



Discover the World

To: Trade and Carrier Partners

August 2010

Update on LCBO's Inbound Management System

Further to the May 2010 announcement, we continue our efforts to improve the supply chain processes and customer experience through the development of a new Inbound Management System (IMS).

IMS is an online tool for Continental North America Carriers and select Suppliers to book and manage inbound appointments scheduled in real-time for the LCBO Retail Service Centres (Durham, London, Ottawa and Thunder Bay).

We are writing to inform you that due to unforeseen circumstances, we have delayed the launch date until Spring 2011.

We will contact all carriers and trade partners who will be required to use this system via email to register you for the online service as soon as the new launch date has been confirmed. Please visit [Trade Resources Online](#) for regular updates.

Thank you in advance for your support. We will continue to update you on this new LCBO initiative.

Sincerely,

George Soleas
SVP Logistics & QA

Bob Downey
SVP Sales & Marketing