

LCBO

The following document provides frequently asked questions by grocery and convenience store customers related to the marketplace modernization, wholesale pricing and Future State Modernization changes.

For more information, visit the dedicated page on doingbusinesswithlcbo.com.

General

When placing orders on updated website will there be a single combined order for LCBO, The Beer Store and Ontario supplied products, or will they remain separate?

Customers will continue to place orders for all products to LCBO. Once the order is received by the LCBO it will be split and sent to the supplying source(s). Orders will continue to be invoiced separately.

Is there inventory availability in the new system?

Out-of-stock inventory will now be identified at the cart checkout stage for LCBO-supplied products. This marks an improvement from the current process, where orders have been flowing through without verifying available inventory at LCBO. This enhancement will help prevent fulfillment issues and improve ordering accuracy.

Regarding the return process — how long is the window for returns?

The window for returns will be 48 hours starting in the new year.

When adding items to the cart on wholesale.lcbo.com, will out-of-stock products appear at the top for easier management, or will we need to go through each page to remove them manually as is now?

We understand this is a priority. While it will not be enabled as part of this release, we are committed to making future improvements.

Will the wholesale website include a feature to add comments when placing orders?

All feedback can be sent to your account manager.

Pricing

When will we have new prices listed?

If there are any price changes, they will be effective April 1.

Does the new wholesale price mean no more floor prices?

No, minimum retail pricing still applies, if required by regulation.

What is the COSD for VQA wines?

COSD only applies to imported spirits, wines (including packaged cider) and Ready to Drink (RTD) beverages.

Grocery and Convenience Stores

Will grocery and convenience stores still receive a discount?

Every wholesale customer, including LCBO retail, will pay the same wholesale price – this is a level playing field.

Does this impact the price I can sell my product for?

Grocery and convenience stores may set their own retail prices, provided they comply with minimum retail pricing regulations.

Catalogue

Under the new wholesale structure pricing, will the product catalogue for Grocery and Convenience expand to include Spirits, Vintages Essentials, Vintages and Specialty Services products?

LCBO is developing a fully open listing process for domestic and imported products that maximizes opportunities for choice and competition. We are working through the operationalization of this change and will share more information with wholesale customers and suppliers later this year. Spirits will not be added to the grocery and convenience catalogue.

Does this mean we will be able to sell higher than 7% alcohol percentages RTD?

No - the eligible products are a regulatory requirement there is no change at this time.

Ordering

What do I need to do before April 1 to have access to the new ordering system?

You will get training in the new year and then on starting April 1 (based on your ordering schedule) you will receive an email with your account details so you can start ordering on wholesale.lcbo.com.

Will this transition allow us to order from agents?

After April 1, all orders must be placed online via wholesale.lcbo.com.

How do I access my invoices in GMS?

Invoices are available in GMS for 90 days. It is recommended that you regularly download and save your invoices. We will let you know your last date to access invoices in GMS in the new year..

Do I need an account in the new system if I am an EDI customer?

Yes, EDI customers will still need an account in the new system to submit claims to wholesale.lcbo.com.

What about having a system/application where small convenience stores whose orders are small can go directly to beer store and wine store without using GMS Platform?

All of your orders for alcohol need to go through the GMS platform. In April, you will begin to order on a new platform wholesale.lcbo.com. We are developing some solutions for small operators during the order freeze - these solutions will be shared with you as they are developed.

Delivery

Are Delivery fees changing?

There will not be any changes to delivery fees as we transition in April.

Is there a change to my LCBO order or delivery day in April?

Delivery schedule will remain the same at go live and there are no planned changes. If you need any assistance, please connect with your account manager.

Returns/claims

Are there any updates on the Ontario Deposit Return Program (ODRP)?

Beginning in 2026, all grocers will be required to participate in the ODRP. Across the province, LCBO Convenience Outlets are already accepting empties. Convenience stores can also elect to opt in to the program if interested in accepting bottle returns.

Onboarding

Is there any change to the onboarding process for newly licensed locations or ownership changes post April1?

There is no change to how the LCBO will onboard new grocery or convenience customers. Following receipt of your AGCO licence, the LCBO will ask you to complete an onboarding form and agree to the Master Supply Agreement. Once set up as a wholesale customer you will receive your log in credentials to wholesale.lcbo.com.

