WEB PO Manual

LCBO

January 2024

LCBO

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INTRODUCTION

Web PO is an efficient means to receive, confirm, request changes and indicate ready to ship for all LCBO Purchase Orders. This system provides comprehensive purchase order visibility to LCBO Vendors.

ROLE OF VENDOR

Vendors:

- Appoint a Vendor Administrator who must be an authorized representative
- Confirm receipt of the PO in Web PO within two (2) Business Days of LCBO's issuance of the PO
- Confirm the Purchase Order as Ready to Ship through Web PO or EDI on or before the Scheduled Ship Date or the end of the Vendor Prep Time (Scheduled Arrival Date minus the Transportation Leadtime).
- Request changes to ship/arrival dates or quantities
- Comply with LCBO Vendor Performance Program Guidelines (including Order Confirmation, Ready to Ship Confirmation and On-Time In-Full (OTIF) KPIs).

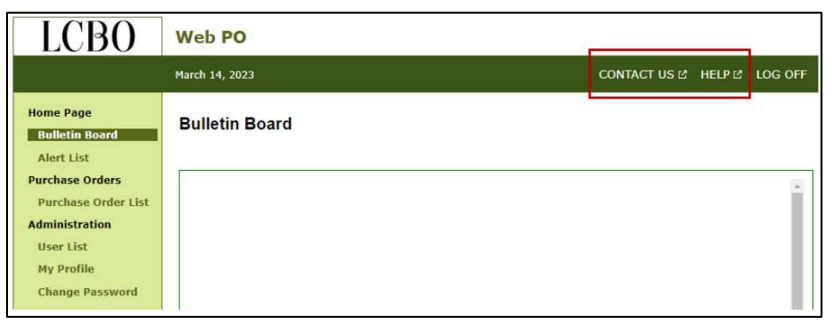
Vendor Administrator:

- Set-up, assign permissions and maintain additional Web PO users associated with that Vendor
  - *Read only (R/O)* grants a user the ability to read and print the details of a PO
  - *Read/write (R/W)* grants a user the ability to request changes and update POs
- By designating an authorized representative as an Administrator for Web PO, a Vendor explicitly consents to execute agreements solely by electronic transmission.

NEED HELP?

HELP - Clicking *HELP* on the toolbar on any screen displays help topics.

CONTACT US - Clicking *CONTACT US* on the toolbar on any screen displays contact information.



HOW TO LOGIN TO WEB PO—FIRST TIME USERS

To request access to Web PO, go to Doing Business with LCBO [TPAR Access]

Once approved for access to Web PO, you will receive two emails titled "LCBO WebPO-New Account".

- An email to indicate success and provide URL address and username.
- An email to provide a temporary password, which you must change as soon as you log in.

How to log in:
Click the URL provided from the LCBO email. The 'Welcome to WEB PO Portal' screen appears.

Enter your *User Name* and *Password* provided by the LCBO.

Click *LOGIN*. A pop-up box will show the Terms and Conditions for Access to Trading Partner Web-Based Applications. You must scroll through the entire TERMS AND CONDITIONS before you are able to select "I Agree". Then click *PROCEED*. You will be prompted to change your password.

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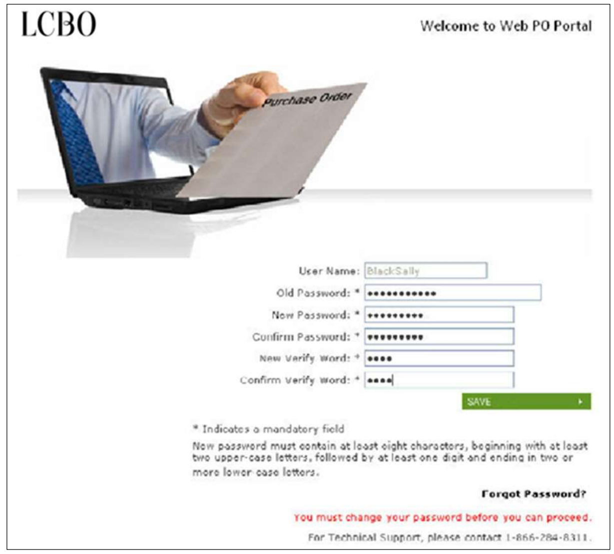
CHANGE PASSWORD (FIRST-TIME USERS)

Enter *Old Password.*
Enter *New Password*.
Enter *New Password* again to confirm.
Enter *New Verify Word*. (Keep in a safe place - this is used in case of forgotten password).
Enter *New Verify Word* again to confirm.
Click *SAVE*.

TIP: New password must contain at least eight characters, beginning with at least two upper-case letters, followed by at least one digit and ending in two or more lower-case letters.

If password change is successful, a pop-up box appears stating 'Your password has been changed'. Click *OK*.

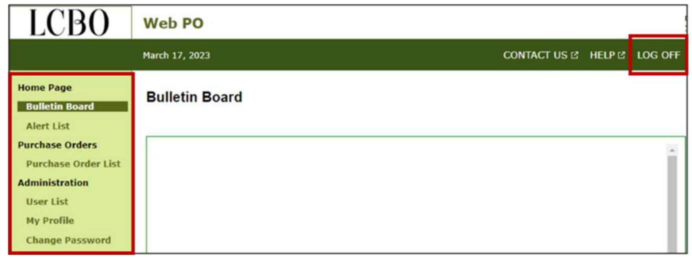


FORGOT PASSWORD

After clicking *Forgot Password?* from the main login screen, a '*Forgot Password*' pop-up box will appear.
Enter your *Verification Word*. Click *PROCEED*.

If *Verification Word* is accurate a pop-up box will inform you that an email containing your new password has been emailed to the address provided when you applied for access to Web PO. Click *OK* to acknowledge receipt of your new password. After clicking *OK*, you will be taken to another screen to change your password.

NAVIGATION & SCREEN BASICS



After logging in, the Bulletin Board will be displayed. Important announcements are displayed here.

You can navigate through the site using the standard menu found on the left-hand side on every screen.

To Log off, click *LOG OFF,* at the top righthand corner of any screen, to log off.

Once logged in, if inactive for more than 20 minutes, the system will automatically logoff. You can sign in again if required.

All dates are shown in a **day-month-year** format, with day being a 2 digit numeric, month being a 3 letter alpha, and year being a 4 digit numeric (e.g. 01-Jan-2009).

Times are shown in a 24-hour format, as hh:mm (e.g., 13:15, 09:30).

VIEWING INFORMATION NOT SHOWN ON THE SCREEN

The amount of detail that comes with a purchase order may not all fit on your computer screen. To accommodate all the information, a feature called Collapsing Panels will help negotiate this challenge. In figure below, notice the two up *carets* and one down *caret* on the left side of each light green header. Clicking these icons will either collapse or expand the respective sections. An up *caret* collapses a view and a down *caret* expands a view.

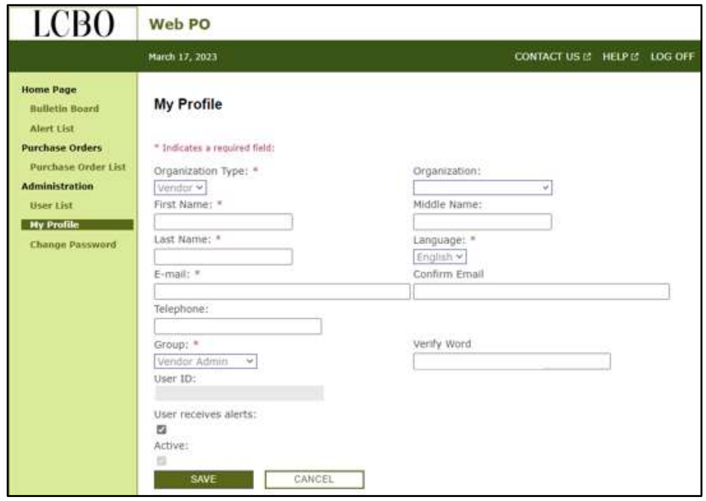
UPDATING YOUR PROFILE

Click *My Profile* in the menu bar.

You can edit:

- First Name
- Middle Name
- Last Name
- Email address
- Telephone number
- Verification word
- Indicate if user is to receive system alerts

Click *SAVE.*



Once saved, a pop-up box will appear.
To proceed, click *OK*.

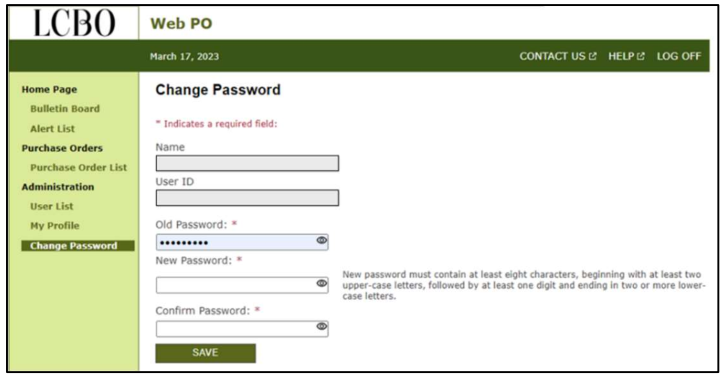
CHANGE YOUR PASSWORD

Click *Change Password* in the menu bar.

Enter *Old Password*.
Enter *New Password*.
Enter New Password again to confirm.
Click *SAVE*.

A pop-up box will indicate password has been changed.

To proceed, click *OK*.



TIP: New password must contain at least eight characters, beginning with at least two upper-case letters, followed by at least one digit and ending in two or more lower-case letters.

HOW TO PRINT

Many screens within Web PO offer the ability to print the data on the page. Locate *PRINT* on those pages which allow for printing data.

Click *PRINT* to print. This brings up the data being printed in a separate window.

ADMINISTRATION *(For Vendor Administrators only)*

This section helps the Vendor Administrator manage administrative functions, including:

- Set up new users
- Assign read/write or read-only capability
- Assign ability to receive alerts
- Find all existing users associated with the Vendor Administrator's organization
- Reset a user's password
- Activate and deactivate users
- Delete users

ROLE OF THE VENDOR ADMINISTRATOR

Each Vendor number requires at least one Vendor Administrator. The Administrator must be an authorized Vendor representative. The Administrator is responsible for set-up and maintenance of 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.

TIP: Use a generic email, so it doesn't need to be updated as personnel change.

There are two types of access available to users:

1. **Read-Write (R/W) access:** grants permission to users to read, request changes, confirm purchase orders and confirm Ready to Ship. This should only be assigned to users within your organization that are able to legally bind the Vendor and execute agreements on behalf of the Vendor.

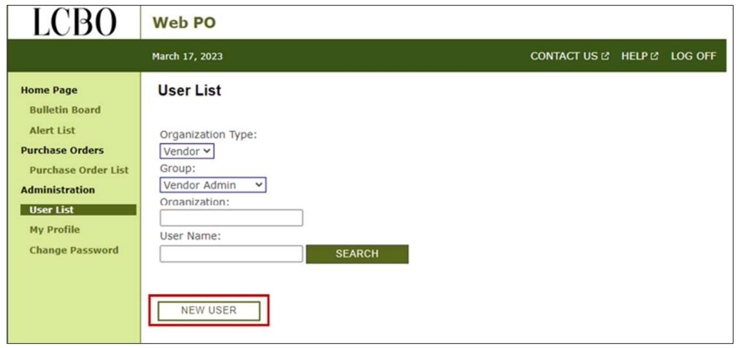
2. **Read-Only (R/O) access:** grants permission to users to view purchase order information and print.

NOTE: A Vendor Administrator may grant permission to an Agent. It is recommended that this access is Read-Only (R/O)

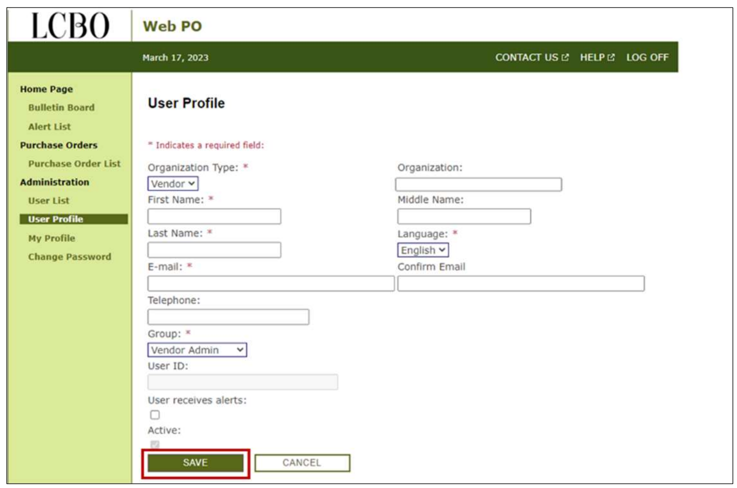
SET UP A NEW USER

Click *User List* in the menu bar. **Only a Vendor Administrator can see this heading on the menu bar**. The User List screen appears. This screen is used for setting up new users and searching for or editing existing user information.

Click NEW USER at the bottom of the screen.



The User Profile screen appears.
Enter new user's information.



Mandatory fields are noted with an asterisk.

If new user is to receive alerts, check box.

ALERTS - If a Vendor Administrator is the only user registered, the Vendor Administrator must check the *User Receives Alerts* box, as there must be at least one user to receive alerts.

ACTIVE – the Vendor Administrator must ensure the *Active box* is checked. A tick means the user is active. An Vendor Administrator can use this field to either revoke or re-instate a user's access.

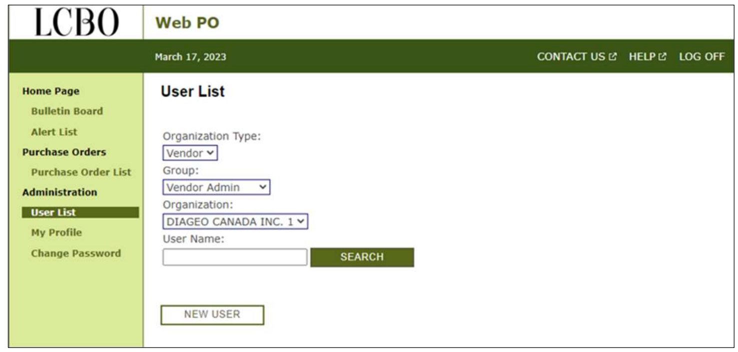
Click *SAVE.* A pop-up box appears informing the Vendor Administrator that the new user account was created, and that an email has been sent to the new user. The system sends new users an e-mail which provides them their *User ID* and a second email with a temporary password when they first login.

Click *OK*.

NOTE: The *Cancel* button allows the Vendor Administrator to abandon any changes to the user record. Once clicked, it returns the administrator to the *User List* screen.

SEARCH FOR EXISTING USER INFORMATION

Click *User List* in the menu bar. **Only a Vendor Administrator can see this heading on the menu bar**. The *User List* screen appears. This screen is used for setting up new users and searching for or editing existing user information.



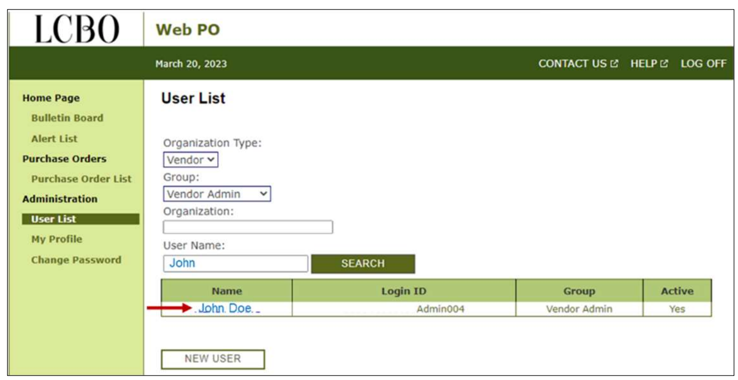
Select the group from the *Group* drop-down menu.

Enter the name or part of the name in the *User Name* field.

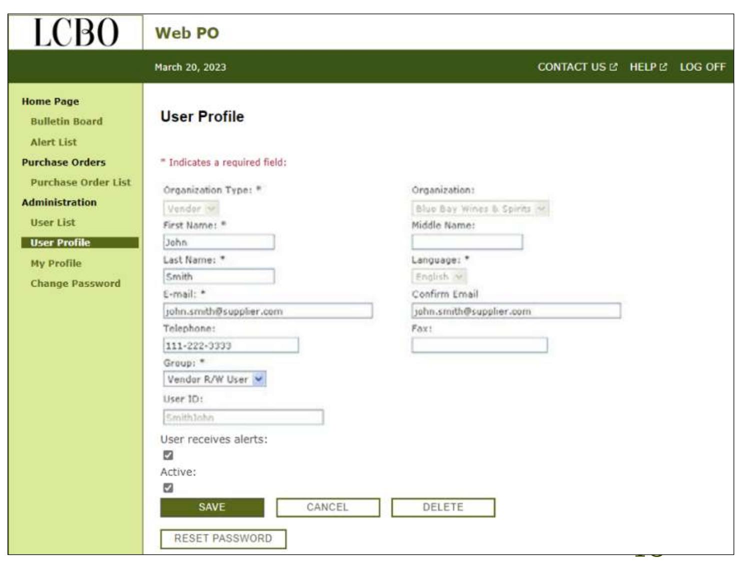
NOTE:

- Entering "Jo" could find users with names: Joe Smith, Anjo Peters, etc.
- If nothing is entered into the *User Name* field, search will provide a list of all users
- The *Organization Type* and *Organization* fields are pre-selected with no options to perform.

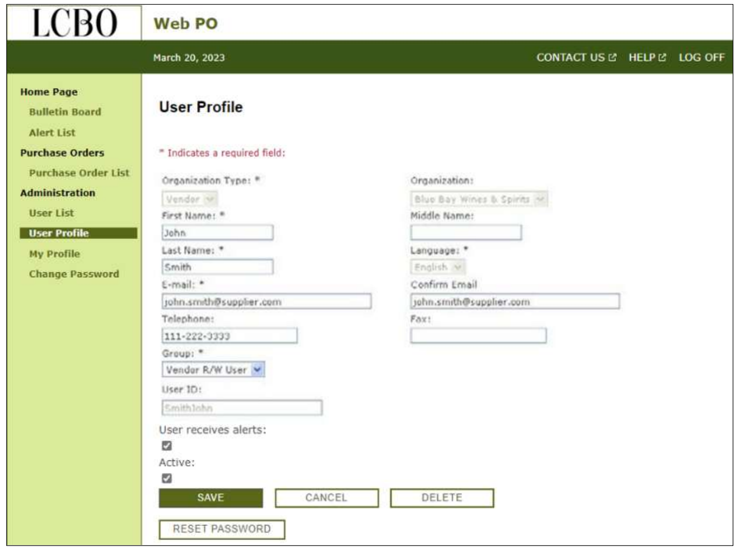
Click the *Search* button. The Search results screen appears with a list of users.



Click the desired user name within the results screen. The system will display the *User Profile* screen for that user, ready for editing.



EDIT EXISTING USER INFORMATION



From the *User Profile* screen, click within the particular user field box you wish to edit.

Mandatory fields are noted with an asterisk.

The assigned *User ID* is shown (greyed out) but is disabled so it can't be changed. This is the ID that a user uses to login to Web PO.

If the user is to receive alerts, *User receive alerts* must be checked. A list of the various alerts and their definitions can be found in the last section of this Manual.

The *Active* check-box indicates whether the user is an active user or not. A check-mark means user is active; no check-mark means user is inactive. An administrator can use this field to revoke or re-instate a user on the system.

Select one of the following options at the bottom of the page:

- Click *Save* to retain edited or revised data;
- Click *Cancel* to abandon any changes to the user record;
- Click *Delete* to remove a user's profile completely from Web PO. Click *OK* in the pop-up box to confirm the delete request; OR
- Click *RESET PASSWORD* to reset a user's password. If clicked, users will be notified via e-mail of their new password, then they will have to change this password and create a new one.

VIEWING ALERTS

Alerts notify users of actions that have or have not been taken. They are to be viewed and after viewing must be closed.

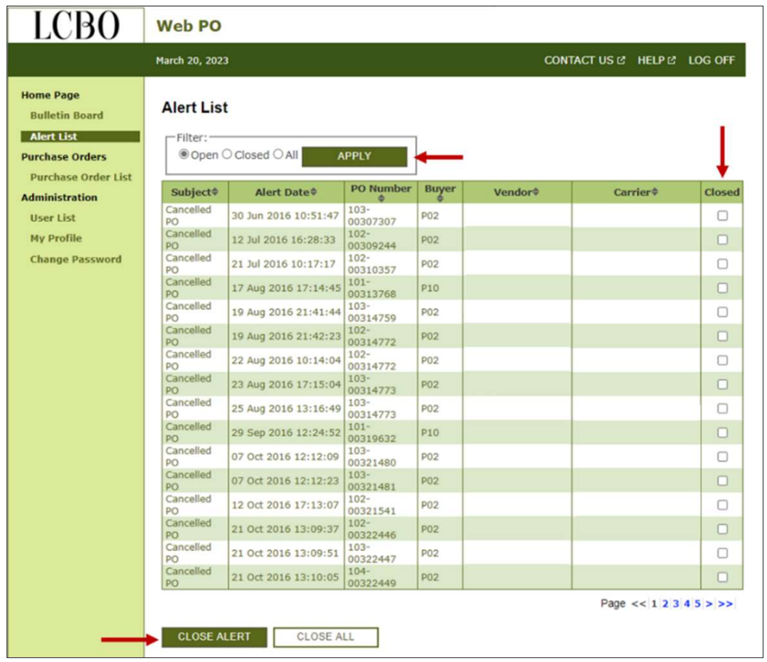
Click *Alert List* in the menu bar

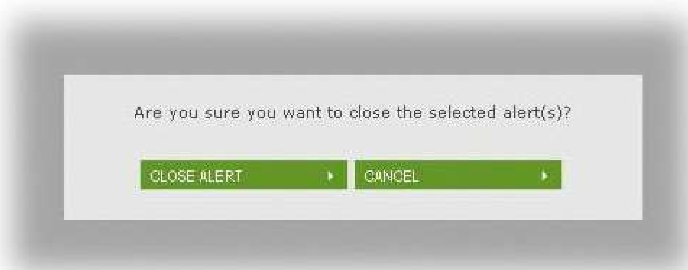
Select the appropriate filter *Open*, *Closed* or *All*, then click *APPLY.*

After viewing an *Open* alert, close the alert by clicking the *Closed* check-box, then clicking *CLOSE ALERT* button at the bottom.

Once you click the *CLOSE ALERT* button, a confirmation pop-up box appears. Click the *CLOSE ALERT* button to confirm. You will be returned to the *Alert List* screen.

NOTE: You can also *CLOSE ALL ALERTS.*



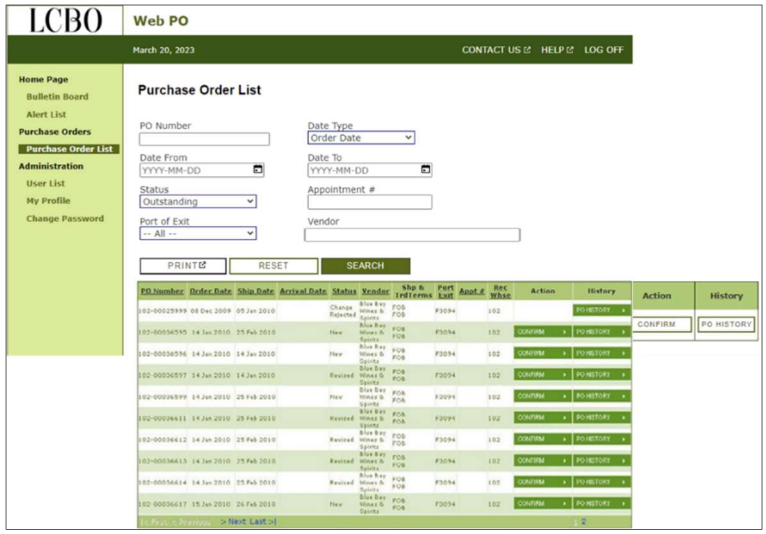


PURCHASE ORDER LIST

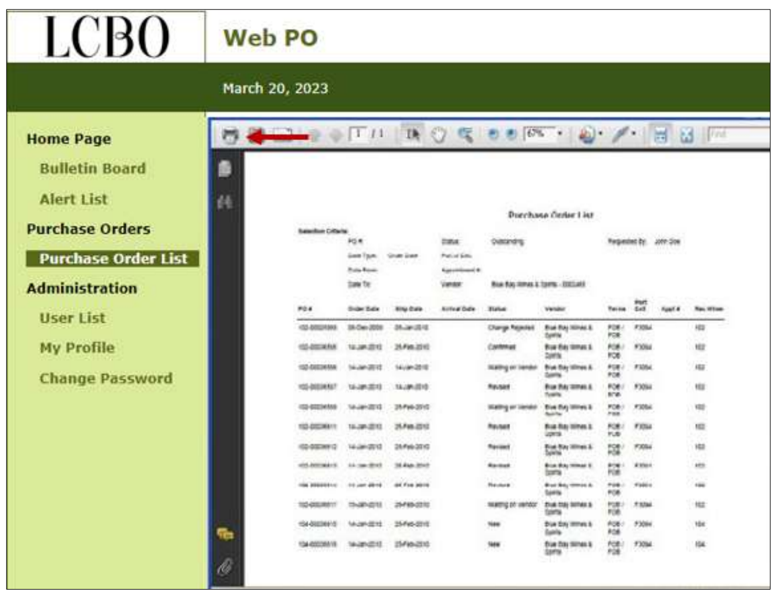
The *Purchase Orders List* shows a list of all the POs of a given Vendor.

Click *Purchase Order List* in Menu Bar.

If the view exceeds the view on the screen, click *Next*, *Last* or the *page number(s)* of the screen(s) you wish to view.



To Print a Purchase Orders List, click the *Print* button.

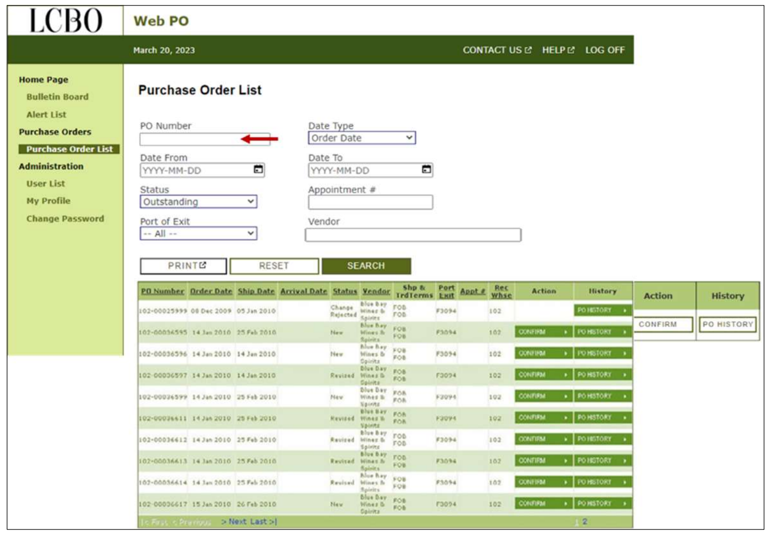


VIEWING PURCHASE ORDER – SEARCH BY PO

Users can narrow their search for a specific purchase order(s) on the *Purchase Order List*.

Search By PO Number:
On the *Purchase Order List* screen, enter the purchase order number into the *PO Number* field and hit *SEARCH*.

NOTE: PO numbers consist of a 3 digit warehouse prefix, dash and string of 8 digits (e.g.,*102-00012345*).



VIEWING PURCHASE ORDER—SEARCH BY DATE

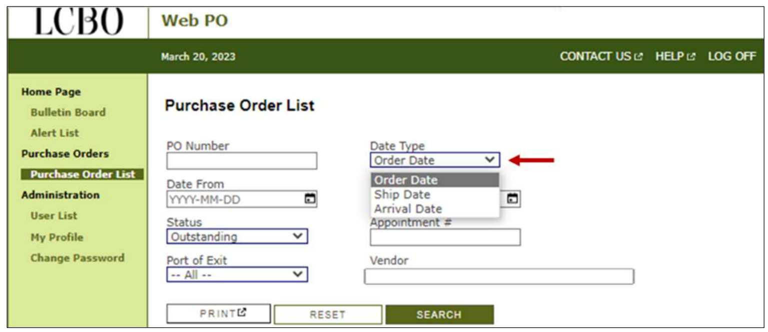
Date Type

On the *Purchase Order List* screen, select the Date Type:

Order Date (date the PO was created) is the default when referencing all POs.

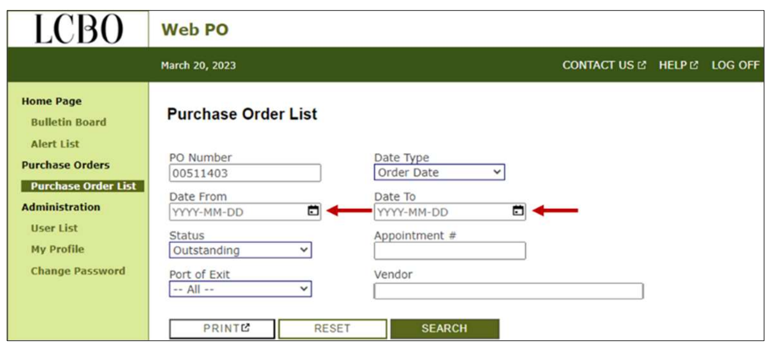
Arrival Date (scheduled date of arrival at the LCBO warehouse) is used for referencing Canadian sourced POs

Ship Date (scheduled date for Vendors to ship product) is used for referencing non-Canadian sourced POs.



Date From & Date To

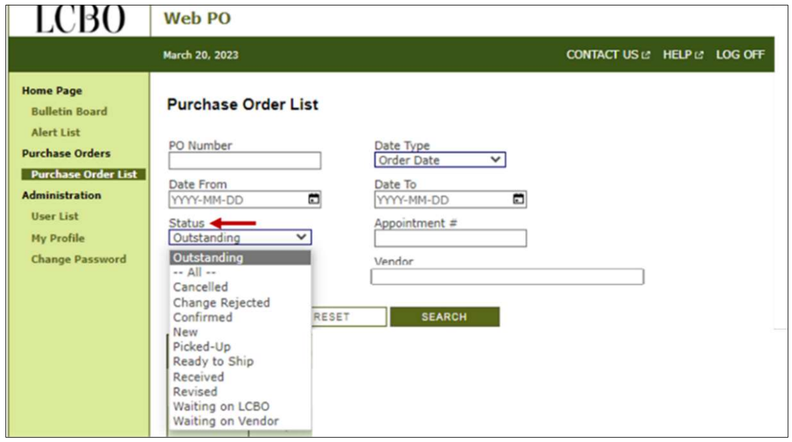
These fields work together with the *Date Type*. Enter specific dates or select a range in dates from the adjacent calendar.



VIEWING PURCHASE ORDER – SEARCH BY STATUS

Status – There are 10 status types.

The default *Status* is *Outstanding*.



See the descriptions of the Statuses.

STATUS	DESCRIPTION
Cancelled	LCBO has cancelled the PO.
Change Rejected	LCBO has rejected the Vendor change request.
Confirmed	Vendor has Confirmed the PO. Once viewed in Web PO, status automatically changes to Waiting on Vendor
New	LCBO has submitted a PO and the Vendor has not yet Confirmed receipt of the order in Web PO.
Picked-up	PO goods have changed possession from vendor to transporter.
Ready To Ship	Vendor has confirmed order is Ready to Ship.
Received	Order is received at the LCBO warehouse.
Revised	LCBO has revised a PO. Once viewed in Web PO, status automatically changes to whatever the previous status was.
Waiting on LCBO	Vendor has submitted a change request and waiting for LCBO to accept and re-issue/reject.
Waiting on Vendor	Vendor action is required (to confirm a PO, to confirm Ready to Ship, etc).

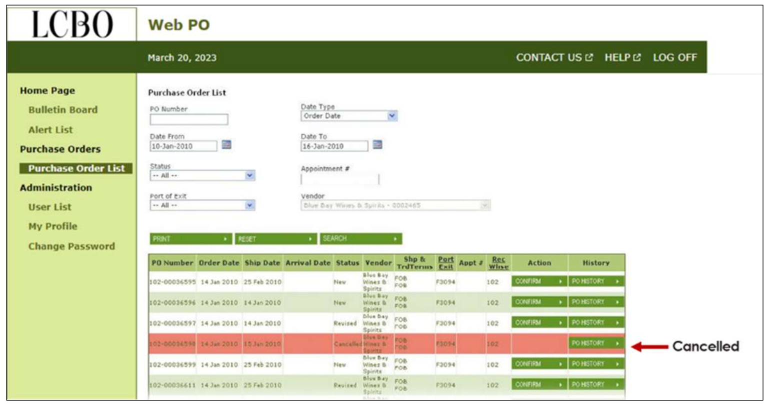
NOTE:
Searching by Appointment Number is currently not available.
Searching by Port of Exit – Select All or a particular Port from drop-down menu.

VIEWING SEARCH RESULTS

After clicking *Search*, if the results are not what was intended, start over by clicking *RESET*, which will return you to the default screen.

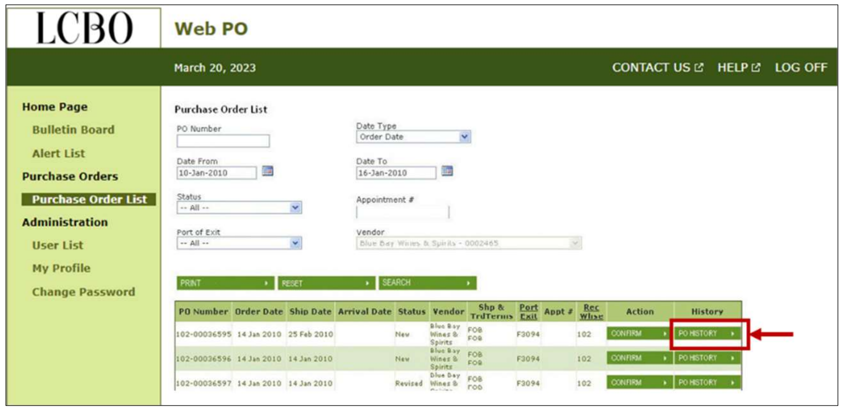
NOTE:
If a line item is highlighted in pink this indicates the PO is cancelled.

If the search results produce no purchase orders, check the drop-down menus to see if the search settings are what you want.



VIEWING PO HISTORY

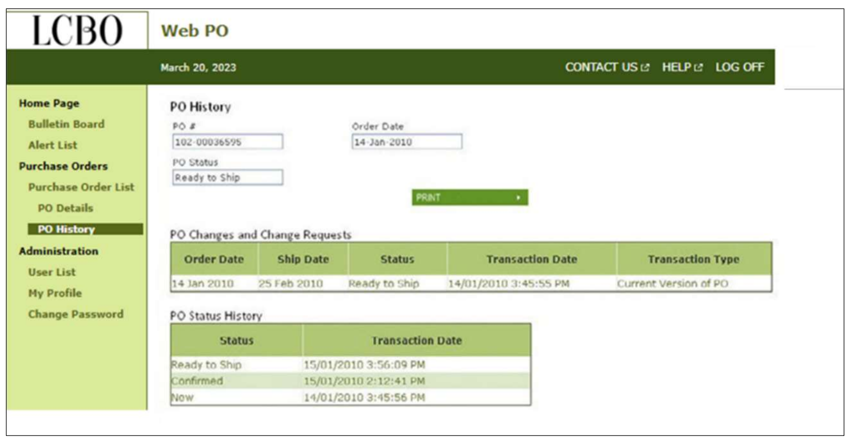
From the *Purchase Order List* users can view the complete history of a purchase order by clicking *PO History* adjacent to the applicable purchase order on the list.



The *PO History* screen provides the purchase order's current status (see the PO status field), and all the statuses and changes in the lifecycle of the purchase order.

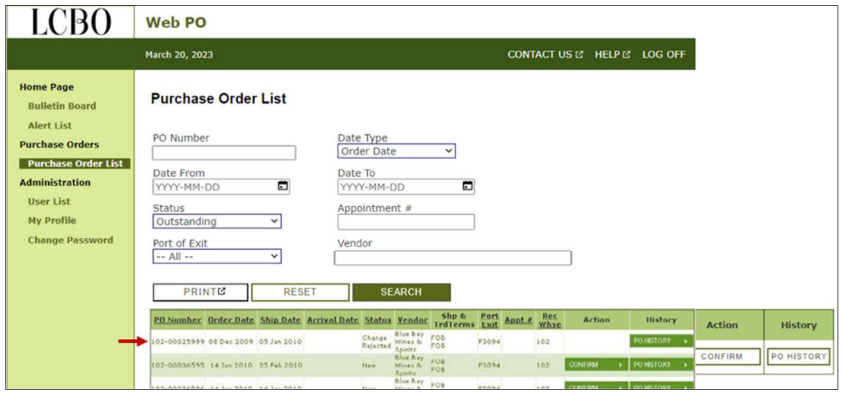
PO details are listed in descending order of transaction date.

NOTE: You can *PRINT* the entire transaction history (includes subsequent pages not visible on the screen).



VIEWING PURCHASE ORDER DETAILS

From the *Purchase Order List* screen, click on any PO number and the *PO Details* screen for the selected PO appears.



From the *PO Details* screen you can perform a number of actions:

- *CONFIRM* a PO
- Confirm *Ready to Ship*
- *REQUEST DATE CHANGE*
- *REQUEST QTY CHANGE*

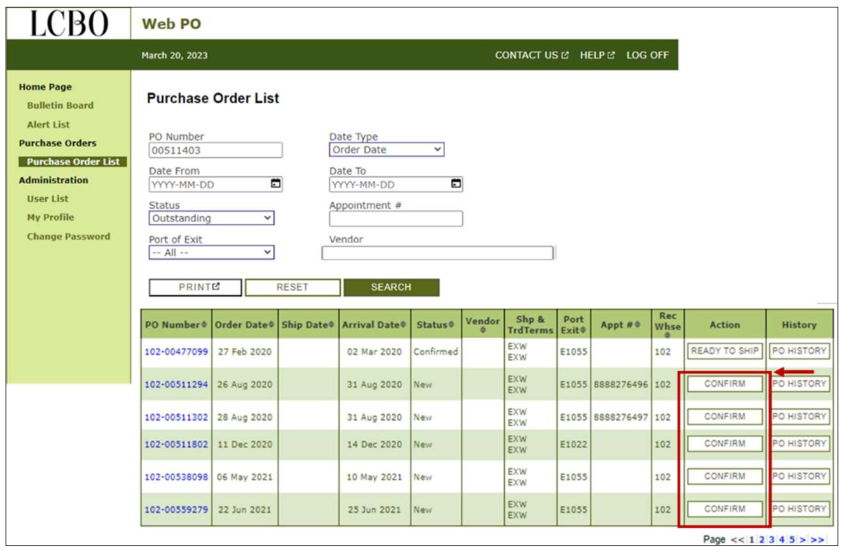
HOW TO CONFIRM A PURCHASE ORDER

All purchase orders must be confirmed within two (2) Business Days of being issued by the LCBO. Only Vendor Administrators and users with Read/Write can do this.

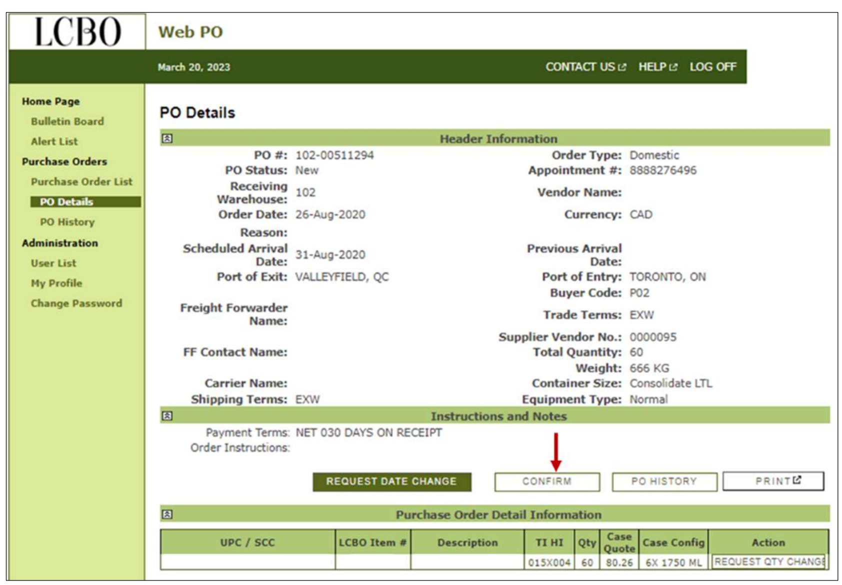
If a PO has not been confirmed within two (2) Business Days of being issued by the LCBO, an *Alert* is emailed to the Vendor every day until the Vendor confirms the PO.

To decline or cancel an order, you must first confirm the receipt of the PO. Then, 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 on "HOW TO REQUEST A QUANTITY CHANGE."

Click on the *Purchase Order List* from the main menu. Then click the *CONFIRM* button to confirm a PO.



To confirm a PO from within the *PO Details* screen, click the *CONFIRM* button.



HOW TO CONFIRM A PURCHASE ORDER

Once you Confirm the PO, a pop-up box appears.

By selecting *I AGREE*, the PO Status changes to *Confirmed*. Once confirmed, the Purchase Order List screen will show a status of Confirmed and an Action of Ready to Ship.

PRINT | RESET | SEARCH

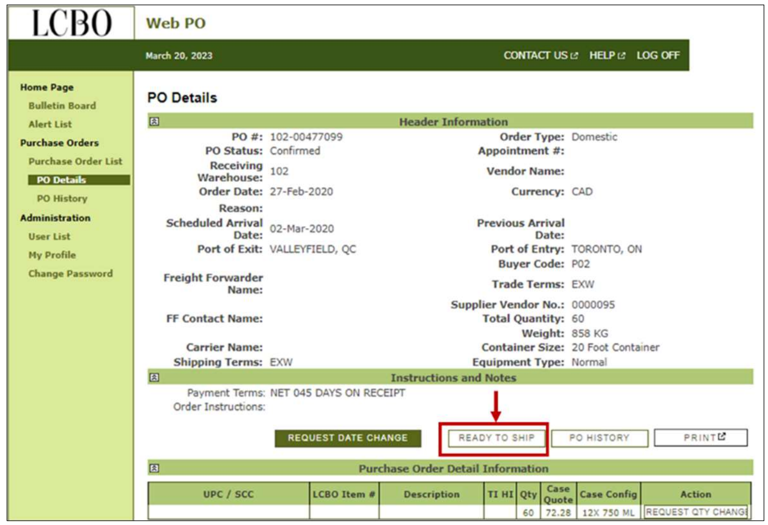
PO Number	Order Date	Ship Date	Arrival Date	Status	Vendor	Shp & TrdTerms	Port Exit	Appt #	Rec Whse	Action	History
102-00036595	14 Jan 2010	25 Feb 2010		Confirmed	Blue Bay Wines & Spirits	FOB FOB	F3094		102	READY TO SHIP	PO HISTORY

By selecting *I DO NOT AGREE*, the PO Status stays in *Waiting on Vendor* and the PO is at risk of a non-compliance fee, if not confirmed within two (2) Business Days of being issued by the LCBO.

HOW TO CONFIRM READY TO SHIP

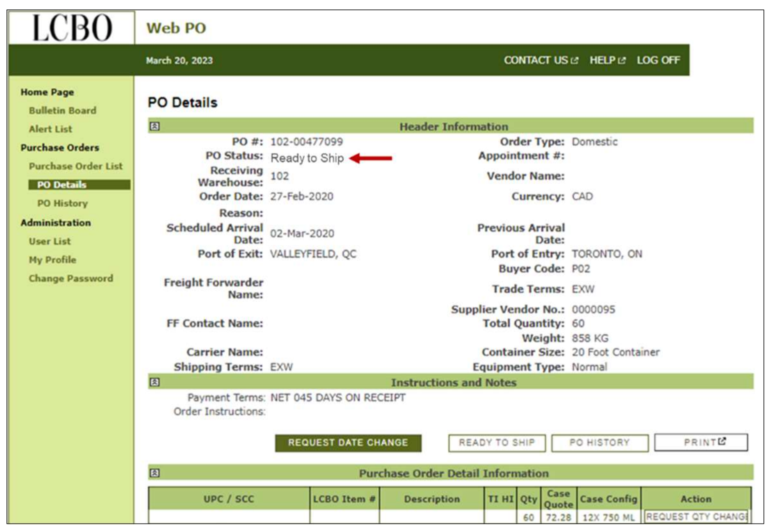
All purchase orders must be confirmed as Ready to Ship. Only Vendor Administrators and users with Read/Write can do this.

On the PO Details Screen, first ensure the PO has been Confirmed. Only after it has been confirmed will the *Ready to Ship* button be available.



For Import orders, there will be a "Scheduled Ship Date" listed, users must confirm by pressing "Ready to Ship" on or before the "Scheduled Ship Date". Chick the *Ready to Ship* button when the order has been prepared and is ready to be shipped.

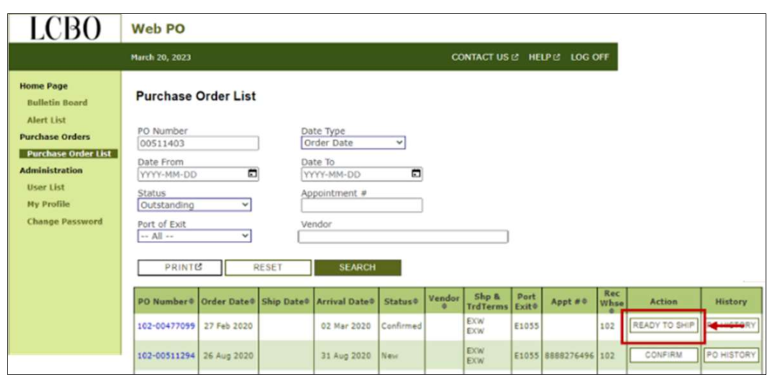
For Domestic orders, there will be a "Scheduled Arrival Date" listed, users must confirm by pressing "Ready to Ship" on or before the Scheduled Ship Date or the end of the Vendor Prep Time (Scheduled Arrival Date minus the Transportation Leadtime). Chick the *Ready to Ship* button when the order has been prepared and is ready to be shipped.



Once clicked, the PO status will indicate *Ready to Ship*. The status cannot be reversed.

NOTE:

You can also confirm Ready to Ship from within the *PO List* screen.



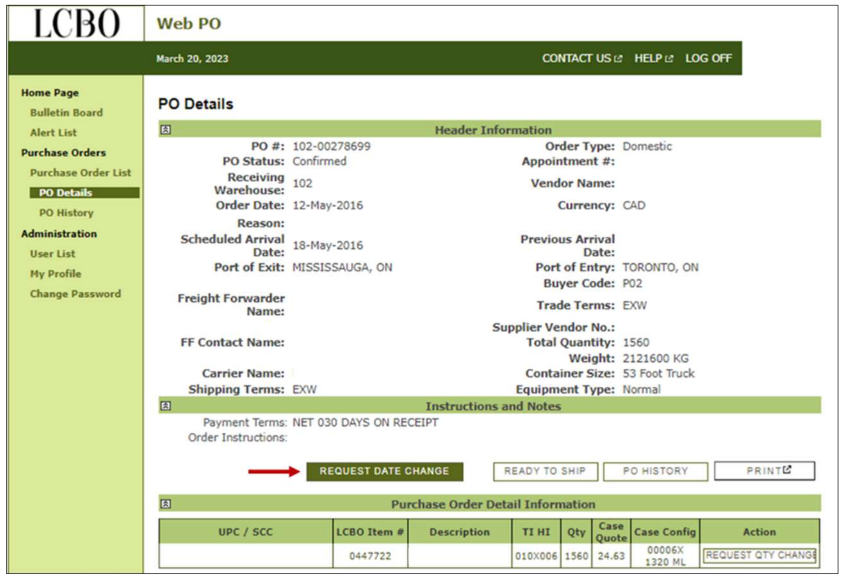
Don't forget to also contact the carrier to make shipping arrangements.

HOW TO REQUEST A DATE CHANGE

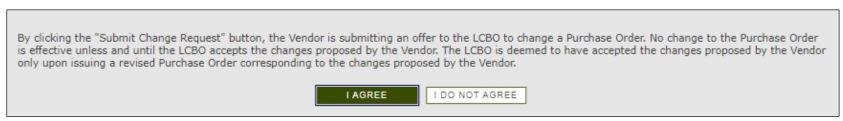
Users can request a date change at any time after the user *Confirms* the receipt of the PO until the order is *Picked Up*, at which time the order is locked to the Vendor from further change requests.

Click *Purchase Order List* from the main menu; then click the desired purchase order line item to bring up its *PO Details* screen

Click *Request Date Change.*



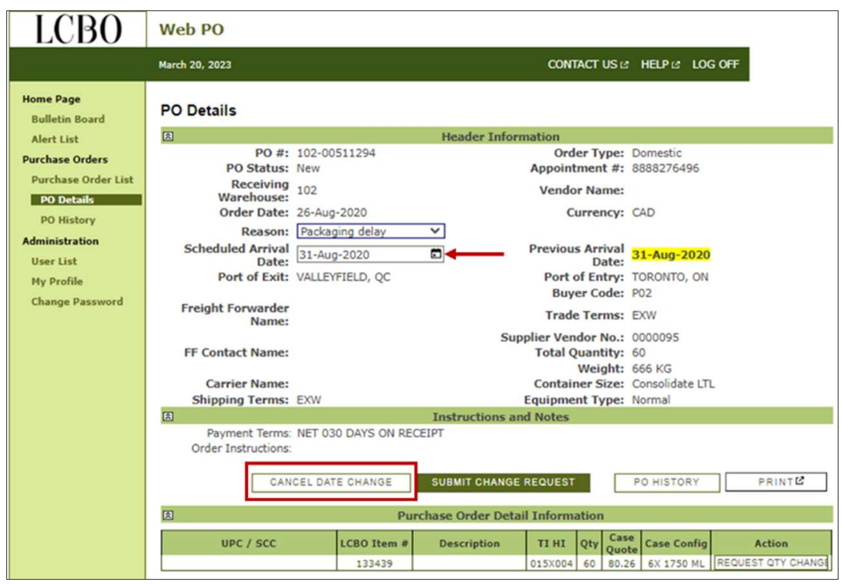
A pop-up box appears.



After Clicking "*I AGREE*" the *Request Date Change* button disappears and the *Cancel Date Change* button appears. Also, the current *Ship/Arrival Date* is copied into the *Previous Ship/Arrival* field.

Select a proposed new date by clicking the *calendar* button adjacent to the *Scheduled Arrival Date* button.

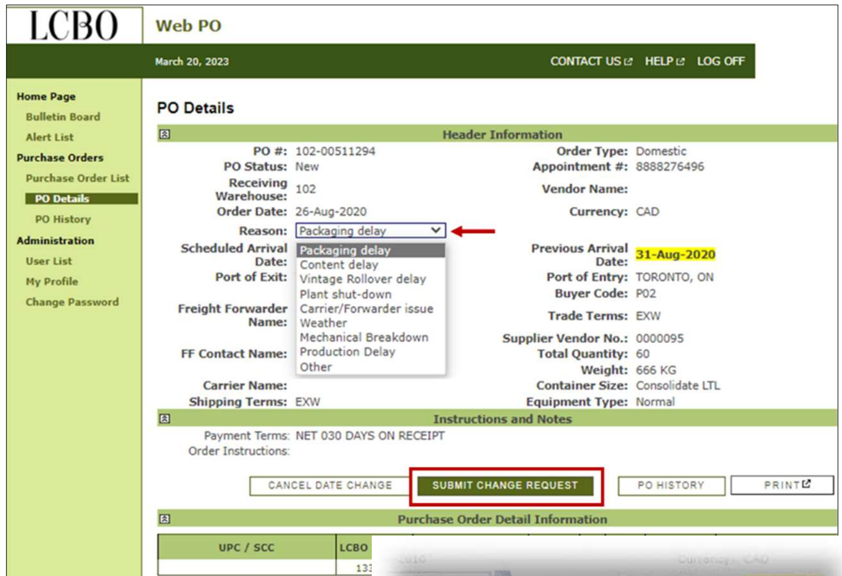
NOTE: To cancel the change request at any time, click *CANCEL DATE CHANGE*.



HOW TO REQUEST A DATE CHANGE

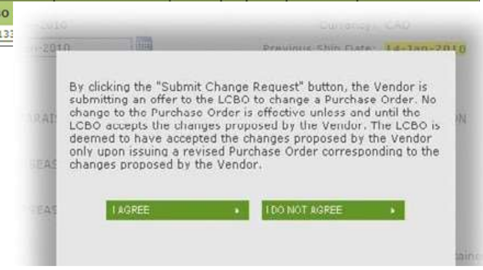
Select a *Reason* from the drop-down menu. See the list of reason codes in the drop-down menu:

- *Packaging delay*
- *Content delay*
- *Vintage Rollover delay*
- *Plant shut-down*
- *Carrier/Forwarder issue*
- *Weather*
- *Mechanical Breakdown*
- *Production Delay*
- *Other* (Vendor enters reason – limited to 50 characters)

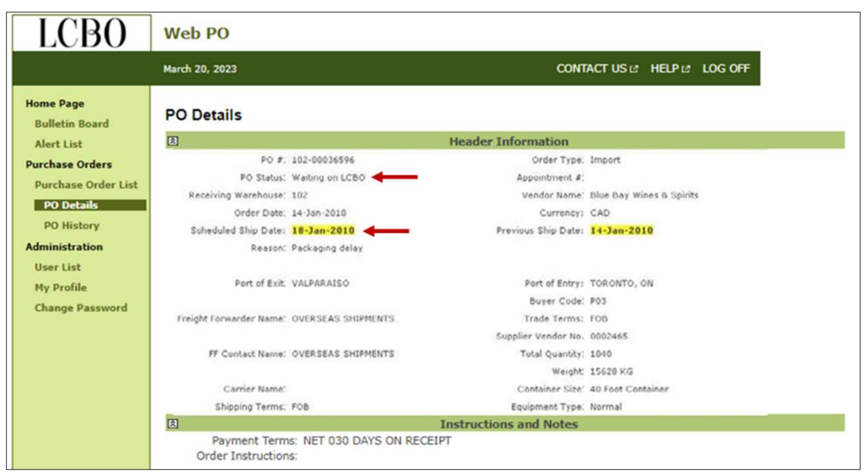


Click *SUBMIT CHANGE REQUEST*.

A pop-up box appears.



After clicking *I Agree*, the status of the PO changes to *Waiting on LCBO*.



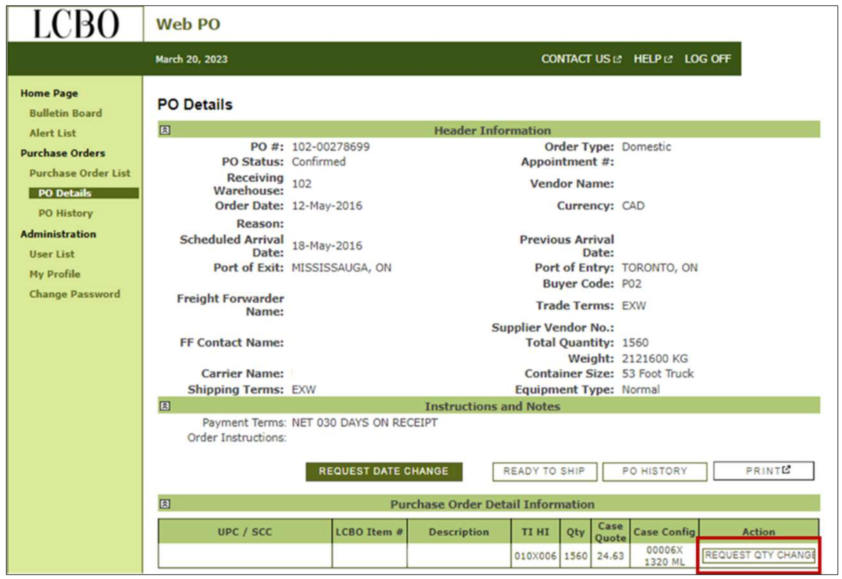
NOTE: Change Requests are only requests. They must be reviewed and approved by the LCBO.

HOW TO REQUEST A QUANTITY CHANGE

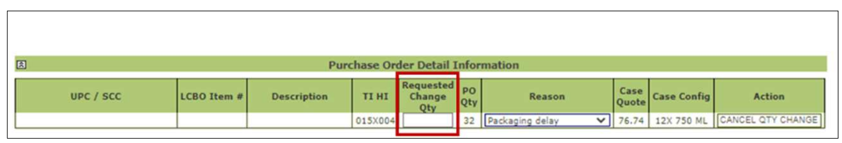
Users can request a quantity change at any time after the user *Confirms* the receipt of the PO until the order is *Picked Up*, at which time the order is locked to the Vendor from further change requests.

Also, the user can request more than one quantity change at a time.

From within the *Purchase Order Details* screen, click *Request Quantity Change*.



At this point, the *Request Quantity Change* button will change to *Cancel Quantity Change*. Review the PO quantity, then input a proposed new quantity.



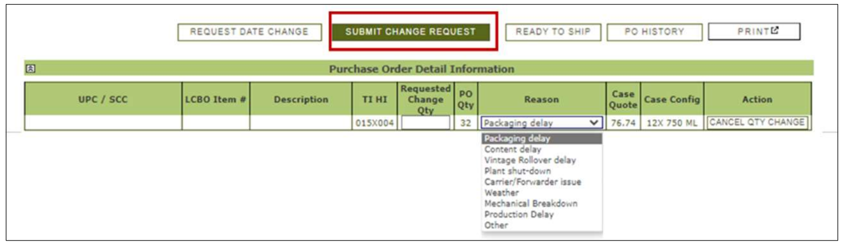
Select a *Reason* from the drop-down menu. See the list of reason codes in the drop-down menu:

- *Packaging delay*
- *Content delay*
- *Vintage Rollover delay*
- *Plant shut-down*
- *Carrier/Forwarder issue*
- *Weather*
- *Mechanical Breakdown*
- *Production Delay*
- *Other* (Vendor enters reason – space is limited to 50 characters)

LCBO

HOW TO REQUEST A QUANTITY CHANGE

Click *SUBMIT CHANGE REQUEST*.



A pop-up box appears.

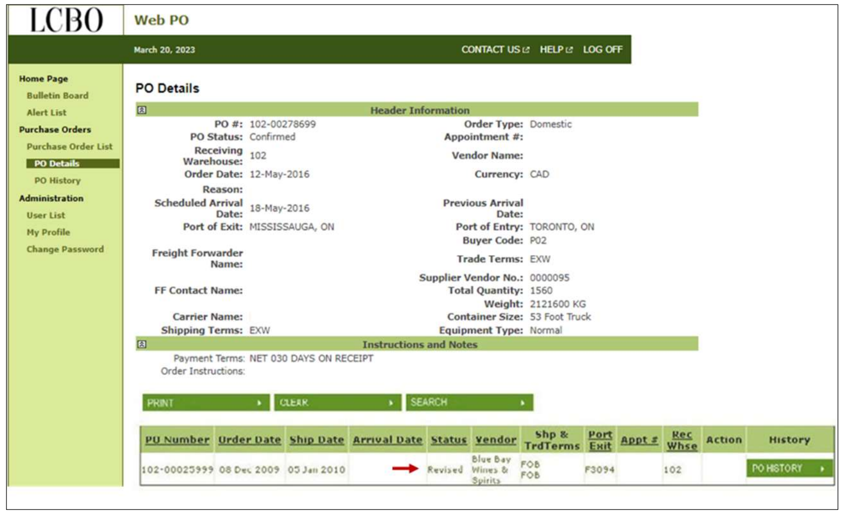
After clicking *I Agree*, the status of the PO changes to *Waiting on LCBO*.

NOTE: Change Requests are only requests. They must be reviewed and approved by the LCBO.

SECTION 4
PURCHASE ORDER ACTIONS

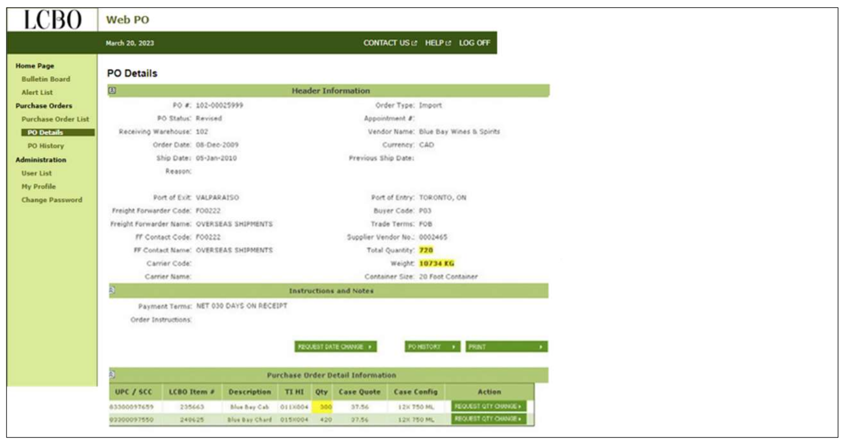
HOW TO VIEW PURCHASE ORDERS AFTER A PO IS REVISED

If change request is approved by LCBO, then the status changes to *Revised* within the PO line item on the *Purchase Order List* screen.

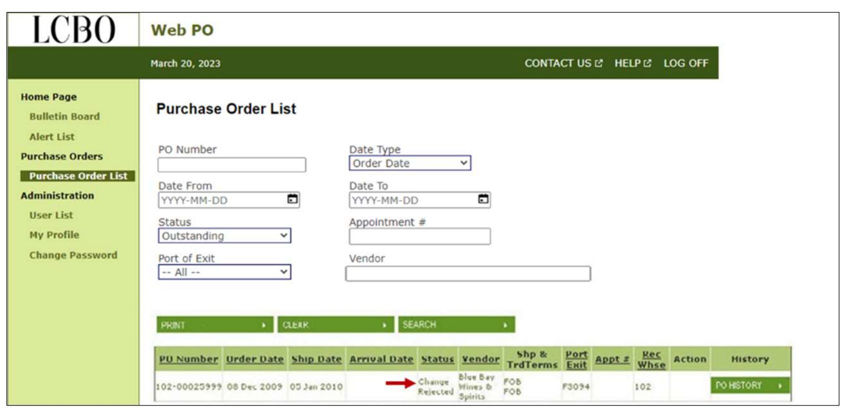


To see the details of a revised PO, click the PO number to bring up the *PO Details* screen.

Any approved change will appear in yellow highlight.



If change request is rejected by LCBO, then the status changes to *Change Rejected* will be seen within the PO line item on the *Purchase Order List* screen.



LCBO

ALERT DEFINITIONS

Alerts are automatically emailed to all users with the *User Receives Alerts* check-box selected. Alerts also appear in the *Alert List* screen within Web PO. See below for alert details

ALERT	DESCRIPTION	FREQUENCY	CLOSE ALERT WHEN
New PO	When a new PO is issued from the LCBO	Once	N/A
Revised PO	When a revised PO is issued from the LCBO	Once	N/A
Cancelled PO	When a PO has been cancelled by the LCBO	Once	Vendor closes alert
Overdue PO Confirmation	When receipt of PO has not been confirmed within 2 Business Days from the issuance of the PO	Repeat until actioned	Vendor clicks Confirm
Pick up Overdue - Vendor Ready	When Vendor clicked Ready to Ship and pickup has passed the Scheduled Ship Date (only for FCL POs; equipment size 20 or 40)	Repeat until actioned	Status changes to Picked Up, Cancelled, or Received.
Pick-up Overdue - Vendor not ready	When Vendor did not click Ready to Ship and pickup has passed the Scheduled Ship Date	Repeat until actioned	Status changes to Picked Up, Cancelled, Ready to Ship, or Received.

QUICK REFERENCE

QUICK REFERENCE	
APPLY FOR WEB PO ACCESS	Go to Trading Partner Access Request on the Doing Business With LCBO website. Follow the steps to complete the form.
APPLY FOR EDI	To set up EDI transactions with the LCBO, email wendy.wang@lcbo.com
LOGIN TO WEB PO	Go to Web PO System available through Doing Business With LCBO website.
ADD NEW USER	Only a Vendor Administrator can add new users. Click the *User List* screen. Click *NEW USER* at the bottom of the screen. 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, check the box. Click SAVE. A pop-up box appears informing the Administrator that the new user account was created, and that an email has been sent to the new user. Click OK.
ADD AN AGENT TO RECEIVE ALERTS	Only a Vendor Administrator can add new users. See above for directions. For agents it is recommended you assign read only access (Vendor R/O Group) and ensure *User Receives Alerts* check-box is selected. Keep in mind that once you grant your agent access, they can view all orders and not just the ones they represent.
SEARCH FOR A PO	Use the search options on the *Purchase Order List* screen. A list of all POs will be shown in the results screen.
CONFIRM PO	From *Purchase Order List* screen: click the *Confirm* button on the PO line entry. From *PO Details* screen: click the *Confirm* button. All POs must be confirmed within two Business Days is LCBO's issuance of the PO.
CONFIRM READY TO SHIP	Goods are ready to ship once the order has been prepared and is ready for delivery. From *Purchase Order List* screen: click the *Ready to Ship* button on the PO line entry. From *PO Details* screen: click the *Ready to Ship* button. Note: You must also contact the carrier to make shipping arrangements.
REQUEST CHANGES TO PO	To request a change to order quantity or ship date, first *Confirm* receipt of the PO. Then select the *PO Detail* screen and follow the steps detailed in Section 4. The LCBO will review your request and either accept or reject the request. An alert will be emailed to you requiring you to act on the information provided.
PASSWORD FORMAT	First two or more characters of password must consist of UPPER-CASE letters (A through Z). Last two or more characters of password must consist of lower-case letters (a through z). Password must contain one or more digits.

FREQUENTLY ASKED QUESTIONS (As at January 2024)

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.
   - We recommend you use a generic email so that you don't need to update the email address as personnel change.

3. **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 box appears. Click *OK*.

4. **My Vendor Administrator is no longer with company – how can I update users now?**
   - Contact LCBO Technical Support. Refer to HELP section below.

5. **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: Once you grant your agent access, they can view all your orders and not just the ones they represent. If the Agent is to receive Web PO alerts, ensure the *User Receives Alerts* check-box is selected.

6. **I have a new agent – What do I need to do in Web PO?**
   - Only a Vendor Administrator can add/delete users.
   - If your past agent had access, remove their access.
   - If you'd like the new agent to have access, refer to the Question above.

7. **How can I stop getting Web PO alerts?**

- If you no longer wish to receive alerts, ask the Vendor Administrator to change your access – They must ensure the *User Receives Alerts* check-box is NOT selected.

8. **How many users can be added to one account?**
   - There is no limit to the number of users or Vendor Administrators to one account.

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

10. **What permissions are available?**
    - Read/Write access grants a user the ability to execute all functions including confirm POs, confirm Ready to Ship, and issue change requests.
    - Read Only access grants a user the ability to view 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. Refer to Question 1

ORDER CONFIRMATION

12. **How do I confirm an order?**
    - There are 3 methods to confirm receipt of a PO:
      - Confirm from WebPO *Purchase Order List* screen: Click *Confirm* button on the PO line entry.
      - Confirm from WebPO *PO Details* screen: Click *Confirm* button.
      - Set up confirmations through EDI.

13. **What happens if I don't confirm an order?**
    - Failure to confirm an order within two (2) Business Days will incur a $50 charge.

14. **Why am I being charged $50?**
    - It may be a charge related to the Vendor Performance Program. All fees are set out in the LCBO Fee Schedule for Non-Compliance to Purchase Order Terms and Conditions.

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

16. **What if I can't access Web PO to confirm the PO, can the fee be waived?**
    - There are no exceptions. If you are having trouble logging on to Web PO, contact LCBO Technical Support immediately to resolve. Refer to HELP section below.

READY TO SHIP

17. **What is Ready to Ship?**
    - Goods are ready to ship once the order has been prepared and is ready for pick up.

- Vendors must confirm the Purchase Order as Ready to Ship through Web PO or EDI on or before the Scheduled Ship Date or the end of the Vendor Prep Time (Scheduled Arrival Date minus the Transportation Leadtime).
- NOTE: You must first confirm the PO receipt before you can confirm *Ready to Ship*.
- There are 3 methods to confirm Ready to Ship:
    - Confirm from WebPO *Purchase Order List* screen: Click *Ready to Ship* button.
    - Confirm from WebPO *PO Details* screen: Click *Ready to Ship* button.
    - Set up confirmations through EDI.

18. Do I need to confirm Ready to Ship for all orders?

- Yes. Please note confirming Ready to Ship can <u>not</u> be reversed. Only confirm Ready to Ship if you have picked, packed and readied the order to ship.

19. What happens if I confirm Ready to Ship late or don't confirm at all?

- Effective April 1, 2024, failure to meet the Ready to Ship Confirmation KPI requirement will invoke a handling and administration fee of $50 for each PO.

20. Why do I only see Scheduled Arrival Date in WebPO?

- In WebPO, all import orders will indicate "Scheduled Ship Date" and all domestic orders "Scheduled Arrival Date"
- For import orders, confirm the Purchase Order as "Ready to Ship" before the Scheduled Ship Date.
- For domestic orders, confirm the Purchase Order as "Ready to Ship"on or before the end of the Vendor Prep Time (Scheduled Arrival Date minus the Transportation Leadtime).

21. Does the carrier get updated if I confirm Ready to Ship?

- No. After confirming Ready to Ship, then contact the carrier to make shipping arrangements.

22. Can I confirm the order and Ready to Ship at the same time?

- If you have on-hand stock or safety stock available, you can confirm on the same day. If your policy is to have On-Hand inventory for the LCBO, please notify your LCBO Inventory Manager about product availability so that this can be accounted for in the ordering process.

OTHER ACTIONS IN WEB PO

23. How do I search for a PO?

- Use the search options on the *Purchase Order List* screen, click the *Search* button. A list of all POs will be shown in the results screen. If the results are not as expected, confirm your search options.

24. How do I decline or cancel an order?

- First confirm receipt of the PO. Then, 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".

25. If I can't fulfill the order, can I click the "I DO NOT AGREE" button?

- Clicking the "*I DO NOT AGREE*" returns the status to Waiting on Vendor. This does not confirm receipt of the order. To decline the order, see Question above.

26. Can I email my change request?

- No. All change requests must be processed in Web PO.

27. How can I change the order quantity or Scheduled Ship Date?

- First, confirm the receipt of the PO. Then, to change the order quantity or ship date, select the *PO Detail* screen and follow the direction on "How to Request a Quantity Change". The LCBO will review your request; You will receive a Web PO Alert with the response.
- 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.

28. Can I change the vintage, bar code, UPC/SCC, Ti-Hi or price?

- Contact the LCBO directly for these types of changes. Refer to HELP section below.

29. 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

30. Do I have to check Web PO for new orders or changes?

- No. Automated emailed alerts for new orders or changes are available. Ask the Vendor Administrator to ensure the *User Receives Alerts* check-box is selected.

31. Why am I getting an "Overdue PO Confirmation" Alert when I didn't even get an order?

- Contact Vendor Performance Support.

32. Why am I getting an "Overdue PO Confirmation" Alert when there was a valid holiday?

- Web PO issues an Alert for non-compliance after 2 Business Days – the system does NOT factor in holidays. LCBO performs our own calculations based on the requirements for Order Confirmation and the definition of Business Day. If you are compliant, you can disregard the system message, you will NOT be charged at the time of period billing.

33. Why am I getting "Pick-Up Overdue – Vendor Not Ready" alerts when I was ready to ship?

- It may be that you forgot to confirm *Ready to Ship*.

34. How can I add an Agent to receive alerts?

- Only a Vendor Administrator can add a new user. They must ensure the *User Receives Alerts* check-box is selected. It is recommended you assign read only access to Agents. NOTE: Once you grant your agent access, they can view all your orders and not just the ones they represent.

35. Will I get an alert when the PO is received at the LCBO warehouse?

- No alert is sent when a PO is received at LCBO however the status changes to *Received* in Web PO.

SYSTEM CAPABILITIES

36. 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 the verify word contact LCBO technical support. Refer to HELP section.

37. Does Web PO include an online inventory?

- No.

38. Is Web PO available in other languages?

- No.

39. 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

40. What orders are processed through Web PO?

- General List and Vintages orders. Note that Specialty Services and Direct Delivery to stores are NOT processed through Web PO.

41. Can I track payment status on Web PO?

- No. Track payment status in iSupplier.

42. Are iSupplier and Web PO interlinked?

- No.

43. 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.

44. Where can I find delivery addresses of LCBO RSCs?

- The delivery address is indicated on the PO.

45. What is an EDI and how can I sign up?

- EDI is an electronic data interchange between 2 parties. Vendors can set up EDI transactions with the LCBO for receipt of a Purchase Order and Ready to Ship confirmations. Refer to HELP section.

HELP

46. Where can I get help?

- More information is available at 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, visit iSupplier 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
- For setting up EDI transactions with the LCBO, email wendy.wang@lcbo.com