

# LCBO

Grocery  
Management  
System

VENDOR PORTAL  
USER'S MANUAL  
FOR SUPPLYING SOURCES  
To Authorized Store Operators

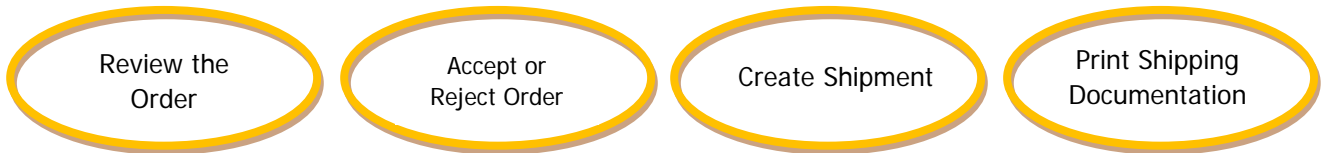


## INTRODUCTION

This User's Manual is a reference tool that provides a general tutorial on the most commonly used features and options currently available in the LCBO Grocery Management System – Vendor Portal.

## PROCESS OVERVIEW

Below are the key action items that the vendor is required to do for every order in their account:



## GETTING STARTED

### Logging In

Open your web browser and type in the following URL: <https://lcbo.tangentiacommerce.com/> on the address line, then press enter.

This will take you to the following screen:

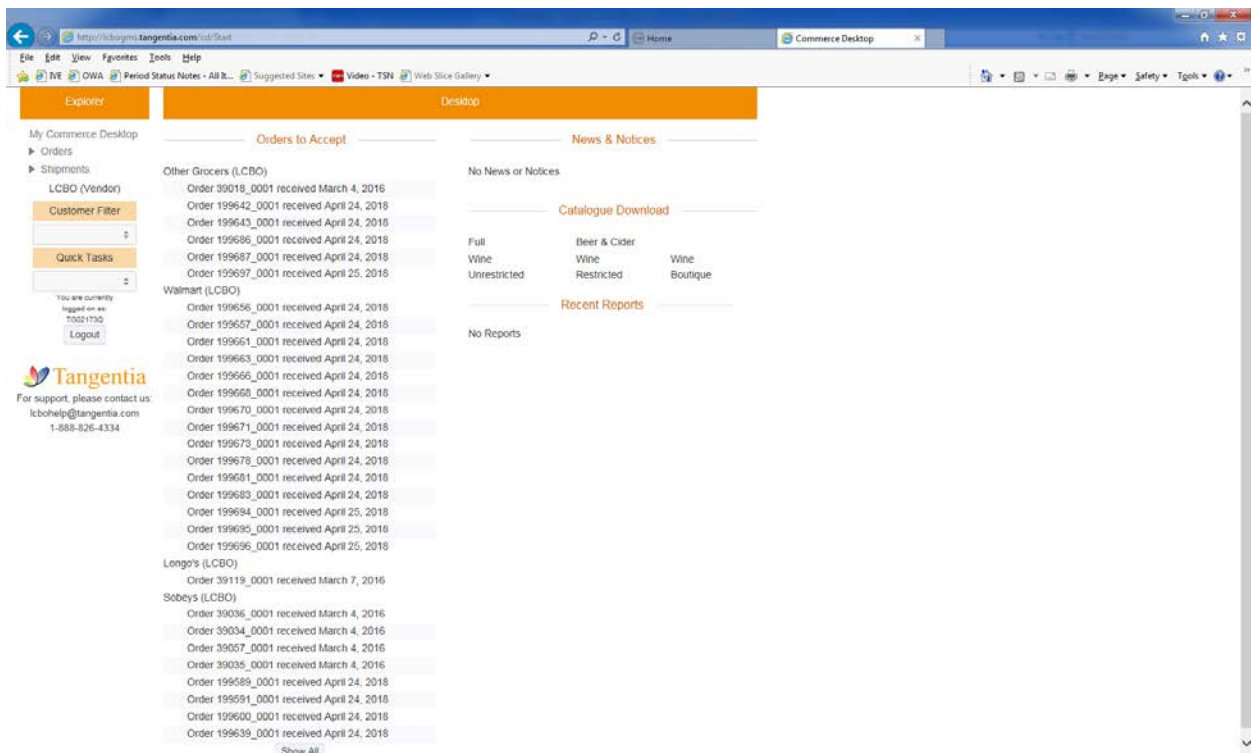
The screenshot shows a login form titled "VENDOR LOGIN". Below the title is the instruction "Please Enter Your Username and Password :". There are two input fields: "Username" and "Password". At the bottom of the form are two buttons: "LOGIN" and "CLEAR".

Login by entering your Username and Password, and then click the Login button.

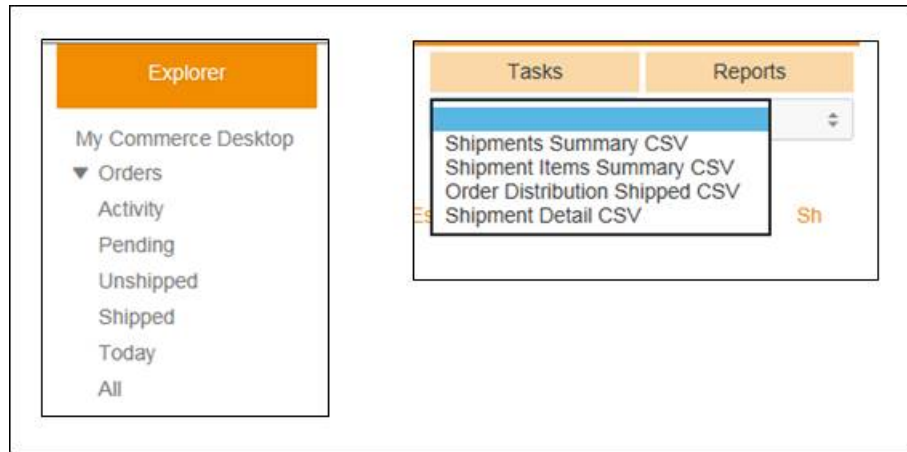
## Desktop Page

The main Desktop page is the first screen displayed once you log in to your account. The following is visible on this screen:

- Explorer menu** – which you will use to navigate the website.
- Partner Filter** – used to filter your data by customer.
- Quick Tasks menu** – used to access most common tasks used in LCBO GMS.
- Logout button** – used when you are finished working and wish to conclude your session.
- Order to Accept area** – which shows you what new orders have come in.
- News & Notices section** – where information about new features is listed from time to time.
- Catalogue Download** – Download the list of products on the catalogue.
- Recent Reports** – Not in use.



CSV reports by order status: Pending, Unshipped, Shipped, Today and All are available. Reports are available for any task:

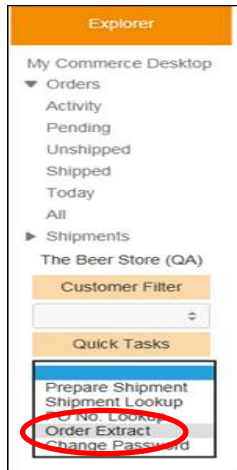


Ship Date	Status	Filter	Tasks	Reports			
		Apply Clear					
Partner	Shipment No	Bol No	Ship Date	Grocer PO Number	Store No	Total Case Count	SI
Sobeys (LCBO)	247	BOL	07 Sep 2017	478-567-P4	5670	2	✓
Loblaws (LCBO)	246	BOL	07 Sep 2017	478-586-P4	5860	2	✓

## PROCESSING ORDERS

### Order Extract

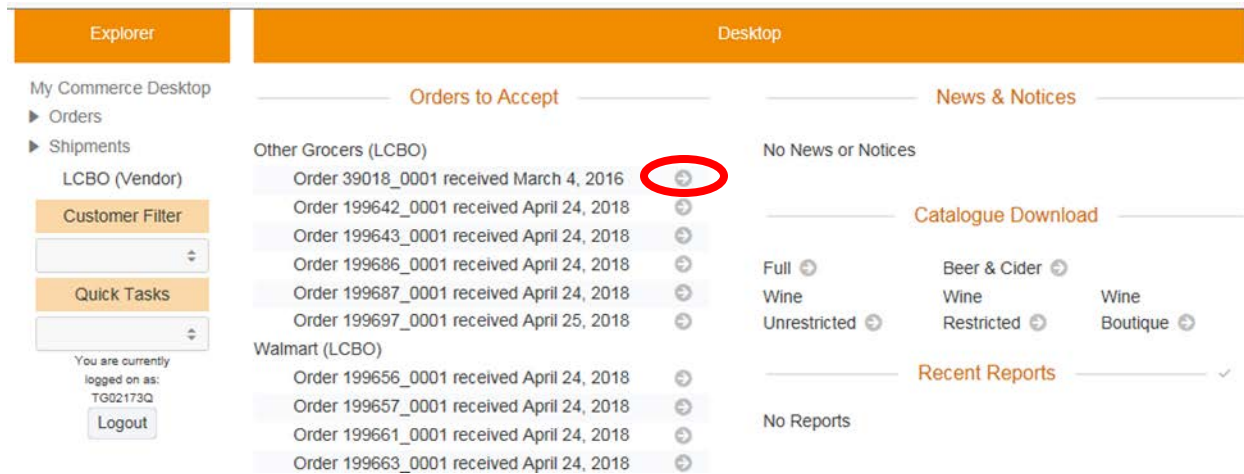
The Order Extract is designed to allow supplying sources access to information in GMS in a format that can be used for operational purposes. This raw data dump is available on demand and is downloadable in CSV format to be sorted by the user. Data is available at the line item level and can be filtered by date, order status, store number and customer. The Data Extract is accessible through 'Quick Tasks' and by selecting 'Order Extract'.



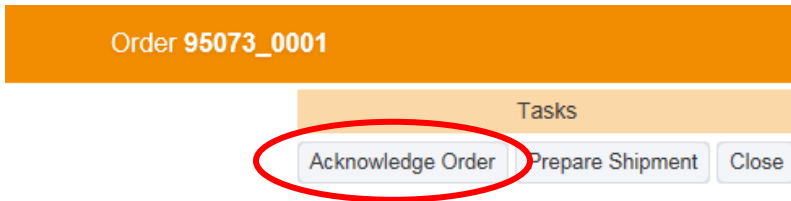
## Accepting Orders

Within **24 hours** of receiving an order, order acceptance **must** be completed.

- 1) On the **Desktop**, under **Orders to Accept**, open the order by clicking the icon next to it.

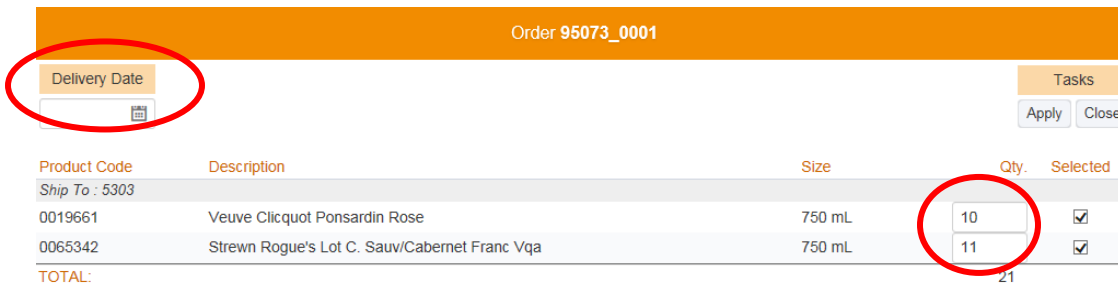


2) Select **Acknowledge Order** from the top right task bar on the window:



3) Enter the Delivery Date and the quantities beside each ordered SKU then click **Apply**.

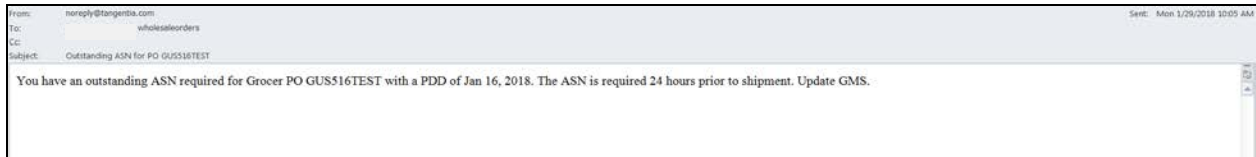
- This delivery date is an estimated delivery date and can be changed when the shipment is prepared (see page 9 for further details)
- The acknowledged quantity for each SKU may be reduced if needed (see page 7 for further details) but cannot be increased.



**PROCESSING SHIPMENTS (Advanced Shipping Notice - ASN)**

- Processing a shipment **must** be completed **24 hours** prior to delivery.
- If shipment is **not** prepared within 14 days of the order date, the order will be “Deemed Not Shipped,” and quantities will default to 0. This will negatively impact payment.

It is the responsibility of the supplying source to enter shipment details in GMS for every purchase order twenty four (24) prior to delivery. An email notification will be sent to supplying sources that have not completed shipping details in GMS.



An email is sent for every purchase order with outstanding shipping information and is sent daily until the supplying source enters shipping details in GMS for each out purchase order.

- 1) To view all orders, click **Orders** and then **All** under the **Explorer Menu**.  
 You will see the **Ac** and **Sh** columns on the right hand corner of the screen.  
**Ac** stands for Acknowledged.  
**Sh** stands for Shipped.  
 Acknowledged orders will have a green status under **Ac**.  
 Shipped orders will have a green status under **Sh**.  
 Any blank circles indicate that such orders are pending processing.  
 Open the order that you are ready to ship.

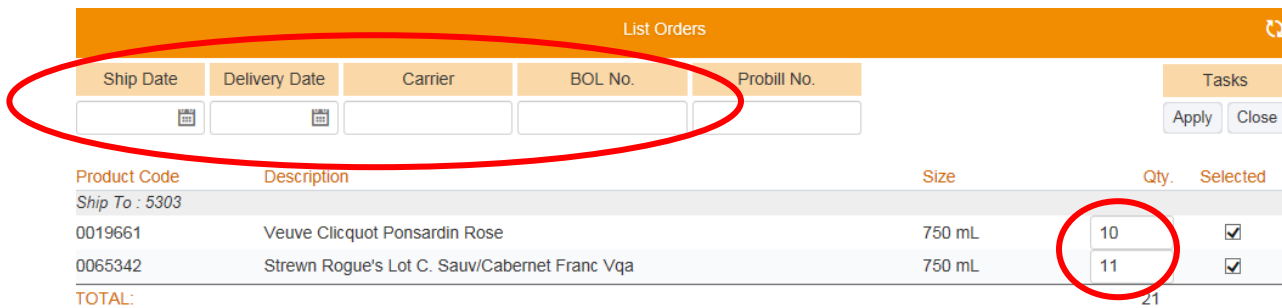
Explorer		List Orders									
Received Date	Ship Date	PDD	Grocer PO No.	GMS Order No.	Store No.	Customer	Sort By	Filter	Tasks	Reports	
			Contains			<input type="checkbox"/> ARTERRA <input type="checkbox"/> CANEX <input type="checkbox"/> COLIO		Apply			
Customer	Store No	PO Number	PO Date	GMS Order No.	Shipping DC	Order Received Date	Preliminary Delivery Date	Ship Date	Estimate Delivery Date	Ac Sh	
Other Grocers (LCBO)	5836	5836-2	25 Apr 2018	199697_00_183	W	25 Apr 2018				○ ○	
Sobeys (LCBO)	5890	486	25 Apr 2018	199702_0001	W	25 Apr 2018				○ ○	
Walmart (LCBO)	5605	2350420775	25 Apr 2018	199696_0001	W	25 Apr 2018				○ ○	
Walmart (LCBO)	5819	2350420774	25 Apr 2018	199695_0001	W	25 Apr 2018				○ ○	
Walmart (LCBO)	5050	2350420773	25 Apr 2018	199694_0001	L	25 Apr 2018				○ ○	
Other Grocers (LCBO)	5540	HRB180424B	24 Apr 2018	199687_0001	W	24 Apr 2018				○ ○	
Other Grocers (LCBO)	5540	HRB180424A	24 Apr 2018	199686_0001	W	24 Apr 2018				○ ○	
Sobeys (LCBO)	5815	042418	24 Apr 2018	199648_0001	W	24 Apr 2018				○ ○	
Walmart (LCBO)	5605	5650360778	24 Apr 2018	199683_0001	W	24 Apr 2018				○ ○	

2) Click **Prepare Shipment**.



3) Fill in the following fields, enter the shipment quantities for each SKU, then click **Apply**

- **Ship Date** – Enter the date the product is shipped
- **Delivery Date** – Enter in the estimated delivery date
- **Carrier** – Enter the carrier for the order
- **BOL No.** – Enter the bill of lading number for the shipment



4) The order shipment is now complete

### PRINTING REQUIRED SHIPPING DOCUMENTATION

The following shipping documentation **must** accompany each shipment.

1. Bill of Lading (BOL)
2. Packing Slip

#### 1. Bill of Lading (BOL)

To prepare a bill of lading document:

1) Navigate to the shipment menu in GMS:



- ▼ Orders
  - Activity
  - Pending
  - Unshipped
  - Shipped
  - Today
  - All
- ▼ Shipments
  - All

2) Open an order that has been shipped, under the reports drop down shown, select Bill of Lading

Tasks Reports

Close

Bill of Lading  
Packing Slip

Ship Date: April 21, 2017

BOL No.: 1234565

Carrier: Carrier

Probill No.:

Est. Delivery Date: April 21, 2017

Package Count: 3

Ship To: WALMART SUDBURY N SUPERSTORE - 5900

WALMART SUDBURY N SUPERSTORE

1349 LASALLE BLVD

SUDBURY, ON

P3A1Z2

Shipment Status: Acknowledged

Order No	Order Date	PO No	Deemed Not Shipped	Ac	Sh
50/1	April 21, 2017	RMA21		●	●

3) This will generate the bill of lading which is to be included with the shipment

<b>Grocer PO No.</b> RMA21	<b>Ship To</b>	WALMART SUDBURY N SUPERSTORE - 5900 WALMART SUDBURY N SUPERSTORE 1349 LASALLE BLVD SUDBURY, ON P3A1Z2
<b>BOL No.</b> 1234565		
<b>ASN No.</b> 000050		
<b>GMS Order No.</b> 00002_0054		
<b>Probill No.</b>		
<b>Total Shipped Cases</b> 33		
<b>Pallet Count</b> 0	<b>From</b>	Beau's All Natural (Pre-Prod)
<b>Carrier</b> Carrier		
<b>Ship Date</b> April 21, 2017		
<b>Freight</b> Prepaid		
<b>Weight(kg)</b> 412.50		

LCBO Item No.	Description	Weight(kg)	Shipped Cases
0305627	Beau's The Tom Green Beer	12.50	11
0480522	Beau's Vienna Lager	12.50	11
0480530	Beau's Return Of The Mumme	12.50	11

## 2. Packing Slip

To prepare a packing slip:

1) Navigate to the shipment menu in GMS:

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My Commerce Desktop

- ▼ Orders
  - Activity
  - Pending
  - Unshipped
  - Shipped
  - Today
  - All
- ▼ Shipments
  - All

2) Open an order that has been shipped, under the reports drop down shown, select Packing Slip

Tasks		Reports	
Close		Bill of Lading	
		Packing Slip	

<b>Ship Date</b>	April 20, 2017	<b>Ship To</b>	FARM BOY PICKERING - 5590
<b>BOL No.</b>	13356		FARM BOY PICKERING
<b>Carrier</b>	Carrier		1355 KINGSTON ROAD
<b>Probill No.</b>			PICKERING, ON
<b>Est. Delivery Date</b>	April 20, 2017		L1V1B8
<b>Package Count</b>	6	<b>Shipment Status</b>	Acknowledged

Order No	Order Date	PO No	Deemed Not Shipped	Ac	Sh
477/1	April 19, 2017	FIST9		●	●

3) This will generate a packing slip which is to be included with the shipment

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### Packing Slip

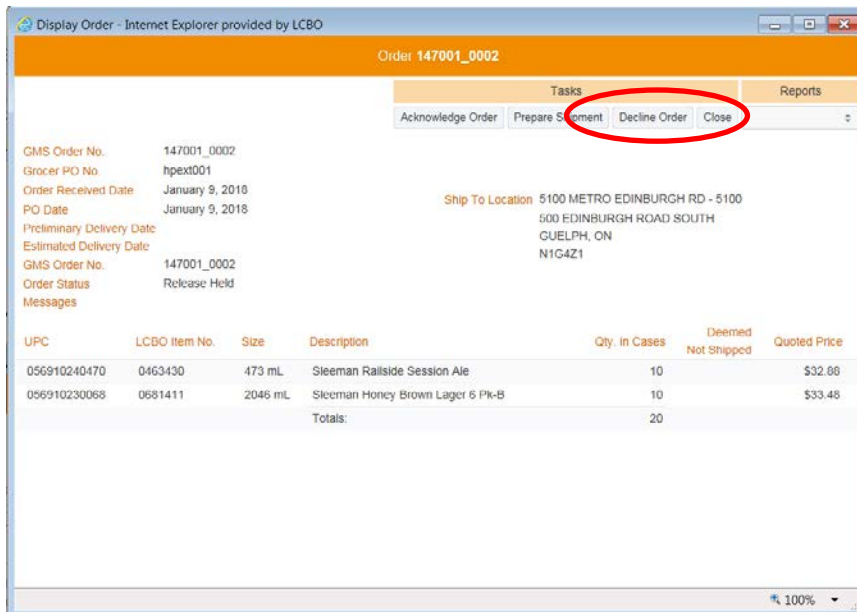
<b>BOL No.</b> 13356	<b>Ship Date</b> April 20, 2017	<b>Ship To</b> FARM BOY PICKERING - 5590 FARM BOY PICKERING 1355 KINGSTON ROAD PICKERING, ON L1V1B8
<b>GMS Order No.</b> 95082_0001	<b>Grocer PO No.</b> FIST9	<b>Ship From</b> LCBO Vendor (Pre-Prod)
<b>ASN</b> 331		

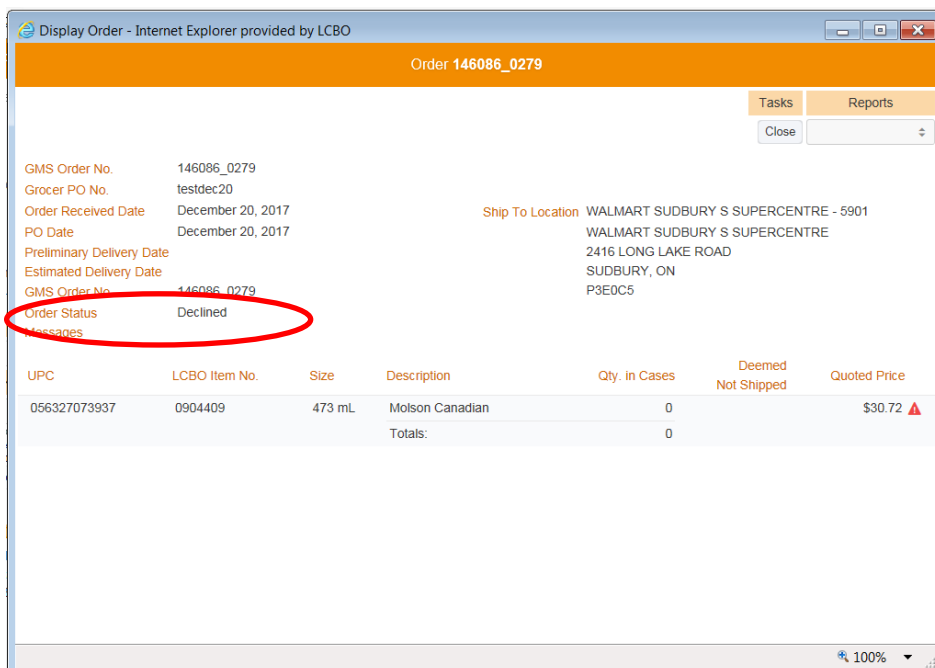
SCC Master	UPC Master	LCBO Item No.	Description	Size (ml)	Case Qty.
14003310010243	4003310011700	0009118	Henkell Trocken Piccolo 3x200	600	14
10098137113233	098137113236	0015867	Yellowglen Pink Sparkling	750	15
18000468103083	8000468003089	0085316	Blu Giovello Prosecco	750	19
10895770000148	895770000141	0147504	>13th St Cuvee Rose Brut(13th Street Wine Co	750	16
10627857010005	627857010008	0000026	Mike Weir Chardonnay Vqa	750	11
20881860400094	881860400090	0001545	> (V) Pinot Noir Ontario (Flat Rock Cellars)	750	11

## Order Decline

Supplying sources decline to fill grocery purchase orders for a variety of reasons including, but not limited to, inventory availability, location of grocery store and ordered quantity. The 'Order Decline' function permits a supplying source to decline an order for any reason in one step. 'Order Decline' is available for orders that have yet to be acknowledged or shipped.



Declining an order will populate the purchase order with zero '0' cases acknowledged and shipped and update order status to Declined. The grocer will not expect delivery of a declined order.



## Undershipping Orders

The screenshot shows the 'Orders to Accept' section with the following data:

Order ID	Received Date
Order 39018_0001	received March 4, 2016
Order 199642_0001	received April 24, 2018
Order 199643_0001	received April 24, 2018
Order 199686_0001	received April 24, 2018
Order 199687_0001	received April 24, 2018
Order 199697_0001	received April 25, 2018

Walmart (LCBO) orders:

Order ID	Received Date
Order 199656_0001	received April 24, 2018
Order 199657_0001	received April 24, 2018
Order 199661_0001	received April 24, 2018
Order 199663_0001	received April 24, 2018

- 2) Select **Acknowledge Order** from the top right task bar on the window:

- 3) When acknowledgement is selected, the quantities ordered by the grocer will display

Product Code	Description	Size	Qty.	Selected
0000018	Heineken Lager 6 Pk-B +	1980 mL	5	<input checked="" type="checkbox"/>

- 4) Enter the Delivery Date and change the quantity of the items that you need to undership, then click **Apply**.

Product Code	Description	Size	Qty.	Selected
0000018	Heineken Lager 6 Pk-B +	1980 mL	3	<input checked="" type="checkbox"/>

## HELPDESK & SUPPORT CONTACT INFORMATION

For Technical Support Assistance, please contact:

**LCBO GMS Helpdesk**

1-888-826-4334

[lcbohelp@tangential.com](mailto:lcbohelp@tangential.com)

For all other inquiries, please contact:

**hello\_LCBO**

(416) 365-5842

1 (833) 840-6272

[email customer service](mailto:email_customer_service@lcbo.com)

Submit completed GMS Access Forms to:

**LCBO Grocery Operations**

[lcbogroceryoperations@lcbo.com](mailto:lcbogroceryoperations@lcbo.com)

LCBO GMS (Grocery Management system) is powered by



[tcloud.tangential.com](http://tcloud.tangential.com)



[tgateway.tangential.com](http://tgateway.tangential.com)