

# Direct Delivery Vendor Portal - Craft Vendor Support Documentation



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# Welcome Message

Thank you for participating in LCBO's Direct Delivery Vendor Portal pilot system launch. Your engagement and feedback will help LCBO to continuously improve the services that we offer.

## System Instruction

The Direct Delivery Vendor Portal was created by LCBO's innovation lab with valuable input from many Ontario craft brewers and LCBO corporate and retail partners to help you save time and confusion in your direct delivery orders confirmation and delivery coordination activities with LCBO retail store staff.

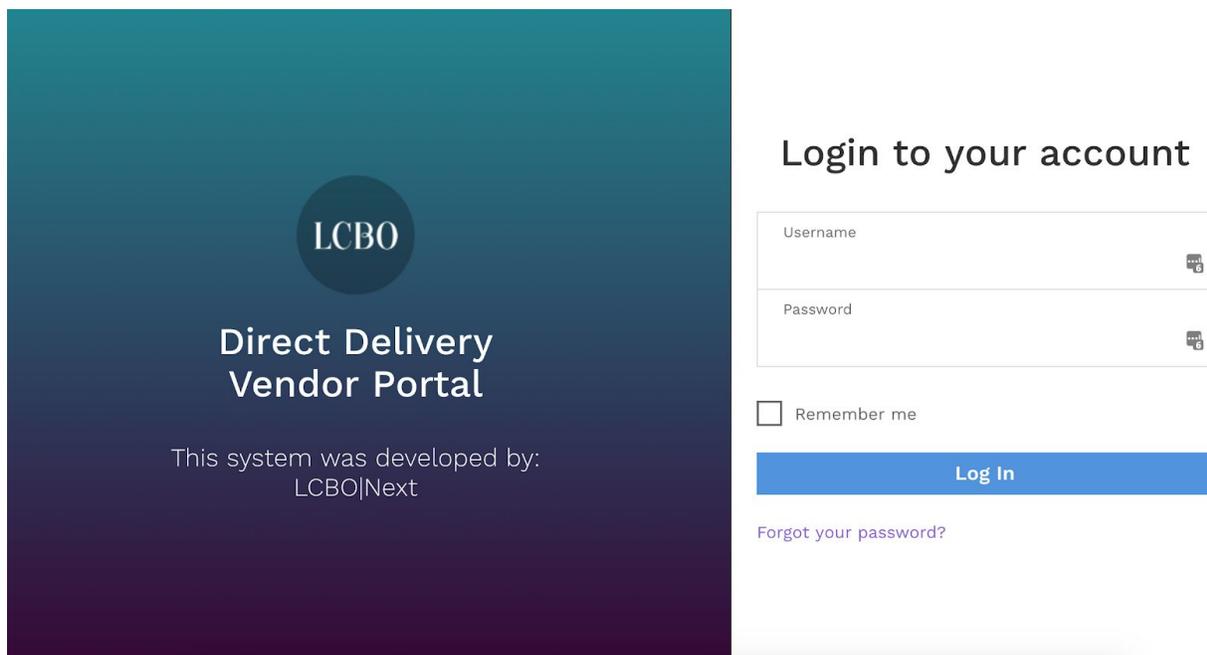
This document will walk through the Vendor Portal functions to explain how to review direct delivery orders, confirm order quantities, estimated delivery dates, and engage in convenient chat communications with store staff.

## Step 1 - Portal Login

Go to this website link in your web browser. The site will look best with Google Chrome:

<https://direct-orders.lcbonext.ca>

You will have received a system-generated email from [noreply.lcbonext@gmail.com](mailto:noreply.lcbonext@gmail.com) containing a username and password for the Vendor Portal. Log in with those credentials. You can change your password in the Settings at a later time if you wish.



**LCBO**

**Direct Delivery  
Vendor Portal**

This system was developed by:  
LCBO|Next

### Login to your account

Username 

Password 

Remember me

**Log In**

[Forgot your password?](#)

## Step 2 - Review Orders

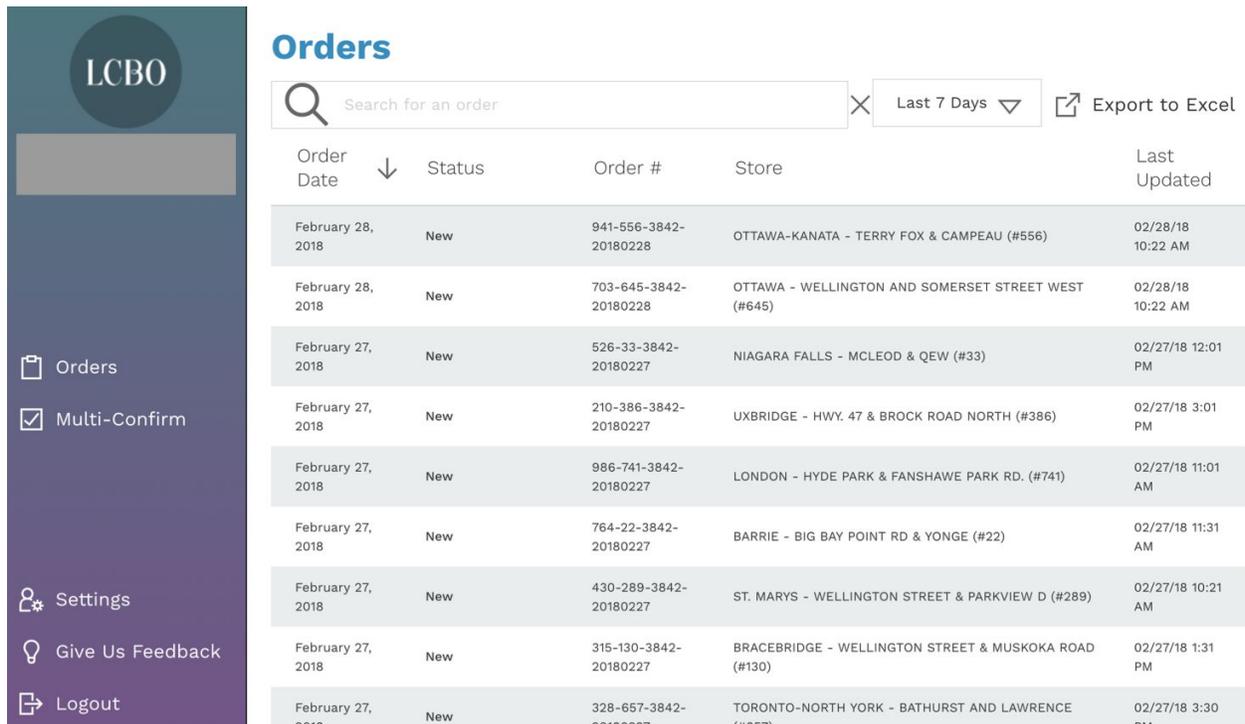
Below is the main Orders screen you will see after logging in. It shows orders from all stores and you can select the timeframe of how many orders you want to see at once. You can also search by store number by typing into the search box, and you can even sort the list by clicking on a column title.

### Order Statuses Explained

**New** - These orders were recently submitted by LCBO. Your team should review order details for acceptable product quantities and estimated delivery day. They will remain “New” until you confirm them. Step 3 below shows how to confirm these new orders.

**Confirmed** - Your team has confirmed both quantity and estimated delivery day for these orders. LCBO retail stores will see on their side of the portal this updated status and expect delivery accordingly.

**Delivered** - LCBO retail staff have received the order and acknowledged it's delivery.



The screenshot displays the LCBO Orders management interface. On the left is a dark purple sidebar with navigation options: Orders, Multi-Confirm, Settings, Give Us Feedback, and Logout. The main content area is titled "Orders" and features a search bar, a date filter set to "Last 7 Days", and an "Export to Excel" button. Below these controls is a table listing several "New" orders from February 27 and 28, 2018, with columns for Order Date, Status, Order #, Store, and Last Updated.

Order Date	Status	Order #	Store	Last Updated
February 28, 2018	New	941-556-3842-20180228	OTTAWA-KANATA - TERRY FOX & CAMPEAU (#556)	02/28/18 10:22 AM
February 28, 2018	New	703-645-3842-20180228	OTTAWA - WELLINGTON AND SOMERSET STREET WEST (#645)	02/28/18 10:22 AM
February 27, 2018	New	526-33-3842-20180227	NIAGARA FALLS - MCLEOD & QEW (#33)	02/27/18 12:01 PM
February 27, 2018	New	210-386-3842-20180227	UXBRIDGE - HWY. 47 & BROCK ROAD NORTH (#386)	02/27/18 3:01 PM
February 27, 2018	New	986-741-3842-20180227	LONDON - HYDE PARK & FANSHAWE PARK RD. (#741)	02/27/18 11:01 AM
February 27, 2018	New	764-22-3842-20180227	BARRIE - BIG BAY POINT RD & YONGE (#22)	02/27/18 11:31 AM
February 27, 2018	New	430-289-3842-20180227	ST. MARYS - WELLINGTON STREET & PARKVIEW D (#289)	02/27/18 10:21 AM
February 27, 2018	New	315-130-3842-20180227	BRACEBRIDGE - WELLINGTON STREET & MUSKOKA ROAD (#130)	02/27/18 1:31 PM
February 27, 2018	New	328-657-3842-20180227	TORONTO-NORTH YORK - BATHURST AND LAWRENCE (#657)	02/27/18 3:30 PM

## Step 3 - Confirm New Orders

There are 2 ways to confirm new orders so that retail store staff know that vendors confirmed them and they are on the way.

The first method is to **confirm one order at a time**, which is adequate if you have a low number of new orders to confirm. The second method is to **confirm multiple orders at a time**, which is helpful if you have a high number of new orders to address.

After some practice, you will find that confirming multiple orders at a time is a more efficient way to confirm all your new orders.

# Confirm One New Order At A Time

From the Orders screen, click on the row of a new order you wish to confirm. The Order Details page will appear for that order. Below is a fictitious example of an order from Store 329 containing 3 cases of Amsterdam Boneshaker. Your Order Details screen could show more products depending on what was ordered.

[◀ Back To Orders](#)

## Order Details

Item Description	Case Quantity
 <b>Amsterdam Boneshaker</b> 473 mL SKU# 351429	<b>3</b> 24 / case 72 units 

**Order Number** 937-329-3842-20180223  
**Order Date** Feb 23, 2018  
**Order Status** New (awaiting confirmation)  
**Store#** 329  
**Store Phone Number** 905-454-7980  
**Store Address** 545 STEELES AVE. E.

**Comments:**  
No comments yet

[Submit Comment](#)

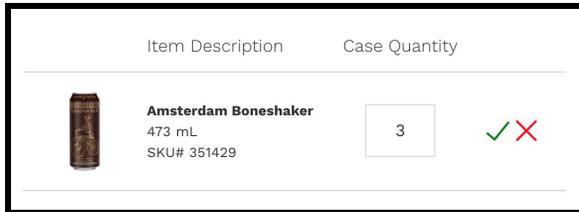
**Estimated Delivery Day**



[✓ Confirm Order](#)

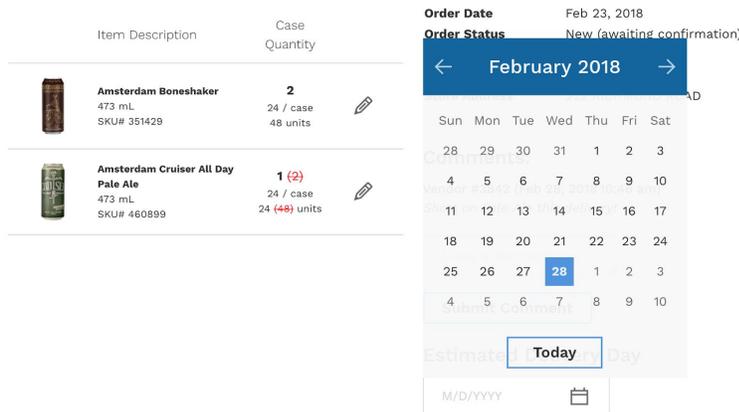
Review each product SKU to confirm the case quantity is OK. If it is, move onto the next product.

If you want to revise the quantity for a particular SKU, click the pencil icon (  ) next to the quantity you wish to change. Type the new case quantity and click the green checkmark to save the change. See the example of changing 3 cases to 2 cases below.



After you have confirmed all product quantities for the order, click the calendar icon in the Estimated Delivery Day section to pick the approximate day of delivery to the retail store.

### Order Details



Before you complete the order confirmation, you can optionally leave a message for the store by typing a comment and clicking “Submit Comment”. Store staff will see your comments once they’re logged in, and they can also send comments to you to view in the Order Details screen.

Once you have reviewed all order quantities, click “Confirm Order” button to confirm the order. That’s it! Retail store staff will now see your confirmation of that order on their system, any updates you made to product case quantity, and estimatedly delivery day for that order.

# Confirm Multiple Orders At A Time

Confirming multiple orders at a time will save lots of time if you handle many direct delivery orders on a regular basis. Confirming multiple orders is a simple two-step process and this can all be done from a single page!

1. Confirm Product Quantities
2. Confirm Estimated Delivery Days

From the main Orders screen, click on the Multi-Confirm link just below Orders on the left hand menu. The Multiple Orders Confirmation page will appear. This page is split into two sections, the first section called Products used to confirm case quantities by product SKU, and the second section called Delivery Day used to confirm estimated delivery days for each order AFTER their product quantities are confirmed in the first section.

Below is a fictitious example.

## Multiple Orders Confirmation (196 new orders)

Products (0/12 confirmed)

Show Confirmed

	Item Description	Total Orders	Ordered Qty	Confirmed Qty	Unconfirmed Qty	
<input type="checkbox"/>	 Amsterdam Boneshaker 473 mL SKU# 351429	172	524	61	463	
<input type="checkbox"/>	 3 Speed Lager 473 mL SKU# 465609	56	109	0	109	
<input type="checkbox"/>	 Amsterdam Cruiser All Day Pale Ale 473 mL SKU# 460899	42	85	0	85	
<input type="checkbox"/>	 Amsterdam Boneshaker 6 x 355 mL SKU# 288506	32	75	0	75	

Confirm Selected Products

## Delivery Day (18)

	Store ↓	Estimated Delivery Day	Order Number	Order Date
<input type="checkbox"/>	ACTON - YOUNG & QUEEN (#287)	MM/DD/YY 	227-297-3842-20180221	Feb 21, 2018
<input checked="" type="checkbox"/>	AURORA - YONGE & BROOKLAND (#311)	03/02/18 	278-311-3842-20180221	Feb 21, 2018
<input checked="" type="checkbox"/>	BELMONT - CAESAR ROAD & MAIN STREET (HWY 74) (#548)	03/02/18 	674-548-3842-20180221	Feb 21, 2018
<input checked="" type="checkbox"/>	BRAMPTON - STEELES & HWY 410 (ORION GATE) (#329)	03/02/18 	937-329-3842-20180223	Feb 23, 2018
<input type="checkbox"/>	BRECHIN - HWY. 12 & GLADSTONE AVENUE (#581)	MM/DD/YY 	881-581-3842-20180221	Feb 21, 2018
<input type="checkbox"/>	COLBORNE - HWY. 2 & CHURCH STREET (#380)	MM/DD/YY 	825-350-3842-20180225	Feb 26, 2018
<input checked="" type="checkbox"/>	LONDON - WONDERLAND & SOUTHDAL (POWER CENTRE) (#438)	03/02/18 	291-438-3842-20180221	Feb 21, 2018

Confirm Selected Orders

## Confirm Product Quantities

In the Products section shown in the fictitious example below, each row displays a different product SKU followed by the total new orders containing this SKU as well as total case quantity ordered.

You have 2 options to confirm product order quantities.

### Confirm Products Option 1

You can immediately confirm all quantities for a single SKU without viewing individual orders. Click the checkbox on the left of all the products then click the “Confirm Selected Products” button.

### Multiple Orders Confirmation (196 new orders)

Products (0/12 confirmed)  Show Confirmed

	Item Description	Total Orders	Ordered Qty	↑	Confirmed Qty	Unconfirmed Qty	
<input type="checkbox"/>	 <b>Amsterdam Boneshaker</b> 473 mL SKU# 351429	172	524		61	463	
<input type="checkbox"/>	 <b>3 Speed Lager</b> 473 mL SKU# 465609	56	109		0	109	
<input type="checkbox"/>	 <b>Amsterdam Cruiser All Day Pale Ale</b> 473 mL SKU# 460899	42	85		0	85	
<input type="checkbox"/>	 <b>Amsterdam Boneshaker</b> 6 x 355 mL SKU# 288506	32	75		0	75	

[Confirm Selected Products](#)

## Confirm Products Option 2

If you wish to review and confirm individual order quantities for a SKU, click the pencil icon (  ). A new browser tab will open to show every new order containing this SKU and the ordered quantity for each order. Scan through each order to review and update individual order quantities if necessary, then click “Confirm Order Quantities” at the bottom when done.

### Product Confirmation (172 new orders)



#### Amsterdam Boneshaker

473 mL  
LCBO# 351429

524 cases ordered

61 cases confirmed

Order Date	Order Number	Store	Case Qty	↑	
Feb 26, 2018	<a href="#">825-6-3842-20180226</a>	TORONTO-CENTRAL - QUEEN & LANSDOWNE (#6)	<b>11</b> 24 / case 264 units		
Feb 26, 2018	<a href="#">601-534-3842-20180226</a>	TORONTO-CENTRAL - DUNDAS & BLOOR (RONCESVALLES) (#534)	<b>13</b> 24 / case 312 units		
Feb 26, 2018	<a href="#">846-511-3842-20180226</a>	TORONTO-CENTRAL - KING & SPADINA (#511)	<b>10</b> 24 / case		

[Confirm Order Quantities](#)

## Confirm Estimated Delivery Days

With product quantities for all SKU now confirmed, all new orders will appear in the lower section awaiting confirmation of their delivery day. In the fictitious example below, notice how all SKU in the Product section have Unconfirmed Qty of zero, which means the vendor has confirmed all order quantity for these products. The next step is to confirm Delivery Day for all new orders in the bottom section.

### Multiple Orders Confirmation (12 new orders)

Products (6/6 confirmed)

Show Confirmed

Item Description	Total Orders	Ordered Qty	Confirmed Qty	Unconfirmed Qty	
 Amsterdam Boneshaker 473 mL SKUP 351429	3	9	9	0	
 Amsterdam Pale Rider 473 mL SKUP 431653	3	4	4	0	
 Amsterdam Cruiser All Day Pale Ale 473 mL SKUP 460899	3	9	9	0	
 3 Speed Lager 473 mL SKUP 465609	2	5	5	0	
 Amsterdam Boneshaker 6 x 355 mL SKUP 285506	2	6	6	0	
 Amsterdam Natural Blonde Lager 473 mL SKUP 142356	1	3	3	0	

Confirm Selected Products

### Delivery Day (12)

Store	Estimated Delivery Day	Order Number	Order Date
<input type="checkbox"/> ACTON - YOUNG & QUEEN (#297)	03/02/19	227-297-3842-20180221	Feb 21, 2018
<input checked="" type="checkbox"/> BRAMPTON - BRAMALEA & MAYFIELD (#661)	03/02/19	603-661-3842-20180221	Feb 23, 2018
<input checked="" type="checkbox"/> BRAMPTON - SANDALWOOD & KENNEDY (HEART LAKE) (#171)	03/02/19	604-171-3842-20180228	Feb 28, 2018
<input checked="" type="checkbox"/> BRAMPTON - SANDALWOOD & KENNEDY (HEART LAKE) (#171)	03/02/19	692-171-3842-20180224	Feb 24, 2018
<input checked="" type="checkbox"/> BRAMPTON - STEELES & HWY 410 (DRION GATE) (#329)	03/02/19	907-329-3842-20180221	Feb 23, 2018
<input checked="" type="checkbox"/> CALEDON - CHURCH ST & AIRPORT RD (#599)	03/02/19	974-599-3842-20180225	Feb 25, 2018
<input checked="" type="checkbox"/> GEORGETOWN - GUELPH & MOUNTAINVIEW (#156)	03/02/19	211-156-3842-20180226	Feb 26, 2018
<input checked="" type="checkbox"/> GEORGETOWN - MOUNTAINVIEW ROAD & ARDYL ROAD (#456)	03/02/19	308-456-3842-20180221	Feb 21, 2018
<input checked="" type="checkbox"/> MILTON - BRONTE ST S. & LOUIS ST LAURENT (#648)	03/02/19	649-649-3842-20180227	Feb 27, 2018
<input checked="" type="checkbox"/> MILTON - MAIN & BRONTE STREET (#255)	03/02/19	415-255-3842-20180226	Feb 26, 2018
<input checked="" type="checkbox"/> NOBLETON - HWY 27 & SHEARDOWN RD. (#477)	03/02/19	161-477-3842-20180221	Feb 23, 2018
<input checked="" type="checkbox"/> ORANGEVILLE - BROADWAY & TOWNLINE (#298)	03/02/19	644-298-3842-20180221	Feb 21, 2018

Confirm Selected Orders

In the Delivery Day section, new orders from retail stores are listed. Some orders may have pre-suggested delivery dates based on their historical delivery days. Scan down the list to modify or add an estimated day if needed by clicking the calendar icon, check the checkbox for each order, then click the "Confirm Selected Orders" button. The new orders are now confirmed!

# Features In More Detail

## Understanding Orders Status

On the main Orders screen, notifications are displayed next to an order status to let you know if an order requires your attention. There are two types of notifications.

### *Order Quantity Changed*

If the order quantity for a SKU has been changed in a new order, a warning icon (  ) will appear next to the order status. The example below shows a confirmed order where a SKU quantity has been changed from the original order. You can click on the order to view the changed SKU quantities.

Confirmed   1

### *Comments Added To An Order*

If an order has comments submitted by either vendor or store staff, a dialog icon (  ) will appear next to the order status. The example below shows a confirmed order where a comment has been added. You can click on the order to view the submitted comment.

Confirmed  1

## Exporting Orders Data To Excel

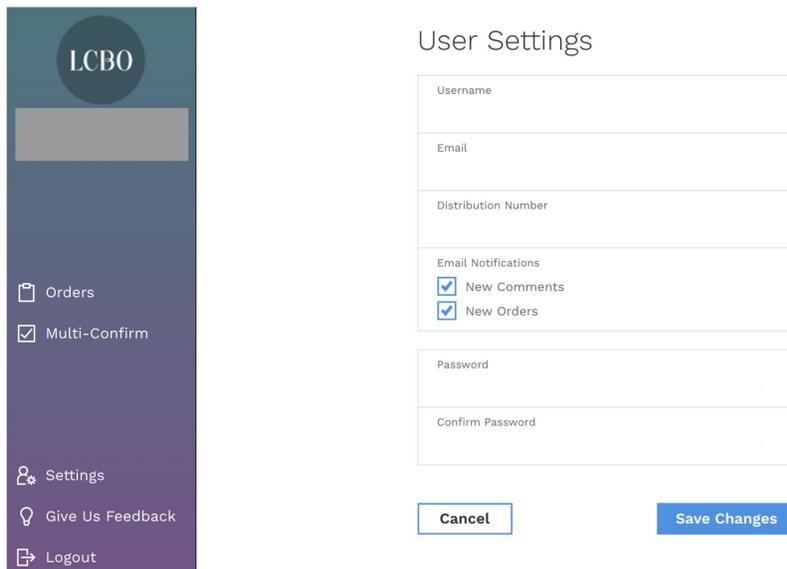
You can also export comprehensive orders data in Excel format from the main Orders screen, located at the top right of the page. When you click the Export feature, you will be asked for a desired date range. The exported Excel worksheet will list all orders (New, Confirmed, and Delivered orders) as well as their included product SKU as well as ordered quantity and confirmed quantity for each SKU.

## User Settings

These can be set in the Settings link on the left menu bar.

### *Automatic Email Notifications*

There are two types of automatic email notification you can set to receive: 1) When new orders are submitted, and 2) When comments are submitted for an order.



The image shows a screenshot of the LCBO user interface. On the left is a vertical sidebar menu with the LCBO logo at the top. The menu items are: Orders, Multi-Confirm, Settings (which is highlighted), Give Us Feedback, and Logout. The main content area is titled 'User Settings' and contains a form with the following fields:

- Username
- Email
- Distribution Number
- Email Notifications
  - New Comments
  - New Orders
- Password
- Confirm Password

At the bottom of the form are two buttons: 'Cancel' and 'Save Changes'.

## Give Us Feedback!

If you have any feedback for the LCBO|next team that created the Vendor Portal, feel free to send us your comments using the Give Us Feedback link on the left menu bar. Your input is valuable for us to improve the services that we offer. Thanks in advance!

## FAQ and Troubleshooting

### Help! The Portal Isn't Loading

Does your computer have internet access? Can you load other websites? If the portal still isn't loading, please email our support team at 416-864-6787 or [retailfield@lcbo.com](mailto:retailfield@lcbo.com).

### I Can't Find an Order

If you are looking for a new order made by a store that you're expecting to see on the Vendor Portal, first call the store to confirm the order was actually made. There is a maximum one hour delay from the time an order is submitted at LCBO until orders appear on the Vendor Portal. If the store has confirmed submitting a new order more than an hour ago, please email our support team at 416-864-6787 or [retailfield@lcbo.com](mailto:retailfield@lcbo.com).

### I Have Trouble Logging In

Do you have the correct password? If you've forgotten your password or want to reset your password, click "Forget your password?" below the Log In button in the Log In screen.

### Additional Contact Info

If you are still having problems with the Vendor Portal, please don't hesitate to contact us at 416-864-6787 or [retailfield@lcbo.com](mailto:retailfield@lcbo.com).