

LCBO

Completing a Return using wholesale.lcbo.com

Reference Guide

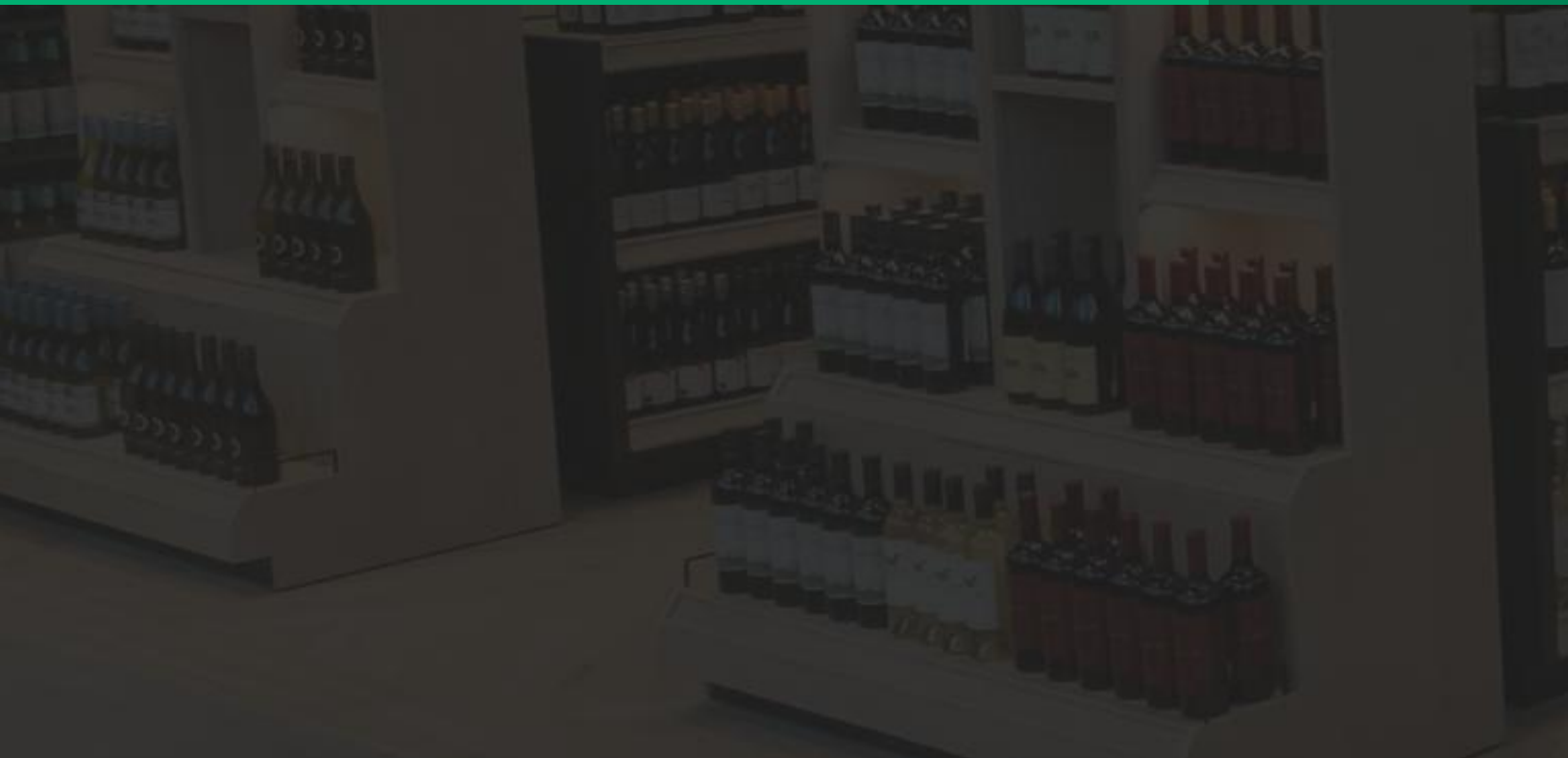


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Introduction







This reference guide provides step-by-step instructions on how to create a return request. A return is raised when a product is no longer needed or was ordered incorrectly.

Key Terms

Key Term	Definition
Return/Claim ID	A unique identifier assigned to each return or claim request for tracking and reference purposes.
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 return 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 Return Request

Let's explore how to create a return 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.

Contact Customer Care'."/>

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: Return Requests 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 submit a return 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 return and select the **View Actions** drop-down arrow.

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.

3. Select **Return Order** from the **View Actions** drop-down list.

The screenshot displays the LCBO Wholesale Services Order History page. The page features a navigation menu with categories like Top 100 SKUs, Wines, Spirits, Coolers and Cocktails, and Beer. The main content area shows a table of orders with columns for Order ID, PO Number, Order Date, Status, Total, and Action. A sidebar on the left contains links to My Accounts, Order History, Returns, Claims and Recalls, My Requisition Lists, Addresses, Account Information, Company Profile, Company Credit, and Company Structure. The Order History table lists several orders, with the first order (Order ID 0000000004) highlighted. A red box labeled '1' points to the 'Order History' link in the sidebar. A red box labeled '2' points to the 'View Actions' dropdown for the first order. A red box labeled '3' points to the 'Return Order' option in the dropdown menu.

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
0000000008	00000011	08/12/19	Ready for Pickup	\$15.98	Return Order
0000000007	00000011	08/09/19	Shipped	\$47.22	Make a Claim
0000000006	00000011	07/29/19	Order Placed	\$47.22	Make a Recall Claim
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 Return Request** page under the **Returns, Claims, and Recalls** section.

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

- Review the items listed in the order. Select the ones you wish to return. The number of returnable units for each item will also be displayed.

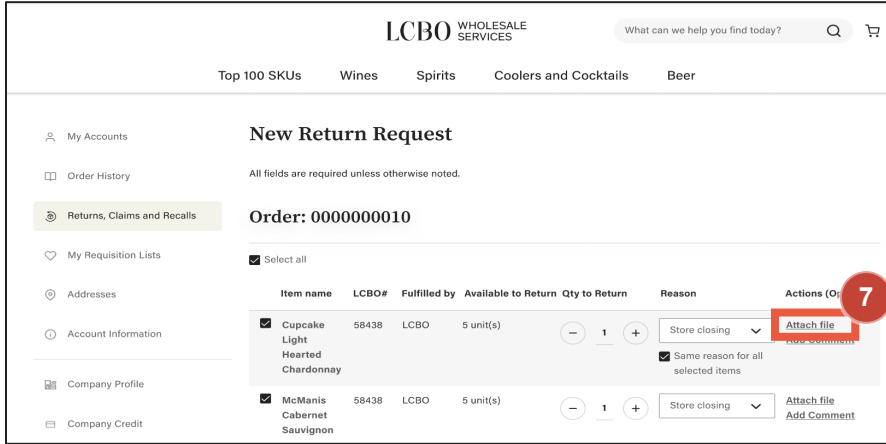
Note: The Unit of Measurement (UOM) for the quantity to be returned will be reflected as the same UOM used when the order was placed. For example, if a customer orders 4 cases of beer, they must return a quantity in cases and cannot return the items in Eaches for that specific order.

- In the **Qty to Return** field, specify the quantity.
- In the **Reason** field, specify the reason for return.

The screenshot shows the 'New Return Request' page on the LCBO Wholesale Services website. The page includes a navigation menu with categories like 'Top 100 SKUs', 'Wines', 'Spirits', 'Coolers and Cocktails', and 'Beer'. A sidebar on the left contains links for 'My Accounts', 'Order History', 'Returns, Claims and Recalls' (highlighted), 'My Requisition Lists', 'Addresses', 'Account Information', 'Company Profile', and 'Company Credit'. The main content area displays the order number '0000000010' and a table of items to be returned. The table has columns for 'Item name', 'LCBO#', 'Fulfilled by', 'Available to Return', 'Qty to Return', 'Reason', and 'Actions (Optional)'. Two items are listed: 'Cupcake Light Hearted Chardonnay' and 'McManis Cabernet Sauvignon'. Red callouts are placed over the page: callout 4 points to the checkboxes in the 'Available to Return' column; callout 5 points to the 'Qty to Return' column; and callout 6 points to the 'Reason' column. The 'Reason' dropdown menu is open, showing 'Store closing' as the selected option. The 'Actions (Optional)' column contains links for 'Attach file' and 'Add Comment'.

Item name	LCBO#	Fulfilled by	Available to Return	Qty to Return	Reason	Actions (Optional)
<input checked="" type="checkbox"/> Cupcake Light Hearted Chardonnay	58438	LCBO	5 unit(s)	- 1 +	Store closing	Attach file Add Comment
<input checked="" type="checkbox"/> McManis Cabernet Sauvignon	58438	LCBO	5 unit(s)	- 1 +	Store closing	Attach file Add Comment

- Optionally, you can select the **Attach file** hyperlink to add attachments on your return.



- 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.



10. Optionally, you can select the **Add Comments** hyperlink to add comments on your return.

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 Return Request

All fields are required unless otherwise noted.

Order: 0000000010

Select all

Item name	LCBO#	Fulfilled by	Available to Return	Qty to Return	Reason	Actions (Optional)
<input checked="" type="checkbox"/> Cupcake Light Hearted Chardonnay	58438	LCBO	5 unit(s)	- 1 +	Store closing <input type="button" value="v"/>	<input type="button" value="Attach file"/> Add Comment 10
<input checked="" type="checkbox"/> McManis Cabernet Sauvignon	58438	LCBO	5 unit(s)	- 1 +	Store closing <input type="button" value="v"/>	<input type="button" value="Attach file"/> <input type="button" value="Add Comment"/>

Same reason for all selected items

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)

12. Select the Submit button.

<input checked="" type="checkbox"/>	Cupcake Light Hearted Chardonnay	58438	LCBO	1 case(s)	- 1 +	Store closing <input type="button" value="v"/>	Attach file Add Comment
<input checked="" type="checkbox"/>	McManis Cabernet Sauvignon	58438	LCBO	1 case(s)	- 1 +	Store closing <input type="button" value="v"/>	Attach file 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...

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The return ID is generated.

13. You should note down the **Return ID** for future reference. You can use it to track the status of a return in the Adobe Commerce portal.

[Top 100 SKUs](#) [Wines](#) [Spirits](#) [Coolers and Cocktails](#) [Beer](#)

Your return request has been submitted

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Your Return ID: 0000000005

Thank you for submitting your return request. Our team will sent you an email with the next steps shortly.

Viewing and Managing Returns

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

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

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 return, such as **Return Submitted, Claim Submitted, Return in Progress**, 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

Return Request Email Communication

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

- 1. Return Submission Email:** Once the return is submitted, the customer will receive a confirmation email containing the return details, including the **Return ID, PO Number, Delivery TO, Bill TO, Item Description** and **Quantities**.

LCBO

Thanks for submitting your return

Hi {First Name; Last Name},

We're just letting you know we have received your return request #**000987654** or 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	BILL TO
Antony Meneghini-Cuvillier 200 Bay Street, Unit 115 Toronto, ON M5J 2J2 (416) 363-6604	Antony Meneghini-Cuvillier 200 Bay Street, Unit 115 Toronto, ON M5J 2J2 (416) 363-6604

ITEM DESCRIPTION	PRICE
Flat Rock Pinot Noir LCBO#:1545 Return Quantity: 1 case(s)	\$34.45
<div style="text-align: right; margin-right: 20px;"> Total: </div> <div style="text-align: right;"> \$34.65 </div>	

- Return Request – Approval / Rejection Email:** Return 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 rejected, you can contact the LCBO Customer Care.

Note: The approval email will include a link to the FAQ, which provides instructions for returning the product.

2

Your return request has been approved

Hi (First Name; Last Name),

We're pleased to inform you that your return 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
<p>Flat Rock Pinot Noir LCBO#:1545 Return Quantity: 1 case(s)</p>	<p>\$34.45</p>
<p style="text-align: right;">Total: \$34.65</p>	

If you have any questions about this order, please contact LCBO.Customer.Care.

2

Your return request has been declined

Hi (First Name; Last Name),

Unfortunately your return 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 Return Quantity: 1 case(s) Reason for Rejection: Payment Failed</p>	<p>\$34.45</p>
<p style="text-align: right;">Total: \$34.65</p>	

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

LCBO

3
Your return request has been refunded

Hi {First Name; Last Name},

We're pleased to inform you that your refund for your return 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 Return Quantity: 1 case(s)</p>	<p>\$34.45</p>
<p style="text-align: right;">Total: \$34.65</p>	

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