LCBO Convenience Outlets

B2B WELCOME PACKAGE
GTA SERVICE CENTRE CUSTOMERS

Convenience Outlets
LCBO | B2B

Table of Contents

Introduction

The GTA Service Centre would like to take a moment and welcome LCO . We look forward to working together to provide the best customer sales and service experience to our operators, while supporting the corporate brand and vision.

All inquiries pertaining to the information within this document should be directed to B2Borders@lcbo.com

Contact Information

➢ For order inquiries including delivery, please email to: B2Borders@lcbo.com
➢ For invoicing and payment inquiries including VersaPay, please email to: B2Bpayments@lcbo.com
➢ For return requests including missing items and damages on delivery, please email to: B2Breturns@lcbo.com
➢ If you have any questions or concerns about your order, please contact a member from the B2B Team for further assistance: B2Borders@lcbo.com
➢ For our department, please call: 905-949-3533

Order Deadlines and Delivery

IMPORTANT NOTE

Your store will receive delivery on the scheduled day. Your order must be placed before 10am on the scheduled day. Orders are to be submitted no earlier than 18hrs before your cut off time. Products will be delivered to your location by our contracted carrier.

Note: minimum order quantity of 30 cases per order. There is only one order per week. Any additional orders will be cancelled.

If you're wondering where your delivery is or have questions about your delivery, please email B2Borders@lcbo.com or call 905-949-3533 and a B2B Service Representative will gladly assist you. Deadlines and deliveries may change from time to time due to long weekends or seasonal adjustments, etc. A B2B Client Services Representative will communicate this information to you either by phone or email.

Regards,

Your B2B Client Services Team

Your First Order

We will be guiding you when placing your first order. To assist you in putting the order onto your shelves we are providing the following plano-guide to assist you (please see pg. 6). As well, you can use your catalogue to indicate how to group your products.

LCBO Convenience Outlets Merchandising Best Practices Guide

The LCBO Convenience Outlet (LCO) program provides socially responsible retail access to beverage alcohol customers in rural Ontario who lack convenient access to an LCBO store.

The LCBO is committed to offering improved customer service and convenience to rural communities. It does this by partnering with existing businesses such as grocery or convenience stores that can provide optimal hours of service, product selection and knowledgeable customer assistance.

LCBO Convenience Outlets, run by appointed independent retailers, sell beverage alcohol at the same prices as the LCBO or The Beer Store.

The LCBO has been modernizing its stores, marketing and merchandising programs and learning much about offering customers an excellent shopping experience. These efforts have been rewarded with increased sales and many national and international awards.

You will find the suggestions in this guide can:

1. Help ensure that all the space dedicated to the LCBO in your Convenience Outlet (LCO Manual pg. 7) is used to its best advantage to offer customers an excellent shopping experience
2. Help you apply the best shelf management practices
3. Advise you on ways to increase your business.

Category Placement

Strategically placed product categories in the LCO, present a uniform look that mirrors the LCBO retail stores and creates the opportunity to increase your business.

Arranging wines by sets on the shelving in order of flow from front of store (nearest) to back of store (farthest): Ontario, B.C., USA, New Zealand/Australia, Chile/Argentina, Sparkling, SE Europe, Germany, France, Italy then Fortified Wines. This method encourages browsing.

Placing spirits sets on the perimeter wall shelving in order of flow from the front (nearest) to back (farthest): Vodka, Gin, Rum, Brandy, Scotch, Whisky then Liqueurs creates high impact.

Positioning beers and coolers (Ready to Drink) in the farthest corner on either shelving units draws traffic through the store for impulse sales. Arrange sets in order of flow from front (nearest) to back (farthest).

Helpful Hints

Wines:

Ontario wines should be the first Product Set a customer sees when looking at your wine display.

Subsets within the Ontario Set can flow as follows: (front to back) VQA, White Varietals, Red Varietals, White Blends, Rosé and Red Blends.

We have found that identifying the wines country of origin increases sales. Placing white and red wines side-by-side, with white wines leading, gives each country greater prominence.

Place Rosé wines between the white and red groupings of the parent country.

Placing families of products under a brand name, such as Jackson Triggs or Carlo Rossi together, makes shopping easier for customers. The brand name is not the company name unless the company name is also the brand name (i.e. Henry of Pelham or Mondavi).

Spirits:

By placing white spirits, closest to the front of the store, and dark ones, farthest to the back of the store you can create the basic flow of the Spirits Category.

Beer & Ready to Drink:

Placing products by size format, such as putting all the single canned products together and all the multi pack products together, has proven to be more operationally efficient.
When you put out single unit products, if possible, merchandise them in their original tray packaging to reduce product handling.
Keep the country of origin and the brand families together within each product format.
If you have fridge space, you can duplicate the products within it, onto additional block pile space. These are usually your highest volume products.

Shelf Management

Products with various size formats should always have a right-hand trade up (largest size to the right).
Products should have a minimum of 2 facings.
  ➢ 9 facings maximum for 750 ml products
  ➢ 6 facings maximum for 1.5 L products

TRAFFIC FLOW

Figure 1

Consider merchandising a variety of products instead of multiple size formats of the same brand.


Figure 2

Merchandise enough products on the shelf to maintain a Ready for Business look between deliveries.

➢ Each facing should always be at least 2 items deep
➢ Products should always be faced up to the front of the shelf.
➢ Products and shelving should always be kept clean.

Shelf Product tags (bin tags) should be situated under the center of each product location. Product location on the shelf should be based on the Brand Family Profit.

➢ The facings given to a single SKU should be based on the individual product's sales movement.
➢ The Shelf ranking is determined by estimating average customer sightlines and accessibility to the shelf as shown in the diagram below.
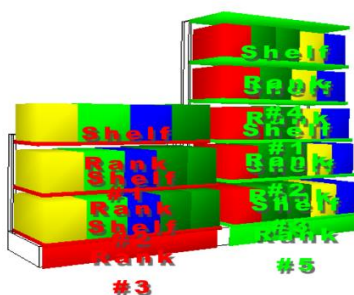
Sample Plano-Guides

Spirits & Wine – Shelving

Beer & Ready to Drink – Cooler Section

8 Foot Fridge

4 X 4 Seasonal Display

How to Place Your Order Online

To access your LCO online ordering account, please type this website:

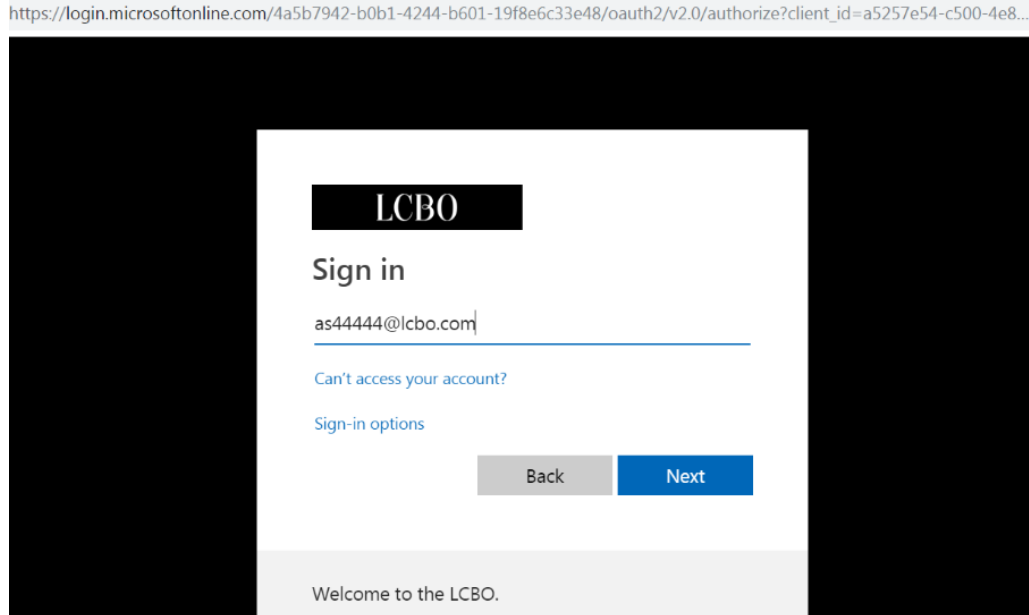https://convenienceoutlets.lcbo.com into your browser.

Click on the green tab that says LCBO login.
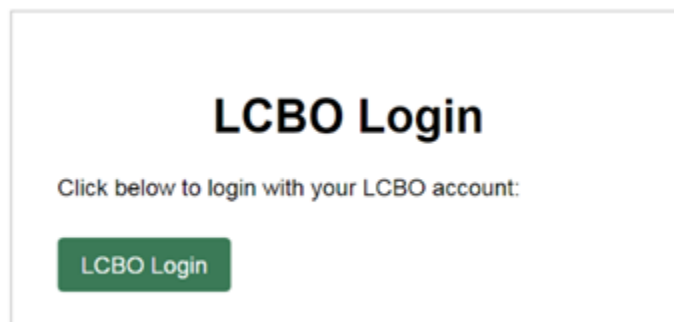
You will need to enter your email address and select NEXT. The email address and password are the same login you use for your Product Recall and Challenge and Refusal login.

An example of the login is: **as44444@lcbo.com (this is not your personal email).**

The website will bring you to a login page where you are prompted to enter your password and click Sign In.
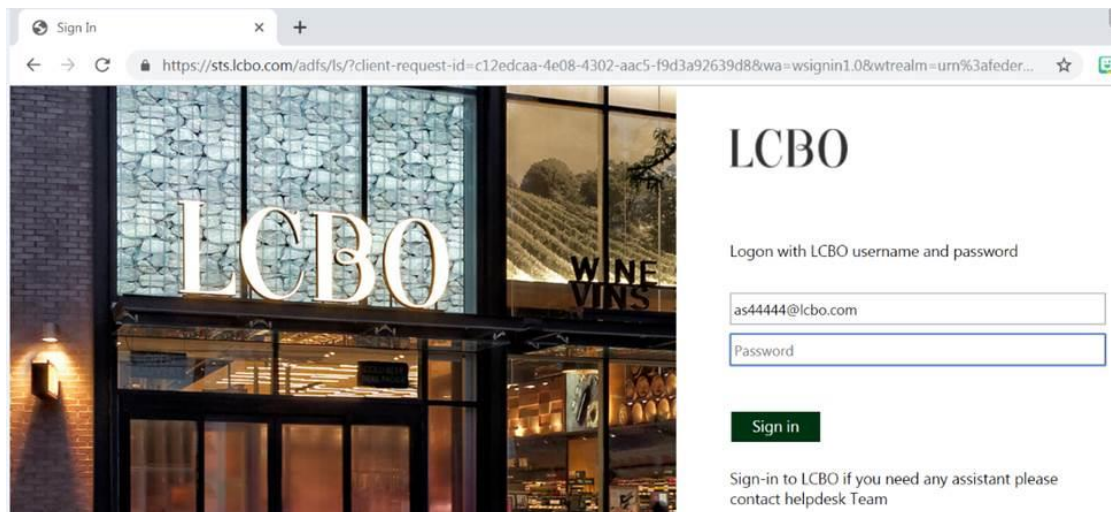

Issues Logging In:

A user can only enter an incorrect password 3 times before being locked out and having to **RESET** their password. If you are locked out of your account or your password isn't working, please contact the **IT Service Desk at 416-864-2550**.

Ordering Website:

Once logged in, it will be redirected to the Ordering Home page, in this interface the User are able to place new orders, review Order History, browse products and created Favourites list.

Browsing for Products:

Items can be searched by typing name/keyword. Type the name of the product you're looking for in the Search field and select the 'Search' tab. All items matching that product description will populate onto the screen. You can then select Add to Cart and the item will be added to your current Cart.

The system will then search through all available products and list all codes associated with the word you have typed.

If an item is not available a message will appear 'No products were found matching your selection.'

You can search for products by Description or Product Name. Type the Name in the search field and click on "Search" button. Searching "Bacardi" will display all of the available Bacardi products.

Alternatively, you can search for products by LCBO item number. Type the item number in the search field and click on 'Search.'
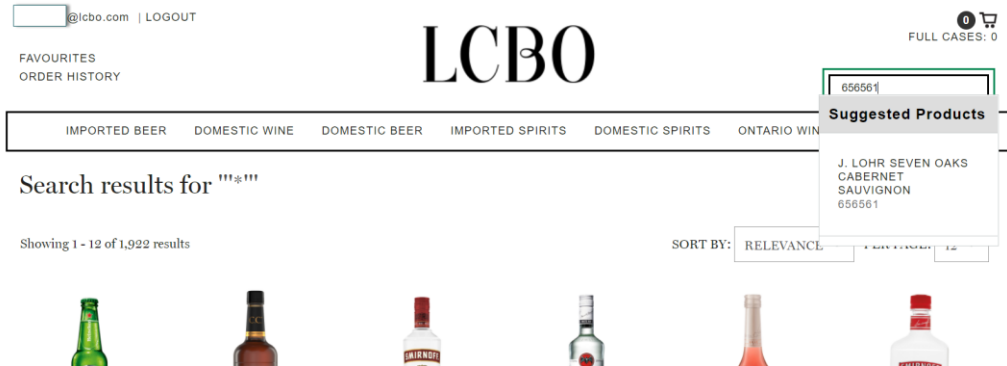
The item will populate onto the screen. You have the option to Add to Cart or Continue Shopping.
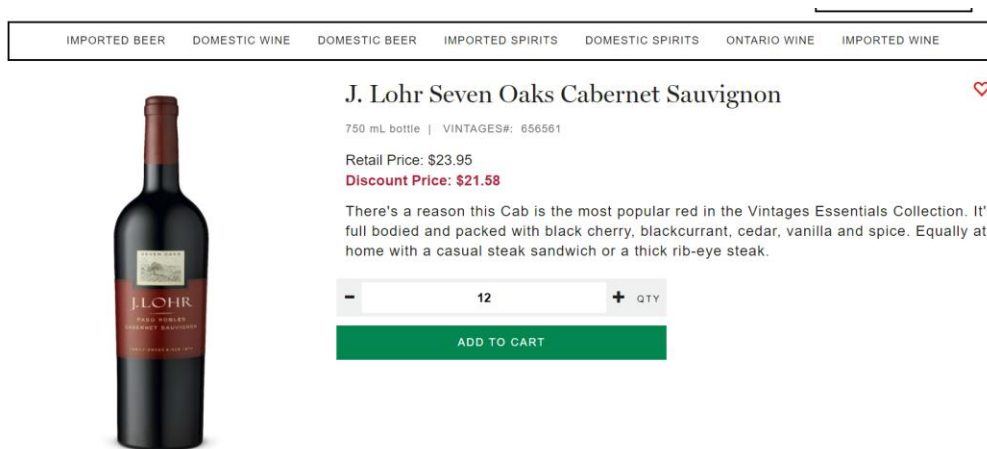
You can search products by selecting Product Categories in the menu on the top. If you select Domestic Spirits all the Domestic Spirits will be displayed, and you have the option to add these items to your cart.

Clicking on "Add to Cart" will allow the item to be added to the cart while continuing browsing the catalog.

SHOWING 1 - 9 of 9 results   PER PAGE: 12 ▼   SORT BY: RELEVANCE ▼

LANDSHARK LAGER	PARALLEL 49 TRASH PANDA HAZY IPA	GLUTENBERG BLONDE	POST GAME BREWING LOCKER ROOM LAGER	ST-AMBROISE OATMEAL STOUT	GLUTENBERG IPA
Retail Price: $12.95	Retail Price: $3.20	Retail Price: $12.00	Retail Price: $2.75	Retail Price: $2.95	Retail Price: $12.00
Discount Price: $11.72	Discount Price: $2.89	Discount Price: $10.84	Discount Price: $2.48	Discount Price: $2.67	Discount Price: $10.84
− 4 + QTY	− 24 + QTY	− 6 + QTY	− 24 + QTY	− 24 + QTY	− 6 + QTY
ADD TO CART	ADD TO CART	ADD TO CART ✔	ADD TO CART	ADD TO CART	ADD TO CART

You can view the Cart anytime by clicking on the "Cart" icon on the upper right or continue shopping, it will also display the numbers of cases in the cart alongside the total units.

How to make changes to the Cart:

To remove an item, select the 'X' to the left of the item you would like to remove from the Cart.

Cart

HIDE IMAGES	PRODUCT	SKU	ITEM SIZE	RETAIL PRICE	DISC. PRICE	NUMBER OF UNITS	TOTAL
×	Captain Morgan Original Spiced Rum	500512	750 ml	$29.95	$26.98	− 12 +	$323.76
×	Crown Royal Whisky	217950	1140 ml	$41.95	$37.77	− 9 +	$339.93
×	Smirnoff Vodka	67	750 ml	$14.70	$13.25	− 12 +	$159.00
×	Heineken	18	6 x 330 ml	$12.50	$11.31	− 8 +	$90.48
×	Okanagan Premium Dry Cider	391862	473 ml	$15.25	$13.74	− 24 +	$329.76
×	Okanagan Apple Cider	514851	473 ml	$15.25	$13.74	− 24 +	$329.76

The "Captain Morgan Original Spiced Rum" item has been removed from the Cart. If you removed the item in error, select Undo and it will be returned to the Cart. The screen below shows the item has been removed.

Cart

" Captain Morgan Original Spiced Rum" removed.Undo?

HIDE IMAGES	PRODUCT	SKU	ITEM SIZE	RETAIL PRICE	DISC. PRICE	NUMBER OF UNITS	TOTAL
×	Crown Royal Whisky	217950	1140 ml	$41.95	$37.77	− 9 +	$339.93
×	Smirnoff Vodka	67	750 ml	$14.70	$13.25	− 12 +	$159.00
×	Heineken	18	6 x 330 ml	$12.50	$11.31	− 8 +	$90.48

To adjust the product quantities in your cart, use the **- / +** to adjust the number of units you're requesting.

Cart

HIDE IMAGES	PRODUCT	SKU	ITEM SIZE	RETAIL PRICE	DISC. PRICE	NUMBER OF UNITS	TOTAL
×	Captain Morgan Original Spiced Rum	500512	750 ml	$29.95	$26.98	− 12 +	$323.76
×	Crown Royal Whisky	217950	1140 ml	$41.95	$37.77	− 9 +	$339.93
×	Smirnoff Vodka	67	750 ml	$14.70	$13.25	− 12 +	$159.00
×	Heineken	18	6 x 330 ml	$12.50	$11.31	− 8 +	$90.48
×	Okanagan Premium Dry Cider	391862	473 ml	$15.25	$13.74	− 24 +	$329.76
×	Okanagan Apple Cider	514851	473 ml	$15.25	$13.74	− 24 +	$329.76

Review the items in your Cart. Once you are happy with the order click 'Proceed to Checkout' at the bottom on the page or click "Return to Shop". The cart can be emptied at once by clicking "Empty Cart".

Cart Totals

SUBTOTAL	$12,566.79
HST	$1,429.30
BOTTLE DEPOSIT	$146.20
TOTAL*	$12,566.79

*Total excludes delivery charge. Prices subject to change.

| EMPTY CART | REMOVE ITEMS WITH ERRORS | | PROCEED TO CHECKOUT |

RETURN TO SHOP

Selecting the Delivery Date:

You must select a **<u>delivery date</u>** to process your order. Your next delivery date will be shown by default.

If you wish to select a different delivery date click on the drop-down menu and select the date you would like to have the order delivered. The dates are populated based on your predetermined delivery date. This will be provided to you during the onboarding process.

Once you have confirmed the Delivery Date select the 'Place Order' button located at the bottom of the page.

750 mlx12.0		
Stormy Bay Cabernet Sauvignon: **750 mlx12.0**	665299	$102.36
SUBTOTAL		$12,566.79
HST		$1,429.30
BOTTLE DEPOSIT		$146.20
TOTAL		$12,566.79

PLACE ORDER

Error Messages:

After selecting 'Place Order' an Error Message might appear. This message will say [Invalid_Order] Please correct the errors below and resubmit. If this message appears scroll through the order to see what items cannot be added to the cart or need to be adjusted before submitting the order for processing.

as55551@lcbo.com | LOGOUT

FAVOURITES
ORDER HISTORY

LCBO

913 🛒
STORMY BAY CABERNET SAUVIGNON
FULL CASES: 65

SEARCH

IMPORTED BEER	DOMESTIC WINE	DOMESTIC BEER	IMPORTED SPIRITS	DOMESTIC SPIRITS	ONTARIO WINE	IMPORTED WINE

Cart

[INVALID_ORDER] Please correct the errors below and resubmit.

HIDE IMAGES	PRODUCT	SKU	ITEM SIZE	RETAIL PRICE	DISC. PRICE	NUMBER OF UNITS	TOTAL
✕	Crown Royal Whisky	217950	1140 ml	$41.95	$37.77	− 9 +	$339.93

If an item is out of stock, it needs to be removed from the order. To remove the items from the Cart, select the 'X' beside the items or click on "Remove items with Errors" at the bottom of the page.

✕	Baileys Original Irish Cream	5959	750 ml	$29.95	$26.98	− 12 +	$323.76
✕	The Glenlivet 12 Year Old Single Malt Scotch Whisky	21097	750 ml	$59.95	$53.98	− 12 +	$647.76
✕	Tanqueray Malacca Gin This item is currently out of stock. Please remove this item in the cart.	570093	700 ml	$33.45	$30.12	− 6 +	$180.72
✕	Courvoisier VS Cognac	1925	750 ml	$60.95	$54.87	− 12 +	$658.44
✕	Pama Pomegranate Liquor This item is currently out of stock. Please remove this item in the cart.	414	750 ml	$29.95	$26.98	− 6 +	$161.88

EMPTY CART   REMOVE ITEMS WITH ERRORS   PROCEED TO CHECKOUT

RETURN TO SHOP

LCBO

LCBO CONVENIENCE OUTLETS | B2B Welcome Package

GTA Service Centre
Customers

Once you have removed the item(s) with error(s), click on the 'Proceed to Checkout' button.

Cart Totals

SUBTOTAL	$97,022.05
HST	$11,116.57
BOTTLE DEPOSIT	$410.00
TOTAL*	$97,022.05

*Total excludes delivery charge. Prices subject to change.

EMPTY CART	REMOVE ITEMS WITH ERRORS		PROCEED TO CHECKOUT

You will be required to confirm your delivery date and review your cart again.

Checkout

Shipping Information

LCO TEST USER 55551
3021 LAKE SHORE BLVD. E
TORONTO Ontario
CANADA M5V 1A4

Delivery Date

[2020-11-01 ▾]

Your Email Address

Number of bags required

One bottle bags	[0 ▾]
Two bottle bags	[0 ▾]
Four bottle bags	[0 ▾]

Your Order

Once you have confirmed this information select the 'Place Order' button again.

750 mlx12.0

Stormy Bay Cabernet Sauvignon: 750 mlx12.0	665299	$102.36
SUBTOTAL		$12,566.79
HST		$1,429.30
BOTTLE DEPOSIT		$146.20
TOTAL		$12,566.79

[PLACE ORDER]

Order Confirmation:

Once the order is placed successfully, a message will show on your screen with the Order Number, Selected Delivery Date, Total and HST. This confirms your order has been submitted for processing. The user will also receive an email confirmation for the order details.

LCBO

Thank you for your order!

Your order has been successfully created and a detailed summary is below.

Order Number:	Selected Delivery Date:	Contact E-Mail:	Total:	HST:
30012684	2020-10-06		$3,647.52	$415.44

Order Change/Cancel Message:

Please contact a member from the B2B team for further assistance: B2BOrders@lcbo.com

Order Details

Please make sure an email confirmation is received after the order is successfully placed for reference purpose

Additional Tips for the Ordering Website

How to Order Paper Bags:

You can order paper bags at the Checkout. Before selecting Place Order, you can select how many bundles of bags you need by selecting the drop-down menu for each size.

Checkout

Shipping Information

LCO TEST USER 55551
3021 LAKE SHORE BLVD. E
TORONTO Ontario
CANADA M5V 1A4

Your Email Address

Delivery Date

2020-11-01

Number of bags required

One bottle bags	0
Two bottle bags	0
Four bottle bags	0

Your Order

Order History:

By clicking on "Orders History" at the top left of the screen you can view the last 10 orders your location has placed. To view the contents of the orders you can select the "View Order".

as55551@lcbo.com | LOGOUT

FAVOURITES
ORDER HISTORY

LCBO

STORMY BAY CABERNET SAUVIGNON
FULL CASES: 61
865

SEARCH

IMPORTED BEER	DOMESTIC WINE	DOMESTIC BEER	IMPORTED SPIRITS	DOMESTIC SPIRITS	ONTARIO WINE	IMPORTED WINE

Order History

ORDER	DATE	SHIP DATE	SHIP ADDRESS	RETAIL PRICE	DISCOUNT PRICE	ACTIONS
30009216	2020-09-23	2020-10-25	LCO TEST USER 55551 TORONTO ON M5V 1A4	$107,752.65	$97,022.05	VIEW ORDER ORDER AGAIN

Order Again:

To simplify the order process, click on the "Order Again" button. This will automatically add the items from your previous order to your Shopping Cart. You can review the order and add or remove items from the Shopping Cart as necessary. Items are to be ordered in full case quantities. Case quantities will prepopulate for your ease of use. If you add an incorrect case amount the site will indicate what the case quantity should be so you can make the necessary adjustments.

Adding Items to Favourites:

You can build your own selection of Favourites. This is a way to provide easy access to frequently ordered items.

To add to your Favourites list, type an item in the search field. Once the item is displayed click on the "Heart" button on the far right when the "Heart" turned into solid than the item has been added to the Favourites list.

J. Lohr Seven Oaks Cabernet Sauvignon

750 mL bottle | VINTAGES#: 656561

Retail Price: $23.95
Discount Price: $21.58

J. Lohr Seven Oaks Cabernet Sauvignon

750 mL bottle | VINTAGES#: 656561

Retail Price: $23.95
Discount Price: $21.58

When you are looking for more information about a product click on the item in the catalogue. Additional information such as units per case, size, basic price, etc. are available.

PRODUCT DETAILS

Selling Increment: 12
Units per case: 12
Unit of measure: mL
Item Size: 750 mL bottle
Basic Price: $17.68
Bottle Deposit: $0.20
Item Discount amount: $1.75
Item HST amount: $2.04
Alcohol/Vol: 13.5%
Made In: Tuscany, Italy
By: Ruffino S.R.L.
Sugar Content: 6 g/L
Sweetness Descriptor: D - Dry
Style: Medium-bodied & Fruity
Varietal: Sangiovese

Payment

General inquiries or assistance with any invoice discrepancies please contact B2Bpayments@lcbo.com. For information on how to setup Payment thru VersaPay and setup AutoPay please refer to the VersaPay ARC Customer Guide which can be found on https://www.doingbusinesswithlcbo.com under the LCO Convenience Outlets Tile, under the tab marked **Payments**.

When an order is placed on the web portal, a VersaPay email will be sent out by the next business day requesting payment. The LCO has 24 hours to make payment for the order.

The order must be paid within 24 hours of receiving the VersaPay email or the order will be cancelled.

Important Note Regarding Pricing

The day you submit your order is the price you pay for the product.
Example: Monday – Smirnoff Vodka 750mL retail price $29.50
Friday – Smirnoff Vodka 750mL retail price $31.50
Example of How Pricing Works:
If your order is submitted into the system on Monday, you would pay $29.50. If your order is submitted into the system on Friday you would pay $31.50.

How to Receive Your Order

Your delivery will be palletized at the time of delivery. The invoice will show the number of cases delivered and you must sign for the order with the driver. You have 24 hours to make any of the following claims:

➢ Short the number of cases to the number quoted on your invoice

➢ Any breakers incurred at the time of delivery

➢ Any items that you received by mistake (called Mis-picks).

Mis-Picks are identified as follows: On the shipping label attached to the case, you will see the following information.

EX. Item # and your LCBO Store Name:

The Item number that is located on the product may not align with the product indicated. For example, you order Smirnoff Vodka #67, while the label is correct, the actual product is a cooler.

You may also have received product by mistake that is not for your location. The label would **not** be in your name.

Returns Process for LCO Operator

- ➢ All Sales are final and cannot be returned
- ➢ Only damaged items during transport will be processed for return
- ➢ Customer Complaints must have a valid signed **Convenience Outlet/Retail Store Customer Product Quality Complaint Form (LCB 2457)** attached to the item.
- ➢ LCO Operator breakage within the store or after receival will not be accepted for returns.
- ➢ **Stockpiling of returns will not be accepted.**
- ➢ Your returns must be submitted in within 24 hours of your delivery.
- ➢ Recall products must be reported immediately upon notification for shelf removal.
- ➢ Please quote the recall # when requesting pick up of this product.
- ➢ Only approved returns where the driver has paperwork will be accepted on the truck.

If there are any questions regarding your request, a Customer Service Representative will contact you directly.

How to Access the Return Application:

The application is accessible on desktops, mobile or tablet devices; go to the application URL and enter your supplied Login and Password and click **LOGIN**.

Your Login and Password will be provided by B2Breturns@lcbo.com in a separate email, if Login is not provided please contact B2Breturns@lcbo.com.

URL: https://lco-claims.lcbo.com/

LCBO

Welcome to
LCO Claims

Email
Please Enter Your Email

Password
Please Enter Your Password

FORGOT YOUR PASSWORD?

LOGIN

After logging in, you will be on the Forms Tab of the main application screen.

You will see two buttons to submit either a **Breakage/Shortage/Overage** claim or **Return/Refund** claim.

 ➢ **Breakage/Shortage/Overage** claim – All claims other than Customer Complaint and QA Alert
 ➢ **Return/Refund** claim – Customer Complaint and QA Alert

It also shows already submitted claims grouped according to their status type, explained below. You can click on each claim entry to see more details.

 ➢ **Updated Claims**
Includes claims that are:
 • In progress by the store operator, not submitted to the LCBO.
 • Marked incomplete by the LCBO which require additional information. You should review these to see if additional action is needed or reply to the LCBO with comments of your own.

 ➢ **Claims in Progress**
Submitted claims that have yet to be reviewed by the LCBO LCO/AGY B2B Customer Service Team.

 ➢ **Completed Claims with All Items Approved**
Claims that LCBO has reviewed, and all items have been approved.

 ➢ **Completed Claims with Declined Items**

Claims that LCBO has reviewed, one or more items have been declined.

Breakage, Shortage or Overage Claim:

To report claims, click the **Breakage/Shortage/Overage** button on the main screen and complete the following steps, shown below:

1. Fill in the basic information and add a Bill of Lading/Order Invoice file or photo, and then click **Next**.

Adjustment Claim
#765

SAVE

Frozen load and Seal Intact switched off.

Basic Information

Goods Received Date

Bill of Lading or Order Invoice

Carrier Name

Frozen Load

Seal Intact

Seal Number

Bill of Lading or Order Invoice Photos   *Proof of delivery is required for claim completion*

Add some photos...

📷 ADD FILE OR PHOTO

Previous   Next

***Example: **Bill of Lading/Order Invoice** is the product summary of the invoice received on delivery.

LCBO

G.T.A. Service Centre
2460 Stanfield Road, Mississauga, Ontario L4Y-1S2

B2B Office: (905) 949-3533

Fax: (905) 949-3523

13% HST INCL. #R122241177 13% TVH INCL.

SOLD TO   CUST. #   93

SHIP TO

INV. #

ROUTE #

STOP #   0066

SOP PERMIT #

SALE TYPE   AGY

TERMS:

Ship Quantity		Product Number	Order Qty	Product Description	DEP	Size ml	Prod. Type	Unit Price	Extended Price
Cases	Units								
1	0	73809	24	CARLSBERG BEER +	0.10	500	B	2.00	48.00
1	0	620989	12	HOYA DE CADENAS RESERVA UTIEL	0.20	750	W	11.48	137.76
1	0	209213	6	BEEFEATER LONDON DRY GIN	0.20	1140	I	36.22	217.32
1	0	215871	8	GIBSON'S FINEST RARE 12 YEARS	0.20	1140	L	44.23	353.84
1	0	553495	24	CRAZY UNCLE HARD ORANGE SODA	0.10	473	L	2.62	62.88
1	0	273110	24	CANADIAN CLUB & GINGER ALE	0.10	473	L	2.62	62.88

LCBO

Click **Add Item** to add at least one item to your claim.

Adjustment Claim
#765

SAVE

Instructions   Basic Info   Items

No Items Given

ADD ITEM

Previous   ⓘ Submit

2. For each claim item, fill out all details and upload a picture or file.
   - After clicking **Add Item**, enter details for each item you wish to make a claim for.

   When entering the quantity, note that units and cases are mutually exclusive; **do not duplicate quantities** in both fields.

   - E.g. 1 – Report 1 case of a product containing 24 selling units as 24 units **OR** 1 case; **do not** enter in both fields.
   - E.g. 2 – Report 1.5 cases of product containing 4 selling units as 6 units **OR** 1 case **and** 2 units.

   Click **Add Photos** to upload supporting pictures or files from your mobile device or computer. Note, supporting photos are **mandatory** for claims.

New Item

Basic Information

LCBO Item Number

Product Description

Purchase Order Number

Claim Category

Select ▾

Item Received   ⬤

Units Claimed ⓘ

0

Cases Claimed ⓘ
-
0

Skids Tied   ⬤

Case Position on Skid

Select ▾

Case Sealed   ⬤

Breakage Type

Select ▾

Breakage Location

Select ▾

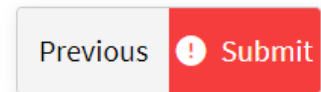Driver Agree   ⬤

Item Photos   *Recommended*

Add some photos...

📷 ADD FILE OR PHOTO

3. Click **Submit** when all claim item details are added to submit the claim.

Return/Refund Claims (Customer Complaint or Quality Alert):

Click **Return/Refund** button on the main screen and complete the following steps, shown below:

1. Add a file or photo of the Order Invoice or Customer Compliant LCB 2457, and then click **Next**.

2. Click **Add Item** to add at least one item to your claim.

Refund Claim
#188

SAVE

1 — 2 — 3
Instructions — Basic Info — Items

No Items Given

ADD ITEM

Previous ❗ Submit

3. For each claim item, fill out all details and upload a picture or file if applicable.

- After clicking **Add Item**, enter details for each item you wish to make a claim for.

When entering the quantity, note that units and cases are mutually exclusive; **do not duplicate quantities** in both fields.

- E.g. 1 – Report 1 case of a product containing 24 selling units as 24 units **OR** 1 case; **do not** enter in both fields.
- E.g. 2 – Report 1.5 cases of product containing 4 selling units as 6 units **OR** 1 case **and** 2 units.

Click **Add Photos** to upload supporting pictures or files from your mobile device or computer. Note, supporting photos are **mandatory** for claims.

New Item

Basic Information

LCBO Item Number

Purchase Order Number

Product Description

Units Claimed ⓘ

0

Cases Claimed ⓘ

0

Receival Date

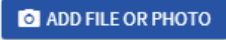September 17, 2021

Reason

Item Photos *Recommended*

Add some photos...

📷 ADD FILE OR PHOTO

Cancel	Save

4. Click **Submit** when all claim item details are added to submit the claim.

Previous ❗ Submit

Review Submitted Claims:

After claims are successfully submitted, LCBO LCO/AGY B2B Customer Service team will review and either ask for more information or approve/decline each claim item.

You can review the progress of each claim, claim details, and any messages from LCBO LCO/AGY B2B Customer Service team by clicking individual claims on the main screen.

Edited Submitted Claims:

Once a claim is submitted, you will not be able to edit it unless the LCBO LCO/AGY B2B Service team marks the claim as *incomplete*. At that point, you can click the **View Claim** ✉ button to edit details of a claim (such as uploading an Bill of Lading/Order Invoice or product images) and resubmit it for the LCBO LCO/AGY B2B Service team for review.

Refund #3423
Last Updated: April 7 2021
Incomplete ✉ ⬅

Adjustment Claim
#731

Status: Incomplete

Date Submitted: Sep 15, 2021, 12:34 PM

❗ New Message

Sep 15, 2021, 12:34 PM

Hello, There is not photo uploaded under the item. Please upload a photo and resubmit

Edit Claim

Replying to LCBO LCO/AGY B2B Service Team Comments:

From the main Forms tab, you can view all submitted claims sorted by their claim status. Click on any claim to view the claims summary page. It shows claim status, a **View Claim** ✉ button to see more claim details, as well as any updates or comments from the LCBO LCO/AGY B2B Service team relating to the claim.

You can write new comments or reply to comments from the LCBO LCO/AGY B2B Customer Service Team by typing your message in the **Write a Comment** field and then click **SEND**.

If you see an email icon ✉ beside a claim, it means that the LCBO LCO/AGY B2B Customer Service Team has left a new comment or made a status update to the claim. You will also receive an email to the email address on file when the LCBO LCO/AGY B2B Customer Service Team leaves a comment on a particular claim. Click on the email to view and edit the claim. The email icon will disappear once you resubmit the claim.

←

Adjustment Claim
#731

Status: Incomplete

Date Submitted: Sep 15, 2021, 12:34 PM

❗ New Message

Sep 15, 2021, 12:34 PM

Hello, There is not photo uploaded under the item. Please upload a photo and resubmit

Edit Claim

Decision

Item #444497 (Purchase #30026813)   Denied

Updates/Comments

marked the claim as submitted

Sep 15, 2021, 12:21 PM

marked the claim as incomplete

Sep 15, 2021, 12:34 PM

Write a comment...   SEND

LCBO

Application Main Screen – Profile Tab:

From the main application screen, clicking the **Profile** tab will take you to the Profile page where you can edit your password or log out of the application.

David Andrews

testgrocer@lcbo.com

Edit Password　　**Logout**

Store Info

Store Operator Name

5565 - BEST GROCER

Store Operator Number

5565

Telephone Number

123-506-8904

Store Address

201 MOORE AVENUE

Store City

TORONTO

Store Postal Code

M4G 1E1

Forms　　　　Profile

Your profile details should be kept up to date since they are used to pre-populate new claim forms that you create. If profile details need updating, please contact B2B Customer Service Team at B2Breturns@lcbo.com

Click **Edit Password** to change your password. Note that only your password can be changed. All other details are maintained by the LCBO LCO/AGY B2B Customer Service team.

Click the **Logout** button to log out of the app

Bill of Landing is the Summary page of the Order Invoice 300XXXXX

After submitting a claim, please follow up via the Return Portal as the claims will have status update (Decline, Complete or Incomplete). The status of the claims will determine whether you are compensated or not.

Returns Process for Customer Returns

Saleable Items:

Customers may return unopened beverage alcohol products to a LCBO Convenience Outlet for exchange or refund.   A beverage alcohol product must be returned within 30 days of the date of purchase and must be accompanied by the original sales receipt to be refunded in the applicable tender as used for the purchase. If no receipt provided, an exchange is offered.

If the beverage alcohol product being returned is not carried by the LCO Operator, and the Operator does not wish to accept the returned product, the customer should be directed to the nearest regular LCBO retail store.

All sealed products may be returned that are in saleable condition and placed back on the shelf.

Each product must be fully examined to ensure the products are authentic and in saleable condition.

- ➢ Validate that the tamper-evident seal is intact and that it has not been breached.
- ➢ Ensure that the fill level of each product is correct, i.e. No severe under filling
- ➢ Inspect the bottom of each product for any evidence of tampering, e.g., deformities in the plastic/metal, discoloration, melted plastic, scoring or scratches or excess residue.
- ➢ Inspect the side walls of each product for signs of wrinkles or creases.
- ➢ Where possible, check the liquid to ensure the colour and clarity are consistent for the product type, e.g., not cloudy and no visible sediment.
- ➢ Check the label to ensure it matches the product correctly.
- ➢ Check the product for authenticity, e.g., bottle shaped, size, colour, and bar code are all correct.

Non-Saleable Items:

Customers can return the below unopened products; however they are to be processed in the same manner as Product Quality Complaints and <u>NOT PLACED BACK</u> on the shelf for resale (SOP returns exempted – please see pg. 11):
- ➢ All PET (plastic) containers (including spirits, ready to drink, coolers, wines and liqueurs)
- ➢ Cream based Liquors (list available below)
- ➢ Beer
- ➢ Tetra Paks and Flexipack containers
- ➢ Wine in Box (Bag in a Box) containers

To return the above non-saleable items you must complete the **Convenience Outlets/Retail Store Customer Product Quality Complaint Form (LCB 2457)** and submit by email to B2BReturns@lcbo.com. The customer information and signature must be valid. See process below.

Product Recall Return(s) – Please include Form (LCB 2421) in the box of the recalled product, pickup will be scheduled on your next delivery.

If you suspect tampering, decline the return.

Send the following completed forms to the Returns Department at B2Breturns@lcbo.com:

> ➢ Complete the LCB 2457 Customer Product Quality Complaint form
> ➢ Ensure the customer information and signature has been completed.
> ➢ Complete the LCB 1080 Return Request Form

You must email <u>BOTH</u> the Returns Request form and the Customer Product Quality Complaint form to our office the day the return was processed.

Exception – SOP Customer Returns

Special Occasion Permit Customers may return sealed products that are in saleable condition provided:
- The product being returned is accompanied by the original receipt
- The return is made within 30 days of purchase

Note: SOP customers may return saleable products of PET (plastic), cream-based liquors, beer, tetra-pak, flexipack and Bag in the Box.

Every product returned by a customer, as part of a refund or exchange must be thoroughly examined by two employees to ensure the product is authentic and in saleable condition prior to being returned to your inventory.

How to Request Bin Tags

When you order a new item, or you find you're missing a bin tag send an email to B2Borders@lcbo.com with the following information.

- LCO Store Number
- Product Number for the Item
- When you're expecting your next delivery
- Size of Bin Tag required Large (6.5 x 1.75) or Small (6.5 x 1)

USA
JACK DANIEL'S TENNESSEE WHI
WHISKY/WHISKEY
1140 mL   Bottle
$46.75 + 20¢ Deposit =
$46.95
215616

Figure 3

- The LCBO will provide Bin Tags for the upcoming Period in courier mailbag.

Signature Acknowledgement

Please acknowledge that you have read and understood this information package by signing below. Scan this and send a signed copy to B2Borders@lcbo.com.

_____ _____

LCBO Convenience Operator   **Date**

LCO #