

LCBO

Grocery Operations

Return Portal for QA Alert Product Recalls
Store Licensee User Manual

Version 1.2 August 2023

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INTRODUCTION

This Store Licensee User Manual is a reference tool for licensed grocer and wine boutiques that provides a general overview of how to return recalled beverage alcohol to the LCBO following a QA Alert.

Grocery Store and Wine Boutique Licensees with affected inventory of recalled beverage alcohol product can choose to return to the LCBO for reimbursement. TForce, the LCBO's designated carrier, through an online portal will arrange pick up of recalled inventory from the licensee and facilitate return to the LCBO.

ACCESSING THE RETURN PORTAL

Store licensees that submitted a claim to the B2B Claims Application to **return** affected inventory of recalled product to the LCBO will receive an email notification from ProductRecall@LCBOReturn.com to arrange pick up. Below is a sample of the email notification the licensee will receive:

LCBO Return Request RA# 1086-3 NICKELBROOK UBER BERLINER

You are receiving this message because your organization reported that your location has affected inventory of recalled alcohol product NICKELBROOK UBER BERLINER.

If you do NOT have any of this product to return [Click Here](#) to report.

TFORCE INTEGRATED SOLUTIONS (www.tforce-solutions.com) is appointed to pick up the above affected product from your store and return it to the LCBO.

ACT PROMPTLY. The returns shipping window for this returns alert closes on: Thu Aug 15 2019 20:00:00 GMT-0400 (EDT). After this date, the link below will no longer be accessible.

TO ARRANGE A PICKUP with TFORCE, click [Create Shipment](#).


Enter complete shipping details, print shipping labels (on your local printer) and carefully attach a label to each sealed box/carton (once a copy of the manifest has been placed in the carton/box). Boxes/Cartons not sealed and/or without shipping labels cannot be picked up.

If the labels do not print, contact ClientSystemsSupport@TForce-Solution.com to provide replacement copies. Include your full store# and address details.

A confirmation email will be sent to you to confirm pick up date

IMPORTANT:
ONLY ship affected inventory specific to LCBO QA alert 1086-3 NICKELBROOK UBER BERLINER.
Credit is ONLY applied to product authorized to ship under this QA Alert. Any unauthorized items will not be credited or returned!
ONLY release product under 1086-3 NICKELBROOK UBER BERLINER to TFORCE.

For any questions regarding this alert contact: quality.assurance@lcbo.com
For questions regarding Store Credit: lbogroceryoperations@lcbo.com

Powered by


A response is required by the licensee to initiate pick up by TForce, the LCBO's designated carrier.

Store licensees should 'whitelist' ProductRecall@LCBOReturn.com to ensure that it is not blocked by spam software or firewalls and add it to an internal email contact list. Store licensees should monitor 'Junk' folders until it is confirmed that the address is accepted by the organization's email security system.

RESPONDING TO A PICKUP REQUEST IN THE RETURN PORTAL

- 1) If there is affected inventory to return to the LCBO for reimbursement, from within the email, select **Create Shipment** to open the link to the web browser page. Complete the mandatory details outlined in detail below to arrange the return:
 - a. Fill in the **Total # of Units Shipped** as the number of selling units to be returned to the LCBO.
 - b. Fill in the **Total # of Cartons** as the total number of packages/cases that TForce will transport. It is critical that this number be reported accurately to print the correct number of shipping labels. (One (1) shipping label per carton).
 - c. Fill in the **Combined Weight of all cartons** (in lbs) to be returned to the LCBO.
 - d. Provide a **Contact Name, Telephone Number and Email**. Ensure that the name entered under **Contact for Pickup** is a person who will be on duty the following day, when TForce will arrive.
 - e. Always include an appropriate **Alternative Contact Name**, someone who will be on duty and knows where to locate the shipment.
 - f. Take care with **Pickup Instructions** so that the TForce representative has the right information and sufficient detail to collect the pickup.

The screenshot shows a web browser window titled "Create Shipment Labels". The interface includes the LCBO logo and contact information for Farm Boy Cambridge. A red warning message states: "If you DO NOT have a product to return please enter your full name and click (Nothing to Return...)". Below this is a "Full Name:" input field and a "Nothing to Return..." button. A message from LCBO instructs the user to enter shipment details. The form contains several input fields: "Total # of Units Shipped", "Total # of Cartons", "Combined Weight of ALL Cartons" (with a unit of "LBS"), "Shipper Name or Contact for Pickup", "Contact Tel #", "Contact Email", and "Alternative Contact Name". A large text area is provided for "Pickup Instructions". At the bottom left is the TForce logo, and at the bottom right is the "Print Labels..." button and the "Powered by FLAMESOFT" logo.

Once all of the details are entered, the **Print Labels** button will become active.

Info

LCBO

Pickup From Store # 5004
5004 SOBEYS NORTH LONDON
1595 ADELAIDE STREET NORTH
LONDON, ON
N5X 4E8
519-645-8868

**If you DO NOT have a product to return
please enter your full name
and click (Nothing to Return...)**

Full Name:

LCBO has prepared a shipment for you, please enter the pieces and weight, click print label when you are ready to ship and a pickup request will be sent to TForce.

Total # of Units Shipped:

Total # of Cartons:

Combined Weight of ALL Cartons:

Shipper Name or Contact for Pickup:

Contact Tel #:

Contact Email:

Alternative Contact Name:

Pickup Instructions:

Select **Print Labels** to print a label for each carton reported in (b) above.

If the labels do not print, contact ClientSystemsSupport@TForce-Solution.com to provide replacement copies.

Store licensees must ensure labels are affixed adequately to shipping cartons to prevent tearing or falling off.

FROM: 5004 SOBEYS NORTH LONDON
1595 ADELAIDE STREET NORTH
LONDON, ON
N5X 4E8

RA # QA666999

TO: LCBO
55 Lake Shore Blvd E
Toronto, ON
M5E 1A4

TOR-TOR

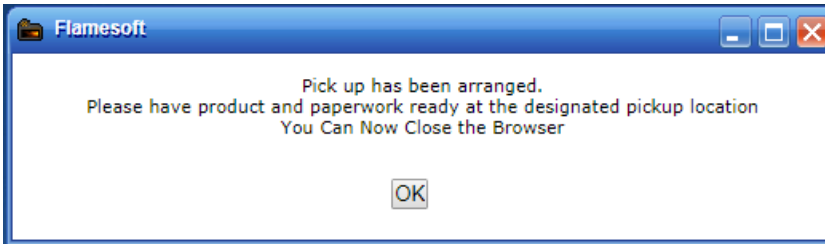
1060-1 of 1 2019-07-11

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In addition, three (3) copies of the shipment manifest will be printed:

- one (1) copy to be placed in one shipping carton,
- one (1) copy for the licensee, and
- one (1) copy for the TForce driver.

LCBO TForce Integrated Solutions	SHIPPER: 5004 SOBEYS NORTH LONDON 1595 ADELAIDE STREET NORTH LONDON, ON N5X 4E8	Manifest: # 56 Ship Date: 2019-07-11 Account #: 5004 Printed 11/07/2019 4:07 PM							
PLEASE PLACE THIS IN SHIPPING CONTAINER									
RA #QA666999									
Shipper R Tin Contact Tel # 416-679 7979 Alternate Contact T Smith									
Tracking #	RA #	Consignee	City	Province	Postal Code	Pcs	Weight	Service	
1060	QA666999	LCBO	1595 ADELAIDE	Toronto	ON	M5E 1A4	1	28 GE	
							TOTAL:	1	28
Shippers Signature: _____				Drivers Signature: _____					
Name: _____				Name: _____					
Date: _____				Date: _____					



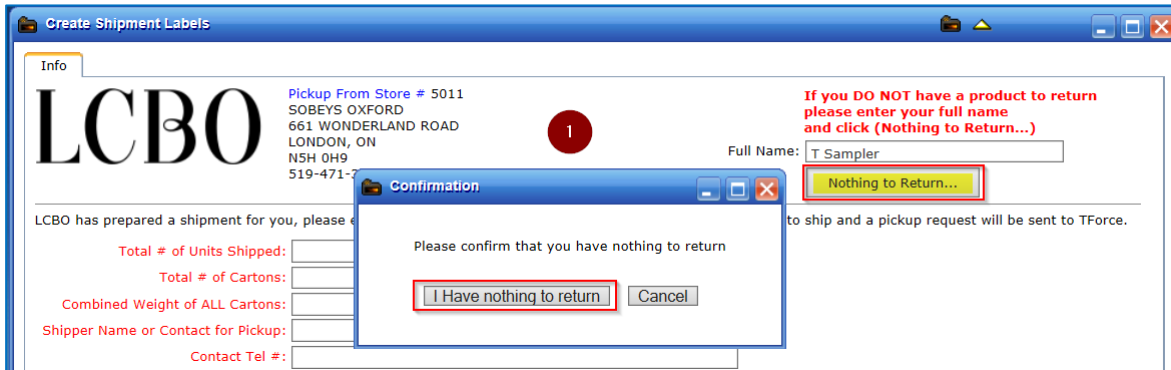
The shipping store will receive a confirmation email from the TForce portal system regarding the pickup.

Pick up will usually occur within two (2) business days from submitting the request. Pick up may occur same business day if the request is submitted before 11:00 am, depending on geography.

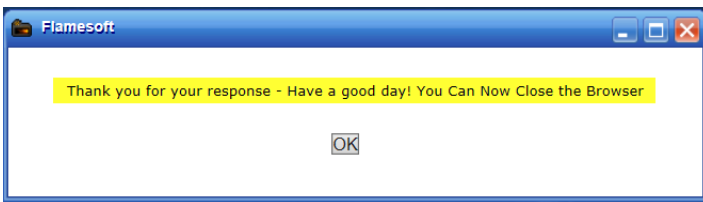
At time of pick up Tforce Drivers will have a record of the pickup request and will be able to provide the contact name who requested the pickup.

2) If the claim submitted to the B2B Claims Application is incorrect and there is **no** affected inventory to return to LCBO, the store licensee must report **Nothing to Return** and decline the shipment within the portal site.

- a. Select the **Click Here** link from within the email to open the web browser page and select **Nothing to Return**. Fill in **Name** to complete the process and a confirmation pop-up appears.



- b. Select **I Have Nothing to Return** and then **OK**. The Nothing to Return or declined shipment is recorded and no further action is required.



READYING RECALLED PRODUCT FOR PICKUP

Licensees are responsible for confirming the physical inventory to be returned to the LCBO is counted, collected and ready for shipment. Licensees must ensure that the affected inventory is enclosed in a proper shipping carton, sealed carefully, and labeled as outlined below.

If at any time you require more information or have questions, contact LCBO Grocery Operations at lcbogroceryoperations@lcbo.com.