

# LCBO

Grocery  
Management  
System

VENDOR PORTAL  
USER'S MANUAL  
FOR SUPPLYING SOURCES  
To Authorized Store Operators

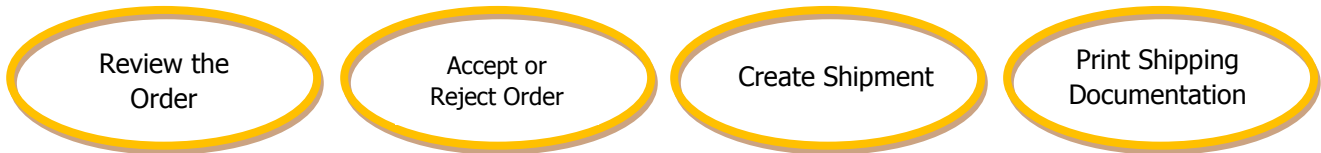


## INTRODUCTION

This User's Manual is a reference tool that provides a general tutorial on the most commonly used features and options currently available in the LCBO Grocery Management System – Vendor Portal.

## PROCESS OVERVIEW

Below are the key action items that the vendor is required to do for every order in their account:



## GETTING STARTED

### Logging In

Open your web browser and type in the following URL: <https://lcbo.tangentiacommerce.com/> on the address line, then press enter.

This will take you to the following screen:

The screenshot shows a 'VENDOR LOGIN' form. At the top, it says 'Please Enter Your Username and Password :'. Below this are two input fields: 'Username' and 'Password'. At the bottom of the form are two buttons: 'LOGIN' and 'CLEAR'.


Login by entering your Username and Password, and then click the Login button.

## Desktop Page

The main Desktop page is the first screen displayed once you log in to your account. The following is visible on this screen:

- **Explorer menu** – which you will use to navigate the website.
- **Partner Filter** – used to filter your data by customer.
- **Quick Tasks menu** – used to access most common tasks used in LCBO GMS.
- **Logout button** – used when you are finished working and wish to conclude your session.
- **Order to Accept area** – which shows you what new orders have come in.
- **News & Notices section** – where information about new features is listed from time to time.
- **Recent Reports listing** – which shows you a list of the reports that have come in recently.

Explorer	Desktop	
<p>My Commerce Desktop</p> <ul style="list-style-type: none"> <li>▶ Orders</li> <li>▶ Shipments</li> <li>▶ Invoices</li> <li>▶ Reports</li> <li>▶ Activity</li> </ul> <p>Products</p> <p>Preferences</p> <p>LCBO (Vendor)</p> <p style="background-color: #f4a460; padding: 2px;">Partner Filter</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;"> <span style="float: right;">⇅</span> </div> <p style="background-color: #f4a460; padding: 2px;">Quick Tasks</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;"> <span style="float: right;">⇅</span> </div> <p>You are currently logged on as: TG02173Y</p> <p style="background-color: #f4a460; padding: 2px; text-align: center;">Logout</p>	<p style="background-color: #f4a460; padding: 2px; margin-bottom: 5px;">Orders to Accept</p> <p>LCBO-Longo's</p> <ul style="list-style-type: none"> <li>Order 39107_0001 received March 3, 2016 <span style="float: right;">⇅</span></li> <li>Order 39108_0001 received March 3, 2016 <span style="float: right;">⇅</span></li> </ul> <p>LCBO-Sobeys</p> <ul style="list-style-type: none"> <li>Order 39110_0001 received March 3, 2016 <span style="float: right;">⇅</span></li> </ul> <p>LCBO-Loblaws</p> <ul style="list-style-type: none"> <li>Order 39106_0001 received March 3, 2016 <span style="float: right;">⇅</span></li> </ul>	<p style="background-color: #f4a460; padding: 2px; margin-bottom: 5px;">News &amp; Notices</p> <p>No News or Notices</p> <p style="background-color: #f4a460; padding: 2px; margin-bottom: 5px;">Recent Reports <span style="float: right;">✓</span></p> <p>No Reports</p>


  
 For support, please contact us:
   
 lcbohelp@tangentia.com
   
 1-888-826-4334

## PROCESSING ORDERS

### Accepting Orders

Within **24 hours** of receiving an order, order acceptance **must** be completed.

- 1) On the **Desktop**, under **Orders to Accept**, open the order by clicking the icon next to it.

The screenshot shows the 'Desktop' view of the system. On the left is an 'Explorer' sidebar with categories like 'Orders', 'Shipments', 'Invoices', etc. The main area is titled 'Orders to Accept' and lists several orders from 'LCBO-Other Grocers'. The first order, 'Order 45004\_0001 received January 5, 2016', has a small expand icon (a square with a right-pointing arrow) circled in red. To the right, there are sections for 'News & Notices' (showing 'No News or Notices') and 'Recent Reports' (showing 'No Reports').

- 2) Select **Acknowledge Order** from the top right task bar on the window:

This screenshot shows the top of a window for 'Order 95073\_0001'. Below the title bar is a 'Tasks' bar containing three buttons: 'Acknowledge Order', 'Prepare Shipment', and 'Close'. The 'Acknowledge Order' button is circled in red.

- 3) Enter the Delivery Date and the quantities beside each ordered SKU then click **Apply**.
  - This delivery date is an estimated delivery date and can be changed when the shipment is prepared (see page 9 for further details)
  - The acknowledged quantity for each SKU may be reduced if needed (see page 7 for further details) but cannot be increased.

This screenshot shows the main content area of the 'Order 95073\_0001' window. At the top left, there is a 'Delivery Date' field with a calendar icon, circled in red. To the right is a 'Tasks' bar with 'Apply' and 'Close' buttons. Below this is a table of ordered items:

Product Code	Description	Size	Qty.	Selected
<i>Ship To : 5303</i>				
0019661	Veuve Clicquot Ponsardin Rose	750 mL	10	<input checked="" type="checkbox"/>
0065342	Strewn Rogue's Lot C. Sauv/Cabernet Franc Vqa	750 mL	11	<input checked="" type="checkbox"/>
<b>TOTAL:</b>			21	

The 'Qty.' column for the two items and the 'TOTAL' value are circled in red.

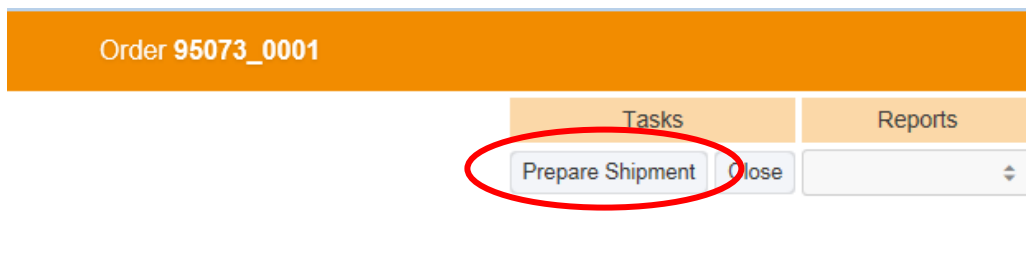
**PROCESSING SHIPMENTS (Advanced Shipping Notice - ASN)**

- Processing a shipment **must** be completed **24 hours** prior to delivery.
- If shipment is **not** prepared within 14 days of the order date, the order will be “Deemed Not Shipped,” and quantities will default to 0. This will negatively impact payment.

- 1) To view all orders, click **Orders** and then **All** under the **Explorer Menu**.  
 You will see the **Ac** and **Sh** columns on the right hand corner of the screen.  
**Ac** stands for Acknowledged.  
**Sh** stands for Shipped.  
 Acknowledged orders will have a green status under **Ac**.  
 Shipped orders will have a green status under **Sh**.  
 Any blank circles indicate that such orders are pending processing.  
 Open the order that you are ready to ship.

Explorer	List Orders						Tasks	Reports
My Commerce Desktop	Order Date	Ship Date	PO No.	Filter				
▼ <b>Orders</b>	<input type="text"/>	<input type="text"/>	Begins	Apply				
Activity	<input type="text"/>	<input type="text"/>		Clear				
Pending								
Cancelled	<b>Customer</b>	<b>Store No.</b>	<b>PO Number</b>	<b>GMS Order No.</b>	<b>Order Date</b>	<b>Delivery Date</b>	<b>Ac</b>	<b>Sh</b>
Unprinted	LCBO		Orderack	54027_0001	02 Mar 2016	02 Mar 2016	▲	●
Unshipped	LCBO		feb24price	54010_0001	24 Feb 2016	24 Feb 2016	●	●
Today	LCBO		sce3feb23	54006_0001	23 Feb 2016	24 Feb 2016	●	●
<b>All</b>	LCBO		tes2feb19	53055_0001	19 Feb 2016	20 Feb 2016	●	●
► Shipments	LCBO		newor19	53054_0001	19 Feb 2016	20 Feb 2016	●	●
► Invoices	LCBO		sobeys17	53049_0001	17 Feb 2016	18 Feb 2016	●	○
► Reports	LCBO		SOB-28-D11	53038_0001	16 Feb 2016	17 Feb 2016	●	●
► Activity	LCBO		Pricecha3	53034_0001	12 Feb 2016	16 Feb 2016	●	○
Products	LCBO		Revoke2	53021_0001	11 Feb 2016	11 Feb 2016	●	●
Preferences								

- 2) Click **Prepare Shipment**.



- 3) Fill in the following fields, enter the shipment quantities for each SKU, then click **Apply**
- **Ship Date** – Enter the date the product is shipped
  - **Delivery Date** – Enter in the estimated delivery date
  - **Carrier** – Enter the carrier for the order
  - **BOL No.** – Enter the bill of lading number for the shipment

List Orders ↻

Ship Date	Delivery Date	Carrier	BOL No.	Probill No.	Tasks
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Apply"/> <input type="button" value="Close"/>

Product Code	Description	Size	Qty.	Selected
<i>Ship To : 5303</i>				
0019661	Veuve Clicquot Ponsardin Rose	750 mL	10	<input checked="" type="checkbox"/>
0065342	Strewn Rogue's Lot C. Sauv/Cabernet Franc Vqa	750 mL	11	<input checked="" type="checkbox"/>
<b>TOTAL:</b>			21	

4) The order shipment is now complete

**PRINTING REQUIRED SHIPPING DOCUMENTATION**

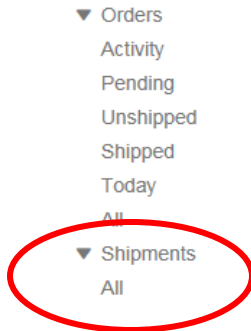
The following shipping documentation **must** accompany each shipment.

1. Bill of Lading (BOL)
2. Packing Slip

**1. Bill of Lading (BOL)**

To prepare a bill of lading document:

- 1) Navigate to the shipment menu in GMS:



- 2) Open an order that has been shipped, under the reports drop down shown, select Bill of Lading

A screenshot of the GMS interface. On the right, there is a 'Reports' dropdown menu with options: 'Close', 'Bill of Lading', and 'Packing Slip'. The 'Bill of Lading' option is selected. On the left, there is a table of order details:

Ship Date	April 21, 2017	Ship To	WALMART SUDBURY N SUPERSTORE - 5900
BOL No.	1234565		WALMART SUDBURY N SUPERSTORE
Carrier	Carrier		1349 LASALLE BLVD
Probill No.			SUDBURY, ON
Est. Delivery Date	April 21, 2017		P3A1Z2
Package Count	3	Shipment Status	Acknowledged

Below this is a table with columns: Order No, Order Date, PO No, Deemed Not Shipped, Ac, Sh.

50/1	April 21, 2017	RMA21		●	●
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- 3) This will generate the bill of lading which is to be included with the shipment

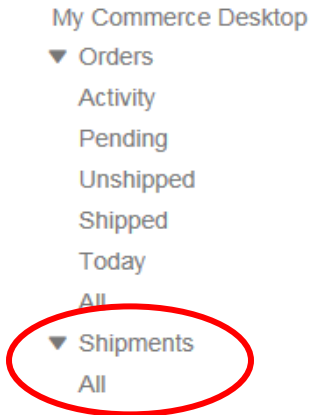
Grocer PO No.	RMA21	<b>Ship To</b>	WALMART SUDBURY N SUPERSTORE - 5900 WALMART SUDBURY N SUPERSTORE 1349 LASALLE BLVD SUDBURY, ON P3A1Z2
BOL No.	1234565		
ASN No.	000050		
GMS Order No.	00002_0054		
Probill No.			
Total Shipped Cases	33	<b>From</b>	Beau's All Natural (Pre-Prod)
Pallet Count	0		
Carrier	Carrier		
Ship Date	April 21, 2017		
Freight	Prepaid		
Weight(kg)	412.50		

LCBO Item No.	Description	Weight(kg)	Shipped Cases
0305027	Beau's The Tom Green Beer	12.50	11
0480522	Beau's Vianna Lager	12.50	11
0480530	Beau's Return Of The Mummy	12.50	11

## 2. Packing Slip

To prepare a packing slip:

- 1) Navigate to the shipment menu in GMS:



- 2) Open an order that has been shipped, under the reports drop down shown, select Packing Slip

Tasks Reports

Close

- Bill of Lading
- Packing Slip

<b>Ship Date</b> April 20, 2017	<b>Ship To</b> FARM BOY PICKERING - 5590
<b>BOL No.</b> 13356	FARM BOY PICKERING
<b>Carrier</b> Carrier	1355 KINGSTON ROAD
<b>Probill No.</b>	PICKERING, ON
<b>Est. Delivery Date</b> April 20, 2017	L1V1B8
<b>Package Count</b> 6	<b>Shipment Status</b> Acknowledged

Order No	Order Date	PO No	Deemed Not Shipped	Ac Sh
477/1	April 19, 2017	FIST9		<span style="color: green;">●</span> <span style="color: green;">●</span>

- 3) This will generate a packing slip which is to be included with the shipment

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### Packing Slip

<b>BOL No.</b> 13356		<b>Ship To</b> FARM BOY PICKERING - 5590 FARM BOY PICKERING 1355 KINGSTON ROAD PICKERING, ON L1V1B8
<b>Ship Date</b> April 20, 2017		
<b>GMS Order No.</b> 95082_0001		
<b>Grocer PO No.</b> FIST9		<b>Ship From</b> LCBO Vendor (Pre-Prod)
<b>ASN</b> 331		

SCC Master	UPC Master	LCBO Item No.	Description	Size (ml)	Case Qty.
14003310010243	4003310011700	0009118	Henkell Trocken Piccolo 3x200	600	14
10098137113233	098137113236	0015867	Yellowglen Pink Sparkling	750	15
18000468103083	8000468003089	0085316	Blu Giovello Prosecco	750	19
10895770000148	895770000141	0147504	>13th St Cuvee Rose Brut(13th Street Wine Co	750	16
10627857010005	627857010008	0000026	Mike Weir Chardonnay Vqa	750	11
20881860400094	881860400090	0001545	> (V) Pinot Noir Ontario (Flat Rock Cellars)	750	11



## Rejecting Orders

If you are unable to fulfill an order, the following steps **must** be taken in GMS.

- 1) On the **Desktop**, under **Orders to Accept**, open the order by clicking the icon next to it.

The screenshot shows the 'Desktop' view of the GMS interface. On the left is an 'Explorer' sidebar with categories like 'Orders', 'Shipments', 'Invoices', etc. The main area is titled 'Orders to Accept' and lists several orders under 'LCBO-Other Grocers'. A red circle highlights the expand icon (a square with a right-pointing arrow) next to the first order: 'Order 45004\_0001 received January 5, 2016'. To the right, there are sections for 'News & Notices' and 'Recent Reports'.

- 2) Select **Acknowledge Order** from the top right task bar on the window:

This screenshot shows a task bar for 'Order 96012\_0001'. It contains three buttons: 'Acknowledge Order', 'Prepare Shipment', and 'Close'. The 'Acknowledge Order' button is circled in red.

- 3) When acknowledgement is selected, the quantities ordered by the grocer will display

This screenshot shows the order details for 'Order 96012\_0001'. It includes a 'Delivery Date' field and a table of products. The table has columns for 'Product Code', 'Description', 'Size', 'Qty.', and 'Selected'. The first row shows '0000018', 'Heineken Lager 6 Pk-B +', '1980 mL', '5', and a checked box. The quantity '5' is circled in red.

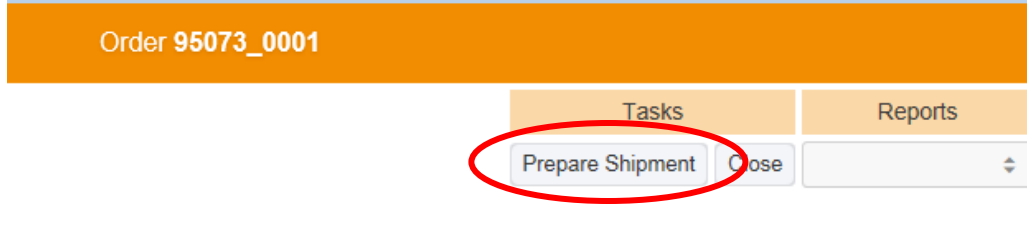
Product Code	Description	Size	Qty.	Selected
0000018	Heineken Lager 6 Pk-B +	1980 mL	5	<input checked="" type="checkbox"/>

- 4) Enter the Delivery Date and the quantities beside each ordered SKU **enter zero (0)** then click **Apply**.

This screenshot shows the order details for 'Order 96012\_0001' after the delivery date and quantity have been updated. The 'Delivery Date' field now shows '05/22/2017' and is circled in red. In the product table, the quantity for 'Heineken Lager 6 Pk-B +' has been changed to '0', which is also circled in red.

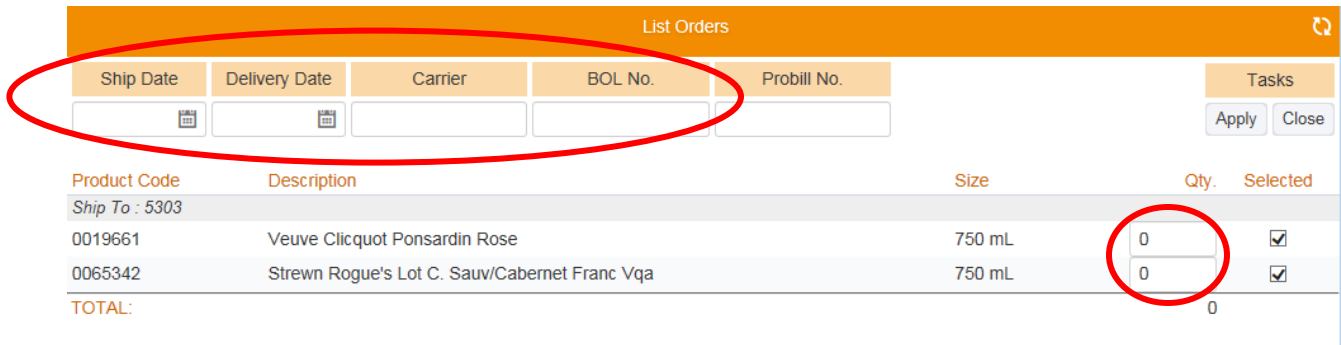
Product Code	Description	Size	Qty.	Selected
0000018	Heineken Lager 6 Pk-B +	1980 mL	0	<input checked="" type="checkbox"/>

5) To complete the process, select the same order and select **Prepare Shipment**



6) Fill in the following fields, enter **zero (0)** into the quantity for each SKU, then click **Apply**

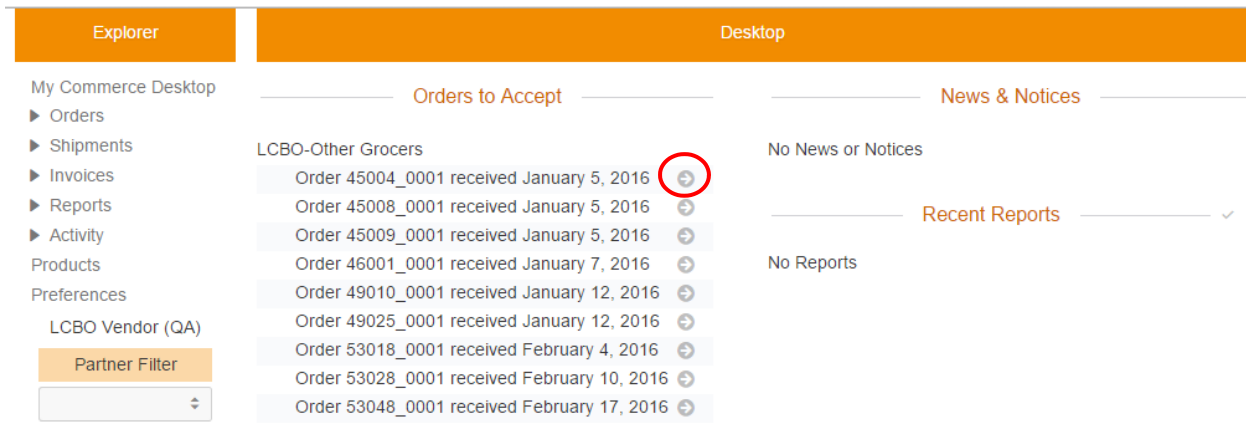
- **Ship Date** – Enter in the current date
- **Delivery Date** – Enter in the current date
- **Carrier** – Enter NA
- **BOL No.** – Enter NA



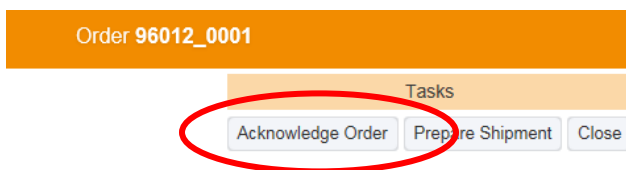
7) The order rejection is now complete

**Undershipping Orders**

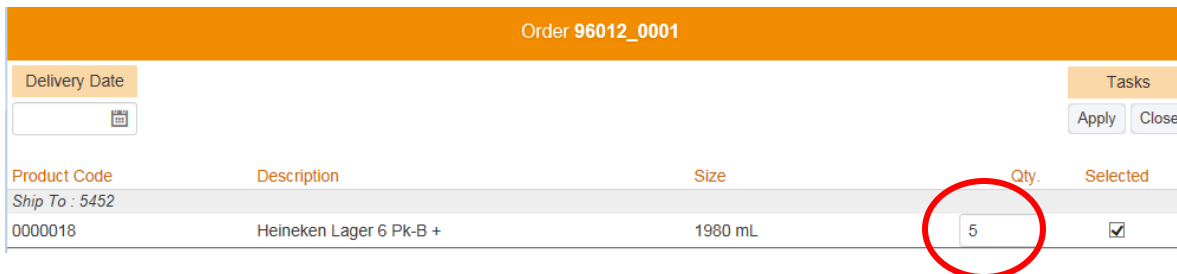
1) On the **Desktop**, under **Orders to Accept**, open the order by clicking the icon next to it.



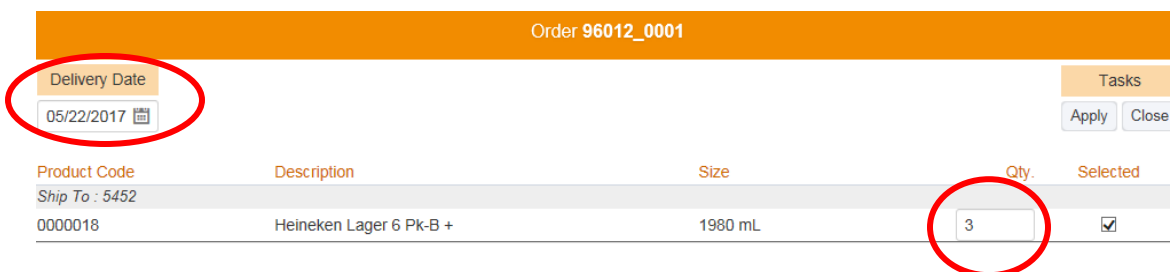
2) Select **Acknowledge Order** from the top right task bar on the window:



3) When acknowledgement is selected, the quantities ordered by the grocer will display



4) Enter the Delivery Date and change the quantity of the items that you need to undership, then click **Apply**.



## HELPDESK & SUPPORT CONTACT INFORMATION

For Technical Support Assistance, please contact:

**LCBO GMS Helpdesk**

1-888-826-4334

[lcbohelp@tangentia.com](mailto:lcbohelp@tangentia.com)

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