

## September 8, 2023 Newsletter



**Newsletters will now be issued monthly**

### Ordering

#### Last Chance

As the summer seasons ends, the items below are being delisted. This will be your last opportunity to purchase these items while supplies last.

LCBO #	LCBO Product Name
31253	Cabana Coast Dirty Shirley
31276	Bangarang Tropical Bellini Hard Seltzer
24354	Cottage Springs Grapefruit Vodka Soda
24369	Nude Pink Lemonade
31268	Social Lite Root Beer Craft Seltzer
24341	Mott's Clamato Caesar Chipotle Lime
31234	Topo Chico Hard Seltzer Signature Margarita
31261	Muskoka Spirits Nitro Raspberry Gin Fizz
31240	Founders Original Pineapple Ginger Vodka Mule
31382	Original Clubtails Peach Bellini
24357	Cottage Springs Classic Vodka Lemonade
649186	Hey Y'All Southern Style Hard Iced Tea
24318	White Claw Iced Tea Lemon
31230	Georgian Bay Blueberry Pomegranate Vodka Smash
31231	Georgian Bay Tropical Smash Pineapple Mandarin
31341	Cottage Springs Lemon Vodka Iced Tea
31270	Social Lite Berry Guava Vodka Soda
31287	White Claw Iced Tea Strawberry
407775	Snapple Spiked Peach Tea Vodka
31299	Smirnoff Peach Lemonade Seltzer
31308	Lone River Ranch Water Original
24328	Jaw Drop Blue Blast Vodka Cooler
491514	Jaw Drop Flashing Peaches
24379	Bobby Classic Margarita
24370	Georgian Bay Cherry Gin Smash
24426	Black Fly Vodka Crushed Pineapple Punch
32049	Vice Smash Pomegranate Cranberry & Ginger
31306	Mikes Hard Blue Freeze Pouch
24424	Georgian Bay Pear Gin Smash
281907	Jaw Drop Sucking Lemons

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

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

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](mailto: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.

#### Motts Clamato

Motts Clamato Original 6 pack SKU number change from 611400 to **34822**

Motts Clamato Spicy 6 pack SKU number change from 611392 to **34823**.

### 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 cannot always be fulfilled.

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](mailto:convenienceoutlets@lcbo.com) of any changes to your store hours for the fall/winter season. All LCO store decals should also be updated to reflect this change.

## Returns

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 LCBO B2B claims application.

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](mailto:b2breturns@lcbo.com) for assistance.

## Reminders

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It's important to continually rotate your stock on the shelves. Remember to check expiry dates on all cans. If you require a guide on how to check for expiry dates, click here [LCBO Code Dates](#). The information is also on Doing Business with LCBO website.

## 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** - Keeping a current employee list readily available is important. Ensure that the list has a signature of the owner/manager, dated and validated by a member from convenience outlets. If your form is not validated, please email [convenienceoutlets@lcbo.com](mailto:convenienceoutlets@lcbo.com)
- 3. Non-Saleable Items** – It is important that all staff are familiar with the non-saleable policy. If you have any questions regarding **Saleable** and **Non-Saleable products**, refer to the WorkDay training or click here [Saleable/Non-Saleable Products](#).

## Lexmark

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

Do you require bin tag paper? Email [convenienceoutlets@lcbo.com](mailto:convenienceoutlets@lcbo.com) and they will mail them out to your store.

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

## Challenge and Refusal

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.

## 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

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Update your 4x4 seasonal section to reflect the current seasonal trends.

## Merchandising Tip of the Week

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To temporarily fill gaps on the shelf due to stock outs, increase product facings of other brands. Remember to flip your bintags over on the products that are not available.

## Loss Prevention – Tip of the Week

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Train your staff to greet every customer and provide as much attention as possible. Exceptional customer service not only boosts sales but also serves as a deterrent against theft.

### Key Dates & Resources

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**Period 6 ends** – September 9, 2023 – enter your Challenge & Refusals

**September 30<sup>th</sup>** – National Day for Truth and Reconciliation

**October 9<sup>th</sup>** – Thanksgiving Day

[Fiscal calendar link](#)

[Price Change](#)

[CSC Audit Form](#)

[Doing Business with LCBO](#)