

LCBO Agent Portal Manual

Agent Portal Overview

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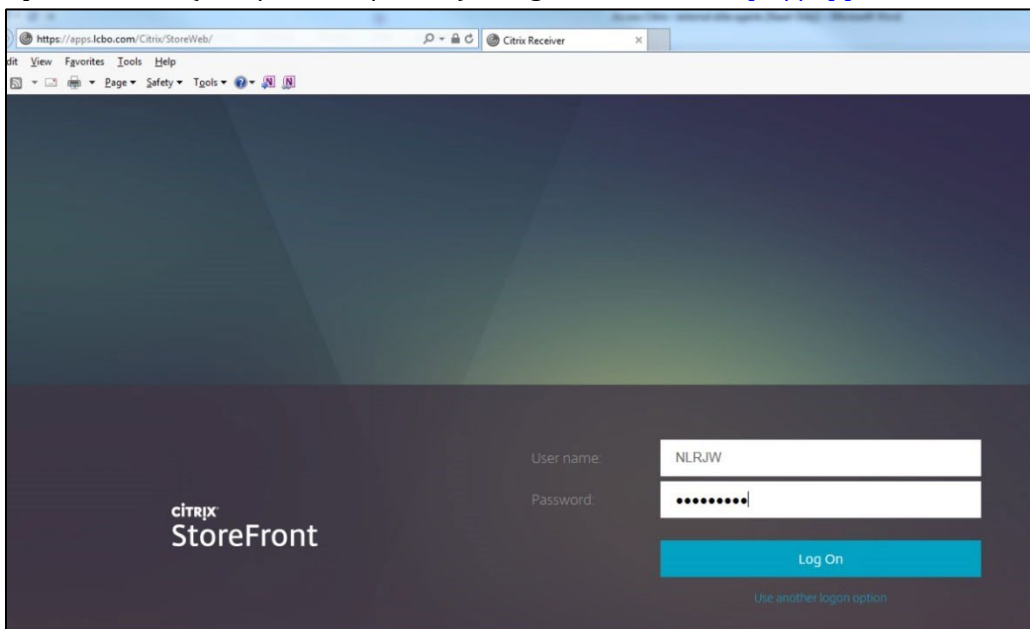
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Accessing the System

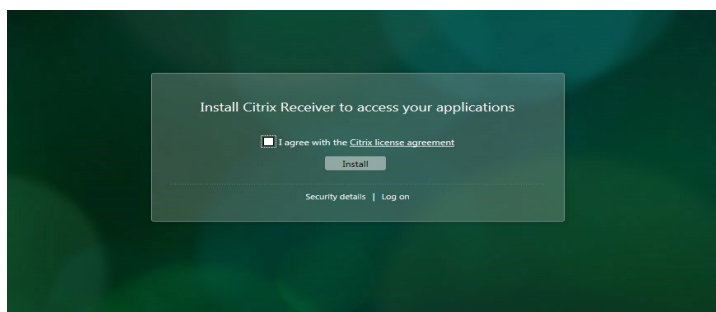
Please contact psinfo@lcbo.com to register for access to the SSE system. Once the agency has been granted access an email will be sent with your login information for both Citrix and Elite. Please proceed to download the Citrix Receiver. The receiver is required to run the SSE system on both Apple Mac and Windows PC. The Citrix password will expire every 60 days and will need to be reset by calling our IT Service Desk at 416-864-2550.

Citrix for External Agents

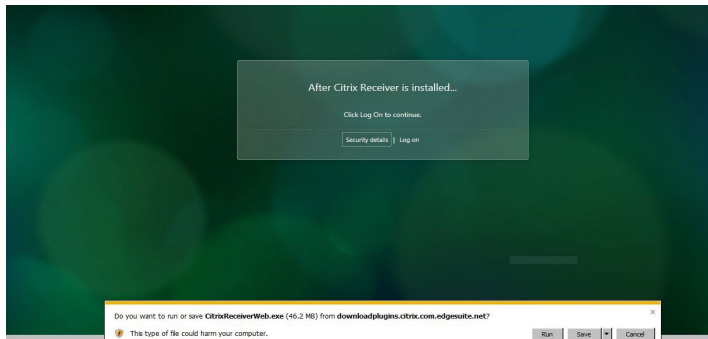
- ◆ Open browser (IE11/Chrome/Safari) and go to the URL: <https://apps.lcbo.com>



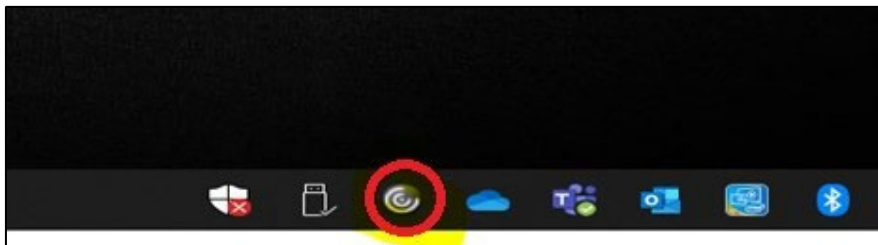
- ◆ You will then be directed to the following screen, click on I agree and Install



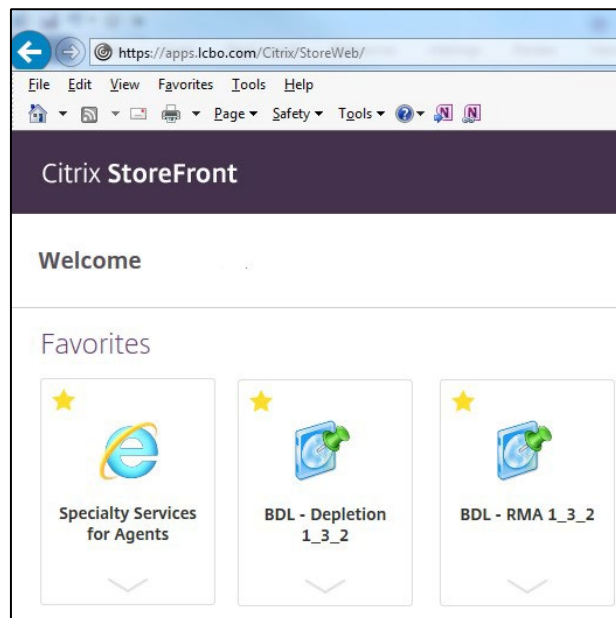
- ◆ You will then see this screen:



- ◆ Make sure Citrix Receiver is installed. Version 4.12 is recommended as it has the best compatibility with the LCBO Citrix infrastructure.
- ◆ User should see a black circle on task bar in the bottom right corner receiver installed.



- ◆ Once logged, click on the 'Specialty Services for Agents' app which will bring you to the Elite login page
- ◆ The other apps that show will be the BDL's which are used for uploading data into Elite



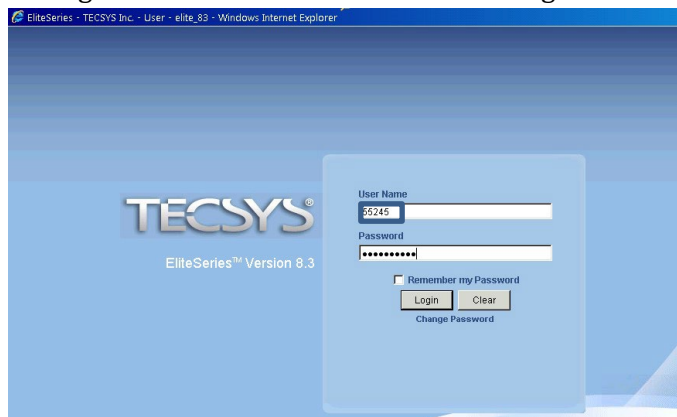
***For Apple/Mac users - using an older version of the Mac OS (earlier than Catalina) you use may see a certificate/SSL error. If this is the case it is recommended to please try using Chrome rather than Safari.*



Details

Specialty Services for Agents

The screenshot below is the Elite login screen; you will need to enter your user name (agent number) and password (it is initially blank). After logging in the first time please change your password by clicking the 'Change Password' link underneath the 'Login' button.



Agency Information

This view displays an overview of the agency profile with Specialty Services. If you click on the link and do an open search your agency should be the only result. You can go into the record to see more information by clicking on the details arrow (the one that looks like a 'play' button). Any changes other than the email address will need to be provided on a Vendor Profile Form which Specialty Services will send to Finance to implement.

By clicking the 'Details' arrow to go into the record you will see the following information:

- Name and Address (note that address and name fields only are populated by the LCBO Accounts Payable system)
- AGCO License
- Programs
- Regular Consignment
 - On Hand Threshold
 - In Transit Threshold
- Seasonal Consignment
 - Eligible for how much and how long

- High Volume Consignment
- Keg
- General

Vendor Representations

This table lists the vendors that the agency represents and has represented. If you do an open 'Search' all of your vendors will show. You can go into any vendor record to see more information by clicking on the details arrow (the one that looks like a 'play' button). Any changes other than the email address will need to be provided on a Vendor Profile Form which Specialty Services will send to Finance to update.

By clicking the 'Details' arrow to go into the record you will see the following information:

- Main
 - If there is a direction to pay agent
 - Start and end date of representation
 - Exclusive relationship (no other agents represent the vendor)
 - Currency orders will be paid in
 - Currency change notification
- Name and Address (note the name and address fields only are populated by the LCBO Accounts Payable system)
- Regular Consignment – Supplier Agreement and Appointment of Agent in place
- HVC Consignment – contract in place

Important information regarding vendors

When a vendor changes their name, a new vendor number is required. All existing orders for the original name will remain and paid under the original name.

PRODUCT INDEX

Search Criteria More dms_vend_item_sse.ce_agent_item_lookup

Item No. Bottle Size (ml)

Vendor Status

Item description Agent Number (Item Master Custom - LCBO)

Country

Rows 1-10 of 1403

Item No.	Vendor	Vendor Name	Country	Item description	Bottles per Case	Bottle Size (ml)	Alcohol Percentage
----------	--------	-------------	---------	------------------	------------------	------------------	--------------------

Item Submission

This table is to request a new item for Specialty Services. Complete the required fields, set the item to ready status, email the vendor quote along with the item request number and Specialty Services will approve or decline the submission.

An open search (you'll always find the 'Search' button in the bottom left hand corner of each screen) on this table will show pending item requests. Once an item is approved, it is given a new item number and will no longer appear on this table. The approved item will appear in the Product Index table.

Submitting an Item request

Create (The 'Create' button is always located in the bottom right hand corner of screens)

1. Type in Vendor number or search for the vendor by clicking on the magnifying glass and doing an open search. Select the vendor you want to use by clicking on the check mark a. Continue
2. These fields are required before submitting, but please try to complete all fields.
 - Description 1 (the name of the product, always begin the name with the vintage year if applicable)
 - Predecessor Item – Important for new vintages of existing HVC items. It will link your sales together to allow for new HVC orders
 - Category Number (use the magnifying glass and choose the best category that describes your product)
 - Product Varietal (this is for wine only)
 - Product Year
 - Is Product Organic (If Yes, please submit Attestation Form and Organic Certificate to your designated B2B Service Representative)
 - Alcohol Percentage
 - Mixed Case
 - Description 2 (input all mixed case items)
 - Bottle Type
 - Bottle Size (ml)
 - Bottles Per Case
 - Bottle Closure Type
 - Country of Origin (this is a number field, click the magnifying glass and search for the country by name to find it's numbered code)
 - Country of Export
 - Country Region
 - Gallonage Number (like Category number but more detailed)
 - CFIA Description Code (make sure Gallonage code is filled out first because the options are filtered by the Gallonage code you select)
 - Vendor Quote
 - Quote Date
 - Case Weight/Width/Height and Length (please put 1 as it allows the warehouse to know it's a new product upon receipt)
3. Once all information is entered please click 'Save' in the bottom left hand corner. Once the item is saved a button will pop up in the bottom right called 'More Actions' when you click on it you will see the 'Ready' option. Once 'Ready' is selected please email your B2B Service Representative (or psinfo@lcbo.com if a B2B Service Representative has yet to be assigned) along with a copy of your vendor quote and the item will be reviewed.

4. The agency will receive a notification that the item is approved or declined. If the request is declined, a reason will be provided and comments may be entered on the item within SSE.

Product Index

Once an item is approved, it will appear in the Product Index. This table represents all the active items represented by the agency. You can narrow your search to specific vendors by keying in the vendor number into the 'Vendor' field.

Customer (Agent)

There are two types of customers; licensee and non-licensee customers. Licensee customers are visible to all agents. Non-licensee customers are specific to the agency. If you select '2 – Non- Licensed' and click Search the results will be a list of all your unique private customers. You can edit any of the customers by clicking on the 'details' button (it's the one that looks like a VCR play button). The steps below are how to create a new customer.

1. Create
2. Continue
3. Complete all applicable fields.
 - a. Non-licensee customers are broken into sub categories
 - 1) Private Individual
 - 2) Wine Club
 - 3) Consulate Embassy
 - 4) Liquor Board
 - 5) Land Border Duty Free
 - 6) Airport Duty Free
 - 7) Agent
 - 8) Corporation

Once saved, orders can be placed against this new customer.

Order Submission

When the Order Submission view is opened you will be able to search for any order that has been created by using the search filters (screen shot below). You can filter by any of the below fields to find the order, or the group of orders that you are looking for:

Home > Order Submission > Search

ORDER SUBMISSION

Search Criteria

Order Type	<input type="text"/>	Store Collect	<input type="text"/>
Review Status	<input type="text"/>	Value Add Order	<input type="text"/>
Order	<input type="text"/>	Prepaid	<input type="text"/>
P/O Number	<input type="text"/>	Special Occasion Permit	<input type="text"/>
Order Date	<input type="text"/>	Vendor	<input type="text"/>
Customer Number	<input type="text"/>	On-Hand Stock	<input type="text"/>

To CREATE new orders you will need to click on the 'Create' button in the bottom right hand corner of the screen which opens this screen:

ORDER SUBMISSION

Sales Order | Product Source | Order Details | Deposits

Sales Order

Order Type **PRVT** Private Order
 Customer Number

Product Source

Vendor
 Port
 Port Master Term

Order Details

Duty Paid **B - Bond**
 Excise Paid **B - Bond**
 Prepaid **No**
 Pay Agent **No**
 Value Add Order **No**

Deposits

Deposit Waiver Request **No**
 Deposit Waiver Memo

Creating PURCHASE Orders

Select your Order Type, to generate a PO you will need to select one of the first 4 order types (PRVT, REGU, HVC, SEAS) if applicable to your agency

1. Order Type
 - PRVT – Private (Value Add and Duty Free only)
 - REGU – Regular Consignment (if eligible)
 - HVC – High Volume Consignment (if eligible)
 - SEAS – Seasonal Consignment (if eligible)
 - CUST – Consignment Invoicing (if eligible) – **separate instructions below
2. Customer Number – if you know the number you can enter it here, if not you can begin typing the customer name or license number and click tab to bring up the relevant results

3. Product Source

Vendor – enter the vendor number if you know it, if not hit the magnifying glass and then hit ‘Search’ in the bottom left corner of the next screen to bring up all your vendors

Port – defaults to a port that has been previously used by your supplier, if it is not the port that you most commonly use or a port is not created please contact your B2B Service Representative to update the default port (provide vendor #, shipping terms, pickup address or port #). You can change the port by selecting the magnify glass, taking out the ‘Port Master Term’ on the next screen and clicking search to see all ports for that vendor

Port Master Term – 1 = Excellars, 2 = FOB, 3 = FCA

4. Order Details

Duty and Excise Paid flags can be changed only if moving within Canada

Prepaid (Applicable for Value Add only) – for private orders where the vendor will not be paid by the LCBO

Pay agent – will default to Yes, if the Direction to Pay Agent paperwork has been submitted

Value Add Order – must provide LCBO General List approval

5. Select **Continue**

Store Collect – set to yes if order is to ship to a local LCBO Store and select LCBO Store Number (should be 4 digits, with zeros in front of the store, i.e. 0038)

SOP – set to yes if applicable; indicate if levy is applied and key in SOP Number. The SOP should also be attached to the order. Directions included in Step 3.

Product Source – complete if requesting to ship from a port different from the one selected in the previous screen

6. Select **Continue**

- Key in Item or query
- Key in order quantity
- Add (There’s 2 Add buttons on the right side of the screen, use the top Add button for any REGU, HVC, SEAS order)
- Continue to add more items; note that REGU and HVC can have up to 8 items, SEAS can have up to 99 items

- To request a lab waiver (SEAS orders only), enter the details of the line. The system may reject a lab waiver request based on parameters
 - Lab Waiver Request = Y
 - Lab Waiver Reason- select either Personal Consumption or Price Exemption

7. Select **Continue**

8. Select **Continue**, this 'Continue' button flips back and forth between the main order screen (Header), and the item screen (Line)

9. Select **More Actions**, Select **Order Header Files Upload** to attach required documents

- Supplier Quote
- Customer Order Form (not required for REGU, SEAS, HVC orders. Only required for PRVT orders)
- Proof of Payment (Value Add)
- Lab Waiver (if applicable)

You can review the documents you have attached by hovering over Sales Order – Documents at the bottom of the page.

10. Select **Save**

When the order is ready to submit to the LCBO, click on 'Ready' which is located in the bottom right of the screen.

The system will complete a validation check. The order may not set to ready for a number of reasons and the reason will always display at the top of the screen in RED.

For example, for REGU the system will validate if there is room to order and if the agency isn't over their on hand threshold.

Specialty Services will move the orders to 'In Review' status when being reviewed. The order will be 'Approved' or 'Declined'.

For Consignment orders, the PO will generate and be sent to the Supplier once routed by LCBO Traffic.

If the order is 'Declined' the B2B Service Representative will contact the agency with the reason.

Creating CUST orders (Consignment Invoicing - “BDL”)

Once a Consignment PO is ‘Available to Sell’, CUST orders can be created to draw from the stock using a BDL (Business Data Loader).

Selecting the ‘BDL Depletion’ icon from your Citrix menu will open up an Excel spreadsheet in a new window



Depletion Order Header											Depletion Order Line				
Upload Status	Errors	Order Id	Order Num	Agent Number	Order Type	Customer Number	Store Collect	LCBO Store Number	Special Occasion Permit	SOP Number	Apply SOP Levy	RequestItem	Open Order Quantity	Lot	Includes Partial Case

The following fields need to be populated prior to uploading the BDL into Elite:

Agent Number – Enter your Agent Number as assigned by the LCBO.

Order Type – The order type used for Consignment Invoicing is ‘CUST’.

Customer Number – Enter the LCBO Customer Numbers associated with the corresponding purchasing customers.

Store Collect – Declare whether or not the CUST order is to be transferred to an LCBO store location upon receipt of payment – Enter ‘Y’ for store transfers, or ‘N’ for orders to be picked up from our warehouse location.

LCBO Store Number – If an order is to be transferred to an LCBO store location, enter the 4-digit number associated with that store location.

Special Occasion Permit – Declare whether or not a Special Occasion Permit has been obtained by the customer for an event – Enter ‘Y’ if a Special Occasion Permit has been provided, or ‘N’ if no Special Occasion Permit is required.

SOP Number – If an SOP is required for an order for an event, enter the SOP number provided by the AGCO.

Apply SOP Levy – Levies are no longer applied to SOP orders, please enter an ‘N’ in this field

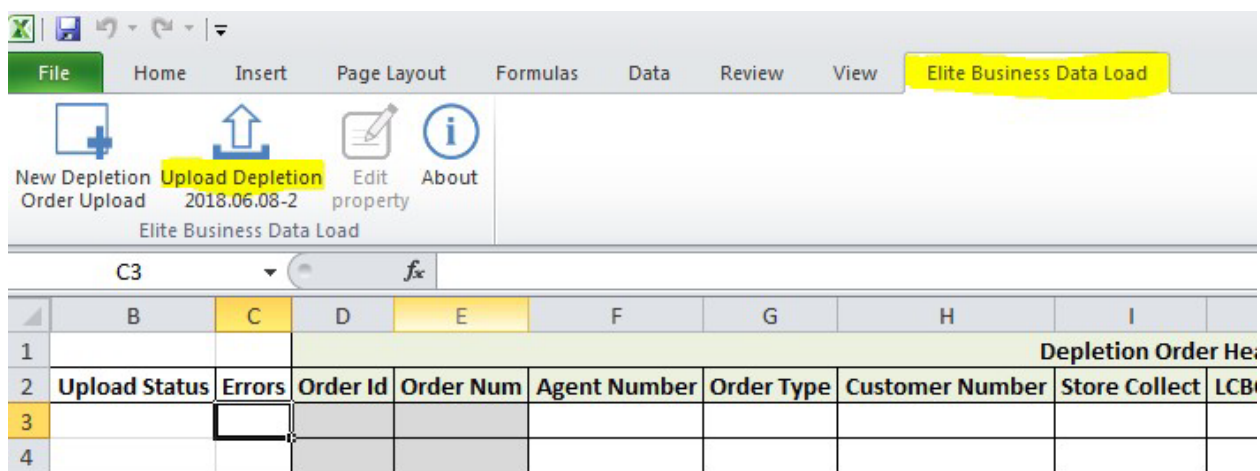
Request Item – Enter the LCBO Item Number of the product you wish to draw stock from on the order.

Open Order Quantity – Declare the amount of cases of each product the customer wishes to purchase on their order.

Lot – Enter the LCBO Purchase Order # that you wish to draw stock from.

Includes Partial Case – Declare whether or not the order includes a partial, or incomplete, case of a specific product – Enter ‘Y’ if the order does include a partial case of the corresponding product, or ‘N’ if the order only contains full cases of the corresponding product.

Once all fields have been populated appropriately, use the ‘Upload Depletion’ function of the ‘Elite Business Data Load’ menu to upload your orders into Elite.



Your BDL will attempt to upload all records in real time, and will provide an Update Status (‘Complete’ or ‘Failed’) depending on if the uploads are successful or if issues have been found within our system.

‘Complete’ uploads will generate an LCBO Order # for your records.

‘Failed’ uploads will generate an ‘X’ in the ‘Errors’ column – Hovering over an ‘X’ in this column will provide an explanation for the failed attempt so that you may correct your record accordingly and re-attempt your upload.

****Once your orders have been completed and fully uploaded into the Elite system, you will need to access them through the ‘Order Submission’ view of your Agent Portal, and flip all orders into ‘Ready’ status. Orders in ‘Ready’ status are approved by Specialty Services.****

Sales Order – Line Lot

This view is an information screen where you can track the history of purchases against a purchase order (also known as Lot). Enter the number of the item, customer or PO/Lot in the appropriate field and hit 'Search'. The results will show all the picks made, the pick date, the shipped quantity, the review status and the order status against each criteria entered within the fields. Please see screenshot below.

This view is very helpful to see if any cases are allocated to existing orders.

Lot Statistics

This table provides an overview of the stock that is available in the warehouse.

The following fields provide information on stock that has been received at the Specialty Services warehouse:

- PO
- Item
- Vendor
- 'Is Pickable' - if the result is a green check mark than the item has been moved to a pickable location. If the result is a red circle than the PO still needs to be put in a pickable location before it can be purchased.
- Quantity on Hand – shows, in bottles, how much of product is in the warehouse
- On Hold Quantity – shows, in bottles, how much of a product is on hold
- Seizure Date – the date that the product will be seized
- Basic Selling Price

Invoice Payments

This table allows the agency to make final payment for orders/cases in the warehouse and to query past payments or follow up on pending payments.

Please ensure your/your company credit card is used to complete payment

1. Select **Create**
2. On *Invoice Payments* screen select:
 - a) **Pick Type** – Information going to the warehouse so that they can plan for when the cases are being picked up, where they’re being delivered or who’s getting them.
 - **PREPICK** – A shipment that will be picked up the next business day or after. We must receive PREPICK payments by 1pm for the shipment to be ready for-the next business day at the earliest
 - **STOREPICK** – A shipment that will ship to LCBO stores. The orders included on STOREPICKS must already be setup with the desired store included within the order.
 - b) **Courier/Full Driver Name** – The name of the person who will be on the premises to pick up the cases from the warehouse. If the agency has multiple pre-picks , or you’re using a Multiple Agent Carrier and the driver needs separate pallets, please make note here as to where the cases should be organized. (i.e. “Mike – Skid 1”, “Mike - Skid 2” or “Jennifer– Ottawa” “Jennifer – London”)
 - c) **Multiple Shipments** – Select **Yes** if you would like to pay for a group of orders and would like a unique Shipment ID for each order. This option works well when the individual customers will be picking up from Specialty Services
 - d) **Store Collect Order** – Select **Yes** if only paying for those orders that are shipping to a LCBO retail store for pick up. Store collect orders must be created and paid for individually as they must be on their own shipment.
 - e) **Virtual Warehouse Payments** - Flip the flag to 'Yes' if you are paying for orders that were approved for a Name Change or Reprice through a Virtual RMA
 - f) **Pre-pick Options** - Select a date and time to pick. The time and date selected for pre-picks will be overridden by your scheduled Opendock appointment if different.

After making your selections, select **Continue**

3. On the *Payment Tender Release* screen- Select **Credit Card** from the bottom right hand corner.
4. On the *Sales Order- Sales Order Selection Screen*, search for CUST orders you wish to pay for by using the search criteria. A blank search will retrieve all outstanding CUST orders that are in 'Available to Sell' status.
 - a. Select the orders to be paid by clicking inside the box on each line
 - b. Click **Select**
5. On the *Payment Tender Release* screen-Select **More Actions** at bottom righthand corner. Select **Credit Card Payment URL**
6. Copy the auto generated URL in *Payment Tender Release* screen and paste into browser outside of Citrix environment. You will be directed to TD Beanstream payment screen. You will be prompted to enter all required fields in the Advanced Order Payment Form. Select **Submit Payment**. On the next screen, you will receive a message indicating whether payment has been declined or approved.
7. Once payment attempt is completed, select **Complete Payment** in the *Payment Tender Release* screen in Elite
 - If payment was successful (approved), a green check mark will appear on the *Payment Tender Release* screen and a receipt email is sent to the email entered on the TD Beanstream form. Another email will be sent to the Agent's email on file with the shipment barcode.
 - If the payment was not successful (declined), a red circle will appear. In this case, please start over and create a new payment ID on the *Invoice Payment* screen. If attempting a payment with the same credit card that was previously declined, ensure you are entering the correct information
 - The Credit Card URL link will expire if payment is not made within 30 minutes after the link is generated. The Payment ID will remain in pending status (yellow icon) . The Payment ID must be deleted to attempt payment on the same CUST orders.

Delete a Payment ID in pending status:

- The Credit Card URL link must be expired (expires 30 minutes after generation)
- Wait an additional 5 minutes after expiration
- On the *Payment Tender Release* screen, select **Complete Payment**, you will receive the following error message "*Beanstream: No Transaction Found. Please attempt payment again*"
- Select **Delete**

Once Payment ID has been deleted, you may start over and create a new payment ID on the *Invoice Payment* screen.

Missing Orders in the Invoice Payment screen

If you're paying for an order that is ready for the invoice payment but you can't find it when starting a new payment the order may be locked into a payment ID already

- When a payment is started and an order is selected as part of that payment it is then assigned to that 'Payment ID'. As long as that Payment ID remains active then the order will not be available to be paid under a different payment.
- To find the Payment ID, search the order number in payment screen or the invoice payment screen.
- If the order has been assigned to a Payment ID already then it will populate. Open the details of the payment and follow the instructions above to either complete the payment or delete it.

Sales Cases

The main feature of this view is to see your total sales, in dollars or cases, over a given time frame. You can filter by date and run a search. The results will total at the end (click 'Show All' in the top right corner of the results). You can export the result to Excel as well.

SALES CASES (AGENT)

Search Criteria

Order Transaction Type

Transaction LCBO Program

PPS Vendor

Customer Number Warehouse

Item Lot

Transaction Date Agent Number

Rows 1-10 of 8826

Transaction	PPS	Shipped Quantity	Order Type	Customer Type	Quote Value	Item	Description 1	Request Item	Warehouse	Customer Name	Basic Selling Price(Bottle)
-------------	-----	------------------	------------	---------------	-------------	------	---------------	--------------	-----------	---------------	-----------------------------

Sales Invoice - Header

Any product that has been paid for and shipped out will receive an invoice. You can now look up any invoice that has been generated up through this view. To see an invoice you can search by order number, shipment number, customer number or date. This view also now shows the HST for an invoice which you can export to Excel.

SALES INVOICE - HEADER (AGENT)

Search Criteria

Transaction WMS Shipment

Transaction Type Customer Type

Transaction Date Non Licensed Customer Type

Customer Number Agent

Order

Rows 1-10 of 1500+

Transaction	Transaction Type	Customer Number	Customer Name	Transaction Date	Total Charges	Total HST Tax	Invoice Amount	Lines	Charges	Reprint
-------------	------------------	-----------------	---------------	------------------	---------------	---------------	----------------	-------	---------	---------

The view now allows invoices to be reprinted. Click on the button with the number under the 'Reprint' column on the right side of the results. It will open up a print form and automatically print your invoice/ Click 'OK' to exit the pop up.

Lab View

This view shows the status of any item that has gone to lab, including its prior history of test and its results. If a test has received a Conditional, or Failed status, this view also shows the reason for both.

Shipment Summary View

This view will allow you to search for any shipment to see what orders were included on it, which customer that shipment was for, the quantity ordered and its shipped status. You can query by order number, customer number, item number, shipment number or date. You can also print the summary sheet by clicking on the printer icon (circled in the below screenshot).

Please be advised that we no longer require an e-mail sent to privateoredringpicks@lcbo.com with the shipment barcode. All information needed is available for the warehouse in Elite.

Shipment Status

This view shows the status a shipment is currently in. There are 4 statuses it could be in:

1. Needs Planning
2. Planned
3. Ready (once a shipment has been picked and is waiting to be Ship Completed)
4. Invoiced (this will show both for completed and cancelled shipments, be sure to verify the Cancelled column when checking this view)
5. Other (if you ever see this have us look into it)

Here's a screenshot below of what the view looks like.

SHIPMENT STATUS (AGENT)

Search Criteria

WMS Shipment Item

Customer Name Ship Date

Order Agent

Rows 1-1 of 1

	WMS Shipment	Order	Lines	Cancelled	Shipment Status	Ship Date
<input type="checkbox"/>	96195	909341	1	No	Planned	

My Locks

Whenever you receive an error message that an order or payment is in use by your agency number a lock has been created. To delete this lock so that you can continue working with that order or payment you need to go to the 'My Locks' view. Conduct an open search, if there are any results, delete them by using the drop down arrow on the left side of the results and selecting 'Delete'.

MY LOCKS

Search Criteria

User Name View Name

Session ID Last Access Time

Lock ID Current Session

Rows 1-1 of 1

	Current Session	View Name	Session Application ID	Lock ID	Transaction	Session ID	Time Created	Last Access Time
<input type="checkbox"/>	No	dms_pay_trans_ce_sse.release.agent	7876897	39649876	Go	1494952909	2017-07-31 14:59:50	2017-07-31 15:01:22

RMA - Return Merchandise Authorization/ VRMA- Virtual Return Merchandise Authorization

- *RMA- to be returned to warehouse
- *VRMA- no physical return to warehouse

Please upload your RMA's /VRMA's through the system BDL which will be an icon in Citrix which looks like this:



RMA Header

RMA – Left blank. The RMA # will generate here once uploaded correctly to Elite **Customer**

Number – Provide the customer number here

Primary Return Invoice - The invoice number e-mailed to you. Also available to you in the Sales Invoice Header view and it's the "Transaction" number

Default Return Reason – Use one of the codes provided in the images below

RMA Line

Request Item – Provide the Item # for the return

Return Quantity – How many cases or bottles are being returned **Return**

UOM – Are you returning bottles (BTL) or case (CS)

RMA

Reason Master - OMS Return - Lookup

Search Criteria

Return Reason Des

Description 1

Rows 1-3 of 3

	Return Reason	Description 1	Description 2
<input checked="" type="checkbox"/>	CE	Customer Error	
<input checked="" type="checkbox"/>	CR	Customer Return	
<input checked="" type="checkbox"/>	DMGE	Damaged	

VRMA

Reason Master - OMS Return - Lookup

Search Criteria

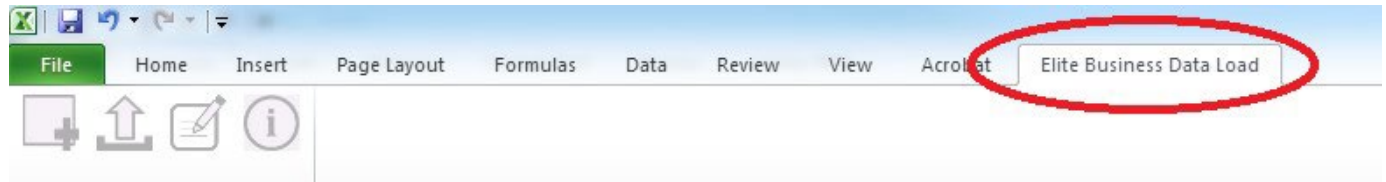
Return Reason D

Description 1

Rows 1-3 of 3

	Return Reason	Description 1
<input checked="" type="checkbox"/>	NMCHANGE	Re-Invoice stock under a different custo
<input checked="" type="checkbox"/>	REPRICE	Re-pricing of an item and re-invoicing
<input checked="" type="checkbox"/>	SHORT	Shortage

You will then hit this button in Excel, and then click the up arrow when the link goes through. Your username will be your agent number with the Elite password:



Once uploaded please send an email to privateorderingpicks@lcbo.com with a request to approve the RMAs/VRMAs.

Approved RMAs- print off the PDF and bring them to the warehouse with the bottles or cases

Approved VRMAs- will be received back into the system automatically. To request a VRMA Stock on Hand orders please contact privateorderingpicks@lcbo.com or your LCBO B2B Representative with the following information:

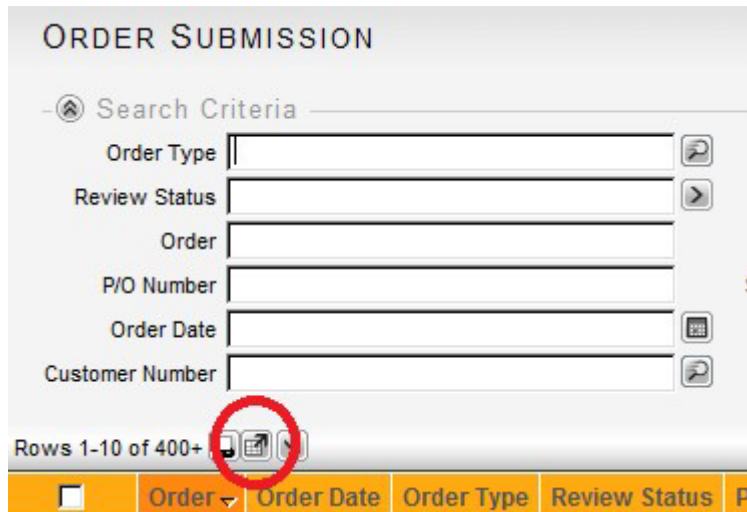
- New Customer #
- Original PO # and Item #
- Quantity to be invoiced
- RMA # and Invoice #

Once you receive confirmation of the new order #, please refer to Invoice Payments to make a payment.

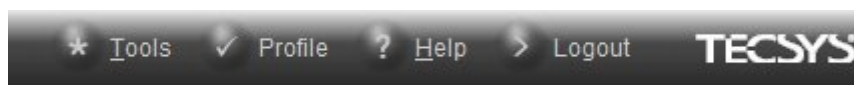
Tips

Exporting to Excel

On any screen where a search can be conducted you will be able to export your results to Excel. Once you have completed a search click the button that looks like a grid with an arrow pointing up (screenshot below). Your results will now open up into a formatted Excel spreadsheet that can now be edited and sorted at your convenience.



Help Menu



In the top right corner of every screen there's a Help button. If you click on this button there's a very useful option called 'Search Tips' which will give you a list of 'Search Operators' that helps to make filtering your searches fit your needs. If you take a look at the screen shot below you will see a list of these operators. The link under 'Description' is clickable for each and it will allow you to see an example of how to use the operator in a search.

For example, to search for text in a field you will need to use these operators ~*text*. The tilde (~) allows the search to be completed for both small and capital letters and the asterisks need to surround the text search.

Search Tips

Search Operators

When specifying search criteria, use the following symbols *must* occur at the

Symbol	Description
~	Case Insensitive
=	Equal To
<>	Not Equal To
>	Greater Than
>=	Greater Than or Equal To
<	Less Than
<=	Less Than or Equal To
!	Negate Expression

The following symbols can occur anywhere

Symbol	Description
;	Multiple Values
	Multiple Values
*	Multiple Character Wildcard
?	Single Character Wildcard
..	Range

Trouble Shooting

Why is my order stuck in In Progress? Received? Available to Sell?

In Progress –If you’re trying to submit a consignment order and you can’t push the order into ready status.

- *Is the item available?*
 - The item may not have completed or has failed its lab recently. Go to your Lab View screen and search the item number. Your lab results will show here, and if the most recent lab result was a Fail than that item number will not be available. If this is an error or the vendor has taken steps to address the fail, follow up with your B2B Service Representative in order to change the item status. It will require another lab test however.
- *Is the item eligible for Consignment?*
 - Your vendor may not be approved for consignment. If you go to your Vendor Representations page and search the vendor it will tell you if they’re eligible for Regular or High Volume Consignment. If the vendor you’ve set up hasn’t been approved for consignment ordering, you need to send the Supplier Agreement and Appointment of Agent form to orderrequests@lcbo.com.
- *Is there space available?*
 - If you attempt to put a regular consignment order and get the error message “Sales Order - Header: On Hand limit for regular consignment program is exceeded.” Then you are currently lacking the necessary inventory space to place an order. Pick up enough cases so that your On Hand Threshold is greater than your current Consignment inventory stock and you’ll be able to order.
 - If you attempt to put a regular consignment order and get the error message “Sales Order - Header: Open to Buy limit for regular consignment program is exceeded.” Then you currently have too many orders in transit. Please be sure you’re in regular contact with your vendors so you know if and when they ship your order. Your PO will transfer from your In Transit numbers to your On Hand when the PO is moved from “7 - P/O GENERATED’ to “8 - RECEIVED” status.
 - If you attempt to put a High Volume Consignment order and get the error message “Sales Order - Header: Item ##### has insufficient sales to qualify for HVC.” Then the item doesn’t qualify based on the last 12 months of that item. The system doesn’t recognize the sales of prior vintages or the sales over 8 weeks so it’s necessary that you send your HVC requests to your B2B Service Representative so that they can verify how much you’re eligible for. And if the item is eligible for an HVC order your B2B Service Representative will be able to override the error.
 - Predecessor item – when creating a new vintage for an existing HVC item it is essential to place the prior item number in the ‘Predecessor Item’ field in the ‘Item Submission’ screen to link the sales together so that HVC orders will flip to ‘Ready’ status.

Received – Your order has been received by Specialty Services but it's not being released? It could be one of these issues

➤ *Pickable?*

- You can review if an item is pickable by going to your Lot Statistics screen. If the PO is in a pickable location there will be a check mark in the Is Pickable column.
- The warehouse has 3 business days to move a PO from a receipt bay to a pickable location. After 3 days you can send an e-mail to your B2B Service Representative requesting the stock moved to a pickable

➤ *Priced?*

- If your PO is in a pickable location, but the PO is still not received you'll want to verify that the PO is priced. Review the PO in the Pricing Request History screen. If there is no price provided by the time the PO is pickable the please follow up with your B2B Service Representative or PSInfo as we may need to reset the pricing request or reprice the PO altogether.

➤ *Pass Lab?*

- You want to review the Lab View screen to see the status on the lab test. A lab test hasn't started if the item hasn't received it's Sample ID yet

➤ *Corrective PO?*

- When stock is received by the warehouse they review the cases that were received to see if they match up against the order. If any item is over shipped or received as a different vintage, case/bottle configuration or a different product then we will require a corrective PO
- A B2B Service Representative will contact you and ask for the following:
 - A new Supplier Quote that includes the item that was received. If the product that is received doesn't exist in Elite yet, we will require a new item be submitted for the new PO
 - The form above is used in creating a new order that that matches the contents that were received, or to allocate the cases that were over shipped. Example:
 - If a 10 case order of a 2015 vintage is received as the 2016 vintage, we will require a new item for the 2016 vintage. Once the item is approved a new order for 10 cases of the 2016 vintage will need to be sent to the B2B Service Representative who e-mailed you about the corrective PO.
 - Or if you ordered 10 cases of the 2015 but 15 were received, we will require a new order for 5 cases of the 2015 to allocate the over shipment.

Why can't I pick an item? – Customer Orders

- *Is it released?*
 - An item isn't available to pick until it is in status "9 – Available to Sell." If the PO is on site but isn't released please see the above steps for moving a PO into available to sell status.
- *Is the stock already allocated?*
 - If an order is submitted and approved then stock is taken from the PO and tied to that order. Even if the order isn't paid for so long as it isn't cancelled that stock will be tied to that order.
 - If you have stock on hand that you can't pick, search the item in your 'Sales Order – Line Lot' page and search the Item and PO #. If you find an order here that is Released or Cancelled but has cases in the open order quantity or in the allocated cases field then send an e-mail to or your B2B Service Representative or PSInfo to make sure the order is cancelled in full.

The inventory screen shows I have inventory but I can't get it? – Non-Customer Orders

- *Is the release payment paid?*
 - If an order isn't paid then the item is going to be unavailable. Once an order is put into ready status then it will tie cases to the order. So for as long as the order is unpaid and unreleased then the cases will be tied to an order.
- *Was there a return or a short pick?*
 - If stock is returned or if the warehouse short picks an order then the initial order won't be updated and it will remain in released status. So in order to allocate that stock to an order you will require a Stock on Hand order.
 - In order to submit a stock on hand order you will need to follow up with your B2B Service Representative or PSInfo in order to have a stock on hand order submitted. The customer service rep will have the warehouse first verify that the cases are there and that they aren't able to be picked by normal means.
 - We will require a customer for the allocation of the cases, and once the order is created it will be tied to the same PO number and will require a new release payment.

Why is the lab reviewing my item?

- *Has it been 12+ months from the time of the last test?*
 - Lab results must be updated every 12 months, and this is reflected from the time the cases are received. If you order a product 11 months after the test and the case takes 2 months to be received then they will require testing as it is less than 12months since testing.
- *Is the item a new case or bottle configuration?*
 - We require new item numbers if you're ordering a product that already exists but it being sold in a different case or bottle configuration. Provided it's the exact same product as one that was already tested, then you can send an e-mail to your B2B Service Representative or PSInfo requesting a pre-release

- *Did the item fail last time?*
 - If the item has previously failed and was released with either corrective re-work or a re-test then we will always require a retest the next time the product is received.
 - If the item was failed prior due to a labeling issue then the lab will only preform a bottle check
- *Was the item passed conditionally prior?*
 - Any conditional pass requires lab testing the next time the product is brought in.
- *Is it a mixed case?*
 - If you are ordering a mixed case and it contains items that have been previously tested, then we will require a cross reference request sent to the lab to pass the mix case. Please send an e-mail to your B2B Service Representative or PSInfo with the item numbers that were passed in lab.
- *Was the lab waiver attached? Approved?*
 - Lab Waivers for personal consumption exemption are available for products where the annual quantity ordered does not exceed 90L.
 - Lab Waivers for price exemption are available for products where the annual quantity ordered does not exceed 90L and the retail price of one unit exceeds \$100.00
 - Please note the limit is on a per item basis, not the entire order.
 - The lab waiver needs to be requested for each individual item. The lab waiver also needs to be signed by the customer
 - To request a lab waiver, go into the details of the line. The system may reject a lab waiver request based on parameters; i.e. licensee or over 90L.
 - Lab Waiver Request = Yes
 - Upload Lab Waiver in Order Submission view
 - While reviewing the order, your B2B Service Representative will check if a Lab waiver has been requested and that the lab waiver is attached
 - If the lab waiver is missed during approval and isn't waived please notify your B2B Service Representative to request a lab release.

Why is my order unavailable when I try to pay?

- *Is the payment in Available to Sell status*
 - If you are attempting to pay a release payment, please be sure that the order is in status 9 – Available to Sell
 - In some cases (often due to lab holds) payment can be made if an order is in Status 10 –Released, if an item on the order was available to pick up before another item was.
 - Once paid for an order will move from Status 9 to 10, but you'll still be able to pay for an item if released later.

How many cases have I sold?

- In order to determine the consignment program tier the agent is eligible for, you have to sell 'X' of cases through regular and seasonal consignment (no HVC) over 12 month intervals

- You can review the number of case sales that you've sold by going to your 'Sales Cases' screen.
 - Go to 'Sales Cases'
 - Set LCBO Program to which ever Program(s) you wish to review
 - Set Transaction date to a search range (Use .. to set a range)
 - i.e. - 7/1/2018..6/30/2019 or 1/1/2019..12/31/2019
 - Export the results to excel and find the SUMTOTAL of the Shipped Quantity. That will be the amount we use during your consignment case sale review
 - If it's your first year in the regular consignment program and you need to know when your first consignment case was sold:
 - Set the LCBO program to 2
 - Sort Transaction Date so the oldest entry is on top and that will be when the first case was sold.
 -

How long does it take for a Sample ID to populate

- Once a PO is received into the warehouse if an item on the PO is due for lab testing then the warehouse will pick a bottle to put onto a lab cart
- This cart is sent up to lab and placed into a queue to receive it's sample ID
- Sample ID's are given out in order of arrival
 - The Sample ID is the sign that your product has started testing and has been logged by QA.
 - From the time the bottle receives its Sample ID, testing is expected to be completed in 10 business days.
 - If you are requesting a pre-release or a cross reference, the bottle needs to have a Sample ID before the lab is able to submit the request.

What to do for a prepaid Air shipment?

- In order to place an Air Freight order, indicate Air under the Shipping Terms of the Supplier Quote and create order in Elite
- Follow up with your B2B Service Representative or PSInfo in order to get the Air Freight port added to the vendor if not already there
- The B2B Service Representative can also provide you with the two forms you'll need to send to customsdepartment@lcbo.com
 - CCI form
 - LCBO Approved Supplier Arranged Freight

How to search for shipment barcode without an e-mail

- Go to the Shipment Summary View and enter in the order number.
 - You can get the order number from the Order Submission screen.
 - You can also use the customer number, item number or order date
- After finding the Shipment number and barcode you are able to print it out by pressing the print button below the field entry