

LCBO

Placing an Order using wholesale.lcbo.com

Reference Guide

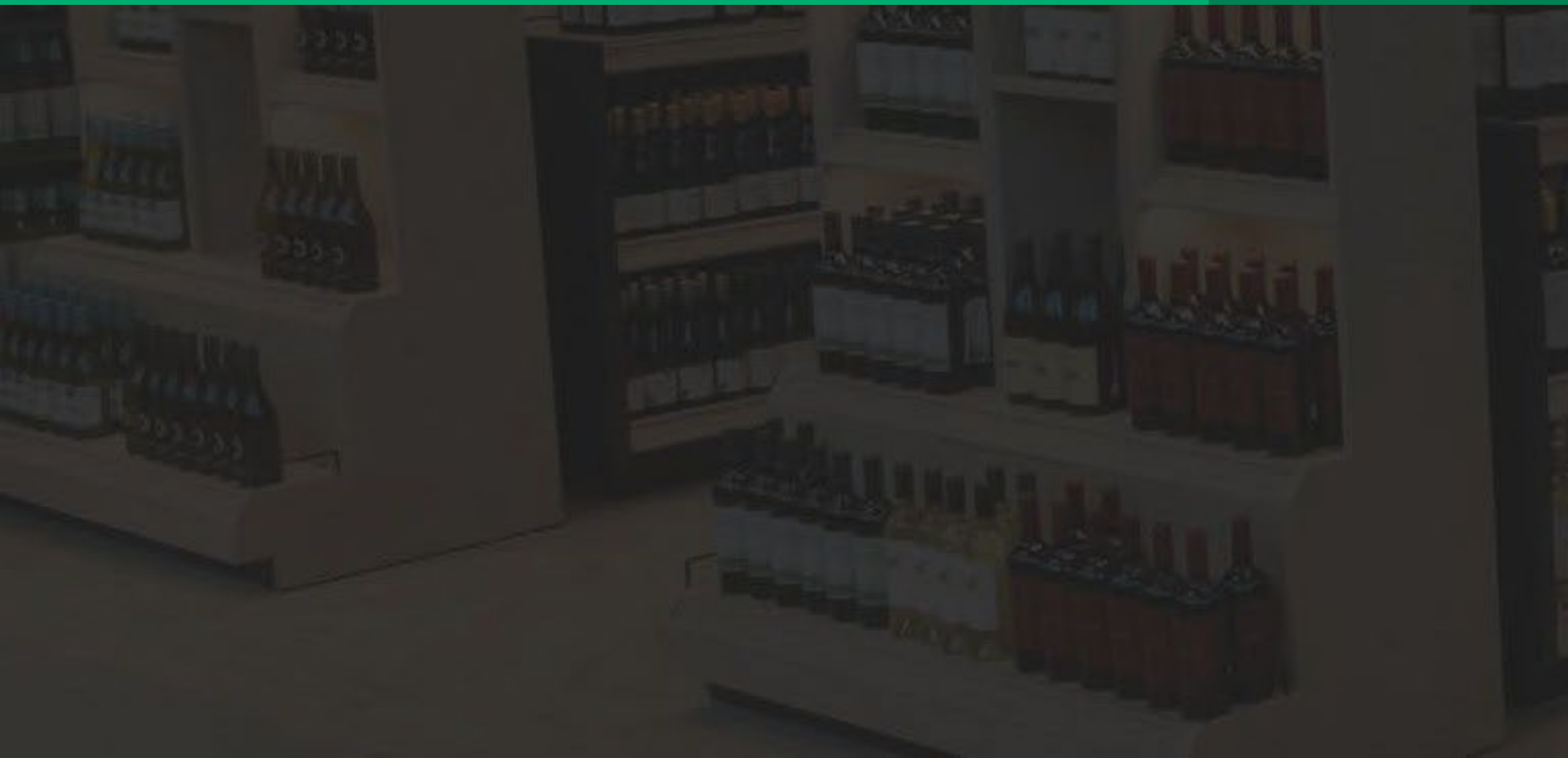


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Introduction

This reference guide provides an end-to-end process of placing an order using wholesale.lcbo.com (B2B Portal).

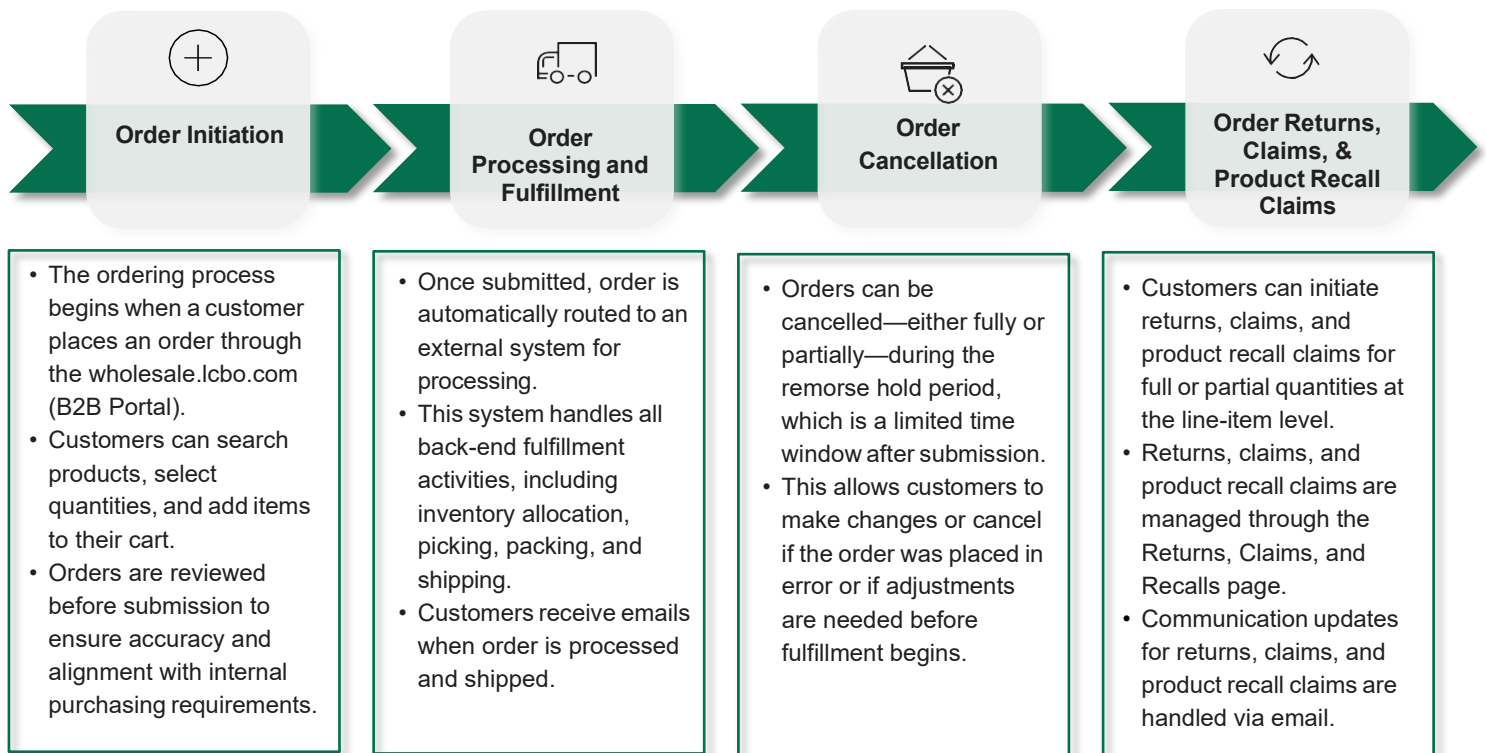
Key Terms

Key Term	Definition
Stock Keeping Unit (SKU)	A mandatory unique numeric code assigned to each product
Purchase Order (PO) Number	A unique reference number that a customer may choose to enter when placing an order

Introduction to Order Management

Order Management enables users to efficiently track, process, and control customer orders from placement to fulfillment using the wholesale.lcbo.com (B2B Portal).

The Order Management process flow is given below:



Login to wholesale.lcbo.com (B2B Portal)

Let's look at how to access the wholesale.lcbo.com (B2B Portal).

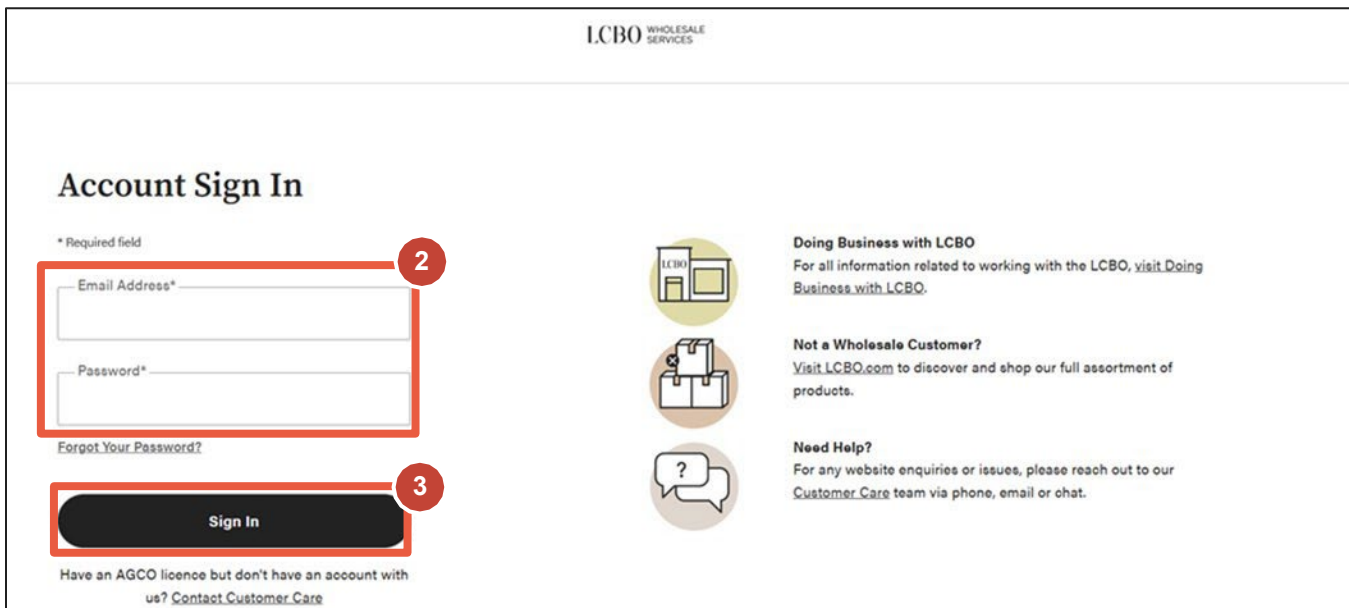
1. Open your web browser and enter the following URL: wholesale.lcbo.com.



2. You are navigated to the **Account Sign In** page. Sign in to your account using your **Email Address** and **Password** in the respective fields.

Note: If you are signing in for the first time, you will need to set your password. To do so, you will have to select **Forgot Your Password**.

3. Once done, select **Sign in**.



LCBO WHOLESALE SERVICES

Account Sign In

* Required field

Email Address*

Password*

[Forgot Your Password?](#)

Sign In

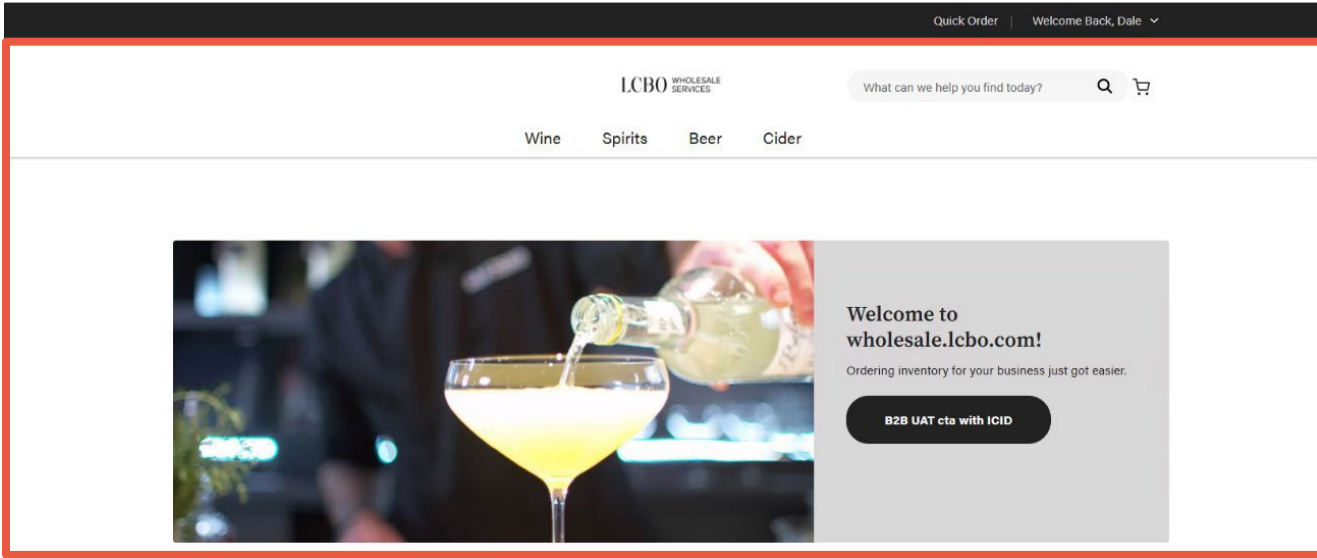
Have an AGCO licence but don't have an account with us? [Contact Customer Care](#)

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.

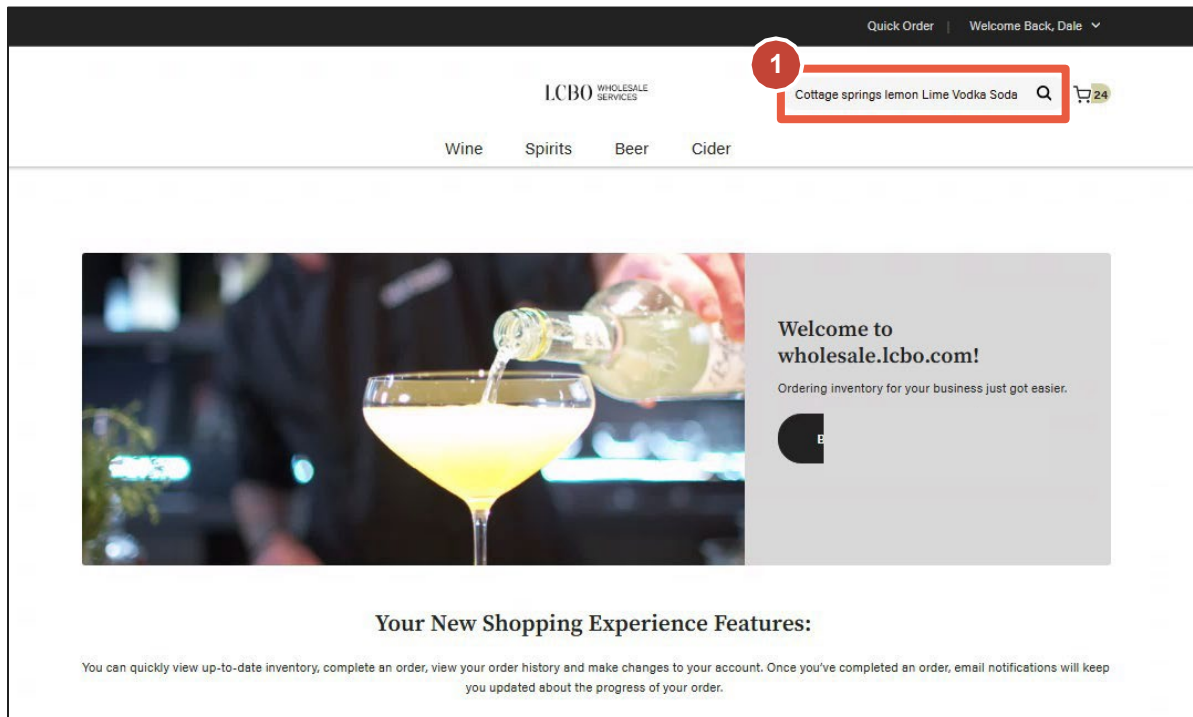
After a successful login, you are navigated to the Adobe Commerce Portal's landing page. On this page, you can view different categories of products.

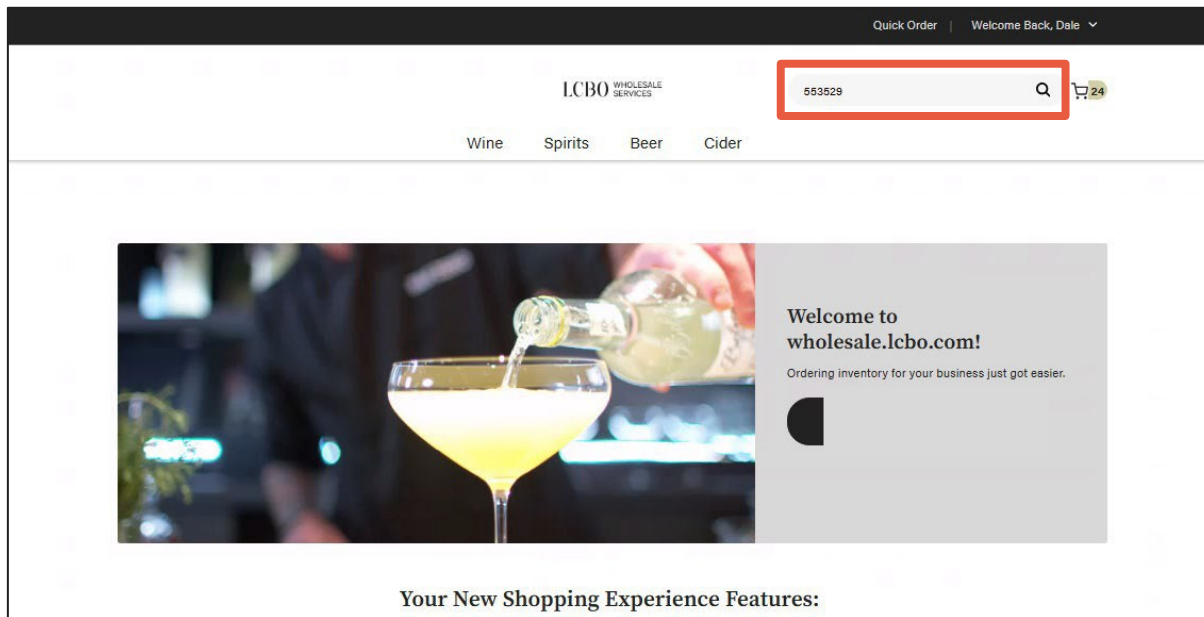


Order Creation Process

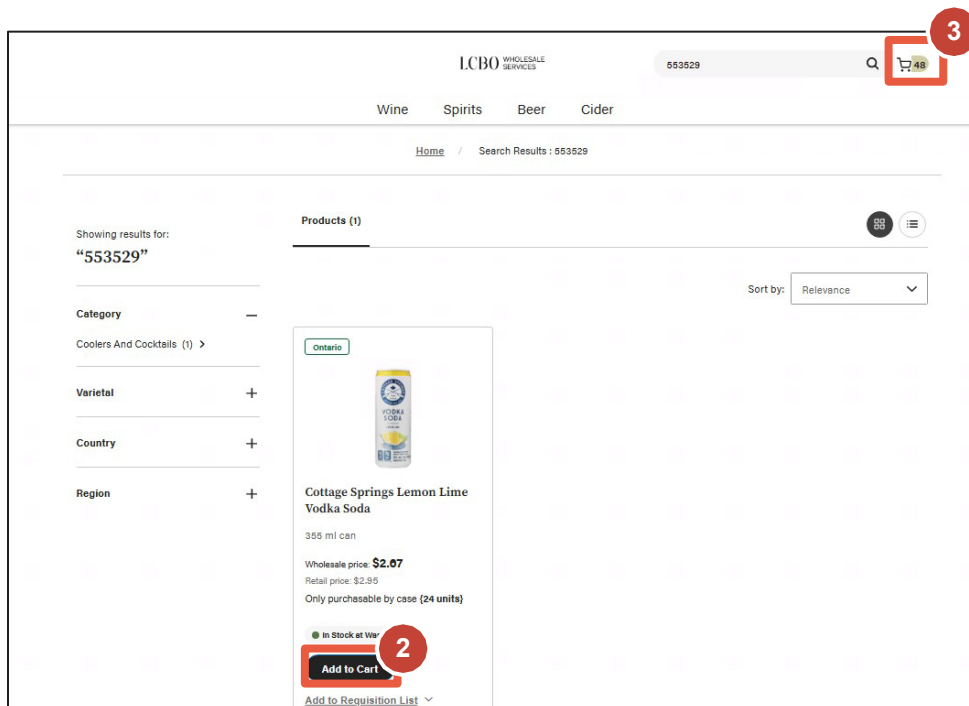
We can place an order on the wholesale.lcbo.com (B2B Portal) in several ways, including:

- a. The **Search Bar** option
 - b. The **Product Details** Page
 - c. The **My Requisition Lists** tab
 - d. The **Quick Order** option
 - e. The **Recent Searches** option
1. To place an order using the Search bar, in the **Search bar**, enter a product's name or product SKUs.

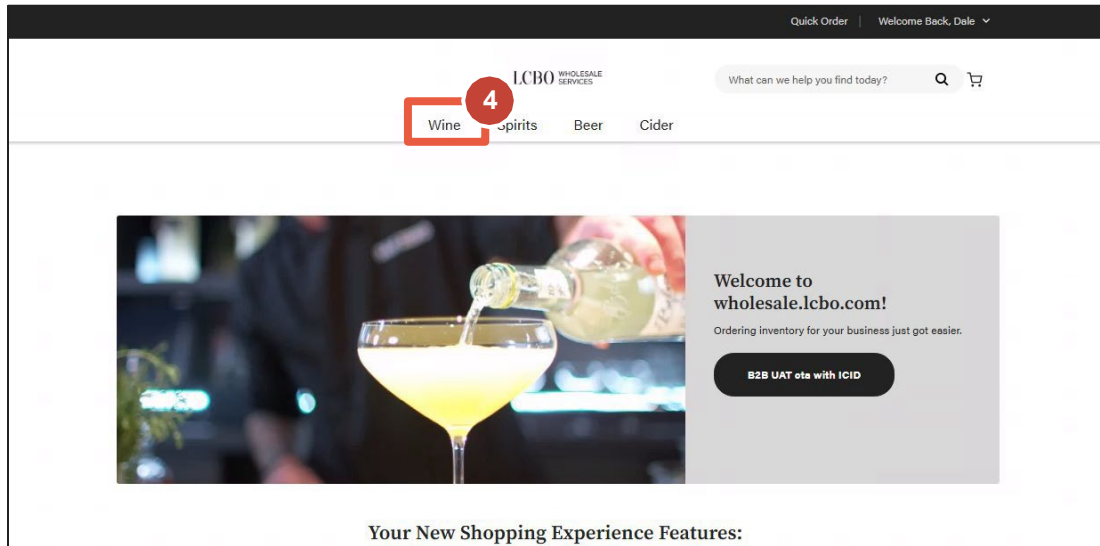




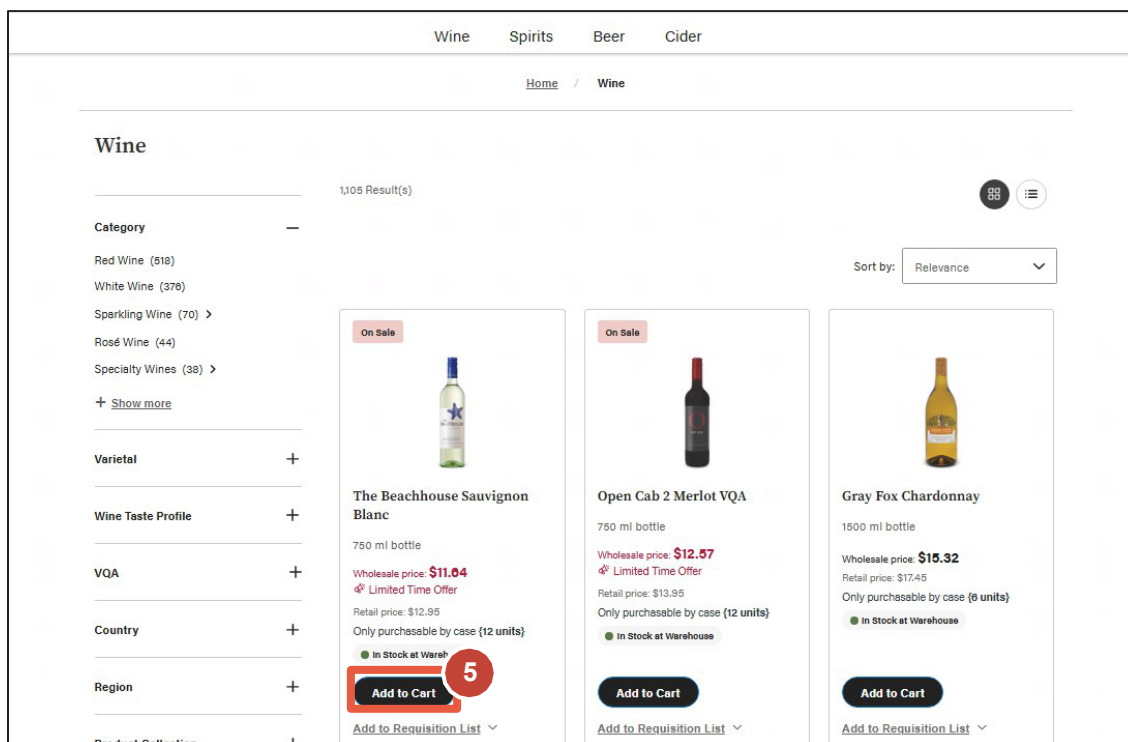
2. Select **Add to Cart** to add the searched item to your cart.
3. Once you have added the product to the cart, the cart icon in the top right-hand corner of the screen automatically updates to reflect the quantity added. Select the **cart icon** to review or adjust the quantity of cases.



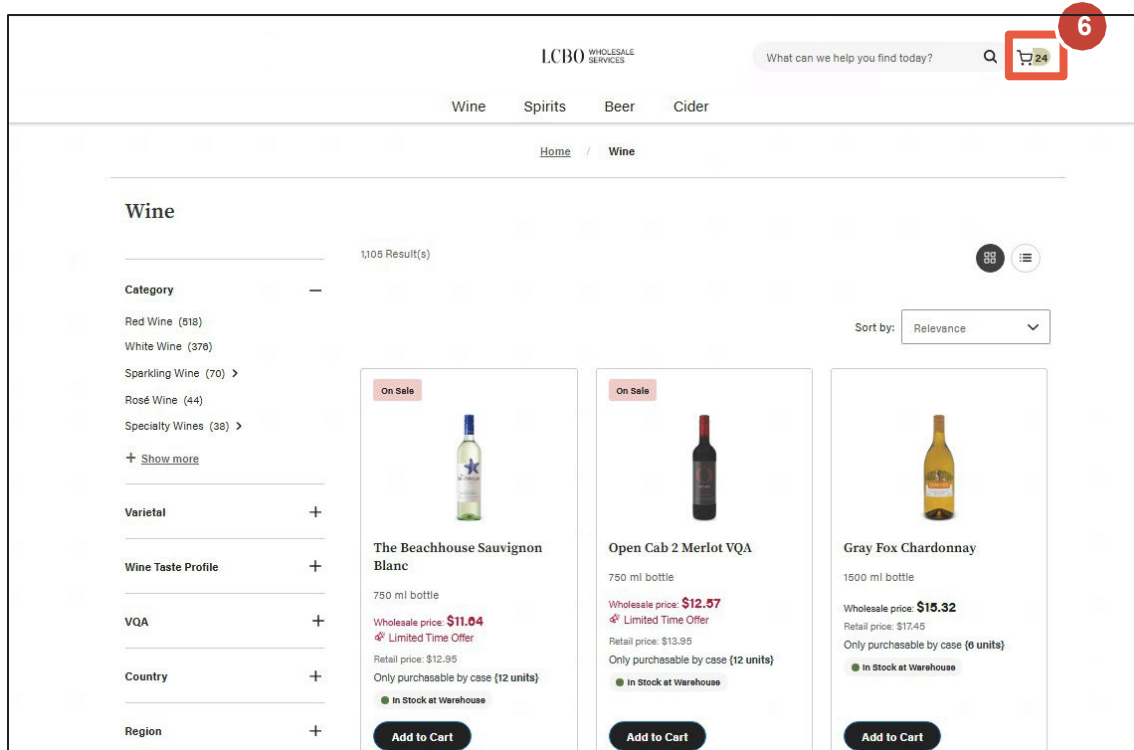
- To add an item to the cart from the **Product Details** page, select a product category. In this scenario, we are selecting **Wine**.



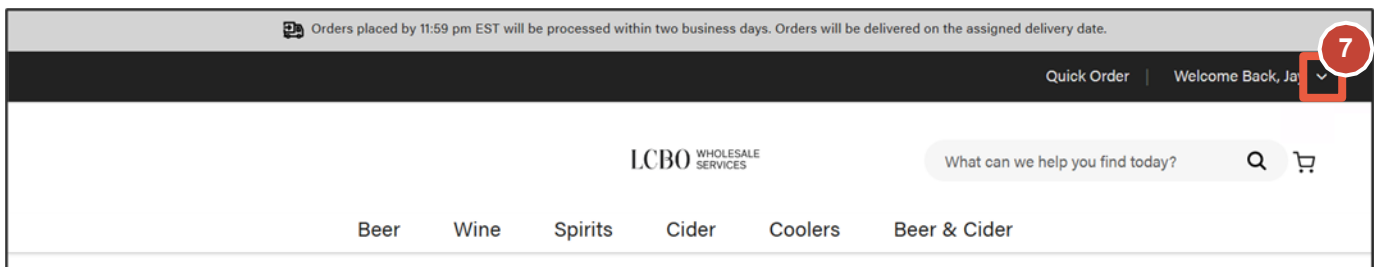
- Once you have selected the product category, the **Home / Wine** page is displayed. You can view the available options and select a product. Once done, select **Add to Cart**.



6. Once you have added the product to the cart, the cart icon in the top right-hand corner of the screen automatically updates to reflect the quantity added. Select the **cart icon** to review or adjust the quantity of cases.



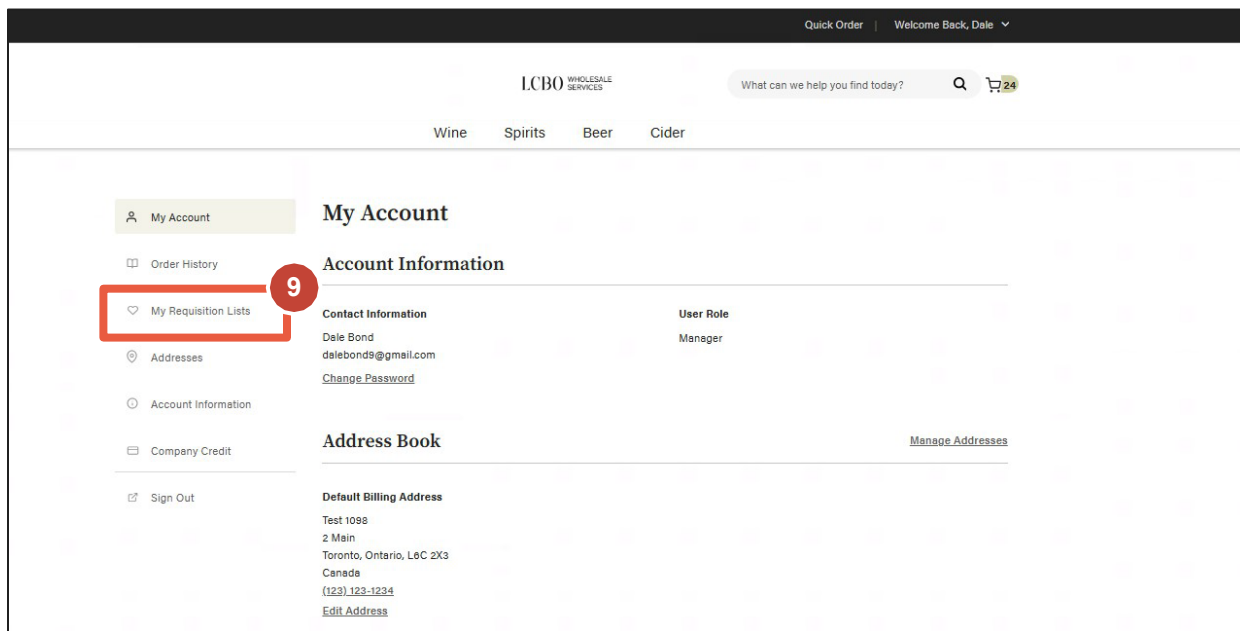
7. To place an order from **My Requisition List**, you will have to navigate to the **My Account** page. To do so, navigate to the home page. Then, select your account's **drop-down** menu.



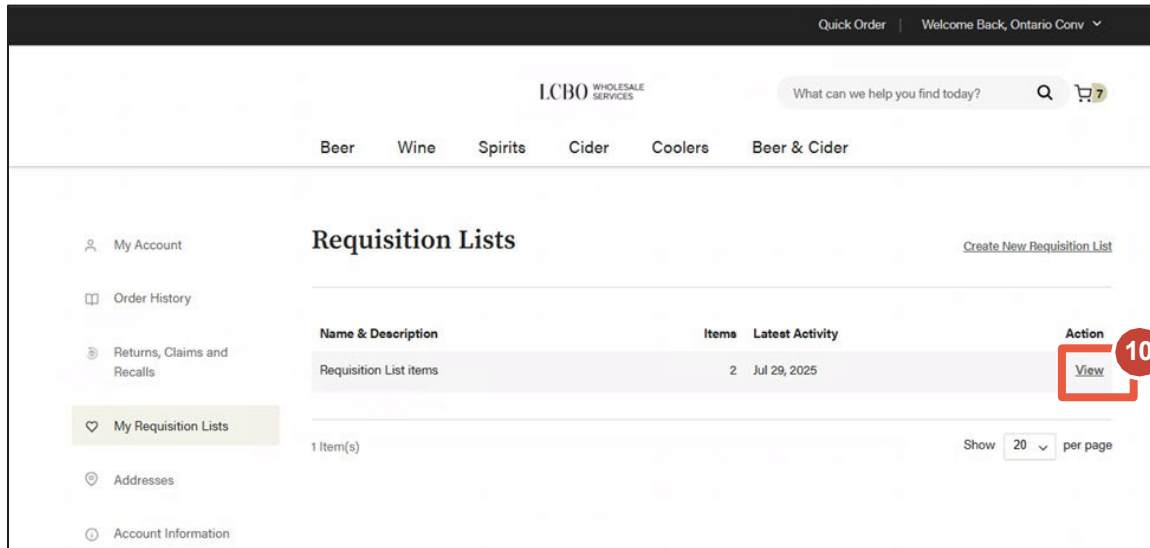
8. Once you have selected your account's drop-down menu, select **My Account**.



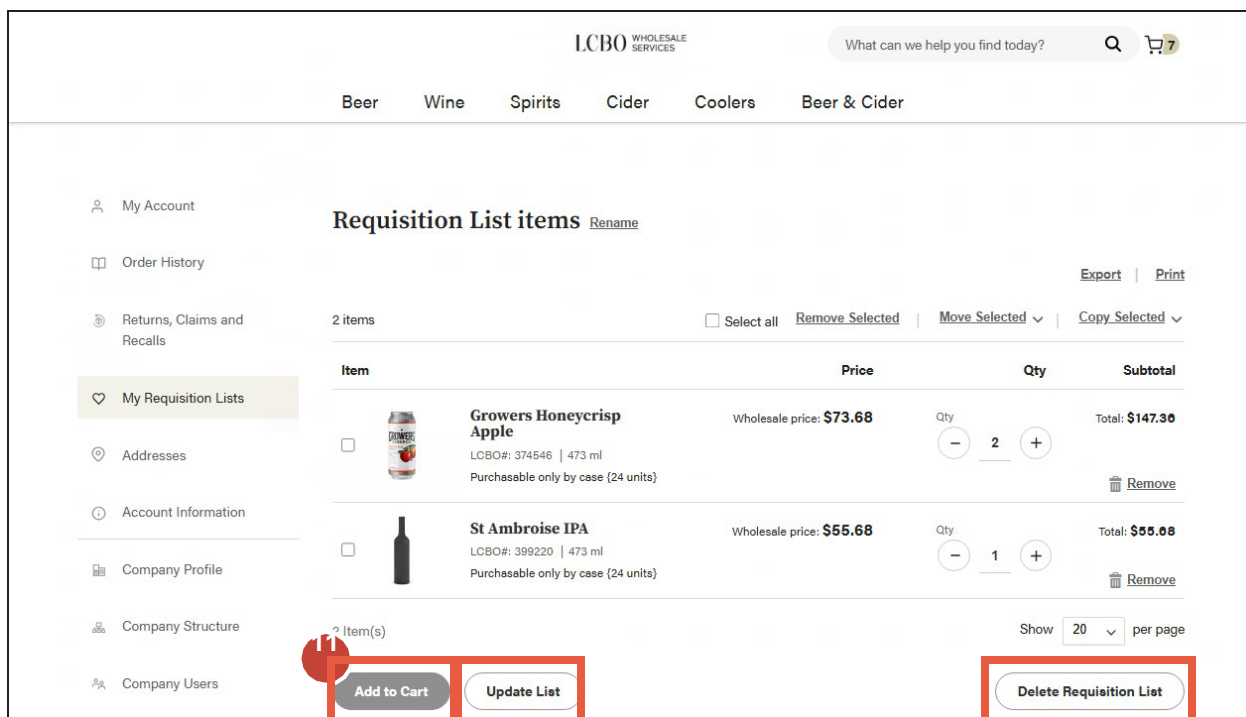
9. The **My Account** page is displayed. Select the **My Requisition Lists** tab.



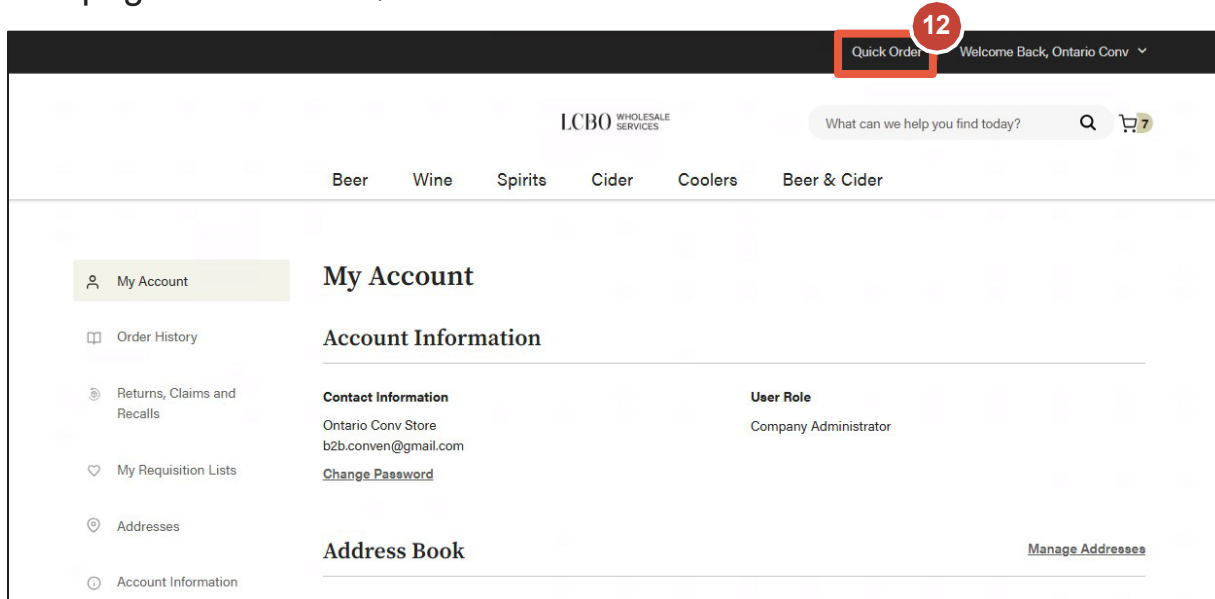
- The **Requisition Lists** page is displayed. Select the **View** option to view the **Requisition List items**.



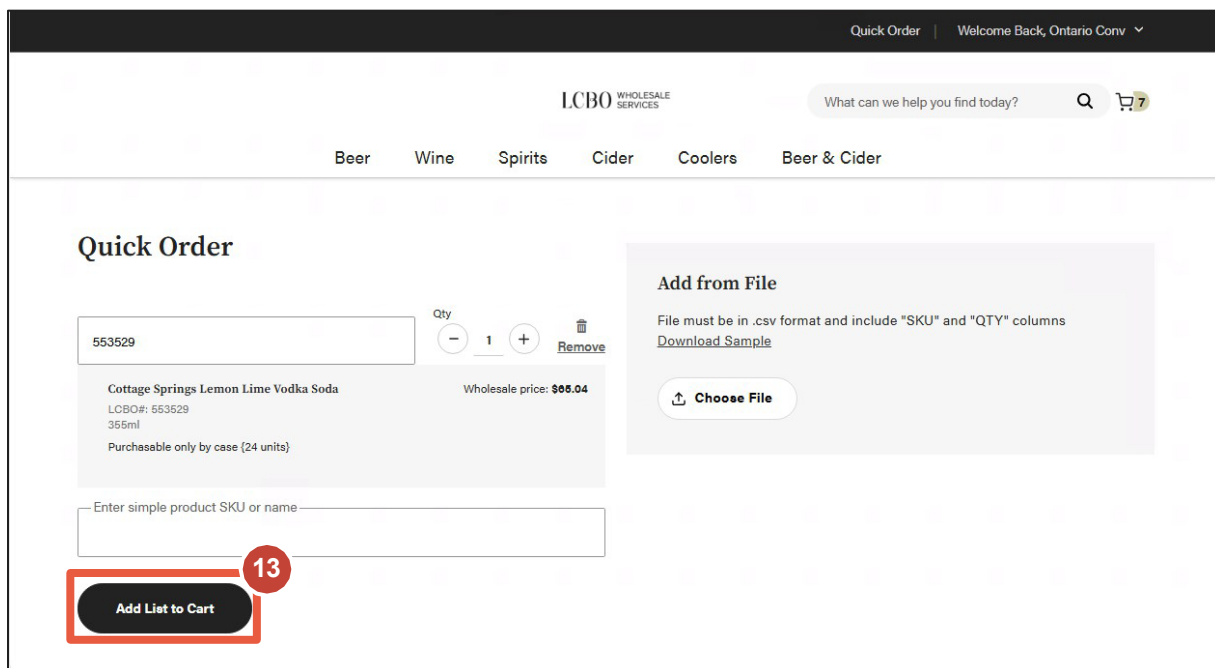
- The **Requisition List items** page is displayed. From here, you can select **Add to Cart** to add the items to your cart, **Update List** to make any changes to the list or **Delete Requisition List** to delete any item from the list.



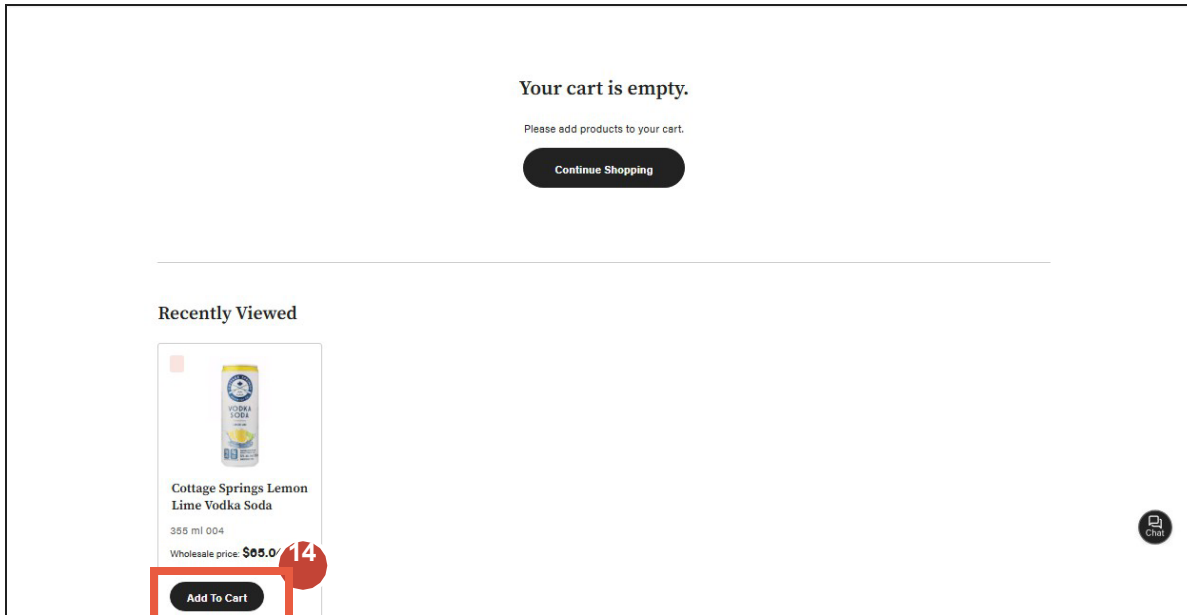
- To create an order from the **Quick Order** option, navigate to the **My Account** page and select **Quick Order**.



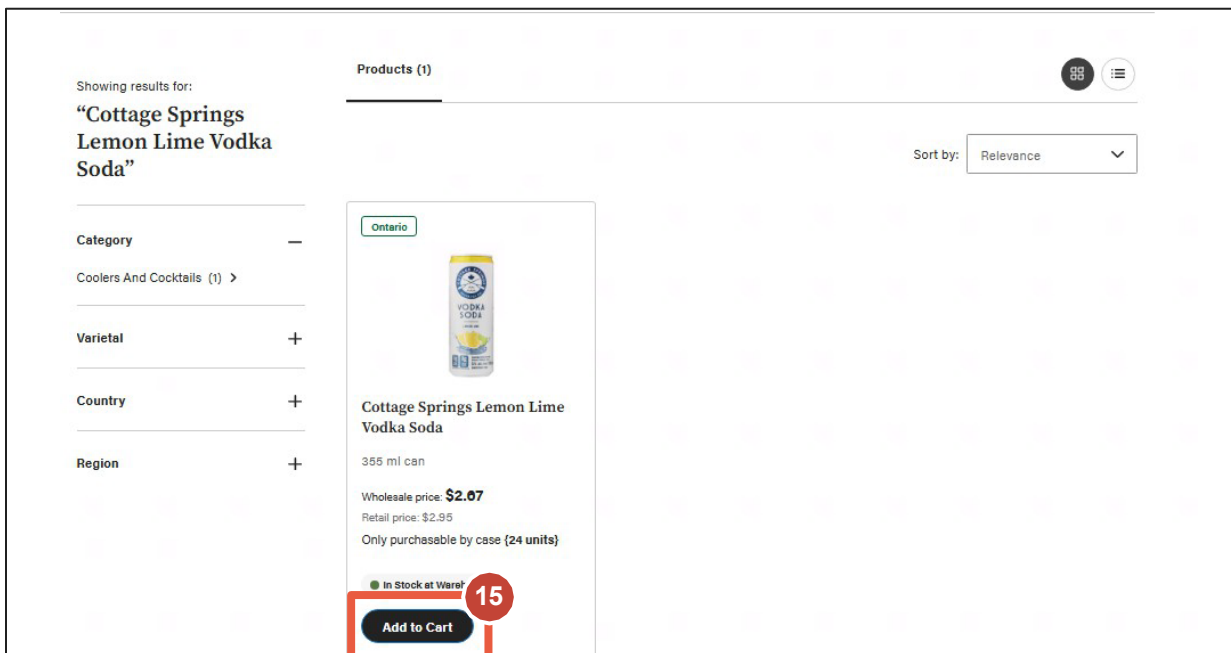
- The **Quick Order** page is displayed. Select **Add List to Cart** to add the item to your cart.



14. To create an order from the **Recently Viewed** option, navigate to the Empty Cart page to view the product. Once done, select **Add to Cart** to add the product to your cart.



15. The **Products (1)** page is displayed. Select **Add to Cart** to add the product to your cart.



Now that we have seen different ways to create an order, let's look at the **Shopping Cart** page which is displayed after we have added the products to the cart and selected the **cart icon**.

16. The **Shopping Cart** page is displayed. You can change the number of cases by using the “+” or “-” buttons.

Note: Products will be displayed in Full Case Quantities for Grocery, Convenience, and Duty-Free customers, while Licensee customers will see products in single selling units.

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

Quick Order | Welcome Back, Ontario Conv ▾


LCBO WHOLESALE SERVICES

What can we help you find today? 🔍 🛒 2

Beer Wine Spirits Cider Coolers Beer & Cider

Shopping Cart

Delivery - Source (1 items)

 Cottage Springs Lemon Lime Vodka Soda Wholesale price: \$65.00 Qty: 16 Total: \$65.04
LCBO#: 553529 | 355 ml
Purchasable only by case (24 units)

[Add to Requisition List](#) ▾ [Remove](#)

Order Summary

2 Cases
[How the wholesale price is calculated](#)

Subtotal: \$659.04
Retail Store Pickup: FREE

Order Total: \$659.04
Total Savings: \$11.76

[Checkout](#)

17. Once you have reviewed the cart, select the **Checkout** button to place the order.

Note: Once the orders are added to the cart, they are split by **Fulfillment Type** or grouped by **Fulfilled by**.

The screenshot displays the LCBO Wholesale Services shopping cart. At the top, the navigation bar includes the LCBO logo, a search bar, and a shopping cart icon. Below the navigation bar, there are category links: Top 100 SKUs, Wines, Spirits, Coolers and Cocktails, and Beer. The main content area is titled "Shopping Cart - 36 items". On the left, a section for "Delivery (12 items)" is shown, with a "Hide Items" link. Below this, a message states "Orders will be processed as early as next business day." and a pagination indicator shows "1 to 10 of 12 items". Two identical items are listed: "Folonari Valpolicella Classico DOC" with a wholesale price of \$13.95 and a total of \$13.95. Each item has a quantity selector set to 1 and a "Remove" button. On the right, the "Order Summary" section shows the following details: Subtotal: \$100.00, Retail Store Pickup: FREE, Delivery Fee: \$100.00, and Delivery Tax: \$10. The "Order Total" is \$210.00. A "Proceed to Checkout" button is highlighted with a red box and a red circle containing the number 17.

18. The Order Checkout page is displayed. The Information section contains the following details:

- **Delivery:** To review your delivery address
- **Order Summary:** To review the final amount of the item

Select **Continue to Billing** to proceed with the checkout.

LCBO WHOLESALE SERVICES

Information Payment

Step 1 of 2

Delivery

Ontario Conv Store ✕
 200 Lorraine Avenue
 Kitchener, Ontario N2B 3R3
 Canada
 306-880-9922

Delivery Options

\$100.00 + delivery tax Delivery (Standard Delivery)

Order now and get it delivered in 3-5 business days 3 to 5 business days (\$11.95 +tax) Get it delivered next business day (\$10.95 +tax)

[Privacy Notice](#)

The personal information related to placing an online order, including information collected through the use of cookies and similar tracking technologies that can sometimes be considered personal information, is collected under the authority of the *Liquor Control Board of Ontario* and in [Read More](#) ▾

Order Summary

[Edit Cart](#)

Total unit(s): 1
[How the wholesale price is calculated](#)

Subtotal:	\$59.28
Delivery Tax:	\$13.00
Total:	\$172.28
Total Savings:	\$11.52

Comments/Notes (Optional)

Enter comments/notes for your reference (e.g., your internal PO Number)

[View Cart](#)

Continue to Billing
18

19. Proceed by clicking on Submit Order Confirmation. After placing your order, you'll get an email confirmation for delivery.

Delivery Details:

LCBO

Thanks for shopping with us!

Hi {First Name; Last Name},

We're just letting you know we have received your order #000234557. We'll send another email with a tracking number once your order is shipped.

STANDARD DELIVERY
You should expect to receive your order as scheduled.

Order Details PO Number: 00013243546

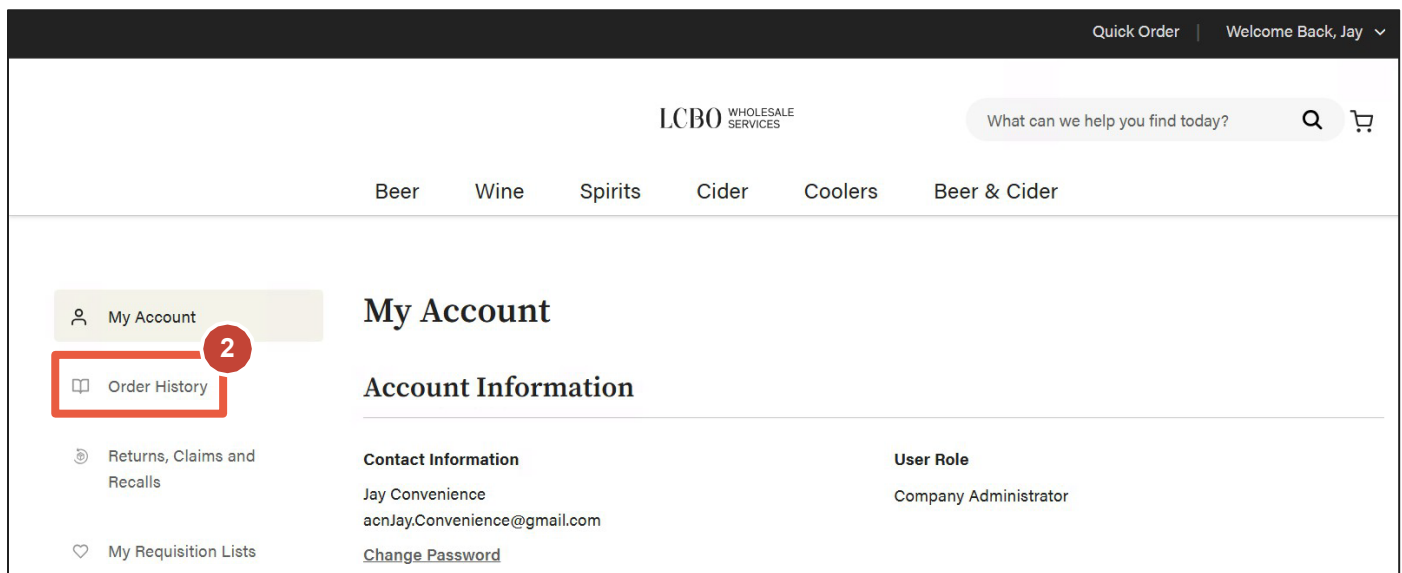
DELIVER TO	ORDER NUMBER
Antony Meneghini-Cuvillier	60041065
200 Bay Street, Unit 115	ORDER DATE
Toronto, ON M5J 2J2	2024-07-05 13:23
(416) 363-6604	

ITEM DESCRIPTION	PRICE
Flat Rock Pinot Noir	
LCBO#:1545	\$34.45
Quantity Ordered:1	
Unit Price: \$34.45	

Order History Page

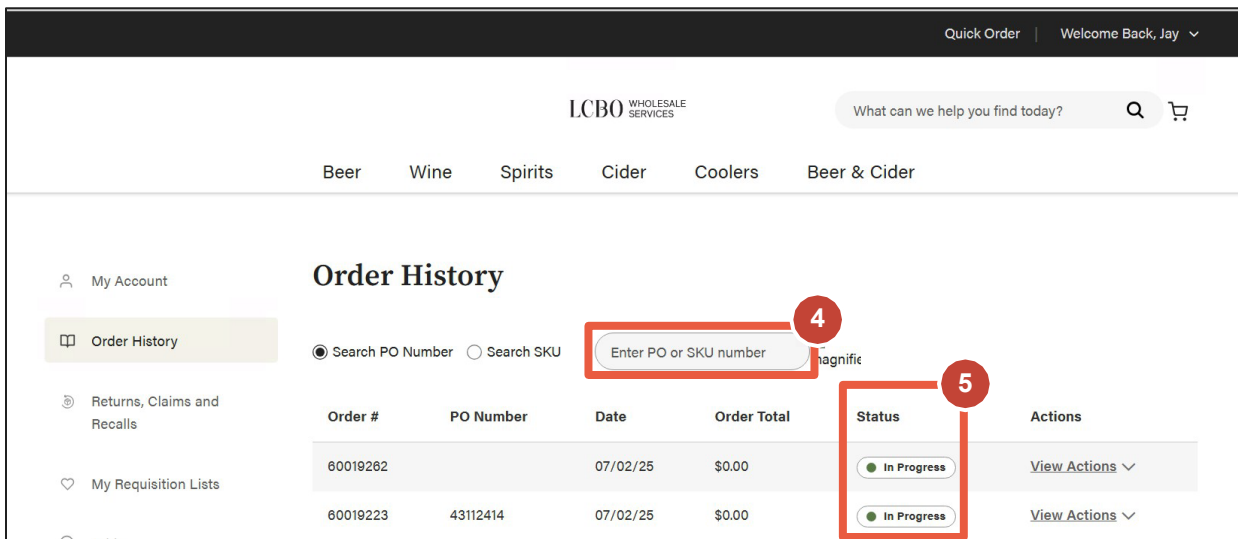
The **Order History** Page is a centralized location where you can view, manage and track all your orders. The **Order History** page will show different types of orders:

- Created in Adobe Commerce portal or through EDI (for B2B only)
 - Older orders stored in the Adobe Commerce database
1. To select the **Order History** tab, navigate to the **My Account Page**. To do so, please navigate to the **Order Creation Page** and refer to steps 7 and 8.
 2. The **My Accounts** page is displayed. Select the **Order History** tab.

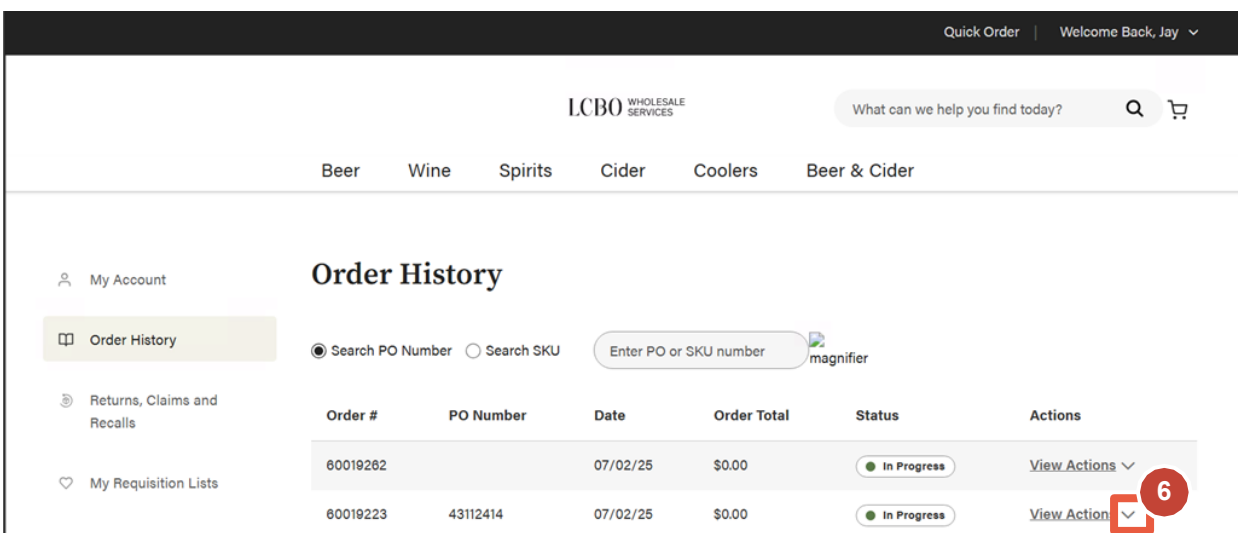


The screenshot shows the LCBO Wholesale Services website. At the top right, there are links for "Quick Order" and "Welcome Back, Jay". The main navigation bar includes "Beer", "Wine", "Spirits", "Cider", "Coolers", and "Beer & Cider". A search bar with the placeholder text "What can we help you find today?" and a shopping cart icon are also present. On the left side, the "My Account" menu is visible, with "Order History" highlighted by a red box and a red circle with the number "2". Below the menu, the "My Account" section is displayed, featuring "Account Information" and "Contact Information" for Jay Convenience (acnJay.Convenience@gmail.com). The "User Role" is listed as "Company Administrator". A "Change Password" link is also visible.

- The **Order History** page is displayed listing all orders placed by an individual user, including details such as **Order Number**, **PO Number** (if available), **Creation Date**, **Order Total**, **Status**, and **Actions**.
- You can search for an order either by PO or SKU by selecting the **Search PO Number or Search SKU** radio buttons and entering the appropriate number.
- The **Status** column displays the real-time overall status of an order, which is dependent on individual line-item status.



- Within an order, select **View Actions** arrow to view the available options.



7. Once you have selected the **View Actions** arrow, you will see two options:

- **View Order:** Displays the details of the ordered item.
- **Cancel Order:** Allows the cancellation of the order. This button is only visible during the remorse hold period and disappears once the remorse hold is passed.

Select **View Order** to view the Order Details page.

The screenshot displays the 'Order History' page on the LCBO Wholesale Services website. The page includes a navigation bar with 'Need Assistance? Contact Us', 'Quick Order', and 'Welcome Back, Jay'. Below the navigation bar, there are category tabs for 'Top 100 SKUs', 'Wines', 'Spirits', 'Coolers and Cocktails', and 'Beer'. The main content area features a sidebar with 'My Accounts' and a list of account-related options: 'Order History', 'Returns, Claims and Recalls', 'My Requisition Lists', 'Addresses', 'Account Information', 'Company Profile', 'Company Credit', and 'Company Structure'. The 'Order History' section is active, showing a table of orders. The table has columns for 'Order ID', 'PO Number', 'Order Date', 'Status', 'Total', and 'Action'. The second order in the list (PO Number 000000009) has a status of 'In Progress' and a total of \$57.98. The 'Action' column for this order is expanded, showing 'View Order' and 'Cancel Order' options. A red box highlights the 'Cancel Order' button, and a red circle with the number '7' is next to it.

Order ID	PO Number	Order Date	Status	Total	Action
0000000010	0000000015	10/31/19	Order Placed	\$98.88	Hide Actions ^
0000000009	000000011	09/15/19	In Progress	\$57.98	View Order Cancel Order
0000000008	000000011	08/12/19	Ready for Pickup	\$15.98	View Actions v
0000000007	000000011	08/09/19	Shipped	\$47.22	View Actions v
0000000006	000000011	07/29/19	Order Placed	\$47.22	View Actions v
0000000005	000000011	06/23/19	Delivered	\$47.22	View Actions v
0000000004	000000011	05/06/19	Delivered	\$47.22	View Actions v
0000000003	000000011	05/13/19	Delivered	\$47.22	View Actions v
0000000002	000000011	03/28/19	Cancelled	\$47.22	View Actions v

8. The **Order Details** page is displayed showing overall order status and individual line-item status. The below example shows the status of an LCBO Delivery order.

The screenshot displays the LCBO Wholesale Services website interface. At the top, there is a search bar and navigation links for Wine, Spirits, Beer, and Cider. The main content area shows the order details for Order #60045296, dated July 2, 2025. The order type is Delivery, and the total amount is \$183.18. The status is 'In Progress'. A progress bar indicates the order has moved from 'Order Placed' to 'In Progress'. The 'Items Ordered' section lists one item: Heineken, with a wholesale price of \$36.00 and a total price of \$70.18. The order summary at the bottom shows a subtotal of \$70.18, a delivery fee of \$100.00, and a delivery tax of \$13.00, resulting in an order total of \$183.18. A red box highlights the order details section, and a red circle with the number 8 is in the top right corner.

Note:

For LCBO orders, the estimated delivery date will be provided once the order is placed. For drop-ship orders, the estimated delivery date will be provided once the order is shipped.

For non-LCBO orders, the estimated delivery date will be available after the vendor ships the order.

You will receive confirmation emails when an order is ready for pickup or shipped for delivery.

LCBO

Your order is on its way!

First Name, Last Name,
.....

DELIVERY
You should expect to receive your order as scheduled.

Order Details PO Number: 00013243546

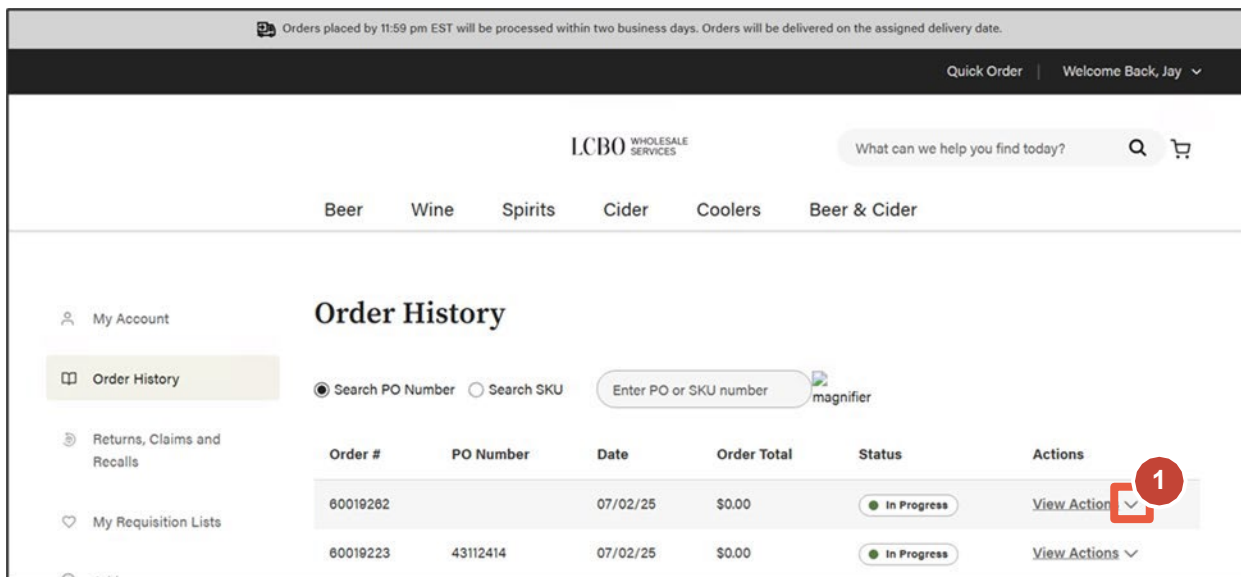
DELIVER TO Antony Meneghini-Cuvillier 200 Bay Street, Unit 115 Toronto, ON M5J 2J2 (416) 363-6604	ORDER NUMBER 60041065 ORDER DATE 2024-07-05 13:23
--	--

ITEM DESCRIPTION	PRICE
Flat Rock Pinot Noir LCBO#:1545 Quantity Ordered:4 Quantity Delivered:4 Unit Price: \$34.45	\$137.80

Order Cancellation

A **Cancel Order** button in the Adobe Commerce portal lets you cancel eligible orders during the remorse hold period. To cancel an order, please navigate to the **Order Creation** page and refer to steps 1 and 2 under the **Order History Page** section for navigation.

1. The **Order History** page is displayed. Select the **View Actions** arrow.



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

Quick Order | Welcome Back, Jay

LCBO WHOLESALE SERVICES

What can we help you find today?

Beer Wine Spirits Cider Coolers Beer & Cider

My Account

Order History

Returns, Claims and Recalls

My Requisition Lists

Search PO Number Search SKU Enter PO or SKU number

Order #	PO Number	Date	Order Total	Status	Actions
60019262		07/02/25	\$0.00	In Progress	View Action <input type="button" value="1"/>
60019223	43112414	07/02/25	\$0.00	In Progress	View Actions

- Once you have selected **View Actions** arrow, select the **Cancel Order** button to cancel the order.

Note: The **Cancel Order** button will not be available if an order is not eligible for cancellation. The order is only eligible for cancellation after receiving an order confirmation email.

The screenshot shows the LCBO Wholesale Services interface. At the top, there's a navigation bar with 'Need Assistance? Contact Us', 'Quick Order', and 'Welcome, Harleen Quinn - C-1234'. Below this is the LCBO logo and a search bar. The main content area is titled 'Order History' and features a table with columns for Order ID, PO Number, Order Date, Status, Total, and Action. A sidebar on the left contains navigation links like 'My Accounts', 'Order History', 'Returns, Claims and Recalls', etc. The 'Order History' table lists several orders with their respective statuses: 'Order Placed', 'In Progress', 'Ready for Pickup', 'Shipped', and 'Delivered'. The 'In Progress' order (PO Number 000000009) has a 'View Actions' dropdown menu open, with the 'Cancel Order' option highlighted by a red box and a red circle with the number 2.

Order ID	PO Number	Order Date	Status	Total	Action
0000000010	0000000015	10/31/19	Order Placed	\$98.88	Hide Actions ^ View Order Cancel Order
0000000009	000000011	09/15/19	In Progress	\$57.98	View Actions v
0000000008	000000011	08/12/19	Ready for Pickup	\$15.98	View Actions v
0000000007	000000011	08/09/19	Shipped	\$47.22	View Actions v
0000000006	000000011	07/29/19	Order Placed	\$47.22	View Actions v
0000000005	000000011	06/23/19	Delivered	\$47.22	View Actions v
0000000004	000000011	05/06/19	Delivered	\$47.22	View Actions v
0000000003	000000011	05/13/19	Delivered	\$47.22	View Actions v
0000000002	000000011	03/28/19	Cancelled	\$47.22	View Actions v

A cancel confirmation page is displayed confirming that the order has been cancelled.

The screenshot displays the LCBO Wholesale Services website interface. At the top, there is a navigation bar with a link for 'Need Assistance? Contact Us' and a user greeting 'Quick Order | Welcome, Harleen Quinn - C-1234'. The main header features the 'LCBO WHOLESALE SERVICES' logo, a search bar with the placeholder text 'What can we help you find today?', and a shopping cart icon. Below the header, a horizontal menu lists categories: 'Top 100 SKUs', 'Wines', 'Spirits', 'Coolers and Cocktails', and 'Beer'. The central content area contains a prominent message: 'Your order has been cancelled', which is enclosed in a red rectangular box. Below this message, the order ID '0000000005' is displayed, followed by a thank-you note: 'Thank you for submitting your cancellation request.' At the bottom of this section, there is a dark button labeled 'Back to My Accounts'.

Order Cancellation – Remorse Hold Passed

Order cancellation is not possible, and you will receive an error notification once the remorse hold period has passed.

The length of this period is typically 30 minutes. However, it can vary.

The screenshot displays the LCBO website interface. At the top, there is a navigation bar with links for 'My Store: Queens Quay & Yonge', 'Sign In or Create an Account', 'Track an Order', 'Aeroplan', and 'English'. Below this is the LCBO logo and a search bar. The main navigation menu includes 'New Arrivals', 'Products', 'Holiday Gifts Shop', 'Collections', 'Food & Drink', 'Deals', and 'Wholesale'. A red-bordered error message box is prominently displayed, containing the text: 'Cancellation is not possible at this time. The cancellation grace period for this order has ended. If you have any questions, please contact customer care.' Below the error message, there is a progress bar with three stages: 'Order Placed' (active), 'In Progress', and 'Complete'. The 'Items Ordered' section is visible, showing a table with columns for 'Item Price' and 'Total Price'. The item listed is 'Folonari Valpolicella Classico DOC', with an item price of \$14.80 and a total price of \$88.80. The table also shows the quantity ordered (6 units) and the pickup date (November 9, 2024).

Item Price	Total Price
\$14.80	\$88.80

LCBO#: 267773 | 750 mL bottle
Qty Ordered: 6 unit(s)
Pickup Date: November 9, 2024