

## iSupplier FAQs

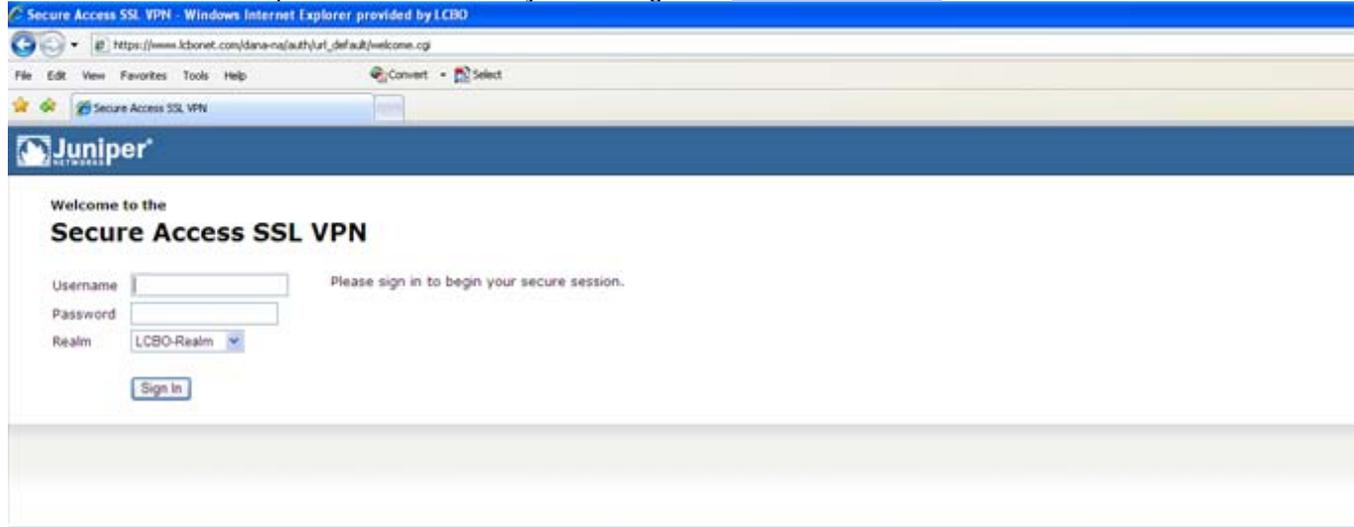
### Question 1:

How do I log into iSupplier?

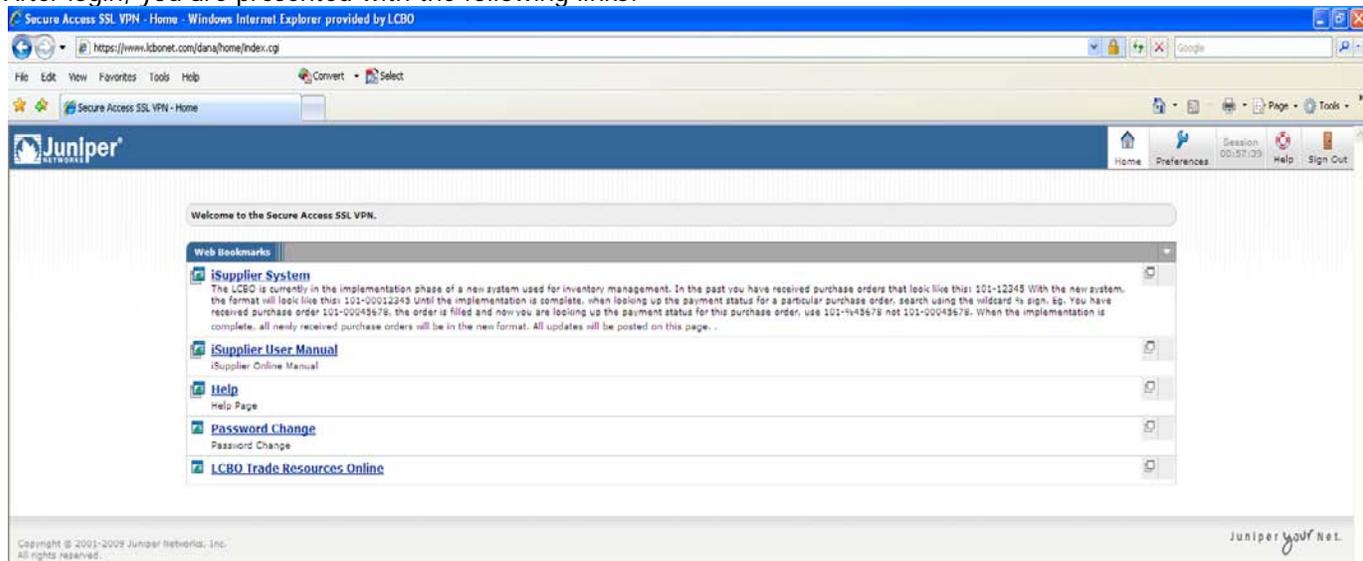
### Answer:

First, log into the LCBO secure network

Use the username and password emailed to you and log in to [www.lcbonet.com](http://www.lcbonet.com)



After login, you are presented with the following links:



The **iSupplier System** link takes you to the LCBO Oracle iSupplier portal login screen.

Once you have selected the iSupplier System link, a new screen will prompt you to enter your username and password.

Your username will be your email address. If you are a user for multiple suppliers, your username will contain the supplier number for each subsequent supplier.

Once you are logged in, you will be able to navigate through the iSupplier system.

**Question 2:**

Why can't I get into the iSupplier system?

**Answer:**

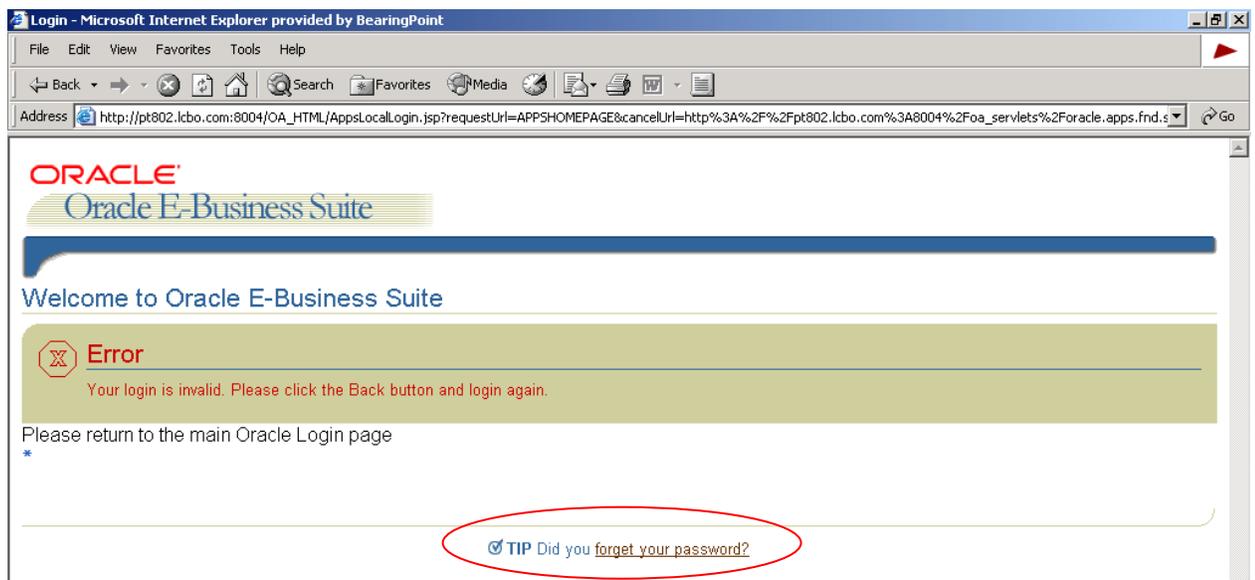
1) You may have the incorrect username or password

Your username and password are emailed to you upon registration. Your username is your email address. If you are a user for multiple suppliers, your username will contain the supplier number for each subsequent supplier.

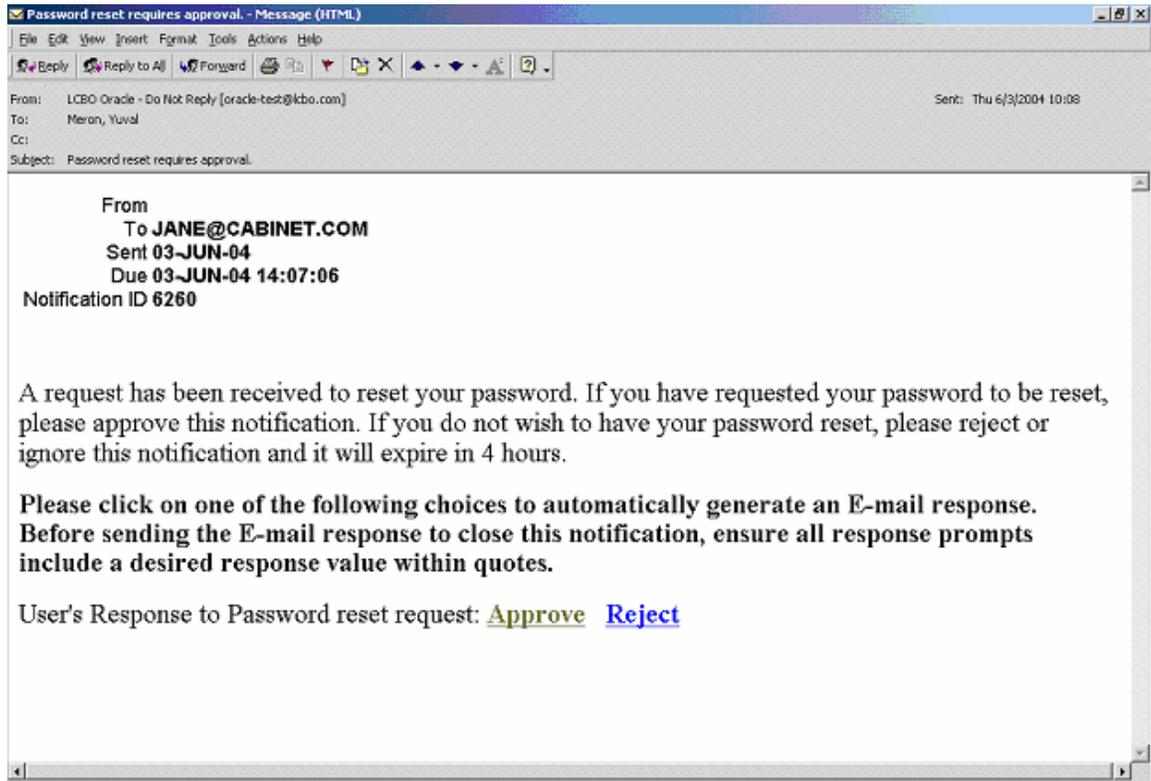
The first time you log in, you will be prompted to change your password.

If you forget your iSupplier password:

After attempting to log in with the incorrect log in information, select the link "*Did you forget your password?*"

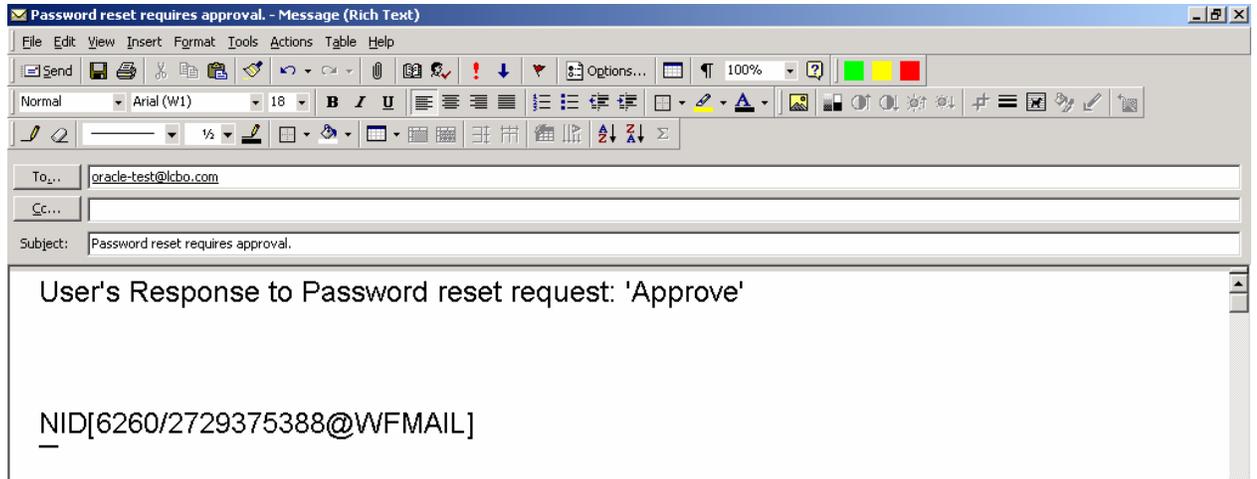


You will be prompted to enter your username. An email will be sent to the email address associated with that username.

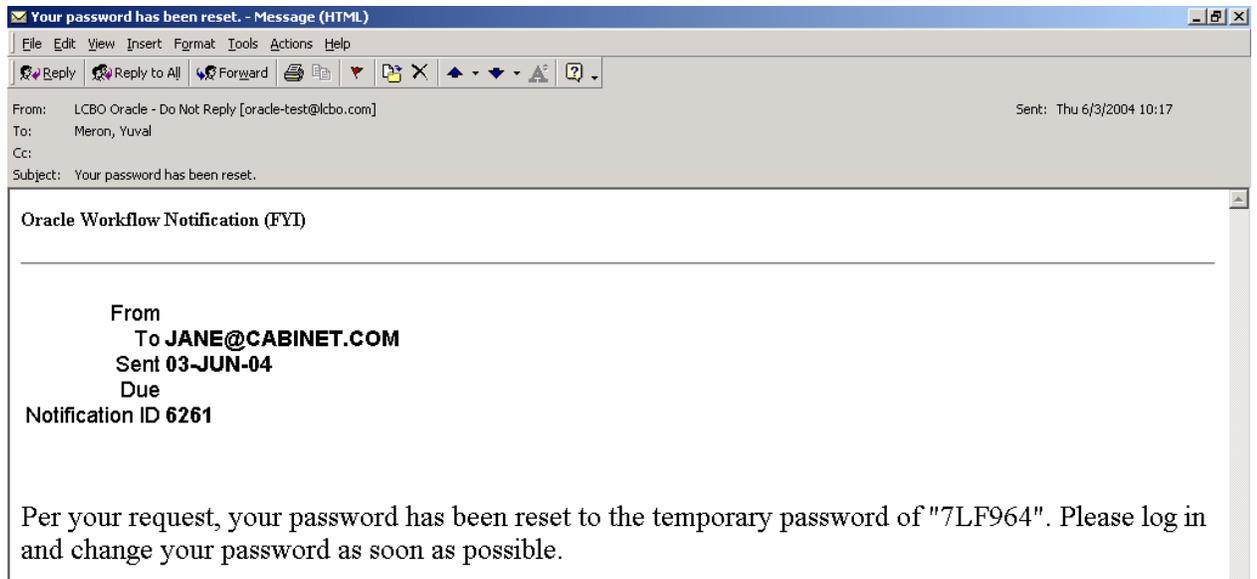


The email will request you to approve resetting the password. This is a safety feature used to ensure that resetting the password was actually requested by you.

To approve resetting your password, select the 'Approve' link. This will create a return email message, complete with a return-to address, which you should then send.



Once you approve the password reset, a second email (as shown below) will be sent to you with your new password.



After you log in, change your iSupplier password using the Preferences link. We suggest you change it so that it matches your the LCBO Network password. The Preferences link is located on the upper right corner of the iSupplier screens.

If you forgot your LCBO Network password:

Contact the LCBO IT Helpdesk at [servdesk@lcbo.com](mailto:servdesk@lcbo.com). The helpdesk operates Monday through Friday, from 8:00 AM to 4:30 PM EST.

- 2) You may be unable to connect to the LCBO Network  
For any other connectivity issues, please contact the LCBO IT Helpdesk at [servdesk@lcbo.com](mailto:servdesk@lcbo.com).

### **Question 3:**

I haven't received my password

### **Answer:**

You will receive your iSupplier password via email shortly after your registration is completed. As your spam filter may block or delete messages, please check with your IT group to allow the successful delivery of LCBO emails, specifically from [isupplier@lcbo.com](mailto:isupplier@lcbo.com) and [PRODITIM\\_Administrator@lcbo.com](mailto:PRODITIM_Administrator@lcbo.com).

### **Question 4:**

Why can't I find specific invoices?

### **Answer:**

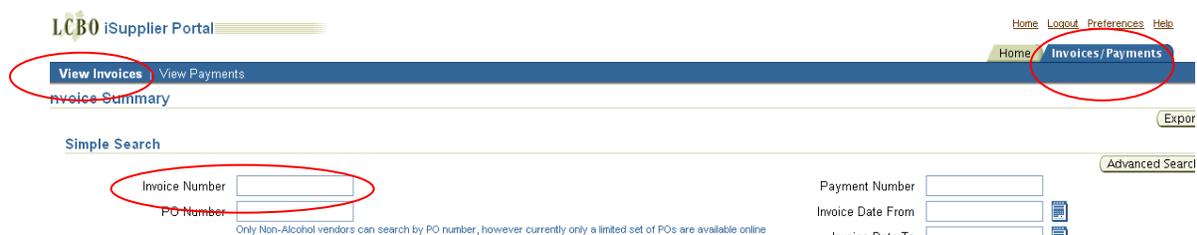
There are a few reasons you may not be able to locate particular invoices:

1) Ensure you are searching in the correct field

Under the Invoices/Payments tab → View Invoices. Search using the Invoice Number field, not the PO Number field.

You may use the wildcard character (%) to widen your search criteria (ex: '12345%' - this will query all invoices that begin with 12345; or alternatively, '102-**%**12345' which will query all POs beginning with 102- and ending in 12345).

As a final search option, you may leave all search parameters blank and click the Search button to pull up **all** invoices. Please note this may take several minutes if there are a large number of invoices in the system.



2) The invoice is not yet in our system

Accounts Payable processes invoices once they have been approved by our user departments. If you are unable to locate your invoice in iSupplier, please contact the individual or department who has placed the order.

3) The product has not yet been received in our warehouse (product suppliers only)

Once purchase orders are received by the LCBO warehouse, they will appear in iSupplier the following business day.

4) You are searching by your commercial invoice number rather than the LCBO Purchase Order number (product suppliers only)

The LCBO uses Purchase Order numbers as the invoice number (i.e. 102-00012345). You must search using the LCBO PO number.

**Question 5:**

When will I be paid for my invoice?

**Answer:**

Invoice payments are driven by the payment terms. Once you have queried an invoice, review the invoice date and payment terms.

For example, if the invoice date is March 1, 2011 with 30 day payment terms, the invoice will be due for payment 30 days from March 1, 2011. Please be advised that payment may not occur on the actual due date, as our payment schedule may not coincide exactly with payment due dates.

LCBO iSupplier Portal [Home](#) [Logout](#) [Preferences](#) [Help](#)

[View Invoices](#) | [View Payments](#) [Home](#) [Invoices / Payments](#)

Invoice Summary Ex

Simple Search Advanced Se

Invoice Number	<input type="text" value="102-00084259"/>	Payment Number	<input type="text"/>
PO Number	<input type="text"/>	Invoice Date From	<input type="text"/>
<small>Only Non-Alcohol vendors can search by PO number, however currently only a limited set of POs are available online</small>			
Payment Status	<input type="text" value="▼"/>	Invoice Date To	<input type="text"/>
Gross Amount From	<input type="text"/>	Due Date From	<input type="text"/>
Gross Amount To	<input type="text"/>	Due Date To	<input type="text"/>
Amount Due From	<input type="text"/>		
Amount Due To	<input type="text"/>		

Invoice	Invoice Detail	PO Number	Invoice/Receival Date	Gross Amount	Currency	Description	Payment Term	Payment Method	Amount Due	Payment	Discount Date	Available Discount	Attach
102-00084259	Available		03-Feb-2011	38,997.38	CAD	PRODUCT	Net 30 Days On Receipt In Warehouse	DIRECT DEPOSIT	0.00	923865 - DIRECT DEPOSIT			

**Question 6:**

Why can't I see my payment?

**Answer:**

There are various ways to search for payments in iSupplier.

- 1) Under the Invoices/Payments tab → View Payments, you can search by various criteria:
  - PO Number (non-alcohol supplier only)
  - Payment – your LCBO payment number shown on your email payment notification
  - Payment date range
  - Payment amount range

LCBO iSupplier Portal

Home Logout Preferences Help

Home Invoices/Payments

View Invoices | **View Payments**

Payment Summary

Simple Search

PO Number

Payment Amount From

Payment

Payment Amount To

Payment Date From

Payment Date To

Go Clear

Advanced Search

For example, searching by payment number yields the following results:

LCBO iSupplier Portal

Home Logout Preferences Help

Home Invoices/Payments

View Invoices | **View Payments**

Payment Summary

Simple Search

PO Number

Payment Amount From

Payment

Payment Amount To

Payment Date From

Payment Date To

Go Clear

Advanced Search

Payment	PO Number	Payment Date	Amount	Currency	Payment Method	Stopped	Cleared	Voiced	Supplier Address
923855		07-Mar-2011	133,792.35	CAD	DIRECT DEPOSIT				ETOBICOKE ON

You can then click on the Payment number link for additional payment details, including payment date, payment amount, account information, and a list of invoices included on the payment.

- 2) To obtain payment details from a particular invoice query:  
 Once you have found the invoice details under the View Invoices tab, you will see payment information under the Payment field if the invoice has been paid. The Amount Due will also show \$0.00 if paid.

LCBO iSupplier Portal Home Logout Preferences Help

Home Invoices/Payments

**View Invoices** | View Payments

Invoice Summary Exp

Simple Search Advanced Search

Invoice Number: 102-00084259  
 PO Number:   
Only Non-Alcohol vendors can search by PO number, however currently only a limited set of POs are available online  
 Payment Status:   
 Gross Amount From:   
 Gross Amount To:   
 Amount Due From:   
 Amount Due To:

Payment Number:   
 Invoice Date From:    
 Invoice Date To:    
 Due Date From:    
 Due Date To:

Invoice	Invoice Detail	PO Number	Invoice Receival Date	Gross Amount	Currency	Description	Payment Term	Payment Method	Amount Due	Payment	Discount Date	Available Discount	Attachme
102-00084259	<a href="#">Available</a>		03-Feb-2011	36,997.38	CAD	PRODUCT	Net 30 Days On Receipt In Warehouse	DIRECT DEPOSIT	0.00	923855 - DIRECT DEPOSIT			

Click on the Payment link. The following screen will open with additional details

LCBO iSupplier Portal Home Logout Preferences Help

Home Invoices/Payments

**View Invoices** | View Payments

[Invoices/Payments](#) | [View Invoices](#) >

Payments

Invoice	Payment	Payment Date	Amount	Currency	Discount Taken
102-00084259	923855	07-Mar-2011	36,997.38	CAD	0.00

By clicking on the Payment number link, you will see additional payment details as in #1 above.

**Question 7:**

Where do I find invoice details, such as quote and number of cases for my beverage alcohol purchase orders?

**Answer:**

To view the details of an invoice, search the invoice in iSupplier

LCBO iSupplier Portal

Home Logout Preferences Help

Home Invoices/Payments

View Invoices | View Payments

Invoice Summary

Simple Search

Invoice Number: 102-00084259

Payment Number: [ ]

PO Number: [ ]

Invoice Date From: [ ]

Payment Status: [v]

Invoice Date To: [ ]

Gross Amount From: [ ]

Due Date From: [ ]

Gross Amount To: [ ]

Amount Due From: [ ]

Amount Due To: [ ]

Go Clear

Invoice	Invoice Detail	PO Number	Invoice Receive Date	Gross Amount	Currency	Description	Payment Term	Payment Method	Amount Due	Payment	Discount Date	Available Discount	Attache
102-00084259	<a href="#">Available</a>		03-Feb-2011	36,997.38	CAD	PRODUCT	Net 30 Days On Receipt In Warehouse	DIRECT DEPOSIT	0.00	923855 - DIRECT DEPOSIT			

If additional invoice details are available, you will see the Available link under the Invoice Details field. Click on this link.

A new window will open, showing the invoice details. The following fields will be shown:

Invoice Details For Invoice #		102-00084259										
Invoice Line	Description	Cases Received	Excise Per Case	Bill of Lading Cases	Supplier Quote	Total						

**Note:** The LCBO's payments are based on the Bill of Lading case quantities. If any variances between Bill of Lading and Cases Received exist, subsequent adjustments will be made. These adjustments will be made in the form of the original invoice number followed by a suffix, such as 102-00012345T. These adjustments will appear in iSupplier once the adjustment has been processed.

**Question 8:**

How do I add another iSupplier user?

**Answer:**

Once you have completed your iSupplier registration, you will have the ability to request additional users for your organization. An agent can be granted access if requested by their supplier. Each username and password is to be used by a single person.

To add an additional user:

Click on the Contact Directory link in the top left corner of the page



Click the Add button 

A new page will open where you can fill in the user's name and contact information. When you are done, click the Apply button 

An email will automatically be sent to the LCBO iSupplier Administrator who will then set up the contact as an iSupplier user. The user will receive an email with their username and password when their registration has been completed.

**Question 9:**

How do I delete an iSupplier user?

**Answer:**

To request a user to be deleted from your iSupplier directory:

Click on the Contact Directory link



You will see a list of users currently setup for your company. Find the user you wish to delete and click the Remove button



An email will automatically be sent to the LCBO iSupplier Administrator, who will remove this user from the iSupplier system. Once the user is removed, they will no longer have access to view or change your company information.

\*Please note that once an individual leaves your organization, you must delete them from the Contact Directory.

**Question 10:**

Can I obtain invoice copies from iSupplier?

**Answer:**

No, invoice copies are not available from iSupplier. Invoices are sent directly to suppliers/agents upon billing.

If you have not received your invoice, you may request it from the appropriate LCBO department. Contact information can be found on our website at

[http://lcbotrade.com/accounts\\_payable\\_who\\_to\\_contact.htm](http://lcbotrade.com/accounts_payable_who_to_contact.htm)