

LCBO

Grocery Operations

Grocery Management System (GMS) – Grocer Portal Store Licensee User Manual

Version 1.17 July 2023

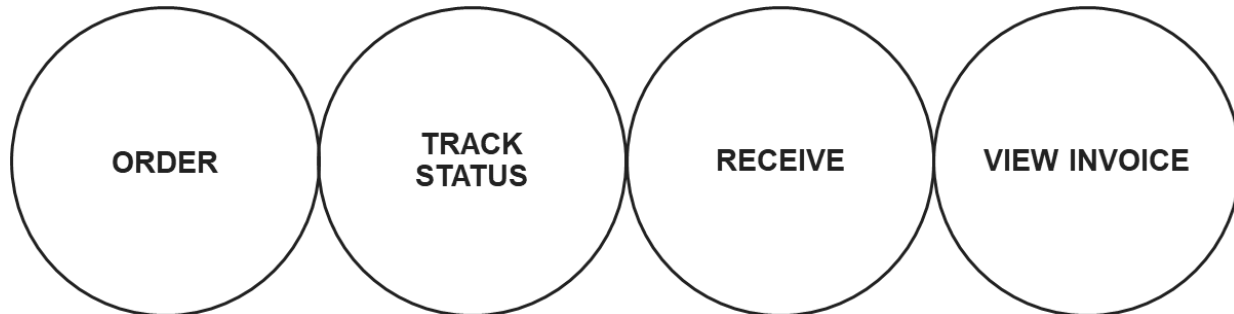
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INTRODUCTION

This Store Licensee User Manual is a reference tool for licensed grocers that provides a general overview of the ordering and receiving process and the features that are available on LCBO's Grocery Management System (GMS) – Grocer Portal.

PROCESS OVERVIEW

Below are the key action items that the licensed grocer is required to do for every order:



GETTING STARTED

Access to Grocery Management System (GMS)

To place an order for eligible beverage alcohol products with the LCBO, licensed grocers require access to GMS.

To gain access to GMS complete a **Grocery Management System (GMS) IT Access Form for Authorized Store Licensees** available at www.lcbowholesaleoperations.com in the Store Licensees tab in the Forms section. A form is required for each licensed store location. Email completed forms to lcbogroceryoperations@lcb.com.

It is the Store Licensee's responsibility to ensure user information is kept current.

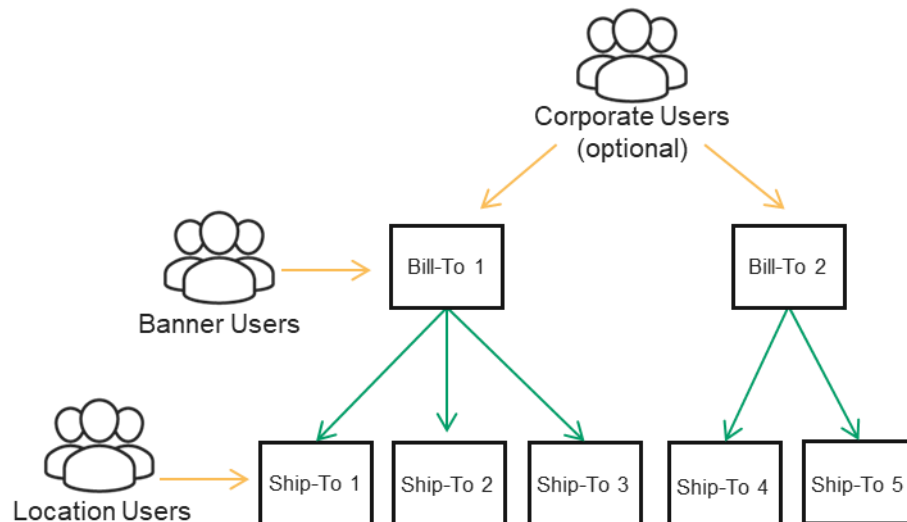
GMS User Types

Grocery Management System (GMS) allows for three (3) types of users:

Corporate level (Head Office): This level enables the user to manage all licensed stores and all banners at the corporate level and view and download the eligible 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: This level enables the user to manage all licensed stores under the banner and view and download the eligible 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 Location level: This level enables the user to manage a **single** licensed store and view and download the eligible product catalogue. This user has **single** store access to create and view purchase order transactions, receive order notifications, and enter receipt details. This user type **does not** have access to invoices.



Username and Passwords

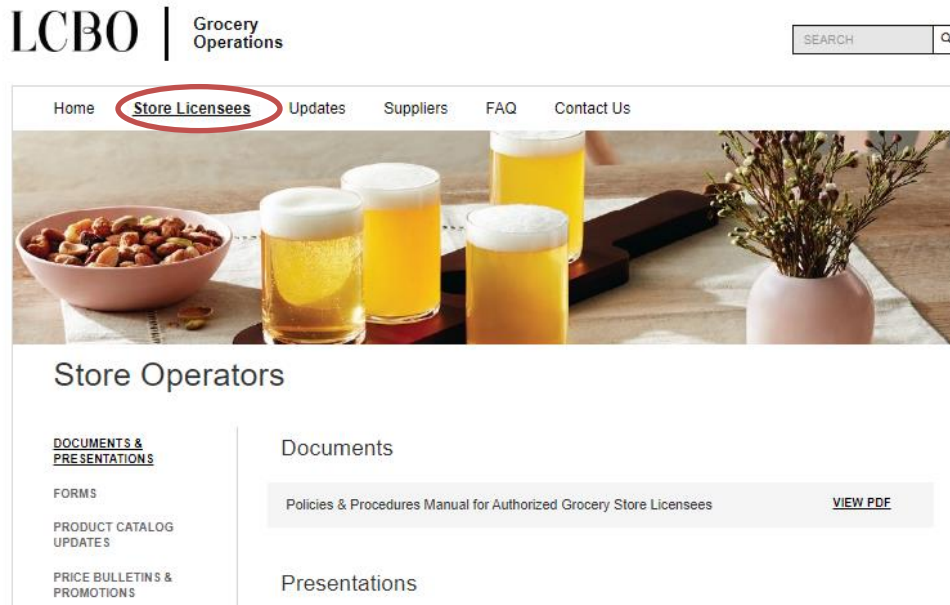
Following licensing by the Alcohol & Gaming Commission of Ontario (AGCO) and completion of the LCBO's onboarding steps usernames and passwords are emailed to each user by Tangentia. Existing Corporate and Banner users automatically inherit access to newly licensed stores.

Technical support (i.e., password reset) is available by contacting Tangentia's Help Desk at 1-888-826-4334 or lcbohelp@tangentia.com.

LOGIN TO GMS

To access GMS, open your web browser and type in the following URL: <https://lcbotangentiacommerce.com/> on the address line, then click enter.

GMS can also be accessed through the LCBO's Grocery Operations website at www.lcbowholesaleoperations.com, click on **Store Licensees** tab:

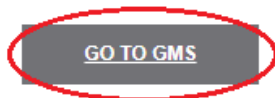


Scroll to the bottom of the page and double click on **GO TO GMS**.

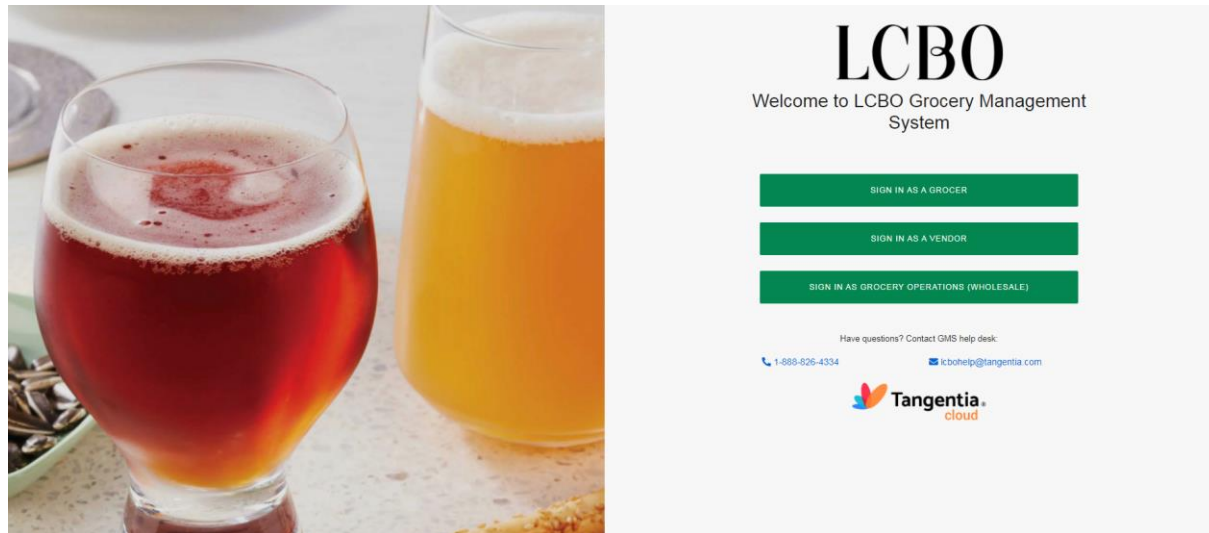


Product Management

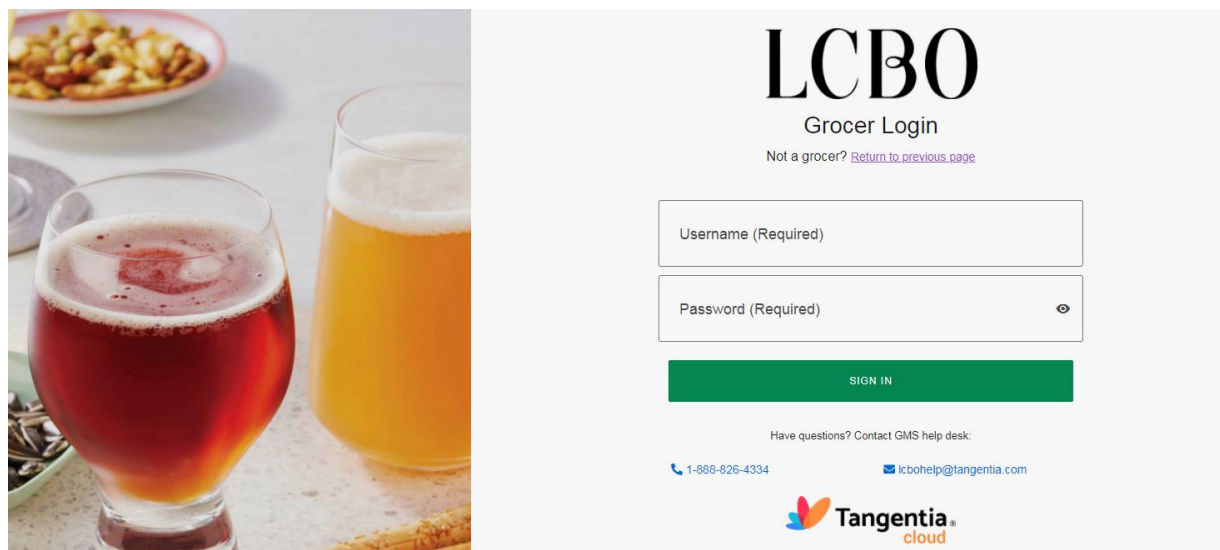
Grocery Management System
For GMS support, call 1-888-826-4334
or lcbohelp@tangentia.com



This will take you to the following screen:

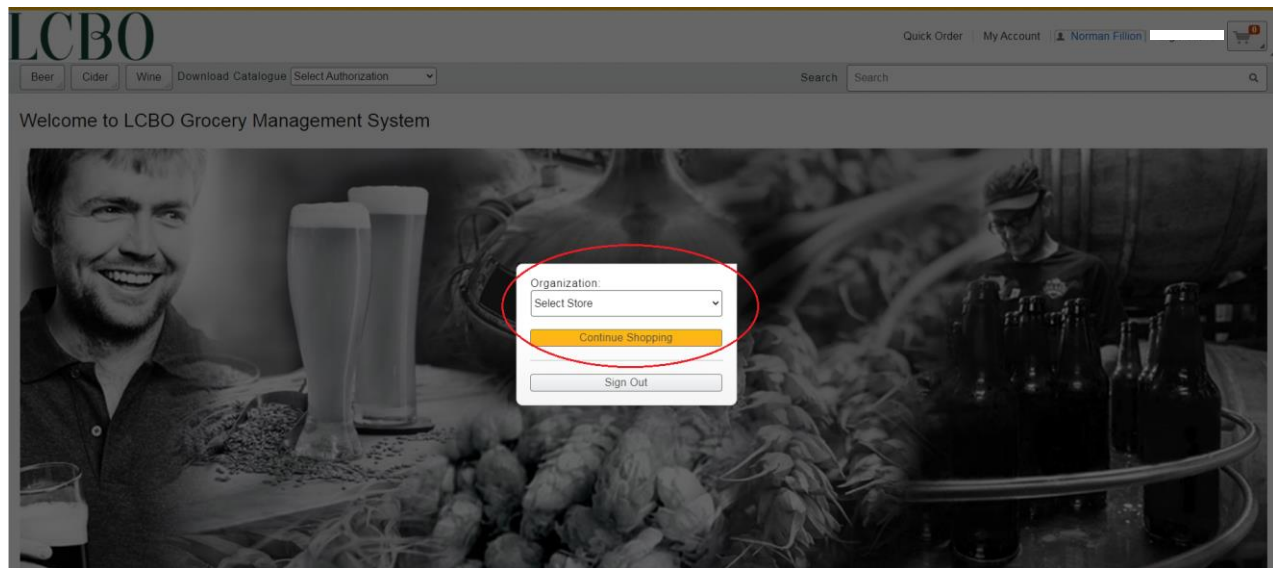


1) Login by selecting sign in as a grocer and then enter your username and password.



2) At this time, you will be asked to select the store licensee location to view the eligible product catalogue for and/or to place an order for. The store licensee location is the 5000 series LCBO assigned store number (i.e., 5002). If the store you want to place an order for is on the screen click, **Continue Shopping**. To get a list of all stores, click on the drop-down menu.

Select the store to order for and click, **Continue Shopping**. GMS automatically configures ordering for eligible products to the stores' license type (i.e., Beer & Cider, Beer & Wine or Wine Boutiques).



3) Once you have successfully logged in the screen below will appear.

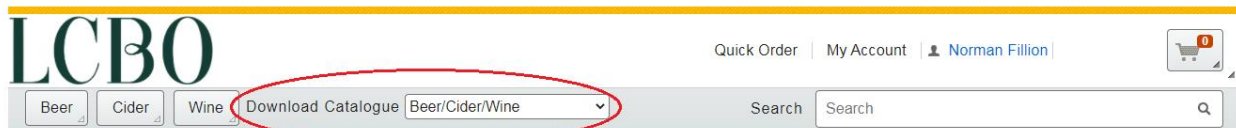
Stores licensed to sell all eligible beverage alcohol products will see Beer, Cider and Wine buttons at the top left. Stores licensed to sell only Wine or Beer & Cider products will see only a Wine button or Beer and Cider buttons.



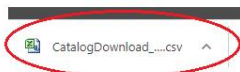
ELIGIBLE PRODUCT CATALOGUE

A list of eligible products is available by download in GMS. This will assist licensed store operators in planning assortments, populating internal systems, and planning shelf space. All product attributes are available in the download including but not limited to: size volume, UPC, SCC, supplying source, basic price (cost) and retail price.

- 1) To download the product catalogue for your license type (i.e., Beer & Cider, Beer & Wine or Wine Boutique), select the license and click. You can download the entire catalogue and filter and sort based on needs. A CSV file will appear in the bottom left corner. To open, click on the icon.



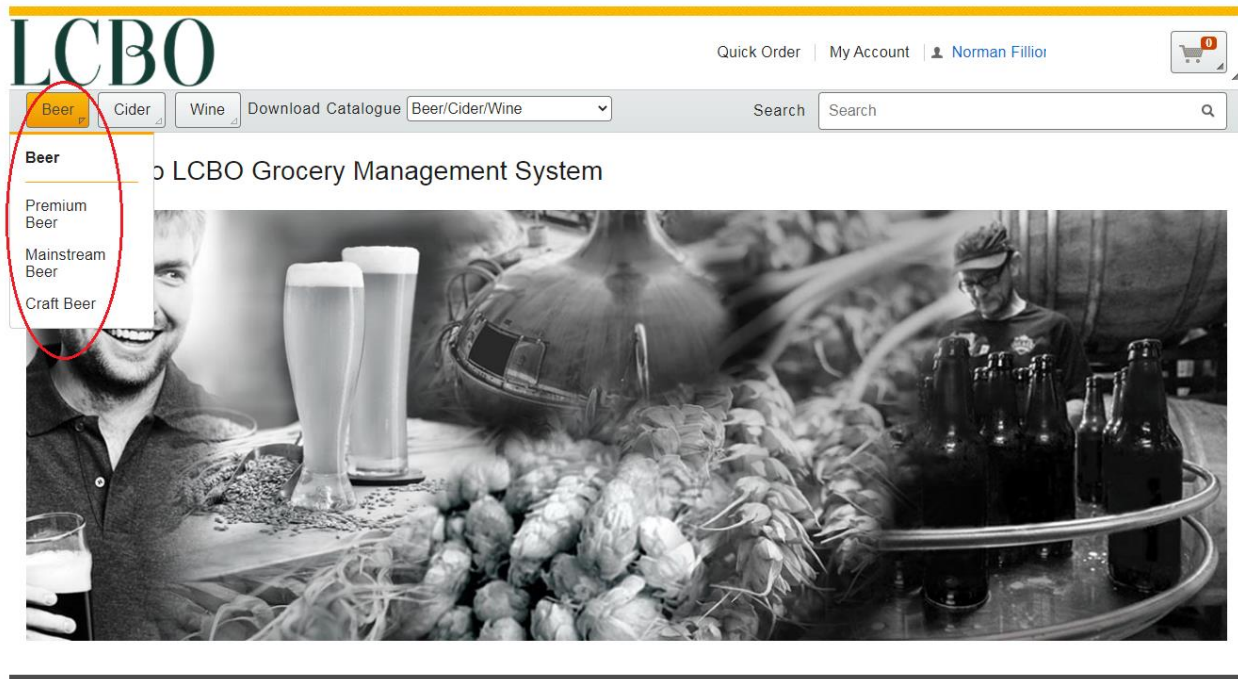
Welcome to LCBO Grocery Management System



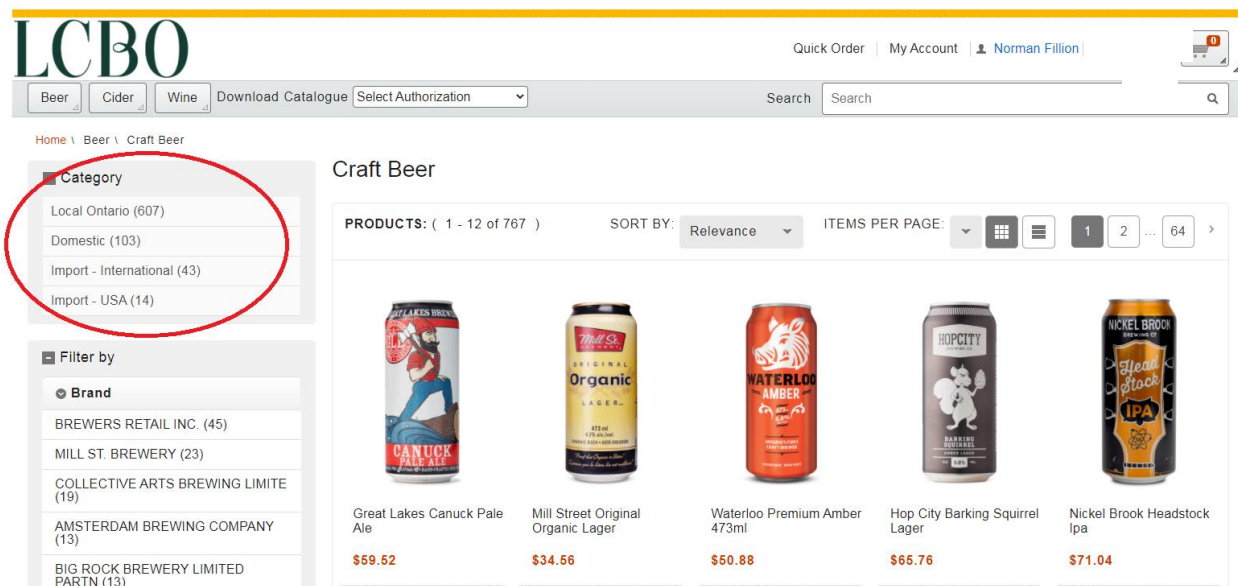
Below is an example of the eligible product catalogue download.

CatalogDownload_WineRestricted.csv - Microsoft Excel																
<div><div>FileHomeInsertPage LayoutFormulasDataReviewViewAcrobat</div><div><div><div><div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div><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- 2) Once the license type is configured, the hierarchy is visible for you to search and filter on various categories and attributes for beer, cider and/or wine. For example, click on the Beer button, then select the type of beer by category.



Then filter by category region (i.e., Local Ontario, Domestic) for a list of beer products.



By clicking on a product's image, an item screen will appear. Below is an example. On this screen you have access to all the product attributes and a picture of the item. The product attributes that are available on this page are included in the product catalogue download.

The unit cost of the item is referred to as 'basic price' and this is the unit cost visible to all store operators. In order to determine your individual unit cost, take the basic price less your discount and add container deposit and taxes to determine the grocer unit cost. To calculate your case cost, multiply the unit cost by the number of units per case.


LCBO

[Quick Order](#) | [My Account](#) | [Norman Fillion](#) | [Sign](#)

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

[Search](#)

[Home](#) \ [Beer](#) \ [Craft Beer](#) \ Great Lakes Canuck Pale Ale



Great Lakes Canuck Pale Ale

SKU: 0242545
Selling Units per Case Qty: 24
Units per Pack: 1

Retail Price of Selling Unit (including taxes & refundable container deposit)	\$2.90	Basic Price (Cost) per Selling Unit	\$2.48	Basic Price (Cost) per Case Qty	\$59.52
Case Qty Ordered	<input type="text" value="1"/>	Total Selling Units Ordered	<input type="text" value="24"/>	Total Basic Price (Total Cost)	Price <input type="text" value="\$59.52"/>

Add to Current Order

Add to Requisition List

Item Publication Info


Pricing History

Operational Info

Promotions

- Producer: GREAT LAKES BREWING CO. INC.
- Agent Name: GREAT LAKES BREWING CO
- Alcohol Content: 5.2%
- Unit Volume: 473 mL
- Producer Size: Small

There is a number of tabs on the screen for each product that provide details on item information, pricing, operations attributes and promotions. It is important to take note of the supplying source on the operational tab. This confirms who is going to supply the product to you: the LCBO, The Beer Store (TBS) or an Ontario manufacturer.



Great Lakes Canuck Pale Ale

SKU: 0242545
Selling Units per Case Qty: 24
Units per Pack: 1

Retail Price of Selling Unit
(including taxes & refundable container deposit)

\$2.90

Case Qty Ordered

Add to Current Order

Add to Requisition List

Item Publication Info

Pricing History

Operational Info

Promotions

- UPC: 625640226728
- Lead Time: 14 Days
- Region: Canada
- Supply Source: GREAT LAKES BREWING CO. INC.
- Container Deposit: \$0.10
- SCC: 80625640226724
- Whs TI: 10
- Whs HI: 7
- Cases per Pallet: 70
- Case Length: 40 cm
- Case Width: 27 cm
- Case Height: 17 cm

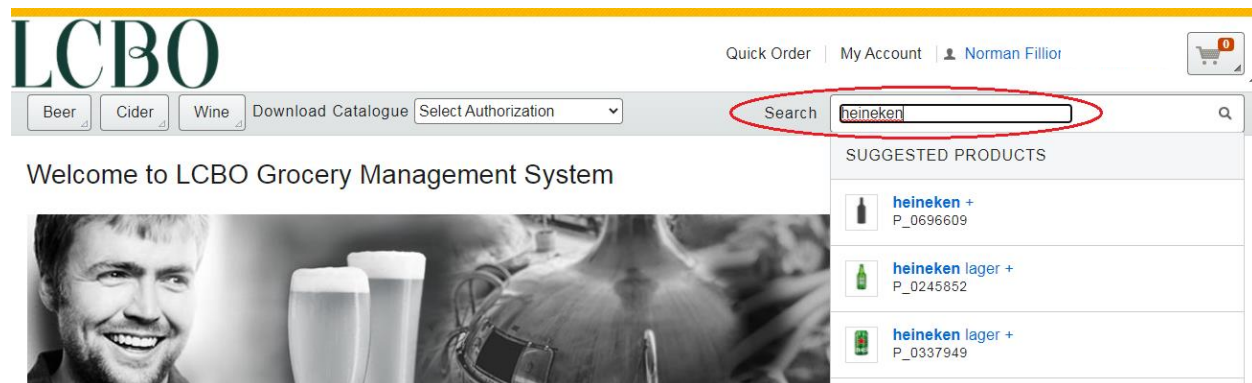
CREATING ORDERS

There are a few options available when creating an order:

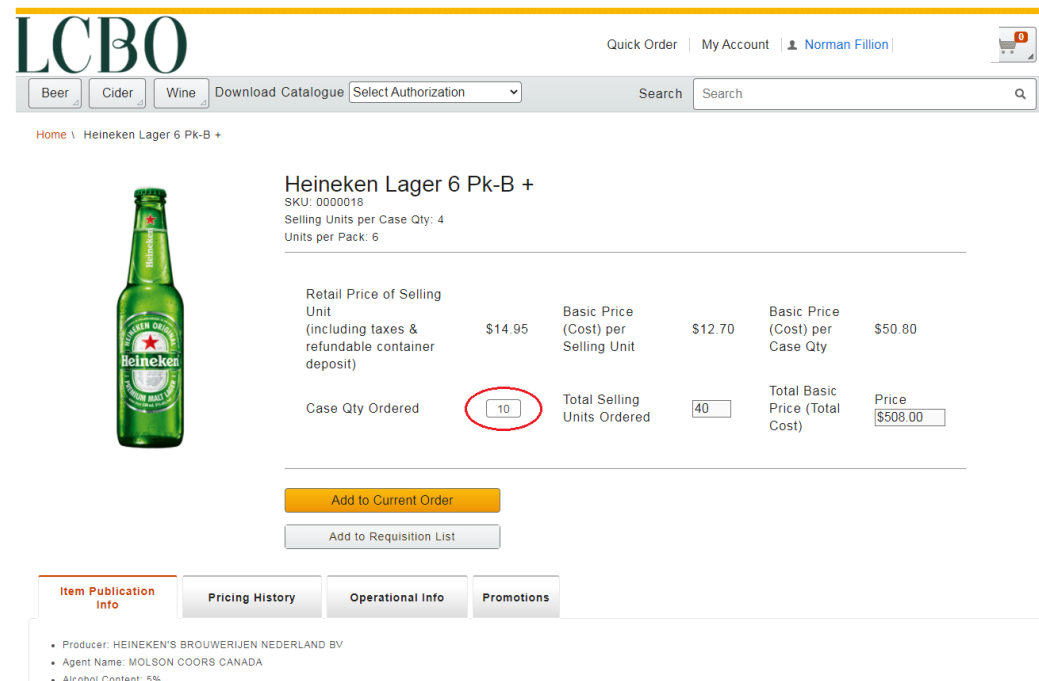
- **Search Function**
- **Quick Order**
- **Requisition Lists**

Search Function

- 1) Using the **Search** function, located at the top right, type in a product's name or LCBO item number and a list of products will appear.



- 2) By clicking on the product, the item page opens, and you can type in the quantity of cases you want to order. Order in case quantities, (i.e., 10 cases). Be sure to review the number of selling units per case. For example, 1 case = 4 selling units; 10 cases = 40 selling units




- 3) To add this item to your order, click Add to Current Order. You will receive confirmation that this item has successfully been added to your current order.

LCBO

Quick Order | My Account | Norman Fillion | Sign Out

Beer Cider Wine Download Catalogue Select Authorization Search Search

Home \ Heineken Lager 6 Pk-B +



Heineken Lager 6 Pk-B +
SKU: 0000018
Selling Units per Case Qty: 4
Units per Pack: 6

Retail Price of Selling Unit (including taxes & refundable container deposit)	\$14.95	Basic Price (Cost) per Selling Unit	\$12.70	Basic Price (Cost) per Case Qty	\$50.80
Case Qty Ordered	10	Total Selling Units Ordered	40	Total Basic Price (Total Cost)	Price \$508.00

Add to Current Order

Add to Requisition List

This item has been successfully added: [Close](#)

SKU: 0000018
Qty: 10
Price: \$508.00

Go to Current Order

- 4) Continue to add items to your order until it is complete. Then click on **Go to Current Order** to see a preview of all your items.



LCBO

Quick Order | My Account | Norman Fillion | Sign Out

Beer Cider Wine Download Catalogue Select Authorization Search Search

Current Order [Continue Shopping](#)

[Remove All Items](#)

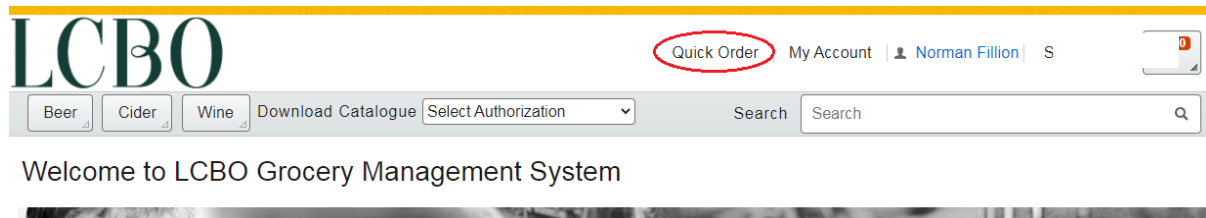
Product	Case Qty	Each	Total
 Heineken Lager 6 Pk-B + SKU: 0000018 Move to Requisition List Remove	10	\$50.80	\$508.00
 Laker Ice SKU: 0142620 Move to Requisition List Remove	5	\$40.32	\$201.60

Order Total (The total excludes discount, container deposit, and HST): \$709.60

[Check Out](#)

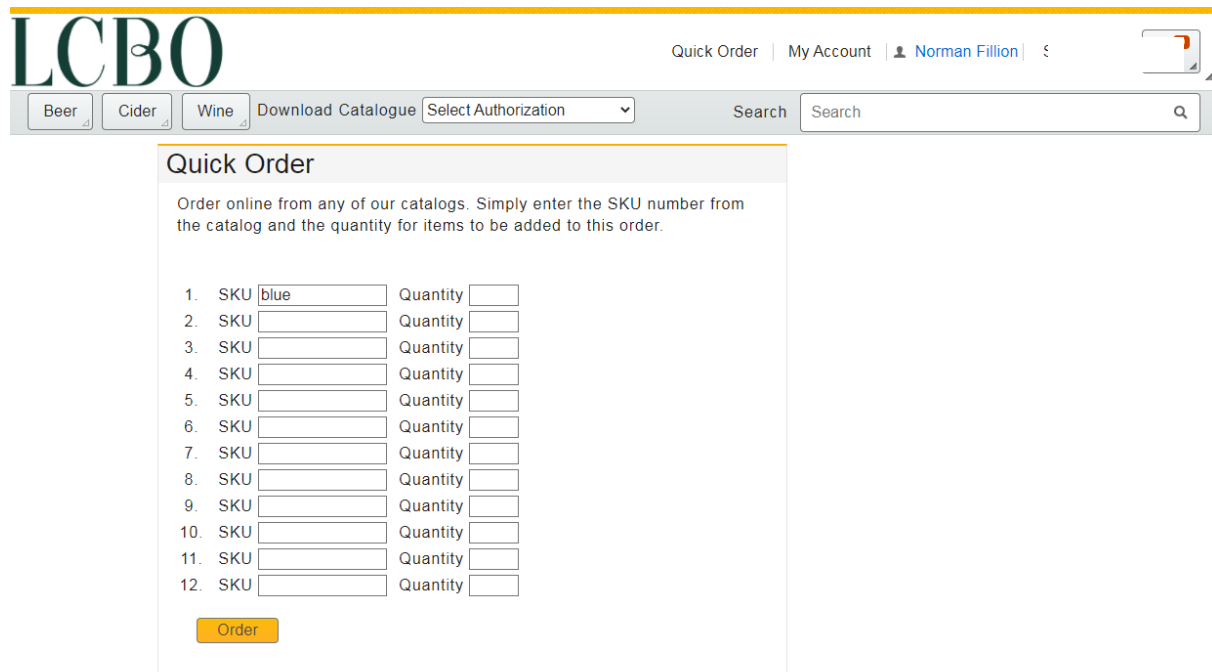
Quick Order

- 1) Quick order allows for fast ordering and is accessed by clicking on **Quick Order** at the top right of the screen.



The screenshot shows the top navigation bar of the LCBO website. The LCBO logo is on the left. To its right, the 'Quick Order' link is circled in red. Further right are links for 'My Account', a user profile icon labeled 'Norman Fillion', and a shopping cart icon. Below the navigation bar is a search bar with a 'Search' button and a search input field. Below the search bar is a banner that says 'Welcome to LCBO Grocery Management System'.

- 2) The user can type in the product name or LCBO item number and a list of products will appear. This is more efficient than separately pulling up the full item screen for each product.



The screenshot shows the 'Quick Order' form on the LCBO website. The form is titled 'Quick Order' and contains the following text: '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.' Below this text is a table with 12 rows. Each row has three columns: 'SKU', a text input field, and 'Quantity' with a numeric input field. The first row has the word 'blue' entered in the SKU input field. At the bottom of the form is an orange 'Order' button.

	SKU		Quantity
1.	SKU	blue	Quantity
2.	SKU		Quantity
3.	SKU		Quantity
4.	SKU		Quantity
5.	SKU		Quantity
6.	SKU		Quantity
7.	SKU		Quantity
8.	SKU		Quantity
9.	SKU		Quantity
10.	SKU		Quantity
11.	SKU		Quantity
12.	SKU		Quantity

- 3) Click on the item you wish to order and enter in the quantity in cases you want to order. To add this item to your order, click **Order**. You will receive confirmation that the item has been successfully added to your current order. Continue to add items to your order until it is complete. There is a maximum of twelve (12) items per quick order.

[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.

- | | | | | |
|-----|-----|--------------------------------------|----------|---------------------------------|
| 1. | SKU | <input type="text" value="0696468"/> | Quantity | <input type="text" value="20"/> |
| 2. | SKU | <input type="text"/> | Quantity | <input type="text"/> |
| 3. | SKU | <input type="text"/> | Quantity | <input type="text"/> |
| 4. | SKU | <input type="text"/> | Quantity | <input type="text"/> |
| 5. | SKU | <input type="text"/> | Quantity | <input type="text"/> |
| 6. | SKU | <input type="text"/> | Quantity | <input type="text"/> |
| 7. | SKU | <input type="text"/> | Quantity | <input type="text"/> |
| 8. | SKU | <input type="text"/> | Quantity | <input type="text"/> |
| 9. | SKU | <input type="text"/> | Quantity | <input type="text"/> |
| 10. | SKU | <input type="text"/> | Quantity | <input type="text"/> |
| 11. | SKU | <input type="text"/> | Quantity | <input type="text"/> |
| 12. | SKU | <input type="text"/> | Quantity | <input type="text"/> |

[Order](#)

- 4) When you click on the shopping cart in the top right-hand corner, you see a preview of your order. Click on **Go to Current Order** to view your entire order.

Items in your current order:

[Close](#)


Labatt Blue

0696468

Case Qty 20

\$868.80

Subtotal for 20 item(s)

\$868.80

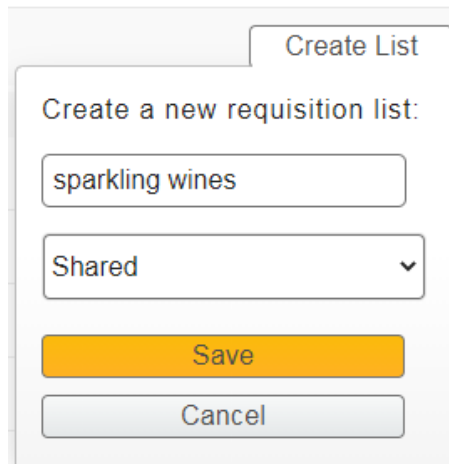
[Go to Current Order](#)

mber from

Requisition Lists

A **Requisition List** functions like a wish list. You can create in advance and save a list of items that are frequently ordered. This is the most efficient way to order items. Requisition lists can be saved and recalled at the time of ordering. Multiple requisition lists can be created to satisfy ordering requirements.

- 1) To access Requisition Lists, click on **My Account** at the top right of the screen. This will open a new page, click on **Requisition Lists** on the left-hand side of the screen. To create a list, click **Create List**. Type in the name of the list (i.e., sparkling wines) and click **Save**.



- 2) To add items to the newly saved Requisition List, click on the name of the Requisition List. Type in the product name or LCBO item number and the quantity in cases. Click **Add** to add the item to the list and repeat to add additional items. You will receive confirmation that selected item has been added to the confirmation list.

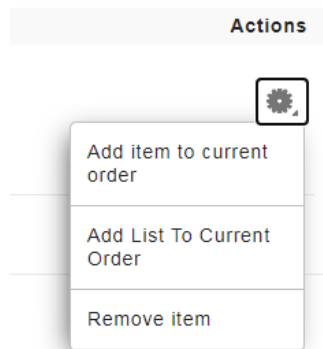
sparkling wines

Created by Norman Fillion
Last updated January 4, 2021
Shared list

[Edit List](#)



sparkling	Case Qty	Add
0015867	Yellowglen Pink Sparkling	
0418657	Lily Sparkling Wine Vqa	
0341347	Fresh Sparkling Rose Vqa	
0486456	Joiy White Sparkling	
0536565	Lily Sparkling Rose Vqa	
0441162	Fresh Ideas Sparkling Riesling Vqa*	

- 3) By clicking on the button in the Action column, you can add an item to a current order, add the entire list to a current order or remove an item from the list. You can update quantities at any time by entering a new quantity in the **Case Quantity** column.



- 4) To add the Requisition list to your order, click **Add List to Current Order**. This will take you to order preview screen.

Current Order

Remove All Items			
Product	Case Qty	Each	Total
 Labatt Blue SKU: 0696468 Move to Requisition List Remove	20	\$43.44	\$868.80
 Yellowglen Pink Sparkling SKU: 0015867 Move to Requisition List Remove	10	\$135.36	\$1,353.60
Order Total (The total excludes discount, container deposit, and HST): \$2,222.40			
Check Out			

CHECKING OUT

After you have finished creating your order, you are ready to check out. At this time, you can revise quantities, remove an item, or add an item by clicking on **Continue Shopping**.

- 1) When you are ready to check out, click on **Check Out**.
- 2) Upon selecting the check out, the following message will appear: *Are you sure you want to Check Out? Please verify that your order is complete and there are no changes required to your order before Checking Out.* If there are no changes to the order, click **OK**.

The screenshot shows the LCBO website interface. At the top, there's a navigation bar with 'Beer', 'Cider', 'Download Catalogue', and a 'Select Authorization' dropdown. A search bar is on the right. Below the navigation bar, a modal dialog is displayed with the text: 'Are you sure you want to Check Out? Please verify that your order is complete and there are no changes required to your order before Checking Out. Once you start to Check Out, do not interrupt the process until the Thank You/Confirmation message appears.' The dialog has 'OK' and 'Cancel' buttons. Below the dialog, the 'Current Order' section is visible. It includes a 'Remove All Items' button and a table of items. The table has columns for 'Product', 'Case Qty', 'Each', and 'Total'. One item is listed: 'Labatt Blue' with SKU '0696468', a case quantity of 20, a price of \$43.44 each, and a total of \$868.80. Below the table, there's a 'Check Out' button and the 'Order Total (The total excludes discount, container deposit, and HST): \$868.80'.

- 3) Enter your Purchase Order Number in the blank field and select **Next**. The following special characters are **not** permitted in the purchase order field: " " \ / * : < > | () # ; %

The screenshot shows the LCBO website interface. At the top, there's a navigation bar with 'Beer', 'Cider', 'Download Catalogue', and a 'Select Authorization' dropdown. A search bar is on the right. Below the navigation bar, the 'Current Order' section is visible. It includes a 'Shipping Information' section with a 'Shipping Address' dropdown and a 'Show Order Items' button. Below the shipping information, the 'Order Total (The total excludes discount, container deposit, and HST): \$868.80' is displayed. Below the order total, the 'Billing Information' section is visible. It includes a 'Purchase order number' field with the value 'Testorder5' and a 'Next' button. The 'Next' button is circled in red.

- 4) The order summary will appear, with the purchase order number and shipping address. To confirm, click, **Order** and the order is submitted to the LCBO.

LCBO

Quick Order | My Account | Service Account 5572

Beer Cider Download Catalogue Select Authorization Search Search

Current Order | Shipping & Billing Method | Order Summary

Shipping Information

Shipping Address:
5572-99
Service Account 5572
1755 BRIMLEY ROAD
SCARBOROUGH Ontario
Canada M1P0A3
lcboedl@tangential.com

+ Show Order Items

Order Total (The total excludes discount, container deposit, and HST): **\$868.80**

Billing Information

* Purchase order number: Testorder5

Back **Order**

- 5) The order confirmation will appear, and you can **Print** this confirmation and/or all items on the order by clicking on **+Show Order Items**.

LCBO

Quick Order | My Account | Service Account 5572

Beer Cider Download Catalogue Select Authorization Search Search

Thank you for your order!

Continue Shopping

Purchase Order Testorder5
Order date: January 5, 2021

Shipping Information

Shipping Address:
5572-99
Service Account 5572
1755 BRIMLEY ROAD
SCARBOROUGH Ontario
Canada M1P0A3
lcboedl@tangential.com

+ Show Order Items

Order Total (The total excludes discount, container deposit, and HST): **\$868.80**

Print We recommend you print this page

ORDER STATUS

There is functionality in GMS to assist you in tracking orders and is accessed by going to **My Account**.

- 1) By clicking on **My Orders History**, a summary of all orders appears. The order history screen summarizes all orders placed and allows for searching and filtering based on set criteria.

LCBO

Beer Cider Wine

Home > My Account

My Account

SETTINGS

Address Book

ORDERS

Requisition Lists

My Orders History

Other Order History

Order Extract

INVOICE

Invoice Summary

Invoice Details

My Orders

Order History

Filter By

☒ None ☐ Purchase Order Number ☐ Date Range

Please be advised that only the most recent 150 orders are displayed

Show

10

entries

Purchase Order	Order Date	Order Details	Status	Total Price
Testorder5	January 5, 2021	Details	Order Submitted View Status	\$868.80 Re-Order

- 2) By clicking on **Details**, you can see a list of all items on the order. You can reorder a previously placed order by clicking on Re-Order.

My Orders

Order History

Filter By

☒ None ☐ Purchase Order Number ☐ Date Range

Please be advised that only the most recent 150 orders are displayed

Show

10

entries

Purchase Order	Order Date	Order Details	Status	Total Price
Testorder5	January 5, 2021	Details	Order Submitted View Status	\$868.80 Re-Order




- 3) Order status is accessed by clicking on **View Status**. A list of items, supplying source and the number of cases ordered appears.

Purchase Order	Order Date	Order Details	Status	Total Price
Testorder5	January 5, 2021	Details	Order Submitted View Status	\$868.80 Re-Order

Testorder5	Supplying Source	Orders	Available	Preliminary Delivery Date	Estimated Delivery Date	Shipped Qty	Received Date	Received	Deemed Receipt	Action
Labatt Blue SKU : 0696468	TBS	20	0			0				NOTIFY

- 4) Once the supplying source has acknowledged receipt of the order, the number of cases available to ship and preliminary delivery date populates.




Testorder5 January 5, 2021 [Details](#) PO Acknowledged
[View Status](#) \$868.80 [Re-Order](#)

Testorder5	Supplying Source 	Orders	Available	Preliminary Delivery Date	Estimated Delivery Date	Shipped Qty	Received Date	Received	Deemed Receipt	Action 
Labatt Blue SKU : 0696468	TBS	<input type="text" value="20"/>	<input type="text" value="20"/>	<input type="text" value="07-Jan-2021"/>	<input type="text"/>	<input type="text" value="0"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	

[NOTIFY](#)

- 5) Approximately twenty-four (24) hours prior to shipping, the number of cases shipped, and the estimated delivery dates appear as per supplying source confirmations.

Testorder5 January 5, 2021 [Details](#) Order shipped
[View Status](#) \$868.80 [Re-Order](#)

Testorder5	Supplying Source 	Orders	Available	Preliminary Delivery Date	Estimated Delivery Date	Shipped Qty	Received Date	Received	Deemed Receipt	Action 
Labatt Blue SKU : 0696468	TBS	<input type="text" value="20"/>	<input type="text" value="20"/>	<input type="text" value="07-Jan-2021"/>	<input type="text" value="07-Jan-2021"/>	<input type="text" value="20"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	



[NOTIFY](#)

ORDER DECLINE

Supplying sources decline to fill grocery purchase orders for a variety of reasons including, but not limited to, inventory availability, location of grocery store and ordered quantity. When a supplying source declines to fulfill an order, GMS will populate the purchase order with zero '0' cases acknowledged and shipped and update order status to Approval denied. The store licensee should not expect delivery of a declined order. However, receipts can be entered if the vendor delivers the order in error.


If the order contains one supplying source and the order is declined, the then status will display "Approval denied".

Testorder3 January 5, 2021 [Details](#) Approval denied \$434.40 [Re-Order](#)
[View Status](#)

Testorder3	Supplying Source 	Orders	Available	Preliminary Delivery Date	Estimated Delivery Date	Shipped Qty	Received Date	Received	Deemed Action Receipt 
Labatt Blue	TBS	10	0			0			
SKU : 0696468									
									NOTIFY

If the order contains several supplying sources, and only some items are declined, the order status displayed is that of the most recent line item. As below, Amsterdam is declined, but TBS is received; order status 'Order Received' is displayed. The boxes for declined order Amsterdam are greyed out between Orders to Shipped QTY. The Available and Shipped Quantity are defaulted to zero '0'.

Testorder4 January 6, 2021 [Details](#) Order Received \$1,070.40 [Re-Order](#)
[View Status](#)

Testorder4	Supplying Source 	Orders	Available	Preliminary Delivery Date	Estimated Delivery Date	Shipped Qty	Received Date	Received	Deemed Action Receipt 
Labatt Blue	TBS	10	10	06-Jan-2021	07-Jan-2021	10	11-Jan-2021	10	
SKU : 0696468									
Amsterdam	AMSTERDAM BREWING	10	0			0			
Blonde	COMPANY								
SKU : 0617647									
									NOTIFY

ENTERING RECEIPTS

Receipts are due to the LCBO by noon every Tuesday for orders received during the previous week (Sunday to Saturday). Store licensees can record receipts online directly in GMS or by submitting excel spreadsheet to LCBO's Grocery Operations at lcbogroceryoperations@lcbo.com.

- 1) To enter receipts directly into GMS, go to **My Account** and click on **My Orders History**.

LCBO

Quick Order **My Account** Service Account 5572

Beer Cider Download Catalogue Select Authorization Search Search

Home \ My Account

My Account

SETTINGS

Address Book

ORDERS

Requisition Lists

My Orders History

Other Order History

Order Extract

My Account Summary

Welcome, Service Account 5572

This is your account summary. You can change your personal information and manage the options available for your account.

Recent Order History

Filter By

☒ None ☐ Purchase Order Number ☐ Date Range

Please be advised that only the most recent 150 orders are displayed

Purchase Order	Order Date	Order Details	Status	Total Price
----------------	------------	---------------	--------	-------------

- 2) Search for the purchase order and click on **View Status**. To record a receipt, enter the date the item was received, and the number of cases received for each ordered item. Click **Notify** to submit. If an item was not included in the delivery, enter zero '0' receipts. Do not leave the item blank.

Testorder5 January 5, 2021 Details Order shipped View Status \$868.80 Re-Order

Testorder5	Supplying Source	Orders	Available	Preliminary Delivery Date	Estimated Delivery Date	Shipped Qty	Received Date	Received	Deemed Receipt	Action
Labatt Blue	TBS	20	20	07-Jan-2021	07-Jan-2021	20	6-Jan-2021	20		
SKU : 0696468										

NOTIFY

- 3) After clicking **Notify**, GMS will display a confirmation screen, click **OK** to confirm the received quantities.

lcbob2b

You wont be able to edit the quantity in future for specified items. Are you sure the quantities you received are correct?

OK Cancel

4) The order status will update to order received.

Order History					
Filter By					
<input checked="" type="radio"/> None <input type="radio"/> Purchase Order Number <input type="radio"/> Date Range					
Please be advised that only the most recent 150 orders are displayed					
Show					
<div>10</div>					
entries					
Purchase Order	Order Date	Order Details	Status	Total Price	
Testorder5	January 5, 2021	Details	Order Received View Status	\$868.80	Re-Order

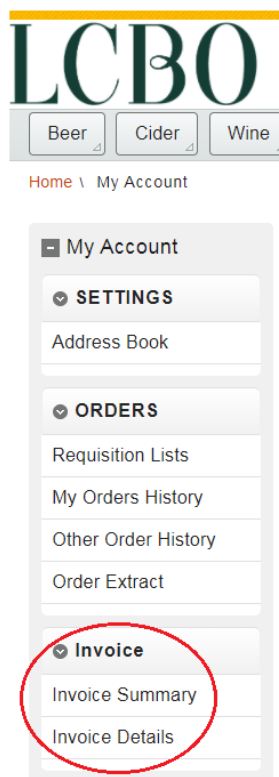
INVOICING

Invoices will be made available to authorized users in GMS for self-service viewing and download. A GMS IT Access form is required to be filled in to obtain invoicing access.

When new invoices are available, an email notification will be sent to the emails provided on the Customer Profile form. To access invoices, authorized users can sign into the secure GMS account and select **My Account** in the top right corner.



In the left navigation there are two options:



1) Invoice Summary

A listing of all invoices by date will be available for download in one batch. Regular weekly invoices, adjusting invoices and LTO invoices are available for download. This includes invoices for all stores the user has access to view.

Type	Description
INV	Weekly invoices to the Grocer
ADJ	Adjusting invoices for the Grocer
LTO	Credits for sales of Limited Time Offer products during the promotional period

To download invoices, select the **Download** option beside the set of invoices.

Invoice Summary

Show

10

entries

Search:

Date YYYY-MM-DD	Type	Count	Download
2021-01-04	ADJ	1	Download
2021-01-01	INV	5	Download

Once download is selected, the file will be available to open and will include all invoices for the selected date:

Name	Type	Compressed size	Password ...	Size	Ratio	Date modified
20210101_T#INV_C#15725_S#5410_J#GMS-841762-0001_P#4842777677_A#601.89	Adobe Acrobat Document	8 KB	No	9 KB	10%	05/01/2021 10:00 AM
20210101_T#INV_C#15725_S#5410_J#GMS-842120-0001_P#4842797199_A#6921.37	Adobe Acrobat Document	19 KB	No	21 KB	13%	05/01/2021 10:00 AM
20210101_T#INV_C#15725_S#5410_J#GMS-843383-0001_P#4842861672_A#162.50	Adobe Acrobat Document	6 KB	No	7 KB	12%	05/01/2021 10:00 AM
20210101_T#INV_C#15725_S#5410_J#GMS-844989-0001_P#4842916666_A#316.86	Adobe Acrobat Document	7 KB	No	7 KB	11%	05/01/2021 10:00 AM
20210101_T#INV_C#15725_S#5410_J#GMS-845007-0001_P#4842916667_A#75.79	Adobe Acrobat Document	6 KB	No	7 KB	12%	05/01/2021 10:00 AM

2) Invoice Details

Invoices are individually listed by invoice number and grocer purchase order (PO). Regular weekly invoices, adjusting invoices and LTO invoices are available for download. A search bar is available, and invoices may be searched by attributes including Invoice Number, PO number, amount, and store number.

To search invoices, type details into the **Search** field located on the right:

Invoice Details

Show

10

entries

Search:

Date YYYY-MM-DD	Type	Customer Number	Ship to Number	Invoice Number	P.O. Number	Amount	Download
2021-01-04	ADJ	15725	5410	GMSA-842440-01	4842814970	(\$9.66)	Download
2021-01-01	INV	15725	5410	GMS-841762-0001	4842777677	\$601.89	Download

Invoices may be individually downloaded by selecting the **Download** option beside the invoice.

ORDER MANAGEMENT

Additional functions available in the grocer portal include:

1) My Order History

The **My Order History** shows all orders placed by the user. Functionality using the up and down arrows next to the column headers allows for the user to sort and view by Purchase Order, Order Date, Status and Total Price.

My Orders

Order History					
Filter By					
<input checked="" type="radio"/> None <input type="radio"/> Purchase Order Number <input type="radio"/> Date Range					
Please be advised that only the most recent 150 orders are displayed					
Show					
10					
entries					
Purchase Order	Order Date	Order Details	Status	Total Price	
Testorder4	January 6, 2021	Details	PO Acknowledged View Status	\$1,070.40 Re-Order	
Testorder2	January 5, 2021	Details	Order Submitted View Status	\$868.80 Re-Order	

2) Other Order History

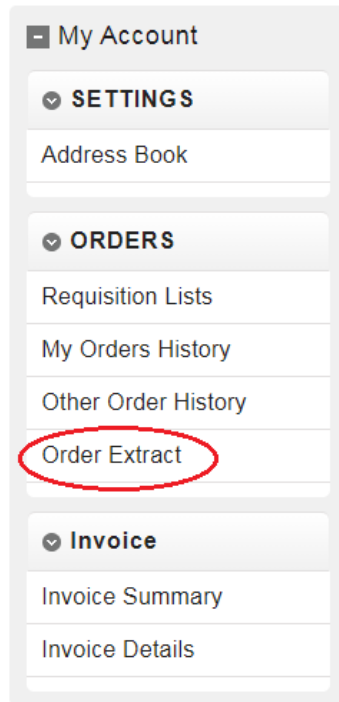
The **Other Order History** shows all orders placed for a licensed store. Functionality using the up and down arrows next to the column headers allows for the user to sort and view by Purchase Order, Placed By, Order Date, Status and Total Price.

Other Orders

Order History					
Filter By					
<input checked="" type="radio"/> None <input type="radio"/> Purchase Order Number <input type="radio"/> Date Range <input type="radio"/> User Logon <input type="radio"/> Store					
Please be advised that only the most recent 150 orders are displayed					
Show					
10					
entries					
Purchase Order	Placed by	Order Date	Order Details	Status	Total Price
AODA27-3	5750-1/5750	November 27, 2020	Details	PO Acknowledged View Status	\$1,106.16
AODA2NO12	5750-1/5750	November 12, 2020	Details	Order Received View Status	\$2,569.96

3) Order Extract

The **Order Extract** is designed to allow store licensees access to information in GMS in a format that can be used for operational purposes. This raw data dump is available on demand and is downloadable in CSV format to be sorted by the user. Data is available at the line-item level and can be filtered by date and store number. The extract is accessible through **My Account** and by selecting **Order Extract**.



HELPDESK & SUPPORT CONTACT INFORMATION

Technical Support Assistance

LCBO GMS Helpdesk

1-888-826-4334

lcbohelp@tangentia.com

Inquiries regarding administration, invoicing, reports and form submissions

LCBO Grocery Operations

lcbogroceryoperations@lcbo.com

All other inquiries

LCBO Customer Care

416-365-5842

1-833-840-6272

helloGrocery@lcbo.com



LCBO Grocery Management System (GMS) is powered by:



tcloud.tangentia.com



tgateway.tangentia.com