

Jul 04, 2025, Newsletter



Welcome to
wholesale.lcbo.com!

Ordering inventory for your business just got easier.

Important

Claims – U.S. Return Products

Once claim is submitted, please monitor for communication in the notes section of the Claim App from our team for additional information required for approvals. Please contact lco@lcbo.com for any questions.

Retail Pricing

According to the LCO Agreement, the retail price of the beverage alcohol must be in accordance with LCBO retail price. Both BinTag and POS system price must be updated prior to price changes, visit Lexmark and [Wholesale Pricing | LCBO Convenience Outlets Agency Operators | Doing Business with LCBO](#) for more information.

Ordering

When placing order, please ensure there are sufficient funds in the bank account to avoid non-sufficient funds (NSF) issues. The payment process requires four full business days to complete, and the required funds needs to remain in the bank account for the duration.

Civic Day Holiday

An email outlining the holiday ordering schedule will be sent from lco@lcbo.com. Please ensure to review and follow the scheduled accordingly, contact your Client Service Coordinator for more information.

Statutory Holiday

If you are planning to sell beverage alcohol over the holidays, please review the [LCBO Convenience Outlet Manual V.4.pdf](#) for details regarding “Selling on Holidays”.

Best Practices

Adding New Products

When bringing in new LCBO items, remember to add them to the Lexmark store inventory to populate required BinTag. (Store Inventory – Add Signs – Using Master Brand List)

All new items must be kept within the designated LCO section. A best practice is to review store inventory periodically to remove slow movers and bring in new items to replace them.

Merchandising Tip

Minimize single product facings, more than one facing of the products will increase visibility and curb appeal to customer and reduces restocking time.

Required

Code of Business Conduct

Please note it is the responsibility of LCO Operators and their staff to comply with all applicable laws on corruption, bribery and prohibited business practices and they will not make, offer, receive or approve of any bribe, kickback or other type of improper payment. Evidence of behaviour to contrary will impact the status of your LCO agreement.

LCBO Authorized Direct Delivery Vendor

Direct alcohol deliveries can be provided only through companies listen on the **LCBO’s approved direct delivery list**. The list is available on Doing Business with LCBO under “Direct Delivery Authorization Directory” at [LCBO Convenience Outlets Agency Operators | Doing Business with LCBO](#)

Floorplan & Accessibility

All changes to LCO floorplan must be approved prior to implementation. Please send floorplan updates to convenienceoutlets@lcbo.com for approval. Please review the Accessibility audit requirement below for safe customer navigation of the store.

Challenge & Refusal

As the sales volume increase, it’s important to continue to follow the standard practice of Challenge & Refusal. All Challenge & Refusal submission must be documented in the Challenge and Refusal App every period.

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 WHOLESALE users](#)

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

Did You Know?

Contact information for LCBO LCO

For all inquiries, please reach out to lco@lcbo.com and your Client Service Coordinator.

Audits

1. Accessibility

- Aisles in all areas where the customer has access are the minimum width of 3 feet to allow for safe customer navigation and AODA compliance.
- Block piling in retail areas complies with health and safety standards (does not exceed 6ft tall).

2. Employee Training Form LCB2404

- Keeping a current employee list readily available is important. Ensure that the list is signed and dated by a member from convenience outlets. Do not edit your form, if you need to add or remove an employee or if your form is not signed, please email ConvenienceOutlets@lcbo.com

3. Responsible Service Program Signage

- The Responsible Service Program signage must be posted – 8.5x11 poster and 1 – 4x6 cards. Complete this form [LCO Signage Reques Form.pdf](#) and email ConvenienceOutlets@lcbo.com if you are missing this signage.



Key Dates & Resources

Civic Day – August 4th, 2025

Period 4 ends – July 19th, 2025 – [Enter your Challenge & Refusals](#)

[Fiscal calendar link](#)

[Price Change](#)

[CSC Audit Form](#)

[Doing Business with LCBO](#)