LCBO

# What's Changing on wholesale.lcbo.com?

Reference Guide

# Table of Contents


Introduction ..... 2

Key Terms ..... 2

Key Enhancements in Order Initiation ..... 3

- Unit of Measure ..... 3
- Purchase Order Number Field Added in the Order Summary Page ..... 4
- Order Confirmation Email Sent for Pickup and Delivery Orders ..... 4

Key Enhancements in Order Processing ..... 5

- Order History Page Updates ..... 5
- Order Line-Item Status and Pickup/Delivery Date Shown in Order Details ..... 6
- Ready for Pickup/ Shipped for Delivery Confirmation Email Sent ..... 7

Key Enhancements in Order Cancellation ..... 8

- New Cancel Order Button Added ..... 8

Key Enhancements in Order Returns, Claims and Product Recalls ..... 10

- New Action Buttons Added for Returns, Claims, and Product Recalls ..... 10
- New Pages to Initiate Returns, Claims, and Recalls Introduced ..... 12
- Returns, Claims, and Recalls History Page ..... 13
- Communication Emails Sent for Returns, Claims, and Product Recall Claims ..... 14

## 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. |

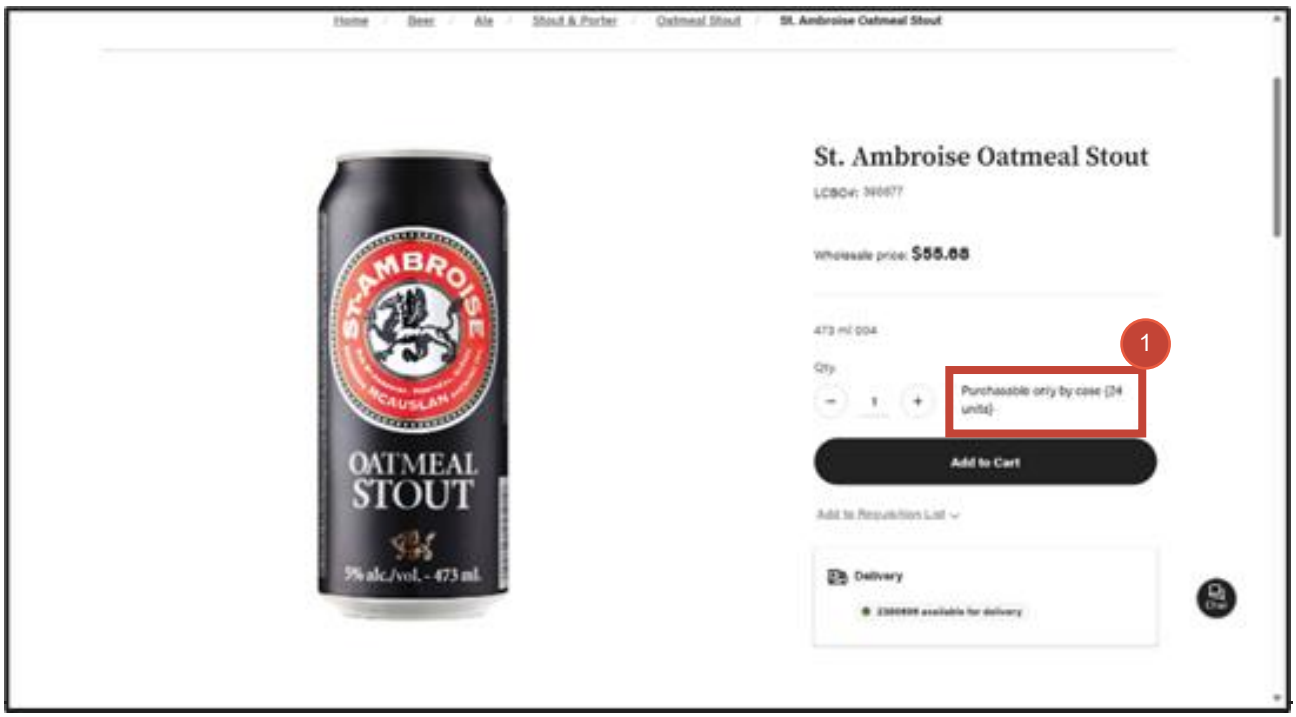
## Key Enhancements in Order Initiation

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.

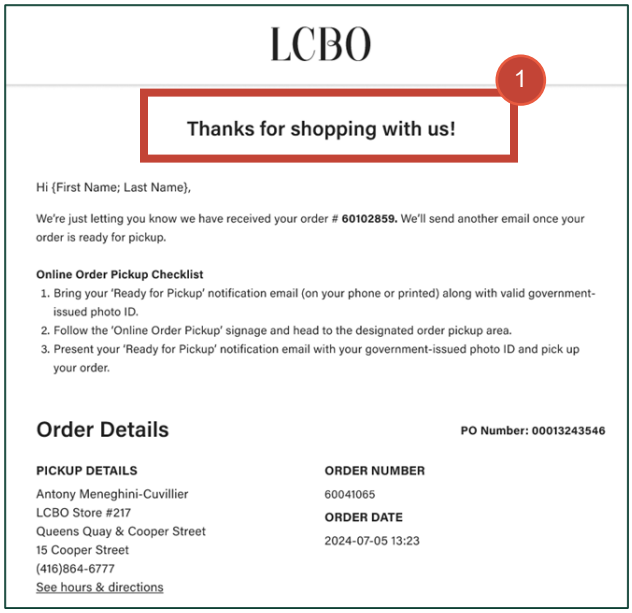


## Purchase Order Number Field Added in the Order Summary Page

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.

## 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.

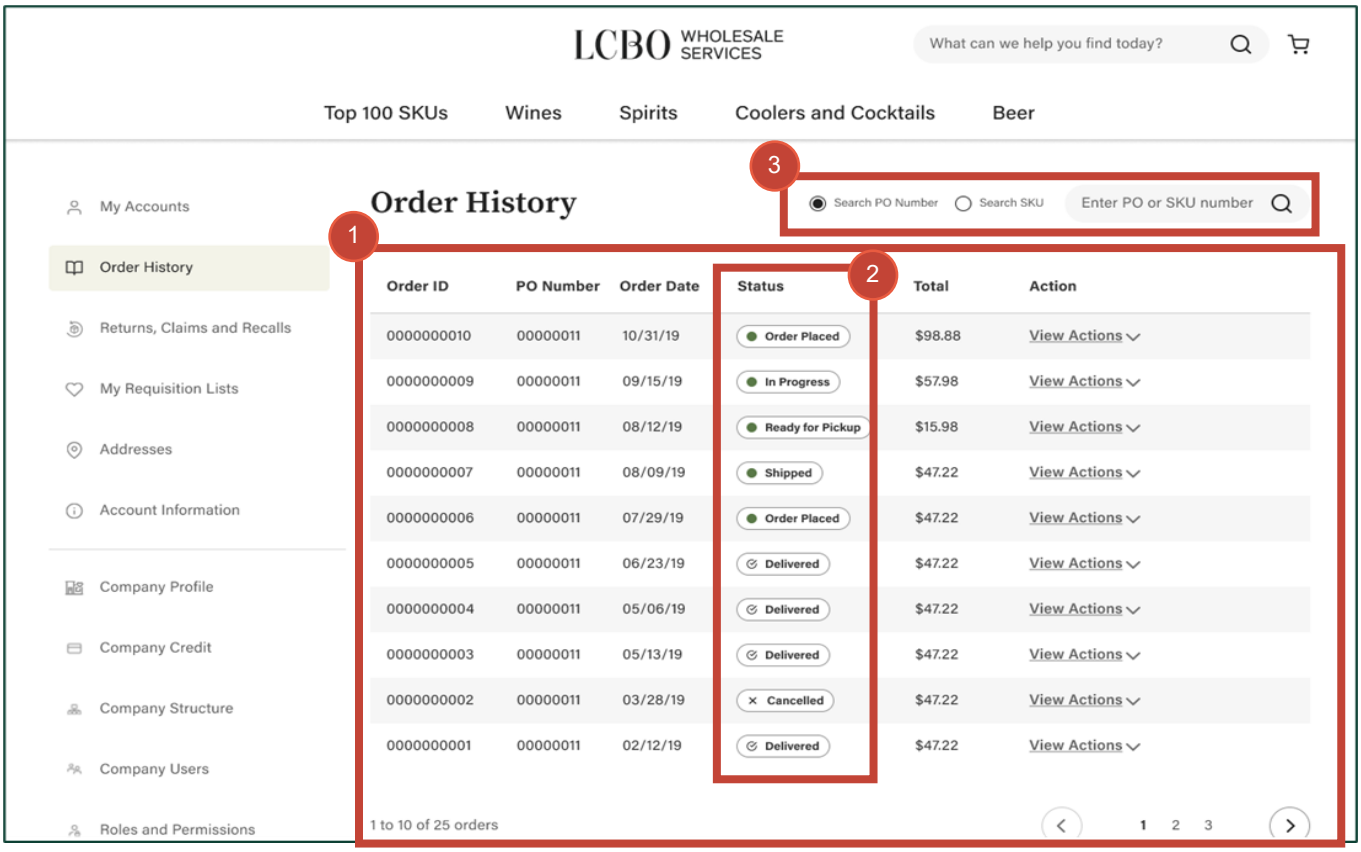


## Key Enhancements in Order Processing

Key Enhancements in the Order Processing process include:

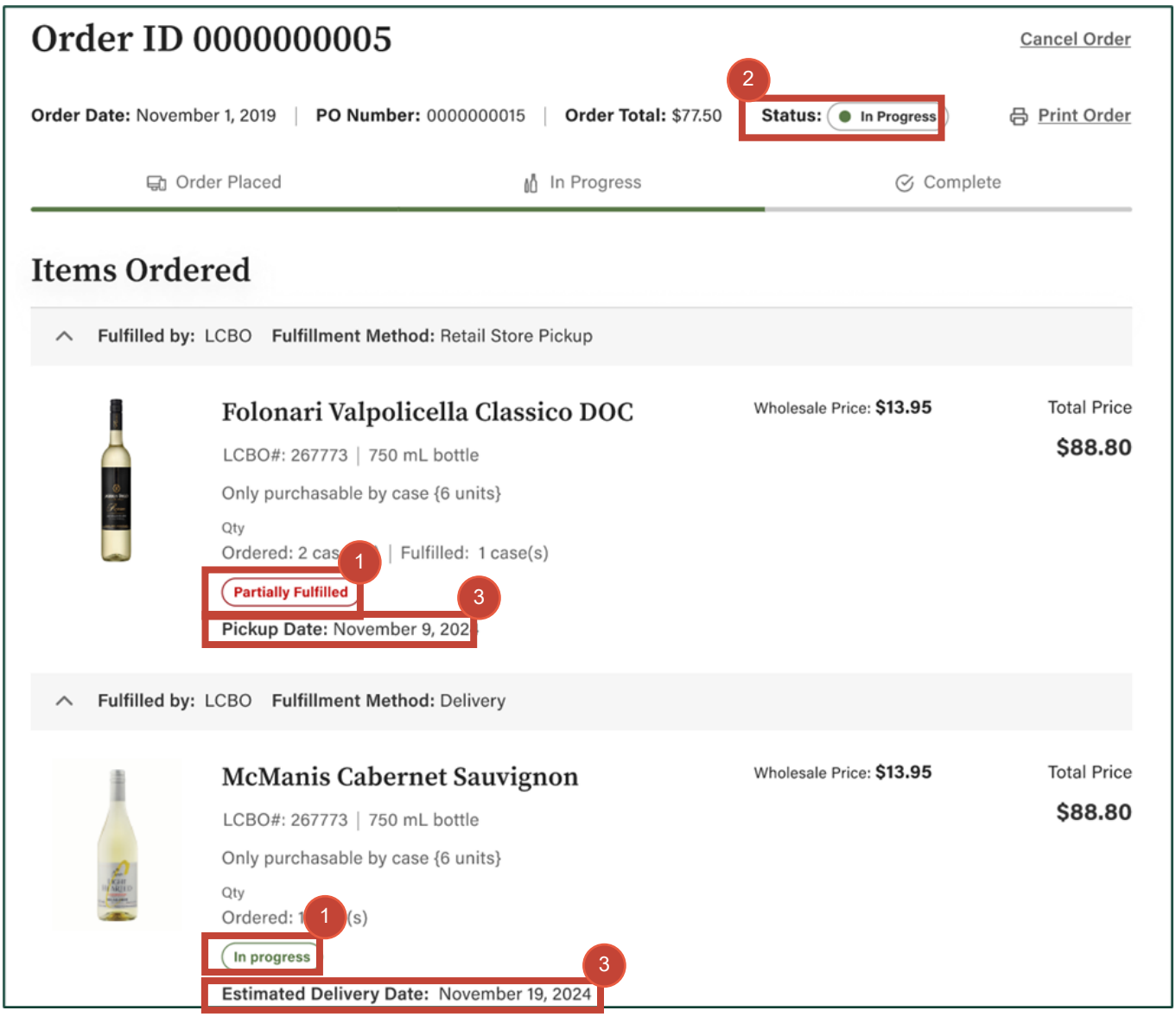
### Order History Page Updates

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.



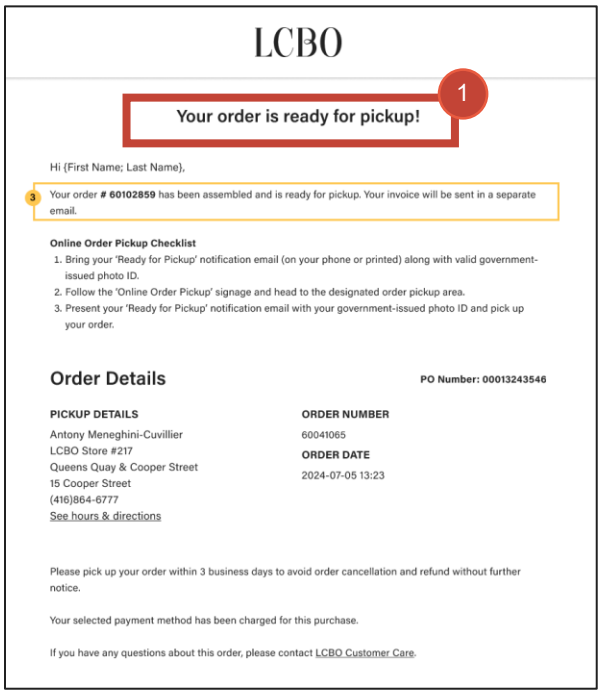
## Order Line-Item Status and Pickup/Delivery Date Shown in Order Details

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.



## 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

1

**Your order is ready for pickup!**

Hi {First Name; Last Name},

3 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**

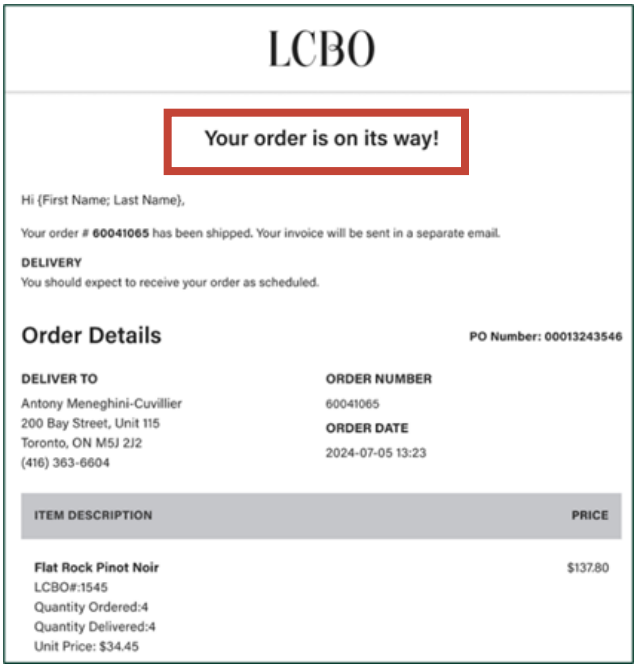
**PICKUP DETAILS**
Antony Meneghini-Cuvillier
LCBO Store #217
Queens Quay & Cooper Street
15 Cooper Street
(416)864-6777
See hours & directions

**ORDER NUMBER**
60041065
**ORDER DATE**
2024-07-05 13:23

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

**ORDER NUMBER**
60041065
**ORDER DATE**
2024-07-05 13:23

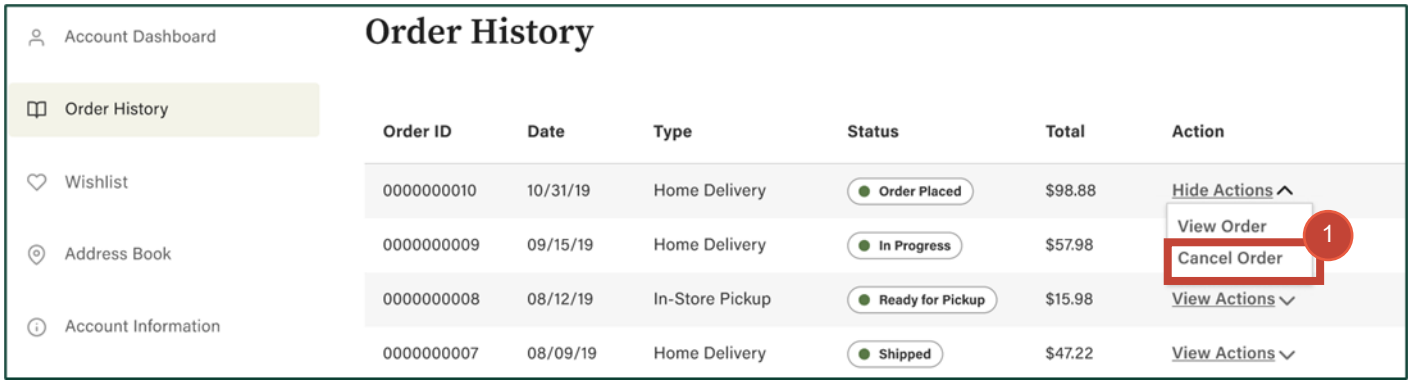
| ITEM DESCRIPTION | PRICE |
|---|---|
| **Flat Rock Pinot Noir**<br>LCBO#:1545<br>Quantity Ordered:4<br>Quantity Delivered:4<br>Unit Price: $34.45 | $137.80 |

## Key Enhancements in Order Cancellation

Key Enhancements in the Order Cancellation process include:

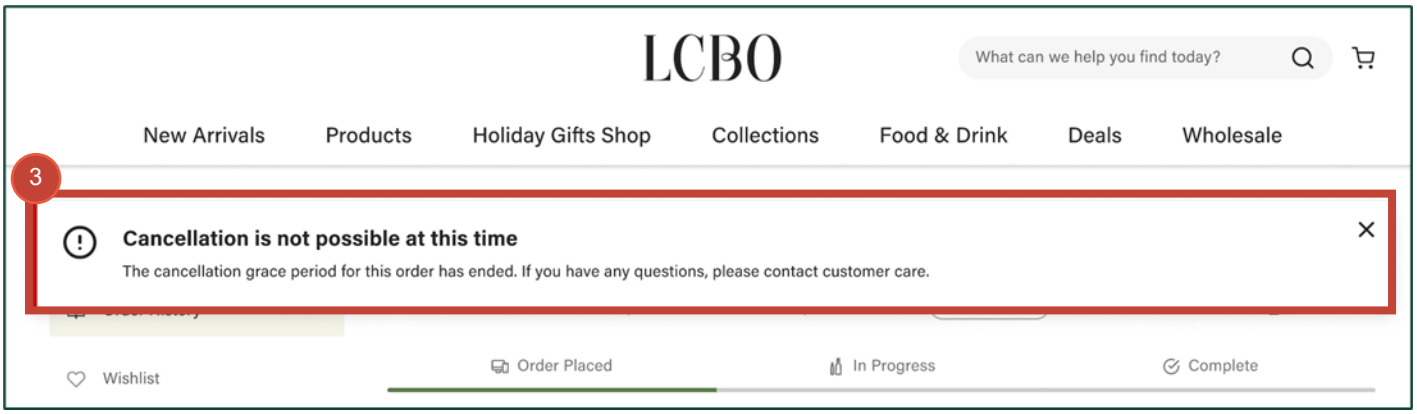
### New Cancel Order Button Added

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.




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

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."

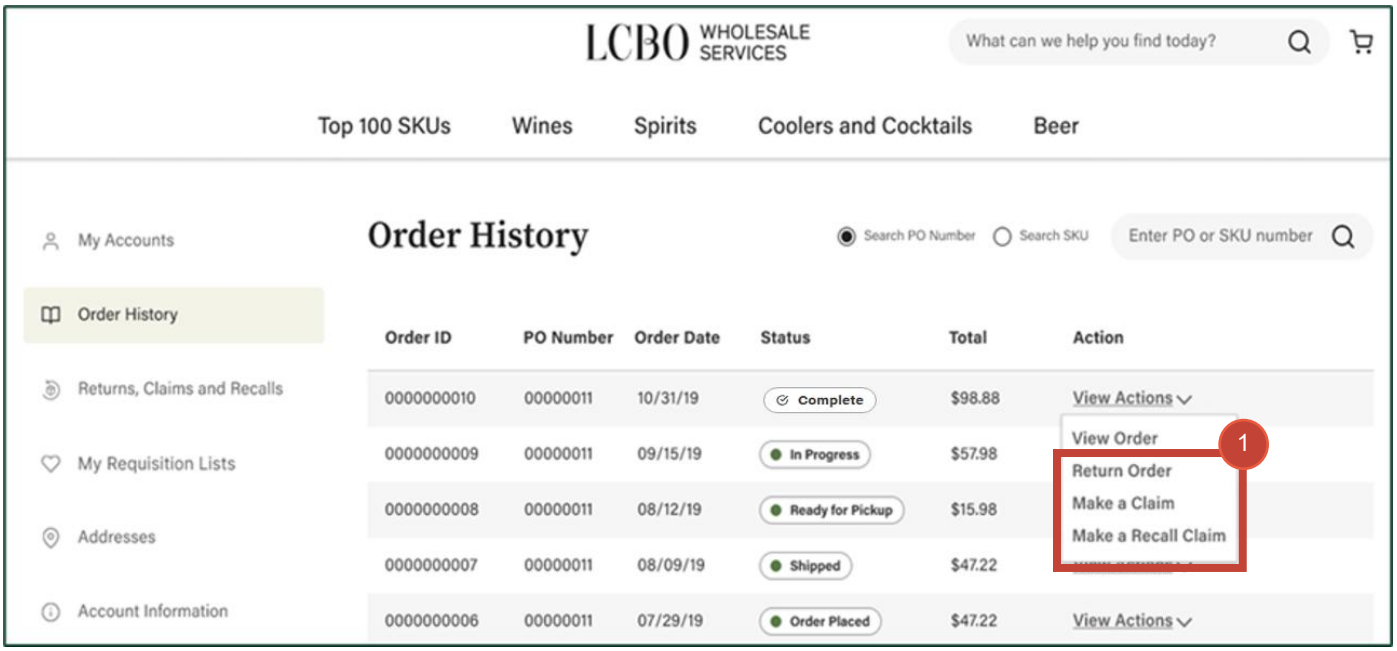


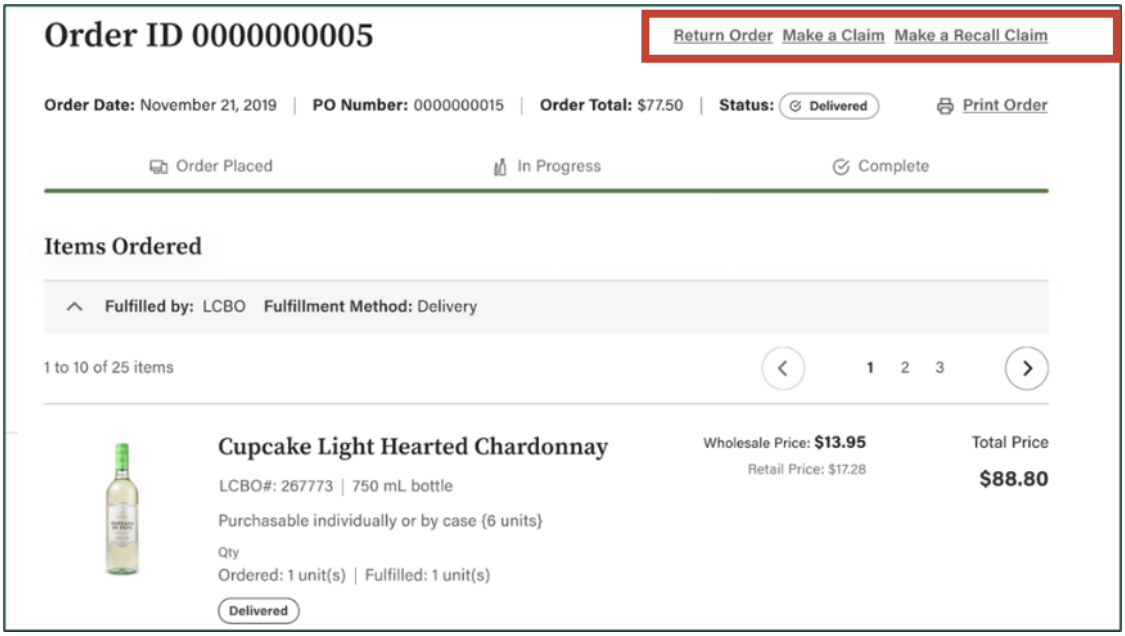
# Key Enhancements in Order Returns, Claims and Product Recalls

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

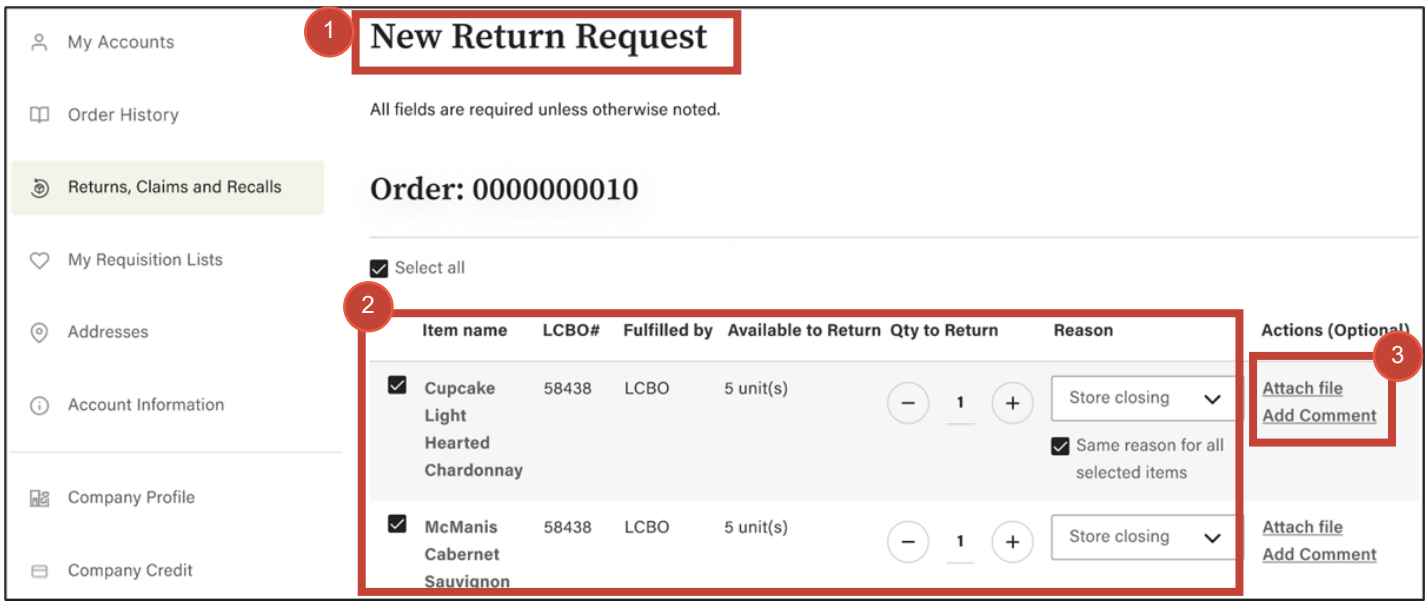



Order ID 0000000005
Return Order
Make a Claim
Make a Recall Claim
Order Date: November 21, 2019
PO Number: 0000000015
Order Total: $77.50
Status: Delivered
Print Order
Order Placed
In Progress
Complete
Items Ordered
Fulfilled by: LCBO
Fulfillment Method: Delivery
1 to 10 of 25 items
1
2
3
Cupcake Light 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

## New Pages to Initiate Returns, Claims, and Recalls Introduced

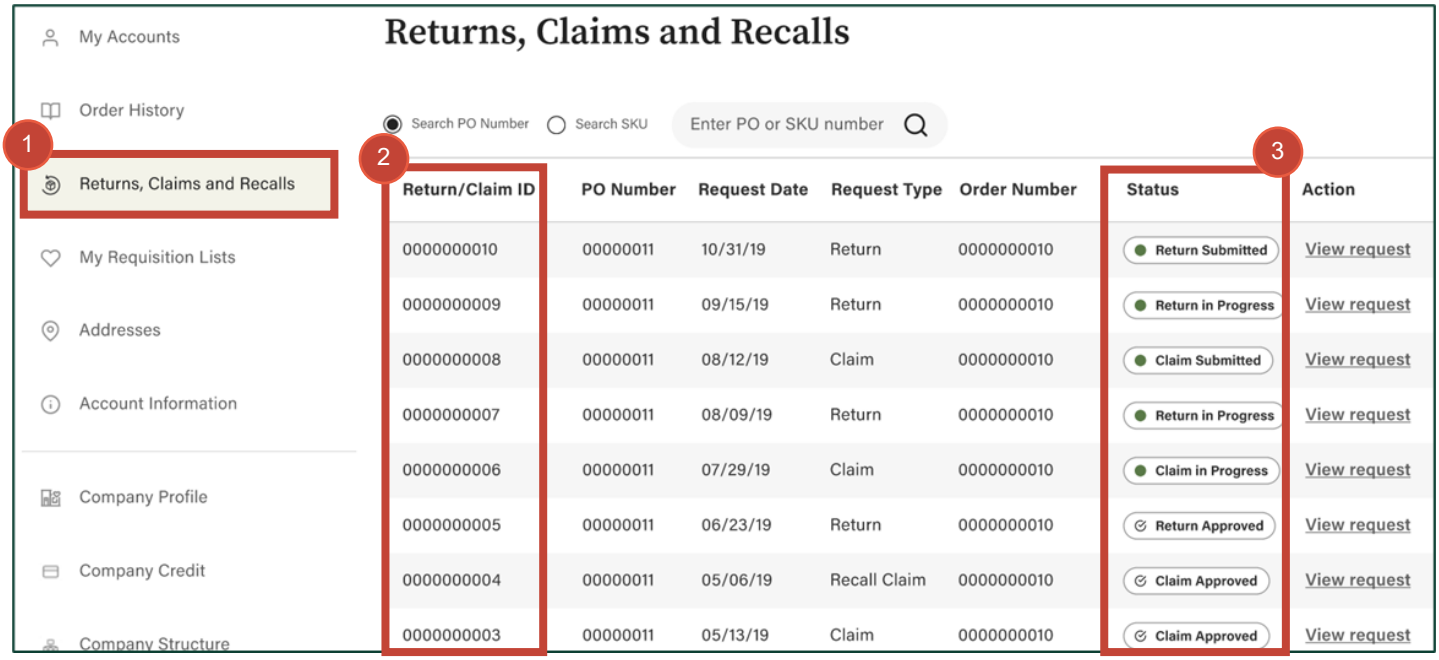
1. The following pages are introduced to create returns, claims, and product recall claims requests, respectively:
    a. New Return Request
    b. New Claim Request
    c. New Recall Claim Request
2. You can select the items to return, specify the quantity, and provide a reason for the return.
3. Optionally, 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.

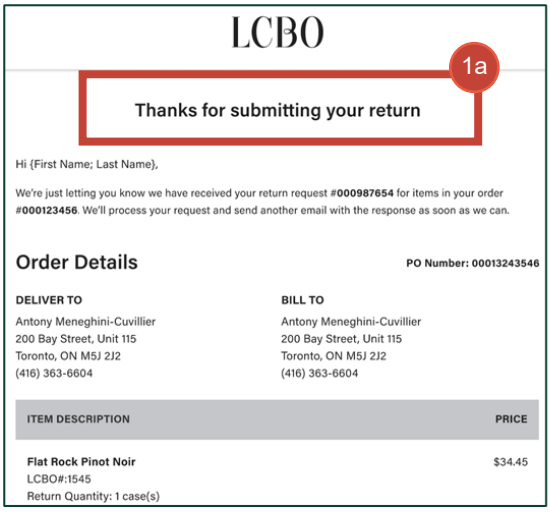
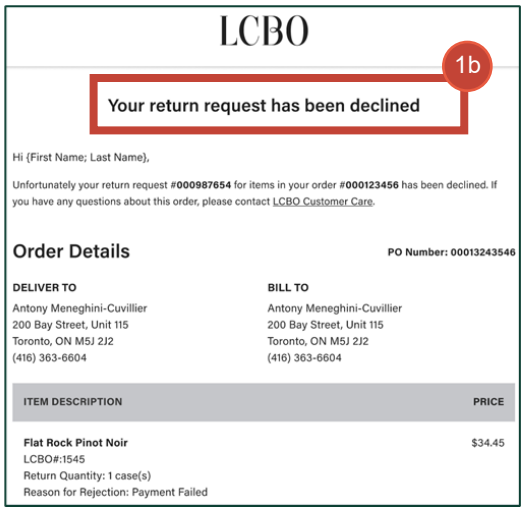
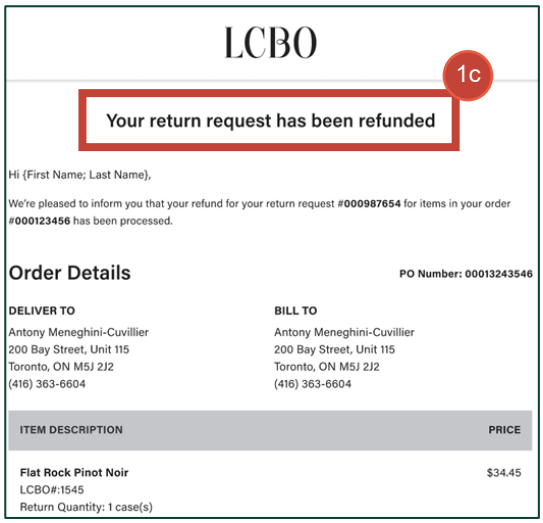


## Returns, Claims, and Recalls History Page

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.



## 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.