

## Presentation to Grocers with beer, cider & restricted wine authorizations

September 29, 2016

This presentation aims to provide interested suppliers/agents with information about making wine products available to the LCBO's grocery customers. Some of the presentation deals with product eligibility requirements that are set out in Ontario Regulation 232/16 (which is available at <https://www.ontario.ca/laws/regulation/160232>). Nothing in this presentation changes any contents of the Regulation and if there is any inconsistency between the contents of this presentation and the Regulation, the Regulation governs.



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## Today's Agenda

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- 1- New rules & regulations**
  - 2- Roles & responsibilities**
  - 3- Product catalogue and ordering**
  - 4- Order fulfillment, delivery, receiving and invoicing**
  - 5 – Mandatory weekly reports**
  - 6 – Resources and next steps**
  - 7 – Q&A with LCBO team**
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# 1 - New Rules & Regulation

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## Regulatory Framework

### Ontario Regulation 232/16 Sale of Liquor in Government Stores

<https://www.ontario.ca/laws/regulation/160232>

In this regulation you will find:

- Definitions
- Restrictions on type of beverage alcohol, package size, alcohol content
- Product display requirements
- Hours of operation
- Restrictions on promotions, loyalty programs & advertising found here

## Product Definitions

### **CIDER**

Wine produced from apples or pears, or from the concentrated juice of apples or pears, to which is added herbs, water, honey or sugar

### **CREAM WINE**

Alcoholic beverage made from wine and added milk ingredients

### **MALT BASED COOLER**

Alcoholic beverage that is produced from a base of malt blended with juice, water, carbon dioxide or flavouring and that does not have the aroma or taste commonly attributed to beer

### **QUALITY ASSURANCE WINE**

Wine (not cider) that is designated as meeting the quality control standards of a statutory appellation of origin regime that certifies, in the aggregate, < 50M litres of wine (no cider) annually

### **VQA WINE**

Vintners Quality Alliance wine as defined in the *Vintners Quality Alliance Act, 1999*

### **WINE BEVERAGE**

Wine-based cocktail or alcoholic beverage that is produced from a base of wine that may have added to it flavouring or flavouring preparations, juices, colour and sugar that does not have the aroma or taste commonly attributed to wine and that is available in a spritis-based version

***LCBO Product catalogue will only offer products in  
compliance with the regulatory definitions***

## Product Parameters

### *Beer & Cider*



- Alc content  $\leq 7.1\%$
- No malt based coolers
- No container  $> 750\text{ml}$
- Pack size  $\leq 6$

### *Restricted Wine*



- Alc content  $\leq 18\%$
- $\leq 4$  Litres in size
- No cream wine
- No wine beverages
- Subject to grocery floor

**FOR 3 FIRST 3 YEARS:**

- Wine from **SMALL** winery using grapes from **SINGLE COUNTRY**

**AND/OR**

- **QUALITY ASSURANCE WINE** using grapes from **SINGLE COUNTRY** that at any time during the 3 year period is a **MID-SIZED** winery



## Wine Grocery Floor Price

Size (ml)	Floor Price
375	\$5.90
500	\$7.60
720	\$10.65
750	\$10.95
1000	\$14.05
1500	\$20.15
2000	\$25.90
2250	\$28.75
3000	\$37.90
4000	\$49.35

***LCBO Product catalogue will NOT offer products priced below the floor price***

## Manufacturer Definitions



### Small Brewery

- Worldwide production < 400,000 hectolitres of beer
- Every affiliate of the manufacturer that manufactures beer in the preceding production year was a small brewer



### Small Cidery

- Worldwide production < 25,000 hectolitres of cider
- Every affiliate of the manufacturer that manufactures cider in the preceding production year was a small cidery

***LCBO Product catalogue will identify manufacturers  
that meet size definitions***



## Manufacturer Definitions



### Small Winery

- Worldwide **sales** < **200,000** litres of sales in last 12 months
- Every affiliate of the manufacturer that manufactures wine is a small winery



### Mid sized Winery

- Worldwide **sales** < **4.5 Million** litres of sales in last 12 months
- Every affiliate of the manufacturer that manufactures wine is a mid-sized or small winery
- Manufacturer is **not** a small winery

***LCBO Product catalogue will identify manufacturers  
that meet size definitions***

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## Beer, Cider & Wine Display Requirements

- Wine displayed in a single contiguous display area
- Beer & Cider displayed in a single contiguous display area
- At least 10% of total containers of beer & wine on display is **BEER**
- At least 10% of total containers of beer & wine on display is **WINE**
- At least 20% of containers of beer on display manufactured by **SMALL** brewery
- At least 20% of containers of cider on display manufactured by **SMALL** cidery
- At least 20% of containers of wine on display manufactured by **SMALL** winery
- If **VQA WINE** sold must have one or more signs indicating availability of VQA wines

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## Additional Eligibility Requirements...

- Grocers **cannot have** financial interest in a brand or trademark of wine offered.
- All products must be **made available to all grocers**; no exclusive products nor private label brands.
- **No retail-level discounts** or rebates for multiple package buying.

## Shelf price = Uniform price

Product pricing:

- The retail price for beverage alcohol sold to the public will be as **determined by suppliers.**
  - Pricing is **communicated and administered** by the LCBO
  - Pricing will **be the same** through all retail channels
  - Retail price **includes** container deposit and applicable taxes
  - Retail price is to the **nearest nickel** (i.e., \$15.15, \$25.00)
  - Price changes are communicated to store operators seven (7) days in advance

## 2 - Roles & Responsibilities

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## What we are involved in ...

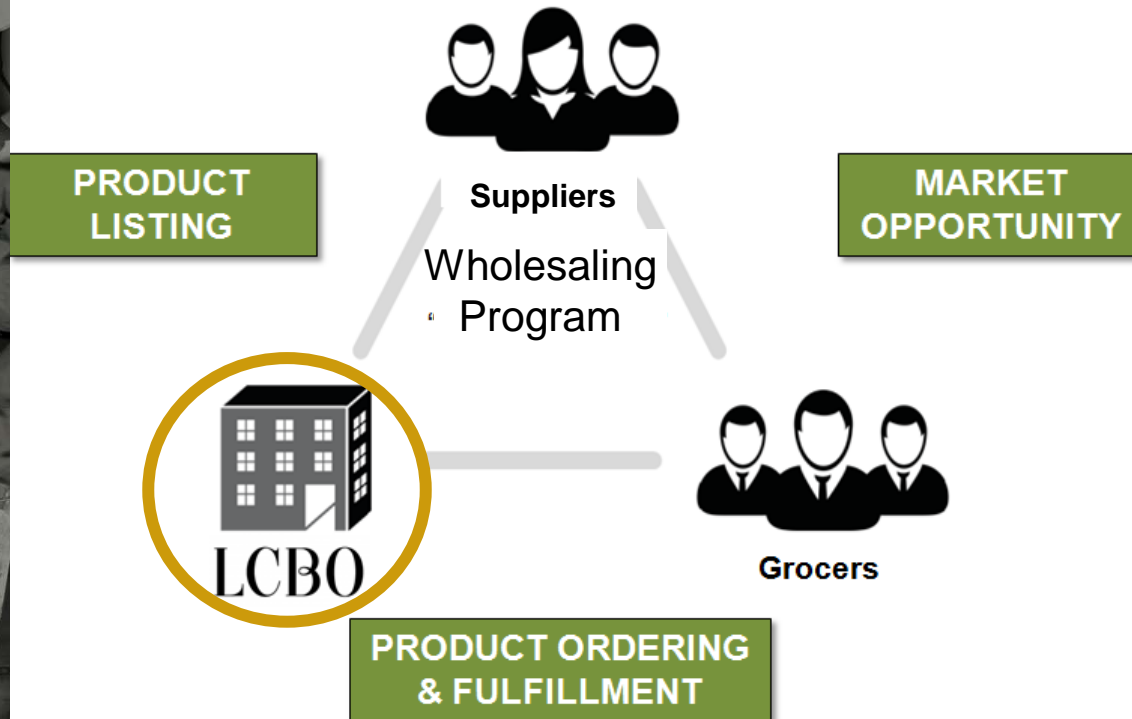
1. Business-to-Business wholesale transactions
2. Access between suppliers and grocers
3. Listing and order flow
4. Financial processing
5. Fulfillment facilitation

## What we aren't involved in ...

1. Targeted consumer marketing
2. Product category management
3. Grocer sales & marketing plans
4. LCBO sales and promotions
5. Determining wholesale product mix



## Hub of the operation



### Responsible for:

- ① providing **product catalogue** to grocers
- ① receiving all **orders for beverage alcohol** from authorized grocers
- ① **filling grocer** orders through varying supplying sources
- ① supplying source for all **imported beverage alcohol**
- ① **Invoice grocers** for products received
- ① **Pay suppliers** for products grocers receive

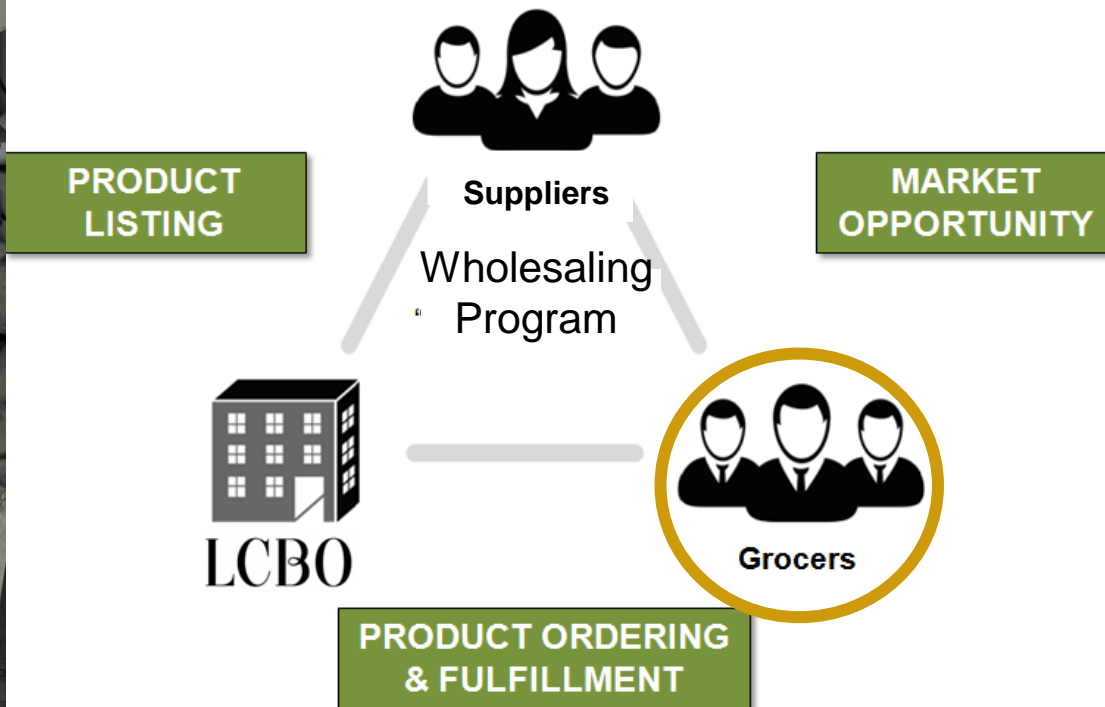
## Manufacturer of Product



### Responsible for:

- ① manufacturing and **listing products** for wholesale through the LCBO
- ① setting retail **prices**
- ① pursuing sales and marketing **opportunities with grocers**
- ① supplying source to grocers for **domestic beverage alcohol**

## The Customer



### Responsible for:

- ① **purchasing decisions** on brands and quantity of products ordered
- ① **brand and marketing** relationships with suppliers
- ① **Paying LCBO** for beverage alcohol received

## 3 – Product catalogue and ordering



## Product Catalogue & Ordering System

### SUPPLIERS

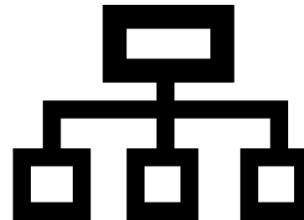
#### NISS



Information **suppliers** submit in NISS is used to **list the products** available for sale to store operators.

### LCBO

#### INTERNAL SYSTEMS



Enterprise-wide platform used by the **LCBO** and its partners to **manage aspects of product** listings, inventory, ordering, fulfillment, and transactions.

### STORE OPERATORS

#### GROCERY MANAGEMENT SYSTEM



Online system which provides **store operators** view **all products available for sale** and place orders.

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## Eligible product catalogue by authorization type:

- **Emailed** by end of day, tomorrow, Friday  
September 30
- Format is an **excel file** with **all product attributes** to populate systems, finalize assortments and plan shelf space
- If a product is not on the catalogue it is because it **does not meet** eligibility or operational requirements **at this time**



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## Eligible product catalogue by authorization type:

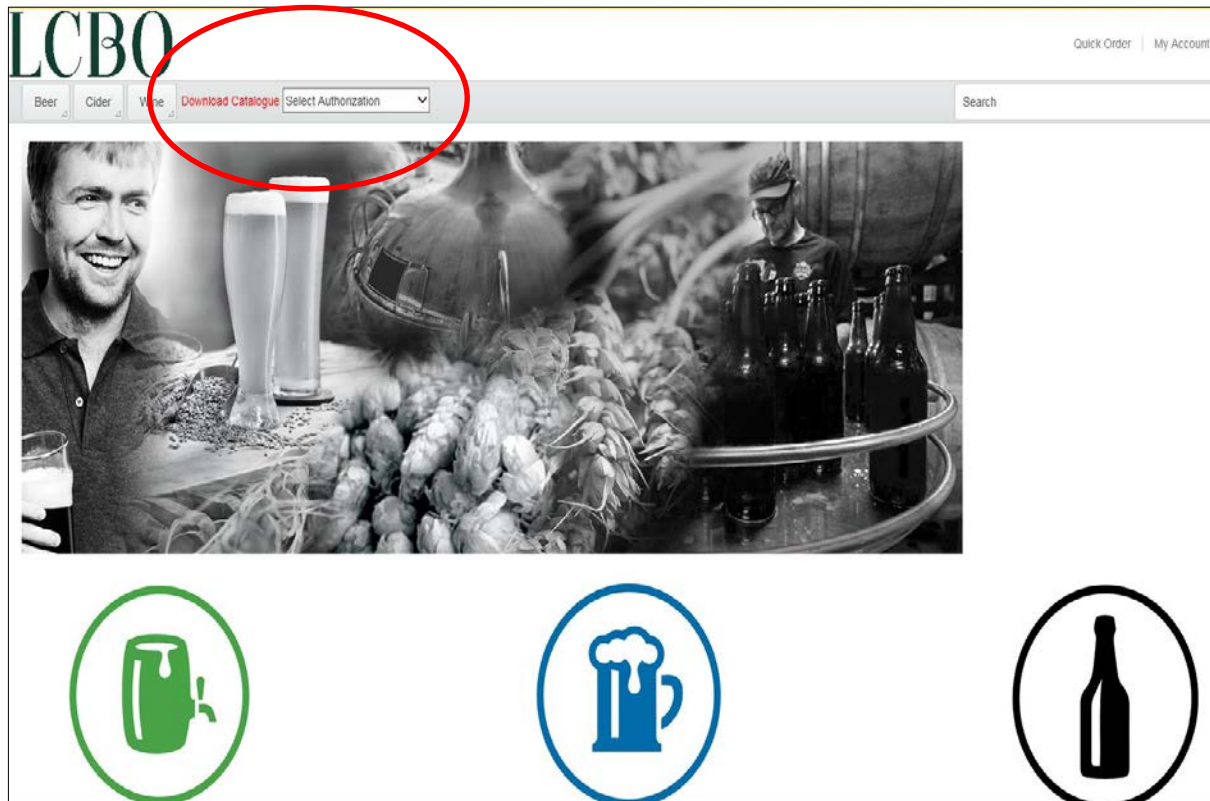
- Critical to use LCBO's product catalogue as **source data** to populate your systems
- Before placing initial orders we strongly suggest **cross referencing** September's excel file to GMS product catalogue download to ensure **product attributes** have not changed and to account for any items **added** or **removed**

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## Initial orders and preliminary demand forecast:

- To assist us in understanding your **launch plans** and **inventory requirements** an excel template will be emailed to you with the product catalogue
- It is optional, but should you wish to provide feedback on **initial order quantities** and **preliminary forecasts** please do so by end of day Friday October 7

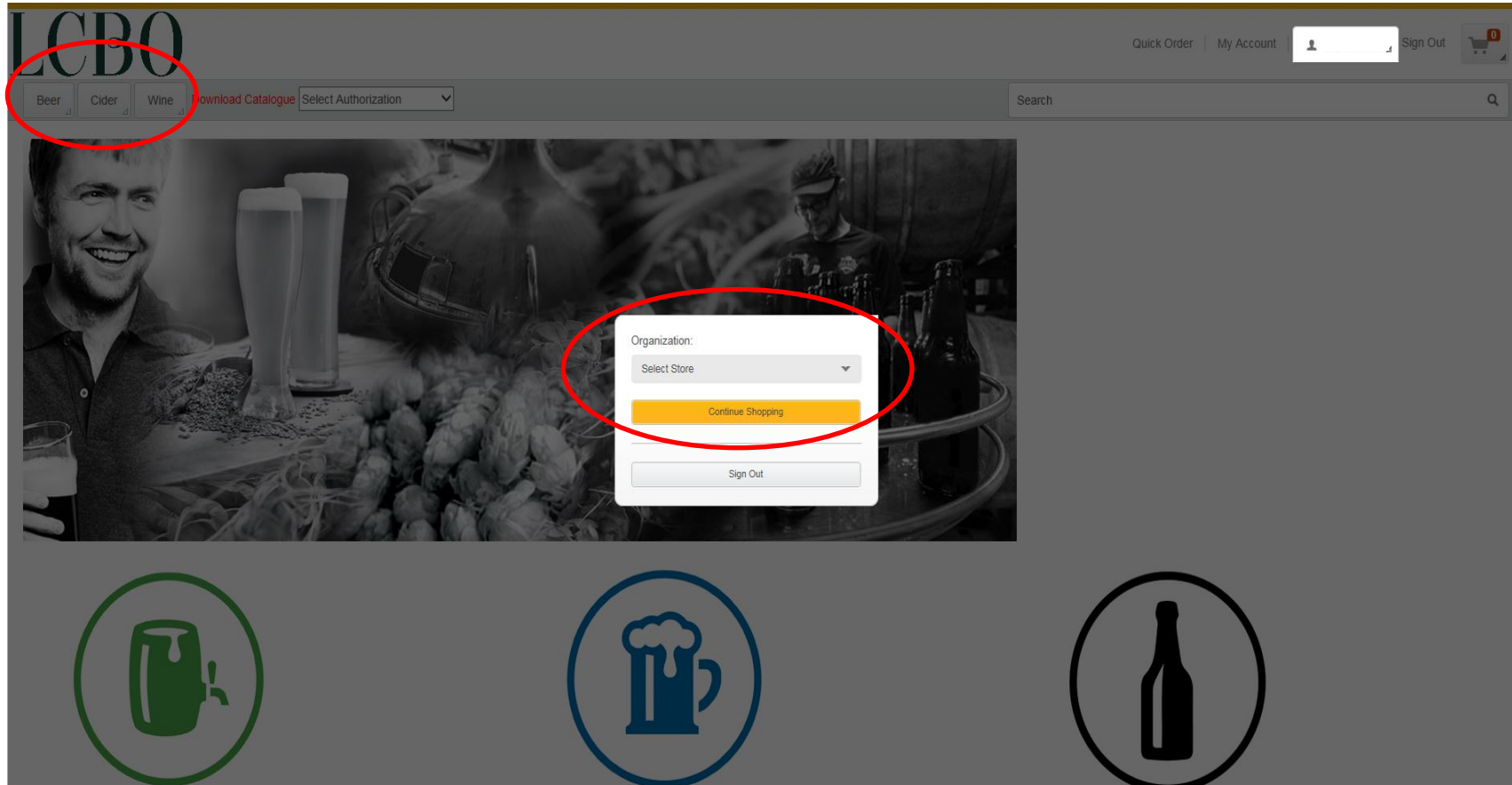
GMS catalogue online & ordering live: **Tuesday October 18**



- Download catalogue in excel or CSV file

1<sup>st</sup> legal selling day : **Friday October 28**

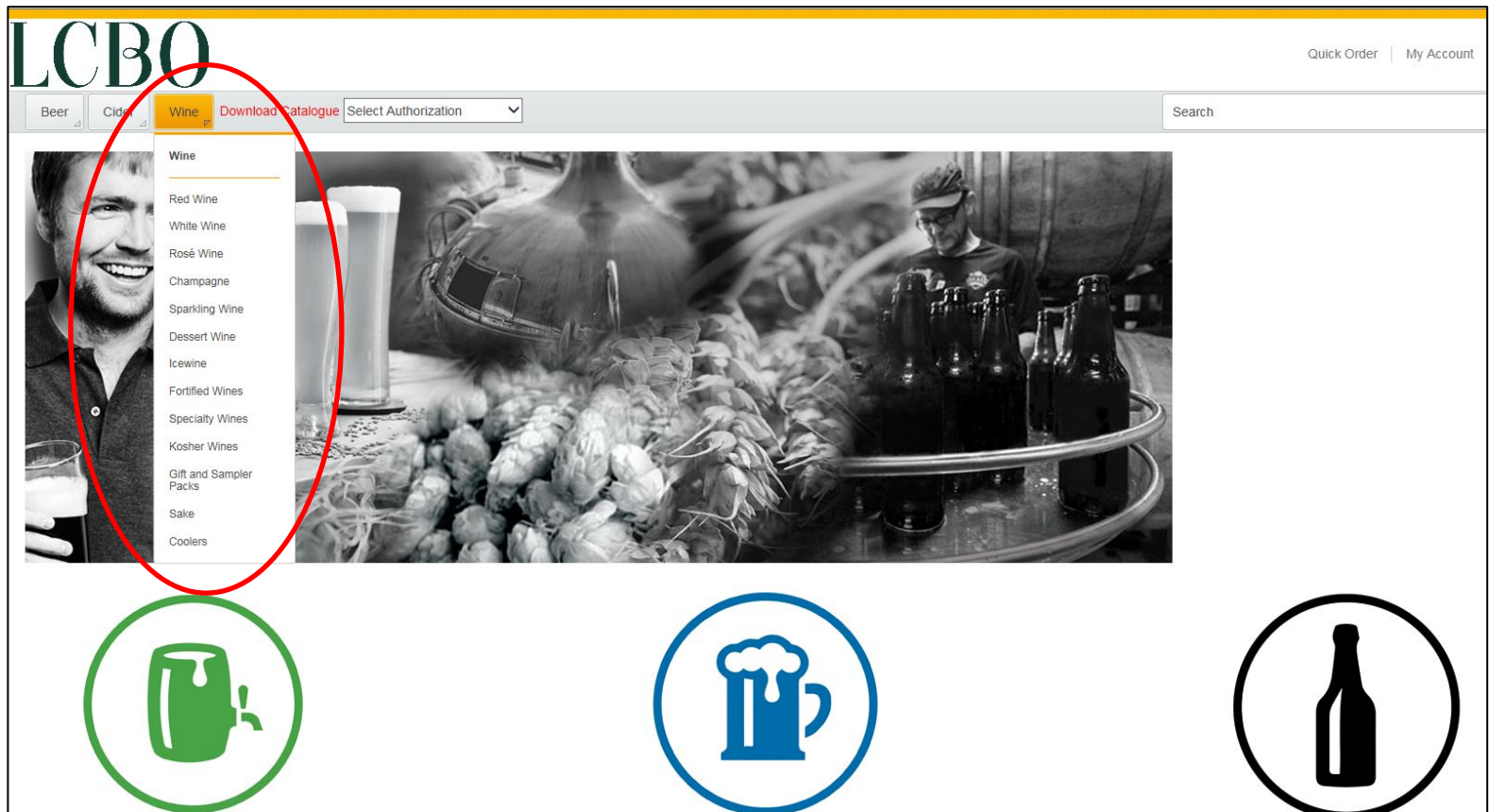
## Store operator sign in: configured to authorization type



- Select a single store to place an order (LCBO assigned store number)



**Hierarchy: filter by attributes including region, brand, producer size and wine varietal**




## Sample Item Screen and Product Attributes

LCBO

Beer Cider Wine Download Catalogue Select Authorization

Home > Sandbanks Rose Vqa\*



**Sandbanks Rose Vqa\***  
SKU: 0244616  
Selling Units per Case Qty: 12  
Units per Pack: 1

Order by cases

Retail Price of Selling Unit (including taxes & refundable container deposit)	\$13.95	Basic Price (Cost) per Selling Unit	\$12.17	Basic Price (Cost) per Case Qty	\$146.04
Case Qty Ordered	1	Total Selling Units Ordered	12	Total Basic Price (Total Cost)	\$146.04

Add to Current Order  
Add to Requisition List

Item Publication Info Pricing History Operational Info Promotions

• Producer: SANDBANKS ESTATE WINERY  
• Agent Name: SANDBANKS ESTATE WINERY  
• Alcohol Content: 11.5%  
• Unit Volume: 750 mL  
• Producer Size: Small  
• VQA Flag: Yes  
• Quality Assurance Wine: Yes  
• Country Production: Yes  
• Single Country Grapes: Yes  
• Container Type: BOTTLE

Supplying Source details

Grocer unit cost =  
Basic price – discount  
+ container deposit +  
taxes



## Quick Order function available for fast ordering

LCBO

Quick Order | My account | Sign Out

Beer Cider Wine Download Catalogue Select Authorization

Search

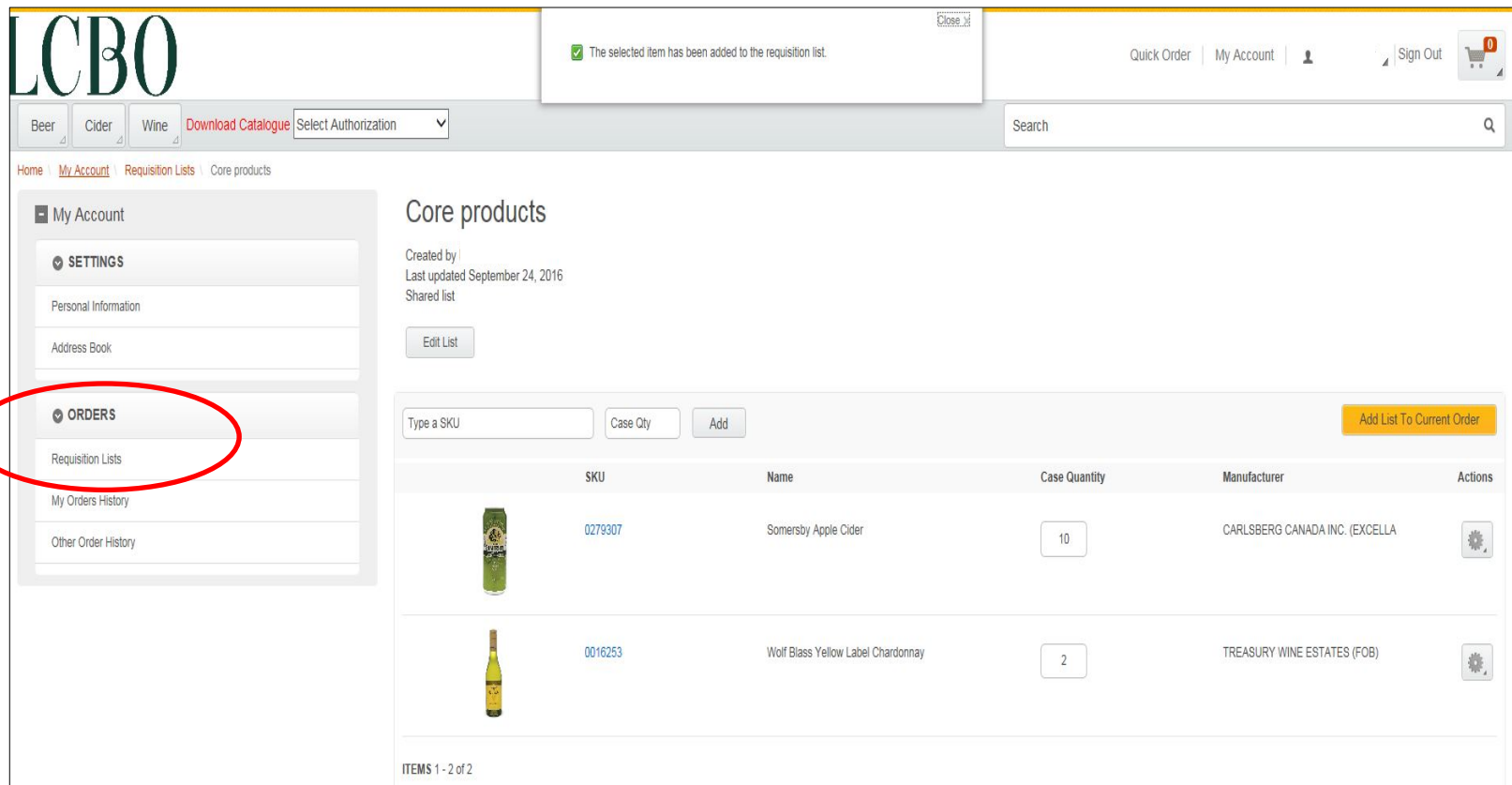
### Quick Order

Order online from any of our catalogs. Simply enter the SKU number from the catalog and the quantity for items to be added to this order.





	SKU	Case Qty
1.	<input type="text" value="0000018"/>	<input type="text" value="9"/>
2.	<input type="text" value="0175810"/>	<input type="text" value="5"/>
3.	<input type="text" value="0073361"/>	<input type="text" value="7"/>
4.	<input type="text" value="0000026"/>	<input type="text" value="5"/>
5.	<input type="text"/>	<input type="text"/>
6.	<input type="text"/>	<input type="text"/>
7.	<input type="text"/>	<input type="text"/>
8.	<input type="text"/>	<input type="text"/>
9.	<input type="text"/>	<input type="text"/>
10.	<input type="text"/>	<input type="text"/>
11.	<input type="text"/>	<input type="text"/>
12.	<input type="text"/>	<input type="text"/>

← Click Order

## Create Requisition Lists for frequently ordered items



The screenshot shows the LCBO website interface. On the left, the 'My Account' sidebar has the 'ORDERS' section highlighted with a red circle. The main content area shows a 'Core products' requisition list. A notification at the top states: 'The selected item has been added to the requisition list.' The requisition list table contains the following items:

SKU	Name	Case Quantity	Manufacturer	Actions
 0279307	Somerby Apple Cider	10	CARLSBERG CANADA INC. (EXCELLA	
 0016253	Wolf Blass Yellow Label Chardonnay	2	TREASURY WINE ESTATES (FOB)	

ITEMS 1 - 2 of 2

## Pre Checkout: current order

LCBO

Quick Order | My Account | [Sign Out](#)






Beer | Cider | Wine | [Download Catalogue](#) | Select Authorization

Search

### Current Order

[Continue Shopping](#)

[Remove All Items](#)

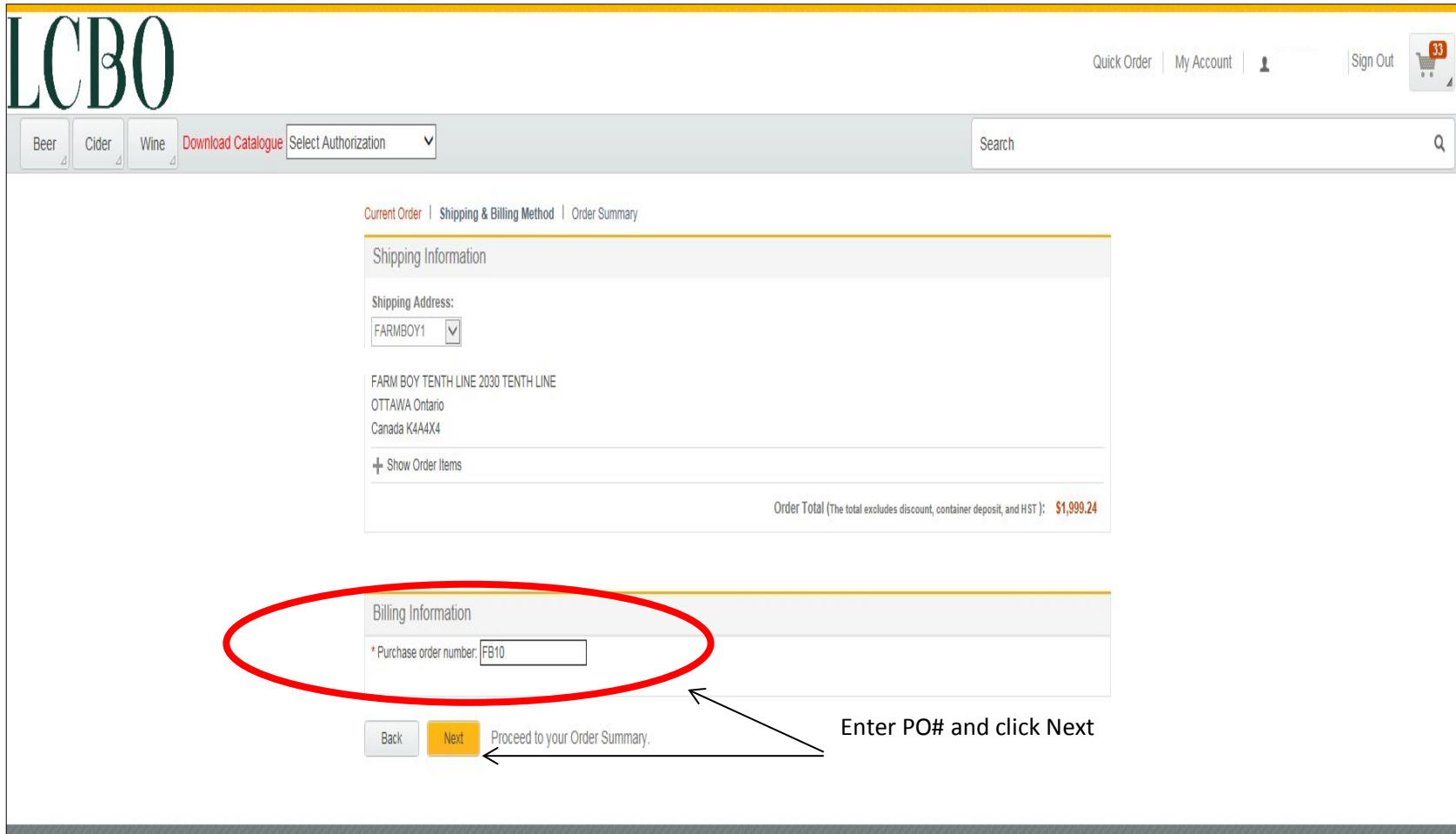
Product	Case Qty	Each	Total
 Sandbanks Rose Vega® SKU: 0244916 <a href="#">Move to Requisition List</a> <a href="#">Remove</a>	5	\$145.04	\$730.20
 Muskoka Detour SKU: 0494335 <a href="#">Move to Requisition List</a> <a href="#">Remove</a>	8	\$48.32	\$386.56
 Brickworks Batch 1924 Cider SKU: 0364015 <a href="#">Move to Requisition List</a> <a href="#">Remove</a>	4	\$64.80	\$259.20
 Moosehead Lager SKU: 0613497 <a href="#">Move to Requisition List</a> <a href="#">Remove</a>	10	\$26.04	\$260.40
 Amsterdam Downtown Brown Ale SKU: 0142331 <a href="#">Move to Requisition List</a> <a href="#">Remove</a>	8	\$50.43	\$382.88

Order Total (The total excludes discount, container deposit, and HST): **\$1,999.24**



[Check Out](#)


Click Next →


## Enter Purchase Order #



LCBO

Quick Order | My Account |  | Sign Out 


Beer Cider Wine [Download Catalogue](#) Select Authorization 

Search 


[Current Order](#) | [Shipping & Billing Method](#) | [Order Summary](#)

Shipping Information

Shipping Address:

FARMBOY1 

FARM BOY TENTH LINE 2030 TENTH LINE  
OTTAWA Ontario  
Canada K4A4X4

 Show Order Items

Order Total (The total excludes discount, container deposit, and HST): **\$1,999.24**

Billing Information

\* Purchase order number:

[Back](#) [Next](#) Proceed to your Order Summary.

Enter PO# and click Next

## Order Summary

LCBO

Quick Order | My Account | Sign Out

Beer Cider Wine Download Catalogue Select Authorization

Search

Current Order | Shipping & Billing Method | Order Summary

Shipping Information

Shipping Address:

FARM BOY TENTH LINE 2030 TENTH LINE  
OTTAWA Ontario  
Canada K4A4X4

+ Show Order Items

Order Total (The total excludes discount, container deposit, and HST): **\$1,999.24**

Billing Information

\* Purchase order number: FB10

Back Order

Click Order



## Order Confirmation

LCBO

Quick Order | My Account | Sign Out

Beer Cider Wine Download Catalogue Select Authorization

Search

Thank you for your order!  
Purchase Order FB10  
Order date: September 24, 2016

Continue Shopping

Shipping Information

Shipping Address:  
FARMBOY1

FARM BOY TENTH LINE 2030 TENTH LINE  
OTTAWA Ontario  
Canada K4A4X4

+ Show Order Items

Order Total (The total excludes discount, container deposit, and HST): **\$1,999.24**

Print We recommend you print this page

Expand for items  
and print order



## Order History

LCBO

Quick Order | My Account | Sign Out

Beer Cider Wine Download Catalogue Select Authorization Search

Home | My Account | Order History

**My Account**

**SETTINGS**

Personal Information

Address Book

**ORDERS**

Requisition Lists

My Orders History

Other Order History

**My Orders**

Order History

allStoreOrdersCount:

Filter By

☒ None ☐ Purchase Order Number ☐ Date Range

Purchase Order	Order Date	Order Details	Status	Total Price
FB123	September 24, 2016	<a href="#">Details</a>	PO Acknowledged <a href="#">View Status</a>	\$2,104.72 <a href="#">Re-Order</a>
8729003	September 24, 2016	<a href="#">Details</a>	Order Submitted <a href="#">View Status</a>	\$2,578.88 <a href="#">Re-Order</a>
fasfart	September 12, 2016	<a href="#">Details</a>	Order Submitted <a href="#">View Status</a>	\$89.80 <a href="#">Re-Order</a>
2Test	September 12, 2016	<a href="#">Details</a>	Order Submitted <a href="#">View Status</a>	\$3,046.08 <a href="#">Re-Order</a>
LRtest1B	May 26, 2016	<a href="#">Details</a>	Order Received <a href="#">View Status</a>	\$2,869.40 <a href="#">Re-Order</a>
farm5807d	July 27, 2016	<a href="#">Details</a>	Order Submitted <a href="#">View Status</a>	\$95.16 <a href="#">Re-Order</a>

## Order Acknowledgement and Preliminary Delivery

Recent Order History

Filter By  
☒ None ☐ Purchase Order Number ☐ Date Range

Purchase Order	Order Date	Order Details	Status	Total Price	
FB123	September 24, 2016	<a href="#">Details</a>	PO Acknowledged <a href="#">View Status</a>	\$2,104.72	<a href="#">Re-Order</a>

FB123	Supplying Source	Orders	Available	Preliminary Delivery Date	Estimated Delivery Date	Shipped Qty	Received Date	Received	Deemed Receipt	
Sandbanks Rose Vqa* SKU : 0244616	SANDBANKS ESTATE WINERY	<input type="text" value="10"/>	<input type="text" value="10"/>	03-Oct-2016	<input type="text"/>	<input type="text" value="0"/>	<input type="text"/>		<input type="text"/>	<input type="text"/>
Muskoka Detour SKU : 0404335	LCBO	<input type="text" value="5"/>	<input type="text" value="5"/>	28-Sep-2016	<input type="text"/>	<input type="text" value="0"/>	<input type="text"/>		<input type="text"/>	<input type="text"/>
Brickworks Batch:1904 Cide SKU : 0394015	JOSEPH ZAKON WINERY	<input type="text" value="3"/>	<input type="text" value="0"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="0"/>	<input type="text"/>		<input type="text"/>	<input type="text"/>
Moosehead Lager SKU : 0613497	TBS	<input type="text" value="8"/>	<input type="text" value="8"/>	29-Sep-2016	<input type="text"/>	<input type="text" value="0"/>	<input type="text"/>		<input type="text"/>	<input type="text"/>

[NOTIFY](#)


## Shipped Status

### Recent Order History

#### Filter By

☒ None
 ☐ Purchase Order Number
 ☐ Date Range

Purchase Order	Order Date	Order Details	Status	Total Price	
FB123	September 24, 2016	<a href="#">Details</a>	PO Acknowledged <a href="#">View Status</a>	\$2,104.72	<a href="#">Re-Order</a>

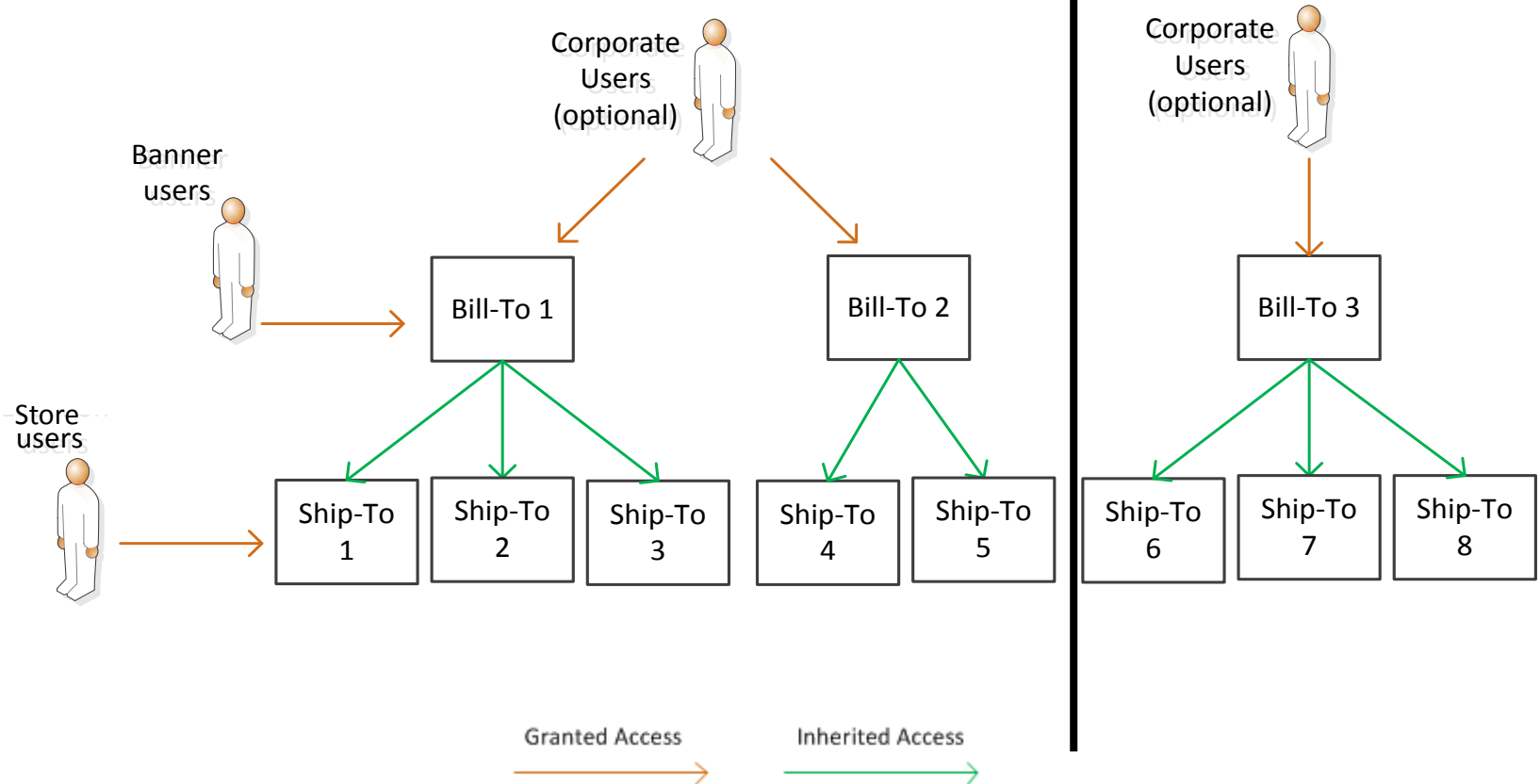
FB123	Supplying Source 	Orders	Available	Preliminary Delivery Date	Estimated Delivery Date	Shipped Qty	Received Date	Received	Deemed Receipt	X
Sandbanks Rose Vqa* SKU : 0244616	SANDBANKS ESTATE WINERY	10	10	03-Oct-2016		0				
Muskoka Detour SKU : 0404335	LCBO	5	5	28-Sep-2016	28-Sep-2016	5				
Brickworks Batch:1904 Cider SKU : 0394015	JOSEPH ZAKON WINERY	3	0			0				
Moosehead Lager SKU : 0613497	TBS	8	8	29-Sep-2016	29-Sep-2016	6				
<a href="#">NOTIFY</a>										

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## GMS user access

- GMS allows for **three (3) types** of users to access product catalogue and view/place orders:
  - Corporate level: multi store and banner access
  - Banner level: multi store access
  - Store level: single store access
- Corporate and banner level users can have access to **view invoices** in GMS, if requested

## GMS accounts





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## GMS set up

- **Existing grocery customers** will be contacted to **update** current user information
- **New grocery customers** and **new stores** to existing customers require **user set up** in **GMS** prior to ordering
  - Details at end of presentation

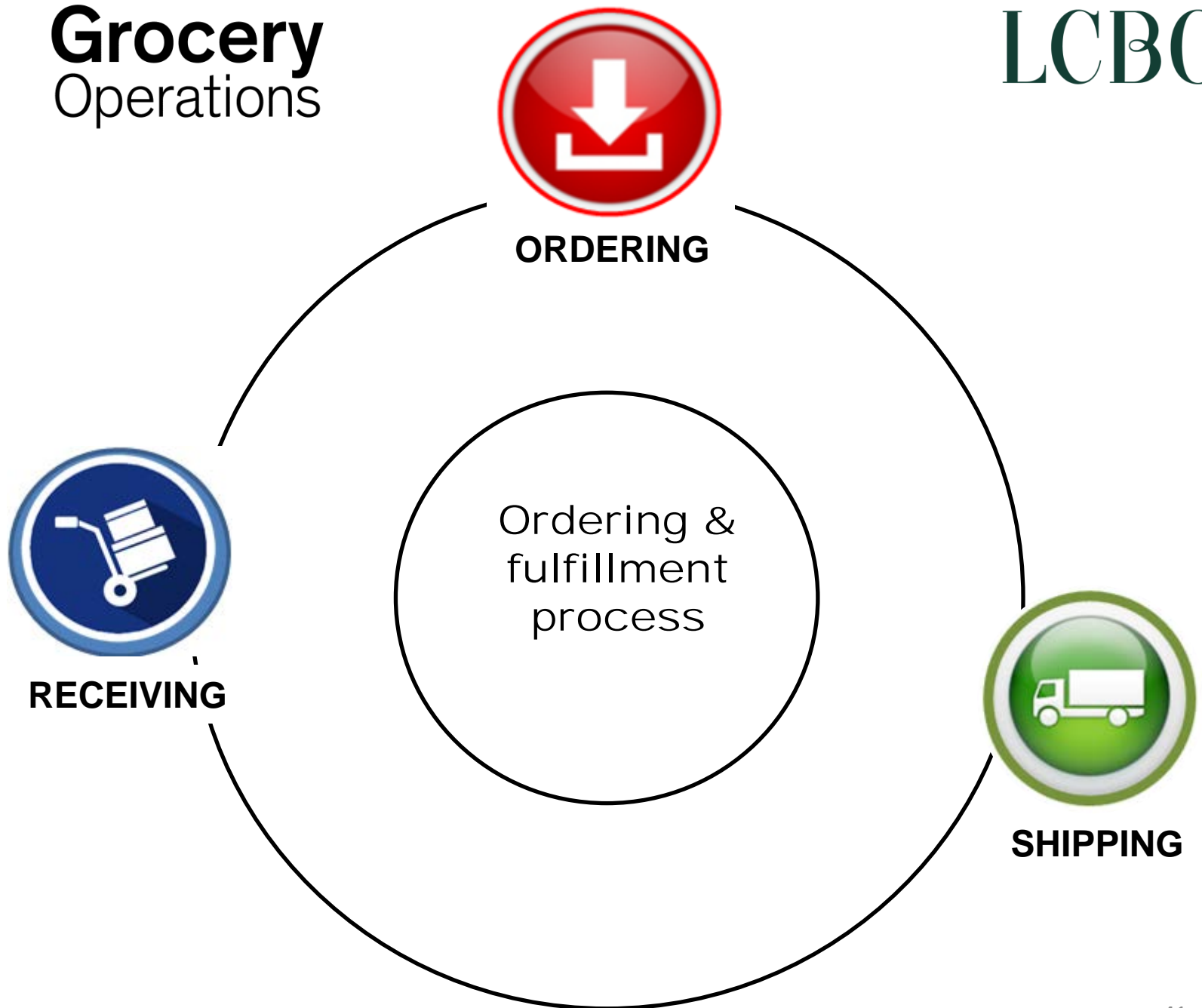
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## EDI capabilities

- **Initial orders** are placed **manually** (except for those grocers currently transmitting orders electronically)
- GMS has **EDI capabilities** to accept orders from store operators electronically
- Grocery Operations IT can **organize working sessions** with you to scope EDI requirements for implementation in 2017

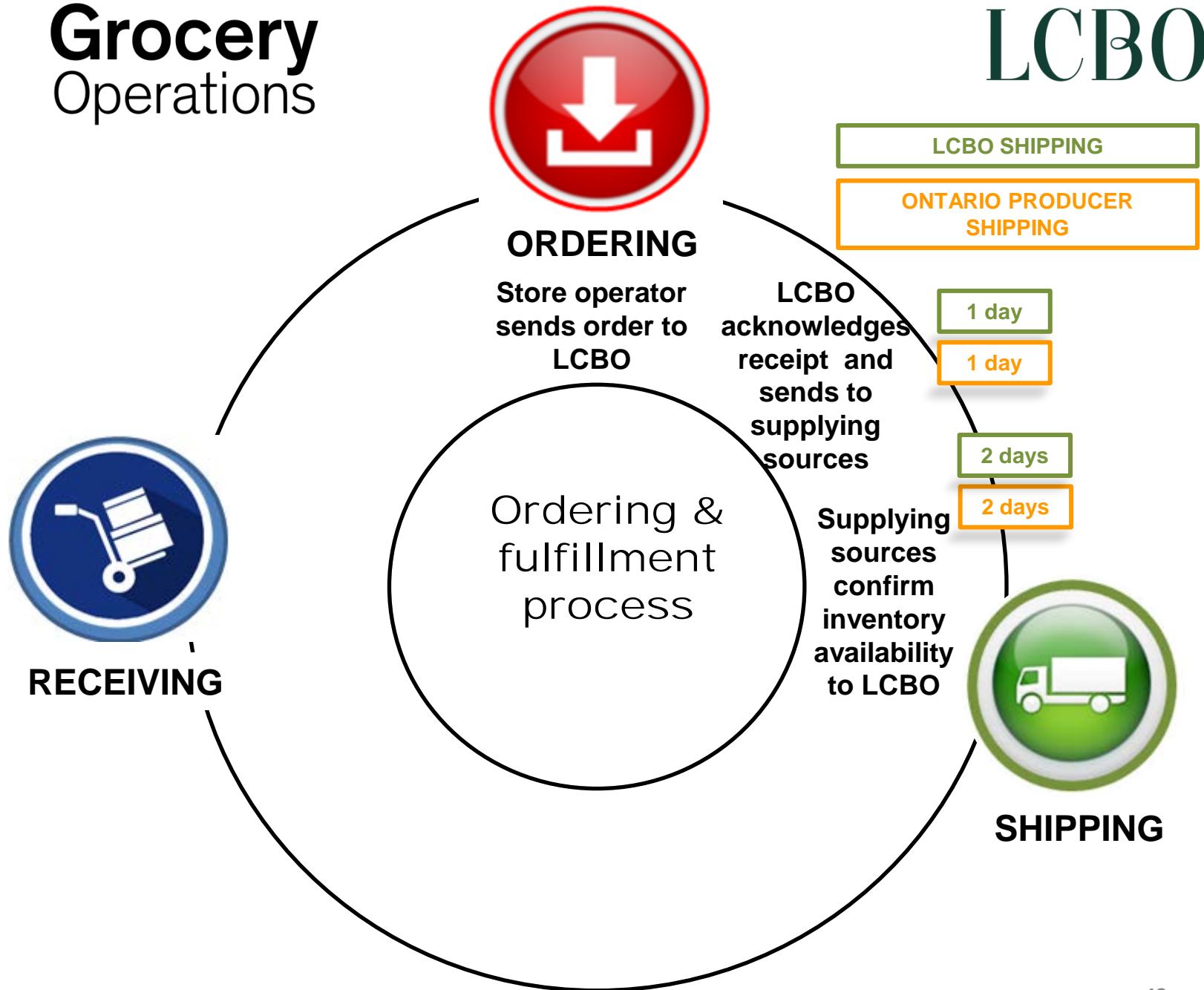
## 4 – Orders, fulfillment, delivery, receiving and invoicing





# Grocery Operations

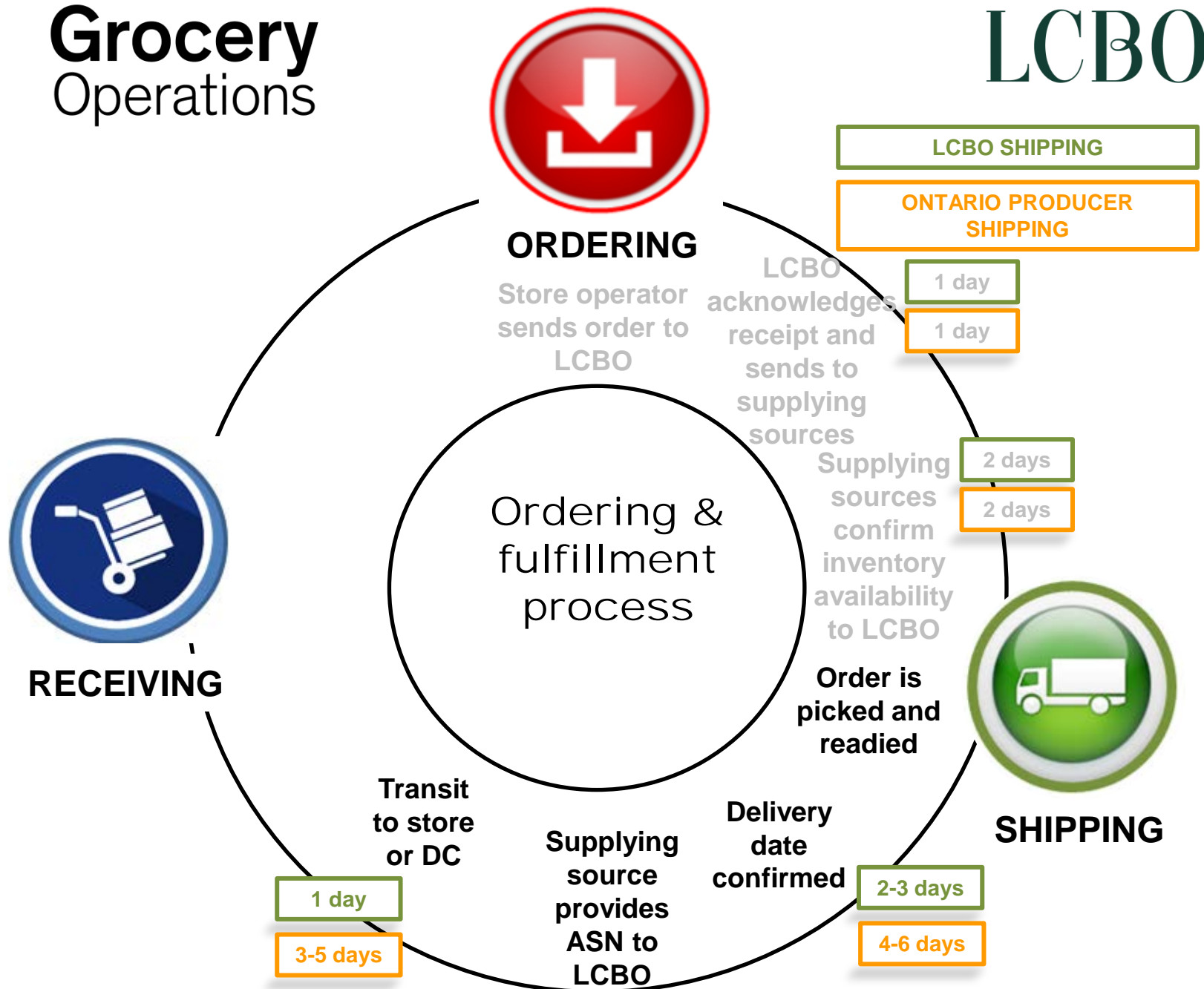
# LCBO





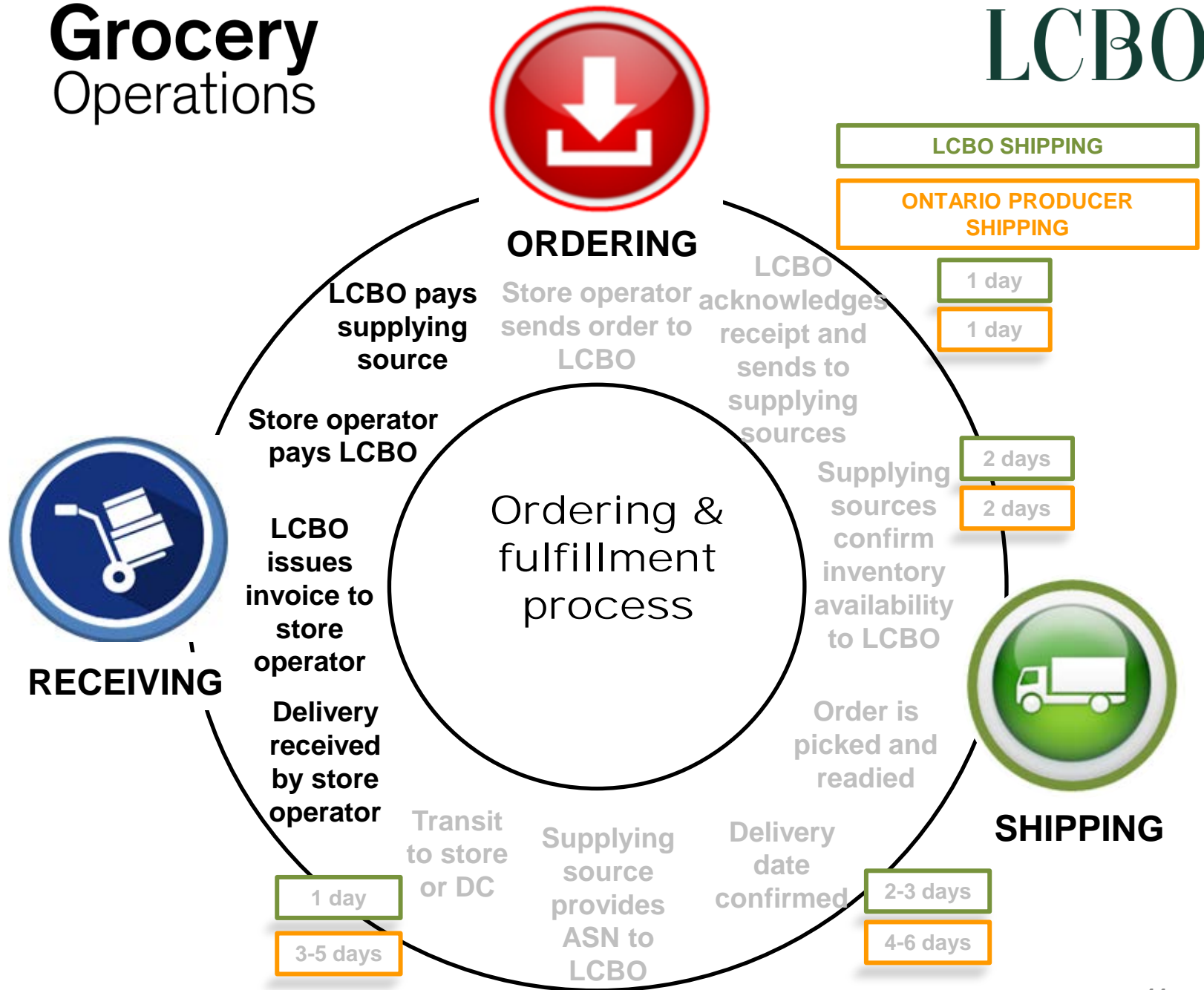
# Grocery Operations

# LCBO



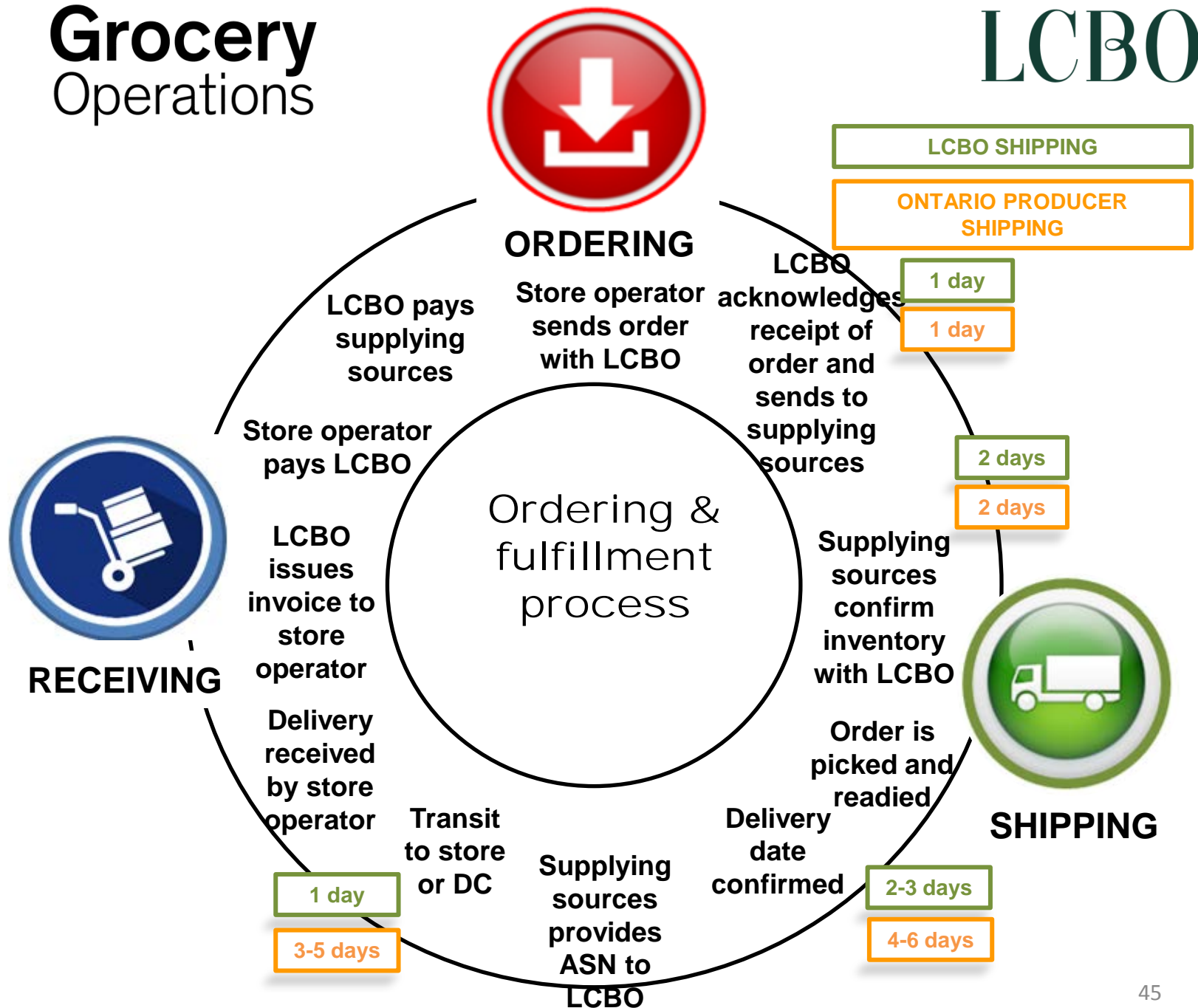
# Grocery Operations

# LCBO



# Grocery Operations

# LCBO



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## Time required from placing to receiving order:

**LCBO and TBS:**

up to 7 days

**Ontario Manufacturers:**

up to 14 days

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## General delivery guidelines

- Products will not be **delivered**
  - in quantities **greater** than the purchase order,
  - be **backordered**,
  - be **substituted** by other products to top-up an order or replace unavailable product
- Supplying sources **cannot attempt a second delivery** for products that were originally unavailable



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## General delivery guidelines

- A **packing slip and Bill of Lading (BOL)** must accompany each shipment
- No refusal of **order errors** (refer to Claims & Returns process)
- No refusals for **time of day delivery**; no appointment times for LCBO deliveries to individual store locations

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## Receiving

- Receipts due by **noon every Tuesday** for orders received during the previous week (Sunday to Saturday).
- Include zero receipts
- Two **options** available to store operators to record receipts:
  - Online directly in GMS, or
  - Submit excel spreadsheet

## Receiving Option 1: Online directly in GMS

My Orders

Order History

Filter By  
☒ None ☐ Purchase Order Number ☐ Date Range  
 Purchase Order Order Date Order Details Status Total Price

LRROC5test	August 19, 2016	<a href="#">Details</a>	Order shipped <a href="#">View Status</a>	\$16,239.12	<a href="#">Re-Order</a>
LRROC4test	August 19, 2016	<a href="#">Details</a>	Order Received <a href="#">View Status</a>	\$4,942.96	<a href="#">Re-Order</a>
LRROC3test	August 19, 2016	<a href="#">Details</a>	Order Received <a href="#">View Status</a>	\$8,334.24	<a href="#">Re-Order</a>
<b>LRROC6Atest</b>	August 19, 2016	<a href="#">Details</a>	Order shipped <a href="#">View Status</a>	\$11,508.68	<a href="#">Re-Order</a>

LRROC6Atest	Supplying Source	Orders	Available	Preliminary Delivery Date	Estimated Delivery Date	Shipped Qty	Received Date	Received	Deemed Receipt
Boxer Ice+ SKU : 0184143	LCBO	23	23	21-Aug-2016	23-Aug-2016	0			
Bavaria Holland Beer 6 Pk-C (Mid Cone) SKU : 0676429	LCBO	34	34	21-Aug-2016	23-Aug-2016	0			
Budweiser 710ml SKU : 0679449	TBS	54	54	21-Aug-2016	20-Aug-2016	0			
Brewmaster Craft Pack Lake Of Bays 4x473ml SKU : 0448126	LAKE OF BAYS BREWING	23	23	21-Aug-2016	20-Aug-2016	0			
Wanderroot Cider SKU : 0456608	LCBO	54	54	21-Aug-2016	23-Aug-2016	0			
Hopping Mad Cider Radler SKU : 0453282	LCBO	30	30	21-Aug-2016	23-Aug-2016	0			

NOTIFY

## LCBO

## Store Operator Name:

LCBO Customer Number:

Delivery receipts for the week ending (Saturday):

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Journal compilation © 2006 Blackwell Publishing Ltd

Email completed reports to [wholesaleservice@lcbo.com](mailto:wholesaleservice@lcbo.com) by 12:00pm Tuesday.  
Please save file in the format WeeklyDeliveryReceipts-name-WeekEndingDate.xlsx

[illegible]

**Store No.:** The LCBO-generated store number where the product was delivered/received.  
**PO Number:** The customer's purchase order number.  
**Received Date:** The date the products were received.  
**SKU:** The LCBO product SKU number received.  
**Cases Received:** The number of cases of the item received.  
**Reason Code:** The reason for any shortages/discrepancies, i.e. breakage.

Store No.: The LCBO-generated store number where the product was delivered/received.

**PO Number:** The customer's purchase order number.

**Received Date:** The date the products were received.

SKU: The LCBO product SKU number received.

**Cases Received:** The number of cases of the item received.

Reason Code: The reason for any shortages/discrepancies, i.e. breakage.

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## Deemed Receipts

- Deemed receipt will take effect:
  - If receipts are not submitted by noon Tuesday deadline and Estimated Delivery Date entered by supplying source(s) falls within the previous week
  - Based on shipment quantities entered into GMS by supplying source(s)



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## Reconciliations

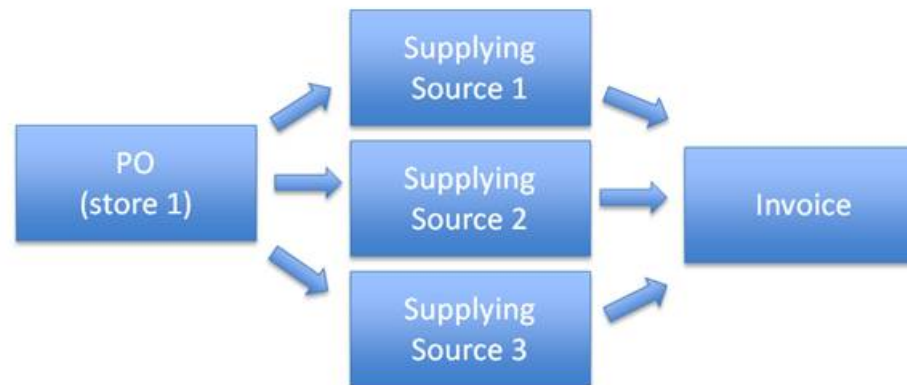
- Grocery Operations will complete a weekly reconciliation of customer receipts against supplier shipments
- LCBO may request copies of proof of deliveries (PODs) from store operators
- Invoice adjustments will be issued where necessary

## Invoicing

- Completed weekly based on weekly receipts
- Two invoice options available to store operators:
  - One invoice per Purchase Order, or
  - One invoice per Split PO/delivery
- Confirm your choice of invoicing method before ordering commences, otherwise you will be defaulted to Option 1

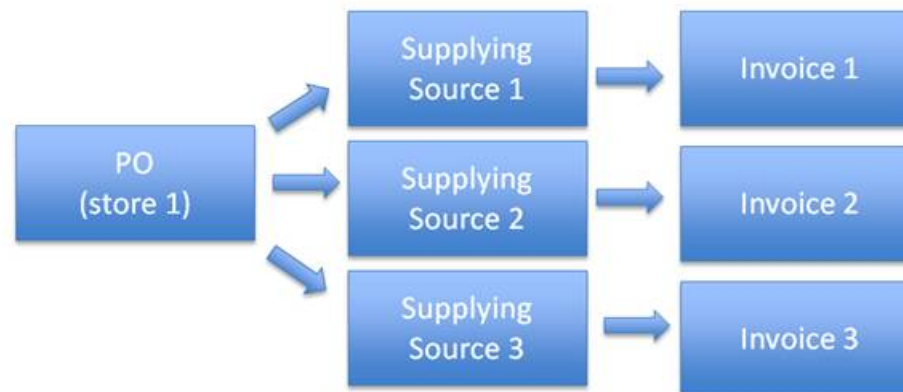
## Invoicing Option 1: One invoice per PO

- One invoice will be generated per store, per PO; invoice will contain products from multiple supplying sources/deliveries.
- If deliveries span across multiple weeks, you will receive multiple invoices relating to the same PO.



## Invoicing Option 2: One invoice per Split PO

- One invoice will be generated per store, per PO, per supplying source/delivery.
- This is the most granular level which will result in the largest number of invoices as it is tied to each shipment.



## Promotional sales

- Customer will be credited back for items sold during a promotional period
  - LTO
  - Super sale
  - Wine deal of the week



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## Returns & Claims

- Process in place to account for returns and claims including, but not limited to:
  - short shipments
  - damaged product
  - recalled product
- Refer to Section 7 of Policies & Procedures Manual for Authorized Store Operators for details and timelines

## 5 – Mandatory weekly reports



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## Receipt Report

- Receipts due by noon every Tuesday for orders received during the previous week (Sunday to Saturday).
- Two options available to store operators to record receipts:
  - Online directly in GMS, or
  - Submit excel spreadsheet



LCBO

- Due by noon every Tuesday for all sales from previous week (Sunday to Saturday)
- LCBO SKU or UPC accepted as of Nov 1

## Grocery Operations

LCBO

## Store Operator Name:

LCBO Customer Number:

Sales for the week ending (Saturday):

Email completed reports to [wholesaleservice@lcbo.com](mailto:wholesaleservice@lcbo.com) by 12:00pm Tuesday.  
Please save file in the format WeeklyBeerSales-name-WeekEndingDate.xlsx

[illegible]

### Instructions

**Store No.:** The LCBO-generated store number where the sale to the consumer took place.

**Sales Date:** The date the sale to the consumer occurred.

SKU: The LCBO product SKU number sold.

**No. of Selling Units:** The number of selling units of the SKU sold to the consumer during the week.

-



## 6 – Resources & next steps

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## RESOURCES: Contact Information

**Director** Chris Dini 416-365-5714  
[chris.dini@lcbo.com](mailto:chris.dini@lcbo.com)

**Operations** Leanne Rhee 416-365-5889  
[leanne.rhee@lcbo.com](mailto:leanne.rhee@lcbo.com)

Gustavo Neri 416-864-7664  
[gustavo.neri@lcbo.com](mailto:gustavo.neri@lcbo.com)

**Finance** Jamie Fazekas 416-365-5912  
[jamie.fazekas@lcbo.com](mailto:jamie.fazekas@lcbo.com)

**Customer Service** [wholesaleservice.@lcbo.com](mailto:wholesaleservice.@lcbo.com) 416-365-5842

## Grocery Operations website: [www.lcbowholesaleoperations.com](http://www.lcbowholesaleoperations.com)

Wholesale  
Operations  
Group

LCBO

Home

Supplier

Grocers

FAQ

Contact Us

### Welcome to the Grocer information site

This website is a dedicated resource for selling beer in grocers in Ontario. Information and forms can be found for (1) suppliers to grocers, and (2) grocery operators.

For our customer facing web presence, please visit [LCBO](http://www.lcbo.com). Other trade resource information may be found at [our trade resources site](#).

### Background

In its April 2015 report, Striking the Right Balance: Modernizing Beer Retailing and Distribution in Ontario, the Premier's Advisory Council on Government Assets recommended that the government authorize qualifying grocery stores to sell beer to the public. In the 2015 Ontario Budget, Building Ontario Up, the government announced it would proceed with this recommendation and subsequently introduced regulatory changes establishing the LCBO as the wholesale supplier of all beer, domestic and import, to authorized grocery stores.

60

grocers by  
end of  
2015

up to  
150

licenses by  
May 2017

PAC

Premier's  
Advisory  
Council

### Latest News

GMS Training Videos Added  
2015 Dec 17

Videos are posted on the supplier and grocer pages.

First 58 Locations Announced  
2015 Dec 15

The authorized stores are a mix of independent and large grocers in communities across Ontario.  
[Read more >](#)

Winning Bids Announced  
2015 Nov 18

The first grocers to be eligible to sell beer in Ontario grocery stores were announced.  
[Read more >](#)

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## Click through to grocers/store operator section of the site:

1. The **primary** source of **communication** to store operators
2. Contains **forms, documents and presentations** for store operators
3. Access to **Grocery Management System (GMS)** to view product catalogue and place orders
4. Communication regarding **pricing, pricing promotions** and **product catalogue updates**

# Grocery Operations

# LCBO

## LCBO

### Grocery Operations

#### Policies & Procedures Manual for Authorized Store Operators

Version 1.3 September 2016

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## NEXT STEPS

### 1 - Wholesale customer set up

Grocer(s) receives **Wine Authorization(s)** from **AGCO**



**Contact LCBO Grocery Operations**



Finalize **Wholesale Supply Agreement (WSA)** with **LCBO** and provide LCBO with:

- letter of credit (as required by the WSA)
- proof of insurance (to be provided within 10 days of effective date of the WSA)



## 2 – Complete Customer Profile registration form

**DUE:  
OCT. 7<sup>TH</sup>, 2016**

Grocery Operations		LCBO	
<b>CUSTOMER PROFILE</b>			
Store operators must complete and submit this form to be added to the LCBO database for invoicing and payment purposes.			
Invoices will be sent electronically to the emails provided in the Contact Information section.			
<b>CUSTOMER INFORMATION</b>			
Company Name [Redacted]			
Street No. [Redacted]	Street Name [Redacted]	Unit/Suite [Redacted]	
City/Town [Redacted]	Province [Redacted]	Postal Code [Redacted]	
Country [Redacted]	Telephone [Redacted]		
<b>CONTACT INFORMATION</b>			
1) Name [Redacted]		Title [Redacted]	
Email Address [Redacted]			
2) Name [Redacted]		Title [Redacted]	
Email Address [Redacted]			
3) Name [Redacted]		Title [Redacted]	
Email Address [Redacted]			
[Redacted] Full Name		[Redacted] Business Title	
[Redacted] Authorized Signature		[Redacted] Date (mm/dd/yyyy)	
Return completed form to <a href="mailto:wholesaleservice@lcbo.com">wholesaleservice@lcbo.com</a>			
LCB 2399			

## 3 – Submit Grocery Management System (GMS) IT Access form

### Grocery Operations

LCBO

#### GROCERY MANAGEMENT SYSTEM (GMS) IT ACCESS FORM For Authorized Store Operators

Store operators may request a maximum of three (3) users per location. The Grocery Management System (GMS) provides for three types of users:

**Corporate Level User:** This level enables the user to manage all stores and all banners at the corporate level and view and download the product catalogue. The user has multi store access to create and view purchase order transactions, receive order notifications, enter receipt details and view and download invoices.

**Banner Level User:** This level enables the user to manage all stores under the banner's level and view and download the product catalogue. The user has multi store access to create and view purchase order transactions, receive order notifications, enter receipt details and view and download invoices.

**Store Level User:** This level enables the user to manage a single store and view and download the product catalogue. The user has single store access to create and view purchase order transactions, receive order notifications and enter receipt details.

**ALL FIELDS MUST BE TYPED. THE FORM WILL NOT BE PROCESSED IF HAND-WRITTEN**

#### USER ACCESS:

Check one of the following: Corporate level ☐ Banner level ☐ Store level ☐

#### CORPORATE LEVEL INFORMATION: Required for access to levels.

Corporate Name

Contact Name

Telephone Number

#### BANNER LEVEL INFORMATION: Required for access to banner level, otherwise leave blank.

Banner Name

Contact Name

Telephone Number



#### STORE LEVEL INFORMATION: Required for access to single store, otherwise leave blank.

Store Name

Store Operator Number

Contact Name

Telephone Number

Address

## Following completion of steps 1-3:

- An LCBO Store # will be assigned to each authorized location
- LCBO will collect delivery **location and receiving requirements**
- GMS **usernames and passwords** will be emailed

## Important Notes:

- Grocery Operations **IT freeze** from October 12<sup>th</sup> – October 28<sup>th</sup>, 2016 for any changes not related to wine launch
- **Delivery plans** for each store will be communicated by grocery operations before Oct. 18<sup>th</sup>
- **Communication Package** to be sent 1<sup>st</sup> week of October highlighting upcoming changes to process and systems
- **Beer Price increases** effective Tuesday November 1, 2016 details to follow and posted on grocery website.



## 7 – Q&A with LCBO team

## Panel Members

**Director, Grocery Operations**

**Chris Dini**

**Manager, Grocery Operations**

**Leanne Rhee**

**Finance Supervisor, Grocery  
Operations**

**Jamie Fazekas**

**IT – VP Business Systems Solution  
and Relationships Management**

**Bipasha Chiu**

**Director, London Warehouse**

**Jim MacPherson**