

August 4, 2023 Newsletter



Newsletters will now be issued monthly

Ordering

As we approach our busy summer season **late orders can't be accommodated.**

Check case quantities to ensure **a 30-case minimum** has been reached before submitting.

Please ensure that there are sufficient funds in your account prior to placing your order.

Once an order is placed, it can't be changed. Look over your order before submitting and also make sure that the **correct delivery date is given.**

Delivery challenges should be communicated to either b2borders@lcbo.com or your Client Service Coordinator at the time of occurrence so that a prompt solution or investigation into the issue can be done.

Product that is damaged during delivery **should not be** given back to the driver. Hold on to the items so that they can be submitted into the LCO claims application.

Motts Clamato

Motts Clamato is undergoing changes in their packaging. The 6 packs are currently unavailable to order. Purchasing the single cans or the variety pack is recommended.

When bringing in new items, remember to add them to your Lexmark store inventory so that a bin tag is generated.

Ready to Drink/Beer Packs

Products that come in packs are to be sold in packs. They should never be taken apart and sold individually.

Review your summer Ready to Drink inventory levels mid-August to ensure you let your inventory run down going into the Fall season.

Did You Know?

Special Occasion Orders 'SOP'

Communicate any large SOP orders to your Client Service Coordinators at least 3 weeks prior to the event. This ensures that adequate stock is available in advance of your event.

Late requests can't always be fulfilled during the summer months.

If you require additional assistance, please reach out to your respective Client Service Coordinator

Store Hours

Beverage alcohol can only be sold within your posted 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.

Remember to follow up with your municipality to ensure you can remain open on August 7, 2023. Any locations in unorganized municipalities must remain closed.

Returns

All LCBO damages must be inputted into the [LCBO B2B Claims Application](#) within 48 hours of your delivery.

The b2b returns team may leave comments on the claim. Continue to login into the application to see/view them and provide additional information if required.

If you forget your password for the LCBO B2B Claims app, you can reset the password in the app or contact b2breturns@lcbo.com for assistance.

If you have any questions regarding **Saleable** and **Non-Saleable products**, refer to the WorkDay training or contact your Client Service Coordinator.

Reminders

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.
2. **Employee Training Form LCB2404** - Staff listing must be accurate and up to date with both Operator and LCO Department signature and date. (Form 2404)

Lexmark

Do you require bin tag paper? Email convenienceoutlets@lcbo.com and they will mail them out to your store.

Logging into Lexmark a few times a week is necessary in order to keep up with price changes.

When bringing in new items, remember to add them to your Lexmark store inventory so that a bin tag is generated.

Challenge and Refusal

Stores will get busier during the Spring/Summer months. It's important that you continue to follow the standard practice of checking for valid ID's. This must also be documented in your Challenge and Refusal App. Here is a link to the Challenge and Refusal Manual that contains a link to download the application: [LCO Challenge & Refusal-Support Documentation \(doingbusinesswithlcbo.com\)](https://doingbusinesswithlcbo.com)

You cannot ask for a Heath Card however if someone shows a valid photo Heath Card this can be accepted.

Using the online application to log challenges is recommended. A link to the user manual provides helpful trouble shooting on how to add new employees to log their reports.

[LCO Challenge & Refusal-Support Documentation \(doingbusinesswithlcbo.com\)](https://doingbusinesswithlcbo.com)

Empty Bottle Returns

All locations must accept empty bottle returns. Signage should be posted stating the days empty bottle returns are accepted. One of the dates **must** be a Saturday. If you require the green collection bins, contact your Beer store representative or call 1-888-948-2337.

Best Practices

Rotating stock is important. This is the practice of placing new products at the back, and older products to the front.

Merchandising Tip of the Week

Grouping related products helps keep shelves organized and makes it easy for shoppers to find what they are looking for. Assistance on planograms can be provided. Please reach out to your Client Service Coordinator for more information.

Loss Prevention – Tip of the Week

Acknowledging customers upon their entry not only conveys your readiness to assist but also fosters a warm and inviting atmosphere in your store. Conversely, this practice serves as a subtle deterrent to potential shoplifters, as they become aware of your presence.

Key Dates & Resources

Period 5 ends – August 12, 2023 – enter your Challenge & Refusals

August 7th – Civic Holiday

September 4th – Labour Day

[Fiscal calendar link](#)

[Price Change](#)

[CSC Audit Form](#)

[Doing Business with LCBO](#)