun
300 MAIN STREET
KINGSVILLE Ontario
Canada N9Y 3S9

[Show Order Items](#)

Order Total: **\$904.56**

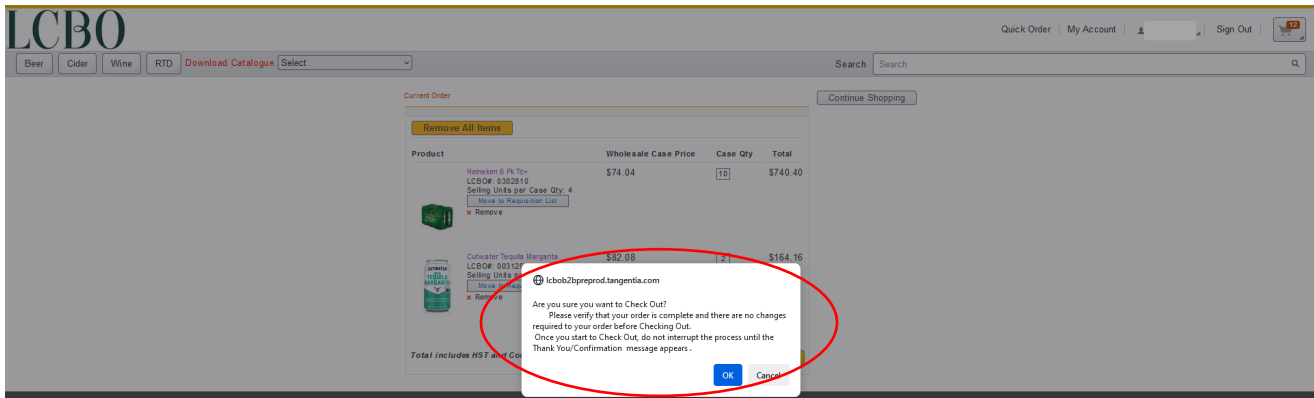
[Print](#) We recommend you print this page

CHECKING OUT – TERM CUSTOMERS

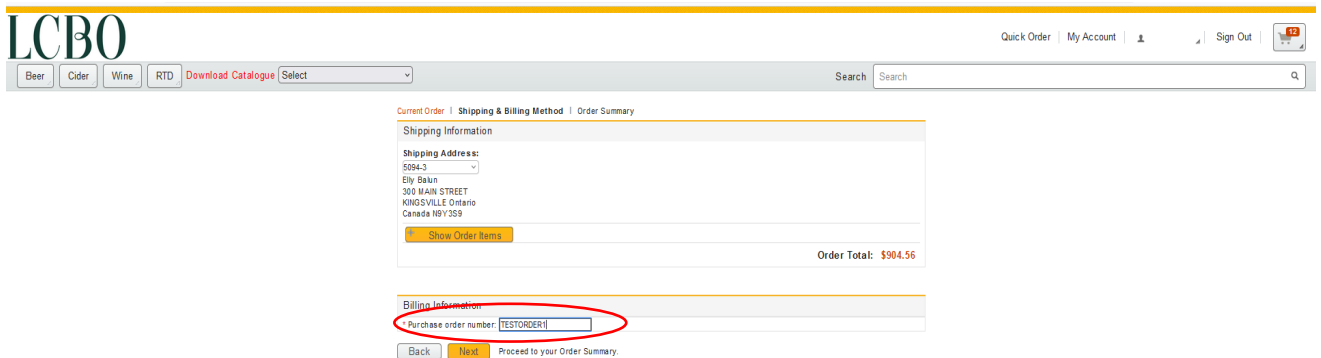
After you have finished creating your order, you are ready to check out. At this time, you can revise quantities, remove an item, or add an item by clicking on **Continue Shopping**.

8) When you are ready to check out, click on **Check Out**.

9) Upon selecting the check out, the following message will appear: *Are you sure you want to Check Out? Please verify that your order is complete and there are no changes required to your order before Checking Out.* If there are no changes to the order, click **OK**.



10) Enter your Purchase Order Number in the blank field and select **Next**. The following special characters are **not** permitted in the purchase order field: “ ” \ / * : < > | () # ; %



11) The order summary will appear, with the purchase order number and shipping address. To confirm, click, **Order** and the order is submitted to the LCBO.

Current Order | Shipping & Billing Method | Order Summary

Shipping Information

Shipping Address:
20003-1

TESTSTORE3 100 QUEENS QUAY EAST
TORONTO Ontario
Canada M5E0C7
416-555-0123

Show Order Items

Order Total: \$423.36

Billing Information

* Purchase order number: TESTORDER1

Back Order

12)The order confirmation will appear, and you can **Print** this confirmation and/or all items on the order by clicking on **+Show Order Items**.

Thank you for your order!

Continue Shopping

Purchase Order: TESTORDER1
Order date: July 24, 2024

Shipping Information

Shipping Address:
5094-3

Ely Balun
300 MAIN STREET
KINGSVILLE Ontario
Canada N9Y3S9

Show Order Items

Order Total: \$904.56

Print We recommend you print this page

ORDER STATUS

There is functionality in GMS to assist you in tracking orders and is accessed by going to **My Account**.

- 1) By clicking on **My Orders History**, a summary of all orders appears. The order history screen summarizes all orders placed and allows for searching and filtering based on set criteria.

LCBO
Beer Cider Wine
Home > My Account
My Account
SETTINGS
Address Book
ORDERS
Requisition Lists
My Orders History
Other Order History
Order Extract
INVOICE
Invoice Summary
Invoice Details

My Orders
Order History

Filter By
 None Purchase Order Number Date Range

Please be advised that only the most recent 150 orders are displayed

Show
10
entries

Purchase Order	Order Date	Order Details	Status	Total Price
Testorder5	January 5, 2021	Details	Order Submitted View Status	\$868.80 Re-Order

- 2) By clicking on **Details**, you can see a list of all items on the order. You can reorder a previously placed order by clicking on Re-Order.

My Orders
Order History

Filter By
 None Purchase Order Number Date Range

Please be advised that only the most recent 150 orders are displayed

Show
10
entries

Purchase Order	Order Date	Order Details	Status	Total Price
Testorder5	January 5, 2021	Details	Order Submitted View Status	\$868.80 Re-Order

3) Order status is accessed by clicking on **View Status**. A list of items, supplying source and the number of cases ordered appears.

Purchase Order	Order Date	Order Details	Status	Total Price
Testorder5	January 5, 2021	Details	Order Submitted View Status	\$868.80 Re-Order

Testorder5	Supplying Source	Orders	Available	Preliminary Delivery Date	Estimated Delivery Date	Shipped Qty	Received Date	Received	Deemed Receipt	Action
Labatt Blue SKU : 0696468	TBS	20	0			0				NOTIFY

4) Once the supplying source has acknowledged receipt of the order, the number of cases available to ship and preliminary delivery date populates.

Testorder5	Order Date	Order Details	Status	Total Price
Testorder5	January 5, 2021	Details	PO Acknowledged View Status	\$868.80 Re-Order

Testorder5	Supplying Source	Orders	Available	Preliminary Delivery Date	Estimated Delivery Date	Shipped Qty	Received Date	Received	Deemed Receipt	Action
Labatt Blue SKU : 0696468	TBS	20	20	07-Jan-2021		0				NOTIFY

5) Approximately twenty-four (24) hours prior to shipping, the number of cases shipped, and the estimated delivery dates appear as per supplying source confirmations.

Testorder5	Order Date	Order Details	Status	Total Price
Testorder5	January 5, 2021	Details	Order shipped View Status	\$868.80 Re-Order

Testorder5	Supplying Source	Orders	Available	Preliminary Delivery Date	Estimated Delivery Date	Shipped Qty	Received Date	Received	Deemed Receipt	Action
Labatt Blue SKU : 0696468	TBS	20	20	07-Jan-2021	07-Jan-2021	20				NOTIFY

ORDER DECLINE

Supplying sources decline to fill purchase orders for a variety of reasons including, but not limited to, inventory availability, location of store and ordered quantity. When a supplying source declines to fulfill an order, GMS will populate the purchase order with zero '0' cases acknowledged and shipped and update order status to Approval denied. The store licensee should not expect delivery of a declined order. However, receipts can be entered if the vendor delivers the order in error.

If the order contains one supplying source and the order is declined, the then status will display "Approval denied".

Testorder3 January 5, 2021 [Details](#) Approval denied \$434.40 [Re-Order](#)
[View Status](#)

Testorder3	Supplying Source	Orders	Available	Preliminary Delivery Date	Estimated Delivery Date	Shipped Qty	Received Date	Received	Deemed Receipt	Action
Labatt Blue SKU : 0696468	TBS	<input type="text" value="10"/>	<input type="text" value="0"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="0"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
										NOTIFY

If the order contains several supplying sources, and only some items are declined, the order status displayed is that of the most recent line item. As below, Amsterdam is declined, but TBS is received; order status 'Order Received' is displayed. The boxes for declined order Amsterdam are greyed out between Orders to Shipped QTY. The Available and Shipped Quantity are defaulted to zero '0'.

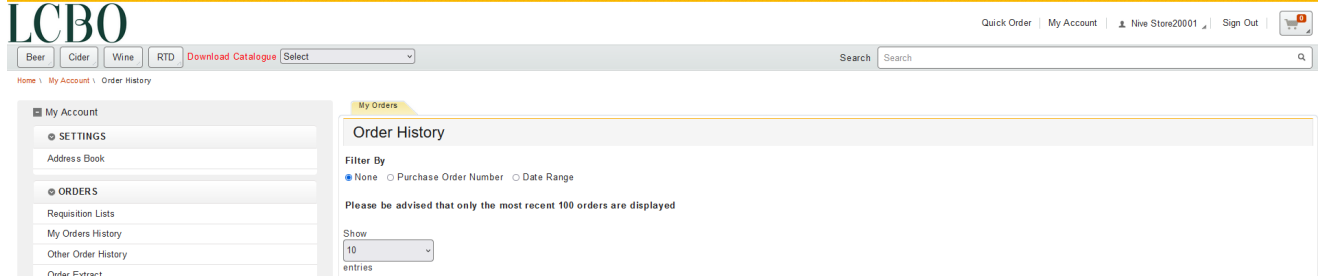
Testorder4 January 6, 2021 [Details](#) Order Received \$1,070.40 [Re-Order](#)
[View Status](#)

Testorder4	Supplying Source	Orders	Available	Preliminary Delivery Date	Estimated Delivery Date	Shipped Qty	Received Date	Received	Deemed Receipt	Action
Labatt Blue SKU : 0696468	TBS	<input type="text" value="10"/>	<input type="text" value="10"/>	<input type="text" value="06-Jan-2021"/>	<input type="text" value="07-Jan-2021"/>	<input type="text" value="10"/>	<input type="text" value="11-Jan-2021"/>	<input type="text" value="10"/>	<input type="text"/>	<input type="text"/>
Amsterdam Blonde SKU : 0617647	AMSTERDAM BREWING COMPANY	<input type="text" value="10"/>	<input type="text" value="0"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="0"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
										NOTIFY

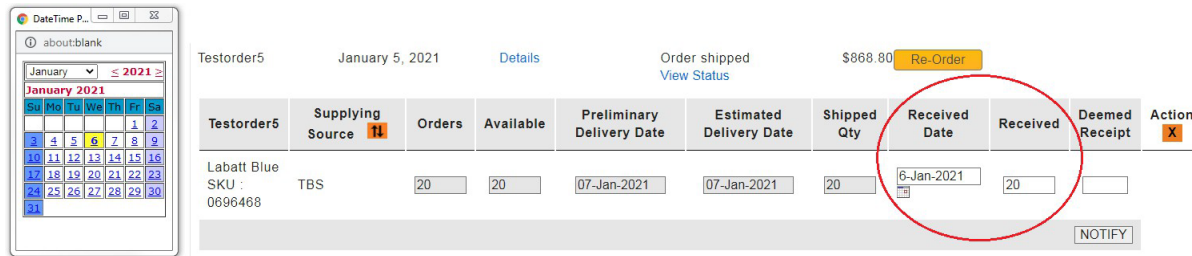
ENTERING RECEIPTS

Receipts are due to the LCBO by noon every Tuesday for orders received during the previous week (Sunday to Saturday). Licensees can record receipts online directly in GMS.

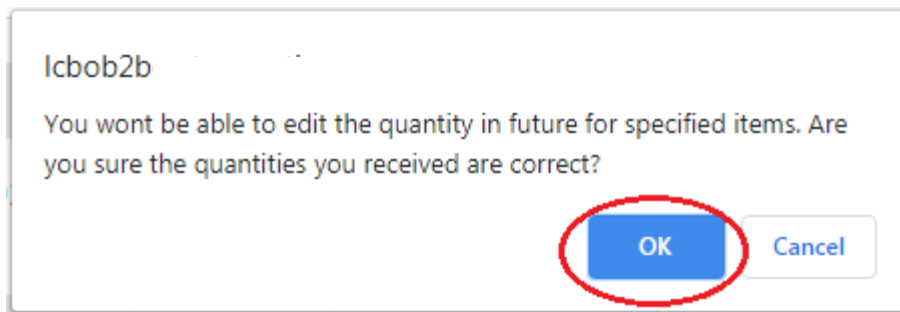
- 1) To enter receipts directly into GMS, go to **My Account** and click on **My Orders History**.



- 2) Search for the purchase order and click on **View Status**. To record a receipt, enter the date the item was received, and the number of cases received for each ordered item. Click **Notify** to submit. If an item was not included in the delivery, enter zero '0' receipts. Do not leave the item blank.



- 3) After clicking **Notify**, GMS will display a confirmation screen, click **OK** to confirm the received quantities.



4) The order status will update to order received.

Order History

Filter By
 None Purchase Order Number Date Range

Please be advised that only the most recent 150 orders are displayed

Show entries

Purchase Order	Order Date	Order Details	Status	Total Price
Testorder5	January 5, 2021	Details	Order Received View Status	\$868.80 Re-Order

INVOICING

Invoices will be made available to authorized users in GMS for self-service viewing and download.

When new invoices are available, an email notification will be sent to the emails provided at the time of wholesale customer onboarding. To access invoices, authorized users can sign into the secure GMS account and select **My Account** in the top right corner.

In the left navigation there are two options:

1) Invoice Summary

A listing of all invoices by date will be available for download in one batch. Regular weekly invoices and adjusting invoices are available for download. This includes invoices for all stores the user has access to view.

LCBO

Beer Cider Wine RTD [Download Catalogue](#)

Home \ My Account

My Account

- SETTINGS
 - Address Book
- ORDERS
 - Requisition Lists
 - My Orders History
 - Other Order History
 - Order Extract
- Invoice**
 - Invoice Summary
 - Invoice Details

My A

Welcome
This is y

Recent

Filter
 Non

Please
No ord
[View al](#)

Type	Description
INV	Weekly invoices to the Licensee
ADJ	Adjusting invoices for the Licensee

To download invoices, select the **Download** option beside the set of invoices.

Invoice Summary

Show Search:

entries

Date YYYY-MM-DD	Type	Count	Download
2021-01-04	ADJ	1	Download
2021-01-01	INV	5	Download

Once download is selected, the file will be available to open and will include all invoices for the selected date:

Name	Type	Compressed size	Password ...	Size	Ratio	Date modified
20210101_T#INV_C#15725_S#5410_J#GMS-841762-0001_P#4842777677_A#601.89	Adobe Acrobat Document	8 KB	No	9 KB	10%	05/01/2021 10:00 AM
20210101_T#INV_C#15725_S#5410_J#GMS-842120-0001_P#4842797199_A#6921.37	Adobe Acrobat Document	19 KB	No	21 KB	13%	05/01/2021 10:00 AM
20210101_T#INV_C#15725_S#5410_J#GMS-843383-0001_P#4842861672_A#162.50	Adobe Acrobat Document	6 KB	No	7 KB	12%	05/01/2021 10:00 AM
20210101_T#INV_C#15725_S#5410_J#GMS-844989-0001_P#4842916666_A#316.86	Adobe Acrobat Document	7 KB	No	7 KB	11%	05/01/2021 10:00 AM
20210101_T#INV_C#15725_S#5410_J#GMS-845007-0001_P#4842916667_A#75.79	Adobe Acrobat Document	6 KB	No	7 KB	12%	05/01/2021 10:00 AM

2) Invoice Details

Invoices are individually listed by invoice number and grocer purchase order (PO). Regular weekly invoices and adjusting invoices are available for download. A search bar is available, and invoices may be searched by attributes including Invoice Number, PO number, amount, and store number.

To search invoices, type details into the **Search** field located on the right:

Invoice Details

Show Search:

entries

Date YYYY-MM-DD	Type	Customer Number	Ship to Number	Invoice Number	P.O. Number	Amount	Download
2021-01-04	ADJ	15725	5410	GMSA-842440-01	4842814970	(\$9.66)	Download
2021-01-01	INV	15725	5410	GMS-841762-0001	4842777677	\$601.89	Download

Invoices may be individually downloaded by selecting the **Download** option beside the invoice.

ORDER MANAGEMENT

Additional functions available in the grocer portal include:

1) My Order History

The **My Order History** shows all orders placed by the user. Functionality using the up and down arrows next to the column headers allows for the user to sort and view by Purchase Order, Order Date, Status and Total Price.

My Orders

Order History

Filter By
 None Purchase Order Number Date Range

Please be advised that only the most recent 150 orders are displayed

Show entries

Purchase Order	Order Date	Order Details	Status	Total Price
Testorder4	January 6, 2021	Details	PO Acknowledged View Status	\$1,070.40 Re-Order
Testorder2	January 5, 2021	Details	Order Submitted View Status	\$868.80 Re-Order

2) Other Order History

The **Other Order History** shows all orders placed for a licensed store. Functionality using the up and down arrows next to the column headers allows for the user to sort and view by Purchase Order, Placed By, Order Date, Status and Total Price.

Order History

Filter By

None Purchase Order Number Date Range User Logon Store

Please be advised that only the most recent 150 orders are displayed

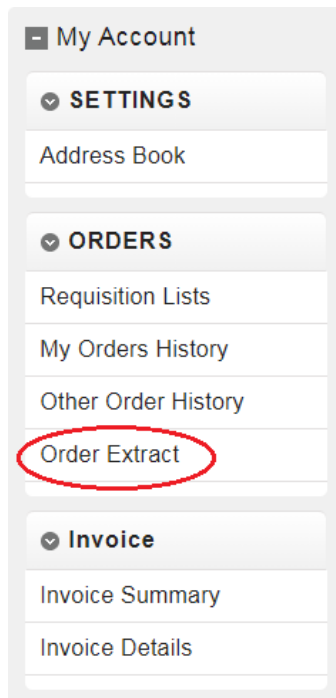
Show

entries

Purchase Order	Placed by	Order Date	Order Details	Status	Total Price
AODA27-3	5750-1/5750	November 27, 2020	Details	PO Acknowledged View Status	\$1,106.16
AODA2NO12	5750-1/5750	November 12, 2020	Details	Order Received View Status	\$2,569.96

3) Order Extract

The **Order Extract** is designed to allow store licensees access to information in GMS in a format that can be used for operational purposes. This raw data dump is available on demand and is downloadable in CSV format to be sorted by the user. Data is available at the line-item level and can be filtered by date and store number. The extract is accessible through **My Account** and by selecting **Order Extract**.



HELPDESK & SUPPORT CONTACT INFORMATION

Technical Support Assistance

LCBO GMS Helpdesk

1-888-826-4334

lcbohelp@tangentia.com

Inquiries regarding administration, invoicing, reports and form submissions

LCBO Grocery & Convenience

groceryandconvenience@lcbo.com



LCBO Grocery Management System (GMS) is powered by:



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