

LCBO

The following document provides frequently asked questions by suppliers related to the Future State Modernization changes.

For more information, visit the dedicated page on doingbusinesswithlcbo.com

For all LCBO Gateway-related questions visit the [LCBO Gateway](https://doingbusinesswithlcbo.com) page on doingbusinesswithlcbo.com.

Will there be any changes to the process or system used for submitting price changes?

Not at this time.

Can we expect a large load of inventory prior to the FSM transition, or alternatively, can we expect returns of excess product on hand?

We are flowing inventory earlier to stores and expect our grocery and convenience customers to order earlier than usual to accommodate the transition.

Will the LCBO warehouses be closed for shipments to LCBO, Grocery, TBS and Convenience at any time and if so, when during the implementation of FSM?

LCBO RSCs will not be shipping products between March 28 and March 31. Order fulfillment (LCBO Retail Stores, B2B and B2C) will restart as early as April 1. LCBO Depots will not be shipping products as part of regular process between March 28 and March 31, however, they will be shipping products during this time (regular business days) as part of alternative ordering process to serve eligible customers.

Will the changes affect the way suppliers access SOD?

There will be no immediate changes to how you access sale of data (SOD) information.

Is any reporting going to be available the last week of March?

We are not anticipating any significant interruption to SOD or narrowcast reporting. More information will be provided in the coming weeks.

Will LCBO stores be closed during this transition?

No. Retail customers and hospitality licensees may continue to shop in store throughout March and beyond.

Should we expect 'missed orders'?

We are carefully planning this transition. In terms of support, your account team is a great place to start. There will be a dedicated support team for LCBO Gateway with enquiries submitted through the portal - more information will be shared as part of the Gateway training in the coming month.

Will the new system be able to use two different UPC/SCC codes against the same LCBO code without having to apply for a new SKU or change LCBO codes?

Multiple UPCs can be entered for a single product but only one UPC code can be active at any one time.