

Loblaw Companies Limited

Supply Chain Vendor Portal

PO Updates

User Guide V1.0

VERSION HISTORY

Version	Date of Update	Updated By	Comments
V1.0	2026-02-17	Bilal Javaid	

[CLICK TO RETURN BACK TO CONTENTS](#)

CONTENTS

VERSION HISTORY.....	1
OVERVIEW	2
VIEWING PO(s)	3
UPDATING A PO	5
IMPORTANT NOTES	13

OVERVIEW

This document will give an overview of how to view and interact with PO Updates in the Supply Chain Vendor Portal. The latest version of this document can always be found on the [Help Page](#) on the Vendor Portal.

This guide is intended for users with the "PO Updates" or "Super User" Access Roles within the Portal.

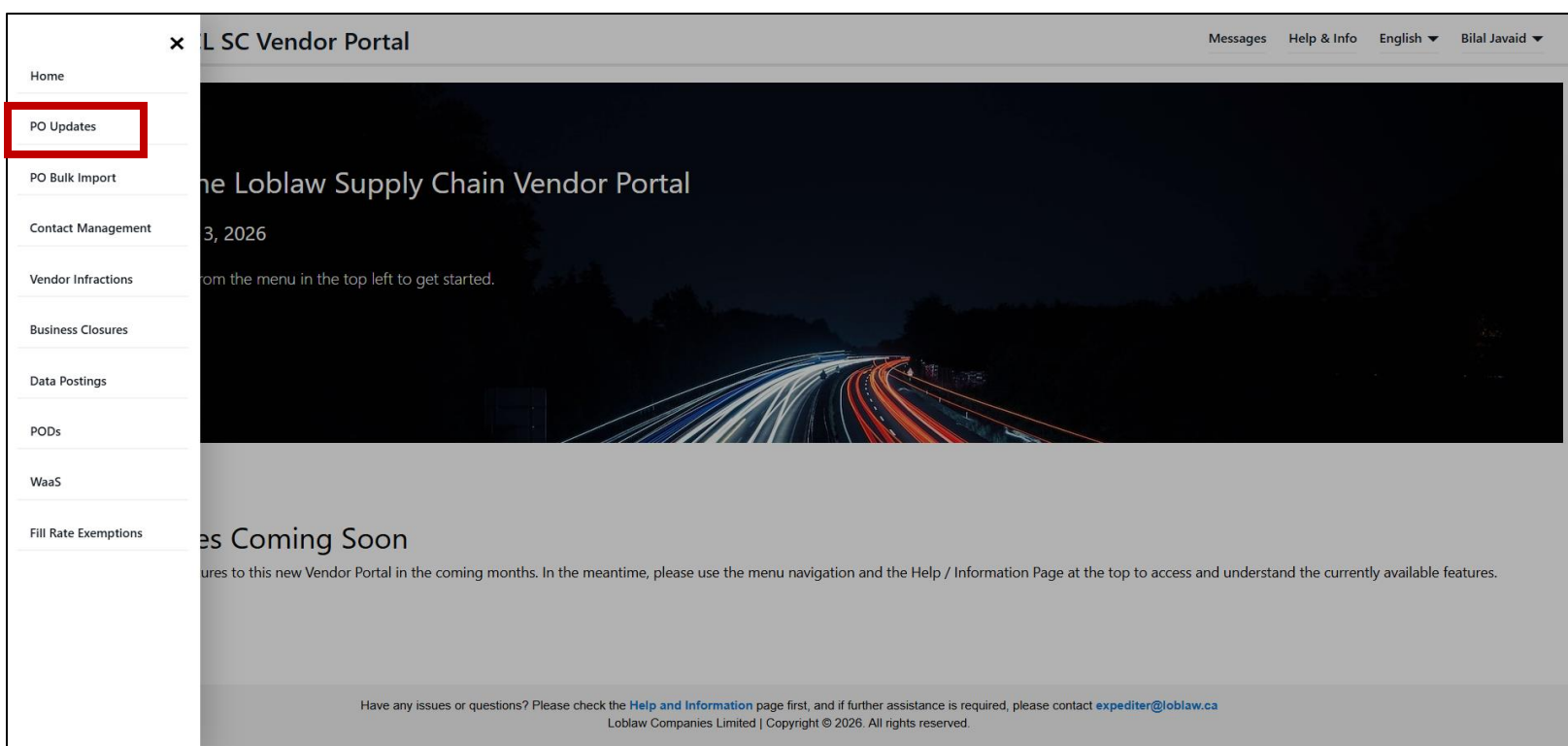
If you do not have a "Super User" for your Vendor yet, contact expediter@loblaw.ca to have the first Super User setup. These users can create new users, edit permissions for existing users, and remove users from their Vendor organization in the Portal.

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

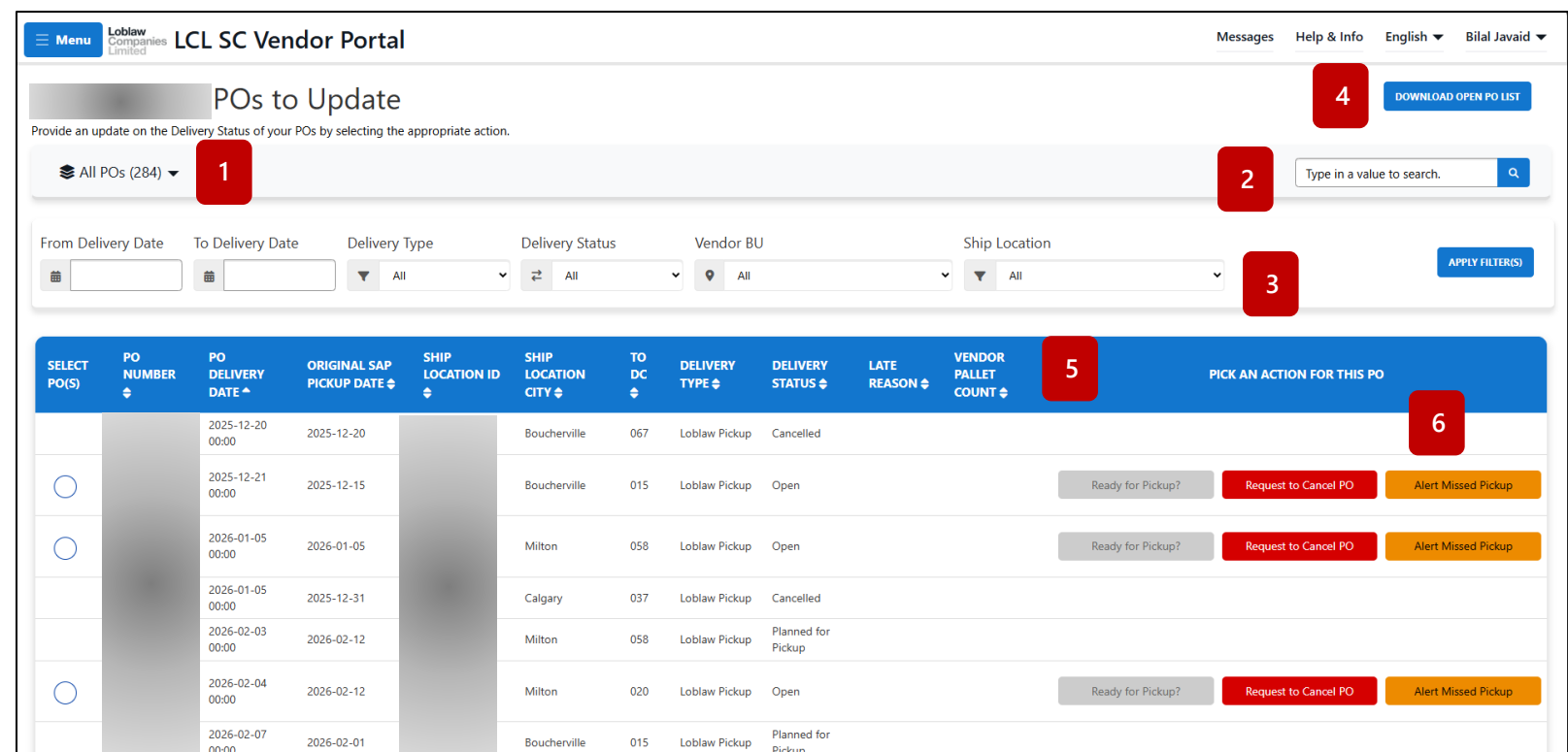


VIEWING PO(S)

Navigate to the PO Updates page from the menu on the left-hand side after signing in

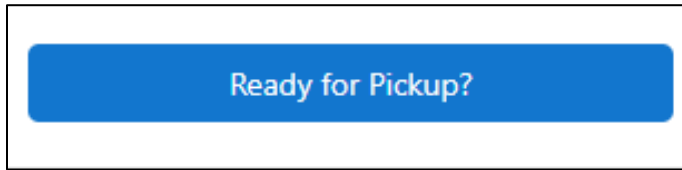


Once you click on the PO Updates Page you will be greeted with the page below:



1. **View Selector:** Use this dropdown menu to select a pre-filtered view of information of your PO(s). Some of these filters will provide alternate layouts in addition to specific information. The number of records in that view is shown in brackets (e.g. "(154)").
 - a. **All POs**
 - b. **All Open POs**
 - c. **Loblaw Pickup POs** – Less than 48 hrs to Scheduled Pick-up
 - d. **Loblaw Pickup POs** – Confirmed by Vendors as Ready for Pickup
 - e. **Loblaw Pickup POs** – Planned for Pickup by Loblaw Transport
 - f. **Vendor Delivered POs** – Less than 48 hrs to delivery
 - g. **Vendor Delivered POs** – Confirmed by Vendor as Shipped
 - h. **Late POs**
2. **Search Bar:** Type in any specific value from the columns shown to search by. For example, type in PO Number, Ship Location ID, Ship Location City, etc., to search by.
3. **Filter Pane:** Use this to combine multiple filters together. For example, select a Delivery Type and Ship Location to filter only for PO(s) matching those filters. Click on the "Apply Filters" button on the right to see your results.
4. **Download Data:** Click this button to download the records that are displayed from your selections / filters.
5. **Actual Data**
 - a. **PO Number:** The Loblaw Purchase Order
 - b. **PO Delivery Date:** The Loblaw PO Delivery Date
 - c. **Original SAP Pickup Date:** The Original SAP pickup date in the system
 - d. **Ship Location City:** The Vendor Ship Location
 - e. **To DC:** The LCL/SDM Distribution Center
 - f. **Delivery Type:** Shows if it's a Loblaw Pickup or Vendor Delivered Delivery type
 - g. **Delivery Status:** Shows the current delivery status of this PO
 - h. **Late Reason:** If the PO was late this would show the Late Reason
 - i. **Vendor Pallet Count:** Shows the total pallet count entry for this PO Delivery
6. **Pick an action for this PO:** Explained below is the function of each button available to update/make changes for a PO

UPDATING A PO READY FOR PICKUP



The **Ready for Pickup** button is the primary update available for **Loblaw Pickup** orders. This will directly update our **Transport Management System (TMS)** so that your orders can be planned for pickup. When clicked, a form will open(see below) with several fields. At the top of the form, you will see confirmation of the PO being updated, the destination DC and the pickup date set in **Systems, Applications & Products in Data Processing (SAP)**. Additionally, Pallet Spaces & Pallet Count along with Pick-up Window Start & End dates are **REQUIRED** fields and must be entered to submit the form

Input Your **Pickup** Details ✕

To DC: D020
SAP Scheduled Pickup Date: Thursday, 2026-02-19

Please note that 'pallet spaces' refers to the total number of floor spaces used on the trailer by the pallets on the PO. The maximum input allowed is 30.
Example 1: If there are 16 pallets on this PO, and they are loaded in normally (no double-stacking), then the pallet spaces input would be 16. Example 2: If there are 40 pallets on this PO, and 10 pallets need to be double-stacked, then the pallet spaces input would be 30.
Also, please note that the requested pickup start & end windows are in 24-hr time format.

Confirmation Number (Optional): Confirm Pallet Spaces Used (Required - Max 30) Confirm Pallet Count (Required - Max 90)

Enter Confirmation # (40 characters max) Enter a Number Enter a Number

Request Alternate Pickup Date - Pick a new Date *only if* the Current Scheduled Pickup Date is not possible:

Request Pickup Start Window: (Required) Request Pickup End Window: (Required)

Late Reason (If Applicable): Vendor Delivering to XD Only?

Request Equipment Type (Optional):

Vendor Confirmed Weight (Optional): Weight Unit:

Request Specific Temperature (Optional): Temperature Unit:

Enter any relevant pickup comments about the PO here (e.g. appointment booking info, any restrictions, etc.)

SUBMIT UPDATES

- 1. Confirmation Number:** If you typically use a transaction or confirmation number when confirming load readiness, you can enter it in this field. This field will only support **up to 40 characters**, longer numbers should be entered in the comment field instead.
- 2. Confirm Pallet Spaces:** This field must be completed for any update. As indicated in the form, this refers to the floor spaces which will be needed on the trailer. A double stacked pallet will only count as 1 pallet space despite containing 2 pallets since this uses the same amount of floor space as 1 pallet. Due to TMS restrictions the **maximum** pallet spaces that can be entered in this field is 30. Arrangements which can exceed this should be thoroughly described in the comment field.
- 3. Confirm Pallet Count:** This field must be completed for any update. As indicated in the form, this refers to the total number of pallets on the trailer. If pallets are double or triple stacked, every number of pallets should be entered in this field. Due to TMS restrictions the **maximum** pallet count that can be entered in this field is 90. Arrangements which can exceed this should be thoroughly described in the comment field.
- 4. Request Alternate Pickup Date:** If the pickup date needs to be moved earlier/later than the date shown on the PO Updates page, this field can be used to request an alternate pickup date with our transport team. If an alternate pickup date is entered this will be prioritized in planning over the original pickup date.
- 5. Request Pickup Window Start & End:** These two fields are also mandatory and will communicate the preferred pickup window for this PO. If you have an existing TMS window for this Ship Location / Destination DC combination it will be automatically populated in the form and indicate that the Window has been Pre-Selected. Pre-Selected windows can be changed in the Ready for Pickup form.
- 6. Late Reason:** If the pickup has been delayed, or a later alternate pickup date is selected, please use this dropdown menu to indicate a late reason.
- 7. Vendor Delivering to XD:** If you are delivering this PO to a Cross-Dock facility, this checkbox should be selected. In this scenario the PO should be delivered to the XDOCK on the SAP Pickup Date and the alternate pickup date field can be adjusted if this is not aligned. The pickup start & end window should ideally be set to 00:00 – 23:58.
- 8. Request Equipment Type:** For exceptional cases, a specific equipment type and temperature can be indicated for this pickup. If left blank the transport team will plan with the default TMS arrangement. If additional information needs to be added that was not covered by one of the previous fields, the comment field at the bottom of the page may

be used. Once SUBMIT UPDATES is clicked, your update will be added to the portal and communicated to the transport team for planning.

- 9. Vendor Confirmed Weight:** This field allows you to provide the confirmed weight of the load, while not mandatory its helpful for planning and ensuring stability.
- 10. Request Specific Temperature:** Use this if your shipment requires a specific temperature setting beyond the default. This ensures the equipment dispatched can meet the required loads temperature.
- 11. Comments:** Any supporting details should be entered in this field, make sure to be very detailed with this field to ensure all updates and notes are understood by the receiving team.

CONSOLIDATE SELECTED POs FOR PICKUP

SELECT PO(S)	PO NUMBER	PO DELIVERY DATE	ORIGINAL SAP PICKUP DATE	SHIP LOCATION ID	SHIP LOCATION CITY	TO DC	DELIVERY TYPE	DELIVERY STATUS	LATE REASON	VENDOR PALLET COUNT	PICK AN ACTION FOR THIS PO
<input checked="" type="checkbox"/>		2026-02-22 00:00	2026-02-26		Milton	020	Loblaw Pickup	Open			<input type="button" value="Ready for Pickup?"/> <input type="button" value="Request to Cancel PO"/>
<input checked="" type="checkbox"/>		2026-02-22 00:00	2026-02-26		Milton	020	Loblaw Pickup	Open			<input type="button" value="Ready for Pickup?"/> <input type="button" value="Request to Cancel PO"/>
<input type="checkbox"/>		2026-02-23 00:00	2026-02-21		Milton	028	Loblaw Pickup	Open			<input type="button" value="Ready for Pickup?"/> <input type="button" value="Request to Cancel PO"/>
<input type="checkbox"/>		2026-02-22 00:00	2026-02-20		Milton	020	Loblaw Pickup	Open			<input type="button" value="Ready for Pickup?"/> <input type="button" value="Request to Cancel PO"/>
<input type="checkbox"/>		2026-02-22 00:00	2026-02-20		Milton	020	Loblaw Pickup	Open			<input type="button" value="Ready for Pickup?"/> <input type="button" value="Request to Cancel PO"/>
<input type="checkbox"/>		2026-02-25 00:00	2026-02-20		Milton						<input type="button" value="Ready for Pickup?"/> <input type="button" value="Request to Cancel PO"/>

If multiple **Loblaw Pickup** POs from the **SAME** Ship Location are selected from the left-hand side using the check buttons, an alternative button to “**Consolidate Selected POs for Pickup**” will appear at the bottom of the screen. After clicking the button, a modified **Ready for Pickup** form will appear on your screen (see below). If there are multiple pickup dates in your selection, it’s recommended to specify an alternate pickup date to ensure the consolidated load is planned as intended. Make sure all **REQUIRED** fields are entered; then confirm by clicking “**Submit updates for selected POs**” button, this update will communicate to our transport team that the POs selected should be picked up as a consolidated load and a tracking number will be automated applied to each PO, linking them in our TMS.

Consolidated Load with Multiple POs: Input Your Pickup Details ✖

Selected POs: [Redacted]

To DC(s) for selected POs: 020

SAP Scheduled Pickup Dates for selected POs: Thursday, 2026-02-26

Please note that 'pallet spaces' refers to the total number of floor spaces used on the trailer by the pallets on the PO. The maximum input allowed is 30.
 Example 1: If there are 16 pallets on this PO, and they are loaded in normally (no double-stacking), then the pallet spaces input would be 16. Example 2: If there are 40 pallets on this PO, and 10 pallets need to be double-stacked, then the pallet spaces input would be 30.
 Also, please note that the requested pickup start & end windows are in **24-hr time format**.

Confirmation Number (Optional):

Request Alternate Pickup **Date** - Pick a new Date *only if* the Current Scheduled Pickup Date is not possible:

Request Pickup **Start Window**: (Required)
 Request Pickup **End Window**: (Required)

Late Reason (If applicable):
 Vendor Delivering to XD Only?

Request Equipment Type (Optional):

Request Specific Temperature (Optional):
 Pick °F or °C next → Temperature Unit:

Enter any relevant pickup comments about the PO here (e.g. appointment booking info, any restrictions, etc.).

REQUEST TO CANCEL PO



This option will submit a cancellation request for this PO directly to the associated Supply Chain Analyst (Buyer). A cancellation reason **must** be selected to send the request. If none of the cancellations apply, please select **Other** and enter the reason in the comment field below the dropdown menu. **Request Cancel PO** is not compatible with multi select at this time and each PO will need to be cancelled individually.

A screenshot of a web form titled "Request to Cancel PO" with a blurred PO number. The form includes a sub-header, a description, a required dropdown menu for "Cancellation Reason", a text area for comments, and a blue "SUBMIT CANCELLATION REQUEST" button. A red close button is in the top right corner.

Request to **Cancel PO** [blurred PO number]

This will send an alert to the buyer to cancel this PO in our SAP system.

Cancellation Reason (required)

[Dropdown menu]

Enter any comments about the PO cancellation here.

SUBMIT CANCELLATION REQUEST

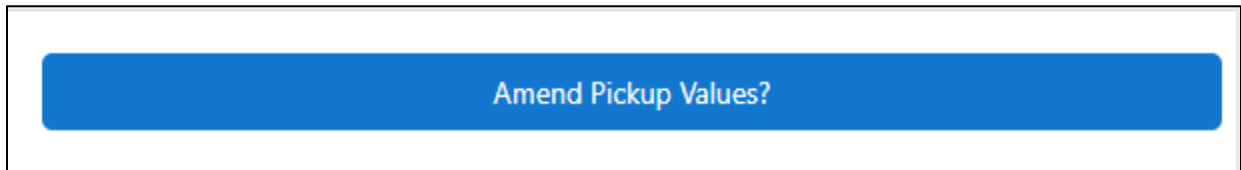
SHIPPED EARLY / SHIPPED ON TIME



Shipped Early - This option can be selected if the PO was shipped to arrive earlier than the original due date.

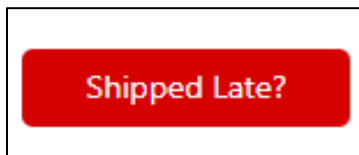
Shipped On Time - This option can be selected if the PO was shipped as planned to deliver on the due date.

AMEND PICKUP VALUES

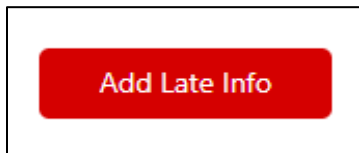


Edit previously submitted **Ready for Pickup** details such as pallet count or pickup window. This option is visible only when the PO is already marked *Ready for Pickup*. If less than 12 hours remain before pickup, the button becomes greyed out.

SHIPPED LATE / ADD LATE INFO



SHIPPED LATE - If **Shipped Late** is selected for a PO, a **Late Reason** must be selected with the update from the drop-down list available. A separate comment field is also available for any optional updates that are not adequately covered by the drop-down menu. Please select the most applicable category if none of the selections are a perfect match and enter your reason in the comment field.



ADD LATE INFO - Use this to update a **Vendor Delivered** PO that was already marked *Shipped Early, On Time, or In Transit* but is now delayed. You'll be prompted to select a **Late Reason** and optional comment

Mark PO [redacted] as Shipped Late ✕

Select a Late Reason from the dropdown, and add (optional) comments below.

Late Reason (required)

Enter any comments about the late shipment here.

UPDATE PO AS SHIPPED LATE

ALERT MISSED PICKUP

Alert Missed Pickup

Shortly after the pickup window has passed for a PO, an **Alert Missed Pickup** button will appear. If this button is clicked, there will be an option to enter a message to provide additional details if. Once the “Submit Missed Pickup Notification” button is clicked the appropriate transport contact will be notified that this pickup must be rescheduled. **Please do not select this button if the PO has been picked up.**

Missed Pickup for PO [redacted] ✕

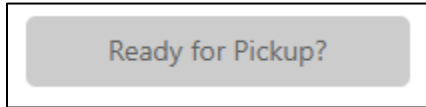
This will send an alert to transport that the pickup was missed.

Enter any comments about the missed pickup here.

SUBMIT MISSED PICKUP NOTIFICATION

NOTE: At this time only **Ready for Pickup** and **Open** POs have the capability of displaying the “Alert Missed Pickup” status and it will not appear for the **Planned for Pickup** status.

GREYED OUT READY FOR PICKUP



This button is **greyed out** because the **pickup window is less than 12 hours away**. Loblaw’s TMS integration prevents updates too close to the pickup time.

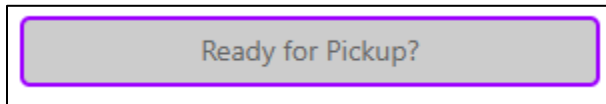
If your load is ready but the button is disabled:

- Contact the **transport planning team directly** with your pickup details.
- Include the **PO number, pickup date, and DC**.

You cannot submit a “Ready for Pickup” update once this button is deactivated.

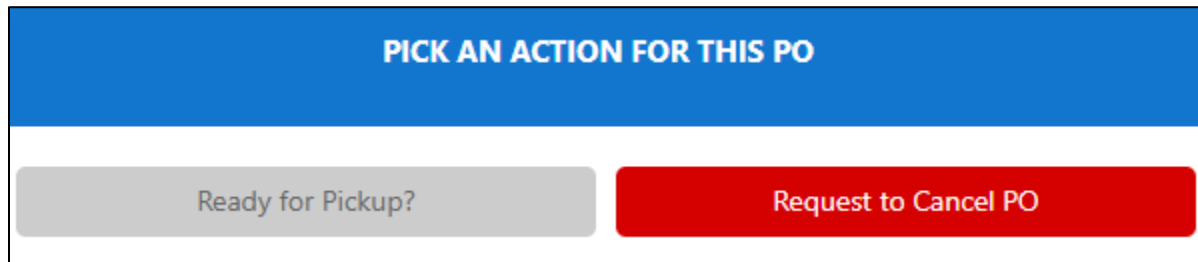
Note: If the PO is classified as a *Flow* commodity, the 12-hour pickup window restriction does not apply. In these cases, the Ready for Pickup button will remain active and can still be used.

GREYED OUT READY FOR PICKUP WITH PURPLE OUTLINE



This button is **greyed out** because this PO was updated by Loblaw Transport system. This PO can no longer be updated/edited by the Vendor Portal.

IMPORTANT NOTES



Due to TMS Integration requirements, it's not possible to add a Ready for Pickup update with fewer than 12 hours remaining before the Pickup date. If the Ready for Pickup button is greyed out it has been deactivated. Please contact our transport team directly with pickup details if this occurs.

Why a PO Can Show as Cancelled Even When You Did Not Cancel It?

There may be times when a PO appears as Cancelled even though no cancellation was submitted by your organization. This can happen when the final article on the PO is deleted. The portal uses a status shortcut to maintain fast refresh speeds, and in certain cases this causes the PO to display as Cancelled. This is only a visual issue on the portal and does not represent an actual cancellation in Loblaw systems. The development team is working on a long term improvement so the portal can display closed POs more accurately.

Why a PO Can Return to Open After Being Updated?

A PO that was updated to Ready for Pickup or Planned for Pickup can temporarily return to an Open status. This can occur during moments when a data sync is applied or when TMS makes an adjustment, such as a PO being removed from a Plan ID. If a PO moves from Ready for Pickup back to Open, the update is usually still applied in TMS and only the display is affected. No additional action is required by the vendor. The status will update again automatically as the TMS plan progresses.

ASN Integration

To minimize redundant updates, **Vendor Delivered** POs will automatically update to **In Transit** status when an **Advance Ship Notice (ASN)** is received in our system through EDI. This effectively replaces manually marking a **Vendor Delivered** PO as **Shipped Early** or **Shipped On Time**. It's important to note that ASNs do not replace updates for POs that are **Shipped Late**, so these updates must still be made in the Portal along with a **Late Reason** and optional comment. Updates for your **Loblaw Pickup** POs are not affected by this feature.