

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*

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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.msapproxy.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.

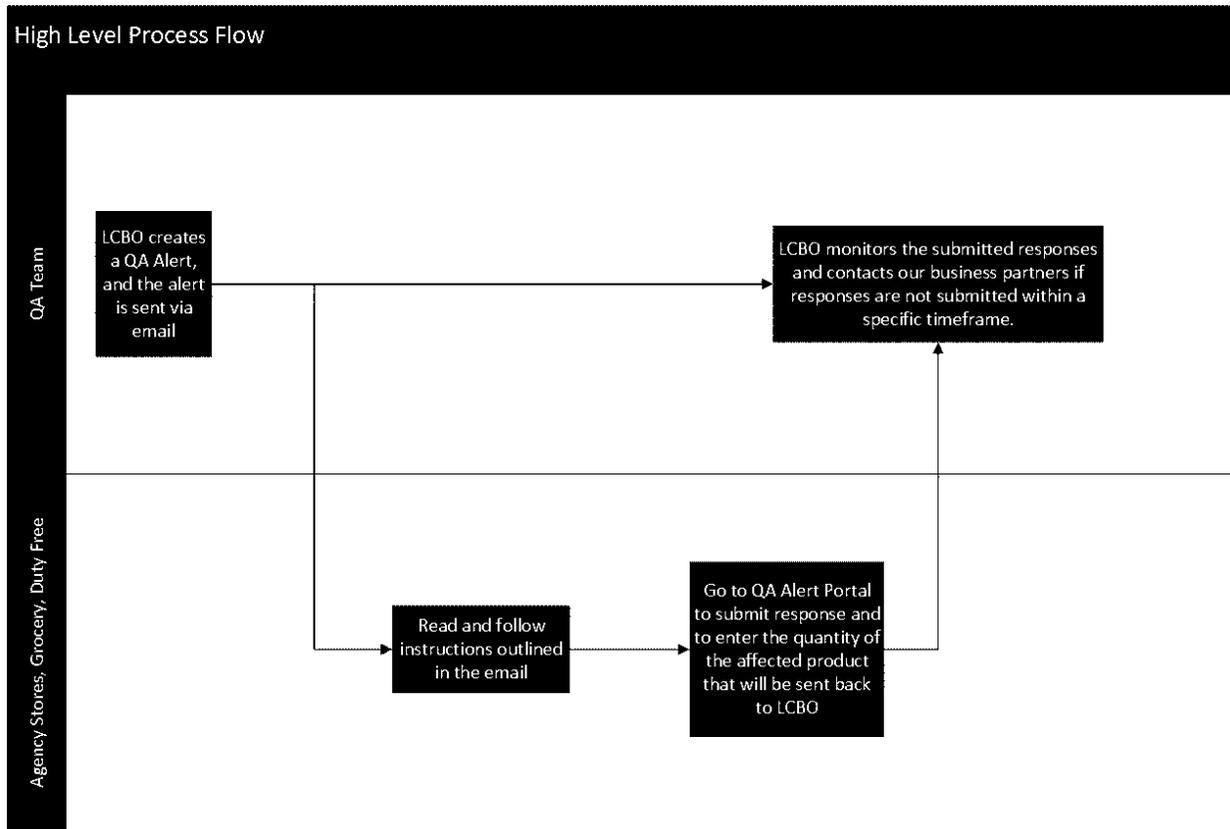


Figure 1 - Process Overview

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.

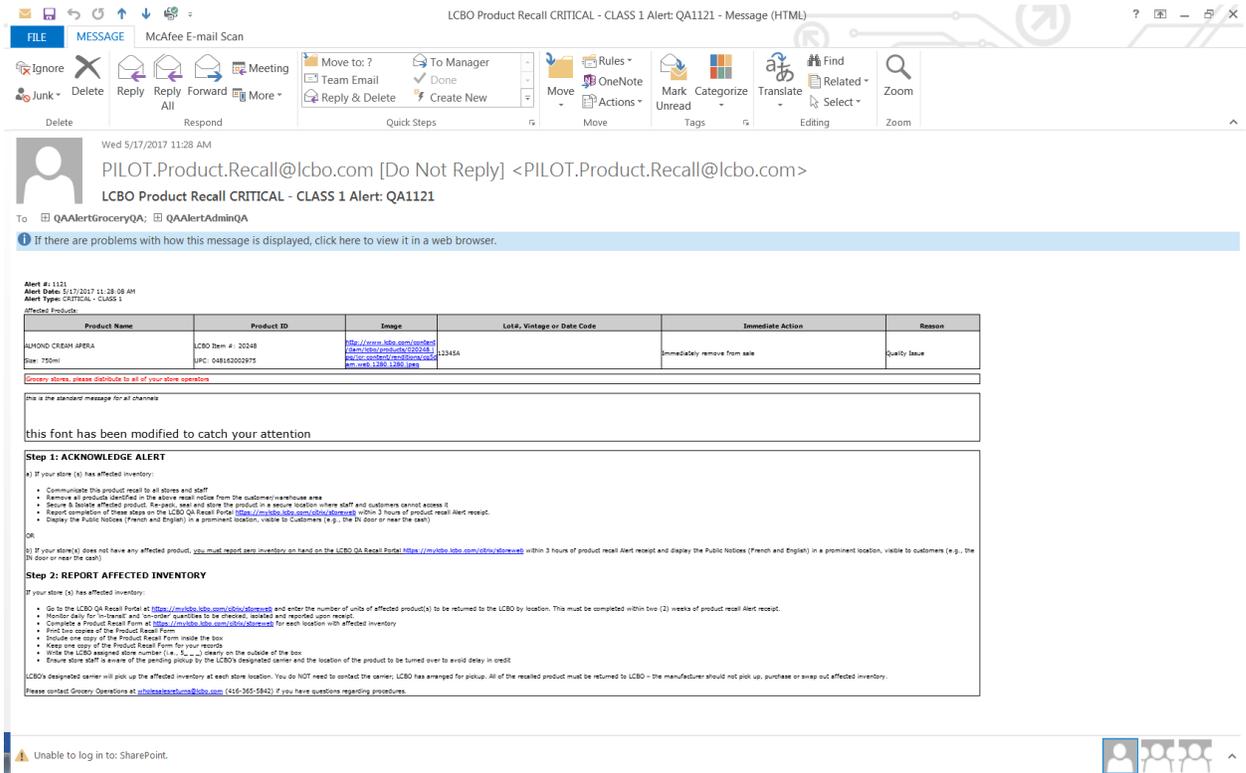


Figure 2 - Sample QA Alert Email

- 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.

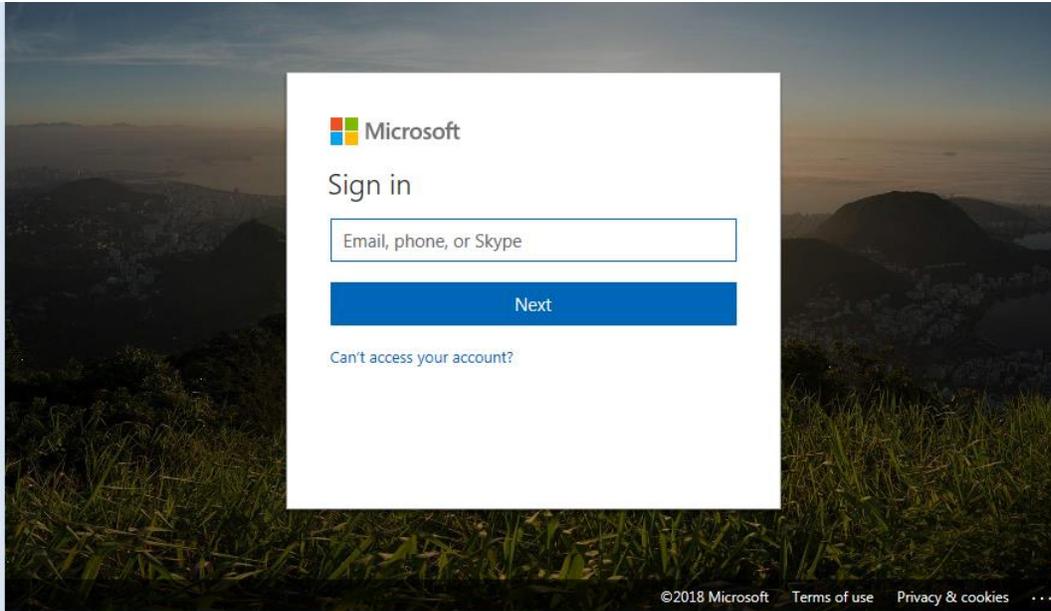


Figure 3 - Application Login Screen Part 1

- 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.

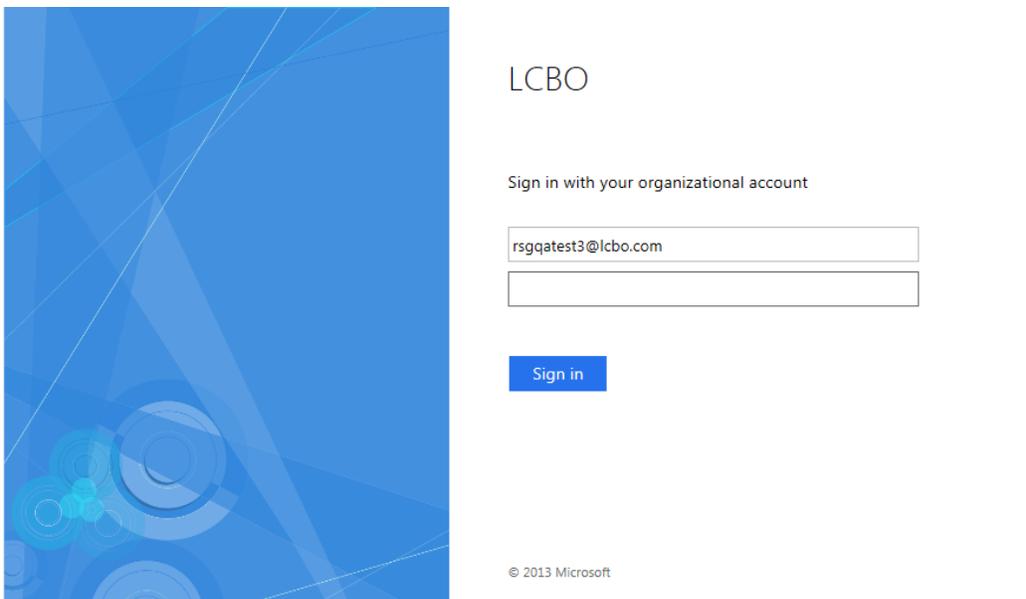
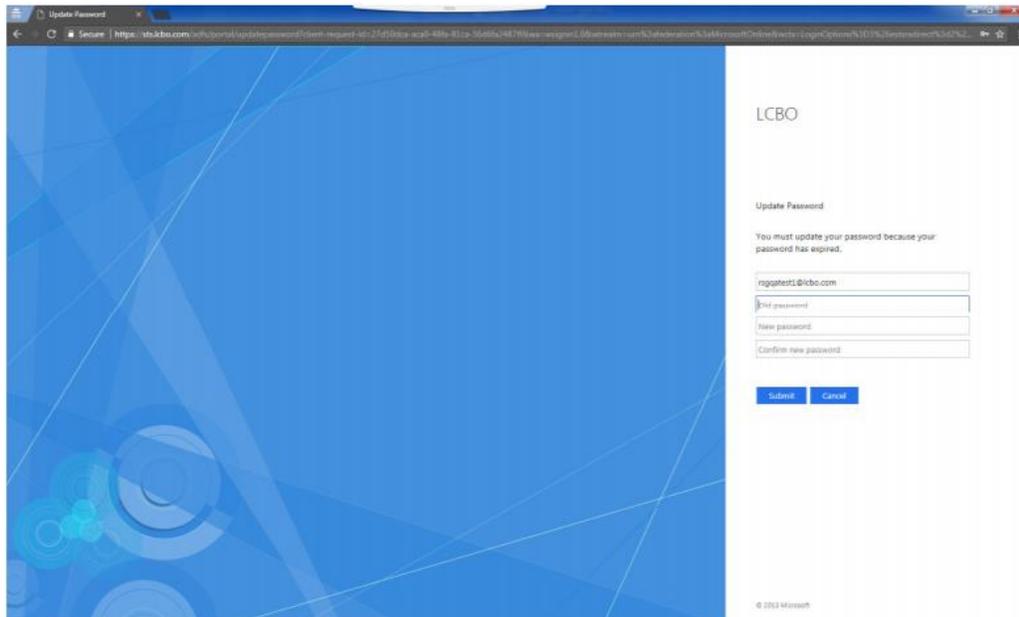


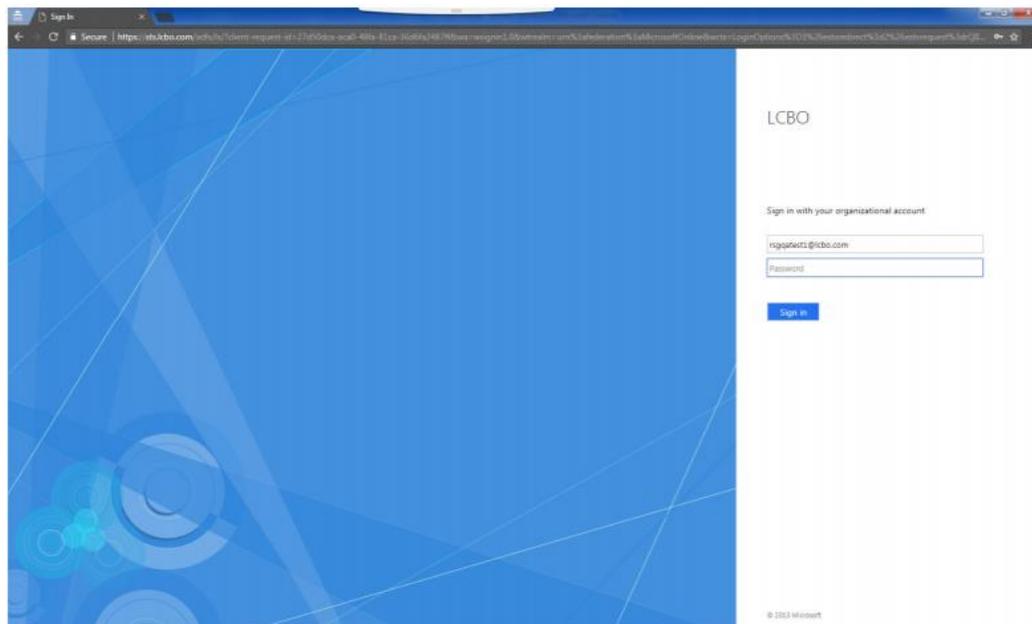
Figure 4 - Application Login Screen Part 2

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**



6) Now enter your new password and click [Sign in](#) .



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.

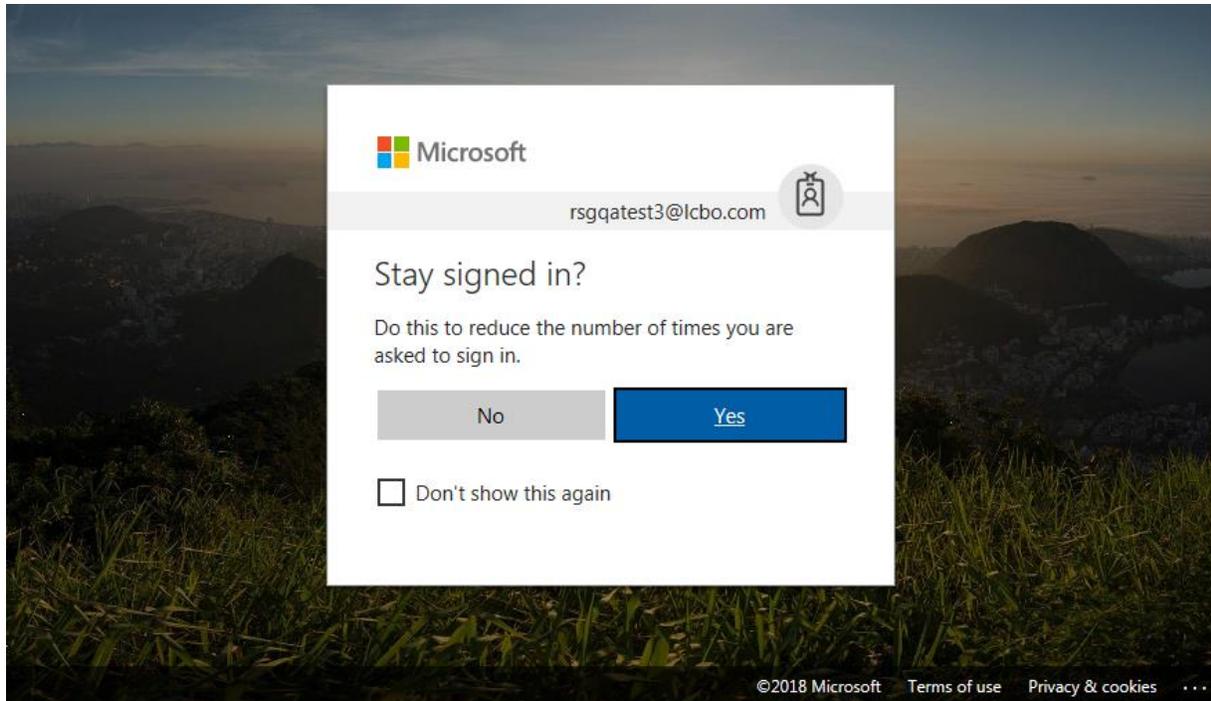


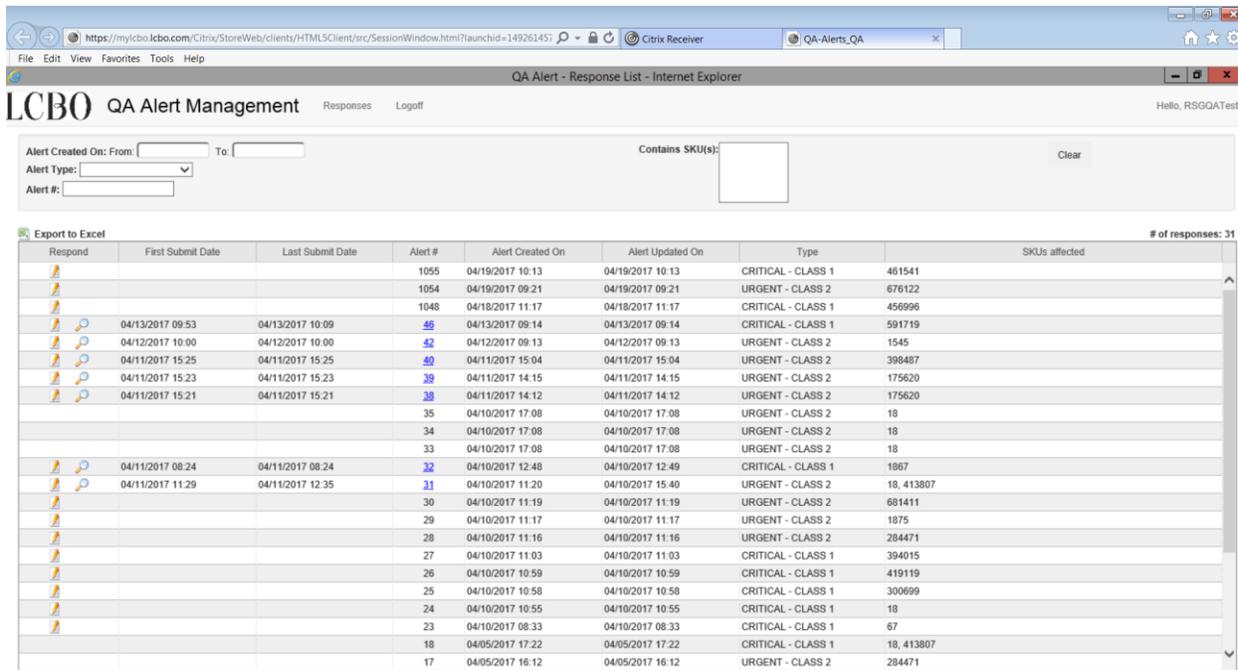
Figure 5 - Application Login Screen Part 3

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.



The screenshot shows the 'QA Alert - Response List' interface. At the top, there are search filters for 'Alert Created On: From' and 'To', 'Alert Type' (a dropdown menu), and 'Alert #'. There is also a 'Contains SKU(s):' text box and a 'Clear' button. Below the filters is an 'Export to Excel' button. The main part of the screen is a table with the following columns: Respond, First Submit Date, Last Submit Date, Alert #, Alert Created On, Alert Updated On, Type, and SKUs affected. The table contains 31 rows of alert data, with the newest alert at the top. Each row has a 'Respond' icon (a pencil) and a 'Submit' icon (a checkmark) next to it. The table is sorted by 'Alert Created On' in descending order.

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

Figure 6 - QA Alert Response Lookup 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 interface. At the top, there are navigation links for 'Responses' and 'Logoff'. Below this, the organization 'SOBEYS GROUP INC.' is listed with two addresses: '29644 - LIMAR INC. O/A FENELON FALLS SOBEYS' and '29645 - KYSY INC. O/A MIDLAND FOODLAND'. A 'Completed By' field contains 'John Doe'. Two radio buttons are present: the first is selected, indicating 'I confirm on behalf of the vendor organization listed above that we do not carry the listed product(s) at our authorized stores.' Below this, the text 'OR' is shown, followed by a second radio button which is unselected, indicating '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 main content area shows a table for 'Store 5011 - 661 WONDERLAND ROAD, LONDON' and 'Store 5120 - 640 PARKSIDE DRIVE, WATERLOO'. Each store has a table with columns: Product, Description, Total Selling Unit Quantity (Report zero (0) for no inventory, or for 'Not carried'), Optional Message, and Last Updated. For both stores, the product is 'LCBO #: 20248' and 'UPC: 048162002975', the description is 'ALMOND CREAM APERA', and the quantity is '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 interface. At the top, there are navigation links for 'Responses'. Below this, the organization 'LONGO BROTHERS FRUIT MARKETS INC.' is listed with address '2041 - LONGO BROTHERS FRUIT MARKETS INC.'. A 'Completed By' field contains 'Dino'. Three radio buttons are present: the first is unselected, indicating 'I confirm on behalf of the vendor organization listed above that we do not carry the listed product(s) at our authorized stores.' Below this, the text 'OR' is shown, followed by a second radio button which is selected, indicating '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.' A third radio button is checked, indicating 'The message in the QA Alert has been received and all instructions have been followed'. The main content area shows a table for 'Store 5104 - 5104 LONGOS GUELPH, 24 CLAIR ROAD WEST, GUELPH'. The table has columns: Product, Description, Enter Quantity - Selling units affected (Report zero (0) for no inventory, or for 'Not carried'), and Optional Message. The product is 'LCBO #: 523365' and 'UPC: 627843437499', the description is 'BLACK CREEK RIFLEMANS RATION', and the quantity is '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.

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		

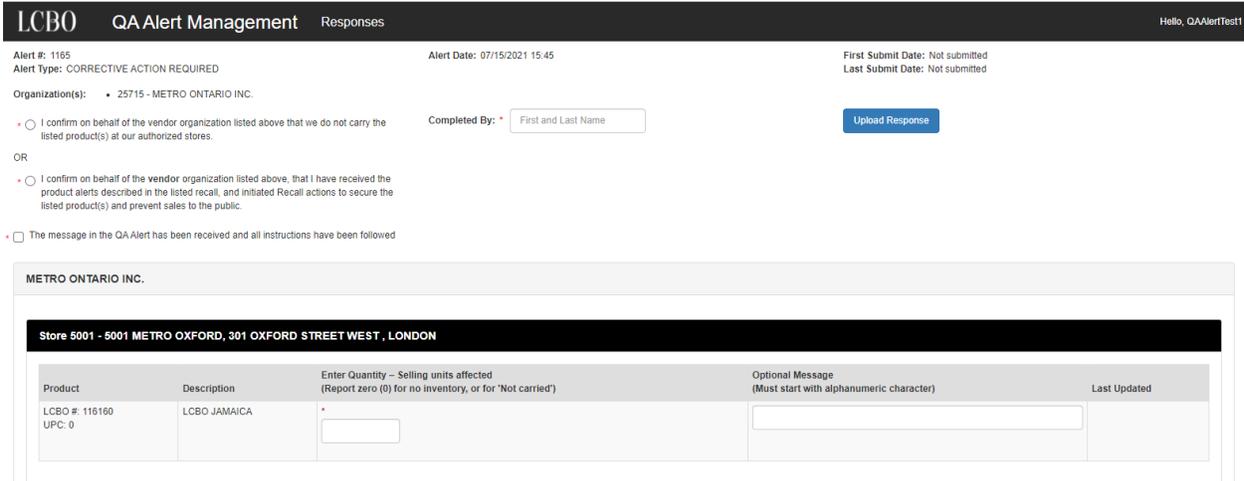
Store 5138 - 310 COLBORNE STREET WEST, BRANTFORD				
Product	Description	Total Selling Unit Quantity (Report zero (0) for no inventory, or for 'Not carried')	Optional Message	Last Updated

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

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.

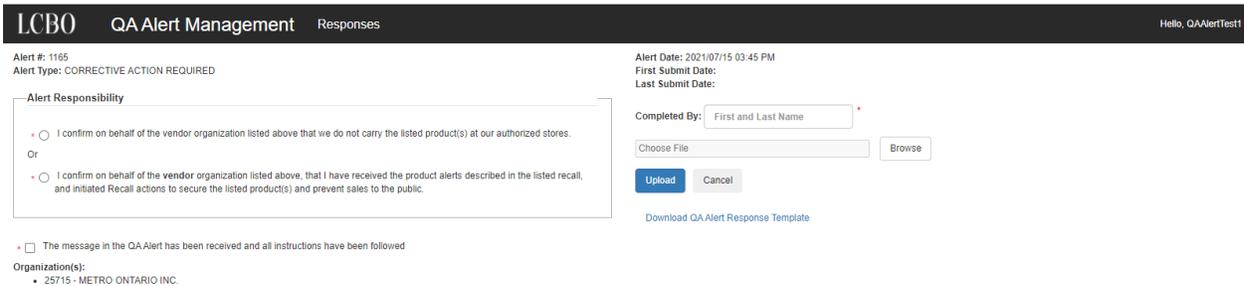
The message in the QA Alert has been received and all instructions have been followed

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

Alert Type: CORRECTIVE ACTION REQUIRED

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.

Completed By:

[Download QA Alert Response Template](#)

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.

```
File Edit Format View Help
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 lcboqgroceryoperations@lcbo.com for corporate number

iii. Click  button to select prepared QA response file.

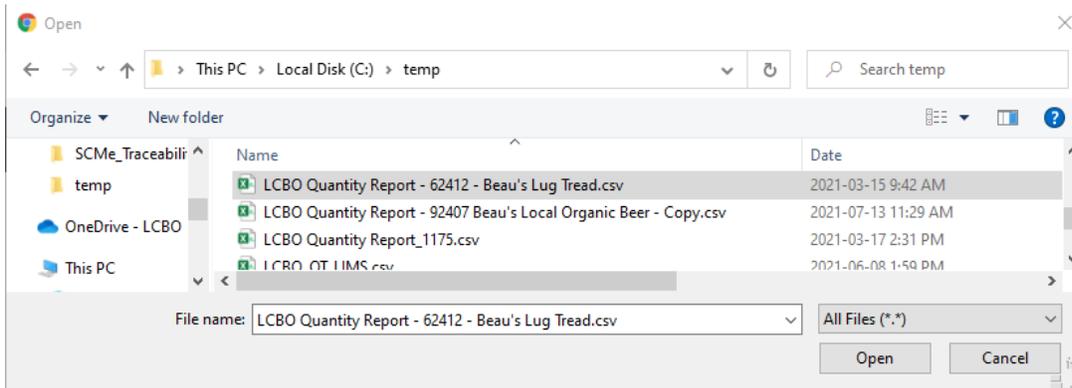


Figure 14 – Selecting QA Response File

iv. Click  button to submit QA response file.

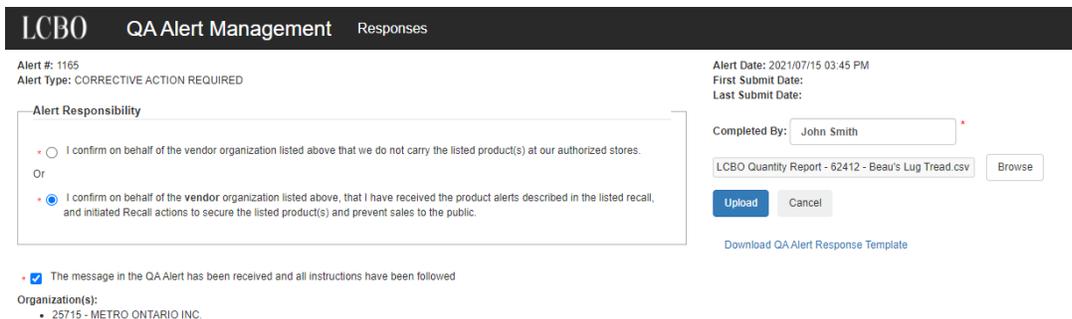


Figure 15 – Upload File example

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

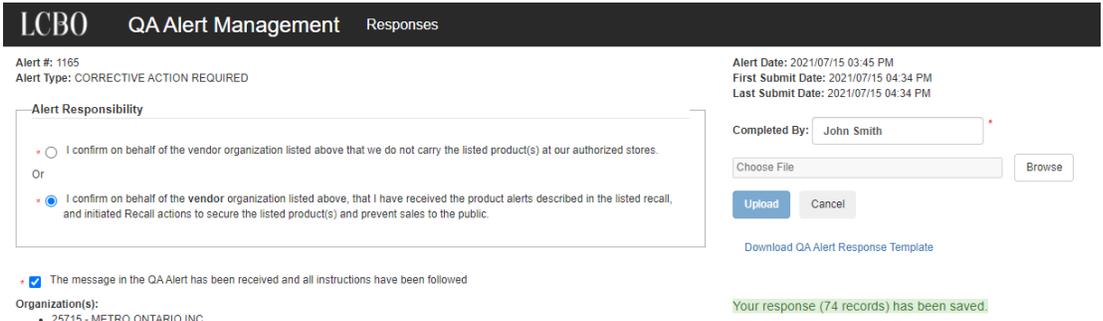


Figure 16 – Message Display

- 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.

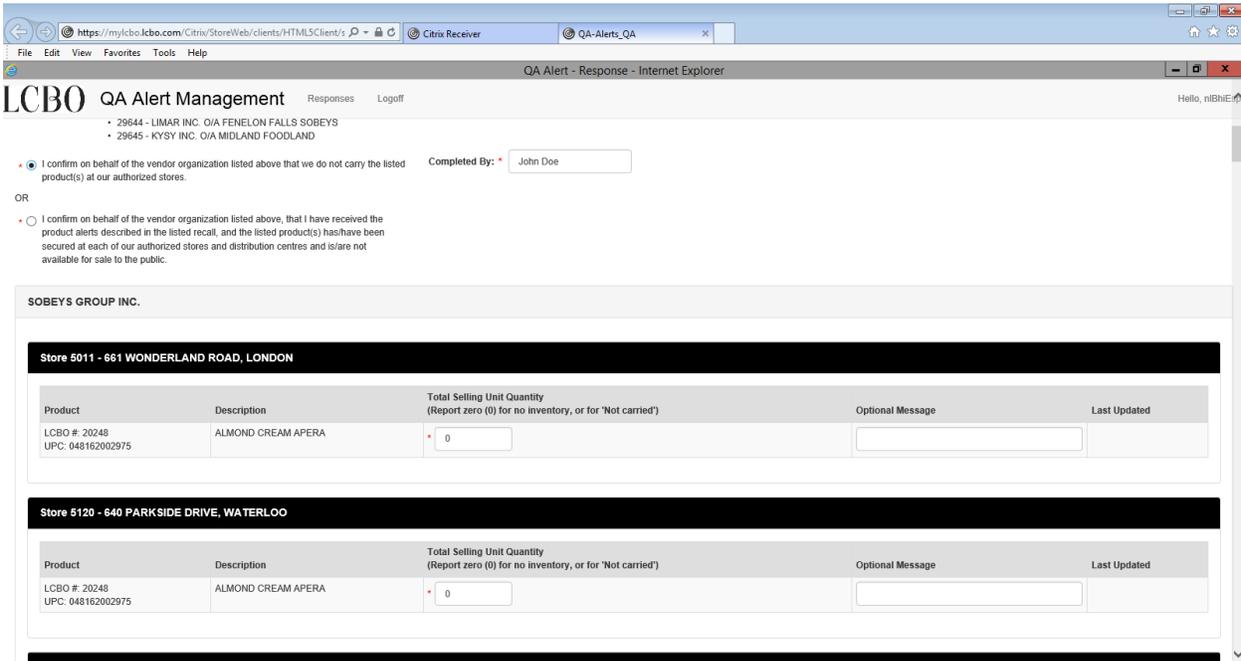


Figure 17 - Acknowledgement with no Inventory

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.