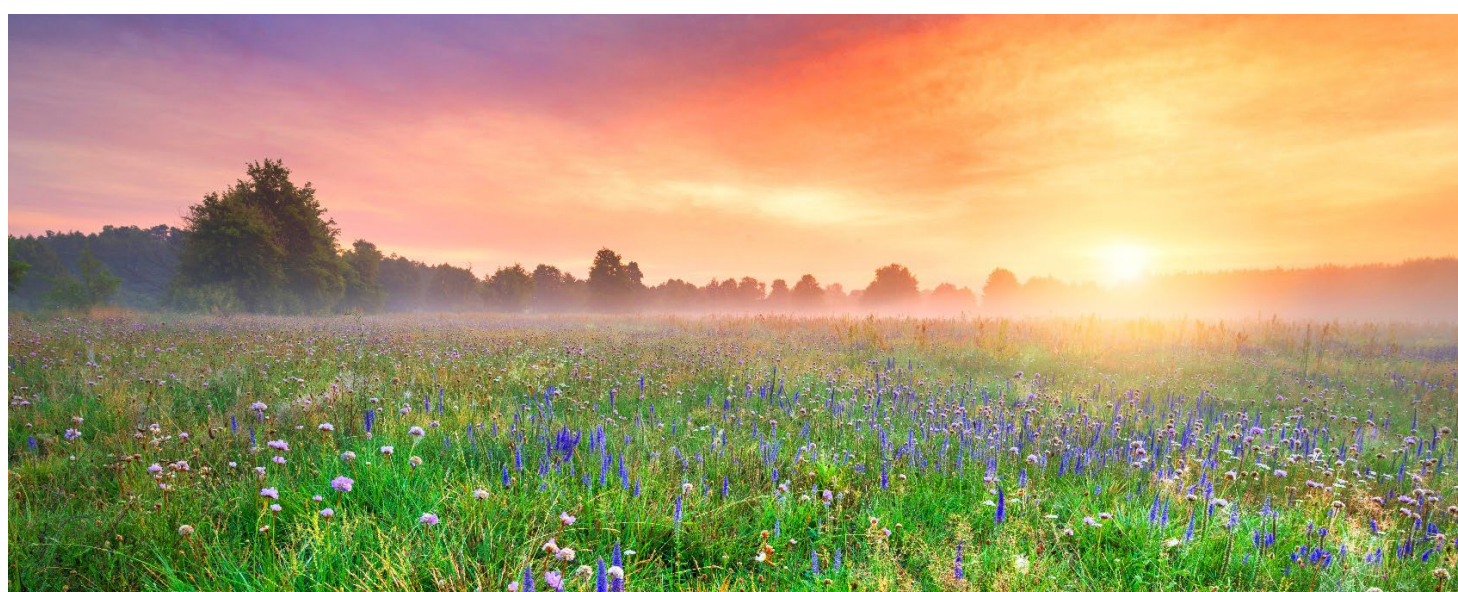


March 07, 2025, Newsletter



Welcome to
wholesale.lcbo.com!

Ordering inventory for your business just got easier.

Important

Returning U.S. Products

- Claims must be submitted through the B2B Claim App under the Overage option for product returns.
- An invoice for each claimed item must be uploaded in the claim app.
- A single picture of all claimed items will be accepted.
- If the same product was received in multiple invoices, a separate claim must be submitted for each invoice.
- A copy of the Basic Information page from the claim app must be attached to all returned cases to clearly identify their contents.
- Each case must contain only one item
- Returns will not be accepted without proper documentation.

Alternatives for U.S. products will be updated soon

- The replacement for U.S. products will be sent soon.
- The 2025 Ready-to-Drink Innovations catalogue will be shared with all LCO operators in April.

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.

Signage

All locations must have the correct signage posted. Check this link to ensure you've got them all: [LCBO Convenience Outlet Manual V.4.pdf](#)

Best Practices

Inventory

The spring season is a great time to review your store inventory. If you have any slow movers, place the products on a shelf that is at customer eye level. This will help create more exposure and sales. You can also build a mini display within your designated LCO area to help push out the product.

Loss Prevention – Tip of the Month

Train your staff to greet every customer and offer attentive service. Providing excellent customer service not only boosts sales but also helps prevent theft.

Merchandising Tip

It's always great to keep the store fresh by changing your displays. Use your 4X4 seasonal displays to showcase products for St. Patrick's Day which is celebrated on March 17, 2025.

Reminders

Empty Bottle Returns

All locations must accept empty bottle returns. The green bin containers can be requested directly from The Beer Store

Damaged Product

Damaged product received upon delivery should not be sent back with the driver. Each operator is requested to keep the product, take pictures of the damages and input claims into the online claims application within 48 hours of receipt. Pictures of the damage should clearly be shown in pictures. It is necessary to add the last page of your order invoice for all claims.

Review all comments that are left in the claim application.

Store Hours

Please inform convenienceoutlets@lcbo.com of any changes to your store hours for the spring/summer season. All LCO store decals should also be updated to reflect this change.

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 WHOLESALERS users](#)
If you’ve forgotten your password, please contact LCBO IT Service Desk 416-864-2550 to have your password reset.

Annual Workday Recertification

Starting in March 2025, all LCBO Convenience Outlet employees will receive their annual enrollment invitations for online Workday training. Further updates to follow in the coming weeks from ConvenienceOutlet@lcbo.com.

Did You Know?

Frequently Asked Questions

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

Audits

1. Accessibility

- Block piling in retail areas complies with health and safety standards (does not exceed 6ft tall).
- **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.

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

Period 13 ends – March 29th, 2025 – [Enter your Challenge & Refusals](#)

[Fiscal calendar link](#)

[Price Change](#)

[CSC Audit Form](#)

[Doing Business with LCBO](#)