

LCBO

Completing a Claim using wholesale.lcbo.com

Reference Guide

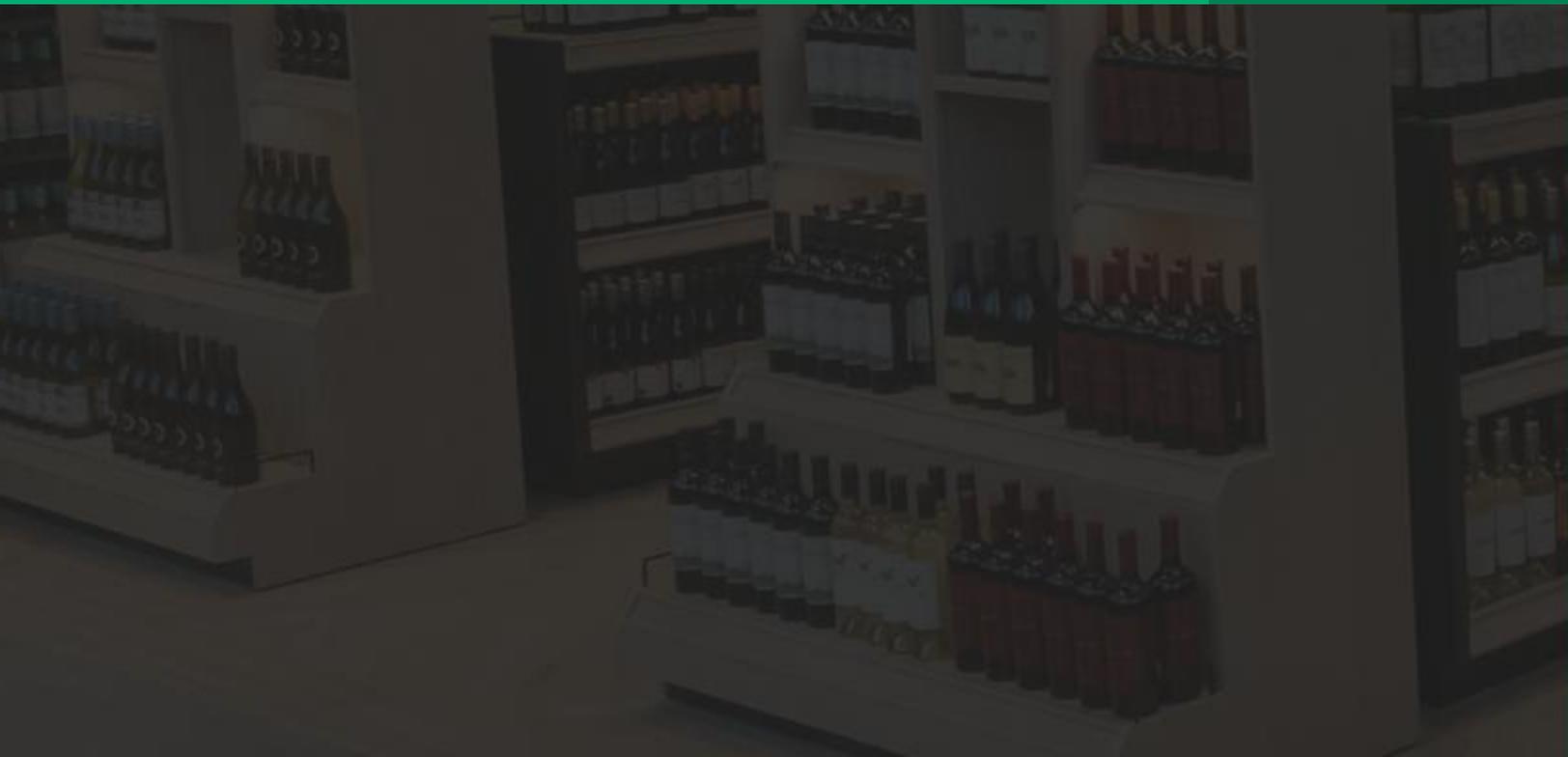


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Introduction

This reference guide provides step-by-step instructions on how to create a claim request. A claim request is initiated when a product is received damaged, defective, or with a shortage.

Key Terms

Key Term	Definition
Return/Claim ID	A unique identifier assigned to each return or claim request for tracking and reference purposes.
Claim Request	A Customer submits a Claim when their order is delivered incorrectly or with damaged product to request a refund.
PO Number	The customer's internal purchase order number from the original order, used to identify and track the order related to a return or claim.
Request Date	The date on which the return, claim, or recall request was submitted.
Request Type	Indicates the kind of request submitted—such as a return, claim, or product recall claim.

Roles and Permissions

Let's understand the roles involved in completing a claim using wholesale.lcbo.com:

 Grocery Places and manages grocery-related orders and requisitions	 The Beer Store Places order and oversees procurement for The Beer Store operations	 Convenience Places order and handles procurement for convenience store items	 Duty Free Places duty-free product orders and manages related transactions	 Licensee Manages, approves, and oversees all returns, claims, and recalls	 LCBO Convenience Outlets Initiates and submits product returns, claims, and recall
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Creating a Claim Request

Let's explore how to create a claim request using the following URL:
wholesale.lcbo.com.

1. You are navigated to the **Account Sign In** page. Sign in to your account by entering your **Email Address** and **Password**. Then, select the **Sign In** button.

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](#)

Note: Claims can only be initiated for completed orders and Licensee Retail Store Pickup orders cannot be claimed online. An order is considered complete once it has been either delivered to the customer or picked up.

Please note that claims do not apply to Retail Store Pickup orders. If there are any issues with Retail Store Pickup orders, they must be returned directly to the store where they were picked up.

To raise a claim request, follow these steps:

1. After logging in, select the **Order History** Page.
2. In the **Order History** screen, select the **Order ID** you want to claim and select the **View Actions** drop-down arrow.
3. Alternatively, you can search for an order either by PO or SKU by selecting the corresponding Search PO Number or Search SKU radio button and entering the appropriate number.
4. Select **Make a Claim** from the drop-down list.

The screenshot shows the LCBO Wholesale Services Order History page. The page has a navigation bar with categories: Top 100 SKUs, Wines, Spirits, Coolers and Cocktails, and Beer. On the left is a sidebar menu with items like My Accounts, Order History, Returns, Claims and Recalls, My Requisition Lists, Addresses, Account Information, Company Profile, Company Credit, and Company Structure. The main content area is titled 'Order History' and contains a table of orders. A search bar at the top right allows searching by PO Number or SKU. A table lists orders with columns for Order ID, PO Number, Order Date, Status, Total, and Action. The 'Action' column for the order with ID 0000000008 is expanded, showing options like View Order, Return Order, Make a Claim, and Make a Recall Claim. Red callouts 1-4 point to the Order History menu item, the search filters, the View Action dropdown, and the Make a Claim option respectively.

Order ID	PO Number	Order Date	Status	Total	Action
0000000004	00000011	05/06/19	Delivered	\$47.22	View Action
0000000009	00000011	09/15/19	In Progress	\$57.98	View Order Return Order
0000000008	00000011	08/12/19	Ready for Pickup	\$15.98	Make a Claim Make a Recall Claim
0000000007	00000011	08/09/19	Shipped	\$47.22	View Actions
0000000006	00000011	07/29/19	Order Placed	\$47.22	View Actions
0000000005	00000011	06/23/19	Delivered	\$47.22	View Actions
0000000010	00000011	10/31/19	Order Placed	\$98.88	View Actions
0000000003	00000011	05/13/19	Delivered	\$47.22	View Actions
0000000002	00000011	03/28/19	Cancelled	\$47.22	View Actions

You are navigated to the **New Claim Request** page under the **Returns, Claims, and Recalls** section.

5. Review the items listed in the order. Select the ones you wish to claim. The number of units that can be claimed will also be displayed.

Note: All claims must be submitted in “Eaches,” meaning the quantity should be entered as individual units rather than cases or other measurements.

6. In the **Qty to Claim** field, specify the quantity.

7. In the **Reason** field, specify the reason for claim.

LCBO WHOLESALE SERVICES

What can we help you find today?

Top 100 SKUs Wines Spirits Coolers and Cocktails Beer

My Accounts

Order History

Returns, Claims and Recalls

My Requisition Lists

Addresses

Account Information

Company Profile

Company Credit

New Claim Request

All fields are required unless otherwise noted. Please attach an image and add comments for each claimed item if the claim reason is damage.

Order: 0000000010

Select all

Item name	LCBO#	Fulfilled by	Available to Claim	Qty to Claim
<input checked="" type="checkbox"/> Cupcake Light Hearted Chardonnay	58438	LCBO	6 unit(s)	<input type="button" value="-"/> 1 <input type="button" value="+"/> <input type="text" value="1"/>
<input checked="" type="checkbox"/> McManis Cabernet	58438	LCBO	6 unit(s)	<input type="button" value="-"/> 1 <input type="button" value="+"/> <input type="text" value="1"/>

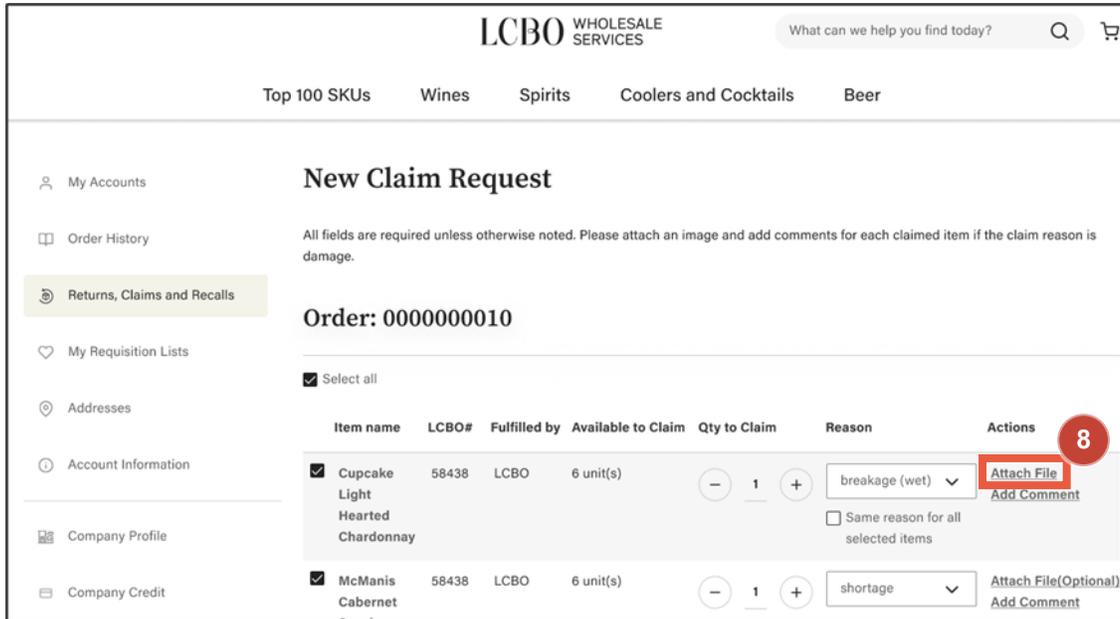
Please select

- Breakage (dry)
- Faulty packaging
- Stale dated
- Product missing from order
- Full order did not arrive
- Refused delivery
- Mispick (wrong item delivered)

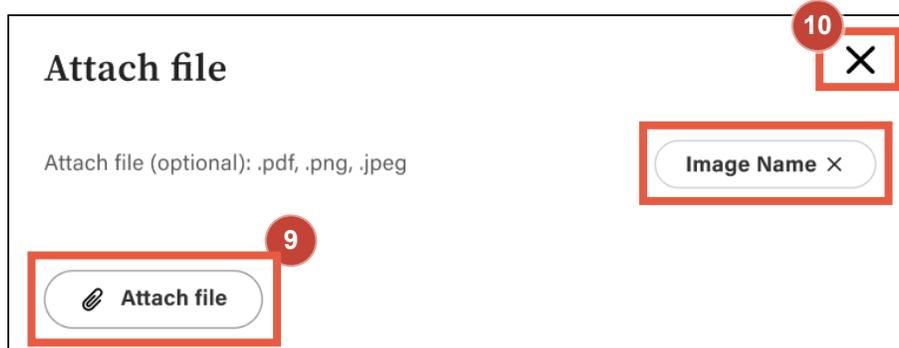
Please select

Same reason for all selected items

- Attachments are optional, except for damage-related claims, which must include an image of the damaged product.



- The **Attach file** pop-up appears. Select the **Attach file** button to upload the selected documents for the request. Once uploaded, the file will be displayed.
- Select the **Close** icon to exit the pop-up



- Optionally, you can select the **Add Comment** hyperlink to add comments on your claim.

LCBO WHOLESALE SERVICES

What can we help you find today?

Top 100 SKUs Wines Spirits Coolers and Cocktails Beer

My Accounts

Order History

Returns, Claims and Recalls

My Requisition Lists

Addresses

Account Information

Company Profile

Company Credit

New Claim Request

All fields are required unless otherwise noted. Please attach an image and add comments for each claimed item if the claim reason is damage.

Order: 0000000010

Select all

Item name	LCBO#	Fulfilled by	Available to Claim	Qty to Claim	Reason	Actions
<input checked="" type="checkbox"/> Cupcake Light Hearted Chardonnay	58438	LCBO	6 unit(s)	- 1 +	breakage (wet) <input type="checkbox"/> Same reason for all selected items	Attach File Add Comment
<input checked="" type="checkbox"/> McManis Cabernet	58438	LCBO	6 unit(s)	- 1 +	shortage	Attach File(Optional) Add Comment

- The **Add Comment** pop-up appears. Enter the required comments and then, select the **Save** button to save the entered details.

Add Comment

Add Comment (Optional)

Save Cancel

13. Select the **Submit** button.

Cupcake 58438 LCBO 1 case(s) − 1 + Store closing ▼ [Attach file](#)
 Light Hearted Chardonnay [Add Comment](#)

McManis 58438 LCBO 1 case(s) − 1 + Store closing ▼ [Attach file](#)
 Cabernet Sauvignon [Add Comment](#)

1 to 10 of 25 items ◀ 1 2 3 ▶

Return Quantity: 10 cases

Estimated Total Refund: \$727.72

Disclaimer note: refund is subject to return approval and items conditions...

13 **Submit**

14. The **Claim ID** is generated. You should note down the Claim ID for future reference. You can use it to track the status of a claim in the Adobe Commerce portal.

LCBO WHOLESALE SERVICES What can we help you find today?

Top 100 SKUs Wines Spirits Coolers and Cocktails Beer

14 **Your claim has been submitted**

Your Claim ID: 0000000005

Thank you for submitting your claim. Our team will send you an email with the next steps shortly.

Continue shopping

Viewing and Managing Claims

Now let's look at the process of viewing and managing claims.

1. You can navigate to the **Returns, Claims and Recalls** section, which is the dedicated section to view and manage your claims' progress and history.
2. You can search for the Claim ID in the **Return/Claim ID** column.

Return/Claim ID	PO Number	Request Date	Request Type	Order Number	Status	Action
0000000010	00000011	10/31/19	Return	0000000010	Return Submitted	View request
0000000009	00000011	09/15/19	Return	0000000010	Return in Progress	View request
0000000008	00000011	08/12/19	Claim	0000000010	Claim Submitted	View request
0000000007	00000011	08/09/19	Return	0000000010	Return in Progress	View request
0000000006	00000011	07/29/19	Claim	0000000010	Claim in Progress	View request
0000000005	00000011	06/23/19	Return	0000000010	Return Approved	View request
0000000004	00000011	05/06/19	Recall Claim	0000000010	Claim Approved	View request
0000000003	00000011	05/13/19	Claim	0000000010	Claim Approved	View request
0000000002	00000011	03/28/19	Return	0000000010	Return Approved	View request
0000000001	00000011	02/12/19	Return	0000000010	Return Approved	View request

3. The **Status** column will show the status of your claim, such as **Claim Approved**, **Claim in Progress**, **Claim Submitted** etc.

Return/Claim ID	PO Number	Request Date	Request Type	Order Number	Status	Action
0000000010	00000011	10/31/19	Return	0000000010	Return Submitted	View request
0000000009	00000011	09/15/19	Return	0000000010	Return in Progress	View request
0000000008	00000011	08/12/19	Claim	0000000010	Claim Submitted	View request
0000000007	00000011	08/09/19	Return	0000000010	Return in Progress	View request
0000000006	00000011	07/29/19	Claim	0000000010	Claim in Progress	View request
0000000005	00000011	06/23/19	Return	0000000010	Return Approved	View request
0000000004	00000011	05/06/19	Recall Claim	0000000010	Claim Approved	View request
0000000003	00000011	05/13/19	Claim	0000000010	Claim Approved	View request
0000000002	00000011	03/28/19	Return	0000000010	Return Approved	View request
0000000001	00000011	02/12/19	Return	0000000010	Return Approved	View request

Claim Request Email Communication

Customers receive email updates throughout the claim request process, keeping them informed of the status and progress of their claim.

4. Claim Submission Email: Once the claim is submitted, the customer will receive a confirmation email containing the claim details, including the **Claim Request ID, PO Number, Deliver TO, Bill TO, Item Description and Quantities.**



1

Thanks for submitting your claim

Hi {First Name; Last Name},

We're just letting you know we have received your claim request #000987654 for items in your order #000123456. We'll process your request and send another email with the response as soon as we can.

Order Details

PO Number: 00013243546

DELIVER TO

Antony Meneghini-Cuvillier
200 Bay Street, Unit 115
Toronto, ON M5J 2J2
(416) 363-6604

BILL TO

Antony Meneghini-Cuvillier
200 Bay Street, Unit 115
Toronto, ON M5J 2J2
(416) 363-6604

ITEM DESCRIPTION	PRICE
<p>Flat Rock Pinot Noir LCBO#:1545 Claim Quantity: 1 case(s) Claim Reason: Breakage (wet)</p>	\$34.45

Subtotal: \$34.45

Delivery Fee Refund: -\$11.95

Total: \$34.65

- 1. Claim Request – Approval/Rejection:** Claim submissions are subject to approval or rejection. You will receive an email notification with the outcome. If approved, the email will specify the time frame within which the claim will be completed. If declined, you can contact LCBO Customer Care.

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2

Your claim request has been approved

Hi (First Name; Last Name),

We're pleased to inform you that your claim request #000987654 for items in your order #000123456 has been approved. We are processing your refund which will take 7-10 work day to reach you.

Order Details PO Number: 00013243546

<p>DELIVER TO</p> <p>Antony Meneghini-Cuvillier 200 Bay Street, Unit 115 Toronto, ON M5J 2J2 (416) 363-6604</p>	<p>BILL TO</p> <p>Antony Meneghini-Cuvillier 200 Bay Street, Unit 115 Toronto, ON M5J 2J2 (416) 363-6604</p>
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ITEM DESCRIPTION	PRICE						
Flat Rock Pinot Noir LCBO#:1545 Claim Quantity: 1 case(s) Claim Reason: Breakage (wet)	\$34.45						
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: right; padding-right: 20px;">Subtotal:</td> <td style="text-align: right;">\$34.45</td> </tr> <tr> <td style="text-align: right;">Delivery Fee Refund:</td> <td style="text-align: right;">-\$11.95</td> </tr> <tr> <td style="text-align: right;">Total:</td> <td style="text-align: right;">\$34.65</td> </tr> </table>		Subtotal:	\$34.45	Delivery Fee Refund:	-\$11.95	Total:	\$34.65
Subtotal:	\$34.45						
Delivery Fee Refund:	-\$11.95						
Total:	\$34.65						

If you have any questions about this order, please contact [LCBO Customer Care](#).

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2

Your claim request has been declined

Hi (First Name; Last Name),

Unfortunately your claim request #000987654 for items in your order #000123456 has been declined. If you have any questions about this order, please contact [LCBO Customer Care](#).

Order Details PO Number: 00013243546

<p>DELIVER TO</p> <p>Antony Meneghini-Cuvillier 200 Bay Street, Unit 115 Toronto, ON M5J 2J2 (416) 363-6604</p>	<p>BILL TO</p> <p>Antony Meneghini-Cuvillier 200 Bay Street, Unit 115 Toronto, ON M5J 2J2 (416) 363-6604</p>
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ITEM DESCRIPTION	PRICE						
Flat Rock Pinot Noir LCBO#:1545 Claim Quantity: 1 case(s) Claim Reason: Breakage (wet) Reason for Rejection: Payment Failed	\$34.45						
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: right; padding-right: 20px;">Subtotal:</td> <td style="text-align: right;">\$34.45U</td> </tr> <tr> <td style="text-align: right;">Delivery Fee Refund:</td> <td style="text-align: right;">-\$11.95</td> </tr> <tr> <td style="text-align: right;">Total:</td> <td style="text-align: right;">\$34.65</td> </tr> </table>		Subtotal:	\$34.45U	Delivery Fee Refund:	-\$11.95	Total:	\$34.65
Subtotal:	\$34.45U						
Delivery Fee Refund:	-\$11.95						
Total:	\$34.65						

If you have any questions about this order, please contact [LCBO Customer Care](#).

- Claim Refund Email:** For approved claim requests, a refund email is sent once the refund has been processed. The email will also display the refund amount.

LCBO

Your claim request has been refunded

Hi {First Name; Last Name},

We're pleased to inform you that your refund for your claim request #000987654 for items in your order #000123456 has been processed.

Order Details PO Number: 00013243546

<p>DELIVER TO</p> <p>Antony Meneghini-Cuvillier 200 Bay Street, Unit 115 Toronto, ON M5J 2J2 (416) 363-6604</p>	<p>BILL TO</p> <p>Antony Meneghini-Cuvillier 200 Bay Street, Unit 115 Toronto, ON M5J 2J2 (416) 363-6604</p>
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ITEM DESCRIPTION	PRICE
<p>Flat Rock Pinot Noir LCBO#:1545 Claim Quantity: 1 case(s) Claim Reason: Breakage (wet)</p>	<p>\$34.45</p>

	Subtotal:	\$34.45
	Delivery Fee Refund:	-\$11.95
	Total:	\$34.65

You have reached the end of the **Completing a Claim using wholesale.lcbo.com** reference guide. In this reference guide, you have learned how to create a claim request using wholesale.lcbo.com.