

LCBO

LCBO Convenience Outlets Ordering Manual

Version 1 May 2024

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Support Contact Information

Inquiries regarding eCommerce site or order questions contact:
LCBO Customer Care
Live chat, submit help form, or call 1-800-668-5226 / 416-365-5900
8.30am – 6pm (Mon-Fri) or 9am – 6pm (Sat)
[email customer service](mailto:email_customer_service)

We will continue to support your fulfillment, delivery, and business enquiries via lco@lcbo.com
IT Service Help Desk (For Challenge & Refusal Password Resets): (416) 864- 2550

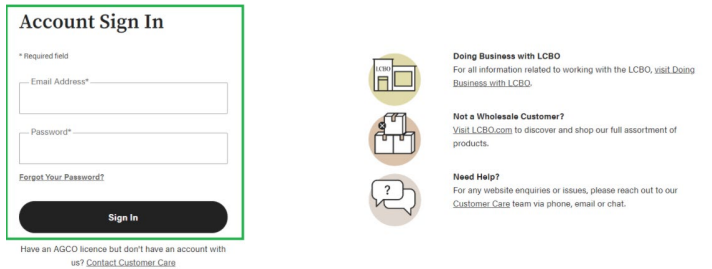
Introduction

This User Manual is a reference tool for LCBO Convenience Outlet Operators that provides a general overview ordering process. It also highlights some functional features available to make shopping and ordering a seamless experience on LCBO's new Ecommerce Platform

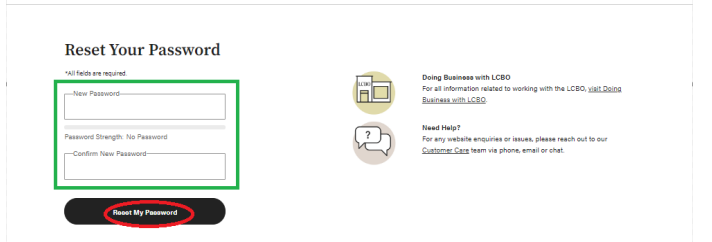
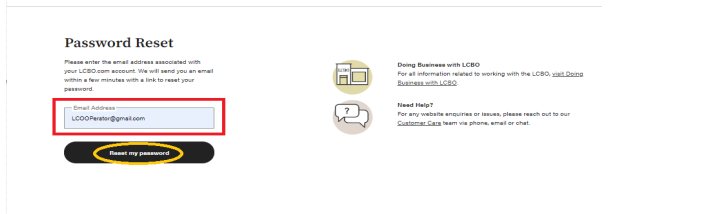
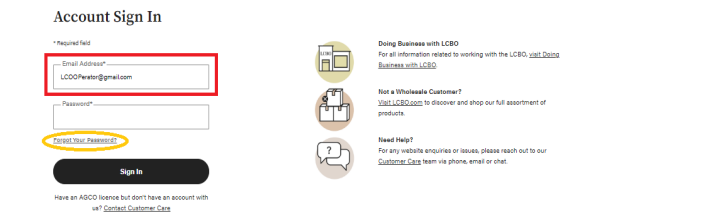
Access to The Ecommerce Platform Ecommerce Platform



To access the Ecommerce Platform, open your web browser and type in the following URL: wholesale.lcbo.com.

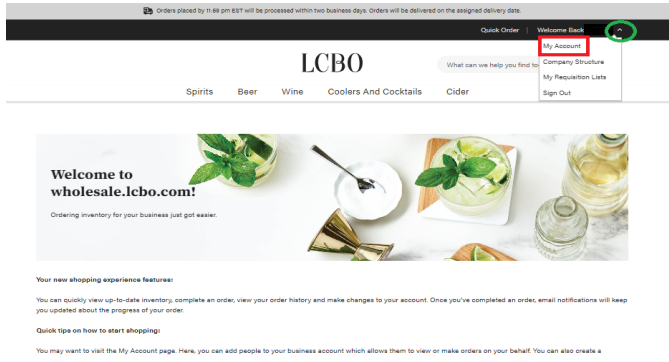


For the first login attempt, you will have to click **Forgot Password**.



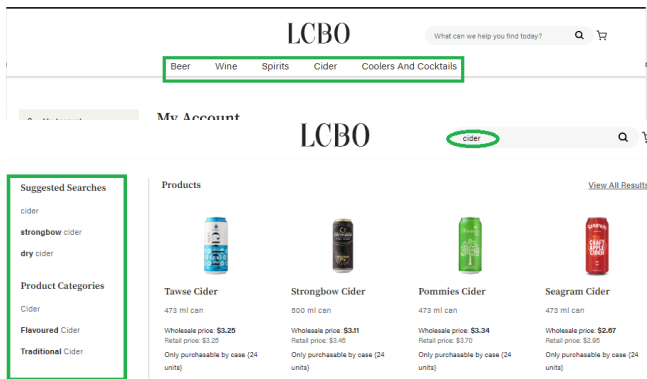
You will then be prompted to reset your password. Enter in the password of your choice (which will be tested for password strength) and click **Reset my Password**.

You may create a password from this screen, which will also test password strength. Please ensure that you do not share this password.



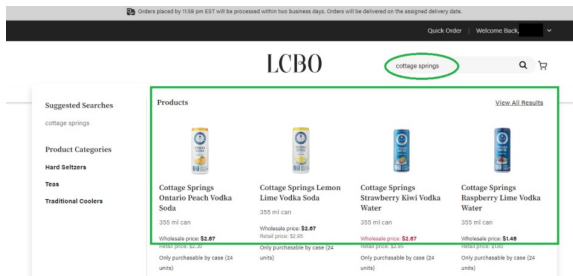
Upon logging you will see the landing page. You can navigate to your account by clicking the down arrow located in the top lefthand corner of the screen beside **Welcome Back**.

Once you have successfully logged in, navigate to **My Account**.



To begin ordering, you can click the headers above.

Or you may search individual categories using the search bar function.



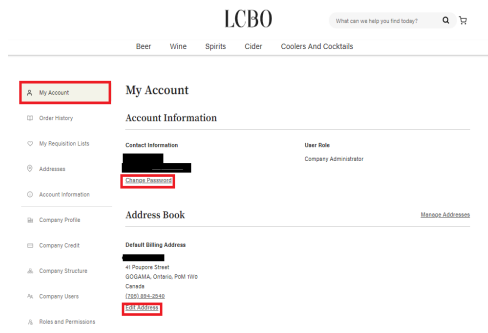
You can also search by brand name for ease.



Alternatively, if you happen to know the exact LCBO SKU (ex. 337238) you wish to order, you may enter the SKU # in the search bar.

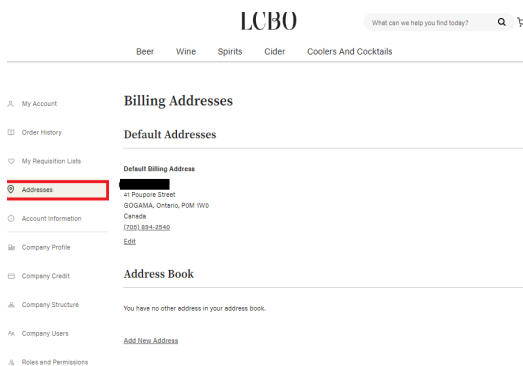
Using the Lefthand Navigation Bar

My Account



From the **My Account** page, you can review contact information and change your password. You may also edit the billing address section.

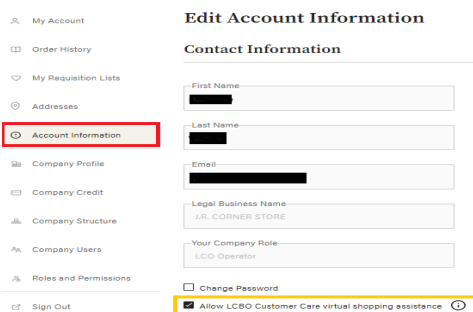
Addresses



This page does not affect your ordering or payment ability.

LCO's this is for visibility only any changes you do make will not impact or update your account in any way.

Account Information



The **Contact Information** tab will showcase a summary of the account.

Please ensure that you have checked off the box that says **Allow LCBO Customer Care virtual shopping assistance.**

Should you have technical difficulties or become locked out of your account, an LCBO Customer Care agent can assist you.

From this page you can also change your Ecommerce Platform password.

Edit Account Information

Change Password

All fields are required.

Current Password:

New Password:

Confirm New Password:

Password Strength: Very Strong
Your password must have a minimum of 8 characters.
You must have an uppercase letter, lowercase letter, number and special character.

Save

Orders placed by 11:59 pm EST will be processed within two business days. Orders will be delivered on the assigned delivery date.

LCBO

To reset your password, simply enter a new one in the **New Password** field and then confirm it by reentering the same new password in the **Confirm New Password**.

Once you click **Save**, you will be redirected to the Login screen.

Account Sign In

*Required field

Email Address*

Password*

Forgot Your Password?

Sign In

Have an ABCO license but don't have an account with us? Contact Customer Care

Doing Business with LCBO
For all information related to working with the LCBO, visit [Doing Business with LCBO](#)

Not a Wholesale Customer?
Visit [LCBO.com](#) to discover and shop our full assortment of products.

Need Help?
For any website enquiries or issues, please reach out to our Customer Care team via phone, email or chat.

Company Profile

From the **Company Profile** tab, you may review basic information for your account.

Company Profile

Account Information

Legal Company Name
J.R. CORNER STORE (J.R. CORNER STORE)

Company Email
.....

Company LIC/AUTH Number
33358

Legal Address

41 POLUPORE ST
SCOGAMIA, Ontario, P0M 1W0
Canada
T: (705) 894-2540

Contacts

Company Administrator
.....

LCBO Client Service Coordinator
.....

Account information will showcase your business name and the email address your company is linked to in The Ecommerce Platform.

The **Legal Address** refers to your business premises location that also appears on your LCBO Convenience Outlets Authorization & Certificate. The Contacts information will showcase your role as the LCO Operator and again, show the email address linked to your account. This section also shows your Client Service Coordinators name and email address.

Please note this page will remain static throughout your authorization; the information shown is for transparency and cannot be changed.

Company Credit

Date	Operation	Amount	Available Credit	Order Number	Updated By
01/24/24	Refunded	\$2,082.89	\$2,623.36	increase balance Order # 600101818	
01/22/24	Reimbursed	\$360.00	\$540.47	testing to see if you can apply a negative credit	
01/16/24	Purchased	-\$820.53	\$180.47	Order # 60017460	
01/16/24	Reimbursed	\$1,000.00	\$1,001.00		
01/16/24	Reimbursed	\$100	\$100		
01/12/24	Purchased	-\$1,000.00	\$0.00	Order # 60011008	
01/09/24	Reimbursed	\$1,000.00	\$1,000.00		
01/08/24	Updated	\$0.00			
01/08/24	Updated	\$1,000.00			

From the **Company Credit** tab on the lefthand navigation bar, you may view your current balance of company credit (should you have any). You will also see an itemized list of how company credits are applied to your account by the Wholesale Team.

In addition, every time you apply a credit to your order, you will be able to view how much, and which order you used the credits towards.

Company Structure

You may set up an internal company structure on your The Ecommerce Platform account for your LCO. LCO's with appointed managers. You can create rules by which to delineate their access from yours, more on this topic in **the Roles and Permissions** section.

Beer Wine Spirits Cider Coolers And Cocktails

My Account

Company Structure

Business Structure

Expand All | Collapse All | Add User | Add Team | Edit Selected | Delete Selected

Test Manager

My Account

Company Structure

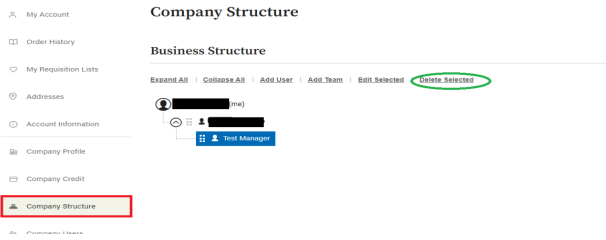
Business Structure

Expand All | Collapse All | Add User | Add Team | Edit Selected | Delete Selected

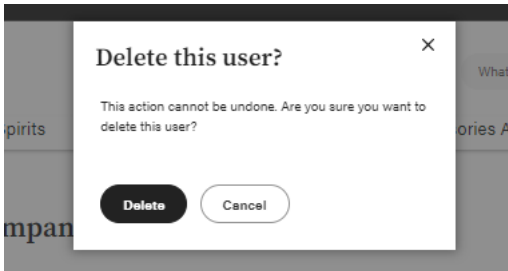
Test Manager

To view your company structure at any time, click the **Company Structure** tab from the lefthand navigation tab.

You can add to this structure, this will differ from LCO to LCO depending on their business needs and circumstances. To add, edit a user, click on the role and click **Add User** or **Edit User**.



To delete a role, simply select the role and click **Delete Selected**.



Then click the **Delete** button.
Once you delete a role it will not appear on the structure tree.

Alias Users

Please note that for all email confirmations to be received to your primary email account you must create an alias to retain visibility on what's being ordered on your account and what you will be charged for.

- To create an alias email, use your primary email then add "+1" as per the example below.
- To ensure you receive email notifications of your orders, use an alias email account (i.e. john.smith+1@gmail.com) that is linked to your email (ex. john.smith@gmail.com).

Company Users

An LCO Operator may set up their appointed manager in The Ecommerce Platform to make orders on their behalf. All managers must be confirmed with the Convenience Outlets Team and have passed all routine checks and provided a valid Criminal Background Check and Personal History Form.

To add a **Company User**, click the **Company Users** Tab from the left-hand navigation, then select **Add New User**.

Company Users

ID	Name	Email	Role	Team	Status	Actions
121341	[REDACTED]	[REDACTED]	Company Administrator	—	Active	Edit Delete
121539	[REDACTED]	[REDACTED]	Default User	—	Active	Edit Delete
121431	Test Manager	[REDACTED]	Default User	—	Active	Edit Delete

3 Item(s) Show 20 per page

Add New User

Once you click **Add New User** a pop-up panel will appear and you can input their name, role, etc.

Add New User

Job Title *
Ordering Role

User Role *
Manager

First Name *
Jane

Last Name *
Doe

Email *
[REDACTED]

Phone Number *
(416) 987-6543

Status *
Active

Save Cancel

Status *
Active

Status *
Inactive

Save Cancel

You can edit their status at any time by toggling the status options. For example, if the LCO Operator goes on vacation, they can set their manager to **Active**. Then when the LCO Operator returns from vacation and resumes the responsibility for ordering, they may set the manager's status back to **Inactive**.

My Account

Order History

My Requisition Lists

Addresses

Account Information

Company Profile

Company Credit

Company Structure

Company Users

Show Inactive Users Show All Users

ID	Name	Email	Role	Team	Status	Actions
121341	[REDACTED]	[REDACTED]	Company Administrator	—	Active	Edit Delete
121539	[REDACTED]	[REDACTED]	Default User	—	Active	Edit Delete
121431	Test Manager	[REDACTED]	Default User	—	Active	Edit Delete

3 Item(s) Show 20 per page

Add New User

You may inactivate a user by clicking the **Edit** button next to their name.

My Account

Order History

My Requisition Lists

Addresses

Account Information

Company Profile

Company Credit

Company Structure

Company Users

Show Active Users Show All Users

ID	Name	Email	Role	Team	Status	Actions
121536	Jane Doe	[REDACTED]	Manager	—	Inactive	Edit Delete
121395	Test Role	[REDACTED]	Default User	—	Inactive	Edit Delete

2 Item(s) Show 20 per page

Add New User

If you must reactivate a user, click the **Show Inactive Users** button at the top of the list. Which will enable you to access a user who you've previously set to **Inactive**, so you may set them back to **Active**. Click **Edit**.

Edit User

User Role
Manager

First Name
Jane

Last Name
Doe

Email
[REDACTED]

Phone Number
(416) 987-6543

Status
Active

Save Cancel

Then toggle their Status to **Active**. They will then appear on your list of **Active Users**.

My Account

Order History

My Requisition Lists

Addresses

Account Information

Company Profile

Company Credit

Company Structure

Company Users

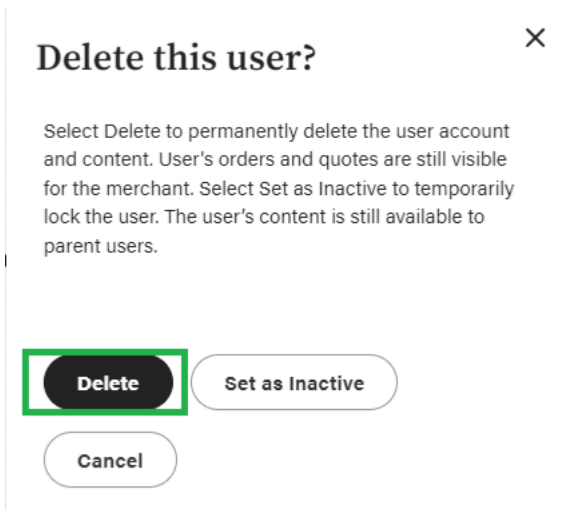
Show Inactive Users Show All Users

ID	Name	Email	Role	Team	Status	Actions
121341	[REDACTED]	[REDACTED]	Company Administrator	—	Active	Edit Delete
121539	[REDACTED]	[REDACTED]	Default User	—	Active	Edit Delete
121731	Jane Doe	[REDACTED]	Default User	—	Active	Edit Delete
121431	Test Manager	[REDACTED]	Default User	—	Active	Edit Delete

4 Item(s) Show 20 per page

Add New User

Should you decide to delete a user, for example, if your manager leaves their employment at your LCO. You can delete them from the account altogether by selecting the **Delete** button under the **Actions** column.



PLEASE NOTE: that when you inactivate and delete a user, they will not be able to log into The Ecommerce Platform. We recommend as a best practice to only set up your manager as an alternative for placing orders for the LCO.

Company Credit

My Account **Company Credit**

Order History Available Credit: **\$2,623.36**

My Requisition Lists

Addresses

Account Information

Company Profile

Company Credit

Company Structure

Company Users

Date ↑	Operation	Amount	Available Credit	Order Number	Updated By
01/24/24	Refunded	\$2,682.89	\$2,623.36	Increase balance Order # 60011658	
01/22/24	Reimbursed	\$300.00	\$540.47	testing to see if you can apply a negative credit	
01/18/24	Purchased	- \$820.53	\$180.47	Order # 60011490	
01/16/24	Reimbursed	\$1,000.00	\$1,001.00		
01/16/24	Reimbursed	\$100	\$100		
01/12/24	Purchased	- \$1,000.00	\$0.00	Order # 60011106	

Should an LCO Operator have credits reimbursed to their account, either due to a cancelled or short picked order.

All credits will appear on this page. All available credit should be used toward your next order.

LCBO What can we help you find today? 🔍

Beer Wine Spirits Cider Coolers And Cocktails

Shopping Cart **Order Summary**

Delivery (2 items)

Orders will be processed within two business days.

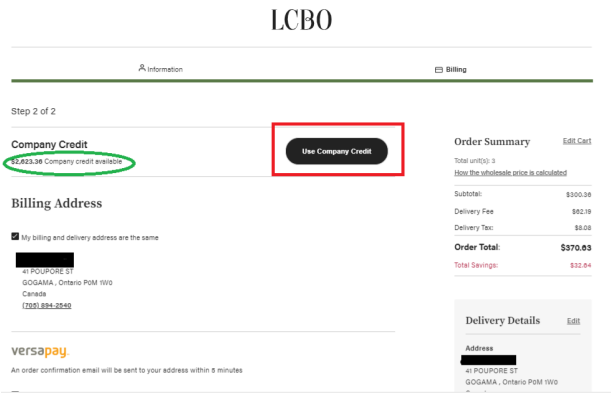
	Cachuar Premium Lager LCBO# 148007 500 ml Purchasable only by case (24 units)	⚡ Limited Time Offer Wholesale price: \$2.89 Retail price: \$3.20	Qty: 48	Total: \$138.72
	Castilero del Diablo Reserva Cabernet Sauvignon LCBO# 218418 750 ml Purchasable only by case (12 units)	⚡ Limited Time Offer Wholesale price: \$13.47 Retail price: \$14.95	Qty: 12	Total: \$161.64

Order Summary

Subtotal: \$300.36
Delivery Fee: \$62.19
Delivery Tax: \$8.68
Order Total: \$370.63
Total Savings: \$32.84

Checkout

Proceed to **Checkout**.



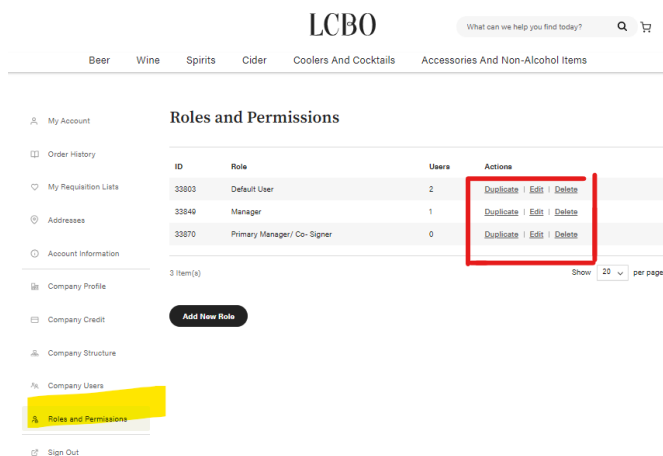
If you have an available credit balance, then upon checking out and proceeding to billing, you will see an option to **Use Company Credit**. This will apply the credit to your order amount and deduct the credit from your total. Once you have read the *Terms and Conditions* and checked off the box you may proceed to **Submit Order Confirmation**.

Please note that company credits may not be used towards delivery charges. Delivery charges are not refundable.

Any credits applied to orders will be visible on your **Company Credit** tab.

Roles and Permissions

In the event that you create an internal business structure for your The Ecommerce Platform ordering account or decide to add a manager role to place orders on your behalf. You can enable and restrict what that role/ user has access to do within the account.



You may **Duplicate/ Edit** or **Delete** these roles from this page as well.

LCO Operators will be set up initially as the **Default User**.

To duplicate a role, click the **Duplicate** button in the Actions column. This option automatically duplicates your role exactly, and if you create this role for someone else, they will have access to everything in the Ecommerce Platform account.

Creating Orders

All orders are placed online through the LCBO Ecommerce Platform at <https://wholesale.lcbo.com>

A login and password are required to access the Ecommerce Platform. If you don't have login credentials, please contact Customer Care helloLCBO or call: 416-365-5842 or 1-833-840-6272 or LCO@lcbo.com.

Payments can only be made using Versa Pay.

Upon submitting your order, you will receive the following emails:

- **Order Confirmation:** When your order is received.
- **Shipment Confirmation:** When your order has been processed for fulfillment and delivery.

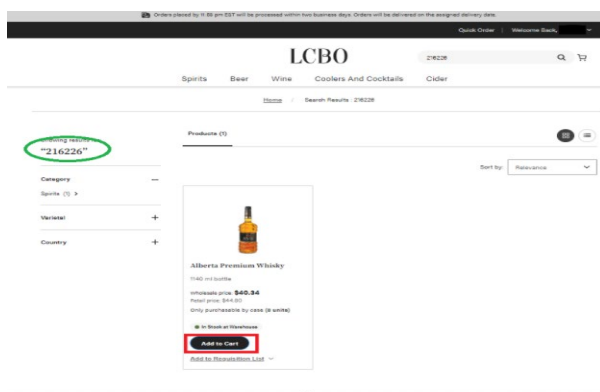
There are a few options available when creating an order:

- **Search Function**
- **Quick Order**
- **Requisition Lists**

Search Function

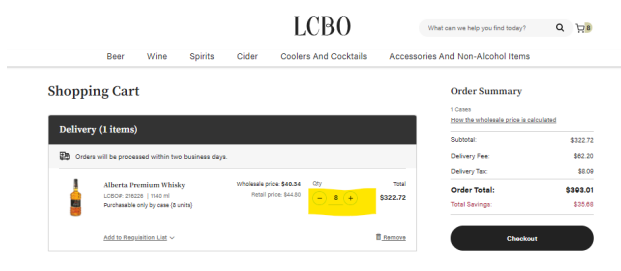


Using the **Search** function, located at the top right, type in a product's name or LCBO item number and a list of products will appear.



Alternatively, you can also type individual LCBO SKUs in the search bar in the top right-hand corner of the screen. This can be helpful for

To add the item(s) to your cart, click the **Add to Cart** button.



Once you click **Add to Cart** the cart icon in the top right-hand corner of the screen will update in case quantity. To verify the correct number of cases you require, you may click the cart icon and adjust the case quantities you need by using the “-” and “+” icons. Quantities are in Case Amounts.

- Alberta Premium cases contain eight bottles. Therefore, one case contains eight bottles, two cases contain sixteen etc.

Alberta Premium Whisky

LCBO#: 216226

Wholesale price: **\$40.34**

Retail price: \$44.80

1140 ml bottle

Qty.



Purchasable only by case (8 units)

Add to Cart

Add to Requisition List

Delivery

Orders will be processed within two business days.

1106 available for delivery

You will also be able to view the supply depot's available inventory under the **Add to Requisition List** drop down, in the delivery label.

Step 1 of 2

Delivery

Delivery Options

Order Summary

Total units:	8
Subtotal:	\$1,841.48
Order Total:	\$1,841.48
Total Savings:	\$214.32

Comments/Notes (Optional)

Continue to Billing

Once you are happy with the quantities amount, you can click the **Checkout** button to place your order.

Once you have reviewed, then click **Continue to Billing**. Read the Terms and Conditions and then click **I have read and accepted the Terms and Conditions** checkbox.

Please do not use the **Comment** box as a means of communication. Comments do not appear on invoices or orders.

Step 2 of 2

Company Credit

Billing Address

VERSAPAY

Submit Order Confirmation

Order Summary

Subtotal:	\$1,841.48
Delivery Fee:	\$84.04
Order Total:	\$2,014.30
Total Savings:	\$214.32

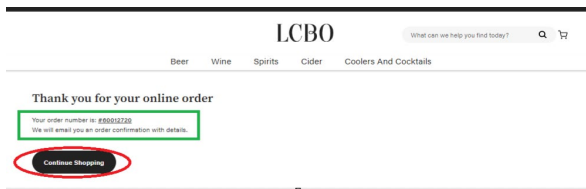
Delivery Details

Proceed by clicking **Submit Order Confirmation**.

If you have **Company Credits** to use, apply them at this step.

Note: Once an order has been placed, you cannot cancel it.

An order confirmation and number will also be sent to your primary email.

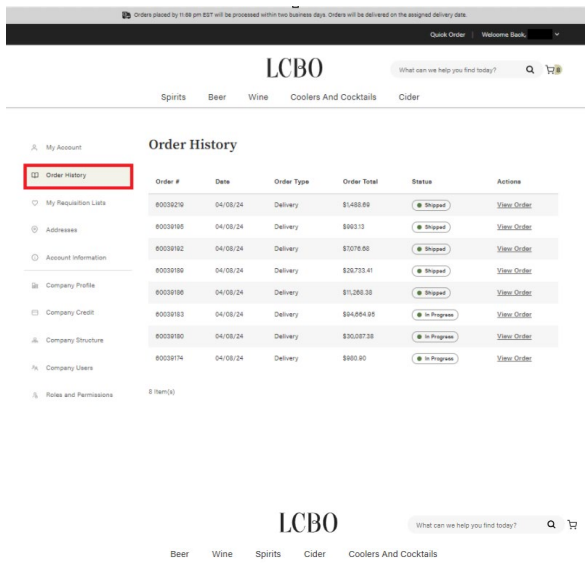


Once the order is placed you will receive a confirmation order number.

You may click **Continue Shopping** if you have other orders to place.

Order History

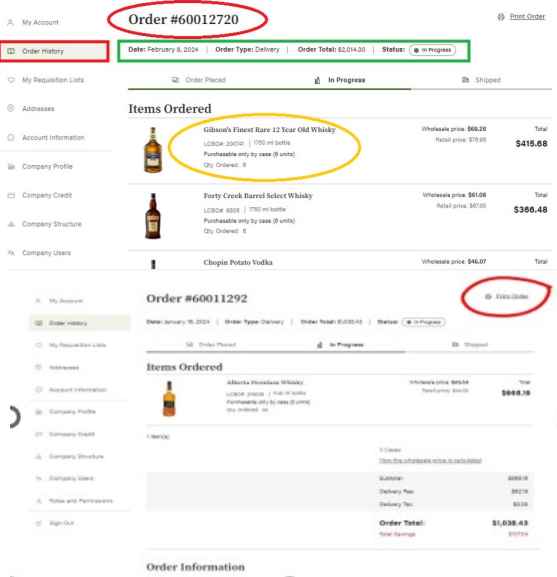
There is functionality in the Ecommerce platform to assist you in tracking orders and it is accessed by going to **My Account**.



Then clicking on **Order History** from the lefthand navigation bar, a summary of all orders appears. The order history screen summarizes all orders placed and allows for searching and filtering.

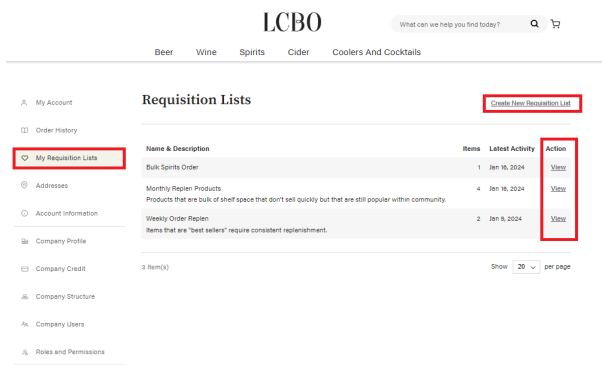
To view your order history, simply select **Order History** tab.

Order status is accessed by clicking on **View Order**. A list of items, delivery type and the number of cases ordered appears.



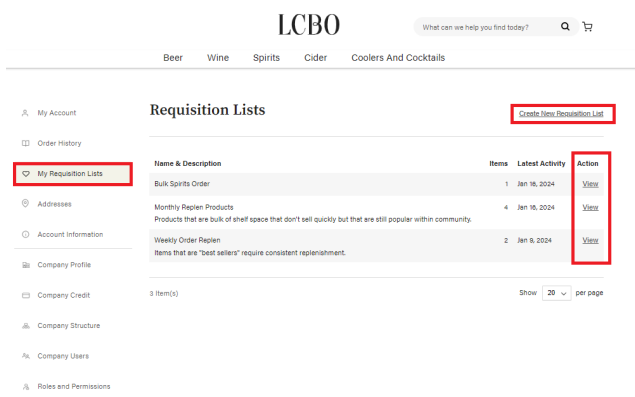
To print off an order confirmation, click **Print Order** on the right-hand side of the screen. New print screen below.

Requisition Lists



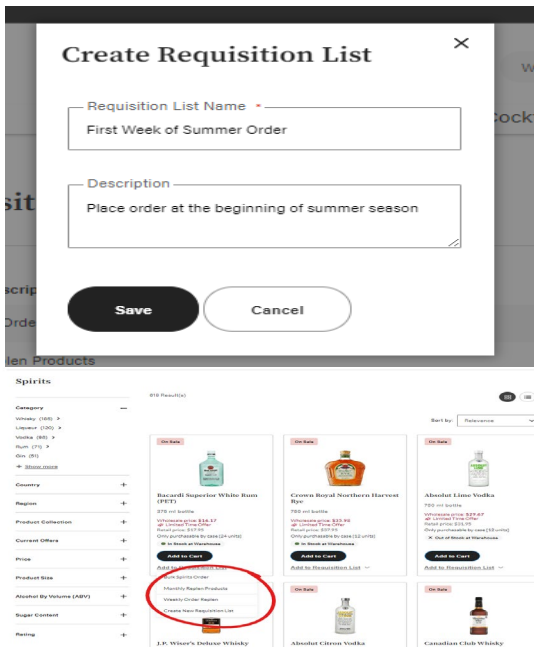
From the **Requisition List** tab, you can easily access all requisition lists that your and/or your company users have created. Click on the **View** button in the **Action** column on the right-hand side of the pane.

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.



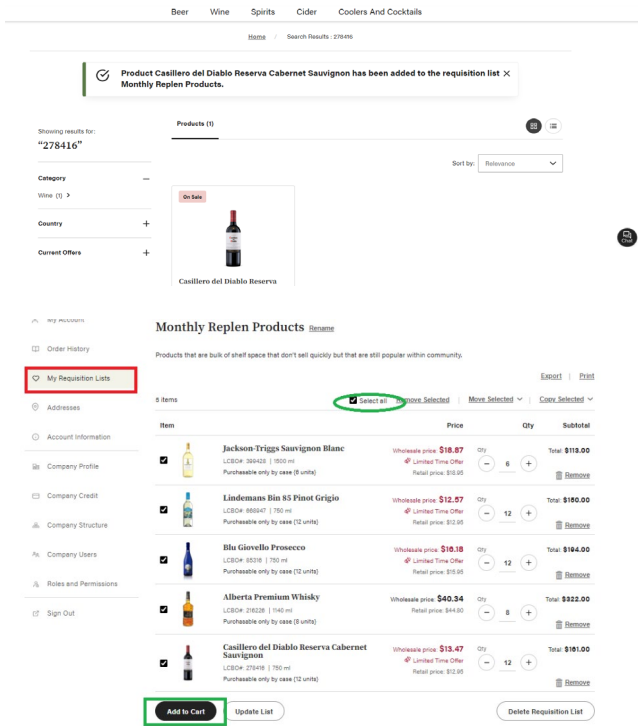
You can name the list if you so choose and add a description.

Please note requisition lists are designed to help make your ordering more seamless, especially for orders that you consistently place. Please be advised that adding a SKU to your requisition list does not mean you will be able to order that product. Product availability at your depot may vary.



To create a list, click **Create New Requisition List**. Type in the name of the list (i.e., Summer Order) and click **Save**.

As you are browsing product selection, you have the option of adding products to your requisition list. By clicking the **Add to Requisition List** drop down menu.

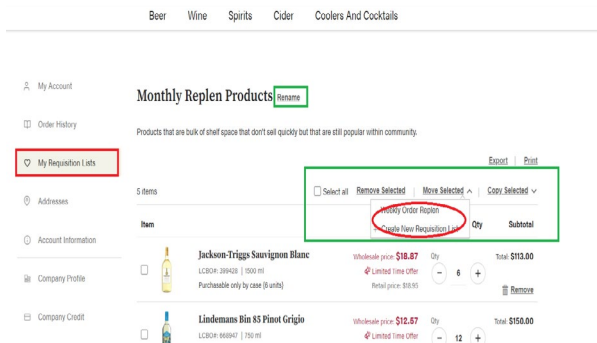


To add items to the newly saved Requisition List, click on the name of the Requisition List. Type in the product name or LCBO item number and the quantity in cases. Click **Add to Requisition List** to add the item to the list and repeat to add additional items.

You will receive confirmation that the selected item has been added to the confirmation list.

To add the Requisition list to your order, click the checkbox next to the products (or all) that you would like to add to your order. Click **Add to Cart**.

Updating Your Requisition List

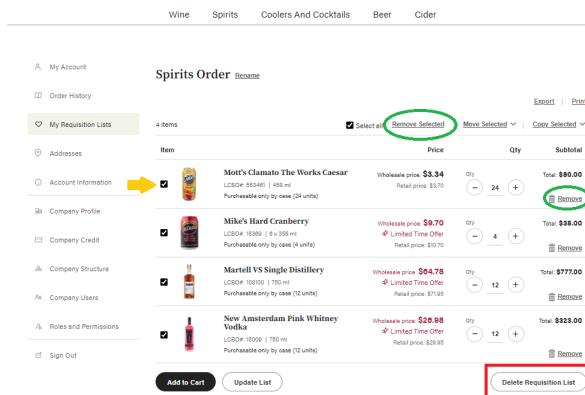


You can individually select products and copy or move them to an existing requisition list or create a new one for convenience.

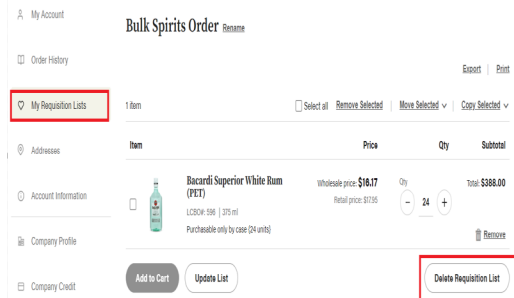
Delete Requisition

To delete a requisition list, click on the list that is no longer representative of your ordering needs. Click **Delete Requisition List**.

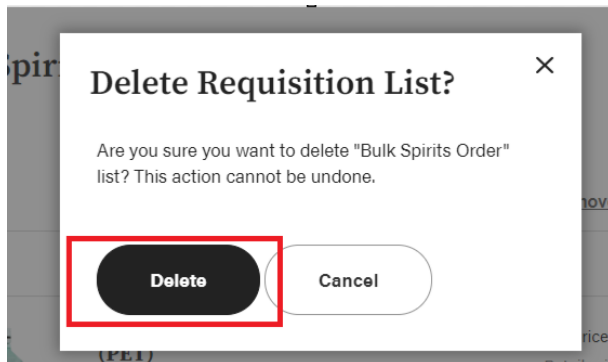
Or you may individually remove sku's from a list by clicking **Remove**.

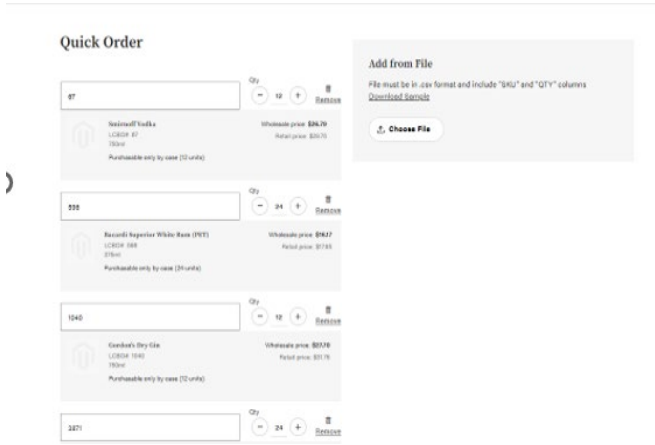


Click **"Delete Requisition List"**.

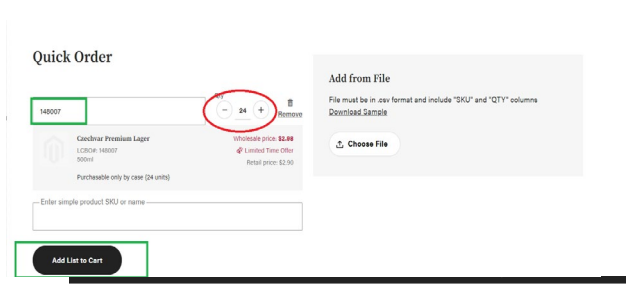


Then click **"Delete"**.

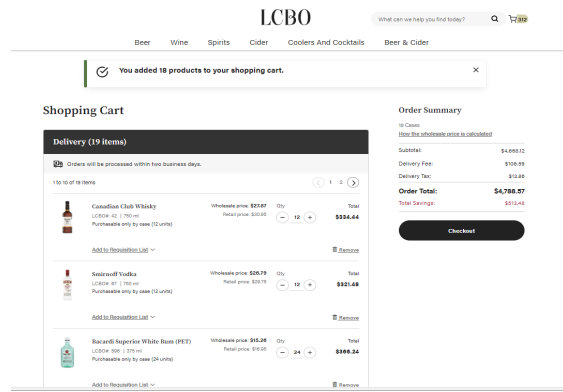




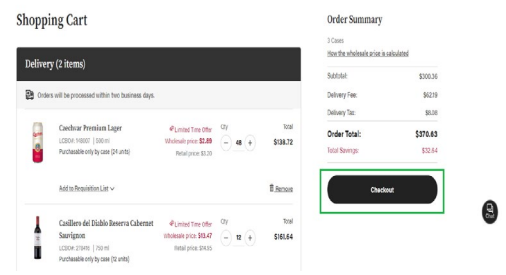
Please allow the site to load, this may take a few moments. Do not refresh the page.



Or you may type in the LCBO SKU numbers individually. Then click **Add List to Cart**, and your cart will be updated.

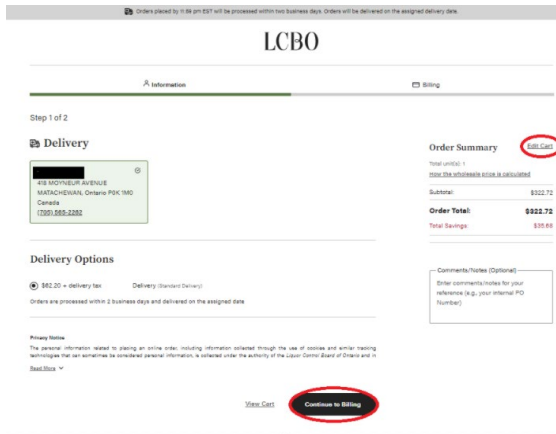


Please note that typing in 1 QTY on the template will automatically round to the case number. For example, if you put 1-11 in the quantity, it will upload the case value closest to that quantity. If you are ordering a SKU that comes in a case of 6 and you put 1, it will input 1 case into your order.



Once you are happy with the order, you click **Add List to Cart** and the items will update your shopping cart.

Proceed to **Checkout**.



Then proceed to **Continue to Billing**.

Delivery

Once you have placed your order, you will receive an email confirmation, the depots will process the order within 2 business days. LCO Operators will receive email confirmations as their order progressed through processing. Once the order has shipped, you can expect delivery of your order on your assigned delivery date.

Upon receipt of your order, please verify your order invoice to ensure what's on the invoice matches the physical product you are taking delivery of to determine whether all ordered quantities were included in the order.

Each order placed with our facility is recognized as an individual order, regardless of who is placing the order or when it is being delivered. Each order has its own delivery fee calculated based on the size of the order.

Order deadlines and delivery dates may change from time to time due to long weekends or seasonal adjustments. A Wholesale Client Services Representative will communicate this information to you via email.

In the event you were short shipped a product or received any damaged products, please submit a claim through the [LCBO Claims Application](#) within 48hrs to be credited. Failure to report within 48 hours of receiving and marking the shortage on the signed invoice provided to the driver, may result in the LCO Operator being liable for payment of the product.

If you have questions about your orders or delivery, please email LCBO Customer Care at helloLCBO or call **416-365-5842** or **1-833-840-6272**.

Receiving Orders

LCO Operators are required to be available on the delivery date to sign for the received order. LCO Operators should verify the number of cases stated on the invoice and report any discrepancies, such as shortages, in-transit breakages, or incorrect products, to their designated LCBO supplying source within 48 hours.

Once the Operator obtains possession of the product, the Operator assumes responsibility of and liability for the product. Claims must be made within 48 hours for any of the following reasons:

- Any discrepancy in the number of cases compared to the quantity of cases stated on the invoice must be recorded on the driver's invoice upon delivery.
- Any breakages occurring before or during delivery must be documented on the driver's invoice at the time of delivery.

- Any items that you received by mistake (either the wrong product, or the wrong location; collectively called “Mis-picks”).
- Any variances between shipping and delivery reports will be investigated by LCBO. Damaged product discovered during receiving, where the Operator identifies damaged or unsaleable products during receiving, the product may be refused. Damaged or unsaleable products must be marked on the invoice provided by the driver.

Note: Claims reported after this 48-hour period will not be accepted.

Claims & Returns

LCBO B2B Claims Application

For products purchased from the depots all Returns, Customer Complaints, Breakage/Shortage and Product Recall claims will need to be submitted into the LCBO B2B Claims application: <https://lco-claims.lcbo.com/>

If you require login information or assistance with your claims, please contact the Wholesale team by emailing LCO@lcbo.com or your client services coordinator.

For a step-by-step guide on how to submit any claims, review our LCO Claims application manual on [Claims and Returns | Doing Business with LCBO](#)

Resources

VersaPay Manual Link: [LCBO Customer User Guide. \(doingbusinesswithlcbo.com\)](#)

Claims Manual Link: [Claims and Returns | Doing Business with LCBO](#)

Challenge & Refusal Support Manual Link: [Challenge and Refusal | Doing Business with LCBO](#)

Lexmark Manual Link: [Lexmark Bin Tag Platform | Doing Business with LCBO](#)