

LCBO

Placing an Order using wholesale.lcbo.com

Reference Guide

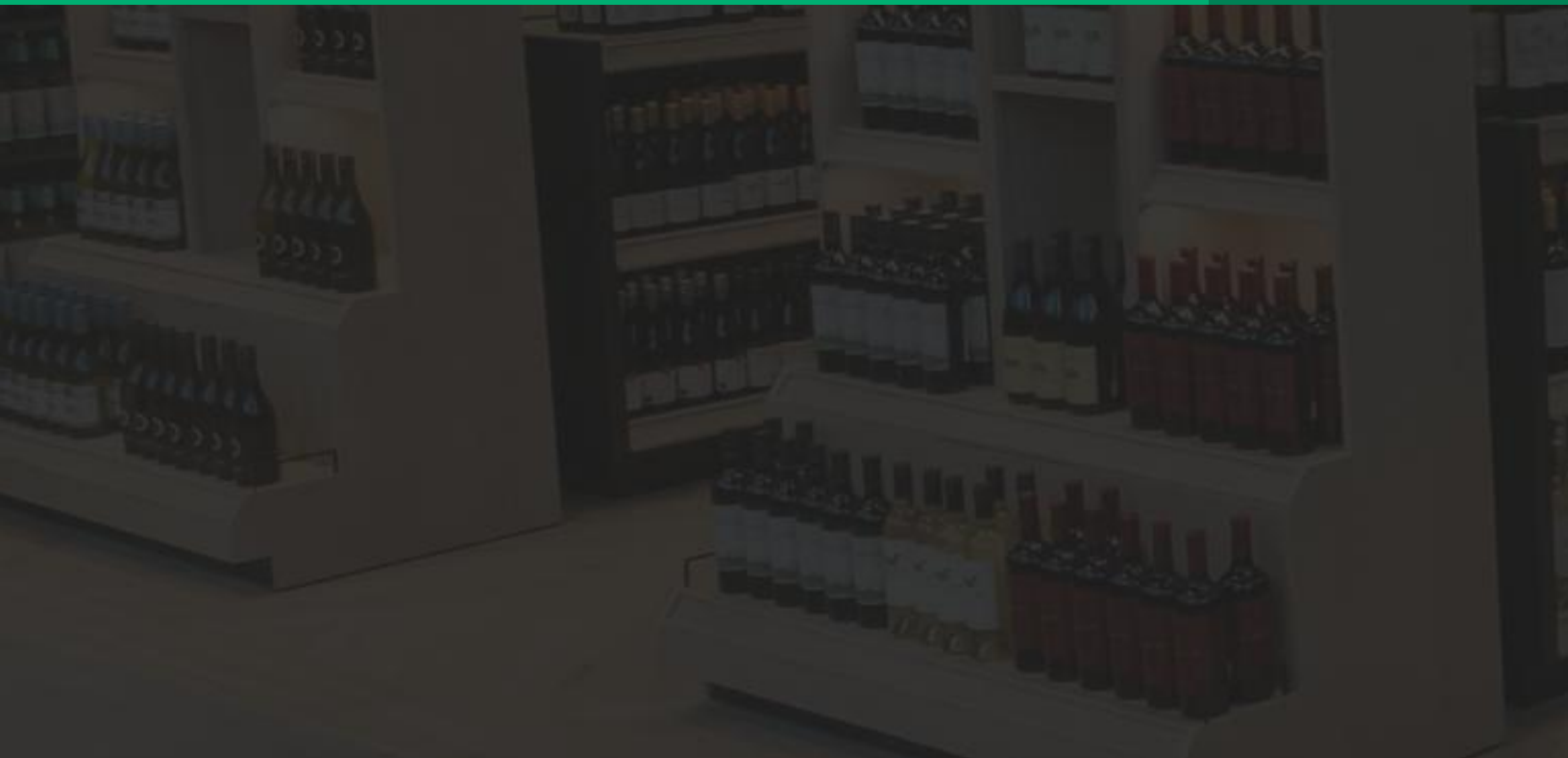


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Roles and Permissions

Let's understand the role involved in placing an order using wholesale.lcbo.com (B2B Portal).



Grocery

Places and manages grocery-related orders and requisitions



Convenience

Places order and handles procurement for convenience store items.



Duty Free

Places duty-free product orders and manages related transactions



The Beer Store

Places order and oversees procurement for The Beer Store operations

Introduction

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

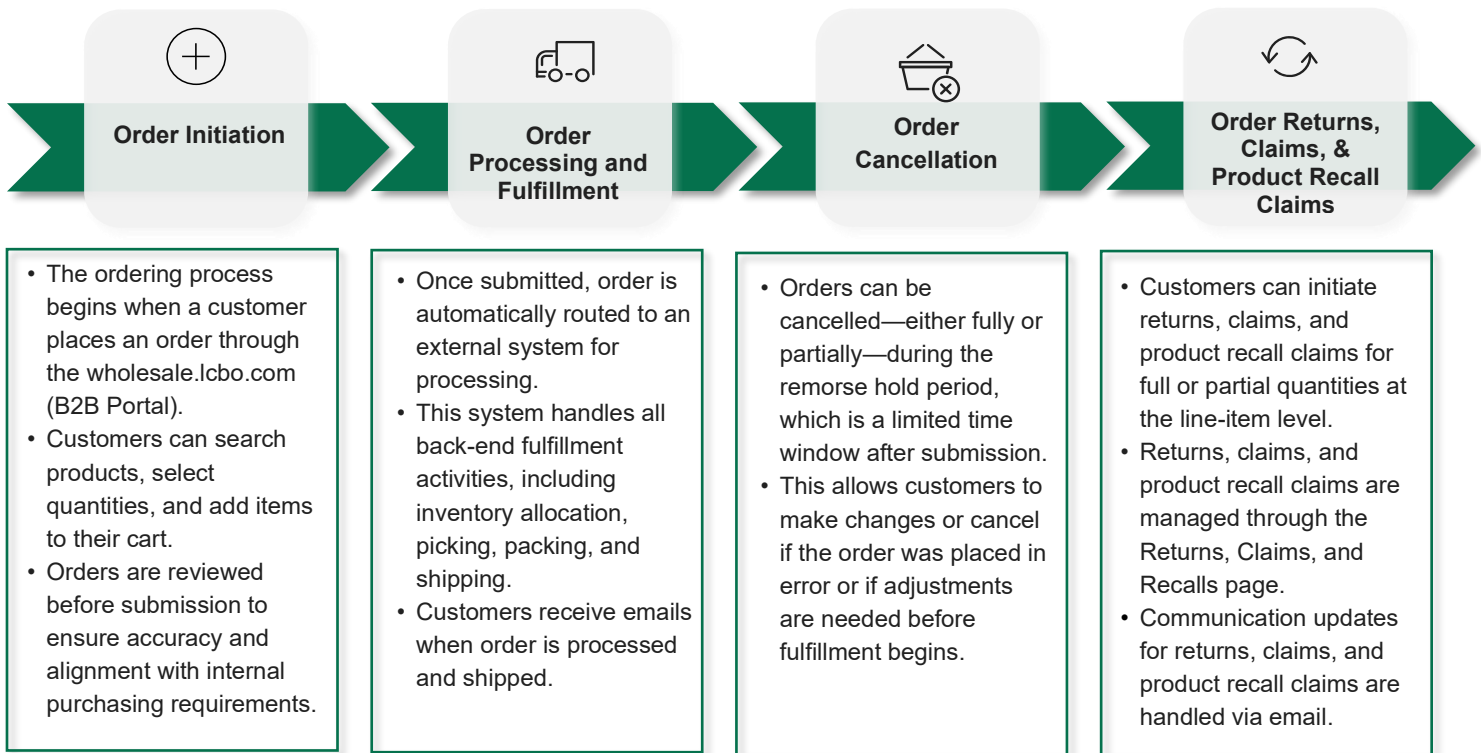
Key Terms

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).

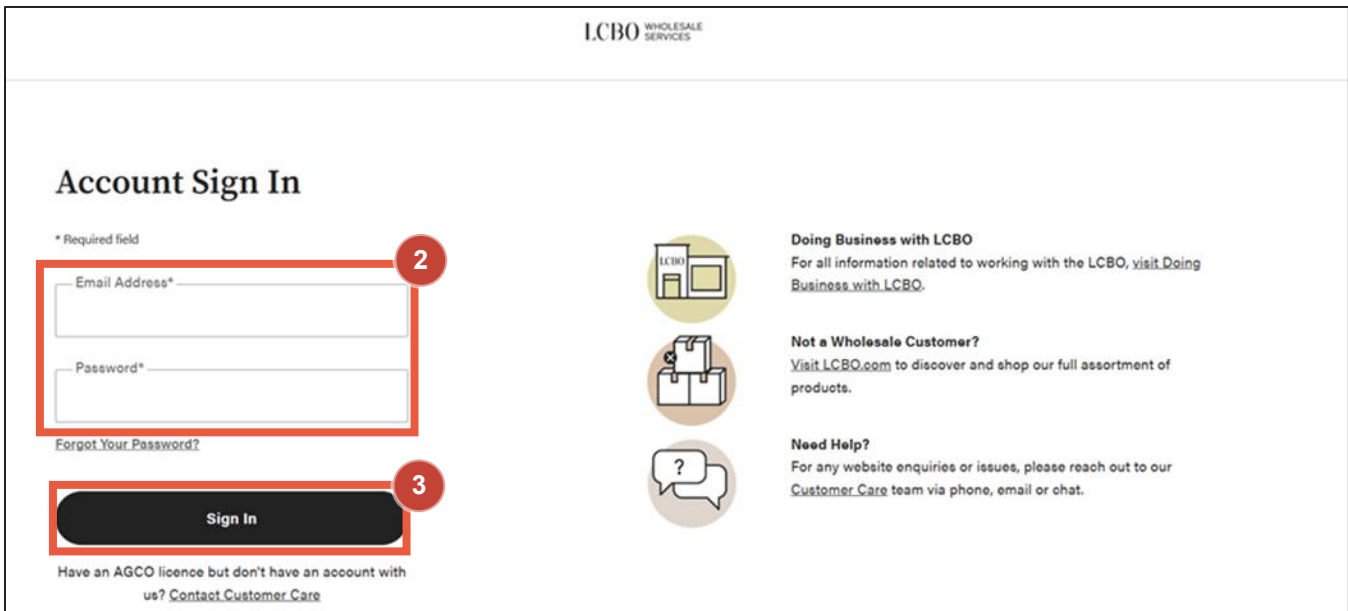
1. Open your web browser and enter the following URL: wholesale.lcbo.com.



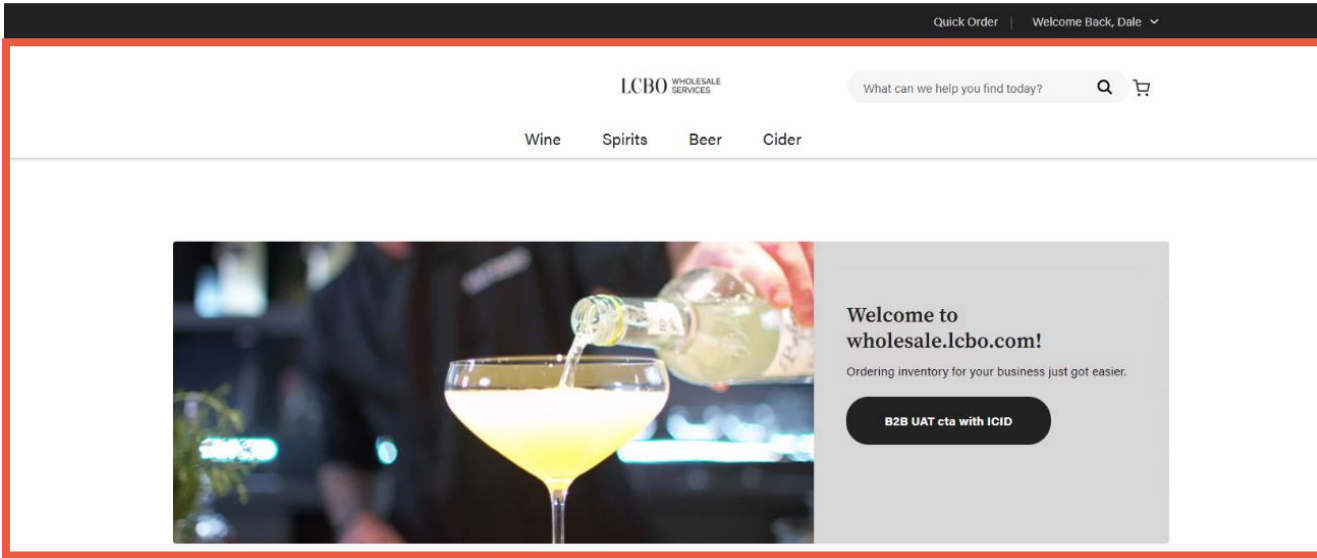
2. You are navigated to the **Account Sign In** page. Sign in to your account using your **Email Address** and **Password** in the respective fields.

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**.



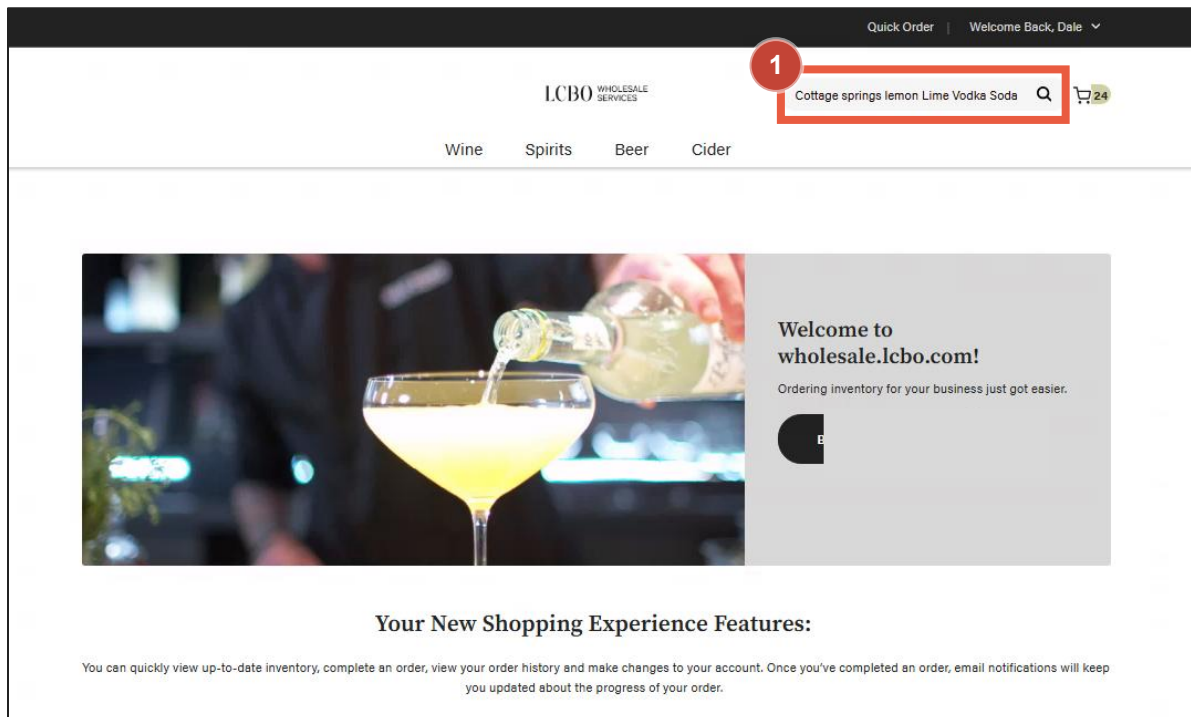
After a successful login, you are navigated to the Adobe Commerce Portal's landing page. On this page, you can view different categories of products.

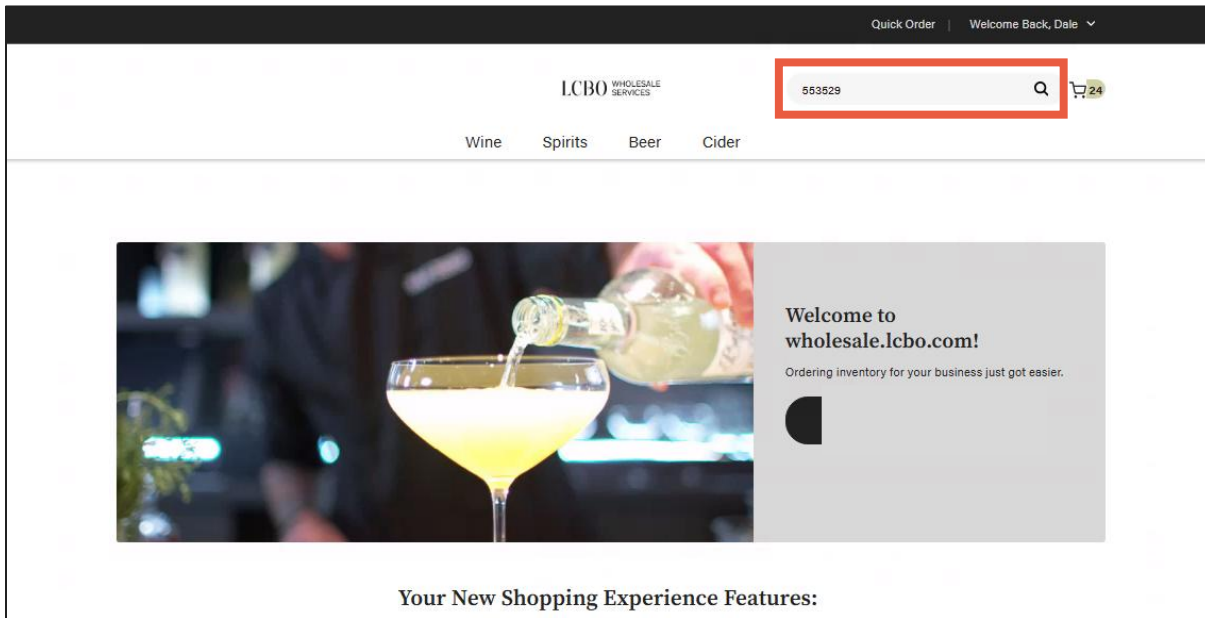


Order Creation Process

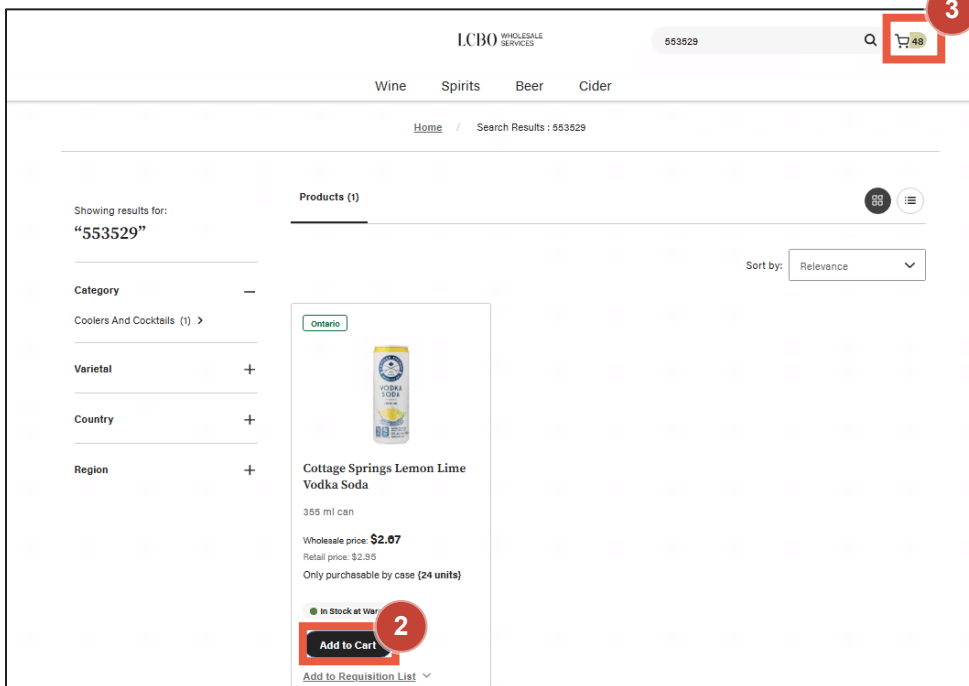
We can place an order on the wholesale.lcbo.com (B2B Portal) in several ways, including:

- 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.

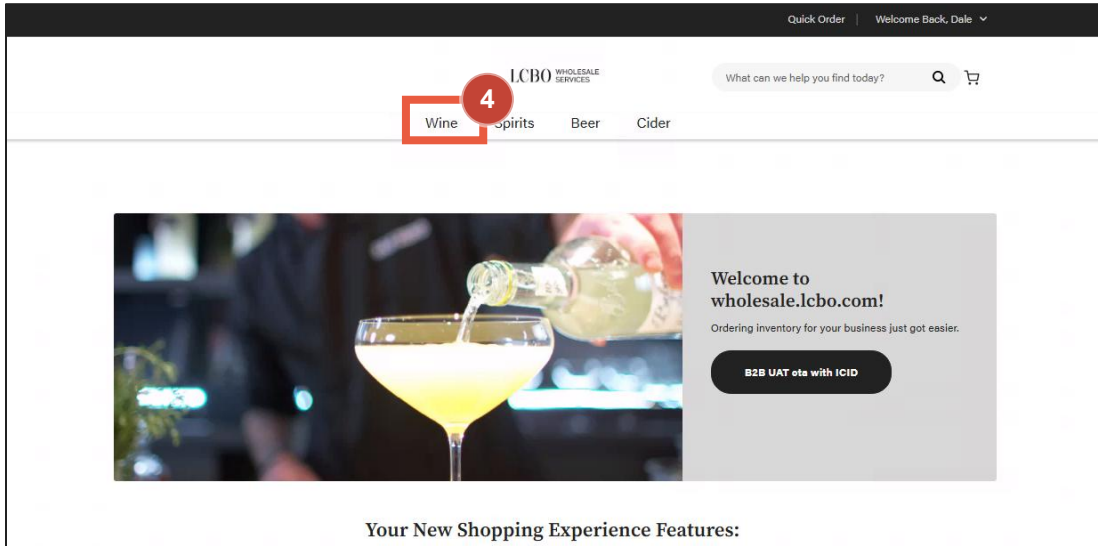




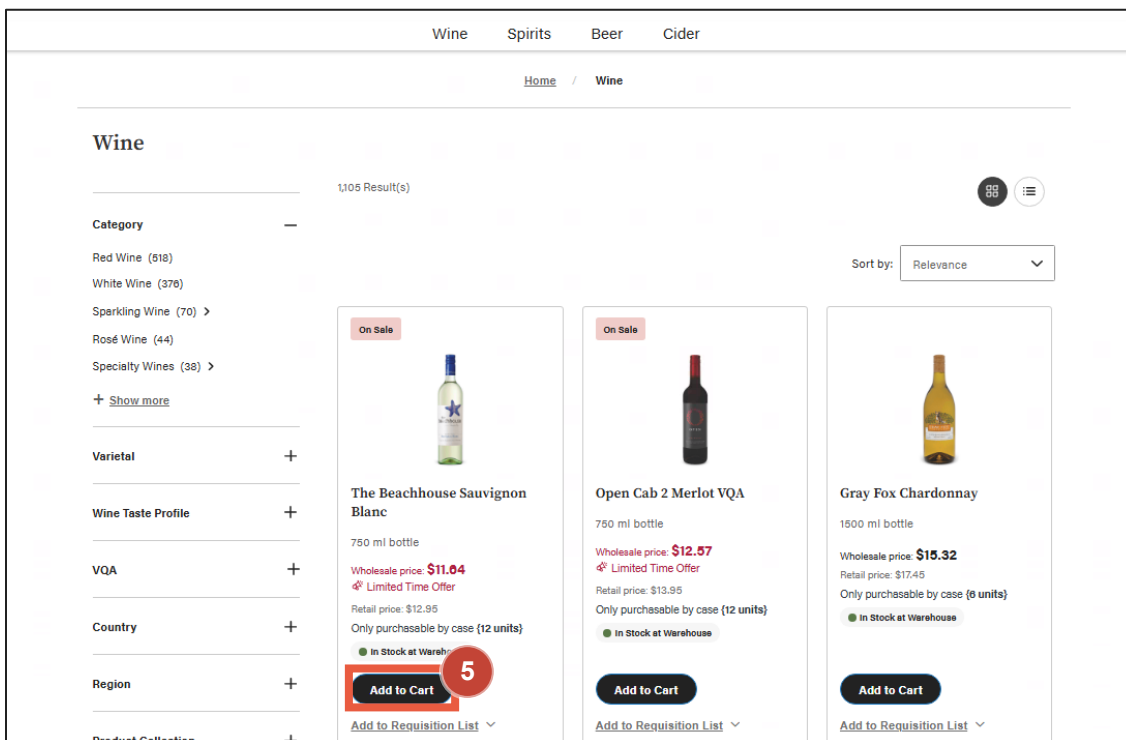
2. Select **Add to Cart** to add the searched item to your cart.
3. Once you have added the product to the cart, the cart icon in the top right-hand corner of the screen automatically updates to reflect the quantity added. Select the **cart icon** to review or adjust the quantity of cases.



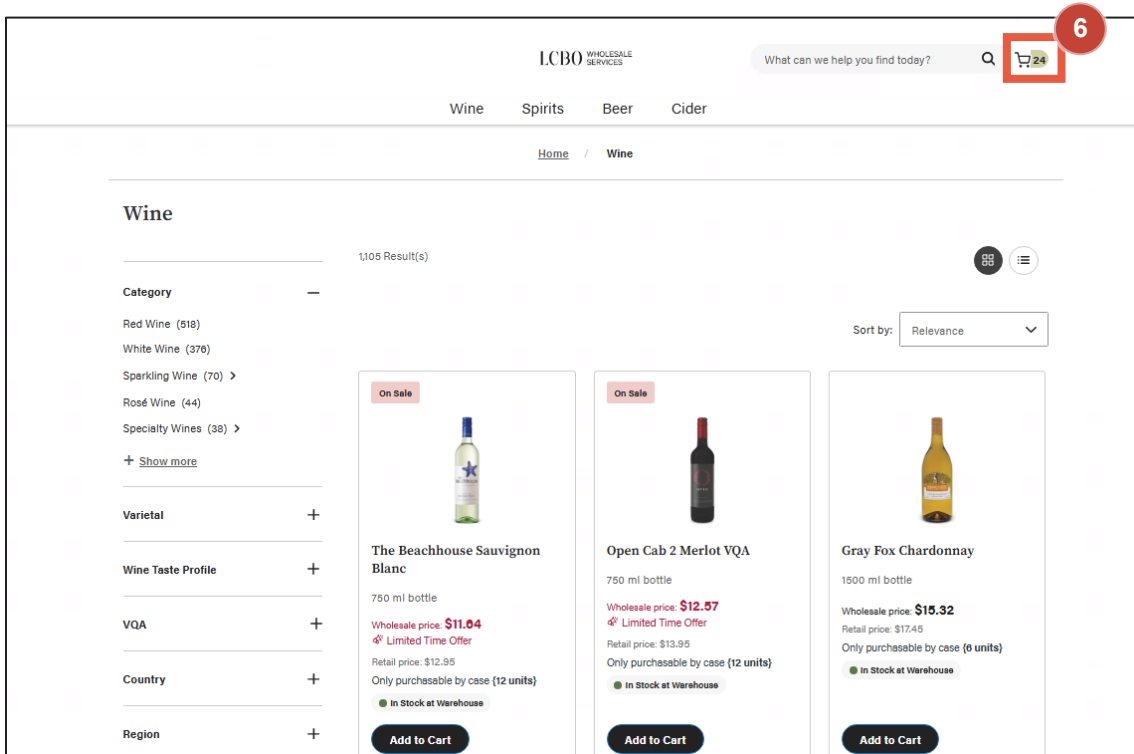
- To add an item to the chart from the **Product Details** page, select a product category. In this scenario, we are selecting **Wine**.



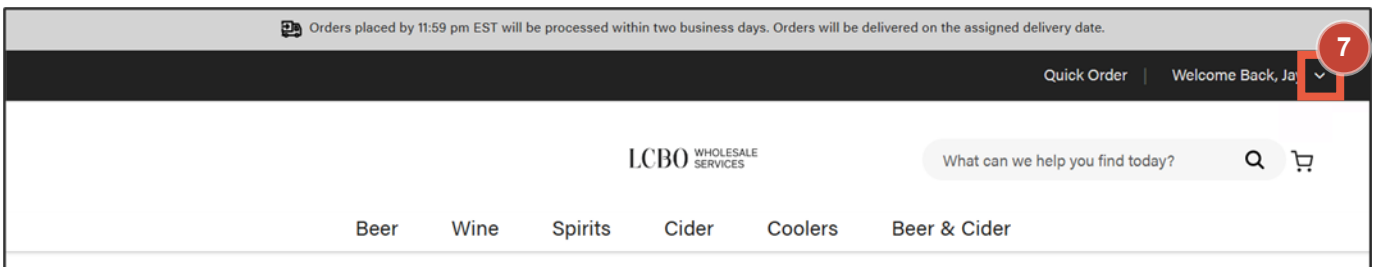
- Once you have selected the product category, the **Home / Wine** page is displayed. You can view the available options and select a product. Once done, select **Add to Cart**.



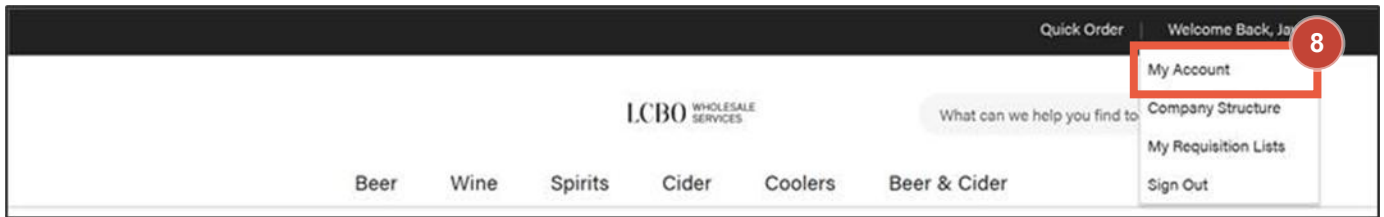
- Once you have added the product to the cart, the cart icon in the top right-hand corner of the screen automatically updates to reflect the quantity added. Select the **cart icon** to review or adjust the quantity of cases.



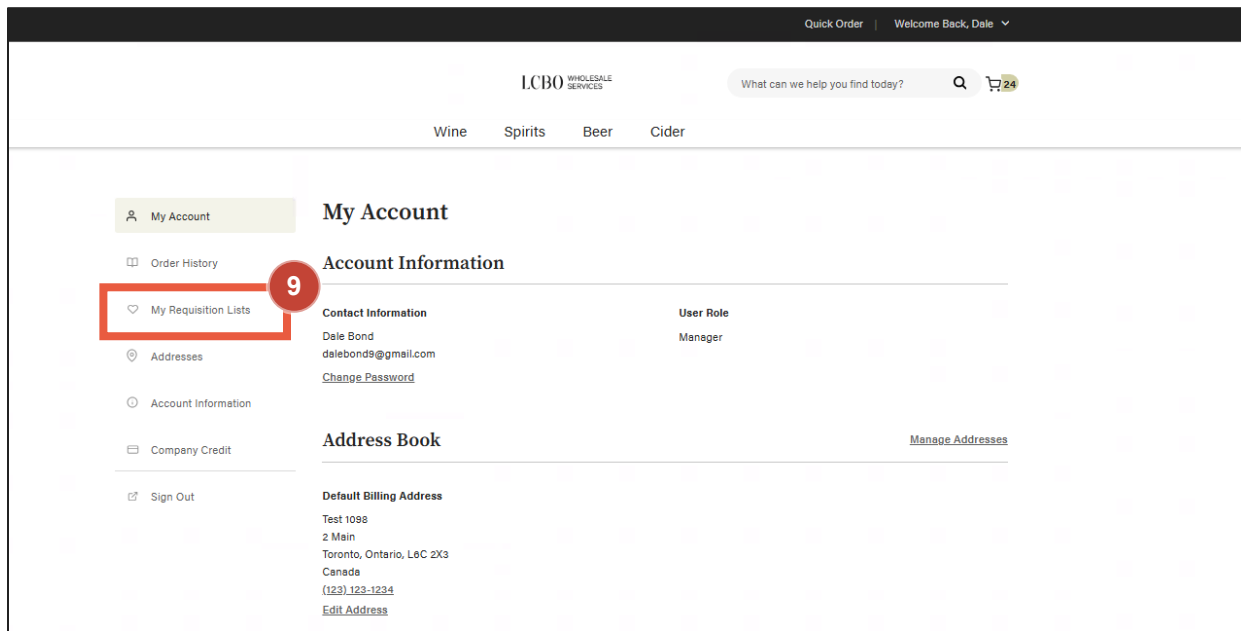
- To place an order from **My Requisition List**, you will have to navigate to the **My Account** page. To do so, navigate to the home page. Then, select your account's **drop-down** menu.



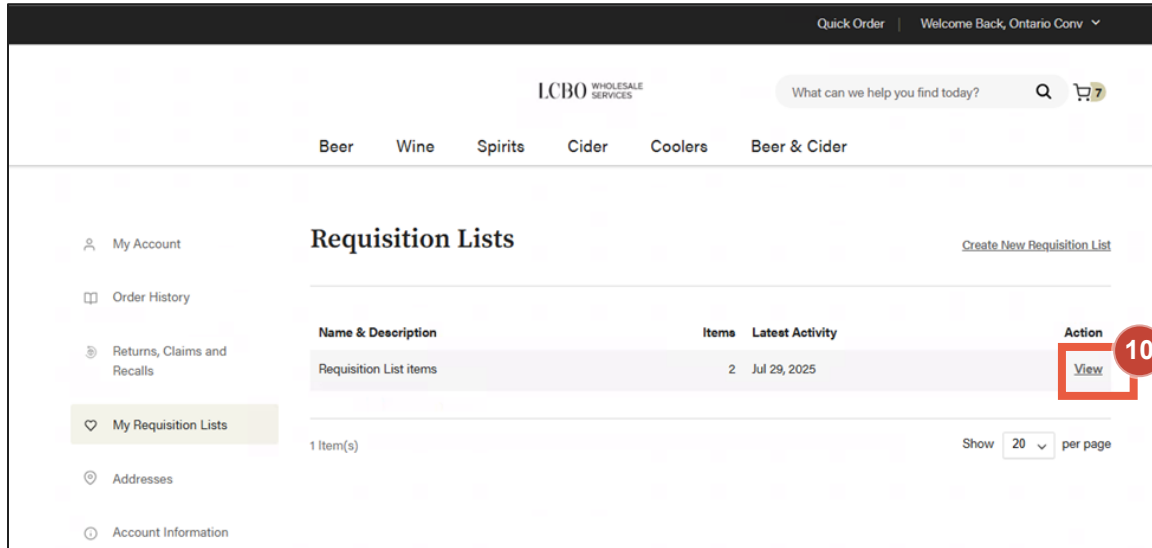
8. Once you have selected your account's drop-down menu, select **My Account**.



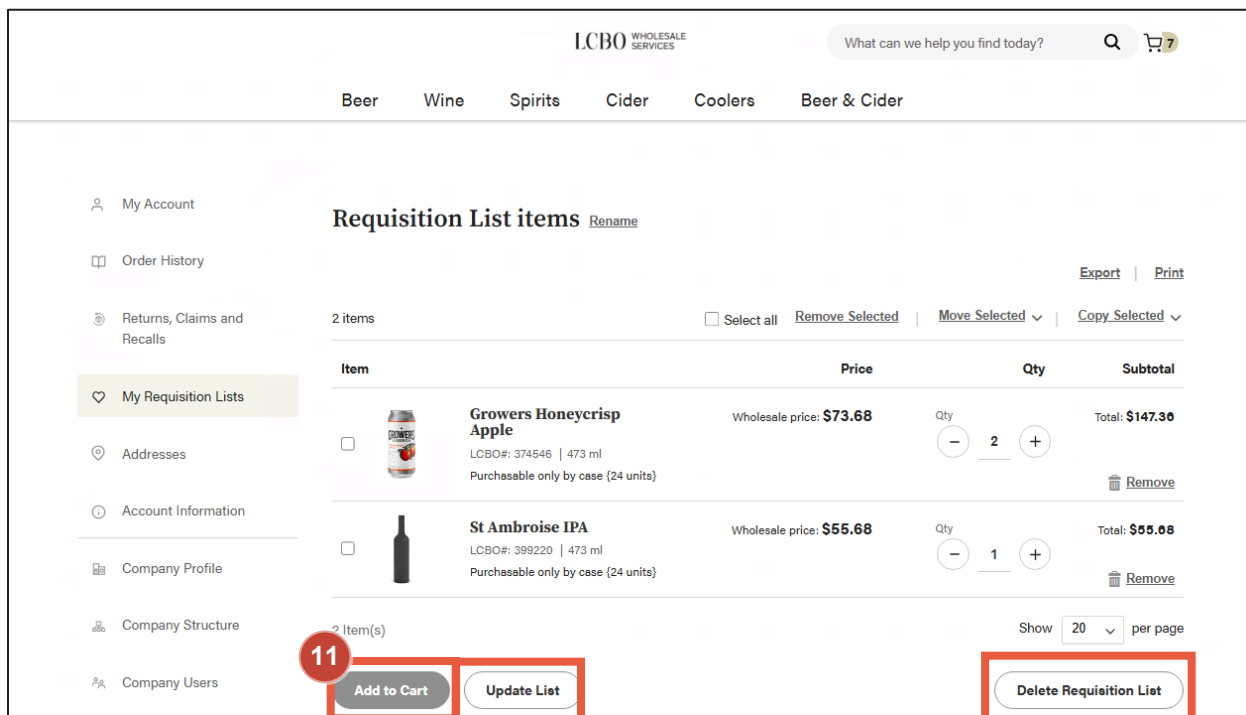
9. The **My Account** page is displayed. Select the **My Requisition Lists** tab.



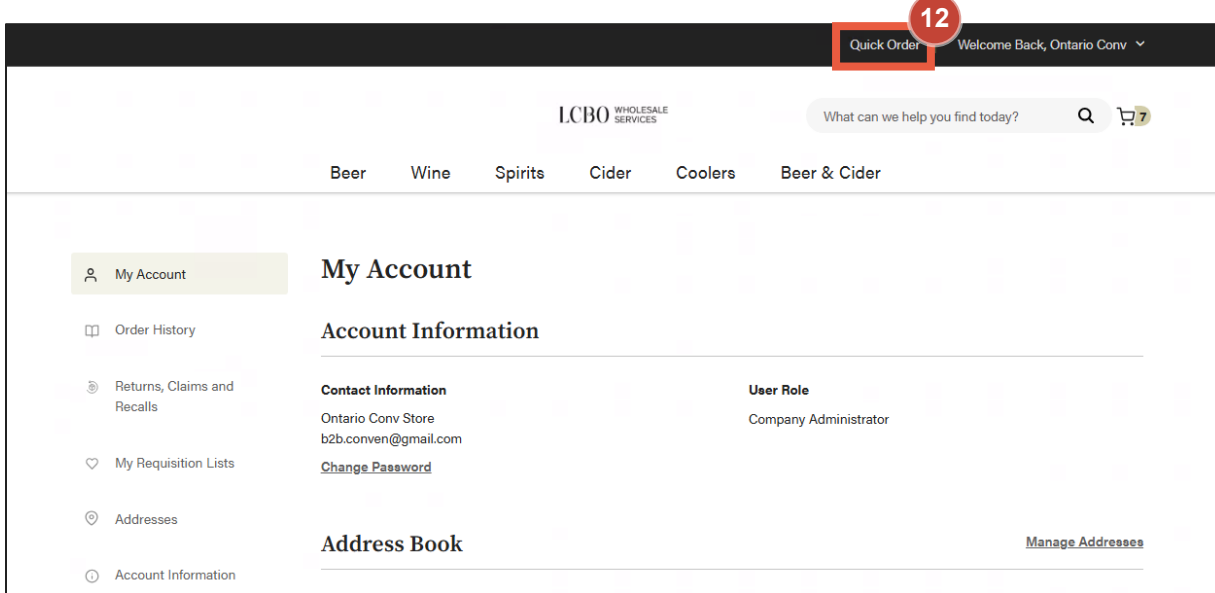
10. The **Requisition Lists** page is displayed. Select the **View** option to view the **Requisition List** items.



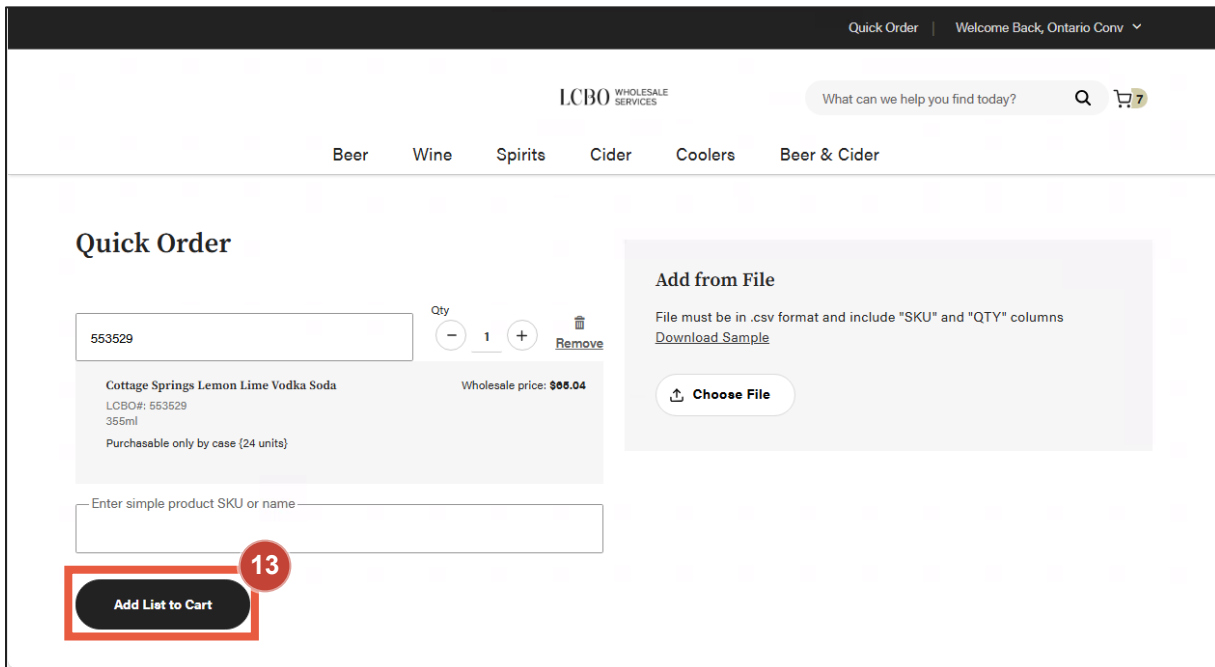
11. The **Requisition List items** page is displayed. From here, you can select **Add to Cart** to add the items to your cart, **Update List** to make any changes to the list or **Delete Requisition List** to delete any item from the list.



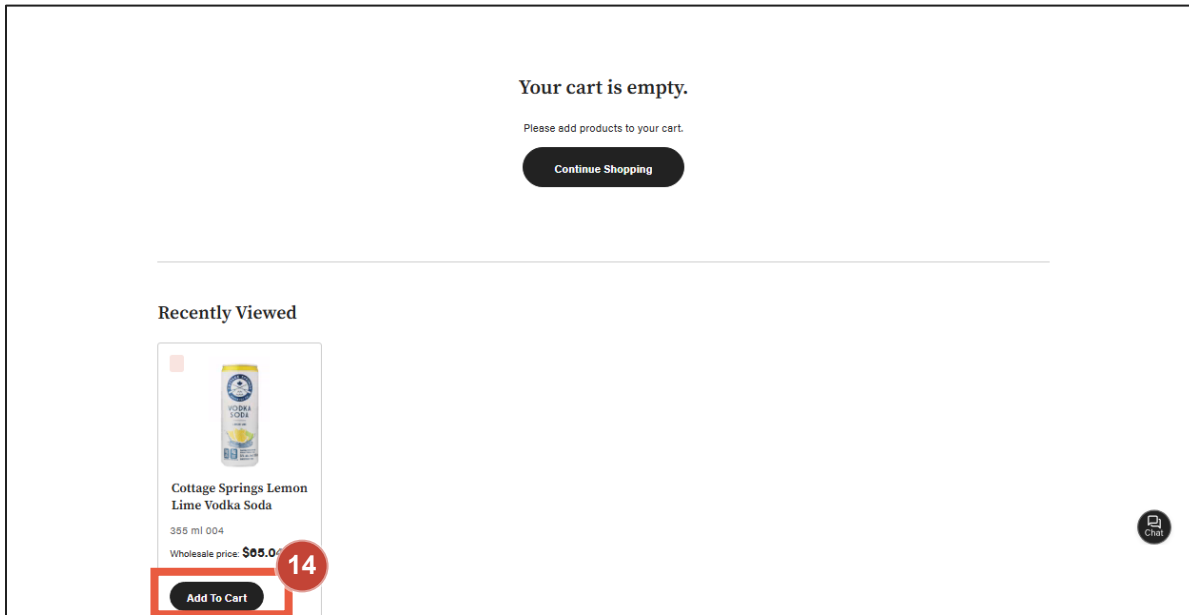
- To create an order from the **Quick Order** option, navigate to the **My Account** page and select **Quick Order**.



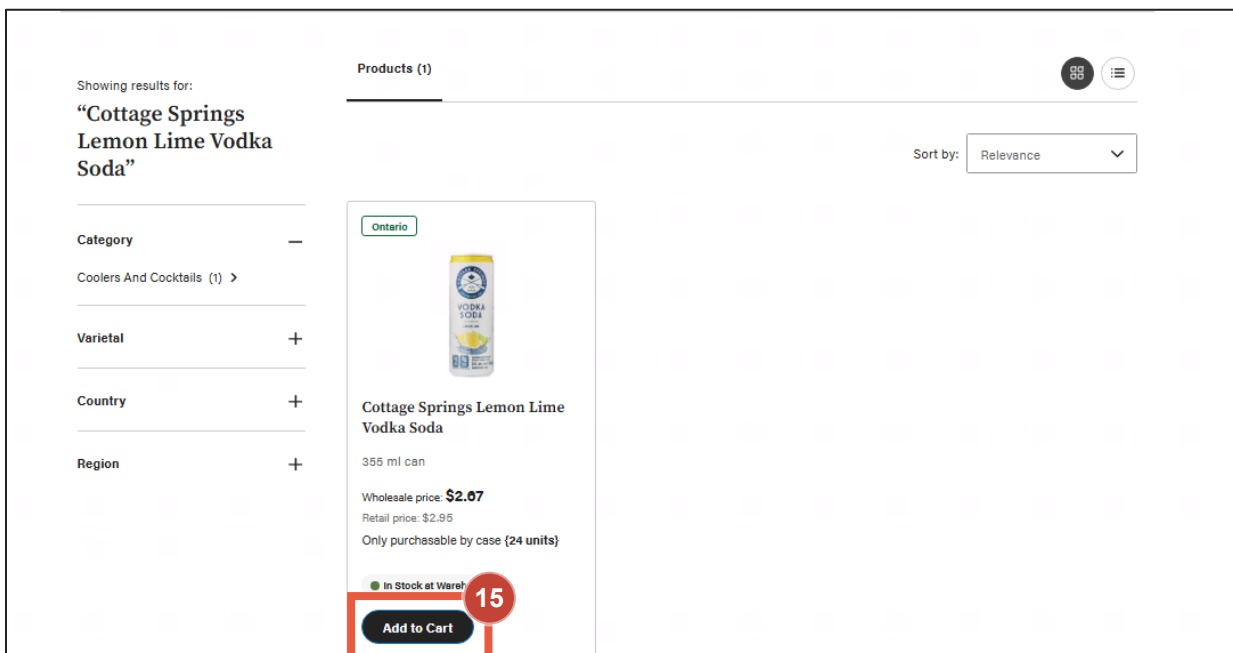
- The **Quick Order** page is displayed. Select **Add List to Cart** to add the item to your cart.



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?

Beer Wine Spirits Cider Coolers Beer & Cider

Shopping Cart

Delivery - Source (1 items)

	Cottage Springs Lemon Lime Vodka Soda LCBO#: 553529 355 ml Purchasable only by case (24 units)	Wholesale price: \$65.00	Qty - 1 +	16	Total \$65.04
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[Add to Requisition List](#)

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

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 website interface. At the top, the navigation bar includes the LCBO logo, a search bar with the text "What can we help you find today?", 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". It features a dark header for "Delivery(12 items)" with a "Hide Items" link. Below this, a message states "Orders will be processed as early as next business day." A pagination indicator shows "1 to 10 of 12 items".

Two items are listed in the cart:

- Folonari Valpolicella Classico DOC**: Wholesale Price: \$13.95, Qty: 1, Total: \$13.95. Description: LCBO#: 58438 | 750 ml bottle. Purchasable individually or by case (6 units). Options: "Switch to Retail Store Pickup" and "Add to Requisition List".
- Folonari Valpolicella Classico DOC**: Wholesale Price: \$13.95, Qty: 1, Total: \$13.95. Description: LCBO#: 58438 | 750 ml bottle. Purchasable individually or by case (6 units). Options: "Switch to Retail Store Pickup" and "Add to Requisition List".

On the right side, the "Order Summary" section shows:

- Subtotal: \$100.00
- Retail Store Pickup: FREE
- Delivery Fee: \$100.00
- Delivery Tax: \$10
- Order Total: \$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
- **Delivery Options:** To review the delivery options available for the item
- **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. The **Payment** section is displayed featuring an optional **PO number** field, **Delivery Details**, **Payment**, and **Order Summary**.

In the **PO number** field, you may enter a value up to 20 alphanumeric characters to provide a purchase order reference during checkout. Note that the PO number field is optional but recommended. You can enter your internal PO number here for easier order tracking and reference.

The screenshot shows the LCBO Wholesale Services checkout interface. At the top, there are tabs for 'Information' and 'Payment'. Below the tabs, it indicates 'Step 2 of 2'. A red box highlights the 'PO Number (Optional)' input field, with a red circle containing the number '19' next to it. Below this is the 'Payment' section, which includes a 'Credit or Debit Card' option with logos for VISA, Mastercard, and American Express. Underneath is the 'Billing Address' section with a checkbox for 'My billing and legal address are the same' and a pre-filled address for 'Ontario Conv Store'. Below the address is an 'Edit' button. The 'Card Details' section has input fields for 'Card Number', 'MM/YY', and 'CVV'. To the right of the payment section is the 'Order Summary' table, which lists 'Subtotal: \$59.28', 'Delivery Tax: \$13.00', and a 'Total' of '\$172.28'. Below the summary is the 'Delivery Details' section, which includes the store address and delivery options like 'Standard Delivery - Delivery'.

20. The **Payment** section displays a message indicating that the payment is made by **Credit or Debit Card**.
21. Enter your credit or debit card details under the **Card Details** section.
Note: Customers authorized for payment terms will see the payment method reflected as Pay by Terms.
22. Check the **Terms and Conditions** box to continue.
23. Once you have checked the **Terms and Conditions** checkbox, select the **Place Order** button.
Note: The **Place Order** button is enabled after the Terms and Conditions checkbox is checked.

The screenshot shows the checkout process on wholesale.lcbo.com. At the top, there are tabs for 'Information' and 'Payment'. The current step is 'Step 2 of 2'. Below this is a 'PO Number (Optional)' field. The main section is titled 'Payment' and contains a 'Credit or Debit Card' section with logos for VISA, Mastercard, and American Express. Underneath, there's a 'Billing Address' section with a checkbox 'My billing and legal address are the same' which is checked. The address listed is: Ontario Conv Store, 200 Lorraine Avenue, Kitchener, Ontario N2B 3R3, Canada, 306-880-9922. A red box labeled '21' highlights the 'Card Details' section, which includes fields for Card Number, MM/YY, and CVV, along with a 'What's this?' link. Below the card details is a checkbox labeled '22' with the text 'I have read and accepted the Terms & Conditions'. At the bottom right, a red box labeled '23' highlights the 'Place Order' button. To the right of the payment section is an 'Order Summary' table and a 'Delivery Details' section.

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	

Delivery Details		Edit
Address		
Ontario Conv Store 200 Lorraine Avenue Kitchener, Ontario N2B 3R3 Canada 306-880-9922		
Delivery Option		
Standard Delivery - 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 (\$16.95 +tax)		

After placing your order, you'll get a confirmation email for both pickup and delivery.

Pickup Details

LCBO

Thanks for shopping with us!

Hi (First Name; Last Name),

We're just letting you know we have received your order # **60102859**. We'll send another email once your order is ready for pickup.

Online Order Pickup Checklist

1. Bring your 'Ready for Pickup' notification email (on your phone or printed) along with valid government-issued photo ID.
2. Follow the 'Online Order Pickup' signage and head to the designated order pickup area.
3. Present your 'Ready for Pickup' notification email with your government-issued photo ID and pick up your order.

Order Details PO Number: 00013243546

PICKUP DETAILS	ORDER NUMBER
Antony Meneghini-Cuvillier	60041065
LCBO Store #217	ORDER DATE
Queens Quay & Cooper Street	2024-07-05 13:23
15 Cooper Street	
(416)864-6777	
See hours & directions	

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

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

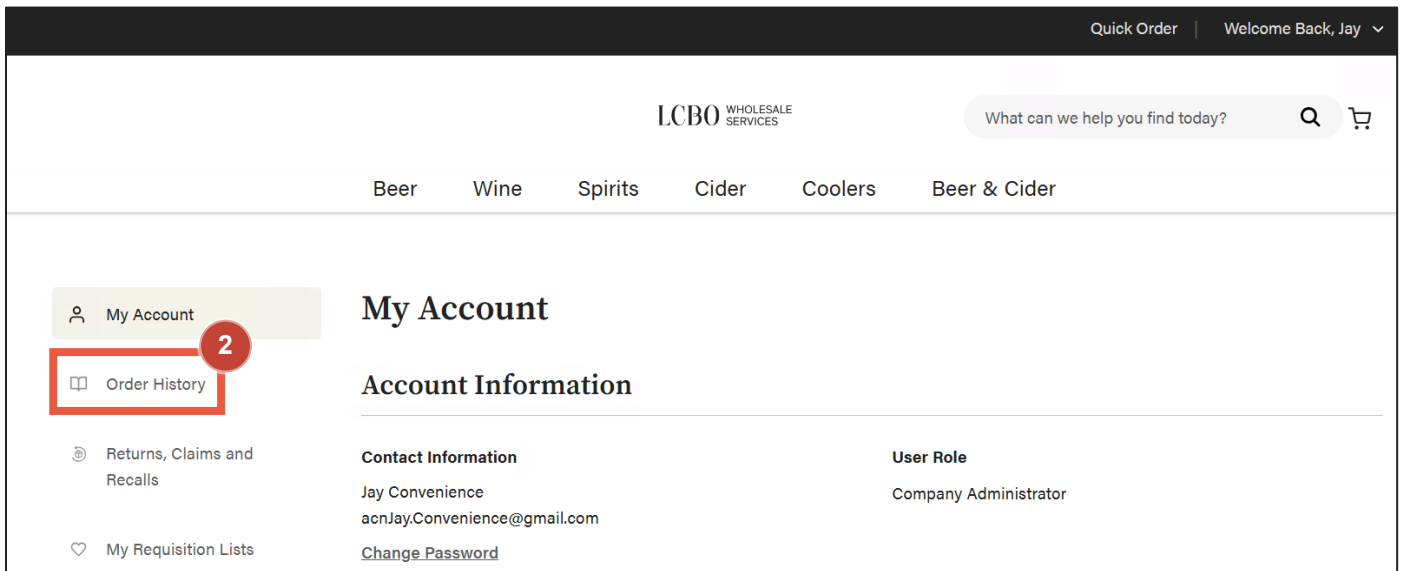
DELIVER TO	ORDER NUMBER
Antony Meneghini-Cuvillier	60041065
200 Bay Street, Unit 115	ORDER DATE
Toronto, ON M5J 2J2	2024-07-05 13:23
(416) 363-6604	

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



Quick Order | Welcome Back, Jay ▾

LCBO WHOLESALE SERVICES

What can we help you find today? 🔍 🛒

Beer Wine Spirits Cider Coolers Beer & Cider

My Account

2 Order History

Returns, Claims and Recalls

My Requisition Lists

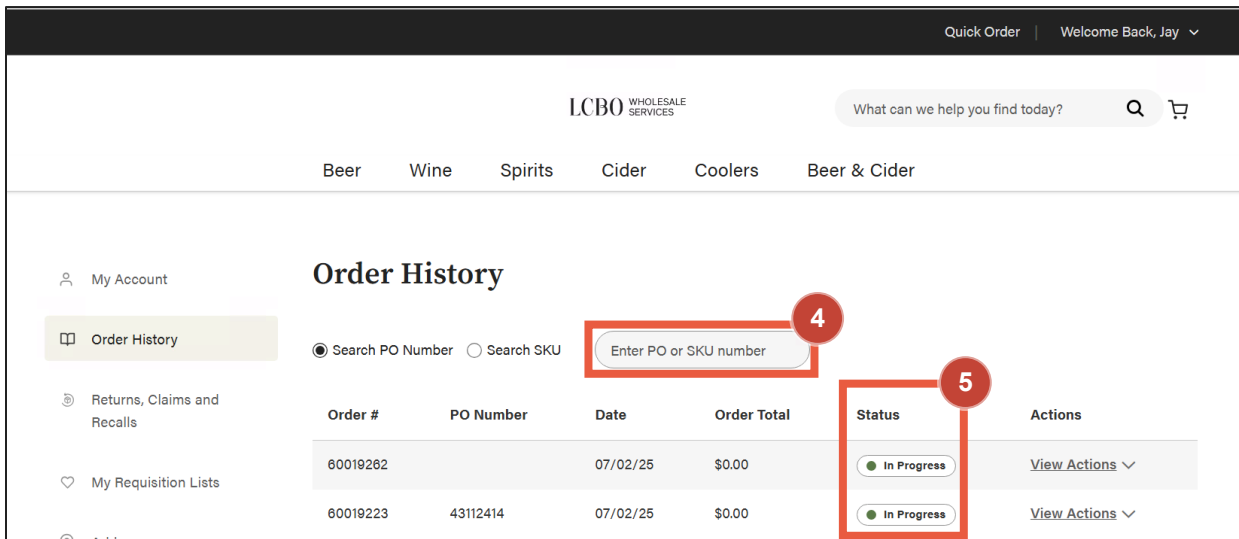
My Account

Account Information

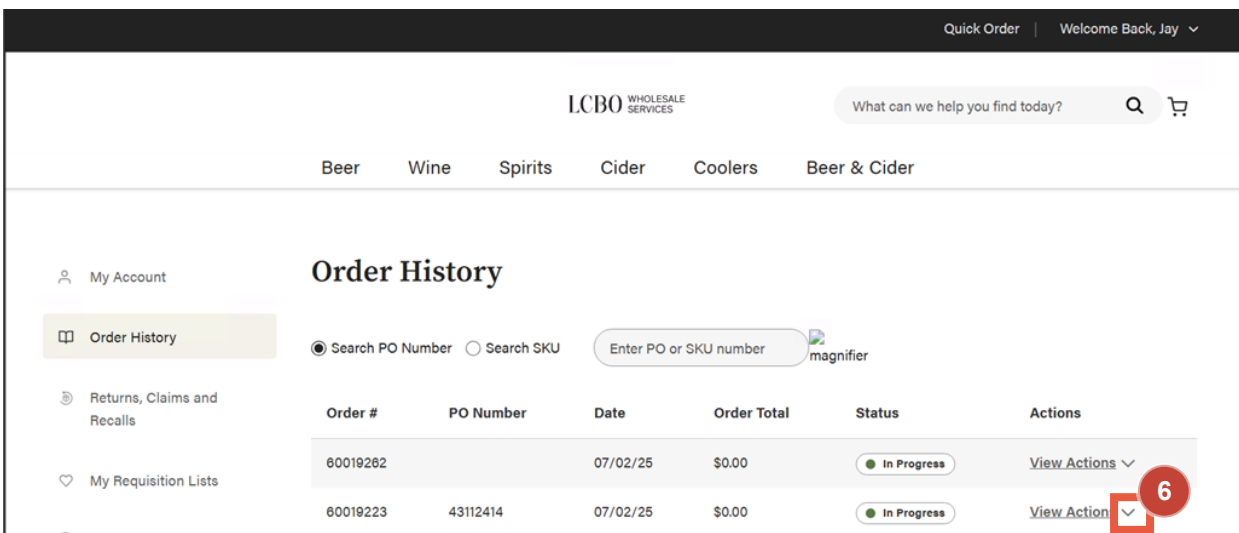
Contact Information	User Role
Jay Convenience acnJay.Convenience@gmail.com	Company Administrator

[Change Password](#)

3. 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**.
4. 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.
5. The **Status** column displays the real-time overall status of an order, which is dependent on individual line-item status.



6. 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 shows the LCBO Wholesale Services Order History page. The page has a dark header with navigation links and a search bar. Below the header, there are category tabs for Top 100 SKUs, Wines, Spirits, Coolers and Cocktails, and Beer. The main content area is titled 'Order History' and features a search bar for PO Number or SKU. A sidebar on the left contains navigation links for My Accounts, Order History (highlighted), Returns, Claims and Recalls, My Requisition Lists, Addresses, Account Information, Company Profile, Company Credit, and Company Structure. The main table lists orders with the following columns: Order ID, PO Number, Order Date, Status, Total, and Action. The 'Action' column for the 'In Progress' order (Order ID 000000009) is highlighted with a red box, and a red circle with the number 7 is placed next to it.

Order ID	PO Number	Order Date	Status	Total	Action
0000000010	0000000015	10/31/19	Order Placed	\$98.88	Hide Actions ^
0000000009	00000011	09/15/19	In Progress	\$57.98	View Order Cancel Order
0000000008	00000011	08/12/19	Ready for Pickup	\$15.98	View Actions v
0000000007	00000011	08/09/19	Shipped	\$47.22	View Actions v
0000000006	00000011	07/29/19	Order Placed	\$47.22	View Actions v
0000000005	00000011	06/23/19	Delivered	\$47.22	View Actions v
0000000004	00000011	05/06/19	Delivered	\$47.22	View Actions v
0000000003	00000011	05/13/19	Delivered	\$47.22	View Actions v
0000000002	00000011	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, which is currently 'In Progress'. The order was placed on July 2, 2025, and has a total value of \$183.18. The items ordered include Heineken beer, with a wholesale price of \$35.09 and a total price of \$70.18. The order also includes a delivery fee of \$100.00 and a delivery tax of \$13.00. The overall order total is \$183.18, with a total savings of \$12.32. A red box highlights the order details section, and a red circle with the number 8 is in the top right corner.

Note: For pickup orders, the **Pickup Date** label is shown. If the order has been picked up, the date when the customer collected it will be displayed.

For LCBO orders, the estimated pickup date or 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 ready for pickup!

Hi (First Name; Last Name),

Your order # **60102659** has been assembled and is ready for pickup. Your invoice will be sent in a separate email.

Online Order Pickup Checklist

1. Bring your 'Ready for Pickup' notification email (on your phone or printed) along with valid government-issued photo ID.
2. Follow the 'Online Order Pickup' signage and head to the designated order pickup area.
3. Present your 'Ready for Pickup' notification email with your government-issued photo ID and pick up your order.

Order Details PO Number: 00013243546

<p>PICKUP DETAILS</p> <p>Antony Meneghini-Cuvillier LCBO Store #217 Queens Quay & Cooper Street 15 Cooper Street (416)864-6777 See hours & directions</p>	<p>ORDER NUMBER 60041065</p> <p>ORDER DATE 2024-07-05 13:23</p>
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Please pick up your order within 3 business days to avoid order cancellation and refund without further notice.

Your selected payment method has been charged for this purchase.

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

LCBO

Your order is on its way!

Hi (First Name; Last Name),

Your order # **60041065** has been shipped. Your invoice will be sent in a separate email.

DELIVERY

You should expect to receive your order as scheduled.

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>ORDER NUMBER 60041065</p> <p>ORDER DATE 2024-07-05 13:23</p>
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ITEM DESCRIPTION	PRICE
<p>Flat Rock Pinot Noir LCBO#:1545 Quantity Ordered:4 Quantity Delivered:4 Unit Price: \$34.45</p>	<p>\$137.80</p>

You will receive a reminder email if your order hasn't been picked up.

LCBO

Reminder to Pick Up Your Order

Hi {First Name; Last Name},

Your order # 60102859 has been assembled and is ready for pickup.

Online Order Pickup Checklist

1. Bring your 'Ready for Pickup' notification email (on your phone or printed) along with valid government-issued photo ID.
2. Follow the 'Online Order Pickup' signage and head to the designated order pickup area.
3. Present your 'Ready for Pickup' notification email with your government-issued photo ID and pick up your order.

Order Details PO Number: 00013243546

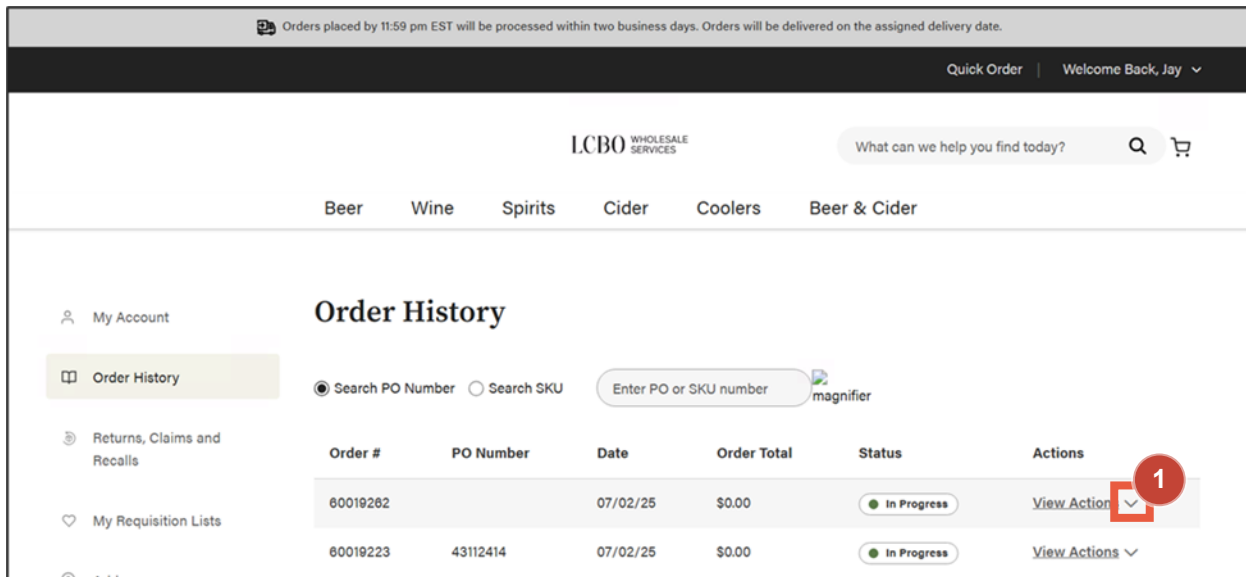
PICKUP DETAILS	ORDER NUMBER
Antony Meneghini-Cuvillier	60041065
LCBO Store #217	ORDER DATE
Queens Quay & Cooper Street	2024-07-05 13:23
15 Cooper Street	
(416)864-6777	
See hours & directions	

ITEM DESCRIPTION	PRICE
Flat Rock Pinot Noir	\$34.45

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.

Need Assistance? Contact Us | Quick Order | Welcome, Harleen Quinn - C-1234

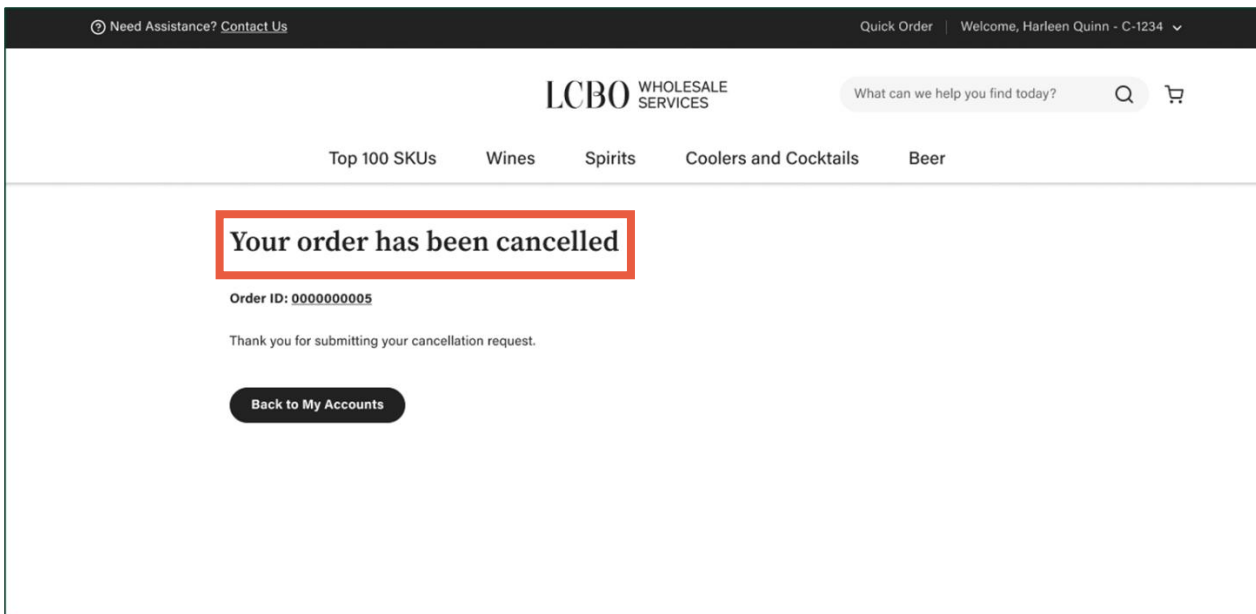
LCBO WHOLESALE SERVICES | What can we help you find today? | Search | Cart

Top 100 SKUs | Wines | Spirits | Coolers and Cocktails | Beer

My Accounts | Order History | Search PO Number | Search SKU | Enter PO or SKU number | Search

Order ID	PO Number	Order Date	Status	Total	Action
0000000010	0000000015	10/31/19	Order Placed	\$98.88	Hide Actions ^ View Order Cancel Order 2
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.



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 shows 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. A 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 indicator showing 'Order Placed', 'In Progress', and 'Complete'. The 'Items Ordered' section is visible, showing a product 'Folonari Valpolicella Classico DOC' with a price of \$14.80 per unit and a total price of \$88.80 for 6 units. The pickup date is listed as November 9, 2024.