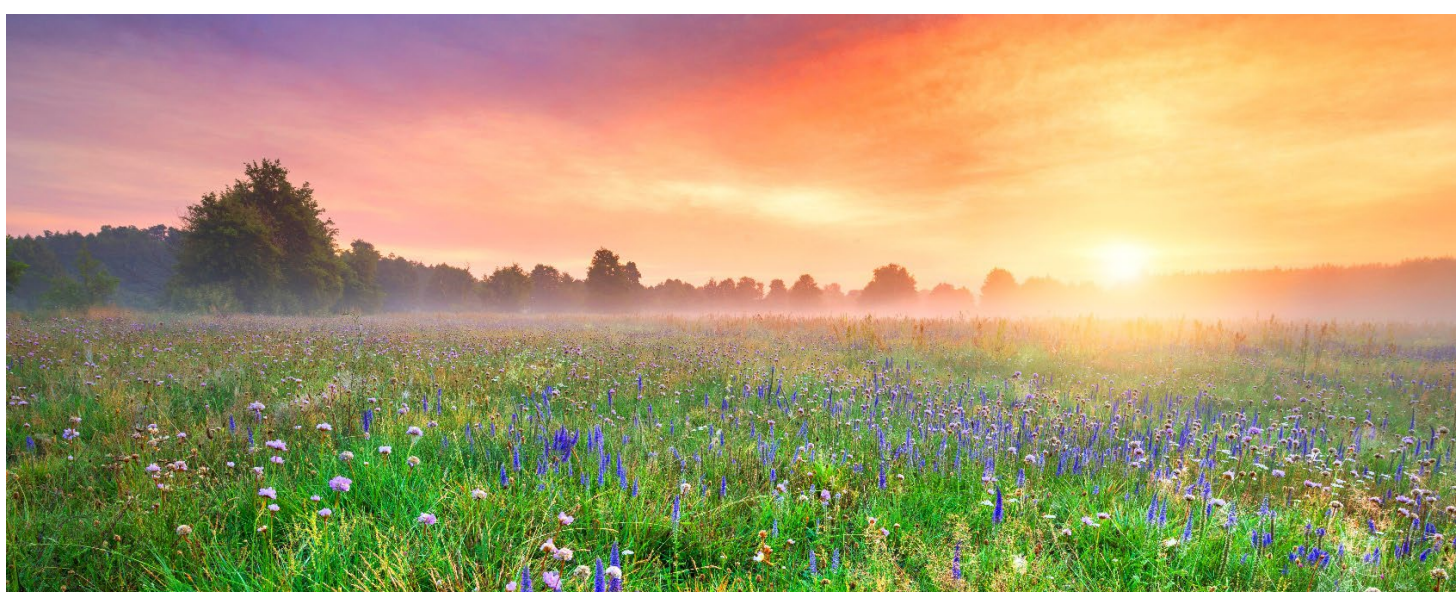


April 4, 2025, Newsletter



Welcome to
wholesale.lcbo.com!

Ordering inventory for your business just got easier.

Important

Claims - U.S. Return Products

It's important to view notes left on submitted claims so that additional information can be captured for all approvals. If you have any questions, please reach out to lco@lcbo.com

Lexmark

Logging into Lexmark a few times a week is necessary in order to keep up with price changes.

Ordering

Once an order is placed, it can't be modified. Look over your order before submitting. As we approach our busy spring/summer season late orders can't be accommodated. There is a minimum order quantity of 30 cases per order. There is only one order per week. Any additional orders will default to the following week.

Holiday Schedule

We want to ensure you're prepared and have all orders placed on time for the upcoming Easter holidays. The holiday schedule has already been shared via email from lco@lcbo.com

Innovation Products

New RTDs are now available online and more will be available in the coming days.

Best Practices

Adding New Products

When bringing in new items, remember to add them to your Lexmark store inventory so that a bin tag is generated.

All new items must be kept within your designated LCO section. A best practice is to review your store inventory before bringing new items. Remove slow movers before bringing in new items.

Display Areas

Beverage alcohol can only be displayed in designated areas of your store. Refer to your approved floorplan space for more information.

Floorplan Changes

All changes to your floorplan must be approved. Please send floorplan updates to convenienceoutlets@lcbo.com prior to making any changes.

Receiving Area

Ensuring that your receiving area is clear of obstructions will greatly reduce the time it takes to complete deliveries.

Merchandising Tip

Keep all shelving items within reach and accessible for safety reasons. Do not use out of reach areas for overstock.

Reminders

2025 Annual Workday Training

The deadline for completion of Annual Workday Training: 2025 LCO Employee Program & 2025 LCO SMs and ASMs Program, is April 14th, 2025. Ordering accounts will be placed on hold for LCOs which fail to complete their required training modules by the deadline. Please email ConvenienceOutlets@lcbo.com for more information.

LCO Store Compliance

All LCO stores need to operate in accordance with their LCBO authorization. Ensure that your store is in compliance by reviewing the LCBO store audit [LCO Audit Forms | Doing Business with LCBO](#). If there are any questions regarding the audit, please contact your Client Service Coordinator.

Challenge & Refusal

The LCBO is modernizing its technology and investing in cybersecurity to protect the LCBO and our valued wholesale customers. Please follow the link to set up multi-factor authentication and access Challenge & Refusal App: [Setting up Authentication options and using Self-Serve Password Reset \(SSPR\) for WHOLESAL](#)

If you’ve forgotten your password, please contact LCBO IT Service Desk 416-864-2550 to have your password reset.

Municipal Bylaws for Statutory Holidays

If you are planning to sell beverage alcohol over the Easter holidays, please check with your local municipality to see if any bylaws prohibit alcohol sales on these days.
This is not enforced by the LCBO.

Store Hours

Store Hours Beverage alcohol can only be sold within your posted hours. Please inform convenienceoutlets@lcbo.com of any changes to your store hours for the Fall/Winter season. All LCO store decals should also be updated to reflect this change.

Ready to Drink/Beer Packs

Products that come in packs are to be sold in packs. They should never be taken apart and sold individually.

Checking ID

Stores will get busier during the Spring/Summer months. It’s important that you continue to follow the standard practice of checking for valid ID’s. This must also be documented in your Challenge and Refusal App.

Holiday gifting

Please submit your Holiday order form by April 9th.
[LCBO Convenience Outlets Holiday Gift Program 2025](#)

Did You Know?

Frequent asked Questions

How to Order LCBO Paper Bags?

To place an order for LCBO bags, email lco@lcbo.com with your request. Please include your LCO number and number of 1 bottle, 2 bottle, 3 bottle bag.

Audits

The Client Service Coordinators have started performing audits and will be visiting your store in the coming months.
[CSC 505 Audit Checklist.pdf](#)
Contact ConvenienceOutlets@lcbo.com for information regarding the Internal Audit Services checklist

Does uniform pricing still exist for Beer?

As an authorized independent local retailer selling beverage alcohol under the LCBO banner, LCOs must comply with all LCBO policies and continue to follow uniform pricing for all products, including beer. The Beer Price Bulletin can be found on Beer for Business under “RPP/LCO Price List”. Pricing can also be found on Lexmark. Uniform pricing must be adhered to. If there’s more question, please reach out to your Client Service Coordinator.

I forgot my password for Wholesale.lcbo.com

Go to wholesale.lcbo.com, click “forgot password” and type in your email address associated with your LCO Account. An email will be sent within a few minutes with a link to reset your password.

Contact information for LCBO LCO

For all inquiry, please reach out to lco@lcbo.com

Key Dates & Resources

Period 1 ends – April 26, 2025 – [Enter your Challenge & Refusals](#)

April 21st, 2025 – Easter

[LCBO Fiscal Calendar 2025 - 2026](#)

[Price Change](#)

[CSC Audit Form](#)

[Doing Business with LCBO](#)