

LCBO

What's Changing on wholesale.lcbo.com?

Reference Guide

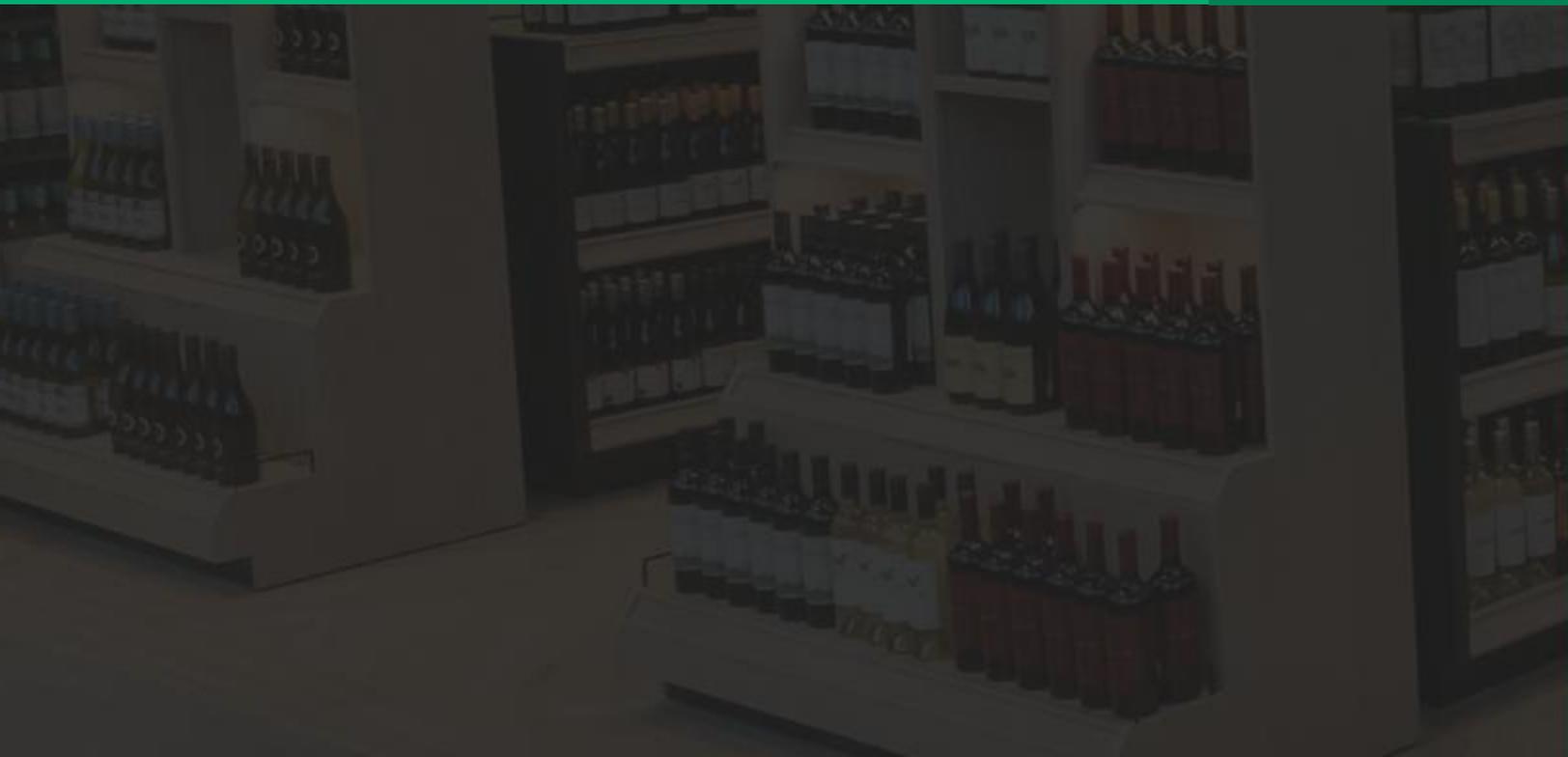


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Introduction

This reference guide provides a clear and concise overview of recent system updates and features implemented on wholesale.lcbo.com.

Key Terms

Key Term	Definition
Unit of Measure	The unit in which products are ordered and displayed.
Order Confirmation Email	An automated email sent to customers upon placing an order (pickup or delivery).
Order Status	The real-time fulfillment status of an order.

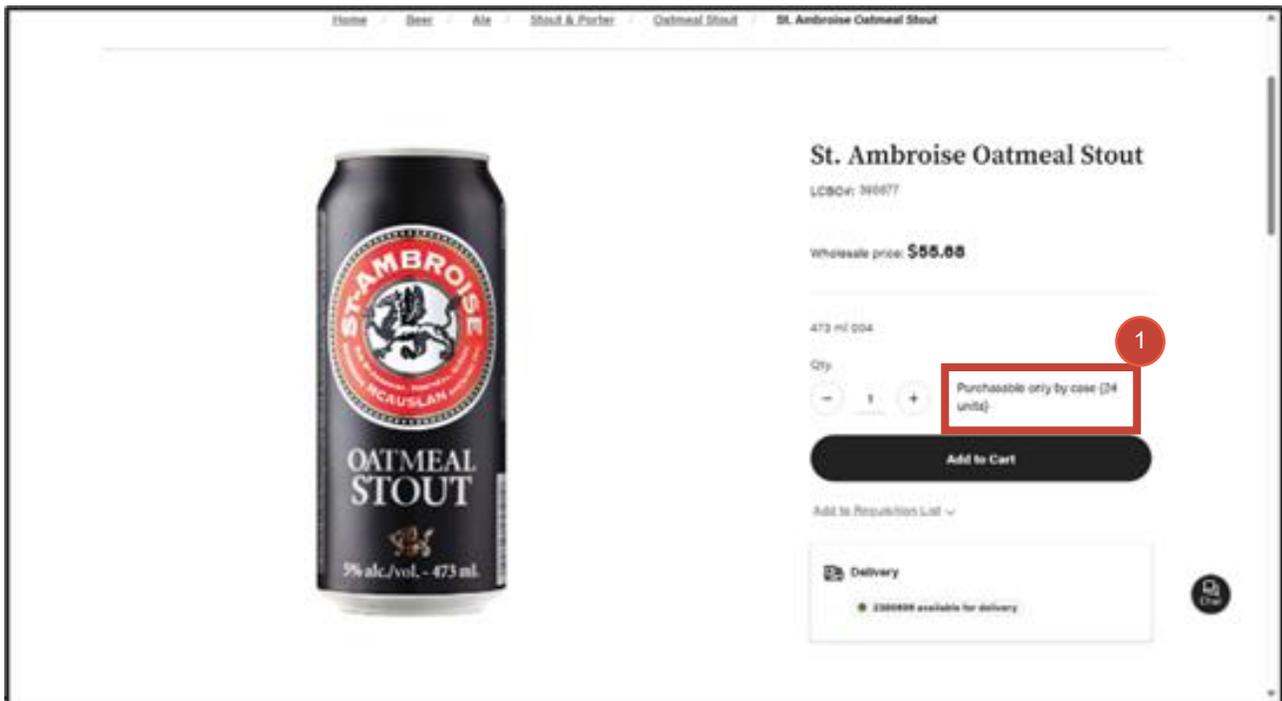
Key Enhancements in Order Initiation

Key Enhancements in Order Initiation include:

Unit of Measure

1. Orders that were previously placed in individual units are now processed in cases. For example, a case containing 12 units will now appear as 1 case, not 12 individual items. Pricing has also been updated to reflect the full case price, rather than the price per unit.

Note: This change applies exclusively to LCBO Convenience Outlet (LCO) users and is not applicable to Licensees.



Purchase Order Number Field Added in the Order Summary Page

2. The **Order Checkout** page now features a new **PO number (optional)** field, which can be filled to provide the customer's internal purchase order reference during checkout.

The screenshot shows the LCBO Wholesale Services website interface. At the top, there is a search bar and a shopping cart icon. Below the navigation menu, the page is titled "Step 2 of 2". A red box highlights a new input field labeled "PO Number (Optional)" with "Placeholder text" below it. A red circle with the number "1" is placed next to this field. To the right, the "Order Summary" section displays the following information:

Subtotal:	\$94.45
Delivery:	\$11.95
Delivery Tax:	\$1.55
Order Total:	\$95.45

Below the summary, it shows "1 Items in Cart" with an "Edit Cart" link. At the bottom, there is a "Delivery Details" section with an "Edit" link.

Order Confirmation Email Sent for Pickup and Delivery Orders

1. When an order is placed, a confirmation email is sent for both pickup and delivery orders. It includes the optional PO Number if entered during checkout.

The screenshot shows an email confirmation from LCBO. At the top, the LCBO logo is displayed. Below it, a red box highlights the message "Thanks for shopping with us!" with a red circle containing the number "1". The email body contains the following text:

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

Key Enhancements in the Order Processing process include:

Order History Page Updates

1. The **Order History** list has been updated to include **PO Number** (Optional), additional **Status** updates and **Actions**.
2. The **Status** column displays the real-time overall status of an order, which is dependent on individual line-item status. The new statuses include Return/Claim Submitted, Return/Claim Approved, Refunded, Returned, Return/Claim Declined.
3. You can search for an order either by PO Number or SKU by selecting the corresponding **Search PO Number** or **Search SKU** radio button and entering the appropriate number.

The screenshot shows the LCBO Wholesale Services Order History page. The page has a top navigation bar with the LCBO logo and a search bar. Below the navigation bar are category tabs: Top 100 SKUs, Wines, Spirits, Coolers and Cocktails, and Beer. On the left side, there is a sidebar menu with options like My Accounts, Order History, Returns, Claims and Recalls, My Requisition Lists, Addresses, Account Information, Company Profile, Company Credit, Company Structure, Company Users, and Roles and Permissions. The main content area is titled "Order History" and contains a table of orders. The table has columns for Order ID, PO Number, Order Date, Status, Total, and Action. The Status column shows various statuses like Order Placed, In Progress, Ready for Pickup, Shipped, Delivered, and Cancelled. The Action column shows a "View Actions" link for each order. There are three red annotations: 1 points to the "Order History" title, 2 points to the "Status" column, and 3 points to the search filters (Search PO Number and Search SKU) and the search input field.

Order ID	PO Number	Order Date	Status	Total	Action
0000000010	00000011	10/31/19	Order Placed	\$98.88	View Actions ▾
0000000009	00000011	09/15/19	In Progress	\$57.98	View Actions ▾
0000000008	00000011	08/12/19	Ready for Pickup	\$15.98	View Actions ▾
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 ▾
0000000004	00000011	05/06/19	Delivered	\$47.22	View Actions ▾
0000000003	00000011	05/13/19	Delivered	\$47.22	View Actions ▾
0000000002	00000011	03/28/19	Cancelled	\$47.22	View Actions ▾
0000000001	00000011	02/12/19	Delivered	\$47.22	View Actions ▾

Order Line-Item Status and Pickup/Delivery Date Shown in Order Details

1. The order status can now be viewed at the line-item level, with each item's status reflecting its fulfillment stage and affecting the overall order.
2. The overall order status is derived from individual item statuses.
3. The pickup date and estimated delivery date are now shown on the Order Details page as well.

Order ID 0000000005 [Cancel Order](#)

Order Date: November 1, 2019 | PO Number: 0000000015 | Order Total: \$77.50 **Status:** ● In Progress [Print Order](#)

Order Placed In Progress Complete

Items Ordered

^ Fulfilled by: LCBO Fulfillment Method: Retail Store Pickup

	Folonari Valpolicella Classico DOC LCBO#: 267773 750 mL bottle Only purchasable by case {6 units} Qty Ordered: 2 case(s) Fulfilled: 1 case(s) Partially Fulfilled 1 3 Pickup Date: November 9, 2024	Wholesale Price: \$13.95	Total Price \$88.80
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^ Fulfilled by: LCBO Fulfillment Method: Delivery

	McManis Cabernet Sauvignon LCBO#: 267773 750 mL bottle Only purchasable by case {6 units} Qty Ordered: 1 case(s) In progress 1 3 Estimated Delivery Date: November 19, 2024	Wholesale Price: \$13.95	Total Price \$88.80
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Ready for Pickup/ Shipped for Delivery Confirmation Email Sent

1. When an order is ready for pickup or shipped for delivery, an email notification is sent to the customer. The Ready for Pickup email and the Order Shipped Email are now the Customer Invoice for LCBO fulfilled orders, and all invoice-relevant information is included in the body of the email.

LCBO

Your order is ready for pickup!

Hi (First Name; Last Name),

Your order # **60102859** 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

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	

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

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:4 Quantity Delivered:4 Unit Price: \$34.45	\$137.80

Key Enhancements in Order Cancellation

Key Enhancements in the Order Cancellation process include:

New Cancel Order Button Added

1. A **Cancel Order** button has been added to the wholesale.lcbo.com website. It lets you cancel eligible orders during the remorse hold period, which varies based on the fulfillment type.

Order ID	Date	Type	Status	Total	Action
0000000010	10/31/19	Home Delivery	Order Placed	\$98.88	Hide Actions ^ View Order Cancel Order
0000000009	09/15/19	Home Delivery	In Progress	\$57.98	View Actions v
0000000008	08/12/19	In-Store Pickup	Ready for Pickup	\$15.98	View Actions v
0000000007	08/09/19	Home Delivery	Shipped	\$47.22	View Actions v

2. A cancel confirmation page is displayed confirming that the order has been cancelled.

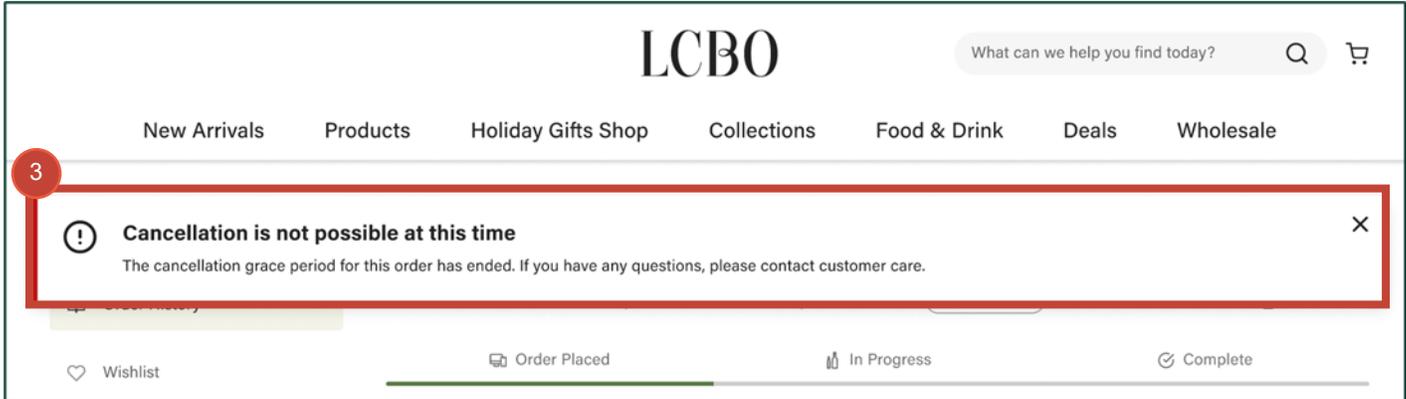
Your order has been cancelled

Order ID: 0000000005

Thank you for submitting your cancellation request.

[Continue shopping](#)

3. If you attempt to cancel an order after the remorse hold period has passed, a notification will appear stating that "Cancellation is not possible at this time."



Key Enhancements in Order Returns, Claims and Product Recalls

Key Enhancements in the Order Returns, Claims, and Product Recalls processes include:

New Action Buttons Added for Returns, Claims, and Product Recalls

1. Three new Action buttons have been introduced in the Order History and the Order Details pages to initiate order returns, claims, and product recall claims:
 - a. Return Order
 - b. Make a Claim
 - c. Make a 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

Search PO Number Search SKU Enter PO or SKU number

Order ID	PO Number	Order Date	Status	Total	Action
0000000010	00000011	10/31/19	Complete	\$98.88	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
					View Actions

Order ID 0000000005

[Return Order](#) [Make a Claim](#) [Make a Recall Claim](#)

Order Date: November 21, 2019 | PO Number: 0000000015 | Order Total: \$77.50 | Status: Delivered [Print Order](#)

[Order Placed](#) [In Progress](#) [Complete](#)

Items Ordered

^ Fulfilled by: LCBO Fulfillment Method: Delivery

1 to 10 of 25 items < 1 2 3 >

	Cupcake Light Hearted Chardonnay LCBO#: 267773 750 mL bottle Purchasable individually or by case (6 units) Qty Ordered: 1 unit(s) Fulfilled: 1 unit(s) Delivered	Wholesale Price: \$13.95 Retail Price: \$17.28	Total Price \$88.80
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New Pages to Initiate Returns, Claims, and Recalls Introduced

1. The following pages are introduced to create returns, claims, and product recall claims requests, respectively:
 - a. New Return Request
 - b. New Claim Request
 - c. New Recall Claim Request
2. You can select the items to return, specify the quantity, and provide a reason for the return.
3. Optionally, you can add attachments and comments to your return using the **Attach File** and **Add Comment** hyperlinks, which open respective pop-up windows.

Note: Claim and recall requests will also trigger similar request pages.

1 **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="text"/>	Attach file Add Comment
<input checked="" type="checkbox"/> McManis Cabernet Sauvignon	58438	LCBO	5 unit(s)	- 1 +	Store closing <input type="text"/>	Attach file Add Comment

Same reason for all selected items

3 [Attach file](#)
[Add Comment](#)

Returns, Claims, and Recalls History Page

1. The **Returns, Claims and Recalls History Page** section is the dedicated section to view and manage your existing return, claim, and product recall claim requests.
2. You can search for the return, claim, and recall ID in the **Return/Claim ID** column to check its status and history.
3. The **Status** column reflects the status of your return, claim, and recall request.

Returns, Claims and Recalls

Search PO Number Search SKU Enter PO or SKU number Q

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

Communication Emails Sent for Returns, Claims, and Product Recall Claims

1. The customer receives the following communication emails throughout the return, claim, and recall lifecycle:
 - a. Submission Email
 - b. Approval or Rejection Email
 - c. Refund Email

Note: Claim and product recall claim will also trigger similar emails.

LCBO

1a

Thanks for submitting your return

Hi (First Name; Last Name),

We're just letting you know we have received your return 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
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ITEM DESCRIPTION	PRICE
Flat Rock Pinot Noir LCBO#:1545 Return Quantity: 1 case(s)	\$34.45

LCBO

1b

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

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
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ITEM DESCRIPTION	PRICE
Flat Rock Pinot Noir LCBO#:1545 Return Quantity: 1 case(s) Reason for Rejection: Payment Failed	\$34.45

LCBO

1c

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

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
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ITEM DESCRIPTION	PRICE
Flat Rock Pinot Noir LCBO#:1545 Return Quantity: 1 case(s)	\$34.45

LCBO

1c

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

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
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ITEM DESCRIPTION	PRICE
Flat Rock Pinot Noir LCBO#:1545 Return Quantity: 1 case(s)	\$34.45