

Returns Process for LICENSEE Serviced by Depot

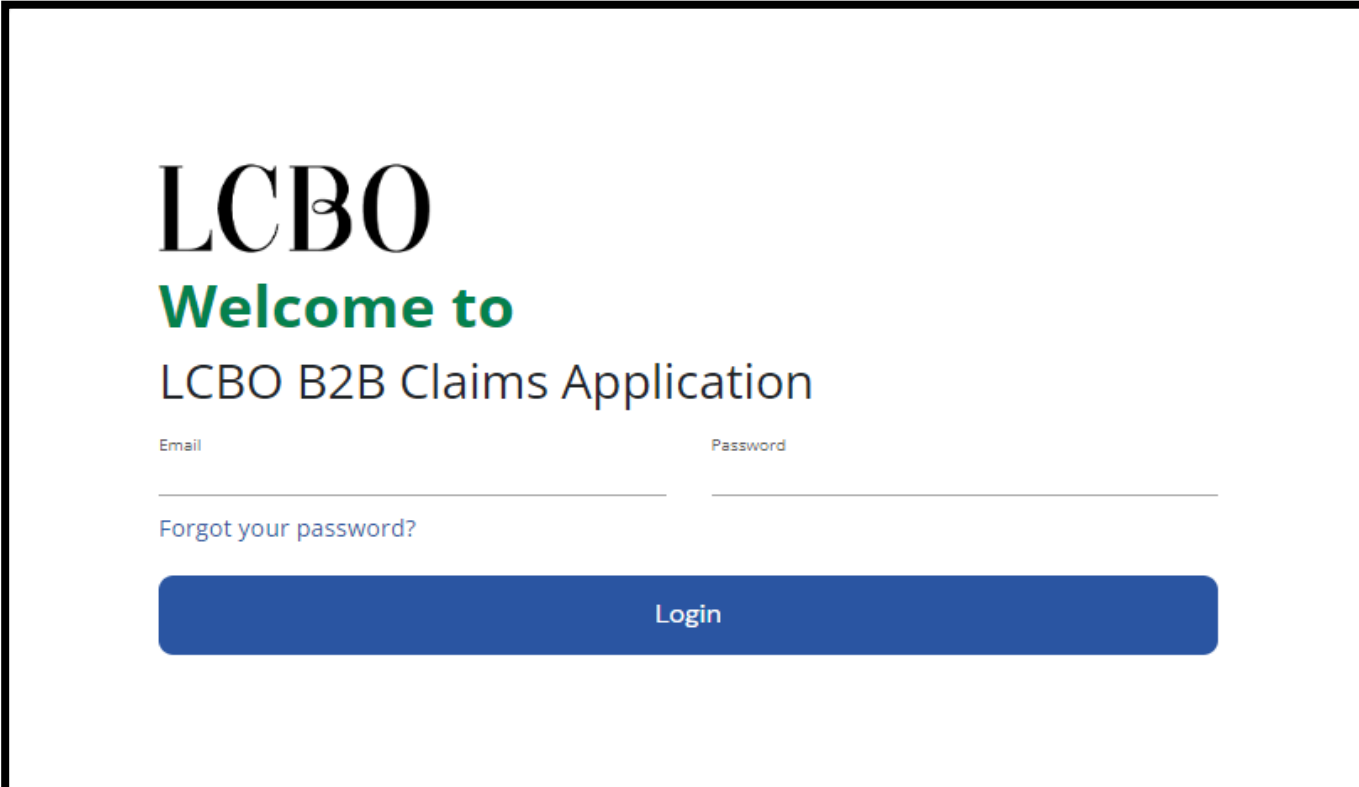
- All product return requests must be made **within thirty (30)** days of the purchase date and must be accompanied by the original sales invoice to receive a refund to the original payment method used for the purchase.
- Only damaged items during transport will be processed for credit
- Product quality Complaints must have a valid signed **Customer Product Return Form**
- Licensee product breakage or customer breakage of items after receipt will not be accepted for returns
- Item breakages must be submitted within **48 hours** of your delivery
- Stockpiling of returns will not be accepted
- QA recalled products must be reported immediately upon notification for removal
- Please quote the QA recall # when requesting pick up of this product
- Driver's will only pick up approved returns which will be accompanied by paperwork, signatures of both Driver and licensee are required.

How to Access the Return Application:

The application is accessible on desktops, mobile or tablet devices. Click this link <https://lco-claims.lcbo.com/> to access the application and enter your Login and Password provided by Licensee@lcbo.com click **LOGIN**.

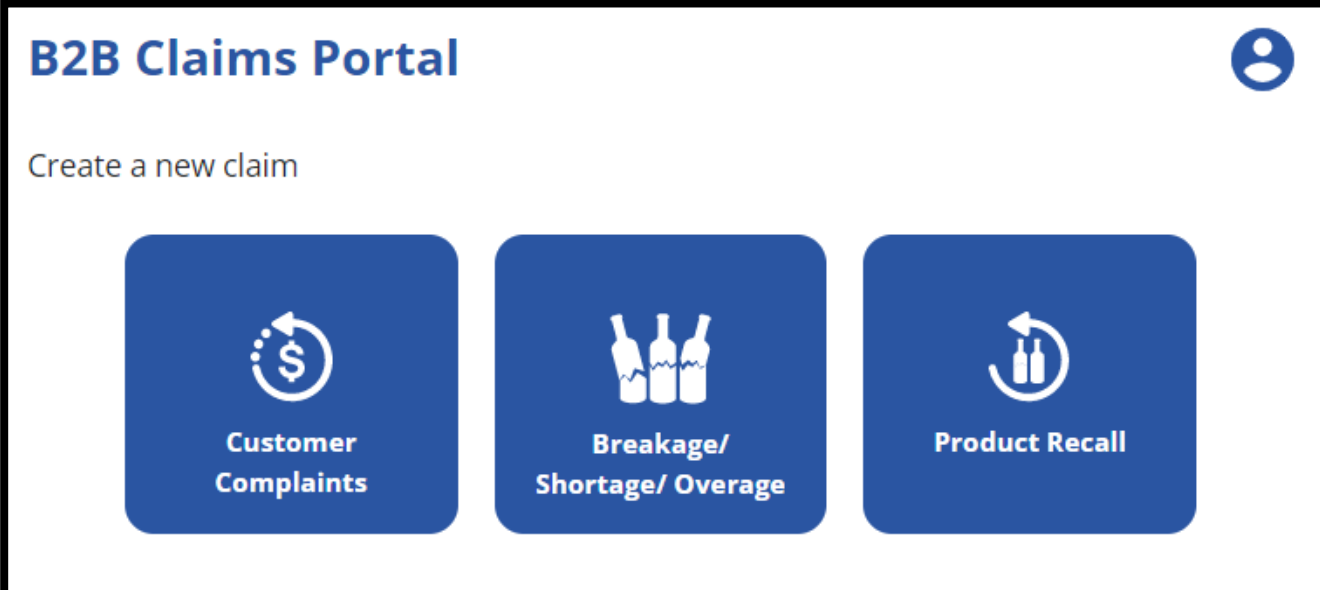
If you do not receive a Login, please contact Licensee@lcbo.com

Click this link <https://lco-claims.lcbo.com/> to be directed to the login page, use the email and password provided by the B2B Customer Service Team



The screenshot shows the login page for the LCBO B2B Claims Application. At the top, the text reads "LCBO Welcome to LCBO B2B Claims Application". Below this, there are two input fields labeled "Email" and "Password". A link for "Forgot your password?" is positioned below the input fields. A prominent blue button labeled "Login" is centered at the bottom of the form area.

Once you are logged in, the main screen will be shown as indicated below:

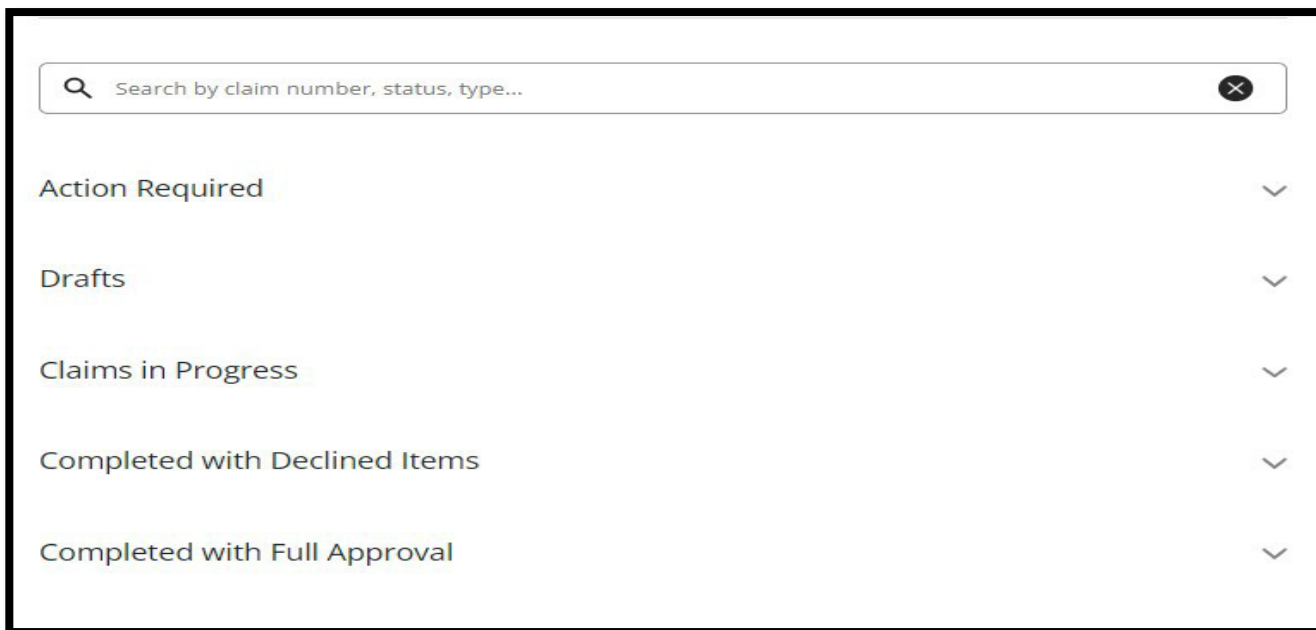


The screenshot displays the main interface of the B2B Claims Portal. The header includes the title "B2B Claims Portal" and a user profile icon. Below the header, the text "Create a new claim" is displayed. Three main action buttons are presented: "Customer Complaints" (with a dollar sign and arrow icon), "Breakage/ Shortage/ Overage" (with a bottle icon), and "Product Recall" (with a bottle and arrow icon).

There are four (4) options to choose from, you can submit either a:

- **Product Returns** claim –can be submitted under Breakage/Shortage/Overage
- **Breakage/Shortage/Overage** claim – Breakers, Miss Picks, Defective Product etc.
- **QA Product Recall** claim – Related Q/A alert products
- **Customer Complaints** claim – Customer Complaints

You will be able to track all claims, they will be grouped according to their status type, explained below.



The screenshot shows a user interface for tracking claims. At the top is a search bar with a magnifying glass icon on the left and a close button (an 'X' in a circle) on the right. The search bar contains the placeholder text "Search by claim number, status, type...". Below the search bar is a list of five claim status categories, each followed by a downward-pointing chevron icon:

- Action Required
- Drafts
- Claims in Progress
- Completed with Declined Items
- Completed with Full Approval

Action Required

- Marked incomplete by the LCBO, this means there may be additional information required before the claim can be approved, comments will be left on the claim. You can check them by clicking on the claim in question

Drafts

- Claims that are in process of being completed by the Licensee

Claims In Progress

- Submitted claims that have yet to be reviewed by the B2B wholesale Service Team

Completed with Declined Items

- Submitted claims that have been reviewed by the B2B wholesale Service Team with some products that are declined. When items are declined the reasons will be communicated through the comments section.

Completed with Full Approval

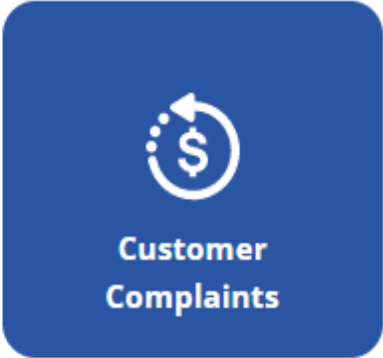
- Submitted claims that have been reviewed by the B2B Wholesale Service Team and approved

Customer Complaints

1. Click **Customer Complaints** button on the main screen; read the instruction shown below and click next:

B2B Claims Portal

Create a new claim



Customer
Complaints

Refund Claim
X

#1341

1
2
3

Instructions Basic Info Items

Instructions for Refund Process

Submit a request for return/refund for **Customer Complaint Claims ONLY**

- A completed and signed copy of the "Convenience Outlet/Retail Store Customer Product Quality Complaint Form" (LCB 2457).
- Provide a clear picture of the affected product.
- LCBO will review the submission and inform the store agents if the return is approved or declined or request additional information through the claims application.

Refer to the LCBO Convenience Outlets Manual for Authorized Store Agents, available online at www.doingbusinesswithlcbo.com for further instructions.

Next

2. Upload a file or photo of the **Customer Product Return Form** and then click **Next**. (Customer signature required)

Refund Claim
X

#1341

1
2
3

Instructions Basic Info Items

Basic Information

CUSTOMER COMPLAINT FORM PHOTOS*

- Upload a copy of the Customer Complaint Form, this form must be signed by the customer.
- Submit images of product.

Photo Thumbnails

Upload Images

Completed by*
Your full name

Previous

Next

3. Click **Add Item** to add at least one item to your claim. For each item being claimed all details and pictures are mandatory.

The screenshot shows a mobile application interface for a 'Refund Claim'. At the top right is a blue 'X' icon. Below it, the title 'Refund Claim' is displayed in bold, followed by the claim number '#1341'. A horizontal line separates the header from a progress indicator consisting of three circles connected by a line. The first circle contains the number '1' and is labeled 'Instructions'. The second circle contains the number '2' and is labeled 'Basic Info'. The third circle contains the number '3' and is labeled 'Items'; this circle is filled with blue, indicating the current step. Below the progress indicator, the section 'Item Details' is shown, featuring a prominent green button labeled 'Add Item'. At the bottom of the screen, there are two buttons: a grey 'Previous' button and a green 'Submit' button.

4. Click Add Item:

- a. Enter the LCBO item number and click the magnifying glass, the application will auto populate the item description field
- b. Enter the quantity by **units only**, do not enter the quantity by cases
- c. Enter reason for return
- d. Click **"Add Photos"** to upload supporting pictures or files from your mobile device or computer

Note: The "Save item" button will be available if all mandatory fields are populated.

The screenshot shows a mobile application interface for a "Refund Claim". At the top right is a close button (X). The title "Refund Claim" is followed by the claim number "#1341". Below this is a progress indicator with three steps: "1 Instructions", "2 Basic Info", and "3 Items". The "Items" step is currently active. The "Item Details" section includes "Basic Information" with a field for "LCBO Item Number" containing "200741" and a magnifying glass icon. Below this is a checkbox labeled "I do not have the Item Number; item not ordered/listed." The "Item Description*" field contains "Gibson's Finest Rare 12 Year Old Whisky (1,750 mL)". The "Quantity" section has a "Units Claimed" field with a dropdown arrow and the value "2". The "Additional Information" section has a "Reason for Return*" field. Below this is the "ITEM PHOTOS*" section with a bullet point stating "Product photos are mandatory" and a dashed box labeled "Photo Thumbnails". At the bottom are three buttons: "Upload Images" (blue), "Back to Items" (grey), and "Save Item" (green).


Refund Claim

#1341

1 Instructions 2 Basic Info 3 Items

Item Details

Basic Information

LCBO Item Number 


200741

I do not have the Item Number; item not ordered/listed.

Item Description*

Gibson's Finest Rare 12 Year Old Whisky (1,750 mL)

Quantity

Units Claimed 

2

Additional Information

Reason for Return*

ITEM PHOTOS*

- Product photos are mandatory

Photo Thumbnails

Upload Images

Back to Items Save Item

5. Click **Submit** when all claim item details are added to submit the claim. ***Note:** You can add more than one item per claim if it belongs to the same invoice*

X

Refund Claim

#1341

1 — 2 — 3

Instructions — Basic Info — Items

Item Details

1 Gibson's Finest Rare 12 Year Old Whisky (1,750 ML)
Item Number: 200741

Add Item

Previous Submit

Breakage/Shortage/Overage

- To report claims, click the **Breakage/Shortage/Overage** button on the main screen.



- **Breakage:** All items that are broken on delivery. When submitting breaker pictures, the damages are to be pictured clearly
- **Shortage:** When your order is received, and you are missing a case that is on the Order Invoice
- **Overage:** When you receive a case that you did not order and is not on your deliver

Make sure to carefully read all instructions provided

Adjustment Claim

#4443

1
 Instructions

2
 Basic Info

3
 Items

Instructions for Adjustment Process

Breakage/Shortage/Overage

Submit a claim request for credit when a product is received damaged; missing products; or to report an overage.

- Claims must be submitted within 48 hours of receipt of an order.
- A signed copy of the Product Summary Page of the Invoice. (Not the delivery invoice)
- **Carrier Name:** The name of the company that delivers your orders, i.e., Canada Cartage, Gardewine, The Beer Store, etc.
- Product Damages: a **clear photo(s)** of the damages is required to process the claim and must be uploaded to the claim request. If you receive a case with partial units damaged only claim units that are damaged. If there are units that are still saleable condition these are not to be included in the claim.
- When you receive an incorrect item in place of the item you ordered (miss pick):
 - Step 1: the customer is required to submit the product ordered under claim category: Shortage
 - Step 2: the customer is required to submit the product received in error under claim category: Overage
- LCBO will review the submission and inform the store operator via email if the claim is approved or declined, or additional information is required.
- To see the comments and edit an incomplete claim, click the claim number and provide the required information.
- **Do not send damaged product back with the driver at time of delivery.**

Refer to the LCBO Convenience Outlets Manual for Authorized Store Agents, available online at www.DoingBusinesswithlcbo.com for further instructions.

2. Fill in Mandatory Fields (*) and upload an Order Invoice file or photo and click next.

Adjustment Claim X

#4443

1

Instructions

2

Basic Info

3

Items

Carrier Details

Carrier Name*

Order Invoice Number*

ORDER INVOICE PHOTO*

- A signed copy of the Product Summary Page of the Invoice.

Photo Thumbnails

Upload Images

Completed by*

Your full name

Previous

Next

*Example: [order invoice sent via email](#)



WHOLESALE.LCBO.COM RECEIPT
 100 Queens Quay East, 10th floor
 Toronto, Ontario M5E 0C7
 905-945-3533

ORDER #	60007440
ORDER DATE	02/05/2024
PAGE	1 / 1

SOLD TO		RECIPIENT				SHIP TO		
Customer #: 123456 John Smith 12345 Stoneway Hamilton, On 123-456						John Smith 12345 Stoneway Hamilton, On 123-456		
PRODUCT #	SIZE (mL)	PRODUCT DESCRIPTION	DEP	ORDERED	SHIPPED	RETAIL PRICE	DISCOUNT PRICE	EXTENDED PRICE
112672	1750	Wiser's Special Blend Whisky (PET)	0.20	4	4	66.85	60.18	240.72
113019	1500	Concha Y Toro Frontera Sauvignon Blanc	0.20	4	4	17.95	16.18	64.72
125187	750	Cazadores Reposado Tequila	0.20	5	5	43.95	39.58	197.90
119370	6 x 355	Lakefront New Grist Gluten-Free	0.60	4	4	15.10	13.65	54.60
CREDIT CARD: Mast 513700XXXXX3438						AUTHORIZATION: 999999999		
DELIVERY FEES ARE NON REFUNDABLE						SUBTOTAL \$557.94 DELIVERY \$43.56 DELIVERY HST* \$5.66 <hr/> TOTAL \$607.16 PRODUCT HST INCLUDED IN TOTAL \$63.61 BOTTLE DEPOSIT INCLUDED IN TOTAL \$5.00		
Please retain this receipt for product returns. Follow the returns process as described on doingbusinesswithlcbo.com								

CUSTOMER COPY

HST 13% INCLUDED #R122241177

3. Click Add Item:

- Add LCBO item number and click on magnifying glass, the application will auto populate item description field
- Enter the receival date
- Select one of three claims category: **Breakage, Shortage, or Overage**
- Enter the quantity by **units only**, do not enter the quantity by cases.
- If an item being claimed is a breakage you will have to select 'yes/no' for Case Sealed, Breakage Type and Breakage Location.
- If you received a mispicked item, please use the category "**Shortage**" for the item you ordered but did not receive, and an "**Overage**" for the item you received but did not order.
- Upload photo and documents. (**mandatory**)

***If you have multiple breakers or shortships related to one invoice number make sure to submit all items related on one claim, do not submit multiple claims for one invoice.**

Adjustment Claim

#4443

1
Instructions

2
Basic Info

3
Items

Item Details

Basic Information

LCBO Item Number

I do not have the Item Number; item not ordered/listed.

Item Description*

Receival Date*

mm/dd/yyyy 📅

Claim Category*

Quantity

Units Claimed 📏

UPLOAD PHOTOS AND DOCUMENTS*

- Product photos are mandatory

Photo Thumbnails

Upload Images

Back to Items

Save Item

Note: The "Save item "button will be available if all mandatory fields are populated.

4. Click **Submit** once all items are added.

X

Adjustment Claim


#4443

1 — 2 — 3

Instructions — Basic Info — Items

Item Details

1 St Remy VSOP Brandy (750 ML)
Item Number: 8888



Add Item

Previous Submit

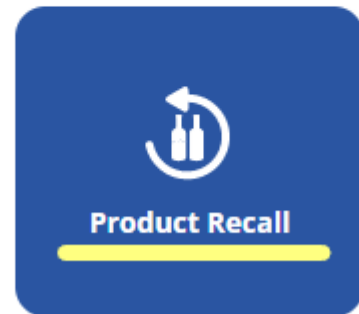
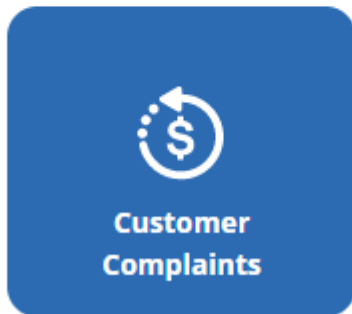
Product Recall

Step 1 - When you login to the Claims Return Portal - click on Product Recall

B2B Claims Portal



Create a new claim



Step 2 – click the drop down menu and select the QA Product Recall number



Product Recall

#97

Please select assigned alert number that includes your product(s). Be sure to double check that this is the exact product in your inventory.

Select an item...

3333 - #67 Smirnoff Vodka (750 mL) ; #38505 Smirnoff Vodka (PET) (1750 mL) ; #240 Smirnoff Vodka (PET) (375 mL) ; #131391 Smirnoff Vodka (PET) (1140 mL)

9999 - #451336 Tom Gore Cabernet Sauvignon (750 mL)


Step 3 – Once you have selected the QA Product Recall number with product information click Next

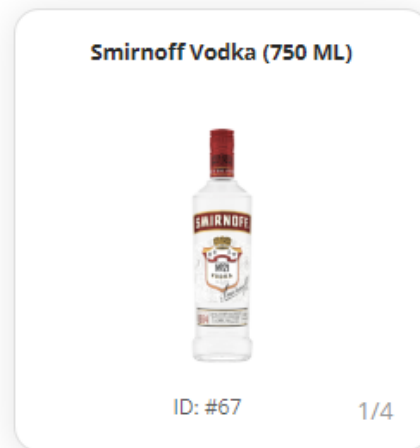


Product Recall

#97

Please select assigned alert number that includes your product(s). Be sure to double check that this is the exact product in your inventory.

3333 - #67 Smirnoff Vodka (750 mL) ; #38505 Smirnoff Vodka (PET) (1750 mL) ; #240 Smirnoff Vodka (PET) (375 mL) ; #131391 Smirnoff Vodka (PET) (1140 mL) 



This product is the subject of a **QA Alert Product Recall**.

Next

Step 4 – click Next



QA Alert Product Recall Claim

#97



This process is for return of a product that has been the subject of an LCBO issued QA Alert/Product Recall only.

It is the store owner/operator's responsibility to ensure this form is filled out accurately, completely, and that all required pictures are attached.

Do not use this QA Recall process for Customer Complaints, Breakages, or Shipment Errors.

Next

Step 5 – Enter Licensee Manager name, email, click the drop down and select Return to LCBO, click Next



QA Alert Product Recall Claim

#97



Basic Information

Date Prepared

February 24, 2023 at 12:38 PM EST

Name of Store Owner/Manager*

e.g. Store manager's name

Work Email*

e.g. Company/store's email

Request to:*

Select an option...

LOT CODE(S): All

Previous

Next





Step 6 – check the box, enter quantities, no pictures are required for QA Recalls, click Next

QA Alert Product Recall Claim

#97 - Return To LCBO QA



Select Recalled Items

<input type="checkbox"/>	 <p>Smirnoff Vodka 750 ML Item #: 67</p>	# Of Units* <input type="text"/>
<input type="checkbox"/>	 <p>Smirnoff Vodka (PET) 1750 ML Item #: 38505</p>	# Of Units* <input type="text"/>
<input type="checkbox"/>	 <p>Smirnoff Vodka (PET) 375 ML Item #: 240</p>	# Of Units* <input type="text"/>
<input type="checkbox"/>	 <p>Smirnoff Vodka (PET) 1140 ML Item #: 131391</p>	# Of Units* <input type="text"/>

Additional Comments:

This is a TEST - do not remove this product from the shelves - enter quantities of each product and ensure you click yes you have submitted this claim to close the QA Product Recall otherwise you will continue to receive text messages.

ITEM PHOTOS

Photos may be uploaded here:



Upload Images

Previous Next

Step 7 – enter your name, title, phone number, check the box and click Submit



QA Alert Product Recall Claim

#97 - Return To LCBO QA



Confirmation

Submitted on Behalf of LCO Operator (Full Name)*

Your Full Name

Title*

Your Title

Store Phone Number*

e.g. (123)-456-7890

By checking this box you agree that the product(s) and quantities reported above are correct and accurately reflect the recalled product and affected Lot.

Previous

Submit

Step 8 - a pop-up will appear, see below, click Submit Form – Remember to go back to your text or email and click Yes you submitted the Claims Return Form – this will close the QA Product Recall and timestamp your

response to ensure you are within the 3 hour window

You are about to submit a QA Alert Product Recall Return Claim.

NOTE: QA Recall product is **NOT** returned to LCBO warehouse.

Product will be picked up by the LCBO's contracted courier.

Monitor your email for a message from **ProductRecall@LCBOReturn.com**, which will include your Return Authorization and instructions to arrange for the product to be picked up.

Submit Form


Return to Form

An email will be sent to you with instructions regarding pickup.


Review Submitted Claims:

After claims are successfully submitted, B2B wholesale Service team will review and either ask for more information or approve/decline each claim item. You can review the progress of each claim, claim details, and any messages from B2B Customer wholesale team by clicking individual claims on the main screen.

Editing Submitted Claims:

If more information is required, the claim will be moved to the “Action required” area of the homepage accompanied with an  icon. When you see this icon, it means there is a comment left on the claim, to view it click on the claim.



Once you click on the  icon, you will be taken to the page below where you can answer any questions regarding this claim. You can also edit the claim if there is any extra information required.

Adjustment Claim #4443
8888 - St Remy VSOP Brandy (750 ML)

[Edit Claim](#)

General Status
Status: Incomplete
Date Submitted: December 12, 2022
Last Updated: December 12, 2022

Item Decision
8888 - St Remy VSOP Brandy (750 mL): Not Approved

Claim History

12 Dec 2022

Product Returns

All product return requests must be made within thirty (30) days of the purchase date and must be accompanied by the original sales invoice to receive a refund to the original payment method used for the purchase.

To submit a product return, click the **Breakage/Shortage/Overage** button on the main screen.




Click **Overage (return)**

Click **Add Item:**

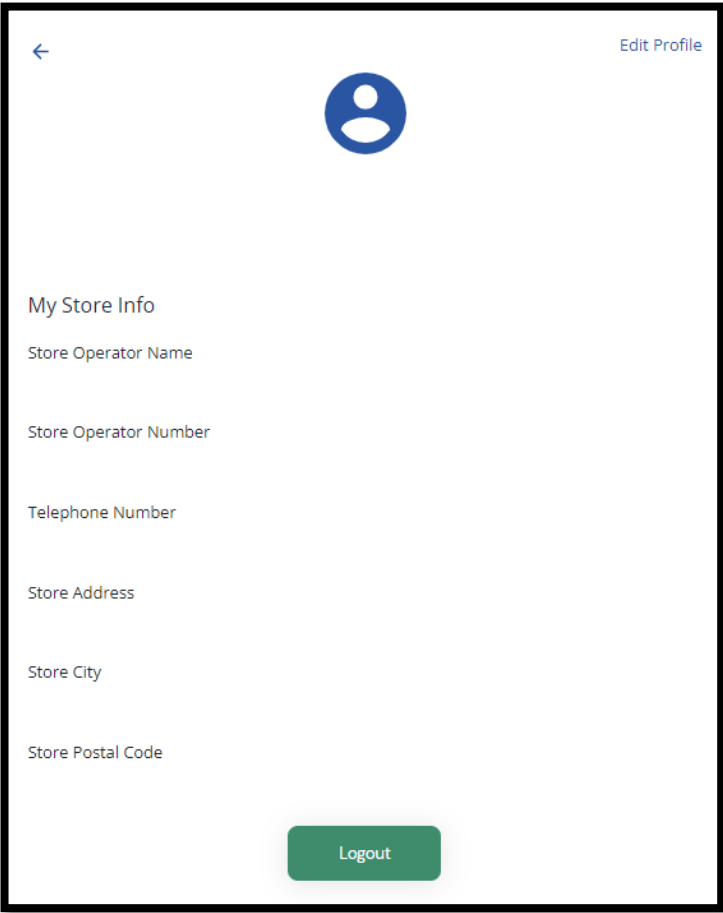
1. Add LCBO item number and click on magnifying glass, the application will auto populate item description field
2. Enter the receival date
3. Select **Overage**
4. Enter the quantity by **units only**, do not enter the quantity by cases.
5. Upload photo and order invoice. (**mandatory**)

*all items should be added to one claim if they are part of the same invoice.


Application Main Screen – Profile Tab:

Clicking the **Profile Icon**  from the main application screen will take you to your profile page where you can edit your password or log out of the application. Your profile details should be kept up to date since they are used to pre-populate new claim forms that you create. If profile details need updating, please contact B2B Customer Service Team at Licensee@lcbo.com

Click **Edit Profile** to change your password. *Note that only your password can be changed, all other details are maintained by the B2B Wholesale Service team.



← Edit Profile



My Store Info

Store Operator Name

Store Operator Number

Telephone Number

Store Address

Store City

Store Postal Code

Logout

Click the **Logout** button to log out of the app