



WebPO Manual

LCBO

LCBO

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INTRODUCTION

WebPO is an efficient means to receive, confirm, request changes and indicate ready to ship for all LCBO Purchase Orders. This system provides comprehensive purchase order visibility to LCBO Vendors.

ROLE OF VENDOR

Vendors:

- Appoint a Vendor Administrator who must be an authorized representative
- Confirm receipt of the PO in WebPO within two (2) Business Days of LCBO's issuance of the PO
- Confirm the Purchase Order as Ready to Ship through WebPO or EDI on or before the Scheduled Ship Date or the end of the Vendor Prep Time (Scheduled Arrival Date minus the Transportation Lead Time).
- Request changes to ship/arrival dates or quantities
- Comply with LCBO Vendor Performance Program Guidelines (including Order Confirmation, Ready to Ship Confirmation and On-Time In-Full (OTIF) KPIs).

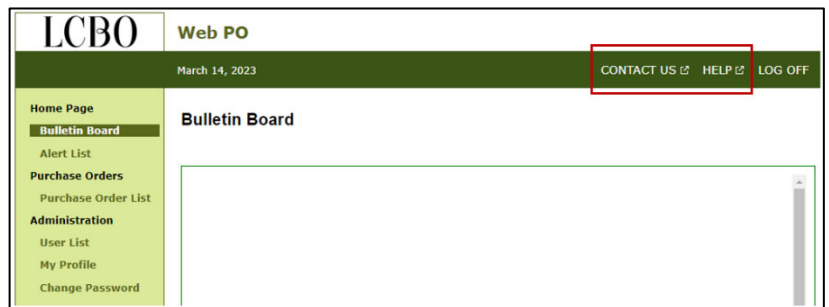
Vendor Administrator:

- Set-up, assign permissions and maintain additional WebPO users associated with that Vendor
 - *Read only (R/O)* grants a user the ability to read and print the details of a PO
 - *Read/write (R/W)* grants a user the ability to request changes and update POs
- By designating an authorized representative as an Administrator for WebPO, a Vendor explicitly consents to execute agreements solely by electronic transmission.

NEED HELP?

HELP - Clicking *HELP* on the toolbar on any screen displays help topics.

CONTACT US - Clicking *CONTACT US* on the toolbar on any screen displays contact information.



HOW TO LOGIN TO WEBPO—FIRST TIME USERS

To request access to WebPO, go to Doing Business with LCBO [TPAR Access](#)

Once approved for access to WebPO, you will receive two emails titled “LCBO WebPO-New Account”.

- An email to indicate success and provide URL address and username.
- An email to provide a temporary password, which you must change as soon as you log in.

How to log in:

Click the URL provided from the LCBO email. The ‘Welcome to WEBPO Portal’ screen appears.

Enter your *User Name* and *Password* provided by the LCBO.

Click **LOGIN**. A pop-up box will show the Terms and Conditions for Access to Trading Partner Web-Based Applications. You must scroll through the entire **TERMS AND CONDITIONS** before you are able to select “I Agree”. Then click **PROCEED**. You will be prompted to change your password.

The screenshot shows the 'Welcome to Web PO Portal' page. At the top left is the LCBO logo, and at the top right is the text 'Welcome to Web PO Portal'. Below this is an image of a person's hand holding a document labeled 'Purchase Order' in front of a laptop. Underneath the image are two input fields: 'User Name: *' and 'Password: *'. Below the password field is a green 'LOGIN' button and a blue link for 'Forgot password?'. At the bottom of the page, it says 'For Technical Support, please contact 1-866-284-8311.'

The screenshot shows a pop-up box titled 'TERMS AND CONDITIONS FOR ACCESS TO TRADING PARTNER WEB BASED APPLICATIONS'. The text inside explains that the terms govern the use of LCBO Trading Partner Web-Based Applications, including NISS, MPTS, and WebPO. It defines 'Trading Partner' and 'User'. Below the text, it says 'A. Terms and Conditions Applicable to Every Application'. At the bottom, there are two radio buttons: 'I agree' and 'I do not agree'. Below the radio buttons are two green buttons: 'PROCEED' and 'CANCEL'.

CHANGE PASSWORD (FIRST-TIME USERS)

Enter *Old Password*.

Enter *New Password*.

Enter *New Password* again to confirm.

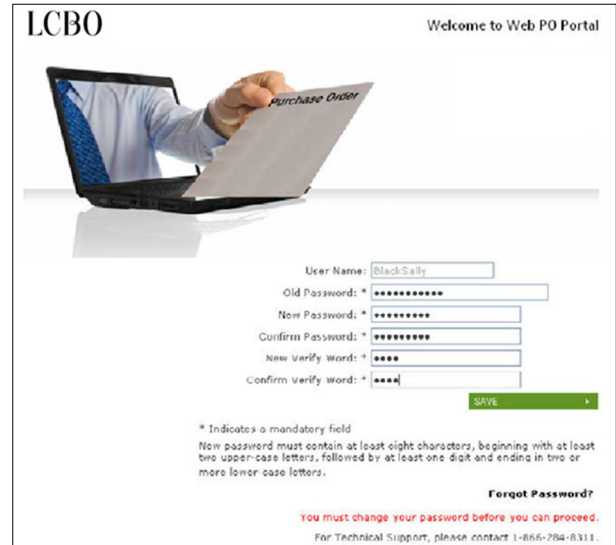
Enter *New Verify Word*. (Keep in a safe place - this is used in case of forgotten password).

Enter *New Verify Word* again to confirm.

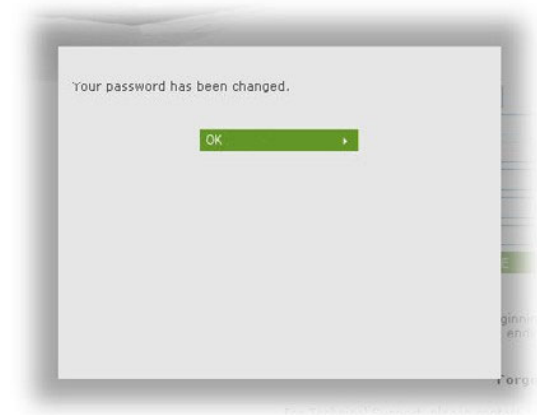
Click *SAVE*.

TIP: New password must contain at least eight characters, beginning with at least two upper-case letters, followed by at least one digit and ending in two or more lower-case letters.

If password change is successful, a pop-up box appears stating 'Your password has been changed'. Click *OK*.



The screenshot shows the LCBO Web PO Portal interface. At the top left is the LCBO logo, and at the top right is the text 'Welcome to Web PO Portal'. Below this is a header image of a person's hands holding a laptop and a document labeled 'Purchase Order'. The main content area contains a form with the following fields: 'User Name:' with the value 'BlackSally', 'Old Password: *' with masked characters, 'New Password: *' with masked characters, 'Confirm Password: *' with masked characters, 'New Verify word: *' with masked characters, and 'Confirm Verify word: *' with masked characters. A green 'SAVE' button is located to the right of the 'Confirm Verify word' field. Below the form, there is a note: '* Indicates a mandatory field. New password must contain at least eight characters, beginning with at least two upper-case letters, followed by at least one digit and ending in two or more lower case letters.' To the right of this note is a link for 'Forgot Password?'. At the bottom of the form area, there is a red error message: 'You must change your password before you can proceed.' and a note: 'For Technical Support, please contact 1-866-794-8311.'



FORGOT PASSWORD


After clicking *Forgot Password?* from the main login screen, a '*Forgot Password*' pop-up box will appear.

Enter your *Verification Word*. Click *PROCEED*.



The screenshot shows a web browser window with the URL <http://webposat.qlozitek.com>. The page title is "Forgot Password - Microsoft Int...". The main heading is "Forgot Password". Below the heading, it says "Forgotten your Web PO account password?". There are two input fields: "User Name *" with a placeholder "[E-MAIL ADDRESS]" and "Verification Word *". A green "PROCEED" button is to the right of the "Verification Word" field. A note at the bottom states "* indicates a mandatory field". The browser's status bar shows "Done" and "Internet".

If *Verification Word* is accurate a pop-up box will inform you that an email containing your new password has been emailed to the address provided when you applied for access to WebPO. Click *OK* to acknowledge receipt of your new password. After clicking *OK*, you will be taken to another screen to change your password.



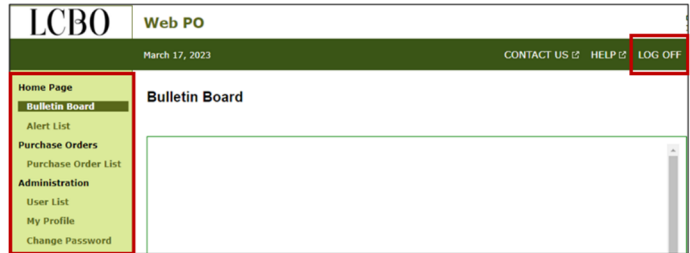
The screenshot shows a confirmation pop-up box over the "Forgot Password" form. The message reads: "An email message containing your new password has been sent to the address on file." A green "OK" button is centered in the pop-up. The background form is dimmed. The browser's status bar shows "Done" and "Internet".

NAVIGATION & SCREEN BASICS

After logging in, the Bulletin Board will be displayed. Important announcements are displayed here.

You can navigate through the site using the standard menu found on the left-hand side on every screen.

To Log off, click **LOG OFF**, at the top righthand corner of any screen, to log off.



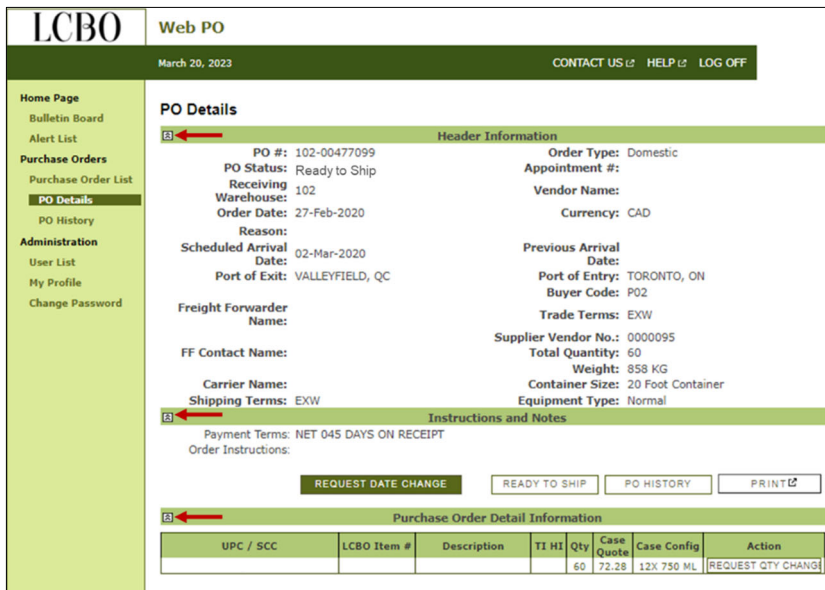
Once logged in, if inactive for more than 20 minutes, the system will automatically logoff. You can sign in again if required.

All dates are shown in a **day-month-year** format, with day being a 2 digit numeric, month being a 3 letter alpha, and year being a 4 digit numeric (e.g. 01-Jan-2009).

Times are shown in a 24-hour format, as hh:mm (e.g., 13:15, 09:30).

VIEWING INFORMATION NOT SHOWN ON THE SCREEN

The amount of detail that comes with a purchase order may not all fit on your computer screen. To accommodate all the information, a feature called Collapsing Panels will help negotiate this challenge. In figure below, notice the two up *carets* and one down *caret* on the left side of each light green header. Clicking these icons will either collapse or expand the respective sections. An up *caret* collapses a view and a down *caret* expands a view.



UPDATING YOUR PROFILE

Click *My Profile* in the menu bar.

You can edit:

- First Name
- Middle Name
- Last Name
- Email address
- Telephone number
- Verification word
- Indicate if user is to receive system alerts

Click *SAVE*.

Once saved, a pop-up box will appear.
To proceed, click *OK*.

The screenshot shows the 'My Profile' page in the LCBO Web PO system. The page has a green header with the LCBO logo and 'Web PO' text. Below the header is a navigation menu on the left with options like 'Home Page', 'Bulletin Board', 'Alert List', 'Purchase Orders', 'Administration', and 'My Profile' (which is highlighted). The main content area is titled 'My Profile' and contains a form with various fields for user information. The form includes a 'Verify Word' field, a 'User ID' field, and checkboxes for 'User receives alerts' and 'Active'. At the bottom of the form are 'SAVE' and 'CANCEL' buttons.



CHANGE YOUR PASSWORD

Click *Change Password* in the menu bar.

Enter *Old Password*.

Enter *New Password*.

Enter New Password again to confirm.

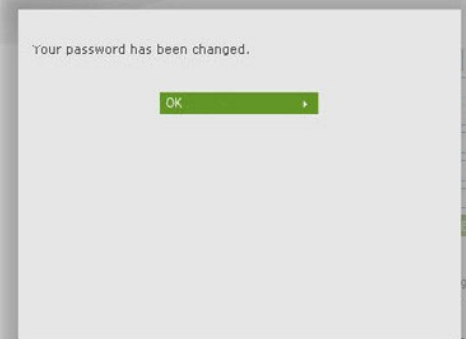
Click *SAVE*.

A pop-up box will indicate password has been changed.

To proceed, click *OK*.

TIP: New password must contain at least eight characters, beginning with at least two upper-case letters, followed by at least one digit and ending in two or more lower-case letters.

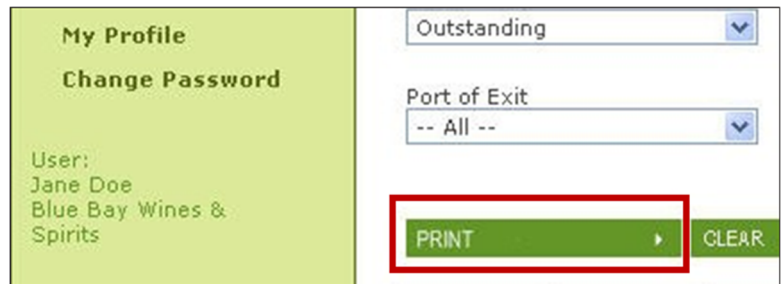
The screenshot shows the 'Change Password' form in the LCBO Web PO interface. The form is titled 'Change Password' and includes a navigation menu on the left with options like 'Home Page', 'Bulletin Board', 'Alert List', 'Purchase Orders', 'Administration', 'User List', 'My Profile', and 'Change Password'. The main form area contains fields for 'Name', 'User ID', 'Old Password', 'New Password', and 'Confirm Password'. A 'SAVE' button is at the bottom. A note specifies password requirements: 'New password must contain at least eight characters, beginning with at least two upper-case letters, followed by at least one digit and ending in two or more lower-case letters.'



HOW TO PRINT

Many screens within WebPO offer the ability to print the data on the page. Locate *PRINT* on those pages which allow for printing data.

Click *PRINT* to print. This brings up the data being printed in a separate window.



The screenshot shows a user profile interface. On the left, a light green sidebar contains the text: "My Profile", "Change Password", and "User: Jane Doe Blue Bay Wines & Spirits". On the right, there are two dropdown menus: "Outstanding" (set to "Outstanding") and "Port of Exit" (set to "-- All --"). At the bottom right, there are two buttons: a green "PRINT" button with a right-pointing arrow, which is highlighted with a red rectangular box, and a smaller green "CLEAR" button.

ADMINISTRATION *(For Vendor Administrators only)*

This section helps the Vendor Administrator manage administrative functions, including:

- Set up new users
- Assign read/write or read-only capability
- Assign ability to receive alerts
- Find all existing users associated with the Vendor Administrator's organization
- Reset a user's password
- Activate and deactivate users
- Delete users

ROLE OF THE VENDOR ADMINISTRATOR

Each Vendor number requires at least one Vendor Administrator. The Administrator must be an authorized Vendor representative. The Administrator is responsible for set-up and maintenance of users within their organization. By designating an authorized representative as an Administrator for WebPO, a Vendor expressly consents to execute agreements solely by electronic transmission.

TIP: Use a generic email, so it doesn't need to be updated as personnel change.

There are two types of access available to users:

1. **Read-Write (R/W) access:** grants permission to users to read, request changes, confirm purchase orders and confirm Ready to Ship. This should only be assigned to users within your organization that are able to legally bind the Vendor and execute agreements on behalf of the Vendor.
2. **Read-Only (R/O) access:** grants permission to users to view purchase order information and print.

NOTE: A Vendor Administrator may grant permission to an Agent. It is recommended that this access is Read-Only (R/O)

Click *User List* in the menu bar. **Only a Vendor Administrator can see this heading on the menu bar.** The User List screen appears. This screen is used for setting up new users and searching for or editing existing user information.

Click **NEW USER** at the bottom of the screen.

The screenshot shows the 'User List' page in the LCBO Web PO system. The left sidebar contains navigation links: Home Page, Bulletin Board, Alert List, Purchase Orders, Purchase Order List, Administration (highlighted), User List (highlighted), My Profile, and Change Password. The main content area has a search form with fields for Organization Type (Vendor), Group (Vendor Admin), Organization, and User Name, along with a SEARCH button. At the bottom, a 'NEW USER' button is highlighted with a red box.

The User Profile screen appears. Enter new user's information.

Mandatory fields are noted with an asterisk.

If new user is to receive alerts, check box.

ALERTS - If a Vendor Administrator is the only user registered, the Vendor Administrator must check the *User Receives Alerts* box, as there must be at least one user to receive alerts.

ACTIVE – the Vendor Administrator must ensure the *Active* box is checked. A tick means the user is active. A Vendor Administrator can use this field to either revoke or re-instate a user's access.

The screenshot shows the 'User Profile' page in the LCBO Web PO system. The left sidebar is identical to the previous screen. The main content area contains a form for entering user details. Fields include Organization Type (Vendor), First Name, Last Name, E-mail, Telephone, Group (Vendor Admin), and User ID. There are also fields for Organization, Middle Name, Language (English), and Confirm Email. A 'User receives alerts' checkbox is checked. At the bottom, a 'SAVE' button is highlighted with a red box, and a 'CANCEL' button is also visible.

Click **SAVE**. A pop-up box appears informing the Vendor Administrator that the new user account was created, and that an email has been sent to the new user. The system sends new users an e-mail which provides them their *User ID* and a second email with a temporary password when they first log in.

Click **OK**.

NOTE: The *Cancel* button allows the Vendor Administrator to abandon any changes to the user record. Once clicked, it returns the administrator to the *User List* screen.

SEARCH FOR EXISTING USER INFORMATION

Click *User List* in the menu bar. **Only a Vendor Administrator can see this heading on the menu bar.** The *User List* screen appears. This screen is used for setting up new users and searching for or editing existing user information.

Select the group from the *Group* drop-down menu.

Enter the name or part of the name in the *User Name* field.

NOTE:

- Entering “Jo” could find users with names: Joe Smith, Anjo Peters, etc.
- If nothing is entered into the *User Name* field, search will provide a list of all users
- The *Organization Type* and *Organization* fields are pre-selected with no options to perform.

Click the *Search* button. The Search results screen appears with a list of users.

Click the desired user name within the results screen. The system will display the *User Profile* screen for that user, ready for editing.

LCBO Web PO

March 17, 2023 CONTACT US HELP LOG OFF

User List

Organization Type: Vendor

Group: Vendor Admin

Organization: DIAGEO CANADA INC. 1

User Name:

SEARCH

NEW USER

LCBO Web PO

March 20, 2023 CONTACT US HELP LOG OFF

User List

Organization Type: Vendor

Group: Vendor Admin

Organization:

User Name: John

SEARCH

Name	Login ID	Group	Active
John Doe	Admin004	Vendor Admin	Yes

NEW USER

LCBO Web PO

March 20, 2023 CONTACT US HELP LOG OFF

User Profile

* Indicates a required field:

Organization Type: Vendor

Organization: Blue Bay Wines & Spirits

First Name: * John

Middle Name:

Last Name: * Smith

Language: * English

E-mail: * john.smith@supplier.com

Confirm Email: john.smith@supplier.com

Telephone: 111-222-3333

Fax:

Group: * Vendor R/W User

User ID: SmithJohn

User receives alerts:

Active:

SAVE CANCEL DELETE

RESET PASSWORD

EDIT EXISTING USER INFORMATION

From the *User Profile* screen, click within the particular user field box you wish to edit.

Mandatory fields are noted with an asterisk.

The assigned *User ID* is shown (greyed out) but is disabled so it can't be changed. This is the ID that a user uses to login to WebPO.

If the user is to receive alerts, *User receive alerts* must be checked. A list of the various alerts and their definitions can be found in the last section of this Manual.

The screenshot displays the 'User Profile' page in the LCBO Web PO system. The page includes a navigation sidebar on the left and a main content area. The main content area contains the following fields and controls:

- Organization Type:** * (Mandatory field, dropdown menu)
- Organization:** (Dropdown menu, currently set to 'Blue Bay Wines & Spirits')
- Middle Name:** (Text input field)
- Language:** * (Mandatory field, dropdown menu, currently set to 'English')
- Confirm Email:** (Text input field, currently containing 'john.smith@supplier.com')
- Fax:** (Text input field)
- First Name:** * (Mandatory field, text input field, containing 'John')
- Last Name:** * (Mandatory field, text input field, containing 'Smith')
- E-mail:** * (Mandatory field, text input field, containing 'john.smith@supplier.com')
- Telephone:** (Text input field, containing '111-222-3333')
- Group:** * (Mandatory field, dropdown menu, currently set to 'Vendor R/W User')
- User ID:** (Text input field, containing 'SmithJohn', greyed out)
- User receives alerts:** (Checked checkbox)
- Active:** (Checked checkbox)
- Buttons:** SAVE, CANCEL, DELETE, RESET PASSWORD

The *Active* check-box indicates whether the user is an active user or not. A check-mark means user is active; no check-mark means user is inactive. An administrator can use this field to revoke or re-instate a user on the system.

Select one of the following options at the bottom of the page:

- Click *Save* to retain edited or revised data;
- Click *Cancel* to abandon any changes to the user record;
- Click *Delete* to remove a user's profile completely from WebPO. Click *OK* in the pop-up box to confirm the delete request; OR
- Click *RESET PASSWORD* to reset a user's password. If clicked, users will be notified via e-mail of their new password, then they will have to change this password and create a new one.

VIEWING ALERTS

Alerts notify users of actions that have or have not been taken. They are to be viewed and after viewing must be closed.

Click *Alert List* in the menu bar

Select the appropriate filter *Open*, *Closed* or *All*, then click *APPLY*.

After viewing an *Open* alert, close the alert by clicking the *Closed* check-box, then clicking *CLOSE ALERT* button at the bottom.

Once you click the *CLOSE ALERT* button, a confirmation pop-up box appears. Click the *CLOSE ALERT* button to confirm. You will be returned to the *Alert List* screen.

NOTE: You can also *CLOSE ALL ALERTS*.

LCBO Web PO
March 20, 2023 CONTACT US HELP LOG OFF

Home Page
Bulletin Board
Alert List
Purchase Orders
Purchase Order List
Administration
User List
My Profile
Change Password

Alert List

Filter: Open Closed All **APPLY**

Subject	Alert Date	PO Number	Buyer	Vendor	Carrier	Closed
Cancelled PO	30 Jun 2016 10:51:47	103-00307307	P02			<input type="checkbox"/>
Cancelled PO	12 Jul 2016 16:28:33	102-00309244	P02			<input type="checkbox"/>
Cancelled PO	21 Jul 2016 10:17:17	102-00310357	P02			<input type="checkbox"/>
Cancelled PO	17 Aug 2016 17:14:45	101-00313768	P10			<input type="checkbox"/>
Cancelled PO	19 Aug 2016 21:41:44	103-00314759	P02			<input type="checkbox"/>
Cancelled PO	19 Aug 2016 21:42:23	102-00314772	P02			<input type="checkbox"/>
Cancelled PO	22 Aug 2016 10:14:04	102-00314772	P02			<input type="checkbox"/>
Cancelled PO	23 Aug 2016 17:15:04	103-00314773	P02			<input type="checkbox"/>
Cancelled PO	25 Aug 2016 13:16:49	103-00314773	P02			<input type="checkbox"/>
Cancelled PO	29 Sep 2016 12:24:52	101-00319632	P10			<input type="checkbox"/>
Cancelled PO	07 Oct 2016 12:12:09	103-00321480	P02			<input type="checkbox"/>
Cancelled PO	07 Oct 2016 12:12:23	103-00321481	P02			<input type="checkbox"/>
Cancelled PO	12 Oct 2016 17:13:07	102-00321541	P02			<input type="checkbox"/>
Cancelled PO	21 Oct 2016 13:09:37	102-00322446	P02			<input type="checkbox"/>
Cancelled PO	21 Oct 2016 13:09:51	103-00322447	P02			<input type="checkbox"/>
Cancelled PO	21 Oct 2016 13:10:05	104-00322449	P02			<input type="checkbox"/>

Page << 1 2 3 4 5 >>

CLOSE ALERT **CLOSE ALL**

Are you sure you want to close the selected alert(s)?

CLOSE ALERT

CANCEL

PURCHASE ORDER LIST

The *Purchase Orders List* shows a list of all the POs of a given Vendor.

Click *Purchase Order List* in Menu Bar.

If the view exceeds the view on the screen, click *Next*, *Last* or the *page number(s)* of the screen(s) you wish to view.

The screenshot shows the LCBO Web PO interface. At the top, it says "Web PO" and "March 20, 2023". There are links for "CONTACT US", "HELP", and "LOG OFF". On the left is a menu bar with options: Home Page, Bulletin Board, Alert List, Purchase Orders (selected), Administration, User List, My Profile, and Change Password. The main area is titled "Purchase Order List" and contains search filters: PO Number, Date Type (Order Date), Date From (YYYY-MM-DD), Date To (YYYY-MM-DD), Status (Outstanding), Appointment #, Port of Exit (All), and Vendor. There are buttons for PRINT, RESET, and SEARCH. Below the filters is a table of purchase orders with columns: PO Number, Order Date, Ship Date, Arrival Date, Status, Vendor, Ship #, Ind/Term, Port Exit, Appl #, Rec. White, Action, History, Action, and History. The table lists several orders, including PO 0022999, PO 0003450, PO 0003636, PO 0003657, PO 0004999, PO 0002611, PO 0003412, PO 0003413, PO 0003414, and PO 0003417.

To Print a Purchase Orders List, click the *Print* button.

The screenshot shows the LCBO Web PO interface in print view. At the top, it says "Web PO" and "March 20, 2023". On the left is a menu bar with options: Home Page, Bulletin Board, Alert List, Purchase Orders (selected), Administration, User List, My Profile, and Change Password. The main area is titled "Purchase Order List" and shows a table of purchase orders. The table has columns: Selection Criteria, PO #, Order Date, Ship Date, Arrival Date, Status, Vendor, Rec. White, Appl #, and Rec. White. The table lists several orders, including PO 0022999, PO 0003450, PO 0003636, PO 0003657, PO 0004999, PO 0002611, PO 0003412, PO 0003413, PO 0003414, and PO 0003417. A red arrow points to the "PRINT" button in the top left corner of the table area.

VIEWING PURCHASE ORDER – SEARCH BY PO

Users can narrow their search for a specific purchase order(s) on the *Purchase Order List*.

Search By PO Number:

On the *Purchase Order List* screen, enter the purchase order number into the *PO Number* field and hit *SEARCH*.

NOTE: PO numbers consist of a 3 digit warehouse prefix, dash and string of 8 digits (e.g.,102-00012345).

The screenshot shows the LCBO Web PO interface. The top navigation bar includes the LCBO logo, the text 'Web PO', the date 'March 20, 2023', and links for 'CONTACT US', 'HELP', and 'LOG OFF'. A left-hand navigation menu lists options: Home Page, Bulletin Board, Alert List, Purchase Orders (highlighted), Purchase Order List (selected), Administration, User List, My Profile, and Change Password.

The main content area is titled 'Purchase Order List'. It features search filters: 'PO Number' (with a red arrow pointing to the input field), 'Date Type' (set to 'Order Date'), 'Date From' (YYYY-MM-DD), 'Date To' (YYYY-MM-DD), 'Status' (set to 'Outstanding'), 'Appointment #', 'Port of Exit' (set to 'All'), and 'Vendor'. Below the filters are 'PRINT', 'RESET', and 'SEARCH' buttons.

The search results are displayed in a table with the following columns: PO Number, Order Date, Ship Date, Arrival Date, Status, Vendor, Qty #, Part #, Part, Qty, Ret, Action, History, Action, and History. The table contains 12 rows of data, each representing a purchase order with its specific details and status.

PO Number	Order Date	Ship Date	Arrival Date	Status	Vendor	Qty #	Part #	Part	Qty	Ret	Action	History	Action	History
102-00025999	08 Dec 2009	05 Jan 2010		Change Requested	Blue Bay Spinto		F3094	F3094	102			PO HISTORY		
102-00034590	14 Jan 2010	25 Feb 2010		New	Blue Bay Spinto		F3094	F3094	102		CONFIRM	PO HISTORY	CONFIRM	PO HISTORY
102-00034596	14 Jan 2010	14 Jan 2010		New	Blue Bay Spinto		F3094	F3094	102		CONFIRM	PO HISTORY		
102-00034597	14 Jan 2010	14 Jan 2010		Revised	Blue Bay Spinto		F3094	F3094	102		CONFIRM	PO HISTORY		
102-00034599	14 Jan 2010	25 Feb 2010		New	Blue Bay Spinto		F3094	F3094	102		CONFIRM	PO HISTORY		
102-00034611	14 Jan 2010	25 Feb 2010		Revised	Blue Bay Spinto		F3094	F3094	102		CONFIRM	PO HISTORY		
102-00034612	14 Jan 2010	25 Feb 2010		Revised	Blue Bay Spinto		F3094	F3094	102		CONFIRM	PO HISTORY		
102-00034613	14 Jan 2010	25 Feb 2010		Revised	Blue Bay Spinto		F3094	F3094	102		CONFIRM	PO HISTORY		
102-00034614	14 Jan 2010	25 Feb 2010		Revised	Blue Bay Spinto		F3094	F3094	102		CONFIRM	PO HISTORY		
102-00034617	15 Jan 2010	26 Feb 2010		New	Blue Bay Spinto		F3094	F3094	102		CONFIRM	PO HISTORY		

VIEWING PURCHASE ORDER—SEARCH BY DATE

Date Type

On the *Purchase Order List* screen, select the Date Type:

Order Date (date the PO was created) is the default when referencing all POs.

Arrival Date (scheduled date of arrival at the LCBO warehouse) is used for referencing Canadian sourced POs

Ship Date (scheduled date for Vendors to ship product) is used for referencing non-Canadian sourced POs.

The screenshot shows the 'Purchase Order List' search form. The 'Date Type' dropdown menu is open, showing options: Order Date (selected), Ship Date, Arrival Date, and Appointment #. A red arrow points to the 'Order Date' option.

Date From & Date To

These fields work together with the *Date Type*. Enter specific dates or select a range in dates from the adjacent calendar.

The screenshot shows the 'Purchase Order List' search form. The 'Date From' and 'Date To' fields are highlighted with red arrows. The 'Date From' field contains 'YYYY-MM-DD' and the 'Date To' field contains 'YYYY-MM-DD'.

VIEWING PURCHASE ORDER – SEARCH BY STATUS

Status – There are 10 status types.

The default *Status* is *Outstanding*.

The screenshot shows the 'Purchase Order List' search interface. The 'Status' dropdown menu is open, displaying the following options: Outstanding, -- All --, Cancelled, Change Rejected, Confirmed, New, Picked-Up, Ready to Ship, Received, Revised, Waiting on LCBO, and Waiting on Vendor. The 'Outstanding' option is highlighted with a red arrow.

See the descriptions of the Statuses.

STATUS	DESCRIPTION
<i>Cancelled</i>	LCBO has cancelled the PO.
<i>Change Rejected</i>	LCBO has rejected the Vendor change request.
<i>Confirmed</i>	Vendor has Confirmed the PO. Once viewed in WebPO, status automatically changes to Waiting on Vendor
<i>New</i>	LCBO has submitted a PO and the Vendor has not yet Confirmed receipt of the order in WebPO.
<i>Picked-up</i>	PO goods have changed possession from vendor to transporter.
<i>Ready To Ship</i>	Vendor has confirmed order is Ready to Ship.
<i>Received</i>	Order is received at the LCBO warehouse.
<i>Revised</i>	LCBO has revised a PO. Once viewed in WebPO, status automatically changes to whatever the previous status was.
<i>Waiting on LCBO</i>	Vendor has submitted a change request and is waiting for LCBO to accept and re-issue/reject.
<i>Waiting on Vendor</i>	Vendor action is required (to confirm a PO, to confirm Ready to Ship, etc.).

NOTE:

Searching by Appointment Number is currently not available.

Searching by Port of Exit – Select All or a particular Port from drop-down menu.

VIEWING SEARCH RESULTS

After clicking *Search*, if the results are not what was intended, start over by clicking *RESET*, which will return you to the default screen.

NOTE:

If a line item is highlighted in pink, this indicates the PO is cancelled.

If the search results produce no purchase orders, check the drop-down menus to see if the search settings are what you want.

The screenshot shows the LCBO Web PO interface. At the top, it says "LCBO Web PO" and "March 20, 2023". There are links for "CONTACT US", "HELP", and "LOG OFF". On the left, there is a navigation menu with options like "Home Page", "Bulletin Board", "Alert List", "Purchase Orders", "Purchase Order List", "Administration", "User List", "My Profile", and "Change Password". The main area is titled "Purchase Order List" and contains search filters for "Date From" (10-Jan-2010), "Date To" (14-Jan-2019), "Status" (All), and "Vendor" (Blue Jay Wines & Spirits - 0002465). Below the filters is a table of purchase orders. One row is highlighted in pink, indicating it is cancelled. A red arrow points to this row with the label "Cancelled".

PO Number	Order Date	Ship Date	Arrival Date	Status	Vendor	Ship N. Preference	Part #	Appt #	Est. W/Invt	Action	History
002-00006995	14 Jan 2010	25 Feb 2010		New	Blue Jay Wines & Spirits	FCB	F3094	102	CONFIRM	PO HISTORY	
002-00006996	14 Jan 2010	14 Jan 2010		New	Blue Jay Wines & Spirits	FCB	F3094	102	CONFIRM	PO HISTORY	
002-00006997	14 Jan 2010	14 Jan 2010		Revised	Blue Jay Wines & Spirits	FCB	F3094	102	CONFIRM	PO HISTORY	
002-00006998	14 Jan 2010	17 Jan 2010		Cancelled	Blue Jay Wines & Spirits	FCB	F3094	102	CONFIRM	PO HISTORY	
002-00006999	14 Jan 2010	25 Feb 2010		New	Blue Jay Wines & Spirits	FCB	F3094	102	CONFIRM	PO HISTORY	
002-00006411	14 Jan 2010	25 Feb 2010		Revised	Blue Jay Wines & Spirits	FCB	F3094	102	CONFIRM	PO HISTORY	

VIEWING PO HISTORY

From the *Purchase Order List* users can view the complete history of a purchase order by clicking *PO History* adjacent to the applicable purchase order on the list.

LCBO Web PO
March 20, 2023 CONTACT US HELP LOG OFF

Purchase Order List

PO Number: Date Type: Order Date

Date From: 10-Jan-2010 Date To: 16-Jan-2010

Status: -- All -- Appointment #

Port of Exit: -- All -- Vendor: Blue Day Wines & Spirits - 0002455

PRINT RESET SEARCH

PO Number	Order Date	Ship Date	Arrival Date	Status	Vendor	Ship & Trn Terms	Part Cat	Appt #	Rec Whse	Action	History
102-00036595	14 Jan 2010	25 Feb 2010		Rev	Blue Day Wines & Spirits	FOB	F3094	102	CONFIRM	PO HISTORY	
102-00036596	14 Jan 2010	14 Jan 2010		Rev	Blue Day Wines & Spirits	FOB	F3094	102	CONFIRM	PO HISTORY	
102-00036597	14 Jan 2010	14 Jan 2010		Revised	Blue Day Wines & Spirits	FOB	F3094	102	CONFIRM	PO HISTORY	

The *PO History* screen provides the purchase order's current status (see the PO status field), and all the statuses and changes in the lifecycle of the purchase order.

PO details are listed in descending order of transaction date.

NOTE: You can *PRINT* the entire transaction history (includes subsequent pages not visible on the screen).

LCBO Web PO
March 20, 2023 CONTACT US HELP LOG OFF

PO History

PO #: 102-00036595 Order Date: 14-Jan-2010

PO Status: Ready to Ship

PRINT

PO Changes and Change Requests

Order Date	Ship Date	Status	Transaction Date	Transaction Type
14-Jan-2010	25-Feb-2010	Ready to Ship	14/01/2010 3:45:55 PM	Current Version of PO

PO Status History

Status	Transaction Date
Ready to Ship	15/01/2010 3:56:09 PM
Confirmed	15/01/2010 2:12:41 PM
Now	14/01/2010 3:45:56 PM

VIEWING PURCHASE ORDER DETAILS

From the *Purchase Order List* screen, click on any PO number and the *PO Details* screen for the selected PO appears.

From the *PO Details* screen you can perform a number of actions:

- **CONFIRM** a PO
- Confirm *Ready to Ship*
- **REQUEST DATE CHANGE**
- **REQUEST QTY CHANGE**

LCBO Web PO
March 20, 2023 CONTACT US HELP LOG OFF

Purchase Order List

PO Number: Date Type:

Date From: Date To:

Status: Appointment #:

Port of Exit: Vendor:

PO Number	Order Date	Ship Date	Arrival Date	Status	Vendor	Ship & Inst Terms	Part	Appt #	Rec	Action	History	Action	History
102-00029999	08 Dec 2009	05 Jan 2010		Change Requested	Blue Bay	FOB	F2094	102			PO HISTORY		
102-00036595	14 Jan 2010	25 Feb 2010		New	Blue Bay	FOB	F2094	102		CONFIRM	PO HISTORY	CONFIRM	PO HISTORY

LCBO Web PO
March 20, 2023 CONTACT US HELP LOG OFF

PO Details

Header Information

PO #: 102-00278699 Order Type: Domestic
 PO Status: Confirmed Appointment #:
 Receiving Warehouse: 102 Vendor Name:
 Order Date: 12-May-2016 Currency: CAD
 Reason: Previous Arrival Date:
 Scheduled Arrival Date: 18-May-2016 Port of Entry: TORONTO, ON
 Port of Exit: MISSISSAUGA, ON Buyer Code: P02
 Freight Forwarder Name: Trade Terms: EXW
 Supplier Vendor No.:
 FF Contact Name: Total Quantity: 1560
 Carrier Name: Weight: 2121600 KG
 Shipping Terms: EXW Container Size: 53 Foot Truck
 Equipment Type: Normal

Instructions and Notes

Payment Terms: NET 030 DAYS ON RECEIPT
 Order Instructions:

Purchase Order Detail Information

UPC / SCC	LCBO Item #	Description	TI HI	Qty	Case Quote	Case Config	Action
082000776823 / 10082000776847	0447722		010X006	1560	24.63	00006X 1320 ML	REQUEST QTY CHANGE

HOW TO CONFIRM A PURCHASE ORDER

All purchase orders must be confirmed within two (2) Business Days of being issued by the LCBO. Only Vendor Administrators and users with Read/Write can do this.

If a PO has not been confirmed within two (2) Business Days of being issued by the LCBO, an *Alert* is emailed to the Vendor every day until the Vendor confirms the PO.

To decline or cancel an order, you must first confirm the receipt of the PO. Then, request to change the quantity to zero (0). If you are declining the order because you don't agree with the Terms and Conditions, in the *Reason* drop down menu select "Other" then type "Not agreeing with PO T&Cs". See the detailed steps on "HOW TO REQUEST A QUANTITY CHANGE."

Click on the *Purchase Order List* from the main menu. Then click the *CONFIRM* button to confirm a PO.

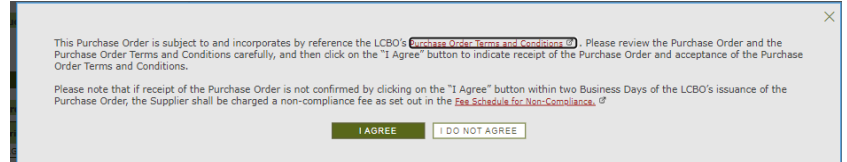
The screenshot shows the 'Purchase Order List' interface. At the top, there are search filters for PO Number (00511403), Date Type (Order Date), Date From, Date To, Status (Outstanding), and Port of Exit. Below the filters are buttons for PRINT, RESET, and SEARCH. The main table lists several POs. The PO with number 102-00511294 is highlighted, and its 'Action' column contains a 'CONFIRM' button, which is circled in red with an arrow pointing to it.

To confirm a PO from within the *PO Details* screen, click the *CONFIRM* button.

The screenshot shows the 'PO Details' interface. It includes a 'Header Information' section with fields for PO #, PO Status, Receiving Warehouse, Order Date, Reason, Scheduled Arrival Date, Port of Exit, Freight Forwarder Name, FF Contact Name, Carrier Name, Shipping Terms, Order Type, Appointment #, Vendor Name, Currency, Previous Arrival Date, Port of Entry, Buyer Code, Trade Terms, Supplier Vendor No., Total Quantity, Weight, Container Size, and Equipment Type. Below this is the 'Instructions and Notes' section, which contains a 'CONFIRM' button highlighted with a red arrow. At the bottom, there is a 'Purchase Order Detail Information' table with columns for UPC / SCC, LCBO Item #, Description, TI HI, Qty, Case Quote, Case Config, and Action.

HOW TO CONFIRM A PURCHASE ORDER

Once you Confirm the PO, a pop-up box appears.



By selecting *I AGREE*, the PO Status changes to *Confirmed*. Once confirmed, the Purchase Order List screen will show a status of Confirmed and an Action of Ready to Ship.

PO Number	Order Date	Ship Date	Arrival Date	Status	Vendor	Shp & TrdTerms	Port Exit	Appt #	Rec Whse	Action	History
102-00036595	14 Jan 2010	25 Feb 2010		Confirmed	Blue Bay Wines & Spirits	FOB FOB	F3094		102	READY TO SHIP	PO HISTORY

By selecting *I DO NOT AGREE*, the PO Status stays in *Waiting on Vendor* and the PO is at risk of a handling and administration fee, if not confirmed within two (2) Business Days of being issued by the LCBO.

HOW TO CONFIRM READY TO SHIP

All purchase orders must be confirmed as Ready to Ship. Only Vendor Administrators and users with Read/Write can do this.

On the PO Details Screen, first ensure the PO has been Confirmed. Only after it has been confirmed will the *Ready to Ship* button be available.

For Import orders, there will be a “Scheduled Ship Date” listed, users must confirm by pressing “Ready to Ship” on or before the “Scheduled Ship Date”. Click the *Ready to Ship* button when the order has been prepared and is ready to be shipped.

For Domestic orders, there will be a “Scheduled Arrival Date” listed, users must confirm by pressing “Ready to Ship” on or before the Scheduled Ship Date or the end of the Vendor Prep Time (Scheduled Arrival Date minus the Transportation Lead Time). Click the *Ready to Ship* button when the order has been prepared and is ready to be shipped.

Once clicked, the PO status will indicate *Ready to Ship*. The status cannot be reversed.

NOTE:

You can also confirm Ready to Ship from within the *PO List* screen.

Don't forget to also contact the carrier to make shipping arrangements.

LCBO Web PO
March 20, 2023 CONTACT US HELP LOG OFF

PO Details

Header Information

PO #: 102-00477099 Order Type: Domestic
 PO Status: Confirmed Appointment #:
 Receiving Warehouse: 102 Vendor Name:
 Order Date: 27-Feb-2020 Currency: CAD
 Reason: Previous Arrival Date:
 Scheduled Arrival Date: 02-Mar-2020 Port of Entry: TORONTO, ON
 Date: Port of Exit: VALLEYFIELD, QC Buyer Code: P02
 Freight Forwarder Name: Trade Terms: EXW
 Supplier Vendor No.: 0000095
 FF Contact Name: Total Quantity: 60
 Weight: 858 KG
 Carrier Name: Container Size: 20 Foot Container
 Shipping Terms: EXW Equipment Type: Normal

Instructions and Notes

Payment Terms: NET 045 DAYS ON RECEIPT
 Order Instructions:

REQUEST DATE CHANGE **READY TO SHIP** PO HISTORY PRINT

Purchase Order Detail Information

UPC / SCC	LCBO Item #	Description	TI	HI	Qty	Case	Case Config	Action
					60	72.28	12X 750 ML	REQUEST QTY CHANGE

LCBO Web PO
March 20, 2023 CONTACT US HELP LOG OFF

PO Details

Header Information

PO #: 102-00477099 Order Type: Domestic
 PO Status: Ready to Ship Appointment #:
 Receiving Warehouse: 102 Vendor Name:
 Order Date: 27-Feb-2020 Currency: CAD
 Reason: Previous Arrival Date:
 Scheduled Arrival Date: 02-Mar-2020 Port of Entry: TORONTO, ON
 Date: Port of Exit: VALLEYFIELD, QC Buyer Code: P02
 Freight Forwarder Name: Trade Terms: EXW
 Supplier Vendor No.: 0000095
 FF Contact Name: Total Quantity: 60
 Weight: 858 KG
 Carrier Name: Container Size: 20 Foot Container
 Shipping Terms: EXW Equipment Type: Normal

Instructions and Notes

Payment Terms: NET 045 DAYS ON RECEIPT
 Order Instructions:

REQUEST DATE CHANGE **READY TO SHIP** PO HISTORY PRINT

Purchase Order Detail Information

UPC / SCC	LCBO Item #	Description	TI	HI	Qty	Case	Case Config	Action
					60	72.28	12X 750 ML	REQUEST QTY CHANGE

LCBO Web PO
March 20, 2023 CONTACT US HELP LOG OFF

Purchase Order List

PO Number: 00511403 Date Type: Order Date
 Date From: YYYY-MM-DD Date To: YYYY-MM-DD
 Status: Outstanding Appointment #:
 Port of Exit: -- All -- Vendor:

PRINT RESET SEARCH

PO Number	Order Date	Ship Date	Arrival Date	Status	Vendor	Shp #	Port	Appt #	Rec	Action	History
102-00477099	27 Feb 2020		02 Mar 2020	Confirmed	EXW EXW	E1055			102	READY TO SHIP	PO HISTORY
102-00511294	26 Aug 2020		31 Aug 2020	New	EXW EXW	E1055	888276496		102	CONFIRM	PO HISTORY

HOW TO REQUEST A DATE CHANGE

Users can request a date change at any time after the user *Confirms* the receipt of the PO until the order is *Picked Up*, at which time the order is locked to the Vendor from further change requests.

Click *Purchase Order List* from the main menu; then click the desired purchase order line item to bring up its *PO Details* screen

Click *Request Date Change*.

A pop-up box appears.

After Clicking "*I AGREE*" the *Request Date Change* button disappears and the *Cancel Date Change* button appears. Also, the current *Ship/Arrival Date* is copied into the *Previous Ship/Arrival* field.

Select a proposed new date by clicking the *calendar* button adjacent to the *Scheduled Arrival Date* button.

NOTE: To cancel the change request at any time, click *CANCEL DATE CHANGE*.

The screenshot shows the 'Web PO' interface for a purchase order. The 'Request Date Change' button is highlighted with a red arrow. The interface includes a navigation menu on the left, a header with the date 'March 20, 2023', and a main content area with 'PO Details' and 'Purchase Order Detail Information' sections.

UPC / SCC	LCBO Item #	Description	TI	HI	Qty	Case Quote	Case Config	Action
	0447722		010X	006	1560	24.63	00006X 1320 ML	REQUEST QTY CHANG

By clicking the "Submit Change Request" button, the Vendor is submitting an offer to the LCBO to change a Purchase Order. No change to the Purchase Order is effective unless and until the LCBO accepts the changes proposed by the Vendor. The LCBO is deemed to have accepted the changes proposed by the Vendor only upon issuing a revised Purchase Order corresponding to the changes proposed by the Vendor.

The screenshot shows the 'Web PO' interface after a date change request. The 'Cancel Date Change' button is highlighted with a red box. The 'Scheduled Arrival Date' is now '31-Aug-2020' and the 'Previous Arrival Date' is '31-Aug-2020'. The 'Request Date Change' button has disappeared.

UPC / SCC	LCBO Item #	Description	TI	HI	Qty	Case Quote	Case Config	Action
	133439		015X	004	60	80.26	6X 1750 ML	REQUEST QTY CHANG

HOW TO REQUEST A DATE CHANGE

Select a *Reason* from the drop-down menu. See the list of reason codes in the drop-down menu:

- *Packaging delay*
- *Content delay*
- *Vintage Rollover delay*
- *Plant shut-down*
- *Carrier/Forwarder issue*
- *Weather*
- *Mechanical Breakdown*
- *Production Delay*
- *Other* (Vendor enters reason – limited to 50 characters)

Click *SUBMIT CHANGE REQUEST*.

A pop-up box appears.

The screenshot shows the 'Web PO' interface for a purchase order. The 'Reason' dropdown menu is open, showing options like 'Packaging delay', 'Content delay', 'Vintage Rollover delay', 'Plant shut-down', 'Carrier/Forwarder issue', 'Weather', 'Mechanical Breakdown', 'Production Delay', and 'Other'. The 'SUBMIT CHANGE REQUEST' button is highlighted with a red box.

By clicking the "Submit Change Request" button, the Vendor is submitting an offer to the LCBO to change a Purchase Order. No change to the Purchase Order is effective unless and until the LCBO accepts the changes proposed by the Vendor. The LCBO is deemed to have accepted the changes proposed by the Vendor only upon issuing a revised Purchase Order corresponding to the changes proposed by the Vendor.

I AGREE | I DO NOT AGREE

After clicking *I Agree*, the status of the PO changes to *Waiting on LCBO*.

The screenshot shows the 'Web PO' interface for a purchase order. The 'PO Status' is now 'Waiting on LCBO' and the 'Scheduled Ship Date' is '18-Jan-2010'. Red arrows point to these changes.

NOTE: Change Requests are only requests. They must be reviewed and approved by the LCBO.

HOW TO REQUEST A QUANTITY CHANGE

Users can request a quantity change at any time after the user *Confirms* the receipt of the PO until the order is *Picked Up*, at which time the order is locked to the Vendor from further change requests.

Also, the user can request more than one quantity change at a time.

From within the *Purchase Order Details* screen, click *Request Quantity Change*.

The screenshot shows the 'Web PO' interface for a purchase order. The 'Request Quantity Change' button is highlighted in a red box. The interface includes a navigation menu on the left, a header with the date 'March 20, 2023', and a 'PO Details' section with various fields for PO information. Below the details is a table with columns for UPC / SCC, LCBO Item #, Description, TI HI, Qty, Case Quote, Case Config, and Action. The 'Action' column for the first row contains a 'REQUEST QTY CHANGE' button, which is highlighted in red.

At this point, the *Request Quantity Change* button will change to *Cancel Quantity Change*. Review the PO quantity, then input a proposed new quantity.

The screenshot shows the 'Purchase Order Detail Information' table. The 'Request Quantity Change' button has been replaced by a 'CANCEL QTY CHANGE' button, which is highlighted in a red box. The table has columns for UPC / SCC, LCBO Item #, Description, TI HI, Requested Change Qty, PO Qty, Reason, Case Quote, Case Config, and Action. The 'Reason' column for the first row is set to 'Packaging delay'.

Select a *Reason* from the drop-down menu. See the list of reason codes in the drop-down menu:

- *Packaging delay*
- *Content delay*
- *Vintage Rollover delay*
- *Plant shut-down*
- *Carrier/Forwarder issue*
- *Weather*
- *Mechanical Breakdown*
- *Production Delay*
- *Other* (Vendor enters reason – space is limited to 50 characters)

The screenshot shows the 'Purchase Order Detail Information' table with the 'Reason' field open to a drop-down menu. The menu lists several options: Packaging delay, Content delay, Vintage Rollover delay, Plant shut-down, Carrier/Forwarder issue, Weather, Mechanical Breakdown, Production Delay, and Other. The 'Packaging delay' option is currently selected.

HOW TO REQUEST A QUANTITY CHANGE

Click *SUBMIT CHANGE REQUEST*.

UPC / SCC	LCBO Item #	Description	TI HI	Requested Change Qty	PO Qty	Reason	Case Quote	Case Config	Action
			015X004		32	Packaging delay	76.74	12X 750 ML	CANCEL QTY CHANGE

A pop-up box appears.

After clicking *I Agree*, the status of the PO changes to *Waiting on LCBO*.

NOTE: Change Requests are only requests. They must be reviewed and approved by the LCBO.

By clicking the "Submit Change Request" button, the Vendor is submitting an offer to the LCBO to change a Purchase Order. No change to the Purchase Order is effective unless and until the LCBO accepts the changes proposed by the Vendor. The LCBO is deemed to have accepted the changes proposed by the Vendor only upon issuing a revised Purchase Order corresponding to the changes proposed by the Vendor.

I AGREE I DO NOT AGREE

HOW TO VIEW PURCHASE ORDERS AFTER A PO IS REVISED

If change request is approved by LCBO, then the status changes to *Revised* within the PO line item on the *Purchase Order List* screen.

To see the details of a revised PO, click the PO number to bring up the *PO Details* screen.

The screenshot shows the 'Web PO' interface for a purchase order with PO # 102-00278699. The status is 'Confirmed'. The 'Reason' for the change is 'Revised'. The 'Status' is highlighted in yellow. The 'Status' field in the table below is also highlighted in yellow.

PU Number	Order Date	Ship Date	Arrival Date	Status	Vendor	Shp & Trd Terms	Port Exit	Appt #	Rec Whse	Action	History
102-00025999	08 Dec 2009	05 Jan 2010		Revised	Blue Bay Wines & Spirits	FOB	FOB	F3094	102		PO HISTORY

Any approved change will appear in yellow highlight.

The screenshot shows the 'Web PO' interface for a purchase order with PO # 102-00025999. The status is 'Revised'. The 'Reason' for the change is 'Change Rejected'. The 'Status' is highlighted in yellow. The 'Status' field in the table below is also highlighted in yellow.

MPC / SCC	LCBO Item #	Description	TI IN	QTY	Case Qty	Case Config	Action
0300001929	20565	Blue Bay Cab	011004	20	37.5L	12x 750 ML	REQUEST QTY CHANGE
0300001950	24925	Blue Bay Cab	015004	40	37.5L	12x 750 ML	REQUEST QTY CHANGE

If change request is rejected by LCBO, then the status change to *Change Rejected* will be seen within the PO line item on the *Purchase Order List* screen.

The screenshot shows the 'Web PO' interface for the 'Purchase Order List' screen. The status is 'Outstanding'. The 'Status' field in the table below is highlighted in yellow.

PU Number	Order Date	Ship Date	Arrival Date	Status	Vendor	Shp & Trd Terms	Port Exit	Appt #	Rec Whse	Action	History
102-00025999	08 Dec 2009	05 Jan 2010		Change Rejected	Blue Bay Wines & Spirits	FOB	FOB	F3094	102		PO HISTORY

ALERT DEFINITIONS

Alerts are automatically emailed to all users with the *User Receives Alerts* check-box selected. Alerts also appear in the *Alert List* screen within WebPO. See below for alert details

ALERT	DESCRIPTION	FREQUENCY	CLOSE ALERT WHEN
New PO	When a new PO is issued from the LCBO	Once	N/A
Revised PO	When a revised PO is issued from the LCBO	Once	N/A
Cancelled PO	When a PO has been cancelled by the LCBO	Once	Vendor closes alert
Overdue PO Confirmation	When receipt of PO has not been confirmed within 2 Business Days from the issuance of the PO	Repeat until actioned	Vendor clicks Confirm
Pick up Overdue - Vendor Ready	When Vendor clicked Ready to Ship and pickup has passed the Scheduled Ship Date (only for FCL POs; equipment size 20 or 40)	Repeat until actioned	Status changes to Picked Up, Cancelled, or Received.
Pick-up Overdue - Vendor not ready	When Vendor did not click Ready to Ship and pickup has passed the Scheduled Ship Date	Repeat until actioned	Status changes to Picked Up, Cancelled, Ready to Ship, or Received.

QUICK REFERENCE

QUICK REFERENCE	
APPLY FOR WEBPO ACCESS	Go to Trading Partner Access Request on the Doing Business With LCBO website. Follow the steps to complete the form.
APPLY FOR EDI	To set up EDI transactions with the LCBO, email wendy.wang@lcbo.com
LOGIN TO WEBPO	Go to WebPO System available through Doing Business With LCBO website.
ADD NEW USER	Only a Vendor Administrator can add new users. Click the <i>User List</i> screen. Click <i>NEW USER</i> at the bottom of the screen. The <i>User Profile</i> screen appears. Enter new user's information. Select desired <i>Group</i> from the drop-down menu on the screen (<i>Vendor Admin, Vendor R/W User, or Vendor R/O User</i>). If the new user is to receive alerts, check the box. Click <i>SAVE</i> . A pop-up box appears informing the Administrator that the new user account was created, and that an email has been sent to the new user. Click <i>OK</i> .
ADD AN AGENT TO RECEIVE ALERTS	Only a Vendor Administrator can add new users. See above for directions. For agents it is recommended you assign read only access (Vendor R/O Group) and ensure <i>User Receives Alerts</i> check-box is selected. Keep in mind that once you grant your agent access, they can view all orders and not just the ones they represent.
SEARCH FOR A PO	Use the search options on the <i>Purchase Order List</i> screen. A list of all POs will be shown in the results screen.
CONFIRM PO	From <i>Purchase Order List</i> screen: click the <i>Confirm</i> button on the PO line entry. From <i>PO Details</i> screen: click the <i>Confirm</i> button. All POs must be confirmed within two Business Days of LCBO's issuance of the PO.
CONFIRM READY TO SHIP	Goods are ready to ship once the order has been prepared and is ready for delivery. From <i>Purchase Order List</i> screen: click the <i>Ready to Ship</i> button on the PO line entry. From <i>PO Details</i> screen: click the <i>Ready to Ship</i> button. Note: You must also contact the carrier to make shipping arrangements.
REQUEST CHANGES TO PO	To request a change to order quantity or ship date, first <i>Confirm</i> receipt of the PO. Then select the <i>PO Detail</i> screen and follow the steps detailed in Section 4. The LCBO will review your request and either accept or reject the request. An alert will be emailed to you requiring you to act on the information provided.
PASSWORD FORMAT	First two or more characters of password must consist of UPPER-CASE letters (A through Z). Last two or more characters of password must consist of lower-case letters (a through z). Password must contain one or more digits.

FREQUENTLY ASKED QUESTIONS

SETTING UP USERS/PERMISSIONS

1. How can I access WebPO?

- If you are a Vendor accessing WebPO for the first time, identify who will act as your Vendor Administrator, then request access via [TPAR \(Trading Partner Access Request\)](#)
- To access WebPO, visit [LCBO WEBPO](#).
- Vendor Administrators are the only ones who can add/delete/edit user access. Please contact your system administrator to make the change.

2. How many Vendor Administrators are required considering Vendors may have several Agents and brands under different Vendor numbers?

- Each Vendor number requires at least one Vendor Administrator. The Administrator must be an authorized Vendor representative. The Administrator is responsible for the set-up and maintenance of other users within their organization.
- We recommend you use a generic email so that you don't need to update the email address as personnel change.

3. How can I add additional users?

- Only a Vendor Administrator can add new users.
- In WebPO, Click the *User List* screen. Click *NEW USER* button. The *User Profile* screen appears. Enter new user's information. Select desired *Group* from the drop-down menu on the screen (*Vendor Admin, Vendor R/W User, or Vendor R/O User*). If the new user is to receive alerts, ensure the *User Receives Alerts* check-box is selected. Click *SAVE*. A pop-up box appears. Click *OK*.

4. My Vendor Administrator is no longer with the company – how can I update users now?

- Contact LCBO Technical Support. Refer to HELP section below.

5. Can my Agent access WebPO?

- There is no requirement for a Vendor to set up their Agent as a user. It is up to the Vendor if they wish to grant access to their Agent. If you choose to do this, we suggest you add the Agent with Read Only access. NOTE: Once you grant your agent access, they can view all your orders and not just the ones they represent. If the Agent is to receive WebPO alerts, ensure the *User Receives Alerts* check-box is selected.

6. I have a new agent – What do I need to do in WebPO?

- Only a Vendor Administrator can add/delete users.
- If your past agent had access, remove their access.
- If you'd like the new agent to have access, refer to the Question above.

7. How can I stop getting WebPO alerts?

- If you no longer wish to receive alerts, ask the Vendor Administrator to change your access – They must ensure the *User Receives Alerts* check-box is NOT selected.
- 8. How many users can be added to one account?**
- There is no limit to the number of users or Vendor Administrators to one account.
- 9. Do I need to include transportation carriers as users?**
- No.
- 10. What permissions are available?**
- Read/Write access grants a user the ability to execute all functions including confirm POs, confirm Ready to Ship, and issue change requests.
 - Read Only access grants a user the ability to view PO details and print POs.
- 11. How can I change my Vendor name in WebPO?**
- Changes to Vendor name require a new Vendor number. Refer to Question 1.

ORDER CONFIRMATION

- 12. How do I confirm an order?**
- There are 3 methods to confirm receipt of a PO:
 - Confirm from WebPO *Purchase Order List* screen: Click *Confirm* button on the PO line entry.
 - Confirm from WebPO *PO Details* screen: Click *Confirm* button.
 - Set up confirmations through EDI.
- 13. What happens if I don't confirm an order?**
- Failure to confirm an order within two (2) Business Days will incur a \$50 charge.
- 14. If I already confirmed a receipt of a PO and it gets revised, do I need to confirm again?**
- No. You only need to confirm a PO once -- within 2 Business Days of LCBO's issuance of the PO.

READY TO SHIP

- 15. What is Ready to Ship?**
- Goods are ready to ship once the order has been prepared and is ready for pick up.
 - Vendors must confirm the Purchase Order as Ready to Ship through WebPO or EDI on or before the Scheduled Ship Date or the end of the Vendor Prep Time (Scheduled Arrival Date minus the Transportation Lead Time).
 - NOTE: You must first confirm the PO receipt before you can confirm *Ready to Ship*.
 - There are 3 methods to confirm Ready to Ship:
 - Confirm from WebPO *Purchase Order List* screen: Click *Ready to Ship* button.

- Confirm from WebPO *PO Details* screen: Click *Ready to Ship* button.
- Set up confirmations through EDI.

16. Do I need to confirm Ready to Ship for all orders?

- Yes. Please note confirming Ready to Ship cannot be reversed. Only confirm Ready to Ship if you have picked, packed and readied the order to ship.

17. What happens if I confirm Ready to Ship late or don't confirm at all?

- Failure to meet the Ready to Ship Confirmation KPI requirement invokes a handling and administration fee of \$50 for each PO.

18. Why do I only see Scheduled Arrival Date in WebPO?

- In WebPO, all import orders will indicate "Scheduled Ship Date" and all domestic orders "Scheduled Arrival Date."
- For import orders, confirm the Purchase Order as "Ready to Ship" before the Scheduled Ship Date.
- For domestic orders, confirm the Purchase Order as "Ready to Ship" on or before the end of the Vendor Prep Time (Scheduled Arrival Date minus the Transportation Lead Time).

19. Does the carrier get updated if I confirm Ready to Ship?

- No. After confirming Ready to Ship, contact the carrier to make shipping arrangements.

20. Can I confirm the order and Ready to Ship at the same time?

- If you have on-hand stock or safety stock available, you can confirm on the same day. If your policy is to have On-Hand inventory for the LCBO, please notify your LCBO Inventory Manager about product availability so that this can be accounted for in the ordering process.

21. Why can't I confirm Ready to Ship in WebPO?

- If the Pick Up Order date is added by the carrier before the Requested Ship Date, you will NOT be able to confirm Ready to Ship in WebPO.

OTHER ACTIONS IN WEBPO

22. How do I search for a PO?

- Use the search options on the *Purchase Order List* screen, click the *Search* button. A list of all POs will be shown in the results screen. If the results are not as expected, confirm your search options.

23. How do I decline or cancel an order?

- First confirm receipt of the PO. Then, request to change the quantity to zero (0). If you are declining the order because you don't agree with the Terms and Conditions, in the *Reason* drop down menu select "Other" then type "Not agreeing with PO T&Cs".

24. If I can't fulfill the order, can I click the "I DO NOT AGREE" button?

- Clicking the "*I DO NOT AGREE*" returns the status to Waiting on Vendor. This does not confirm receipt of the order. To decline the order, see Question above.

25. Can I email my change request?

- No. All change requests must be processed in WebPO.

26. How can I change the order quantity or Scheduled Ship Date?

- First, confirm the receipt of the PO. Then, to change the order quantity or ship date, select the *PO Detail* screen and follow the direction on “How to Request a Quantity Change”. The LCBO will review your request; you will receive a WebPO Alert with the response.
- You can request changes to quantity or ship date at any time from when you first open a *New* or *Revised* order until the order is picked up.

27. Can I change the vintage, bar code, UPC/SCC, Ti-Hi or price?

- Contact the LCBO directly for these types of changes. Refer to HELP section below.

28. How long does it take for the LCBO to respond to a change request?

- LCBO continuously monitors change requests and addresses them in priority sequence.

ALERTS

29. Do I have to check WebPO for new orders or changes?

- No. Automated emailed alerts for new orders or changes are available. Ask the Vendor Administrator to ensure the *User Receives Alerts* check-box is selected.

30. Why am I getting an “Overdue PO Confirmation” Alert when I didn’t even get an order?

- Contact Vendor Performance Support.

31. Why am I getting an “Overdue PO Confirmation” Alert when there was a valid holiday?

- WebPO issues an Alert for non-compliance after 2 Business Days – the system does NOT factor in holidays. LCBO performs our own calculations based on the requirements for Order Confirmation and the definition of Business Day. If you are compliant, you can disregard the system message, you will NOT be charged at the time of period billing.

32. Why am I getting “Pick-Up Overdue – Vendor Not Ready” alerts when I was ready to ship?

- It may be that you forgot to confirm *Ready to Ship*.

33. How can I add an Agent to receive alerts?

- Only a Vendor Administrator can add a new user. They must ensure the *User Receives Alerts* check-box is selected. It is recommended you assign read only access to Agents. NOTE: Once you grant your agent access, they can view all your orders and not just the ones they represent.

34. Will I get an alert when the PO is received at the LCBO warehouse?

- No alert is sent when a PO is received at LCBO; however, the status changes to *Received* in WebPO.

SYSTEM CAPABILITIES

35. What is a 'verify word' - an extra password?

- The verify word is used to help recover your lost or forgotten password. If you forgot your password and the verify word contact LCBO technical support. Refer to HELP section.

36. Does WebPO include an online inventory?

- No.

37. Is WebPO available in other languages?

- No.

38. If a Vendor has several Vendor numbers, can they see all of them at once?

- Each Vendor number must be viewed and processed independently.

GENERAL

39. What orders are processed through WebPO?

- General List and Vintages orders. Note that Specialty Services and Direct Delivery to stores are NOT processed through WebPO.

40. Can I track payment status on WebPO?

- No. Track payment status in iSupplier.

41. Are iSupplier and WebPO interlinked?

- No.

42. What is the difference between WebPO and NISS?

- WebPO is a system to transmit purchase order information. NISS (New Item Submission System) is a system to manage the processing of new products into the LCBO.

43. Where can I find delivery addresses of LCBO RSCs?

- The delivery address is indicated on the PO.

44. What is an EDI and how can I sign up?

- EDI is an electronic data interchange between 2 parties. Vendors can set up EDI transactions with the LCBO for receipt of a Purchase Order and Ready to Ship confirmations. Refer to HELP section.

HELP

45. Where can I get help?

- For information on WebPO, Purchase Order Terms and Conditions and LCBO Fee Schedule for Non-compliance to Purchase Order Terms and Conditions visit [WebPO](#) on Doing Business with LCBO
- For information on LCBO's Vendor Performance Program visit [Vendor Performance Program](#) on Doing Business with LCBO
- For invoice questions, visit [iSupplier](#) on Doing Business with LCBO
- For technical support, e-mail techsupport@LCBOsupport.com or phone: 1-866-284-8311
- For setting up EDI transactions with the LCBO, email wendy.wang@lcbo.com
- For labelling issues, email quality.services@lcbo.com
- For pricing corrections, email pricing@lcbo.com
- For Vintage, Bar Code, UPC/SCC, or TiHi corrections, email your LCBO Buyer