

IMS Coming Fall 2010!



Discover the World

**To: Carrier and Trade Partners**

**May 2010**

As part of our ongoing efforts to improve the supply chain processes and customer experience, we are pleased to announce the future implementation of the LCBO's warehouse appointment scheduling tool known as Inbound Management System (IMS). It is scheduled to launch in the Fall of 2010.

IMS is an online tool to book and manage inbound appointments scheduled in real-time at the LCBO Retail Service Centres (Durham, London, Ottawa and Thunder Bay).

Currently, the LCBO Retail Service Centres and Sales and Marketing teams manage replenishment appointments manually. With the introduction of IMS, all North American Carriers and select Suppliers (Full Truck Loads from Ontario and Quebec) will book all appointments online.

This online solution improves customer service and productivity by eliminating manual internal processes that are time consuming and error prone, and reduces the number of telephone calls.

Details about IMS implementation will soon follow. If you will be required to use IMS, we will contact you via email to register for this online service. Please visit [Trade Resources Online](#) for regular updates.

The LCBO is committed to continuing to focus on operational and customer efficiencies that are mutually beneficial. We thank you in advance for all your support with this new corporate initiative.

Sincerely,

George Soleas  
Sr. VP Logistics & QA

B. Downey  
Sr. VP Sales & Marketing