

LCBO

LCBO Gateway

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 December 28.

With legacy systems such as iSupplier being replaced by LCBO Gateway, what is the cut-off date for using the current systems? Will there be any concessions in "critical" situations?

The cut-off date for existing systems, including iSupplier, is midnight on December 27. Trade will be encouraged to download historical POs before this date, since they will not be available in the new system.

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

GMS can be used to place orders until 6pm on December 18th. After that, it will only be used for updating POs on shipment details and post ASNs until December 24th at noon. Following that, the system will be available until December 27th for reference and to download documents. GSM will no longer be available to users as of December 28.

Will suppliers have multiple user log ins to LCBO Gateway that can be shared across our various teams?

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.

When is LCBO Gateway training?

You can expect to receive training in mid-to-late November. 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.

Data and order freezes

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 - timing of the demand shift is four weeks earlier.

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 warehouses will not be shipping products between December 24 (noon) and December 28. Store fulfillment will restart as early as December 29 and B2B/B2C fulfillment will restart as early as January 1. No shipments will be able to flow through LCBO warehouses between December 24 and 28.

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 December? Will inventory reporting be available the week of Dec 29?

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

Will freight filing of Nov 10th be postponed to Nov 20th?

The LAFR deadline date of November 10th has been extended to November 20th. The quote effective date is December 8th to align with the LAFR change date.

When is the last payment run in December? And what due date is being paid up to?

The last payment value date will be December 24 (settlement date) for applicable transactions. The pay through date is yet to be finalized.

Will LCBO stores be closed during this transition?

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