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## **Inbound Scheduling (IMS) Webinar FAQs**

**February 16, 2011**

### **Q: Who is booking what appointments?**

Suppliers will be booking FTL (full truck loads) loads from Ontario and Quebec. Carriers will book all other FTL and LTL (less than full truck load) loads from Continental North America. Only orders destined to the Durham, London, Ottawa and Thunder Bay Retail Service will be booked through IMS. Each load requires its own appointment.

### **Q: When do we start booking the appointments?**

The system goes live February 28<sup>th</sup>, 2011. After this date any loads to be delivered from March 14<sup>th</sup> on will be booked. Any loads to be delivered prior to March 14<sup>th</sup> will be booked as they are today.

### **Q: Can we book more than 1 FTL on the same appointment request**

No. Each FTL load needs its own appointment. Each FTL must be booked on a separate request.

### **Q: How are appointment times assigned?**

Appointment times are assigned on a first come first serve basis. Some appointments will be reserved for shorter lead time orders.

### **Q: Can appointments be booked as soon as the PO is issued?**

PO's will not be visible in IMS until the order has been confirmed in WEB PO by the supplier. We encourage you to book the appointment as soon as the orders are confirmed.



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**Q: What is the difference between an administrator and regular user.**

The administrator has the privilege of setting up other users within their organization and activating and deactivating users within their organization. Otherwise administrators and regular users have the same privileges to perform the same functions and will receive the same alerts.

**Q: Why does the proposed appointment date exist? Can we leave it to the Supplier completely?**

The proposed appointment date will default to the LCBO's scheduled arrival date on the PO and is a requirement to ensure in-stock position in our warehouses and stores. We strongly recommend strict adherence to the proposed appointment date and only under extenuating circumstances should this be changed. For FTL orders, the system will only allow the proposed scheduled arrival date to be equal to the LCBO's scheduled arrival date or one day later. Any further delays should be handled by the supplier requesting a change to the scheduled arrival date or requested ship date through WEB PO.