# **iSupplier FAQs**

### Question 1:

How do I log into iSupplier?

#### Answer:

First, log into the LCBO secure network

Use the username and password emailed to you and log in to www.lcbonet.com

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## After login, you are presented with the following links:

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Web Bookma						
The LCBC the forma received i	E System is currently in the implementation phase of a new system used for investory management. In the past you have received purchase orders that look like bits 101-10245 With the new system will look like thiss 101-00012245 Until the implementation is complete, when looking up the sayment status for a particular purchase order, search using the wildcard its sign. Ep. You have urbase order 101-00045678, the order is filled and new you are looking up the payment status for the purchase order, vise 101-1945478 not 101-00045678. When the implementation is all nedy received purchase orders will be in the new formal. All updates will be posted on this page.	item.	9			
	r User Manual Online Manual	1	Ø			
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Copyright @ 2001-2009 Juniper Networks, Inc. All rights reperved.				Junip	or you	JY NOL

The **iSupplier System** link takes you to the LCBO Oracle iSupplier portal login screen. Once you have selected the iSupplier System link, a new screen will prompt you to enter your username and password.

Your username will be your email address. If you are a user for multiple suppliers, your username will contain the supplier number for each subsequent supplier.

Once you are logged in, you will be able to navigate through the iSupplier system.

## Question 2:

Why can't I get into the iSupplier system?

### Answer:

1) You may have the incorrect username or password

Your username and password are emailed to you upon registration. Your username is your email address. If you are a user for multiple suppliers, your username will contain the supplier number for each subsequent supplier.

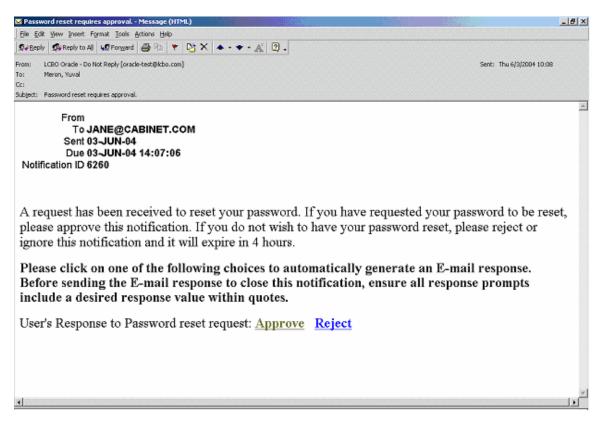
The first time you log in, you will be prompted to change your password.

If you forget your iSupplier password:

After attempting to log in with the incorrect log in information, select the link "*Did you forget your password?*"

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Welcome to Oracle E-Business Suite	
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Please return to the main Oracle Login page *	
TIP Did you forget your password?	

You will be prompted to enter your username. An email will be sent to the email address associated with that username.



The email will request you to approve resetting the password. This is a safety feature used to ensure that resetting the password was actually requested by you.

To approve resetting your password, select the 'Approve' link. This will create a return email message, complete with a return-to address, which you should then send.

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To oracle-test@lcbo.com	
<u></u>	
Subject: Password reset requires approval.	
User's Response to Password reset request: 'Approve'	-

NID[6260/2729375388@WFMAIL]

Once you approve the password reset, a second email (as shown below) will be sent to you with your new password.

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From: LCBO Oracle - Do Not Reply [oracle-test@lcbo.com] To: Meron, Yuval Cc:	Sent: Thu 6/3/2004 10:17
To: Meron, Yuval Cc:	Sent: Thu 6/3/2004 10:17
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Juliett. Tour password has been reset.	
Oracle Workflow Notification (FYI)	×.
From To <b>JANE@CABINET.COM</b> Sent <b>03-JUN-04</b> Due Notification ID <b>6261</b>	
Per your request, your password has been reset to the temporary password of "7LF9 and change your password as soon as possible.	964". Please log in
After you log in, change your iSupplier password using the Preferences link. We sugg you change it so that it matches your the LCBO Network password. The Preferences s located on the upper right corner of the iSupplier screens.	
f you forgot your LCBO Network password: Contact the LCBO IT Helpdesk at <u>servdesk@lcbo.com.</u> The helpdesk operates Monda hrough Friday, from 8:00 AM to 4:30 PM EST.	у

2) You may be unable to connect to the LCBO Network For any other connectivity issues, please contact the LCBO IT Helpdesk at servdesk@lcbo.com.

#### Question 3:

I haven't received my password

#### Answer:

You will receive your iSupplier password via email shortly after your registration is completed. As your spam filter may block or delete messages, please check with your IT group to allow the successful delivery of LCBO emails, specifically from <a href="mailto:isupplier@lcbo.com">isupplier@lcbo.com</a> and <a href="mailto:PRODITIM\_Administrator@lcbo.com">PRODITIM\_Administrator@lcbo.com</a>.

#### Question 4:

Why can't I find specific invoices?

#### Answer:

There are a few reasons you may not be able to locate particular invoices:

1) Ensure you are searching in the correct field

Under the Invoices/Payments tab  $\rightarrow$  View Invoices. Search using the Invoice Number field, not the PO Number field.

You may use the wildcard character (%) to widen your search criteria (ex: '12345%' - this will query all invoices that begin with 12345; or alternatively, '102-%12345' which will query all POs beginning with 102- and ending in 12345).

As a final search option, you may leave all search parameters blank and click the Search button to pull up **all** invoices. Please note this may take several minutes if there are a large number of invoices in the system.

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Only Non-Alcohol vendors can search by PO number, however currently only a limited set of POs are available online	locates Data Ta		

2) The invoice is not yet in our system

Accounts Payable processes invoices once they have been approved by our user departments. If you are unable to locate your invoice in iSupplier, please contact the individual or department who has placed the order.

- 3) The product has not yet been received in our warehouse (product suppliers only) Once purchase orders are received by the LCBO warehouse, they will appear in iSupplier the following business day.
- 4) You are searching by your commercial invoice number rather than the LCBO Purchase Order number (product suppliers only)

The LCBO uses Purchase Order numbers as the invoice number (i.e. 102-00012345). You must search using the LCBO PO number.

### Question 5:

When will I be paid for my invoice?

#### Answer:

Invoice payments are driven by the payment terms. Once you have queried an invoice, review the invoice date and payment terms.

For example, if the invoice date is March 1, 2011 with 30 day payment terms, the invoice will be due for payment 30 days from March 1, 2011. Please be advised that payment may not occur on the actual due date, as our payment schedule may not coincide exactly with payment due dates.

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## Question 6:

Why can't I see my payment?

### Answer:

There are various ways to search for payments in iSupplier.

1) Under the Invoices/Payments tab  $\rightarrow$  View Payments, you can search by various criteria:

- PO Number (non-alcohol supplier only)
- Payment your LCBO payment number shown on your email payment notification
- Payment date range
- Payment amount range

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For example, searching by payment number yields the following results:

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You can then click on the Payment number link for additional payment details, including payment date, payment amount, account information, and a list of invoices included on the payment.

2) To obtain payment details from a particular invoice query:

Once you have found the invoice details under the View Invoices tab, you will see payment information under the Payment field if the invoice has been paid. The Amount Due will also show \$0.00 if paid.

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Click on the Payment link. The following screen will open with additional details

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102-00084259	<u>923855</u>	07-Mar-2011	36,997.38	CAD	0.00		

By clicking on the Payment number link, you will see additional payment details as in #1 above.

## Question 7:

Where do I find invoice details, such as quote and number of cases for my beverage alcohol purchase orders?

### Answer:

To view the details of an invoice, search the invoice in iSupplier

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If additional invoice details are available, you will see the Available link under the Invoice Details field. Click on this link.

A new window will open, showing the invoice details. The following fields will be shown:

Invoice Details	For Invoice	Invoice #		102-00084259		
Invoice Line Description	Cases Received	Excise Per Case	Bill of Lading Cases	Supplier Quote	Total	

<u>Note</u>: The LCBO's payments are based on the Bill of Lading case quantities. If any variances between Bill of Lading and Cases Received exist, subsequent adjustments will be made. These adjustments will be made in the form of the original invoice number followed by a suffix, such as 102-00012345**T**. These adjustments will appear in iSupplier once the adjustment has been processed.

### Question 8:

How do I add another iSupplier user?

### Answer:

Once you have completed your iSupplier registration, you will have the ability to request additional users for your organization. An agent can be granted access if requested by their supplier. Each username and password is to be used by a single person.

To add an additional user:

Click on the Contact Directory link in the top left corner of the page



Click the Add button Add

A new page will open where you can fill in the user's name and contact information. When you are done, click the Apply button Apply

An email will automatically be sent to the LCBO iSupplier Administrator who will then set up the contact as an iSupplier user. The user will receive an email with their username and password when their registration has been completed.

## Question 9:

How do I delete an iSupplier user?

### Answer:

To request a user to be deleted from your iSupplier directory: Click on the Contact Directory link



You will see a list of users currently setup for your company. Find the user you wish to delete and click the Remove button



An email will automatically be sent to the LCBO iSupplier Administrator, who will remove this user from the iSupplier system. Once the user is removed, they will no longer have access to view or change your company information.

\*Please note that once an individual leaves your organization, you <u>must</u> delete them from the Contact Directory.

## Question 10:

Can I obtain invoice copies from iSupplier?

#### Answer:

No, invoice copies are not available from iSupplier. Invoices are sent directly to suppliers/agents upon billing.

If you have not received your invoice, you may request it from the appropriate LCBO department. Contact information can be found on our website at <a href="http://lcbotrade.com/accounts\_payable\_who\_to\_contact.htm">http://lcbotrade.com/accounts\_payable\_who\_to\_contact.htm</a>