

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

As a non-domestic vendor on the DDVP program, does anything change for us in respect to processing orders for LCBO stores apart from the new platform?

No, you will simply receive orders via LCBO Gateway starting April 1, 2026. You should note that you will be required to acknowledge, confirm and submit ASNs (i.e. ship readiness) in LCBO Gateway.

With legacy systems such as iSupplier being replaced by LCBO Gateway, what is the cut-off date for using the current systems?

These systems will be inaccessible after the last date indicated:

- DDVP – midnight on March 28; remains view only until March 31
- WebPO – the evening of March 27
- iSupplier – the evening of March 29; remains view only until March 31
- GMS – March 23 (6pm); remains view only until March 29
- IMS – the evening of March 26

Trade are encouraged to download POs before these dates, since completed/archived POs will not be available in the new system. Open POs will be migrated to LCBO Gateway.

Will there be a blackout period on GMS before LCBO Gateway is live? If yes, how long will it be?

You will be unable to place orders on GMS starting 6pm on March 23 in preparation for the transition to wholesale.lcbo.com. You can continue to view GMS information, update POs on shipment details and post ASNs until noon on March 28 when it will be offline. Any supplier adjustments must be submitted by April 9.

As an agent, will my sales be affected ahead of April 1?

Agents will be unable to transact in Elite. Opendock will accommodate order pick up until April 1.

Will suppliers have multiple user logins to LCBO Gateway?

Access is email based. Suppliers will be able to grant access to multiple users in LCBO Gateway, including agents if desired. Suppliers will decide whether users receive 'read access' (to view/download documentation, view updates/alerts, etc.) or 'write access' (all privileges of read access, plus the ability to acknowledge/decline POs, confirm POs, and submit ASNs). Suppliers will manage this access using the 'Support Request' app within LCBO Gateway. Agents with both read and write access will require two email addresses to access Gateway; more information will be provided as part of training.

When is LCBO Gateway training?

You can expect to receive training in early March. Ensure you are subscribed to trade updates, and check this page for details.

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.

When is the last date to submit any changes to product or pricing during the transition?

Please submit any changes to product or pricing, including product SKUs, product descriptions, and price quotes, by February 23.

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.

As a U.S. supplier, will I have access to LCBO Gateway in April?

If and when you are able to resume sales in Ontario, we will reach out with access and training information so you can view and action POs, payments and invoices.

Will I have to request access to LCBO Gateway?

We are currently reviewing existing user access and will assign LCBO Gateway access based on your current permissions wherever possible. Please ensure you review all access permissions in all legacy systems prior to February 23.