# Cannabis Retailer Web Portal User Guide

*Last Updated: May 22, 2020*

## Table of Contents

## Introduction

The *Terms and Conditions: Retail Cannabis – General* require that the licensee submit monthly inventory reports through the LGCA's Cannabis Retailer Web Portal. This guide outlines what information is required and how to navigate the web portal.

Cannabis retailers will have access to their own portal on the MyLGCA.ca website where they can submit inventory reports as well as view upcoming and previously submitted reports. This paper and postage free system requires only an internet connection to use.

In brief, a cannabis retailer inventory report consists of counts of packages in three major categories: Inventory Additions, Inventory Reductions and Balance on Hand. If you are a new cannabis retailer we encourage you to read this guide carefully before starting your first report to familiarize yourself with the inventory categories and the design and functionality of the report.

As the retail cannabis industry is new, we encourage retailers to leave feedback on their experiences filling out reports and with the web portal in general. We are particularly interested in ways of streamlining and automating this process in the future and look forward to identifying ways to make this happen.

## What the Icons Mean

Throughout this guide icons will appear highlighting important points.

This is the note icon that indicates that something is important – either a concept to master a task at hand or a fundamental point for understanding further topics.

This is the tip icon that indicates a more efficient way of doing something.
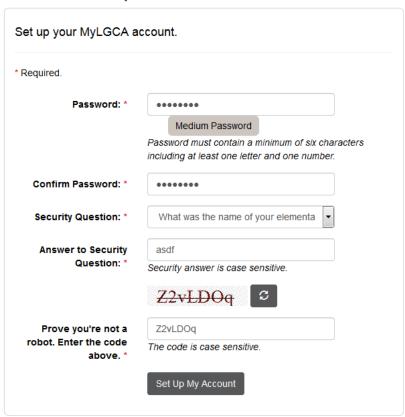
## Getting Started

Before you can log in to our retailer portal, you must first contact the LGCA at audit@LGCAmb.ca. All accounts on our cannabis retailer web portal must be created by a member of the LGCA's audit department.

After notifying our audit department of the name and email address of the staff member(s) responsible for submitting inventory reports, you will receive an email with a link to finish setting up your account. The link will expire in 24 hours. Please contact audit@LGCAmb.ca if your link has expired and you require a new one.

## Setting a Password, Security Question and Answer

Clicking the link will take you to the following account setup page where you can provide your account credentials.

## Account Setup

Set up your MyLGCA account.

* Required.

**Password:** *   ••••••••

Medium Password

*Password must contain a minimum of six characters including at least one letter and one number.*

**Confirm Password:** *   ••••••••

**Security Question:** *   What was the name of your elementa ▾

**Answer to Security Question:** *   asdf

*Security answer is case sensitive.*

Z2vLDOq  ⟳

**Prove you're not a robot. Enter the code above.** *   Z2vLDOq

*The code is case sensitive.*

Set Up My Account

> **Using your MyLGCA account**
>
> As a licensed cannabis retailer in the province of Manitoba, you are required to submit monthly inventory reports to the Liquor, Gaming and Cannabis Authority of Manitoba. Your MyLGCA account makes this process quick and easy.

While you are typing your password, its strength is calculated and displayed below the text box. A stronger password is more difficult for an unauthorized person or computer to discover.

When you are finished and have met the minimum password complexity requirements, click **Setup My Account** to proceed. You will get an email confirming your account is setup and containing a link to the login page.

## Logging In

You can log in at the following URL: https://www.mylgca.ca/Audit/Cannabis/Account/Login or by clicking the Retailer Login link in the site footer from the home page.



Save the login link above or from your Account Setup Complete email as a bookmark for easy access to the retailer web portal in the future.

The retailer login page looks like this:



If the login page does not say Cannabis Retailer Login at the top, you won't be able to log in. Social occasion liquor permit and raffle licence applicants use the same site and have a similar looking but different login page.

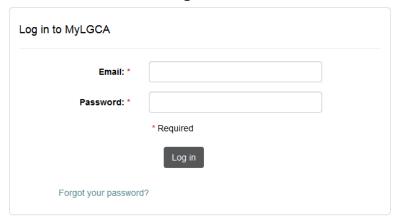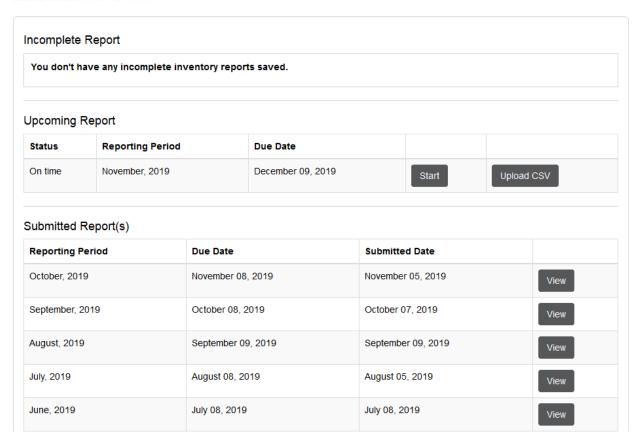## The Reports Dashboard

Once you are logged in you will be taken to the reports dashboard. You can get to this page at any time by clicking on the **Inventory Reports** link from the top menu. This dashboard contains a general overview of your in-progress, upcoming and already submitted reports. The far right columns of each table contain buttons you can click to work on or view specific information about a particular report.

## Report Overview: Retailer Store Name Here

Address: 1055 Milt Stegall Drive, Winnipeg
Licence Number: ####-RC-#####

### Incomplete Report

You don't have any incomplete inventory reports saved.

### Upcoming Report

| Status | Reporting Period | Due Date | | |
|--------|------------------|----------|------|------|
| On time | November, 2019 | December 09, 2019 | Start | Upload CSV |

### Submitted Report(s)

| Reporting Period | Due Date | Submitted Date | |
|------------------|----------|----------------|------|
| October, 2019 | November 08, 2019 | November 05, 2019 | View |
| September, 2019 | October 08, 2019 | October 07, 2019 | View |
| August, 2019 | September 09, 2019 | September 09, 2019 | View |
| July, 2019 | August 08, 2019 | August 05, 2019 | View |
| June, 2019 | July 08, 2019 | July 08, 2019 | View |

You must complete and submit the current report before a new report becomes available in the Upcoming Report section.

### Starting a Report

To start working on a new report, click the **Start** or **Upload CSV** buttons at the right of the Upcoming Report table on the reports dashboard. If you click the **Start** button, you will immediately be taken to a new page with a blank report ready to work on.
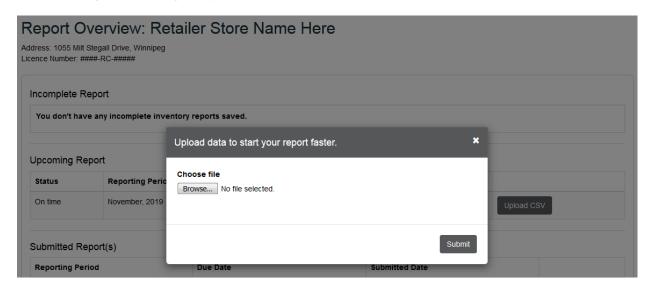
If you click the **Upload CSV** button, a box will slide down where you can choose the CSV file containing your inventory data using the **Browse…** button. Once you've chosen your file, click

**Submit** to start a new report based on the CSV contents. If any errors in your CSV file prevent starting a new report they will be displayed within the dialog.
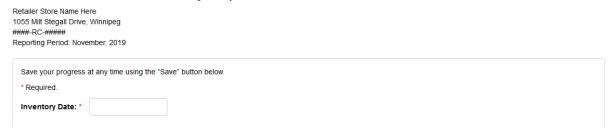
Please contact audit@LGCAmb.ca if you are interested in using CSV files to fill out the inventory details section of the report. A member of our team will send you the file specification and be ready to answer your questions.

## Report Overview: Retailer Store Name Here

Address: 1055 Milt Stegall Drive, Winnipeg
Licence Number: ####-RC-#####

### Incomplete Report

You don't have any incomplete inventory reports saved.

### Upcoming Report

| Status | Reporting Peri... | | |
|---|---|---|---|
| On time | November, 2019 | | Upload CSV |

**Upload data to start your report faster.** ✖

**Choose file**
[Browse...] No file selected.

[Submit]

### Submitted Report(s)

| Reporting Period | Due Date | Submitted Date | |
|---|---|---|---|

# Filling out a Report

All the information for the report can be entered on a single page. Reports consist of the inventory date, inventory details and notes.

## Cannabis Retailer Inventory Report

Retailer Store Name Here
1055 Milt Stegall Drive, Winnipeg
####-RC-#####
Reporting Period: November, 2019

Save your progress at any time using the "Save" button below.

* Required.

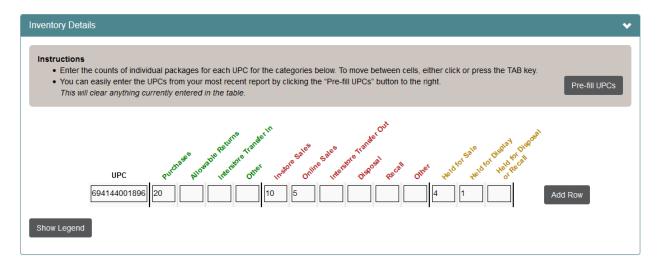**Inventory Date:** * [              ]

# Inventory Date

This will be the last day of the previous month. Reports from your Point of Sale (POS) system showing the month end inventory balances, total sales for the month, returns, transfers and purchases for the month should be generated as of the close of business on this day.

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## Inventory Details

This section makes up the bulk of the report and consists of a single table.



For each UPC, enter the counts of individual packages in each of the following categories as of the Inventory Date from the report header.

Click or start typing in the UPC box and a list of suggestions will appear filtering on the following fields from MBLL's product catalogue: UPC, SUPPLIER / BRAND, SUBTYPE, PRODUCT DESCRIPTION and PACKAGE SIZE. Clicking on any of the suggestions will fill in the rest of the UPC. Hover over the UPC later to view the product details.



If you have a UPC that is not in MBLL's product catalogue we won't be able to offer suggestions in the dropdown, but you can still enter it here.

Use the TAB key to go to the next column.

It's okay to leave the count for a category blank if it is not applicable for the current UPC.

## Inventory Categories

The following are detailed descriptions of all the inventory categories. This information can also be viewed by clicking the **Show Legend** button below the inventory counts table.

### Inventory Additions

Inventory additions refer to product received during the reporting period.

| | |
|---|---|
| Purchases | Product ordered from MBLL and received at the retail cannabis store |
| Allowable Returns | Product returned by a customer as a result of a recall or quality control issue or returned as undeliverable for a remote order |
| Interstore Transfer In | Product received from another retail cannabis store or transferred in from an authorized off-site storage location* |
| Other | Any reason not already covered by another inventory addition category (e.g., adjustments to previously reported values) |

### Inventory Reductions

Inventory reductions refer to product that left the retail cannabis store during the reporting period.

| | |
|---|---|
| In-store Sales | Product sold directly to a customer |
| Online Sales | Product sold to a customer via a website operated by the licensee and that has left the store for delivery |
| Interstore Transfer Out | Product sent to another retail cannabis store or authorized off-site storage location* |
| Disposal | Product destroyed |
| Recall | Product returned to a federally licensed producer as the subject of a recall notice |
| Other | Any reason not already covered by another inventory reduction category (e.g., theft, loss of product) |

### Balance on Hand

Balance on hand refers to product that remains at the retail cannabis store (or approved off-site storage location) at the end of the reporting period.

| | |
|---|---|
| Held for Sale | Product physically located in the retail cannabis store that is available for sale |
| Held for Display | Product being used in display containers in the retail cannabis store |
| Held for Disposal or Recall | Product awaiting disposal or recall in the retail cannabis store |

\* Only licensees that have received prior written approval by the executive director may use or record inventory at an off-site storage location.

### Using the Inventory Details Table

The following buttons modify the rows and content of the inventory details table in some way. Look for the red arrows to find their location on the right-hand side of the screenshot below.

| Add Row | Adds a new blank row to the bottom of the table |
|---|---|
| ✖ | Deletes the associated row |
| Pre-fill UPCs | Deletes all rows currently in the table, then creates new rows pre-filled with the same UPCs that were used in the previous reporting period with blank counts |



The **Show Legend** button toggles the display of additional information explaining the different inventory categories.

## Notes

You can add a note to the LGCA along with your report by writing any message in this section. If you reported inventory reductions in the Other category or inventory additions in the Allowable Returns or Other categories, you will need to provide more information about the circumstances of these entries before you can submit the report.

## Off-site Storage Locations

Off-site storage locations approved by the LGCA have to submit their own inventory reports. The format and method of submitting an off-site storage report is largely the same as for a retail store. There are only a couple small differences between the two:

1. Transfers into and out of an off-site storage location cannot be grouped into one category. Transfers need to be recorded per retail store.
2. The In-store Sales and Online Sales inventory reduction categories and the Held for Display balance on hand category are not applicable to off-site storage locations.

| UPC | Purchases | Allowable Returns | Interstore Transfer In 123 Infinity Road, Winnipeg | Interstore Transfer In 85 And Beyond Place, Winnipeg | Other | Interstore Transfer Out 123 Infinity Road, Winnipeg | Interstore Transfer Out 85 And Beyond Place, Winnipeg | Disposal | Recall | Other | Held for Sale | Held for Disposal or Recall | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 694144001896 | | | | | | 15 | 50 | | | | | | ✖ |
| 694144000509 | | | 20 | 25 | | | | | | | | | ✖ | Add Row |

## Saving Your Work and Returning to it Later

Click the **Save** button at the bottom of the inventory report page to save your progress and stop editing the current report. Clicking the **Review and Submit** button will also save your progress before opening the review page. If your report has any errors when you click the save button, you will have to fix them before saving. See the Error Checking section below for more detail.

## Returning to a Saved Report

To return to a saved report that you are ready to continue working on, go to the reports dashboard and click the **Edit** button to the right of the Incomplete Report table.

**Incomplete Report**

| Status | Reporting Period | Due Date | | |
|--------|------------------|----------|---|---|
| On time | November, 2019 | December 09, 2019 | Edit | Delete |

**Upcoming Report**

| |
|---|
| Please submit all incomplete inventory reports before beginning a new one. |

## Deleting a Saved Report

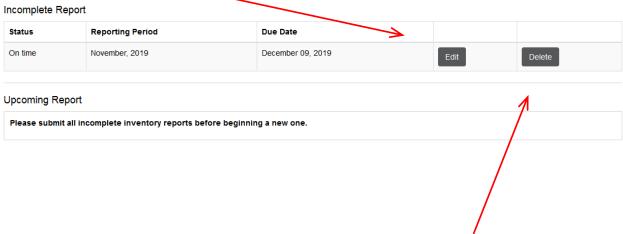To delete a saved report, go to the reports dashboard and click the **Delete** button to the right of the Incomplete Report table. A box will slide down asking you to confirm the deletion. Once a saved report is deleted its reporting period will become available again in the Upcoming Report table.

## Report Overview: Retailer Store Name Here

Address: 1055 Milt Stegall Drive, Winnipeg
Licence Number: ####-RC-#####

**Incomplete Report**

| Status | Reporting Period | Due Date | | |
|--------|------------------|----------|---|---|
| On time | November, 2019 | December 09, 2019 | | Delete |

**Are you sure you want to delete this report?** ✖

All data associated with this report will be permanently deleted and the reporting period will once again become available in the Upcoming Report table.

Delete

**Upcoming Report**

Please submit all incomplete inven

**Submitted Report(s)**

| Reporting Period | Due Date | Submitted Date | |
|------------------|----------|----------------|---|

## Error Checking

When you click the **Save** or **Review and Submit** buttons, your report will automatically be checked for errors. If there are no errors, the save will be successful and you will be able to proceed to the next page. If any errors exist, you will stay on the current page and the errors will be highlighted or otherwise indicated.

*If any errors were found, your report did not save.* Please make sure to correct any errors and press the **Save** or **Review and Submit** button again to properly save your data.

Errors in the inventory details table itself are indicated by red highlighting on the affected cells. A description of the ty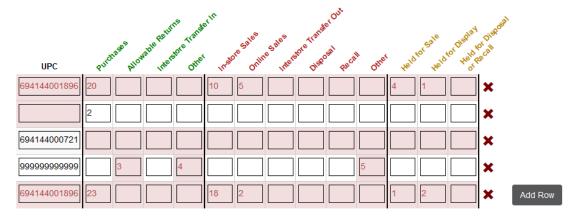pes of errors present in the table also appears at the bottom. Fixing the errors will immediately remove the highlighting and associated message (if no other errors of the same type exist).

| UPC | Purchases | Allowable Returns | Interstore Transfer In | Other | In-store Sales | Online Sales | Interstore Transfer Out | Disposal | Recall | Other | Held for Sale | Held for Display | Held for Disposal or Recall | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 694144001896 | 20 | | | | 10 | 5 | | | | | 4 | 1 | | ✖ |
| | 2 | | | | | | | | | | | | | ✖ |
| 694144000721 | | | | | | | | | | | | | | ✖ |
| 999999999999 | | 3 | | 4 | | | | | | 5 | | | | ✖ |
| 694144001896 | 23 | | | | 18 | 2 | | | | | 1 | 2 | | ✖ |

**Add Row**

**Show Legend**

Please correct the errors in the highlighted cells before saving:
- You must enter at least one count per UPC.
- You must enter a UPC.
- You must enter a note if you have recorded any inventory additions in the Allowable Returns or Other columns or inventory reductions in the Other column.
- You may only enter one row per UPC. If you have not accidentally chosen a duplicate UPC, please combine your counts into a single row.

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## Submitting a Report

To submit a report, click the **Review and Submit** button at the bottom of the Edit Report page to be taken to the Review Report page. On this page you will be shown a read-only copy of all the data in your report.

### Review Inventory Report

Retailer Store Name Here
1055 Milt Stegall Drive, Winnipeg
####-RC-#####
Reporting Period: November, 2019

**Inventory Date:** 11-30-2019

#### Inventory Details
#### Submitted Counts

*All values refer to package counts*

| UPC | Purchases | Allowable Returns | Interstore Transfer In | Other | In-store Sales | Online Sales | Interstore Transfer Out | Disposal | Recall | Other | Held for Sale | Held for Display | Held for Disposal or Recall |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 694144001896 | 20 | | | 3 | 10 | 5 | | | | | 4 | 1 | |
| 694144001834 | 23 | 1 | | | 18 | 3 | | | | | 1 | 2 | |

[Show Legend]

#### Notes

Other 694144001896: Found missing units from previous month fallen behind shelf
Allowable Returns 694144001834: Customer changed mind before leaving store with unopened product.

☐ **I certify that the information provided in this report accurately reflects the retailer's records and is correct to the best of my knowledge and belief.**

#### Privacy Notice

The Liquor, Gaming & Cannabis Authority of Manitoba (LGCA) is committed to protecting your privacy. The personal and commercial information you are providing is collected under the authority of *The Liquor, Gaming and Cannabis Control Act*, Regulations and section 36(1)(a) of *The Freedom of Information and Protection of Privacy Act*. The information is strictly for the use of the LGCA to monitor your cannabis inventory for the purposes of ensuring the integrity of the regulated cannabis supply chain.

The LGCA will protect your confidential commercial information, and will not disclose this information without your consent except for the purposes of an investigation involving law enforcement.

☐ **I have read and agree to the privacy notice**

**Are you sure you want to continue? No further changes can be made.**

[Back] [Submit]

If everything is correct, click the checkboxes for the certification and privacy notice to enable the Submit button. Click the **Submit** button to submit your report.

> If you need to change any data before submitting your report, press the **Back** button to be taken back to the Edit Report page. After you click **Submit** you will not be able to make any more modifications.

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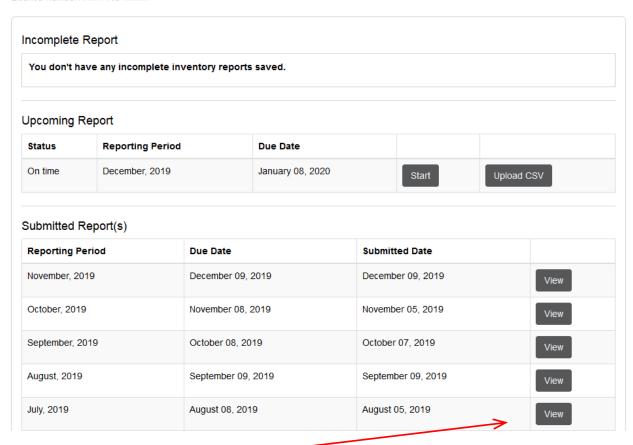LIQUOR, GAMING & CANNABIS
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## Viewing Previously Submitted Reports

All previously submitted reports are available to view on the web portal. This not only preserves a record of your submission but also acts as confirmation that the LGCA has successfully received the report.

### Report Overview: Retailer Store Name Here

Address: 1055 Milt Stegall Drive, Winnipeg
Licence Number: ####-RC-#####

**Incomplete Report**

You don't have any incomplete inventory reports saved.

**Upcoming Report**

| Status | Reporting Period | Due Date | | |
|--------|------------------|----------|---|---|
| On time | December, 2019 | January 08, 2020 | Start | Upload CSV |

**Submitted Report(s)**

| Reporting Period | Due Date | Submitted Date | |
|------------------|----------|----------------|---|
| November, 2019 | December 09, 2019 | December 09, 2019 | View |
| October, 2019 | November 08, 2019 | November 05, 2019 | View |
| September, 2019 | October 08, 2019 | October 07, 2019 | View |
| August, 2019 | September 09, 2019 | September 09, 2019 | View |
| July, 2019 | August 08, 2019 | August 05, 2019 | View |

Click the **View** button to the right of a row in the Submitted Report(s) table to see the contents of that report.
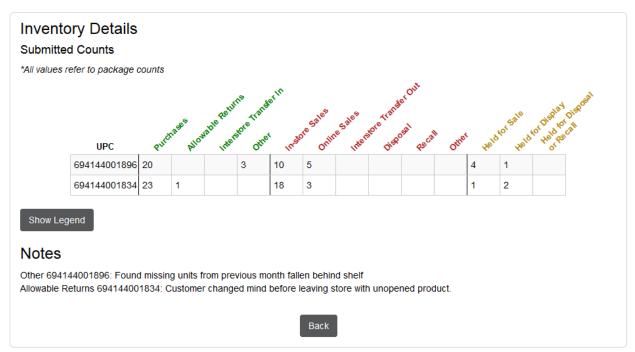
The top portion of the View Report page is the same as the Review Report page, with the Submitted Counts table containing the original information submitted to the LGCA. If you added a note to your report submission it is also displayed below the Submitted Counts table (the Review Report page behaves the same). The only difference between the View Report page and the Review Report page is that the certification statement, privacy policy and submit buttons are missing.

## Cannabis Retailer Inventory Report

Retailer Store Name Here
1055 Milt Stegall Drive, Winnipeg
####-RC-#####
Reporting Period: November, 2019

**Inventory Date:** 11-30-2019

### Inventory Details
#### Submitted Counts
*All values refer to package counts*

| UPC | Purchases | Allowable Returns | Interstore Transfer In | Other | In-store Sales | Online Sales | Interstore Transfer Out | Disposal | Recall | Other | Held for Sale | Held for Display | Held for Disposal or Recall |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 694144001896 | 20 | | | 3 | 10 | 5 | | | | | 4 | 1 | |
| 694144001834 | 23 | 1 | | | 18 | 3 | | | | | 1 | 2 | |

[ Show Legend ]

### Notes

Other 694144001896: Found missing units from previous month fallen behind shelf
Allowable Returns 694144001834: Customer changed mind before leaving store with unopened product.

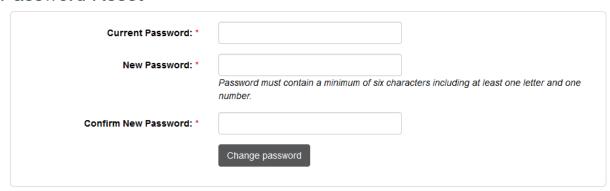[ Back ]

## Changing Account Information

It is possible to change your security question and answer or password at any time through the Profile section of the top menu. To update your security question and/or answer, click the **Change Security Question** link in the Profile menu at the top of any page once you are logged in. You must enter your current password in order to update your security question/answer or to change your password.

### Update Security Question

| | |
|---|---|
| **Current Password:** * | |
| **Security Question:** * | What was the name of your elementa ▼ |
| **Answer to Security Question:** * | |
| | *Security answer is case sensitive.* |
| | Update |

To update your password, click the **Change Password** link in the Profile menu at the top of any page once you are logged in.

### Password Reset

| | |
|---|---|
| **Current Password:** * | |
| **New Password:** * | |
| | *Password must contain a minimum of six characters including at least one letter and one number.* |
| **Confirm New Password:** * | |
| | Change password |

## Leaving Feedback

The LGCA's goal is to make the reporting process as quick and easy as possible, but we need your help to make this happen. We're always open to receiving comments on your experiences, so please send any feedback you have to audit@LGCAmb.ca.

Available in alternate formats, upon request.