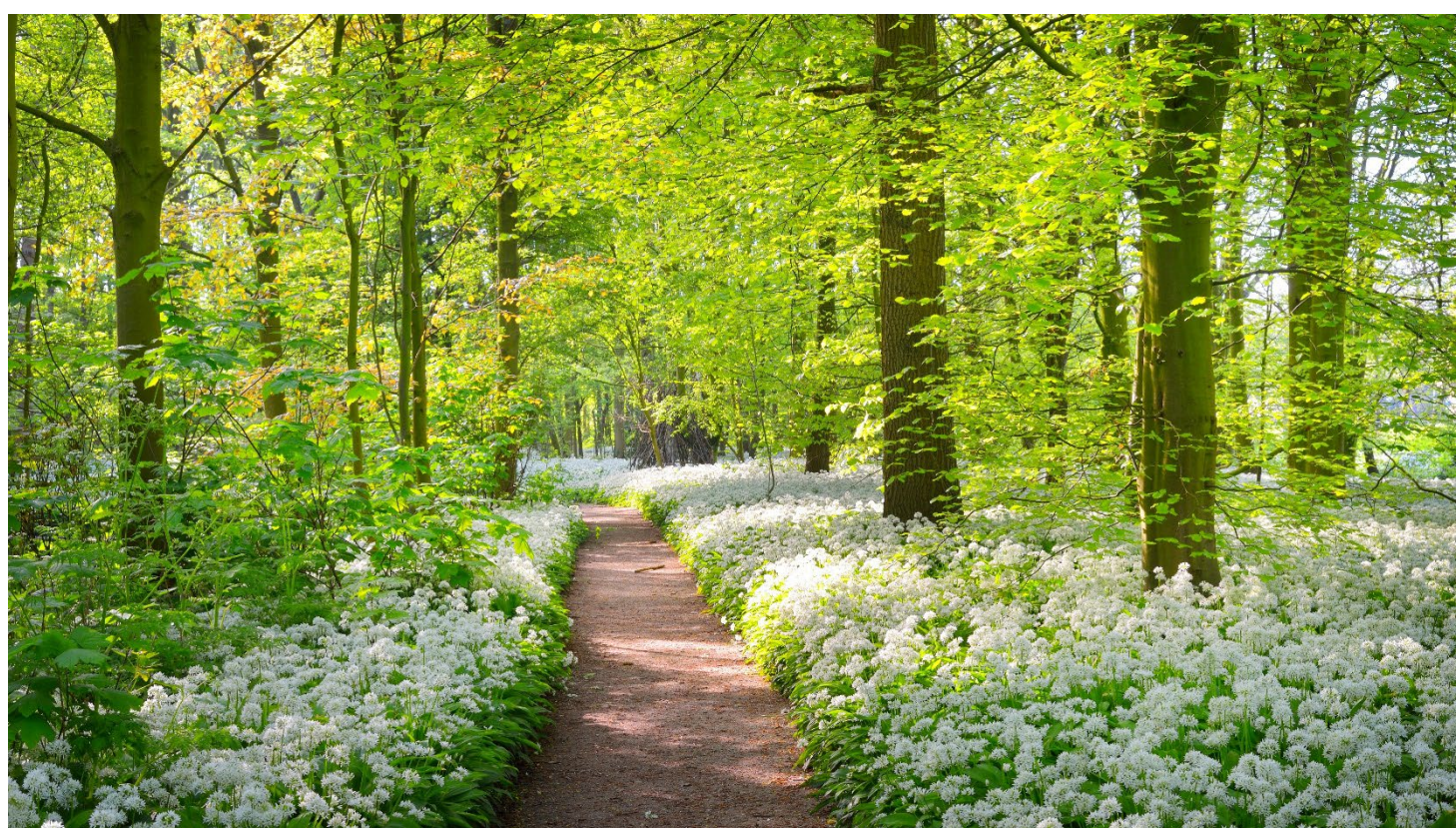


Jun 06, 2025, Newsletter



Welcome to
wholesale.lcbo.com!

Ordering inventory for your business just got easier.

Important

Retail Pricing

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. Please report any pricing discrepancy on Lexmark to your Client Service Coordinator and ConvenienceOutlets@lcbo.com for further escalation.

Sale of Business

Regarding sales of business, please be aware that the LCBO Convenience Outlet Agreement to Sell Retail Beverage Alcohol is non-transferable and cannot be represented in the terms of sale relating to the host business. The LCO Agreement is administered by ConvenienceOutlets@lcbo.com exclusively. Please contact ConvenienceOutlets@lcbo.com as soon as you have a buyer for your host business and before you initiate the sale of business process.

Canada 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.

Best Practices

Stock Rotation

Rotating stock on the shelf is important. FIFO; first in – first out; always place older products at the front and newer products at the back. This is especially important for products that have a shorter shelf life; beer, cider & RTD's.

Inventory

To avoid stock out issues, please monitor your inventory level closely ensuring you have adequate overstock quantities in reserve. Stock out on popular seasonal items may occur as demand increases. If items are out of stock or you wish to place a special order, please contact your Client Service Coordinator.

Merchandising Tip

To temporarily fill gaps on the shelf due to stock outs, increase product facings of other brands. Remember to flip your BinTag over the products that are not available. Keep shelves looking full and clean between deliveries by making sure each product facing is at least two items deep, labels are always facing forward, and both the products and shelves are kept clean.

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 listed 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](#)

Insurance

It is the responsibility of all LCO Operators to furnish a Certificate of Insurance to ConvenienceOutlets@lcbo.com immediately upon expiration of the existing policy. Any interruption to insurance coverage can impact your LCO Agreement. Please review section 10 – Insurance of your LCO Convenience Outlets Agreement for more details or email ConvenienceOutlets@lcbo.com.

Floorplan & Accessibility

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

Ontario Deposit Return Program (ODRP)

The collection of empty containers and the remittance of container deposits is a mandatory condition of your LCBO Convenience Outlet authorization. Containers must be accepted during all hours of LCO operation OR three days a week, one of these days being Saturday, during all hours of LCO operation. Where empties collection is limited to three days a week, prominent signage must be affixed at your LCO that is visible to customers. For more information on the Ontario Deposits and Returns Program, visit this website: [Deposit Returns | The Beer Store](#)

Challenge & Refusal

As the we enter the summer months, 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 WHOLESAL](#) 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 compliant.
- 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

Canada Day – July 1st, 2025

Period 3 ends – June 21st, 2025 – [Enter your Challenge & Refusals](#)

[Fiscal calendar link](#)

[Price Change](#)

[CSC Audit Form](#)

[Doing Business with LCBO](#)