



## TPAR Frequently Asked Questions

### **How long does the access requests approval process take?**

You will receive an email address with the access information **7- 10 business days** after you have completed the Access Request form on [Trading Partner Access Request \(TPAR\)](#).

### **Can I apply for access on TPAR on behalf of other individuals?**

No. Each LCBO system has specific legal terms and conditions with regards to applying for access.

### **How do I know that my access request has been submitted successfully?**

Once you have submitted the access form via [Trading Partner Access Request \(TPAR\)](#), you'll receive a confirmation number. Please print or save this for your records.

### **Do I need to apply to all the LCBO systems shown in TPAR?**

No. You should only apply to the systems that you may use as your business dictates.

### **Where do I find information on the other systems listed in TPAR?**

To learn more about the LCBO systems, check out the menu items on the WEB-Based System page of our [Trade Resources Website](#).

### **What does 'occupation' mean on the TPAR form?**

Occupation on [Trading Partner Access Request \(TPAR\)](#) refers to the role of the company representative who has the necessary authority to carry out the required transactions within each of the systems.

### **Whose email address do I enter on the TPAR form?**

This email address corresponds only to the representative who has the necessary authority to carry out the required transactions. This email address can not be shared by others within the company as the LCBO needs to be assured of the identity of the person accessing its systems.

### **What does the company number refer to on the TPAR form?**

Company Number refers to the Supplier, Agent, Freight Forwarder or Carrier number.

### **I do not know my Supplier number. Where can I find it?**

If you do not know your Supplier number, please contact your Agent or the appropriate LCBO Business Unit. The Supplier Number is also located in the left corner of the purchase order form under Payment Terms.

### **How do I correct an error in TPAR after the form was submitted?**

If you have submitted the Access Request form with errors; you need to resubmit a new access form. You can not access the Access Request form again once you have submitted it.

### **Who do I contact if I am having difficulty with TPAR?**

Please contact [tpar@lcbo.com](mailto:tpar@lcbo.com).

### **What is the official language of correspondence at LCBO?**

The language of business at LCBO is English. If needed, translation services are available online, e.g. <http://babelfish.yahoo.com/>; <http://worldlingo.com>; [www.free-translator.com/](http://www.free-translator.com/)

### **What LCBO web-system do I use to reply to Letters of Commitment?**

You can only reply to Letters of Commitment (LOCs) through the NISS System. If you do not already have access to NISS, please submit an Access Request form through [Trading Partner Access Request \(TPAR\)](#).

### **As an agent, can I reply on behalf of my supplier to the Letters of Commitment?**

For the NISS application process, an Agent can reply on behalf of the Supplier once a 'Delegation' letter is completed, signed and mailed to the appropriate LCBO Business Unit. A template of the "Delegation" letter will be available on the [Trade Resources Website](#).

### **When can I access the WEB PO System?**

Suppliers have signed up for WEB PO and have been approved will receive an email with the access information at the time of the launch (early 2010). Announcement of the launch will also be posted on [lcbotrade.com](http://lcbotrade.com)

### **Can I approve purchase orders on the WEB PO System now that I have submitted a request form on TPAR?**

No; as the WEB PO System is not yet available.

### **Who applies for access to the WEB PO System?**

Suppliers must apply for access to WEB PO. The person who applies for access acts as the authorized representative of their company. This representative must be able to discern the type of access he or she assigns to users. Read-write access is only assigned to users within your organization who are able to legally bind the Supplier and execute agreements on behalf of the Supplier with regards to Purchase Orders. By designating an authorized representative as an Administrator for the new WEB PO System, a Supplier expressly consents to execute agreements solely by electronic transmission.

### **As an agent, how do I apply for access to WEB PO?**

Agents can not apply for access to the WEB PO System as they can not legally bind the Supplier and execute agreements on behalf of the Supplier with regards to Purchase Orders. Once a Supplier has been approved for access to WEB PO then they can assign agents read-only access to the WEB PO System.