



OPERATIONAL UPDATES

Important Invoice & Payment Reminders

1. Invoices are issued weekly and are available in the GMS Portal and are also sent via EDI for those customers set up for EDI transmission.
2. Invoices must be paid in accordance with payment terms.
3. Bi-weekly emails are auto-generated from LCBO Accounts Receivable, providing a listing of overdue invoices. These emails must be reviewed and actioned immediately; do not ignore. Be sure to add ARAPOutgoing@lcbo.com to your list of safe emails to ensure you receive them. If you wish to update your email address(es) on these notifications, reach out to accounts.receivables@lcbo.com.
4. All invoice errors, including if you receive an invoice for an order you did not receive, must be communicated to the LCBO within 5 days of receiving your invoice. Input a claim into the LCBO B2B Claims Application or send an email to lcbogroceryoperations@lcbo.com for a POD request. Delivery paperwork is not required.
5. Overdue invoices may be subject to your account being placed on hold, meaning no further orders will be processed until payment is received.
6. If you have questions or concerns regarding outstanding balances, please communicate directly with accounts.receivables@lcbo.com.
7. Remittance details are required no later than the payment due date and emailed to accounts.receivables@lcbo.com containing the following information;
 - Customer Name
 - Payment Date
 - Total Payment Value
 - Detailed remittances listing all LCBO invoice numbers paid
8. Please submit all Proof of Delivery (POD) and invoice copy requests to lcbogroceryoperations@lcbo.com.

LCBO B2B Claims Application Reminders

1. Please review the B2B Claims Application regularly for communication from the grocery operations team. There will be a mail icon next to the claims that have new comments. Please respond back and make any necessary changes in a timely manner to ensure the efficient processing of claims.
2. The LCBO B2B Claims Application job aids and user guides have been updated and can be found on our website. Take a look and familiarize yourself with our updated documents and processes. Please direct any questions to lcbogroceryoperations@lcbo.com.
Website: www.lcbowholesaleoperations.com/grocers.html

Sales Reports

Please send your weekly sales reports to lcbogroceryoperations@lcbo.com no later than Tuesdays at 12pm. By not submitting the weekly sales report on time, this may result in missed LTO credits.