

INFORMATION FOR
LICENSED PRODUCERS



THE HELP CENTRE GUIDE

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1.0 INTRODUCTION

This guide is designed to help Licensed Producers navigate the OCS's ticketing system, the Help Centre. Topics covered include:

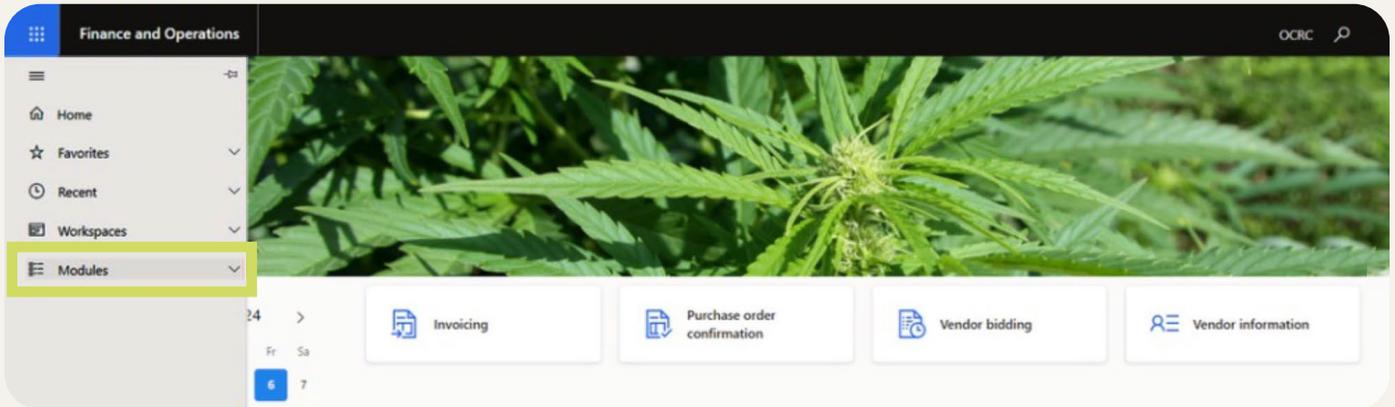
- accessing the Change Request Form
- understanding ticket types
- how to create a ticket
- attachment requirements and categories of changes



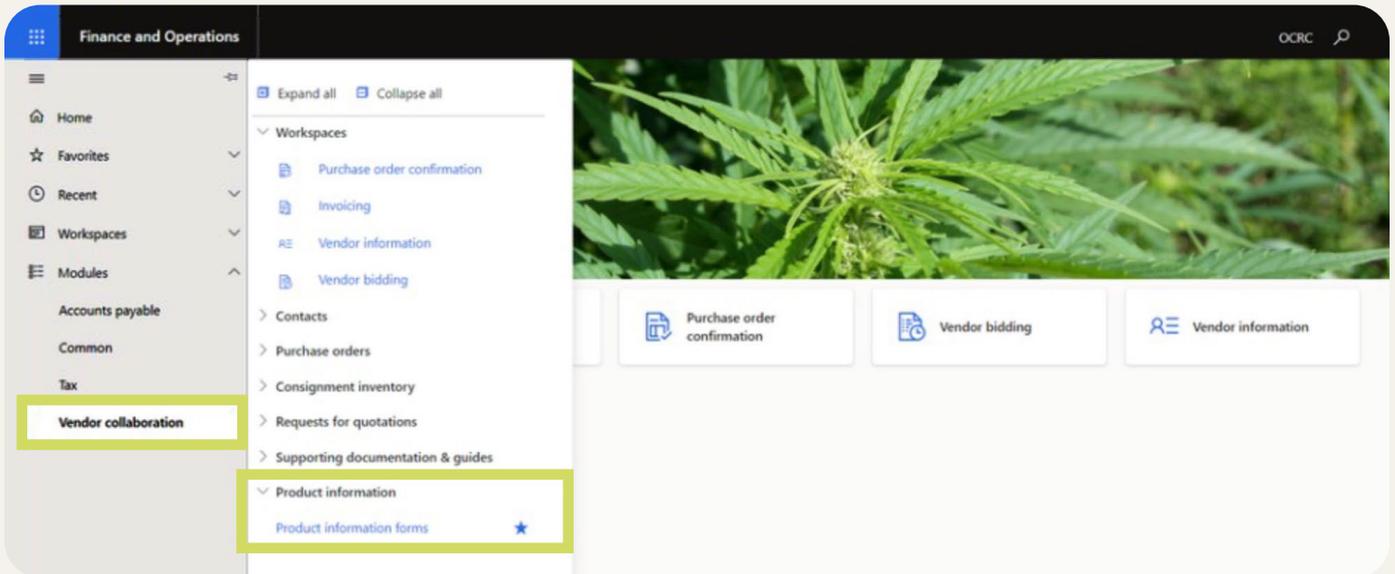
2.0 ACCESSING THE CHANGE REQUEST FORM

2.1 FINDING THE FORM

1. From the Vendor Portal Homepage, click the three-line menu icon in the top-left corner to access the navigation panel.



2. Select **Modules > Vendor Collaboration > Product Information > Product Information Forms**.



3. Click **Microsoft Entra ID**. Do not re-enter your login credentials.

OCS ONTARIO CANNABIS STORE The Help Centre

→ Sign in Register Redeem invitation

Sign in with a local account Sign in with an external account

* Username **Microsoft Entra ID**

* Password

Remember me?

Sign in Forgot your password?

4. You will be directed to the **Change Request Form**.

2.2 THE CHANGE REQUEST FORM

The **Change Request Form** is where all ticket information is submitted. Once the form is submitted, you will receive a confirmation email notifying you that the ticket is in progress. The email will include the SKU, ticket type and ticket number. A follow-up email will be sent once the ticket has been resolved and closed.

OCS ONTARIO CANNABIS STORE The Help Centre Home | Change Request Form

Change Request Form

This form requires your six-digit OCS Vendor ID and the OCS SKU number. If you do not know your vendor ID, enter 'n/a'. If you do not have a SKU number because your item is currently being onboarded in the Product Call process, please provide your Submission ID.

Please submit one form for each SKU or vendor profile change. Single submissions with multiple SKUs or multiple changes will not be processed.

If you have questions about this form, please email masterdata@ocs.ca.

The ticket is 'In Progress' until you have received an email that your ticket has been closed.

Full Legal Name of Vendor (as it appears on supplier agreement licences and insurance forms) *

OCS Vendor ID (format 000000. Enter 'n/a', for new vendors.) *

Contact Name *



3.0 TICKET TYPES

There are three ticket types available to choose from: New, Existing and Vendor Information Change.

Please provide your phone number in case the Master Data team needs to contact you *

Are you looking to change a new or existing (in-market) product or are you looking to update your vendor information? Please note, once the product is available on the B2B portal, it is considered an existing product. *

Existing

- Select
- New
- N** Existing
- Vendor Information Change

0%

3.1 NEW SKUS

Select **New** for products included in a Product Call that have not yet launched on the OCS B2B Portal. A Product Call launch date is required.

New SKU

New SKU

For new items currently in the Product Call process, please provide the Sub ID # (found in your NTP) or OCS SKU# *

Launch Date Selection *

Select

- Select
- Product Call 1
- Product Call 2
- Product Call 3
- Product Call 4
- Product Call 5
- Select



3.2 EXISTING SKUS

Select **Existing** for products that have already launched on the OCS B2B Portal or OCS.ca.

Existing SKU

For Existing items, please enter OCS SKU (format 000000_XX_) *

Master Case GTIN or Barcode (Must be 14 digits in length) *

Unit GTIN or Barcode (Must be 14 digits for Cannabis products or 12 digits for Accessories) *

Product Category *

Change Category *

3.3 VENDOR INFORMATION CHANGE

Select **Vendor Information Change** to update vendor-related details such as:

- legal vendor name
- Purchase Order (PO) email address
- point of contact information (the LP business contact who will receive all OCS communications)
- Vendor Portal access



4.0 CREATING A TICKET (WITH EXAMPLES)



NOTE: Fields marked with an asterisk (*) are mandatory.

4.1 NEW AND EXISTING SKU TICKETS

1. Fill in your contact information, and select the ticket type (in this case, **New**). Click **Next**.

Full Legal Name of Vendor (as it appears on supplier agreement licences and insurance forms) *

OCS Vendor ID (format 000000. Enter 'n/a', for new vendors.) *

Contact Name *

Email Address (Ticket completion confirmation will be sent to this email) *

Please provide your phone number in case the Master Data team needs to contact you *

Are you looking to change a new or existing (in-market) product or are you looking to update your vendor information? Please note, once the product is available on the B2B portal, it is considered an existing product. *

Next



2. Enter SKU information, and select the Change Category. Click **Next**.

New SKU

For new items currently in the Product Call process, please provide the Sub ID # (found in your NTP) or OCS SKU# *

Launch Date Selection *

Master Case GTIN or Barcode (Must be 14 digits in length) *

Unit GTIN or Barcode (Must be 14 digits for Cannabis products or 12 digits for Accessories) *

Product Category *

Change Category *

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3. Provide the relevant details for the requested change (e.g., updated GTIN). Click **Next**.

GTIN - Master Case, Inner Case, Unit

NOTE: Changes will only be processed 15 business days prior to delivery.

ADDITIONAL NOTE: Please be advised that as per Section C: Supply Chain of the Supplier Manual that all changes to Master Case dimensions must involve a transition plan for the run down of current on hand inventory. Please reach out to your Replenishment Analyst to discuss this transition before shipping any products with new Master Case dimensions to the DC as it will result in a rejection of your SKU.

New Master Case GTIN (Must be 14 digits in length) (leave blank if not applicable)

New Inner Case GTIN (Must be 14 digits in length) (leave blank if not applicable)

New Unit GTIN or Barcode (Must be 14 digits for Cannabis products or 12 digits for Accessories) (leave blank if not applicable)

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4. Click **Add Files** to upload any required supporting documents (up to 10 files, 5 MB each). See Appendix for required documents by change category. Files can be overwritten if “Overwrite existing files” is checked. Files can also be deleted individually by clicking the arrow in the third column.

Do you have any other information you wish to add?

Would you like to attach a file (max. 10 attachments)? You can upload a maximum of 10 files, each up to 5MB. Only the following file types are supported: PDF, JPEG, PNG, TIFF, DOC, DOCX, XLS, XLSX, GIF

Add files

There are no folders or files to display.

OCS ONTARIO CANNABIS STORE The Help Centre Home | Change Requ

Change Request Form

This form requires your six-digit OCS Vendor ID and the currently being onboarded in the Product Call process, you do not have a SKU number because your

Please submit one form for each SKU or vendor profile. All not be processed.

Add files

Choose files No file chosen

Overwrite existing files

Add files

Do you have any other information you wish to add?

Would you like to attach a file (max. 10 attachments)? You can upload a maximum of 10 files, each up to 5MB. Only the following file types are supported: PDF, JPEG, PNG, TIFF, DOC, DOCX, XLS, XLSX, GIF

Add files

| Name ↑ | Modified | Delete |
|---|------------------------|---------------------------------------|
| 100001_7g___ Master Case Barcode.pdf (198 KB) | less than a minute ago | <input type="button" value="Delete"/> |



5. Tick the data accuracy check box and add any additional information, if necessary. Click **Submit**.

Information and Attachments

Additional Information and Attachments

LPs are responsible for data accuracy and are subject to return requests if there is a discrepancy

Do you have any other information you wish to add?

Barcodes have been uploaded for approval.

Would you like to attach a file (max. 10 attachments)? You can upload a maximum of 10 files, each up to 5MB. Only the following file types are supported: PDF, JPEG, PNG, TIFF, DOC, DOCX, XLS, XLSX, GIF

Add files

| Name ↑ | Modified | |
|---|--------------------|--|
| 100001_7g___ Master Case Barcode.pdf (198 KB) | 4/9/2025, 12:26 PM | |

Previous **Submit**

6. Once the form is submitted, a confirmation message (“Submission completed successfully”) will appear and a confirmation email will be sent. To submit another ticket, click **Change Request Form** in the top-right corner, or close the browser tab.

The Help Centre Home | [Change Request Form](#)

Change Request Form

This form requires your six-digit OCS Vendor ID and the OCS SKU number. If you do not know your vendor ID, enter 'n/a'. If you do not have a SKU number because your item is currently being onboarded in the Product Call process, please provide your Submission ID.

Please submit one form for each SKU or vendor profile change. Single submissions with multiple SKUs or multiple changes will not be processed.

If you have questions about this form, please email masterdata@ocs.ca.

The ticket is 'In Progress' until you have received an email that your ticket has been closed.

Submission completed successfully.



4.2 VENDOR INFORMATION CHANGE TICKETS

1. Fill in your contact information and select ticket type. Click **Next**.

Full Legal Name of Vendor (as it appears on supplier agreement licences and insurance forms) *

OCS Vendor ID (format 000000. Enter 'n/a', for new vendors.) *

Contact Name *

Email Address (Ticket completion confirmation will be sent to this email) *

Please provide your phone number in case the Master Data team needs to contact you *

Are you looking to change a new or existing (in-market) product or are you looking to update your vendor information? Please note, once the product is available on the B2B portal, it is considered an existing product. *

Next

2. Select the type of vendor information change you are requesting.

Vendor Information Change

Vendor Information Change

Type of Vendor Information Change *

- Select
- Vendor Name Change
- PO Email Change (This is the email address where automated POs will be sent from OCS)
- Point of Contact Change
- Vendor Portal Access Change



3. Provide the details for the change (e.g., new Vendor Portal access contact). Click **Next**.

Vendor Information Change

Type of Vendor Information Change *

Vendor Portal Access Change

Vendor Portal Access Change

Type of Vendor Portal Access Change *

Add Vendor Portal Access

New Contact Info

First Name *

James

Last Name *

Smith

Email Address *

james.smith@outlook.com

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4. Upload any required documentation. Tick the data accuracy check box, then click **Submit**.

Information and Attachments

Additional Information and Attachments

LPs are responsible for data accuracy and are subject to return requests if there is a discrepancy

Do you have any other information you wish to add?

No

Would you like to attach a file (max. 10 attachments)? You can upload a maximum of 10 files, each up to 5MB. Only the following file types are supported: PDF, JPEG, PNG, TIFF, DOC, DOCX, XLS, XLSX, GIF

[Add files](#)

There are no folders or files to display.

[Previous](#) [Submit](#)



5. Once the form is submitted, a confirmation message (“Submission completed successfully”) will appear, and a confirmation email will be sent. To submit another ticket, click **Change Request Form** in the top-right corner, or close the browser tab.



Change Request Form

This form requires your six-digit OCS Vendor ID and the OCS SKU number. If you do not know your vendor ID, enter 'n/a'. If you do not have a SKU number because your item is currently being onboarded in the Product Call process, please provide your Submission ID.

Please submit one form for each SKU or vendor profile change. Single submissions with multiple SKUs or multiple changes will not be processed.

If you have questions about this form, please email masterdata@ocs.ca.

The ticket is 'In Progress' until you have received an email that your ticket has been closed.

Submission completed successfully.



5.0 APPENDIX

5.1 ATTACHMENT REQUIREMENTS

The following change categories require you to add specific attachments before the ticket can be submitted.

| CHANGE CATEGORY | ATTACHMENT REQUIREMENTS |
|---|--|
| Vendor Name Change | <ul style="list-style-type: none">• updated Health Canada licence• Certificate of Insurance• Articles of Amendment |
| GTIN – Master Case, Inner Case, Unit | <ul style="list-style-type: none">• new scannable barcode |
| Product Name Change (for new SKUs only) | <ul style="list-style-type: none">• new label• new packaging |
| Packaging or Hardware Change | <ul style="list-style-type: none">• regulatory documentation |

5.2 CATEGORIES OF CHANGES BY TICKET TYPE

Categories of Changes Applicable to New SKUs Only

- Cost Changes
- Product Call Launch Delay
- Product Call Withdrawal

Categories of Changes Applicable to Existing SKUs Only

- Discontinue SKU



Categories of Changes Applicable to Both New and Existing SKUs

- Vendor or Sales Licence Change
- GTIN – Master Case, Inner Case, Unit
- Product Name Change
- Potency Change
- Brand Change
- Short/Long Description Change
- Terpene Profile Change
- Ingredients Change
- Carrier Oil Change
- Drying Method Change
- Extraction Process Change
- Grow Medium Change
- Grow Room Lighting Change
- Grow Method Change
- Growing Province Change
- Growing Region/Local Source Change
- Plant Type Change
- Street Name Change
- Trimming Method Change
- Other Attribute Changes
- Image Updates (Retail Packaging and Product Images)
- Craft Certification (Dried Flower/Pre-Rolls only)
- SKU Size Change
- Packaging or Hardware Change
- Case Quantity Change
- Dried Cannabis Equivalency Change
- Cannabinoid Ratio
- Product Tier

Categories of Changes Applicable to Vendor Information

- Vendor Name Change
- PO Email Change
- Point of Contact Change
- Vendor Portal Access Change



