

Presentation to Grocers with Beer & Cider Authorizations

May 4, 2017

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.



Today's Agenda

- 1 – Roles & responsibilities
 - 2 – Resources
 - 3 – Product eligibility & display
 - 4 – Becoming a customer with the LCBO
 - 5 – Orders, fulfillment, delivery, receiving and invoicing
 - 6 – Mandatory reports
 - 7 – Next steps
 - 8 – Q&A with LCBO team
-

1 - Roles & Responsibilities



Regulatory Framework



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

O. Reg. 232/16: SALE OF LIQUOR IN GOVERNMENT STORES

under *Liquor Control Act, R.S.O. 1990, c. L.18*

Versions

current February 3, 2017 – (e-Laws currency date)
October 6, 2016 – February 2, 2017
July 20, 2016 – October 5, 2016
1 more



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Responsibilities

LCBO

- What we are involved in...
 - Business-to-Business wholesale transactions
 - Access between suppliers and grocers
 - Listing and order flow
 - Financial processing
 - Fulfillment facilitation
- What we are **NOT** involved in
 - Targeted consumer marketing
 - Product category management
 - Grocer sales & marketing plans
 - LCBO sales and promotions
 - Determining wholesale product mix



Responsibilities



- Regulates the laws pertaining to the sales, service and consumption of alcohol
- Enforces Ontario Regulation on Government Stores 232/16 as per but not limited to the following
 - Types of products eligible
 - Shelf space requirements
 - Hours of operation
 - Advertising rules
 - Trade spend restrictions
 - Sampling rules
- WWW.AGCO.ON.CA

2 - Resources



Resources: Grocery Operations Website www.lcbowholesaleoperations.com

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Welcome to the Grocery Operations Information Site

Click through the store operators section:

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**

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[PRODUCT CATALOG UPDATES](#)

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Documents

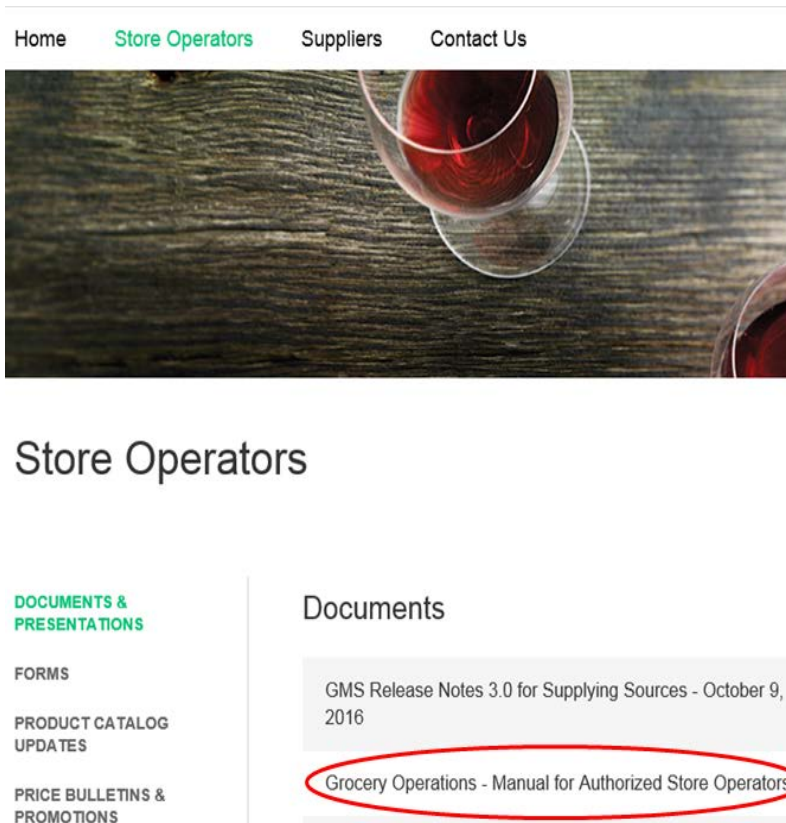
GMS Release Notes 3.0 for Supplying Sources - October 9, 2016	> VIEW PDF
Grocery Operations - Manual for Authorized Store Operators	> VIEW PDF
Sample Letter of Credit (new grocery customer) *	> VIEW PDF
Sample Letter of Credit (existing grocery customer) *	> VIEW PDF
LCBO GMS Grocer Manual	> VIEW PDF

* Please be advised that any version of a letter of credit that does not follow [our template](#) needs to be submitted to the LCBO via wholesaleservice@lcbco.com for review prior to submission.

Presentations

Beer Cider Wine Restricted Presentation to Grocers - September 29, 2016	> VIEW PDF	> WATCH VIDEO
Beer Cider Wine Presentation to Grocers - September 29, 2016	> VIEW PDF	> WATCH VIDEO
Presentation to Wine Boutique Operators - September 2016	> VIEW PDF	
LCBO General RFB Respondents Meeting - July 2016	> VIEW PDF	

Resources: Policy & Procedures Manual



LCBO

Grocery Operations

Policies & Procedures Manual for Authorized Store Operators

Version 1.4 May 2017

Available online: www.lcbowholesaleoperations.com

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Forms

Form	Description
GMS IT Access Form for Authorized Store Operators	Information needed to access Grocer Management System
Customer Profile	Information required to access LCBO information system(s)
Store Operator Adjustment Report	Claim information relating to damaged or unsaleable inventory
Return Authorization	Information to request authorization for return/refund
Beverage Alcohol Product Quality Complaint	Description of your customer's complaint
Sampling Program Refund Authorization Form for Wine Boutiques	To be completed by wine boutique store operators
Weekly Delivery Receipts Report	To report receivals on weekly basis
Weekly Sales Report	To report sales on weekly basis
Weekly Forecast - Inventory Report	To report demand forecast AND inventory on weekly basis

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Product and Catalogue Updates

Updates to GMS Product Catalogue

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Order Product

Our Grocery Management System is OPEN.

[ORDER NOW](#)

For GMS support, call 1-888-826-4334 or email lcbohelp@tangentia.com

Price Bulletins

20170418 - Price Bulletin Effective Apr-24-2017

[> VIEW XSLX](#)

20170410 - Price Bulletin Effective Apr-17-2017

[> VIEW XSLX](#)

20170403 - Price Bulletin Effective Apr-10-2017

[> VIEW XSLX](#)

20170327 - Price Bulletin Effective Apr-3-2017

[> VIEW XSLX](#)

20170320 - Price Bulletin Effective Mar-27-2017

[> VIEW XSLX](#)

[> View full archive](#)

Promotions

Promotional Period 2 2017 LTOs (April 24 – May 21, 2017)

[> VIEW XLSX](#)

Promotional Period 1 2017 LTOs (March 26 - April 23, 2017)
- updated

[> VIEW XLSX](#)

Price Bulletin

Beer in Grocery Price List

April 24, 2017: Price Changes Below

LCBO SKU #	LCBO Name	UPC Number	Size	EFFECTIVE DATE	BASIC PRICE	RETAIL PRICE	COMMENT
18	Heineken Lager 6 Pk-B +	028900000333	1980	24/04/2017	\$12.30	\$14.50	LTO ends
74591	Tuborg Gold Beer+	5740700997365	500	24/04/2017	\$1.99	\$2.05	LTO starts
148007	Czechvar Premium Lager +	815833002417	500	24/04/2017	\$2.21	\$2.60	LTO ends
186510	Corona Extra 6 Pk-B +.	7501064196034	1980	24/04/2017	\$12.30	\$12.95	LTO starts
249433	Spaten Original Munich	4072700001768	500	24/04/2017	\$2.04	\$2.15	LTO starts
270447	Guinness Draught Beer+	5000213015414	500	24/04/2017	\$2.52	\$2.70	LTO starts
288365	Holsten Premium Pilsner+	40678924	500	24/04/2017	\$1.95	\$2.30	LTO ends

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Limited Time Offer (LTO)

Apr.01.2017 to Mar.31.2018

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Apr.01.2016 to Mar.31.2017 - Revised August 22, 2016

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Super Sale

Supersale & Wine Deal of the Week Apr.01.2017 to
Mar.31.2018

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Super Sale & Wine Deal of the Week Nov.03.2016 to
Mar.31.2017

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Resources: How to place and receive orders

- An instructional package was sent out to **new** store operators detailing how to place and receive orders in the Grocery Management System (GMS)
- LCBO GMS – Store Operator Manual (May 2017) is available online at www.lcbowholesaleoperations.com

EDI capabilities

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

Contingency Plan for Grocery

- We remain committed to keeping you informed during collective bargaining
- In the event of a work disruption, service will continue
- We will be using our newly-launched LCBO Negotiations website to provide regular, factual communication throughout negotiations

www.lcbonegotiations.com

3 – Product Eligibility & Display





Product Parameters

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



Display Requirements

- Beer and Cider displayed in a single contiguous area
- 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

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***

Additional Eligibility Requirements...

- Grocers **cannot have** financial interest in a brand or trademark of product 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

Eligible Beer & Cider product catalogue:

- **Emailed** to new grocery customers
- **All product attributes** to populate systems, finalize assortments and plan shelf space
- Critical to use LCBO's product catalogue as **source data** to populate your systems

Eligible Beer & Cider product catalogue:

- Before placing initial orders we strongly suggest **cross referencing** products to GMS product catalogue download to ensure **product attributes** have not changed and to account for any items **added or removed**
- New grocers can request an **updated catalogue** at any time by contacting wholesaleservice@lcbo.com

4 – Becoming a Customer with the LCBO



Onboarding Process

- AGCO Authorization
- Signed Wholesale Supply Agreement with LCBO
- Letter of Credit
- Proof of Insurance
- Customer Profile Form
- GMS Access Form(s)

Forms available online

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Forms

Form

[GMS IT Access Form for Authorized Store Operators](#)

[Customer Profile](#)

Description

Information needed to access Grocer Management System

Information required to access LCBO information system(s)

Customer Profile Form

- To be set up as a customer with the LCBO
- Invoicing and billing purposes
- One time setup per legal entity

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CUSTOMER PROFILE

Store operators must complete and submit this form to be added as a customer to the LCBO database for invoicing and billing purposes.

Contact information is used for financial purposes. Email notifications will be sent when new invoices are available in the GMS Portal.

CUSTOMER INFORMATION			
Legal Company Name			
Street No.	Street Name		Unit/Suite
City/Town		Province	Postal Code
Country		Telephone	

CONTACT INFORMATION	
1) Name	Title
Email Address	
2) Name	Title
Email Address	
3) Name	Title
Email Address	

--

Full Name

--

Business Title

Authorized Signature

Date (mm/dd/yyyy)

Return completed form to wholesaleservice@lcbo.com

GMS Access Form

- Access to the Grocery Management System (GMS)
- Ordering (manual and EDI), order status, receiving, and invoicing
- One form required per location
- For operators currently transmitting via EDI, a GMS Access Form is mandatory for each location requiring EDI set up
 - Complete **EDI Information** section

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Grocery Operations

Reset Form

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GROCERY MANAGEMENT SYSTEM (GMS) IT ACCESS FORM

For Authorized Store Operators

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

The Grocery Management System (GMS) is the system used to order, track and monitor beer, wine and cider deliveries to store operators. This system provides for three types of users. If different levels of access are required, please complete **ONE** form for each type. It is the Store Operator's responsibility to ensure user information is kept current.

- Corporate Level User (Head Office):** 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 and enter receipt details. If requested, this user can view and download invoices from the GMS portal.
- Banner Level User:** This level enables the user to manage all stores under the banner and view and download the product catalogue. This user has multi store access to create and view purchase order transactions, receive order notifications and enter receipt details. If requested, this user can view and download invoices from the GMS portal.
- Store Level User:** This level enables the user to manage a **SINGLE** store and view and download the product catalogue. This user has single store access to create and view purchase order transactions, receive order notifications and enter receipt details. This type of user **DOES NOT** have access to invoices.

Complete the following required information and identify the required user access. Complete **ONE** of the following user level profiles:

CORPORATE LEVEL (Head Office) INFORMATION: Complete this section to request corporate level access. Otherwise leave blank.	
Corporate Name	
Contact Name	Telephone Number

OR

BANNER LEVEL INFORMATION: Complete this section to request banner level access. Otherwise leave blank.	
Corporate Name	
Contact Name	Telephone Number

OR

STORE LEVEL INFORMATION: Complete this section to request store level access. Otherwise leave blank.	
Store Name	Store Operator Number
Contact Name	Telephone Number
Store Address	

AND/OR

USER DETAILS – ORDERING

EDI INFORMATION: Complete this section to request EDI transmission of orders. Otherwise leave blank.	
Store Name	Store Operator Number
Contact Name	Telephone Number
Store Address	
EDI Store Ship to No.	

Populate the table below with the users who require access to create and receive orders in GMS. Store Operators may request a maximum of three (3) users per store location. Corporate and Banner level may request access for more than 3 users by submitting multiple forms.

Grant Ordering Access	Ordering <input type="checkbox"/>	Ordering <input type="checkbox"/>	Ordering <input type="checkbox"/>
Revoke Ordering Access	Ordering <input type="checkbox"/>	Ordering <input type="checkbox"/>	Ordering <input type="checkbox"/>
Request Change of existing information (e.g. email, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User ID (required for change to access, name, title or email)			
First Name *			
Last Name *			
Email Address *			
Enter Email address for Notifications or check box to use above* *	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*Required Field

* Notifications are sent for order confirmation

USER DETAILS – INVOICING (NOT available to Store level access)

Populate the table below with the users who require access to view and download invoices in GMS. Invoicing access is only available at Corporate and Banner level. Corporate and Banner level may request access to view and download invoices for more than 3 users by submitting multiple forms.

Grant Invoicing Access	Invoicing <input type="checkbox"/>	Invoicing <input type="checkbox"/>	Invoicing <input type="checkbox"/>
Revoke Invoicing Access	Invoicing <input type="checkbox"/>	Invoicing <input type="checkbox"/>	Invoicing <input type="checkbox"/>
Request Change of existing information (e.g. email, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User ID (required for change to access, name, title or email)			
First Name *			
Last Name *			
Email Address *			
Enter Email address for Notifications or check box to use above* *	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*Required Field

* Notifications are provided when new invoices are available for download in the GMS system; a maximum of three users can receive notification

Authorized By: _____ Title: _____
Signature: _____ Date: _____
mm/dd/yyyy

RETURN COMPLETED FORM TO: wholesaleservice@lcbo.com

Due Dates & Timelines

Customer Profile Form and GMS Access Form(s):

Due Friday, May 12

To be eligible to place orders in early June

*Setup will take approximately 3 weeks.

First legal selling date: Early summer

Following completion of above-noted steps:

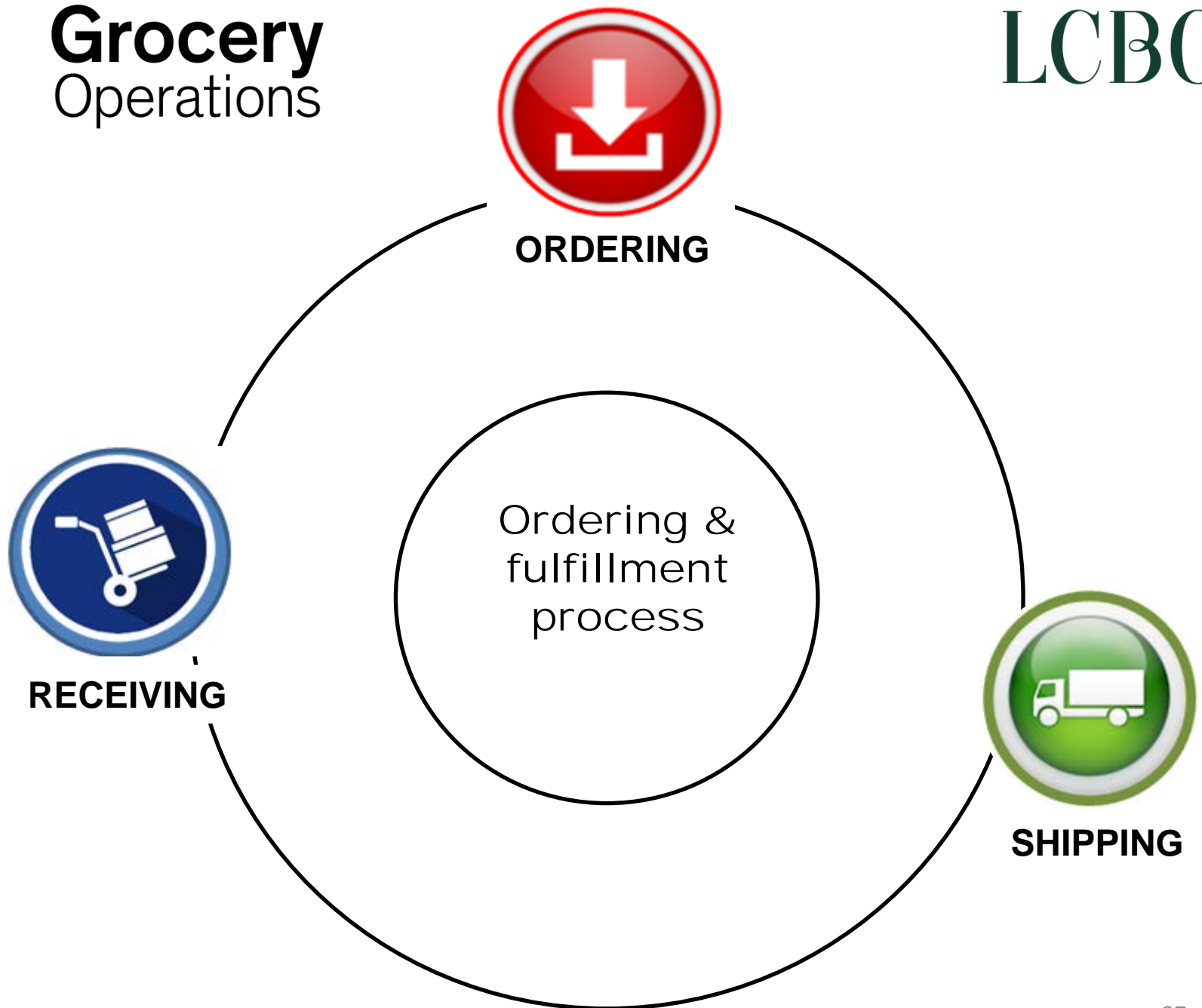
- An LCBO Store # will be assigned to each authorized location
- LCBO will provide **order and delivery** schedule for LCBO supplied products
- GMS **usernames and passwords** will be emailed

Timeline – Wine Boutiques

For grocers partnering with Wine Boutiques, the LCBO requires **30 days** from the date of AGCO authorization for processing and setup

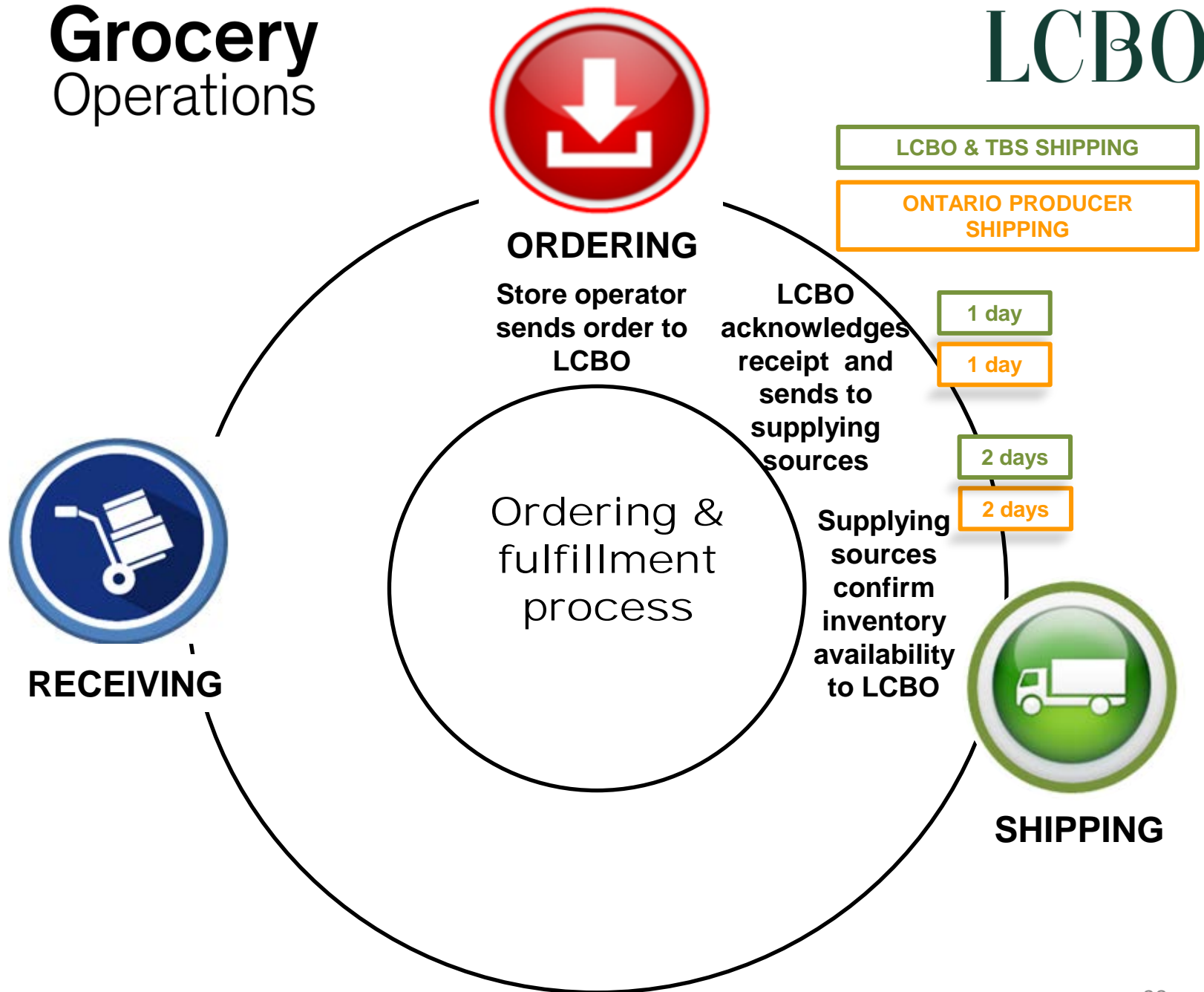
5 – Orders, fulfillment, delivery, receiving and invoicing





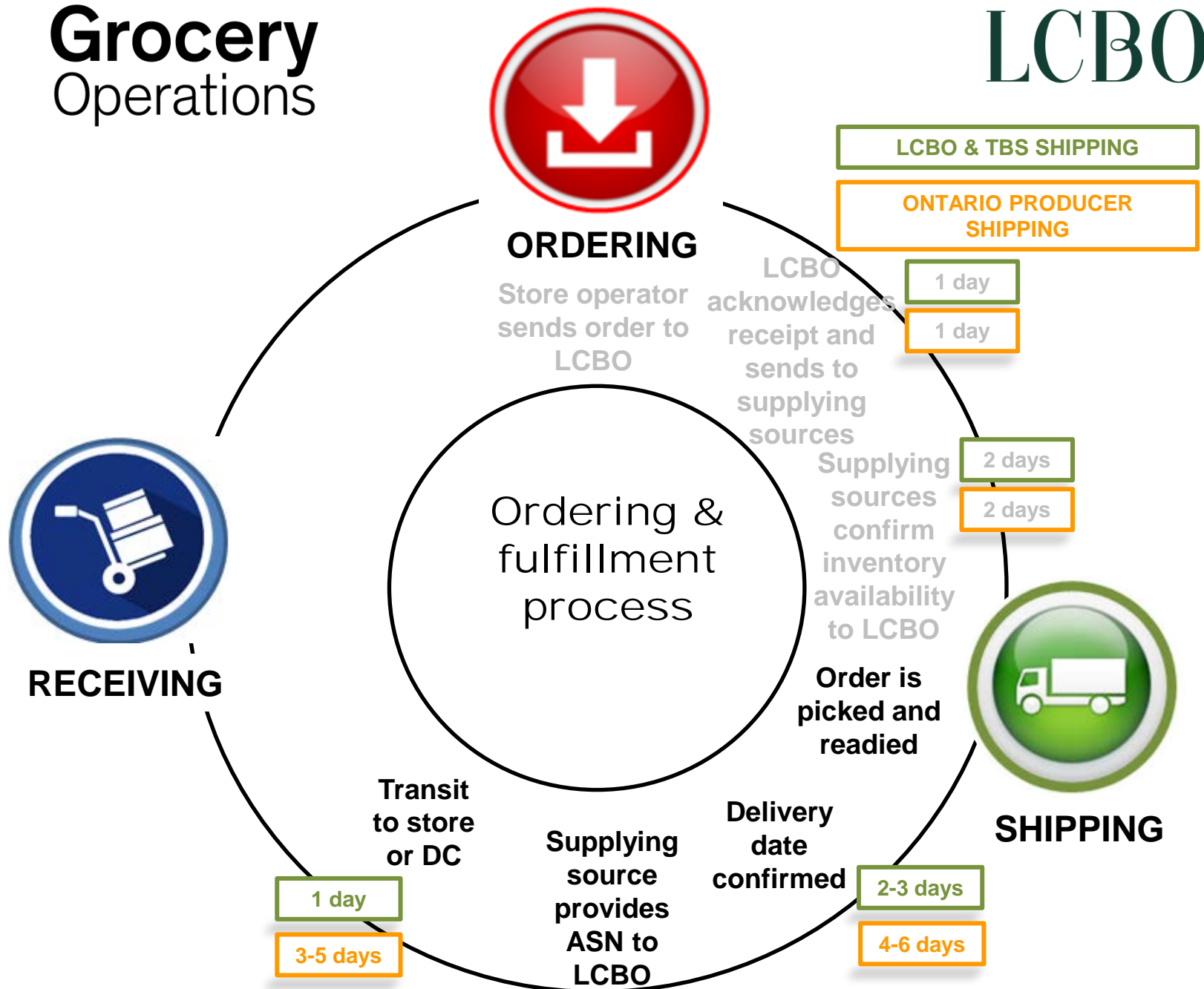
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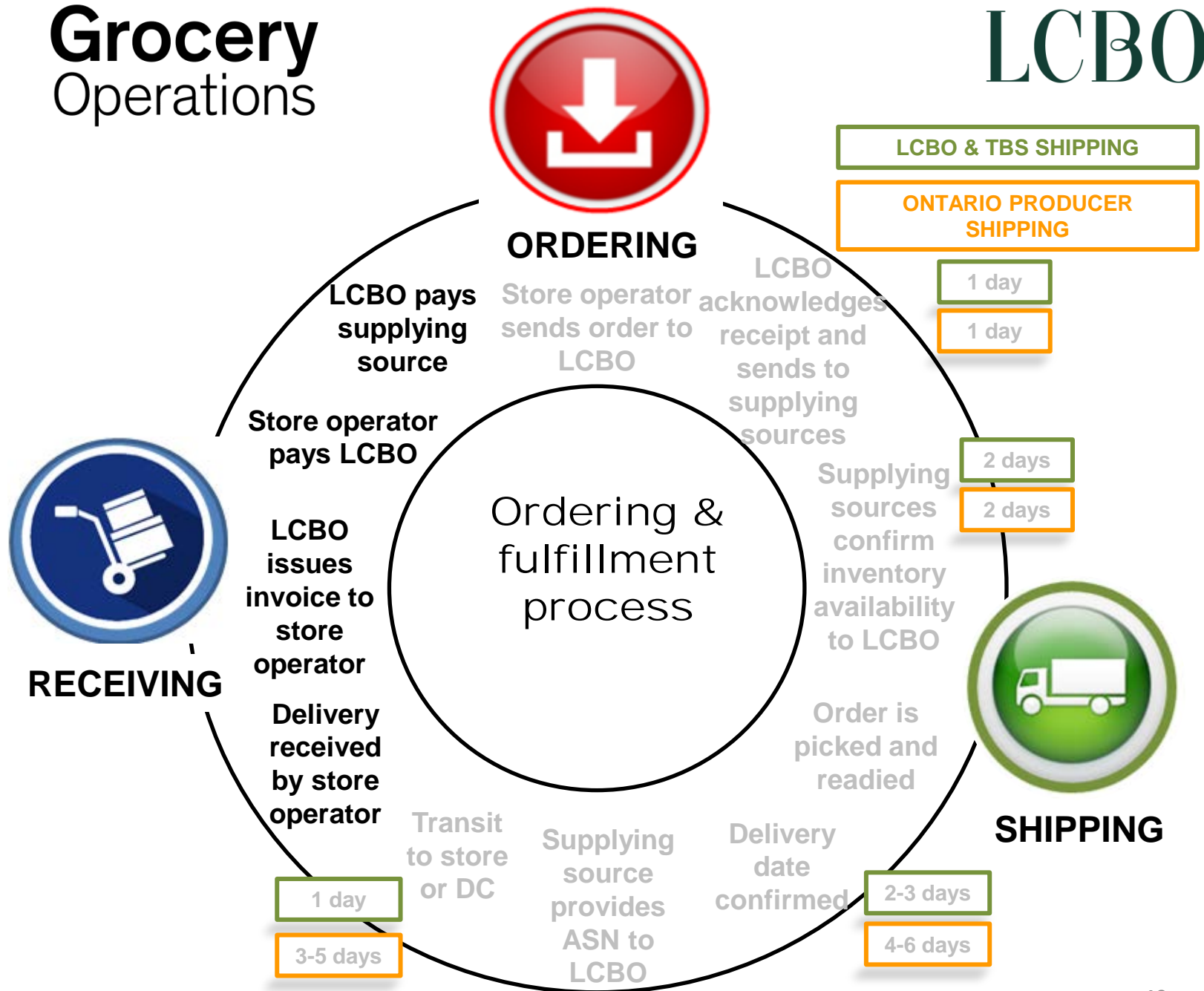
Grocery Operations

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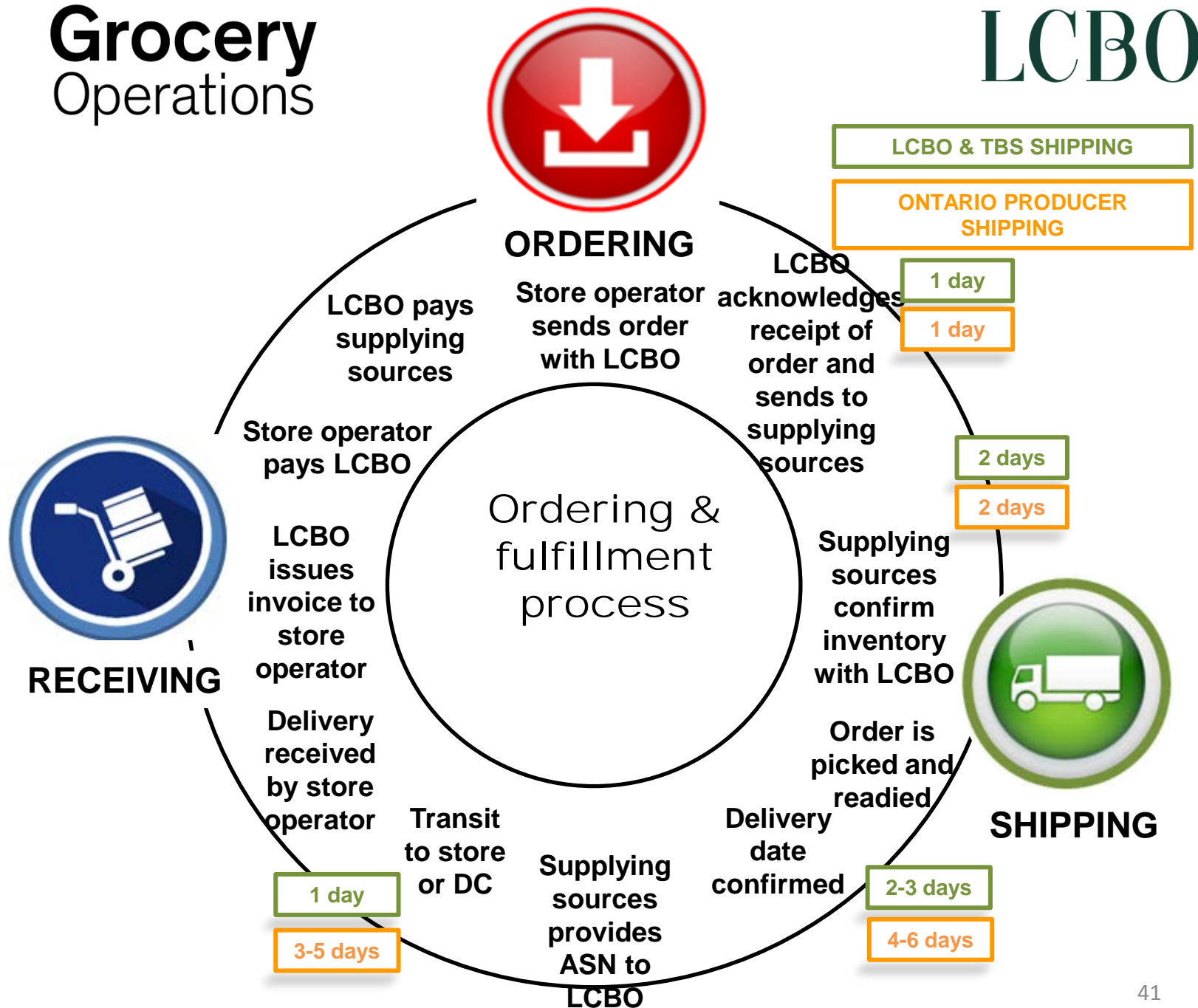
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Time required from placing to receiving order:

LCBO and TBS:

up to 7 days

Ontario Manufacturers:

up to 14 days

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

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

Receiving

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

What is Deemed Receipt?

- 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)

What do I do if I receive an order that does not belong to my store?

**Do NOT
Accept**



What happens when there are variances between what the supplier shipped and what we received?

- Grocery Operations completes 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

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Invoicing

- Completed weekly based on weekly receipts and issued by the LCBO

LCBO

55 Lakeshore Blvd. E.
Toronto, ON
M5E 1A4

INVOICE

Bill To:

Ship To:
LCBO Store#: 5000
Operator Store#: 00002

Invoice Number: GMS-83005-0001
Invoice Date: 04-OCT-16
Payment Terms: 30 NET
PO Number: JF-Oct4
Order Date: 20161004

Supplying Source: JOSEPH ZAKON WINERY				Delivery Date: 20161004				GMS PO: 83005_4065				
Line	UPC	SCC	LCBO SKU	Item Description	Item Size (mL)	Units/Case	Qty	Unit Price	Extended Price	Discount	Deposit	Total
1	627843373780	10627843373787	0413807	Brickworks Ciderhouse Queenstreet 501	473	24	1	\$61.68	\$61.68	-\$1.85	\$2.40	\$62.23

Supplying Source: LCBO				Delivery Date: 20161004				GMS PO: 83005_0001				
Line	UPC	SCC	LCBO SKU	Item Description	Item Size (mL)	Units/Case	Qty	Unit Price	Extended Price	Discount	Deposit	Total
1	874537003144	10874537003141	0004705	20 Bees Chardonnay Unoaked Vqa	750	12	6	\$114.12	\$684.72	-\$20.54	\$14.40	\$678.58
2	830803000125	10830803008081	0457358	Grow A Pear	473	24	0	\$61.68	\$0.00	\$0.00	\$0.00	\$0.00
3	786150000236	10786150000233	0487264	Stella Artois +	500	24	5	\$58.32	\$291.60	-\$8.75	\$12.00	\$294.85

Supplying Source: STREWN INC.				Delivery Date: 20161004				GMS PO: 83005_3903				
Line	UPC	SCC	LCBO SKU	Item Description	Item Size (mL)	Units/Case	Qty	Unit Price	Extended Price	Discount	Deposit	Total
1	627222991017	10627222991014	0522730	Strewn Chardonnay Barrel-Aged Vqa	750	12	10	\$146.04	\$1,460.40	-\$43.81	\$24.00	\$1,440.59

Supplying Source: TBS				Delivery Date: 20161004				GMS PO: 83005_0002				
Line	UPC	SCC	LCBO SKU	Item Description	Item Size (mL)	Units/Case	Qty	Unit Price	Extended Price	Discount	Deposit	Total
1	056910234738	20056910234756	0039651	Sleeman Honey Brown Lager	473	24	10	\$52.08	\$520.80	-\$15.62	\$24.00	\$529.18
2	620707101970	20620707101974	0382291	Laker Red	473	24	100	\$39.36	\$3,936.00	-\$118.08	\$240.00	\$4,057.92

Supplying Source: TBS				Delivery Date: 20161004				GMS PO: 83005_0279				
Line	UPC	SCC	LCBO SKU	Item Description	Item Size (mL)	Units/Case	Qty	Unit Price	Extended Price	Discount	Deposit	Total
1	056327073234	10056327073231	0904144	Molson Canadian 6 Pk-C	2130	4	3	\$43.72	\$131.16	-\$3.93	\$7.20	\$134.43

HST Registration: R122241177RT0001
Any errors or discrepancies must be communicated to the LCBO within 5 days of receipt of invoice.
Note: Total discount amount may differ from individual lines due to rounding.
For further information, please contact wholesaleservice@lcbo.com

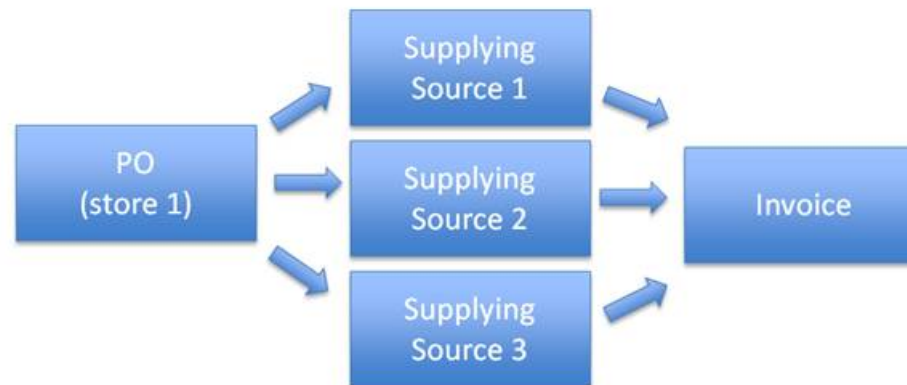
Product Total: \$7,086.36
Discount: -\$212.59
Container Deposit: \$324.00
HST: \$893.59
Total Due: \$8,091.36

Invoicing

- 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

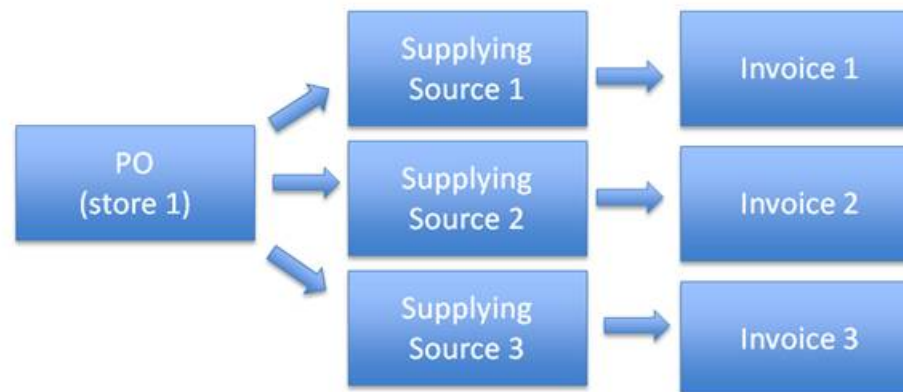
Invoicing Option 1: One invoice per PO

- 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.



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Promotional sales

Customers will be credited back for items sold during an LTO period

LCBO

55 Lakeshore Blvd. E.
Toronto, ON
M5E 1A4

CREDIT MEMO

Bill To:

Ship To:
LCBO Store#: 5450

Invoice Number: GMSL-0000003
Invoice Date: 05-OCT-16
Payment Terms:
PO Number:
Order Date:

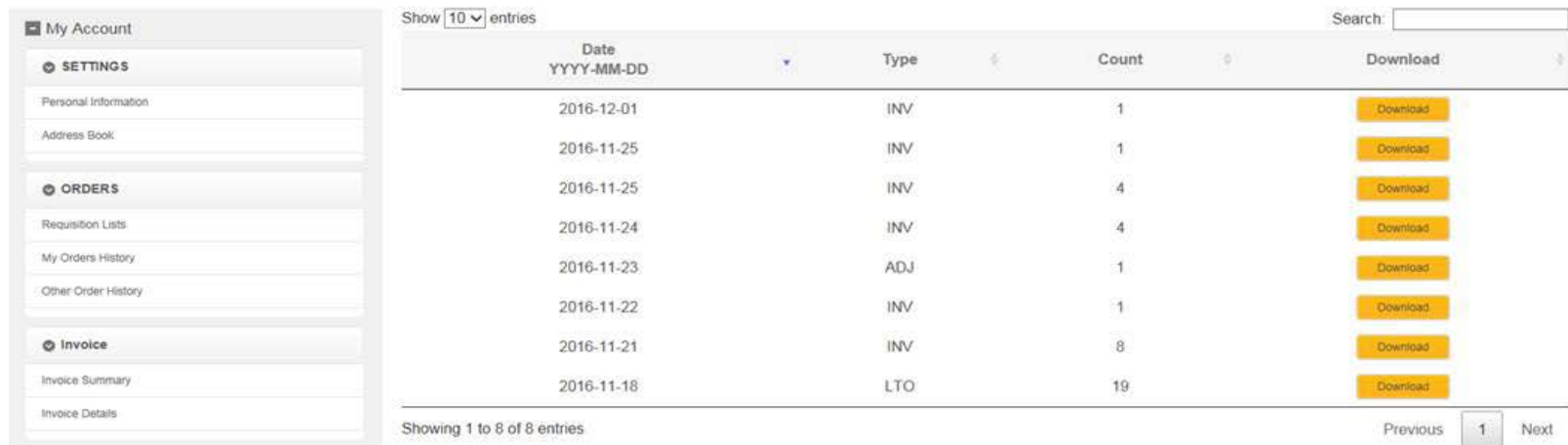
Supplying Source:				Delivery Date:				GMS PO:				
Line	UPC	SCC	LCBO SKU	Item Description	Item Size (mL)	Units/ Case	Qty	Unit Price	Extended Price	Discount	Deposit	Total
1	8594404115115	28594404115119	255	LTO Pilsner Urquell +	500	1	126	-\$0.22	-\$27.72	\$0.83		-\$30.39
2	062067567384	8006206756736	311	LTO Bud Light 6 Pk Tc	2838	6	58	-\$0.71	-\$41.18	\$1.24		-\$45.13
3	071990100025	07199010002500	363	LTO Coors Banquet+	473	1	191	-\$0.18	-\$34.38	\$1.03		-\$37.69
4	186360000024	10186360000014	363	LTO Collective Arts Rhyme & Reason Pale Ale 6 Pk-Btl	2130	6	9	-\$0.88	-\$7.92	\$0.24		-\$8.68
5	7501064196331	7501064196393	418	LTO Modelo Especial	2130	6	12	-\$0.88	-\$10.56	\$0.32		-\$11.57
6	083820124156	10083820124153	433	LTO Guinness Blonde American Lager+	473	1	121	-\$0.22	-\$26.62	\$0.80		-\$29.18
7	083741150012	18716700004628	535	LTO Grolsch Premium Lager +	500	1	396	-\$0.27	-\$106.92	\$3.21		-\$117.19
8	5740700997365	57407009973720	745	LTO Tuborg Gold Beer+	500	1	154	-\$0.22	-\$33.88	\$1.02		-\$37.13
9	062067335358	80062067335354	905	LTO Budweiser	473	1	37	-\$0.18	-\$6.66	\$0.20		-\$7.30
10	776029700268	50776029700263	911	LTO Moosehead Lager 6 Pk-B	2046	6	14	-\$1.28	-\$17.92	\$0.54		-\$19.64

HST Registration: R122241177RT0001
Any errors or discrepancies must be communicated to the LCBO within 5 days of receipt of invoice.
Note: Total discount amount may differ from individual lines due to rounding.
For further information, please contact wholesaleservice@lcbo.com

Product Total: -\$313.76
Discount: \$9.43
Container Deposit:
HST: -\$39.57
Total Due: -\$343.90

How do I receive my invoices/credits?

- Invoices are available in the GMS Portal
- Email notifications will be sent when new invoices/credit memos are available in the portal*
 - Weekly invoices
 - Invoice adjustments & LTOs



The screenshot displays the 'My Account' section of the GMS Portal. On the left, a sidebar menu includes 'SETTINGS' (Personal Information, Address Book), 'ORDERS' (Requisition Lists, My Orders History, Other Order History), and 'Invoice' (Invoice Summary, Invoice Details). The main content area shows a table of transactions with columns for Date (YYYY-MM-DD), Type, Count, and a Download button. The table lists 8 entries, including invoices (INV) and a credit memo (LTO). A search bar is located at the top right, and pagination controls at the bottom indicate 'Showing 1 to 8 of 8 entries'.

Date YYYY-MM-DD	Type	Count	Download
2016-12-01	INV	1	Download
2016-11-25	INV	1	Download
2016-11-25	INV	4	Download
2016-11-24	INV	4	Download
2016-11-23	ADJ	1	Download
2016-11-22	INV	1	Download
2016-11-21	INV	8	Download
2016-11-18	LTO	19	Download

*Emails are sent to the email addresses listed on the Customer Profile Form

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

Returns & Claims

Important Timelines: Shortages & Damages

- Store Operator Adjustment Report must be submitted to the LCBO within **72 hours** of delivery along with a copy of the signed Bill of Lading



Form available online:

www.lcbowholesaleoperations.com

Returns & Claims

[VIDEO: How to return an item not ordered](#)



6 – Mandatory Reports



Grocery Operations

- WEEKLY RECEIVED SHIPMENT REPORT

© 2006 The Authors
Journal compilation © 2006 Blackwell Publishing Ltd

Email completed reports to **wholesaleservice@lcb.com** by 12:00pm Tuesday.
Please save file in the format WeeklyDeliveryReceipts-name-WeekEndingDate.xlsx

[illegible]



LCBO

- Due by noon every Tuesday for all sales from previous week (Sunday to Saturday)

Grocery Operations

LCBO

WEEKLY SALES REPORT

Store Operator Name:

LCBO Customer Number:

Sales for the week ending (Saturday):

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

Sales Details

[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.

Demand Forecast & On Hand Inventory Report

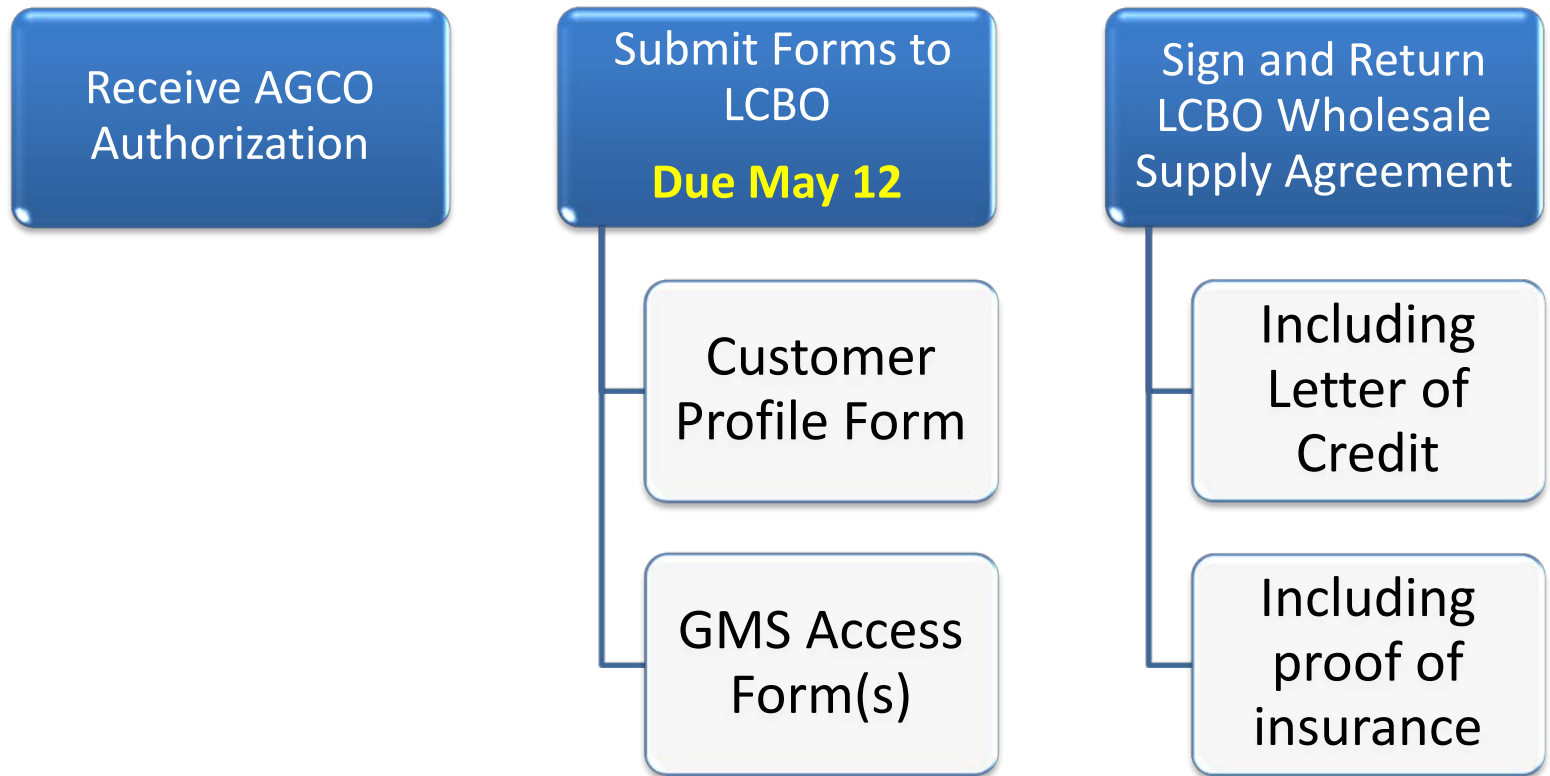
- **Demand Forecast:** Due on the first Sunday of each month for all LCBO supplied products for upcoming six (6) months.
- **On hand Inventory:** Due by noon on the Tuesday following the first Sunday of each month. Reflects inventory as of the Saturday before the first Sunday of each month.

MAY 2017						
SUN	MON	TUE	WED	THU	FRI	SAT
	1	2	3	4	5	Inventory on Hand Counts as of Today 6
Demand Forecast Due 7	8	Inventory on Hand Due 12pm 9	10	11	12	13

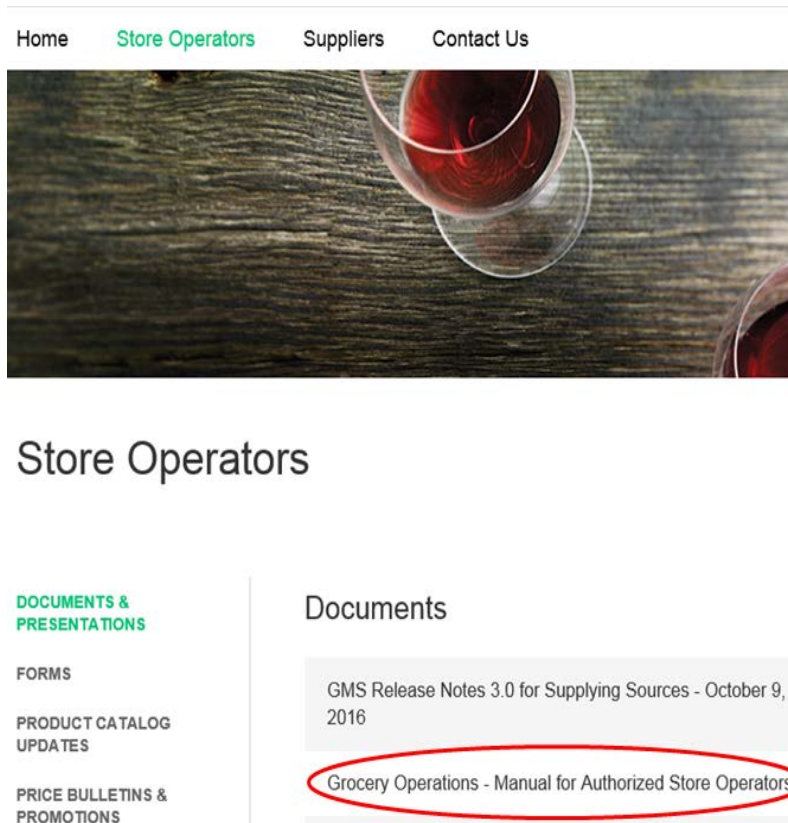
7 – Next steps



Next Steps



Review Policy & Procedures Manual



LCBO

Grocery Operations

Policies & Procedures Manual for Authorized Store Operators

Version 1.4 May 2017

Available online: www.lcbowholesaleoperations.com

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Review Grocery Operations website:
www.lcbowholesaleoperations.com

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Store Operators

Suppliers

Contact Us



Welcome to the Grocery Operations Information Site

Contact Information

Director	Chris Dini chris.dini@lcbo.com	416-365-5714
Account Management & Vendor Relationships	Leanne Rhee leanne.rhee@lcbo.com	416-365-5889
	Gustavo Neri gustavo.neri@lcbo.com	416-864-7664
Policy & Operations	Jamie Fazekas jamie.fazekas@lcbo.com	416-365-5912
	Rachel McAlpine rachel.mcalpine@lcbo.com	416-365-5941 X3181
Customer Service	wholesaleservice@lcbo.com	416-365-5842

8 – Q&A with LCBO and AGCO team



Panel Members

Account Management & Vendor Relationships, Grocery Operations	Leanne Rhee
Policy & Operations, Grocery Operations	Jamie Fazekas
Manager Stock Control, Admin. Services, Durham Warehouse	Mark Bowman
Manager, Business Improvement and External Stakeholder Education Operational Services Branch, AGCO	Tanya Cadeau