

## **Issues Status: As of May 15, 2026**

**Payment:** We acknowledge that there may be unique instances of delayed or inaccurate LCBO payments. There are many reasons this could be occurring, and not all are attributable to our change in systems. We are focused on resolving individual payment issues and encourage you to reach out to [accounts.payable@lcbo.com](mailto:accounts.payable@lcbo.com) with any questions or concerns.

**Existing products:** Due to some instances of missing data or data inconsistencies, it is taking longer than normal (up to 2 weeks) to add existing products to catalogues.

**New products:** We have been making good progress working through the backlog of data, and we are actively prioritizing seasonal products and Vintages releases. We will notify impacted agents directly if any shifts to release dates must be made.

If you have questions related to impacts on product release dates, new POs, or planned promotional activity, please contact your category representative.

### **LCBO.com / wholesale.lcbo.com:**

- We've made considerable progress cleaning up incidents related to missing information or SKUs online. This includes corrections related to vintages years, wine scores, sugar content, and third-party accolades.
- We continue to work through product details such as tasting notes, product category, and Vintages program badging.
- We've also made significant progress on reconciling instances of online inventory indicating we have no product, when in fact we are well-stocked in-store. We continue to address these on a case-by-case basis.
- Within the wholesale catalogue, product descriptions are in short form and are not pulling in the complete description. We anticipate that this issue will be resolved by next week.

**Reporting:** Sale of Data reports until the end of P13 (FY25-26) were shared last week. We are currently in the process of validating the P1 report, and we anticipate this can be shared in the coming weeks. This week, we continued to test Narrowcast reports, but we are still encountering issues with data accuracy. We continue to make this a priority, working closely with our IT and data partners.

**Transportation/Carriers:** All inbound-to-LCBO orders are moving and the backlog is being cleared. Some consolidation orders are experiencing delays due to EDI issues, and we are

working with forwarders on a workaround, and aim to start shipping next week. There continues to be a backlog of Specialty Services orders resulting in a delay of several weeks. To the extent possible, containers will be expedited from port to mitigate the delays.

### **Reminders**

**Reconciliation of payments:** To support reconciliation efforts, we've outlined different approaches to access payment and PO information depending on when the order was placed.

- **For orders placed April 1 onwards**, all order details can be found in Gateway. When an invoice is queried, the PO number can be found under the PO number field, which can be used to query order details within Gateway. The exception to this is deliveries made directly from source to LCBO retail stores. Details of payment are available in Gateway but cannot be downloaded. The process remains the same as our legacy systems where details of the receival can be found on an invoice level including LCBO store number, item number, case cost, and case quantity. Improvements are expected later this year.
- **For orders prior to April 1**, PO numbers for each payment can usually be found in the reference field on your payment advice, however we are aware that in some cases the PO field is not populating and are working on a resolution. Should this be the case, you can login to Gateway to reconcile payments with POs.

For direct deliveries from source to LCBO retail stores, the details for these orders are only available via Accounts Payable ([accounts.payable@lcbo.com](mailto:accounts.payable@lcbo.com)). Copies of chargeback invoices dated up to March 31 can also only be retrieved by Accounts Payable.

If you need additional questions or clarification after reviewing Gateway, you can contact [accounts.payable@lcbo.com](mailto:accounts.payable@lcbo.com).

**Expanded product details:** Additional product information for all newly-approved product submissions are temporarily being collected via an online form (separate from NISS). We recognize that collecting expanded product details from suppliers often requires multiple follow-ups from LCBO to validate and confirm accuracy, which may add to timelines. As a reminder, to help you prepare and gather the additional product information in advance of filling out the form, please refer to the [reference guide](#).

**LCBO Gateway access:** Everyone who initially requested LCBO Gateway access has now been granted access. There continues to be a large number of requests to change the type of access – this can include access to see a particular vendor or a change from read to write access (for example). We are working through these requests on an ongoing basis, and we thank you for your patience.

**Carrier visibility:** As part of our transition to SAP, and move to align functionality with industry standards, vendors do not have visibility into assigned carriers within LCBO Gateway at the time of PO issuance. LCBO engages suppliers and logistics providers separately, and the carrier will contact suppliers for scheduling. We appreciate that this change is creating some initial concern about delays, particularly when new carriers are involved and onboarding/setup is required. Our expectation is that as we work past launch considerations, this will become a much smoother process.

**Bulk Purchase Order (PO) confirmations/downloads in LCBO Gateway:** We continue to work on a solution to enable bulk upload/download of POs within LCBO Gateway and streamline the confirmation process. More information will be shared on timing as able.