

March 6th, Newsletter



Welcome to
[wholesale.lcbo.com!](https://wholesale.lcbo.com)

Ordering inventory for your business just got easier.

Important

LCBO Future State Modernization Program Timeline Update

As we approach the launch on April 1, 2026, between **March 17 – 23 (6pm)** will be your last opportunity to order via wholesale.lcbo.com based on your regular scheduled ordering day.

Please place your orders in advance and avoid any inventory shortages. Ensure you have sufficient stock as you will be unable to order from wholesale.lcbo.com between March 24 – 31. Interim ordering solutions will be available at this time, more information to come on this.

Credit Use Required

If you have any available credit, please ensure you use them before March 23rd. Credit will not be available for use once wholesale.lcbo.com goes live on April 1.

Wholesale and Minimum Retail Pricing

Updated pricing will be visible on wholesale.lcbo.com starting April 1. Your purchase price will no longer depend on the LCBO retail price. Instead of getting a discount on the LCBO retail price (as you do today), your price will be determined by adding mark-ups to the alcohol supplier's price.

Training materials

Next week, you will receive a training announcement on the new claims submission process as well as a review of upcoming changes related to the latest release of Future State Modernization (FSM). Annual workday training will be released in the coming weeks.

Easter Holiday Schedule

An email with your holiday ordering schedule will be sent out by lco@lcbo.com shortly. Please be sure that you are following it.

Best Practices

Bin Tags – Lexmark In- Store Publisher

Review Lexmark for the latest batch of Bin Tag price changes at a minimum frequency of once per week. Remember to add newly ordered products to your 'Store Inventory' price batch to ensure they are captured on future pricing updates. (Batches – Store Inventory – Add Signs – Using Master Brand List).

Required

Non-Saleable Items

It's important that all staff are familiar with the non-saleable policy.

Non-saleable Products

All returns for non-saleable products need to be processed as a [Product Complaint](#), with "NON-SALEABLE" as the reason. Ensure the LOT number is recorded when processing the product complaint.



For Regular Customer sales, the following unopened products can be returned to LCOs:

- All PET Polyethylene Terephthalate Containers (including, Spirits, Ready to Drink, Coolers, Wines and Liqueurs)
- Cream-Based Liqueurs
- Beer
- Tetra-Paks and Flexipack containers
- Wine-in-a-box (Bag-in-a-Box) containers

Note: These returns need to be processed in the same manner as Product Quality Complaints and **not** placed back on the shelf for resale.

Ontario Deposit Return Program (ODRP)

The collection of empty containers and the remittance of container deposits is a mandatory condition of the LCBO Convenience Outlets agreement contract. Containers and any associated secondary packaging 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: [Manuals and Forms - The Beer Store](#) Contact **TBS** Contact Center customerservice@thebeerstore.ca or call 1-888-948-2337 for more information.

Challenge & Refusal

Please remember 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.

Please follow the link to set up multi-factor authentication and access Challenge & Refusal App. This tool can be used to reset your login password for the Challenge and Refusal App: [Setting up Authentication options and using Self-Serve Password Reset \(SSPR\) for WHOLESAL users](#)

Without the Self-Serve Password tool, you must contact LCBO IT Service Desk 416-864-2550 to have your Challenge & Refusal App password reset.

Non- Standard Signage

Please note that no form of advertising supplied directly or indirectly by any manufacturer, distributor, importer, brewer, distiller, winery, producer or bottler of Liquor or of anyone acting under its authority or direction may be posted in your LCO. Signage promoting excessive consumption, socially irresponsible behaviour, or explicitly advertising a particular brand is not permitted.

Did You Know?

Damaged Product – Breakers

Damaged products received upon delivery should not be returned with the driver. Each operator is required to retain the damaged product, take clear photos showing the damage, and submit a claim through the online claims application within 48 hours of receipt.

Please ensure that the last page of the order invoice is included with all claims.

Also, be sure to review any comments left in the claim application, as they may contain important information regarding your submission.

Starting April 1, the claims submission process will be integrated into wholesale.lcbo.com. Keep an eye on your inbox as training will be sent to you next week.

How to Order LCBO Paper Bags?

To place an order for LCBO bags, email lco@lcbo.com with your request.

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 5 – 4x6 cards. Complete this form [LCO Signage Reques Form.pdf](#) and email ConvenienceOutlets@lcbo.com if you are missing signage.



Key Dates & Resources

Period End Reporting Deadline – March 31st, 2026 – Enter your Challenge & Refusals

Holiday – Holiday Order Schedule will be issued by LCO@lcbo.com

[Fiscal calendar link](#)

[Price Change](#)

[CSC Audit Form](#)

[Doing Business with LCBO](#)