

LCBO

Completing a Product Recall Claim Request

Reference Guide

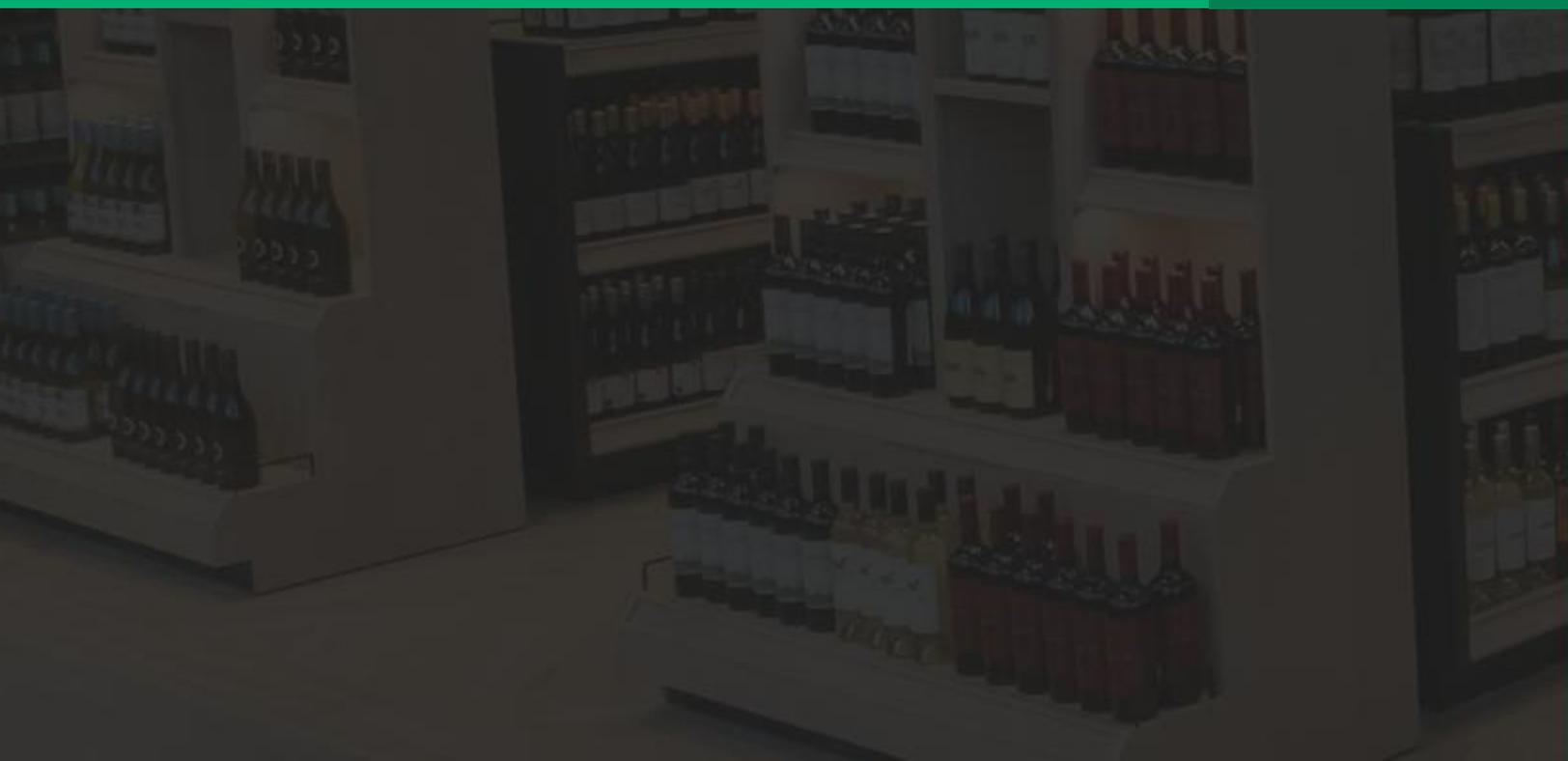


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Introduction

This reference guide provides step-by-step instructions on how to create a product recall request. A product recall request is initiated when a product is found to be unsafe, defective, or subject to a safety notice.

Key Terms

Key Term	Definition
Return/Claim ID	A unique identifier assigned to each return or claim request for tracking and reference purposes.
Product Recall Claim Request	A claim submitted by the customer after a product recall, indicating the number of affected units and the disposition (return or destroy) for the customer to receive a refund.
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 product recall claim request 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 Product Recall Claim Request

When a product recall is identified, customers receive an email from the LCBO, notifying them of the product quality issue and next steps. Depending on LCBO direction, the product may either be returned to LCBO or destroyed on-site by the customer. The customer may submit a request for reimbursement of recalled product on hand at the customer's location.

Depending on the quantity of recalled product on hand, the product may span across multiple orders.

Note: The email will inform the customer whether the product should be returned to LCBO or can be disposed of after LCBO has approved the claim.

Let's explore how to create a recall 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: Recalls can only be initiated for completed orders. An order is considered complete once it has been either delivered to the customer or picked up.

To create a product recall 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 recall 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. Searching by SKU will return all orders containing that product. Note: PO Number is the customer's internal PO Number, if entered.
4. Select **Make a Recall 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, Beer. A search bar is present with the text "What can we help you find today?". On the left, there is a sidebar menu with "Order History" highlighted by a red box and a red circle with the number 1. The main content area is titled "Order History" and features a search bar with "Search PO Number" and "Search SKU" radio buttons, and an input field for "Enter PO or SKU number". Below this is a table of orders. The first row of the table is highlighted with a red box and a red circle with the number 2. The "Action" column for this row has a dropdown menu open, with "Make a Recall Claim" highlighted by a red box and a red circle with the number 4. Other options in the dropdown include "View Order", "Return Order", and "Make a Claim".

Order ID	PO Number	Order Date	Status	Total	Action
0000000004	00000011	05/06/19	Delivered	\$47.22	View Actions
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 Recall Claim Request** page under the **Returns, Claims, and Recalls** section.

Note: A customer can submit a recall for the entire order, a partial order (multiple line items), or a single line item.

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

Note: Recall claims must be submitted in “Eaches,” meaning the quantity should be entered as individual units rather than cases or other measurements. If the quantity to be claimed exceeds the “Qty to Claim” amount, you will need to submit additional claim(s) under separate orders until the quantity is reached.

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

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 Recall Claim Request

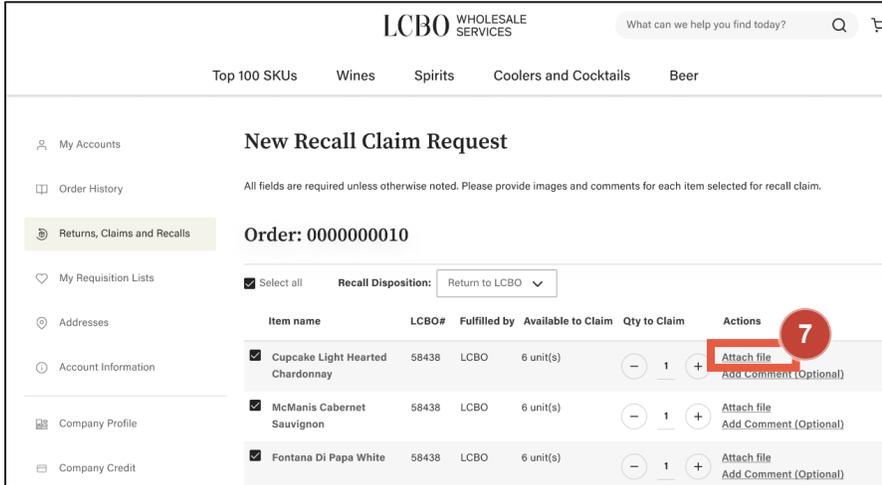
All fields are required unless otherwise noted. Please provide images and comments for each item selected for recall claim.

Order: 000000010

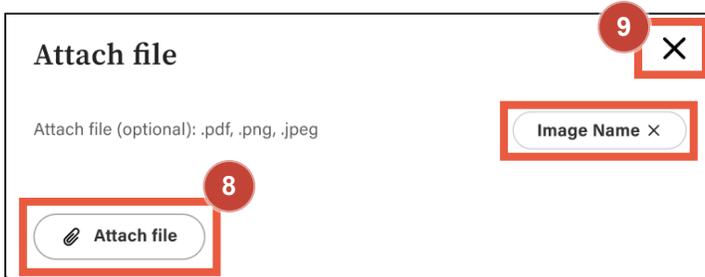
Select all Recall Disposition: Return to LCBO

Item name	LCBO#	Fulfilled by	Available to Claim	Qty to Claim	Actions
<input checked="" type="checkbox"/> Cupcake Light Hearted Chardonnay	58438	LCBO	6 unit(s)	- 1 +	Attach file Add Comment (Optional)
<input checked="" type="checkbox"/> McManis Cabernet Sauvignon	58438	LCBO	6 unit(s)	- 1 +	Attach file Add Comment (Optional)
<input checked="" type="checkbox"/> Fontana Di Papa White	58438	LCBO	6 unit(s)	- 1 +	Attach file Add Comment (Optional)

7. Select the **Attach file** hyperlink to add supporting attachments to your product recall claim, including a photo of the recalled product.



8. 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.
9. Select the **Close** icon to exit the pop-up.



Note: You can attach multiple files to the request.

10. Optionally you can select the Add Comments hyperlink to add comments on your product recall 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 Recall Claim Request

All fields are required unless otherwise noted. Please provide images and comments for each item selected for recall claim.

Order: 0000000010

Select all Recall Disposition: Return to LCBO

Item name	LCBO#	Fulfilled by	Available to Claim	Qty to Claim	Actions
<input checked="" type="checkbox"/> Cupcake Light Hearted Chardonnay	58438	LCBO	6 unit(s)	- 1 +	Attach file Add Comment (Optional)
<input checked="" type="checkbox"/> McManis Cabernet Sauvignon	58438	LCBO	6 unit(s)	- 1 +	Attach file Add Comment (Optional)
<input checked="" type="checkbox"/> Fontana Di Papa White	58438	LCBO	6 unit(s)	- 1 +	Attach file Add Comment (Optional)

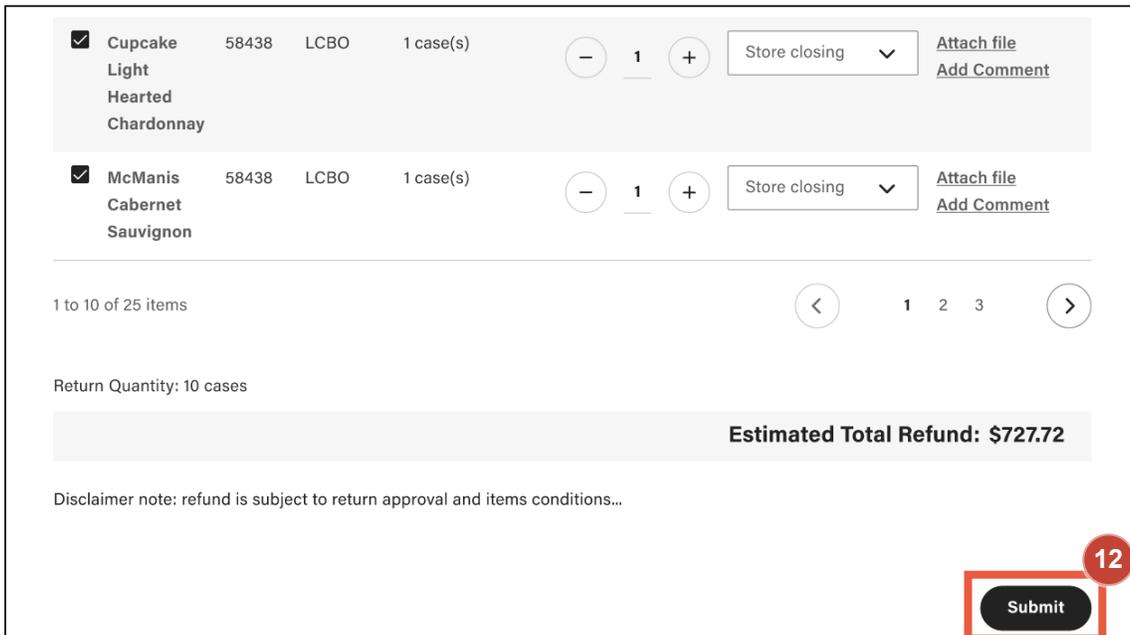
11. The **Add Comment** pop-up appears. Enter the required comments and then select the **Save** button to save the entered details.

Add Comment

Add Comment (Optional)

Save Cancel

12. Select the **Submit** Button.



The screenshot shows a product recall claim form with two items listed:

Item	SKU	Store	Quantity	Actions
<input checked="" type="checkbox"/> Cupcake Light Hearted Chardonnay	58438	LCBO	1 case(s)	[-] 1 [+] Store closing [v] Attach file Add Comment
<input checked="" type="checkbox"/> McManis Cabernet Sauvignon	58438	LCBO	1 case(s)	[-] 1 [+] Store closing [v] Attach file Add Comment

1 to 10 of 25 items

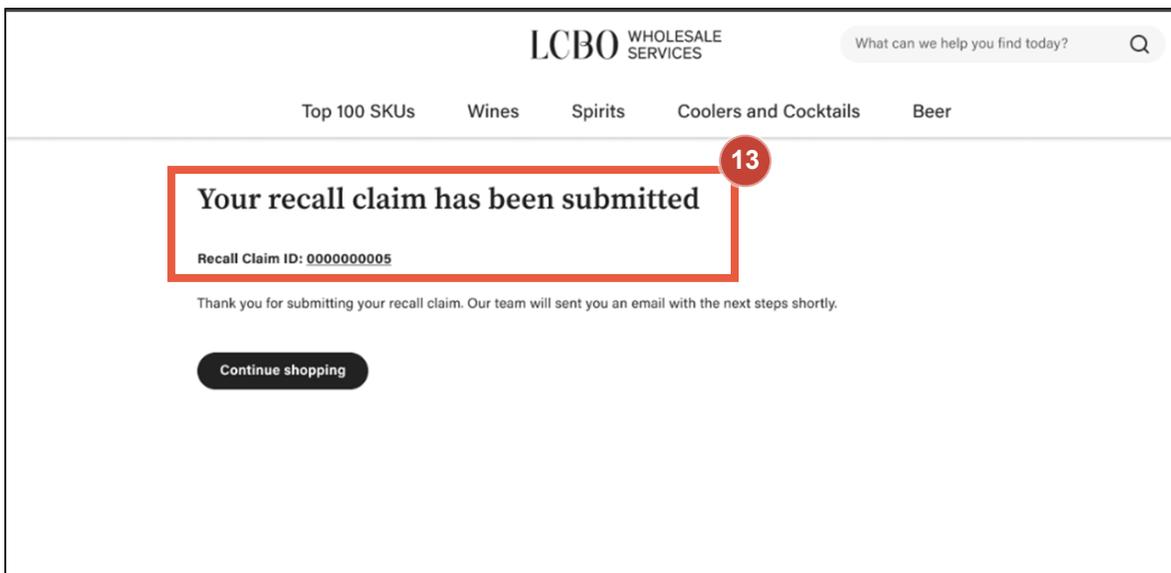
Return Quantity: 10 cases

Estimated Total Refund: \$727.72

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

Submit (highlighted with a red box and a red circle containing the number 12)

13. The **Recall Claim Id** is generated. You should note down the **Recall Claim ID** for future reference. You can use it to track the status of a recall in the B2B portal.



The screenshot shows the LCBO Wholesale Services portal with a confirmation message:

Your recall claim has been submitted (highlighted with a red box and a red circle containing the number 13)

Recall Claim ID: 0000000005

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

[Continue shopping](#)

Viewing and Managing Product Recall 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 product recall claim's progress and history.
2. You can search for the Recall 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 reflects the status of your product recall claim.

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

Product Recall Claim Request Email Communication

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

1. **Recall Submission Email:** Once the recall request is submitted, the customer will receive a confirmation email containing the recall details, including the **recall claim ID, PO number, Delivery TO, Bill TO, Item Description** and **Quantities**.

LCBO

1

Thanks for submitting your recall claim

Hi {First Name; Last Name},

We're just letting you know we have received your recall 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.

Important: Please do NOT destroy any product until you receive approval for the claim request from the LCBO. Products destroyed without prior approval may not be eligible for credit. Please be on the lookout for the approval email.

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 Recall Claim Quantity: 1 case(s) Recall Disposition: On-site Destruction</p>	\$34.45
<div style="display: flex; justify-content: flex-end; font-weight: bold;"> Total: \$34.65 </div>	

2. Product Recall Request – Approval / Rejection: Recall 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 return will be completed. If you have questions about your request being declined, you can contact LCBO Customer Care.

Note: If the claim disposition is on-site destruction of recalled product, the product can be destroyed once the approved email is received.

LCBO

2
Your recall claim request has been approved

Hi {First Name; Last Name},

We're pleased to inform you that your recall 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.

Important: Your claim has been approved. Please proceed to dispose of the submitted quantity of product(s) in accordance with the LCBO's Policies & Procedures.

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 Recall Claim Quantity: 1 case(s) Recall Disposition: On-site Destruction</p>	\$34.45
<p style="text-align: right;">Total: \$34.65</p>	

LCBO

2
Your recall claim request has been declined

Hi {First Name; Last Name},

Unfortunately your recall 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
<p>Flat Rock Pinot Noir LCBO#:1545 Recall Claim Quantity: 1 case(s) Recall Disposition: On-site Destruction Reason for Rejection: Payment Failed</p>	\$34.45
<p style="text-align: right;">Total: \$34.65</p>	

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

LCBO

3

Your recall claim request has been refunded

Hi {First Name; Last Name},

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

Order Details

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

PO Number: 00013243546

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

ITEM DESCRIPTION	PRICE
Flat Rock Pinot Noir LCBO#:1545 Recall Claim Quantity: 1 case(s) Recall Disposition: On-site Destruction	\$34.45
Total: \$34.65	

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