

LCBO

Grocery
Management
System

GROCER PORTAL

STORE OPERATOR

USER'S MANUAL



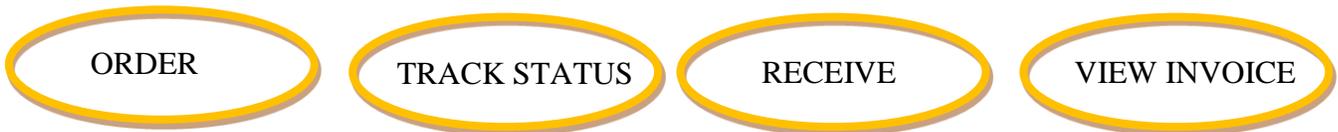
Version 1.16
January 2021

INTRODUCTION

This User's Manual is a reference tool that provides a general tutorial on the ordering and receiving process and features that are currently available on LCBO's Grocery Management System (GMS).

PROCESS OVERVIEW

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



GETTING STARTED

Access to Grocery Management System (GMS)

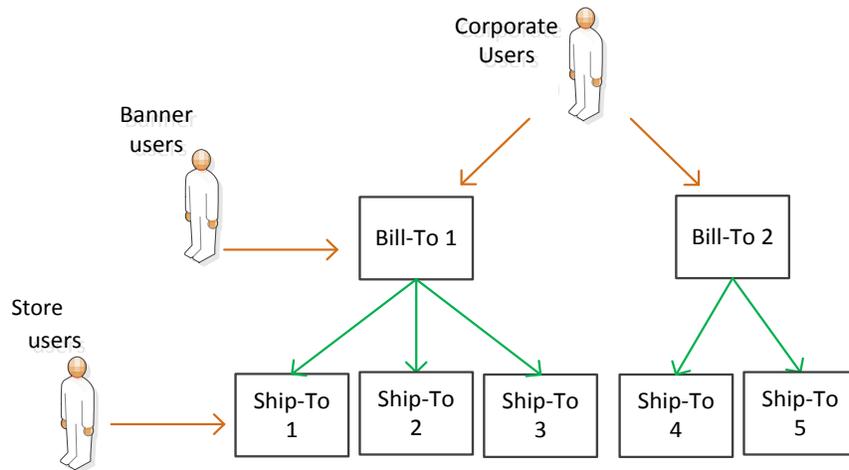
To place an order for eligible beverage alcohol products with the LCBO, users require access to GMS. To gain access to GMS complete a Grocery Management System (GMS) IT Access Form For Authorized Store Operators available at www.lcbowholesaleoperations.com. A form is required for each authorized store location. Email completed forms to lcboagroceryoperations@lcbo.com. It is the Store Operator's responsibility to ensure user information is kept current.

GMS allows for three (3) types of users:

Corporate level (Head Office): This level enables the user to manage all stores and all banners at the corporate level and view and download the product catalogue. The user has multi store access to create and view purchase order transactions, receive order notifications and enter receipt details. If requested, this user can view and download invoices from the GMS portal.

Banner level: This level enables the user to manage all stores under the banner and view and download the product catalogue. This user has multi store access to create and view purchase order transactions, receive order notifications and enter receipt details. If requested, this user can view and download invoices from the GMS portal.

Store level: This level enables the user to manage a SINGLE store and view and download the product catalogue. This user has single store access to create and view purchase order transactions, receive order notifications and enter receipt details. This type of user DOES NOT have access to invoices.



Email completed forms to lcboagroceryoperations@lcbo.com. It is the Store Operator's responsibility to ensure user information is kept current.

Username and Passwords

Following authorization by the 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 new stores.

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

Logon to GMS

- 1) To access GMS open your web browser and type in the following URL: <https://lcbotangentia.commerce.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 Operators** tab.

LCBO | Grocery Operations

SEARCH

Home **Store Operators** Suppliers FAQ Contact Us

Store Operators

DOCUMENTS & PRESENTATIONS

FORMS

PRODUCT CATALOG UPDATES

PRICE BULLETINS & PROMOTIONS

NEWS

Documents

LCBO B2B Claims App Store Operator User Guide	VIEW PDF
Policies & Procedures Manual for Authorized Store Operators	VIEW PDF
QA Alert User Guide for Grocery & Wine Boutique Operators	VIEW PDF

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

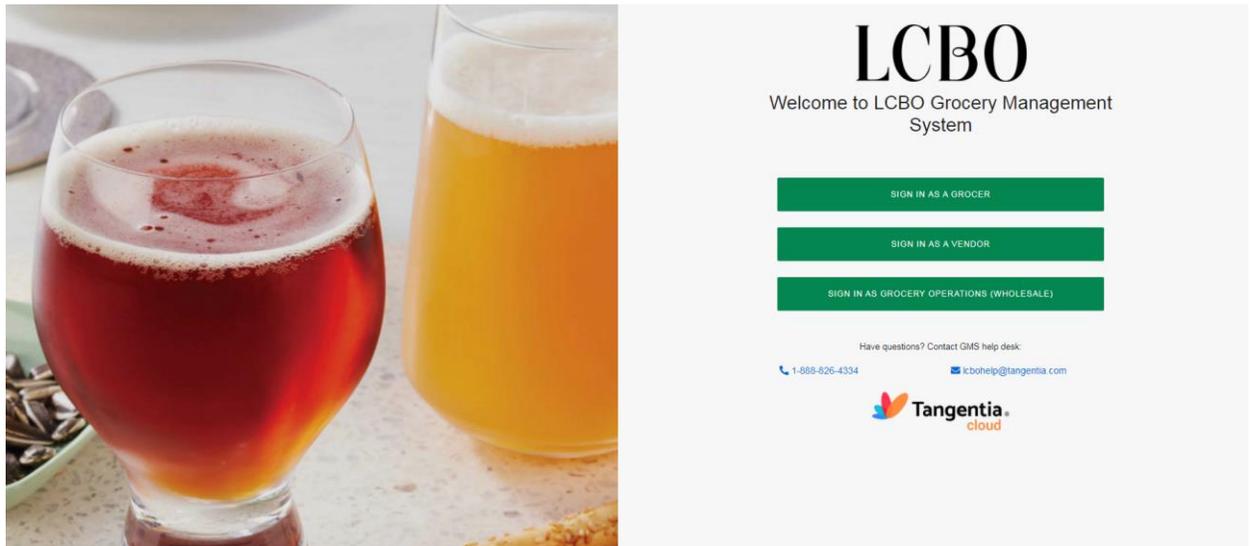


Product Management

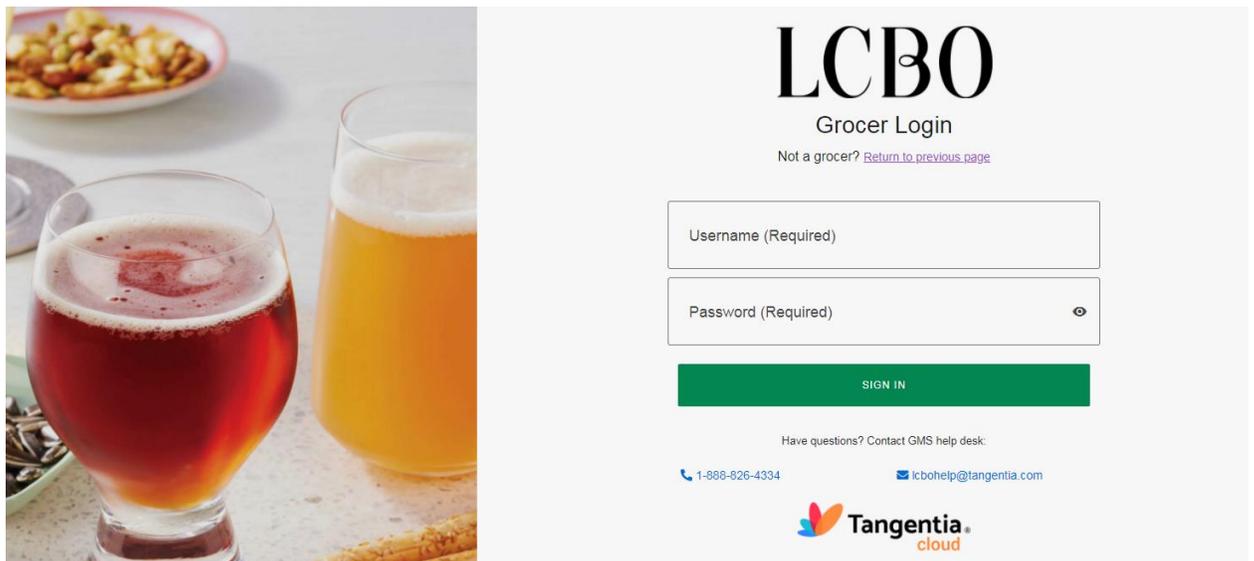
Grocery Management System
For GMS support, call 1-888-826-4334
or lcbohelp@tangentia.com

GO TO GMS

This will take to you the following screen:

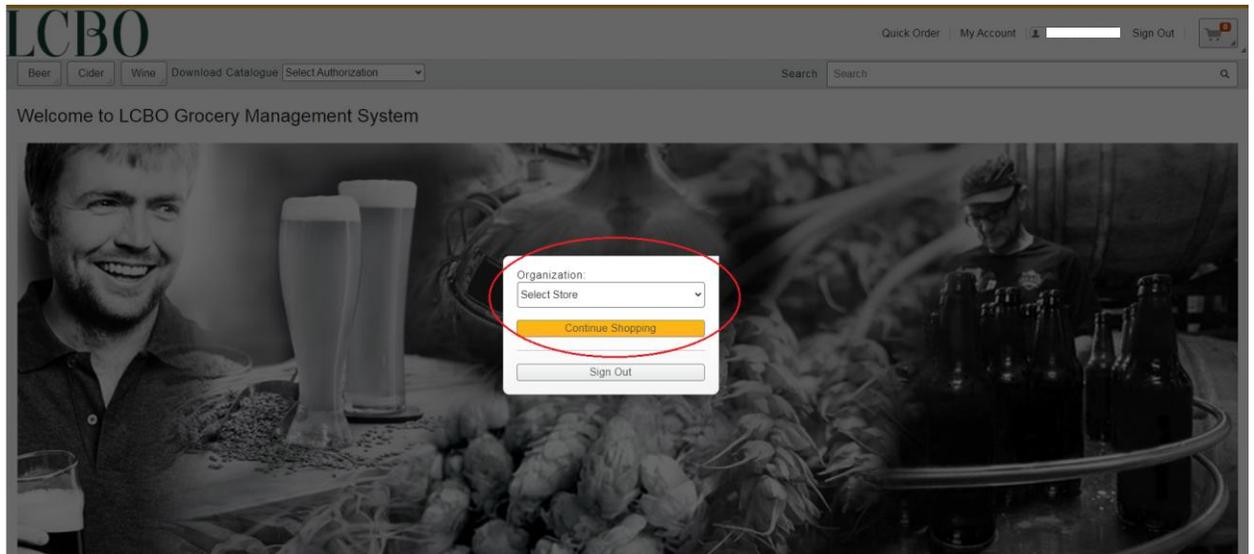


- 1) Login by selecting sign in as a grocer and then enter your username and password.



- 2) At this time you will be asked to select the store operator location to view the eligible product catalogue for and/or to place an order for. The store operator 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 authorization type (i.e. Beer & Cider, Beer & Cider & Wine and Wine Boutiques).



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

Store Operators authorized to sell all eligible beverage alcohol products will see Beer, Cider and Wine buttons at the top left. Store Operators authorized 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 authorized 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.

To download the product catalogue for your authorization type (i.e., Beer & Cider, Beer & Cider & Wine, Wine Boutique), select the authorization 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

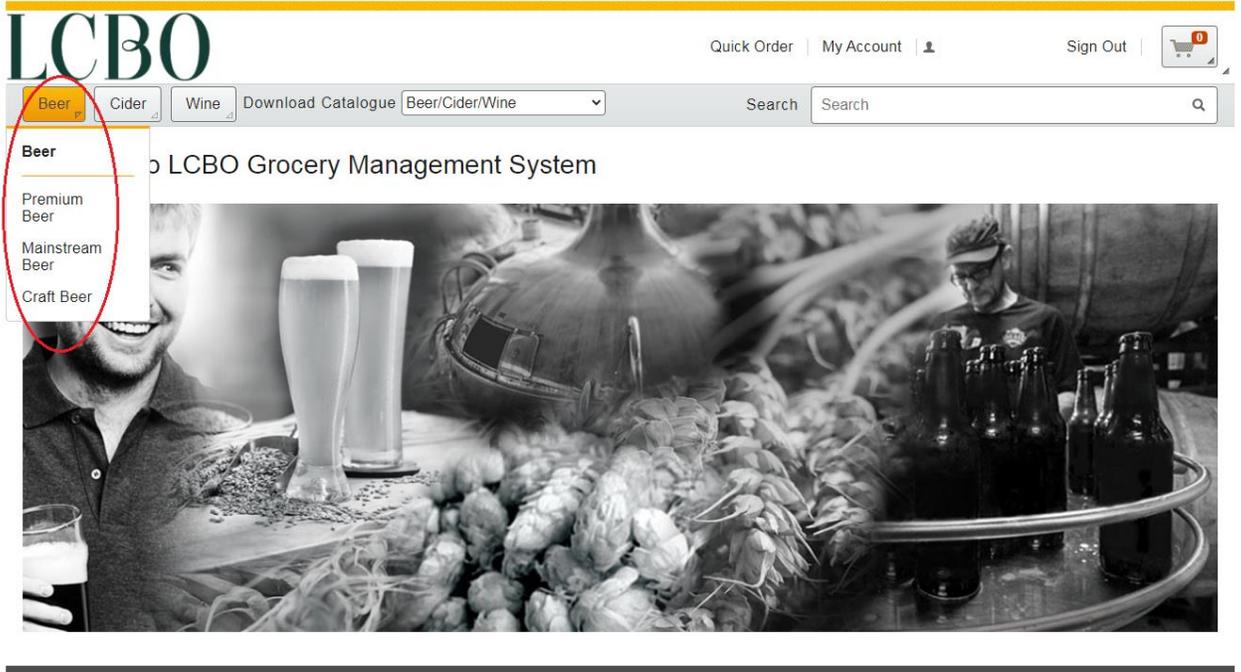


Below is an example of the eligible product catalogue download.

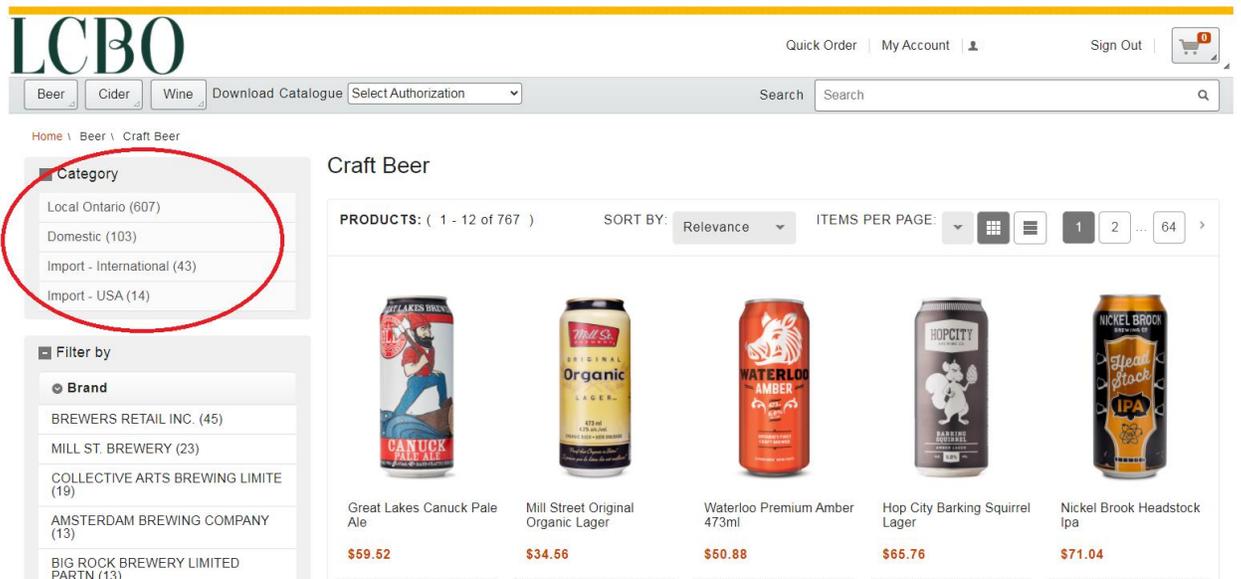
CatalogDownload_WineRestricted.csv - Microsoft Excel

SKU #	UNIT	VOL	SELLING U	ALCOHOL	UNITS PER CONTAIN	UPC	PRODUCE	AGENT NA	PRODUCE	VQA	FLAG	QUALITY	A	COUNTRY	SINGLE CC	BASIC PRK	BASIC PRK
0000018	Heineken	1980 mL	4	5%	6	BOTTLE	02890000	HEINEKEN	MOLSON	(Large	N	N	N	N	49.20	12.30	
0000026	Mike Weir	750 mL	12	13%	1	BOTTLE	62785701	(MIKE WEI	EPIC WINE	Mid Size	Y	Y	Y	Y	156.60	13.05	
0001107	Bud Light	473 mL	24	4%	1	CAN	00620675	(LABATT BF	LABATT BF	Large	N	N	N	N	52.08	2.17	
0001545	> (V) Pinot	750 mL	12	13%	1	BOTTLE	88186040	(FLAT ROCK	FLAT ROCK	Small	Y	Y	Y	Y	220.32	18.36	
0001578	>(V)Twiste	750 mL	12	12%	1	BOTTLE	88186020	(FLAT ROCK	FLAT ROCK	Small	Y	Y	Y	Y	188.52	15.71	
0001818	Angels Gat	750 mL	12	13%	1	BOTTLE	40249200	(ANGELS G	ANGELS G	Mid Size	Y	Y	Y	Y	146.04	12.17	
0002840	Lakeport F	473 mL	24	5%	1	CAN	77483722	(LABATT BF	LABATT BF	Large	N	N	N	N	42.48	1.77	
0004705	20 Bees C	750 mL	12	12.50%	1	BOTTLE	87453700	(NIAGARA	(KIRKWOOL	Mid Size	Y	Y	Y	Y	124.80	10.40	
0006106	Kronenbo	1980 mL	4	4.70%	6	BOTTLE	30802100	(BRASSERIE	CARLSBER	Large	N	N	N	N	47.80	11.95	
0006395	20 Bees C	750 mL	12	12.20%	1	BOTTLE	87453701	(NIAGARA	(KIRKWOOL	Mid Size	Y	Y	Y	Y	124.80	10.40	
0006445	Creemore	473 mL	8	5%	1	CAN	62700506	(CREEMOR	CREEMOR	Large	N	N	N	N	20.88	2.61	
0006452	20 Bees B	750 mL	12	12.50%	1	BOTTLE	87453700	(NIAGARA	(KIRKWOOL	Mid Size	Y	Y	Y	Y	114.12	9.51	

- 5) Once the authorization 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.



- 6) By clicking on a product's image, an item screen will appear. Below is an example. On this screen you have access to all of 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 | Sign Out

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	1	Total Selling Units Ordered	24	Total Basic Price (Total Cost)	Price \$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 are 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 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

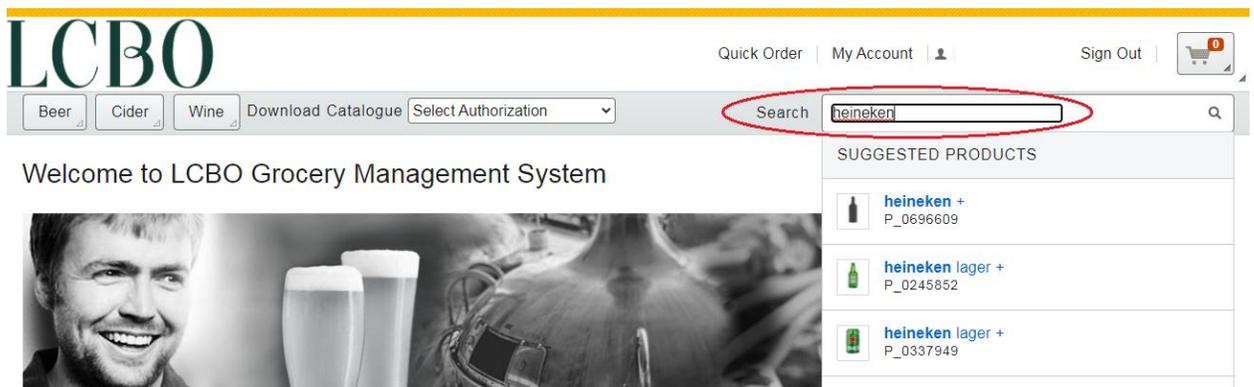
Creating Orders

There are a few options available when creating an order and we will examine each in more detail:

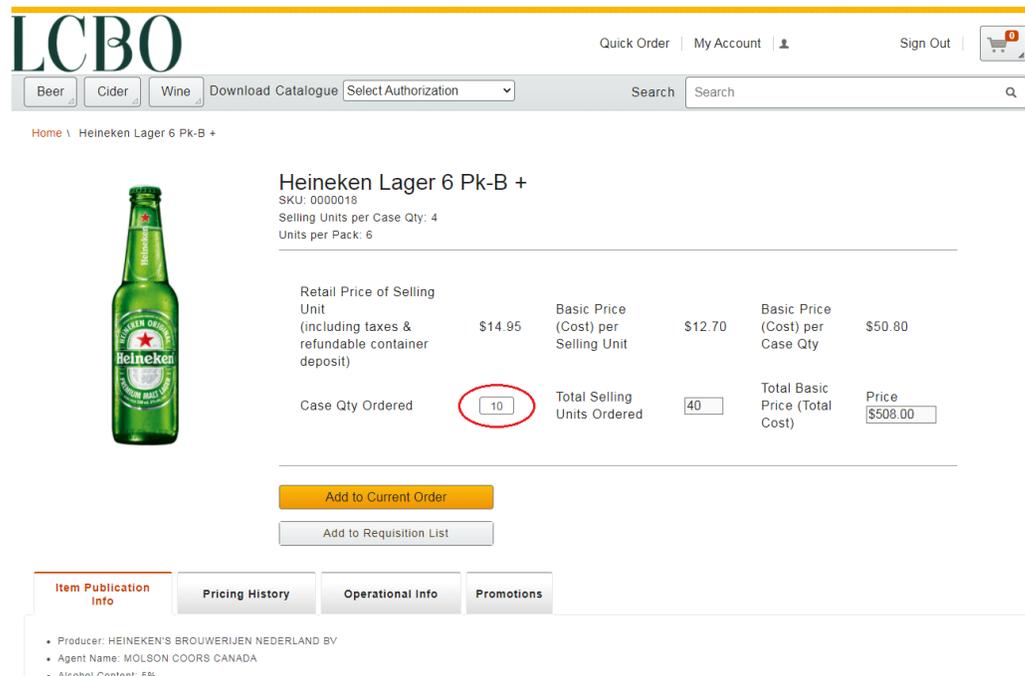
- **Search Function**
- **Quick Order**
- **Requisition Lists**

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 | Sign Out | 10

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 Total Selling Units Ordered Total Basic Price (Total Cost)

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 | Sign Out | 15

Beer Cider Wine Download Catalogue Select Authorization Search Search

Current Order

[Continue Shopping](#)

Remove All Items

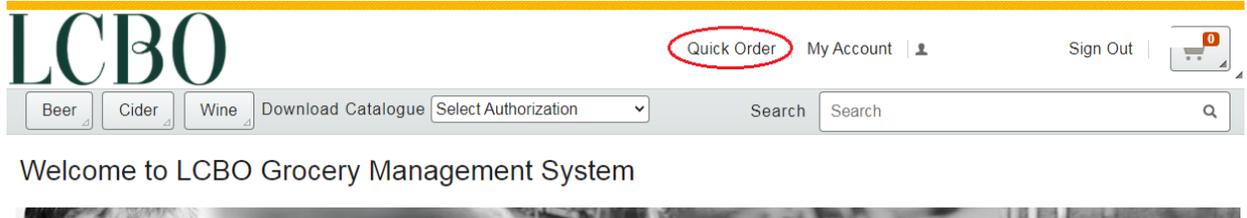
Product	Case Qty	Each	Total
Heineken Lager 6 Pk-B + SKU: 0000018 Move to Requisition List Remove	<input type="text" value="10"/>	\$50.80	\$508.00
Laker Ice SKU: 0142620 Move to Requisition List Remove	<input type="text" value="5"/>	\$40.32	\$201.60

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

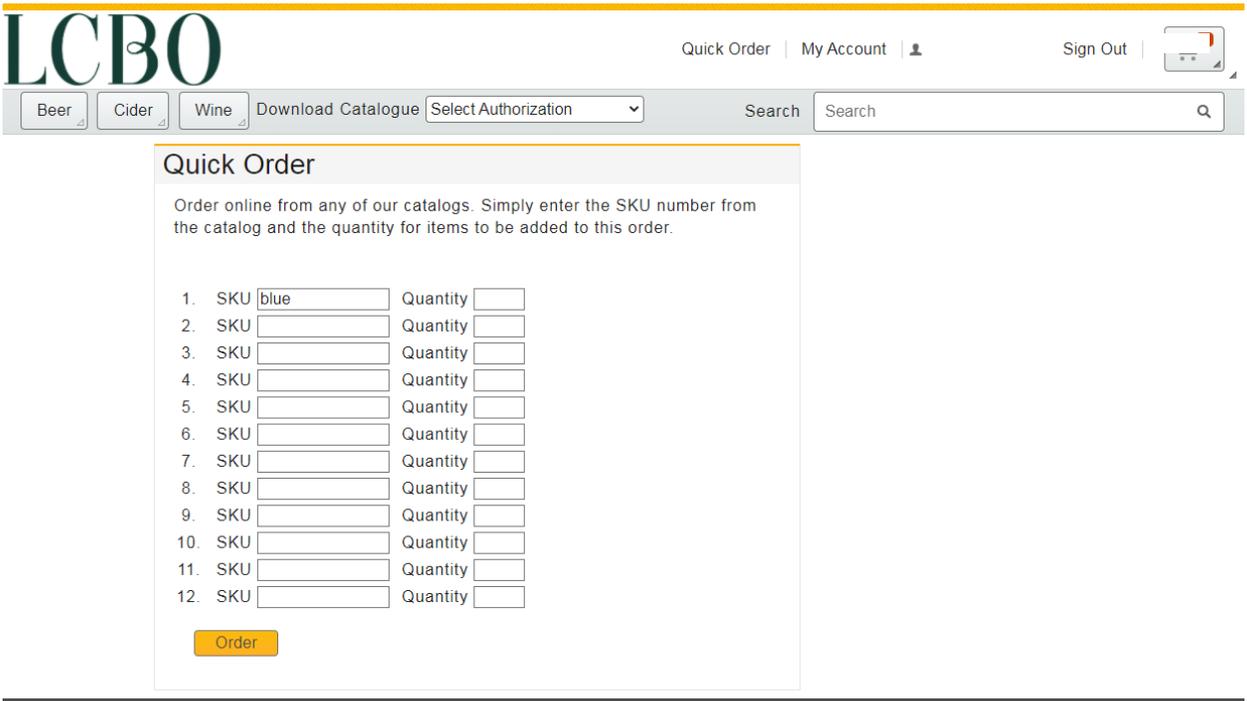
Check Out

Quick Order

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



- 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.



- 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 12 items per quick order.

LCBO

Quick Order | My Account | Sign Out

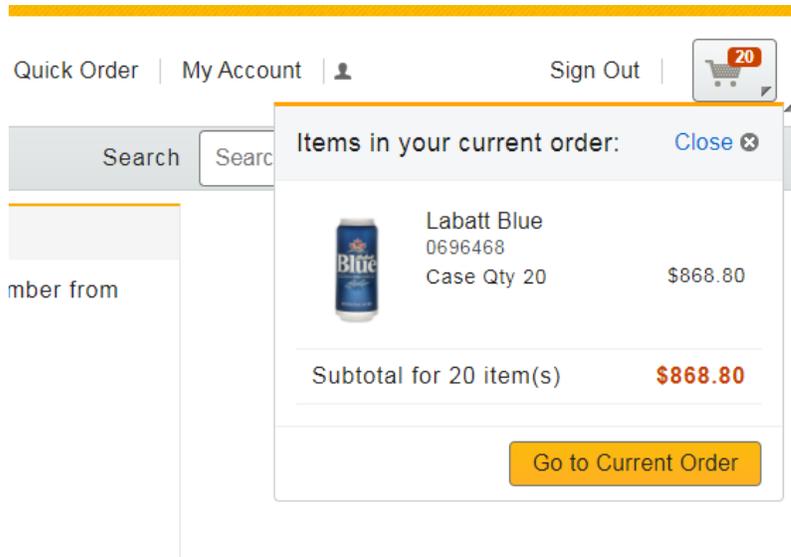
Beer Cider Wine Download Catalogue Select Authorization Search Search

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"/>

- 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.



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**.

The screenshot shows a 'Create List' dialog box. At the top, it says 'Create List' and 'Create a new requisition list:'. Below this, there is a text input field containing the text 'sparkling wines'. Underneath the input field is a dropdown menu currently showing 'Shared'. At the bottom of the dialog, there are two buttons: a yellow 'Save' button and a grey 'Cancel' button.

- 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.

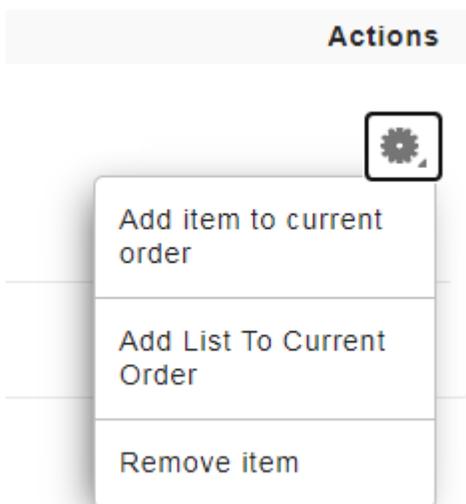
sparkling wines

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

Edit List

sparkling		Case Qty	Add			
				Case Quantity	Manufacturer	Actions
0015867	Yellowglen Pink Sparkling					
0418657	Lily Sparkling Wine Vqa					
0341347	Fresh Sparkling Rose Vqa					
0486456	Joly 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
 <p>Labatt Blue SKU: 0696468</p> <div style="margin-top: 5px;"> Move to Requisition List ✖ Remove </div>	<input style="width: 40px;" type="text" value="20"/>	\$43.44	\$868.80
 <p>Yellowglen Pink Sparkling SKU: 0015867</p> <div style="margin-top: 5px;"> Move to Requisition List ✖ Remove </div>	<input style="width: 40px;" type="text" value="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**.

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.

OK Cancel

Continue Shopping

Current Order

Remove All Items

Product	Case Qty	Each	Total
 Labatt Blue SKU: 0696468 Move to Requisition List Remove	20	\$43.44	\$868.80

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

Check Out

- 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: " " \ / * : < > | () # ; %

Quick Order | My Account | Sign Out

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
 lcboedi@tangential.com

Show Order Items

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

Billing Information

* Purchase order number: Testorder5

Back Next Proceed to your Order Summary.

- 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.

The screenshot shows the LCBO website's Order Summary page. At the top, there is a navigation bar with the LCBO logo, 'Quick Order', 'My Account', and 'Sign Out' links. Below this is a search bar and a dropdown menu for 'Select Authorization'. The main content area is titled 'Order Summary' and contains two sections: 'Shipping Information' and 'Billing Information'. The 'Shipping Information' section displays the shipping address: 5572-99, Service Account 5572, 1755 BRIMLEY ROAD, SCARBOROUGH Ontario, Canada M1P0A3, and the email lcboedi@tangenia.com. Below this is a '+ Show Order Items' button. The 'Billing Information' section shows a purchase order number of 'Testorder5'. At the bottom of the page, there are 'Back' and 'Order' buttons, with the 'Order' button circled in red. The order total is listed as \$868.80.

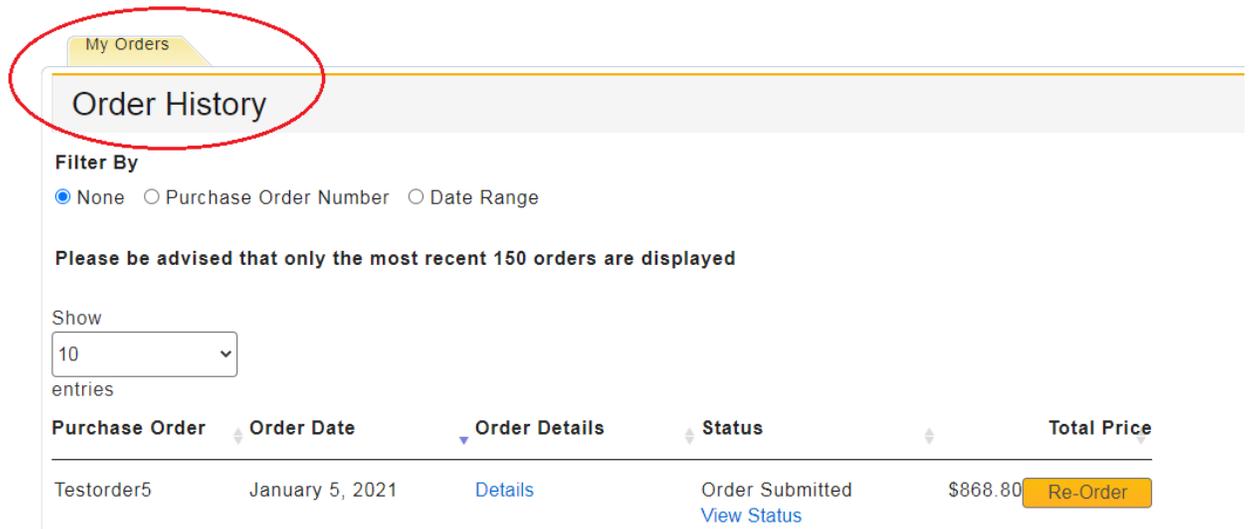
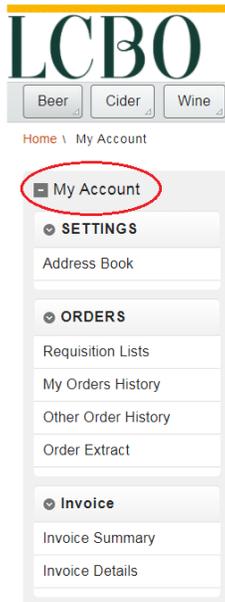
- 5) The order confirmation will appear, and you can **Print** this confirmation and/or all items on the order by clicking on **+Show Order Items**.

The screenshot shows the LCBO website's Order Confirmation page. At the top, there is a navigation bar with the LCBO logo, 'Quick Order', 'My Account', and 'Sign Out' links. Below this is a search bar and a dropdown menu for 'Select Authorization'. The main content area is titled 'Thank you for your order!' and contains a 'Continue Shopping' button. Below this is a section for 'Purchase Order Testorder5' with an order date of January 5, 2021. The 'Shipping Information' section displays the same shipping address as in the previous screenshot. Below this is a '+ Show Order Items' button. At the bottom of the page, there is a 'Print' button circled in red, with the text 'We recommend you print this page' next to it. The order total is listed as \$868.80.

Order Status

There is functionality in GMS that will 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.



- 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 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	<input type="text" value="20"/>	<input type="text" value="0"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="0"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="NOTIFY"/>

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

Purchase Order	Order Date	Order Details	Status	Total Price
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"/>	<input type="button" value="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 \$868.80 [Re-Order](#)
[View Status](#)

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	20	07-Jan-2021	07-Jan-2021	20				X

[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 grocer 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 Receipt	Action
Labatt Blue	TBS	<input type="text" value="10"/>	<input type="text" value="0"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="0"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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.

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 Receipt	Action
Labatt Blue	TBS	<input type="text" value="10"/>	<input type="text" value="10"/>	<input type="text" value="06-Jan-2021"/>	<input type="text" value="07-Jan-2021"/>	<input type="text" value="10"/>	<input type="text" value="11-Jan-2021"/>	<input type="text" value="10"/>	<input type="text"/>	<input type="text"/>
SKU : 0696468										
Amsterdam	AMSTERDAM BREWING COMPANY	<input type="text" value="10"/>	<input type="text" value="0"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="0"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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 operators can record receipts online directly in GMS or by submitting excel spreadsheet.

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

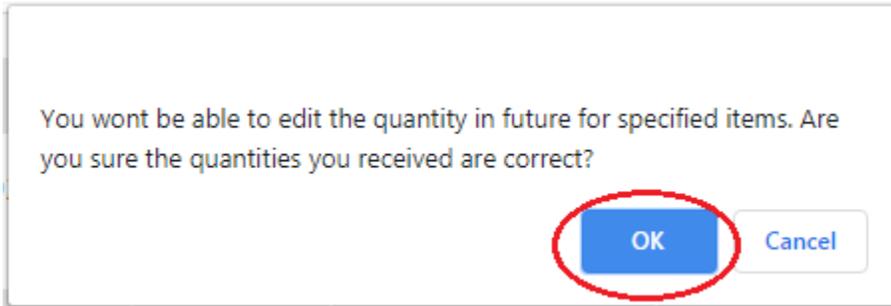
The screenshot shows the LCBO My Account Summary page. On the left sidebar, under the 'ORDERS' section, the 'My Orders History' link is circled in red. The main content area shows 'My Account Summary' for Service Account 5572, including a 'Recent Order History' section with a table of orders.

- 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.

The screenshot shows the 'View Status' page for a purchase order. A calendar is open on the left, showing January 2021. The main content area shows order details for 'Testorder5' on January 5, 2021. A table lists items with columns for 'Received Date' and 'Received' quantity. The 'Received Date' field for 'Labatt Blue' is circled in red. A 'NOTIFY' button is visible at the bottom right.

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		X

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



- 4) The order status will update to order received.

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 Received View Status	\$868.80 Re-Order

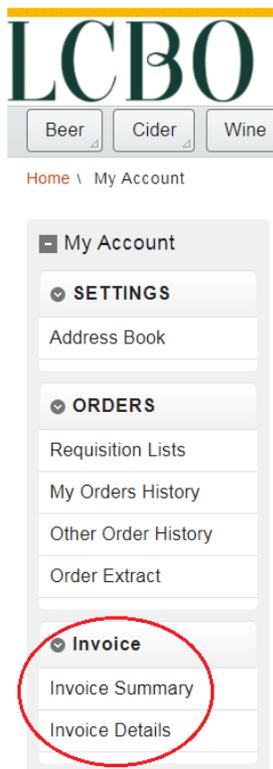
Invoicing

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 Search:

10 ▼
entries

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 Search:

10 ▼
entries

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.

Portal Modifications

Enhancements to the grocer portal include:

1) Modifications to My Order History panel

- Increased sorting functionality is available where there are up and down arrows next to Purchase Order, Order Date, Status and Total Price:

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
 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) Modifications to the Other Order History panel:

- Increased sorting functionality is available where there are up and down arrows next to the column headers for Purchase Order, Placed By, Order Date, Status and Total Price:

Other Orders

Order History

Filter By
 None Purchase Order Number Date Range User Logon Store

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

Show
 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

Order Management

Order Extract

The Order Extract is designed to allow store operators 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'.



Help Desk & Support Contact Information

For Technical Support Assistance, please contact:

LCBO GMS Helpdesk

1-888-826-4334

lcbohelp@tangentia.com

For all other inquiries, please contact:

hello_LCBO

(416) 365-5842

1 (833) 840-6272

[email customer service](mailto:email_customer_service)

Inquiries regarding administration, invoicing, reports and form submissions:

LCBO Grocery Operations

lcbogroceryoperations@lcbo.com

LCBO GMS (Grocery Management System) is powered by



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