

July 03, '26 Newsletter



Welcome to
wholesale.lcbo.com!

Ordering inventory for your business just got easier.

Important

Amended and Restated LCO Authorization & MSA

As shared by ConvenienceOutlets@lcbo.com on Tuesday, June 30, 2026, your LCO Agreement has been replaced and reorganized into two separate documents requiring your signature and endorsement:

1. **LCO Authorization**, which sets out the terms that govern how LCOs can sell to the public; and
2. **Master Supply Agreement (“MSA”)**, which sets out the terms that govern how LCOs buy product from the LCBO

The provisions of your existing LCO Agreement have been reviewed and distributed between these two documents and have been updated to reflect key program changes. These include, among other things, the introduction of 30-day payment terms, the recent removal of uniform pricing, and greater operational flexibility for LCOs.

The LCO Authorization and MSA will become effective on July 31, 2026, and will expire on your previously issued expiry date. Until the Effective Date, the terms of your current LCO Agreement will continue to apply.

Please **sign and return your LCO Authorization and MSA** to acknowledge that you understand and agree to the changes by submitting the two documents to ConvenienceOutlets@lcbo.com at your earliest convenience or by **July 31, 2026**. LCBO will return a fully executed version to you.

Please contact ConvenienceOutlets@lcbo.com if you have any questions.

Upcoming Q&A session

LCBO will be hosting a **Q&A session on July 9 from 2:00 PM to 3:00 PM** to address questions that were not answered during the webinar on **June 24**. If you would like to submit a question, please send it in advance so it can be included in the session [submit your question here](#)

You can find the pdf presentation from the **June 24 webinar** by following the link below:

<https://doingbusinesswithlcbo.com/content/dam/dbwl/wholesale/new-fsm-docs/LCO-June-Update-2026.pdf>

Minimum Wholesale Price for Wine

As part of Ontario’s expanded beverage alcohol marketplace, minimum wholesale prices (MWP) for wine will be introduced for all wholesale customers, effective June 22, 2026. MWPs represent the lowest price so wholesale customers can purchase wine from LCBO.

- MWPs apply to wine only, including light wine and fortified wine. It does not apply to wine based RTDs, wine coolers and cider.
- Updated wholesale pricing will be visible in wholesale.lcbo.com on June 22.
- LCBO will make any adjustments to wholesale pricing because of MWP – no action is required from LCOs.

Delivery Related Service Fees for DSV

Starting June 1, supplying sources will have the option to charge and collect permitted delivery related service fees directly from wholesale customers. Please visit [Delivery Related Service Fees | Doing Business with LCBO](#) for more information.

Shortages for TBS & DSV product deliveries

For shortages, mis-picks, breakers, etc. the Carrier/ Driver’s Copy of the BOL for DSV orders must be marked with shortages and/ or **STC** (“**Subject to Count**”)/ **STB** (“**Subject to Breakdown**”). All claims will be reviewed by LCO@lcbo.com and your associated supplying source.

TBS Orders

Please ensure your order is placed according to the ordering schedule provided. If you did not receive your order or you want to know the ETA, please contact Beer4Business Customer Service at customerservice@beerforbusiness.ca.

Training Materials

Training module: Claims submission and key FSM changes are posted on [LCBO’s Future State Modernization | Doing Business with LCBO](#)

LCO Wholesale Product Catalogue

Please note that the LCO Wholesale Product Catalogue will be issued on a weekly basis beginning the week of July 6, 2026. Note that this information is provided solely for the limited purpose of ingesting the data into your internal systems and pricing is subject to change. This information may not be disclosed, reproduced, distributed, or made available to any third party without the prior written authorization of LCBO.

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

Annual Workday Training – Due July 20th, 2026

2026 Annual Workday Training was launched on June 18th, 2026.

Employees designated ‘AS’ (excluding managers and Authorization signees) who have completed workday training this calendar year will only be required to login to Workday and launch the course content to receive a completion credit for this year’s annual role out.

Please contact ConvenienceOutlets@lcbo.com for changes to your LCO staff lists or Workday- specific queries.

Non-Saleable Items

It’s important that all staff are familiar with the non-salable 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 WHOLESALE 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.

Did You Know?

Expanded Wholesale Catalog

Since April 1, drop- shipping has been expanded to LCOs, enabling more Ontario suppliers to list products and fulfill orders directly bringing more local products into your catalogue.

Starting in June, suppliers of both Canadian and imported products can list and supply directly, further broadening your assortment. Beer has also been added to LCBO’s Direct Delivery Program, increasing options across categories.

We understand the desire for access to unique or special products and are exploring ways to offer greater flexibility. More updates will be shared as they become available.

Damaged Product – LCBO Orders

Damaged products received from LCBO 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 72 hours of receipt.

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

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 – July 18th, 2026 – Enter your Challenge & Refusals

[Fiscal calendar link](#)

[Price Change](#)

[CSC Audit Form](#)

[Doing Business with LCBO](#)