LCBO

Web PO
Frequently Asked Questions

(April 2023)

SETTING UP USERS/PERMISSIONS

1. **How can I access Web PO?**
   - If you are a Vendor accessing Web PO for the first time, identify who will act as your Vendor Administrator, then, they can request access via TPAR (Trading Partner Access Request)
   - To access Web PO, visit LCBO WEBPO

2. **How many Vendor Administrators are required considering Vendors may have several Agents and brands under different Vendor numbers?**
   - Each Vendor number requires at least one Vendor Administrator. The Administrator must be an authorized Vendor representative. The Administrator is responsible for the set-up and maintenance of other users within their organization. By designating an authorized representative as an Administrator for Web PO, a Vendor expressly consents to execute agreements solely by electronic transmission.
   - We recommend you use a generic email so that you don't need to update the email address as personnel change.

3. **In a small organization with limited staff, is it possible to have the same person manage the role of Vendor Administrator and have Read/Write access?**
   - Yes.

4. **How can I change my Vendor Administrator, they are no longer with company?**
   - Contact techsupport@LCBOsupport.com or phone: 1-866-284-8311

5. **How can I add additional users?**
   - Only a Vendor Administrator can add new users.
   - In Web PO, Click the *User List* screen. Click *NEW USER* button. The *User Profile* screen appears. Enter new user's information. Select desired *Group* from the drop-down menu on the screen (*Vendor Admin*, *Vendor R/W User*, or *Vendor R/O User*). If the new user is to receive alerts, ensure the *User Receives Alerts* check-box is selected. Click *SAVE*. A pop-up screen appears. Click *OK*.

6. **Can my Agent access Web PO?**
   - There is no requirement for a Vendor to set up their Agent as a user. It is up to the Vendor if they wish to grant access to their Agent. If you choose to do this, we suggest you add the Agent with Read Only access. Note that once you grant your agent access, they can view all orders and not just the ones they represent. If the Agent is to receive alerts, ensure the *User Receives Alerts* check-box is selected.

7. **How many users can be added to one account?**
   - There is no limit to the number of users to one account. The Vendor Administrator is responsible for managing users on their account. There can be more than one Vendor Administrator.

8. **Do I need to include transportation carriers as users?**
   - No.

9. **What can I do with Read/Write access?**
   - Read/Write permission grants a user the ability to execute all functions including confirm POs, indicate Ready to Ship, and request PO date and quantity changes.

10. **What can I do with Read Only access?**
    - Read Only permission grants the user the ability to view the PO details and print POs.

11. **How can I change my Vendor name in Web PO?**
    - Changes to Vendor name require a new Vendor number - You will need to start the access process again. See Question 1

ORDER CONFIRMATION

12. **How do I confirm an order?**
    - There are 2 ways to do this:
      - Confirm from *Purchase Order List* screen: Click *Confirm* button on the PO line entry.
      - Confirm from *PO Details* screen: Click *Confirm* button.
    - Keep in mind that receipt of all POs must be confirmed in Web PO within 2 Business Days of LCBO's issuance of the PO.

13. **If I have already confirmed a PO and it gets revised, do I need to confirm it again?**
    - No. You only need to confirm receipt of the PO once, within 2 Business Days of LCBO's issuance of the PO.

READY TO SHIP

14. **What is Ready to Ship?**
    - Goods are ready to ship once the order has been prepared and is ready for pick up. Click the *Ready to Ship* button from the *PO Details* screen to inform the LCBO that the goods are ready to ship.

15. **Do I need to indicate Ready to Ship for all orders?**
    - Yes.

16. **Does the carrier get updated if I indicate Ready to Ship in Web PO?**
    - No. You still need to contact the carrier to make shipping arrangements.

OTHER ACTIONS IN WEB PO

17. How do I search for a PO?

- Use the search options on the *Purchase Order List* screen. Change the Status field to *ALL* and click the *Search* button. A list of all POs will be shown in the results screen.

18. How do I decline or cancel an order?

- To decline or cancel an order, you must first confirm receipt of the order within 2 Business Days of LCBO's issuance of the PO. Then, in Web PO, request to change the quantity to zero (0). If you are declining the order because you don't agree with the Terms and Conditions, in the *Reason* drop down menu select "Other" then type "Not agreeing with PO T&Cs". See the detailed steps in the Web PO User Guide Section 5: "HOW TO REQUEST A QUANTITY CHANGE."

19. What if I don't fulfill the order can I just click the "I DO NOT AGREE" button?

- Clicking the "*I DO NOT AGREE*" will return the status to Waiting on Vendor. This does <u>not</u> confirm receipt of the PO. To decline the order, see Question 18.

20. Can I request a change by email?

- No. All order processing including change requests must be processed via Web PO.

21. How can I change the order quantity or ship date?

- First make sure you have confirmed the receipt of the PO. Then, to change the order quantity or ship date, select the *PO Detail* screen and follow the steps detailed in Section 5 of the User Guide. The LCBO will review your request and either accept or reject; you will receive an alert from Web PO.
- You can request changes to quantity or ship date at any time from when you first open a *New* or *Revised* order until the order is picked up.

22. How can I change/correct the vintage, bar code, UPC/SCC, ti-hi or price on the PO?

- Contact the LCBO directly for these types of changes.
  - For pricing corrections, email pricing@lcbo.com
  - For Vintage, Bar Code, UPC/SCC, or TiHi corrections, email your LCBO Buyer

23. How long does it take for the LCBO to respond to a change request?

- LCBO continuously monitors change requests and addresses them in priority sequence.

ALERTS

24. Do I have to keep checking Web PO for new orders or changes?

- By ensuring the *User Receives Alerts* check-box is selected for your account you can get automated emailed alerts for new orders or changes.

25. What alerts are available?

- Non EDI Vendors receive alerts for: New PO, Revised PO, Cancelled PO, Overdue PO

Confirmation, Pick-Up Overdue.
- EDI Vendors receive alerts for Cancelled PO, Pick-Up Overdue. Some EDI vendors also receive alerts for Overdue PO Confirmation.

26. Why am I getting "Pick-Up Overdue – Vendor Not Ready" alerts when I was ready to ship?
- It may be that you forgot to click *Ready to Ship* or you forgot to contact the carrier to make shipping arrangements.

27. How can I add an Agent to receive alerts?
- Only a Vendor Administrator can add a new user. It is recommended you assign read only access (Vendor R/O Group) to Agents. Ensure the *User Receives Alerts* check-box is selected. Note that once you grant your agent access, they can view all orders and not just the ones they represent.

28. Will I get an alert when the PO is received at the LCBO warehouse?
- No alert is sent when a PO is received; however you can view receipt status in Web PO.

SYSTEM CAPABILITIES

29. What is a 'verify word' - An extra password?
- The verify word is used to help recover your lost or forgotten password. If you forgot your password and verify word contact technical support, by e-mail techsupport@LCBOsupport.com or phone 1-866-284-8311

30. Can several people from the same Vendor log in at the same time?
- Yes. Web PO allows for multiple users to login at the same time.

31. Does Web PO include an online inventory?
- No.

32. Is Web PO available in other languages?
- No.

33. Can the PO screen be emailed?
- No. The PO screen can only be printed.

34. If a Vendor has several Vendor numbers, can they see all of them at once?
- Each Vendor number must be viewed and processed independently.

GENERAL

35. What orders are processed through Web PO?
- General List and Vintages orders.

36. What orders are NOT processed through Web PO?
- Specialty Services and Direct Delivery to stores.

37. Can I track payment status on Web PO?

- No. Payment status cannot be tracked in Web PO.

38. Are iSupplier and Web PO interlinked?

- No. iSupplier and Web PO are not linked.

39. What is the difference between Web PO and NISS?

- Web PO is a system to transmit purchase order information. NISS (New Item Submission System) is a system to manage the processing of new products into the LCBO.

40. Where can I find the delivery address of LCBO RSCs?

- The delivery address is indicated on the PO details.

HELP

41. Where can I get help?

- More information is available at Web PO and Vendor Performance Program on Doing Business with LCBO
- For technical support e-mail techsupport@LCBOsupport.com or phone: 1-866-284-8311
- For invoice questions, refer to the iSupplier page on Doing Business with LCBO
- For labelling issues, email quality.services@lcbo.com
- For pricing corrections, email pricing@lcbo.com
- For Vintage, Bar Code, UPC/SCC, or TiHi corrections, email your LCBO Buyer