

LCBO

Grocery Operations

QA Alert Portal

Store Licensee User Manual*

Version 4.1 August 2023

**Formerly QA Alert Portal User Guide for Grocery & Wine Boutique Operators prior to November 29, 2021*

| | |
|---|-----------|
| QA ALERT PORTAL OVERVIEW | 3 |
| QA ALERT PORTAL REQUIREMENTS | 3 |
| PROCESS OVERVIEW | 4 |
| RESPONDING TO AN LCBO QA ALERT | 5 |
| QA ALERT PORTAL SUPPORT | 16 |

QA ALERT PORTAL OVERVIEW

At the LCBO customer and employee safety remains at the forefront of everything we do. LCBO's QA Alert portal was developed to expeditiously notify LCBO retail stores and wholesale business customers, including licensed Grocery Stores, Wine Boutiques LCO Convenience Outlets and Duty Free operators when a defected product(s) has been identified. A QA Alert provides detailed instructions to licensed grocery stores and wine boutiques on how to handle the defected product(s) for full compliance and refund, if applicable.

A QA Alert is an LCBO product recall issued as a Class 1, Class 2, or Action Required Alert.

- Class 1 Alerts are issued where an immediate Health Risk or Hazard has been identified.
- Class 2 Alerts are issue where a potential Health Risk or Hazard has been identified.
- Action Required Alerts are issued where a product quality problem is confirmed, and there is no immediate or potential Health Risk or Hazard.

A QA Alert is designed to integrate LCBO product recall requirements into licensed grocery store and wine boutique internal systems for an efficient and streamlined process. Grocery and Wine Boutique head offices are responsible for reporting on behalf of their corporately owned stores and distribution centers. Owners of franchisee locations are responsible for reporting for their own stores unless the corporate franchisor has expressly assumed responsibility for franchisee locations.

QA ALERT PORTAL REQUIREMENTS

Below are the requirements in order to use the QA Alert portal:

| Component | Minimum Requirement |
|--|---|
| Hardware | <ul style="list-style-type: none">• PC or Laptop running Window OS 7 or higher• IPad |
| Supported Browser | <ul style="list-style-type: none">• Internet Explorer 11 or higher• Chrome |
| Network Access | <ul style="list-style-type: none">• Ability to reach https://qaalertsqa-lcbo.msappproxy.net/qaalerts/ |
| Network speeds | <ul style="list-style-type: none">• Download speeds: > 8 Mbps• Upload speeds: > 3.5 Mbps |
| LCBO user id and password: provided by LCBO IT Service Desk & Grocery Operations | The following information is required in order to obtain the LCBO user id and password: <ul style="list-style-type: none">• A valid email address• Assigned LCBO customer id (ie: gc1004@lcbo.com) |

PROCESS OVERVIEW

The schematic below illustrates the high-level QA Alert process flow.

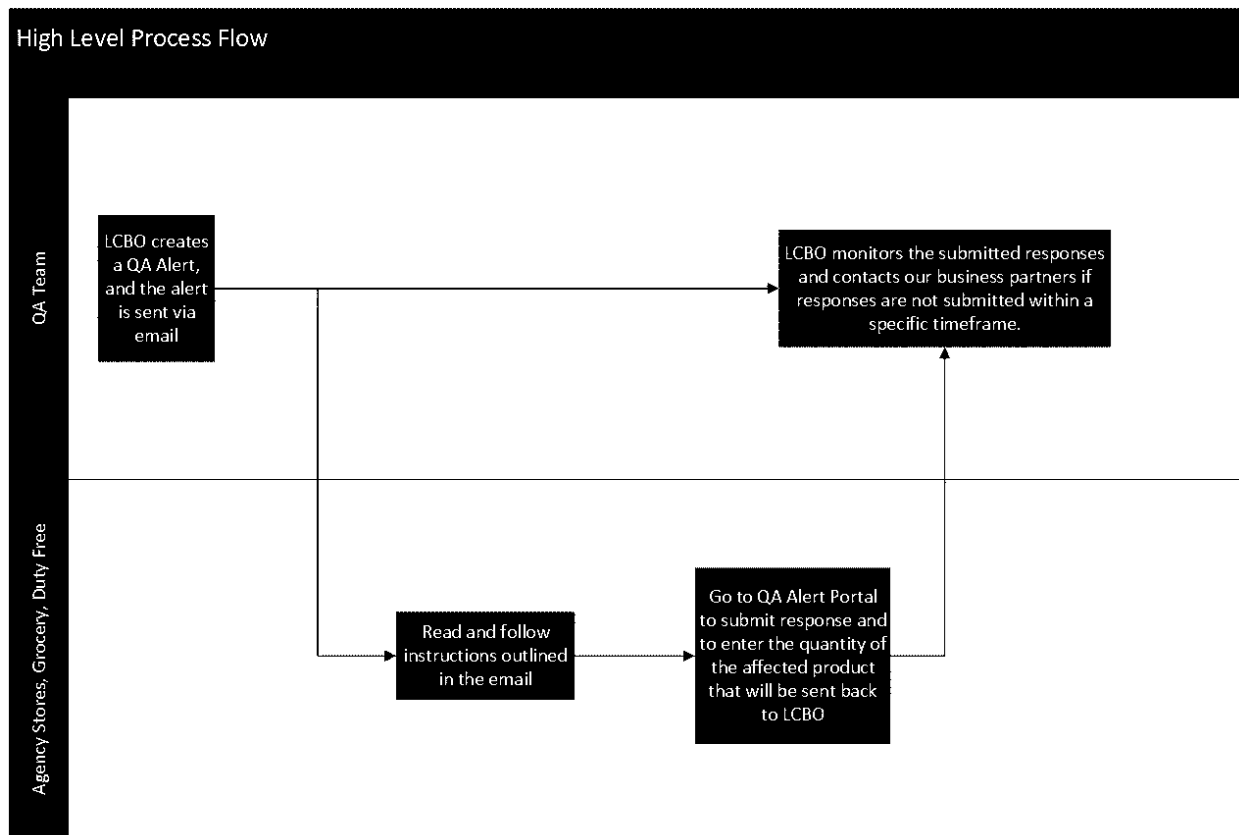


Figure 1 - Process Overview

RESPONDING TO AN LCBO QA ALERT

- 1) Upon receiving a QA Alert email from the LCBO from **quality.services@lcbo.com**, follow the specific instructions as outlined in the email. Below is a sample snapshot of the email sent to grocery and wine boutique head offices and grocery franchisee locations.

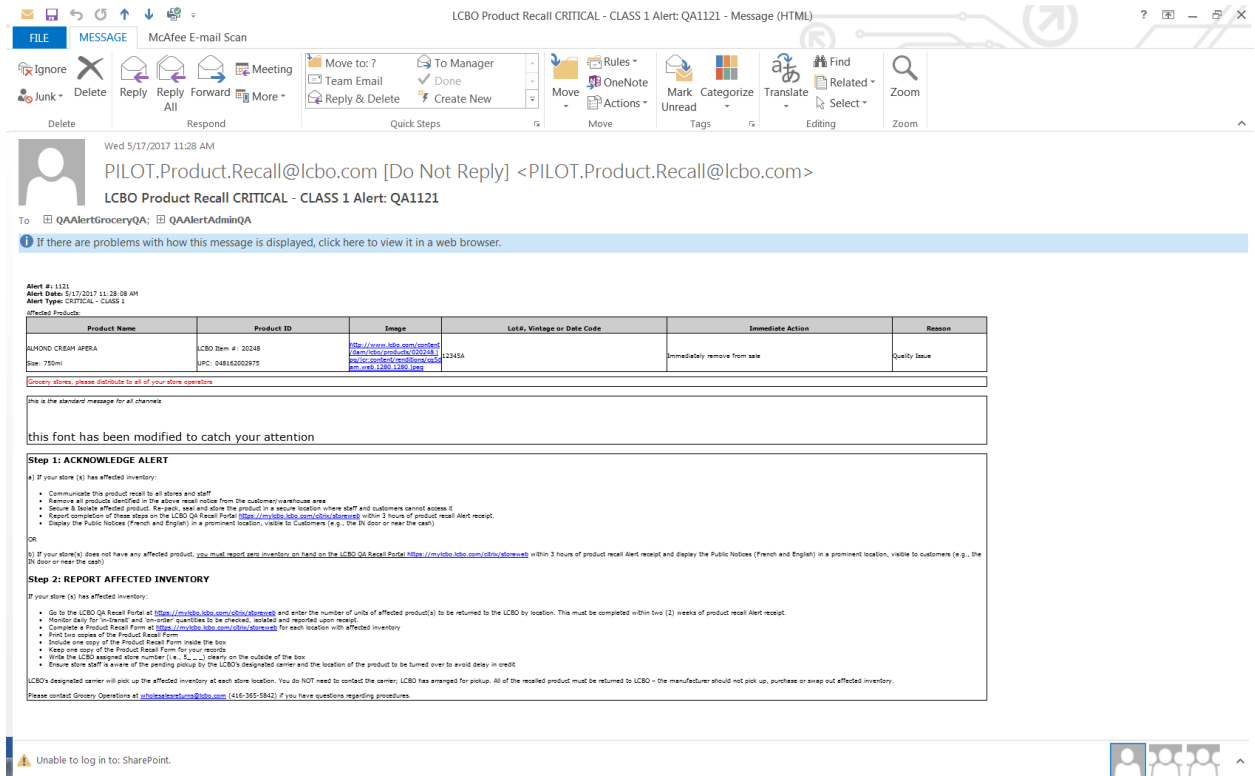


Figure 2 - Sample QA Alert Email

- 2) Click the QA Alert URL in the QA Alert email notification or copy/paste or manually type **<https://qaalertsqa-lcbo.msapproxy.net/qaalerts/>** in your web browser. The following screen will be displayed.

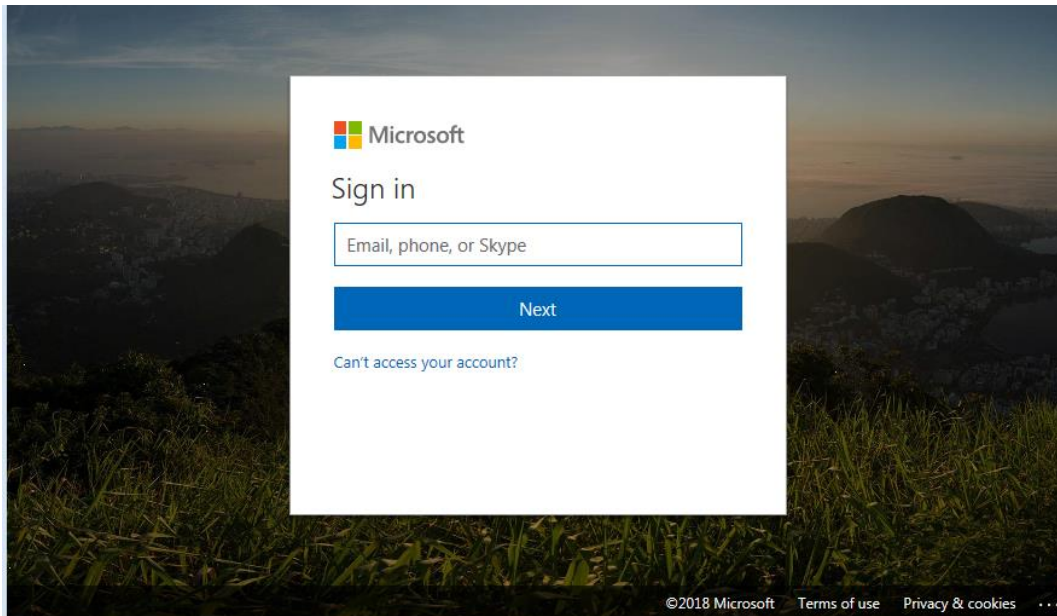


Figure 3 - Application Login Screen Part 1

- 3) Enter the user name and click **Next**. This may take up to one (1) minute to enter site.
- 4) Enter the password and click **Sign in**. Contact lcbogroceryoperations@lcbo.com if you don't have this information or with any difficulties you might experience signing on to the portal.

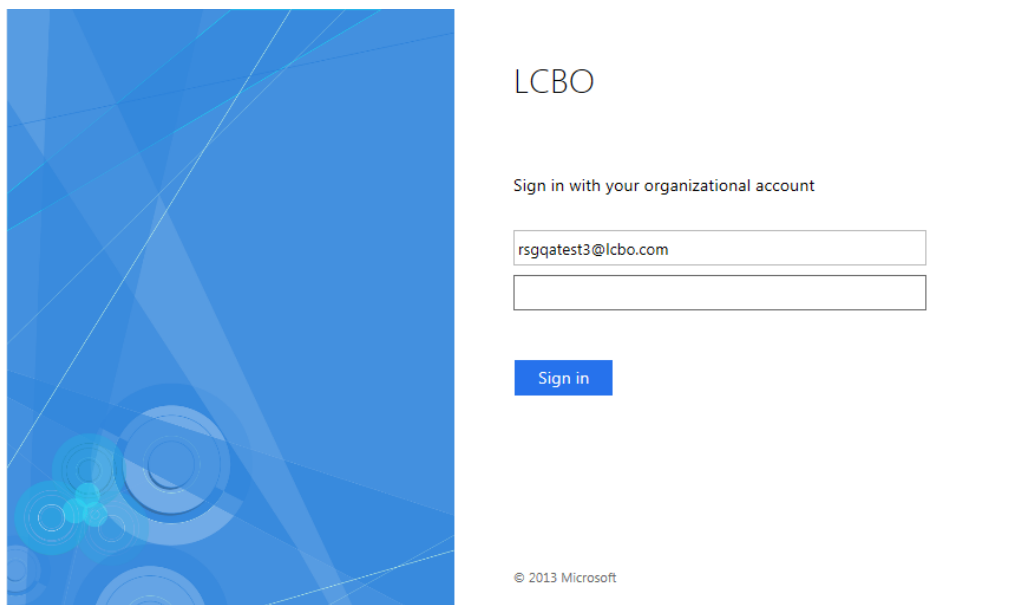


Figure 4 - Application Login Screen Part 2

5) If this is your first time logging onto the site you will be prompted to change your password. Follow the instructions in steps 5 and 6 to change your password. Once you have completed your first login you will not be prompted again to change your password:

- Enter your assigned password
- Enter a new password
- Confirm your new password
- Click **Submit**

Update Password

You must update your password because your password has expired.

Old password
mgqatest1@lcbo.com

New password

Confirm new password

Submit Cancel

© 2013 Microsoft

6) Now enter your new password and click

Sign in

Sign in with your organizational account

Email
mgqatest1@lcbo.com

Password

Sign in

© 2013 Microsoft

7) The following screen may or may not be displayed after [Sign in](#) is clicked, depending on what you selected in the past. If this is your first time logging in, you will see this screen. You can decide how you want your sign in experience to be like by selecting either No or Yes.

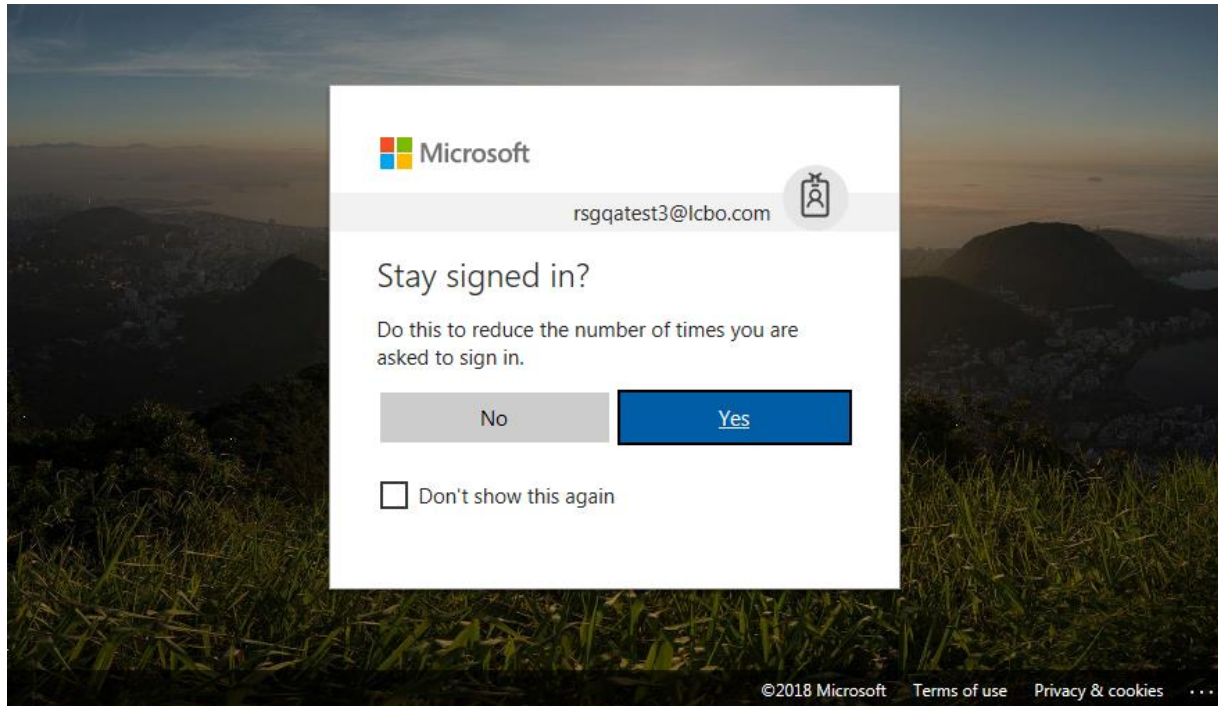



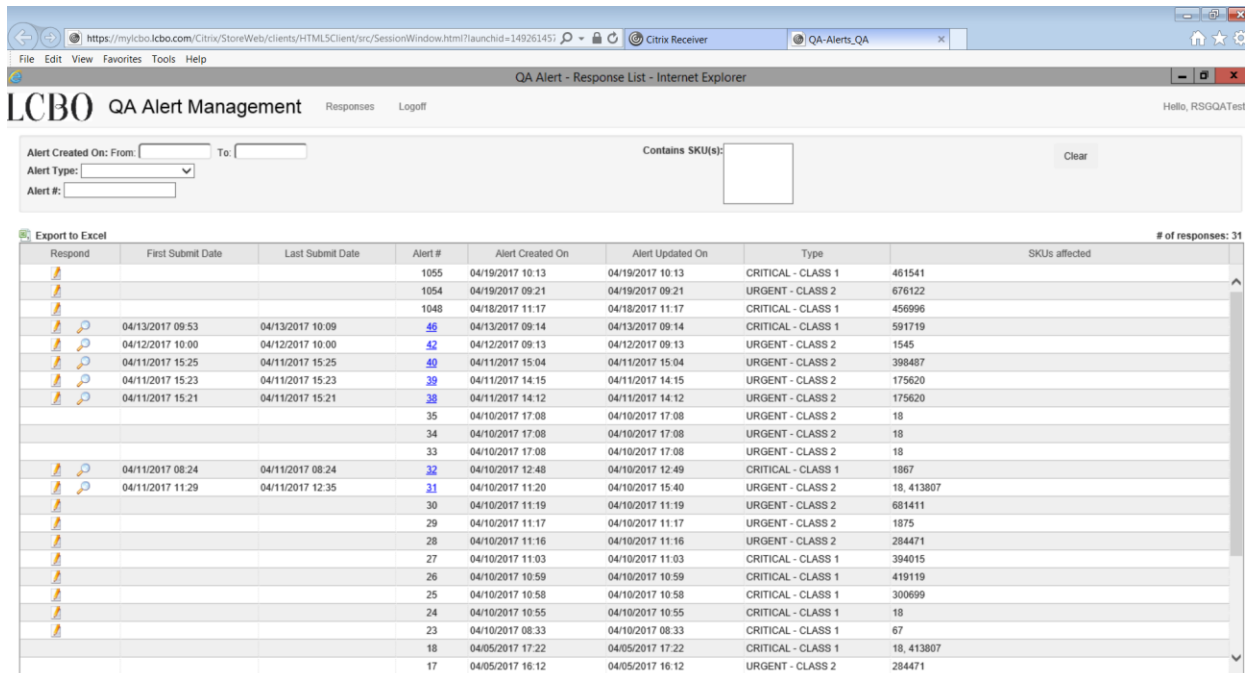
Figure 5 - Application Login Screen Part 3

8) The QA Alert Response Lookup screen will be displayed as shown below. This screen shows all the alerts that need to be responded to or has been already responded. The newest alert is always displayed at the top of the list. Alerts can be edited and submitted as long as the edit icon  is displayed.

Depending on the network bandwidth, it may take a little while to display the screen.

Refresh your browser should you receive a QA Alert email when in the portal. This will refresh the screen and the new QA Alert will appear on the Response Lookup screen.

QA Alerts are not sequential in reference. Don't be alarmed if you receive QA Alert #45 and the next one is #52.



LCBO QA Alert Management

Alert Created On: From: To: Contains SKU(s): Clear

Alert Type:


Alert #:

Export to Excel

| Respond | First Submit Date | Last Submit Date | Alert # | Alert Created On | Alert Updated On | Type | SKUs affected |
|---------|-------------------|------------------|---------|------------------|------------------|--------------------|---------------|
| | | | 1055 | 04/19/2017 10:13 | 04/19/2017 10:13 | CRITICAL - CLASS 1 | 461541 |
| | | | 1054 | 04/19/2017 09:21 | 04/19/2017 09:21 | URGENT - CLASS 2 | 676122 |
| | | | 1048 | 04/18/2017 11:17 | 04/18/2017 11:17 | CRITICAL - CLASS 1 | 456996 |
| | 04/13/2017 09:53 | 04/13/2017 10:09 | 46 | 04/13/2017 09:14 | 04/13/2017 09:14 | CRITICAL - CLASS 1 | 591719 |
| | 04/12/2017 10:00 | 04/12/2017 10:00 | 42 | 04/12/2017 09:13 | 04/12/2017 09:13 | URGENT - CLASS 2 | 1545 |
| | 04/11/2017 15:25 | 04/11/2017 15:25 | 49 | 04/11/2017 15:04 | 04/11/2017 15:04 | URGENT - CLASS 2 | 398487 |
| | 04/11/2017 15:23 | 04/11/2017 15:23 | 39 | 04/11/2017 14:15 | 04/11/2017 14:15 | URGENT - CLASS 2 | 175620 |
| | 04/11/2017 15:21 | 04/11/2017 15:21 | 38 | 04/11/2017 14:12 | 04/11/2017 14:12 | URGENT - CLASS 2 | 175620 |
| | | | 35 | 04/10/2017 17:08 | 04/10/2017 17:08 | URGENT - CLASS 2 | 18 |
| | | | 34 | 04/10/2017 17:08 | 04/10/2017 17:08 | URGENT - CLASS 2 | 18 |
| | | | 33 | 04/10/2017 17:08 | 04/10/2017 17:08 | URGENT - CLASS 2 | 18 |
| | 04/11/2017 08:24 | 04/11/2017 08:24 | 32 | 04/10/2017 12:48 | 04/10/2017 12:49 | CRITICAL - CLASS 1 | 1867 |
| | 04/11/2017 11:29 | 04/11/2017 12:35 | 31 | 04/10/2017 11:20 | 04/10/2017 15:40 | URGENT - CLASS 2 | 18, 413807 |
| | | | 30 | 04/10/2017 11:19 | 04/10/2017 11:19 | URGENT - CLASS 2 | 681411 |
| | | | 29 | 04/10/2017 11:17 | 04/10/2017 11:17 | URGENT - CLASS 2 | 1875 |
| | | | 28 | 04/10/2017 11:16 | 04/10/2017 11:16 | URGENT - CLASS 2 | 284471 |
| | | | 27 | 04/10/2017 11:03 | 04/10/2017 11:03 | CRITICAL - CLASS 1 | 394015 |
| | | | 26 | 04/10/2017 10:59 | 04/10/2017 10:59 | CRITICAL - CLASS 1 | 419119 |
| | | | 25 | 04/10/2017 10:58 | 04/10/2017 10:58 | CRITICAL - CLASS 1 | 300699 |
| | | | 24 | 04/10/2017 10:55 | 04/10/2017 10:55 | CRITICAL - CLASS 1 | 18 |
| | | | 23 | 04/10/2017 08:33 | 04/10/2017 08:33 | CRITICAL - CLASS 1 | 67 |
| | | | 18 | 04/05/2017 17:22 | 04/05/2017 17:22 | CRITICAL - CLASS 1 | 18, 413807 |
| | | | 17 | 04/05/2017 16:12 | 04/05/2017 16:12 | URGENT - CLASS 2 | 284471 |

of responses: 31

Figure 6 - QA Alert Response Lookup Screen

9) Click the edit icon  to submit a QA Alert response. QA Alert Response screen will be displayed once the edit icon is clicked as shown below. Confirm that your company, store ID(s) and address is correct.

LCBO QA Alert Management

Resources

Logout

Alert # 1121

Alert Type: CRITICAL - CLASS 1

Alert Date: 05/17/2017 11:28:03

First Submit Date: Not submitted

Last Submit Date: Not submitted

Organization:

- 18759 - LOBLAW INC.
- 28759 - 2020098 ONTARIO LIMITED
- 28760 - PORTFOLIO BRILLIANT LTD.
- 27963 - 762888 ONTARIO LIMITED VIA JONASBROS Y19
- 27964 - 1022598 ONTARIO LIMITED VIA PORTFOLIO BRILLIANT
- 27965 - 2148616 ONTARIO LIMITED VIA ROCHERLEAU Y19
- 27966 - 1022598 ONTARIO LIMITED VIA PORTFOLIO BRILLIANT
- 27967 - 2388038 ONTARIO LIMITED VIA ROCHERLEAU Y19
- 27968 - 209 962 ONTARIO LIMITED VIA CHATELAIN Y19
- 27969 - 1021198 ONTARIO LIMITED VIA SPENCER'S NO PELLER
- 27970 - 1482120 ONTARIO LIMITED VIA PORTFOLIO BRILLIANT
- 28220 - 1989670 ONTARIO LTD. VIA PORTFOLIO BRILLIANT
- 28221 - 2772020 ONTARIO LTD. VIA PORTFOLIO BRILLIANT
- 28222 - 102482 ONTARIO LTD. VIA PORTFOLIO BRILLIANT
- 28243 - 1822280 ONTARIO LTD. VIA PORTFOLIO BRILLIANT
- 28244 - 2322270 ONTARIO LTD. VIA PORTFOLIO BRILLIANT
- 28245 - 2322280 ONTARIO LTD. VIA PORTFOLIO BRILLIANT

Confirm on behalf of the vendor organization listed above that we do not carry the listed products at our authorized stores.

Completed By:

Confirm on behalf of the vendor organization listed above that I have received the product alerts described in the above email, and the same products have been received at each of our authorized stores and distribution centers and were not subject to recall in the past.

OR

LOBLAWS INC.

Store 5005 - 1205 OXFORD STREET, LONDON

| Product | Description | Total Selling Unit Quantity (Report zero (0) for no inventory, or for "Not carried") | Optional Message | Last updated |
|-----------------------------------|--------------------|---|----------------------|--------------|
| LOBO # 22248 UPC: 048743022975 | ALMOND CREAM APERA | <input type="text"/> | <input type="text"/> | |

Store 5006 - 4371 WALKER ROAD, WINDSOR

| Product | Description | Total Selling Unit Quantity (Report zero (0) for no inventory, or for "Not carried") | Optional Message | Last updated |
|-----------------------------------|--------------------|---|----------------------|--------------|
| LOBO # 22248 UPC: 048743022975 | ALMOND CREAM APERA | <input type="text"/> | <input type="text"/> | |

Store 5007 - 201 TALBOT STREET EAST, LEAMINGTON

| Product | Description | Total Selling Unit Quantity (Report zero (0) for no inventory, or for "Not carried") | Optional Message | Last updated |
|-----------------------------------|--------------------|---|----------------------|--------------|
| LOBO # 22248 UPC: 048743022975 | ALMOND CREAM APERA | <input type="text"/> | <input type="text"/> | |

Store 5004 - 360 MAIN STREET, KINGSTON

| Product | Description | Total Selling Unit Quantity (Report zero (0) for no inventory, or for "Not carried") | Optional Message | Last updated |
|-----------------------------------|--------------------|---|----------------------|--------------|
| LOBO # 22248 UPC: 048743022975 | ALMOND CREAM APERA | <input type="text"/> | <input type="text"/> | |

Store 5110 - 480 CONE STONE BLVD, CAMBRIDGE

| Product | Description | Total Selling Unit Quantity (Report zero (0) for no inventory, or for "Not carried") | Optional Message | Last updated |
|-----------------------------------|--------------------|---|----------------------|--------------|
| LOBO # 22248 UPC: 048743022975 | ALMOND CREAM APERA | <input type="text"/> | <input type="text"/> | |

Store 5121 - 875 HIGHLAND ROAD WEST, KITCHENER

| Product | Description | Total Selling Unit Quantity (Report zero (0) for no inventory, or for "Not carried") | Optional Message | Last updated |
|-----------------------------------|--------------------|---|----------------------|--------------|
| LOBO # 22248 UPC: 048743022975 | ALMOND CREAM APERA | <input type="text"/> | <input type="text"/> | |

Figure 7 - QA Alert Response Screen

10) The first required step is an **ACKNOWLEDGEMENT** of the QA Alert **within three (3) hours** of receipt. One (1) of two (2) responses is required:

- a) I confirm on behalf of the vendor organization listed above that we do not carry the listed product(s) at our authorized stores, or

The screenshot shows the LCBO QA Alert Management web application. The browser address bar indicates the URL is <https://my.lcbo.com/Citrix/StoreWeb/clients/HTML5Client/s>. The page title is "QA Alert - Response - Internet Explorer". The user is logged in as "Hello, n8h1e".

The main heading is "LCBO QA Alert Management". Below it, there are two radio button options for the response:

- ☒ I confirm on behalf of the vendor organization listed above that we do not carry the listed product(s) at our authorized stores. Completed By: John Doe
- ☐ I confirm on behalf of the vendor organization listed above, that I have received the product alerts described in the listed recall, and the listed product(s) has/have been secured at each of our authorized stores and distribution centres and is/are not available for sale to the public.

The section "SOBEYS GROUP INC." is expanded, showing two store locations:

- Store 5011 - 661 WONDERLAND ROAD, LONDON**

| Product | Description | Total Selling Unit Quantity (Report zero (0) for no inventory, or for 'Not carried') | Optional Message | Last Updated |
|------------------------------------|--------------------|---|------------------|--------------|
| LCBO #: 20248 UPC: 048162002975 | ALMOND CREAM APERA | 0 | | |
- Store 5120 - 640 PARKSIDE DRIVE, WATERLOO**

| Product | Description | Total Selling Unit Quantity (Report zero (0) for no inventory, or for 'Not carried') | Optional Message | Last Updated |
|------------------------------------|--------------------|---|------------------|--------------|
| LCBO #: 20248 UPC: 048162002975 | ALMOND CREAM APERA | 0 | | |

Figure 8- Acknowledgement **with no** recalled Inventory

- b) I confirm on behalf of the vendor organization listed above, that I have received the product alerts described in the listed recall, and the listed product(s) has been secured at each of our authorized stores and distribution centres and is/are not available for sale to the public.

The screenshot shows the LCBO QA Alert Management web application. The main heading is "LCBO QA Alert Management". Below it, there are two radio button options for the response:

- ☐ I confirm on behalf of the vendor organization listed above that we do not carry the listed product(s) at our authorized stores. Completed By: Dino
- ☒ I confirm on behalf of the vendor organization listed above, that I have received the product alerts described in the listed recall, and initiated Recall actions to secure the listed product(s) and prevent sales to the public.

There is a checkbox checked: ☒ The message in the QA Alert has been received and all instructions have been followed.

The section "LONGO BROTHERS FRUIT MARKETS INC." is expanded, showing one store location:

- Store 5104 - 5104 LONGOS GUELPH, 24 CLAIR ROAD WEST, GUELPH**

| Product | Description | Enter Quantity - Selling units affected (Report zero (0) for no inventory, or for 'Not carried') | Optional Message |
|-------------------------------------|------------------------------|---|------------------|
| LCBO #: 523365 UPC: 627843437499 | BLACK CREEK RIFLEMANS RATION | 5 | |

Figure 9- Acknowledgement **with** recalled Inventory

Select the response that is applicable to your organization. Fill out the 'Completed By' box and click **Submit**.

All QA Alerts issued by the LCBO require ACKNOWLEDGEMENT even if there is no affected product in stock.

11) The second step is to report **AFFECTED INVENTORY** within **three (3) days** of the QA Alert to make a claim for reimbursement to the LCBO with up to one (1) week after to review quantities, if required. Only licensed stores that have completed the LCBO onboarding process are visible in the QA Alert portal.

For each store location, report quantity of recalled inventory in selling units (i.e., 12 units). A selling unit is the format that is sold at point of sale; a single (i.e., 500 mL, 750 mL) or a multipack (6 x 341 ml = 2041 mL). For example, if the store has 4 units of an affected 6-pack, enter 4 units in Total Selling Unit Quantity; not 24 units, the selling unit is a 6-pack not a single.

For stores with no recalled inventory, enter zero (0) units.

Recalled inventory can be reported, in units, by:

a) **Manual Entry:** The user keys in the number of recalled units for each licensed store.

The screenshot shows the LCBO QA Alert Management portal in Internet Explorer. The page title is "QA Alert - Response - Internet Explorer". The header includes "LCBO QA Alert Management", "Responses", "Logoff", and "Hello, nBNE". The main content area displays four store locations, each with a table for reporting recalled inventory.

| Store 5011 - 661 WONDERLAND ROAD, LONDON | | | | |
|--|--------------------|---|------------------|--------------|
| Product | Description | Total Selling Unit Quantity (Report zero (0) for no inventory, or for 'Not carried') | Optional Message | Last Updated |
| LCBO #: 20248 UPC: 048162002975 | ALMOND CREAM APERA | 12 | | |

| Store 5120 - 640 PARKSIDE DRIVE, WATERLOO | | | | |
|---|--------------------|---|------------------|--------------|
| Product | Description | Total Selling Unit Quantity (Report zero (0) for no inventory, or for 'Not carried') | Optional Message | Last Updated |
| LCBO #: 20248 UPC: 048162002975 | ALMOND CREAM APERA | 0 | | |

| Store 5130 - 307 GRAND RIVER STREET NORTH, PARIS | | | | |
|--|--------------------|---|------------------|--------------|
| Product | Description | Total Selling Unit Quantity (Report zero (0) for no inventory, or for 'Not carried') | Optional Message | Last Updated |
| LCBO #: 20248 UPC: 048162002975 | ALMOND CREAM APERA | 4 | | |

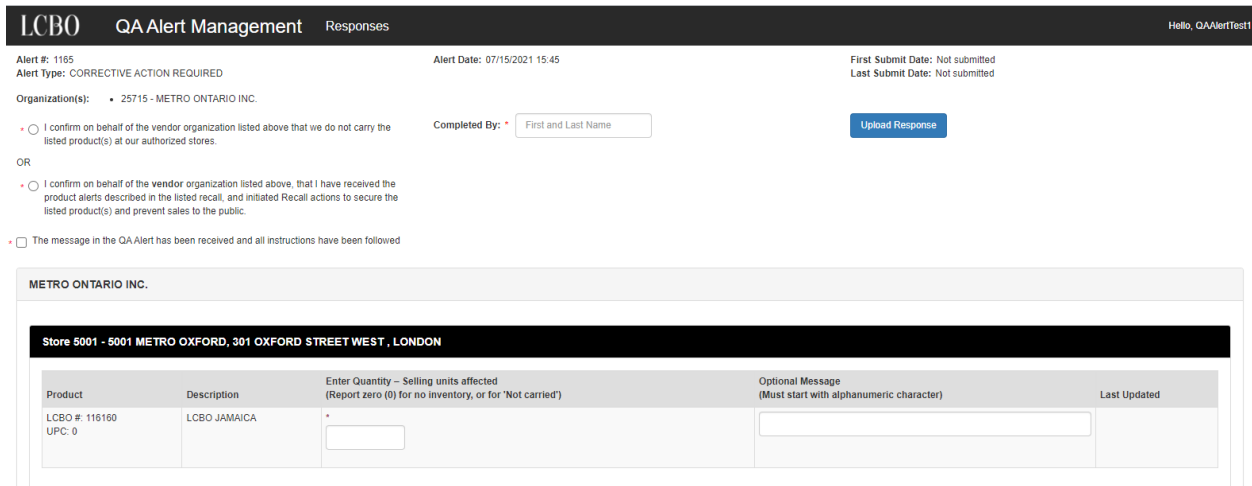
| Store 5138 - 310 COLBORNE STREET WEST, BRANTFORD | | | | |
|--|--|--|--|--|
|--|--|--|--|--|

Figure 10 – Response *with* recalled Inventory

Click **Submit** at the bottom of the screen once all the required fields are entered confirming required actions associated with the QA Alert have been taken by your organization. After clicking **Submit**, close the browser.

- b) **File Upload:** The user can use a prepared .csv file to upload the number of recalled units for each licensed store.

- i. Click  button on response page, and the upload page appears:




LCBO QA Alert Management Responses Hello, QAAlertTest1

Alert #: 1165
Alert Type: CORRECTIVE ACTION REQUIRED
Alert Date: 07/15/2021 15:45
First Submit Date: Not submitted
Last Submit Date: Not submitted

Organization(s): 25715 - METRO ONTARIO INC.

☐ I confirm on behalf of the vendor organization listed above that we do not carry the listed product(s) at our authorized stores.

Completed By: First and Last Name 

OR

☐ I confirm on behalf of the vendor organization listed above, that I have received the product alerts described in the listed recall, and initiated Recall actions to secure the listed product(s) and prevent sales to the public.

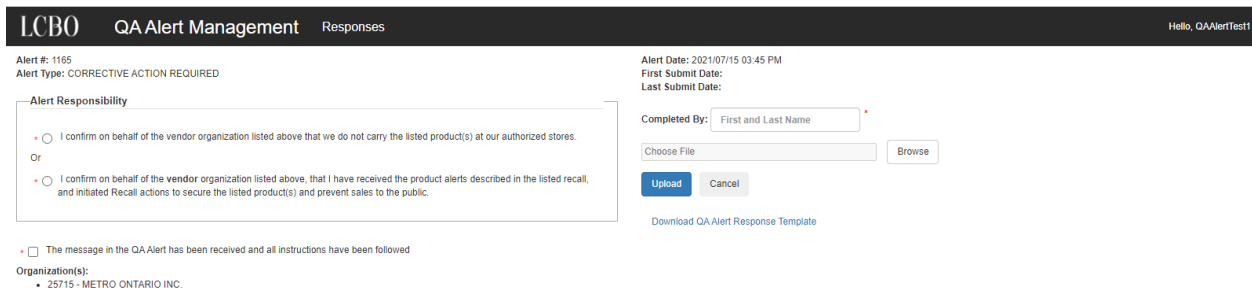
☐ The message in the QA Alert has been received and all instructions have been followed

METRO ONTARIO INC.

Store 5001 - 5001 METRO OXFORD, 301 OXFORD STREET WEST, LONDON

| Product | Description | Enter Quantity – Selling units affected (Report zero (0) for no inventory, or for 'Not carried') | Optional Message (Must start with alphanumeric character) | Last Updated |
|-------------------------|--------------|--|---|--------------|
| LCBO # 116160 UPC: 0 | LCBO JAMAICA | <input type="text"/> | <input type="text"/> | |


Figure 11 – Response page





LCBO QA Alert Management Responses Hello, QAAlertTest1

Alert #: 1165
Alert Type: CORRECTIVE ACTION REQUIRED
Alert Date: 2021/07/15 03:45 PM
First Submit Date:
Last Submit Date:

Completed By: First and Last Name

Choose File 

[Download QA Alert Response Template](#)

☐ I confirm on behalf of the vendor organization listed above that we do not carry the listed product(s) at our authorized stores.

Or

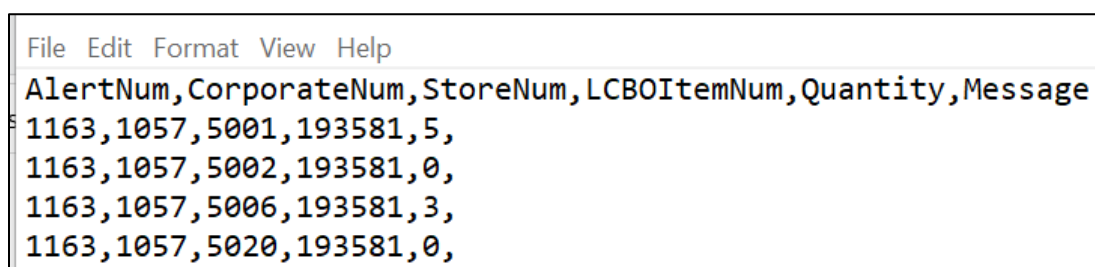
☐ I confirm on behalf of the vendor organization listed above, that I have received the product alerts described in the listed recall, and initiated Recall actions to secure the listed product(s) and prevent sales to the public.

☐ The message in the QA Alert has been received and all instructions have been followed

Organization(s): 25715 - METRO ONTARIO INC.

Figure 12 – Response upload page

- ii. Download the QA Alert Response Template from [Download QA Alert Response Template](#) link on the Response upload page and use the CSV template to prepare the QA response file.



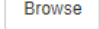
| AlertNum | CorporateNum | StoreNum | LCBOItemNum | Quantity | Message |
|----------|--------------|----------|-------------|----------|---------|
| 1163 | 1057 | 5001 | 193581 | 5 | |
| 1163 | 1057 | 5002 | 193581 | 0 | |
| 1163 | 1057 | 5006 | 193581 | 3 | |
| 1163 | 1057 | 5020 | 193581 | 0 | |

Figure 13 – QA Alert Response Template

QA Response File legend:

| Heading | AlertNum | CorporateNum | StoreNum | LCBOItemNum | Quantity | Message |
|-------------|---|---|--|--|---|---|
| Example | 1163 | 1057 | 5001 | 193581 | 5 | |
| Description | QA Alert Number | Corporate Number | Store Number | LCBO Item Number | Quantity | Message |
| Definition | The number of the QA Alert (<i>figure 11</i>) | The number assigned to the vendor organization* by the LCBO | 5000 series number assigned by LCBO to the licensed store (<i>figure 11</i>) | The item number of the recalled product (<i>figure 11</i>) | On hand quantity, in units, of recalled inventory | Free text field to provide additional information |

*contact lcbo@groceryoperations@lcbo.com for corporate number

- iii. Click  button to select prepared QA response file.

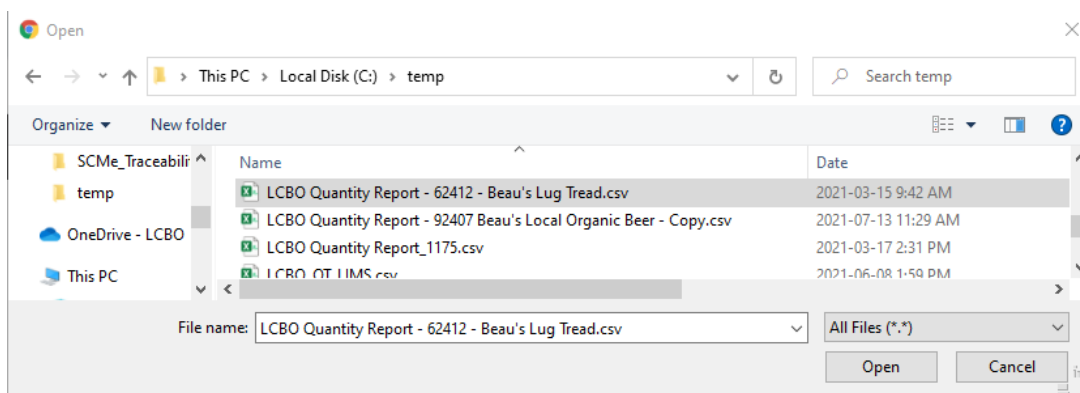



Figure 14 – Selecting QA Response File

- iv. Click  button to submit QA response file.

LCBO
QA Alert Management
Responses

Alert #: 1165
Alert Type: CORRECTIVE ACTION REQUIRED

Alert Date: 2021/07/15 03:45 PM
First Submit Date:
Last Submit Date:

Completed By:

[Download QA Alert Response Template](#)

Alert Responsibility

☐ I confirm on behalf of the vendor organization listed above that we do not carry the listed product(s) at our authorized stores.

Or

☒ I confirm on behalf of the vendor organization listed above, that I have received the product alerts described in the listed recall, and initiated Recall actions to secure the listed product(s) and prevent sales to the public.

☒ The message in the QA Alert has been received and all instructions have been followed

Organization(s):

- 25715 - METRO ONTARIO INC.

Figure 15 – Upload File example

- v. The message will be displayed on upload page.

LCBO QA Alert Management Responses

Alert #: 1165
Alert Type: CORRECTIVE ACTION REQUIRED

Alert Date: 2021/07/15 03:45 PM
First Submit Date: 2021/07/15 04:34 PM
Last Submit Date: 2021/07/15 04:34 PM

Alert Responsibility

☐ I confirm on behalf of the vendor organization listed above that we do not carry the listed product(s) at our authorized stores.

Or

☒ I confirm on behalf of the vendor organization listed above, that I have received the product alerts described in the listed recall, and initiated Recall actions to secure the listed product(s) and prevent sales to the public.

☒ The message in the QA Alert has been received and all instructions have been followed

Organization(s):

- 25715 - METRO ONTARIO INC.

Completed By: John Smith

Choose File

[Download QA Alert Response Template](#)

Your response (74 records) has been saved.

Figure 16 – Message Display

- vi. Once the QA response file uploads successfully, the page will be redirected to QA Alert Response Lookup Screen (Figure 6) after ten (10) seconds and close the browser.

If no recalled inventory was reported when the QA Alert was acknowledged, the system will automatically default the recalled quantity on hand to zero '0' units for each location. No further action is required.

LCBO QA Alert Management Responses

Alert #: 1165
Alert Type: CORRECTIVE ACTION REQUIRED

Alert Date: 2021/07/15 03:45 PM
First Submit Date: 2021/07/15 04:34 PM
Last Submit Date: 2021/07/15 04:34 PM

Alert Responsibility

☒ I confirm on behalf of the vendor organization listed above that we do not carry the listed product(s) at our authorized stores.

Or

☐ I confirm on behalf of the vendor organization listed above, that I have received the product alerts described in the listed recall, and the listed product(s) has/have been secured at each of our authorized stores and distribution centres and is/are not available for sale to the public.

☒ The message in the QA Alert has been received and all instructions have been followed

Organization(s):

- 29644 - LIMAR INC. O/A FENELON FALLS SOBEYS
- 29645 - KYSY INC. O/A MIDLAND FOODLAND

Completed By: John Doe

SOBEYS GROUP INC.

Store 5011 - 661 WONDERLAND ROAD, LONDON

| Product | Description | Total Selling Unit Quantity (Report zero (0) for no inventory, or for 'Not carried') | Optional Message | Last Updated |
|------------------------------------|--------------------|---|------------------|--------------|
| LCBO #: 20248 UPC: 048162002975 | ALMOND CREAM APERA | 0 | | |

Store 5120 - 640 PARKSIDE DRIVE, WATERLOO

| Product | Description | Total Selling Unit Quantity (Report zero (0) for no inventory, or for 'Not carried') | Optional Message | Last Updated |
|------------------------------------|--------------------|---|------------------|--------------|
| LCBO #: 20248 UPC: 048162002975 | ALMOND CREAM APERA | 0 | | |

Figure 17 - Acknowledgement **with no** Inventory

12) To submit to the LCBO for reimbursement of recalled inventory, refer to Section 8 Claims and Return in the Policies & Procedures Manual for Authorized Grocery Store Licensees at www.lcbowholesaleoperations.com.

QA ALERT PORTAL SUPPORT

If at any time you require more information, experience technical difficulties, or have questions, contact LCBO Grocery Operations at lcbogroceryoperations@lcbo.com.