

PRESENTATION TO CIDER MANUFACTURERS & AGENTS

Information session presenting an overview of the cider in grocery program.

April 28, 2016



Today's Agenda

PRESENTATION: 45 MINUTES

1- New rules & regulations

Summary of the policy change and new program

2- Resources

Information available to suppliers

3- Roles & responsibilities

LCBO, suppliers and grocers

4- Product registry

Getting products registered for grocery: timeframes & requirements

Today's Agenda

PRESENTATION: 45 MINUTES

5- Orders, fulfillment, delivery & payment

- Order process
- Grocer Management System (GMS)
- Shipping documentation and delivery
- Supplier payment
- Supplier set up & steps to follow

Q&A: 30 MINUTES

Grocery Operations members

After today's session:

1. Further understanding of cider in grocery program.
2. Detailed process steps and timelines to guide you.
3. Knowledge of the resources available to you.
4. Grocery Operations full contact list.

1 - New rules and regulations

Policy change



April 2015

Premier's Advisory Council on Government Assets ("PAC")

Striking the Right Balance: Modernizing Beer Retailing/Distribution in Ontario

- **150 grocer** licences before May 2017 to sell beer to the public.
- Maximum of **450 total**

June 2015

Ontario Budget

Building Ontario Up

- Province announced it would **proceed** with this recommendation.

September 2015

LCBO RFB open

RFB 2015-010 Wholesale supply agreements for beer

- Up to **60 grocery stores** before e/o/2015.

November 2015

LCBO RFB 2015-010 closed

- 13 successful respondents → 60 locations

December 2015

Grocer Management System (GMS) launched

- December 15 authorized grocers place beer orders

February 2016

Premier's Advisory Council on Government Assets ("PAC")

Striking the Right Balance: Modernizing Wine and Spirits Retailing/Distribution in Ontario

- Existing **authorized grocery stores (60)** licenced to sell beer can sell cider
- Initial allocation of **70 wine, beer and cider licenses**; competitive process to begin mid-2016
- Winery Retail Stores permitted to operate inside grocery stores before May 1, 2017 → **beer and cider license**

Cider eligibility requirements

Some key regulations effective June 6, 2016:

- Cider definition for grocery is **broader** than Food & Drug regulation
- Containers **750 millilitres** or less.
- Total alcohol content cannot exceed **7.1 % ABV**.
- Only packages with **six (6)** containers or less.

Cider eligibility requirements cont'd.

- **20%** of cider on display to consumers must be produced by small producers (**< 25,000** hectolitres/year).
- Suppliers offering products for sale to grocery need to inform the LCBO of their annual global volume.

Cider eligibility requirements cont'd.

Also to note:

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

NOTE: Complete list of requirements found in the ONTARIO REGULATION 290/15 - GOVERNMENT STORES regulation, available online <https://www.ontario.ca/laws/regulation/150290>

Grocery retail price = Uniform price

- The retail price for cider sold to the public by authorized grocers will be as **determined by suppliers**
- It will **be the same** through all retail channels; LCBO, grocery and on-site store
- The retail price is **communicated by the LCBO** to authorized grocers

2 – Resources

Information available to suppliers



www.doingbusinesswithlcbo.com

Click through to grocery section of the site

LCBO

Doing Business with LCBO



Trade Resources Online
Beverage Alcohol



Store Construction,
Real Estate, Agency Stores



Grocery

Grocery website: landing page

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](#). 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.

Latest News

Winning Bids Announced

2015 Nov 18

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

60

grocers by
end of
2015

up to
150

licenses by
May 2017

PAC

Premier's
Advisory
Council

Supplier page

Wholesale Operations Group

LCBO

Home

Supplier

Grocers

FAQ

Contact Us

Supplier To Grocers

This page contains information and forms for suppliers to grocers.


Trade Letters

[Information Session: Cider In Grocery](#)

Training Video

Grocer Management System (GMS) training video

[LCBO GMS Vendor Manual for Supplying Sources](#)

Webinar Recording of Vendor Training for L... 

LCBO Grocery Management System Help Desk

LCBO

Grocery Management System Help Desk



Go to...

Product Management

Grocer Management System



GMS Support

Tel: 1-888-826-4334

lcbohelp@tangentia.com

NISS

New Item Submission System
What is NISS?

iSupplier

LCBO invoice & payments
information system
What is iSupplier?

Website contains

Important information for doing business with authorized grocery stores

1. **Documents, presentations, forms, and Purchase order terms and conditions**
2. **List of authorized grocery stores**
3. **Link to Grocer Management System (GMS) and training materials**
4. **Primary form of communication with suppliers**



Wholesale Operations Group

LCBO

Policies & Procedures Manual for Wholesale



LCBO

Wholesale Operations Group

Addendum to LCBO Product
Management Policy & Procedures
Manual for Wholesale to Authorized
Grocery Stores

Government resources available to suppliers

- **Striking the Right Balance**
<https://www.ontario.ca/page/premiers-advisory-council-government-assets>
- **Ontario Regulation 290/15**
www.ontario.ca/laws/regulation/150290
- **AGCO**
www.agco.on.ca/en/whatwedo/beer_sales_grocerystores.aspx
- **Master Framework Agreement Schedule 6.5**
<http://www.fin.gov.on.ca/en/consultations/beer/>

Director:	Chris Dini chris.dini@lcbo.com	T: (416) 365-5714
Operations:	Leanne Rhee leanne.rhee@lcbo.com	T: (416) 365-5889
Finance:	Jamie Fazekas jamie.fazekas@lcbo.com	T: (416) 365-5912
Product Administrator:	Holly Garner holly.garner@lcbo.com	T: (416) 864-2541
Customer Service:	Jim Sheridan wholesaleservice@lcbo.com	T: (416) 365-5842

Key takeaways: Resources

- Information and support available to suppliers.
- Familiarize yourself with the details of the grocery program.
- Knowledge will enable you as a supplier to grocery.

3 – Roles & Responsibilities

LCBO, suppliers and authorized grocers



Enabling you to pursue sales opportunities

CONDUIT TO OPPORTUNITY

The LCBO Grocery Operations team is here to serve as a **conduit for you to grow** your businesses by selling through the new grocery channel.

YOUR CHOICE TO PROCEED OR NOT

It is **your decision** to determine whether you wish to sell through this channel, and up to what degree if you choose to do so.

We are your partner in selling through to grocers.

- Established a **new group** within the LCBO.
- Staffed and dedicated to **partnering** with suppliers.
- Provide **wholesale transactional services** to grocers.
 - Finance
 - IT
 - Logistics
 - Inventory tracking
 - Customer service (dedicated contact for sales and service)

People and technology are in place to assist you:

1. New **online system** listing all available products & ordering.
2. **Dedicated wholesale customer service** staff and resources to provide ongoing support.

The LCBO's increased mandate

1. An operational enterprise of the Province.
2. Importer of record for all beverage alcohol products in Ontario.
3. **Wholesaler of record** for all beverage alcohol sold by grocers.

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

Roles

SOURCE OF SUPPLY



Suppliers

Wholesaling
"Beer & Cider In Grocer" Program



LCBO

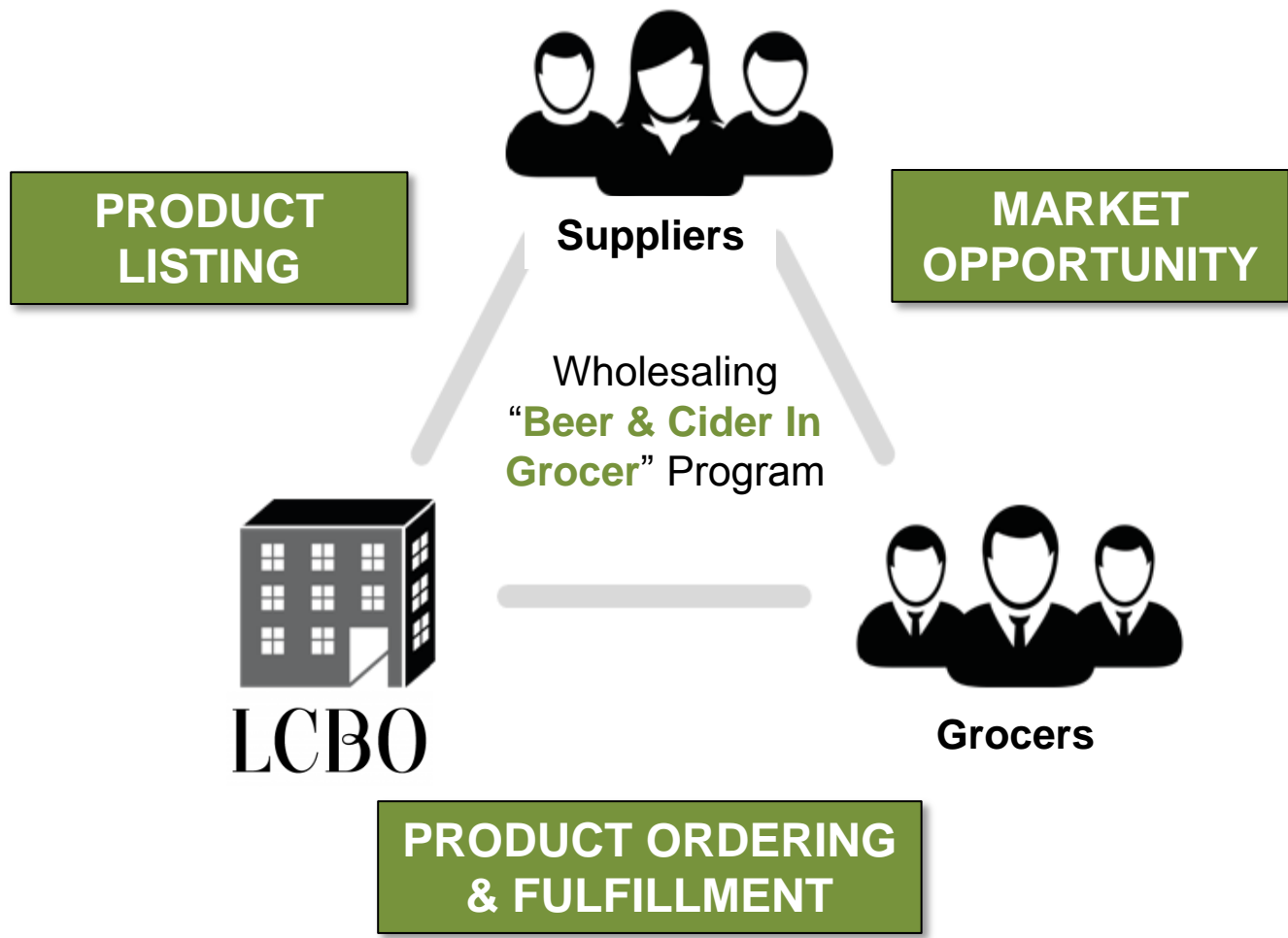


Grocers

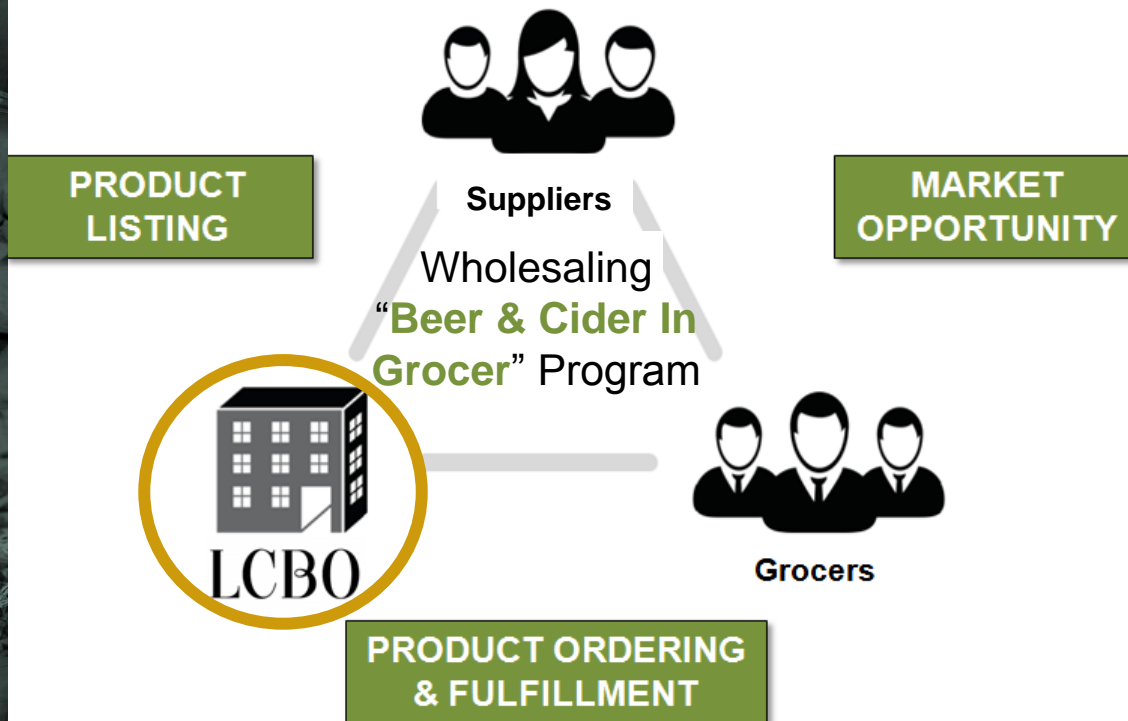
WHOLESALE OPERATIONS

BUSINESS CUSTOMERS

Joint activities



LCBO responsibility



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

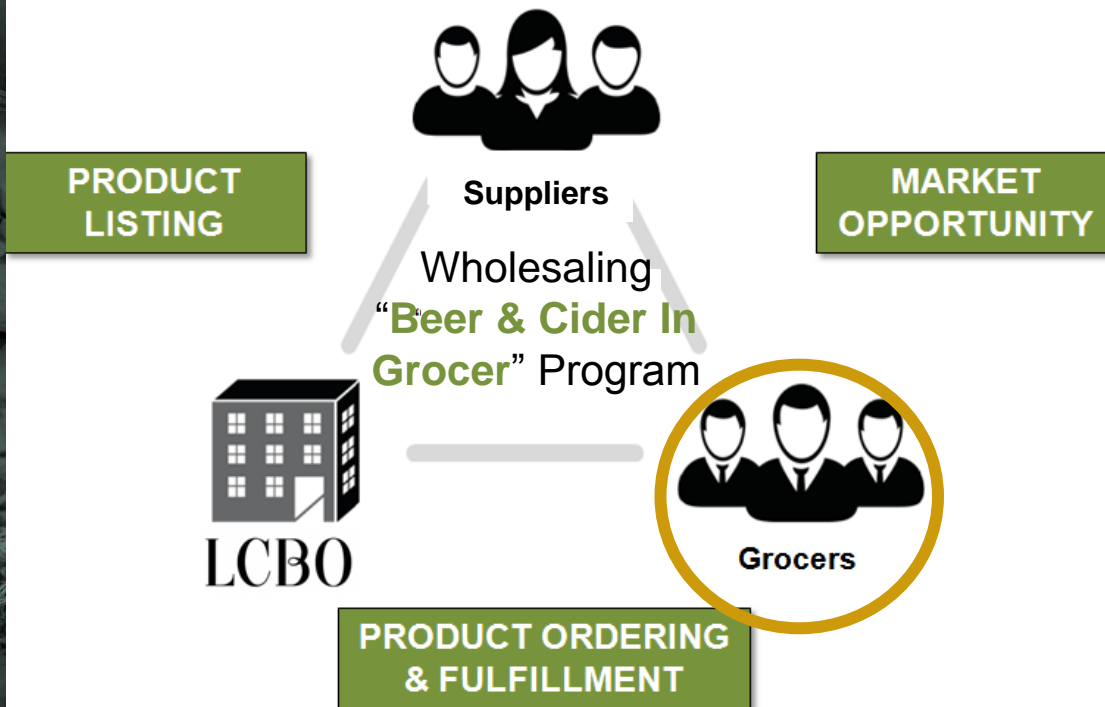
Supplier responsibility



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 beer**

Grocer responsibility



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

4 – Product Registry

How to list products for grocery



The cider listing & ordering process provides the ability for:

1. Manufacturers to **post products** available for sale to grocers.
2. Grocers to **view available** products and place their orders.
3. LCBO Wholesale Group to **process orders** and transactions.

All products will be presented **fairly and identically** across all grocers, according to the standardized product details provided by manufacturers.

Product Listing & Ordering System

SUPPLIERS

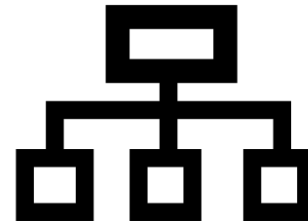
LCBO

GROCERS

NISS

INTERNAL SYSTEMS

GROCER MANAGEMENT SYSTEM



Product call in NISS that **suppliers** use to **enter and manage the products** that you would like to make available for sale to grocers.

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

Online system which provides **grocers** with the ability to view **all products available for sale** and to place their orders.

For existing eligible products:

- Suppliers may have **eligible products already in LCBO database** with an assigned LCBO item #
- You may not elect to have all **product varieties offered** for sale at the grocery
 - Example: if a supplier offers 5 kinds of cider, they may only want 3 to be available for sale through grocery and retain others for other sales channels.

Identifying existing eligible products for grocery:

- A **list of eligible products** will be sent to cider Agents on Friday April 29th.
- For each product (LCBO item #) confirm:
 - Available to grocery: YES or NO
 - Small producer: YES or NO
 - Supplying Source: LCBO or PRODUCER
 - Master UPC and SCC and case information
- Completed list returned to Holly Garner by **Friday May 13th**
 - Products will be tagged for grocery
 - If list is not returned we assume you do not want to sell your products in grocery

For new Ontario cider products:

- Use New Item Submission System (NISS) to **enter and submit** a new product.
- This will in turn **allow for tagging** of products intended for grocery.
- Tagged products will be **reflected in GMS** for grocers to order.

Open and ongoing product call for Ontario cider

Product Need ID # 139 Beer & Cider Grocery Channel 2016/17

Product Need Item # 2201 Ontario Cider - Grocery Channel

- Start submitting into NISS on **Tuesday May 3rd**
- Grocers authorized to order mid-June
- Final lab samples for new products must be received by **Wednesday May 25th** to be in catalogue mid-June

CIDER IN GROCER LISTING PROCESS



Simplified and streamlined process for grocery

1. NISS submission
2. Vendor form (*if new supplier*)
3. Label review (*and if applicable shipping carton*)
4. Date coding/shelf life information
5. **UPC/SCC confirmation**
6. Supplier quote
7. Final lab review

What is required for final lab sample?

1. Retail ready sample is required = product ready for sale on grocer's shelf
 - Final liquid
 - Final packaging format and labelling
 - **Final UPC**
2. Sample delivered to 43 Freeland Street, clearly marked:

Attention Holly Garner – NISS# and LCBO# – GROCERY

Cider Listing Process Additional Information

- **LCBO Warehouse:** Available to distribute to grocery for products also available through LCBO channel.
- **LCBO & Grocery Products:** New products you wish to make available to both LCBO and Grocery channels are submitted to LCBO product calls – you do not need to submit to both.
- **Discontinued Grocery Products:** Supplier/Agent to advise when products are no longer available to grocery. Products will be removed from catalogue.

Key takeaways: Product Registry

- Confirm **existing items** for grocery by May 13
- New Ontario ciders for grocery – NISS call opens May 3
- **Accurate data** is critical to your success at grocery.
- Unique **UPC and SCC** crucial to an efficient transaction between grocer, LCBO and supplier.
- Incorrect data ultimately impacts orders, delivery and **supplier payment** for grocery orders

5 – Orders, Fulfillment, Delivery & Payment

How to receive orders, delivery and
receive payment



Orders for eligible cider products

- Addition of cider is **optional** for existing 60 authorized grocery stores
- Grocers can **begin placing orders** for cider mid-June
- The **first legal selling date** for cider for grocers is Thursday June 24
- Authorized grocers **may take delivery of cider** before June 24

Product catalogue landing page: Cider mid-June

LCBO

Quick Order | Saved Orders | My Account | orgC | Quick Links


Beer Download Catalog

Search All Departments


Beer

ONTARIO	CANADA	<u>EUROPE</u>
Large Brewer	Large Brewer	Small Brewer
Small Brewer	Small Brewer	Large Brewer
US/MEXICO	OTHER COUNTRIES	GLUTEN FREE
Small Brewer	Small Brewer	Small Brewer
Large Brewer	Large Brewer	Large Brewer

Sample Item Screen



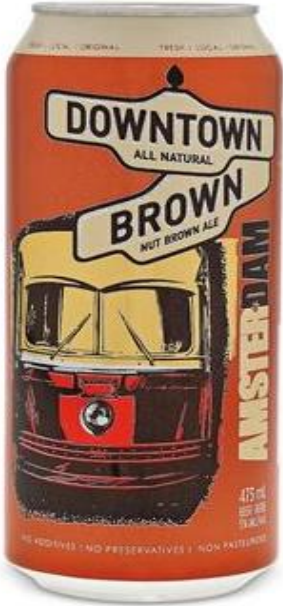
[Quick Order](#) | [Saved Orders](#) | [Sign In](#) | [Quick Links](#)



Beer
Download Catalog

All Departments

[Home](#) > [Beer](#) > [Ontario](#) > [Small Brewer](#) > [Amsterdam Downtown Brown Ale](#)



Amsterdam Downtown Brown Ale

SKU: 142331
Selling Units per Case Qty: 24

Retail Price of Selling Unit (including taxes & refundable container deposit)	\$2.75	Basic Price (Cost) per Selling Unit	\$2.45	Basic Price (Cost) per Case Qty	\$58.80
Case Qty Ordered	10	Total Selling Units Ordered	240	Total Basic Price (Total Cost)	\$588.00

Add to Current Order

Add to Requisition List


Sample Item Attribute Screen

LCBO

Quick Order | Saved Orders | Sign In | Quick Links

Beer [Download Catalog](#) [All Departments](#)

[Home](#) > [Beer](#) > [Ontario](#) > [Small Brewer](#) > Amsterdam Downtown Brown Ale



Amsterdam Downtown Brown Ale

SKU: 142331
Selling Units per Case Qty: 24

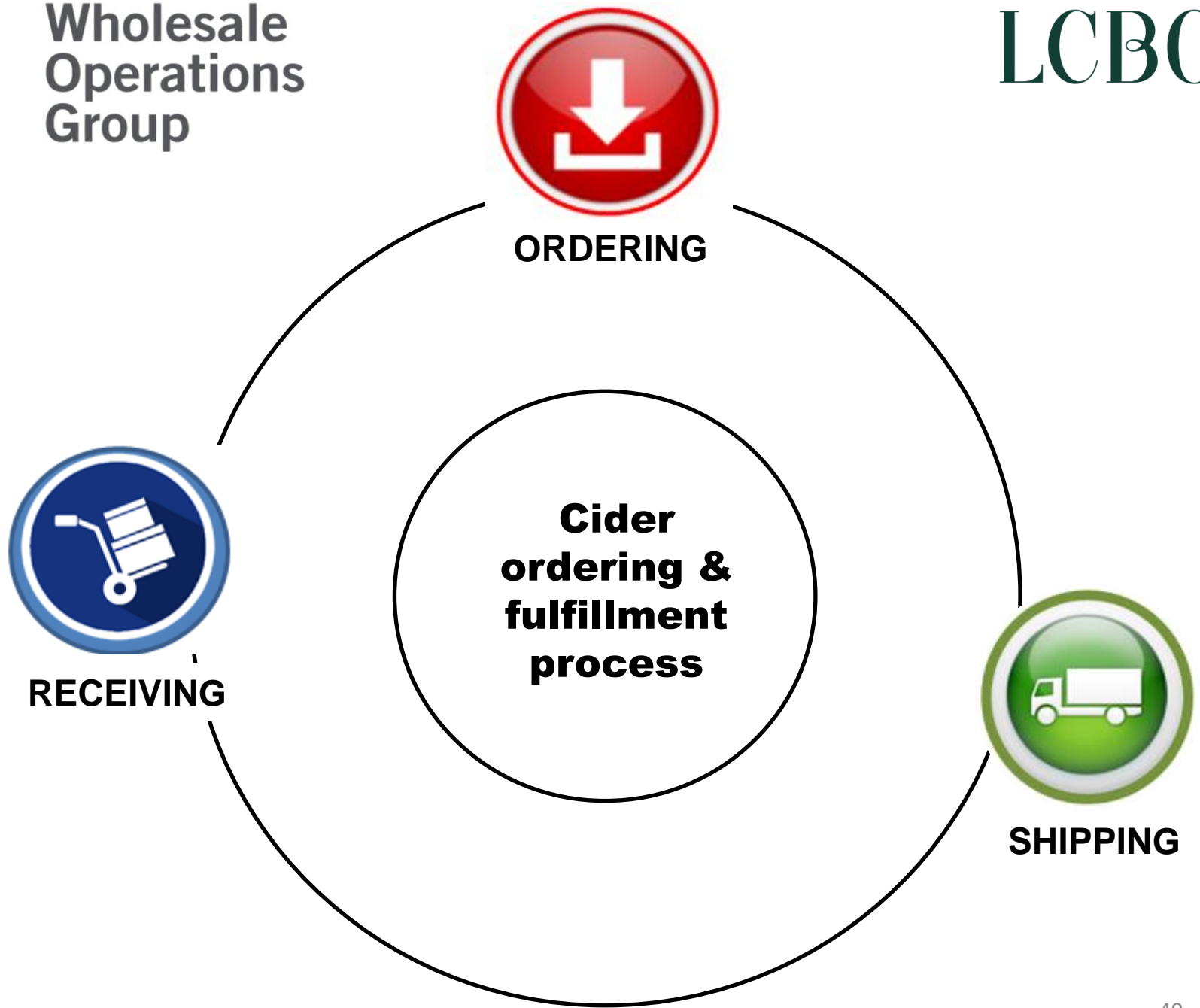
Retail Price of Selling Unit (including taxes & refundable container deposit)	\$2.75	Basic Price (Cos) per Selling Unit	\$2.45	Basic Price (Cos) per Case Qty	\$58.80
Case Qty Ordered	<input type="text" value="10"/>	Total Selling Units Ordered	<input type="text" value="240"/>	Total Basic Price (Total Cos)	<input type="text" value="\$588.00"/>

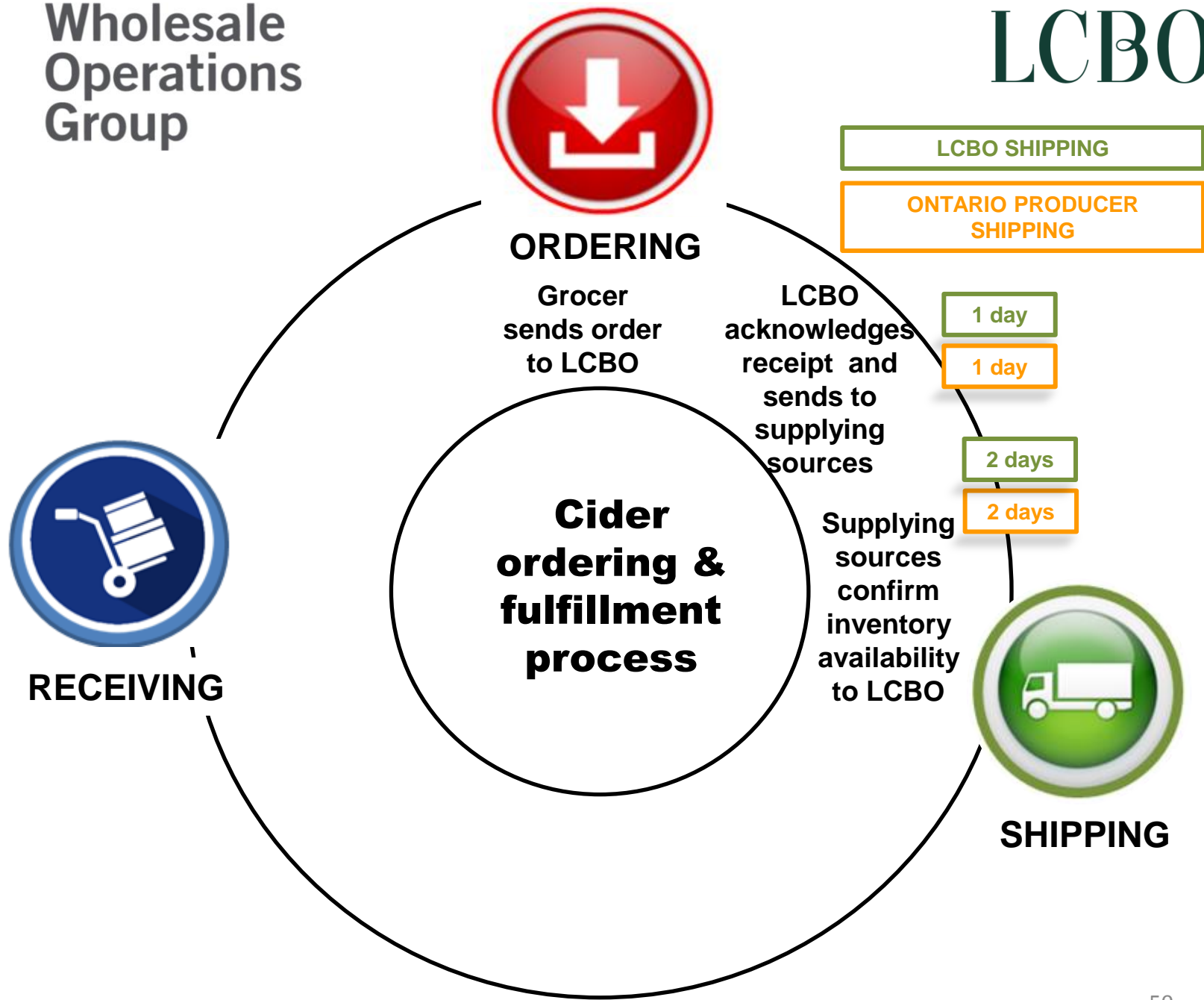
[Add to Current Order](#)

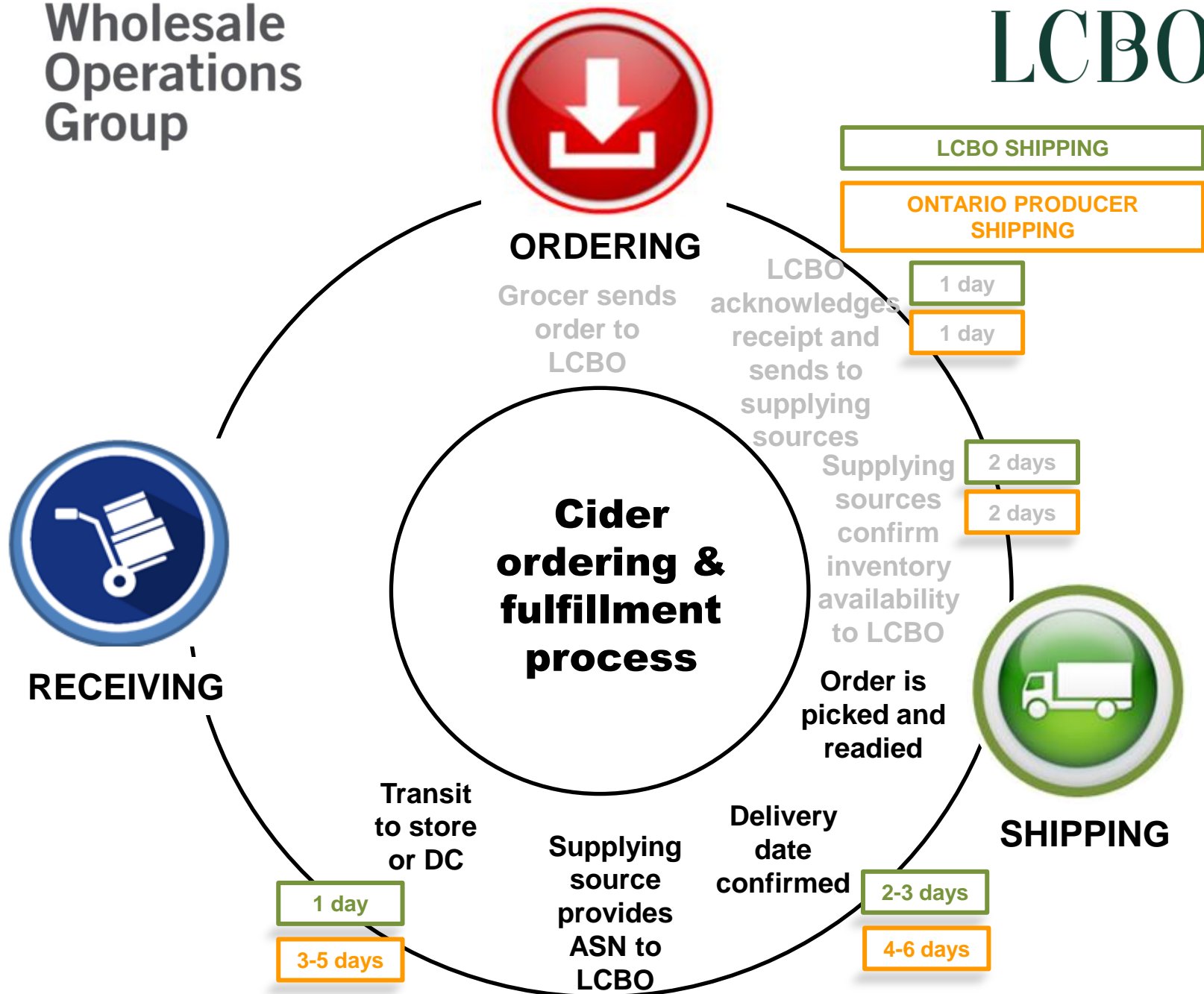
[Add to Requisition List](#)

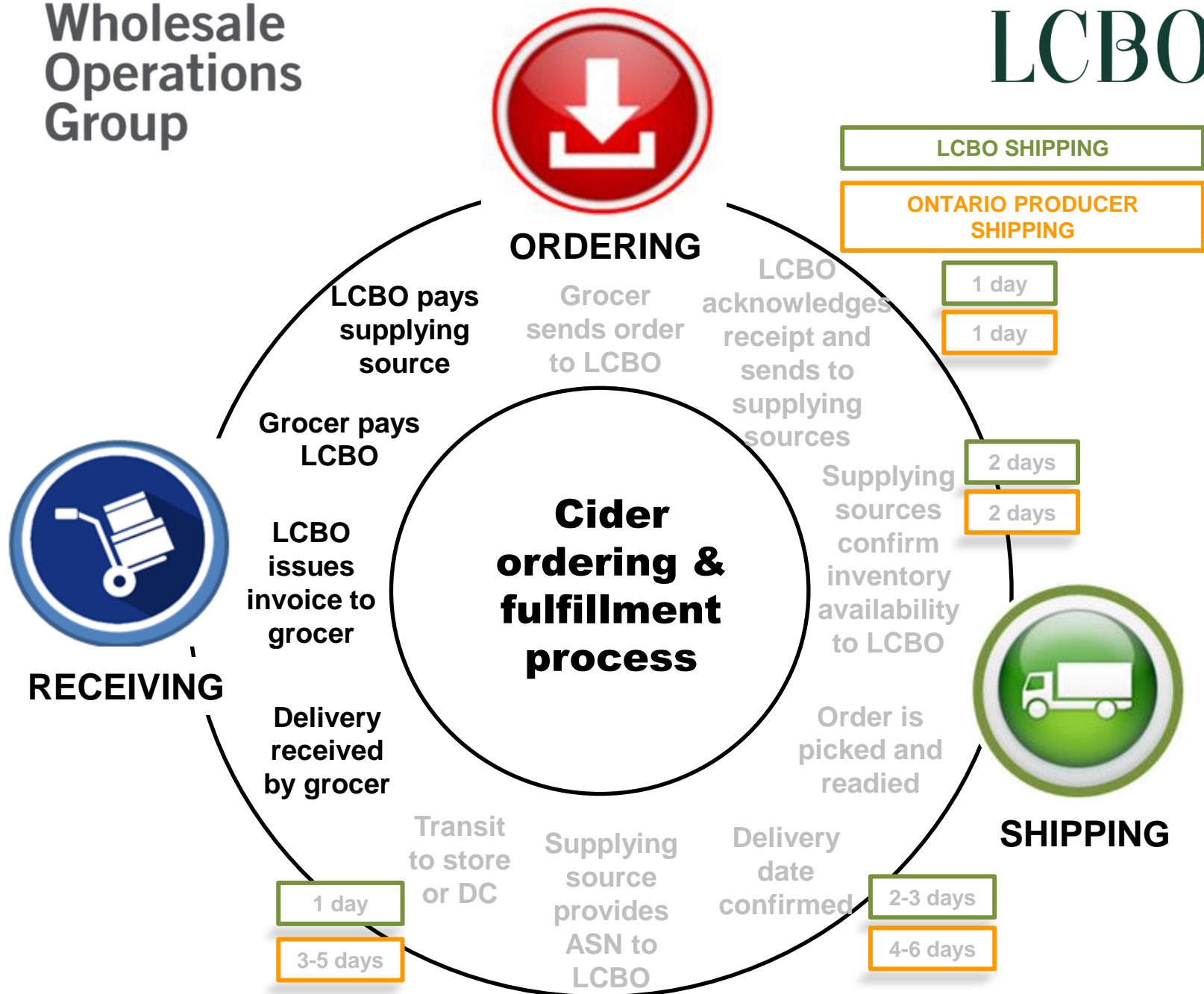
[Item Publication Info](#) | [Pricing History](#) | [Operational Info](#) | [Limited Time Offer](#)

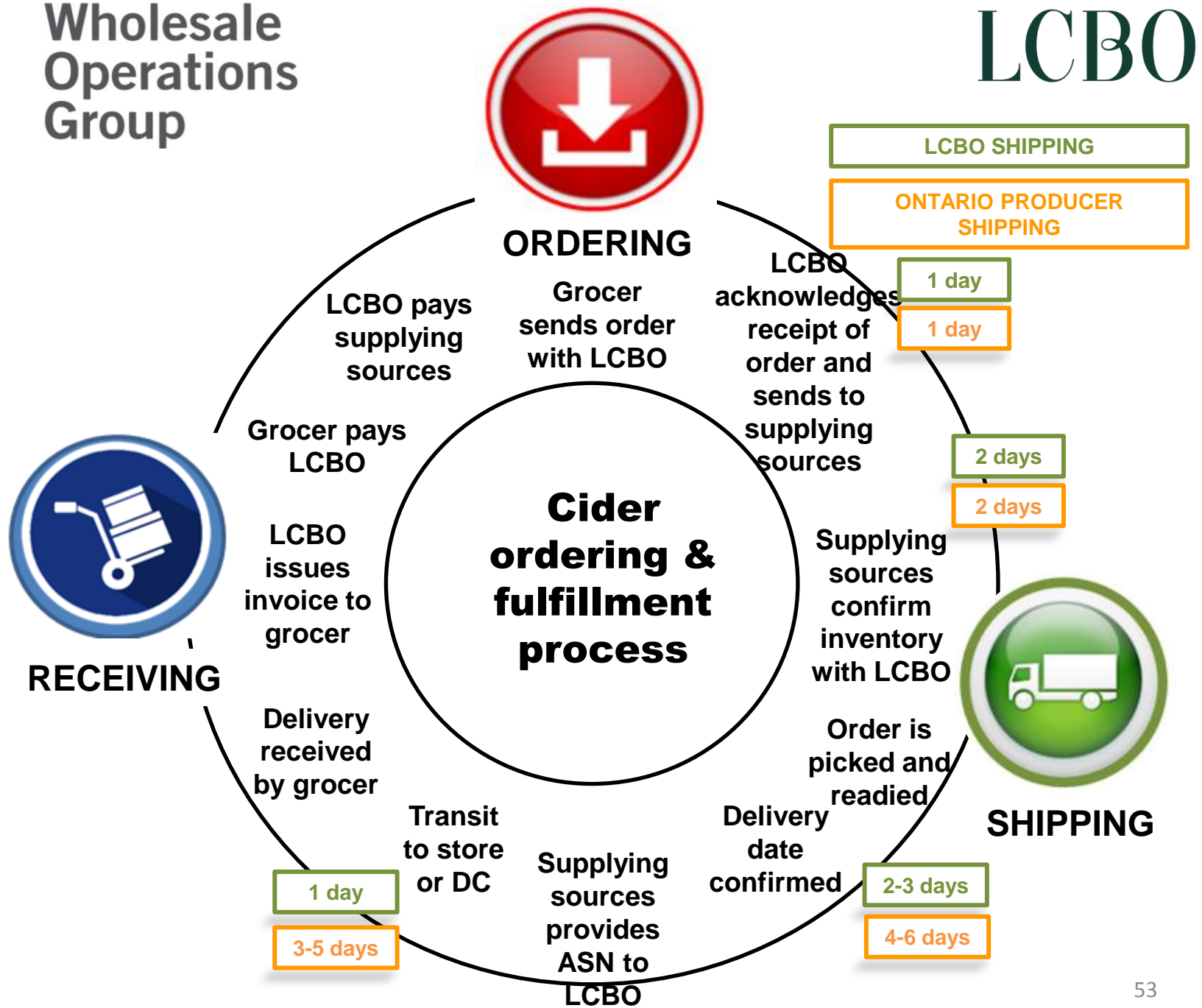
- Selling Units Per Case: 24
- Agent: Amsterdam Brewing Co Limited
- Alcohol/Vol: 5 %
- Unit Volume: 473 mL
- Bottles per Pack: 1
- Container Type: Can
- Producer: Amsterdam Brewing Co Limited
- Small Brewer Flag: Yes











Cider orders fulfilled by LCBO delivery

- All **imported** and **out –of-province** cider available in the Whitby warehouse
- Any **Ontario** cider available in the Whitby warehouse
- LCBO will deliver products within **7 days** from the time the grocer places order
- No change to supplier payment for purchase orders
- Shipments to grocery from LCBO Whitby warehouse is available through LCBO's Sale of Data program

Cider orders fulfilled by direct delivery from producer

- Option available to any **Ontario** cider producer
- Producers who direct deliver to grocery are eligible for a freight rebate administered by LCBO with payment
 - Rate TBD by Government and PAC
- Supplier will direct deliver products to grocer within **14 days** from the time the grocer places order
- Suppliers access grocery orders in Grocery Management System (GMS)

GMS Supplier sign in for direct delivery to grocery

Vendor Login

Please Enter Your Username and Password :

Username

Password

Supplier Dashboard

The screenshot shows a web browser window with the URL `lcboqa.tangentia.com/cd/Start`. The interface is divided into two main sections: **Explorer** and **Desktop**.

Explorer (left sidebar):

- My Commerce Desktop
 - Orders
 - Shipments
 - Invoices
 - Reports
 - Activity
- Products
- Preferences
- The Beer Store (QA)
 - Partner Filter
 - Quick Tasks

Desktop (main content area):

- Orders to Accept**: Lists orders from Loblaws (LCBO) with columns for order ID, status, and date. Includes a 'No News or Notices' section and a 'Recent Reports' section with 'No Reports'.
- Order Activity**: Shows a list of recent orders from Loblaws and Sobey's (LCBO) with columns for date, time, and status.

Annotations with arrows point to the right side of the 'Orders to Accept' and 'Order Activity' sections, labeled 'Orders to Accept / Acknowledge' and 'Orders in Process' respectively.



For support, please contact us:
CommerceGateway@tangentia.com
(905) 947-1904

Step 1: Accept / Acknowledge Order

The screenshot shows a web browser window titled "Display Order" with the URL "lcboga.tangentia.com/cd/DisplayOrder?key=[OR.3.1]". The order number is "Order 99001_0002".

Order Details:

- PO No. TESTPO002
- Order Date December 3, 2015
- Delivery Date
- Status
- GMS Order No. 99001_0002
- Messages

Ship To: Loblaw's Test Store
123 Test St
Toronto, ON
A1A1A1

Tasks: Prepare Shipment, Apply, Close

Reports:

UPC	LCBO Item No.	Size	Description	Qty.
	698209		Sleeman Clear 6 Pk-B	4
	613497		Moosehead Lager	40
	905976		Budweiser	20
	306944		Shock Top	20
	917773		Carling 6 Pk-C	4
	900621		Molson Canadian 6 Pk-B	12
Totals:				100

Annotations:

- Arrows point from the "Apply" button to the "Delivery Date" field and the "Accept" button.
- Text: "Enter Estimated delivery date, click Accept to accept the order & click Apply"
- Text: "Quantities can be changed" with a red bracket around the quantity column.

- Complete within 24 hours of receiving order

Step 2: Prepare Shipment

Display Order

lcboga.tangentia.com/cd/DisplayOrder?key=[OR.3.1]

Order 99001_0002

Tasks: Prepare Shipment, Apply, Close

Reports: [Dropdown]

PO No. TESTPO002
Order Date December 3, 2015
Delivery Date [Calendar Icon]

Status: Accept [Dropdown]

GMS Order No. 99001_0002
Messages

Ship To: Loblaw's Test Store
123 Test St.
Toronto, ON
A1A1A1

Click "Prepare Shipment" to Ship Your Order

UPC	LCBO Item No.	Size	Description	Qty. in Cases
	698209		Sleeman Clear 6 Pk-B	4
	613497		Moosehead Lager	40
	905976		Budweiser	20
	306944		Shock Top	20
	917773		Carling 6 Pk-C	4
	900621		Molson Canadian 6 Pk-B	12
			Totals:	100

- Complete 24 hours prior to delivery

Step 2 cont'd: Prepare Shipment

12/17/2015

Carrier

BOL No. TEST123

Probill No.

Tasks

Apply Close

Product Code	Partner Code	Description	Qty.	Selected
Ship To : *EXTENT				
306944		Shock Top	20.00	<input checked="" type="checkbox"/>
613497		Moosehead Lager	10.00	<input checked="" type="checkbox"/>
698209		Sleeman Clear 6 Pk-B	4.00	<input checked="" type="checkbox"/>
900621		Molson Canadian 6 Pk-B	12.00	<input checked="" type="checkbox"/>
905976		Budweiser	20.00	<input checked="" type="checkbox"/>
917773		Carling 6 Pk-C	0.00	<input checked="" type="checkbox"/>
TOTAL:			66.00	

Enter Ship date,
Delivery date, Final
Ship Quantities,
Carrier and BOL #.

Click "Apply" to
confirm the
shipment

- Complete 24 hours prior to delivery

Step 3: Required Shipping Documentation

The following shipping document must accompany each shipment and be type faced

1. Bill of Lading (BOL)
 - Ship to location – Grocery store name and corresponding LCBO store #
 - Grocer Purchase Order Number
 - Total number of cases
 - Marked freight pre-paid

Step 3 cont'd: Required Shipping Documentation

2. Packing Slip

- Ship to location – Grocery store name and corresponding LCBO store #
- Grocer Purchase Order Number
- Itemized list of the shipment
 - LCBO Item #
 - Product description
 - Quantity in cases

Step 3 cont'd: Required Shipping Documentation

Two options available to direct delivery suppliers:

1. Own paperwork
 - BOL and packing slip with required information
 - Not an invoice
2. GMS paperwork
 - BOL and packing slip available to print in GMS

Step 3 cont'd: Required Shipping Documentation

Bill of Lading (BOL) available in GMS

Page 1 of 2

Bill Of Lading

Printed April 25, 2016 10:33

Grocer PO No.	1033041716	
BOL No.	92522	
ASN No.	001276	
GMS Order No.	43078_0001	
Probill No.		
Total Shipped Cases	83	
Pallet Count	0	Ship To LOBLAWS-5521-1 51 Gerry Fitzgerald Dr Toronto, ON M3J 3N4
Carrier		
Ship Date	April 21, 2016	
Freight	Prepaid	
Weight(kg)		
		From LCBO (Vendor)

LCBO Item No.	Description	Weight(kg)	Shipped Cases
000000			

Step 3 cont'd: Required Shipping Documentation

Packing Slip available in GMS

Page 1 of 1

Packing Slip

Printed April 25, 2016 10:05

BOL No. 92522	Ship To LOBLAWS-5521-1 51 Gerry Fitzgerald Dr Toronto, ON M3J 3N4
Ship Date April 21, 2016	
GMS Order No. 43078_0001	Ship From LCBO (Vendor)
Grocer PO No. 1033041716	
ASN 1276	

SCC Master	UPC Master	LCBO Item No.	Description	Size (ml)	Case Qty.
		0535294	Grolsch Premium Lager +		5
		0337949	Heineken Lager +		4

Delivery information general guidelines

- The supplying source will be responsible for arranging where necessary delivery appointments with each ship to location
- Supplying sources are expected to familiarize themselves with each grocers delivery specifications
- All deliveries will be freight prepaid by the supplying source, FOB ship-to location

Delivery information general guidelines cont'd

- Products will not ship
 - 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
- A packing slip and Bill of Lading (BOL) must accompany each shipment

GMS set up for direct delivery suppliers

Grocer Management System IT Access form

Wholesale Operations Group		LCBO
GROCER MANAGEMENT SYSTEM (GMS) IT ACCESS FORM		
To request access to the grocer management system (GMS) supplying sources may request up to 2 users per organization. User types, quantities and functionality:		
Admin User (1): manages accounts at the supply source level, views and updates grocer orders for fulfillment and delivery		
Operational user (1): views and updates grocer orders for fulfillment and delivery		
Notification e-mail: views notifications/updates on grocer orders for fulfillment and delivery		
	Administrator User	Operational User
*First Name		
Middle Name		
*Last name		
*Email Address		
*Verify Email Address		
Occupation		
*Supplier Name		
*Supplier Phone Number		
*Supplier Address		
Notifications		
Y- use above e-mail or enter Alternative e-mail address for Notifications		
Producer Code (LCBO Use Only)		

Return form to: Jim Sheridan at: wholesaleservice@lcbo.com

Go to www.doingbusinesswithlcbo.com and click through to grocery section of the site

Contains: documents, forms, training materials and link to GMS

1. To be able to receive orders, fulfill, deliver and receive payment for grocery orders, **all direct delivery Ontario cider manufacturers** must complete an **IT GMS Access** form and submit to wholesaleservice@lcbo.com by Friday May 27.
2. Your pre-assigned **temporary username and password** will be emailed to you mid-June and is to be used for access to the secure portion of site used for product ordering.

Supplier payment for direct delivery to grocery

- Suppliers are paid based on what grocer's receive
- Grocer payment terms, net 30 days
- Reconciliations may occur, keep proof of delivery documentation on file

Key takeaway: orders, fulfillment, delivery & payment

- Enter the acknowledgment and ASN information
- Ship what was ordered in accordance with leadtimes
- Importance of paperwork
- Submit GMS Access form

Commitment to continuous improvement

We will maintain **ongoing dialogue and feedback** with you to ensure all participants in this process quickly get up to speed.

We are committed to **making continuous improvements** as to how we **service and facilitate wholesale transactions** between source-of-supply manufacturers and grocer retailers.

After today's session:

1. Further understanding of cider in grocery program.
2. Detailed process steps and timelines to guide you.
3. Knowledge of the resources available to you.
4. Grocery Operations full contact list.

Supplier next steps

- Familiarize yourself with the resources available – **Now**
- Submit new Ontario cider products to NISS – start **May 3rd**
- Confirm existing cider products for grocery – by **May 13th**
- If you are delivering directly to grocers:
 - Download **GMS Access – Supplying Source** form to set up a GMS account with the LCBO to receive grocers orders
 - Complete and submit form to wholesaleservice@lcbo.com by **Friday May 27th** to guarantee set up by mid-June

😊 **Thank you**

Q&A period
Grocery Operations members

