LCBO

Oracle R12 iSupplier

User Guide

Table of Contents

CONTACT INFORMATION

FUNCTIONAL QUESTIONS: isupplier@lcbo.com
TECHNICAL ISSUES: servdesk@lcbo.com

Benefits of using iSupplier

The LCBO iSupplier Portal is a collaborative application enabling secure transactions between buyers and suppliers using the Internet. The LCBO iSupplier Portal allows you to view your invoices and payment information, as well as maintain your address and contact information by submitting that information to the LCBO for approval.

This guide contains information required in order to use the iSupplier Portal application. It illustrates the information available to you, the actions you can perform in iSupplier, and how to navigate through the application to access each of these areas.
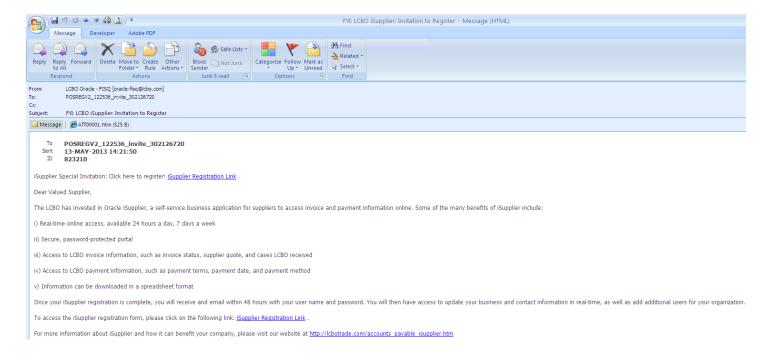
System Requirements

Oracle's iSupplier Portal is fully internet-enabled and requires no software installation on your computer. For best performance you will require a Microsoft operating system (at minimum Windows XP Service Pack 3), an internet browser of the latest version (such as Internet Explorer version 6 and above), a display with 800x600 screen resolution or higher, and an internet connection supporting at least 64 Kb/Sec.

Registering for iSupplier

All new suppliers are sent invitations to register for iSupplier via email to the email addresses provided on the Vendor Profile Form. To register an existing supplier for iSupplier, complete the Vendor Information and Contact Information sections of the Vendor Profile Form, found in the forms section of the Doing Business with LCBO website
[AccountsPayable > Forms](#)
Please ensure the form is signed and dated at the bottom of page 2. Email the completed form to
accounts.payable@lcbo.com.

After your form is received, you will receive an invitation to register via email. Click on the iSupplier Registration Link contained in the email to complete the registration process.

The link will open the iSupplier Registration page. Fill in your information and click Submit.

You will receive confirmation that your registration has been completed.

After your registration has been completed and approved, you will receive an email containing your password.

Logging Into iSupplier

Logging into iSupplier is a two-step process. You must first log into the LCBO network and then into the iSupplier application.

1) Log into the LCBO Secure Network

Once you have received your password via email, go to www.lcbonet.com and enter your username and password.
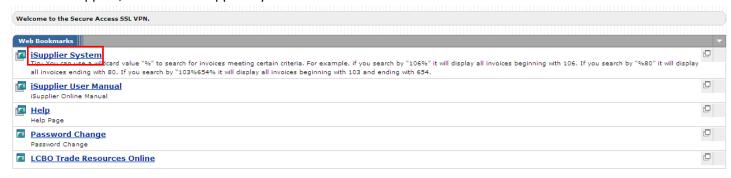**Note**: Your username is your email address.
Realm must be set to LCBO-Realm.

After logging into the network, you are presented with the following links.
To access iSupplier, click on the iSupplier System link.

2) Log into the iSupplier System

You will be prompted for your user name and password to log into the iSupplier system.

Note: If you have access to multiple supplier accounts, you must enter the user name associate with each of these accounts. Subsequent user names will have the supplier number in the user name, i.e. name12345@domain.com.

You are now logged into iSupplier.

Navigating iSupplier

Home Tab

The Home tab is the main screen you are brought to when you log into iSupplier. It contains quick links to the Invoices and Payments screens. Click any link to go directly to the corresponding page.

Admin Tab

The Admin tab contains your company's information.

The General page shows your company name and supplier number. If applicable, your Tax Registration Number will also be shown.

Under Company Profile you can access your Address Book, Contact Directory, and Business Classifications.
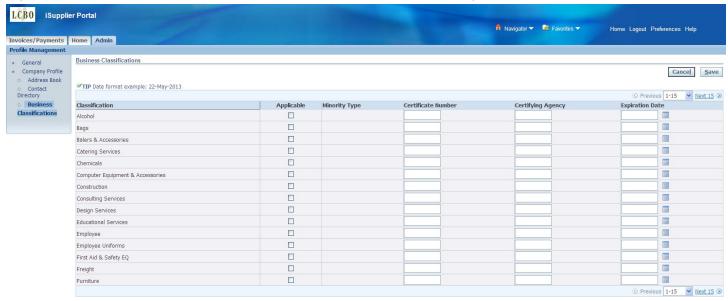

The Address Book shows your company's current address. You can create, remove, or update this at any time. For detailed instructions, see the section on address updates.

The Contact Directory lists all of your company's contacts, and those who have iSupplier user accounts.   Active contacts are listed in the top section and inactive contacts are listed in the bottom section when expanded. You can create, remove, or update this at any time. For detailed instructions, see the section on contact updates.

The Business Classification page shows your company's business classification. You can create, remove, or update this at any time. For detailed instructions, see the section on business classification updates.
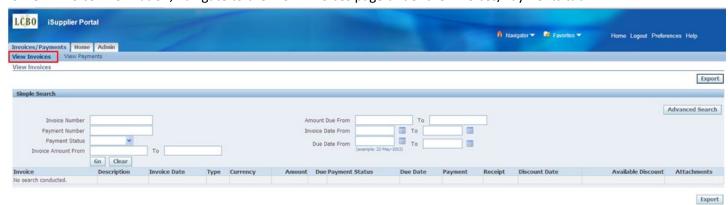

Invoices/Payments Tab

The Invoices/Payments tab is where you will go to search for invoice and payment details.

Viewing Invoice Information

To view invoice information, navigate to the View Invoices page under the Invoices/Payments tab.

Invoice Search Options

To search for invoices, enter information into any of the following fields (or a combination of fields) and click the Go button. To narrow down your search, enter as much information in your search criteria as possible.
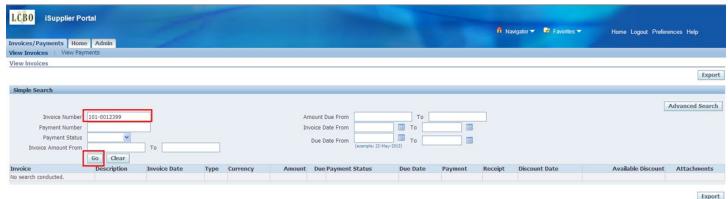
- Invoice Number
- Payment Number
- Payment Status
- Invoice Amount
- Amount Due
- Invoice Date
- Due Date

Note for product suppliers: The invoice number is the LCBO Purchase Order number, not your commercial invoice number.

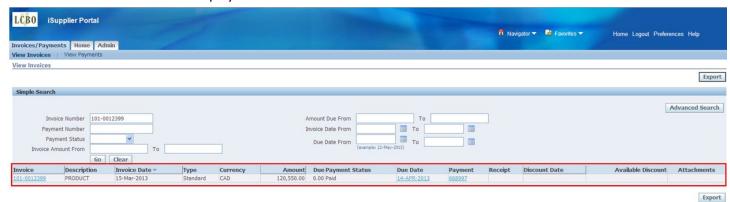**Tip**: Use the wildcard character (%) to widen your search criteria. For example, enter "12345%" to query all invoices beginning with 12345, or alternatively, "%12345%" to query all invoices that contain 12345.

Example 1: Search for an invoice by invoice number

Enter the invoice number in the 'Invoice Number' field and click the Go button. In this example, we are searching for invoice number 101-0012399.
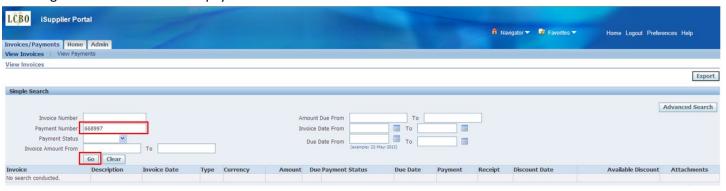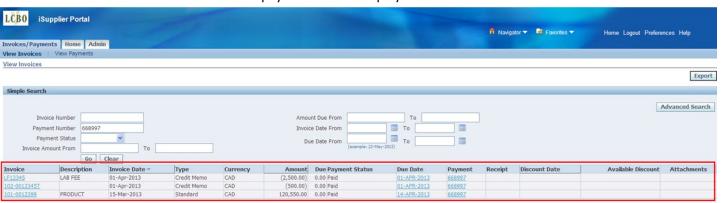
The invoice information will be displayed.

Example 2: Search for an invoice by payment number

Enter the LCBO payment number in the 'Payment Number' field and click the Go button. In this example, we are searching for invoices included on payment number 668997.

All invoices and deductions included on that payment will be displayed.

Example 3: Search for an invoice by payment status

You have the option to search for invoices based on their payment status: Not Paid, Partially Paid, or Paid. To search for all unpaid invoices, select 'Not Paid' from the drop-down menu in the 'Payment Status' field and click the Go button. This can also be used in combination with other search criteria.

A list of all unpaid invoices will be displayed.

Example 4: Search for an invoice by amount

To search invoices by amount, you have 4 options:

1) Search by exact amount → enter the invoice amount in the 'From' and 'To' fields and click Go. In this example we are searching for invoices in the amount of $1,000.

2) Search by amount range → enter an amount range in the 'From' and 'To' fields and click Go. In this example, we are searching for invoices between $1,000 and $2,000.

3) Search by amounts greater than a particular amount → enter an amount in the 'From' field and leave the 'To' field blank. Click the Go button. In this example, we are searching for all invoices over $1,000.

4) Search by amounts less than a particular amount → leave the 'From' field blank and enter an amount in the 'To' field. Click the Go button. In this example, we are searching for all invoices less than $0. This query will pull up all deductions.

<u>Example 5: Search for an invoice by date</u>

To search invoices by date, you have 4 options:

1) Search by exact date → enter the invoice date in the 'From' and 'To' fields and click the Go button. In this example, we are searching for invoices with an invoice date of April 1, 2013.
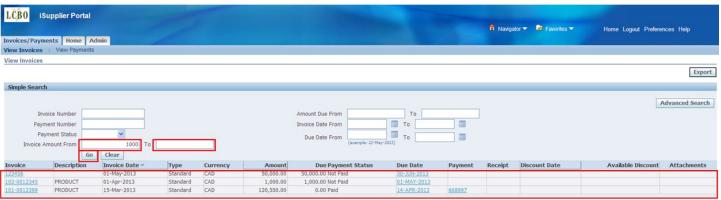   **Tip**: Use the calendar button to choose your date, or be careful to enter the date in the proper format (01-Apr-2013).

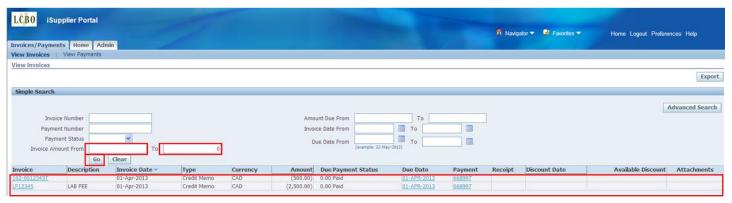2) Search by date range → enter a date range in the 'From' and 'To' fields and click Go. In this example, we are searching for invoices between March 1, 2013 and April 1, 2013.

3) Search for invoices after a particular date → enter a date in the 'From' field and leave the 'To' field blank. Click the Go button. In this example, we are searching for all invoices with invoice dates after April 1, 2013.

4) Search for invoices before a particular date → leave the 'From' field blank and enter a date in the 'To' field. Click the Go button. In this example, we are searching for all invoices with invoice dates up to, and including April 1, 2013.

Example 6: Search for an invoice using multiple search criteria
To search for invoices, you can enter as little or as much search criteria as you wish. In this example, we are searching for all unpaid invoices over $1,000 after April 1, 2013 that contain "123" in the invoice number.

All invoices meeting these criteria will be displayed.

Example 7: Advanced Search

Additional advanced search options are available by clicking on the 'Advanced Search' button.

This will open the Advanced Search page.

Each search field contains a drop-down menu that can be used to narrow down your search.

You can also add additional search fields from the drop-down menu below by choosing a field and clicking the Add button.

Viewing Invoice Details

After you have searched for an invoice, you can view additional details for that invoice by clicking on the invoice number link.

Note: Additional details are provided on various fields throughout iSupplier. Links are displayed in blue and are underlined.

Additional details for this invoice are displayed.

- The General section contains the invoice date, supplier name, supplier site, and address.
- The Payment Information contains the total amount of the payment (total of all invoices included on the payment), payment status, payment date, payment number, and payment terms.
- The Invoice Lines tab shows a breakdown of the invoice amount, such as product, tax, and bottle deposit. For product suppliers, it shows the Bill of Lading quantity, number of cases received, and the product quote.

LCBO iSupplier Portal

Navigator ▼   Favorites ▼   Home Logout Preferences

Invoices/Payments | Home | Admin
View Invoices | View Payments
Invoices/Payments: View Invoices >
Standard Invoice: 101-0012399 (Total CAD 120,550.00)
Currency=CAD

Export

General

Invoice Date	15-Mar-2013
Batch	
Attachments	None
Supplier	ABC WINERY
Supplier Site	DEF
Address	123 KING STREET
	TORONTO, M5V 3A1

Amount Summary

Item	120,550.00
Freight	0.00
Miscellaneous	0.00
Tax	0.00 ⓘ
Prepayment	0.00
Retainage	0.00
Withholding Tax	0.00
Total	120,550.00

Payment Information

Paid	120,550.00
Discount Taken	0.00
Due	0.00
Status	Paid
Payment Date	13-MAY-2013
Payment	668997
Term	NET 30 DAYS ON RECEIPT IN WAREHOUSE
Method	

Invoice Lines | Scheduled Payments

Line ▲	Type	Description	Amount	BOL Cases	Cases Received	Supplier Quote	Qty	Price Receipt	Tax Included	Retainage
1	Item	011111	50,000.00	100	150.00	15.5900				0.00
2	Item	022222	25,000.00	300	300.00	32.9800				0.00
3	Item	033333	30,250.00	150	150.00	36.2500				0.00
4	Item	DEPOSIT	10,000.00							0.00
5	Item	HST	5,300.00							0.00

Return to Invoices/Payments: View Invoices

Export

The Scheduled Payments tab shows the payment due date and details about the payment.

LCBO iSupplier Portal

Navigator ▼   Favorites ▼   Home Logout Preferences

Invoices/Payments | Home | Admin
View Invoices | View Payments
Invoices/Payments: View Invoices >
Standard Invoice: 101-0012399 (Total CAD 120,550.00)
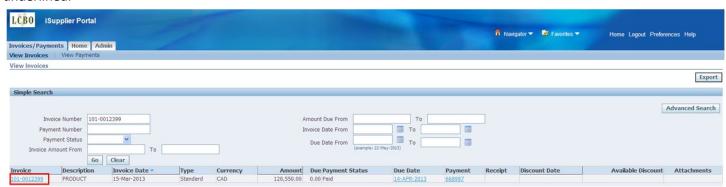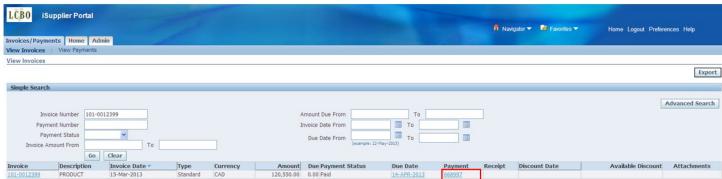Currency=CAD

Export

General

Invoice Date	15-Mar-2013
Batch	
Attachments	None
Supplier	ABC WINERY
Supplier Site	DEF
Address	123 KING STREET
	TORONTO, M5V 3A1

Amount Summary

Item	120,550.00
Freight	0.00
Miscellaneous	0.00
Tax	0.00 ⓘ
Prepayment	0.00
Retainage	0.00
Withholding Tax	0.00
Total	120,550.00

Payment Information

Paid	120,550.00
Discount Taken	0.00
Due	0.00
Status	Paid
Payment Date	13-MAY-2013
Payment	668997
Term	NET 30 DAYS ON RECEIPT IN WAREHOUSE
Method	

Invoice Lines | **Scheduled Payments**

Due Date	Amount	Remaining Amount	Status	Method
14-Apr-2013	120,550.00	0.00	Fully Paid	Check

Return to Invoices/Payments: View Invoices

Export

To return to the previous page, click the 'Return to Invoices/Payments: View Invoices' link at the bottom of the page.

If the invoice has been paid, you can also view payment details by clicking on the payment number link.
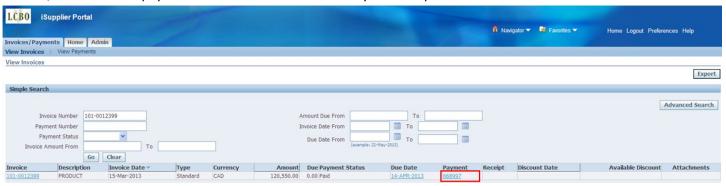
LCBO iSupplier Portal

Navigator ▼   Favorites ▼   Home Logout Preferences Help

Invoices/Payments | Home | Admin
View Invoices | View Payments
View Invoices

Export

Simple Search

Advanced Search

Invoice Number	101-0012399	Amount Due From		To
Payment Number		Invoice Date From		To
Payment Status		Due Date From		To
Invoice Amount From		To	(example: 22-May-2013)	

Go   Clear

Invoice	Description	Invoice Date ▼	Type	Currency	Amount	Due	Payment Status	Due Date	Payment	Receipt	Discount Date	Available Discount	Attachments
101-0012399	PRODUCT	15-Mar-2013	Standard	CAD	120,550.00	0.00	Paid	14-APR-2013	668997				

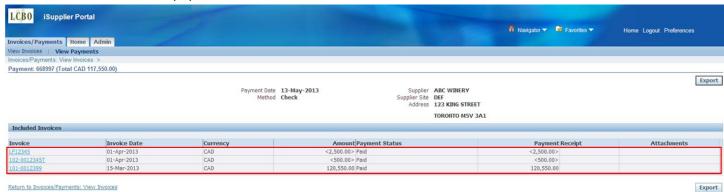Details of the payment will be displayed.

Viewing Invoices Included on a Payment

To view all invoices included on a particular payment from the Invoices tab, you can either search by the payment number, or click on the payment number link for the invoice you have queried.

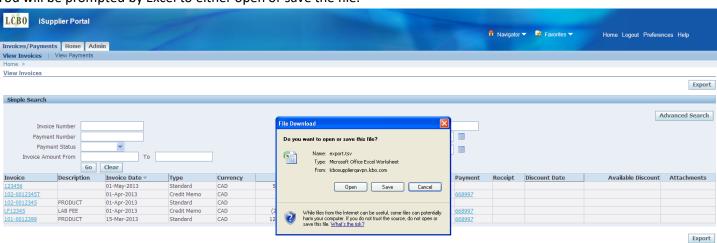All invoices included on that payment will be listed.

Exporting Invoice Information to Excel

After you have searched for invoices, you can export these details into Excel by clicking on the Export button either at the top or bottom of the page.
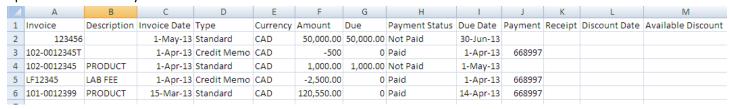
Note: If the data extends onto multiple pages, the export will pick up all data in your search results. You do not need to export each page individually.

You will be prompted by Excel to either open or save the file.

Open the file to view your results.

You can also export the invoice details information for a particular invoice.

Viewing Payment Information

To view payment information, navigate to the View Payments page under Invoices/Payments tab.

Payment Search Options

To search for payments, enter information into any of the following fields (or a combination of fields) and click the Go button. To narrow down your search, enter as much information in your search criteria as possible.
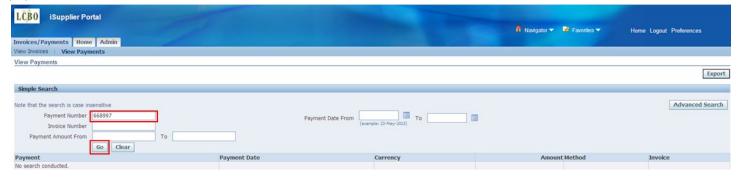- Payment Number
- Invoice Number
- Payment Amount
- Payment Date

Note for product suppliers: The invoice number is the LCBO Purchase Order number, not your commercial invoice number.
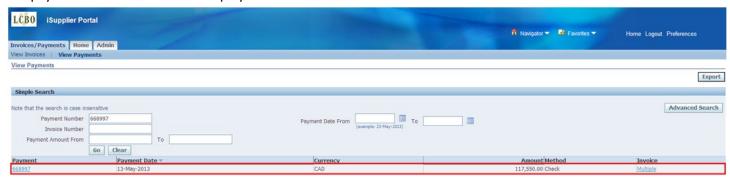
Tip: Use the wildcard character (%) to widen your search criteria. For example, enter "12345%" to query all payments beginning with 12345, or alternatively, enter "%12345% to query all payments containing 12345.

Example 1: Search for a payment by payment number
Enter the payment number in the 'Payment Number' field and click the Go button. In this example, we are searching for payment number 668997.
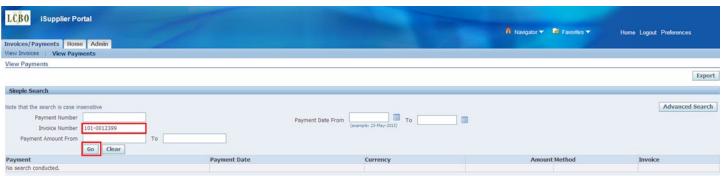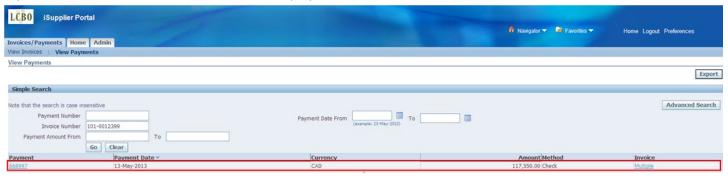
The payment information will be displayed.

Example 2: Search for a payment by invoice number

Enter the invoice number in the 'Invoice Number' field and click the Go button. In this example, we are searching for invoice number 101-0012399.
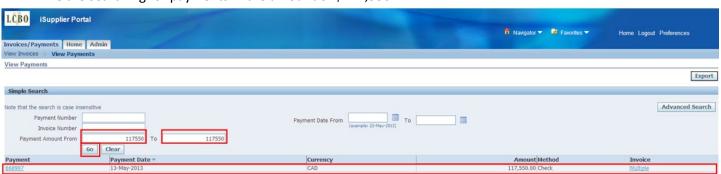

Payment details related to the invoice will be displayed.

Example 3: Search for a payment by amount

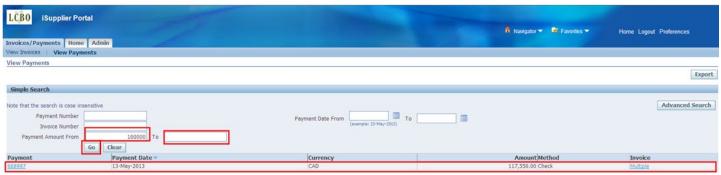To search payments by amount, you have 4 options:
  1) Search by exact amount → enter the payment amount in the 'From' and 'To' fields and click Go. In this example we are searching for payments in the amount of $117,550.

2) Search by amount range → enter an amount range in the 'From' and 'To' fields and click Go. In this example, we are searching for payments between $100,000 and $200,000.

3) Search by amounts greater than a particular amount → enter an amount in the 'From' field and leave the 'To' field blank. Click the Go button. In this example, we are searching for all payments over $100,000.

4) Search by amounts less than a particular amount → leave the 'From' field blank and enter an amount in the 'To' field. Click the Go button. In this example, we are searching for all payments less than $200,000.

Example 4: Search for a payment by date

To search payments by date, you have 4 options:

1) Search by exact date → enter the payment date in the 'From' and 'To' fields and click the Go button. In this example, we are searching for payments with a payment date of May 13, 2013.

    Tip: Use the calendar button to choose your date, or be careful to enter the date in the proper format (13-May-2013).

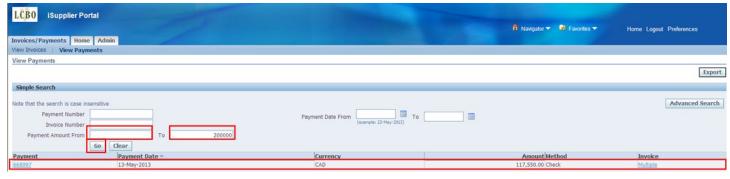2) Search by date range → enter a date range in the 'From' and 'To' fields and click Go. In this example, we are searching for payments between May 1, 2013 and May 31, 2013.

3) Search for payments after a particular date → enter a date in the 'From' field and leave the 'To' field blank. Click the Go button. In this example, we are searching for all payments with payment dates after May 1, 2013.
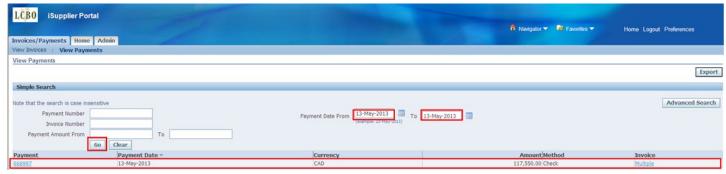
4) Search for payments before a particular date → leave the 'From' field blank and enter a date in the 'To' field. Click the Go button. In this example, we are searching for all payments with payment dates up to, and including May 31, 2013.

Example 5: Search for a payment using multiple search criteria

To search for payments, you can enter as little or as much search criteria as you wish. In this example, we are searching for all payments between $100,000 - $200,000 up to May 31, 2013 where the payment number begins with 6.

Example 6: Advanced Search

Additional advanced search options are available by clicking on the 'Advanced Search' button.

This will open the Advanced Search page.

Each search field contains a drop-down menu that can be used to narrow down your search.

You can also add additional search fields from the drop-down menu below by choosing a field and clicking the Add button.

Viewing Payment Details

After you have searched for a payment, you can view additional details for that payment by clicking on the payment number link.

Note: Additional details are provided on various fields throughout iSupplier. Links are displayed in blue and are underlined.

Additional details for this payment are displayed, including a list of invoices included on the payment.

To return to the previous page, click the 'Return to Invoices/Payments: View Invoices' link at the bottom of the page.

Viewing Invoices Included on a Payment

To view a list of invoices and invoice details included on a payment, click on the link in the Invoice field after querying a payment.

Note: If there are multiple invoices included on the payment, the link will show "Multiple." If there is only one invoice on the payment, the link will show the invoice number.

A list of invoices and the invoice details for that payment will be displayed. To drill down to view additional invoice details, click on an invoice number.

Details for that invoice will be displayed.

Viewing Netting Information

Netting Payments are payments made to LCBO on your behalf. These reduce the Payables LCBO owed you and reduces your Receivables you owe LCBO. After you have searched for a payment, on the payment screen below, you will notice the "Method" column is blank when a payment is due to Netting vs "DIRECT DEPOSIT" or "WIRE" when it is a payment issued to you. You will also note the payment # is a smaller number.

Click the hyperlink in the invoice column for the netted payment. Note if the payment represents a single invoice, the invoice # is noted. If there are multiple invoices, "Multiple" will appear.

Click the calculator to the right of "Netting Report"

Ensure "Final Netting Report" is visible in the Template and click "Run"

You can view the netting report by scrolling both bars to the right

You may export and save the report for your reference

The Final Netting Report provides details as to what your Receivables was applied to.

The top section is a summary which contains the settlement date (payment date) and the total $ netted

An Image Netting

Final Netting Report

Report Date 19-Sep-22
Page 1 of 1

Operating Unit	Setup Business Group	Batch Number	301717
Netting Agreement	DEMONSTRATION42240	Batch Name	DEMO1
Start Date	01-JAN-00	Reckoning Currency	CAD
End Date		Settlement Date	16-SEP-22
Trading Partner Reference		Transaction Due Date	31-DEC-22
Netting Bank Account	ACCOUNT1 AAN	Response Date	
		Final Netting Amount	750.00
Select Only Past Due	No		
Days Past Due			
Netting Order Rule	Due Date (Oldest to most recent)		
Netting Balance Rule	Net Always		
Netting Currency Rule	Convert to Accounting Currency		
Currency			
Exchange Rate Type	Corporate		
Exchange Rate			

Supplier	DEMONSTRATION			Supplier Number 166590			Site DEF
Supplier Taxpayer ID	123456789			Supplier Tax Reg No.			
Invoice Number	Invoice Type	Invoice Date	Invoice Amount	Netted Amount	Invoice Currency	Converted Netted Amount	
DEMO1	Standard	01-APR-22	1,000.00	750.00	CAD	750.00	

Total	750.00

Customer	DEMONSTRATION			Customer Number 42240			Location 59680
Customer Taxpayer ID	123456789			Customer Tax Reg No.			
Transaction Number	Transaction Type	Transaction Date	Transaction Amount	Netted Amount	Transaction Currency	Converted Netted Amount	
DEMO2	MISC AR	02-APR-22	750.00	750.00	CAD	750.00	

Total	750.00

End of Report

The Supplier details are the Payables portion of the netted payment which show your Payables applied.

Final Netting Report

| | | | | Report Date | 19-Sep-22 |
| | | | | Page | 1 of 1 |

Operating Unit	Setup Business Group		Batch Number	301717
Netting Agreement	DEMONSTRATION42240		Batch Name	DEMO1
Start Date	01-JAN-00		Reckoning Currency	CAD
End Date			Settlement Date	16-SEP-22
Trading Partner Reference			Transaction Due Date	31-DEC-22
Netting Bank Account	ACCOUNT1 AAN		Response Date	
			Final Netting Amount	750.00
Select Only Past Due	No			
Days Past Due				
Netting Order Rule	Due Date (Oldest to most recent)			
Netting Balance Rule	Net Always			
Netting Currency Rule	Convert to Accounting Currency			
Currency				
Exchange Rate Type	Corporate			
Exchange Rate				

Supplier	DEMONSTRATION			Supplier Number	166590		Site	DEF
Supplier Taxpayer ID	123456789			Supplier Tax Reg No.				

Invoice Number	Invoice Type	Invoice Date	Invoice Amount	Netted Amount	Invoice Currency	Converted Netted Amount
DEMO1	Standard	01-APR-22	1,000.00	750.00	CAD	750.00

	Total	750.00

Customer	DEMONSTRATION			Customer Number	42240		Location	59680
Customer Taxpayer ID	123456789			Customer Tax Reg No.				

Transaction Number	Transaction Type	Transaction Date	Transaction Amount	Netted Amount	Transaction Currency	Converted Netted Amount
DEMO2	MISC AR	02-APR-22	750.00	750.00	CAD	750.00

	Total	750.00

End of Report

The Customer details are the Receivables portion of the netted payment which show your Receivables applied.

An ImageNetting

Final Netting Report

Report Date   19-Sep-22
Page   1 of 1

Operating Unit	Setup Business Group	Batch Number	301717
Netting Agreement	DEMONSTRATION42240	Batch Name	DEMO1
Start Date	01-JAN-00	Reckoning Currency	CAD
End Date		Settlement Date	16-SEP-22
Trading Partner Reference		Transaction Due Date	31-DEC-22
Netting Bank Account	ACCOUNT1 AAN	Response Date	
		Final Netting Amount	750.00
Select Only Past Due	No		
Days Past Due			
Netting Order Rule	Due Date (Oldest to most recent)		
Netting Balance Rule	Net Always		
Netting Currency Rule	Convert to Accounting Currency		
Currency			
Exchange Rate Type	Corporate		
Exchange Rate			

Supplier	DEMONSTRATION	Supplier Number	166590	Site	DEF
Supplier Taxpayer ID	123456789	Supplier Tax Reg No.			

Invoice Number	Invoice Type	Invoice Date	Invoice Amount	Netted Amount	Invoice Currency	Converted Netted Amount
DEMO1	Standard	01-APR-22	1,000.00	750.00	CAD	750.00

Total	750.00

Customer	DEMONSTRATION	Customer Number	42240	Location	59680
Customer Taxpayer ID	123456789	Customer Tax Reg No.			

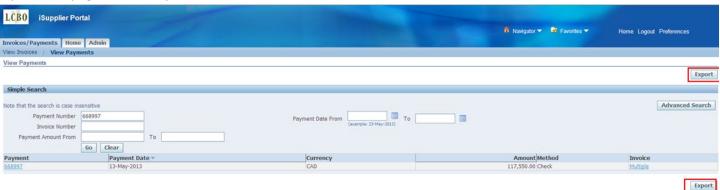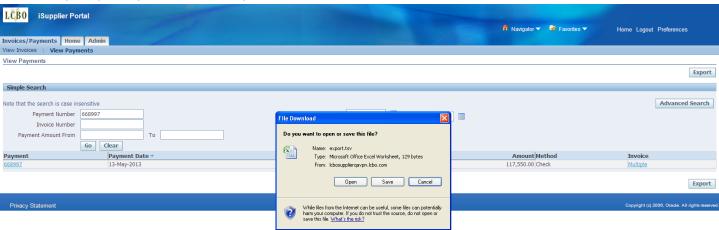| Transaction Number	Transaction Type	Transaction Date	Transaction Amount	Netted Amount	Transaction Currency	Converted Netted Amount
DEMO2	MISC AR	02-APR-22	750.00	750.00	CAD	750.00

Total	750.00

End of Report

Exporting Payment Information to Excel

After you have searched for payments, you can export these details into Excel by clicking on the Export button either at the top or bottom of the page.

Note: If the data extends onto multiple pages, the export will pick up all data in your search results. You do not need to export each page individually.
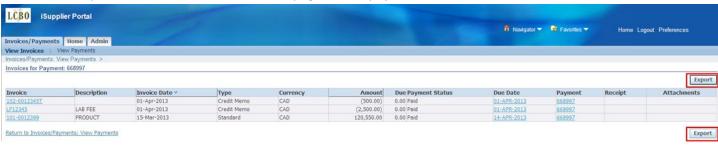

You will be prompted by Excel to either open or save the file.

Open the file to view your results.

	A	B	C	D	E	F
1	Payment	Payment Date	Currency	Amount	Method	Invoice
2	668997	13-May-13	CAD	117,550.00	Check	Multiple

You can also export data from the invoice details page for the payment.

iSupplier Maintenance

You have the ability to update the following supplier information through the iSupplier system. Your request will be sent to the LCBO for review and approval prior to being updated.
- Address Information
- Contact Information
- Business Classification

Address Updates

At any time, you can create a new address, change an existing address, or remove an existing address from the iSupplier system. To do so, navigate to the Admin tab and click on Address Book. Your current address information will be shown.
Note: Address Name is for LCBO use only.

Creating a New Address

If your company has multiple locations, you can create additional addresses. To create a new address, click the 'Create' button.

Enter the new address details and click the 'Save' button. To cancel, click the 'Cancel' button.

Note: Address details must be typed in CAPITAL LETTERS.

You will receive confirmation that the new address has been added to your Address Book and the new address will be displayed. A notification will also be sent to the LCBO.

If your new address is rejected by the LCBO, it will no longer appear in your Address Book.
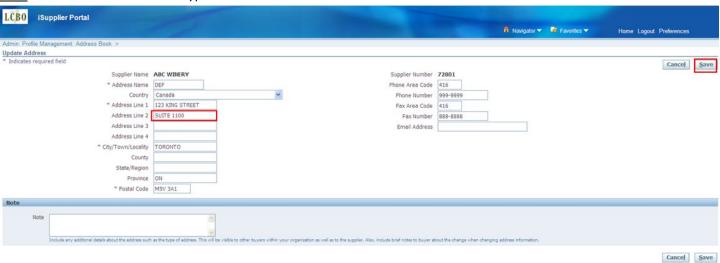

Updating an Existing Address

If your address has changed, you can update the existing address in the system. To update an existing address, click the 'Update' icon for the address you wish to update.

The current details will be displayed. Enter your updates and click the 'Save' button. To cancel, click the 'Cancel' button.
In this example, we have added 'SUITE 1100' to Address Line 2.
Note: Address details must be typed in CAPITAL LETTERS.

You will receive confirmation that your address details have been modified and the updated address details will be shown. A notification will also be sent to the LCBO.

If your changes are rejected by the LCBO, these changes will no longer appear in your address.

Removing an Existing Address

To remove an address from your Address Book, click the 'Remove' button.

You will receive a warning message confirming that you would like to proceed with removing the address. Click 'Yes' to continue, or 'No' to return.

You will receive confirmation that your address has been removed and the address will no longer be shown. A notification will also be sent to the LCBO.

If your change is rejected by the LCBO, the removed address will reappear in your Address Book.

Contact Updates

At any time, you can add a new contact, change existing contact details, or remove an existing contact from the iSupplier system. To do so, navigate to the Admin tab and click on Contact Directory. A list of your current contacts will be shown. Inactive contacts will be shown at the bottom of the page by expanding the section.

Creating a New Contact

To add a new contact and request iSupplier access, click the 'Create' button.

Enter the contact details and click the 'Save' button.

You will receive confirmation that your new contact has been added. A request will also be sent to the LCBO to grant iSupplier access.

Once your request is approved by the LCBO, the new contact will have the User Account field checked. They will also receive an email containing their password.

If your request is rejected by the LCBO, your new contact will no longer be displayed.

Updating an Existing Contact

To update an existing contact, click on the 'Update' button.

Make the changes to the appropriate fields and click the 'Save' button. To cancel, click the 'Cancel' button.
Note: If you change your email address, this will NOT change your user name. Your user name will remain as your old email address. If you would like your user name to be consistent with your email address, remove the contact associated with your old email address and create a new contact with the new email address details.

You will receive confirmation that your changes have been saved and a notification will be sent to the LCBO. The status will show 'Change Pending' until approved by the LCBO.

Once your changes are approved by the LCBO, the new details will be shown and the status will change to 'Current.'

If your change is rejected by the LCBO, the old details will reappear and the status will change to 'Current.'

Removing an Existing Contact

You have the ability to remove contacts that are no longer with your company, or that no longer require access to iSupplier. To remove an existing contact, click on the 'Remove' button.

You will receive confirmation that your contact has been removed from your Contact Directory. A notification will also be sent to the LCBO.

The removed contact will now be shown in the Inactive Contacts section with a status of Pending.

Once your update is approved by the LCBO, the status will change to 'Inactive' and the user will no longer have access to the iSupplier system.
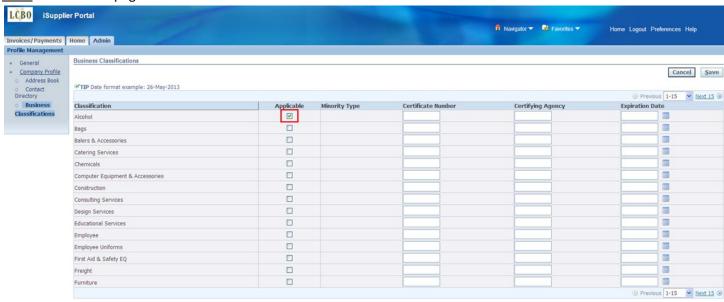

If your update is rejected by the LCBO, the removed contact will reappear in your Contact Directory.
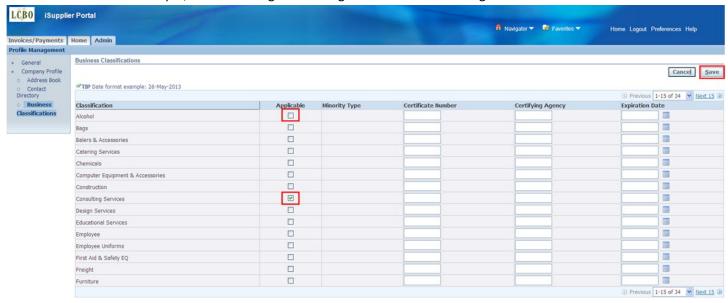

Business Classification Updates

At any time, you can update your business classification details. To do so, navigate to the Admin tab and click on Business Classifications. Your current classification(s) will be shown.

Note: There are 3 pages of business classifications.

To make changes to your business classifications, simply check or remove the appropriate classifications and click the 'Save' button. In this example, we are adding 'Consulting Services' and removing 'Alcohol.'
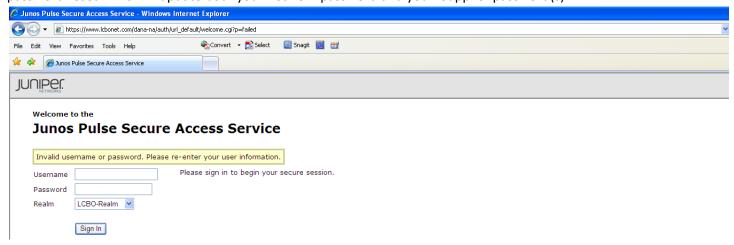

You will receive confirmation that your classifications have been saved. A notification will also be sent to the LCBO.
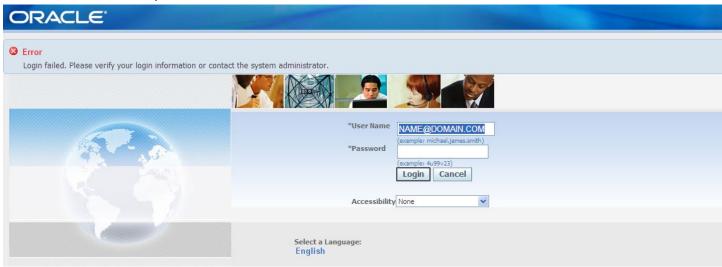
Password Changes

If you are unable to log into the LCBO network, you must contact the IT Service Desk at servdesk@lcbo.com to have your password reset. This will update both your network password and your iSupplier password(s).

If you can log into the LCBO network, but cannot access the iSupplier system, you must change your password using the Password Change link. This will change both your network and iSupplier passwords, as well as any additional iSupplier accounts associated with your email address.

For example, if you have access to two vendor accounts: Vendor# 12345 and vendor# 67890, you will have two separate iSupplier user names. The first will be your email address and the second will be your email address with the vendor number in it, i.e. name67890@domain.com. Changing your password will change the password for both of these accounts.

Clicking on the Password Change link will open an Identity Manager page, where you can change your password.

User ID – this is your user name (email address).

Current Password – this is your current network password.

New Password – create a new password. This will be your new password for both the LCBO network and iSupplier.

Confirm New Password – re-enter your new password to confirm.

Click the 'OK' button once complete.

Frequently Asked Questions

Question 1:
How do I log into iSupplier?

Answer:
Logging into iSupplier is a two-step process. You must first log into the LCBO network and then into the iSupplier application.

1) Log into the LCBO Secure Network

Once you have received your password via email, go to www.lcbonet.com and enter your username and password.
Note: Your username is your email address.
Realm = LCBO-Realm

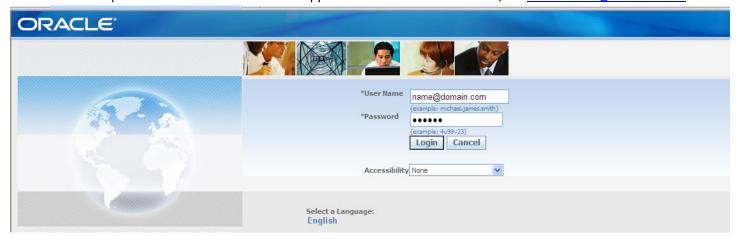After logging into the network, you are presented with the following links.
To access iSupplier, click on the iSupplier System link.

2) Log into the iSupplier System

You will be prompted for your user name and password to log into the iSupplier system.

Note: If you have access to multiple supplier accounts, you must enter the user name associate with each of these accounts. Subsequent user names will have the supplier number in the user name, i.e. name12345@domain.com.

Question 2:

Why can't I log into the LCBO network?

Answer:

Your user name is your email address and your password is emailed to you upon registration for iSupplier. If you forget your password, contact the LCBO IT Service Desk at servdesk@lcbo.com to have it reset. This will change both your network and iSupplier passwords.

Question 3:

Why can I log into the LCBO network, but not into the iSupplier system?

<u>Answer:</u>

You may have the incorrect user name or password. Your user name is your email address and your password is emailed to you upon registration. If you have access to multiple vendor accounts, your iSupplier user name will contain the vendor number for each subsequent supplier, i.e. name12345@domain.com.

To synch your passwords, click on the Password Change link.

You will be prompted for your user ID (email address), current network password and new password. This will become your new password for both the LCBO network and all iSupplier accounts.

<u>Question 4</u>:
Why haven't I received my password?

<u>Answer:</u>

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 isupplier@lcbo.com and PRODITIM_Administrator@lcbo.com.

Question 5:

Why can't I find specific invoices?

Answer:

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

1) 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.

2) 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.

3) 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.
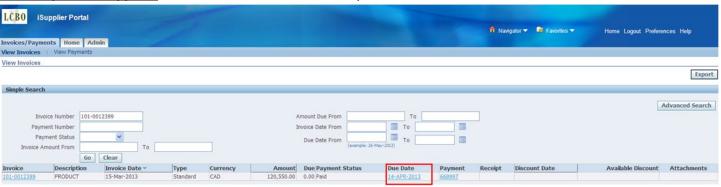
Question 6:

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 due date. To determine how the due date was calculated, review the invoice date and the terms.

Note: the due date is the date the invoice is applicable for payment. This is not necessarily the date the invoice will be paid.

Note for product suppliers: the invoice date is the date the product is received in our warehouse.
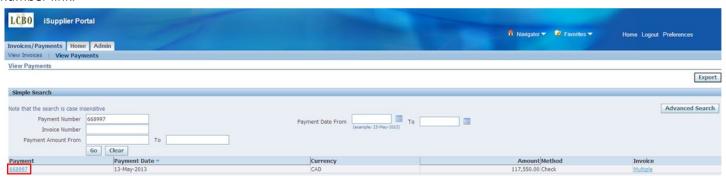
Question 7:

Why can't I see my payment?

Answer:

There are various ways to search for payments in iSupplier.

1) Under the Invoices/Payments tab, click on View Payments. You can search using various criteria on this page:
   - Payment Number
   - Invoice Number
   - Payment Amount
   - Payment Due Date

After you have searched for a payment, you can view additional details for that payment by clicking on the payment number link.
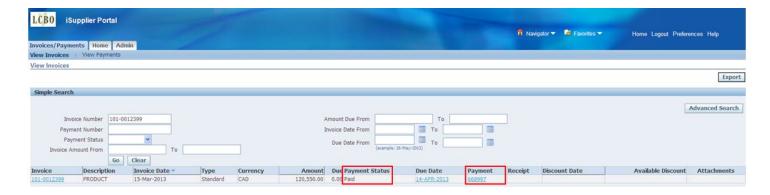

Additional details for this payment are displayed, including a list of invoices included on the payment.

2) From a particular invoice query

   Once you have queried an invoice, you can view the payment status for that invoice in the Payment Status field. If the invoice has been paid, the payment number will be displayed and will contain a link in the Payment field. Click on the payment number link to view details for the payment.

Details for the payment, including a list of invoices included on the payment, will be displayed.
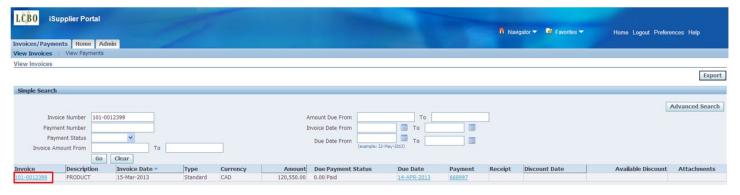

Question 8:

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

Answer:

After you have searched for an invoice, you can view additional details for that invoice by clicking on the invoice number link.

Additional details for this invoice are displayed. These details can be exported to Excel by clicking on the 'Export' button.

Note: 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 102-00012345T. These adjustments will appear in iSupplier once the adjustment has been processed.
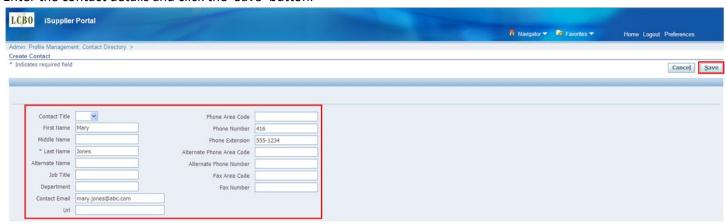
Question 9:
How do I add or delete iSupplier users?

Answer:
Once you have completed your iSupplier registration, you will have the ability to request additional users for your organization, as well as remove existing users. 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 a new contact and request iSupplier access, navigate to the Contact Directory under the Admin tab and click the 'Create' button.

Enter the contact details and click the 'Save' button.

You will receive confirmation that your new contact has been added. A request will also be sent to the LCBO to grant access to iSupplier.

Once your request is approved by the LCBO, the new contact will have the User Account field checked. They will also receive an email containing their password.

If your request is rejected by the LCBO, your new contact will no longer be displayed.

To remove contacts that are no longer with your company or that no longer require access to iSupplier, click on the 'Remove' button.

You will receive confirmation that your contact has been removed from your Contact Directory. A notification will also be sent to the LCBO.

The removed contact will now be shown in the Inactive Contacts section with a status of Pending.

Once your update is approved by the LCBO, the status will change to 'Inactive' and the user will no longer have access to the iSupplier system.

If your update is rejected by the LCBO, the removed contact will reappear in your Contact Directory.
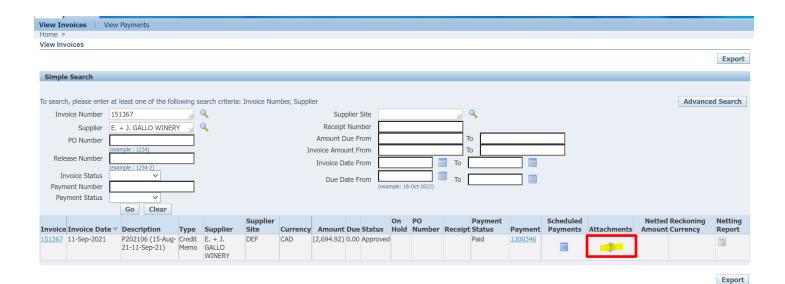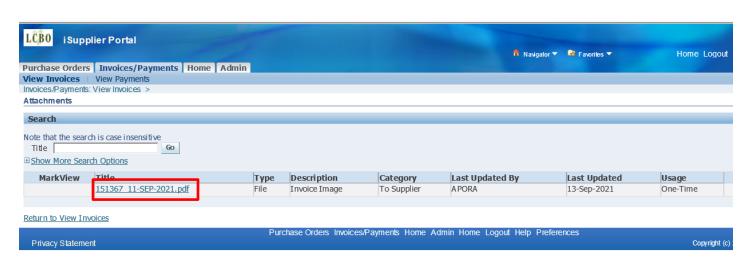
Question 10:

Can I obtain invoice copies from iSupplier?

Answer:

Invoice copies can be retrieved from iSupplier. After you have searched for the invoice, on the View Invoices screen below, click the clip in the "Attachments" column. Then click the hyperlink in the "Title" column on the next page. You can either open or save the invoice copy for your reference.

LCBO

INVOICE

55 Lakeshore Blvd East., Dept. # 884
Toronto, Ontario, M5E 1A4

Invoice Date: 11-SEP-2021
Invoice Number: 151367
Invoice Terms: IMMEDIATE

E. + J. GALLO WINERY
POST OFFICE BOX 1130
ATTN: CREDIT DEPT
MODESTO, CA, 95353, US

Promotion :   P202106 (15-Aug-21-11-Sep-21)

Item	Description	Qty	Amount	Total
1	ESS 103-00565642 232371	44	3.86	169.84
2	ESS 102-00568787 232371	88	3.86	339.68
3	ESS 102-00567132 454876	335	1.72	576.20
4	ESS 102-00565679 308122	112	1.72	192.64
5	ESS 104-00567124 454876	112	1.72	192.64
6	ESS 103-00567126 454876	280	1.72	481.60
7	VRF Release: 21-Aug-21 317693 17 Pinot Noir Kali H	1	210.00	210.00
8	ESS 102-00565679 232371	88	3.86	339.68
9	ESS 103-00565642 308122	56	1.72	96.32
10	ESS 103-00565642 454876	56	1.72	96.32

SUB TOTAL :   2,694.92

GST/HST :   0.00

GRAND TOTAL : (CAD)   2,694.92

POSITIVE INVOICE TOTAL REPRESENTS AMOUNT OWING TO THE LCBO. INVOICE WILL BE DEDUCTED FROM FUTURE PAYMENTS. YOUR COMPANY WILL BE CONTACTED FOR PAYMENT IF NECESSARY.