

July 7, 2023 Newsletter



Newsletters will now be issued monthly

Ordering

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.**

Remember to forecast your orders for the summer season to ensure you have enough stock on hand.

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

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

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.

Ensure that 'Ready to Drink' packs are not impeding customers ability to walk through the LCO section of the store. 3 feet clearance is needed for customers safety and ease of shopping.

Did You Know?

Product Recalls

Product recalls can either be submitted via text or email notification. It is important that one or the other is followed. If the process is started on text, it must be finished using the same method. Interchanging methods on the same recall can interrupt the flow on the back end.

Special Occasion Orders 'SOP'

Page 26 of the LCO manual provides step by step instructions on how to facilitate SOP orders. Click this link for more information [LCBO Convenience Outlet Manual 25-April-2023.pdf \(doingbusinesswithlcbo.com\)](#)

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

Licensee Orders

LCO's are not able to facilitate purchases made with a restaurant licensee number. Direct all licensee customers to an LCBO retail store.

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.

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.

Cider and RTD Returns

Cider and RTD products packaged in Aluminum or Glass packaging is a sellable return.

Return all Cider and RTD in aluminum or glass to shelf UNLESS the customer is not processing a return but making a Product Quality Complaint.

YOUR ACTION REQUIRED

1. Please ensure that your team is not treating all RTDs and Ciders as a non-sellable return.
2. RTDs, Ciders and Wine ONLY packaged in **PET / BIB (Bag in Box) or Tetra should be treated as Non-sellable.**
3. Cream Liqueurs are treated as Non-sellable in all formats, Glass etc,

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

Reminders

Floor plan

Any changes to the LCO section floor plan must be submitted to convenienceoutlets@lcbo.com for approval.

Lexmark

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

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 \(doingbusinesswithlcbo.com\)](#)

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 \(doingbusinesswithlcbo.com\)](#)

Signage

All locations must have the correct signage posted. Check this link to ensure you've got them all: [LCO Signage Request Form LCB 1053 \(doingbusinesswithlcbo.com\)](#)

Sandy's Law Poster – you must have 2 posters posted

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

Start preparing for the upcoming Civic long weekend. Build your inventory to ensure you have enough items on hand to service your community.

Merchandising Tip of the Week

Minimize single product facings on your shelves. Having more facings makes your LCO section look better, but also helps to increase visibility and reduces restocking.

Loss Prevention – Tip of the Week

Ensure the store is well organized and well lit, as a cluttered and poorly lit store can provide opportunities for theft to go unnoticed.

Key Dates & Resources

Period 4 ends – July 15, 2023 – enter your Challenge & Refusals

August 7th – Civic Holiday

[Fiscal calendar link](#)

[Price Change](#)

[CSC Audit Form](#)

[Doing Business with LCBO](#)