

# Loblaw Companies Limited

## Supply Chain Vendor Portal Fill Rate Exemption Request Process User Guide V1.0

### VERSION HISTORY

Version	Updated On	Updated By	Comments	Requested By
V1.0	2025-05-23	Bilal Javaid		

## CONTENTS

VERSION HISTORY.....	1
OVERVIEW.....	2
Viewing your Fill Rate Exemptions.....	3
Requesting Fill Rate Exemptions.....	5

## OVERVIEW

This document gives instructions on how to use the Loblaw Supply Chain Vendor Portal (referred to as “Portal” in this guide) to view and request Fill Rate Exemptions from your company(s) stored articles at Loblaw Distribution Centre’s (DCs).

This guide is intended for users with the “Fill Rate Exemption User” or “Super User” Access Roles within the Portal.

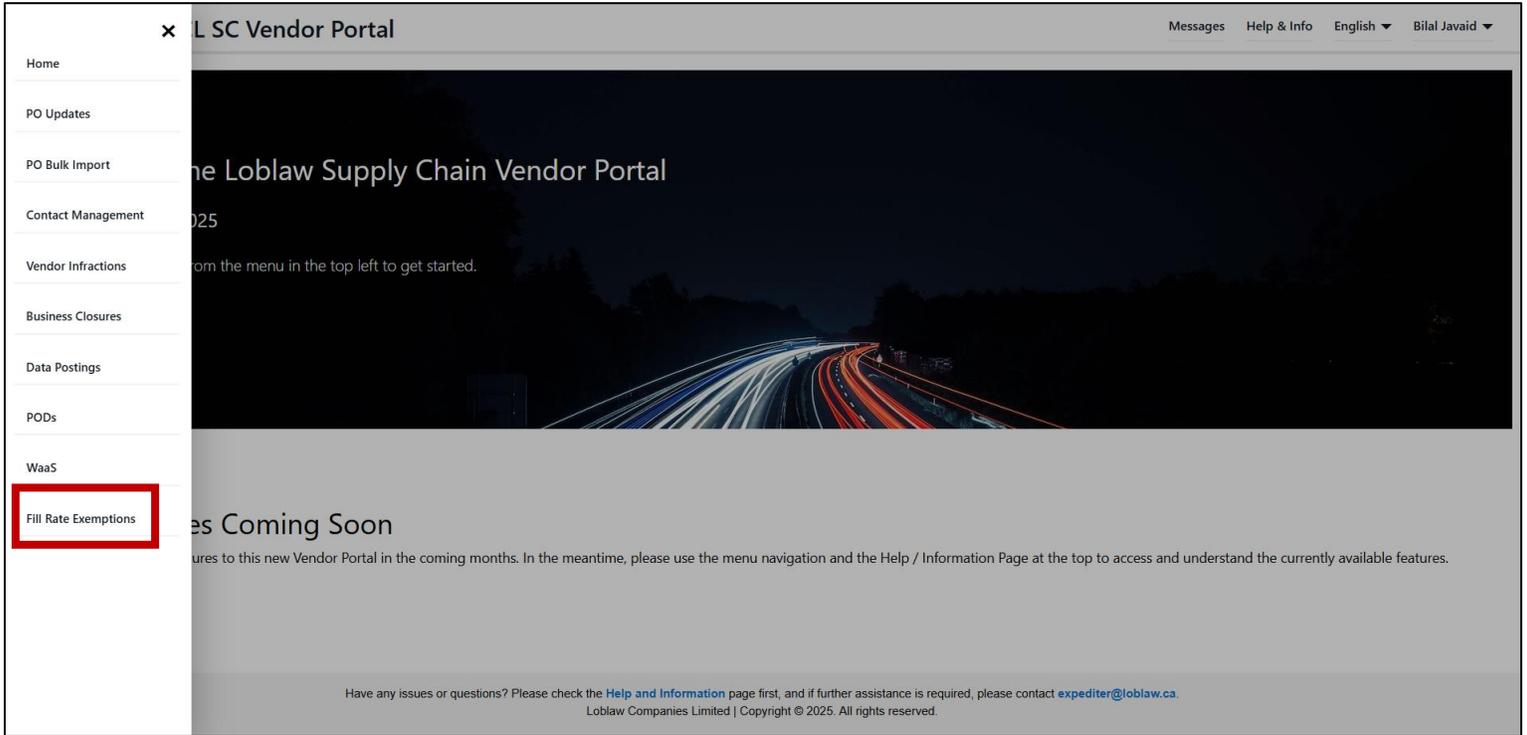
If you do not have a “Super User” for your Vendor yet, contact [expediter@loblaw.ca](mailto:expediter@loblaw.ca) to have the first Super User setup. These users can create new users, edit permissions for existing users, and remove users from their Vendor organization in the Portal.

Vendor-specific information in the screenshots in this guide will be masked with this object:



# Viewing your Fill Rate Exemptions

Navigate to the Fill Rate Exemption page from the menu after signing in



Once you click on the Fill Rate Exemption Page you will be greeted with the below page:

The screenshot displays the 'Fill Rate Exemptions' page. At the top, there is a header with the Loblaw Companies Limited logo and 'LCL SC Vendor Portal'. Below the header, the page title 'Fill Rate Exemptions' is followed by a brief instruction: 'Below is a list of all previously submitted exemption requests. Click the arrow icon to view details for each exemption.' A red box with the number '1' points to a dropdown menu showing '01. All Fill Rate Exemption Requests (77)'. To the right, there is a 'CREATE NEW EXEMPTION REQUEST' button and a search bar, with a red box and the number '2' pointing to the search bar. Below this, there are filter sections for 'DC', 'Exemption Year', 'Exemption Period', and 'Exemption Reason', each with a dropdown menu. A red box with the number '3' points to the 'Exemption Reason' dropdown. An 'APPLY FILTER(S)' button is located to the right of these filters. The main part of the page is a table with columns: 'CREATED ON', 'EXEMPTION YEAR', 'EXEMPTION PERIOD', 'REQUEST STATUS', 'DC', 'VENDOR BU', 'EXEMPTION REASON', 'VENDOR CONTACT', 'EMAIL (VENDOR CONTACT)', and 'PARENT VENDOR'. A red box with the number '4' points to the 'EXEMPTION REASON' column. At the top right of the table area, there are two red boxes with numbers '5' and '2' pointing to the 'CREATE NEW EXEMPTION REQUEST' button and the search bar respectively. The table contains several rows of data, all with a status of 'Under Review'.

CREATED ON	EXEMPTION YEAR	EXEMPTION PERIOD	REQUEST STATUS	DC	VENDOR BU	EXEMPTION REASON	VENDOR CONTACT	EMAIL (VENDOR CONTACT)	PARENT VENDOR
2025-05-22 17:46	2025	07	Under Review	D006		Critical Infrastructure Failure	Bilal Javaid	bilal.javaid01@loblaw.ca	
2025-05-22 17:46	2025	07	Under Review	D010		Critical Infrastructure Failure	Bilal Javaid	bilal.javaid01@loblaw.ca	
2025-05-22 17:46	2025	07	Under Review	D014		Critical Infrastructure Failure	Bilal Javaid	bilal.javaid01@loblaw.ca	
2025-05-22 17:46	2025	07	Under Review	D015		Critical Infrastructure Failure	Bilal Javaid	bilal.javaid01@loblaw.ca	
2025-05-22 17:46	2025	07	Under Review	D016		Critical Infrastructure Failure	Bilal Javaid	bilal.javaid01@loblaw.ca	
2025-05-22 17:46	2025	07	Under Review	D017		Critical Infrastructure Failure	Bilal Javaid	bilal.javaid01@loblaw.ca	
2025-05-22 17:45	2025	07	Under Review	D004		Full Plant Shutdown	Bilal Javaid	bilal.javaid01@loblaw.ca	
2025-05-16 17:52	2025	06	Under Review	D004		Critical Infrastructure Failure	Bilal Javaid	bilal.javaid01@loblaw.ca	

[CLICK TO RETURN BACK TO CONTENTS](#)

1. **View Selector:** Use this dropdown menu to select a pre-filtered view of information of your requests. The number of records in that view is shown in brackets (e.g. "(77)").
  - a. **"All Fill Rate Exemption Requests Data":** This shows all Loblaw Articles and the corresponding status of the request
  - b. **"Approved Fill Rate Exemption Requests":** This shows all Loblaw Articles that have been approved
  - c. **"Denied Fill Rate Exemption Requests":** This shows all Loblaw Articles that have been denied
2. **Search Bar:** Type in any specific value from the columns shown to search by. For example, type in an Article Number, DC, Exemption Reason, etc., to search by.
3. **Filter Pane:** Use this to combine multiple filters together. For example, from the dropdown select a DC and an Exemption Reason to filter only for Loblaw Articles matching those filters. Click on the "Apply Filters" button on the right to see your results.
4. **Actual Data**
  - a. **Created On:** The date the request was made.
  - b. **Exemption Year:** Pre-selected to Current Year.
  - c. **Exemption period:** Pre-selected to the next exemption period. You can only make requests for the next period.
  - d. **Request Status:** The current status of the request.
  - e. **DC:** Our DC where this pallet is stored.
  - f. **Vendor BU:** The Vendor which the request is being made for.
  - g. **Exemption Reason:** The reason for the exemption request. See all reasons below:
    - i. **Broad-Based Shortage:** (Raw Material / Packaging / Broad-based shortage is a persistent shortage many industries or sectors due to Force Majeure.
    - ii. **Full Plant Shutdown:** An unforeseen event caused by external factors outside supplier's reasonable control, and without its fault or negligence due to Force Majeure.
    - iii. **Critical Infrastructure Failure:** An unexpected, widespread and ongoing failure of essential infrastructure (e.g., power grid, communication networks) which directly impacts the supplier's ability to deliver products to Loblaw Companies and its other customers, but excluding routine business risks.
    - iv. **Unexpected Change in laws or, regulations:** Changes in law or regulation which directly impact the supplier and other similarly situated participants in the industries or markets in which they operate, and which directly impacts the delivery of products to Loblaw Companies and its other customers, but excluding routine business risks.
    - v. **Critical Sub-Supplier Bankruptcy:** Supplier's critical sub-supplier's sudden and unexpected bankruptcy has directly impacted the supplier's ability to fulfil its delivery obligations and supplier has exhausted efforts to

secure alternate sources to fulfill its supply obligations, but excluding routine business risks.

vi. **Serious and Significant Damage to Plant:** A sudden and unexpected serious and significant (i.e., material) damage to plant facilities where the product is produced, directly impacting the supplier's ability to deliver product, but excluding routine business risks.

h. **Vendor Contact:** The contact of the user who created the request

i. **Email:** The email of the user who made the request.

j. **Parent Vendor:** If the Vendor has a parent Vendor, the Parent Vendor will appear here

5. **Create New Exemption Request:** Click this button to create a new request, once a request is created It will be visible on this page with all the other requests.

## Requesting Fill Rate Exemptions

Click the "**Create New Exemption Request**" button from the Fill Rate Exemption page. You will then be redirected to the Fill Rate Exemption Request form page below:

**LCL SC Vendor Portal** | Messages | Help & Info | English | Bilal Javaid

### Fill Rate Exemption Request

Request exemptions for fill rate compliance due to supply chain disruptions or regulatory changes. [Click here to get the latest Fill Rate Exemption Template file.](#) [VIEW PREVIOUS REQUESTS](#)

**Distribution Center (DC):** 1

**Vendor BU:** 2

**Exemption Year:**

**Exemption Period:**

**Exemption Reason:** 3

**Mitigation Steps:** 4

**Upload Any Supporting Documents (Max 15MB each):** 5

**Articles Affected**

All Articles Affected?

[ADD ARTICLE](#)

LOBLAW ARTICLE NUMBER	ARTICLE DESCRIPTION	ARTICLE STATUS
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Once you arrive on the above page there are **THREE** ways to submit a request.

- A. Regular Request using the form:** When submitting the form you need to select the DC(s) (see 1), if logged in as a Parent Vendor you have the dropdown to select what Child Vendor you are submitting the request for (see 2). If logged in as a regular vendor the Vendor BU field is already pre-selected. From there an Exemption Reason needs to be selected (see 3) along with Mitigation steps that were taken (see 4).

All of the above are required steps to submit the form. A section to upload supporting documents is also available (see 5) and recommended to help with the request being made, up to 3 files no larger than 15MB each can be uploaded to further clarify the request/mitigation steps taken.

Articles Affected

All Articles Affected?

**ADD ARTICLE**

LOBLAW ARTICLE NUMBER	ARTICLE DESCRIPTION	ARTICLE STATUS
<input type="text"/>		

Bulk Upload Artciles (Template Provided Above)

Choose File | No file chosen

**VALIDATE ARTICLES**

Once all the above is selected, you can scroll down to the Articles Affected Section. Here you will click the **“ADD ARTICLE”** button depending on how many articles are affected. Once you’ve entered the Loblaw Articles click the **“VALIDATE ARTICLES”**. You will get one of two results:

Articles Affected

All Articles Affected?

**ADD ARTICLE**

LOBLAW ARTICLE NUMBER	ARTICLE DESCRIPTION	ARTICLE STATUS
20838196	Apple's	Valid
21031310	Ice Cream	Valid

Bulk Upload Artciles (Template Provided Above)

Choose File | No file chosen

**VALIDATE ARTICLES** **SUBMIT**

If the articles you entered are correct, and the above information you entered for DC(s) and Vendor BU match up you will see the above result where it shows the articles are valid, and it shows the article description. You can then click submit and your request has been completed.

Articles Affected

All Articles Affected?

[ADD ARTICLE](#)

LOBLAW ARTICLE NUMBER	ARTICLE DESCRIPTION	ARTICLE STATUS
<input type="text" value="20838196"/>	<a href="#">REMOVE</a> Apple's	<a href="#">Valid</a>
<input type="text" value="21031319"/>	<a href="#">REMOVE</a> Article not found	<a href="#">Invalid</a>

Bulk Upload Articles (Template Provided Above)

[Choose File](#) No file chosen

[VALIDATE ARTICLES](#)

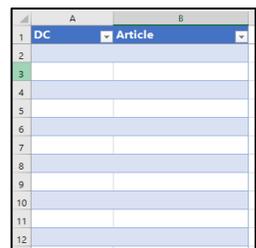
If the Loblaw Articles you've entered are incorrect you will get the above message, please fix your Loblaw Article number, and try again.

### B. Bulk Upload using an excel file

If the request you are trying to make has a large quantity of articles (in the hundreds or thousands) you can do a bulk upload of the articles that have been effected. When doing this click the following link at the top of the form.

[Click here to get the latest Fill Rate Exemption Template file.](#)

This will download an excel file template used to do a bulk upload. Once the excel file has downloaded open it up and fill it in with the DC(S) and Articles affected. **NOTE. Do NOT select any DC's on the page, enter all DC's in the excel file.**



You will then click “**VALIDATE ARTICLES**” which will either show one of two results:

Bulk Upload Artciles (Template Provided Above)

LCL\_SCVP\_Fi...emplate.xlsx

ALL ARTICLES ARE VALID.

**All Articles are valid and good to submit the request**

Bulk Upload Artciles (Template Provided Above)

LCL\_SCVP\_Fi...emplate.xlsx

DC	ARTICLE	STATUS	DESCRIPTION
D004	21030000	Invalid	Article description not found

**One or more article is invalid, fix the Article or DC and validate again**

### C. Select all articles option

For some extreme cases where all Articles are affected at DC(s) you can, select the DC(s) affected, select your Child Vendor BU If applicable, select the Exemption Reason and Mitigation steps and simply toggle the “**ALL ARTICLES AFFECTED**” switch. Upon doing so the submit button appears and you can submit your request.

Articles Affected

All Articles Affected?

Once you’ve completed your request, carefully click on the green button to submit them. Once completed you can confirm back to the Fill Rate Exemption page to see your request. This process may take a few minutes depending on request size.