

LCBO

The following document provides frequently asked questions by LCBO Convenience Outlet customers related to the marketplace modernization information sessions.

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 January 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.

LCBO Convenience Outlet specific

How does LCBO plan to support independent retailers competing with large grocery chains?

The new wholesale pricing that was presented makes it a level playing field for all wholesale retailers, large or small.

Delivery

Will the delivery schedule change or stay the same as the current one?

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

Order

As a southern LCO that currently uses Beer for Business to order domestic beer, will I be able to do the same after Jan 1?

Starting January 1, all LCOs will only order via wholesale.lcbo.com. The Beer Store (TBS) will be one of the supplying sources continuing to deliver the product.

Pricing

Will pricing be up to individual LCO's?

LCOs will continue to maintain retail prices in-line with LCBO.

Catalogue

Will there be a wider variety of products available to help reduce the need for special orders?

Yes.

Will LCOs be the only locations accepting empties, or will some grocery and larger stores also participate?

Beginning in 2026, all grocery stores will be required to participate in the ODRP in addition to LCOs and some convenience stores who have chosen to opt-in to the program.