

LCBO Convenience Outlets Ordering Manual

Version 1 May 2024

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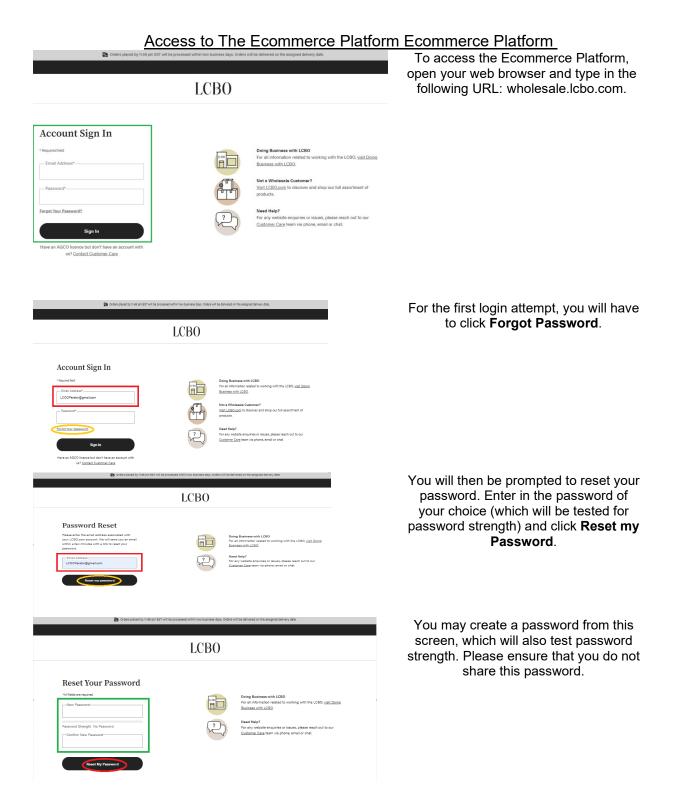
Support Contact Information

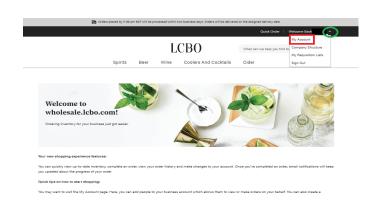
Inquiries regarding eCommerce site or order questions contact: **LCBO Customer Care** Live chat, submit help form, or call 1-800-668-5226 / 416-365-5900 8.30am – 6pm (Mon-Fri) or 9am – 6pm (Sat) email customer service

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





LCBO What can we help you find today? Q Spirits Cider Coolers And Cocktails Beer Wine My Account **LCBO** cider Q b Suggested Searches Products View All Results -icidei strongb anna Ma dry cider Product Categories Tawse Cider Seagram Cider Strongbow Cider Pommies Cider Cide 473 ml can 500 ml can 473 ml can 473 ml car Flavoured Cide Wholesale price: \$3.25 Retail price: \$3.25 ale price: \$3.11 rice: \$3.4* Traditional Cide Only p Only pu **LCBO** d ja cottage springs View All Results roducts 0 0 H 1 Cottage Springs L Lime Vodka Soda Cotta Ontai Soda Cottage Springs Raspberry Lime Vodka Water **LCBO** ۹ ä 337238 Suggested Searches View All Results No Results Product Categories

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



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

Addresses

	LCBO What can we help you find today? Q by
	Beer Wine Spirits Cider Coolers And Cocktails
My Account	Billing Addresses
Order History	Default Addresses
My Requisition Lists	Default Billing Address
Addresses	41 Poupore Street
Account Information	GOGAMA, Ontario, POM 1W0 Canada (700) 88-425-90
Company Profile	Edit
Company Credit	Address Book
Company Structure	You have no other address in your address book.
Company Users	Add Hew Addresa
Roles and Permissions	

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

A M	y Account	Edit Account Information
D Or	rder History	Contact Information
> M	y Requisition Lists	First Name
Ac	Idresses	
D Ac	scount Information	Last Name
Co	ompany Profile	Email
Co	ompany Credit	Legal Business Name
Co	ompany Structure	J.R. CORNER STORE
Co	ompany Users	-Your Company Role
Ro	oles and Permissions	Change Password
Si	gn Out	Allow LCBO Customer Care virtual shopping assistance

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

Please ensure that you have checked off the box that says <u>Allow LCBO Customer Care virtual</u> <u>shopping assistance.</u>

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.

,8, My Account	Edit Account Information		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
D Order History	Contact Information	Change Password	Confirm New Password.
 My Requisition Lists 	-First Name	All fields are required.	
Addresses		Current Pessword	
Account Information	Last Name		
ilis Company Profile	Emsil	- New Password-	
😑 Company Credit	Legal Business Name	Password Strength: Very Strong	
💩 Company Structure	JR. CORNER STORE	Your pessword must have a minimum of a characters. You must have an uppercase letter, lowercase letter, number and	
As, Company Users	-Your Company Role LCO Operator	special character.	
& Roles and Permissions	Change Password	Confirm New Password	
2" Sign Out	Allow LCBO Customer Care virtual shopping assistance		
	Save		
	Criters placed by 11.68 pm EST will be processed within two business	days. Orders will be delivered on the assigned delivery data.	Once you click Save , you will be redirected to the
	LCBO)	Login screen.
Account	Sign In		
* Required field	une and a second	Doing Business with LCBO For all information related to working with the LCBO, <u>visit Doing</u>	
Email Address*		Business with LCBO	
Password*	t the second sec	Visit LCBO com to discover and shop our full assortment of products.	
Pergot Your Password?	?	Need Help? For any website enquiries or issues, please reach out to our	
	Sign In	<u>Customer Care</u> team via phone, email or chat.	
	e but don't have an account with act Customer Care		

Company Profile

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

2	My Account	Company Profile
œ	Order History	Account Information
\odot	My Requisition Lists	Legal Company Name
0	Addresses	J.R. CORNER STORE (J.R. CORNER STORE) Company Email
0	Account Information	
ia:	Company Profile	Company LIC/AUTH Number 33130
	Company Credit	Legal Address
.8.	Company Structure	41 POUPORE ST
24	Company Users	GOQAMA, Onterio, POM IWO Canada T: (705) 894-2540
л.	Roles and Permissions	
07	Sign Out	Contacts
		Company Administrator LCBO Client Service Coordinator
		LCO Operator

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

	φ		Available C					
	\bigcirc	My Requisition Lists	\$2,62	3.36	>			
	۲	Addresses	Date †	Operation	Amount	Available Credit	Order Number	Updated By
-	0	Account Information	01/24/24	Refunded	\$2,082.89	\$2,623.36	increase balance Order # 60011646	
		Company Profile	01/22/24	Reimbursed	\$360.00	\$540.47	testing to see if you can apply a negative credit	
			01/18/24	Purchased	- \$820.53	\$180.47	Order # 60011460	
	8	Company Credit	01/16/24	Reimbursed	\$1,000.00	\$1,001.00		
	200	Company Structure	01/16/24	Reimbursed	\$1.00	\$1.00		
			01/12/24	Purchased	- \$1,000.00	\$0.00	Order # 60011106	
	착	Company Users	01/09/24	Reimbursed	\$1,000.00	\$1,000.00		
	ß	Roles and Permissions	01/08/24	Updated		\$0.00		
	c'	Sign Out	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.

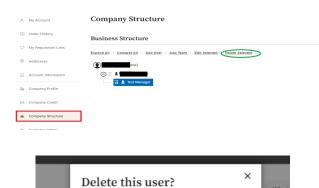
Company Structure

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 Order History	Compa	ny Str	ucture			
Lą.	order manary	Business	Structu	ire			
0	My Requisition Lists	Expand All	Collapse All	Add User	Add Team E	dit Selected Delete Selected	
0	Addresses	٢	me)				I
C	Account Information	⊘ 1	1 Test Ma	nager			
	Company Profile		-				
=	Company Credit						
	Company Structure						
° ۳	My Account Order History			y Strue			
\bigcirc	My Requisition Lists	Expand	All Col	llapse All	Add User	Add Team + Edit Selected	Delete Selected
0	Addresses			(me)			
0	Account Information	C		🖁 Test Manaç	per .		
Ba	Company Profile			TEST Money	jur	•	
8	Company Credit	_					
æ	Company Structure						
P.R.	Company Users			_			

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**.



This action cannot be undone. Are you sure you want to

Cancel

delete this user?

De

pirits

mpan

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

ories /

dd New User	>
- Job Title •	
Ordering Manager	
User Role •	
Default User	~
– First Name *	
John	
– Last Name •	
Smith	
- Email •	
LCOtestaddress+1@gmail.com	
– Phone Number * –	
(123) 456-7890	

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.

冬 My Account	Company Users				
Order History	Show Inactive Users Show All Users				
	ID Name Email	Role	Team	Status	Actions
O My Requisition Lists	121341	Company Administrator	-	Active	Edit Delete
Addresses	121539	Default User	-		Edit Delete
O Account Information	121431 Test Manager	Default User	-	Active	Edit Delete
De Company Profile	3 Item(s)			Show	20 v per page
😑 Company Credit	Add New User				
& Company Structure					
条 Company Users					
	Add New User		×		
	ind new ober				
	– Job Title •		_		
	Ordering Role				
	User Role •		_		
	Manager	~	-		
	First Marra 6				
	First Name * Jane				
	– Last Name * –				
	Doe				
	E				
	Email •				

	Phone Number +				
	(416) 987-6543				
	(,				
	- Status				
	Active	·			
		_			
	Save Cancel)			
	Active		~		
			<u> </u>		
	Inactive		~		
	Save Cancel)			

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

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

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.

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

8		Company Users							
φ	Order History	Show Inac	tive Users S	ihow All Users					
	My Requisition Lists	ID	Name	Email	Role		Team	Status	Actions
~	my nequisition cists	121341			Company Ar	dministrator	-	Active	Edit Delete
0	Addresses	121539			Default User		-	Active	Edit Delete
0	Account Information	121431	Test Manage	r	Default User		-	Active	Edit Delete
Ba	Company Profile	3 Item(s)						Show	20 v per pag
8	Company Credit	Add N	ew User						
æ	Company Structure								
Rq.	Company Users								
AR .		Comp	any Use	rs					
0		Comp Show Active		rs					
0	My Account Order History	Show Active	Users Show J		Role	Team	Status	Actions	
Å	My Account Order History	Show Active	Users Show	All Users	Role Manager Default User	Team 	Status Inactive Insctive	Actions Edit Delete	
≪ ⊞ ⊘	My Account Order History My Requisition Lists	Show Active	Users Show J Name Jane Doe	All Users	Manager	-	Inactive	Edit Ocieta Edit Deleta	2
° ⊟ ♡ ⊕	My Account Order History My Requisition Lists Addresses Account Information	Show Active ID 121536 121395 2 Item(6)	Users ShowJ Name Jane Doe Test Role	All Users	Manager	-	Inactive Inactive	Edit Oelete Edit Delete	2
	My Account Order History My Requestion Lats Addresses Account Information Company Pedile	Show Active ID 121536 121395	Users ShowJ Name Jane Doe Test Role	All Users	Manager	-	Inactive Inactive	Edit Oelete Edit Delete	2
	My Account Order History My Requestion Lats Addresses Account Information Company Pedile	Show Active ID 121536 121395 2 Item(6)	Users ShowJ Name Jane Doe Test Role	All Users	Manager	-	Inactive Inactive	Edit Oelete Edit Delete	2

×

Edit | Delete

Edit Delete

Edit | Delete

Show 20 v per page

~

Company Usors

Edit User

User Bole • Manager

First Name •

人 My Account

Order History

♡ My Re

Addresses

Account Information

De Company Profile

Company Credit

A Company Structure A, Company Users 121431

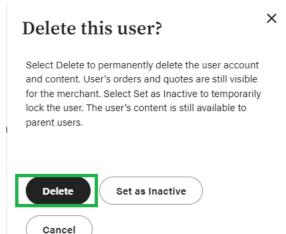
Add New User

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.

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

Jane Last Name • Doe – Email • Phone Number (416) 987-6543 – Status Active Cancel Save **Company Users** Show In tive Users Name Role Comp Active Edit Delete 121341 Default Lise Active 121731 Default User Active

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.

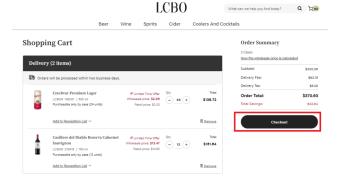
Company Credit

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.

Proceed to Checkout.

°C	My Account	Comp	any Cre	dit			
Φ		Available C					
\odot	My Requisition Lists	\$2,62	3.36	>			
0	Addresses	Date †	Operation	Amount	Available Credit	Order Number	Updated By
0	Account Information	01/24/24	Refunded	\$2,082.89	\$2,623.36	increase balance Order # 60011646	
B	Company Profile	01/22/24	Reimbursed	\$360.00	\$540.47	testing to see if you can apply a negative credit	
_		01/18/24	Purchased	- \$820.53	\$180.47	Order # 60011460	
8	Company Credit	01/16/24	Reimbursed	\$1,000.00	\$1,001.00		
a.	Company Structure	01/16/24	Reimbursed	\$1.00	\$1.00		
		01/12/24	Purchased	- \$1,000.00	\$0.00	Order # 60011106	1997 - A.
89,	Company Users						



LCBO						
A Information	🖨 Billing					
Step 2 of 2						
Company Credit	e Company Credit Total unitity: 3 How the understein more is calculated					
Billing Address	Subtotal: \$300.30 Delivery Fee \$82.15					
My billing and delivery address are the same	Delivery Tex: \$8.00 Order Total: \$370.63					
41 POUPORE 51 GOGAMA, Ontario POM W/0 Cenede (<u>1752).894-2810</u>	Total Sevings: \$32.04					
VErSapay. An order confirmation email will be sent to your address within 5 minutes	Address 41 POUPORE ST GOGAMA, Ontario POM WO					

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.

					LCBO		What can we help you find today?	Q	Ä
	Beer	Wine	Spirits	Cider	Coolers And Cocktails	Accessor	ies And Non-Alcohol Items		
é	My Account		Roles a	nd Pern	nissions				
φ	Order History		ID	Role		Users	Actions		
\bigcirc	My Requisition Lists		33803	Default User		2	Duplicate Edit Delete		
۲	Addresses		33849	Manager		1	Duplicate Edit Delete		
			33870	Primary Manag	ger/ Co- Signer	0	Duplicate Edit Delete		
Ū	Account Information		3 Item(s)				Show	20 🗸	per page
Gπ	Company Profile		3 item(8)				anow	20 0	per page
•	Company Credit		Add New R	olo					
a.	Company Structure								
J _R	Company Users								
8	Roles and Permissions								
c	Sign Out								

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 <u>helloLCBO</u> or call: 416-365-5842 or 1-833-840-6272 or <u>LCO@lcbo.com</u>.

Payments can only be made using Versa Pay.

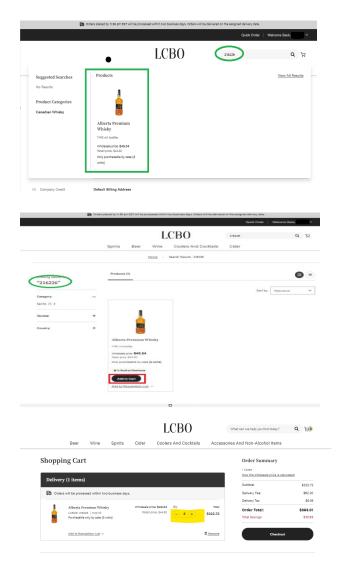
Upon submitting your order, you will receive the following emails:

- 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 Pi	remium	Whisky
------------	--------	--------

LCBO#: 216226

Wholesale price: **\$40.34** Retail price: **\$**44.80

1140 ml bo	ttle
Qty.	4 + Purchasable only by case {8 units}
	Add to Cart
Add to Rec	uuisition List ~
චූම Del	ivery
Oro	ers will be processed within two business
	a. 1180 available for delivery

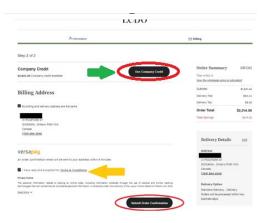
You will also be able to view the supply depot's available inventory under the **Add to Requisition List** drop down, in the delivery label.

A Internation	D Birg
Step 1 of 2	
26 Delivery	Order Summary SittSet
er ROLFORE ST	Total unition is interesting and a structure is contradicted
GOGAMA , Ortario Polit IW	Subtoan BLBHLH
0 Canada	Order Total S1,041.48
CONT. RPA-2040	Total Savings: 8214.00
Delivery Options B Block + tax Delivery (second polycy)	Commental facters (Optional) Enter comments/instea for your reference (e.g., your internal PO
Orders will be processed within two business days.	Humber)
Privacy function	
The personal information related to pleaking an online order, including information oplianted through the use schrolingies that can schedules be considered personal information, is objected under the autority of the Upp	
tealitus v	
_	
Max Cert	Continue to Dilling

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.



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.

Beer Wine Spirits Cider Coolers And Cocktails				L	CBO		What can we help you find today?	Q	3
		Beer	Wine	Spirits	Cider	Coolers And	Cocktails		
	Thank you for you	ur online ord	ler						
Thank you for your online order									
Thank you for your online order	Your order number is: #60012720								

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

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

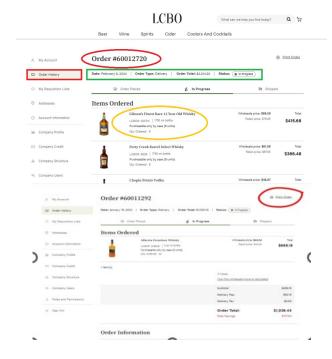
Order History

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

						Quick Order	Welcome Back,
				LCBO		What can we help you find	today? Q 🙀
		Spirits	Beer Wine	Coolers /	And Cocktails	Cider	
Å	My Account	Order H	istory				
φ	Order History	Order #	Date	Order Type	Order Total	Statue	Actions
0	My Requisition Lists	00039219	04/08/24	Delivery	\$1,488.09	(Shipped	View Order
۲	Addresses	60039195	04/08/24	Delivery	\$993.13	(Shipped	View Order
0	Account Information	60039192	04/08/24	Delivery	\$7,076.68	(Shipped	View Order
		00039189	04/08/24	Delivery	\$29,733,41	(@ Shipped)	View Order
Ωir	Company Profile	60039186	04/08/24	Delivery	\$11,268.38	(Shipped	View Order
	Company Credit	60039183	04/08/24	Delivery	\$94,554.95	(In Progress	View Order
A.	Company Structure	00039180	04/08/24	Delivery	\$30,087.38	(in Progress	View Order
24	Company Users	60039174	04/08/24	Delivery	\$980.90	In Progress	View Order

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

	LC) Beer Wine Spirits C	BO What can we help y ider Coolers And Cocktails	ou find today? Q ថ្លៃ
A, My Account	Requisition Lists		Create New Requisition List
Order History	Name & Description		Items Latest Activity Action
Ø My Requisition Lists	Bulk Spirits Order		1 Jan 16, 2024 View
Addresses	Monthly Replen Products	I quickly but that are still popular within community.	4 Jan 18, 2024 <u>View</u>
Account Information	Weekly Order Replen	r quicky out that are sull popular within community.	2 Jan 8, 2024 <u>View</u>
Bis Company Profile	items that are "best sellers" require consistent rep	lenishment.	
Company Credit	3 litem(s)		Show 20 v per page
🙈 Company Structure			
ন্দ Company Users			
A Roles and Permissions			
	L Beer Wine Spirits	CBO What can w Cider Coolers And Cocktails	ve help you find today? Q ਸ਼ਿ
鸟、 My Account	Requisition Lists		Create New Requisition List
Order History			
	Name & Description		Items Latest Activity Action
My Requisition Lists	Bulk Spirits Order		1 Jan 18, 2024 <u>View</u>
Addresses	Monthly Replen Products Products that are bulk of shell space that do	n't sell quickly but that are still popular within commu	4 Jan 16, 2024 <u>View</u>
 Account Information 	Weekly Order Replen		2 Jan 8, 2024 <u>View</u>
E Company Profile	Items that are "best sellers" require consister	nt replenishment.	
Company Credit	3 item(s)		Show 20 🗸 per page
🚲 Company Structure			
As. Company Users			
A Roles and Permissions			
			× w
	010 Resoult(a)		
Category Wheeky (185) > Lingueur (120) >	-		Sort by: Relevance 🗸
Vodka (80) > Rum (71) > Gin (51)	Con Sale	On tax	
+ Minere mains	—. 🚊		
Country Beginn	+ Bacardi Superior White Run (PET)	n Crown Royal Northern Harvest Bye	Absolut Limo Vodka 700 ml bottle
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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.

			Home / Search Re	SUITS : 270410				
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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.

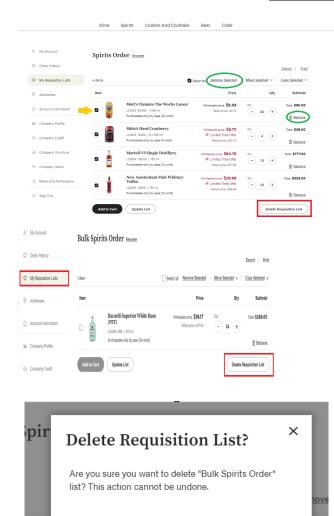
You will receive confirmation that the selected item has been added to the confirmation list.

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

		Beer	Wine	Spirits	Cider	Coolers And Cocktails				
20	My Account	Monthl	y Reple	n Produc	ts Rename					
Φ	Order History	Products that a	are bulk of she	if space that don'	't sell quickly but	hat are still popular within community.				
Ø	My Requisition Lists				Ē					Export Print
0	Addresses	5 items				Select all Remove Selected	Move Sel	ected	^]	Copy Selected 🗸
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8	Company Profile		LCBO#	on-Triggs Sau 389428 1500 m sable only by case		Wholesale price: \$18.87 d ² Limited Time Offer Retail price: \$18.95	Cty -	6	+	Total: \$113.00
8	Company Credit			emans Bin 85 : 668947 750 ml	Pinot Grigio	Wholesale price: \$12.67 & Limited Time Offer	Qty (-)	12	(+)	Total: \$150.00

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



Cancel

Delete

(PEI)

Delete Requisition

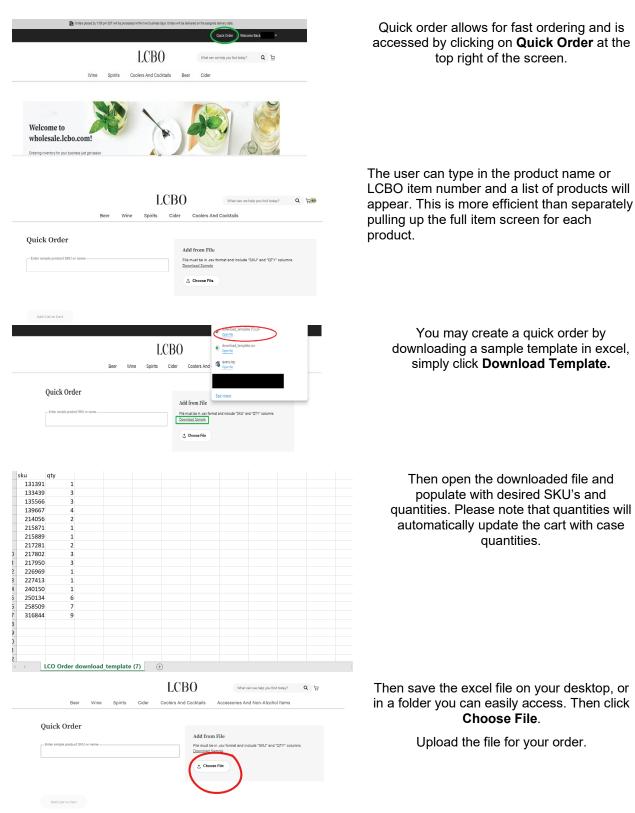
To delete a requisition list, click on the list that is no longer representative of your ordering needs. Click **Delete Requisition List**.

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

Click "Delete Requisition List".

Then click "Delete".

Quick Order Function



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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.

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A Information	Billing							
Step 1 of 2								
Delivery	Order Summary							
	Total (wilds): 1 How the wholesale price is calculated							
418 MOYNEUR AVENUE MATACHEWAN, Ontario POK 1M0 Canada	Subtotal \$322.							
(795),865-2282	Order Total: \$322.							
	Total Savings: \$35							
Delivery Options								
182.20 + delivery tex Delivery (Sandard Delivery)	Comments/Notes (Optional) Enter comments/notes for your							
Orders are processed within 2 business days and delivered on the assigned date	reference (e.g., your internal PO Number)							
Privacy Motion								
The personal information related to placing an online order, including information collected through the use of oco motivalogies that can sometimes be considered personal information, is collected under the authority of the Zapar Contr	bias and similar tracking tof Board of Ontario and in							
Baad Mora V								

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 <u>LCBO Claims Application</u> 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 <u>helloLCBO</u> 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: <u>https://lco-claims.lcbo.com/</u>

If you require login information or assistance with your claims, please contact the Wholesale team by emailing <u>LCO@lcbo.com</u> 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: <u>LCBO Customer User Guide. (doingbusinesswithlcbo.com)</u> Claims Manual Link: <u>Claims and Returns | Doing Business with LCBO</u> Challenge & Refusal Support Manual Link: <u>Challenge and Refusal | Doing Business with LCBO</u> Lexmark Manual Link: <u>Lexmark Bin Tag Platform | Doing Business with LCBO</u>