

June 25, 2019

Dear Trade Partner:

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The Durham Retail Service Centre implemented a new Warehouse Management System (WMS) on June 16. This technology upgrade is part of a larger modernization project for Durham, which integrates new software with the facility's existing warehouse control systems. The new WMS will provide improved traceability and visibility of products throughout the supply chain, helping the LCBO improve service and efficiencies for customers.

As the facility works through this transition period, we are taking a cautious approach to ensure that the new system is functioning properly. As a result, deliveries to our retail and wholesale outlets are moving at a slower pace than usual and can be expected to arrive later than scheduled during the 10-14 days ahead.

In preparation for the system migration, LCBO did an inventory build to stores and warehouses. Durham and our transportation partners have subsequently been working around the clock and weekends to ensure stores continue to receive replenishment orders daily. Currently, deliveries may be running behind schedule by one to three days.

We are very appreciative that our retail and wholesale customers have supported and in some cases adjusted their operations to assist us through this transition by receiving loads on weekends and evenings, with the sole purpose of putting consumers first. The LCBO is committed to completing this transition as quickly and smoothly as possible and looks forward to servicing our customers better than ever before.

Your ongoing co-operation is appreciated and we thank you for your patience and understanding as we implement the new WMS. We will continue to send status updates as appropriate.

Sincerely,

Nick Nanos